



UNIVERSITY OF TM
KWAZULU-NATAL

**INYUVESI
YAKWAZULU-NATALI**

**Post-Covid 19 recovery and resilience in Cato
Manor, Durban**

by

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**Submitted in partial fulfilment of the requirements for the degree:
MASTER OF SOCIAL SCIENCES IN DEVELOPMENT STUDIES**

**in the School of Built Environment and Development Studies
University of KwaZulu-Natal**

**Prepared under the supervision of
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2022

Declaration

COLLEGE OF HUMANITIES

DECLARATION - PLAGIARISM

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Acknowledgements and Dedication:

Firstly, would like to express my gratitude to my dissertation supervisor and mentor, Prof. Shauna Mottair, for her patience, her effectiveness in her supervision as well her contributions to my study.

I would like to thank God and my ancestors for the capacity and the resources that have been at my disposal to further my studies.

I would like to thank my 2 fellow classmates and colleagues for their support and sharing their insights with me. Without them my master's journey would have been a long and lonely one. May we be all successful in our future endeavors. They know who they are.

I would also like to thank my family and friends for their continuous support.

This dissertation is dedicated to me, for always believing in myself.

Abstract

The Coronavirus disease that has come to be popularly known as the Covid-19 pandemic has become more than a health crisis as it has exposed the vulnerabilities that exist in our country and within our communities. The declaration of the National State of Disaster was subsequently followed by the implementation of the national lockdown that commenced at midnight on the 26th of March 2020. As a country we quickly had to adapt to what was termed the “new normal”. We had to adapt to the mandatory wearing of face masks, curfews as well as the closure of schools for a longer period of time. The lockdown regulations put a limit of economic activities which threatened people’s livelihoods. The impact of these changes was unequally experienced amongst our societies and revealed the dire socio-economic conditions that our societies are faced with.

This study explored the impact of the Covid-19 pandemic in Cato Manor and the level of resilience of the residents from the pandemic shocks. This was done through conducting face-to-face interviews with twelve members of households in Cato Manor which falls under the eThekweni Metropolitan Municipality in KwaZulu-Natal. The qualitative methodology applied aimed to gain an in-depth insight into the residents’ experiences and realities during Covid-19. The study also aimed to get a sense of what the post-recovery phase would entail amongst the citizens in our communities.

The responses to the questions posed to the were transcribed and analyzed with the aid of NVivo analysis software to generate codes and themes. From the findings it can be highlighted that the Covid-19 pandemic exacerbated the plight of unemployment in Cato Manor, that was present prior to the pandemic, especially amongst the youth. The study also found that the pandemic had an impact on the informal businesses of Cato Manor. It can also be noted that Cato Manor residents relied on the social grants to prevent them from falling into poverty combined with the use of the newly introduced SRD grant which they relied on buy basic necessities. Moving away from the pandemic, the post-recovery plans for the residents include looking for and securing employment as well as starting up businesses and picking up those businesses that existed prior to the pandemic.

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List of Abbreviations

AIDS	: Acquired Immune Deficiency Syndrome
COVID-19	: Coronavirus disease
CBD	: Durban Central Business District
CSG:	: Child Support Grant
DG	: Disability Grant
DSD	: Department of Social Development
FCG	: Foster Care Grant
GDP	: Gross Domestic Product
COGTA	: Department of Cooperative Governance and Traditional Affairs
HIV	: Human Immunodeficiency Virus
HSSREC	: Humanities and Social Sciences Research Ethics Committee
ILO	: International Labor Organization
NSFAS	: National Financial Aid Scheme
OAG	: Old Age Grant
RIG	: Research Information Gateway
SASSA	: South African Social Security Agency
SRD	: Social Relief of Distress
Stats SA	: Statistics South Africa
UIF	: Unemployed Insurance Fund
UNDP	: United Nations Development Programme
WHO	: World Health Organization
WVG	: War Veterans Grant

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Figure 1: Informal settlement in Cato Manor

Figure 2: Formal housing in Cato Manor

1 Chapter One- Introduction

1.1 Introduction

This study aimed to get an in depth understanding of the realities and experiences of the Cato Manor residents during the Covid-19 pandemic. Cato Manor, also known as Umkhumbane is located 11km from the Durban Central Business District (CBD) and falls under the eThekweni Metropolitan municipality. The community of Cato Manor, like most communities in South Africa faces the plight of unemployment, inequality, and inadequate housing as well as being under skilled. The study aimed to explore the level of resilience of the Cato Manor residents from the pandemic shocks. The American Psychological Association (2014) define resilience as the process of adapting well in the face of adversity, trauma, or significant source of stress, such as serious health problems, or workplace and financial stressors. The study drew from primary data that was collected in ward 29 over a period of two days in October 2022. This study may aid local government as they devise strategies to recover from the post-Covid-19 phase. This introductory chapter outlines the background of the study as well the significance of the study. This introductory chapter provides the research questions and objectives that guided the study. It concludes by outlining the rest of the chapters that comprise this dissertation.

1.2 Background of the study

The Coronavirus disease, popularly known as the Covid-19 pandemic brought about many changes in the society, and it has proved to be more than a health crisis. People's lives have been affected in more ways than one. The government has had to take drastic measures to curb the spread of the virus, and this includes the implementation of the lockdowns. The nature of the lockdowns implemented kept people socially isolated from one another and also had an impact on their economic activities. The various impacts of the Covid-19 pandemic were not equally felt amongst the South African citizens and some communities were more affected than others. The pandemic has revealed the various vulnerabilities that exist within the South African communities. This made it important for me to undertake research in a community like Cato Manor, where the residents are a mix of formal and informal dwellers. The national lockdown posed a threat on economic activities and to mitigate this, the South African government introduced the Social Relief of Distress (SRD) grant in the amount of R350 for people aged between 18 to 59 years with little or no income.

The introduction of this grant was welcomed with much gratitude from households that are living in hunger and poverty especially those that have lost their livelihoods due to the pandemic. Groenewald et. al. (2022) reports that the SRD grant has been much more progressive compared to the distribution of food parcels that the government first embarked on within communities through the local government. The Black Sash (2022) report also goes on to discuss that food parcels proved to be inadequate to meet the needs of the large number of households without basic food. The challenges faced by recipients of the grant include having to access to the internet to apply for the grant and travelling to the post office and enduring long lines to receive assistance. Once received, the recipients have been able to use the grant for basic necessities. This study examined the impact of the Covid-19 pandemic on the Cato Manor residents as well taking into consideration the level of uptake of the social grants. This study also examined how the SRD grant assisted households to survive. This study further examined whether the residents have any recovery plans as we emerge from the pandemic and whether the SRD grant plays a role in the recovery from shocks experienced through Covid-19.

1.3 Research topic

The study topic is Post-Covid 19 recovery and resilience in Cato Manor, Durban.

1.4 Significance of the study

The study examined the impact of Covid-19 pandemic on the Cato Manor households. It also examined their level of resilience during the pandemic and the role played by the SRD grant in safeguarding against shocks. This study could assist in the formulation of strategies to recovery as we move into the post-Covid-19 phase.

1.5 Research Objectives

The study was guided by the following objectives:

- To examine the impact of Covid-19 on households in Cato Manor.
- To examine the level of uptake of the social grants for example, Child Support Grant, Old Age Grant or Social Relief of Distress grant and its impact in Cato Manor.
- To examine how the Cato Manor residents were safeguarded from shocks during the pandemic.
- To examine any post-Covid 19 plans adopted by the Cato Manor community.

1.6 Research Questions

The study was guided by the following research questions:

- What was the impact of Covid-19 on the households in Cato Manor?
- What was the impact on households of the social grants during the Covid-19 pandemic?
- Were the Cato Manor residents safeguarded against for example, loss of income during the pandemic?
- What post-Covid 19 recovery plans or efforts are in place among the Cato Manor residents?

1.7 Outline of Chapters

This study is comprised of five chapters. Chapter one introduces the study, background of the study which also motivated the study. It also outlines the research questions and research objectives that guided the study. Chapter two is a review of the literature that is applicable to this study that provided a foundation for the themes discussed under the findings. The chapter also provides a discussion on the two theoretical frameworks that guided the research, which are T.H. Marshall's Social Citizenship theory as well as Amartya Sen's Capability Approach. Chapter three discusses the research methodology used in the study which is the qualitative method. The chapter also provides an explanation of the study area, the method of data collection used, the sampling method as well as data analysis. Chapter four is a representation of findings in the form of themes which lays the foundation for chapter five. Chapter five is a discussion of the themes with the application of the theoretical frameworks. The chapter also provides recommendations and a conclusion.

2 Chapter Two- Literature Review and Theoretical Frameworks

2.1 Introduction

Clark (2016) opined that a pandemic is a serial killer that can have devastating consequences on humans and the global economy. The Covid-19 pandemic has proved to be more than a health crisis. The Covid-19 context provides us with the opportunity to investigate how prior work on vulnerability to economic shocks maps onto the outcomes observed in the face of new health, economic and social challenges. In this chapter I review the literature on the topic of the Covid-19 pandemic. I also highlight important themes that provide a basis for the research study undertaken at Cato Manor, Durban. These themes or subheadings are grounded by the research objectives of the study. Firstly, the chapter discusses the impact of the Covid-19 pandemic on developing countries as a whole and then brings the discussion to the South African context. It then discusses the impact of Covid-19 pandemic on the South African townships. The chapter further goes on to discuss the social assistance mechanisms that have been adopted with an attempt to overcoming the impact of the pandemic. The chapter then discusses the post-Covid recovery plans that may be in place. Lastly, the chapter discusses the two theoretical frameworks that guides the research study which is the T.H. Marshall's Social Citizenship theory as well as Amartya Sen's Capability Approach.

2.2 The impact of the Covid-19 pandemic on developing countries

Leach et. al. (2020) mention that development understood as progressive, social, economic and political change is rapidly being undone as the Covid-19 pandemic threatens collective futures. The experiences brought by the Covid-19 pandemic have proved to be different from the pandemics that we have witnessed in the past. Pandemics such as HIV/AIDS, Ebola, Swine Influenza, to mention but a few. The Covid-19 pandemic brought about panic as the numbers of infections were rising each day. Zeleza (2020) writes that many governments were caught unprepared or underprepared for the corona virus pandemic. Governments had to scramble for solutions to mitigate the risks brought by the pandemic. This includes the implementation of the lockdown regulations. The pandemic also exposed both the inequalities and disparities that exist in developing countries. As African economies declined, they became more vulnerable and more dependent on international development agencies. Anyawu and Salami (2021) mention that Owing to several reasons, Africa was found to be at risk for the Covid-19 pandemic, with a relatively low capacity to manage the health emergency.

In Padhan and Prabeesh (2021) the economic effects of the Covid-19 pandemic have been broadly categorized into supply and demand effects. While Maliszweska (2020) writes that the supply effects result from the loss of working hours, and the decline in aggregate demand results from the decline in income due to the unemployment associated with lockdowns. It is further discussed that the pandemic affects the economy through the following channels: the direct effect of reduction in unemployment, the increase in international transaction costs of imports and exports of goods and services result in trade reduction and poverty loss. Measures such as total lockdowns, and many strict mitigations action taken by governments within and outside of Africa to limit the mobility of people to curb the spread of the virus, severely limited the production of goods and services and trade activities. Groenewald et. al. (2020) reports that the Covid-19 pandemic has affected men and women differently, exacerbating the visibility of existing economic and social fault lines throughout the world, and reinforcing the fragility of market economies in the global north and south. The International Labor Organization (ILO) (2020) reports that gender inequality has worsened, with women disproportionately exposed to job and income loss as women dominate the sectors that were hardest hit by the restrictions to curb the pandemic.

2.3 The impact of the Covid-19 pandemic in South Africa

Following the announcement of a National State of Disaster, South Africa implemented the national lockdown that came into effect at midnight of the 26th of March 2020. The lockdown regulations required for some businesses to close operations, school closure as well as the restrictions on the sale of alcohol and cigarettes. Operations could only continue for those sectors considered to be essential. Government of South Africa (2021) reports that the full lockdown was later framed by the government according to levels. The lockdown was framed as *level 5* in a risk adjusted strategy to manage the spread of the Covid-19 pandemic. Over time, the government gradually relaxed the regulations with a move into *level 4* coming into effect in May 2020, the *level 3* came into effect in June 2020, the *level 2* followed in August 2020 and *level 1* came into effect in September 2020.

Level 5 entailed a complete stop to all but essential commercial activity and severe limitation of freedom of personal development. The reasonable relaxation on the freedom of movement for the general population only began at level 3. The lockdown was introduced to contain the corona virus pandemic and to prepare the health system for the anticipated upsurge in patients needing treatment. Leach et. al. (2020) identifies that there is an urgent need to examine how the Covid-19 as health and developmental crisis unfolded the way that it did and to consider

possibilities for post-pandemic transformation and for rethinking development more broadly. Sekyere (2020) mentions that the Covid-19 pandemic has had economic implications on citizens that contributed to the existing high levels of unemployment. The stay-at-home orders which mean no economic activity, results in no income earning opportunities. Wills et. al. (2020) points to the evidence that a large impact of the Covid-19 pandemic crisis on a household is poverty, that two in five South Africans had lost their main source of household income, over the initial lockdown and ran out of money to buy food. Mathebula et. al. (2022) also reports that the official unemployment in South Africa increased from 30,80% in the third quarter of 2020 to 34,4% in the second quarter of 2021. Also, the expanded unemployment rate, which includes discouraged job seekers, has increased from 39,7 in the first quarter of 2020 to 44,4% in the second quarter of 2021.

The onset of Covid-19 in South Africa has brought to the fore the systematic weakness in the quality of service delivery such as water and sanitation services, housing, healthcare, and infrastructure in various communities across the country. The efforts to contain the spread of the disease has also highlighted key capacities that are lacking such as the readiness of the nation's essential services for a public health pandemic such as Covid-19. Within countries, the impact of the Covid-19 pandemic has been unequally felt. This is because across the country, households have different access to income, assets, employment, healthcare, and social protection. This inequality was also felt in the labor market where workers in the informal economy were mostly affected. Schotte et. al. (2018) write that previous research has shown that prior to the pandemic two-thirds of the South African population were either poor or vulnerable to falling into poverty. As explained in Schotte and Zizzamia (2021) households with limited assets to withstand a sudden economic loss responded to the crisis by running down savings and defaulting on insurance payments, leaving them yet more vulnerable to future economic shocks. Turok and Visagie (2021) point out that between 2 million and 3 million people lost their jobs between February and April 2020. Other data shows a 16.4% contraction in Gross Domestic Product (GDP) between April and June 2020.

2.4 The impact of the Covid-19 pandemic on South African townships

Oluwole et. al. (2021) write that South African townships are still marked by high population density, informality, poverty, crime and general socio-economic challenges. Thus, townships are exposed to social challenges such as infectious diseases. In an assessment report done by the United Nations Development Programme (UNDP) (2020) the provinces of KwaZulu-Natal, Gauteng, Eastern Cape, and Limpopo were most affected by unemployment and income loss.

In addition, they already had a high poverty rate, and some had the highest number of people who had food insecurity prior to the Covid-19 pandemic. Over 64% of the workforce affected lived in these provinces, as well as 69% of the informal workforce affected and 69% of informal workers as risk of falling into poverty. Oluwole et. al. (2021) write that townships are possibly the most potent political, social and economic spaces in the country as they accommodate most of the urban population on a relatively small physical footprint. Fisher et. al. (2022) conducted a study in the Alexandra township and found that the Covid-19 pandemic substantially disrupted the lives of Alexandra residents especially in terms of lost jobs and income and access to and affordability of essentials.

The Department of Cooperative Governance and Traditional Affairs (COGTA) (2020) reports that in South Africa, the lockdown of social and economic activities extended to all economic sectors, including the informal sector and this extended to the township as that is where most informal economic activities occur. Fourie (2018) points out that the majority of South Africans in the informal economy work as street vendors, waste-pickers, fast food sellers as well as other enterprises to make meaningful livelihood. Oluwole et.al. (2021) write that the Covid-19 pandemic has had a huge impact on township economy, which is mostly characterized by micro and small businesses in the township area. The reason for the vulnerability of the township economy, according to the study conducted by Oluwole et. al. (2021) is the lack of basic infrastructure and resources, lack of access to finance or capital as well as the lack of access to skills training and mentorship for small business owners.

2.5 The background of the social grants in South Africa

The introduction of social protection programs has seen social assistance programs reaching millions of people in South Africa. Conway et. al. (2000) defines social protection as being primarily understood as a policy framework describing public actions taken in response to the levels of vulnerability, risk and deprivation which are deemed socially unacceptable within a given policy or society. In developing countries, social protection has a strong focus on poverty reduction, on the poor and the poorest. As written in Department of Social Development (DSD) (2021) the main social security grants in South Africa are the Child Support Grant (CSG), Old Age Grant (OAG), Disability Grant (DG), Foster Care Grant (FCG), Care Dependency Grant (CDG) and the War Veterans Grant (WVG). South Africa's social security system is the government's chief initiative in tackling the problems of inequality, poverty and unemployment, increase investment in health, education and nutrition. DSD (2021) further reports that the extension of the CSG was a result of the recommendations made by the 2002

Committee of Inquiry into a Comprehensive Social Security System (Tylor Committee). The reports also notes that despite the progress in some areas, gaps remain in the social security system. The statistics provided on the report state that the social assistance programme provides regular income support to more than 3.5 million elderly people, 12,5 million children and over 1 million people living with disabilities. Statistics South Africa (Stats SA) also report that between 2003 and 2018, the proportion of the population receiving at least one social grant increased from 30% to 44%.

2.6 Social assistance mechanisms during the Covid-19 pandemic

2.6.1 Social grants

Bhorat and Kohler (2020) write that in response to the adverse effects of the Covid-19 pandemic on vulnerable groups, governments around the world have significantly expanded their social protection systems. Section 27 of the South African constitution is outlined in Groenewald et. al. (2022) which makes provision for social security for everyone, including appropriate social assistance if they are unable to support themselves. Section 27 also provides for access to healthcare, and access to sufficient food and water, which together provides for comprehensive social protection. Therefore, the South African citizen has a constitutional right to social security. Jamieson and van Blerk (2022) write that support announced by the South African government entailed a rescue package of over R500 billion to provide for social protection. R50 billion was allocated to increase the existing social grant payments. DSD (2021) report that the existing social grants, children received an extra R300 in May 2020, taking their grants to R740 per child for the CSG. The OAG pension grant, FCG, DG and the CDG rose by an extra R250. In June 2020, the additional allocation changed to R500 per caregiver, regardless of how many children are cared for. The DSD report further goes on to state that all the grants and additional payments ended in October 2020.

2.6.2 The Social Relief of Distress (SRD) grant

The Covid-19 crisis exacerbated the socio-economic challenges facing the country. The DSG (2021) report that the loss of jobs and income for millions of South Africans living in poverty and without protection saw the announcement and implementation of the special Covid-19 SRD grant. Initially, the grant was to be rolled out for six months at the amount of R350. The eligibility criteria for the receipt of the SRD grant were: South African citizens, permanent residents or refugees registered with Home Affairs; resident within the borders of the Republic of South Africa; those above the age of eighteen; not receiving any income, not receiving any Unemployment Insurance Fund (UIF); not receiving a stipend from the National Financial Aid

Scheme (NSFAS) and not a resident in a government funded or subsidized institution. The rollout of this special grant was administered by the DSD and the South African Social Security Agency (SASSA). Seekings (2020) highlights that the introduction of the new grant proved to be much of a challenge as the first stage in delivering the new grant entailed setting up an application process that could handle millions of applications in a short space of time. Jain et. al. (2020) report that the coverage of the SRD grant increased substantially between June and July 2020. Bassier (2021) also report that by October 2020, the SRD grant had become a core element of South Africa's social assistance landscape and most households were able to withstand the pandemic shocks by accessing basic necessities through this social assistance. In a Black Sash report by Groenewald et. al. (2022) it is mentioned that the introduction of the SRD grant has also exposed social and economic structural inequalities that exist within societies.

2.7 Strategies to recover from the Covid-19 pandemic shocks

Padhan and Prabeesh (2021) highlight that the pandemic has caused unprecedented damage to the global economy in terms of human tolls and economic consequences. The distress faced by the South African population spans prior to the Covid-19 due to the high levels of poverty, unemployment, inequality, and food insecurity. Nguse and Wassenaar (2021) point out the Covid-19 pandemic affected all South Africans in various ways, the poor have been most affected due to structural inequality, unemployment, lack of health care and other services. In their study Nguse and Wasenaar (2021) further suggest that strong policy responses are required to counter the adverse effects of the pandemic on the vulnerable communities. According to a study conducted by the DSD, a number of interventions could take place in the post-Covid 19 phase. These could include the active labor markets with investment in skills development and the expanded public works programme, further education and training, youth employment programmes that are invested in employment creation for the youth and business establishment that comes with income support. Khambule (2022) also opines that due to the vulnerabilities of the poor during the Covid-19 pandemic, it becomes crucial to focus on the informal economy and the sustainable livelihood approach.

2.8 Theoretical Frameworks

2.8.1 Social Citizenship Theory

The first theoretical framework that guided this study is the Social Citizenship theory as advocated for by T.H. Marshall. Explaining the concept according to Marshall, Liebenberg (1999) writes that social citizenship is the right to live the life of a civilized being according to the standards prevailing in society. These can include accessing the education system and the social services. This theory was applied to consider whether residents of Cato Manor have attained a level of social citizenship to overcome pandemic shocks and move into a post-Covid recovery phase through accessing the social grant or resuming economic activities. The participants were asked if they accessed any social grants as well as the SRD grant during the pandemic. The participants were also asked what they used the social grants as well as the SRD grant for. This was done to examine the level of uptake of the grant and whether the residents were safeguarded from the pandemic shocks through the access to the grant. The introduction of the SRD grant in South was of the mechanisms put in place to assist those that had lost income due to the pandemic. It also assisted those that were unemployed prior to the pandemic, allowing them, in theory, a level of social citizenship. The social security benefits such as the social grants are designed to ensure that everyone in society has enough income and other basic essentials such as healthcare and food security to live a civilized life.

As Mead (1997) discusses the welfare state is the operational expression of social citizenship, it is the expression that people by virtue of being members of a society are entitled to social rights. South Africa is not a welfare state, but it does have high levels of social spending on the grants system including the SRD grant introduced in response to the Covid-19 pandemic. The Covid-19 pandemic further exposed the inequalities that exist amongst members of a society and or community. There is a principle that all people are equal and deserve equal rights and opportunities. Members of the community of Cato Manor live under specific socio-economic conditions however, the pandemic did not have the same impact on them based on those socio-economic conditions. Attaining social citizenship would work to correct these imbalances, with the provision of social grants and now the SRD grant, for some residents, both these grants could be used in conjunction. This allowed for a large portion of the members of the society, including Cato Manor to access the basic needs required for daily survival, ensuring a level of resilience during the pandemic.

2.8.2 Amartya Sen Capabilities Approach

This study also applied Amartya Sen's Capabilities approach. O'Hearn (2009) writes that according to Sen, development should not only be viewed in terms of economic measures such as GDP growth and average national income, but in terms of the real freedom that people can enjoy such as economic facilities and social opportunities. To achieve these freedoms, people must have capabilities. Sen (1999) believes that true development entails increasing human choices and allowing them to achieve outcomes that they value. For Sen, other than meeting basic needs, capabilities also entail making political and economic choices. The national lockdown restrictions posed a threat to economic activities. Looking at the capabilities approach I examine how these restrictions limited people's capabilities to carry on with performing economic activities to protect their livelihoods and for some, to carry on looking for employment opportunities. According to the UNDP (2017) people depend on five types of capital to improve their capabilities to be resilient in the face of shocks. These are the natural capital, economic and financial capital, human capital, physical capital as well as the social capital.

This theory is useful in the case of Cato Manor to assess the capabilities that were facilitated by people's access to the social grant as well as the introduction of the SRD grant. Those who could receive both social grants for example, CSG, as well as the SRD grant, had increased capabilities to be resilient during the pandemic. This chapter also referred to the literature from studies conducted that revealed the difficulties that SRD grant recipients had experienced in the receipt of the grant. This has resulted in limiting their capabilities in surviving the pandemic shocks as the receipt of the grant would sometimes be interrupted. In the post-Covid recovery phase, I examine the capabilities that citizens have in recovering from the pandemic shocks, these include the plans to look for employment as well as starting businesses using any capital at their disposal.

2.9 Conclusion

This chapter reviewed the existing literature on the studies done on the Covid-19 pandemic and all the discourses pertaining to it. The literature consulted in this chapter revealed the impact of Covid-19 as it pertains to livelihoods, unemployment, and poverty. It also consulted literature regarding the social assistance mechanisms that were available to citizens during the pandemic taking into consideration the introduction of the special SRD grant. The

chapter also looked at the impact of Covid-19 in South African townships, putting more emphasis on the informal economy. The chapter then discussed the two theoretical frameworks that guided the analysis of the findings. These theories were T.H. Marshall's Social Citizenship theory as well as Amartya Sen's Capabilities approach.

3 Chapter Three- Research Methodology

3.1 Introduction

The previous chapter provided a review of the literature that is applicable to this study. It discussed the impact of Covid-19 in the South African context, looking at townships. This chapter provides a discussion of the research design that was applied to the study. Kumar (2011) defines a research design as a plan, structure and strategy of investigation so conceived as to obtain answers to a research question. Selecting the most suitable research design for a study is crucial as it determines the success of the research project. Research methodology, study area, data collection and sampling techniques, data analysis, ethical considerations and study limitations are discussed in this chapter. The chapter also explain how the four criteria of trustworthiness of the research which are credibility, confirmability, transferability and dependability have been maintained in the study.

3.2 Qualitative Research Methodology

This study used the qualitative research methodology. Creswell (2018) describes the qualitative methodology as an approach for exploring and understanding the meaning that individuals or groups ascribe to a social problem. In Jackson et. al (2007) qualitative research is primarily concerned with understanding human beings' experiences in a humanistic and interpretive approach. This is because social science specifically attempts to discover new or different ways of understanding the changing nature of lived social realities. Qualitative research makes use of inductive reasoning. Mouton (2007) further explains qualitative research as producing data that seeks to uncover new ideas from, or hidden feelings and beliefs from respondents. Undertaking qualitative research has allowed me as the researcher with an insider's view and insight into the human condition. Mouton (2007) also highlights that qualitative data relies on an extensive use of verbal information, with a preference for developing full information on relatively few cases and its consideration of the unique features for each case.

The research was a case study of Cato Manor. Conducting a case study has enabled me to focus on a single community of Cato Manor. Case studies are a popular of research that are widely used throughout the social sciences. A case could be an individual, group, a community, an instance, an episode, an event, sub-group of a population, town or a city. A qualitative researcher, at most times, is primarily concerned with what the most authors call the human as instruments approach. This means that the focus turns to understanding human beings' reflection on their experiences. Kumar (2011) mentions that the power gap between the

researcher and the study population in qualitative research is far smaller than quantitative research because of the informality in structure and situation in which data is collected. The qualitative method was used for this study because it is more appropriate for exploring the variation and diversity in any aspect of social life, whereas quantitative research is more suitable in finding out the extent of this variation and diversity. Cato Manor as a case study became a basis for a thorough, holistic and in-depth exploration of aspects that I wanted to find out. Kumar (2011) points out that the case study design is based upon the assumption that the case being studied is atypical of cases of a certain type and therefore a single case can provide insight into the events and situations prevalent in a group where the case has been drawn. Approaches to qualitative data collection and analysis are numerous, and these will be discussed below.

3.3 Study Area

The study was conducted in Cato Manor, Durban. Cato Manor is one of the townships in KwaZulu-Natal. It is located 11km from the Durban Central Business District (CBD) and falls under the eThekweni Metropolitan municipality. The study was conducted in ward 29 of the municipality. The community of Cato Manor is characterized by high levels of poverty, unemployment, inequality, inadequate housing and poor service delivery. The area consists of upper class, middle class and lower-class citizens and informal settlements. Ngidi (2019) writes that the area is also quite popular amongst the working class for rentals as it is within the close proximity to the Durban CBD and other industrial areas where the residents work. The residents are employed in the formal and informal sector with some residents owning informal and formal businesses as well. Figure 1 and figure 2 are images taken with my phone during the data collection process. Figure 1 shows an image of an informal settlement in Cato Manor and figure 2 shows an image of formal housing in Cato Manor. These are some of the characteristics that distinguishes the residents of Cato Manor.



Figure 1



Figure 2

3.4 Data Collection and Sampling

Jackson et. al. (2007) refers to methods as the tools, techniques or procedures used to generate data. They further mention that in conducting qualitative research, interviewing is a set of techniques for generating data from individuals and or groups utilizing structured, semi-structured or unstructured questioning formats. Kumar (1999) also describes an interview as any person-to-person interaction between two or more individuals with a specific purpose in mind. In simple terms, an interview involves an interviewer reading questions to respondents and recording their answers. I collected data for this study through conducting face to face interviews with households in Cato Manor. This was a direct and personal contact with the participants that I asked to respond to questions relating to each research question. The interview utilized an interview schedule that comprised of generally open-ended questions intended to elicit views and opinions from the participants.

There was an interview schedule which is written list of questions that I prepared as the interviewer. The interviewing method was structured, which means that I asked questions using the same wording and order of questions as specified in the interview schedule. In this case, an interview schedule was utilized as a research tool or instrument for collecting data and the interviewing was a method of data collection. Conducting interviews allowed me to gather data that is most valid and reliable in relation to the research topic. One of the main advantages of conducting the structured interview was that it provided uniform information, which assured

compatibility of data. In the next section I shall discuss the sampling methods that guided the participant selection.

Kumar (1999) defines sampling as the process of selecting a few (sample) from a bigger group (the sampling population) to become the basis for estimating or predicting a fact, situation, or outcome regarding the bigger group. A sample is a sub-group of the population you are interested in. The accuracy of one's findings largely depends upon the way one selects their sample. I selected the participants for the interview by using the purposive sampling method. Korber and McMichael (2008) describe purposive sampling as one where the researcher has some degree of choice in selecting their research sample and they have a clear purpose that guides their choice. Kumar (1999) points out that purposeful sampling is widely used in qualitative research for the identification and selection of information-rich cases related to the phenomenon of interest for the effective use of limited resources. The participants were selected based on their experiences of the point of enquiry. In Cato Manor, twelve households were selected based on their accessing the social grant and who were willing to participate. A local guide introduced me to households who habitually access the grant and snowballing was then applied to make up the sample. Snowball sampling, according to Breweton and Millward (2001) is the sampling method that uses a few cases to help encourage other cases to take part in the study thereby increasing the sample size. The interviews were only undertaken with adults.

3.5 Data Analysis

Kumar (1999) explains that the aim of data analysis is to enable outcomes that make connections, identify patterns, and contribute to greater understanding. In data analysis there is a role for deep and creative thinking on the part of the researcher. Kiger and Varpio (2020) mention that data analysis has been described as the most complex and mysterious of all the phases of qualitative project and the one that receives least thoughtful discussion in the literature. For this study I used the thematic data analysis method to analyze data that was collected from the participants during the interviews. Braun and Clarke (2006) define thematic analysis as a method of analyzing qualitative data that entails searching across a data set to identify, analyze, and report repeated patterns. Guest et. al. (2012) also defines thematic analysis as moving beyond counting explicit ideas within the data, that is, themes. Thematic analysis is a practical data analysis approach for qualitative researchers. Thematic analysis is an accessible, flexible and increasingly popular method of qualitative data analysis. To analyze the data collected, I focused on the individual's meanings and experiences to gain insight into

the research topic and identify common things. The thematic analysis can be applied to a wide range of study questions, designs and sample sizes. Nowell et. al. (2017) also write that researchers have mentioned that thematic analysis is a good first analytic method for novice researchers. A good thematic analysis makes sense of the data.

In qualitative research, the data is analyzed through the subject responses, narratives and observations to identify themes. This method of data analysis was done in six steps as discussed by Maguire (2017). The first step was to become familiar with the data by repeated reading of the data collected for overall understanding. The second step was to code the data, which was done through making notes and highlighting the important parts and themes. The third step was to highlight the themes, this step might sometimes overlap with the step to highlight the themes. The fourth step was to review and modify the themes identified. The fifth step was to identify the themes as well as the essence of what each theme is made up of. The sixth and final step towards thematic analysis was the write up and discussion of the findings in the dissertation. For this study, I made use of the NVivo data analysis software to derive themes as well as coding the data. Using NVivo saved me a lot of time and was more efficient in deriving the themes. Braun and Clarke (2006) summarize thematic analysis when they say it can emphasize the social, cultural and structural contexts that influence individual experiences, enabling the development of knowledge that is constructed through the interactions between the researcher and the research participants.

3.6 Ethical Considerations

Jackson et. al. (2007) mention that it is the responsibility of every researcher to approach each study with as much objectivity, ethical diligence, and rigor as possible. I conducted the research with adherence to the ethics guide provided by the University of KwaZulu-Natal Humanities and Social Sciences Research Ethics Committee (HSSREC). I applied for the ethical clearance through the Research Information Gateway (RIG). The ethical clearance was granted by the HSSREC after having to respond and edit my research proposal to the ethics committee's satisfaction. I used a consent form for participants to sign for their consent in participating in the research. The participants were informed that participation is voluntary as they are free to participate without pressure. They were also informed that they may withdraw from research at any time. The anonymity of the participants was maintained throughout the study as in the findings they are not mentioned by names but are referred to as participant number, this was based on the order of which I spoke to the participants. It was also ensured to them that their names will not be mentioned in the written report. Furthermore, the information received from

the participants was not shared with others. The informed consent during the data collection entailed informing the participants of the kind of information that will be required from them. Also, the reasons for requiring the information were given, what purpose it will be put into and how they are expected to participate including the fact that participation was voluntary, and they could withdraw at any time.

3.7 Credibility, Confirmability, Transferability and Dependability

In this study the four criteria of trustworthiness in research have been maintained. And these are namely, credibility, confirmability, transferability and dependability. According to Guba and Lincoln (1985) credibility is the confidence that can be placed in the truth of the research findings. This study is a correct interpretation of the original data collected and the findings are not modified in any way which is important in qualitative research. Guba and Lincoln (1985) further explain transferability as the degree to which the results of the qualitative study can be transferred to other contexts or settings with other respondents. I have used the transferability criteria to analyze whether the impact of Covid-19 as well as the recovery plans can be found in other South African township communities. Confirmability, the findings of this study can be confirmed by other researchers who have conducted a similar study. This is because the interpretation of these findings is derived from the data received from the respondents based on their experiences and realities. Lastly, for dependability, the way that I have interpreted the findings is consistent with the data that I have received.

3.8 Study Limitations

While conducting fieldwork for this study, the limitations that I encountered was getting people to open up about the impact of the Covid-19 pandemic on their families as some of them had lost ones due to the pandemic related illnesses. Some participants were also reluctant to open up about their overall socio-economic conditions for example, disclosing their unemployment status and relying on the social grant. The sample size of the twelve participants also limited the research as I could not detect a big difference in the varied experiences of the participants. In asking the participants questions I also had to elaborate further on those questions which may have resulted in bias.

3.9 Conclusion

This chapter discussed the research methodology selected for the study which is the qualitative methodology. To provide a context of the study, an overview of the study area was provided together with images of housing settlements that were taken when the data collection was being

carried out. The explanation of the sample methods used which are purposive and snowball sampling were provided. The chapter also explained the data collection process through interviews as well as the data analysis which is thematic analysis which was aided by the use of the NVivo software to analyze data. Furthermore, the chapter discussed the ethical considerations, the four criteria of trustworthiness in research as well as the study limitations. The next chapter provides research findings and interpretation.

4 Chapter Four- Research Findings and Interpretation

4.1 Introduction

The previous chapter was a discussion of the research methodology used in this study, which is the qualitative design. The purpose of the study was to explore post-Covid 19 recovery and resilience in Cato Manor, Durban. This chapter will be a breakdown of the data collected which was done by conducting face-to-face interviews with twelve households in Cato Manor. The data was collected and transcribed for coding and analysis. I used the process of NVivo to identify themes that portray the views and experiences of the participants. Marshall's Social Citizenship theory as well Sen's Capability Approach have been used as theoretical frameworks to analyze the results, this will be done in the next chapter. This study has highlighted the lived experiences of the Cato Manor residents during and after the Covid-19 pandemic.

The themes identified will be discussed in relation to the main research questions as mentioned below:

Research Question 1-What was the impact of Covid-19 on the households in Cato Manor?

Research Question 2- What was the impact on households of the social grants during the Covid-19 pandemic?

Research Question 3-Were the Cato Manor residents safeguarded against, for example, loss of income during the Covid-19 pandemic?

Research Question 4- What post-Covid 19 recovery plans or efforts are in place among the Cato Manor residents?

In this chapter I will start by presenting the profiles of the twelve participants that were interviewed, this will be done in a table form. This is to show the differences and similarities in the participants' views and lived experiences according to their demographics.

4.3 Background information of the study sample

The findings from this study were obtained from the experiences of twelve households in Cato Manor, Durban. It was conducted by me with the assistance of a guide to access the local households. I used a semi-structured interview schedule as a research tool. The interviews were conducted over a period of two days in the ward 29. The Cato Manor community is characterized by high levels of poverty, unemployment, inequality, inadequate housing and poor service delivery. This made Cato Manor to be a suitable study sample because of its poor socio-economic conditions and it was severely affected by the pandemic. The participants of the study comprised seven females and five males which were all Africans. I considered 18-65 as the age group for the participants. All the participants reside in Cato Manor with nine of them having formal housing and three having informal housing.

4.4 Findings

4.4.1 The impact of Covid-19 on households, in Cato Manor

Brooks et. al. (2020) write that the circumstances associated with pandemics such as social isolation, economic loss and inadequate food supplies may lead to increases in stress, boredom, irritability and confusion. Upon asking the participants about the impact of the Covid-19 pandemic on their families I gathered that it affected them in more ways than one. The Covid-19 pandemic was declared a National State of Disaster and the government had to put measures in place to contain the spread of the virus. The measures put in place included the national lockdown which brought about many restrictions. The rise of infections expressed in daily statistics caused a lot of anxiety among the residents and their families. World Health Organization (WHO) (2020) reported that the Covid-19 pandemic has caused the death of more than 300 000 people, with over 5 million infections recorded between November 2-19 and May 2020 across the globe. A participant, who is also a mother, expressed that there was anxiety of the possibility of infection for her and her family (Participant 6). One participant (Participant 1) expressed that the Covid-19 lockdown restrictions affected their movements as a family. Various studies have highlighted the impact of Covid-19 including Spaul et. al. (2021) who writes that the pandemic has taken a psychosocial toll on everyone. The regulations to wear masks in public spaces as well as to sanitize regularly also brought about anxiety for households. I spoke to a 64-year-old participant who expressed that he was afraid of visiting the hospital for monthly check-ups, due to the rise in Covid-19 infections (Participant 2).

Sadly, the pandemic also caused a lot of deaths. One participant (Participant 12) shared that she lost her father due to Covid-19 related complications who was a parent and breadwinner,

and this is the reality for many families in Cato Manor, and South Africa as a whole. I also spoke to a 64-year-old male who shared that due to health complication caused by his old age, he must make monthly visits to the nearest hospital for regular checkups and to pick up medication. During the Covid-19 pandemic, the hospitals had strict regulations which made it hard for him to access the hospital.

“I would also find it hard to access the transport to hospital as the public transport was only operating at certain intervals”. (Participant 2)

4.4.2 The impact of Covid-19 on employment in Cato Manor

I asked the Cato Manor residents about the impact of the Covid_19 pandemic in their families and one answer that was common amongst the participants was the loss of jobs due to the pandemic. Hence, unemployment has emerged in this study a theme on its own. While talking to the participants, it came to light that the issue of unemployment in Cato Manor was exacerbated by the Covid-19 pandemic. And unemployment is a predicament in South African as a whole. As Mathebula et. al. (2022) reports that the official unemployment in South Africa has increased from 30.80% in the third quarter of 2020 to 34.4% in the second quarter of 2021. The pandemic only worsened the problem of unemployment. This was reflected when I asked the participants about the impact of Covid1-19, and they expressed that their standard of living was worsened by the pandemic as they were unemployed prior to the pandemic. With the lockdown regulations, it lessened their chances of looking for and finding employment. This is what some of the participants had to say regarding their employment status:

“Prior to the pandemic I was unemployed, and the situation became worse with the pandemic.” (Participant 5)

“I was unemployed prior to the pandemic, during this time, movements were restricted which meant limited attempt to look for employment. Witnessing people losing their jobs also discouraged me from continuing to look for a job. I relied on food parcels.” (Participant 7)

In my study sample I came across participants that were employed, unemployed and self-employed prior to the Covid-19 pandemic.

4.4.3 The impact of Covid-19 on the informal economy of Cato Manor

The COGTA (2020) writes that in South Africa, the lockdown of social and economic activities extended to all economic sectors, including the informal economy, which was regarded as a higher risk because of being unregulated. For those who are self-employed, the

lockdown restrictions posed a threat to their economic activities. For the community of Cato Manor, when attempts to secure formal employment prove to be futile, they resort to the informal economy as an alternative. This is what some of the self-employed participants had to say when asked about the impact of the lockdown restrictions due to the Covid-19 pandemic:

“I am self-employed with a plumbing and painting business. The lockdown restrictions meant no access to people’s houses to render my services.” (Participant 4)

“I lost my job as I was working at the panel beaters.” (Participant 8)

“The Covid-19 pandemic affected me 100%. I make a living by washing taxis at the taxi rank. With the lockdown restrictions, taxis had limited movements and there was no full capacity on taxis, more people were not going to work. Taxi drivers or owners were not spending much on washing their taxis”. (Participant 10)

4.4.4 The impact of Covid-19 on the formal economy/ employment in Cato Manor

The International Labor Organization (ILO) (2020) reports that the global value chain disruptions that complemented the spread of the virus led to businesses all over the world facing sustainability challenges, particularly labor-intensive services such as aviation, tourism and the hospitality industries. I came across a participant who shared that she was working at a hotel and lost her job due to the Covid-19 pandemic. The hotel business which falls under the tourism and hospitality industry, was one of the hardest hit industries by the pandemic.

“I was unemployed prior to the pandemic. The Covid-19 lockdown brought about loss of jobs for my two family members who supported me financially. My sister who worked as a home-based care giver lost her job as well as my mother who worked as a caretaker/cleaner.” (Participant 3)

The closing of schools as well affected some of the service providers:

“My mother who is a bread winner had to stop working when schools closed for a long time as her job is to assist the school children to cross at the pedestrian crossing and ensure their overall safety both in the morning and in the afternoon.” (Participant 11)

4.4.5 The use of social grants as a social assistance mechanism during the Covid-19 pandemic

Ferguson (2015) writes that due to increasing financial disparities within the general population, along with a decline in the opportunities for wage work, a growing number of South

African households depend on social cash transfers to maintain their livelihoods. During the Covid-19 pandemic, movement was limited which impacted on economic activity, those seeking employment could not do so, and some of those who were employed lost their jobs. In Nkabile et. al. (2020) it is mentioned that the government received accolades for heeding the call from civil society, academic and communities to provide social and economic relief measures to mitigate the impact of the lockdowns. One of these measures included increasing social grants.

Stats SA (2020) report that between 2003 and 2018, the proportion of the population receiving at least one social grant increased from 30.8 % to 44:3 %. These social grants provide a way to enhance income and food security, and ultimately increases the productive capacity of individuals and households. To assess the level of uptake of the social grants among Cato Manor study participants the participants were asked if they were receiving any form of social grants. From the twelve participants, seven said that they receive social grants, of which one participant receives the OAG and the rest of the six participants are receiving the CSG and these are female. This is because in most cases, the primary care givers of children are women. Hall (2020) confirms this by mentioning that children are more likely to co-reside with mothers than fathers. From the responses it was quite evident that the social grants play a huge role in enabling the households to meet their basic needs. I asked the participants what they use the social grant for, these are some of the responses provided:

“I use the child support grant to pay for water and electricity and buying food for the children as I am unemployed.” (Participant 1)

“I use my pension to pay for water and electricity and buying food. I also use some of the grant money to pay someone to cut grass and the overall upkeep of my yard.” (Participant 2)

“I use the child support grant money to pay for school transport for my children.”

(Participant 3)

“I use money from the child support grant to pay for an insurance policy.” (Participant 11)

I also asked the participants if they had saved any of the grant money and only one participant shared that she was able to save the grant money and the rest of the participants shared that they are unable to save any of the grant money as it all gets used up on the expenses and sometimes it is not adequate. Participant 11 also revealed that during the pandemic she had to change how she was using the CSG, from paying the insurance policy to using it for the child’s basic needs.

The 24 year old is a representative on the household. The rest of the participants revealed that there was no change in how they used the social grants from prior to the pandemic, during the pandemic and post the pandemic. In discussing the uptake of social grants, Hall (2020) mentions that there is substantial evidence that grants are being spent on food, education and basic goods and services. The social grants realize children's right to social assistance and is associated with improved nutritional, health and educational outcomes.

4.4.6 The use of the Social Relief of Distress (SRD) grant during the pandemic

The South African Constitution provides for everyone's right to access social security especially if they are unable to support themselves and dependents. The SRD grant was added to the existing social grants in response to the pandemic to provide for unemployed residents that are not already receiving grant support. Considering the introduction of this grant to the amount of R350, I specifically asked the participants if they had received the grant during the pandemic. From the twelve participants, eight participants said they did receive the SRD grant and it assisted them immensely as some of them had lost their source of income. King (2021) notes that while it is true that the amount of money distributed to citizens does not compensate for the lack of employment, individuals want to be seen by the government and value the visibility afforded by the provision of social services. The participants who received the SRD grant expressed gratitude for receiving it. From the findings, it was evident that the SRD grant benefitted both the previously and the recently unemployed. This is what some of the participants had to say about the SRD grant:

"I combined the SRD grant with the CSG to take care of the household expenses such as buying food as well as paying for water and electricity." (Participant 1)

"Since I lost my source of income, I used the R350 amount to buy food for myself as well as to buy paraffin to cook as I do not have electricity in my house." (Participant 10)

"I use the R350 amount to buy toiletries for myself." (Participant 7)

Khambule (2020) writes that in the absence of social protection from the government, those in the informal economy, barred from any economic activities have two avenues for raising capital to sustain themselves. And those avenues are the grants from the government such as the child support grant as well as the R350 special Covid-19 SRD grant.

Participant six proudly shared that she saved the R350 amounts over a few months and once it was enough, she paid for baking lessons to upskill herself as she had a bakery business prior to

the pandemic. Her husband supported her as the main breadwinner hence the ability to save her SRD grant money. Some of the participants who do not receive the SRD grant shared that they used to receive it, however, it got discontinued along the way, and no reason was given as to why it got discontinued. They are trying to re-apply again. The participants had the following to say about the status of their SRD grant:

“I used to receive the SRD grant; however, it got discontinued along the way.” (Participant 3)

“I received the SRD grant during the pandemic, and I would use it for food and electricity. However, it got discontinued for a while and I re-applied and then it was reinstated.” (Participant 4)

“I did not receive the SRD grant as the system showed that I had a source of income therefore, my application was always declined.” (Participant 5)

Along the way, there were major changes with regards to the regulations governing the administration of the SRD grant by SASSA. Groenewald et.al. (2022) reported that these major changes required all previous grant recipients to re-apply online as of April 2022. Some of the participants also revealed that on the initial application for the SRD grant they encountered difficulties while applying for the SRD Grant as it required internet access. They had to ask for assistance from neighbors or go to the internet café to make application. Considering the changes to the application, applicants had to navigate a far more complex application process than previously; including being asked to provide identity numbers of parents, partners and spouses. The screening of applications changed as well, the eligibility threshold was dropped, and this meant that anyone earning more than R350 per month no longer qualifies to receive the SRD grant (Groenewald et. al. 2022: p. 5).

Three of the participants receiving the SRD grant that I spoke to shared they feel that the amounts of R350 are not sufficient for them to meet their basic needs. Considering the increase in the cost of living every day. The size of family members as well is a factor and having the SRD grant and the social grant as the sole source of income. The participants had the following to say about the amounts of the SRD grant:

“The R350 is not enough for me as I am unemployed, it is my only source of income, I have to buy toiletries for myself, and I also expected to buy at least mealie meal for the household when I receive my R350”. (Participant 7)

“The amount of R350 is not enough combined with the social grant as we rely on it to survive since we lost our breadwinner. I have to spend the money on food as well as the landlord as we are renting the shack that we live in”. (Participant 12)

4.4.7 Recovery plans through businesses and employment

The last question that I asked the participants is whether the situation has improved for them post the pandemic. I posed this question to examine the post-Covid recovery plans that the community may have. Five out of the twelve participants feel that the situation has improved for them, though it may be slow for others, given a number of reasons. And the remaining seven participants feel that the situation has not improved for them since Covid-19 is over, the main reason for this was that they have not secured employment to improve their lives. The participants had the following to say regarding their employment status:

“The conditions have not improved for me as my son has not secured employed again, I am relying on my old pension grant. Due to my old age, I am suffering from poor eyesight, and I cannot afford to buy glasses to assist me.” (Participant 2)

“My conditions have not improved post-Covid-19 as I am still unemployed. I was on a learnership that has since ended and has not secured long term employment. My mother sadly passed away three months ago before she could secure another job. My sister as well has not secured employment.” (Participant 3)

“My conditions have not improved for me as I am still unemployed and rely on the child support grant to survive and it is not enough combined with the SRD Grant. With the rise in food prices, the situation is really tough.” (Participant 12)

The participants who felt that the circumstances have improved for them post-Covid 19 seemed quite hopeful for the future and what lies ahead. This is because some of them have since secured employment again and for some, their businesses are slowly picking up. The five participants had the following to say about the improvement in their circumstances post-Covid 19:

“The circumstances have improved as my business is up and running again. I am getting house calls again to go and do people’s plumbing and painting.” (Participant 4)

“The situation has improved for me as people can now enter my home to buy from my bakery”. (Participant 6)

“The circumstances have improved for me post the Covid-19 pandemic as I have secured employment with another restaurant at a nearby mall.” (Participant 9)

“I am back at washing taxis at the rank and steadily building my client base of taxi drivers that use my services.” (Participant 10)

“I feel that the situation has improved as my mother is back at work who is supporting me financially while I am looking for employment.” (Participant 11)

Participant 8 shared that although circumstances have not improved for him as he is still unemployed, he is planning to open his own panel beaters shop business where he will utilize the skills he gained while working at the panel beaters shop. He also expressed that he wishes for the SRD grant continue so that him and other unemployed people can benefit.

From the participants that I had a conversation with regarding their post-Covid 19 recovery plans I could gather two factors. The younger generation of participants from the ages of 24 to 35, are looking forward to finding employment. In that way they believe their lives are going to change. Some of them still believe in the government to turn things around. From the older generation of participants of the ages of 35 to 45, their plans include starting businesses or improving and working on their existing businesses with the aid of the SRD grant.

4.5 Conclusion

The aim of this chapter to present the findings from the data collected through face-to-face interviews with twelve participants in Cato Manor. This chapter presented the themes that emerged from the study. The themes relevant to the study were identified with the aid of NVivo and my own analysis that began while I was interviewing the participants. From the themes identified includes the impact of the Covid-19 pandemic on employment and households' source of income. The data collected also revealed the level of uptake of the social grants as well as the SRD grant. The data collected also identified securing employment and starting businesses as the two main post-Covid 19 recovery plans and strategies by the residents of Cato Manor. The next chapter will be a discussion of the key themes identified in relation to T.H Marshall's Social Citizenship theory as well as Amartya Sen's Capability approach. The next chapter will also provide recommendations flowing from the study.

5 Chapter Five- Discussion of findings, recommendations and conclusion

5.1 Introduction

The purpose of this study was to explore post-Covid 19 recovery and resilience in Cato Manor, Durban. In the previous chapter I provided a breakdown of the data collected which was done by conducting face-to-face interviews with twelve participants. Conducting the qualitative study enabled me to better understand the community members' experiences as they reflected on them. Through thematic analysis the data was analyzed with the aid of NVivo I was able to identify the main themes that portray the views and experiences of the participants, and these were discussed in the previous chapter. In this chapter I analyze the data collected in relation to T.H Marshall's Social Citizenship theory and Amartya Sen's Capability Approach as theoretical frameworks that guided the research. This chapter will also note the study's contribution and provide a conclusion that will sum up the findings.

The literature review of the study included the themes that were identified during the data collection. The literature consulted revealed various impacts of Covid-19 on households in South Africa. This can start from the health impact to the livelihoods impact. The literature as well as the findings explored the use of social grants and specifically the use of the SRD grant to bridge the gap in terms of survival tactics during the pandemic.

The findings of the study will be discussed in relation to the research questions and research objectives as outlined below:

Research questions

- What was the impact of Covid-19 on the households in Cato Manor?
- What was the impact on households of the social grants during the Covid-19 pandemic?
- Were the Cato Manor residents safeguarded against, for example, loss of income during the Covid-19 pandemic?
- What post-Covid 19 recovery plans or efforts are in place among the Cato Manor residents?

Research objectives

- To examine the impact of Covid-19 on the households in Cato Manor
- To examine the level of uptake of the social grant, for example, Child Support Grant, Old Age Grant, and Social Relief of Distress grant and its impact in Cato Manor
- To examine how Cato Manor residents were safeguarded against, for example, lack of income during the Covid-19 pandemic.
- To examine any post-Covid 19 recovery plans adopted by the Cato Manor community.

This chapter applies T.H Marshall's Social Citizenship theory and Amartya Sen's Capability Approach to examine the research findings of the study.

5.2 Discussion

The Cato Manor community is characterized by high levels of poverty, unemployment, inequality, inadequate housing and poor service delivery. Cato Manor has poor socio-economic conditions which were worsened by the pandemic. During the national lockdown Cato Manor residents had limited capabilities to carry on informal employment or to look for employment as most economic activities were restricted especially for those industries that are considered non-essential. Those who lost jobs and income also experienced limited capabilities as their standard of living changed to adapt to the new circumstances. From the findings it was quite evident that unemployment is the biggest challenge in the Cato Manor community. Khambule (2022) writes that shocks and risks such as health risks have a significant impact on the sustainable livelihoods of citizens because they undermine the use of available livelihood resources. He further goes on to write that the livelihood capabilities include increased income, improved socio-economic well-being, improved food security and the use of available resources with their combination likely to increase resilience in the face of shocks.

The use of social grants as a social assistance mechanism during the Covid-19 pandemic

The South African Constitution of 1996 provides for the provision of social rights to citizens. Despite South Africa not being a welfare state, it has high levels of social spending on the grants systems. Having the majority of my study participants accessing the social grants, the CSG to be specific, shows how my participants and citizens in general are brought up to a level of being able to access basic necessities like nutrition through food, basic healthcare and education that would be otherwise difficult to obtain without the social grants as well as the SRD grant that was introduced in response to the Covid-19 pandemic. The community

members of Cato Manor differ in their income, wealth and other advantages. The pandemic also increased these social inequalities within our societies where women, low-income households and young people, low-skilled and self-employed have been affected and disadvantaged. Attaining social citizenship works to correct these imbalances, with the provision of social grants. Accessing the social grants ensured that basic needs required for daily living are met, ensuring resilience during the pandemic and also ensuring a level of social citizenship. Liebenberg (1999) writes that the social citizenship theory, as advocated by T.H. Marshall, can be defined as the right to live the life of a civilized being according to the standards prevailing in society. In this sense the social grant system allowed a basic level of income for Cato Manor residents guarding their social citizenship to an extent. Vulnerabilities with regards to social citizenship incurred through the pandemic lockdown restrictions were, according to some study participants, tempered by the addition of the SRD grant. This is reflected in participants stating that the SRD grant income was used in conjunction with the existing grants they accessed to assure food security, basic necessities, and care for children.

A question was posed to participants on whether they had been able to save any of the social grants and only participant stated that she was able to save some of the social grant money and this is because she had financial support from other family members. However, for the rest of the participants, they were unable to save any of the social grant money as it gets used up on the basic necessities. Looking at the capabilities analysis by Sen, Xaba (2016) is of the view that social grants do not fully end poverty in the sense of fully meeting basic physical and social needs and in Sen's sense (1999) of allowing the full exercise of human capabilities through choices. According to a study conducted by Xaba (2016) the choices allowed by the social grants are limited by the small size of the grants, large family sizes versus greater need, persistent unemployment and indebtedness.

5.3 The use of the SRD Grant during the pandemic

The introduction of the SRD grant has assisted those without a source of income during the pandemic and has also assisted those who were unemployed prior to the pandemic. It brought dignity for those without a source of income as they could access basic necessities whether for the households or for their own personal use. The SRD grant provided recipients with what Amartya Sen calls capabilities as it allowed them to survive during the lockdown. However, the difficulties experienced during the receipt of the SRD grant limited these capabilities. These include from the time of applying for the grant with long lines at the post office to receiving the payments which also required expenses incurred through travelling. Some participants

experienced difficulties when applying for the grant as it required access to the internet which they did not have.

One participant shared that he had to ask his neighbor for assistance in applying for the grant as they were the ones with a smart phone and access to the internet. Some of the participants shared that their grant was discontinued, and the system would show was another source of income detected, even though they do not have any source of income. The receipt of the SRD grant did not provide sufficient security from pandemic shocks according to participants. This is because the amount of R350 is too little and not sufficient to meet their needs, which limits their capabilities. There was an example, however, of a participant whose capabilities were elevated in that she was able to save the SRD grant money for skills improvement to continue with her bakery business, but this participant was also financially supported by her spouse.

5.4 Recovery plans through businesses and employment

For the younger generation of participants that I spoke to, their post-covid 19 recovery plans include looking and hoping to secure employment for themselves to turn their situation around and increase their capabilities. For the older generation of participants that I spoke to, their main plan for post-covid 19 recoveries, is to start their own businesses or continue to work on improving their existing businesses, that is what will improve their capabilities. According to Sen what enhances people's capabilities is a healthy life, access to knowledge, a decent standard of living, participation in the life of the community and influence on the decisions affecting their lives. Social grants do not only provide recipients with capabilities to meet basic needs but also allows them to make more choices in terms of searching for employment and starting businesses. In this way they are given access to financial capital to get them through shocks and in some instances such as with some of the study participants this financial capital helped to build other pathways to income.

5.5 Study contributions and recommendations

Undertaking this study on Cato Manor has provided me with an insight of the lived experiences and realities of the community members. This includes the dire challenges of unemployment, the reliance on the social grants, specifically the CSG, that becomes the sole provider of households. The young people have been among the hardest impacted by the pandemic. The Covid-19 pandemic has had economic consequences. The rise in food prices influenced by the external factors is putting more pressure on the youth and the unemployed. These external factors are causing economic shock that impedes the country's recovery from the pandemic.

The introduction of the SRD as well to the amount of R350 has assisted to bridge the gap to those with no source of income and has brought back their dignity. With the continuation of the SRD grant, measures should be put in place to mitigate the difficulties encountered during the application process as well as the discontinuation that the recipients experience every now and then. The participants have also expressed their agreement with the continuing of the SRD grant as well as increasing the amount as the cost of living is increasing daily to at least R561 per month in line with the food poverty line. The participants also welcomed the idea of the government implementing a universal income grant for people aged 18 to 59 years old who have no income support. Some recommendations have stated that there should be a review in the number and delivery of social assistance grants to various groups and consider the option of using a single grant as Universal Basic Income Grant approach. However, I am of the view that should the basic income grant be implemented, there is no need to phase out the existing social grants.

For those seeking employment, the improvement of the public works programmes and skills development programmes for scarce skills can be a good starting point. These programmes should be able to create jobs for a large number of those who need them. Su et. al. (2018) also writes that the problem of vulnerabilities that caused internal and external shocks are often resolved by improving social capital. This is done through investing in infrastructure improvement, skills development and education outcomes and strengthening local institutions. This will be a more extensive social security programme that will enhance job creation. The study participants who shared that they would like to open businesses post-Covid-19 phase also shared that they lack the resources and the knowledge to do this. This can be mitigated by providing support to micro businesses, for both the informal and formal sectors such as panel beaters, bakeries and car washers coupled with business management education. Conclusion

This study examined post-Covid-19 resilience and recovery using primary data collected through face-to-face interviews with twelve participants in Cato Manor, Durban. This chapter analyzed the findings of the study which were guided by the themes as well as the theoretical frameworks of Sen's Capability approach as well as Marshall's social citizenship theory. The study found that there has been a long -standing issue of unemployment in Cato Manor that was worsened by the Covid-19 pandemic. Cato Manor residents were not safeguarded from the pandemic shocks, and they relied on social grants as well as the SRD grant to survive. This study revealed that social grants enhance social citizenship to an extent but there are limitations in terms of increasing capabilities.

5.6 Conclusion

This study examined post-Covid-19 resilience and recovery using primary data collected through face-to-face interviews with twelve participants in Cato Manor, Durban. This chapter analyzed the findings of the study which were guided by the themes as well as the theoretical frameworks of Amartya Sen's Capability approach as well as T.H. Marshall's Social Citizenship theory. The study found that long-standing issue of unemployment in Cato Manor was worsened by the Covid-19 pandemic. Cato Manor residents were not safeguarded from pandemic shocks, as they relied on social grants as well as the SRD grant to survive and afford necessities. The study revealed that social grants enhance social citizenship to an extent but there are limitations in terms of increasing capabilities.

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7 Appendix 1: Interview Schedule Post-Covid 19 recovery and resilience in Cato Manor

- To examine the impact of Covid-19 on households in Cato Manor.
- To examine the level of uptake of the social grant for example, Child Support grant, Old Age Pension or Social Relief of Distress grant and its impact in Cato Manor.
- To examine if and how Cato Manor residents were safeguarded from shocks during the pandemic.
- To examine any post-covid 19 recovery plans adopted by the Cato Manor community.

Interview Schedule: Questions for Households in Cato Manor

Demographic details of twelve participants

Participant	Gender	Age Range	Employment / Unemployed/Self employed	Housing Formal / Informal
1				
2				
3				
4				
5				
6				
7				
8				
9				
10				
11				
12				

1. How did Covid affect you and your family?
2. Did you experience a loss of income during Covid?
3. Do you access a social grant? Please tell me which one(s)?
4. What do you use the grant money for? e.g., food, children's expenses, a small business etc.
5. Do you manage to save any of the grant money?

6. Did you have to change the way you used your grant money during Covid? e.g., did you have to use it to pay for food instead of what you usually use it for?

7. Please tell me specifically about the SRD grant – did you access it during Covid?

8. What did you use it for?

9. Do you think it helped you?

10. Do you still access it?

11. What do you use it for now that Covid is over? What are you planning to use it for in the future?

12. Have things improved for you now that Covid is over?

UKZN HUMANITIES AND SOCIAL SCIENCES RESEARCH ETHICS COMMITTEE (HSSREC)

ISICELO SOKUGUNYAZWA UKWENZA UCWANINGO

LOKUSEBENZISANA NABANTU

ULWAZI NGEMVUMO

OKUZOSEBENZA NGEZIGABA

Bacwaningi: Kuyisidingo ukuthi konke kwenziwe ngobuchule noma ngokucophelela ngokomthetho, ukuthi konke okwenziwayo kube ulwazi olucacileyo ngokolimu olwaziwayo, futhi kungabi bikho ulwazi olubalulekile oluzokweqiwa kulokhu okungenzansi. Ulwazi oluhunyushiwe luzodingeka emva kokuthi ulwazi lokuqala selugunyaziwe.

Ngezizathu ezithile ulwazi lungamukelwa ngokukhuluma kudingeke ukuthi kube nobufakazi noma ngezizathu ezithile Ulwazi ngemvumo yomuntu ngayedwa lunqatshwe noma lususwe ikomide (HSSREC).

Ulwazi oluqokethwe ngokuzibophezela ukuba yingxenye yocwaningo

Usuku: 25 October 2022

Isibingelelo: Ngiyakubingelela lunga lomphakathi

Igama lami ngingu Andisiwe Dlamini

Uyamenywa ukuba ube ingxenye noma ukusebenzisana: Post-Covid-19 recovery and resilience in Cato Manor, Durban.

Lesisifundo asinabo ubungozi futhi akukho lapho ozozizwa ungenakho ukukhululeka. Siyethemba lolucwaningo luzosisiza ukwazi kangcono ngabantu baseThekwini ukuthi benza njani uma befuna ukukhombisa amalungelo abo. Okunye okumele ukwazi ngalolucwaningo akukho muhlomulo ngokusebenzisana nathi ngalesisifundo.

Lesisifundo sibhekiwe ngokwenkambo yobulungiswa sagunyazwa ikomide lesikhungo sasenyuvesithi UKZN Humanities and Social Sciences Research Ethics (HSSREC/00004751/2022).

Lesisifundo sibhekiwe ikomide elimele ubulungiswa sagunyazwa isikhungo sesenyuvesithi yakwaZulu Natali (HSSREC/00004751/2022)

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Uma kukhona izinkinga obhekana nazo noma kukhona imibuzo ungaxhumana nomcwaningi (kulemininingwane enikezelwe) ningaxhumana futhi nekomide elimele ubulungiswa lase UKZN Humanities & Social Sciences kulemininingwane elandelayo

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Ukusebenzisana nathi kulesisifundo awuphoqelekile, unalo ilungelo lokushintsha umqondo noma ngasiphi isikhathi uhoxe. Ngasesayidini lethu njengoba senza lolucwaningo asinawo umuhlombulo esizowunikezela kuwe kodwa singakunika uma sesiqedile ukwenza ucwaningo iphepha ukuze ulifunde noma ubeke umbono ngalo.

Umcwaningi akukho lapho ezothatha khona igama lakho futhi konke ozobe usitshela khona akukho lapho oyokubona khona ukuthi uwenza. Konke ozokutshela umcwaningi kuzogcinwa kahle kukhiyelwe ekhabetheni. Esizobe sikugcine kwicomputha nakho kuvikelekile ngoba

kuba nenombolo yemfihlo uma uyivula. Emuva kweminyaka emihlanu siyokushabalalisa lolulwazi osinike lona.

ISIVUMELWANO (gcwalisa njengoba kudingeka)

Mina-----ngazisiwe ngakho konke nguAndisiwe Dlamini nge Post-Covid-19 recovery and resilience in Cato Manor, Durban.

Nginikeziwe ithuba lokuthi ngiphendule imibuzo bayelana nalolucwaningo noma isifundo futhi ngiphendule ngendlela engineliseka ngayo

Mina ngiyamemezela ukuthi ukuba kwami ingxenye yalolucwaningo angiphoqiwe futhi ngingayeka noma nini ngaphandle kokuphazamisa lesisifundo.

Uma ngabe ngiba nemibuzo noma yini ephathelene nalolucwaningo ngingaxhumana nomcwaningi

Uma ngabe ngiba nemibuzo noma ngifuna ukwazi kabanzi ngamalungelo ami ngokusebenzisana nani kulolucwaningo noma okumayelana nalolucwaningo noma ngabacwaningi ngingaxhumana nonobhalo wesikhungo esibhekene nobulungiswa bokwenza ucwaningo

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Okwengeziwe ngemvumo okudingekayo

Nginyanikezela ngemvumo ukuthi

Ukusebenzisa isiqophamazwi / ingxoxo yedlanzana labantu AKUKHO/YEBO/CHA

Ukusebenzisa ivido kucwaningo / ingxoxo yedlanzana labantu AKUKHO/YEBO/CHA

Ukusebenzisa izithombe zami ngenhloso yocwaningo AKUKHO / YEBO/CHA

Sayina ukuzibophezela

Usuku

Kusayina ufakazi uma ekhona

Usuku

Kusayina ochazayo uma ekhona

Usuku

English Consent Form

UKZN HUMANITIES AND SOCIAL SCIENCES RESEARCH ETHICS COMMITTEE (HSSREC)

APPLICATION FOR ETHICS APPROVAL

For research with human participants

INFORMED CONSENT RESOURCE TEMPLATE

Note to researchers: Notwithstanding the need for scientific and legal accuracy, every effort should be made to produce a consent document that is as linguistically clear and simple as possible, without omitting important details as outlined below. Certified translated versions will be required once the original version is approved.

There are specific circumstances where witnessed verbal consent might be acceptable, and circumstances where individual informed consent may be waived by HSSREC.

Information Sheet and Consent to Participate in Research

Date: 25 October 2022

Greeting: (Choose a greeting appropriate for the setting - not “Dear Participant”, as this assumes enrollment).

My name is Andisiwe Dlamini from the University of KwaZulu-Natal.

You are being invited to consider participating in a study that involves research (describe). The aim and purpose of this research is to examine post-covid 19 recovery and resilience in Cato Manor, Durban. The study is expected to enroll twelve participants. It will involve the following procedures (describe). The duration of your participation if you choose to enroll and remain in the study is expected to be (provide). The study is funded by (provide details if relevant).

The study may involve the following risks and/or discomforts (describe). We hope that the study will create the following benefits (describe if relevant; otherwise, state that the study will provide no direct benefits to participants. Describe the scientific/other benefits hoped for from the study). The researcher must disclose in full any appropriate alternative procedures and treatment etc. that may serve as possible alternate options to study participation.

If the research could potentially involve risk, explain in full if compensation exists for this risk, what medical and/or psychosocial interventions are available as treatment, and where additional information can be obtained.

This study has been ethically reviewed and approved by the UKZN Humanities and Social Sciences Research Ethics Committee (HSSREC/00004751/2022).

In the event of any problems or concerns/questions you may contact the researcher at (provide contact details) or the UKZN Humanities & Social Sciences Research Ethics Committee, contact details as follows:

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State clearly that participation in this research is voluntary (and that participants may withdraw participation at any point), and that in the event of refusal/withdrawal of participation the participants will not incur penalty or loss of treatment or other benefit to which they are normally entitled. Describe the potential consequences to the participant for withdrawal from the study and the procedure/s required from the participants for orderly withdrawal. Under what circumstances will the researcher terminate the participant from the study?

State clearly if any costs might be incurred by participants as a result of participation in the study. If there are incentives or reimbursements for participation in the study, state how much and why they will be given.

Describe in detail the steps that will be taken to protect confidentiality of personal/clinical information, and the limits of confidentiality if applicable. Describe the fate of the data and stored samples.

CONSENT (Edit as required)

I (Name) have been informed about the study entitled Post-Covid-19 recovery and resilience in Cato Manor by Andisiwe Dlamini.

I understand the purpose and procedures of the study (add these again if appropriate).

I have been given an opportunity to answer questions about the study and have had answers to my satisfaction.

I declare that my participation in this study is entirely voluntary and that I may withdraw at any time without affecting any of the benefits that I usually am entitled to.

I have been informed about any available compensation or medical treatment if injury occurs to me as a result of study-related procedures.

If I have any further questions/concerns or queries related to the study I understand that I may contact the researcher at (provide details).

If I have any questions or concerns about my rights as a study participant, or if I am concerned about an aspect of the study or the researchers then I may contact:

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Additional consent, where applicable

I hereby provide consent to:

Audio-record my interview / focus group discussion	YES / NO
Video-record my interview / focus group discussion	YES / NO
Use of my photographs for research purposes	YES / NO

Signature of Participant

Date

Signature of Witness
(Where applicable)

Date

Signature of Translator
(Where applicable)

Date