THE USE OF TRANSLATORS AT LOCAL MUNICIPALITIES:

A CASE STUDY OF MOQHAKA LOCAL MUNICIPALITY, SOUTH AFRICA

by

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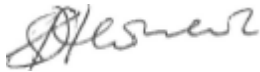
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BLOEMFONTEIN

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DECLARATION

I, **SEPHIRI DAVID HLOHLOLO,** identity number:_____ and student number ____, hereby declare that this research project submitted to the Central University of Technology, Free State for the Degree: Doctor of Communication in Language Practice, is my own independent work and complies with the Code of Academic Integrity, as well as other relevant policies, procedures, rules and regulations of the Central University of Technology, Free State and has not been submitted before to any institution by myself or any person in fulfilment of the requirements for the attainment of any qualification.

_____   <u>14 May 2018</u>

SIGNATURE OF STUDENT   DATE

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DEDICATION

To my lovely mum Manotshi and my late Father, Abram Tsiou Hlohlolo and my late brothers, Timothy Mbuti Hlohlolo, Ramokgele Isaac Hlohlolo and Samuel "Sampi" Hlohlolo.

Abstract

Local municipalities in South Africa are seen as the first phase of government, because they are nearer to the citizens. The functions of local municipalities are to provide service delivery to residents within their municipal jurisdiction. This study is intended to highlight the fact that language services are to be taken as service delivery issues and be implemented by local municipalities as prescribed in the Constitution of the Republic of South Africa (Act. No 108 of 1996). The Bill of Rights as enshrined in the Constitution of the Republic of South Africa (Act. No 108 of 1996) stipulates that the communities have a right to maintain their linguistic and cultural activities within their municipal jurisdiction.

This study used the critical theory to determine the contextual factors that appear to help in understanding the language rights of Black literate and semi-literate residents within local municipalities in South Africa. This study employed mixed methods approach. Open-ended interviews were conducted with Moqhaka Local Municipality officials. A questionnaire was completed by Black literate and semi-literate residents within the Moqhaka Local Municipality. Qualitative data was analysed using interpretative-phenomenological data analysis while quantitative data was analysed using Statistical Package for Social Sciences.

The results from both qualitative and quantitative data revealed that the use of translator(s) is a need and essential in helping out (better understanding of municipal language of choice) Black literate and semi-literate residents within the Moqhaka Local Municipality. Both the Moqhaka Local Municipality officials and Black literate and semi-literate residents were aware of the value of using translator(s) and started seeing them (translators) as the vehicle for the promotion of their indigenous African languages and multilingualism. Translator(s) are valuable in ensuring that residents within local municipalities in South Africa are afforded their language rights to be accommodated in their preferred languages, taking into cognisance the official municipal language, as per Municipal Systems Act. No 32 of 2000. Local municipalities have language policies which in turn have provided for the employment and use of translator(s). As a result, an effective language policy should be triumphed by

the implementation plan and employment of translator(s) thereof. It is pivotal to establish a language unit at local municipalities in South Africa in order to promote indigenous African languages and multilingualism. There cannot be an effective language policy without a language practitioner (for this study translator or translators). It appears as if there is no political will or commitment to promote indigenous African languages at some local municipalities in South Africa. This is because of ten (10) sampled local municipalities in the Free State, of only two (2) have full-time employed translators.

Local municipalities have raised a concern that languages are an unfunded mandate; as a result there is no mention of language practitioners (for this study translator or translators) in the Integrated Development Plan (IDP) or within municipal organograms. Local municipalities will be advised and encouraged to have language services within their Integrated Development Plan (IDP) to address the stipulation of the Constitution of the Republic of South Africa (Act. No 108 of 1996). The study recommends that local municipalities (for this study, Moqhaka Local Municipality) respond to the stipulations in the Constitution of the Republic of South Africa (Act. No 108 of 1996) and use translator(s) when communicating with residents (especially Black literate and semi-literate).

Key terms: Translators, Constitution of the Republic of South Africa (Act. No 108 of 1996), indigenous African languages, Multilingualism, Bill of Rights, Implementation, Integrated Development Plan (IDP).

Opsomming

Aangesien plaaslike munisipaliteite nader aan die burgers van ons land is, word dit gesien as die eerste fase van regering in Suid-Afrika. Die funksie van plaaslike munisipaliteite is om dienslewering aan die inwoners in hul munisipale jurisdiksie te verskaf. Die doel van hierdie studie is om taaldienste in dieselfde lig te sien as dienslewering en dat deur die plaaslike munisipaliteite geïmplementeer moet word soos voorgeskryf deur die Grondwet van die Republiek van Suid-Afrika (Art. Nr. 108 van 1996). Die handves van Menseregte wat in die Grondwet ingesluit is, skryf voor dat die gemeenskap die reg het om hul taal en kultuur te onderhou binne die jurisdiksie van die munisipaliteit.

Hierdie studie gebruik Kritiese Teorie om die kontekstuele faktore te bepaal watter regte geletterde en semi-geletterde Swart inwoners het in plaaslike munisipaliteite in Suid-Afrika. Die studie maak gebruik van gemengde navorsing metodes. Die oop onderhoud metode is gebruik met die onderhoude wat gevoer is met die amptenare van die Moqhaka Plaaslike Munisipaliteit. 'n Vraelys is aan geletterde en semi-geletterde Swart inwoners van Moqhaka Plaaslike Munisipaliteit oorhandig. Kwalitatiewe data is ontleed deur gebruik te maak van interpretatiewe-fenomenologiese data-analise. Kwantitatiewe data is ontleed deur gebruik te maak van Statistieke Pakket vir Sosiale Wetenskappe.

Die resultate van beide navorsingsmetodes het getoon dat die gebruik van vertaler(s) 'n behoefte sowel as 'n noodsaaklikheid ('n beter manier van verstaan indien die taal van hul keuse gebruik kan word) is vir geletterde en semi-geletterde Swart inwoners van Moqhaka Plaaslike Munisipaliteit. Beide die amptenare en die geletterde en semi-geletterde Swart inwoners van Moqhaka Plaaslike Munisipaliteit is bewus van die waarde van die gebruik van vertaler(s) en het begin om die gebruik van vertaler(s) te sien as handig en om die gebruik van hul inheemse Afrikatale asook veeltaligheid te bevorder. Vertalers se waarde lê daarin dat hulle inwoners in plaaslike munisipaleitsgebiede se taalregte kan beskerm wanneer daar in hul inheemse Afrikataal gewerk word, veral wanneer die offisiële munisipaliteitstaal gebruik

word, soos voorgeskryf deur die Munisipale Sisteem Artikel nr. 32 van 2000. Plaaslike munisipaliteite het taalbeleide wat voorsiening maak vir die gebruik van vertaler(s). Daar word dus verwag dat 'n effektiewe taalbeleid in werking sal wees en dat 'n vertaler in diens geneem sou wees. Dit is van uiterste belang om 'n taaleenheid by plaaslike munisipaliteite staan te maak, met die doel om inheemse Afrikatale en veeltaligheid te bevorder. Daar kan nie 'n effektiewe taalbeleid bestaan sonder 'n taalpraktisyn (vir hierdie studie 'n vertaler of vertalers) nie. Dit blyk dat daar geen politieke motivering of toegewydheid bestaan om inheemse Afrikatale in plaaslike munisipaliteit in Suid-Afrika te bevorder nie. Dit is omdat die tien (10) plaaslike munisipaliteite in die Vrystaat wat getoets is, slegs twee (2) voltydse vertalers in hul diens het.

Plaaslike munisipaliteite het hul kommer uitgespreek dat taal nie finansieel befonds word nie en dat dit die rede is hoekom taalpraktisyns (vir hierdie studie vertaler of vertalers) nie in die Geïntegreerde Ontwikkelingsplan of binne die organigramme van munisipaliteite bestaan nie. Plaaslike munisipaliteite sal aanbeveel en aangemoedig word om taaldienste binne die Geïntegreerde Ontwikkelingsplan aan te pas, soos voorgeskryf deur die Grondwet van die Republiek van Suid-Afrika (Art. Nr. 108 van 1996). Die studie beveel aan dat plaaslike munisipaliteite (vir hierdie studie, Moqhaka Plaaslike Munisipaliteit) aan die voorskrifte van die Grondwet van die Republiek van Suid-Afrika (Art. Nr. 108 van 1996) sal voldoen en van vertaler(s) gebruik te maak wanneer daar met die geletterde en semi-geletterde Swart inwoners gekommunikeer word.

Sleutel terme: Vertalers, Grondwet van die Republiek van Suid-Afrika (Art. Nr. 108 van 1996); Inheemse Afrikatale; Veeltaligheid; handves van Menseregte; Instelling; Geïntegreerde Ontwikkelingsplan

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CHAPTER 1

BACKGROUND TO THE STUDY

1.1. Introduction

To date, many South African local municipalities still prefer to use either English or Afrikaans in communicating with Black literate and semi-literate residents within their municipal jurisdiction. The use of indigenous languages at South African local municipalities is minimal, if there is any. Therefore, there is a need for the use of translators at South African local municipalities. This need is brought about by some Black residents who are either semi-literate or literate and have a problem in following municipal activities (such as municipal rates and taxes accounts). This study will strive to promote the use of translator(s) for effective communication between Black literate and semi-literate residents and local municipalities in South Africa.

The Acts, Municipal Structures Act. No 117 of 1998 and Municipal Systems Act. No 32 of 2000 were introduced to effect reforms to improve service delivery at local municipalities in South Africa. There is still an outcry in the country today regarding the use of indigenous languages when communication takes place between local municipalities and Black semi-literate and literate residents. Hawkins (1999:258) defined literate as a person who is able to read or write. Furthermore, Hawkins (1999:398) defined semi-literate as a person who can partly read or write. Both literate and semi-literate groups of Black people find themselves facing challenges when it comes to the use of either English and/or Afrikaans as official languages of communication. Hence the focus of this study is on both the literate and semi-literate Black groups.

1.2. Problem statement

Currently, there are some difficulties in terms of service delivery in the local municipalities in South Africa and this generally is exacerbated by the use of English and Afrikaans as the major and only media for communicating with residents. The use of these two languages only is hampering service delivery to residents who are semi-literate and literate and particular indigenous

speakers of the African languages. To address the situation, local municipalities should use translator(s) who will translate any form of written communication into indigenous languages applicable to a particular region. The use of translator(s) will, as a result, strengthen communication between local municipality and residents, more importantly Black literate and semi-literate residents.

Several reasons, such as service delivery protests, are put forth to explain poor service delivery by local municipalities in South Africa. Amongst those reasons, one crucial reason is that not all necessary official languages are used for official purposes at local municipalities. English or Afrikaans is often a preferred language over the other official languages. As a result, many residents who are regarded as semi-literate and literate are unable to read and understand the preferred language(s). Mazrui & Mazrui (1998:57) explained that separation of individuals from their existential conditions, from their individuality and culture; pose a serious problem when it comes to effective communication.

Statistics South Africa (Stats SA, 2011:44) showed that Moqhaka Local Municipality has 2,5% of its population speaking English, yet English has acquired the status of a preferred language of communication with local government officials. Along the same line, the Black literate and semi-literate residents do not understand the English that is used by the local municipalities.

Foucault (2011:19) introduced the Foucauldian discourse analysis which is a form of analysis focusing on power and relationships in society as expressed through language and practices. This discourse is close to constructivism, as it tries to understand how society is being shaped or constructed by language which in turn reflects existing power relationships.

The people with authority and power (office bearers) at the local government level include Municipal Managers and Mayors. Not using indigenous African languages by municipal office-bearers deny Black literate and semi-literate residents an opportunity to move along with the municipality, as the language used is a barrier to them. If this problem is not addressed, these Black literate

and semi-literate residents will be unable to respond to any communication from local municipalities and this would create misunderstandings leading to chaos and possibly unrests. The use of translator(s) would be of help to Black literate and semi-literate residents who cannot follow municipal activities, such as meetings.

1.3. Research questions

The following research questions will guide this study to achieve the intended objectives of this study:

1.3.1. What is the importance of using translators at the Moqhaka Local Municipality, especially in addressing Black literate and semi-literate residents?
1.3.2. Which languages of communication should be used within the Moqhaka Local Municipality in addressing the community?
1.3.3. How great is the need for the use of translators at the Moqhaka Local Municipality in addressing the language challenges faced by Black literate and semi-literate residents?
1.3.4. What are anticipated challenges and solutions in the use of translators at the Moqhaka Local Municipality?

1.4. Aim and objectives of the study

Communication is vital between the local municipalities and residents in order to address service delivery problems affecting them, such as notices to inform residents about water-shedding to be implemented. Languages are a valuable vehicle that residents use in their communication with local municipalities. Mwaniki (2012:55) thus suggested that local municipalities should provide service delivery (information) in multiple languages, inclusive of indigenous languages. This study seeks to add value to both local municipalities and residents in harmonising communication and interaction between them, by using languages spoken (preferably indigenous languages) within their jurisdiction.

Furthermore, this study seeks to describe how residents at grassroots level communicate where public services are rendered. This study could determine

whether, and to what extent, translation could solve some of the service delivery gaps. Therefore, this study will propose the use of translator(s) at local municipalities to improve communication between residents and Moqhaka Local Municipality in the Free State Province, in South Africa. The findings of this study could assist residents by making information available regarding their right to use their indigenous language(s) of choice accessible. It will also improve the communication channels between local municipalities and residents. Findings could also contribute positively to the body of knowledge in the language policies of local municipalities in South Africa.

1.5. Literature review

Information will be sourced from academic literature such as books, journals, periodicals, electronic sources, government policy documents and Acts, South African Local Government Association Constitutions, Guideline documents and governmental reviews at national, provincial and local levels as well as from the results of relevant conference proceedings.

1.6. Conceptual and theoretical frameworks

Conceptual framework as an analytic tool with variations and context will be used to make conceptual distinctions and organise useful information. Conceptual framework could be regarded as the researcher's own position on the problem and gives direction to the study. The theoretical framework on the other hand consists of concepts, together with their definitions and references to relevant scholarly literature, is the existing theory that is used for a study. The theoretical framework will demonstrate an understanding of theories and concepts that are relevant to the topic of the study and that relate to the broader areas of knowledge being considered. The justice theory by both Greenberg (1997) and Skarlicki (2012:161) will be important in the study, together with equity theory proposed by Adams (1987) which reiterated the value and importance of equity among languages used by different people in a particular environment.

1.7. National government initiatives in language development

After 1994, the government was faced with the challenge of ensuring that resources and language opportunities previously enjoyed by a privileged minority population were now spread to the entire population without any prejudice, bias or favour. The Manifesto of the African National Congress (1994:5) promised citizens a better life, inclusive of the recognition and use of their indigenous languages within government structures. Indigenous African languages were further boosted by a series of Acts, among them National Language in Education Policy and Use of Official Languages (Act. No 12 of 2012).

The Constitution of the Republic of South Africa (Act, No 108 of 1996), Chapter 2 Section 30 stipulates that everyone has a right to use a language and to participate in the cultural life of their choice. Chapter 2: Section 31 (1) (a) stipulates that the community has a right to enjoy and use their preferred language. Furthermore, Chapter 2: Section 31 (1) (b) stipulates that the community has a right to maintain their linguistic and cultural activities within their municipal jurisdiction.

1.8. Language and participation of residents

In a democratic government, it is crucial that citizens participate in every aspect of government. Davids (2005:19) stated that participation involves a two-way interchange of decisionmaking, views and preferences and that public participation should be understood in the sense of: participation in decisionmaking; participation in the implementation of development programmes and projects, participation in the monitoring and evaluation of development programmes and projects and participation in the sharing of benefits of development. Theron (2005:111) maintains that public participation in the Integrated Development Plan process does not only ensure that the needs of the communities are identified, but it also gives legitimacy to the particular programmes and interventions identified.

Van Niekerk (2012:301) stated that the South African Local Government Association as established in terms of Section 21 of the Companies Act 1973,

(Act. No 61 (a) of 1973) and recognised by the Minister of Co-operative Governance and Traditional Affairs in terms of the Organised Local Government Act of 1997, aims, among other things, to transform local government to enable it to fulfil its development of translators in different municipalities and development of different languages spoken in respective local municipalities.

Marrow & Brown (1994:32) propositioned the critical theory in language policy, with three inter-related meanings: (1) It refers to work that is critical of traditional, mainstream approaches to language policy, implying that it entails a critique of traditional central criticism and emphasises on apolitical technical issues such as political forces affecting language policy; (2) It includes a study that is aimed at social change, implying a research aimed at social change, the role of language policy in social, political and economic inequality, with the aim of developing policies that reduce various forms of inequality among residents in the same area and; (3) It refers to the study that is influenced by critical theory in language policy.

Furthermore, Section 4 (2) (e) of the Local Government: Municipal Systems (Act. No 32 of 2000), obliges the municipal council to consult the community on services and different options available for service delivery, such as the use of language for communication.

Both Greenberg (1987:9) and Jones & Skarlicki (2012:11) concurred that the organisational and individual justice theory plays a vital role in the development of indigenous languages. This study will be based on organisational and individual justice theory, which has three elements: (1) **Distribute justice** which is based on equity theory, referring to fairness of outcomes an individual receives; (2) **Procedural justice**, referring to the extent to which fair procedures are used to make decisions; (3) **Interactional justice**, referring to the quality of interaction between individuals. For this study, individuals as residents require that they are given language justice by the local municipality wherein their indigenous language(s) be used through the use of translator(s).

The local municipality should play their role well in deciding the language(s) for communication, having the educational level of residents in mind. This element (interactional justice) could seek to address the interaction between residents and local municipality if they speak the language, they all understand. The Bill of Rights (1996:15) stipulates that every citizen is to enjoy their culture, practise their religion and use the language of their choice for any communication. The organisational justice theory and the Bill of Rights are to be used in this study to explain how citizens perceive their language rights and justice.

A more or less similar study was conducted by Molefe (2015) where he put more emphasis on both interpreting and translation for service delivery in local public service contexts. In that study, the researcher visited some public services centres like clinics, magistrate courts, post offices and local municipality to look into the problems of residents who are illiterate, regarding interpretation and translation of municipal documents given to residents. One of his findings is that multilingualism posed a problem for service delivery. Molefe's (2015) study indicated that multilingual service delivery suggests that service charters such as Batho Pele Principles make it possible for the public to weigh the services that they receive against those that they ought to receive and therefore need to be translated. This study would address the issues regarding translation of documents, information, and notices from local municipalities to Black literate and semi-literate residents. Moreover, this study would show residents that they have a right (as enshrined in the Constitution of Republic of South Africa (Act. No 108 of 1996), to use their indigenous languages when communicating with local municipalities in South Africa. Through the use of translator(s) at local municipalities, effective communication would be achieved, and residents served in the language that they understand.

1.9. Translation as a communication tool

Munday (2008:5) defined translation as a process of putting in written words or source text from one language into another, thereby retaining the meaning of the source text. Translation, as a communication tool, can be useful for local municipalities to enhance the communication between Black semi-literate and

literate residents and local municipality. It will help Black literate and semi-literate residents understand and follow proceedings or activities of local municipalities.

For this study, the translated text will be for the purpose of appealing to Black literate and semi-literate residents; hence the use of translator(s) is eminent at local municipalities. Kussmaul (1995:9) claimed that translation is a cognitive and problem-solving endeavour. Therefore, translation in this instance would be used to solve municipalities' problems of communication between municipality and Black literate and semi-literate residents. As a result, the communication problem with Black literate and semi-literate residents would be improved once translator(s) are used.

1.10. Research methodology and research design

Research methodology and research design will be discussed through the following sub-headings, research instrument, qualitative research and quantitative research. Below follows the discussions on the sub-headings.

1.10. 1 Research instruments

Research instruments are regarded as fact finding strategies. They include questionnaires and interviews to be used in this study. A questionnaire is a data collection instrument, which is a systematically prepared form or document with a set of questions deliberately designed to elicit responses from respondents for the purpose of collecting data.

For this study, both structured and unstructured questionnaires will be used. An interview is an interaction in which oral questions are posed by the interviewer to elicit oral responses from the interviewee. It is necessary when a researcher needs to meet face-to-face with individuals to interact and generate ideas in a discourse that borders on mutual interest. Specifically, during a research interview, the researcher has to identify a potential source of information and structure the interaction in a manner that will bring out relevant information from the respondents. Both qualitative and quantitative research methods are to be used in this study and will be briefly discussed below.

1.10.2. Qualitative research

Mouton (2001:56) defined qualitative research as the generic research approach in social research that takes its departure point from the insider perspective on social action. This research approach always attempts to study human action from the perspective of the social actors. The purpose or the primary goal of studies using this approach is defined as describing and understanding rather than explaining human behaviour. It is also a research approach that suggests that we view qualitative as referring to a brand methodological approach to the study of social action, whereby a collection of methods and techniques which share a certain set of principles or logic are used.

Mouton (2001:57) claimed that qualitative research distinguishes itself from quantitative research in terms of the following features: research is conducted in the natural setting of social actors; a focus on the process rather than the outcome; the actor's perspective (the insider or emic view) is emphasised; the primary aim is in-depth (thick) descriptions and understanding of actions and events; the main concern is to understand social actions in terms of its specific context (idiographic motive) rather than attempting to generalise to some theoretical population; the research process is often inductive in its approach, resulting in the generation of new hypotheses and theories; the qualitative research method is seen as the main instrument in the research. This research approach was chosen, because of the above-mentioned factors. This approach is suitable, because it attempts to provide the in-depth and understanding of the value and importance of translator(s).

The qualitative research method fits into this study, because it strives to answer questions about why and how people behave in a specific way and also provides in-depth information about human behaviour. The respondents' responses could help in providing information that may encourage the local municipalities to use translator(s) in their communication. For this study, open-ended questionnaires will be administered to residents from different towns, Steynsrus, Kroonstad and Viljoenskroon of Moqhaka Local Municipality and to

gather information. Data or information will be gathered during residential meetings called by the municipality.

1.10.3. Quantitative research

Wiid & Diggines (2013:15) defined quantitative research as the systemic empirical investigation of observable phenomenon via statistics, mathematical or computation technique. It can generally be used scientifically which can include: the generation of models, theories and hypotheses, the collection of empirical data, modelling and analysis of data. Therefore, quantitative research is essentially about collecting numerical data to explain a particular phenomenon. A fundamental principle in quantitative research is that correlation does not imply causation, although some suggest that a series of correlations can imply a degree of causality.

Essentially, quantitative approach describes, infers and resolves problems using numbers. Quantitative research is more specific and therefore better. Quantitative research method will fit into this study, because it will provide numerical data (numbers) about how many respondents see a need for the use of translator(s) at local municipalities. The statistics to be provided could help the study (if 70% of respondents return questionnaires) and this could be a positive sign in achieving the rationale of the study.

1.11. Population and sample

Salkind (2006:85) defined a population as a group of potential participants to whom the results of the study could be generalised. For the purpose of this study, the population will consist of four (4) Moqhaka Local Municipality officials, namely the Municipal Manager, Public Relations Officer, Executive Mayor, Municipal Speaker and residents in Matlwangtlwang in Steynsrus, Rammulotsi in Viljoenskroon and Maokeng in Kroonstad. The total number of residents (respondents) to be used in this study is four hundred (400) as a sample. The total number (400) of respondents will be broken down as follows, Matlwangtlwang in Steynsrus – 100 residents making up 25 % of the respondents; Maokeng in Kroonstad – 200 residents making up 50% of the respondents; Rammulotsi in Viljoenskroon – 100 residents making up 25% of

the respondents. These numbers are influenced by the population sizes in these towns, implying that these towns differ in statistics as per Statistics South Africa Census of 2011. Maokeng in Kroonstad has more residents, compared to both Rammulotsi in Viljoenskroon as well as Matlwangtlwang in Steynsrus.

As a result, residents from all the towns making up Moqhaka Local Municipality would have all contributed to the study. It must be noted that both males and females will be used for this study, more or less on equal basis without discrimination.

1.12. Sampling procedure

Leedey & Ormond (2005:198) defined sampling as a process whereby elements (participants) are selected from a population. With regard to sampling for municipal officials, they will be selected based on their seniority at the municipality, namely the Municipal Manager, Public Relations Officer, Executive Mayor and Municipal Speaker. Residents will be from all the towns and townships making up Moqhaka Local Municipality. It must be indicated that only Black residents will be used for this study, because White and Coloureds residents are familiar with both or either of the used languages (English or Afrikaans). Therefore, for this study, only Black literate and semi-literate residents will be used, and Whites and Coloureds will not be used. A non-probability sampling will be used in sampling respondents. A non-probability sampling is divided into two, namely accidental and purposive.

For this study, purposive non-probability sampling will be used, as it is usually a sampling with a specific plan in mind. Both Black literate and semi-literate residents will be given questionnaires in the regional indigenous language(s) and English and they will choose only one questionnaire to complete.

1.13. Data collection procedures

Saunders *et al* (2000:279) defined data collection as the way in which the researcher will actually be collecting data, through conducting interviews and administration of questionnaires. The researcher will develop both the interview questions and questionnaire using the reviewed literature as well as research

questions. Questions in the interview will cover issues such as the importance and use of the translator(s) at local municipalities and a questionnaire will also cover the same issues as in the interview. Questionnaires will be distributed to respondents (residents from Moqhaka Local Municipality) to complete, and interviews will be conducted with the four (4) Moqhaka Local Municipality officials (Municipal Manager, Public Relations Officer, Executive Mayor and Municipal Council Speaker). The data collection with Municipal officials will commence as soon as the questionnaire and interview questions have been approved by the supervisors. For the interviews, an audio recorder will be used to record each interview.

The expected response rate, implying that, if the percentage of returned questionnaire questions is 70%, the findings of the study could be regarded as valid and reliable. Therefore, a minimum of at least 280 responses will be expected from the respondents.

1.14. Data analysis

Wiid & Diggines (2013:7) defined data analysis as how the researcher spells out the purpose and logic of analysing, explaining the way gathered information will account for variations in some quality of responses. Once data has been collected, it will be interpreted and analysed. In this study, qualitative data from interviews will be transcribed and analysed using Atlas ti, 7.1 versions. A Software Statistical Package for the Social Sciences (SPSS) will be used to analyse quantitative data (questionnaire), especially in exploring relationships between responses to different questions. Graphical presentation of questionnaire data would be used to analyse data.

Furthermore, SPSS would be used in generating descriptive statistical data for question responses. SPSS would again be regarded as a quantitative data management and statistical analysis tool which has a very versatile data processing capability.

1.15. Ethical considerations

Struwig & Stead (2001:66) stated that conducting research is perceived as an ethical enterprise. It is imperative that moral behaviour should be considered upon conducting research. Now that the data acquired for research purpose from different sources is of utmost importance, humans should be respected and information gathered be treated with equal dignity, probing of sensitive issues and not revealing any confidential information. The non-disclosure agreements, compromising participants' confidentiality and deceiving people who will be participating in the research process will not be violated. Participants' rights and privacy will be considered and protected, permission will be obtained to record the session and hence they will have an option of disclosure or non-disclosure of their identification.

The purpose of the study will be explained to participants and deception of whatever nature will not be used. The interaction with participants will be conducted during the local municipality's councillor's meeting for this study at Moqhaka Local Municipality. The participants' consent to take part willingly in the research study will be sought at the beginning of the meeting.

Moreover, a letter will be written to the executive mayor of Moqhaka Local Municipality, requesting permission to be part of the councillor's meetings with residents in the various areas within the Moqhaka Local Municipality. The researcher will be unbiased, as pertaining to the information gathered and a true reflection of data gathered, or findings will be adhered to. No wrong conclusions will be drawn, and appropriate methodology will be used.

1.16. Limitations

This study will adopt an individual study approach; this implies that the results might have limited applicability to other similar institutions. Another limitation could be that municipal officials may be reluctant to provide some information fearing that such information could be used by opposition parties or could jeopardise their jobs. This study is limited to Moqhaka Local Municipality which falls under the Fezile Dabi District, in the Free State Province and does not include other Free State local municipalities.

The findings thereof do not necessary affect the other local municipalities in South Africa. These limitations will therefore not completely compromise the value of the study, as other local municipalities could learn from these findings and improve their language policies to accommodate indigenous languages through the use of translator(s).

1.17. Expected outcomes

The possible use of translator(s) at local municipalities to assist Black semi-literate and literate residents who are not eloquent in the languages used currently for communication between the municipality and the general public.

1.17.1. Scientific outcomes

Upon completion of this study, the contribution to the existing knowledge will be a production of a number of scientific publications, namely two peer-review articles and one national paper to be read at a national conference.

1.17.2 Social impact

This study will result in the improvement of communication between the Moqhaka Local Municipality and its residents in the Free State Province and other local municipalities resulting in fruitful and positive development spin-offs. Translation jobs will be created for qualifying residents. Both residents and municipal officials (especially councillors) will benefit from translator(s) (municipal documents will be translated in-house).

1.17.3. Innovations

The local municipalities in South Africa would be encouraged to use translator(s) to help Black semi-literate and literate residents in actively taking part when communicating with their local municipality. The use of translator(s) at local municipalities will enhance mutual understanding between local municipalities and residents, thus reducing higher levels of service delivery protests.

1.18. Chapter outline

This study is divided into six chapters as follows:

Chapter 1

This chapter covers the scope of the study as a whole. It includes: Background or introduction; Problem statement; Aim or purpose of the study; Research questions; Literature review; Methodology and research design; Ethical considerations; Limitations and expected outcomes.

Chapter 2

This chapter reviews the literature on the use of translator(s) at local municipalities in South Africa. The chapter includes: Critical theory; inputs on multilingualism at public or government institutions; Positioning indigenous African languages; Language and politics; Protection of language rights in South Africa; Criticisms on eleven official languages of South Africa; The demand for language practitioners in South Africa; Translation training in South Africa.

Chapter 3

This chapter details the nature of local government in democratic South Africa. It includes: The rationale for local municipalities; Prerequisite for local government functioning (service delivery); Language planning at local municipalities; Service delivery at local municipalities; Four service delivery cues.

Chapter 4

This chapter outlines language policy and the value of translator(s) at local municipalities in South Africa. It includes: Language policy, Challenges to the promotion of indigenous languages; The value of translator(s) at local municipalities; Requirements for employing a translator local municipality; Translator and effective language policy implementation; Promotion of indigenous languages (Multilingualism); Leadership and legislative role of

government in language policy implementation; Restitution in language practice.

Chapter 5

This chapter presents data analysis. It includes: Questionnaire and interview questions; Presentation of responses from questionnaire and interview questions from respondents; Interpretation of data collected.

Chapter 6

This chapter focuses on general recommendations and conclusion.

Chapter 2

LITERATURE REVIEW

2.1. Introduction

This chapter focuses on the review of related literature. It details previous studies on the use of translator(s) at local municipalities in South Africa. Babbie & Mouton (2010:103) referred to literature review as what the researcher has established about a research problem through preliminary scanning of the literature. Moreover, literature review deals with what other scholars have written on the topic to be researched. Literature review is an evaluative report of information found in the literature related to the selected area of research. It must describe, summarise, evaluate and clarify literature and give theoretical base for the research. Various literature sources will be reviewed to explore scholarly writings on the issue of the use of translator(s) at local municipalities.

Furthermore, information will be sourced from academic literature in the form of books, journals, periodicals, government policy documents and acts, as well as from the results of relevant conference proceedings. This chapter will attend to: Critical theory; Inputs on multilingualism at public or government institutions; Positioning indigenous African languages in the Constitution of the Republic of South Africa (Act. No 108 of 1996); The Bill of Rights and relevant sections; Language and politics; Protection of language rights; Criticisms of eleven official languages in South Africa; The demand for language practitioners in South Africa; Translation skills and competencies; and Translation training in South Africa.

2.2. Critical theory

Romm (2001:142) observed that according to critical theory, people undertake a close scrutiny of what is involved in doing sciences inclusive of languages. People should also consider how the scientific process relates to larger projects of enhancing human freedom. Consequently, critical theorists (such as Thompson, 2007) have developed an open attitude to philosophical traditions that have held out promises of human emancipation through social critique.

Thompson (2007:48) postulated critical theory to be aiming to explain and transform all circumstances that enslave human beings.

Thompson (2007:149) further explained that critical theory has to meet three criteria to be adequate, namely (1) it must be **explanatory**; (2) it must be **practical**; (3) it must be **normative**. To be explanatory implies that it must explain what is wrong with current reality. For this study, what is wrong (**explanatory**) is the fact that local municipalities are currently not using the languages understood by residents in their jurisdiction, when communicating with them. In terms of being **practical,** implies being able to identify the actors to change the situation. For this study, the actors to be identified and change the situation refer to local municipalities (officials responsible) who have the power to change the language situation within their local municipalities. Further-more, to be **normative** attest to being able to provide both clear norms for criticisms and achieve practical goals for social transformation. Local municipalities in this regard are to provide clear language policies on multilingualism and accept criticisms if they fail to achieve language expectations as per the Constitution of the Republic of South Africa (Act. No 108 of 1996).

Thompson (2007:198) further indicated that theory is critical to the extent that it seeks human emancipation through the following: to liberate human beings from circumstances that enslave them; it must be directed to the society in its historical specificity; it should strive to improve understanding of society by integrating all major social sciences; it must have a normative orientation towards the transformation of capitalism into real democracy. Critical theory should be seen as a social theory oriented towards critiquing and changing society as a whole. In this study, this theory needs to change the language direction at local municipalities in South Africa. It must provide the descriptive and normative bases for social inquiry aimed at decreasing domination and increasing freedom in all their forms.

Hoy & McCathy (1994:16) submitted that critical theory is concerned precisely with the historical and social genesis of the facts it examines and with the social

contexts. Furthermore, Hoy & McCarthy (1994:17) stressed that social research is itself a form of social interaction in which objects of knowledge are potentially subjects of the very same knowledge and thus it is willy-nilly a potential factor in changing social relations. Critical theory expressly aims at becoming a factor in social change by becoming part of the self-consciousness of oppressed group.

2.3. Inputs on multilingualism at local government institutions

Democratic South Africa has emphasised consultative governance at all spheres of government as the cornerstone. Local government, in this regard, is viewed as the government sphere closest to local residents. The Constitution of the Republic of South Africa (Act, No 108 of 1996), states that local government should encourage the involvement of local communities and community organisations in the matters of local government affecting residents.

The South African Constitution (Act, No 108 of 1996), through the Department of Co-operative Governance and Local Municipalities formulated Acts to help in the governance of local municipalities in South Africa. Among the formulated Acts, these can be mentioned: Municipal Structures Act (Act. No 117 of 1998); Municipal Systems Act (Act. No 32 of 2000); and Promotion of Access to Information Act (Act. No 2 of 2000). These Acts were introduced to help promote service delivery at government institutions. Within the Constitution of the Republic of South Africa (Act, No 108 of 1996), the Bill of Rights emerged, stipulating amongst others that residents have to be communicated to in a language they understand.

Mwaniki (2012:98) indicated that the nine provinces of the Republic of South Africa must enact language legislation to give effects to the provisions of section 6(3) (a) of the Constitution of the Republic of South Africa (Act. No 108 of 1996), with reference to the passing of laws for the establishment of provincial Language Acts.

It must be stated that nine South African provinces have provincial Language Acts, namely KwaZulu-Natal (KwaZulu-Natal Parliamentary Official Languages

Act, Act. No 10 of 1998), Western Cape (Western Cape Provincial Language Act; Act. No 13 of 1998), Northern Cape (Northern Cape Use of Official Languages Act; Act. No 5 of 2013), North West (North West Provincial Languages Act, Act. No 1 of 2015), Eastern Cape (Eastern Cape Use of Official Languages Act, Act. No 8 of 2016), Mpumalanga (Mpumalanga Provincial Languages Act, Act. No 3 of 2014), Gauteng (Gauteng Provincial Languages Act, Act. No 6 of 2015), Limpopo (Limpopo Languages Act, Act. No 7 of 2000) and Free State (Free State Use of Official Languages Act, Act. No 1 of 2017). The nine provinces enacted Provincial Language Acts in order to provide for legislative framework for the realisation of multilingualism within their respective provinces. This enactment by the provinces supports this study, whereby there will be promotion and equitable treatment of official languages at local municipalities in South Africa. Most probably, to address multilingualism at local municipalities, local municipalities will have to use translator(s).

In terms of these Acts as published by all nine provinces, every provincial department and local government in South Africa is to appoint a Language Official (for this study a translator or translators). Translator(s) will be tasked to advise accounting officers (such as Heads of National and Provincial Departments and Municipal Managers in Local Municipalities) on the implementation of language policies and use of official languages within their jurisdiction.

Furthermore, Mwaniki (2012:99) postulated that a provincial Language Act should contain clauses that establish the provincial language committees that will clearly specify the mechanisms for the establishment, composition, powers, duties and privileges as well as the management of the affairs of such a language committee. For this study, local municipalities are, however, also able to legislate on matters of language policy by way of municipal language policy by-laws through constitutional instructions as contained in Sections 6 (3) (b) and 156 of the Constitution of the Republic of South Africa (Act. No 108 of 1996)

2.4. Positioning indigenous African languages

Webb (2002:4) indicated that the South African Constitution (Act. No 108 of 1996) stipulated a philosophy of political pluralism. This implies that the positioning of languages in South Africa had more to do with accommodating every citizen's language. Beukes (2004:7) referred to linguistic pluralism as enshrined in the Constitution of the Republic of South Africa (Act. No 108 of 1996) and that the former language dispensation was based on official bilingualism and now is replaced by official multilingualism. Furthermore, Beukes (2004:7) mentioned that equal language rights are extended for the eleven languages used by most of the South African population.

Indigenous African languages were to be promoted by government after the dawn of democracy in South Africa. In doing so, the government had to introduce acts to achieve its aim of mainly promoting previously disadvantaged indigenous African languages. The government introduced the Use of Official Languages Act (Act. No 12 of 2012) and this Act has indicated that provincial governments must introduce their respective Use of Official Languages Act to promote the use of indigenous African languages within their provinces.

2.4.1. Constitution of the Republic of South Africa (Act. No 108 of 1996)

The dawn of democracy in South Africa in 1994 saw measures taken towards improving the lives of all South Africans, irrespective of language of preference, gender and race. The preamble of the Constitution of the Republic of South Africa (Act, No 108 of 1996) stated that South Africa belongs to all who live in it. The Constitution of the Republic of South Africa is the supreme law of the country and grants equal rights and freedom to all South Africans. These rights and freedoms are enshrined in Chapter 2 of the Constitution of the Republic of South Africa, best known as the Bill of Rights.

Chapter 2: Section 30 of the Constitution of the Republic of South Africa (Act. No 108 of 1996), stipulates that everyone has the right to use the language and to participate in the cultural life of their choice. Moreover, Chapter 2: Section 31 (1) (a) and (b) stipulate that the community has a right to enjoy and use their language and also to maintain linguistic associations and other organisations

of civil society. This implies that communities are entitled to receive information from local municipalities in their language for effective communication. The Constitution of South Africa (Act, No 108 of 1996), Section 152 (1) (a) furthermore stipulates that one of the objectives of the Local Municipalities is to ensure the provision of services to communities in a sustainable manner, inclusive of the use of indigenous African languages within their jurisdiction.

The Use of Official Languages Act (Act, No 12 of 2012), among other things, is aimed at promoting the equitable use of the eleven official languages and facilitating access to government services. The supreme law of the country, thus the Constitution of the Republic of South Africa (Act, No 108 of 1996), demands accessibility and recognition as well as the use of all official languages as enshrined in the Bill of Rights.

2.4.2. Bill of Rights (Act. No 108 of 1996)

The Bill of Rights is the cornerstone of democracy in South Africa. It protects both rights and freedoms of all the citizens of the Republic of South Africa. The Bill of Rights is aimed at providing an enabling framework for promoting South Africa's linguistic diversity and encouraging respect for language rights within the framework of building and consolidating a united and democratic South African nation.

The Bill of Rights must also take into account the broad acceptance of linguistic diversity, social justice, the principle of equal access to public services and programmes, the powers and functions of such services and other matters that may relate to human rights. It is the responsibility of the South African government to uphold these rights and freedom, which are intended to improve the lives of all South Africans.

2.4.2.1. Section 6 (2) of the Constitution of the Republic of South Africa (Act. No 108 of 1996)

This Section states that recognising the historically diminished use and status of the indigenous African languages of South Africans, the state must take practical and positive measures to elevate the status and advance the use of

indigenous African languages (such as Sesotho, Tswana, IsiZulu). The state is by law expected to regulate and monitor the use of official languages, with more emphasis on the use of historically marginalised languages.

2.4.2.2. Section 3 (b) of the Constitution of the Republic of South Africa (Act. No 108 of 1996)

This section focuses on functions of local municipalities in South Africa, with reference to language preferences by residents. It suggests the use of different languages (regional or indigenous African languages) at local municipalities to be of outmost importance. The researcher further highlights that, multilingual service delivery is recognised as supreme by the Constitution of the Republic of South Africa (Act, No 108 of 1996). Therefore, the researcher believes that multilingual service delivery still constitutes a gap that needs to be closed. Therefore, this study attempts to close this gap by suggesting that respective local municipalities in South Africa are to adhere to the constitutional obligation of using indigenous African languages when communicating with residents.

2.4.2.3. Section 32 of the Constitution of the Republic of South Africa (Act, No 108 of 1996)

This Section deals with access to information by all citizens in the Republic of South Africa. It indicates that everyone has the right to the following: (a) any information held by the state; (b) any information that is held by the other person and that is required for the exercise or protection of any rights. The Section also stipulates that the information should be made available in multiple languages. This is inclusive of indigenous African languages.

The government realised that the Reconstruction and Development programme (RDP) did not address the main issue which is the provision of service delivery. This document was known as the White Paper for Transformation Service Delivery (WPTSD) pioneered in 1995. Multilingualism was not addressed, thus creating a multilingual gap. The basic needs (inclusive and use of the indigenous African language) were to be met by government institutions. This study will strive to ensure that the use of translator(s) at local municipalities as a basic need is achieved.

2.5. Language and politics

Ricento (2006:98) claimed that language policy and politics are close to each other, resulting in identity politics, implying that there is a perception that determines human identity and political identity matters in political life, with a variety of politically significant answers to this question. The researcher, therefore, agrees to the notion that there is conflict, which is brought about by language policy, implying that municipal language policy does not address the issue of Indigenous African languages. Alexander (1998:163) expounded that globally, English appears to be used and spoken for business transactions and everyday use, and as a result, it appears to be winning hands down.

Mwaniki (2012:103) postulated that local municipalities are therefore reluctant to call for language policy reform, through the use of translator(s). Romm (2001:144) posited that critical theory in language policy has three inter-related meanings: (1) it refers to work that is critical of traditional, mainstream approaches to language policy, implying that it entails a critique of traditional central criticism and emphasises on apolitical technical issues such as political forces affecting language policy; (2) it includes a study that is aimed at social change, implying a research aimed at social change, the role of language policy in social, political and economic inequality, with the aim of developing policies that reduce various forms of inequality among residents in the same area; and (3) it refers to the study that is influenced by critical theory in language policy, implying that there should be a broad range of work examining the process by which systems of social inequality are created and sustained and henceforth deduces that critical theory contributes largely in power and language policy with influence from political figures.

Alexander (1998:141) indicated that there is a relationship between language and identity in South Africa during the current phase of consolidation of a liberal democratic policy. In South Africa, there are major social markers of difference, namely colour, race, language, culture, gender, religion, region as well as class, some in combination as determinants of group or social identity.

The apartheid era in South Africa left an enduring stigma on all language-based social movements in a country where there is now unity and coherence. Alexander (1998:145) mentioned that it is crucial that political and cultural leadership of South Africa recognise that the language question has to be treated consciously and consistently within the paradigm of a multilingual nation. However, South Africa has been spared the spectacle of language-based political parties appealing for votes to their alleged constituencies. This is so because perceived social issues are still the most salient ones in our society. In other words, the salience of the racial factor in South African politics has indeed worked against the construction of language-based group identities that could be or have been politically mobilised.

In the South African parliament, Bills are discussed, enacted and promulgation mainly in English. All other languages including the indigenous African languages are ignored. Mwaniki (2012:103) postulated that language policies are adopted by South African parliament for malicious compliance. This implies that South Africa adopted language policies to be implemented without ensuring compliance and monitoring the implementation of those policies. There is no genuine effort to effect thorough ongoing linguistic transformation.

The reluctance of government in linguistic transformation is a reflection of the dominant middle class's acceptance of English as the language of power and privileges for the educated few. The state with its political power and will must take a lead in promoting indigenous African languages and realise parity of esteem as envisaged by the Constitution of the Republic of South Africa (Act. No 108 of 1996). Democratic South Africa cannot be involved in the perpetuation of cultural annihilation of African heritage.

2.6. Protection of language rights in South Africa

Zuanelli (1991:297) maintained that language rights concern the rights of individuals and communities to use their language for certain purposes and in certain circumstances. Furthermore, Zuanelli (1991:297) indicated that there are two language rights, namely **individual** and **communal language rights**. **Individual language rights** refer to those rights the individual possesses to

use as only language as individual, whilst **communal language rights** refer to those rights a group has, to establish its own institutions and for the promotion of language and culture for a group. The communal language rights support this study in that, residents in one environment is likely to use one common regional language. Language is often an expression of who you are, who you think you are and how you relate to your community. Both individual and communal language rights are enshrined in the Constitution of the Republic of South Africa (Act. No 108 of 1996). Section 8.2 of the Constitution of the Republic of South Africa (Act, No 108 of 1996) protects citizens against discriminations based on race, culture, language, gender, sex, ethnicity, social origin, colour, sexual orientation, age, disability, religion and conscience.

Similarly, Sections 3.3, 3.6 and 3.7 of the Constitution of the Republic of South Africa (Act, No 108 of 1996) acknowledge the right of citizens to address government institutions as well as parliament(s) in the language(s) of their choice. Moreover, Section 3.4 of the Constitution of the Republic of South Africa (Act. No 108 of 1996) also allows provincial legislators to determine their own language policy, but they must protect all the languages spoken in their jurisdiction, considering eleven (11) official languages of South Africa.

Bamgbose (2003:5) pointed out that South Africa's language diversity is supported by arguably the most progressive constitutional language provisions. In support of Bamgbose (2003), Mutasa (2003:1) indicated that the South African language policy is regarded as an epitome of meaningful change in language policies throughout the world.

Fredericks (2011:1) postulated that language protection must be through the recognition of indigenous African languages, in line with recent developments in international law, wherein common standards in relation to the protection of both minority and majority languages are to be adhered to. The recognition of multilingualism as well as its implementation is now becoming an obligation resting on all states in the world, including South Africa.

Currently, there are South African citizen organisations such as AfriForum and Solidarity who are fighting to protect their language rights. AfriForum and Solidarity are seen by Afrikaans speakers as the organisations responsible to protect their language (Afrikaans) right. AfriForum & Solidarity (2017:6) at the University of the Free State, on behalf of students are fighting to have Afrikaans as their mother-tongue to be used for teaching and learning. AfriForum indicated that it will proceed with legal proceedings to protect the language rights of Afrikaans students who use Afrikaans as their mother-tongue at the University of the Free State. This follows after the Council of the University of the Free State gave green light that English becomes the University's primary medium of teaching and learning as well as language of administration. AfriForum further felt strongly about the fact that Afrikaans- speaking students cannot be deprived of their right to mother-tongue education, but rather that the University must do more to offer mother-tongue education to other students as well.

AfriForum & Solidarity (2017:6) felt it will also be in the best interest of everyone involved not to decide now on language policy in respect of the ideological pressure, but rather when feelings have calmed down. It must be noted that there is nothing wrong with English, but knowing and speaking it is an opportunity and not a threat. Mother-tongue education is a pedagogical and constitutional imperative in South Africa and globally.

The Department of Basic Education, in promoting and developing South Africa's previously marginalised African languages in schools, legislated the policy, namely **Incremental Introduction of African Languages (IIAL (Department of Basic Education 2013: 5)**. The IIAL (Department of Basic Education, 2013: 7) is responsible for the **introduction** of African Languages in South African schools while secondly the IIAL is responsible for the **implementation** of African Languages in South African schools. The IIAL (Department of Basic Education, 2013: 7) has aims to recognise the historically diminished use and status of the indigenous African languages of South African citizens in the education system, wherein the state must take practical and

positive measures to elevate the status and advance the use of these languages.

The IIAL (Department of Basic Education, 2013: 5) flows from the following legislative framework: Constitution of the Republic of South Africa (Act. No 108 of 1996), National Education Policy Act, Section 3(4) (m) of the Constitution of the Republic of South Africa (Act. No 108 of 1996), Language in Education Policy, the South African School Act, Section 6(1) of the Constitution of the Republic of South Africa (Act. No 108 of 1996) and The Norms and Standards regarding language policy. This Act proclaims the objective of providing a strong foundation for the protection and advancement of the country's diverse cultures and languages. Moreover, this Act strives to promote multilingualism, to develop the official South African languages equitably and to foster respect for all languages used in the country, including Sign Language.

The IIAL (Department of Basic Education, 2013:13) has the following objectives: (a) to promote the development and increased utility of African languages by introducing learners incrementally to learning an African language from Grade R to 12 (b) it aims to strengthen the use of African languages at Home Language level and therefore increase the use of marginalised African languages for academic purposes as well as to ensure that all non-African language speakers speak an African language; (c) to improve proficiency and utility of the previously marginalised African languages in order to raise confidence of parents to choose their own languages for learning and teaching; and (d) to increase access to languages by all learners, beyond English and Afrikaans to promote social cohesion and expand opportunities for the development of African languages as a significant part of preserving heritage and cultures.

It is the view of the researcher that the IIAL (Department of Basic Education, 2013: 13) helps in supporting this study, in the sense that multilingualism will be promoted. Through the IIAL (Department of Basic Education, 2013:13), the implementation of the use of translator(s) for the Black semi-literate and literate residents will be achieved, as local municipalities will adhere to the language

needs of these residents. This IIAL (Department of Basic Education, 2013:14) has helped in producing a graduate, Doctoral thesis written in IsiXhosa (Dr. Kunju at Rhodes University) recently. The thesis is titled: *IsiXhosa lulwimi lwabantu abangesosininzi eZimbabwe: Ukuphila nokulondolozwa kwaso,* translated into English as [IsiXhosa as a minority language in Zimbabwe: Survival and maintenance]. Without dwelling too much on the thesis, this is a step in the right direction for the upliftment and development of indigenous African languages in South Africa. Thus, the IIAL (Department of Basic Education, 2013:14) has indeed produced a doctoral graduate who used an indigenous African language to complete his studies, as indicated above.

2.7. Criticisms on eleven official languages of South Africa

Webb (2002:4) indicated that official languages as enshrined in the Constitution of the Republic of South Africa (Act. No 108 of 1996) have been criticised in at least three ways. The **first** criticism expressed commonly is that a country like South Africa cannot fully implement a policy on eleven official languages. It is because it will be costly and cannot be practically implemented. The **second** criticism of the language stipulation is that the principles they (government) embrace, such as parity, equity, esteem and language promotion are in potential conflict with the qualifying clauses (referred to as escape clauses) making it possible for government institutions to escape adopting and implementing language policies in the spirit of the Constitution of the Republic of South Africa (Act. No 108 of 1996). The **third** criticism relates to government institutions becoming more monolingual in practice, that is, there is more usage of English than other languages. This implies that government institutions act contrary to the spirit of the Constitution of the Republic of South Africa (Act. No 108 of 1996).

Kaschula (2001:11) referred to South African multilingualism as the government's forked tongue of multilingualism. This implied that one part of the tongue makes the right noises, whilst the other part remains mute, resulting in little practical implementation of the language policy, limited status planning and little use of indigenous African languages when it comes to technology, except in the arena of radios and television. It is true and evident that community radio

stations make provisions for the official languages and television subtitling has now expanded to include all eleven official languages. There are a number of multilingual programmes, but still the dominant language on television is English. Certainly, the South African government had employed both full-time and part-time translator(s) to cover the demand in the Department of Justice's (Courts of law) considerable language needs, but for the Department of Health no such provision has been made.

Stracham, Zabow & Van der Spuy (2011:3) posited that in most cases, patients' next of kin and nurses act as *ad hoc* interpreters, considering that South Africa has 3749 patients for every one medical doctor and 255 patients for every nurse in a state hospital.

Mesthrie (2006:153) postulated that despite the feel-good *rainbowism* of the Constitution of the Republic of South Africa (Act. No 108 of 1996), English has consolidated its position at the expense of other official languages. English serves as the *de facto lingua franca* of government, despite the fact that the majority of the clients of the state are unable to access information through English.

Trew (1994:74) stated that translation has always played a pivotal role in South Africa, even during the apartheid era. During the apartheid era, not only was Afrikaans promoted, but the publication of government-approved translated textbooks in African languages was used to support the policy of separate development. Fredericks (2011:1) further indicated that, still in some provinces as well as local municipalities in South Africa, little effort has been made to comply with the constitutional obligations with regard to multilingualism.

In the view of the researcher, the implementation of multilingualism in post-apartheid in South Africa has to be considered by the increase in actual translation services, not just the passing of language policies into law. This study is based on the opinion that the use of translator(s) (mainly as an act of the implementation of language policy) at local municipalities is a matter that needs urgent attention by the Department of Co-operative Governance and

Local Government. There seems to be a gap created by local municipalities whereby the actual implementation of the language policy as set out by them (local municipalities) is not properly followed. The implementation in this study refers to the use of translator(s) at local municipalities as required by legislation, namely the Use of Official Languages Act (Act. No 12 of 2012) of the Republic of South Africa.

2.8. The demand for language practitioners in South Africa

The demand for language practitioners in South Africa is brought about by the introduction of eleven official languages for use. The South African government passed the Use of Official Languages Act (Act. No 12 of 2012), which came into operation in May 2013. This piece of legislation requires that various government institutions must set up language units, to cater for regional languages available in their jurisdiction. The language units once created will in turn influence the demand for language services, especially in indigenous African languages.

Translation has always played a vital role in South Africa, from the first Bible translations which codified the African languages. Almost immediately after the new dispensation came into effect in 1994, the country began to see a boom in translation into the local languages from legislation, educational materials and public health information. In 2013, the South African government began a process of regulating translation, however, and in 2014 passed the Act, South African Language Practitioners' Council Act (Act. No 8 of 2014). This Act, (Act. No 8 of 2014) has to establish a South African Languages Practitioners' Council, which is to be tasked with overseeing the profession.

In the view of the researcher, translation services are to be regulated by government to help Black literate and semi-literate residents to understand proceedings of the local government. Furthermore, local municipalities are to ensure equity among regional languages through the use of translator(s).

2.9. Translation skills and competencies

It is imperative for this study to ensure that translator(s) are in possession of proper and competent skills. Kelly (2005:38) found the following areas of competence for a good translator: s/he must be a good communicator in at least two languages spoken in the community they serve; and cultural knowledge is necessary as the texts would be translated with culture in mind; intercultural knowledge is also important to bring other cultural groups together through translation; the translator should know the subject area involved in the translation task on hand.

Importantly, the translator is expected to be professional through the affiliation gained by joining, for example, South African Translators' Institute (SATI). For a translator to be effective and efficient s/he must know how to operate equipment such as a computer.

Kearns (2008:91) & Kelly (2005:38) both claimed that the areas of competence are interrelated to each other and is necessary for the overall macro-competence to function correctly. However, it is the strategic competence which coordinates how the other competences (such as reliability, meet deadlines, good workmanship) work when completing a given task. Furthermore, the area of strategic competence, as a tool for monitoring all of the competences at the same time, is found within the development of psycho-physiological competence. It could also be to determine or seek help in finding remedies in order to maintain a balance and constantly improving translator competence.

Kearns (2008:94) posited that a good translator should be able to ensure smooth transfer of information from one language to another. Computer skills are essential (it is a must), with advantages such as the ability to figure out, use and optimise it more efficiently. Moreover, the translator should be able to solve problems himself and much faster in the event of a technological failure, which will improve their reliability, please their clients and save them time.

Marais (2008:50) postulated that the following activities make a good translator: a translator needs to have the finer tricks of the trade; to have acts of

judgement; and be able to make choices on a daily basis. Furthermore, a prospective translator must be knowledgeable in the arena of a number of ideologies and powers that force themselves on him or her. Moreover, Marais (2009:78) claimed that the specific competencies (such as knowledge of source and target languages, know how to interpret the brief) of translator(s) are important to both the translator and client. A translator must have the ability to bring together complex bodies of knowledge, taking into account the unique requirements of each translation situation, be able to discern the perspective and values playing a role in a particular translation situation. Furthermore, a good translator must have good judgement with regard to the relevance of knowledge they have for any situation. They have to judge the skills they have available, which to use in a situation and which to discard.

In the opinion of the researcher, a good translator needs to spend time in the source country. S/he must have language guides which s/he could refer to. It is important for him or her to read newspapers and journals in the source language, read texts appropriate to the specialty in the source language. Be prepared to take language courses and obtain a qualification. A good translator must be in a position to familiarise himself or herself with how the language is currently used, together with commonly used slang, dialect and new words borrowed from other languages.

2.10. Translation training in South Africa

Training is needed for every professional (for this study, a translator) around the world. It is needed in order for the professionals to provide excellent services to their clients. South Africa as part of the world is no exception in striving to have professionals properly trained. Kiraly (2000:46) postulated that the students in translation will have to construct their own knowledge of the trade, operate as a professional and have their own understanding of their responsibilities and rights as professionals through experience, by collaboratively participating in the authentic activities of professional translator(s).

Chesterman & Wagner (2002:18) suggested that discussions with language practitioners in South Africa often pursue the same direction. Therefore, it goes without saying that South Africa still need to train language practitioners due to the statement mentioned above. This particular statement informs this study with regard to job creation and the reduction of poverty.

Naudé (2002:49) indicated that translation studies are needed regardless of time and culture and the desire to explain the time and culture bound criteria. Naudé (2002:50) further stated that from the eighteenth century onwards, scholars of translation studies made use of frameworks and methodologies borrowed from other disciplines such as psychology, the theory of communication, literary theory, anthropology, philosophy and more recently cultural studies. This implies that culture plays an important role in the translation process. He further sees translation studies as conveying a foreign message with its implicatures by exploiting the maxims of the target community.

According to Naudé (2002:41), there is an assertion that many principles, rules and guidelines of translation handed down by commentators through the centuries are in fact applications of the principle of relevance. Relevance favours a particular kind of translation which is clear and natural in expression, in the sense that it should not be unnecessarily difficult to understand.

Practical in-service training is a very important aspect of the training of new translator(s). Different higher institution such as academic universities and universities of technology offer National Diplomas in Translation (or related fields of study) using different names and degrees [Bachelor of Arts, Bachelor of Technology, Bachelor of Arts (Honours), Doctor of Philosophy or Doctor of Technology]. Boers (2007:15) indicated that the following institutions, both universities and universities of technology offer national diplomas and degrees in translation or language practice. Below find the table showing institutions offering the diplomas and degrees in translation studies.

QUALIFICATION	UNIVERSITY OF THE FREE STATE	UNIVERSITY OF JHB	UNIVERSITY OF WITWATERSRAND (WITS)	UNISA	NORTH WEST UNIVERSITY	UNIVERSITY OF STELLENBOSCH	CENTRAL UNIVERSITY OF TECHNOLOGY	KWAZULU-NATAL UNIVERSITY	DURBAN UNIVERSITY OF TECHNOLOGY	LIMPOPO UNIVERSITY	VAAL UNIVERSITY OF TECHNOLOGY	NELSON MANDELA METROPOLITAN UNIVERSITY
Certificate (Short Course)	-	-	✓	✓	-	-	-	-	-	-	-	-
Diploma	✓	✓	✓	-	-	✓	✓	-	✓	-	✓	-
BA (Language Practice)	✓	✓	-	✓	✓	✓	✓	✓	-	✓	✓	✓
BTech (Language Practice)	✓	✓	-	✓	✓	✓	✓	-	✓	-	-	✓
BA(Hons) (Language Practice)	✓	✓	✓	✓	✓	✓	-	✓	✓	✓	✓	✓

M.A/M.Com	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓
PhD	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓
Compulsory Modules	Linguistics. Language Practice. 2 Languages.	Linguistics and literacy theory. 2 Languages. Production and perception of texts. Cross-cultural communication.	Theory and practice of translation. Translation methods.	Portfolio of evidence. Theory and practice.	Theory and practice.	Translation theory and lexicography.	Theory and practice.	Note: French Department has two streams majoring in translations	Theory and practice.	Theory and practice. Modified content. Portfolio of evidence. Practical translations (using a rubric).	Theory and practice.	Theory and practice in translation.

Table 2.1: Translation Training in South Africa

QUALIFICATION	UNIVERSITY OF ZULULAND	MANGOSUTHU UNIVERSITY OF TECHNOLOGY	CAPE PENINSULA UNIVERSITY OF TECHNOLOGY	TSHWANE UNIVERSITY OF TECHNOLOGY	UNIVERSITY OF CAPE TOWN	UNIVERSITY OF PRETORIA	WALTER SISULU UNIVERSITY	UNIVERSITY OF WESTERN CAPE	UNIVERSITY OF FORT HARE	UNIVERSITY OF VENDA	RHODES UNIVERSITY	UNIVERSITY OF MPUMALANGA
Certificate (Short Course)	-	-	✓	-	-	-	-	-	-	-	-	-
Diploma		✓	✓		-	✓	✓	-	✓	-	-	-
(BA)/BTech (Language Practice	✓	✓		✓	-	✓	✓	✓	✓	✓	✓	-
BA(Hons) (Language Practice)	✓	✓	✓	✓	-	✓	✓	✓	✓	✓	✓	-
MA	✓	✓		✓	-	✓	✓	✓	✓	✓	✓	-
PhD	✓	✓		✓	-	✓	✓	✓	✓	✓	✓	-

Compulsory Modules	Translation Theory and practice	Translation Theory and practice	Theory and practice of translation. Translation methods.	Translation Theory and practice	-	Translation theory and practice	Translation Theory and practice	Translation Theory and practice	Translation Theory and practice	Translation Theory and practice	Translation Theory and practice	**No translation courses are offered**

Table 2.1: Translation Training in South Africa (CONTINUED)

<u>Note</u>: Sol Plaatjie University, University of Cape Town, Mpumalanga University and Sefako Makgatho Health Sciences University do not offer Translation Studies.

2.11. Conclusion

This chapter dealt with critical theory, inputs on multilingualism at public or government institutions and translation training. The Constitution of the Republic of South Africa, (Act, No 108 of 1996) contributed in making language rights understandable. In the chapter to follow, emphasis will be on the nature of local government in democratic South Africa.

Chapter 3

Nature of local government in democratic South Africa

3.1 Introduction

The purpose of this chapter is to provide a detailed overview of the main dimensions of the system of local government in South Africa. This will be of utmost importance if the environment, within which local municipalities, the functional units of local government, have to operate, is to be fully understood. It is again important, as it will provide an illustration of the role of local government in the South African system of government.

Therefore, these democratic structures are now charged with ensuring that the general welfare of local communities is promoted and that the ideals associated with the struggles for a democratic South Africa are achieved such as the use of residents' language for interactions with the local municipalities. This chapter will address: Rationale for local municipalities; Characteristics of local government; Prerequisite for local government functioning (service delivery); Language planning at local municipalities; Language planning is essential at local municipalities; Multilingualism at local municipalities; The legislative need to employ translator(s) at local municipalities; Qualities of translator(s) at local municipalities; Requirements for employing translator(s) at local municipalities; The value of translator(s) at local municipalities; Budget for multilingualism at local municipalities; Service delivery at local municipalities; Batho Pele (1997) as a service delivery tool at local government structures; Four service delivery cues; Implementation of language policy at local municipalities; Municipal population, racial make-up and first languages spoken at Moqhaka Local Municipality; Challenges to the promotion of indigenous African languages.

3.2. Rationale for local municipalities

To highlight the importance and existence of local municipalities, Kafle and Karkee (2004:4) stated that local municipalities are relatively autonomous and multi-purpose institutions, providing a wide range of services with tax-raising capacity and are controlled through the local government election of representatives to oversee the

work of full-time officials. Reddy (1999:10) added that local authorities are created to render services in well-defined geographical areas, primarily because of the inability of national and provincial governments to address all the detailed aspects of government. From these definitions, it becomes clear that local municipality is important especially with regard to the provision and maintenance of services at a smaller geographical scale (a clearly defined geographical area) and they have to do this with the help of locally elected political representatives (councillors) and appointed employees.

The service delivery issue is of particular importance and significant in the South African context, because its failure results in service delivery protests. The deserved transition to democracy did not signify the human restoration of political equality to the majority of its citizens but was meant to eradicate the inequality in service delivery that was characterised by the apartheid era, service delivery in apartheid was better for the minority group and ignored the majority.

Local municipalities are regarded as important vehicles for promoting democratic values missed during the years of (apartheid) racial divide in South Africa. To this effect, Pratchett (2004:4) argued that without some degree of freedom for self-determination, communities are unlike to cultivate democratic practices. This implies that both local residents, locally elected representatives and appointed employees are required to play their respective roles for the improvement of the services rendered by local municipality. In essence in South Africa, residents' participation is deemed significantly important for the South African Constitution, (Act. No 8 of 1996) as Section 152 (1) (e), states that local government should encourage the involvement of communities and community organisation in matters of local government.

If it can be argued that local government could play a pivotal role in the delivery of services and the promotion of democracy, logic dictates that power to do so be decentralised to local municipalities. In this instance, Reddy (1999:16) emphasised the importance of decentralisation as the sharing of decisionmaking authority with lower levels in the organisation in an effort to unlock central bureaucracy and giving more direct access to the people towards the government and the government towards the people. In addition, Gildenhuys and Knipe (2000:287) argued that "the

decentralisation of authority defines the powers of lower governments and leaves them free to decide on these matters without intervention from above." Furthermore, Treisman (2002:3) suggested the following two important advantages of decentralisation in support of the previous authority assertions:

- **Local knowledge**: Local politicians and officials are deemed to have better knowledge of unique local circumstances and it is therefore argued that their decisionmaking would be more responsible to local needs.
- **Greater accountability**: The fact that local political representatives are elected at community levels means that greater accountability can be demanded by the same communities who elect them.

The perceived and theoretical benefits of decentralised power could however be irrelevant, without considering the extent of said decentralisation, which is for the purpose of this thesis in a South African context. The question is thus to what extent. Reddy's (1999:16) notion of devolution of decisionmaking authority to relatively autonomous regional or local government takes place. Chapter one of this thesis explained that the Constitution of the Republic of South Africa (Act. No 108 of 1996), describes the composition of the South African state emphasising the existence of national, provincial and local spheres of government that are distinctive, interdependent and interrelated. This implies that each sphere has relatively unique characteristics and by virtue of the South African Constitution (Act. No 108 of 1996), Schedules 4 and 5, provide specific decisionmaking powers.

South Africa can thus be seen as being characterised by a rapid centralised authority. According to Gildenhuys, Fox & Wissink (1991:92) political centralisation is a basic characteristic of unitary political system where all authority is vested in a sovereign legislature and regional and local authorities receive their legislative and executive authority directly from the central legislature, which could be withdrawn, expanded or reduced at any time. In contrast to what is contained in this definition of centralisation, the legislative and executive authority of the province and local authorities are in fact enshrined in the South African Constitution and can thus not be withdrawn, expanded

or reduced without the input of these government spheres and the required amendments to the South African Constitution.

The reference to the terms **interdependence** and **interrelatedness** add an interesting dimension to the South African situation. Even though distinctiveness could be interpreted as suggesting autonomy, these terms suggest the existence of common goals and characteristics between the three spheres (of government) and therefore inability to function completely independent from one another. Steytler (2005:204) indicated that the constitutional terms describe how government is constituted, refers to the three spheres of government being "distinctive in their powers, interrelated in a hierarchy of supervisory powers and interdependent to perform the task of government in a co-operative manner." Steytler's reference to supervisory powers implies that while the three spheres of government possess distinct powers, a vertical hierarchy of supervisory power remains, suggesting that to an extent (arguably so, a lesser extent) local municipality remained subservient to the national and provincial spheres of government.

Perhaps conclusion could be drawn that local government provides an opportunity for the provision of service to communities confined to pre-determined jurisdictional areas by locally elected political representatives and appointed employees responsible for such areas. Moreover, it could be concluded that local municipalities should undertake their endeavours, while also nurturing and promoting democratic values by ensuring that the communities they serve become active participants in the governance process. An important consideration with regard to local government would revolve around the resource required for local municipality to carry out their mandate. Of importance is the manner in which local government is funded and local government's relationship to other government spheres.

In the South African context, local government has an integral role to fulfil in the governance process. This becomes evident when examining the constitution positioning of local government and the reference, not to levels, but spheres of government (National, Provincial and Local) with more or less equally important responsibilities and decisionmaking authority. This reference to spheres rather than levels suggests a more integrated governance structure instead of the top-down

hierarchical relationship between levels of government, as was previously common in South Africa.

Moreover, it suggests that the local government has more authority of their own initiatives and strategies devised in order to address their local societal issues, compared to provincial and national government. This is because of the lower spheres (local municipalities) being the first level of governance which is nearer to the communities they serve.

Finally, having considered the above information, the following characteristics of local municipalities as functional units can be outlined for the purpose of this thesis:

- Autonomy
- Service delivery
- Democracy promotion responsibility and community participation
- Financial accountability and sustainability

These characteristics mentioned above are seen to be addressing similar output, namely service delivery matters, indirectly, to the five key performance areas for local government, as determined in Section 26(4) of performance regulations for municipal managers of 2006, namely:

- Basic service delivery
- Municipal institutional development and transformation
- Local economic development
- Municipal financial viability and management
- Good governance and public participation

It is therefore important to contemplate the actual extent to which the above-mentioned characteristics are in fact applicable to local government in a "new" state order in South Africa. Henceforth, the paragraphs that follow will attempt to explain how these characteristics of local government are manifested in the new South Africa.

3.3 Characteristics of local government

Although, this chapter is not intended to focus on the historical and political events leading to the current system of local government, the thesis would be incomplete without providing the historical and political context relevant to local municipality.

It is to be noted that the democratisation process has resulted in fundamental changes to South Africa's state organs or structures, which started in 1994. South Africa established nine provinces and accompanying provincial government structures were firstly an expansion of the four provinces that existed in the previous dispensation prior to 1994. Secondly, it showed an indication of the approach to be taken by this newly elected government in order to render services to its citizens. Ideally, the nature of local government structures changed fundamentally.

The new dispensation (new government) reduced the number of local municipalities from 843 to 226 in terms of the municipal boundary's demarcation process and 44 district municipalities were created by the Department of Provincial and Local government's policy review (2007:7). This re-organisation or creation of these municipalities was to ensure the provision of government services on equal basis, detached from the racial considerations that had previously characterised service delivery. This was of significance in terms of local government, considering that separate local government structures had previously existed, based on the racial division in the country.

Du Plessis (2005:22-23) referred to the existence of White, Black, Coloured and Indian local authorities and management committee structures, providing service delivery to designated racial groups even though the resource allocations with which to do so was not necessarily equal to the task. Furthermore, the re-demarcation of municipal boundaries and their geographical areas of jurisdiction had to deal with structural inequalities. Cameron (2000:3-5) in this regard, asserted that some of the considerations in re-demarcating municipal boundaries could be:

- The tax base of existing local municipalities had to be expanded in order to ensure that it is as inclusive as possible of the residents of municipal services in the geographical area.

- The creation of municipal structures must be devoid of subjective needs and preferences, but rather on the basis of national norms and standards. In other provinces for example, there were municipalities with fewer than one hundred voters whereas in the same province, some urban communities with over fifteen thousand voters did not have a primary local municipality.

- Approximately two thirds of all rural councils were relatively small with less than two thousand voters, and this resulted in some of these areas becoming "ghost towns" mostly with inadequate or no resource bases for rendering services. It could therefore be concluded that the previous political order, which was based on racial divide and the inequitable local municipal structures associated with it, had a major influence in determining the newly created municipal structures. There could be questions remaining as to what extent these newly created municipalities could have influenced the characteristics of local government as earlier identified.

According to the literature referred to earlier in this chapter, it could be thought that there are probably two primary reasons for the existence of local municipalities. Firstly, local municipalities exist to bring government structure closer to local communities in order to provide services such as water sanitation, refuse removal, roads and bridges to residents or communities as defined by geographical area within the jurisdictional powers of municipalities. Secondly, local municipalities exist to provide citizens with services within a defined geographic area and its jurisdiction.

3.3.1 Local government autonomy

Based on previous discussion (in this chapter) absolute autonomy in local government in South Africa cannot be claimed, due to the constitutional provision of distinctiveness, interrelatedness and interdependence between the three spheres of government. In this regard, Dickovick (2005:189) argued that while the constitution claims that the three spheres of government are interdependent; in reality, the traditional principles of a hierarchy between these levels of government have been

upheld. With regard to this, the Department of Provincial and Local government's policy review document (2007:9) stated that even though the three spheres of government are independent they have to work together when deciding budgets, policies and activities particularly in areas that cut across all spheres.

The United Nations guidelines on decentralisation and the strengthening of local authorities and habitat agenda (2007:4) stated that local autonomy aims to allow local authorities to develop to a point where they can be effective partners with other spheres of government and thus contribute fully in the development process. Furthermore, Galvin (1999:1) raised an interesting idea that in any relatively new democracy such as South Africa, there could be pressure to exercise more centralised power in response to local municipality's lack of capacity and the desire of the national government to control planning and development. It therefore implies that central government could be tempted to take control of planning and development initiatives to consolidate its powerbase.

Autonomy from the South African perspective could be seen to refer to municipalities taking initiatives in identifying and pursuing opportunities to enhance and improve the lives of communities they serve. The spheres of government could work together in order to realise and achieve pre-determined goals and objectives presented by such opportunities. Even though local municipalities could identify local needs of residents and develop strategies as well as plans to attend to such needs, they often lack the financial muscle to do so. It could be argued that local municipalities in South Africa are stripped of their autonomy in two major ways, firstly by the financial dependence of municipalities on other spheres of government. Secondly, local municipalities are to a large extent dependent on sector departments at the provincial sphere of government for directions in terms of basic services to be rendered locally. These basic services could include language preference for communication in different local municipalities. The provincial department (for this study, Department of Sports, Arts and Culture, Free State) had to introduce the Use of Official Languages Act. No 1 of 2017 with the objective of regulating and monitoring the use of official languages for government purposes, to promote equitable treatment of official languages in the province. In the case of language recognition provision as an example, the South African Constitution, according to Earle, Goldin & Kgomotso (2005:16), indicated that

national government through the Department of Provincial and Local government had to decentralise its power and attended to language responsibilities through the introduction of Use of Official Languages Act. No 12 of 2012.

Henceforth, local municipality could assume the responsibility for the provision of marginalised African language services, but it must be noted that ultimately the Department of Provincial and Local government remains responsible to ensure compliance with the state's obligation towards citizens for the provision of language rights as contained in the Bill of Rights of the Constitution according to Earle, Goldin & Kgomotso (2005:16). Fleurke & Willemse (2006:72) argued that there are two indicators that determine local autonomy, which could be explained as:

- The financial and economic aspects such as the relative amount of revenue raised by central or local municipality.
- The legal indices such as the formal distribution of tasks between governmental tiers, the formal constitutional competencies and protection of local government.

3.3.1.1 Local autonomy in a new constitutional order

South Africa Constitution explicitly regulates the relations between the constituent units of a state. The Constitution of the Republic of South Africa (Act, No 108 of 1996), stipulates that there is a significant provision for local government with Section 40(1) of the Constitution reference to the three spheres of government and the entrenchment of local government as an equal partner to provincial and national government. Above all, there are more explicit provisions in the South African Constitution with regard to local municipality, such as Section 151-163 of the Constitution of the Republic of South Africa (Act. No 108 of 1996), dealing with *inter alia* numerous matters pertaining to local government. These issues could be linked closer to the purpose of this thesis, as explained below:

- **Status of local municipalities**:

For this thesis, the status of local municipalities have three constitutional provisions of importance regarding local autonomy, namely (1) Chapter 7, Section 15(3) of the

South African Constitution (Act. No 108 of 1996) states that a local municipality has the right to govern on its own initiative, the affairs of its community, subject to national and provincial legislation, again (2) Section 15 (4) further states that national or provincial government may not compromise or impede a local municipality regarding its exercising powers or performing its functions. The above-mentioned highlights the fact that the Constitution of the Republic of South Africa (Act. No 108 of 1996) does not guarantee absolute autonomy and it is the responsibility of national and provincial legislature to interpret legislations. Furthermore (3) Section 15(2) states that the executive and legislative autonomy of a municipality is vested in its municipal council. This implies that local municipalities are governed by the national government even though they function as autonomous entities.

- **Objects of local municipality**

Chapter 7, Section 152(1) of the Constitution of the Republic of South Africa (Act. No 108 of 1996) strives to outline the objectives of municipalities in terms of service delivery, development and the promotion of democracy through community participation such as, to provide democratic and accountable government for local communities as well as to encourage the involvement of communities and community organisations in matters of local government. Section 152(2) emphasises the fact that local municipalities have to achieve these constitutional objectives within their administrative and financial capacity. A logical deduction from the above statements could be that, in the absence of financial and administrative capacity, local municipality cannot realistically achieve the constitutional objectives of service delivery, community development as well as the promotion of democracy optimally. This implies that local municipalities are responsible to provide quality service delivery to the residents within their jurisdiction and promote payment of services by residents.

- **Municipalities in co-operative government**

In the efforts of democratically elected government to promote the well-being of all South Africans equally, co-operative government must receive much attention. Chapter 7, Sections 154(1) and (2) emphasise that national government should

support local governments and strengthen their capacity to manage their own affairs. To consult with provincial government in the event of the initiation of legislative measures that may affect the status of local municipality. In terms of Chapter 2 of the South African Constitution (Act, No 108 of 1996), Section 30 states that every citizen within a specific geographic area has the right to use the language of his choice and to participate in the cultural life of their choice. Furthermore, section 31 (1) (a) emphasises that persons belonging to a cultural, religious or linguistic community may not be denied the right to practice their cultural beliefs.

- **Functions and Powers of municipalities**

In terms of Section 156 of the South African Constitution (Act, No 108 of 1996), a municipality has executive authority in respect of local government matters and has the right to administer local government matters. Moreover, local municipality has executive authority in respect of any other matters assigned to it by national or provincial legislation.

The Constitutional provisions regarding local municipalities have been followed by a series of enabling policies and legislative provisions which have fundamentally changed the structure of local government and the manner in which local municipalities should be managed. These policies and legislative provisions, namely the White Paper on local government 1998, Municipal Demarcation Act of 1998, Municipal Structures Act of 1998 and Municipal Systems Act of 2000, will be discussed in the paragraphs to follow.

3.3.1.2. Local autonomy and the legislation scenario

Robinson (1998:3) suggested that the autonomy of local government depends entirely on the national legislation governing local state capacity. It could be impossible to think of local government as autonomous at all against this background. The legislative framework for local government regulation management is described in two dimensions. The **first**-*dimension* states that the legislation framework could be seen as an effort to facilitate the decentralisation of central powers to more "autonomous" municipalities bearing in mind the extent to which local municipalities could have absolute autonomy. The **second-**dimension depends on what the various legislative measures provide for. It is viewed as a rapid regulation of local government, thus

preventing or inhibiting the autonomy concept. Below follows a discussion on the most important municipal legislation measures in the democratic era, as an effort to determine the impact of these measures on local autonomy.

3.3.1.2.1. White paper on local government, 1998

Du Plessis (2005:47) perceived the White Paper, 1998, as the official policy document for local government in South Africa and envisages the restricting of local government in order to become fully democratic as per local service delivery and community development. The White Paper (1998:17) identifies the following challenges in service delivery:

- Settlement patterns that lead to inefficiency.

- The redistribution of economic resources to ensure that not only formerly white areas benefit from local government activities.

- Backlogs with regard to service infrastructure in historically underdeveloped areas.

- Modes of decisionmaking administration and delivery to ensure that it conforms to the new inclusive approach of government.

- Co-operation between local government and private sector in order to secure resources from this sector for development.

- Variants in capacity that exist in municipalities

- Building constructive relationship between municipalities and the communities they have to serve.

Based on the above-mentioned challenges in service delivery, the White Paper (1998) proposes numerous issues to be dealt with in formal acts of parliament pertaining to the new local government agenda. These issues include the need for applicable institutional and administrative arrangements to be in place, giving effect to local government service delivery and importantly to promote the White Paper (1998) on local government that lays the foundation for the system of local government that is currently in South Africa today.

The White Paper (1998) leads to the enactment of legislation to be discussed below, that would in future determine the direction municipalities are required to take in their pursuit of providing services to and developing of local municipalities. As far as the influence of the White Paper (1998) on the concept of local autonomy is concerned, it is a bit complex to deliberate without considering the legislative measures that follow on the White Paper (1998) itself. The issues touched and raised in the White Paper (1998) are to be thought and seen as legitimate and noble ideas, which are necessary for transforming the local government in accordance with the South African Constitution (Act. No 108 of 1996). Moreover, and as previously mentioned, the extent to which addressing these issues is workable for specific and individual municipalities could realistically only be considered in a discussion on the enabling legislation.

3.3.1.2.2. Municipal Demarcation Act. No 27 of 1998

The Municipal Demarcation Act has its main objectives of facilitating the re-drawing of municipal boundaries in accordance with the constitutional provisions for the establishment of different categories of municipalities. Craythorne (2006:12) stated that the Demarcation Act established the Municipal Demarcation board as a juristic person with the main function of fulfilling the constitutional requirement that the determination of municipal boundaries, as well as the determination of wards within municipal geographical areas be carried out by an independent authority.

Furthermore, the Municipal Demarcation Act. No 27 of 1998, makes provision and establishes the importance of provincial demarcation boards to involve the public in their processes and decisions, to ensure allocation of decisionmaking on the municipal boundaries to the lowest levels in local communities. Many communities could suggest that the Demarcation Board, in reality, is just used to rubberstamp the proposals on municipal boundaries of the major or the ruling party (The African National Congress in this case) with the view of ensuring the party's political powerbase. There could be a possibility or suggestion that these boundaries could have been pre-determined in party causes instead of the municipal demarcation boards. It could also be that the legislation provision created by the Demarcation Act have therefore been perceived to be surplus to somehow an already political determined outcome, hence very little positive contribution to local autonomy.

3.3.2.3. Municipal Structures Act. No 117 of 1998

Craythorne (2006:13) believed that the Municipal Structures Act. No 117 of 1998, emanates from the South African Constitution (Act. No 108 of 1996). Fourie & Opperman (2007:56) state that the Municipal Structures Act. No 117 of 1998, focuses mainly on the establishment of local municipalities as well as the election of community representatives (municipal councillors) and the composition, membership, operation and structuring of municipal councillors. Of importance is the determination of municipal boundaries and wards and as a result the Demarcation Board is to consider the provisions of the Municipal Structures Act. No 117 of 1998. This is supported by Craythorne (2006:45) who maintained that in practice the provisions for providing criteria and procedures for determining municipal boundaries are found partly in the Municipal Demarcation Act. No 27 of 1998 and partly in the Municipal Structures Act. No 117 of 1998.

The Municipal Structures Act, No 117 of 1998 determines municipal structures and some procedural arrangements for the effective functioning of the said structures. It facilitates mechanisms to ensure autonomous functioning on the part of municipalities in whichever category or type they may be falling. Irrespective of this, there is a question on the positive impact of the act on positive and normal functioning of municipalities. It is noted that the ward committees are to be in existence, therefore Section 72 to 78 of the Municipal Structures Act. No 117 of 1998; refers to the role and functioning of these ward committees in local municipality as a way of promoting community involvement in local municipality's affairs. Even though the Municipal Structures Act, No 117 of 1998 is clear on the impact ward committees should have, this has not materialised in practice for a variety of reasons. Therefore, the provincial government has been trying to increase the intervention in addressing this problem. It could therefore be argued that without necessarily dwelling on the issue as much, the autonomous functioning of municipalities as envisaged or expected by the legislation is therefore compromised.

A controversy with regard to the Municipal Structures Act is the powers and functioning (functions) of municipalities as prescribed in Section 83 to 89. In light of these provisions in the Municipal Structures Act, No 117 of 1998, there is uncertainty around the division of functions between local and district municipalities, as well as the division

and co-ordination of duties between municipalities and provincial governments. These sections in the South African Constitution (Act, No 108 of 1996) such as language rights serves as examples of this uncertainty, thus again raising questions with regard to the autonomous functioning of local municipalities. This implies that local municipalities function as autonomous entities and seems to disregard the importance of language(s) to be used for communication between itself and residents.

3.3.2.4. Municipal Systems Act. No 32 of 2000

The Municipal Systems Act, No 32 of 2000 in its foreword refers to the provision of core principles, mechanisms and processes that are necessary to enable municipalities to move progressively towards the social and economic upliftment of local communities, ensuring that there is universal access to affordable essential services for all. Craythorne (2006:13) indicates that Municipal System Act. No 32 of 2000, focuses mainly on community participation with specific focus on language(s) to be used for interaction. For this thesis, Sections 16 to 22 of the Municipal System Act, No 32 of 2000 expose and prescribe mechanisms for promoting community participation in local municipalities. As a result in the South African context, it could understandably focus on community participation whereby local government should be the place where the promotion of community participation takes place. Comparatively speaking in this regard (the above statement) the previously political dispensation did not have community participation on equal basis due to racial division that characterised the order. Communities within South Africa have different circumstances as well as the local government at any given moment. Therefore, the one-size-fits-all approach of attempting to fix every municipal problem in this regard with the same solution could be questioned.

3.4. Prerequisite for local government functioning (service delivery)

Post 1994, there is still a major focus on service delivery by the new government. Service delivery protests are the order of the day around the country today. Possible reasons for the protests are to ensure that all residents (communities) have equal access to services provided by government at local, provincial or national level. Service delivery in South Africa has an additional dimension being the efforts of government aimed at ensuring that backlogs in service due to previous unequal service distribution would be speedily addressed.

The government launched many initiatives such as the White Paper on local government (1998) to help ensuring that the required services ultimately reach the end consumers (who are residents of the specific local municipality) as well as general mechanism control on the improvement of customer relations. The most significant service delivery mechanism in local government has been the introduction of an Integrated Approach to service delivery.

According to Sections 23 to 25 of the Municipal Systems Act, No 32 of 2000, the Integrated Approach requires the Integrated Development Plans of municipalities, as well as their budgets and performance management plans to be linked, to address actual needs (such as preferred languages by residents) within local communities. Henceforth, the effectiveness of municipalities to deliver on their mandate is solely dependent on their ability to plan and allocate public resources (allocate funds for employing a translator, for this thesis) in a developmental and sustainable manner. As a result, it is therefore important or significant that municipalities carefully integrate community needs in their development plans, as well as when allocating budgets.

3.5. Language planning at local municipalities

Swann *et al (2004:173)* referred to language planning as a deliberate activity for the future aimed at influencing or changing the language behaviour of a speech community or society. According to Cooper (1989:45) language planning refers to deliberate efforts to influence the behaviour of others with respect to the acquisition, structure or functional allocation of the individual's language codes. Furthermore, Grin (1996:31) defined language planning as a systematic, rational, theory-based effort at the societal level to solve language problems with a view to increase welfare. Language planning is often conceived of, and managed as, a top or down process and it is clear from many of its descriptions. Language planning is typically conducted by official bodies or their surrogates and aimed at part or all of the population living under its jurisdiction.

Language planning is managed through the development and implementation of laws, regulations and policies by local government authorities. The aim of that being of allocating languages to official functions, henceforth regulating peoples' language

behaviour in public domains, especially regarding their choices and even norms. Bourdier (1991:66) stated that the top or down approach is in many cases quite effective as is demonstrated by the imposition of English in Wales and Ireland as well as of Afrikaans and English in South Africa. A visible feature of success in these above-mentioned cases is the essential role of power and language planning that could be successful through the implementing agency (such as government) which has the needed power.

The Department of Local Government in South Africa has over the past years to date made considerable progress in supporting commitments to multilingualism, using constitutional stipulations on language as a framework. It has developed a well-articulated national policy framework such as "Multilingualism at local government level: Know your language rights". Provincial and local governments need to develop language policies and develop necessary resources. The provincial government through the Department of Sports, Arts and Culture is to develop and establish the Commission for the Protection and Promotion of Religious, Cultural and Linguistic minorities. In spite of this extensive network, however, there is no language political transformation at some local municipalities.

Cooper (1989:51) postulated that the language of official business and the linguistic landscape is increasingly English. Therefore, multilingualism in local government has not yet been meaningfully promoted. The public meaning of the marginalised African languages (their social, economic, educational and political value) is to a greater extent unchanged since the beginning of a new era in South Africa in 1994. It could be that the language policies which have been developed are either not implemented or counter-productively implemented.

Local municipalities are to develop a communication strategy which is directed at creating public awareness, mobilising public participation and obtaining the co-operation of residents in order to take up empowerment through multilingualism. Therefore, the local government should be community-directed regarding the language(s) to be used at the municipality. South Africa's proposed National Language Plan Framework (NLPF) of 2003 was person-directed; see paragraphs 2.2.5 and 2.3 of the NLPF. These paragraphs emphasised that language policy and implementation

must be based on the principle of person-directedness and paragraph 2.3.5 advises language planners to follow a community-based, decentralised and participatory approach. Due to these paragraphs above, there is a need for African languages to be meaningful and useful at local municipalities through activities such as accounts billing and enquiries desks. African Languages could only be meaningfully used at local government level if actions directed at their promotion and development has the involvement of residents.

In addition to the language political factor, attention also needs to be given to the other relevant factors, such as native speakers of the language. In this regard, local municipalities need the dedicated co-operation of all possible partners, such as other government departments, state and semi-state organisations (e.g., PanSALB, Human Rights Commission, Commission for the Promotion and Protection of the Rights of Cultural, Religious and Linguistic Communities, private sector bodies and community-based organisations).

3.6. Language planning is essential at local municipalities

Languages are formed and manipulated within definite limits to suit the interests of different groups of people. For this study, manipulation could be related to the choice of language residents prefer when receiving correspondence such as monthly bills from the local municipality. Indeed, it could be a fact that in any modern state it is always planned that legislation prescribes, often in great deal, where and how many languages are to be used in its jurisdiction. South Africa has policies and legislations regarding languages to be used at different local municipalities as per their voting results for the language to be used.

Moreover, lack of implementation planning, and delivery tends to negate the principle and reduce it to mere lip service. There is therefore the power of language and the language of power. There are two fundamental sources from which language derives its power, namely (a) the ability of individuals to realise their intentions (will) by means of language (empowerment), (b) the ability of individuals or groups to impose their agendas on others (disempowerment). Language is the main instrument of communication at the disposal of human beings, consequently, the specific language in which production processes occur becomes the language of power.

On a different note, residents do not command the language of production, exchange and distribution; therefore, residents are automatically excluded and disempowered. At this point, the relationship between language policy, class and power need to be intuitively obvious. The language of power in post-apartheid South Africa is undoubtedly English. Afrikaans continues to play an ancillary role in the process of economic production in the formal sector of economy.

Lennin (1983:67) stated that democratic states are bound to grant complete freedom to the native languages and annul all privileges for any one language. Furthermore, democratic states will not permit the oppression or the over-riding of any one nationality by another, either in any particular residential area. Pre-democracy, the ruling party was promoting and maintaining one language (Afrikaans) and took African languages as though they had no value. In the new South Africa, there is a clear improvement in promoting African languages, but not adequate. South Africa is today subjected to the intensified pressures of globalisation and the pressure to adopt English, which is to be regarded incontestably as the global language. It is again taken as the only legitimate language exceptionally strong in Anglophone territories. In the multilingualism society, it becomes everyone's interest to learn and use the dominant language of power. It is unfairly believed that knowing English will help people to be provided with equal opportunities. In South Africa, but for this study, Moqhaka Local Municipality could ensure that its communication with residents could be facilitated in the local languages and thus understood by residents.

There are difficulties in balancing the interests of all eleven languages, such as slow progress in linguistic development (employment of a translator or translators) at local municipalities. Another factor frequently observed is the insufficient support and promotion of indigenous languages due to the perceived low value and esteem of these languages. The interest to revitalise the use of indigenous languages is urgently needed in South Africa. In successfully promoting the use of indigenous languages, communities are to play a role during the language planning and policy at local municipalities. Hornberger (1998:108) indicated that communities could easily become inhibitors in the maintenance or advancement of their indigenous languages,

particularly when they are not convinced of the utility and prestige of their own languages.

3.7. Multilingualism at local municipalities

The Department of Provincial and Local Government (1997:2) referred to multilingualism as a situation where more than one language exists in one community. There is also a multilingualism policy in government that promotes the use of more than one language in the official affairs of a local municipality. Mandela (1989:2) mentioned that "if you talk to a man in a language he understands, that goes to his head, but if you talk to him in his language, that goes to his heart". Where there is no language, local municipality cannot talk to people and understand them; as a result, both residents and local municipality cannot share their hopes and aspirations, grasp their history, appreciate their poetry or savour their songs.

The Draft Free State Provincial Government Language Policy (2nd Draft) stipulates that there should be promotion and equitable use of all indigenous languages spoken in the Free State. Furthermore, it fosters respect for and protects the language rights of the people of the province. It also promotes and encourages multilingualism and encourages learning of provincial languages. The Constitution of the Republic of South Africa (Act, No 108 of 1996) says that every person has the right to speak or be spoken to in his or her language. Residents also have the right to have their local languages spoken to them by government officials, but this is not happening, although this right applies to every citizen of South Africa. If, for instance, one cannot speak one's language when one needs assistance from officials or if an official will not speak one's language when delivering a service, one has the right to be unhappy about it.

Community Development Workers at local municipalities are there to ensure that residents have proper access to the resources they need, including their local languages. Municipalities should display the necessary will and fervency to acknowledge the residents' language rights and encourage respect for the language of others. Local municipalities should set an example and show that a multilingual society is built on the cornerstones of indigenous African languages and not on mono-lingualism. Government has also introduced linguistic transformation in order to promote the indigenous African languages so that they are used in formal and public

situations, such as at local municipalities. The linguistic transformation implies that residents will radically change the way in which they use languages in public domains.

3.8. Benchmarking of local municipalities in the use of translator(s)

Municipality	Translator employed	Consultants/Other employees used	Budgeted for	Notes on progress
Moqhaka	No	No	None	In the process of advertising for a language practitioner
Maluti-a-phofung	No	No	None	No decision taken yet
Kopanong	No	Other employees (4) used, not translators by profession	None	No decision taken yet
Ngwathe	No	No	None	No decision taken yet
Nketoane	No	No	None	No decision taken yet
Matjhabeng	Yes	No	Yes	Full time employee
Fezile Dabi District	No	No	None	No decision taken yet
Mangaung (Metro)	Yes (Sesotho)	Yes, to cater for other languages	Yes	Full time employee
Mafube	No	No	None	No decision taken yet
Dihlabeng	No	Other employees used	None	No decision taken yet

Table 3.1 *Availability and use of translator(s) at local municipalities*

The table above shows the sampled local municipalities with regard to the use of translator(s) at these local municipalities in the Free State Province. It shows the number of local municipalities that have no full-time translator(s). Of the sampled ten (10) Free State local municipalities, only two (2) local municipalities have full-time translator(s). One local municipality is in the process of advertising for a language practitioner's (translator) post to address the problem. A promising endeavour indeed,

one (1) local municipality is using other (4) municipal employees (not trained translators) as translators to help the situation. Six (6) local municipalities do not have translator(s) at all and if the others who have been mentioned as helping the situation are included, the number totals eight (8). The number eight (8) equals eighty percent as per sampled local municipalities. The analysis indicates the need for translator(s) to be used at local municipalities in the near future to help Black literate and semi-literate residents and enhance communication between local municipalities and residents.

3.9. The legislative need to employ translator(s) at local municipalities

The Constitution of the Republic of South Africa (Act No 108 of 1996) provides that municipalities must take into account the language usage and preferences of their residents. Moreover, the government should take practical and positive measures to elevate the status and advance the use of indigenous languages in their activities. The local municipality should ensure that at its meeting after the elections, the language policy is reviewed as per rule 77, in Municipal Systems Act. No 32 of 2000, governing local municipalities. Local Municipalities need to understand that language is at the heart of the local municipalities' efforts to facilitate language or communication transformation. Local municipalities must further accelerate and harness the language resources of residents.

It is the prerogative of the local municipality to recognise and accept the linguistic diversity of the residents within its jurisdiction. Furthermore, local municipalities should be committed to the establishment of an institutional culture of functional multilingualism in its area of jurisdiction. This will be informed by the language demographics of its area of jurisdiction. The need for the employment of translator(s) becomes imminent as the local municipality should subscribe to the language policy set out in the by-law of the local municipalities on official languages used in its jurisdiction. This by-law should bind the local municipalities and ensure that there is implementation of such laws.

3.10. Qualities of translator(s) at local municipalities

Kelly (2005:26) indicated that a translator must have the capacity to adapt and evolve professionally to meet translation requirements which are as follows:

Ability to grasp varied and often complex issues; to react swiftly to changing circumstances; to manage information and to communicate effectively; an inclination to show initiative and imagination; to maintain a high degree of intellectual curiosity and motivation; to have a capacity to work consistently and under pressure; to work both independently and as part of a team; to fit into a multicultural working environment; to have the ability to operate under administrative rules of the type applicable to a large public-service organisation; to have a reasonable command of all aspects and stylistic levels of the first language; to have a capacity to understand texts in the source language and to render them correctly in the target language; to have a capacity to obtain rapidly and efficiently in both source language and target language; to be capable of producing a translation of professional standard; to have the ability to research and become familiar with research strategies; to have the ability to use different translation aids, such as word processing, terminology data bases and dictaphones.

SATI (2007:1) highlighted the primary need in South Africa for translator(s) within the eleven official languages. SATI (2007:2) mentioned that good translator(s) should possess the following characteristics:

- An outstanding command of target language (preferably the translator's mother-tongue)
- Be able to produce a translation in appropriate style and in idiomatically and grammatically faultless language.
- Be knowledgeable in the source language.
- Capable of conveying translation in the same message as that is contained in the source text.
- Have knowledge of a specialty language (e.g., law)
- Show a sound general knowledge.
- Be able to research to find the right terms or phrases, and factual accuracy.
- Capable of meeting deadlines
- Be a learner to stay up to date on developments in the languages in which s/he works

Moreover, translator(s) should keep abreast of general affairs in politics, economics and sport. Translator(s) must be willing to improve their skills in any way possible by reading widely. Translator(s) must be prepared to attend seminars related to his profession and acquire relevant translation resources as possible. Good translator(s) remain fascinated by words and what they mean and how they can use language to achieve different goals. Furthermore, it must be stated that translator(s) are not necessarily successful interpreters and vice versa as each profession requires specialised skills and training.

3.11. Requirements for employing translator(s) at local municipalities

Different local municipalities are likely to set-up their own requirements as per their individual needs, but certain guidelines are to be followed. Below could be some requirements as set out by some local municipalities: The prospective candidate should have: native-like fluency in English and other languages; willingness to travel; willingness to work abnormal hours; have great flexibility; should have completed a job-specific training programme; be able to provide a flawless product; show competence and professionalism at all times; be prepared to build business relationships; be good in using the correct terminology and textual conversions related to the script to be translated; be willing to take the responsibility for the entire job; have flawless and hassle-free administration and be punctual in delivering the work.

In terms of qualifications, translator(s) should have achieved a qualification in Translation, such as National Diploma in Translation or a BA degree or a BTech degree in Language Practice at various Higher Institutions of Learning, such as Universities or Universities of Technology.

Core description or job description could entail the following:

- Responsible for translation services at all levels
- Editing and proof-reading services
- Language advisory services and the ability to meet deadlines.
- Compile and maintain a database related to language services.

- Terminology development

- Drafting and reviewing of municipal language policy

- Proficiency in the regional or municipal languages spoken in the area.

- Good communication, planning and interpersonal skills.

- Typing and word processing

- Familiarity with translation memory tools

- Have a high level of interactive and communication skills.

- Detail-oriented and quality-focused

3.12. The value of translator(s) at local municipalities

SATI (2007:11) described the services of translator(s) as follows:

Translator(s) can be viewed by local municipalities as one of mediation using a profound knowledge of two or more languages. For local municipalities, knowledge of indigenous African languages by translator(s) will help in the mediation process where residents have to know about municipal issues. Translator(s) have the task of taking meaning in one tongue and transmitting it into another, acting as the link between the two parties, in this case, the local municipality and its residents. This link between these parties brings an element of trust between each other and thus ensures smooth running of the local municipality.

Translator(s) at local municipalities must be seen as facilitators who allow two separate parties to communicate and supposedly have an impartial role in doing so. They are frequently literary types; individuals who feel at ease with and enjoy language. This implies that translator(s) must enjoy the municipal language with political terms and ideology. Translator(s) are expected to have skills which are transferred to their use of foreign languages. At local municipalities, international association is frequent; as a result, translator(s) must be able to translate where possible. Translator(s) must add value as well as trustworthiness to the local municipalities. Adding value and trustworthiness by translator(s) impliy that confidentiality and honesty is important.

Translator(s) could be used to build, promote and enhance public awareness and comprehension of municipal programmes, services and achievements. They could be

responsible in reinforcing the communication messages as well as to stimulate action. Translator(s) are there to promote and sustain the natural and built environment by communicating and promoting the use thereof. They should educate communities on how to sustain our natural and built environment. Translator(s) should be in a position to communicate economic opportunities to all residents in their indigenous language. They should create awareness about access to household- and community facilities and services available through their indigenous language. For the sake of employees working in a dangerous environment, s/he must promote and create awareness about a safe, healthy and secure environment after translating safety rules in their indigenous language.

Most translator(s) are working at local municipalities to empower residents by providing language skills to both internal and external stakeholders. They must communicate cultural diversity by indicating opportunities and benefits in participating in sports, arts, culture and heritage activities, mostly to have circulars or invitations in different languages used at local municipalities. They must promote the use of all languages used at local municipalities for use in all municipal functions and activities.

Translator(s) are the vehicle for the promotion of indigenous African languages and multilingualism. Most municipal documents are written in English and translator(s) can ensure that these documents are accessible to residents in indigenous languages as well. Translator(s) are valuable in ensuring that communities are afforded their language rights to be accommodated in their preferred languages taking into cognisance the languages used within the municipality and special needs of the people who cannot read and write, as per the Local Government Municipal Systems Act. No 32 of 2000.

3.13. Budget for multilingualism at local municipalities

It would seem from the responses with the ten (10) local municipalities that they are financially pressed and hence they do not budget for multilingualism. On a positive note, some local municipalities are starting to budget for translator(s) in the near future. Even though there is no budget for employing translator(s), multilingualism is not an unaffordable luxury; it is a constitutional obligation that has to be budgeted for by local municipalities. Deprez & du Plessis (2009:9) indicated that the South African

Constitution (Act. No 108 of 1996), stipulates the need for multilingualism, but local government practice is suggesting the opposite.

Although the cost factor is of great consideration for local municipalities, the results if translator(s) were used would show that effective communication between the residents and local municipalities will be improved. Furthermore, a multilingual approach for local government will not take funds away from dealing with other serious problems; it will be money well-spent for the benefit of residents. The researcher believes that after this study, local municipalities will now start the process of budgeting for the employment and use of translator(s) in their respective local municipalities.

3.14. Service delivery at local municipalities

Fox & Meyer (1995:118) provide a definition of service delivery as the act of providing citizens with public activities, benefits or satisfaction. This implies that the local government provides a service or product to residents as per expectation of the residents and according to the Acts, such as the Municipal Structures Act, 1998 and the Municipal Systems Act, 2000 of the Constitution of the Republic of South Africa (Act. No 108 of 1996). Therefore, service delivery is to be perceived as either tangible (products) or intangible (services). After the birth of political democracy in 1994, South Africa had to go through a stage of transformation which was aimed at the delivery of better service delivery. The Department of Public Services and Administration (DPSA) was tasked with overseeing the whole process of transformation in public service delivery. The DPSA indicates that access to decent and affordable public services should not be a privilege enjoyed by a few, but to be the rightful expectation of all South African citizens, especially the formerly disadvantaged communities.

The services should also extend to access in terms of the indigenous African languages of communication during service delivery processes. Inclusive in rendering service delivery, preference should be given to the languages spoken by the community members at large, as per Section 6(3) (b) of the Constitution of the Republic of South Africa (Act. No 108 of 1996). DPSA further adds the guiding principles of public transformation and reform as service to the people. Servicing

people in their language(s) of preference is one of government's main priorities which have to be upheld at all times and at all government structures.

The Batho Pele principles (1997) were introduced to become the benchmark through which service delivery could be measured. Democratic South Africa stated that service delivery is to be regarded and practiced as people centred. This could therefore mean that the way in which public services are delivered should focus on the needs of the community at large without any form of discrimination.

MacLennan (2009:21) argued that service delivery has to raise the public's living standards, confirm their citizenship in democratic South Africa and promote a sense of redress. It needs to be pointed out that multilingual service delivery does not exist within the public sector, especially at local municipalities in South Africa. Non-existent multilingual approaches at local municipalities are due to different languages spoken at grassroots level.

Local municipalities in South Africa are mandated by Section 6 of the Municipal Systems Act. No 32 of 2000 to perform their duties as enshrined in the constitutional principles of public administration in Section 195 of the Constitution of South Africa (Act. No 108 of 1996). The Municipal Structures Act, No 117 of 1998, Section 56 gives power of service delivery to the leadership of local municipalities, to make sure that effective and efficient services are delivered to the people within their jurisdiction. It makes provision for language rights where possible, thus the use of indigenous African languages, by residents to be taken as a service that local municipalities should render to residents. To achieve success in delivering services to residents, specific leadership skills and qualities are needed to help improve service delivery in local municipalities in South Africa.

Despite the powers given to local municipalities by various policies and pieces of legislation, the South African local municipalities are still struggling to fulfil its mandate, that is, effective and efficient service delivery. In trying to have a far-reaching service delivery, the South African government gave local municipalities' new shape and responsibilities, that of fulfilling economic and moral responsibility as promised in the manifesto of the ruling party, the African National Congress. Gaster (2003:7) argued

that there is a tendency by local municipalities to assume the needs of residents and supply such needs without consulting or involving them. As a result, many local municipalities find themselves at the bottom of the score cards, because they fail to work with the necessary beneficiaries of services to be rendered.

Residents need to be directly involved in planning, shaping, evaluating and improving them. Goetz (2001:31) maintained that consultation is a good barometer for public opinion on an extensive choice of service-related issues, from the quality-of-service delivery to current prospective policies. However, Beresford *et al.* (1997:78) cited in Gaster (2003:175) argued that user involvement is not an end in itself, but a means of effecting change both in the outcome of services and in the behaviour of local municipalities' staff.

3.15. Batho Pele (1997) as a service delivery tool at government structures

Batho Pele (1997) was introduced by the South African government in order to address the inequalities and improve public service delivery. Batho Pele is a Sesotho notion implying 'putting people first'. It was introduced aimed at doing away with the formerly practiced bureaucratic systems and attitudes, in favour of new working methods that could be better and quicker at responding to citizens' needs. These new methods were in essence intended to be citizen-oriented, and expectations are that service delivery could be excecuted so that it meets the requirements of the public. Batho Pele (1997) has eight principles, namely consultation, service standards, access, courtesy, information, openness and transparency, redress and value for money. A description of each principle is as follows:

3.15.1 Consultation

In the consultation principle, citizens are to be told about the level and quality of service they will receive and where possible, choices should be given to them regarding services to be rendered. This principle means that government officials at all government levels are to communicate with the public on regular basis. Moreover, the public is to suggest on the matters about services to be provided to them. Hopefully, the consultation will be in one of the indigenous languages as per the region or municipal jurisdiction.

3.15.2 Service standards

In the service standards principle, citizens should be told what level and quality of service will be rendered to them and to be made aware of what to expect. Therefore, government in some way prevents or minimises the possibility of protests and unrests in the country. It will be appreciated if these standards and quality are to be discussed with residents at local municipalities in the language that they understand, preferably an indigenous African language.

3.15.3 Access

Access as a Batho Pele principle to service delivery is meant to entitle the citizens to be equal and receive equal treatment. The South African Constitution (Act, No 108 of 1996), Section 32, states that access to information is important to all citizens. The access principle therefore means that public servants should at all times ensure that correct and reliable information is made available to the public. Furthermore, access in this instance could refer to accessibility in terms of the residents' language of preference. This principle could be linked with the South African Constitution (Act. No 108 of 1996), Section 9(3) dealing with equality, whereby citizens are equal in the eyes of the law and should be provided with relevant information at all times.

3.15.4 Courtesy

In the courtesy principle, citizens are to be treated with courtesy and consideration. The public service (all spheres of government) needs to commit itself to being honest, transparent and communicating regularly with the citizens. It is courtesy for local municipalities to consider using preferred indigenous African language when communicating with residents.

3.15.5 Information

The information principle expects that citizens are to be provided with full and acurate information about the service delivery that they are entitled to receive. The information should be given in the language that citizens understand. Therefore, the use of translator(s) at local municipalities is important in this regard. The use of translator(s) at local municipality will ensure that information is provided in the language preferred and understood by residents and communication becomes effective.

3.15.6 Openness and transparency

All the government structures (national, provincial and local) are to openly and transparently inform citizens how they are run, how much they (local, provincial and national governments) cost and who is in charge. Local municipalities will be seen to be open and transparent if they communicate with residents using an indigenous African language, therefore residents will be able to follow municipal activities as expected.

3.15.7 Redress

The redress principle implies that citizens are to be given an apology if a promised and expected service is not rendered as it should. Thereafter, a full explanation as well as quick and effective remedy should follow. Complaints put forward by citizens should receive a sympathetic and positive response. Mwaniki (2012:177) observed the redress principle and regarded it as at the heart of the White Paper for Transforming Public Service Delivery (WPTSPD), because it promotes communication between local municipality and residents. Furthermore, the principle is seen as a constitutional principle that needs new ways in which complaints are to be addressed. Local municipalities are to communicate with residents when services are not rendered as expected and remedial action taken, using the indigenous African language understood by residents.

3.15.8 Value for money

The public services to be rendered to citizens are to be rendered in an economical and efficient order to give the best possible value for money. Mwaniki (2012:178) noted that the value for money principle is one of the primary principles that support citizen charter regarding service delivery against the value for it. The use of translator(s) at local municipalities will be value for money, as both local municipality and residents will have fruitful and effective communication.

These Batho Pele principles are expected to be found and practiced in all the public service institutions in South Africa (local municipalities, provincial and national). They must be accessible and visible for all citizens to see but are inaccessible and not understood by illiterate Black residents. Through the use of translator(s) at local municipalities Black semi-literate and literate residents would be reached and duly

assisted, as a result, communication will be effective and efficient. The South African Constitution (Act, No 108 of 1996) advocates for the equal promotion and use of all eleven (11) official languages within all spheres of government. In light of the statement, my opinion as the researcher is that the Batho Pele principles do not address the issue of multilingualism, but if properly administered, it (the Batho Pele principles) will.

3.16. Four service delivery cues

Kroukamp (1999:329) believed that there are four points (cues) service delivery could be based on: Community participation; Accountability; The role of local municipality; and public service delivery in a democratic South Africa. These cues will each be discussed below.

3.16.1. Community participation

Human *et al.* (2009:4) define community participation as a process in which the community could make use of its influence and play a role in the development initiatives and in decisionmaking processes that affect them. On the other hand, Kgantsi (2008:8) defined community participation as a democratic process that involves people in thinking, decisionmaking, planning as well as in encouraging them to play an active role in the development and operation of service delivery. Community participation at local municipalities is of utmost importance, as it brings local municipality and residents together. It is therefore expected of residents at the local municipalities' level to voice their wishes on matters affecting them. The residents' wishes and aspirations could not be possible if residents are not served in the languages of their preference.

For aspirations and wishes of residents to be achieved, local municipalities are to be encouraged to use translator(s) during their communications with residents. Nyalunga (2006) was of the opinion that community participation is a new process in South Africa, as previous local municipalities were racially based in order to limit the participation of Blacks, Coloureds and Indian communities. This implies that only whites were making decisions regarding how a local municipality should govern them, excluding Black residents. Democratic South Africa dedicates its efforts towards

transforming public service and making it accessible to all citizens, irrespective of colour.

The Constitution of the Republic of South Africa (Act, No 108 of 1996) makes provision for three separate, mutually supporting and interconnected spheres of government, namely national government, provincial government divided into nine provinces and 284 local municipalities (inclusive of metropolitans). These government structures were not created in order to transfer power and resources to local spheres, but to create more opportunities for community participation in matters affecting the residents in their daily lives.

Nyalunga (2006:111) noted the three ways in which residents can play a positive role in local government processes (especially at local municipalities) in order to make their voices heard in decisionmaking. These ways are as follows:

- Citizen action, by means of lobbying bodies like parliamentary committees, community demonstrations and protests.
- Citizen involvement, by means of public hearing, consultation with advisory committees and attitudinal surveys.
- Electoral participations, by means of casting votes and electing representatives.

These above-mentioned ways of participation are essential in South Africa and could be used as the benchmark by which the level of democratic development may be measured. Therefore, there is no doubt that when participation is practiced to its full potential, it could lead to great positives such as no service delivery protests as matters are discussed by all stakeholders. Participation could lead to a situation where interests of pressure groups are foregrounded through the dedication of public policies.

Community participation as a principle is accepted by all spheres of government in South Africa. Participation is taken as one of the cornerstones of our democracy and

has equal benefits for politicians, public servants and civil society. Community participation could provide the following benefits:

- Consultation will help government to make more appropriate decisions on the real needs of people.

- The more informed people are, the better they will understand what government is trying to do and what the budget and resource limitations are.

- Public representatives can only claim to be accountable if they have regular interactions with the people they represent and if they consult and report back on key government decisions.

- Government cannot address all the developmental needs on its own and partnerships are needed with communities, civil society and business to improve service delivery and development.

In turn, residents may not be able to access the people they elected as their local municipality councillor(s) as required by the democratic systems. This could be due to morning meetings held by elected representatives in their respective wards and many residents would be at their workplace at that time.

Denhardt & Denhardt (2000:107) argued that leadership needs to be accountable to their communities as they have been put in their positions of trust and responsibility by communities. As a result, consultation with residents could be necessary, especially for addressing ward challenges, preferably through the use of preferred language of residents as a service delivery to residents. If multilingual service delivery (the use of a translator or translators at local municipalities) as a language gap continues to grow, residents will not succeed in holding the leadership accountable.

3.16.2. Accountability

According to Fox (2008:27) accountability means ensuring that public officials, private and voluntary sector organisations are answerable for their actions and there is redress when duties and commitments are not met. Accountability exists when there is a relationship where an individual or a body and the performance of functions by that individual or body are subject to another's oversight, direction or request where

they provide information or justification for their actions. Therefore, accountability involves two distinct stages, namely **answerability** and **enforcement**. **Answerability** refers to the obligation of government and its agencies as well as public officials to provide information about their decisions and actions and to justify them to the public and those institutions of accountability tasked with providing oversight. Whilst **enforcement** suggests that the public or the institution responsible for accounting can sanction the offending party or remedy the contravening behaviour. As such, different institutions of accountability might be responsible for either or both these stages.

Accountability ensures actions and decisions taken by public officials are subject to oversight to guarantee that government initiatives meet their stated objectives and respond to the needs of the community they are meant to be benefiting, thereby contributing to better governance and poverty reduction. Cloete & Mokgoro (1995:6) argued that accountability as a process is a step towards democratic accountability that highlights decentralisation of government structures as one of the major properties of democratic accountability. This simply indicates that government structures are to include the public in all their activities. By including the public, they are fulfilling what democracy stands for.

Fanyane (2005:19) noticed that accountability is referring to the situation where government needs to explain its laws and duties to the public when there is an urgent need to do so. Explaining laws and duties of government to the community, depends on language(s). As South Africa is linguistically diverse, citizens or communities ought to be allowed to access services or information in their indigenous language of preference. The World Bank Report (2011) recognised the strides taken by South African government in enhancing accountability, but there is not much said and done about the importance and role that indigenous languages have to play in the process of improving and sustaining good service delivery. This, therefore, calls for the use of translator(s) at local municipalities to try and address the linguistic diversity in South Africa.

3.16.3. The role of local municipality

Fink (2002:9) defined local municipality as a political instrument of residents of a particular area with intention of attaining community-based goals. The local

municipality therefore leads to a communal use of funds and the exercise of authoritative duties at grassroots level. Cameron (2001:103) stated that local municipalities have come under intense scrutiny over the past two decades. It must be remembered that the apartheid government has left a mark on South Africa's local municipalities due to racial segregation and the Group Areas Act. of 1950, which was strict as far as residential segregation was concerned. This Act ensured that people reside according to their racial groups. As a result, the apartheid government introduced a policy which allowed Black people to manage their own local municipalities with little or no funds at all. Blacks were prohibited from residing in urban areas and had to work in urban areas only on the basis of passes and permits allowing them to be seen in those urban areas. Local municipalities are entrusted with the responsibility of generating revenue in order to assist in administrative duties and the delivery of public services. Public servants at local municipalities are expected to work with residents on the ground, were both parties should be able to communicate well with each other and communication is made possible by understanding the spoken language. As a result, a commonly understood language is to be used or alternatively the use of translator(s) will assist in this regard.

3.16.4. Public service delivery in democratic South Africa

Goldstein (2008:1) argued that service delivery is a response to moral obligation and attached to the economic growth and the alleviation of poverty. Shah (2005:40) in complementing Goldstein (2008) emphasised that as much as the local municipality service delivery affect economic growth and poverty, they also affect social and political status of citizens. As a result, service delivery could be used to describe the distribution of basic resources citizens depend on, like water, electricity, sanitation infrastructure, land and housing. It is amazing to see that within the services that local municipalities should render, no indigenous language(s), thus, their preferred language of communication, are classified as a service delivery to be provided to residents.

The goal of the Democratic South Africa public service delivery is to render services to all South African citizens. It must also ensure that these services are rendered to the public in a just manner. Democratic South Africa is obliged to rectify the unjust delivery of services especially for those previously deprived of receiving them. Naidoo

(2009:1) indicated that the objective of providing better service delivery could be achieved if there is transformation from an unsustainable to sustainable public service delivery. All levels of government are to work together in order to attain the goals of providing equal services to all citizens. This could lead to a sustainable public service delivery. In order to see a sustainable public service being effective, multilingualism (the use of translator(s) at local municipalities) should not hinder the efficiency of communication at government levels.

Mwaniki (2012:164) mentioned the factors that have caused public service delivery an essential issue in the democratic dispensation:

- Customer awareness: people are currently becoming aware of their democratic rights and can easily access information on public services. As a result, the residents' expectations of the level of services that local government provides. Residents are capable of organisations that can provide better and high-quality services and cannot accept government's failure to live up to their expectations as far as improving service delivery.

- Budgetary constraints: Funds allocated for dealing with public service delivery matters are determined by some factors, among them a high provision of pensions, higher and basic education as well as health sector. A remaining challenging matter is for government to support the public sector financially using funds from tax collection, as it is made difficult by the insufficiency of tax collected.

- Greater accountability and transparency: Media and social activists create a high demand for liability and clarity from public sectors such as local municipalities. Mwaniki (2012) noticed that liability is not an easy matter for the public sector, because when something goes wrong in the sector, media personnel always put it on the front pages of their newspapers and even attract attention on television. They rather turn it into a political issue than a management related issue.

- Drive for competitiveness: Many countries prioritise investment issues which are aimed at the financial backing of their economic growth. Wherein the

managers of investment funds could determine the destination of funding on the basis of public sector success.

These above-mentioned factors (factors that make service delivery an issue in the democratic dispensation) are intended to justify the importance of public service delivery at the local municipalities. In one of the points above, Mwaniki (2012) encouraged the public to demand better and improved service delivery from their elected representatives in local government sphere. As discussed, many countries prioritise investment issues, but there is still a growing gap as far as multilingual service delivery is concerned. To date, many local municipalities in South Africa, especially in the Free State, ignore the language need for translator(s) at local municipalities and that they could help in addressing the ignorance. Finally, these factors are trying to delineate what service delivery is all about in the democratic dispensation.

3.17. Implementation of a language policy

Moqhaka Local Municipality is to implement and monitor the implementation of a language policy to be used within its jurisdiction. The purpose of monitoring implementation of a language policy is to ensure that residents are served in a language that they understand, preferably their regional indigenous language.

3.17.1. Language committee

Moqhaka Local Municipality will appoint a language committee comprising of an accredited translator, council members and community members who have an interest in the promotion of regional indigenous language(s). This committee shall have the following responsibilities:

To be actively involved in the implementation of language policy
- To be a vanguard of language rights in the local municipality within the Batho Pele Framework (1996)
- To give rulings in an expert, impartial way, on the handling of language policy in the local municipality which may give rise to complaints.

- To review the language demographics of the local municipality on a continuous basis in order to make recommendations to the council regarding the municipal and other languages.

In the view of the researcher, Moqhaka Local Municipality has a good language policy, but it is not implemented as it should be. In implementing the language policy, Moqhaka Local Municipality will be playing a pivotal role in social and cultural changes. Thus, the language policy, if implemented will also be helping to shape up the residents who need it for the creation of a national identity. If the language policy would be implemented, it could help bring about a more cohesive society in the context of integration among different residents speaking different languages. Black literate and semi-literate residents require language assistance to be able to interact with public services, such as health care, social security, education and housing. Translation in this instance is to be seen as a first step, a steppingstone for integration. This implies that Moqhaka Local Municipality must appoint translator(s) to help Black semi-literate and literate residents in following up activities within its area of jurisdiction. In this way, the need for research is really due to lack or no implementation of a language policy in appointing translator(s).

3.18. Municipal population, racial make-up and first languages spoken at Moqhaka Local Municipality

There are different racial groups making up the population of Moqhaka Local Municipality. Different languages are spoken within the Moqhaka Local Municipality. Below are tables showing the **population, racial make-up and languages spoken** within the Moqhaka Local Municipality, Free State, South Africa.

Population of the municipality (Total: 160 532; Stats SA: 2011)

Place	Population	Main Language(s)	Percentage (%) of population
Kroonstad	16 778	Afrikaans	10,4
Kroonstad	7214	English	4,4
Maokeng	64 788	Sesotho	40,4
Maokeng	3141	isXhosa	2,0
Matlwangtlwang	6441	Sesotho	4,0
Rammulutsi	24578	Sesotho	15,0
Steynsrus	985	Afrikaans	0,74
Steynsrus	217	English	0,1
Vaal Reefs Mine	5050	Sesotho	3,0
Vierfontein	832	Afrikaans	0,4
Viljoenskroon	1803	Afrikaans	1,0
Viljoenskroon	711	English	0,4
Remainder of the municipality	35562	Sesotho	22,0

Table 3.2 Population of Moqhaka Local Municipality

Stats SA (2011) indicated the population size, language spoken, as well as the population percentage. These figures are revealing the biggest number in the municipal population as well as the most spoken languages within the jurisdiction of the local municipality. It is therefore evident that Sesotho is the most spoken language, and it is advisable for the local municipality to consider the employment of translator(s) to help this high number of the Black semi-literate and literate residents.

Racial make-up of the municipality

Race	Percentage (%)
Black African	80,6
Coloured	2,9
Caucasian	13.1
Other	3,4

Table 3.3 Racial make-up of Moqhaka Local Municipality (Stats SA: 2011)

The table above, as revealed by Stats SA (2011), shows the racial make-up of the municipality. It shows that the highest population make-up is Black African. This high figure of Black Africans (mainly semi-literate or literate) suggests that translator(s) for them is necessary. Furthermore, Stats SA (2011) indicates 8,6% of the racial make-up of Moqhaka Local Municipality, accounts for people with Higher Education qualifications.

First languages spoken at Moqhaka Local Municipality in percentages

Language	Percentage (%)
Sesotho	74,6
Afrikaans	13,6
Xhosa	3,9
English	2,5
Other	5,4

Table 3.4 First languages spoken at Moqhaka Local Municipality

Stats SA (2011) shows the highest first language as Sesotho. This informs the municipality that there is a need for Sesotho to be taken to another level, such as being

used as an official business language with residents. As a result, in considering other languages, translator(s) could be of a matter of concern.

3.19. Challenges to the promotion of indigenous African languages

Oxford Dictionary (1999:72) defines a challenge as a situation that tests someone's abilities to do a certain activity. It could prove to be costly as municipalities have to contend with a financial burden brought by multilingualism. In South Africa, there are eleven (11) official languages, of which the South African Constitution (Act, No 108 of 1996) calls for equality in their use amongst the citizens. There is a multilingualism problem that needs to be addressed within the different local municipalities in South Africa. Moqhaka Local Municipality, Free State Province, South Africa will be used as a case study in this regard.

There is a visible challenge around the drafting and finalisation of language policies in local municipalities, which could be attributed to lack of qualified translator(s) in the municipal employ. Pretorius & Schurink (2007:19) indicated that post-apartheid South Africa is faced by major challenges in ensuring that local municipalities provide optimal and professional services, such as translation services to citizens of heterogeneous cultures. As yet local municipalities do not see the promotion of indigenous languages, as service delivery in their day-to-day activities to improve the lives of residents. Local municipalities should strive to change from an institutional to a developmental institution, by developing and promoting indigenous languages within their jurisdictions.

Pretorius & Schurink (2007:17) postulated that there is no political will and commitment by local municipalities in South Africa to promote indigenous languages. Indigenous languages are not afforded the respect they deserve; they seem to be an afterthought. Some municipalities are eager to be assisted in developing language policies for the promotion of multilingualism, but these policies remain a draft as they do not reach a stage of being adopted by municipal councils. Municipalities have raised concerns that languages are an unfunded mandate and they do not have financial muscle to implement multilingualism. In some extreme cases, some South African children can hardly construct a sentence in their parents' mother-tongue. These children's identity is lost, because they are supposed to be, for example, Sotho and yet they know

nothing about Sesotho as their first language spoken at home. Most of these children attend schools in town (former Model C schools), as they do not have their mother-tongue as one of their subjects in these schools.

Prah (2007:23) postulated that it is unfortunate that most parents to date still believe that speaking eloquent English indicates intelligence. The fallacy with regard to this observation suggests that the English in England are all intelligent, because they speak English. Children should in essence learn other languages (for global communication) in addition to their mother-tongue. By the way, parents usually move their children to schools in town, where their mother-tongue preference (in this study, indigenous languages), is shelved for English and Afrikaans. As a result, promotion of indigenous languages will not be achieved, and this becomes a challenge. The challenge is that parents of these children resign themselves to the notion of sending their children to schools in town more often than not.

In a paper submitted to the Review Commissioned by the Foundation for Human Rights in South Africa, by Prah (2007:24), he stated that in education, knowledge production is mostly, if not all, carried out exclusively in either English or Afrikaans. The indigenous languages do not feature anywhere in this area. Needless to say, it must be mentioned that the process of transformation in South Africa at linguist level point to a steady integration of the emergent African elites into languages of the white minorities, principally the English. For as long as this trend continues, it is difficult to see how the languages of mass society, the indigenous languages speaking majorities can move into modernity with their linguistic belongings.

The current situation in South Africa is one whereby the indigenous languages of the African majority are marginalised and under-developed, in comparison with Afrikaans and more particularly English. This condition of relative cultural deprivation of languages of majority cannot serve as viable basis of socioeconomic development. There is a tendency in some South African circles, particularly within the indigenous languages, to pull Afrikaans down and instead support and promote the hegemony of the English which is regarded to be a global or universal language where Afrikaans is not. One could be forced to believe or suspect that this notion or reaction to Afrikaans is a leftover from the period before 1994.

Since 1994, English has gained considerable ground and supremacy. Prah (2007:25) stated that in a newspaper 'Weekend Argus', 7 May 2005, in the Western Cape Province. We are informed that the Western Cape government may compel schools to offer all three official languages (English, Xhosa and Afrikaans), to promote multilingualism and give learners more options. Legislative policies were needed to make such arrangement official and compulsory in the curriculum. Prah (2007:25) stated that later on, white schools were 'keeping their schools white' by not offering Xhosa. This practice shows that indigenous languages could not be promoted as this posed a big challenge.

In South Africa today, the dominance of English remains unchallenged. Currently, if the indigenous South African languages are to be in leading and transforming South Africa to modernity, the exercise needs to be undergirded by socioeconomic rationality and the cultural empowerment of the masses. As a reminder, South Africa is regarded as the most resourced country on the continent and if headway can be made in developing indigenous languages, resource-wise it probably is best placed to make necessary advances and changes.

Language and cultural rights are central to all considerations of human rights in the contemporary world. UNESCO's Universal Declaration on Cultural Diversity (2001) affirmed that culture should be regarded as the set of distinctive spiritual, material, intellectual and emotional features of society or a social group and that it encompasses in addition to art and literature, lifestyles, ways of living together, value systems, traditions and beliefs. Moreover, UNESCO (2001) suggested that culture is at the heart of contemporary debates about identity, social cohesion and the development of a knowledge-based economy. The above understandings or statements affirm respect for the diversity of cultures, tolerance, dialogue and co-operation in a climate of mutual trust and understanding. Beyond the issue of rights, it is imperative to note that language and literacy are very crucial for societal development.

In spite of the stipulations in the South African Constitution regarding the use of indigenous languages within local municipalities, Afrikaans and English remain the preferred languages used as a way of communicating with citizens. Afrikaans is no

longer enjoying the same acceptance as English does. In fact, the continued use of non-indigenous African languages at local municipalities could be seen as linguistic imperialism. Thereby implying that the transfer of a supposedly dominant language on other people. This transfer is essentially a demonstration of power. Ultimately, the imposition of one language on speakers of other languages will be seen. As a researcher, one feels strongly that the government is not doing enough by not putting required money into the development of indigenous languages. It can be recorded that some government language policies are only good on paper, but nothing is happening on the ground.

Furthermore, government officials should be more responsible in developing and promoting indigenous languages. These government officials should learn to practice what they preach (in the policies) Gone are the days when few people in power could easily take their followers for granted.

3.20. Language development within local municipalities in South Africa

Section 26 (b) of the Municipal Systems Act, Act, No 32 of 2000 states that local municipalities in South Africa should make a thorough assessment of the existing level of development. One of the developments to be assessed is language development. It will be impossible for local municipalities in South Africa to plan for future language usage, if there is no accurate assessment of what happened in the past and what is currently happening. This is especially significant for South African municipalities when considering backlogs in service delivery (for this study language services – translation as a service delivery matter) and development in general. One of the most significant challenges involves availability of resources to address all local municipality needs.

Dlamini (2007:10) postulated that an investigation into existing language development and service delivery practices should consider the following aspects:

- **Co-ordination**: This implies that to extent the service is properly coordinated in terms of resources allocated and stakeholder (residents, especially Black literate and semi-literate) involvement. Translation at local municipalities is to be coordinated through agreed municipal language policies.

- **Adaptive management***:* This implies to what extent management (from a political and executive management perspective) is able to adapt to changes in the environment when considering a language development or service delivery initiative. Where there are no translator(s) in the employ of local municipalities in South Africa, an initiative is to be undertaken by responsible municipal officials, such as the Municipal Manager to ensure that residents (especially Black literate and semi-literate) are properly serviced.

- **Long term support***:* Many language development initiatives do not happen (fail), because of either the withdrawal or total lack of support from the municipal officials in decisionmaking positions.

- **Adequate financing**: No long-term goals, such as translation at local municipalities in South Africa or short term activities can be achieved without adequate financial provisions.

- **Participatory strategic management:** This implies that the overall idea with the Integrated Development Plan (IDP) is that as many relevant stakeholders in local municipalities in South Africa as possible should be involved in the language development of plans for service delivery and local development.

3.21. Local municipality languages development priorities

Van Hoof (2008:5) posited that local municipalities' councils in South Africa are elected into office for a fixed term of five years. Within a democratic dispensation, these municipal councils are to be held accountable for their actions, as they are conceiving, approving and implementing policies. Municipal councils utilise local public resources for the improvement and well-being of local municipalities they serve. It is therefore imperative that from a service delivery and language development perspective, elected councils spell out their priorities for their term of office.

The internal transformation of local municipalities in South Africa remains a challenge, such as the employment and use of translator(s). Van Hoof (2008:7) posited that lack of political will to properly influence processes towards the achievement of language development priorities and internal transformation has complicated matters for the following reasons:

- The flow of information from local municipal councils to residents, such as council resolutions, as well as other related matters, is poor.

- Residents and residents' organisations (such as SANCO) often do not use mechanisms in place for residents to review council resolutions, and where they exist, they do not function properly.

3.22. Alignment of local municipality language development strategies with Provincial and National governments

National Language Policy Framework (2013:5) indicated that in all the nine provinces in South Africa, approximately 25 different languages are spoken, of which 11 have been granted official status in terms of Section 6 of the Constitution of the Republic of South Africa (Act. No 108 of 1996) on the grounds that their usage is about 98% of the total population. Therefore, local municipalities do not exist in isolation and strives to achieve its goals in a co-operative relationship with both provincial and national governments. Indeed, with regard to the status of local municipalities, Section 151 (3) of the Constitution of the Republic of South Africa (Act. No 108 of 1996), states that local municipality has a right to govern on its own initiative; its affairs of the community are subject to provincial and national legislations.

In addition to these constitutional provisions for co-operation between local municipalities and other spheres of government, local municipalities relied on the other spheres of government for assistance such as financial assistance to employ translator(s). It could, therefore, logically be deduced that, in order for a properly coordinated effort on the part of the three spheres of government, it is imperative that their efforts are aligned.

3.23. Conclusion

This chapter focused on: The nature of local municipalities; the rationale for local municipalities; the characteristics of local municipalities; Prerequisite for local government functioning (service delivery); Language planning at local municipalities. Language planning is essential at local municipalities; Multilingualism at local municipalities; The legislative need to employ translator(s) at local municipalities; Qualities of translator(s) at local municipalities at local municipalities; Requirements for employing translator(s) at local municipalities; The value of translator(s) at local municipalities; Budget for multilingualism at local municipalities; Service delivery at local municipalities; Batho Pele (1997) as a service delivery tool at government structures; Four service delivery cues; Implementation of a language policy at local municipalities; Municipal population, racial make-up and first languages spoken at Moqhaka Local Municipality; and Challenges to the promotion of indigenous African languages. In the chapter to follow, methodology used to collect data will be discussed.

Chapter 4

Research methodology

4.1. Introduction

This chapter focused on the research methodology that was used in the data collection. A brief explanation will be provided on how data was collected. Data from two research instruments, namely interviews and a questionnaire will be analysed. This chapter will provide discussions on the following subheadings: Research method; Advantages of using mixed method; Research paradigm; Research design; Research instruments; Reliability and validity of research instruments; Procedure for data analysis, population, sample; Planning for the administration of research instruments; Voluntary participation and Informed consent.

4.2. Research method

A mixed method comprising of qualitative and quantitative research methods was used in this study. Ivankova, Creswell & Clark (2007:269) defined a mixed method as a procedure that is used to collect and analyse data through both qualitative and quantitative research methods. Therefore, both data collecting approaches are used within a single study to help a researcher understand a research problem. Four hundred (400) questionnaires will be distributed among Black literate and semi-literate residents within Moqhaka Local Municipality townships of Rammolutsi, Matlwangtlwang and Maokeng. Interviews will be conducted through the use of a voice recorder with the Municipal Manager, Public Relations Officer, Executive Mayor and Municipal Speaker.

4.2.1. The advantages of using mixed method

Goldkuhl (2011:7) postulated that a mixed method provides different pictures or more evidence in the study. Through this method; the more the evidence, the better the argument. Mixed method provides more evidence in order to make the study valid and reliable. This method provides strength that compensates weaknesses of both qualitative and quantitative approach. For example, the qualitative approach is weak in understanding the context or setting in which people behave, something that qualitative research makes up for. The qualitative approach is also deficient, because

of the potential for biased interpretations made by the researcher and the difficulty in generalising findings to a larger group. The quantitative approach does not have this weakness. Thus, by using both approaches of research, the strength of each approach makes up for the weaknesses of the other. A mixed method provides a complete and comprehensive understanding of the research problem than either quantitative or qualitative alone.

4.3. Research paradigm

This study is guided by the philosophical assumption pragmatism. Creswell (2009:15) posited that philosophical assumptions are a set of main beliefs that guide a study. These philosophical assumptions inform the researcher about the nature of the research and how it should be conducted. Furthermore, Evans, Coon & Ume (2011:45) related that pragmatism focuses on the social and historical context of the problem. This study therefore confirms that the social context of the problem faced by residents at Moqhaka Local Municipality emanates from their education level as well as the legacies of apartheid (historical) wherein Blacks were attending underprivileged schools and some lost interest and left the schooling system. Onwuegbuzie *et al* (2011:102) argued that mixed method research is informed by three forms of reality, namely **subjective, inter-subjective and objective realities**. **Subjective** reality proposes that reality is built through understanding the participants' meaning of life through emphatic listening. **Inter-subject** reality refers to the collective understanding of reality in a community. **Objective** reality means that there is an external reality that can be objectively studied. This study therefore, intends to tackle the use of translator(s) at local municipalities in South Africa with reference to reality that is a collective understanding of communities. Implying that it is real that some residents are unable to read and write and as a result need the assistance of translator(s) in their respective municipality.

4.4. Research design

Fouche (2001:271) & Mouton (2001:75) concurred with Hagan (2000:68) that research design is defined as a roadmap or blueprint in which the researcher conducts research and achieves research goals and objectives. On the other hand, Creswell (2012:20) defined research design as specific procedures involved in the research process, such as data collection, data analysis and report writing. From the definitions provided

above, research design could be defined as the specific plan to provide answers to a research question, whilst also covering other strategies to ensure the integrity of the study. For this study, a mixed method (qualitative and quantitative approaches) will be used.

Derksen (2010:51) postulated that the use of mixed method in this study is informed by the bio-ecological theory, which bridges the gap between qualitative and quantitative approaches by engaging in descriptive and explanatory studies. Gey *et al* (2011:7) presented qualitative approach as the process of collecting, analysing and interpreting narratives and visual data. On the other hand, Fraenkel & Wallen (2010:15) indicated that the quantitative approach focuses more on the understanding of a particular situation based on the participants' views and descriptions. Data in this study will be collected using mixed method, analysed and interpreted later.

Ivankova, Creswell & Plano Clark (2007:275) posited that the type of mixed design used in this study is the convergent parallel mixed methods. It involves the collection and analysis of both qualitative and quantitative data in order to respond to the research questions. Data will be collected separately from each approach, but in the same time period and these two approaches will merge during the interpretation stage. Below, find the figure showing how convergent parallel mixed method functions.

| Qualitative data collection and analysis / Quantitative data collection and analysis |

| Qualitative and Quantitative results are compared and interpreted |
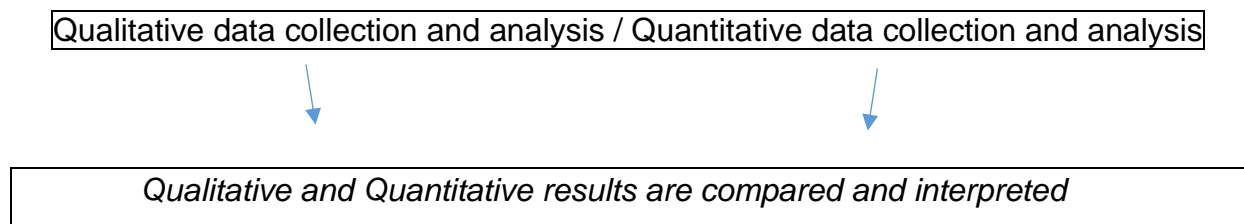
Figure 4.1 Convergent Parallel Mixed Methods Design, Ivankova, Creswell & Plano Clark (2007:275)

4.5. Research instruments

A questionnaire and interviews will be used as research instruments to collect data in this study.

4.5.1. Questionnaire

Mertens (1998:164) defined a questionnaire as a list of questions to be asked to selected respondents and designed to extract information needed for the research. A questionnaire serves basic functions such as to collect appropriate data, to make data comparable and amendable to analysis, to reduce bias, as well as to make questions engaging and varied. Each question in the questionnaire will be interpreted and discussed separately. A questionnaire may contain closed, open-ended or a combination of closed and open-ended questions. In closed questions, participants respond by choosing responses from pre-designed alternatives which represent the strength of their feelings and attitudes.

Gray (2009:112) postulated that closed questions include category questions, checklists and ranking scales. Category questions permit participants to choose only one response. Checklists and ranking scales evaluate the behaviour on a continuum according to importance, starting with the most favoured. Leedy & Ormord (2010:121) postulated that closed questions obtain factual information. In this study, closed questions assisted the researcher to quantify the feelings and attitudes of Black literate and semi-literate residents towards the use of translator(s) at Moqhaka Local Municipality.

Open-ended questions allow participants to write their own responses using their words. These questions enable participants to give a detailed account of their perceptions and attitudes. Kumar (2014:76) mentioned that participants in these questions provide a variety of responses. Open-ended questions explain the facts collected through closed questions. This study used a combination of closed and open-ended questions, with the purpose of collecting facts and details of the participants' choices.

A questionnaire was used in this study, wherein the researcher went to the different towns of Moqhaka Local Municipality to distribute and collect the questionnaires. The purpose of the questionnaire was to establish the need for South African local municipalities to use translator(s), with the case study of Moqhaka Local Municipality. Responses allowed the researcher to quantify and interpret the views of respondents.

A questionnaire has both advantages and disadvantages. Cohen & Manion (1989:111) stated the following **advantages** of a questionnaire:

- Affordability as the primary advantage of a written questionnaire, because it is the least expensive data gathering means.

- Preclude possible interview bias: The manner in which the interviewer asks the questions and even the interviewer's general appearance or interaction may influence the respondent's response. Such biases can be eliminated with a written questionnaire.

- It permits anonymity; respondents are anonymously involved in the study.

- It permits respondents a sufficient amount of time to consider responses before replying.

- It can be distributed to many people simultaneously as a result a large sample of the population can be reached.

- Data provided through questionnaires is more easily analysed and interpreted than data provided verbally.

- Respondents can complete a questionnaire in their own time and in a more relaxed atmosphere.

- Respondents can respond to a personal question easier in a questionnaire than in a face-to-face interview.

- Data from questionnaires can be compared and inferences made.

Kidder & Judd (1986:223), Mahlangu (1987:84) & Van den Aardweg & Van den Aardweg (1988: 190) concurred that the following are the **disadvantages** of using a questionnaire, *inter alia*, include:

- Questionnaires do not provide the flexibility of interviews. Interviews are able to generate ideas or comments, to gauge how respondents interpret questions.

- Respondents are generally better to express their views verbally than in writing.

- Questions may be answered only if they are sufficiently straightforward and easy to be understood by respondents

- Researchers are unable to control the context of answering questions, especially in the presence of other respondents.

In this study, most of the above-mentioned disadvantages were avoided by first clarifying the expected method of responding to questions. Both closed and open-ended questions were carefully used to facilitate analysis and data interpretation.

4.5.1.1. Construction of questionnaire, responses alternatives and completion of questionnaire

Section 1 of the questionnaire comprises of biographic information in which respondents were to provide their ages and level of education. Section 2 comprises of questions establishing the importance of translator(s) at Moqhaka Local Municipality. In section 3, the questions established which language or languages of communication are used at Moqhaka Local Municipality. Section 4 comprises of questions establishing what the challenges could be faced by Black literate and semi-literate residents in understanding the current language used (English) by Moqhaka Local Municipality.

Section 5 comprises of questions establishing the possible language solutions for implementing language policy (employment of a translator or translators) at Moqhaka Local Municipality. In responding to the questionnaire, a respondent was given four (4) options to choose the appropriate response to the question. Respondents were also provided with an opportunity to write suggestions on certain questions (Questions 4.2 and 5.2) in the questionnaire.

4.5.2. Interview

Denzil & Lincoln (2005:178) defined an interview as a process involving an interviewer asking questions verbally to a respondent. This involves a more direct interaction between the researcher and the respondent. For this study, a semi-structured interview will be used. Denzil & Lincoln (2005:178) defined a semi-structured interview as a process in which respondents are given or asked a list of questions to answer and respondents are free to ask differentiated questions based on the responses given. For this study, differentiated questions of an interview are based on the use of translator(s) at local municipalities in South Africa, Moqhaka Local Municipality as a case study.

Information provided by semi-structured interviews is based on experiences of people in process or phenomenon. Guest *et al* (3013:76) postulated that these experiences of people include issues such as how respondents describe, understand, assess and interact with each other over a given phenomenon. Semi-structured interviews are flexible, because the interviewee can give more details than anticipated. Hammersley (1990:234) postulated that an interview has a distinct advantage of enabling the researcher with a rapport with potential respondents. Therefore, the researcher could gain co-operation from respondents.

Hammersley (1990:234) further posited that interviews yield the highest possible rate in a research project, as the researcher is able to clarify ambiguous responses where needed. Interviews provide follow-up information where possible. For this study, interviews were scheduled with the Municipal Manager, Public Relations Officer, Executive Mayor and Municipal Speaker. An interview has both the advantages and disadvantages. Johnson & Harris (2002:311) stated the following **advantages** of an interview:

- Interviews allow for more in-depth comprehensive understanding and data collection.
- Facial expression and body language are clearly identified and understood.
- The interviewer is likely to probe for explanations of responses.
- Visual aids and stimulus material can be used to support the interview.
- The length of an interview can be considerably longer if the participant has a greater commitment to participate.

Disadvantages of an interview are as follows:
- Interviews are more time consuming to recruit and conduct.
- As a result of timing and travel, interviews can be expensive.
- Interviews can deliver biased responses.
- Carefully conducted interviews vet the respondent's ability before investing time in the recruitment process and interview process.

The most important aspect of in-depth interview is accessing the right people. In this study, most of the above-mentioned disadvantages were avoided by first clarifying the expected method of responding to questions. A semi-structured interview was used to gather information for analysis and data interpretation.

4.5.2.1. Construction of interview questions

The interview consisted of seven (7) questions to be posed to the Municipal Manager, Public Relations Officer, Executive Mayor and Municipal Speaker. The questions contained in the interview briefly addressed the following issues: Language of communication at Moqhaka Local Municipality; Why the language(s) were used; The importance of implementing Moqhaka Local Municipality's language policy; The belief in employing translator(s) to help Black literate and semi-literate residents within Moqhaka Local Municipality; The implementation of Chapter 2: Section 30 of the Constitution of the Republic of South Africa (Act. No 108 of 1996) in conjunction with Moqhaka Local Municipality's language policy (employment of a translator or translators); To establish if Moqhaka Local Municipality anticipate challenges in employing translator(s); Possible solutions to the anticipated challenges. These interview questions were constructed to answer or respond to the research questions.

4.6. Reliability and validity of the research instruments

Bryman (2012:169) & Creswell (2014:73) concurred in defining **reliability** as entailing stability, implying that an instrument has to yield the same results over time, denoting a consistency measure of a concept. On the other hand, Cohen *et al.* (2000:117) defined it as the degree to which a test is internally consistent. Kidder & Judd (1989:53) sustained that reliability and validity are two different characteristics of measurement, they overlap with each other. Both reliability and validity are two ends of a continuum, even difficult to distinguish them at the middle point.

Kumar (2014:214) defined **validity** as a judgement that measures what it is purported to measure within a questionnaire. On the other hand, Hammersley (1990:57) defined validity as the extent to which an account accurately represents the social phenomenon to which it refers. The researcher may logically ascertain the validity of the research instrument by checking items of the research instrument (questionnaire or interview) against the objectives of the study. Kumar (2014:214) indicated that the

greater the link between the research instrument and the research objectives, the more valid the results will be.

4.7. Population and sample

Four hundred (400) Moqhaka Local Municipality and four municipal officials will be the population and sample for this study. For the purpose of this study, the population and sample are Black literate and semi-literate residents from three townships within Moqhaka Local Municipality, namely hundred (100) residents in Rammolutsi (in Viljoenskroon), hundred (100) residents in Matlwangtlwang (in Steynsrus) and two hundred (200) residents in Maokeng (in Kroonstad) and four municipal officials from Moqhaka Local Municipality, namely the Municipal Manager, Public Relations Officer, Executive Mayor and Municipal Speaker. As a result, all towns making-up Moqhaka Local Municipality will be able to contribute to the study. Both males and females will be considered as respondents to this study.

4.8. Sampling

With regard to municipal officials, job seniority will be used. Residents on the other hand will be randomly selected, but they must be Black literate and semi-literate living in the townships of Moqhaka Local Municipality. A purposive non-probability sampling will be used in sampling Black literate and semi-literate residents within the Moqhaka Local Municipality.

4.9. Data collection

Data will be collected using the two research instruments, a questionnaire and interviews. Four hundred (400) questionnaires will be distributed throughout the Moqhaka Local Municipality townships. These Moqhaka Local Municipality townships are (1) Rammolutsi (in Viljoenskroon), were hundred (100) questionnaires will be distributed to Black literate and semi-literate residents; (2) Matlwangtlwang (in Steynsrus), were hundred (100) questionnaires will be distributed to Black literate and semi-literate residents; and (3) Maokeng (in Kroonstad), where two hundred (200) questionnaires will be distributed to Black literate and semi-literate residents. Questionnaires will be distributed during the municipal public meetings organised by Moqhaka Local Municipality. Interviews will be conducted with the four (4) municipal officials from Moqhaka Local Municipality, namely the Municipal Manager, Public

Relations Officer, Executive Mayor and Municipal Speaker. Qualitative data will be collected using a voice recorder, whilst quantitative data will be collected using a questionnaire.

4.10. Data processing

Collected data will be processed before it is analysed. Data collected from questionnaires and interviews will be processed separately. Huysamen (1998:155) postulated that data processing involves activities such as **editing, coding and tabulation**. Huysamen (1998:155) defined **editing** as the process of examining data collected in questionnaires to detect errors and omissions. Furthermore, editing ensures that data becomes ready for tabulation.

Huysamen (1998:155) defined **coding** as an analytic process in which data in both qualitative form (interviews) and quantitative form (questionnaires) is categorised to facilitate analysis. Therefore, coding serves as the process of transformation of data into a form understandable by computer software. Huysamen (1998:155) explained **tabulation** as the process of placing classified data into a tabular form. Furthermore, tabulation exposes itself as a symmetric arrangement of statistical data in rows, columns and graphs.

4.11. Data analysis

Data collected will be analysed. Qualitative data will be collected from a voice recorder and be transcribed and analysed using Atlas ti, 7.1 version, whilst a Software Statistical Package for the Social Sciences (SPSS) will be used to collect quantitative data from the respondents.

4.11.1. Procedure for analysing data

For this study, analysis of quantitative data from questionnaires will involve descriptive analysis. Qualitative data analysis from the interviews will involve themes. Themes imply patterns across data sets that are important to the description of a phenomenon which are associated to a specific research question or objective.

4.11.2. Descriptive data analysis

Newman (1997:297) indicated that descriptive analysis is used for reduction and summarisation of data collected from the research sample. Therefore, this analysis involves testing of hypotheses for making generalisation about the population parameters. Descriptive analysis of data from Black literate and semi-literate residents in the sample according to their biographic information will be conducted first. Descriptive analysis provides clarity, clarifying large volumes of data and as a result there will be no uncertainties about the values received from respondents. In dealing with descriptive analysis for thirteen (13) statements, the questionnaire to be distributed to Black literate and semi-literate residents, contained respondent counting, percentage and average for responses to each statement. Respondent counting will involve counting the number of respondents who ticked either 1 = totally disagree; 2 = disagree; 3 = agree partially; or 4 = totally agree, in each statement. To prevent giving misleading information, the number of respondents who marked a particular number is always given with the percent in bracket (parenthesis).

Kirk & Miller (1986:17) postulated that scores are to be grouped on a set of statements are averaged for reducing or summarising the data in order to make them easier to work with and ultimately interpret. Thus, the mean (average) for the responses to each statement are converted to the nominal categories, giving the indication of the group's response to a particular statement.

4.12. Ethical considerations

Leedy & Ormord (2010:231) considered ethical issues as important in research, because the research is on human subjects. Ethical consideration relates to what is regarded as appropriate and inappropriate in the field of social research. Consideration of ethical issues in social research enables a researcher to protect the participants. It built a relationship of trust between participants and researcher. Participants were protected from any form of harm; the researcher also ensured that anonymity and confidentiality of participants were maintained. The following ethical standards were discussed, namely voluntary participation and informed consent.

4.12.1. Voluntary participation

Ethically speaking, researchers are mandated to avoid forcing people to participate in their research project. The purpose of the study was explained to all participants and participants were requested to participate out of their own will (voluntarily). Participants were not involved for personal gains such as money. Babbie (2014:113) maintained that participants should not be involved, because the researcher is an authority and therefore participants do not want to shame their superior. This study observed this ethical standard by explaining the purpose of study to the participants. Furthermore, participants were informed that they were free to withdraw from partaking in the research if they feel compromised.

4.12.2. Informed consent

Bryman (2012:171) postulated that researchers need to brief the participants about the purpose and intention of the study and what will be done with the data collected from them, as well as what is expected from them. Informed consent requires open and honest communication between researcher and participants. Furthermore, informed consent provides participants with sufficiently detailed information on the study, so that they can make informed, voluntary and rational decisions to participate. The researcher indicated to the participants the time to complete the questionnaire (for this study is 20 minutes), as well as the estimated time to respond to interview questions.

4.13. Conclusion

This chapter focused on the methodology that was used in this study. Pragmatism was highlighted as a research paradigm as well as the convergent mixed methods design as a research design of the study. The population and sampling, as well as data collection and analysis procedures were discussed. The next chapter will be on data presentation, interpretation and analysis.

Chapter 5

Data presentation, interpretation and data analysis

5.1. Introduction

This chapter focused on data presentation, interpretation and analysis of data. The content analysis was done to analyse data collected through a questionnaire and interviews. The presentation of interview responses from the Moqhaka Local Municipality will be presented. The Statistical Package for Social Sciences was used to analyse data from the questionnaires. The chapter will also outline the results in relation to the research questions.

5.2. The areas of data collection

The townships of Moqhaka Local Municipality were used, namely Rammolutsi, Maokeng and Matlwangtlwang. Municipal meetings of stakeholders were held at different venues in the three townships above-mentioned. In all the municipal meetings, questionnaires were distributed to residents (especially Black literate and semi-literate) to complete. Participants were both male and female with their identities protected; there was no space for participants to write their names. Four hundred (400) questionnaires were distributed, but only three hundred and three (303) were returned. Among the three hundred and three questionnaires, twelve were spoilt (not properly completed), thus the total of 289 could be used. It must be noted that the Moqhaka Local Municipality indicated that instead of the researcher interviewing Municipal Manager, Municipal Speaker, Executive Mayor and Public Relations Officer, the municipality indicated that **only the Public Relations Officer could be interviewed.** The interview (using a voice recorder) with the Public Relations Officer was held inside the Moqhaka Local Municipality municipal chambers.

5.3. Interview responses with Moqhaka Local Municipality Public Relations Officer

The Moqhaka Local Municipality indicated that only the PRO will be interviewed. The interview questions are herewith, followed by the responses from the Public Relations Officer.

Question 1: *Which language of communication is Moqhaka Local Municipality currently using?*

PRO Response: Moqhaka Local Municipality is using English, Afrikaans, isiXhosa and Sesotho. These languages are used based on the population groups. Mainly English is used, very few of the other languages if it happens. Municipal documents are available in English only. Any information (e.g., water disturbances) is disseminated to residents in English, but community radio stations using different languages will be engaged and the same information will probably be translated by these radio stations to the listeners. The municipality believes that every resident especially Black literate and semi-literate understand Sesotho, as they use Sesotho and English for their meetings.

Question 2: *Why do you use this/these languages?*

PRO Response: The above-mentioned languages (English, Afrikaans, isiXhosa and Sesotho) are used based on the population groups of residents residing within the townships of Moqhaka Local Municipality. Moreover, the response to question 1 above still applies to this question.

Question 3: *Do you think it is important for Moqhaka Local Municipality to implement language policy with regard to the use of a translator or translators, especially for Black literate and semi-literate residents who have a problem in understanding English?*

PRO Response: It is very important for Moqhaka Local Municipality to implement municipal language policy. The implementation of language policy could be achieved through the employment of a translator or translators. There is a great need for translators to be employed. Prior to the employment of the translators, Moqhaka Local Municipality, through its strategic session or structural review (organogram), a decision will be reached to accommodate the translators within its organogram. Moqhaka Local Municipality views the employment of the translators in a very serious light, as this service of translation is a major need. Furthermore, Moqhaka Local Municipality indicated that once an employment of translators is to be realised, well-qualified

personnel and a translation unit will be created. Moqhaka Local Municipality believes that the creation of a translation unit, mainly comprised of translators, is imperative. Some of the functions of a translation unit will be to monitor language usage, facilitate the promotion of multilingualism and encourage equitable usage of official languages as approved by municipality inclusive of indigenous African languages at Moqhaka Local Municipality. Furthermore, translators within the translation unit will also be assigned to assist some councillors with municipal documents. Currently, language services at Moqhaka Local Municipality are being outsourced.

Question 4: *Does Moqhaka Local Municipality believe in employing a translator or translators, to help Black literate and semi-literate residents to be able to follow municipal activities? If yes, when is Moqhaka Local Municipality intending to employ?*

PRO Response: Yes, Moqhaka Local Municipality strongly believes in the employment of translators to help Black literate and semi-literate residents within its jurisdiction. Moqhaka Local Municipality acknowledges that there are no translators within the current municipal organogram. Translators will be of great help once employed in ensuring that Black literate and semi-literate follow municipal activities. Moqhaka Local Municipality is fully committed to employ translators once there is an inclusion of translators in its organogram. Moqhaka Local Municipality is fully committed to the use and employment of translators especially for Black literate and semi-literate residents within its jurisdiction.

A follow-up question: *What impact will a translator or translators bring into the municipality?*

PRO Response: Messages or deliberations in municipal meetings, e.g., Councillors' ward meetings, will be better understood by all residents, especially Black literate and semi-literate, it is another way of seeing the impact of translators. Another impact of translators will be the improvement of municipal revenue, as residents will be talking and discussing their municipal bills in the language(s) they understand, preferably their

indigenous African language of their choice. Moqhaka Local Municipality is currently using tellers from both Black and White employees at the enquiries/information desk; thus this is likely to partially address the concerns or language problems of Black literate and semi-literate residents.

Furthermore, another form of impact by translators once employed will be to help decrease the embarrassment experienced by Black literate and semi-literate residents when visiting enquiries/information desk to make enquiries on their municipal rates-and taxes accounts and find themselves faced with a White employee to serve them. In this case, Black literate and semi-literate residents are mostly becoming shy to have their queries addressed. The most important impact will be that of both Moqhaka Local Municipality and all residents, especially Black literate and semi-literate, will be using a common language (indigenous African language) that is likely to make them work harmoniously together.

Question 5: *Do you see the employment of a translator or translators, as a way of implementing Chapter 2: Section 30 of the Constitution of the Republic of South Africa (Act. No 108 of 1996) and your municipal language policy?*

PRO Response: Moqhaka Local Municipality is trying to abide to the Constitution of the Republic of South Africa, as it is the responsibility of the local municipality to draft and implement its language policy. Municipal language services as suggested by municipal language policy need to be improved at costs. It is true that the Constitution of the Republic of South Africa addresses the point that residents are to be communicated in a language of their choice, but the municipality will be doing that once translators are employed. Moqhaka Local Municipality is committed to upholding the Constitution of the Republic of South Africa; hence it is to put the item of the inclusion of translators in the agenda of the strategic session meeting so that translators are included in the municipal organogram. Moqhaka Local Municipality is committed to employ qualified and credible translators, once they are ratified by management of the municipal council.

Question 6: *Does Moqhaka Local Municipality anticipate challenges in employing a translator or translators? If any, can you mention them?*

PRO Response: Moqhaka Local Municipality **does not** have challenges, **except that it should re-structure its organogram which does not have translators.** There are municipal management and strategic section meetings planned soon to ensure that Moqhaka Local Municipality align its organogram to accommodate or include translators. Public hearings were held dealing with municipal language policy to abide to government stipulations. Having translators at Moqhaka Local Municipality will not only help Black literate and semi-literate residents, but also the municipal management as well as municipal council meetings. Moqhaka Local Municipality indicated that it is not simple to accommodate all eleven official languages, but municipal documents are to be availed in different languages (languages Moqhaka Local Municipality uses English, Afrikaans, isiXhosa and Sesotho).

Question 7: *What could be the solution to the mentioned challenges?*

PRO Response: Moqhaka Local Municipality is to include translators in the municipal organogram, and this could speed-up the employment thereof. The Free State Provincial Government through the Department of Sport, Arts and Culture must provide financial assistance once translators are in the municipal organogram. Feedback from councillor ward meetings regarding municipal language of communication could help in improving language needs of Black literate and semi-literate residents. More importantly, the employment and use of translators will be a needed solution to Black literate and semi-literate residents.

From the Moqhaka Local Municipality's Public Relations Officer (PRO) responses given above, the following emerged: the PRO indicated that the municipality intends to use English, Afrikaans, isiXhosa and Sesotho, with English being mainly used and very few of the other languages, once translator(s) are employed, if a need arises. Community Radio Stations which use different languages including indigenous African language (Mozolo Community Radio Station in Sesotho) to disseminate information regarding service delivery disturbances, are used. English, Afrikaans, isiXhosa and Sesotho are the languages to be used based on the population groups residing within

Moqhaka Local Municipality. **Currently**, Moqhaka Local Municipality is using **English mainly and Afrikaans to some extent**. Moqhaka Local Municipality sees the implementation of municipal language policy as very important and as a result the employment of translator(s) is a great need. Moqhaka Local Municipality agrees that Black literate and semi-literate residents need translator(s).

Currently, Moqhaka Local Municipality is outsourcing its language services with regard to translation of documents for the council. Moqhaka Local Municipality is fully committed in employing translator(s) to accommodate Black literate and semi-literate residents. Moreover, not only will the employment of translator(s) solve the problem of Black literate and semi-literate residents, but the impact or impetus of such personnel will play a crucial role in the functioning of the municipality. The impetus thereof, will benefit both Moqhaka Local Municipality and residents (especially Black literate and semi-literate), municipal council will benefit as municipal documents will be translated in-house and privileged municipal information kept and residents will be able to actively follow municipal activities. Thus, a healthy communication between Moqhaka Local Municipality and Black literate and semi-literate residents will be strengthened through the use of translator(s). Furthermore, if translator(s) are employed that will also be addressing the issue of multilingualism as required by the Constitution of Republic of South Africa (Act. No 108 of 1996). Moqhaka Local Municipality's current organogram does not have a position of a translator, but efforts will be made through the municipal strategic and structural review meetings to include such a post.

Moqhaka Local Municipality sees the impact of translator(s), once employed, in the following light: the improvement of revenue as residents will be addressing their enquiries in the language that they understand and probably pay their municipal rates and taxes. Both Moqhaka Local Municipality (within the council meetings with documents) and Black literate and semi-literate residents will benefit and hopefully work harmoniously together. The only challenge Moqhaka Local Municipality has is the non-appearance of translator(s) within the municipal organogram and the solution could be the employment of translator(s).

5.4. Biographic information from the questionnaire

The respondents who completed the questionnaire were all residents from the towns of Moqhaka Local Municipality. The following discussion presents the manner in which respondents responded to the questionnaire per question.

5.4.1. *What is your age?* (N=289)

Figure 5.1
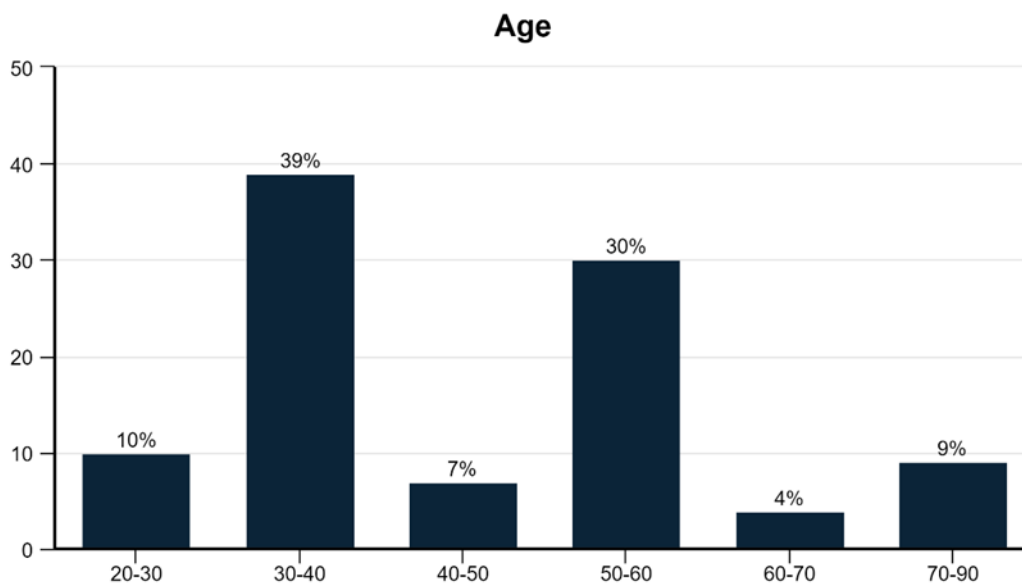
The graph above represents the manner in which respondents replied to the question above. Thirty (30) respondents (making up **10%** of the sampled population) within the age group between **20-30 years** responded to the question. One hundred and twelve (112) respondents (making up **39%** of the sample population) within the age group between **30-40 years** responded to the question. Twenty (20) respondents (making up **7%** of the sample population) within the age group between **40-50 years** responded to the question. Eighty-seven (87) respondents (making up **30%** of the sample population) within the age group between **50-60 years** responded to the question. Twelve (12) respondents (making up **4%** of the sample population) within the age group between **60-70 years** responded to the question. Twenty-five (25) respondents (making up **9%** of the sample population) within the age group between **70-90 years** responded to the question.

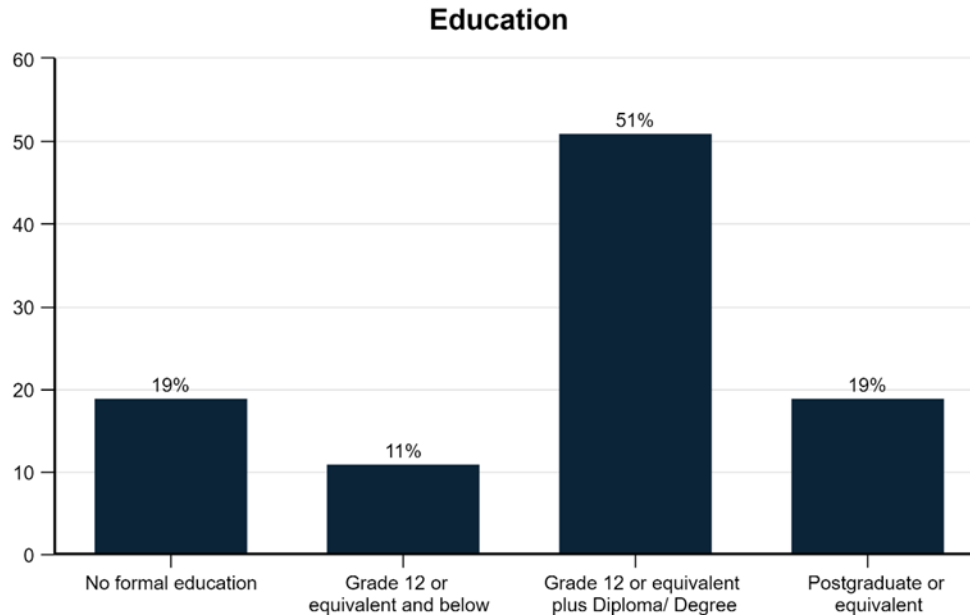**5.4.2. *Indicate your level of education*. (N=289)**

Figure 5.2

The graph above represents the manner in which respondents replied to the question above. Fifty-four (54) respondents accounting for **19%** of the sampled population **did not have formal education**, whilst thirty-one (31) respondents accounting for **11%** of the sampled population **possessed Grade 12 or equivalent and below**. One hundred and forty (140) respondents accounting for **51%** of the sampled population **possessed Grade 12 or equivalent plus Diploma or Degree**, whilst fifty-four (54) respondents accounting for **19%** of the sampled population **possessed postgraduate or equivalent qualification**.

The following discussions solicited responses to answer research questions. Responses to questions **5.4.3 and 5.4.4** solicited responses to **Research Question 1**: **What is the importance of using a translator or translators at the Moqhaka Local Municipality in addressing Black literate and semi-literate residents?**

5.4.3. *Do you see the importance of a translator or translators being used at Moqhaka Local Municipality, especially for Black literate and semi-literate residents?* (N=289)

Figure 5.3

Importance of translators at Moqhaka Local Municipality
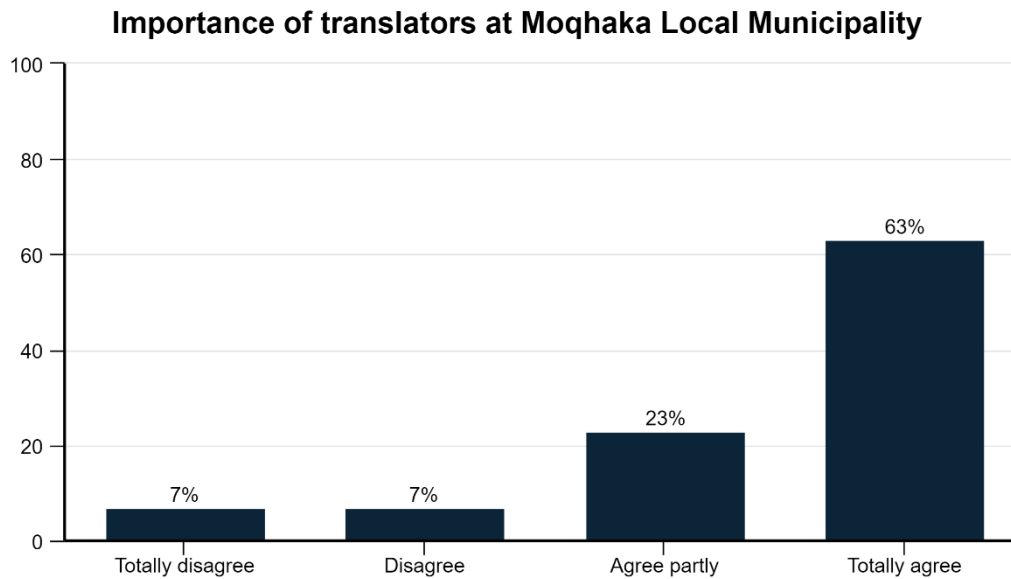

The graph above represents the manner in which respondents replied to the question above. Twenty-one (21) respondents accounting for **7%** of the sampled population **totally disagree**, implying that they do not see the importance of translator(s) at Moqhaka Local Municipality, whilst nineteen (19) respondents accounting for **7%** of the sampled population **disagree,** implying that they do not agree that Moqhaka Local Municipality should use translator(s). Sixty-six (66) respondents accounting for **23%** of the sampled population **agree partially** that Moqhaka Local Municipality should use translator(s), whilst one hundred and eighty-one (181) that respondents accounting for **63%** of the sampled population **totally agree** that Moqhaka Local Municipality should use translator(s).

Therefore, the researcher deduced that a greater percentage (63%) of the sampled population saw the importance of translator(s) being used. The percentage of the sampled population interested in the use of translator(s) is increased when 23% of the agree respondents is added to the 63% of the totally agree, yielding a total of 86% which shows that residents at Moqhaka Local Municipality see the importance of translator(s) to be used.

5.4.4. *Do you believe that a translator or translators, if employed by Moqhaka Local Municipality, will make your municipal visit (to pay rates and taxes) much easier?* (N=289)

Figure 5.4
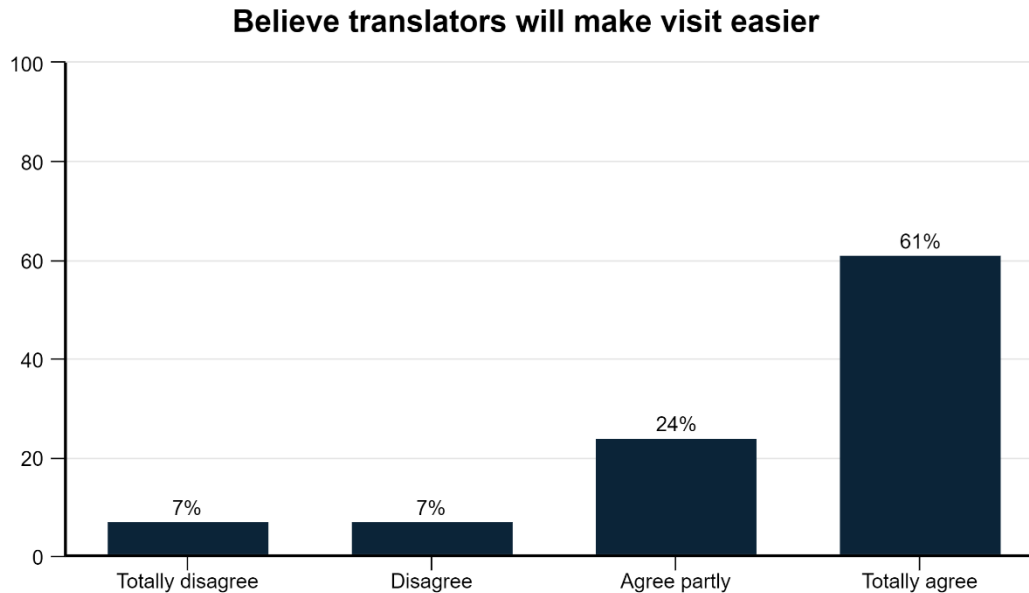
The graph above represents the manner in which respondents replied to the question above. One hundred and seventy-five (175) respondents accounting for **61%** of the sampled population **totally agree** that the availability of translator(s) at Moqhaka Local Municipality will make their municipal visits much easier (to pay rates and taxes). Seventy (70) respondents accounting for **24%** of the sampled population **agree partially**, implying that somehow translator(s) at Moqhaka Local Municipality will make their municipal visits much easier (to pay rates and taxes). Nineteen (19) respondents accounting for **7%** of the sampled population **totally disagree**, implying that they do not believe that translator(s) at Moqhaka Local Municipality will make their municipal visit easier, whilst nineteen (19) respondents accounting for **7%** of the sampled population **disagree,** implying that they do not agree that translator(s) at Moqhaka Local Municipality will make their visit easier.

Therefore, the above-mentioned results with the average (61% for totally agree and 25% of agree) of 85% of residents believing that the availability of translator(s) at Moqhaka Local Municipality will make their municipal visit (to pay rates and taxes) easier.

The following discussions solicited responses to answer research questions. Responses to questions **5.4.5 to 5.4.9** solicited responses to **Research Question 2**: **Which languages of communication should be used within the Moqhaka Local Municipality in addressing community?**

5.4.5. *Which language or languages of communication (Afrikaans, English, Sesotho and isiXhosa) would you suggest Moqhaka Local Municipality should use when communicating with residents?* (N=289)

Figure 5.5

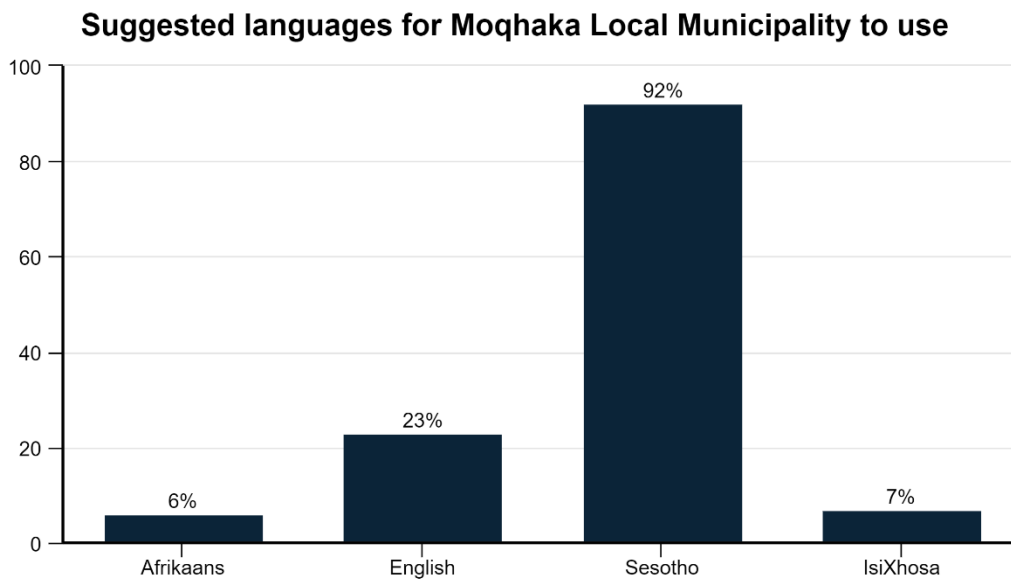The graph above represents the manner in which respondents replied to the question above. Two hundred and sixty-six (266) respondents accounting for **92%** of the sampled population suggested that **Sesotho** should be the language of communication to be used by Moqhaka Local Municipality when communicating with residents. Sixty-seven (67) respondents accounting for **23%** of the sampled population suggested that **English** should be the language of communication to be used by Moqhaka Local Municipality when communicating with residents. Nineteen (19) respondents accounting for **7%** of the sampled population suggested that **Afrikaans** should be the language of communication to be used by Moqhaka Local Municipality when communicating with residents. Eighteen (18) respondents accounting for **6%** of the sampled population suggested that **isiXhosa** should be the language of

communication to be used by Moqhaka Local Municipality when communicating with residents. It must be **noted that** percentages will not make 100% when added, because some respondents suggested more than one language.

Therefore, the percentages as shown on the graph indicate that the Moqhaka Local Municipality residents **mostly suggested Sesotho**, as one of the indigenous African languages to be used during official meetings and functions. Other above-mentioned suggestion may be considered on request or if resources are available. These other language suggestions will not be undermined, except that Moqhaka Local Municipality should use them in an environment where majority of residents speak to them.

5.4.6 *Do you experience problems with the current language used for communication by Moqhaka Local Municipality with residents?* **(N=289)**
Figure 5.6

Experience problems with current language
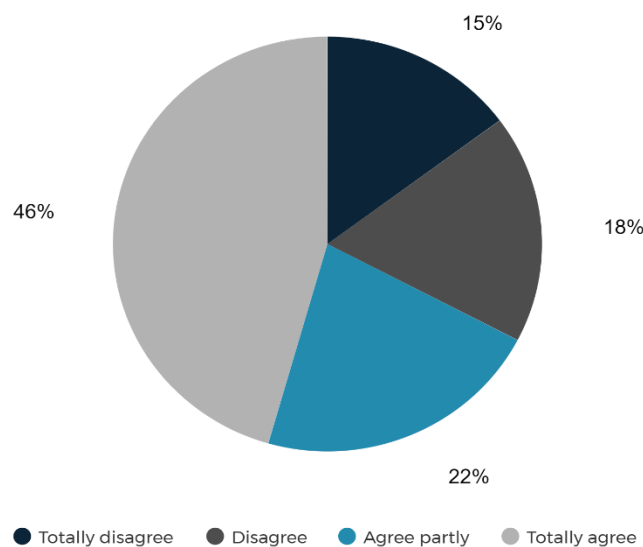
The graph above represents the manner in which respondents replied to the question above. One hundred and thirty-two (132) respondents accounting for **46%** of the sampled population indicated that they **totally agree** that Black literate and semi-literate residents experience problems with the current language (English) used for communication. Sixty-three (63) respondents accounting for **22%** of the sampled population indicated that they **agree partially** that Black literate and semi-literate residents experience problems with the current language (English) used for

communication. Fifty-one (51) respondents accounting for **18%** of the sampled population indicated that they **disagree,** implying that they do not experience problems with the current language used for communication by Moqhaka Local Municipality with residents. Forty-three (43) respondents accounting for **15%** of the sampled population indicated that they **totally disagree** that Black literate and semi-literate residents experience problems with the current language (English) used for communication.

The information provided above alluded to the fact that Black literate and semi-literate residents experience problems with the current language used (English) by Moqhaka Local Municipality. This assertion is justified by 46% of the sampled population which totally agree and 22% which agrees that residents (especially Black literate and semi-literate) experience problems with the current language used (English) for communication and related functions.

5.4.7. *In your ward council meetings, do you interact with your councillor regarding language problems experienced by Black literate and semi-literate residents?* **(N=289)**
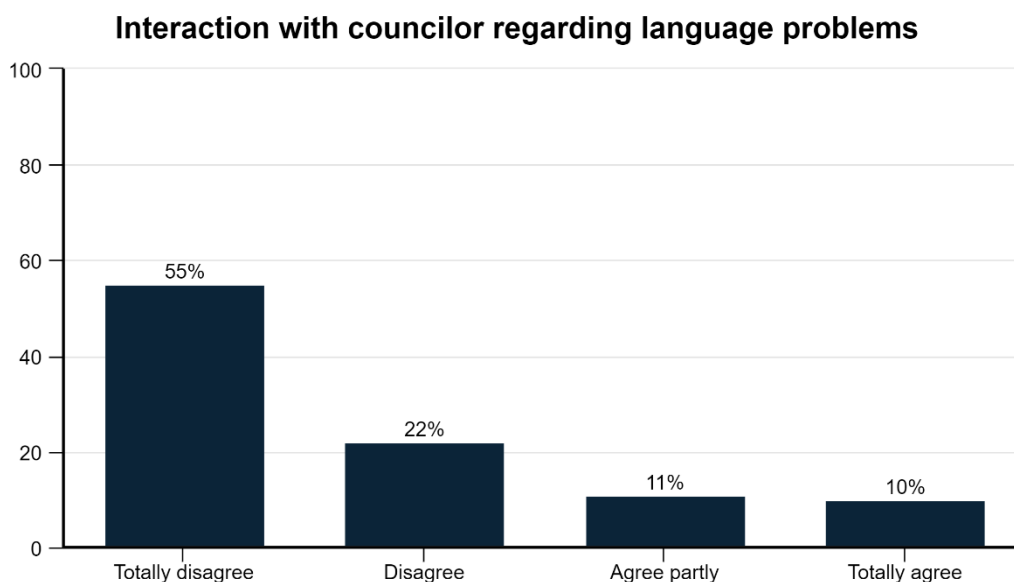**Figure 5.7**

The graph above represents the manner in which respondents replied to the question above. One hundred and fifty-five (155) respondents accounting for **55%** of the sampled population indicated that they **totally disagree,** implying that their ward

councillor does not interact with them with regard to language problems experienced by Black literate and semi-literate residents. Sixty-four (64) respondents accounting for **22%** of the sampled population indicated that they **disagree,** implying that their ward councillor does not interact with them with regard to language problems experienced by Black literate and semi-literate residents. Thirty-three (33) respondents accounting for **11%** of the sampled population indicated that they **agree partially,** implying that their ward councillor does interact with them with regard to language problems experienced by Black literate and semi-literate residents. Thirty (30) respondents accounting for **10%** of the sampled population indicated that they **totally agree,** implying that their ward councillor does interact with them with regard to language problems experienced by Black literate and semi-literate residents.

From the above-mentioned results, it is clear that there is no interaction between residents and councillor during ward council meetings with regard to language problems. These problems are mainly experienced by Black literate and semi-literate residents. Thus, 55% of the sampled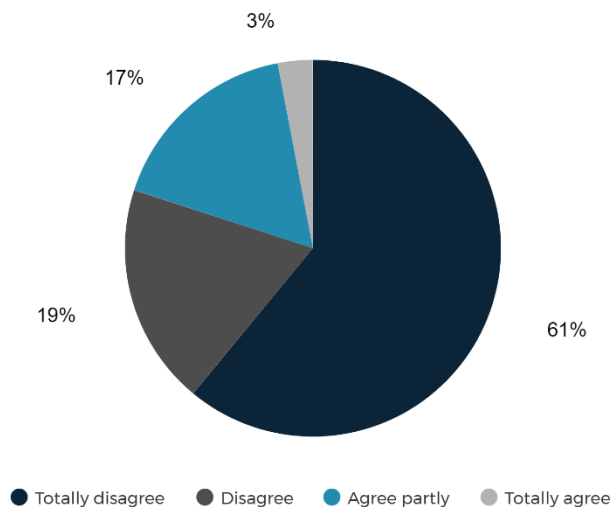 population indicated that they totally disagree, implying that their ward councillor does not interact with them with regard to language problems experienced by Black literate and semi-literate residents. Moreover, 22% of the sampled population indicated that they also disagree.

5.4.8. *Is there any visible effort by Moqhaka Local Municipality in implementing language policy with regard to multilingualism within the municipal jurisdiction? (N=289)*

Figure 5.8

Visible effort by Moqhaka Local Municipality in implementing language policy

The graph above represents the manner in which respondents replied to the question above. One hundred and seventy-six (176) respondents accounting for **61%** of the sampled population indicated that they **totally disagree,** implying that they do not see any visible effort by Moqhaka Local Municipality in implementing language policy with regard to multilingualism within the municipal jurisdiction. Fifty-five (55) respondents accounting for **19%** of the sampled population indicated that they **disagree,** implying that they do not see any visible effort by Moqhaka Local Municipality in implementing language policy with regard to multilingualism within the municipal jurisdiction. Forty-eight (48) respondents accounting for **17%** of the sampled population indicated that they **agree partially,** implying that they do see some visible effort by Moqhaka Local Municipality in implementing language policy with regard to multilingualism within the municipal jurisdiction. Ten (10) respondents accounting for **3%** of the sampled population indicated that they **totally agree,** implying that they do see some visible

effort by Moqhaka Local Municipality in implementing language policy with regard to multilingualism within the municipal jurisdiction.

The above-mentioned results provide the deduction that there is no visible effort by Moqhaka Local Municipality in implementing their (municipal) language policy in order to achieve multilingualism. Multilingualism is one aspect enshrined by the Constitution of Republic of South Africa (Act. No 108 of 1996), therefore local municipalities are expected to implement it where possible. About 80% of the respondents both who totally disagree (61%) and disagree (19%) this shows that there is no visible effort. As a result, the researcher is to conclude that there is a need for some efforts in promoting indigenous African languages.

5.4.9. *Are there notices distributed by local municipality informing residents about any disturbances in the services, written in any of the indigenous African language?* **(N=289)**

Figure 5.9

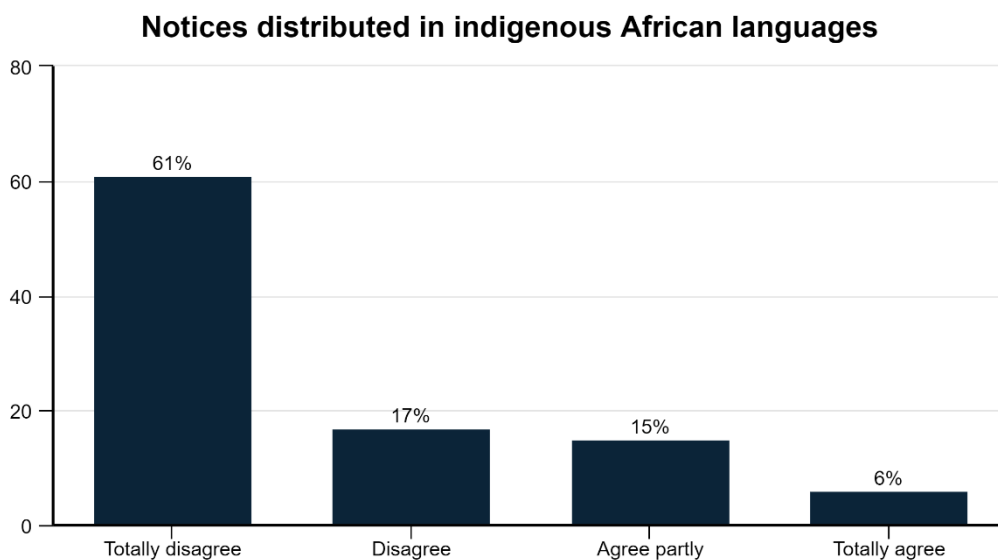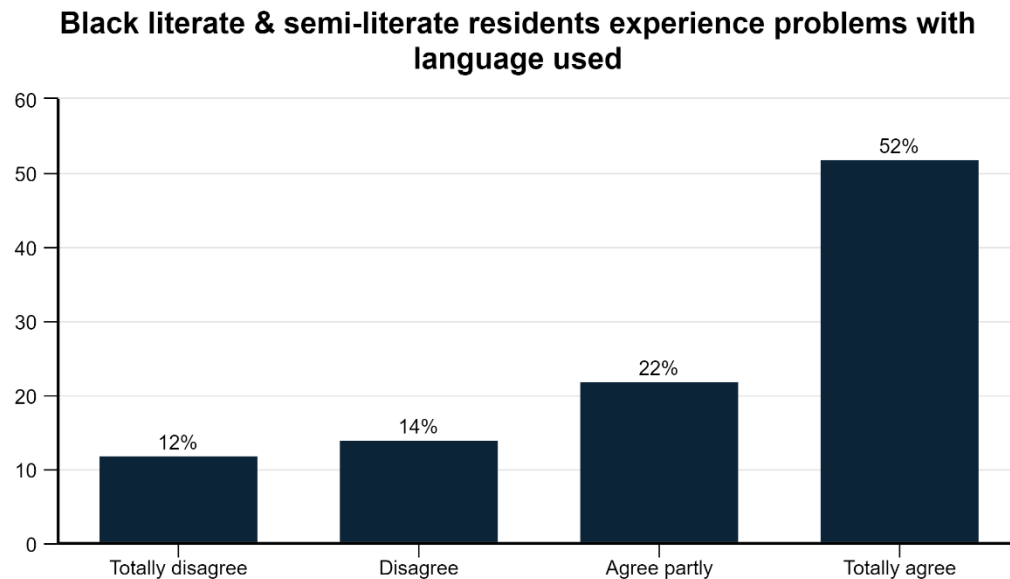Notices distributed in indigenous African languages

The graph above represents the manner in which respondents replied to the question above. One hundred and seventy-seven (177) respondents accounting for **61%** of the sampled population indicated that they **totally disagree,** implying that they do not see any notice by Moqhaka Local Municipality informing residents about disturbances in

the services written in any indigenous African language. Forty-eight (48) respondents accounting for **17%** of the sampled population indicated that they **disagree,** implying that they do not see any notice by Moqhaka Local Municipality informing residents about disturbances in the services, written in any indigenous African language. Forty-four (44) respondents accounting for **15%** of the sampled population indicated that they **agree partially,** implying that they see some notice by Moqhaka Local Municipality informing residents about disturbances in the services, written in any indigenous African language. Seventeen (17) respondents accounting for **6%** of the sampled population indicated that they **totally agree,** implying that they see some notice by Moqhaka Local Municipality informing residents about disturbances in the services, written in any indigenous African language.

From the results shown above, there are no notices distributed by Moqhaka Local Municipality about any service delivery disturbances written in any indigenous African language. About 78% of the respondents both who totally disagree (61%) and disagree (19%) show that there are no notices of service disturbances written in any indigenous African languages. As a result, the researcher is to conclude that there is no use of indigenous African languages in notices distributed to residents (especially Black literate and semi-literate).

The following discussions solicited responses to answer research questions. Responses to questions **5.4.10 and 5.4.12.1** solicited responses to **Research Question 3**: **How great is the need for the use of translators at the Moqhaka Local Municipality, in addressing the language challenges faced by Black literate and semi-literate residents?**

5.4.10. *Do you think Black literate and semi-literate residents experience problems with the language used for communication by Moqhaka Local Municipality?* **(N=289)**

Figure 5.10

Black literate & semi-literate residents experience problems with language used

The graph above represents the manner in which respondents replied to the question above. Thirty-five (35) respondents accounting for **12%** of the sampled population indicated that they **totally disagree,** implying that they do not think Black literate and semi-literate residents experience problems with the language used for communication by Moqhaka Local Municipality. Forty (40) respondents accounting for **14%** of the sampled population indicated that they **disagree,** implying that they do not think Black literate and semi-literate residents experience problems with the language used for communication by Moqhaka Local Municipality. Sixty-three (63) respondents accounting for **22%** of the sampled population indicated that they **agree partially,** implying that they do think Black literate and semi-literate residents experience problems with the language used for communication by Moqhaka Local Municipality. One hundred and forty-nine (149) respondents accounting for **52%** of the sampled population indicated that they **totally agree,** implying that they think Black literate and semi-literate residents experience problems with the language used for communication by Moqhaka Local Municipality.

From the above-mentioned results, the researcher is able to deduce that Black literate and semi-literate residents experience problems with the language used for communication by Moqhaka Local Municipality. Percentages above on the graph are

showing that, namely 52% of the sampled population totally agree and 22% of the sampled population agree partially indicated that Black literate and semi-literate residents experience problems with the language used for communication by Moqhaka Local Municipality. It can be concluded that there is a language problem experienced by this section of residents.

The following discussions solicited responses to answer research questions. Responses to questions **5.4.11 and 5.4.12.2** solicited responses to **Research Question 4**: **What are anticipated challenges and solutions in the use of translators at Moqhaka Local Municipality?**

5.4.11. *Do you think language solution will bring harmonious working relationship between Moqhaka Local Municipality and Black literate and semi-literate residents?* **(N=289)**

Figure 5.11
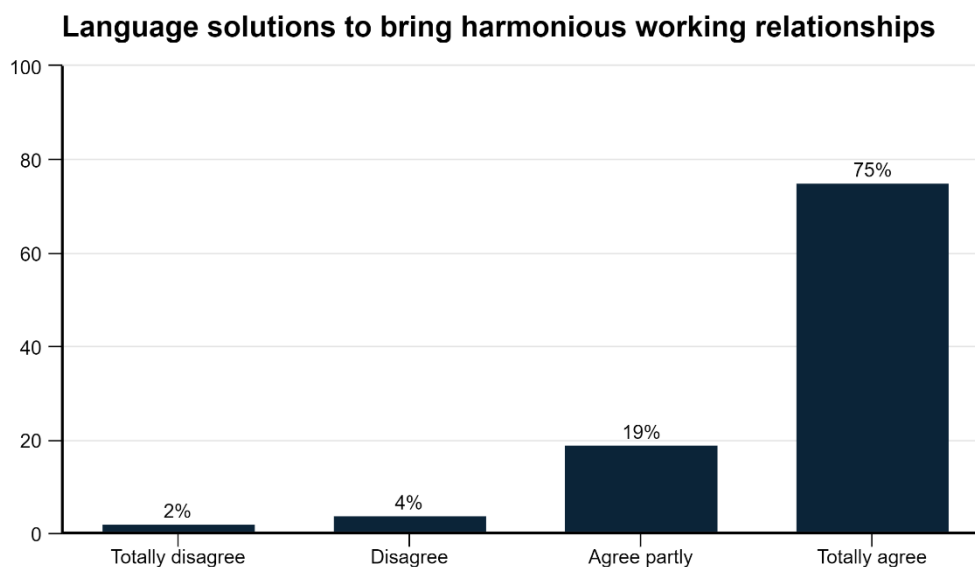
The graph above represents the manner in which respondents replied to the question above. Five (5) respondents accounting for **2%** of the sampled population indicated that they **totally disagree,** implying that they do not think that language solutions will bring harmonious working relationship between Moqhaka Local Municipality and Black

literate and semi-literate residents. Eleven (11) respondents accounting for **4%** of the sampled population indicated that they **disagree,** implying that they do not think that language solutions will bring harmonious working relationship between Moqhaka Local Municipality and Black literate and semi-literate residents. Fifty-five (55) respondents accounting for **19%** of the sampled population indicated that they **agree partially,** implying that they do think that language solutions will bring harmonious working relationship between Moqhaka Local Municipality and Black literate and semi-literate residents. Two hundred and sixteen (216) respondents accounting for **75%** of the sampled population indicated that they **totally agree,** implying that they do think that language solutions will bring harmonious working relationship between Moqhaka Local Municipality and Black literate and semi-literate residents.

The results provided above show that practical language solutions if suggested to and implemented at the Moqhaka Local Municipality could bring harmonious working relationship between the residents and municipality. Percentages (75 – totally agree and 19 – agree partially) support the fact that language solutions could bring harmonious working relationship between residents (especially Black literate and semi-literate residents) and Moqhaka Local Municipality.

5.4.12. Qualitative questions (4.2 and 5.2)

5.4.12.1. [4.2] *Can you suggest an approach Moqhaka Local Municipality can implement with regard to the use of indigenous African languages during official meetings or functions? Please indicate your approach or suggestion.* **(N=289)**

Respondents in responding to the above-mentioned open-ended question presented the following suggestions or approaches.

Ninety-five (95) respondents suggested that only Sesotho is to be used for municipal activities at all times. These residents (95) believe that Moqhaka Local Municipality should prioritise the indigenous languages (especially their regional language, Sesotho) as this language is used by residents on a daily basis and would give them confidence to express their thoughts and enquiries. Furthermore, if Sesotho is predominantly used, this will be to the benefit of elderly people who may not

understand English. It will be appropriate for Moqhaka Local Municipality to use English in their documents but translated into the regional indigenous African language. Residents believe that it is democratically correct that indigenous African languages are put into practice. Twenty-eight (28) suggested that Sesotho and English be used for all municipal activities. The twenty-eight residents further suggested that the use of interpreters during meetings and functions will benefit people who are not well conversant in English. This suggestion will help people to understand and follow communication up to the finest of details. Minutes of meetings and proceedings are to be translated from English to Sesotho in order to accommodate Black literate and semi-literate residents. Five (5) respondents suggested that only English should be used. Three (3) respondents suggested Sesotho and isiXhosa should be used in all the municipal activities and proceedings. Three (3) suggested that isiZulu and isiXhosa should be used.

Other respondents suggested that Moqhaka Local Municipality uses local newspapers (Kroonnuus), community radio stations (Mozolo FM) and pamphlets (Municipal bulletins) to promote indigenous African languages. One hundred and seven (107) respondents suggested that Moqhaka Local Municipality use a translator. These respondents further indicated that translator(s) in all municipal functions and activities will most probably help Black literate and semi-literate residents to follow events as they unfold. The suggestion to use translator(s) will benefit both the municipal council (councillors) and residents (especially Black literate and semi-literate). Moqhaka Local Municipality will also benefit, not only residents, because municipal documents in the council meetings will be translated into Sesotho and henceforth make the work of councillors easier. Some respondents suggested a multilingual approach as a means of communication within Moqhaka Local Municipality.

The above-mentioned results show that Moqhaka Local Municipality needs to employ and use a translator when communicating with residents, especially Black literate and semi-literate. This suggestion will benefit both Moqhaka Local Municipality and Black literate and semi-literate residents; because the municipal council documents used by councillors will be translated into the language some councillors will understand. Henceforth, those councillors will be able to positively contribute during council

meeting deliberations. On the other hand, Black literate and semi-literate residents will be able to follow municipal activities as they unfold.

5.4.12.2. [5.2]. *Please indicate your language suggestions for Moqhaka Local Municipality.* (N=289)

Respondents in responding to the above-mentioned open-ended question presented the following suggestions or approaches.

One hundred and thirty-seven (137) respondents suggested that Moqhaka Local Municipality should use Sesotho only in the documents to be sent to local residents. This suggestion is coupled with the suggestion that the municipality uses African language to communicate with residents, especially Black literate and semi-literate. As most residents within the municipality are Sesotho speakers, a suggestion is further made that Sesotho should be frequently used within the municipal structures. The use of Sesotho within the municipal proceedings could prove fruitful, as it would include and accommodate all residents (especially Black literate and semi-literate) in the decisionmaking processes. Four (4) residents suggested English only, whilst two (2) residents suggested isiXhosa. One hundred and seventy-four (174) respondents suggested a multilingual approach, where regional languages are being used. Included in the multilingual approach is also the suggestion of translator(s) to be employed in order to help in the use of available regional languages. Translator(s) employed by Moqhaka Local Municipality will serve as custodians of the regional languages within the municipal jurisdiction and ensure that they are being used reasonably.

Moqhaka Local Municipality's population encapsulates towns like Kroonstad, Viljoenskroon and Steynsrus as well as farms nearby are Sesotho speakers. Thus, Sesotho is preferred over other languages. Other respondents without suggesting any language indicated that official correspondence should be in the language understood by the target group. These respondents further suggested the employment and use of translator(s) at Moqhaka Local Municipality.

The results provided above from the sampled residents show that Sesotho and multilingualism are prominent. The suggestion of Sesotho could be due to the high number of people speaking it within the municipality. With multilingualism, respondents also hinted at the employment and use of translator(s) within the jurisdiction of Moqhaka Local Municipality. Other respondents further highlighted the suggestion that Moqhaka Local Municipality could increase its rates and taxes to accommodate or cover costs of this language transformation.

5.5. Chi-Square test of homogeneity analysis

Babbie & Mouton (2001:481) postulated that Chi Square is a frequently used test of significance in social science, because it is based on the null hypothesis. The null hypothesis is regarded as the assumption that there is no relationship between two variables in the total population. It is employed to test the difference between an actual sample and another hypothetical or previously established distribution, such as that which may be expected due to chance or probability. Chi Square can also be used to test differences between two or more actual samples. Below is the Chi Square Test of Homogeneity with reference to questions 2.1, 3.2, 3.3, 3.4, 3.5 and 4.1 of the questionnaire.

5.5.1.

Question 2.1. Do you see the importance of a translator or translators being used at Moqhaka Local Municipality, especially for Black literate and semi-literate residents? Figure 5.12

Chi-Square Tests

	Value	Df	Asymptotic Significance (2-sided)
Pearson Chi-Square	8.258[a]	2	,016
Likelihood Ratio	13,091	2	,001
Linear-by-Linear Association	1,338	1	,247
N of Valid Cases	284		

a. 0 cells (0.0%) have an expected count less than 5. The minimum expected count is 5.08.

Interpretation: There is a statistically significant difference amongst the three age groups for whether they agree or disagree to the question ($p = 0,016$; $p < 0, 05$). As there is a statistically significant difference in proportions between the groups, the researcher can determine where these differences between groups are using pairwise comparisons.

5.5.2

Question 3.2. Do you experience problems with the current language used for communication by Moqhaka Local Municipality with residents?

Figure 5.13

Chi-Square Tests

	Value	Df	Asymptotic Significance (2-sided)
Pearson Chi-Square	20.788[a]	2	,000
Likelihood Ratio	31,982	2	,000
Linear-by-Linear Association	9,187	1	,002
N of Valid Cases	286		

a. 0 cells (0.0%) have an expected count less than 5. The minimum expected count is 12.03.

Interpretation: There is a statistically significant difference amongst the three age groups for whether they agree or disagree to the question ($p = 0,000$; $p < 0, 05$). As there is a statistically significant difference in proportions between the groups, the researcher can determine where these differences between groups are using pairwise comparisons.

5.5.3

Question 3.3. In your ward council meetings, do you interact with your councillor, regarding language problems experienced by Black literate and semi-literate residents?

Figure 5.14

Chi-Square Tests

	Value	df	Asymptotic Significance (2-sided)
Pearson Chi-Square	2.294ᵃ	2	,318
Likelihood Ratio	2,256	2	,324
Linear-by-Linear Association	,397	1	,529
N of Valid Cases	282		

a. 0 cells (0.0%) have an expected count less than 5. The minimum expected count is 8.00.

Interpretation: There is not a statistically significant difference amongst the three age groups for whether they agree or disagree to the question (p = 0,318; p > 0, 05). Since the difference in proportions between the groups is not statistically significant, the researcher does not need to interpret pairwise comparisons.

5.5.4

Question 3.4. Is there any visible effort by Moqhaka Local Municipality in implementing language policy with regard to multilingualism within the municipal jurisdiction?

Figure 5.15

Chi-Square Tests

	Value	df	Asymptotic Significance (2-sided)
Pearson Chi-Square	8.575[a]	2	,014
Likelihood Ratio	9,877	2	,007
Linear-by-Linear Association	,420	1	,517
N of Valid Cases	286		

a. 0 cells (0.0%) have an expected count less than 5. The minimum expected count is 7.37.

Interpretation: There is a statistically significant difference amongst the three age groups for whether they agree or disagree to the question ($p = 0,014$; $p < 0, 05$). As there is a statistically significant difference in proportions between the groups, the researcher can determine where these differences between groups are using pairwise comparisons.

5.5.5

Question 3.5. Are the notices distributed by local municipality informing residents about any disturbances in the services, written in any of the indigenous African language?

Figure 5.16

Chi-Square Tests

	Value	Df	Asymptotic Significance (2-sided)
Pearson Chi-Square	8.149ᵃ	2	,017
Likelihood Ratio	9,782	2	,008
Linear-by-Linear Association	1,046	1	,306
N of Valid Cases	283		

a. 0 cells (0.0%) have an expected count less than 5. The minimum expected count is 7.84.

Interpretation: There is a statistically significant difference amongst the three age groups for whether they agree or disagree to the question (p = 0,017; p < 0, 05). As there is a statistically significant difference in proportions between the groups, the researcher can determine where these differences between groups are using pairwise comparisons.

5.5.6

Question 4.1. Do you think Black literate and semi-literate residents experience problems with the language used for communication by Moqhaka Local Municipality?

Figure 5.17

Chi-Square Tests

	Value	Df	Asymptotic Significance (2-sided)
Pearson Chi-Square	2.154[a]	2	,341
Likelihood Ratio	2,085	2	,352
Linear-by-Linear Association	2,042	1	,153
N of Valid Cases	284		

a. 0 cells (0.0%) have an expected count less than 5. The minimum expected count is 9.77.

Interpretation: There is not a statistically significant difference amongst the three age groups for whether they agree or disagree to the question (p = 0,341; p > 0, 05). Since the difference in proportions between the groups is not statistically significant, the researcher does not need to interpret pairwise comparisons.

5.6. Documents analysis

The documents to be analysed are a questionnaire and an interview. This section focused on the data that was collected from community meetings. In all the meetings quantitative (interview) and qualitative (questionnaire) data was collected pertaining to the employment and use of translator(s) at local municipalities in South Africa, a case study of Moqhaka Local Municipality.

5.6.1. Interview analysis

The interview participant was Moqhaka Local Municipality's Public Relations Officer. The PRO through his responses was in agreement with the sentiments aired by residents arguing or indicating that Moqhaka Local Municipality indeed needs translator(s). Furthermore, the interview participant believed that there is a great need for translator(s) for both residents (especially Black literate and semi-literate) and municipal council (especially for councillors who need such a service). As a result, both Moqhaka Local Municipality and residents will benefit from the translation services if they are readily available within the municipality.

Another important matter raised by the PRO is that in the current Moqhaka Local Municipality's organogram there is no post for a translator, but through the municipal strategic meeting to be held a resolution is to be made for the inclusion of such a post. The above-mentioned responses of the PRO support this study, as they indicate a real need for translator(s) at Moqhaka Local Municipality.

5.6.2. Questionnaire analysis

Questionnaire participants were Moqhaka Local Municipality residents from the three towns, Kroonstad, Steynsrus and Viljoenskroon making up the municipality. The questionnaire was distributed to the residents in public meetings called by Moqhaka Local Municipality. The questionnaire had the scale ratings ranging between 1 and 4. 1 = totally disagree; 2 = disagree; 3 = agree partially; and 4 = totally agree. Respondents had to indicate their choice by putting a cross on top of the number (scale). Targeted residents were only Black literate and semi-literate residents within the local municipality. **The questionnaire provided the information on the research questions.** The next section will provide a summary of the findings per research question.

5.7. Summary of findings

The following discussion is the summary of findings presented in relation to research questions:

Research question 1: What is the importance of using a translator or translators at the Moqhaka Local Municipality in addressing Black literate and semi-literate residents?

The respondents provided various responses to the question. The following are some responses:

- Residents sampled saw the importance of using translator(s).
- Moqhaka Local Municipality needs translator(s), especially for Black literate and semi-literate residents.
- Residents sampled indicated that Moqhaka Local Municipality has different languages spoken in its jurisdiction; therefore translator(s) are of great need.
- Respondents indicated through their marking of scales 3 and 4 (scale 3 indicated "Agree partially" whilst scale 4 indicated "Totally agree").
- Finally, a significant view was that translator(s) are needed at Moqhaka Local Municipality.
- Both the questionnaire responses and the interview responses responded to the research question (indicated above).
- Finally, significant views from both questionnaire responses and interview responses replied satisfactorily to the research question.

Research question 2: Which languages of communication should be used within the Moqhaka Local Municipality in addressing community?

The respondents provided various responses to the question. The following are some responses:

- Many respondents indicated that Sesotho is to be used when Moqhaka Local Municipality communicates with residents, especially Black literate and semi-literate.

- Some respondents indicated that both English and Sesotho should be used during any communication between Moqhaka Local Municipality and residents, especially Black literate and semi-literate.

- A few of the residents indicated that they need Sesotho and isiXhosa; this could be due to a group of residents whose mother-tongue is isiXhosa.

- There are no meetings within Moqhaka Local Municipality that are called (for this study ward council meetings) to try and address language problems experienced by Black literate and semi-literate residents.

- Residents sampled indicated that there is no visible effort by Moqhaka Local Municipality in implementing multilingualism.

- Finally, a significant view was that other official languages need to be used at Moqhaka Local Municipality.

- The respondents through their responses affirm the notion that regional languages within Moqhaka Local Municipality are to be used for reciprocal communication.

- Therefore, residents preferred Sesotho to be used at Moqhaka Local Municipality, as the greater number of residents is first speakers of the language.

- All the above-mentioned responses could also support multilingualism to be used by Moqhaka Local Municipality.

- Some responses in the open-ended question (5.2 in the questionnaire) highlighted the languages of communication (such as majority Sesotho only, English, isiXhosa) that are to be used at Moqhaka Local Municipality.

- Both the questionnaire responses and the interview responses replied to the research question.

- Finally, significant views from both questionnaire responses and interview responses replied satisfactorily to the research question.

Research question 3: How great is the need for the use of translators at the Moqhaka Local Municipality, in addressing the language challenges faced by Black literate and semi-literate residents?

The respondents provided various responses to the question. The following are some responses:

- Respondents sampled indicated that there is a great need for the use of translator(s) at Moqhaka Local Municipality; this was shown by the large number putting a cross on the scale 4.

- Some respondents sampled indicated that Black literate and semi-literate residents struggled a lot in comprehending the current language of communication used by Moqhaka Local Municipality as a result the need for the use of translator(s) is great.

- Some responses in the open-ended question (4.2 in the questionnaire) highlighted the need of translator(s) to be used at Moqhaka Local Municipality.

- Both the questionnaire responses and the interview responses replied to the research question.

- Finally, significant views from both questionnaire responses and interview responses replied satisfactorily to the research question.

Research question 4: What are anticipated challenges and solutions in the use of translators at Moqhaka Local Municipality?

The respondents provided various responses to the question. The voice-recorder was used to gather these responses. The following are some responses only from the interview with Moqhaka Local Municipality's PRO:

- Basically, there are no challenges in employing translator(s) at Moqhaka Local Municipality, except that such a post (translator) does not appear in the municipal organogram.

- Moqhaka Local Municipality believed that the use of community radio stations was addressing the language issue; their belief was that any information from local municipality in English will be given to these community radio stations, and translation will happen there.

- As a result, residents were expected to get information there, probably in the language that they understand.

- The **solution** provided by the PRO is that a recent municipal strategic meeting will make provision for the inclusion of translator(s) within the municipal organogram.

- Therefore, translator(s) will be employed at Moqhaka Local Municipality.

- Finally, significant views from the interview responses replied satisfactorily to the research question.

5.8. Conclusion

In this chapter, data from both interview and questionnaire was presented and analysed. In the final chapter to follow, summary, conclusions, recommendations, limitations and potential recommendations are suggested for improving on the current status quo with regard to the employment and use of translator(s) at Moqhaka Local Municipality.

Chapter 6

Summary, conclusions, recommendations, limitations, and further research

6.1. Introduction

This chapter presents the conclusion, recommendations, limitations of the study and further research. As indicated in Chapter 1, the research aim of this study is to establish the possibility of the use of translator(s) at local municipalities in South Africa, a case study of Moqhaka Local Municipality. Furthermore, to establish whether official languages in South Africa inclusive of indigenous African languages are a valuable vehicle that residents use in their communication with local municipalities in South Africa. The main research question relates to the challenges faced by Black literate and semi-literate residents when communicating with the local municipality. Therefore, the use of translator(s) by local municipalities in South Africa became eminent and their employment thereof was to be researched. The questionnaire about the use of translator(s) was developed and administered to Black literate and semi-literate residents, as well as interview questions were sent to the officials of Moqhaka Local Municipality.

The discussion draws on the justice theory by both Greenberg (1997) and Skarlicki (2012) and was important in the study, together with equity theory proposed by Adams (1987) which reiterated the value and importance of equity among languages used by different people in a particular environment.

This study was based on organisational and individual justice theory, which has three elements: (1) **Distribute justice** is based on equity theory, referring to fairness of outcomes an individual receives. (2) **Procedural justice**, referring to the extent to which fair procedures are used to make decisions. (3) **Interactional justice**, referring to the quality of interaction between individuals. These three elements formed the basis for this study to succeed.

6.2. Summary

6.2.1. The problem

The study was designed to investigate the possibility of the use of translator(s) at local municipalities in South Africa, Moqhaka Local Municipality as a case study. The problem was stated in the form of the following questions:

(i)   What is the importance of using a translator or translators at Moqhaka Local Municipality, especially in addressing Black literate and semi-literate residents?

(ii)   Which languages of communication should be used within the Moqhaka Local Municipality in addressing the community?

(iii) How great is the need for the use of a translator or translators at Moqhaka Local Municipality in addressing the language challenges faced by Black literate and semi-literate residents?

(iv)   What are the anticipated challenges and solutions in the use of a translator or translators at Moqhaka Local Municipality?

These research questions were replied to in chapter 5 (Section 5.6) to compliment the existence of the study.

6.2.2. The aim of the study

- To ascertain the extent to which translators can be used at local municipalities in South Africa (for this study Moqhaka Local Municipality as a case study).
- To harmonise communication and interaction between local municipality and residents (especially Black literate and semi-literate).
- To determine whether and to what extent translation services, thus translator(s), could solve language gaps as a service delivery matter.

- To promote the use of translator(s) at local municipalities in South Africa to improve communication with residents within their jurisdiction.

6.2.3. Hypotheses postulated

The following hypotheses were postulated:

- Most local municipalities do not regard language of communication with residents as a service delivery matter.
- Local municipalities (most) do not have translator(s) permanently appointed.
- There is a communication gap between Black literate and semi-literate residents and local municipalities that needs to be closed.
- In closing the communication gap, local municipalities need to use translator(s), in case a language of communication is not common to all residents within their jurisdiction.

6.2.4. Methodology

Two research instruments were employed, namely a questionnaire and interview questions. Questionnaires were meant for residents within Moqhaka Local Municipality and interviews were meant for Moqhaka Local Municipality officials, namely the Municipal Manager, Public Relations Officer, Executive Mayor and Municipal Council Speaker. Four hundred (400) Moqhaka Local Municipality residents were issued with questionnaires to complete, divided as follows: two hundred (200) residents from Maokeng in Kroonstad, hundred (100) from Matlwangtlwang in Steynsrus and another hundred (100) from Rammulotsi in Viljoenskroon. These numbers were influenced by the population sizes in these towns. For this study, only Black literate and semi-literate residents were part of the research.

6.3. Findings

The results of the investigation led to the following conclusions/findings:

(i) Residents (especially Black literate and semi-literate) saw the use of translator(s) as important. The majority of residents also saw the need as urgent and long overdue. Moqhaka Local Municipality through their Public Relations Officer also saw the need for translator(s) as important and necessary.

(ii) There is a positive attitude regarding the use of translator(s) among respondents as well as the PRO.

(iii) There is a clear indication by Black literate and semi-literate residents at Moqhaka Local Municipality that Sesotho as a regional language needs to be used as a language of communication between local municipality and residents.

(iv) Black literate and semi-literate residents indeed experience language problem, especially with the current language used, namely English. This is seen in their municipal rates and taxes accounts which are written in English.

(v) Language problems are not so much experienced as all ward committee meetings are conducted in a commonly used language in that ward.

(vi) Moqhaka Local Municipality is not showing visible efforts in addressing language problems as some notices and announcements are not translated into regional indigenous African languages.

6.4. Recommendations

The main purpose of this study was to establish the use of translator(s) at a local municipality in South Africa, Moqhaka Local Municipality as a case study. In light of the findings, the researcher recommends the following:

(i) Local municipalities are encouraged to employ and use translator(s) within their municipal jurisdiction. This is because of the fact that not all residents are literate.

(ii)   Council or local municipality meetings are to be conducted in a language understood by their residents or to make use of interpreter(s) or translator(s) to convey information.

(iii)   Local municipalities are to create a Language Unit (probably to be headed by a translator) that may serve as a useful instrument to reduce language tensions generated by language issues. The Language Unit, if agreed upon by local municipalities as a forum where multilingualism may be discussed, could address, *inter alia*, the following issues:

- The sensitivities of communities regarding their language and culture.
- The establishment of a residents' language committee to advise local municipalities on language needs of residents within their jurisdiction.
- The management of languages within the local municipalities.
- Research into language acquisition in a multilingual context and the dissemination of information.

(iv)   There should be a multilingual development, as there is a need for a proactive approach that hinges on active lobbying for the implementation of language policies. This study established that legislating for language policy and implementation is a crucial step in the processes that constitute multilingual policy. There is also a need to expeditiously implement language legislation at all three spheres of government in South Africa.

(v)   Local municipalities in South Africa need to engage language advocacy and litigation that will seek to promote multilingualism. Advocacy and litigation are important, as implementation of multilingualism is not going to happen all by itself.

(vi)   South African local municipalities are urgently expected to use or employ language practitioners (translators for this study) to be involved in language policy implementation.

(vii)   South African local municipalities are urgently expected to allocate funds to implement and promote multilingualism. Funding should not be used as an excuse not to implement multilingualism.

(viii)   Below see the flow chart indicating how promotion of multilingualism could be implemented.
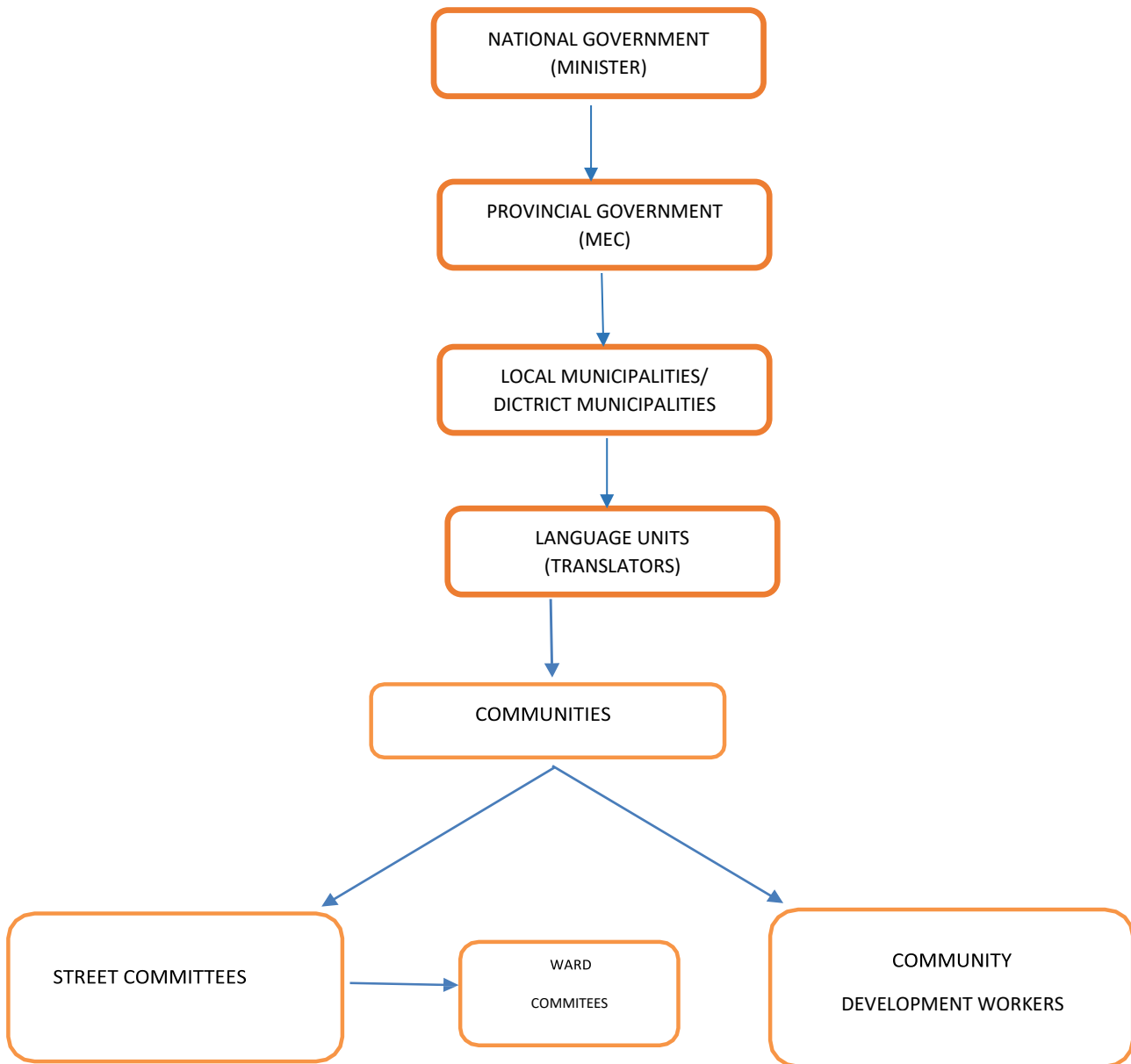

Table 6.1 Promotion of multilingualism flow chart

The chart above indicates how promotion of multilingualism should be followed, from the state (government) to residents. Section 6 of the Constitution of the Republic of South Africa (Act, No 108 of 1996) requires that all 11 official languages must enjoy

parity of esteem and be treated equitably. The national government should regulate and monitor the use of official languages legislative and other related measures.

Provincial governments are to assist in ensuring that legislated language policies are adhered to by district and local municipalities. Both district and local municipalities should provide for the establishment and functioning of language units (translators for this study). In all the endeavours to be taken by all spheres of government, communities are to play a prominent role in the promotion of previously marginalised indigenous languages. Committees (street, ward) should be established to facilitate the use of indigenous African languages within local municipality structures. Community Development Workers in this instance should be the custodians of the promotion of indigenous languages within communities on behalf of residents.

6.5. Limitations of the study

The following limitations of this study are outlined as follows:

- The sample of the study was drawn from residents (only Black literate and semi-literate) of only Moqhaka Local Municipality in the Fezile Dabi District, Free State, namely residents from Maokeng (Kroonstad), Rammulotsi (Viljoenskroon) and Matlwangtlwang (Steynsrus), not the entire District or Province.
- The sample of this study was drawn from only Black literate and semi-literate residents within Moqhaka Local Municipality.
- This study had a sample of four hundred (400) Black literate and semi-literate residents and one (1) municipal official, namely Public Relations Officer of Moqhaka Local Municipality.

In spite of the limitations above-mentioned, this study has achieved its aims or objectives of ensuring that translator(s) are to be used by local municipalities in South Africa. As a result, municipal language policies will be implemented once translator(s) are employed. The translator(s) will be the custodians of the municipal language policies, as well as their implementation thereof. Furthermore, South African local

municipalities will be engaging with their residents using regional indigenous African languages within their jurisdiction.

6.6. Avenues for further or future study

The following aspects could trigger further or future study:

- An increased number of participants (a bigger sample) to be used in another local municipality.
- A nation-wide sample, so that results can be generalised nationally.
- A sample that includes all the racial groups, not only Blacks as is the case in this study.

6.7. Conclusion

This chapter focused on the summary, conclusions or findings, recommendations, limitations, and further research on the study. Another aspect included in the chapter is the suggested chart showing the promotion of multilingualism.

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APPENDIX 1: Letter to Moqhaka Local Municipality requesting permission to undergo research study

8 Erlank Street
Wespark
Kroonstad
9499

24 October 2014

The Municipal Manager
Moqhaka Local Municipality
Kroonstad

Sir

I, the undersigned, wish to request as above-mentioned. I am a Moqhaka resident, residing in the above-mentioned address. I am a Central University of Technology (Welkom), student studying towards a Doctoral degree and as a result request the assistance of the Municipality with my envisaged interviews and questionnaire with regard to my study on the employment of a translator. Assistance and permission is requested to help facilitate the distribution of questionnaires to residents (in Steynsrus, Kroonstad and Viljoenskroon) and interviews with municipal officials.

Thanking you in advance.

Yours faithfully
Hlohlolo, SD (Mr)
Cell No:

APPENDIX 2: Letter requesting permission to collect data at Moqhaka Local Municipality

The Executive Mayor

Moqhaka Local Municipality

KROONSTAD

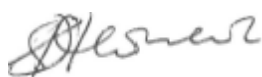Dear Honourable Councillor Motshidisi Koloi

Re: Request to interview the Executive Mayor, Municipal Manager and Public Relations Office

I am a Moqhaka resident staying in Wespark, Kroonstad and studying towards a Doctoral degree (PhD) in Communications and Language Practice at Central University of Technology, Bloemfontein. The purpose of this communication is to humbly request permission to interview the above-mentioned senior officials, at their convenience, for my research study topic entitled: "The use of translators by local municipalities." Permission was granted by the Moqhaka Local Municipality in June 2015.

As soon as I receive assent, I will forward the set of questions to your office in order to allow you to familiarise yourself with the issues of my focus. I believe this research will also be beneficial to the Municipality in that it would throw some light on the area of language use, that our government prioritises at the moment, in order to improve service delivery to all our communities particularly the previously disadvantaged.

Your effort at improving our lives, as shown in my area, Wespark, is greatly appreciated. I am looking forward to improving my understanding of the management of the Municipality and the challenges you are facing as public officials.

Yours faithfully,

Hlohlolo, SD (Mr.)   Dr. Mnguni, A.

Student   **Study Supervisor**

Date: 2017/04/21   **Date: 2017/04/21**

APPENDIX 3: Request to attend public meetings at Kroonstad, Steynsrus and Viljoenskroon to distribute questionnaires to residents.

CENTRAL UNIVERSITY OF TECHNOLOGY, FREE STATE
FACULTY OF HUMANITIES, DEPARTMENT OF COMMUNICATION SCIENCES

The Executive Mayor
Moqhaka Local Municipality
KROONSTAD

Dear Honourable Councillor Motshidisi Koloi

Re: Request to attend public meetings at Kroonstad, Steynsrus and Viljoenskroon to distribute questionnaires to residents.

I am a Moqhaka resident staying in Wespark, studying towards a Doctoral degree (PhD) in Communications and Language Practice at Central University of Technology, Bloemfontein.
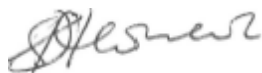
I hereby request to attend public meetings and distribute questionnaires to residents. Questionnaires would be distributed to residents during township public meetings only. I will forward a copy of the questionnaire to your office as soon as permission is granted.

I would also greatly appreciate it if I could be provided with towns, dates, venues and times of the public meetings, if the request is granted.

Thanking you in advance.

Yours faithfully,

Hlohlolo, SD (Mr.)   Dr. Mnguni, A.M.

Student   **Study Supervisor**

Date: 2017/04/21   **Date: 2017/04/21**

APPENDIX 4: Approval letter from Moqhaka Local Municipality

KROONSTAD	
Sil 302, 9500 -	Hill Str/St, 9499
i? (056) 21-69911	(056) 21-69122

STEYNSRUS	
f1:il 6,9515 -	Van Riebeeck Str/St
tr (056) 471-0006	(056) 471-0428

VILJOENSKROON	
Sil X02, 9520 -	Deneyssen Str/St
11'(056) 343-9400	(056) 343-2505

MOQHAKA MUNICIPALITY

-People's power in action'"

OFFICE OF THE EXECUTIVE MAYOR

TEL: 056 2169107   FAX: 056 216 9145

Our Reference 2356   Your Reference   0001
Ons verwysJng   U verwy ing .

Date: 12 June 2015

TO: MR S.D HLOHLOLO

RE: REQUEST TO CONDUCT A RESEARCH IN MOQHAKA MUNICIPALITY

This serves to confirm receipt of your request with the above subject.

You are therefore requested to bring your questionnaires to the Office so that we facilitate the relevant official that can assist you with the required information.

Regards,

p.p

JUSTICE MAREKA
EXECUTIVE MAYOR

APPENDIX 5: Interview Schedule for Moqhaka Local Municipality officials

CENTRAL UNIVERSITY OF TECHNOLOGY, FREE STATE
FACULTY OF HUMANITIES, DEPARTMENT OF COMMUNICATION SCIENCES

Interview Questions

1. Do you think it is important for Moqhaka Local Municipality to implement a language policy with regard to the use of a translator or translators, especially for Black literate and semi-literate residents who have a problem in understanding English?

2. Does Moqhaka Local Municipality believe in multilingualism when communicating with residents?

3. Which language of communication is Moqhaka Local Municipality currently using? If English, do you think all residents understand it?

4. Does Moqhaka Local Municipality believe in employing a translator or translators, to help Black literate and semi-literate residents to be able to follow municipal activities? If yes, when is Moqhaka Local Municipality intending to employ?

5. Do you see the employment of a translator or translators as a way of implementing Chapter 2: Section 30 of the Constitution of the Republic of South Africa and your municipal language policy?

6. Does Moqhaka Local Municipality anticipate challenges in employing a translator or translators? If any, can you mention them?

7. What could be the solutions to the mentioned challenges?

APPENDIX 6: Questionnaire for Moqhaka Local Municipality residents

CENTRAL UNIVERSITY OF TECHNOLOGY, FREE STATE
FACULTY OF HUMANITIES, DEPARTMENT OF COMMUNICATION SCIENCES

Questionnaire for PhD Thesis: The use of translators at local municipalities, Moqhaka Local Municipality as a case study

The purpose of the questionnaire is to get your opinion regarding various aspects relating to the use of translator(s) for Africans (for example, Black literate and semi-literate residents) in Moqhaka Local Municipality. Specific attention will be paid to those aspects that you perceive as positive as well as suggestions for improving the current state of affairs with regard to language of communication at Moqhaka Local Municipality. Please note that all the information provided will be treated confidentially and you are not required to indicate your name anywhere.

It should be noted that to completion of the questionnaire will not take more than 20 minutes.

Except where stated otherwise, please answer the question on a scale from 1 to 4. The following meanings are attached to various values:

1 = Totally disagree

2 = Disagree

3 = Agree partially

4 = Totally agree

Please indicate your response with an X in the appropriate column.

1. **Biographic information**

   1.1. What is your age? (For statistical purposes ONLY)

30-40 (1)	50-60 (2)	60-70 (3)	70-90 (4)

1.2. What is your level of education? (For statistical purposes ONLY)

No formal education (1)	Grade 12 or equivalent and below (2)	Grade 12 or equivalent plus diploma/degree (3)	Postgraduate or equivalent (4)

2. The importance of translator(s) at Moqhaka Local Municipality

2.1. Do you see the importance of a translator or translators being used at Moqhaka Local Municipality, especially for Black literate and semi-literate residents?

(1)	(2)	(3)	(4)

2.2. Do you believe that a translator or translators, if employed by Moqhaka Local Municipality, will make your municipal visit (to pay rates and taxes) much easier?

(1)	(2)	(3)	(4)

3. Language or languages of communication at Moqhaka Local Municipality

3.1. Which language or languages of communication (Afrikaans, English, Sesotho and IsiXhosa) would you suggest that Moqhaka Local Municipality should use when communicating with residents?

Afrikaans (1)	English (2)	Sesotho (3)	IsiXhosa (4)

3.2. Do you experience problems with the current language used for communication by Moqhaka Local Municipality with residents?

(1)	(2)	(3)	(4)

3.3. In your ward council meetings, do you interact with your councillor regarding language problems experienced by Black literate and semi-literate residents?

(1)	(2)	(3)	(4)

3.4. Is there any visible effort by Moqhaka Local Municipality in implementing language policy with regard to multilingualism within the municipal jurisdiction?

(1)	(2)	(3)	(4)

3.5. Are the notices distributed by local municipality informing residents about any disturbances in the services, written in any of the indigenous African language?

(1)	(2)	(3)	(4)

4. Challenges faced by Black literate and semi-literate residents in understanding the current language used (English) by Moqhaka Local Municipality

4.1. Do you think Black literate and semi-literate residents experience problems with the language used for communication by Moqhaka Local Municipality?

(1)	(2)	(3)	(4)

4.2. Can you suggest an approach Moqhaka Local Municipality can implement with regard to the use of indigenous African languages during official meetings or functions? Please indicate your approach or suggestions.

_____
_____
_____
_____
_____
_____
_____
_____
_____
_____
_____

5. Possible language solutions for implementing language policy (employment of a translator or translators) at Moqhaka Local Municipality.

5.1. Do you think language solutions will bring harmonious working relationship between Moqhaka Local Municipality and Black literate and semi-literate residents?

(1)	(2)	(3)	(4)

5.2. Please indicate your language suggestions for Moqhaka Local Municipality.

_____
_____
_____
_____
_____
_____
_____
_____
_____

Thank you for your time and participation in this research.