

**ASSESSING THE ROOT- CAUSES OF UNDERDEVELOPMENT IN A PROCLAIMED  
SETTLEMENT: A CASE STUDY OF OKALONGO SETTLEMENT IN THE OMUSATI  
REGION**

**A THESIS SUBMITTED IN PARTIAL FULFILMENT  
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## **ABSTRACT**

The study assessed the root – causes of underdevelopment in a proclaimed settlement, with a specific focus on the Okalongo settlement in the Omusati region aimed to find possible mitigation to minimise underdevelopment. The study is guided by the following three broad research questions. Firstly, what are the factors contributing to underdevelopment in the proclaimed settlement of Okalongo? Secondly, what are the perceptions of the inhabitants of Okalongo settlement in relation to underdevelopment? And thirdly, how can Okalongo settlement address underdevelopment in the area? The study is foreseen to serve as a resourceful guide to future researches and to the general hindrances of underdevelopment in local government both in Namibia and beyond.

The study adopted a mixed method of qualitative and quantitative research approaches and followed an explorative research philosophy. The sample size of this study was 62. It comprised the inhabitants of Okalongo settlement, administrators of Okalongo settlement office, officials of Okalongo Constituency office, members of OTA and the officials of the ORC. Data were collected through interviews and survey questionnaires. The study found that there is no improvement in the Okalongo settlement in terms of roads, housing, servicing of land, sewage system and other government services that need to be brought closer to the people. The study further recommends, community involvement, servicing of land for construction of houses and business, fair allocation of land, a complete demarcation plan of the Okalongo settlement and the fair compensation of homestead, reduce managerial power from ORC, reduce local business dominance and attract investors, consider employing local people in the Okalongo settlement office,` investigate corruption cases; and last but not least benchmarking and twining with other proclaimed settlements and local authorities.

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## **DEDICATION**

I dedicate this work to the Almighty God, my Saviour, to my late father Erastus Shekeni Kamati, I wish he was still alive to see my work and to my children: Jeffry, Celine and Maya. I neglected you many times so as to complete this project. May my hard work be your source of inspiration.

**DECLARATION**

I, Taimi Ndaamembo Mbangula, hereby declare that this study is my own work and is a true reflection of my research, and that this work, or any part thereof has not been submitted for a degree at any other institution.

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## **ACRONYMS AND ABBREVIATIONS**

CRO – Chief Regional Officer

DEA – Decentralisation Enabling Act

LED – Local Economic Development

NDC – Namibia Development Corporation

ORC – Omusati Regional Council

OTA – Ombandja Traditional Authority

PPP – Public Private Partnership

RCA – Regional Council Act

SDC – Settlement Development Committee

UNESCAP – United Nation and Social Commission for Asia and the Pacific

## **CHAPTER ONE**

### **INTRODUCTION AND BACKGROUND OF THE STUDY**

#### **1.1 Introduction**

This chapter focuses on the background information, the research problem, research question and the significance of the study. In line with the current global trends of streamlining the role of local government agencies, specifically, the proclaimed settlements, the government of Namibia has devolved power to grassroots institutions with a view to enhance development. However, in reality, such devolutions have in many cases been quite inefficient to achieve this goal. The need to bring development to the local people responds to the growing recognition that people in Namibia lack control over resources and opportunities to participate in decision-making processes. Unless rural people are empowered to participate in the development process, development efforts will only have partial positive effects if at all they have any positive effect.

#### **1.2 Background of the study**

The system of apartheid which prevailed in Namibia before independence caused the country to be under-developed in rural areas. Many Namibians did not enjoy service delivery of local government and it was perceived that there is a need for the creation of settlement areas within all 14 Regions of Namibia to bring change and development in the society. The Regional Councils Act of 1992 (Act No. 22 of 1992) made it possible for the establishment, management and control of areas that were declared as settlement areas, in respect of any area falling within the region in which it was established, but outside any local authority area. In the planning of the development of its region, a

regional council should take into consideration national planning strategies and targets that would have been drafted by the National Planning Commission.

The Decentralisation Enabling Act, 2000 (Act No. 33 of 2000) made possible the demand of the proclamation of settlement areas within the regions. Furthermore, under - development has been observed throughout Namibia and in many countries around the world. The Ministry of Urban and Rural Development has taken up the challenge by introducing the two acts mentioned above to declare this area that is situated on un-surveyed land in the region of Omusati to be a settlement area. It then assigned the settlement area the name Okalongo to bring development services closer to the people (Government Gazette of the Republic of Namibia, 1997).

Okalongo became a proclaimed settlement area in 1997. The Omusati Region has thus far proclaimed Okalongo settlement together with three other settlements namely; Oshikuku, Okahao and Otsandi settlement areas in 1997. Among the proclaimed settlements, Oshikuku has progressed to the status of a Village Council while Okahao has become a fully-fledged Town Council; however, Okalongo has remained an underdeveloped settlement.

The settlement office is allocated at Okalongo, with the administration officers stationed at the settlement. These officers are delegated with administration work by the Omusati Regional Council. The administrators of the settlement do not have any power to make or influence decisions, all decisions are made by the Omusati Regional Council Office.

According to the Population and Housing Census of the year 2010 Okalongo has a population of 2000 inhabitants, the majority ethnic group in Okalongo settlement area is

the Ombandja ethnic group, part of the Oshiwambo speaking people. Okalongo is 30km from Outapi where the Omusati Regional Council office is located. It is 20km from the Omuvelo-Wakasamane border post of Namibia and Angola. The Office of the Okalongo Constituency councillor and the Office of the Ombandja Traditional Authority are located in Okalongo settlement. The purpose of this study is to assess underdevelopment in the proclaimed Okalongo settlement area in Omusati Region, despite certain improvements brought about by the proclamation of the settlement.

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

Okalongo became a proclaimed settlement in 1997, the purpose of the proclamation was to provide better services to the inhabitants and improve their livelihood. Despite these initiatives by the government to bring services closer to the people, the Okalongo settlement still faces challenges causing underdevelopment. Challenges the settlement faces include; weak administration, reported corruption activities, lack of public participation, no construction of houses, lack of serviced land, poor co-operation with community, land allocated by Ombandja Traditional Authority, homestead owners refusal to vacate land for the development of the Okalongo settlement, Okalongo settlement demarcation plan, tribalism, local business dominance and employees from outside Okalongo settlement dominance. It is against this background that the researcher finds it imperative to determine the root causes of underdevelopment in the proclaimed settlement of Okalongo. Owing to continuous underdevelopment in the Okalongo settlement area, the inhabitants decided to relocate to other places where they would receive development.

The Okalongo settlement had to struggle with the problem of severe magnitude of underdevelopment since Namibian independence in 1990. The settlement lacks adequate financial and human capacity to deal with the issue of underdevelopment. It also lacks proper coordination with the Omusati Regional Office.

#### **1.4 Research questions**

This study was aimed at answering the following broad question:

- What are the factors contributing to under-development in the proclaimed Okalongo settlement?
- What are the perceptions of the inhabitants of Okalongo in relation to under-development?
- How can the Okalongo settlement address under-development in the area?

#### **1.5 Significance of the study**

Since the proclamation of settlement areas in Namibia after the Regional Council Act of 1992 was introduced, limited studies have been undertaken to assess the development process in the proclaimed settlement areas around Namibia. This study provides insight or a deeper understanding on assessing underdevelopment at Okalongo settlement. It also provides information to the policy and decision makers to help come up with possible strategies to address the problem on the causes of underdevelopment in Okalongo settlement area. This study furthermore serves as a guiding tool to future researchers who wish to conduct research on assessing development in proclaimed settlement areas. Therefore, the results of the study is foreseen to help enhance changes in the development of the Okalongo settlement as many perceive it to be poor and

incapable, which may not be the case. This study is important to other stakeholders in local government sectors as it creates awareness on the causes of underdevelopment in the Okalongo settlement.

The study is not only directed at bringing more knowledge to the public and the researcher's benefit, it focuses principally on putting forward practical and sustainable results obtainable by policy makers, planners, donor agencies, and various interested groups in the underdeveloped Namibia and the developing nations as a whole. It will be of profound importance to the Okalongo settlement community to struggle for a better life thereby focusing its attention and bringing a solution to well identified local problems.

#### **1.6 Limitations of the study**

The public sector is one of the more complex systems in terms of its vastness and it involves many players that may constrain the research scope. The first limitation was the language; people were unable to express themselves well in English. The second limitation, people were too illiterate that they did not understand questions posed. The researcher had to clarify every question and has taken a lot of time to complete one questionnaire with one respondent.

It was difficult to secure all appointments with all targeted officials. However, because proper consideration was made, these limitations were overcome by securing appointments well in advance. Similarly the purpose of the study was clarified and informed consent was granted by all interviewees.

## **1.7 Delimitations of the study**

The study is limited to the Okalongo settlement situated in the Omusati region.

## **1.8 Outline of the study**

This study was organised as follows:

**Chapter one:** presents an introduction and background to the study, statement of the problem, research objectives, significance of the study, limitations of the study and definition of major terms.

**Chapter two:** presents a theoretical framework and reviews of literature related to the causes of underdevelopment in the Okalongo settlement.

**Chapter three:** discusses the methodology, research design and research population, sample size of the study, research instruments, procedure, data analysis and research ethics.

**Chapter four:** focuses on the presentation of results and analysis of the findings

**Chapter five:** presents conclusions and recommendations on how to promote development in the Okalongo settlement.

## **1.9 Conclusion**

This chapter presented an introduction to the root causes of underdevelopment of the Okalongo settlement in the Omusati region which is the focus area of the study. This chapter also presented the background information of Okalongo settlement with the aim to enable readers to have knowledge of the historical facts of Okalongo settlement. The chapter presents information on the research problem and the research questions. It

explains why the research is important, its limitations and finally a brief outline of all chapters.

## **CHAPTER TWO**

### **LITERATURE REVIEW**

#### **2.1 Introduction**

Duuheim and Terre (2010) defined literature review as identification and analysis of literature related to the research project; and there exists a vast body of literature on the subject of underdevelopment and development. Manor (2009) pointed out that much of the literature on underdevelopment is the work of economists and specialists in public administration. Saito (2011) emphasised that excessive expectations and uncritical approval of underdevelopment have made critical scrutiny of development very difficult and it is only more recently that more realistic assessments have started to emerge. More often research does not exist in isolation but must build upon what has been done previously. The purpose of this literature review is to identify the existing knowledge-base and debates and consequently develop a meaningful and relevant research project. This implies reviewing the previous work on similar areas of study. The literature will focus on the root causes of underdevelopment in a proclaimed settlement which is part of a local government agency system in Namibia.

The present chapter has the principal objective to present the concepts and ideology that exist with regards to the causes of economic underdevelopment in the proclaimed settlement area of Okalongo. The literature review in this chapter covers a range of experiences and discussions based on particular reference to the theories of underdevelopment, decentralisation, local government, development, participation approach, service delivery and land distribution.

## **2.2 Development of proclaimed settlements**

Peet and Hartwick (2013) define a proclaimed settlement development as any effort aimed at improving and/or enhancing rural livelihood in the social and economic domains. The legal basis for the local government system in Namibia is laid in the country's constitution of 1990. Guided by the Articles of Chapter 12 of the Constitution, the parliament of Namibia enacted one important legislation, the Regional Councils Act, 1992 (Act No. 22 of 1992) which provides for the establishment, powers, duties, functions and other related matters of the regional councils in terms of service delivery. The Act have been amended several times. It defines a proclaimed settlement area as an area falling within the region but outside the local authority area. The proclamation of a settlement area is a legal process whereby the requests to declare a settlement area have to be submitted by the Regional Council to the Ministry of Regional Local Government Housing and Rural Development (MRLGHRD).

According to the Regional Council Act, 1992 (Act No. 22 of 1992), the proclamation of a settlement area is based on its size (population), income for self-sustainability and the services that can be provided to the residents. A proclaimed settlement area can be upgraded to become a local authority in this case a village council as it grows and develops or can be downgraded if it does not develop or perform properly. The time-frame for the development of an area from a settlement to a village or town is not yet defined (for some it takes a year while for others 5 to 10 years. It all depends on the socio-economic growth opportunities in that specific area. Each region should at least have an existing one-to-six declared or proclaimed settlement areas. A division settlement area administration is created on the current new structure for each Regional

Council (RC) with the understanding that the unit will deal with one settlement area at a time until it has been proclaimed and then move to another. As emphasised by the Regional Council Act, 1992 (Act No. 22 of 1992), the following are the overall administrative functions that must be performed at the proclaimed settlement areas by the Regional Councils.

Supply and delivery of basic services such as:

- Water: The Regional Councils as the administrators of the settlement areas (to be referred herein as proclaimed) is responsible to establish, acquire or construct, maintain and carry on any waterworks whether within or outside its area.
- Electricity: The Regional Councils may establish, acquire, construct or provide for the purposes of the supply of electricity to the residents in its area, any works and machinery whether within or outside its area and maintain and carry on such works and machinery.
- Sewerage and drainage: The Regional Councils as the administrators of the settlement areas are responsible to acquire or construct, maintain and carry on a system of sewerage and drainage including sewerage works, public sewers and storm water drains.
- Refuse removal: The Regional Councils should provide, maintain and carry on services such as the refuse removal, destruction or disposal of night soil, rubbish, slop water, garden and stable litter, derelict vehicles, carcasses of dead animals and other kinds of refuse or otherwise offensive or unhealthy matter from residential and businesses. The Regional Council should provide dustbins

to residential and businesses as required. The refuse removal at the settlement areas should be done at least once per week.

- Streets and maintenance of public places: The Regional Councils may construct or lay drains, culverts, bridges, sewers, water-mains, underground drains, electric mains, cables, lines, poles and pipes in streets and public places.
- Housing schemes, markets and traffic service;
- Acquire, hire or let movable or immovable property and sell or dispose of such property;
- To levy income in respect of any service, amenity or facility established and provided by it under the Act, including security deposits, raising of interest on unpaid debts. Identify charges that can be levied in respect of immovable properties and minimum charges, whether or not the service is being used;
- Guarantee the due fulfilment of the contracts and obligations of any person and enter into surety bonds or deeds of security.
- Make grants and donations for the purpose of entering into joint business ventures, commercializing any function, farming and promoting tourism.

### **2.3 The functions of a proclaimed settlement in socio-economic development**

The move towards democratisation and decentralisation has added new roles and responsibilities on the proclaimed settlement areas. When governance is actually transferred to the local government proclaimed settlement areas, it provides significant opportunities for popular participation and increased involvement by the people and communities in decisions that directly affect their lives. Moreover, it is through the empowerment of local government that settlement programmes, plans and service

provisions have a higher likelihood of reflecting local needs more accurately than in centralized systems of governance (Materu, 2011).

Kotze (2011) in analysing the prosperity of Namibia in the 1990s, attributes this partly to the local government institutions, both urban and rural councils. Their contributions included the provision of basic social and economic infrastructures that support other development activities. The councils are filled through multiparty elections, and are responsible for a wide range of services both of economic and social types amongst which are housing, health, education, social welfare, sewage, water, refuse collection, and sometimes electricity. Kotze (2011) further argued that, the proclamation of settlement areas was seen as a pioneer in national reconstruction, future disaster mitigation, and economic and social development in ways that ensure greater participation of all segments of society. This is based on the assertion that proclaimed settlement areas possess specific potential comparative advantages in preparing for and recovering from disasters based on the reasons outlined below:

- Local leaders are prone to better understand local situations, and local governments, especially mayors, if provided with adequate resources and autonomy can provide critical leadership concerning decisions on resource allocation. Their day to day knowledge of local resources, local needs and other community factors provide them with insights and capacity for making sound and timelier judgments than central governments. In many arenas, settlement areas execute certain expenditure programs better than national governments due to their physical proximity to the community which gives them a better capacity to determine and assess local interests and requirements (Bidus, 2009)).

- Jager (2010) also contends that proclaimed settlements have the ability to provide services more efficiently and cheaper compared to central governments. This highlights the advantages inherent in local level decision-making, service delivery and control. The capacity of the settlement to mobilize local resources cannot be over emphasised. They can more accurately reflect local priorities, they can also more accurately develop a sense of accountability among their settlements. More still, settlements ensure that local processes are democratic and good democratic practice at the local level greatly improves construction, reconstruction and service delivery.

In sum, this is to reveal the ability of a proclaimed settlement to act generally as catalysts to economic and social development. This general notion of the contribution of settlement areas in socio-economic change will provide a basis for the evaluation of a proclaimed settlement in Namibia if they are structured to function in an adequate manner and if their performance meets the expected standards.

#### **2.4 Local government**

The presence of local government system as one of the tiers of government in Namibia is predicted on the need to bring government closer to the populace at the grassroots, so as to promote their participation in governance and ensure regional development (Lwendo, 2014). In addition, Lwendo and Sazita (2011) define local government as that level of government which is commonly defined as a decentralised, representative institution with general and specific powers devolved to it by a higher tier of government central or provincial within a geographically defined area. However, the

study critically reflects on the root causes of underdevelopment in the existence of a proclaimed settlement area in service delivery as well as addressing the pitfalls that have, over the years shrunk the ability to achieve development in Okalongo settlement area, under the supervision of Omusati Regional Council.

Generally, local government systems exist to promote rural development through the establishment of settlement areas within the arrays of its administrative governance. These are expected to improve the living standards of rural dwellers in Namibia (Totemeyer, 2012). The local government system accords the rural people the platform of administration through the proclamation of settlement areas, since they are in line with community needs. They are expected to do everything possible within the resources at their disposal to develop the areas (Mowhood, 2011). Local government is argued by Norton (2014) to be part of natural law that members of a natural community need to associate to look after their own affairs, and not to do so deprives them of a natural right to care for their own welfare. Settlement areas within a local government is a system that consists of local communities which are organised to maintain law and order, provide some limited range of social service and exist to cooperate with the inhabitants in joint endeavours. This is geared toward improving the people's condition of living through development.

Kotze (2011) further emphasize that local government provides the community with a formal organisational or institutional framework which enhances the conduct of their affairs effectively and regulates the actions of the community for general public. The local government system is the administrative cornerstone of people – centre democracy everywhere in the world. This people-centred governance is supposed to be in constant

touch with the grassroots population. In democratic local governance, the view of the grassroots of the people are of utmost interest in determining the policy choice or actions of the town. It focuses on the transfer of political powers to local areas, where the inhabitants are burdened with the responsibility of providing the basic needs of their respective communities. It is vital to note that these responsibilities are done according to the political interest and policy related agendas (Ismael, Bayat & Meyer, 2013). The concept of local government is viewed as a political organization aimed at uplifting the standards of living toward development and the advancement of the political, economic, socio cultural and democratic participation of the rural populace. In order to advance development in a proclaimed settlement area of local government, Totemeyer (2012) grouped the functions of proclaimed settlement areas within local government system as follows:

- Protective services: these services seek to protect consumers from a variety of dangers by ensuring that there is a police station and fire station.
- Environmental services: control and improve the physical environment of the settlement by ensuring that there is electricity, servicing of land and construction of roads.
- Personal services: this type of service seeks to enhance personal welfare and it encompasses education, health services and housing.
- Amenity services provides for citizens leisure time by emphasizing on the construction of parks, sport centres and other recreational facilities.
- Trading services: these are services whereby settlements make commercial charges on local businesses and serviced land charges.

Countries which have in the past used and are currently using local government as a means for the mobilization of resources to pave way for development and an agent for the implementation of changes tend to have a well-integrated relationship with local government agencies; bringing the government closest to the people. It is to be expected that a core function of a proclaimed settlement is the rendering of a variety of basic but essential services to the community within its jurisdiction. It should build its legitimacy on its capacity to foster productive economic activities and economic growth, improve the living conditions of its people and curb underdevelopment from occurring (Thornhill, 2014).

## **2.5 Decentralisation**

The reform of local government was initiated in Namibia after it gained independence from the apartheid rule of South Africa in 1990. The new constitution of the republic of Namibia established a tier system of local governance, comprising the regional councils and local authorities. In the case of Namibia, the development of decentralisation cannot be understood without recognizing the influence of the country's colonial and apartheid past. According to Lwendo and Sazita (2011) decentralisation is at the active centre of the policy of reform agenda all over the world. Namibia has active decentralisation programmes in place, citing the need to bring development more efficient, flexible and responsive and driving away from underdevelopment. Decentralisation is linked to the concept of bottom up regional approval, people contained development, greater and wider participation of grass roots people, equity of opportunity and reform. Totemeyer (2009) advocates that decentralisation is grounded on the premise that local officials are more familiar with problems and demands which exist within their domain range. In

simple words this entails that local people will understand better development needs and can solve them easily than outsiders. Decentralisation takes different forms namely delegation, devolution and de-concentration, whereby many countries have devoted to decentralize the developmental systems and it has reached a peak in developing countries.

## **2.6 Development and growth**

The concept of development is ambiguous because it is subject to a wide range of usage, varying from discipline to discipline. The word implies a positive change, progress, transition and economic expansion and a move from worse to better. Through the definition of development may not be uniform, it is associated with positive progress directed from efforts aimed at improving conditions of life (Peet, Richard, & Hartwick, 2013).

Bidus (2011) defined development as the process of improving the quality of human lives. From the definition above, in the context of governance, development should be the results of public administration and management. Development is what a community and its representatives want to see happen or improvements. Movement from an unsatisfied/unsatisfactory situation to a more desired situation could imply that an individual or a community move (develop) from one situation to a better situation. Movement away from what was, to what should be, usually takes place towards what is acceptable for the majority of the community, while still maintaining values, norms and traditions (Botes, Brynard, Fourie & Roux, 1997).

However, Du Toit, Knipe, Van der Waldt and Doyle (2012) state that development is that process through which an individual, a community and state optimally utilizes, without waste, all available resources and positive influence from the environment to move away from one situation to a more desired situation. In this process negative influence from the environment are eliminated or at least softened. To bring about development, government institution must administer and manage the process of development. In addition, the starting point to understand development is that development does not only happen locally, but rather leverages competitive advantages of localities and mobilises specific economic, cultural, social and political resources. Good governance is whereby authority and its institutions are accountable, effective and efficient, participatory, transparent, responsive and equitable to development (Helmsing, 2013). It also refers to the actors that promote development and the resources they bring to bear on it. In developing countries, understanding the promotion of local development as an endogenous yet open process, for which a local government like the Okalongo settlement takes primary responsibility to mobilise local resources which is complimentary to national development efforts.

Settlement planning was derived from the modernisation theory with the aim of attaining economic and social development of the periphery and in doing so, create a homogenous development surface (Nel & Rogerson, 2012). The most critical reason for the creation of settlement areas in Namibia is grassroots development otherwise known as rural development, which embraces a host of economic, social and political activities aimed at improving the standard and living conditions of the inhabitants. It is a process on which the people are key participants in their own development within the settlement. Although

economic development is relatively a new concept in Namibia, the literature review that has been analysed has provided knowledgeable insight to the study.

Economic development is one of the determinants of a locality. Meyer-stammer and Hindson (2015) describe economic development as a study sought to understand how a local government like the Okalongo settlement implements economic development through land delivery. This amidst challenges such as limited resources to enable it to effectively carry out its mandate of service delivery to attract investments for job creation and promotion of coherence in participatory development by stakeholders involved. At settlement level, the literature review on economic development that could be found to support the measures of underdevelopment leading to growth was the Economic Development Strategy (2008).

## **2.7 Factors of underdevelopment**

Underdevelopment does not occur in a vacuum, there are factors that cause it. Relevant literatures listed the causes as lack of qualified politicians, corruption, lack of community participation, misplacement of priorities, poor revenue base and lack of autonomy.

### **2.7.1 Underdevelopment in developing countries**

Underdevelopment is more of poor implementation than lack of development vision and programmes, development projects abandonment are common. Developing countries need to be sensitised on holding political leaders accountable to campaign promises. Several factors contributing to underdevelopment of local government agencies whereby proclaimed settlement areas are not immune, among which are the following:

- **Lack of qualified politicians/ poor leadership:** often, most qualified politicians do not challenge positions in the local government, hence unqualified politicians are elected to become councillors. This calibre of people cannot conceive and convey development policies and programmes that will transport their local government areas. Not having qualified politicians leads to poor decision making, poor implementation of policies and also contribute to dependency on educated officials in making decisions (Thornhill, 2014). Poor leadership contributes to the crippling effect on the performance of the local government is attributed to lack of visionary, focused and committed leaders at this tier of government. It is observed that the non-payment/delay of staff salaries and non-execution of projects may not be lack of budgetary allocation for this purpose but rather, leakages in resources flows at the local government area level. Often, revenues are siphoned for private gains by local politicians. It is disheartening to note that most local government chairmen and staff have come to be associated with embezzlement. Most leaders at the local government level have a sit-tight mentality which does not allow for new ideas, fresh initiative and innovation. Rather than concentrate on developmental efforts (Bolaito and Ibrahim, 2014).
- **Corruption:** corruption has therefore, deprived many local governments the needed resources for development. Lwendo and Sazita (2011) revealed that in some local government agencies in Namibia, there is a tendency of maladministration, malpractices favouritism, partisan and nepotism. But remember that corruption threatens people and their governments. It makes

societies unfair. Corruption has not only hindered access to essential services by most people but has also increased the cost of public procurement through inflation of tenders and government projects, corruption has promoted judicial injustice since some people use bribes to win cases. It is argued that bribery is a negotiated rent, as the beginning of all illegalities and tyranny. According to Mowhood (2011) there is no more powerful engine of injustice and cruelty, for bribery destroys both faith and state. The serious consequence of corruption thus is not only state capture but also mind capture. Rent seeking behaviour occupies the human mind and removes it from useful task

The cycle of underdevelopment has been argued by many scholars, the likes of Nel and Humphry (2012) that it has been hindered by the high level of corruption. Corruption affects development in various ways; it makes resources ineffective and alter economic growth. Corruption in local government is attested by massive looting of public funds and unfair resource distribution most importantly land distribution. According to 2017 corruption perception index reported by Namibia Statistic Agency (2018), Namibia is the 53th least corrupt nation out of 175 countries internationally, Corruption is seen to be a norm, a way of life by which one has to survive.

- **Lack of community participation in the development process:** development is about people and if it is to be meaningful, the people must be its active agent and not just passive beneficiaries (McLennan, 2014). Many development projects fail due to non-involvement of local community in the preparation, designing and implementation of the project. Whereas, Ismail *et al* (2013) states that local

government is people's government at the grassroots level and as a government that represent the interest of the people, the people should be seen to be involved in its affairs. Sikander (2015) emphasised that participation of local people in decision making and administration of the local authorities including the proclaimed settlement areas is what gives the local government the character of self-governance or grassroots, once the local community does not participate in the affairs of the local government, they become alienated and would not support any development programmes of such local government agency democracy.

- **Misplacement of priorities:** Meyer-Stemmer and Hindson (2015) analysed that leaders in local government agencies had misplaced priorities, putting up projects that are of no benefit to the masses. Resources are misused in a way of duplicating projects around the geographical area of the local government agencies. In particular, resources should be diverted to meet other needs that could be more of use to the masses, there is a need to begin to listen to the cry of the common man, to understand their needs rather than just carrying out projects.
- **Poor revenue base of local government:** Nel and Rogerston (2012) argue that lack of sufficient qualified revenue collectors has adversely affected the local government's performance in most African governments and dependable revenue base is a critical factor that has constrained the efforts of most local government in grassroots development.
- **Lack of autonomy:** Autonomy refers to freedom, independent, free from remote control but it is not the case in African countries, local government are managed by the state government who dominate over local government administrations

through a line ministry of local government. The local government agencies suffer from constant whittling down of their powers by the state government. The excessive control of some local governments by the state has reduced them to local administration. This has greatly impeded the performance of the local governments on development as they have to work according to the dictates of the central government (Sikander, 2015).

- **Unskilled workers:** Local governments are faced with the problem of inadequate skilled workers such as engineers, accountants, medical doctors, town planners, statisticians, etc. Reasons for this unfortunate development are that, there is a very low image of local government in the minds of these professionals. Again, there is lack of job satisfaction that can keep them in the local government. Most skilled and qualified personnel's and professionals prepare to gamble their luck either in private organisations or establish their own firms rather than risk staying at the local government where there are no incentives, and they may be wasted away. This has forced local governments to depend on unskilled labour. For example, some are diploma and certificate holders who cannot defend the certificates they hold. These circumstances are a great challenge to local government efficiency. People who don't know their left from their right in what they do can hardly be productive and effective. (Bolatito and Ibrahim, 2014).
- **Lack of critical equipment's:** Most local governments cannot afford the purchase of modern equipment to facilitate the efficient performance of their services to the public. For instance, several of them cannot afford tractors,

graders and other specialize work tools because of being too expensive. The maintenance of existing ones is often difficult because of lack of funds. The most glaring effect of this problem is the lack of rural roads in many countries (Sherif, 2016).

However, Thornhill (2018) is in agreement with Mowhoo (2011), that local government may have all the resources at its disposal but if its operations are characterized by corruption, selfishness, greed and the lack of accountability for resources it is very unlikely that such a local authority can provide adequate and quality services to the community it serves.

## **2.8 How to address underdevelopment.**

Public service delivery is the key to development demands from public and is a crucial responsibility of government and government institutions. In particular, before any service can be delivered, the particular institution responsible for service delivery to citizens, as communities grow and become more sophisticated, their needs for more and better services increases, it becomes difficult for some of their needs to be met. Various action must first be carried out before a service is delivered for example to have a house and land should be serviced (Pratchett, 2008). In addition, a service rendered is the results of a number of functions carried out, the origin of service delivery by government institution can be traced to the need of people and the facts that as a society demand more services to satisfy its needs (Du Toit *et al*, 2012). In order to deliver the development that a society requires to maintain and improve its welfare, government institutions require organisational structures and suitable qualified people. These structures must be organised in such a way that their staff are supported to deliver the

services they are responsible for. According to Lwendo (2014) communities are recipients of development provided by local authorities and regional council are the source of local revenue. They are, therefore, an interested party in the process of development and should be well informed about and appropriately involved in the activities of local authorities and regional council.

All local government have a wide range of options as to how they deliver many of their services, the local government agency such as the Okalongo settlement have the authoritarian role in terms of overall well-being of the settlement by virtue of its status as the custodian of the local governance although this does not make it the sole responsible stakeholder. Fox, Schwella and Meyer (2012) describe service delivery as the provision of public activities, benefits or satisfactions. This is also in line with Mohr and Fourie (2014) who state that services and goods satisfy wants and are therefore good and serve a purpose. According to the regional government Act, 1992 (Act No 22 of 1992), all local government including the proclaimed settlement areas in Namibia are obliged to provide basic services and to facilitate growth and development opportunities for the betterment of the livelihoods of its residents. This enhanced by the Namibian government's white paper on economic development.

In addition, David, Meyer and Maphunye (2014) relate that local government activities have often been grouped according to purpose, process or specialism. No such classification often fulfils more than a single purpose. Recognizing local government agencies are best placed to recognise local needs. Pratchett and Wilson (2008) state that the government's model for local governments in the 1990s and the 21<sup>st</sup> century is that of an enabling development. Here the task of a proclaimed settlements lies in identifying

requirements, setting priorities, determine standards of service and finding the best way to meet these standards and ensuring that they are met. Service delivery therefore becomes an important aspect of mandate of proclaimed settlement areas for development. Bringing the government closest to the people, it is to be expected that a core function of municipalities, town councils, village councils and proclaimed settlement area is the rendering of a variety of basic but essential services to the community within its jurisdiction. It should build its legitimacy on its capacity to foster productive economic activities and economic growth, improve the living conditions of its people and reduce poverty (Lwendo, 2014).

Constitutional reforms are needed to ensure total autonomy of local governments. They are needed to increase the fiscal and spending autonomy of local governments and minimize the interference and control of state governments. The undue interference of the state governors should be eliminated to allow the council heads to govern and manage their natural resources using appropriate planning standards; opportunity to design appropriate policies, programmes and project suited to peculiar areas; preservation of cultural heritage of communities; and effective delivery of democratic dividends to the grassroots (Amaechi, 2012). Alongside, institutional reforms are important to clarify and align local governments roles and responsibilities in a manner that earns public confidence, intergovernmental credibility and unequivocal accountability.

In addition, prompt release of allocations from state accounts should be looked into to avoid delay in executing council developmental projects. Local councils are also advised to look for ways of attracting industries to their areas which will propel economic

development, employment and increase their revenue base. In this regard, it will be crucial to strengthen institutions' horizontal accountability and anti-corruption bodies in order to build up the economic and revenue base of the councils (Sherif, 2016).

According to Joel, (2016) the crisis of governance that gave birth to the crisis of service delivery has to be tackled headlong and with sincerity. There is need to embark on effective decentralization policy that would discourage overconcentration of power and resources in the central government. Centralisation has to be abandoned. Concentration or over-concentration of power in the central government relegates the relevance of community-based organisations that incidentally have organisational abilities to get things done. The local governments should be more empowered to promoting rural development, reducing poverty and inequality, and stemming excessively high rates of rural-urban migration (Amaechi, 2012).

## **2.9 Participatory approach to development**

This thinking is supported by Pratchett and Wilson (2008) who define local governance as a term which seeks to capture the shift away from a system in which proclaimed settlements alone are key actors in their localities to where decision-making authority and service provision is shared among a range of agencies. According to Lwendo and Tonchi (2017) transparent governments that respect civic participation and the rule of law are necessary to ensure that scarce resources are spent well and investments are made in the poorest people. Furthermore, Saito (2011) argue that good governance is a vital ingredient in the efficient production and delivery of goods and services,

accountability in the use of power, protection of human rights and freedoms, and the maintenance of an organized framework within which every citizen can contribute fully towards finding solutions to common problems facing local authorities in Namibia. Participation by both men and women in the development and promoting local authorities is a key cornerstone of good governance.

In addition, Ismael *et al.* (2013) state that the citizens are in the front line of receiving developmental policy outputs and thus should play a crucial role in policy making process. Tribalism also hinders participation in a proclaimed settlement. It is defined by Lwendo and Tonchi (2017) as loyalty to a tribe or social group and becomes a negative force on governance when it replaces merit in the decision-making process. Totemeyer (2009) argued strongly that decision makers practice tribalism when seeking to build political and social foundations upon which to safeguard their political and leadership positions. As such, tribalism distorts decisions, denies deserving persons, groups and projects resources, and produces divergence from plans and policies. Many a time tribalism has resulted in violence between communities after incitement by political and other leaders. While better service delivery to the citizen is about responding to people's needs, enacting policies and legislation to facilitate administration, involving people in decision making and implementation of policies and legislation for better service delivery among the citizens. Participation of local people provides them an opportunity to self-actualize in society and at the same time institutionalize their cultures which they so much value into development.

## **2.10 Underdevelopment on land delivery**

The definition of underdeveloped land is usually an area that lacks the infrastructure, services and buildings that are often characterised as urban development. Often, undeveloped land is improved in the sense that buildings and infrastructure have altered its wild state (Kotze, 2011). The rapid growth of the population, however, usually put strains on land services that have to be delivered by the settlement in low income areas which experience a high rate of rural to urban migration (Mkandawire, 2011). Underdevelopment on land delivery is argued by Roberts (2009) that one of the major challenges in terms of service delivery is the provision of serviced land. This is due to the fact that it is too costly to service or develop land, while the factor of cost recovery results in either land being expensive or consumers failing to pay for the services in order for the settlement to recover its costs. Small and undeveloped local government have virtually challenging problems to cross the threshold to economic development.

## **2.11 Underdevelopment of infrastructures**

There is shift from focus on construction of infrastructure to the delivery of infrastructure that drew the attention of so many countries in Africa, particularly, Namibia to focus on the provision and delivery of infrastructure, especially at the local level. This is because infrastructures are mostly concentrated in urban areas. Access to infrastructure such as; safe water supply, electricity, drainage, bridges and roads are necessary to reduce vulnerability and poverty in settlement areas. The establishment of local government arises from the need to facilitate rural development of settlement areas through infrastructure development and delivery (Saito, 2011).

According to Sikander (2015) infrastructure is seen as an umbrella term for many activities and basic structure and facilities necessary for a local government to function efficiently. Infrastructure comprises the assets needed to provide people with access to economic and social facilities and services. Furthermore, Sikander (2015) argued that infrastructural provision in the grassroots faces serious challenges. One of the obvious problems is the lack of maintenance culture. Local government is found constructing new projects with the little fund given to them rather than taking good care of the existing ones. These new projects sometimes are used by the politician to boost their image and that of their political party to enable them get necessary support from their people. In another dimension, embarking on a new project makes diversion of public fund to private use easier than the maintenance of the existing one.

McLennan (2014) financial crisis is another factor that impedes the capacity of local government to provide infrastructure. Many local governments lacked the required fund to provide and maintain infrastructure. Local government as instrument of rural/settlement infrastructure development has remained inactive over the years as a result of excessive control and various interferences exercised by the higher levels of governments. This arises from the fact that most of the fundings for local governments come from central transfer to the local governments. Roberts (2009) states that infrastructure underdevelopment has made local government heavily dependent on central government funding which is not adequate to execute meaningful projects. Low level of people's participation in their own development constitute a big challenge to rural/settlement infrastructure delivery. Local governments prepare estimates and projects for their revenue and expenditure without proper recourse to and due

consultation with the people for whom the exercise is being carried out to know their needs, problems and potentials.

Mowhood (2011) similarly states that there are problems of corruption, poor management, misappropriation and misapplication of the funds accruable to local government that also affect infrastructure delivery at the grassroots. The local government is not free from corruption. Those who are in charge of funds meant for infrastructural provision tend to do away with substantial portions of the fund, thereby leaving the project uncompleted and abandoned.

### **2.12 Measures to improve underdevelopment on social service deliveries at the local government.**

Local government as the closest unit of government to the people at the grassroots is expected to play significant roles in providing the social services. However, local governments have been inhibited to effective and efficient social service delivery to grassroots (Cooper, 2010). Consequently, the study would highlight some measures that would improve social service delivery at the local government. These measures include:

- Constitutional reforms to ensure total autonomy of local government: Reforms are needed to increase the fiscal and spending autonomy of local governments and minimise the interference and control of state governments (Robert, 2009). Kyenge (2013) added that there is therefore need for constitutional reforms to provide unique guarantees for the autonomy and powers of the local government. Alongside, institutional reforms are important to clarify and align local governments' roles and responsibilities in a manner that earns public confidence, intergovernmental credibility and clear accountability.

- **Curtailling corrupt practice in local government administration:** To stem corruption and embezzlement, all financial transaction of the council must be audited and publicised. There should be monitoring and evaluation unit aim at measuring efficiency and effectiveness (Kyenge, 2013). To ensure accountability and transparency in local government administration, the civil society organizations should also monitor the performance of local government officials and report any found wanting to anti-corruption agent.
- **Capacity Building – institutional and human resources:** There should be capacity building for local government to take advantage of modern tools of local governance that are being developed world wide (Abutudu, 2011). Building institutional and system capacity that produces the human capital that is committed to the principles of good governance briefly summarized as transparency, accountability, honesty, foresightedness, equity, justice, prudent management of public funds, strong leadership inspired by vision and direction that is beneficial to the masses (Agba, Akwara, & Idu, 2013).

According to Jager (2013) the capacity building programme should be two-dimensional. The first is institutional strengthening with respect to the various organs, departments, units and relationships and operational matters. This should involve training and orientation in policy development, monitoring and evaluation, public participation, public service delivery, social mobilization and government collaboration with the private sector. The other dimension is human resources upgrading – including training and education of staff to enhance their

knowledge, skills and competencies. The working environment should be upgraded to attract higher quality well motivated staff.

### **2.13 How underdevelopment is perceived in local government**

According to Manor (2012) underdeveloped local government is when it is not committed to find sustainable ways to meet the community's social, economic and material needs, and eventually not improving the quality of their lives. Odd-Helge (2009) added that underdevelopment is perceived when there is no social development as concerned with the provision of basic services such as water and electricity and by not ensuring that the members of the local communities are at a minimum standard of living. It should be noted that it is not a direct responsibility of local government to ensure creation of jobs; job creation falls mainly within the ambit of the national sphere of the Government.

However, according to Nel and Rogerson (2010) local authorities should ensure social conditions that are conducive to the creation of employment opportunities and failure to do this will lead to underdevelopment. Peet, Richard and Hartwick (2012) emphasised that underdevelopment is contributed to when all spheres of local government do not cooperate with one another in a mutual trust and not having good faith by fostering friendly relationships, not assisting and supporting one another, not informing one another and not consulting one another on matters of common interest. Underdevelopment in local government is attributed to a lack of democratic development, it is about community participation. Local authorities must promote community participation, this involves consideration of petitions and complaints lodged by members of the community, public meetings and hearing by council, consultation sessions with

community organization and report back (McCraney, 2016). It is necessary that the leaders of a developing local authority should be dynamic, learn best from international practices on matters of local government and think globally, but act locally (Maserumule, 2008).

A local authority that does not take a leading role within its jurisdiction and not learning from their failures and successes of other local authorities will remain underdeveloped (Fox & Meyer, 2011). Keddy (2008) argued that strong institutions are the basic elements to bring a sustainable and desirable change which we usually call development. Strong and well-structured institutions contribute to the development of a given local authority. On the other hand poor designed institutions will result in underdevelopment even though a given local authority has enough resources required for economic development. Usually institutions within the sphere of local government are mostly characterized by bureaucratic processes where there are corrupted officials and professionals.

## **2.14 Conclusion**

The literature reviewed has revealed that ideological and political realities also impact on the de facto situation. In considering possible ways to address the situation, there is no doubt that all stakeholders need to come together in a process of consultation and negotiation. Clarity is needed on what exactly these proclaimed settlements require, how they can be revived and what form of adjustments are necessary. The review further revealed that local government must be responsive, accountable and managed with integrity and probity. Transparency is an important tool to public accountability toward development, (Keddy, 2016).

The underdevelopment in most local government agencies of Namibia is a result of poor and selfish leadership. Namibia needs leaders that are realistic and understand the causes of underdevelopment. Politicians and local government agency officials are not held accountable for poor progress on development (Peet & Hartwick, 2013). Namibia has used the process of proclaiming settlement areas outside the boundaries of local authorities as the principle agent of socio-economic development, but the results has not been entirely successful.

## **CHAPTER THREE**

### **RESEARCH METHODOLOGY**

#### **3.1 Introduction**

This chapter outlines the methodology used by the researcher in obtaining the necessary data. It focuses on the research design, research population, sample size used as well as the research instruments used for data collection. It also presents the procedures employed and the manner in which the data was analysed.

#### **3.2 Research design**

The research adopted a mixed method approach which uses both quantitative and qualitative data collection, analysis and interpretation. Quantitative methods assisted the researcher to learn how many, how often and the extent to which the respondents agreed with a particular concept. Mouton (2005) argued that quantitative methods allow for replicability, generalisability and reliability on planning programmes. To emphasise Mouton's argument, Sonyel (2017) supported that quantitative data brings out the voices of the respondents and relates their minds to the study. Structured questions determined what proportion of the audience had certain opinions, behavioural intentions, attitudes to and knowledge of the research topic. Quantitative research assesses the extent to which policies on paper have been implanted. It allowed for comparability and assessment of claims as well as enabling the researcher to understand discrepancies.

O'Dwyer and Bernauer (2013), established a list of the main advantages of mixed research. One of them is that the approach enables the researcher to record empirical evidence of what is happening to establish meaning rather than pursuing a particular

hypothesis or an already established meaning. Therefore, this leads to new knowledge about a phenomenon under investigation. Mixed research also provides a more accurate reflection of complex issues through in-depth inquiry. Mixed research is also used to uncover trends in thought and opinions, and dive deeper into the problem. The study utilised the semi-structured interviews, passive observation method and structured questionnaires. The passive observation method is a method in which the researcher will just observe events happening without participating.

The quantitative method was mainly used to collect demographic data. The reason for collecting qualitative data is to allow meanings and findings to be elaborated, enhanced, clarified, confirmed, illustrated or linked as well as allowing for a greater diversity of views to inform and be reflected in the study. Interviews, questionnaires and observations were useful in triangulation for identifying aspects of a phenomenon more accurately by approaching it from different points using different methods and techniques.

Qualitative data collection using focus group discussions and one on one interviews was done for this research. Thomas (2003) defines qualitative research as a “research strategy that usually emphasizes words rather than quantification in the collection and analysis of data, it is inductivist, constructionist and interpretivist. The researcher considered the use of qualitative data methodology because of the need to gain an in-depth picture of the perceptions and experiences of vendors and key informants. Patton (2017) acknowledged interviews as one method of collecting qualitative data. Probes in interviews and focus group discussions yielded in-depth responses about people’s experiences, perceptions, opinions, feelings and knowledge. This called for a closer

association and the use of more non-structured and in-depth research approaches. During focus group discussions one could pick up the underlying understanding and emotions associated with the responses participants give. These could be as a result of personal experiences or by what they observed in the streets. The researcher had an opportunity to probe and seek clarity on ambiguous responses. At the end, information obtained was satisfactory and directly linked to the topic under study, thereby making it easier for the researcher to interpret easily and clear a lot of assumptions on the research topic.

### **3.3 Research population**

Best & Khan (2011) defined population as a group of individuals who have one or more characteristics in common that are of interest to the researcher. The research population was based on common characteristics of the study population and in this regard the common characteristic was underdevelopment. Purposeful sampling was used to select participants believed to have in-depth knowledge of the issue under study to select a sample of 63 participants comprising of 50 inhabitants of Okalongo settlement, 4 officials from Okalongo settlement office, 2 officials from Okalongo Constituency office, 3 officials from OTA and 3 Officials from ORC. According to the 2010 Namibia National Planning Commission (NPC) census survey the total population of Okalongo settlement is 2000.

### **3.4 Sample size**

Due to the vast nature of the area, it was impossible to include everybody in the study population so a sample had to be used. Simple random sampling was used to select respondents currently inhabitants of the Okalongo settlement. The targeted sample of

the study was 62 respondents. Inhabitants from Okalongo settlement (50), Okalongo settlement officials (4), Okalongo Constituency Councillor (2) and Ombandja Traditional Chief (3), department of Planning and Development of Omusati Regional Council (3).

It was impossible for the researcher to include the views of all members of the population. Therefore, a sample was used so that only part of the population was approached and consulted for data collection. The advantage of using a sample is that it requires less time and financial resources.

### **3.4.1 Probability sampling**

This type of sampling technique involves a selection process in which each element has in the population an equal chance of being selected. The selection of the elements is meant to make the results of the inquiry to be representative of the population and can be highly generalised. There are two types of probability sampling namely, random sampling and stratified sampling that will be used.

- **Stratified random sampling**

Stratified Random Sampling involves dividing the target population into representative sub-population on the basis of variables such as gender, education, political affiliation among others depending on their importance to the study (O'Dwyer & Bernauer 2013). Notably, the researcher divided selected respondents into representative samples basing on their gender and the residency duration of stay in Okalongo settlement. To increase validity and reliability, stratified random sampling was combined with systematic

random sampling technique where upon a sample of Okalongo inhabitants were selected by ensuring that every tenth inhabitant was selected from the target population.

### **3.4.2 Non-probability sampling**

Non-Probability sampling is when the probability of including each element of the population in a sample is unknown, it does not give them equal opportunities for selection. This procedure can provide valuable information but the results when properly constructed can be generalised and representative to a larger population. In this regard, the researcher used purposive sampling, convenience and snowball sampling techniques targeting inhabitants of Okalongo settlement, officials of Okalongo settlement, officials of Onandjamba Traditional authority, Omusati Regional Council officials and councilor officials.

The major advantages of non-probability sampling techniques discussed above include saving time and money and also helps guarantee maximum participation from the willing participants. Furthermore, non-probability sampling techniques enable the researcher to only concentrate on areas and participants who provide the most consistent and appropriate information related to the study. This reduces the risk of incorporating elements with limited knowledge about issues under investigation. This is normally a risk associated with probability sampling that tries to give an equal chance to every component including those with limited knowledge about issues under study. However, the main drawback of this technique is that it is difficult to assess whether or not the study's findings can be applied to the larger population.

- **Purposive sampling**

O'dwyer and Bernauer (2013) defined purposive sampling as a method where subjects are selected because of some characteristics that are relevant to the study. It is also known as judgmental sampling. The method was used to select elements to assess underdevelopment in Okalongo settlement area.. This method was based on the researcher's judgment regarding what should be included and what ought to be left out. Furthermore, the method was used to select Okalongo settlement, officials of Okalongo settlement, officials of Onandjamba Traditional authority, Omusati Regional Council officials and councilor officials. Purposive sampling therefore ensured that the sample size was not too large to enable researcher to extract data at the same time was not too small that to achieve data saturation. In terms of selecting the study population, purposive sampling was used by choosing the inhabitants of Okalongo settlement

- **Snowball sampling**

Thomas (2003), highlighted that snowball sampling which is sometimes known as the chain sampling involves the use of a respondent who is also connected with people of the same interest on the issue being investigated and would then contact them for purposes of providing information to the research. In other words, one respondent is used to connect with other elements within the target population which the researcher does not have immediate access to. The researcher used respondents whom the researcher had amicable relations with to source out other Inhabitants of Okalongo. The procedure provided this researcher with the opportunity to reach out to elements within the target population who became suspicious when researcher went to source their comments herself.

- **Convenience sampling**

Convenience sampling enabled the researcher to select those participants who were available and likely to participate (Ernst, 2003). Brannen (2002), indicates that essentially, individuals who are the most ready, willing, and able to participate in the study are the ones who are selected to participate. This method was used by the researcher to recruit participants for the research before interviewing them. The researcher visited the selected research sites to recruit willing participants by informing them about the research and explaining what it entails.

### **3.5 Research instrument**

Newman and Benz (1998), emphasised that it is important to establish correct methods to address the research purpose and answer the research questions. The methods of data gathering employed in this research were based on the aims of the study and the depth of inquiry required and to locate all relevant information related to the topic under study. Available literature shows that there is an array of data collection methods available, however this study made use of structured and unstructured interviews, direct observation, focus groups and questionnaires. The main tools for the collection of primary data were interviews, direct observation and questionnaires. These were all administered in the Okalongo settlement area. For secondary research, the study employed literature review by analysing the content of published studies that documented street vendor activities in the country. These included journal articles, documentary reviews, newspaper articles, government publication material and other resources from the internet.

### **3.5.1 Structured, Unstructured and Semi- structured Interviews**

According to Brannen (2002) an interview is a broad term that refers to a process of gathering information by the interviewer from the interviewee through posing questions. Interviews can be structured, unstructured and semi structured and the researcher used the three types of interviews to increase the reliability and validity of information gathered from the purposive sample of officials and inhabitants of Okalongo settlement. The weaknesses of one form of interview were stridden over by the strength of the other interview type.

A two tier-interview slant was conducted with key informants; one targeting the inhabitants of Okalongo settlement and another targeting officials that are involved with development in Okalongo settlement. Key informant interviews according to Goertz and Mahoney (2012) are qualitative in- depth interviews with people who know what is going on in a community. The interview sessions involved face to face questions and answers exercise between the researcher and the interviewees. The interviews enabled the discovery of different aspects related to the respondents. They allowed, for instance the collection of both verbal and non-verbal information from the respondents. Interviews also deepen understanding about people's experiences.

The interviews enabled the discovery of different perspectives related to the topic under study. They allowed, for instance the collection of independent and expert commentary from stakeholders who were well informed about the activities of Okalonngo settlement and this provided additional critical information. In addition to this, interviews also deepened the researcher's understanding of the issue under investigation through in-

depth knowledge seeking from responsible authorities. Thus, it is a good method for intensive investigation. Interviews also enable the researcher to be in control in terms of data gathering and coding as well as the response rate. The response rate was also reliable compared to that of questionnaires. However, the only major drawback of this technique was that it was time consuming since most of the key informants were employed personal. So, reaching them was difficult due to bureaucratic procedures and 'limited time' on their sides.

### **3.5.2 Observation**

Through observations, the researcher was able to directly or indirectly collect data with the subject knowing or unaware that they being observed. This involved collecting data through continuous observation. Analysis of the information gathered was done through descriptive observations whereby the researcher simply wrote down what was observed as well as evaluative observation which involved making inferences and a judgment based on the observations.

### **3.5.3 Questionnaires**

Questionnaires are instruments used for collecting data in survey research. They usually include a set of standardized questions that explore a specific topic and collect information about demographics, opinions, attitudes, or behaviors (Statistics Canada, 2003). Questionnaires helped the researcher to solicit data from street vendors in chosen research sites. The main advantages of questionnaires according to Goertz and Mahoney (2012) include that questionnaires enable the researcher to reach a wider population and in this case street vendors. Additionally, because of the nature of the

work of street vendors which requires vendors to be always on high alert and attentive, questionnaires were a flexible way for both the researcher and interviewees. Thus, respondents were able to attend to the questionnaires at their own times when they were not busy.

#### **3.5.4 Focus Groups**

Those participants who were not able to spare time to answer the questionnaire and those who were illiterate were engaged in the focus group. Focus group allowed vendors to participate freely and to express their views. However, by nature of vendors during discussions some vendors joined in and some left before the end of the discussion.

#### **3.6 Data collection procedures**

After obtaining an introductory letter from the Department of Political and Administration Studies, University of Namibia, the researcher applied for an authorisation letter from the office of the Chief Regional Officer (CRO) of Omusati Regional Council which was granted before proceeding to Okalongo settlement. The researcher personally administered the questionnaires to the respective inhabitants of Okalongo settlement and then picked the questionnaires at the agreed time to give the respondents enough time to respond to the questions. In-depth interviews were done with Omusati Regional Council Officials, officials of Okalongo settlement, officials of Okalongo constituency office and members of Ombandja Traditional Authority. The identity of the researcher, aim and purpose of the study was disclosed to the respondents prior to taking part in the study.

### **3.7 Data analysis**

Data analysis was done carefully and critically as it is important in the research because it assembles all the information in the survey and makes sense out of it. Kruger (2008) stated that analysis of data derived from focus group discussions should use an inductive process. This is a process in which understanding of issues is based on the discussion as opposed to testing or confirming a preconceived hypothesis or theory. The analysis included an in-depth study of the events, experiences and topic in order to describe the context of the experience as was informed by the focus group discussions. The researcher was aware of the complexities in analysing qualitative data. To counter these, the data was grouped in categories and an objective analysis was done. This was meant to ensure that the analysis process was systematic and verifiable.

A mixed methods approach of both qualitative and quantitative techniques was used for data presentation and analysis. The study used both narrative and content analysis to analyse the data that was gathered. The data obtained from the interviewees was analysed through narrative analysis, while data obtained from the documents was analysed through content analysis. The data was read and examined carefully and presented in the form of tables and charts. The data was then presented in a descriptive summary of what the interviewees had said. The researcher classified similar responses to merge them into themes and categories. This helped the researcher to examine the interview transcripts and documentary notes before identifying the pattern and organising the data into categories.

### **3.8 Research ethics**

Grinnel & Williams (2015) emphasised that ethic is a discipline dealing with what is good and bad, or right and wrong with moral duties and obligations. Since respondents are humans, they are thus entitled to respect to their rights and protection. Therefore, the following ethical issues were taken into consideration in the course of executing this study:

#### **3.8.1 Informed consent**

The purpose of the study was first explained to the participants and only after their consent was given, were they allowed to participate in the study. They were informed how they were expected to take part in the study. Their consent was voluntary and without pressure of any kind put on them.

#### **3.8.2 Maintaining confidentiality**

The participants were informed that the information collected will be confidential and the individual respondents shall be anonymous during and after the study. Numbers were used on questionnaires and the questionnaires were destroyed after the study.

#### **3.8.3 Possibility of causing harm**

This study did not in any way cause harm to any participants in the form of discomfort, anxiety, harassment and invasion of privacy.

### **3.9 Conclusion**

This chapter discussed the methods used in collecting data which is a combination of qualitative and quantitative approaches and their advantages thereof. It also presented the techniques used namely questionnaires and interviews. This chapter also outlined the targeted population of the study, and lastly the ethical consideration during the research.

## **CHAPTER FOUR**

### **DATA PRESENTATION AND ANALYSIS**

#### **4.1 Introduction**

This chapter presents the data, analysis and discussions of the research findings as collected from the Okalongo settlement in the Omusati region of the republic of Namibia through questionnaires and interviews. Some questions set in the questionnaire were different from the interview questions. The questionnaires were completed by the inhabitants of Okalongo settlement and interviews were conducted with the officials of Okalongo settlement, Omusati regional office, Okalongo constituency office and members of Ombandja Traditional Authority (OTA). The study opted to divide the respondent by using two research instruments, the researcher interviewed respondents mentioned above because they were few compared to the number of inhabitants of Okalongo settlement that completed the questionnaires. This chapter principally reflects on the findings emanating from individual discussions that took place at Okalongo settlement between January and February 2019.

#### **4.2 Data collection experience**

The researcher arrived at Okalongo settlement to arrange for an appointment to interview the Okalongo settlement officials and Councillor of Okalongo Constituency. The researcher was informed by the officials to request approval to conduct a research from the Chief Regional Officer (CRO) of Omusati Regional Council. A letter of approval was granted by the Omusati Regional Council on 09 January 2019 to proceed with the research at Okalongo settlement. Data were collected for a period of three

weeks from the 14 January 2019 to 01 February 2019. The researcher explained the purpose of the study to all participants as they have granted the researcher permission to conduct the interview. The researcher strived to be honest, confidentiality and anonymity by keeping the identity of respondents private.

#### **4.3 Description of Okalongo settlement**

The study found that the settlement was under the administration of the Ombandja Traditional Authority (OTA), led by Chief Ualaula Shikombolo and other chiefs. Members of Ombandja Traditional Authority stated that it allocated land to Oshimbandja speaking people mainly with the purpose of building businesses in the area but not houses. According to OTA developments such as Oshikuku – Okalongo road, a Secondary School, water, electricity and a clinic were brought to the settlement by OTA, but since the Omusati Regional Council took over things are not going well with the settlement.

According to the Regional Council Act of 1992 (Act No 22 of 1992), Okalongo was proclaimed a settlement under the administration of Omusati Regional Council in 1997. The Omusati Regional Councillor has the power to delegate Administrators to the settlement to administer services on behalf of the Omusati Regional Council. The study show that upon the proclamation of the settlement the OTA is no longer in charge with the administration of Okalongo settlement in rendering services.



**Picture 4.2 Okalongo settlement office (NDC building)**

The above picture shows the outlook of the Okalongo settlement office. In addition to the findings the settlement does not have an office building of its own at present as it is leasing from the Namibia Development Corporation (NDC). The office space is very limited to provide good services to the community and this also contribute to understaffing at the settlement and some officials are stationed at Omusati regional council but were supposed to be stationed at Okalongo settlement.

#### **4.4 Findings and discussion of the questionnaires**

Questionnaires were used as one of the tool to collect data. After completion, questionnaires were analysed item by item. The questionnaires were completed by 50 respondents.

#### 4.4.1 Age of respondents

This question was intended to establish the age ranges of respondents with the aim to determine the maturity of respondents. This was indicated as follow:

- a. 8 (16%) respondents were between the ages of 18-25 years.
- b. 17 (34%) respondents were between the ages of 26 – 30 years.
- c. 20 (40%) respondents were between the ages of 31-40 years.
- d. 5 (10%) respondents were between the ages of 41 and above.

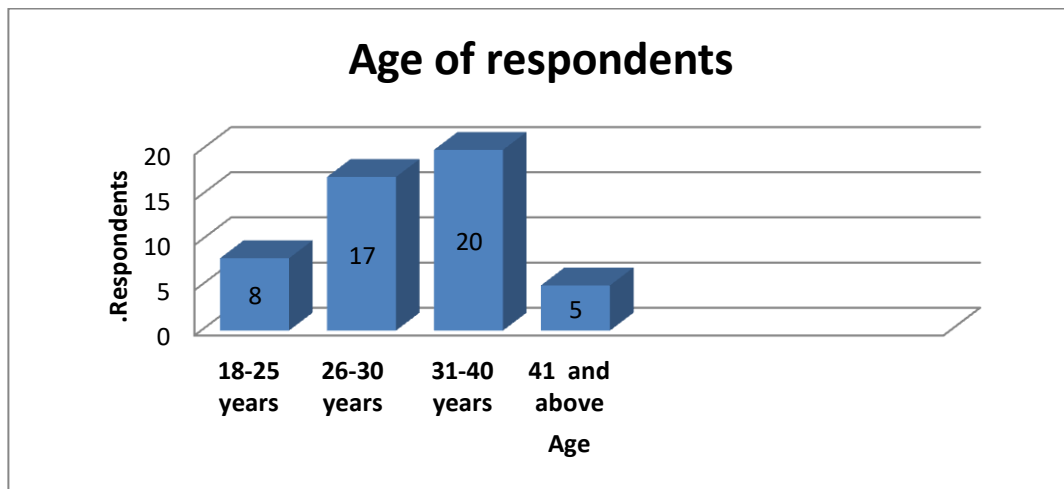
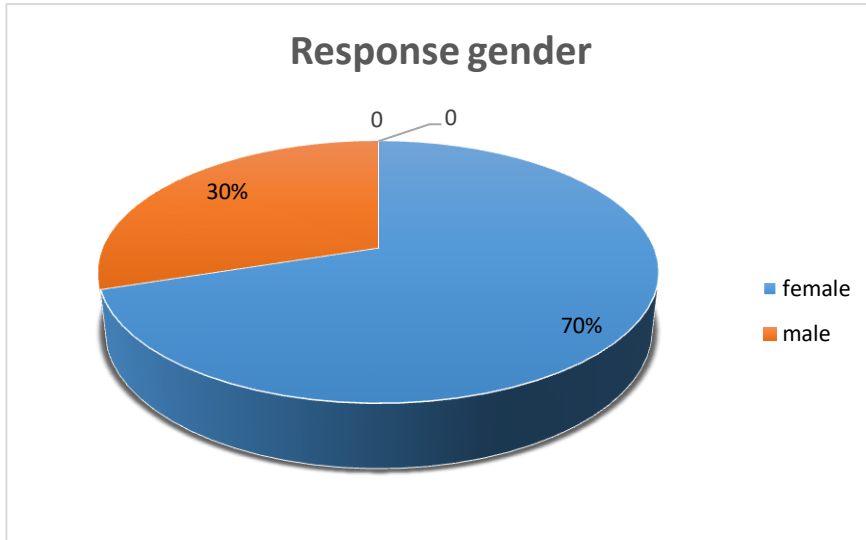


Figure 4.4.1 Age of respondents.

#### 4.4.2 Gender of respondents

Response	Female	Male	Total
Frequency	15	35	50
Percentage	70%	30%	100%

Table 4.1 Gender of respondents.



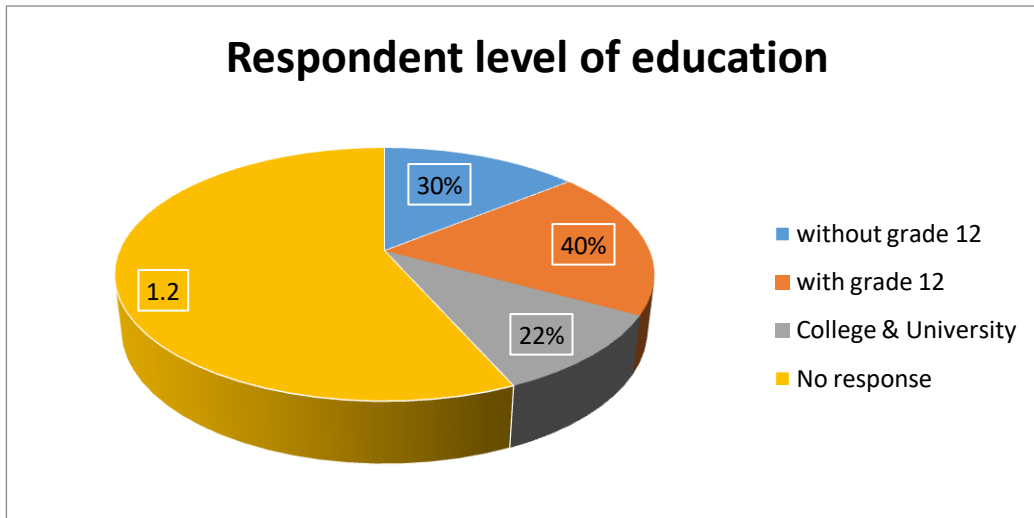
**Figure 4.1 Gender of respondents.**

A total of 50 respondents 35 (70%) were males, while 15 (30%) were females. The number of male respondents were higher than that of females' respondents, this was as a result of the females' reluctance to partake in the research.

#### 4.4.3 Respondents level of education

Response	No response	No grade 12	With grade 12	College and university	Total
Frequency	4	15	20	11	50
Percentage	8%	30%	40%	22%	100%

**Table 4.2 Respondent level of education.**



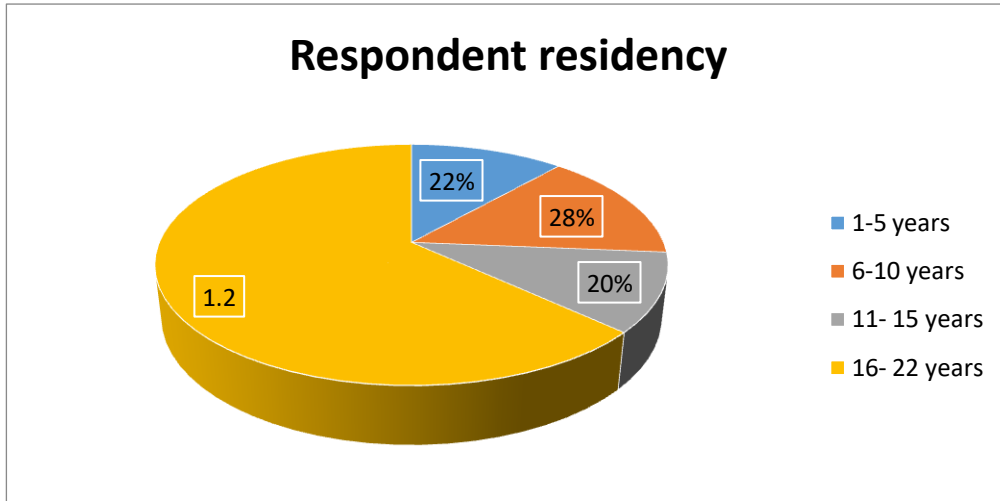
**Figure 4.2 Respondent level of education.**

Based on the findings from respondents' level of education with the aim to determine the educational status that frequency goes on in Okalongo settlement. Here, of 50 respondents, 4 (8%) did not respond, 15 (30%) were with no grade 12 (40%), 20 (22%) were with grade 12 and 11 have gone to college and university.

#### 4.4.4 Respondents' residency in Okalongo settlement

Response	1-5 years	6-10 years	11-15 years	16-22 years
Frequency	11	14	10	15
Percentage	22	28	20	30

**Table 4.3 Respondent residency in Okalongo settlement.**



**Figure 4.3 Respondent residencies in Okalongo settlement.**

Respondents that lived in Okalongo settlement for a period between 1-2 years were 11 (22%), 14 (28%) respondents indicated that they lived in Okalongo settlement for a period of 6-10 years, 10 (20%) respondents indicated that they lived in Okalongo settlement for a period of 11-15 years and 15 (30%) respondents indicated that they lived in Okalongo settlement for a period between 16 and 22 years.

#### **4.5 Respondents' views on underdevelopment in Okalongo settlement**

Many of the respondents are aware of the functions of the Okalongo settlement office as they have pointed out some of the functions they expected the settlement to carry out . These include to construct a sewerage and drainage system, refuse removal and servicing land for construction of houses. One of the respondent stated that the Okalongo settlement was supposed to connect people to government by bringing government agencies closer to the people, which is not happening in the Okalongo settlement presently. Many of the respondents stated that they do not see abundant development taking place in Okalongo settlement comparing it to other settlements. The

respondents further claimed that the settlement is struggling to uplift itself to another level, while the population of Okalongo settlement is big enough to drive for development to take place.

Respondents argued that the inhabitants are not well involved in the decision making process because the Settlement Development Committee (SDC) is not fully active to put the officials of the settlement to task. According to a respondent who is a SDC member, the SDC members are also at times not aware of what is happening at the settlement office, whereby they hear things from the residence while they were supposed to be informed by the settlement office. The settlement office decides whether to include the SDC members in decision making or not. The respondents further claimed that the SDC members are called for meetings only to be informed of the decisions already taken but not to make decision. The same thing happens when public meetings are called just to inform the inhabitants and not allow the inhabitants to make decisions or contribute in any way. This frustrates the people and public meetings usually do not adjourn very well. Lastly, the respondents stated that there is no satisfaction of development for the inhabitants of the Okalongo settlement and it is frustrating them a lot.

#### **4.6 Root causes of underdevelopment in the Okalongo settlement**

The participants pointed out numerous root- causes of underdevelopment in the Okalongo settlement which are discussed below:

##### **4.6.1 Tribalism**

A total of 50 respondents revealed that tribalism played a vital role in the delay of development in the Okalongo settlement since the community of Okalongo wanted the settlement to be for the Ombandja speaking people only. The Okalongo settlement

inhabitants do not want to be led by anyone from outside their tribe. They wanted the officials of the Okalongo settlement to be from Okalongo and the Councillor should also be from Okalongo.

#### **4.6.2 Corruption**

About 50 respondents emphasised that corrupt activities are rated at a very extreme point in the Okalongo settlement mainly on the issue of allocation of land to the community for business and residential purposes. The inhabitants eventually stated that land is distributed in a dubious manner; for this reason officials are paid by people to allocate land and some people own more than one erven/plot within the Okalongo settlement. The respondents revealed that in most cases corruption has made it easy for those that have financial means to acquire land and those that do not have access to financial means do not have a chance to acquire land. The respondents stated that some people are struggling with their applications to be approved by the settlement which is a process that takes time, but some people's applications do not take equal longer period of time to be approved. The respondents further revealed that corruption activities were the main subject of the peaceful demonstration held in 1995 by the inhabitants of the Okalongo settlement.

#### **4.6.3 Lack of finances**

The study revealed that 45 respondents stated that for the past years the budget of the Okalongo settlement was not allocated fairly by the Omusati Regional Council, because it has all powers to approve the settlement budget. The respondents narrate that little attention was given to Okalongo settlement to get funds from the central government and every year the budgeted fund is sent back to treasury because Okalongo settlement lacks proper implementation of the budget. The respondents further stated that the

officials of Okalongo settlement are ever giving excuses of not having enough funds to implement projects on time or not to implement them at all.

#### **4.6.4 Lack of power**

Out of 50 respondents, 47 revealed that the Okalongo settlement office does not solve issues concerning the settlement independently as all decisions are relayed from the Omusati regional council. Respondents revealed that they find it difficult to travel all the time to Outapi town where the Omusati regional council office is situated to look for answers on their pending issues with Okalongo settlement. The respondents further narrate that Okalongo settlement office does not always have answers to queries made by the inhabitants as the officials refer them to Omusati regional council all the time.

#### **4.6.5 Lack of educated politicians**

Only 15 respondents are in agreement that a lack of educated politicians have led to underdevelopment in the Okalongo settlement. However, the respondents stated that the previous Councillors who were heading the Okalongo Constituency did not have the understanding and knowledge on how the settlement functions. The respondents stated that the previous Councillors were not involved in the developmental activities taking place in the settlement. Much of their attention was given to the SWAPO party activities and this have contributed to the settlement working in isolation from the Councillor's office and there was no proper communication between the settlement Chief Administrator and the previous Councillors.

#### **4.6.6 Lack of community participation**

Moreover, the inhabitants of Okalongo revealed that the community does not know what type of services the Okalongo settlement is expected to deliver to them. The majority (48) of the respondents acknowledged that the Okalongo settlement does not involve the community in the decision making process. The community is never aware of the settlement budget and planned projects. Therefore, years will pass by with no community meeting arranged by the settlement officials. The respondents further revealed that there is a SDC, nevertheless the community is not aware how active are the SDC members with the settlement because they do not get feedback from the elected SDC members. The respondents stated that they are not made aware of when they should apply for land within the Okalongo settlement, this process has been made secret and only those that have a connection with the settlement office are aware of the application period.

#### **4.6.7 Demarcation plan**

About 42 respondents stated that some people who are allocated land by the settlement were told not to build, as the settlement is still waiting for the demarcation plan to be completed and people are tired of waiting. Some people who started building were ordered to stop building because the settlement is waiting for the demarcation plan to give them the go ahead to either build or have chances of being relocated to other areas within the settlement.

#### **4.6.8 Communal homestead owners' refusal to vacate**

The findings from 50 respondents of the settlement have indicated that communal homestead owners that are within the borders of the settlement are refusing to vacate to pave way for development. The respondents claimed that some of the homestead owners are insisting that the compensation of money is not enough to sustain them where ever they are to go and their land value is more than what the Okalongo settlement is evaluating. For instances the value for the natural fruit trees is less and they are demanding at least to be given two or three free erven in their Mahangu fields when vacating.

#### **4.6.9 Land allocated by Ombandja Traditional Authority (OTA)**

The 26 respondents revealed that the larger portion of land within the Okalongo settlement was allocated to the people by the OTA. During that time there was no proper planning being considered when allocating land to the people and the inhabitants were not paying rates and taxes as proposed by the new administration of Okalongo settlement. The latter caused many to find it difficult to adopt to new changes. The respondents stated that some people have documents showing that the land was really given to them by OTA and on the other hand some people do not have any documents to show that the land belong to them.

#### **4.6.10 Lack of serviced land**

The 50 respondents pointed out that there are no street lights along the settlement's main road to Okalongo – Outapi and Oshikuku – Okalongo. There are no street lights at the newly established extensions; while there is only one visible street heading to the

OTA office and Constituency Councillor Office with street lights but they are not functional. In addition, during the evening the Okalongo settlement is not safe because it is very dark owed to the lack of street lights. The respondents stated that some people allocated land in some extensions of the settlement could not wait for the settlement to service the land, they have started building on un-serviced land providing ablution services such as a septic tank system for themselves. Some respondents narrated that the Okalongo Secondary School is the only school connected to the sewage system, the rest of the other 4 schools are using the septic tank system.



**Picture 2.4 Septic tank used by residents of Okalongo Settlement.**

The above picture shows how the inhabitants of Okalongo settlement build houses with corrugated iron which is not a proper building structure. This is because the land is not serviced and the inhabitants are providing their own sewage system of a septic tank. The inhabitants narrate that they have the fear of building proper structures due to the settlement plan that is still pending.



**Picture 4.5 Land not serviced at Okalongo settlement extension**

The picture above shows the allocation of ervens to the inhabitants of Okalongo settlement. The land is however, not serviced with street lights, electricity, water pipelines and sewage system for the people to start building.

#### **4.6.11 No construction of houses**

No construction of houses was supported by 43 respondents who stated that the settlement is paying more attention to the land for business rather than allocating more land to people to build houses and become residents of Okalongo settlement. There is a need for houses in Okalongo settlement because the settlement is surrounded by many villages with schools and teachers are forced to build shacks for accommodations at their schools instead of being allocated land to build in the settlement. Some people travel long distances to come to work in Okalongo settlement because there is no accommodation available for them at the settlement. One of the respondent who is a business person stated that building houses in the settlement will be of good benefit to

the business community hoping people would build houses in order to support their businesses since their customers were mostly people from outside the settlement that only come occasionally to town and many people from Okalongo settlement are opting to build houses outside towns where they are allocated land.

#### **4.6.12 Poor co-operation with the community**

The respondents revealed that the community do not have full trust in one specific official of Okalongo settlement office. At many occasions the community had requested the official to be removed from the settlement but the Omusati Regional Council stressed that the community do not have strong valid reasons for their request. This contributed to the community having poor communication with the settlement office. The respondents also stated that the community always approach the Constituency Councillor with their grievances and even stretched up to the Omusati Governor's office.

#### **4.6.13 Local business dominance**

Findings from 42 respondents indicated that local business people prevent outside investors from investing in the Okalongo Settlement as they feel they are not ready for their businesses to compete with outside investors. The respondents argued that in most cases the local business people are developing land poorly, some business infrastructures are not at good standard of doing business.

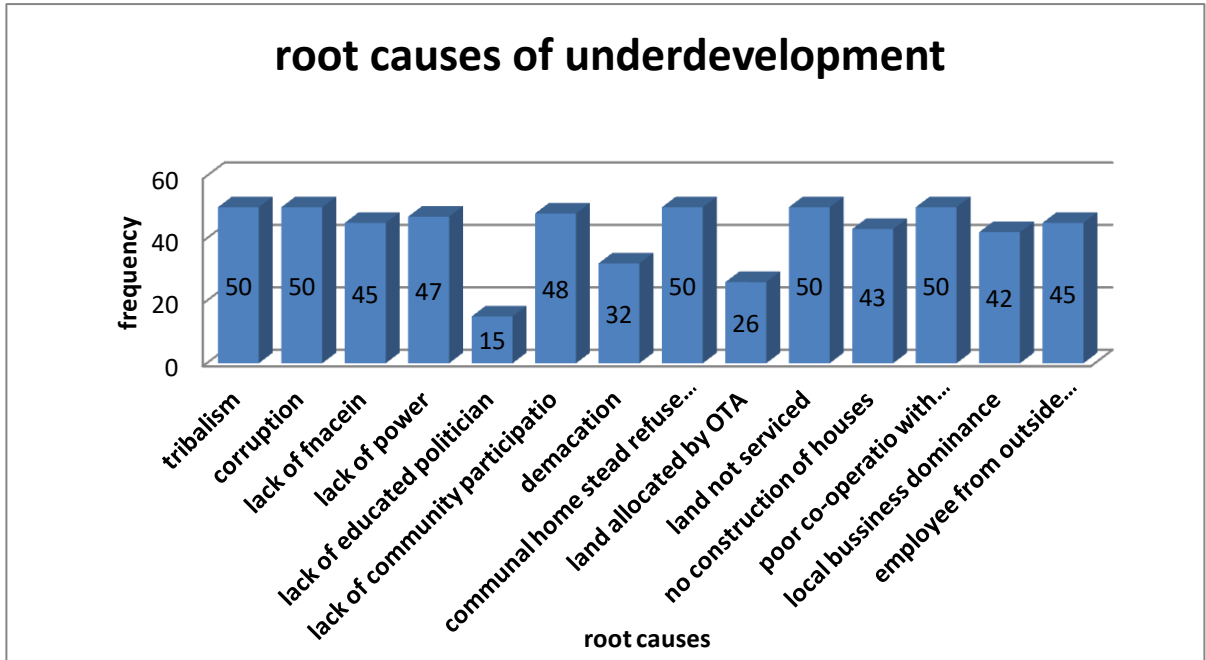
#### **4.6.14 Employees from outside Okalongo settlement dominance**

About 45 respondents argued that they are not well represented at the Okalongo settlement office because the majority of employees in the settlement office are not from Okalongo settlement area. Having strong motivations that employees from outside are

not serving Okalongo to the interest of the community and are reluctant to bring development to Okalongo settlement because in future they will not benefit. The respondents further claimed that the same employees of Okalongo settlement have been there at the settlement office for a long time now with little changes that they have brought in the settlement.

**Table 4.4 Respondents to the root causes of underdevelopment in Okalongo settlement.**

<b>Root causes of underdevelopment</b>	<b>Frequency</b>	<b>Percentage</b>
Tribalism	50	100%
Corruption	50	100%
Lack of finance	45	90
Lack of power	47	94%
Lack of educated politicians	15	30%
Lack of community participation	48	96%
Demarcation plan	32	64%
Communal homestead owners refuse to vacate	50	100%
Land allocated by OTA	26	52%
Land not serviced	50	100%
No constructions of houses	43	86%
Poor co-operation with community	50	100%
Local business dominance	42	84%
Employee from outside Okalongo settlement dominance	45	90%



**Figure 4.4 Respondents root causes of underdevelopment**

#### **4.7 The perceptions of the Okalongo inhabitants in relation to underdevelopment**

The respondents observed that there are many things that the Okalongo settlement office needs to do. The inhabitants are not happy with the pace of development for the past two decades since its proclamation to settlement status. The respondents stated that Okalongo settlement is losing many educated people from the area, because people have opted to settle in towns where there is development taking place, schools are suffering because teachers are leaving Okalongo settlement due to poor development in housing/accommodation.

Furthermore, the respondents are requesting the settlement to build a public library for all learners around the area. There is also need for more government offices in the settlement due to people travelling long distances to seek for government services. The respondents stated that the inhabitants are selling their products in an uncondusive

environment. It is very important that the Okalongo settlement should build an open market with ablution facilities for the inhabitants to sell their products in a conducive environment and attract more customers.

The respondents also observed that there is only one banking institution (Standard Bank). The settlement must be developed so that more banking institutions can open their branches in the settlement because this situation is causing people to travel to other towns for banking services and even spend money outside the settlement. One respondent who is a business person at Okalongo is appealing to the Okalongo settlement to fast track the servicing of land, so that people can start building their houses and become permanent residents of the Okalongo settlement to support their businesses. Their clients are mainly passers-by who do not reside in Okalongo and they cannot rely on them every day. Furthermore, the respondents stated that the ORC wants Outapi town (where the headquarters of ORC is found) to benefit because many people coming to Outapi town are from Okalongo settlement. Inhabitants of Okalongo travel to Outapi for banking services, government services and shopping services contributing to the economy of Outapi town instead of the Okalongo settlement.

The respondents further stated that underdevelopment contributed to them not being valued and being considered as people who cannot bring development to their own town. One respondent, a civil servant (teacher) claims that underdevelopment in the Okalongo settlement caused them not to make use of their government housing subsidies in order to get housing loans from banks because the settlement does not have village or town status. Underdevelopment in the settlement is contributing to poverty because there are no opportunities for the youth to explore.

#### **4.8 Ways on how Okalongo settlement can address underdevelopment**

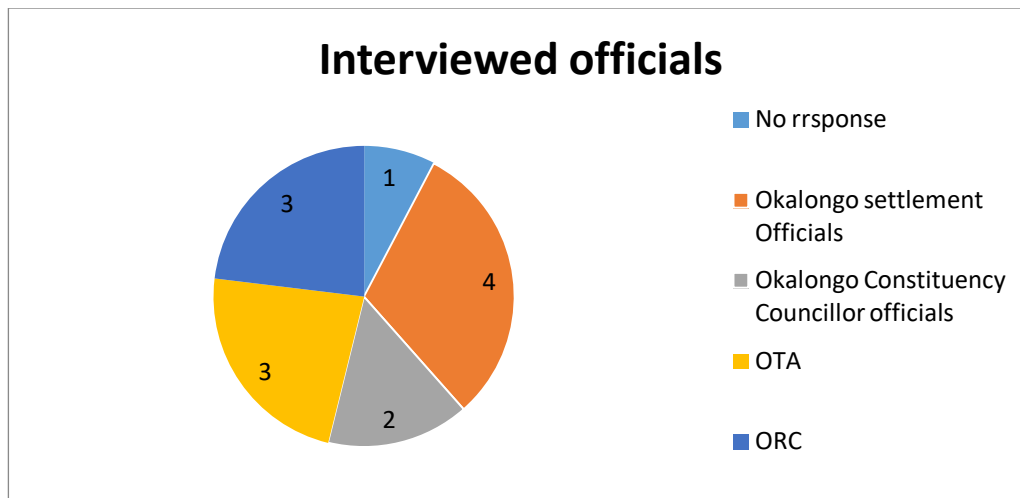
The respondents argued that the settlement will only move forward if corruption within the settlement office is given attention by the Omusati Regional Council. The ORC does not do much when the community reports corruption cases. They always blame the community of not having enough evidence. The respondents added by inquiring that how can the ORC get evidence if they do not investigate corruption cases reported to their office by the residents of Okalongo settlement. The respondents claim that the Anti-corruption Commission should task the ORC to be accountable for the poor development process in the Okalongo settlement.

According to the respondents, Okalongo settlement can only develop if the ORC remove a certain official from Okalongo settlement office. They claim that the official is protected by some officials from ORC because some people there are relatives and the official is from Outapi whereas the majority of officials of ORC are from Outapi. The respondents' further claim that this official was removed from a certain local authority because of poor performance. The study revealed that the respondents are pleased with the settlement availing land for a well-equipped police station, four government schools, one private school, a clinic, Office of the Ministry of Agriculture, a service station and a shopping mall by the Namibia Development Corporation.

#### 4.9 Findings and discussion of interview data

Response	No response	Okalongo settlement officials	Okalongo Constituency Councillor officials	OTA	ORC official
Frequency	1	4	2	3	3

**Table 4.5 Interviewed officials**



**Figure 4.5 Interviewed officials**

The researcher interviewed a total number of 12 officials from the targeted sample of respondents. The interviewed respondents are from Okalongo settlement office (4), Okalongo Constituency Councillor office (2), Ombandja Traditional Authority office (3) and department of Planning and Development (PD) of Omusati Regional Council (3). There was 1 non response from the respondents, the researcher could not interview due to time as the respondent was too busy to be available for interview. Similarly, the interview questions were made short due to work commitments of the official.

#### **4.9.1 Inhabitants' satisfaction with the development in the settlement**

The officials from Okalongo settlement responded that it is difficult to satisfy all inhabitants at the same time. There are those that may be satisfied and those who may not be satisfied. In most cases the unsatisfied inhabitants are the ones that come to the office with complaints and only few satisfied inhabitants come to the office to appreciate the services. The settlement is trying its level best to render satisfactory services to the inhabitants of the settlement. The officials from Omusati regional council commented that complains reaches their office but not gratitude appreciation of good service. Their office is always trying its level best to solve the problems of the inhabitants of Okalongo settlement. They added that the inhabitants do not know what type of services they expect from the Okalongo settlement office because in some cases inhabitants complain on issues that the settlement is not able to solve or not the function of the settlement. The members of the Ombandja Traditional Authority responded that a lot of the inhabitants are not happy with services rendered by Okalongo settlement but their office cannot do much to assist the people but just to advise them on what they should do.

#### **4.9.2 How Okalongo inhabitant renders assistance to the settlement**

The officials of Okalongo settlement narrate that inhabitants are assisting the settlement with development because they are paying well the rates and taxes. They added that Okalongo settlement is one of the settlement in Omusati region collecting more funds than any other settlements in the region. The officials from Okalongo settlement stated that the business community is assisting the settlement to develop, for example a local business is allocated land by the settlement and brought in a new service station (Engen).

#### **4.9.3 Inclusion of inhabitants in decision making**

The officials from Okalongo settlement stated that the inhabitants of Okalongo settlement are not excluded from decision making, decisions are firstly made with the SDC comprising of some inhabitants, members of the OTA and officials from Okalongo Constituency Office. The Okalongo settlement office is experiencing problems with some members of the SDC who go and discuss things with local people while final decisions are not made and this disrupts the decisions to be taken.

#### **4.9.4 Land distribution**

The officials from the Okalongo settlement responded that the settlement is trying its level best to distribute land equally to everyone but there are some inhabitants that want to be allocated more than one plot of land. The settlement can only allocate two plots to someone when one plot is for residential and the other one is for business. Members of OTA responded that land is not allocated equally in the settlement because many inhabitants of the settlement are not allocated land during the application process and the majority of people allocated land by the settlement office are from outside the settlement. The officials from Omusati regional council stated that their office approves application forms and they do not screen the origin of the people and cannot reject an application if a person is from outside Okalongo settlement.

#### **4.10 Root-causes of underdevelopment in the Okalongo settlement analysed from interviewed officials.**

##### **4.10.1 Tribalism**

Okalongo settlement officials revealed that there is tribalism in the business community. For the past years business people in the Okalongo settlement have denied investors access to come and invest in the settlement because of the fear of competition. Okalongo settlement officials further stated that, in Okalongo, land was not granted to individuals who are not from Okalongo and this have also contributed to underdevelopment because there are many people from Okalongo who were given land but do not have the means to develop the land. The officials from Omusati regional council are in agreement with officials from Okalongo settlement that inhabitants of Okalongo are tribalistic. They think Okalongo is only meant for them and no other people. They fear that the outsiders will take over their town; instead of collaborating with outside people to develop the settlement.

##### **4.10.2 Lack of finances**

The officials also stated that beside the settlement collecting enough funds from rates and taxes for land and water from the residents the settlement is faced with lack of finance. This is because every amount collected is channelled to the ORC. In comparison, the settlement officials revealed that the ORC is not assisting the Okalongo settlement with enough funds for it to prosper, the same way the ORC have assisted the newly proclaimed settlement such as Onesi to prosper to become a Town Council. The officials from ORC narrate that the Okalongo settlement is assisted with enough funds depending on the settlement's annual budget. In addition, the Okalongo settlement office

is every year sending a huge amount of unspent money back to treasury and this is a big concern for the ORC. Other settlements and towns make use of their budgeted funds or send back little money to the treasury. One of the official from Okalongo Constituency office claims that the Okalongo settlement is mismanaging the budget and putting a blame on the Omusati Regional Council for not providing the settlement with enough funds.

#### **4.10.3 Lack of power**

The officials of Okalongo settlement revealed that the Okalongo settlement office is delegated by ORC to offer services on its behalf and the officials are appointed by ORC and report all matters to the Council. All officials from Okalongo settlement revealed that people/inhabitants who are applying for residential and business ervens in Okalongo settlement, the administrators do not have the power to approve any applications but to process application to the ORC for approval. The respondents as well revealed that only then if the settlement is elevated to a Village Council or Town Council it will have the power to make decision. The Okalongo settlement Office further commented that the settlement office is not involved in the planning of the budget, the settlement is receiving a planned budget from the ORC. At times the officials of the settlement make recommendations for some activities to be included in the budget but sometimes they not get approved by the ORC.

The officials also revealed that in most cases decisions from the ORC are not made on time and this delays the administrators to render services properly and on time. Furthermore, the officials stated that the settlement make recommendations through the SDC and the recommendations are sent to ORC, where a committee scrutinizes all land

applications. According to chiefs from OTA, there is no good communication between the ORC and the settlement because whenever they approach the settlement and the ORC with same issue, the settlement and the ORC are having different answers which really bring confusion within the community. The officials from ORC stated that the Okalongo settlement administration office does not have enough space for officials supposed to be appointed at the settlement to make decisions as they are accommodated at the ORC.

#### **4.10.4 Lack of community participation**

The Ombandja Traditional Authority observed that the settlement's officials do not have good communication with their office and there was no good communication with the constituency councillor office during the time of the previous two Councillors. According to officials from the office of the Constituency Councillor public meetings between the community and the officials from the Okalongo settlement are sometimes called and the meetings do not adjourn well because the community is divided into groups that do not want work together ( business community, local people and professionals). The officials of Okalongo settlement claim that the settlement office is trying its level best to have good communication with its people but the communities are failing to show up in large numbers during public meetings and they sometimes reject good projects proposed by the settlement.

#### **4.10.5 Demarcation plan**

The Okalongo settlement officials stated that the settlement demarcation plan is divided into different components such as residential area, business area, general residential (flats), institutional and commercial. The officials stated that the settlement plan is not

followed strictly, for instance in business areas people have built their houses, and in residential areas people have built businesses. Secondly, the officials of ORC indicated that there is confusion concerning the borders of the Okalongo settlement whereby the community is not well consulted of the border line of Okalongo settlement and the demarcation plan of the settlement keeps on changing all the time. Reasons that there are some areas that land was provided by OTA for instance during the time of the demarcation process the owners of a certain lands did not build on the land and after sometimes they have started building not following the settlement plan. Thirdly, the Okalongo officials observed that there was no proper planning of the settlement ahead with their intended plans of development, in the meantime the settlement is waiting for the completion of the new plan from an engineering company called Dynamics.

#### **4.10.6 Communal homestead owners' refusal to vacate**

The officials of Okalongo settlement describe that some of the homesteads land owners are compensated by the settlement, nevertheless, refuse to vacate. At the same time they sold their land to business people in secret without informing the settlement office. The members of OTA stressed that Okalongo settlement is not rendering enough assistance to relocate people to new places. People are requesting to be provided with transport to move their belonging and also identify a place where these people should be settled. The OTA member added that the Okalongo settlement wants to relocate homestead owners without giving them a portion of land from their Mahangu fields which is not fair.

#### **4.10.7 Land allocated by Ombandja Traditional Authority**

The officials revealed that the settlement is experiencing cases, for instance, where some land is vacant for years and is included in the settlement plan. The settlement may allocate the land/ erven to a certain individual after sometime the owner of a specific land will show up claiming it's his/her land given by the OTA years ago. According to OTA members, what delayed some of the inhabitants to build on their land was that some people inherited the land from family members who passed on and the process of transferring land to new owners takes time because the OTA need proper proof to approve the transfer of land to the new owner.

#### **4.10.8 Land not serviced**

The study further found that the Okalongo settlement is experiencing difficulties with the servicing of the land, claiming that they do not have enough funds to service land, people want to build while eighty percent (80%) of the land is not serviced. After all, the officials stated that the provision of serviced land in the settlement have covered an estimate of 20%, there are no streets, water connection in all extensions, sewage connection only covers three quarter of extension two (2) of Okalongo settlement with ratification of clean water and the rest of the extensions are not covered. In addition, the officials argued that the community removes their sewage from the septic tanks and dump them in the settlement sewer at night with no permission from the settlement office and this causes the settlement sewer to be repaired at high cost. The officials for ORC stated that the process of servicing land at Okalongo settlement is going slowly because of inhabitants who don't want to co-operate with officials when informed not to build at certain areas because there is plans for a sewage pipe line intended to be

constructed at that area. According to Okalongo Constituency officials, some of the Okalongo business people are forced to buy land outside towns where land is serviced for business which is a big loss for Okalongo settlement.

#### **4.10.9 No construction of houses**

The officials from Okalongo settlement indicated that the Okalongo settlement requested every person building a house to have a house plan approved by the settlement. Since approval is done at the ORC, the process takes extensive time and people are not patient enough to wait for the approval of their house plans in order to commence building. In addition to that many people build houses evaluated on poor standard without having approved plans. The Okalongo settlement official revealed to the researcher that the Build Together Programme of Namibia aimed to build houses for low-income and low/middle-income families who do not have access to formal housing credit, has only constructed one house in the Okalongo settlement. Due to many changes in the settlement plan and lack of finances, they were stopped to build houses for the people. The Build Together Programme could have helped many people in Okalongo settlement to acquire land and houses since they could not get loans from banks to build houses in the settlement because of the status Okalongo settlement is finding itself in. Officials from the Okalongo Constituency stated that many people were allocated land but did not have funds to build on the land.

#### **4.10.10 Local businesses dominance**

The officials from the ORC revealed that the local business people are making it difficult for the settlement to acquire investors because most of the land in the Okalongo

settlement is owned by or belongs to the local business people. Some do not have enough funds to develop the land. The local business people prefer the investors to lease their properties instead of allowing investors to build properties in Okalongo. The business people are not assisting the settlement in providing proper services to the people.

#### **4.10.11 Administration office of the Okalongo settlement**

The officials of Okalongo settlement stated that they are facing difficulties with administration operations due to the current rented office which does not have enough space to render good services. The settlement office needs more employees but there is no space to accommodate them. Some employees are stationed at ORC which makes work difficult because documents need to be transported 30km to Outapi and back. According to officials from the ORC, the administration building have been in the pipe line for the construction but the delay was caused by the demarcation plan indicating where exactly the settlement office can be constructed.

#### **4.11 Perceptions of Okalongo settlement in relation to underdevelopment**

A respondent from OTA stated that underdevelopment should be blamed to the ORC. ORC is involved in delay tactics by frustrating business people of Okalongo, keeping the area underdeveloped so that the business people can go and invest in Outapi town which is 30km from Okalongo settlement. A respondent from Okalongo Constituency office stated that Okalongo settlement had great potential to be developed because it is closer to two active border posts with Angola called Ombaye border post and Omuvelo Wakasamane border post. As it is now the Angolans do not have interests in doing

business or shopping in Okalongo but instead proceed to Outapi Town where they get everything available.

#### **4.12 How Okalongo settlement should address underdevelopment**

According to an official from ORC, for a town to prosper, a clean and beautiful environment is very important. This means officials from the settlement should organise cleaning up campaigns involving the entire community of Okalongo settlement. Presently, the environment of the settlement is in a hazardous state.



**Picture 4.7 Surrounding areas of Okalongo settlement with rubbish**

The picture above shows the surrounding area of Okalongo settlement with rubbish. An observation that the settlement is not clean and inhabitants are living in a hazardous environment.

In addition, the settlement officials stated that the development of the settlement can only happen when more land is serviced. The ORC should avail more funds to Okalongo settlement for servicing of land because in the current situation, things are moving slowly and there is nothing the settlement can do as it depends on the ORC's decisions.

According to the office of the Constituency Councillor, officials further stated that the ORC should intervene to solve the land disputes which for years have blocked development and subsequently delayed the settlement from being upgraded to a Village Council. The Okalongo settlement officials from the Okalongo settlement claimed that the ORC should compensate well the affected homestead owners the same as other homestead owners in other towns like Outapi and Onesi. This situation is causing the affected homestead owners to refuse to be moved as they compare their offers with other towns.

#### **4.13 Okalongo settlement to be elevated to Town Council status**

According to the officials of Okalongo settlement the Regional Council Act of 1992 (Act no 22 of 1992) stated that a settlement is entitled to be upgraded to a village status only if it has met the requirement to be a Village Council and all status should be awarded accordingly and fairly. Okalongo is expected to be upgraded to a town council, jumping the village council status, effective 2019. Officials from Okalongo Constituency Councillor revealed that the Okalongo settlement was proclaimed two decades ago on the verge of being stripped of its settlement status if it is not elevated to the next status. He further stated that the settlement had until the end of last year to demonstrate its financial ability to sustain itself or face being downgraded. The officials of Okalongo settlement stated that the application to upgrade the settlement to a village council as it has been initially planned was previously rejected by the Ministry of Urban and Rural Development, whereby the Ministry at the time cited reasons for the settlement's inability to sustain itself. The Okalongo settlement's official stated that she is confident that the settlement can be elevated to either a village or town council the

moment the demarcation plan is in place. The settlement is waiting for the demarcation plan to be approved by the Ministry of Urban and Rural Development. The officials from the ORC revealed that the ORC had invested time, monetary and other resources to redesign Okalongo and has thus extended the settlement from its initial borders. They further stated that the expansion of the settlement means more extensions which in return can boost the local economy.

#### **4.14 Conclusion**

This chapter presented the data and discussed the findings that this study manage to collect from Okalongo settlement in Omusati region. The data was collected by means of questionnaires and interviews. This chapter presented the root causes of underdevelopment in Okalongo settlement guided by the three main research questions of the study. The respondents identified 14 root causes of underdevelopment in the settlement such as tribalism, corruption, lack of finances, lack of educated politicians, lack of community participation, Okalongo settlement demarcation plan, homesteads refusal to move, land allocated by OTA, lack of servicedland, construction of houses, lack of power, employees dominance, poor communication with community and employees from outside Okalongo settlement dominance. The study also analysed the data on the perceptions of the Okalongo settlement in relation to underdevelopment and how Okalongo settlement can address underdevelopment in the area. The results of the study led to the conclusions and recommendations presented in the next chapter.

## **CHAPTER FIVE**

### **CONCLUSIONS AND RECOMENDATIONS**

#### **5.1 Introduction**

This chapter presents the conclusions and recommendations as emanating from the research findings based on the root causes of underdevelopment in Okalongo settlement. This could be useful for future planning and management on the causes of underdevelopment in Okalongo settlement.

#### **5.2 Conclusions**

The aim of this study was to determine the root causes of underdevelopment in the Okalongo settlement area. The issue of the root causes of underdevelopment in Okalongo settlement has not been studied before, although other research have been made on the causes of underdevelopment in public and private sectors. That is why this research was important to motivate other researchers to cover the gap this study has omitted.

The study used two methods of collecting data, the questionnaires and interviews, and the study was welcomed well by the respondents without experiencing any difficulties. The study was guided by three research questions that made the study successful, by identifying 13 root causes of underdevelopment in the Okalongo settlement such as tribalism, corruption, lack if finances, lack of educated politicians, demarcation plan, homestead refusal to move, land allocated by OTA, lack of serviced land, construction of houses, lack of power, employees dominance and poor communication with community. A total of 50 respondents indicated in the questionnaire that the root causes

of underdevelopment on Okalongo settlement is caused by tribalism, corruption, land not serviced, communal homestead refusal to vacate land and poor co-operation with the community. Only 15 respondents are in support that underdevelopment is caused by the lack of educated elected politicians to lead the settlement. Other respondents claimed that an uneducated politician can bring development in the settlement if he or she seeks advice from educated inhabitants of the settlement. The study also looked at the perceptions of Okalongo inhabitants in relation to underdevelopment in the settlement. In view of this, the settlement is losing many educated people from the area to other settlements, towns or cities countrywide. The study further looked at how Okalongo settlement can address underdevelopment in the area. About 45 respondents are in agreement that underdevelopment in Okalongo settlement is caused by the lack of finances and employees from outside Okalongo settlement dominate in the settlement office administration. Furthermore, 26 respondents are in agreement that underdevelopment in Okalongo settlement is caused by land allocated by OTA before okalongo was proclaimed a settlement. The study found claims that there is a need to remove a certain employee from Okalongo settlement office because employees are the people that can lead success for development to take place in the area.

### **5.3 Recommendations**

Having discussed the main issues related to the underdevelopment at okalongo settlement area in Omusati region and the implications of such, the researcher found it worthwhile to provide recommendations to key stakeholders regarding policy strategy aimed at addressing this challenge. After analysing the research findings a number of

recommendations were formulated to guide the Okalongo settlement in curbing underdevelopment in the area.

### **5.3.1 Community involvement**

The study recommends the involvement of the people in the formulation and implementation of policies and projects. People need to be consulted to know their needs before projects are initiated for them. It is appropriate for the people to determine what they need as this enhances their sense of belonging and claim of ownership of such projects. People's participation is one of the ingredients of good governance. Development is about people and if it is to be meaningful, the people must be its active agent and not just passive beneficiaries. The study further recommends that the Okalongo settlement officials recognise the importance of promoting community participation by organising community meetings annually. The ORC and Okalongo settlement office needs to involve the community when drafting settlement budgets. The study also recommends that it is very important for the Okalongo settlement to work together with the community to keep the surroundings clean and organise clean-up campaigns with the community.

### **5.3.2 Generation of funds**

The study recommends an improvement in the revenue generation capacity of the Okalongo settlement. The Okalongo settlement should look inwards and explore every available opportunity to generate more revenue. Rather than relying solely on central allocation that is not enough to provide infrastructure.

### **5.3.3 Service land for construction of houses and businesses**

This study recommends that the settlement ventures into public private partnerships (PPP) in servicing land and building of houses and ensuring that the PPPs are rendering services affordably by everyone. Building partnerships with other stakeholders will improve capacity for revenue management, social service delivery and management of public infrastructure. The study recommends Okalongo settlement to make land servicing its first priority to avoid losing potential community members to other towns, attract investors to have interest in investing in the settlement. The settlement should also build an open market for the community to engage in informal business in a conducive environment.

The study recommends the Okalongo settlement to allocate more land for residential development so that more people can build houses. If the latter happens, the residents will be contributing to the revenues of the settlement by paying rates and taxes. Allocating more land for residential development purposes is a way of keeping people in the settlement instead of deciding to go and settle in other towns or cities. This will also assist business people in the settlement, because an increase in the population of the settlement will contribute to their businesses to operate well. Allocating more land for residential development will benefit the inhabitants because the organisations like Building Together and Shark Dwellers' Association will be able to assist people to build low income houses.

#### **5.3.4 Equity in allocation of land**

The study recommends the ORC to ensure that the allocation of land is done fairly, treating all applicants equally and encourage people to report corrupt activities in the settlement. Ensure that the whistle blowers are protected by law and those involved in corruption must be severely punished to serve as a deterrent to others. The study also recommends the settlement not to promote tribalism, to consider also allocating land to people who are not from the settlement.

#### **5.3.5 Complete demarcation plan and compensate homestead owners fairly**

The study recommends the Okalongo settlement ensure that the demarcation plan of the settlement is completed as this is delaying work progress in the settlement. Inhabitants cannot be allocated land and those that are allocated land cannot start building because of the settlement's demarcation plan not available to guide the settlement's populace. The study recommends the ORC to compensate the affected homestead owners within the jurisdiction of the borders of Okalongo settlement what they deserve in order to pave way for development.

#### **5.3.6 Reduce power from Omusati regional council**

The study recommends Omusati regional council to surrender some of its powers to the settlement in making decision. Okalongo settlement should at least be given authority to make decision in the best interest of its inhabitants. For example, the residents have to wait for a long period of time for the approval of plots. The Okalongo settlement should be given authority to plan their budgets and manage the collected revenues because its

revenues are managed by the Omusati Regional Council but not used to the interest of its inhabitants.

### **5.3.7 Reduce local business dominance and attract investors**

The study recommends the Okalongo settlement office to prevent the business community from having power over the settlement. The settlement officials to educate the local business people about the benefits their business will get in allowing investors in the settlement. The study also recommends the settlement to refrain self from allocating local business people too many land portions in the settlement as this will promote dominance in the settlement and in the future all land will be owned by local business people. These business people may not be able to service land and even bring development to the settlement. The study also recommends that Okalongo settlement makes the business community aware that developmental projects cannot take place at the settlement if they continue practicing the dominance behaviours that will delay the planning process and create fear in investors. The study ensures the Okalongo settlement that if they allow dominance of the business community, it will lead to distorted decisions and deny deserving persons, groups, projects and produces divergence from plans and policies.

### **5.3.8 Considering employing local people in the Okalongo settlement office**

The study recommends the Okalongo settlement and ORC to consider appointing more officials from Okalongo constituency. The latter is because these officials will solely have the interest to develop their own town instead of appointing the majority of

officials that are not from the area of Okalongo. The foregoing may not have the interest to develop the settlement into a town.

### **5.3.9 Building the administration office of the Okalongo settlement**

The study recommends that the Okalongo settlement have its own administration office building. Since its proclamation in 1997, the settlement have been renting office buildings which is a waste of revenue that is generated by the settlement. The money spent on paying for rent was supposed to complete building of its own administration offices or be used on something useful to develop the settlement. The study strongly recommends an administration building to be built so that the settlement can have enough space to accommodate the needs of the settlement and accommodate officials currently stationed at the ORC.

### **5.3.10 Investigate corruption cases**

The study recommends the ORC to investigate or attend to maladministration cases reported to them from the community. The ORC and the Anti-Corruption Commission should ensure that whistle blowers are protected. When investigations are done, the Omusati Regional Council should be able to give the inhabitants of Okalongo settlement feedback on their findings to prevent the community from organising peaceful demonstrations.

### **5.3.11 Benchmarking and twining**

The study recommends the Okalongo settlement to benchmark from other towns that have been elevated from settlement status to village or town council status. The Okalongo settlement should look at what systems other towns used in rendering services

and also on how they have developed their towns. The Okalongo settlement should consider twining with other towns either locally or internationally to get assistance from sister local authorities in areas they are finding difficult to render services. The study strongly recommends twining because it can bring experts to a town with the aim of developing a town.

#### **5.4 Recommendations for further research**

The findings of the study have several implications to various disciplines related to the topic of this study which include the theoretical paradigms and policy frameworks. The policy implications of this study concern its influence on local government by-laws and policies aimed at controlling development in local government. The findings of the study communicate the challenges posed by underdevelopment in the Okalongo settlement need to be reviewed by ORC in order to deal with the issue of development as a matter of urgency. Ultimately, the study provides the basis for further research around the strategy interventions for dealing with the challenge presented by underdevelopment.

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**TO WHOM IT MAY CONCERN**

This letter serves to inform you that Taimi Ndaamembo Mbangula is a final year Masters Degree in Public Administration (MPA) student at the University of Namibia, Faculty of Economic and Management Sciences in the Department of Political and Administrative Studies. In this regard, the student is required to conduct a research project as part of the requirement to complete the Masters Degree in Public Administration (MPA) successfully. The topic of the research project: Assessing the root causes of under-development in a proclaimed settlement: A case study of Okalongo settlement in Omusati region: Therefore the University is humbly requesting your good offices to grant the student all the necessary assistance for her to obtain information required to write her thesis. The research findings will mainly be used for the MPA Degree in Public Administration thesis only and the participants opinions/views will be kept confidential.

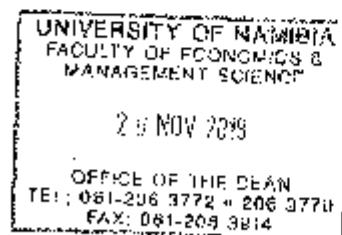
Thanking you for your support.

Dr. SB Lwendo (Supervisor)



Department of Political and Administrative Studies

Faculty of Economic and Management Sciences



APPENDICES



APPENDIX A:

**ASSESSING THE ROOT CAUSE OF UNDERDEVELOPMENT IN A  
PROCLAIMED SETTLEMENT: A CASE STUDY OF OKALONGO  
SETTLEMENT IN OMUSATI REGION**

This survey is undertaken for academic (research) reasons. My name is Taimi Ndaamembo Mbangula, student of the University of Namibia (UNAM). I am doing a Master's Degree in Public Administration, within the faculty of Economics and Management Sciences, Department of Politics and Administrative Studies.

The reason for my focus on this area is prompted by the on-going underdevelopment claims in Okalongo settlement area. Being a student of administrative studies, I am keen to find out the root causes of underdevelopment in Okalongo settlement area, hoping the findings will improve the situation. The information you are providing me will be confidential.

Thank you very much for your participation

.....

Taimi. N. Mbangula

UNAM Student

## APPENDICES

### Appendix B: inhabitant questionnaires

#### ASSESSING THE ROOT CAUSE OF UNDERDEVELOPMENT IN A PROCLAIMED SETTLEMENT: A CASE STUDY OF OKALONGO SETTLEMENT IN OMUSATI REGION

I am Taimi N. Mbangula, a Master's degree (public administration) final year student with the University of Namibia, Faculty of Economics and political science. I am engaged in the study of the following topic "Determining the Root –causes of Underdevelopment in a Proclaimed Settlement: a Case Study of Okalongo Settlement in the Omusati Region".

You are kindly requested to provide your views in this regard. Please note that participation in this research is voluntary and that all your information will be treated with utmost confidentiality you are not required to put your name on this questionnaire.

#### Section A

1. What is your gender?

Male	
Female	

2. What is your age group?

18-25 years	
26-30 years	
31-40 years	
41- and above	

3. What is the level of your education?

No grade 12	
With grade 12	
College and university	

4. What is your period of residency in Okalongo settlement?

1-5 years	
6-10 years	
11-15 years	
16 -22 years	

5. What is your citizenship

Namibia	
Non -Namibian	

**Section B**

6. Do you know the expected functions to be performed by the Okalongo settlement office? (tick where appropriate)

Yes	
No	
Not sure	

7. If yes, mention any of the functions

.....

.....

.....

8. Do you know the vision and mission of Okalongo settlement?

(Tick where appropriate box)

Yes	
No	

9. If yes, what is the mission and vision of the settlement?

.....  
.....

10. Do you think Okalongo settlement is one of the settlement where development is not taking place?

Yes	
No	
Not sure	

11. Motivate your answer

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.....  
.....  
.....  
.....

12. Are the community involved in the settlement decision making process?

(tick where appropriate)

Yes	
No	

13. If yes, how is the community involved in the decision-making process?

.....  
.....  
.....

14. Are you satisfied with any new development brought by the Okalongo settlement? (tick where appropriate)

Yes	
No	

15. If No. why are you not satisfied?

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**Section C**

16. What are the reasons for root causes of underdevelopment of Okalongo settlement? (tick in the appropriate box)

Root causes of underdevelopment	Make a tick
Corruption	
Lack of finance	
Lack of power	
Lack of educated politicians	
Tribalism	
Lack of community participation	
Demarcation plan	
Communal homestead owners refuse to vacate land.	
Land allocated by OTA	
Land not serviced	
No construction of houses	

Poor co-operation with community	
Local business dominance	
Employee from outside Okalongo settlement dominance	
Others	

17. Motivate your answers below

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18. What is the perception of the Okalongo settlement in relation to underdevelopment?

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19. How can Okalongo settlement address underdevelopment in the area?

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20. What are the development projects brought by the Okalongo settlement?

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21. Do you think the Okalongo settlement qualifies to be alleviated to village council status?

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**Section D**

22. Any other comments that you think can contribute to the causes of underdevelopment in Okalongo settlement.

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## Appendices

### Appendix C: Official's interview questions

#### ASSESSING THE ROOT CAUSE OF UNDERDEVELOPMENT IN A PROCLAIMED SETTLEMENT: A CASE STUDY OF OKALONGO SETTLEMENT IN OMUSATI REGION

1. Are the residents satisfied with the development of the settlement?

Yes	
No	

If yes or no support your answer

.....

.....

2. Are the inhabitants supportive with the development advancement of the settlement?

Yes	
No	

If no/yes, why do you think the inhabitants are not or are supportive with the development progress of the settlement?

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.....

.....

3. Are the inhabitants of Okalongo settlement allowed to participate in the decision making?

Yes	
No	

4. If yes, what participation approach do you use?

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.....

5. Is land distributed equally to all inhabitants of Okalongo Settlement?

Yes	
No	

If yes or no, how is the distribution?

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6. What are the causes of underdevelopment in Okalongo settlement for the past 20 years?

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7. What are the perception of the inhabitants of Okalongo settlement in relation to underdevelopment?

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8. How can Okalonog settlement address underdevelopment in the area?

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9. In what way is the Settlement administration influenced by politics?

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10. Do you think the settlement have the chances to be promoted to a village council?

Yes	
No	

If no/yes, why do you think the settlement have no/ chance to be a village council?

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11. Any other comment that you feel you want to share with the research study.

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.....

Mrs Theresia Nepolo (BED Sec (UNAM), BA Hons in English Studies (NUST), M.A. in English Studies (UNAM), Editing and Proof reading certificate (UCT), PHD in English Studies (UNAM) in progress. Lecturer, English (NUST) JOTERSS English Language and Research Private Academy (Chief editor) P. O Box 487, Windhoek Tel: 0816408864 Email: [talamondjilahakalunga@gmail.com](mailto:talamondjilahakalunga@gmail.com)

03 March 2020

To: Whom it may concern

Editor's report

This is an attestation that I, Theresia Nepolo, from the language and research academy cited above, did the language editing of the research report of **Taimi Ndaamembo Mbanguala, Student Number: 200210718**. Her study is titled: **ASSESSING THE ROOT CAUSES OF UNDERDEVELOPMENT IN A PROCLAIMED SETTLEMENT: A CASE OF OKALONGO SETTLEMENT IN OMUSATI REGION**.

The following linguistic components and features were focused on: The rule of concord; which is the agreement between subjects and verbs. Sentence construction; at times one finds that some sentences may need rephrasing to make more meaningful sense or may need to be shortened or completed for the same effect. Consistency in the use of words, tenses and forms of language. Another area that I focused on is the use of punctuations, especially the omissions and or the over use of such essentials. I also suggested changes where words with same meaning were used but do not express the idea fully in the context they may be used.

I made use of track changes, so that the student, and if need be the supervisor, will be able to track the changes I suggested to accept or decline them as may be found appropriate.

For additional questions and clarity, do not hesitate to contact me on: 08164 088 64 or e mail me on: [talamondjilahakalunga@gmail.com](mailto:talamondjilahakalunga@gmail.com)

Sincerely yours,

Theresia Nepolo (Mrs)  
T. Nepolo (Language Editor)



