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**RESEARCH REPORT**  
**CONNECT AFRICA PILOT PROJECT**  
**IN THE MOGALAKWENA MUNICIPALITY**

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RESEARCH REPORT COMPILED BY:  
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## **1. OVERVIEW OF RESEARCH**

The purpose of this research report is to present the findings of a community survey undertaken in seven rural areas of the Mogalakwena Municipality, in the Limpopo Province of South Africa. Connect Africa are piloting their services in these areas, and the purpose of the community survey was to understand the current situation pertaining to existing and potential services, and to understand the market segment of this municipality. In addition, this report contains the results of the actual services offered over the thirteen week pilot intervention.

The community survey was structured to gather data on demographics, current and potential services, develop and understanding of the challenges the community face and the knowledge of community members in being able to respond to their own challenges. Participants were further asked direct questions pertaining to Connect Africa.

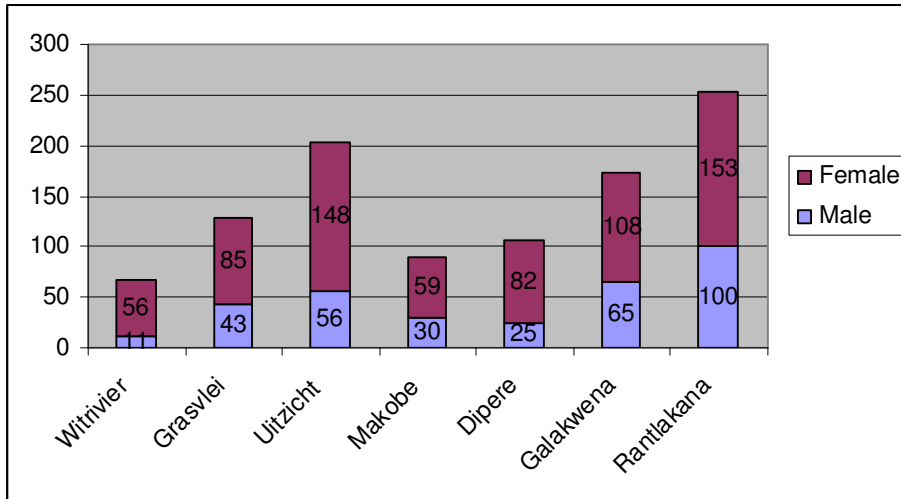
The target sample in the community was to gather 1000 completed surveys, with target participation of men, women, youth across a range of ages and socio-economic backgrounds. The demographics indicate that the target sample was achieved. The surveys were carried out by Community Workers in each of the areas, who were trained to implement the surveys. Inkanyezi Initiative in conjunction with Connect Africa developed the surveys and undertook the data capture and analysis.

## **2. DEMOGRAPHICS OF PARTICIPANTS IN MUNICIPALITY**

A total of **1021** surveys were completed across the seven rural areas in the Mogalakwena Municipality of Limpopo Province. The seven areas surveyed were Witrivier, Grassvlei, Uitzicht, Makobe, Dipere, Galakwena and Rantlakana. The gender breakdown of the participants included a 68% female response, and a 32% male response. 93% of the respondents were north Sotho speaking, and approximately 1% spoke Shangaan or Tsonga. Other languages spoken included: Zulu (0.2%), South Sotho (0.2%), Xhosa (0.2%), Venda (0.2%), Ndebele (0.1%) and English (0.1%).

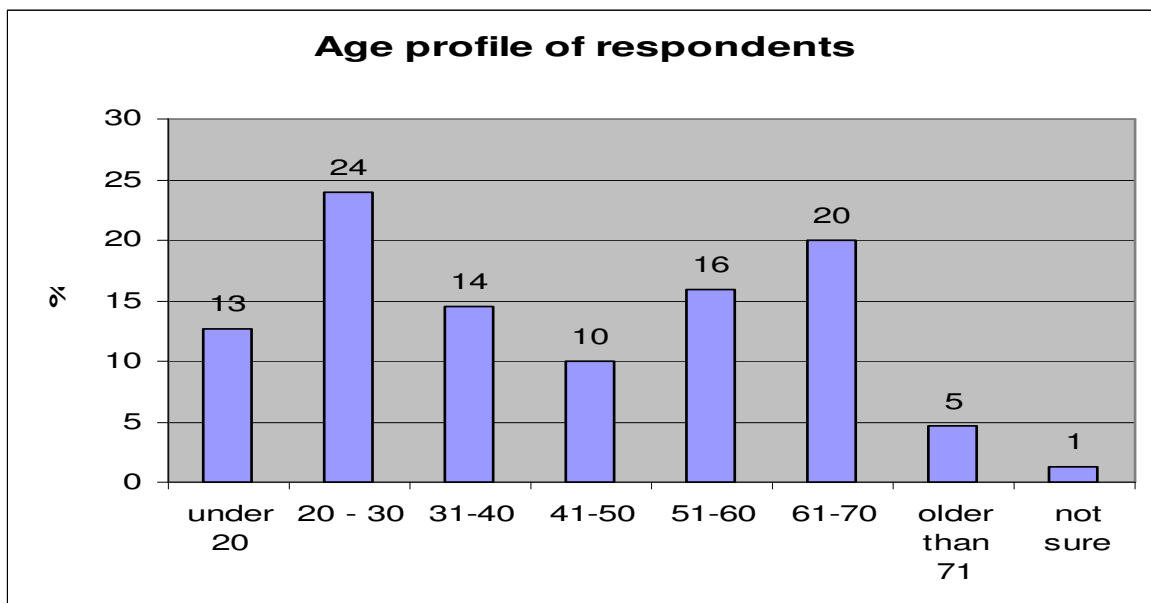
The graph below illustrates the gender breakdown and total respondents across the seven rural areas:

**Graph 1: Respondents across the seven rural areas**



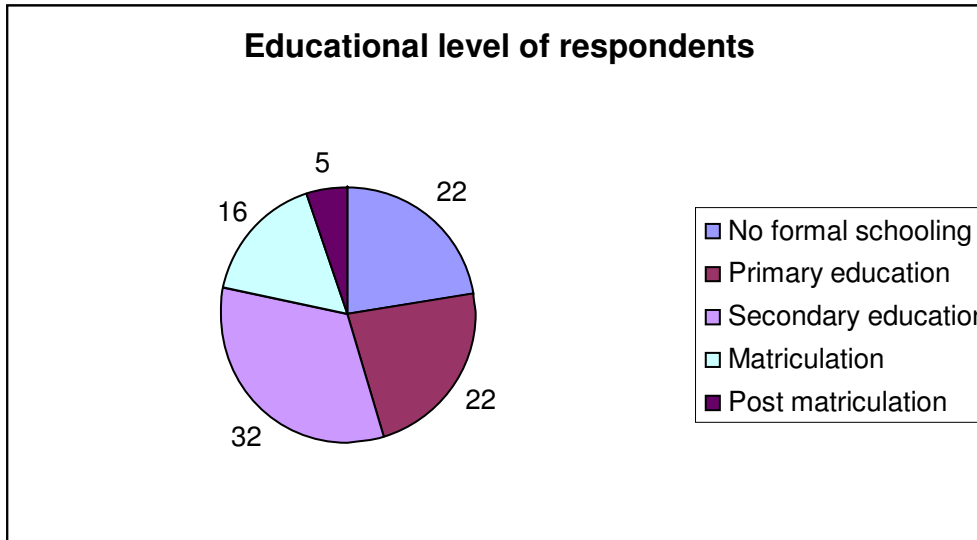
Participants' ages ranged from under 20 years to over 70 years of age. The majority (24%) of participants were in the 20-30 year age group, and 20% in the 61 – 70 year age group. 13% of respondents were under 20 years of age.

**Graph 2: Age profile of respondents**



The majority of the respondents had received a secondary education (32%), however 22% had received no formal schooling and similarly 22% had only received primary education. 16% had gained their matriculation certificate, and 5% had undertaken tertiary training.

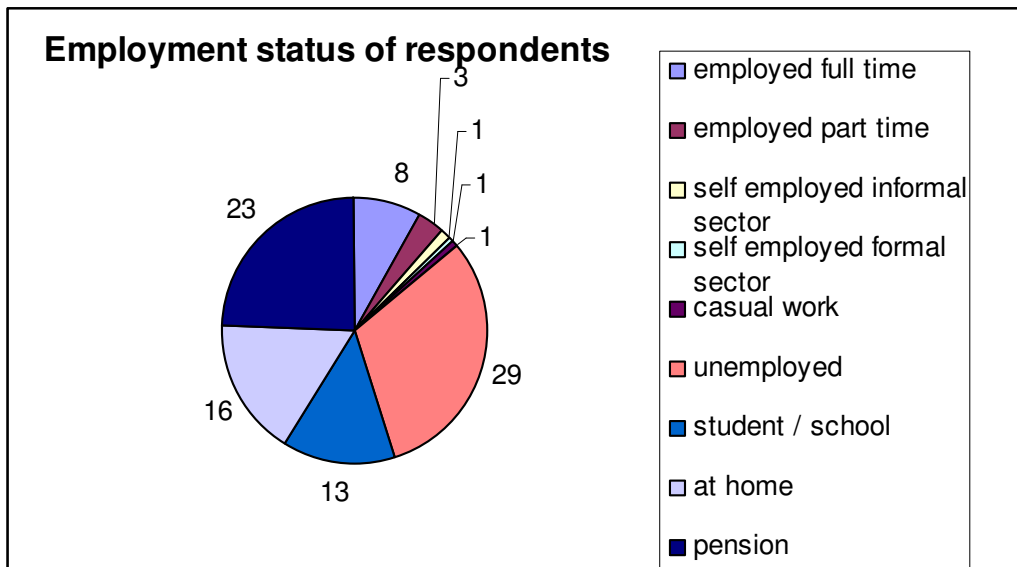
**Graph 3: Education levels of participants**



The main income source for the family indicates the dependency of people living in rural areas on government grants: 50% of the families relied on government grants compared to 34% of families who relied on a family member being employed. 11% of the respondents were dependent on generating their own income.

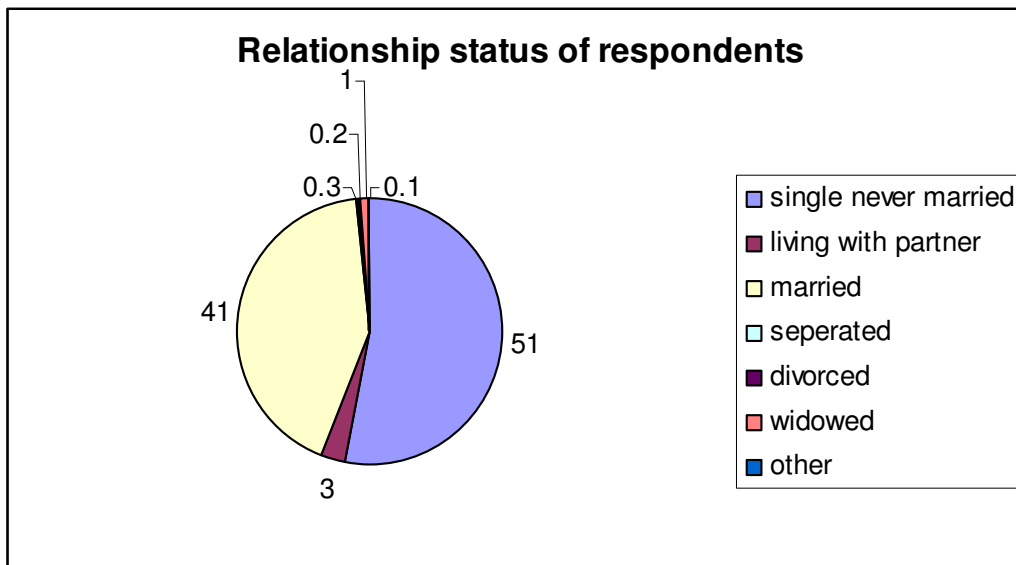
The majority of the respondents were unemployed (29%) or remained at home (16%), and 23% were pensioners. Of those economically active, 8% were employed full time while 6% worked part time, were self employed or did casual work.

**Graph 4: Employment status of respondents.**



51% of respondents were single and had never married, 41% were married, 3% lived with their partner and 0.3% widowed.

**Graph 5: Relationship status of respondents.**

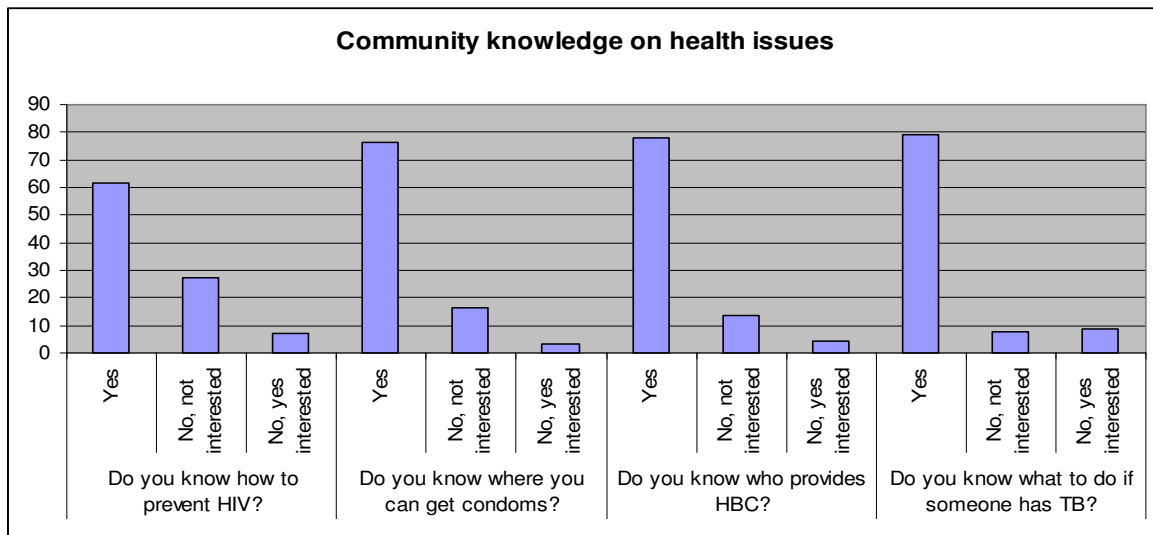


### 3. MOGALAKWENA MUNICIPALITY FINDINGS

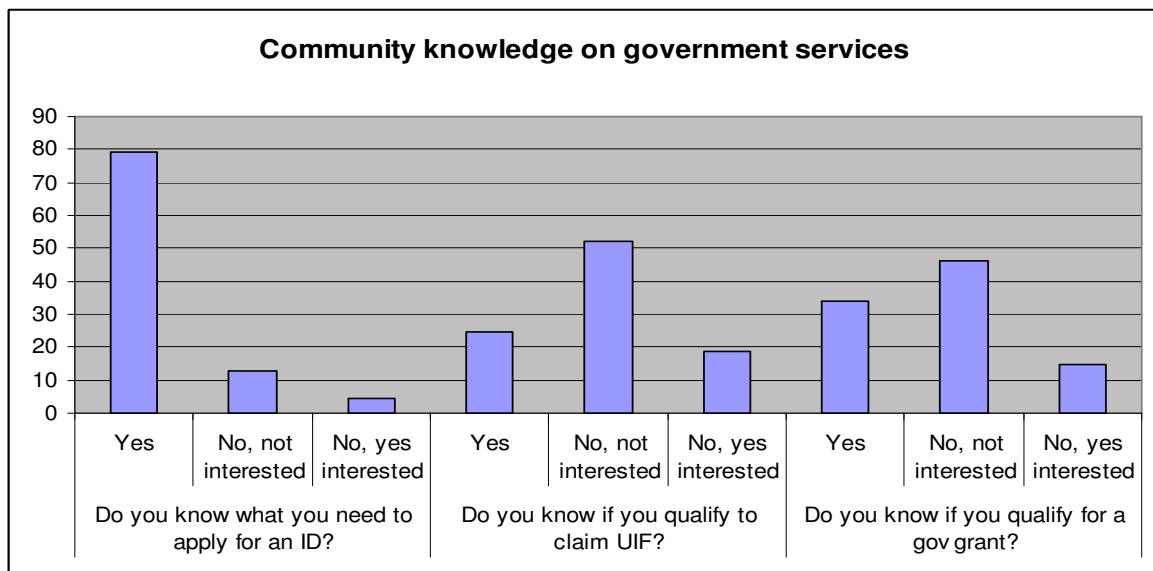
#### 3.1 UNDERSTANDING THE COMMUNITY CHALLENGES

Respondents were asked a range of questions to ascertain their knowledge of particular issues pertaining to health, government services, and how to access a range of government services. If participants answered “no” to the knowledge question, they were asked a further question as to their need or willingness to know more. The responses are presented in Graph’s 6, 7 and 8 below.

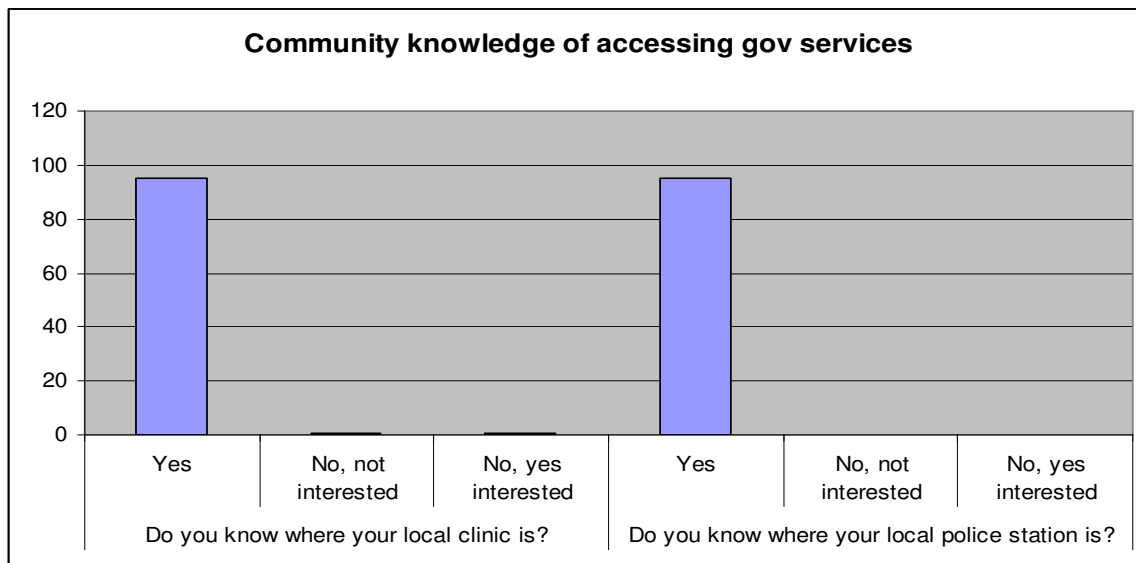
**Graph 6: Community knowledge on health issues**



**Graph 7: Community knowledge on government services**



**Graph 8: Community knowledge of accessing government services**

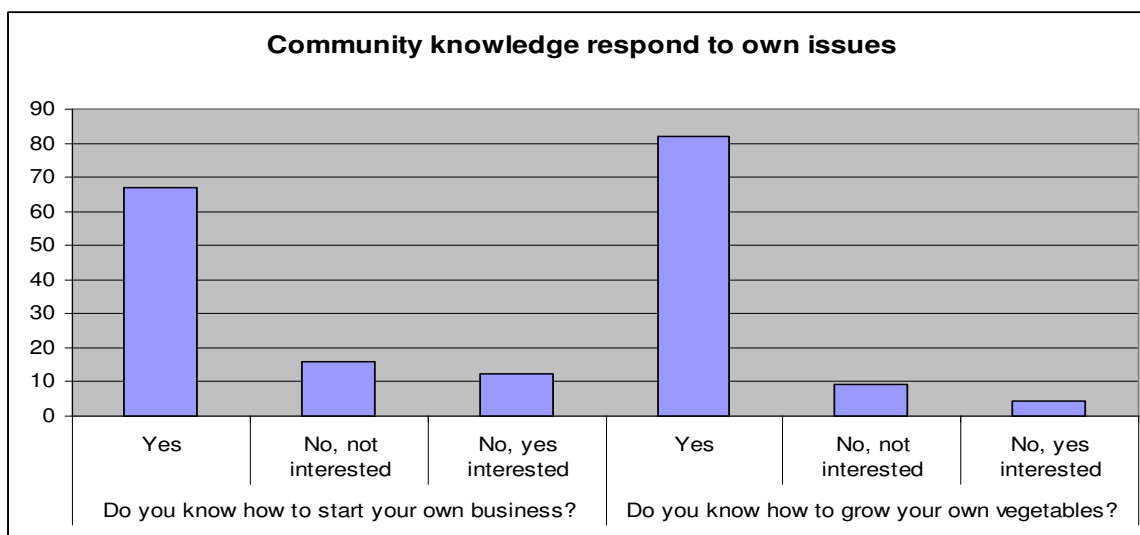


Less than 15% of the respondents that answered “no” were interested in finding out more about the health issue or service provided by government. The majority of respondents knew where the local clinic was (and 89% had accessed the clinic in the last year) and where the police station was. Six respondents (0.6%) did not know where the police station was, of whom three (0.3%) were interested to learn where the station was.

The results as illustrated in the graphs above, suggest that when services are available community members know about them and where to access them. However, about 15% require information and this suggests the need for information in an accessible manor for this target population.

Graph 9 (below) indicates that 80% of respondents know how to grow their own vegetables, and 65% know about starting their own business. Of interest to note is that despite the high response of knowing how to run your own business, only 2% of respondents were self employed. This suggests that other factors such as low levels of education, lack of resources and possibilities, and accessing banking facilities may hinder business start-up.

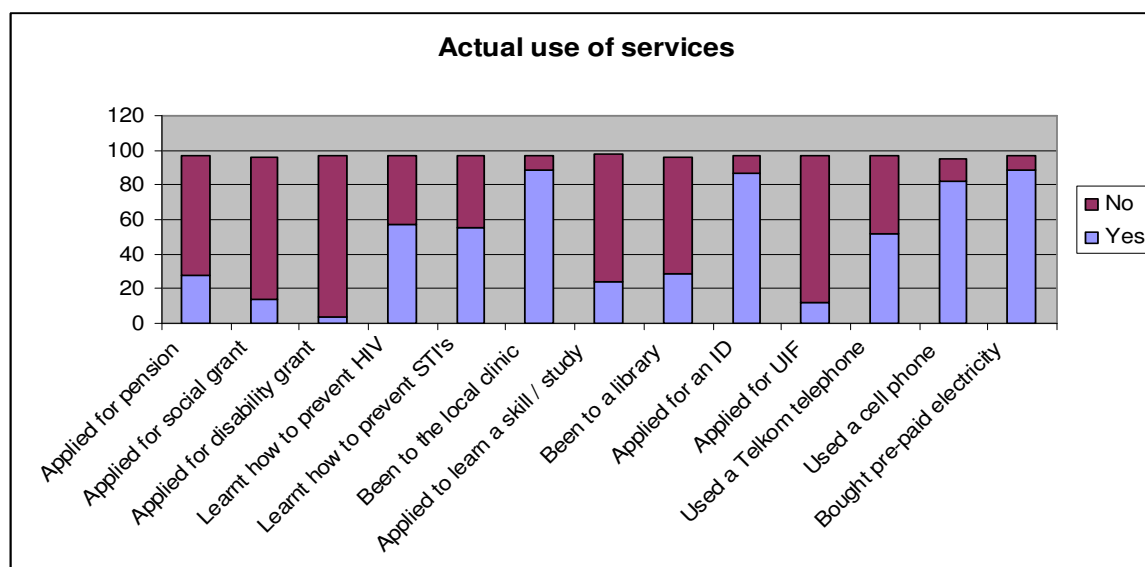
**Graph 9: Community knowledge to respond to own issues**



### 3.2. SERVICES RENDERED AND REQUIRED

A range of actual and potential services available in the community were proposed to participants. Actual use of the services proposed to participants highlights (Graph 10) the utilization by community members of communication services, buying electricity, and accessing health services (including knowledge about healthy living issues such as HIV). Community access to specific government services over the past year indicates the need for health services, and that access to further services is driven by need (for example a pension).

**Graph 10: Actual services accessed over the year**

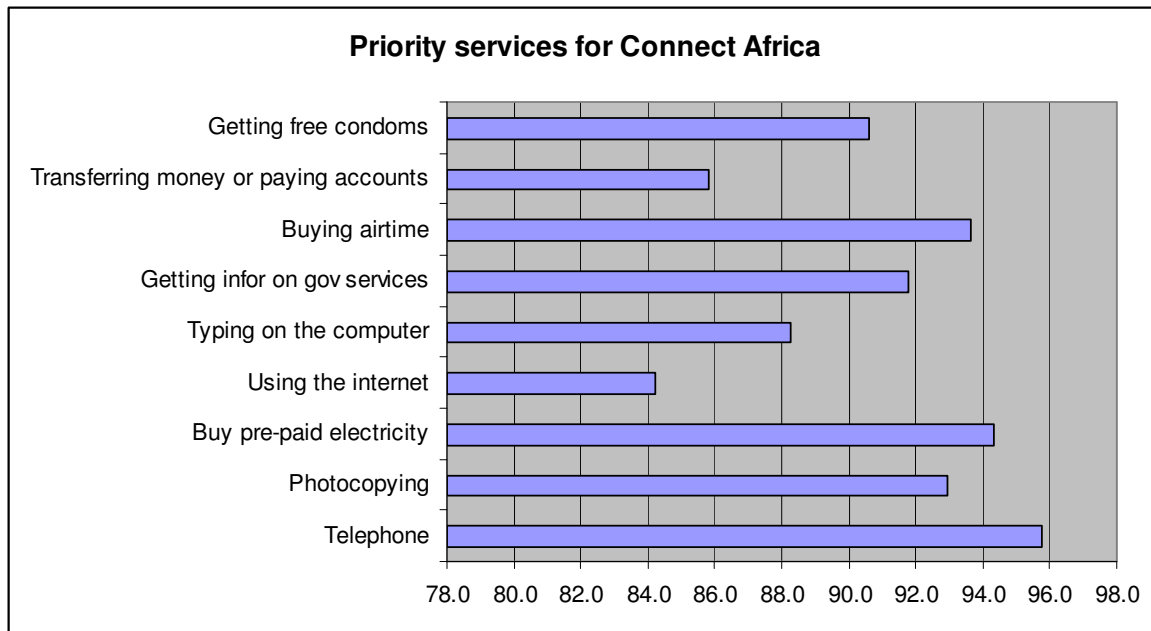




The graph above suggests that there is an opportunity to provide access to skills to support socio-economic development in the communities.

Priority services that Connect Africa could provide, according to the respondents, are consistently rated over 80% as illustrated in the Graph 11 below.

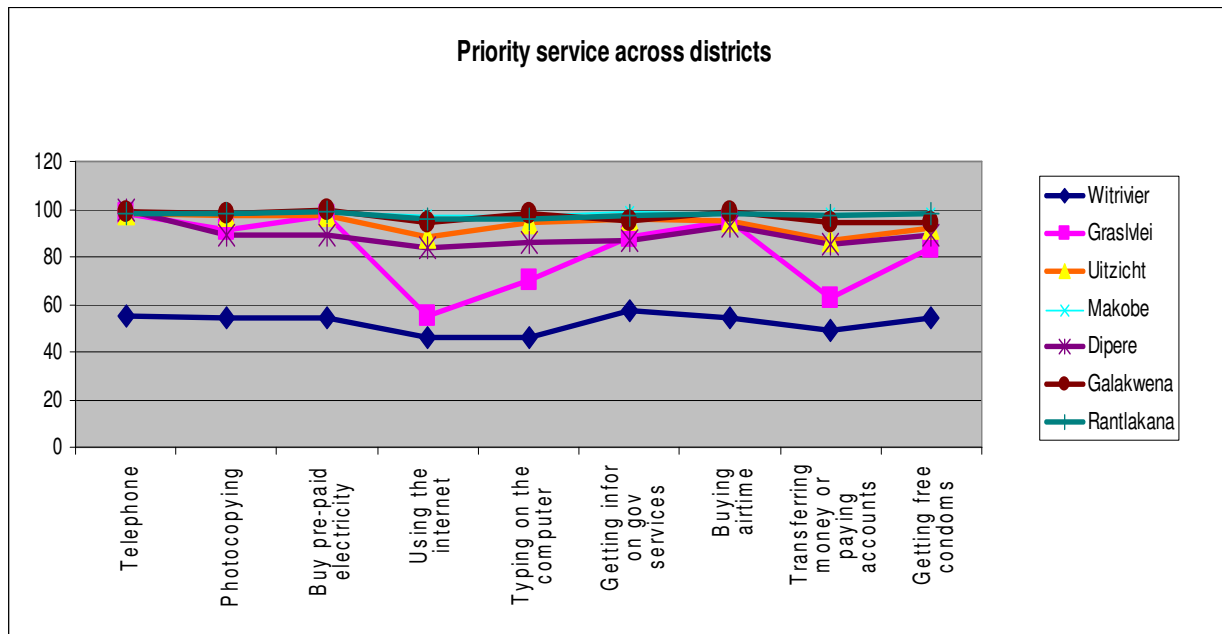
**Graph 11: Priority services for Connect Africa**



This illustrates the current priority needs for communication services, accessing basic economic services (such as buying electricity) and the provision of relevant information. Of interest was the high rating of accessing free condoms. This would suggest that communities have perceptions about accessing condoms in a space that is free from stigma. Because Connect Africa offers a range of services community members need not know why people are using the service and, unlike at a clinic for example, people can access condoms free of possible discrimination about sexual practices.

The graph further suggests that although the transferring of money (85%) and using the internet (84%) received the lowest ratings, there is a need for these services, and the rating could increase once community members are confident of using these services.

**Graph 12: Priority services across the seven districts**



Graph 12, above, illustrates the priority services across the seven areas surveyed. The need for services and rating for prioritisation was consistently high (in the 80 – 100% prioritisation level) for five of the districts: Uitzicht, Makobe, Diepere, Galakwena and Rantlakane. Of interest was the lower rating in Grasvlei for internet services and electronic transferring of money. In Witrivier the prioritisation was lower for all services (ranging 46% to 55%).

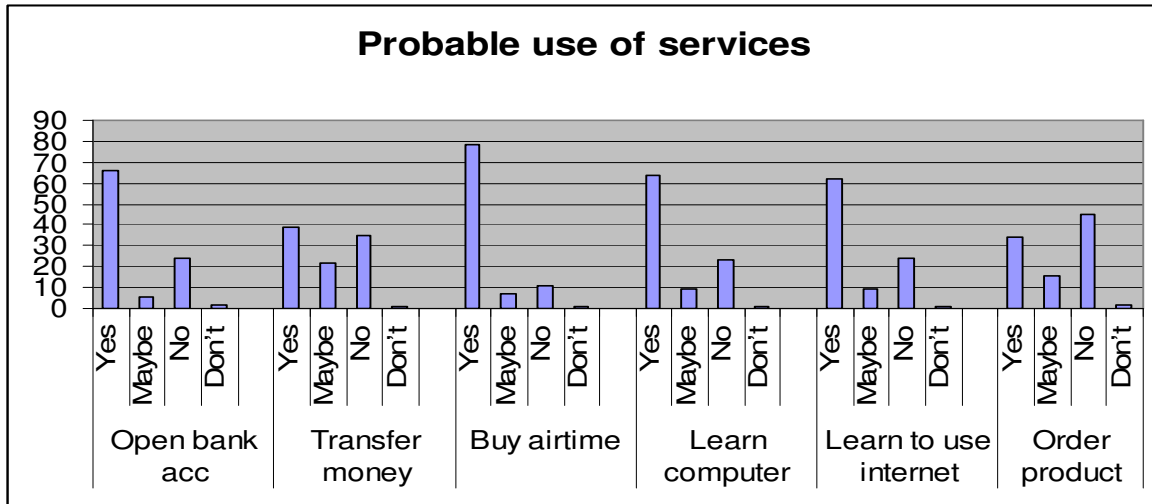
**Probable use of services**

Respondents were asked to indicate the probable use of service during the current year (2007). In comparison to the priority services, there was a high call (refer to Graph 13 and 14) for communication services (accessing telephones, buying airtime), and accessing basic resources such as electricity. In addition, there is a call for banking services (opening a bank account and to a lesser extent transferring money) and learning to use technology (computers and internet services).

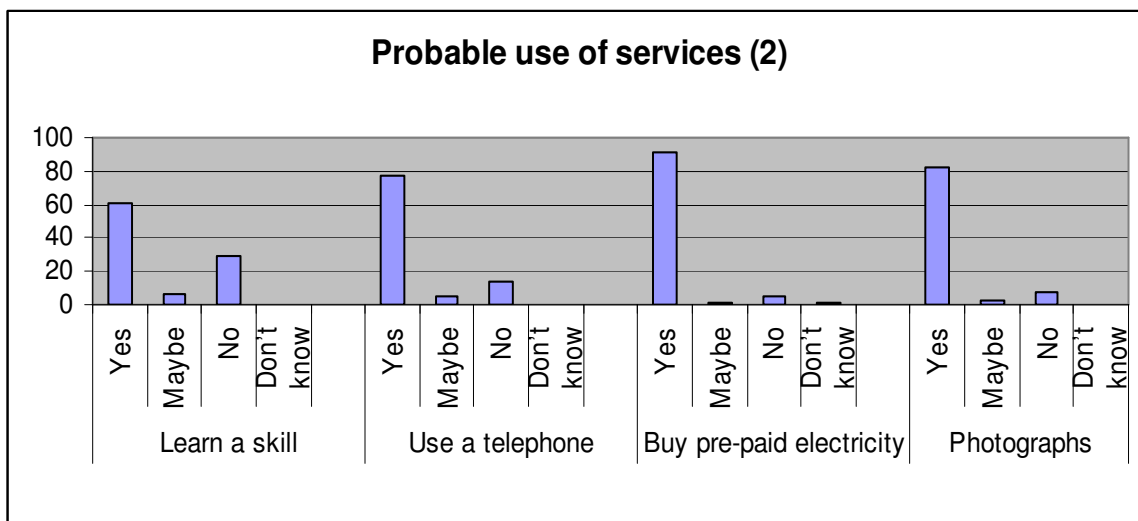
A probable reason for the lower need for transferring money is due to the dependency of rural communities on receiving money from government grants and family members

who are working outside of the area. The flow of money is into the community rather than a need to transfer money out of the community or to family members.

**Graph 13: Probable use of services over the next year**



**Graph 14: Probable use of services over the next year (2)**

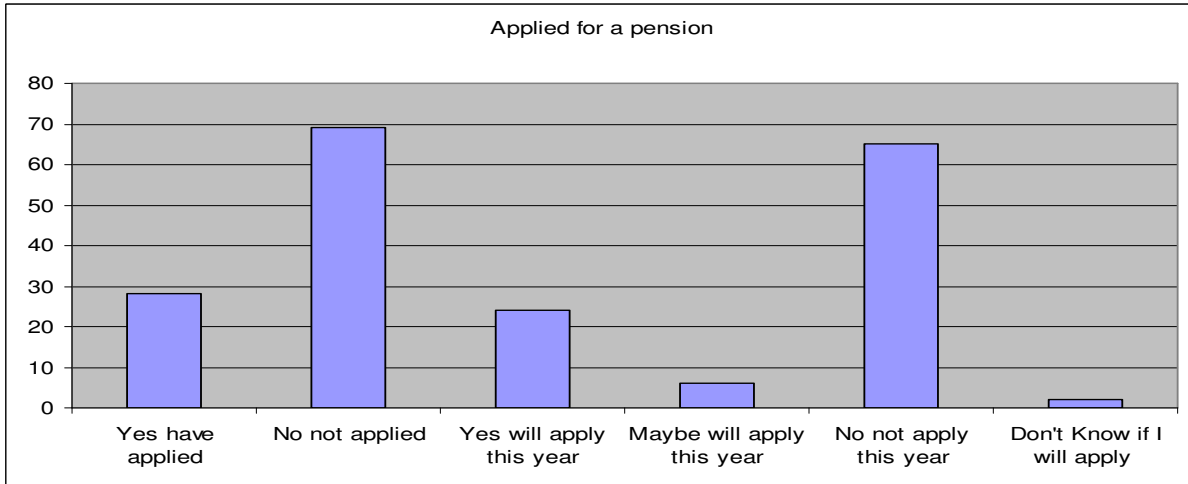


Probable need for government services in the community suggest that there is need for information about accessing identity documents. Of interest was that over 70% of respondents indicated that they were not going to apply for a government grant.

Approximately 25% of the respondents had applied for a pension grant, which correlates to the demographic age analysis of this survey, whereby 25% of the respondents were over 60 years. In addition, 16% of the respondents were in the 51-60

age category which would account for a proportion of respondents that are likely (approximately 5%) to apply for a pension in the next year (graph 15 below).

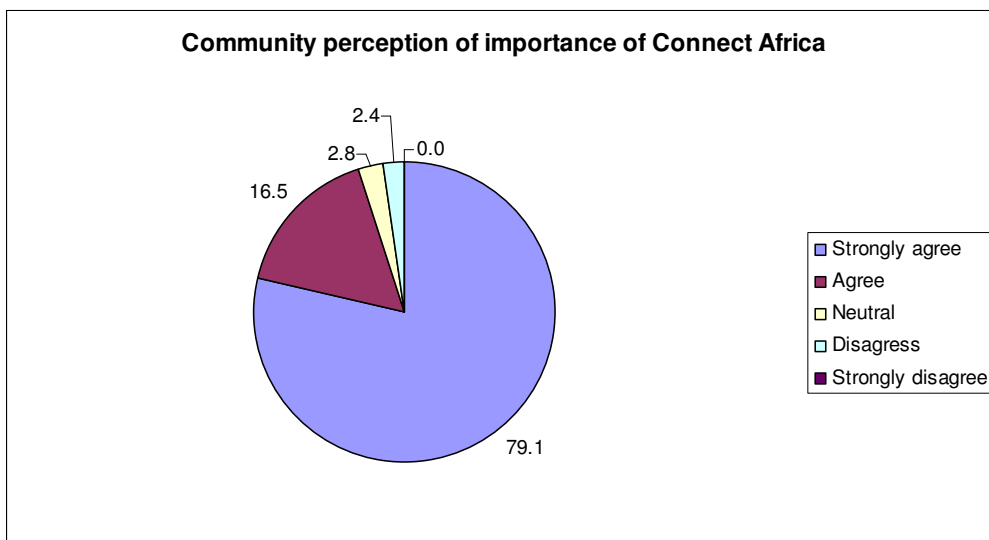
**Graph 15: Pension grants**



### 3.3 CONNECT AFRICA

Of the respondents, 25% were familiar and aware of Connect Africa and the services rendered, whilst 72% were not familiar with the services. Of the 25% who were familiar with the services, 79.1% strongly supported the need for Connect Africa, 16.5% agreed that they are an important service in the community. Only 5.2% of these respondents disagreed or were neutral about the perceived importance of the service.

**Graph 16: Community perceptions of the importance of Connect Africa service**



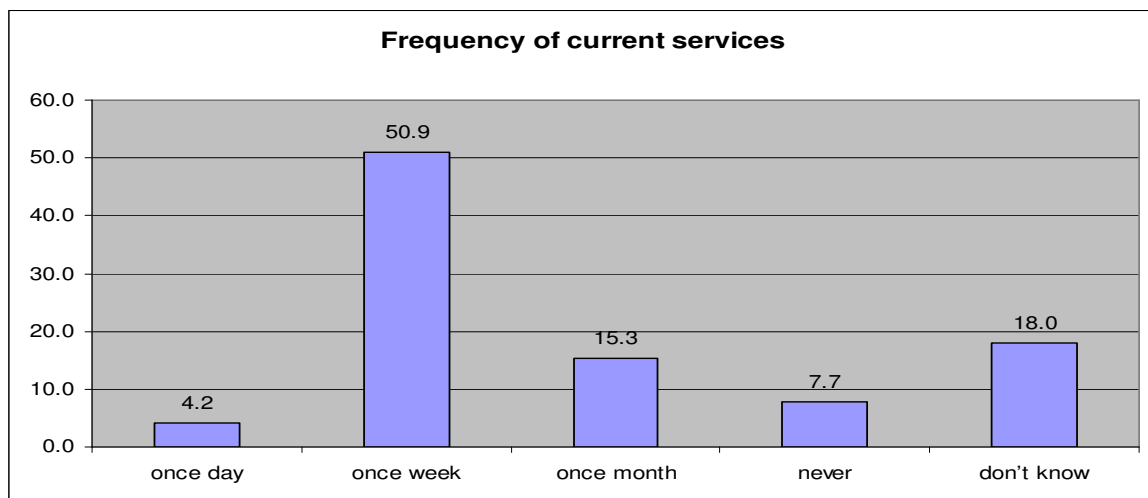
The perceived role of Connect Africa in connecting government, business and the community was agreed to by 93% of the respondents. This suggests that the services provided by Connect Africa are well received by participants who understand the purpose and role of the services.

### ***Frequency of services***

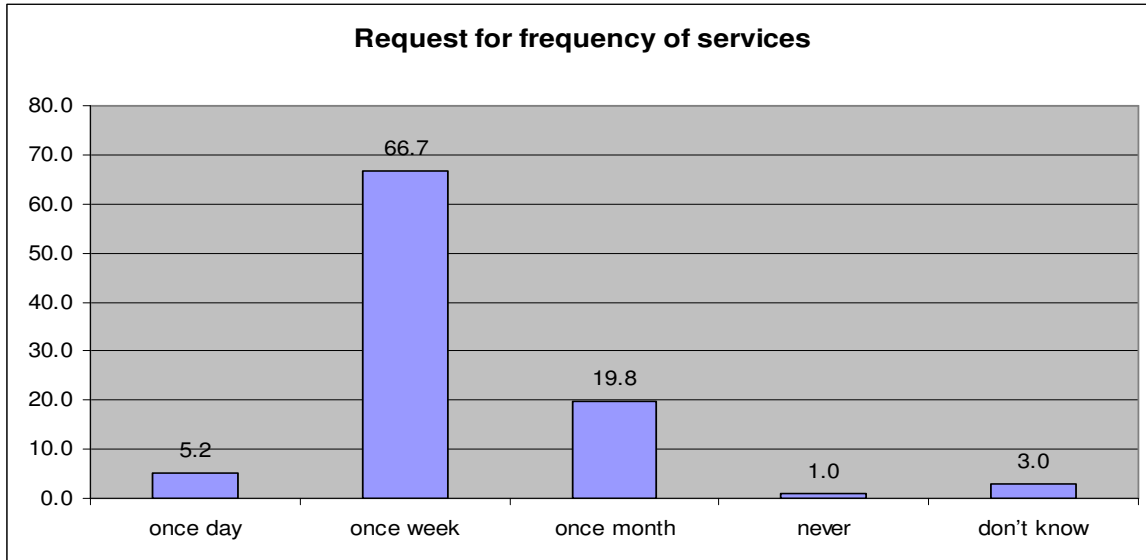
The two graphs below illustrate the current frequency of services as seen by respondents (Graph 17) and the perceived need for the frequency of services (Graph 18). 25.7% of the respondents had never seen the Connect Africa vehicle, while 50.9% see the vehicle on a weekly basis. While 50.9% of the respondents had seen the vehicle, 79% were not familiar with the services.

Respondents indicated that they would like to see Connect Africa once a week (66.7%). 19.8% requested the services on a monthly basis, while 6.2% requested the services daily. However, these request for services need to take into account that 76% did not know of the services of Connect Africa prior to the survey being conducted.

***Graph 17: Frequency of current services***



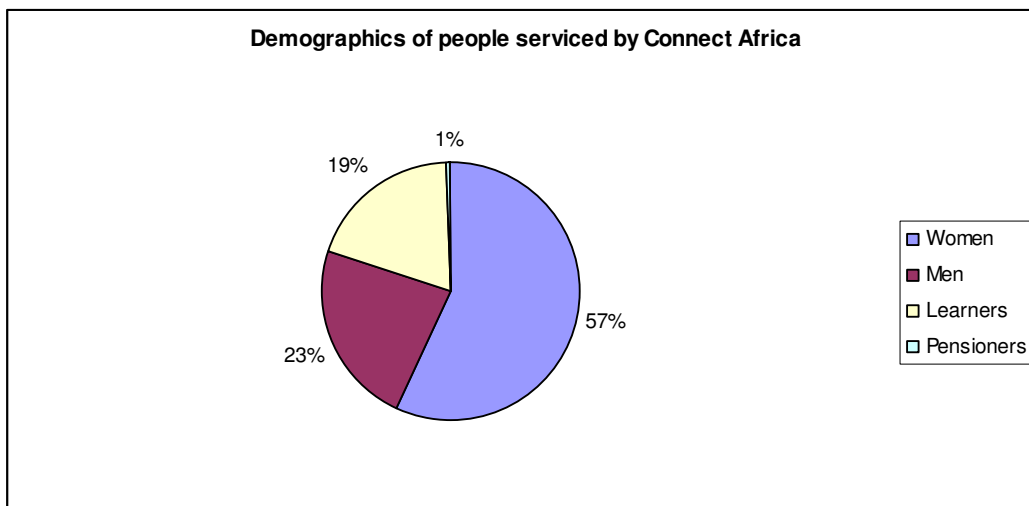
**Graph 18: Requested frequency of services**



**Actual service delivery**

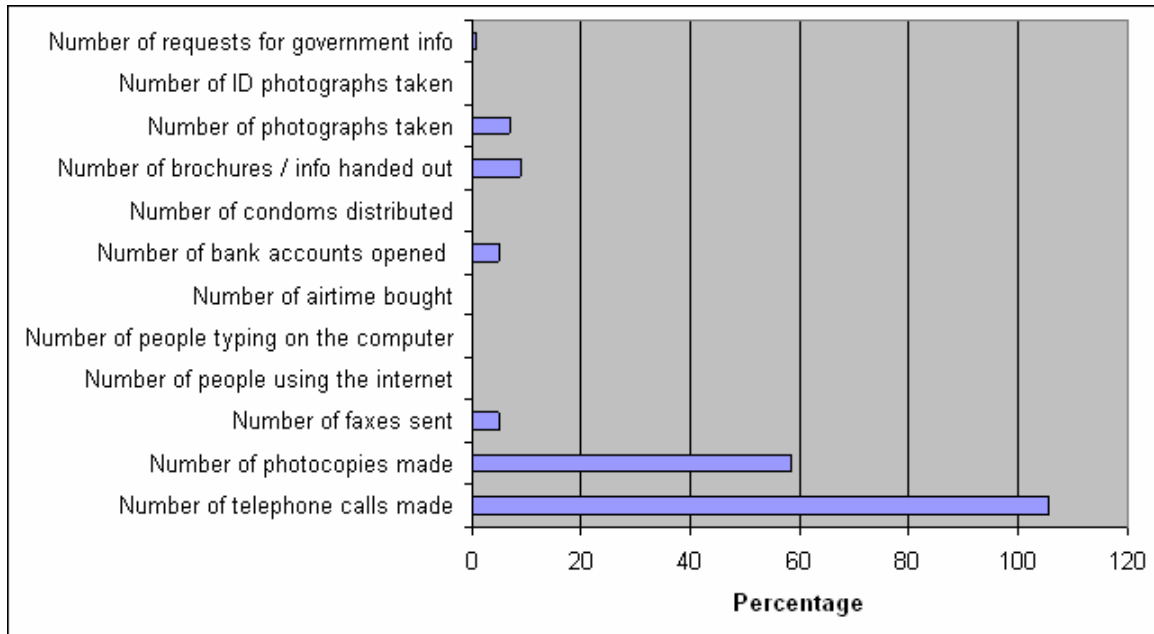
The Connect Africa vehicles spent a total time of 337 hours over the thirteen weeks in the seven areas of Mogalakwena. This equates to 25.9 hours per week, and 5.2 hours per day . The breakdown of the community members who utilised the services over the thirteen week period indicated that 50% were female, 23% male, 19% were learners and 1% were pensioners.

**Graph 19: Demographics of people serviced by Connect Africa**



In proportion to the number of people who visited the Connect Africa vehicle, 106% used the telephone service, 59% used the Photostatting facilities, 7% had photographs taken for ID documentation purposes, 5% opened a bank account (with Wizzit) and 5% used the facsimile services. 9% of the clients took information (brochures etc) on their own accord.

**Graph 20: Actual delivery of services over the thirteen week period**



#### 4. CONCLUSION

The findings of this research, as presented in this report, highlight a number of opportunities for Connect Africa. In particular, the research indicates the need for telecommunication services in the rural areas and providing a mobile service for accessing essential services such as accessing electricity. Additional priority services include providing a space for knowledge about health issues, accessing condoms, providing electronic banking services, skill development and creating economic opportunities, and facilitating information flow between government and the community.

The ability of Connect Africa to provide a range of services to the community was perceived as being extremely valuable and was strongly supported. The mobile vehicle is valuable in that it is able to access the communities, however the findings suggest,

and support, the proposal of static units that are “on-site” for longer. This would increase the visible marketing of Connect Africa and provide a stable, central point that is easy for community members to access. To facilitate this, the proposed configuration of a Connect Africa mobile service “container” visiting communities for 24 to 48 hours fortnightly would address the demand for frequency and time spent on-site.

The research was limited in that specific priority questions were asked. Time and resources did not allow for in-depth interviewing to further understand the context, challenges and individual needs. Although participants were asked their views of other potential services and needs that Connect Africa could provide, no further responses were received except for requests to provide municipal services such as tarring of roads and the provision of basic essentials such as water and electricity.