Assessment of Waste Management Service Delivery by Employees and Communities of Ngaka Modiri Molema District Municipality

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ABSTRACT This study examines the assessment of waste management service delivery among employees and community members of Ngaka Modiri Molema District Municipality. The population of the study is employees and the community. Sixty employees were selected randomly from employees and community members to give a sample of 120. Data were a collected using structured questionnaire which was subject to analysis using SPSS. Frequency count and percentages were used to describe the data, while t-test statistics was used to compare the attitude of employees and community towards service delivery. Also correlation was used to test for relationship between attitude and constraints of employees and community. The results show that 90% employees are male and female makes 10%. Age shows that 55% of the employees are between 31-40 years, whereas 23% of the employees are between 41 -50 years. Eighty-six percent of the employees have acquired educational qualifications that are below Grade 11, the results further shows that 11% of the employees has acquires Matric/ Grade 12 certificate. Sixty percent of the employees have skill towards their job and while 40% are unskilled towards their daily tasks. The results of community, equal 50% of male female and on age it reflects that most dominate age on community is between 20-30 years at 27%, 23% are between 31-40 years. 27% of the community members on educational qualification have qualification that are below grade 11, and 25% of the community has at least obtained Matric/ Grade 12 certificate. 83% of the community is skilled towards their job and result further shows that 60% are staying in urban area and 30% of the community have more than 15 – 20 years residing in the area. 30% are unemployed and 45% of the community is youth. The results of the multiple regression analysis show significant determinants of the employee age group (t=2.227), Time schedule of waste collection in place (t=2.197), and Time schedule for street sweepers (t=2.532), shows there is strong correlation between independent variable and age group, time schedule of waste collection in place and time schedule for street sweepers.