

Hidden Prospects: The Role of Social Networks in Service Delivery for Migrants in the Inner City of Johannesburg, South Africa

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Definition of Social Networks

- Social network is a social structure made of individuals or organisations that are tied by one or more specific types of interdependency, such as friendship, kinship, financial exchange, dislike, sexual relationships , or relationships of beliefs, knowledge or prestige

Definition of Social Networks cont..

- Research shows that social networks operate on many levels, from families up to the level of nations, and play a critical role in determining the way problems are solved, organizations are run and the degree to which individuals succeed in achieving their goals

Background

- ❑ Gauteng's population constitutes a large number of cross border migrants from various spheres of the world, particularly the African continent.
- ❑ Census (2001) estimated that 216,715 people born outside South Africa were living in JHB –likely to be underestimate
- ❑ Cross border migrants come to the country for various reasons including: *social, political and economic.*

Background Cont.....

- ❑ The influx of immigrants to parts of Johannesburg places strain on the limited resources
- ❑ Vulnerable to exploitation & exposed to gross human rights violations e.g. gender based violence, exploitation by employers, trafficking, rape, “business marriages”, denial of basic services

Background (cont..)

- There are a number of interrelated and complex social issues in play in the Inner City of Johannesburg hence the need to conduct a comprehensive and updated situational analysis in this area of high need.

Identified Gaps

- Lack coherence and cohesion on services provided, often pursue similar but fragmented goals, and duplicate tasks/activities
- Multispectral situational analysis not only addressing vulnerability, but also comprehensive livelihoods strategies
- Recommendations on research made by various organisation not utilized/acted upon

Research Objectives

- To investigate and document the marginalized population's livelihoods, movements, survival strategies, economic participation, and access to/use of public and private sector services
- To identify priority issues, strengthen and expand existing services, and identify new interventions for maximum effect.

Methodology

- Literature review of the existing sources and methodology used in conducting research in this area (key evidence, gaps, policies etc)
- Consultative meetings
 - technical working groups
 - community advisory groups
- Engagement of foreigners and South Africans as researchers
- Vulnerable populations- Inner City service referral list developed and distributed

Data Collection

Both quantitative and qualitative data collection methods were employed.

Quantitative

- probability sample of about 600 completed
- questionnaire administered to adult household members - men and women ages between 18 and 60 regularly share resources like food in the household; live with for about 6 months
- to ensure representatively cluster random sampling method was used – three suburbs each suburb regarded as a cluster

Data Collection : Qualitative

Data Collection Method	Characteristics	Purpose	Hillbrow	Yeoville	Berea	Total
Key informants	Community Policing Forum, Social Workers, Sex worker organization, African healers, home affairs, ward community council, Zimbabweans resident association, early childhood development, refugee church leader, Hillbrow clinic, migrant help desk, lawyers for human rights, refugee ministry, burial society, POWA, Yeoville stakeholder forum	Capture main issues affecting a particular group within the community.	4	4	4 (4JHB)	16
In -depth	Uganda, Nigeria, South Africa, Congo, Malawi, Cameroon,	Establish detailed information about individual experiences from different nationalities, and how these experiences inform their behavior	3	3	3	9
Focus Group Discussion (FGD)	Pregnant women, HIV + people, Parents, Disabled people, unemployed, small business, pastors, migrant leaders, undocumented , sex workers, NGO representatives, traditional healers, xenophobia experience	Capture the aspects of access to basic services and general livelihoods. Triangulating the views from different participants of different nationalities to eliminate bias	4	4	4	12

Findings: Population Profile

- The majority 56.8% of the residents in Hillbrow, Yeoville and Berea were cross border migrants
- Zimbabweans constituted the majority 61.4%
- More migrant women (53.8%) than men
- Mostly people migrated for economic reasons (72.1%)
- Commonly spoken/used languages were English 85.0% and Zulu 34.7%
- The majority of the respondents were between the ages of 20-49 years (89.3%)

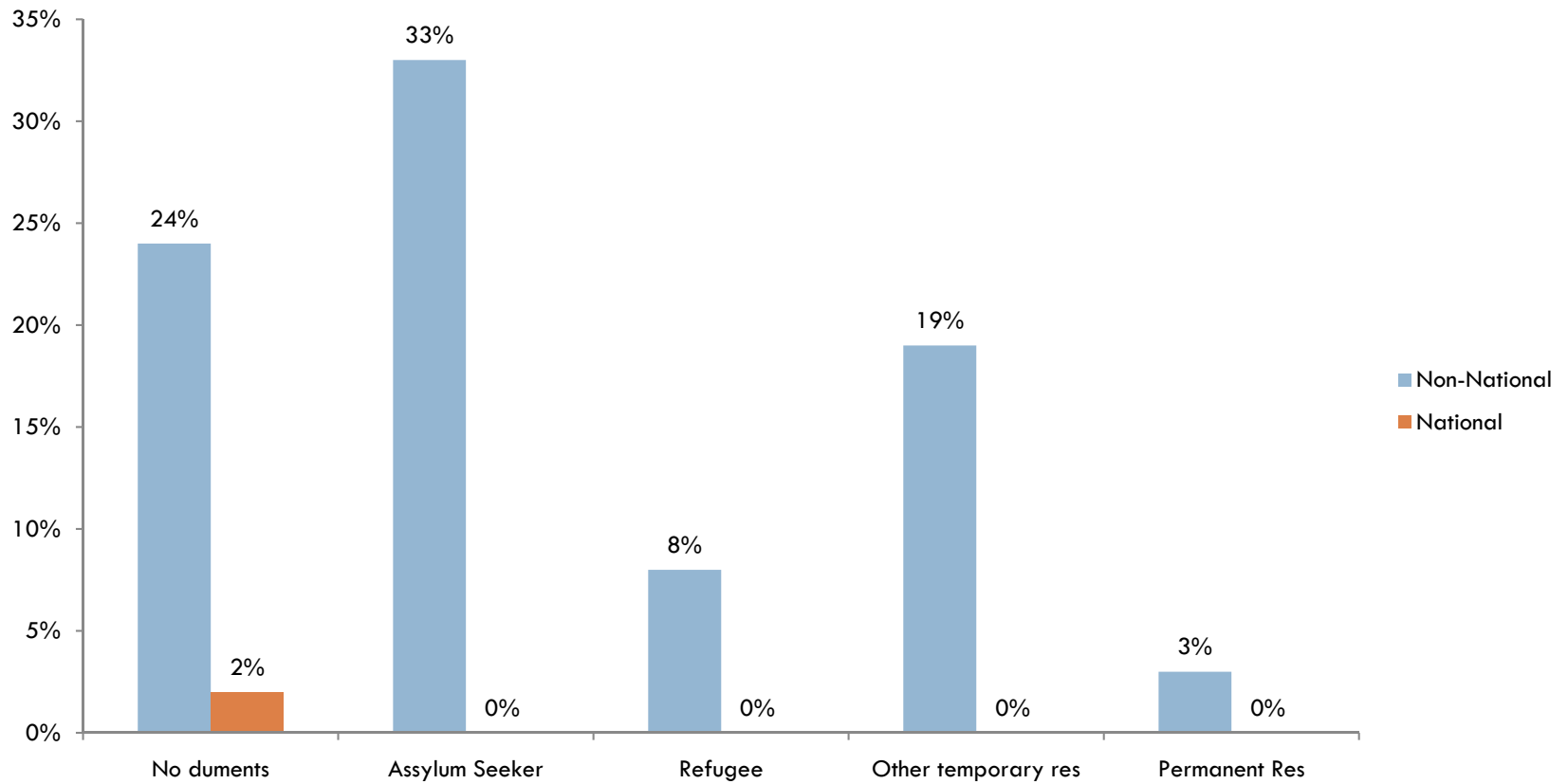
Findings: Challenges in Accessing Basic Services

Department of Home Affairs

Respondents reported the following

- Long queues 65.6%
- Corruption 31.5%
- Slow to issue or renew permits 48.0%

Findings: Legal Status



Findings: Challenges in Accessing Basic Services

Education System

- Children without legal documentation not accepted in schools
- Children called names “*amakwerekwere, crocodiles*” in school by teachers and pupils
- The current system for evaluation of qualifications from other countries slow and discredit qualifications attained

Testimonies

If the kid doesn't have the proper papers obviously they will not go to government schools but they will go to these schools in flats (participants laugh). Seriously they will go to these schools in a flat where the classrooms are the rooms. You know, when children are at school they have to attend sports. You understand? Those extra curriculum activities! So those flats, in those kinds of schools they don't have a ground to play! They play in a passage! And, on the second floor it's a bar! (Loud giggling from others). You go to the third floor... here there is a restaurant, here there is a saloon. (FGD 8 – leaders of migrant communities)

Findings: Challenges in Accessing Basic Services

Health

- Only 30% reported to have sought treatment, care and advise
- Public hospitals and clinics being used mostly by the population in the last 10 months
- Nurses attitudes, quality of care, language barriers, unavailability of legal documents, corruption were some of the issues affecting service provision within the health sector

Testimonies

The ambulance took her and left her at the hospital and there they started asking for the papers and they didn't attend to her and I think that wasn't ok and they tried to explain to them that the baby wasn't ok I don't know how I can explain it, they tried to tell them that this baby was not ok I think she was very cold because she gave birth just outside and they said it is not our problem as if you do not have the papers then you must pay the money and then we did not have the money and the baby ended dying. (FGD 9 – undocumented people)

Findings: Challenges in Accessing Basic Services

□ Safety and Security

62.8% reported harassment from the police

Non national being the ones harassed mostly (66%)

A Zimbabwean woman summarised clearly the conditions in which they live: “We are just now budgeting for the police you see, you never buy the bread as you would want to keep the money in the purse and then pay your way out” (FGD 8 – leaders of migrants communities).

Coping Strategies: Integration through social networks

- 56.5% reported that they had a friend or family member that promised to help on arrival in the inner city
- A considerable percentage of cross border migrants (22.8%) considers South Africa home
- Different types of social activities are carried out with another person, friend or neighbour
- Over 60% of the respondents indicated that they share resources and interact with others in the community

Coping Strategies: Integration through social networks cont...

- South African citizens more likely to belong to a political party (6.8%) compared to 1.5% of cross border migrants
- Respondents knowledge of community based organizations
 - do not know of any CBO's -78%
 - no CBO's in the community - 16%
 - know CBO's in the community – 6%
- Out of those who knew, 17 % belonged to CBO's

Coping Strategies: Integration through social networks cont...

- Out of the community organizations that were regarded as important the following organisations were mentioned frequently
 - crime prevention organizations
 - health care organizations, particularly HIV and counselling services
 - churches

Coping Strategies: Informal Support Structures

- Stockvel are used as an alternative to formal banking systems

Most of the stockvel (60.3%) members reported contributing between R100 and R500 on monthly basis

- One out of five respondents reported that they know of organisations that offer financial services for the poor including micro credit for informal business.

Coping Strategies: Informal Support Structures

- Burial societies constitute a support structure made up of people from the same places of origin.
- The burial society provides financial resources and moral support to ensure that people are buried in their places of origin

Recommendations

- Need to strengthen and align existing CBO's, NGO's with the national policies and guidelines with special emphasis on quality of service provided to beneficiaries
- More advocacy initiatives targeting communities on how to access their rights and what to do when rights are violated, with schools as an entry point

Recommendations

- There is a need to create an enabling environment through social networks to link community based efforts with government structures

Contact Information

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Thank you