



RESEARCH REPORT

*Understanding Public Interest Design as an architectural tool in
Post-Apartheid South Africa: Case study of Warwick Junction.*

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DECLARATION OF ORIGINALITY

I declare that the mini-dissertation, *Understanding Public Interest Design as an architectural tool in Post-Apartheid South Africa: Case study of Warwick Junction.* , which has been submitted in fulfilment of part of the requirements for the module of DIT801, at the University of Pretoria, is my own work and has not previously been submitted by me for any degree at the University of Pretoria or any other tertiary institution.

I declare that I obtained the applicable research ethics approval in order to conduct the research that has been described in this dissertation.

I declare that I have observed the ethical standards required in terms of the University of Pretoria's ethical code for researchers and have followed the policy guidelines for responsible research.

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00 Abstract

In spite of significant political changes in the nation, the population of South Africa continues to suffer from the enduring consequences of a segregated urban environment, where architecture served as a tool of oppression and control (Landman & Badenhorst 2015, Todes 2015).

The efforts made by architects to tackle these issues often go unnoticed and become marginalised, even within mainstream professional circles. As a result, cities face considerable difficulties in attempts to dismantle and overcome the oppressive structures that persist (Landman & Badenhorst 2015). The paper thus aims to investigate how the intentions of Public Interest Design have been frustrated by the lack of local government support within Warwick Junction, in a post apartheid South African context.

Keywords: Public Interest Design; Scaffolding; Facilitation; Belonging; Identity; Inclusivity

A case study was executed in Warwick Junction, Ethekewini, drawing on ethnographic data, collected in the field including seven of the nine existing markets in the Warwick Junction transport and trading hub, to create a nuanced understanding of intricate systems at work within Warwick Junction, and how these systems are unsupported by local authorities as a result of globalisation. The insights from this case study highlight the crucial significance of local government in service delivery and citizen support within the framework of post-apartheid South Africa. It reveals that local authorities hold the power to shape the on-the-ground realities, either positively or negatively. This underscores the nuanced understanding of how local government's involvement is vital in addressing the diverse needs and challenges faced by citizens, as well as driving transformative change in the post-apartheid era.

The ethnographic data collected on site is interpreted through the lens of Public Interest Design (PID), where a nine point design taxonomy set out by Kim (2018) plays a vital role in understanding the important principles considered when designing for the public's interest. The research explores the complex repercussions of a dysfunctional government system, and aims to understand the importance of local authorities in the implementation of PID (Karim 2018).

The comprehensive framework set out by Kim (in Karim 2018) serves as scaffolding for the implementation of PID. However, when considering its application in the specific context of South Africa, particularly in Warwick Junction, Ethekewini, where supportive local authorities are lacking, this case study exposes the need to understand the role of local authorities in addressing exclusionary urban landscapes. The current consequences of an unsupportive local authority hinder the realisation of the theoretical ideals of PID, highlighting the necessity for a nuanced understanding of this relationship. This underscores the complexities of PID within the South African context and highlights the significance of incorporating local identities into the implementation of inclusive design processes.

01 Introduction to the study

Thirty years after the fall of Apartheid, South Africa is still plagued by inequalities and power imbalances. Locally on the ground, and in greater governing systems it can be seen that examples of Public Interest Design (PID) within this context fail to achieve what is set out theoretically, as in reality the implementation is hindered by the lack of government commitment (Myers 2011, Todes 2018). According to Myers (2011), the limited progress in achieving the goals of PID in South Africa can be attributed to the government's failure to fully embrace and support these initiatives. The lack of commitment from the government hampers the effective implementation of projects aimed at addressing inequalities and promoting social justice.

This undermines the potential for PID to create meaningful change on the ground and within the larger governing systems. The persistent challenges faced by South Africa demonstrate that the ideals of PID alone are insufficient without the necessary support and commitment from the government. While the theoretical framework of PID offers promise, its practical realisation is impeded by the broader political context and the failure of government institutions to prioritise and allocate resources effectively (Myers 2011). In order to truly address the deep-rooted inequalities and power imbalances in South Africa, it is crucial for the government to recognize the importance of PID and actively participate in its implementation. This requires a genuine commitment to inclusive and equitable development, as well as the allocation of adequate resources and support to ensure the success of PID initiatives.

1.1 Background

Public Interest Design

Public Interest Design (PID) is explained as community design, socially responsible design, and design accommodating disadvantaged citizens or communities, where access to design services is limited (Smith 2007, 2011). Design for the broader public good can be acknowledged as another frequently used term to define the core value of PID according to the surveys with PID practitioners who assert that access to design is not just a privilege—it is a public right (Karim 2018, Feldman et al. 2013).

PID finds its foundation in the work of Henri Lefebvre (1991), which asserts the rights of urban residents to utilise, generate, and maintain spaces (Stickells 2011). However, the influence of private, individual, and corporate interests obstructs this collective agency and bottom-up approach (Ekmekci 2014, Mitchell 2003; Stickells 2011). Consequently, the theory of PID begins by acknowledging the significance of the social production of space (Anderson 2014, Cupers 2014), which refers to the process through which societal forces create, sustain, and modify spatial environments (Lefebvre 1991).

According to Kim (in Karim 2018), PID could potentially lead to architecture becoming more pertinent and adaptable to societal needs, ultimately extending the influence of the architectural profession over time. This paper explores how this applies to the post apartheid South African context. The paper aims to contribute to the growing discourse surrounding PID, within a post-apartheid South African context, by investigating Warwick Junction in Ethekewini, as a case study through the lens of PID. The data for this case study has been collected through fieldwork and ethnography, where the qualitative nature of research undertaken is the appropriate response to exploring the context of a bustling interchange.

Through understanding the complexity of both the background theoretical literature of PID, along with the investigation into the reality of a project that aimed to implement such theoretical thinking, the research aims to convey a nuanced understanding of creating successful PID projects in the South African context, and fostering an appreciation of local identity to find an appropriate scaffolding method for facilitating and encouraging belonging and integration.

PID as an approach to inclusive architectural intervention, in the context of post apartheid South Africa, is seen as a complex phenomenon. Warwick Junction in Ethekewini has been praised for its gestures toward inclusivity and decolonisation of the apartheid regime and colonial plan (Landman & Badenhorst 2015). As a case study, Warwick Junction serves as a platform to discuss how PID may have advanced through the passing of time, and whether its resilience is still intact. The study aims to contribute to the development of professional practice in PID, both locally and internationally, through the investigation of the following question:

How have the intentions of Public Interest Design been frustrated by the lack of local government support within Warwick Junction, in a post apartheid South African context?

Warwick Junction as Case Study

Warwick Junction, situated in Ethekewini, South Africa, is a local authority initiative, aimed at addressing urban management and design obstacles in the vicinity of the main transportation hub. Through the knowledge and the significance of street trading for the city's economy and employment opportunities, Ethekewini municipality responded with great enthusiasm, adding a fresh and exhilarating aspect to the city. Warwick Junction served as a model that enhances the livelihoods of street traders rather than obstructing them, prioritising their needs over the construction of unsuitable and often unused infrastructure. The achievements of the Warwick Junction urban renewal project, which was established in 1995, can primarily be attributed to the council's departure from conventional management practices in favour of a collaborative and inter-departmental approach. This approach capitalises on the expertise and knowledge of officials engaged in both the renewal process and the ongoing management of the area. The involvement of street traders and their organisations played a pivotal role in shaping this transformation and highlighting significant issues (Lees & Dobson 2015).

This inclusive process led to inventive solutions to tackle urban management, architectural, and design challenges. Undoubtedly, the regeneration process encountered various obstacles, including failures and disappointments, alongside its successes. The most valuable lesson gleaned from this experience was the understanding that genuine and continual commitment from all project stakeholders is imperative for achieving and sustaining success (Lees & Dobson 2021).

Asiye eTafuleni

Asiye eTafuleni, an NGO acting as both facilitators and designers of Warwick Junction, have been actively involved on the ground, working alongside local community members as change agents. Their firsthand experience has provided valuable insights into the project's challenges, particularly the adverse effects resulting from the withdrawal of funding by the local government. This unfortunate circumstance has significantly impacted the project's effectiveness and long-term sustainability. The lack of commitment from the current South African government has emerged as a substantial obstacle, hindering the implementation of meaningful change within the South African context. Despite the project's primary focus on PID, the perceived overshadowing influence of the government's indifference, as a theme emerging from the fieldwork, has impeded the realisation of its intended goals.

Kim's (in Karim 2018) conceptual taxonomy, along with relevant themes of spatial agency (Awan, Schneider & Till 2011) were used to analyse the case study according to the contribution to PID. Findings from this analysis served to indicate how this body of work may contribute to a shift in architectural discourse in the South African context.

02 Literature review

Public Interest Design: Nine Point Taxonomy (Kim 2018)

Public Interest Design (PID) represents itself as more than an *alternative* architectural practice; it fosters a collective aspiration for the healthy growth and development of the architectural field, encouraging the expansion of architecture's influence (Anderson 2014). Anderson (2014) conveys PID as a scaffolding, or framework, aligning with the PID taxonomy, set out by Kim (in Karim 2018), where the intention is to achieve clarity of contemporary PID practices through mapping, against the backdrop of current architectural practice.

The nine broadly defined models within the developed taxonomy serve as scaffolding to map design practices for the broader public good, to benefit more diverse constituencies. Alstyne (2007) builds on Anderson's (2014) idea, to emphasise the importance of overlapping these nine models. Building on their ideas, one can suggest that PID typologies and their applicability to various stages in the design process likely make architecture more responsive to

increasingly diversifying social conditions (Karim 2018). Alstyne (2007) also suggests *emergence* of innovative tools, such as emergence of new types of practices or methods, and then need to use them to advance design through overlapping different types of applications or methods in design. This implies that a designer can overlap various PID types, use them as design methods or approaches, and apply them at different stages in the design process.

The nine models are as follows:

Design as Political Activism

A model focusing on issues related to social justice, environmental justice and equality, racism, equitable access to public resources, the right at the city, urbanisation challenges and social movements (Brillembourg et al. 2011, Harvey 2009, 2008, Kingwell and Turmel 2009, Low and Smith 2006, Mitchell 2003, Merrifield and Swyngedouw 1997, Thorpe 2014).

Open-Source Design

The open-source design represents a collaborative approach to concurrently design architectural and technological aspects of place (Di Quarto et al. 2014).

Advocacy Design

This model focuses on addressing humanitarian crises, and bringing immediate relief through design. Architecture for humanity becomes the embodiment of this model (Bell 2004, Stohr and Sinclair 2006).

Social Construction

Architects facilitating this design approach focus on creating opportunities for social interactions, whilst actively engaging people in community development. The avenues of meaningful social interaction become important tools to encourage participation in communicative action.

Collective Capability

This approach centres on engaging non-designers in the design process through the internet. In contrast to open-source design, where architects take the lead in

developing Building Systems with collaborative input, the collective capability model encourages more people to share their design ideas with others.

Participatory Action Research and Practice

Resident-experts, serving as local knowledge generators-investigators, collaborate with architects-experts, acting as technical knowledge generators-investigators, as equal partners in the place making process. This approach fosters a negotiated interaction between experience and expertise. This concept draws from Collins and Evan's (2002) research on expertise and experience.

Grassroots Design Practice

Small, grassroots, non-profit organisations take the lead in this practice, focusing on revitalization efforts. They collaborate with one another, pool limited resources, and participate in activities such as installations, graffiti art, art murals, sculpture, or small-scale design-build projects.

Pro Bono Design Services

Designers operating within this model allocate a specific number of hours to socially responsive projects aimed at assisting those in need. The platform welcomes projects that aim to make positive contributions to the community, enhance Civic vitality, and promote good Civic policy.

Architect-Facilitator

Architects adopt a different role from the conventional project director perception. Instead of assuming the primary role of Project director they take on the role of facilitator or curator during the design process (Straus & Doyle 1978).

The taxonomy of PID encompasses nine foundational models that aim to create platforms for social interactions and advocate for active community involvement in the development of meaningful projects. By employing a democratic and interactive approach, this process not only advances community development but also ensures the preservation of social values. It serves as a scaffolding tool to foster social encounters and promote the construction of projects that have a positive impact on society (Kim 2018).

Public Interest Design

Public Interest Design (PID) prioritises the collective well-being, inclusivity, and addressing the needs of marginalised communities (Smith 2007, 2011). PID practitioners emphasise the concept of design for the broader public good and advocate for the recognition of access to design as a public right (Edwards & Holden 2019, Feldman et al. 2013).

Designing for the public's interest places the user at the centre of the design process, with their expectations serving as the primary guide to test the quality and performance of the service (Brandesen, Steen, & Verschuere 2018). This approach places emphasis on engaging users actively or passively in service delivery and their subsequent involvement in and experience of the process.

One of the key goals of PID is to create value for the public by achieving permanence and resonating at a profound cultural level, thereby enabling systemic change within its context (Bell 2013), through focussing on participation & community development (Vamstad 2012). Unlike traditional public administration, which relies on training and professionalism to ensure service quality, PID emphasises participation and community development (Vamstad 2012).

Participation

Participation is a central aspect of PID, as it has the power to challenge established structures, promote radical engagement, leverage external knowledge, and empower marginalised voices (Hamdi 2004). For effective community development, it is crucial that participants perceive real improvements, which keeps them engaged in the process (Halvorsen 2003). To achieve this, co-production in PID should prioritise salient and interesting aspects that resonate with residents' preferences and motivations (Pestoff 2012).

In the realm of PID, participation processes are encouraged, with co-design playing a vital role in determining project success. This entails engaging all stakeholders in an open, democratic, and two-way process, incorporating diverse perspectives and preferences (Abendroth & Bell 2015).

Co-design promotes the active engagement of local citizens with diverse skills, empowering them to design services with varying degrees of participation (Porter 2012). Implementing

participatory approaches involves involving community members in the construction process, providing opportunities for local businesses and vendors to participate, collaborating with grassroots organisations, and ensuring the inclusion of the local community's voices. It also entails building trust and fostering a sense of ownership among community members. By prioritising participation, PID seeks to empower communities and ensure their active involvement in shaping project outcomes, leading to more inclusive and impactful interventions.

In the post-apartheid South African context, facilitation holds a crucial role in PID, reflecting the fundamental responsibility of serving the public selflessly and wisely (Gardner & Shulman 2005). To truly grasp the social and cultural dynamics of a project, firsthand engagement becomes essential, providing a framework for a practice rooted in civic engagement and informed by the intricate complexities of social, economic, and environmental factors that cannot be fully understood from a distance (Abendroth & Bell 2015).

Facilitators in this context are driven by motivations that go beyond material gains, encompassing intrinsic rewards, social affiliation, and a commitment to moral purposes (Fehr & Gintis 2007, Hackman & Lawler 1971, Kahnemann & Tversky 1979). Within the field of architecture, there is a growing recognition of the ethical significance and moral obligations associated with serving the public interest, prompting a re-evaluation of these aspects within architectural practices (Forlano 2014).

The level of structure provided in facilitation is subject to negotiation, taking into consideration the unique social and political circumstances of the specific time and place in the post-apartheid South African context (Hamdi 2010). By adapting the facilitation approach to suit this context, practitioners can effectively navigate the complex and nuanced terrain of community engagement, ultimately leading to more meaningful and impactful PID interventions.

The fall of apartheid

Apartheid in South Africa represented a complex and oppressive system aimed at preserving a specific understanding of national space and identity (Hoerder & Macklin, 2006). This paper argues that recognizing identity as a critical pillar within our post-apartheid South African

context is essential, considering its pivotal role in shaping the urban landscape during apartheid. Consequently, inclusive design efforts should not overlook the significance of identity (Hoerder & Macklin 2006).

Belonging, Identity & Inclusion

PID within a Post apartheid South Africa considers that cultural assumptions, social differences and religious beliefs exist, which could lead to misunderstandings (Abendroth & Bell 2015). Thus, empowerment of communities through PID practices becomes essential, to encourage citizens and communities to gain mastery over their lives (Zimmerman 2000).

To foster inclusive communities, it is essential to identify and integrate excluded groups within the larger community (Durose 2011). This involves improving social bonding within neighbourhoods, enhancing the social economic position of citizens through skill acquisition and knowledge, and creating a favourable living environment through urban planning and community policing (Brandsen, Steen, & Verschuere 2018).

Placemaking in PID acknowledges the diversity of communities and seeks to mediate their interests, values, cultural norms, and religious practices (Hamdi 2010).

Belonging goes beyond physical location, emphasising the importance of meaning, association, and opportunities for social exchange in spaces such as cafes, streets, squares, and courtyards (Hamdi 2010). While place attachment can enhance a sense of belonging, it can also limit people's aspirations to network city-wide, access markets, and overcome stereotypes associated with specific places (Hamdi 2010).

Within post-apartheid South Africa, PID aims to address conflicts, empower marginalised communities, promote inclusive neighbourhoods, and foster a sense of belonging that transcends physical boundaries, allowing for social exchange and the dismantling of stereotypes. By recognizing and respecting the diverse values and cultural practices within communities, PID seeks to create more inclusive and equitable environments.

Social Change

PID seeks to achieve socially, economically, and environmentally thriving communities, while promoting democratic and inclusive decision-making processes (Bell 2013). When citizens

engage as co-producers in PID, they have the opportunity to influence both the private value they receive from service delivery and the public value delivered to other clients or stakeholders who may not be directly involved (Alford 2002, Bovaird & Löffler 2012).

In the context of social change, the focus of investment should be on the collective good that individuals cannot provide for themselves, such as land regularisation, infrastructure planning, security of tenure, self-build opportunities, and credit provision. This approach encompasses various forms, including open sites, core housing, and roof loan schemes, emphasising the importance of empowering communities to improve their own circumstances with appropriate support (Hamdi 2010).

The success of PID practices largely depends on architects' willingness and ability to act as change agents on behalf of the communities they serve, establishing networks of partners, and advancing the public interest (Karim 2018). Adopting a deliberative practice within PID involves actively encouraging citizen participation, fostering working relationships, and effectively addressing and managing differences that may arise (Forester 1999). By integrating these principles, PID endeavours to drive meaningful social change and create sustainable communities.

Value Creation

In the context of PID, value creation encompasses not only religious sanctity but also the sacredness associated with culture, community, family, and individual bodies. Public interest designers often encounter cultural dissonance when navigating these sacred aspects, as they are often implicit and unwritten parts of a culture (Abendroth & Bell 2015).

The creation of value within PID is contingent upon genuine co-production between service users and staff, going beyond linear consultation. This transformative approach challenges existing power dynamics and relationships within public services, ultimately enhancing the value co-creation process (Brandsen, Steen, & Verschuere 2018).

The presence of a social democratic atmosphere plays a vital role in facilitating practical collective planning and activities, especially when it comes to uniting the marginalised with their

own communities. This inclusive atmosphere fosters the conditions necessary for PID initiatives to thrive (Hamdi 2010).

By recognizing the significance of sanctity, embracing co-production, and fostering a social democratic atmosphere, PID endeavours to create meaningful value that respects diverse cultural perspectives, empowers service users, and facilitates collective action for positive change.

Trust

Trust emerges as a crucial element in fostering collaboration between the state and citizens in ensuring public safety and maintaining law and order. It is acknowledged that public safety cannot solely be produced by the state and consumed by citizens; instead, citizens' active participation is necessary to achieve the desired level of safety (Brandsen, Steen, & Verschuere 2018).

Disadvantaged minorities often experience higher levels of mistrust and powerlessness, highlighting the importance of professionals coordinating community development projects. These professionals play a vital role in building trust, addressing the needs of marginalised communities, and ensuring the success of co-production initiatives (Brandsen, Steen, & Verschuere 2018).

In the context of PID, there is a recognition that progress cannot be measured by a single metric or prioritise any specific set of values. Human well-being and economic growth are interconnected, and projects are now evaluated based on trust and mutual respect as criteria for their appropriateness (Hamdi 2004).

By emphasising trust as a foundational principle, PID promotes meaningful collaboration, active citizen engagement, and the alignment of project goals with the well-being of communities. This approach acknowledges the importance of inclusive decision-making processes and the role of professionals in fostering trust, ultimately leading to more effective and sustainable outcomes.

Provision of public services

Co-creation and co-production, in contrast to traditional citizen participation, focus on the outcomes of the policy cycle, particularly the delivery of public services, with an emphasis on active involvement from individual citizens or groups rather than organisations (Brandsen, Steen, Verschuere 2018). Co-produced community development aims to foster social cohesion and enhance neighbourhoods through various strategies, including urban planning initiatives, addressing safety concerns, and engaging in activities like city gardening, art workshops, and cultural events (Denters and Klok 2010, Van Dooren and Thijssen 2015, van Eijk, Steen & Verschuere 2017).

These efforts not only lead to direct improvements in the neighbourhood but also have indirect outcomes, such as empowering individuals, fostering social capital, and transforming attitudes towards local government (Brandsen, Steen, Verschuere 2018). In the context of community development, the significance of land, space, and place cannot be overlooked, as they are deeply intertwined with identity (Bender & Winer 2001). Spaces and places hold meaning and can evoke emotional responses, influencing people's behaviour and reactions (Landman & Badenhorst 2015). The physical manifestation of a settlement reflects the character of a space and contributes to the creation of a particular place, which can be modified over time based on the needs and demands of the community (Landman 2006, 2010; Roitman et al. 2010). Belonging goes beyond mere location and encompasses meaning and association, fostering opportunities for social exchange and diverse community interactions (Hamdi 2010).

Community Development

Community development plays a vital role in addressing the inherent obstacles that hinder meeting the needs of the community. These limitations, often rooted in market-driven development, arise from disparities in power, wealth, risk, information, and opportunities (Abendroth & Bell 2015).

Community development, guided by the principles of PID, aims to foster economic and social progress for the entire community, relying on active participation and the community's own initiative (United Nations 1955). Its impact can be multifaceted, encompassing direct outcomes such as neighbourhood improvement and social integration, as well as indirect effects like

empowering individuals, enhancing social capital, and fostering changed attitudes towards local governance (Brandsen, Steen, & Verschuere 2018).

By addressing these obstacles and embracing community development, PID strives to create conditions that promote holistic well-being, empower communities, and foster positive societal change.

New Public Governance

The concept of New Public Governance (NPG) presents an alternative approach to running cities with a focus on the public good. Drawing on sociology and network theory, NPG is rooted in the principles of participatory democracy and neo-corporatism (Osborne 2010, Pestoff 2009). Its underlying service logic centres on service processes and outcomes, emphasising the concept of public value. NPG operates through networks and partnerships, where the involvement of the third sector and social enterprises is significant, and citizens actively participate as co-producers of public services (Osborne 2010, Pestoff 2009).

A key aspect of NPG is the establishment of partnerships between citizens and the government, enabling citizens to contribute as co-producers of public services. This framework provides citizens with both choice and voice in service provision, granting them greater influence compared to traditional public administration or New Public Management (NPM) approaches. User participation becomes a primary factor in determining service quality, as service users have direct and frequent interactions with service delivery (Vidal 2013). This fosters a dialogue and mutual exchange between service providers and users, with a focus on improving service quality.

Collaboration and negotiation are crucial pillars in NPG, regardless of the sector involved, be it public, private, or non-profit. In this context, user participation and the dialogue between service users and staff replace the sole reliance on professionalism or competition as the main indicators of service quality (Brandsen, Steen & Verschuere 2018). By emphasising collaboration among partners and engaging service users, NPG promotes a more inclusive and responsive approach to public service provision.

NPG offers an alternative approach to city governance that prioritises the public interest and fosters participatory democracy and neo-corporatism (Osborne 2010, Pestoff 2009). By adopting this alternative approach, cities like Ethekewini could establish more collaborative and inclusive systems that benefit both citizens and the overall community, creating a palimpsest of cultures and ideas living together. This in turn, supplements the nuances of PID in a post-apartheid South African context, by promoting inclusive decision-making processes and addressing the historical inequalities and social divisions still evident from apartheid.

03 Research Methodology

3.1 Data Collection

Qualitative research is a comprehensive and multifaceted approach that encompasses multiple methods and focuses on the interpretation and understanding of its subject matter. It adopts an interpretive and naturalistic perspective, wherein researchers explore phenomena within their authentic settings and strive to comprehend them based on the meanings attributed by individuals. By employing various empirical materials, qualitative research involves a deliberate and systematic collection of data. The research analysis adopts an inductive approach, which aligns well with the qualitative nature of the fieldwork conducted at Warwick Junction for data collection (Groat & Wang 2013). The iterative nature of the inductive approach fosters a comprehensive investigative process, particularly suitable for Warwick Junction, where circumstances are continuously evolving.

An inductive approach to fieldwork is considered most successful when interacting with locals from the community and the chosen interviewees. Creswell (2007) describes this tendency to approach data collection through an inductive lens as necessary, where open-ended research questions change during the process of research, reflecting an increased understanding of the problem (Groat & Wang 2013). The data collection process consisted of semi structured interviews with local traders within Warwick Junction, along with observations from the field, over the course of two days. Software such as *Atlas.TI™* was used to code the interview transcriptions according to the themes unfolding. The software was then used to form groups of codes, to further indicate how the data collected overlaps, establishing themes and patterns from the research. The use of software enabled the researcher to follow a rigorous process

throughout the inductive approach to the research, to draw broader conclusions on the findings.

3.2 Questionnaires

The research questionnaires consisted of nine questions, formulated from Kim's (in Karim 2018) conceptual taxonomy for Public Interest Design (PID). These questions aimed to analyse how Warwick Junction has contributed to the growing discourse of PID in a post-apartheid South African context. Seeing that these questions were derived from scholarly literature, it became important to develop additional sub-questions, to assist the interviewee in answering the main, overarching nine questions. Between four and five sub-questions were developed for each of the main questions, for locals within the interchange to answer. The same nine questions were set out to be posed to the architects, where sub-questions were not needed.

3.3 Ethnographic Approach

The fieldwork was qualitative in nature, studying the activities of the community members within their everyday setting (Blomberg 1993). The particular research focus through an ethnographer's lens intends to grasp a better understanding of the perceptions people have about PID within the South African context, where the community partake in discussions within their relevant daily trade settings. The practice of engaging in such conversations is influenced by the belief that certain behaviours can only be comprehended within the context where they naturally unfold. Extracting a behaviour from its broader social setting can result in significant and meaningful alterations. This emphasis on understanding how specific behaviours integrate into the larger fabric of society is commonly known as holism, which is one of the key principles of ethnography (Blomberg 1993).

The orientation toward the descriptive leads ethnographers to assume a non-judgemental stance with respect to the behaviours they study. Maintaining such a non-judgemental stance is sometimes referred to as cultural relativism or the notion that people's behaviours should not be judged by the standards of some other group (Blomberg 1993). The aim of this research project is to gain a better understanding of the relationship between people and PID, while situated within the relevant context of Warwick Junction.

3.4 Warwick as Case Study

Warwick Junction in Ethekwini, South Africa, serves as a case study for this research paper, to discuss how the professional practice of PID in a post apartheid South African Context, has been frustrated by the lack of government support.

3.5 Fieldwork: Interviews

The fieldwork unfolded from interviewing community traders within their local informal market space. A tour guide from the NGO *Asiye eTafuleni* assisted the researcher throughout the duration of two work days on site. The tour guide had extensive knowledge of the nine markets within Warwick Junction, seeing that she herself is a local trader. Having a tour guide made the site visits invaluable, because of the wide network the guide has within the market. The guide assisted with language barriers, but mostly gravitated to those in the market she knew could speak English, when the researcher wanted to conduct an interview with a local in the market. Thus, the target group for interviews was determined by the local guide, having more insight into the community than the researcher. The target group consisted of eight local traders from the community, and two design architects, who have been active facilitators in the design processes of Warwick Junction.

The contact time with interviewees was limited, because of their busy schedules while trading and operating their stalls during the day. The interviewees were introduced to the research focus and the researcher before being asked whether they were comfortable to be interviewed. When the interviewee agreed to the discussion, they were encouraged to sign ethical clearance for the undertaken research. The tour guide formed part of the target group, because of their insight into the market, and their ability to speak english.

The discussions were captured as voice recordings using a cellphone. The noisy nature of the market posed the challenge of obtaining high quality recordings of the interviews. The safety and security within the market also limited the data capture process where digital photographs and videos were taken at the risk of the equipment compromising the safety of the interviewer. Conducting interviews and capturing visual data within the medicine market was limited, because of the sensitivity of the specific market relating to religion and spirituality.

In-depth interviews were conducted with the architectural team who facilitated the design process along with the community over the last decade. This took place at their office adjacent

to Warwick Junction, after the initial visit to the site. This discussion unfolded naturally, without much structure. The nine research questions were spontaneously addressed throughout the interview, with little prompting from the researcher.

The fieldwork interviews were conducted with the approval of ethical clearance from the University of Pretoria (reference number EBIT/15/2022), where great consideration was given to privacy and respect toward local traders. Photographs and videos were captured from the researchers cellular device, and images of childrens' faces were excluded from the raw data submitted. Permission from local traders was asked first, when the researcher attempted to capture a photograph or video.

04 Results & Discussion

The results of the report revealed that local authority's capacity to effectively govern and involve the community in local management processes seems to have faltered, creating a gap between the expected engagement of model urban citizens and the reality in Warwick Junction. Although the literature suggests that the regeneration program in Ethekewini's inner city after the fall of apartheid (Dobson 2009), exemplified a genuine effort to address the needs of marginalised individuals who were previously excluded from urban spaces, the findings suggest otherwise in recent years.

The regeneration program focussed on a specific geographical area, and involved project staff interacting with stakeholders regularly. This approach allowed for a deep understanding of local conditions, leading to effective responses and interventions in the area. The project was closely integrated with existing council departmental activities, and most of the staff came from those departments, accountable to both the project and their respective department heads (Dobson & Skinner 2009).

Unlike traditional city officials working in isolation, all relevant parties were involved from the beginning of the regeneration process, including city officials, traders, and their representatives. This commitment to participation assisted in resolving problems between departments, and that which was happening on the ground (Dobson & Skinner 2009). In contrast to this, the current circumstances on the ground indicate a shift in commitment from local authorities.

A prominent theme arose throughout the fieldwork when discussing service delivery and the commitment from local authorities to better the interchange, in recent years. The lack of service provision, although promised in 2010, becomes evident, where basic services are not met:

They are not happy with their needs. During the year of 2010, the municipality promised us that the range includes the money for electricity and the water. Now with 2023 there is no water, there is no electricity. When we want to use some water, we just buy some water and pay a boy, a boy who is going to get some water. And when we want to use electricity we just buy a long electric wire like this and go to get electricity from someone else and pay another money. So we are not happy about this.

Interview Transcription 08_Warwick Junction

I don't have electricity and got this one in 2010 and the municipality promised that the rent for all of these will include the electricity and the water now it's 2023 and there is no water or electricity. And they're still waiting and still paying the same money because they're not paying the big challenge. But we are not happy.

Interview Transcription 16_Warwick Junction

Promises were made by local authorities, with great enthusiasm, and have failed to be executed, years later. As discussed by Halvorsen (2003), the importance of understanding the processes of spatial change, community development efforts must focus on delivering tangible improvements that resonate with the participants, thereby sustaining their engagement, where in the case of Warwick Junction, these tangible efforts have been nonexistent, contributing very little to spatial change and community development (Brandsen, Steen, Verschuere 2018, Halvorsen 2003, Pestoff 2012).

This is a temporary shelter. They demolish our market on that side. As you see the poles over there? Behind. So then they promised us to build a new market...In 2017, January. They said that it'll take nine months, but now it's about four or five years. They did not build our new Place.

Interview Transcription 07_Warwick Junction

The research findings indicate resistance from built environment professionals and the local community of Warwick Junction towards the globalised vision of the city. This resistance highlights the need for mediation and collaboration to address the diverse needs and realities of the city's inhabitants, ultimately emphasising the role of NGOs in fostering inclusive and sustainable urban development. As Dobson (2023) explained, the dissonance between globalisation and local perspectives became evident during the preparations for the 2010 FIFA World Cup when conflicts arose over the proposed demolition of Warwick Junction to make way for a shopping mall, aligning with the idealised concept of a textbook city and the desired perception of the city. The interchange, much like informal settlement typologies, was perceived as an intrusion into the formal city planning process, challenging the pursuit of a visually appealing and orderly urban environment (Hamdi 2010).

This all relates to a certain image the city wants to create and how the city would like to be perceived. All of a sudden it becomes important for a city to be seen as a text book city (Lees 2023).

As the research findings suggest, the dissonance is still present, where the traditional modernist approach of shaping the city based on a particular vision, often influenced by political patronage, perpetuates social inequalities. This approach aligns with the forces of globalisation and market fundamentalism, prioritising imports over local production and exacerbating poverty and social exclusion (Hamdi 2004).

According to the research, conflicts can arise due to cultural assumptions, social differences, and religious beliefs. These factors lead to misunderstandings between local communities and authorities, as discussed by Abendroth & Bell (2015). The interviews conducted on-site revealed a noticeable trend of intimidation, with local traders expressing feelings of vulnerability towards local authorities. Lees (2023) points out that there is a disconnect between the instructions given at a higher level by officials and how they are implemented on the ground. This has led to informal traders being blamed for faulty permits, even though the fault may lie with the application system. Consequently, traders feel intimidated and misunderstood by local authorities, creating a sense of vulnerability among the local citizens.

But what happens now is like, oh well it's the informal traders fault. So what we're going to do is limit permits, be really strict about permissions, confiscate people's goods, trash

their stuff, intimidate the hell out of them and hope that they go away. It's like lets limit the number of traders, so lets limit how difficult this problem is to manage, instead of going, how can we design this better? There's this lack of understanding (Lees 2023).

The findings suggest that there are disparities between the initial intention of the market set out by Asiye eTafuleni in 2007, along with local traders, and the current Warwick interchange. As discussed by Lees (2023), many officials and politicians tend to wrongly attribute the messiness and challenges associated with informal workers with informality itself, whereas the real issue lies in the inadequate maintenance and design of public space. Lees (2023) further explains that insufficient space and infrastructure exacerbate the difficulties of managing informality effectively.

The city's growth has surpassed the original expectations and policies, without proper accommodation, making effective management of the public interchange difficult. The research indicates a clear absence of adequate facilitation and support from local government within Warwick, where reports of unmaintained and broken infrastructure inhibits the local traders to go about their daily trade.

We didn't sell, we were closed for the day because when we came in here, there was no water. The pipe burst outside. I'd never seen that pipe. So when he started the flow, it sort of found its way like a river. The whole day we couldn't sell anything, nothing. Just, it was useless for me to hang on because I was told that it'll take at least a day for the water to go. Last time it took a week. The same thing happened. It took a week. We carried our potatoes from here and we had to leave it there one by one. We had to go in knee deep water, just to keep the food safe. So these are perishable stuff. This will survive. But that is fresh. It won't last.

Interview Transcription 14_Warwick Junction

The social democratic atmosphere that was present in previous years, through encouraging collective planning and activities among the marginalised populations, has dissipated, leading to a disempowered community, disabling individuals, groups, and communities to gain control

over their lives and actively participate in decision-making processes (Hamdi 2010, Zimmerman 2000).

Research findings indicated that the Warwick market extended far beyond its geographical area, through engaging in conversations with informal traders on a street corner in Glenwood, Ethekwini. The findings suggest that informal traders buy their goods from local traders in Warwick, and sell the produce in residential communities outside of Warwick. These findings serve to highlight that an intermediary, known as a middleman, plays a significant role in facilitating the connection between the seller and the market.

Those who are coming to buy here are the people who came from the townships. They're also coming here to buy their stocks and going to sell. And here they're stocking the Farmer in Glenwood.

Interview transcription 09_Warwick Junction

The presence of a middleman in the supply chain, connecting the vendor with the market, demonstrates an additional layer of resilience within the system. This intermediary helps maintain the flow of goods, even during uncertain times, contributing to the overall robustness of the local market. The vendors' ability to continue operating as sellers on street corners, providing affordable and accessible food options to the community, further supports the argument for their resilience. This idea of a mediator is also present in the administrative, and communicative strategies within the market interchange, where a middleman reports to authorities on traders needs, and authorities respond through the mediator.

Secretary, but at one stage, she was the role of the chairman as well. Because she goes to meetings and she controls the meeting. In fact, it's a two-way street. She takes information from the management. She comes and she passes it onto the workers around the stall owners and what information is there, goes back in next week. She's the mediator.

Interview transcription 14_Warwick Junction

The data revealed that the visible informal trading activities, playing out on the streets, originate from, and because of, the invisible systems at play within the market. Dobson (2023) explains

that this ecosystem sustaining the market has roots far bigger than the market itself, supporting a far bigger community, having a great impact on the city of Ethekewini. Connections and relationships form because of the market, where work opportunities unfold.

If you see the porter operator like this, like they are working together with traders. Their work is to go outside in the truck. that has come from the farmer to deliver to their stalls. And they make a lot of money if you compare with traders because they start working at 4:00 AM and they're sleeping at nine and many of them are sleeping in town. So they're starting to work early. They are always working fast and their job again is to help those from the township to deliver their stuff.

Interview transcription 09_Warwick Junction

This observation highlighted the significant difference in sustainability and robustness between local market typologies and larger retailers. The research highlights the resilience of Warwick, as it remains a viable option for locals to purchase food, even when it may not be operating at full capacity. The robust nature of local systems is highlighted in the research findings as a distinguishing feature, attributing to the market's ability to adapt and continue functioning even under challenging circumstances.

Therefore, the sustainability and resilience of local markets, as observed in Glenwood, can be understood within the framework of ecological resilience. These markets exhibit the capacity to persist, adapt, and absorb disturbances while remaining functional and valuable community resources, as supported by Barros (2013).

Furthermore, the research suggests that the informal economy not only contributes to the promotion of food security for communities, but also contributes to the local economy of Ethekewini through job opportunities, ultimately contributing to the overall resilience of the urban environment.

No, I never knew this place before. I got the connection to come here and work. I know someone who brought me here. She loved me and I spoke to her. And she connected me to Lihle.

Interview Transcription 01_Warwick Junction

It was observed that these invisible systems take on various forms within a market of this scale and with this many variables, where administrative systems are also set out and controlled by local traders, who have a great understanding of the processes taking place within the market.

I've been in the organisation, That organisation for the National Information Association. So also this organisation is for traders only. So the aim of this organisation is just to assist or help the traders who have a problem on their stalls. For example, they are trading, they don't have permits. So we come and sort it out, but we are not fighting, no. We can just call the stakeholders and sit down and explain and those people have the problem and tell us.

Interview Transcription 04_Warwick Junction

As Lees explains (2023), the choice of self-employment is often driven by the necessity to survive rather than a linear desire to formalise one's work. It is a common misconception that informal workers aspire solely to transition to formal employment, a notion that has been debunked worldwide. Warwick Junction was observed as a vital survival strategy for individuals who lack alternative job opportunities, offering a pathway to escape poverty. However, it is important to recognize that for many, engaging in the informal economy is a conscious choice rather than a mere fallback option.

The data revealed that informal workers often engage in their activities due to the immense freedom it provides in navigating life's challenges. When facing poverty, flexibility becomes crucial in tending to the needs of sick family members or overcoming administrative barriers, such as obtaining identification documents for relatives. By investigating the participation of locals in the informal economy, it became evident that when individuals position themselves within urban settings where resources are concentrated, it allows them to tap into networks with a high degree of flexibility and adaptability. This enables them to navigate various circumstances and seize opportunities that arise in the city of Ethekwini.

It was a flea market, which I was in, and it was closed thereafter. I ran a Curio Shop within our city. [When Covid struck] There were no tourists, borders were closed, so we had no business. But I had to survive. In that process I had lost my husband and I had

to earn a living, to survive. And this is when I started cooking and selling food [In Warwick]. And it's about a year and a half now that I got this place because somebody else couldn't run it. I came in here and continued running it.

Interview Transcription 03_Warwick Junction

As Dobson (2023) explains, understanding Warwick from a rich African retail modality perspective, where one considers the value it adds to cities beyond its economic impact, becomes important. These retail spaces offer culturally responsive products that are often not found in formal businesses. The significance goes beyond mere economic considerations and extends to the preservation of cultural traditions and practices, highlighting the importance of cultural respect.

The research suggests that one cannot overlook the practical aspects of Warwick as a cultural interchange, seeing that natural resources can be a source of exploitation and prosecution. The qualitative findings on the ground conveyed a sense of vulnerability when discussing tourists, and how locals perceive photography within the market. The research suggests that locals respect and protect their culture, finding it intimidating when tourists enter the market, taking photos. The research has found an immense effort from local traders in the protection of their cultural beliefs and identity.

You are allowed to come and buy here if you know what you want or when you have a prescription from the traditional healer, you can also come when you don't know. Outside of the gate, there is a qualified traditional healer and the doctors, they all have certificates.

Interview transcription 10_Warwick Junction

The research highlights the importance of recognizing that the perception of a clearly defined and homogenous representation of culture, language, and history is a misconception. Culture, people, and languages are dynamic and constantly evolving within societies, indicating a far more complex reality (United Nations University 2021). Challenging conflicts arising due to these resources, thus requires a deeper understanding of the diverse and interconnected nature of this community within the South African context (Hamdi 2010).

In the context of PID in South Africa, the research highlights the role that local authorities play in accommodating citizens and facilitating the continuous transformation of urban structures and forms. The findings highlight that as the needs, activities, and cultural dynamics of inhabitants within the interchange evolved, local authorities failed to adapt and evolve accordingly, making new possibilities and economic activities, as explained by Landman & Badenhorst (2015), near impossible.

Actually this bridge is not dangerous. Not too dangerous. But the problem is it is dirty, so there's no more people using this passage. So when you go over there, you see the taxi driver, they don't have the toilet that works, so they just go [urinate] over there and cause there's no gates, at midnight, the Street kids come and mess up this place.

Interview transcription 04 _Warwick Junction

As discussed by Brandsen, Steen & Verschuere (2018), genuine value creation for individuals hinges on the extent of co-production between service users and staff, surpassing mere linear consultation. This collaborative approach to value co-creation has the potential to profoundly challenge existing power dynamics and relationships within public services, reshaping the way services are delivered. The data addresses this exact statement, highlighting the immensely valuable energy the local community has to offer, but instead, is still approached in a linear, one dimensional way of development.

So that's where I think many politicians are failing to understand that that's almost the sort of pent up energy that needs to be understood and released if you really want to get meaningful South African towns and cities because the energy and the commitment is there to make this new emerging thing function. We just got to walk through Warwick, it's not dysfunctional (Dobson 2023).

Trends arising from the data highlight that designers recognize and tap into the pent-up energy and commitment that exists within Warwick, as this energy holds the key to fostering meaningful South African towns and cities, but the local authorities do not. Walking through Warwick, one can observe that it is far from dysfunctional. The data revealed that the site boasts social energy, gratitude and pride that arises from a density of character, differences,

ideas, and relationships—elements that fuel the vibrancy of a place (Dobson 2023; Hamdi 2010).

I'm very happy. I'm very happy. Because I respect my Work. I know because of the long time, so many years I've been here. I know [them] exactly and also they know me.

Interview Transcription 04_Warwick Junction

That is where I'm working in Auntie Pam's kitchen, I'm (Auntie Pam) the person who owns this stall. And because I cook, I ended up putting my name on the board because I'm the cook. I enjoy what I do. I have a passion to cook. I have a passion to see people.

Interview Transcription 03_Warwick Junction

The research conducted suggests that, within the South African context, securing of tenure plays a crucial role in empowering informal workers and promoting investment and growth. Unfortunately, the current system of permit allocation and street space management is problematic, placing the local community at constant risk of confiscation, as discussed by Lees (2023). Uncertainty regarding local traders' position, inhibits individuals from investing in their businesses. However, providing security of tenure gives them confidence and incentivizes investment, leading to improvements in equipment, increased employment opportunities, and business expansion.

Limited permit availability and lack of transparency in the process contribute to vulnerability. The fieldwork data indicates that applicants are often left unaware of their qualification status or reasons for unsuccessful applications. This uncertainty hampers their ability to invest in better infrastructure, perpetuating makeshift operations (Lees 2023). Nevertheless, improvements are made when other local traders, who serve as leaders of that specific market of enquiry, assist. Without permits, individuals are highly vulnerable, risking the loss of their businesses in a single raid, thus, the found data is crucial to understand the relationships between traders within the interchange, and their willingness to assist others.

She's strong and she knows the systems in the market really well. And then the people who she now helps to get permits to sell here for a long time. A long time. She's been in the market for about 35 years, but she'll be 60 this year. She's been in the market for about 41 years I think. She knows them [the locals] very, very well. Might not know her name, she might know some people's name. She knows exactly who's selling where, what. (A local discussing a market leader within Warwick Junction)

Interview Transcription 14_Warwick Junction

The research has highlighted the importance of striking a balance between the structures we design and the organic process of emergence, within Warwick. While structures provide a shared context and stability, excessive structure can inhibit personal freedoms and impede progress (Hamdi 2010). Negotiating the extent of structure and fostering a dynamic relationship with emerging processes requires careful consideration (Hamdi 2010).

The moment the policies were in place, the project became responsive and effective and rooted in real stuff, so I am probably obsessively an advocate that infrastructure is one of the key defining things in the way you can develop informality and public space (Dobson 2023).

The data collected indicates a trend among local traders and the internal market systems, where traders convey an immense level of trust toward their fellow traders within the interchange. Multiple interviewees explained the security and comfort they felt when trading.

That lady, She takes care of it. I trust them. But the thing now that you find this lady and now she's there. If she goes anyway, I can sell her and give her every penny. Because we've been working for a long time. Because for me, she sells for R20. How will it help me if I take R20? I've Got business. She also needs funds. She also needs money. I'm much more busy than her. So I've got to look out for her as well.

Interview Transcription 14_Warwick Junction

Robbers, they know what they need. If you're pushing the barrel, they know you're trying to get money. You don't have the money, but you're trying to get money. They can't rob this one, there are so many other barrel pushers and they will come help.

Interview transcription 09_Warwick Junction

In the context of PID in post-apartheid South Africa, with a focus on fostering a sense of belonging, it becomes evident that communicative action already plays a role among traders. This approach emphasises the importance of information in the decision-making process and advocates for its production and agreement through substantial debate among key stakeholders. It recognizes that shared meaning for information is developed through a social process and encourages the incorporation of diverse types of information, going beyond solely relying on *objective* data (Innes 1998; Kim 2019).

Key stakeholders such as architects, facilitating a communicative process with local traders and municipalities, become an important focus within the research of PID. The researcher observed these stakeholders to feel discouraged and frustrated, because of the absence of support from local municipal authorities.

So that ended up with resistance from the built environment professionals, the community themselves. And that's what really started to be our primary work when we started the NGO, never intending that, we knew we wanted to help informal workers during the world cup, but never thought it would fall into the trenches so quickly (Dobson 2023).

The architect's perception of the current realities experienced within Warwick, and the systems dictating the interchange, becomes evidently discouraging, where the initial intentions of PID practitioners have been frustrated by the lack of local government support within Warwick Junction. In this case study of Warwick Junction, communicative action must go beyond the mere improvement of social bonds within a neighbourhood's community, extending to enhance the socio-economic position of citizens through skills acquisition and knowledge-building, as explained by Brandsen, Steen & Verschuere (2018), which the research has found, is currently absent.

05 Conclusion

Through the background discussed above, based on Warwick Junction as case study, where a lack of facilitation and local authorities in the process of public interest design is evident, the research has concluded that even though literature for PID sets out robust scaffolding, the implementation thereof becomes problematic when local authorities retract from the transformation. More investigation is needed into how designers in the urban citizenship field can bridge this gap and establish grounds for mitigating this lack of service provision from local authorities, toward a more successful intervention. Furthermore, how citizens are treated on the ground and how community members are involved in the development of such interventions, as an essential part of a project, should be further explored.

The role of local authorities is crucial in sustaining the success of PID interventions in a post-apartheid South African context. The study has found that an effective initial phase of participatory design processes between designers and locals from working in Warwick Junction, contributed to the success of the intended project program. The data indicated constructive engagement and positive consultations in earlier years, indicating that commitment from local authorities to implement change and allocate funds towards alternative approaches is indeed possible. The regeneration program in inner-city Durban exemplified such efforts, addressing the needs of marginalised individuals who were previously excluded from urban spaces. This commitment reflected the political will and ideals of government officials, which played a vital role in driving meaningful change and promoting the rights and dignity of marginalised populations.

However, conflicts arose when globalised visions clashed with local perspectives, as seen in the proposed demolition of Warwick Junction to make way for commercialised programmes. The resistance from built environment professionals and the local community toward the informality presented by Warwick Junction, highlighted the need for mediation and collaboration to address diverse needs and realities. Non-governmental organisations (NGOs) played a crucial role as facilitators, mediating between stakeholders and enabling informal workers to continue their livelihoods during the FIFA World Cup of 2010. This emphasised the importance of NGOs in fostering inclusive and sustainable urban development.

Furthermore, it is crucial to recognize the impact of global forces such as globalisation and market fundamentalism on urban development. PID challenges these dynamics by prioritising local production, addressing social exclusion, and promoting a more balanced distribution of resources and opportunities within communities. By prioritising the needs and aspirations of marginalised communities, PID seeks to create more equitable and inclusive cities.

Nevertheless, challenges persist in maintaining community engagement and ensuring that community development initiatives result in tangible improvements meaningful to participants. The commitment and effectiveness of local government play a vital role in implementing strategies on the ground. Unfortunately, there has been a shift in attitude and commitment, leading to ineffective implementation and unfulfilled promises.

To address these challenges, community development practices within the realm of PID, could consider multidimensional, innovative, and creative thinking and action. It is crucial to strike a balance between providing structure and allowing for the natural organic process of emergence within communities. Rebuilding trust and fostering a positive relationship between the local authority and the community requires renewed commitment, effective implementation of strategies, and genuine engagement that acknowledges the value and identity of the community.

By addressing the complex dynamics at play, fulfilling promises, and considering the community's needs, it is possible to create a more inclusive and prosperous environment for the community and the city as a whole. The research indicates that the role of local authorities becomes evident in driving positive change and promoting social justice through PID interventions in post-apartheid South Africa.

The impact of informal trade on the local economy and surrounding community highlights the significance of local markets as ecosystems that sustain not only economic activities but also social connections and work opportunities. Recognizing the sustainability and robustness of these local systems is essential in promoting resilience within the urban environment.

From a cultural perspective, African retail modalities contribute to the preservation of cultural traditions and practices, going beyond economic considerations. This interchange offers culturally responsive products and serves as important spaces for cultural exchange.

Understanding the dynamic and interconnected nature of Warwick Junction within the city of Ethekwini, is crucial in challenging racism, xenophobia, and prejudice within the current South African context.

Moreover, it is important to address the local perceptions and stigmas associated with informal markets. Neglecting the needs of these markets can lead to marginalisation and ghettoization. PID aims to empower marginalised communities, bridge gaps, and address disparities by fostering inclusive communities and facilitating meaningful participation in decision-making processes.

To achieve these goals, it becomes evident that local authorities need to foster an understanding of the value and potential of informal markets, overcoming the lack of understanding and misconceptions. Empowerment and placemaking unfold as key aspects of PID, emphasising the importance of integrating excluded groups, strengthening social bonds, and creating positive living environments. Collaboration and support from local authorities are crucial in facilitating effective partnerships, capacity-building, and the creation of supportive structures that meet the needs of the community.

The recognition of the positive energy and commitment within Warwick is essential for fostering meaningful placemaking within Ethekwini, and a broader South African context. By understanding and embracing this energy, policymakers and stakeholders can potentially unlock the full potential of communities and create vibrant, thriving urban environments.

The choice of self-employment in the informal economy is often driven by necessity rather than a linear desire to formalise work. Recognizing the complexities of informality and its relationship with place is important in supporting informal workers and creating inclusive urban environments that align with their aspirations and realities.

Secure tenure is a critical factor in empowering informal workers and promoting investment and growth. The current system of permit allocation and street space management poses challenges and perpetuates vulnerability. Providing secure permits and clear communication would empower informal workers, enabling them to invest and contribute to economic growth.

Co-productive community development, with its emphasis on citizen involvement, fosters identity, inclusivity, and belonging within a community. By recognizing the importance of land, space, and place, public services can be co-created and co-produced to meet the needs and aspirations of the community while promoting social cohesion.

Encouraging participation through communicative action is essential in fostering a sense of belonging. Managers play a vital role as collaborative capacity-builders, facilitating meaningful engagement and equitable decision-making processes. By actively involving citizens and embracing the principles of New Public Governance, cities like Ethekewini can shift towards service processes and outcomes that prioritise the public good and citizen participation.

Increased citizen participation acts as a catalyst for social change and can address significant societal challenges. By actively involving citizens in decision-making processes and fostering their participation, solidarity within the community can be nurtured, leading to the realisation of a common cause and driving social change.

The research concludes that it is evident that there is a pressing need for mediation and collaboration to bridge the gap between a globalised idea of what African cities should be, and local perspectives. It becomes evident that local authorities and stakeholders would benefit from working together to address the diverse needs of the city of Ethekewini's inhabitants and implement inclusive and sustainable urban development. Warwick Junction embodies the challenges in mediating the urban environment with the richness and uniqueness of informal trade within South Africa.

To foster inclusive communities, PID emphasises the importance of identifying and integrating excluded groups within the broader community, bridging gaps and addressing disparities. This involves strengthening social bonds within neighbourhoods, enhancing the socioeconomic position of citizens through skills development and knowledge acquisition, and creating a positive living environment through strategic urban planning and community policing.

Collaborative capacity-building plays a pivotal role in empowering managers to facilitate effective partnerships and enhance their ability to support local authorities. To ensure the collective good, a chessboard-like support system should be established, allowing for meaningful participation within agreed limits.

The research findings shed light on the intricate dynamics surrounding PID and its potential to address wealth disparities and social exclusion in both local and global contexts. The implementation of PID offers a promising approach to promote more equitable and inclusive cities by prioritising the needs and aspirations of marginalised communities. In the African context, specifically Warwick Junction, PID emerges as a crucial tool to bridge the gap between the idealised global image of cities and the authentic identity of their inhabitants.

To maintain the level of community engagement and support, which has faded over the last decade due to the globalised idea of what a city should be, and a deviant local authority, community development initiatives must result in tangible improvements that resonate with participants. The importance of co-production processes needs to prioritise the salient and interesting aspects for residents, to become essential in ensuring their active involvement and commitment.

To address these challenges, community development practices must adopt multidimensional, innovative, and creative approaches. The dynamic relationship between designed structures and the emergence of communities necessitates ongoing adjustments. Striking a balance between providing a shared context and stability while allowing for personal freedoms and organic emergence becomes crucial to supporting progress and community well-being.

Rebuilding trust and fostering a positive relationship between the local authority and the community requires renewed commitment, effective strategy implementation, and genuine engagement that acknowledges the value and identity of Warwick Junction.

In order to make significant strides in addressing deep-rooted inequalities and power imbalances, it is essential for the government to acknowledge and actively participate in PID implementation. Genuine commitment to inclusive and equitable development is crucial, along with the allocation of adequate resources and support to ensure the success of PID initiatives.

This study encourages designers, local authorities, and citizens to appreciate the complexities of informality and its relationship with place, in order for policymakers and practitioners to better support informal workers, promote inclusive urban environments, and create opportunities for economic empowerment that align with the diverse aspirations and realities of those engaged

in the informal economy. PID can become an effective tool to navigate future collaborations within the interchange, when the willingness for participation from the local authorities arises. As the research suggests, it is important to note that without the constant support from local authorities, PID practices become difficult to navigate, to promote change within the Warwick community.

The research indicates the importance of addressing these challenges, through an incremental and example-driven approach. Infrastructure projects play a defining role in developing informality and public space, providing support to workers and transforming the built environment to challenge colonial planning. Collaborative rationality, deliberative practice, and communicative action are essential in navigating complexity, fostering citizen participation, and ensuring the use of diverse information for decision-making.

The theoretical framework of PID offers promise, but it requires a strong partnership with government institutions to make a tangible impact on South Africa's socio-economic landscape. The evidence presented in this study underscores the urgency of fostering a collaborative approach between various stakeholders, including the government, to achieve lasting positive change in the country. Recognizing that participation is not an optional add-on but an integral part of efficient and effective design and planning is crucial. Governmental recognition of the importance of PID and its incorporation into policies and practices can pave the way for more effective and sustainable interventions aimed at reducing inequalities and promoting social justice. Thereafter, the implementation of the nine PID taxonomies become relevant, and the overlapping of the models, become encouraged.

The research indicates that the path to overcoming South Africa's inequalities and power imbalances lies in the synergy between the theoretical principles of PID and the tangible commitment from the government. The lessons learned from this research emphasise the need for strategic partnerships and concerted efforts to ensure that PID becomes a tool for transformative change in the nation's development trajectory. Through such collective action can South Africa move towards a more inclusive and equitable society, where the promises of PID are fully realised, and the legacy of apartheid is genuinely confronted and challenged.

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