

Enhancing service delivery in local government: the case of a district municipality

Dalené Pretorius, Willem Schurink

Abstract

This article offers a leadership model for enhancing service delivery within local government. Applying modernist qualitative methodology, particularly a combination of casing and grounded theory, the study offers the Retro Advanced Leadership Model which comprises (1) management of leadership performance, (2) legislative imperatives, (3) the achievement of realistic goals, and (4) continuous maintenance and monitoring of achievements. Key implications and recommendations are provided.

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