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Determinants of Scope Creep in Selected Construction Projects in the Cape Metropolis

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ABSTRACT

Construction industry in the Cape Metropolis, like in many urban regions globally, is marked by its dynamism and challenges. The uncontrolled expansion of a project's original objectives due to scope creep, resulting in added costs, delays, and often a decline in stakeholder satisfaction. This study is aimed at exploring determinants of scope creep during the delivery of construction projects within the context of Cape metropolis. A qualitative approach was adopted, and semi-structured interviews were conducted with the selected participants through purposive sampling. Atlas.ti software was used for thematic analysis of the data. The study found that the lack of community involvement, inadequate environmental analysis, cultural perspective and indigenous worldviews accounts for scope creep during the delivery of construction projects within the context of Cape metropolis. This study suggests that Municipalities should establish an inclusive stakeholder engagement framework that facilitates early and continuous participation of community members throughout the project lifecycle. Through integrating community input at the planning stage, such that project objectives can be more closely aligned with the needs and expectations of the end-users, thereby minimising the risk of subsequent scope alterations and associated delays. This study has the potential to contribute to municipal policies, theories, and practices in ensuring the scope of the construction project adequately addresses the needs of all project stakeholders and improved service delivery.

1. Introduction

The construction industry plays a pivotal role in the growth and development of urban landscapes worldwide. However, despite the meticulous planning and dedicated efforts put into construction projects, the persistent challenge of scope creep continues to haunt the industry (Shengeza et al., 2023). Drawing from Abdalla et al.,

(2023) and Amoatey and Anson, (2017) it can be argued that scope creep is the uncontrolled expansion of a project's original objectives, resulting in added costs, delays, and often a decline in stakeholder satisfaction. As the Cape Metropolis experiences an unprecedented surge in construction and infrastructure development, it becomes imperative to comprehensively investigate the determinants of scope creep in selected construction projects (Nyanga, 2021). Such an investigation holds the promise of not only enhancing project management but also ensuring the efficient utilization of resources, cost control, and the ultimate satisfaction of project stakeholders.

Given the work by Nyanga, (2021) construction industry in the Cape Metropolis, like in many urban regions globally, is marked by its dynamism and rapid growth. New infrastructure projects, commercial developments, residential complexes, and public works initiatives are on the rise, reflecting the ever-evolving needs and aspirations of the community. While these projects symbolize progress and prosperity, they also pose a unique set of challenges, with scope creep standing as a prominent adversary. The author further avowed that scope creep has far-reaching consequences for construction projects in the Cape Metropolis, impacting their timelines, budgets, and stakeholder relationships. As project objectives and requirements subtly evolve or experience abrupt changes, construction teams should adapt and make critical decisions to maintain project integrity. The study by Zitulele, (2021) further opined that as scope creep gains momentum, the impact can be deleterious. In this context, the need to comprehensively investigate the factors leading to scope creep becomes apparent.

However, this study takes root in the Cape Metropolis, aiming to shed light on the factors responsible for scope creep in a selected construction project. By doing so, it seeks to provide valuable insights that will benefit construction project managers, stakeholders, and decision-makers (Xegwana et al., 2024 and Xegwana, 2023). In addressing the research questions of what causes scope creep, the significance of project communication, and the importance of meeting end-users' expectations, this research endeavours to equip the industry with practical knowledge that can be applied to current and future projects. Understanding the dynamics of scope creep and the contributing factors in the Cape Metropolis construction context is not only academically significant but is also crucial for the sustainable development and success of construction projects that are the lifeblood of the city's growth. In the pages that follow, we embark on a journey to reviewing contemporaneous studies on scope creep and contribute to the construction industry's ongoing efforts to deliver projects efficiently and meet the expectations of the Cape Metropolis community.

1.2 Theoretical framework

The theoretical framework of this study entrenched on The Theory of Constraints, developed by Eliyahu M. Goldratt. Drawing from Ahmed, (2019) TOC is a management philosophy and problem-solving methodology that focuses on identifying and alleviating constraints to improve overall system performance. The work by Mabin and Balderstone, (2020) argued that theory of constraints provides a systematic approach to identifying and managing constraints within a system to improve its effectiveness.

In the context of construction projects and scope management, TOC is deployed as a theoretical lens to understand the factors contributing to scope creep. TOC highlights identifying and focusing on the critical constraints that limit the project's effectiveness. In the case of scope creep, constraints can include inadequate initial planning, poor communication, or stakeholder demands that exceed available resources. Understanding these constraints is crucial for managing scope creep effectively (Zhao and Hou, 2022). This study adopting Theory of

Constraints as an underpinning theoretical framework, to investigate factors leading to scope creep in construction projects in the Cape Metropolis. TOC provide a structured approach to investigate limiting factors leading to scope creep in construction projects and ultimately elevate these limiting factors causing scope creep. These warrants improved scope management practices, enhance project outcomes, and promote efficient resource utilization.

2. Literature review

2.1 Determinants of scope-creep during the delivery of construction projects

Scope creep in construction projects is a well-documented challenge that influence the delivery of construction projects, often leading to cost overruns, delays, and client dissatisfaction (Komal et al., 2020). A qualitative study by Ajmal et al., (2020) explored the different sights of key project stakeholders about the factors leading to poor project scope in construction projects, United Arab Emirates. Lack of communication has been found to be the key factor leading to poor project scope in construction projects, the study recommended that project managers should emphasize on establishing a sound communication plan that does not solely serve the purpose of exchanging information, but also building everlasting relationships with stakeholders (Xegwana, 2021).

According to Komal et al., (2020) adapting to ongoing changes in the construction project industry have detrimental impact on project success because project managers often prioritize scope change control over analyzing its effects on cost and quality. The authors opined that agile methodology can be deployed as a fundamental solution to address factor such as scope change-related issues such as scope creep. Meanwhile agile originated in software development, its flexible and iterative nature can address scope creep-related challenges by encouraging collaboration, adaptability, and client involvement, emphasizing transparency, and promoting an iterative approach to development. These principles and practices help project teams manage scope creep more effectively, ensuring that project goals and client expectations are met while avoiding unnecessary scope changes that can lead to project delays and cost overruns (Komal, et al., 2020). Understanding the specific factors that contribute to scope creep in South African construction projects is critical on the success of construction projects. The table below highlights some of the key factors that have been identified as influential in the South African construction landscape:

Table 1: Factors leading to scope creep in construction (South African context)

Source	Factors leading to scope creep in construction (South African context)	Implications
(Mnguni and Laryea, 2021)	Poor scope definition, underestimating complexity and poor communication.	Misunderstandings, misalignment of expectations, and the introduction of unapproved changes, contributing to scope creep. Project delays as unforeseen challenges and issues emerge. However, these delays result into additional costs and contractual penalties. Ambiguity and misunderstandings about project objectives and deliverables. This, in turn, results in uncontrolled changes and scope creep during the pro-

		ject, negatively impacting project timelines and budgets.
(Safapour et al., 2019)	The number of oversight entities, and the project's location.	The involvement of multiple oversight entities leads to coordination challenges. Different entities have varying expectations, standards, and priorities, creating difficulty in maintaining project consistency and efficiency.
(Mabaso, 2022)	Deviations between specification and implementation	Deviations between the project specifications and the actual implementation, often results in compromised quality and performance. Deviations also result in client dissatisfaction, disputes and delays in decision making.
(Ali, Zhu and Hussain, 2018)	Contractual ambiguities, socio-economic factors, political factors and regulatory changes.	Recurrent alterations in construction regulations and local compliance standards affect project requirements and prompt the need for adjustments. Furthermore, uncertainties and voids in project contracts serve as openings for scope creep, given that roles and requirements may lack clarity. Economic shifts, community needs, and societal factors have the potential to impact project scope, particularly in projects closely tied to the community. Lastly, changes in government policies, priorities, and regulations may result in modifications to construction projects.

Source: Constructed by authors.

In light of table 1, our exploration of these factors reveals the multifaceted nature of this issue, impacting project timelines, budgets, quality, and client satisfaction. Understanding and acknowledging these contributors is essential for effective scope management in a South African context. Furthermore, addressing scope creep in the South African construction context demands a combination of factors, including robust project management, effective communication, and a proactive stance toward adapting to the multifaceted challenges presented by the local landscape (Mkhize, 2022). By navigating these factors with diligence and foresight, construction projects can strive for successful outcomes, ensuring both client satisfaction and the continued growth of the construction industry in South Africa.

2.2 The significance of project communication during the delivery of construction projects

Kania et al., (2020), argues that when it comes to construction projects, duties and activities could be carried out incorrectly if there are any misunderstandings or incomplete briefings among the stakeholders participating in the communication chain. According to Yang et al., (2018), stakeholders in construction endeavours need to recognize the importance of effective communication. Communication with project participants can be done in a number of ways when working on construction projects. Onsite meetings are a popular strategy; these are usually set up as stand-us discussions to address urgent problems.

Safapour et al., (2019) construction projects begin, become apparent, as several stakeholders hold disparate viewpoints and concepts regarding the project. Good communication between participants in a construction project not only helps to settle disputes but also improves teamwork. One of the sectors most reliant on information is the construction industry. Coordination among diverse teams, subcontractors, suppliers, and end-users is necessary for construction projects. In order to guarantee that everyone is aware of schedules, duties, and responsibilities, effective communication is important. To maintain the project on schedule and prevent delays, collaboration is essential (Rahimian et al., 2020). The work by Durdyev and Hosseini, (2020:20-46) reported that the most effective strategy to minimize the potential of a schedule delay is to prioritize cooperation on projects around sequencing, scheduling, and allocating enough resources for each work activity. The success of a project depends on accurate technical information being communicated to the site management and amongst all stakeholders.

Eze et al., (2021:77-82), submitted that effective communication and cooperation amongst the participants are essential for a construction project to succeed. Data is the driving force behind construction projects, and in order to get the intended outcomes, this data must be properly presented. Communication is sometimes taken for granted in construction organizations, where managers are always eager to convey information without considering the most effective means of doing so. This leads to its inefficiency, which in turn causes project failures and delays. When communication is effective, it ensures that the message is comprehended and that role participants have taken attention and responded appropriately. Ineffective communication in construction projects can be caused by a lack of motivation on the team, imprecise objectives, cultural diversity, language obstacles, and other factors.

2.3 The significance of meeting end-users' expectations on the delivery of construction projects

As alluded to in the preceding section, success of a construction project hinges on its capacity to meet the unique needs and expectations of the end-users. Construction projects are typically initiated into address the requirements as specified by the end-users. If the project does not align with and meet the needs and expectations of the end-users, it will not serve intended purpose effectively. In essence, the satisfaction and fulfilment of the beneficiaries' needs are the ultimate objectives of the project, and its success is gauged by its ability to achieve these objectives (Delgado et al., 2019). Furthermore, the authors argued that failing to meet the end-users' needs and expectations is a major contributor to stakeholder dissatisfaction, disputes, and project failure, which may have financial, legal, and reputational consequences for all involved parties. Therefore, ensuring that a construction project aligns with the unique needs and expectations of its beneficiaries is a fundamental aspect of its overall success.

The study by Amoah et al., (2021) presented a contrasting perspective compared to that of the authors, the study argued that it is unrealistic to meet the expectations of end-users during the delivery of construction project (social housing). The results of the study reported that end-users' expectations such as a safe environment, houses with good finishes and fittings, good roads network and adequate houses to accommodate the family sizes have not been met. However, expectations such as improved living conditions as compared to the informal shelter have been met.

According to Maslova and Burgess, (2023) re-purposing post-occupancy evaluation can benefit the construction industry by measuring end-user satisfaction and detecting defects, improve housing design and construction

quality. The authors further argued that this could be achieved by means of developing a “systematic learning loop” from previous end-users of public housing. The accumulated knowledge previous end-users improving the quality of homes and creating a better residential experience. This end-user centred approaches could also guarantee the acceptance of project outcomes.

Based on the study by Too et al., (2023) project handover is an essential stage during the delivery of a construction project and should ideally be viewed as a process that commences at project initiation. When handover is done in an unplanned manner, merely seen as the moment when keys are handed to the end-user, it often leads to increased stakeholder dissatisfaction. The study by Too et al., (2023) found that lack of effective handover process that smoothen the relationship between the delivery and end-users.

Projects with long durations are more susceptible to scope creep due to the longer duration that allows for the addition of extra components to the project scope. In situations where a project has longer duration and several requirements, it can be advantageous to break it down into multiple projects or phases, each with shorter deadlines and specific, well-defined outcomes (Ajmal, et al., 2020).

3. Methodology and design

To achieve the aim of this study, which is to explore factors responsible for scope creep during the delivery of construction projects within the context of the Cape metropolis, exploratory research design was deemed appropriate to gather the perspectives and experiences of the study participants. An exploratory research study allows for the use of methods such reviewing the existing literature and semi-structured interviews in understanding the research problem or phenomena, particularly for studies where little or not much information is known (Patton, 2014 & Maxwell, 2008). The target population of this study includes project managers, contractors, community members, and ward councillors. The table below presents the occupation of the target population, and the sample selected to participate in the study.

Table 1: Target population

Occupation	Target population	Sample selected
Project Manager	11	4
Contractors	7	5
Community members (beneficiaries)	19	9
Ward councillors	13	5
Total	50	23

Source: Authors' calculations

3.1 Participants and sample size

As illustrated in the table above, critical case sampling was used to select a sample size of 23 study participants. As argued by Boddy, (2016) and Malterud et al., (2016) the adequacy of sample size for a qualitative study range between 20 - 30 participants. A sample size within this range is deemed appropriate to guarantee data saturation in a qualitative study (Vasileiou et al., 2018; Hennink et al., 2017). Additionally, a sample size of 20 – 30 participants is sufficient provided that the selected participants are knowledgeable and experienced about the phenomenon under study (Saunders et al., 2018).

3.2 Data collection

This study adhered to the ethical guidelines, ensuring informed consent, participant anonymity, and data confidentiality (Kang and Hwang 2021). Participants were made aware that they withdraw from participating in the study at any time during the interview process. We managed to engage a total of 16 participants from the sample size of 23 study participants, other participants withdrew their participation from the study. Semi structure interviews were conducted face to face with each participant with a duration of 10 – 15 minutes per session. The participants did not agree to recording of the interview sessions; however, field notes were used to capture the data during the interview. The interviews were conducted in the workplace and in their respective homes. We ensured that all interview sessions are treated with respect and decency (Saunders et al., 2015). The table below present the profile of the participants (see Table 2).

Table 2: Profile of participants.

Participants	Gender	Ethnicity	Occupation	Years of experience/residence
1	Female	Black	Project Manager	8
2	Female	Coloured	Project Manager	15
3	Male	Coloured	Project Manager	16
4	Male	Black	Contractor	11
5	Male	Coloured	Contractor	9
6	Female	Black	Community member	25
7	Male	Black	Community member	36
8	Female	Black	Community member	20
9	Male	Black	Community member	23
10	Male	Coloured	Community member	11
11	Female	Coloured	Community member	13
12	Female	Coloured	Community member	16
13	Female	Coloured	Community member	10
14	Female	Black	Ward councillor	3
15	Male	Black	Ward councillor	3
16	Male	Coloured	Ward councillor	3

Source: Authors' calculations

3.3 Data analysis

The study used Atls.ti to analyze the data collected, inductive thematic analysis was the basis at which the data was analyzed. Cross-validation and group discussion play a pivotal role in ensuring mutual understanding, analytical precision, and the credibility of research outcomes (Appelbaum et al., 2012). To reduce the likelihood of confirmation bias during the analysis phase, the authors independently coded the transcribed data and field notes. These codes were subsequently reviewed by a qualitative researcher from within the faculty to verify their accuracy and consistency, and to minimize subjectivity.

Engaging an external reviewer was essential for preserving objectivity in the data analysis process, and revisions to the codes were made based on feedback from an impartial investigator. Throughout the analysis, the authors

engaged in thorough discussions regarding the initial themes until consensus was reached. The results were then meticulously double-checked by the authors and further validated by a neutral investigator to ensure the avoidance of confirmation bias. Thematic analysis, facilitated by ATLAS.ti software, was employed to systematically organize the qualitative data into themes and subthemes (Ronzani et al., 2020; Castleberry and Nolen, 2018). The subsequent section will explore the findings derived from this data analysis process.

4. Findings and discussion

The interviews conducted were aimed at eliciting specific answers regarding the participants' perceptions concerning factors responsible for scope creep during the delivery of construction projects from the Cape metropolis. Four (4) themes emerged from the thematic analysis conducted using the ATLAS.ti software.

4.1 Lack of community involvement.

Most participants claimed that lack of community involvement is an underlying factor responsible for scope creep. At the center of factors causing scope creep misalignment of community needs appears to be the common denominator. Community members argued that *"Municipality does not consider what we want as the community as far as the construction project is concerned"* The response from the community members shows that there is insufficient collaboration between the municipality and community members. Based on the response of the contractors to the grievance of community members, it can be argued that communication between the municipality and community members about the construction project is poor.

The contractors said that *"community members barricaded the site because they were not happy with the size of the houses built for them, they claimed that these houses are small and are built in an area that they are not comfortable with"* The study by Amoah et al., (2021) argued that it is unrealistic to meet the expectations of end-users during the delivery of construction project (social housing). On the other hand, Delgado, et al (2019) maintained that if the scope of the project does not align with and meet the needs and expectations of the end-users, it will not serve the intended purpose effectively.

4.2 Inadequate environmental analysis

Based on the responses of project managers, it can be argued that inadequate environmental analysis is responsible for scope creep during the delivery of construction projects. Project managers said, *"one the community unrest against the delivery of a construction project was that the project was built nearby place of worship"* While certain members of the community said, *"This land is the Holy place where we worship in peace away from the township where all sorts of evil practices take place"* As alluded to on the literature review, understanding the specific factors that contribute to scope creep in South African construction projects is critical on the success of construction projects.

Drawing from Ali, et al (2018) recurrent alterations in construction regulations and local compliance standards affect project requirements and prompt the need for adjustments. Furthermore, uncertainties and voids in project contracts serve as openings for scope creep, given that roles and requirements may lack clarity. Economic shifts, community needs, and societal factors have the potential to impact project scope, particularly in projects closely tied to the community. Lastly, changes in government policies, priorities, and regulations may result in modi-

fications to construction projects. According to Safapour et al., (2019) unforeseen site conditions always emerge after work started.

4.3 Indigenous Worldviews

The participants indicated that the municipal housing policy has no consideration of cultural diversity of indigenous dwellers. They lamented that there is no spiritual consideration, and the design of housing units does not give any concern about their spirituality/ritual. Participants said, *“How these housing units are built does not enable us to be who we are, we have to succumb to the design as it is imposed to us, otherwise it has no significance to our being as far as our culture and spirituality is concern”*. Drawing from Sterling (2020) and Moremoholo (2021) this suggested that an ancestral worldview not only shapes the heritage-making process but can also guide the protection of such heritage, potentially contributing to the decolonization of the discourse surrounding indigenous built heritage.

Preservation of cultural heritage can be defined within the parameters of a society being able to distinguish itself from other societies. As highlighted by the participants, the approach of municipalities to housing has a similar view with foreign form of cognising which recognise indigenous form of cognising as non-existing as far as housing is concerned. Participants averred that *“We are spiritual people who need to do ceremonies and rituals, certain tasks need to be done ebuhlanti (sacred place, the kraal), where our ancestors are, however, we cannot do such because there is not enough space as we are crushed into what I would refer as a mass prison”*. Section 27 of South Africa constitution holds that *“everyone has the right to live wherever they want to live”* this implies that South Africans who relocate to any of the nine provinces can never be regarded as foreigners in those particular provinces they have relocated to.

Given the work by Moremoholo (2021) in South Africa, the conservation of built heritage has traditionally been influenced by Western perspectives, emphasizing tangible values like aesthetics, economic considerations, and sustainability. However, this approach tends to sideline intangible indigenous values, particularly ancestral values, dismissing them as non-existing.

4.4 Cultural perspective

In the early 1960s, a standard Kathorus apartheid-era matchbox house housed one to six occupants. These dwellings, with an approximate area of 40 square meters, were commonly built using sub-quality clay bricks. Comparably with the post-apartheid housing units, quality standard and size remain unsatisfactory to accommodate the end-users. Participants highlighted that the size of the housing units is not enough to accommodate their extended families, hence they opt to having backyarders. Participants believe that the current housing is just an advanced apartheid-era matchbox house with the difference being that it is not built in the periphery of economic developments. Public housing extends beyond mere construction materials; it embodies a philosophy centered on people and their well-being.

However, ongoing discussions revolve around building standards, quality, size, and amenities (Côté-Boucher, Daly, Chivers, Braedley, and Hillier 2024, and Bates 2022). Participants agreed by stating that: *“the size of these housing units does not show respect or whatsoever of our values, we are family orientated and our families are not limited to our biological children”*. The participants ascribed the size of the housing units to the

failure to recognise how African people perceive their universe differ from how western people perceive to differ and conceive their own universe.

Participants asserted that: *“our perception towards the size of housing unit, it should be such that visitors/extended families will not have to leave same day because they do not have a space to sleep. We have a firm belief that indwendwe ziyabukwa meaning it is within our being not to neglect visitors rather to show hospitality”*. Therefore, having to provide a shelter to their visitors and extended families symbolises kindness. Additionally, Participants further highlighted that *“the quality standards of the house bring a certain degree of respect to the owner of the house”*.

Similarly, Alexander (2018) referred to dignity as "unconditional, incomparable worth, for which the word respect alone makes a befitting expression of the estimation a rational being is to give of it." On the other hand, Bates (2022) further indicated that in the pursuit of progress and equality, the idea of public housing serves as an inspiration. It goes beyond the physical structures, symbolizing the foundation on which communities are established, nurtured, and flourish. It cuts deep into the dignity and restoration of being. Hence every nail hammered, and brick laid is ascribed to the commitment of providing dignified and adequate housing for all, regardless of their background.

5. Conclusion

The findings from the interviews conducted reveal significant factors contributing to scope creep in municipal construction projects within the Cape Metropolis. The four emergent themes—lack of community involvement, inadequate environmental analysis, cultural perspective and indigenous worldviews—highlighting inherent issues in public housing delivery. These factors not only impede the timely and cost-effective completion of projects but also compromise the projects' ability to meet the needs and expectations of the end-users, leading to community dissatisfaction and unrest.

The Theory of Constraints (TOC) provides a relevant framework to understand these challenges, particularly in identifying the primary bottlenecks that constrain the project's scope and lead to scope creep. In this context, the lack of community involvement emerged as a critical constraint, as it misaligns project objectives with community needs, leading to recurrent adjustments and delays. Similarly, inadequate environmental analysis and cultural insensitivity emerge as constraints that trigger scope creep by necessitating revisions to address unforeseen issues and accommodate cultural considerations.

5.1 Recommendations

To address the issue of scope creep in municipal construction projects, it is imperative to adopt a more structured and inclusive approach to stakeholder engagement. Municipalities should establish an inclusive stakeholder engagement framework that facilitates early and continuous participation of community members throughout the project lifecycle. Through integrating community input at the planning stage, project objectives can be more closely aligned with the needs and expectations of the end-users, thereby minimizing the risk of subsequent scope alterations and associated delays.

In conjunction with enhanced stakeholder engagement, a rigorous approach to environmental and cultural impact assessments is essential. Municipalities must ensure that these assessments are conducted thoroughly prior to project initiation, with particular attention given to the cultural and spiritual significance of project sites.

Collaborating with cultural experts and local community leaders will enable the incorporation of culturally sensitive design elements, which not only mitigate the potential for conflict but also ensure that the final project outcomes are respectful of and responsive to the values of the community.

Finally, a reevaluation of housing standards and design parameters is recommended to ensure that they are sufficiently flexible to meet the diverse needs of the community. Housing designs should be adaptable, with considerations for extended family structures and cultural practices. Additionally, the application of the Theory of Constraints (TOC) within the project management process will provide a systematic framework for identifying and addressing the key constraints that lead to scope creep. By focusing on these critical areas, municipalities can improve project delivery efficiency and foster stronger, more positive relationships with the communities they serve.

5.1.1 Policy and Practical Contribution

These recommendations have the potential to shape policy and practical approaches to public housing delivery. By incorporating community involvement, comprehensive assessments, and cultural sensitivity into the policy framework, municipalities to create a more inclusive and responsive approach to public housing. Practically, these strategies can improve project outcomes, reduce conflicts, and adopt better relationships between municipalities and the communities they serve. Additionally, the application of the Theory of Constraints offers a structured method for managing and mitigating the risks of scope creep, contributing to more efficient and effective project delivery.

The integration of these elements into municipal policy and practice can lead to more sustainable and culturally appropriate housing solutions, ultimately enhancing the quality of life for residents and fostering a sense of ownership and pride within the community.

6. Limitations of the study

The findings of this study are subject to certain limitations inherent in qualitative research. Due to the use of a small and non-random sample, the insights gathered are specific to the particular context of the Cape Metropolis and the participants involved. As such, these findings may not be easily generalizable to other populations or settings, particularly in regions with different socio-economic or cultural dynamics. Additionally, the contextual and interpretive nature of the qualitative approach poses challenges for replication. Other researchers examining similar issues in different contexts might interpret the data differently, leading to potentially varying conclusions. This highlights the importance of considering the unique characteristics of each study setting when applying the results.

Author Contributions

Conceptualization, Monwabisi.S.Xegwana.; methodology, Monwabisi.S.Xegwana.; validation, Lubabalo Gqesha and Siyabulela Sophi.; formal analysis, Monwabisi.S.Xegwana., Siyabulela Sophi and Lubabalo Gqesha.; investigation, Monwabisi.S.Xegwana.; resources, Mphathiswa Nyanga., and Monwabisi.S.Xegwana.; writing—original draft preparation, Monwabisi.S.Xegwana.; writing—review and editing, Mphathiswa Nyanga., Lubabalo Gqesha and Siyabulela Sophi.

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