# "Social entrepreneurship and networking challenges: Impact on sustainable development in South Africa"

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ARTICLE INFO	Emmanuel Inalegwu Akoh and Lawrence Mpele Lekhanya (2022). Social entrepreneurship and networking challenges: Impact on sustainable development in South Africa. <i>Problems and Perspectives in Management</i> , 20(4 195-209. doi:10.21511/ppm.20(4).2022.15									
DOI	http://dx.doi.org/10.21511/ppm.20(4).2022.1	5								
RELEASED ON	Thursday, 17 November 2022									
RECEIVED ON	Friday, 26 August 2022									
ACCEPTED ON	Tuesday, 18 October 2022									
LICENSE	This work is licensed under a Creative Com License	mons Attribution 4.0 International								
JOURNAL	"Problems and Perspectives in Managemer	nt"								
ISSN PRINT	1727-7051									
ISSN ONLINE	1810-5467									
PUBLISHER	LLC "Consulting Publishing Company "Business Perspectives"									
FOUNDER	LLC "Consulting Publishing Company "Business Perspectives"									
P	G									
NUMBER OF REFERENCES	NUMBER OF FIGURES	NUMBER OF TABLES								
77	0	3								

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www.businessperspectives.org

Received on: 26<sup>th</sup> of August, 2022 Accepted on: 18<sup>th</sup> of October, 2022 Published on: 17<sup>th</sup> of November, 2022

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**Conflict of interest statement:** Author(s) reported no conflict of interest

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### SOCIAL ENTREPRENEURSHIP AND NETWORKING CHALLENGES: IMPACT ON SUSTAINABLE DEVELOPMENT IN SOUTH AFRICA

#### Abstract

The overwhelming complexity of achieving sustainable development globally, including in South Africa, requires the networking and partnerships of all stakeholders. This paper reports networking challenges affecting social entrepreneurship's contribution to sustainable development. The study aimed to investigate and analyze the impact of networking challenges on social entrepreneurship contribution to sustainable development in the townships in KwaZulu-Natal (KZN) province. The study is quantitative and was conducted in three KZN township communities. The sample consisted of 90 social entrepreneurs selected using a snowball sampling technique. The respondents completed a self-administered close-ended questionnaire (employing a five-point Likert scale). The data were analyzed using SPSS (27.0 version). Cronbach's Alpha of 0.808 indicated the reliability of the questionnaire as a measuring instrument for this study. The study revealed that lack of partnerships and networking with other social entrepreneurs, insufficient networking and partnership with corporate organizations, absence of networking and partnerships with government, and lack of platform use for social networking, affect social entrepreneurs' activities. A chi-square test also revealed that all the tested variables were statistically significant, with a p-value = .000.

**Keywords** social entrepreneurship, sustainable development, social networking, townships, KwaZulu-Natal province

JEL Classification L31, Q01

#### INTRODUCTION

Nowadays, the importance of networking for business growth and survival cannot be overemphasized. Networking is considered crucial for entrepreneurs, regardless of their context, as it brings stability regarding access to information, finances, knowledge, and market insight. It also aids moral support (Subrahmanyam, 2019; Oprica, 2013). These networking characteristics could be instrumental for business performance globally, especially for social entrepreneurs who use small-scale, flexible, and local efforts to address social issues and human needs (Bansal et al., 2019). Scholars have argued that through necessary interfaces among stakeholders, social entrepreneurs can create good social value and enhance their contribution to sustainable development (Seelos & Mair, 2004). For instance, large organizations are engaging in activities through their corporate social responsibility (CSR) that could potentially meet the needs of people in local communities. However, these efforts may not reach the poor people who really need them. This emphasizes the need for networking and partnership with social entrepreneurs with better knowledge of their local communities. Existing data show that social entrepreneurs cannot be self-sustained in this rapidly increasing environmental uncertainty. Instead, they need to be interconnected and share their ideas and resources, as well as with other stake-holders (Javed et al., 2019). This will enable social entrepreneurs to adequately utilize their innovative and creative ways to address social issues.

## 1. LITERATURE REVIEW AND HYPOTHESES

The ever-changing business environment globally, including in SA, has made networking a crucial concept. In addition, networking has become an important aspect of business growth and survival for small and medium enterprises (SMEs), including social enterprises (SEs). It is generally accepted that enterprises require access to investors to grow and should establish and nurture relevant contacts through networking, which affects business success positively through improved market reach. Most studies have mentioned the importance of networking for business success, particularly for SEs. For instance, Hassan et al. (2022) highlighted that forming a viable network with multiple stakeholders can help bridge gaps, improve SE growth, produce social benefits, and answer major social issues that will continuously improve societies, economies, and the environment. However, empirical level studies on networking challenges remain insufficient, especially from a KZN township perspective. According to Bignotti and Myres (2022), the lack of networking and partnership for SEs can create some level of disconnect. It may result in them struggling to obtain the necessary assistance to achieve their local communities' goals and objectives.

Despite many scholars highlighting the practical importance of networking to social entrepreneurs, in SA, networking that will enhance social entrepreneurs' activities and their contribution to sustainable development is limited and lacks coordination (Moreno & Agapitova, 2017a). Fifty percent of SEs in SA have limited access to investors (no relevant contacts) because of a lack of networking (Lovasic & Cooper, 2020).

In the past, many authors attempted to define the concept of networking. For example, Bandgar (2014) and Bhagwat and Goutam (2013) described networking as the direct or indirect interactions developed by individuals and businesses through shared activities, perspectives, or backgrounds. Likewise, Atsan (2019, p. 233) described networking as adopting "an innovative approach and creative use of resources and contacts to satisfy the needs the state welfare and private system cannot or will not meet." In other words, networking is a necessary part of social entrepreneurs' activities, which allows the creation of social value to address societal challenges the state and private sector have been unable to deal with. Nevertheless, networking could also signify the establishing, nurturing, and maintaining long-term relationships with people and businesses that will enable both parties to thrive from each other (Sargenton, 2021; Chukuakadibia & Chijioke, 2018). Hence, a strong network is considered critical in differentiating between social entrepreneurs who can successfully achieve their social mission and those who fail.

According to Borgatti and Ofem (2010), the web of relationships developed within a social environment significantly influences the ability to identify a business opportunity. Individuals can form networks based on their different social interactions that can be instrumental in developing a business idea or expanding an already existing business (Desta, 2015). This view is supported by Písař and Tomášková (2020). They marked that relationships built through networking ensure businesses, including SEs, function effectively and enhance their competitiveness. In other words, the relationships among actors in a particular social environment could drive social entrepreneurs to contribute to sustainable development. With the help of networking, social entrepreneurs can identify social problems within local communities that can be developed into a lucrative profit-making business while creating social values.

Seelos and Mair (2004) highlighted the importance of interfaces between various contributors, such as corporate organizations, government, philanthropic foundations, and development grants, which can create a bridge that encourages networking and partnerships with SEs that will enhance their contribution to sustainable develop-

ment. The magnitude of resources these interfaces can generate may be why Atsan (2019) argues that social entrepreneurs need to be constantly connected and build networks to help them achieve better results as organizations and adequately create social values needed in society. In other words, the lack of networking can affect SEs access to resources from various contributors within their social environment and may negatively affect their activities.

Networking is vital to SEs, since engagement and activity in networking could enable managers, including those in SEs to overcome numerous barriers within their business environment (Konrad, 2013). Further to this, Kasemsap (2014, p. 184) adds that "entrepreneurs in social networks with high loyalty level among members are able to reduce entrepreneurial risks, specifically in those environments with high uncertainty level." This is supported by Turkina (2018, p. 1), who asserts that "social networks can stimulate business growth by reducing transaction costs, creating business opportunities, and generating knowledge spill-over." This means networking can be vital in helping SEs overcome the various challenges hindering their activities in local communities such as townships.

Weber and Kratzer (2013, p. 217) found that social entrepreneurs' social and financial success is "influenced by their social network, mobilized through network quantity, spread and diversity." Furthermore, networks can provide SEs with the necessary support required during the difficult early phase of conceptualizing their business ideas (Folmer et al., 2018), especially in uncertain environments like local communities. Networks provide social entrepreneurs access to other connections and skills while enabling them to achieve success through their ability to transcend their

limitations through others (Oprica, 2013). Hence, a network is a precious resource that will enable social entrepreneurs to overcome challenges, enhance their activities and improve their sustainability in local communities, such as townships in KZN. Table 1 shows the definition of networking from the perspective of different authors.

The definition of social entrepreneurship has been a heated debate among scholars because of the increasing interest and overlapping contributions from various disciplines, such as sociology or economics (Matsimela, 2017). For example, Saebi et al. (2019, p. 72) mentioned that many authors have based their description of social entrepreneurship on the actions of social entrepreneurs, the balancing of social value creation and profit generation of the SE, or the method used in the creation of social value. However, Nicolls and Collavo (2019) highlighted the hybrid nature of social entrepreneurship that makes it a context-based phenomenon that can function in different sectors of an economy.

In the South African context, Visser (2011, p. 236) describes social entrepreneurship as the "collaboration of different practices that effectively solves (and can solve) social problems." Chipeta et al. (2020) describe social entrepreneurship as the drive to develop opportunities and create positive effects from socio-economic challenges within society. In addition, Watters et al. (2012, p. 2) stated that "a social enterprise's primary objective is to address social problems through a financially sustainable business model where surpluses (if any) are mainly reinvested for that purpose." However, according to Barnard (2019, p. 3), "the majority of social enterprises in SA are extremely small, i.e., micro-social enterprises; they are typically informal and operate purely locally - in a single town-

Table 1. Definitions of networking

Source	Definition				
Manello et al. (2020, p. 331)	A self-reported activity that may refer to very different kinds of interactions and different levels of corporations, spanning from those that are quite formal in nature, to those formalized through specific contractual agreements.				
De Klerk (2010, p. 37)	It is the underlying determination of an individual to acquire what he or she needs/desires from the other person.				
Forret and Dougherty (2001, p. 284)	It is individuals' attempts to develop and maintain relationships with others who have the potential to assist them in their work or career.				
Chisholm (1998, p. xxi)	It is a set of autonomous organizations that come together to reach goals that none of them can reach separately. It represents a comparatively new and increasingly important form of organization – one that reflects the environmental conditions in which organizations operate.				

ship or suburb; they have a median of 53 beneficiaries and 8 employees and have a total annual income of less than R300 000 (about US \$25 000)." Obviously, there is a need for networking if social entrepreneurship is to thrive and grow in SA.

Despite many studies, such as Littlewood and Holts (2018), Kerrin et al. (2018), and Watters et al. (2012), highlighting social entrepreneurship as a critical tool that can help address some of the social ills affecting South Africa and contribute to its sustainable development, challenges with regards to networking could be a major hindrance.

Effective networking between social entrepreneurs is crucial to their survival and growth. Networking between entrepreneurs enables them to share knowledge gained from one another, which, according to Mary et al. (2019), will serve as a benefit for business and personal growth, gaining referral, motivation and confidence, and learning from knowledge and experience from like-minded people. Networking and partnering with each other can help social entrepreneurs increase their social impact, share the cost of doing business, as well as growing stronger together (Masi, 2021). However, in SA, professional network access between like-minded social entrepreneurs remains a significant challenge, affecting access to mentors for appropriate guidance, financial resources, business expansion, and other opportunities that linking with each other can bring (Fatoki & Garwe, 2010; van Vuuren, 2022). A study conducted in the Free State by the International Labour Organization (ILO) (2013) highlighted that social entrepreneurs do not have a network among themselves, limiting their ability to work together to create more social value. This means the lack of networking between social entrepreneurs can affect their contribution to sustainable development. In addition, the lack of networking among social entrepreneurs makes it difficult for them to find information about different available financial services and products while also making the application process onerous and time-consuming (ILO, 2016). This networking between entrepreneurs becomes a social capital that Subrahmanyam (2019, p. 121) explains as containing "information, ideas, business opportunities, financial capital, emotional support and many more." Hence, for social entrepreneurs to successfully contribute to sustainable development, they need to embrace networking with each other as it affects the movement of valuable information, serves as a vital path for reward or punishment, and helps trust to emerge (Dufays & Huybrechts, 2014; Sesale & Seeletse, 2017).

Social entrepreneurship and CSR are two alternative paths that, according to Niño (2015), aim at the same goal of social value creation and creating a better life for the marginalized in local communities; nonetheless, they use different approaches, but both are required. On the other hand, Saebi et al. (2019) maintain that CSR comprises initiatives that fall within the profit-maximizing objectives of the firm and are directed toward shareholder value appropriation. Nevertheless, Mitra and Borza (2012) believe it is possible for companies to not only be a factor that triggers social entrepreneurship but also create cross-collaboration between companies and social entrepreneurs, which will enhance the potential of positively impacting the social problem-solving process. Moreover, Mitra and Borza (2012, p. 111) state that those companies that promote social entrepreneurship "will gain notoriety and a positive image, with good results in economic activities."

In SA, however, a lack of networking and partnership with corporate organizations affects social entrepreneurs in terms of access to knowledge, finance, and social capital, which are typically crucial for venture start-ups (Littlewood & Holt, 2018). In addition, the lack of large corporations networking and partnering with SEs limits their ability to address the various environmental challenges they face when they develop and sustain their business models (Park et al., 2018). It is emphasized by Mitra and Borza (2010) that social involvement is often based on networking, collaboration, and partnerships, and the lack of these affects CSR policies, as companies need to identify an operating partner (businesses, social mission organizations) in the community with experience and knowledge of the problems affecting the community. This supports Seelos and Mair (2005) that a promising model to ensure sustainable development is achieved by creating a link between social entrepreneurship and CSR programs. Since social entrepreneurs have a better understanding of their local environment and can identify opportunities that require interventions to better their communities, this network, collaboration, and partnerships will help companies engage in real projects that address relevant needs.

The insufficient resources available within the environment where social entrepreneurs' activities take place require that they may put their faith in collaborations and networking to mobilize resources and generate adequate social capital to achieve their social mission for their communities (Griffiths et al., 2013). An increasing overlap and collaboration exist between social entrepreneurs, IOs, NGOs, and development institutions, which Seelos and Mair (2005) maintain as crucial for value creation support to sustainable development. This makes it important for public institutions such as the government to cooperate and network with social entrepreneurs to conquer more social problems by directing supportive regulatory mechanisms and policies to facilitate and stimulate further development of the SE ecosystem (Gigauri & Damenia, 2020).

Nevertheless, there are limited state resources and support in SA, as well as an absence of a dedicated legal status for SEs, which remains a major challenge affecting social entrepreneurs' contribution to sustainable development (Littlewood & Holt, 2018; Kerrin et al., 2018; Dzomonda, 2021). Furthermore, ILO (2013) revealed a strained relationship between social entrepreneurs and the government because of insufficient ground activities in government departments, complicating funding access. In addition, the lack of this network prevents social entrepreneurs from acquiring business skills, such as proposal writing, usually developed during government-organized training sessions (ILO, 2013). To enhance the network and partnerships with government, countries such as France, the United Kingdom, Canada, and parts of the United States have developed measures to stimulate investments in the social economy, including establishing specialized banks to support SEs and providing guarantees on investor capital to support innovative financial structures. The Covid-19 pandemic was overwhelming and devastating for many social entrepreneurs. As such, the lack of network and partnership with the government needs to be addressed with urgency in order for social entrepreneurs to thrive and grow (Hosking, 2021). The networking and partnership between social entrepreneurs and public institutions

are mentioned by Prasetyo et al. (2021, p. 2566) as a "new model of innovation that is capable of optimizing resources use, overcoming socio-economic problems and poverty, and productivity, in addition to strengthening mechanisms to promote public and private institutional policy implementation."

The world's biggest commercial social networking platforms, for example, Facebook, can generate bridging and linking connections to provide comprehensive informational support to social entrepreneurs (Oprica, 2013). For better results and long-lasting initiatives, there could be tremendous benefits to social entrepreneurs from the audience, reach, as well as potential virality of the vast array of social networking platforms (Abi-Aad, 2015). Nevertheless, to build audience and participation mostly happens on networking platforms, Vijayann (2013) mentioned that any form of digital disconnect would create a massive challenge for social entrepreneurs to interact with their audience. Thus, the evolution of technology and ubiquitous digital technologies, such as social media and social networking platforms, has created a much more simplistic way for social entrepreneurs to build close relationships with one another, along with building other forms of partnerships and collaborations; the lack of its practical use will have a damaging effect on the SE (Islam & Chitran, 2019). Furthermore, Scuotto et al. (2017) and Assensoh-Kodua (2016) suggested that the lack of social networking platform use can limit entrepreneurs from actively interacting with relevant stakeholders, which can equip them with critical skills needed for generating innovation.

In SA, it is believed that despite the government and private sector programs available to support SMMEs, including social entrepreneurs, their failure rate remains high because of the lack of the use of social networking platforms (Chimucheka et al., 2019). The use by social entrepreneurs of networking on social platforms, such as those most used, including Facebook, LinkedIn, Instagram, and Twitter, can help improve their social value creation. Several stakeholders within an environment have key roles to play in order to achieve sustainable development. Therefore, it becomes necessary for all stakeholders to identify ways of improving their networks and partnerships for greater success in addressing social ills.

The main aim of this paper was to investigate social entrepreneurs' awareness of networking challenges affecting their contribution to sustainable development in the KZN townships. In addition, this study raised the question of the perceptions of social entrepreneurs in the KZN townships regarding the impact of networking challenges on the contribution to sustainable development. Given the literature review, the hypotheses to be tested are:

- H1: Lack of networking and partnership among social entrepreneurs affects their contribution to sustainable development in the KZN townships.
- H2: Lack of networking and partnership with corporate organizations affects social entrepreneurs' contribution to sustainable development in the KZN townships.
- H3: Lack of networking and partnership with the government affects social entrepreneurs' contribution to sustainable development in the KZN townships.
- H4: Lack of the use of social networking platforms affects social entrepreneurs' contribution to sustainable development in the KZN townships.

#### 2. METHODOLOGY

A quantitative study was used as it refers to a set of strategies, techniques, and assumptions used to study social and economic processes through exploring numerical patterns (Coghlan, 2014), which includes methodologies such as questionnaires, structured observations, or experiments. For this study, a questionnaire was developed with which primary data were collected from 90 social entrepreneurs in three townships in the province of KZN, South Africa. These townships include Inanda, Ntuzuma, and KwaMashu. The desired sample was obtained through non-probability sampling, namely snowball sampling. Cohen and Arieli (2011, p. 424) explained that "the sample group grows like a rolling snowball as one participant introduces the researcher to another participant who fits the research criteria, which in turn

introduces the researcher to a third participant, etc." Snowball sampling was used because SEs are an emerging venture in SA and, as such, there is a lack of a specific regulatory framework for SEs as a sector or subsector (Kerrin et al., 2018; Kajiita & Kang'ethe, 2020; Dzomonda, 2021). Hence, their population is unknown, and no specific database exists for social entrepreneurs in SA from which to constitute a sampling frame. The inclusion criteria used in similar studies, such as that of Dzomonda (2021), included that the social entrepreneur had been running the business for at least the previous 12 months, is working toward addressing a social issue without personal gain, was either listed or hoping to, shortly, register on the Social Development Department's database, and is involved in an income generating venture.

The measurement instrument developed from reviewed literature as a source of information comprised a questionnaire with closed-ended questions, which was self-administered. The validity of the content and construct were evaluated using a questionnaire and was piloted with a smaller sample similar to the population. Collected data were analyzed using SPSS 27.0 version. Statistical testing for this study found it a good fit for all the items in the questionnaire (Cronbach's Alpha = 0.808) > 0.75. This shows an acceptable reliability score for this study. The demographic information of respondents is shown in Table 2.

**Table 2.** Demographic information of surveyed social entrepreneurs

Variables	Category	Frequency	Percentage			
Educational background	Matric	10	11.1			
	Diploma/Certificate	31	34.4			
	Degree	19	21.1			
	Honors	17	18.9			
Dackground	Masters	10	11.1			
	PhD	2	2.2			
	Others	1	1.1			
Age group	18-25	16	17.8			
	26-32	33	36.7			
	33-39	25	27.8			
	40-49	9	10.0			
	More than 50	7	7.8			
Gender	Male	39	43.3			
Gender	Female	e 51	56.7			
Location	Inanda	30	33.3			
	Ntuzuma	30	33.3			
	KwaMashu	30	33.3			

**Table 2 (cont.).** Demographic information of surveyed social entrepreneurs

Variables	Category	Frequency	Percentage	
Type of social enterprise	Non-Governmental Organizations (NGOs)	16	17.8	
	Not-for-Profit Organizations (NPOs)	26	28.9	
·	Hybrid	13	14.4	
	Profit oriented	33	36.7	
	Others	2	2.2	
How is the social enterprise owned?	Partnership	16	17.8	
	Manager and sole owner	42	46.7	
	Manager and jointly owned	19	21.1	
	Others	13	14.4	
Years of operation	1-2 years	14	15.6	
	3-5 years	35	38.9	
	6-8 years	28	31.1	
	9-11 years	4	4.4	
	More than 11 years	9	10	

Table 2 shows that the highest qualification of most participating social entrepreneurs surveyed was a diploma/certificate (34.4%), while 21.1% had obtained a degree. Most SEs are operated by women (56.7%), with men owning/managing 43.3%. Considering participants' age, those between 26 and 32 constituted the highest percentage (36.7%), followed by participants aged 33 to 39 (27.8%). Most of the SEs (33 or 36.7%) are profit-oriented, with 26 (28.9%) operating as NPOs, while a total of 16 (17.8%) are NGOs, and 13 (14.4%) SEs are hybrid. While the majority of the SEs (42 or 46.7%) is solely owned, 19 (21.1%) are jointly owned. In terms of years of operation, most SEs (35 or 38.9%) have been operating for three to five years, with 28 (31.1%) operating for six to eight years. The collection of this information was considered crucial to the field of social entrepreneurship because Kerrin et al. (2018) show that the characteristics of social entrepreneurs contribute to their ability to be innovative and creative.

#### 3. RESULTS

The frequency distribution, descriptive and inferential statistics (chi-square test) regarding the outcome of insufficient networking, where the contribution by social entrepreneurship to sustainable development in KZN townships is concerned, are shown in Table 3.

A total of 90 social entrepreneurs were made allowance for in the study. In terms of the lack of social entrepreneurs' networking and partnership with other social entrepreneurs having an impact on their activities, 24 (26.7%) and 36 (40.0%) agreed with the statement. There were 11 (12.2%) respondents who were unsure whether they agreed or not, while disagreement with the statement was indicated by 13 (14.4%) and 6 (6.7%) respondents. The use of a chi-square test ascertained whether the networking and partnership lack among social entrepreneurs affects their activities and contribution to sustainable development in the KZN townships where the study was conducted. The null hypothesis was developed on the basis that the expected responses to the question are uniform. Results indicate that  $\chi^2 = 32.111$ ; df = 4; P = 0.000 for this variable, indicating that the responses observed differed statistically from the expected responses. In other words, the null hypothesis is rejected, and this study concludes that a lack of networking and partnership with other social entrepreneurs affects their activities.

In terms of the lack of networking and partnership with corporate organizations impacting social entrepreneurs' activities, 32 (35.6%) and 36 (40.0%) agreed with the statement. In comparison, 12 (13.3%) of the respondents were neutral, with 7 (7.8%) and 3 (3.3%) respondents disagreeing with the statement. These findings are supported by a chi-square test, performed to determine if insufficient networking and partnership with corporate organizations affect social entrepreneurs' activities and their contribution to sustainable development in the KZN townships under study. The results for this variable indicate that  $\chi^2 = 50.111$ ; df = 4; P = 0.000, signaling that the networking and partnership lack by corporate organizations significantly impact social entrepreneurs' activities and, as such, negatively affect their contribution to sustainable development. Hence, the null hypothesis is rejected.

Concerning the lack of networking and partnership with the government, 33 (36.7%) and 32 (35.6%) agreed with the statement, with 13 (14.4%) neutral respondents, and 7 (7.8%) and 5 (5.6%) disagreed. A chi-square test was conducted to ascertain whether insufficient networking and govern-

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1ttp://dx.doi.org/10.21511/ppm.20(4).2022.

**Table 3.** Frequency distribution, descriptive statistics, and chi-square statistics of the networking challenges

Statement		Frequency Distribution					Descriptive Statistics		Chi-square Statistics				
		Strongly agree	Agree	Neutral	Disagree	Strongly disagree		:	Std Dev	χ²	df	p-value	N
Social entrepreneurs' activities are affected by a lack of networking and partnership with other social entrepreneurs	Count	24	36	11	13	6	60	2.3444 1.2100	1 21000	22 111	4	0.000	90
	%	26.7	40.0	12.2	14.4	6.7	66.7		1.21008	32.111			
Social entrepreneurs' activities are affected by a lack of networking and partnership with corporate organizations	Count	32	36	12	7	3	68	2.0333 1.05415	FO 111	4	0.000	00	
	%	35.6	40.0	13.3	7.8	3.3	75.6		1.05415	50.111	4	0.000	90
Social entrepreneurs' activities are affected by a lack of networking and partnership with the government	Count	33	32	13	7	5	65	2.1000 1.15194	40.000	4			
	%	36.7	35.6	14.4	7.8	5.6	72.2		1.15194	40.889	4	0.000	90
Social entrepreneurs' activities are affected by the lack of use of platforms for social networking	Count	20	39	12	12	7	59	2.4111 1.19826	35.444	4	0.000	90	
	%	22.2	43.3	13.3	13.3	7.8	65.6						

ment partnership affect social entrepreneurs' activities. For this variable, the results show that  $\chi^2$  = 40.889; df = 4; P = 0.000, which points to the lack of networking and partnership with the government affecting social entrepreneurs' activities and their contribution to sustainable development in the selected KZN townships. Hence, the null hypothesis is rejected.

Considering the lack of use of social networking platforms, 20 (22.2%) and 39 (43.3%) respondents agreed with the statement, while 12 (13.3%) were unsure and remained neutral, 12 (13.3%) and 7 (7.8%) disagreed. A chi-square test was performed to show whether the lack of social networking platforms' use affects social entrepreneurs' activities. It was revealed by the results that  $\chi^2 = 35.444$ ; df = 4; P = 0.000, signaling that social entrepreneurs' activities and their contribution to sustainable development in the KZN townships are affected by the lack of use of social networking platforms. Hence, the null hypothesis is rejected.

#### 4. DISCUSSION

This paper reported on an investigation into the impact networking challenges have on social entrepreneurs' contribution to sustainable development in selected townships in KZN. The study findings showed that SA social entrepreneurs have to manage networking challenges affecting their ability to effectively and sufficiently create social values intended to deal with socio-economic problems in local communities. Other existing findings collaborated with the study findings.

For example, resources brought by networks, such as "information, ideas, business opportunities, and financial capital, as well as emotional support, may remain hidden or inaccessible when the network is not well-built or managed" (Subrahmanyam, 2019, p. 121). Considering the specific impact networking challenges have on social entrepreneurs in KZN townships, most respondents believed that the lack of social networking platform use had a significant impact on social entrepreneurs. As indicated by the results, most (65.6%) of the surveyed social entrepreneurs agreed that insufficient use of social networking platforms affects their activities.

It is noteworthy that social networking platforms have become crucial for entrepreneurs to share information with their customers, interact with wider society and cooperate with other businesses. Hence, not having access to these resources impedes social entrepreneurs from achieving their objectives.

These findings support other existing studies. For instance, Lekhanya (2013), in a study conducted in KZN, concluded that most SMMEs use social media and social networks to socialize with friends and families instead of using them for business purposes. During a crisis, such as the Covid-19 pandemic, Fubah and Moos (2022) assert that the lack of use of social networking platforms will affect not only the online presence of SMEs in SA, but their general operations. In addition, Al Harrasi et al. (2022) found that the inability to adequately understand the dynamic nature of social media and social networks makes many businesses shy away from it, while its primary purpose is to enhance business brands, market goods, and services, as well as networking. To that effect, many social entrepreneurs are challenged to access information, finance, markets, and insights, as they lack the ability to promote their businesses and services or receive moral support.

Lack of networking and partnership with other social entrepreneurs was regarded to have a significant impact on social entrepreneurs. Respondents (66.7%) agreed it was a challenge that significantly impacted social entrepreneurs' activities and their contribution to sustainable development in the KZN townships. This supports the findings by Dodd and Keles (2014). Thus, a lack of networking and partnership with other entrepreneurs increases the danger of an entrepreneur becoming isolated, hindering multiple benefits from warm and trusting interaction, limiting entrepreneurial learning and knowledge-sharing, and affecting the expansion of the entrepreneurs' latent resource base. In addition, Mary et al. (2019) established a significantly positive relationship between networking and functions of social entrepreneurs, along with insufficient networking and partnering with each other can affect their marketing, risk management, their sustainability, and social value creation. This is because social entrepreneurs need each other, and a collective effort will increase the level of social ills they address.

Other scholars believe that a lack of networking and partnership with other social entrepreneurs may affect new firm creation and growth and access to resources directly or indirectly (Zhang, 2010). Networking and partnering with other social entrepreneurs create the opportunity to be mutually dependent and beneficial to all parties. According to Bjärsholm (2018), this helps social entrepreneurs to reduce their dependence on financial support. This dependence is usually a burden to social entrepreneurs. Building strong relationships with other social entrepreneurs is not only for short-term gains but also for an outlook in the long-term and other benefits is crucial for social entrepreneurs (Mthembu & Barnard, 2019). Zimmer and Pearson (2019) note that funding pressure often fosters competition between social entrepreneurs instead of collaborations, potentially affecting their impact on the communities they serve.

Lack of networking and partnership with the government was considered to have an impact on social entrepreneurs' activities, with the majority of the respondents (72.2%) agreeing that this affects contribution to sustainable development in the townships in KZN. The findings support other current surveys in SA and other environments. Inadequate support from the government remains a critical factor, which Dzomonda (2021) found to affect social entrepreneurs in SA. Despite SMMEs, including social entrepreneurs, being considered drivers of economic growth and job creation in SA, more outstanding networking and partnership with the government are still required for the country's entrepreneurs to operate at full capacity (Breytenbach, 2016). Social entrepreneurs use innovative and creative ways to address social ills the government has been unable to address. However, the relationship between the government and social entrepreneurs in SA should not be a trade-off. Instead, it is a relationship best understood as synergistic (Barnard, 2019).

According to Moreno and Agapitova (2017b), in developing countries, including SA, the government's lack of a supportive ecosystem or enabling environment affects social entrepreneurs' growth and their contribution to achieving sustainable development goals. To that effect, in developing countries, including SA, policymak-

ers may comprehend the critical contribution to sustainable development that social entrepreneurs could make. However, the support and networking systems necessary to encourage individual perceptions to embrace social entrepreneurship and help the sector to grow have not been strengthened (Kerrin et al., 2018; Gigauri & Damenia, 2020).

Lack of networking and partnership with corporate organizations significantly influenced social entrepreneurs' contribution to sustainable development in the KZN townships, with 75.6% of the respondents agreeing. In this regard, it is pertinent to understand that social entrepreneurs require the help of corporate organizations with their daily activities. Although Park et al. (2018) have highlighted that networking and partnerships between social entrepreneurs and corporate organizations are not always straightforward, as there are many obstacles, consisting of whom to partner with, the risk involved, and the management of unforeseen crises. It is maintained by the Acumen (2015) report that support and partnership from corporate organizations can help social entrepreneurs achieve large-scale impact in more sustainable ways. Nonetheless, significant scaling, pacing, and risk tolerance issues still need to be overcome.

The need for networking and partnership from corporate organizations in enhancing social entrepreneurs' contribution to sustainable development cannot be overemphasized. This is because the scale and complexity of today's social and environmental challenges require comprehensive and lasting solutions that are often beyond one organization, which means collaboration and partnership become essential (Zakaras, 2021). In addition, social entrepreneurs need this partnership and network as corporate organizations are efficient, highly knowledgeable, have extensive and international networks, and can get things done (Hope, 2022). Networking and partnership with corporate organizations can be a catalyst for change, providing the means for social entrepreneurs to access finance, strengthen their market position, build up their network, improve their scale, and attract management commitment (Urmanavičienė et al., 2021).

#### CONCLUSION

It has been noted that a pivotal part is played by networking in the contribution of social entrepreneurs to sustainable development in KZN townships. This study attempted to understand the impact of networking challenges on social entrepreneurs and their contribution to sustainable development. The result of this paper indicates that networking challenges remain a setback for social entrepreneurs' value creation. Lack of networking and partnership among social entrepreneurs increases their chances of being isolated and not accessing adequate information. This study also revealed that a lack of networking and partnership with corporate organizations prevents social entrepreneurs from accessing finance and the technical know-how to help them grow and thrive. Lack of networking and partnership with the government is considered a critical hindrance to a supportive ecosystem or conducive environment for a social entrepreneur's success. In addition, this study shows that the lack of the use of social networking platforms limits social entrepreneurs from reaching their customers and potential investors. The study findings also support social network theory, where the web of relationships within a social environment is essential for business growth and development, including SEs.

Therefore, the networking issue needs to be addressed by social entrepreneurs to function at maximum capacity and produce social value that will have any form of impact on the KZN township communities. Based on the above findings, it is recommended that social entrepreneurs utilize social networking websites and other social media platforms. In addition, corporate organizations should identify and partner with social entrepreneurs because of their better understanding of the social challenges affecting their communities. The government can also provide all necessary support, such as funds and resources, and collaborate with social entrepreneurs to identify and address the pressing issues affecting township communities. Finally, social entrepreneurs need to have a thorough knowledge of their market environment and know or at least be aware of other social entrepreneurs operating in their community to collaborate and partner with them to improve their mutual social value. Further study may be conducted with a larger sample size in other townships across SA, to ascertain whether these findings are representative of other townships.

#### AUTHOR CONTRIBUTIONS

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