

JOURNAL OF LOCAL GOVERNMENT RESEARCH AND INNOVATION, VOL 6 (2025)

Abstract (#2)

Introduction (#3)

Research methods and design
(#13)

Findings and discussion (#19)

Conclusion (#31)

Acknowledgements (#33)

References (#39)

About the Author(s)

Monwabisi S. Xegwana 
(mailto:monwabisisiwakhile@gmail.com)
 (https://orcid.org/0000-0001-5082-0689)

Department of Public Administration and Governance, Faculty of Business and Management Science, Cape Peninsula University of Technology, Cape Town, South Africa

Michael Twum-Darko 
(https://orcid.org/0000-0002-3774-608X)

Graduate Centre for Management, Faculty of Business and Management Sciences, Cape Peninsula University of Technology, Cape Town, South Africa

Robertson K. Tengeh 
(https://orcid.org/0000-0003-2485-0205)

Department of Management and Entrepreneurship, Faculty of Economic and Management Sciences, University of the Western Cape, Cape Town, South Africa

Citation

Xegwana, M.S., Twum-Darko, M. & Tengeh, R.K., 2025, 'Stakeholder engagement framework to improve public housing delivery: A Stellenbosch case study', *Journal of Local Government Research and Innovation* 6(0), a224.
<https://doi.org/10.4102/jolgri.v6i0.224>
(<https://doi.org/10.4102/jolgri.v6i0.224>)

Original Research

Stakeholder engagement framework to impro

Monwabisi S. Xegwana, Michael Twum-Darko, Robert
Received: 10 Sept. 2024; **Accepted:** 11 Dec. 2024; **Publi**

Copyright: © 2025. The Author(s). Licensee: AOSIS.
This is an Open Access article distributed under the terms o
(<https://creativecommons.org/licenses/by/4.0/>) , which i
the original work is properly cited.

Abstract

Background: Inadequate housing in South Africa emanate developed a constitution to address this legacy. However, in contributing to the failure to meet community expectations

Aim: This study aims to develop a general stakeholder eng government level.

Setting: Individuals involved in or affected by public housir

Methods: A qualitative research approach was adopted, us participants (Ward councillors, Traditional leaders, Project n purposefully selected; ATLAS.ti software was used to analys

Results: Key findings from the study highlight insufficient p contributing to the delivery challenges of public housing prc

Conclusion: The framework highlights the importance of p contributing to more effective and inclusive housing deliver

Contribution: This study proposes a stakeholder engagem housing project delivery, addressing challenges in South Afr throughout the project lifecycle to improve outcomes, effici

Keywords: stakeholder engagement; public housing; Sout

Introduction

In South Africa, the legacy of apartheid has left a significan housing as a constitutional right under Section 26 (Capell & Govender **2021 (#CIT0010_224)**). Despite these efforts, r stakeholder engagement (Mnguni **2010 (#CIT0020_224)** ; engagement framework to address these challenges and im in historical injustices. According to Marutlulle (**2021 (#CIT** international human rights law and Sustainable Developmei

However, the realisation of this right has been hampered by level. In the past decade, South Africa has experienced incr attribute these disturbances to the failure of municipalities 1

the community. This underscores the critical need for effect (**#CIT0011_224**). The aim of this article is to develop a cc efficiency and effectiveness of public housing delivery in So seeks to contribute methodologically and practically to the c

Research questions

1. How can a stakeholder engagement framework impr
2. What are the key challenges faced in stakeholder eng

Literature review

Public housing in South Africa

The history of public housing in South Africa dates back to t affordable houses (Mabin **2020 (#CIT0012_224)**). Over th adequate housing to the less privileged, as mandated by th (**#CIT0017_224**). Despite progress, significant challenges allocation processes, poor housing quality and the dispersal ; Scheba et al. **2021 (#CIT0026_224)**). Obioha (**2022 (#CIT0027_224)**) through a multiagency approach, concerns remain about eq success of public housing initiatives, addressing these issue

Challenges in public housing delivery

The delivery of public housing in South Africa faces numero Mhlongo, Gumbo and Musonda (**2022 (#CIT0019_224)**) h interference and inadequate stakeholder engagement. Thes and quality and insufficient services and amenities. Tyhotyh urban spaces as a significant constraint. Manomano (**2022 (#CIT0020_224)**) political will and commitment from governments.

Furthermore, Adetooto and Windapo (**2022 (#CIT0001_224)**) technologies because of a lack of understanding and trainin (**#CIT0015_224**) argues that the remnants of the aparthe particularly through laws that historically segregated black challenges associated with the delivery of public housing pr accountability, transparency and a shift towards more susta

Theoretical and conceptual framework

Systems thinking theory

This study adopts system thinking theory, which views orga Developed by Professor Jay Forrester in 1956 and later app understand how inadequate stakeholder engagement impac (**#CIT0009_224**) ; Ulak **2023 (#CIT0030_224)**).

Systems thinking ties together five disciplines: Personal Ma This cohesive management system allows different parts to (**#CIT0009_224**). Umar and Danburam (**2022 (#CIT0031_224)**) that defines its boundaries and the sum of its parts (subsys default in one part of the system (e.g. stakeholder engager

Key principles of system thinking theory

Systems thinking theory is founded on several key principle theory emphasises interconnectedness, recognising that ele interdependent. This interconnectedness means that action consequences in other areas, highlighting the need for a ho

Another crucial principle of systems thinking is the concept results that subsequently influence future actions, creating where they amplify change and potentially lead to exponent maintain equilibrium.

Lastly, systems thinking theory recognises the phenomenor system cannot be simply reduced to the sum of its individui between the system's elements, often resulting in propertie isolation.

Applying systems thinking to stakeholder engagement

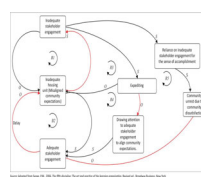
Systems thinking theory provides a valuable lens for understanding key aspects. Firstly, it emphasises the dynamic and interconnected complex web of stakeholders with diverse interests, perspectives and needs. Secondly, a participatory engagement approach with one stakeholder group can have ripple effects across the entire system.

Secondly, systems thinking theory illuminates the crucial role of stakeholder engagement. It necessitates continuous feedback mechanisms. Feedback loops serve as essential tools for identifying emerging issues and adjusting strategies, contributing to the overall success and sustainability of the project.

Thirdly, the theory stresses the importance of considering both the planning and implementation phases of public housing projects. It emphasises the project's sustainability. By encouraging a holistic view, systems thinking promotes actions on all parties involved and the long-term viability of the solutions. It aims to develop robust and sustainable solutions to complex housing challenges.

Conceptual framework

The conceptual framework presented in **Figure 1 (#F0001_224)** illustrates the relationship between stakeholder engagement, outcomes and community satisfaction in public housing delivery. It highlights the tension between short-term fixes and fundamental solutions.



(<https://jolgri.org/index.php/jolgri/article/viewFile/224/224>)

The conceptual framework presented in **Figure 1 (#F0001_224)** illustrates the dynamics of stakeholder engagement in public housing delivery. It shows stakeholder engagement as the primary 'problem symptom' leading to 'outcomes', ultimately resulting in dissatisfaction. In contrast, addressing the root cause by ensuring community needs are met leads to greater satisfaction.

The framework incorporates two types of feedback loops: *balancing* and *reinforcing*. The *balancing* loop (R1) shows the transition from inadequate to adequate engagement over time, leading to continuous improvement and adaptation in engagement practices. The *reinforcing* loop (R2) shows the potential pitfalls in the engagement process. R3 demonstrates how inadequate engagement can perpetuate ineffective practices. R4 illustrates the double-edged sword of outcomes depending on their management. R5 shows how inadequate engagement can create a negative cycle. This system highlights the complex interplay of factors in stakeholder engagement with a systematic, proactive and adaptive approach to engagement, addressing the risks associated with short-term solutions.

Research methods and design

Research design

This study employed a qualitative research approach to gain a deep understanding of stakeholder engagement in public housing delivery within a specific context. It was chosen to provide a rich and contextualised understanding of the challenges and opportunities, aligning with the interpretivist philosophical stance, allowing for a nuanced exploration of stakeholder engagement challenges in public housing delivery.

Participants and sample size

A purposive sampling technique was used to select 30 participants (15 Settlement staff and Beneficiary committee members); this was done in the Stellenbosch Municipality.

A purposive sampling technique was used to select this total sample. (2018 (#CIT0032_224)) and Moser and Korstjens (2018) for qualitative studies to ensure data saturation. The participants included 4 ward councillors, 10 members of beneficiary committees, 19 males and 11 females, with varying lengths of service in the community.

TABLE 1: (<https://jolgri.org/index.php/jolgri/article/view>)

Data collection process

To address the long-standing problem of stakeholder engagement with the rest of the participants excluding beneficiary community members at a community hall setting. This approach allowed interviews to be conducted at participants' offices, audio-recorded with appropriate considerations, including anonymity and confidentiality, were adjusted per research objectives. Observation notes and focus groups spanned approximately 60 min each, ensuring engagement strategies.

Data analysis

Thematic analysis was employed to analyse the data using the data analysis process. This method involved a systematic process of identifying themes and patterns (Castleberry & Nolen **2018 (#CIT0001_224)**). Discussion were crucial to ensure mutual understanding, and an attempt to prevent confirmation bias independently coded by the authors.

To ensure the rigour and trustworthiness of the analysis, a researcher coded the transcribed interviews and field notes, promoting establishing a foundation for reliable data interpretation. Such enhancing accuracy and eliminating subjectivity, thus ensuring objectivity throughout the data analysis phase, with codes identified.

Following this data analysis and coding process, the researcher identified themes and sub-themes. This collaborative approach ensured findings. As a final measure, the external researcher conducted a confirmation bias. This rigorous, multi-step process significant foundation for the subsequent discussion of findings.

Ethical considerations

An application for full ethical approval was made to Cape Peninsula University of Technology and was received on 31 May 2023. The clearance certificate was received throughout the data collection process. Informed consent was obtained from participants, understanding of the research objectives. Anonymity and confidentiality of information from the data.

Findings and discussion

Two overarching themes emerged from the thematic analysis. These themes provide insight into the complex dynamics of stakeholder engagement in addressing these challenges.

Public housing delivery challenges

Objections

A significant challenge to public housing delivery in Stellenbosch is the 'NIMBYism' (Not In My Back Yard) phenomenon. This phenomenon, often rooted in proximity to one's residence, stems from concerns about the impact of public housing on the surrounding community.

One instance highlighted by human settlement staff involved a proposed public housing development adjacent to private properties. This legal challenge, fuelled by concerns over increased crime rates, delayed the project for several years. This case highlights the importance of addressing community concerns early in the planning process, to avoid delays and ensure the provision of much-needed public housing development worldwide. Studies have shown that involving communities early in the planning process, addressing concerns, and managing public housing projects can lead to more successful outcomes.

A lack of public input

A recurring theme in the data is the lack of meaningful public engagement contributes to a sense of alienation and frustration. Many respondents highlighted the lack of meaningful input in the decision-making process. One community representative stated, 'We are often informed but not involved in the decision-making process'.

Other members of beneficiary committees expressed their concern that key decisions had already been made. They described a series of their participation. This limited involvement, coupled with the perception that their input is not valued or necessary. Other stakeholders highlighted the disconnect between government officials, project managers and community members, which disconnect between what we plan and what the community needs. Literature, which emphasises the crucial role of community participation in the early stages of project planning, allowing for greater satisfaction and increased ownership.

Stakeholder engagement processes

Stakeholder engagement processes involve identifying and engaging stakeholders. Strategies such as surveys and workshops aim to build trust and understanding. Challenges include power dynamics and conflicting interests.

Communication

Communication emerged as a significant challenge in stakeholder engagement. A council's communication efforts and the community's perception of the process were highlighted. A councillor recounted an experience where a community member was not aware of the information. This incident exposes a fundamental challenge: how to ensure that all community members were met with scepticism and a perception of bias.

Participants emphasised the importance of engaging stakeholders from the start. 'When we're involved from the start, we feel more ownership and accountability.' The study highlights the importance of communication in construction projects, including public housing, and the challenges of procurement systems, cultural differences and technical jargon.

Political polarisation

The data revealed instances of political polarisation impacting housing agendas. Political divisions can create divisions within communities, further marginalising the needs of the most vulnerable. Participants expressed concerns about more educated and affluent households often sidelining the needs of the intended beneficiaries. The study highlights the importance of project outcomes that fail to address the needs of the most vulnerable.

The influence of political dynamics on housing projects was highlighted. Political influence can overshadow the actual needs of the community, leading to ineffective engagement strategies that mitigate political influence and ensure meaningful participation in decision-making processes is crucial to ensure successful outcomes.

Bureaucratic inefficiencies

Slow administrative processes and complex regulatory requirements were identified as barriers. A project leader remarked, 'The amount of red tape involved in getting things done is overwhelming.' The study highlighted the need for clear communication about project progress and challenges. A participant noted, 'Transparency builds trust and helps manage expectations.' The study also highlights the importance of understanding the complexities of housing projects. A participant noted, 'We need to understand the challenges we face and contribute to the solution.' McNeen and Pojani (2022 (#CIT0018_224)) and Mhlomo et al. (2022) highlight the importance of delivery across South Africa.

Conflict resolution mechanisms and continuous feedback loops

The need for established processes to address disagreements was highlighted. A protocol for resolving disputes can prevent small issues from escalating. Ongoing communication throughout the project lifecycle can help keep everyone aligned and engaged. These findings suggest that stakeholder expectations can be met through constant engagement and communication.

Proposed stakeholder engagement framework

Based on the findings and drawing from systems thinking, a proposed stakeholder engagement framework for public housing delivery in South Africa. The proposed framework identifies challenges and leverages the insights gained from the study to improve stakeholder engagement.

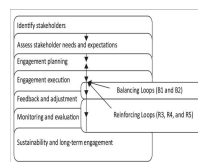


FIGURE 2: Proposed stakeholder engagement framework.

(<https://jolgri.org/index.php/jolgri/article/viewFile/224/>)

The given stakeholder engagement framework advocates for who may be affected by or influence the delivery of housing stages, emphasising the importance of continuous stakeholder

The process begins with stakeholder identification, encompassing civil society organisations. This is followed by a comprehensive assessment, such as surveys, focus groups, interviews and community consultations, outlining specific objectives, strategies, timelines and responsibilities.

The engagement execution stage as shown in **Figure 2** (#F00) emphasises the continuous participation of stakeholders throughout the project. It involves ongoing engagement efforts and identifying areas for improvement, all of which align with community expectations. Ongoing monitoring and evaluation identify potential challenges, with the resulting data used to refine the process.

The stakeholder engagement framework in **Figure 2** (#F00) focuses on the completion, establishing mechanisms for ongoing communication and the maintenance of housing units. It integrates concepts from sustainability, ensuring continuous adaptation and improvement in engagement practices to be managed proactively.

By emphasising the interconnectedness of stakeholders and promoting a collaborative, transparent and accountable approach, the framework supports a more inclusive and effective public housing delivery process, fostering community ownership and contributing to the creation of sustainable and resilient communities.

Recommendations

To effectively implement the proposed stakeholder engagement framework in South Africa, a comprehensive approach is necessary. Municipalities and community members, as mandated by the *Municipal Systems Act*, should ensure that local needs and aspirations shape the Integrated Development Plan (IDP) and local priorities.

Investing in capacity building for marginalised communities is crucial for effective engagement processes. This includes providing training on project management, communication, and documentation, thereby enhancing their ability to contribute meaningfully to the process.

Transparent communication strategies should be adopted, ensuring regular updates on project progress, prompt addressing of community concerns, and accessible grievance mechanisms. Leveraging digital platforms and tools, such as mobile phones and GIS, for participatory mapping exercises, can significantly enhance community involvement.

In cases where political polarisation is evident, engaging independent mediators or facilitators can ensure that all voices are heard and respected. This approach can level the playing field, preventing potential for political interests to overshadow community needs. Encouraging community members to voice their concerns and seek redress through established channels ensures the process is accountable and responsive to community needs, fostering trust and collaboration.

Implementing a robust monitoring and evaluation framework is essential to assess the project's impact on the community. Establishing clear metrics and regular reporting mechanisms for housing projects can provide valuable data to identify areas for improvement. A learning approach ensures that stakeholder engagement strategies are continuously refined to address the challenges of public housing delivery in South Africa.

Implications

The successful implementation of the proposed stakeholder engagement framework for public housing projects in South Africa, with its emphasis on collaboration, transparency and accountability, offers significant implications. It addresses the challenges in the public housing sector, such as lack of community involvement, by ensuring that the process is inclusive and responsive to the needs of the community.

Initially, the framework's emphasis on incorporating communal and sustainable housing solutions. This alignment with local developments are not only structurally sound but also respectful approaches can enhance the long-term viability and success.

Moreover, the framework's focus on meaningful engagement of community members. This increased involvement can lead to greater satisfaction and instances of community unrest and dissatisfaction that have been experienced. Ownership cultivated through active participation may also contribute to the project's lifespan and overall quality.

The open and transparent communication channels advocated can address concerns proactively. This approach has the potential to mitigate barriers to public housing development in many areas. By addressing potential obstacles more effectively and gain broader community support.

Furthermore, the framework's emphasis on community empowerment. By enabling communities to participate actively in shaping the development process, an agency among residents. This empowerment can have ripple effects, inspiring initiatives and fostering a more engaged citizenry.

Lastly, the framework's focus on transparency and feedback mechanisms. Ensuring that public resources are used effectively and that projects deliver value through collaboration between communities and local government structures. This approach can help combat corruption and ultimately, a more responsive and effective public housing delivery. A stakeholder engagement framework has the potential to transform the systemic issues that have hindered progress in this context.

Conclusion

This study highlights the critical role of stakeholder engagement in the context of Stellenbosch Municipality. The findings reveal that insufficient stakeholder involvement that hinder effective housing project implementation. The study emphasises proactive stakeholder involvement, transparency, and accountability.

The conceptual framework, drawing on the 'shifting the burden' model, advocates for inadequate engagement rather than relying on short-term fixes. The findings and recommendations have broader implications for other municipalities facing similar challenges.

Future research

Further studies should explore the application of this framework in other contexts, assess its effectiveness and identify areas for refinement. In addition, future research should focus on engagement on housing project outcomes and community satisfaction. This research can improve their public housing delivery systems, fostering transparency and accountability. Future research extend beyond housing, offering insights into effective service delivery domains.

In conclusion, this study contributes to the growing body of knowledge on stakeholder engagement in public housing. A practical framework grounded in empirical research and systems thinking can address the challenges, the adoption of more inclusive and participatory housing for all citizens.

Acknowledgements

The authors would like to acknowledge the study participants for their valuable input and feedback.

This article is based on the author's thesis entitled 'A stakeholder engagement framework for South Africa' towards the degree of Doctor of Philosophy, University of Technology, South Africa. Submitted in October 2024. Author: Khan Tengeh.

Competing interests

The authors declare that they have no financial or personal relationships that could have influenced the work reported in this study.

Authors' contributions

M.S.X. contributed towards the conceptualisation and investigation, methodology. M.T.-D. and R.K.T. contributed to the validation and formal analysis. D. and R.K.T. M.S.X., M.T.-D. and R.K.T. contributed towards the writing and editing of the manuscript.

Funding information

This research received no specific grant from any funding a

Data availability

The data that support the findings of this study are availabl

Disclaimer

The views and opinions expressed in this article are those o
necessarily reflect the official policy or position of any affilia
for this article's results, findings and content.

References

Adetooto, J. & Windapo, A., 2022, 'Concomitant impedimen
housing delivery: The case of South Africa', *Buildings* 12(6)
(<https://doi.org/10.3390/buildings12060859>)

Amoah, C., 2023, 'Sustainability of the government policy c
Conference Series: Earth and Environmental Science 1176(
(<https://doi.org/10.1088/1755-1315/1176/1/012039>)

Appelbaum, P.S., Anatchkova, M., Albert, K., Dunn, L.B. & L
and validation of a measure', *Clinical Trials* 9(6), 748–761.
(<https://doi.org/10.1177/1740774512456455>)

Braun, V. & Clarke, V., 2006, 'Using thematic analysis in psy
<https://doi.org/10.1191/1478088706qp0630a> (<https://doi.org/10.1191/1478088706qp0630a>)

Capell, T. & Ahmed, I., 2021, 'Improving post-disaster hous
greater beneficiary satisfaction through effective communit
<https://doi.org/10.3390/buildings11040145> (<https://doi.org/10.3390/buildings11040145>)

Castleberry, A. & Nolen, A., 2018, 'Thematic analysis of qua
and Learning 10(6), 807–815. <https://doi.org/10.1016/j.ql.2018.05.001>

Check, N.A., 2023, 'Community and political based protests
of Development Studies 13(2), a14. <https://doi.org/10.3390/development1302014>

Duff, P., 2018, *Case study research in applied linguistics*, Rc

Hansen, J.Ø., Jensen, A. & Nguyen, N., 2020, 'The responsi
responsible innovators?', *The Learning Organization* 27(1),
(<https://doi.org/10.1108/TLO-11-2019-0164>)

Kalonda, J.K. & Govender, K., 2021, 'Factors affecting munic
African Journal of Public Affairs 12(2), 1–26. <https://doi.org/10.3390/ajpa.v12n2a2>

Kowaltowski, D.C., Da Silva, V.G., Van Oel, C., Granja, A.D.,
value delivery in social housing upgrading processes', *Habitat
<https://doi.org/10.1016/j.habitatint.2024.103019> (<https://doi.org/10.1016/j.habitatint.2024.103019>)*

Mabin, A., 2020, 'A century of South African housing acts 19
[020-09411-7](https://doi.org/10.1007/s12132-020-09411-7) (<https://doi.org/10.1007/s12132-020-09411-7>)

Manomano, T., 2022, 'Inadequate housing and homelessness
Development Studies 12(4), 93. <https://doi.org/10.3390/development1204093>

Marutlulle, N.K., 2021, 'A critical analysis of housing inadeq
Performance Review 9(1), 16. <https://doi.org/10.4102/performance-review.v9i1.373>

Marutlulle, N.K., 2022, 'Critical analysis of the role played b
Africa', *Africa's Public Service Delivery & Performance Review*
(<https://doi.org/10.4102/apsdpr.v10i1.373>)

Masiya, T., Davids, Y.D. & Mangai, M.S., 2019, 'Assessing se
Theoretical and Empirical Researches in Urban Management
Romania 14(2), 20–40.

Mazhinduka, T.A., Burger, M. & Van Heerden, A., 2020, 'Financing Human Factors, Business Management and Society, and Human Factors', pp. 297–303.

McNee, G. & Pojani, D., 2022, 'NIMBYism as a barrier to housing', *Environment* 37(1), 553–573. <https://doi.org/10.1007/s10668-022-01000-0>

Mhlongo, N.Z.D., Gumbo, T. & Musonda, I., 2022, 'Inefficient missing link? A review of literature', *IOP Conference Series: Earth and Environmental Science*, 1065(1). <https://doi.org/10.1088/1755-1315/1101/5/052001>

Mnguni, S., 2010, 'An investigation of community participation', dissertation, University of the Western Cape.

Mohajan, H.K., 2018, 'Qualitative research methodology in health care', *Environment and People* 7(1), 23–48. <https://doi.org/10.1080/10704965.2018.1484111>

Moser, A. & Korstjens, I., 2018, 'Series: Practical guidance for qualitative research', *Journal of General Practice* 24(1), 9–18. <https://doi.org/10.1080/13814788.2017.1375091>

Obioha, E.E., 2022, 'State response to homelessness in South Africa', *Development Southern Africa* 39(6), 990–1006. <https://doi.org/10.1080/0376835X.2022.2103519>

Patton, M.Q., 2014, *Qualitative research & evaluation methods*. Sage Publications.

Ronzani, C.M., Da Costa, P.R., Da Silva, L.F., Pigola, A. & De Oliveira, J., 2020, 'Software usage', *Revista Gestão & Tecnologia* 20(4), 284–300. <https://doi.org/10.20397/2177-6652/2020.v20i4.1994>

Scheba, A., Turok, I., Visagie, J. & Salenison, I., 2021, 'The impact of COVID-19 on the economy of South Africa', *Papers* 202, 1–79.

Senge, P.M., 2006, *The fifth discipline: The art and practice of learning organizations*. Doubleday.

Shaidi, E.W., 2013, 'Investigation into causes of service delivery challenges', Doctoral dissertation, Nelson Mandela Metropolitan University.

Tyhotyhlo, T., Makiva, M., Davids, G. & Ncube, B., 2022, 'A case study of the Delft Symphony community in Cape Town', *South African Journal of Music Therapy* 26(1), 1–15. <https://doi.org/10.36369/2616-9045/2022/v11i2a3>

Ulak, A., 2023, 'Diagrammatic Abstractions: Jay Forrester's Late 1960s and Early 1970s', *Architectural Histories* 11(1), 1–15. <https://doi.org/10.16995/ah.8284>

Umar, I. & Danburam, I.U., 2022, 'Relevance of the system thinking approach in education', *Sapientia Foundation Journal of Education, Sciences and Governance* 2(1), 1–15.

Vasileiou, K., Barnett, J., Thorpe, S. & Young, T., 2018, 'Challenges and opportunities in conducting systematic analysis of qualitative health research over a 15 year period', *BMC Medical Research Methodology* 18(1), 1–15. <https://doi.org/10.1186/s12874-018-0594-7> (<https://www.ncbi.nlm.nih.gov/pmc/articles/PMC6077982/>)