

THE SOCIOLOGICAL VIEW OF THE NATIONAL ELECTRICITY COMPANY
FACED WITH THE PROBLEM OF ELECTRIC CURRENT IN THE CITY OF
KISANGANI.

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ABSTRACT: -

Indeed, our study focused on the National Electricity Company facing the problem of supplying electric current in the city of Kisangani, case of Tshopo.

In this study, our research objective was to talk about the multiple problems related to the operations of supply and consumption of electric current in the commune of Tshopo.

INTRODUCTION

In the Democratic Republic of Congo in general and the city of Kisangani in particular, the management of thermal and hydroelectric infrastructures is entrusted to companies (companies) whose purpose is to produce, transport, distribute and market electricity.

For this, apart from the generators installed on both sides, there is a large commercial company called SNEL created by the Congolese State whose objective is to ensure the material management of the thermoelectric infrastructures to give a better commercial profitability and economic efficiency and with a view to ensuring the general interest.

Hence the problem of electrification of supply of electric current in Kisangani being reserved for SNEL and we considered it useful to formulate our subject on THE SOCIOLOGICAL VIEW ON THE NATIONAL ELECTRICITY SOCIETY FACING THE PROBLEM OF THE SUPPLY OF CURRENT ELECTRICITY IN THE CITY OF KISANGANI.

WORK HYPOTHESIS

According to ESISO ASIA AMANI, the hypothesis is a provisional statement concerning the relationship between two or more variables, concerning the a priori or apostolic functioning of a constitution.

This provisional affirmation also implies a position taken by the researcher in the face of the facts observed or to be observed. A working hypothesis is therefore ultimately a guiding idea, an attempt to explain a formulated fact and to be abandoned or maintained according to the results of observation.

In view of the foregoing and based on this concern, we believe that SNEL would come up against various technical and social problems in the supply and consumption of electricity in the municipality of Tshopo. The technical problems would be due to the aging of the installation equipment, the unauthorized and unrecognized connection of certain corners of the municipality. The social problems would be due to the mismanagement of the SNEL, to the non-payment or to the payment by installments in a derisory way of the invoices of the Snel, to the exaggerated demand for electric current.

WORK METHODOLOGY

Any scientific research requires ways and means to achieve the desired goal, hence, to properly conduct our research (study), we have resorted to a method supported by a few techniques.

According to Madeleine GRAWITZ, the method is a means of arriving at an aspect of the truth, of responding more particularly to the question of explanation.

For this work, we used the structural functional analysis of TACOTT PARSONS which postulates the following descriptive protocol:

To consider the social system as an analytical category posed a priori which must be updated to the study of particular problems (as MERTON did), that is to say that this social system must be conceived as a set of people in interaction... Motivated by a tendency to optimize gratifications and whose relationship to the situation in which they find themselves troubleshoots and mediated by a system of common symbols, culturally structured, applying the diagram of four functional imperatives essential to the maintenance of any system . This is the A.G.I.L, that is to say:

A: Adaptation (adaptation to the environment)

G: Gool attainment

I: Integration (Achievement of objectives)

L: Latent pattern birth and tension management (maintenance of the cohesion of the system of values and resolution of tensions).

Regarding the techniques used in data collection, we have made use of the following techniques:

- Direct external observation, which allowed us to see and understand certain realities during the supply and consumption of electrical energy at Snel.
- The use of the documentary technique allowed us to consult books, archives, end-of-cycle and course work.

In these various documents, we had drawn the information necessary for the realization of the present study.

We also used the free interview, which allowed us to start from a few questions, to talk to the managers of Snel, namely the head of personnel, head of the distribution department, head of the commercial department and head of the center of the Tshopo.

To test the reliability of certain data collected, we went down to the field to confer with the population, that is to say Snel subscribers who are interested in the way in which electrical energy is supplied and consumed in the municipality of Tshopo.

To obtain reliable data, we again used the occasional sampling technic of our surveys (20 Snel agents and 40 Snel subscribers in the municipality of Tshopo) to whom we administered our survey.

As for the 1st category of difficulties during our various interviews with certain agents of Snel and inhabitants of the commune of Tshopo, many appointments were postponed to the next day, it cost us physical and material efforts for the trip.

Regarding the 2nd category of difficulties, most of our respondents and especially the Snel agents did not want to answer to our questions for fear of disclosing professional secrecy and accusing their superiors in the management and allocation of resources.

Finally, we overcame these difficulties by using the policy of patience, perseverance and above all determination by committing material and financial means to gather information.

• DIVISION OF WORK

In addition to the introduction and the conclusion, this study is subdivided into three small parts:

- The first part will focus on generalities.
- The second will focus on the functional organization of SNEL-KIS. By identifying the geographical, historical and functional organization of SNEL,
- Finally, the third will focus on the supply and consumption of electric current in the municipality of Tshopo by identifying the causes, consequences and problems encountered.

• PRESENTATION OF THE NATIONAL ELECTRICITY COMPANY

This part revolves around the definition of the key concepts of our research (study) and the presentation in detail of the city of Kisangani.

DEFINITION OF CONCEPTS

• GLANCE

Eye expression of the viewer

• SOCIOLOGICAL VIEW

It is the expression of an analysis or a study carried out by the sociologist

• SUPPLY

The Robert Micro Poche dictionary defines supply as the action of supplying, supply, what we supply, what we deliver.

For us in the context of this study, supply means delivery subject to certain standards.

• ELECTRIC POWER

The Robert Micro Pocket dictionary defines the concept of electric current as the movement of electricity in a conductor of direct or alternating current.

For us and in the context of this work, we say that the concept of electric current sends us to the reality of the frequency of the intensity of transporting, distributing, marketing and consuming electrical energy.

• TOWN

The definitions of the city are numerous depending on whether there are authors. Thus, in some countries, the definition of the city takes into account politico-administrative criteria and in others, sociological criteria are taken into account. The new Bordas encyclopedia defines the city as an agglomeration where the majority of the inhabitants carry out non-agricultural activities.

For us in the context of this work, the city concept means an agglomeration administered by a mayor, deputies and having electoral constituencies making the largest politico-administrative structures called communes.

• MUNICIPALITY

Paul Robert defines the commune as “the smallest administrative subdivision of the administrative territory, administered by a mayor, deputies and a municipal council. »

For us and within the framework of this work, to respond to the Congolese administrative reality, let us say that the common concept comes down to an electoral district making the largest politico-administrative structure of a city.

• PRESENTATION OF THE COMMUNE OF TSHOPO

In this section, we will present the municipality of Tshopo with regard to the geographical situation, the historical overview, the demographic and politico-administrative structure and the economic aspect.

• **GEOGRAPHIC LOCATION**

The commune of Tshopo is one of six communes making up the city of Kisangani, in the eastern province, its administrative headquarters is located on Av. Chutes n°9, block of veterans in the stadium district not far from the Tshopo health center.

It is limited:

- To the East by the commune of Makiso and territory of Bafwasende;
- To the West by the Makiso, Mangobo townships and the territory of Isangi;
- To the North by the Buta road leaving for the territory of Banalia,
- To the South by the municipality of Makiso.

• **POPULATION**

For the year 2018, the population of the municipality of Tshopo amounts to...compared to 96,660 inhabitants in the year 2016.

• **DENSITY**

Its density is 1 inhabitant per km², distributed in an agglomeration with a high human concentration in the city center along the Tshopo River.

It is home to its people from almost all the provinces of our country and even other countries in Africa and Europe.

- The municipality of Tshopo has 12 districts including... urban-rural, 52 blocks and 169 avenues. It is bathed by 2 rivers namely: Tshopo and Lindi.
- Politically, the commune of Tshopo is limited by the collectivity-sector of Lubuya Bera as follows:
- To the North up to the Kilometer point 18 on the road to Buta,
- To the east of kilometer point 10 to 25 on the old Buta road and at the Boumu locality on the Kandangwa road, from Ngene-ngene, as well as at the Senga-senga rapid fall of the Tshopo river towards the locality-sector of Bakumu of Maimdombe of Ibundu territory.

1.2.2 FUNCTIONAL ORGANIZATION OF THE MUNICIPALITY

The municipality of Tshopo is a decentralized administrative entity with legal personality.

It is one of six municipalities making up the city of Kisangani in the Province of Tshopo.

In short, it is subdivided into twelve districts including:

- Stadium area
- Uélé district
- Post office district
- School district
- Lubumbashi district
- Aruwimi district
- Market District
- Pumukiza district
- Zoo district
- Kapalata district
- Kandolo district
- Miblings district

For the administration, the executive has different services, namely:

- Secretariat
- Marital status and population
- Finance
- Economy, Trade and Industry
- Environment
- Rural and community development
- Public works and land use planning
- Town planning and housing
- Agriculture
- Youth
- Budget
- Social Affairs
- Litigation
- Tourism.

II. FUNCTIONAL ORGANIZATION OF SNEL KISANGANI.

Here we will present the geographical location, history and status of SNEL as well as its functional organization.

2.1. GEOGRAPHICAL SITUATION, HISTORY AND LEGAL STATUS OF SNEL.

2.1.1. GEOGRAPHICAL SITUATION.

Starting from the geographical location in Kisangani, the provincial headquarters of SNEL is located on Boulevard Mobutu at No. 13 of the F.E.C (Congo Business Federation) and diagonally from the National Office of Posts and Telecommunications; the company occupies the BADJOKO building, the ground floor and 1st floor of which are used as offices and the 2nd level is the residence of certain agents and supervisors of the company.

The Snel is surrounded:

- To the east by the SEDEC store;
- To the west by the provincial directorate of the customs and Greece office;
- To the north by the FEC (Congo Business Federation);
- To the south by the public port of the national transport office (ONATRA)

2.1.2. HISTORICAL SITUATION

The history of SNEL Kisangani can be summed up in four steps:

2.1.2.1. EASTERN FORCES (1955-1969)

It is a popular company whose purpose is the exploitation of waterfalls and watercourses for the production of electrical energy to the east of the Belgian colony in 1955.

This company operated the hydroelectric power station of RUZIZI in BUKAVU, Tshopo in Kisangani and Kiyimbi in Bédéra.

Construction work on the Tshopo power plant began in 1950 and ended in 1953. Its first turbine was taken up and started on July 30, 1955 in front of King Baudouin I in Kisangani.

However, the transport, distribution and marketing of the electrical energy produced there were entrusted to Regideso.

2.1.2.2 CREATION OF SNEL, HEADQUARTERS OF TSHOPO (1970-1977)

Ordinance Law No. 70/003 of May 16, 1970 merging all the former electrical companies into a single state company called SNEL was quick to take effect.

Indeed, the Tshopo hydroelectric power station once belonged to the forces of the East has become the Tshopo power station, the management of which has been entrusted to an expatriate Mr BARTNEY. It was not until 1972 that management was taken over by the nationals and entrusted to the Portfolio Management Institute, which will be headed by Engineer Frederic TSHIBANGU.

2.1.2.3 CREATION OF THE EAST REGIONAL DIRECTORATE AND TAKEOVER OF REGIDESO'S ELECTRICAL SECTOR (1978-1984)

In 1978 the higher authorities of the Company decided to restructure its organization chart for reasons of efficiency, profitability and communication. This is how the General Directorate of the East was born with its headquarters in Kisangani. In addition, following the decision of the executive council to award SNERL, the electricity activities hitherto carried out by REGIDESO, it was noted that the management of the Bunia, Kivu and Tshopo power stations was handed over to SNEL.

2.1.2.4 BIRTH OF THE DISTRICT OF AUTONOMOUS CENTER OF THE EASTERN PROVINCE. (EX-UPPER CONGO)

In 1984 the direction of the East was abolished and there was the creation of the district of the eastern province composed of four autonomous centers enjoying a certain decentralization as regards their functioning. It is:

- Tshopo production center
- Kisangani distribution center
- Autonomous Center of Bunia
- Buta Autonomous Center

However, it should be noted that all the autonomous centers are under the direct supervision of the Eastern Province.

2.1.3 STATUS OF SNEL

Created by ordinance law n° 707033 of May 16, 1970, SNEL is a public industrial and commercial company registered under national identification n° A0397p.

It is placed under the dual supervision of the Ministry of Energy and the portfolio. In its management, it enjoys great organic and financial autonomy and the Congolese State is the sole shareholder.

Being a State Company endowed with legal personality and subject to the management rules of common law in tax matters, it uses the mode of management of private companies by applying a remunerative price that can generate profit while ensuring the maintenance of the general interest.

2.2 FUNCTIONAL ORGANIZATION CHART OF SNEL

SNEL being a state company, does not only produce electric current but distributes and makes the population consume electric current for the purpose of marketing for the consumption of this current. As for the previous paragraph, we will see the causes, problems encountered and consequenc

2.2.1 ORGANIZATION CHART

LEGEND

- Direction
- Executive management
- Medical service
- Administrative secretariat
- IT and office processing
- Technical office
- Kisangani Center
- Buta Center
- Tshopo Center
- Bunia Center
- Finance, accounting, treasury
- Social Staff Management
- General Services
- Supply antenna
- Technical visa studies
- Technical control
- Program analysis and statistics
- Thermal group
- Operation
- Electrical maintenance
- Network management
- Makiso Agency
- Kabondo Agency
- Mangobo Agency
- Tshopo Agency
- Customer management
- Production
- Customer management
- Customer management
- Distribution
- Customer office management
- Administrative secretariat
- Network management
- Operation
- Maintenance and new works
- Control and production measures
- New subscribers
- Meter management
- THE SUPPLY AND CONSUMPTION OF ELECTRICAL CURRENT OF THE TSHOPO

We will analyze and explain in this chapter, problems encountered and consequences of the supply and consumption of electricity from SNEL in the municipality of Tshopo.

- THE SUPPLY OF ELECTRICAL CURRENT FOR SNEL
- CAUSES

During our visit to the field, our respondents, taken at random, put forward the following causes:

- Electric current is used for the industrial use of companies and the operation of factories and production machines (Frequency 47 or 62.94% of responses)
- Electric current provides lighting (Frequency 26 or 30.62% of responses)

These causes or responses put forward meet the objectives and missions of SNEL which, through its existence and operation, can be summed up as:

The social objective of Snel is: the production, transport, distribution of electricity and the marketing of energy.

The general mission entrusted to Snel from its creation was to carry out, on behalf of the State, the above object throughout the national territory. Therefore, the mission of the Company is:

- Produce, transport, transform and use electrical energy

- Build, equip and operate all works, installations and factories for the capture of hydroelectric forces or the installation of energy sources,
- Capture and use the waters of the Congo River at Inga,
- Promote the sale and use of the energy produced.

• PROBLEMS ENCOUNTERED

During our various field surveys, our 40 respondents mentioned the following problems when supplying electricity:

- Frequent power cuts (10 responses or 30.10%)
 - Raising the intensity or dropping the intensity. If there is an increase in intensity, the light bulbs burn as well as the household appliances (8 responses or 24.24%)
 - Lighting problem, when the intensity of the current is good, there is good lighting (15 answers or 45.45%)
- The problems encountered by our respondents coincide with the content of the report by Snel subscribers in the municipality of Tshopo, which is experiencing lighting problems in terms of the supply of electricity. The current arrives at low intensity and does not allow its efficient use. A good intensity of the electric current allows the lighting and the execution of the several works which require the use of the electric current.

3.2. ELECTRICAL CURRENT CONSUMPTION

Snel as a State company does not only produce electric current but distributes and consumes current to the population for the purpose of marketing for the and consumption of electric current, as for the previous paragraphs, we will see the causes, problems encountered and consequences.

3.2.1 CAUSES

During our various field surveys, our 40 random respondents put forward the following causes for the consumption of electric current:

- The use of electric current as needed (6 responses or 36.72%),
- Supplying our homes with electricity (18 responses or 12.24%)
- The use and operation of household appliances (38 responses or 77%)
- Factory operation (36b responses or 73%)

These advanced causes will meet the expressed wishes of Snel subscribers who, through their existence, consume Snel's electrical current to perform the various services and tasks and meet their needs. This consumption is calculated in kilowatts per hour, of which 1 kilowatt is equivalent to 1000 watts.

Snel is the supplier while the consumers are the subscribers who, in one way or another, consume the electric current to pay for it afterwards.

From this supply to consumption and from consumption to payment of electric current, Snel should move on to the stage of importing and training subscribers.

3.2.2 PROBLEMS ENCOUNTERED

During our field surveys, our 4 respondents mentioned the following problems when consuming electricity:

- The non-payment of bills presented by Snel causes harm to consumers (30 responses or 49%)
- When you consume a lot of Kilowatts, the payment bill is high (34 responses or 55%)
- There is no electricity but at the end of the month, the payment bill for the electricity consumed covers the entire month (36 responses or 60%)
- Power consumption is lower while bill payment is high (22 responses or 36.6%)

The problem so generated, sometimes lead to ignorance or contempt for snel as a commercial and social company whose difference in terms of consumption and overbilling of payment often leads to the deterioration of society in relation to its subscriber consumers. .

In this part, it was a question of analyzing and explaining the causes, problems and consequences of the supply and consumption of electricity from Snel in the municipality of Tshopo. If the supply and consumption of electric current does not take place properly, the loss of responsibility is located at the level of Snel and at the level of the population. Both partners should expect to combine efforts so that there are no problems in the supply and consumption of electricity.

CONCLUSION

Thus, regarding this research, we asked ourselves the following question:

- What are the difficulties encountered by Snel when supplying and consuming electricity in the city of Kisangani?

By following this question, we have given a hypothesis according to which the Snel is faced with multiple problems, both technical and social, in the supply and consumption of electricity in the commune of Tshopo.

The technical problems would be due to the aging of the installation equipment, the unauthorized and unrecognized connection, the social problems would be due to the mismanagement of the Snel, the non-payment or the payment in derisory installments of the bills of the Snel to the too exaggerated demand for electric current.

Thus, we can say that our hypotheses are confirmed on the basis of the structural-functional method, TALCOTT PARSONS and the research techniques used (direct external observation, documentary technique, and free interview).

In fact, the causes of supply of electric current are:

- Electric current is used for industrial use by companies,
- Electric current is used for the operation of production machines, for the operation of factories,
- Electric current gives light

The problems encountered during the supply are:

- Frequent cuts, rise or fall in intensity, lighting problem.

The consequences of supply are lighting, the execution of a lot of work, industrial use in companies, help with housework and the proper functioning of industrial machines, a lot of load shedding, destruction of electrical appliances cause several damages, residential houses burned.

The causes of electrical current consumption are as follows:

• The use of electrical intensity as needed, power supply homes with electric current, the operation of factories, the use of household appliances, etc., in view of the above, we have found that there are many problems when supplying electricity by subscribers for so that this problem can no longer occur, it is necessary to:

- That the central government can give the necessary means to Snel to provide electricity to all the population who wants to obtain it,
- That Snel applies the policy of forward-looking management in terms of tools for the production, transport, distribution and marketing of electric current in order to satisfy the demands of subscribers.
- That subscribers can rationally use the electric current for their real needs.

This study being closed, we do not intend to draw all the material relating to the Snel in the face of the supply and consumption of electric current.

Gaps, remarks and suggestions from other researchers will be welcome and will lead us to further improve this research in the future days.

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