QoL V (2017/18) survey: Preliminary results

Results Launch
13 November 2018, Revised 20 June 2019

Gauteng City-Region Observatory (GCRO)
Overview of QoL V (2017/18)
Overview of QoL V (2017/18)

The evolution of the QoL survey

- **Local elections 18 May 2011**
  - 5,836
  - Start: 31 Aug ‘09
  - End: 8 Oct ‘09

- **Nat. / Prov. elections 10 May 2014**
  - 27,490
  - Start: 9 Sep ‘13
  - End: 17 Mar ‘14

- **Local elections 3 August 2016**
  - 30,002
  - Start: 15 Jul ‘15
  - End: 15 May ‘16

- **Local elections 31 Oct ‘17**
  - 24,889
  - Start: 31 Oct ‘17
  - End: 7 Sep ‘18

Overview of QoL V (2017/18)
The evolution of the QoL survey – quality issues: QoL III (2013/14)

• In QoL III our first checks suggested what seemed like a perfect distribution of interviews
• But probing interrogation of oddities in the data eventually exposed outright fraud ...
• Multiple duplicated respondents in the dataset, recorded as having happened in different locations,
• Surplus interviews done in excess in certain wards had been moved in GIS to other wards which were in deficit at the end of fieldwork
Overview of QoL V (2017/18)
The evolution of the QoL survey – quality issues: QoL IV (2015/16)

- In QoL IV, GIS checks at the end of fieldwork revealed fraudulent interviews – actually conducted in malls, taxi ranks and fast-food outlets – assigned to sample points
- Made up interviews for white respondents, etc
- Over 5 000 interviews had to be redone
Overview of QoL V (2017/18)

The evolution of the QoL survey – quality issues: QoL V needed to be different

- With QoL V we were absolutely determined not to see a repeat of the quality problems – *only identified at the end of fieldwork* – of previous surveys
- The challenge for us was how to build much more rigorous quality checking into the process of fieldwork itself
- In early 2017, we were introduced to ResearchGO, a project in the Engineering Faculty of UJ
- ResearchGO had recent experience with very large surveys, including one of over 80,000 enterprises in 9 Gauteng townships, conducted in 2 months, with 800 fieldworkers, for Tshepo 1million
- ResearchGO had built an application for real-time monitoring of fieldwork quality
- And, it had a model of sourcing fieldworkers from unemployed youth screened & trained by Harambee
- AND, this was an investment by GCRO in one of its partners
Overview of QoL V (2017/18)
A system of in-process quality control – preventing ‘convenience sampling’

In field quality control

• Surveys were conducted on tablets, with GPS functionality

• A set number of sample points *per ward* was randomly selected from GeoTerraImage’s 2017 Building Based Land Use (BBLU) dataset, which provides spatial location and land use categorisation for all buildings in Gauteng

• Fieldworkers navigated to these ‘target’ sample points

• No survey could be ‘opened’ unless the data collector was within 80m of the target point. This ensured that surveys could not be conducted on the basis of convenience sampling and allocated after the fact to the target

• Data collector required to take photo at target site
Respondent selection

• Data collectors required to do listing of dwellings at the selected target site, one of which was randomly sampled.
• They then listed all resident adults at the selected dwelling.
• One adult was then randomly selected to be interviewed.
• Data collectors asked to get details, including photo of left hand and contact details, of the adult interviewed (though not compulsory).
• Address also recorded manually.
Overview of QoL V (2017/18)
A system of in-process quality control – automatic and manual checks

Automatic checks

• Once interview completed, all information uploaded to a database. Once data was uploaded, it became immediately visible on the system’s online survey viewer. Available data included:
  1. Photo of the interview location
  2. Multiple GPS coordinates, captured throughout the interview
  3. All information collected from the survey respondent
• The back-end system was coded to ensure that all interviews subjected to a set of automatic checks, e.g.
  1. Distance between target site GPS co-ordinate and opening of interview GPS co-ordinate
  2. Length of interview (concern if under 30 minutes)
  3. Correspondence between name of adult randomly selected and name of person interview
  4. Availability of consent photo

More systematic checks by ResearchGO QA staff and GCRO

• Automatically generated flags signaled where additional attention to quality control may be needed
• Surveys were reviewed by dedicated quality assurance staff on a live basis, and problematic surveys were immediately disapproved
• GCRO reviewed surveys on a continuous basis, over-riding existing approval status where appropriate, and providing feedback to the service provider
• Approximately 25% of surveys were subjected to telephonic call-backs, to verify data collection.
Site ID SID#15106 - For target ID TID#3343812, GTI ID GID#1103546

- Approved

**Survey Responses by Interaction**

<table>
<thead>
<tr>
<th>Interaction</th>
<th>Survey Name</th>
<th>Submitted By</th>
<th>Date Submitted</th>
<th>Date Updated</th>
<th>Appointment Date and Time</th>
<th>Duration</th>
</tr>
</thead>
<tbody>
<tr>
<td>II#496222</td>
<td>Return to do Qol</td>
<td>Tialeng</td>
<td>2018-02-16 20:38:58</td>
<td>2018-02-18 03:05:42</td>
<td></td>
<td>2m 1.926s</td>
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<td>Consent</td>
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<tr>
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<td>2018-02-17 18:01:40</td>
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<td>46.562s</td>
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<tr>
<td></td>
<td>1. Dwelling &amp; services I</td>
<td>Tialeng</td>
<td>2018-02-17 18:01:42</td>
<td>2018-02-18 03:03:42</td>
<td></td>
<td>4m 12.352s</td>
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<tr>
<td></td>
<td>1. Dwelling &amp; services II</td>
<td>Tialeng</td>
<td>2018-02-17 18:01:45</td>
<td>2018-02-18 03:03:42</td>
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<td>19.532s</td>
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<tr>
<td></td>
<td>1. Dwelling &amp; services IV</td>
<td>Tialeng</td>
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<td></td>
<td>2. Satisfaction with services</td>
<td>Tialeng</td>
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<td>2018-02-18 03:02:45</td>
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<td>2m 20.724s</td>
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<tr>
<td></td>
<td>3. Migration</td>
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<td>2018-02-18 03:03:42</td>
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<td>46.051s</td>
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</tbody>
</table>
Site ID SID#29042 - For target ID TID#1043303, GTI ID GiD#2059055

- Disapproved

Issues

<table>
<thead>
<tr>
<th>Name</th>
<th>Created By</th>
<th>Level</th>
<th>Status</th>
<th>Actions</th>
</tr>
</thead>
<tbody>
<tr>
<td>Location Distance Error</td>
<td>Jonathan Claassen</td>
<td>High</td>
<td>open</td>
<td></td>
</tr>
<tr>
<td>Permission Not Granted</td>
<td>Jonathan Claassen</td>
<td>Low</td>
<td>closed</td>
<td></td>
</tr>
</tbody>
</table>

Survey Responses by Interaction

<table>
<thead>
<tr>
<th>Interaction</th>
<th>Survey Name</th>
<th>Submitted By</th>
<th>Date Submitted</th>
<th>Date Updated</th>
<th>Appointment Date and Time</th>
<th>Duration</th>
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</thead>
<tbody>
<tr>
<td>I#507796</td>
<td>GCRD Qol</td>
<td>Adam</td>
<td>2017-12-10 15:12:08</td>
<td>2018-02-18 01:15:19</td>
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<td>1m 33.695s</td>
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<tr>
<td></td>
<td>Adults at dwelling uninc</td>
<td>Adam</td>
<td>2017-12-10 15:12:10</td>
<td>2018-02-18 01:15:19</td>
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<tr>
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<td>2018-02-18 01:15:19</td>
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<td>4.369s</td>
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<tr>
<td></td>
<td>Consent</td>
<td>Adam</td>
<td>2017-12-10 15:12:24</td>
<td>2018-02-18 01:15:20</td>
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<td>33.874s</td>
</tr>
<tr>
<td></td>
<td>Fieldworker observation</td>
<td>Adam</td>
<td>2017-12-10 15:12:15</td>
<td>2018-02-18 01:15:19</td>
<td></td>
<td>20.532s</td>
</tr>
<tr>
<td>1. Dwelling &amp; services I</td>
<td>Adam</td>
<td>2017-12-10 15:12:18</td>
<td>2018-02-18 01:15:19</td>
<td>3m 32.096s</td>
<td></td>
<td></td>
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<tr>
<td>1. Dwelling &amp; services II</td>
<td>Adam</td>
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<td>2018-02-18 01:15:19</td>
<td>48.522s</td>
<td></td>
<td></td>
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<td>2018-02-18 01:15:19</td>
<td>10m 30.145s</td>
<td></td>
<td></td>
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</tbody>
</table>
Site ID SID#58489 - For target ID TID#417544, GTI ID GID#1476478

- Disapproved

Site Location

Issues

- Duration not valid
  - Name: Jonathan Claassen
  - Level: High
  - Status: closed

- Site Target Distance Error
  - Name: Jonathan Claassen
  - Level: High
  - Status: closed

- Location Distance Error
  - Name: Jonathan Claassen
  - Level: High
  - Status: closed

- Permission Granter not Selected Adult
  - Name: Jonathan Claassen
  - Level: Low
  - Status: closed

- DC walking down the street
  - Name: Julia
  - Level: High
  - Status: open

Survey Responses by Interaction

<table>
<thead>
<tr>
<th>Interaction</th>
<th>Survey Name</th>
<th>Submitted By</th>
<th>Date Submitted</th>
<th>Date Updated</th>
<th>Appointment Date and Time</th>
<th>Duration</th>
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</thead>
<tbody>
<tr>
<td>644.0000</td>
<td>GCID Qsd</td>
<td>Sizwe Ikweza</td>
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<td>2018-06-17 00:06:49</td>
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<td>1m 6.889s</td>
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<tr>
<td>Adults at dwelling unit</td>
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<td>Sizwe Ikweza</td>
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<td>Sizwe Ikweza</td>
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<td>2018-06-17 00:06:49</td>
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<td>17.035s</td>
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<tr>
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<td>Sizwe Ikweza</td>
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<td>Sizwe Ikweza</td>
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Site ID SID#56885 - For target ID TID#1077864, GTI ID GIID#2083566

- Disapproved

Issues

<table>
<thead>
<tr>
<th>Name</th>
<th>Created By</th>
<th>Level</th>
<th>Status</th>
<th>Actions</th>
</tr>
</thead>
<tbody>
<tr>
<td>Permission Not Granted</td>
<td>Jonathan Claassens</td>
<td>Low</td>
<td>open</td>
<td></td>
</tr>
<tr>
<td>Survey done while travelling</td>
<td>Julia</td>
<td>High</td>
<td>open</td>
<td></td>
</tr>
</tbody>
</table>

Survey Responses by Interaction

<table>
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<th>Duration</th>
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<tbody>
<tr>
<td>1 #1044212</td>
<td>GCDQ QoL</td>
<td>ThembeVhoe</td>
<td>2018-06-12 11:08:39</td>
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<td>2018-06-12 11:08:49</td>
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<td>1. Dwelling &amp; services I</td>
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<td>2018-06-13 00:03:54</td>
<td></td>
<td>2m 16.153s</td>
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</table>
Overview of QoL V (2017/18)
A system of in-process quality control – High data integrity, but at the cost of speed

• We are confident that QoL V delivers the highest level of data quality and integrity yet. But achieving this took longer than anticipated

• Exceptionally high levels of oversight meant many repeat visits to get the sampled respondent. 39 464 interactions to get 28 167 completed interviews

• Of 28 167 completed, 3278 surveys then rejected (11.6%)

• 526 fieldworkers contracted and trained at stages throughout the survey. Dropout high, as they confronted extremely difficult task with zero tolerance for lack of integrity. Most weeks only 80-150 fieldworkers working

• As ResearchGO was pushed to provide more in-field oversight and support, costs increased. This and various logistics challenges compounded slow pace of fieldwork
Fieldwork began on 31 October 2017, and was completed on 7 September 2018. Initial target was over 37,000, but took a strategic decision in May 2018 to resample down. NB, no loss of fidelity in reduced sample!
Overview of QoL V (2017/18)

Final interviews in each month

- All but a few of the Johannesburg and Ekurhuleni interviews were done before end June 2018
Final interviews in each month

- Note that easier areas (townships and informal areas) were tackled first. More difficult areas (suburbs and gated communities) dealt with later. So interviews with white respondents concentrated in latter part of survey.
Overview of QoL V (2017/18)

Realised sample

- Aim was to have at least 50 respondents per ward in Ekurhuleni and Johannesburg, and 35 in all other wards
Overview of QoL V (2017/18)

Number of interviews per municipality

- Unweighted data was slightly low on white, coloured and Indian respondents, and low on males/high on females. Entire data-set was weighted by race and sex at ward level.
- Weights were aligned to Census 2011, updated in line with Community Survey 2016.

<table>
<thead>
<tr>
<th>Municipality</th>
<th>Unweighted Respondents</th>
<th>Unweighted Percentage</th>
<th>Weighted Respondents</th>
<th>Weighted Percentage</th>
</tr>
</thead>
<tbody>
<tr>
<td>Ekurhuleni</td>
<td>6 300</td>
<td>25.3%</td>
<td>6 456</td>
<td>25.9%</td>
</tr>
<tr>
<td>Johannesburg</td>
<td>7 869</td>
<td>31.6%</td>
<td>9 119</td>
<td>36.6%</td>
</tr>
<tr>
<td>Tshwane</td>
<td>4 326</td>
<td>17.4%</td>
<td>5 995</td>
<td>24.1%</td>
</tr>
<tr>
<td>Emfuleni</td>
<td>1 713</td>
<td>6.9%</td>
<td>1 326</td>
<td>5.3%</td>
</tr>
<tr>
<td>Lesedi</td>
<td>464</td>
<td>1.9%</td>
<td>203</td>
<td>0.8%</td>
</tr>
<tr>
<td>Midvaal</td>
<td>518</td>
<td>2.1%</td>
<td>211</td>
<td>0.8%</td>
</tr>
<tr>
<td>Merafong</td>
<td>1 024</td>
<td>4.1%</td>
<td>355</td>
<td>1.4%</td>
</tr>
<tr>
<td>Mogale City</td>
<td>1 392</td>
<td>5.6%</td>
<td>728</td>
<td>2.9%</td>
</tr>
<tr>
<td>Rand West</td>
<td>1 283</td>
<td>5.2%</td>
<td>497</td>
<td>2.0%</td>
</tr>
<tr>
<td>GAUTENG</td>
<td>24 889</td>
<td>100%</td>
<td>24 889</td>
<td>100%</td>
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</table>
### Overview of QoL V (2017/18)

#### Sample demographics

<table>
<thead>
<tr>
<th></th>
<th>Provincial (unweighted)</th>
<th>Provincial (weighted)</th>
</tr>
</thead>
<tbody>
<tr>
<td>% Female</td>
<td>53.2%</td>
<td>49.4%</td>
</tr>
<tr>
<td>% African</td>
<td>84.2%</td>
<td>78.6%</td>
</tr>
<tr>
<td>% Indian/Asian</td>
<td>1.5%</td>
<td>2.6%</td>
</tr>
<tr>
<td>% Coloured</td>
<td>3.6%</td>
<td>3.3%</td>
</tr>
<tr>
<td>% White</td>
<td>10.4%</td>
<td>14.7%</td>
</tr>
</tbody>
</table>
Some highlights from across the survey
Some highlights from across the survey

Biggest community problem by % (Gauteng)

- Crime: 32%
- Unemployment: 18%
- Alcohol and drug abuse: 16%
- Lack of basic services: 10%
- No problem: 7%
- Other: 6%
- Protests, unrest and strikes: 5%
- Drought, flood, disaster: 3%
- Violence against women/children: 2%
- High cost of living: 2%
- Poverty: 1%
- Corruption: 1%
- Gangs: 1%
- Foreigners: 1%
- Pollution: 1%
- Disease: 0.5%
- Protests, unrest and strikes: 0.1%
- Drought, flood, disaster: 0.2%
- Disease: 0.3%
- Violence against women/children: 0.5%

Bar chart showing the distribution of responses by race:

- African: Crime = 31%, Unemployment = 25%, Drugs = 34%
- Coloured: Crime = 21%, Unemployment = 13%, Drugs = 12%
- Indian/Asian: Crime = 10%, Unemployment = 6%, Drugs = 10%
- White: Crime = 10%, Unemployment = 4%, Drugs = 4%
Some highlights from across the survey

Inequality indicators
Some highlights from across the survey

Which sphere of government do you think provides these services ...

- **Grants (e.g. pensions)**
  - National government: 78%
  - Provincial government: 7%
  - Municipal government: 3%
  - Don't know: 13%

- **Water and sanitation**
  - National government: 20%
  - Provincial government: 21%
  - Municipal government: 49%
  - Don't know: 11%

- **Housing**
  - National government: 26%
  - Provincial government: 29%
  - Municipal government: 33%
  - Don't know: 12%
Some highlights from across the survey

Regarding this area, the municipality... (Ekurhuleni)

- **...listens to people**
  - Strongly agree: 3
  - Agree: 33
  - Neither: 21
  - Disagree: 32
  - Strongly disagree: 11

- **...fulfils promises to people**
  - Strongly agree: 2
  - Agree: 27
  - Neither: 22
  - Disagree: 36
  - Strongly disagree: 12

- **...cares for all people equally**
  - Strongly agree: 3
  - Agree: 26
  - Neither: 24
  - Disagree: 35
  - Strongly disagree: 12

- **...wants the same thing for the future**
  - Strongly agree: 4
  - Agree: 30
  - Neither: 25
  - Disagree: 31
  - Strongly disagree: 10

- **...involves people in making decision**
  - Strongly agree: 2
  - Agree: 27
  - Neither: 24
  - Disagree: 36
  - Strongly disagree: 12

- **...openly shares relevant information**
  - Strongly agree: 3
  - Agree: 32
  - Neither: 24
  - Disagree: 31
  - Strongly disagree: 10
Some highlights from across the survey

Success of African in-migrants from other provinces

- Recent internal migrant 2014-2018
- Internal migrant 2009-2013
- Internal migrant 2004-2008
- Internal migrant 1999-2003
- Internal migrant 1994-1998
- Internal migrant 1989-1993
- Internal migrant 1988 and earlier
- Migrated from another country
- Born in Gauteng
- ALL AFRICANS

- Consider area around here to be main home
- Live in an informal dwelling
Access to services
Access to services

% in formal dwelling

<table>
<thead>
<tr>
<th>Location</th>
<th>2017/18</th>
</tr>
</thead>
<tbody>
<tr>
<td>Ekurhuleni</td>
<td>80</td>
</tr>
<tr>
<td>Johannesburg</td>
<td>85</td>
</tr>
<tr>
<td>Tshwane</td>
<td>80</td>
</tr>
<tr>
<td>Emfuleni</td>
<td>82</td>
</tr>
<tr>
<td>Lesedi</td>
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<td>82</td>
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</table>
Access to services
% in informal dwelling: 2009-2017/18
Access to services

% owning own home and in RDP house

<table>
<thead>
<tr>
<th>Location</th>
<th>% in bonded housing (paying bond or fully paid off)</th>
<th>% in RDP house (Free house or housing subsidy plus own contribution)</th>
</tr>
</thead>
<tbody>
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Access to services
% in RDP house: 2009-2017/18
Access to services

% with piped water into dwelling or yard

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<th>% 2017/18</th>
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<td>85</td>
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<tr>
<td>Gauteng</td>
<td>91</td>
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</tbody>
</table>
Access to services

% with piped water into dwelling or yard: 2009-2017/18

- 93%
- 92%
- 91%
- 92%
- 91%

2009 2011 2013/14 2015/16 2017/18

GAUTENG
Access to services

% who think water received is always clean

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<th>2017/18</th>
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<tr>
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</table>
Access to services

% who think water received is always clean: 2009-2017/18
In the past year, how often, if ever, did you experience water interruptions?

At least once a month
Access to services

% with adequate sanitation (flush toilet connected to sewer or septic tank, chemical toilet, VIP)

<table>
<thead>
<tr>
<th>Region</th>
<th>2017/18</th>
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<tbody>
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<tr>
<td>GAUTENG</td>
<td>91</td>
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</table>
Access to services
% with adequate sanitation: 2009-2017/18

GAUTENG
Access to services

% with refuse removed by municipality at least once a week
Access to services
% with refuse removed by municipality at least once a week: 2009-2017/18

![Graph showing access to services in Gauteng from 2009 to 2017/18. The graph indicates a trend of decreasing access, with percentages ranging from 90% in 2009 to 83% in 2017/18.](image-url)
Access to services
% who use electricity for lighting

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<tr>
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<td>92</td>
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</tbody>
</table>
Access to services

% who use electricity for lighting: 2009-2017/18
Access to services
% with no street lights; % with no stormwater, 2017/18
Access to services

% with no internet access

<table>
<thead>
<tr>
<th>Area</th>
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Satisfaction with services
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<th>Neutral</th>
<th>Dissatisfied</th>
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<td>22</td>
<td>53</td>
<td>7</td>
<td>13</td>
<td>4</td>
</tr>
</tbody>
</table>
Satisfaction with services
Government provided dwelling (2017/18)

Ekurhuleni
- Very satisfied: 13
- Satisfied: 61
- Neutral: 4
- Dissatisfied: 17
- Very dissatisfied: 4

Johannesburg
- Very satisfied: 11
- Satisfied: 53
- Neutral: 8
- Dissatisfied: 21
- Very dissatisfied: 7

Tshwane
- Very satisfied: 13
- Satisfied: 42
- Neutral: 7
- Dissatisfied: 24
- Very dissatisfied: 13

Emfuleni
- Very satisfied: 8
- Satisfied: 56
- Neutral: 10
- Dissatisfied: 19
- Very dissatisfied: 8

Lesedi
- Very satisfied: 20
- Satisfied: 59
- Neutral: 7
- Dissatisfied: 9
- Very dissatisfied: 6

Midvaal
- Very satisfied: 13
- Satisfied: 74
- Neutral: 0
- Dissatisfied: 13
- Very dissatisfied: 0

Merafong
- Very satisfied: 10
- Satisfied: 58
- Neutral: 5
- Dissatisfied: 16
- Very dissatisfied: 11

Mogale City
- Very satisfied: 14
- Satisfied: 55
- Neutral: 8
- Dissatisfied: 16
- Very dissatisfied: 7

Rand West
- Very satisfied: 6
- Satisfied: 59
- Neutral: 5
- Dissatisfied: 23
- Very dissatisfied: 6

GAUTENG
- Very satisfied: 12
- Satisfied: 54
- Neutral: 7
- Dissatisfied: 20
- Very dissatisfied: 7
Satisfaction with services
Water services (2015/16 for reference)
Satisfaction with services
Water services (2017/18)

Ekurhuleni
- Very satisfied: 22
- Satisfied: 68
- Neutral: 3
- Dissatisfied: 4
- Very dissatisfied: 2

Johannesburg
- Very satisfied: 19
- Satisfied: 70
- Neutral: 5
- Dissatisfied: 5
- Very dissatisfied: 1

Tshwane
- Very satisfied: 21
- Satisfied: 57
- Neutral: 10
- Dissatisfied: 6
- Very dissatisfied: 1

Emfuleni
- Very satisfied: 11
- Satisfied: 65
- Neutral: 13
- Dissatisfied: 9
- Very dissatisfied: 2

Lesedi
- Very satisfied: 23
- Satisfied: 66
- Neutral: 4
- Dissatisfied: 4
- Very dissatisfied: 3

Midvaal
- Very satisfied: 18
- Satisfied: 70
- Neutral: 3
- Dissatisfied: 6
- Very dissatisfied: 3

Merafong
- Very satisfied: 10
- Satisfied: 68
- Neutral: 8
- Dissatisfied: 10
- Very dissatisfied: 3

Mogale City
- Very satisfied: 18
- Satisfied: 67
- Neutral: 5
- Dissatisfied: 7
- Very dissatisfied: 2

Rand West
- Very satisfied: 9
- Satisfied: 70
- Neutral: 9
- Dissatisfied: 9
- Very dissatisfied: 2

GAUTENG
- Very satisfied: 20
- Satisfied: 66
- Neutral: 5
- Dissatisfied: 7
- Very dissatisfied: 3

Legend:
- Very satisfied
- Satisfied
- Neutral
- Dissatisfied
- Very dissatisfied
# Satisfaction with services

Sanitation (2015/16 for reference)

<table>
<thead>
<tr>
<th>Area</th>
<th>Very satisfied</th>
<th>Satisfied</th>
<th>Neutral</th>
<th>Dissatisfied</th>
<th>Very dissatisfied</th>
</tr>
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<tbody>
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## Satisfaction with services

### Energy (2015/16 for reference)

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</table>

- **Very satisfied**: Green bar
- **Satisfied**: Yellow bar
- **Neutral**: Pink bar
- **Dissatisfied**: Red bar
- **Very dissatisfied**: Orange bar
<table>
<thead>
<tr>
<th>Location</th>
<th>Very satisfied</th>
<th>Satisfied</th>
<th>Neutral</th>
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<td>9</td>
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</table>
Satisfaction with services

% satisfied or very satisfied with energy source by electricity supplier

- Ekurhuleni
- Johannesburg
- Tshwane
- Emfuleni
- Lesedi
- Midvaal
- Merafong
- Mogale City
- Rand West
- GAUTENG

Eskom and Municipality satisfaction levels for each area.
## Satisfaction with services
### Waste removal (2015/16 for reference)

<table>
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<th>Location</th>
<th>Very satisfied</th>
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<th>Neutral</th>
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</table>
Satisfaction with services
Waste removal (2017/18)

Ekurhuleni
- Very satisfied: 16
- Satisfied: 64
- Neutral: 11
- Dissatisfied: 29
- Very dissatisfied: 25

Johannesburg
- Very satisfied: 20
- Satisfied: 65
- Neutral: 7
- Dissatisfied: 10
- Very dissatisfied: 4

Tshwane
- Very satisfied: 17
- Satisfied: 56
- Neutral: 11
- Dissatisfied: 10
- Very dissatisfied: 4

Emfuleni
- Very satisfied: 5
- Satisfied: 30
- Neutral: 11
- Dissatisfied: 29
- Very dissatisfied: 25

Lesedi
- Very satisfied: 19
- Satisfied: 60
- Neutral: 5
- Dissatisfied: 8
- Very dissatisfied: 8

Midvaal
- Very satisfied: 16
- Satisfied: 69
- Neutral: 3
- Dissatisfied: 7
- Very dissatisfied: 5

Merafong
- Very satisfied: 8
- Satisfied: 59
- Neutral: 8
- Dissatisfied: 17
- Very dissatisfied: 7

Mogale City
- Very satisfied: 18
- Satisfied: 66
- Neutral: 5
- Dissatisfied: 7
- Very dissatisfied: 4

Rand West
- Very satisfied: 7
- Satisfied: 60
- Neutral: 8
- Dissatisfied: 16
- Very dissatisfied: 8

GAUTENG
- Very satisfied: 16
- Satisfied: 61
- Neutral: 5
- Dissatisfied: 10
- Very dissatisfied: 7

Legend:
- Very satisfied
- Satisfied
- Neutral
- Dissatisfied
- Very dissatisfied
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Satisfaction with services
Cost of municipal services (2017/18)

Ekurhuleni
- Very satisfied: 5%
- Satisfied: 43%
- Neutral: 24%
- Dissatisfied: 18%
- Very dissatisfied: 9%

Johannesburg
- Very satisfied: 5%
- Satisfied: 39%
- Neutral: 32%
- Dissatisfied: 18%
- Very dissatisfied: 7%

Tshwane
- Very satisfied: 5%
- Satisfied: 29%
- Neutral: 31%
- Dissatisfied: 21%
- Very dissatisfied: 14%

Emfuleni
- Very satisfied: 2%
- Satisfied: 25%
- Neutral: 34%
- Dissatisfied: 27%
- Very dissatisfied: 11%

Lesedi
- Very satisfied: 3%
- Satisfied: 42%
- Neutral: 19%
- Dissatisfied: 21%
- Very dissatisfied: 15%

Midvaal
- Very satisfied: 5%
- Satisfied: 54%
- Neutral: 24%
- Dissatisfied: 11%
- Very dissatisfied: 6%

Merafong
- Very satisfied: 3%
- Satisfied: 34%
- Neutral: 34%
- Dissatisfied: 22%
- Very dissatisfied: 6%

Mogale City
- Very satisfied: 4%
- Satisfied: 34%
- Neutral: 32%
- Dissatisfied: 22%
- Very dissatisfied: 8%

Rand West
- Very satisfied: 2%
- Satisfied: 33%
- Neutral: 27%
- Dissatisfied: 28%
- Very dissatisfied: 9%

GAUTENG
- Very satisfied: 5%
- Satisfied: 37%
- Neutral: 30%
- Dissatisfied: 20%
- Very dissatisfied: 9%
Satisfaction with services
Billing for municipal services (2015/16 for reference)

Ekurhuleni
- Very satisfied: 14
- Satisfied: 34
- Neutral: 22
- Dissatisfied: 20
- Very dissatisfied: 10

Johannesburg
- Very satisfied: 12
- Satisfied: 37
- Neutral: 26
- Dissatisfied: 17
- Very dissatisfied: 8

Tshwane
- Very satisfied: 10
- Satisfied: 34
- Neutral: 23
- Dissatisfied: 20
- Very dissatisfied: 12

Emfuleni
- Very satisfied: 9
- Satisfied: 33
- Neutral: 26
- Dissatisfied: 22
- Very dissatisfied: 10

Lesedi
- Very satisfied: 14
- Satisfied: 39
- Neutral: 19
- Dissatisfied: 19
- Very dissatisfied: 9

Midvaal
- Very satisfied: 10
- Satisfied: 35
- Neutral: 26
- Dissatisfied: 16
- Very dissatisfied: 12

Merafong
- Very satisfied: 9
- Satisfied: 25
- Neutral: 32
- Dissatisfied: 19
- Very dissatisfied: 15

Mogale City
- Very satisfied: 6
- Satisfied: 37
- Neutral: 31
- Dissatisfied: 19
- Very dissatisfied: 8

Rand West
- Very satisfied: 3
- Satisfied: 34
- Neutral: 26
- Dissatisfied: 21
- Very dissatisfied: 15

GAUTENG
- Very satisfied: 11
- Satisfied: 35
- Neutral: 25
- Dissatisfied: 19
- Very dissatisfied: 10

Legend:
- Very satisfied
- Satisfied
- Neutral
- Dissatisfied
- Very dissatisfied
Satisfaction with services
Billing for municipal services (2017/18)

Ekurhuleni: 4 Very satisfied, 46 Satisfied, 19 Neutral, 18 Dissatisfied, 13 Very dissatisfied
Johannesburg: 4 Very satisfied, 39 Satisfied, 26 Neutral, 20 Dissatisfied, 11 Very dissatisfied
Tshwane: 4 Very satisfied, 32 Satisfied, 21 Neutral, 21 Dissatisfied, 22 Very dissatisfied
Emfuleni: 1 Very satisfied, 30 Satisfied, 24 Neutral, 22 Dissatisfied, 22 Very dissatisfied
Lesedi: 4 Very satisfied, 42 Satisfied, 15 Neutral, 16 Dissatisfied, 23 Very dissatisfied
Midvaal: 4 Very satisfied, 62 Satisfied, 17 Neutral, 13 Dissatisfied, 4 Very dissatisfied
Merafong: 2 Very satisfied, 33 Satisfied, 28 Neutral, 24 Dissatisfied, 13 Very dissatisfied
Mogale City: 3 Very satisfied, 36 Satisfied, 19 Neutral, 30 Dissatisfied, 12 Very dissatisfied
Rand West: 2 Very satisfied, 35 Satisfied, 17 Neutral, 28 Dissatisfied, 19 Very dissatisfied
GAUTENG: 4 Very satisfied, 39 Satisfied, 22 Neutral, 21 Dissatisfied, 15 Very dissatisfied
Satisfaction with services
Roads (2015/16 for reference)

Ekurhuleni
- Very satisfied: 22
- Satisfied: 38
- Neutral: 9
- Dissatisfied: 16
- Very dissatisfied: 16

Johannesburg
- Very satisfied: 18
- Satisfied: 41
- Neutral: 11
- Dissatisfied: 16
- Very dissatisfied: 14

Tshwane
- Very satisfied: 19
- Satisfied: 39
- Neutral: 7
- Dissatisfied: 13
- Very dissatisfied: 22

Emfuleni
- Very satisfied: 6
- Satisfied: 16
- Neutral: 12
- Dissatisfied: 26
- Very dissatisfied: 40

Lesedi
- Very satisfied: 15
- Satisfied: 39
- Neutral: 17
- Dissatisfied: 14
- Very dissatisfied: 15

Midvaal
- Very satisfied: 19
- Satisfied: 33
- Neutral: 9
- Dissatisfied: 10
- Very dissatisfied: 28

Merafong
- Very satisfied: 12
- Satisfied: 29
- Neutral: 6
- Dissatisfied: 26
- Very dissatisfied: 27

Mogale City
- Very satisfied: 11
- Satisfied: 53
- Neutral: 7
- Dissatisfied: 17
- Very dissatisfied: 12

Rand West
- Very satisfied: 9
- Satisfied: 36
- Neutral: 6
- Dissatisfied: 27
- Very dissatisfied: 23

GAUTENG
- Very satisfied: 18
- Satisfied: 38
- Neutral: 9
- Dissatisfied: 16
- Very dissatisfied: 18

Legend:
- Very satisfied
- Satisfied
- Neutral
- Dissatisfied
- Very dissatisfied
Satisfaction with services
Roads (2017/18)

Ekurhuleni
- Very satisfied: 10
- Satisfied: 46
- Neutral: 4
- Dissatisfied: 24
- Very dissatisfied: 16

Johannesburg
- Very satisfied: 11
- Satisfied: 50
- Neutral: 5
- Dissatisfied: 21
- Very dissatisfied: 12

Tshwane
- Very satisfied: 12
- Satisfied: 42
- Neutral: 6
- Dissatisfied: 21
- Very dissatisfied: 19

Emfuleni
- Very satisfied: 2
- Satisfied: 19
- Neutral: 5
- Dissatisfied: 44
- Very dissatisfied: 30

Lesedi
- Very satisfied: 13
- Satisfied: 42
- Neutral: 4
- Dissatisfied: 27
- Very dissatisfied: 14

Midvaal
- Very satisfied: 9
- Satisfied: 51
- Neutral: 4
- Dissatisfied: 21
- Very dissatisfied: 15

Merafong
- Very satisfied: 4
- Satisfied: 40
- Neutral: 5
- Dissatisfied: 33
- Very dissatisfied: 17

Mogale City
- Very satisfied: 11
- Satisfied: 53
- Neutral: 7
- Dissatisfied: 18
- Very dissatisfied: 10

Rand West
- Very satisfied: 5
- Satisfied: 44
- Neutral: 8
- Dissatisfied: 28
- Very dissatisfied: 15

GAUTENG
- Very satisfied: 10
- Satisfied: 45
- Neutral: 5
- Dissatisfied: 23
- Very dissatisfied: 16

Legend:
- Very satisfied
- Satisfied
- Neutral
- Dissatisfied
- Very dissatisfied
Satisfaction with services
Emergency services (2017/18)

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Satisfaction with services
Metro/traffic police (2015/16 for reference)

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Satisfaction with services
Metro/traffic police (2017/18)

Ekurhuleni: Very satisfied 6, Satisfied 49, Neutral 20, Dissatisfied 18, Very dissatisfied 7
Johannesburg: Very satisfied 5, Satisfied 44, Neutral 24, Dissatisfied 20, Very dissatisfied 7
Tshwane: Very satisfied 5, Satisfied 42, Neutral 22, Dissatisfied 19, Very dissatisfied 11
Emfuleni: Very satisfied 2, Satisfied 38, Neutral 27, Dissatisfied 24, Very dissatisfied 8
Lesedi: Very satisfied 5, Satisfied 45, Neutral 27, Dissatisfied 17, Very dissatisfied 6
Midvaal: Very satisfied 6, Satisfied 50, Neutral 20, Dissatisfied 18, Very dissatisfied 6
Merafong: Very satisfied 3, Satisfied 40, Neutral 28, Dissatisfied 24, Very dissatisfied 6
Mogale City: Very satisfied 5, Satisfied 41, Neutral 27, Dissatisfied 19, Very dissatisfied 8
Rand West: Very satisfied 2, Satisfied 41, Neutral 28, Dissatisfied 23, Very dissatisfied 6
GAUTENG: Very satisfied 5, Satisfied 44, Neutral 23, Dissatisfied 20, Very dissatisfied 8
Satisfaction with services
Public health care facilities (2015/16 for reference)

Ekurhuleni: 17 Very satisfied, 51 Satisfied, 9 Neutral, 16 Dissatisfied, 7 Very dissatisfied
Johannesburg: 16 Very satisfied, 46 Satisfied, 13 Neutral, 17 Dissatisfied, 7 Very dissatisfied
Tshwane: 14 Very satisfied, 52 Satisfied, 12 Neutral, 15 Dissatisfied, 7 Very dissatisfied
Emfuleni: 13 Very satisfied, 53 Satisfied, 12 Neutral, 18 Dissatisfied, 4 Very dissatisfied
Lesedi: 11 Very satisfied, 53 Satisfied, 15 Neutral, 17 Dissatisfied, 5 Very dissatisfied
Midvaal: 34 Very satisfied, 42 Satisfied, 6 Neutral, 14 Dissatisfied, 4 Very dissatisfied
Merafong: 11 Very satisfied, 63 Satisfied, 10 Neutral, 11 Dissatisfied, 4 Very dissatisfied
Mogale City: 8 Very satisfied, 56 Satisfied, 8 Neutral, 24 Dissatisfied, 4 Very dissatisfied
Rand West: 15 Very satisfied, 59 Satisfied, 6 Neutral, 16 Dissatisfied, 4 Very dissatisfied
GAUTENG: 15 Very satisfied, 50 Satisfied, 11 Neutral, 16 Dissatisfied, 7 Very dissatisfied
### Satisfaction with services

**Public health care facilities (2017/18)**

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<th>Area</th>
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<th>Neutral</th>
<th>Dissatisfied</th>
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<td>22</td>
<td>8</td>
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</tbody>
</table>

*Very satisfied*: Green
*Satisfied*: Yellow
*Neutral*: Orange
*Dissatisfied*: Red
*Very dissatisfied*: Brown

*Areas*: Ekurhuleni, Johannesburg, Tshwane, Emfuleni, Lesedi, Midvaal, Merafong, Mogale City, Rand West, GAUTENG
# Satisfaction with services

Local educational services (2015/16)

<table>
<thead>
<tr>
<th>City</th>
<th>Very Satisfied</th>
<th>Satisfied</th>
<th>Neutral</th>
<th>Dissatisfied</th>
<th>Very Dissatisfied</th>
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Satisfaction with services
Local educational services (2017/18) (Note: 2017/18 introduced ‘there are none’ option, so different basis than 2015/16)

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<tr>
<th>Location</th>
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<th>Neutral</th>
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</table>
Satisfaction with services
Government initiatives to grow economy (2017/18)

Very satisfied: green
Satisfied: light green
Neutral: yellow
Dissatisfied: light orange
Very dissatisfied: orange

Ekurhuleni
- Very satisfied: 2
- Satisfied: 19
- Neutral: 11
- Dissatisfied: 39
- Very dissatisfied: 29

Johannesburg
- Very satisfied: 2
- Satisfied: 18
- Neutral: 17
- Dissatisfied: 37
- Very dissatisfied: 27

Tshwane
- Very satisfied: 2
- Satisfied: 13
- Neutral: 16
- Dissatisfied: 40
- Very dissatisfied: 30

Emfuleni
- Very satisfied: 1
- Satisfied: 15
- Neutral: 15
- Dissatisfied: 43
- Very dissatisfied: 26

Lesedi
- Very satisfied: 2
- Satisfied: 22
- Neutral: 16
- Dissatisfied: 31
- Very dissatisfied: 29

Midvaal
- Very satisfied: 4
- Satisfied: 30
- Neutral: 13
- Dissatisfied: 31
- Very dissatisfied: 22

Merafong
- Very satisfied: 1
- Satisfied: 17
- Neutral: 15
- Dissatisfied: 42
- Very dissatisfied: 25

Mogale City
- Very satisfied: 17
- Satisfied: 16
- Neutral: 16
- Dissatisfied: 36
- Very dissatisfied: 30

Rand West
- Very satisfied: 20
- Satisfied: 15
- Neutral: 15
- Dissatisfied: 38
- Very dissatisfied: 27

GAUTENG
- Very satisfied: 2
- Satisfied: 17
- Neutral: 15
- Dissatisfied: 38
- Very dissatisfied: 28
### Satisfaction with services

Index of 10 services - % satisfied: 2011-18 (dwelling, water, sanitation, energy, waste, roads, safety, health, cost, billing)

<table>
<thead>
<tr>
<th>Region</th>
<th>2011</th>
<th>2013/14</th>
<th>2015/16</th>
<th>2017/18</th>
</tr>
</thead>
<tbody>
<tr>
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<td>56</td>
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<td>Tshwane</td>
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Satisfaction with government
Satisfaction with government


<table>
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<th>Year</th>
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<th>Neutral</th>
<th>Dissatisfied</th>
<th>Very dissatisfied</th>
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<tr>
<td>2015/16</td>
<td>9</td>
<td>30</td>
<td>19</td>
<td>25</td>
<td>17</td>
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<td>2017/18</td>
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<td>35</td>
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<td>12</td>
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</tbody>
</table>

Legend:
- Very satisfied
- Satisfied
- Neutral
- Dissatisfied
- Very dissatisfied
Satisfaction with government


2009: 9% Very satisfied, 41% Satisfied, 21% Neutral, 22% Dissatisfied, 7% Very dissatisfied
2011: 4% Very satisfied, 29% Satisfied, 22% Neutral, 26% Dissatisfied, 18% Very dissatisfied
2013/14: 3% Very satisfied, 37% Satisfied, 13% Neutral, 31% Dissatisfied, 17% Very dissatisfied
2015/16: 7% Very satisfied, 32% Satisfied, 23% Neutral, 23% Dissatisfied, 15% Very dissatisfied
2017/18: 5% Very satisfied, 39% Satisfied, 19% Neutral, 28% Dissatisfied, 9% Very dissatisfied
Satisfaction with government

<table>
<thead>
<tr>
<th>Year</th>
<th>Very satisfied</th>
<th>Satisfied</th>
<th>Neutral</th>
<th>Dissatisfied</th>
<th>Very dissatisfied</th>
</tr>
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<tbody>
<tr>
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<td>2015/16</td>
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<td>28</td>
<td>21</td>
<td>26</td>
<td>19</td>
</tr>
<tr>
<td>2017/18</td>
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<td>33</td>
<td>19</td>
<td>30</td>
<td>14</td>
</tr>
</tbody>
</table>
Satisfaction with government
Satisfaction across spheres in 2017/18

- National government:
  - Very satisfied: 7
  - Satisfied: 35
  - Neutral: 16
  - Dissatisfied: 29
  - Very dissatisfied: 12

- Provincial government:
  - Very satisfied: 5
  - Satisfied: 39
  - Neutral: 19
  - Dissatisfied: 28
  - Very dissatisfied: 9

- Local government:
  - Very satisfied: 4
  - Satisfied: 33
  - Neutral: 19
  - Dissatisfied: 30
  - Very dissatisfied: 14

Legend:
- Very satisfied
- Satisfied
- Neutral
- Dissatisfied
- Very dissatisfied
# Satisfaction with government

Satisfaction with local government: 2015/16 (for reference)

<table>
<thead>
<tr>
<th>Area</th>
<th>Very satisfied</th>
<th>Satisfied</th>
<th>Neutral</th>
<th>Dissatisfied</th>
<th>Very dissatisfied</th>
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</thead>
<tbody>
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<tr>
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<tr>
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<td>24</td>
</tr>
<tr>
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<td>6</td>
<td>28</td>
<td>21</td>
<td>26</td>
<td>19</td>
</tr>
</tbody>
</table>

*Legend*
- Very satisfied
- Satisfied
- Neutral
- Dissatisfied
- Very dissatisfied
Satisfaction with government
Satisfaction with local government: 2017/18

<table>
<thead>
<tr>
<th>Area</th>
<th>Very satisfied</th>
<th>Satisfied</th>
<th>Neutral</th>
<th>Dissatisfied</th>
<th>Very dissatisfied</th>
</tr>
</thead>
<tbody>
<tr>
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<td>15</td>
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<td>14</td>
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<tr>
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<td>34</td>
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<tr>
<td>Tshwane</td>
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<tr>
<td>Mogale City</td>
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<td>12</td>
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<tr>
<td>Rand West</td>
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<tr>
<td>GAUTENG</td>
<td>4</td>
<td>33</td>
<td>19</td>
<td>30</td>
<td>14</td>
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</table>
Satisfaction with government
Satisfaction with government
Satisfaction with government

Satisfaction with government

Emfuleni
Merafong
Lesedi
Mogale City
Midvaal
Rand West
Gauteng
Understanding government dissatisfaction
Understanding government dissatisfaction
Impact of government dissatisfaction. Satisfaction with government and voting

Local government

<table>
<thead>
<tr>
<th>Satisfaction Level</th>
<th>Very satisfied</th>
<th>Satisfied</th>
<th>Neither</th>
<th>Dissatisfied</th>
<th>Very dissatisfied</th>
</tr>
</thead>
<tbody>
<tr>
<td>No: did not vote in 2016 elections</td>
<td>14</td>
<td>17</td>
<td>18</td>
<td>17</td>
<td>20</td>
</tr>
<tr>
<td>Yes: voted in 2016 elections</td>
<td>86</td>
<td>83</td>
<td>82</td>
<td>83</td>
<td>80</td>
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</tbody>
</table>

Provincial government

<table>
<thead>
<tr>
<th>Satisfaction Level</th>
<th>Very satisfied</th>
<th>Satisfied</th>
<th>Neither</th>
<th>Dissatisfied</th>
<th>Very dissatisfied</th>
</tr>
</thead>
<tbody>
<tr>
<td>No: would not vote tomorrow if could</td>
<td>7</td>
<td>7</td>
<td>11</td>
<td>13</td>
<td>15</td>
</tr>
<tr>
<td>Yes: would vote tomorrow if could</td>
<td>93</td>
<td>93</td>
<td>89</td>
<td>87</td>
<td>85</td>
</tr>
</tbody>
</table>

*Excludes those who could not vote, refused to respond or said don't know
In the last year, have there been any protests of any kind in this neighbourhood or community?

Respondents saying "Yes"
Understanding government dissatisfaction

Impacts of dissatisfaction: Satisfaction with LG and participated in protest in last year

- Very satisfied: 93% in 2017/18, 93% in 2015/16
- Satisfied: 94% in 2017/18, 95% in 2015/16
- Neither: 94% in 2017/18, 95% in 2015/16
- Dissatisfied: 89% in 2017/18, 93% in 2015/16
- Very dissatisfied: 86% in 2017/18, 89% in 2015/16

- No: Very satisfied: 7%, Satisfied: 6%, Neither: 6%, Dissatisfied: 11%, Very dissatisfied: 14%
- Yes: Very satisfied: 7%, Satisfied: 5%, Neither: 5%, Dissatisfied: 7%, Very dissatisfied: 11%
Understanding government dissatisfaction
Impacts of dissatisfaction: Satisfaction with national and satisfaction with the way democracy works

If satisfied with national govt:
- Very satisfied: 9
- Satisfied: 56
- Neither: 15
- Dissatisfied: 16
- Very dissatisfied: 4

If dissatisfied with national govt:
- Very satisfied: 2
- Satisfied: 20
- Neither: 13
- Dissatisfied: 46
- Very dissatisfied: 19

Neither:
- Very satisfied: 3
- Satisfied: 27
- Neither: 43
- Dissatisfied: 22
- Very dissatisfied: 6
Understanding government dissatisfaction
How do we think about the issue?

• We tend to think in standardised ways: improved service delivery = satisfaction with service delivery = satisfaction with government = voting for the party in power

• There are many aspects of this that are correct, BUT there are also many factors that might disrupt this logic …

• Respondents might be very satisfied with their service delivery, even though objectively its not the best

• Respondents might be very satisfied with most forms of service delivery, but not satisfied with the government that provides these (communication gaps, concern about issues other than service delivery, post-material expectations)

• Where common sense assumptions might lead one to presume pervasive disapproval, pre-existing socio-economic circumstances might result in relatively high levels of satisfaction with government

• ‘Halo’ factors often have a huge effect on satisfaction with government

• High levels of government satisfaction might not lead respondents to vote for the party in power (socio-political identity issues are key here)

• A (new) affinity with a (new) party in power might sway respondents to higher levels of satisfaction with government, regardless of whether the party has performed
Understanding government dissatisfaction

**Services:** Access to water in dwelling or yard and satisfaction with water services / local government

### Satisfaction with water services

<table>
<thead>
<tr>
<th>Service Type</th>
<th>Very Satisfied</th>
<th>Satisfied</th>
<th>Neither Satisfied nor Dissatisfied</th>
<th>Dissatisfied</th>
<th>Very Dissatisfied</th>
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</thead>
<tbody>
<tr>
<td>Piped water in dwelling or to stand</td>
<td>21</td>
<td>69</td>
<td>5</td>
<td>5</td>
<td>1</td>
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<tr>
<td>Other sources of water</td>
<td>9</td>
<td>38</td>
<td>9</td>
<td>26</td>
<td>18</td>
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</table>

### Satisfaction with local government

<table>
<thead>
<tr>
<th>Service Type</th>
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<th>Satisfied</th>
<th>Neither Satisfied nor Dissatisfied</th>
<th>Dissatisfied</th>
<th>Very Dissatisfied</th>
</tr>
</thead>
<tbody>
<tr>
<td>Piped water in dwelling or to stand</td>
<td>4</td>
<td>35</td>
<td>19</td>
<td>30</td>
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<tr>
<td>Other sources of water</td>
<td>2</td>
<td>17</td>
<td>13</td>
<td>38</td>
<td>29</td>
</tr>
</tbody>
</table>
Understanding government dissatisfaction

**Services:** Average access for, compared to satisfaction with - water, sanitation, waste, energy

<table>
<thead>
<tr>
<th>Area</th>
<th>Average Access</th>
<th>Satisfaction</th>
</tr>
</thead>
<tbody>
<tr>
<td>Ekurhuleni</td>
<td>91%</td>
<td>18% Very satisfied, 64% Satisfied, 5% Neutral, 8% Dissatisfied, 5% Very dissatisfied</td>
</tr>
<tr>
<td>Johannesburg</td>
<td>92%</td>
<td>15% Very satisfied, 66% Satisfied, 6% Neutral, 9% Dissatisfied, 4% Very dissatisfied</td>
</tr>
<tr>
<td>Emfuleni</td>
<td>86%</td>
<td>8% Very satisfied, 51% Satisfied, 13% Neutral, 17% Dissatisfied, 10% Very dissatisfied</td>
</tr>
<tr>
<td>Midvaal</td>
<td>85%</td>
<td>16% Very satisfied, 68% Satisfied, 4% Neutral, 6% Dissatisfied, 6% Very dissatisfied</td>
</tr>
<tr>
<td>GAUTENG</td>
<td>89%</td>
<td>16% Very satisfied, 62% Satisfied, 7% Neutral, 10% Dissatisfied, 6% Very dissatisfied</td>
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</tbody>
</table>
Understanding government dissatisfaction

Services: Satisfaction with water, sanitation, waste, energy and satisfaction with local govt

<table>
<thead>
<tr>
<th>Location</th>
<th>Very satisfied</th>
<th>Satisfied</th>
<th>Neutral</th>
<th>Dissatisfied</th>
<th>Very dissatisfied</th>
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<tr>
<td>Ekurhuleni</td>
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<tr>
<td>Emfuleni</td>
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<td></td>
<td></td>
</tr>
<tr>
<td>Midvaal</td>
<td></td>
<td></td>
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<td></td>
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</tr>
<tr>
<td>Gauteng</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

Ekurhuleni: 43%
Johannesburg: 38%
Emfuleni: 23%
Midvaal: 55%
Gauteng: 37%
Understanding government dissatisfaction

**Socio-economic conditions:** Dwelling type and satisfaction with local government

### House or formal structure on a separate stand
- Very satisfied: 4%
- Satisfied: 34%
- Neither: 19%
- Dissatisfied: 30%
- Very dissatisfied: 13%

### Flat or apartment in a block of flats
- Very satisfied: 5%
- Satisfied: 42%
- Neither: 24%
- Dissatisfied: 23%
- Very dissatisfied: 7%

### Cluster house in a complex
- Very satisfied: 7%
- Satisfied: 52%
- Neither: 20%
- Dissatisfied: 17%
- Very dissatisfied: 4%

### Informal dwelling or shack in backyard
- Very satisfied: 2%
- Satisfied: 24%
- Neither: 15%
- Dissatisfied: 39%
- Very dissatisfied: 19%

### Informal dwelling NOT in backyard. Informal settlement
- Very satisfied: 3%
- Satisfied: 17%
- Neither: 12%
- Dissatisfied: 39%
- Very dissatisfied: 29%

### Hostel
- Very satisfied: 5%
- Satisfied: 19%
- Neither: 23%
- Dissatisfied: 35%
- Very dissatisfied: 18%
Understanding government dissatisfaction

**Socio-economic conditions:** Satisfaction w initiatives to grow economy & satisfaction w prov govt

- **Dissatisfied with government initiatives to grow economy**
  - 4 Very satisfied
  - 33 Satisfied
  - 17 Neither satisfied nor dissatisfied
  - 34 Dissatisfied
  - 12 Very dissatisfied

- **Satisfied with government initiatives to grow economy**
  - 9 Very satisfied
  - 57 Satisfied
  - 15 Neither satisfied nor dissatisfied
  - 16 Dissatisfied
  - 3 Very dissatisfied
Socio-economic conditions: Satisfaction with life as a whole & satisfaction with local government

Understanding government dissatisfaction

<table>
<thead>
<tr>
<th>Satisfied with life as a whole</th>
<th>Very satisfied</th>
<th>Satisfied</th>
<th>Neither</th>
<th>Dissatisfied</th>
<th>Very dissatisfied</th>
</tr>
</thead>
<tbody>
<tr>
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<td>5</td>
<td>39</td>
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<td>26</td>
<td>11</td>
</tr>
<tr>
<td>Neither</td>
<td>3</td>
<td>24</td>
<td>27</td>
<td>32</td>
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<tr>
<td>Dissatisfied with life as a whole</td>
<td>2</td>
<td>21</td>
<td>13</td>
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<td>22</td>
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</tbody>
</table>

Legend:
- Very satisfied
- Satisfied
- Neither
- Dissatisfied
- Very dissatisfied
Understanding government dissatisfaction

Socio-economic conditions: Overall quality of life and satisfaction with local government

- Poor quality of life
- Moderate quality of life
- Good quality of life
- High quality of life

![Bar chart showing satisfaction levels across different quality of life categories.](image-url)
### Understanding government dissatisfaction

**Race: Satisfaction with national government: 2015/16 (Gauteng)**

<table>
<thead>
<tr>
<th>Race</th>
<th>Very satisfied</th>
<th>Satisfied</th>
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<th>Dissatisfied</th>
<th>Very dissatisfied</th>
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<tbody>
<tr>
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<td>27</td>
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<td>28</td>
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<tr>
<td>Indian / Asian</td>
<td>6</td>
<td>33</td>
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<tr>
<td>White</td>
<td>8</td>
<td>26</td>
<td>25</td>
<td>22</td>
<td>18</td>
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</tbody>
</table>

- **Very satisfied**
- **Satisfied**
- **Neither**
- **Dissatisfied**
- **Very dissatisfied**
Understanding government dissatisfaction

Race: Satisfaction with national government: 2017/18 (Gauteng)

<table>
<thead>
<tr>
<th>Race</th>
<th>Very satisfied</th>
<th>Satisfied</th>
<th>Neither</th>
<th>Dissatisfied</th>
<th>Very dissatisfied</th>
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</thead>
<tbody>
<tr>
<td>African</td>
<td>8</td>
<td>34</td>
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</tr>
<tr>
<td>Coloured</td>
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<td>31</td>
<td>20</td>
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<td>11</td>
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<tr>
<td>Indian / Asian</td>
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<td>39</td>
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<tr>
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<td>23</td>
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</table>
Understanding government dissatisfaction

Race: Satisfaction with provincial government: 2015/16 (Gauteng)

<table>
<thead>
<tr>
<th>Race</th>
<th>Very satisfied</th>
<th>Satisfied</th>
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<th>Dissatisfied</th>
<th>Very dissatisfied</th>
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<tbody>
<tr>
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<td>33</td>
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<tr>
<td>Coloured</td>
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<td>26</td>
<td>15</td>
</tr>
<tr>
<td>Indian / Asian</td>
<td>6</td>
<td>32</td>
<td>33</td>
<td>16</td>
<td>12</td>
</tr>
<tr>
<td>White</td>
<td>8</td>
<td>30</td>
<td>29</td>
<td>19</td>
<td>14</td>
</tr>
</tbody>
</table>

Bar chart showing the distribution of satisfaction levels by race for the provincial government in 2015/16 in Gauteng.
Understanding government dissatisfaction

Race: Satisfaction with provincial government: 2017/18 (Gauteng)

- African
  - Very satisfied: 4%
  - Satisfied: 38%
  - Neither: 18%
  - Dissatisfied: 30%
  - Very dissatisfied: 10%

- Coloured
  - Very satisfied: 4%
  - Satisfied: 36%
  - Neither: 23%
  - Dissatisfied: 29%
  - Very dissatisfied: 8%

- Indian / Asian
  - Very satisfied: 6%
  - Satisfied: 43%
  - Neither: 26%
  - Dissatisfied: 19%
  - Very dissatisfied: 7%

- White
  - Very satisfied: 5%
  - Satisfied: 48%
  - Neither: 22%
  - Dissatisfied: 19%
  - Very dissatisfied: 6%
Understanding government dissatisfaction

Race: Satisfaction with local government: 2015/16 (Gauteng)

<table>
<thead>
<tr>
<th>Race</th>
<th>Very satisfied</th>
<th>Satisfied</th>
<th>Neither</th>
<th>Dissatisfied</th>
<th>Very dissatisfied</th>
</tr>
</thead>
<tbody>
<tr>
<td>African</td>
<td>6</td>
<td>27</td>
<td>19</td>
<td>28</td>
<td>21</td>
</tr>
<tr>
<td>Coloured</td>
<td>7</td>
<td>28</td>
<td>22</td>
<td>26</td>
<td>16</td>
</tr>
<tr>
<td>Indian / Asian</td>
<td>6</td>
<td>30</td>
<td>34</td>
<td>17</td>
<td>13</td>
</tr>
<tr>
<td>White</td>
<td>9</td>
<td>34</td>
<td>27</td>
<td>18</td>
<td>12</td>
</tr>
</tbody>
</table>
Understanding government dissatisfaction

Race: Satisfaction with local government: 2017/18 (Gauteng)

- **African**
  - Very satisfied: 4
  - Satisfied: 30
  - Neither: 18
  - Dissatisfied: 33
  - Very dissatisfied: 15

- **Coloured**
  - Very satisfied: 3
  - Satisfied: 31
  - Neither: 22
  - Dissatisfied: 30
  - Very dissatisfied: 13

- **Indian / Asian**
  - Very satisfied: 7
  - Satisfied: 44
  - Neither: 26
  - Dissatisfied: 18
  - Very dissatisfied: 6

- **White**
  - Very satisfied: 6
  - Satisfied: 49
  - Neither: 21
  - Dissatisfied: 17
  - Very dissatisfied: 6
Understanding government dissatisfaction

Race: Satisfaction with local government: 2015/16

### Ekurhuleni

- **African**:
  - Very satisfied: 7%
  - Satisfied: 30%
  - Neither: 17%
  - Dissatisfied: 27%
  - Very dissatisfied: 19%

- **Coloured**:
  - Very satisfied: 9%
  - Satisfied: 30%
  - Neither: 16%
  - Dissatisfied: 37%
  - Very dissatisfied: 8%

- **Indian / Asian**:
  - Very satisfied: 5%
  - Satisfied: 45%
  - Neither: 28%
  - Dissatisfied: 15%
  - Very dissatisfied: 7%

- **White**:
  - Very satisfied: 10%
  - Satisfied: 49%
  - Neither: 16%
  - Dissatisfied: 16%
  - Very dissatisfied: 9%

### Johannesburg

- **African**:
  - Very satisfied: 7%
  - Satisfied: 27%
  - Neither: 20%
  - Dissatisfied: 27%
  - Very dissatisfied: 19%

- **Coloured**:
  - Very satisfied: 8%
  - Satisfied: 26%
  - Neither: 26%
  - Dissatisfied: 22%
  - Very dissatisfied: 18%

- **Indian / Asian**:
  - Very satisfied: 8%
  - Satisfied: 23%
  - Neither: 37%
  - Dissatisfied: 18%
  - Very dissatisfied: 15%

- **White**:
  - Very satisfied: 12%
  - Satisfied: 30%
  - Neither: 32%
  - Dissatisfied: 16%
  - Very dissatisfied: 10%
Understanding government dissatisfaction

Race: Satisfaction with local government: 2017/18

**Ekurhuleni**

- **African**
  - Very satisfied: 4%
  - Satisfied: 36%
  - Neither: 14%
  - Dissatisfied: 31%
  - Very dissatisfied: 16%

- **Coloured**
  - Very satisfied: 4%
  - Satisfied: 36%
  - Neither: 16%
  - Dissatisfied: 26%
  - Very dissatisfied: 18%

- **Indian / Asian**
  - Very satisfied: 9%
  - Satisfied: 53%
  - Neither: 25%
  - Dissatisfied: 9%
  - Very dissatisfied: 3%

- **White**
  - Very satisfied: 3%
  - Satisfied: 53%
  - Neither: 18%
  - Dissatisfied: 18%
  - Very dissatisfied: 7%

**Johannesburg**

- **African**
  - Very satisfied: 4%
  - Satisfied: 31%
  - Neither: 20%
  - Dissatisfied: 33%
  - Very dissatisfied: 12%

- **Coloured**
  - Very satisfied: 4%
  - Satisfied: 30%
  - Neither: 22%
  - Dissatisfied: 33%
  - Very dissatisfied: 11%

- **Indian / Asian**
  - Very satisfied: 5%
  - Satisfied: 39%
  - Neither: 31%
  - Dissatisfied: 17%
  - Very dissatisfied: 7%

- **White**
  - Very satisfied: 8%
  - Satisfied: 47%
  - Neither: 25%
  - Dissatisfied: 15%
  - Very dissatisfied: 5%
Understanding government dissatisfaction

Halo factors: Perception of frontline services & satisfaction with local government (Ekurhuleni)

I was treated with respect and dignity - NO

<table>
<thead>
<tr>
<th></th>
<th>Very satisfied</th>
<th>Satisfied</th>
<th>Neither</th>
<th>Dissatisfied</th>
<th>Very dissatisfied</th>
</tr>
</thead>
<tbody>
<tr>
<td>Total</td>
<td>4</td>
<td>21</td>
<td>11</td>
<td>38</td>
<td>26</td>
</tr>
</tbody>
</table>

I was treated with respect and dignity - YES

<table>
<thead>
<tr>
<th></th>
<th>Very satisfied</th>
<th>Satisfied</th>
<th>Neither</th>
<th>Dissatisfied</th>
<th>Very dissatisfied</th>
</tr>
</thead>
<tbody>
<tr>
<td>Total</td>
<td>5</td>
<td>42</td>
<td>14</td>
<td>25</td>
<td>14</td>
</tr>
</tbody>
</table>

Bar chart showing the percentage of respondents who felt they were treated with respect and dignity, categorized by satisfaction levels.
Understanding government dissatisfaction

Halo factors: Perception of frontline services & satisfaction with local government (Johannesburg)

They were able to help my needs - NO

<table>
<thead>
<tr>
<th>Percentage</th>
<th>Very satisfied</th>
<th>Satisfied</th>
<th>Neither</th>
<th>Dissatisfied</th>
<th>Very dissatisfied</th>
</tr>
</thead>
<tbody>
<tr>
<td>2%</td>
<td>19</td>
<td>17</td>
<td>40</td>
<td>22</td>
<td></td>
</tr>
</tbody>
</table>

They were able to help my needs - YES

<table>
<thead>
<tr>
<th>Percentage</th>
<th>Very satisfied</th>
<th>Satisfied</th>
<th>Neither</th>
<th>Dissatisfied</th>
<th>Very dissatisfied</th>
</tr>
</thead>
<tbody>
<tr>
<td>4%</td>
<td>35</td>
<td>20</td>
<td>31</td>
<td>10</td>
<td></td>
</tr>
</tbody>
</table>
Understanding government dissatisfaction

Halo factors: Satisfaction with local councilor and satisfaction with local government

- Satisfied with councilor
  - Very satisfied: 10
  - Satisfied: 71
  - Neither: 8
  - Dissatisfied: 9
  - Very dissatisfied: 3

- Neither
  - Very satisfied: 2
  - Satisfied: 62
  - Neither: 10
  - Dissatisfied: 2

- Dissatisfied with councilor
  - Very satisfied: 11
  - Satisfied: 56
  - Neither: 23

- Don't know councillor
  - Very satisfied: 4
  - Satisfied: 32
  - Neither: 21
  - Dissatisfied: 27
  - Very dissatisfied: 16
Understanding government dissatisfaction

**Halo factors**: The municipality fulfils its promises to people

<table>
<thead>
<tr>
<th>Municipality</th>
<th>Strongly agree</th>
<th>Agree</th>
<th>Neutral</th>
<th>Disagree</th>
<th>Strongly disagree</th>
</tr>
</thead>
<tbody>
<tr>
<td>Ekurhuleni</td>
<td>2</td>
<td>27</td>
<td>22</td>
<td>36</td>
<td>12</td>
</tr>
<tr>
<td>Johannesburg</td>
<td>3</td>
<td>25</td>
<td>29</td>
<td>36</td>
<td>8</td>
</tr>
<tr>
<td>Tshwane</td>
<td>2</td>
<td>21</td>
<td>26</td>
<td>37</td>
<td>14</td>
</tr>
<tr>
<td>Emfuleni</td>
<td>1</td>
<td>14</td>
<td>19</td>
<td>50</td>
<td>15</td>
</tr>
<tr>
<td>Lesedi</td>
<td>2</td>
<td>28</td>
<td>22</td>
<td>38</td>
<td>10</td>
</tr>
<tr>
<td>Midvaal</td>
<td>3</td>
<td>42</td>
<td>19</td>
<td>28</td>
<td>7</td>
</tr>
<tr>
<td>Merafong</td>
<td>1</td>
<td>20</td>
<td>34</td>
<td>38</td>
<td>7</td>
</tr>
<tr>
<td>Mogale City</td>
<td>2</td>
<td>25</td>
<td>31</td>
<td>34</td>
<td>8</td>
</tr>
<tr>
<td>Rand West</td>
<td>1</td>
<td>23</td>
<td>26</td>
<td>42</td>
<td>7</td>
</tr>
<tr>
<td>GAUTENG</td>
<td>2</td>
<td>24</td>
<td>26</td>
<td>37</td>
<td>11</td>
</tr>
</tbody>
</table>

0% 10% 20% 30% 40% 50% 60% 70% 80% 90% 100%
Halo factors: The municipality fulfills its promises and satisfaction with local government

Understanding government dissatisfaction

<table>
<thead>
<tr>
<th>Agree</th>
<th>Disagree</th>
</tr>
</thead>
<tbody>
<tr>
<td>10</td>
<td>2</td>
</tr>
<tr>
<td>63</td>
<td>17</td>
</tr>
<tr>
<td>11</td>
<td>12</td>
</tr>
<tr>
<td>12</td>
<td>24</td>
</tr>
<tr>
<td>3</td>
<td>6</td>
</tr>
</tbody>
</table>

Very satisfied: 10%
Satisfied: 63%
Neither: 11%
Dissatisfied: 12%
Very dissatisfied: 3%

Very satisfied: 0%
Satisfied: 20%
Neither: 40%
Dissatisfied: 60%
Very dissatisfied: 100%
Understanding government dissatisfaction

**Socio-political attitudes:** I will never pay e-tolls

<table>
<thead>
<tr>
<th>Year</th>
<th>Strongly disagree</th>
<th>Disagree</th>
<th>Neither</th>
<th>Agree</th>
<th>Strongly agree</th>
</tr>
</thead>
<tbody>
<tr>
<td>2015/16</td>
<td>13</td>
<td>27</td>
<td>25</td>
<td>23</td>
<td>12</td>
</tr>
<tr>
<td>2017/18</td>
<td>14</td>
<td>37</td>
<td>14</td>
<td>27</td>
<td>9</td>
</tr>
</tbody>
</table>

*Excludes those who say ‘Not applicable/don’t use freeways’
Understanding government dissatisfaction

**Socio-political attitudes:** I will never pay e-tolls & satisfaction with provincial govt

<table>
<thead>
<tr>
<th></th>
<th>Agree (will never pay)</th>
<th>Neither</th>
<th>Disagree (will pay)</th>
<th>Not applicable/don't use freeways</th>
</tr>
</thead>
<tbody>
<tr>
<td>Number of responses</td>
<td>5</td>
<td>3</td>
<td>5</td>
<td>5</td>
</tr>
<tr>
<td>% Very satisfied</td>
<td>5</td>
<td>3</td>
<td>5</td>
<td>5</td>
</tr>
<tr>
<td>Satisfied</td>
<td>38</td>
<td>37</td>
<td>45</td>
<td>35</td>
</tr>
<tr>
<td>Neither</td>
<td>16</td>
<td>28</td>
<td>17</td>
<td>20</td>
</tr>
<tr>
<td>Dissatisfied</td>
<td>31</td>
<td>24</td>
<td>26</td>
<td>29</td>
</tr>
<tr>
<td>Very dissatisfied</td>
<td>9</td>
<td>8</td>
<td>7</td>
<td>11</td>
</tr>
</tbody>
</table>
Understanding government dissatisfaction

**Political events:** Satisfaction with public health services & satisfaction with provincial government

### 2015/16

- **Dissatisfied with public health facilities:**
  - 3%
  - 17%
  - 4%
  - 12%

- **Satisfied with public health facilities:**
  - 9%
  - 15%
  - 34%
  - 57%

### 2017/18

- **Dissatisfied with public health facilities:**
  - 3%
  - 13%
  - 25%
  - 16%

- **Satisfied with public health facilities:**
  - 5%
  - 17%
  - 26%
  - 45%

Legend:
- Very satisfied
- Satisfied
- Neither satisfied nor dissatisfied
- Dissatisfied
- Very dissatisfied
Understanding government dissatisfaction

**Political events:** Satisfaction provincial govt: Zuma vs Ramaphosa period (Africans only)

![Bar chart showing satisfaction levels](chart.png)

- **Zuma as president:**
  - Very satisfied: 4
  - Satisfied: 36
  - Neither: 16
  - Dissatisfied: 33
  - Very dissatisfied: 11

- **Ramaphosa as president:**
  - Very satisfied: 5
  - Satisfied: 39
  - Neither: 18
  - Dissatisfied: 29
  - Very dissatisfied: 9

Legend:
- Very satisfied
- Satisfied
- Neither
- Dissatisfied
- Very dissatisfied
Quality of Life index
Quality of Life index
How satisfied are you with life as a whole: 2009-2017/18

<table>
<thead>
<tr>
<th>Year</th>
<th>Very satisfied</th>
<th>Satisfied</th>
<th>Neither</th>
<th>Dissatisfied</th>
<th>Very dissatisfied</th>
</tr>
</thead>
<tbody>
<tr>
<td>2009</td>
<td>16</td>
<td>30</td>
<td>20</td>
<td>24</td>
<td>10</td>
</tr>
<tr>
<td>2011</td>
<td>14</td>
<td>50</td>
<td>15</td>
<td>15</td>
<td>6</td>
</tr>
<tr>
<td>2013/14</td>
<td>8</td>
<td>62</td>
<td>10</td>
<td>16</td>
<td>4</td>
</tr>
<tr>
<td>2015/16</td>
<td>20</td>
<td>48</td>
<td>15</td>
<td>12</td>
<td>5</td>
</tr>
<tr>
<td>2017/18</td>
<td>11</td>
<td>57</td>
<td>13</td>
<td>16</td>
<td>3</td>
</tr>
</tbody>
</table>

Legend:
- Very satisfied
- Satisfied
- Neither
- Dissatisfied
- Very dissatisfied
Quality of Life index
The QoL index – 58 variables

10 DIMENSIONS
(EACH SCORED OUT OF 1)

1. GLOBAL LIFE SATISFACTION
2. FAMILY
3. COMMUNITY
4. HEALTH
5. DWELLING
6. INFRASTRUCTURE
7. CONNECTIVITY
8. WORK
9. SECURITY
10. SOCIO-POLITICAL
Quality of Life index
Quality of Life index
Dimension means (Gauteng)

- Global life satisfaction: .48
- Family: .73
- Community: .67
- Health: .73
- Dwelling: .75
- Infrastructure: .77
- Connectivity: .63
- Work: .46
- Security: .56
- Socio-political attitudes: .51
Quality of Life index

Quality of Life index


2017/18 Gauteng mean = 6.30
Quality of Life index
Means by municipality (out of 10)

Gauteng mean = 6.30
Marginalisation index
Marginalisation index

Marginalisation index
Means by municipality (out of 10)

- Emfuleni: 2.52
- Rand West: 2.46
- Merafong: 2.43
- Ekurhuleni: 2.33
- Tshwane: 2.32
- Mogale City: 2.28
- Johannesburg: 2.27
- Lesedi: 2.10
- Midvaal: 2.01

Gauteng mean = 2.31
Marginalisation index

<table>
<thead>
<tr>
<th>Year</th>
<th>Fine</th>
<th>OK</th>
<th>At risk</th>
<th>Marginalised</th>
</tr>
</thead>
<tbody>
<tr>
<td>2009</td>
<td>18</td>
<td>67</td>
<td>9</td>
<td>6</td>
</tr>
<tr>
<td>2011</td>
<td>19</td>
<td>70</td>
<td>7</td>
<td>4</td>
</tr>
<tr>
<td>2013/14</td>
<td>13</td>
<td>76</td>
<td>7</td>
<td>4</td>
</tr>
<tr>
<td>2015/16</td>
<td>10</td>
<td>77</td>
<td>8</td>
<td>5</td>
</tr>
<tr>
<td>2017/18</td>
<td>17</td>
<td>70</td>
<td>8</td>
<td>5</td>
</tr>
</tbody>
</table>
Overall conclusions

In summary ...

• Overall service access measures relatively stable (in spite of population growth), albeit with some slight reductions in some quarters

• However there is a notable decline in access to weekly refuse collection, across most municipalities, but with a dramatic deterioration in Emfuleni

• Overall service satisfaction, measured on an index of 10 items, is slowly declining, but not everywhere. Satisfaction with services seems to follow a fairly standard pattern:
  1. Lesedi and Midvaal highest
  2. Ekurhuleni highest amongst the metros
  3. Then Johannesburg, although some more positive improvements on some services, notably roads and energy
  4. Then Tshwane, with worsening results
  5. Declines in Emfuleni on almost all measures

• Satisfaction with local government follows a similar pattern

• Satisfaction with provincial government has increased noticeably, and this sphere now has the highest proportion of respondents satisfied with it. This is in spite of things like the Life Esidimeni tragedy, which has impacted on satisfaction with public health
Overall conclusions

In summary ...

- Various factors account for satisfaction / dissatisfaction with government

- Service levels do make a difference, but the causal link is not a straightforward one

- Race, and political sentiments that go with that, are important. For example, in Johannesburg a clear trend is a big increase in local government satisfaction amongst white respondents. Not so in Ekurhuleni

- Correlating satisfaction with a number of variables we see that satisfaction with government is higher in relation to things that are within it’s control – front-line customer relations, empowered councilors, etc.

- Socio-political attitudes and political events have a variable impact on government satisfaction

- Overall Quality of Life index up from 6.20 to 6.30, but there are continued grounds for concern, especially in relation to lower quality of life scores for Africans versus whites