

# QoL V (2017/18) survey: Preliminary results

Results Launch

13 November 2018, Revised 20 June 2019

Gauteng City-Region Observatory (GCRO)

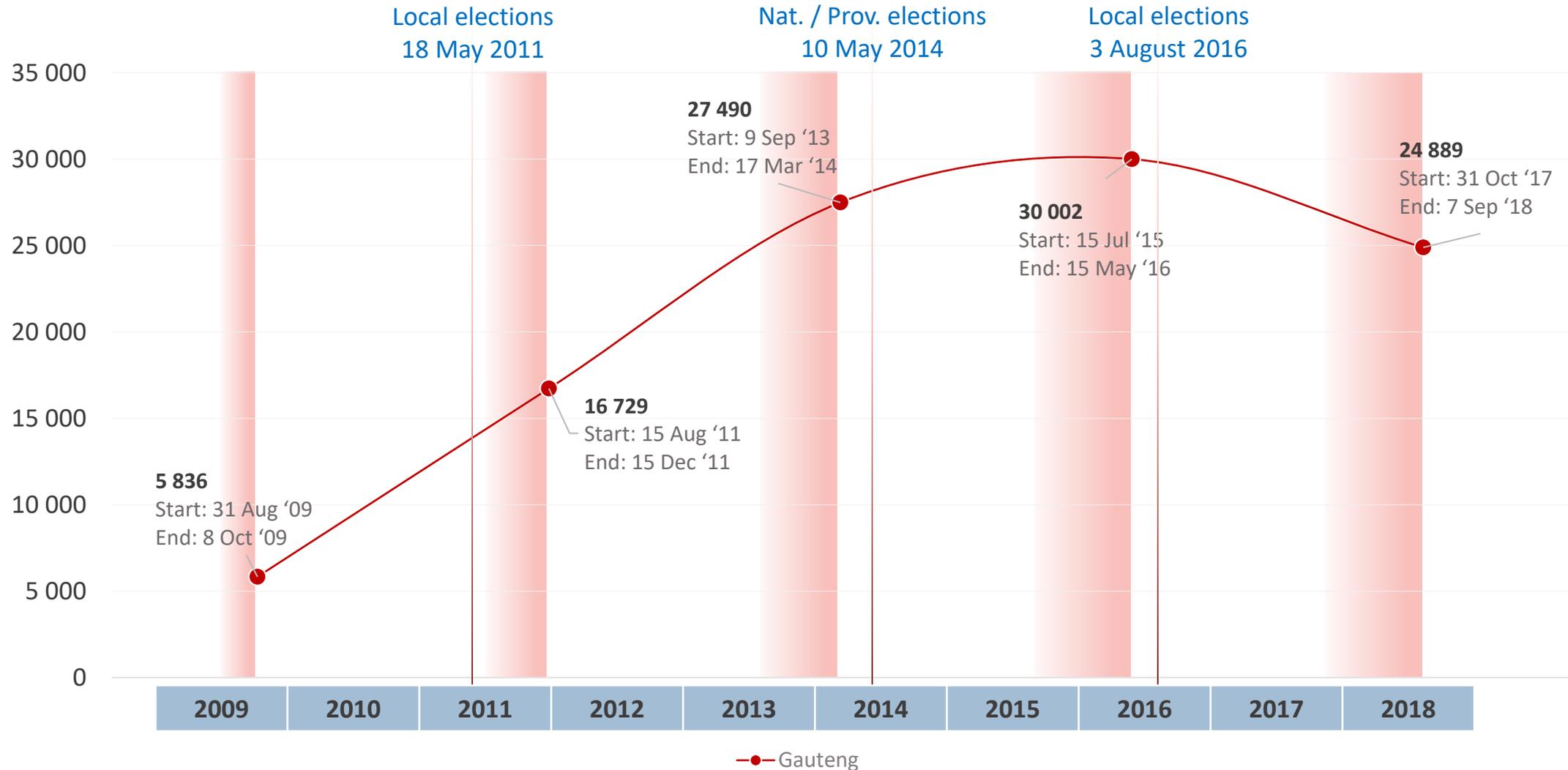


# Overview of QoL V (2017/18)



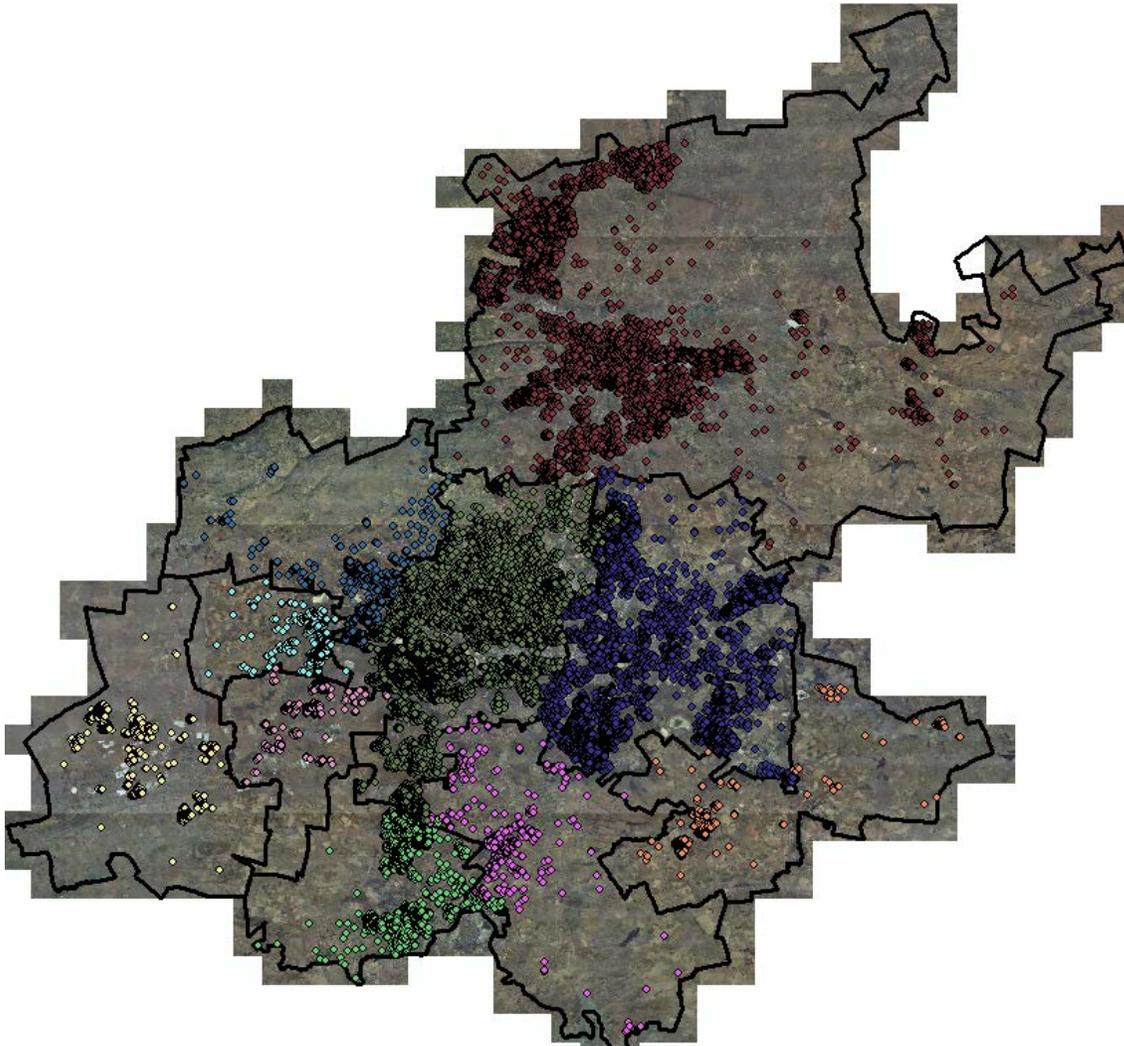
# Overview of QoL V (2017/18)

The evolution of the QoL survey



# 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

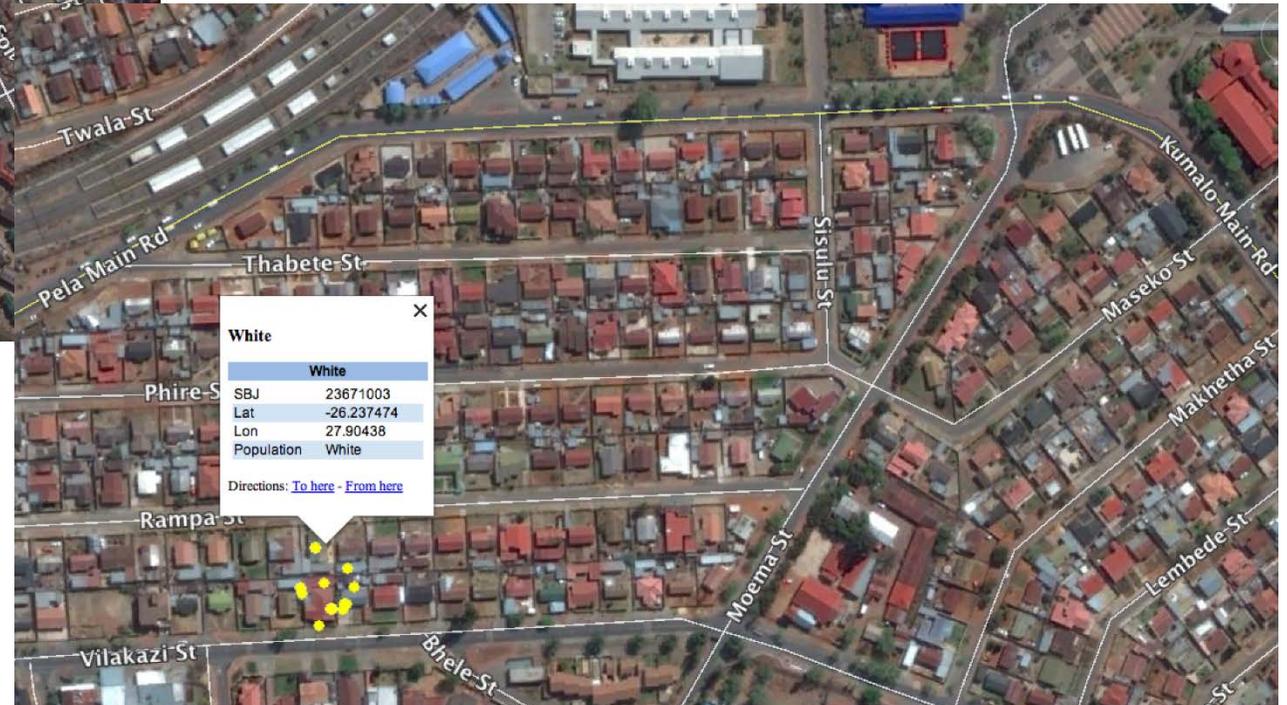


# Overview of QoL V (2017/18)

The evolution of the QoL survey – quality issues: QoL IV (2015/16)



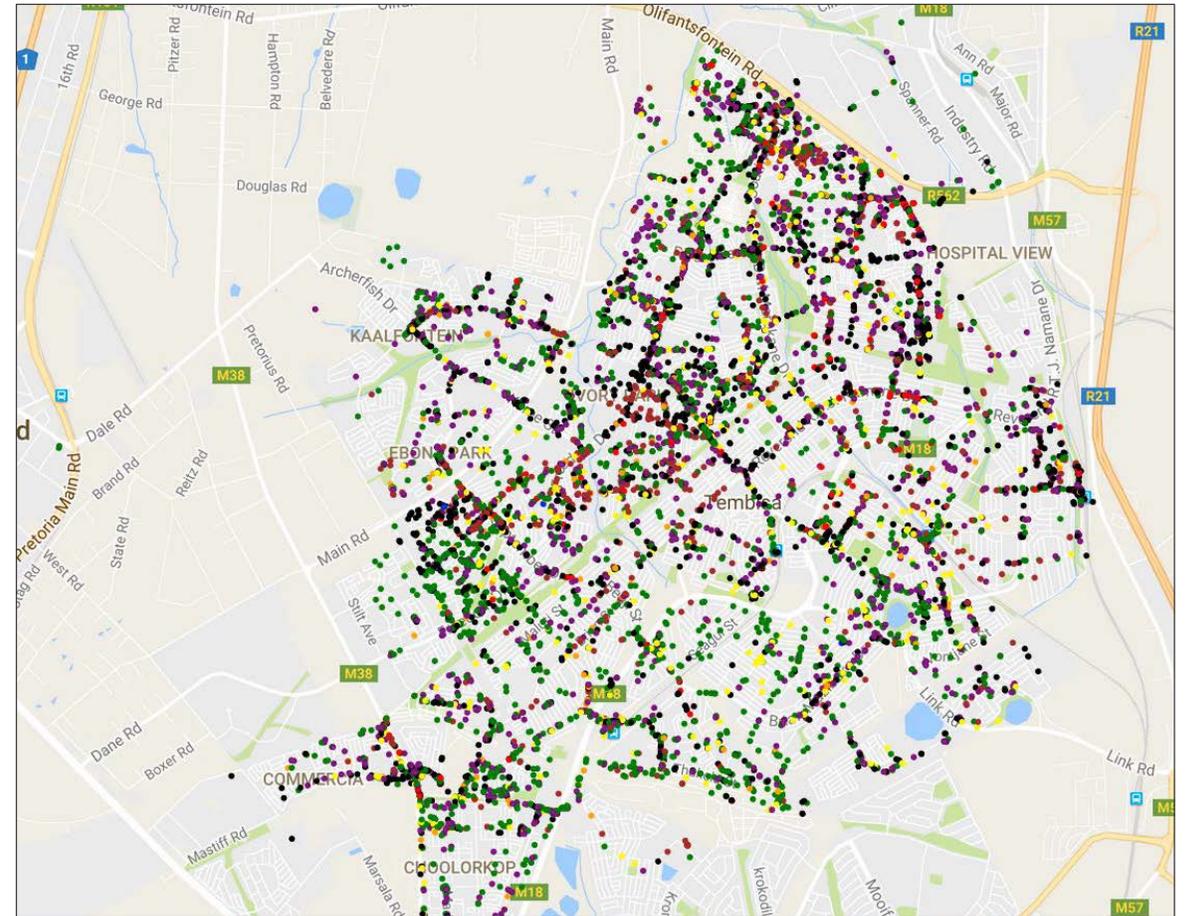
- In QoL IV, GIS checks at the end of fieldwork revealed fraudulent interviews – actually conducted in malls, taxi ranks and fast-food outlets – assigned to sample points
- Made up interviews for white respondents, etc
- Over 5 000 interviews had to be redone



# 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

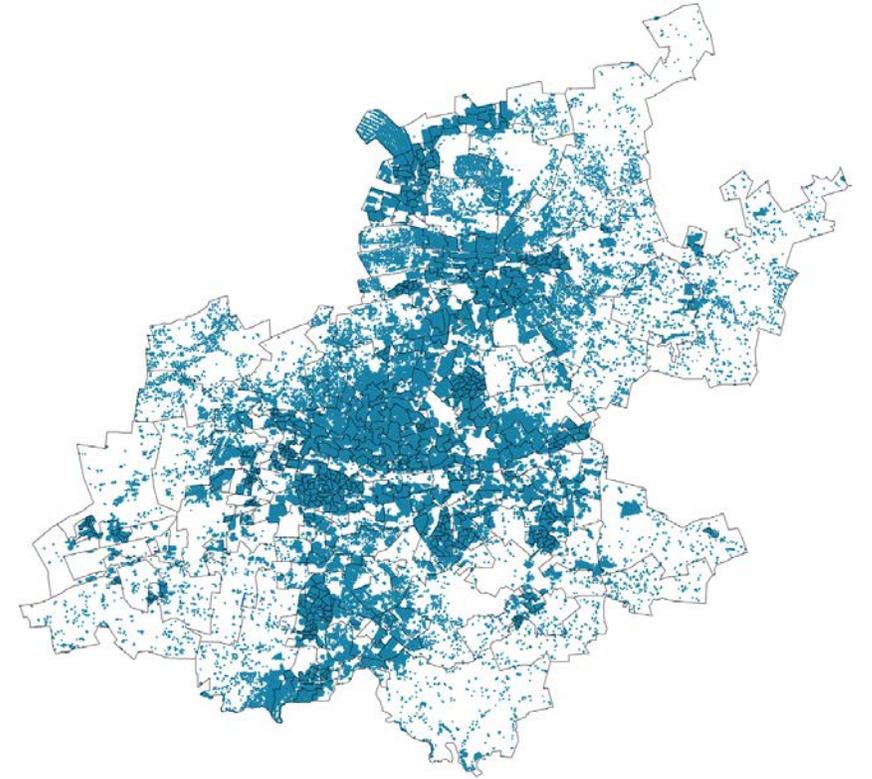


# Overview of QoL V (2017/18)

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

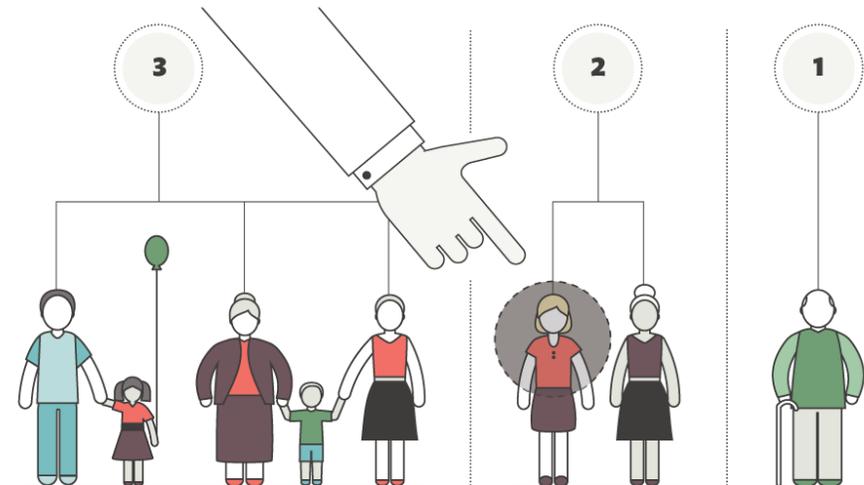
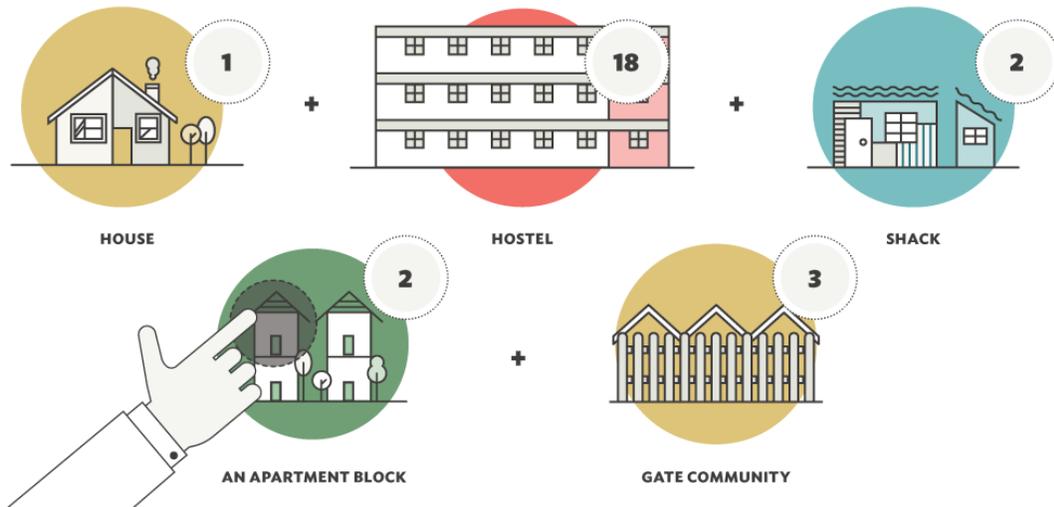


# Overview of QoL V (2017/18)

A system of in-process quality control – respondent selection

## 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.

- Home
- Mentor View
- Charts
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## Site ID SID#15106 - For target ID TID#3343812, GTI ID GID#1103546

- Approved



| Name              | Created By         | Level | Status | Actions |
|-------------------|--------------------|-------|--------|---------|
| Survey 43 Missing | Jonathan Claassens | High  | open   |         |
| Survey 68 Missing | Jonathan Claassens | High  | open   |         |

| Survey Responses by Interaction               |   |              |                     |                     |                           |            |
|---|---|--------------|---------------------|---------------------|---------------------------|------------|
| Interaction                                   | Survey Name                                   | Submitted By | Date Submitted      | Date Updated        | Appointment Date and Time | Duration   |
| <input checked="" type="checkbox"/> II#496222 |   |              |                     |                     |                           |            |
|   | <a href="#">Return to do QoL</a>              | Tlaleng      | 2018-02-16 20:28:58 | 2018-02-18 03:05:42 |                           | 2m 1.926s  |
|   | <a href="#">Consent</a>                       | Tlaleng      | 2018-02-17 18:02:54 | 2018-02-18 03:05:42 |                           | 2m 8.511s  |
|   | <a href="#">Fieldworker observation</a>       | Tlaleng      | 2018-02-17 18:01:40 | 2018-02-18 03:05:42 |                           | 46.362s    |
|   | <a href="#">1. Dwelling &amp; services I</a>  | Tlaleng      | 2018-02-17 18:01:42 | 2018-02-18 03:05:42 |                           | 4m 12.352s |
|   | <a href="#">1. Dwelling &amp; services II</a> | Tlaleng      | 2018-02-17 18:01:45 | 2018-02-18 03:05:42 |                           | 19.532s    |
|   | <a href="#">1. Dwelling &amp; services IV</a> | Tlaleng      | 2018-02-17 18:01:47 | 2018-02-18 03:05:42 |                           | 2m 17.403s |
|   | <a href="#">2. Satisfaction with services</a> | Tlaleng      | 2018-02-17 18:01:50 | 2018-02-18 03:05:42 |                           | 2m 20.724s |
|   | <a href="#">3. Migration</a>                  | Tlaleng      | 2018-02-17 18:01:53 | 2018-02-18 03:05:42 |                           | 46.051s    |

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## Site ID SID#29042 - For target ID TID#1043303, GTI ID GID#2059055

**- Disapproved**



| Name                    | Created By         | Level | Status | Actions |
|-------------------------|--------------------|-------|--------|---------|
| Location Distance Error | Jonathan Claassens | High  | open   |         |
| Permission Not Granted  | Jonathan Claassens | Low   | closed |         |

| Survey Responses by Interaction               |                           |              |                     |                     |                           |             |
|---|---------------------------|--------------|---------------------|---------------------|---------------------------|-------------|
| Interaction                                   | Survey Name               | Submitted By | Date Submitted      | Date Updated        | Appointment Date and Time | Duration    |
| <input checked="" type="checkbox"/> II#307796 |                           |              |                     |                     |                           |             |
|   | GCRO QoL                  | Adam         | 2017-12-10 15:12:08 | 2018-02-18 01:15:19 |                           | 1m 33.695s  |
|   | Adults at dwelling unit   | Adam         | 2017-12-10 15:12:10 | 2018-02-18 01:15:19 |                           | 1m 6.416s   |
|   | Scheduling with           | Adam         | 2017-12-10 15:12:12 | 2018-02-18 01:15:19 |                           | 4.349s      |
|   | Consent                   | Adam         | 2017-12-10 15:13:24 | 2018-02-18 01:15:20 |                           | 33.874s     |
|   | Fieldworker observation   | Adam         | 2017-12-10 15:12:15 | 2018-02-18 01:15:19 |                           | 20.532s     |
|   | 1. Dwelling & services I  | Adam         | 2017-12-10 15:12:18 | 2018-02-18 01:15:19 |                           | 3m 32.096s  |
|   | 1. Dwelling & services II | Adam         | 2017-12-10 15:12:20 | 2018-02-18 01:15:19 |                           | 48.522s     |
|   | 1. Dwelling & services IV | Adam         | 2017-12-10 15:12:22 | 2018-02-18 01:15:19 |                           | 10m 30.145s |

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## Site ID SID#58489 - For target ID TID#417544, GTI ID GID#1476478

**- Disapproved**



Issues

| Name                                  | Created By         | Level | Status | Actions |
|---------------------------------------|--------------------|-------|--------|---------|
| Duration not valid                    | Jonathan Claassens | High  | closed |         |
| Site Target Distance Error            | Jonathan Claassens | High  | closed |         |
| Location Distance Error               | Jonathan Claassens | High  | closed |         |
| Permission Granter not Selected Adult | Jonathan Claassens | Low   | closed |         |
| DC walking down the street            | julia              | High  | open   |         |

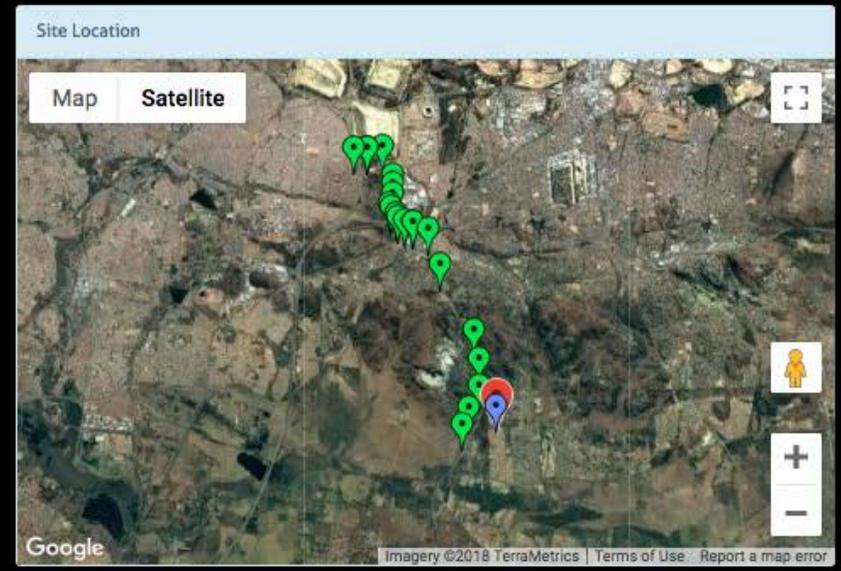
Survey Responses by Interaction

| Interaction                                    | Survey Name               | Submitted By | Date Submitted      | Date Updated        | Appointment Date and Time | Duration   |
|--|---------------------------|--------------|---------------------|---------------------|---------------------------|------------|
| <input checked="" type="checkbox"/> II#1118442 |                           |              |                     |                     |                           |            |
|  | GCRO QoL                  | Sizwe Kheswa | 2018-06-16 13:46:16 | 2018-06-17 00:06:49 |                           | 1m 6.889s  |
|  | Adults at dwelling unit   | Sizwe Kheswa | 2018-06-16 13:46:24 | 2018-06-17 00:06:49 |                           | 2m 34.541s |
|  | Scheduling with           | Sizwe Kheswa | 2018-06-16 13:46:26 | 2018-06-17 00:06:49 |                           | 39.971s    |
|  | Consent                   | Sizwe Kheswa | 2018-06-16 13:47:15 | 2018-06-17 00:06:49 |                           | 17.036s    |
|  | Fieldworker observation   | Sizwe Kheswa | 2018-06-16 13:46:27 | 2018-06-17 00:06:49 |                           | 30.446s    |
|  | 1. Dwelling & services I  | Sizwe Kheswa | 2018-06-16 13:46:29 | 2018-06-17 00:06:49 |                           | 1m 51.294s |
|  | 1. Dwelling & services II | Sizwe Kheswa | 2018-06-16 13:46:31 | 2018-06-17 00:06:49 |                           | 41.341s    |
|  | 1. Dwelling & services IV | Sizwe Kheswa | 2018-06-16 13:46:33 | 2018-06-17 00:06:49 |                           | 30.803s    |

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## Site ID SID#56885 - For target ID TID#1077864, GTI ID GID#2083566

**- Disapproved**



Issues

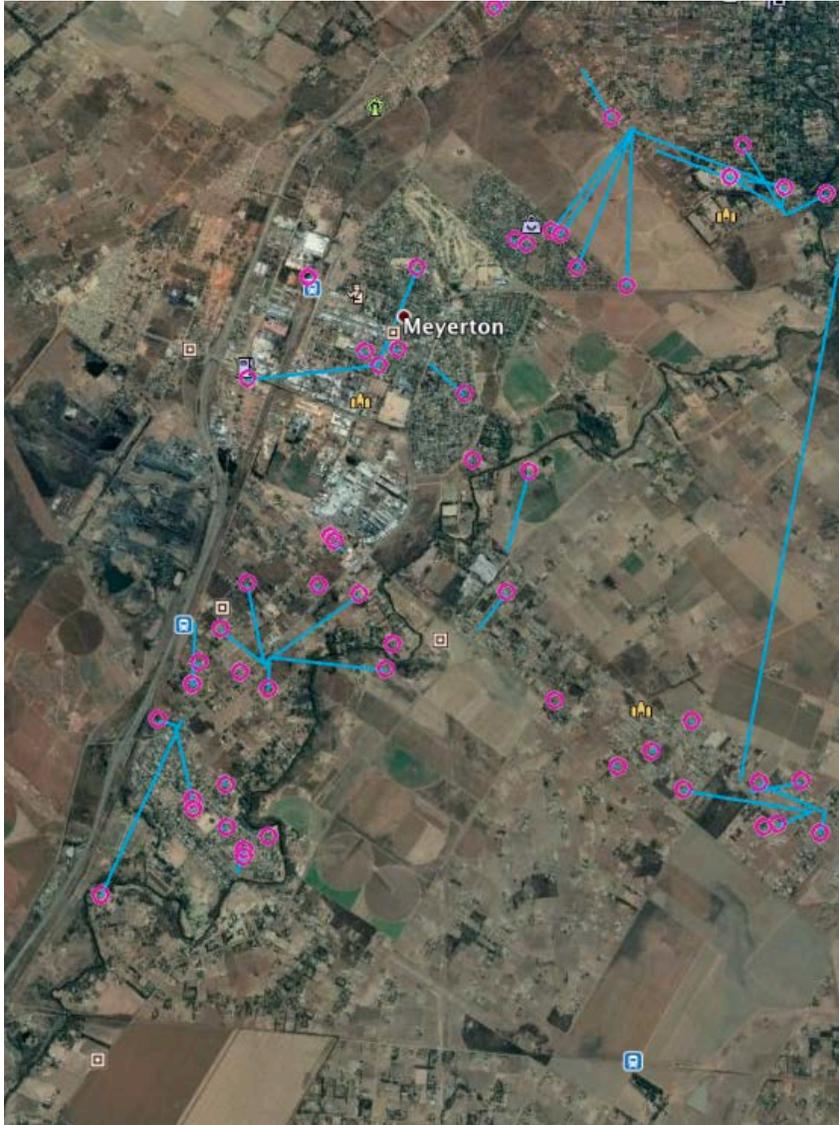
| Name                         | Created By         | Level | Status | Actions |
|------------------------------|--------------------|-------|--------|---------|
| Permission Not Granted       | Jonathan Claassens | Low   | open   |         |
| Survey done while travelling | julia              | High  | open   |         |

Survey Responses by Interaction

| Interaction                                    | Survey Name               | Submitted By | Date Submitted      | Date Updated        | Appointment Date and Time | Duration   |
|--|---------------------------|--------------|---------------------|---------------------|---------------------------|------------|
| <input checked="" type="checkbox"/> II#1044212 |                           |              |                     |                     |                           |            |
|  | GCRO QoL                  | Thembelihle  | 2018-06-12 11:08:39 | 2018-06-13 00:03:54 |                           | 43.309s    |
|  | Adults at dwelling unit   | Thembelihle  | 2018-06-12 11:08:44 | 2018-06-13 00:03:54 |                           | 38.472s    |
|  | Scheduling with           | Thembelihle  | 2018-06-12 11:08:49 | 2018-06-13 00:03:54 |                           | 3.879s     |
|  | Consent                   | Thembelihle  | 2018-06-12 11:12:42 | 2018-06-13 00:03:55 |                           | 3.941s     |
|  | Fieldworker observation   | Thembelihle  | 2018-06-12 11:08:53 | 2018-06-13 00:03:54 |                           | 5.671s     |
|  | 1. Dwelling & services I  | Thembelihle  | 2018-06-12 11:08:58 | 2018-06-13 00:03:54 |                           | 2m 23.423s |
|  | 1. Dwelling & services II | Thembelihle  | 2018-06-12 11:09:02 | 2018-06-13 00:03:54 |                           | 14.499s    |
|  | 1. Dwelling & services IV | Thembelihle  | 2018-06-12 11:09:06 | 2018-06-13 00:03:54 |                           | 2m 16.153s |

# Overview of QoL V (2017/18)

A system of in-process quality control – High data integrity, but at the cost of speed

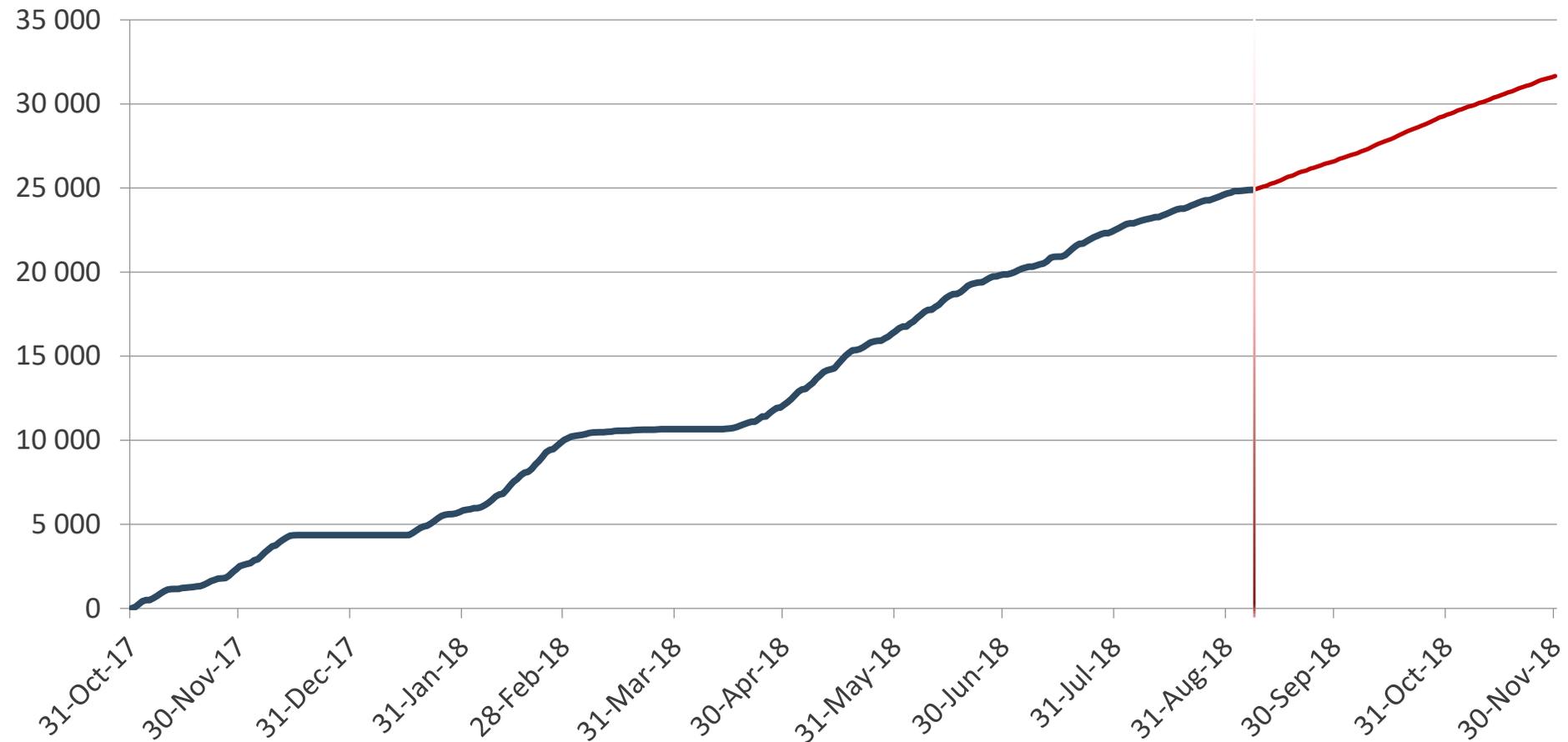


- We are confident that QoL V delivers the highest level of data quality and integrity yet. But achieving this took longer than anticipated
- Exceptionally high levels of oversight meant many repeat visits to get the sampled respondent. 39 464 interactions to get 28 167 completed interviews
- Of 28 167 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

# Overview of QoL V (2017/18)

## Cumulative interviews

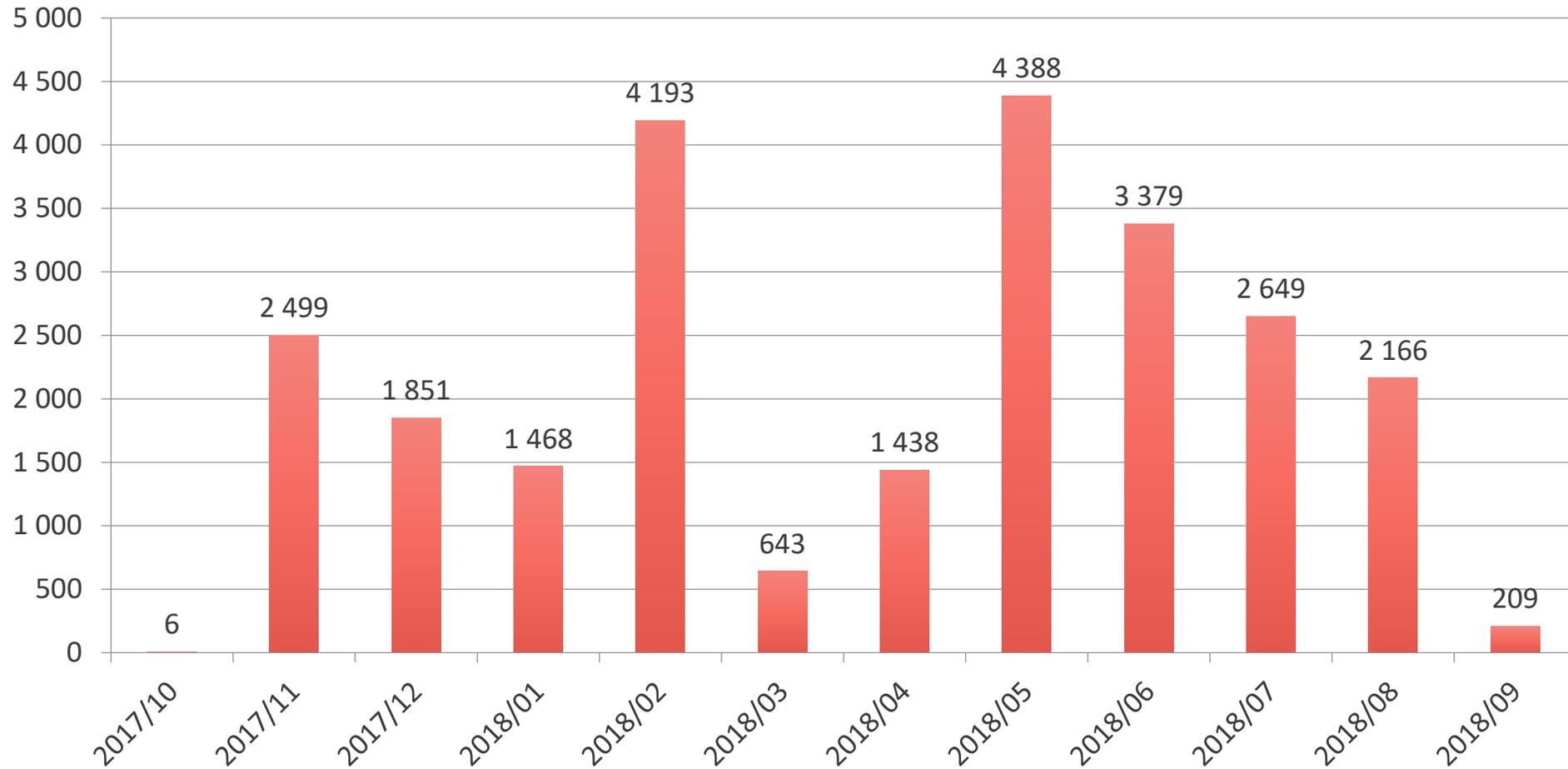
- Fieldwork began on 31 October 2017, and was completed on 7 September 2018. Initial target was over 37 000, but took a strategic decision in May 2018 to resample down. NB, no loss of fidelity in reduced sample!



# Overview of QoL V (2017/18)

Final interviews in each month

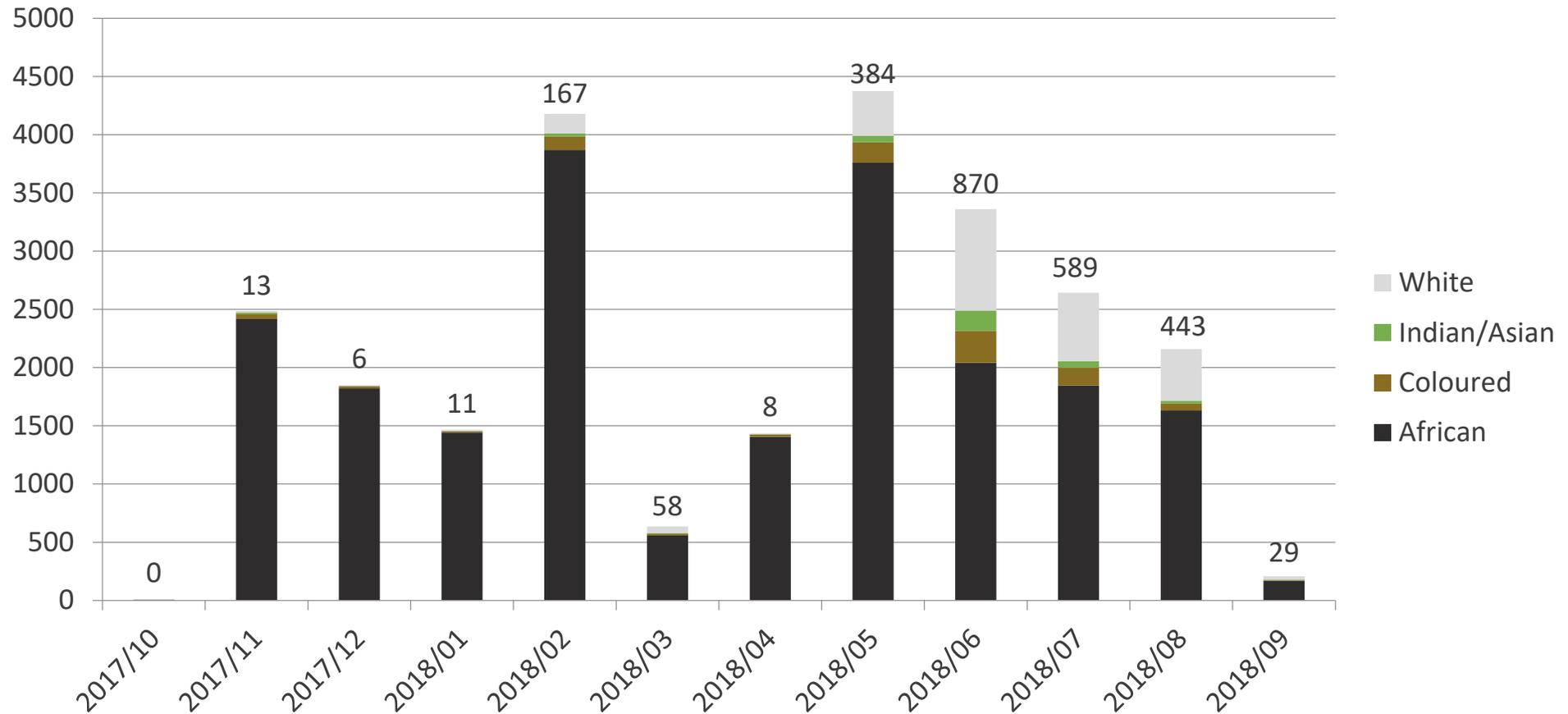
- All but a few of the Johannesburg and Ekurhuleni interviews were done before end June 2018



# Overview of QoL V (2017/18)

Final interviews in each month

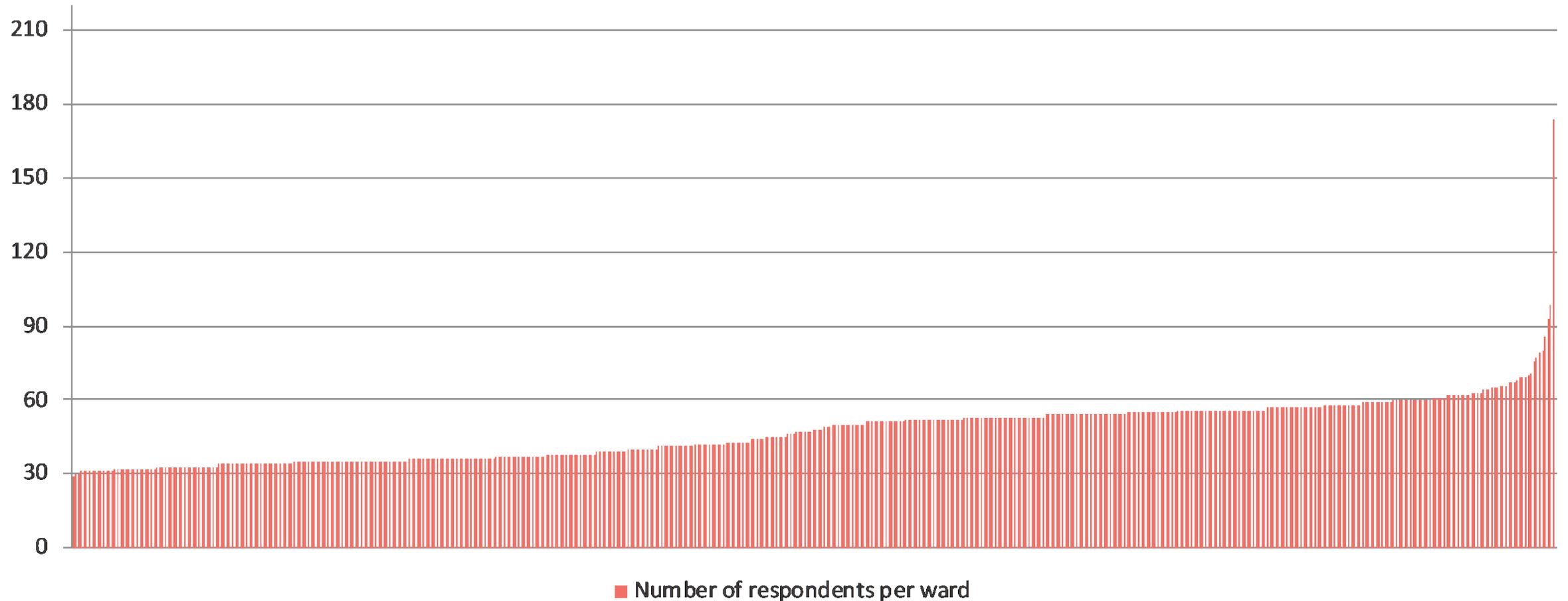
- Note that easier areas (townships and informal areas) were tackled first. More difficult areas (suburbs and gated communities) dealt with later. So interviews with white respondents concentrated in latter part of survey



# Overview of QoL V (2017/18)

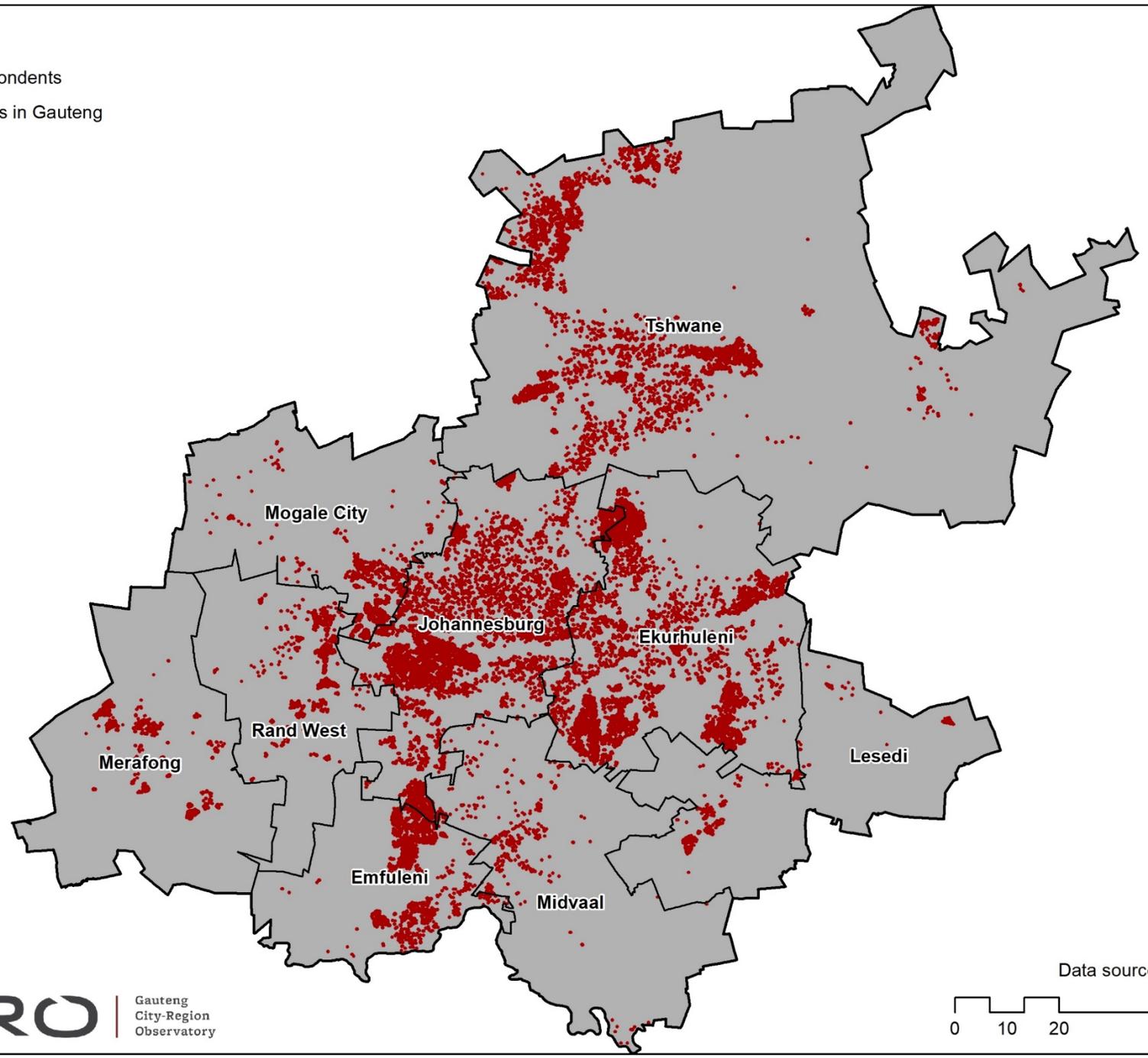
Realised sample

- Aim was to have at least 50 respondents per ward in Ekurhuleni and Johannesburg, and 35 in all other wards



# Legend

- QoL V Respondents
- ▭ Municipalities in Gauteng



Data source: QoL V (2017/18)

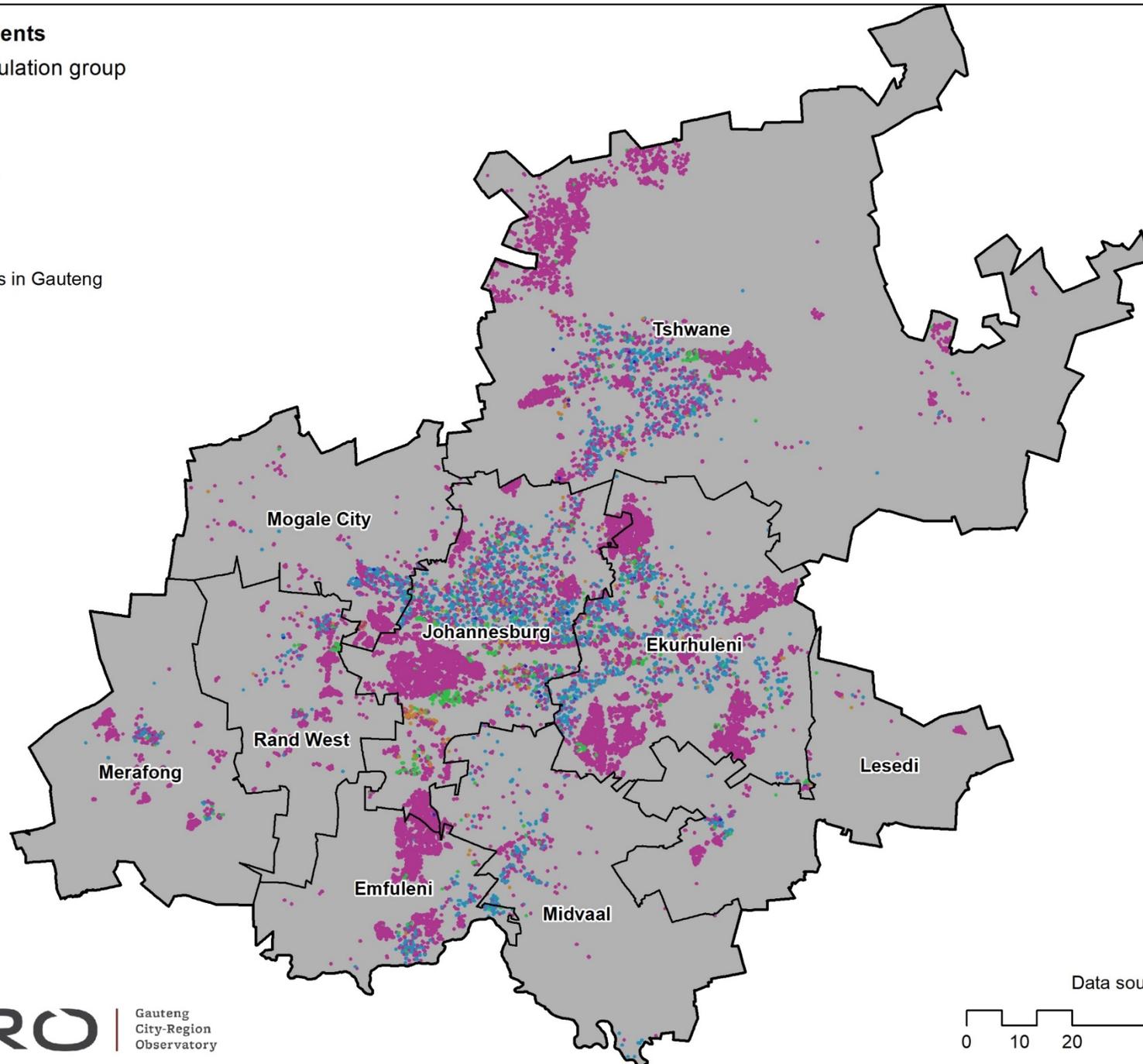


# QoL V Respondents

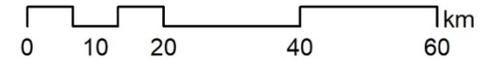
Respondent population group

- African
- Coloured
- Indian/Asian
- White
- Other

▭ Municipalities in Gauteng



Data source: QoL V (2017/18)



# 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.

|                | Unweighted    |             | Weighted      |             |
|----------------|---------------|-------------|---------------|-------------|
|                | Respondents   | Percentage  | Respondents   | Percentage  |
| Ekurhuleni     | 6 300         | 25.3%       | 6 456         | 25.9%       |
| Johannesburg   | 7 869         | 31.6%       | 9 119         | 36.6%       |
| Tshwane        | 4 326         | 17.4%       | 5 995         | 24.1%       |
| Emfuleni       | 1 713         | 6.9%        | 1 326         | 5.3%        |
| Lesedi         | 464           | 1.9%        | 203           | 0.8%        |
| Midvaal        | 518           | 2.1%        | 211           | 0.8%        |
| Merafong       | 1 024         | 4.1%        | 355           | 1.4%        |
| Mogale City    | 1 392         | 5.6%        | 728           | 2.9%        |
| Rand West      | 1 283         | 5.2%        | 497           | 2.0%        |
| <b>GAUTENG</b> | <b>24 889</b> | <b>100%</b> | <b>24 889</b> | <b>100%</b> |

# Overview of QoL V (2017/18)

## Sample demographics

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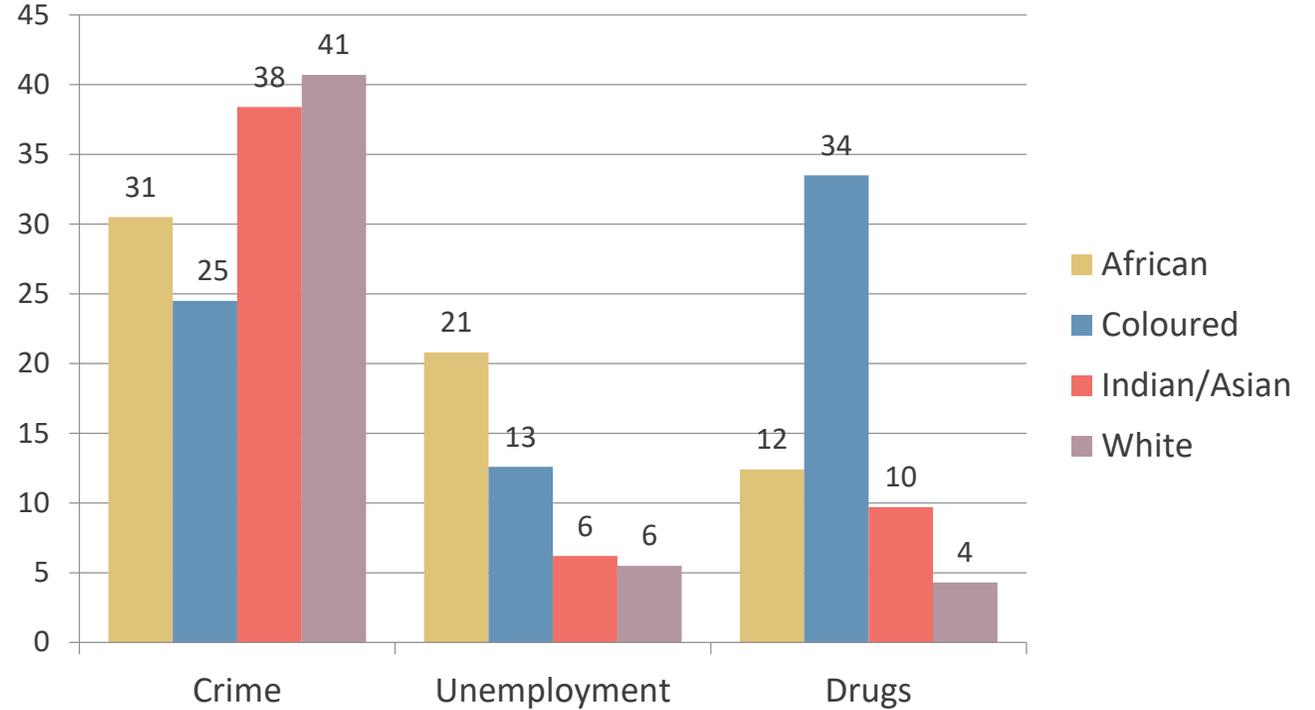
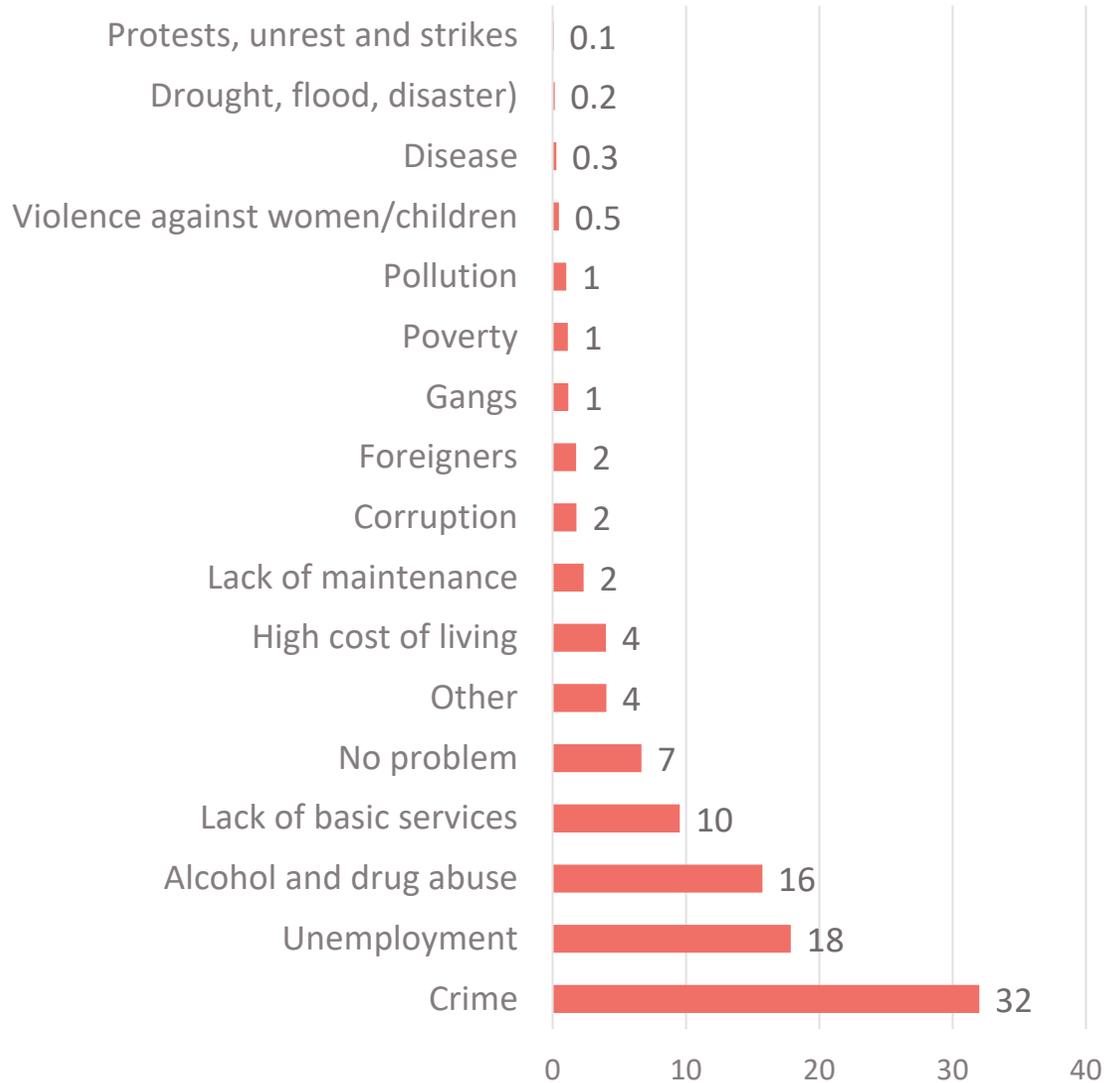
|                | <b>Provincial<br/>(unweighted)</b> | <b>Provincial<br/>(weighted)</b> |
|----------------|------------------------------------|----------------------------------|
| % Female       | 53.2%                              | 49.4%                            |
| % African      | 84.2%                              | 78.6%                            |
| % Indian/Asian | 1.5%                               | 2.6%                             |
| % Coloured     | 3.6%                               | 3.3%                             |
| % White        | 10.4%                              | 14.7%                            |

# Some highlights from across the survey

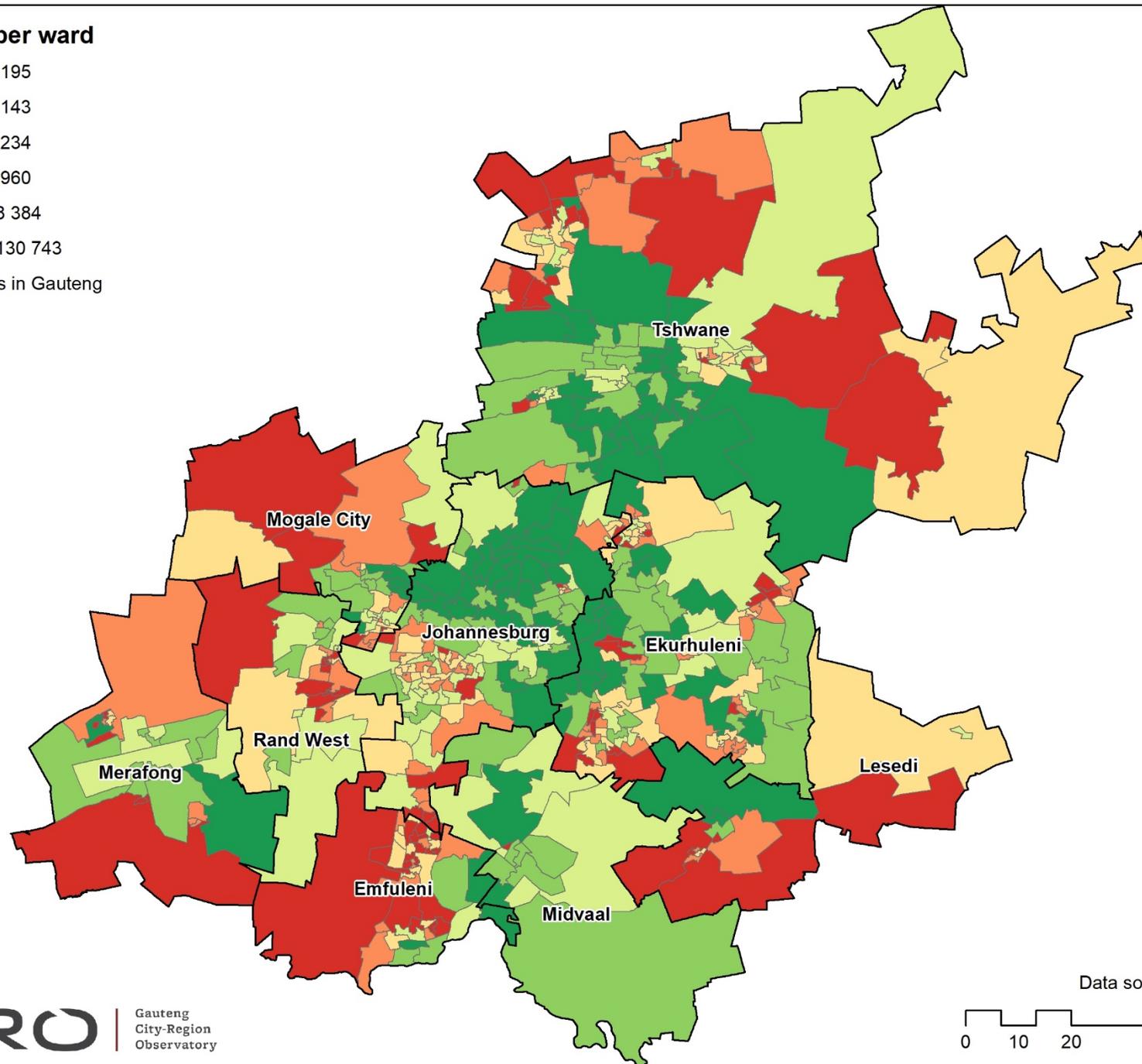
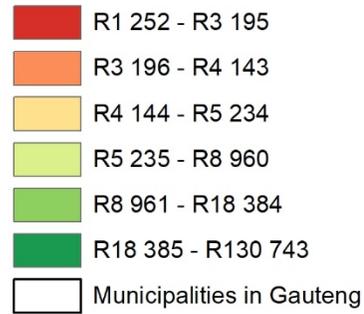


# Some highlights from across the survey

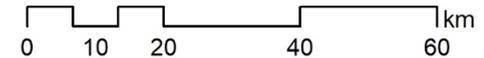
Biggest community problem by % (Gauteng)



### Mean income per ward

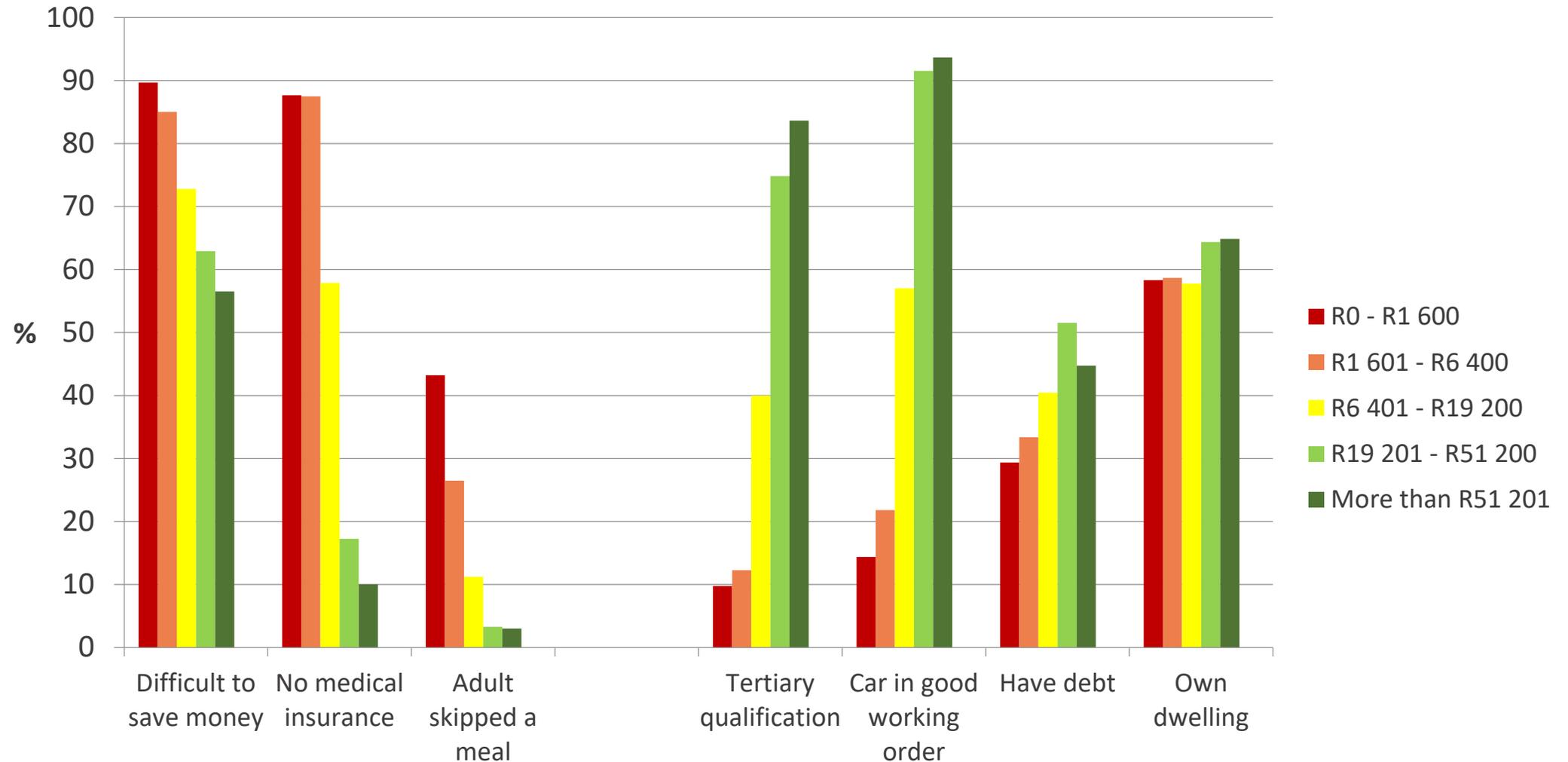


Data source: QoL V (2017/18)



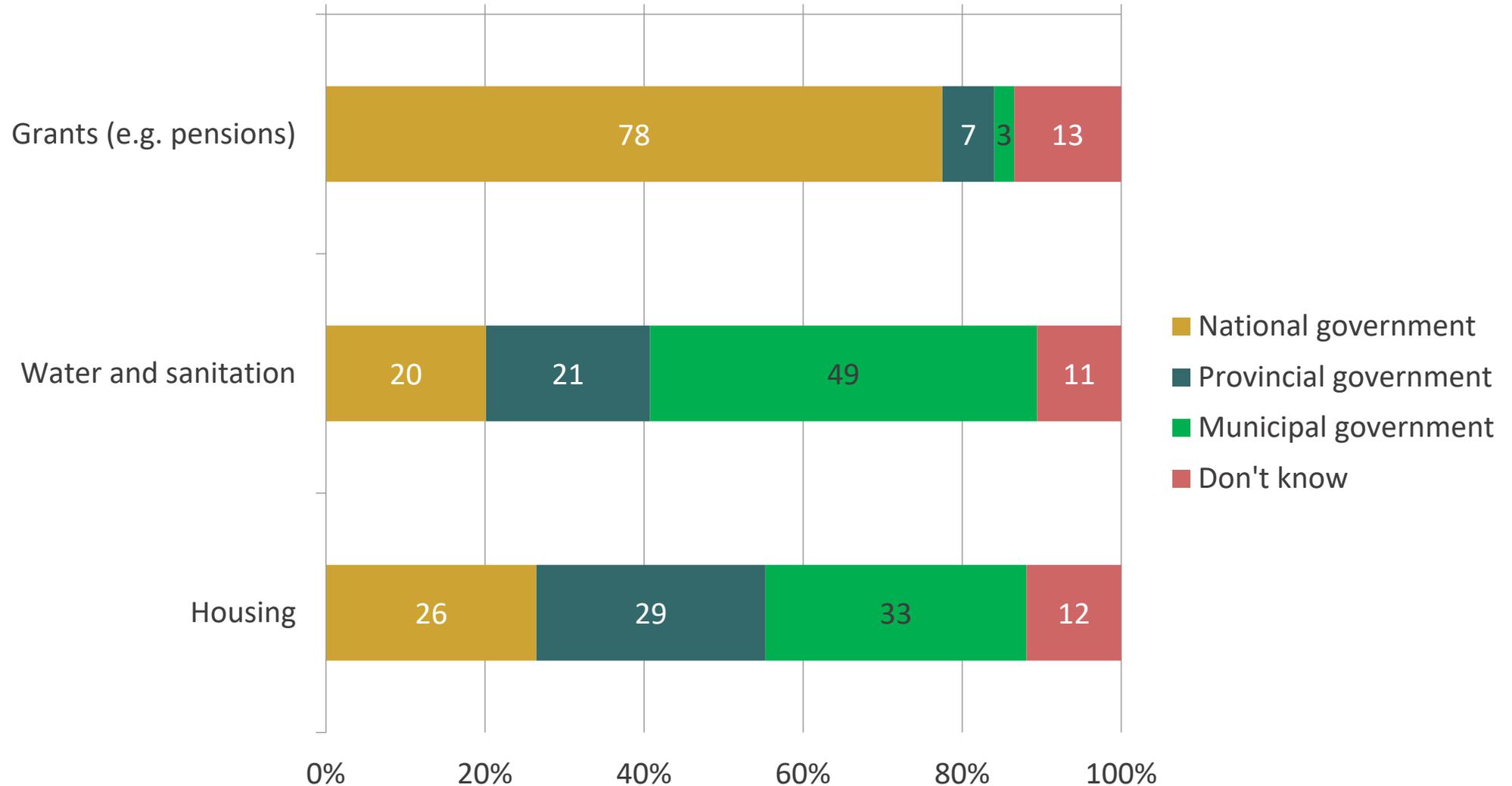
# Some highlights from across the survey

## Inequality indicators



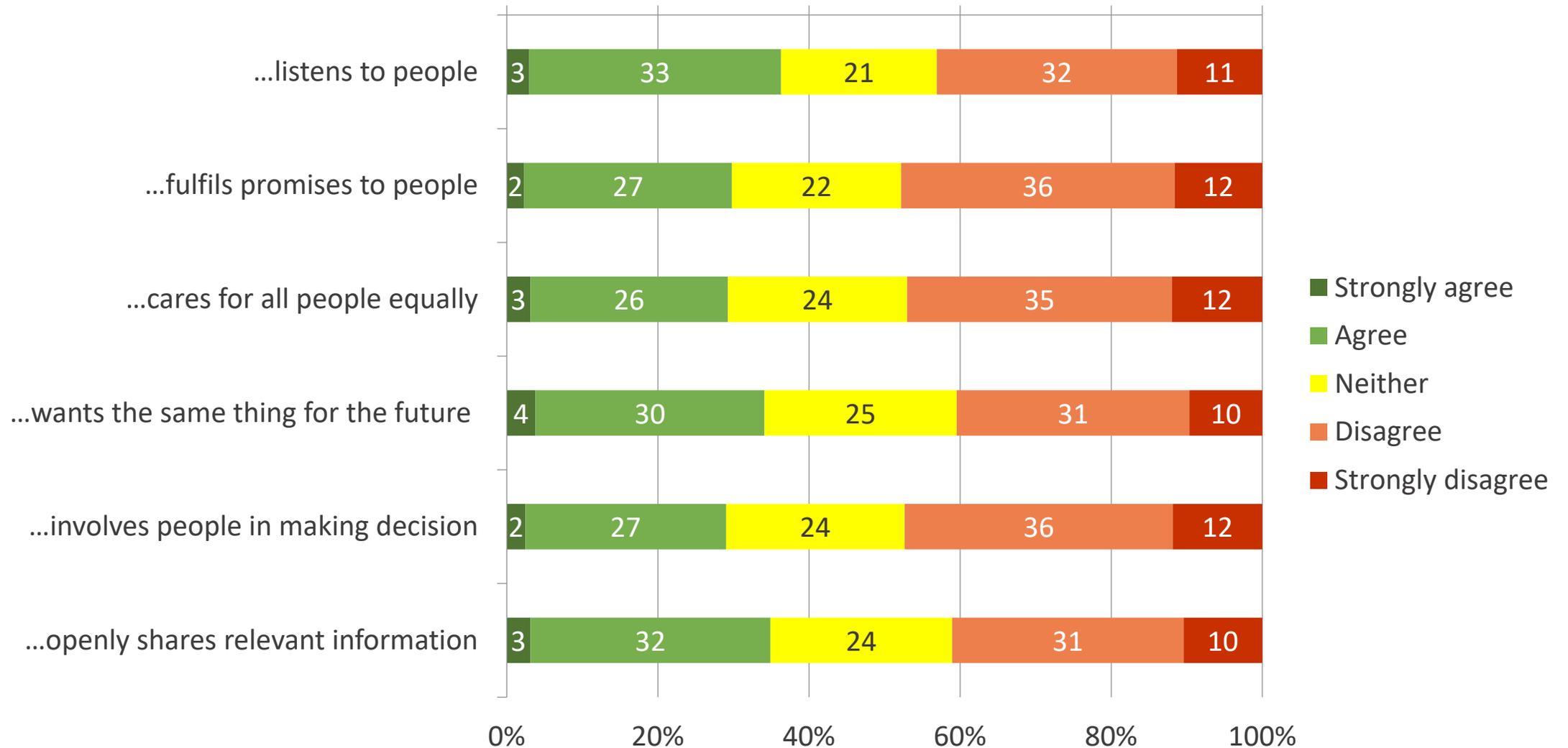
# Some highlights from across the survey

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



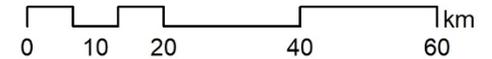
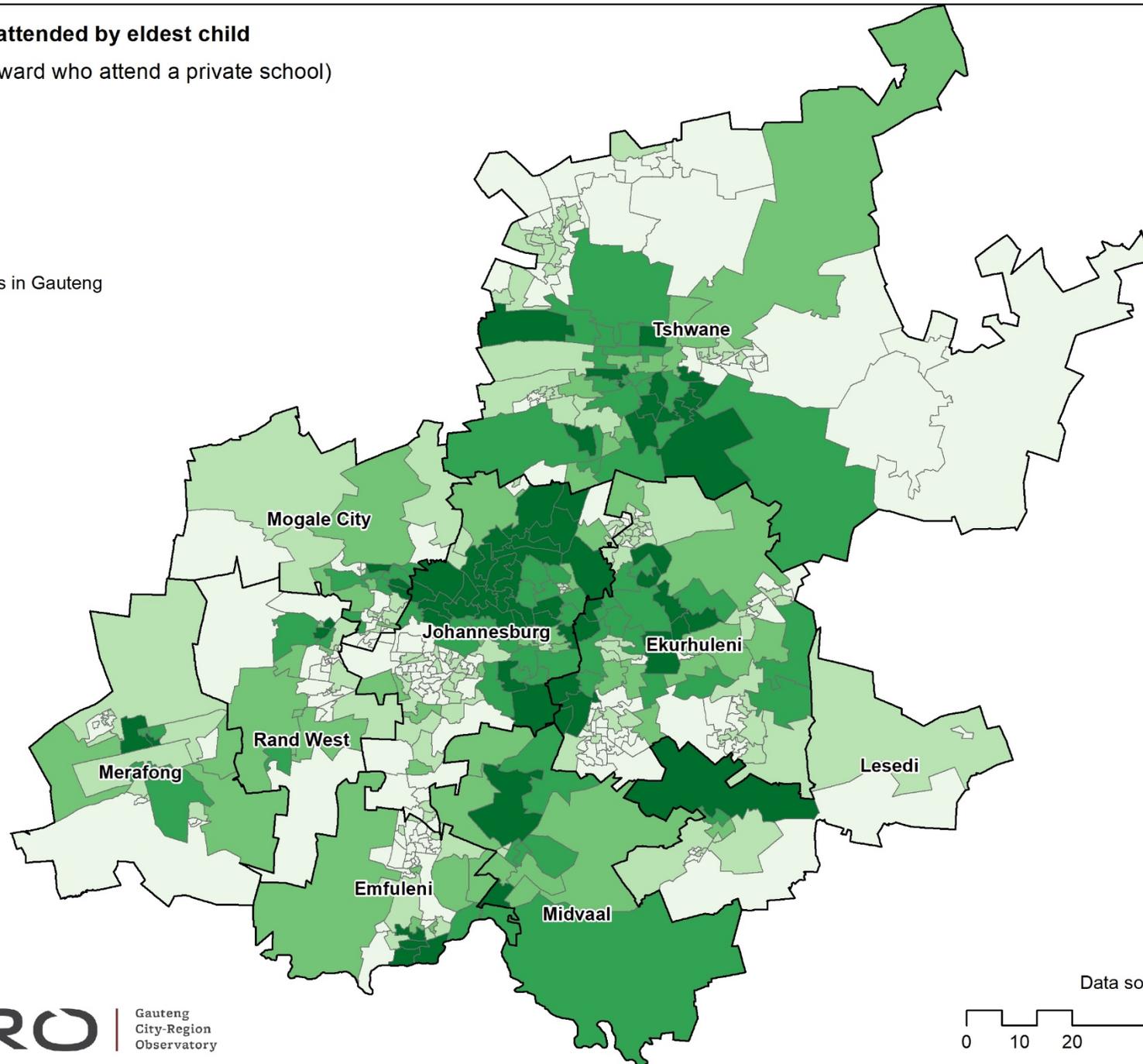
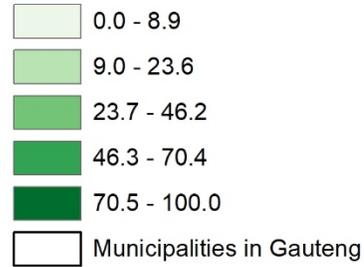
# Some highlights from across the survey

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



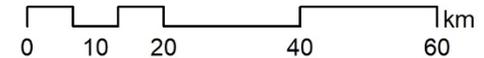
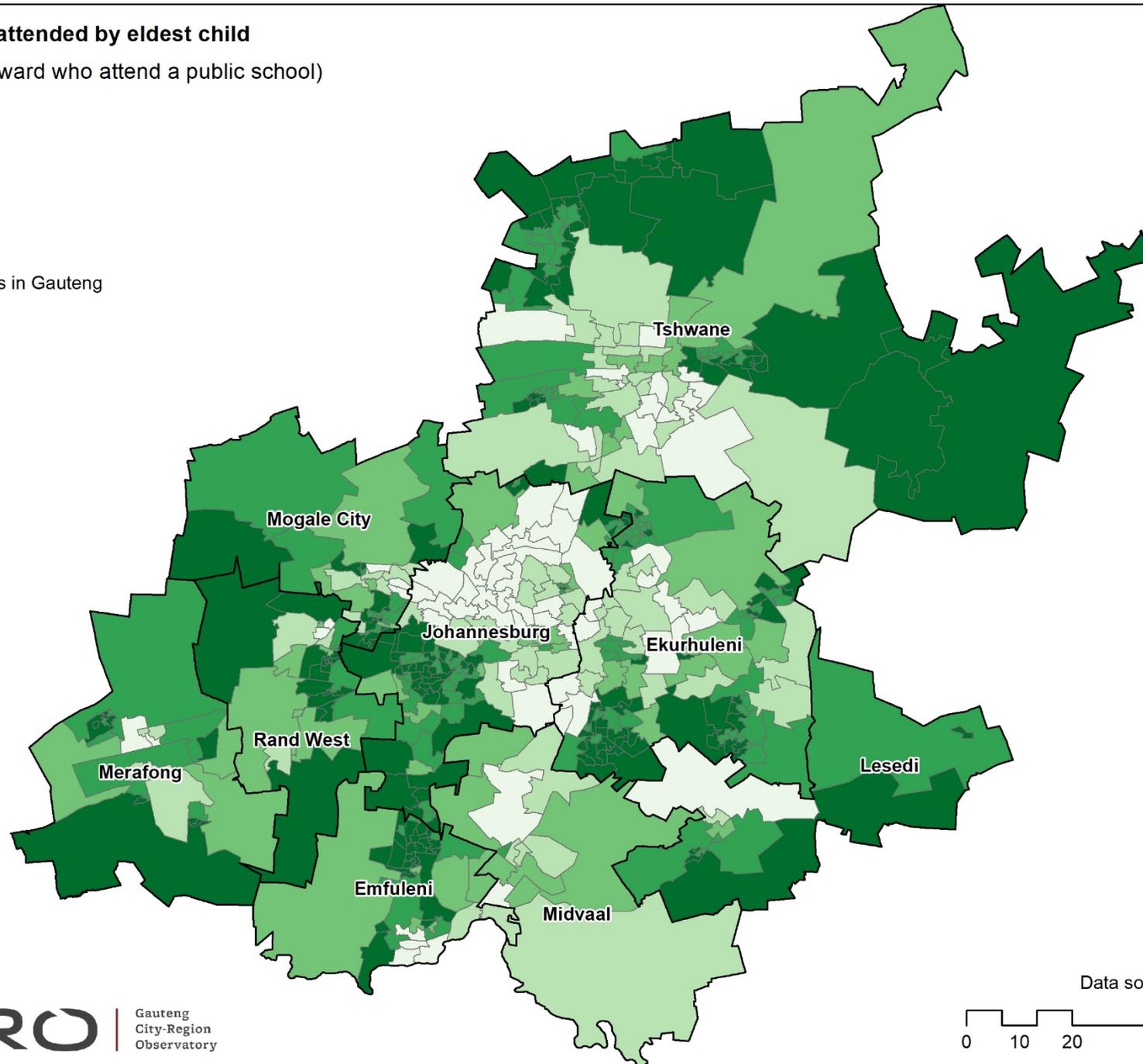
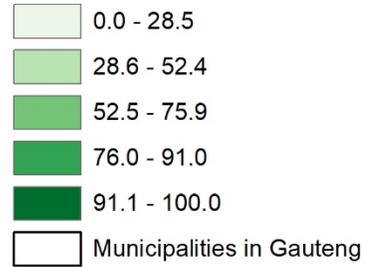
# Type of school attended by eldest child

(percentage per ward who attend a private school)



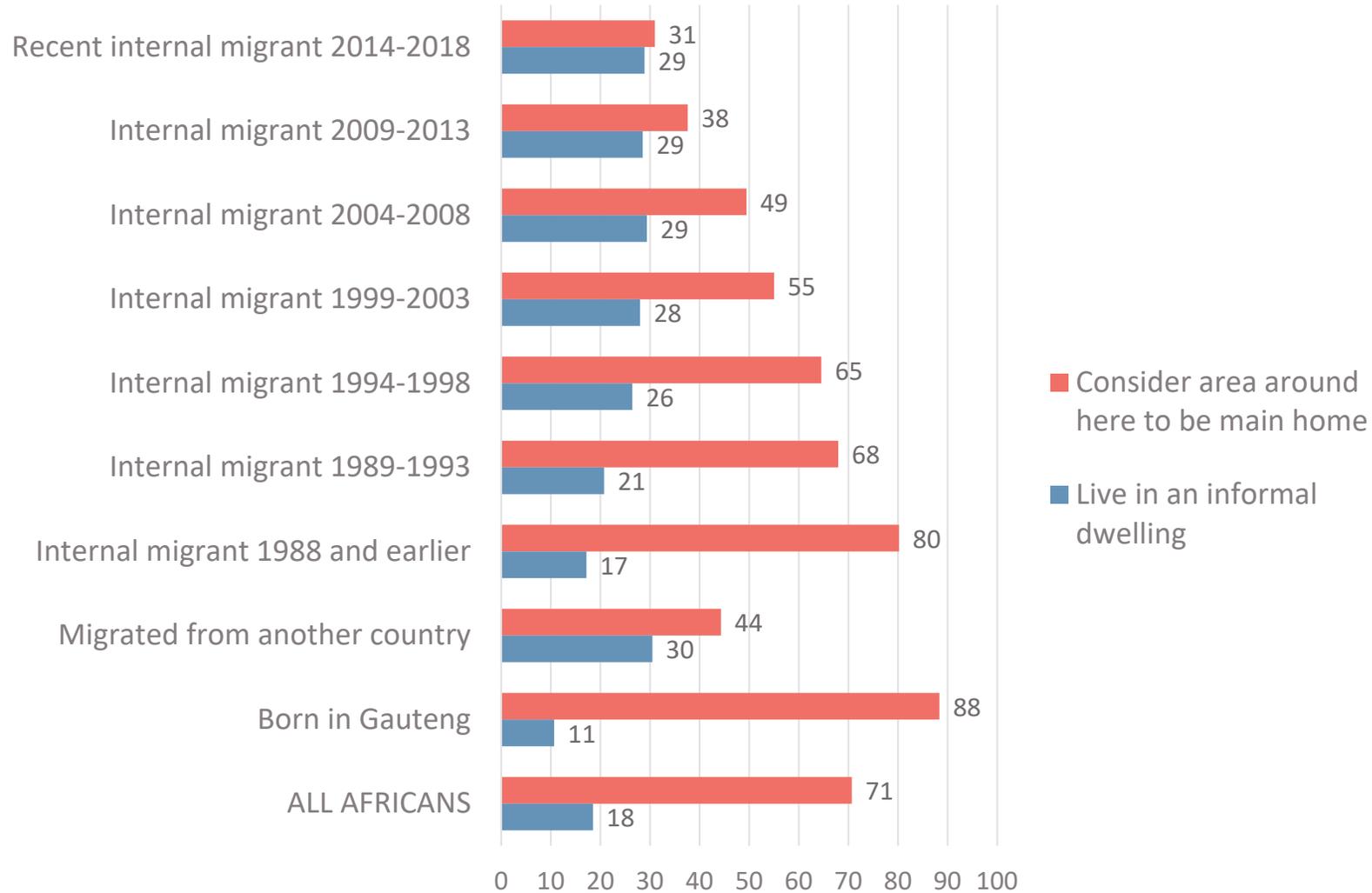
# Type of school attended by eldest child

(percentage per ward who attend a public school)



# Some highlights from across the survey

## Success of African in-migrants from other provinces

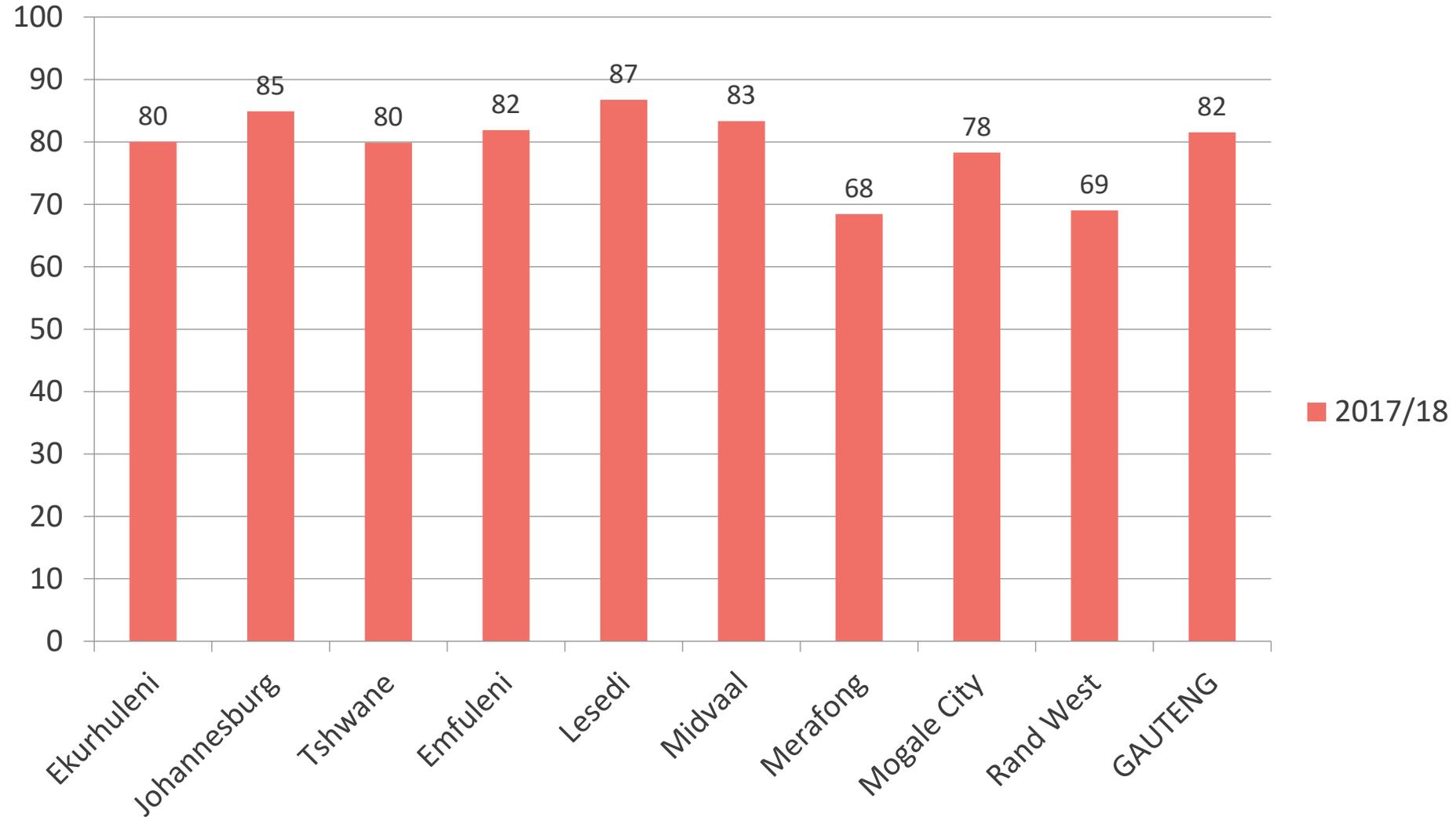


# Access to services



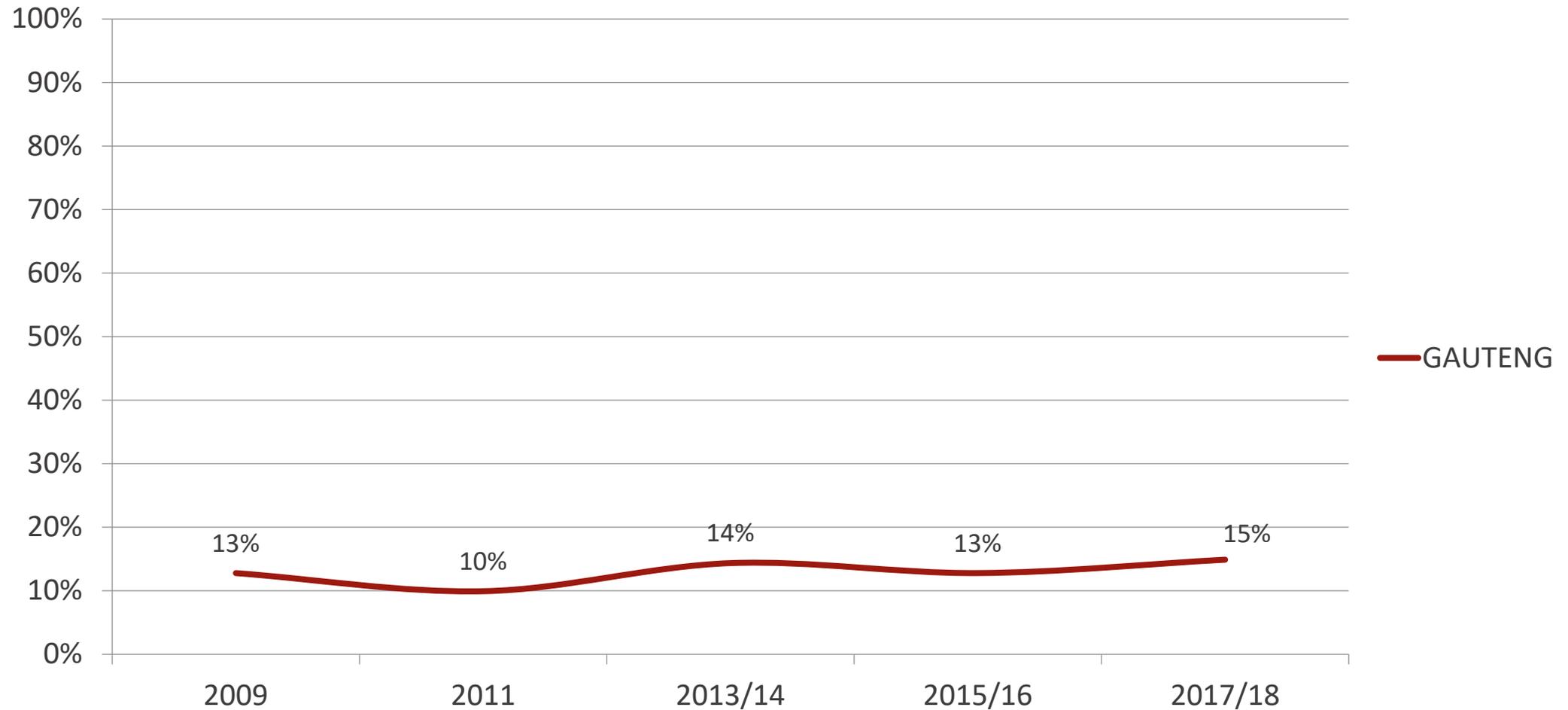
# Access to services

% in formal dwelling



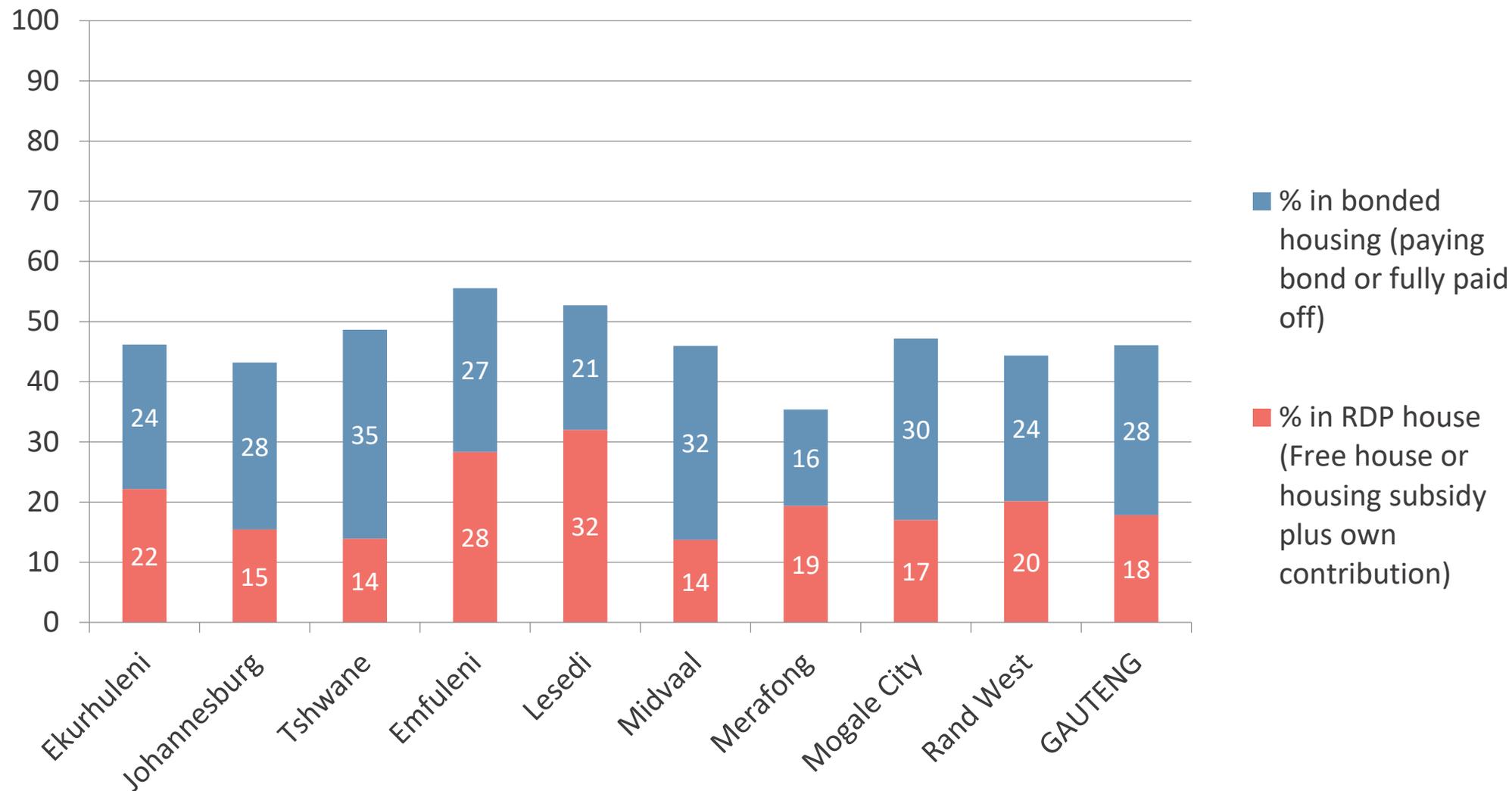
# Access to services

% in informal dwelling: 2009-2017/18



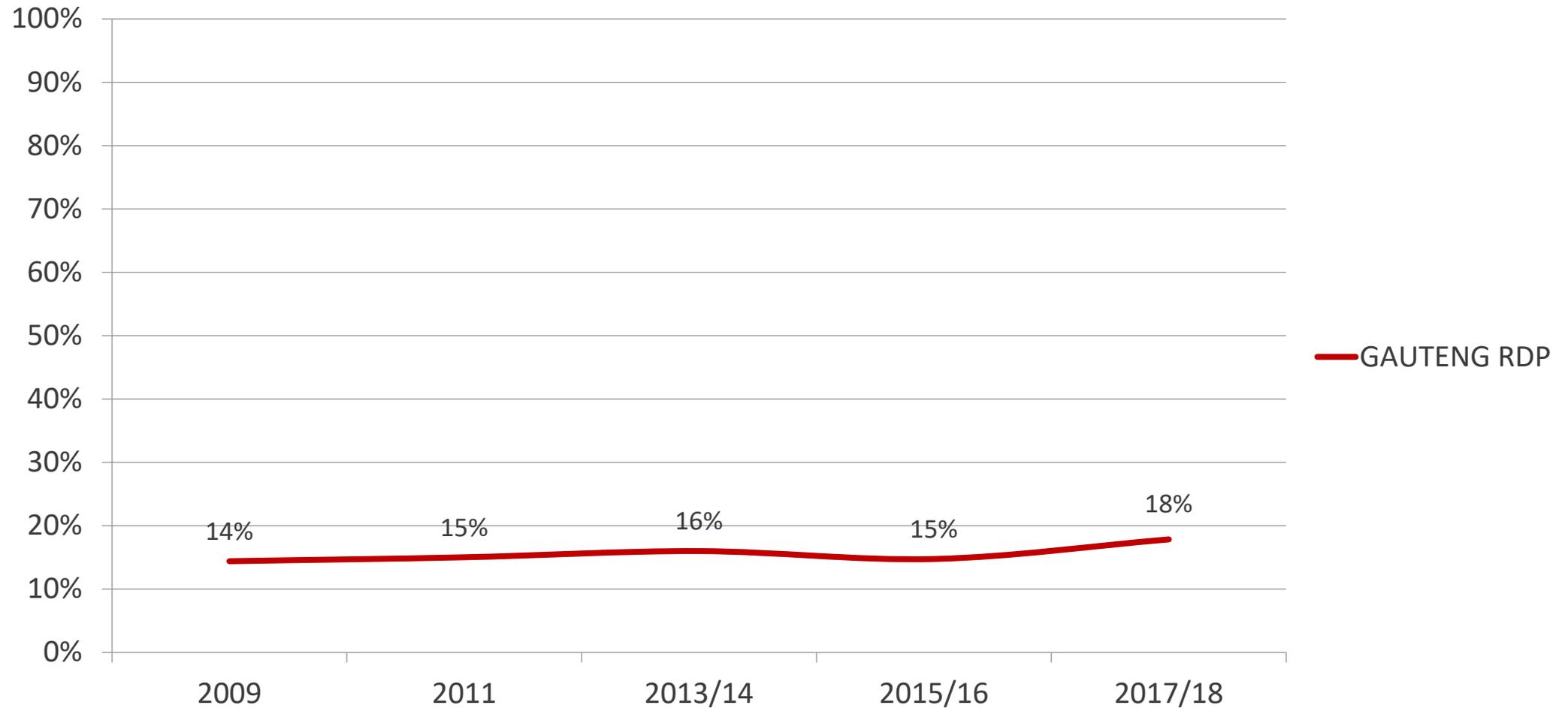
# Access to services

% owning own home and in RDP house



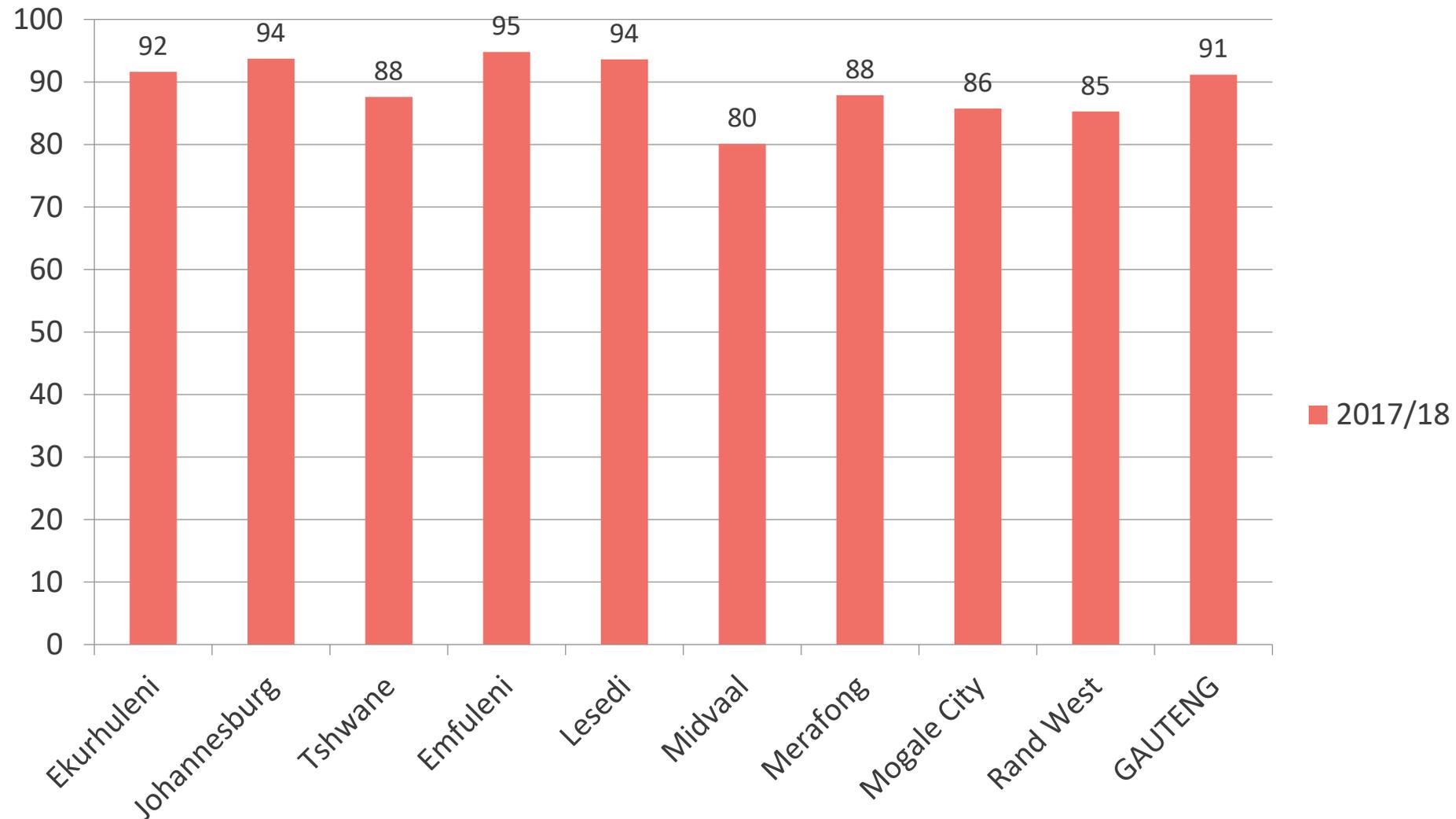
# Access to services

% in RDP house: 2009-2017/18



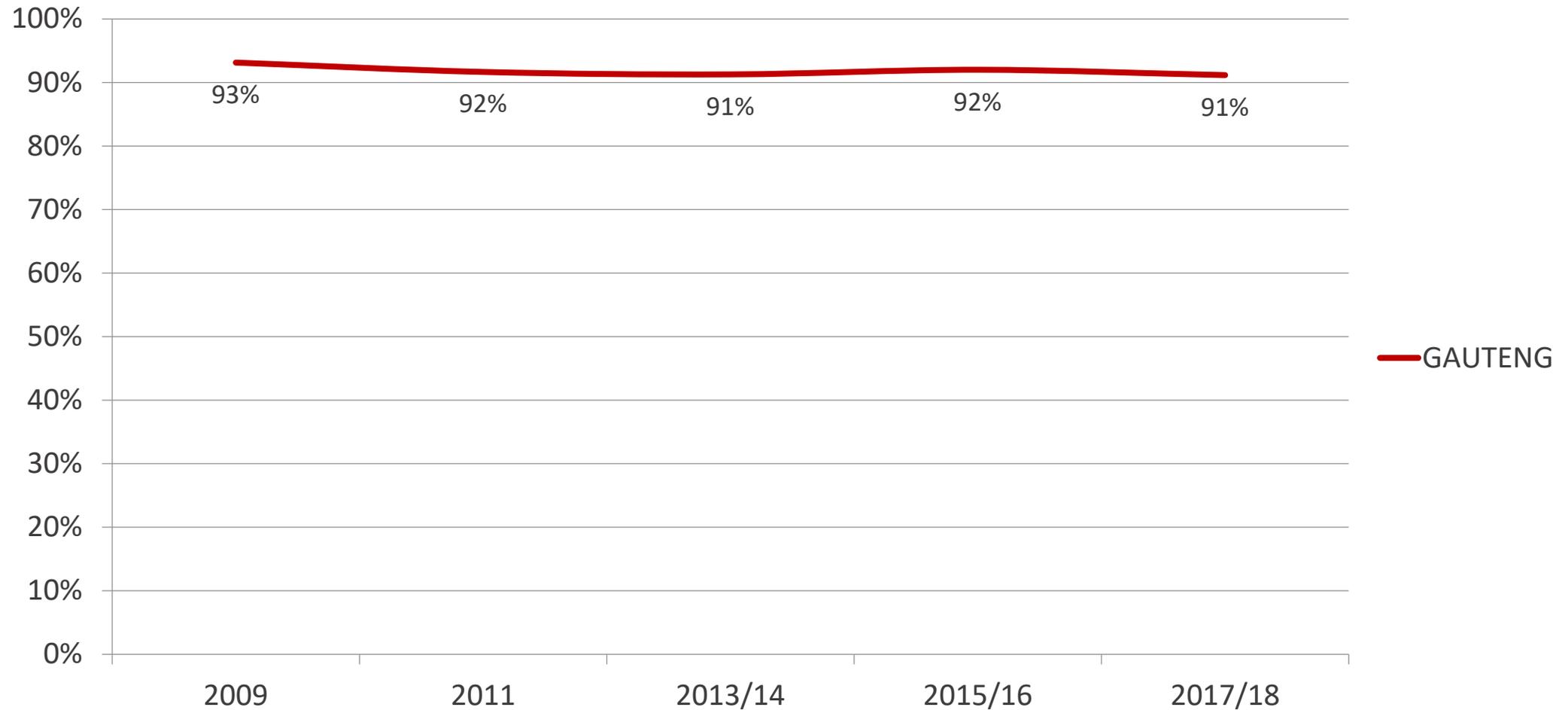
# Access to services

% with piped water into dwelling or yard



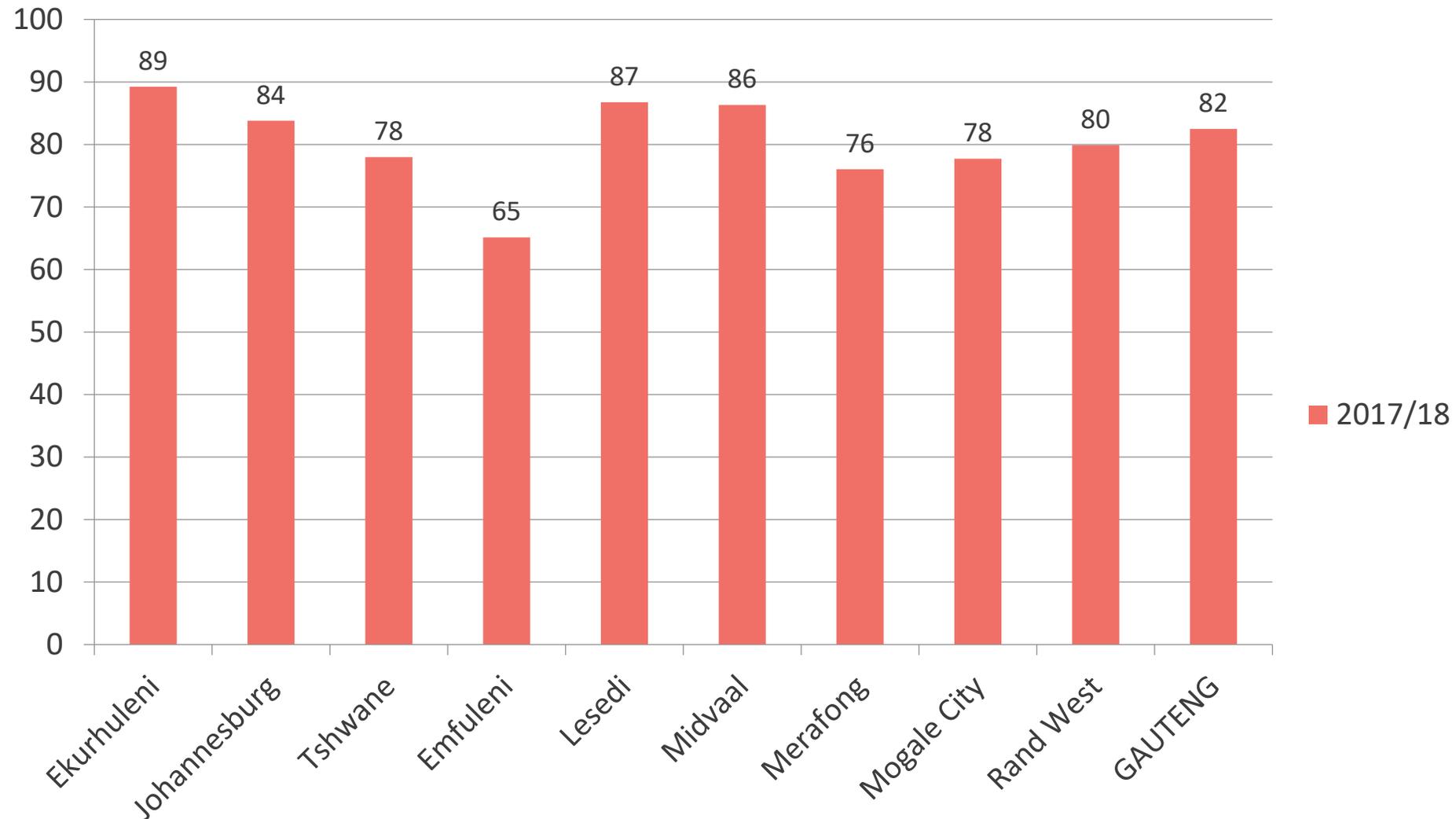
# Access to services

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



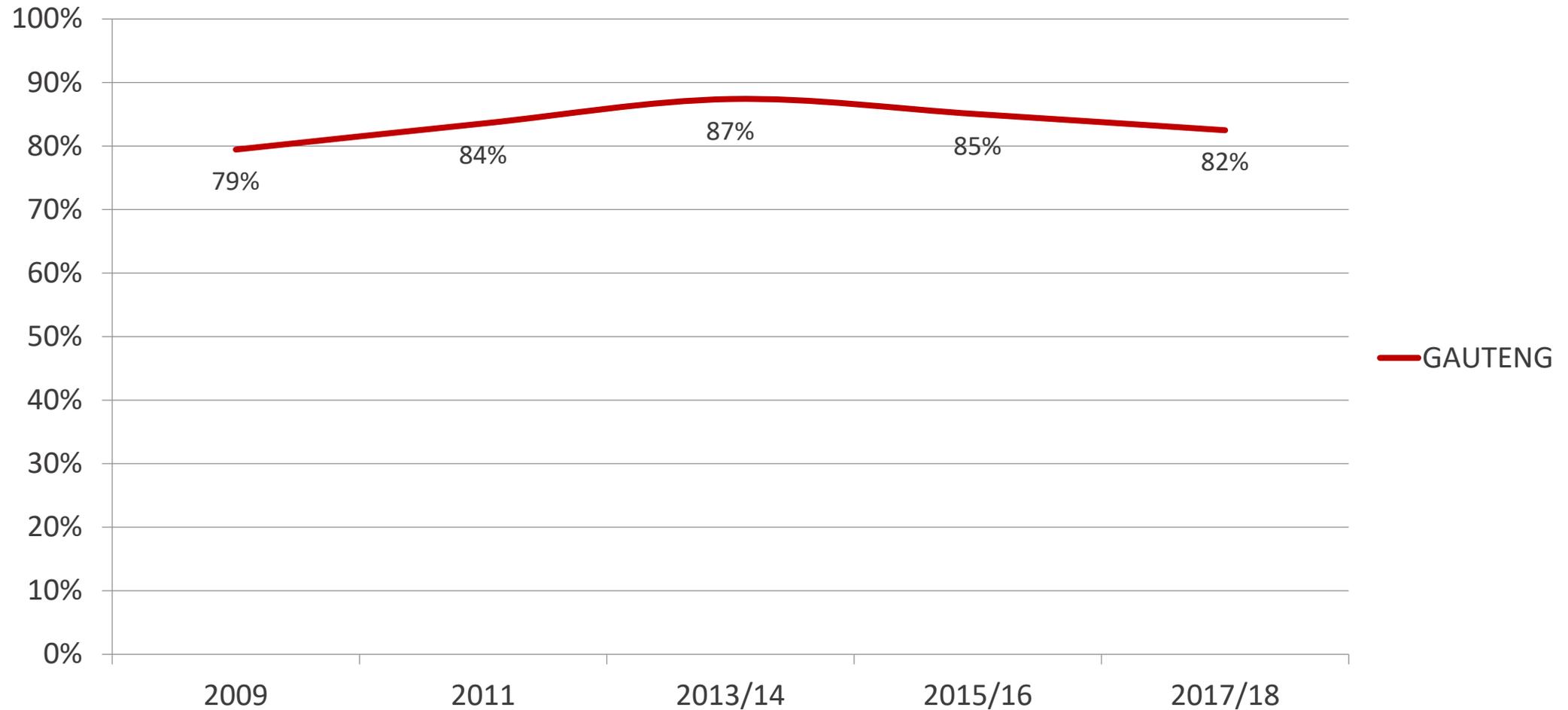
# Access to services

% who think water received is always clean



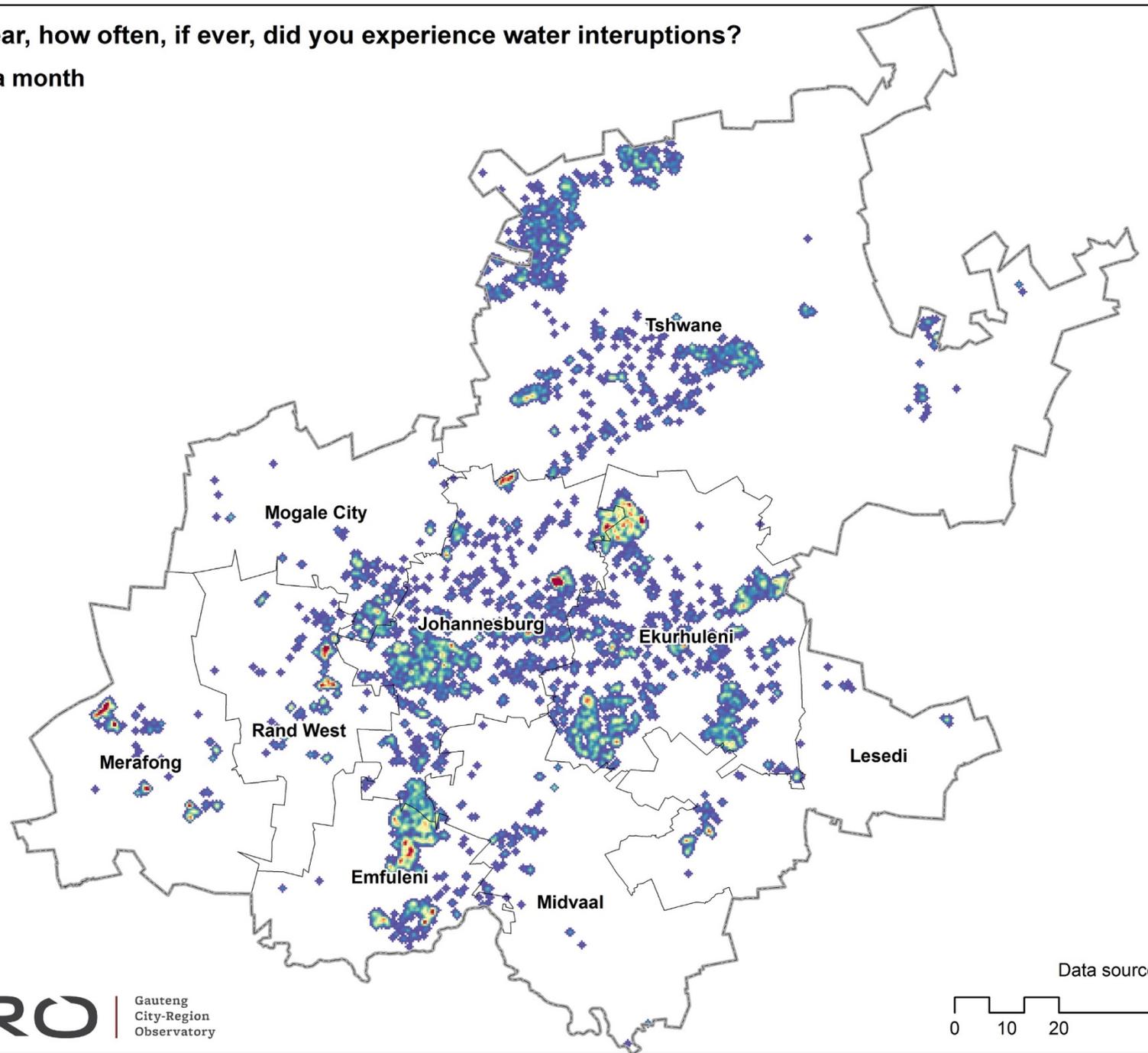
# Access to services

% who think water received is always clean: 2009-2017/18

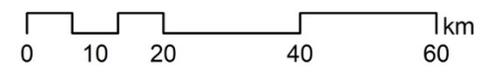


# In the past year, how often, if ever, did you experience water interruptions?

At least once a month

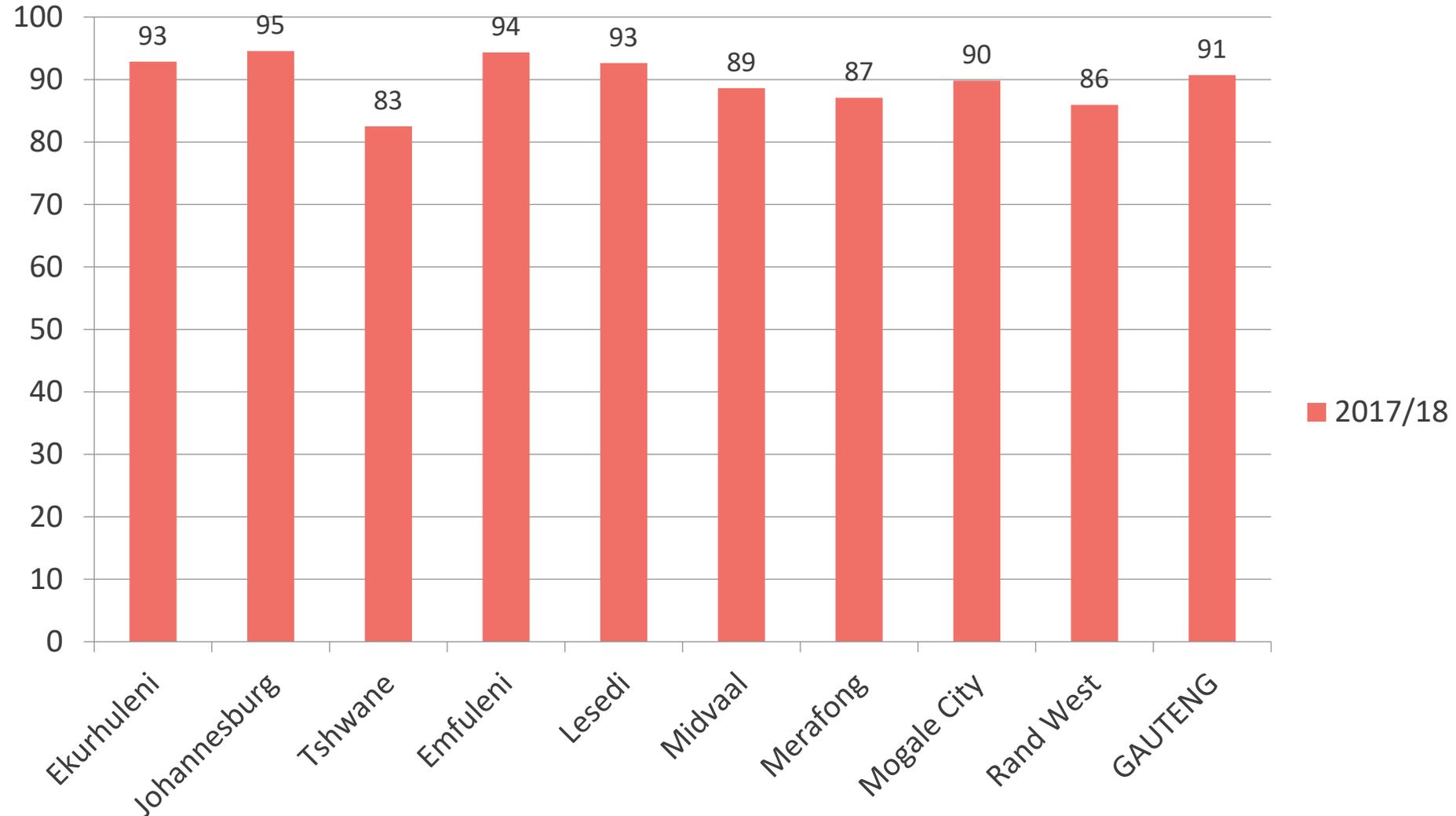


Data source: QoL V (2017/18)



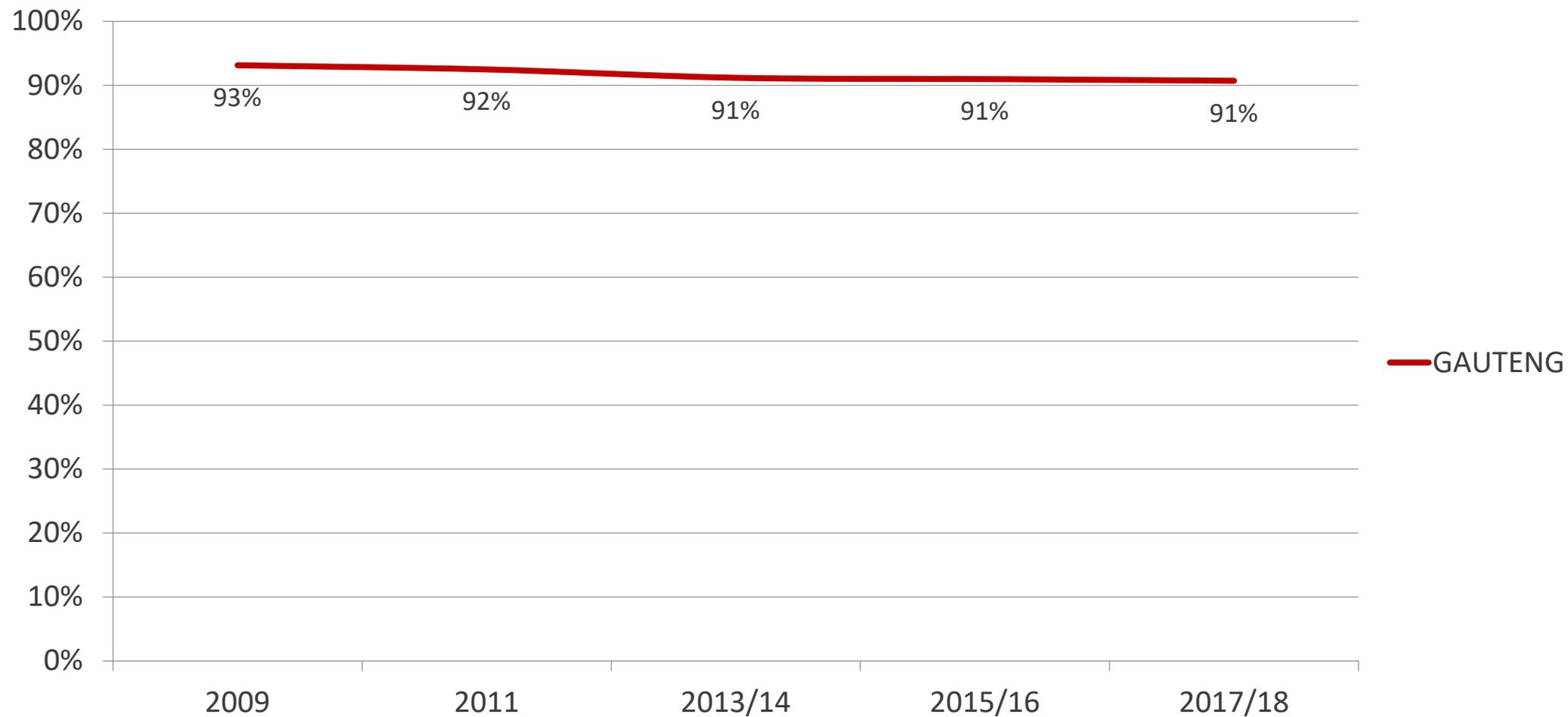
# Access to services

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



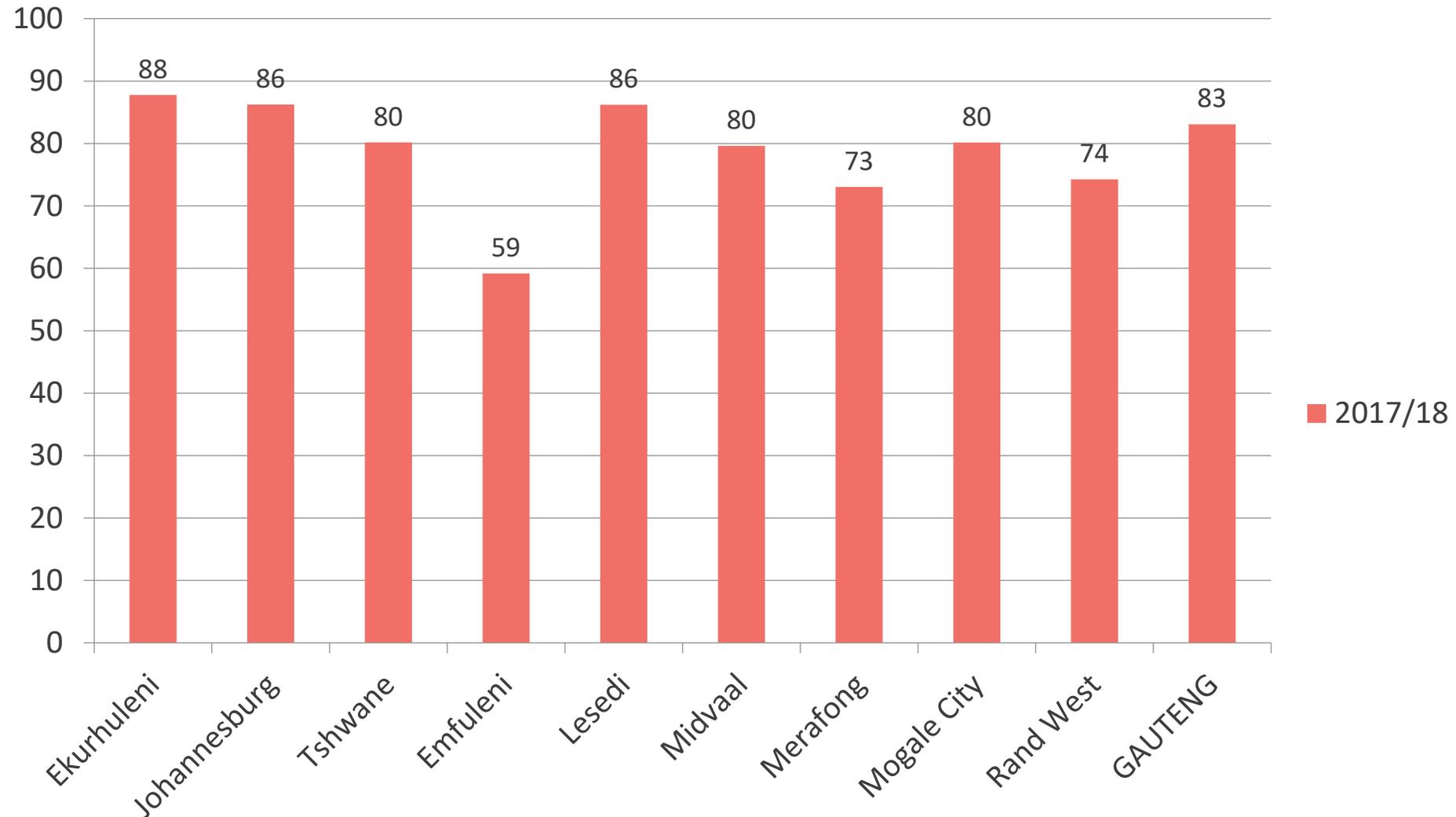
# Access to services

% with adequate sanitation: 2009-2017/18



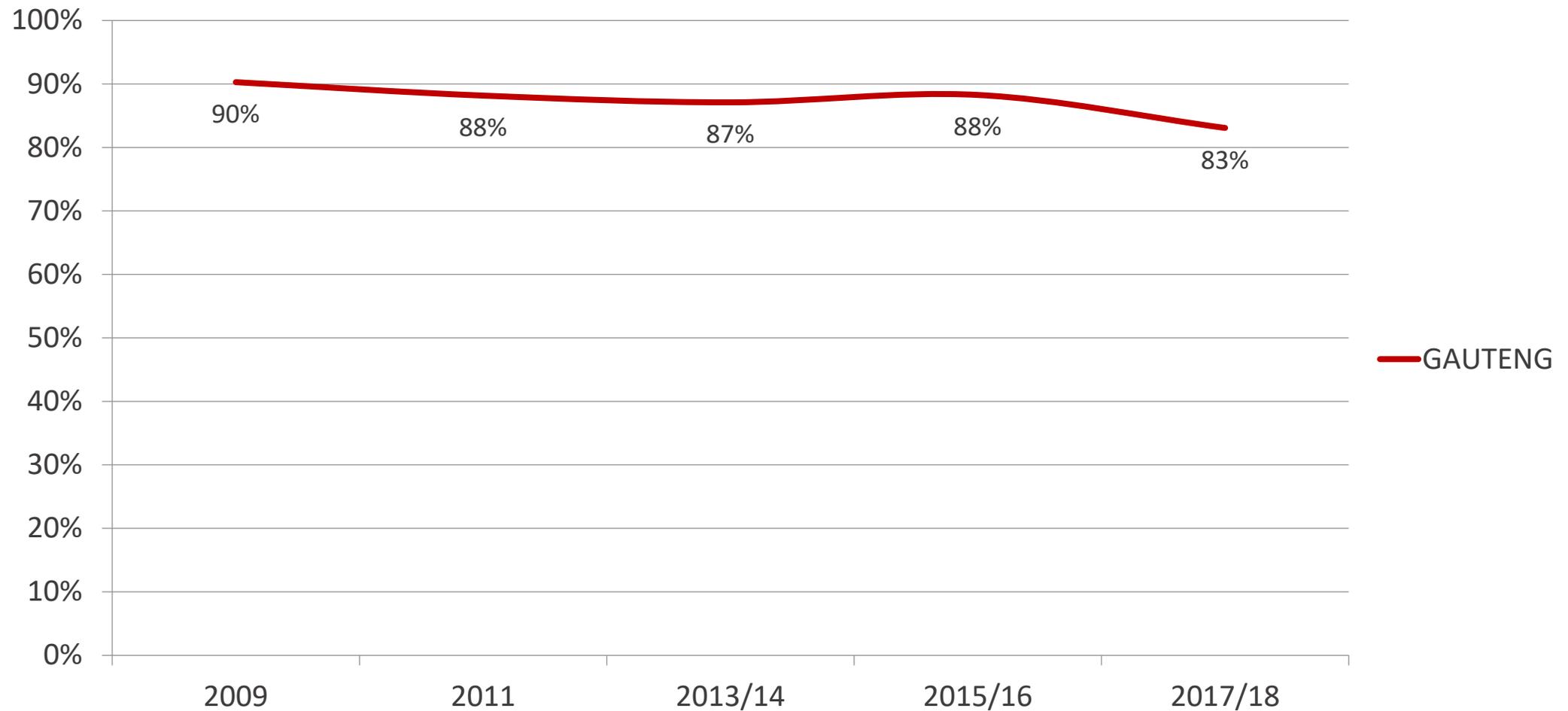
# Access to services

% with refuse removed by municipality at least once a week



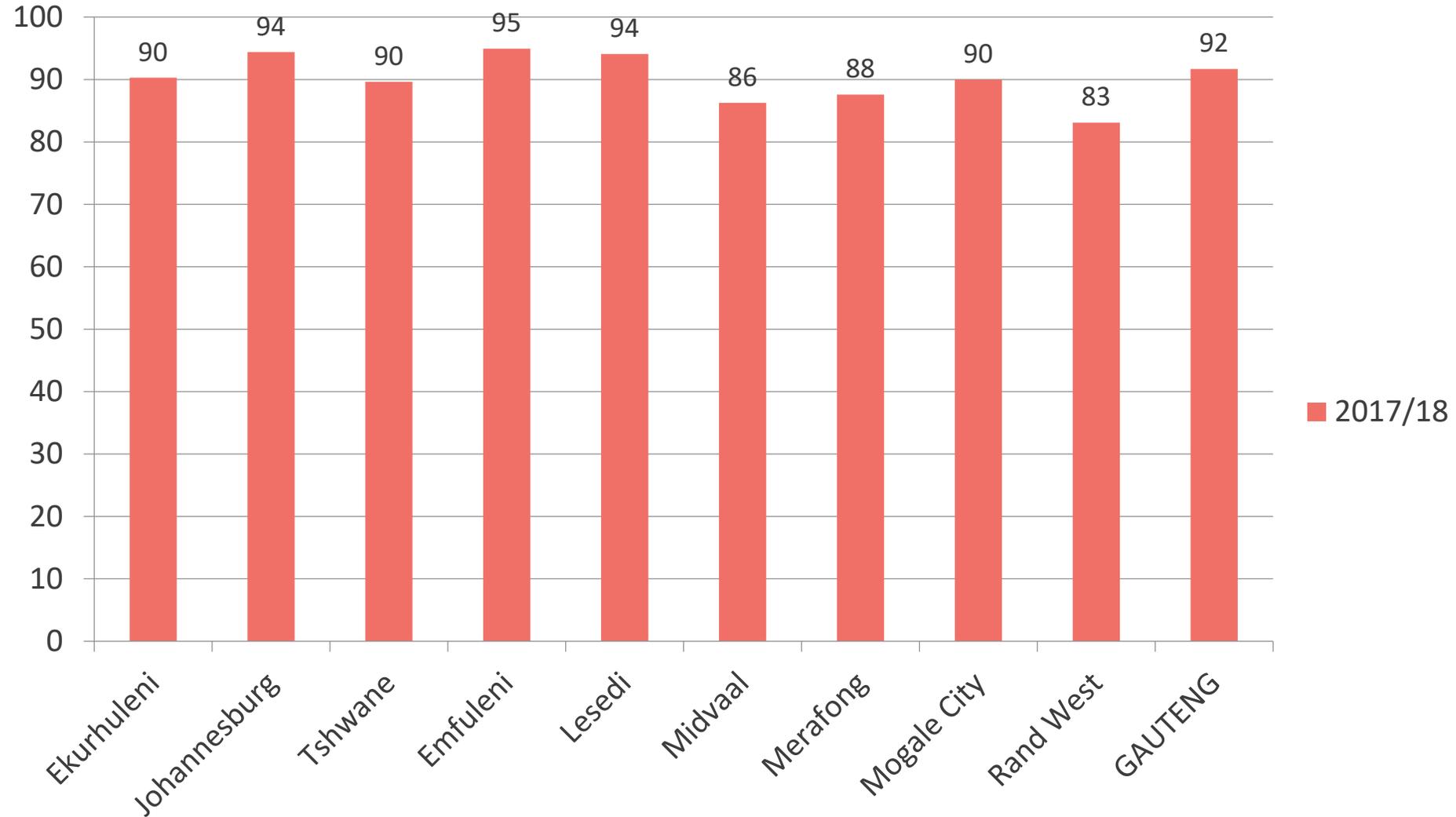
# Access to services

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



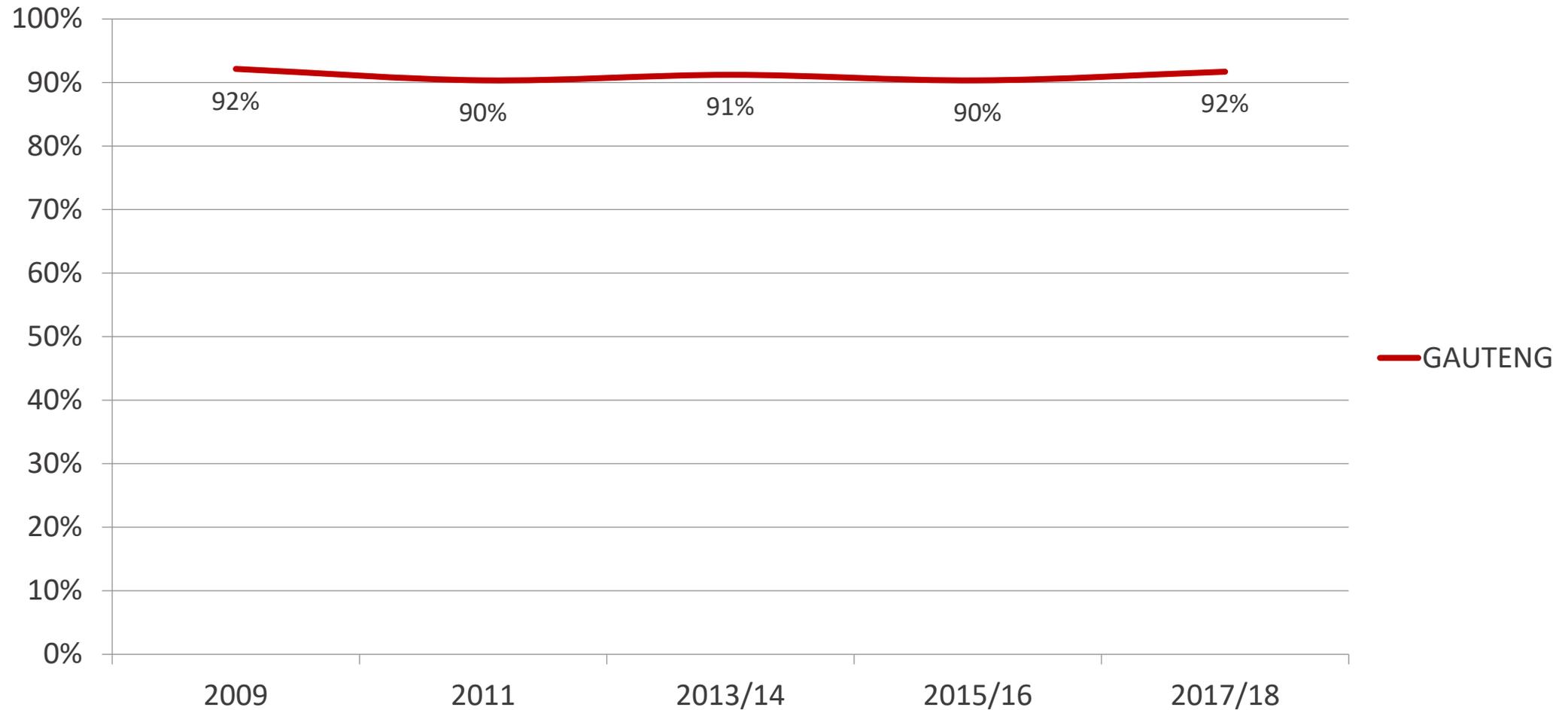
# Access to services

% who use electricity for lighting



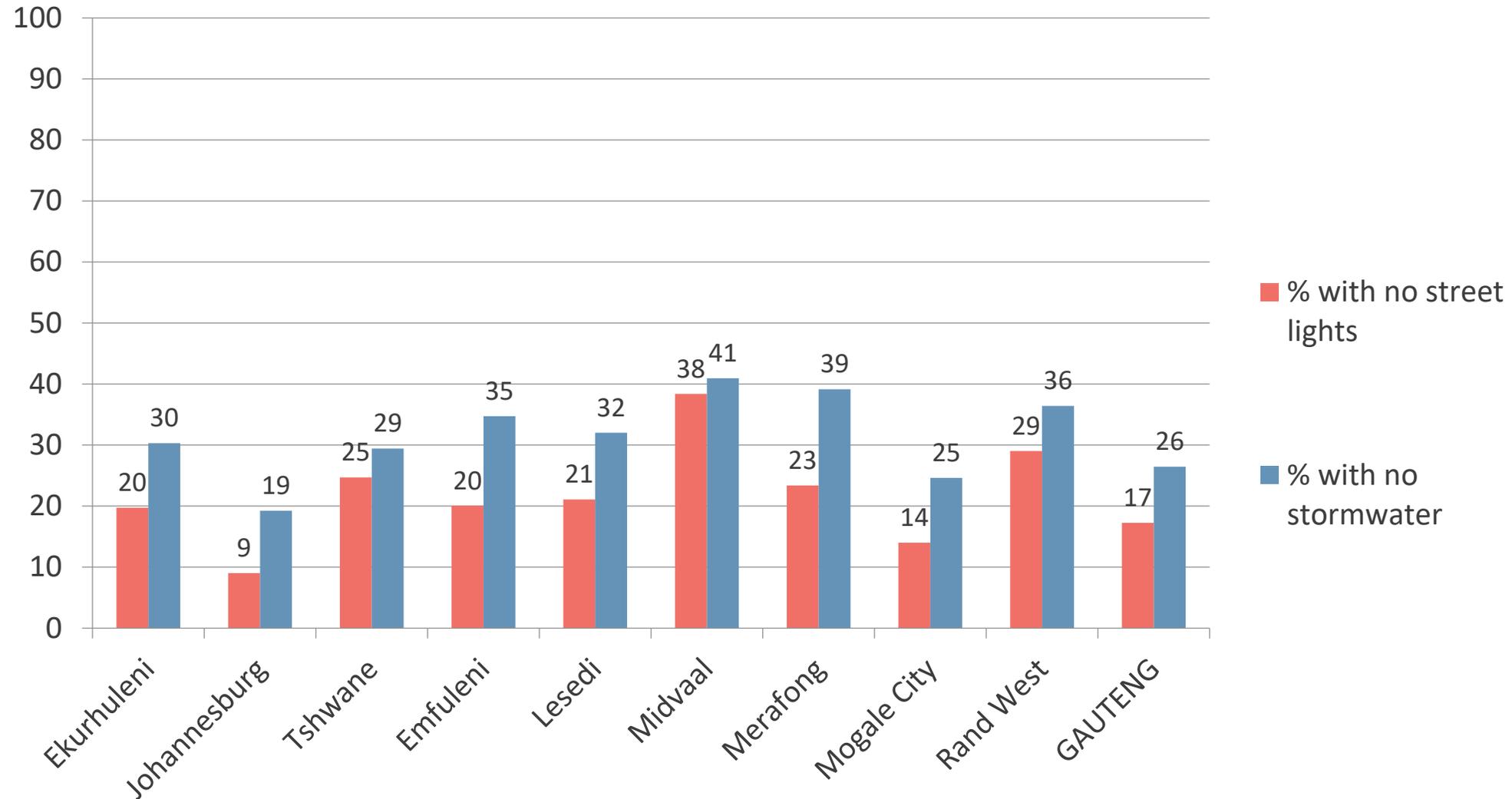
# Access to services

% who use electricity for lighting: 2009-2017/18



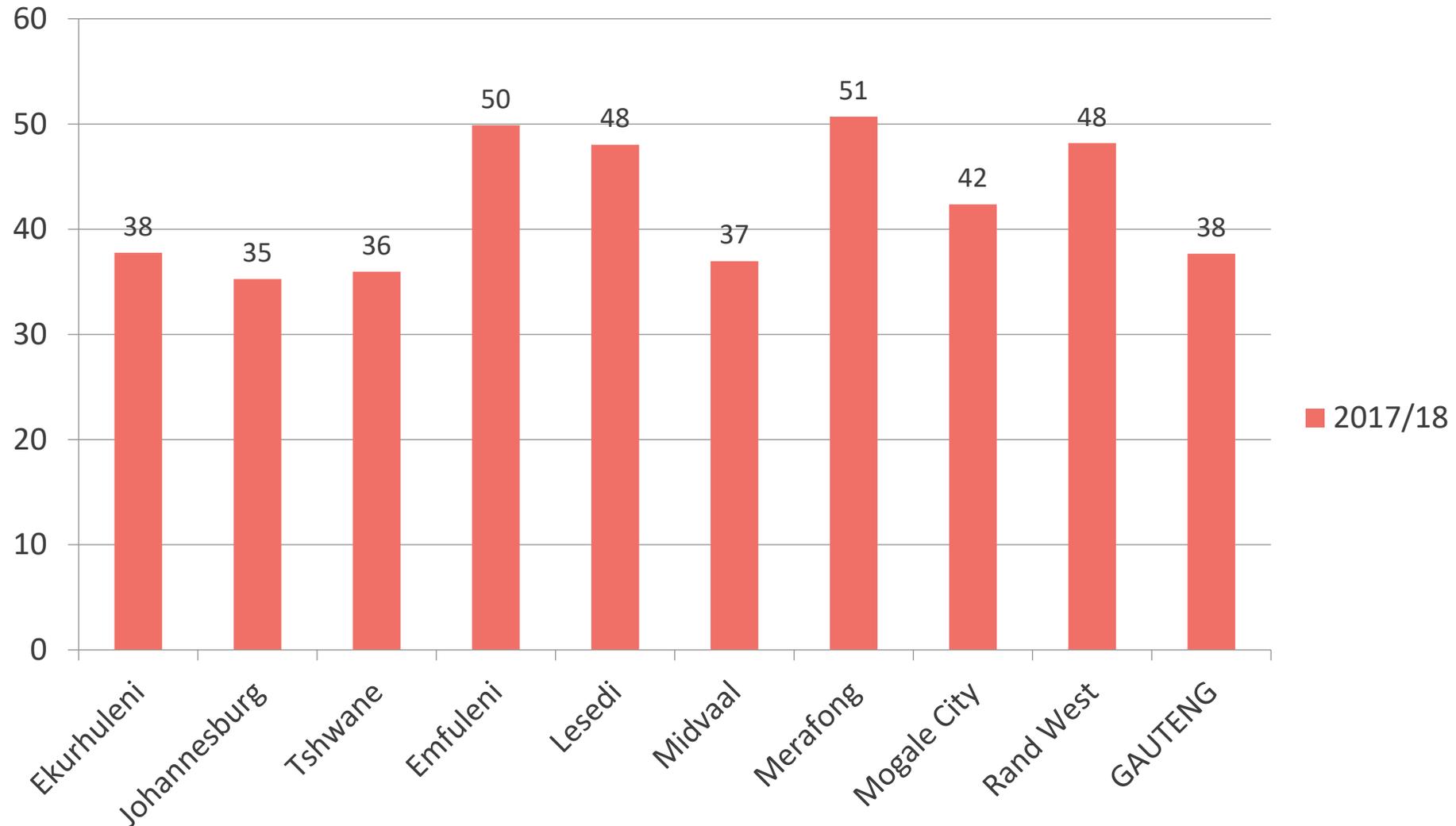
# Access to services

% with no street lights; % with no stormwater, 2017/18



# Access to services

% with no internet access

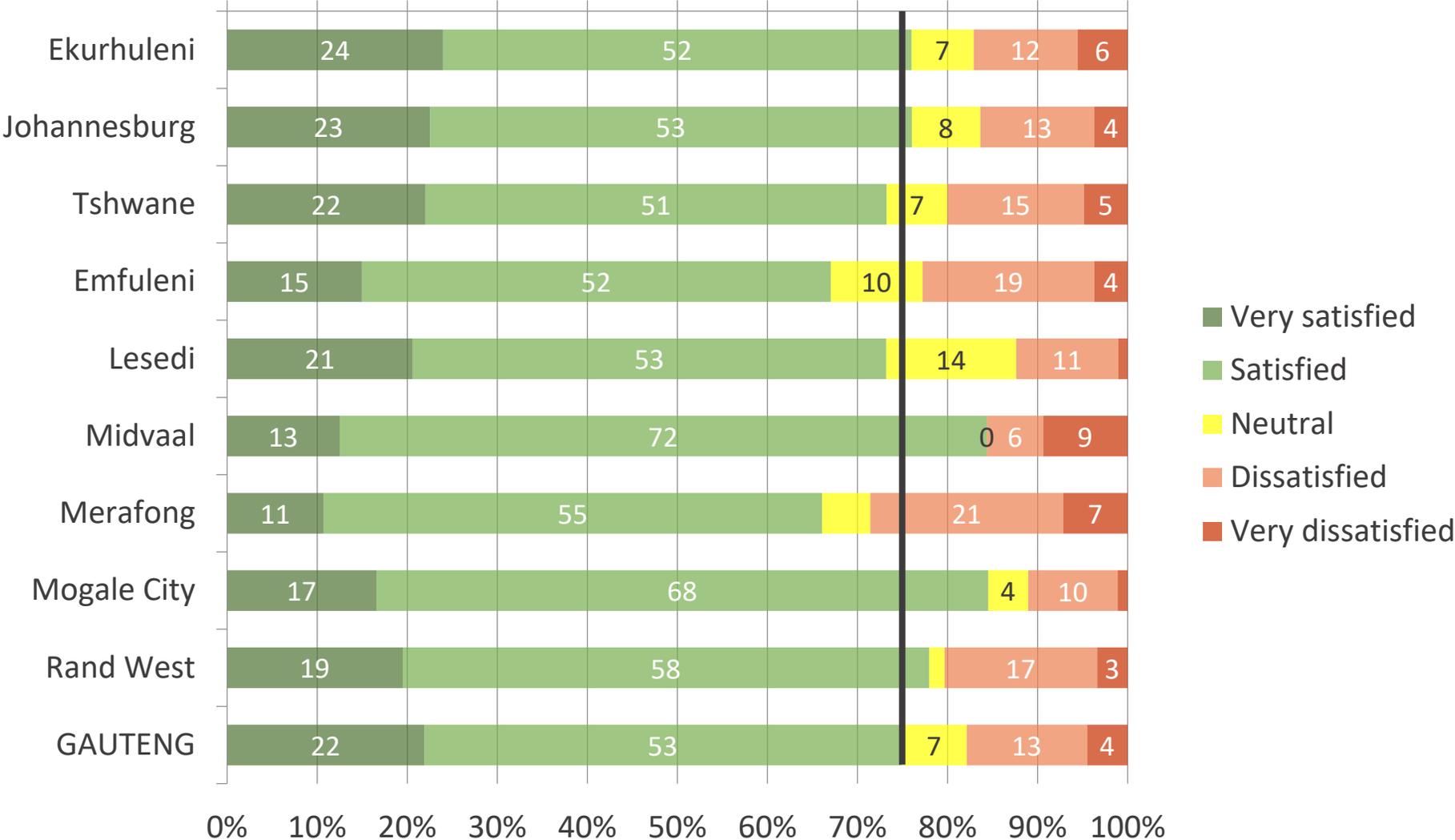


# Satisfaction with services



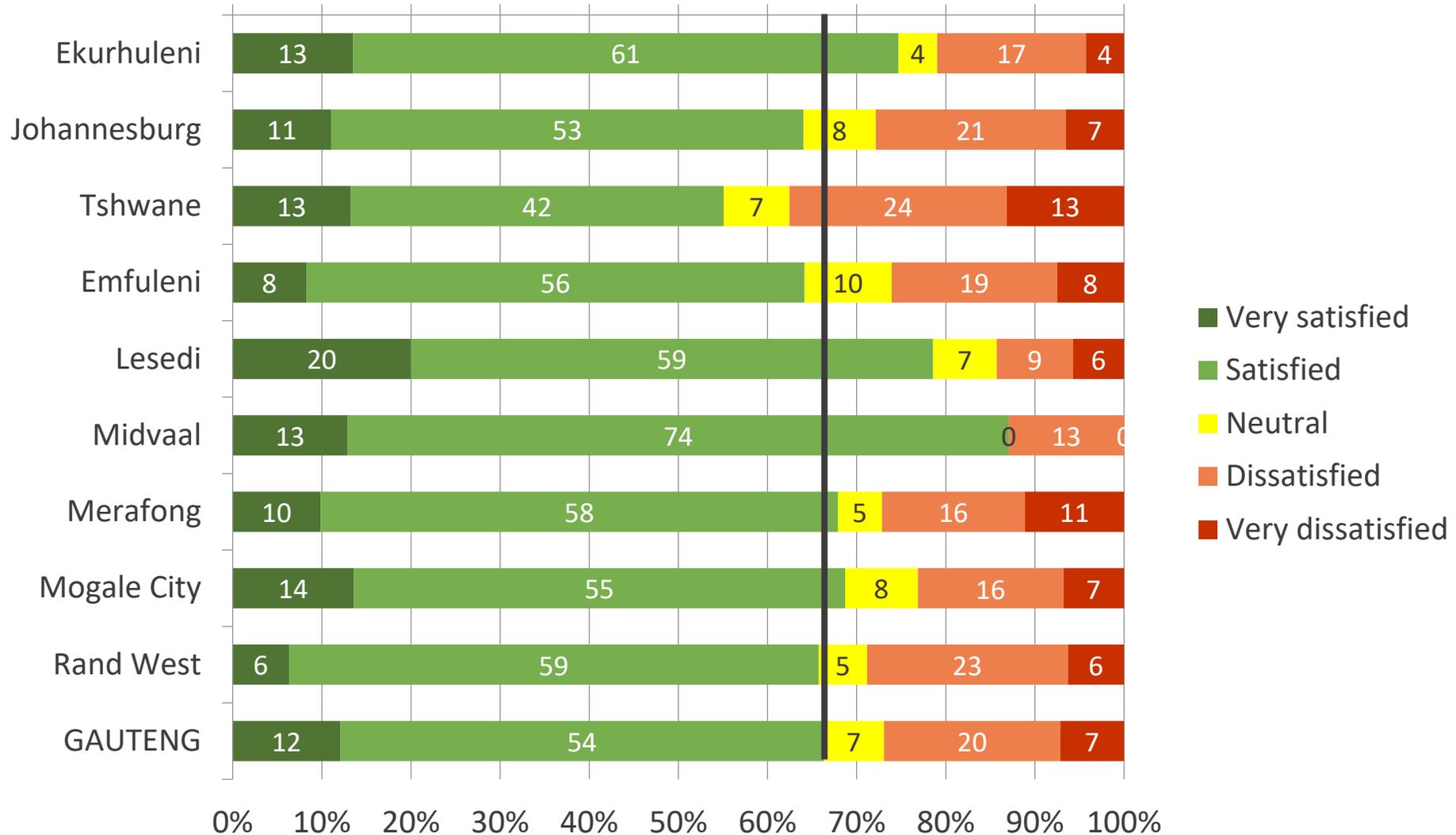
# Satisfaction with services

Government provided dwelling (2015/16 for reference)



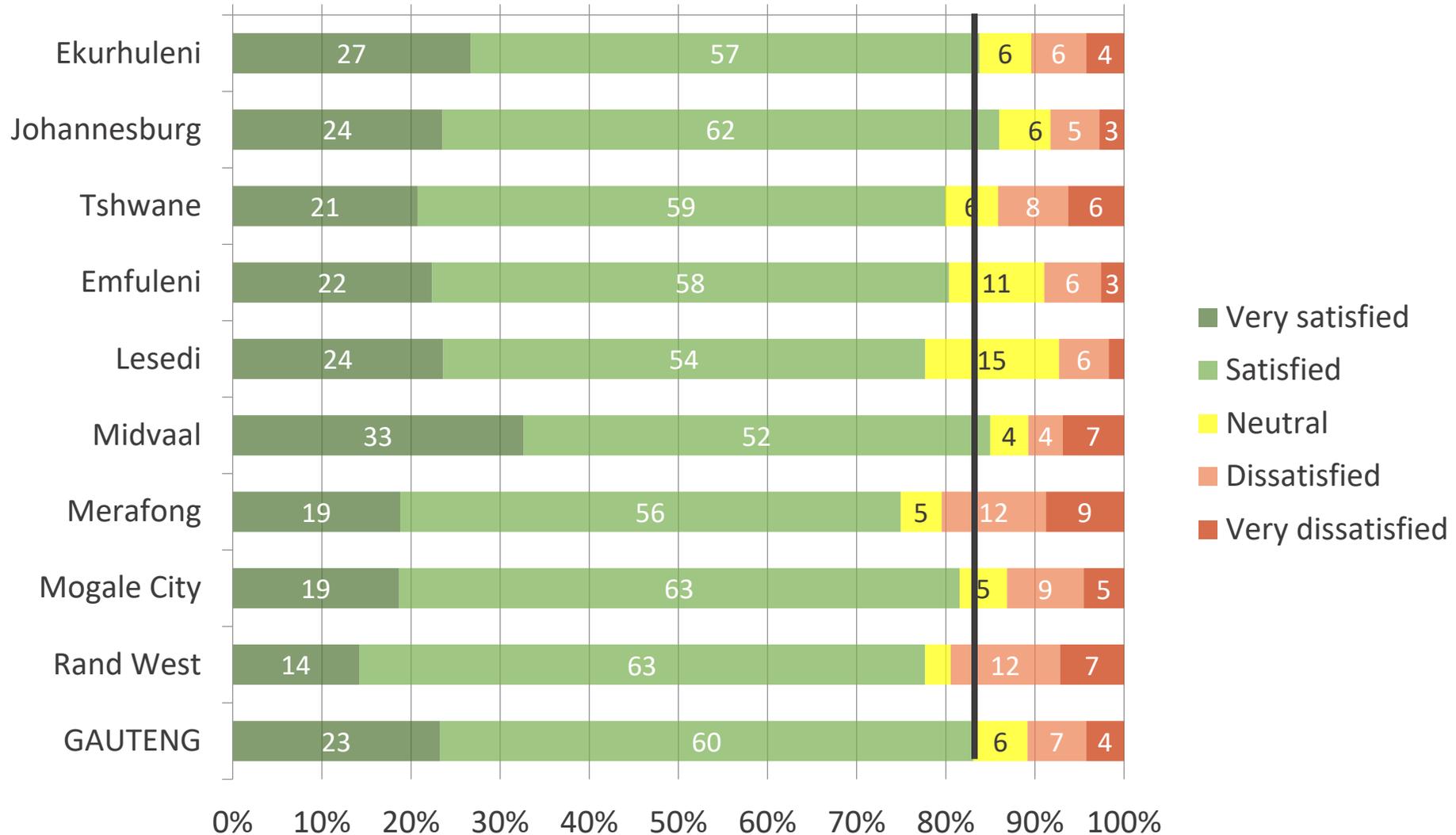
# Satisfaction with services

Government provided dwelling (2017/18)



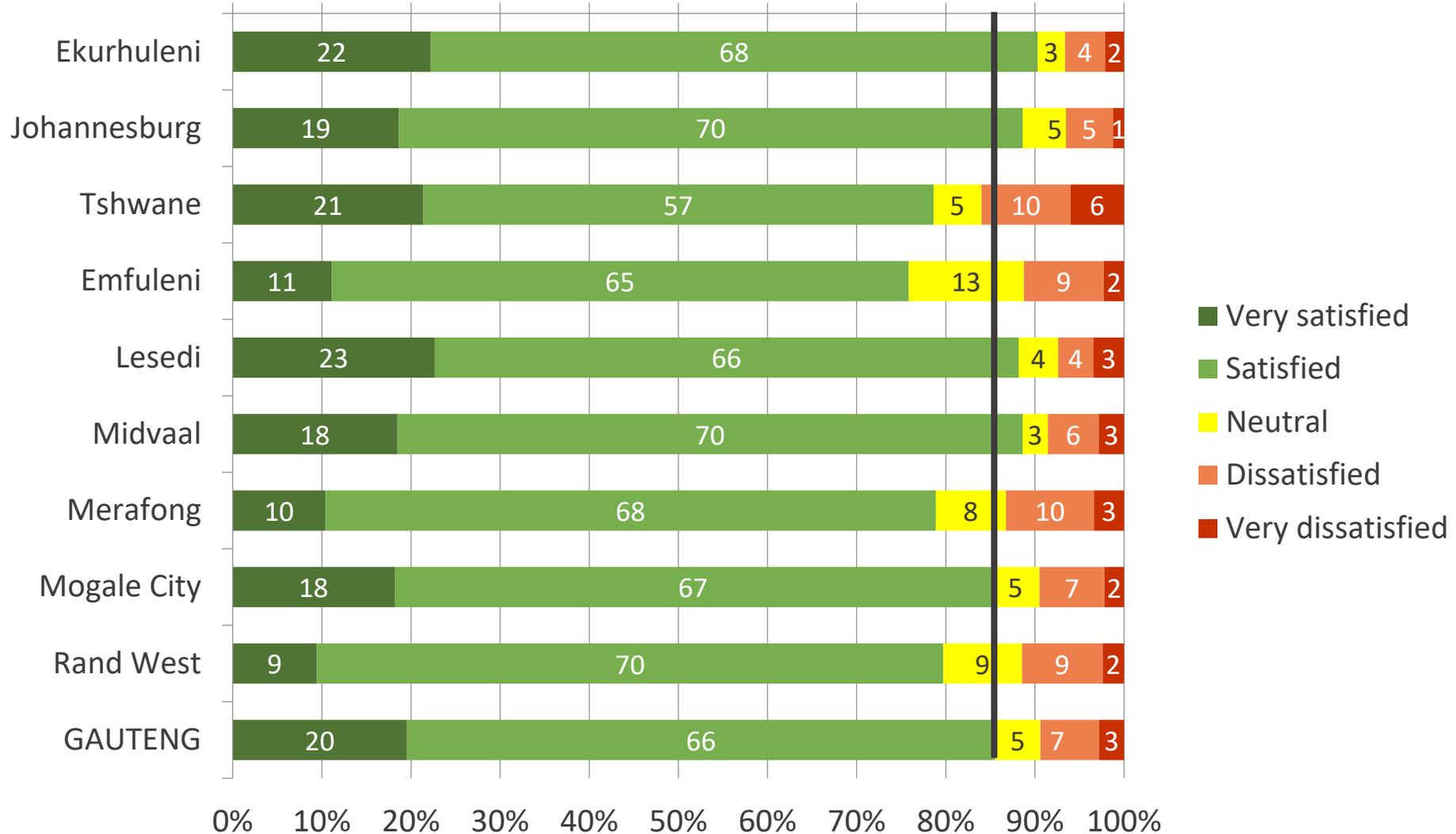
# Satisfaction with services

Water services (2015/16 for reference)



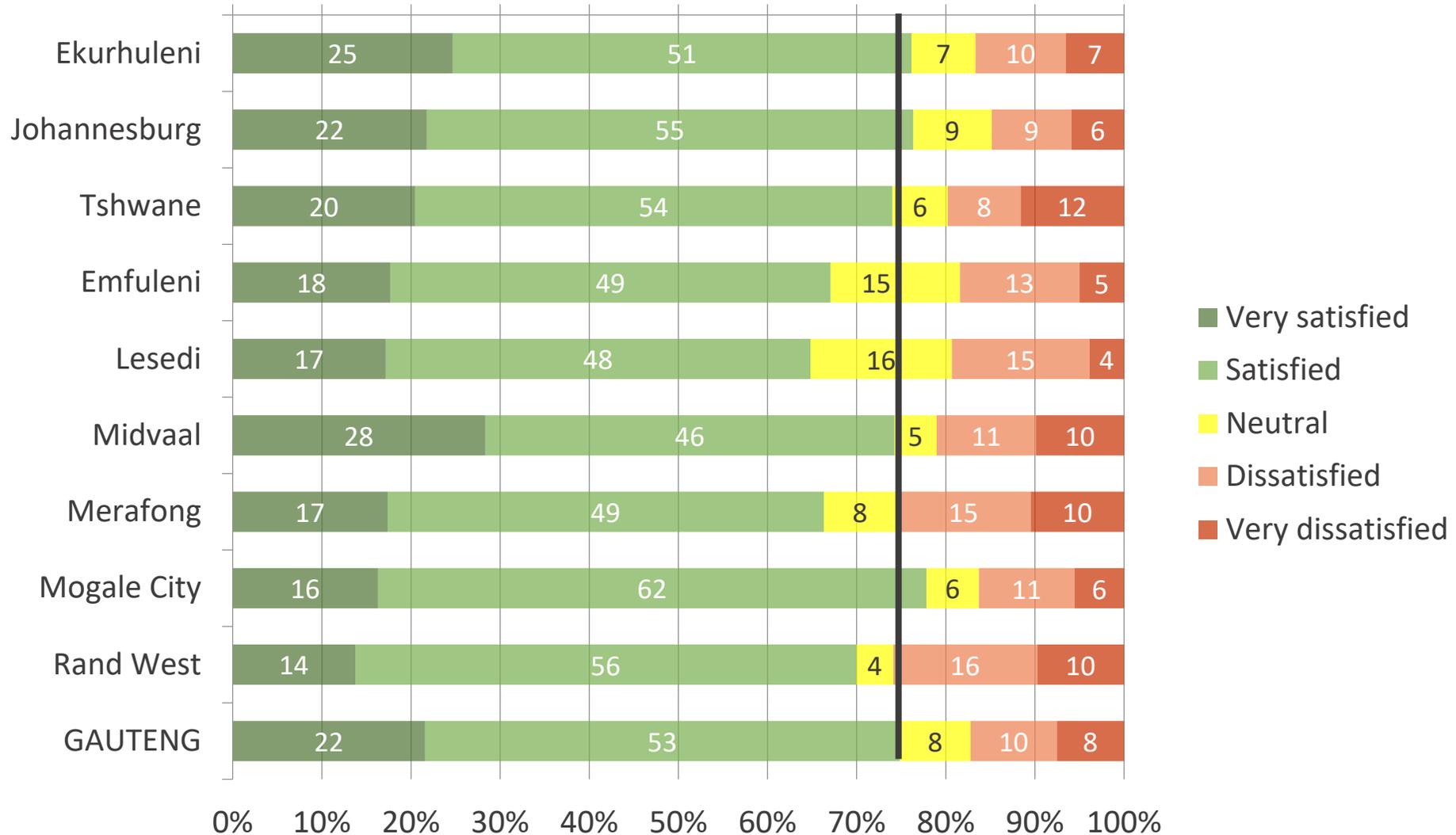
# Satisfaction with services

Water services (2017/18)



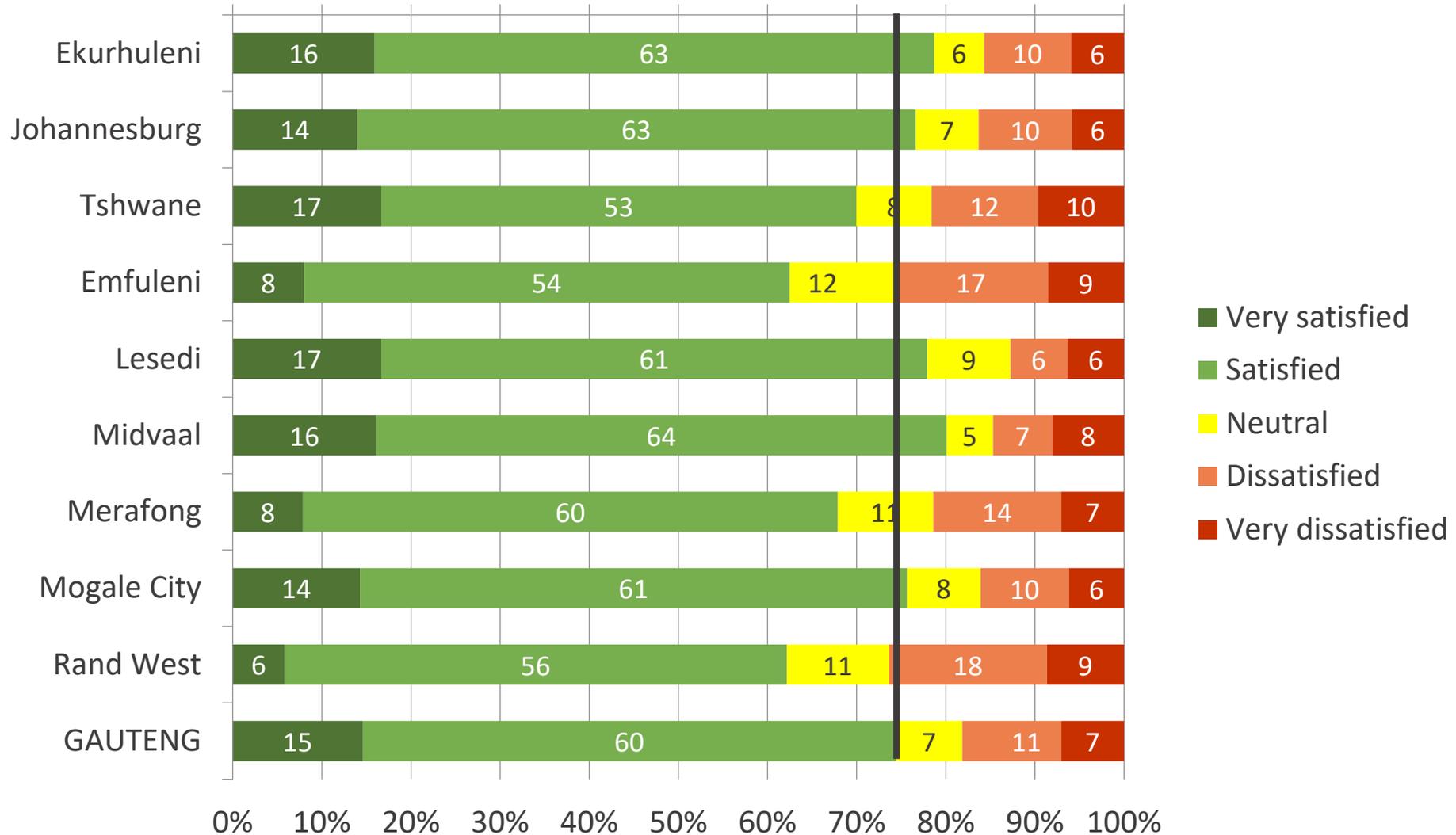
# Satisfaction with services

Sanitation (2015/16 for reference)



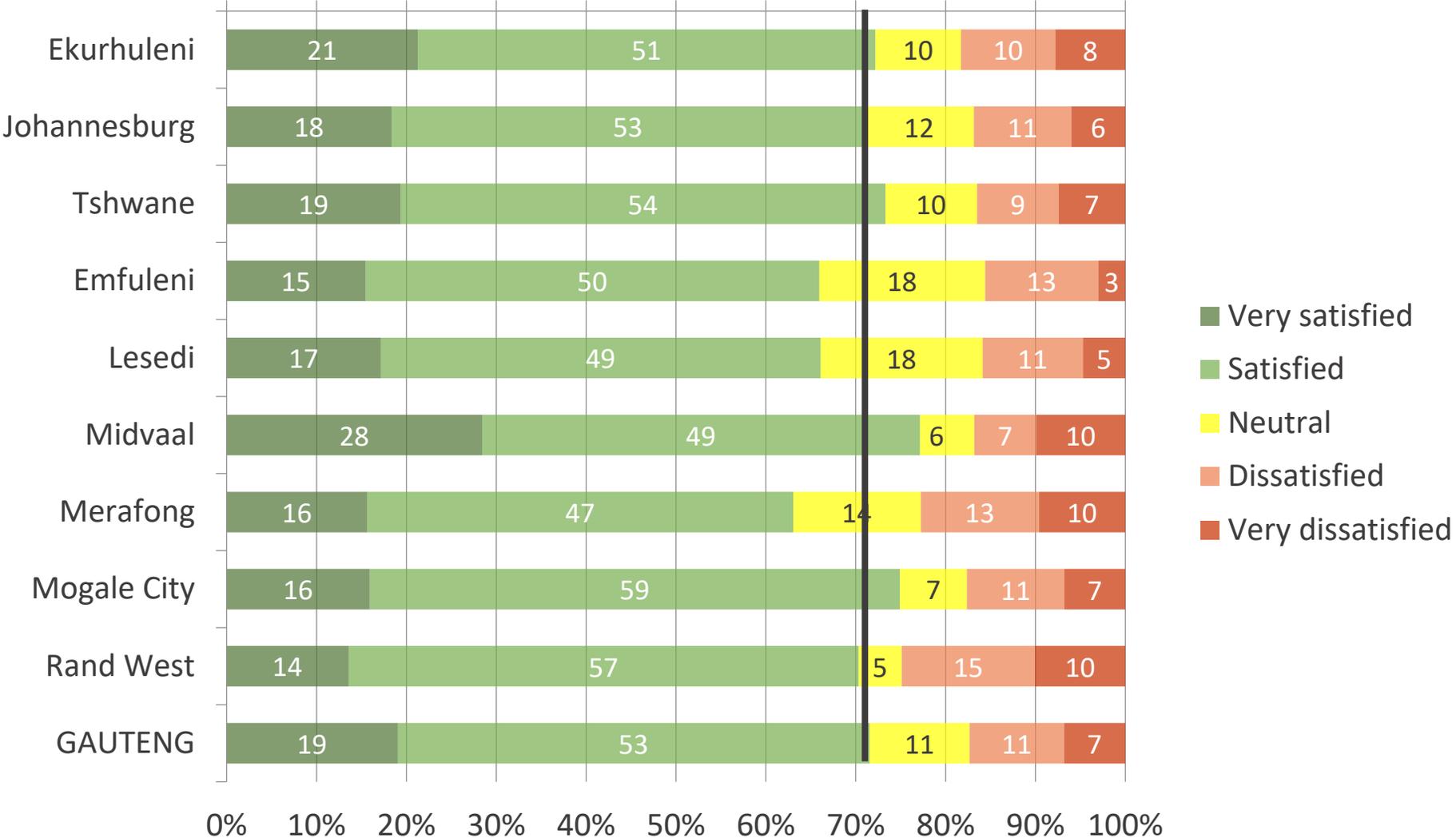
# Satisfaction with services

Sanitation (2017/18)



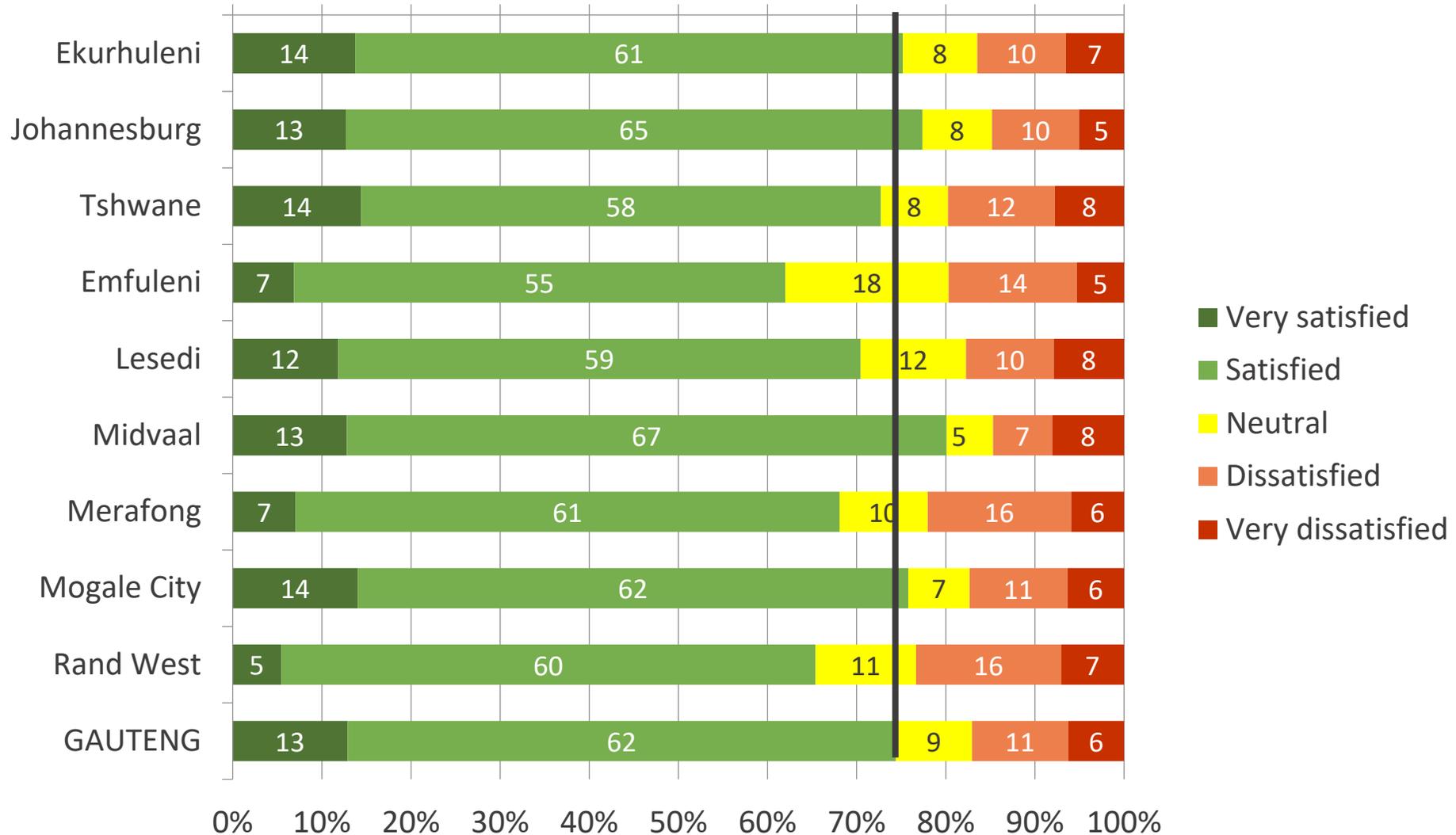
# Satisfaction with services

Energy (2015/16 for reference)



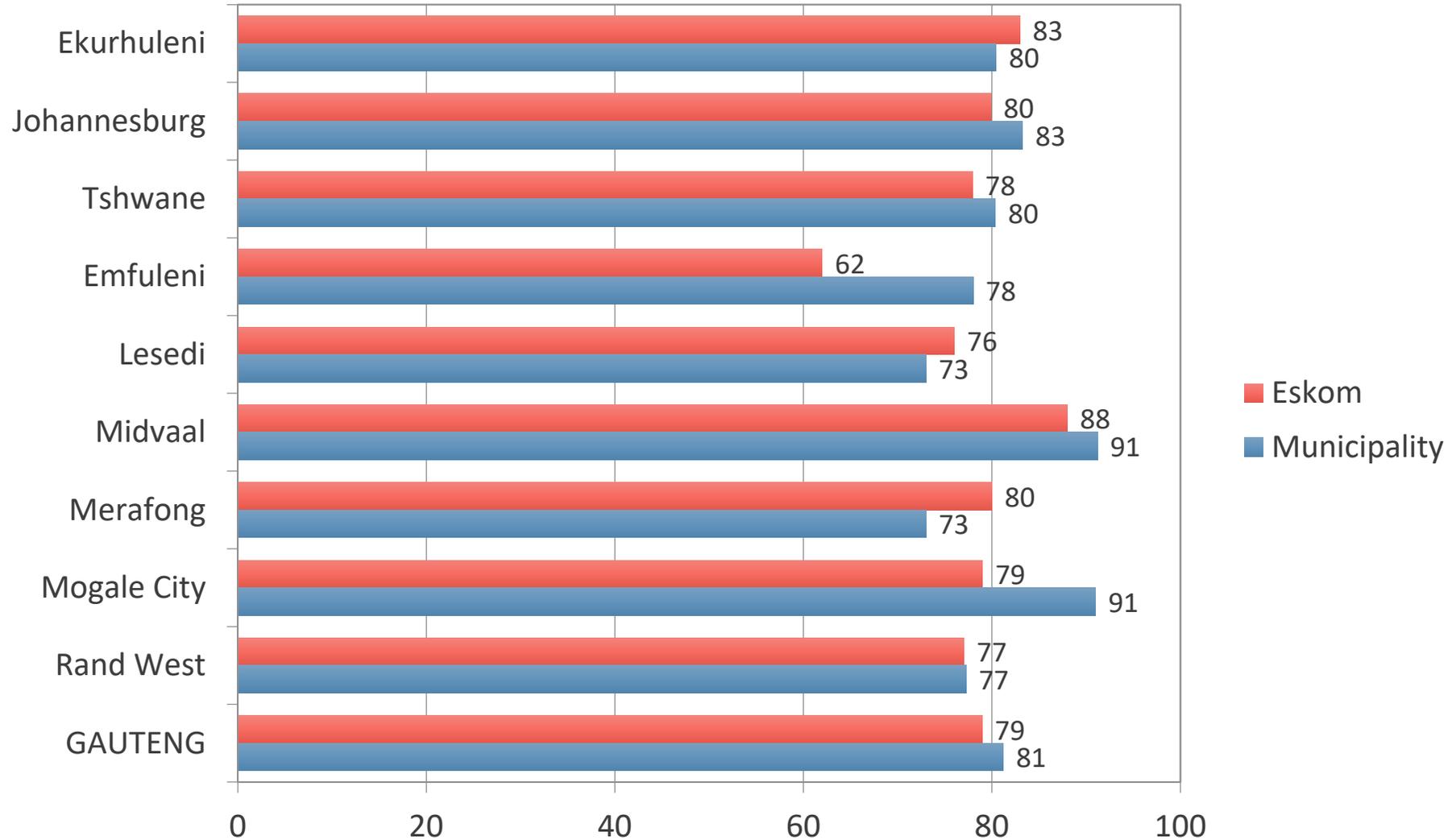
# Satisfaction with services

Energy (2017/18)



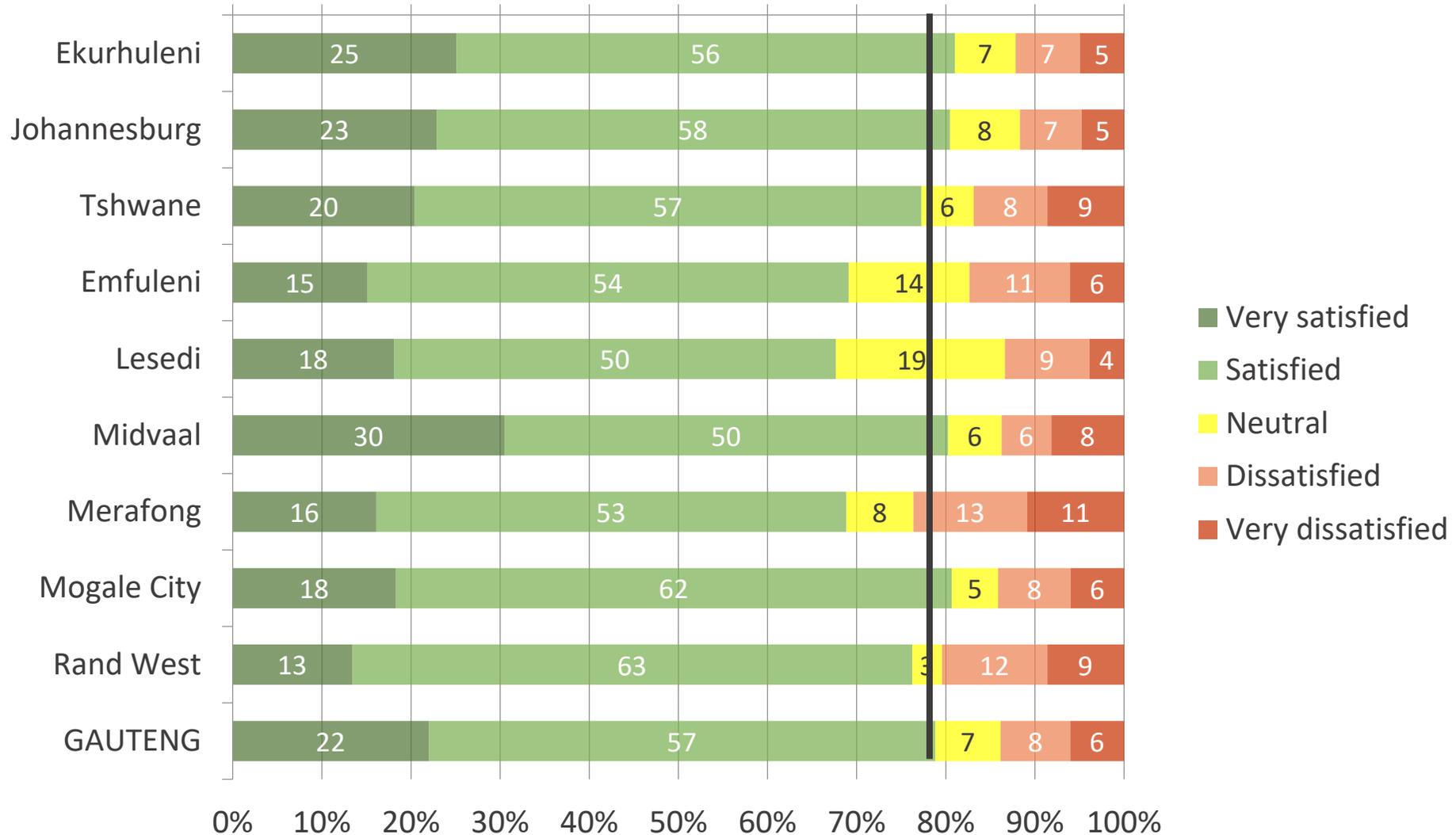
# Satisfaction with services

% satisfied or very satisfied with energy source by electricity supplier



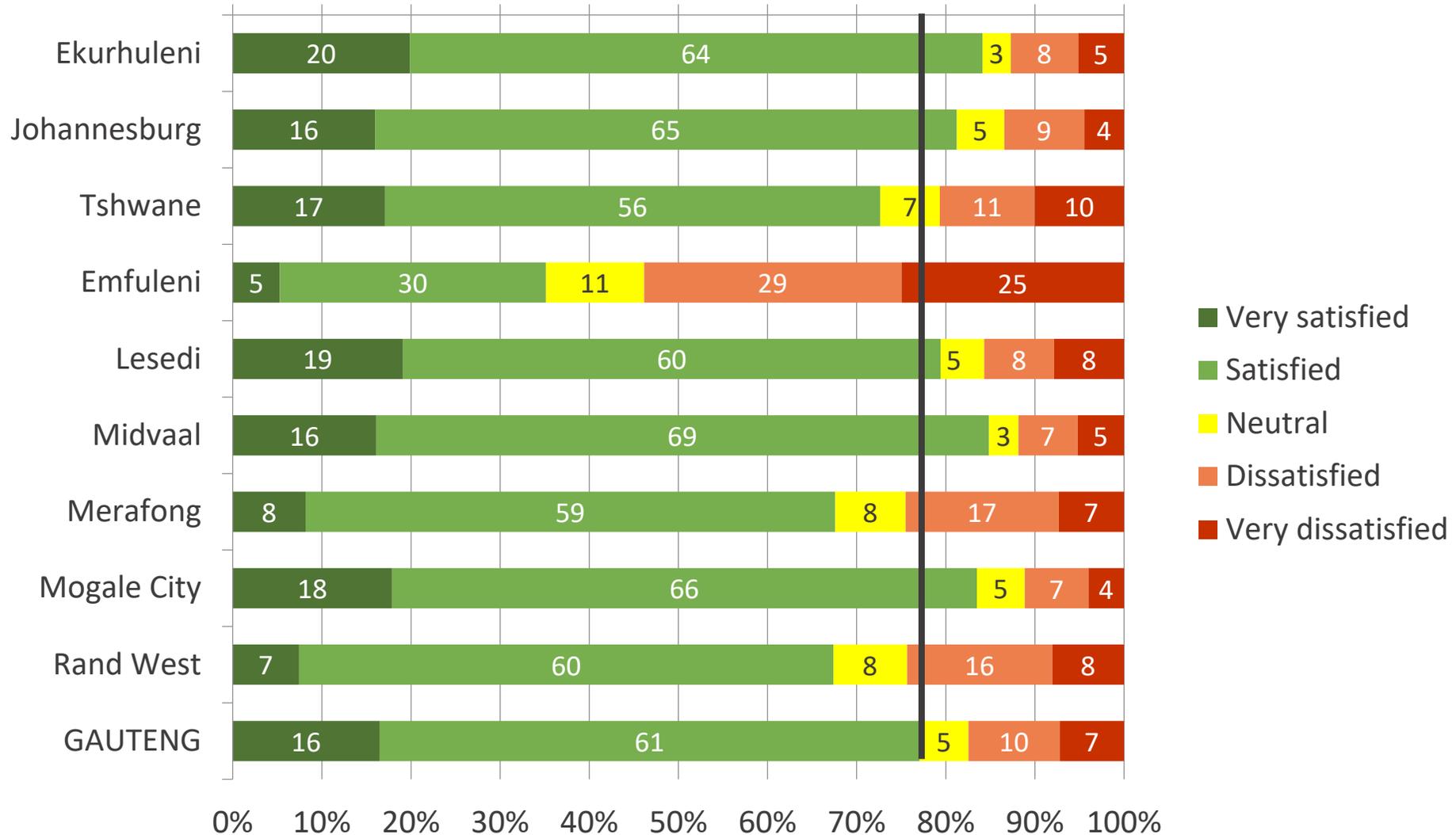
# Satisfaction with services

Waste removal (2015/16 for reference)



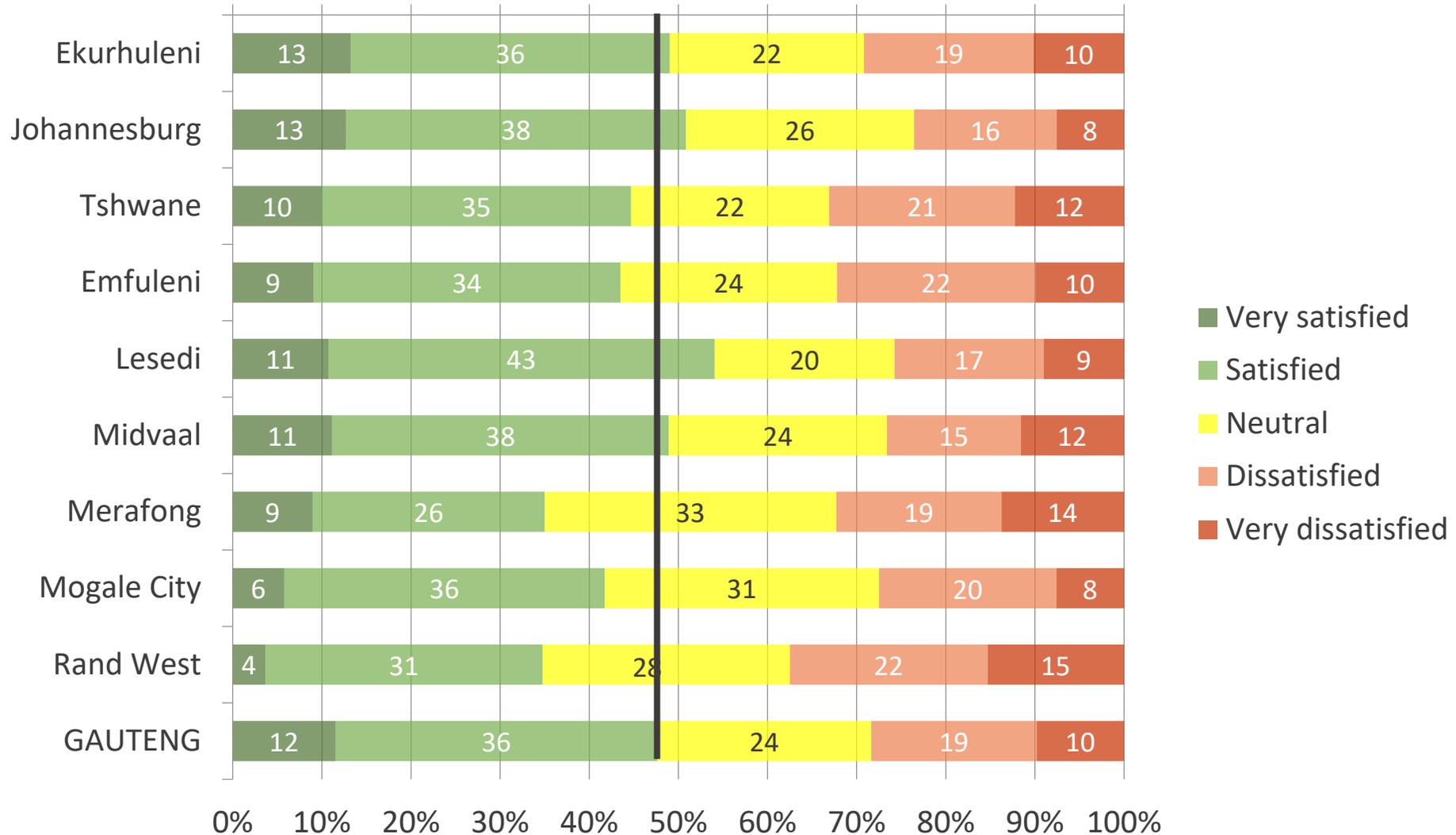
# Satisfaction with services

Waste removal (2017/18)



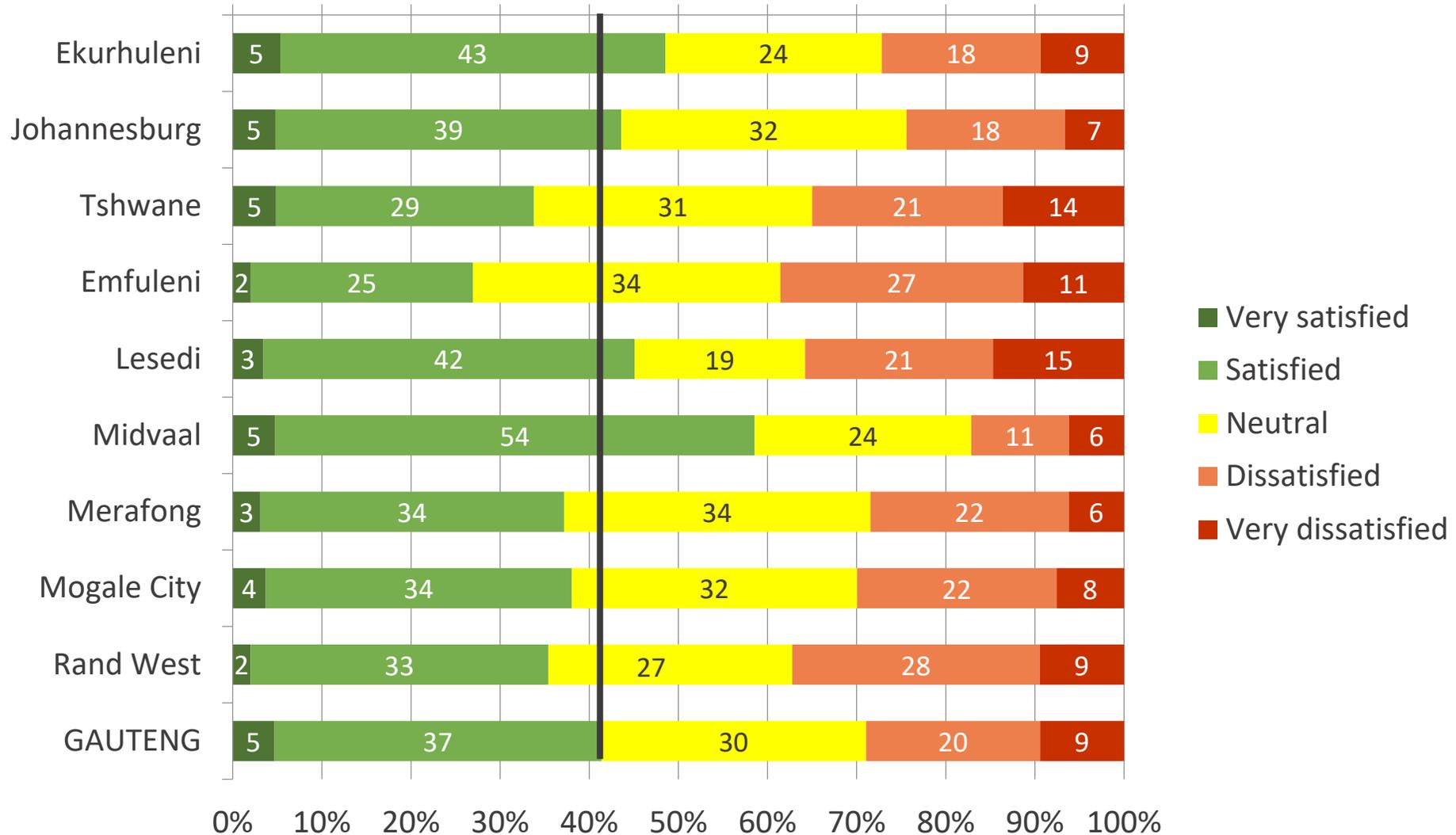
# Satisfaction with services

Cost of municipal services (2015/16 for reference)



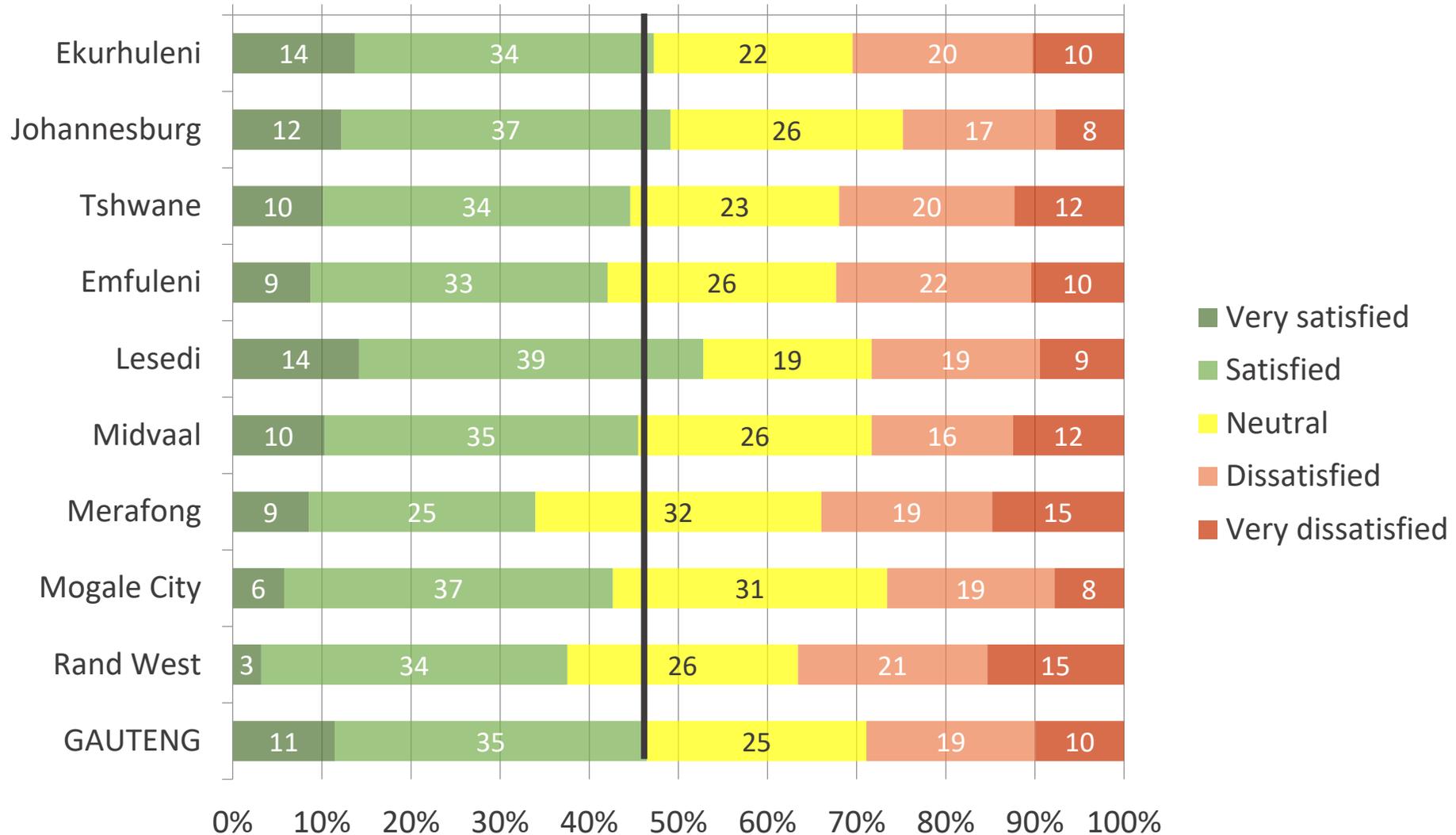
# Satisfaction with services

Cost of municipal services (2017/18)



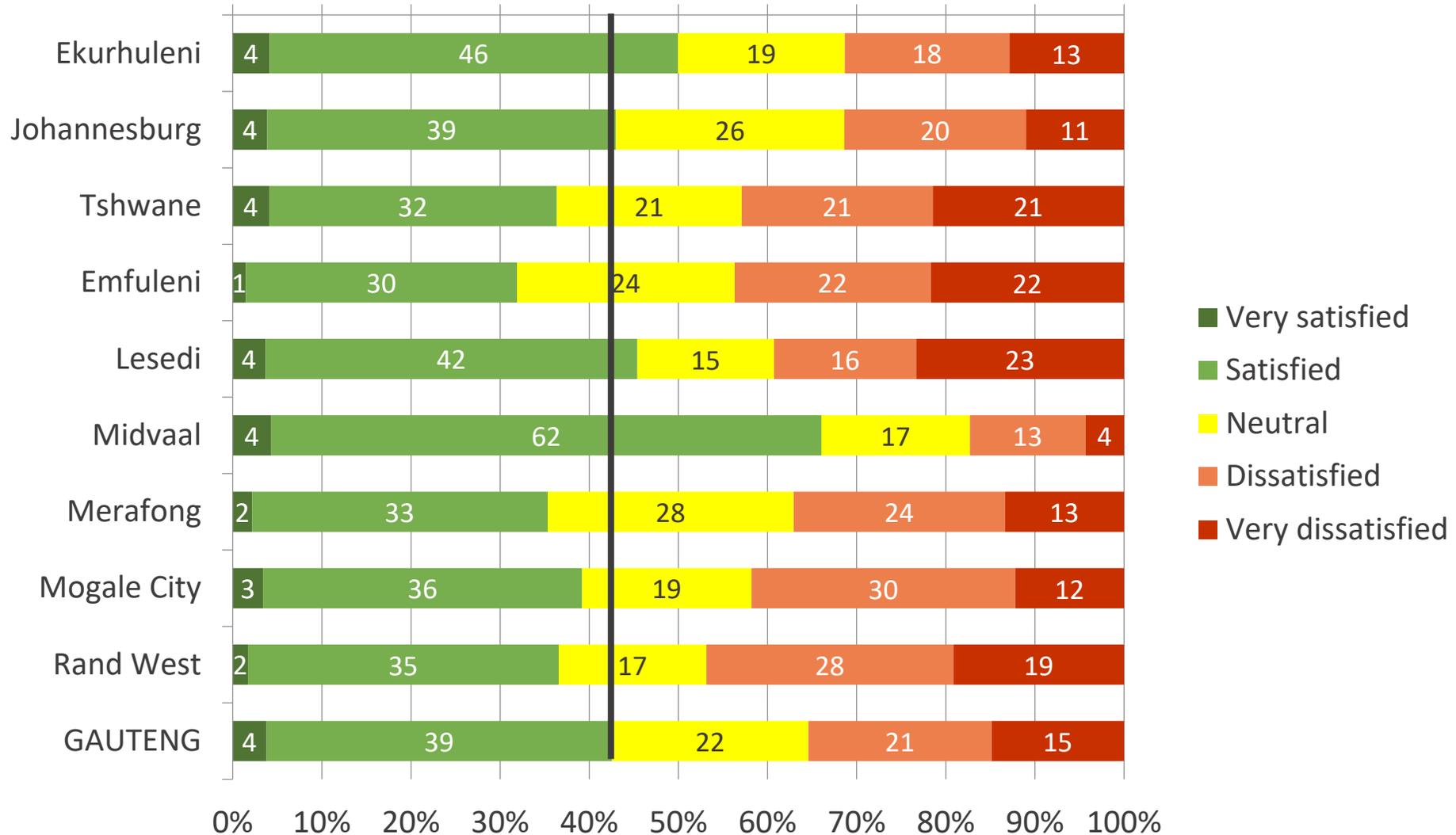
# Satisfaction with services

Billing for municipal services (2015/16 for reference)



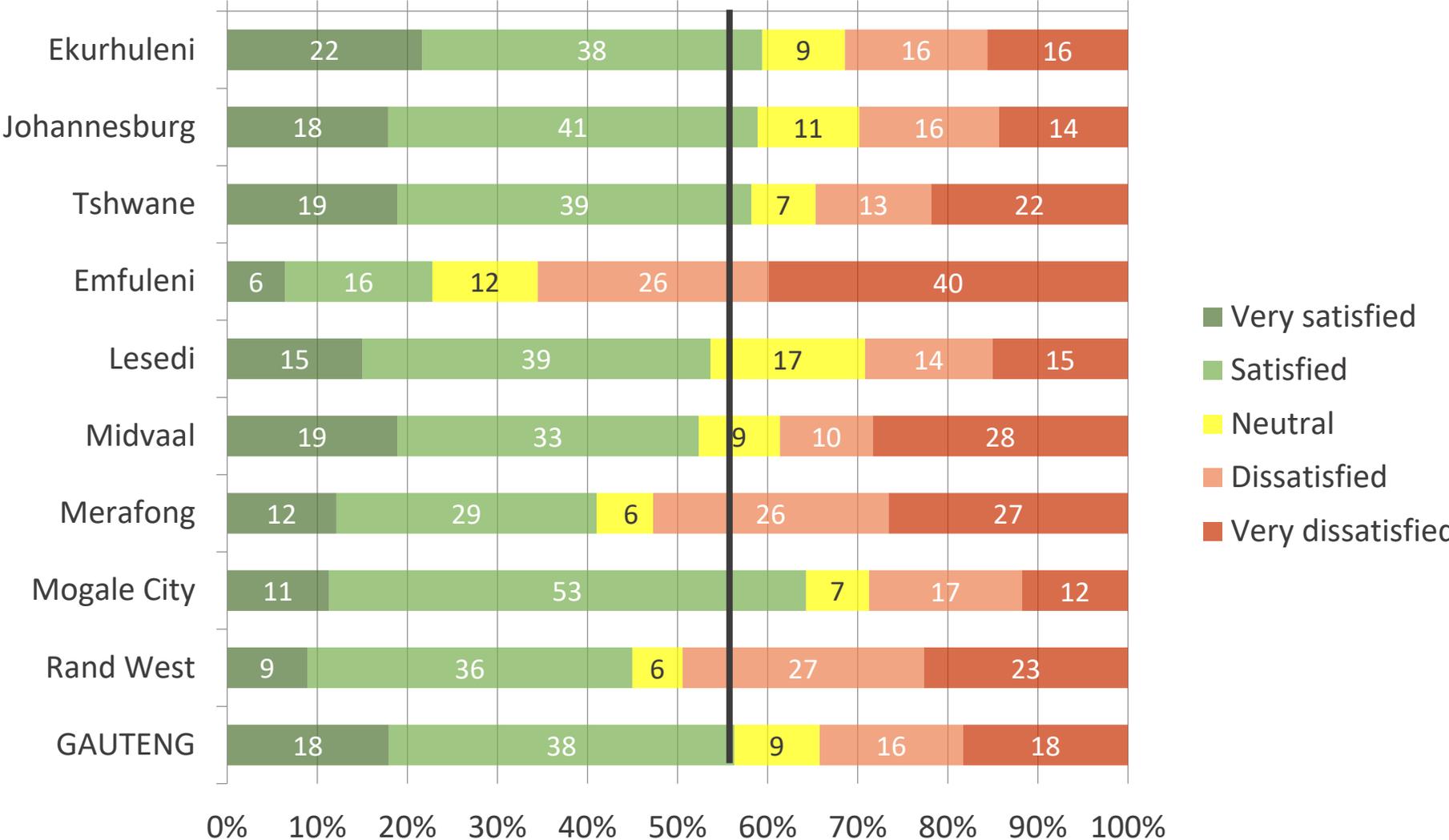
# Satisfaction with services

Billing for municipal services (2017/18)



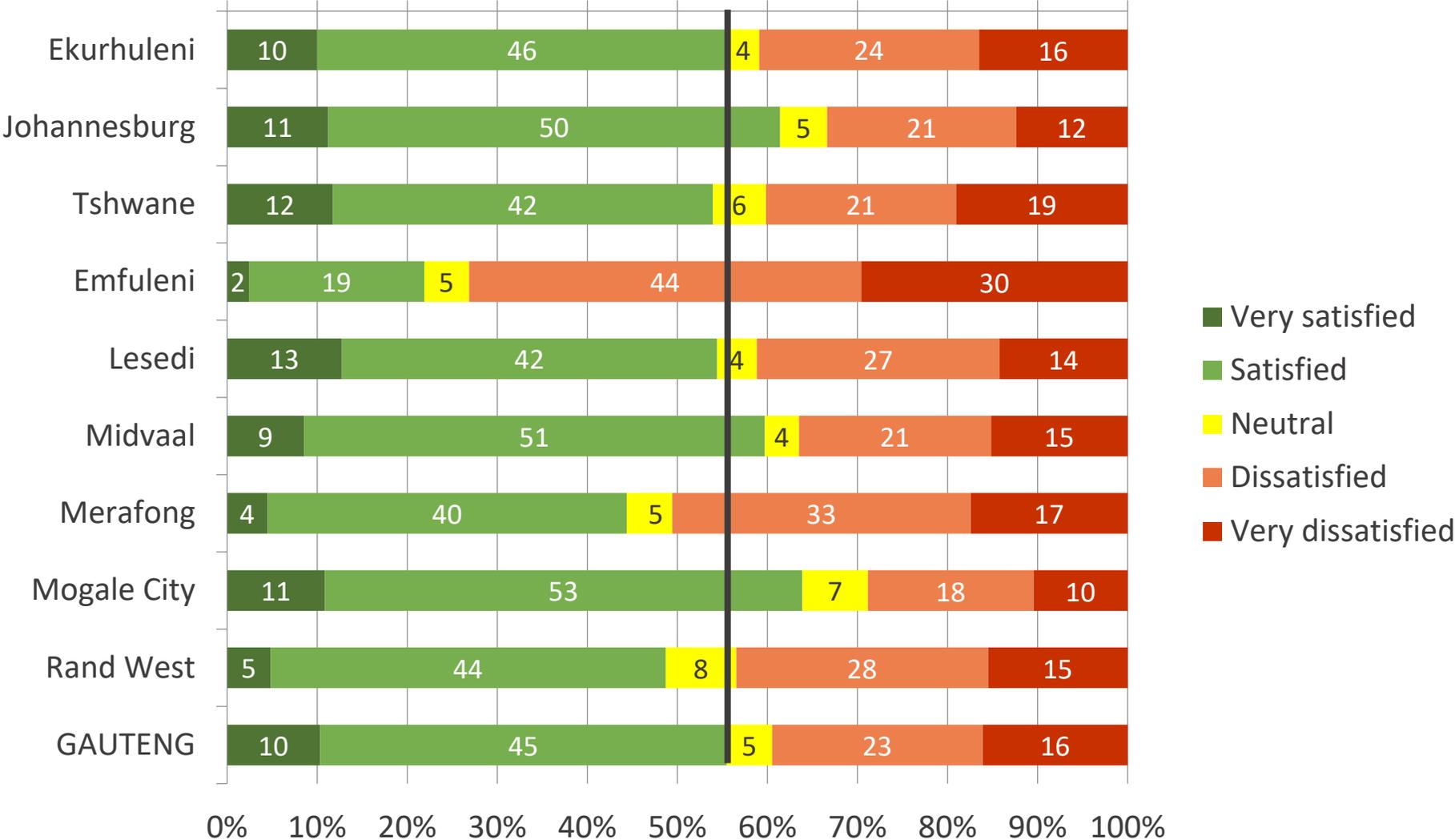
# Satisfaction with services

Roads (2015/16 for reference)



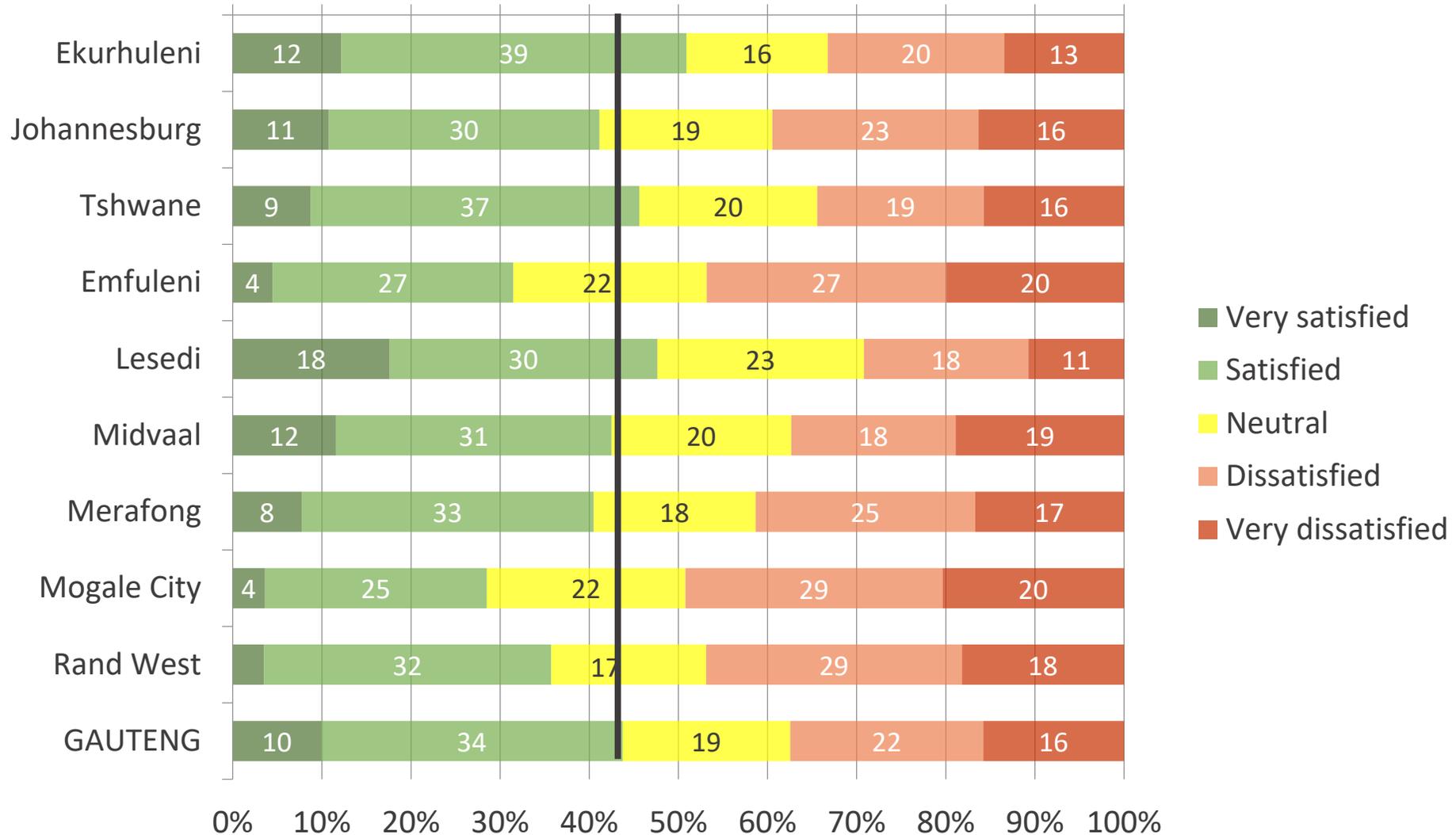
# Satisfaction with services

Roads (2017/18)



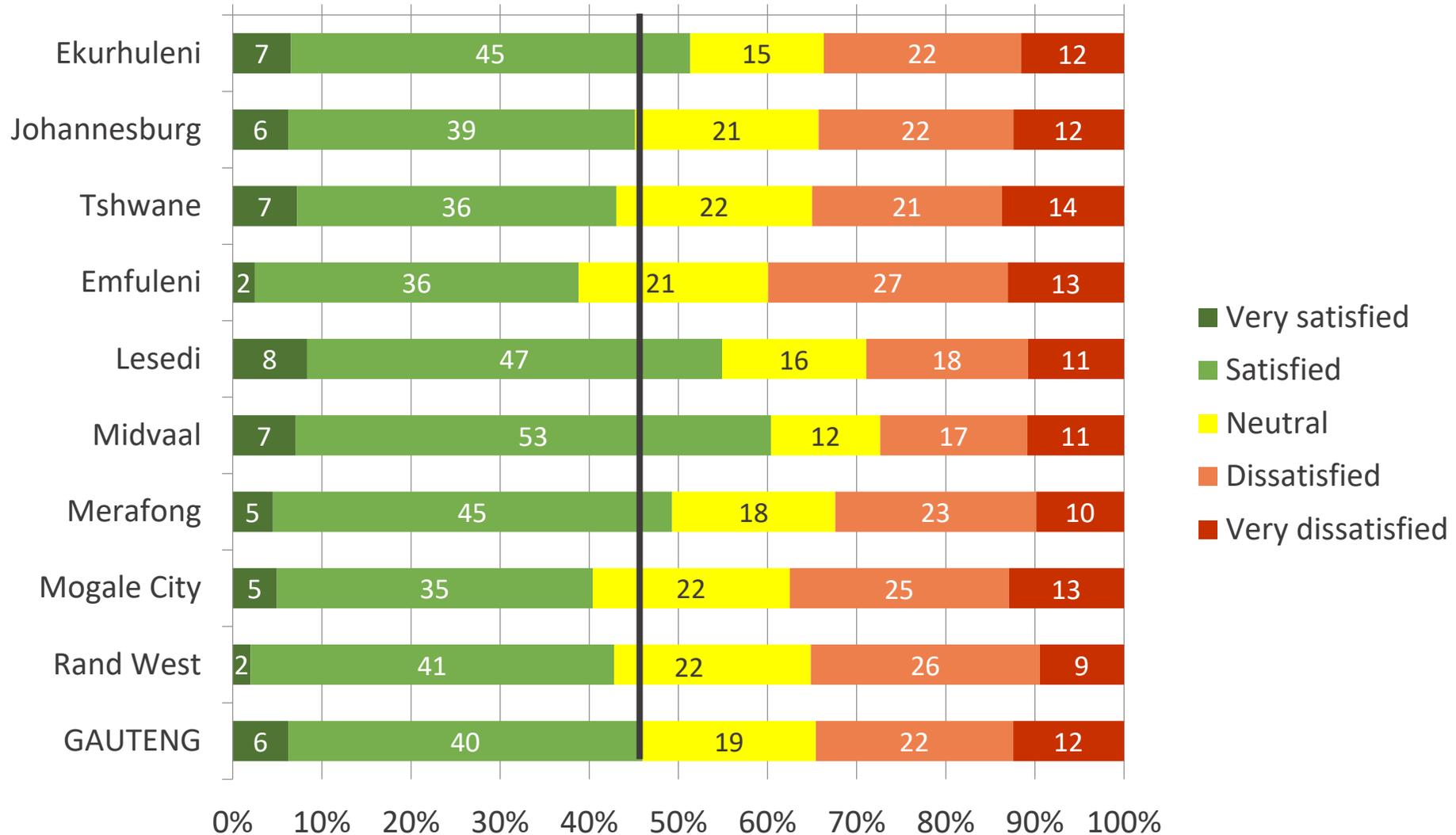
# Satisfaction with services

Emergency services (2015/16 for reference)



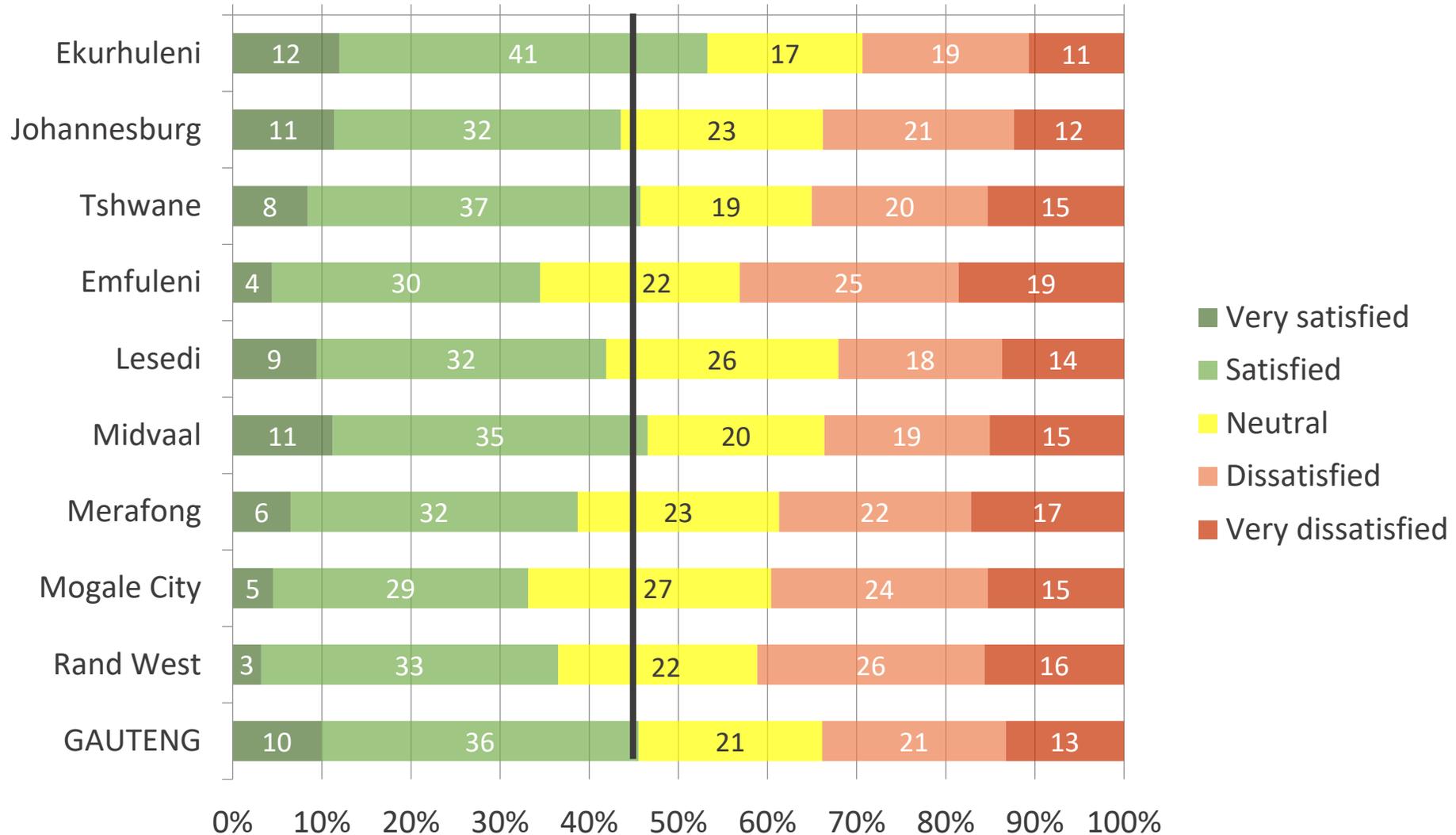
# Satisfaction with services

Emergency services (2017/18)



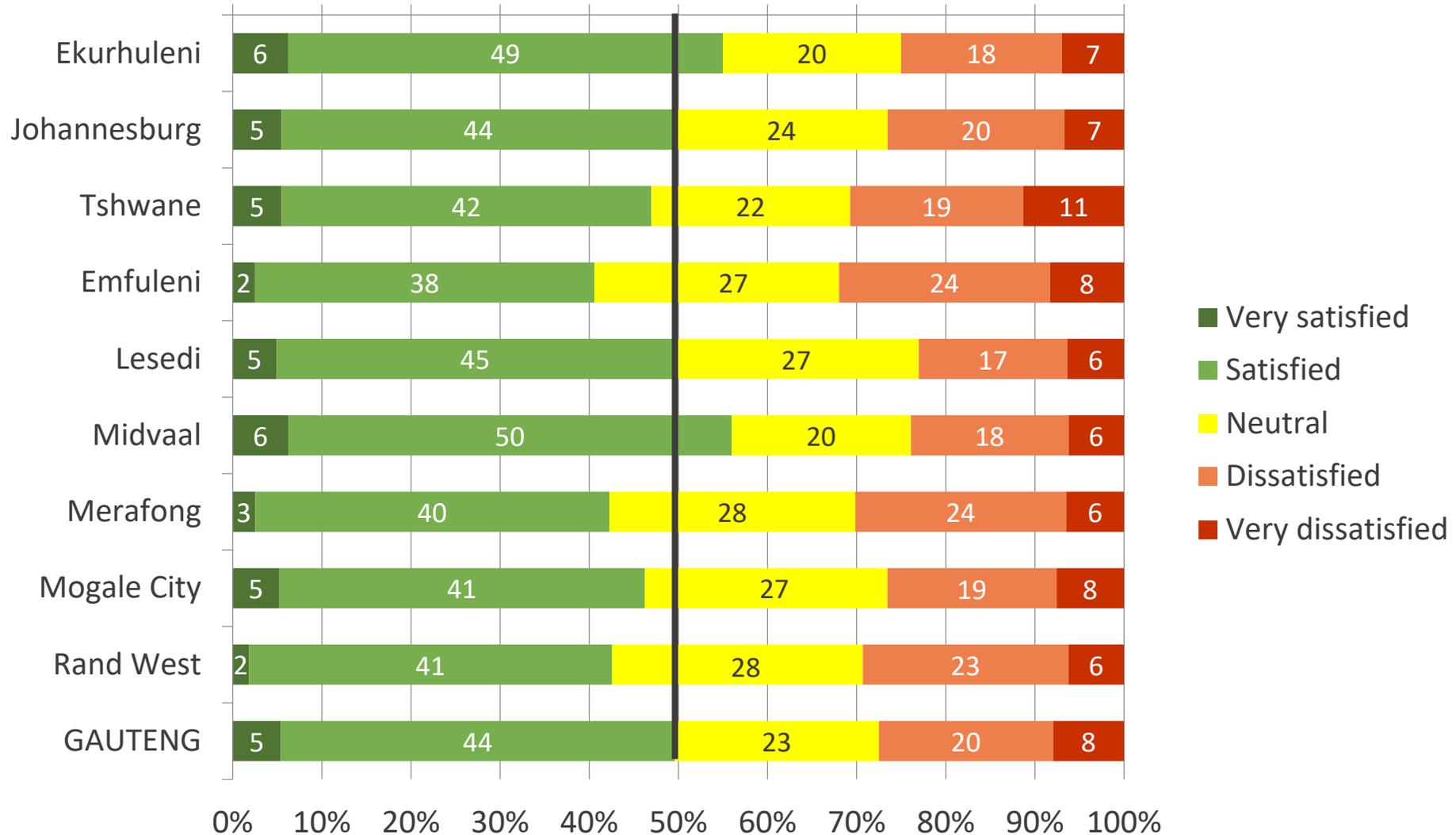
# Satisfaction with services

Metro/traffic police (2015/16 for reference)



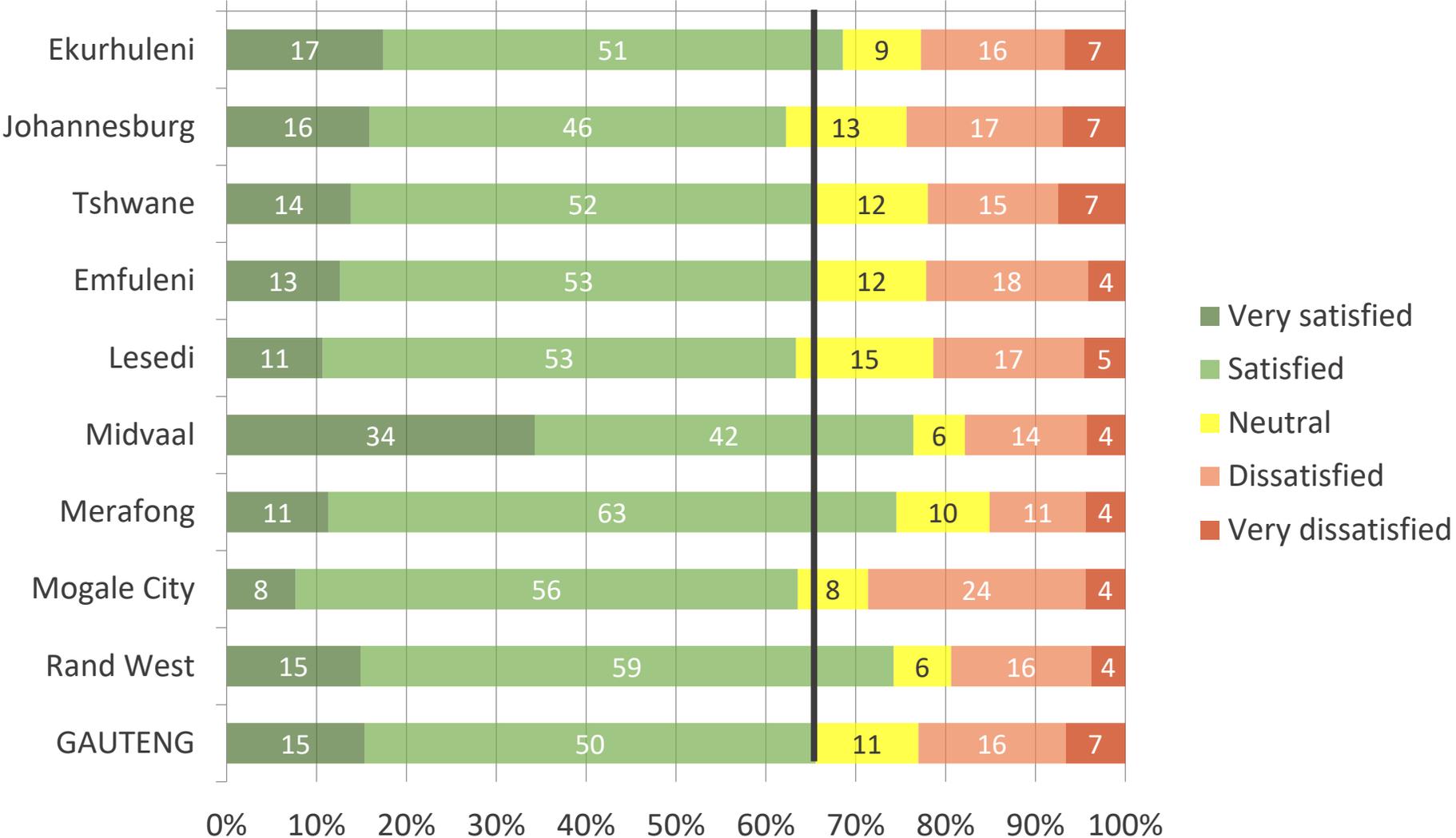
# Satisfaction with services

Metro/traffic police (2017/18)



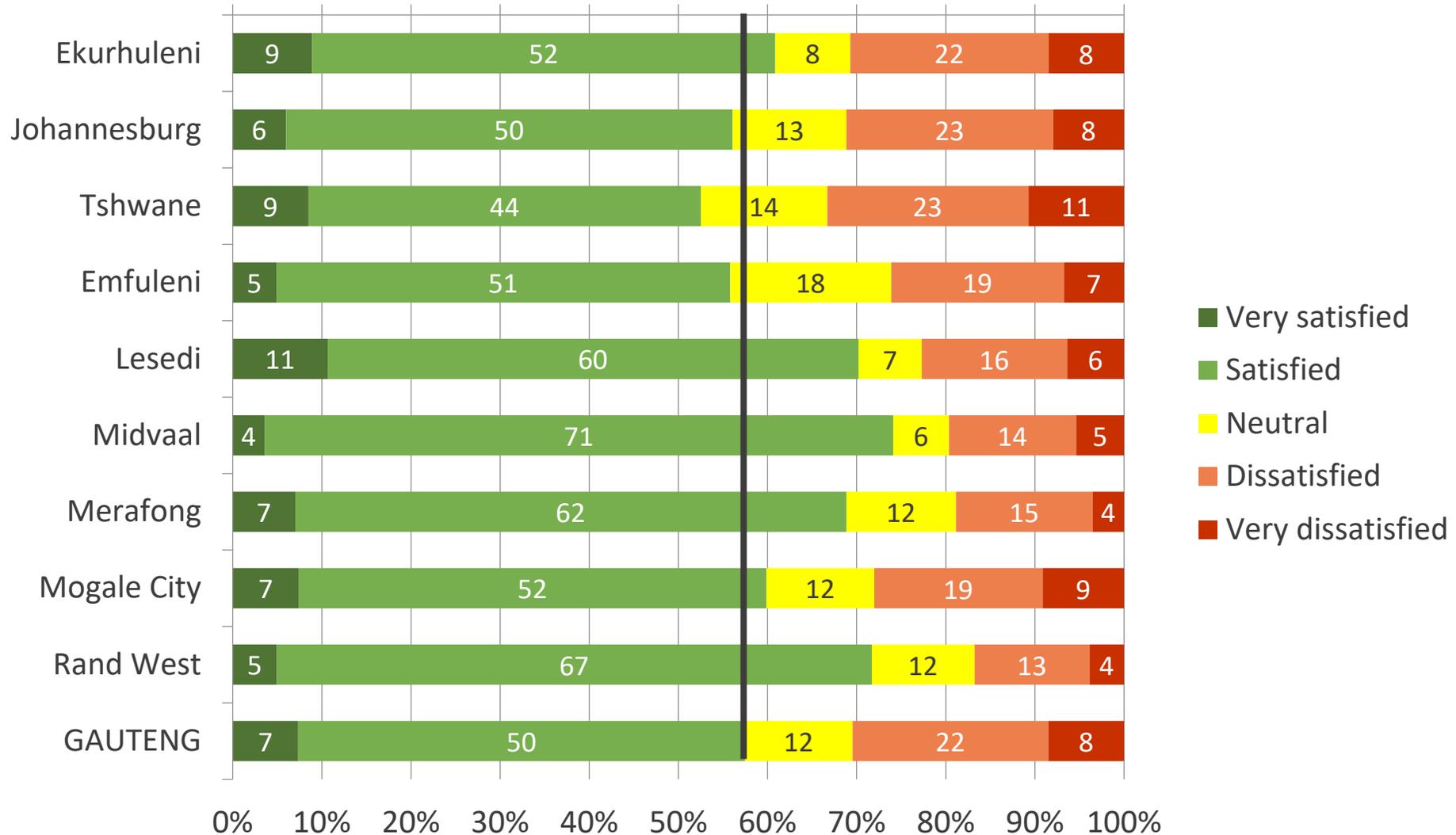
# Satisfaction with services

Public health care facilities (2015/16 for reference)



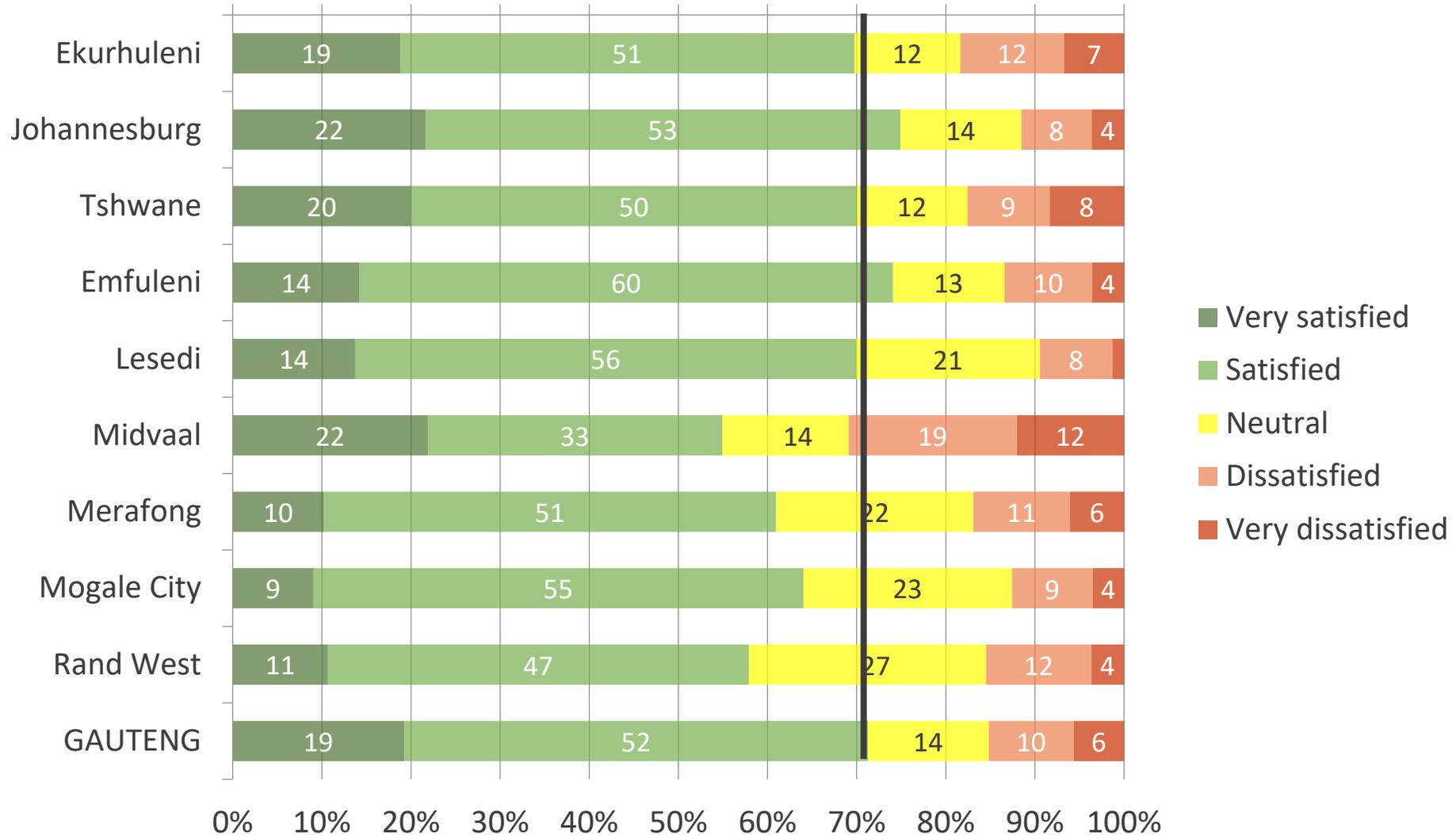
# Satisfaction with services

Public health care facilities (2017/18)



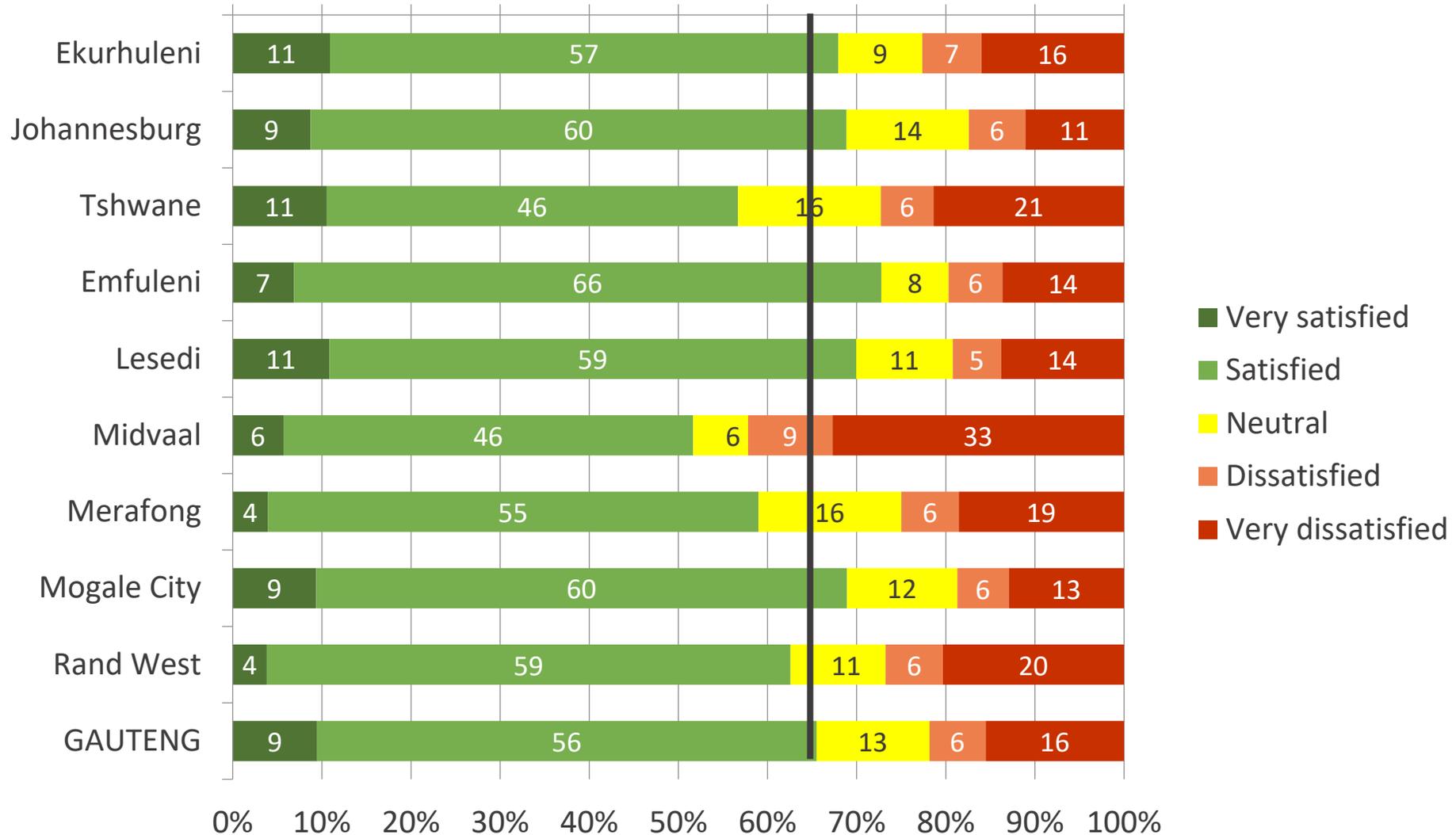
# Satisfaction with services

Local educational services (2015/16)



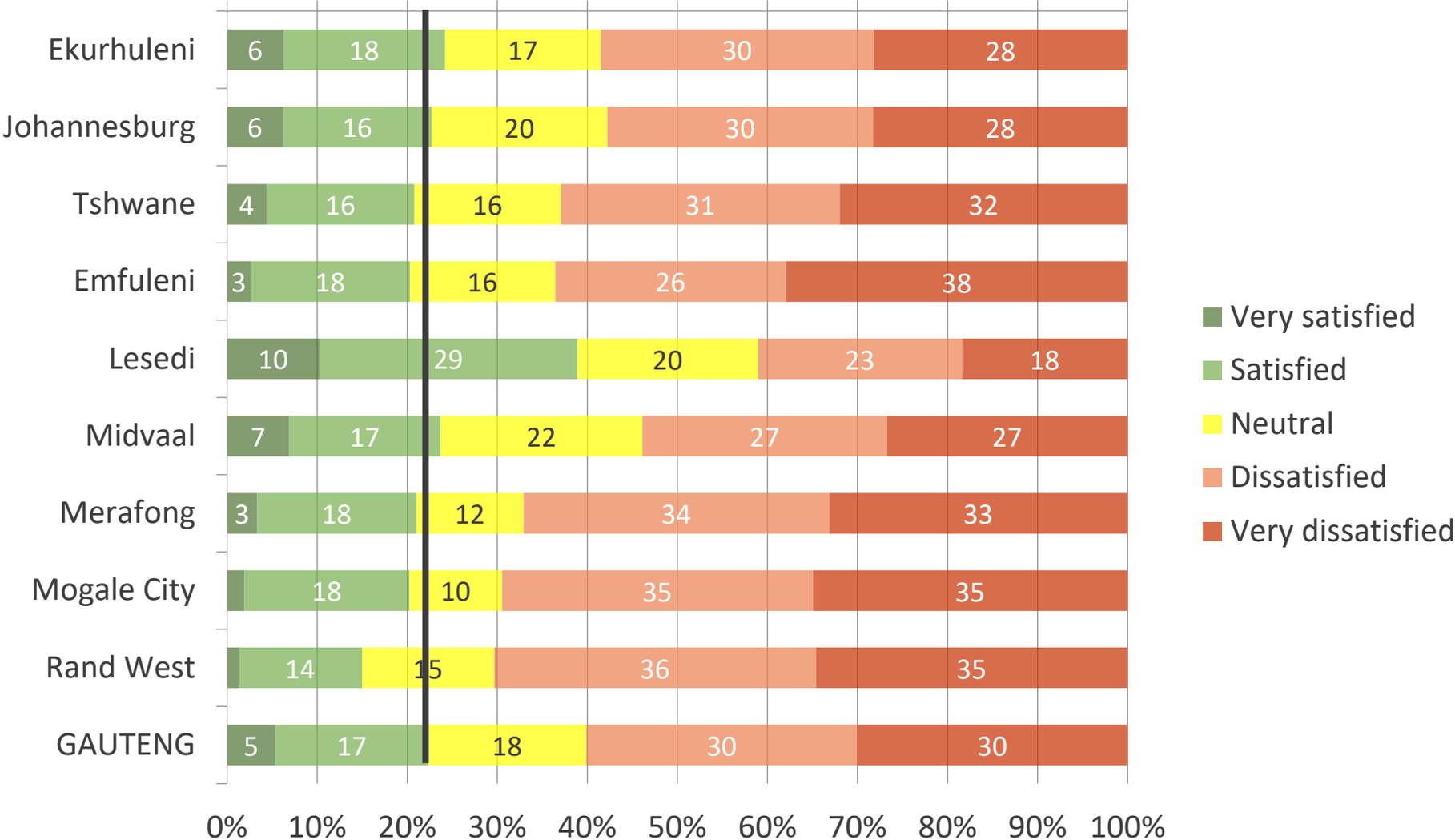
# Satisfaction with services

Local educational services (2017/18) (Note: 2017/18 introduced 'there are none' option, so different basis than 2015/16)



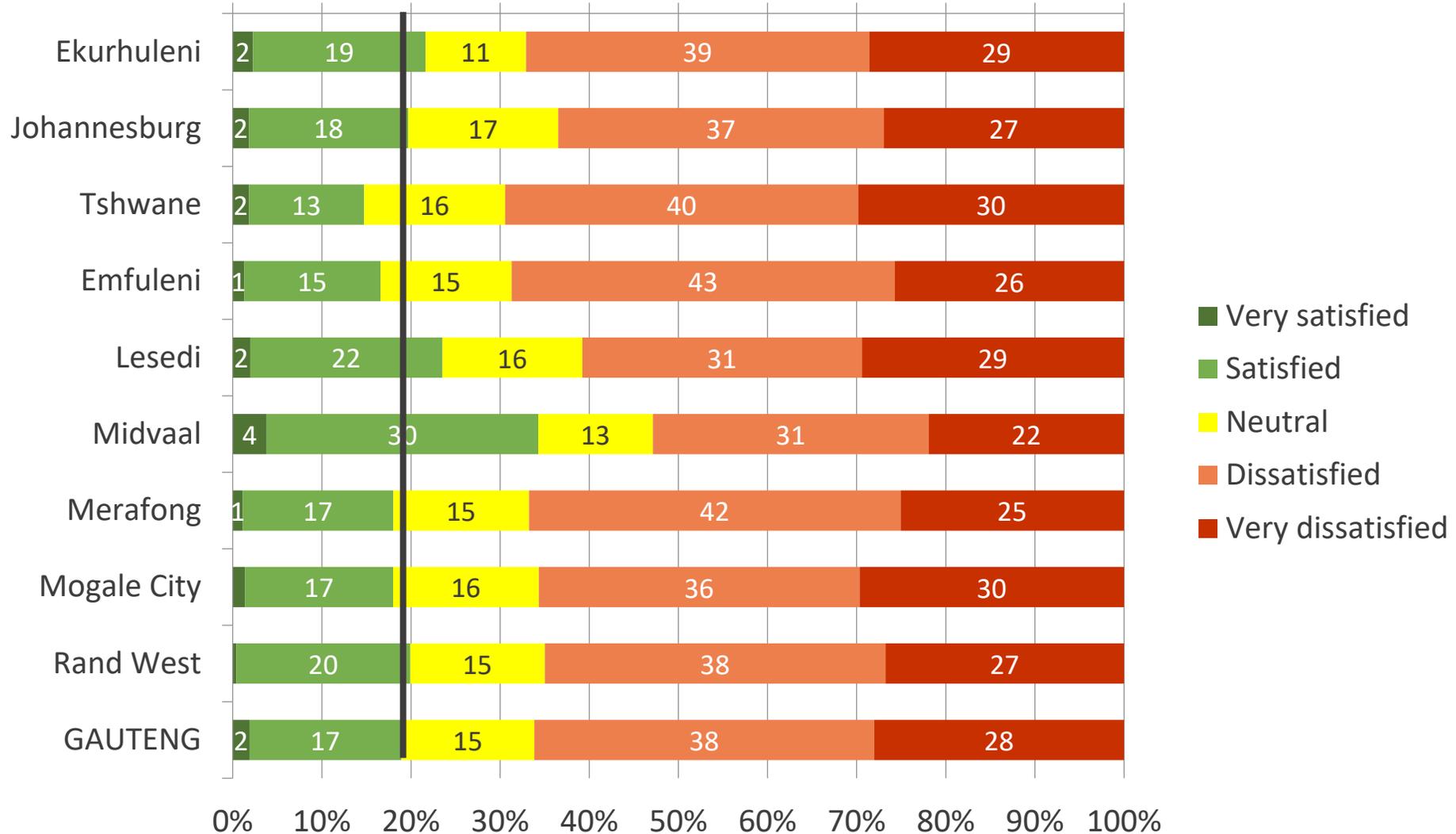
# Satisfaction with services

Government initiatives to grow economy (2015/16 for reference)



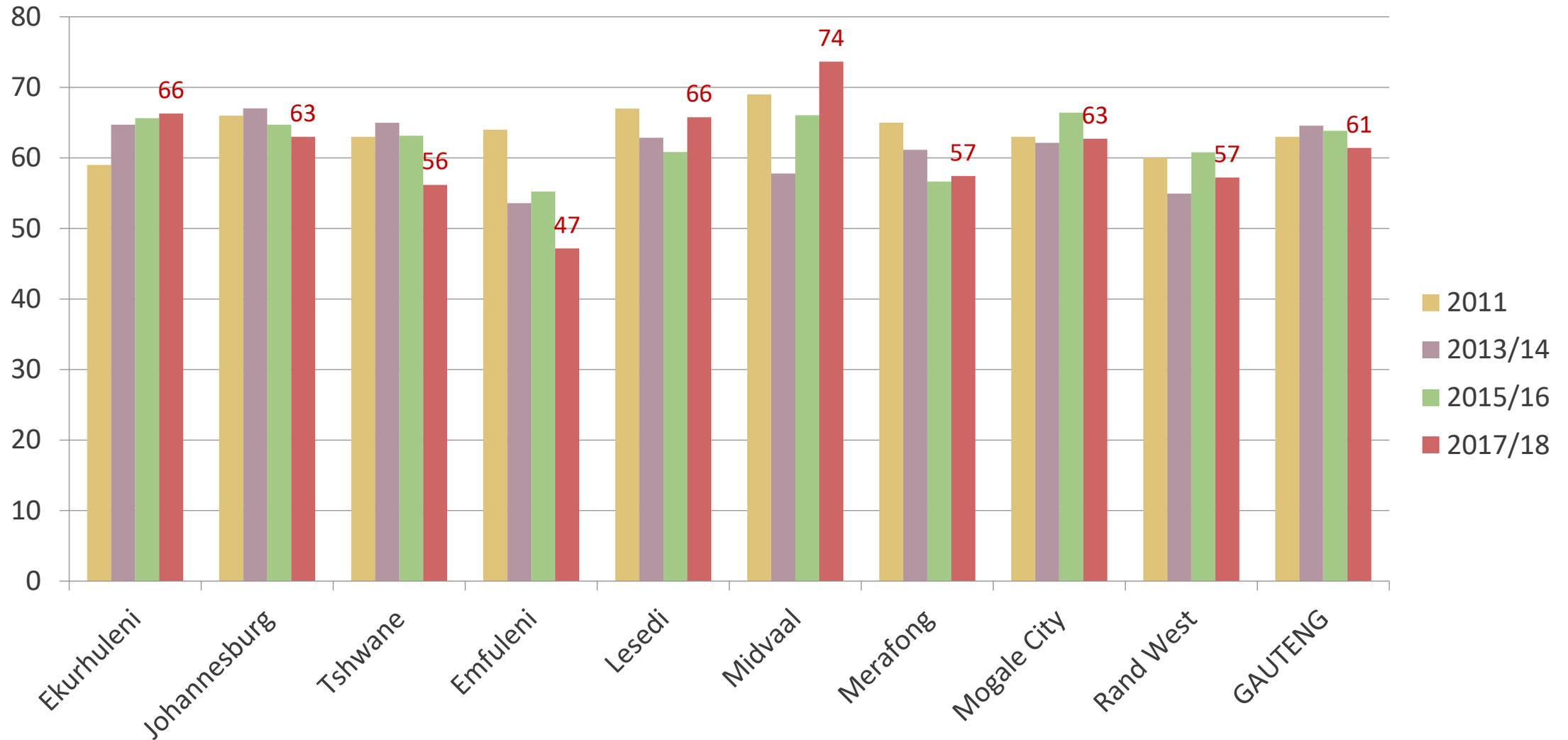
# Satisfaction with services

Government initiatives to grow economy (2017/18)



# Satisfaction with services

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

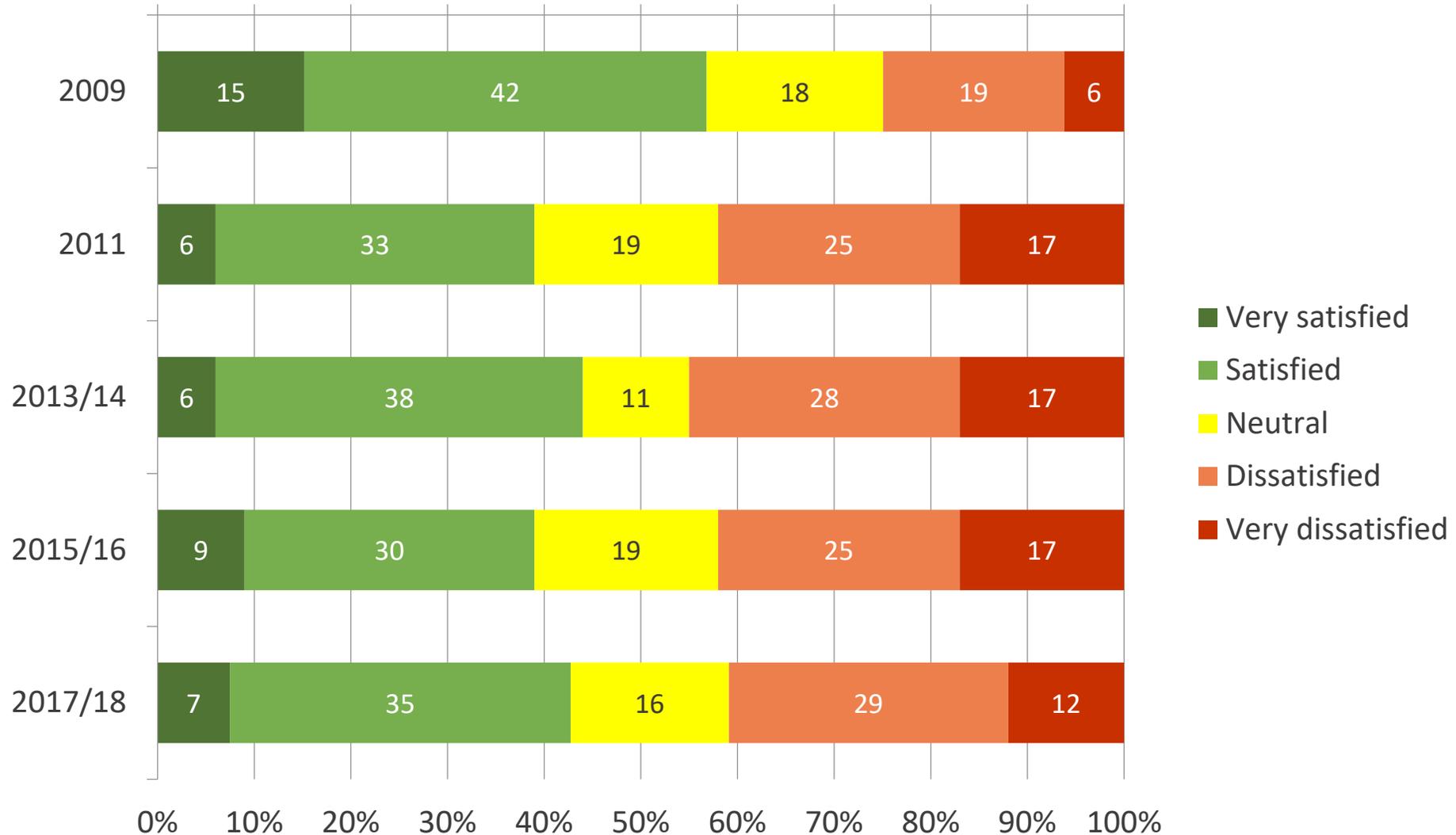


# Satisfaction with government



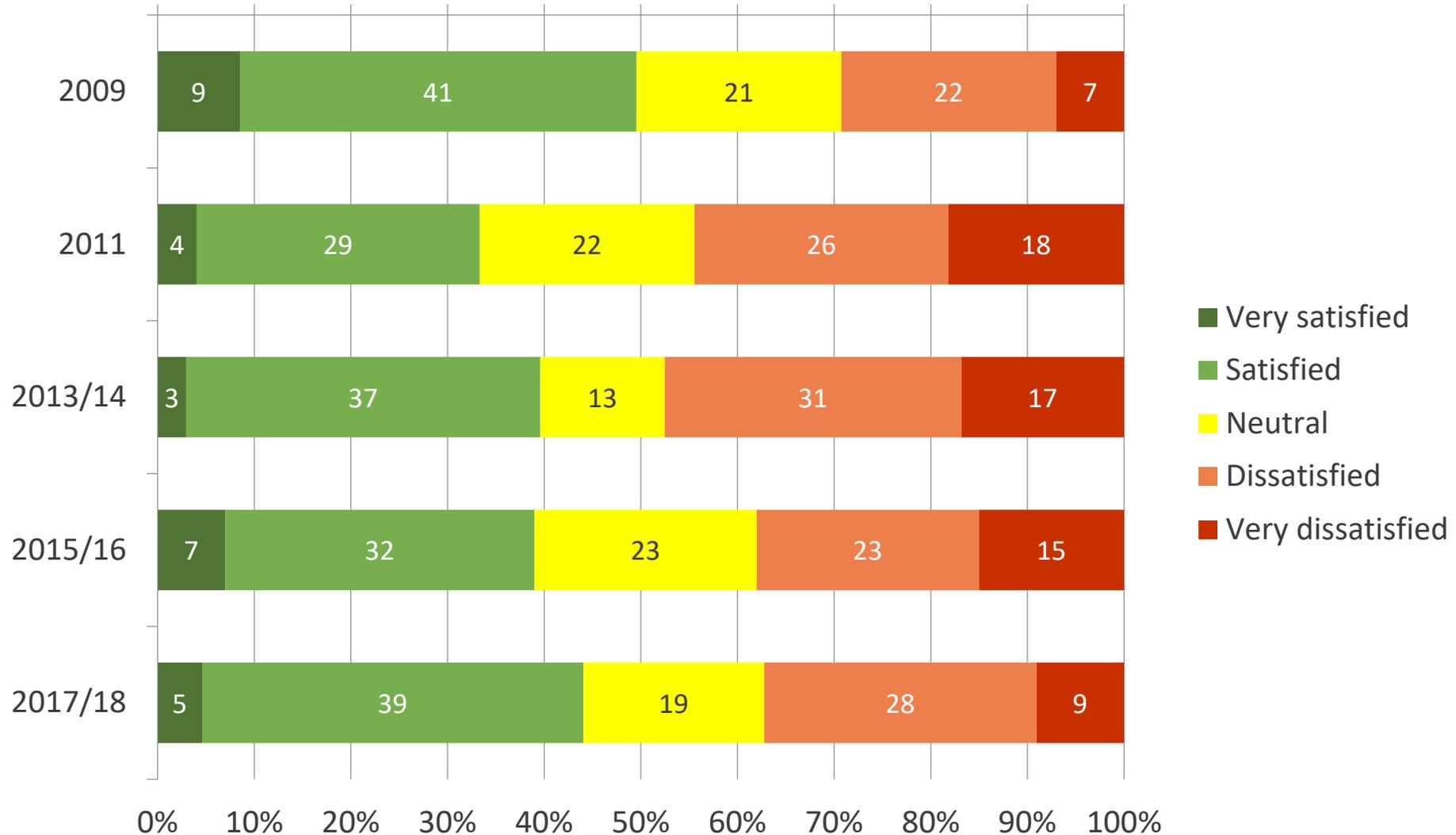
# Satisfaction with government

Gauteng – Satisfied with national government: 2009, 2011, 2013, 2015, 2017



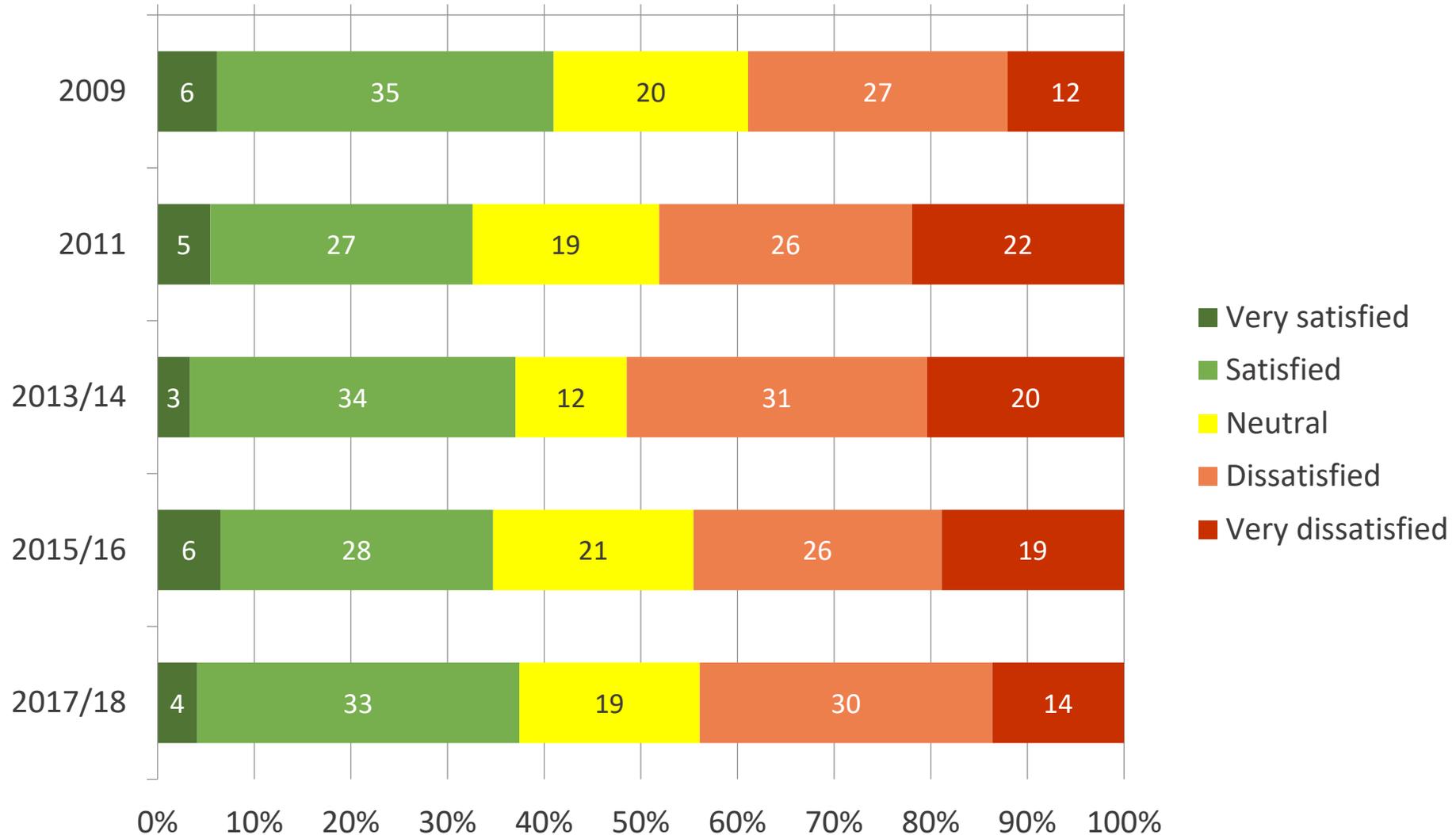
# Satisfaction with government

Gauteng – Satisfied with provincial government: 2009, 2011, 2013, 2015, 2017



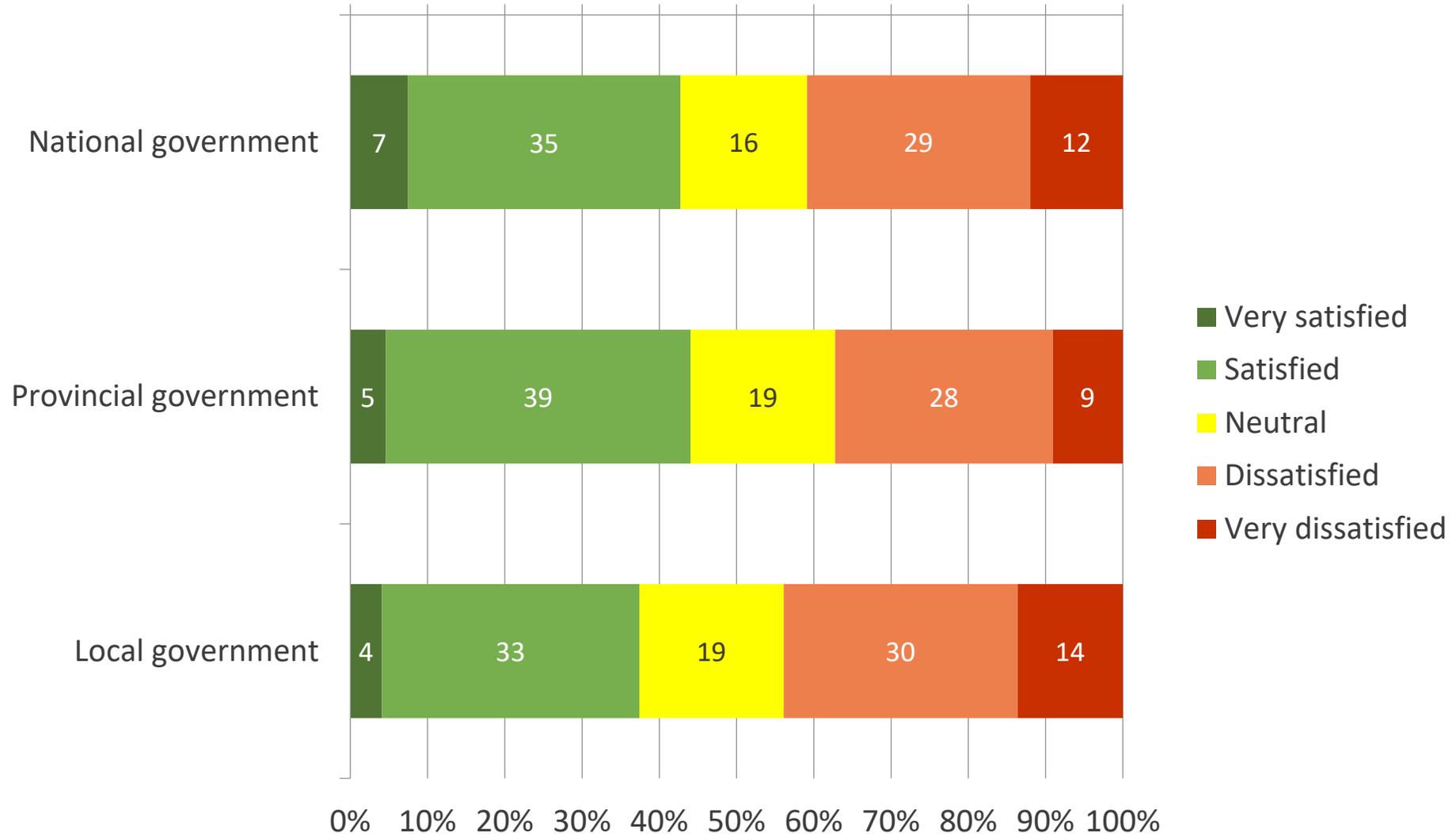
# Satisfaction with government

Gauteng – Satisfied with local government: 2009, 2011, 2013, 2015, 2017



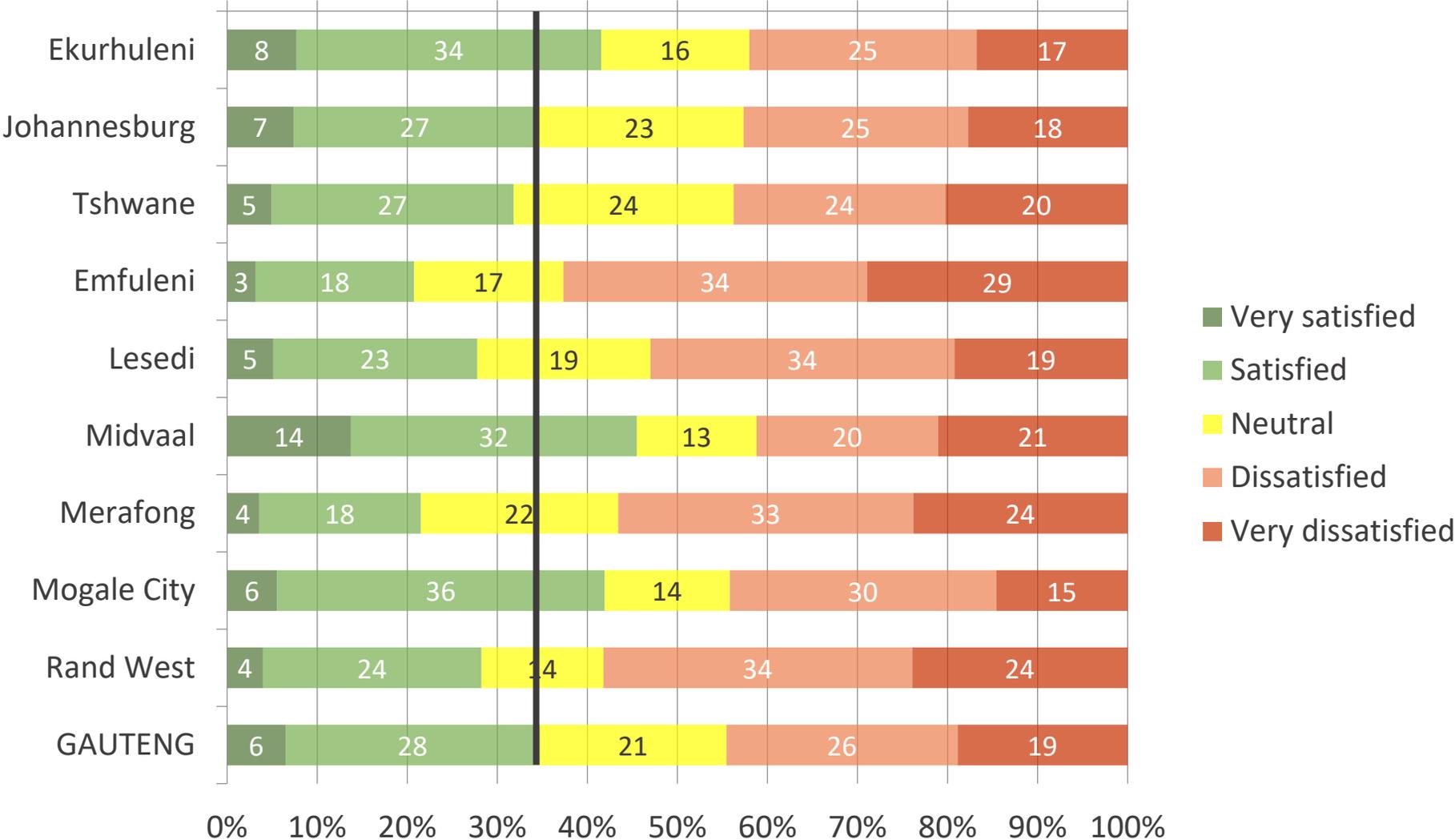
# Satisfaction with government

Satisfaction across spheres in 2017/18



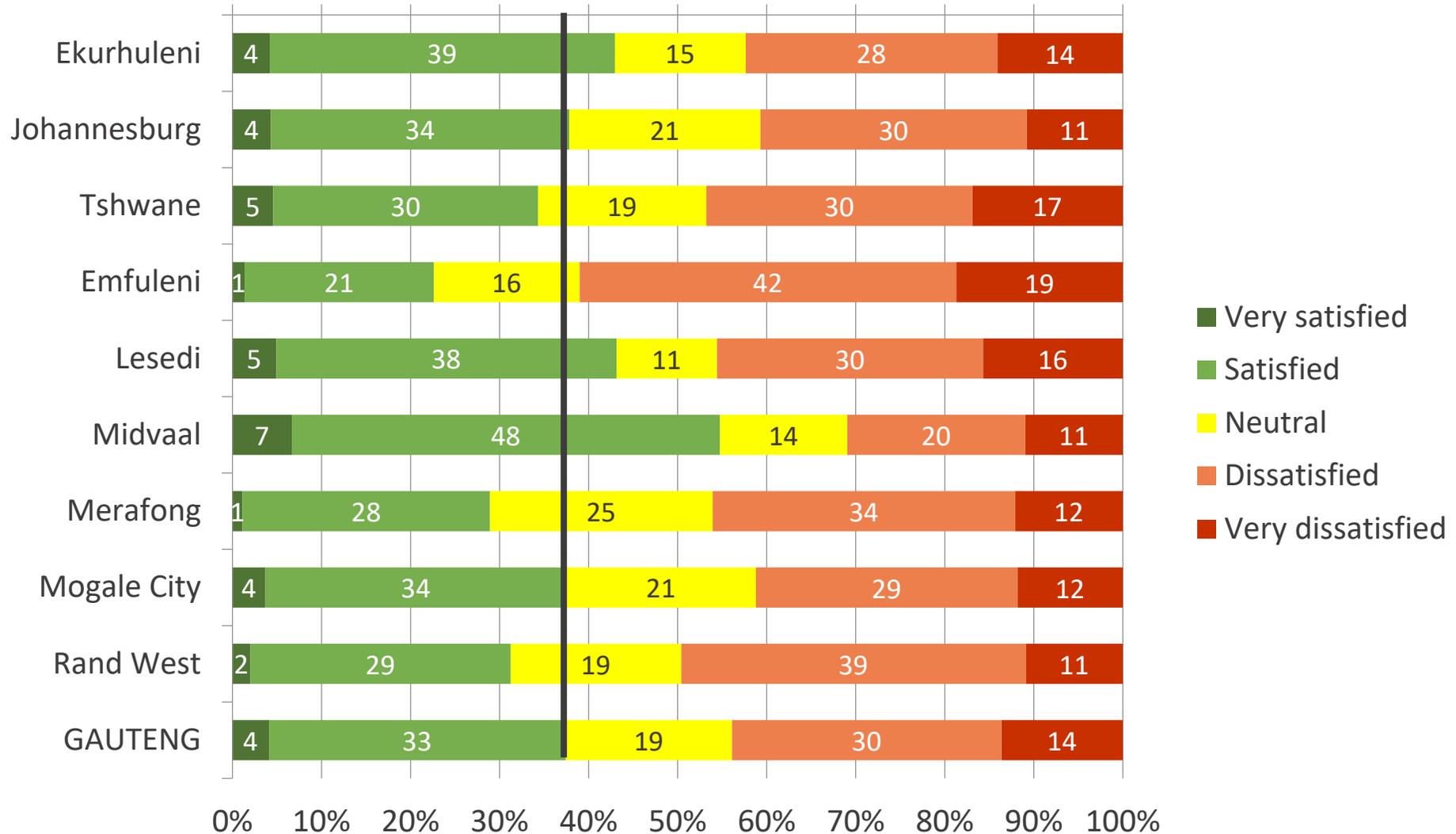
# Satisfaction with government

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



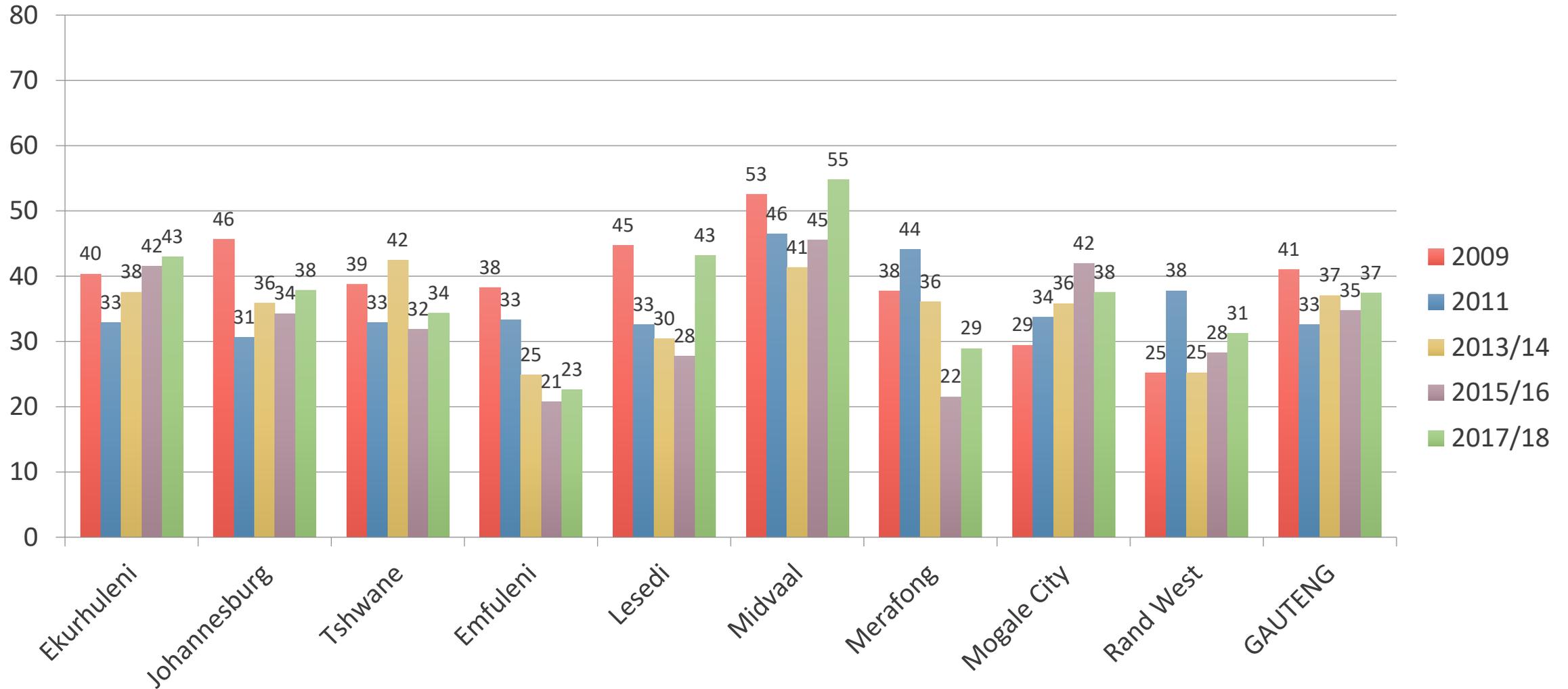
# Satisfaction with government

Satisfaction with local government: 2017/18



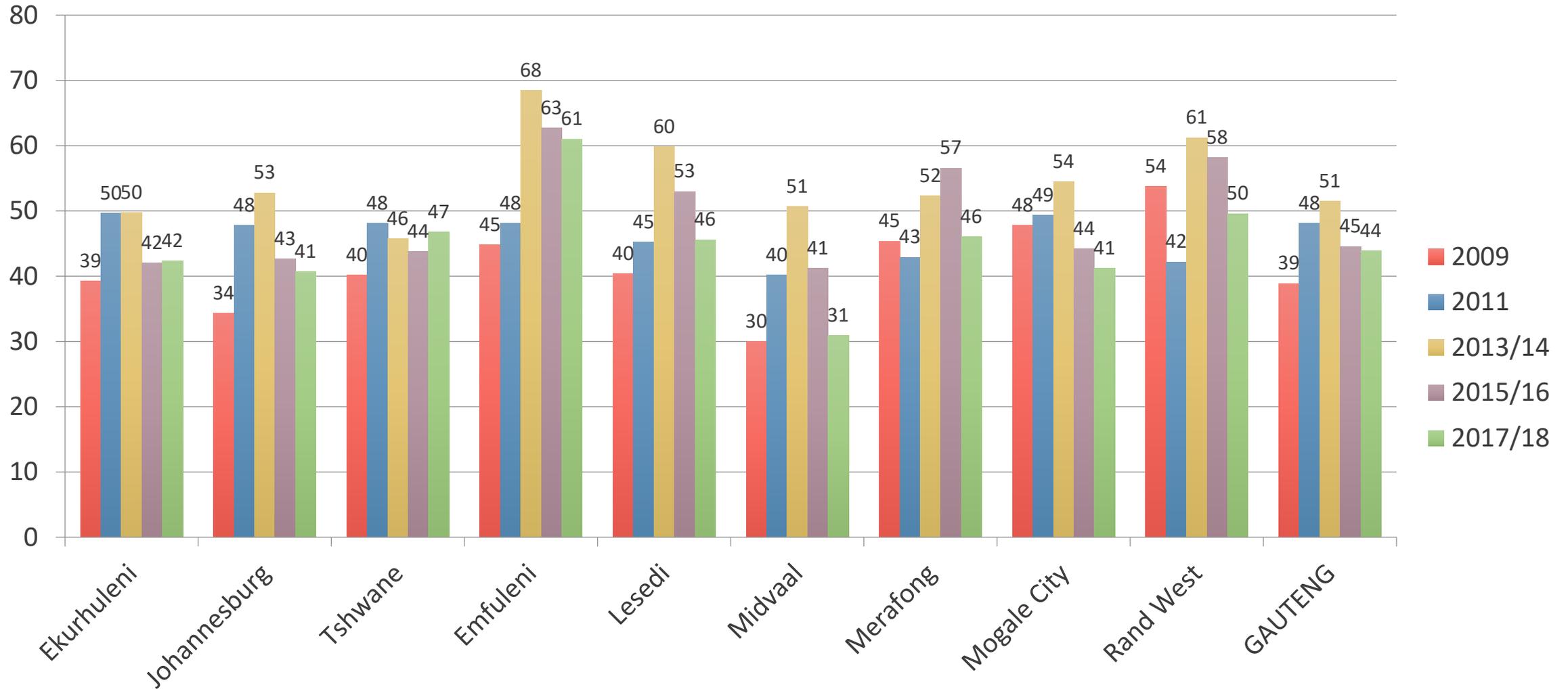
# Satisfaction with government

Satisfied with local government: 2009, 2011, 2013/14, 2015/16, 2017/18



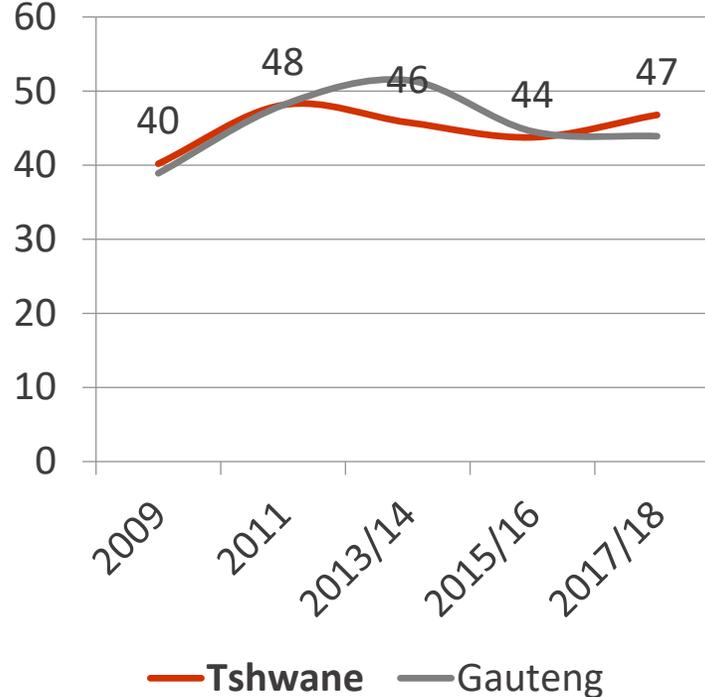
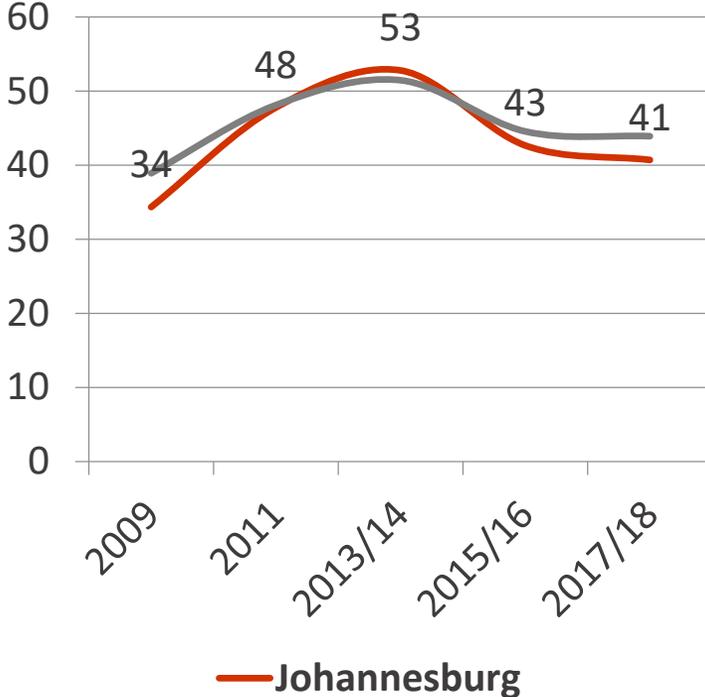
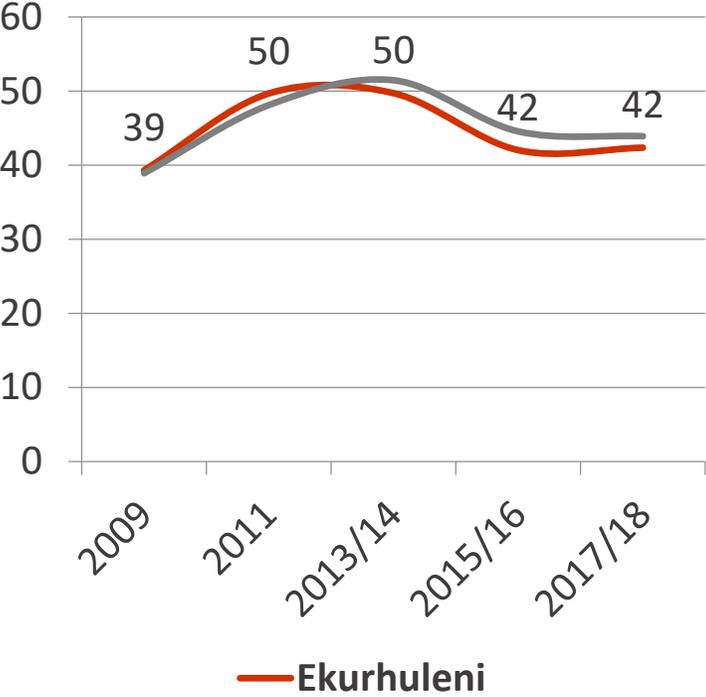
# Satisfaction with government

Dissatisfied with local government: 2009, 2011, 2013/14, 2015/16, 2017/18



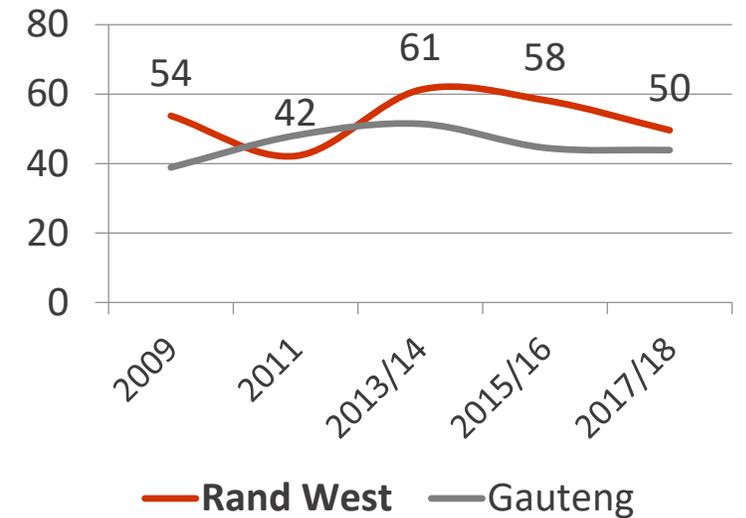
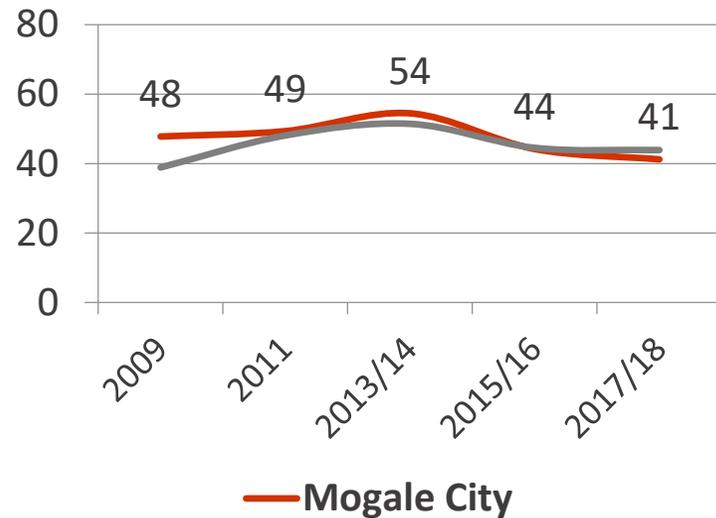
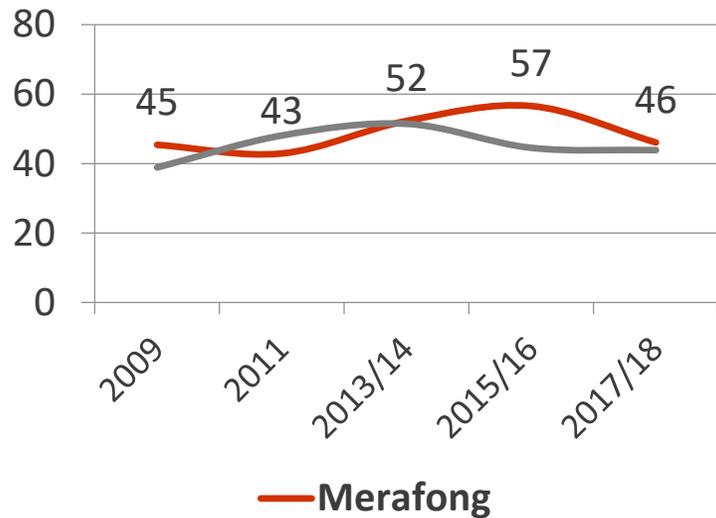
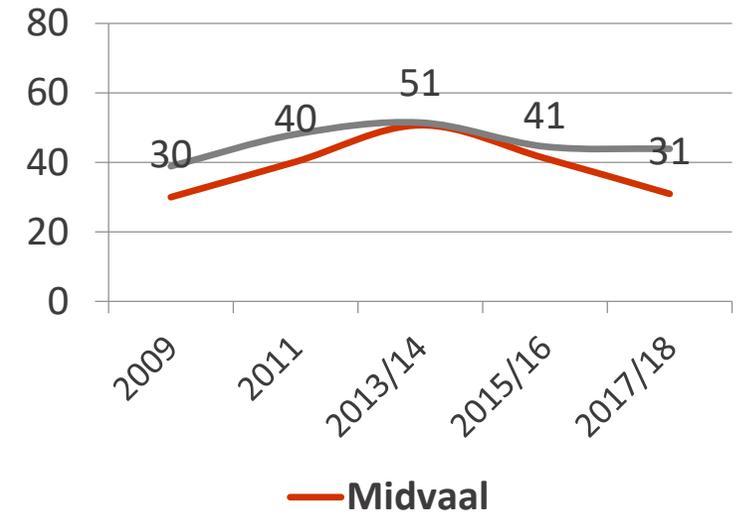
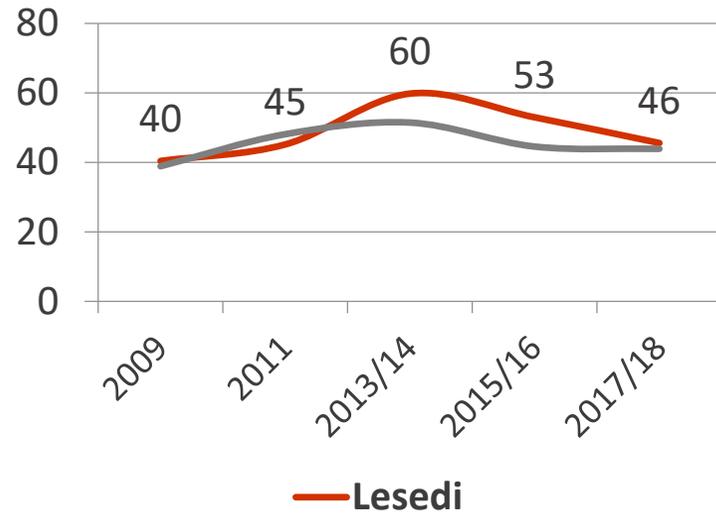
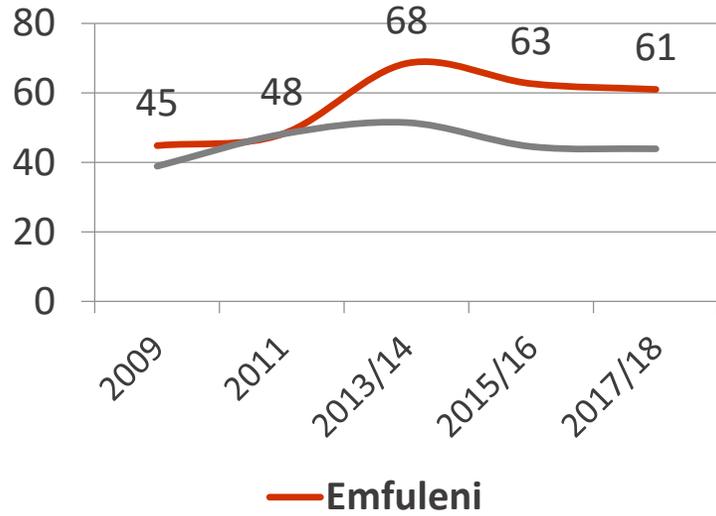
# Satisfaction with government

Dissatisfied with local government: 2009, 2011, 2013/14, 2015/16, 2017/18



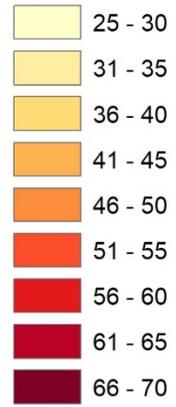
# Satisfaction with government

Dissatisfied with local government: 2009, 2011, 2013/14, 2015/16, 2017/18

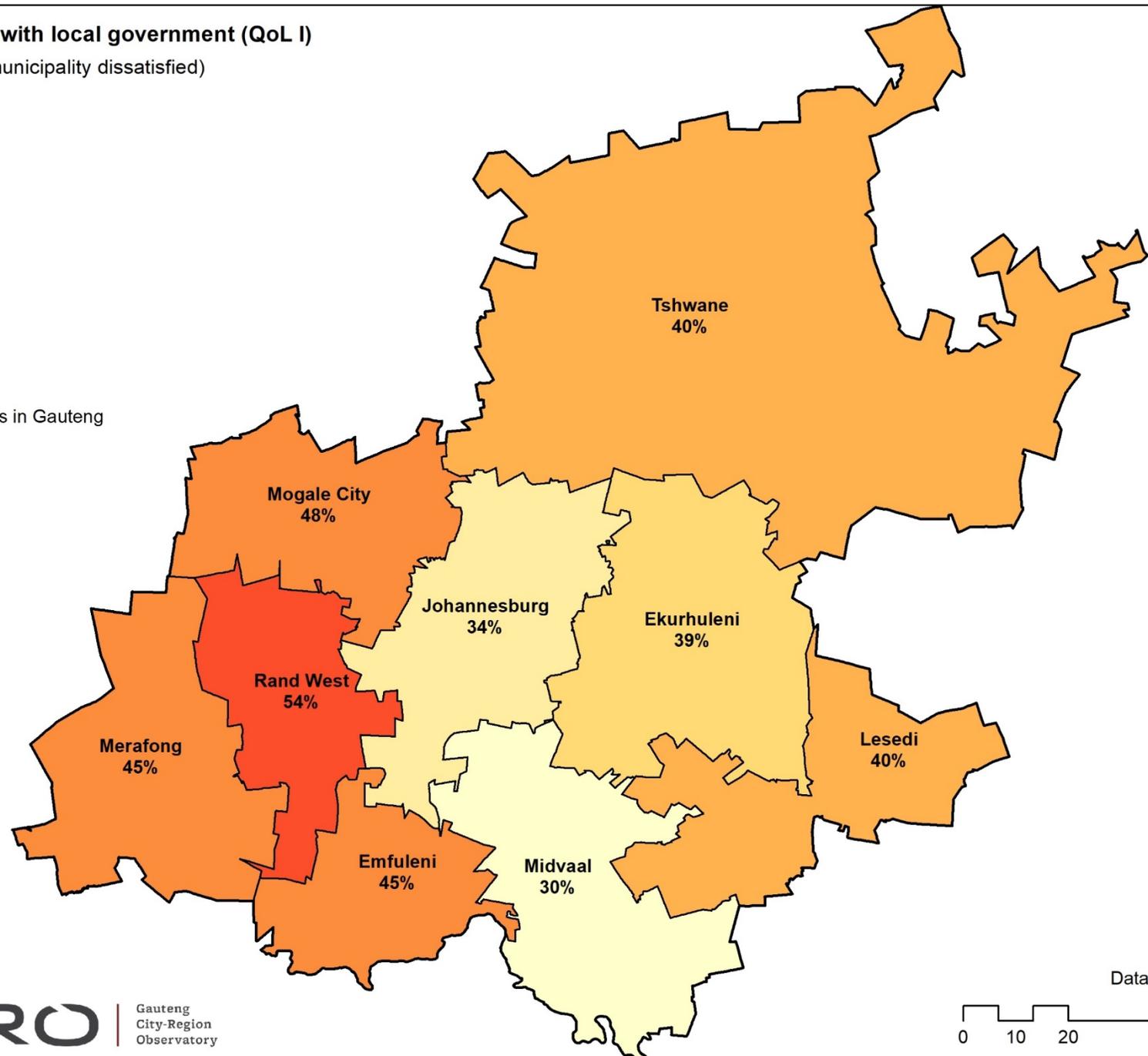


# Dissatisfaction with local government (QoL I)

(percentage per municipality dissatisfied)

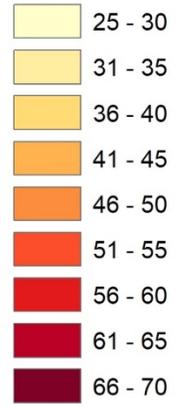


□ Municipalities in Gauteng

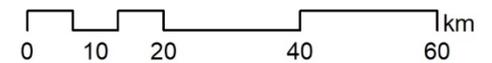
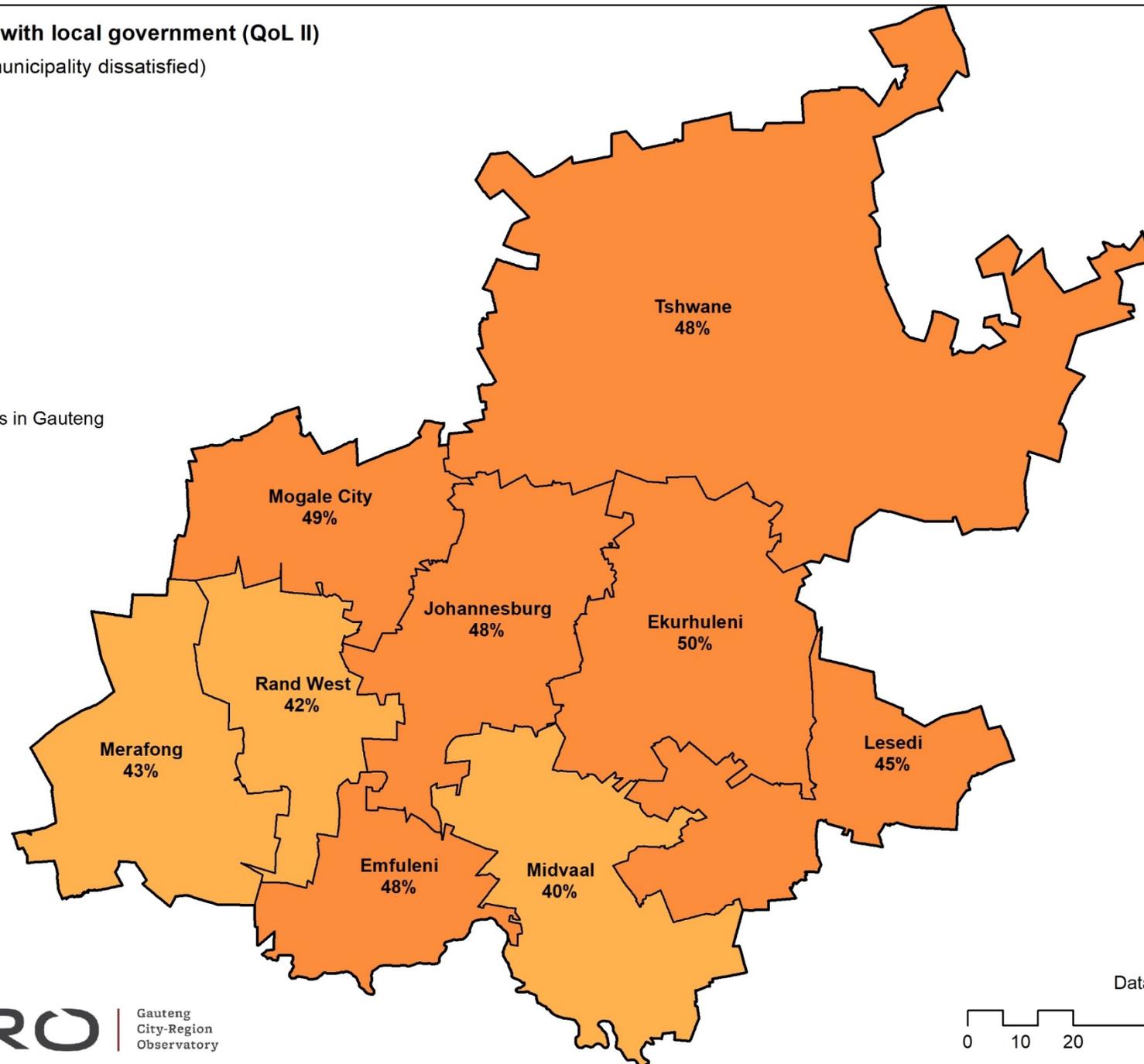


## Dissatisfaction with local government (QoL II)

(percentage per municipality dissatisfied)

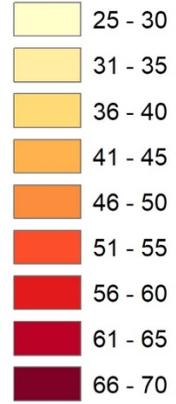


□ Municipalities in Gauteng

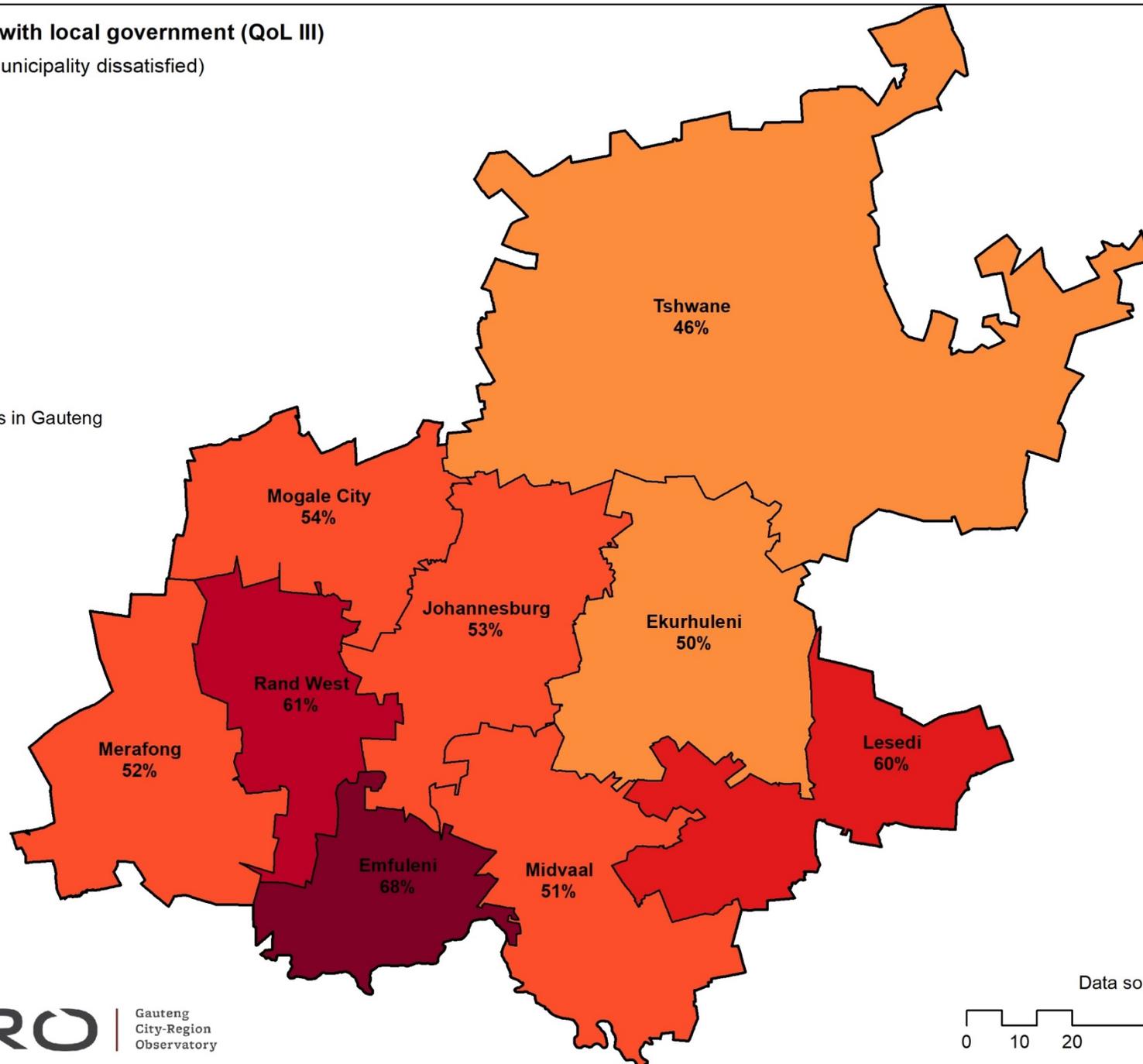


# Dissatisfaction with local government (QoL III)

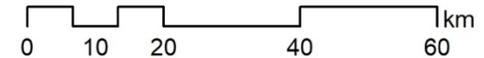
(percentage per municipality dissatisfied)



□ Municipalities in Gauteng

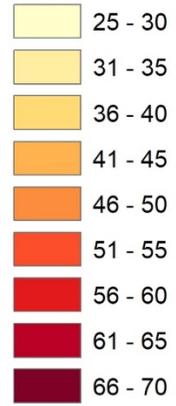


Data source: QoL III (2013/14)

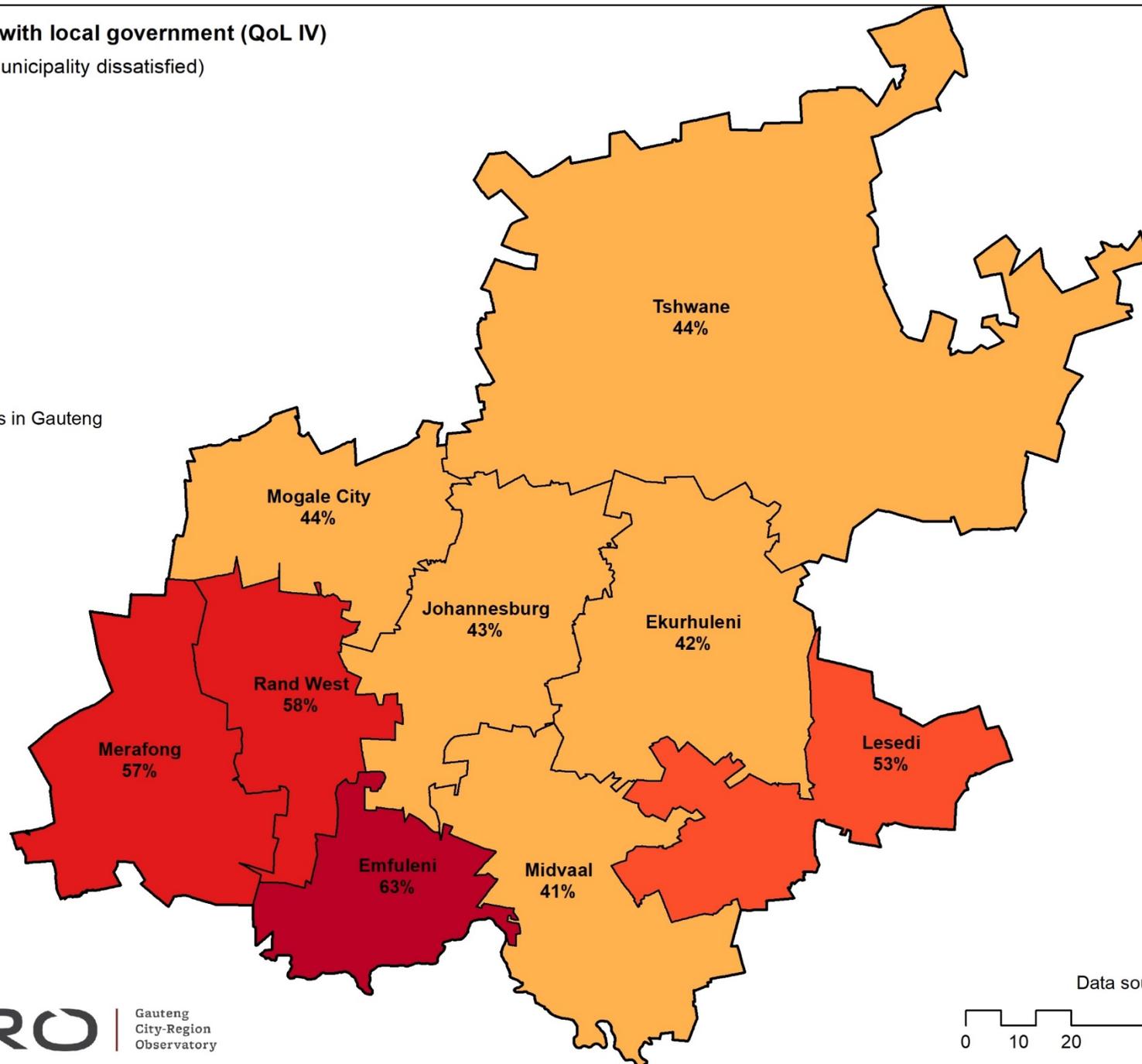


# Dissatisfaction with local government (QoL IV)

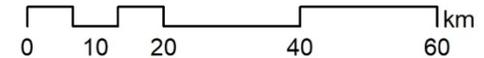
(percentage per municipality dissatisfied)



□ Municipalities in Gauteng

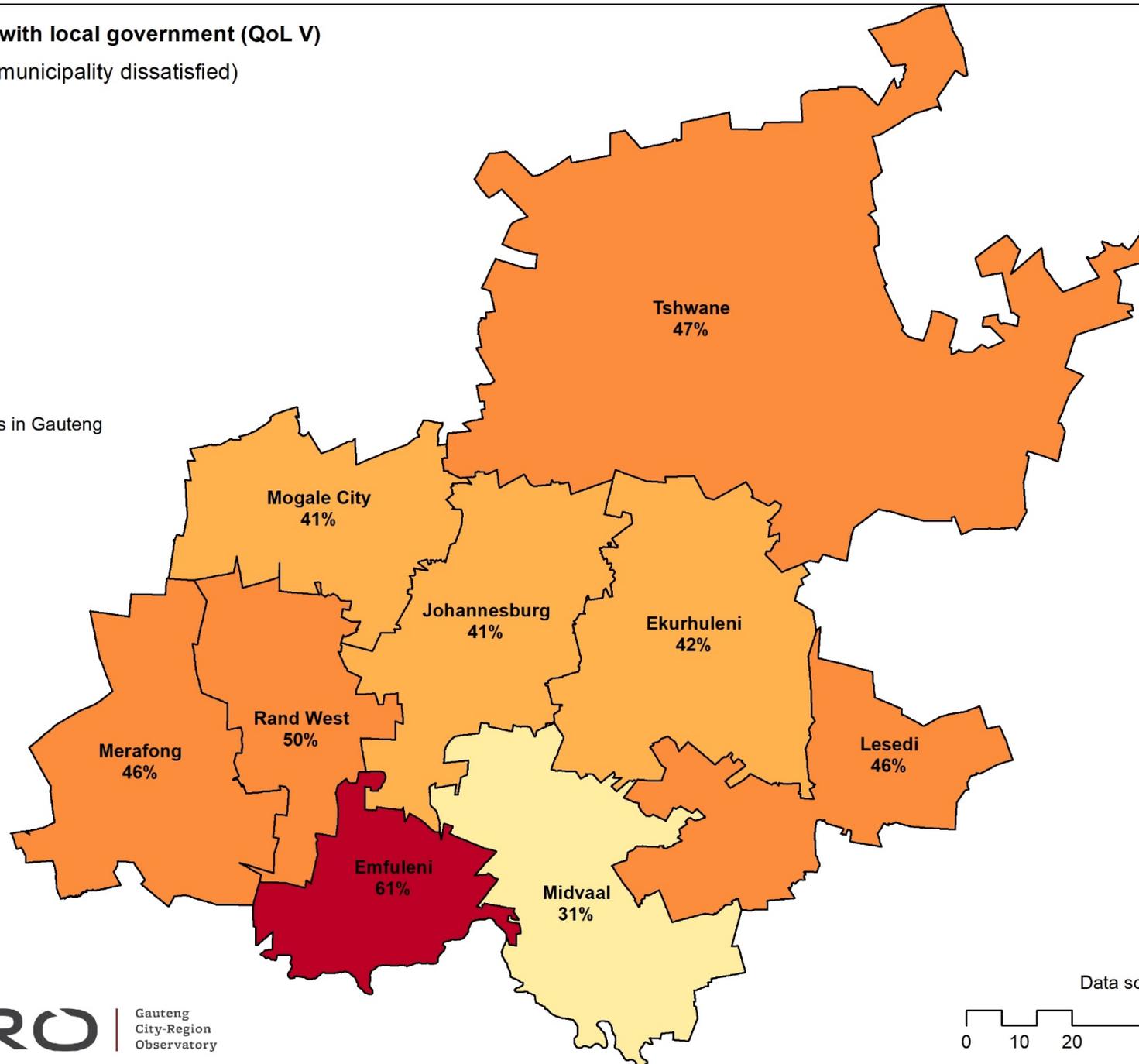
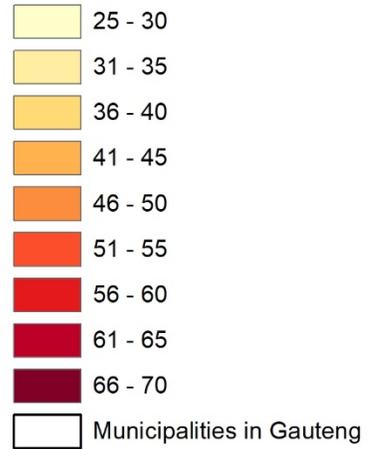


Data source: QoL IV (2015/16)

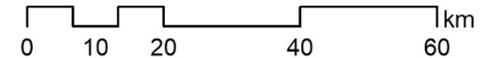


# Dissatisfaction with local government (QoL V)

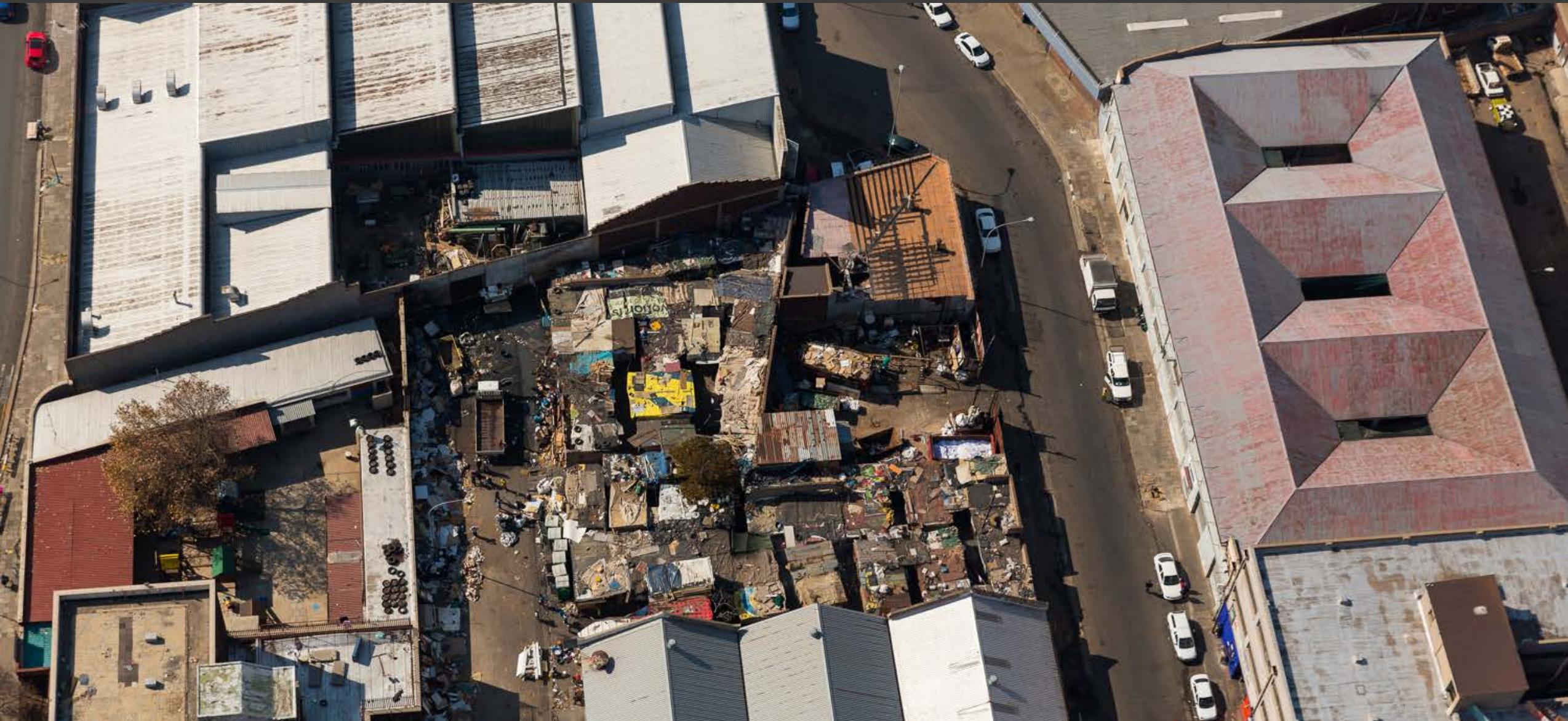
(percentage per municipality dissatisfied)



Data source: QoL V (2017/18)

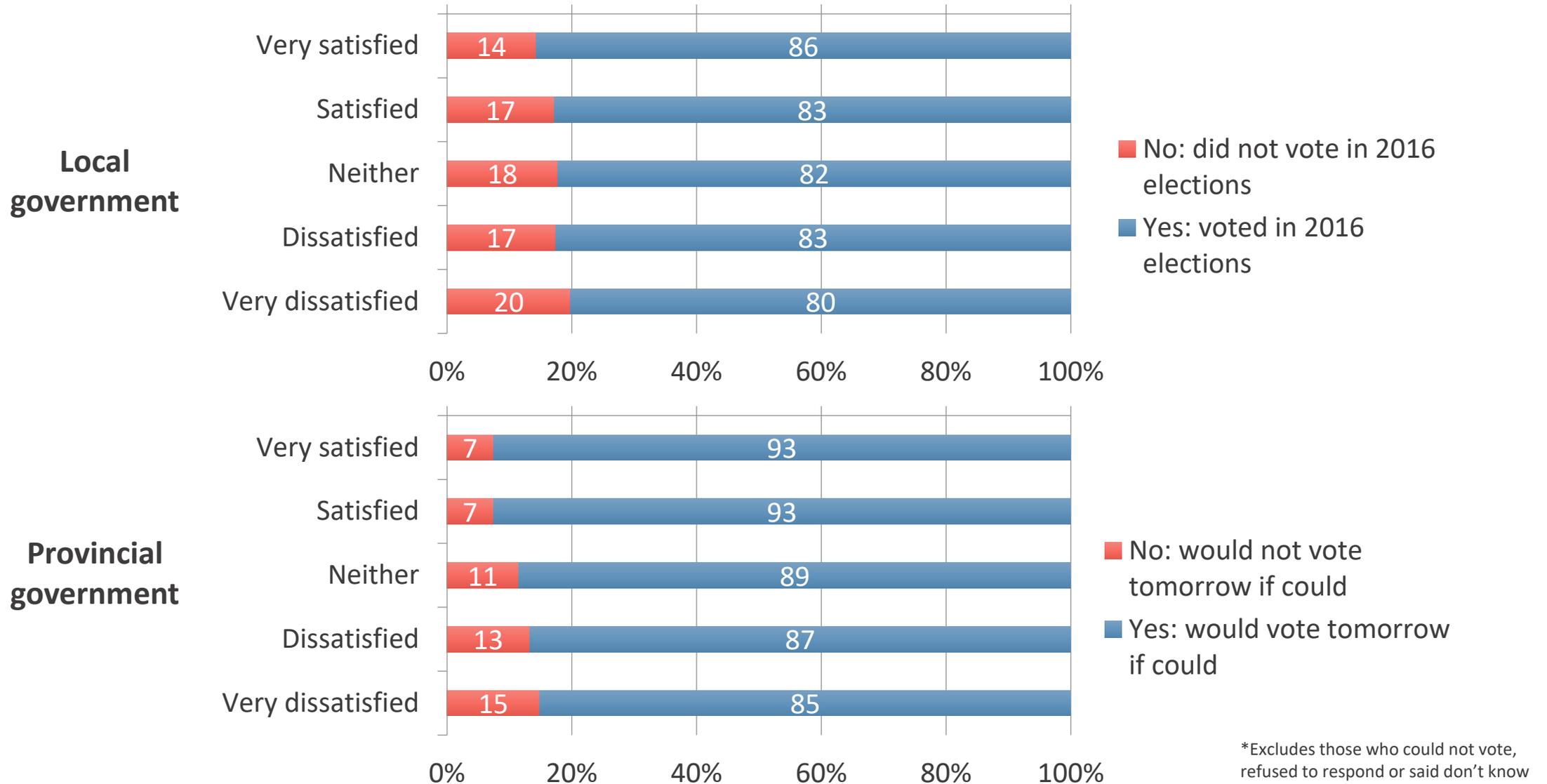


# Understanding government dissatisfaction



# Understanding government dissatisfaction

Impact of government dissatisfaction. Satisfaction with government and voting



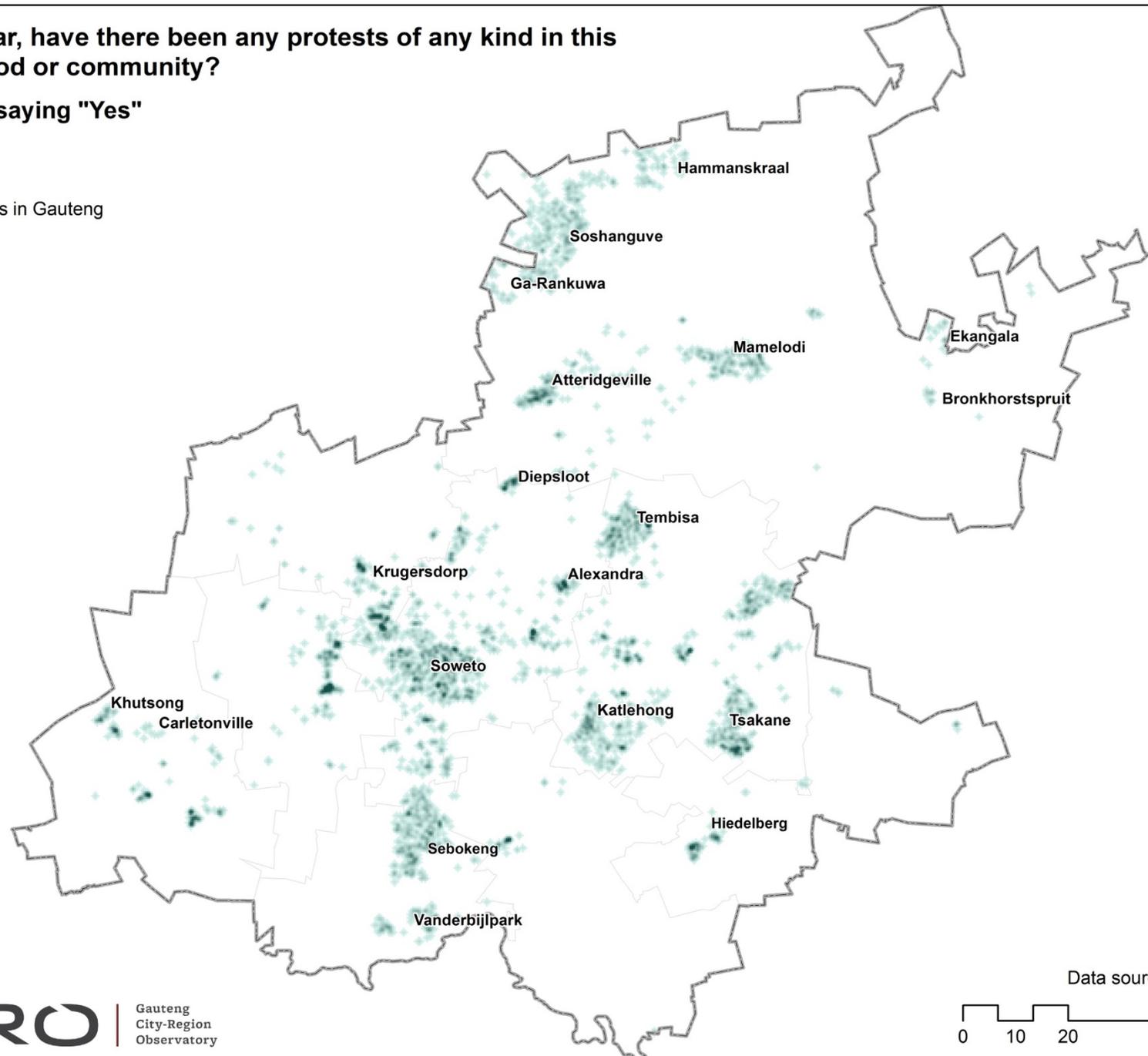
\*Excludes those who could not vote, refused to respond or said don't know

In the last year, have there been any protests of any kind in this neighbourhood or community?

Respondents saying "Yes"

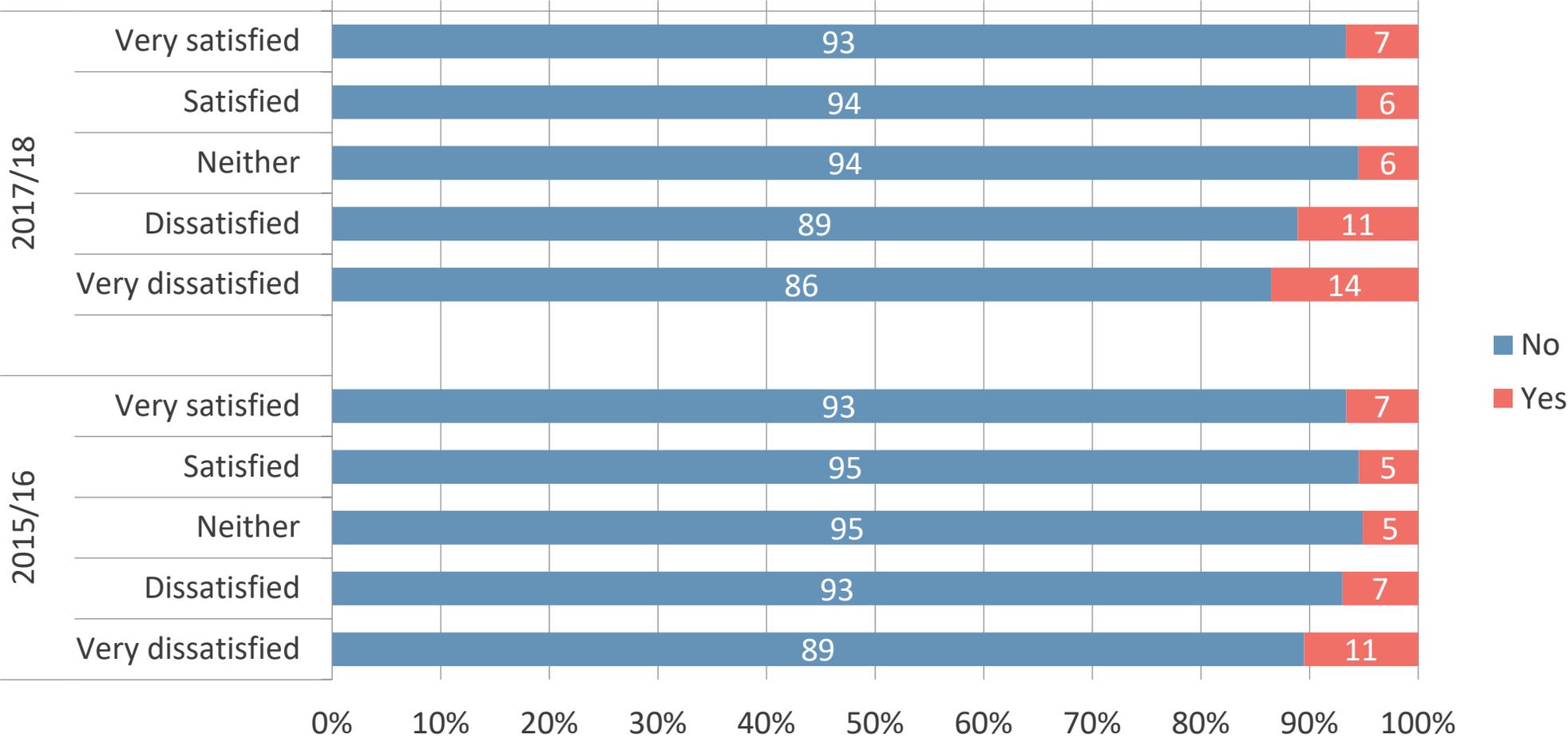


Municipalities in Gauteng



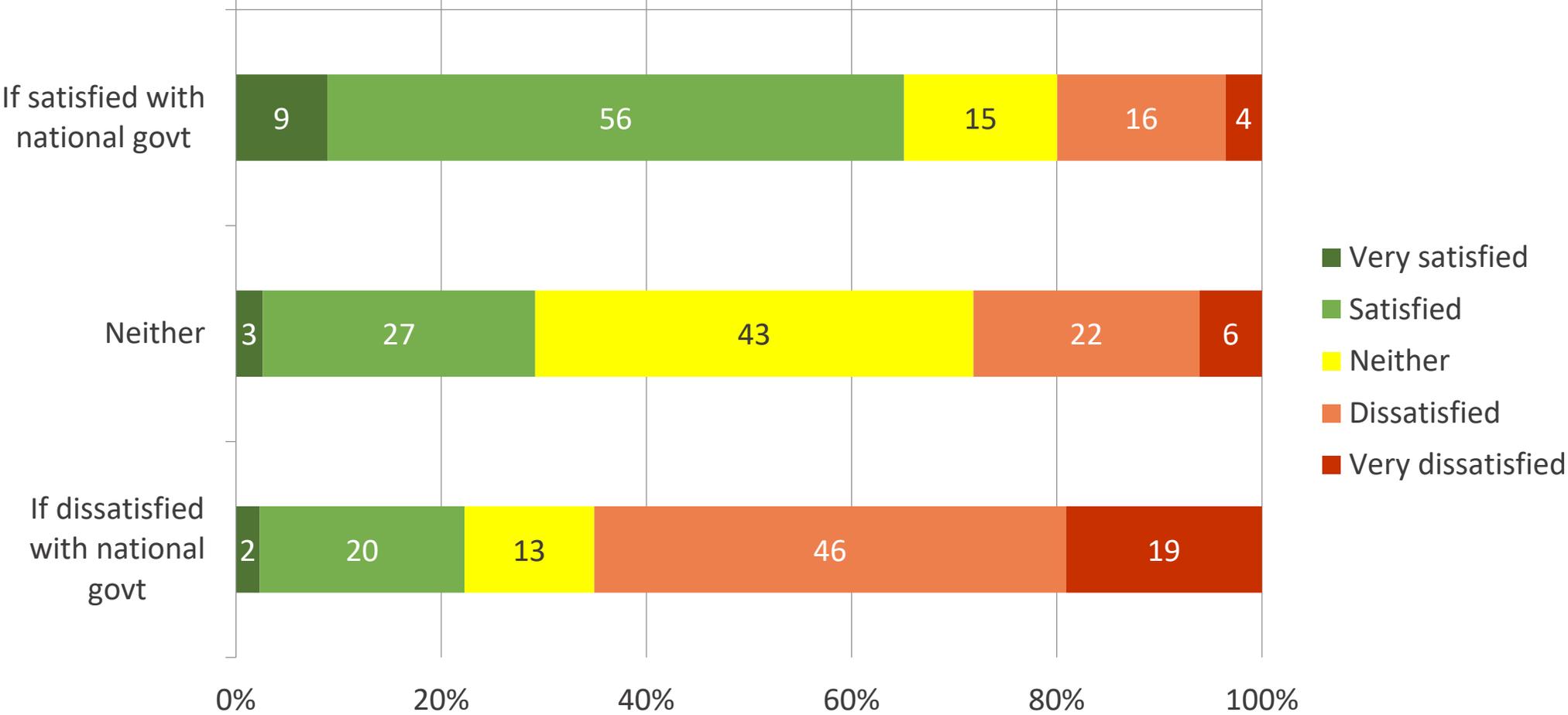
# Understanding government dissatisfaction

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



# Understanding government dissatisfaction

Impacts of dissatisfaction: Satisfaction with national and satisfaction with the way democracy works



# 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

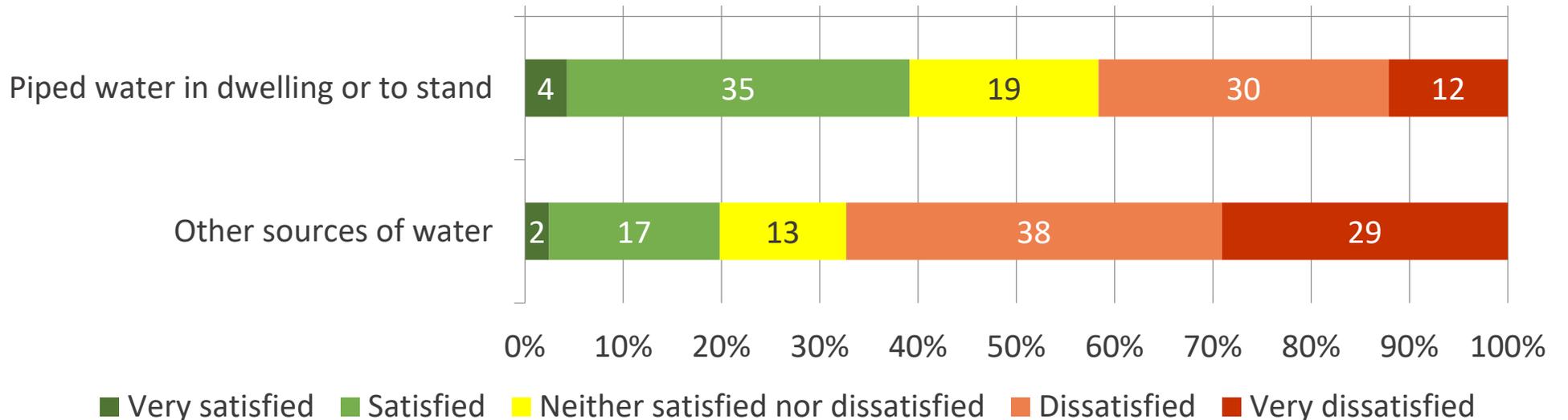
# Understanding government dissatisfaction

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

## Satisfaction with water services

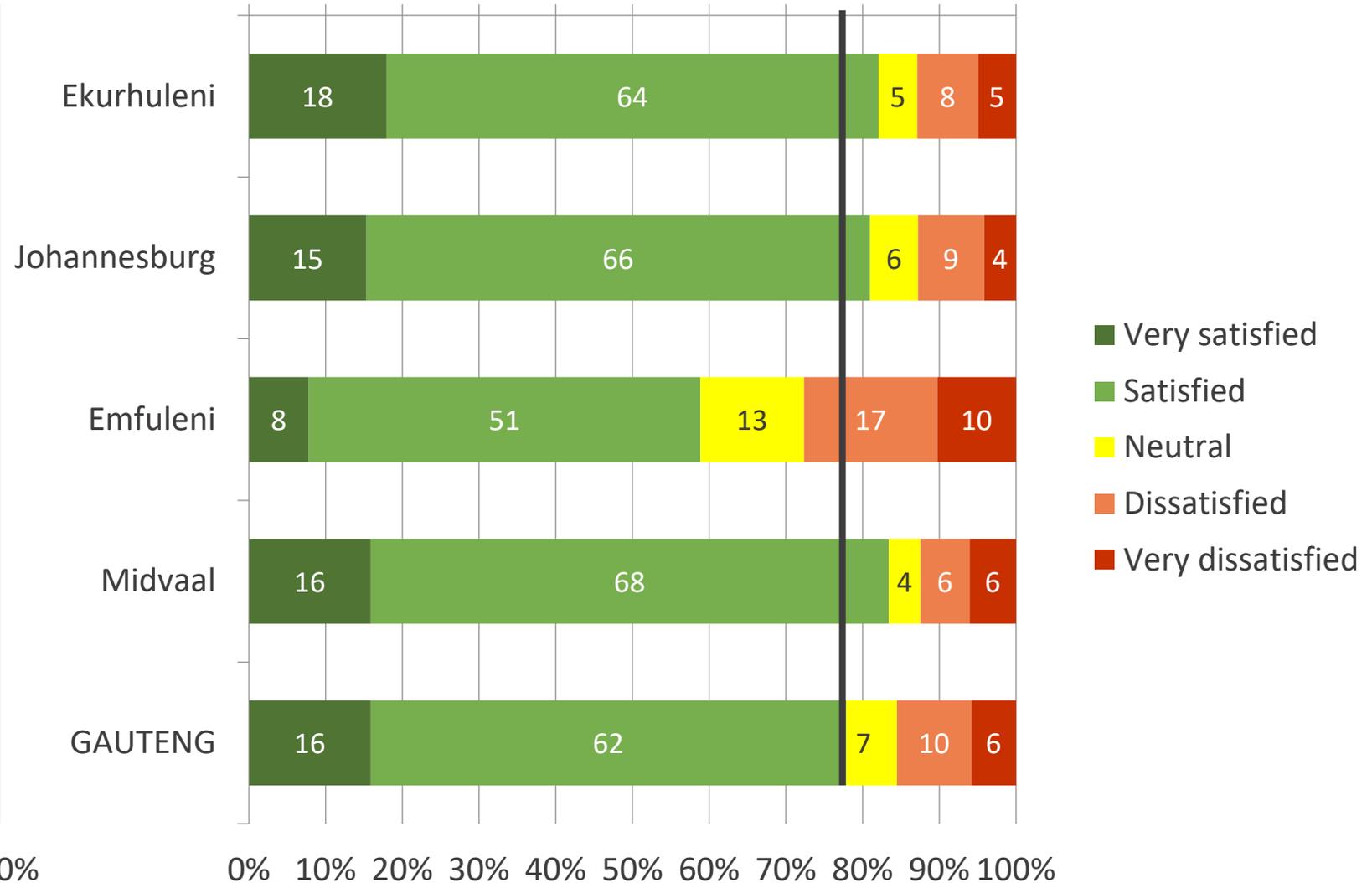
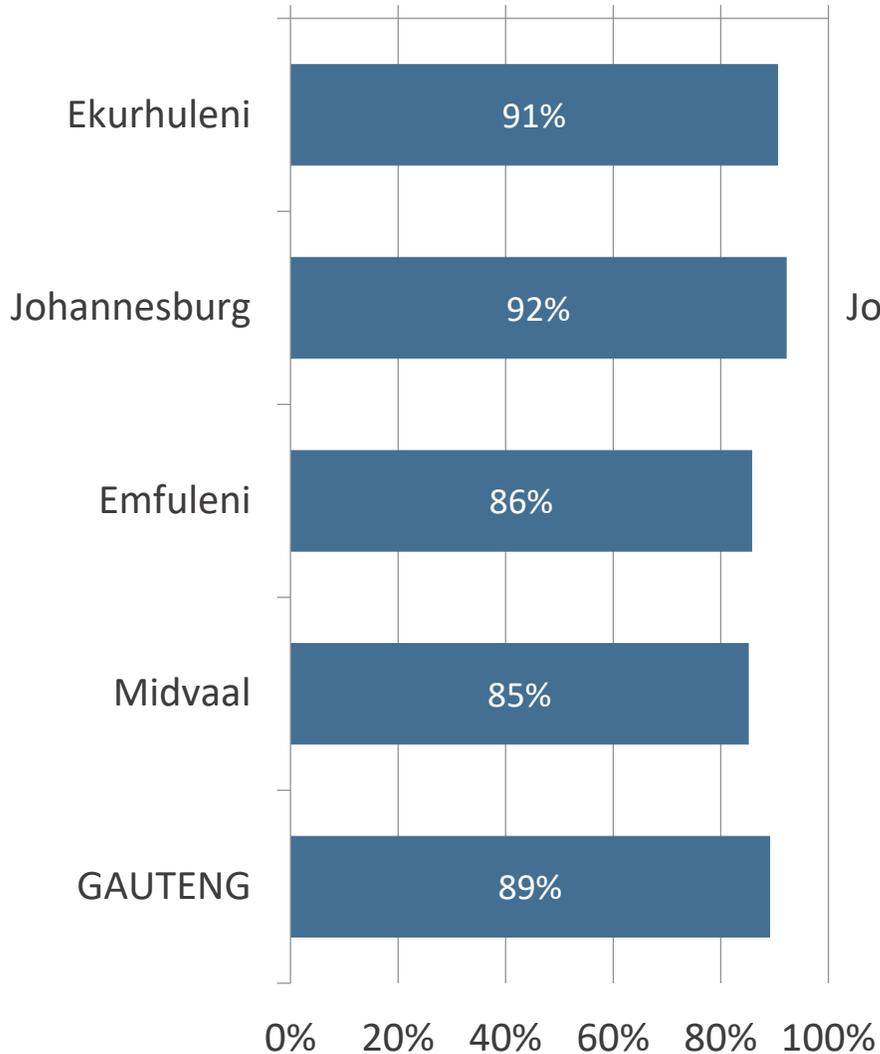


## Satisfaction with local government



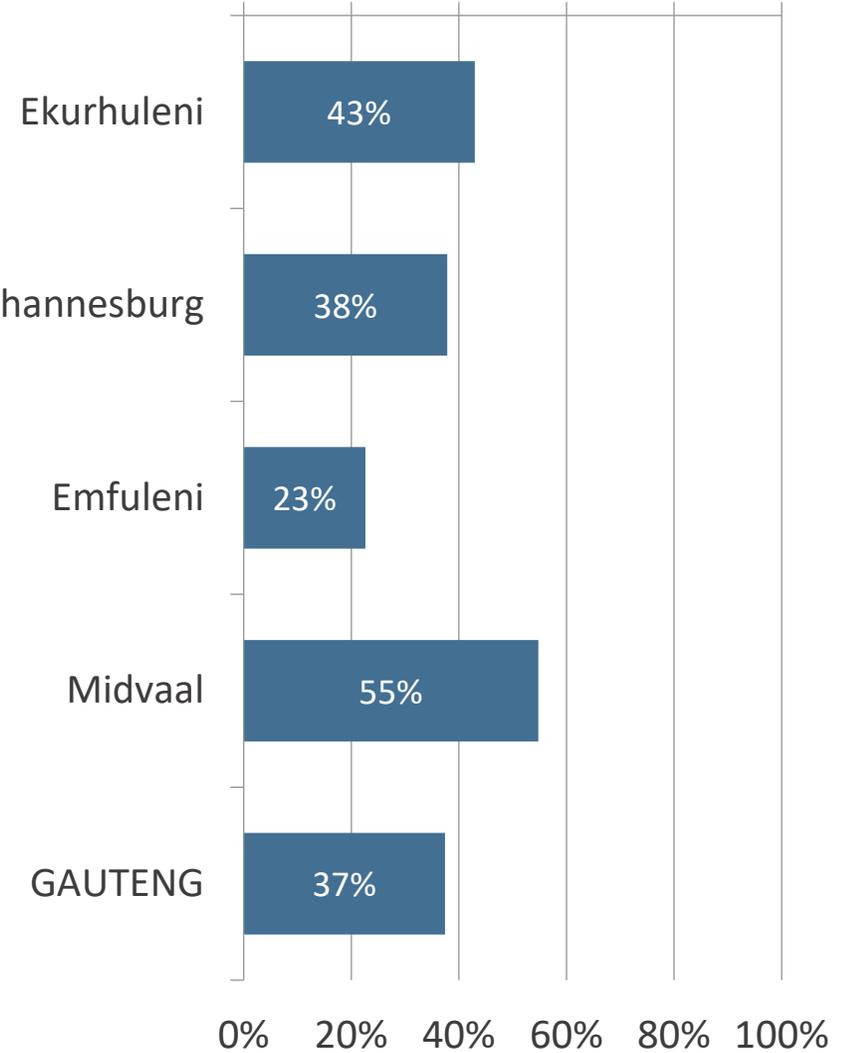
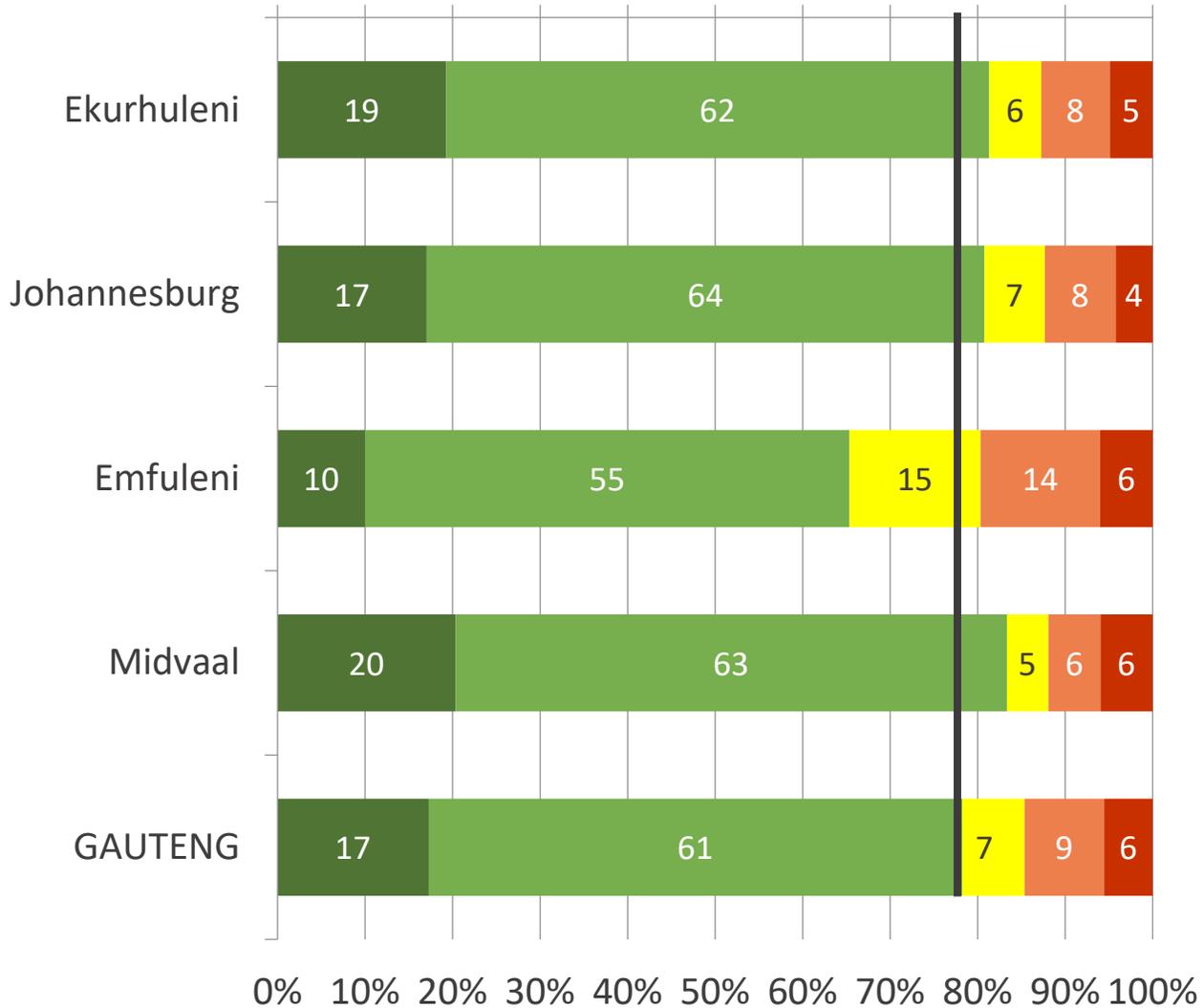
# Understanding government dissatisfaction

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



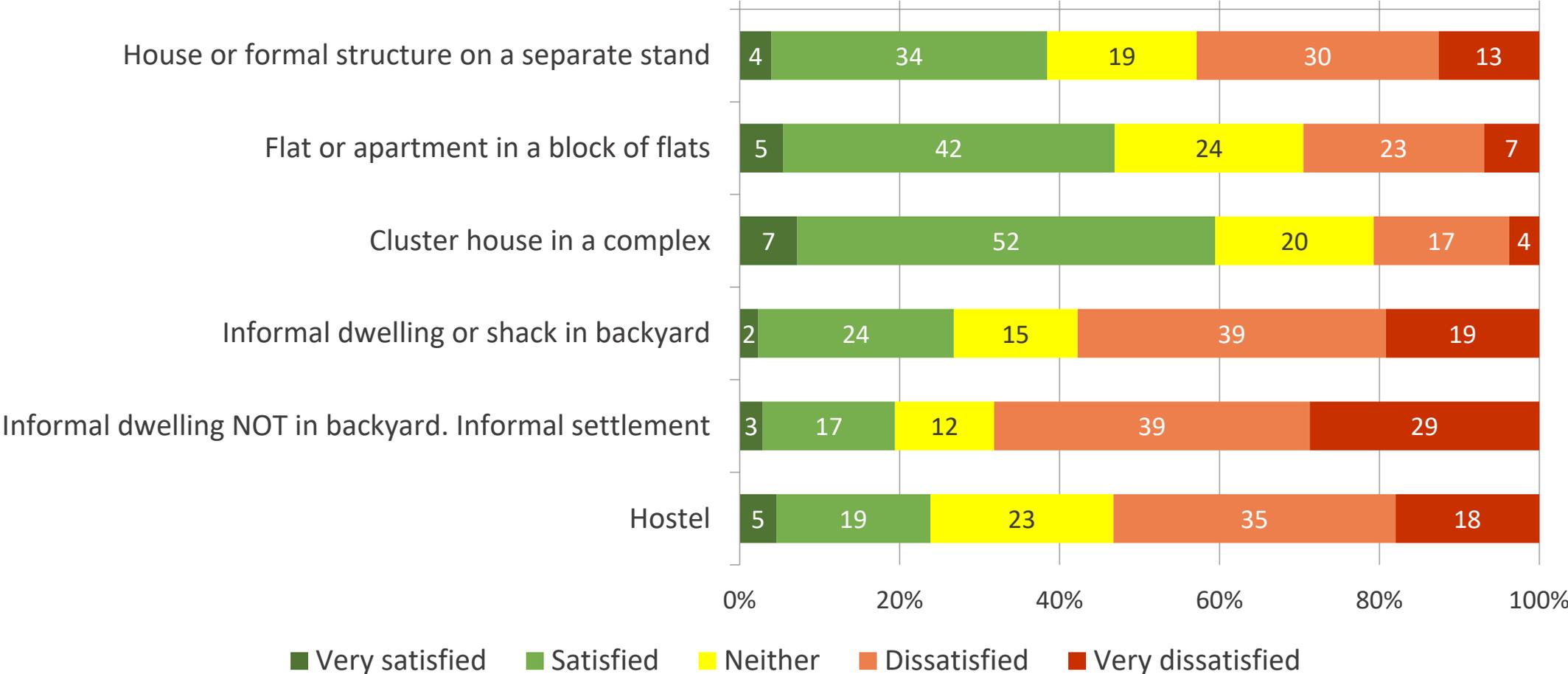
# Understanding government dissatisfaction

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



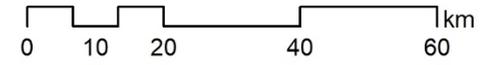
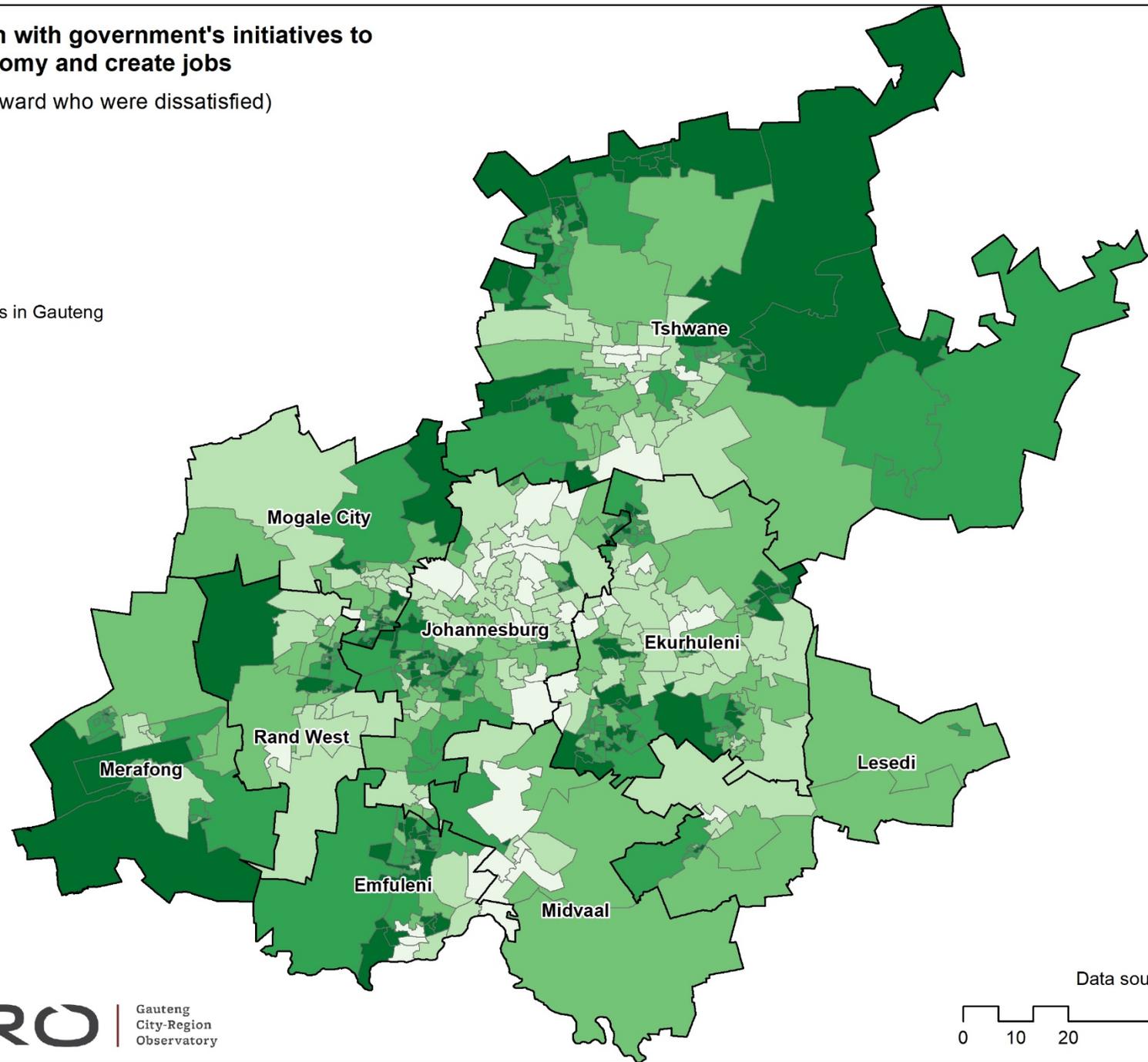
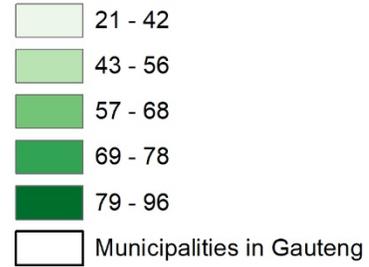
# Understanding government dissatisfaction

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



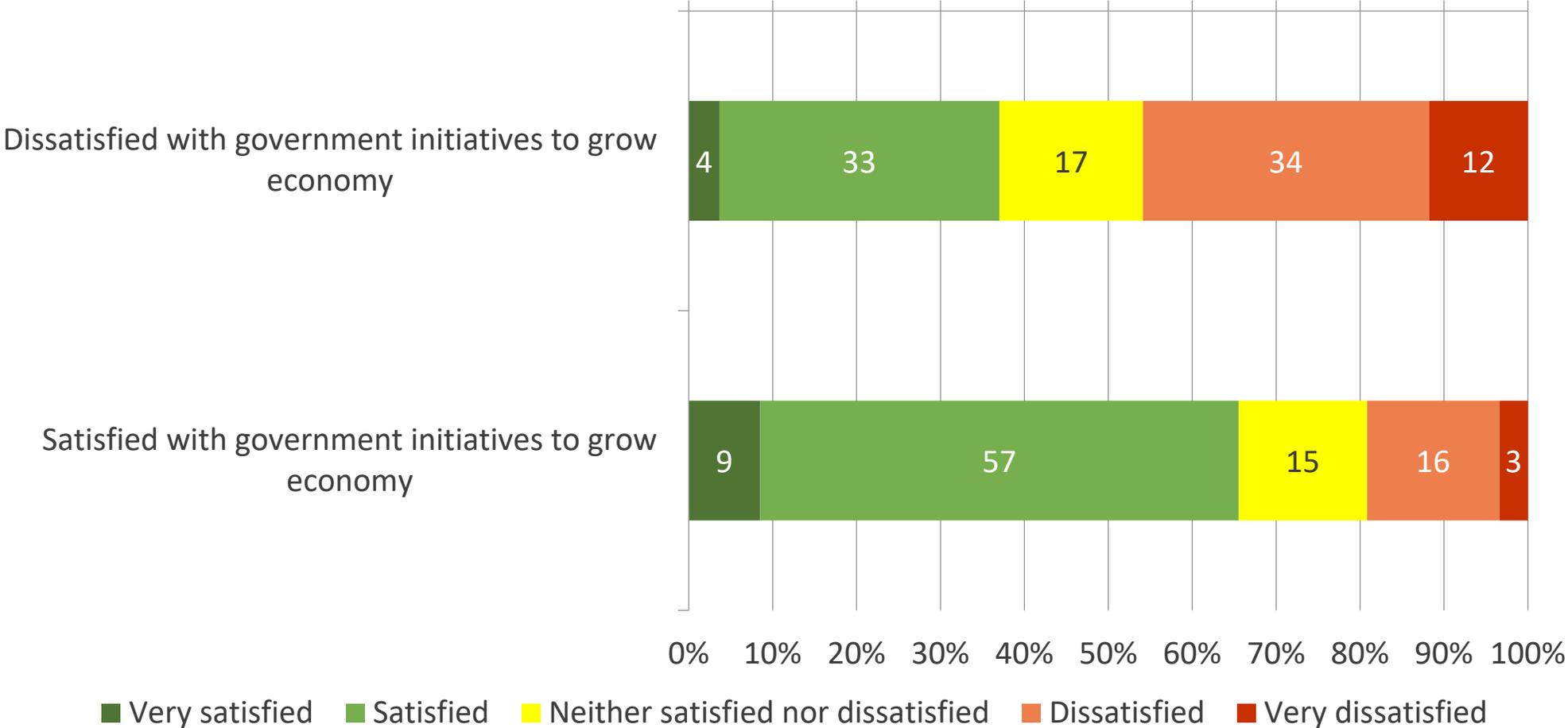
# Dissatisfaction with government's initiatives to grow the economy and create jobs

(percentage per ward who were dissatisfied)



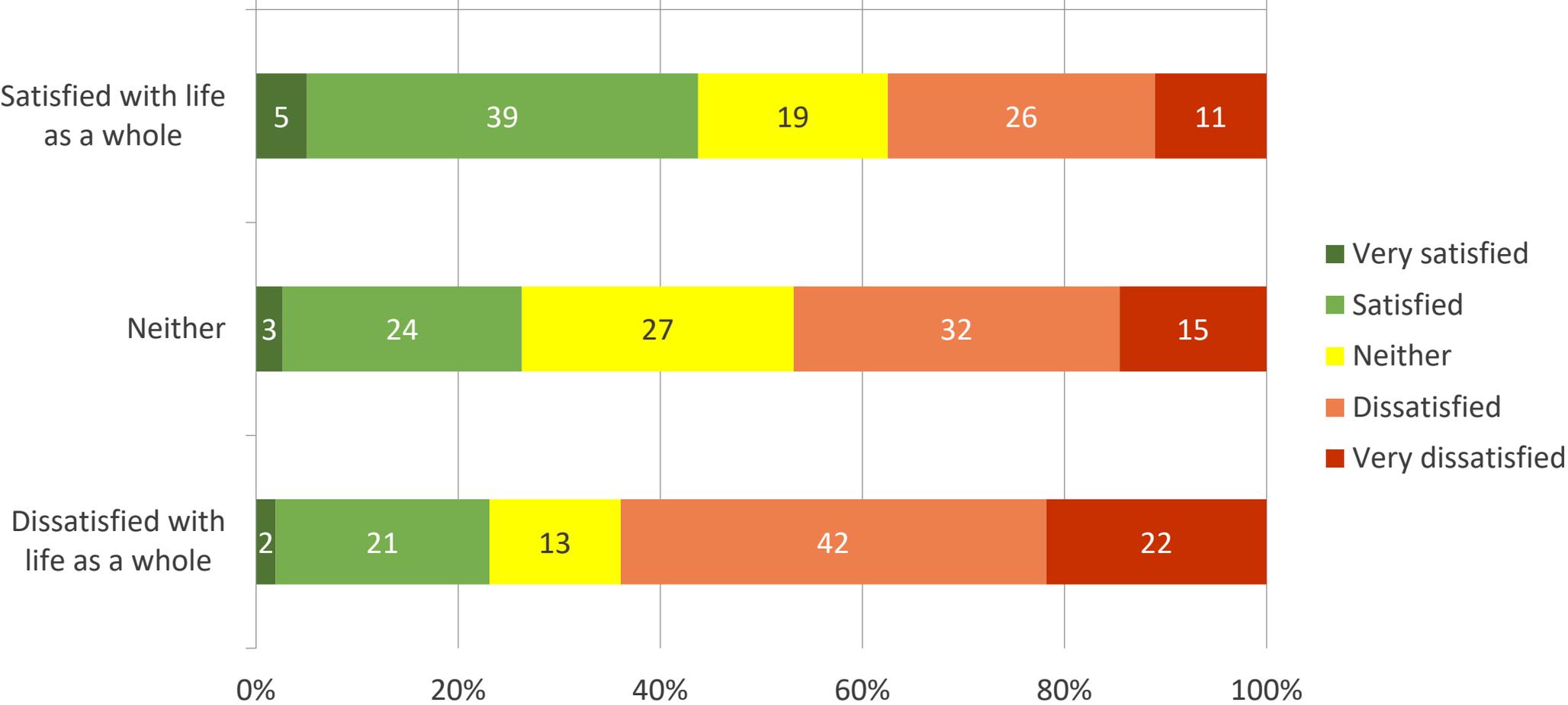
# Understanding government dissatisfaction

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



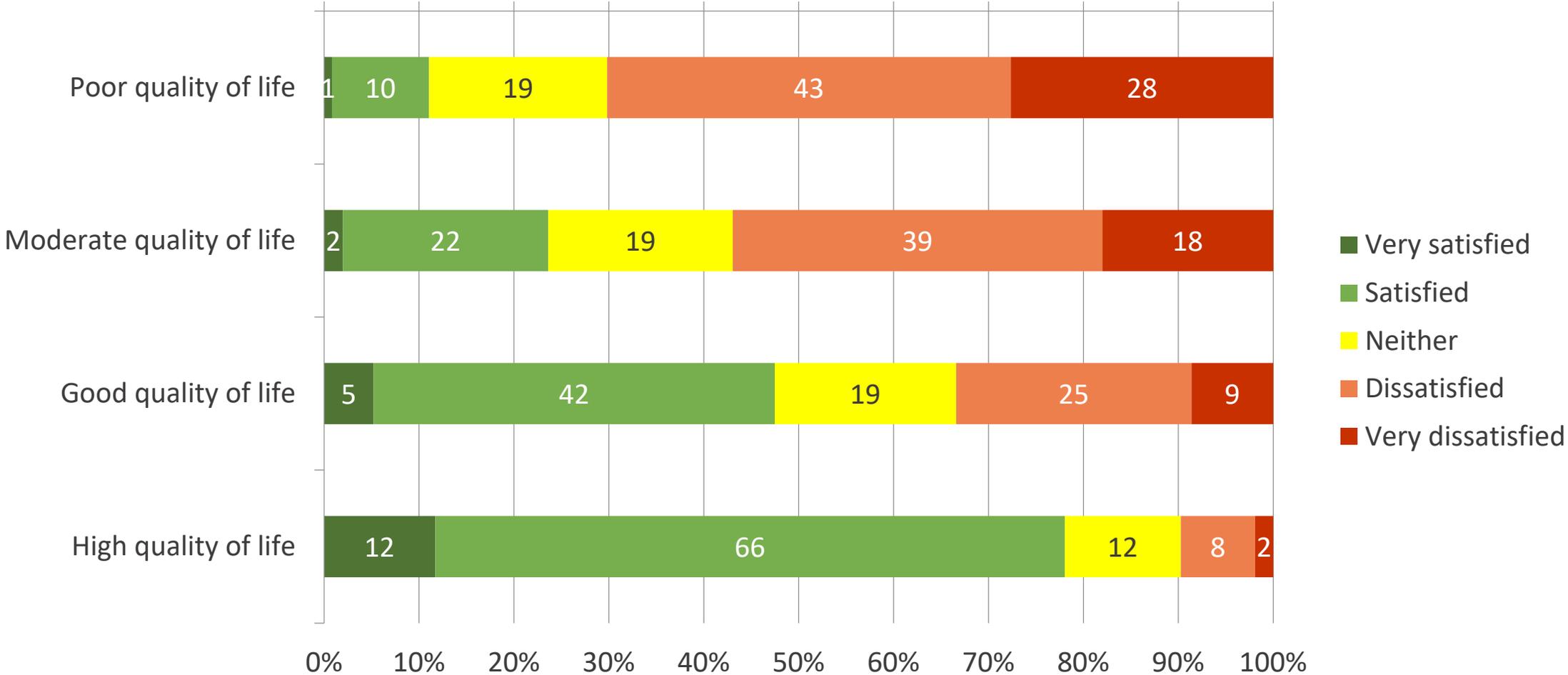
# Understanding government dissatisfaction

**Socio-economic conditions:** Satisfaction with life as a whole & satisfaction with local government



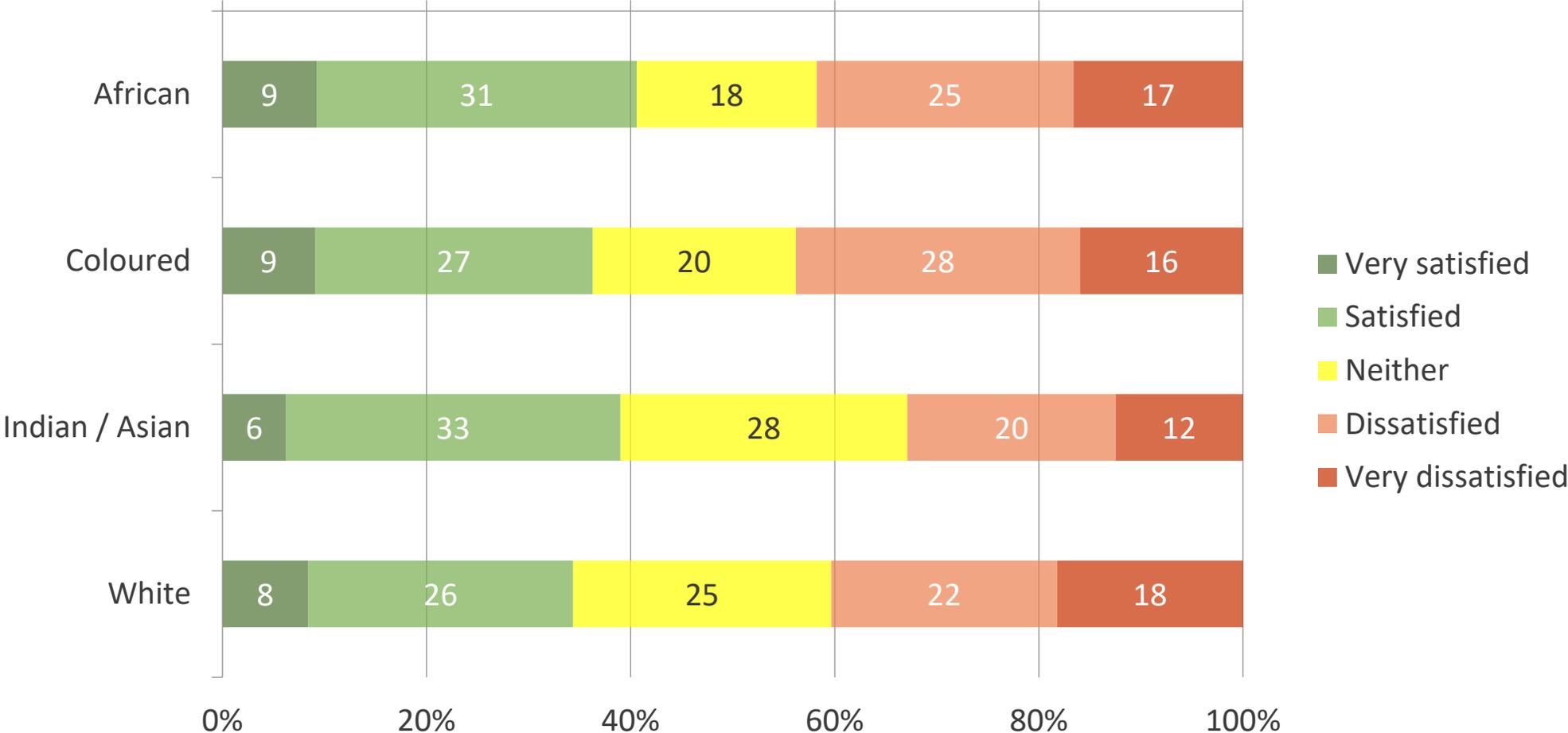
# Understanding government dissatisfaction

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



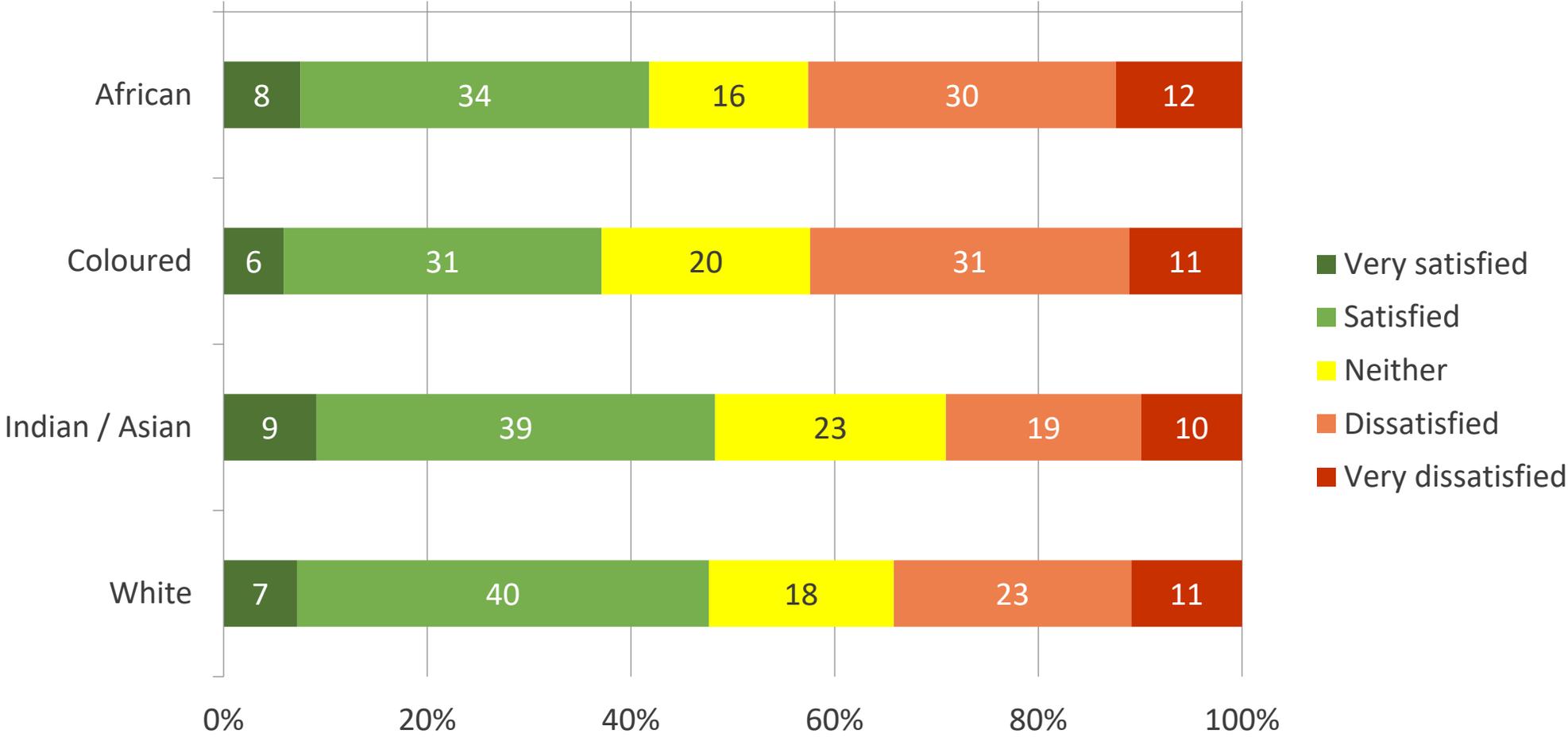
# Understanding government dissatisfaction

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



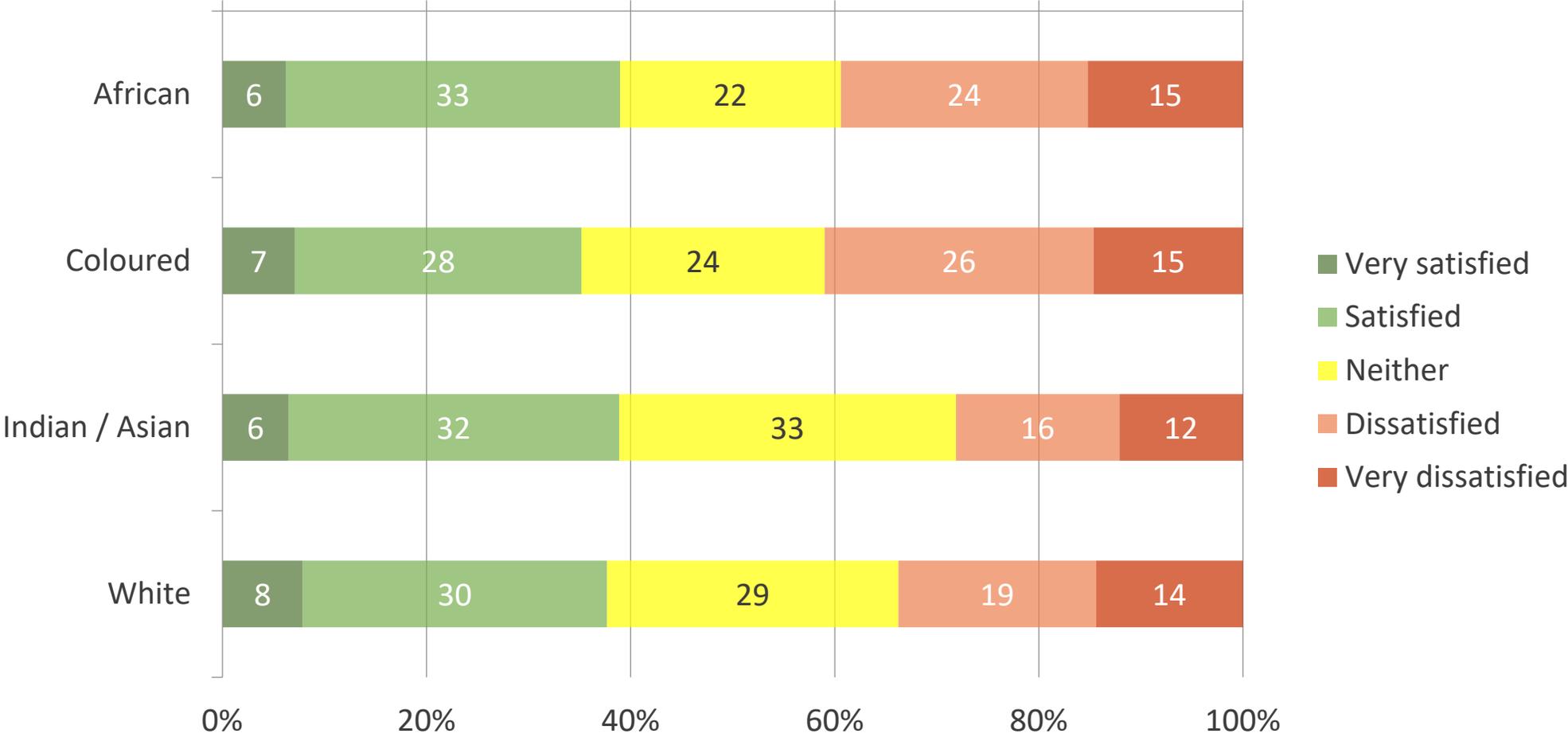
# Understanding government dissatisfaction

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



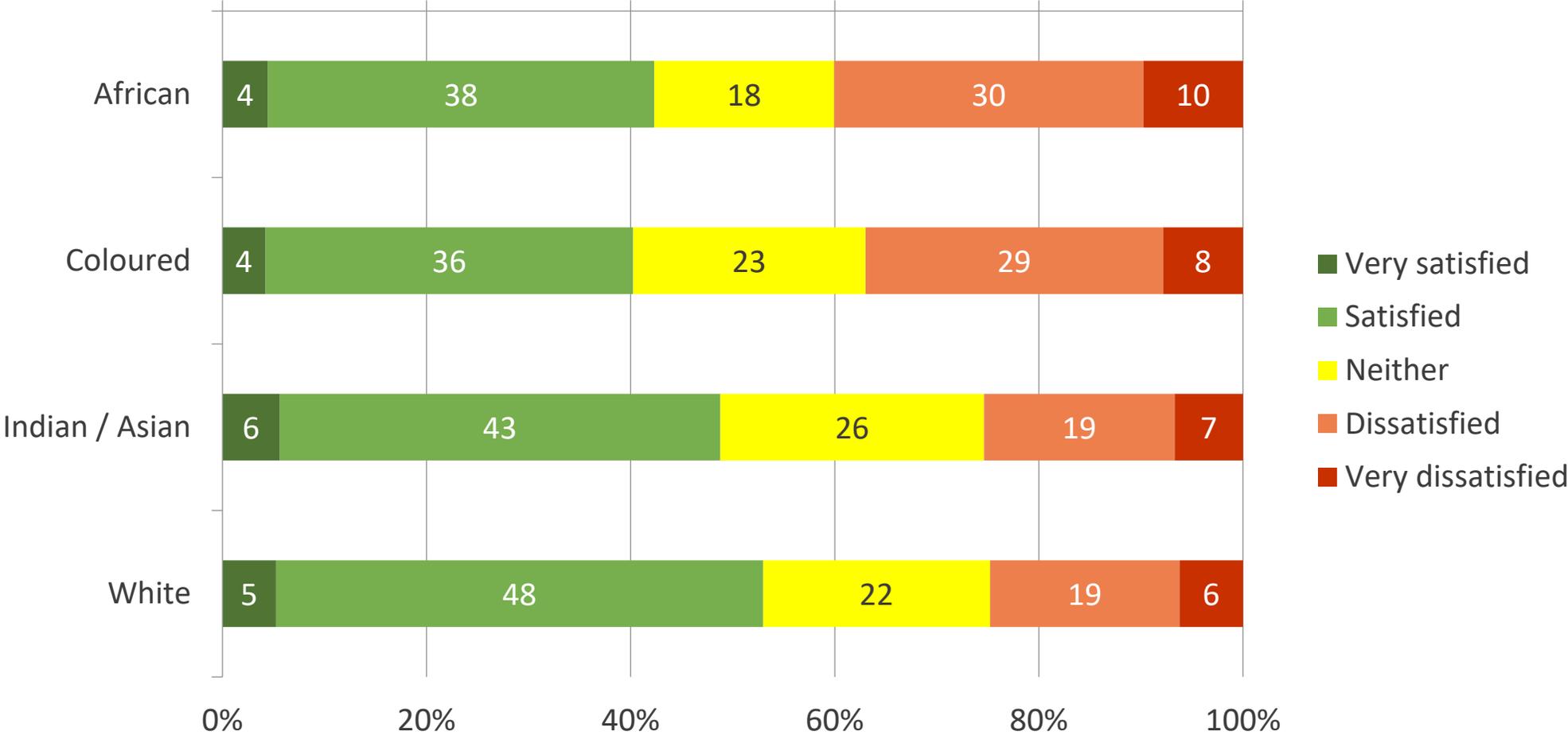
# Understanding government dissatisfaction

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



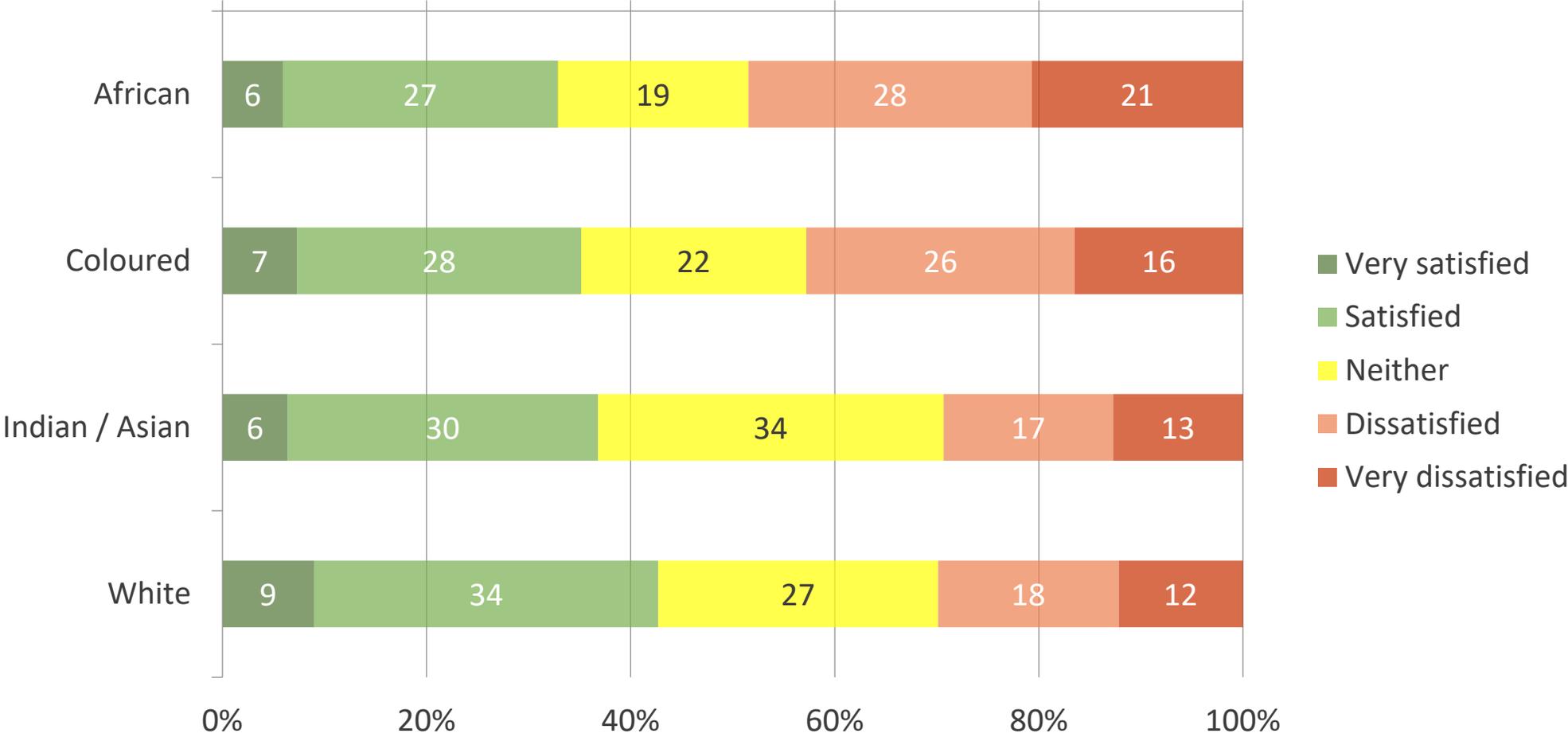
# Understanding government dissatisfaction

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



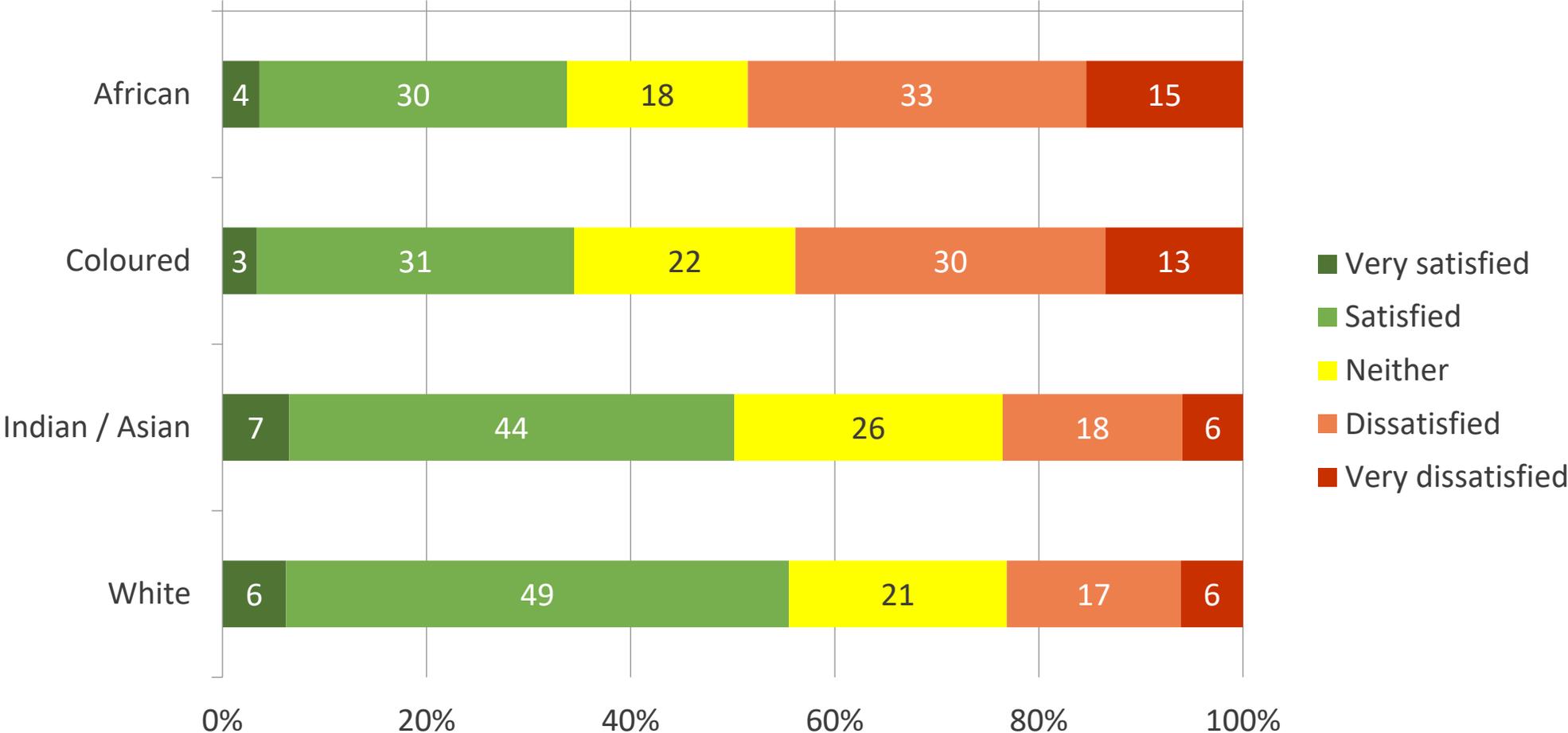
# Understanding government dissatisfaction

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



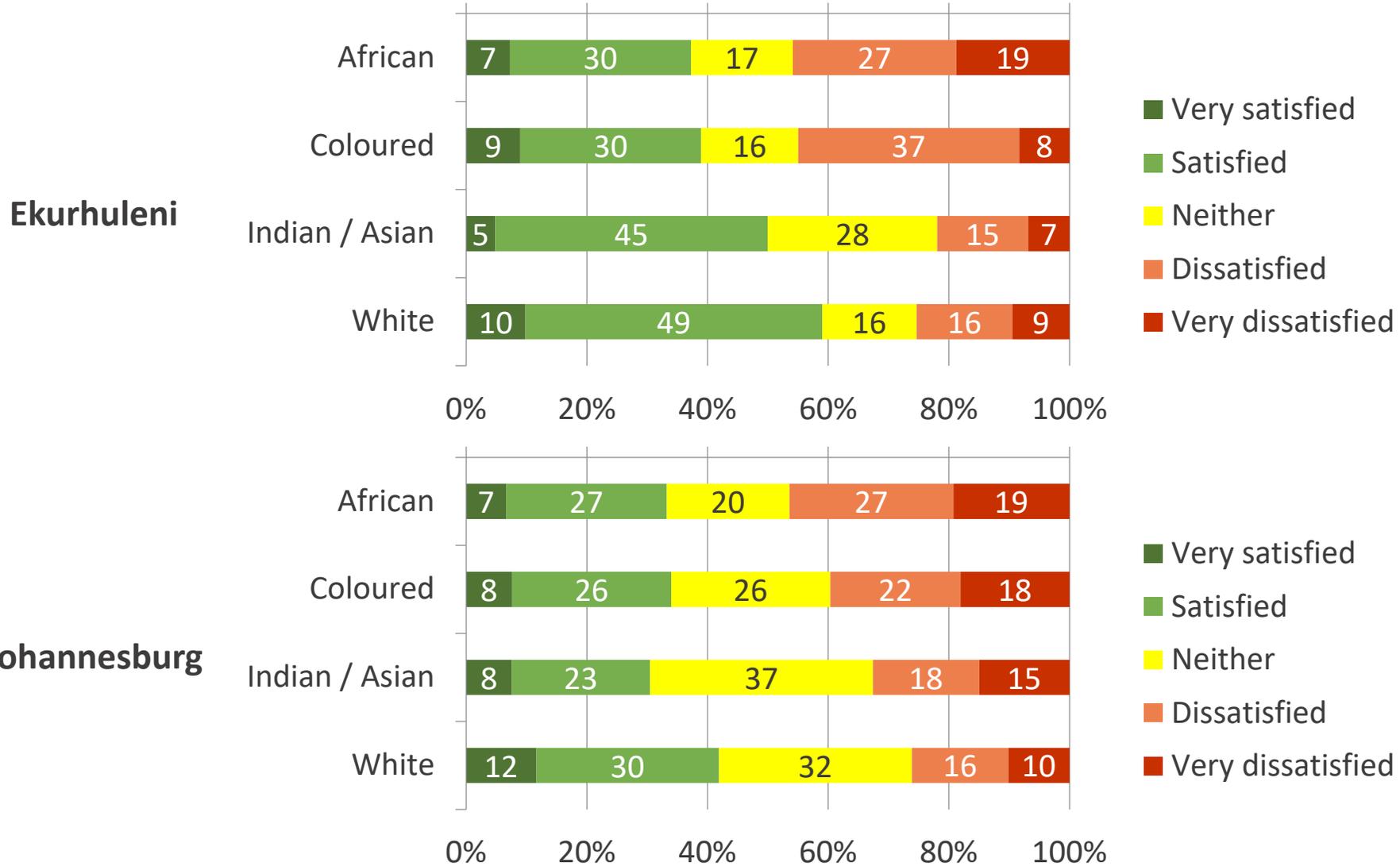
# Understanding government dissatisfaction

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



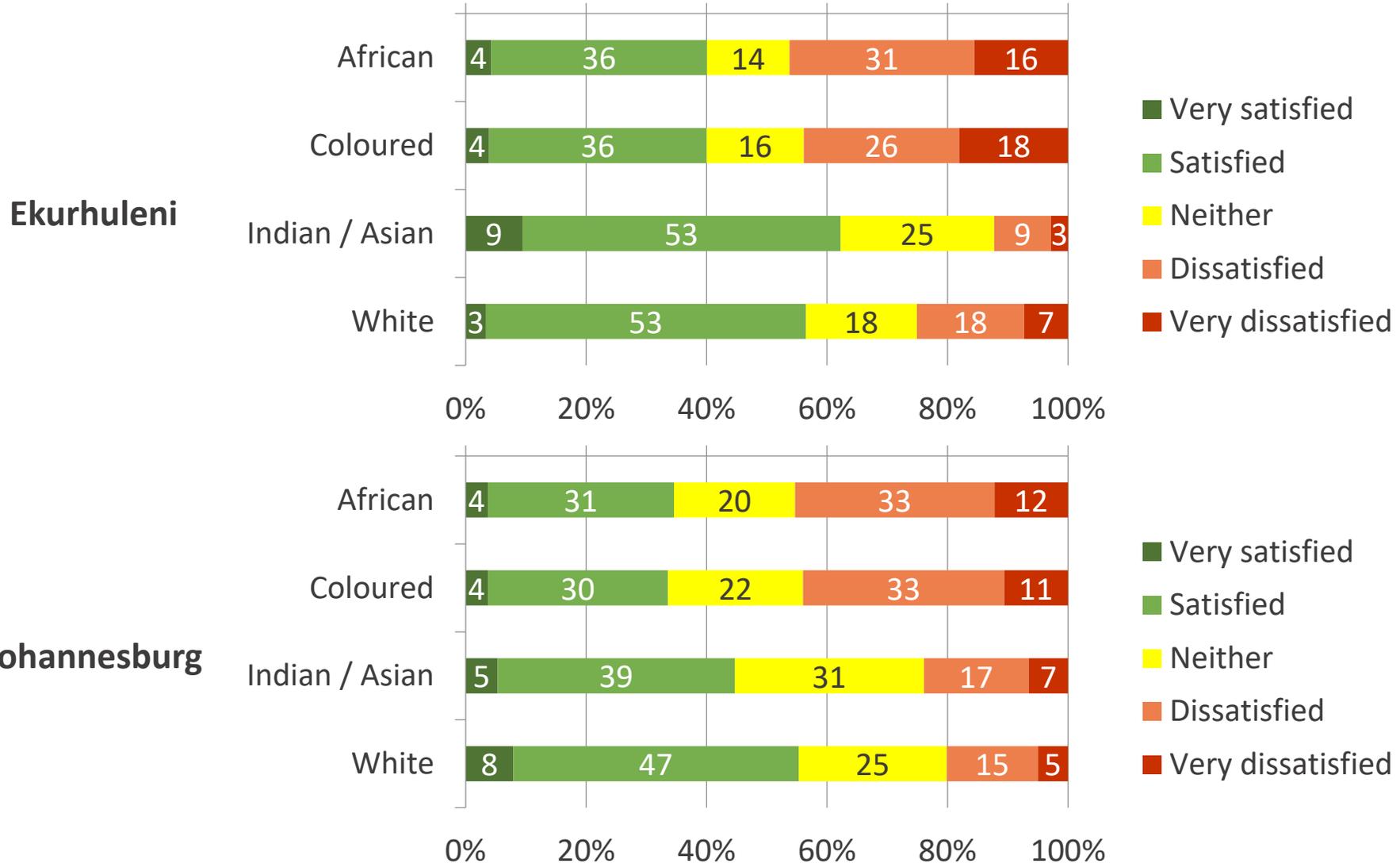
# Understanding government dissatisfaction

**Race:** Satisfaction with local government: 2015/16



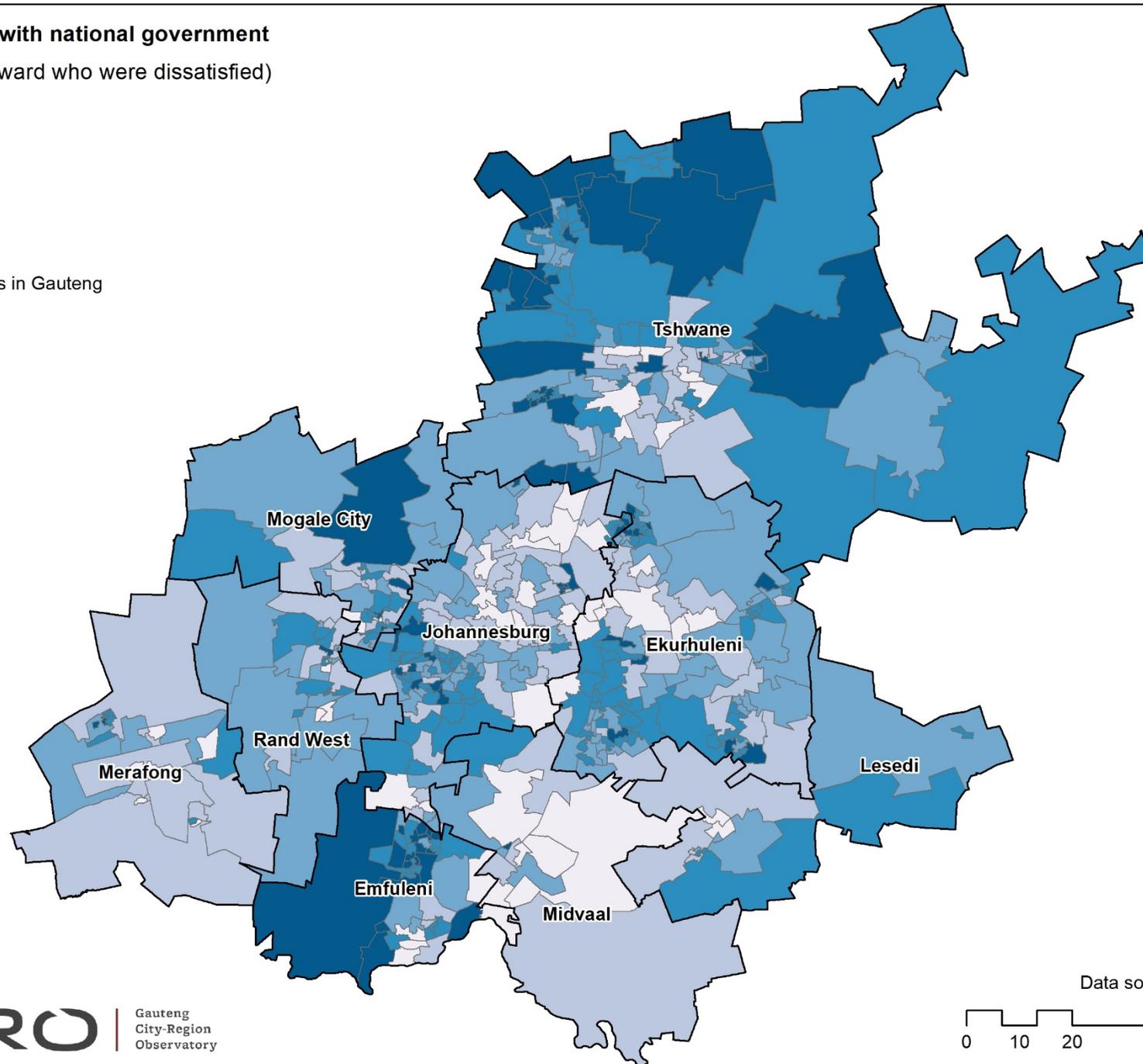
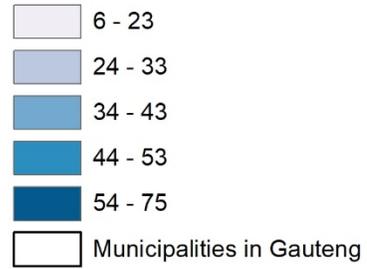
# Understanding government dissatisfaction

**Race:** Satisfaction with local government: 2017/18

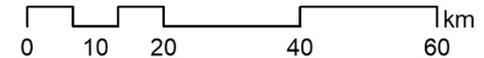


# Dissatisfaction with national government

(percentage per ward who were dissatisfied)

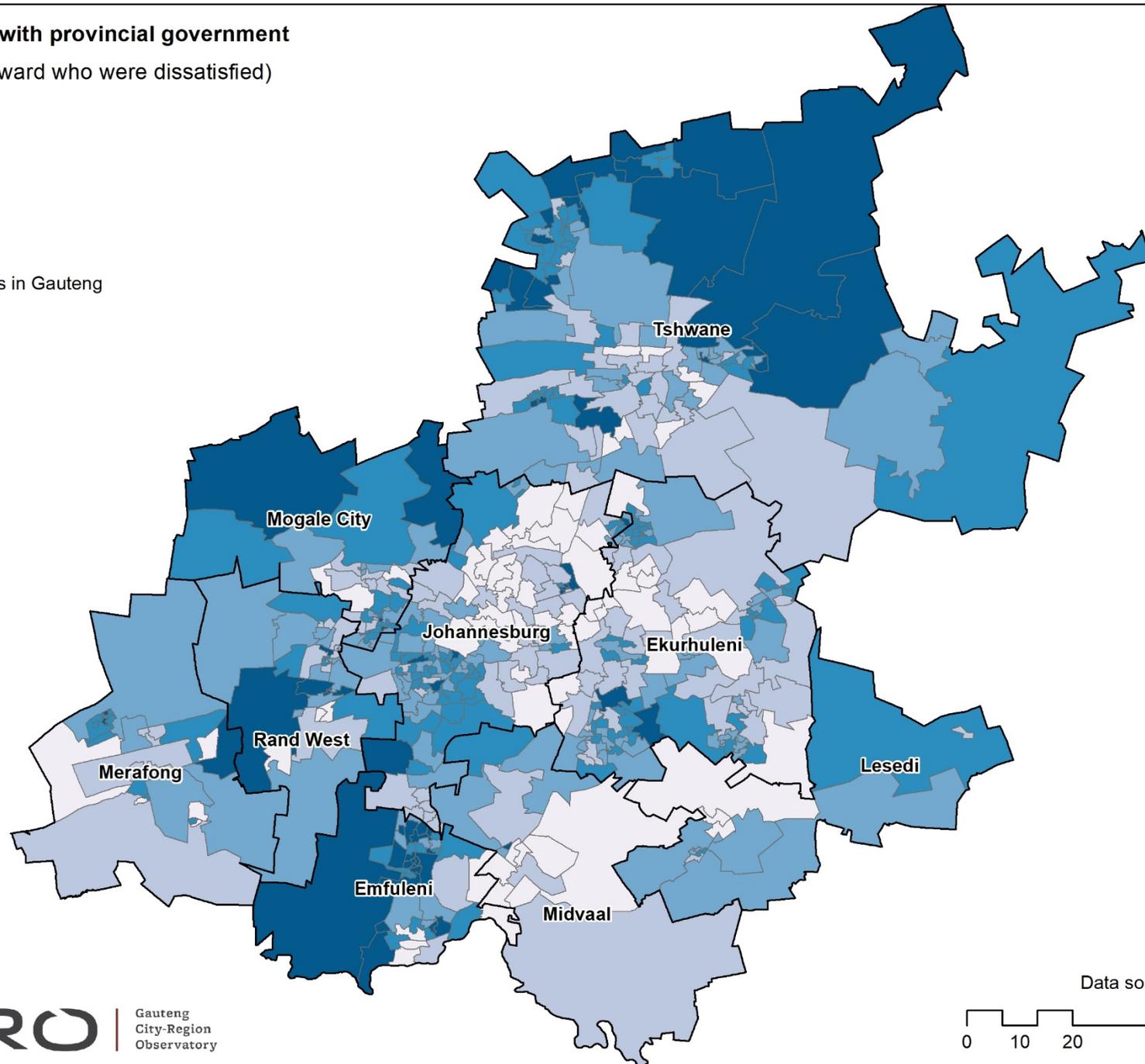
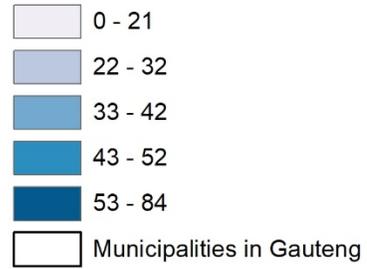


Data source: QoL V (2017/18)

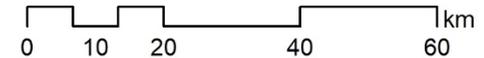


# Dissatisfaction with provincial government

(percentage per ward who were dissatisfied)

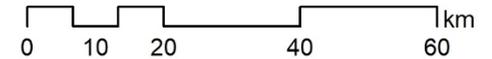
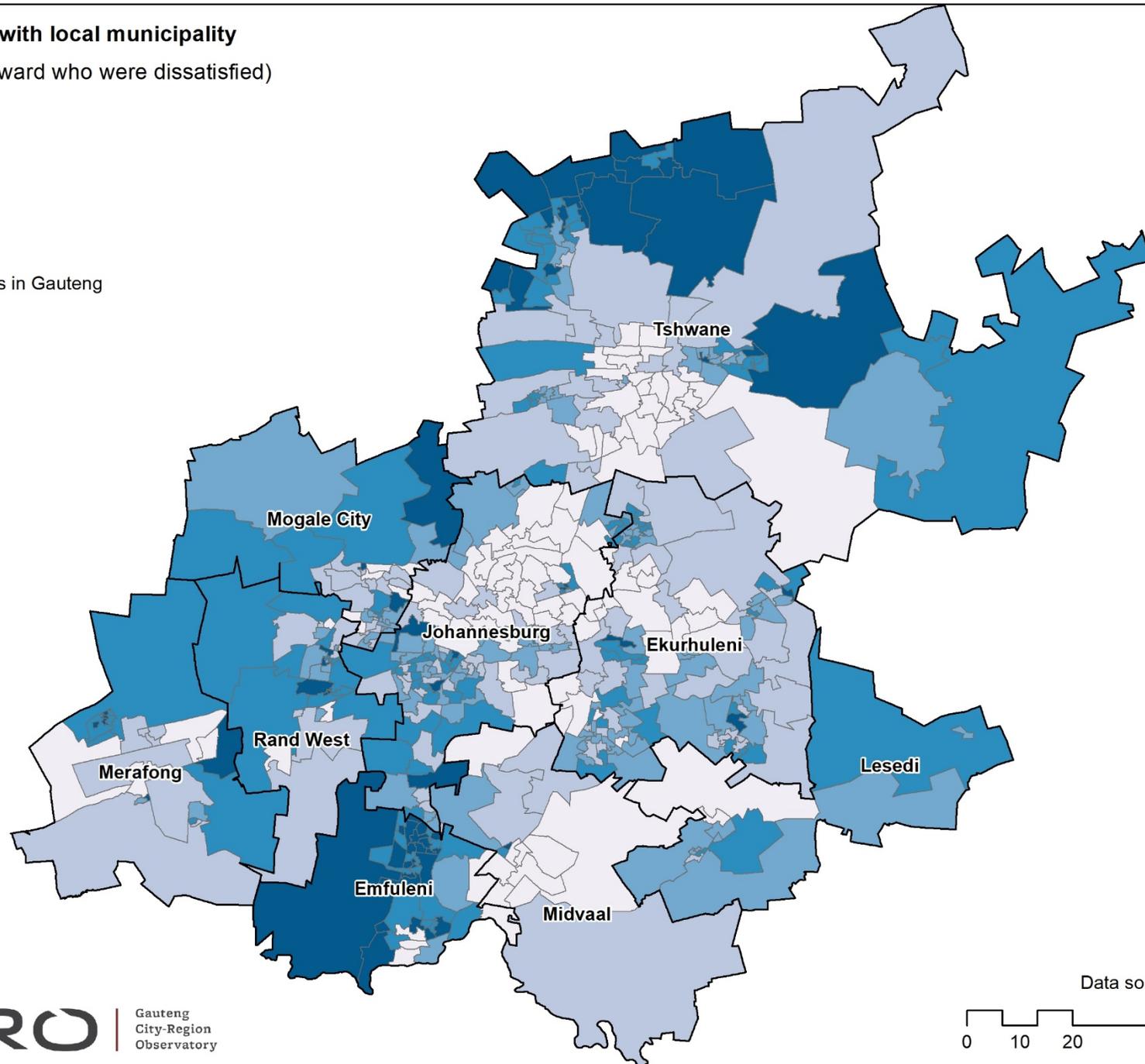
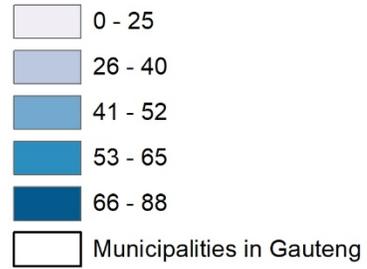


Data source: QoL V (2017/18)



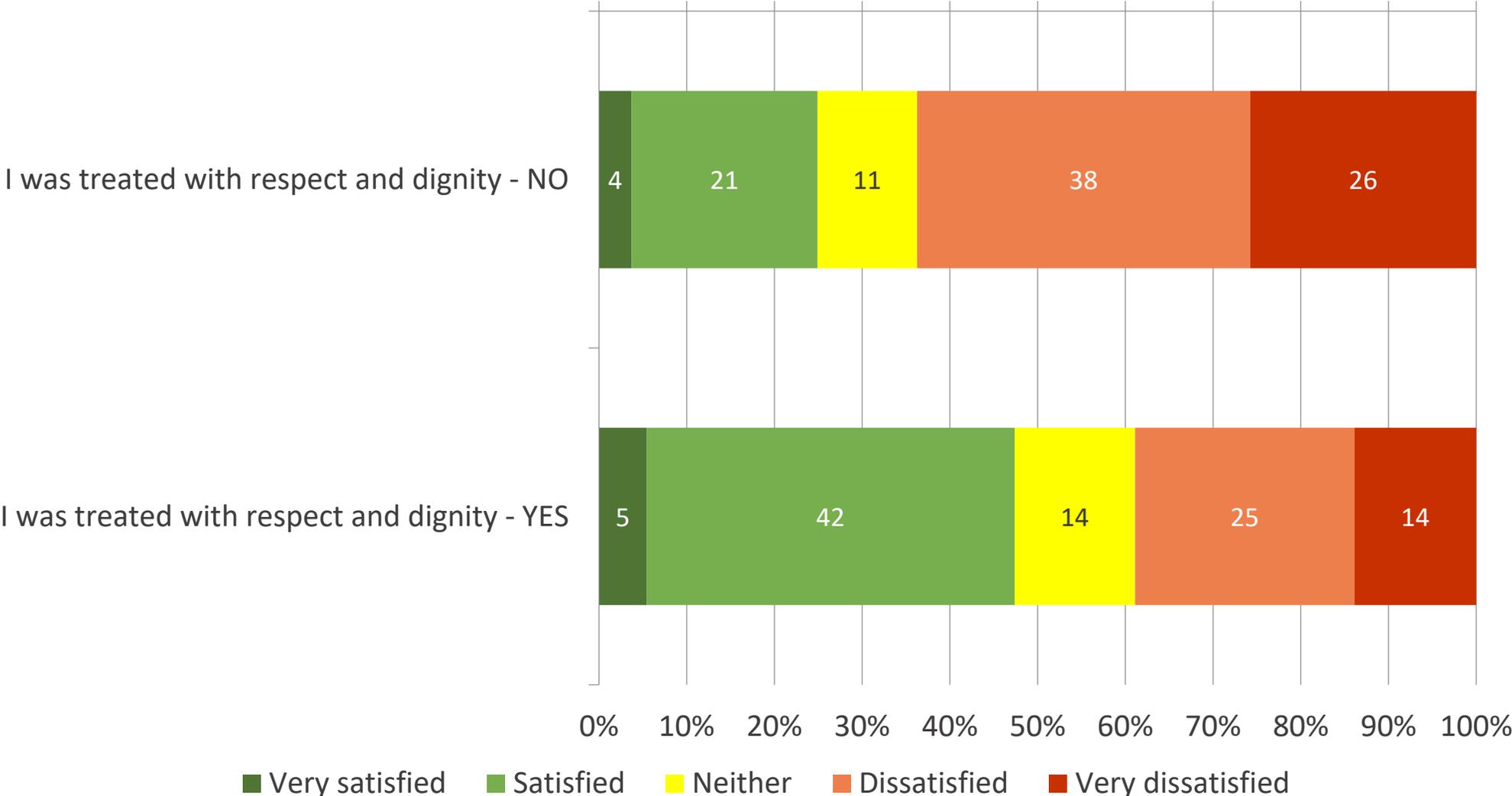
# Dissatisfaction with local municipality

(percentage per ward who were dissatisfied)



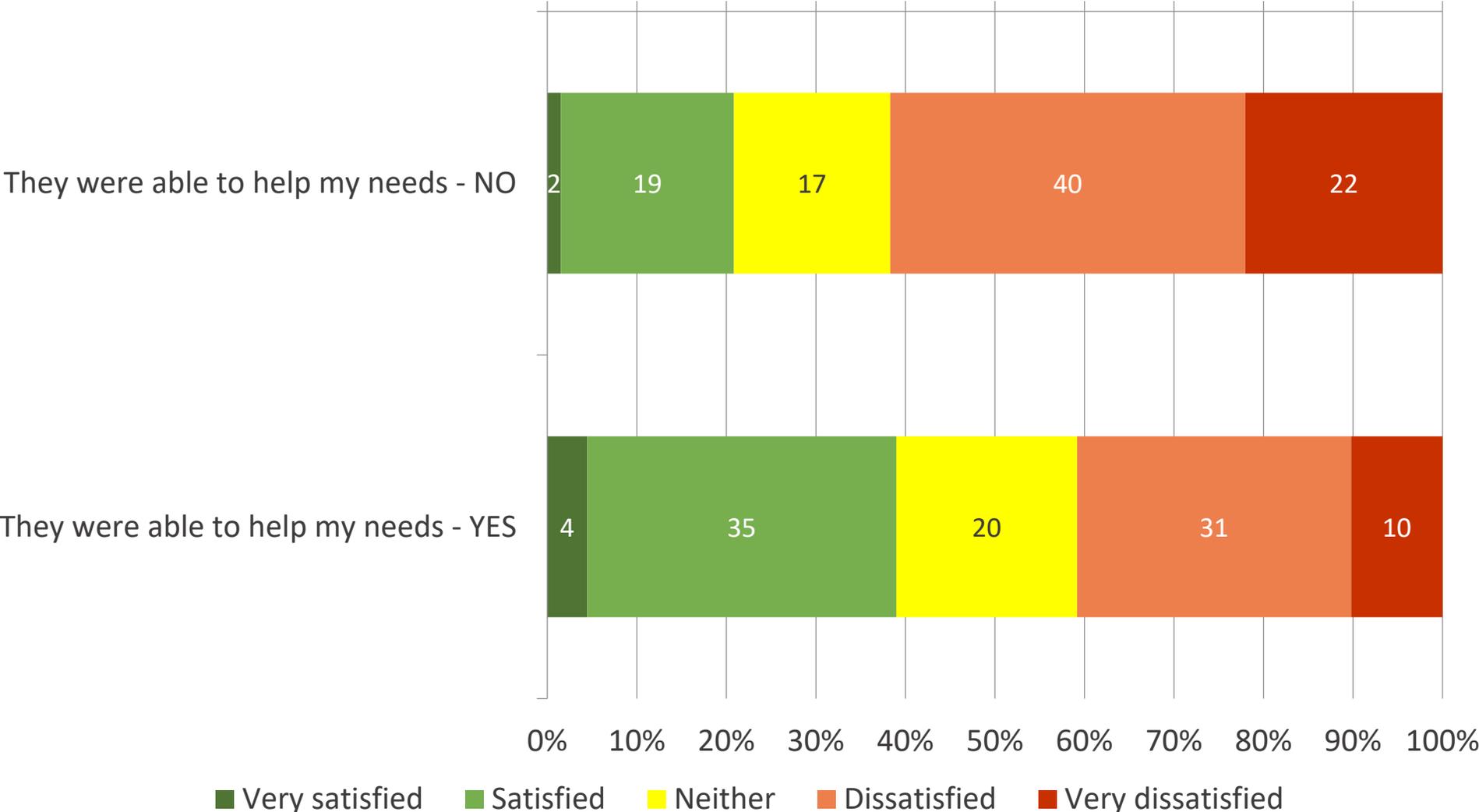
# Understanding government dissatisfaction

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



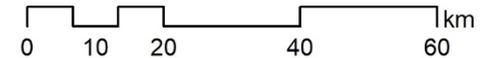
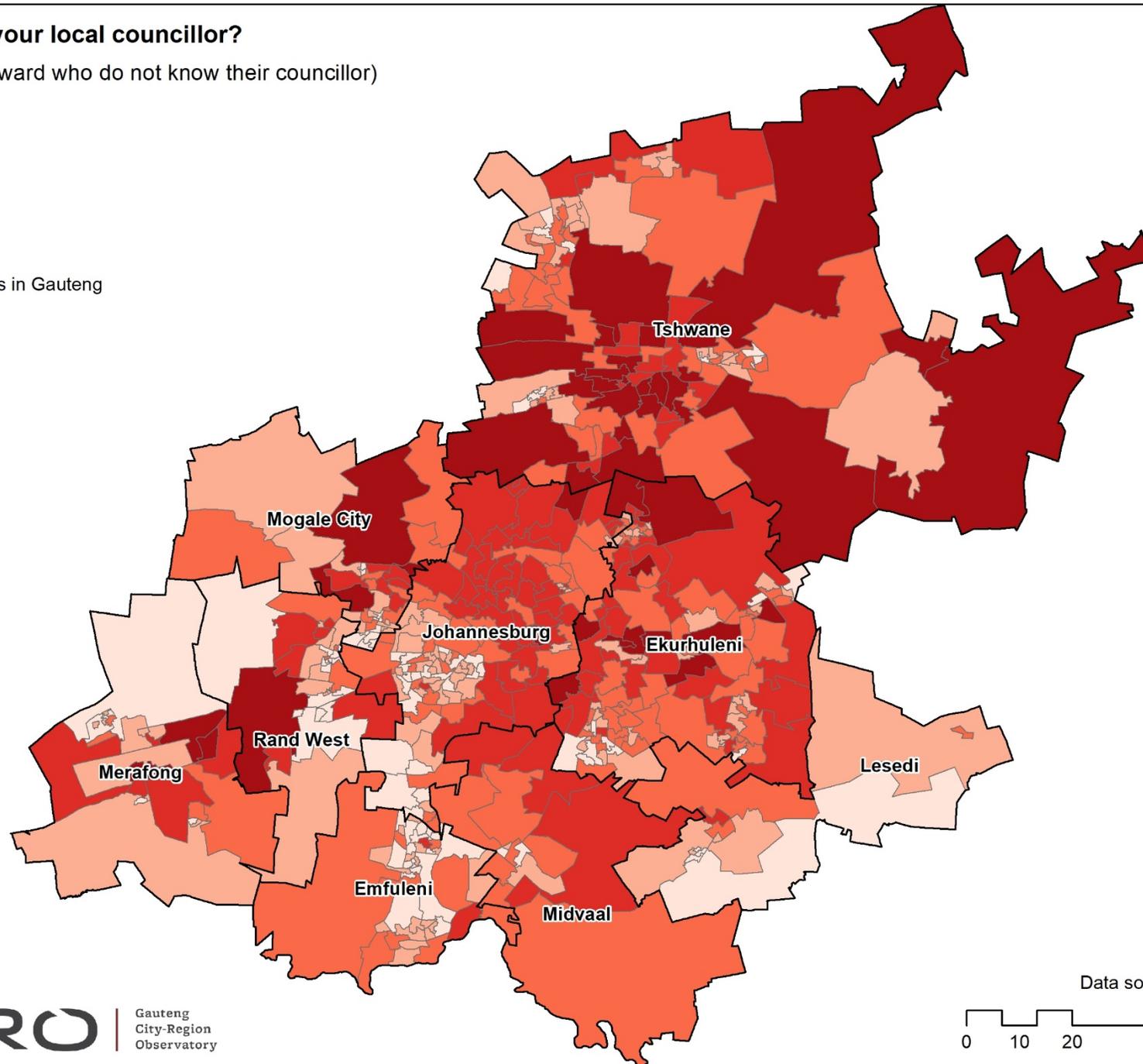
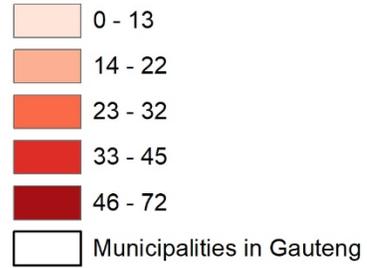
# Understanding government dissatisfaction

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



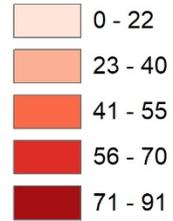
# Do you know your local councillor?

(percentage per ward who do not know their councillor)

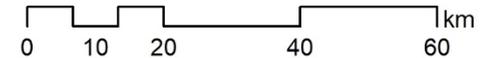
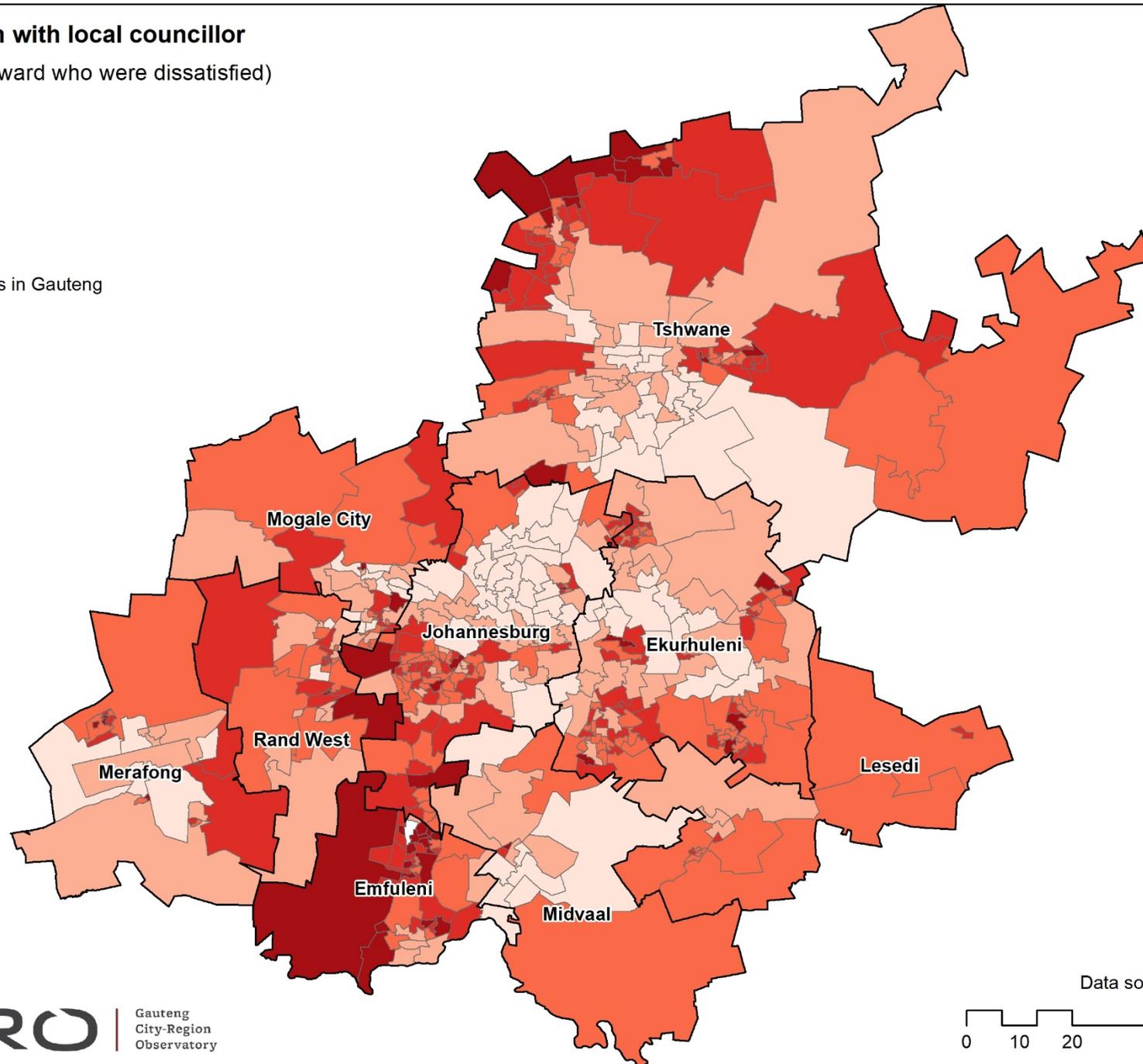


# Dissatisfaction with local councillor

(percentage per ward who were dissatisfied)

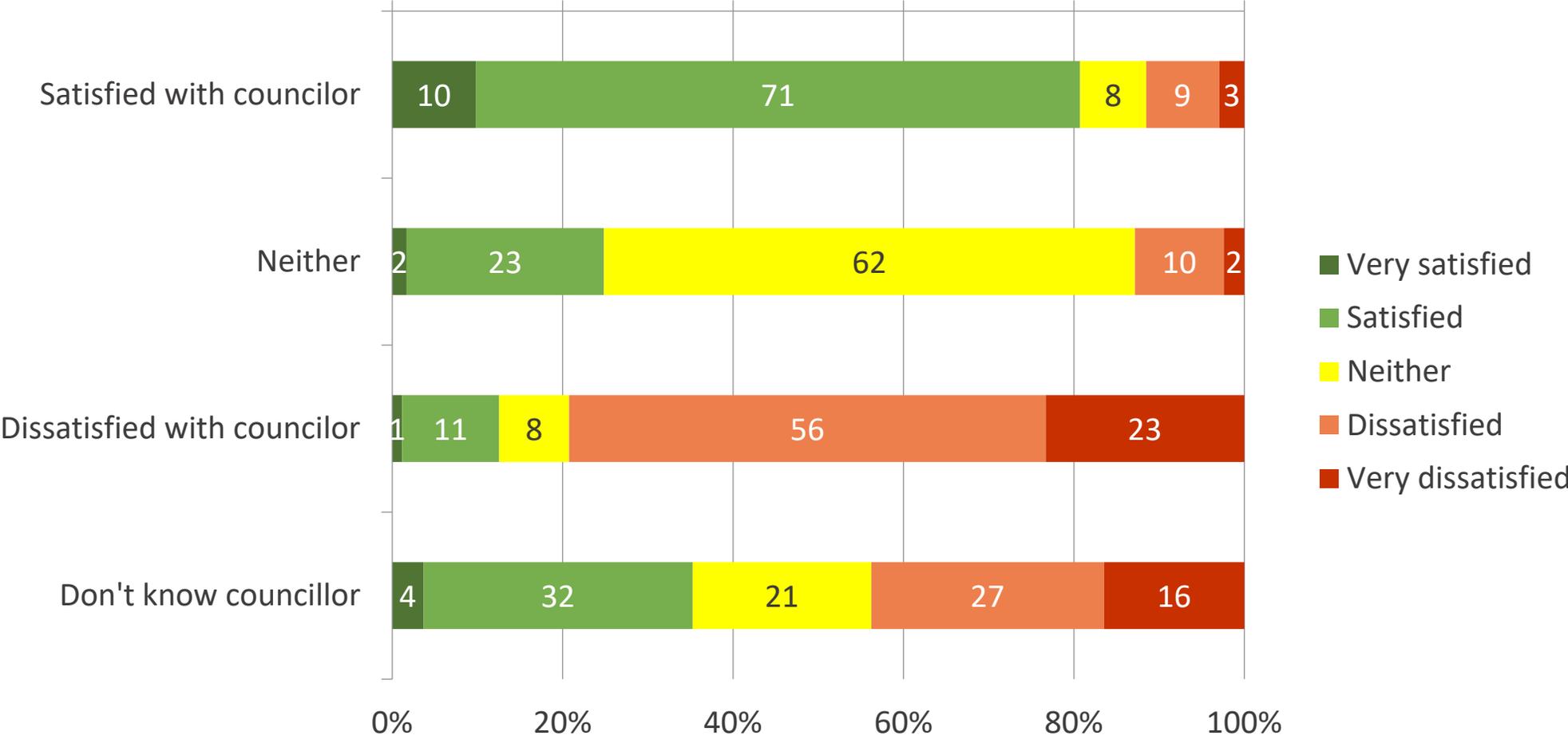


Municipalities in Gauteng



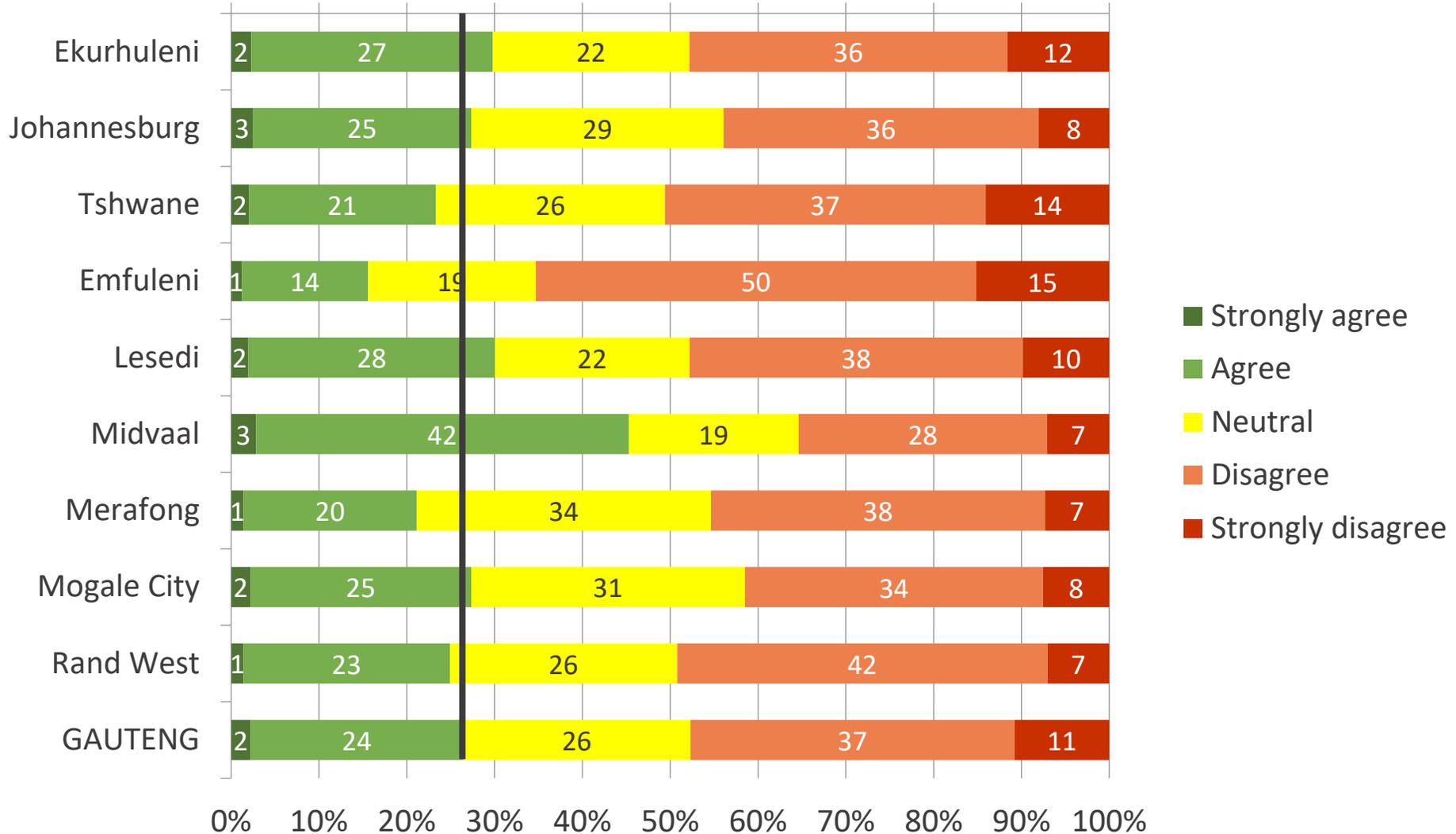
# Understanding government dissatisfaction

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



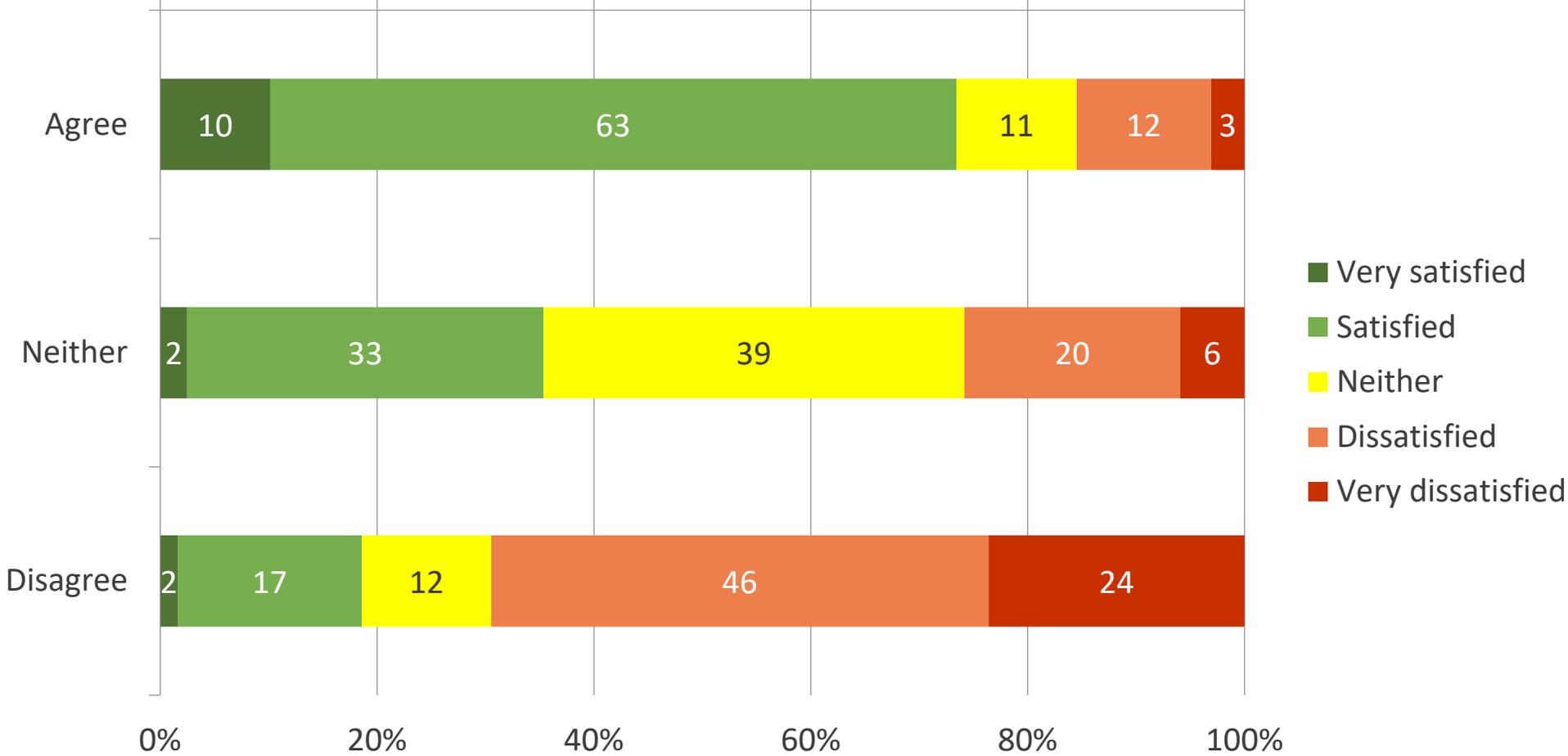
# Understanding government dissatisfaction

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



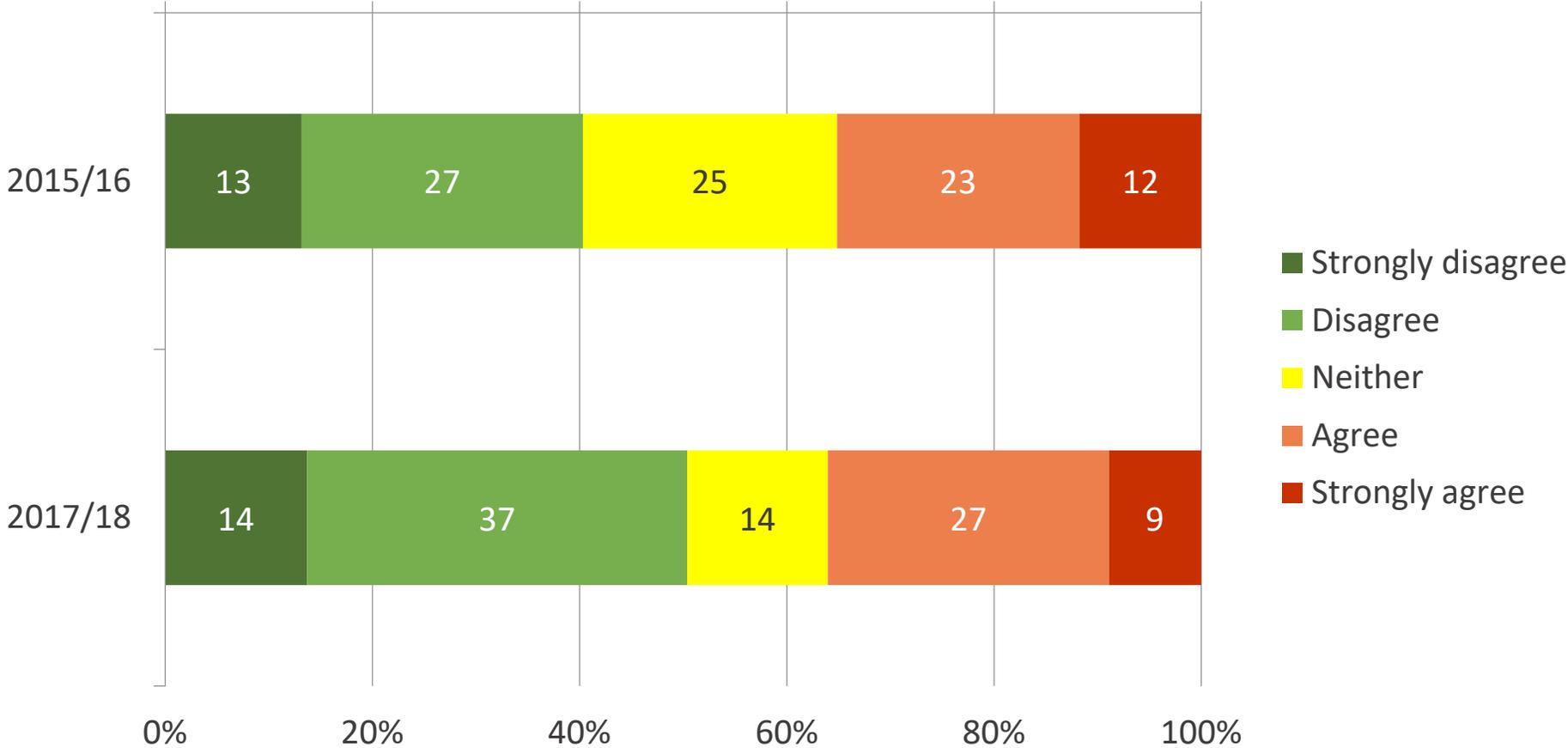
# Understanding government dissatisfaction

**Halo factors:** The municipality fulfills its promises and satisfaction with local government



# Understanding government dissatisfaction

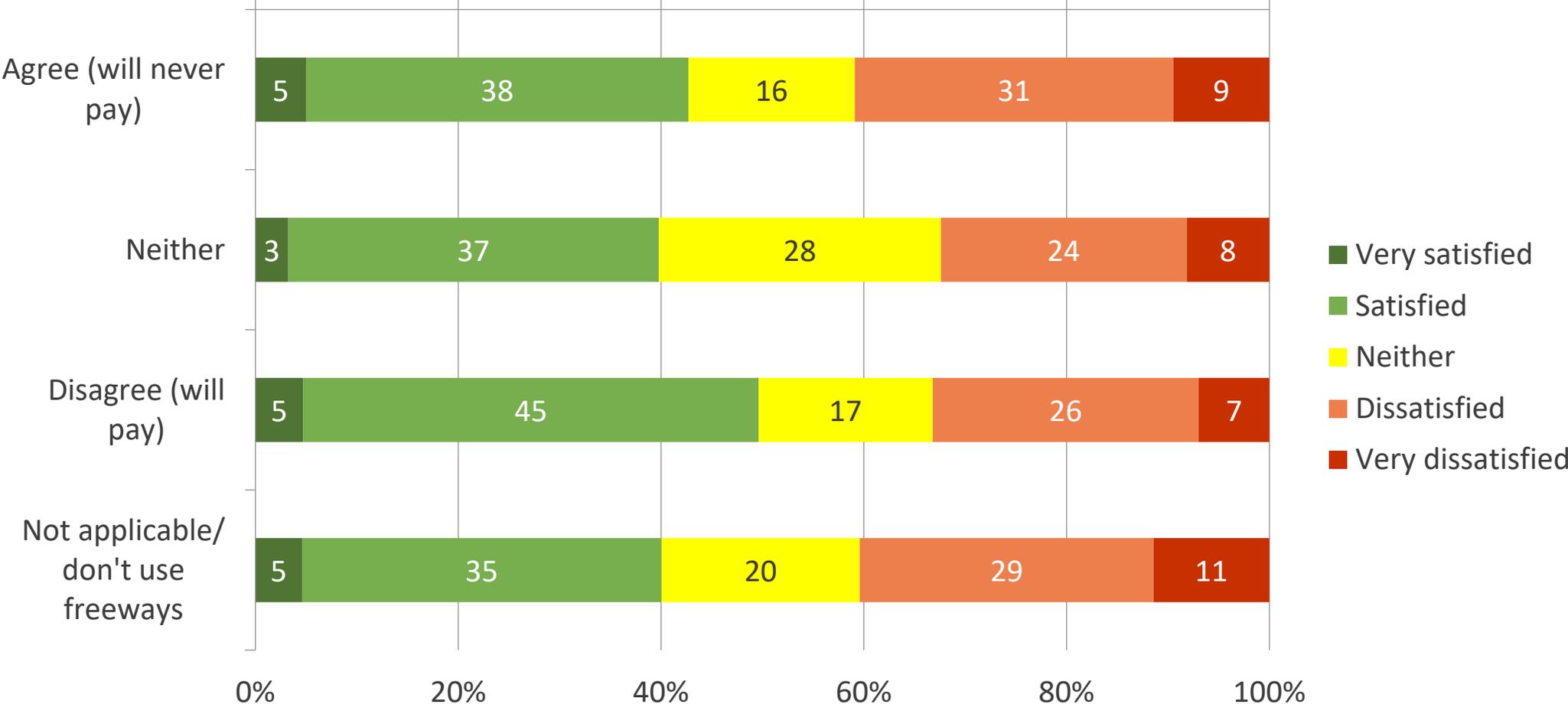
**Socio-political attitudes:** I will never pay e-tolls



\*Excludes those who say 'Not applicable/don't use freeways'

# Understanding government dissatisfaction

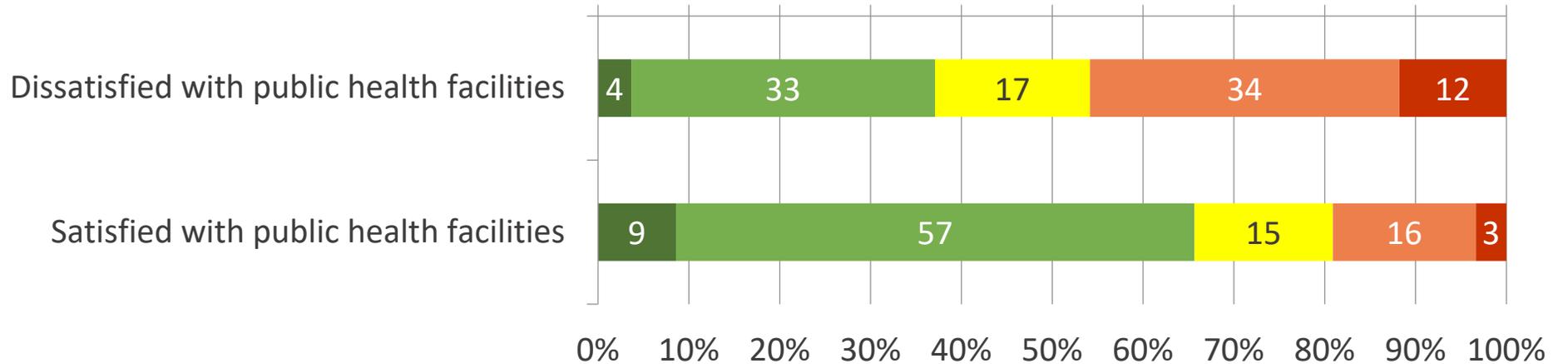
**Socio-political attitudes:** I will never pay e-tolls & satisfaction with provincial govt



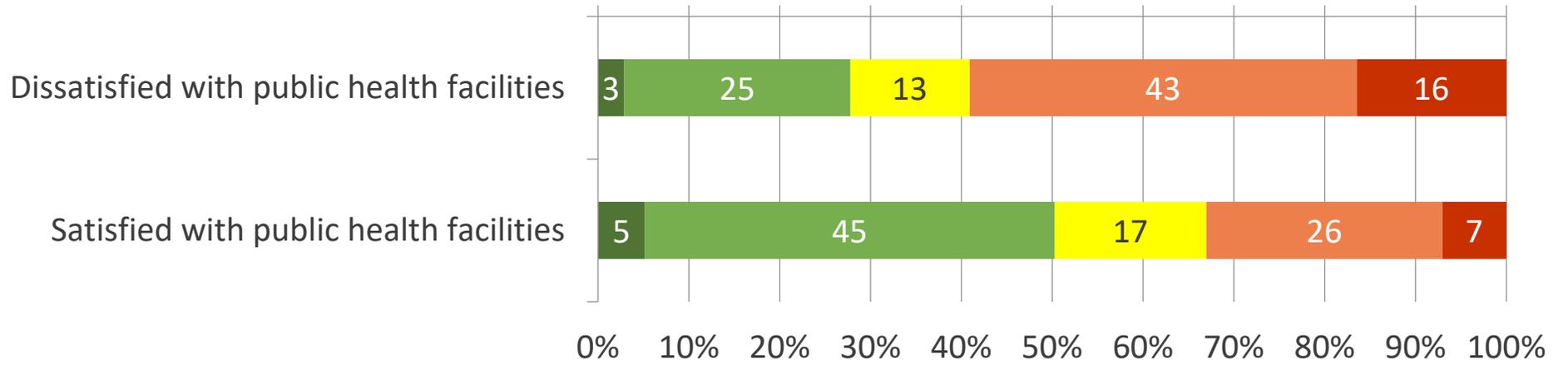
# Understanding government dissatisfaction

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

**2015/16**



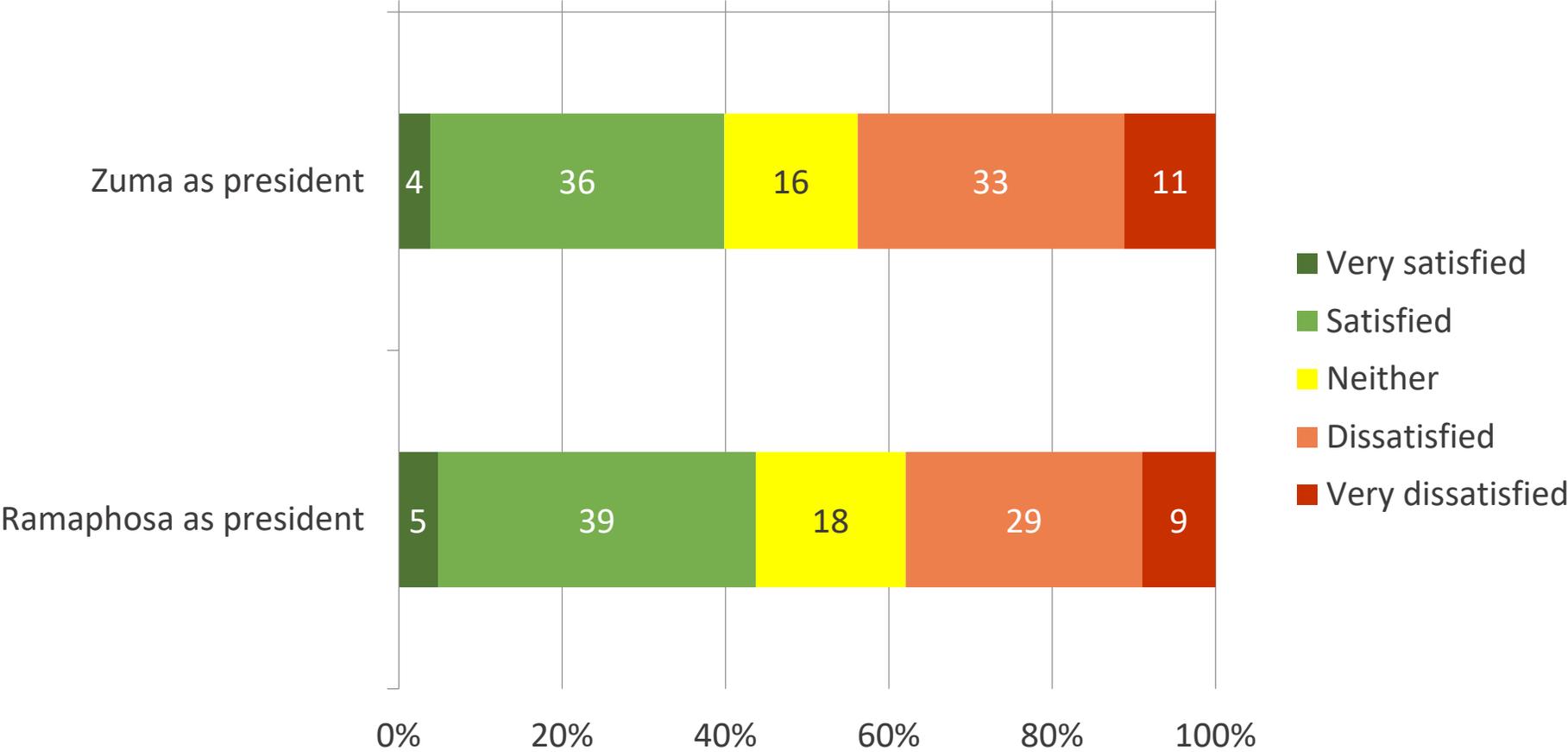
**2017/18**



■ Very satisfied ■ Satisfied ■ Neither satisfied nor dissatisfied ■ Dissatisfied ■ Very dissatisfied

# Understanding government dissatisfaction

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

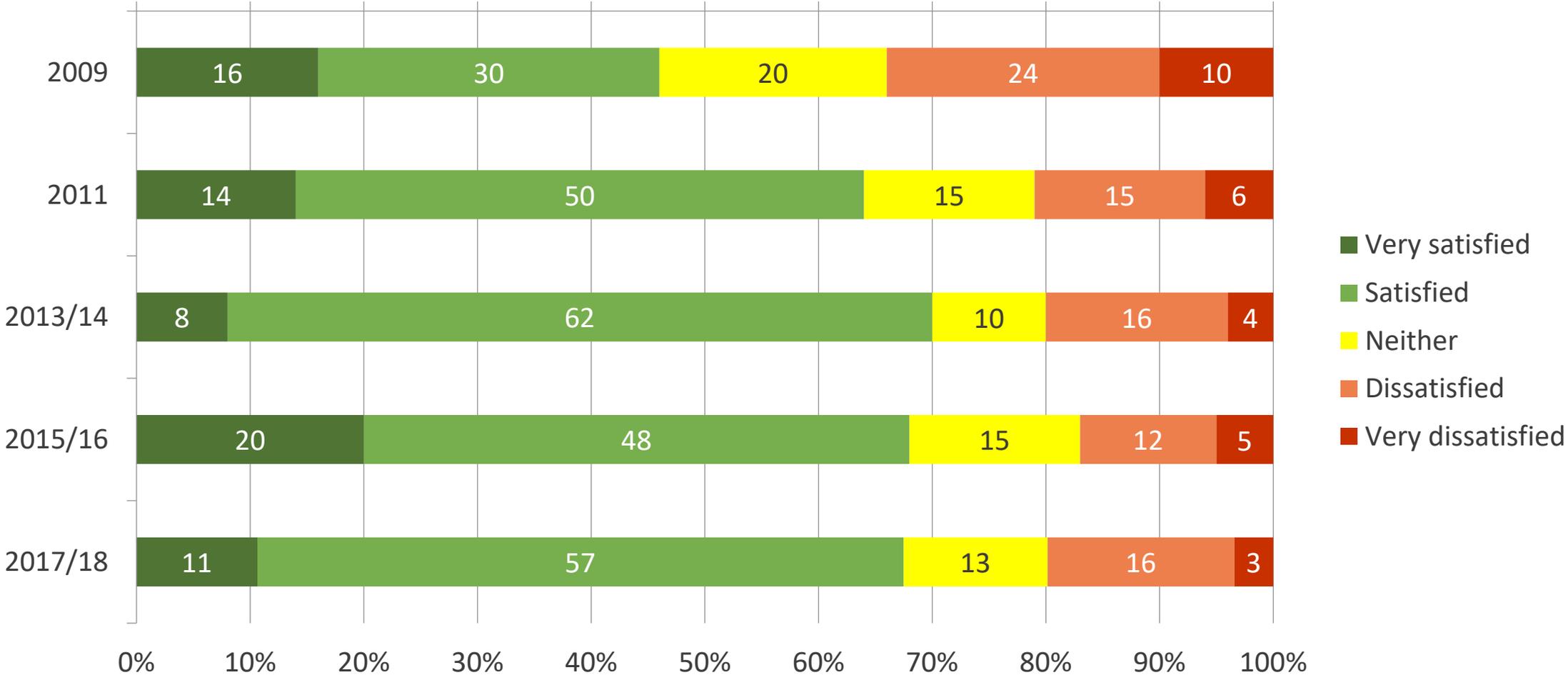


# Quality of Life index



# Quality of Life index

How satisfied are you with life as a whole: 2009-2017/18



# Quality of Life index

The QoL index – 58 variables

## 10 DIMENSIONS (EACH SCORED OUT OF 1)



1. GLOBAL LIFE SATISFACTION



2. FAMILY



3. COMMUNITY



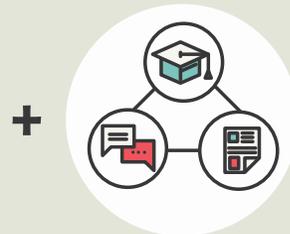
4. HEALTH



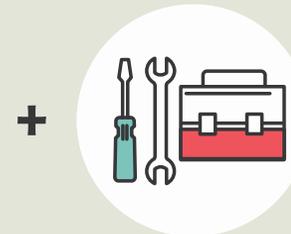
5. DWELLING



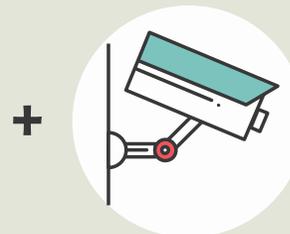
6. INFRASTRUCTURE



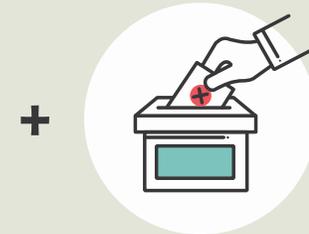
7. CONNECTIVITY



8. WORK



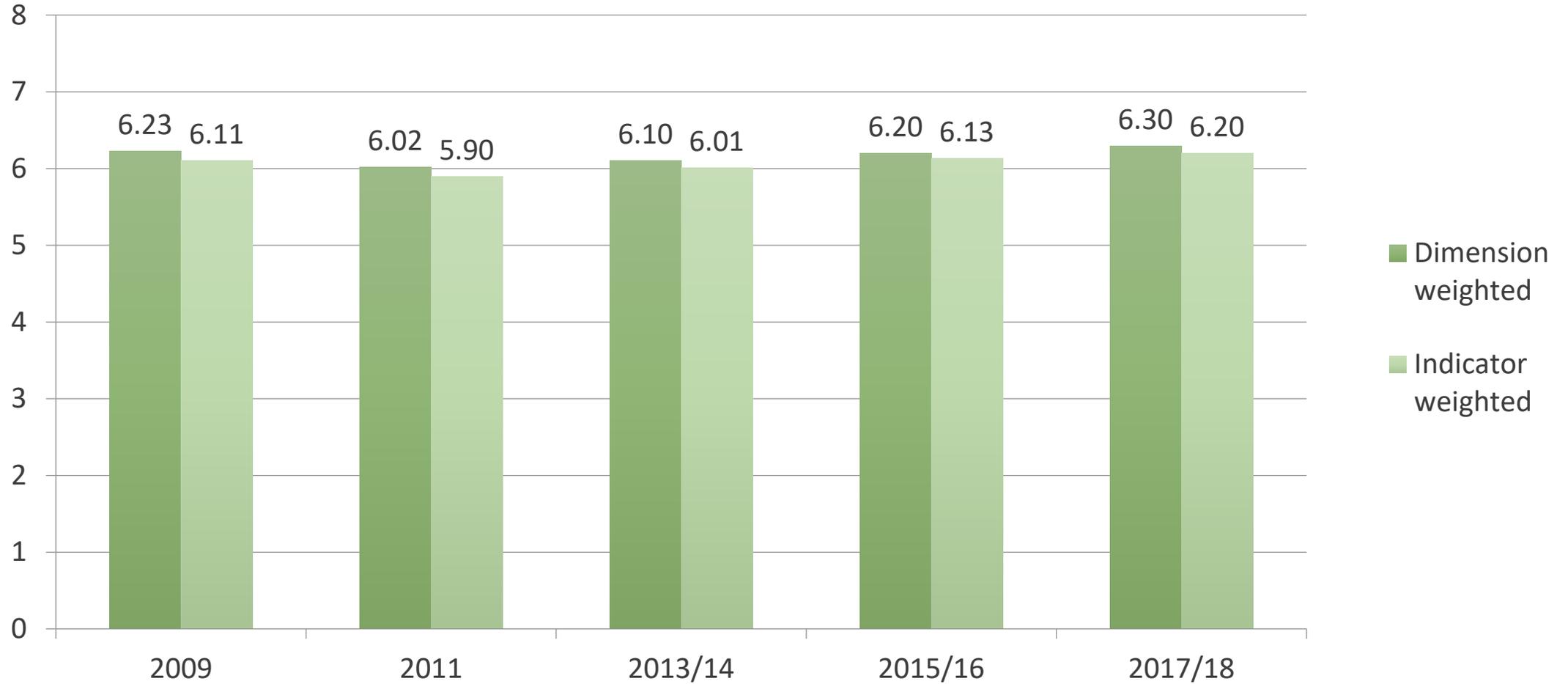
9. SECURITY



10. SOCIO-POLITICAL

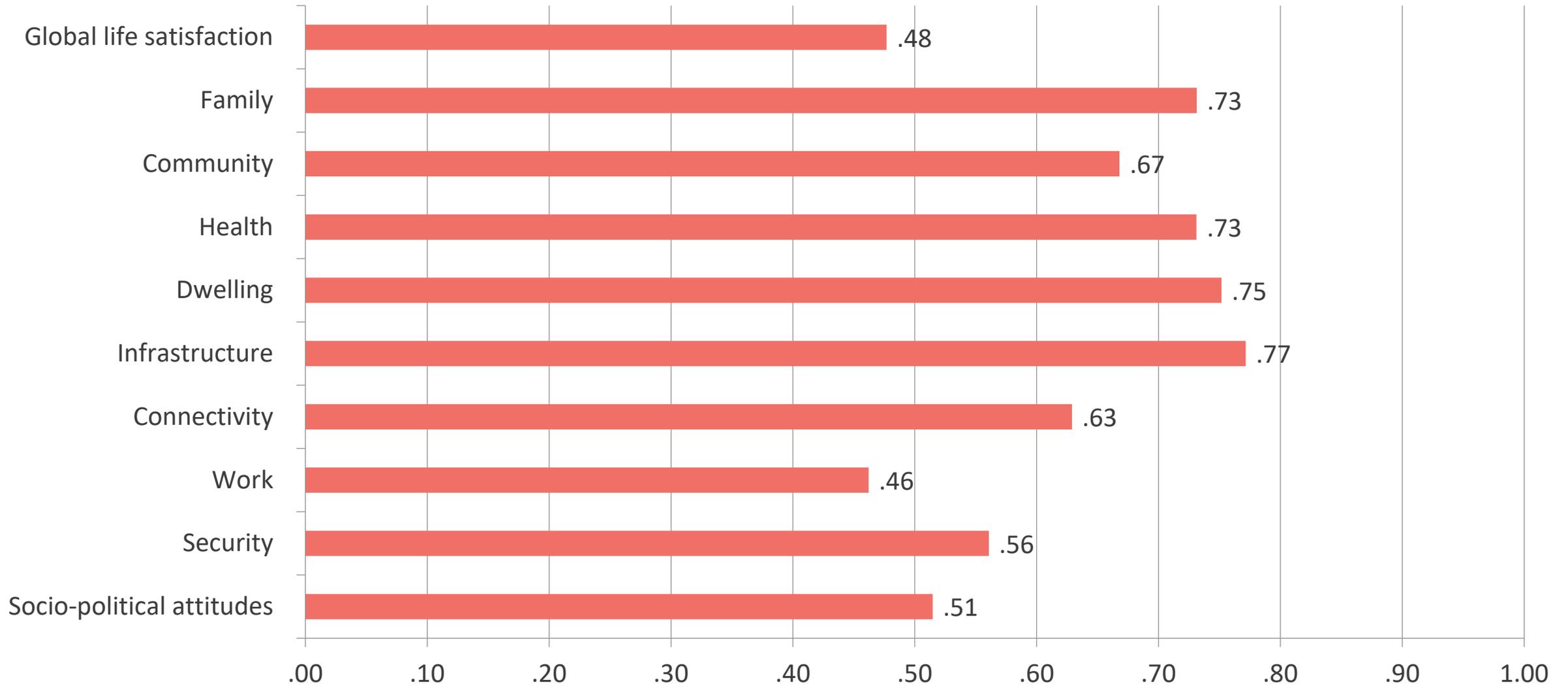
# Quality of Life index

Gauteng means (out of 10): 2009, 2011, 2013/14, 2015/16, 2017/18



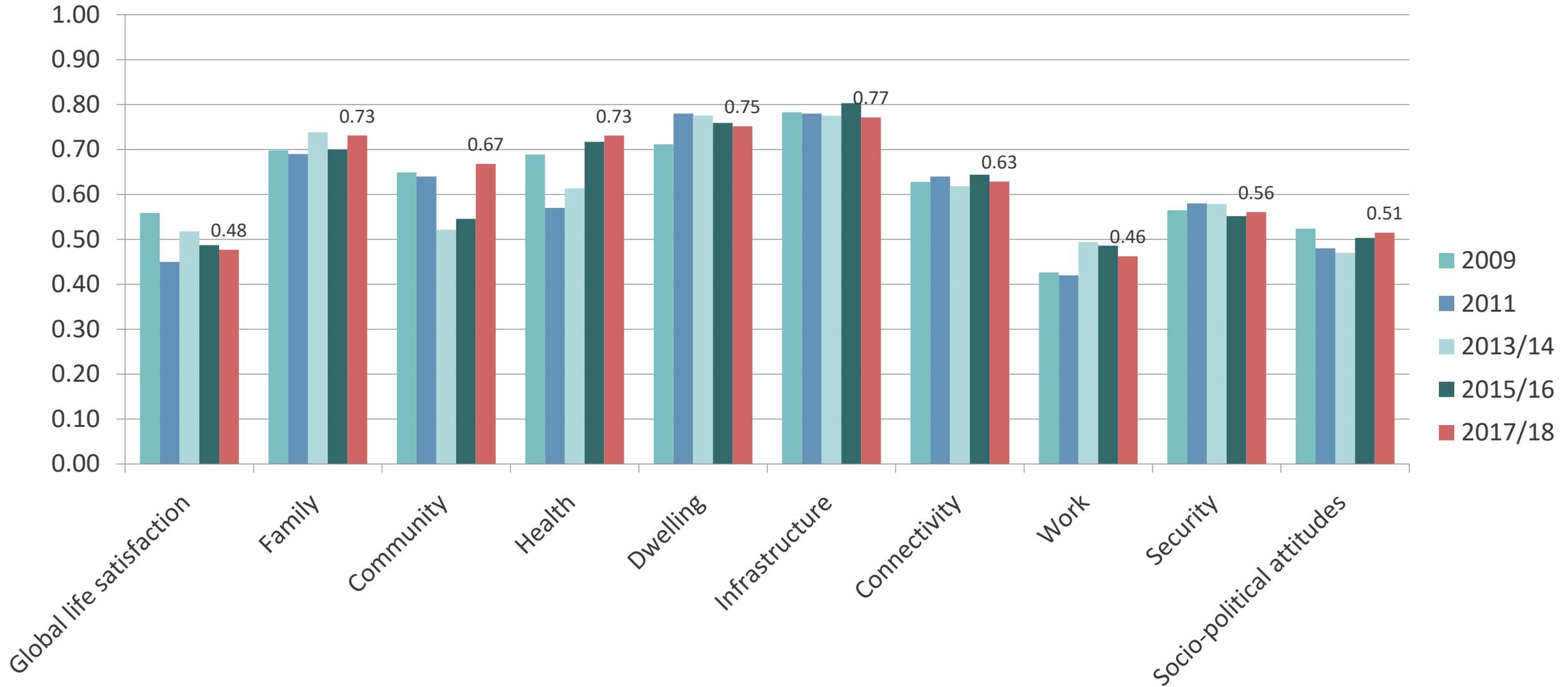
# Quality of Life index

Dimension means (Gauteng)



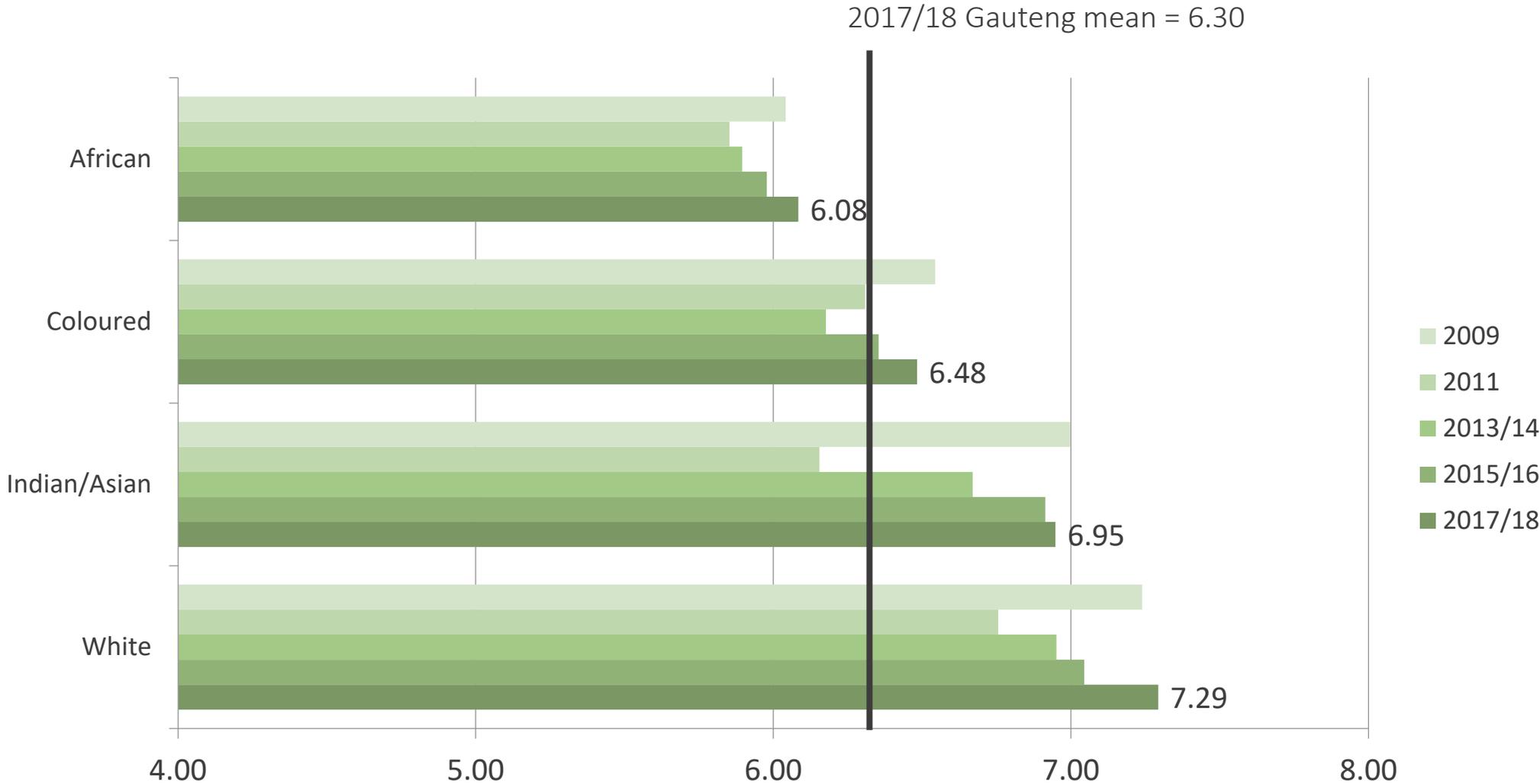
# Quality of Life index

Dimension means: 2009, 2011, 2013/14, 2015/16, 2017/18



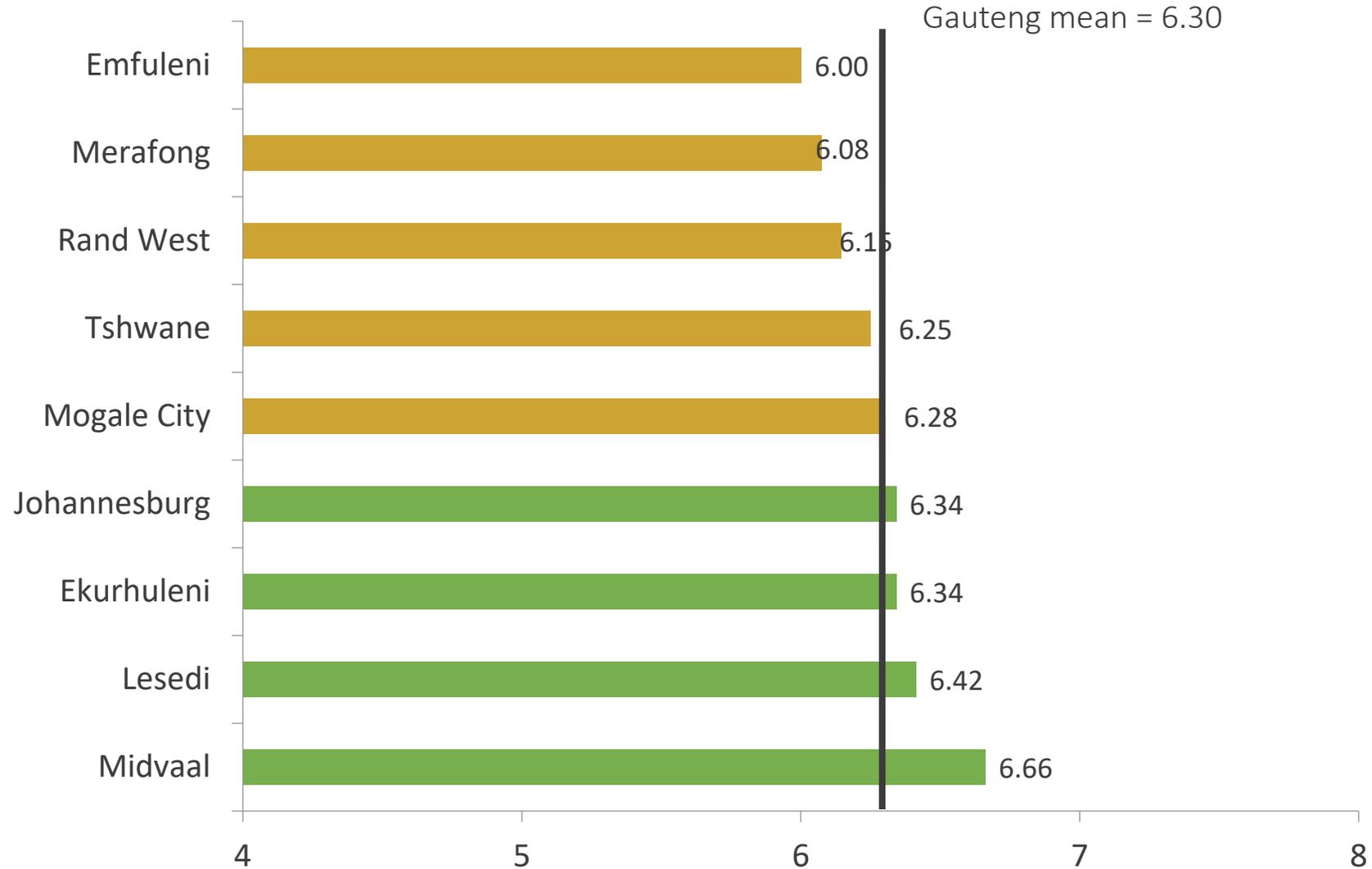
# Quality of Life index

Means by race (out of 10): 2009, 2011, 2013/14, 2015/16, 2017/18



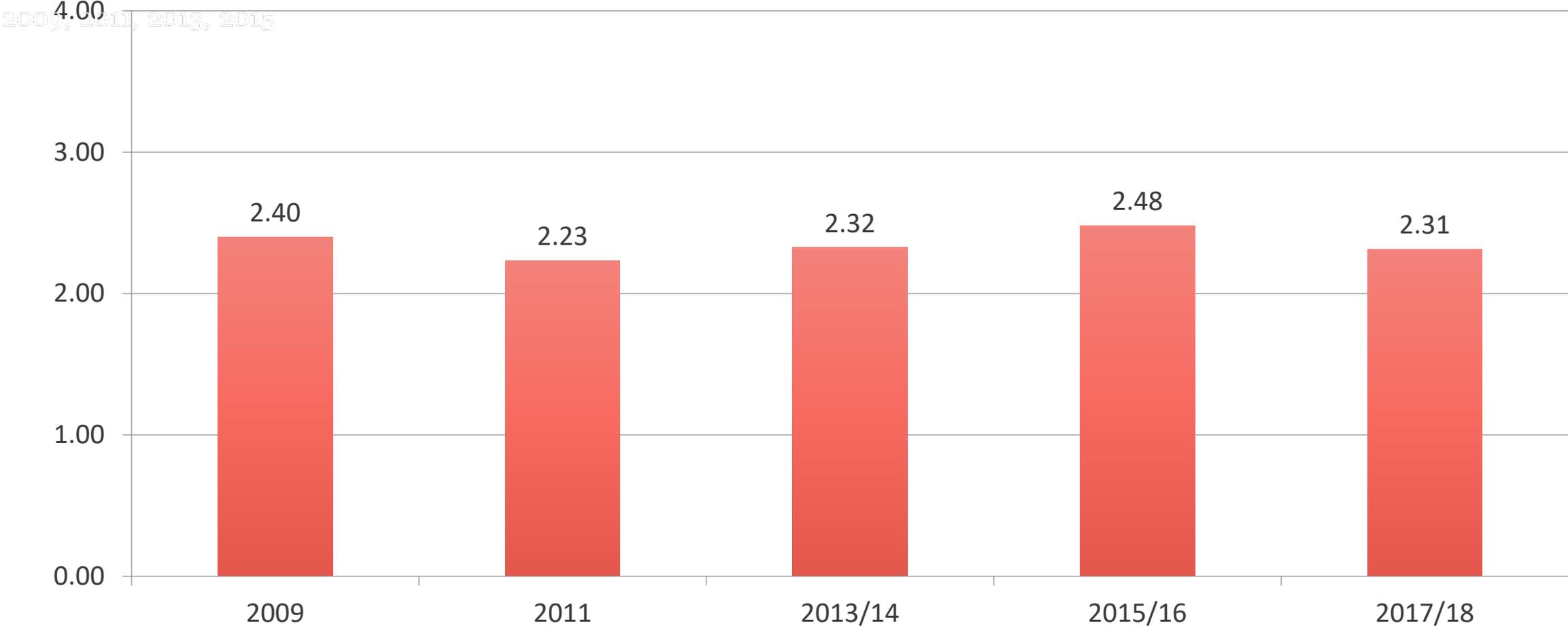
# Quality of Life index

Means by municipality (out of 10)



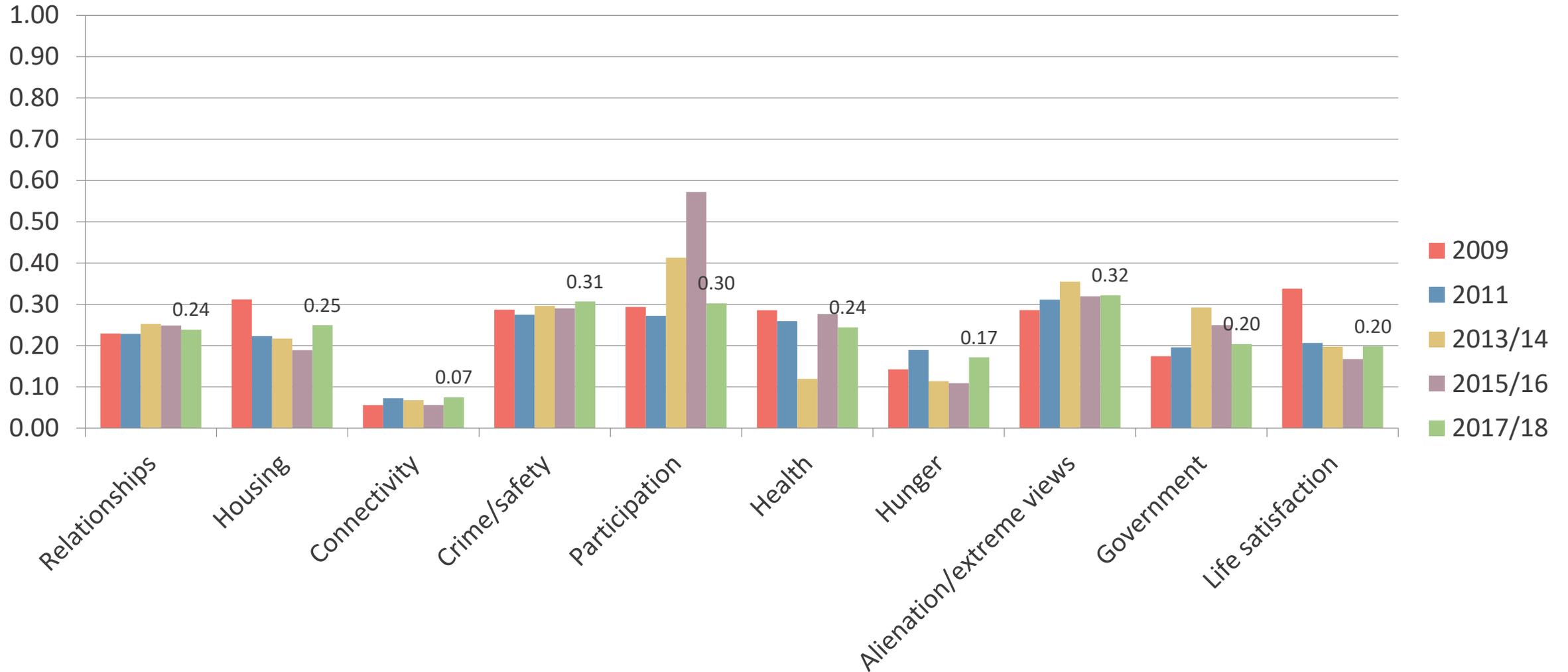
# Marginalisation index

Means (out of 10): 2009, 2011, 2013/14, 2015/16, 2017/18



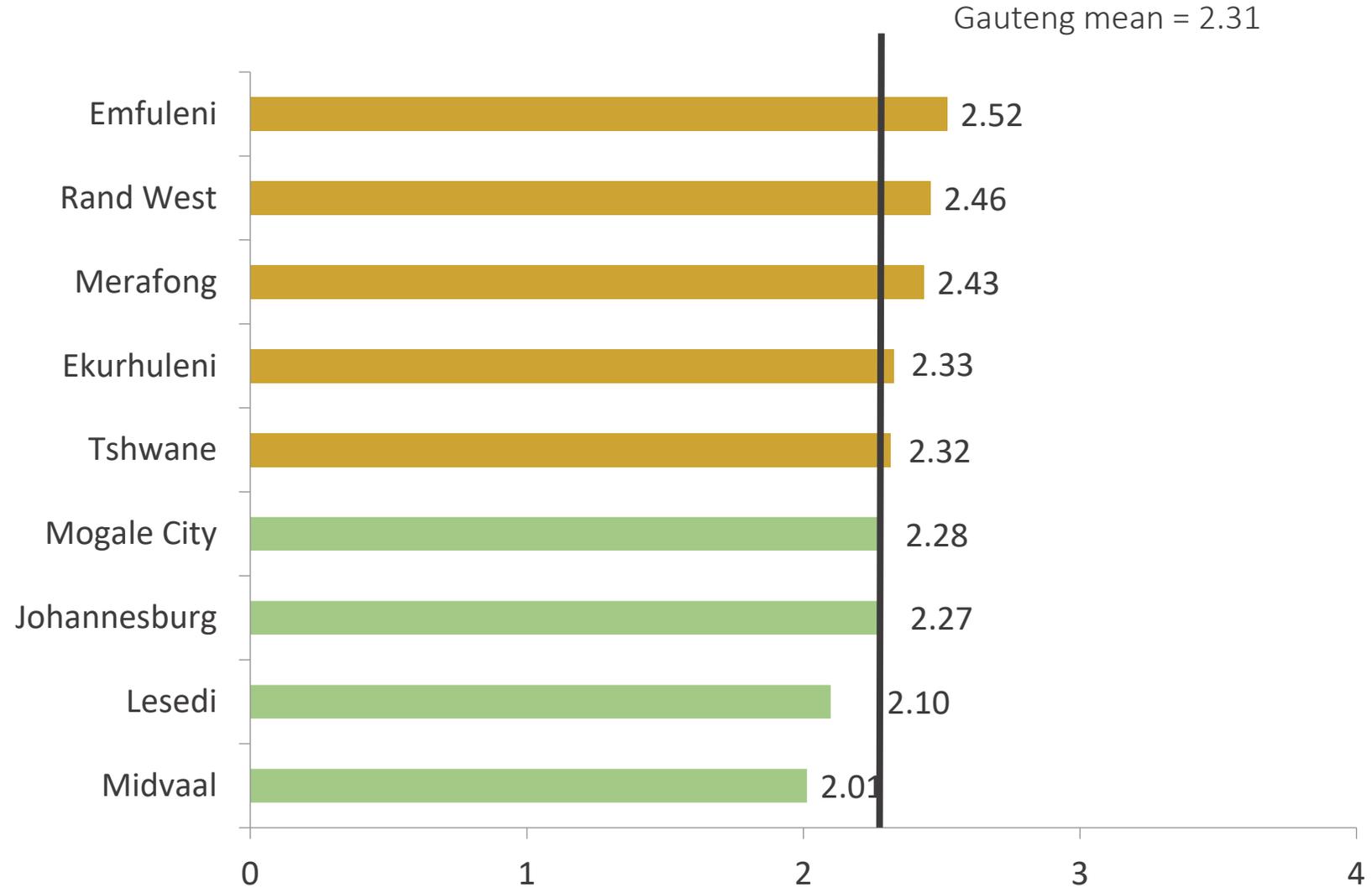
# Marginalisation index

Dimension means: 2009, 2011, 2013/14, 2015/16, 2017/18



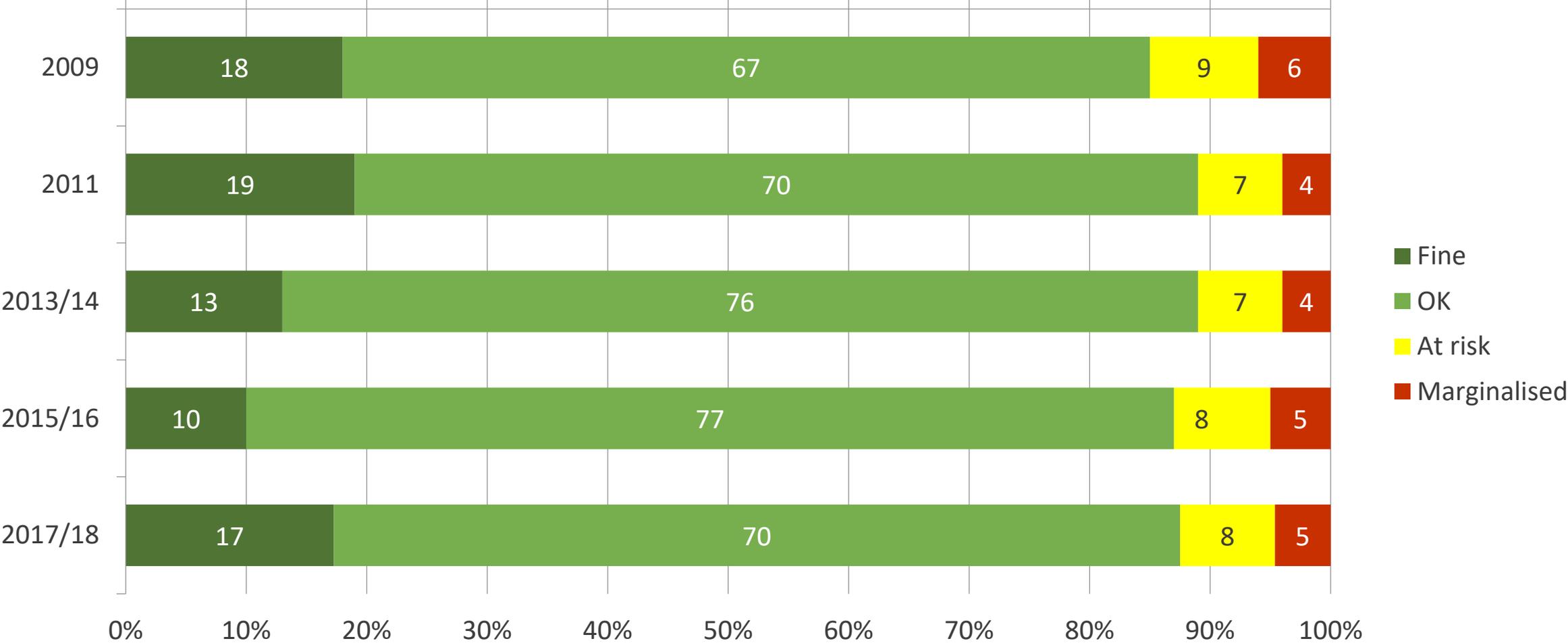
# Marginalisation index

Means by municipality (out of 10)



# Marginalisation index

Categories: 2009, 2011, 2013/14, 2015/16, 2017/18



# 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