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Quality of Life IV Survey (2015/16):

CITY BENCHMARKING REPORT

SEPTEMBER 2018
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GCRO | Gauteng City-Region Observatory

A Partnership of:

QUALITY OF LIFE IV SURVEY (2015/16):
CITY BENCHMARKING REPORT

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Quality of Life IV Survey (2015/16): City Benchmarking Report

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Photograph by **Keenan Constance**

Photograph by **Martin Bekerman**

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Photograph by **The Digital Marketing Collaboration**

1. Introduction and overview


Photograph by **Mario Purisic**

1. Introduction and overview

1.1 Assessing quality of life in Gauteng

South Africa's post-apartheid government has been successful in raising the standard of living of millions of people. It has provided them with access to housing and basic services, improved health and education, and developed social services and urban amenities where none existed before. Furthermore, it has supported incomes through social grants and rebates on municipal rates and service charges. However, there remain many infrastructure and service deficits, and instances of poor public administration, including poor treatment of customers and citizens at front-line service interface points, wasteful expenditure, and corruption. There also remain many thorny development challenges that government is, at least at present, poorly equipped to address – such as poor social cohesion, high inequality, joblessness, crime and violence. Consequently, there remains deep dissatisfaction among many residents, which at various times and in certain contexts has led to widespread community protests.

This report stems from the premise that data, and analysis thereof, are critical for local and provincial governments in Gauteng to understand where progress has been made and where intervention is required. The GCRO's Quality of Life (QoL) survey, which is run every two years, is designed to provide a regular understanding of the socio-economic circumstances, levels of satisfaction with services and government, value-base, socio-political perspectives, and other characteristics of residents in Gauteng. The QoL survey provides a tracking and diagnostic tool, that affords a rich information resource for public decision-makers, academics, business, civil society and the public, and thus enables better evidence-based policy and planning and more informed communities.

'Quality of life' is a concept that moves beyond traditional ways of thinking about and measuring development progress. These include typical deficit measures of how many people are in poverty or the backlog in infrastructure provision to households, as well as measures closely tied to the economy and income such as Gross Domestic Product (GDP). While

the QoL survey asks many questions associated with these traditional ways of thinking about 'standard of life', the survey is based on the premise that more information is needed to understand the full array of peoples' objective circumstances, and their subjective perceptions of themselves within the worlds they inhabit. For example, a person may be living in poverty, but they are content with their circumstances because they find fulfilment through their family and community, and perhaps their life is better than at a previous time. Alternatively, a person may have a high income, and live in a large house, but be 'marginalised' because of the constant fear of crime, the impression that neighbours cannot be trusted, feelings that no one cares for them, or the perception that there is no positive future for the county. The notion of quality of life therefore goes broader and deeper than traditional measures of progress and includes other, often more intangible, dimensions of human well-being.

1.2 Benchmarking Gauteng's municipalities

The GCRO's QoL survey is arguably the largest social attitudes survey in South Africa and it provides a way to assess a multitude of trends and dynamics in the region through a range of spatial, statistical and visual analytical methods. The large sample increases the ability to analyse, map and model the data. The survey is run every two years and a significant portion of the questions remain constant over each iteration. This regularity enables changes to be tracked across time. This City Benchmarking Report is one of a series of GCRO outputs that takes a deeper look into the QoL IV (2015/16) dataset.[1]

The aim of the City Benchmarking Report is to present some key findings from the QoL IV (2015/16) survey at the municipal and provincial levels. The results provide insight into a range of objective indicators such as access to basic services, travel patterns, and economic activity, as well as subjective factors including opinions and satisfaction levels. This combination allows us to gain an understanding of what factors influence the overall quality of life in the province as well as some of the drivers that improve or worsen it.

This report aims to present findings by municipality in a way that allows government, residents and stakeholders to compare municipalities with one another. However, it is important to note that this benchmarking analysis should not be read as a competitive scoring of cities, which in turn becomes a basis for municipalities to market themselves as having the 'highest quality of life', or to vie with one another over who has the best performance. As will be seen, some municipalities do better on some variables, but worse on others. The point of this report is to help each municipality understand its own strengths and weaknesses in relation to others and to the broader Gauteng context.

The report first presents some detail about the technical aspects of the QoL IV (2015/16) survey, including descriptions of the data sampling and weighting. The largest portion of the report is dedicated to a series of graphs and analysis into key areas of interest including Water and sanitation, Electricity and energy, Transport, Economic dynamics, Personal interaction with government, Satisfaction with services and local government, and Quality of life. These analyses are interspersed with a set of infographics that enhance the interpretation and accessibility of the QoL IV (2015/16) data. The report concludes with a set of municipal summaries for each metro and district municipality. While these municipal summaries go into some depth, they provide only a snapshot of some of the key results, rather than a comprehensive analysis of each area.

1.3 GCRO's Quality of Life Survey

GCRO's QoL survey is a household-based survey with randomly selected adults (18+) in Gauteng as respondents. The GCRO has conducted four QoL surveys. Each iteration has seen a significant growth in the sample:

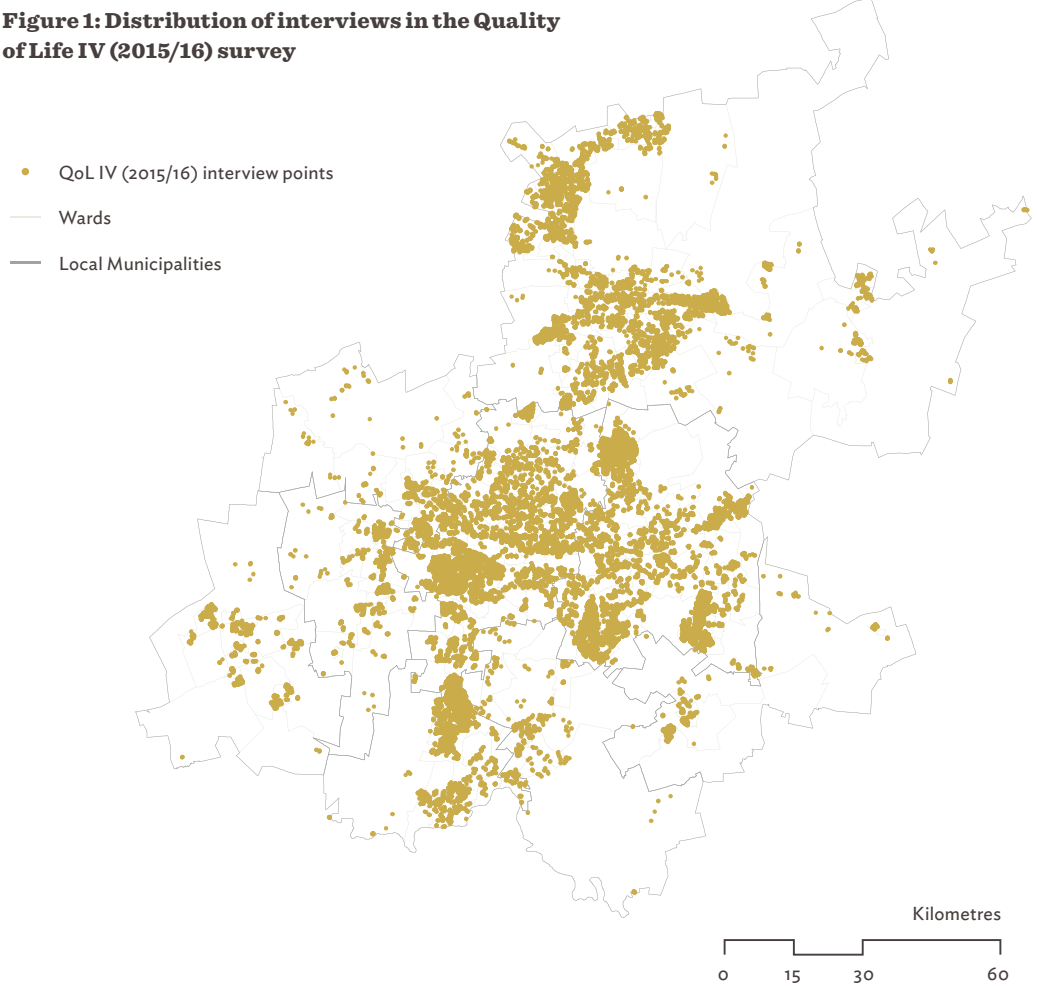
- QoL I (2009) with 5 836 respondents in Gauteng and a total of 6 636 across the wider Gauteng City-Region

1. Additional information on the Quality of Life survey and the range of associated outputs can be found on the GCRO website: www.gcro.ac.za

- QoL II (2011) with 16 729 respondents in Gauteng
- QoL III (2013/14) with 27 490 respondents in Gauteng
- QoL IV (2015/16) with 30 002 respondents in Gauteng

The QoL IV (2015/16) survey builds on the success of the first three surveys and provides robust results at provincial, municipal and ward levels. The three metros – Ekurhuleni, Johannesburg and Tshwane – and the Gauteng Department of Health contributed significant funding for the survey, which allowed the survey to realise a ward-representative sample. The QoL questionnaire has been refined and, with the input from a range of stakeholders, tries to get to the heart of some of the key challenges facing the GCR. In this iteration of the QoL survey, respondents were asked over 200 questions, many of which remained unchanged from previous surveys. The survey asked questions on a range of factors that shape the quality of daily life in the city-region, including the provision of basic services, satisfaction with government, transport and mobility, livelihoods, local community and neighbourhood dynamics, health, migration, political and social values, and attitudes.

Figure 1: Distribution of interviews in the Quality of Life IV (2015/16) survey



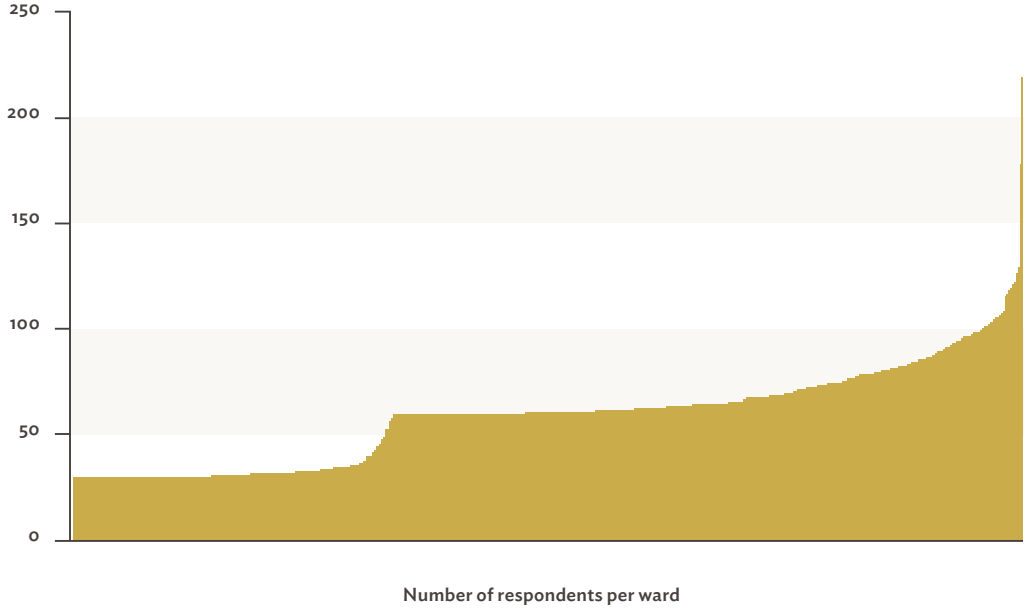
1.3.1 Sampling method

The QoL IV (2015/16) sample is designed to be representative of the Gauteng population and each municipality in the province. The additional funding received from the three metros and the provincial health department enabled the survey to be representative at the ward level, similarly to the QoL III (2013/14) survey. The QoL IV (2015/16) survey drew respondents from every ward in the province, with a minimum of 30 respondents per ward in non-metro wards and 60 in metro wards.

A sample, which was representative of Gauteng's adult population (18 years and older), was drawn by Dr Ariane Neethling. This sample was checked by GCRO, Ross Jennings and Prof Paul Fatti (Emeritus Professor of Statistics, University of the Witwatersrand). The sample was constructed using a multistage stratified sampling approach with 2011 wards (n=508) as the explicit stratification variable. In each ward, enumerator areas (EA) were selected using probability proportional to size (PPS), and the power allocation rule. This meant that a greater number of interviews were conducted in the more densely populated wards. In each of the drawn EAs, five households were systematically selected as the targeted 'visiting points' using GIS techniques and the most up to date geospatial data on dwelling units from GeoTerraImage (GTI). Five additional dwelling units were selected in advance in case of substitution. The 2011 Census was used as a benchmark for the sample frame, and the final dataset was weighted back to ward-level figures.

In many cases when fieldworkers arrived at the preselected interview points, they had to select between multiple dwellings, households and household members. In these cases, the fieldworker used an automated Kish grid to select the dwelling, household and respondent randomly. In cases where interviews could not be secured at the original interview point, one of the substitution points was used to conduct the interview. Substitution points were used in a range of situations such as where the selected respondent refused to participate, the selected stand was vacant, or when three independent attempts were unsuccessful at securing an interview.

Figure 2: Distribution of the unweighted QoL IV (2015/16) sample by ward



1.3.2 Fieldwork and data challenges

The fieldwork for the QoL IV survey was undertaken by Ask Afrika and back-checked externally by a team commissioned separately by GCRO. The questionnaire was coded onto a GPS enabled CAPI device. The interviews were automatically uploaded onto a secure cloud-based server where they were subjected to numerous layers of checks. Quality control measures included fieldwork quality checks by field managers and external agency personnel, callbacks, detailed manual and automated questionnaire checks, and GIS verification by GCRO and an independent service provider.

The preselected interview points in conjunction with the GPS readings, which were taken at various points in the interviews, enabled spatial checks to be conducted to ensure that the interviews were indeed done at their preselected location. While this approach improved the ability to ensure data quality considerably, GCRO checking uncovered significant quality issues with a large proportion of interviews. These fell into two major categories, including manually captured GPS points and incorrect interview location. In the first category, checking revealed that several thousand interviews had GPS coordinates that were manually entered. This raised questions about the authenticity of the location and integrity of the interviews. Unless the manual entries could be verified (e.g. with geocoded addresses) they were rejected and redone. In the second category, instances of 'convenience sampling' were identified. These issues were identified in cases where there was a discrepancy between where the interview was meant to be conducted, and where the interviews took place. In these cases, checks revealed that interviews were not conducted in homes, but rather in shopping malls, taxi ranks, fast-food outlets, etc. Every interview that fell into this category was rejected and redone. Because of the extent of these issues, the time taken to identify and redo the rejected interviews caused significant delays in fieldwork. Despite the delays caused by these rigorous checks, they have resulted in a dataset with defensible credibility.

As in previous QoL surveys, fieldworkers struggled to access security estates, complexes and mining hostels despite efforts to communicate with body corporates and facility managers. Other fieldwork challenges included crime, hostility from neighbourhood security, weather-related delays, and fieldworker and supervisor attrition.

Figure 3: An example of interviews that were rejected due to 'convenience sampling'

The red lines join the preselected interview location with the actual location where the interview was conducted. In this case, instead of interviews being conducted in houses in Alexandra, they were conducted at the Alex Plaza.

1.3.3 Weighted results

A total sample of 30 002 interviews was realised in the QoL IV (2015/16) survey and the aim of securing 30 interviews in the non-metro wards and 60 in the metro wards was achieved. The total number of interviews per ward ranged from 30 to 220, with the highest number of interviews being conducted in a ward in Johannesburg.

The sample that was achieved required weighting to rectify where race and sex proportions did not match those of the 2011 Census. A software package, CALMAR, was used to calculate weights to align with Census 2011 distribution of race and sex at the ward level. The weighting exercise led to an adjustment in the total number of interviews reflected per municipality (as per the table below).

	Unweighted		Weighted	
	Respondents	Percentage	Respondents	Percentage
Johannesburg	9 821	32.7%	10 959	36.5%
Tshwane	7 242	24.1%	7 190	24.0%
Ekurhuleni	7 266	24.2%	7 696	25.7%
Emfuleni	1 693	5.6%	1 701	5.7%
Lesedi	398	1.3%	233	0.8%
Midvaal	442	1.5%	233	0.8%
Merafong	893	3.0%	479	1.6%
Mogale City	1 059	3.5%	884	2.9%
Rand West[2]	1188	4.0%	627	2.1%
GAUTENG	30 002	100%	30 002	100%

1.4 Key insights

The analysis presented in this report provides a wide range of insights and observations. However, the scale and depth of the Quality of Life survey data cannot be covered in its entirety in a report such as this. There are many topics, such as those related to health, happiness, quality of neighbourhoods, migration patterns, asset ownership and internet access and political opinions, which have not been included in this particular analysis. This report instead focuses in on specific issues related to municipal service access, satisfaction with services received, satisfaction with the municipality providing those services, and the relationship between access, satisfaction and overall quality of life. In the subsections of this report, we are most interested in how access to services or experience of a service or function shapes satisfaction with that service, and in turn satisfaction with the municipality providing it.

This report is designed so that each individual section is able to stand alone, however it is worth making a few overarching observations to orient the interpretation of the results.

Firstly, the results in each section of this report are organised by municipality. However, it is important

2. Interviews for Randfontein and Westonaria have been combined to reflect the 2016 municipal demarcation, which amalgamated these municipalities into the Rand West Local Municipality.

The Quality of Life survey reveals some of the complexities around Gauteng residents' variable expectations and sentiments, often related to their social identities and political persuasions, but the data alone cannot always fully account for the factors that drive their opinions and levels of satisfaction.

to draw a conceptual distinction between the municipality as an area defined by historical and present-day characteristics and circumstances, and the municipality as a set of governing institutions, which comprises a sphere of government that has agency. Some results reflect mainly on the circumstances in an area, for example whether it is more or less economically vibrant. It is not directly government's 'fault' that some areas see a higher rate of business failure. Other results reflect very directly on the performance, efficiency and effectiveness of government in their areas. That a high proportion of respondents in some municipalities feel they were not treated with dignity and respect cannot be blamed on the state of development in the area. Rather, it reflects directly on how government organises itself and the attitudes of officials towards those they serve. Yet other results reflect on both aspects. For example, respondents in some areas have longer commutes to their destinations, and their travel times are due to both the geography of the area and the quality of municipal planning and public transport for which government is responsible. It is useful to bear these distinctions in mind when interpreting the results.

Secondly, we want to highlight upfront that there is no overall lead municipality that consistently scores better on all or even most measures. While a municipality may have the overall highest score on the Quality of Life index, this does not make it 'the best' at everything. One might take for granted that the three metropolitan municipalities, with their larger administrations and budgets, will always outperform municipalities in the less developed part of the province, but in fact this is not the case. Under careful scrutiny, it is clear that some municipalities perform better on some counts, and worse on others. The intention of this report is to identify, in relative terms, where municipalities are doing well or comparatively poorly, so that targeted improvements can be made.

Thirdly, in some cases the results are seemingly anomalous. Sometimes, for example, a municipality has both very high levels of satisfaction and very high levels of dissatisfaction on the same measure. This is because different respondents within the same municipality may have very different experiences (either positive or negative) depending on their particular circumstances. The results can also be anomalous in other ways that are not easy to explain on the face of things. Midvaal for example, scores more poorly than others do on many service access measures, but respondents have comparatively higher satisfaction with government service provision. It is important to note that this is not because some respondents were asked some questions and other respondents different questions. The same grouping of respondents who said they had poor access said that they had high satisfaction. This suggests that other factors are driving their satisfaction levels. The Quality of Life survey reveals some of these complexities, but it cannot always fully account for them.

Photograph by **Clodagh da Paixao**

Photograph by **Tim Ru**

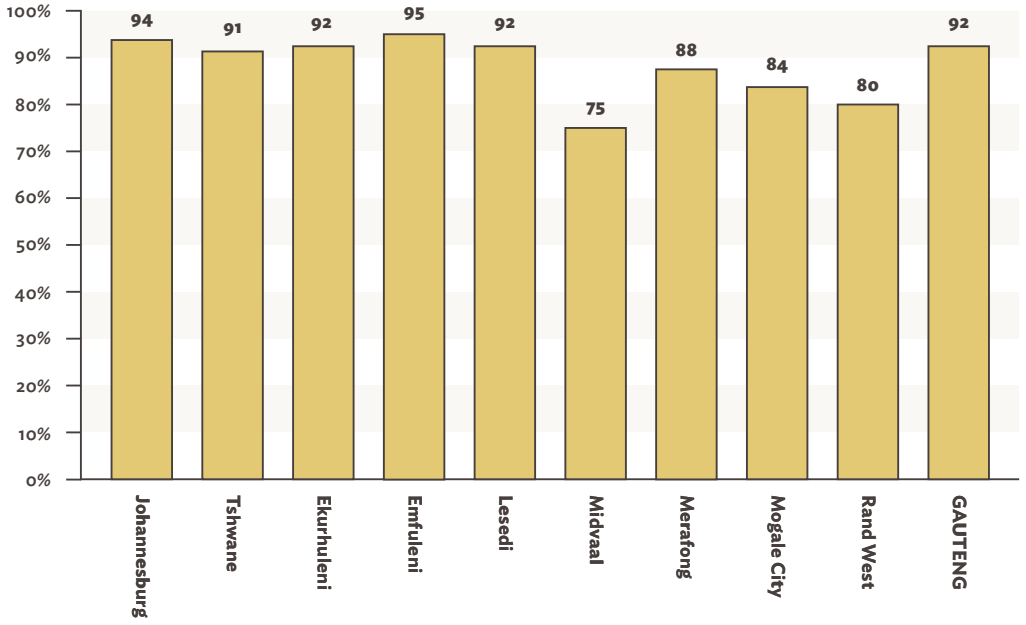
2. Comparing municipalities: selected key indicators

2. Comparing municipalities: selected key indicators

2.1 Water and sanitation

2.1.1 Access to piped water (in dwelling or yard)

GCRO



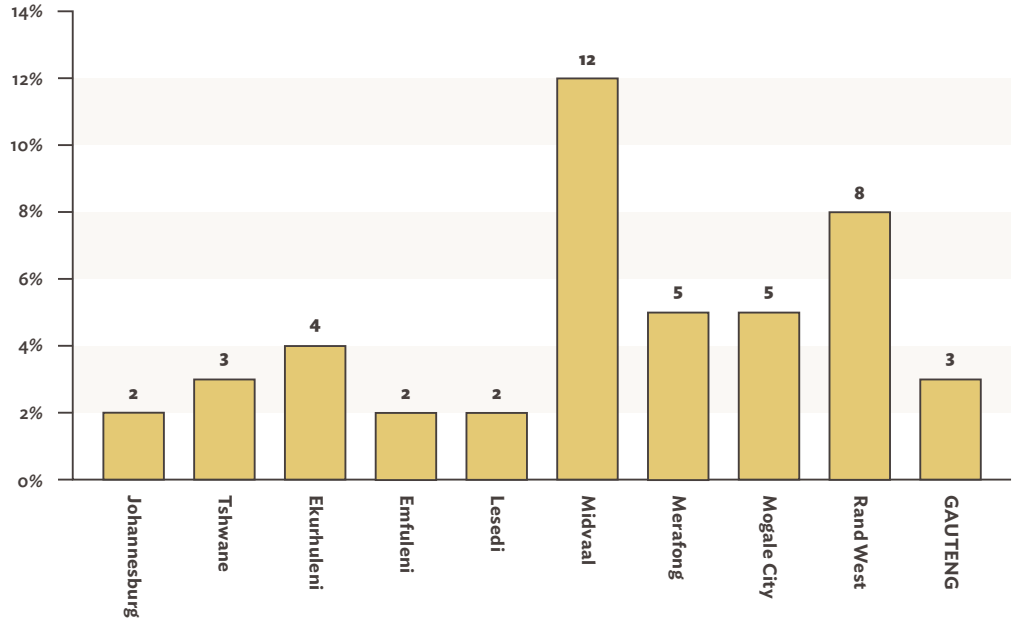
DATA SOURCE: GCRO QoL IV (2015/16)

Access to water is a not only vital for health and well-being, but is also a constitutional right. The vast majority of Gauteng respondents (92%) have access to piped water in their dwelling or yard. Overall access has remained relatively constant over the course of the four QoL surveys, indicating that the provision of piped water has kept up with household growth. However, distribution of access to water varies widely across the province. Emfuleni respondents have the highest access to piped water (95%) followed by Johannesburg (94%). Midvaal has the lowest access of all municipalities (75%), with one in four respondents living without access to piped water. All municipalities in the West Rand fall below the 90% access level. However, there has been an encouraging improvement over time in Merafong.

*Due to rounding of individual values, figure labels in graphs may not add up to 100%. This might also lead to slight discrepancies between the graph labels and the associated analysis.

2.1.2 Water source more than 200m away from dwelling

GCRO



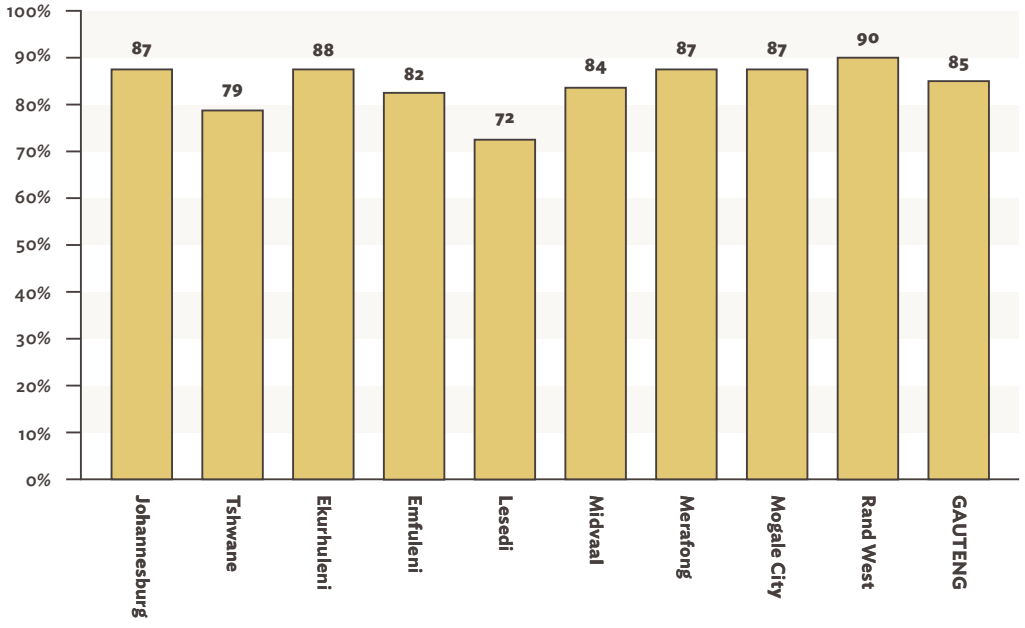
DATA SOURCE: GCRO QoL IV (2015/16)

For respondents who reported that they do not have access to piped water in their dwelling or yard, the majority get water (whether free or paid for) from street taps or stand pipes within 200m of their homes. This means that access to water, as measured by the old RDP standard, is at 95% for Gauteng. Johannesburg and Emfuleni both stand at 97%. On this measure, Merafong is at 93%, Mogale City at 89% and Rand West at 87%.

However, some 3% of Gauteng respondents still get their water further than 200m from where they live. This equates to approximately 300 000 adults (based on 2011 Census figures). The proportion of people who get their water from more than 200m away ranges from just below 2% in Emfuleni to as high as 12% in Midvaal. In Midvaal, not only is access to piped water comparatively low (75%), nearly half of those without access to piped water have to travel further than 200m to collect their water. Rand West also has a high proportion of respondents who collect water from more than 200m away (8%), emblematic of the high figures across the West Rand District Municipality as a whole. Johannesburg and Lesedi perform comparatively well with regard to this measure, both slightly above 2%, and staying constant over time.

2.1.3 Percentage of respondents reporting their water is always clean

GCRO



DATA SOURCE: GCRO QoL IV (2015/16)

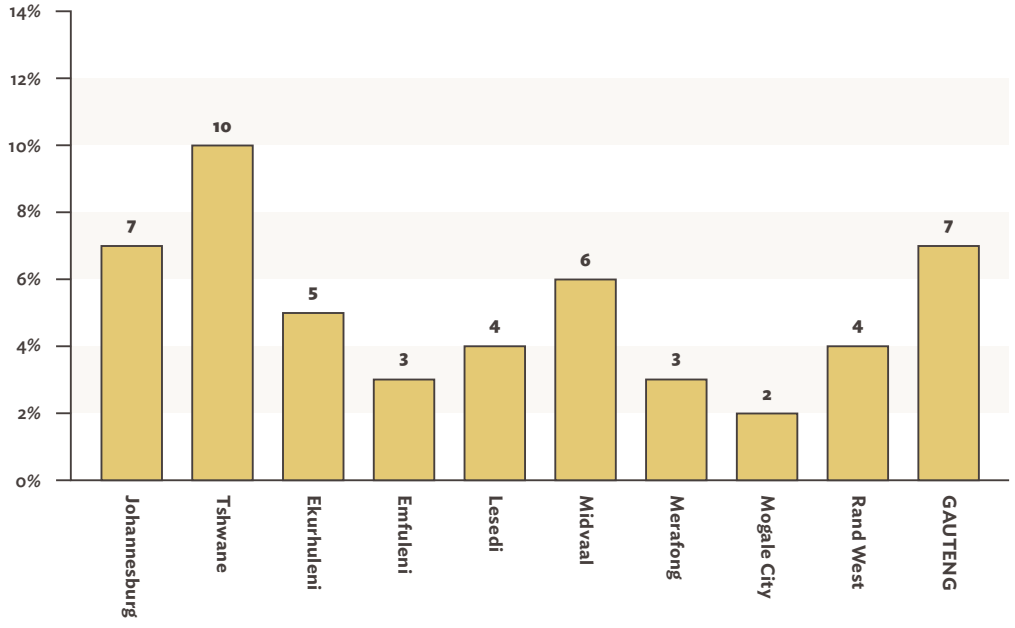
Significant budget and effort are spent ensuring sufficient quantity and quality of water reaches taps in Gauteng from dams through the Integrated Vaal River System and as far away as Lesotho. Gauteng's reputation for relatively high quality water is reflected in the result that some 85% of respondents report that their water is always clean. A further 10% say that their water is usually clean, and the remaining 5% regard their water to be only sometimes, hardly ever or never clean.

Rand West is the only municipality in the province where over 90% of respondents said that their water was always clean. Ekurhuleni has the next highest proportion at 88%.

Tshwane, at 79%, is the only metropolitan municipality where water quality falls below the provincial average. It is last except for Lesedi where just 72% of respondents reported that their water was always clean. Of particular concern are the 9% in Tshwane and the 7% in Lesedi who flag that their water is only sometimes, hardly ever or never clean.

2.1.4 Water cut off for non-payment

GCRO



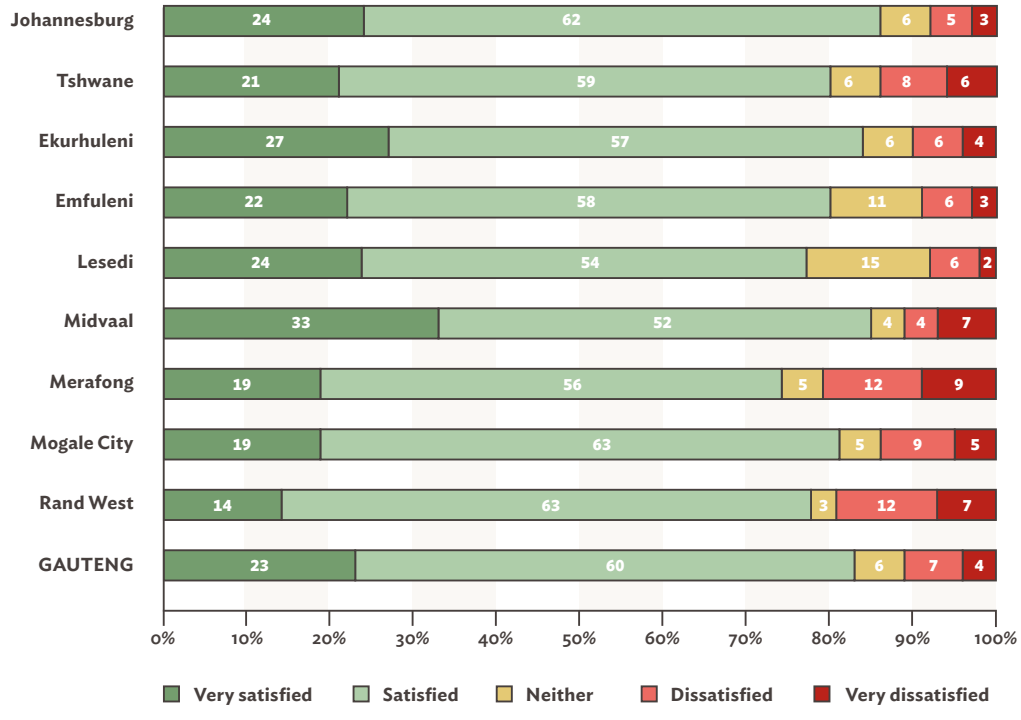
DATA SOURCE: GCRO QoL IV (2015/16)

While ensuring sufficient access and quality of water is important, water security for individuals and households can also be affected by their ability to pay for the water they use. Some 7% of Gauteng respondents reported that they have had their water cut off because of non-payment. This figure is highest in Tshwane (10%), followed by Johannesburg (7%). Ekurhuleni (5%) and all local municipalities have figures below the provincial average, with Mogale City (2%) displaying the lowest proportion in the province.

The extent of cut-offs for water services depends on a number of factors, including the amount of money available to households, how effective a municipality's indigency policy is and the type of water connection that households have. If a municipality has a larger proportion of households with water connections that are unmetered, it is likely to have a lower proportion of respondents reporting to have been cut-off for non-payment. Overall, 22% of Gauteng respondents have no meter on their water connection either in the dwelling or to their yard, but this percentage varies widely across municipalities. In both Tshwane and Ekurhuleni, only 16% of respondents have no meter, compared to Emfuleni, where 46% of respondents have water connections without a meter. The extent of water cut-offs might also reflect the type of meter they have. For example relatively high reports of water cut-offs in Johannesburg might be influenced by the high proportion (35%) of respondents with a pre-paid water connection.

2.1.5 Satisfaction with water services

GCRO



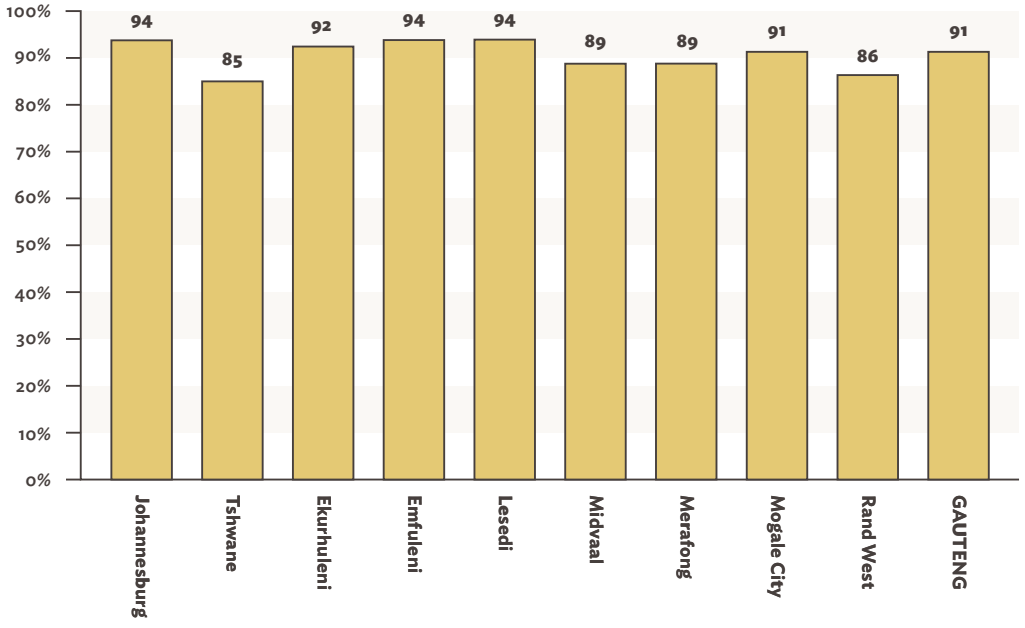
DATA SOURCE: GCRO QoL IV (2015/16)]

Overall satisfaction with water services is high with 83% of Gauteng respondents either satisfied or very satisfied with the water services to which they have access. Satisfaction is highest in Johannesburg (86%), followed by Midvaal (85%) and Ekurhuleni (84%). Surprisingly, Midvaal has the highest proportion of respondents who are very satisfied with their water (33%), despite the relatively poor access to piped water (75%) compared to the provincial average of 92%.

Concerning levels of dissatisfaction with water services are most evident in Merafong (21%) and Rand West (19%), where one in every five respondents was dissatisfied with their water services. Rand West's higher than average dissatisfaction levels are likely influenced by a combination of low access to piped water (80%) and the large proportion of people (8%) whose water source is more than 200m from their dwelling.

2.1.6 Access to adequate sanitation

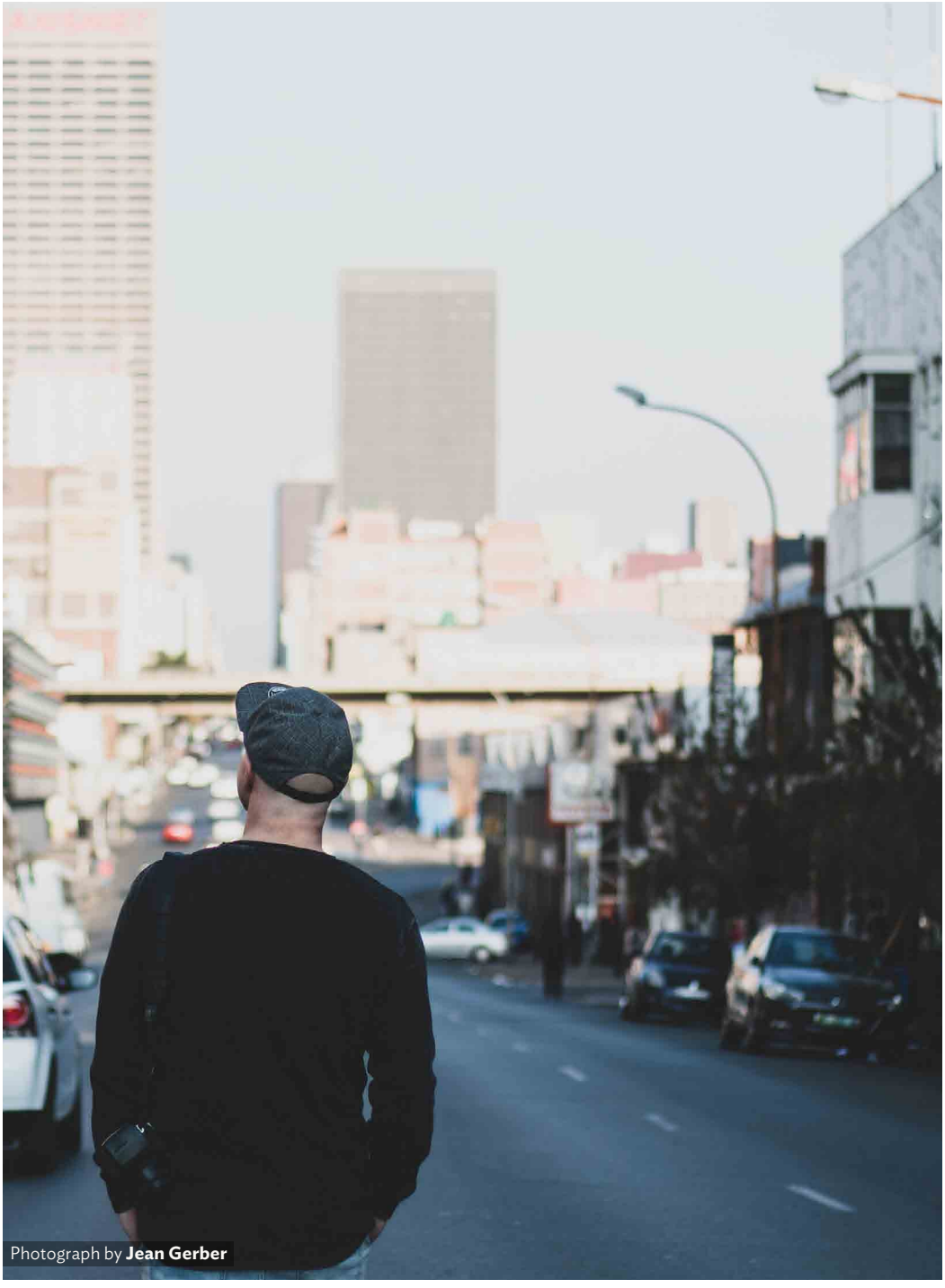
GCRO



DATA SOURCE: GCRO QoL IV (2015/16)

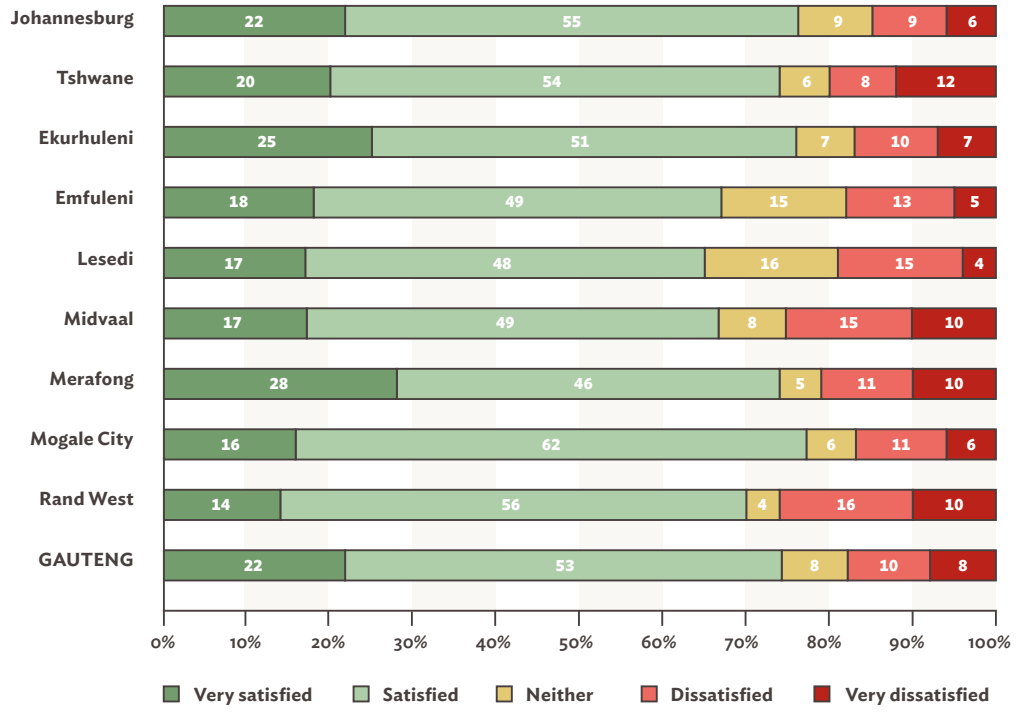
The majority of Gauteng respondents (91%) have access to adequate sanitation, which is defined by access to a flush toilet connected to a sewer or septic tank, a chemical toilet or a ventilated improved pit latrine (VIP). This level of access has remained relatively constant over the four iterations of the QoL survey, indicating that while many people remain without adequate sanitation, delivery of sanitation services has kept up with household growth since 2009.

More than half of all municipalities in the province have over 90% access to adequate sanitation, with Johannesburg, Emfuleni and Lesedi showing the highest levels of access (all 94%). The lowest levels of access are in Tshwane (85%) and Rand West (86%). Tshwane is the only metropolitan municipality that falls below the provincial average (91%) on this measure. Although Ekurhuleni has above average access to sanitation (92%), of concern is the comparatively high proportion of respondents (3%) who say they use a bucket toilet. Ekurhuleni has the second worst figure in this regard, surpassed only by Rand West (4%).



Photograph by **Jean Gerber**

2.1.7 Satisfaction with sanitation services



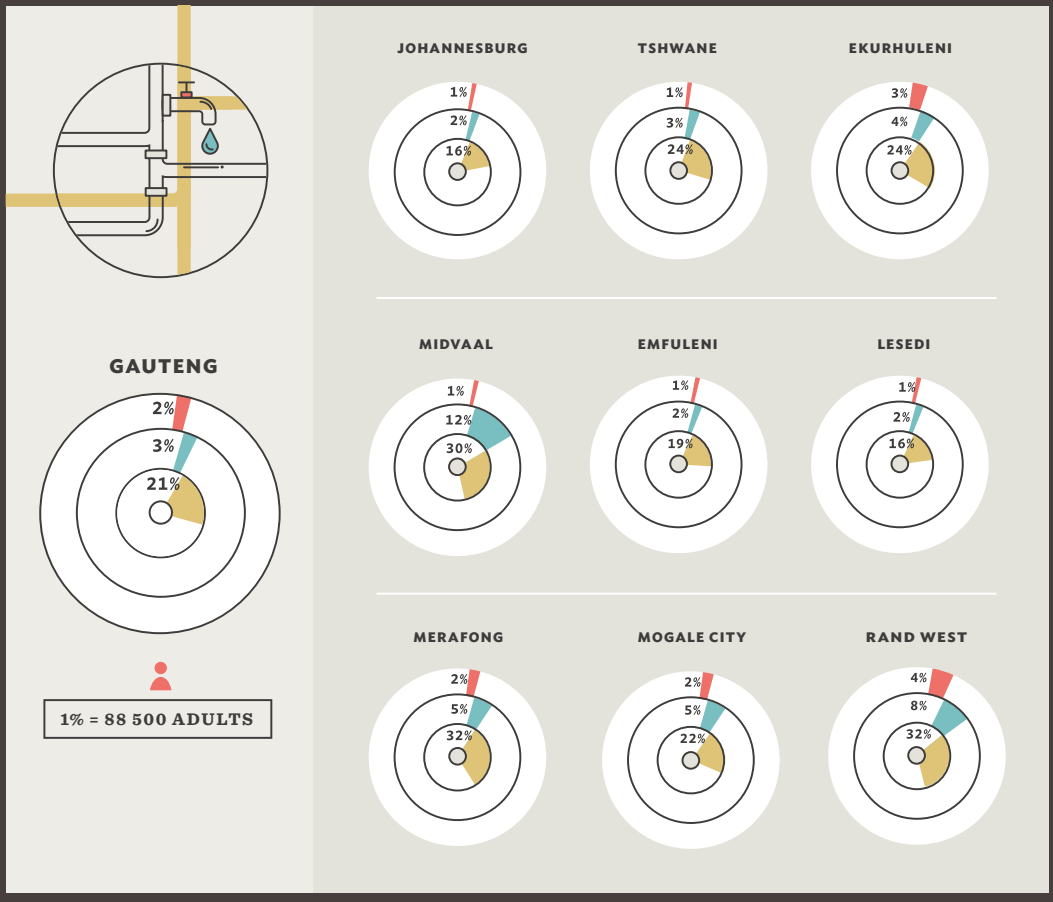
DATA SOURCE: : GCRO QoL IV (2015/16)

While overall satisfaction with sanitation is lower than water services, the majority of respondents in Gauteng (75%) are satisfied with the sanitation that they access. This figure peaks in Mogale City (78%), with Johannesburg and Ekurhuleni the only other municipalities with above average satisfaction (both 76%).

Poor access to adequate sanitation correlates with high levels of dissatisfaction with sanitation services. Rand West (26%), Merafong (26%), Midvaal (21%) and Tshwane (20%) have the highest levels of dissatisfaction with sanitation and these municipalities also have worst levels of access, with over 10% of their respective populations without access to adequate sanitation.

2.2 Inadequate access to services

Despite relatively high levels of service provision in Gauteng compared to other areas in South Africa, there remain concerning levels of inadequate access to sanitation, water and stormwater infrastructure. Johannesburg is relatively better served than the other two metropolitan municipalities, particularly with respect to stormwater in- frastructure. With the exception of Emfuleni and Lesedi, the local municipalities reflect poorer access to water and sanitation services than the three metropolitan municipalities. Of particular concern is the inadequate provision in Rand West and Midvaal.




USE BUCKET TOILET


WATER >200M AWAY

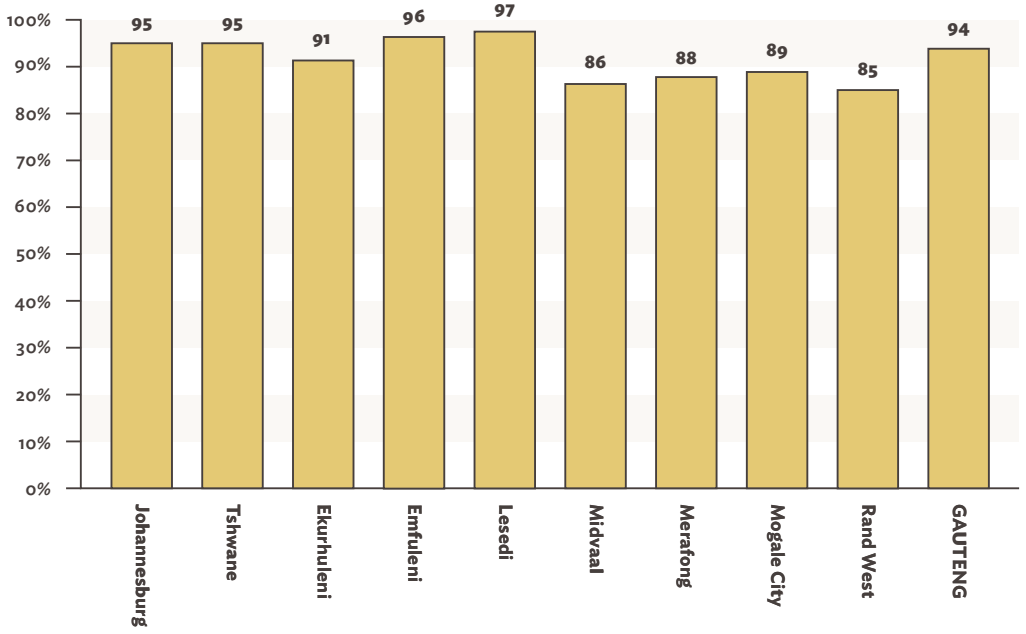

NO STORMWATER DRAINS

Photograph by **Jean Gerber**

2.3 Electricity and energy

2.3.1 Access to electricity (all sources)

GCRO



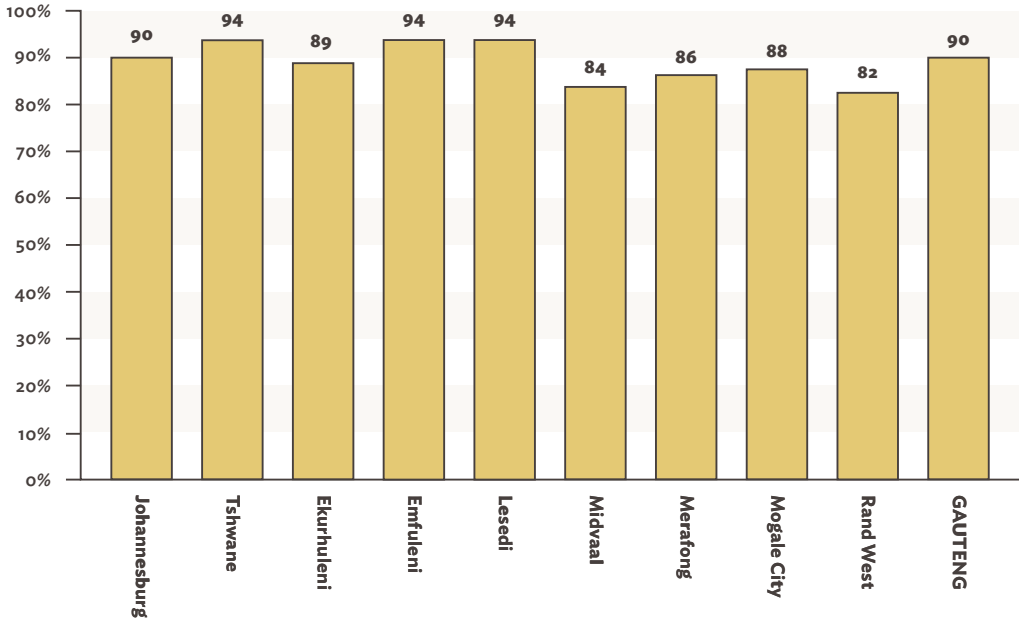
DATA SOURCE: GCRO QoL IV (2015/16)

The Quality of Life survey asks respondents to list all of the electricity sources that they access. Across the province, 94% of respondents say that they have access to electricity in one form or another, be it through a conventional municipal connection, a smart meter, solar panel or another means. All three of the metros have over 90% access to some form of electricity, with both Tshwane and Johannesburg at 95%. Sedibeng has a mixed pattern where Lesedi (97%) and Emfuleni (96%) have the highest access in the province, while Midvaal sits on the other end of the spectrum with the second lowest access (86%). The West Rand has the lowest overall access to electricity, with all municipalities in the district having less than 90% access to electricity. Rand West performs worst in this measure with only 85% of respondents reporting that they have access to electricity.

People who live in informal dwellings are significantly less likely to have access to electricity. The vast majority of people living formally have access to electricity (99%). However, only 58% of informal dwellers in Gauteng have access to electricity in any form. This figure is lowest among informal dwellers in Midvaal (23%) and Rand West (34%).

2.3.2 Electricity as the main source of energy for lighting

GCRO



DATA SOURCE: GCRO QoL IV (2015/16)

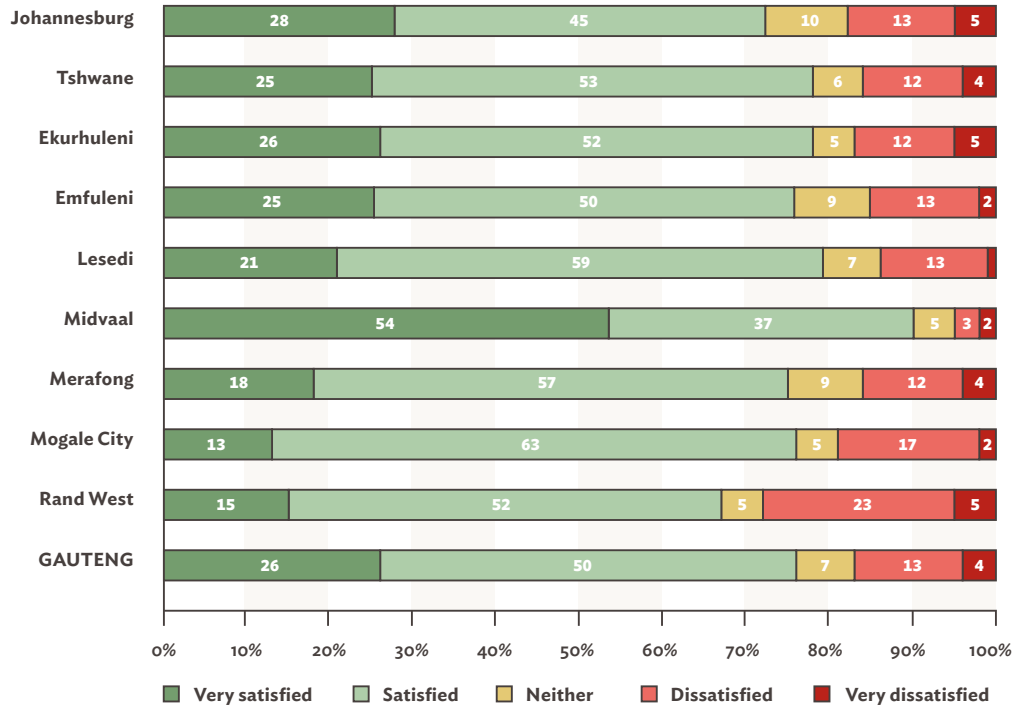
Electricity is used for a wide range of functions such as lighting, cooking and heating. Lighting is one of the primary uses. Typically, people who have access to some form of electricity will use electricity as the main energy source for lighting, and thus there are similar overall patterns in the proportion of people who have access to electricity and those who say that they use electricity for lighting. The municipalities with the highest access to electricity also have the highest proportion of respondents who use electricity for lighting. Emfuleni, Lesedi and Tshwane all sit at 94% on this measure.

However, not all households that can access electricity will use it for lighting. They may use other energy sources such as paraffin or candles, even though electricity is available. In particular, the cost of electricity strongly influences whether this energy source is in fact used for lighting. A difference between the percentage of respondents with access to electricity and the percentage who use it for lighting is indeed evident across all the municipalities. While all municipalities show a similar trend, the gap is largest in Johannesburg, with a 5% margin between the proportion of respondents who have electricity access (95%) and those who use it for lighting (90%). Similar to access to electricity, the West Rand has the lowest proportion of respondents using electricity for lighting (86%), with Rand West showing the lowest figures across the province (82%).

Approximately 2% of respondents across Gauteng who have access to electricity nevertheless use candles or paraffin for lighting, with some variation across municipalities.

2.3.3 Satisfaction with prepaid / smart electricity meters

GCRO



DATA SOURCE: GCRO QoL IV (2015/16)

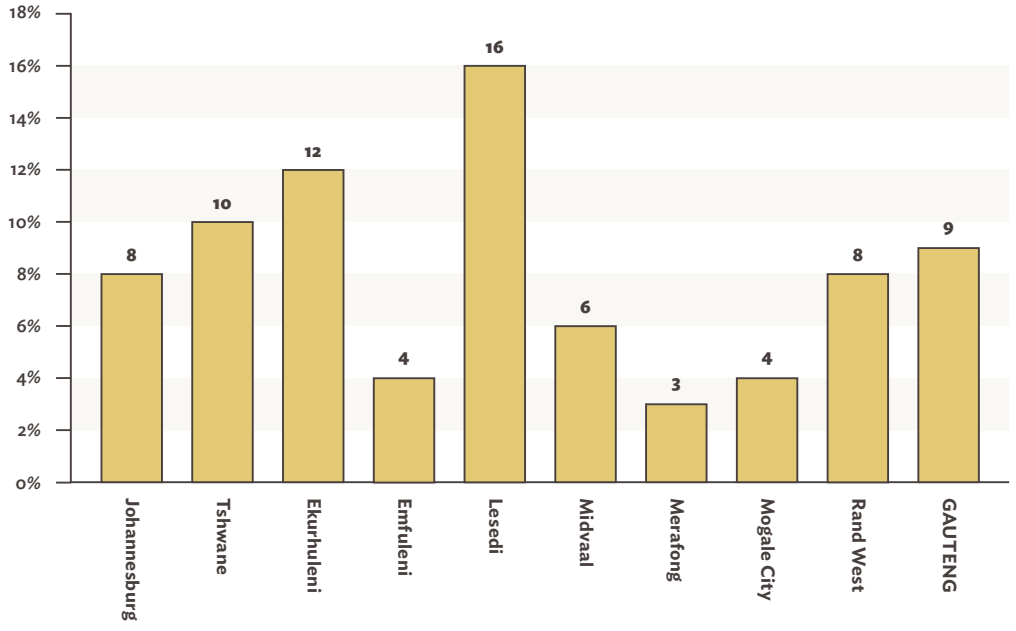
Municipalities in Gauteng have started using so-called smart meters, as well as prepaid meters, to supply electricity to customers. These meters allow municipalities to better understand and ensure payment for electricity usage. Some 62% of respondents across Gauteng access electricity through a prepaid meter and 9% through a smart meter. Only 19% still access electricity through a conventional credit meter.

Overall satisfaction with smart and prepaid meters is high, with 76% of respondents who have them being satisfied or very satisfied with their meter. Midvaal not only has a high overall satisfaction with these electricity meters (91%), but more than half (54%) of these respondents said that they were very satisfied. Lesedi has the second highest satisfaction with 80% of respondents being satisfied.

On the other end of the scale, Rand West has both the lowest satisfaction (67%) and highest dissatisfaction (28%) with smart or prepaid meters. Overall satisfaction in Johannesburg, at 73%, is the second lowest in the province.

2.3.4 Electricity cut off for non-payment

GCRO



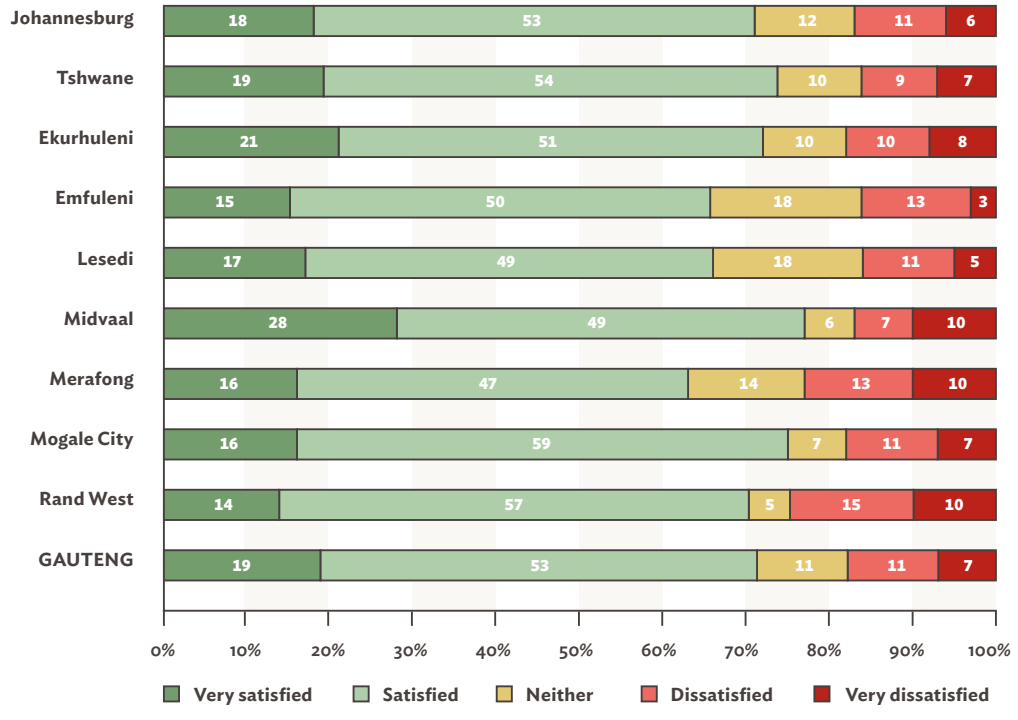
DATA SOURCE: GCRO QoL IV (2015/16)

The Quality of Life survey asks respondents whether they have ever had their electricity cut off for non-payment. This refers to municipal disconnections for non-payment of electricity, rather than just a power interruption when prepaid meters run out of credit. Overall figures for non-payment related cut-offs in Gauteng are slightly higher for electricity (9%) than water (7%). Lesedi has by far the highest proportion of respondents who report that their electricity has been cut off for non-payment (16%), followed by Ekurhuleni (12%) and Tshwane (10%). All other municipalities fall below the provincial average. The lowest proportions are in Merafong (3%), Mogale City (4%) and Emfuleni (4%). These three municipalities also have the lowest proportions of people who have had their water cut off for non-payment.

People who live in formal dwellings are twice as likely to have their electricity cut off for non-payment than people in informal dwellings are.

2.3.5 Satisfaction with energy services

GCRO



DATA SOURCE: GCRO QoL IV (2015/16)

Overall, there is high satisfaction with energy services across the province, with most municipalities displaying satisfaction levels between 70% and 80%. The level of satisfaction with energy sources varies widely between those who have access to electricity and those who do not. Across Gauteng, 76% of respondents who had access to electricity were satisfied with their source of energy, and 13% were dissatisfied. By contrast, only 8% who had no access to electricity were satisfied with their energy source, and 84% were dissatisfied. However, it does not follow automatically that higher access to electricity drives higher levels of satisfaction with energy.

Despite high access to electricity in Emfuleni (96%) and Lesedi (97%), both of these municipalities have some of the lowest levels of satisfaction with energy services. In Lesedi, this may be in part because of the high proportion of respondents who have had their electricity cut off for non-payment. These respondents display higher levels of dissatisfaction than those who have not had their electricity cut off.

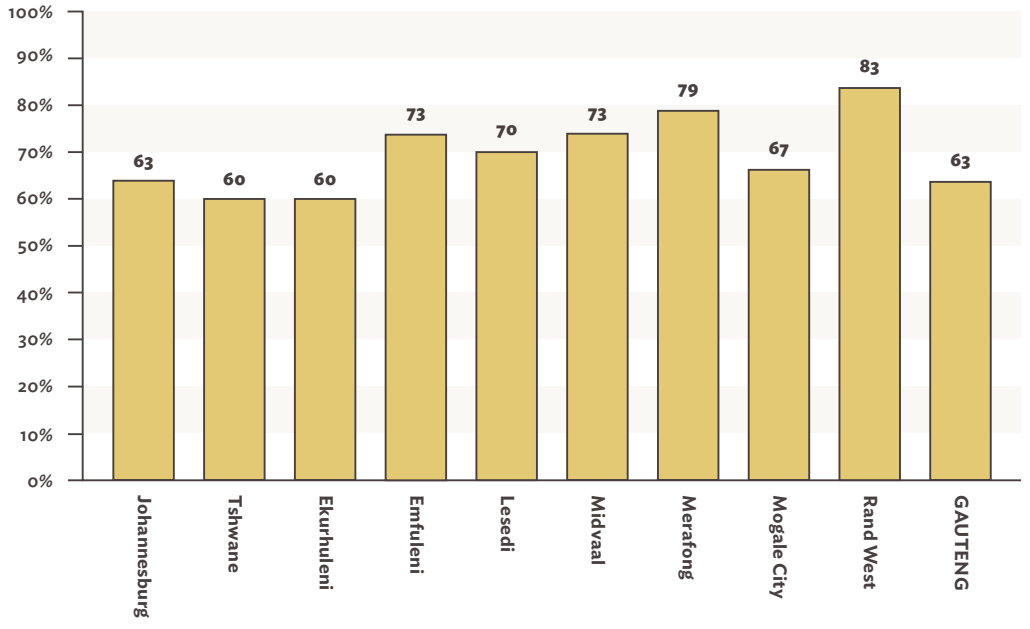
As with other services, respondents in Midvaal have the highest satisfaction with energy services, despite lower levels of access to electricity (86% of respondents report that they have access to electricity). Despite Rand West's comparatively low levels of access to electricity and low satisfaction with smart and prepaid meters, by far the majority (70%) of Rand West respondents are satisfied with the energy services to which they have access.

Photograph by **Mark Steenbeke**

2.4 Transport

2.4.1 Most frequent trip shorter than 30mins

GCRO



DATA SOURCE: GCRO QoL IV (2015/16)

The time spent travelling between places in Gauteng is influenced by factors such as poorly integrated public transport, long commuting distances and congestion. As a result, many people spend a significant amount of time travelling across the province every day. This graph shows the proportion of respondents in each municipality whose most frequent trip is 30minutes or less irrespective of the purpose of their trips or the mode of transport they use.

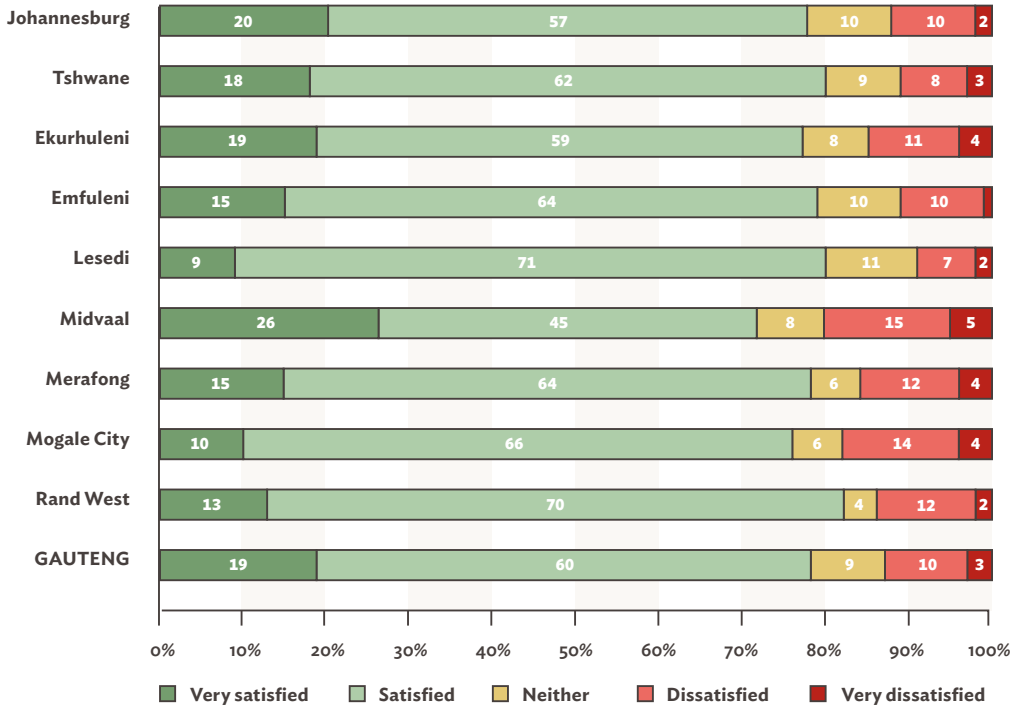
The three metropolitan municipalities perform the worst on this measure, with some 40% of people living in these municipalities taking longer than 30minutes to complete their most frequent trip. In all other municipalities, except Mogale City, more than 70% of respondents arrive at their destination less than 30minutes after leaving home. Respondents in Rand West are most likely to reach their destination within half an hour (83%).

The same pattern is seen for the most common trip purpose: getting to work. Indicatively, only 54% of Johannesburg respondents get to work within half an hour, while 81% of Merafong respondents and 79% of Rand West respondents reach work in 30minutes or less.

Excepting for those who walk, whose trip distances are likely to be quite short, people who use cars or minibus taxis for the longest part of their trip are most likely to reach their destination within 30minutes, despite traffic congestion. People who use trains are the least likely to arrive at their destination within 30minutes of leaving home.

2.4.2 Satisfaction with the longest mode

GCRO



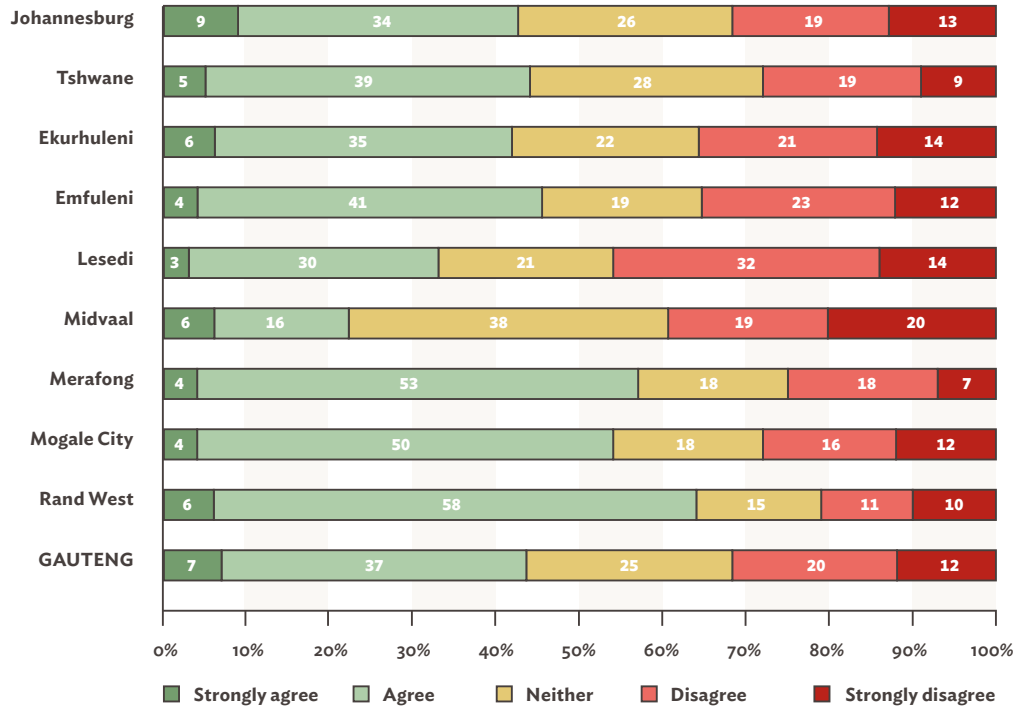
DATA SOURCE: GCRO QoL IV (2015/16)

Overall, Gauteng respondents demonstrate high satisfaction (78%) with the mode they use for the longest part of their most frequent trip. Rand West has the highest proportion of respondents (83%) who are satisfied with their main mode, followed by Tshwane and Lesedi (both at 80%). Tshwane is the only one of the three metros to have higher than average satisfaction on this measure.

Although Midvaal respondents have the highest level of dissatisfaction with their main mode of transport – both in terms of proportion dissatisfied (15%) and very dissatisfied (5%) – this municipality also has the highest proportion of respondents who are very satisfied with their main mode (26%). These figures are primarily influenced by the high level of satisfaction among people travelling by car, and the contrasting high dissatisfaction among people using taxis and trains. While these trends are most evident in Midvaal, they are reflected across all municipalities in the province.

2.4.3 Public transport has improved for me and my household

GCRO



DATA SOURCE: GCRO QoL IV (2015/16)

Respondents were asked whether they agreed with the statement, 'public transport has improved for me and my household in the last year'. Some 26% of respondents in Gauteng reported that they do not use public transport and thus the question was not applicable. This proportion is highest in Midvaal (47%) and Mogale City (41%) where private vehicles and walking are the primary modes of transport for the majority of respondents.

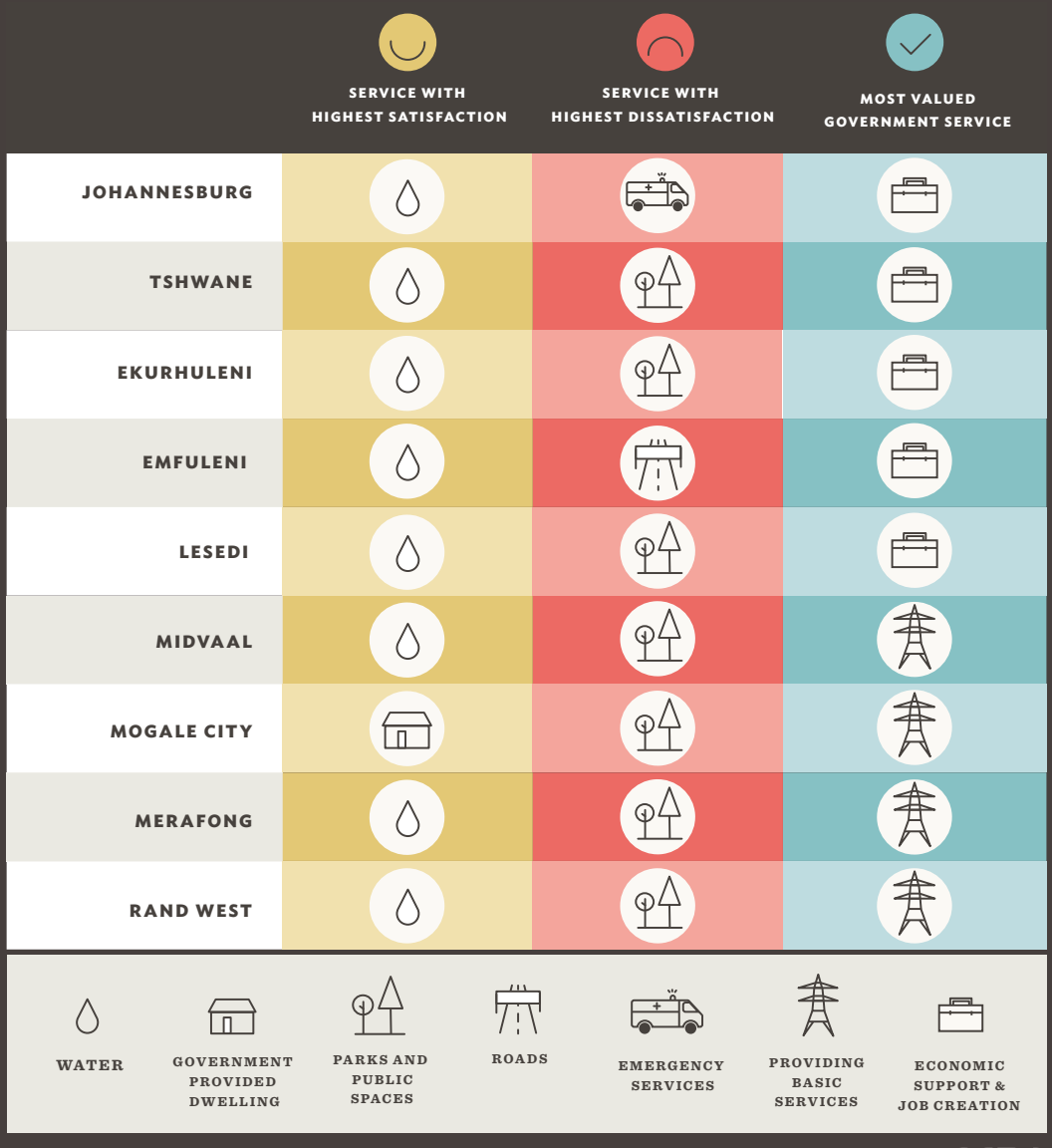
While a significant proportion of applicable respondents across the province – those who do use public transport – agree that it has improved (44%), some 32% of respondents disagree with the statement.

The three municipalities in the West Rand are the only ones where over 50% of applicable respondents note improvement in public transport. In contrast, Midvaal and Lesedi have the smallest proportion of respondents who say that public transport has improved for them or their household (23% and 33% respectively). These two municipalities are the only ones where the proportion of respondents who disagree that public transport has improved is greater than those who agree, with 46% in Lesedi, and 40% in Midvaal disagreeing with the statement.

Photograph by **Thabang Mokoena**

2.5 Best rated service per municipality

Government is responsible for providing a range of services to residents in Gauteng. This vignette identifies the services or infrastructure that residents have the highest satisfaction with, and those with which they have the highest level of dissatisfaction. It also shows the government service that respondents identifies as the one that they most valued.

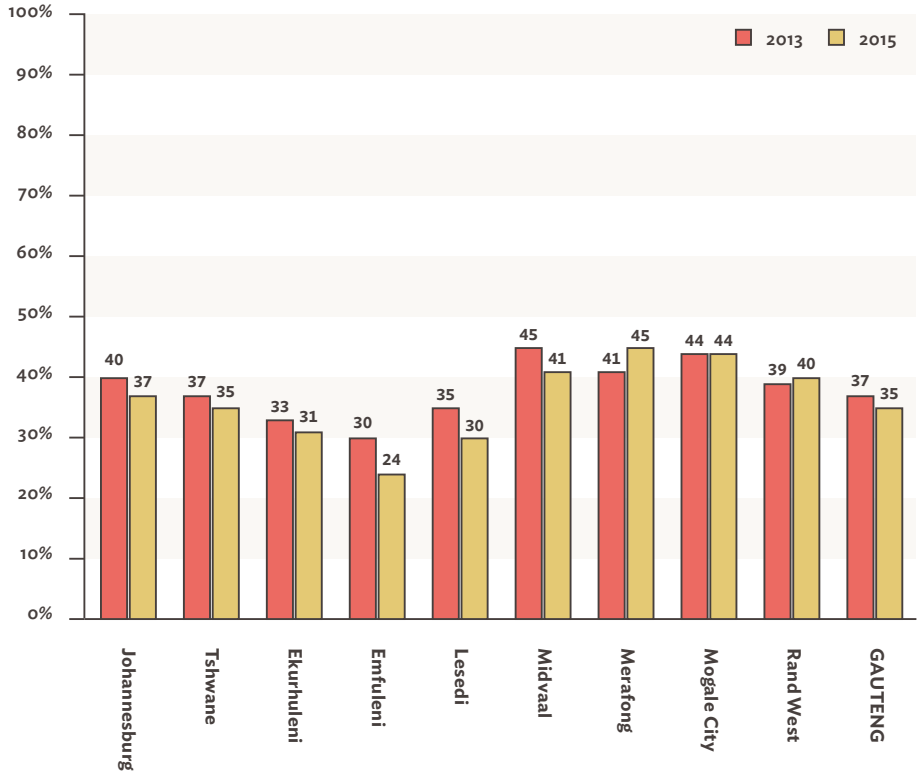


Photograph by **Daniil Kuzelev**

2.6 Economic dynamics

2.6.1 Respondents who did any work in past week

GCRO



DATA SOURCE: GCRO QoL III (2013/14), QoL IV (2015/16)

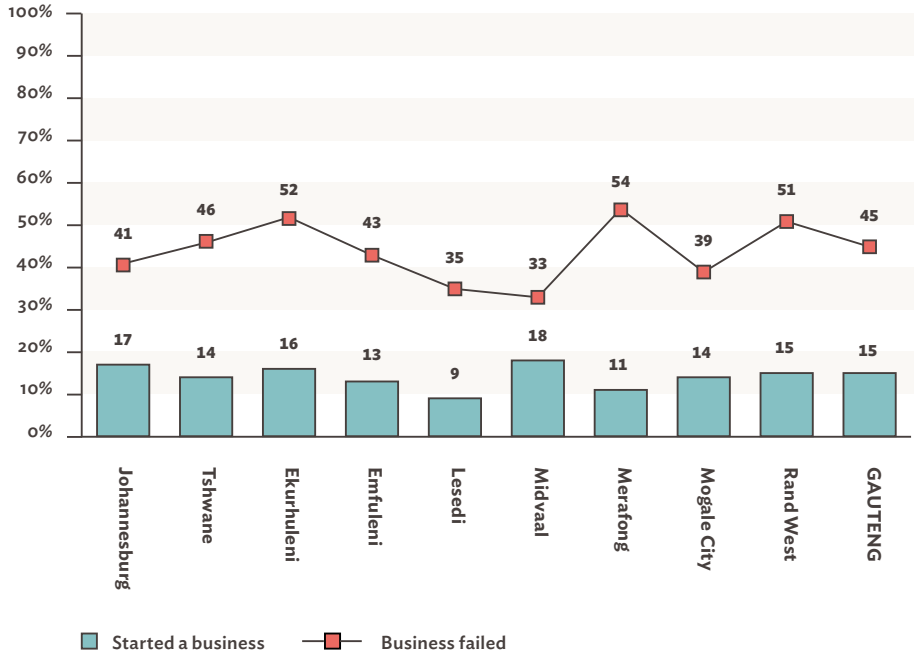
Unemployment persists as one of Gauteng's key challenges. The QoL survey asks respondents a series of work-related questions, including whether they did any type of work in the past week. The QoL IV (2015/16) survey reveals that 35% of respondents did some form of work in the week before being interviewed, a drop from 37% in QoL III (2013/14). Municipalities in the West Rand have the highest proportion of working respondents, all with 40% or more. Midvaal is the only other municipality in the province where this measure exceeds 40%.

Johannesburg performs the best of the three metros with 37% of respondents having worked in the week before their interview. Ekurhuleni (31%) is the only metro that falls below the provincial average of 35%. However, all of the metros saw a decrease between 2013/14 and 2015/16. The largest decrease in the province is evident in Emfuleni, which dropped from 30% in 2013/14 to 24% in 2015/16. Lesedi saw the second largest decrease from 35% to 30% over the same period.

While the provincial trend is negative, all municipalities in the West Rand experienced an increase in the proportion of respondents who worked in the week before being interviewed. This increase was largest in Merafong, rising from 41% in 2013/14, to 45% in 2015/16.

2.6.2 Entrepreneurship

GCRO



DATA SOURCE: GCRO QoL IV (2015/16)

Respondents in the QoL IV (2015/16) survey were asked whether they had ever started a business. Some 15% of respondents in Gauteng answered positively to this question. Entrepreneurship is highest in Midvaal (18%), Johannesburg (17%) and Ekurhuleni (16%), and lowest in Lesedi (9%) and Merafong (11%). The vast majority of respondents (65%) who had started a business reported that this business is in the informal sector.

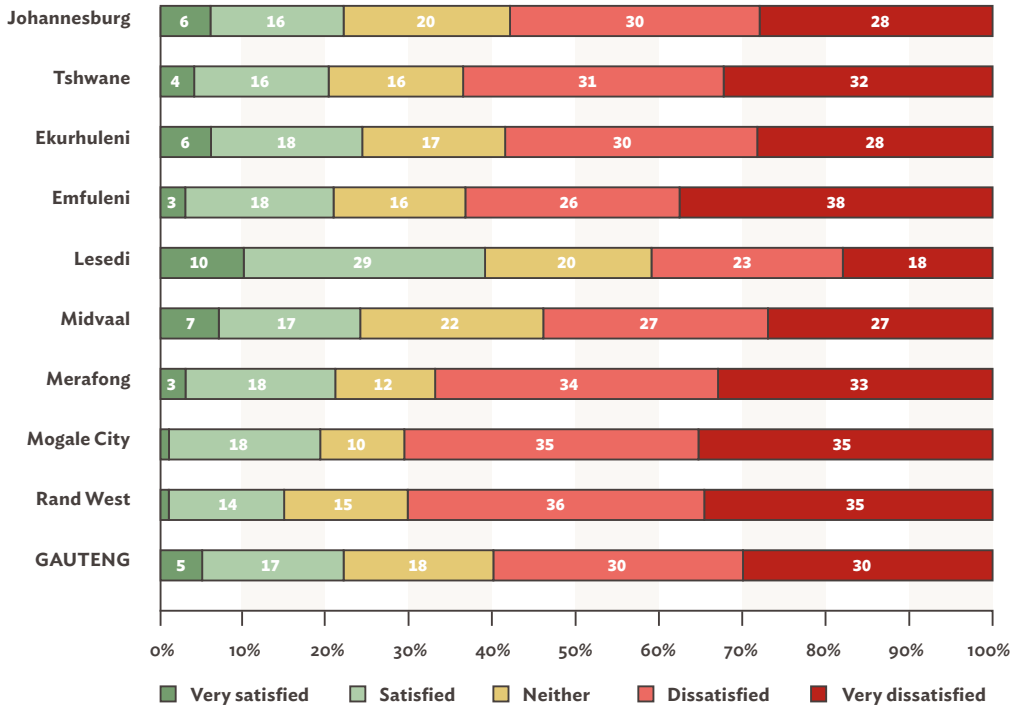
This graph also presents the results of a follow-up question where respondents who had ever started a business reported on its success or failure. These results show high levels of business failure across the province with 45% of respondents who had started a business saying that it had failed. More than half of entrepreneurs in Merafong (54%), Ekurhuleni (52%) and Rand West (51%) reported business failure.

These results flag particular concern in Merafong, which not only has the lowest entrepreneurship levels but also the highest failure rate in the province. Conversely, Midvaal has the greatest proportion of entrepreneurs and lowest rate of business failure.

'Crime and theft' is identified by business owners across the province as the greatest constraint to business. Mogale City is the only municipality where 'insufficient demand' rather than 'crime and theft' is the primary constraint.

2.6.3 Satisfaction with government initiatives to grow the economy

GCRO



DATA SOURCE: GCRO QoL IV (2015/16)

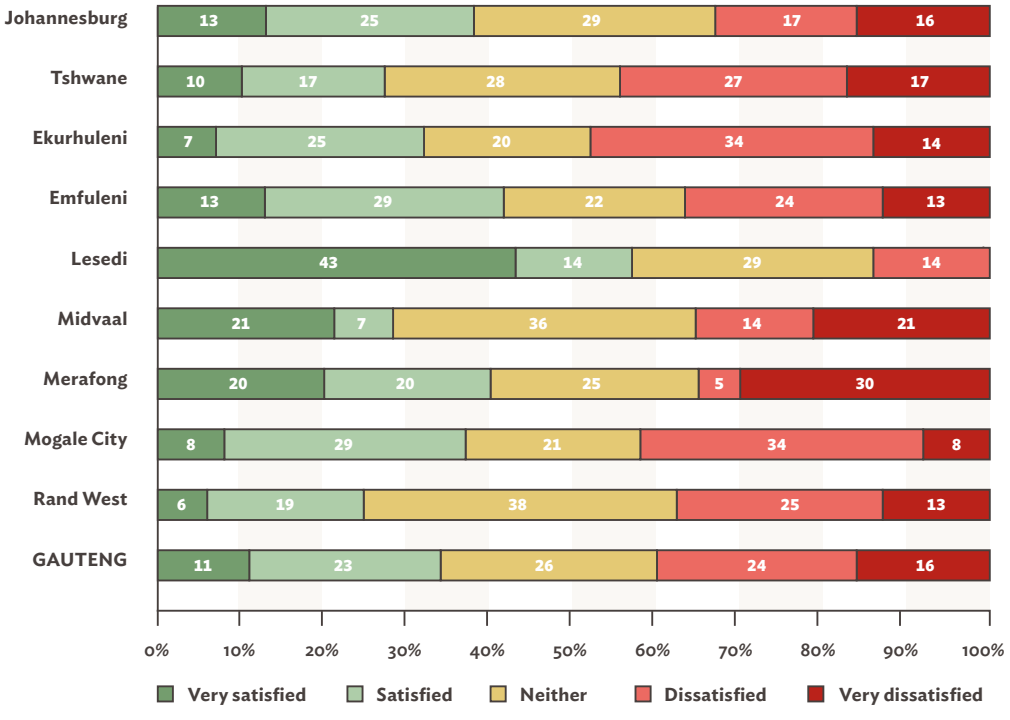
The QoL IV (2015/16) results highlight that the majority of respondents (60%) are dissatisfied with government initiatives to grow the economy. This proportion is split equally across the province between those who are dissatisfied and very dissatisfied. Emfuleni has the highest proportion of respondents who are very dissatisfied (38%). This result correlates with the municipality's very low proportion of respondents who worked in the past week, and the low rate of entrepreneurship. The West Rand, on the whole, performs comparatively poorly on this measure, where the constituent municipalities have the three highest levels of dissatisfaction across the province. This is despite these municipalities' relatively high and apparently climbing levels of employment. However, the result may be attributable to the relatively low rate of entrepreneurship and the high rate of business failure in these areas. Rand West has the highest overall dissatisfaction at 70%.

Lesedi not only has the smallest proportion of respondents who are dissatisfied with government initiatives to grow the economy and create jobs (41%), but also the highest proportion who are satisfied (39%). This is despite Lesedi having the second largest reduction in the proportion of respondents who worked in the week before their interview and its low rates of entrepreneurship.

Ekurhuleni (24%), Midvaal (24%) and Johannesburg (23%) are the only municipalities besides Lesedi with higher satisfaction than the provincial average (22%).

2.6.4 Satisfaction with business support provided by government

GCRO



DATA SOURCE: GCRO QoL IV (2015/16)

Government in Gauteng provides support for small businesses in various ways. Respondents who had started a business were asked whether they know of any such initiatives. The survey reveals that only 28% of business owners are aware of government initiatives to support businesses, and only 9% of business owners in Gauteng said that they had approached government for business assistance.

Of business owners who had interacted with government, some 34% stated that they were either satisfied or very satisfied with the business support that they had received. Lesedi shows the highest levels of satisfaction (43%) as well as the second highest awareness of government business support (35%). Despite Lesedi's relatively low rates of entrepreneurship, it also had a low rate of business failure – 35% compared with the provincial average of 45% – which may account for its high levels of satisfaction. Johannesburg (38%) is the only metro with satisfaction levels higher than the average in Gauteng (34%).

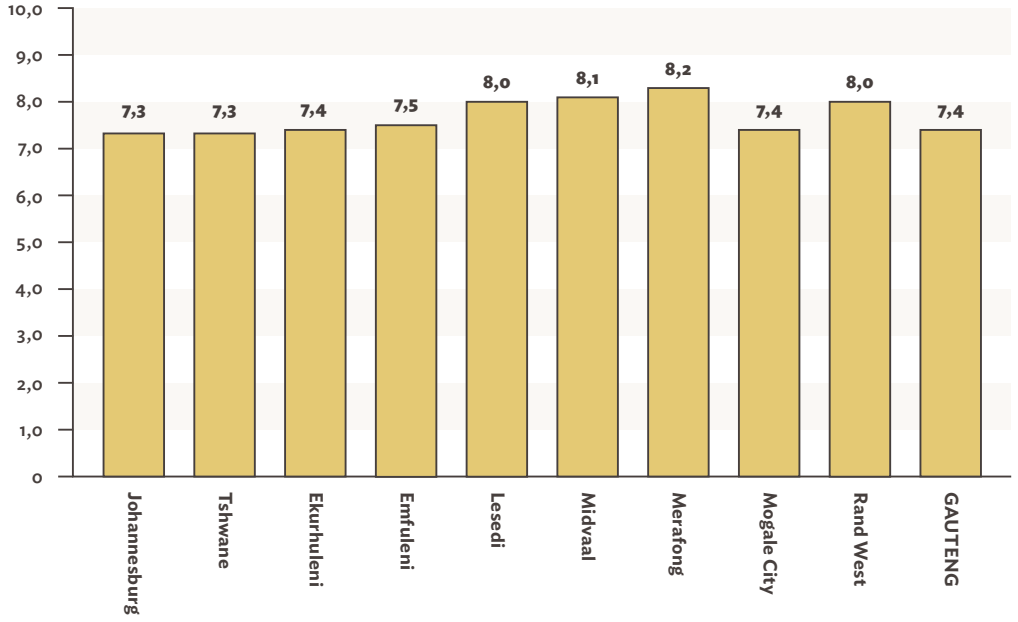
Despite the high business failure rate in Merafong, business owners have relatively high satisfaction levels with government support for businesses (40%). However, Merafong also has the highest proportion of very dissatisfied business owners (30%). In Ekurhuleni, high business failure rates (52%) are accompanied by high dissatisfaction with government support for businesses, which suggests that government has an opportunity there to improve business support.

Photograph by **Seth Doyle**

2.7 Personal interaction with government

2.7.1 Experience and perception of frontline services (index)

GCRO



DATA SOURCE: GCRO QoL IV (2015/16)

In the QoL IV (2015/16) survey, respondents were asked whether they had interacted with a government department or service in the three months prior to being interviewed. Those who had done so were then asked to rate the service that they had received in this interaction – on a simple 'yes' or 'no' basis – with respect to whether they had been assisted timeously, treated with dignity and respect, and had their needs met.

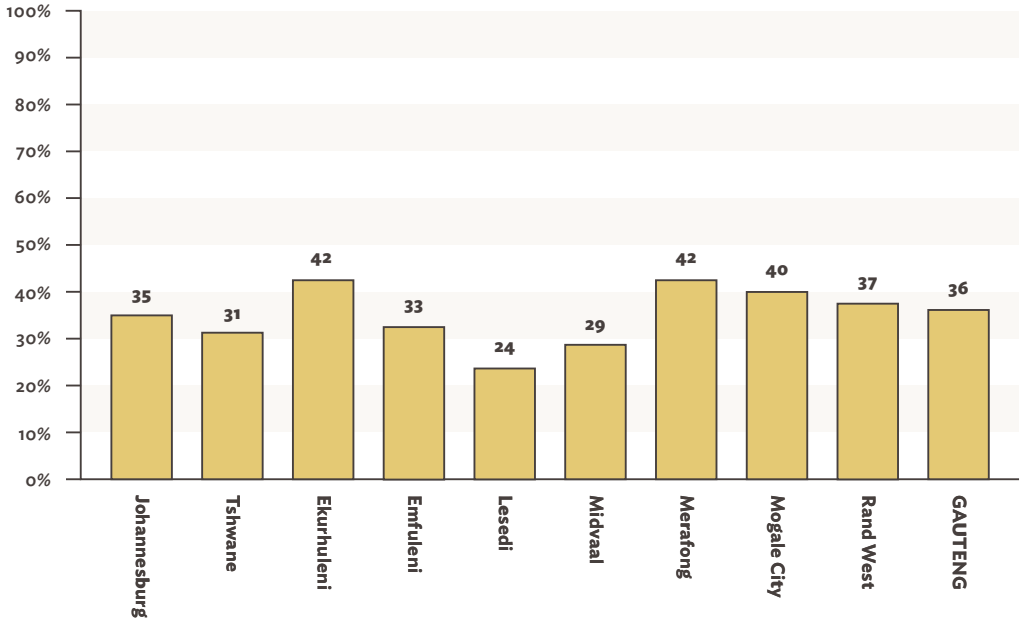
While experiences differ across departments and services, 65% of all respondents felt that they were assisted in a reasonable amount of time. Some 77% felt that they were treated with dignity and respect, and 80% reported that their needs were met.

This graph presents an index, scored out of 10, that combines the results of the three questions. A score of 10 indicates that every respondent who interacted with a government department or service responded positively to all three questions, while a score of 0 reflects a negative response to all three questions by every respondent.

On the whole, experiences with government services and departments are positive, with a provincial score of 7.4 out of 10. Respondents in metros have poorer service experience than those in the district municipalities. Respondents in Merafong (8.2) and Midvaal (8.1) have the most positive experience of all municipalities.

2.7.2 Government officials live up to Batho Pele

GCRO



DATA SOURCE: GCRO QoL IV (2015/16)

Despite overall positive interactions with government departments and services, a minority of respondents believe that government officials live up to the principles of Batho Pele[3]. This question was asked of all respondents, irrespective of whether they had recently interacted with a government department or not.

Respondents in Merafong and Ekurhuleni have the highest perception of government officials (both at 42%). Lesedi has by far the lowest proportion of respondents who believe officials have a service-oriented approach – fewer than one in 4 people (24%). This negative result is primarily driven by people who have not recently interacted with government departments or services, the majority of whom (62%) have a negative opinion of government officials.

Recent interactions with government are strongly correlated to perceptions around Batho Pele, and particularly on the negative end of the scale. Respondents who reported that they were not treated with dignity and respect are significantly more likely to believe that government officials do not do their best to live up to Batho Pele. Of those respondents who scored 0 out of 10 on the index – indicating that their most recent interaction with government was bad on all accounts – 80% have poor opinions about government officials in general. This negative correlation is particularly evident in Tshwane (90%) and Mogale City (89%).

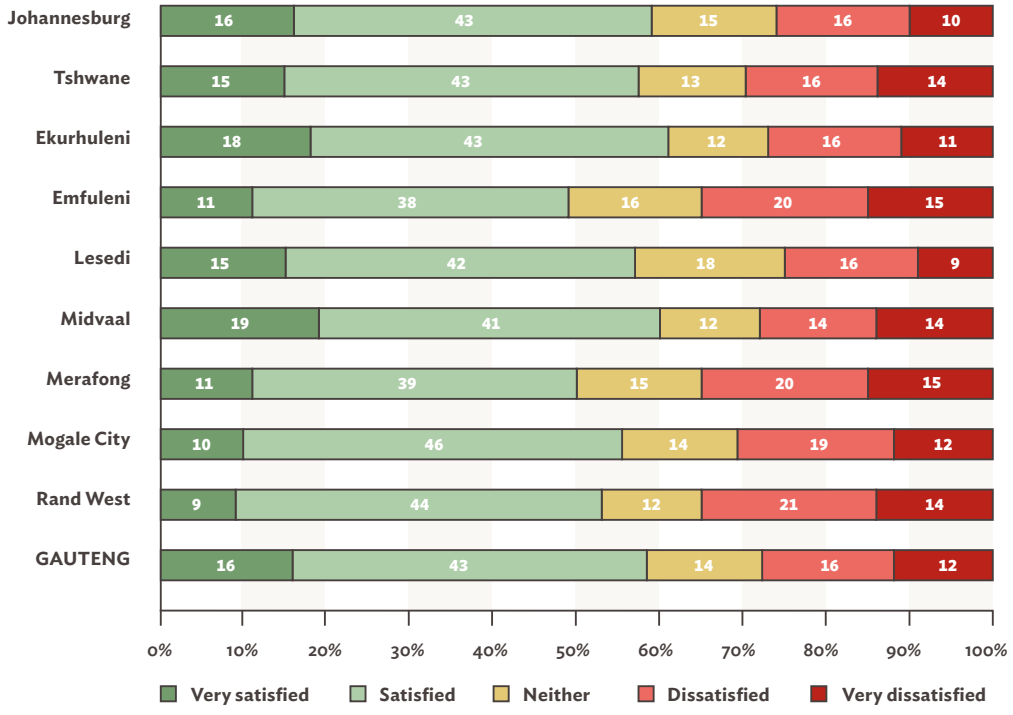
3. Batho Pele, meaning 'People First', is a government initiative which aims to get public servants to be service orientated and strive for excellence in service delivery.

Photograph by **John Paul Henry**

2.8 Satisfaction with services and local government

2.8.1 Satisfaction with services: index of 13 services

GCRO



DATA SOURCE: GCRO QoL IV (2015/16)

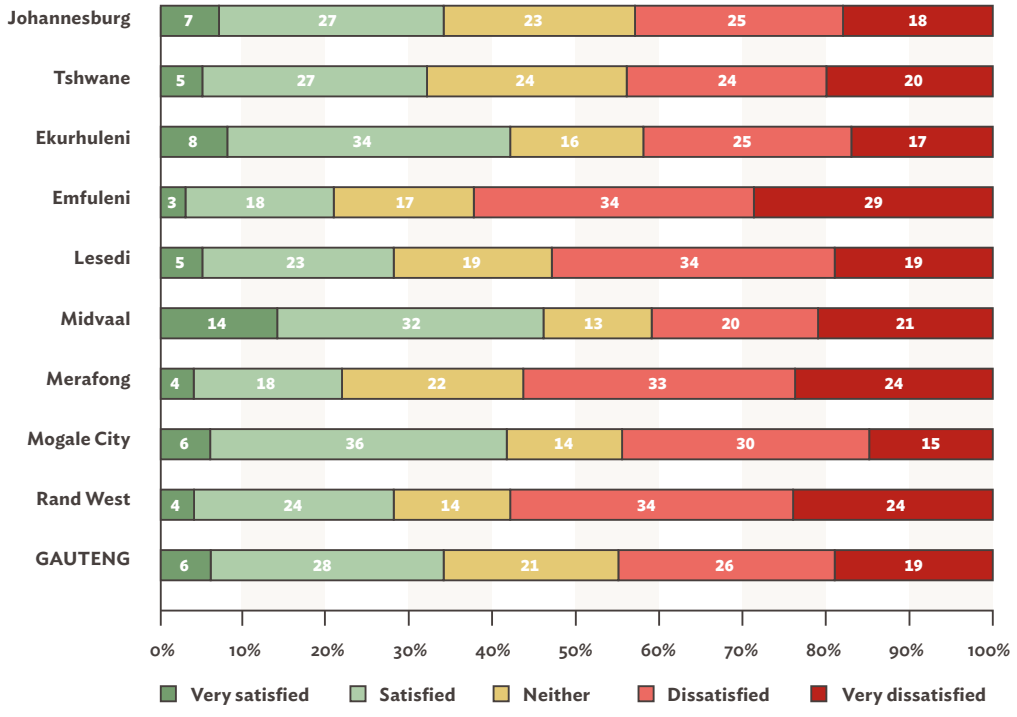
QoL IV (2015/16) respondents were asked about their levels of satisfaction with a range of services. This graph presents an overall sense of satisfaction with government services through an index of 13 services that local government typically provides– although not necessarily exclusively. These include: government provided dwelling; water; sanitation; waste removal; energy; cost of municipal services; billing of municipal services; parks; roads; emergency services; metro or traffic police; health services; and government initiatives to grow the economy.

Overall, satisfaction levels are relatively high (59% satisfied with services). Midvaal has the highest proportion of very satisfied (19%), with Ekurhuleni (18%) also showing good results on this measure. Rand West, Merafong and Emfuleni have the highest overall dissatisfaction (all at 35%).

The three metros either match or surpass the provincial average for satisfaction across the index of 13 government services. The West Rand municipalities have lower than average satisfaction, although in each case satisfaction is still 50% or higher.

2.8.2 Satisfaction with local government

GCRO



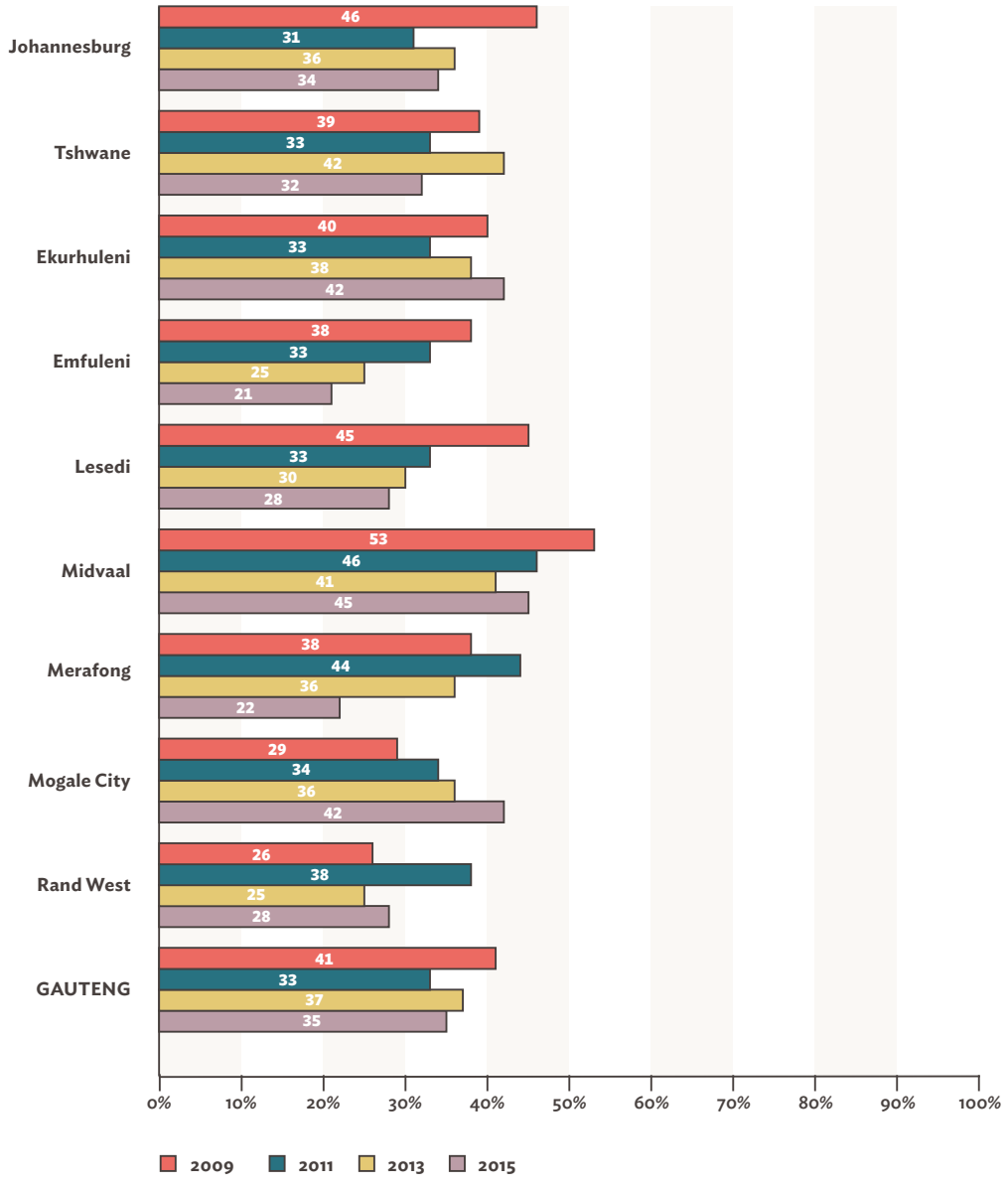
DATA SOURCE: GCRO QoL IV (2015/16)

Despite the majority of Gauteng respondents being satisfied with services typically provided by local government, this does not translate into satisfaction with local government itself. Only one in three people in Gauteng are satisfied or very satisfied with their municipality (34%). Note that the measure of satisfaction for 'Gauteng' in the graph is not in respect of provincial government, but rather for the average across the municipalities in the province.

All municipalities report a lower than 50% satisfaction with local government. Midvaal has the highest level of satisfaction (46%), followed by Ekurhuleni and Mogale City, both with 42% satisfaction. These are the only municipalities where over 40% of respondents are satisfied or very satisfied with local government.

A greater proportion of respondents are dissatisfied (45%) than satisfied (34%) with local government in the area that they live. Dissatisfaction levels are highest in Emfuleni (63%). This municipality also has the highest proportion of respondents who are very dissatisfied (29%). The QoL IV (2015/16) survey reveals that more than half of respondents in Rand West (58%), Merafong (57%) and Lesedi (53%) are dissatisfied with their municipality.

2.8.3 Satisfaction with local government over time

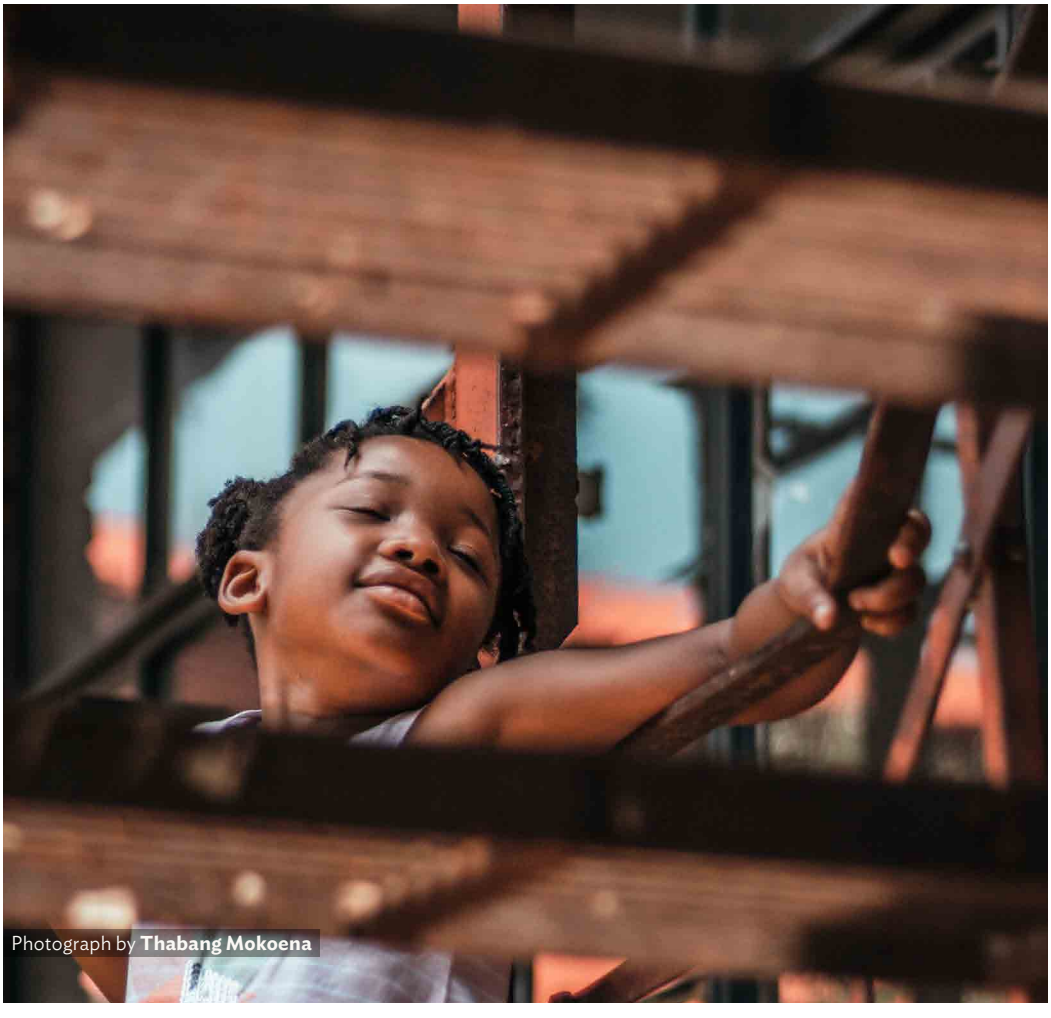


DATA SOURCE: GCRO QoL I (2009), QoL II (2011), QoL III (2013/14), QoL IV (2015/16)

The four iterations of the QoL survey enable us to analyse satisfaction with local government over time from 2009 to 2015/16. The results show a mixed pattern of changing satisfaction levels across different municipalities.

Overall satisfaction levels in Gauteng have remained below 40% since 2011. Midvaal is the only municipality in the province that has maintained satisfaction levels above 40% across all surveys.

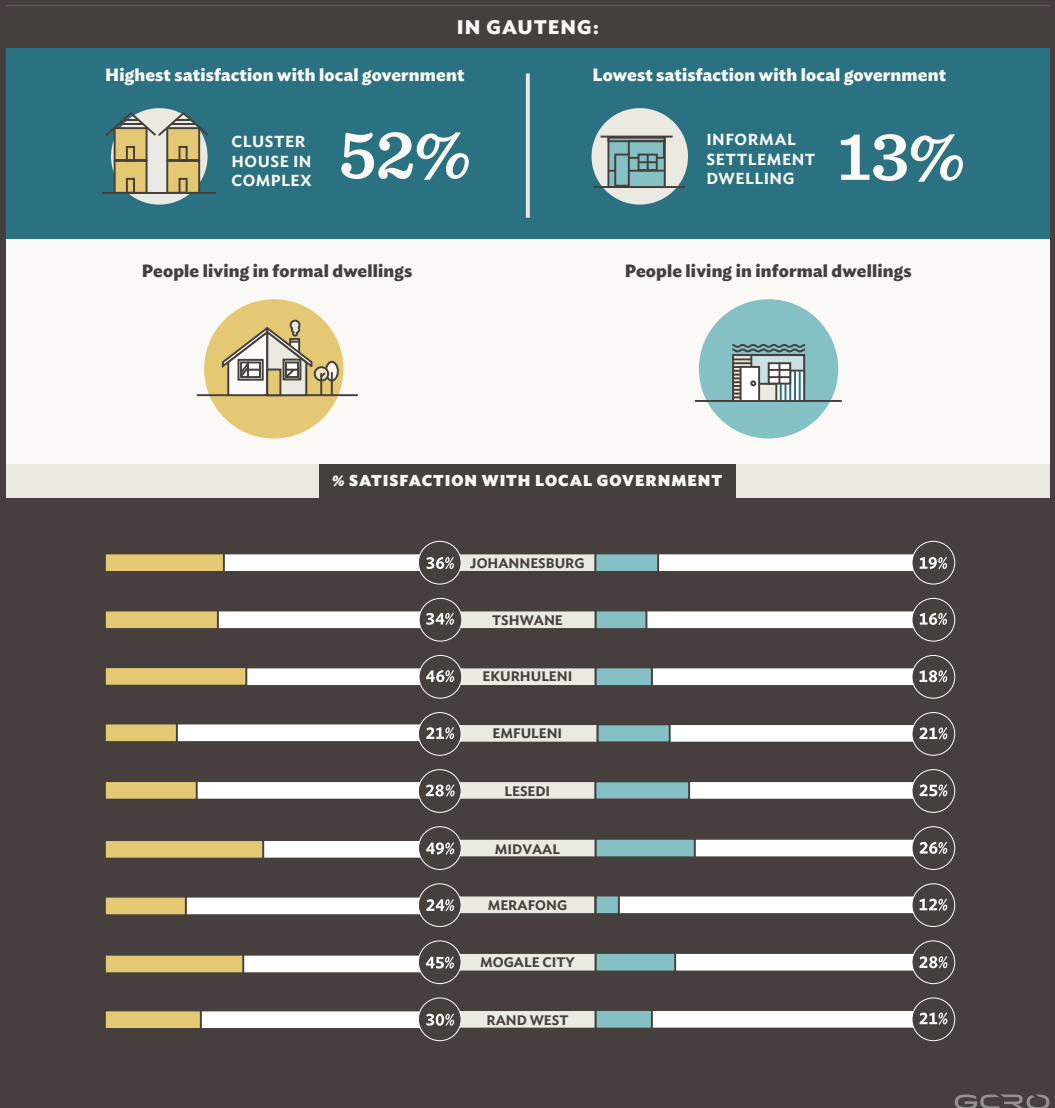
Mogale City is unique with consistently increasing levels of satisfaction across all four surveys, while Ekurhuleni is the only other municipality that has seen consistent improvement since 2011. Conversely, Emfuleni and Lesedi both have consistent negative trends, with satisfaction levels decreasing in each survey since 2009. This negative trend has resulted in Emfuleni having the lowest level of satisfaction (21%) across all municipalities in the QoL IV (2015/2016) survey. Of particular concern are large drops in satisfaction in some municipalities between the two most recent surveys (QoL III and IV). Merafong experienced the largest drop in satisfaction (14%), while Tshwane saw a 10% drop over the same period.



Photograph by **Thabang Mokoena**

2.9 Satisfaction with local government and dwelling type

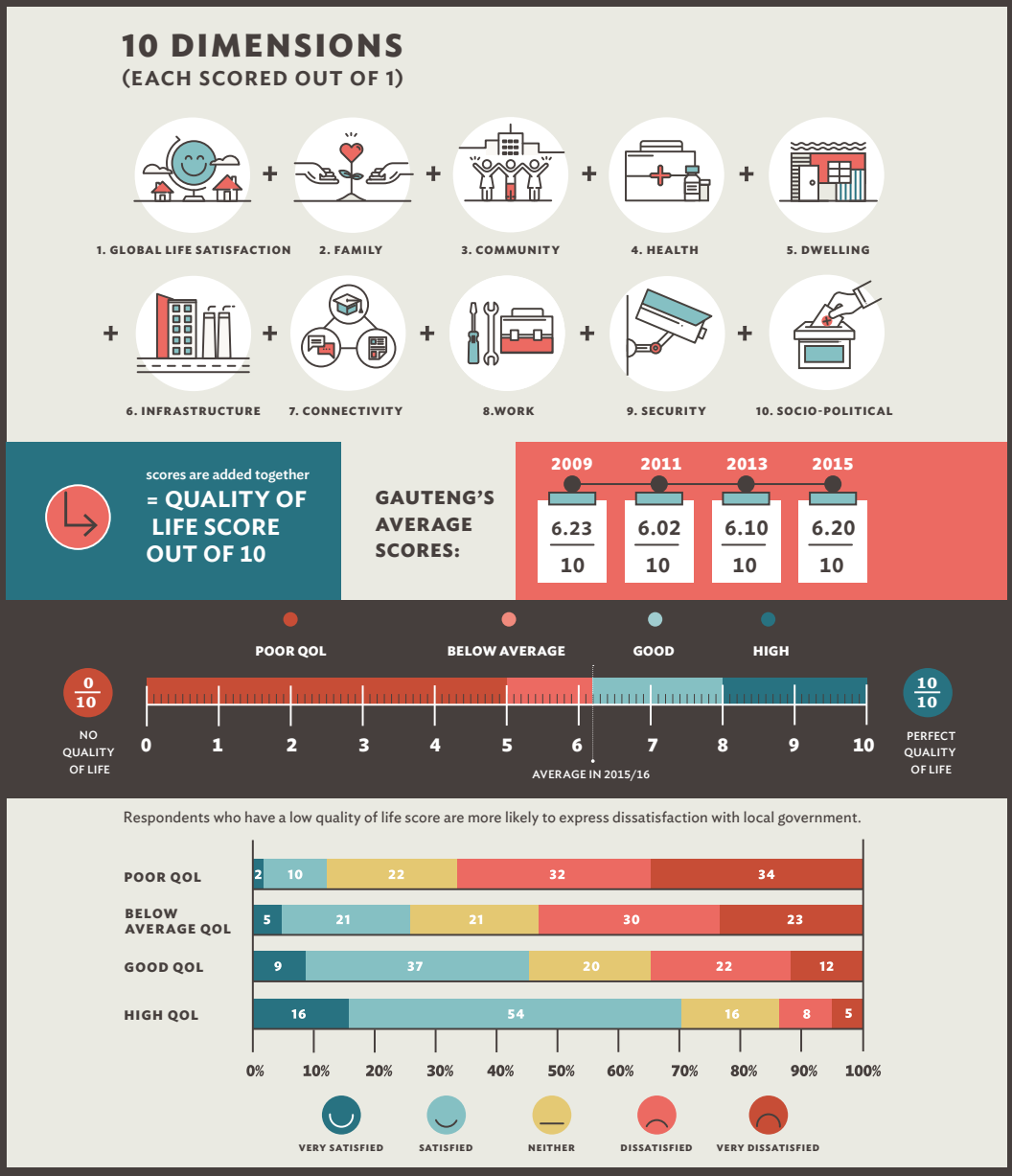
Satisfaction with local government differs significantly across dwelling type. Typically respondents who live in formal dwellings are more satisfied with local government than those living informally. However, levels of satisfaction with local government differ quite markedly across municipalities. For example, a greater percentage of those in informal dwellings in Mogale City are satisfied with local government than those in formal dwellings in Emfuleni and Merafong.



Photograph by **Jannik Skorna**

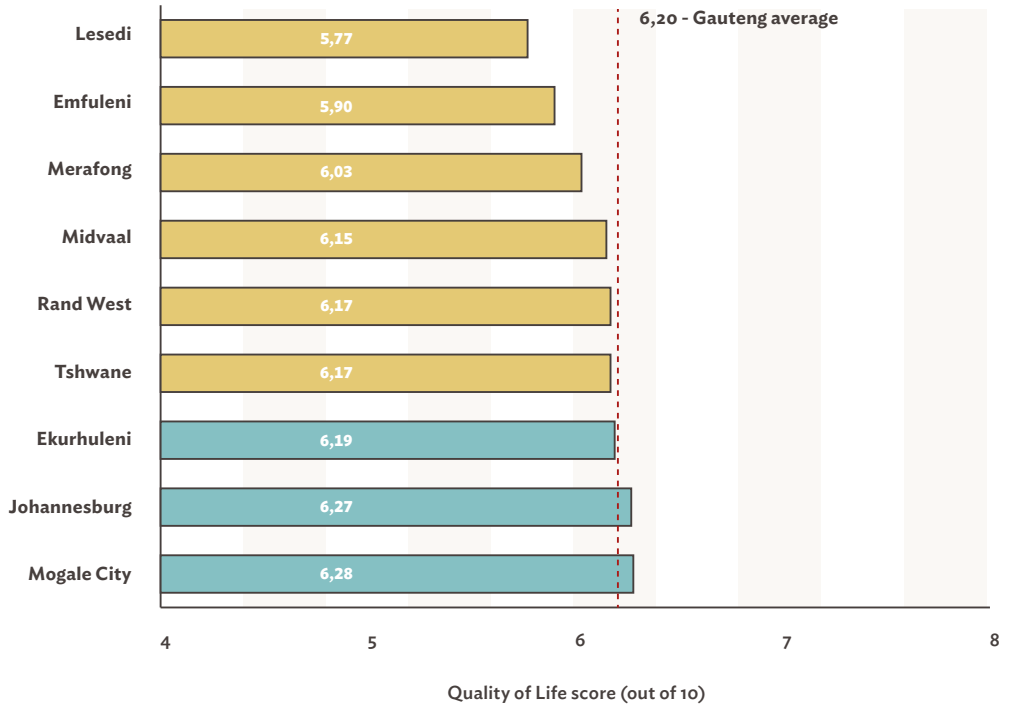
2.10 Understanding the Quality of Life index

The Quality of Life index draws on 58 indicators from a range of questions measuring objective circumstances and subjective opinions. Indicators are grouped into 10 dimensions (each has a maximum score of 1). The dimension scores are added together to give a total Quality of Life score out of 10.



2.11 Quality of life

2.11.1 Quality of life by municipality



DATA SOURCE: GCRO QoL IV (2015/16)

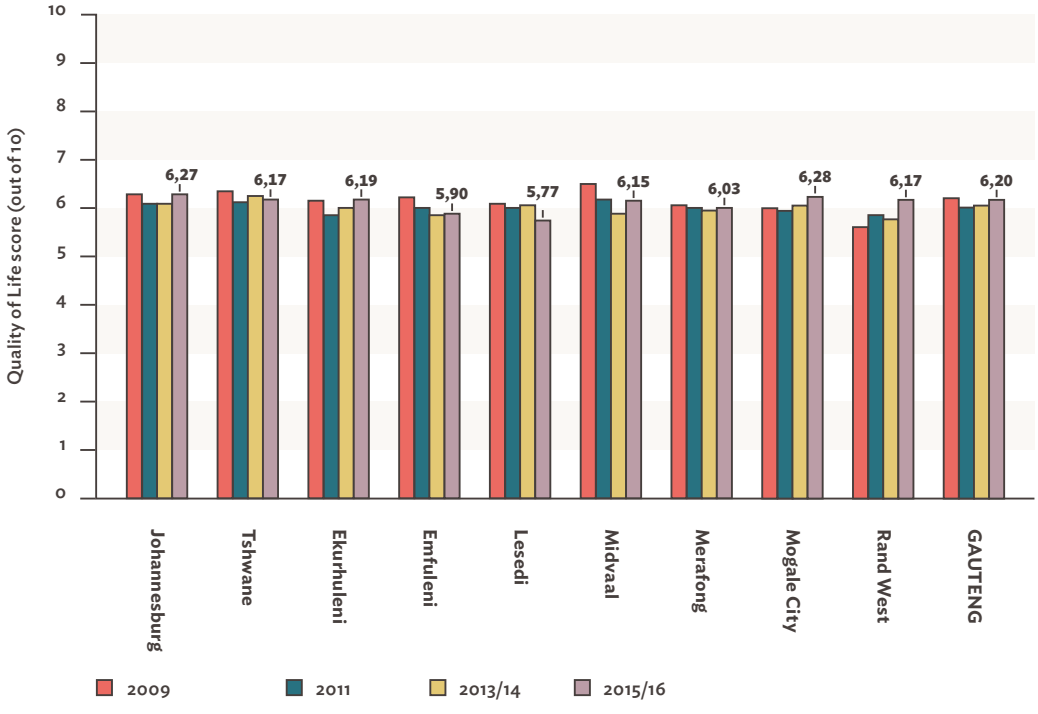
This graph presents the average Quality of Life (QoL) index score for each municipality in Gauteng. The QoL IV data positions Mogale City with the highest score (6.28) followed by Johannesburg (6.27) and then Ekurhuleni (6.19). The majority of municipalities fall below the provincial average (6.20).

Infrastructure (made up mainly of variables measuring access to basic services) is the dimension that pulls quality of life scores up in the majority of municipalities, followed by dwelling and health. On the negative side, factors associated with work and the 'global' dimension (comprising variables such as respondents' 'satisfaction with their life as a whole' and whether they believe they can 'influence developments in their community') tend to pull overall QoL scores down. Socio-political dimensions also contribute to a lower QoL score.

These results demonstrate that although the provision of basic services plays an important part in improving quality of life in Gauteng, it is insufficient in and of itself. High levels of unemployment, poverty and alienation, and low levels of participation and trust in government institutions are critical components that cannot be ignored.

2.11.2 Quality of Life over time

GCRO



DATA SOURCE: GCRO QoL I (2009), QoL II (2011), QoL III (2013/14), QoL IV (2015/16)

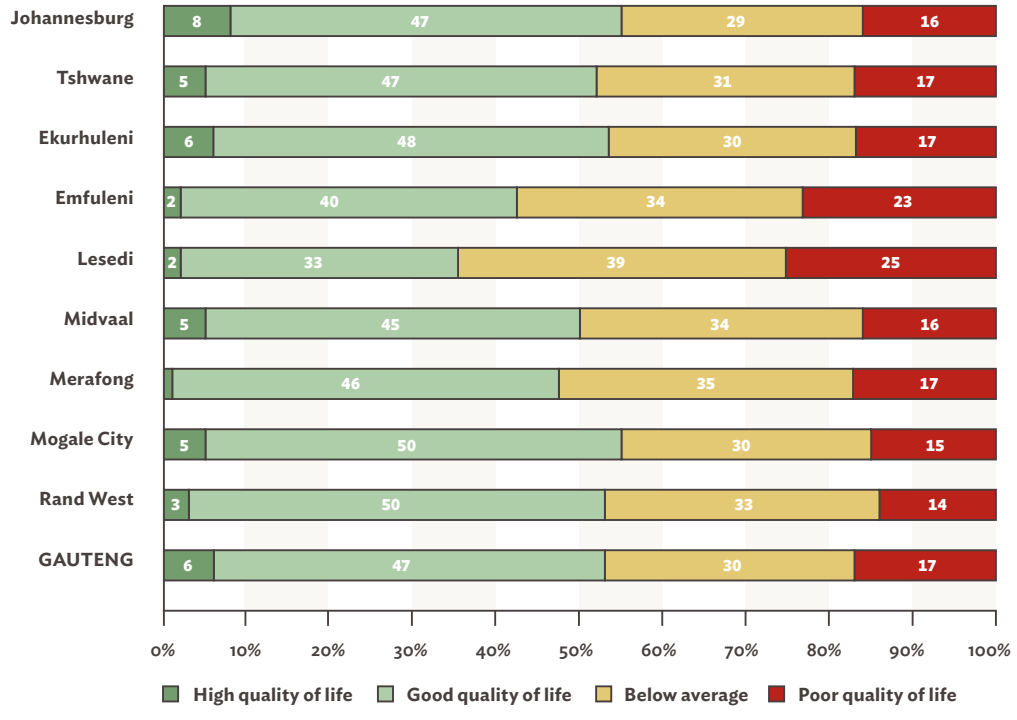
The changes in the QoL index over time provide insight into how material and attitudinal shifts have affected wellbeing in Gauteng. Although changes are small, the overall trend in the province is one of increasing quality of life over the past three QoL surveys (since 2011). This positive trend is most obvious in Rand West, which has shown significant improvement since 2009 (from 5.64 in 2009 to 6.17 in 2015/16). Mogale City, Ekurhuleni and Johannesburg are the only municipalities that have improved in each iteration since 2011.

Of concern are those municipalities that have experienced a deteriorating QoL score over time. Tshwane, for example, dropped from 6.26, the highest quality of life score in 2013/14, to 6.17 in 2015/16, which was below the provincial average (6.20). This deterioration has been driven primarily by decreases in 'global life satisfaction', 'family' and 'security', despite increases in the 'health' and 'infrastructure' dimensions. Besides Tshwane, Lesedi is the only other municipality where the QoL score decreased between 2013/14 and 2015/16. This drop was a result of low 'global life satisfaction', 'socio-political' and 'work' dimension scores. Lesedi has experienced sustained deterioration in QoL scores since 2009. The trend in Emfuleni, Midvaal and Merafong has been largely negative since 2009, but each has seen slight improvements in 2015/16.

Although there is no consistent relationship across the province, there is a correlation between changing QoL index scores and changing satisfaction with local government in different municipalities. Both the QoL index and levels of local government satisfaction have increased in Ekurhuleni and Mogale City since 2011. Conversely, deteriorating or static QoL scores have moved in tandem with lower levels of local government satisfaction in Emfuleni and Lesedi.

2.11.3 Quality of Life categories

GCRO



DATA SOURCE: GCRO QoL IV (2015/16)

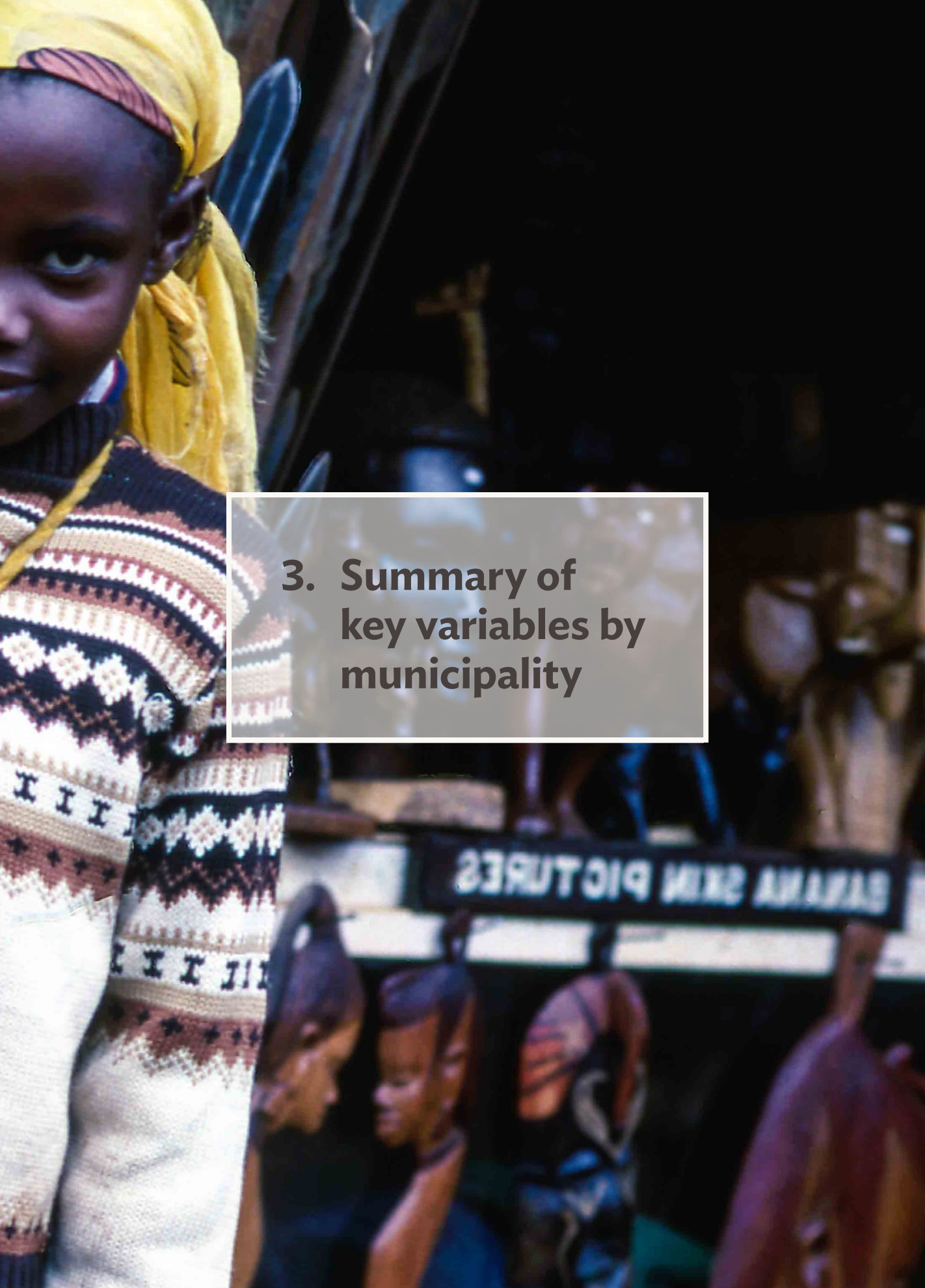
The QoL index results have been grouped into categories to enable analysis of how QoL is distributed across the province in a more nuanced way than the QoL index average. The four categories include:

- 'Poor' quality of life (an index score of 0-5 out of 10)
- 'Below average' quality of life (5.01-6.20 out of 10)
- 'Good' quality of life (6.21-8.0 out of 10)
- 'High' quality of life (8.01-10 out of 10).

More than half of the respondents in Gauteng (53%) have good to high quality of life and 17% have poor quality of life. Johannesburg has the highest proportion of respondents with high quality of life (8%), followed by Ekurhuleni (6%). Merafong has the smallest proportion of people falling into this category (1%).

The majority of respondents in Lesedi (64%), Emfuleni (57%) and Merafong (53%) either have poor or below average quality of life. Of concern are the large proportions of respondents in Lesedi (25%) and Emfuleni (23%) who have poor quality of life. Rand West has the smallest proportion of respondents that fall into this 'worst' category (14%).

Photograph by **Thabang Mokoena**



3. Summary of key variables by municipality

3. Summary of key variables by municipality

This section provides a tabulated series of measures that enables comparison of the extent of deficits, backlogs and challenges across the municipalities in the Gauteng City-Region. Any variable in the Quality of Life surveys can be presented in a way that reflects a positive perspective (e.g. levels of access to services achieved, the percentage of respondents who are satisfied or very satisfied), or a 'negative' perspective (e.g. the proportions without access to adequate services, levels of dissatisfaction, the percent who agree with an adverse socio-political opinion). Both perspectives are valid. The table below compares municipalities across the province through the negative perspective in order to provide an overall sense of some of the key challenges they face, individually, relative to one another and collectively.

	% living in informal or traditional dwelling	% in RDP house	% without piped water to yard or in house	% who say water is hardly ever / never clean	% without flush toilet	% without refuse removed at least once a week	% not using mains electricity for lighting	% say their suburb has deteriorated in past year
JOHANNESBURG	11.7	12.6	5.7	0.6	7.9	8.8	10.3	18.0
TSHWANE	12.3	14.2	8.8	2.4	16.8	15.5	6.4	15.3
EKURHULENI	14.6	16.8	8.5	1.1	9.7	7.7	11.4	12.7
EMFULENI	12.6	19.8	5.0	0.8	6.3	20.1	5.9	19.6
LESEDI	7.8	31.0	7.8	0.9	7.8	20.1	6.0	25.3
MIDVAAL	15.5	12.5	25.3	2.2	16.7	13.8	16.5	15.5
MERAFONG	18.3	19.7	12.1	0.8	13.8	26.3	14.2	18.2
MOGALE CITY	18.8	13.7	15.6	0.8	12.9	17.3	11.6	9.6
RAND WEST	19.5	12.1	19.6	0.3	17.2	22.2	17.5	12.0
GAUTENG	13.1	14.7	8.0	1.2	10.9	11.7	9.7	15.8


Photograph by **Angelo Moleele**

	% disagree that public transport has improved for them over last year	Two biggest problems in community & % identifying these	% living with debt	% with adult in household who often/always skip meals	% with children in households that often or always skip meals	% who say they are not a registered voter	% registered voters not planning to vote in 2016 local election
JOHANNESBURG	23.2	Crime: 39.1 Drugs: 16.4	40.8	2.5	2.1	22.1	24.9
TSHWANE	20.5	Crime: 34.7 Drugs: 17.0	43.4	2.4	1.9	20.8	23.4
EKURHULENI	28.3	Crime: 36.1 Drugs: 16.4	38.2	2.0	1.6	17.8	15.6
EMFULENI	25.7	Crime: 34.5 No jobs: 20.8	31.8	2.1	2.1	17.7	20.7
LESEDI	35.5	Crime: 32.2 No jobs: 28.8	20.2	0.9	1.6	16.7	16.3
MIDVAAL	21.0	Crime: 47.0 No jobs: 12.7	31.3	1.3	1.1	22.7	19.7
MERAFONG	18.2	Crime: 32.8 No jobs: 17.3	36.3	3.5	2.6	23.2	23.4
MOGALE CITY	16.5	Crime: 34.1 No jobs: 16.4	43.6	2.5	0.9	18.2	19.2
RAND WEST	14.2	Crime: 38.6 No jobs: 14.8	33.5	2.2	2.1	18.3	18.7
GAUTENG	23.6	Crime: 36.8 Drugs: 15.9	39.9	2.3	1.9	20.2	21.5


Photograph by **Xopher Wallace**

	% attended no government meetings in last year	% dissatisfied with local government	% do not know local councillor	% dissatisfied with local councillor (of those who know councillor)	% have not heard of IDP	% have participated in an IDP process	% agree politics is a waste of time	% agree country is going in the wrong direction
JOHANNESBURG	46.7	42.7	45.7	45.1	87.8	6.1	37.1	58.8
TSHWANE	49.8	43.8	49.4	50.5	90.7	3.2	40.1	62.1
EKURHULENI	37.7	42.0	47.8	49.9	85.8	6.0	37.5	63.2
EMFULENI	42.7	62.7	37.2	56.4	91.6	3.8	36.7	65.6
LESEDI	56.2	53.0	45.7	41.3	94.8	2.6	35.5	65.0
MIDVAAL	63.1	41.2	40.9	33.6	86.7	6.0	34.3	63.8
MERAFONG	46.7	56.6	59.0	66.5	93.1	2.9	29.0	50.9
MOGALE CITY	43.7	44.2	45.8	50.5	91.4	4.8	26.6	52.4
RAND WEST	50.2	58.2	56.4	60.2	91.1	3.7	31.1	59.6
GAUTENG	45.1	44.6	47.0	48.8	88.5	5.0	37.3	60.9


Photograph by **Matthew Spiteri**

	% disagree that the 2016 elections will be free & fair	% who were a victim of crime in the last year	% who say that crime has worsened in the last year	% feel unsafe walking in their area after dark	% took part in a protest in the last year	% who think it's OK to physically attack foreigners to make them leave	% with no education or only primary education	% in household where someone receives a social grant
JOHANNESBURG	20.5	20.7	42.3	62.2	6.3	3.2	10.1	38.3
TSHWANE	21.4	18.7	35.8	54.1	8.1	2.4	12.3	40.6
EKURHULENI	15.2	20.1	42.9	65.3	7.4	4.6	11.0	43.3
EMFULENI	23.2	17.8	46.5	70.3	5.1	4.6	17.6	51.6
LESEDI	27.0	10.3	45.9	55.1	3.4	6.4	17.6	39.7
MIDVAAL	20.7	20.2	46.4	63.1	6.9	3.0	18.5	35.2
MERAFONG	13.5	17.7	55.3	69.5	4.6	0.8	21.5	42.8
MOGALE CITY	11.7	19.8	44.8	64.3	3.8	2.7	10.6	45.1
RAND WEST	13.8	14.0	56.3	66.3	4.0	1.4%	16.1	40.8
GAUTENG	19.0	19.6	41.8	61.7	6.8	3.4	11.7	41.2

Photograph by **Scott Umstattd**

4. Municipal profiles

4. Municipal profiles

This section of the report provides a brief synthetic overview of key insights from the Quality of Life IV Survey (2015/16) for the three metros and the municipalities in the two districts. These profiles benchmark a particular municipality against its peers and the provincial average, wherever relevant.

4.1 Tshwane Metropolitan Municipality

This summary of the QoL IV (2015/16) survey results for the City of Tshwane is based on the post-weighted effective sample of 7 190 interviews obtained in this municipality, out of the total Gauteng sample of 30 002. Tshwane's results are benchmarked against the other two metropolitan municipalities, Johannesburg and Ekurhuleni, as well as the rest of the province. This summary provides only a snapshot of some of the key results rather than a comprehensive analysis.

4.1.1 Demographic, migration and household dynamics

Of the 37% of Tshwane respondents who were born outside Gauteng, and therefore constitute migrants from other countries or provinces of South Africa, 27% are 'recent' migrants who moved to Gauteng since 2010. Tshwane has the highest proportion of recent migrants of all municipalities in the province. Some 10% of all Tshwane respondents are recent migrants, compared to 8% in Johannesburg and 6% in Ekurhuleni. Despite not all being born in the municipality, some 80% of Tshwane respondents consider Gauteng to be 'home', higher than the other two metros, and Gauteng as a whole at 76%.

Tshwane's homeownership rate – the proportion of respondents either fully owning their home or still paying off their bond – is at 47%, higher than the other two metros. Tshwane's ownership rate is second only to Midvaal (53%) and is equivalent to that in Emfuleni.

Tshwane has the highest proportion of respondents who hold a tertiary level educational qualification (29%), significantly higher than the provincial average (24%). On the whole, education levels in Tshwane have shown sustained improvement over time, particularly through a decreasing proportion of people without any schooling or incomplete schooling.

4.1.2 Access to services

Tshwane is the only metro where access to piped water in the respondents' dwelling or yard (91%) falls below the provincial average (92%). This level of access has declined slightly over the course of the QoL surveys. Also of concern is the comparatively low proportion of respondents in Tshwane who report that their water

Photograph by **Andrew Itaga**

is always clean (79%). Tshwane is the only metro that falls below the provincial average (85%) on this measure and has the second lowest proportion in the province, only better than Lesedi (72%). Tshwane has the highest proportion of people who report their water is seldom or never clean. However, Tshwane has seen an overall improvement in self-reported water cleanliness over time since 2009.

Tshwane has the lowest access to adequate sanitation (flush toilet connected to sewer or septic tank, chemical toilet, VIP) across the province (85%) and is the only metro that falls below the provincial average (91%).

In terms of refuse removal, some 84% of Tshwane respondents have their refuse removed at least once a week. While this figure is below the provincial average (88%) and below the other two metros, with Johannesburg at 91% and Ekurhuleni at 92%, it is higher than all other municipalities in the province besides Midvaal.

Tshwane performs well in terms of the proportion of people who have access to electricity (95%) and is among the three municipalities with the highest use of electricity for lighting (94%). These results are markedly better than both Johannesburg (90%) and Ekurhuleni (89%).

The proportion of respondents in Tshwane without streetlights (21%) is not only higher than the provincial average (14%) but is significantly worse than the other metros (7% in Johannesburg and 16% in Ekurhuleni). The proportion without streetlights where they live (24%) is also worse than the provincial average of 21%.

4.1.3 Satisfaction with services and government

Satisfaction with government provided services is a key concern in Gauteng. Energy is the only government service where respondents in Tshwane had higher satisfaction levels than the other two metros reflecting the higher levels of access to electricity. On an overall index of satisfaction with 13 service areas, satisfaction in Tshwane equals the provincial average (58%).

Tshwane respondents show above average satisfaction with roads, parks and public spaces, emergency services and metro/traffic police. Satisfaction levels in Tshwane are lower than the other metros for 'government initiatives to grow the economy and create jobs'. This result is of particular interest because Tshwane respondents most frequently cite 'economic support and job creation' as the government service that matters the most to them.

Over time, Tshwane has seen a decrease in satisfaction levels, with all measured services deteriorating, with the exception of public health services, which has seen a significant and sustained improvement since 2011. The decreasing trend in satisfaction is most evident with regard to safety and security services, which has dropped from 53% satisfied in 2011 to 41% in 2015/16.

Tshwane respondents are the least satisfied with local government when compared to their counterparts in other metros. Satisfaction with local government in Tshwane has fluctuated over time, but the overall trend has been negative since 2009. However, there has also been a decrease in levels of dissatisfaction since 2011, resulting in an overall increase in the proportion of respondents stating that they are neither satisfied nor dissatisfied with Tshwane local government. Similarly, to the other municipalities, satisfaction differs significantly across dwelling type, where the majority of people living informally (backyard and settlement) are dissatisfied with local government. Satisfaction levels are higher for people living formally but comparatively lower than their counterparts do in Ekurhuleni and Johannesburg.

4.1.4 Interaction with government and participation

Direct interaction with government is correlated with overall satisfaction with local government. In general, respondents who have a positive experience when they interact with government have a higher level of satisfaction with local government. Tshwane has the lowest overall index score in the province for satisfaction with recent interactions with government (in terms of whether respondents feel they were assisted timeously, treated with dignity and respect, and had their needs met). Of Tshwane respondents who had interacted with a government department or service in the three months prior to being interviewed, a significant proportion (39%) were not assisted timeously – this proportion is higher than in any other municipality except for Mogale City at 42%. Among the metros, Tshwane

The vast majority of respondents in Tshwane reported good or excellent health in the four weeks before being interviewed.

has the smallest proportion of respondents who believe that government officials live up to the principles of Batho Pele.

Like many other municipalities in the province, Tshwane has seen a sustained decrease in ward meeting attendance over time. Tshwane has the second smallest proportion of respondents who had attended a ward meeting in the year prior to being interviewed (at 26%, only just better than Johannesburg at 25%). Integrated Development Plan (IDP) meeting attendance is also very low in Gauteng and Tshwane respondents are the least likely of all the metros to attend IDP meetings.

While attendance at formal government meetings is low, Tshwane has the highest proportion of respondents, in any municipality, who participated in a protest in the year before being interviewed (8%), which was more than double the proportion in 2013/14 (3%).

4.1.5 Economic dynamics

Tshwane has the second highest monthly household income in the province, lower only than Johannesburg. However, of concern is the high level of debt reported by Tshwane respondents. Tshwane has the second highest proportion of respondents in debt (behind Mogale City), which has risen significantly from 31% in 2009 to 43% in 2015/16. Results show that Tshwane, similar to the rest of the province, has seen a decrease in the proportion of respondents who worked in the week before being interviewed.

Business owners in Tshwane are slightly more likely to operate in the formal sector than the provincial average. In Tshwane there is comparatively less dominance of businesses in the retail and wholesale sector compared to Johannesburg and Ekurhuleni, and instead, a comparatively higher proportion of Tshwane businesses in the hospitality, construction, and professional, technical and scientific services sectors.

Only 26% of business owners in Tshwane said that they knew of government initiatives to support small businesses and of these Tshwane has the second lowest satisfaction with this support.

4.1.6 Transport and mobility

Private vehicles are by far the dominant mode of transport for trips to work (50%) in Tshwane, with a comparatively low proportion of commutes via taxi (28%). Travel times to work are longer in Tshwane than the rest of the province with only 50% of people reaching their destination within 30minutes. Compared to all other municipalities Tshwane also has the largest proportion of respondents who take more than 45minutes to get to work.

4.1.7 Social cohesion

In Tshwane, attitudes to foreigners are less accepting than in many other municipalities, including Johannesburg and Ekurhuleni. However, Tshwane respondents are less likely than those in other municipalities, except Rand West and Merafong, to accept violent means to make foreigners leave.

Conversely, Tshwane respondents have a greater acceptance for violence against gay and lesbian people than those in the other metros and the average across Gauteng.

4.1.8 Health and medical aid

The vast majority of respondents in Tshwane reported good or excellent health in the four weeks before being interviewed. Compared to the other metros, Tshwane has a lower proportion of respondents whose health negatively affects their work or social activities.

Tshwane has the highest access to medical aid of all municipalities in the province, although in general health cover is low with 68% having no form of medical insurance. Respondents in Tshwane also have above average satisfaction with public health facilities.

4.1.9 Quality of life and marginalisation

Tshwane respondents in the QoL IV (2015/16) survey have slightly higher self-reported satisfaction with life as a whole compared to other metros and the provincial average.

The Quality of Life index for Tshwane is slightly below the provincial average and below both the other metros. Tshwane's overall score has fluctuated over time, dropping from 6.26, which was the highest quality of life score in 2013, to 6.17 in 2015, which was below the provincial average (6.20). This deterioration was driven primarily by decreases in 'global life satisfaction', 'family', and 'security', despite increases in 'health' and 'infrastructure' dimensions.

Marginalisation has worsened in the municipality since 2011, as per the provincial trend. There is a consistently decreasing trend in the percentage of people in the 'fine' category, with increases in all other 'worse off' categories. Despite this negative trend, marginalisation index scores remain consistently better than the other metros and the provincial average.

Photograph by **Annie Spratt**

4.2 Johannesburg Metropolitan Municipality

The QoL IV (2015/16) survey saw 9 821 interviews in Johannesburg out of the total 30 002 sample in the province. The sample was weighted to align with ward-level statistics from Census 2011, which brought Johannesburg's effective sample up to 10 959 interviews. A snapshot of the results of these interviews is presented in this summary and benchmarked against Tshwane, Ekurhuleni and the two district municipalities.

4.2.1 Demographic, migration and household dynamics

The QoL data suggests that international migrants into Gauteng are more likely to settle in Johannesburg than in either of the other metros. Some 10% of Johannesburg respondents report that they migrated into Gauteng from another country compared to 6% in Tshwane and 5% in Ekurhuleni. However, the city has a lower proportion of its population made up of local migrants, with 25% saying they are from another province, compared to 31% in Tshwane and 28% in Ekurhuleni. Some 21% of all migrant respondents in Johannesburg (South African and international migrants) migrated into the province in 2010 or more recently.

Johannesburg residents have the second highest access to formal dwellings (88%) in the province, with this proportion remaining relatively constant over time. However, the City has also maintained lower than average dwelling ownership, with 43% in 2015/16 saying they are either paying off a bond, or have fully paid their bond.

Johannesburg has high education levels compared to other municipalities. It has the highest proportion (62%) of respondents with either Matric or higher qualifications. These figures have improved significantly since 2009 where 51% of respondents had a Matric or more.

4.2.2 Access to services

Johannesburg has some of the highest levels of access to piped water, sanitation and refuse-removal in the province. Although access to electricity in Johannesburg is high, the proportion of people who use electricity for lighting is comparatively low. The proportion of respondents using electricity for lighting has dropped over time in Johannesburg, from 96% in 2009 to 90% in 2015/16, whereas this measure has remained fairly constant in the other metros and the province as a whole.

Johannesburg outperforms all other municipalities in terms of access to streetlights and, together with Lesedi, has the lowest proportion of respondents without stormwater drains. Access to streetlights and stormwater drains in Johannesburg are both significantly better than the other metros.

4.2.3 Satisfaction with services and government

On an index of 13 services, Johannesburg is, along with Ekurhuleni and Midvaal, one of the only municipalities where overall satisfaction (59%) is above the provincial average. In terms of individual services, respondents in Johannesburg have average or higher than average

Johannesburg has high education levels compared to other municipalities. It has the highest proportion (62%) of respondents with either Matric or higher qualifications. These figures have improved significantly since 2009 where 51% of respondents had a Matric or more.

Photograph by **David East**

satisfaction with basic services, government provided dwellings, local education services, parks and public spaces, and roads.

Despite ongoing media attention to apparent billing issues in Johannesburg, respondents have above average satisfaction with both the cost of municipal services and the billing thereof. In both of these areas, Johannesburg respondents have the lowest dissatisfaction levels across the province, with 24% dissatisfied with the cost of municipal services and 25% dissatisfied with billing.

Emergency services and metro/traffic police are two services where Johannesburg respondents have lower than average satisfaction. These are two of Johannesburg's worst performing areas with regards to respondent satisfaction. Satisfaction with healthcare facilities is lower in Johannesburg than any other municipality, but here satisfaction levels have shown marked improvement since 2011.

Of particular concern in Johannesburg are the services that show deteriorating satisfaction over time, including roads and safety. Satisfaction with waste removal has also deteriorated over time even though Johannesburg respondents still have reasonably high satisfaction with waste services. Satisfaction with waste removal in the city was strongly affected by the Pikitup strike that took place during QoL IV (2015/16) fieldwork. Average satisfaction was lower and dissatisfaction was higher among interviews that were conducted during the strike.

Despite high levels of satisfaction with basic services, satisfaction with local government remains low, with Johannesburg in line with the provincial average (34% satisfied). While satisfaction with local government in Johannesburg dropped slightly from 36% to 34% between 2013/14 and 2015/16, there was a large improvement in the proportion of respondents who were dissatisfied. Dissatisfaction in Johannesburg dropped from 53% in 2013/14 to 43% in 2015/16. Mogale City is the only other municipality in the province that saw such a big drop in dissatisfaction over this period.

The QoL IV (2015/16) survey results suggest that there is a correlation between respondent satisfaction with their local councillor and satisfaction with local government. This trend is stronger in Johannesburg than in the other metros. There is also a stronger correlation in Johannesburg between satisfaction with government initiatives to grow the economy and satisfaction with local government.

4.2.4 Interaction with government and participation

The QoL IV (2015/16) survey revealed that respondents who participated in a government forum were slightly more likely to be satisfied with local government in Johannesburg. This trend was not evident in other metros. Johannesburg had the highest proportion of respondents who attended an IDP meeting in the year before being interviewed, but this is nonetheless only a small percentage (3%). According to the survey, Johannesburg has the highest proportion of registered voters who did not intend to vote in the 2016 local elections (25%).

The proportion of people who participated in a protest doubled from 3% to 6% between 2013/14 and 2015/16. Despite this doubling, the 2015/16 figure remains lower than for the other metros and the provincial average.

Of respondents who interacted with a government service in the three months prior to being interviewed, Johannesburg respondents were the least likely for their needs to have been met and to have been treated with dignity and respect, compared to the other metros. Overall, Tshwane and Johannesburg respondents have the lowest overall scores regarding their most recent interaction with government. Johannesburg respondents who had interacted with the traffic/transport department had overall good experiences in terms of being assisted timeously, treated with respect and having needs met. In contrast, nearly half (49%) of people who interacted with Johannesburg's municipal service/customer care centre said that their needs were not met.

4.2.5 Economic dynamics

Johannesburg's results in the 2015/16 survey show that despite a steady drop in the proportion of business owners since 2011, the municipality still has the second highest percentage of entrepreneurs (10%) after Midvaal (12%). Johannesburg also has the second highest entrepreneurship rate in the province, where 17% of respondents had ever started a business, even if they were no longer current business owners. Of


Photograph by **Keenan Constance**

concern, however, is the sharp increase in business failure rate in Johannesburg between 2013/14 and 2015/16. As per the rest of the province, the majority of Johannesburg businesses are in the informal sector, but there is a reasonably high proportion of formal businesses (41%) in Johannesburg when compared with most other municipalities. Johannesburg's wholesale and retail trade is the most dominant sector with 45% operating in this area, compared to the provincial average of 41%.

Some 5% of Johannesburg respondents reported that they had worked for a government employment scheme, such as Jozi@Work. This figure is the highest of all municipalities in the province. The survey revealed that the proportion of people who worked in the week before being interviewed has decreased over time in Johannesburg. Nonetheless, this figure remains higher than in other metros, reaffirming the dominance of Johannesburg as an economic and employment hub in the province.

Johannesburg has the highest average monthly household income in the province and a comparatively smaller proportion of respondents in the lowest income brackets. However, the city continues to have the worst inequality of all municipalities with a Gini coefficient[4] of 0.71, despite steady improvement since 2011.

4.2.6 Transport and access

The main trip purpose among Johannesburg respondents is dominated by trips to work (39%). Most work commutes are made via private vehicles (46%) followed by taxis (35%). Over time, the proportion of private vehicle work commutes has increased, whereas the proportion of people using taxis has decreased since 2013/14.

In Johannesburg, respondents report better walking access to a range of economic services than the provincial average. This is the case for every service that was measured: from supermarkets to banks, to internet services and restaurants. Johannesburg also has the lowest proportion of respondents who stated that there are no services within easy walking distance (4%).

4.2.7 Quality of life and marginalisation

Based on the index of objective and subjective variables, Johannesburg has the second highest overall quality of life in Gauteng, only slightly lower than Mogale City. Johannesburg's score has shown a slight improvement over time, as has the provincial average. The dimensions in Johannesburg that raise the overall quality of life include family, health, dwelling and infrastructure, whereas dimensions such as work, socio-political attitudes and global life satisfaction bring the City's scores down. When the Quality of Life index scores are grouped into categories, Johannesburg has the largest proportion of respondents in the highest category, namely 'high quality of life', at 8%.

In terms of the marginalisation index, Johannesburg has slightly better marginalisation levels than the provincial average. However, a cause for concern is that Johannesburg's overall marginalisation score has worsened over time, with the slippage due to the increasing proportion of respondents moving from 'fine' to 'ok' and from 'ok' to 'at risk'.

4. The Gini coefficient is calculated as a score between 0 and 1, where a score of 0 reflects a society that is perfectly equal, and a score of 1 indicates a completely unequal society.

4.3 Ekurhuleni Metropolitan Municipality

Nearly a quarter of the 30 002 interviews from the QoL IV (2015/16) survey were conducted in the Ekurhuleni Metropolitan Municipality. After weights were applied to realign the sample with the Census 2011 ward-based population, the effective sample size for Ekurhuleni totalled 7 696. The summarised results of this sample are presented here and benchmarked primarily against the province, Johannesburg and Tshwane, and to a lesser extent against the other municipalities.

4.3.1 Demographic, migration and household dynamics

Compared to the other metros, Ekurhuleni has the largest proportion of respondents who were born in Gauteng (67%). Only 5% of Ekurhuleni respondents migrated to Gauteng from another country, which is below the provincial average (7%). The majority of migrants in Ekurhuleni arrived in the province during the first 10 years after apartheid (1995-2004). The municipality also has the lowest proportion of recent migrants since 2010 (17%) compared to all other municipalities in the province.

The QoL IV (2015/16) survey revealed that Ekurhuleni has the highest average household size (3.67 people per household) with 3% of households having more than 10 household members.

According to the survey, Ekurhuleni's education levels are slightly lower than Johannesburg and Tshwane but higher than the other municipalities. Although Ekurhuleni has below average proportion of people with tertiary education (at 22%, compared to Johannesburg at 27% and Tshwane at 29%), the three metros are the only municipalities in the province where over 20% of respondents have a higher than matric qualification. Ekurhuleni's rate of improvement in this area over time is slightly faster than the provincial average.

4.3.2 Access to services

Ekurhuleni performs well in terms of access to services. The municipality has the highest access to municipal waste removal in the province, with access remaining relatively constant over time. Ekurhuleni not only has above 90% access to piped water but also has the second highest rate of respondents who report that their water is always clean. This proportion has improved over time in Ekurhuleni.

Despite these positive results, there remain some areas of concern for Ekurhuleni. Only 85% of Ekurhuleni respondents have access to a formal dwelling, which is below the provincial average and the proportion in the other metros. Ekurhuleni has the lowest access to electricity compared to the other metros, and the lowest proportion of people who use electricity for lighting (89%). The proportion using electricity for lighting is also below the provincial average (90%). Ekurhuleni respondents also reported below average presence of streetlights and stormwater drains.

4.3.3 Satisfaction with services and government

Ekurhuleni displays a trend of slightly higher levels of satisfaction with services than the provincial average. Ekurhuleni is the only municipality in the province where over 50% of respondents reported that they were satisfied with emergency services and metro/traffic police. Ekurhuleni not only shows higher than average satisfaction with healthcare services, it performs better than the other metros. Satisfaction with healthcare has improved significantly over time, from 43% in 2011 to 69% in 2015.

On the index of satisfaction with 13 services, Ekurhuleni scores highest of all municipalities in the province with 61% overall satisfaction. This success is driven by Ekurhuleni's equal to or above average

Ekurhuleni has seen a consistent increase in satisfaction with local government since 2011. This is paired with a decrease in dissatisfaction over time. Ekurhuleni is the only metro that demonstrates this positive pattern.

satisfaction in all services, except parks and public spaces, and local education service.

This does not mean that satisfaction with services is always high or stable. Satisfaction with services such as sanitation, energy, roads and safety, has dropped over time.

Satisfaction with local government in Ekurhuleni is well above the provincial average and respondents have the second highest rate of satisfaction in the province behind Midvaal. Most significant is that Ekurhuleni has seen a consistent increase in satisfaction with local government since 2011. This is paired with a decrease in dissatisfaction over time. Ekurhuleni is the only metro that demonstrates this positive pattern.

While the overall trend in satisfaction with local government in Ekurhuleni is positive, satisfaction is strongly correlated with race. African and coloured respondents in Ekurhuleni are significantly more dissatisfied with local government than their Asian/Indian and white counterparts. Furthermore, the trend that formal dwellers are more likely to be satisfied with local government than informal dwellers is more pronounced in Ekurhuleni than in the other metros.

4.3.4 Interaction with government and participation

Ekurhuleni has the highest overall score of the three metros in terms of interactions with government services or departments. The majority of respondents in Ekurhuleni who had interacted with government in the three months before being interviewed did so with a health department or service. The majority (80%) of these respondents reported that they were assisted within a reasonable time, which is significantly higher than the other metros. However, perceptions about being treated with dignity and respect were significantly lower than that for health services in Johannesburg and Tshwane.

Ekurhuleni respondents had very positive reports about interactions with the municipality's traffic/transport department, where the vast majority of people felt they had been assisted timeously (86%), they were treated with dignity and respect (92%), and their needs were met (90%).

In Gauteng in general, people do not feel that government officials live up to Batho Pele (36%). However, respondents in Ekurhuleni (along with those in Merafong) have the highest perception of government officials in this regard (42%).

The QoL IV (2015/16) survey revealed Ekurhuleni to have the highest proportion of respondents intending to vote in the 2016 local elections, compared to all other municipalities.

While participation in IDP processes remains chronically low across Gauteng, Ekurhuleni has higher participation than all other municipalities besides Johannesburg.

4.3.5 Economic dynamics

Ekurhuleni displays the third highest level of entrepreneurship in the province with 16% of respondents reporting that they have started a business at some

Photograph by **Matthew Spiteri**

point or another. Ekurhuleni is surpassed only by Johannesburg (17%) and Midvaal (18%) on this measure. However, more than half of the respondents in Ekurhuleni reported that their business had failed (52%). This business failure rate is higher than the provincial average (45%) and is the second highest amongst the municipalities, surpassed only by Merafong (52%). Respondents in Ekurhuleni also display the highest level of dissatisfaction with the business support provided by the government

Average household income in Ekurhuleni is R8 646 per month and is by far the lowest of the three metros. While Ekurhuleni's average household income is lower than the provincial average, it remains higher than all local municipalities except Midvaal. Ekurhuleni has a high level of inequality compared to global benchmarks, but according to the Gini coefficient Ekurhuleni has the lowest inequality of all the metros (at 0.69), and is the only metro that has a score below the provincial average (0.70).

4.3.6 Transport

Mobility patterns in Ekurhuleni are distinct from those in the other metros in terms of the high proportion of respondents whose most frequent trip is to look for work (12%). The majority of Ekurhuleni respondents' most frequent trips are work commutes (36%) and shopping trips (33%), which are both in line with the provincial average. Ekurhuleni has the highest proportion of taxi commutes compared to the other metros and, unlike the other metros, there has not been a reduction over time in the proportion of people using taxis to get to work.

When respondents were asked which economic services were within easy walking distance, respondents in Ekurhuleni reported lower than average access to all services in question (e.g. retail, transport, entertainment, business support, etc.).

4.3.7 Social cohesion

The QoL IV (2015/16) survey asked respondents a range of questions related to socio-political attitudes and perceptions. When respondents were asked which group they most identify with (e.g. nationality, gender, class, religious group, etc.) a comparatively large proportion of those in Ekurhuleni said that they identify most strongly with their racial group. Of concern is that Ekurhuleni respondents also believe most strongly of those in all municipalities that 'blacks and whites will never trust each other'.

In terms of attitudes to foreigners, Ekurhuleni respondents are slightly more accommodating of foreigners than the provincial average. Despite overall greater tolerance for foreigners, nonetheless 5% of Ekurhuleni respondents believe that it is acceptable to be violent towards foreigners to make them leave. This is by far the highest proportion across the metros.

4.3.8 Health

Respondents who use public healthcare facilities in Ekurhuleni note slightly higher satisfaction levels than the other metros and the provincial average. Ekurhuleni has the greatest proportion of respondents who reported that they or their household had been visited by a healthcare worker in the previous year.

The QoL IV (2015/16) survey reveals some concerning health-related statistics for Ekurhuleni. Respondents in this municipality are the most likely to have their health prevent them from doing their daily work and taking part in social activities.

4.3.9 Quality of life and marginalisation

Respondents in each of the QoL surveys were asked how satisfied they are with their lives as a whole. Ekurhuleni respondents show consistent improvement in satisfaction with their lives as a whole from 2009 to 2015/16.

The positive trend in the self-reported life satisfaction mirrors Ekurhuleni's improvement in the Quality of life index from 2011 to 2015/16. This positive trend has been driven by improvements in the dimensions of infrastructure, community, health, connectivity and socio-political attitudes. These gains over time have helped Ekurhuleni attain one of the three highest Quality of Life index scores in 2015/16. However, there remain significant areas of concern for Ekurhuleni including work and global life satisfaction.
The QoL surveys have revealed a concerning trend in Ekurhuleni's Marginalisation index over time. The Marginalisation index, calculated using a range of objective and subjective measures, has worsened between 2011 and 2015/16. In the QoL IV (2015/16) survey, Ekurhuleni had the second worst marginalisation score of all municipalities.

4.4 Sedibeng District Municipality

The QoL IV (2015/16) survey contains an effective post-weighting sample of 2 167 interviews in Sedibeng District Municipality. These interviews are distributed across the constituent local municipalities in line with the population distribution, with 1 701 interviews in Emfuleni, 233 in Lesedi, and the same number, 233 interviews, in Midvaal. The results presented in this section provide a snapshot of the trends in the municipalities that make up Sedibeng, rather than a comprehensive exploration of the QoL IV (2015/16) dataset. The Sedibeng results are benchmarked primarily against the provincial average, and where relevant, against other municipalities.

4.4.1 Demographic, migration and household dynamics

Sedibeng municipalities have the highest proportion of Gauteng born respondents and, by extension, the lowest rate of in-migration of all municipalities in the province. Only 18% of Emfuleni respondents report that they migrated from another province in South Africa, compared to 40% in Merafong. Of those who migrated into Emfuleni, only 50% arrived after 1994, compared to the provincial average of 70%. The QoL IV (2015/16) survey further reveals that Emfuleni and Lesedi have the lowest proportion of international migrants in Gauteng. Correspondingly, Sedibeng has the highest proportion of respondents who consider Gauteng to be 'home'.

Emfuleni has the highest level of overcrowding in the province, with some 34% of respondents sharing a single roomed dwelling with more than one other household. In contrast, Lesedi and Midvaal have some of the lowest levels of over-crowding in the province.

According to the QoL IV (2015/16) survey, municipalities in Sedibeng have below average education levels with a large proportion of respondents in each municipality who have not completed school. Lesedi has the lowest proportion of respondents who have a tertiary education of all municipalities in the province.

4.4.2 Access to services

Although Lesedi has the highest proportion of people who live in a formal dwelling, respondents in this municipality are the least likely to own the dwelling in which they live by having paid off, or being still in the process of paying off, a bond. This is because an unusually high proportion of respondents in Lesedi – 31% compared to the provincial average of 15% – live in RDP homes provided by government. In contrast, Midvaal has the highest home ownership in the province, with more than half of respondents in the QoL IV (2015/16) survey indicating that they own their dwelling (either paying a bond or fully paid off).

Trends regarding access to basic services in Sedibeng are quite mixed across the three municipalities. In general, Emfuleni and Lesedi have comparatively high access to basic services, whereas Midvaal respondents have amongst the lowest level of access in the province.

Emfuleni respondents have the highest access to piped water (95%) in the province. In Midvaal, not only is access to piped-water the lowest in the province, but nearly half of those without access to piped water have to travel further than 200m to collect water. In Lesedi, although access to piped-water is among the highest in the province, respondents in this municipality have the worst self-reported water quality. All municipalities in

When Sedibeng respondents were asked about their most recent interaction with government (within the previous 3 months), they revealed better than average experiences.

Sedibeng are below the provincial average in terms of whether the water they receive is always clean.

Emfuleni and Lesedi, together with Johannesburg, have the highest access to adequate sanitation in the province. Although Midvaal has below average sanitation access, respondents in this municipality are among the least likely to use a bucket toilet.

Lesedi and Emfuleni have the highest access to electricity in the province. However, Lesedi has by far the highest proportion of respondents who reported that their electricity had been cut off for non-payment.

All municipalities in the district have below average access to weekly municipal refuse removal, with Midvaal slightly better off than the other two municipalities.

4.4.3 Satisfaction with services and government

The QoL IV (2015/16) survey results for Sedibeng clearly show that high access to a service does not necessarily translate to high satisfaction with this service, or conversely that low access translates into comparatively lower satisfaction. For example, Midvaal has the highest proportion of respondents who are very satisfied with their water, despite the comparatively low access to piped water.

This counter-intuitive result is also evident with regards to energy. On the one hand, although Midvaal respondents have the second lowest access to electricity, they have the highest satisfaction with energy services in the province. On the other hand, despite Emfuleni and Lesedi's high access to electricity, respondents in these municipalities have some of the lowest satisfaction levels with energy services. In Lesedi, this may be in part due to the high rate of electricity cut-offs.

Municipalities in Sedibeng have the lowest satisfaction in the province with regards to sanitation services. In this case, poor access to adequate sanitation does correlate with dissatisfaction. High levels of dissatisfaction in Midvaal (21%) correlate with poor access to adequate sanitation.

Sedibeng municipalities have the lowest overall satisfaction across an index of eight services (dwelling, water, sanitation, energy, waste, roads, safety, and health). This index enables results to be compared across successive QoL surveys. Since 2011, the average satisfaction with these eight services has declined in all three municipalities, and in Emfuleni and Midvaal dramatically so. Satisfaction in Emfuleni declined from 67% in 2011 to 58% in 2015/16, compared to a province-wide increase from 67% to 68% over the same period.

On our index of 13 services, Emfuleni fares the worst across the province, with 49% satisfied compared to the provincial average of 58%.
Satisfaction with local government is mixed across the Sedibeng municipalities. Midvaal respondents are the most satisfied with local government in their area, whereas Emfuleni respondents are the least satisfied. Emfuleni has the highest dissatisfaction with local government in the province at 63%.

A longitudinal assessment across the four QoL surveys reveals that satisfaction with local government in Emfuleni and Lesedi decreased in each successive survey since 2009. This negative trend has resulted in Emfuleni having the lowest level of satisfaction with local government of all municipalities in the QoL IV (2015/2016) survey. Conversely, not only did satisfaction with local government in Midvaal increase between 2013/14 and 2015/16, it is the only municipality to have maintained over 40% satisfaction across all four surveys.

4.4.4 Interaction with government and participation

When Sedibeng respondents were asked about their most recent interaction with government (within the previous 3 months), they revealed better than average experiences. Respondents in Midvaal have the second most positive score in the province. Despite these positive experiences with government departments and services, respondents in Sedibeng have the lowest regard for government officials and their commitment to the principles of Batho Pele.

Despite high access to services in Emfuleni and Lesedi, more than half of respondents in these municipalities believe that their municipality does not care about delivering services to them.

4.4.5 Economic dynamics

According to the QoL IV (2015/16) survey, Emfuleni and Lesedi have the lowest proportion of respondents

who did any type of work in the week before being interviewed, while Midvaal's figure is among the highest in the province. There was a decrease across all municipalities in Sedibeng in the proportion of working respondents between the 2013/14 and the 2015/16 surveys. While this decreasing trend is evident across most of the province, Emfuleni and Lesedi experienced the largest deterioration.

In Gauteng, satisfaction with government initiatives to grow the economy is significantly lower than traditional household infrastructure focused government services. Lesedi has the highest proportion of respondents who are satisfied with government initiatives to grow the economy and create jobs. Lesedi is the only municipality in the province where a greater proportion of respondents are satisfied than dissatisfied. The majority of respondents in Emfuleni (64%) and Midvaal (54%) are dissatisfied with government's efforts in this regard.

Midvaal displays encouraging levels of entrepreneurship, with the largest proportion of respondents who said that they had started a business. Midvaal also has the lowest business failure rate in the province. Although Emfuleni and Lesedi both have low entrepreneurship levels compared to the provincial average, both municipalities perform better than the average with regards to the rate of business failure.

All municipalities in Sedibeng have average monthly household income below the provincial average of R10 732. The average monthly household income in Emfuleni is R5 817 and in Lesedi R6 131. Nevertheless, Midvaal has the third highest average household income in the province at R8 822. Sedibeng has comparatively low debt. Although low debt might seem positive at first glance, it can also reflect difficulties in accessing credit, and in turn be a marker of poverty. Some 20% of respondents in Lesedi report to having debt, which is half the provincial average (40%).

However, when respondents in the QoL IV (2015/16) survey were asked how frequently adults and children in their household skip meals because of insufficient money to buy food, respondents in Sedibeng emerged as the least likely to have skipped a meal in the year prior to the interview.

4.4.6 Transport

The QoL IV (2015/16) survey reveals that for their most frequent trip, over 70% of respondents in Sedibeng reach their destination within 30 minutes. This result is significantly better than the provincial average, as well as the three metros.

When respondents were asked about their satisfaction with their main transport mode, the majority of respondents in Sedibeng were satisfied. Midvaal has the highest proportion of respondents who are dissatisfied, as well as the greatest proportion who are satisfied with their main mode. This apparent paradox is driven by the high satisfaction among people who use private vehicles compared to the high dissatisfaction among taxi and train users.

4.4.7 Quality of life and marginalisation

In terms of the Quality of Life index, all municipalities in Sedibeng scored among the lowest across all municipalities in the province. Despite these negative results, Emfuleni and Midvaal both saw improved Quality of Life scores between the 2013/14 and 2015/16 surveys. In contrast, Lesedi not only has the lowest score in the province, it is the only municipality besides Tshwane where the index score decreased between 2013/14 and 2015/16. This drop in QoL scores was a result of low 'global life satisfaction', 'socio-political' and 'work' scores. Lesedi has experienced sustained deterioration in QoL scores since 2009.

The Marginalisation index for the QoL IV (2015/16) survey reveals that Midvaal and Lesedi have better than average marginalisation. Scores in both of these municipalities improved between the 2013/14 and 2015/16 surveys. In contrast, Emfuleni's score has remained worse than the provincial average across both the 2013/14 and 2015/16 surveys.

Photograph by **Clinton Naik**

4.5 West Rand District Municipality

This summary provides key results for the West Rand District Municipality from the QoL IV (2015/16) survey. This summary is based on the post-weighted sample for the West Rand, which totalled an effective 1 990 respondents, 7% of the total of 30 002 across Gauteng. This comprised of 479 interviews in Merafong, 884 interviews in Mogale City and 627 interviews in Rand West[5]. This summary provides a glimpse into some of the key results for the three municipalities within the West Rand district. These results are benchmarked primarily against the overall province-wide survey results and, where appropriate, against other municipalities in Gauteng.

4.5.1 Demographic, migration and household dynamics

The West Rand has the lowest overall proportion of respondents who were born in Gauteng, with comparatively high proportions of both local migrants from other provinces and international migrants. Merafong is the only municipality in the province where more than half of residents (53%) are migrants to the province, the vast majority of whom are local migrants. Some 64% of Merafong respondents and 71% of Rand West respondents consider Gauteng to be 'home', compared to 76% of respondents across the province.

The QoL IV (2015/16) survey reveals that the West Rand has lower education levels than most other municipalities in the province. The district has a particularly high proportion of respondents who have not completed schooling. Merafong has the highest proportion in the province who do not have any schooling (5%) and who have not completed school (56%).

4.5.2 Access to services

In each of the QoL surveys, respondents report on their household's access to a range of basic services. The results of the QoL IV (2015/16) survey reveal that respondents in the West Rand are the least likely to live in a formal dwelling, and have access to adequate sanitation and weekly municipal refuse removal.
All municipalities in the West Rand have below 90% access to piped water into their dwelling or yard, and in Rand West only 80% of respondents have this level

Photograph by **Mark Steenbeke**

5. Interviews for Randfontein and Westonaria have been combined to reflect the 2016 municipal demarcation, which amalgamated these municipalities into the Rand West Local Municipality.

of access. While access remains below the provincial average in Merafong, the municipality's level of access has improved over time. Rand West has a high proportion of respondents who have to walk more than 200m to get water (8%), which is emblematic of the high figures across the West Rand as a whole. Despite low access to adequate water in the district, the reported quality of water is high, with Rand West being the municipality with the highest proportion of respondents (90%) who said that their water is always clean.

The West Rand as a whole performs poorly with regard to the proportion of respondents who do not have streetlights or stormwater infrastructure in their areas. A relatively high proportion also have to use bucket toilets compared to the rest of the province.

4.5.3 Satisfaction with services and government

Despite the district's comparatively high scores on water cleanliness, the QoL IV (2015/16) survey reveals high dissatisfaction with water services in the West Rand. Rand West's higher than average dissatisfaction levels are likely influenced by a combination of low access to piped water and the large proportion of people who collect their water more than 200m away from their dwelling.

Respondents in the West Rand who have prepaid or smart electricity meters are the most dissatisfied in the province with these meters. Rand West not only has the lowest satisfaction with smart or prepaid electricity meters, it also has the highest dissatisfaction in the province. There are mixed results for satisfaction with overall energy services in the district, where Merafong has low levels of satisfaction and Mogale City has high satisfaction when compared to the provincial average.

According to the index of satisfaction with 13 services, municipalities in the West Rand have below average satisfaction and above average dissatisfaction. This is an important finding when considered together with the result that 'providing basic services' was most frequently cited as the government service that matters the most to respondents in the West Rand.

The QoL IV (2015/16) survey revealed mixed results for respondents' satisfaction with local government in the West Rand. While Rand West and Merafong are among the municipalities with the lowest satisfaction and highest dissatisfaction with local government, respondents in Mogale City are among the most satisfied. Mogale City is unique in the province with satisfaction levels increasing in each consecutive survey since 2009. In contrast, Merafong has experienced a sharp deterioration in satisfaction with local government since 2011.

4.5.4 Interaction with government and participation

Despite lower than average access to basic services in the West Rand compared with other municipalities in the province, the district has a smaller proportion of respondents who participated in a protest in the previous year. Rand West has seen a significant drop in protest participation from 8% in 2013/14 to 4% in 2015/16.

When respondents in the QoL IV (2015/16) survey were asked about their most recent interaction with government, those who had interacted with a department or service in the previous three months had better than average experiences. Merafong respondents had the most positive experience of all municipalities. Respondents in the West Rand also have the

Respondents in the West Rand have the strongest belief that government officials are living up to the principles of Batho Pele, even though these proportions remain low with less than half of respondents in each municipality believing that officials have a service-oriented approach.

strongest belief that government officials are living up to the principles of Batho Pele, even though these proportions remain low with less than half of respondents in each municipality believing that officials have a service-oriented approach. In addition to this, more than half of respondents in Rand West feel that their municipality does not care about delivering services to them.

Respondents in the West Rand have consistently higher rates of participation in ward meetings compared with those in other municipalities over time. However, respondents in the West Rand municipalities are less likely to attend IDP meetings than their counterparts elsewhere in the province.

4.5.5 Economic dynamics

Although the QoL surveys reveal a generally negative trend in the proportion of respondents in Gauteng who did any type of work in the week prior to the interview, all municipalities in the West Rand experienced an increase in this proportion. The increase was largest in Merafong, rising from 41% in 2013/14 to 45% in 2015/16.

These positive figures are not mirrored in the entrepreneurship dynamics in the West Rand. The municipalities in the district have an average to below average proportion of respondents who had started their own business. Of these respondents, there is a high proportion of business failure. Over half the respondents in Merafong (54%) and Rand West (51%) reported that their businesses had failed. Respondents in the West Rand also reported below average satisfaction with government initiatives to support small businesses.

4.5.6 Transport

An important component of the quality and efficiency of transport systems is the time it takes to make frequent trips, such as to work and to go shopping. The QoL IV (2015/16) survey reveals that a comparatively high proportion of respondents in the West Rand reach their destination within 30 minutes. Respondents in Rand West are the most likely of all municipalities to reach their destination within half an hour. Rand West also has the highest satisfaction with respondents' main mode of transport across the province.
The QoL IV (2015/16) survey reveals that the West Rand has the highest proportion of respondents who reported that they or their household had experienced an improvement in public transport in the past year. The three municipalities are the only ones in the province where over 50% of respondents noted an improvement in public transport.

4.5.7 Social cohesion

In general, respondents in the West Rand show greater tolerance for other people than in most other municipalities. This is particularly evident in attitudes to foreigners and LGBTI groups.

4.5.8 Quality of life and marginalisation

The Quality of Life index, which provides a multidimensional measure of quality of life, reveals a mixed set of results for municipalities in the West Rand. On the one hand, Mogale City has the highest Quality of Life score in the province for the 2015/16 survey. On the other hand, Merafong and Rand West are among the lowest scoring municipalities. An encouraging trend in the West Rand is that all municipalities have seen an improvement in the overall index score between 2013/14 and 2015/16. In each of the municipalities in the district, infrastructure is the dimension with the highest score, and the work dimension has the lowest score for the QoL IV (2015/16) survey, despite improvements in the proportion of respondents that report that they are working.

In terms of the Marginalisation index, which combines a range of objective and subjective measures, municipalities in the West Rand generally have a high marginalisation score (a negative result). As with the Quality of Life index, the West Rand municipalities have seen mixed results on this index over the QoL surveys. Mogale City has seen a consistent improvement since 2009, with its Marginalisation index score improving from 2.61 to 2.19 in 2015/16. Most notably, the proportion of Mogale City respondents in the 'fine' and 'OK' categories increased from 89% in 2013/14 to 92% in 2015/16, the highest in Gauteng. However, Marginalisation index scores have deteriorated in each of the other West Rand municipalities since 2013. Of particular concern is the increase in the proportion of respondents in Rand West in the 'marginalised' category.

Photograph by **Bill Wegener**

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