

# INSIGHTS FROM GCRO'S QUALITY OF LIFE V SURVEY (2017/18)

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Date: August 2019

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Gauteng  
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Observatory

## Table of Contents

Preface.....	3
Introduction .....	4
About the data collection process .....	6
Data Insights .....	13
1. Moderate, but continued improvement in the Quality of Life index over time.....	13
2. Quality of life remains lowest for African respondents and is not catching up .....	14
3. Access to many basic services remains high, but there are challenges with refuse removal .....	15
4. Reliable provision of water poses a challenge.....	16
5. Decreasing satisfaction with services over time.....	17
6. Increasing satisfaction with provincial government.....	18
7. Satisfaction with government and quality of life .....	19
8. African respondents increasingly likely to consider politics a waste of time .....	20
9. A quarter of respondents have seen a protest in their community in the last year.....	22
10. Respondents who list drugs as the biggest community problem are spatially concentrated...	23
11. Having no access to parks impacts respondents' satisfaction with their neighbourhood.....	24
12. Respondents more willing to pay e-tolls than in the previous survey .....	25
13. More adults report skipping meals, particularly in poorer households .....	26
14. Only about half of respondents have all their child dependants living with them.....	27
15. Families living in more affluent areas more likely to send children to private schools .....	28
16. More than half of business owners in Gauteng operate in the informal sector .....	29
17. International migrants more likely than other respondents to own a business.....	30
18. Most respondents agree that inter-racial dating and marriage is acceptable.....	31
19. Higher proportions of lower-income respondents struggle with debt.....	32
20. Access to emotional support varies by municipality.....	33

## Preface

The Quality of Life (QoL) survey, run every two years, has become GCRO's flagship project. The QoL survey is designed to provide a regular understanding of the quality of life, socio-economic circumstances, satisfaction with service delivery, psycho-social attitudes, value-base and other characteristics of residents in Gauteng. It serves as a tracking and diagnostic tool, affording a rich information resource for policy makers, business, civil society and the public wanting to see where progress is being made, and where concerns remain.

QoL is a household-based survey with randomly selected adults (18+ years old) as respondents. All respondents are interviewed in person, where they live. The GCRO has conducted five QoL surveys:

- QoL I (2009) with 5 836 respondents in Gauteng and a total of 6 636 across the wider Gauteng City-Region
- 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
- QoL V (2017/18) with 24 889 respondents in Gauteng

The QoL sample is designed to be representative of the Gauteng population and each municipality within the province. Census 2011, updated with Community Survey 2016, was used as a benchmark for the QoL V (2017/18) sample frame, and the final dataset was weighted back to these figures. The large sample enables GCRO to analyse, map and model the data through a range of innovative methods with a high degree of confidence and precision.

The QoL sample is also designed to include respondents from every ward in Gauteng. The QoL V (2017/18) survey drew a minimum of 50 respondents per ward in Johannesburg and Ekurhuleni, and 30 respondents per ward in other areas. The survey therefore provides critical, local-level data for analysis and assessment to guide targeted government interventions.

This document provides an overview of QoL V (2017/18), and highlights some preliminary results through 20 brief 'insights'. These insights do not provide comprehensive analysis of any particular area, but rather highlight the extent of available data, draw attention to interesting patterns, and begin to map out the broader questions and debates that the dataset can speak to.

Additional information on QoL V (2017/18) can be found on the GCRO website:

<http://gcro.ac.za/research/project/detail/quality-of-life-survey-v-201718/>. De-identified Quality of Life data sets are freely available for non-profit use. They can be accessed through the GCRO or via the DataFirst platform.

\*Due to rounding of individual values, figure labels in graphs may not add up to 100%.

# Introduction

The Gauteng City-Region Observatory (GCRO) released the results of the fifth iteration of its Quality of Life (QoL) survey in November 2018. Since 2009, the GCRO has run the QoL survey every two years in order to understand how the residents of Gauteng experience their lives in the post-apartheid era. At the heart of the inquiry is the fact that, after 1994, Gauteng's residents inherited the consequences of apartheid spatial planning and service provision, and the deep inequalities that this generated. The spatial embeddedness of race-based disadvantage, together with apartheid's economic and psychosocial legacies, has made it particularly difficult to address issues of poverty, inequality and marginalisation in our city region.

QoL sets out to track how Gauteng has managed this legacy of inequality, as well as how the city-region is evolving. The focus on just the Gauteng city-region is deliberate and unapologetic: with by far the fastest growing population in the country, the province is home to a large concentration of the country's development challenges. However, for the same reasons, it provides an important opportunity to address these issues. As Gauteng is home to around quarter of the country's population, and generates one third of the country's GDP, it is not unreasonable to say that in South Africa, our individual and collective fortunes are closely connected to how well Gauteng functions.

Globally, the "urban dividend" - the idea that cities generally provide people with better opportunities to improve their life-chances than do rural livelihoods - is gaining attention. Recent research in South Africa shows that rural-urban migrants, on average, reduce their poverty levels by half (Turok & Visagie, 2018). Are we making the best use of the urban dividend, and can we plan for a greater proportion of our (especially poorer) urban population to benefit from it? Processes of urbanisation and the functioning of cities need to be better understood, and optimised both for the well-being of the population, and for the vitality and sustainability of the economy.

To this end, a long-term, evidence-based understanding of people's lived experiences - and the extent to which they are (or are not) able to change their life chances - is essential. We need insight into how residents access the amenities, resources and opportunities of the city, such as employment, education, health and transport. Questions we need to ask include: How successful is government in providing basic services and creating an enabling environment for dignity and well-being? Are people finding jobs and are businesses thriving? How do we understand the social fabric of a society that strives to transcend division and inequality? Are we optimistic or pessimistic about the future, and what shapes these attitudes?

QoL is one of the most extensive surveys of its kind in sub-Saharan Africa, and takes a uniquely multi-dimensional approach to understanding the urban lived experience. The survey is independent, and both demographically and spatially representative: randomly selected respondents are interviewed at their place of residence, across every ward in the city-region. This representative sample provides granular, spatially-specific insight into how lives vary across our city-region. Because the survey has been conducted every two years for the last decade, we are also developing an increasingly clear sense of trends over time. With this information, government is better equipped to plan and target its work.

Preliminary analysis of the QoL V (2017/18) data provides nuanced insight into the well-being of the GCR. Overall, GCRO's multi-dimensional Quality of Life index has shown small but steady

improvement over the last four surveys (improving from 6.02 out of a possible 10 in 2011 to 6.30 in 2017/2018). This is despite a growing population, continuing high levels of joblessness and a lacklustre economy.

However, when this high-level trend is broken down, it is clear that, on average, white and Indian respondents are thriving while African respondents have seen only very modest improvements. In other words, Gauteng is not currently succeeding in addressing its deep inequalities – as is strikingly evident in the radically different levels of prosperity between, for example, gated housing estates and informal settlements.

While some municipalities, like Ekurhuleni, have been able to maintain or improve service delivery over time, others, such as Tshwane and Emfuleni, are struggling. Across the province as a whole, however – despite substantial population growth - access to basic services has remained broadly consistent over time, with the exception of refuse removal.

The survey tracks the attitudes of respondents towards various forms of violence, and although violent dispositions towards migrants and LGBTQI identities have softened in the most recent survey, violent undercurrents in our social fabric persist. Crime continues to be the leading cause of anxiety in communities, closely followed by joblessness and drug-abuse. This has implications for whether people feel secure and connected in their respective communities, and whether or not Gauteng feels like “home”.

The vitality of the economy is essential to the success of a city in providing opportunities to change livelihoods, and here QoL V (2017/18) does not provide much encouragement. Almost 70% of respondents say it is harder to find employment now compared to five years ago, and only 19% of respondents are satisfied with government initiatives to grow the economy and create jobs.

QoL’s greatest value comes through its use, and the survey provides insights essential to informed decision-making by those who have the responsibility to steer the fortunes of cities and wellbeing of residents. QoL data is freely available for non-profit use, and because it is both so rich and spatially specific, researchers and government can return to it with multiple questions to serve strategic, administrative or scholarly purposes.

It is encouraging that provincial government and the metros increasingly spend more time with the GCRO conducting closer examination of data. This ensures that accurate insights can guide evidence-based policy making and target-setting, and also facilitates responsiveness when questions about particular areas or issues arise. Government often needs quick answers about specific issues, and the GCRO is able to supply these because of its long-term systematic forms of research.

## References:

Turok, I. and J. Visagie (2018). Inclusive Urban Development in South Africa: What Does It Mean and How Can It Be Measured? IDS Working Paper. Volume 2018 No. 512.

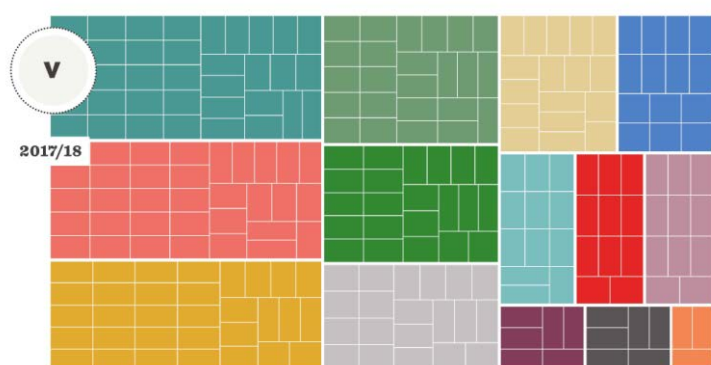
# About the data collection process

## The questionnaire

The QoL V (2017/18) questionnaire was developed with input from a range of stakeholders, including local and provincial government and academia. Many questions were unchanged from previous QoL surveys, to allow trends in the GCR to be tracked over time. Other questions, however, were updated to ensure that the information collected would be responsive to current issues and challenges in the city-region.

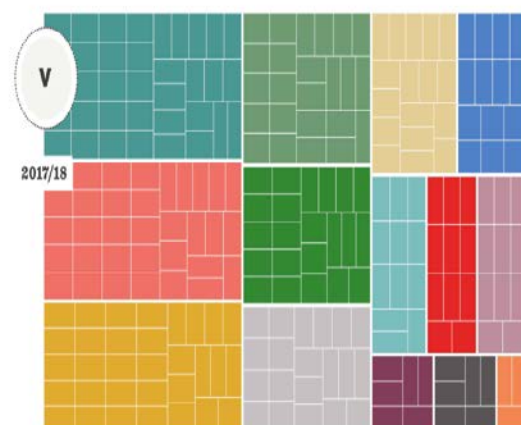
QoL V (2017/18) included 248 questions across 14 categories, covering topics such as basic services, satisfaction with government, transport and mobility, livelihoods, local community and neighbourhood dynamics, health and well-being, migration, as well as political and social values and attitudes (see Figure 1).

### What subjects are covered in the questions of the Quality of Life survey?



\* QoL V 248 questions: The small blocks each represent a single question in the survey.

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Figure 1: Visualisation of the 248 questions asked in QoL V (2017/18), by category. The small blocks each represent a singly question in the survey

## A significant fieldwork operation

Fieldwork for QoL V (2017/18) was implemented in partnership with ResearchGo, an entity of the University of Johannesburg. ResearchGo contracted data collectors through Harambee youth employment accelerator, providing young unemployed Gauteng residents with work experience, income, and skills training. Using ResearchGo's innovative electronic data collection system, GCRO and ResearchGo worked closely together to monitor data collection on a live basis, ensuring the highest possible data quality and integrity. As with previous surveys, Professor



Emeritus Paul Fatti (University of the Witwatersrand) assisted the GCRO team in ensuring the quality of the survey design, and sampling methodology.

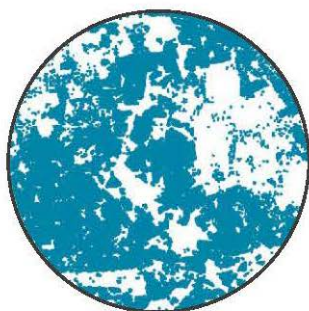
The data was collected over 257 days of fieldwork with an average of 105 fieldworkers per day conducting surveys. The final dataset includes 24 889 respondents, from all 529 wards in Gauteng. In total, all interviews combined took 1 020 856 minutes to conduct. The large QoL V (2017/18) sample size supports multiple approaches to analysis, mapping and modelling, and provides all spheres of government with the critical, local-level data needed to ensure the effectiveness of their programmes.

## Selecting survey locations

Survey locations were randomly selected to cover the whole of Gauteng, through a number of steps, illustrated in the series of maps below (Figure 2). Firstly, all residential buildings in the province were identified using Building-Based Land-use dataset from GeoTerraImage. By combining this with ward boundaries, a minimum of 30 interview locations could be randomly selected for each ward in the local municipalities, and 50 per ward in the metropolitan municipalities. As interviews were completed, actual survey locations were compared with the target locations, to ensure interviews were conducted in the correct place. The final map in Figure 2 compares the target and actual interview locations for QoL V (2017/18).

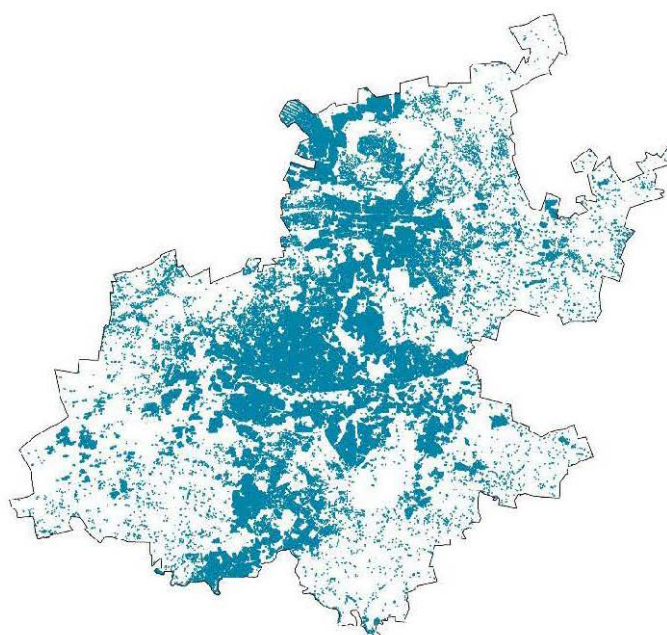
### Step 01

All residential buildings in Gauteng are identified (using data from GeoTerraImage)



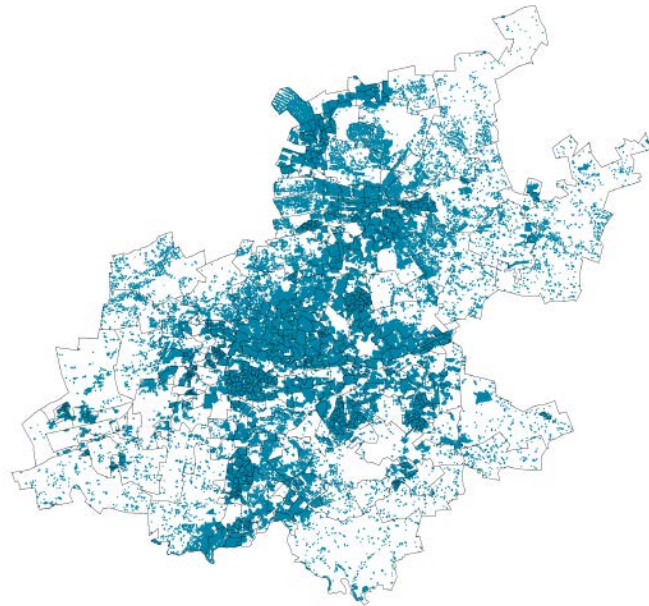
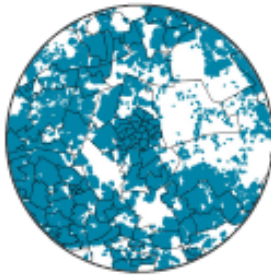
#### LEGEND

● Residential buildings in Gauteng



## Step 02

Ward boundaries are then applied to the residential buildings

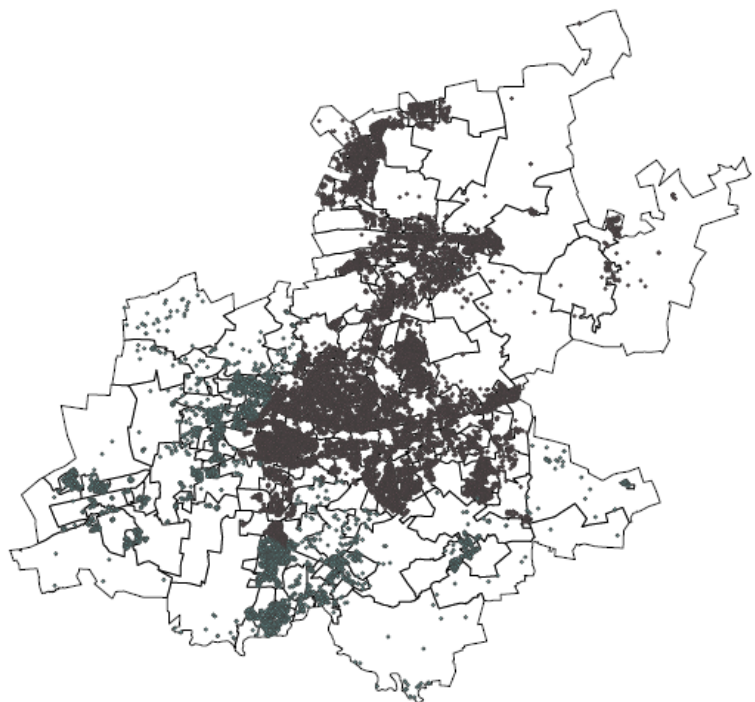
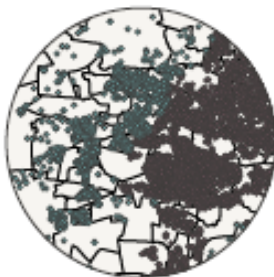


### LEGEND

- Residential buildings in Gauteng
- Wards in Gauteng

## Step 03

The target interview sites are then randomly selected. For each ward, the appropriate number of interview sites are randomly selected. This is a minimum of 30 residential buildings per ward in non-metropolitan wards and a minimum of 50 per



### LEGEND

- Local municipality
- Metropolitan municipality
- Wards in Gauteng



## Step 04

Finally, a map of the survey locations for QoL V 2017/18 respondents

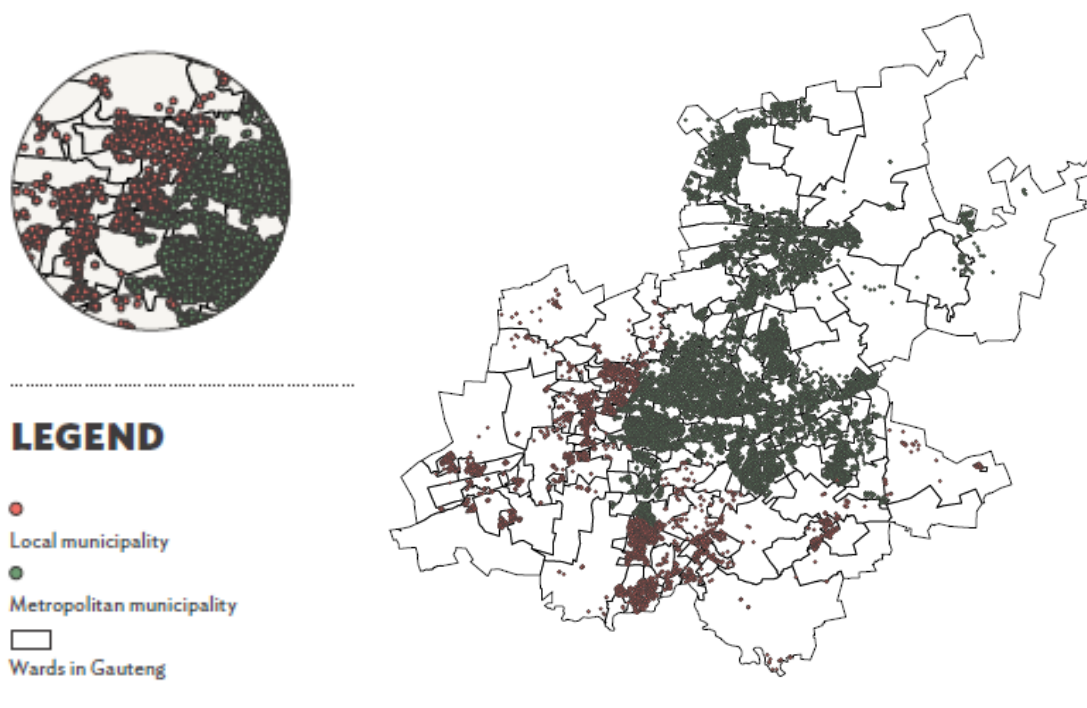


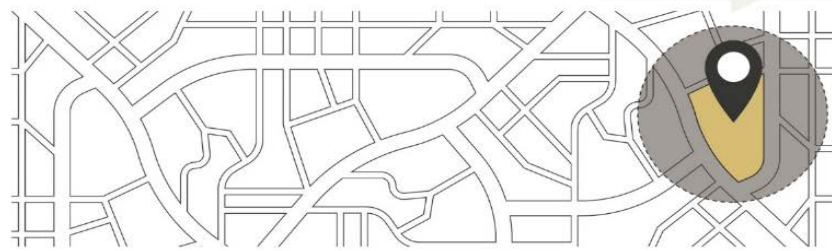
Figure 2: Four step selection of interview sites for QoL V (2017/18).

### Selecting survey participants

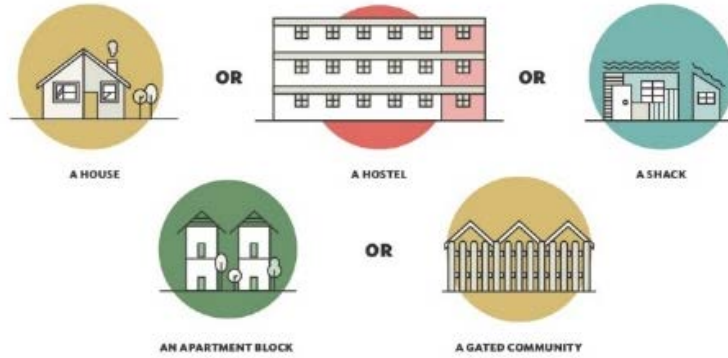
Selecting survey participants to be demographically and geographically representative of each ward in Gauteng was a rigorous process. Fieldworkers used an electronic map on a tablet to locate each interview site. Once they were within 80m of the target location, they were able to use the tablet to begin the second stage of selection: selecting the dwelling unit at which to conduct the interview, and the adult to be interviewed (see Figure 3).

Dwellings at interview sites ranged from freestanding houses, to shacks, hostels, apartment blocks or informal dwellings. If there was more than one dwelling unit at a stand, the tablet would select the particular unit at which the interview would be conducted. The fieldworker then listed all the adults living in that dwelling unit, and the tablet would randomly select the person to be interviewed.

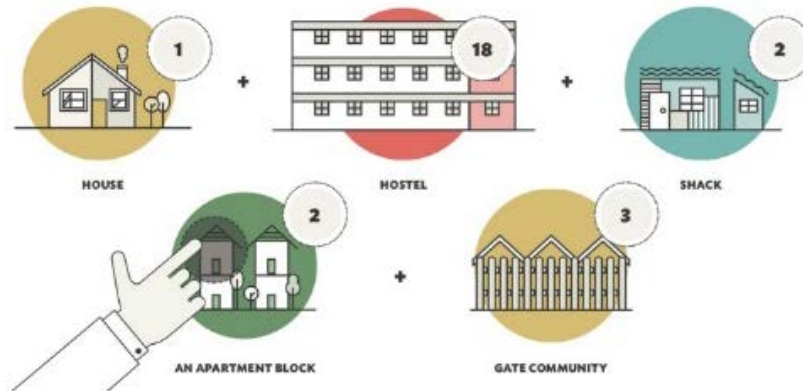
After the target interview sites have been identified they are allocated to a fieldworker. The fieldworker uses a 80m geofence to locate the interview site on the ground. Once located, selection of the respondent can begin.



**WHAT KIND OF DWELLINGS CAN BE FOUND AT THE INTERVIEW SITE?**

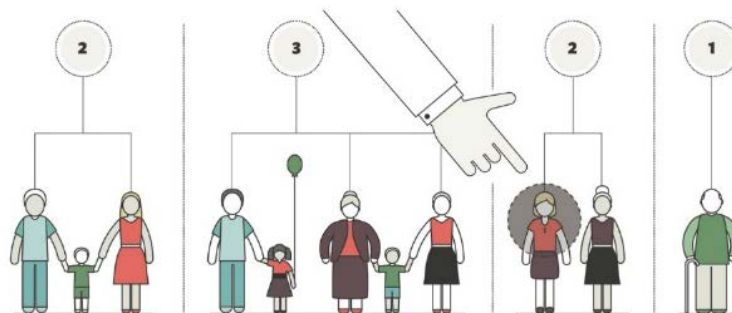


**HOW MANY SEPARATE RESIDENCES OR HOUSEHOLDS ARE CONTAINED IN THE DWELLING?**



1 residence is randomly selected

**HOW MANY ADULTS IN THE HOUSEHOLD?**



1 adult is randomly selected to be interviewed

Figure 3: The process of selecting an adult respondent at a target interview site.

## Quality control

As surveys were completed, they were uploaded and collated on an ongoing basis. This facilitated daily monitoring of incoming surveys, and regular and rigorous quality control. Figure 4 illustrates in detail the quality control processes used in QoL V (2017/18).

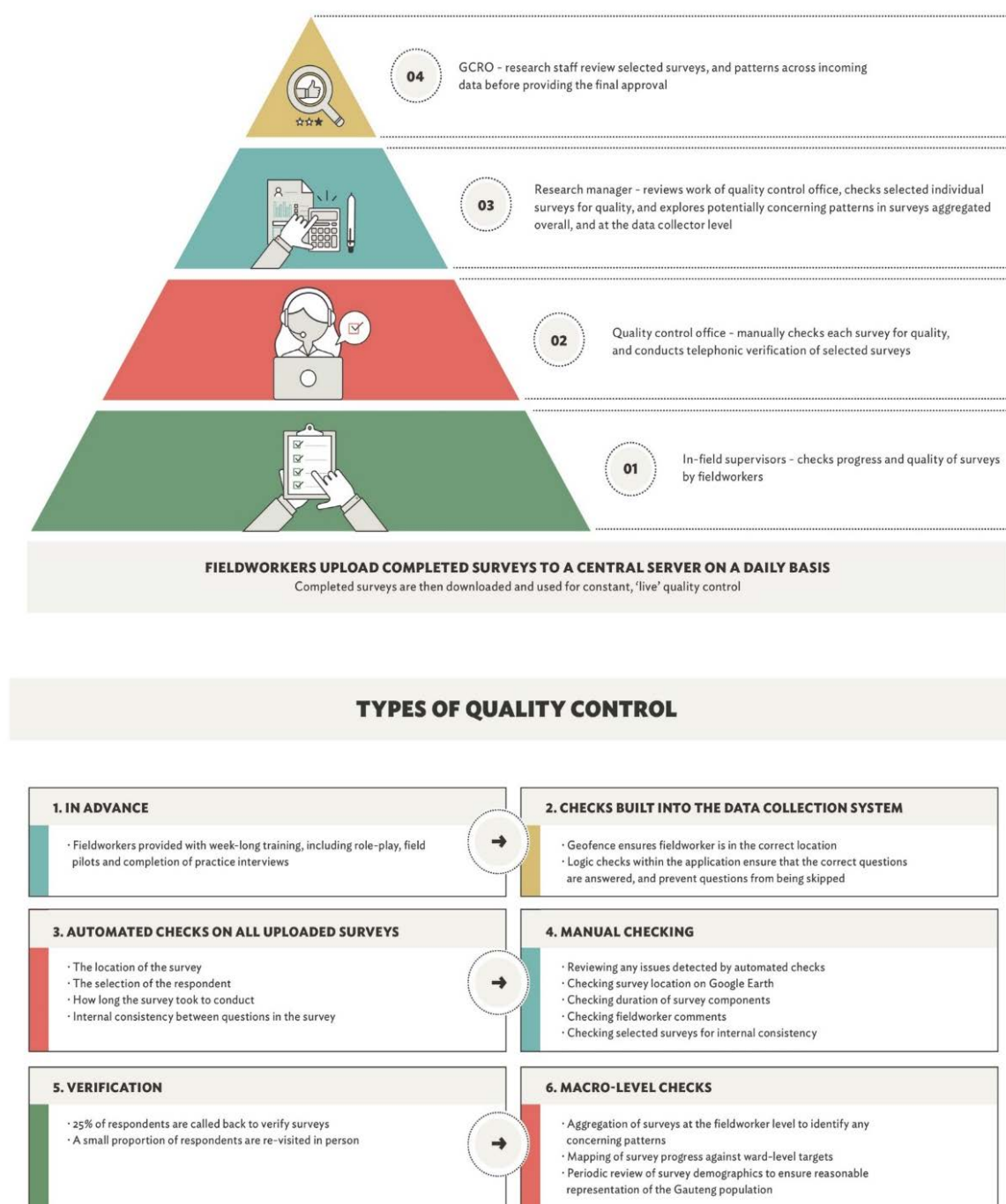


Figure 4: Quality control measures used in the QoL V (2017/18) survey.

## Weighting

Even when survey respondents are randomly selected, survey samples always differ slightly from the overall population. The QoL V (2017/18) sample differed slightly from Gauteng's adult

population by race and sex. In addition, ward population sizes differ and we used a fixed sample size in each ward. We used a process called weighting to ensure that the survey results reflect Gauteng’s population as accurately as possible. Our weights adjusted for sex, race, and ward size (see Figure 5).

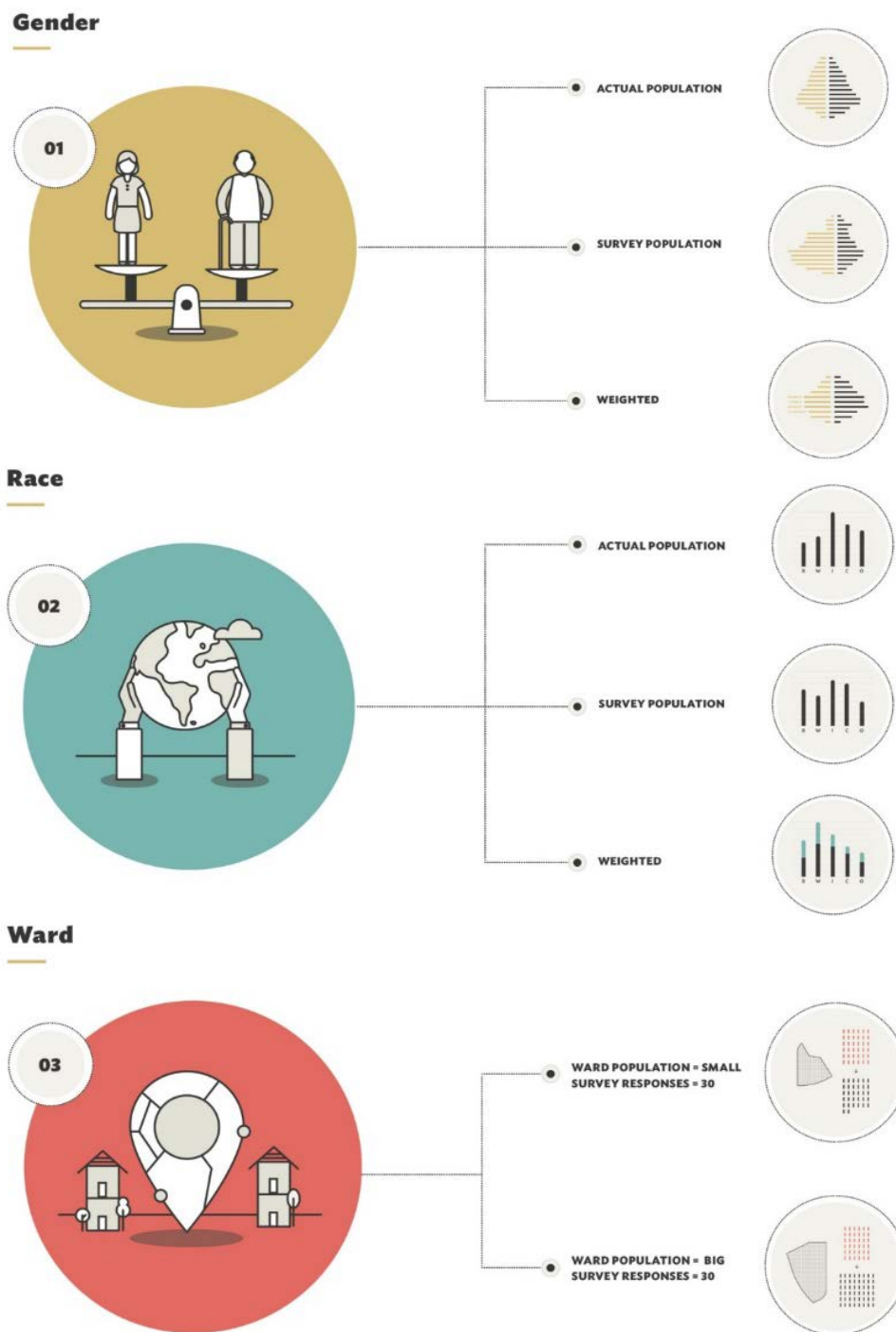


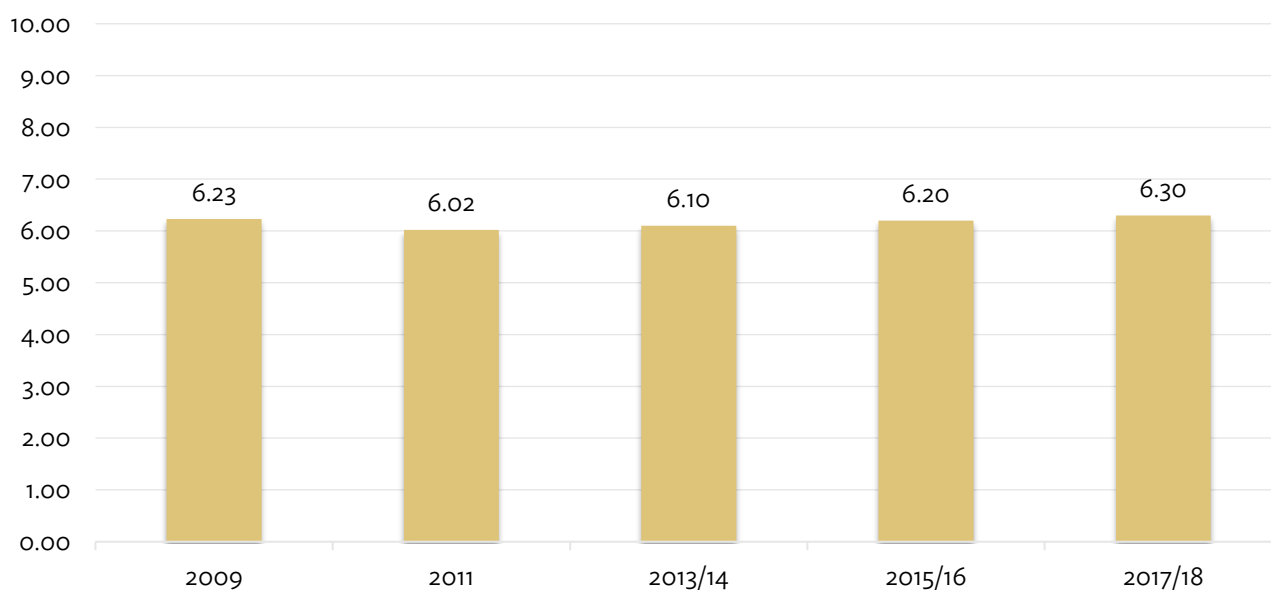
Figure 5: An indicative illustration of the 3 key ways the QoL V (2017/18) data is weighted to represent the population of Gauteng as closely as possible.

# Data Insights

The balance of this document provides a selection of insights from the QoL V (2017/18) survey data. The insights are by no means an exhaustive representation of the dataset, but provide a glimpse into what QoL V (2017/18) provides. They highlight key findings, illustrate the broad scope of the survey, and provide an emergent sketch of the state of Gauteng at this point in time.

## 1. Moderate, but continued improvement in the Quality of Life index over time

Change in the Quality of Life index over time



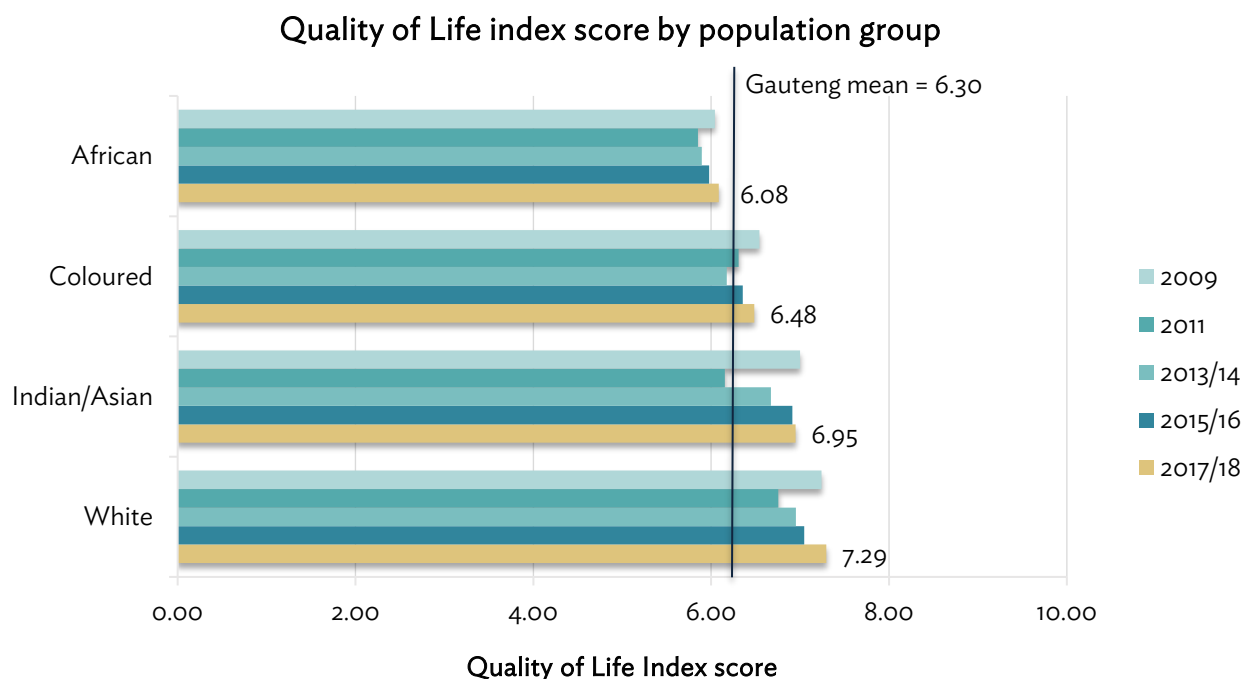
**GCRO's Quality of Life index reveals a moderate but continued improvement in overall quality of life in Gauteng over the past four Quality of Life surveys.**

GCRO's Quality of Life index draws on some 58 indicators, and measures both objective circumstances and subjective opinions. These indicators are grouped into ten dimensions: global life satisfaction, family, community, health, dwelling, infrastructure, connectivity, work, security and socio-political attitudes. These dimensions are combined to give a total Quality of Life score out of 10, where '10' represents maximum quality of life and '0' represents the lowest quality of life. There has been continued improvement in overall quality of life in Gauteng since 2011. The average Quality of Life index score for the province has increased from 6.02 to 6.30 out of 10 between the 2011 and 2017/18 surveys.

Improvements in the Quality of Life index have been driven up by improvements in the 'health', 'community' and 'family' dimensions. However, other dimensions have deteriorated over time, including 'global life satisfaction', 'work' and 'dwelling'.



## 2. Quality of life remains lowest for African respondents and is not catching up

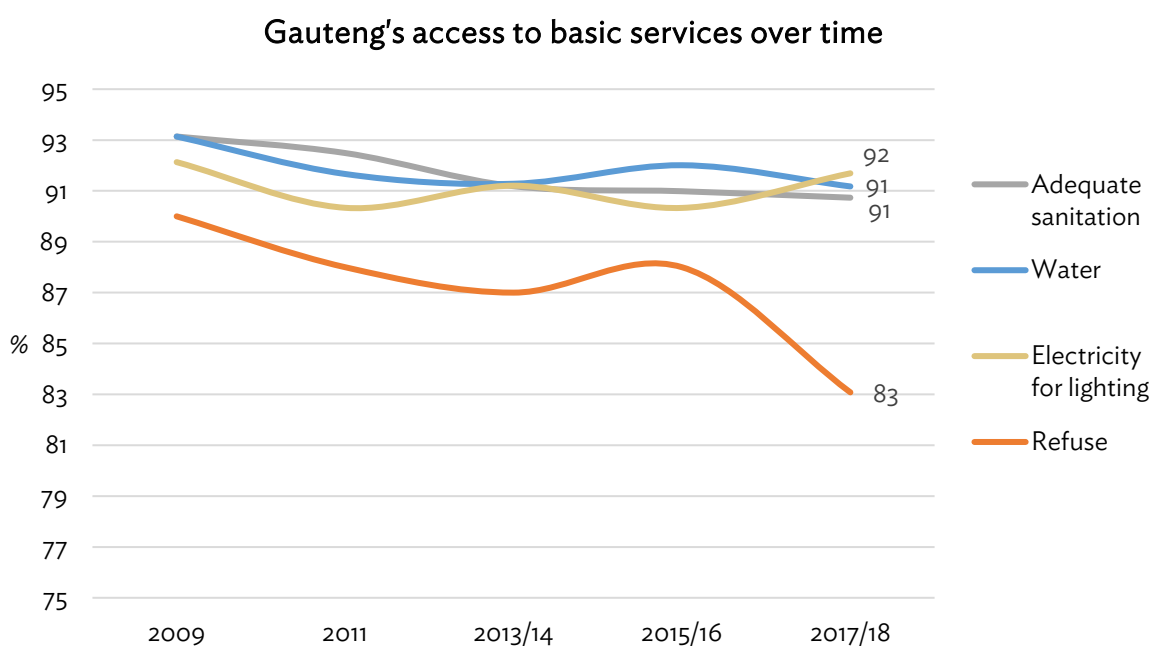


**Africans are the only population group with an average Quality of Life index score that is persistently below the provincial average. Despite Africans seeing continued improvement in the average score since 2011, these gains are much smaller than the improvement among white respondents.**

Despite improvements in material wellbeing for previously disadvantaged groups, race remains a key determiner of overall quality of life in Gauteng. Quality of Life index scores vary significantly by population group. Africans, with an average score of 6.08/10, are the only population group in the QoL V (2017/18) survey that falls below the provincial average of 6.30/10. Africans have fallen below the provincial average in each of the previous iterations of the survey. By contrast, whites have consistently had the highest average Quality of Life score. The average scores for both Africans and whites have increased steadily since 2011, but the rate of increase has been faster for whites. This is concerning, as it suggests both persistence and deepening of historical inequalities.

Indian/Asian respondents have also seen an increase in Quality of Life index scores in each iteration of GCRO's Quality of Life survey since 2011. Indians/Asians have experienced the largest increase in quality of life of all population groups. The average score for coloured respondents has fluctuated over time, falling between 2011 and 2013/14, but then rising again in both of the 2015/16 and 2017/18 surveys. Despite fluctuations, the average Quality of Life scores for both coloured and Indian/Asian groups have been higher than the provincial average in each iteration of the survey.

### 3. Access to many basic services remains high, but there are challenges with refuse removal

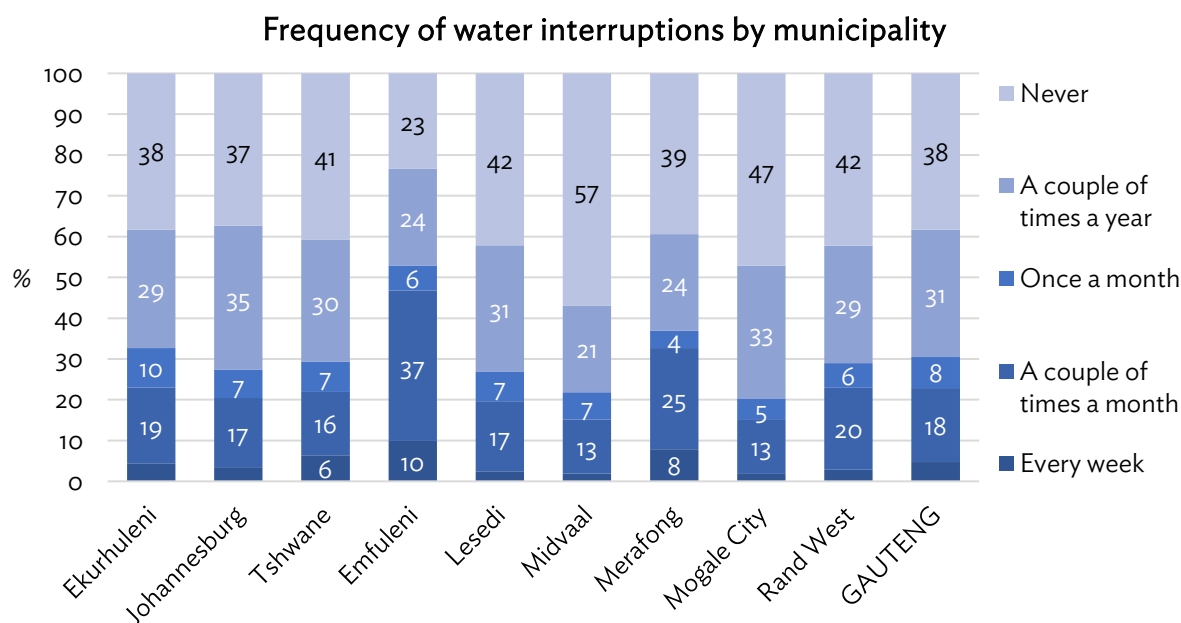


**Despite substantial population growth, access to water, sanitation and electricity has remained constant, at above 90%, across all five of the GCRO's Quality of Life surveys. However, refuse removal rates are much lower (83% in 2017/18).**

According to QoL V (2017/18), over 90% of respondents have access to piped water in their dwelling or yard, adequate sanitation, and electricity for lighting. At the provincial level access has been fairly consistent over time. However, at the municipal level there have been a number of shifts since 2015/16. There is evidence of improvements in access to water in Merafong, Lesedi and Rand West, and a clear improvement in water, sanitation and electricity in Midvaal. By contrast, access to all basic services has declined in Tshwane.

The 2017/18 data does reveal a substantial drop in those respondents saying they had weekly municipal refuse collection. While 88% of respondents reported weekly refuse collection in 2015/16, this has dropped to 83% in 2017/18. There has been a particularly notable decrease in Emfuleni, with only 59% of respondents now reporting weekly refuse collection compared to 80% in the last survey. However, in almost all municipalities lower proportions of respondents now report weekly collection, especially respondents in informal settlements.

## 4. Reliable provision of water poses a challenge



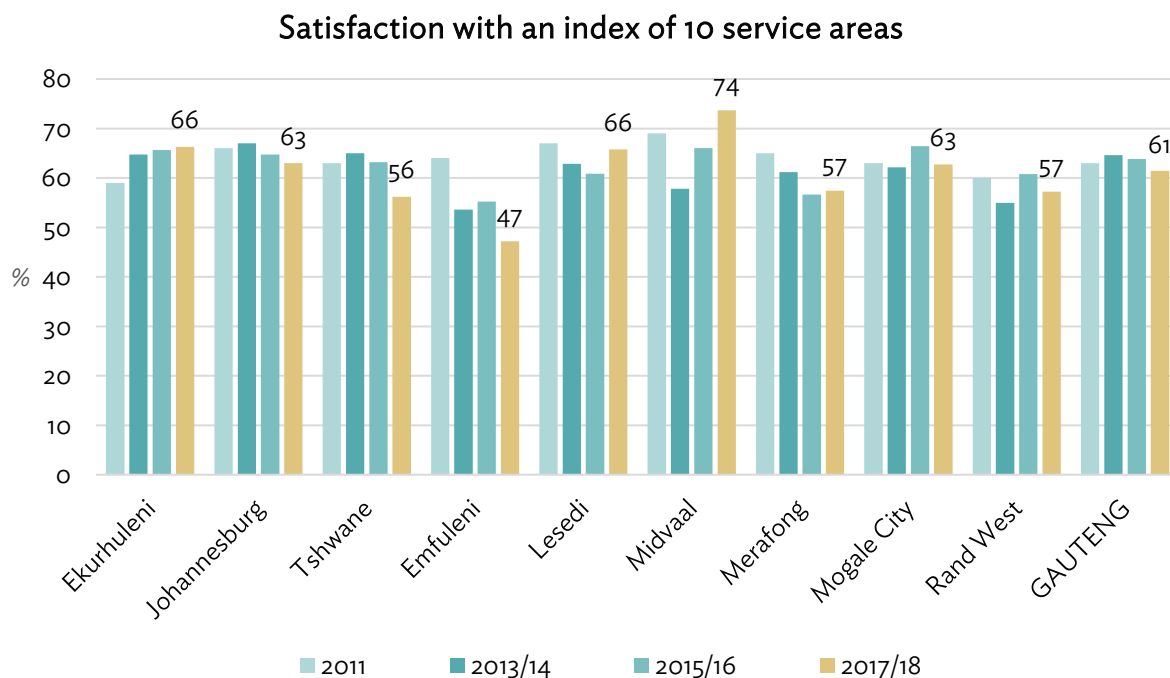
**Although over 90% of respondents have piped water in their dwelling or yard, nearly a quarter of respondents (23%) experience water interruptions at least a couple of times a month.**

Most residents of Gauteng have access to an acceptable level of piped potable water. The current challenge in Gauteng is not so much whether households are connected to the infrastructure network, but rather whether that service is reliable and of an acceptable quality. Frequent water interruptions present serious risks to health and hygiene, and can affect economic development. The QoL V (2017/18) survey therefore asked respondents about the frequency with which they experience water interruptions.

Almost a quarter of respondents (23%) report experiencing water interruptions every week or a couple of times a month. This data highlights the challenges currently experienced in the maintenance of a reliable water infrastructure network.

As potable water provision is managed at a municipal level, the varying levels of reported interruptions by municipality is noteworthy. Of particular concern is Emfuleni, where over half of respondents report water supply interruptions multiple times a month. A closer look at the data shows that across all municipalities the challenge is concentrated in township areas, particularly the more rapidly growing and denser settlements, which were not originally built for the populations they now hold. Compare Sandton, where two thirds of respondents (67%) never experience water interruptions, with Soweto, where only a third (32%) never see their water interrupted.

## 5. Decreasing satisfaction with services over time



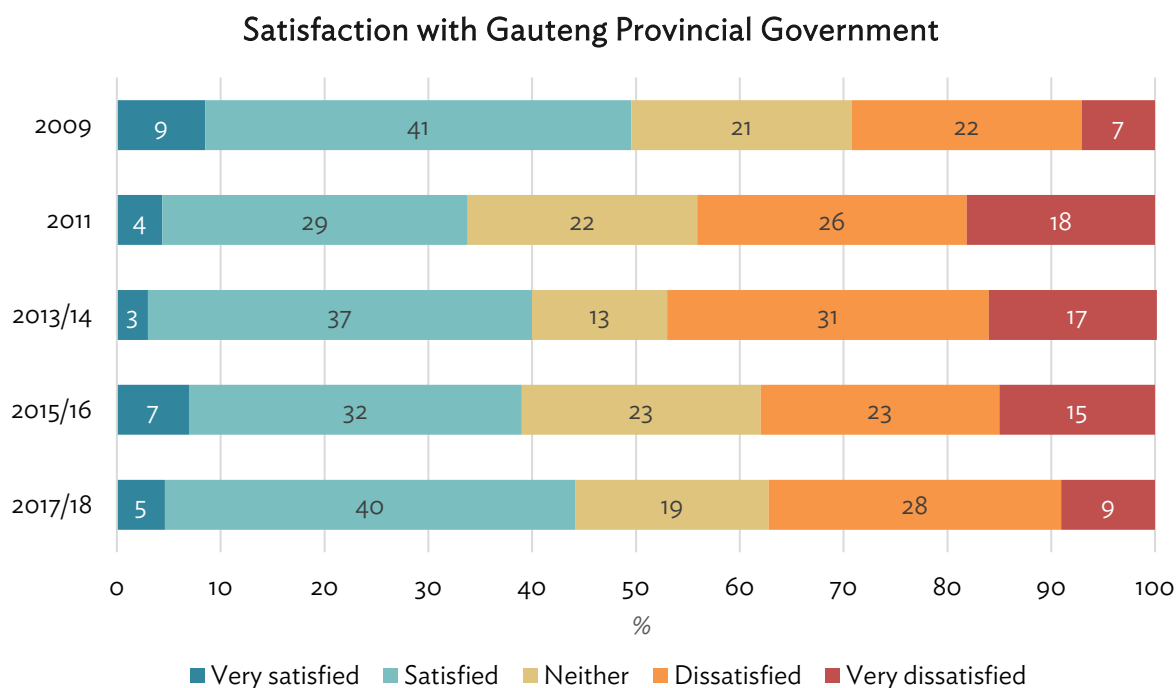
**A services satisfaction index made up of ten variables – eight ‘basic services’ plus the cost of and billing for services – shows that overall satisfaction is at 61%. There has been a slow but steady decrease in this index since 2013/14.**

To give an overall sense of satisfaction with services provided by government, the levels of satisfaction across ten service areas were combined into a single index. The index is made up of eight services – government provided housing, water, sanitation, waste removal, energy, roads, public health care, and government safety and security services – as well as the cost of municipal services and billing for services.

Close to two thirds (61%) of QoL V (2017/18) survey respondents are satisfied or very satisfied with this set of service areas. This is relatively high, though overall satisfaction across the province is falling over time.

Although province-wide satisfaction on the index of ten service areas has decreased over the last three surveys, there are clear municipal variations in this trend. Satisfaction is steadily increasing in Ekurhuleni and Midvaal, while decreasing in Johannesburg and Tshwane. This does not mean that satisfaction in these two metros is down across the board. Satisfaction with some services is up, but the overall decline is mainly driven by lower satisfaction with government provided dwellings, services cost and billing. There has also been a particularly striking drop in satisfaction in Emfuleni, due largely to a dramatic decline in satisfaction with waste services.

## 6. Increasing satisfaction with provincial government



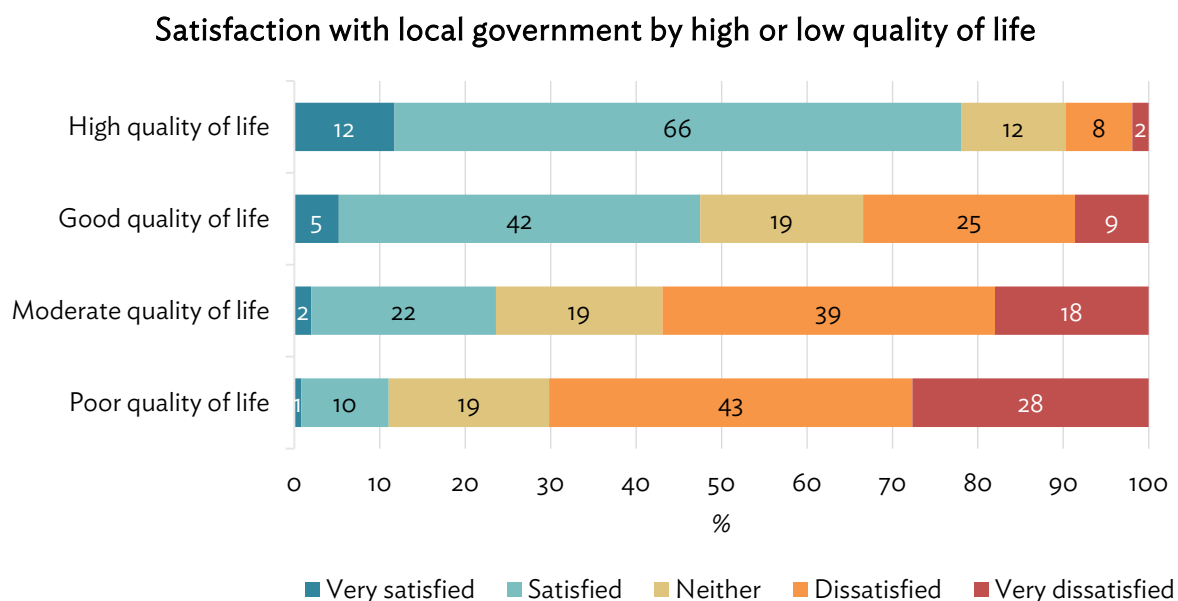
**Just under half (45%) of QoL V (2017/18) survey respondents indicate that they are satisfied with Gauteng provincial government. This is an increase from 39% in 2015/16, and is consistent with gradually increasing satisfaction since 2011.**

Satisfaction with provincial government has increased from 39% in 2015/16, to 45% in 2017/18. While this sounds low, it is a notable increase. Satisfaction with national and local government has also increased, but not by as much. National government satisfaction increased from 39% in 2015/16 to 43% in 2017/18, and local government from 35% to 37%. At 45%, provincial government now stands as the sphere of government that respondents are most satisfied with. This is in spite of events such as the Life Esidimeni tragedy which would certainly have affected public perceptions of provincial government.

The increase in satisfaction with provincial government applies to all race groups, but is most significant for white respondents. White respondents in 2017/18 report the highest level of satisfaction with provincial government, at 53%. This is an increase of 15%, from 38% satisfied in 2015/16. By contrast, 42% of African respondents in 2017/18 are satisfied with provincial government, up only 3% from 39% in 2015/16.



## 7. Satisfaction with government and quality of life



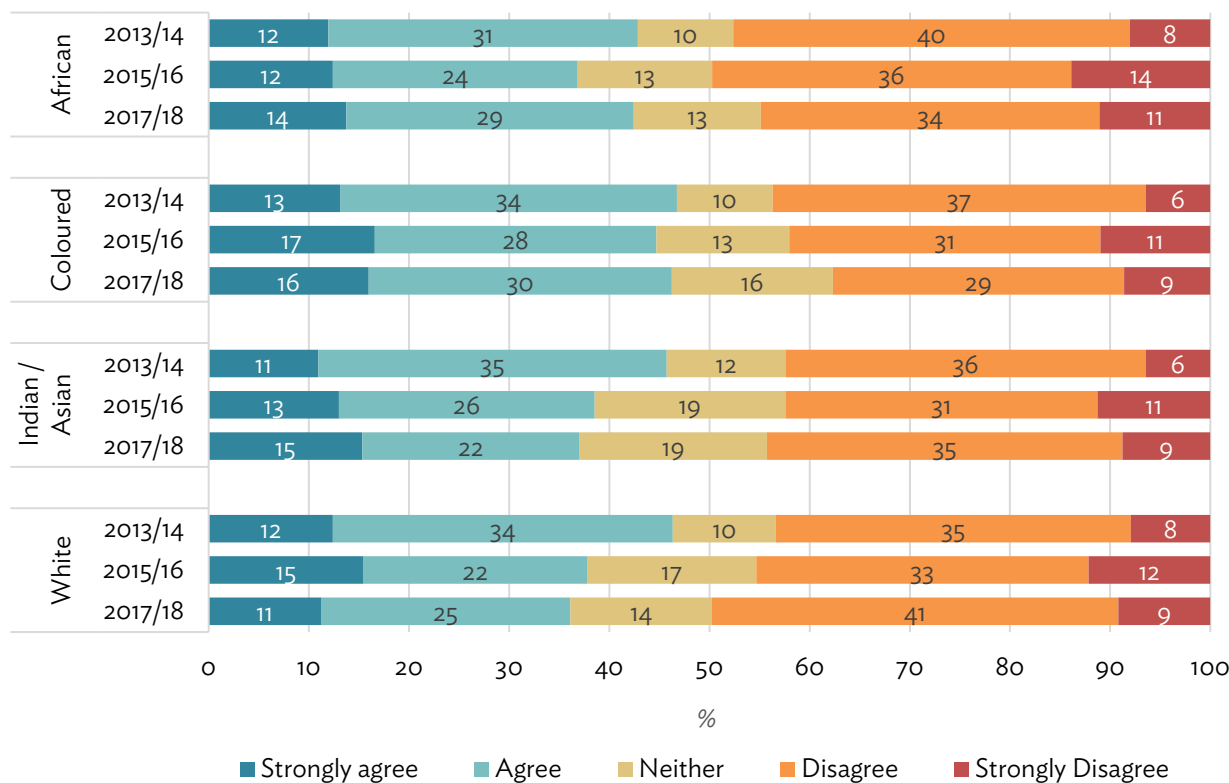
**People who have a high quality of life are significantly more likely to be satisfied with government than people who have poor quality of life.**

A range of different dimensions – including both subjective and objective variables – drives overall quality of life. In the GCRO’s Quality of Life index, there are some variables that reflect on government’s performance, efficiency and effectiveness (such as satisfaction with government, or access to adequate accommodation and services), and there are indicators that reflect on issues that are beyond government’s direct control (such as satisfaction with family, and participation in community organisations or events). There is also a range of indicators that sit in a ‘grey’ area where they are a combination of elements that are within and beyond government’s control. Despite the variables beyond or only partially under government’s control, there is a clear correlation between satisfaction with government and quality of life. As quality of life increases (according to the Quality of Life index), so does satisfaction with government. This trend is evident in satisfaction levels within each sphere of government.

The results related to satisfaction with local government show that of those respondents who have a high quality of life, the vast majority – 78% – are satisfied or very satisfied with local government. By contrast, those who have poor quality of life are significantly more likely to be dissatisfied with local government, with only 11% of these respondents being satisfied. These results differ significantly from the provincial average for satisfaction with local government (37%).

## 8. African respondents increasingly likely to consider politics a waste of time

Respondents reaction to the statement 'politics is a waste of time'



**African and coloured respondents in 2017/18 are more likely to think that politics is a waste of time than in 2015/16. By contrast, Indian/Asian and white respondents are less likely to see politics as a waste of time.**

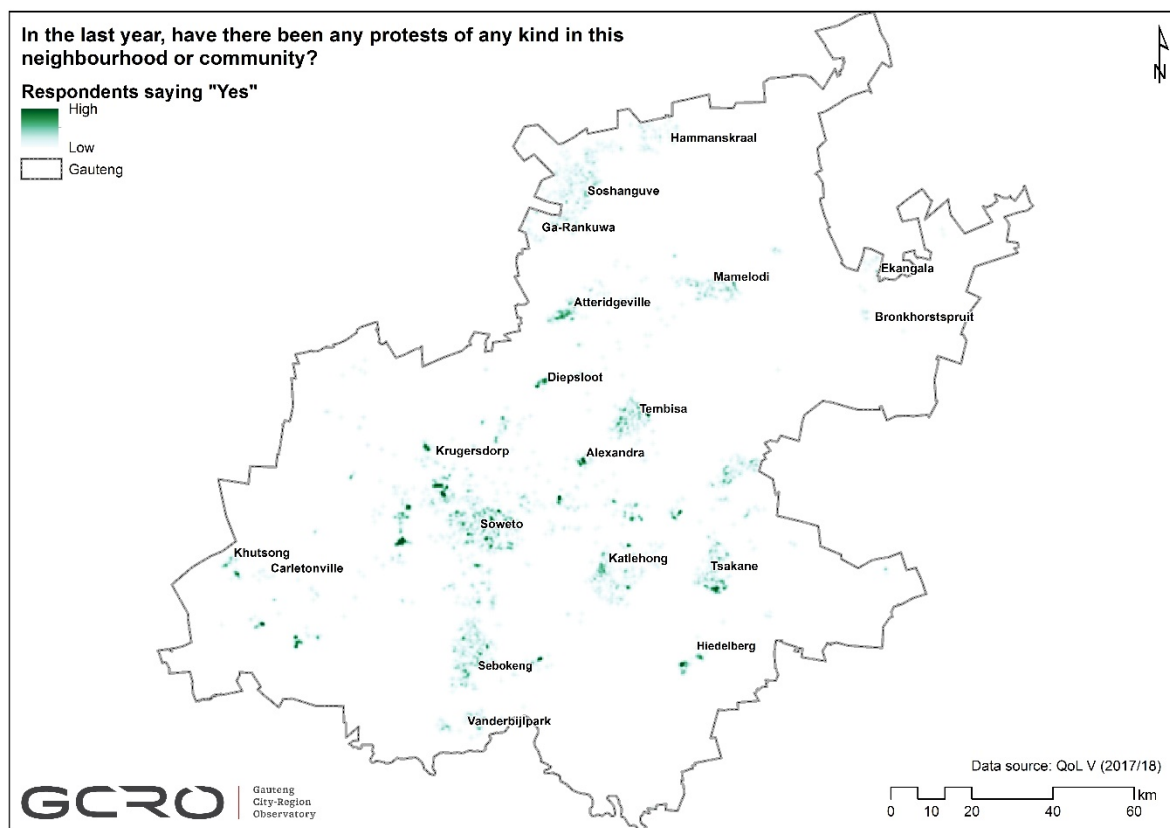
QoL V (2017/18) survey results show that 42% of survey respondents agree with the statement 'politics is a waste of time'. This is an increase from 37% in 2015/16.

These results vary by population group. Since 2013/14, a consistently decreasing proportion of Indian/Asian and white respondents have felt that politics is a waste of time. By contrast, both African and coloured respondents are more likely to feel that politics is a waste of time in 2017/18 than they were in 2015/16, representing a return to the levels seen in 2013/14.

Further to this, the QoL V (2017/18) results show that there is a correlation between perceptions and/or views on politics and respondents' satisfaction with provincial government. Of those who agree that politics is a waste of time, 38% are satisfied with provincial government. Of those who disagree, 52% are satisfied with provincial government.



## 9. A quarter of respondents have seen a protest in their community in the last year

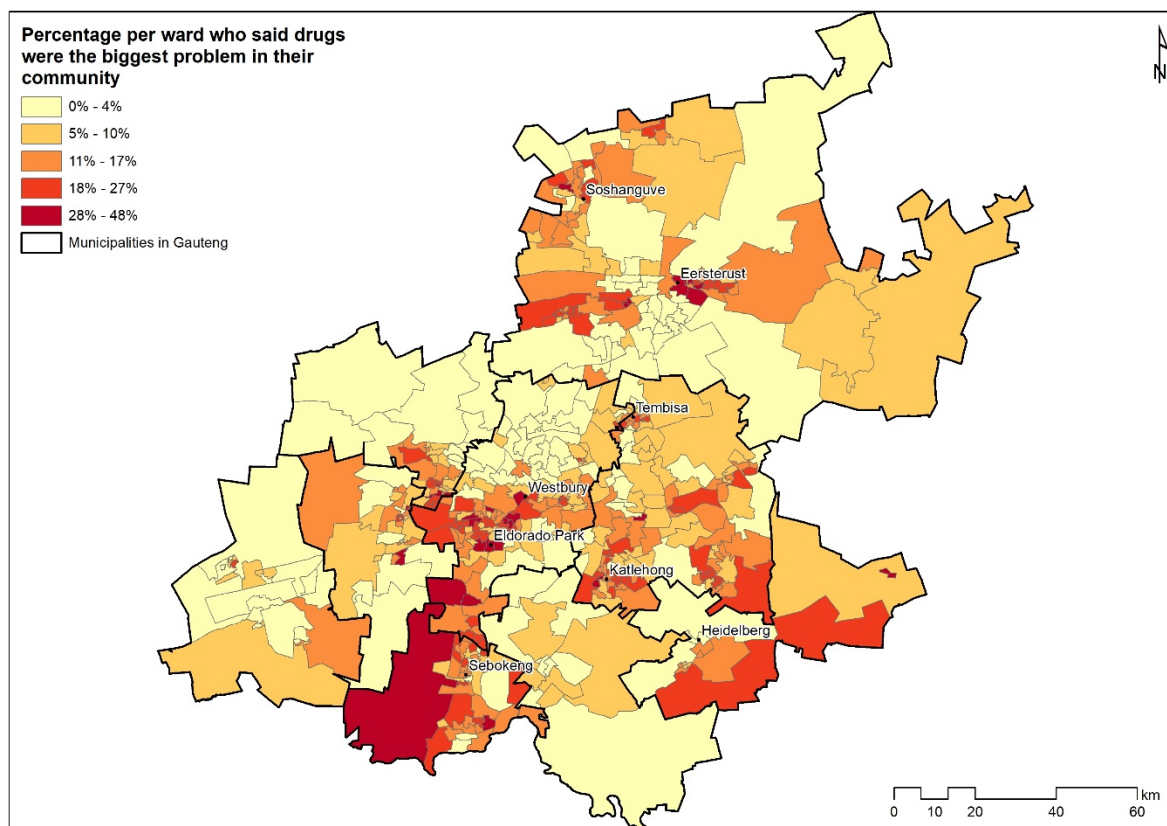


**A quarter of respondents reported that there had been a protest in their neighbourhood or community in the past year. Asked what the protest was about, a remarkable 36% said it was about access to electricity.**

Protest action is one of the ways in which dissatisfaction with government or services is expressed. Some 8% of respondents in QoL V (2017/18) indicated that they themselves had participated in a protest in the past 12 months. However, when asked whether there had been a protest in their community in the past 12 months (even if they had not participated in it) the figure goes up to 25%.

The most frequently reported reason for community protests is access to electricity (36%), followed by access to or allocation of RDP housing (17%). Other reasons for protest action include access to jobs (4%), access to higher education (1%), corruption (3%), and dissatisfaction with national leaders (2%). According to respondents, protests were often accompanied by violence. For example, 33% say that buildings were burnt or damaged during the protest, and 38% say that shops or homes were looted.

## 10. Respondents who list drugs as the biggest community problem are spatially concentrated



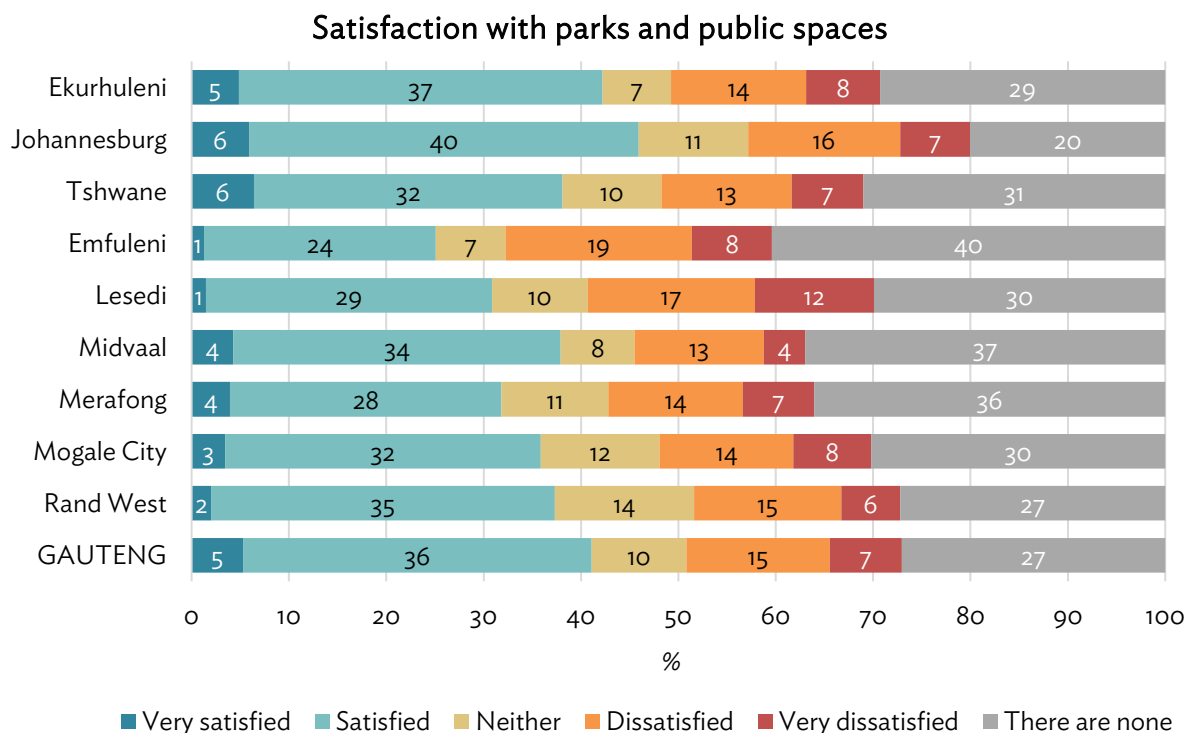
While 12% of QoL V (2017/18) respondents report that drugs are the biggest problem faced by their community, these respondents are clustered in particular communities.

When asked 'What is the biggest problem facing your community?' 12% of respondents in QoL V (2017/18) survey said 'drugs'. A further 4% said 'alcohol abuse' and 1% said 'gangs'. While drug abuse is not the largest community problem province-wide – crime is mentioned by 32% of respondents and unemployment by 18% – it has increased in significance over the years. In the 2011 Quality of Life survey only 5% of respondents mentioned drugs as their biggest community problem.

The significance of drugs as a community problem also varies geographically. It is clear that the negative impacts of drug abuse are felt acutely in particular locales, as shown in the map. In most wards, 'drugs' barely features as a primary concern, while in some it is mentioned by almost half of respondents as being the biggest community problem. Drugs is the largest community problem mentioned by coloured respondents at 33%.



## 11. Having no access to parks impacts respondents' satisfaction with their neighbourhood



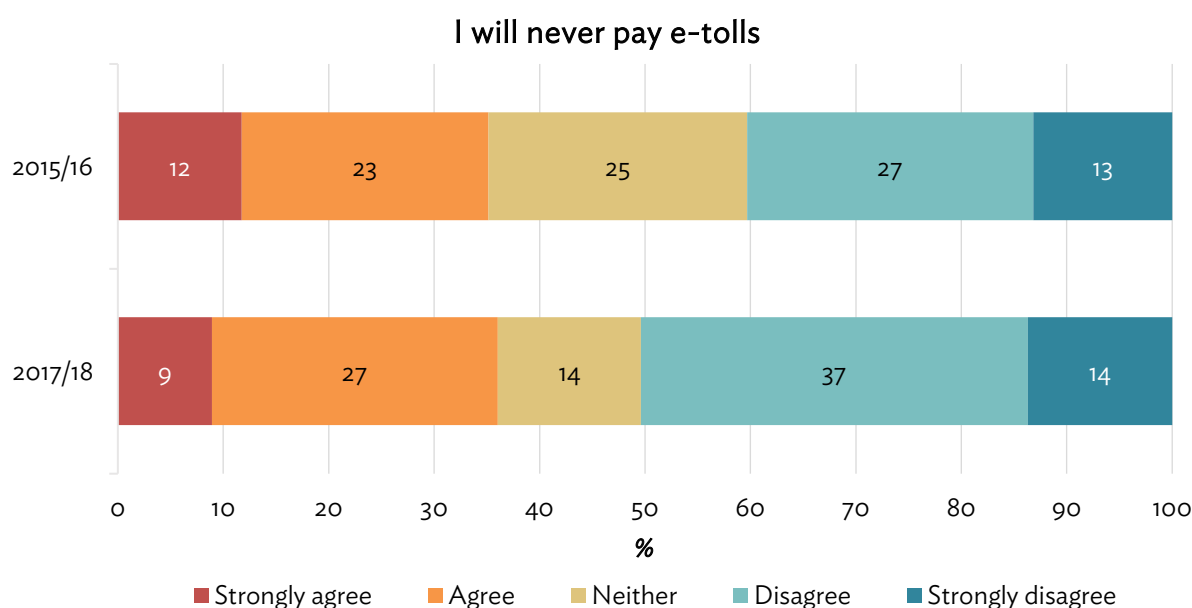
**Over a quarter of respondents (27%) indicate that there are no parks or public spaces in their area. Where there are parks and public spaces, and where respondents are satisfied with these, they are much more likely to be satisfied with their neighbourhood as a whole.**

Access to parks and public spaces in cities is critical to urban well-being. Parks present important spaces for recreation, for children to play, for social interaction and provide a positive impact on human health (both mental and physical). In addition to these benefits, parks with healthy trees, plants and ecological systems can help to reduce pollution and noise levels, minimise flood risk and provide cool areas, which is particularly important during heat waves. Parks can enhance property values and attract tourists.

Access to parks and public spaces varies across the province. Some 40 of respondents in Emfuleni report that there are no parks in their area, and nearly half (46%) of respondents who do have parks in their area are dissatisfied with these. By contrast, just 20% of respondents in Johannesburg report that they do not have access to parks, and 29% of those who can access parks are dissatisfied with these facilities.

The QoL V (2017/18) survey shows that there is a correlation between satisfaction with parks and public spaces in an area and respondents' satisfaction with their neighbourhood as a whole. Those who live in areas where there are no parks are significantly more likely to be dissatisfied with their neighbourhood than people who live in close proximity to parks and are satisfied with them.

## 12. Respondents more willing to pay e-tolls than in the previous survey



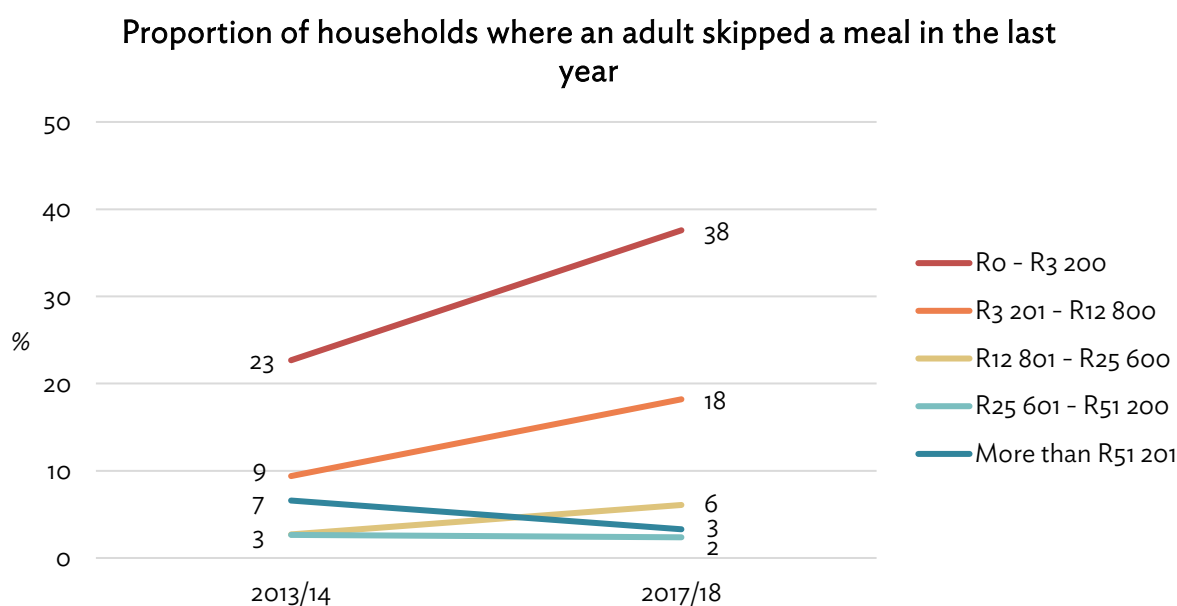
**The QoL V (2017/18) survey reveals an increased willingness to pay e-tolls compared to 2015/16.**

The implementation of e-tolls has been a highly contested issue in Gauteng. In both the 2015/16 and 2017/18 GCRO Quality of Life surveys, respondents were asked the extent to which they agreed with the statement ‘I will never pay e-tolls’. Some 30% of respondents in the QoL V (2017/18) survey flagged that this question was “Not applicable” or they “don’t use freeways”. Respondents who responded in this way are excluded from this analysis.

Just over a third of applicable respondents in both surveys agree that they would never pay e-tolls. The 2017/18 survey found that over half of respondents showed a willingness to pay e-tolls. The proportion of respondents willing to pay e-tolls increased by 10 percentage points from the 2015/16 survey, with an associated decrease in those who said they ‘neither agreed nor disagreed’ with the statement.

The proportion of respondents whose response was ‘Not applicable/don’t use freeways’ is strongly correlated with monthly household income. In the QoL V (2017/18) survey 44% of respondents in the lowest income groups (household income less than R3 200/month) responded in this way, compared to only 7% of those in the highest income brackets (R51 200 or more per month). This highlights that e-tolls is an issue more relevant to the wealthy than the poor, which in turn suggests that e-tolls may be a progressive payment option for freeway upgrades.

### 13. More adults report skipping meals, particularly in poorer households



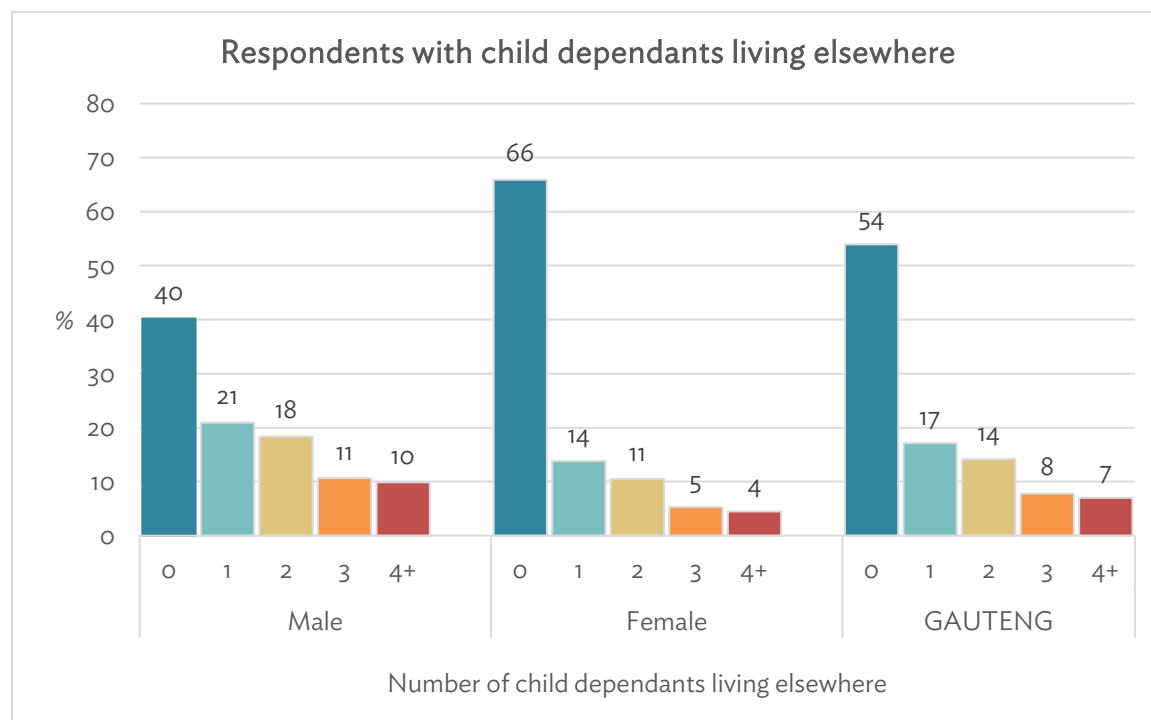
**One-fifth (21%) of respondents indicate that an adult in their household had to skip a meal due to lack of money in the past year. This has increased from 14% in 2013/14. The increase disproportionately affects the poorest respondents.**

The proportion of households in which an adult had to skip a meal in the last year increased from 14% in QoL III (2013/14) to 21% in QoL V (2017/18) survey. For households with an income of less than R3 200 per month, the proportion with an adult who had to skip a meal rose from 23% to 38%. This sharp increase is particularly concerning. By contrast, there has been a slight decrease in the proportion of adults who have had to skip a meal in households with a monthly income of more than R25 601.

In households with children, 21% reported that there had been a time in the past year when there was not enough money to feed children, up from 11% in 2013/14. Again, the impact of this is felt particularly strongly in poorer households. Some 38% of households with children report that their children benefit from a school feeding scheme.

This is an indication of the increasing difficulty of acquiring sufficient amounts of food to feed households, as well as of the growing socio-economic inequality in Gauteng. It is clear that school feeding schemes will remain very important to ensure that children get at least some nutrition, but also that sustainable and affordable means of acquiring food is required for the rest of the population.

## 14. Only about half of respondents have all their child dependants living with them



The graph shows the percentage of respondents with child dependants who have a specified number of their dependants not living with them. Only 54% of respondents with child dependants stated that all of their dependants live with them. While two-thirds (66%) of female respondents have all their child dependants living with them, only 40% of male respondents do.

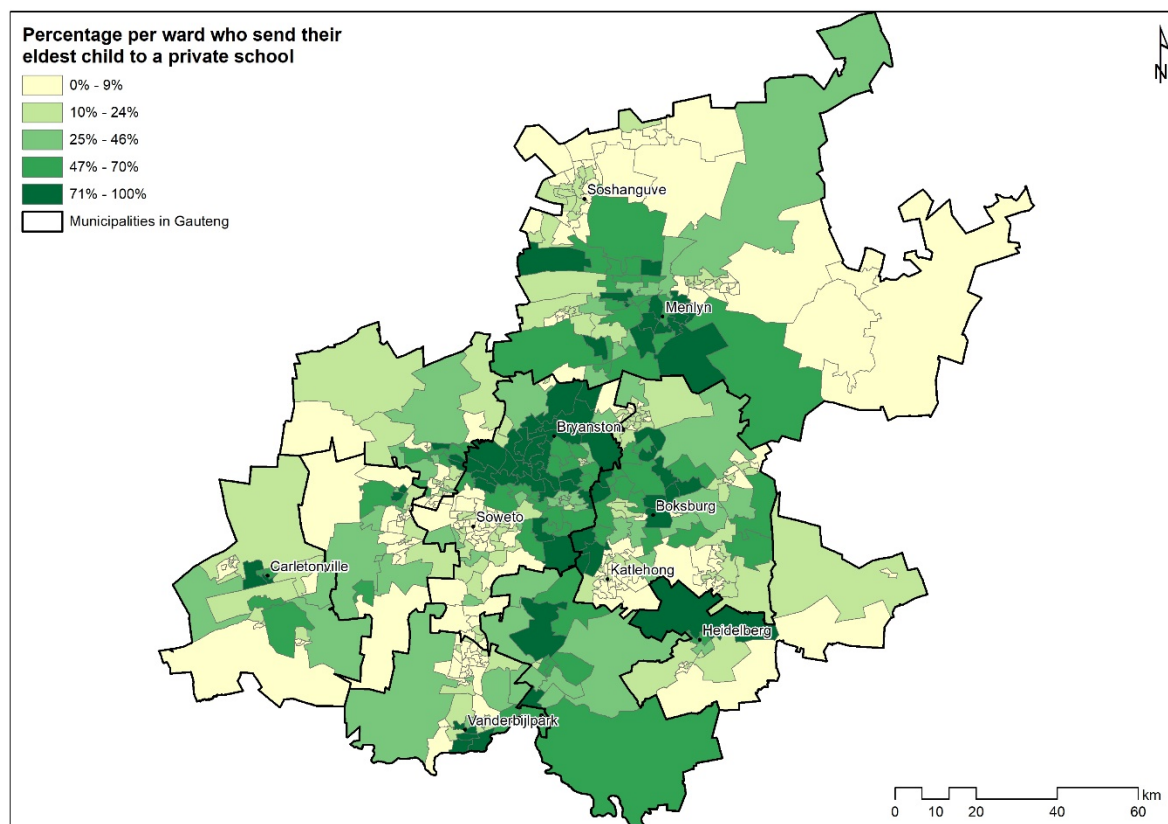
Almost a third of all respondents who had child dependants say that none of their children live with them. This goes up to 51% for respondents who migrated to Gauteng from another province in the last five years. By comparison, 25% of Gauteng born respondents who have child dependants say that none of their children live with them.

This is a reflection of fragmented families in the Gauteng City-Region, and highlights a number of issues. Firstly, many children do not live with their fathers, and mothers often remain the primary caregivers.

Secondly, these results illustrate the ongoing impact of migration in the province. Many parents migrate from rural areas to find work, and leave their children in their rural homes in the care of relatives.

Thirdly, some children are being cared for by relatives within Gauteng because parents cannot afford safe and reliable childcare while they work to support their families.

## 15. Families living in more affluent areas more likely to send children to private schools



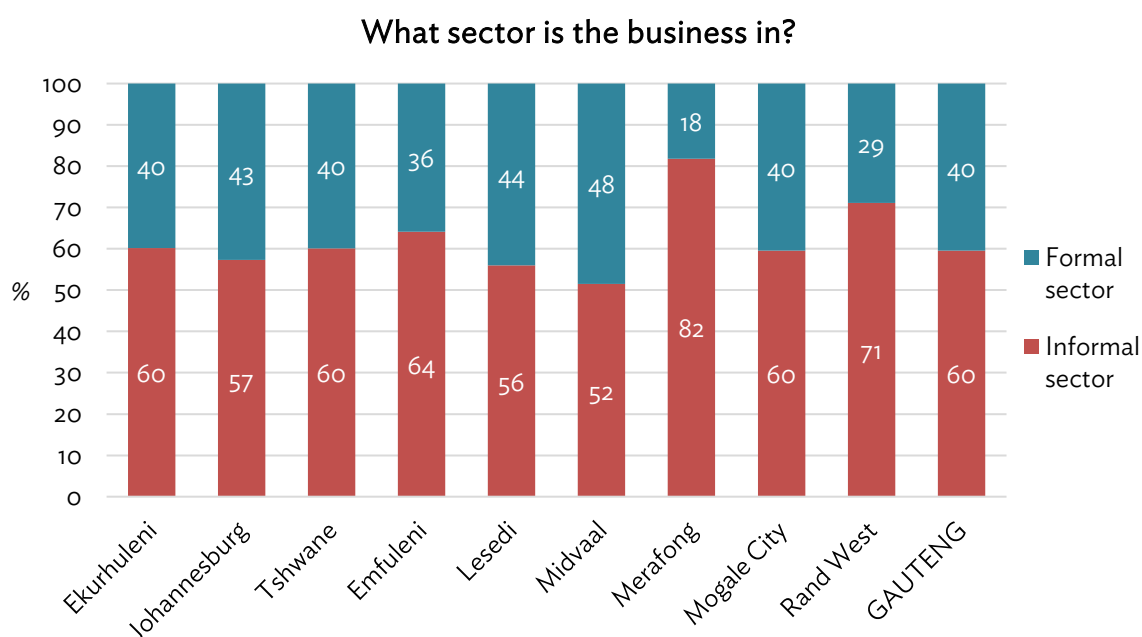
**Almost a quarter (24%) of parents in Gauteng send their oldest school-going child to a private or independent school. However, this figure varies widely across wards.**

Almost a quarter of parents in QoL V (2017/18) said they send their eldest child to a private school – 10% higher than the figure in StatsSA’s 2017 General Household Survey. This is probably in part due to asking about the oldest school-going child in the household, but it may also reflect the rapid growth of private schooling in the province.

Use of private and independent schooling is strongly concentrated amongst households in the more affluent and more central parts of the province. Ironically, use of private schooling is greatest amongst respondents in areas in which public schools often have good reputations. By contrast, parents in more peripheral and less affluent areas are far less likely to send their children to private schools. This highlights the extent of reliance on public schooling in these areas, and the critical importance of ensuring that all public schools provide high-quality education.



## 16. More than half of business owners in Gauteng operate in the informal sector



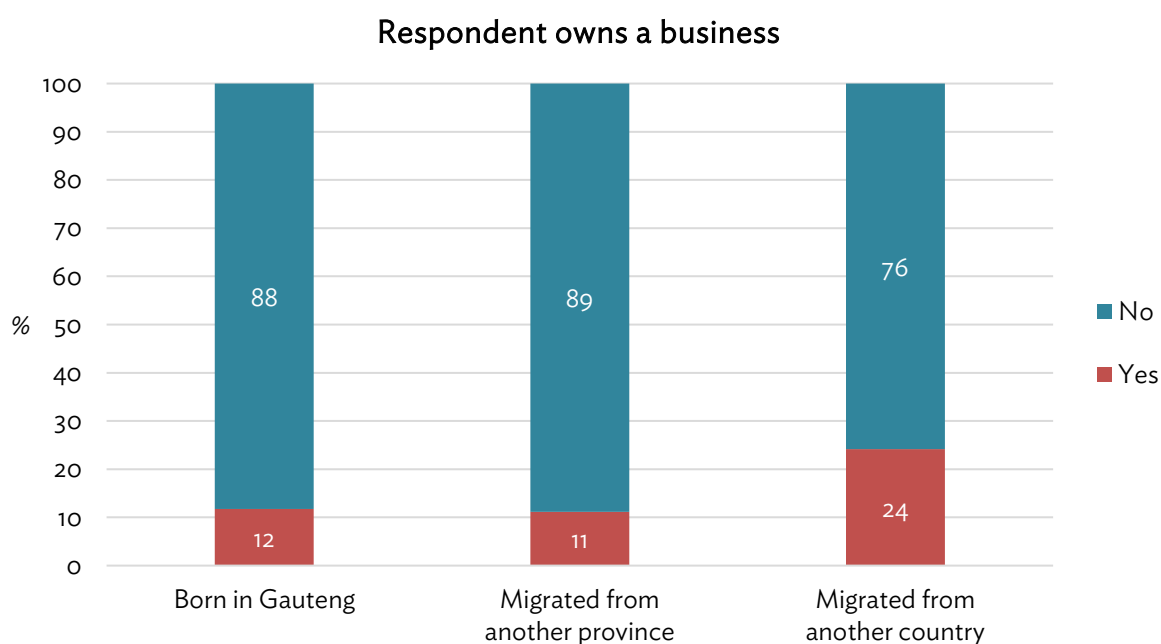
**Some 13% of respondents say they currently own a business, an increase from 2015/16. Of these, 60% operate in the informal sector. This highlights the important role of the informal sector in the overall economy.**

In the QoL V (2017/18) survey, 13% of respondents report currently owning a business in Gauteng. This is a substantial increase from the 8% who reported owning a business in 2016/17. Of those who did report business ownership in 2017/18, 60% operate in the informal sector, compared to 40% in the formal sector.

The proportion of formal and informal businesses is relatively consistent across the three metropolitan municipalities. However Emfuleni, Merafong and Rand West have particularly high proportions of business owners operating in the informal sector.

The informal sector is prevalent across South Africa, especially in high density areas including townships and city centres. Given the high proportion of businesses operating in the informal sector, there is a need for coherent and systematic approaches across all spheres of government to strengthen the productivity of the informal sector, and bolster its contribution in the fight against the triple challenge of poverty, unemployment and inequality.

## 17. International migrants more likely than other respondents to own a business

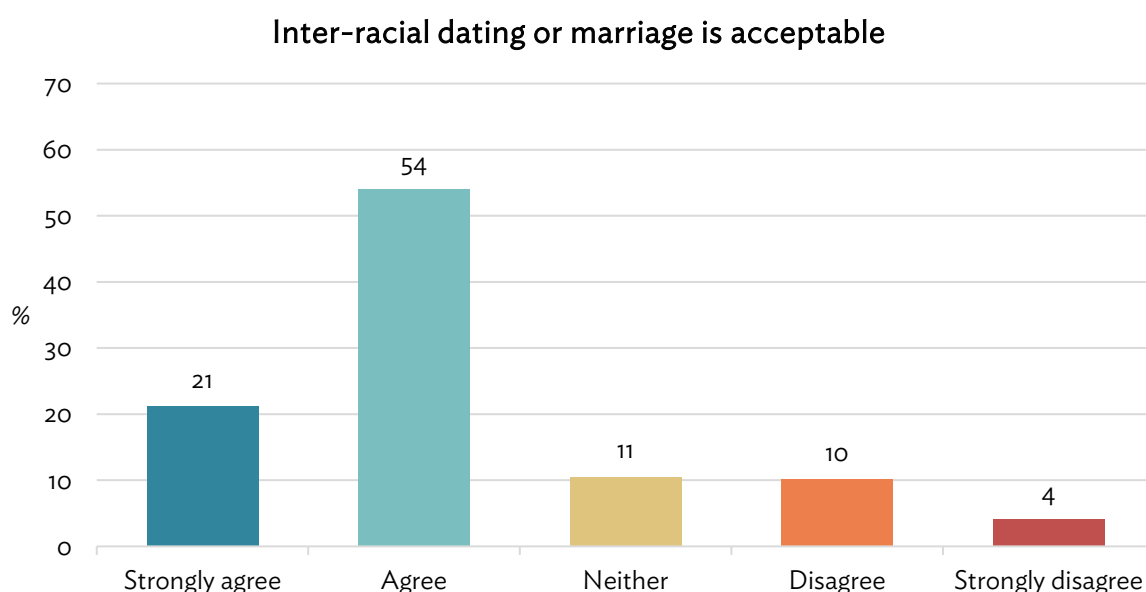


**International migrants are twice as likely to report owning a business than respondents born in South Africa. Nearly a quarter (24%) of international immigrants report owning a business.**

Migration, both from within South Africa, and from foreign countries, has a significant impact on the overall size and shape of Gauteng’s population. Some 35% of QoL V (2017/18) respondents are migrants from another province of South Africa, and a further 9% are immigrants from other countries.

The QoL V (2017/18) data reveals that 24% of international immigrants report owning a business. By contrast, 12% of respondents born in Gauteng, and 11% of those who have migrated to Gauteng from another South African province, are business owners. These figures show a marked increase on those from 2015/16. While international immigrants in the 2015/16 survey were still twice as likely to own businesses, only 16% of them reported doing so. Some 7% of respondents born in Gauteng reported business ownership, while 8% of those from other provinces were business owners.

## 18. Most respondents agree that inter-racial dating and marriage is acceptable



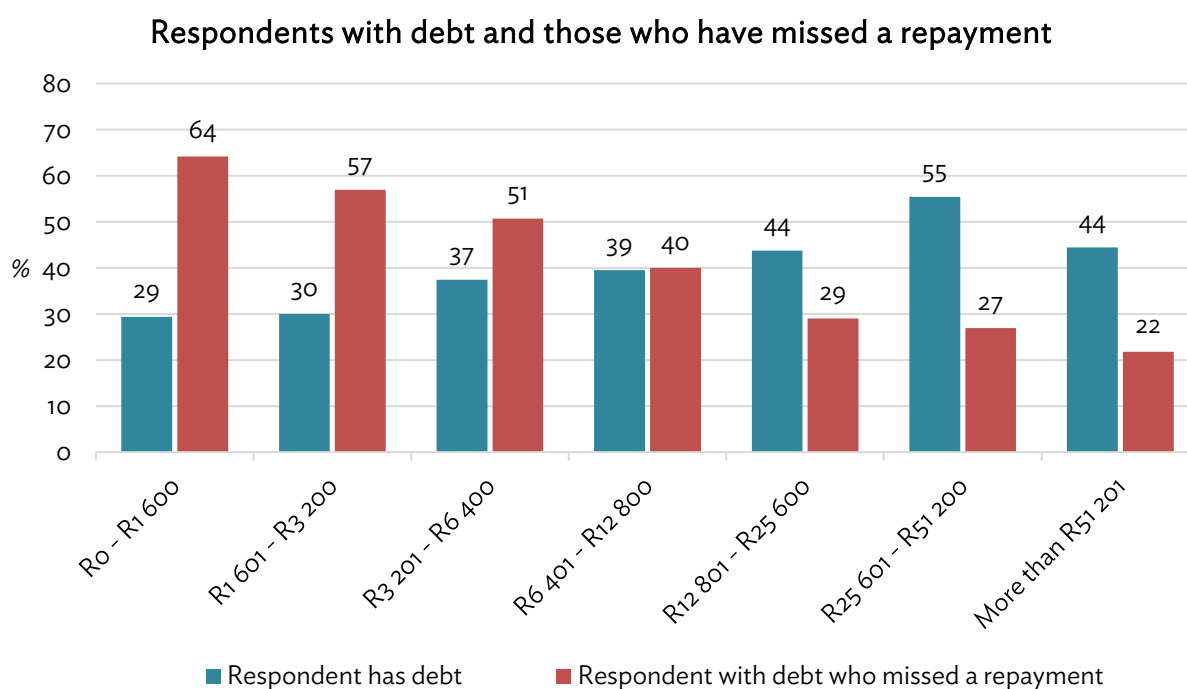
### Three quarters of respondents agree that inter-racial dating and marriage is acceptable.

Attitudes toward interracial dating and marriage were asked for the first time in QoL V (2017/18). Responses reveal a relatively high level of acceptance of inter-racial relationships, with three quarters of respondents agreeing that inter-racial dating or marriage is acceptable.

This is a positive reflection on relations between population groups. However, the 14% who disagree with the statement that 'inter-racial dating and marriage is acceptable' do represent a significant number of Gauteng residents who hold prejudicial attitudes based on race.

Attitudes differ somewhat by age. Of those in the age categories 18-24 – those born after the end of apartheid – 81% agree or strongly agree that inter-racial dating and marriage is acceptable, compared to 71% of those over 60 years and older.

## 19. Higher proportions of lower-income respondents struggle with debt

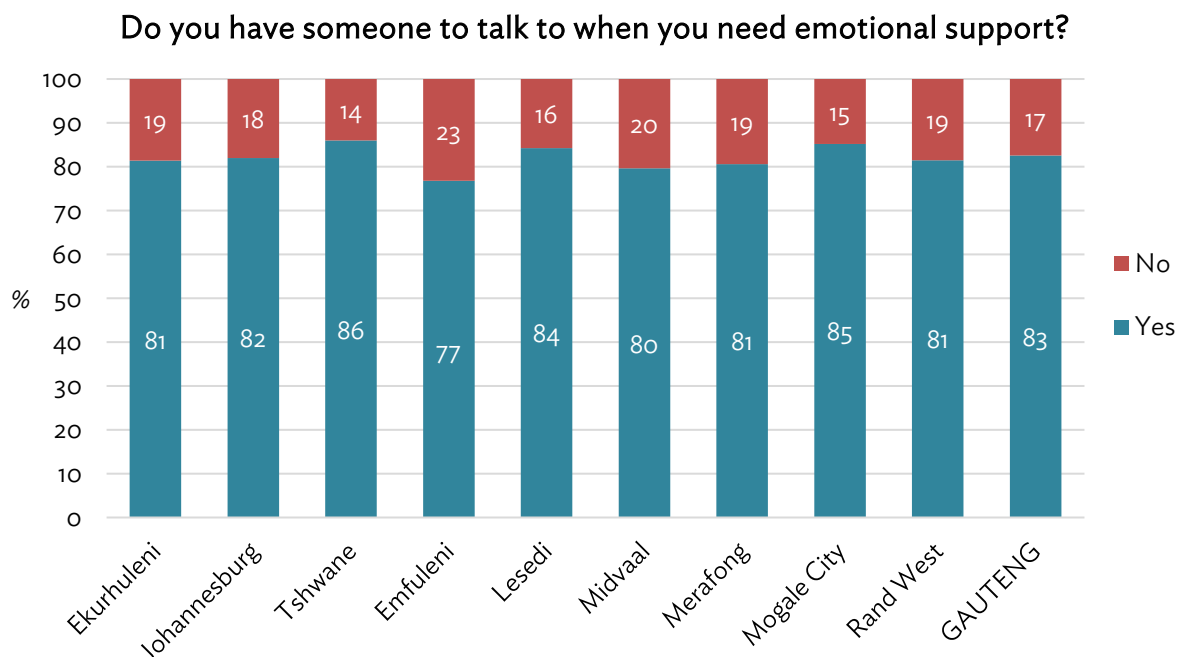


**Over a third (35%) of respondents reported having debt, and 44% of these respondents had recently missed a debt repayment. Lower-income respondents with debt were particularly likely to have missed a debt repayment.**

In QoL V (2017/18), respondents from households with lower incomes were less likely to have debt than respondents from households with higher incomes – but when they did have debt, they were more likely to have missed a debt repayment in the past three months. About 64% of respondents from households with an income of less than R1 600 per month had missed a debt repayment, compared to 22% of respondents from households with an income of R51 201 and more per month. Poorer respondents are therefore more likely to be burdened by their debt.

Debt also varied by age and population group. For example, 18% of respondents aged 18 to 24 years indicated that they have debt, compared to 44% of respondents aged 35 to 44 years and 27% of respondents aged 55 or older. Some 35% of African, 41% of coloured, 35% of Indian/Asian, and 38% of white respondents indicated that they have some form of debt. While African respondents were equally likely to have debt compared to respondents from other population groups, African respondents (50%) were more likely to have missed a debt repayment. In comparison, 36% of coloured, 22% of Indians/Asian, and 22% of white respondents who have debt had missed a debt repayment. In large part, this relates to the documented lower household incomes for Africans in Gauteng.

## 20. Access to emotional support varies by municipality



**Overall, 83% of respondents have somebody to talk to when they need emotional support. Access to emotional support is particularly high in Tshwane, Lesedi, and Mogale City, and particularly low in Emfuleni.**

QoL V (2017/18) asked respondents whether they had somebody they could talk to when they needed emotional support. The fact that almost one in five respondents does not have someone to talk to is concerning, particularly as 11% of QoL 2017/18 respondents reported feeling depressed and hopeless, and 7% reported having a household member experience mental health challenges. In this context, strengthening public services providing social and mental health services is imperative.

There is a clear relationship between access to emotional support and both race and home language. The proportion of African respondents reporting someone to talk to is lowest at 82%, while the figure is 83% for coloured respondents, 86% for Indian/Asian respondents, and 87% for white respondents. Variations by home language are consistent with racial patterns, but slightly stronger: 87% of Afrikaans-speaking respondents have someone to talk to, while 81% of isiZulu-speaking and 79% of Sesotho-speaking respondents do.

Household income also predicts emotional support. While 79% of respondents with monthly household incomes below R1 600 reported having someone to talk to, this figure increases as income rises, reaching 89% for respondents with monthly household incomes above R51 200. Additionally, 69% of the most marginalised respondents had someone to talk to, compared to 88% of the least marginalised. Further analysis will be required to unpack the relationship between marginalisation, poverty, culture, language and access to emotional support.