



**Report on the feasibility study related to the  
GCRO Quality of Life Survey 2020/21**

**prepared by**

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## SECTION 1: BACKGROUND AND INTRODUCTION

The 6<sup>th</sup> GCRO Quality of Life (QoL) survey was conducted during 2020/21. The fieldwork was done by GeoSpace International. Fieldwork was completed in May 2021. A total of 14,107 interviews were conducted, 13 616 of which met all quality control standards. Between 19 and 64 interviews, meeting quality standards and that were finally approved, were completed in each of the 529 wards in Gauteng. The range for the majority of wards was between 20 and 30. The QoL Survey is always a costly exercise as it entails face to face interviews with randomly selected respondents living in randomly selected households, randomly selected from a dwelling unit database. This requires extensive travel across the province, numerous revisits to complete sampling protocols, and a skilled and experienced data collection team. Moreover, gaining access to respondents living in farm areas, estates, high wall areas and hostels is becoming more and more difficult over time, further escalating costs. To complicate matters even further the 6<sup>th</sup> survey iteration was conducted amidst the COVID-19 pandemic.

Due to the ongoing difficulties around access and participant recruitment, and evidence that this is worsening over time, GCRO appointed GeoSpace to conduct a feasibility study to develop and test a range of strategies which might facilitate access and recruitment. This in turn may enable a reduction in the difficulty and cost of data collection for future iterations of QoL.

The study design encompassed two main phases: a preparatory phase, including analysis of QoL 6 implementation data, a field team debriefing workshop and a series of gatekeeper interviews; and an in-field feasibility study testing various approaches to respondent recruitment (in-field sampling) and interview completion.

The time schedule for the project was as follows:

Timelines		23-Aug	30-Aug	06-Sep	13-Sep	20-Sep	27-Sep	04-Oct	11-Oct	18-Oct	25-Oct	01-Nov	08-Nov	15-Nov	22-Nov	29-Nov	06-Dec	13-Dec	20-Dec	27-Dec	03-Jan	10-Jan	17-Jan	24-Jan	31-Jan	07-Feb	14-Feb	21-Feb	28-Feb	
<b>Item</b>																														
PROJECT PROPOSAL	Completed																													
PROJECT INITIALIZATION	Completed																													
<b>PREPARATORY PHASE</b>																														
QoL VI Metadata Analysis	Completed	x	x	x	x	x																								
Coding	Completed	x	x	x	x	x																								
Questionnaire design	Completed				x	x	x					x	x																	
Interviews								x	x					x	x															
Debrief and Report										x	x				x	x	x													
<b>FIELD PILOT</b>																														
Questionnaire and system adaption								x	x	x						x	x													
EA Selection											x	x	x			x														
Survey																		x					x	x	x	x	x	x		
<b>FINAL REPORT</b>																														
<b>PROJECT END</b>																														x

Section 3 covers the **in-field feasibility study**.

Section 4 contains the **recommendations**.

Section 5 contains **concluding remarks**.

## SECTION 2: PREPARATORY PHASE

The Preparatory phase includes:

- Methodological approach;
- Field team debrief;

- Comparison of the main QoL 6 survey sample composition with demographic estimates from GeoTerralmage (GTI);
- Coding and interpretation of fieldworker notes; and
- Interviews with gatekeepers.

## 2.1 Methodological approach

The preparatory phase of the project was designed to extract and record key information from the implementation of the QoL 6 survey. This included two main modes of investigation:

- a) Debrief of field team members and analysis of field notes made during the QoL 6 fieldwork to better understand experiences in different contexts; and
- b) Comparison of the QoL 6 survey results with GTI demographic to ascertain to what extent key demographics derived from the survey results correlates with the corresponding estimates from GTI.

Key questions to be answered were:

- a) What were the different strategies used by team leaders and fieldworkers in attempting to negotiate access and recruit participants in different area types, and which of these were most effective?
- b) How did response rates vary across area types, by perceived difficulty of work in particular areas, and by strategies adopted by teams and fieldworkers?
- c) How was sample composition affected by access and recruitment difficulties, and how did attained sample composition align with expected sample composition on the basis of race, sex and dwelling type?

## 2.2 Field team debrief

### 2.2.1 Introduction and methodology

GeoSpace International held a debriefing session on 27 July 2021 in the Board Room of GeoSpace's offices in Pretoria. To ensure optimum benefit from the debrief 20 fieldwork managers, team leaders and some of GeoSpace's best fieldworkers participated. Four participants attended remotely via Zoom. The rest attended in person. The session was facilitated by Etienne de Fortier. The debrief covered experiences of working in different area types, and reflections on what was important or helpful in each of these area types. The debrief additionally explored a range of other factors that may have complicated data collection or efforts to negotiate access.

The list of attendees is in Annexure A.

The main findings of the debrief are summarised below. Please note that the comments and suggestions provided in the following sections are those that emerged from the debrief of the main survey field staff that was held at the beginning of this study as per original proposal. Consequently, some of the comments contradict recommendations made later during this study. The reason for this being that this session was a debrief of the experience during the main survey whilst the further components of the study explored alternative methods / approaches that were assessed later during this study.

## 2.2.2 Assessment of fieldwork by settlement type

### a.) High-walled, gated and boomed-off communities

High-walled, gated and boomed off communities are regarded as the most difficult to gain access to during fieldwork. In some estates and boomed off areas access was refused completely, making it impossible to reach selected dwelling units. Even when access was granted, potential respondents often (also) refused to participate.

**Reasons for refusals:** Due to the high levels of crime in South Africa and, Gauteng in particular, people in general are suspicious and extremely cautious to engage with fieldworkers. Due to several scams where criminals pretend to be doing a survey to gain access to homes, some people were suspicious that this survey may also be a scam. Negative perceptions of the Government and service delivery in particular was another contributing factor. People would argue that their participation was futile because it is not likely to have any impact on service delivery. COVID was given as another reason for poor participation.

**Negotiating access to estates:** The debriefing group mentioned that it is critical to have prior engagements with estate managers in order to have any chance of success. Proper publicity upfront and during fieldwork is key. It is important to meet estate administration management (e.g. Pretor & Trafalgar in the case of Pretoria) upfront. During the recent survey 250+ e-mails were sent to estate managers; only 50% responded; and only 10% agreed to participate. This would be improved by first having face to face engagements with appropriate publicity material (discussed elsewhere) followed by sending e-mails swiftly - directly after initial engagement and then, importantly, regular follow-ups. In total a maximum of five contacts were made. This included physical and electronic contacts – including three follow-ups. The total maximum number of physical visits was four. This number of follow-ups was felt to be appropriate.

**Ward councillors:** Although no formal records were kept anecdotal evidence suggests that the involvement of ward councillors in general had a positive effect on the level of cooperation of respondents during the survey. In cases where councillors were briefed on the survey they used their influence and communication channels with the public to spread awareness of the survey and canvass support. In general, where this approach was followed, it did have a positive impact. Where it was not done more problems were experienced.

**Security organisations:** Community Police Forums and security companies play an active role in these areas – it is critical to get their buy-in. In high-wall areas, where the SAPS were approached they were not very helpful. It was stated that there is not much that they can do other than exercising their mandate to ensure the safety of field staff. The SAPS does not have the mandate or influence to convince respondents to participate. Security companies linked to estates were far more helpful in this regard. Respondents were more likely to participate if they are aware of the involvement and support of their security company in the fieldwork.

**Timing of data collection:** The time of day fieldwork was conducted also had an effect on cooperation. Fieldwork is more difficult during office hours because most people work during the day. Saturdays and Sundays after 15:00 seems to be the best time to have success in these areas.

**Community associations:** Residents associations and WA groups should also be used as platforms to communicate information regarding the survey. This strategy can be part of the initial interaction with estate managers as mentioned earlier in this paragraph. Formal/dedicated WA messages must be prepared for this purpose.

**Alternative strategies:** Experience has shown that there are some estates where it is simply impossible to get access. This will always be the case; even after implementing all the measures (publicity, upfront engagement, etc). Furthermore, in estates where access is granted, respondents often refused for similar reasons already mentioned above.

In some cases, participants can be recruited and interviewed outside the entrance gate of the estate. Although this approach was used in some cases during the recent survey it is not ideal because it is impossible to follow the correct sampling protocols. On the other hand, it does allow for interviews to be done with residents of these hard to sample areas.

In instances where estate managers are not willing to permit physical access, but are willing to assist through delivery of survey information to sampled dwellings, conducting interviews online and/or telephonically might assist. It will however still be a challenge to get the required details of residents to contact them (phone, WA and/or e-mail) to participate. This approach might be considered in cases where estate managers are not against the survey per se; they just refuse to allow fieldworkers access to the estate. If proof of ethical and POPI compliance can be provided, estate managers may be willing to help us source this information. Strategies for remote enumeration of household members and respondent selection can also be assessed.

In suburban areas, in certain cases, the fieldworkers handed over the tablet to the respondent to do the entire questionnaire on their own in the comfort of their homes while the fieldworker waiting outside the gate. This practise increased willingness to participate but questionnaires completed in this way triggered more QA alerts than others. The reason for the increased QA alerts being the fact that the coordinate that was capture at the start of the interview, i.e. outside the gate, was not within the specified distance parameter of the point/coordinate of the selected dwelling unit in the smart survey application.

Incentives for estate managers and ward councillors might contribute to higher levels of participation – this would need to be tested. GeoSpace can, for example, distribute hardcopy aerial imagery of the area. Such aerial imagery is not only a nice picture; it also fulfils a functional role since it can also be used for planning purposes within an estate (and ward).

## **b.) Townships and informal settlements**

In informal settlements in particular, mornings are best for fieldwork. In some cases direct engagement, i.e. face to face meetings with community leaders, can be important. Some councillors will refuse to provide assistance and even refuse data collection in their area if not properly approached. This implies doing the necessary up-front liaison to ensure that the councillor is informed of the survey and, importantly, given the opportunity to express his/her preferred role during the fieldwork. Some councillors prefer to be hands-on involved and other prefer to be merely informed of the survey. Whatever their preference field teams need to be sensitive to it and accommodate it. This is especially relevant/important in politically sensitive areas where local leaders are not satisfied with the government.

Some townships or parts of townships are highly politicised. Prior engagement in these areas is critical. The SAPS are helpful in townships and informal settlements. Local knowledge of GeoSpace Fieldwork management staff combined with experienced fieldworkers enabled the identification of most of these areas prior to the survey. This enabled proactive sensitising of community leaders and SAPS regarding the survey.

## **c.) Farms**

It is critical to engage with community police forums prior to any fieldwork in farm areas. Publicity material with carefully targeted messaging about the survey and the legitimacy of the fieldwork team is important during initial engagement. Fieldworkers that managed to communicate a concise message to farmers had much more success.

Navigation to farms was problematic during the recent survey due to the methodology of dwelling unit point sampling. This had a negative impact on travel time to and between farms. The farming communities are already suspicious of unfamiliar people and vehicles, this was even further compounded by the fact that the fieldworkers had to drive and walk back and forth between farms



to get to the correct sampled dwellings. A different household and household roster sampling methodology should be employed. Households should be clustered per area and sampling should be done within that area. Household roster sampling should only include the respondents that are present at that particular time.

Language is critical for success in farming communities. In general Afrikaans speaking fieldworkers had a lot more success in farm areas compared to others. For future surveys it is recommended that one white, Afrikaans person per team should be added to engage with farmer. There is no need for the rest of the team to be white/Afrikaans – only one person is required.

Farm gates are usually locked and the gates are often far from the farmstead. This makes access very difficult. Some of our field staff observed that there was a tendency for farm workers to be less cooperative when the farmer is physically on the farm at the time of the interview. This is due to the fact that farm workers know that or perceive the farmer to be negative towards the government or government initiatives. Hence, they are afraid that, if they show too much cooperation, it could potentially compromise relationship with the farmer and consequently also their job security.

#### **d.) Flats**

It was reported that access to flats in certain areas was difficult, especially the ones in Pretoria managed by City Property and Trafalgar property management. Meetings with caretakers were effective in some instances to gain access to the building(s). Placing flyers on information boards worked in some cases once access had been secured. Once inside fixing dates and times for interviews with respondents also contributed to success.

#### **e.) Hostels**

In general, it is very difficult to get access to hostels. However in cases where access is granted the cooperation of residents is generally good. In some hostels COVID-19 was used as justification for refusal. Proof of and emphasis of COVID-19 compliance and meetings with gatekeepers contributed to successful access.

#### **f.) Mining compounds**

COVID-19 was often used as a reason for refusing access. This is understandable given the fact that the mine would lose valuable income if the entire mine had to close down as a consequence of COVID-19 exposure. This is a pandemic-specific issue and should not be relevant once the pandemic is over.

### **2.2.3 Other factors/considerations raised during the debrief**

#### **a.) Brand confusion**

The blue and white colour branding of the survey worked well. The colours are visible and the branding was strong. However, in some cases it caused confusion since the branding was associated with the DA, TELKOM and Takealot. However, even though the blue and white colours were in some cases associated with these organisations, it would not necessarily be helpful to change the colours as other colours schemes would most probably also be brand associated.

It is also important to train fieldwork staff more effectively on the exact positioning and role of all the parties involved in the survey, and in particular GCRO and GeoSpace. Fieldwork staff must know exactly who GCRO and GeoSpace are and their respective roles and responsibilities within the survey.

The importance of having the contact details of both parties being visible for easy reference by the public, as was the case during the survey, was emphasised.

## **b.) Publicity – recommendations for the future from the debrief**

It is proposed that in future surveys an updated publicity campaign be embarked on prior to the start of fieldwork. Such a publicity campaign should be developed by the field survey company in close liaison with GCRO and it should inter alia cover the following:

- Engagement with ward councillors and political parties at local level. Having copies of the report(s) of previous studies as well as other supportive documentation could assist.
- Targeting Community policing forums is an excellent strategy since they in general enjoy the trust and cooperation of the broader community
- Targeting estate managers, property management agencies, managers of boomed of communities
- WA groups: sharing of information re the survey on WA groups once contact had been established through councillors, Community Policing Forums (CPFs), estate managers, etc.
- Distribution of revised brochures and pamphlets that are more concise and target group specific i.e. farmers; estate managers; councillors; hostel managers, etc.

During the survey itself visible publicity e.g. gazebos outside entrance gates of estates is important.

The debrief also revealed that the brochures used in the past had too much information. In future brochures should contain less and more concise information. Consideration should also be given to have a range of dedicated brochures for different target groups. Security estates, gated and high wall boomed-off communities require different messaging compared to farm areas. Having different brochures for each target audience will contribute to shorter more focussed and relevant messaging.

It is important that the field survey company must have a dedicated link and page regarding the survey on their website. This is important to enable people to be able to verify credentials of the survey on the Internet (GCRO and GeoSpace) as well as telephonically and by e-mail. This practise generally worked well during QoL 6, although there were difficulties with telephonic confirmation at the Office of the Premier and at GCRO.

## **c.) Sex of interviewers**

In some areas it is absolutely critical that males interview males and females interview females. It is therefore important to keep this in mind when field team composition is being planned and implemented. This is in particularly important in Islamic and Indian/Asian communities.

## **2.3 Preparatory phase: Comparison of QoL 6 survey results with GTI adult population estimates**

GeoTerraImage (GTI) 2021 adult population estimates at ward and municipal level, as provided by GCRO and used in the survey data weighting, were used as the benchmark for the comparison of the achieved sample composition. Variables that were examined include race, sex and age. The GTI data provided to GeoSpace does not contain dwelling type data hence this variable could not be used (as was originally the intention). Age, which was not part of the original proposal, was examined instead.

### 2.3.1 Methodology

GTI demographic estimates, as provided by GCRO, were used to provide breakdowns of ward and municipal populations using the following variables and categories:

**Race: Black, Coloured, Indian/Asian, White**

**Sex: Male; Female**

**Age groups: 18-29; 30-44; 45+**

A very small number of participants (n=17) had race coded as 'Other'. This group was excluded for the purpose of this analysis as the category is not included in the GTI data, and the small numbers would have made any meaningful analysis impossible.

The age groups were selected because when used with the GTI estimated they yielded similar proportions of the population (i.e. 1/3 each) in each groups. A more conventional/logical grouping i.e. having 65+ as a category would have made this category so small that no meaningful interpretation of the results would have been possible (due to the limitations of the sample size).

The GCRO sample was scaled up to reflect the GTI total population by ward, and then used to generate population estimates using the variables and categories outlined above. The two sets of data was then compared at ward and municipal level, using the GTI estimates as the benchmark. This generated a percentage figure indicating the extent of the deviation of the GCRO sample from the GTI estimate. *The percentage should be interpreted as the factor that needs to be applied to adjust the GCRO figure to be in line with the GTI estimate.* Hence a positive percentage implies that the GCRO estimate is too low to the extent as reflected by the calculated percentage. A negative percentage implies the exact opposite i.e. that the GCRO estimate is larger than the GTI figure by the mentioned percentage.

The ward results reflected negligible correlation. This is ascribed to sample size: the sample size at ward level being simply too small to do any meaningful interpretation. This is to be expected given the design of the GCRO study.

The above was also confirmed when comparisons were done between the GTI data and wards where the original sample realisation was very high, >80%, and low, <20%. There is virtually zero correlation between the GTI data and the GCRO data. This finding is further confirmation that the results at ward level cannot be used to do an assessment of effect of substitutions. Since there is no distinct pattern one cannot state that substitution does (or does not) have an impact on survey results at ward level.

Attempts to do analysis at sub-municipality level by aggregating wards of similar characteristics together also did not yield any meaningful results. The only plausible explanation for this is again the effect of sample size - similar to the findings and verdict at ward level. In fact, even the discrepancies in the results for a given variable across **municipalities** could not really be explained. It is also important to note that there is also no correlation between the results for one variable for a given municipality when compared with the results for the other variables for the same municipality. Hence the only plausible explanation is that the results for municipalities at most *confirmed* the *patterns* observed from the analysis of Gauteng (as a whole). There is in most cases no plausible explanation for the differences in results between municipalities.

Overall the patterns are however very clear and in line with the experience in the field as reflected in the field debriefing section of this report: females are more cooperative than males; Black people are more cooperative than other races; and older people are more cooperative than younger people.

One needs to point out that the GTI estimates are probably to an extent also affected by similar factors as is the case in the QOL survey. It is ultimately based on StatsSA census data hence there

will be some overlap in the enumeration issues experienced by StatsSA during the 2011 census. One can therefore not assume that the GTI statistics are 100% correct. They are merely as accurate as the source data allows it to be. The comparison nevertheless yielded interesting, insightful results as discussed below.

Lastly, one also needs to keep in mind that the weighting used during the actual survey adjusts for the discrepancies found in the results below. The published results are therefore (still) representative. The purpose of this exercise is therefore purely to determine the effect of fieldwork challenges on sample realisation.

### 2.3.2 Results

#### a.) Sex

The male population is under-represented and, consequently the female population over-represented in all but one municipality – Midvaal. The over representation of females is to be expected due to the fact that females are, in general, more cooperative than males.

Debriefing of the fieldwork manager in Midvaal regarding this matter revealed that he was extremely persistent in his efforts to obtain the cooperation of councillors, gatekeepers and respondents in general. He specifically mentioned that: “Whenever I experienced resistance, I simply did not accept no for an answer”. His premise was that enough information regarding the survey would eventually persuade most gatekeepers/respondents etc. to cooperate. Therefore, his approach was to keep on explaining and providing information until he managed to convince the other party of the merits and importance of the survey. It could therefore be that the persistence of the fieldwork manager could have been a contributing factor for the positive results for Midvaal. It needs however to be mentioned that the results for the other variables (discussed below), age in particular, does not provide further support for this finding. In fact the age analysis results for Midvaal is amongst the worst of all the municipalities. This supports the observation stated in the previous paragraph namely that the trends of the results at municipality level are in line with that of the province as a whole but there is, in general, no meaningful explanation for the discrepancies *between* the results for municipalities nor for the discrepancies in the results for different variables in the same municipality.

Municipality	Male_Age18Over	Female_Age18Over
City of Johannesburg	6%	-6%
City of Tshwane	7%	-6%
Ekurhuleni	11%	-11%
Emfuleni	14%	-15%
Lesedi	16%	-17%
Merafong City	10%	-11%
Midvaal	-5%	5%
Mogale City	9%	-10%
Rand West	13%	-14%
<b>Total:</b>	<b>8%</b>	<b>-8%</b>

Overall the sample included 8% fewer males than expected. This is noteworthy because it therefore also implies that the total male sample is 8% less than what it should be and consequently, females are 8% higher than the estimated number of females. Based on the calculations the figures are as follows:

Source	Male_Age18Over	Female_Age18Over
GTI	5,596,245	5,606,825
GCRO	5,151,085	6,051,984

From the table above the male population, based on the GCRO survey, is nearly 1 million less than the female population. It is expected that the GTI estimates would probably reflect demographic models that adjusts for sex hence the above discrepancy can most likely be explained by the phenomenon that females are in general more cooperative than males – hence the bias towards females in the survey results.

**b.) Race**

The results for race by municipality can be summarised as follows:

Municipality	Black	Coloured	Indian	White
City of Johannesburg	-6%	2%	47%	18%
City of Tshwane	0%	5%	31%	-4%
Ekurhuleni	-4%	23%	42%	11%
Emfuleni	0%	-18%	-60%	6%
Lesedi	-7%	0%	90%	28%
Merafong City	-2%	64%	67%	11%
Midvaal	1%	-76%	85%	-1%
Mogale City	-4%	-49%	28%	16%
Rand West	-4%	-12%	100%	28%
<b>Total:</b>	<b>-3%</b>	<b>5%</b>	<b>43%</b>	<b>9%</b>

The general pattern above showing that the Black population is over represented in the survey at the expense of the other 3 population groups is again in line with what was experienced in the field as communicated during the internal debriefing session. Black people are in general more cooperative than the other groups. This corresponds with the results in the table. However the huge range of percentages find amongst the other population groups, Indians and Coloureds in particular, cannot be simply ascribed solely to them being less cooperative. The more plausible explanation is the relatively small size of the Indian and Coloured populations in some municipalities. Consequently the Indian and Coloured sample attained was relatively small, which explains the very high under or over representation of these groups. In some wards not a single Indian or coloured person was interviewed. Hence a small variation in actually numbers could potentially have a huge impact on the resultant percentages. Aggregated across wards, this has the effect that the Indian or Coloured population can easily be significantly under- or over-represented (in the sample). In these cases one should perhaps rather ignore the results for these groups. Larger sample sizes for these groups should be considered in future to mitigate these challenges.

**c.) Age**

The table for age cohorts are as follows:

Municipality	Age18-29	Age 30-44	Age45+
City of Johannesburg	18%	6%	-24%
City of Tshwane	26%	8%	-36%
Ekurhuleni	17%	3%	-21%
Emfuleni	27%	-3%	-21%
Lesedi	15%	-3%	-9%
Merafong City	9%	2%	-11%
Midvaal	26%	-18%	-3%
Mogale City	23%	-5%	-14%
Rand West	25%	-5%	-17%
<b>Total:</b>	<b>20%</b>	<b>5%</b>	<b>-25%</b>

The results are again in line with what one would intuitively expect based on the experience gained during the survey namely that the older population is more likely to cooperate than the younger section of the population. Given the fact that the three age categories are more or less the same size in terms of (GTI) population size the possible bias of sample size is not a factor. The under representation of the younger population (18-29 years old) in comparison with the 45+ population is therefore significant.

**2.3.3 Conclusion**

From the analysis it is clear that there are discrepancies between the realised sample and the demographic estimates from GTI. The information obtained during the debriefing of the GeoSpace Fieldwork teams to a large extent explains the discrepancies found during this analysis. Especially the fact that the Black population is in general more cooperative than the other groups. Older respondents are in general also more cooperative than younger respondents. Furthermore, the effect of the small sample size of the various groups in some municipalities makes it difficult to do meaningful interpretation of the results. In some cases, the sample size is simply too small. The effect of sample size is in particular relevant in the analysis of race.

It is furthermore clear from the results at municipality level that the patterns are merely confirming the trend of the total rather than providing additional insight in discrepancies between municipalities. This is due to the fact that there is no correlation between the findings across variables within municipalities.

**2.4 Preparatory phase: Coding of fieldworker notes**

**2.4.1 Methodology**

Fieldworkers captured a large number of field notes per visiting point and substitute visiting point. The field notes indicated what they struggled with, where, and how they resolved these issues. Examples include who refused access, reasons for access refusals, what additional measures were taken to try and gain access.

QA managers scrutinized these notes, grouped them together and coded them accordingly. The coding was performed using the fieldworker notes that were captured during QoL fieldwork per

sampled visiting point/substitute visiting point. The coding of the fieldworker notes was done per ward where the percentage of the required number of interviews was lower than 20% of the viable outcomes, as defined in the next paragraph.

The above percentage was determined using the required number of interviews per sampled EA, divided by the total number of viable outcomes per EA.

The following constituted viable outcomes:

- No Access – no access could be gained, for example, at a security estate, high rise building or hostel.
- Roster Refusal – The 1st respondent refused to participate in the survey and no roster was captured.
- Sampled member refusal – A roster was captured but the sampled member refused to participate in the survey.
- Questionnaire refusal – A roster was captured and the sampled member of the household agreed to participate but later refused during the actual questionnaire administration.
- Non-viable dwelling.
- No one at home (NOAH) at the second visit.
- Full successful interview.

Whole EAs that were replaced due to access refusals and where no interviews were possible do not make part of these calculations.

The percentage was first determined at EA level and then aggregated to Ward level. In certain cases, outlier EAs that formed part of a ward but skewed the average calculation were disregarded in the aggregation process.

A total of 30,139 viable outcomes per visiting and substitute visiting point were completed in order to realize the 13,616 successful interviews out of the of the 13,421 required number of interviews.

#### **2.4.2 Coding:**

In total 4254 records were coded.

The coding was done using a combination of the following variables where outcomes were captured and fieldworkers made comments

- ar\_roster\_outcome\_pre\_qa
  - The outcome after making first contact
- ar\_interview\_outcome
  - The outcome after making 1<sup>st</sup> contact and a household member has been sampled
- ar\_questionnaire\_outcome
  - The outcome of the questionnaire (complete, incomplete, refusal)
- ar\_comment
  - The fieldworker comments after the above outcomes have been captured

The following categories were used for the coding (number of instances in brackets):

- ESTATE ACCESS GRANTED (2)

- ESTATE ACCESS REFUSED (162) – Access was refused by a person other than the Estate Manager or security
- ESTATE MANAGER REFUSAL (41)
- LANDLORD REFUSAL (3)
- NO ADULT CONTACT (687) – Contact with an adult could not be established after 2 attempts and the visiting point were then substituted
- NON-VIABLE DWELLING (321) – Demolished structures, livestock enclosure (small holdings and farms), house under construction etc.
- NON-VIABLE DWELLING – INSTITUTION (9)
- POSITIVE COVID (7)
- RESPONDENT AT HOSPITAL (1)
- RESPONDENT PREFERS ONLINE (2)
- RESPONDENT REFUSAL (1936)
- SECURITY REFUSAL (25) – Security refused access to an estate, complex, hostel, flat
- SUCCESSFUL INTERVIEW (1056)

### 2.4.3 Results and conclusion

A debrief and brain storming session was held to examine the grouped and coded notes to further understand methods employed by fieldworkers to gain access to estates and interview respondents.

No new information became evident from the fieldworker notes than what was already known or had been documented during the previous dedicated debriefing session (see paragraph 2.2). The coding exercise was however used as input during the selection process of gate keepers for the Qualitative Interviews and EAs for the Field Pilot fieldwork.

## 2.5 Preparatory phase: Qualitative interviews

### 2.5.1 Introduction and Methodology

Farms, security estates, complexes, flats, boomed off areas and hostels were the settlement types that was most difficult to penetrate during fieldwork. While most fieldworkers struggled in these areas some fieldworkers had success. In an effort to better understand what worked and what did not work, gate keepers in the mentioned areas, except farms, were interviewed. Gatekeepers interviewed were hostel managers, members of Community Policing Forums (CPF), managers of security estates, and members of private security companies.

Fieldwork managers compiled a list of gatekeepers for the above-mentioned categories within City of Tshwane and City of Johannesburg that cooperated during the main survey. A subset of gate keepers was then selected to be interviewed.

Two short interview guides were created in collaboration with GCRO, one for the Local Ward Councillors and another for the various gatekeepers. Please refer to Annexure B for copies of the interview guides. Field managers employed during QoL 6 conducted the qualitative interviews.

NOTE: Due to the local elections held on 1st Nov 2021, some of the ward councillors that were engaged with during QoL 6 implementation was no longer the elected official in those wards. It also did not make sense to engage with the new ward councillors, as they did not have practical



experience in informing residents of survey work. The previous ward councillors that we contacted were reluctant to speak with us as they did not want to step on any toes. This delayed the process because these ward councillors had to be replaced by ward councillors that were still the elected official using the originally compiled list.

Interviews were conducted in person, and notes were taken in a CAPI interview guide. Interviews were audio recorded through the CAPI system. All participants provided informed consent. Audio recordings were transcribed shortly after the interview in the CAPI platform.

The following interviews were completed:

<b>GATE KEEPERS</b>	<b>INTERVIEWS</b>
Ward Councillors	6
Hostels	5
Community Policing Forum	8
Security Estate Managers	10
Private Security Companies	3

Fieldwork lasted 3 weeks and was completed on 03 December 2021. A debrief session was held with the fieldworkers on 06 December 2021. In preparation for the debrief each interviewer summarized the responses. The debrief was done in a structured manner based on the interview guide for each of the gatekeeper categories. Interviewers presented the responses. This was followed by an in-depth group discussion that resulted in the key findings below.

## 2.5.2 Key findings

### a.) General

The Councillors and gatekeepers that were interviewed as part of the qualitative interviews were previously contacted during the main QoL 6 survey. However, despite this, not all were aware of the GCRO and the QoL 6 survey. Several argued that there are lots of surveys each year and they cannot remember the details of each individual survey.

### b.) GCRO participant information sheet and QoL 6 pamphlet

It was stated that the GCRO participant information sheet and pamphlet is too complex. It should be written and communicated in layman's terms.

### c.) Information letter from the Premier's Office

The telephone number at the Premier's office when contacted was answered by personnel that were not aware of the survey; and the phone was not answered over weekends.

### d.) Ward Councillors

All the ward councillors that were interviewed were willing to offer assistance.

Some suggested that the letter from the Premier must also be accompanied by a letter from the political parties.

Some also made the suggestion that the councillors be interviewed in order to know what the survey is all about and what the questions entail.

### **e.) Communication**

Email communication to estate managers and CPFs simply do not work. Although when first contacted most will ask for an official email. It is acknowledged that an official should be sent to satisfy the request. However, the fieldwork manager's experience is that the official email is seldom answered and therefore further follow-ups need to be done in person.

Estate managers and CPF's all work on WhatsApp groups. It was proposed that after meeting with the estate managers and CPF's they send out a message about the survey and survey teams on their respective WhatsApp groups.

Certain ward councillors have their own Facebook page to communicate/publicise their activities within the ward. It was recommended that where possible they post information about the survey on their Facebook page.

### **f.) Community policing Forums**

The CPFs that we engaged with were extremely helpful. One person even suggested to be more actively involved with the survey in contacting potential respondents and also presented strategies on how to negotiate better access during the fieldworker training. CPF's play an active role with the police in their respective areas and should in future be more involved with gatekeeper management. This is over and above the usual involvement of the SAPS.

### **g.) Security Companies and Estate Managers**

In contrast with CPFs, security companies and estate managers are much more reluctant to assist and are more sceptical regarding the survey and survey teams working in their suburbs/estates. We are of the opinion that they are reluctant to make decisions since there is no benefit for them in doing so. In fact, they tend not to cooperate since cooperation could potentially result in downstream problems/issues that they prefer to avoid e.g. possible crime/safety issues related to strangers being given access to the estate. They are under pressure from the Home Owners Association (HOA) and residents; hence they would rather refuse access than to get into potential trouble for allowing fieldworkers into the estate/boomered off area.

### **h.) Hostels**

The study revealed that it is important that both the security company (responsible for access control and security) and hostel manager be involved in the process of arranging permission to do a survey within hostels. It is normally the security company that makes the decision but, importantly, the hostel manager facilitates the engagement with the security company.

The "Quality of Life" wording could potentially have a negative impact during the engagement exercise. One particular hostel manager was immediately suspicious, defensive and clearly uncomfortable because he was under the impression that the purpose of the survey was to audit the infrastructure at the hostel. He was afraid that the resultant findings could potentially have a negative effect if the hostel was perhaps not up to standard. This was resolved through providing further information and assurance about exactly what the survey is all about.

### **i.) Incentives**

In general, it was stated during the debrief that incentives are likely to have a positive impact on the survey. Aerial maps of the Ward councillor and CPF areas is likely to contribute to better cooperation and support during the survey.

In our opinion, monetary incentives to respondents can only be considered if applicable to all participants in the survey. Incentives are likely to have the biggest impact in low-income communities where cooperation is already extremely high. Conversely this is not the case in middle-

and high-income areas where respondent cooperation is the lowest. In these areas it could perhaps be considered to give an incentive/donation to a charity/non-governmental organisation (NGO) of the respondent's choice.

However, it is argued that financial incentives will have a significant budgetary implication (estimated between 5-10% of the total budget) without effectively having the required impact on the intended target communities i.e. boomed-off areas and estates.

## SECTION 3: PILOT: FEASIBILITY STUDY

### 3.1 Introduction

The findings from the preparatory phase were used as a guide to finalise the methodology for the feasibility study. The areas that were included in the study was firstly selected. Two main methods namely, *in-field* and *telephonic*, were used as vehicles to test respondent selection and questionnaire administration.

### 3.2 Selection of the areas for the Pilot

The selection of the areas for the pilot was determined by the analysis and findings of the preparatory phase. A purposive sample was drawn from selected settlement types where GeoSpace experienced challenges during the recent QoL 6 fieldwork.

The approach for EA selection for both infield and telephonic pilot tests was designed to select EAs that fell into one of the two following categories:

- A. High walled suburban areas, boomed off security areas, security estates where access to the dwelling/household was possible but the percentage of the required number of interviews was lower than 20% of the viable outcomes – i.e., respondents did not cooperate.
- B. Areas where access was declined during the recent survey. Estates and complexes.

For A and B: EAs that met the above criteria were first identified. Surrounding EAs with the same characteristics were then selected as part of the selection.

For A only: The original EAs selected for the recent project were however excluded from the selection to ensure that previously sampled households/individuals are not perhaps sampled again.

For B only: The EAs where GeoSpace was refused access formed part of the sample as we never made any contact with any potential respondents within these EAs.

Please refer to Annexure C for the list of the selected EAs.

### 3.3 Pilot: In-field

#### 3.3.1 Recruitment of respondents

Two methods of respondent selection were tested namely *best practice* and *self-selection*.

##### a.) Best practice

Random numbers were allocated to all dwelling units within the selected EAs. Dwelling unit points (with a random number) per EA were loaded into the original Smart Census fieldwork management system. This allowed fieldworkers to navigate to the 1<sup>st</sup> number per EA and attempt to administer a questionnaire. The subsequent dwelling number on the list was then attempted etc.

The selection of the respondent within the household was done through two methods namely the conventional roster sampling; and selection of the respondent by a member of the household.

**b.) Self-selection**

Self-selection is based on the premise that a reasonable number of people would respond to the request on a pamphlet to participate in the study. Branded gazebos were erected in front of estates and next to busy intersections within the selected EAs. Pamphlets that requested potential respondents to participate in the study were distributed at access points to estates, boomed off areas, complexes as well as road intersections. Where access to estates and complexes was granted, the pamphlets were placed in post boxes and, where possible, hand to hand delivered. The pamphlet made provision for three options to participate in the survey namely telephonic, URL address and QR code. The pamphlet can be found in Annexure D.

**3.3.2 Mode of Questionnaire administration**

Once recruited, the respondent was also able to select one of the following questionnaire administration methods: Conventional CAPI interview; Self-completion i.e., Online (CAWI), Tablet based; Remote interview assisted using Zoom or Teams (CATI); Telephonic interview (CATI).

**3.3.3 Results**

A total of 12 GeoSpace team members were involved in the in-field feasibility study. Please refer to Annexure E for the list of names. Fieldwork was conducted by 6 fieldworkers divided into two teams that visited EAs (listed in Annexure C) purposely selected to cover the most challenging areas experienced during the main survey as explained in the previous paragraphs. Fieldwork was conducted from 13 January 2022 to 5 February 2022.

The main findings are as follows:

**a.) Best practice - Respondent recruitment**

During the pilot 15 points in an EA were sampled with the instruction to visit number 1; followed, by number 2, 3, etc. until a total of four to five points per EA had been surveyed. The in-field test revealed that the selection of 15 points upfront did not have a significant positive effect on fieldwork. Even though multiple points were selected upfront the fieldworker still had to visit them in sequential order. This meant a lot of time was spent walking between consecutive points.

The table below depicts the number of attempts that resulted in the required number of successful interviews per EA.

EAs	Successful	Refusals	NOAH	Total Attempted
79911383	3	22	20	45
79911388	7	10	43	60
79911391	1	12	34	47
79813089	6	9	28	44
79813623	3	5	23	31
79813627	2	6	42	50
79813628	5	23	79	107
79910139	1	9	127	137
79910158	3	7	13	23
79911468	2	1	10	13
79910910	1	5	2	8
79815400	4	7	11	22

79815401	8	6	1	15
79814766	2	3	8	13
79814984	8	12	8	28
79814766	2	3	8	13
<b>TOTAL</b>	<b>58</b>	<b>140</b>	<b>457</b>	<b>656</b>

**Table1: Summary best practise respondent recruitment**

The table above shows that a total of 656 attempts resulted in 58 (8.8%) successful interviews. This excludes two EAs (79911380, 79911384) where access to entire EA was refused.

As an experiment it was decided to get an indication of the general willingness of the population in difficult areas to participate in studies like this. This was done by approaching any individual or household within the EA with a request to participate. This approach was followed in 7 EAs. A total of 25 interviews were conducted with relative ease. This shows that a relaxation of in-field sampling methods could potentially have a significant impact in achieving fieldwork targets in the most difficult areas.

**Respondent selection within household**

In cases where respondent selection was done through conventional household roster sampling method it took significantly longer and resulted in additional refusals.

EAs	Successful	Refusals
79911383	3	22
79911388	7	10
79911391	1	12
79813089	6	9
79813623	3	5
79813627	2	6
79813628	5	23
<b>TOTAL</b>	<b>27</b>	<b>87</b>

**Table 2: Results of Respondent selection through conventional household roster sampling**

In cases where a household member selected the respondent it had a significant positive impact on the efficiency of the fieldwork.

EAs	Successful	Refusals
79910139	1	9
79910158	3	7
79911468	2	1
79910910	1	5
79815400	4	7
79815401	8	6
79814766	2	3
79814984	8	12
79814766	2	3
<b>TOTAL</b>	<b>31</b>	<b>53</b>

**Table 3: Results of Respondent selection by a household member**

From the above two tables it is clear that the effort required to achieve successful interviews is significantly higher (close to 50%) where the household roster is used compared to the more relaxed approach where the selection is done by a household member. In the case of the roster selection there was 87 refusals and 27 successful interviews. The corresponding figures for the alternative approach are 53 and 31 respectively.

**b.) Self-selection - Respondent recruitment**

More than 900 flyers were distributed. This approach was tested in Silverton (3 x complexes, 1 x retirement village and the suburb) as well as the suburbs of Colbyn and Hatfield in Pretoria. Roughly 10% were handed out in person, with the majority being placed in post boxes. Gazebos and flyers contribute to awareness but do not have a significant impact on cooperation. Ultimately the persuasive skills of fieldworkers determined success. Only one potential respondent participated. The respondent opted for the CAWI option. Due to the virtually zero-success rate obtained through this method it was decided to suspend this approach after 16 days.

**c.) Questionnaire administration**

Once recruited through both methods above, the respondent was able to select one of the following questionnaire administration methods reflected in the table below.

Conventional CAPI interview	Tablet based	Self-completion Online (CAWI)	Remote interview assisted using Zoom or Teams (CATI)	Telephonic interview (CATI).
58	0	10	0	0

**Table 4: Results of questionnaire administration method**

From the above it is clear that the face-to-face CAPI method of questionnaire administration is the preferred option of the majority of respondents when done in the field. The telephonic questionnaire administration method discussed later in this report yielded the exact opposite results.

**d.) Quality of fieldworkers**

A group composing of (part of the) cream of the crop of GeoSpace’s fieldworkers were used for the study. This immediately had a positive effect on response rates. The most important finding of the study has been that the quality of fieldworkers is arguably the single most important determinant in the pursuit of success. People skills, passion for the task, loyalty to the Company, thorough knowledge and understanding of the survey, clear understanding of the roles of GCRO and GeoSpace, problem solving skills, sensitivity to racial conflict, ability to listen and ability to resolve conflict are all important attributes of a quality fieldworker.

**e.) Interviewer profiles**

A key point that emerged is the importance of quality field staff. It is critical. In general, well-presented, experienced and professional fieldworkers have the highest level of success.

Specific things/attributes include:

- Dress code
- Presentability
- Knowledge of the survey

- Role of GeoSpace and GCRO, i.e. the roles and responsibilities of each party and how they relate to each other.

**f.) Selection and composition of field teams for different areas**

In high-walled areas it is important to have a woman in the team and preferably not more than two persons at a time; at least not during the initial contact. Males are perceived to be a security risk. A woman, especially if she walks slightly in front of a male, is perceived as a far lower security risk compared to a male.

In some areas black fieldworkers were harassed and chased away during the main survey. The behaviour of many respondents is often the result of a negative attitude rather than a perception that their security or privacy is being invaded. Experienced fieldworkers tend to have more success in these areas. They have more persistence and patience and can explain the survey etc. better than less experienced fieldworkers. A strong focus on addressing the fears/concerns is required to understand and address the core of the person's attitude.

**g.) Ward Councillors**

In general ward councillors were helpful when approached for assistance. However, in a few cases seemingly "power hungry" councillors made things difficult for the field team. In one particular case - Hyde Park - the councillor was not helpful at all. This is confirmation of the need for a dedicated awareness strategy targeting ward councillors and gate keepers in general.

**h.) Estate Managers**

Access to security estates was by and large dependent on the cooperation of the estate manager. In general, the majority of estate managers are not likely to grant access because there are, from their perspective, no benefits for them or the estate in doing so; only risks. In cases where access was refused very few interviews were conducted.

**i.) COVID19**

Whereas COVID19 related refusals were quite prevalent during the main survey the field teams had the opposite experience during the pilot study. Significantly more people cooperated during the pilot compared to the main survey. Furthermore, the time spent at households were often significantly longer than required for the completion of the questionnaire. In some cases, as long as two hours instead of the 45minutes required for the completion of the questionnaire. This can most likely be ascribed to a desire/need from respondents to have social interaction. More and more people are working from home as a consequence of COVID. This situation is likely to change as things normalise over time.

**j.) No One At Home (NOAH)**

NOAHs were significantly less compared to GeoSpace's experience based on past surveys prior to COVID-19. This can directly be attributed to the fact that many people are currently working from home. This had a positive impact during the pilot (as well as QoL 6) in terms of finding people at home. This is obviously directly related to the effect of the restrictive measures of COVID19 and is therefore likely to be of less significance once the measures are lifted.

### 3.4 Pilot: Telephonic

#### 3.4.1 Recruitment of respondents

In total 23 areas were selected for the telephonic study. Each area consists of an EA sampled for QoL 6 plus two to four adjacent EAs. The GTI database containing contact details including telephone numbers linked to a spatial location were obtained for the selected areas. The telephone numbers included in the study were randomised and allocated to six telephone operators. Calls were made sequentially starting at the top of the list. In cases where there were more than one contact number for a given address all the alternative numbers were dialled and the outcome recorded before moving on to the next address. Possible outcomes were: Number does not exist, no answer, voicemail, refusal, appointment and successful recruitment.

#### 3.4.2 Mode of Questionnaire administration

Once recruited, the respondent was able to select one of the following questionnaire administration methods: Conventional CAPI interview; Self-completion i.e., Online (CAWI), Tablet based; Remote interview assisted using Zoom or Teams (CATI); Telephonic interview (CATI).

#### 3.4.3 Results

A total of six GeoSpace staff members were involved in the telephonic interviews: 4 females and 2 males. Telephonic interviews took place over a period of 20 days with the number of callers varying between 2 to 5 per day.

Total number of calls	Not answered	Refusals	Successful interviews CATI only	Address changed
1067	590	420	57	9

**Table 5: Results telephonic respondent recruitment and questionnaire administration**

The successful interviews expressed as a percentage of the total number of calls implies a success rate of 5.3%. Albeit low it is not that much lower than the usual success rate (approximately 10%) achieved with traditional face to face interviews in the difficult areas where this method was tested.

The study revealed that the address of 15.8% (9 out of 57) of the respondents differed from the data provided by GTI. This could be ascribed to either errors in the database or change of address.

Out of the 420 refusals a negligible number started as an interview but was terminated before the interview was completed.

The daily success rate varied between 5 and 6%. Some agreed to a time to be called back to do the interview or requested to be called at a specific time and then simply did not answer the phone. Female callers had more success than males; especially females calling females.

The list of selected EAs is in Annexure C.

The existing management system and CAPI questionnaire were adapted and refined to accommodate the above-mentioned changes to sampling and questionnaire administration.

## SECTION 4: RECOMMENDATIONS

The recommendations in this section are compiled from the findings from the entire study.



**a.) Recommendations related to Ward Councillors**

When approaching ward councillors the letter of the Premier must also be accompanied by a letter from the relevant political party.

Ward councillors must be interviewed in order for them to know and understand what the survey is about and exactly what the questions entail

**b.) GCRO participant information sheet and QoL 6 pamphlet**

The participant information sheet as well as the pamphlet must be more concise and, importantly, be worded and communicated in layman's terms.

**c.) Telephone numbers: Information letter from the Premier's Office and GCRO**

A dedicated person(s) in the Office of the Premier must be appointed to answer the phone. Consideration should also be given to put measures in place that will enable the Premier's Office to attend to calls after hours and over weekends.

The GCRO contact number must also be accessible by callers during all reasonable hours and not only during office hours.

Calls can perhaps be relayed to mobile phones during non-office hours

**d.) E-mail communication with estate managers and CPFs**

Standard email to estate managers and CPFs must be prepared to be used as and when required

E-mail communication to estate managers and CPFs must be followed up in person by dedicated fieldwork managers and team leaders and special training is required to do follow-ups in person

**e.) Wider utilisation of social media**

Standard Whatsapp messages for Estate managers and CPF's must be prepared in advance to be used as and when required

Standard Facebook posts for ward councillors, CPFs and other community associations page to communicate/publicise their activities within the ward.

**f.) Addressing possible negative perceptions re the term "Quality of Life" amongst ward councillors and hostel managers**

The potential issues regarding to the term "Quality of Life" wording should be addressed proactively in the communication material for hostel managers and ward councillors.

**g.) Community Policing Forums and farm access**

It is strongly recommended to engage with community police forums prior to any fieldwork in farm areas. It is furthermore recommended that a dedicated strategy and publicity material with carefully targeted concise messaging about the survey and the legitimacy of the fieldwork team is important during initial engagement.

**h.) Dedicated publicity campaign**

It is recommended that in future surveys an updated publicity campaign be embarked on prior to the start of fieldwork. Such a publicity campaign should be developed by the field survey company in close liaison with GCRO and it should inter alia cover the following:

- Engagement with ward councillors and political parties at local level. Having copies of the report(s) of previous studies as well as other supportive documentation could assist.
- Targeting Community policing forums is an excellent strategy since they in general enjoy the trust and cooperation of the broader community
- Targeting estate managers, property management agencies, managers of boomed of communities
- WA groups: sharing of information re the survey on WA groups once contact had been established through councillors, Community Policing Forums (CPFs), estate managers, etc.
- Distribution of revised brochures and pamphlets that are more concise and target group specific i.e. farmers; estate managers; councillors; hostel managers, etc.

**i.) Link to website**

It is recommended that the field survey company must have a dedicated link and page regarding the survey on their website. This is important to enable people to be able to verify credentials of the survey on the Internet (GCRO and GeoSpace) as well as telephonically and by e-mail.

**j.) Incentives as part of awareness campaign**

It is recommended that aerial maps of the Ward councillor and CPF areas be distributed during the initial engagements.

**k.) Sex of interviewers**

Selection and placement of interviewers need to take cognisance of the fact that, in some communities e.g. Islamic/Asian communities it is imperative that interviewers must be of the same sex as the interviewee.

**l.) Language during initial engagement with farmers**

In commercial farm areas a white fieldworker – preferably Afrikaans – is best for the initial interaction with the farmer. Once access has been granted the profile of the fieldworker is less important (during the actual interviews). There is therefore no need for the rest of the team to be white/Afrikaans – only one person is required.

**m.) Sampling of households on farms**

Given the difficulties associated with working in farm areas it is recommended that households be clustered per area and sampling be done within the area. Household roster sampling should only include the respondents that are present at that particular time.

**n.) Getting access to hostels**

It is recommended that the security company (responsible for access control and security) and hostel manager be involved in the process of arranging permission to do a survey within hostels

**o.) Incentives**

It is not recommended that incentives for respondents be considered for future surveys.

**p.) Proposal for respondent selection in the most difficult areas**

Even after implementing all the recommendations above it is expected that some of the most difficult areas would still remain a challenge. It is proposed that the most difficult areas be identified once the initial sample had been drawn at an EA level. The alternative approach would then only be

considered for these areas. The alternative methods can be grouped into two main categories namely in-field and telephonic.

***In-field respondent recruitment:*** the required number of dwelling units are pre-selected in exactly the same manner as for the rest of the study. However, instead of adding additional points to be used as substitutes an additional 5-10 substitutes are pre-selected for each of the originally selected points. The 5+ substitute points must be as close as possible to the main point. During the survey the fieldworker will then visit the main point first. If there is any outcome other than a successfully completed questionnaire the fieldworker immediately move on to the first substitute followed by the second substitute, etc. This continues until a success had been achieved. It is argued that this approach should greatly enhance fieldwork progress since the fieldworkers do not have to do multiple visits at a point before substitutions can be done. Furthermore, since the substitutes are close to the originally selected dwelling unit much less time is spent moving between points within the EA. It needs to be further investigated from a sampling and fieldwork perspective but the experience in the pilot strongly suggest that this could potentially have a significant positive impact on fieldwork.

Once a person agreed to the survey he/she must be allowed to identify the member of the household to be interviewed. The pilot showed clearly that the household roster approach resulted in a significant number of additional refusals.

***In-field questionnaire administration:*** Once the respondent had been identified the survey must, as far as possible, be done immediately using face to face interview (CAPI). CAWI should only be allowed in cases where respondents insist on it rather than CAPI.

***Telephonic respondent recruitment:*** in cases where access to an area is refused telephonic recruitment can be considered. As can be seen from the pilot test 5.6% of telephone calls resulted in a successfully administered questionnaire. This implies that, on average, every 20 attempts resulted in a successful interview. It is proposed to obtain the contact details of ALL the households within a given EA. Each household within the EA is allocated a random number. The operator would then start at the first household (number 1) on the list and continue on to number 3,4,5, etc. until the required number of successful interviews had been reached. If it so happen that the entire list had been exhausted and the target number of successfully completed questionnaires had not been achieved one of the bordering EAs that closest resembles the original EA is selected and the work continues following exactly the same approach as for the initial EA until the required number of successful interviews had been achieved.

***Questionnaire administration:*** Once recruited it is recommended that the interview immediately be conducted using CATI only. The pilot showed clearly that all the other options for questionnaire administration did not work.

## SECTION 5: CONCLUSION

The study firstly revealed that in the most difficult areas: access to the area was refused; in the difficult areas where access was allowed 8.8% of attempts resulted in a successfully completed questionnaire. The corresponding figure for telephonic interviews was 5.6%.

It is firstly important to acknowledge that the most difficult areas are becoming a bigger and bigger challenge over time even for the most seasoned fieldworkers. It does not only increase the effort in the field tremendously; it pushes costs up and it has a negative impact on fieldworker morale. Furthermore, certain areas e.g. Woodhill Estate in Pretoria has been a no-go in all the surveys that GeoSpace has been involved with.

It is therefore necessary to consider alternative methods for respondent selection and questionnaire administration for some of the most difficult areas. Based on the findings of this study it is recommended that the general recommendation as well as the specific recommendations for

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respondent recruitment and questionnaire administration proposed in the previous paragraph be further researched for possible inclusion in future surveys.

GeoSpace International would like to thank GCRO for the opportunity to be involved in this study. Over the past two decades GeoSpace has continually strived to improve our fieldwork operations. This resulted in the establishment of a loyal, skilled and experienced core set of fieldworkers that are passionate about fieldwork. This study again confirmed that the quality of fieldworkers is a key component in the successful delivery of fieldwork projects. We will continue to invest in the further development of our fieldworkers.

Lastly, the introduction of a combination of sampling and survey methods makes it even more important to utilise a fully integrated field management platform that can accommodate the different methods being used during data collection.

Ultimately, going forward, the selection of the most appropriate combination of sampling and survey methods; the utilisation of well-trained, quality fieldworkers combined with a survey management platform that can cater for the planning, implementation and managing of the different methods is likely to result in better quality fieldwork linked to potential cost-savings due improved efficiency

## ANNEXURE A: LIST OF PARTICIPANTS AT FIELDWORK DEBRIEFING SESSION

GCRO/GeoSpace - Quality of Life survey (QoL VI)  
Fieldwork debriefing session  
Attendance register  
27 July 2021

	Surname	Name	Role
1	Mokwena	Lucas	Director of Fieldwork
2	De Fortier	Etienne	Project Manager
3	Loots	Hennie	Project Coordinator
4	Baloyi	Sydney	team leader
5	Kumalo	Christopher	team leader
6	Louw	Luther	team leader
7	Mangale	Brenton Edwin	team leader
8	Qwele	Zanoxolo	team leader
9	Tsita	Tebogo	team leader
10	Tsotetsi	Lebohang Aaron	team leader
11	Wynne	Lindokuhle Wiseman	team leader
12	Mabasa	Kamogelo Derick	team leader
13	Group	Jeffrey	team leader
14	Mmako	Stephina	team leader
15	Pietersen	Remaco Gladwin	team leader
16	Bird	Christopher	manager
17	Ndivheni	Ndwakhulu	manager
18	Seemise	Mathare Romeo	manager
19	Mokhosi	Kgositsile	field worker
20	Mokwena	Kefilwe Polite	field worker

## ANNEXURE B: INTERVIEW GUIDES

### GCRO FEASIBILITY STUDY – GATE KEEPER QUESTIONNAIRE AND INTERVIEW GUIDE

#### SECTION 1: ADMINISTRATIVE

(This section will be pre-populated)

Please confirm that the following is correct:

Affiliation of respondent:

- Security Estate
- High Rise Flats
- Hostel
- Private security company
- Community police forum or neighbourhood association

Name:

Surname:

Designation or role:

#### SECTION 2: GCRO QUALITY OF LIFE SURVEY

1. How did you become aware of the “Quality-of-Life survey”?
2. What were your first impressions of the survey?

#### SECTION 3: ACCESS/PERMISSION

I will now ask you a few questions about requests to conduct survey interviews with residents of this estate/complex/neighbourhood. This is to help us understand the best ways to request access in future.

3. How would you describe any previous experiences that this estate/complex/neighbourhood has had with allowing research organisations to conduct interviews/surveys with residents?

According to our records, our fieldworkers were/ were not granted permission to recruit participants for the Quality of Life survey in this estate/complex/neighbourhood.

4. What were the main reasons access was granted/not granted for the survey?

*Probes, if necessary:*

- *Approach: The way in which access was requested*
- *Information and awareness about the survey*
- *Presentation of fieldworkers (professionalism, language, dress, age, gender, race)*

*Perceptions of risk*

- *COVID-19*
- *Safety and security*

- *Previous bad experiences with research*

*Official policies:*

- *Official access policies*
- *Residents opposed*

*Other:*

- *Current events*
- *Weather*
- *How you felt on the particular day*

5. What do you think could help us to gain permission to recruit participants in this estate/complex/neighbourhood, or similar areas, in future?

*Probes, if necessary:*

- *How permission is requested (in person, email, phone, meetings, etc)*
- *Information we provide about the survey & staff, and ways to verify this*
- *Awareness campaigns*
- *Presentation of field staff (dress, language, race, age, sex etc)*
- *Local Councillor involvement*
- *Offering incentives, for example area maps, or stationary/mug with logo*
- *Anything else?*

6. Usually we pre-select the dwellings where we would like to conduct interviews, and ask for permission to enter the estate/complex/neighbourhood to approach these dwellings. Are there other ways that we could secure interviews with a random sample of residents?

*Probes, if necessary:*

- *Assistance from respondent or manager in approaching the pre-selected dwellings/contacting residents of these dwellings*
- *Asking respondent or manager to provide list of willing residents*
- *Asking respondent or manager to share information with residents who may then volunteer*
- *Other*

## SECTION 4: OPINION

Is there anything else we could do better to gain trust of residents and permission to recruit survey participants in estates/complexes/neighbourhoods like this one?

6. Any other thoughts or suggestions you would like to share with us?"

Thank you very much for your time!

## SECTION 1: ADMINISTRATIVE

(This section will be pre-populated)

Please confirm that the following is correct:

Name:

Surname:

Designation or role:

Ward Name/number

## SECTION 2: GCRO QUALITY OF LIFE SURVEY

1. How did you become aware of the “Quality-of-Life survey”?
2. What were your first impressions of the survey?

## SECTION 3: ACCESS/PERMISSION

I will now ask you a few questions about requests to conduct survey interviews with residents in your WARD especially in estates/complexes/neighbourhood boomed of areas. This is to help us understand the best ways to request access in future.

3. How would you describe any previous experiences that you know of that estates/complexes/neighbourhood boomed of areas in your ward has had with allowing research organisations to conduct interviews/surveys with residents?
4. What do you think could help us to gain permission to recruit participants in estates/complexes/neighbourhood boomed of areas, or similar areas in your ward, in future?

*Probes, if necessary:*

- *How permission is requested (in person, email, phone, meetings, etc)*
- *Information we provide about the survey & staff, and ways to verify this*
- *Awareness campaigns*
- *Presentation of field staff (dress, language, race, age, sex etc)*
- *Local Councillor involvement*
- *Offering incentives, for example area maps, or stationary/mug with logo*
- *Anything else?*

6. Usually we pre-select the dwellings where we would like to conduct interviews, and ask for permission to enter estates/complexes/neighbourhood boomed of areas to approach these dwellings. Are there other ways that we could secure interviews with a random sample of residents?

*Probes, if necessary:*

- *Assistance from ward councillor in approaching selected Estates/Complexes. Neighbourhood boomed of areas*
- *Assistance from respondent or manager in approaching the pre-selected dwellings/contacting residents of these dwellings*



- 
- *Asking respondent or manager to provide list of willing residents*
  - *Asking respondent or manager to share information with residents who may then volunteer*
  - *Other*

## SECTION 4: OPINION

Is there anything else we could do better to gain trust of residents and permission to recruit survey participants in estates/complexes/neighbourhood boomed of areas in your ward?

5. Any other thoughts or suggestions you would like to share with us?"

Thank you very much for your time!

**ANNEXURE C -- LIST OF SELECTED EAS**

**Preparatory phase – Gate keeper EA sample**

EA NUMBER	WARD COUNCILLOR	ESTATE/BUILDING MANAGER MANAGER	SECURITY MANGER	COMMUNITY POLICE FORUM/SAP	PROPERTY MANAGEMENT	HOSTEL
76310287	x	x	x			
76310383		x				
76310548				x		
76310597		x				
76310608		x				
76310613	x	x				
76310621		x				
79814066		x				
79814185	x		x			
79815365		x				
79816299		x				
79816321		x	x			
79900069		x				
79910064	x				x	
79910089		x	x			
79910106		x	x			
79910122		x	x			
79910299		x				
79910358		x				
79910599				x		
79910643		x	x			
79910732			x			
79910736	x	x				
79910806	x	x				
79910898		x	x			
79910900		x	x			
79911892						x
79912198		x				
79912973	x					
79912977				x		
79913241	x			x		
79913613				x		x

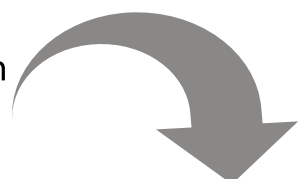
**Pilot Feasibility study fieldwork EA sample**

ORIGINAL SAMPLE	NEW EA1	NEW EA2	NEW EA3	NEW EA4	NEW EA5	BEST PRACTISE	SELF SELECTION
79911708	79910139	79911334	5487651	79911332	79910141	10	
79910181	79910155	79910158	79910151	79910153	79911468	10	
79911179	79910566	79910570	79910568	79910910	79910564	10	
79912288	79912753	79912752	79911104	79911106			8
79911379	79911380	79911384	79911383	79911388	79911391		10
79811210	79811208	79811207	79811212	79811484	79811483		10
79813092	79813093	79813091	79813089	79813898	79813894		10
79813625	79813627	79813628	79813621	79813623	79813624		10
79814980	79814983	79814982	79814984	79814766	79814773	10	
79815408	79814844	79815406	79815402	79815401	79815400	10	
<b>TOTAL</b>						<b>50</b>	<b>48</b>

**Pilot Feasibility study telephonic interview EA sample**

ORIGINAL EA	ADDITIONAL EA2	ADDITIONAL EA3	ADDITIONAL EA4	ADDITIONAL EA5	Estimated Interviews	R40 AIRTIME INCENTIVE OFFERED
79811065	79811071	79811063	79811064	79811062	10	YES
79811140	79811101	79811102	79810999		8	
79812185	79812188	79812186	79812364	79812184	10	YES
79813564	79813562	79813561	79813565	79815159	10	
79813580	79813582	79813579	79813578	79813574	10	
79814874	79814077	79814871	79814872	79814870	10	
79815176	79813585	79815174	79815173	79815170	10	
79815275	79815742	79815741	79815743	79815387	10	
79815502	79815501	79815610	79815611	79815499	10	
79815587	79815588	79815589	79814301	79815583	10	YES
79815840	79815839	79815837	79815835	79815843	10	YES
79816088	79814181	79814184	79816093		8	
79816320	79816325	79816324	79816326		8	
79910016	79910013	79910011	79816517		8	
79910024	79910496	79910245			6	
79910040	79910043	79910050	79910051		8	
79910122	79910124	79910123	79910120	79910121	10	YES
79910806	79910804	79910803	79910802	79910800	10	
79910813	79910814	79910812	79910528	79910815	10	
79910916	79910777	79910774	79910839	79910915	10	
79910918	79910919	79910895	79910920	79910894	10	
79912756	79912757	79912755			6	
79913465	79913274	79913337	79913272	79913275	10	YES
TOTAL					212	

Scan here for more information about the Quality of Life survey



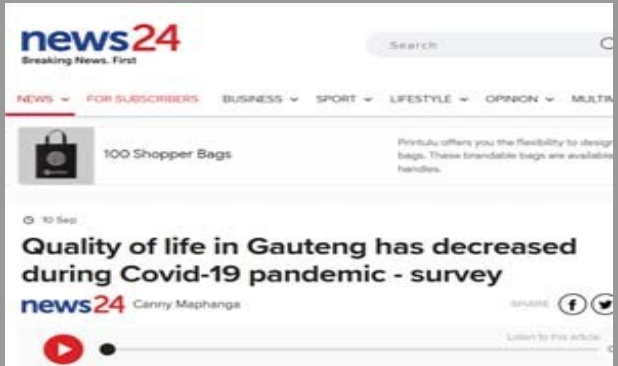
# Thank you for helping us complete this **survey**



## Quality of Life Survey

Feasibility Study 2021/22

Please complete the **Survey**



If you have any comments or concerns, all calls to our office or call centre agents are confidential and your call will assist us to improve the survey.

Please contact us to let us know how your interview went.



081 339 1316 or 072 418 7972



012 348 4586 or 012 348 4587 (office hours)



info@geospace.co.za

USE THE FOLLOWING OPTIONS

**ON-LINE**

<https://tinyurl.com/GCROSC>

**OR**

**QR CODE**



**OR**

**FACE TO FACE/TELEPHONIC INTERVIEWS**



061 790 1236 or 072 418 7972

2022

## ***Quality of Life Survey Feasibility study***

Dear fellow resident of Gauteng,

Every two years, the Gauteng City-Region Observatory (GCRO) – a partnership of Wits University and the University of Johannesburg – carries out a Quality of Life (QoL) survey. We ask questions about a very wide range of issues affecting us all, from transport to education to social attitudes to pollution, to highlight what is working well, and what residents are struggling with. We aim to interview randomly selected adults across the entire Gauteng province. However, we struggle to conduct enough interviews in estates, complexes, and suburban neighbourhoods. This study is to help us understand whether offering survey participants different ways to participate in the survey would help to encourage participation by residents in these areas. The study is being conducted by GeoSpace International.

We invite you to participate in this study by completing a survey. You have been selected as an adult resident of an area where we have struggled to conduct interviews in the past. If you agree to participate, you can choose to complete the survey in person with an interviewer, on your own using your own device, or over the phone. The survey should take approximately 30 minutes of your time. We will ask you for some identifying information, such as your name and address, which will only be used for quality control purposes. All information shared with us will be treated with complete confidentiality. After completion of all interviews, responses will be collated in a completely anonymous way. You will not receive any direct benefits from participating in this research, and there are no disadvantages or penalties for not participating. You can choose not to answer any question, and can withdraw from the study at any time.

Anonymised study results will be used by researchers at the GCRO to inform planning for future Quality of Life surveys, and may be used in journal articles and conference presentations. Anonymised data may also be used by other researchers to support planning for other surveys. Your participation is extremely valuable.

If you have any queries whatsoever about the survey, please feel free to contact the GeoSpace call centre, or to contact me directly on (011) 717 7390 or [julia.dekadt@gcro.ac.za](mailto:julia.dekadt@gcro.ac.za). If you have any concerns or complaints regarding the ethical procedures of this study, you are welcome to contact the University Human Research Ethics Committee (Non-Medical), telephone +27(0) 11 717 1408, email [Shaun.Schoeman@wits.ac.za](mailto:Shaun.Schoeman@wits.ac.za).

Yours sincerely,

Dr Julia de Kadt  
Quality of Life Survey Project Lead, Gauteng City-Region Observatory

## ANNEXURE E: FIELD PILOT LIST OF GEOSPACE STAFF AND FIELDWORKERS

GCRO/GeoSpace - Quality of Life survey (QoL VI)

PILOT: In-field feasibility study

List of GeoSpace staff and fieldworkers

	Surname	Name	Role
1	Mokwena	Lucas	Director of Fieldwork
2	De Fortier	Etienne	Project Manager
3	Loots	Hennie	Project Coordinator
4	Tsita	Tebogo	field worker
5	Group	Jeffrey	field worker
6	Mmako	Stephina	field worker
7	Pietersen	Remaco Gladwin	field worker
8	Bird	Christopher	Manager
9	Seemise	Mathare Romeo	Manager
10	Japhta	Shalon	field worker
11	Mathebula	Tebogo	field worker
12	Thiyane	Rethabile	field worker