



QUALITY OF LIFE SURVEY 2013

CITY BENCHMARKING REPORT

GCRO

Gauteng
City-Region
Observatory

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A

INTRODUCTION AND SAMPLING METHOD

Photograph by: Skhumbuzo Mtshali

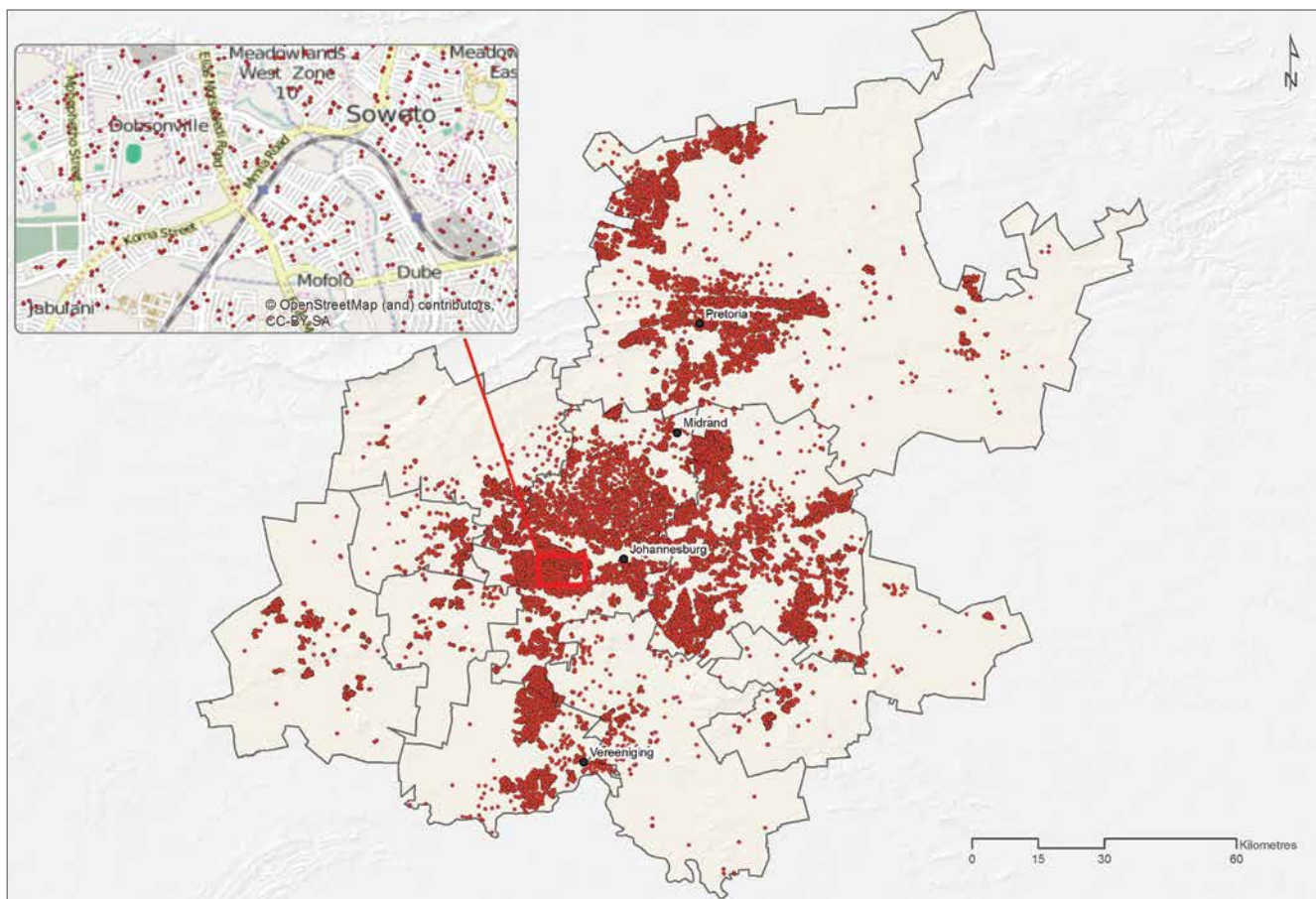
1. INTRODUCTION

In 2013, the Gauteng City-Region Observatory (GCRO) ran its third Quality of Life (QoL) Survey in South Africa's Gauteng Province.

The first survey was conducted in 2009 and realised a sample of 6 636 respondents, 5 821 from within Gauteng and the remainder from selected wider city-region 'footprint' areas in three surrounding provinces: Mpumalanga, North West and the Free State. The second survey, conducted in 2011, nearly tripled in size and reached 16 729 respondents, this time all from within Gauteng. In 2013 the sample grew still further to 27 490 respondents, making QoL III probably the largest survey of social attitudes ever conducted in the province.

The enlargement of the survey in 2013 was made possible by a generous financial contribution from each of the three metropolitan municipalities in Gauteng – Tshwane, Ekurhuleni and Johannesburg. These city contributions supplemented GCRO's own funds from the Gauteng Provincial Government, making up enough to achieve a Gauteng-wide sample with an error bar of just 0.6%. The sample was distributed across all of the province's 508 wards. The number of interviews realised per electoral ward – while not quite sufficient to be representative in strict statistical terms – is large enough to enable comparison across wards with a high degree of confidence, giving Gauteng municipalities, and in particular the three cities where the ward samples were largest, critical local level data for analysis and programme targeting purposes.

This report, one of many outputs from the QoL III Survey, compares results across Gauteng municipalities in 12 focus areas. This comparison, or benchmarking, is not intended to



set municipalities on a competitive league table against one another. Relative achievements/progress and failures/decline are indeed highlighted, but not in an attempt to give a set of 'scores' that establish one municipality as 'the best'.

Most of the graphs and tables in this report speak to all municipalities in the province. However, reflecting their material contribution to the running of the survey, some sections focus on the three metropolitan municipalities in slightly more detail.

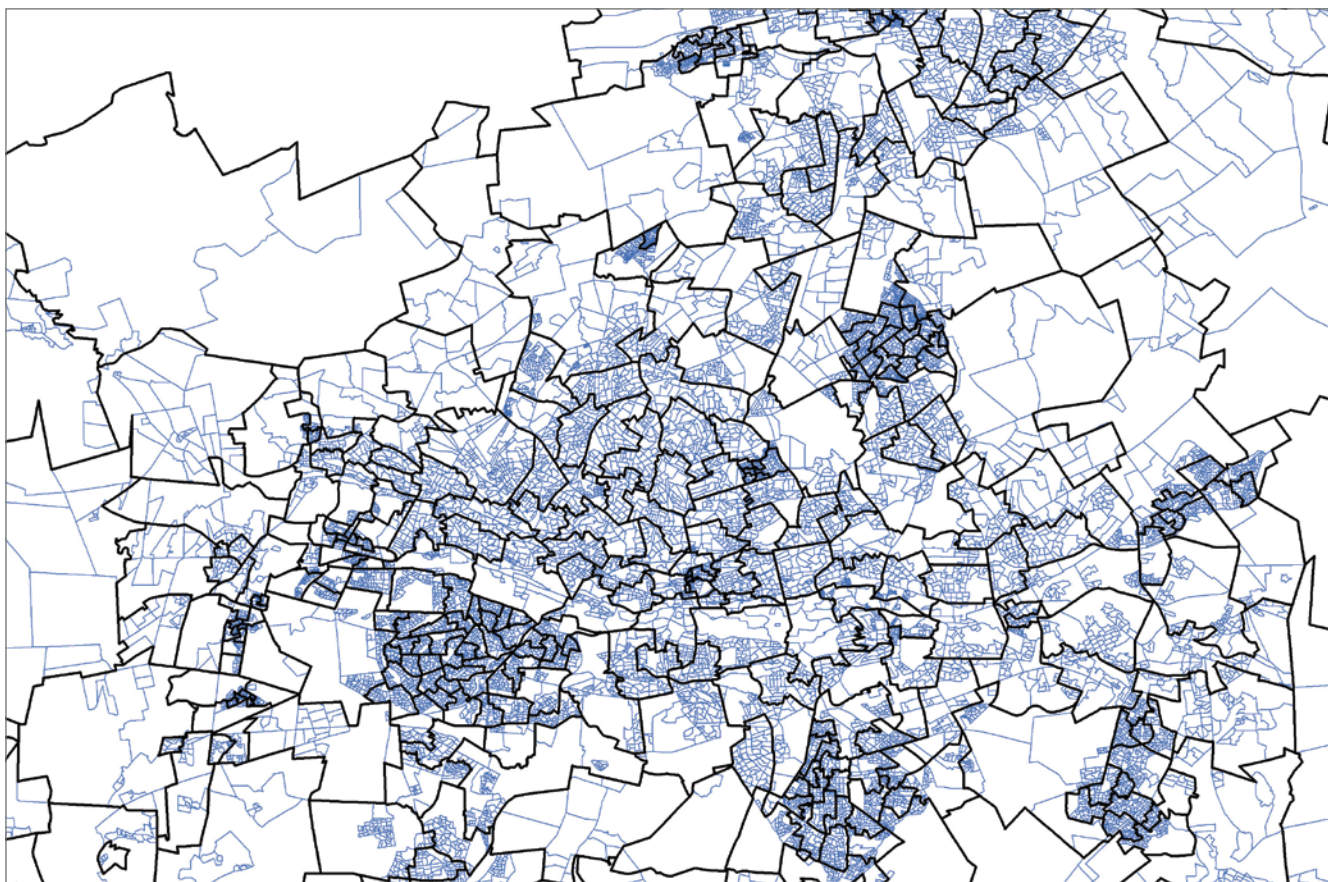
2. SAMPLING METHOD

To build the sample for the QoL III Survey, and in particular to achieve ward representivity, it was decided that each ward in non-metro areas of the province needed to have at least 30 respondents, while each ward in the three metro areas needed to have at least 60 respondents. However, by using population proportional to size (PPS) the actual sample for more densely populated wards would often be higher.

The sample frame for the survey was based on the adult population of Gauteng (18 and over) according to Census 2011. Census 2011 also gave us the geographic distribution of these adults, and in turn the starting points for fieldwork.

After determining the number of interviews to be conducted in each ward we needed to establish where these interviews had to be conducted. In the Census statistical geography each ward (the black lines in the map) is divided into a number of smaller units, with Small Area Layer (SAL) cells – typically made up of two or three Enumerator Areas (EAs) – being the smallest for which data are released by Statistics South Africa (StatsSA) (SALs are shown by the blue lines in the map). The sample for each ward was divided on a PPS basis into its constituent SALs. To preserve randomness a random integer rounding function was applied to give the whole number of interviews to be conducted in each SAL. This saw some SALs drop to zero interviews, and others raised by one, two or more, and in turn a new minimum number of interviews for each ward.

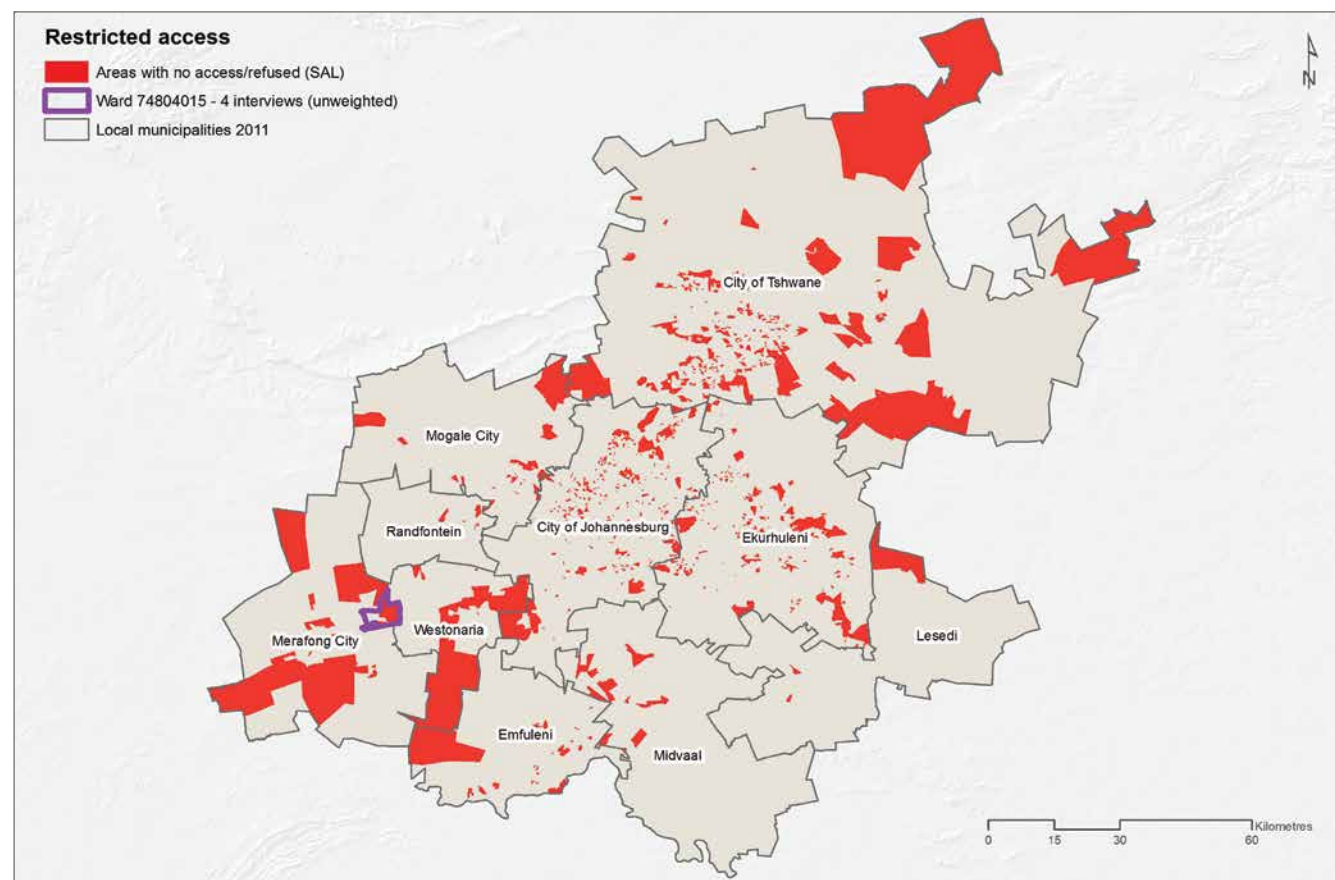
Fieldworkers were instructed to find the centre point of each SAL – established using geographic information systems (GIS) mapping and global positioning system (GPS) co-ordinates.



Randomness here was preserved by virtue of the fact that SALs are not all identically shaped. Fieldworkers were then asked to walk in a random direction and select every fifth stand. The distribution is illustrated by the map on page 3, with its inset detail of interview points in Soweto.

On gaining access to the property the fieldworker established how many dwellings there were on the stand and rolled a dice to select the dwelling within which to conduct the interview. If there were more than one household per dwelling fieldworkers again rolled a dice to choose the household.

3. KEY CHALLENGES



All members of the household aged 18 years and older were identified and the 'next birthday' rule was applied to select the respondent from within these. If the respondent was not at home fieldworkers were required to make an arrangement to return at an appropriate time. Only if no access could be gained to the property, dwelling, or selected respondent after multiple visits was substitution permitted, with the next stand five stands away being targeted.

Every effort was made to achieve a representative and random sample throughout the process of determining the number of interviews per ward and SAL, the designation of starting points, and the selection in field of stands, dwellings, households and adult respondents. In addition, there were multiple layers of quality control over the actual fieldwork:

- Fieldwork managers from the appointed fieldwork company (Geospace) did quality checks on every questionnaire.
- An external back-checking agency, hired separately to the fieldwork contractor, undertook surprise visits in the field, as well as call backs and an internal review of 25% of questionnaires. While highlighting some issues, the back-checking agency gave the fieldwork process high scores.
- After submission of the final dataset there was a further process of checking and verification by GCRO on GIS co-ordinates and selected results.

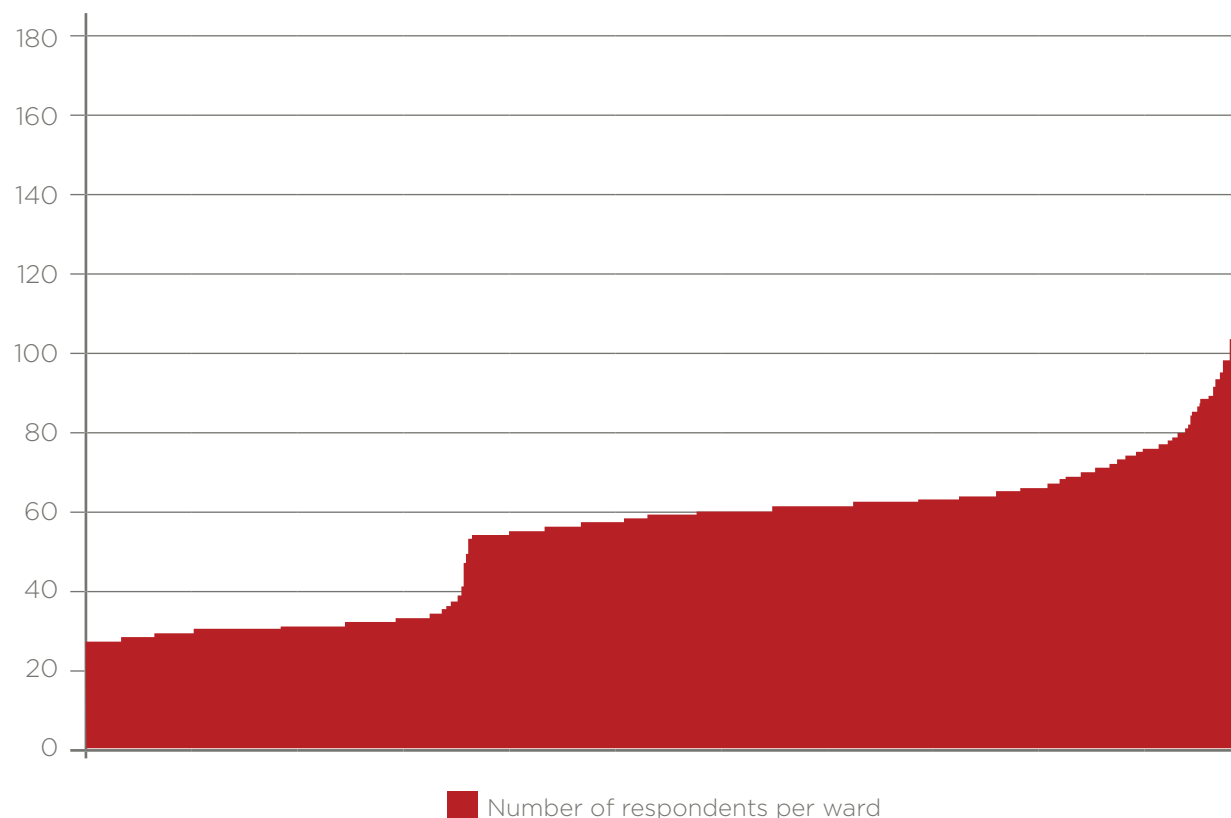
While every care was taken the process inevitably saw some challenges. A key challenge, also encountered in 2011 but exaggerated in 2013, was fieldworkers struggling to access some areas because of 'security concerns'. Many SALS are made up of gated communities or lifestyle estates, and GIS-determined starting points sent fieldworkers to the centre of these to begin a process of randomly selecting stands. However, in many cases access to the estate was simply impossible and the entire SAL had to be substituted.

In another instance fieldworkers could not gain access to a mine 'compound' because mine management had determined that the hostels were off-limits for surveys. In this case the sample for the entire ward was compromised, as the mine constituted a ward by itself, and only four interviews could be conducted.

Even where access was possible to an area as a whole, fieldworkers struggled to gain access to many properties because of refusal by owners, or encountered overly zealous neighbourhood security organisations that insisted on escorting fieldworkers out of the community.

The map above indicates where SALS as a whole had to be substituted because of access constraints. It stands as emblematic of a growing concern over the violation of constitutional freedoms of movement and speech represented by controlled access to communities.

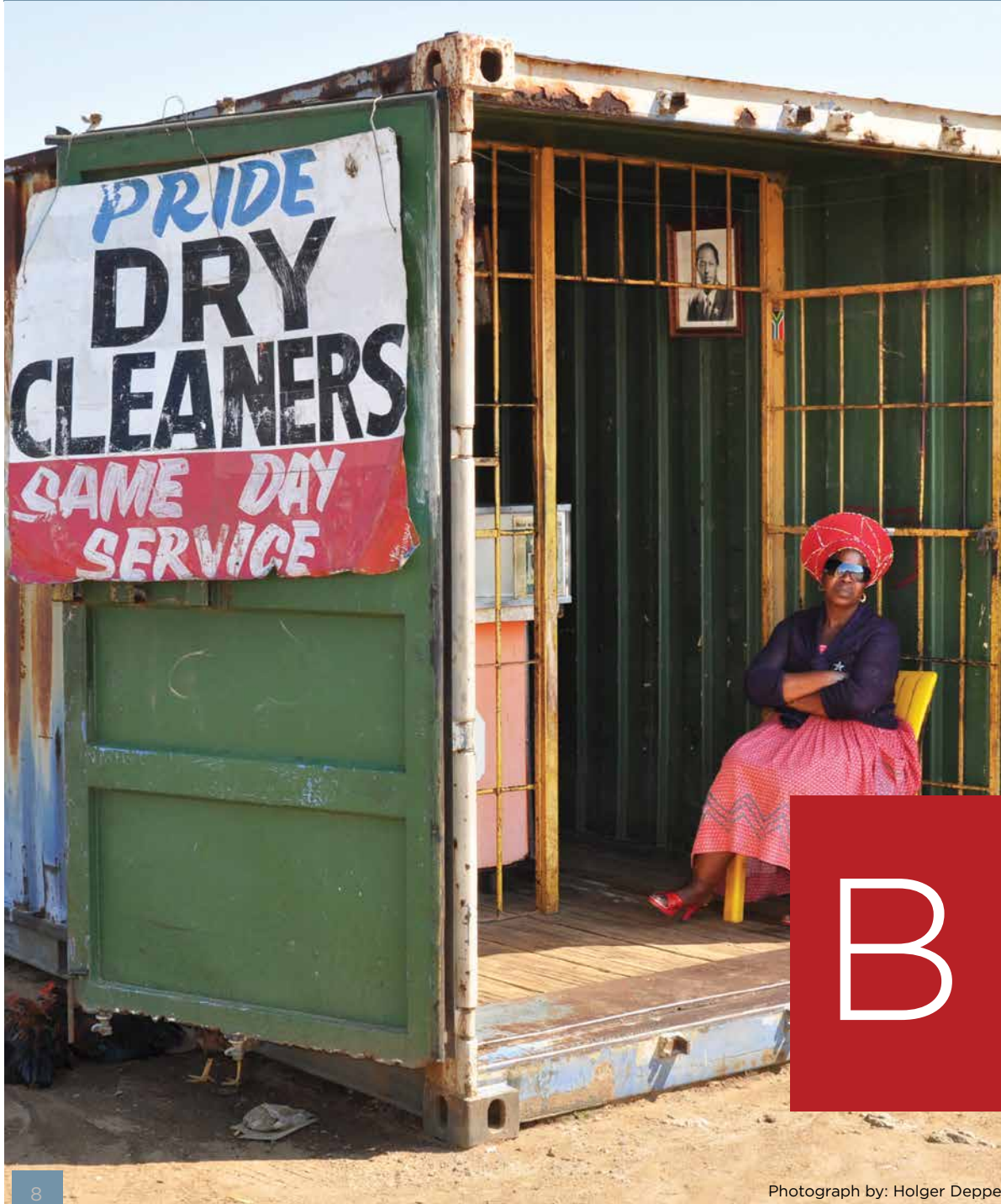
4. WEIGHTED RESULTS



The histogram above shows the distribution of the unweighted sample that was actually realised across Gauteng's wards. It indicates that by and large the objective of 30 interviews per ward in non-metro areas and 60 in metro areas was realised. The lowest number of interviews in a ward was four, because of the access constraints explained above. The next lowest was 27. Of the province's 508 wards, 460 (90.6%) had 30 interviews or more, and 240 wards (47.2%) had 60 interviews or more. The highest number of interviews realised was 171 in a ward in Ekurhuleni.

The final sample realised was compared back to Census 2011 to see whether the results accurately reflected the population. It was found that the results under-represented males relative to females, and that whites were also under-represented. The results were therefore weighted back to Census 2011 in terms of the key demographic variables of sex, race, and geography. Naturally, this resulted in a shift in the total number of interviews realised for each municipality as reflected in the table below. In some instances, such as Johannesburg, the weighted sample was slightly higher than the number of interviews actually realised. In smaller municipalities, such as Randfontein, the number of interviews actually attained was reduced in the weighted results.

	UNWEIGHTED		WEIGHTED	
	Number	%	Number	%
Emfuleni	1 439	5.2	1 558	5.7
Midvaal	420	1.5	213	0.8
Lesedi	391	1.4	214	0.8
Mogale City	1 070	3.9	810	2.9
Randfontein	711	2.6	328	1.2
Westonaria	518	1.9	247	0.9
Merafong	841	3.1	439	1.6
Ekurhuleni	6 435	23.4	7 052	25.7
City of Johannesburg	8 887	32.3	10 041	36.5
City of Tshwane	6 778	24.7	6 588	24.0
TOTAL	27 490	100.0	27 490	100.0



B

MUNICIPALITY SUMMARY OVERVIEWS

1. CITY OF TSHWANE METROPOLITAN MUNICIPALITY

Introduction

In this summary we highlight key trends and insights from the 2013 QoL Survey for the Tshwane Metropolitan Municipality. Of the 27 490 interviews held across Gauteng, a weighted sample of 6 588 respondents was realised for Tshwane.

Services and infrastructure

The majority of Tshwane respondents (85%) lived in formal housing, with 71% living in a house, brick or concrete structure on a separate stand. The proportion of Tshwane residents living in informal dwellings was 14%. In terms of types of ownership, 28% of Tshwane respondents owned and had fully paid off their dwelling, while 16% owned their dwelling, but were still paying a bond. Fifteen percent (15%) of respondents lived in a free Reconstruction and Development Programme (RDP) house.

A majority (91%) of residents had piped water in their dwelling or yard, while 84% had municipal refuse collection at least once a week. In general, the level of access across various services was above 80%, and the satisfaction score on an index of 14 government services was 67%. This was the second highest satisfaction score after Johannesburg with 69%. Satisfaction with specific services ranged from 44% for municipal billing to 84% for water services.

While Tshwane residents expressed dissatisfaction with all spheres of governments, local government fared the worst with 46% of respondents saying they were dissatisfied with the performance of the municipality (compared to 45% for

national government and 43% for provincial). That said, perceptions were better than in Johannesburg (at 53% dissatisfied) and Ekurhuleni (at 50%). Tshwane was also the only municipality where satisfaction levels improved between 2011 and 2013.

Economy and employment

Twelve percent (12%) of Tshwane respondents aged 16-64 years were business owners. Of those who were business owners 70% operated in the informal sector and 30% in the formal sector. Only 6% of the 16-64 year olds had owned their businesses for less than four years, indicating recent entrepreneurship. A low level of entrepreneurialism is also evidenced by the high proportion of business owners who had not approached government departments that supported Small, Medium and Micro-sized Enterprises (SMMEs), a proportion that increased from 87% in 2011 to 94% in 2013.

In terms of unemployment, it is worrying that a quarter of Tshwane residents who were unemployed had not worked for four years or more. Comparable to other municipalities, especially the other metros, a high proportion of Tshwane residents were employed in wholesale and retail, community, social and personal services, and private households. As expected, Tshwane had a higher proportion of residents employed in government than other municipalities in the province.

The QoL Survey used 12 variables to calculate a Decent Work Index, including inter alia: leave, medical aid, pension, training opportunities, etc. Almost half (47%) of Tshwane respondents had low scores on this index (high scores are good news). Those scoring low – i.e. without decent work – were employed in several sectors: private households (79% with low decent work); community, social and personal services (58%); agriculture, hunting, forestry and fishing (68%); construction (67%); and wholesale and retail trade (58%). The self-employed and those in the informal sector either full-time or part-time were predictably more likely to score low on the Decent Work Index.

Survey data indicated that there were strong linkages between the informal and the formal sectors. This was evident from the fact that those involved in the informal sector obtained goods or supplies from wholesalers (34%) and retailers (22%) in the formal sector. Eighteen percent (18%) of informal traders get their supplies direct from factories. In addition, the informal sector is an important part of the lives of many residents, as 63% of all respondents said they have bought goods or services from people selling on the street or in the informal sector in the previous year. Policies regarding the informal sector should take into account its use by residents, particularly the purchase of basic goods including foods, and perceived affordability, as this suggests the sector plays a role in household food security. However, concerns over safety and hygiene in the informal sector should also be noted.

Poverty and inequality

In Tshwane, the QoL Survey results for 2013 showed that a great majority of respondents (83%) earned less than R12 800 per month. This comprised 51% earning between R1 601-R12 800 and 32% earning between R0-R1 600. More than half (53%) of whites earned more than R12 801, while about 9% of blacks earned more than R12 801. In the same income bracket Indians/Asians and coloureds were 36% and 24% respectively. With a Gini coefficient of 0.72, a clear implication from these findings is that wealth is concentrated in the hands of a few individuals.

Transport

Overall results for Gauteng indicate that there is a near even split of people who said their most frequent trip was to go to work and to go shopping. Just under two-thirds of Tshwane residents' main transport trip purpose is work or shopping. Residents' main mode of transport to work is by car (private motor vehicle) which is higher than the Gauteng average. Residents' use of minibus taxis is lower than the Gauteng average. At 52 minutes on average, Tshwane residents have a marginally shorter travel time to work than Ekurhuleni and Johannesburg residents.

Although satisfaction levels with public transport are marginally higher than other metros, the level of dissatisfaction with public transport is higher than the Gauteng average. Of those in Tshwane who used public transport, only half found easy walking access to public transport stops within 10 minutes. Distance, risk of accidents and fear of crime presented the biggest challenges to walking as a primary transport mode. Compared to the other metros, the effect of e-tolls on the

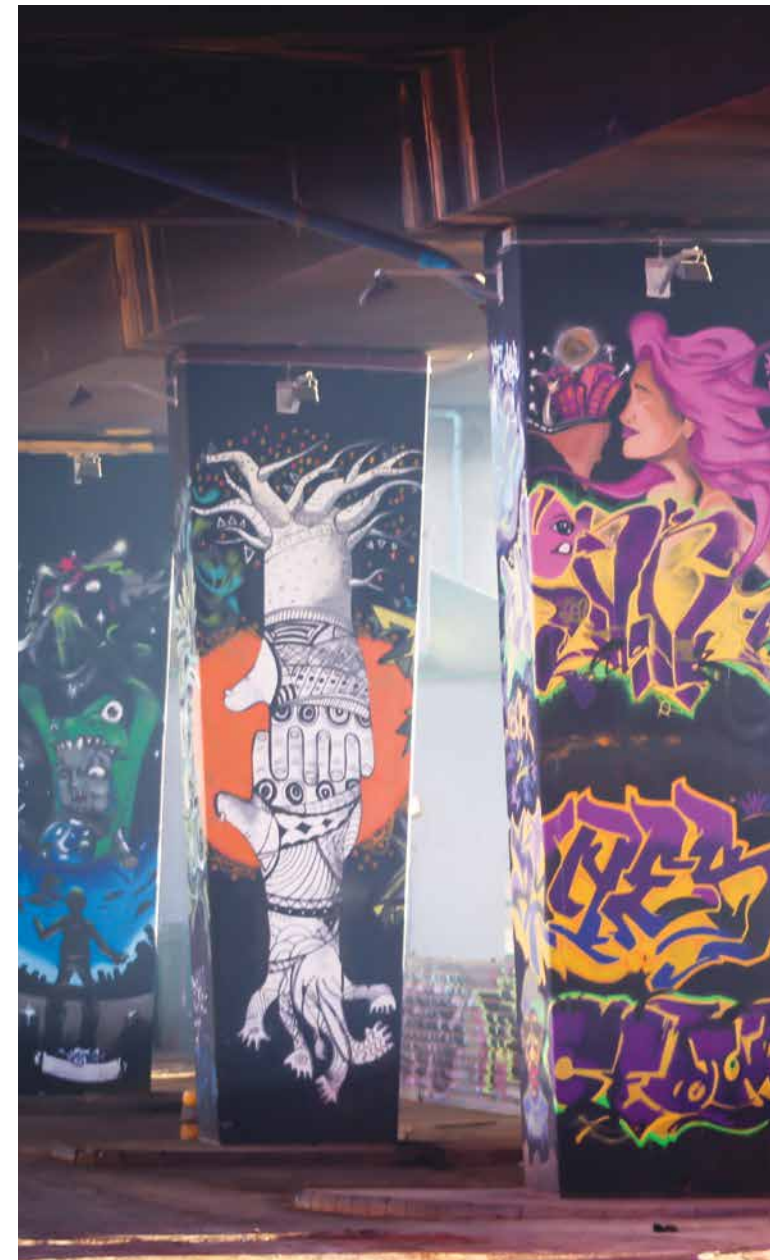
route or mode of transport that Tshwane residents used was not as pronounced and only a few would change their route and fewer their mode, compared to the provincial average of 18% and 12%, respectively.

Green behaviour

As with elsewhere in Gauteng, Tshwane residents did not seem to exhibit much green behaviour. Less than 5% of respondents harvested water for example. Residents seemed to be ambivalent about whether mining or economic development would inevitably harm the environment. There were very low recycling habits with most residents not recycling any waste.

Health

Health, as one of the most important provisions of a developmental state, is fundamental to a thriving, healthy society. The biggest self-reported health problem facing Tshwane was the prevalence of HIV, higher than the Gauteng average. That said, the percentage of those whose self-reported health status prevented them from carrying out daily activities or participating in social activities was lower than other metros and the Gauteng average. Tshwane residents most often used public healthcare facilities, marginally lower than the Gauteng average. The percentage of residents who used private healthcare was, by the same margin, higher than the Gauteng average. Satisfaction with publically provided healthcare in Tshwane was slightly higher than other metros and the Gauteng average.





Photograph by: Wikus Jordaan

Participation

Participation is a marker of how far a society has progressed in building a mobilised, active and responsible citizenry, and it reflects the strength of democracy. From the QoL Survey data a Democratic Participation Index was developed to indicate spheres of participation in voluntary activities or platforms that reflected interest in active and responsible citizen behaviour. It included attending and/or participating in civic forums, community/religious meetings, social clubs or societies and organised, collective demonstrations (protests). Across the city-region, residents ranked very low on the index, with a large proportion (28%) of residents not participating in any activities or platforms at all.

Less than half of Tshwane respondents participated in forums and platforms that demonstrated active citizenship such as Community Planning Forums and residents' committees. Participation was higher in social and religious groupings and activities. The percentage of residents who knew about Integrated Development Plans (IDPs) was a miniscule 5%, and of these less than half had actually participated in IDP meetings. Participation in these fora – whether civic or social spaces – decreased over the six years since the 2009 QoL Survey. Only 3% of Tshwane residents had participated in service delivery protests, which was lower than the provincial average and on par with Johannesburg. It was half that of Ekurhuleni.

Community/neighbourhood

There was very high level of mistrust within communities, but – scant comfort – this was similar across the municipalities. Encouragingly, a higher percentage of Tshwane residents said that people in their communities could be trusted as compared

to those in Johannesburg or Gauteng more broadly. Overall satisfaction with the neighbourhood in which respondents lived was highest within Tshwane at 79%, compared to other municipalities, except for Lesedi. A third of Tshwane respondents said they had seen an improvement in the areas in which they lived, higher than the other metros. That said, the percentage of those who had seen a deterioration in their neighbourhoods was 10%, also higher than other metros. While there was certainly significant progress in certain neighbourhoods in Tshwane, much has to be done to ensure this positive sense of neighbourhood life is shared by all.

Crime

According to QoL Survey results, crime increased in Tshwane between 2009 and 2013. The percentage of respondents who had fallen victim of crime in the previous year rose from one in five people in 2009 to one in four people in 2013. A greater proportion of respondents in Tshwane reported that they had been victims of crime in the past year than in any other municipality. One in ten felt unsafe or very unsafe to walk during the day. Two in five residents felt unsafe or very unsafe walking at night. On a positive note, a lower percentage felt unsafe walking during the day or at night in Tshwane than in other municipalities.

Headspace

Social attitudes of residents are an indication of the state of society, and a marker of how far we have come in building a non-racial, non-sexist, democratic South Africa. There were

high levels of pessimism that a non-racial future is possible in Tshwane. Two in three residents believed that blacks and whites will never trust each other, marginally higher than the Gauteng average. Tshwane registered the highest prevalence of xenophobic attitudes in the Gauteng City-Region (GCR) – 44% believed that all foreigners (irrespective of legal status) should be sent home. This was 6% higher than both the Johannesburg and Gauteng averages, and showed a hardening since 2011. Tshwane residents were also not optimistic about South Africa's future; 62% believed that the country was going in the wrong direction, higher than all other municipalities except Emfuleni.

Matching earlier indicators on participation, Tshwane also saw high levels of anomie and social isolation. One in three respondents in Tshwane were anomic, believing that people like them cannot influence developments in their communities. The rest were unconvinced or more positive, suggesting some potential for building a democratic/civic culture. The task at hand is to build trust and solidarity among disillusioned, disaffected and disengaged members of society, which is key to the efforts of creating an inclusive society where citizens are active.

Social attitudes are indicative of the psychosocial health of our society. Extreme attitudes may indicate social pathologies that play out in interpersonal interactions. Levels of domestic violence are high in South Africa. One in ten Tshwane residents (11%) believed that a man is justified in hitting/beating his partner under various circumstances. Tshwane is significantly milder in this attitude to gender-based violence than the other

metros (22% in Johannesburg and 29% in Ekurhuleni), but it ought to be remembered that though percentages seem small, 1% of the adult population of Tshwane is 25 000 people.

Despite minority groups being protected by the Constitution they still face antagonism, violence and mistrust from within their neighbourhoods and communities. One in three respondents in Tshwane reported that they believed that homosexuality is against the values of their communities; half held a more tolerant view and 17% were undecided. In this area Tshwane was more liberal than the other metros. Over 17 years have passed since the introduction of the Choice of Termination of Pregnancy Act, and abortion still remains a divisive subject in Gauteng. Half of Tshwane residents believed that abortion should never be allowed, while 19% believed that abortion on request is a right, and 34% that it is acceptable when the life of the baby or mother is in danger, or when conception has occurred through rape.

Quality of life

Tshwane residents had the highest satisfaction with life as a whole across the GCR. An overall indication of the quality of life in the GCR was given through two indexes. The QoL Survey included over 200 indicator questions across a wide range of areas; 54 of these variables were used to construct the QoL Index. These include subjective and objective indicator questions which were organised into ten 'dimensions': work, socio-political, global, security, connectivity, community, family, dwelling, health and infrastructure. The results of the QoL Index placed Tshwane ahead of all other municipalities

with a score of 6.45, followed by Johannesburg with a score of 6.3. These were the only two municipalities that scored above the provincial average of 6.28. Looking at the QoL Index overall, what pushed scores up seemed to be infrastructure and service delivery, driven primarily by government. Across the three QoL Surveys 'infrastructure' had stayed high over time, and in 2013 was joined by health, dwelling and connectivity. Small gains were also made in security, especially in the metropolitan municipalities.

Tshwane boasted the lowest dissatisfaction levels (18%) on the question 'How satisfied are you with your life as a whole?', matched only by Johannesburg.

A Marginalisation Index was used to gauge the psychosocial status of respondents. The index draws on 29 psychosocial and attitudinal variables, which are grouped in ten 'dimensions of concern': relationships, housing, connectivity, crime/safety, participation, health, hunger, alienation/extreme views, government and life satisfaction. All three of the metros worsened between 2011 and 2013 (on the Marginalisation Index higher scores are bad), and Johannesburg was the only city that remained below the 2009 mean (i.e., has performed better). The City of Tshwane had the lowest combined total of 'marginalised' and 'at risk' respondents at 10.4%, followed by Johannesburg at 10.7%. While this was laudable, the worsening index score suggests ongoing challenges for the metro.

2. EKURHULENI METROPOLITAN MUNICIPALITY

Introduction

Of the 27 490 interviews conducted across the province, 6 435 interviews were conducted in the Ekurhuleni Metropolitan Municipality (EMM). After weights were applied to realign the sample with the Census 2011 population breakdown, the effective number of interviews in EMM increased to 7 052. These results are presented here in summary as top-line findings. They are benchmarked primarily against the Gauteng Province, the City of Johannesburg and the City of Tshwane Metropolitan Municipality, with less focus on district municipalities. In light of the upcoming inclusion of Lesedi into EMM, key aspects about Lesedi are also highlighted.

Housing, services and infrastructure

The QoL Survey revealed that there is higher residential informality in Ekurhuleni when compared to Johannesburg and Tshwane. Specifically, EMM has a higher proportion of informal dwellings (not in backyard) when compared to the provincial average. The results also show that there is a smaller proportion of flats as housing type, and a higher proportion of people living in freestanding houses when compared with the rest of the province. As a result, EMM has a lower density and is more sprawling than the other metropolitan municipalities.

Overall, service provision in EMM is in line with the provincial average. Municipal refuse collection is the highest across the province. However, access to electricity for lighting is lower than Johannesburg and Tshwane, and the province as a whole. Besides electricity for lighting, the survey highlighted

that access to services in EMM has decreased since the 2011 QoL Survey; however, this is a likely result of service provision not keeping up with population growth, and not the removal of services. Lesedi shows high levels of access to sanitation services and electricity for lighting.

Satisfaction with services

EMM respondents demonstrated the second highest satisfaction with sanitation and refuse removal services when compared across the three metropolitan municipalities. However, satisfaction with electricity provision in EMM is lower than with other services. When investigating EMM residents' satisfaction with services, both as individual services and as a combined overall Index of Services, there is a slightly lower satisfaction compared to Johannesburg and Tshwane. The results show that those respondents who have access to services (considering that roughly 10% in Ekurhuleni do not) are either satisfied or very satisfied with these services. Overall, respondents in informal dwellings are significantly less satisfied with services, as would be expected.

EMM respondents demonstrate moderate satisfaction with municipal billing and the cost of municipal services, whereas respondents in Lesedi have the lowest satisfaction across the province for both of these variables. In addition, EMM respondents demonstrate widespread dissatisfaction with local government. The trend of increasing dissatisfaction with local government is, however, evident across the whole

province. The increase in levels of dissatisfaction in EMM have been slower than Johannesburg and the local municipalities (dissatisfaction in Lesedi has increased very quickly), and plateaued between the 2011 and 2013 QoL surveys. Tshwane is the only municipality that saw an improvement in satisfaction with local government between the 2011 and 2013 QoL surveys.

Economy and employment

EMM's economic and employment results are quite distinct from Johannesburg and Tshwane. EMM has seen the greatest increase in its unemployment rate and in the number of discouraged job seekers. The number of unemployed people in EMM is half the number of those who are employed, whereas this proportion is a third in Johannesburg, and one-fifth in Tshwane. As a result, there is a greater burden on the employed to support the unemployed. EMM has the highest proportion of people who have been unemployed for more than four years compared to the other metropolitan municipalities. Those respondents with no education or only a primary school education are most likely to fall into this category.

Nearly a third of EMM respondents identified that they are in debt and a fifth of those in debt said that they are unable to pay back their debt. This is interesting when compared to Tshwane where debt levels are higher than EMM, but a greater proportion of these people are able to pay back their debt.

Poverty and inequality

The QoL Survey revealed that EMM has the lowest percentage of informal business ownership compared to Johannesburg and Tshwane. The majority of respondents in EMM do not believe that informal traders make streets safer (in contrast to Johannesburg and Tshwane where the majority of respondents do), and EMM respondents had the strongest view in the province that informal trading damages the image of the area. These sentiments are also mirrored by Lesedi respondents.

Compared to the other metropolitan municipalities, EMM has the highest proportion of people who are in the lowest income bracket (monthly household income less than R1 600) and the lowest proportion in the middle-income group (monthly household income between R1 601–R12 800). Lesedi shows a very similar trend, but has a much smaller proportion of high-income earners. Race is a stronger determinant of income levels in EMM than in Johannesburg and Tshwane.

EMM has a significantly higher Gini coefficient than Johannesburg and Tshwane (a low Gini coefficient indicates low inequality), and the Gini coefficient for EMM has worsened over the past few years from 0.67 in 2009 to 0.77 in 2013. By comparison the other metropolitan municipalities had seen an improvement.

There are higher levels of food insecurity in EMM compared to Johannesburg, Tshwane and the province as a whole. Lesedi has the second lowest level of adults and children who skipped a meal in the last year due to poverty.

Transport

Across the province the main share of daily trips are for work and shopping. The QoL Survey highlights EMM and Lesedi as having the highest proportion of trips that respondents make to look for work. Trips to work for most EMM respondents are made primarily by car or taxi, as is the case in the rest of the province. EMM, however, demonstrates a greater proportion of people using trains, while fewer respondents use buses. Work commuters in EMM have the longest average travel time when compared to all municipalities in the province.

Respondents showed higher levels of dissatisfaction with public transport in EMM compared to Johannesburg and Tshwane.

Of those EMM respondents who rely on walking as a primary transport mode, long distances were identified as a key problem when compared to Johannesburg and Tshwane where distance was considered by a smaller proportion of pedestrian respondents as a problem. In terms of cycling as a primary mode of transport, the survey found that respondents' not knowing how to cycle is a more significant problem in EMM when compared to other metropolitan municipalities, and the province as a whole.

A higher percentage of respondents in EMM identified e-tolls as being likely to cause them to change their route and/or mode of transport, compared to Johannesburg, Tshwane, and the provincial average.

Participation/neighbourhood

Respondents in EMM demonstrate slightly higher levels of democratic participation compared to the other metropolitan municipalities. Although, overall, a very low proportion of the province has heard of IDPs, this is higher in EMM than in all the other municipalities besides Midvaal. Of those people who are aware of these participatory processes, EMM has the highest rate of participation in IDP processes. In EMM, respondents stated that they would like to hear from government by pamphlet (22%), at a ward meeting (16%), in newspapers and magazines (14%), or by SMS and mobile app (11%).

A high percentage of respondents (6%) in EMM highlighted that they had participated in protest activity in the past year, which is the second highest across the province, and extrapolates to approximately 200 000 people (based on Census 2011 population figures).

The QoL Survey revealed that although EMM respondents show the highest levels of distrust of people in their communities, they demonstrate high levels of satisfaction with their neighbourhood, in line with findings from the other metropolitan municipalities. A majority of EMM respondents reported that they never access public facilities such as parks, libraries, world heritage sites, sports facilities, museums, and galleries.

Green behaviour

EMM demonstrates the lowest levels of waste and water recycling compared with the other metropolitan municipalities and most of the local municipalities across the province.

Health

When asked to state the greatest health problem facing their community, a majority of EMM respondents listed HIV/AIDS or drugs. In terms of a respondents' health preventing them from working or taking part in social activities, EMM respondents have the second best self-reported health, outperformed only by Tshwane.

Crime

The proportion of EMM respondents who indicated that they had been victims of crime in the past year has dropped since the 2011 QoL Survey. Despite this, nearly a quarter of respondents had been a victim of crime in the year before the interview, which is higher than Johannesburg and the province as a whole. Lesedi has seen a sharp increase in the proportion of people who had been a victim of crime in the past year, and has the highest proportion of respondents compared to all municipalities.

A greater proportion of EMM respondents feel less safe during the day and night compared to respondents in Johannesburg and Tshwane, and a higher percentage are also less satisfied with government provided safety and security services.

Headspace

Overall, EMM shows relatively high levels of intolerant attitudes when compared to all municipalities in Gauteng. For example, the majority of EMM respondents believe that blacks and whites will never trust each other, with stronger feelings in this regard than Johannesburg and Tshwane. Lesedi respondents share this sentiment with their EMM counterparts.

EMM respondents demonstrated the second highest xenophobic attitudes across the province (second only to Tshwane), and very high levels of gender-based violence attitudes (second only to Westonaria). Lesedi residents showed high levels of xenophobia, but have very low tolerance for gender-based violence.

The survey also highlighted that EMM respondents have less tolerant views towards gay, lesbian, bisexual, transsexual and intersex people than the other metropolitan municipalities, and the provincial average. Lesedi, on the other hand, demonstrates the highest levels of tolerance in the province.

Quality of life

EMM is the metropolitan municipality with the lowest levels of satisfaction with their lives as reported by the respondents.

EMM is also the worst performer of the metropolitan municipalities in terms of the GCRO's QoL and Marginalisation indexes. In both cases, the EMM average falls below the provincial average. EMM's quality of life is pushed up by

variables related to health, dwelling, infrastructure and family but pushed down by employment, community and headspace. Lesedi has a slightly lower average quality of life than EMM. In terms of the Marginalisation Index, 7% of EMM is marginalised and 9% are at risk (this is the worst of all the metropolitan municipalities), which suggests that there is strong need for psychosocial support. Lesedi is ranked the second most marginalised municipality in the province.

3. CITY OF JOHANNESBURG METROPOLITAN MUNICIPALITY

Introduction

Of the 27 490 interviews conducted for the 2013 QoL Survey, a weighted sample of 10 041 was realised for the City of Johannesburg (CoJ). Of the respondents, 76% were African, 5% coloured, 5% Indian/Asian and 13% were white. A total of 52% were men and 48% were women.

Housing

Informality in housing remains a significant issue facing the CoJ. In all, 14% of respondents in the survey lived in informal housing. When extrapolating from Census 2011 data on the number of households in CoJ this means that more than 200 000 households in the CoJ are likely to be living in informal housing. However, if Census 2011 data are used to compare the proportions of people living in informal dwellings by race in the major metros of the country, 22% of Africans in CoJ lived in informal dwellings, 27% in Ekurhuleni, 23% in Tshwane, 21% in eThekweni, but 42% in Cape Town.

While 64% of CoJ respondents lived in houses or brick structures on separate stands, 7% lived in flats and 8% in semi-detached or cluster houses in complexes, or similar. While the proportion of respondents living in higher density housing was above the Gauteng average, it is still a small proportion of the population and could affect residents' acceptance of moves towards higher density housing.

Some 15% of respondents in Johannesburg had acquired their property through government housing schemes. Of the 12%

who had moved to a RDP house since 2005, 69% had moved into it from a 'house or brick or concrete structure' and 26% from an informal dwelling. A total of 49% of respondents in the CoJ who had moved into an informal dwelling since 2005 had moved from a 'house or brick or concrete structure'. It is not yet clear why the proportions of people who said they had moved from a concrete or brick structure into RDP housing or informal settlements appear relatively high and suggests the need for further research; but it is clear that there is no teleological move from informal to formal, but rather a combination of processes that need to be unpacked. As the CoJ endeavours to build a 'liveable city' it is worth noting that 63% of respondents had never visited any public facilities including parks, libraries, world heritage sites, sports facilities, museums or galleries.

Services and infrastructure

Access to basic services is relatively high in the CoJ with over 90% of respondents indicating access to piped water, a flush/chemical toilet and electricity for lighting respectively. However, extrapolating from Census 2011 data on the number of households in the province, the 2013 QoL Survey results show that there were still a significant proportion of households (approximately 30 000), who walked more than 200m to fetch water. Over 70 000 households lacked access to adequate sanitation and around 14 500 households

still relied on bucket toilets. The proportion of respondents with access to all services, including weekly municipal refuse collection, has fallen between the 2009 and 2013 QoL surveys.

Service delivery needs to be up-scaled if the municipality is to keep up with the growing number of households in the city.

Satisfaction with services and local government

Overall, respondents in the CoJ were relatively satisfied with the services they received in the city: 89% were satisfied with water services, 80% with sanitation, 84% with energy and 83% with waste removal. However, satisfaction with municipal billing at 50% was quite low (but higher than in Ekurhuleni and Tshwane) and nearly half (48%) were not happy with the cost of municipal services. Satisfaction with public health services was low (52% of respondents) with poor quality and accessibility being cited as the main reasons why people were opting for private as opposed to public health facilities. Levels of satisfaction with public safety and security services were lowest with only 47% of respondents in the CoJ saying they were satisfied.

The Satisfaction Index (constructed using 14 services provided by government) showed a fairly high level of satisfaction (69%). This is a positive achievement given that it was the highest level across all the Gauteng municipalities.

However, satisfaction with local and or provincial government is low and does not correspond with the levels of satisfaction with services. This disjuncture needs investigation particularly with dissatisfaction with local government rising in the CoJ. Levels of dissatisfaction rose to 53% in 2013 compared to 48% and 34% in the 2011 and 2009 surveys respectively.

Possible causes are feelings of mistreatment and mistrust. For example, 78% of respondents did not think government was doing its best in terms of Batho Pele, and 89% agreed with the statement 'corruption is the main threat to democracy'. However, further investigation is needed to find out why residents are so dissatisfied with the government of the city.

Informal sector entrepreneurship, use, street trading and employment

Levels of entrepreneurship corresponded with other municipalities, with 11% of respondents in the CoJ saying that they owned their own business. Two-thirds (65%) of these respondents told us their businesses were in the informal sector (78% of African entrepreneurs, 67% of coloured, 62% of Indian/Asian and 22% of white). Foreign migrants (17%) were more likely to own a business compared to South African migrants (9%) or people born in Gauteng (11%).

Informal businesses showed strong connections to the formal sector as 77% of informal sector entrepreneurs in the CoJ sourced their supplies from wholesalers, retailers and factories. Most of these are likely to be in the formal sector and VAT

should be paid on goods bought from these sources, thus blurring the definition of what constitutes the (in)formal sector.

The informal sector is an important site of consumption for residents - 64% of respondents in CoJ had bought goods or services from the informal sector in the previous 12 months. The main reasons given by respondents for using the informal sector were 'good prices and affordability' (73%) and 'convenience' (17%). The main category of product bought was food (by 93% of respondents) raising important questions about the role of the informal sector in providing affordable food to residents of the city. Respondents had mixed feelings about street trading - 52% agreed with the statement that 'street trading makes an area feel safer' but 44% agreed that 'street trading damages the image of an area'.

These responses suggest the need for a clear strategy on street trading and the informal sector (which is a major livelihood source as well as a source of affordable goods for residents) that addresses concerns of the CoJ, traders and consumers, but also promotes entrepreneurship.

Of those who were employed or self-employed in the CoJ, just under a quarter (23%) said they were employed (as opposed to owning their own business) in the informal sector. A slightly higher proportion of women (26%) than men (21%) were found to work full- or part-time in the informal sector. This was also true of Africans (28%) as compared to coloured (11%), Indian/Asian (13%) and white respondents (8%). Working conditions in the informal sector were found to be significantly poorer than in the formal sector.



Photograph by: Sinead Voller

Poverty and inequality

Income distribution in the city is highly skewed and shows a Gini value of 0.74. Levels of inequality are also indicated by the 88% who said they had household monthly incomes of R12 800 or less and the 35% of interviewees whose household incomes were R1 600 or less. The proportion of households living on low incomes, particularly African households, is troubling. However, social grants are an important safety net and 35% of respondents indicated that they or a member of their household received a social grant and/or was on the indigence register.

Food insecurity is also worrisome, as 10% of respondents said a child or children in their household had skipped a meal in the past year due to lack of finance and 13% said an adult had done the same.

Over a quarter of respondents (27%) were in debt and 18% of those could not pay their debts. High rates of indebtedness both reflect and have significant implications for poverty reduction, particularly if the debt has not been incurred to secure an asset such as a house.

Migration and mobility

The CoJ showed high rates of migration and mobility only exceeded by the mining municipalities of Westonaria and Merafong. Almost a third (32%) of respondents in the CoJ had moved to Gauteng from elsewhere in South Africa and 13% from outside South Africa. The largest cohort of internal

migrant respondents in the CoJ came from Limpopo (34%), while 76% of cross border migrants were from the Southern African Development Community (SADC) region.

The population of Gauteng and the CoJ, regardless of where they are from, is mobile. People move dwellings within the province as well as into the province from outside the provincial boundary. The data show that although people continue to move within the city and into the city from other parts of the province and further afield, sections of the urban population of the CoJ are moving out of the city to less densely urbanized municipalities in Gauteng.

Migration and the creation of new households from existing households contribute to demand for housing and services in the city. Understanding in- and out-migration from other parts of Gauteng, provinces and countries as well as mobility patterns within the city is important to effective service delivery, infrastructure and Spatial Development Plans (SDPs).

Transport

Respondents in the CoJ mainly travelled for work (34%), to shop (32%) and to access education (17%). The main modes of transport were motorized being a car or motorbike (42%) and taxis (40%). Only 8% of respondents used buses or trains as their *main* mode of transport. The average time taken to get to work by respondents in CoJ is 54 minutes (only exceeded by respondents in Ekurhuleni at 55 minutes).





Photograph by: Craig Higson-Smith

Although 54% of interviewees could access public transport within 10 minutes of their home and 24% within 11-30 minutes (22% didn't know), almost a third of respondents said fear of crime put them off walking.

Green behaviour

Although water security is an issue in the CoJ and Gauteng generally, levels of household water harvesting and reuse are low and in the CoJ only 2% of respondents said they reused water from a rainwater tank while 6% reused water within the house. Encouraging reuse of water would assist in reducing demands on strained water resources while reducing the utility bills of residents. Similarly, only 12% of respondents in the CoJ said they recycled some waste (although this was the highest of any municipality in Gauteng, along with Midvaal).

Participation in democratic processes

A Democratic Participation Index was created to measure how respondents participated in the channels available to them. Residents of the CoJ showed relatively low levels of participation compared to some other municipalities in the province. When considered in the Democratic Participation Index, only 35% of respondents in the CoJ showed medium or high levels of participation. Better understanding is needed of why respondents in the CoJ (and Gauteng) showed low levels of participation in various forums available which allow for input in shaping communities, such as IDP meetings. However, the survey showed that 44% of respondents in the

city felt that 'politics is a waste of time' while 55% felt that 'people like them cannot influence developments in their community' and 56% believed 'that the country is going in the wrong direction.' Another 39% of respondents in the CoJ agreed with the statement that 'no-one cares about people like them' - a measure of alienation. If people do not feel that they can influence events even if they are not going in the direction they want them to, and that their interests are not cared about, they may not see any point in being actively engaged citizens.

If the CoJ wants more participation by citizens in the democratic and other civic processes it will need to be shown to be relevant to the lives of residents in the city. If citizens do not connect to the political process they may also disengage elsewhere.

Social cohesion, safety and headspace

Perceptions of safety, levels of social cohesion and tolerance of difference in the CoJ are worrisome. Respondents in the CoJ were not comfortable walking around their city with 13% feeling unsafe walking in their area in the day and 70% feeling unsafe walking in their neighbourhood at night. This may be because 23% of respondents in the city said they had been a victim of (an unspecified) crime in the previous year. Respondents in the CoJ showed low levels of trust in their community as only 17% said that they could trust other people in their community, while almost eight out of ten people (78%) agreed that 'you need to be very careful'.

If people feel unsafe walking in their areas in the day and at night and do not trust their community, it is difficult to encourage people to use public transport or participate in their communities. This constrains the possibilities of building inclusive neighbourhoods.

Levels of social cohesion and tolerance in the CoJ are also troubling in terms of racial mistrust, xenophobia, homophobia and other forms of gender-based violence. Overall, 65% of respondents in the city agreed with the statement that 'blacks and whites will never trust each other'. Levels of xenophobia are high and 33% of all respondents in the CoJ agreed with the statement 'Gauteng should be for South Africans only', 47% that 'legal foreigners are OK' and 20% that 'foreigners should be allowed to stay.' Although the CoJ has the highest proportion of cross-border migrants of all metros (but not municipalities) in its population, interviewees in the city showed slightly lower levels of xenophobia than those in Tshwane and Ekurhuleni.

When asked when it was justified for a man to hit or beat his partner, respondents in the CoJ were amongst the most likely to agree with the statements that a man is justified in hitting or beating his partner 'if she goes out without telling him' (4%), 'if she doesn't look after the children' (5%), 'if she argues with him' (4%), or if she is unfaithful (5%). These may seem small as percentages, but 1% of the adult population of the CoJ is over 32 000 people. Although almost 74% of interviewees in the CoJ agreed with the statement that 'gays and lesbians deserve equal rights' a troubling 14% of respondents agreed with the statement that 'it is acceptable to be violent towards gays and lesbians.'

Quality of life

Quality of life in the CoJ is generally high with 71% of respondents indicating that they were satisfied with their lives as a whole. The CoJ quality of life score was 6.3, second highest in the province, and only a few points below Tshwane which had the highest score of 6.45.

4. SEDIBENG DISTRICT MUNICIPALITY AND LOCALS

Introduction

Of the 27 490 respondents interviewed for the 2013 QoL Survey, a weighted sample of 1 986 was realised in the municipalities making up the Sedibeng District Council. This comprised 1 559 respondents in Emfuleni, 213 respondents in Midvaal and 214 respondents in Lesedi.

Housing

Municipalities in Sedibeng had the highest share of households living in formal dwellings across Gauteng with Lesedi at 90%, Emfuleni at 88% and Midvaal at 85%. Brick or concrete structures built on separate stands comprised the dominant share of formal housing in Sedibeng, and all three municipalities fell above the Gauteng average of 69% for this dwelling type.

The dominant household tenure type in Emfuleni and Midvaal were owned properties that were paid off in full. However, it is worth noting that the 2013 QoL Survey found 31% of respondents living in 'a free RDP house', which is far higher than the Gauteng average of 14%, Emfuleni at 18%, and Midvaal at 12%.

Although providing formal housing is a challenge across the province, government appears to have been more successful at meeting housing demands in Sedibeng than elsewhere in the province. This was probably also in part due to lower rates of in-migration.

Services and infrastructure

Access to piped water 'in dwelling or in yard' was high across municipalities in Sedibeng (93% in Emfuleni, 89% in Lesedi, and 79% in Midvaal). However, compared to 2009, there was a decline in the level of access in all three municipalities, particularly in Midvaal and Lesedi where access levels fell by 8% and 7% respectively. In Emfuleni, access levels dropped by 1% between 2009 and 2013.

Households with adequate sanitation (flush, chemical or Ventilated Improved Pit (VIP) toilets) generally fell above the Gauteng average of 91%, with Emfuleni at 95% (up from 91% in 2009) and Lesedi at 95% (marginally down from 96% in 2009). However, Midvaal fell far below the average at 81%, and significantly down from 92% in 2009.

A similar trend was seen for households using electricity for lighting. While the percentage of households who had access to electricity for lighting was high in Emfuleni at 95% and Lesedi at 93%, both municipalities falling above the Gauteng average of 91%, access to electricity in Midvaal was only 80%.

The majority of households in Sedibeng had their municipal refuse collected once a week (70%), but percentages fluctuated between 2009, 2011 and 2013. In Emfuleni, access to weekly refuse collection decreased from 89% in 2009 to 78% in 2013, in Midvaal, from 84% to 82%, and in Lesedi from 91% to 87%. Gauteng-wide results showed a decrease by 3% between 2009 and 2013.

As highlighted in the Sedibeng 2013/14 annual report, infrastructure and service backlogs exist due to migration and the disaggregation of families in more than one housing unit. Interestingly, the access to services is shown to be relatively high in Sedibeng, although declining in some years (2009 – 2013). When compared with the percentage of cross-border and internal migrants in other municipalities in Gauteng, the percentages of migrants were lower in Emfuleni, Midvaal and Lesedi. The highest number of cross-border and internal migrants reside in Westonaria and Merafong. While migration may be a contributing factor, the decrease in the access to services in Sedibeng may be more intrinsically linked with other variables, such as the increase in the number of formal dwellings.

Satisfaction with services

Using a set of 14 services, GCRO generated an index to measure respondents' satisfaction levels with government services. The services used in this index were government provided dwellings, water, sanitation, waste, energy, street lighting, roads, stormwater, municipal billing, cost of municipal services, libraries, public health services, education, and public safety and security. Across municipalities in Sedibeng more than 50% of respondents indicated that they were either satisfied or very satisfied with the 14 services measured by the index (55% for



Photograph by: Irene Lambrianos

Emfuleni, 58% for Midvaal and 62% for Lesedi). However, these percentages fell below the provincial average of 67%.

Satisfaction (satisfied and very satisfied) with water was relatively high across municipalities in Sedibeng, with Emfuleni at 87%, Lesedi at 85% and Midvaal at 79%. In terms of water cleanliness, 93% of respondents in Gauteng indicated that they received water that was always or usually clean. Comparatively, the highest ratings for water cleanliness in the province were in Emfuleni and Lesedi at 96%. Midvaal scored lower with 92% of respondents saying that the water they received was always or usually clean.

At 79% satisfied or very satisfied, respondents in Lesedi were significantly happier with government provided dwellings than counterparts elsewhere in Sedibeng or Gauteng as a whole. Respondents who were satisfied with their government provided dwelling dropped to 59% in both Midvaal and Emfuleni.

Satisfaction with sanitation services was also high, although not as high as for water. As shown across Gauteng, the satisfaction levels are reflected the type of toilet facility that is accessible to the respondent. Interestingly, only 62% of respondents in Midvaal had a flush toilet and sewer connection and a relatively high proportion used bucket toilets. This may explain the relatively low satisfaction levels in Midvaal compared with other municipalities in Sedibeng and Gauteng.

Respondents' satisfaction with waste removal services varied across Sedibeng. Respondents in Lesedi were the most

satisfied with waste removal services in Gauteng at 88%. Midvaal at 73%, and Emfuleni at 63%, fell below the Gauteng average of 80%. The opposite was true for energy, where Lesedi was the least satisfied. Notably, Midvaal fell below the Gauteng average and Emfuleni slightly above.

Municipal billing was identified as a general problem across all municipalities in Gauteng, with only 44% of respondents indicating that they were either satisfied or very satisfied with the means by which they were billed. Compared with other municipalities, satisfaction levels were lowest in Sedibeng. The cost of municipal services was also a province-wide concern, but this was worse in Sedibeng where only 29% of respondents in Lesedi, 32% in Emfuleni, and 39% in Midvaal were satisfied with the cost of municipal services.

The formal economy and employment

Although Sedibeng had a fairly diversified economy (like other municipalities in the GCR), manufacturing was the dominant sector when considering sectoral contribution, with Quantec data indicating that manufacturing comprises 43% of the economy in Emfuleni, 41% in Lesedi and 31% in Midvaal. While manufacturing is the largest economic sector by output, it is certainly not the largest employer in Sedibeng according to the QoL Survey. A fifth of the respondents were employed in private households (20% for Lesedi 25% for Midvaal, and 21% for Emfuleni), while 20% of respondents in Lesedi were employed in the manufacturing sector compared to 14% in Emfuleni and 10% in Midvaal. The public sector was also a significant

employer in Emfuleni (with 16% of respondents employed in this sector), while Lesedi had a significant proportion of their population employed in the agriculture sector (15%).

Even while some sectors may absorb more work seekers they may offer poor working conditions and little by way of employment benefits. The QoL Survey uses 12 indicators to construct a Decent Work Index that measures respondents' work environment and conditions using a scale of low to high. Indicators include such aspects as employee access to leave, pension and medical aid, as well as satisfaction with conditions of employment. In Sedibeng more than 50% of employed respondents had a low score on the Decent Work Index (52% in Emfuleni, 65% in Midvaal and 53% in Lesedi). These municipalities ranked the highest in terms of the proportion of respondents that had a low score on the Decent Work Index compared to the rest of the province. Sectors identified as having a lower score on the Decent Work Index in Sedibeng were private households, wholesale and retail, as well as agriculture, hunting, forestry and fishing. In particular the construction sector and the community, social and personal sector showed very low decent work scores in Midvaal and Emfuleni.

Sixteen percent (16%) of respondents in Lesedi aged 16-64, and 14% in Midvaal, owned their own businesses. While these percentages were low, they were higher than most other municipalities across Gauteng. Interestingly, 95% of respondents who owned their own business indicated they had never approached government departments for support. SMME support is crucial for creating employment, especially

since a significant proportion of the population in Sedibeng (an average of 85%) stated that they believed it was harder to find employment than five years ago. The data suggested that the chances of finding employment across the three municipalities in Sedibeng had improved in Lesedi, but worsened in Emfuleni and Midvaal.

Informal sector entrepreneurship, employment and use

The informal sector plays an important role in the economic landscape of Gauteng and is therefore a critical determinant of employment and quality of life. Of all respondents in Gauteng that owned businesses, 65% said they were in the informal sector. The proportions were similar in Sedibeng, with 66% in Emfuleni, 59% in Midvaal and 64% in Lesedi. Interestingly, the use of the informal sector varied widely across the three municipalities, being highest in Emfuleni with 73% of respondents saying they had purchased from the informal sector, followed by 50% in Midvaal and 41% in Lesedi.

Poverty and inequality

The distribution of household income in Sedibeng was skewed, with race identified to be a primary determinant. Larger proportions of Africans and coloureds fell in the poorest income quintile (quintile 1), where income is between R1 and R1 600 per month. Forty-eight percent (48%) of households in Emfuleni fell in quintile 1, compared to 47% in Lesedi and 40% in Midvaal.

Social grants and indigency support act as important safety nets for shielding poor households from sinking deeper into poverty. With a huge proportion of households falling in quintile 1, there is pressure on national government to expand the roll-out of social grants while municipalities are called upon to provide free basic services to larger proportions of their populations *via* their indigency policies. The 2013 QoL Survey revealed that over a third (38%) of respondents in Gauteng had at least one member of their family receiving a social grant or were registered on an indigency register. The proportion was much higher for Emfuleni, Lesedi, Mogale City and Randfontein (all of which were above 40%). In the metros the average was 37%. Although Midvaal had 40% of respondents indicating an income in the lowest quintile, it had the lowest proportion (26%) receiving a social grant or registered on an indigency register.

In Sedibeng, the average proportion of African households in the lowest income quintile was 53%. Although proportions were smaller there were also significant percentages of white (18% in Emfuleni, 9% in Midvaal and 11% in Lesedi), as well as coloured and Indian/Asian households falling in quintile 1. These percentages dispel the perceived notion that only black/Africans are poor and deserve support from government. That said, the majority of African households fall in the lowest income bracket with a monthly income of R1 600 or less.

Household income inequality in Sedibeng (measured using the Gini coefficient) was higher than in the metropolitan areas of Gauteng – Johannesburg, Tshwane and Ekurhuleni. Using data from the GCRO's 2009 and 2013 QoL surveys, it was clear that the Gini coefficient increased in Emfuleni from 0.69 in 2009 to 0.85 in 2013; in Midvaal from 0.57 in 2009 to 0.81 in 2013; and in Lesedi from 0.62 in 2009 to 0.67.

Respondents in debt, and unable to pay back debt (%)

Being in debt, and whether respondents were able to pay off their debts, also gives an indication of levels of poverty. A relatively large percentage of respondents (30% across Gauteng) were in debt and a fifth (20%) were unable to pay back the debt. By comparison, 39% of respondents in Emfuleni were in debt, the highest across the province.

The proportion of respondents who owed debt but were unable to pay it back was highest in Emfuleni at 35%, compared to the provincial average of 20%. Major reasons for failure to pay back in this municipality included 'cannot afford' (52%) and 'have no disposable income' (42%). Although reasons for failure to pay back debt may vary widely across municipalities, it was interesting that the proportion of those who 'cannot afford' to pay was much higher in Midvaal (70%) and Emfuleni (60%).

Asset ownership

Poverty and inequality are multidimensional parameters. Asset ownership, or the lack thereof, is also a good indicator of poverty. A basic analysis of asset ownership is possible from selected QoL Survey questions. The survey shows that access to television was reasonably high in Sedibeng, with the highest proportion of any municipality being in Lesedi at 92%.

High-valued assets such as cars are difficult to own and the proportion of car ownership is low for most municipalities. Compared to a provincial average of 37%, 46% of households owned cars in Midvaal – the highest across the region – and 32% owned cars in Emfuleni.

Food security

Skipping meals is an important indicator of food insecurity and hence poverty. Insufficient household income contributes significantly to skipping of meals by household members. The survey showed that skipping meals by adults is common across all municipalities, with a province-wide average of 11% of respondents saying that children had skipped meals, and 14% saying adults had skipped meals because of no income at some point in the previous year. However, skipping meals was a significantly greater problem in Emfuleni at 26%, and Midvaal at 21%, where children had had to skip a meal.

Growing own vegetables and fruit is one way to supplement household food intake and ensure food security, particularly for poor households. Very few Sedibeng households grew

their own fruit and vegetables, and even fewer grew them to eat, despite high levels of poverty. Given the comparative advantage of the Sedibeng municipalities in terms of agriculture, there is potential to boost food security by encouraging residents to grow their own food to supplement their diets.

Migration and household mobility

Migration and new household formation contributes to a growing demand for housing and services in Sedibeng. As noted before, the level of in-migration into Sedibeng is comparatively lower than for other municipalities in Gauteng.

Sedibeng had the highest proportion of Gauteng born residents in the province with Emfuleni at 72%, Midvaal at 67% and Lesedi at 62%. In turn it had the lowest percentage of migrants from other parts of the country. Notably, the district also had some of the lowest percentages of cross-border migrants. Of those who had moved into the district, over 50% had moved in in the last ten years, and just under one-third had moved in in the last five years.

Of those who said they had moved into their current dwelling sometime between 2005 and 2013, 86% of respondents now resident in Emfuleni indicated that they had moved from other parts of the same municipality. The proportion was much lower in Midvaal at 33%.

Understanding in- and out-migration, and movement from and to other parts of Gauteng, is critical for understanding mobility patterns within the district and for planning service delivery requirements.

Transport

Across Gauteng, there is a near even split of people who said their most frequent trip is to work and those going to shop. In Sedibeng, the most frequent trip was typically undertaken for shopping, with 49% in Lesedi, 32% in Midvaal and 31% in Emfuleni. This was followed by trips made to work with Lesedi at 37%, Midvaal at 36%, and Emfuleni at 28%.

The main mode of transport used to get to work in Sedibeng is by car, followed by taxi. These percentages follow trends for Gauteng – where the main mode of transport is by car (44%), by bike and by taxi (both at 37%). However, taxi usage is much lower in Lesedi and Midvaal than elsewhere in Gauteng.

Respondents' average travel time to work in Sedibeng was 46 minutes in Emfuleni, 53 minutes in Midvaal and 46 minutes in Lesedi. With the exception of Midvaal these travelling times were faster than the Gauteng average of 53 minutes.

Compared to the other metros, the effect of e-tolls on the route respondents would typically take was high in Sedibeng. It was highest in Emfuleni, with 30% saying e-tolls would change their route compared to 18% across the province.

Green behaviour and attitudes

Although water security is a pressing issue in Gauteng, levels of household water harvesting and reuse are low. Survey respondents in Sedibeng do not exhibit green behaviour in terms of saving water, but this is a similar trend than in other municipalities in Gauteng. Less than 5% of people harvest water, and less than 10% reuse water, though the latter is higher than the Gauteng average. Encouraging reuse of water would assist in reducing demands on strained water sources in the district while reducing the utility bills of residents.

Respondents seemed to be ambivalent about whether mining or economic development would inevitably harm the environment. Production of waste was highest in Midvaal across the province, but encouragingly recycling of some waste was highest across the province at 12% in Midvaal (along with Johannesburg).

Health

Quality and affordable healthcare is one of the basic building blocks of a good quality of life. The majority of respondents in Sedibeng used public healthcare facilities, falling above the Gauteng average of 62% in Emfuleni (67%) and Midvaal (63%), and below the average in Lesedi (56%). The use of private healthcare is highest in Lesedi and Midvaal (32% respectively), as compared with usage across other municipalities. When asked to state the greatest health problem facing their community, large proportions of respondents highlighted HIV/AIDS – with Emfuleni at 37%, Midvaal at 25% and Lesedi at 16%.

In terms of respondents' health preventing them from working or taking part in social activities, relatively high percentages of respondents were either prevented from doing daily work or prevented from taking part in social activities. This was higher than the Gauteng average in Lesedi at 28% and 29%, Emfuleni at 30% and 27%, and Midvaal at 24% and 19% respectively.

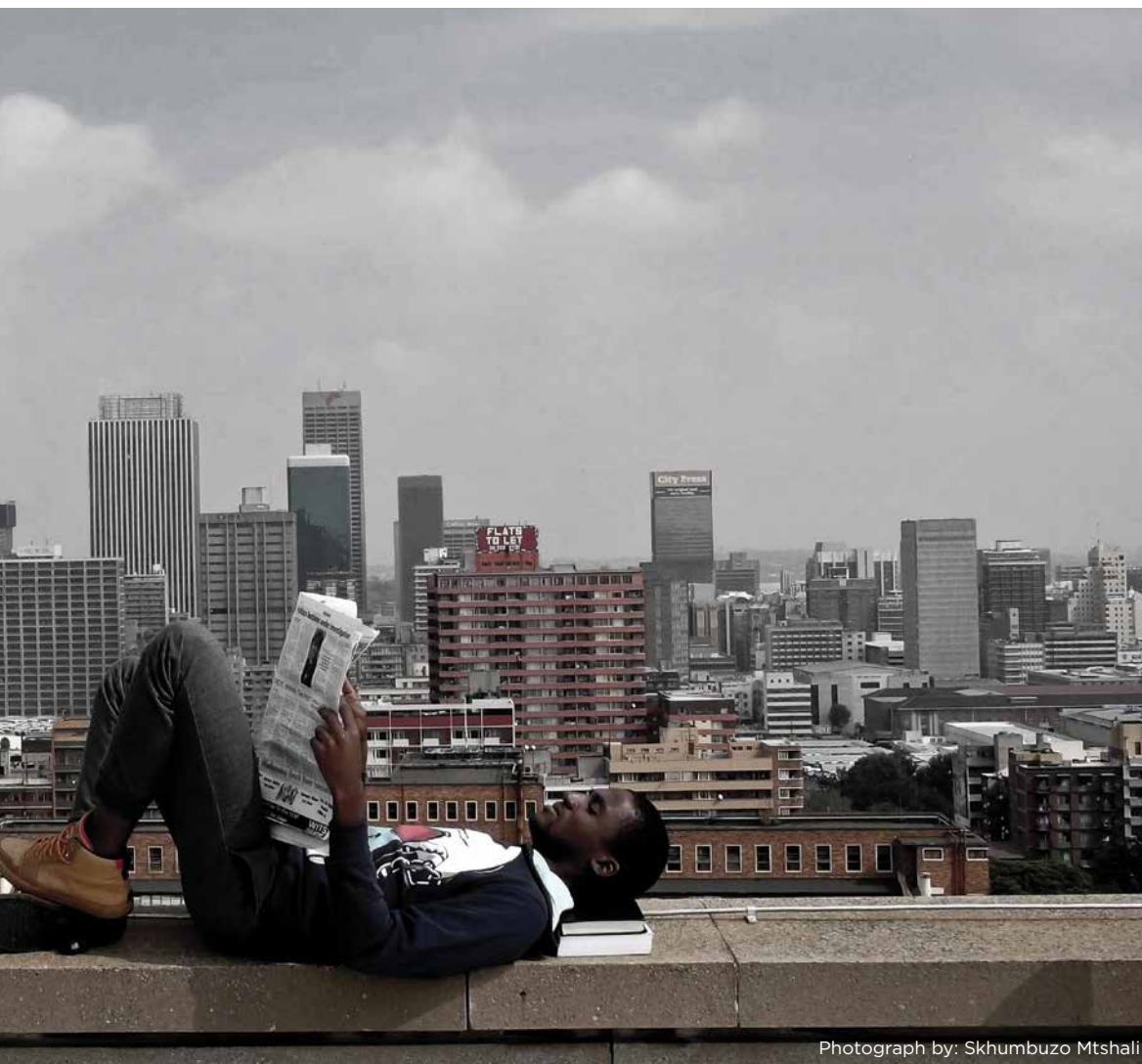
Participation

Participation can be used as a marker for how far a society has progressed toward building an active, mobilised and responsible citizenry, and is also a reflection on the strength of a democracy.

To measure participation, the GCRO uses a Democratic Participation Index. The index includes spheres of participation that are associated with voluntary and demonstrated interests and responsible behaviour, such as attending and/or participating in civic forums, community/religious meetings, social clubs or societies and organised, collective demonstrations (protests).

Across the city-region, residents rank very low on the Democratic Participation Index, with 22% of the residents in Sedibeng not participating at all (as an average of the three municipalities). In comparison with other municipalities in Gauteng, non-participation is highest in Lesedi, and lowest in Emfuleni.





Photograph by: Skhumbuzo Mtshali

Over 50% of residents in Emfuleni and Lesedi participated in forums designed as platforms to demonstrate active citizenship, for example, community planning forums and residents' committees. The lowest participation in these forums across Gauteng was in Midvaal.

Community and neighbourhood

Communities that exhibit social trust are more likely to collaborate and arrive at meaningful solutions to issues facing those communities. Encouragingly, a higher percentage of respondents in Emfuleni and Midvaal said that they trusted people in their communities than was reported in any other municipality in Gauteng.

On the whole, respondents in Sedibeng said they were satisfied with the areas that they live in. Emfuleni respondents, however, seemed to be more dissatisfied (27%) than those in other municipalities, and much more so than the Gauteng average of 15%. When asked whether there had been 'change', 'no change' or 'deterioration' in their neighbourhood over the last year, 66% of respondents in Midvaal and 76% in Emfuleni believed that there had been 'no change'. However, 11% of respondents in Midvaal and Emfuleni reported that there had been deterioration in their neighbourhood (higher than the Gauteng average). In Lesedi, 39% of residents said they had seen an improvement in their neighbourhood.

Across the Sedibeng district, two out of three residents had never visited libraries, public amenities or parks. This suggests that municipalities need to encourage greater use of public amenities, which make for holistic and socially cohesive spaces.

Crime

Drawing on whether respondents had been a victim of crime within the past year it is evident that crime in Lesedi spiked from 15% in 2011 to 26% in 2013. In Emfuleni, respondents saying they had been a victim of crime increased from 19% in 2011 to 23% in 2013, and respondents here reported feeling more unsafe to walk at night

than in other neighbourhoods in Gauteng. Midvaal was the only municipality in the Gauteng where there was a perceived decline in the level of crime since 2009 (from 33% in 2009, to 24% in 2011, and to 20% in 2013).

Headspace

Social attitudes can be gauged by the opinions held by respondents and can be used as a measure of how well Gauteng is building a non-racial, non-sexist, democratic province. Looking over the results of the survey, some social attitudes are deeply troubling, while others are encouraging. The results suggest that there was a high level of pessimism in Sedibeng around whether a non-racial future for South Africa is possible. For example, Emfuleni had the highest percentage of respondents who agreed with the statement that 'blacks and whites will never trust each other' at 69%.

On average, one in three residents in Sedibeng displayed xenophobic attitudes. In Emfuleni, Lesedi and Midvaal, xenophobic attitudes were more pronounced than in other non-metro municipalities in Gauteng. These attitudes were highest in Lesedi.

Anomie can be understood as a feeling that one's voice does not count in societal change. Lesedi encouragingly had the lowest levels of anomie, i.e. respondents here believed that people like themselves can indeed influence developments in their communities. Across the rest of the district there were higher levels of anomie.

Interpersonal relationships within households are indicative of social stability within society more broadly. When asked whether it was justified for a man to hit or beat his partner, 5% of Midvaal respondents said that it was justified if she was unfaithful, higher than the provincial average of 4%. Strengthening the social fabric does not just have to do with provision of public amenities: crucially, it also has to do with reducing social ills, often within households.

The task at hand is to build trust and solidarity among disillusioned, disaffected and disengaged members of society, which is key to the efforts of creating an inclusive society with active citizens.

Quality of life

An overall indication of the quality of life in the GCR is depicted through two indexes – the QoL Index and the Marginalisation Index.

In order to measure quality of life, the GCRO QoL surveys include over 200 indicator questions across a wide range of areas; 54 of those are variables used to construct the QoL Index. These include subjective and objective indicator questions combined into ten 'dimensions' including work, socio-political issues, global, security, connectivity, community, family, dwelling, health and infrastructure. The lower the score calculated for the index, the lower the quality of life.

Only two municipalities scored above the provincial average of 6.28 – Tshwane and Johannesburg. Sedibeng as a district had a mean score of 6.1 on the QoL Index. Infrastructure and service delivery drove up the score.

The Marginalisation Index is used to gauge the psychosocial status of respondents. The index draws on 29 psycho-social and attitudinal variables, which are grouped in ten 'dimensions of concern' including relationships, housing, connectivity, crime/safety, participation, health, hunger, alienation/extreme views, government and life satisfaction. The higher the score calculated for the index, the higher the level of marginalisation. The index scores suggested that municipalities in Sedibeng were marginalised. All fell above the mean value of 2.39. Lesedi scored highest at 2.65, followed by Emfuleni at 2.61 and Midvaal at 2.59.

5. WEST RAND DISTRICT MUNICIPALITY AND LOCALS

Introduction

The 2013 QoL Survey realised an unweighted sample of 3 140 interviews in municipalities in the West Rand (11.5% of the total of 27 490 across Gauteng). This was made up of 1 070 in Mogale City, 711 in Randfontein, 518 in Westonaria and 841 in Merafong. After weighting, the number of respondents in the West Rand was proportionately reduced to 1 824 (6.6% of the total). This comprised of 810 in Mogale City, 328 in Randfontein, 247 in Westonaria and 439 in Merafong. The 'reduction' in weighted numbers reflects the West Rand's relatively smaller population size in comparison to that in the three large Gauteng metros, and the samples achieved in each of these.

In general terms the 2013 survey showed municipalities in the West Rand grappling with larger service delivery challenges, lower levels of satisfaction, and poorer public perceptions than elsewhere in Gauteng.

Dwellings and services

In general, the QoL Survey showed the West Rand as having the highest proportion of households living in informal dwellings. Nineteen percent (19%) of respondents were in households in either informal settlements or informal backyard dwellings, compared to the provincial average of 14%. However, there was variation across the different municipalities in the district, with Randfontein below the provincial average at 13%, and Westonaria at a high of 30%. In Westonaria, 21% of respondents were living in informal settlements, compared

to 8% in Randfontein and 9% in Mogale City. A notable feature of the West Rand is the relatively high proportion of respondents from households defined as neither formal nor informal but rather 'other'. These are hostels. Compared to minute proportions in other parts of Gauteng (and less than 2% on average across the whole sample) 9% of respondents in Westonaria, and 8% in Merafong, lived in hostels that are principally attached to the large gold mines in the area.

Compared to a provincial average of 42%, 35% of West Rand respondents had bought their own homes, and had either fully paid off, or were still paying off a bond. At 22% across the West Rand, a slightly higher percentage than the Gauteng average (15.5%) were staying rent free in one or other form of accommodation. However, there was large variation between municipalities with Mogale City and Randfontein more closely matching the provincial profile. In Westonaria only 23% had bought their own home, and in Merafong only 24%. In Westonaria 32% were living rent free, and in Merafong 36% were doing so.

While some parts of the West Rand, such as Mogale City, had service access levels similar to that for the province as a whole, the West Rand in general had poorer access to water, sanitation, waste and electricity. For example, only 84% of West Rand respondents had piped water in dwellings or yards compared to 91% across Gauteng, and 80% had refuse collected by a municipality once a week, compared to 87% across the whole sample. Some municipalities, such

as Westonaria, had even lower levels of service access. Illustratively only 72% of Westonaria respondents had piped water in their dwelling or yard, and only 65% had refuse collected once a week. On the positive side there seemed to have been significant improvement in service delivery in this municipality between 2009 when the first QoL Survey was conducted, and 2013.

Satisfaction with services and government

In general, reflecting generally lower *service* levels, *satisfaction* levels with services among West Rand respondents were lower than the provincial averages. And in Westonaria satisfaction levels were much lower than in the rest of the West Rand, or Gauteng as a whole, notably for sanitation (53% compared to Gauteng's 78%) and waste removal (51% compared to Gauteng's 80%). On an index of 14 service areas, Merafong scored 63% satisfied or very satisfied, Westonaria 54%, Randfontein 60%, and Mogale City 64%. This compared to 67% for the province as a whole. Interestingly the overall levels of satisfaction were not significantly lower than in Sedibeng, the other district municipality in the province. This was in spite of the fact that Sedibeng municipalities, notably Emfuleni, showed higher levels of access on many services.

Following the provincial pattern, West Rand municipalities had much lower percentage levels of satisfaction for government than for the services government provides. Forty-four percent (44%) of respondents in the West Rand

were satisfied with national government, 40% were satisfied with provincial government, and only 33% were satisfied with local government. None of the West Rand municipalities were above the provincial average in levels of satisfaction with local government.

Low levels of regard for government were also indicated by the percentages of respondents who did not agree that government officials were doing their best in terms of the principles of Batho Pele. Compared to a provincial average of 79%, 83% of Merafong respondents, and 86% of those in Westonaria, did not believe that public officials were doing their best. The percentages were better in Mogale City at 79% and Randfontein at 74%.

Economy and employment

Of the 1 657 respondents aged 16-64 in the West Rand, 12% said they were currently the owner of a business. This was marginally higher than the provincial average. However, this average was lifted considerably by respondents in Mogale City at 16%. Much lower entrepreneurship rates were shown in Randfontein (9%), Westonaria (10%) and Merafong (8%).

Nineteen percent (19%) of those in the labour market in the West Rand had tried to start a business at some point. Asked whether their business had succeeded or failed, most of these respondents (51%) indicated that their business was a success, that it was too early to tell, or that their business had been a success and they had either sold it or stopped running it. While this is broadly positive, another 35% of West

Rand respondents who had started a business had seen their business fail. Fourteen percent (14%) said that while they were running a business it did not bring in enough money, slightly higher than the province-wide average of 12%.

West Rand respondents had a generally negative perception of the ability of the labour market to provide jobs. In total, 72% said it was harder than it was five years ago to find jobs, and 18% said there was no change. Only 5% said it was easier. This was slightly worse than the findings of the 2011 survey when 7% said it was easier to find jobs than it had been five years previously.

The informal economy clearly plays a very important role in West Rand municipalities in a number of respects. Of those who were the owner of a business, 69% said their business was informal, a little higher than the provincial average of 65%. It was significantly higher in Randfontein at 75% and Westonaria at 78%. Similarly, when all respondents were asked whether they had bought goods from the informal sector in the last year, 70% of those in Westonaria and 72% of those in Merafong said they had done so, well above the provincial average of 63%. Corresponding to this, attitudes towards the informal sector were more positive than in Gauteng as a whole: 55% of respondents in Westonaria and 54% in Merafong thought that street trading made an area safer, compared to 49% across Gauteng; only 27% of respondents in Westonaria and 33% in Merafong thought negatively that street trading damaged the image of an area, compared to 43% across Gauteng.

Poverty and inequality

In general terms the 2013 QoL Survey suggested that levels of poverty were higher in the West Rand than in Gauteng's metropolitan municipalities, but not quite as high as in Sedibeng and in particular Emfuleni. Income data from the QoL Survey were organised into five bands, or quintiles; 87% of households across Gauteng fell in the bottom two quintiles of earning R1-1 600 per month and R1 601-R12 800 per month. Mogale City showed similar findings, while Randfontein and Westonaria both matched Emfuleni and Lesedi at 90% each, and Merfong was only marginally lower at 89%.

Forty percent (40%) of households across the West Rand either had members receiving a social grant, or registered on a municipal indigency register, compared to 38% for the province as a whole, and 35% for Johannesburg. Interestingly, both Mogale City (41%) and Randfontein (43%) had a higher percentage than Westonaria and Merafong (both at 37%), which on other indicators were marked as poorer municipalities. One core reason for this seemed to be lower percentages of respondents in Westonaria and Merafong receiving old age pensions, reflecting in turn a lower proportion of residents older than 65 years.

Sixteen percent (16%) of West Rand respondents said that they or another adult in their household had skipped a meal because of a lack of money in the last year. This compared well with 14% across Gauteng, but the figure rose to 18% in Randfontein and 19% in Westonaria.

Using the Gini coefficient as an indicator, West Rand municipalities seemed to be less unequal than the metropolitan municipalities. This is the result of a lower proportion of wealthy respondents earning in the top income brackets, rather than a reflection of the relative extent of poverty.

Migration and household mobility

Parts of the West Rand have long histories of gold mining activity, and in turn their populations have large proportions of migrant labourers. Across Gauteng 57% of respondents were Gauteng born, 33% were internal migrants from other parts of South Africa, and 10% were foreign migrants from across South Africa's borders. By contrast, only 44% of respondents in the gold mining centres of Westonaria and Merafong were born in Gauteng; 18% of Westonaria respondents and 17% of Merafong's were cross-border migrants. Sixty-eight percent (68%) of West Rand respondents considered Gauteng to be their home, but this dropped to 56% in Westonaria.

Of the respondents who had moved homes in the period 2008 to 2013, a lower percentage moved from somewhere else within the same municipality than was the case in other parts of Gauteng. For example in Mogale City only 66% of those who had moved home in the previous eight years moved from within the municipality; 20% had moved in from Johannesburg. This may reflect the expansion of lifestyle estates in the area, many bordering Johannesburg. The figures were 75% for Randfontein, 65% for Westonaria and 82% for Merafong.

Transport

Higher proportions of West Rand respondents than elsewhere in the province made trips to look for work and to shop. This, in all likelihood, reflects weaker economic circumstances than elsewhere in the province. Across Gauteng, 34% of respondents said their main trip purpose was to go to work. The metropolitan municipalities all showed similar figures, climbing to a high of 37% in Ekurhuleni. However, on the West Rand it dropped to 26% in Merafong, 23% in Westonaria, 30% in Randfontein and 29% in Mogale City. Correspondingly, the proportion who said their main trip was to look for work and to shop increased. Eleven percent (11%) of Westonaria respondents reported that their main trip purpose was to look for work, the highest in Gauteng. Compared to an average of 32% across Gauteng, 52% of Merafong respondents said their main trip purpose was to shop.

Across Gauteng, 11% of respondents did not make any trips, rising to 16% in Ekurhuleni and 23% in Lesedi. On the West Rand, by contrast, only 4% never made any trips, with the key reason (34%) being a lack of money to travel. Forty-eight percent (48%) could walk to a public transport stop within 10 minutes, only slightly less than the provincial average of 50%.

Within this broad picture, access to transport options and travel times seemed to vary considerably across the area. In two municipalities, Mogale City and Randfontein, trip making roughly matched the provincial averages. For example, 11% of respondents in Mogale City walked and 28% drove in a private

car for their most recent trip, equivalent to the Gauteng average of 14% and 24%. Travel times to work were 51 minutes on average in Mogale City and 54 minutes in Randfontein, in line with the Gauteng average of 53 minutes. By contrast, in the more peripheral municipalities of Westonaria and Merafong, a greater percentage walked (21% and 19% respectively) and lower proportions drove (15% and 18% respectively). Travel times to work were just 42 minutes for Westonaria and 38 minutes in Merafong, the lowest across Gauteng. This may seem counter-intuitive, but it suggests a greater proportion of respondents making more local trips.

Green behaviour and attitudes

The West Rand presented a mixed picture on questions about green attitudes and behaviours. There was no greater propensity to recycle waste among West Rand respondents, but interestingly higher proportions than the provincial average said that they practiced water conservation measures. Indicatively 11% in Randfontein and 9% in Westonaria said they used water from a rainwater tank for their house or garden. This compared to just 3% across Gauteng. Similarly, 12% in Randfontein, 7% in Westonaria and 8% in Merafong reused water (for example from the bath to flush the toilet). This compared to 6% on average across Gauteng.

More negatively, a greater percentage of West Rand respondents seemed to believe that economic growth would inevitably damage the environment, climbing to a high of 61% in Merafong compared to an average of 43% for Gauteng as

a whole. This may reflect respondents' observations of the impact of mining on the area – 61% said that mining waste posed a threat to their community. However, high percentages (62% across the West Rand, compared to 54% for Gauteng) believed that the economic benefits of mining outweighed its environmental costs.

Health

When compared to the provincial average of 28%, slightly lower percentages of West Rand respondents made exclusive use of private healthcare facilities, especially in Westonaria at 22%. Interestingly, this did not seem to be because they had a greater tendency to use public facilities alone, but rather because they were much more likely to use *both* public and private healthcare. For Gauteng as a whole, 6% of respondents accessed both public and private facilities; in the West Rand it was 9%, going up to 12% in Merafong and 13% in Westonaria.

The West Rand was marked by a particularly high proportion of respondents indicating alcohol abuse as the biggest health problem facing the community at 20% (and rising to 26% in Randfontein) compared to the provincial average of 10%. In general the health status of West Rand respondents was poorer than in other parts of the province. Indicatively, 38% of Randfontein respondents said that health problems prevented them from doing daily work, and 39% said that poor health affected social activities, compared to 21% and 20% for Gauteng generally.

Participation, community and neighbourhood

Participation in processes created by government to enable communities to have a say in the development of their area, as well as in civil society organisations, is important for creating an active citizenry and deepening democracy. A Participation Index was developed from the survey data, using a range of variables such as whether respondents participated in IDP processes, Community Policing Forums, clubs and faith-based organisations, service delivery protests, and so on. In general terms Gauteng respondents scored very low on the index, with only 4% showing medium levels of participation and 3% showing high levels. Interestingly, parts of the West Rand showed much better results on the index with 14% of respondents in Westonaria and 10% in Randfontein scoring medium to high – the most positive results across the province.

High levels of participation in Westonaria were partly driven by high reported levels of participation in service delivery protests, with 13% saying they had participated in a protest at some point in the last year. The average across Gauteng was 4%.

High levels of civic engagement did not always translate into high levels of community trust. When asked whether other members of their community could be trusted, 21% of respondents in Mogale City said 'most could be trusted' (compared to 17% across Gauteng) and 72% said 'you need to be careful' (compared to 76% across Gauteng). Yet Mogale City respondents showed some of the lowest levels of participation on the Participation Index. Inversely, 16% of Westonaria respondents, who scored the highest on the Participation Index of any municipality, said that 'most could be trusted', 75% said 'you need to be careful', and 9% said they didn't know, compared to 7% across Gauteng.

Across the West Rand 77% of respondents were satisfied or very satisfied with the area in which they lived, roughly on par with Gauteng as a whole at 78%. However, satisfaction dropped in Westonaria to 73%. Only 17% of Westonaria respondents and 14% of those in Randfontein said there had been improvement in their neighbourhood over the past year, compared to 29% across Gauteng and highs of 33% in Tshwane.

Crime

The West Rand did not seem to have been more negatively affected by crime than other parts of the province, with 20% saying they had been a victim of crime in the last year, compared to 23% across Gauteng. In general, respondents in the West Rand did not feel more unsafe than counterparts elsewhere, except for in Mogale City where 74% felt unsafe or very unsafe at home or walking in their areas at night, compared to 68% across the province.

Headspace

On a range of indicators testing for extreme views and social and political isolation West Rand respondents fared worse than others across Gauteng. On other indicators they did better.

On the negative side, 52% of Westonaria respondents and 51% of those from Randfontein stated that politics was a waste of time, far higher than the provincial average of 43%. There were similarly higher than average results for those agreeing with the statement that 'the country is going in the wrong direction'.

More positively, lower percentages of respondents believed that people like them cannot influence developments in their

community – 28% in Westonaria and 21% in Randfontein as opposed to 32% in the province as a whole. Westonaria (30%) and Randfontein (28%) similarly had fewer respondents than Gauteng as a whole (39%) who said that they felt that no-one cared about people like them. This may reflect higher levels of civic participation.

Also positively, and reflecting the fact that the West Rand population is made up of a large proportion of migrants, only 20% of Westonaria respondents and 25% in Merafong expressed the opinion that all foreign migrants should be sent home. This was far lower than the provincial average of 38%.

Overall quality of life

A range of indicators were grouped together to give an overall QoL Index score for each municipality. Similarly, a set of indicators was used to create an overall Marginalisation Index. West Rand municipalities showed mixed results on both indexes. On the one hand Mogale City scored third highest on the QoL Index, with a mean of 6.26 out of 10 in 2013. Only Tshwane at 6.45 and Johannesburg at 6.3 did better. On the other hand, Merafong, Randfontein and Westonaria were all far below the provincial mean of 6.28, with Westonaria the worst at 5.76.

The results were similar on the Marginalisation Index, with Mogale City third lowest (here low scores are good) at 2.36, bettered only by Johannesburg with 2.32 and Tshwane at 2.27. Westonaria was again the municipality with the worst score at 2.77, compared to the provincial mean of 2.39.



C

DWELLINGS
AND SERVICES

1. DWELLINGS

Gauteng faces a mounting challenge to address the housing and service infrastructure needs of a rapidly increasing population, with an additional 4.5 million people since 1996 now living in the province (based on Census 2011).

Formal and informal dwellings

The 2013 QoL Survey captured each respondent's dwelling type. Houses, townhouses, flats and formal backyard structures were recoded as 'formal'; informal dwellings and informal backyard structures were recoded as 'informal'; and the remaining types captured as 'other'.

The majority of Gauteng respondents (84%) live in formal housing, but a large percentage (14%) live in informal dwellings. The QoL Survey dwelling type figures are slightly less than the 18% of households in informal dwellings indicated in the Census 2011 results for Gauteng. A possible reason for this is that the QoL Survey is a sample survey (i.e. not a full census) and may have under-sampled the households in backyard dwellings.

On a municipal level, Westonaria has the highest percentage of households living in informal dwellings at 30%, and corresponding lowest formal dwelling percentage (61%). This is followed by Merafong with a 73%/19% formal/informal ratio. Lesedi has the highest percentage of formal dwellings (90%) and lowest informal (9%).

Tshwane and Johannesburg match the Gauteng average of 14% in informal dwellings, with Ekurhuleni slightly worse off at 16%. Gauteng may have as many as 15.6 million people

Figure 1: Households in formal and informal dwelling (%)

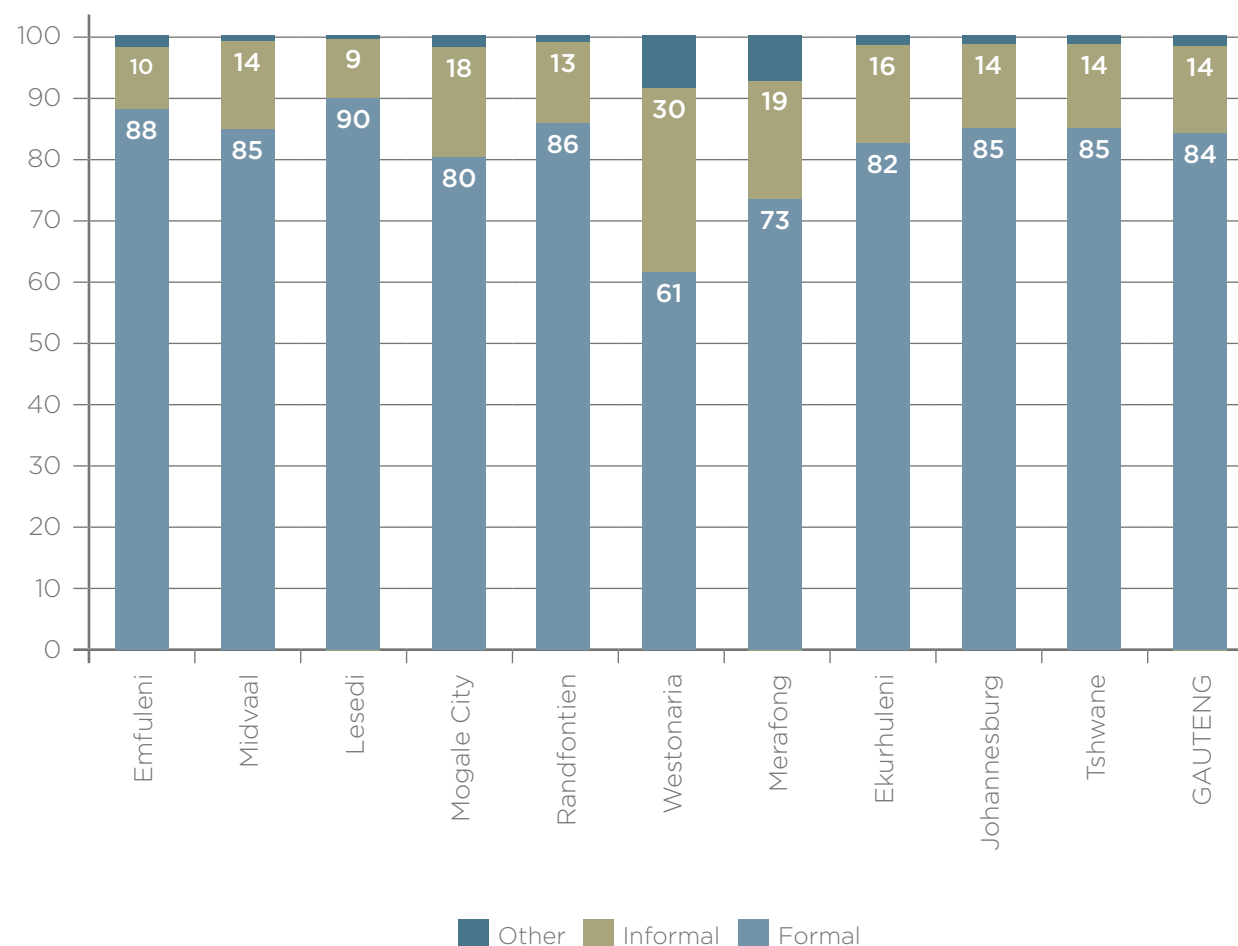
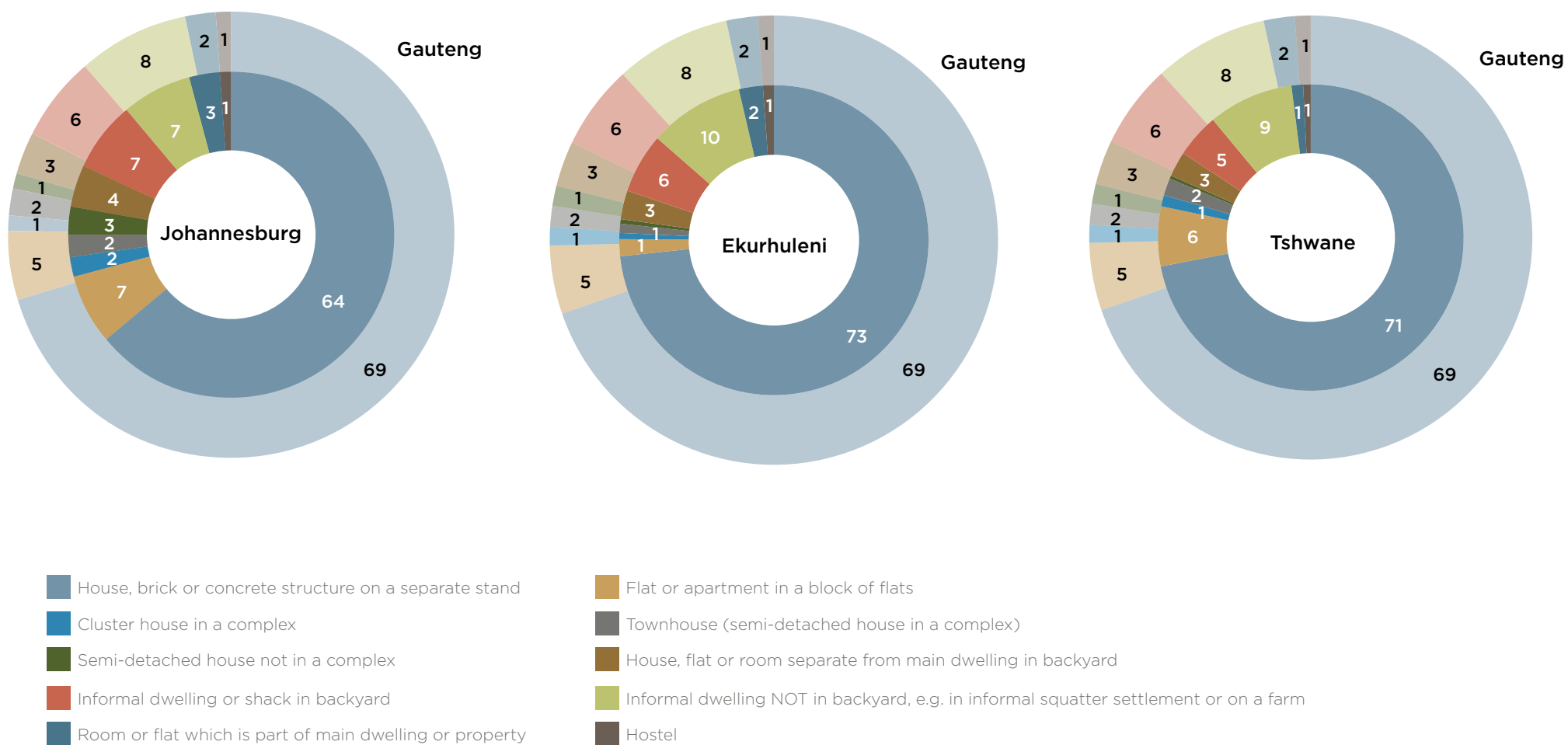


Figure 2: Household dwelling types (%)



by 2020, at which point it will house 26.5% of the country's population. The QoL Survey results therefore reflect the massive task required to provide housing for the current households living in informal dwellings, and at the same time keep up with future housing needs.

Dwelling types

A more detailed analysis is warranted in terms of specific dwelling types. In Gauteng, 69% of the respondents live in a house, brick or concrete structure on a separate stand, followed by 5% in a flat. Clusters and townhouses accommodate 3% of the surveyed households.

According to Census results, between 2001 and 2011 there was a 9% decline in households living in informal settlements, from 475 840 to 434 078. By contrast, since 2001 there has been a drastic (59%) growth of households in informal backyard structures, increasing from 192 613 to 305 682 in 2011. This is reflected in the QoL Survey results with 6% of households living in an informal dwelling in a backyard and 8% living in informal dwellings in an informal settlement, i.e. not in a backyard.

Locally, Westonaria has the highest percentage of informal dwelling households (21%) and backyard informal households (9%) – only 53% of the respondents live in a house on a separate stand. On the other end of the scale, Emfuleni (83%)

has the highest percentage of households living in a house on a separate stand with 4% of households living in informal structures in a backyard and 5% in informal settlements. Of the metro municipalities, Ekurhuleni has the highest percentage of respondent households living in a house on a separate stand (73%), but the highest percentage of informal households – 6% backyard informal and 10% informal settlement households. Johannesburg's informal dwelling type percentages are also high at 7% backyard informal and 7% informal settlement households, but the city has the highest percentage of respondents living in a flat (7%), cluster (2%) and townhouse (2%). Tshwane also has a high percentage of respondents living in flats (6%), clusters (1%) and townhouses (2%), reflecting the different residential spatial forms across the city-region and the concentration of higher income cluster and townhouse developments in the metros.

The key challenge remains to address informal housing, specifically backyard informal structures. Although this is a form of densification it presents a range of challenges, from network service provision and appropriate billing, to fire, and health and safety risks.

Household tenure types

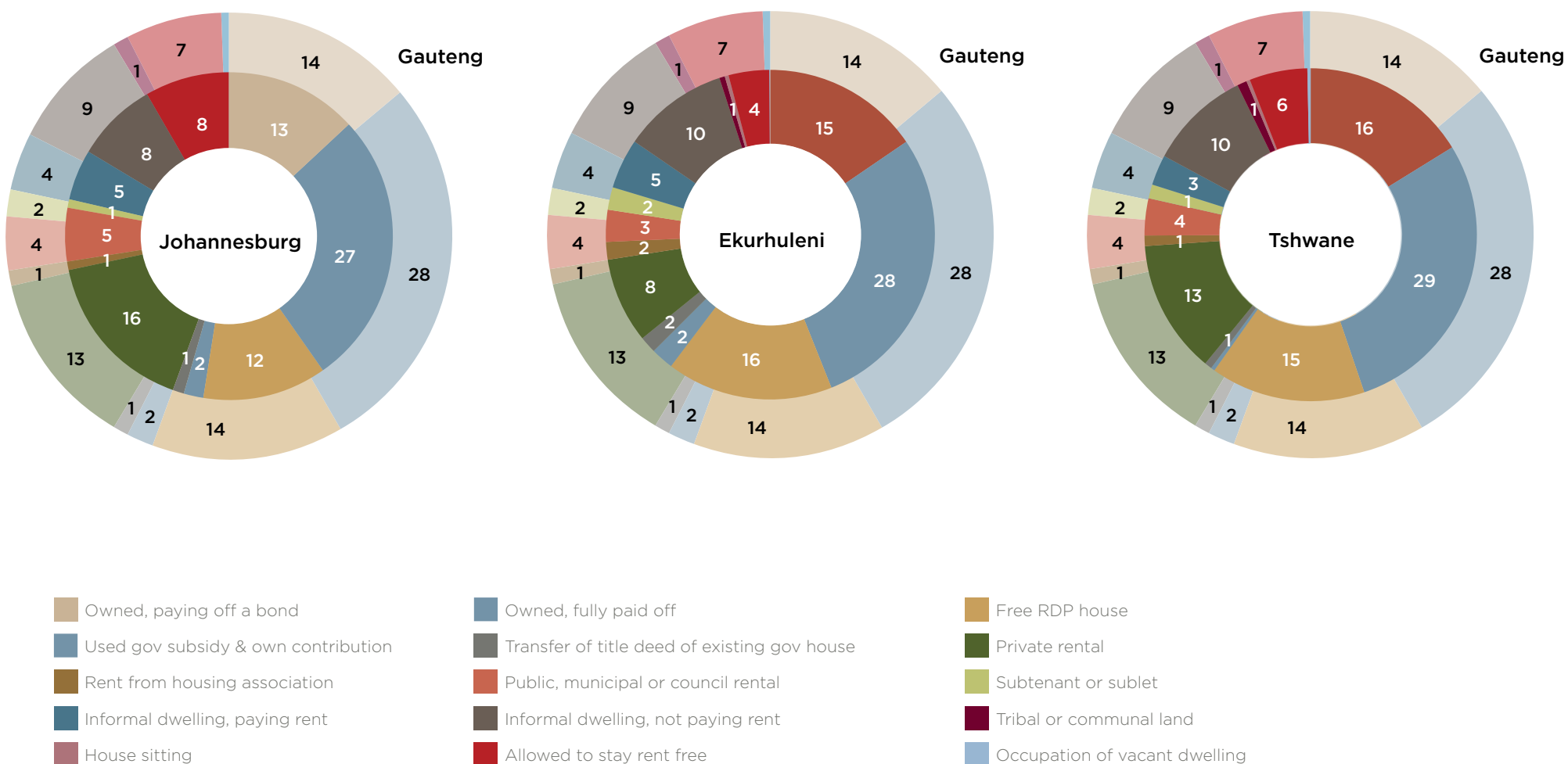
The survey asked respondents to specify their household ownership or tenure type. In Gauteng, 28% respondents

owned and had fully paid off their dwelling, followed by 14% that owned the dwelling but were still paying a bond, and 14% that were living in a free RDP house. A total of 13% of the respondents were renting their dwelling, and 9% lived in an informal dwelling without paying rent. A further 7% were allowed to stay rent free by the owner.

Within the metros, Ekurhuleni had the highest percentage of respondents staying in a free RDP house (16%), followed by Tshwane with 15% and Johannesburg with 12%. In contrast, 31% of respondents in Lesedi lived in a free RDP house, followed by Emfuleni and Merafong with 18%. It is worth noting that the high percentage of Lesedi residents in RDP dwellings drives some apparently anomalous results in questions throughout the survey.

The high percentage of respondent households living in informal dwellings in Westonaria is reflected in the 8% of households living in an informal dwelling paying rent, and 21% living in a dwelling not paying rent. Although the roll-out of government housing programmes has reached a significant portion of the population with the percentage of respondents living in free RDP houses increasing from 12% in the 2009 survey to 14% in the 2013 survey, there is still much work to be done to address the housing needs of those living in informal tenure dwelling types.

Figure 3: Household tenure types (%)



2. SERVICES

Water services

Since the start of democracy Gauteng has been faced with the challenge of providing municipal services to all citizens, particularly to those who previously did not have access to such services. Access to safe drinking water is a constitutional right and the 2013 QoL Survey results indicate that 91% of respondents in Gauteng have access to piped water in a dwelling or yard. This percentage has been fairly constant over the three surveys dropping from 93% in the 2009 survey.

If street taps or pipes are included in the analysis, then the 2013 survey percentage increases to 97% for Gauteng – correlating well with the 2011 Census figure of 98.2%. According to the QoL Survey, the municipalities with the highest levels of access to water are Johannesburg and Emfuleni, both with 93%. Ekurhuleni and Tshwane also have high access levels and 91% of households have piped water. The lowest level of access to water is experienced by the respondents in Westonaria where only 72% of households have piped water in their dwelling or yard. However, despite these low levels of access, it is encouraging to see that access to water in Westonaria has been steadily increasing, up from 62% in 2009 and 64% in the 2011 QoL Survey.

Figure 4: Households with piped water in dwelling or yard (%)

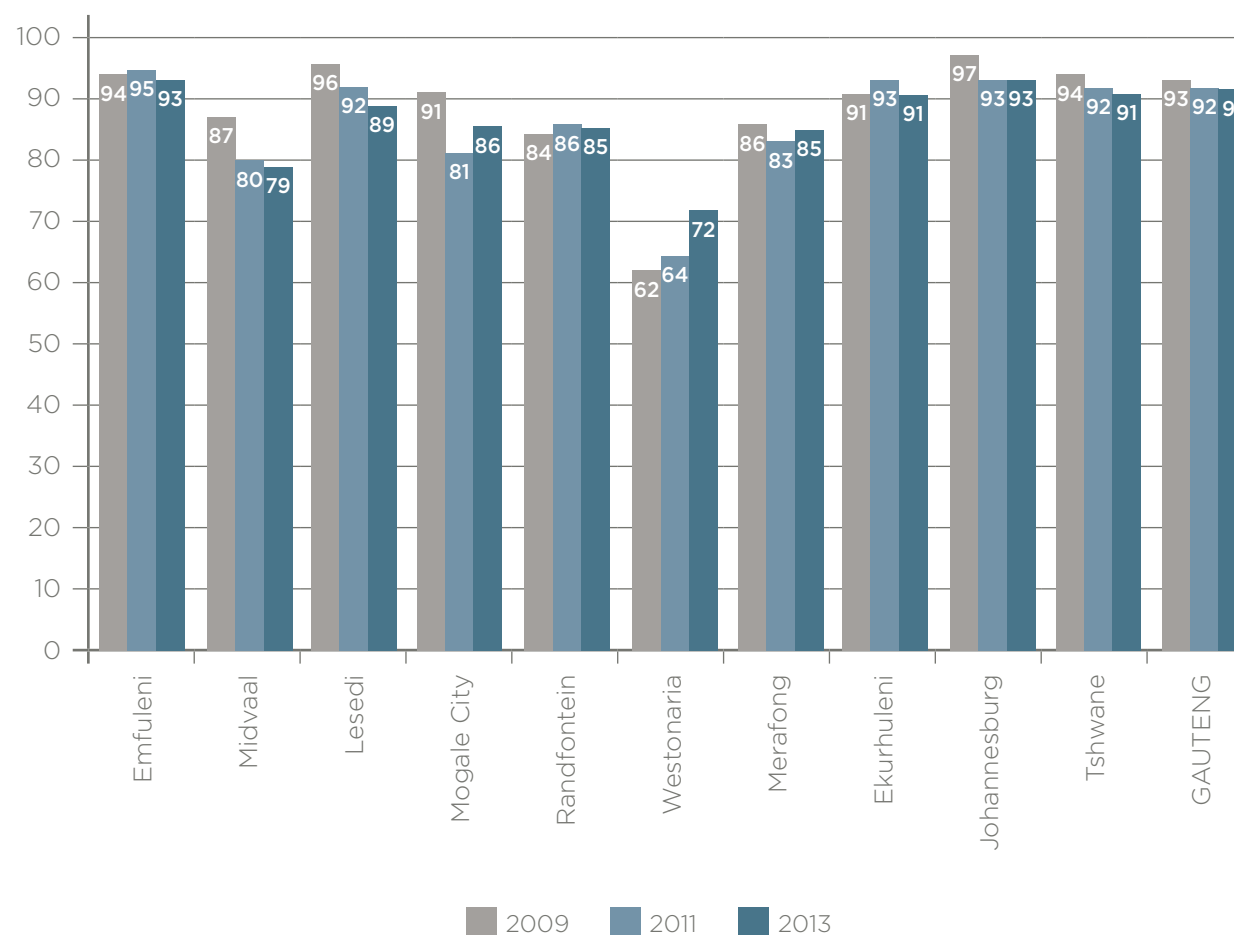
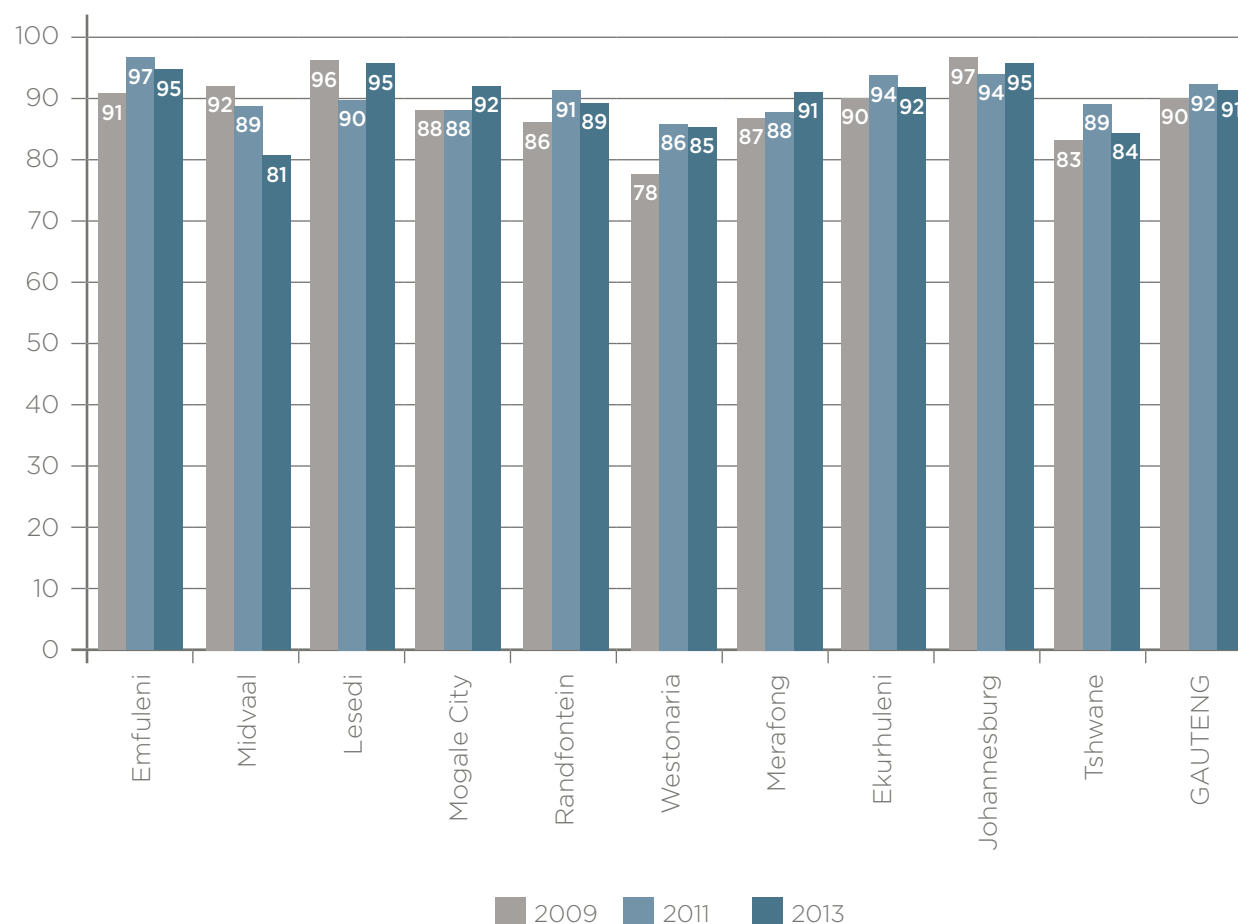


Figure 5: Households with adequate sanitation (flush, chemical and VIP)(%)

In terms of water cleanliness, 93% of respondents across Gauteng said that the water they received was always or usually clean. The highest ratings of water cleanliness were in Emfuleni, Lesedi, Randfontein, Westonaria, Merafong and Ekurhuleni, with 96% of respondents holding this view. This percentage drops in Mogale City to 93%. Within Johannesburg, Midvaal and Tshwane, 92% of respondents said that the water they received was always or usually clean.

Sanitation services

Access to basic sanitation is reflected in this graph showing the percentage of households with adequate sanitation, i.e. access to a flush (waterborne or septic tank), chemical or VIP toilet.

In Gauteng, the proportion of survey respondent households with access to adequate toilet facilities has remained fairly constant at 91% in 2013. The highest levels of access (95%) were experienced by households in Emfuleni, Lesedi and Johannesburg.

Other municipalities with access levels above the Gauteng average include Mogale City and Ekurhuleni, both with 92%. Westonaria has seen sanitation access increase from 78% in the 2009 survey to 85% in 2013. Worryingly, Midvaal's respondents had the lowest percentage of households with adequate sanitation (81%), decreasing from 92% in 2009

and 89% in 2011. Despite the high priority of providing basic sanitation, large numbers of people still remain without any access to formal toilet facilities and rely on other facilities such as the bucket system – for example, 9% of respondent households in Midrand.

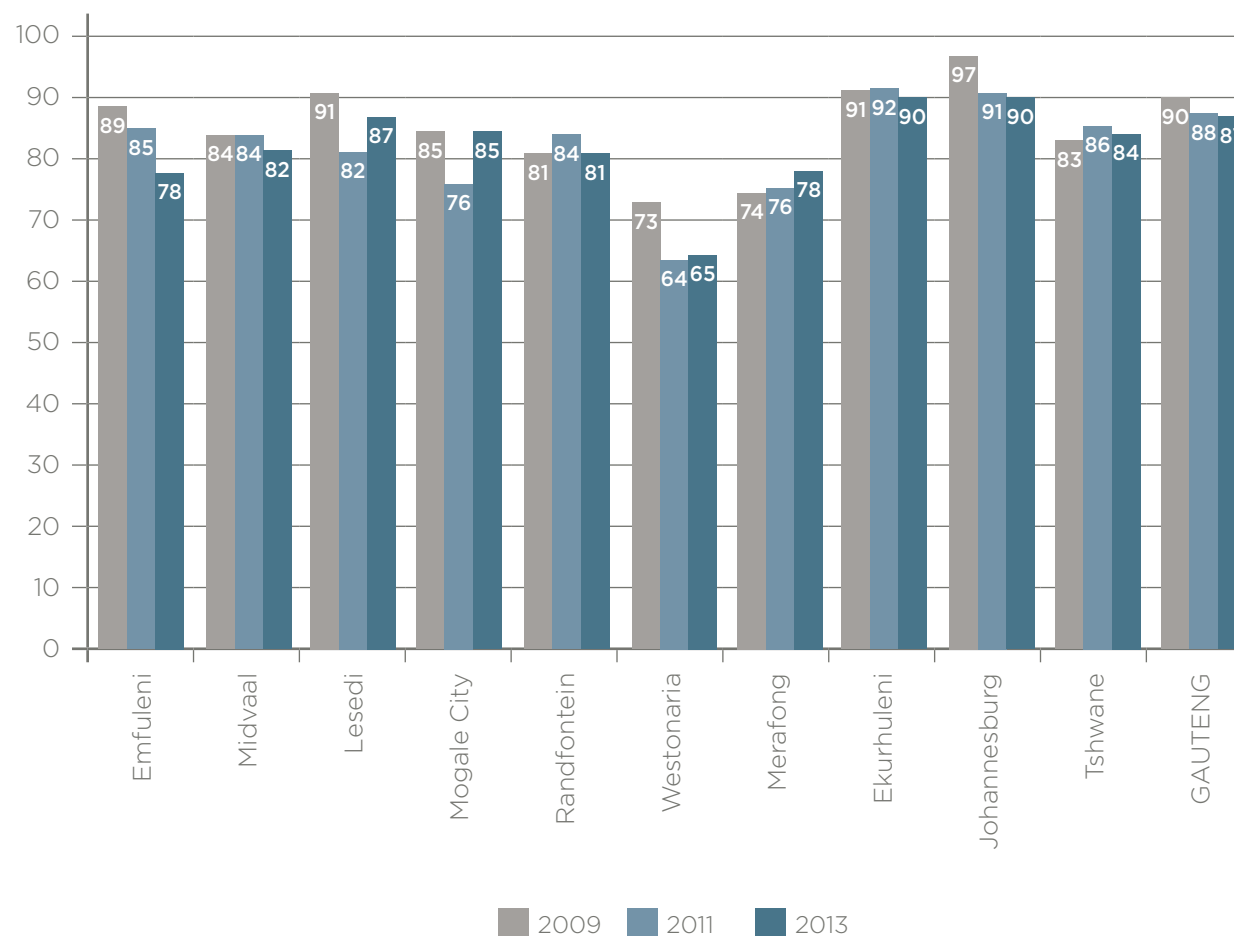
Refuse collection

In 2013, nearly nine of ten respondent households (87%) in Gauteng had their refuse collected once a week by their municipality. Ekurhuleni and Johannesburg had the highest collection rates at 90%, followed by Lesedi (87%) and Mogale City (85%). Only two in three respondents (65%) had their refuse collected weekly in Westonaria, with Emfuleni and Merafong the second lowest scoring a 78% collection rate.

Households with no refuse collection made up only 1% of the survey across Gauteng, but peaked in Westonaria with 3% of households. A more worrying environmental trend is the disposal of rubbish by throwing it in the street or veld, with 1 in 10 respondents (10%) in Merafong disposing of rubbish in this manner, followed by Westonaria with 6% and 5% in Ekurhuleni. In Lesedi less than 1% of respondent households disposed of rubbish by throwing it the street or veld.

Refuse collection remains a challenge as well as an environmental concern with, on average, only 7% of households recycling across Gauteng. The highest rates of

Figure 6: Households with municipal refuse collection once a week (%)





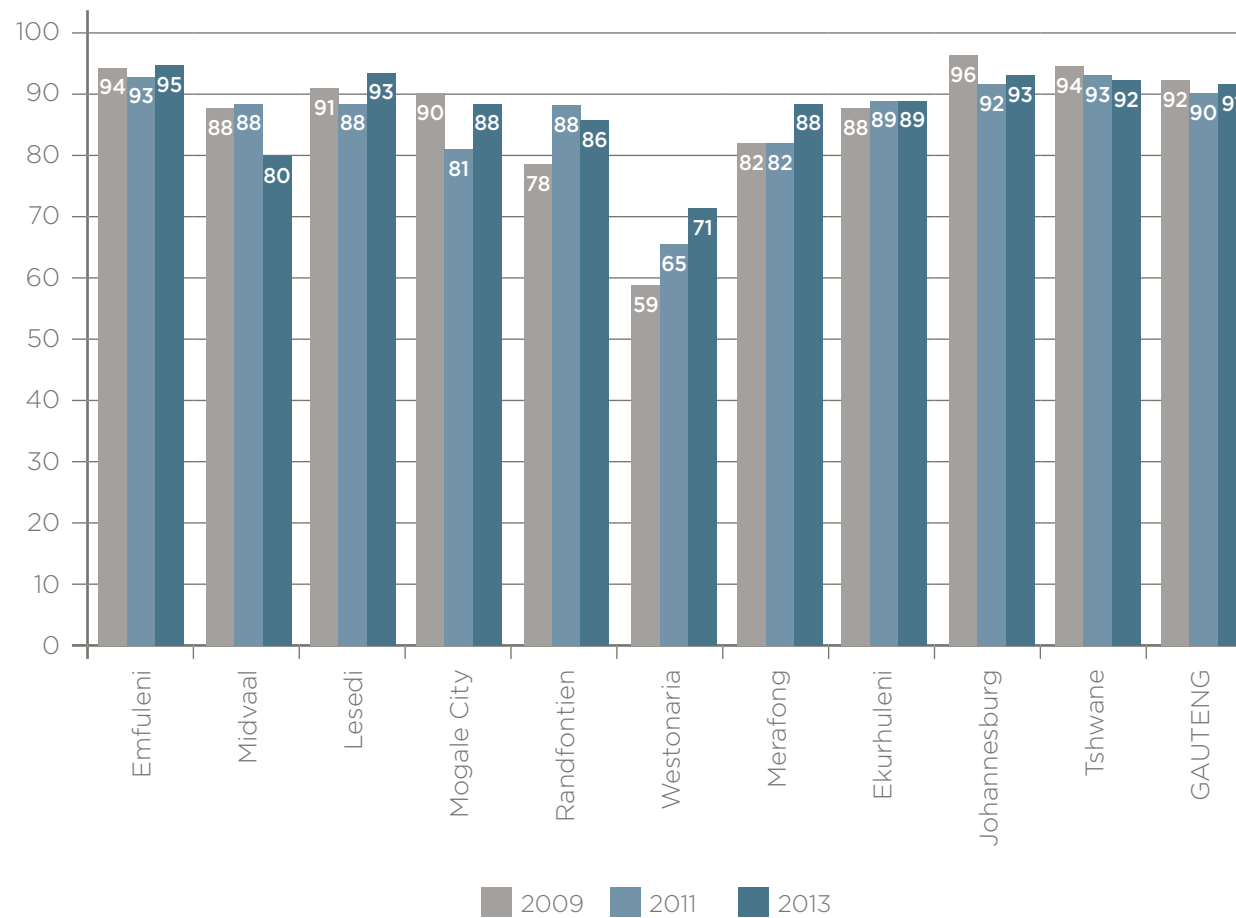
Photograph by: Daniel Magidi

recycling were in Midvaal (10%), Johannesburg, (9%) and Westonaria and Emfuleni (8%). Lesedi experienced the lowest rate of recycling with only 2% of respondent households.

Electricity for lighting

Providing access to electricity is another of the basic services that government has prioritised since 1994. Access to electricity for lighting is often used as a proxy for access to electricity, though there may be households with physical access who don't use it, even for lighting, because of cost concerns.

In Gauteng, 91% of the 2013 QoL Survey households had access to electricity for lighting. The 2011 Census reported a figure of 87% of households. Electricity access is by far the lowest in Westonaria with 71%, although it has experienced increasing access, rising from 59% in 2009 and 65% in 2011. All the other municipalities have a minimum of 80% of households using electricity for lighting (Midvaal), with the highest levels of electricity access in Emfuleni (95%) and Lesedi (93%). Johannesburg leads the three metros (93%), followed by Tshwane (92%) and Ekurhuleni (89%). Candles are still used for lighting by many households (5% across Gauteng), peaking in Westonaria (13%), followed by Midvaal (12%) and Randfontein (8%). Paraffin is a further important source of lighting with the highest household use in Westonaria (14%), Midvaal and Merafong (6%), and Randfontein (5%). In contrast, the use of solar energy for lighting is negligible, with only 0.4% of the QoL Survey households in Gauteng. It is clear that a switch to more sustainable sources of energy must be a key focus for government.

Figure 7: Households using electricity for lighting (%)



SATISFACTION WITH SERVICES

1. SATISFACTION WITH SERVICES

Satisfaction with government provided dwelling

The 2013 QoL Survey asked respondents how satisfied they were with their dwelling on a scale of being very satisfied to very dissatisfied. Overall, regardless of which dwelling they occupied, 75% said they were satisfied with where they lived. This compared to 74% in 2011 and only 55% in 2009.

While respondents showed a very high level of satisfaction with their dwellings overall, it predictably varied a great deal by dwelling and tenure/ownership types. Eighty-four percent (84%) of those living in a free standing formal dwelling were satisfied, compared to only 18% of those living in an informal dwelling in an informal settlement. In turn, 87% of those living in their own home that they had fully paid off were satisfied, while 79% of those in a private rental arrangement were satisfied.

We were most interested in the satisfaction rates of those living in a government provided dwelling. A total of 5 828 respondents, about one-fifth of the sample, lived in some form of government provided dwelling, either RDP housing, a house acquired through a bond and some government subsidy, a house (usually in an old township area) where there had been a transfer of title deed, or some kind of public sector rental. Of these, 77% were either satisfied or very satisfied with their dwelling, and 20% were dissatisfied. Of course, there was some variation within this overall category – 82% of respondents in a ‘public, municipal or council’ rental were satisfied with their dwelling; and 75% of those in a free RDP home were satisfied. However, in general, respondents who had benefitted from this government service showed high levels of satisfaction with what they had received.

Figure 1: Respondents' satisfaction with government provided dwelling (%)

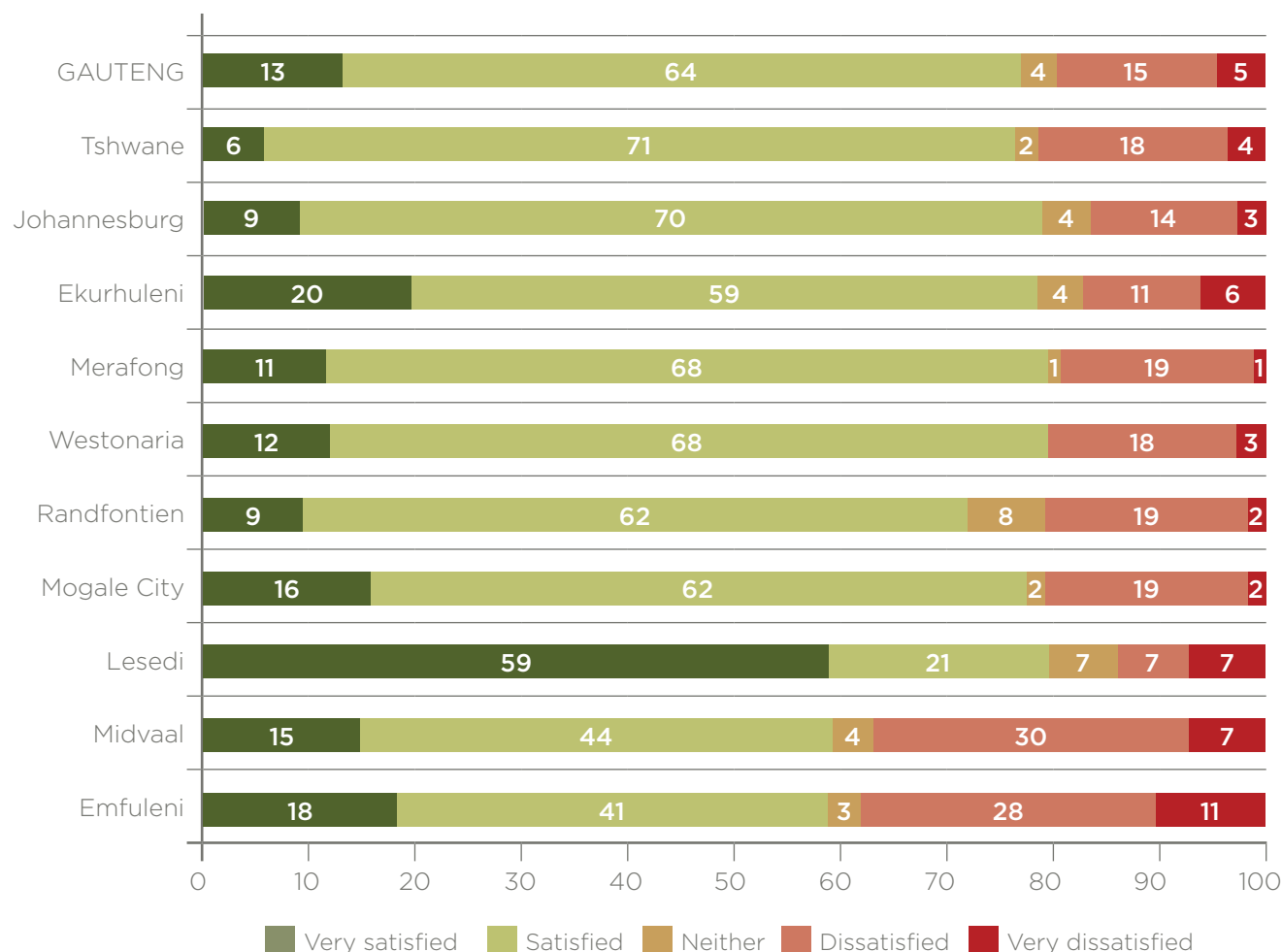
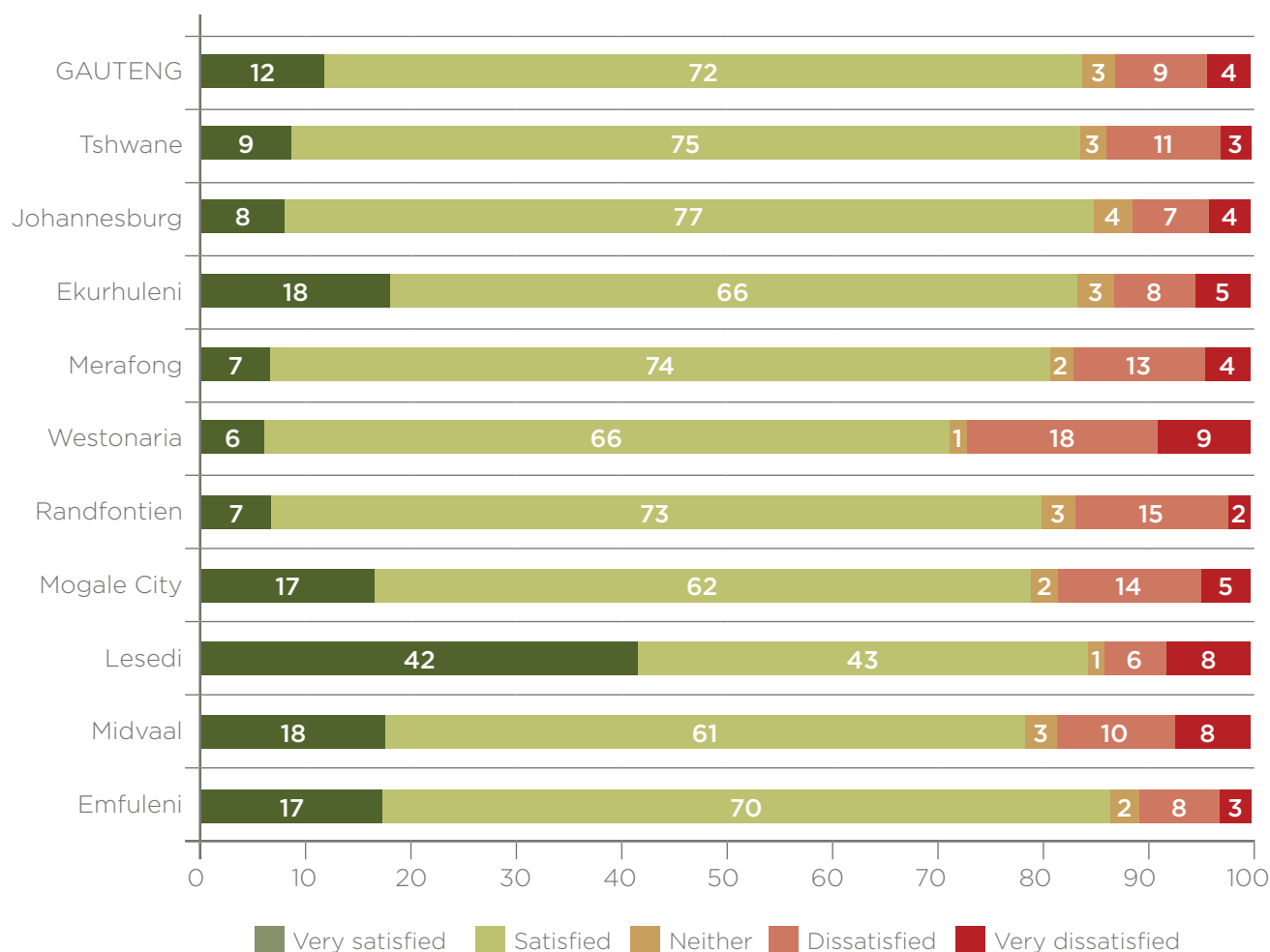


Figure 2: Respondents' satisfaction with water (%)

There was some variation across the municipalities. Amongst the metros Johannesburg had the highest level of satisfaction at over 79%, though interestingly Ekurhuleni showed a higher proportion of respondents who were very satisfied at 20%. Lesedi, oddly, showed an exceptionally high proportion of very satisfied respondents at 59%. This partly reflects the fact that a very large proportion of the Lesedi sample (31%) was drawn from residents living in RDP homes, compared to a provincial average of just 14%. This comparatively high proportion of very satisfied Lesedi respondents sets a pattern which recurs across a wide range of other 2013 survey questions.

Satisfaction with water

Overall, levels of satisfaction with water services were even higher than they were for government provided dwellings. Eighty-four percent (84%) of Gauteng respondents were either very satisfied or satisfied with water services. This rose to 85% in Johannesburg, although Ekurhuleni again showed a higher proportion of very satisfied respondents at 18%.

There are two notable results in the chart above. First, the satisfaction levels with water in Westonaria (72%) was lower than for other municipalities, but also much lower than they were for government provided housing (80%), which was more in line with the result for other municipalities. This may reflect an inaccuracy resulting from a very low number of respondents answering the question on government provided housing (only 34 in total), especially since the satisfaction levels in Westonaria tended to be similarly low on sanitation, waste, energy, and so on.

Second, whereas satisfaction levels with government provided dwellings was the lowest in Emfuleni at only 59%, respondents in this municipality showed the highest levels of satisfaction with water at 87%. A possible explanation here is that Emfuleni has a relatively higher proportion of respondents with access to water in their dwelling and/or yard.

Those with higher levels of water services access (piped into dwelling or in yard) predictably had higher levels of satisfaction than those accessing water from standpipes or from non-piped sources such as boreholes or water tankers. Counter-intuitively perhaps, respondents with metered water connections had higher levels of satisfaction than those getting water for free. For instance, 91% of those receiving piped water into their dwelling through a conventional meter were satisfied, compared to 90% for those with in-dwelling water through pre-paid water meters and 86% for those without any meters. The same pattern was seen with yard-taps: 90% of those with to-yard supply and conventional meters were satisfied, compared to 89% with pre-paid meters and only 74% for those with no meters. It is possible that many no-metered connections are accompanied by restricted forms of supply, which limit the flow to a set number of litres per day or month.

Satisfaction with sanitation

In overall terms satisfaction with sanitation services was high, though not quite as high as for water services. In total, 78% of respondents across the province were very satisfied or satisfied. Amongst the three metropolitan municipalities

Figure 3: Respondents' satisfaction with sanitation (%)

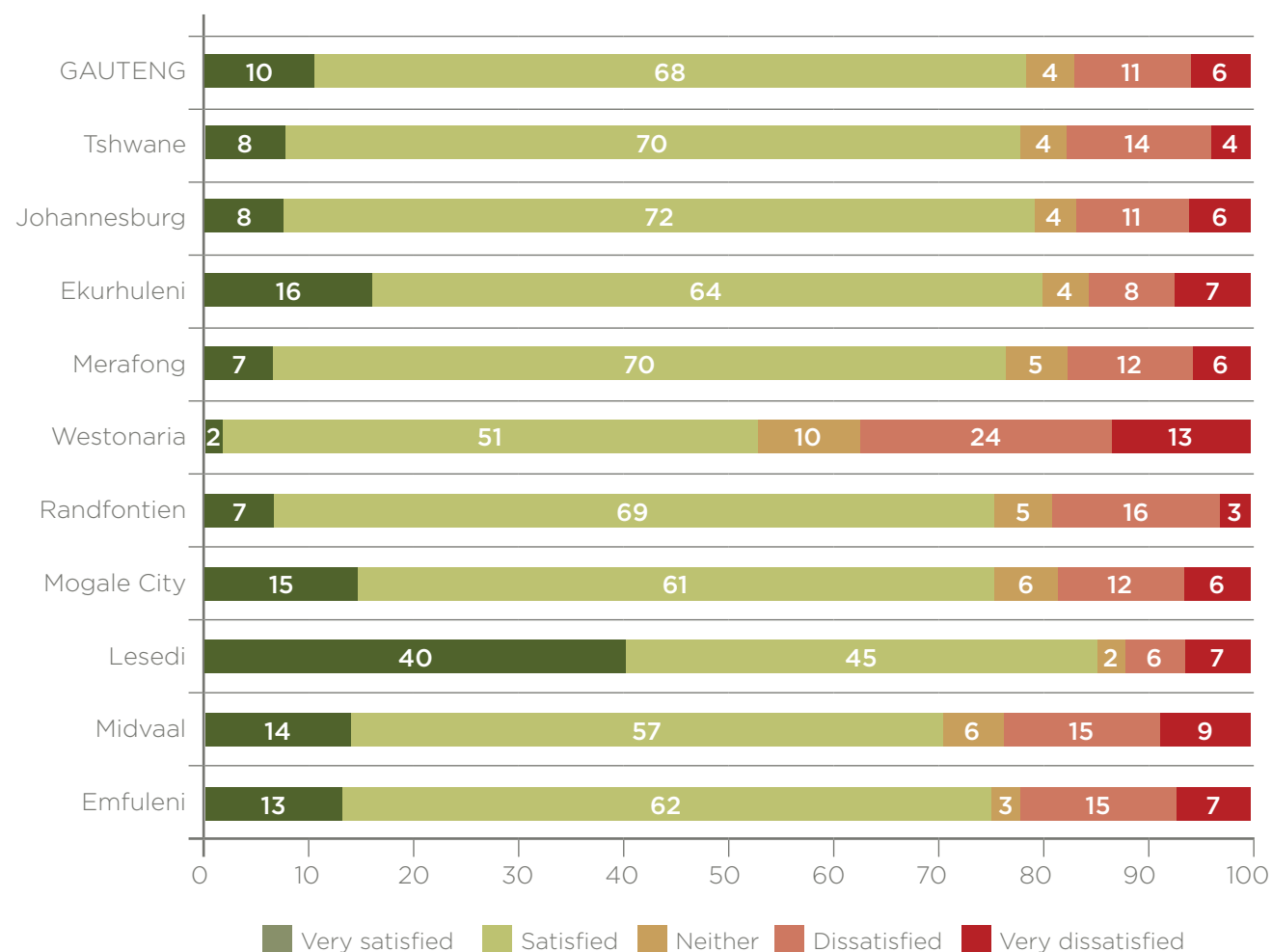
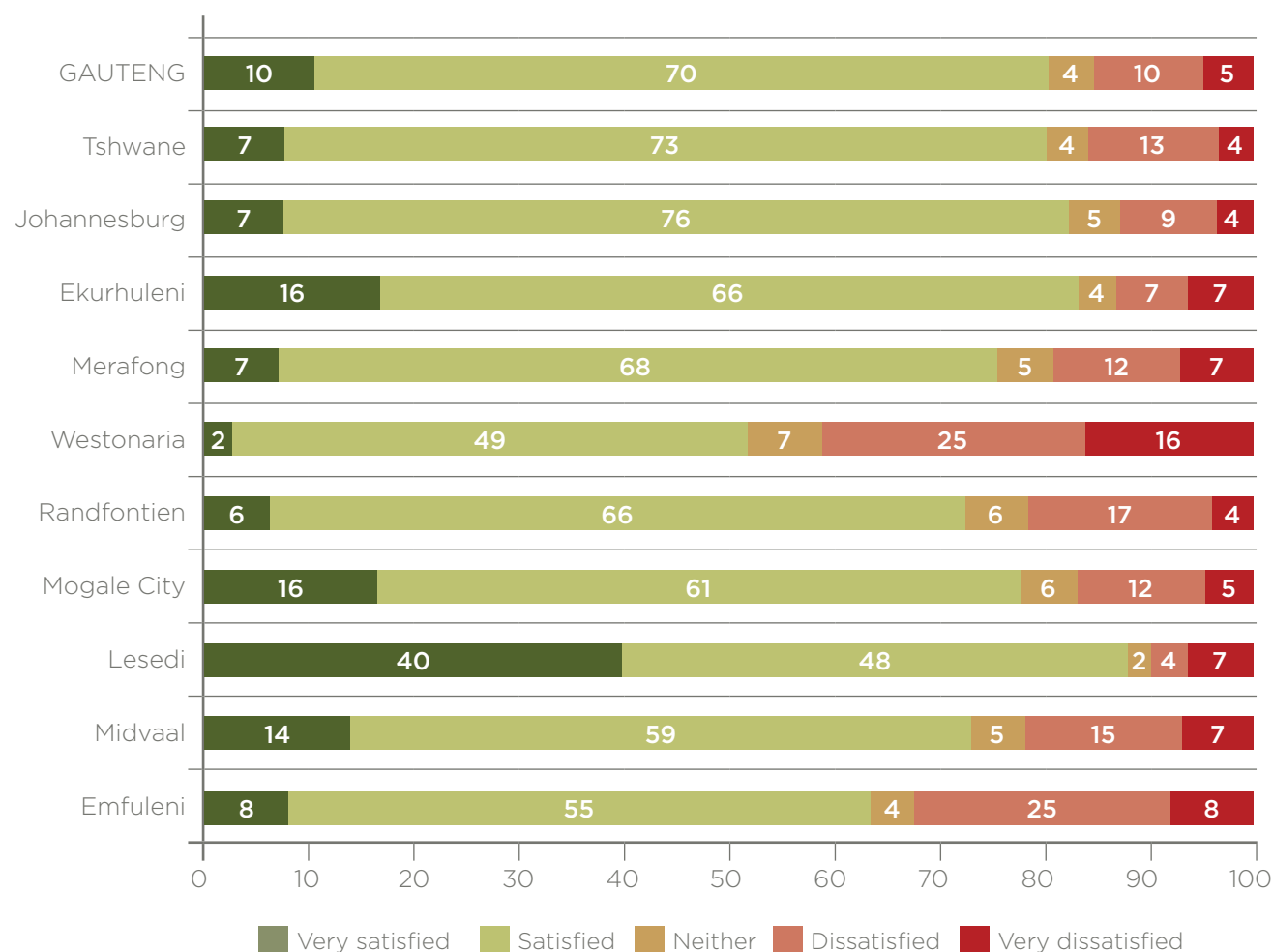


Figure 4: Respondents' satisfaction with waste removal (%)

Ekurhuleni saw the highest satisfaction rates at 16% very satisfied and 64% satisfied (80% overall), followed by Johannesburg and then Tshwane. Metro satisfaction rates were higher than for the local municipalities except for Lesedi, which had the highest overall level of satisfaction at 85%.

Westonaria had the lowest level of satisfaction with sanitation at just 53%, followed by Midvaal at 71%.

Predictably, satisfaction levels reflected the type of toilet facility accessible by the respondent. Ninety percent (90%) of those with a flush toilet connected to a sewer system were satisfied, while only 47% with a VIP latrine and 42% of those with a basic pit latrine without ventilation were satisfied. This clearly reflects in the satisfaction levels for each municipality: Midvaal had only 62% of respondents with a flush toilet connected to the sewer, and Westonaria 63%, compared to Johannesburg at 85% and Ekurhuleni at 81%. Reflecting the settlement patterns in its northern extent, Tshwane had a relatively low proportion of respondents with flush toilet and sewer connection, at 71%, and a higher proportion with only a basic pit latrine at 14% (compared to the provincial average of 6%).

A total of 318 respondents across the sample (1%) said their household still used a bucket toilet. The majority of these were in Ekurhuleni and Johannesburg. Within municipalities, however, a relative high percentage of respondents using bucket toilets was seen in Midvaal (9% of that municipality's total, as noted above) and Westonaria at 5%. Only 28% of those with a bucket toilet facility were satisfied, and 69% were dissatisfied.

Satisfaction with waste removal

A total of 80% of respondents across Gauteng were satisfied with their waste removal services. This rose to 82% in Ekurhuleni and Johannesburg. Lesedi again showed the highest rates of satisfaction with 88% of respondents satisfied. Respondents in Westonaria were again the least satisfied at only 51%.

On this question satisfaction levels in Emfuleni (63%) dropped below those in Midvaal (73%) whereas for many other indicators the situation is reversed. A possible explanation is that waste service levels in Midvaal appear to be slightly higher than in Emfuleni: 82% of Midvaal respondents had their waste collected by the municipality at least once a week, compared to 78% in Emfuleni.

Satisfaction with energy

Once again, the vast majority of Gauteng respondents (78%) seemed to be satisfied with their energy services. This rose to 80% satisfied in Tshwane, followed closely by 79% in Johannesburg and 77% in Ekurhuleni. Westonaria again showed the lowest levels of satisfaction with only 60% satisfied with energy services.

In Emfuleni 78% of respondents were satisfied with energy services, the highest satisfaction rate of any municipality outside of the metros. This result, together with the satisfaction levels for water and sanitation services, makes the relatively low satisfaction with waste removal in that municipality even more notable.

Figure 5: Respondents' satisfaction with energy (%)

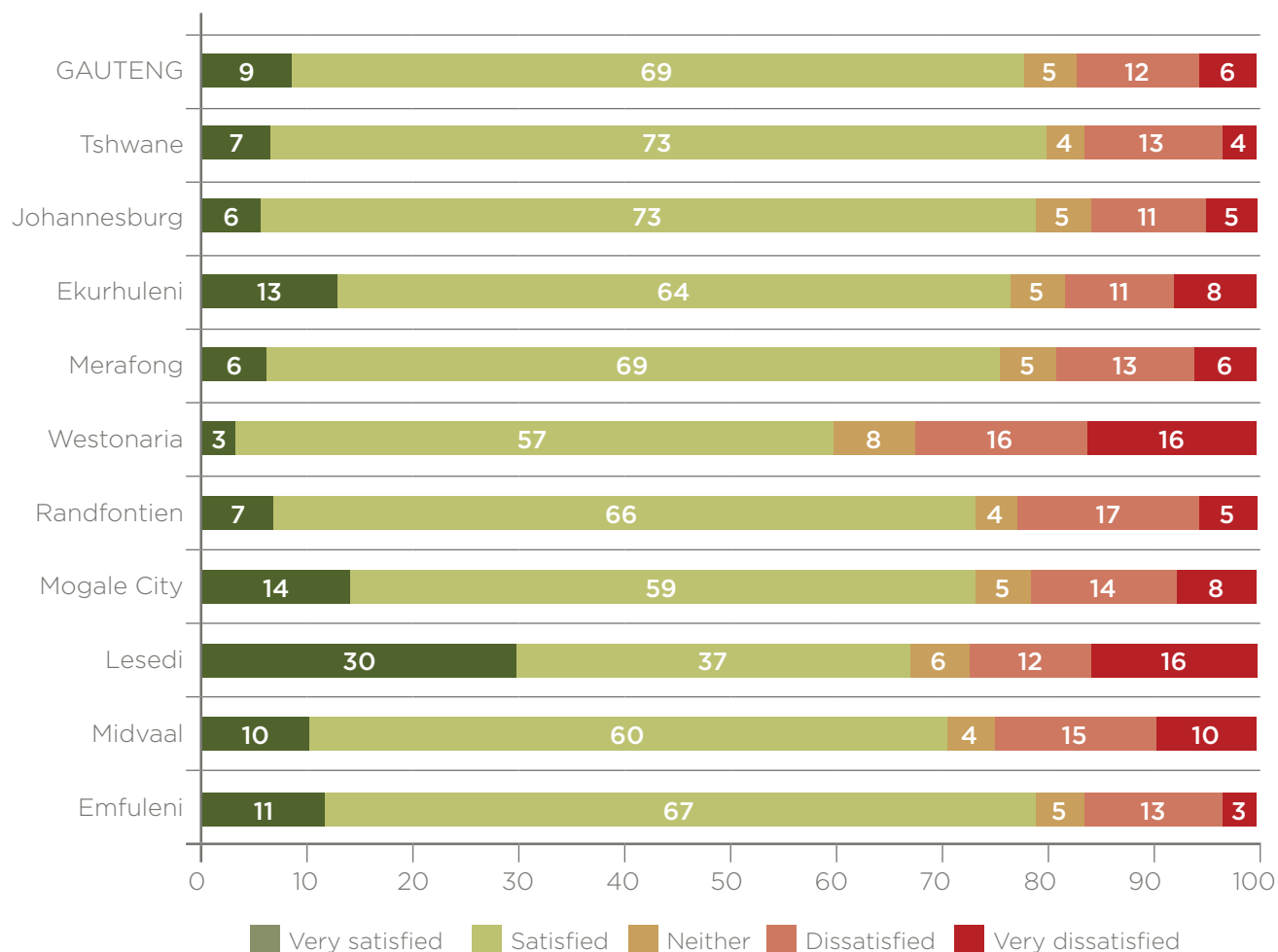
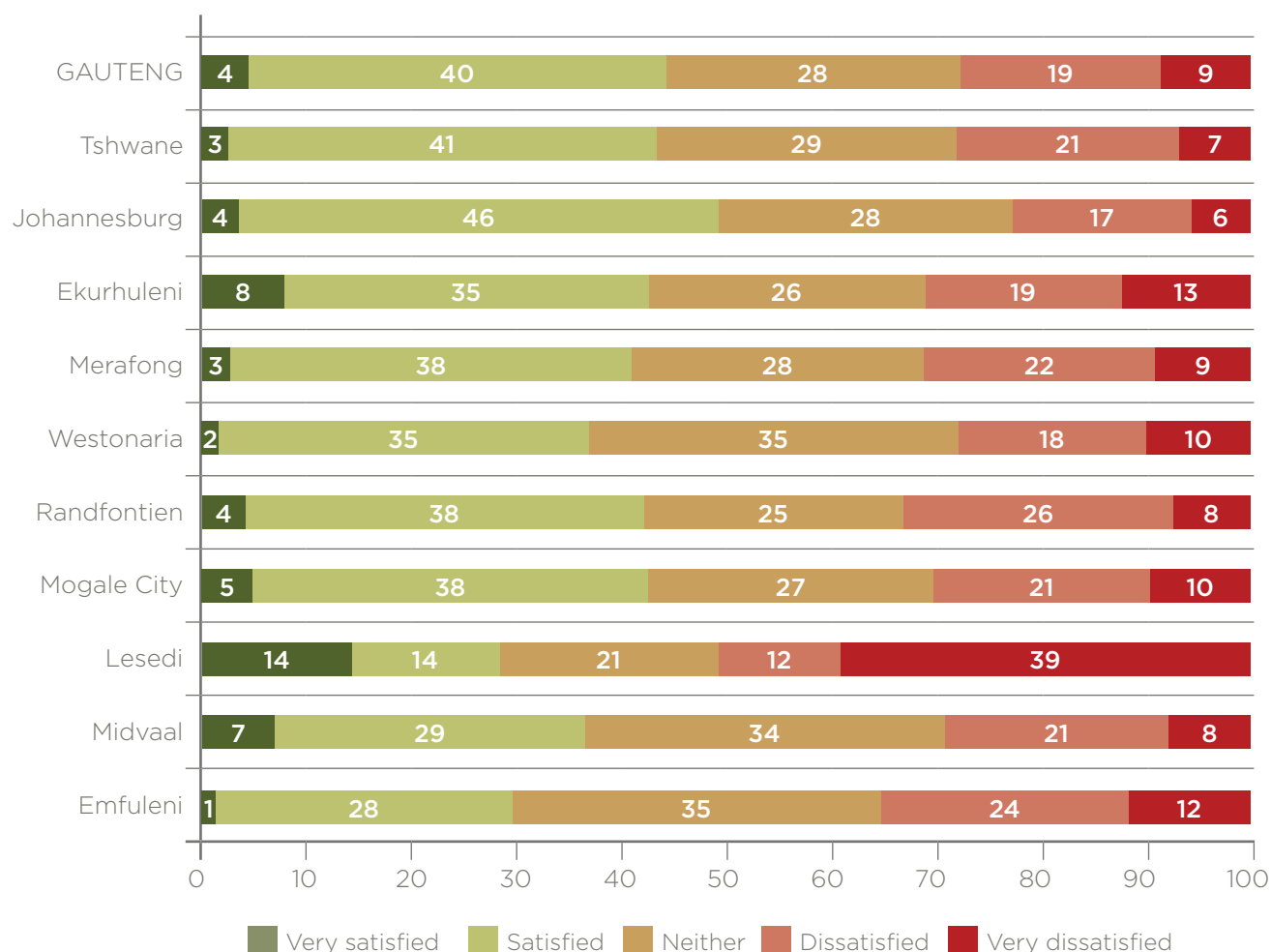


Figure 6: Respondents' satisfaction with municipal billing (%)

A remarkable result in the chart above is that Lesedi received the lowest level of satisfaction besides Westonaria, with only 67% satisfied. This is contrary to the normal pattern. It is especially surprising because there is no correlation between the type of energy accessed by households in this municipality and satisfaction levels. In Lesedi 94% of respondents used electricity for lighting purposes (an indicator that gives a good proxy for electricity access). This was higher than the provincial average of 91%, and higher than Johannesburg (93%), Tshwane (92%) and Ekurhuleni (88%). The most plausible explanation is relatively higher electricity bills, as satisfaction with the billing and cost of municipal services was also relatively low in Lesedi.

(Note: it was not possible in the survey to distinguish where respondents got their power from. Many municipalities see part of their areas supplied directly by Eskom. The figures shown in the chart are the levels of satisfaction with energy per municipal area, not satisfaction with municipal supply of electricity *per se*.)

Satisfaction with municipal billing

The 2013 QoL Survey asked two questions related to satisfaction with payment for municipal services – one question was around satisfaction with the municipal billing process (how billing happens), the other around satisfaction with the cost of municipal services (how much needs to be paid). On both indicators satisfaction levels dropped dramatically over that for other services.

Across Gauteng 44% of respondents were satisfied with municipal billing, while 28% were dissatisfied. Interesting, there was a large proportion who were neither satisfied nor dissatisfied (28%), a pattern repeated across every municipality in the province.

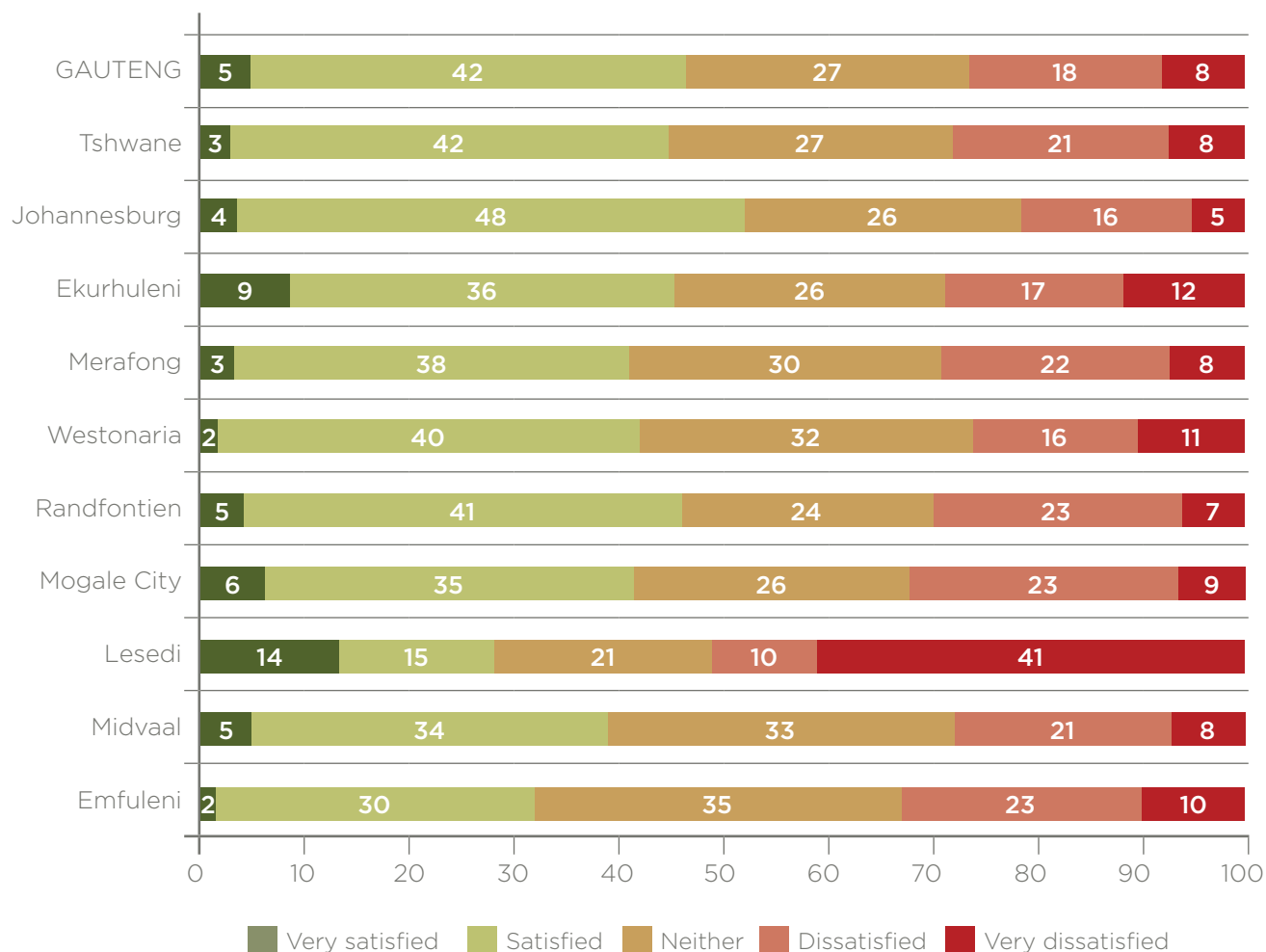
The most remarkable result from this question was that Johannesburg, notwithstanding ongoing media reports about the 'Joburg billing crisis' had by some margin the highest percentage of respondents satisfied with billing (at 50%), and the lowest proportion who were dissatisfied at 23%. Next best was Tshwane with 44% satisfied and 28% dissatisfied.

Satisfaction levels were particularly low in Lesedi at only 28% and Emfuleni at 29%.

As indicated above, the manner by which water is billed for only seems to have a marginal impact on satisfaction levels with water, and similar patterns are seen with the relationship between the manner by which water is billed and satisfaction with billing. Fifty-two percent (52%) of those with piped water in the dwelling and no meter were satisfied with billing; 49% of those with a standard meter were satisfied with billing, and again – seemingly counter-intuitively – 58% of those with a pre-paid meter were satisfied with the way they were billed.

On request from Tshwane, the 2013 QoL Survey asked specifically about satisfaction with pre-paid electricity in a separate question. A total of 15 431 respondents answered this question, over half the sample, indicating significant penetration of pre-paid electricity meters in the GCR. Across

Figure 7: Respondents' satisfaction with the cost of municipal services (%)



the province 78% of those who were supplied with electricity through a pre-paid meter were satisfied with it. It was slightly lower in Tshwane at 74%, and higher in Johannesburg at 81%.

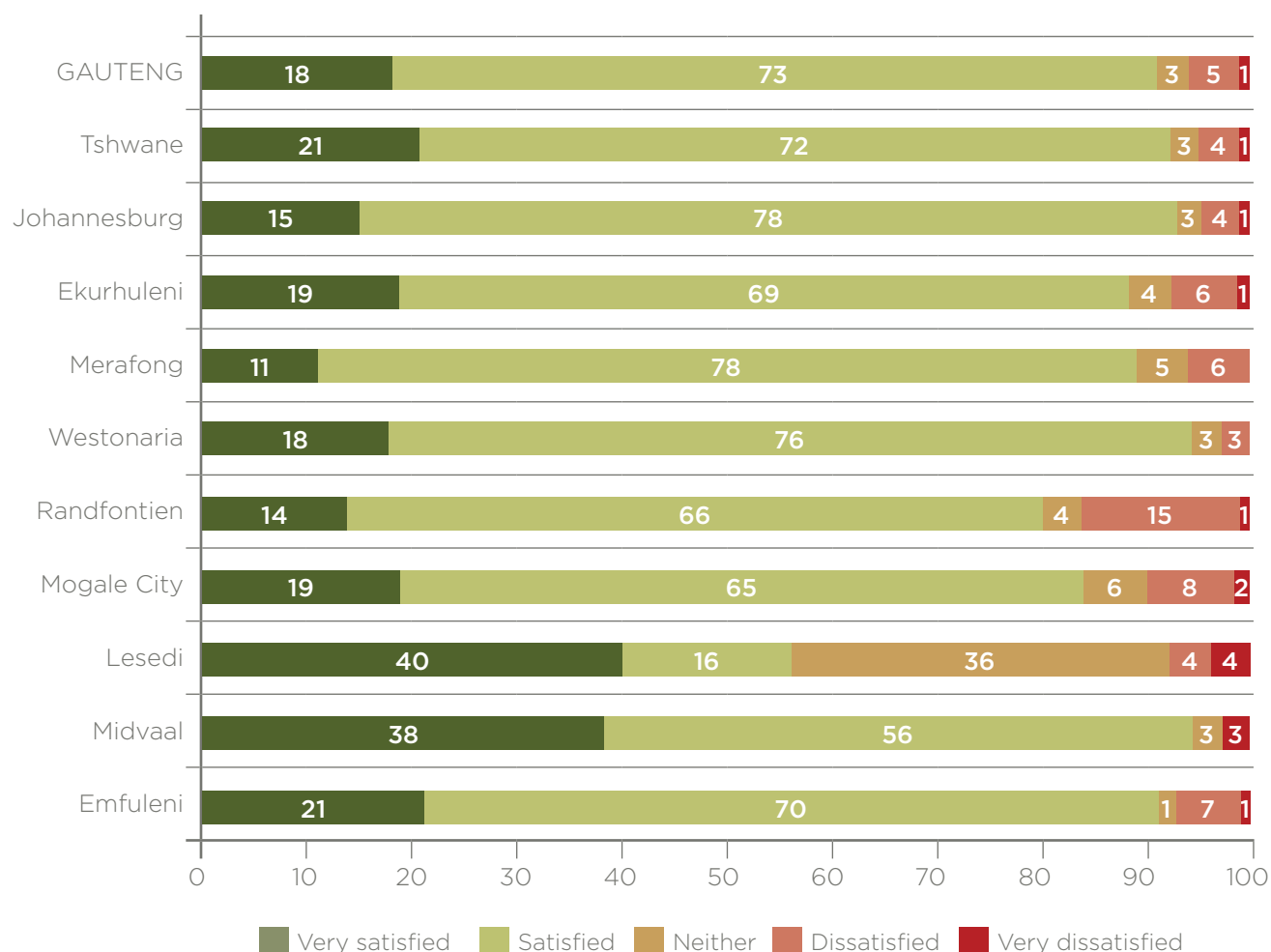
Satisfaction with cost of municipal services

As with billing, satisfaction levels with the cost of municipal services was relatively low when compared to the satisfaction with services themselves. It is intriguing that there was a slightly higher level of satisfaction with the cost of services, than the method of their billing.

In total, 47% of respondents across the province were either very satisfied or satisfied with the cost of services. This fell to 29% in Lesedi and 32% in Emfuleni. Respondents in Johannesburg were again the most satisfied with 52% of respondents satisfied with what they had to pay. Randfontein followed at 46% and then Tshwane and Ekurhuleni, both with 45%.

Lower levels of satisfaction with the cost of services predictably corresponded with a range of questions which tested for whether respondents had arrears, or had been cut off or evicted for non-payment of services. For example, of those who did have arrears on their municipal accounts only 36% were satisfied with the cost of services, compared to 48% satisfied for those with no arrears. The highest level of arrears was seen in Emfuleni at 19%, against a provincial average of 12%, and this is reflected in its respondents' very low level of satisfaction with the cost of services.

Figure 8: Respondents' satisfaction with libraries (%)



Similarly, only 39% of those who had been cut off for non-payment of electricity were satisfied with the cost of services, compared to 47% who had never been cut off. Lesedi had the highest percentage of respondents who had been cut off at 11%, compared to the provincial average of 6%.

Satisfaction with libraries

The survey asked a number of questions regarding the use of and satisfaction with a variety of public amenities. Libraries were included as an indication of the use and satisfaction with government provided public amenities. Beyond functioning as resource centres, libraries perform integral roles in neighbourhoods and are essential to building communities, improving education and facilitating access to employment.

In Gauteng, only 16% of respondents visited a library in the past 12 months. More Indian/Asian respondents (28%) visited libraries in the last year, compared to only 14% of African respondents. Use is significantly higher with younger respondents. Over 51% of those below the age of 20 (over 1 100 respondents) used a library in the last year, with most of them being frequent users.

The West Rand had the highest library use with 19% of respondents having visited libraries in the past 12 months. Tshwane had the second highest attendance rate of 18% respondents, followed by Johannesburg and Sedibeng at 17%, and Ekurhuleni at a low 13% (or 288 747 people).

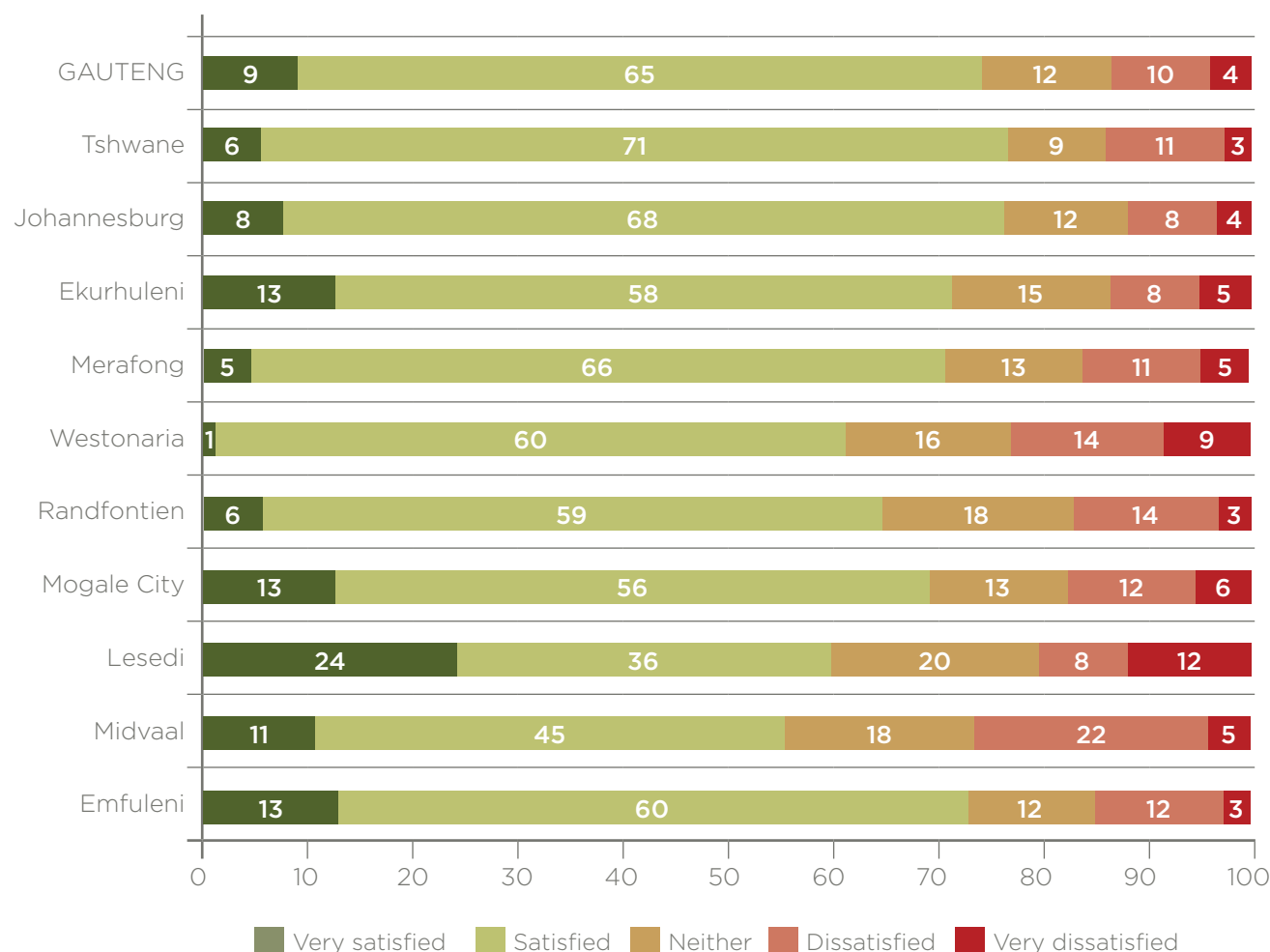
Of those who had visited a library in the province, 91% responded that they were satisfied with the library that they visited. Satisfaction, interestingly, did not vary much by race or age, unlike use of libraries.

Satisfaction was generally high in the three metro municipalities with Johannesburg and Tshwane at 93%, and Ekurhuleni at 88% satisfaction.

Sedibeng depicted the greatest variance in library satisfaction with only 56% of Lesedi respondents showing satisfaction, compared to Midvaal's 94% and Emfuleni's 91%. In the West Rand variance between local municipalities is lower with Randfontein depicting 80% satisfaction compared to Westonaria's 94%.

Satisfaction with educational facilities

The importance of educational facilities in providing a valuable service to communities in Gauteng cannot be overstated. Through empowering residents to enhance their skills and training, satisfactory educational services result in a smarter, better prepared and more prosperous province. Across Gauteng, 74% of respondents stated that they were satisfied with the educational services in their area. In Tshwane, 77% of respondents were satisfied with educational services, as was 76% in Johannesburg. These results underscored these metros' positions as national centres of education, with each

Figure 9: Respondents' satisfaction with educational services where they live (%)

hosting top schools and universities. Ekurhuleni followed with 71% satisfaction.

Interestingly, Lesedi had the highest proportion of very satisfied and very dissatisfied respondents. Given the high number of respondents living in new RDP developments in Lesedi, a disjuncture may exist between those with access to new educational facilities and those who remain under-served. Midvaal had the lowest satisfaction rate at 56%, while Emfuleni had one of the highest at 73%.

A total of 16% of Africans were dissatisfied with educational services in their area, compared to 4% of white respondents. The disparities here depicted the gaps in the quality of education available to residents of different population groups in Gauteng today. This was further exemplified by the differences in dissatisfaction with educational services felt by those households living in formal and informal dwellings. Of those living in formal dwellings, 9% were dissatisfied compared to 38.2% of informal dwellers.

When compared to household income, satisfaction with educational services gradually increased from those earning between R401 and R800 at 62.7%, to those earning between R25 601 and R38 400 at 86.5%. Lower income groups were therefore less satisfied with their local educational services compared to 'middle class' incomes. Correlations between income and satisfaction with local educational services varied significantly in the higher income bands.

Satisfaction with public health services

Ensuring that residents have access to quality public healthcare is a core function of local and provincial government. While significant efforts have been made to improve public health services, results show that there is still some way to go in completely satisfying the demands of Gauteng's residents.

Half of Gauteng's residents were satisfied with public healthcare facilities in the province. Tshwane had the highest satisfaction at 53%, followed by Johannesburg, Merafong, and Midvaal – all at 52%. Local municipalities further away from urban centres demonstrated higher dissatisfaction rates, with Lesedi at 47% and Emfuleni at 45%.

Of all African respondents, 34% were dissatisfied with the public health facilities that they used, while 10% of African respondents did not use public health facilities or did not know which they had used. Conversely, only 20% of white respondents were dissatisfied with the public healthcare facilities that they used. This was understandable considering that 44% of white respondents did not use public health facilities or did not know which they had used. These disparities in use, similar to satisfaction with educational services, underscored strong social-economic divides that remain entrenched in Gauteng.

Of those respondents not using public healthcare facilities, 85% cited the quality of care as the reason for not having used the service. Only 3% stated that there were no public healthcare facilities available, and 4% stated that distance or accessibility had stopped them from using public healthcare facilities.

Figure 10: Respondents' satisfaction with public health services (%)

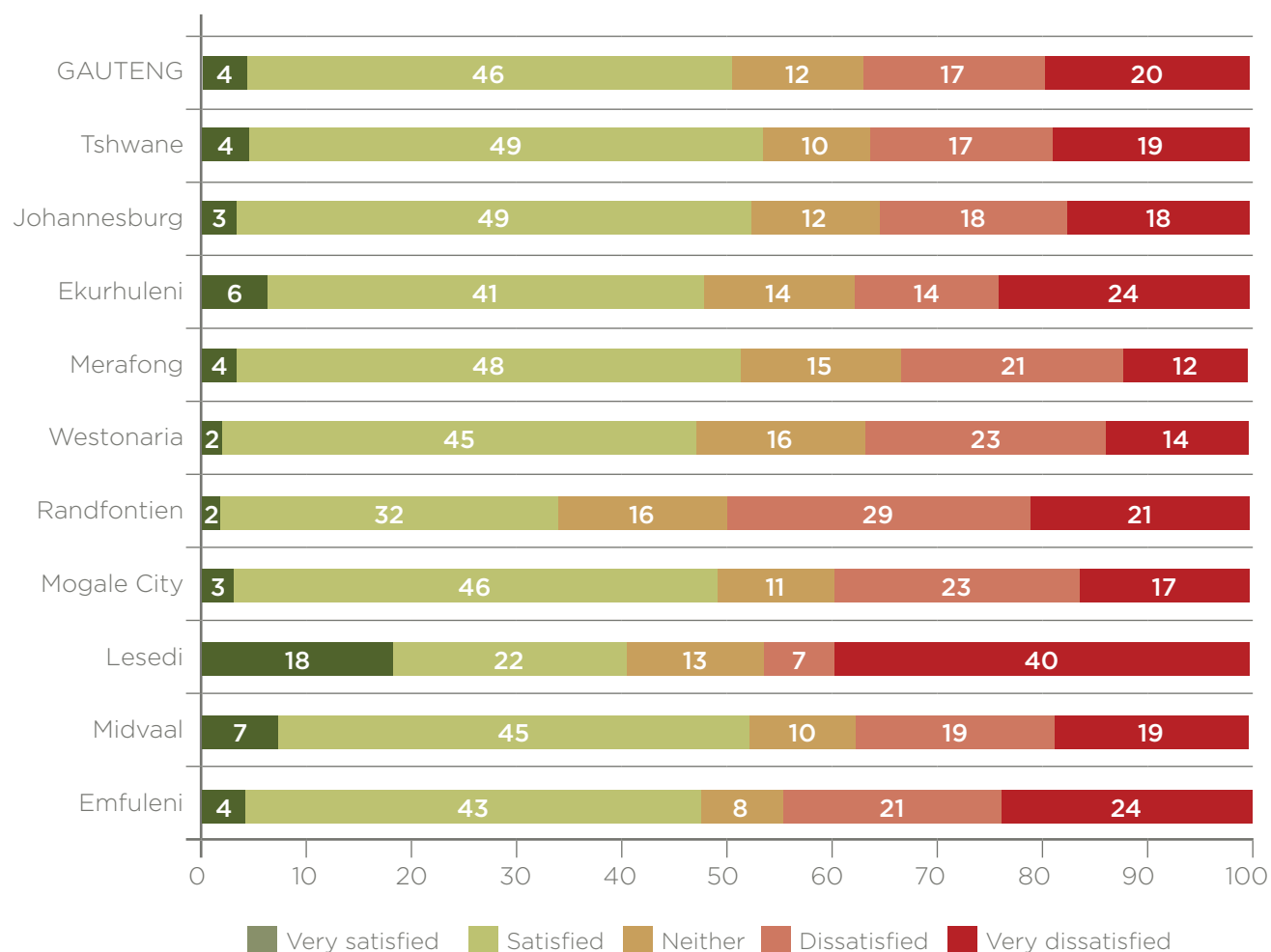
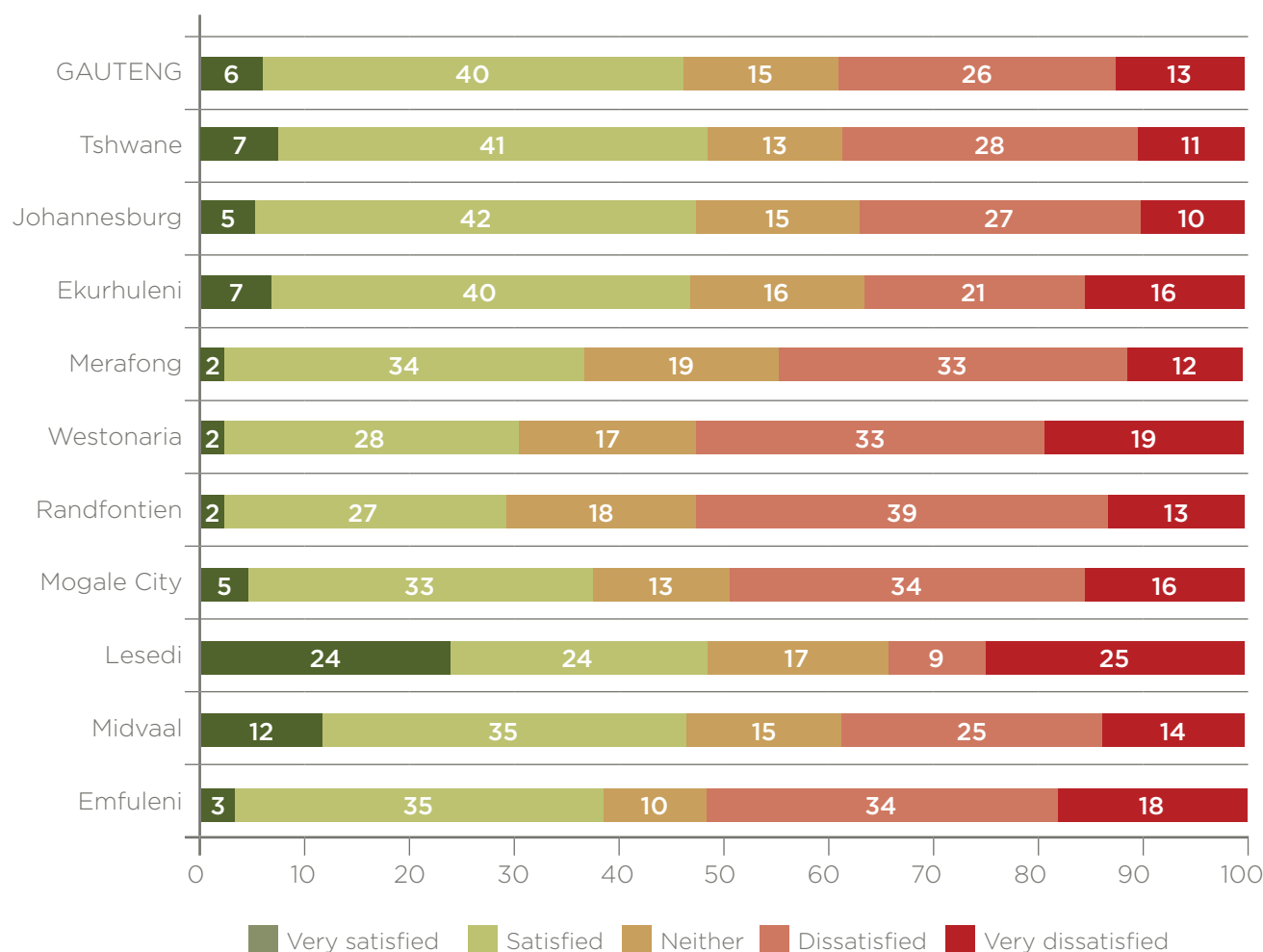


Figure 11: Respondents' satisfaction with public safety and security services (%)

Satisfaction with safety and security services provided by government

On the whole respondents were relatively less satisfied with the safety and security services provided by government than they were with networked infrastructure services typically provided by municipalities. Overall, 46% of Gauteng respondents were satisfied with public safety and security services. The metropolitan municipalities all showed satisfaction levels in this range, while the local municipalities (with the exception of Lesedi) all tended to be lower. Satisfaction in Westonaria and Randfontein was the lowest across the province.

On the whole, attitudes towards safety and security services tended to correspond with perceptions of the crime situation in the municipality. For example, 28% of Tshwane residents believed that the crime situation had improved in the last year – the highest amongst the municipalities – and this aligned with the highest level of satisfaction with public safety services at 48%. By contrast, only 15% of Randfontein respondents believed the crime situation had improved, and similarly showed the lowest level of satisfaction at just 27%.

Interestingly, there was not a similar relationship with whether respondents had actually recently been a victim of crime. Only 18% of Randfontein respondents had been a victim of crime in the last year (the lowest across the municipalities)

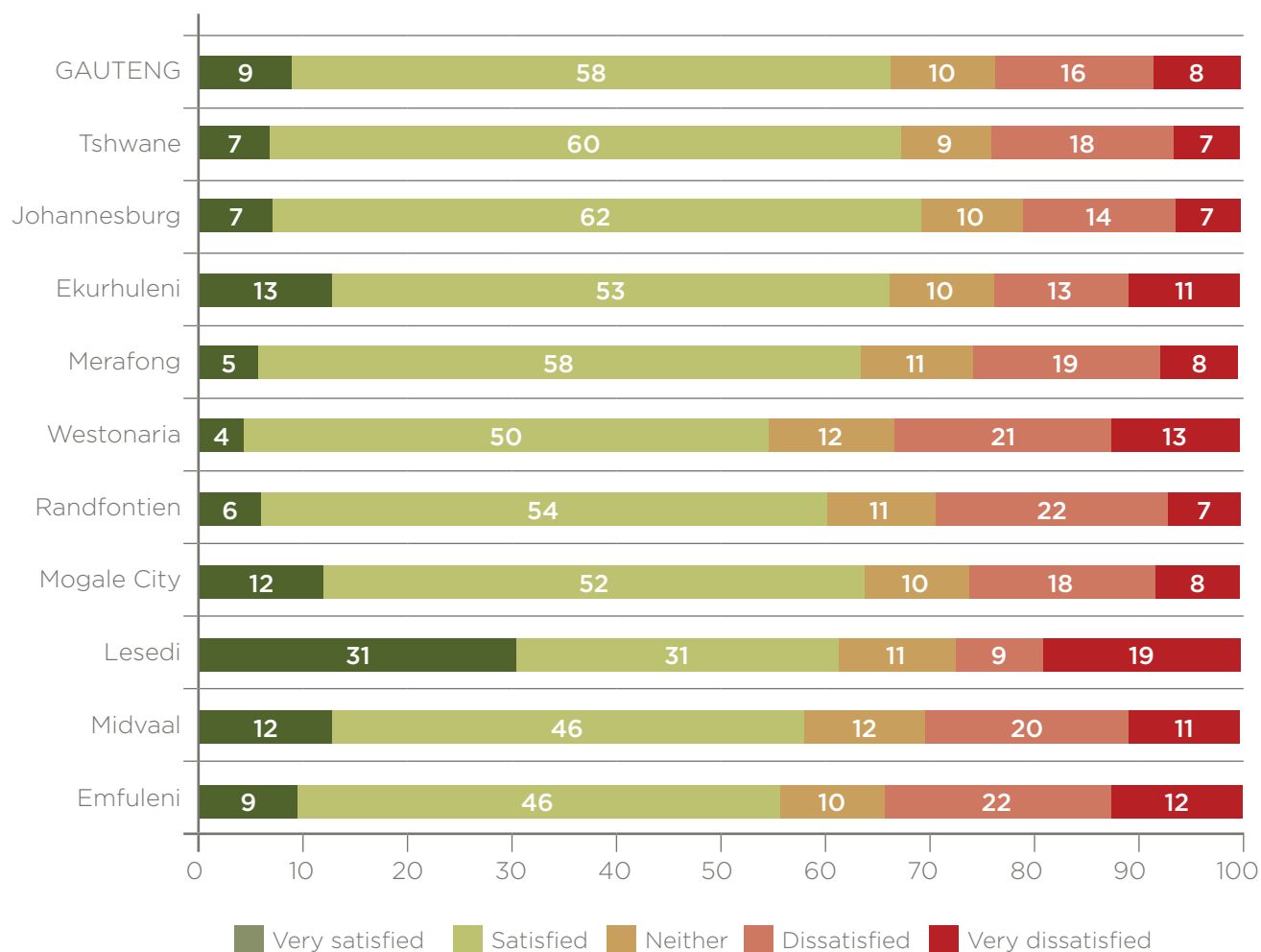
compared to the provincial average of 23%, and a high of 25% in Tshwane. Yet Randfontein had the lowest levels of satisfaction with public safety and Tshwane the highest. A possible explanation here – contrary to the common sense assumption that perceptions of the police would decline for people actually affected by crime – is that people affected by crime do need to engage public safety and security services (e.g. to report crimes) and that this encounter was not as negative as expected.

Satisfaction on an index of 14 services

In the following chart we combined 14 service areas into an index to provide an overall perspective of service satisfaction per municipality. The services (some not covered in detail in this report) were: government provided dwelling, water, sanitation, waste, energy, street lighting, roads, stormwater, municipal billing, cost of municipal services, libraries, public health services, education, and public safety and security.

Across these 14 areas the overall level of satisfaction was 67%. This means that over two-thirds of respondents were satisfied with what they received from government. The highest level of satisfaction across all 14 areas was seen in Johannesburg at 69%, and the lowest in Westonaria at 54%, followed by Emfuleni at 55%.

Figure 12: Index of satisfaction with 14 services (%)



2. SATISFACTION WITH GOVERNMENT

Satisfaction with provincial and local government

From the preceding analysis it is clear that in overall terms respondents were reasonably satisfied with the services they receive. While levels of satisfaction did vary by service, and also by municipality, it is fair to say that satisfaction levels with what respondents get from government were high.

It was surprising then that when asked whether they were satisfied with government itself, only 40% of respondents across the province indicated that they were satisfied. In the chart above the Gauteng satisfaction rates reflect satisfaction with provincial government, whereas those for each municipality reflect that for local government. Satisfaction levels were highest in Tshwane at 42% and Midvaal at 41%. They dropped to 24% in Westonaria and 25% in Randfontein.

While there were some correlations – for example, the lowest level of government satisfaction in Westonaria matched the lowest levels of service satisfaction also in that municipality – there were some notable disjunctures. For example, Johannesburg had a relatively low measure of satisfaction with government (36%) in contrast to its highest score of 69% on the index of satisfaction with 14 services. Similarly, Midvaal had one of the lowest scores on the satisfaction with services index, but here shines as the municipality with the second highest level of satisfaction.

Clearly the affinity that people feel for their government does not automatically follow the degree of strength shown in service provision. Put differently, satisfaction with government

Figure 13: Respondents' satisfaction with provincial and local government (%)

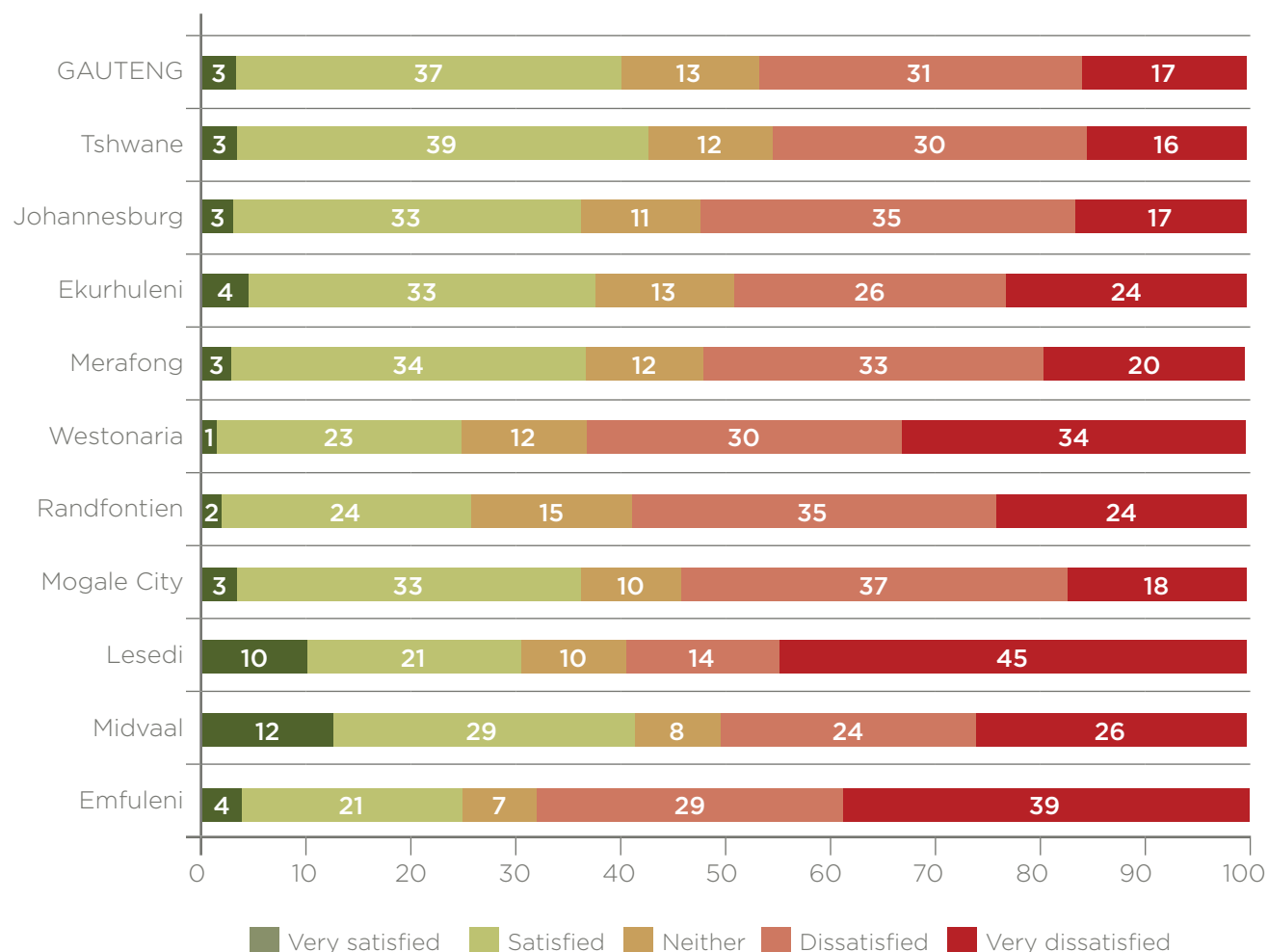


Figure 14: Respondents' dissatisfaction with local government (%)

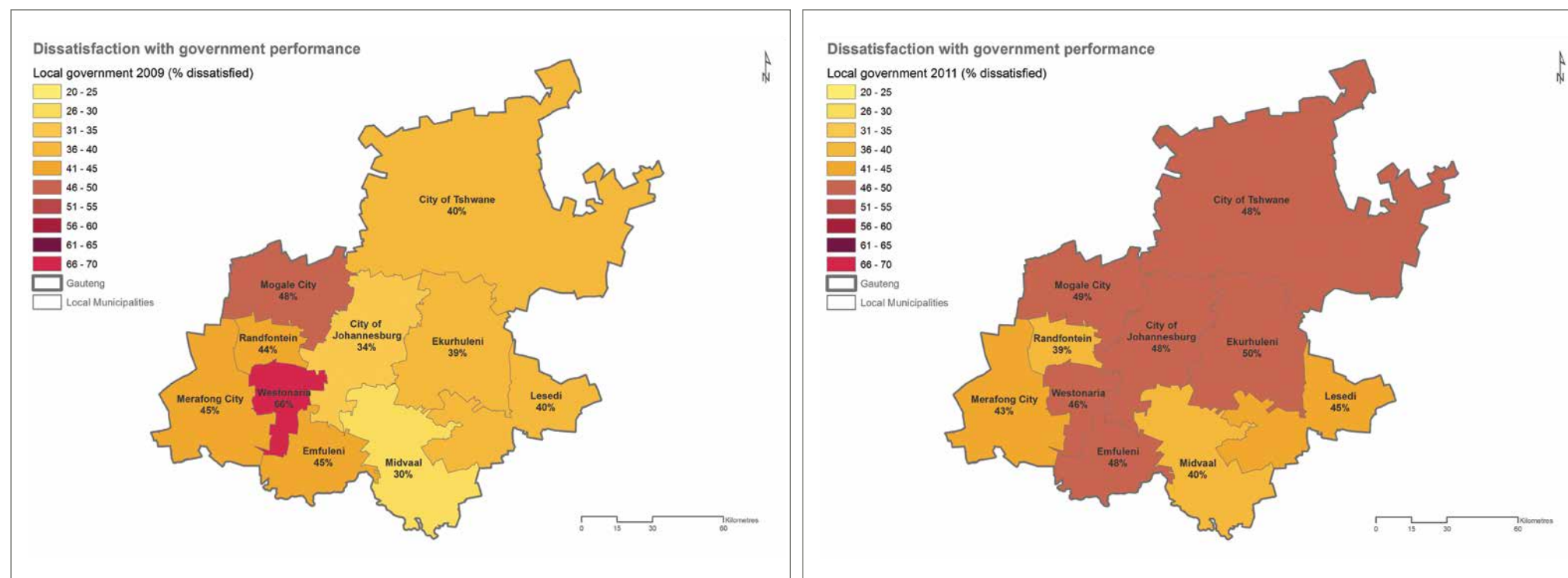
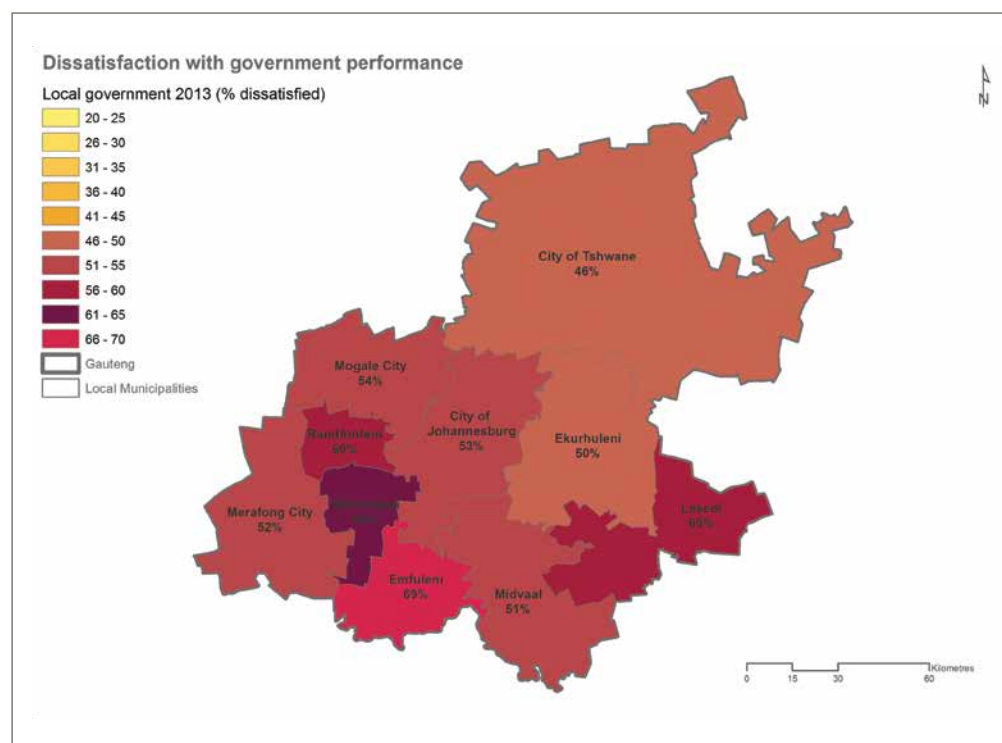


Figure 14: Respondents' dissatisfaction with local government (%) (cont.)



is not guaranteed by higher levels of service delivery alone. Other factors may explain poor perceptions of government.

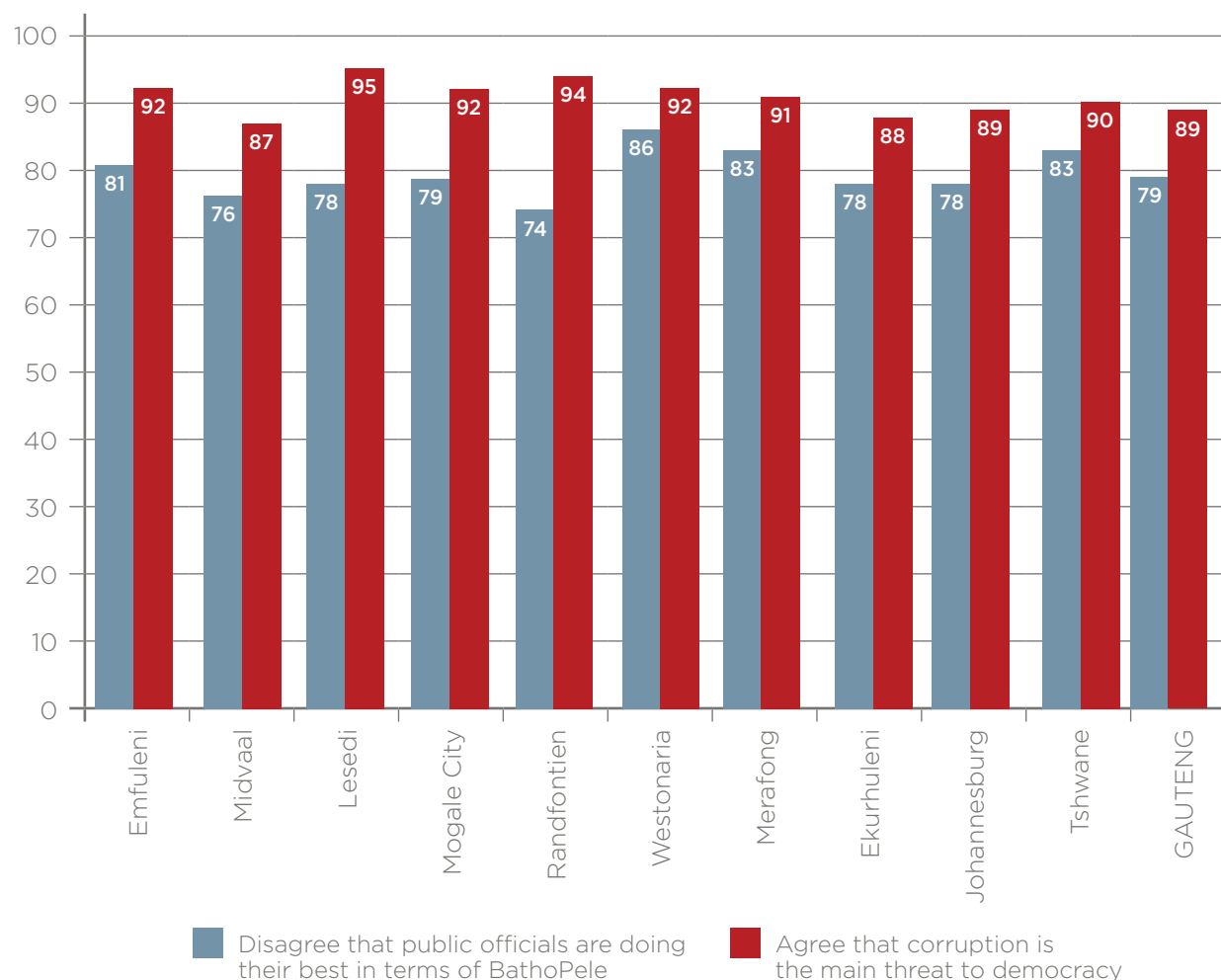
Perceptions of Batho Pele and corruption

Interpreting the reasons for high levels of dissatisfaction with provincial and local government is essential in order for all spheres of government to better serve Gauteng residents. We asked survey respondents their perception of government officials' adherence to the motto Batho Pele, and the degree to which they regarded corruption as the main threat to our democracy.

The results present a stark picture. Over 79% of respondents in the province disagreed that public officials do their best in terms of Batho Pele, and 89% of respondents (the effective equivalent of 7 911 096 adults), agreed that corruption is the main threat to our democracy.

Five non-metro municipalities showed the highest respondent concern with corruption. These included Lesedi at 95%, Randfontein at 94%, Westonaria and Emfuleni at 92%, and Merafong at 91%. The results were similar for those

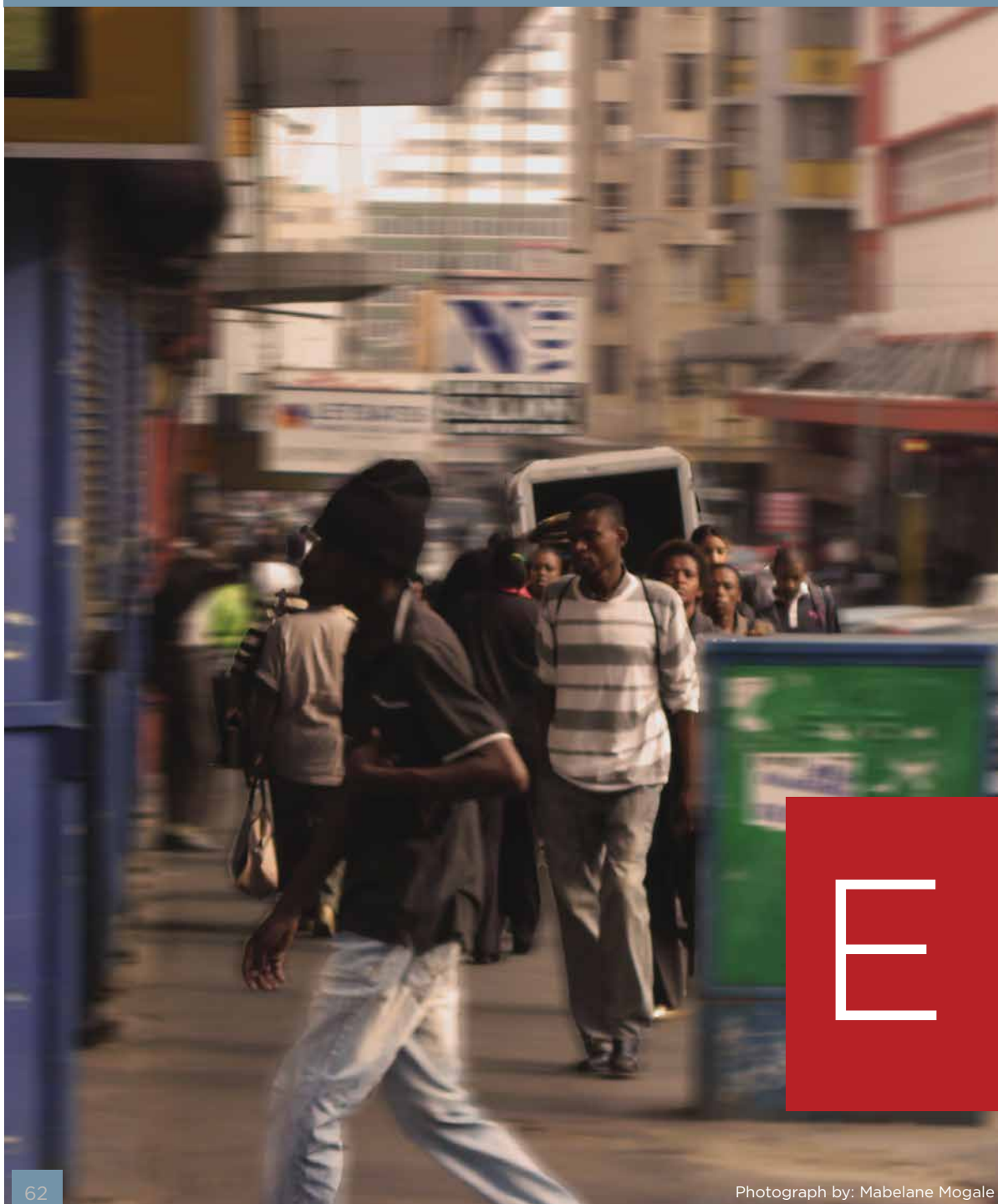
Figure 15: Drivers of low satisfaction with government (%)



municipalities demonstrating a high disagreement with the notion that public officials do their best in terms of Batho Pele. Westonaria showed greatest dissatisfaction at 86% and Merafong followed at 83%.

Of the metro municipalities, Tshwane had the greatest number of pessimistic respondents demonstrated by 90% being in agreement with the statement that corruption is the main threat to democracy, and the highest in disagreement with the notion that public officials adhere to Batho Pele principles with 83%.

Close to 90% of Gauteng's residents agreed that corruption is a major threat to our democracy and 80% disagreed that public officials adhere to Batho Pele principles – findings were generally similar across all population groups, ages and incomes. These results, when read together with the increased levels of dissatisfaction with provincial and local government shown previously, underscore the importance of eradicating corruption at all tiers of government, while improving the mechanisms by which government functions.



E

THE FORMAL ECONOMY AND EMPLOYMENT

1. FORMAL SECTOR ENTREPRENEURSHIP

Business ownership

The strength and resilience of a local economy is determined by, amongst other things, its level of entrepreneurship. According to the Global Entrepreneurship Monitor (GEM) Survey 69.6% of 18-64 year olds surveyed in South Africa felt that entrepreneurship is a good career choice. This survey furthermore indicated that 75.1% of respondents from Angola and 69.9% from Cameroon were of the view that entrepreneurship is a good career choice. The 2013 QoL data show that across Gauteng only 11% of 16-64 year olds who were interviewed owned businesses. The QoL 2011 survey had 11.7% of those interviewed owning businesses.

In terms of race, whites and Indians/Asians seemed to have a higher level of entrepreneurship compared to Africans and coloureds. The survey showed that 15.4% of whites and 18% of Indians/Asians owned businesses. Only 7.7% of coloureds and 9.8% of blacks owned businesses.

Across local municipalities, Lesedi (16%), Mogale City (16%), and Midvaal (14) led in the percentage of 16-64 year olds who own businesses. Johannesburg and Tshwane metros followed with 12% and 12%, while Ekurhuleni's and Emfuleni's levels of business ownership were 11% and 10% respectively. Lesedi lead with 10% in the proportion of 16-64 year olds who registered businesses in the last four years. Merafong, which is part of the West Rand district municipality, trailed other municipalities in terms of the proportion of 16-64 year olds who registered businesses in the last four years. In the province, 6% of respondents in the 16-64 year age bracket had registered their businesses in the last four years.

Figure 1: Business ownership (% of respondents aged 16-64)

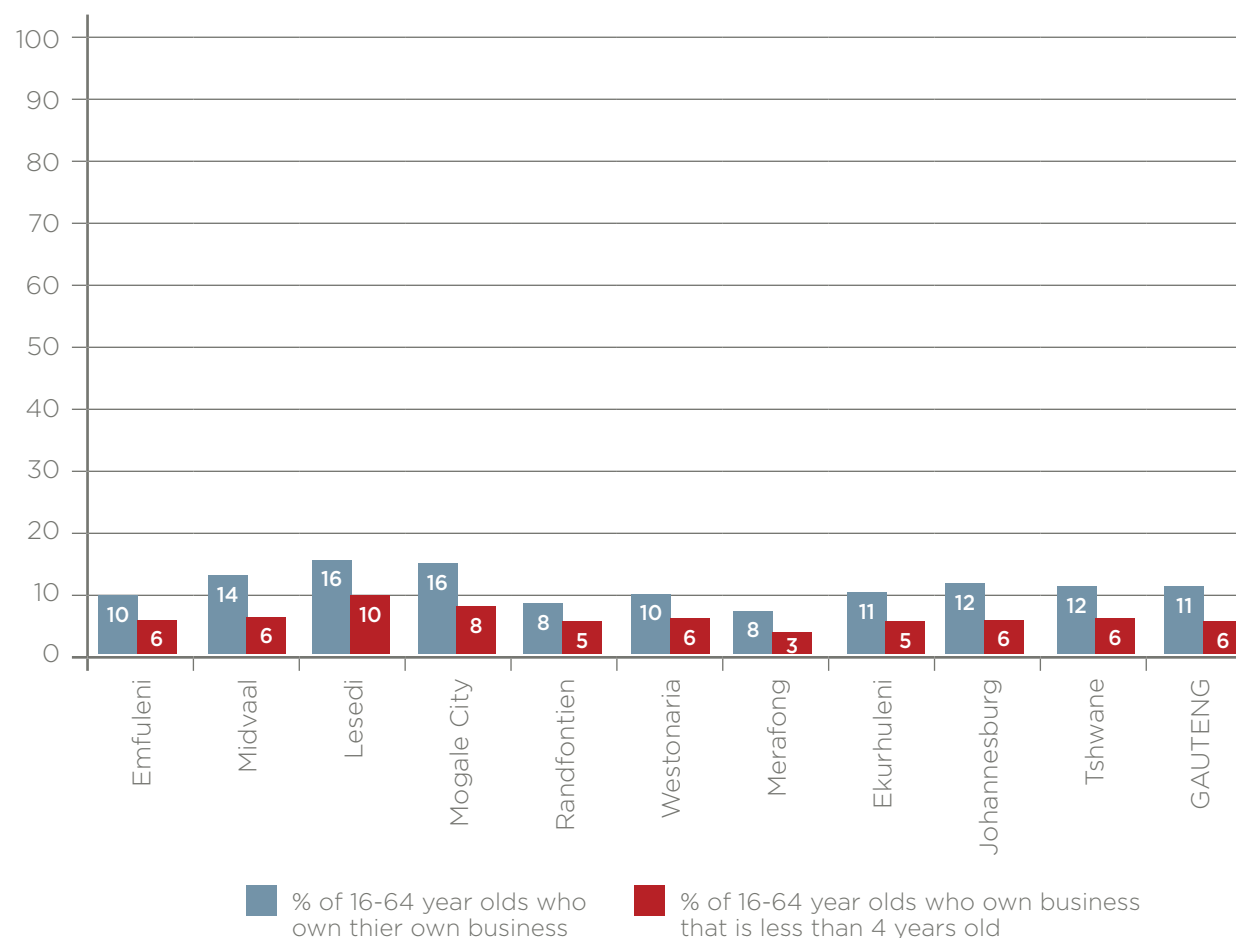
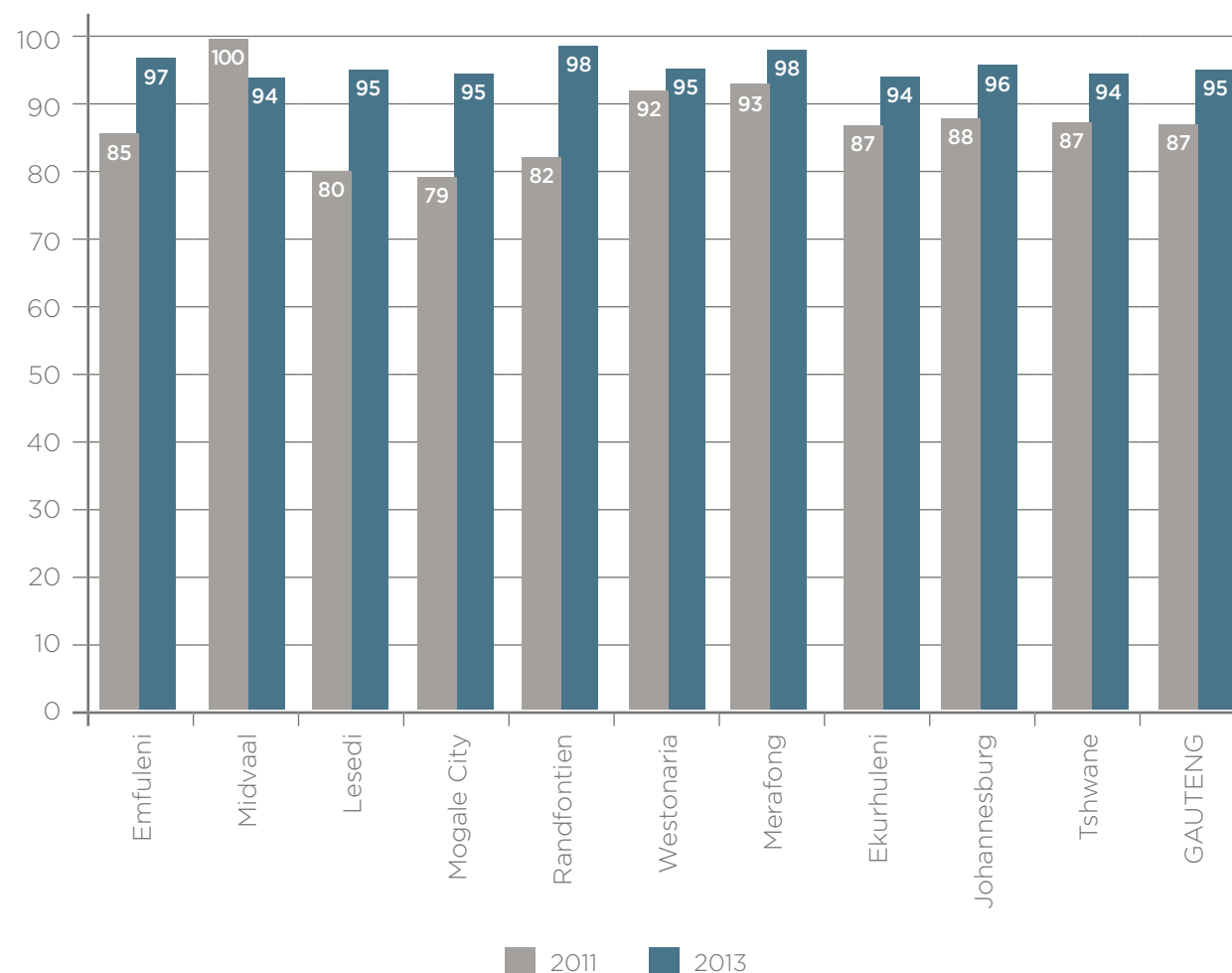


Figure 2: Respondents have never approached government departments that support SMMEs (%)

When respondents were asked if they had ever started a business, the majority (82%) said they had never tried to start one. Of the remaining 18% (5 037 respondents), 6.2% said they had started, but failed. A paltry 0.8% of the 5 037 respondents said the businesses they started was a success and they had either sold it or stopped running it.

Across municipalities, of those who had started a business, the failure rates ranged from 3% in Merafong to 10.6% in Emfuleni. The three metros, that is, Ekurhuleni, CoJ, and City of Tshwane had failure rates of 5.9%, 5.3%, and 6.8%, respectively.

Government support for SMMEs

Several government planning documents, such as the National Development Plan (2011), recognize the developmental and transformative roles that the various spheres of government should play towards sustained economic growth in South Africa. Encompassed in these roles is the ability of government to support SMMEs as a foundation of economic growth.

However, the QoL surveys show that of those interviewed the majority (87% in 2011 and 95% in 2013) had not approached government departments that support SMMEs.

Midvaal showed a drop of 6% between 2011 and 2013 in the proportion of respondents who had not approached government departments responsible for SMMEs. The rest of the municipalities showed an increase over the two surveys. This ranged from a 3% increase in Westonaria to a 16% increase in both Mogale City and Randfontein.

2. EMPLOYMENT AND DECENT WORK

Ability to find employment

Overall, there was a general perception across the province that it has been getting harder or there is no change in finding employment compared to five years earlier. The change in Gauteng was marginal: it changed from 85% in 2011 to 86% in 2013.

Except for Lesedi, all other municipalities had witnessed worsening employment opportunities. For example, Merafong City witnessed an increase of difficulty in people getting jobs; a change from 83% in 2011 to 91% in 2013. The lowest increment in difficulty in getting jobs was in Ekurhuleni representing an increase of 1%.

However, in Lesedi, of the 213 respondents interviewed the majority (77%) said it was harder to find jobs. The remainder felt it was easier (11.3%) and there had been no change in their ability to find jobs (6.1%).

Length of time unemployed for

Of the 8 127 respondents in Gauteng who said they were unemployed, 27% had been unemployed for at least four years. Across local municipalities, the proportion of those who had been unemployed for four years or more ranged from 24% in Mogale City to 31% in Emfuleni.

Fifteen percent (15%) of the 8 127 unemployed respondents said they had never been employed, while 14% had been unemployed for less than six months.

Figure 3: *It is harder or there is no change in the respondents' ability to find employment compared to 5 years ago (%)*

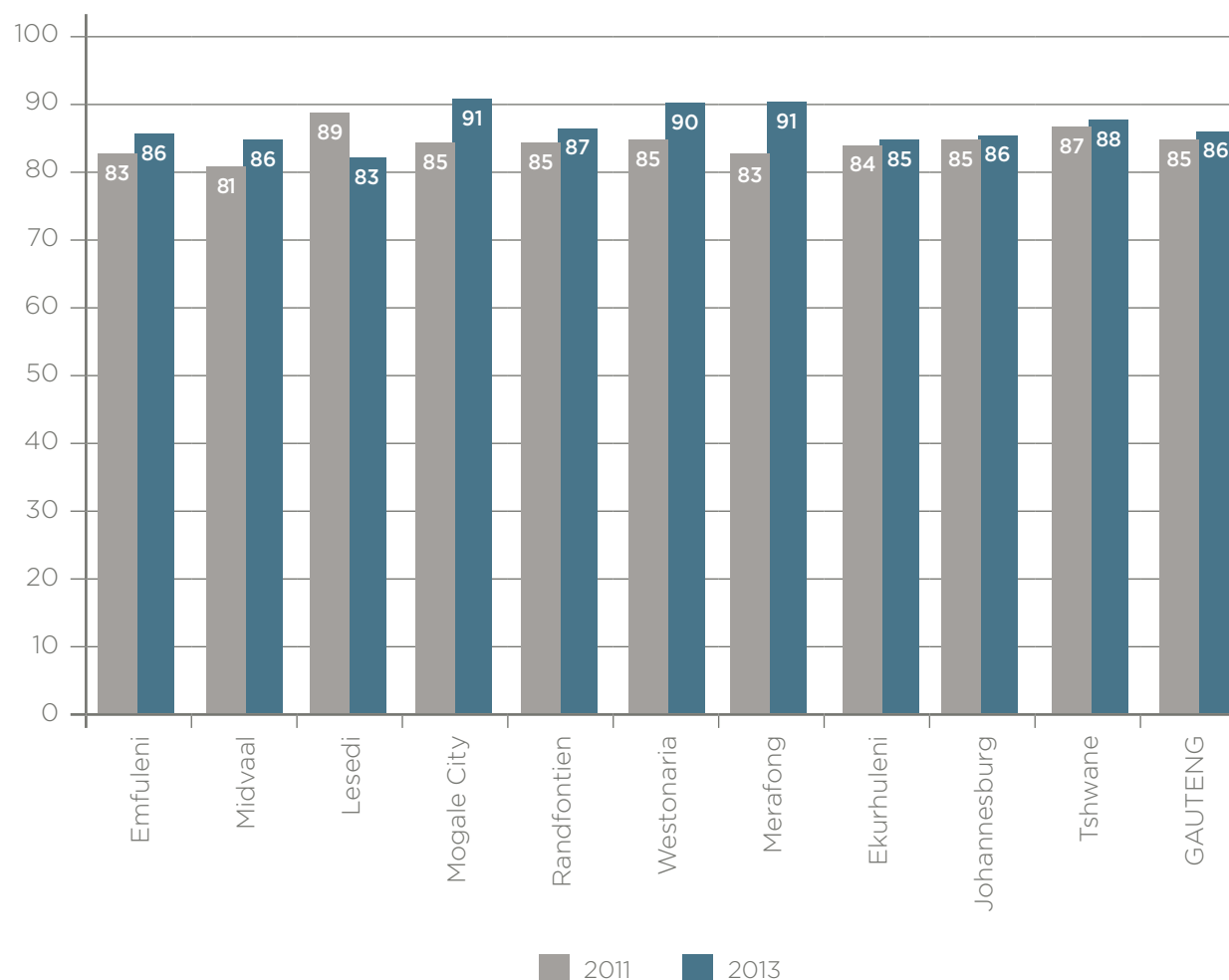


Figure 4: Length of time the respondent has been unemployed for (%)

Comparatively, Lesedi with 17.7% had the highest proportion of respondents who had never been employed. This was followed by Johannesburg (17.6%) and Merafong (15.8%). Tshwane and Ekurhuleni metros had 13.5% and 15.2%, respectively, while Midvaal had the lowest proportion of respondents who had never been employed at 3.6%.

Of the 1 225 respondents across Gauteng who had never been employed, the majority (93%) said if offered jobs, they would take them up immediately, while a paltry 3% - the majority of whom are in the three Gauteng metros of Johannesburg (50%), Ekurhuleni (12.5%), and Tshwane (32.5%) - would not take up jobs if they were offered one.

Employment sectors

In Gauteng, the tertiary and secondary sectors were the leading employers at 47% and 35%. The primary sectors - encompassing agriculture, hunting, forestry and fishing (2%) and mining and quarrying (3%) - were the sectors that employ the lowest proportion of people. Comparatively, all municipalities except Westonaria and Merafong had the secondary and tertiary sectors as leading employers. Westonaria had the primary sector as leading employer at 50%, with agriculture, hunting, forestry and fishing at 5% and mining and quarrying at 45%. Merafong had the primary sector as leading employer at 48%, with agriculture, hunting, forestry and fishing at 3%, and mining and quarrying at 45%.

Compared to the Gauteng average of 8%, 10% of respondents in Johannesburg were employed in financial, insurance, real

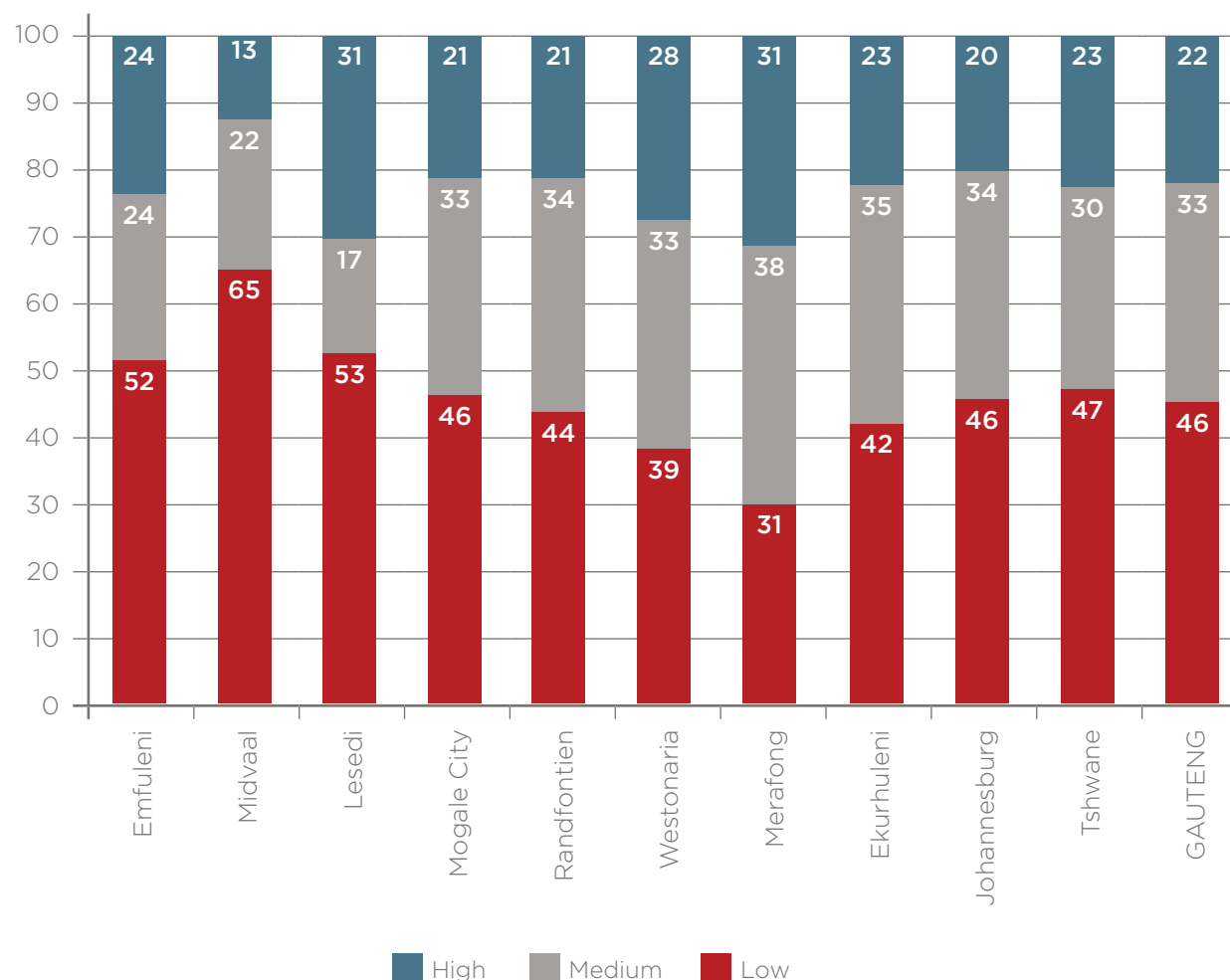
estate and business services. In Tshwane and Ekurhuleni 6% and 7% were employed in financial, insurance, real estate and business services. Except for Westonaria at 6% and Merafong at 9%, there was quite a high proportion of employment in private households, with highs ranging from 16% in Ekurhuleni to 25% in Midvaal.

Decent Work Index

The QoL Survey used 12 questions to constitute a Decent Work Index, reflecting on the quality of jobs occupied by respondents. Indicators included variables such as whether the respondent's job provided for paid leave, medical aid, pension, and so on. The results were categorised into whether the respondent enjoyed low, medium or high decent work.

According to the 2013 QoL Survey nearly half (46%) of respondents who were employed in Gauteng had low decent work. By contrast 22% of employed respondents were employed with conditions of service that put them in the high decent work category. Results varied across municipalities, corresponding with differences in the sectoral composition of employment. Hence in West Rand municipalities such as Westonaria and Merafong, where more unionised mining employment predominated, there was a lower proportion of respondents with low decent work – 39% in Westonaria and 31% in Merafong. By contrast, in municipalities such as Midvaal where there was a greater proportion of respondents employed in private households, 65% of respondents had low decent work compared to the Gauteng average of 46%.

Figure 5: Employed respondents in high, medium or low decent work (%)





F

INFORMAL SECTOR ENTREPRENEURSHIP, EMPLOYMENT AND USE

1. INFORMAL SECTOR ENTREPRENEURSHIP

Business ownership in the informal sector

The informal sector plays an important role in the entrepreneurial environment of the province. Of the 11% of respondents (3 024) who said they owned their own business, 65% (1 979) indicated that their business operated in the informal sector. In the interview, fieldworkers were required to clarify that an informal business was one with 'less than five employees and not registered for (value-added tax) VAT or tax'.

In the West Rand over three-quarters of businesses were in the informal sector (including Randfontein at 75% and Westonaria at 78%). Tshwane was the metropolitan municipality with the highest rate of informal business ownership (70%) compared to 65% in Johannesburg and 61% in Ekurhuleni.

Overall, African entrepreneurs (78%) were more likely to operate in the informal sector than coloured (70%), Indian/Asian (57%) and white (31%) respondents who owned businesses. White respondents were disproportionately represented among formal business owners, comprising 47% of this cohort, while African (43%), Indian/Asian (6%) and coloured respondents (2%) made up the rest. Indicating overall male dominance in the sector, only 43% of respondents who owned a business in the informal sector were women. However, proportionally, women business owners (71%) were more likely to operate in the informal sector than men (62%).

Business owners who had moved to Gauteng from another country comprised 18% of informal sector business owners, while 28% had moved to Gauteng from elsewhere in South

Figure 1: Formal or informal business ownership (%)

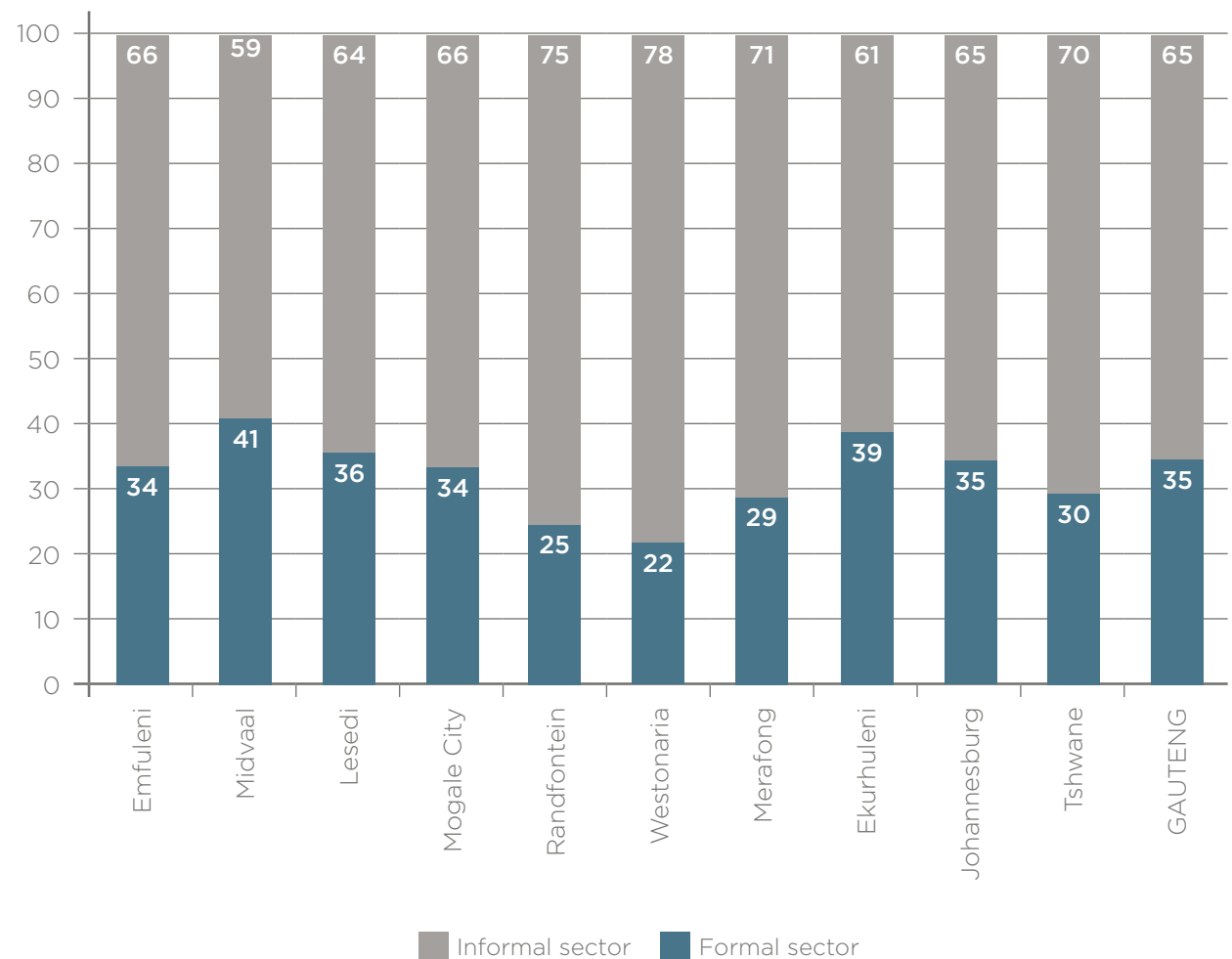
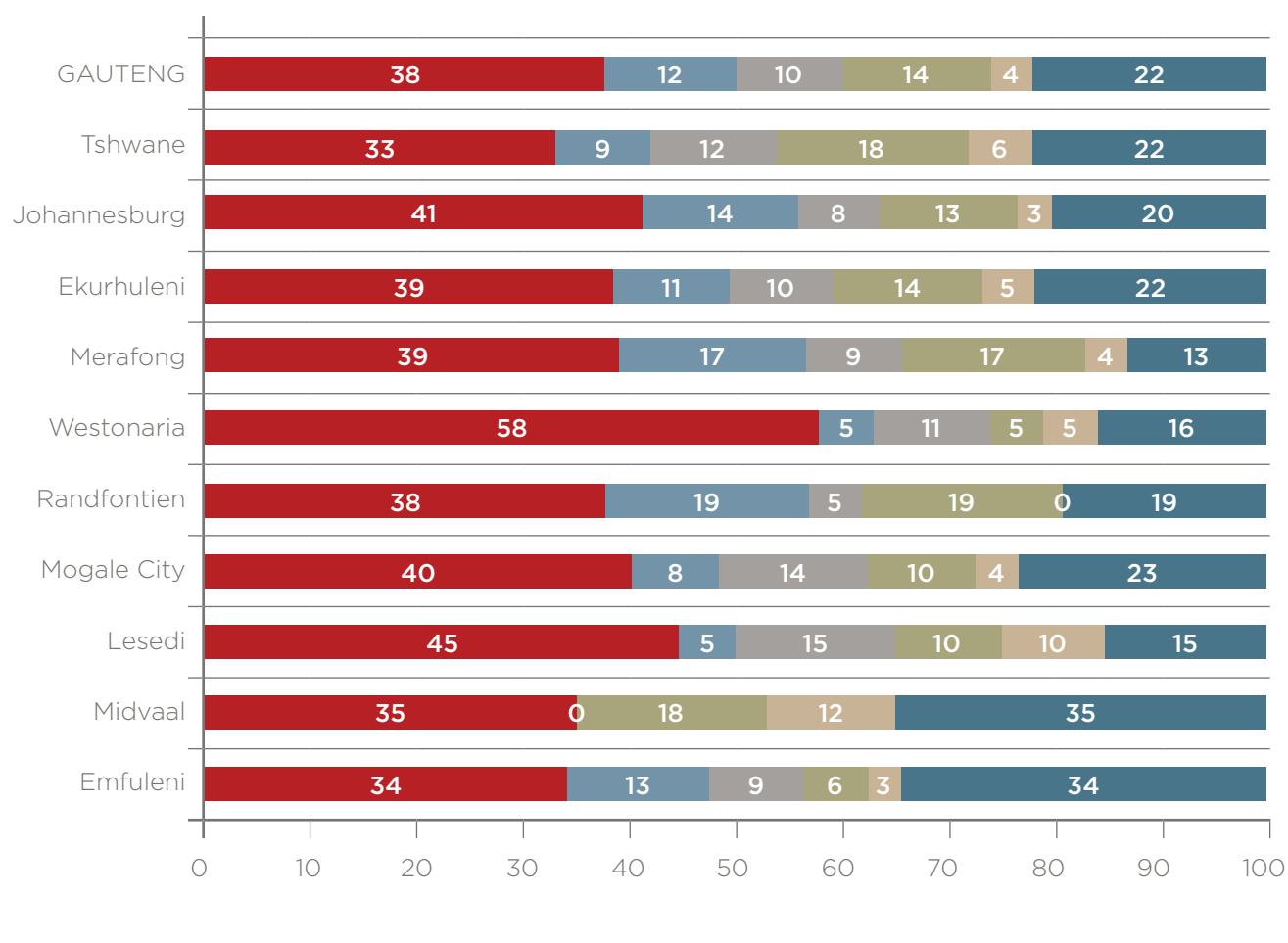


Figure 2: *What informal businesses do (%)*

Africa, and 54% had been born in Gauteng. In Johannesburg the proportions were similar (20%, 26% and 56%). In Ekurhuleni internal migrants (31%) and cross-border migrants (21%) outnumbered Gauteng born (48%) business owners in the informal sector. In Tshwane, Gauteng born informal business owners (56%) outnumbered internal (31%) and cross-border migrants (13%).

The large proportion of businesses found in the informal sector has implications for the direction of government-led SMME development, as well as policies and strategies for the development of township economies.

Informal business activities

The informal sector comprises a wide range of activities including retail and wholesale trading, the provision of services like hairdressing, sewing, mending of shoes and clothes, as well as fixing cars. Other informal businesses provide artisanal

- Sell Food
- Sell clothes, accessories, etc.
- Services to people (hair, tailor, shoe mending)
- Other services (e.g. panel beating, mechanics, building, security)
- Make or manufacture goods
- Other

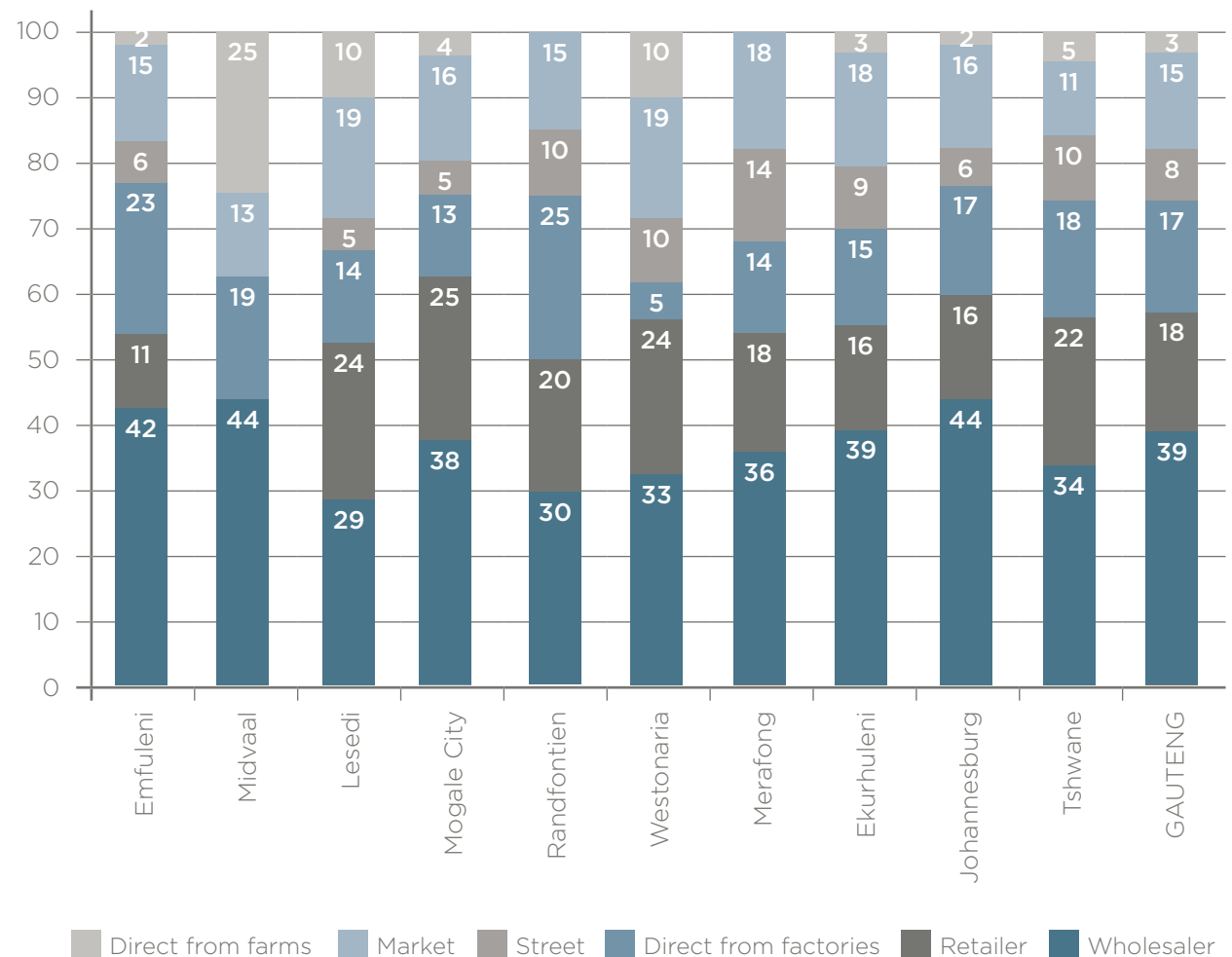
services like plumbing and construction. Some make and manufacture goods like school uniforms, furniture, gates and burglar bars.

The 2013 QoL Survey asked informal sector entrepreneurs about the type of business they owned. Across Gauteng, types of businesses in the informal sector included food (fresh, cooked or groceries) (38%); clothes, cosmetics and other goods (12%); hair salons, barbers, tailors, shoe mending (10%); car mechanics, plumbing, building, electrical (14%); and making or manufacturing goods (4%).

There were differences between municipalities as to the dominant type of trade, but food was the most important sector across all, particularly in Westonaria (58%), Lesedi (45%), Johannesburg (41%) and Mogale City (40%).

The highest proportions of entrepreneurs selling clothes and other goods were found in Randfontein (19%), Merafong (17%)

Figure 3: Informal sector sources of business goods or supplies (%)





Photograph by: Michael Crouch

and Johannesburg (14%). The highest proportions of business owners who made or manufactured goods were found in Midvaal (12%), Lesedi (10%) and Tshwane (7%).

Other business activities included recycling, street photography, providing various household services, selling traditional medicines, being a DJ, baking to supply vendors, producing ice, and car and truck rentals.

The wide range of activities pursued by business owners in the informal sector indicate its importance in some key sectors, particularly food. The types of businesses run by respondents in the informal sector influence where and what they buy.

Sources of goods for informal businesses

To better understand the links between the formal and informal sectors, we asked respondents with businesses in the informal sector where they bought the goods and supplies for their business. Options included wholesalers, retailers, direct from factories, the street, a market, or direct from farms. It is safe to assume that the majority of wholesalers, retailers and

factories are in the formal sector. We cannot be sure which sector the markets and farms used by interviewees were in. However, some of those who cited 'market' would have been referring to the Joburg Market (previously the Johannesburg Fresh Produce Market) which is in the formal sector. VAT should be paid on goods bought from formal sector outlets.

Showing the strong links between the formal and informal sectors, 74% of informal business owners sourced supplies for their business from retailers, wholesalers and factories - outlets which are likely to be in the formal sector.

In Johannesburg, 77% of informal business owners sourced their supplies from retailers, wholesalers or direct from factories, as did 74% of informal business owners interviewed in Tshwane and 70% in Ekurhuleni.

This data imply strong relationships between the informal and formal sectors. It also indicate the relationship between the informal sector and agriculture, with relatively significant proportions in Midvaal (25%), Lesedi (10%) and Westonaria (10%) sourcing goods direct from farms.

2. USE OF THE INFORMAL SECTOR

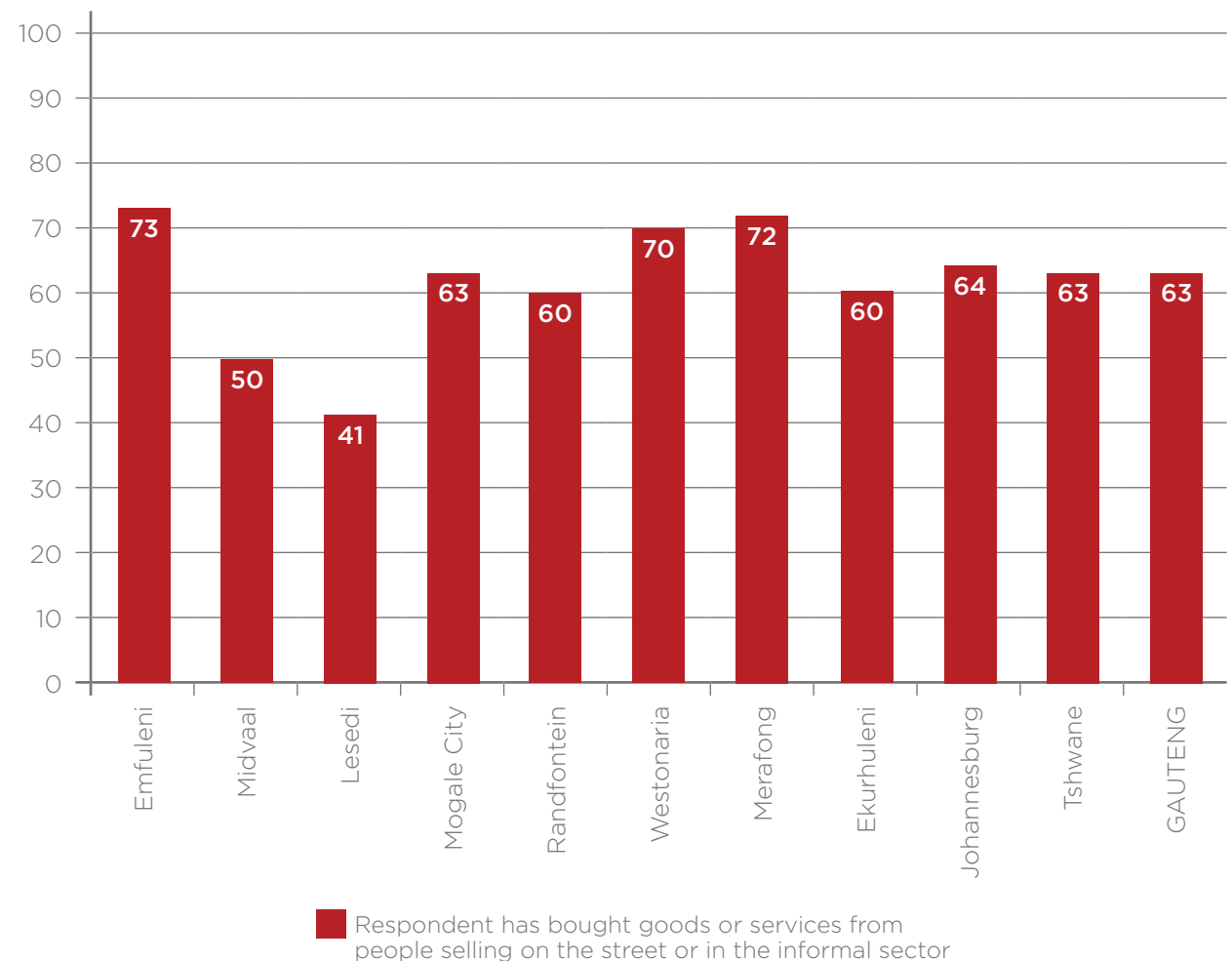
Respondents' use of the informal sector

The informal sector is an important part of the lives of many residents as 63% of all respondents said they had used the informal sector in the previous year. Use of the informal sector varied by race as 75% of African, 59% of coloured, 26% of Indian/Asian and 18% of white respondents had done so in the previous year. Women were nearly as likely (63%) as men (64%) to have used the informal sector.

With the exception of respondents in Lesedi (41%) and Midvaal (50%), over half of respondents in the other municipalities and all metros had used the informal sector in the previous year. Highest usage was found in Emfuleni (73%), Merafong (72%) and Westonaria (70%). Usage in the three metros was 64% in Johannesburg, 63% in Tshwane and 60% in Ekurhuleni. Respondents were most likely to have bought food (93%), clothes and accessories (40%), or used a hair salon or barber (32%).

Reasons for buying in the informal sector included 'good prices/affordability' (67%) and 'convenient location' (25%). Reasons for not using the informal sector included that it was 'unsafe' (33%), 'inconvenient' (17%) and 'dirty or unhygienic' (15%).

Figure 4: Respondents' use of the informal sector (%)



Residents in Randfontein and Merafong (78%) were most likely to cite 'good prices/affordability' followed by respondents in Midvaal (74%), Johannesburg (73%) and Lesedi (72%). Respondents in Ekurhuleni (57%) were least likely to cite affordability.

Respondents in Emfuleni (52%), Lesedi (47%), Tshwane (44%) and Randfontein (42%) were most likely to cite safety concerns as the reason they did not use the informal sector. Respondents in Ekurhuleni (26%) and Johannesburg (29%) were least likely to regard safety as an issue.

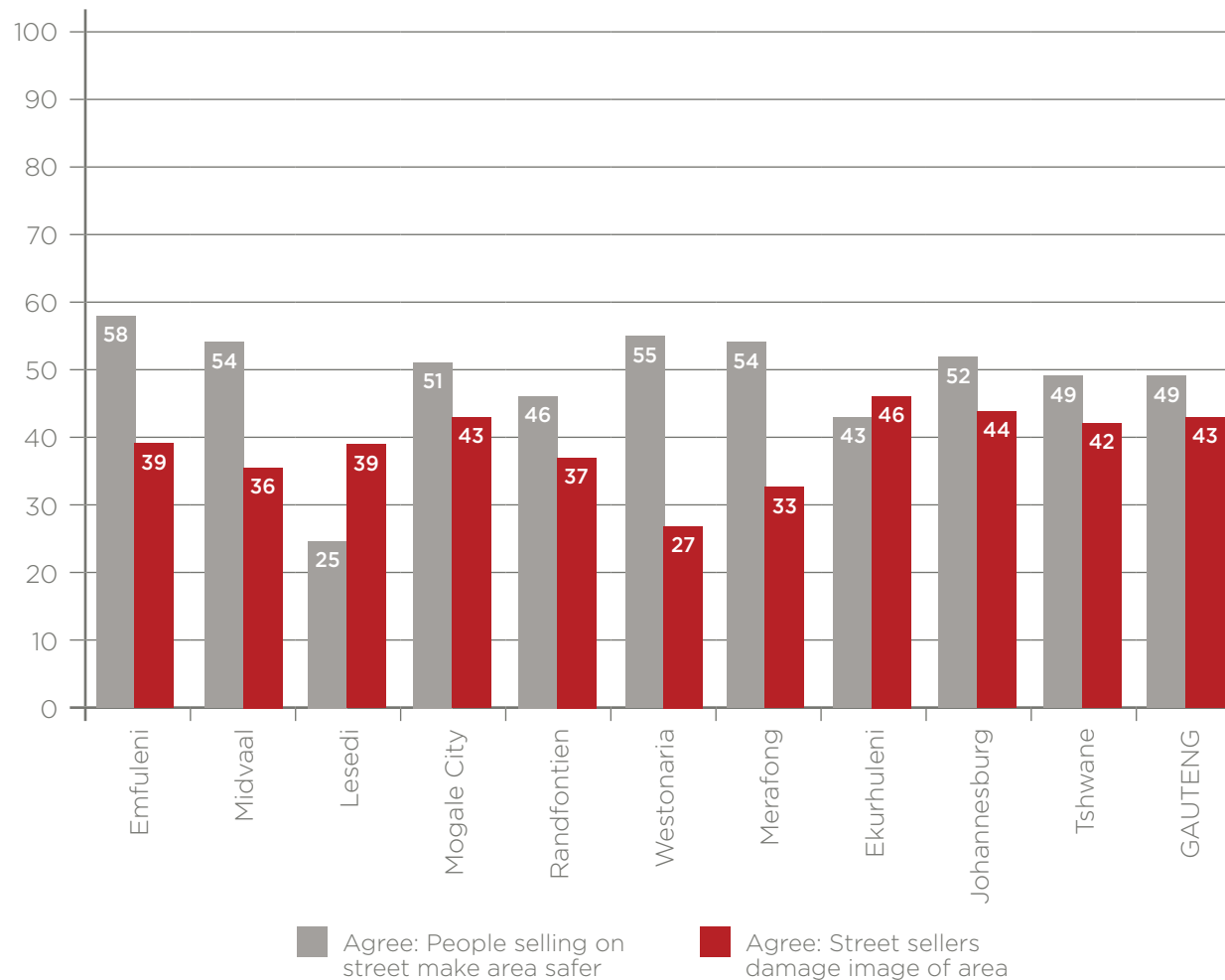
Policies regarding the informal sector should take into account its use by residents, particularly the purchase of basic goods such as food and its perceived affordability, as this suggests it is important for household food security. However, concerns over safety and hygiene should also be recognised.

Perceptions of street trading

The management of street trading is a problematic issue for many municipalities. Respondents were asked if they strongly agreed or disagreed with the statement 'people selling on the street made an area feel safer'. Overall, 49% of respondents agreed with the statement, 15% had no opinion and 36%

disagreed. In six out of ten of the municipalities more than half of respondents agreed that street traders make an area feel safer. Exceptions were Lesedi (25%), Randfontein (46%), and the metros of Ekurhuleni (43%) and Tshwane (49%). A third or less of respondents in six municipalities disagreed with the statement – or thought it made an area feel unsafe. Exceptions were Lesedi (53%), Ekurhuleni (42%), Mogale City (37%), and Tshwane (36%).

Respondents were also asked if they strongly agreed or disagreed with the statement that 'street sellers damage the image of an area.' Across the province less than half of all respondents (43%) agreed. Fifteen percent (15%) had no opinion, and 42% disagreed. Respondents in Ekurhuleni (46%), Johannesburg (44%) and Mogale City (43%) were most likely to think street traders damaged the image of an area. But in six municipalities a higher proportion of residents disagreed with the statement – or did not think street trading damaged the image of an area. These were Midvaal and Westonaria (51%), Merafong (49%), Lesedi (48%), Mogale City (46%), Tshwane (43%), and Randfontein (41%). In Johannesburg (40%), Ekurhuleni (39%) and Emfuleni (33%) respondents disagreed with the statement.

Figure 5: *Perceptions of street trade (%)*

There was little difference in the opinions of men and women in either case. Race did affect opinions with 53% of African respondents, 43% of coloured, 36% of Indian/Asian and 29% of white respondents agreeing that street sellers made an area safer. While, on the other hand, 39% of African respondents, 50% of coloured, 55% of Indian/Asian and 59% of white respondents agreed that street sellers damage the image of an area.

In general, respondents were more likely to think street trading makes an area feel safer than that it damages the image of an area. It was only in Lesedi and Ekurhuleni where respondents were more likely to think that street trading damaged the image of an area, rather than making the area feel safer. This suggests that as the informal sector comprises a significant proportion of SMME activity as well as being a source of goods and services for a significant proportion of residents, that policies should be developed to manage street trading in a way that damage to the image of an area is minimised while the most is made of its potential to make areas feel, and be, safer.

3. INFORMAL SECTOR EMPLOYMENT

Formal and informal employment

Those respondents who said they were employed were asked whether they were self-employed or employed full- or part-time in the formal or informal sectors. The informal sector provided a significant proportion of employment for respondents across the province (22%).

It was particularly important for residents in Sedibeng (41% of respondents in Midvaal, 26% in Emfuleni and 14% in Lesedi). Nearly a quarter of respondents in the two major metros of Tshwane (24%) and Johannesburg (23%) worked in the informal sector, but only 17% of respondents in the metro of Ekurhuleni.

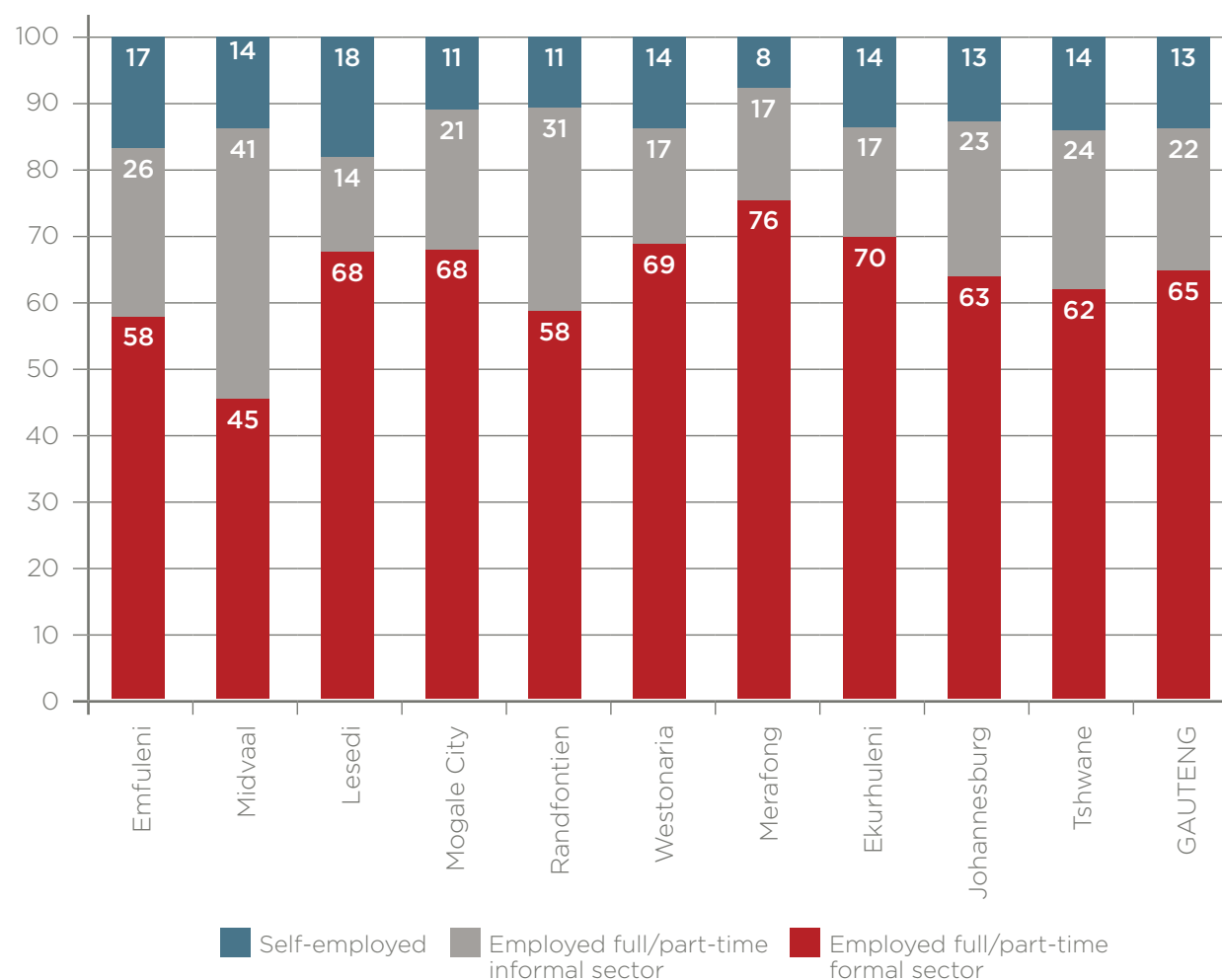
Formal sector employment was notable in the West Rand mining areas of Merafong (76%) Westonia (69%) and Mogale City (68%) and the manufacturing centre of Ekurhuleni (70%). The metros of Johannesburg (63%) and Tshwane (62%) showed relatively low levels of formal sector employment.

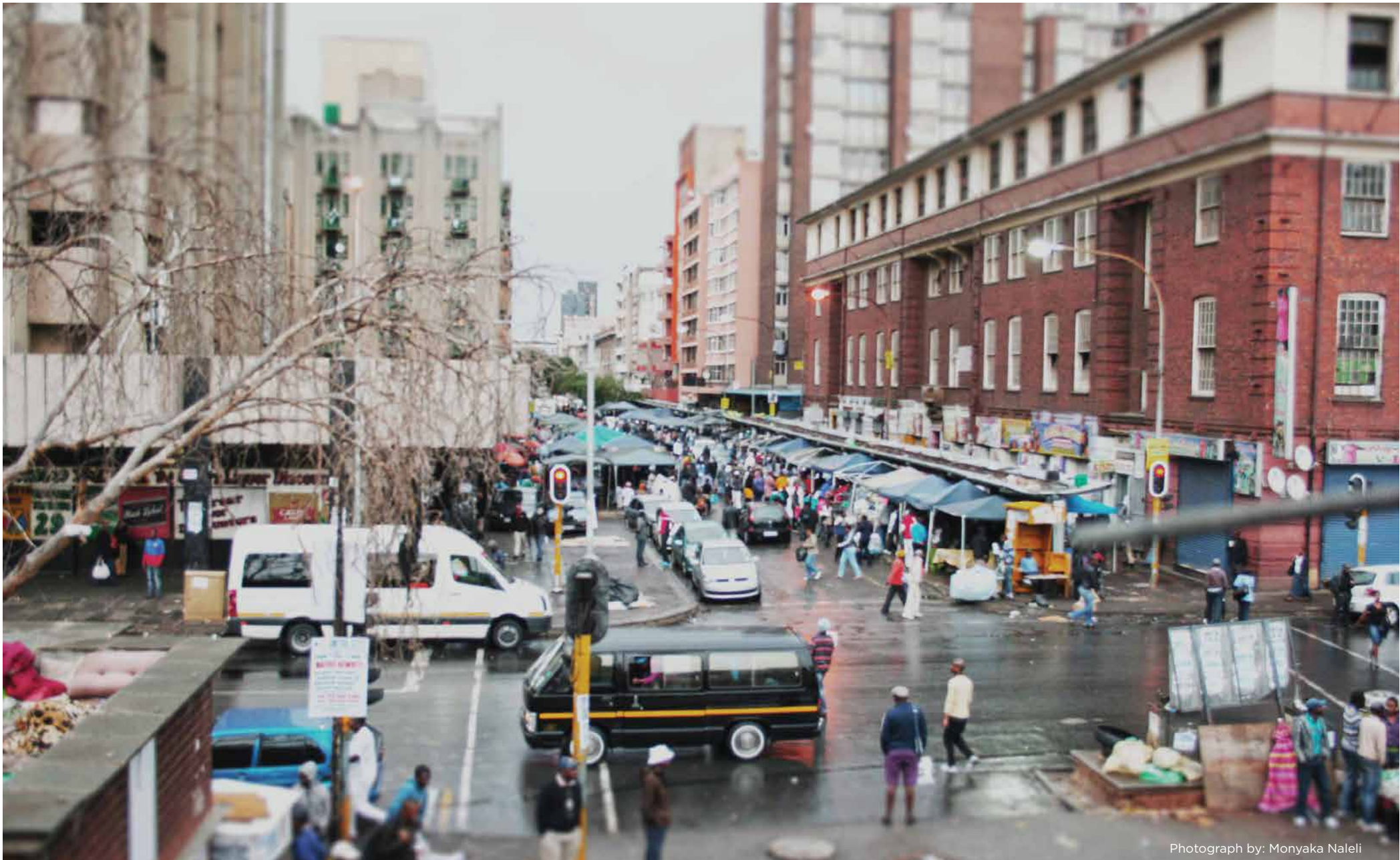
Over a quarter (27%) of Africans were employed in the informal sector compared to 15% of coloured, 10% of Indian/Asian and 6% of white respondents. Only 61% of African respondents were employed in the formal sector (compared to 75% of coloured, 72% of Indian/Asian and 78% of white respondents). The remaining respondents were self-employed.

Compared to men, female respondents who were employed were more likely to work in the informal sector than the formal sector as 28% of women with jobs worked in the informal sector compared to 23% of men.

Further investigation is needed into why there are differences in the balance between informal and formal employment in different municipalities. Informal sector employment is likely to be insecure, low paid and unregulated by labour legislation.

Figure 6: Formal and informal employment (%)





Photograph by: Monyaka Naleli



G

POVERTY AND INEQUALITY

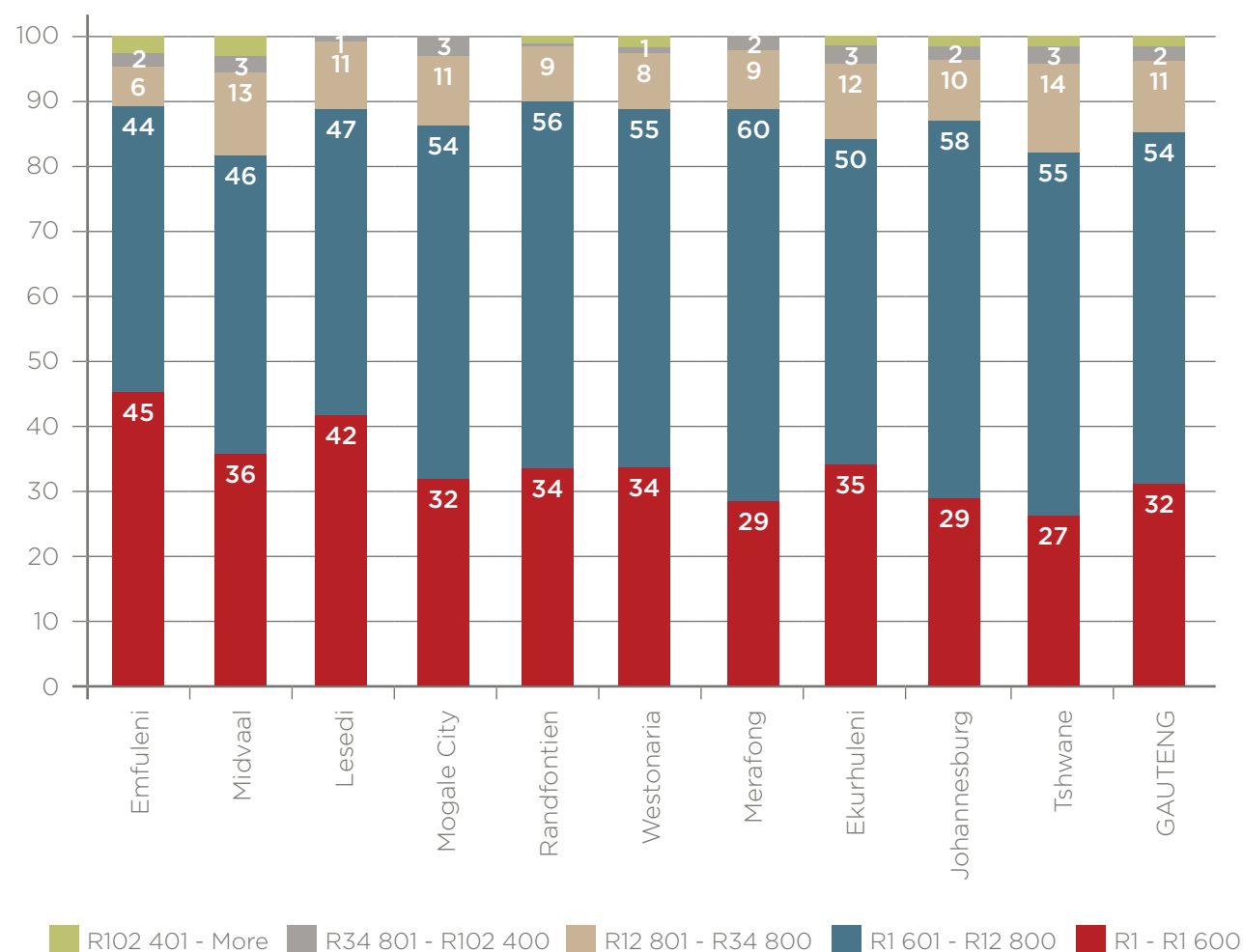
1. INEQUALITY

Distribution of household income

The QoL Survey shows that the distribution of household income across Gauteng and within individual municipalities was highly skewed. Race remains a key determinant of income inequality. A significant proportion of respondents (6.6%) reported that they have no income at all, a situation that impacts directly on households' abilities to access food and other basic household needs. There was evidence that some of the households that indicated that they had no income did in fact receive support from family/remittances (13%) and from friends (15%). However, while this may explain how these households survive, such support is neither guaranteed nor sustainable. In the analysis that follows, two approaches have been used to assess the degree of income inequality: quintile analysis and Gini coefficient analysis. The former shows in which income category a household falls (i.e. absolute amounts) while the Gini gives an indication of how income is distributed across the entire sample or population.

In the graph households have been classified into five income quintiles with quintile 1 being the lowest and quintile 5 the highest. The chart shows that, for all municipalities, the majority of households fell in quintiles 1 and 2, indicating a very uneven distribution of income. Across Gauteng, 87% of households fell in the bottom two quintiles (38% in quintile 1 and in 49% in quintile 2). The total monthly income for these households ranged between R1 and R12 800. The survey showed that the average monthly household income for these two lower quintiles was R3 312. The income distribution was highly skewed given that over 85% of households were

Figure 1: Income bands (%)



sharing only 29% of all income. This analysis considered only respondents that answered positively to the income questions meaning that the situation is much worse if the no income category is included. Across all municipalities, Emfuleni, Lesedi and Ekurhuleni had larger proportions falling in quintile 1 (48%, 47% and 44% respectively). Given that quintile 1 is a monthly income of R1 600 or less per month, it means that many families barely met their food intake requirements (set at R355 per person per month in 2014). The proportion of quintile 1 households was lowest in the City of Tshwane (32%).

Income distribution by race

As noted, race remains a key factor in the skewed distribution of income in Gauteng. In Gauteng, 46% of Africans fell within quintile 1 compared to 11% of whites.

While a similar pattern could be seen in the metros, it was worst in Ekurhuleni where 50% of Africans fell in quintile 1 compared to 12% of whites and 9% of Indians/Asians. In Tshwane, only 37% of African respondents fell in quintile 1, followed by Johannesburg with 39%. For the rest of the municipalities the proportion of black/African households in quintile 1 ranged from a low of 36% in Merafong to a high of 52% in Emfuleni and Midvaal.

Although patterns varied across municipalities outside the metros, the evidence suggests that very few respondents occupied the upper quintiles. However, it should be noted that

Figure 2: Income distribution by race (%): Johannesburg

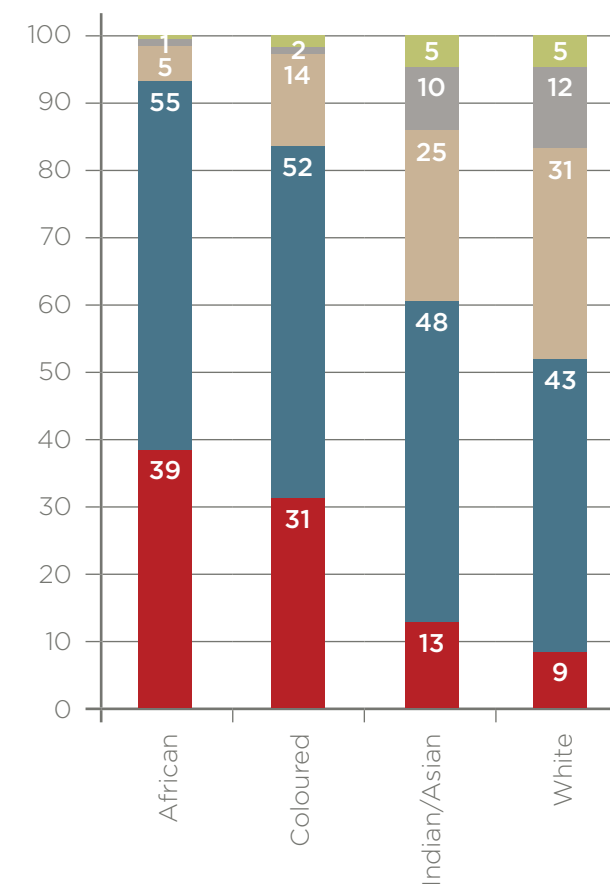
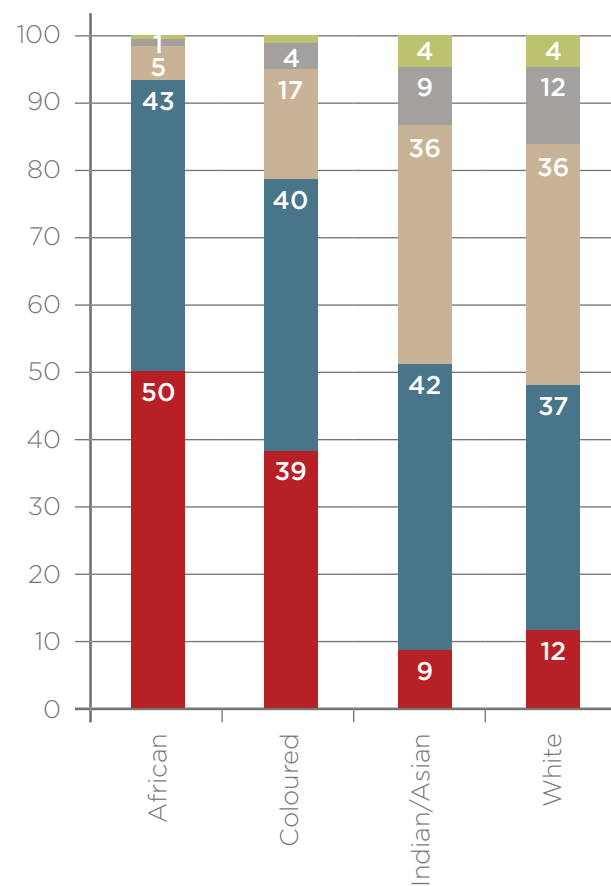
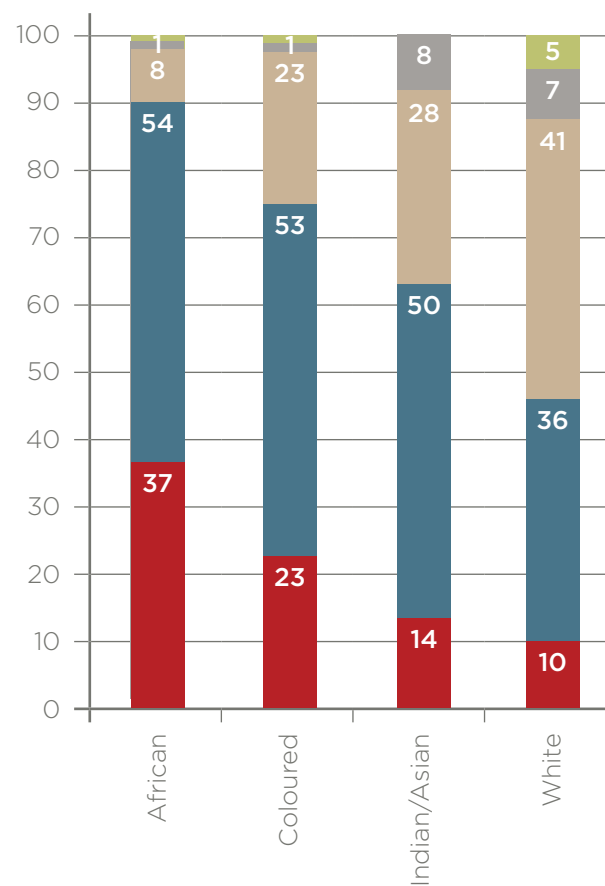
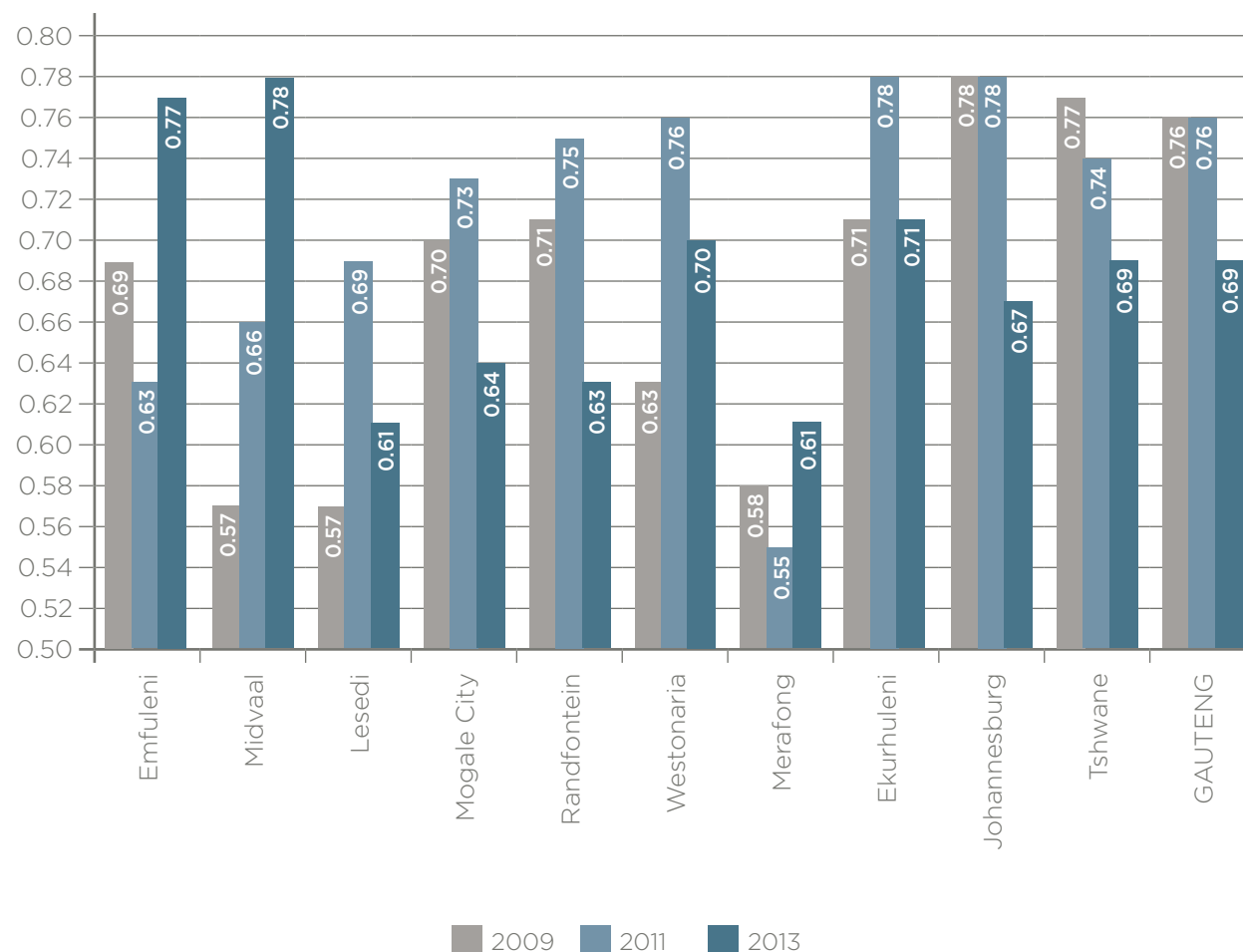


Figure 2: Income distribution by race (%): Ekurhuleni**Figure 2:** Income distribution by race (%): Tshwane

R102 401 - More
 R38 401 - R102 400
 R12 801 - R38 400
 R1 601 - R12 800
 R0 - R1 600

Figure 3: *Inequality: Gini coefficients (2009, 2011 and 2013)*

although the proportions are smaller, there were significant numbers of white, coloured, and Indian/Asian households with fairly low incomes. This dispels the perceived notion that only Africans are poor and deserve government attention. The quintile analysis gives an indication of the actual income levels, making it possible to infer how susceptible certain groups are to poverty.

Gini coefficients

The Gini coefficient is the most widely used measure of income inequality. It ranges between 0 and 1, with 0 being perfect equality (i.e. all people have the same level of income) and 1 means perfect inequality (i.e. one person has all income). The Gini is calculated on the basis of the entire population or sample and hence is a better measure of inequality. It also facilitates direct comparison between regions and population groups as well as comparison over time. The 2013 QoL Survey revealed that, for Gauteng, household income inequality measured by the Gini was very high and rising (0.75 in 2013 compared to 0.71 in 2009), substantially the national Gini of 0.64. Income inequality was very high in the three metros (average = 0.74 in 2013, but highest in Ekurhuleni (0.77) and least in Tshwane, (0.72)). Emfuleni and Midvaal had much higher levels of income inequality than any of the municipalities (0.85 and 0.81 respectively).

2. POVERTY

Social grants and indigency support

Social grants and indigency support are important safety nets for shielding poor households from sinking deeper into poverty. With a huge proportion of households falling in quintile 1 (R1-R1 600), there is pressure on national government to expand the roll-out of social grants while municipalities are called upon to provide free basic services to larger proportions of their populations *via* their indigency policies.

In the 2013 QoL Survey over a third (38%) of respondents across Gauteng indicated that at least one member of their family were receiving a social grant or registered on an indigency register. The proportion was much higher for Emfuleni, Lesedi, Mogale City and Randfontein (all of which were above 40%). In the metros the average was 37%. Although Midvaal had 40% of respondents indicating a quintile 1 level of income, it had the lowest proportion (26%) receiving a social grant or registered on an indigency register.

In general, surprisingly low proportions of respondents across Gauteng (0.9% on average) said their household was registered on a municipal indigency register. Sometimes this reflected the fact that the household was not an account holder with a municipality, directly receiving, and expected to pay for services such as water and electricity. Residents in informal settlements or backyard shacks are often in this position, and so cannot register with a municipality for additional free basic services. The percentage ranged from 7% in Randfontein to less than 1% in Emfuleni, Lesedi, Johannesburg and Tshwane.

Figure 4: Household receives social grants, or is listed on a municipal indigency register (%)

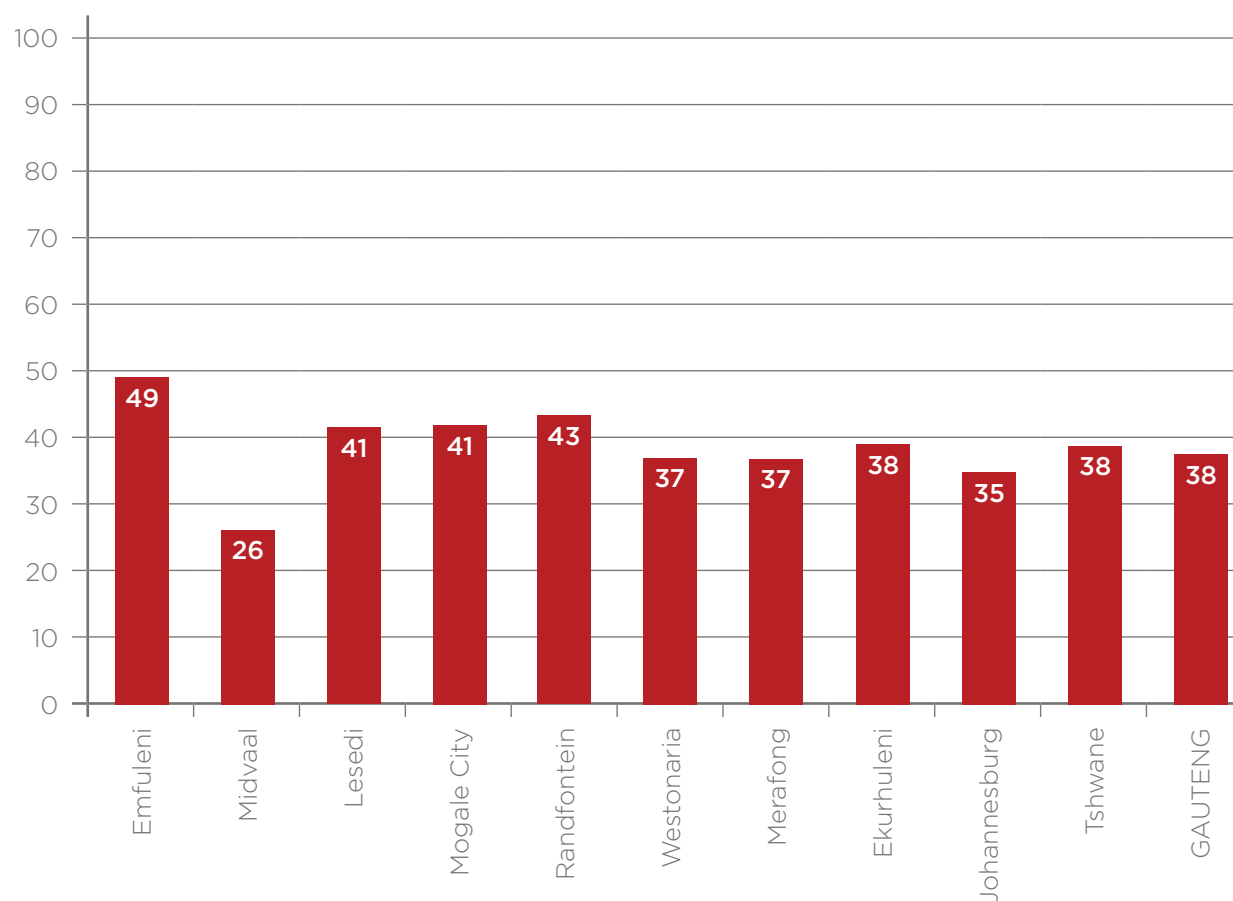
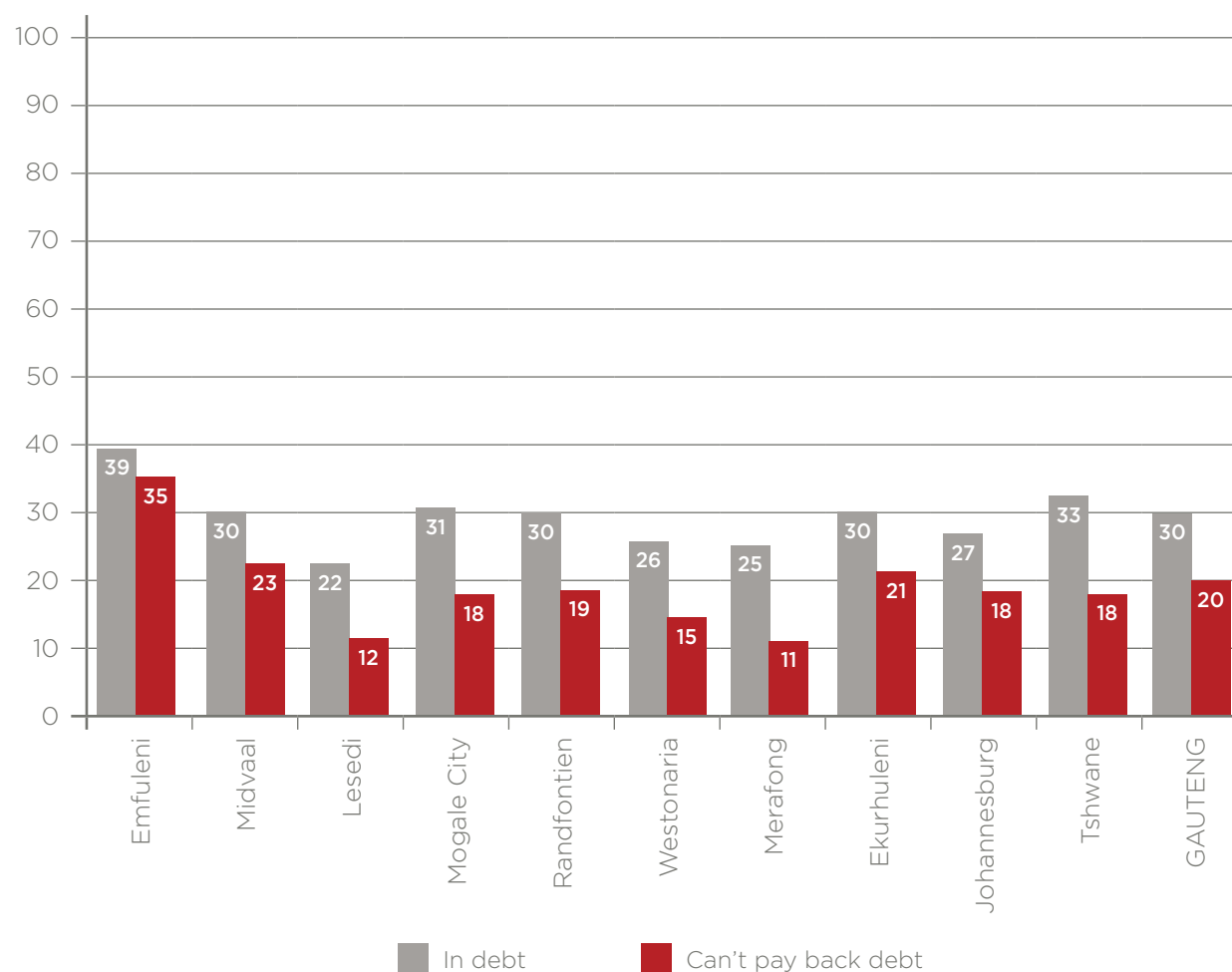


Figure 5: Respondents in debt and unable to pay back debts (%)

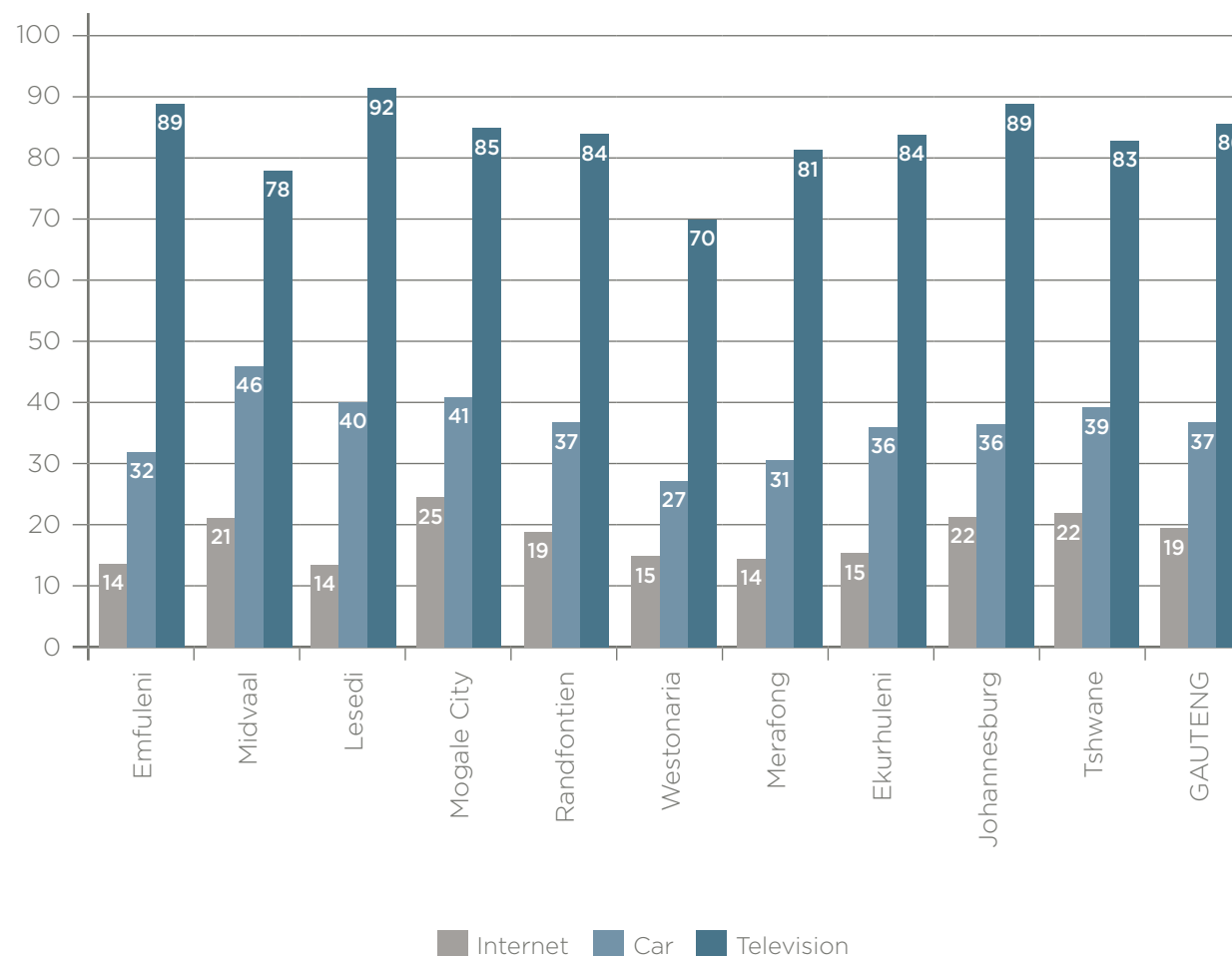
Household indebtedness

The QoL Survey asked questions about indebtedness and whether respondents were able to pay off their debts. These questions give an indication of levels of poverty within Gauteng and across the different municipalities, particularly in cases where households have very low income, are in debt and are unable to pay, all occurring simultaneously. Thirty percent (30%) of respondents in Gauteng indicated that they were in debt and a fifth (20%) were unable to pay back the debt. The proportion of those unable to pay back the debt was highest in Emfuleni (35%), and this is the same municipality with the largest proportion of respondents falling in quintile 1 level of income (\leq R1 600). Major reasons for failure to pay back included 'cannot afford' (52%) and 'have no disposable income' (42%). Although reasons for failure to pay back debt varied widely across municipalities, the proportion of those who could not afford to pay was much higher in Midvaal (70%), Emfuleni (60%), and Ekurhuleni (59%); and again these municipalities have higher proportions of households with quintile 1 incomes.

Asset ownership

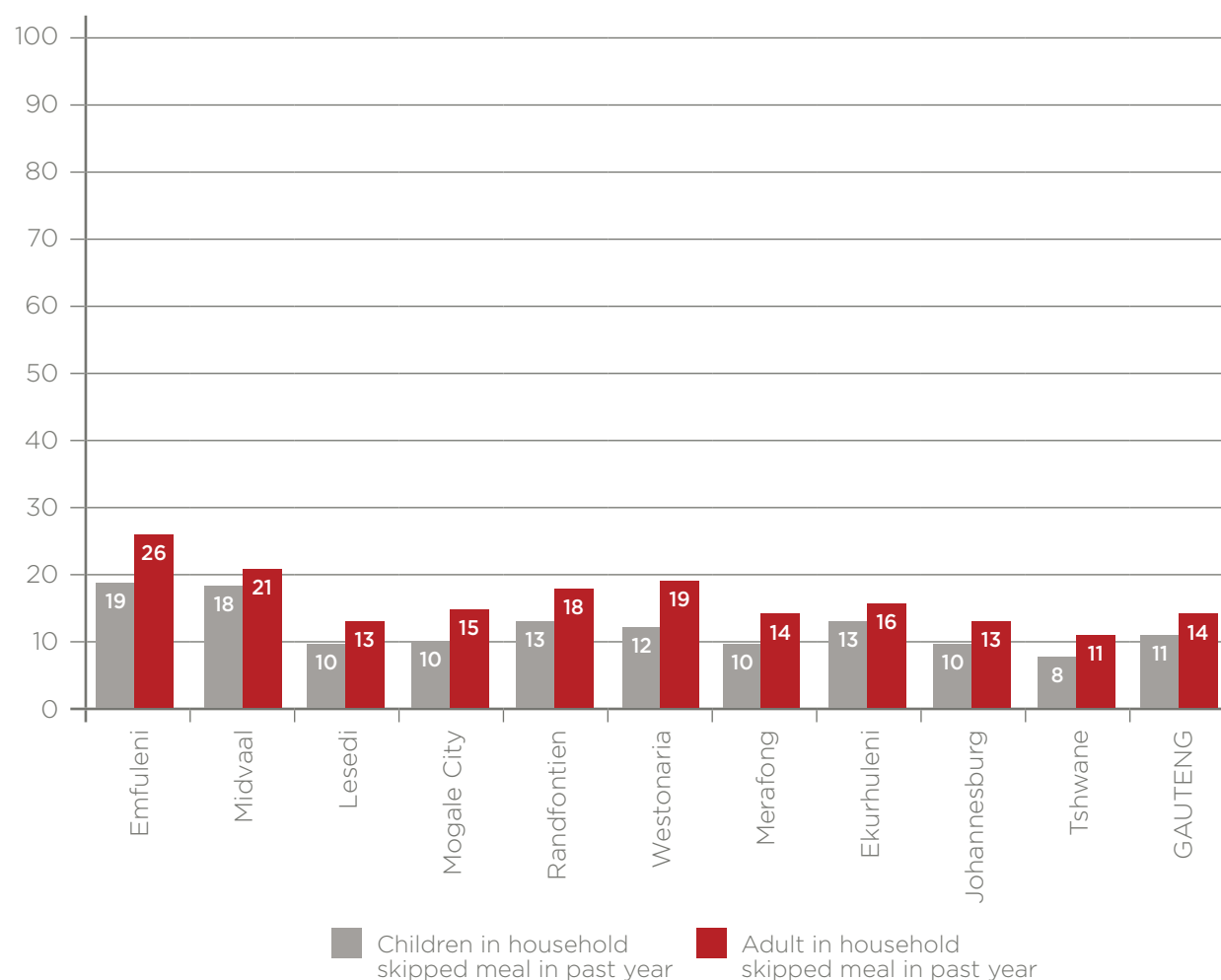
Considering that poverty and inequality are multidimensional, a pure money-metric analysis does not reveal their true extent. A basic analysis of asset ownership, made possible by inclusion of relevant questions in the QoL Survey, did provide further information about the distribution of income and wealth across the entire sample. Car and television ownership, as well as access to internet connection were used. The survey showed that access to television is high across all municipalities (an average of 86%). In spite of the majority of households falling in quintiles 1 and 2, there was evidence showing a fairly high level of access to basics such as television, radio, cell phone, etc. However, high valued assets such as cars are difficult to own and the proportion of car ownership was low for most municipalities (ranging from a low of 27% in Westonaria to 46% in Midvaal). Strangely, car possession was not as high as one would expect for the metros. City of Tshwane led with 39%, while Johannesburg and Ekurhuleni had 36% each. Access to the internet was very low across all municipalities. Mogale City had the highest level of access at 25%. Access to the internet is likely to increase due to initiatives to provide free access to the public e.g. Wi-Fi hotspots in Tshwane and the nationally sponsored Wi-Taxi launched in 2014. Although this tells us little about differences between households, it is a noble development to improve access to the poor.

Figure 6: Households that possess an internet connection, car or television (%)



3. FOOD SECURITY

Figure 7: Household food insecurity (%)



Skipping of meals

Skipping meals is an important indicator of food security and hence poverty. Insufficient household income contributes significantly to skipping of meals by household members. The survey showed that skipping meals by adults is common across all municipalities. However, it was worse in Emfuleni (26%), and Midvaal (21%). Although lower, skipping meals by children was also a common occurrence across the entire province.

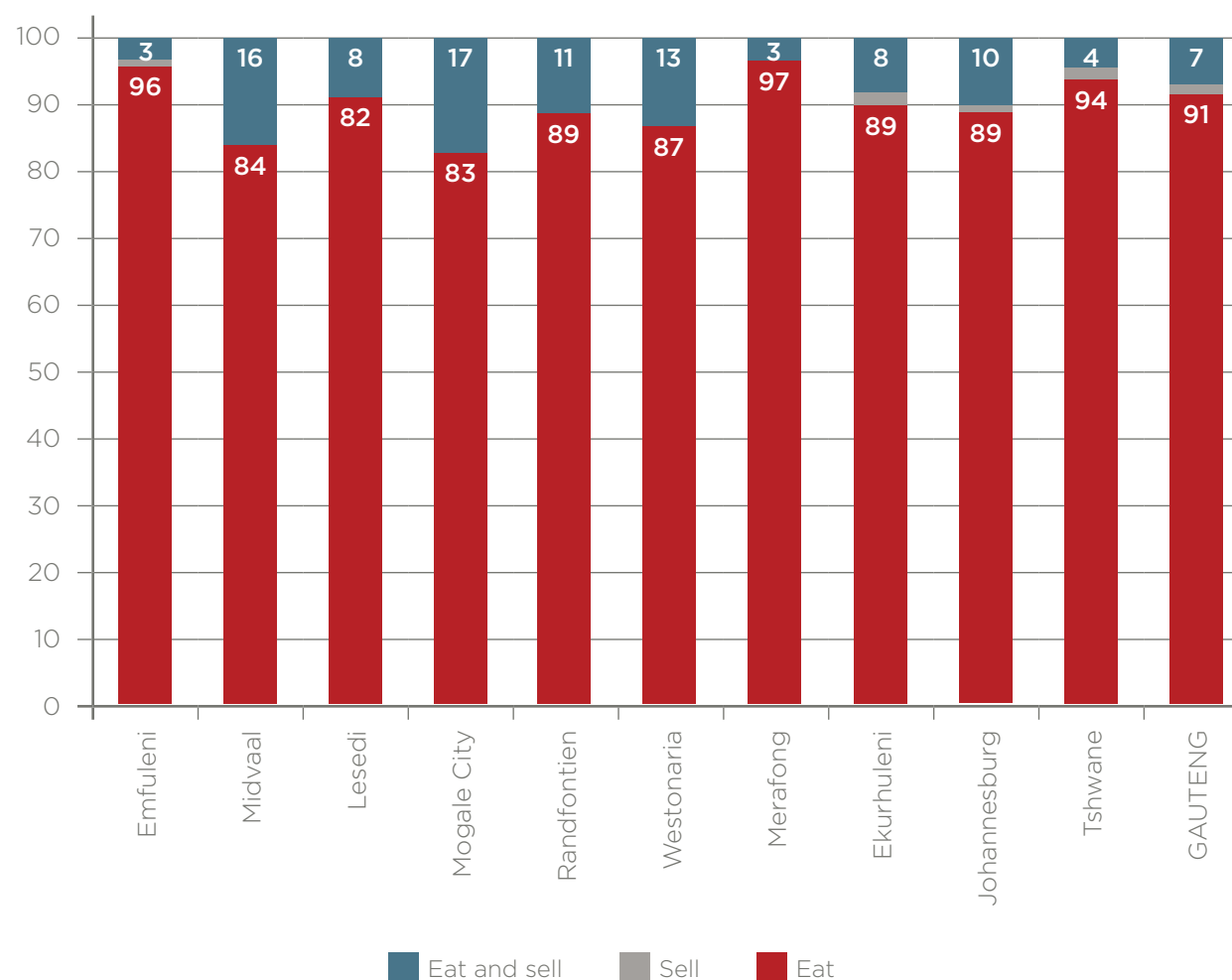
What was striking though is that nearly all (99.1%) of the respondents who indicated skipping meals stated that no members of their household were registered on a municipal indigency register. This may reflect that many of these households are not account holders with the municipality – for example if they live in a backyard dwelling or an informal settlement. Or it may speak to challenges facing some poor and deserving households regarding registration for indigency with their municipality, and therefore in turn that mechanisms to better target the needy and ensure their indigency registration processes are more accessible.

Growing of own food

The ability to grow own vegetables and fruit is important in ensuring food security, particularly for poor households. If these vegetables/fruit are sold, families may also be able to raise their income, which may, in turn, give them access to other necessities. Only 8% of respondents said that their household grows fruit or vegetables to sell or eat.

It was evident from the survey that the majority (91%) of households that do grow fruit and vegetables in Gauteng do so largely for eating purposes. Of these 70.1% were African, and also happened to dominate the lowest income quintile. These efforts by low-income groups to supplement their income indicate a degree of poverty. However, their efforts also provide a lever upon which municipalities can support food security in order to further reduce food poverty in the short-term and income poverty in the long-term.

Figure 8: Household grows fruit or vegetables to eat or sell (%)





Photograph by: Levi O'Regan

MIGRATION AND HOUSEHOLD MOBILITY

1. MIGRATION

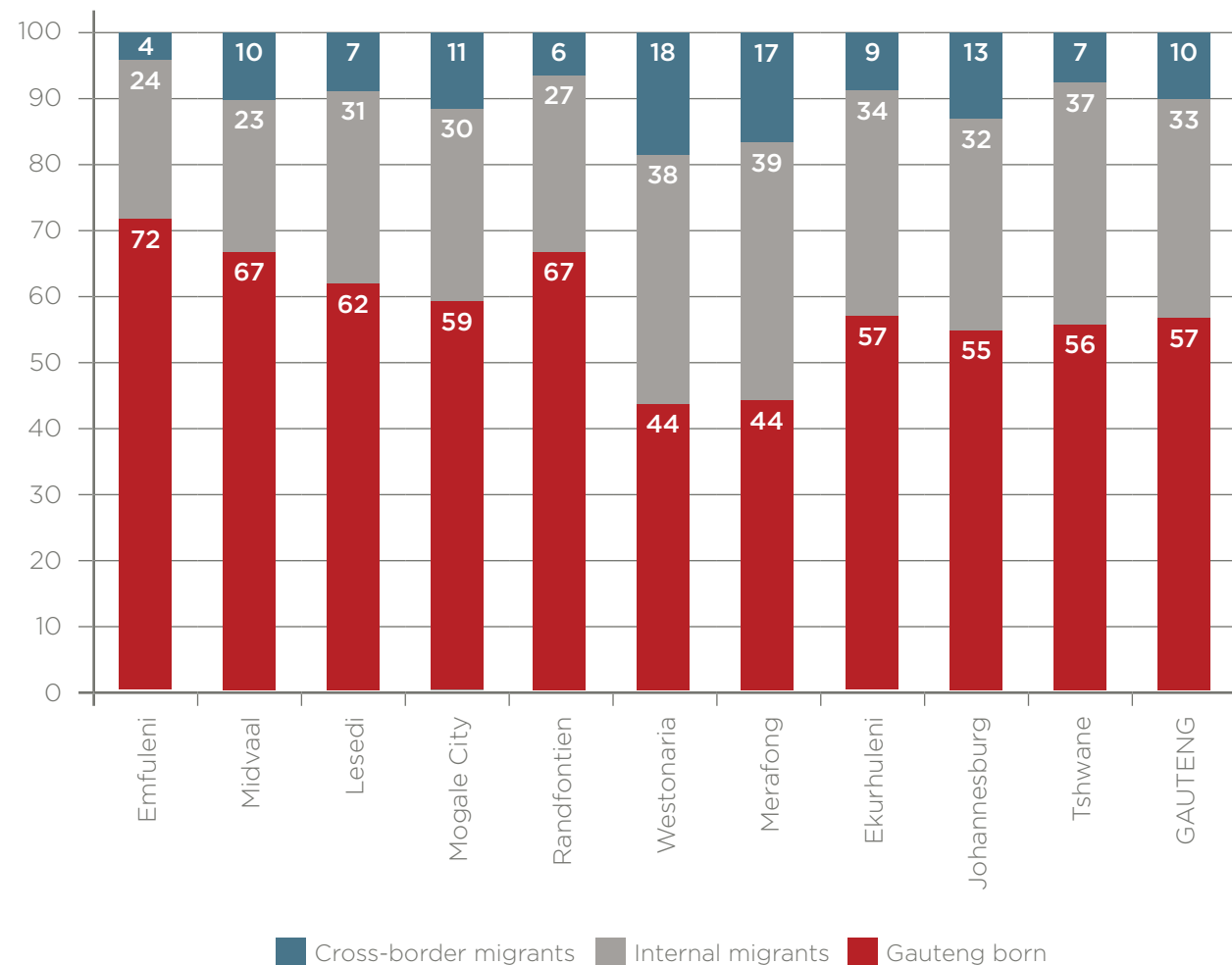
Born in Gauteng or migrated in

Census 2011 found that the population of Gauteng had the highest proportion of internal migrants (people from other provinces in South Africa) and cross-border migrants (people from other countries) of any province in the country. In 2011, 54% of the population were born in Gauteng, 37% were internal migrants and 9% cross-border migrants. In the Western Cape in 2011 69% of the population were born in the province and 27% were internal migrants. In more rural provinces like the Eastern Cape, KwaZulu-Natal and Limpopo around 90% of the population had been born in the province they lived in.

According to the 2013 QoL Survey, 57% of respondents were born in Gauteng, 33% had moved from elsewhere in South Africa and 10% had arrived in the province from another country. Respondents born in Gauteng made up similar proportions of the populations of the metros, but Johannesburg had the largest proportion of cross-border migrant respondents of the three (13%). The lowest proportions of migrants were found in Sedibeng (particularly Emfuleni and Midvaal). Reflecting over a century of internal and cross-border migration to the gold mines of the West Rand, Westonaria and Merafong showed the largest proportions of internal and cross-border migrants (56%).

Overall, internal migrant respondents came from Limpopo (33%), KwaZulu-Natal (18%), Eastern Cape (14%), Mpumalanga (14%), Free State (9%), North West (9%), Western Cape (3%) and Northern Cape (2%). Cross-border migrant respondents came from SADC countries (76%), the rest of Africa outside the SADC (9%), Europe including the United Kingdom (UK) (6%) and South Asia (3%).

Figure 1: Respondents born in Gauteng or migrant (%)



It was possible to see the clustering of internal migrants from particular provinces in different municipalities. In Tshwane (44%), Johannesburg (34%) and Ekurhuleni (31%) the largest proportion of internal migrant respondents came from Limpopo. Internal migrants from the Free State led in Sedibeng (52% of internal migrants in Emfuleni, 36% in Midvaal and 23% in Lesedi). The West Rand internal migrant population reflected its mining economy with migrants from the Eastern Cape (44% in Westonaria and 37% in Merafong) and the North West (41% in Randfontein, 34% in Mogale City) dominating.

The regions of origin of cross-border migrant respondents in the three metros were similar, although Ekurhuleni (77%) and Johannesburg (76%) showed a higher proportion of migrants from the SADC than Tshwane (72%). Tshwane had a higher proportion of respondents from the rest of Africa (14%) compared to Johannesburg (9%) and Ekurhuleni (8%). Cross-border migrant respondent populations of the West Rand were dominated by migrants from the SADC (98% in Westonaria, 88% in Merafong and Randfontein and 83% in Mogale City). In Sedibeng, SADC migrants made up 75% of the cross-border migrant population in Emfuleni, 75% in Midvaal and 93% in Lesedi. Migrant respondents from South Asia comprised 3% of the cross-border migrants in Johannesburg and Tshwane, 2% in Randfontein and Emfuleni, and 1% in Ekurhuleni.

Gauteng is a multicultural province, home to people from all over the country and world. Rates of internal and cross-border migration to Gauteng need to be planned for to ensure effective service delivery. Policies should engage with the best ways to

make the most of the developmental opportunities offered by in-migration as well as to minimise any negative effects.

Migrant status by race

Looking at the race and migrant status of respondents, just 53% of African respondents were born in Gauteng, compared to 58% of Indian/Asian, 70% of white and 80% of coloured respondents.

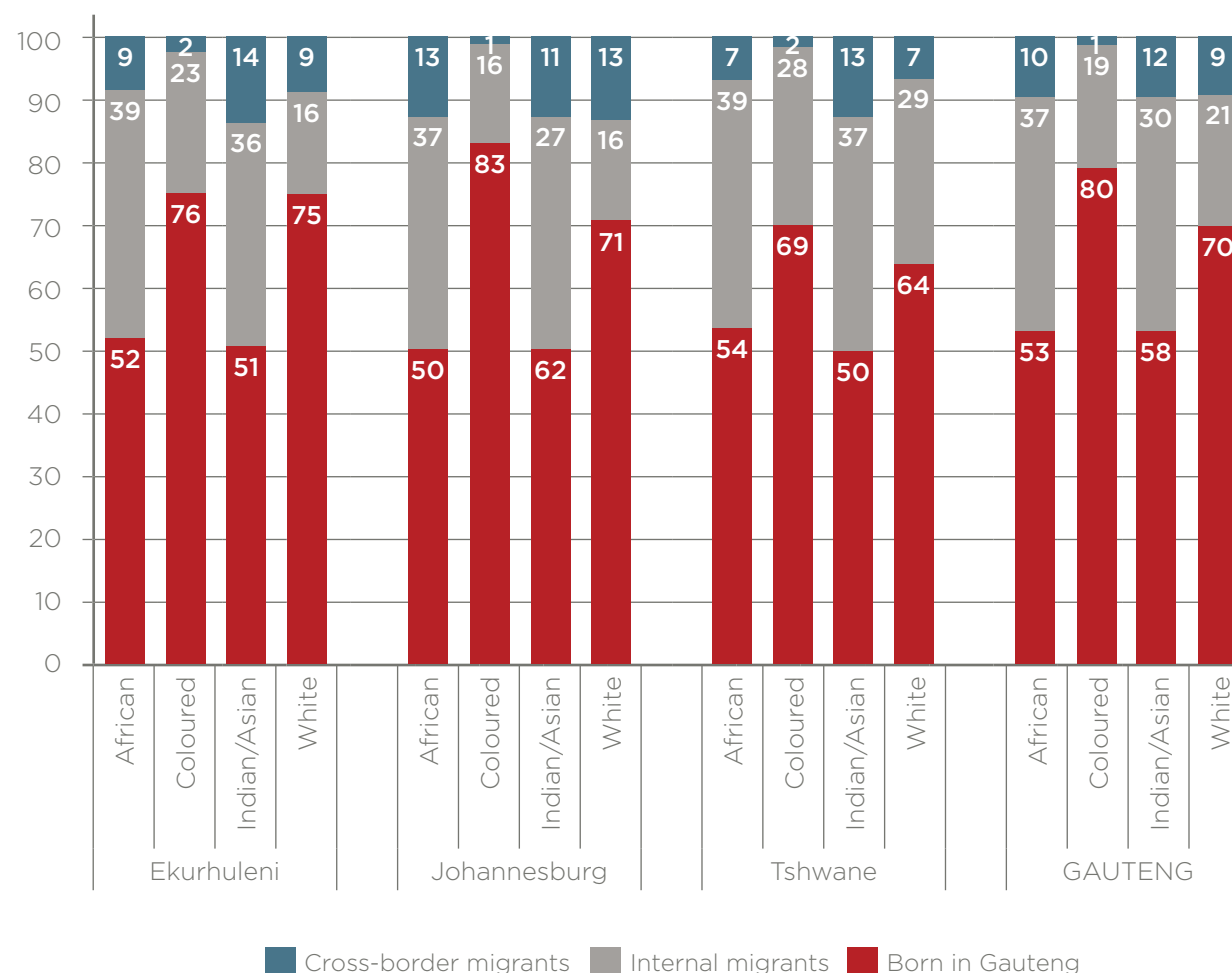
In the three metros similar proportions were found. However, a smaller proportion of the coloured and Indian/Asian respondents in Johannesburg came from outside the province. Close to 50% of the African respondents in the three metros were born outside the province.

Overall, Africans constituted 85% of internal and 75% of cross-border migrant respondents; Indians/Asians 3% of internal and 4% of cross-border migrants, and whites 10% of internal and 15% of cross-border migrants.

The legacy of apartheid immigration legislation and colonialism were reflected in the racial profiles of migrants from some countries - 83% of Namibian, 25% of Angolan, 23% of Batswana, 16% of Zambian, 9% of Zimbabwean and 6% of Swazi respondents classified themselves as white.

Regarding the sex of migrants, male internal migrant respondents outnumbered their female counterparts (51:49) as did male cross-border migrants (59:41). However, female migrant respondents outnumbered men from the Eastern Cape (57:43), the Free State (56:54), the North West (55:45) and the Northern Cape (53:47).

Figure 2: Respondents' migrant status by race (%)



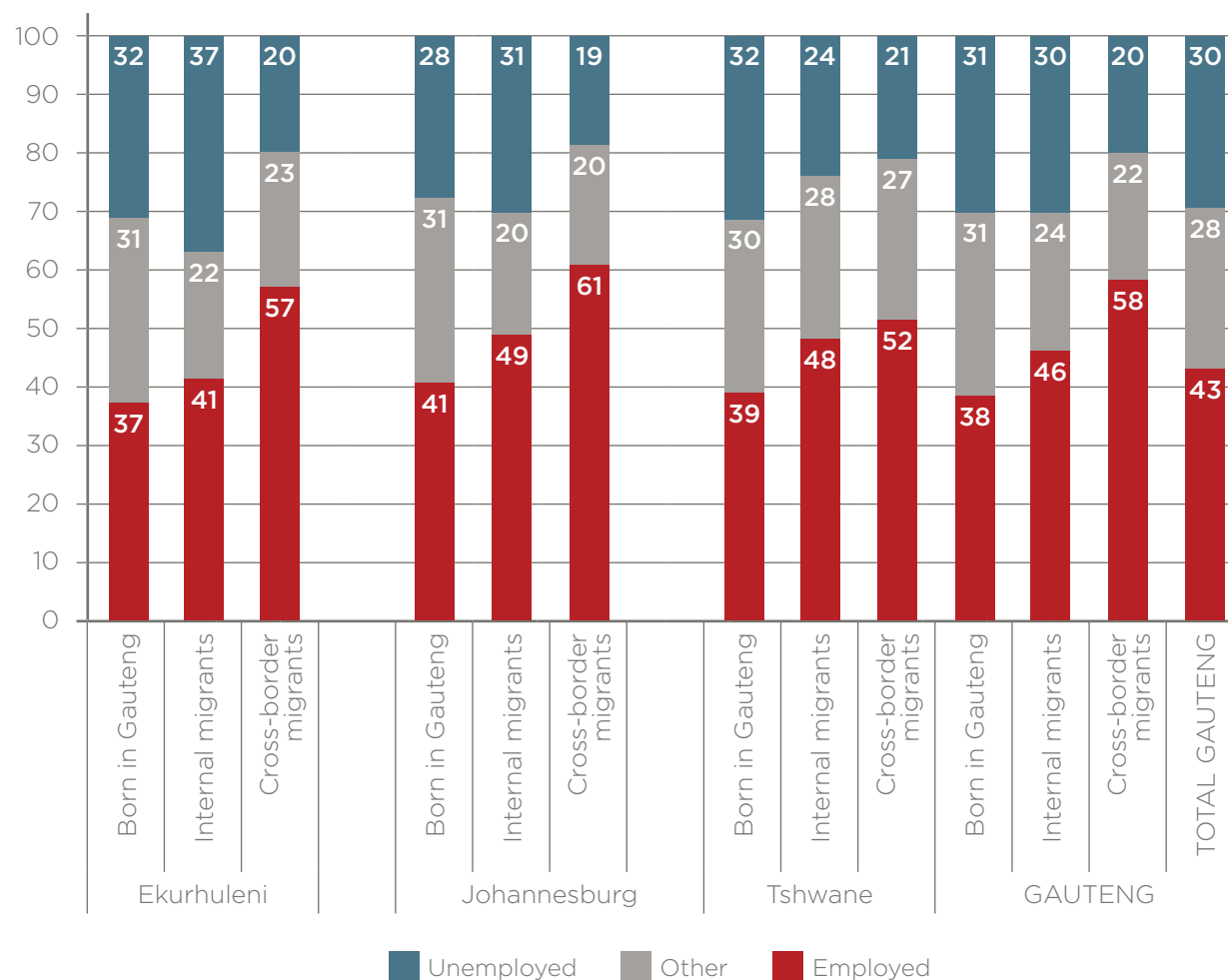
Migration and employment status

Employment and unemployment rates are in part related to social networks in that a migrant who is unemployed is less likely to have family and friends who can support them in hard times.

Cross-border migrants (58%) were more likely to be employed than internal migrants (46%) and the Gauteng born (38%). This applied to each municipality when considered individually. Overall, cross-border migrants were proportionally less likely to be unemployed (20% compared to 30% of internal migrants, and 31% of the Gauteng born). This applied to all metros and municipalities, except Randfontein. The remainder undertook 'other' activities like self-employment.

Internal migrants were more likely to be employed than the Gauteng born in all municipalities except Midvaal. Internal migrants were proportionately more likely or as likely to be unemployed than the Gauteng born except in Tshwane, Emfuleni, Lesedi and Merafong. Of those respondents who were employed or self-employed:

- Cross-border migrants were least likely to be employed in the formal sector (43%) compared to internal migrants (65%) and the Gauteng born (70%). However, rates varied and 35%, 39%, and 50% of cross-border migrants in Tshwane, Johannesburg, and Ekurhuleni respectively were employed in the formal sector. In Sedibeng rates of formal sector employment for cross-border migrants ranged from 41% in Emfuleni and 30% in Lesedi, to 8% in Midvaal. With the exception of Randfontein (27%) rates of formal sector

Figure 3: Respondents' migrant status by employment status (%)

employment for cross-border migrants were much higher in the mining economy of the West Rand where 51% in Mogale City and 77% in both Westonaria and Merafong were so employed.

- Cross-border migrants were proportionally more likely to be employed in the informal sector (38%) compared to internal migrants (24%) and Gauteng born (16%). Highest rates of informal sector employment were found amongst cross-border migrants in Tshwane (43%), Johannesburg (42%), Emfuleni (41%), Lesedi (40%) and Midvaal (83%).
- Cross-border migrant respondents were proportionally more likely to be self-employed (20%) compared to internal migrants (11%) and the Gauteng born (14%). Highest rates of self-employment among cross-border migrants were found in Tshwane (21%), Ekurhuleni (22%), Lesedi (30%), and Randfontein (36%).

Further research is needed into the differential employment rates and types of employment in relation to migrant status and their implications for policy makers and the labour market.

Migrants and education levels

Migrants who come to Gauteng and have already received education relieve the province of the cost of educating them. Therefore, although internal and cross-border migrant respondents were more likely than people born in Gauteng to have no education or only primary schooling, the province still benefits from migrants educated to matric and higher who migrate to the province. Furthermore, the age profiles of

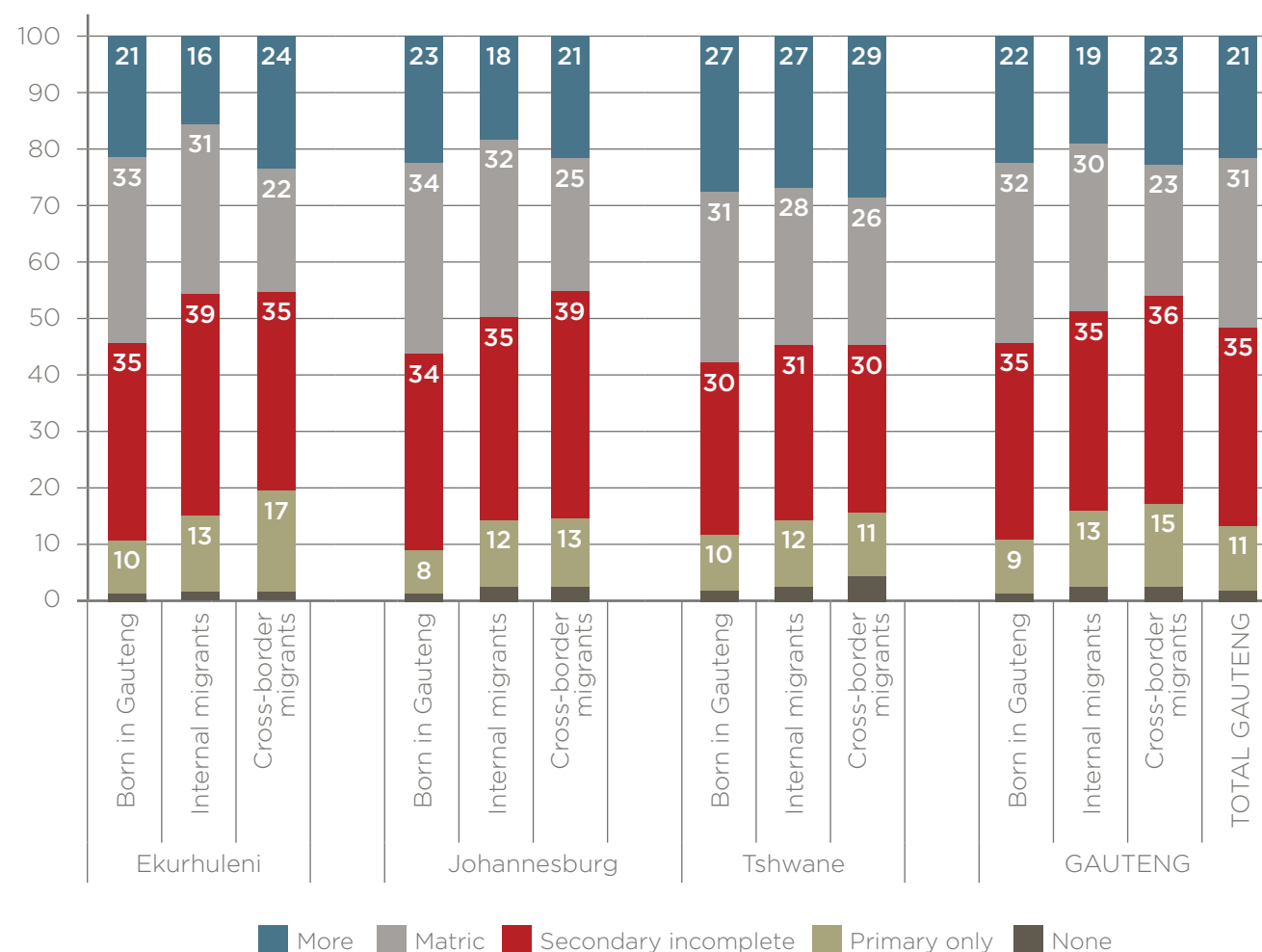
internal and cross-border migrants show the proportions of their population who are of school going age are lower than for those born in Gauteng which means the province.

Regardless of place of origin, respondents in the three metros were the most educated with the highest proportions having matric or tertiary education. Education levels were lowest on the West Rand, particularly in Westonaria and Merafong where respectively 86% and 70% of cross-border migrants, 64% and 63% of internal migrants, and 55% and 53% of the Gauteng born had not completed school.

Across all municipalities, Gauteng born respondents were least likely to have no education. In all metros and municipalities except Emfuleni, Midvaal and Mogale City a lower proportion of internal than cross-border migrant respondents had no education. Overall, cross-border migrant respondents (51%) were most likely to only have some primary or incomplete secondary education followed by internal migrants (48%) and the Gauteng born (44%).

Cross-border migrant respondents were proportionately more likely to have tertiary education (23%) than South Africans wherever they were from. In Tshwane, Ekurhuleni and Johannesburg, 29%, 24% and 21% of cross-border migrant respondents had tertiary education, compared to 26% in Emfuleni, 20% in Midvaal, 13% in Lesedi, 22% in Mogale City, and 32% in Randfontein. No doubt reflecting the relationships between mining and migration, less than 1% of cross-border migrants in Westonaria and 13% in Merafong had tertiary education.

Figure 4: Respondents' migrant status by level of education (%)



Better understanding of the educational profiles of internal and cross-border migrants could assist in making the most of the skills they bring. Understanding changing migration patterns in the context of an urbanising South African population, as well as the age profiles of migrant populations will assist in planning for future educational demands and needs.

Respondents' connections to other homes

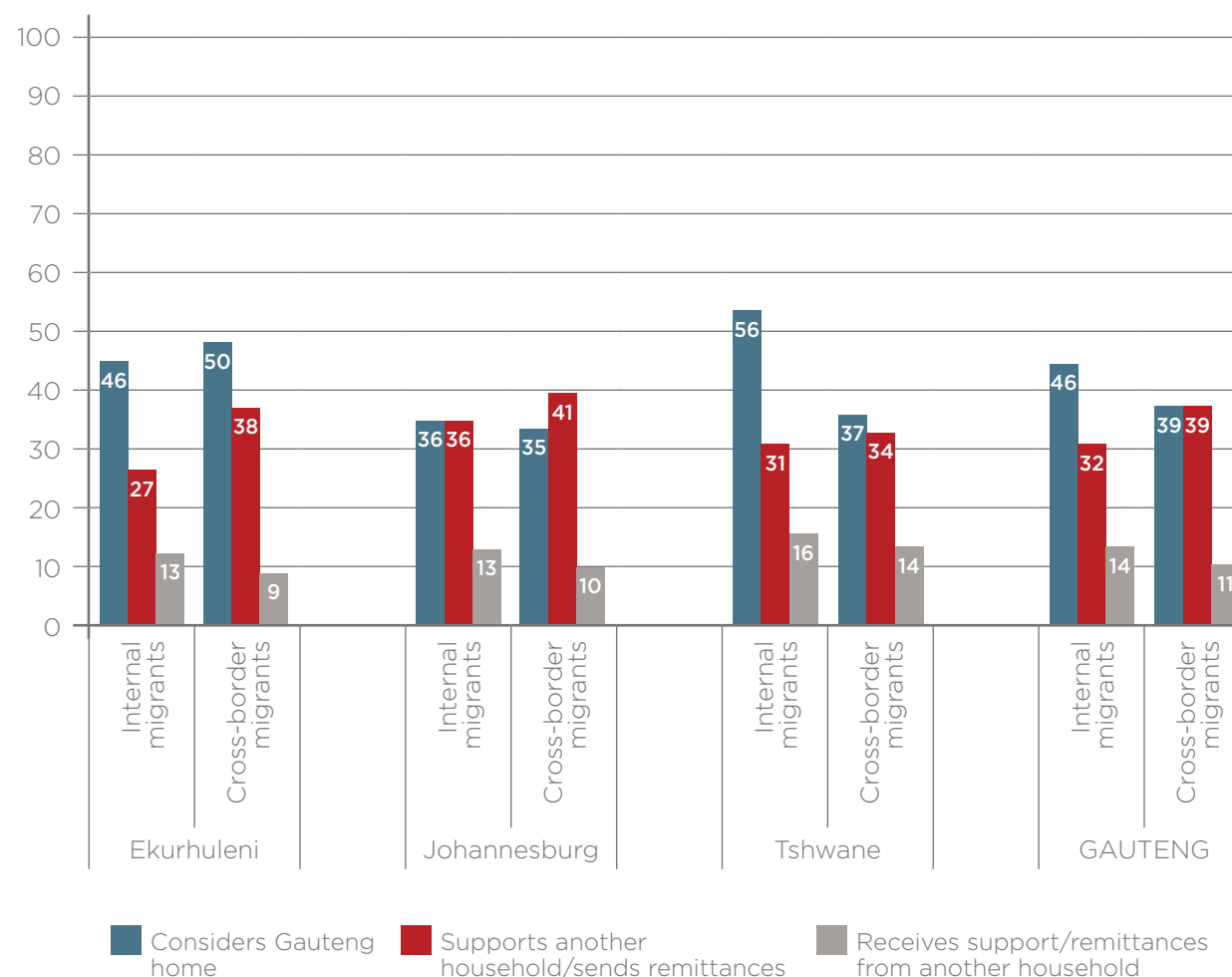
Respondents were asked where they consider home to be and whether they send or receive support to or from another household. Not surprisingly, the longer migrants had lived in Gauteng the more likely they were to call the province home.

Internal migrant respondents (46%) were proportionally more likely than cross-border migrants (39%) to consider Gauteng home. However this was not true in Ekurhuleni (46% of internal compared to 50% of cross-border migrants), Westonaria (29% to 33% respectively) and Merafong (32% of both).

Internal migrants in Tshwane (56%) were more likely than those in Ekurhuleni (46%) and Johannesburg (36%) to consider Gauteng home. Internal migrants in Sedibeng were more settled with 74% in Emfuleni, 64% in Midvaal and 88% in Lesedi saying they called Gauteng home. Internal migrant respondents in the West Rand were less settled with 42% in Mogale City, 48% in Randfontein, 29% in Westonaria and 32% in Merafong saying they considered Gauteng home.

Many cross-border migrants had not set down roots. Although 50% in Ekurhuleni called Gauteng home their counterparts

Figure 5: Respondents' connections to other homes (%)



in the other metros of Johannesburg (35%) and Tshwane (37%) were less settled. Like internal migrants, cross-border migrants in Sedibeng were more settled with 57% in Emfuleni, 60% in Midvaal and 67% in Lesedi calling Gauteng home. On the West Rand 30% of cross-border migrant respondents in Mogale City, 35% in Randfontein, 33% in Westonaria, and 32% in Merafong called Gauteng home.

Many respondents supported other households and/or sent remittances including 16% of those born in Gauteng, as well as 32% of internal and 39% of cross-border migrants. Remittances may be sent as cash or goods. Internal migrant respondents in Johannesburg (36%) were more likely than those in Tshwane (31%) or Ekurhuleni (27%) to support another household. In Sedibeng 35% of internal migrants in Midvaal, 31% in Emfuleni and 29% in Lesedi did the same. On the West Rand, and particularly in the mining municipalities of Merafong (42%) and Westonaria (38%), internal migrants supported other households. Cross-border migrants in

Johannesburg (41%) were proportionally more likely to send remittances than those in Ekurhuleni (38%) and Tshwane (34%). With the exception of those in Emfuleni (39%), cross-border migrants in Sedibeng were least likely to support other households (29% in Midvaal and none in Lesedi). Again reflecting the mining economy of the West Rand, where some mining contracts for Mozambican and Basotho miners have compulsory remittance clauses, support for other households is high. So 44% of cross border migrants in Merafong, 43% in Randfontein, 42% in Mogale City and 33% in Westonaria remitted to another household.

Migrant respondents who consider the province to be home are more likely to contribute to the economic, social and cultural life of the province. Although remittances may be seen as a loss, if they take the form of goods they provide input into the retail and wholesale economy of the province. It is also important to note that some internal and cross-border migrants received remittances or support from elsewhere.



Photograph by: Blaq Smith

2. HOUSEHOLD MOVES

Household moves between municipalities

The population of Gauteng is mobile. People move dwellings within the province, as well as from outside. Some never move at all. This table only shows people who had moved home within Gauteng between 2005 and 2013. It should be read left to right - i.e. of those resident in Mogale City in 2013, who had moved home within Gauteng at some point since 2005? The table shows that 66% came from another part of Mogale City and 20% came from Johannesburg. The table does not map all population moves and so it does not show the true extent to which any municipality has given up or attracted population from within the province. It suggests that Tshwane has attracted as many Johannesburg residents as it has sent, while Ekurhuleni has received more residents from Johannesburg (7%) than it has sent (3%) (although the relative sizes of populations should also be considered).

In the metros people who have moved dwelling within Gauteng are proportionately most likely to have moved from somewhere else in the same metro (92% in Tshwane, 90% in Johannesburg, 88% in Ekurhuleni). Similar but lower rates of intra-municipal movement were seen in Emfuleni (86%), Lesedi (83%) and Merafong (82%).

Rates of inter-municipal mobility were higher in the West Rand. With the exception of Merafong, only 75% of movers in Randfontein, 66% in Mogale City and 65% in Westonaria had moved within the municipality and the remainder from elsewhere in Gauteng. Notable is Mogale City where only 33% of moves took place within the municipality.

Figure 6: Household moves between municipalities in the period 2005-2013 (%)

		Moved from which municipality									
		Emfuleni	Midvaal	Lesedi	Mogale City	Randfontein	Westonaria	Merafong	Ekurhuleni	Johannesburg	Tshwane
Municipality where living now	Emfuleni	86%	2%	0%	0%	0%	0%	1%	2%	6%	4%
	Midvaal	22%	33%	1%	4%	1%	0%	0%	7%	30%	1%
	Lesedi	0%	2%	83%	0%	0%	0%	0%	13%	2%	0%
	Mogale City	0%	1%	0%	66%	4%	2%	1%	3%	20%	3%
	Randfontein	0%	0%	0%	10%	75%	5%	0%	2%	6%	2%
	Westonaria	0%	5%	0%	3%	4%	65%	3%	5%	8%	7%
	Merafong	0%	0%	0%	1%	4%	1%	82%	1%	7%	4%
	Ekurhuleni	0%	1%	0%	0%	0%	0%	0%	88%	7%	4%
	Johannesburg	1%	1%	0%	1%	0%	0%	0%	3%	90%	4%
	Tshwane	0%	0%	0%	0%	0%	0%	1%	2%	4%	92%

The data show that the urban population of metros, particularly Johannesburg, is dispersing to less densely urbanised municipalities. People who had previously lived in Johannesburg constituted 30% of people who had moved into Midvaal, 20% into Lesedi, 8% into Westonaria, and 7% into Merafong. Also notable is the 22% in Midvaal who had moved from Emfuleni. Further investigation is needed as to whether this may reflect processes of de-urbanisation and/or dispersal.

Household moves into informal dwellings

Respondents who had moved between 2005 and 2013 were asked what kind of dwelling they were living in and what kind of dwelling they had lived in previously. At least half of respondents who had moved into informal dwellings in five out of ten metros and municipalities had moved from a 'house or brick or concrete structure'. These dwellings may have been overcrowded, in back yards or even in informal settlements, or in another province or country.

In the three metros, respondents who had moved from a 'house or brick or concrete structure' to an informal dwelling formed the highest proportion in Tshwane (58% compared to 49% in Ekurhuleni and Johannesburg). In Sedibeng, similar proportions were found in Midvaal (57%) and Emfuleni (56%), but not among movers in informal dwellings in Lesedi (31%). Proportions of respondents who had moved from a 'house or brick or concrete structure' into an informal dwelling varied in the West Rand and only applied to 43% of movers in Merafong.

Figure 7: Previous dwelling type of respondents who now live in informal dwellings (%)

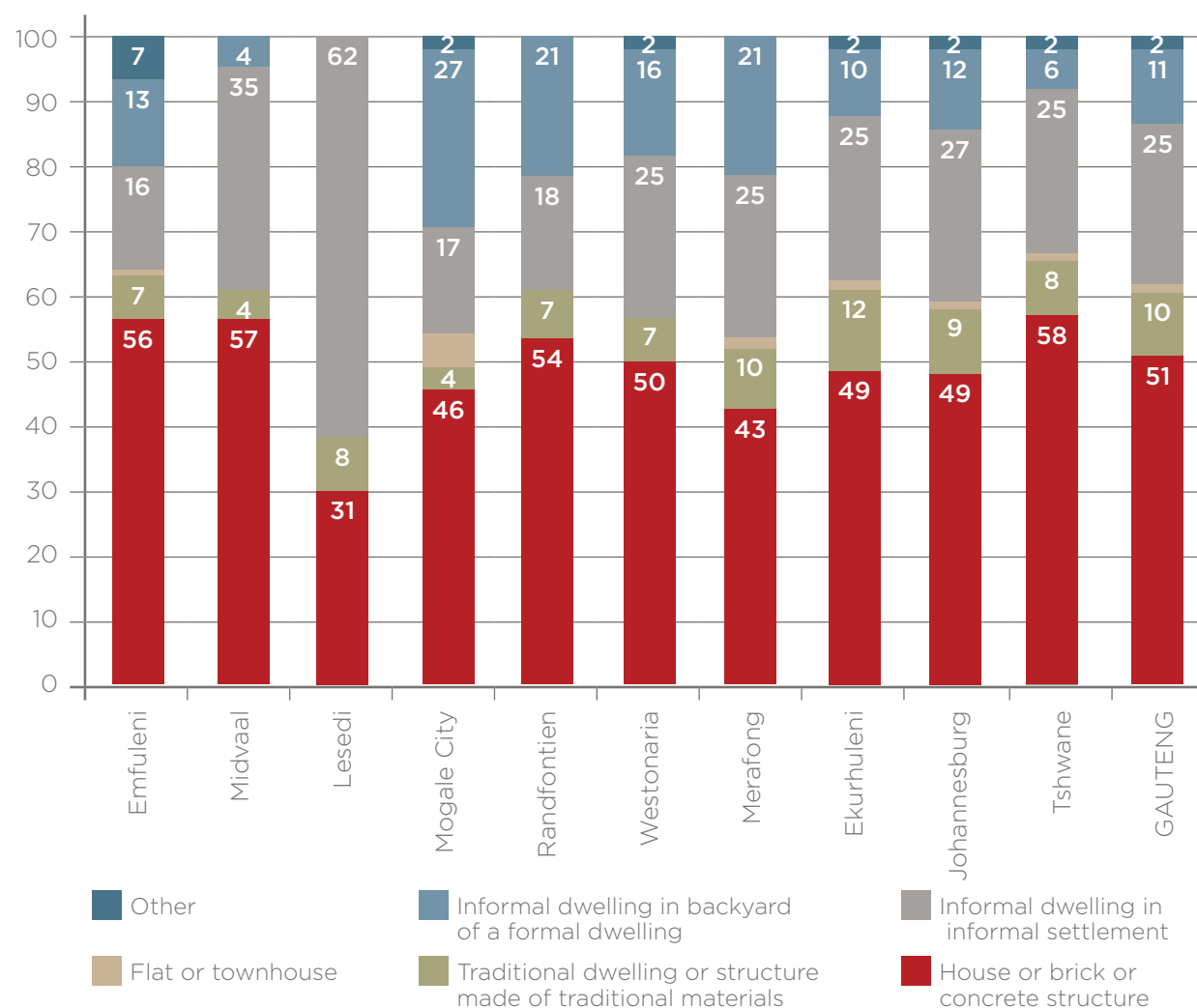
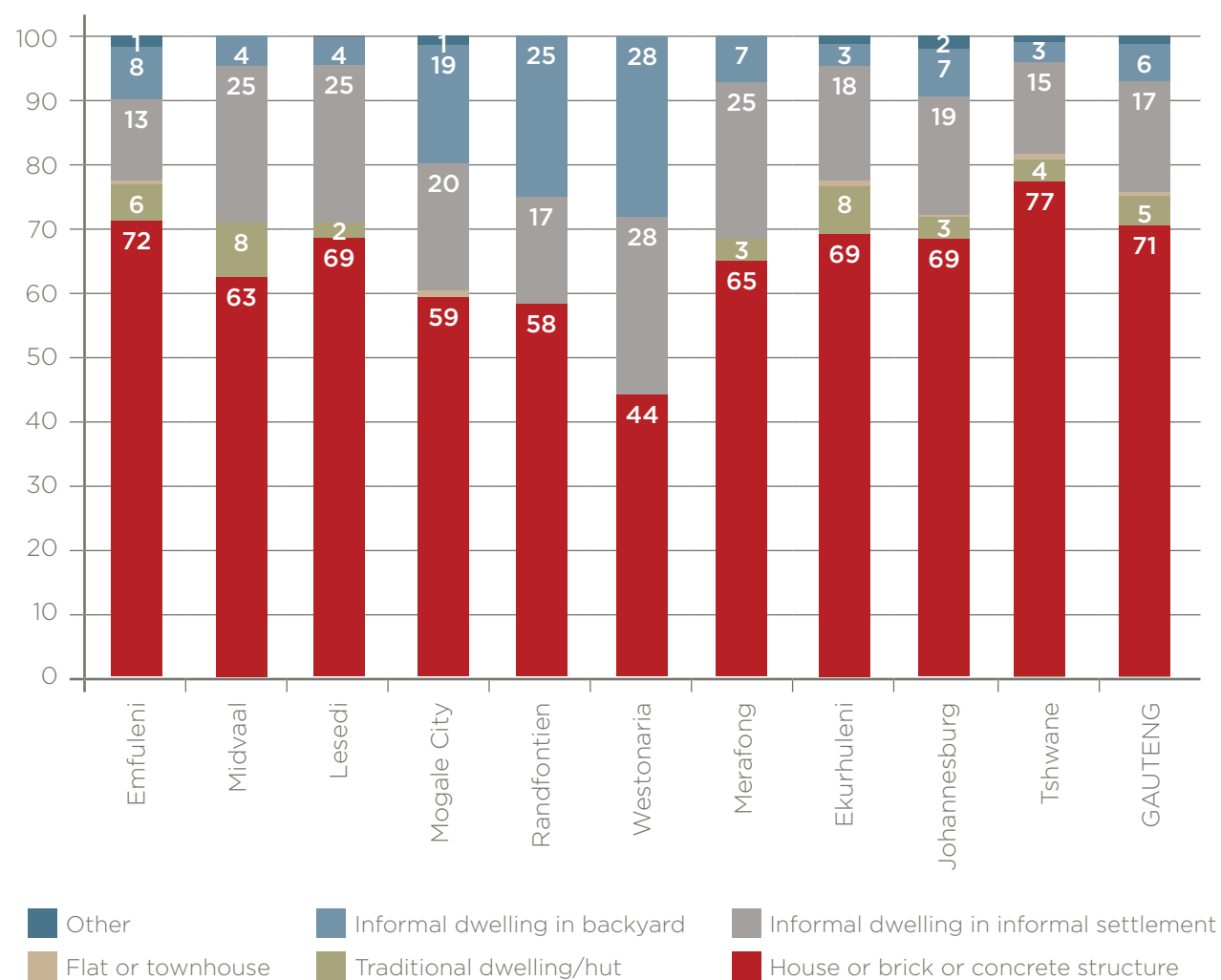


Figure 8: Previous dwelling type of respondents who now live in RDP housing (%)



Some people move from one informal dwelling to another. In the three metros the proportions were similar. In Sedibeng proportions varied widely with 62% of respondents in Lesedi saying they had moved from an informal dwelling in an informal settlement to another, while 39% in Midvaal and 29% in Emfuleni had moved from an informal dwelling in an informal settlement or backyard. In the West Rand proportions of those who had moved from an informal dwelling to another were 44% in Mogale City, 39% in Randfontein, 41% in Westonaria and 46% in Merafong.

Further research into the reasons why people may be moving from what appear to be formal dwellings into informal dwellings requires further exploration as does the kind of formal dwelling they are leaving and why.

Household moves into RDP housing

Overall, a significant proportion of respondents who had moved to RDP dwellings had moved from a 'house or brick or concrete structure' (71%). As noted above, these dwellings may have been overcrowded, in back yards or even in informal settlements. Proportions will also reflect existing housing stock in different metros and municipalities.

In the three metros respondents who had moved into a RDP house from a 'house or brick or concrete structure' were most likely to be found in Tshwane (77% compared to 69% in Ekurhuleni and Johannesburg). In Sedibeng, RDP house dwellers in Emfuleni (72% compared to 69% in Lesedi and 63% in Midvaal) were likely to have done the same. Perhaps reflecting the state of housing in parts of the West Rand, only 44% of RDP house dwellers in Westonaria had moved from a 'house or brick or concrete structure' compared to 65% in Merafong, 59% in Mogale City and 58% in Randfontein.

Respondents who had moved from an informal dwelling in an informal settlement (17% overall) or a backyard (6% overall) into an RDP house were most likely to be found on the West Rand. In Westonaria 56% of RDP house dwellers had done so, as had 42% in Randfontein, 39% in Mogale City and 32% in Merafong. In Sedibeng only 29% of RDP house dwellers in Midvaal and Lesedi, and 21% in Emfuleni, had done so. In Johannesburg this applied to 26% of respondents in RDP houses compared to 21% in Ekurhuleni and 18% in Tshwane.

Although there are various reasons as to why people may have moved from a 'house or brick or concrete structure' into a RDP house, these figures suggest a need for further research as to why the proportions seem so high.



TRANSPORT

TRANSPORT

Purpose of main trip

The daily lives of Gauteng's residents are influenced by the efficiency of the transport they use. Reducing the cost and increasing accessibility of transport are critical for improving people's access to opportunities and services. This analysis is based on the purpose of respondents' most frequent trip.

Overall for Gauteng, there was a near even split of people who said their most frequent trip was to work (34%) and to shop (32%). Ekurhuleni (37%), Lesedi (37%) and Midvaal (36%) were the only municipalities where the percentage of trips to work exceeded the Gauteng average (34%).

More than half of the trips taken by people in Merafong were shopping trips (52%), which was significantly higher than the provincial average (32%) and double the percentage of work trips in Merafong (26%). Across the province the percentage of shopping trips was higher for women (41%) than men (23%).

Eleven percent (11%) of respondents in Westonaria stated that their main trip purpose was to look for work, which was the highest in the province, followed by Ekurhuleni (10%), Randfontein (9%) and Emfuleni (9%). This coincided with unemployment figures revealed in the survey, which were highest in Emfuleni (35%) and followed by Westonaria (35%), Ekurhuleni (31%), and Randfontein (29%) - these were all above the provincial average (28%). The lowest percentage of work trips were reported in Westonaria (23%) and Merafong (26%). Despite Merafong having one of the highest percentages of unemployed respondents (34%), only 5% of respondents stated that their most frequent trip was to look for work.

Figure 1: Respondents' main trip purpose (%)

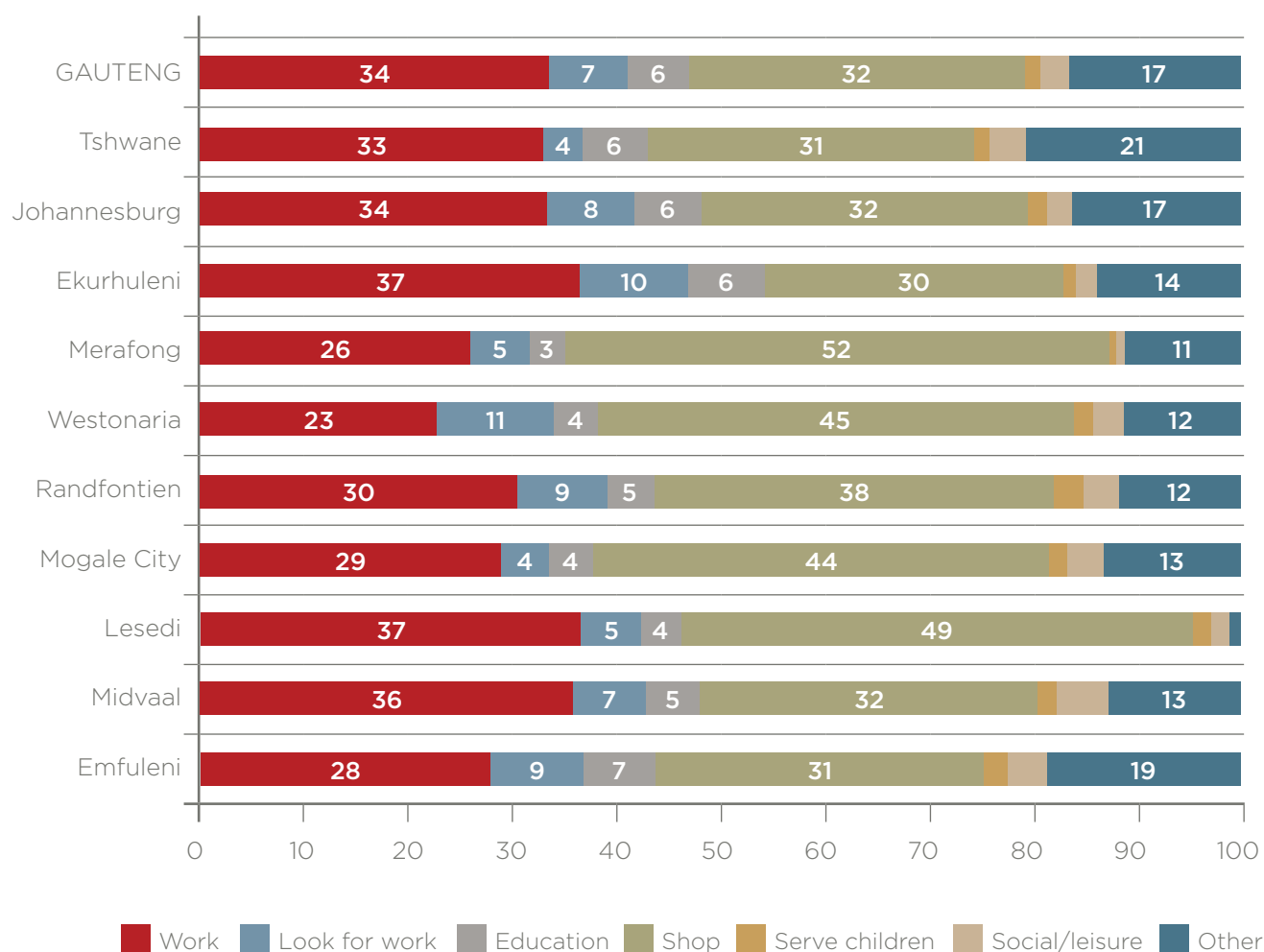
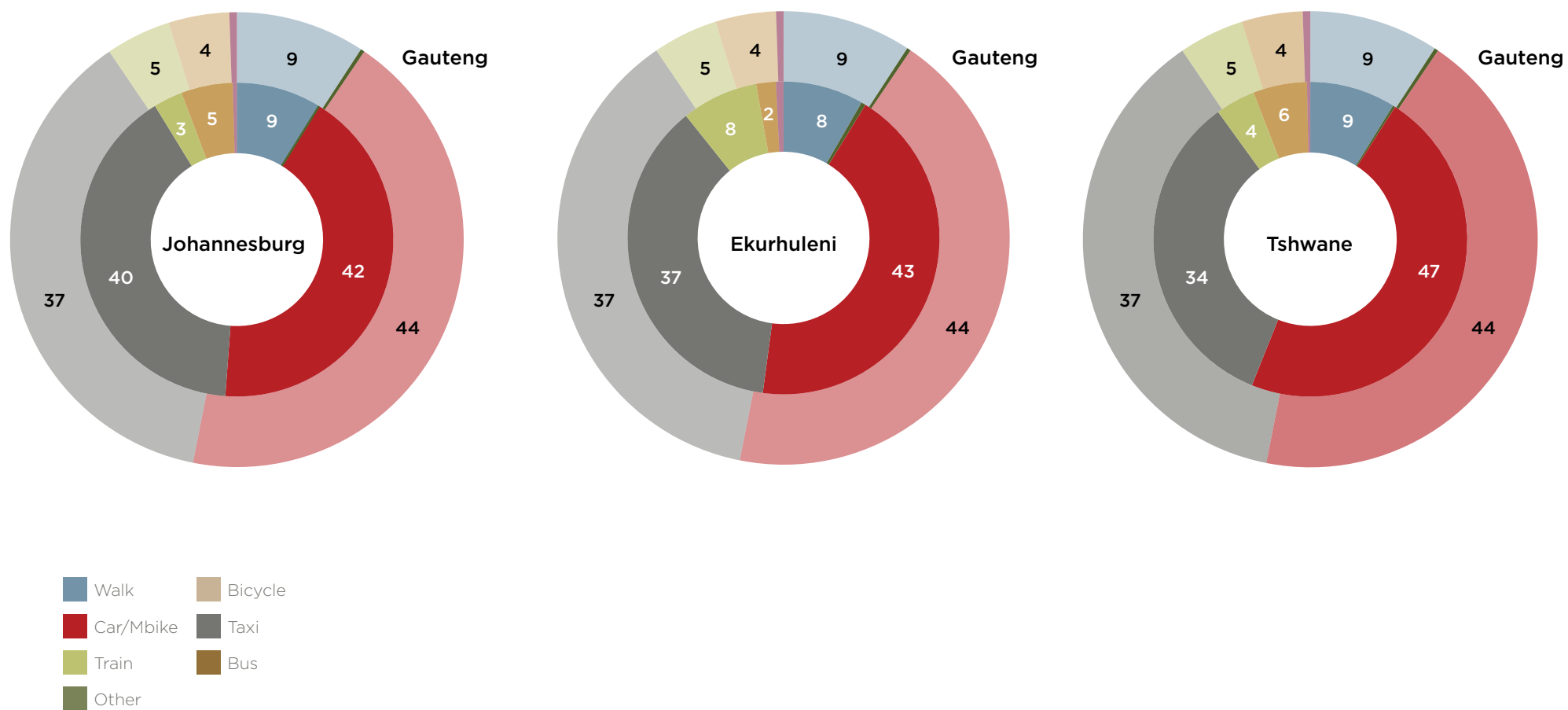


Figure 2: Respondents' main mode of transport used to travel to work (%)



The percentage of trips to places of study was highest in the metro municipalities (6%) and Emfuleni (7%), and lowest in Merafong (3%). While transport planning has traditionally been geared to understanding work (and sometimes education) trips, these results highlight that the full range of trip purposes need to be understood and planned for in order to cater sufficiently for the needs of all Gauteng residents.

Mode of transport to work

Work commutes are typically undertaken during peak travel times and as a result contribute to increased congestion, inflated travel costs, and negative environmental effects. The main mode of transport used by residents to travel to and from work is important for understanding the dynamics of this movement. This allows us to consider methods to mitigate the negative impacts for individuals and the economy. Respondents identified the main mode of transport for their most frequent trip, and the results here are for trips to work.

Across Gauteng, the main mode to work was split mainly between respondents traveling by private vehicles (44%) and taxis (37%). The use of trains (5%) and buses (4%) was significantly lower. The majority (85%) of respondents used road-dependent motorised modes, which places pressure on road networks and air quality along major routes across the province, particularly at peak travel times. Lesedi had the highest dependence on cars for work trips (59%), which was significantly higher than all other municipalities, and was 12% higher than Tshwane (47%), which had the second highest car-dependence.

Despite the affordability and congestion-related benefits, less than 10% of respondents in the Metros travelled to work using non-motorised modes (walking or cycling). Randfontein had the highest percentage of walking trips (24%) followed by Westonaria (20%), Merafong (17%) and Midvaal (16%).

Publically-provided public transport accounted for less than 10% of work trips in most municipalities. Respondents in Merafong and Lesedi did not use trains, and only a small percentage of people used buses (2% and 3% respectively). In Westonaria, 14% of work trips used publically-provided public transport with an equal split between bus (7%) and train (7%).

To reduce the dependence on private car usage, it is necessary for municipalities to provide alternative forms of transport to their residents. Although rail is not currently a municipal responsibility, the rail recapitalisation programme underway might offer a useful incentive to exploit good rail links between municipalities and promote a mode change to efficient and reliable rail transport.

Average travel times to work

Gauteng's sprawling urban form and the long distances travelled across the province between home and work result in lengthy travel times for residents. This is exacerbated by work trips being mainly taken during peak congestion times. The length of time spent by residents commuting to work has implications on the economy, residents' quality of life and the environment. In answering the survey question, respondents were asked to indicate the start and end times of their most

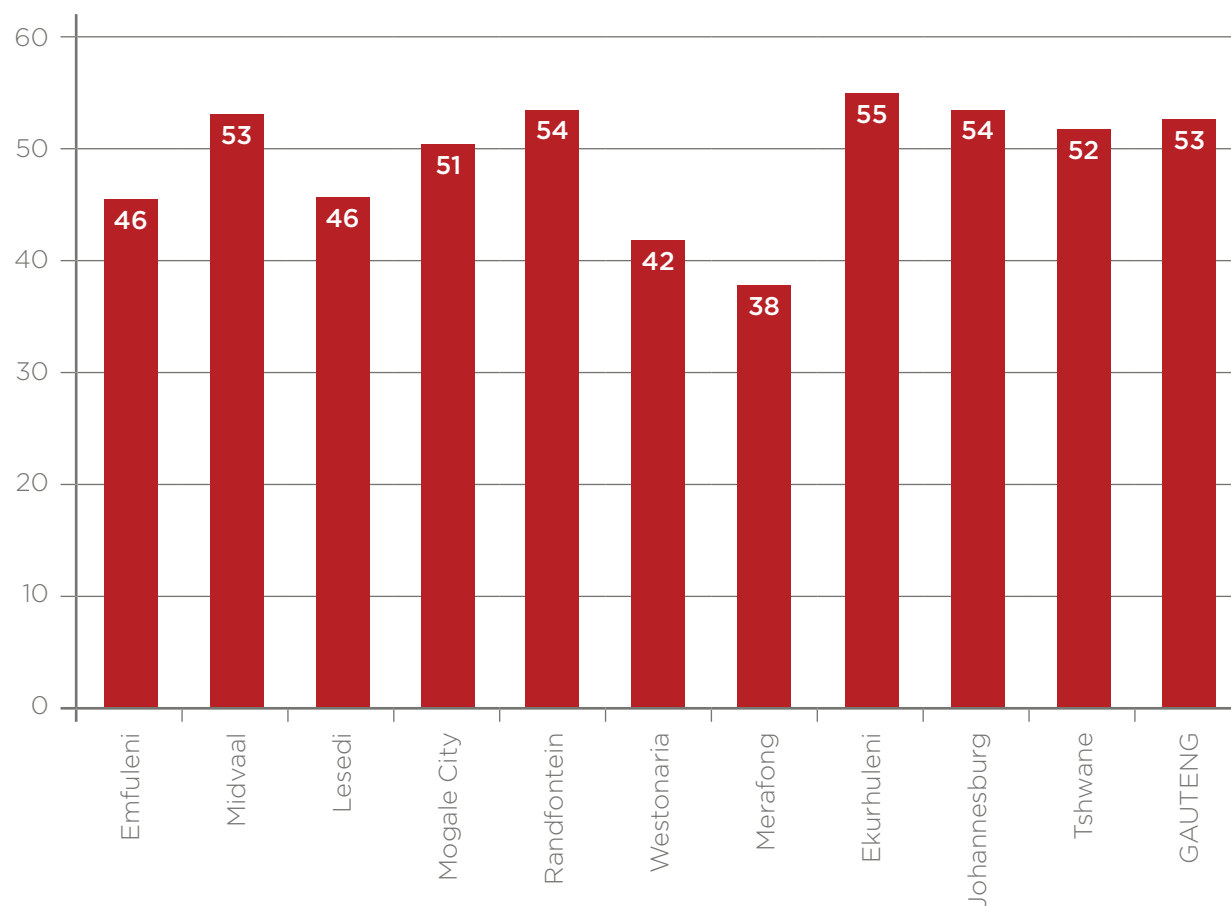
frequent trip, and this graph shows the average travel time for respondents whose main trip is to work.

Average work travel time for Gauteng residents was 53 minutes, and ranges from an average of 38 minutes in Merafong to 55 minutes in Ekurhuleni. These long travel times are in part due to the dependence on road networks during peak hours. Commuting time for trips to work by white and African respondents still seemed to reveal a racial disparity, where more time is spent commuting to work by Africans (56 minutes) than their white counterparts (42 minutes).

Average travel time to work is significantly affected by the mode used to get to work. Across most municipalities, respondents walking to work spend the least time on average getting to work (35 minutes), and those using trains take the longest (1 hour and 23 minutes). Private car users spend an average of 47 minutes and respondents using taxis spend 59 minutes travelling to work.

Results from Merafong and Lesedi, however, indicated that taxis (36 minutes and 42 minutes respectively) got people to work faster than private cars (42 minutes and 50 minutes respectively). This might be a consequence of the length of trips taken by car being longer than those taken by taxi. Average private car trips to work were the shortest for Emfuleni respondents (35 minutes) and longest for those from Randfontein (1 hour and 1 minute).

The dependence on private transport in the province is entrenched by the shorter duration of trips to work compared to public transport trips, despite high levels of congestion that affect private transport users. Investment into public

Figure 3: *Respondents' average travel time to work (minutes)*

transport infrastructure needs to be targeted at reducing the duration of work commutes and moving away from reliance on private vehicles by whites and the growing middle class.

Satisfaction with public transport

A significant portion of Gauteng's population is dependent on public transport, including both publicly provided and privately provided transport. Respondents were asked how satisfied they are with their main mode of transport, and these results show the satisfaction levels of those respondents who use public transport as their primary mode (here public transport refers to taxis and publically provided public transport to ensure it is statistically representative).

Compared to other municipalities, public transport users from Johannesburg were on the whole more satisfied (87%) with public transport, followed closely by Tshwane (86%). Ekurhuleni (76%) was by far the worst performing metro in terms of satisfaction with public transport, and was below the provincial average (82%).

Overall, respondents living in informal dwellings showed lower levels of satisfaction with public transport (77%) than those living in formal (83%) or other dwellings (83%). This could be attributed to limited public transport networks in informal settlement areas.

Although a significant portion of Lesedi respondents identified that they were very satisfied with public transport (42%), the highest level of extreme dissatisfaction (8%) also came from this municipality.

The highest level of dissatisfaction with public transport could be found in Midvaal (23%), compared with the provincial average (12%).

Despite the high level of satisfaction with public transport, the concerning trend across the province is when people shift modes from public transport to private cars when they can afford to.

Access to public transport

Public transport is critical in enabling people to make the most of opportunities and services available in Gauteng, particularly for people without access to private transport. Due to fieldwork error, this question was only asked to 13 481 respondents, however, the results remain statistically representative. Respondents were asked how long it takes them to walk to the nearest public transport 'collection point'.

It is important to note that there was a large portion of respondents (22%) who indicated they don't know how long it takes to walk to public transport. This was lowest in Emfuleni (8%) and highest in Ekurhuleni (28%). This response is most likely a reflection of two possible groups of respondents: those who do not use public transport or those who live in areas without access to public transport. Respondents who don't know are highest amongst private transport users. There is a high proportion of don't know responses in the three metros, which are likely accounted for by high private car usage.

Excluding the don't know responses, the graph reveals that access to public transport is relatively good across the

Figure 4: Respondents' satisfaction with public transport modes used as their main mode (%)

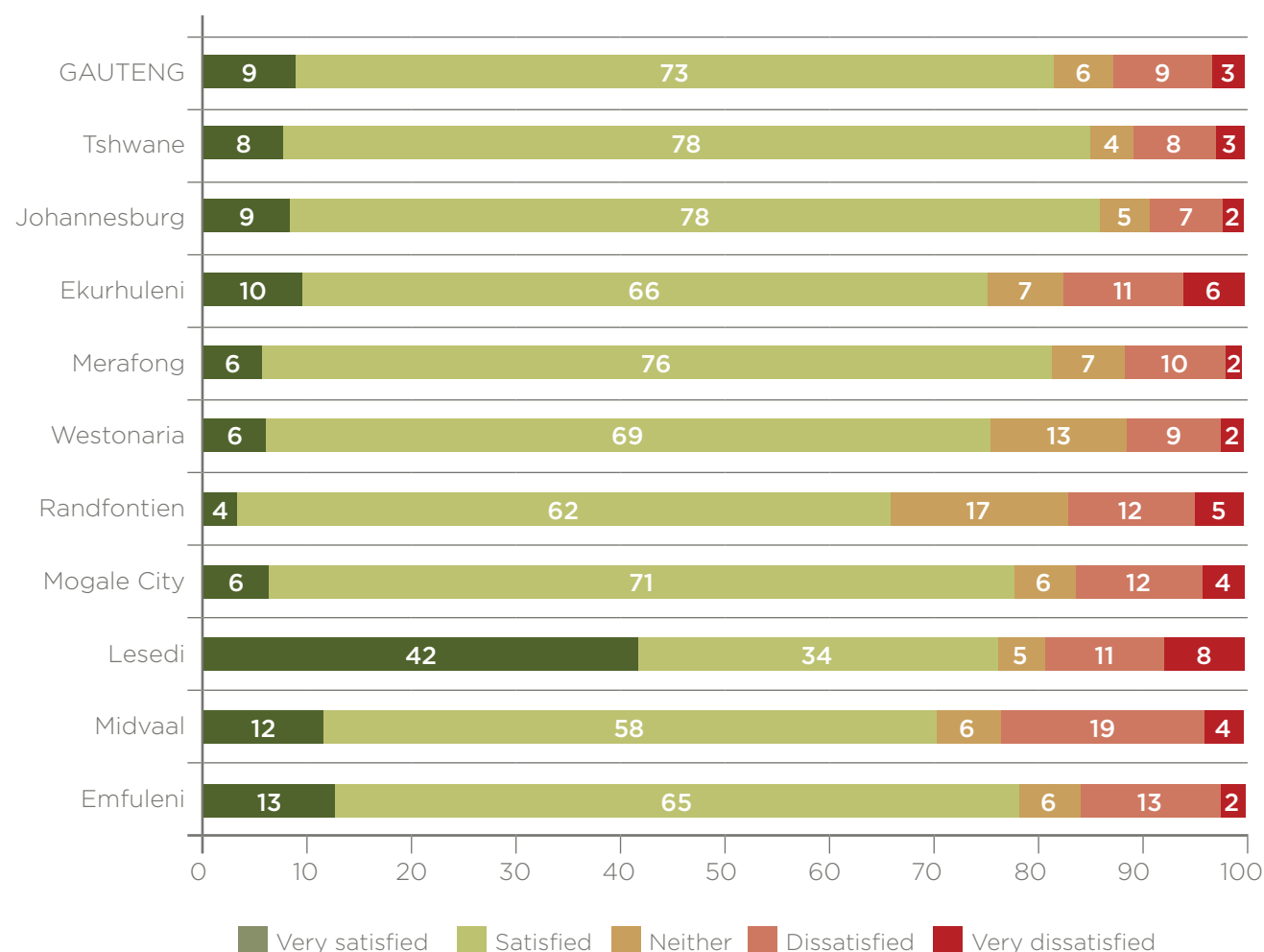
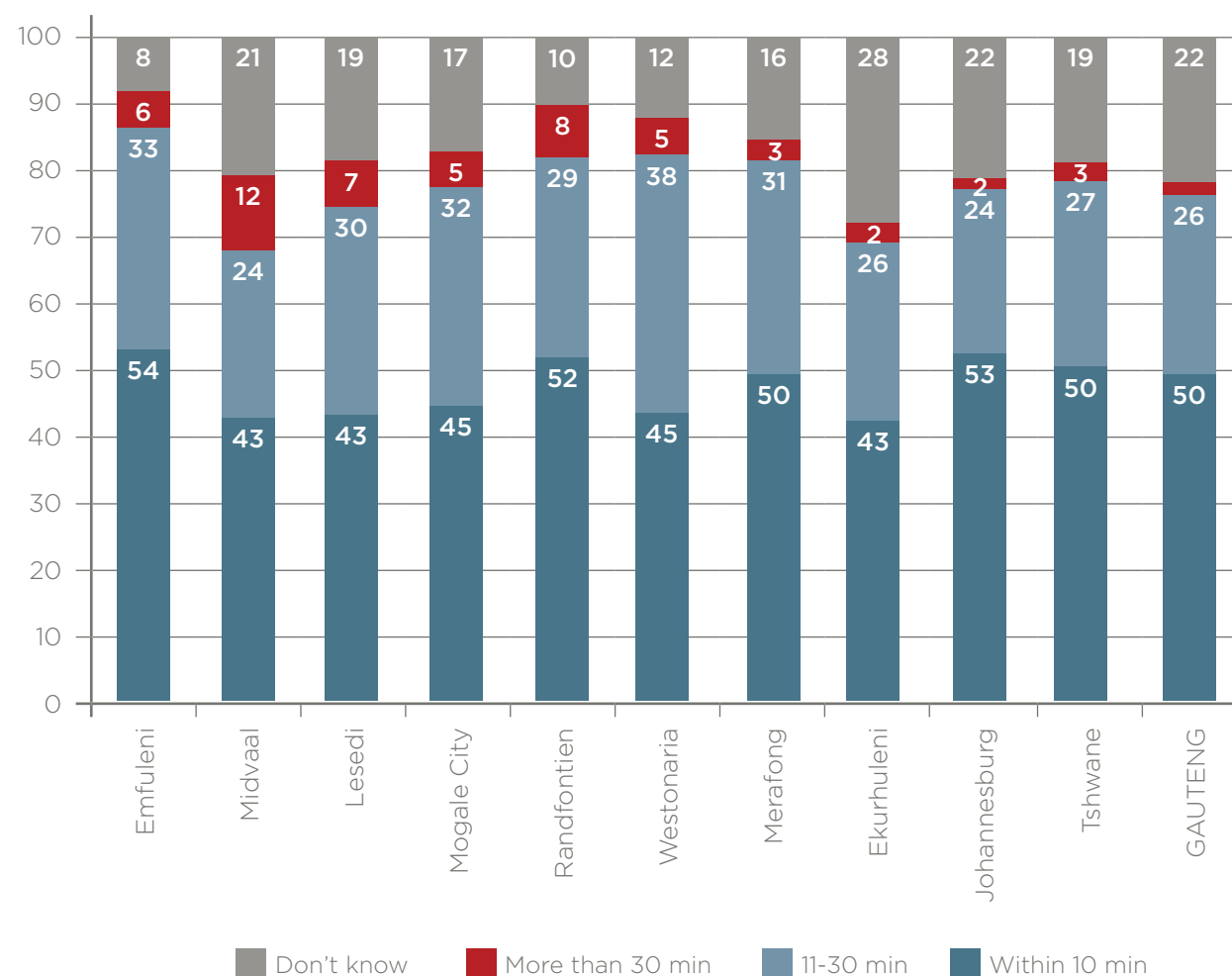


Figure 5: Respondents' access to public transport (results from 13 481 respondents) (%)

province with more than 60% of respondents highlighting that they are within a 10 minute walk of public transport, and only a very small percentage (3%) are beyond a 30 minute walk (about 2 kilometres), which is lower (an improvement) than the 2011 survey (5%). Midvaal has the largest percentage of respondents who indicated they are beyond a 30 minute walk from public transport (15%), and, together with Lesedi, has the lowest percentage of respondents who are within a 10 minute walk (54%).

Overall, the three metros demonstrate particularly good access to public transport with the majority of respondents within 10 minutes, and small minority of respondents are beyond a 30 minute walk from public transport. Access to public transport is reportedly best in Johannesburg (67%), followed by Tshwane (63%) and Ekurhuleni (60%).

A critical part of improving public transport infrastructure is increasing accessibility, particularly for those who are currently beyond a 30 minute walk. Total trip duration is likely to be very high for these people as the walk is only the first leg of a longer journey. Another key challenge that remains is increasing familiarity and use of public transport by current private transport users.

Perceived challenges with walking

A significant proportion of Gauteng residents use walking as a component of their daily commute (41%). There are, however, many barriers to walking as a main transport mode, and in the context of growing emphasis on non-motorised transport in

Gauteng (e.g. in Gauteng's 2013 Integrated Transport Master Plan 2025), addressing some of these barriers is necessary to encourage a greater uptake of these modes. Respondents were asked to identify their biggest challenge with walking as a mode of transport and the results focus on those respondents whose main mode, for their most frequent trip, is walking.

Overall, the two primary concerns with walking as a main transport mode were crime (26%) and distance (25%). Concerns about crime were highest in Emfuleni (42%) and Midvaal (41%), and lowest in Tshwane (20%) and Ekurhuleni (21%). The low level of concern in Tshwane was also reflected across the total sample. The majority of all respondents (including non-pedestrians) in Tshwane (91%) identified that they feel safe walking in their neighbourhood during the day.

Nearly half the respondents in Lesedi (48%) highlighted that distance was the greatest challenge to walking as a mode of transport. This was likely the reason why Lesedi had a relatively small percentage of people who walk as their primary mode of transport (13%), as well as Ekurhuleni (12%) and Mogale City (11%).

The length of time that walking takes compared to other modes was perceived as a challenge across the province (7%), and ranged between 4% in Lesedi and Mogale City, to 13% in Emfuleni. Because concerns regarding distance and time were linked, the survey revealed that this poses the greatest barrier to the uptake of walking as a primary mode of transport.

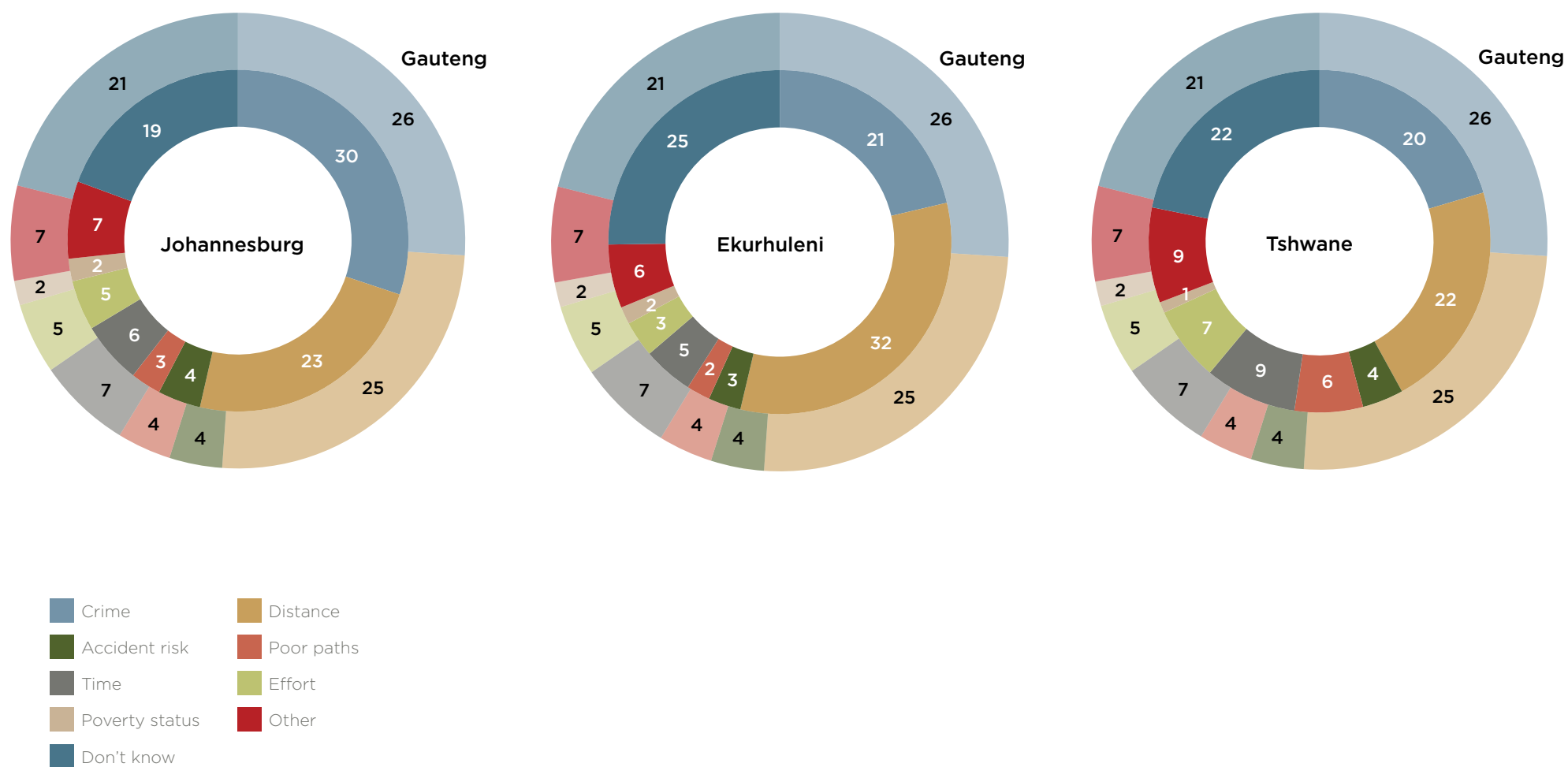
Despite pedestrians being 40% of all road fatalities in Gauteng (according to 2012 figures from Arrive Alive), accident risk and poor paths were not primary concerns for people. Fear of accident was highest in Lesedi (8%) and frustration with poor paths was highest in Tshwane (6%) and Emfuleni (8%). Ekurhuleni had the highest percentage of pedestrians who had no opinion regarding the challenges of walking (25%). The recent focus on improving pedestrian and bicycle paths around the province is an important part of increasing the safety and usage of non-motorised transport. However, it does not address the key challenges related to navigating long distances across the sprawling city-region, or the crime-related fears.

Perceptions of e-tolls

E-tolling is the financing mechanism being used to fund the Gauteng Freeway Improvement Project. The implementation of e-tolls has become a contentious issue in Gauteng. It is anticipated that the additional cost of traveling on the freeways, due to e-tolls, will influence peoples' transport choices resulting in shifts from private to public transport, and reduce congestion on the freeways. These results thus demonstrate respondents' expectations of whether they would change their route or transport mode as a result of e-tolls. It should be noted that the survey fieldwork was conducted before the e-tolls came into effect.

A greater proportion of respondents identified that e-tolls would cause them to change their route (18%) compared to their mode (12%).

Figure 6: Respondents' perceived challenges with walking (%)

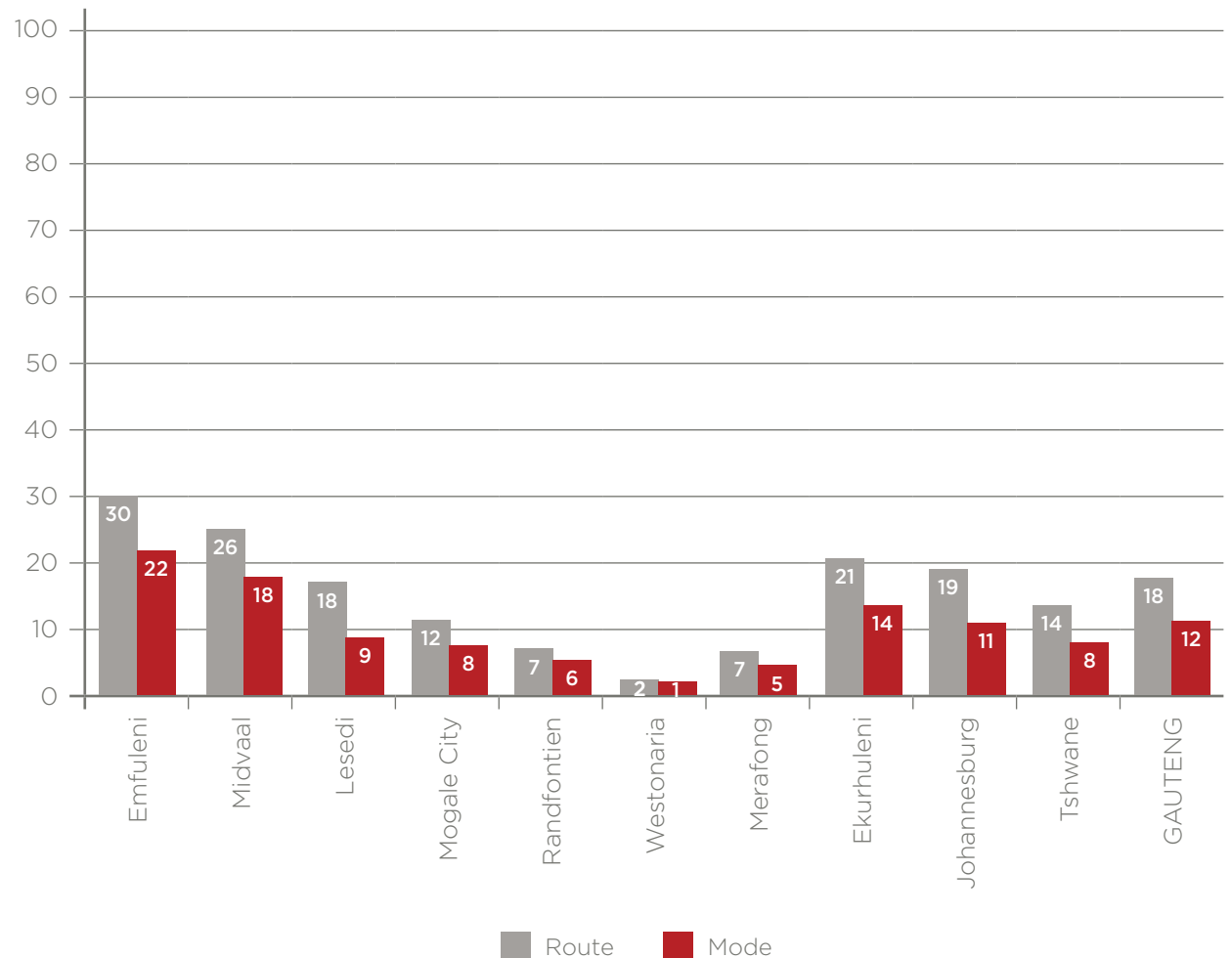


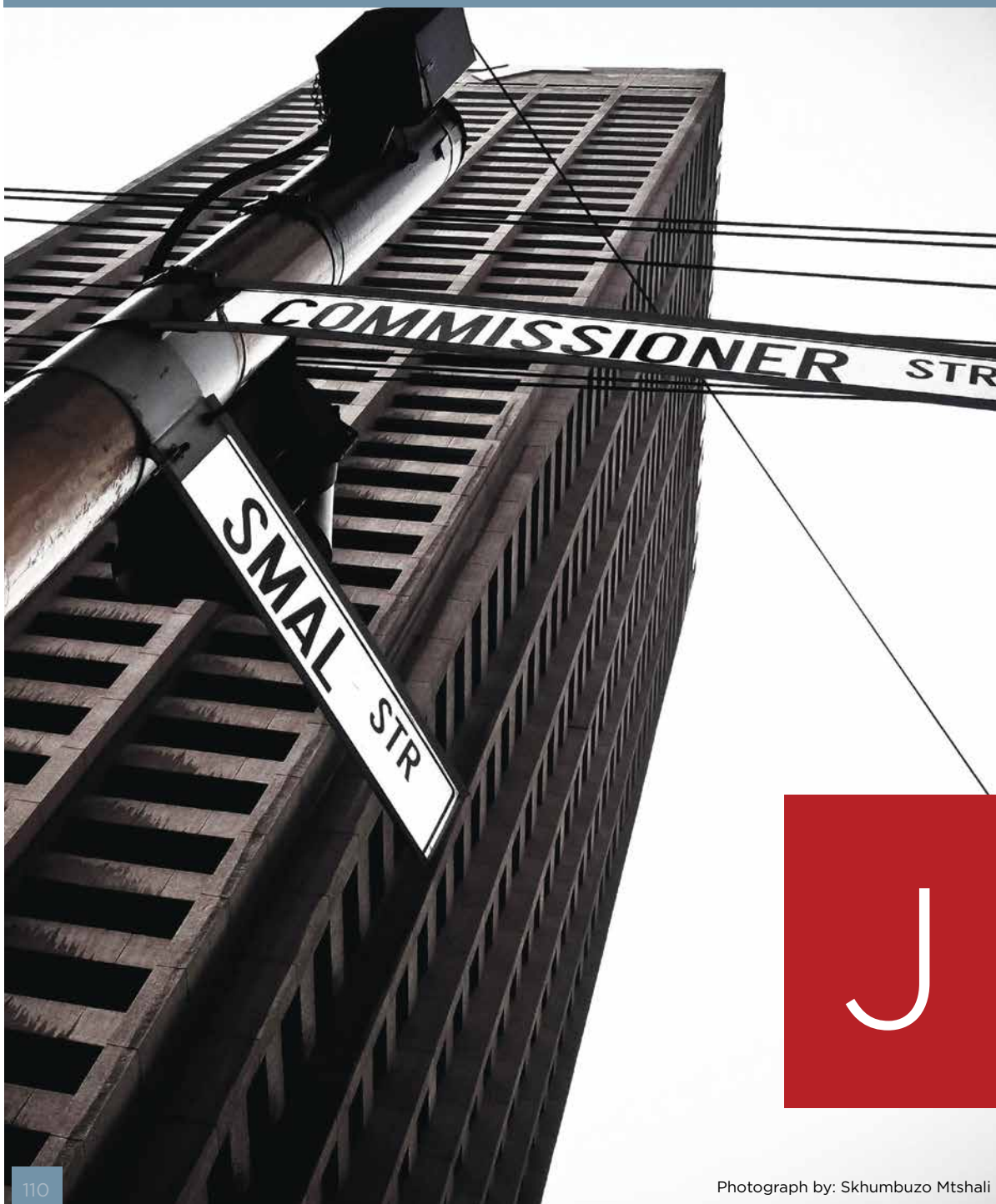
Respondents in Emfuleni expressed the highest anticipated impact on both route and mode choices as a result of e-tolls (30% and 22% respectively), followed by Midvaal (26% and 18% respectively). Westonaria respondents expressed the lowest anticipated impact on both route (2%) and mode (1%). These results might be attributed to the large numbers of Emfuleni and Midvaal residents who work in Johannesburg and Ekurhuleni and use the e-toll routes on a regular basis, compared to Westonaria respondents who travel less frequently on the tolled roads.

Income and race were key determinants for attitudes towards e-tolls. Overall, white respondents were more likely to change their route than other races, however, there was a greater reluctance for white respondents to change mode compared to other racial groups. There was an overall trend that as income increases so did the likelihood of respondents changing their route. This trend was also evident, although less prominent, with willingness to change mode.

These results suggest that the introduction of e-tolls alone is unlikely to be a very successful mechanism for shifting Gauteng residents away from private car usage.

Figure 7: Respondents who will change their travel routes or modes because of e-toll implementation (%)





GREEN BEHAVIOUR AND ATTITUDES

Photograph by: Skhumbuzo Mtshali

GREEN BEHAVIOUR AND ATTITUDES

Rainwater harvesting and water re-use

The proportion of respondents in Gauteng that harvest water using a rain water tank and/or reuse water was low across all municipalities. These results did not show a marked change from 2011 QoL Survey, where 3% of households used a rainwater tank and 7% of households reused water.

The low number of households that rely on rainwater tanks as their main source of water suggests that rainwater tanks are for garden use only. This does not necessarily indicate a low consciousness to save water, but rather that rainwater tanks have not been installed and are not widely used in households across Gauteng.

High satisfaction rates (satisfied and very satisfied) with government water services may suggest that there is no need for respondents to invest in a rainwater tank and reuse water. This is supported by the perceived cleanliness of water across Gauteng, where 93% of respondents believed their water was 'always' or 'usually' clean.

Interestingly, Randfontein at 12% and Midvaal and Emfuleni at 9%, had the highest proportions of household water reuse. When compared with household monthly income by all members, it is demonstrated that water reuse is higher in households with low monthly incomes.

Figure 1: Household water harvesting and re-use (%)

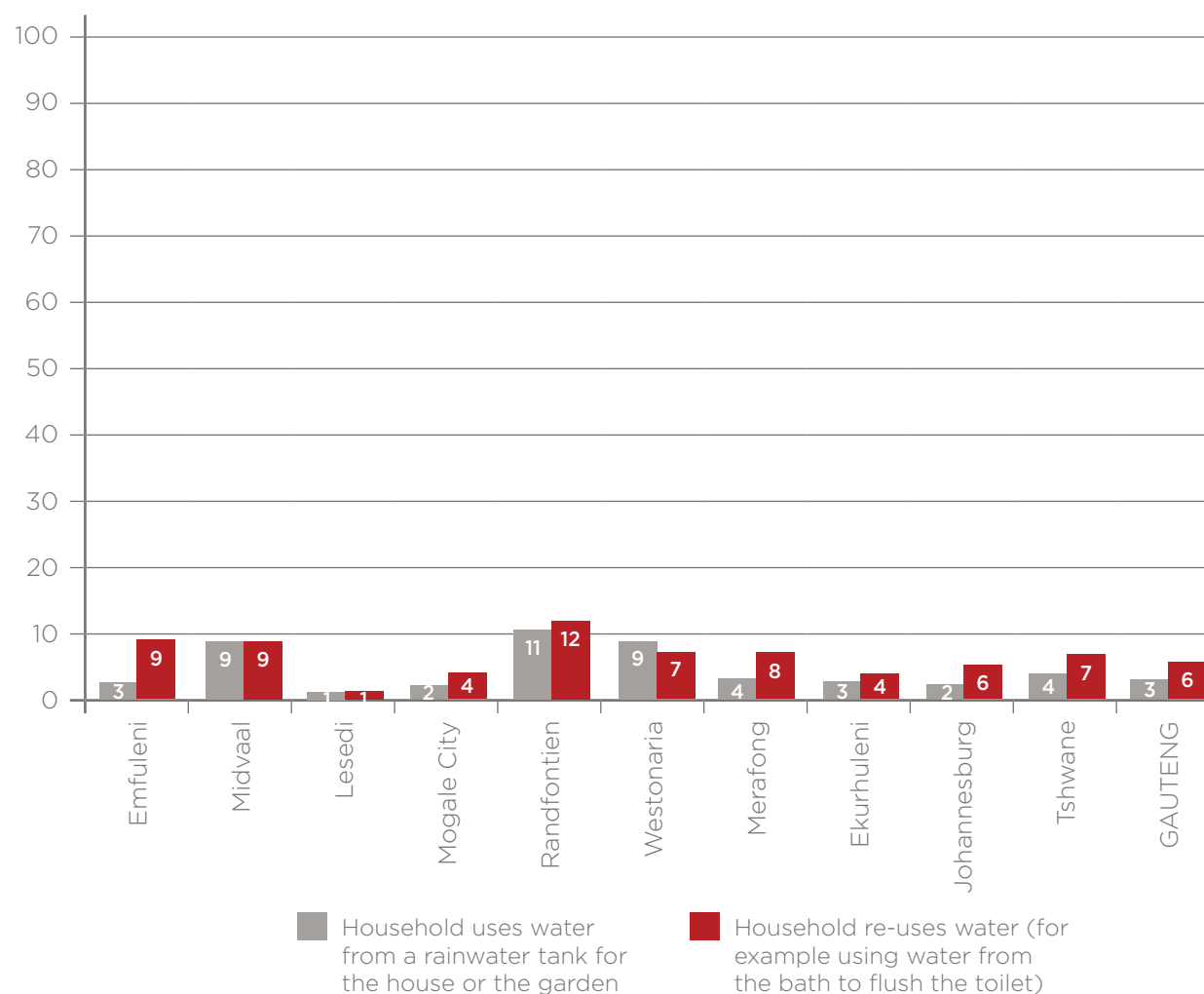
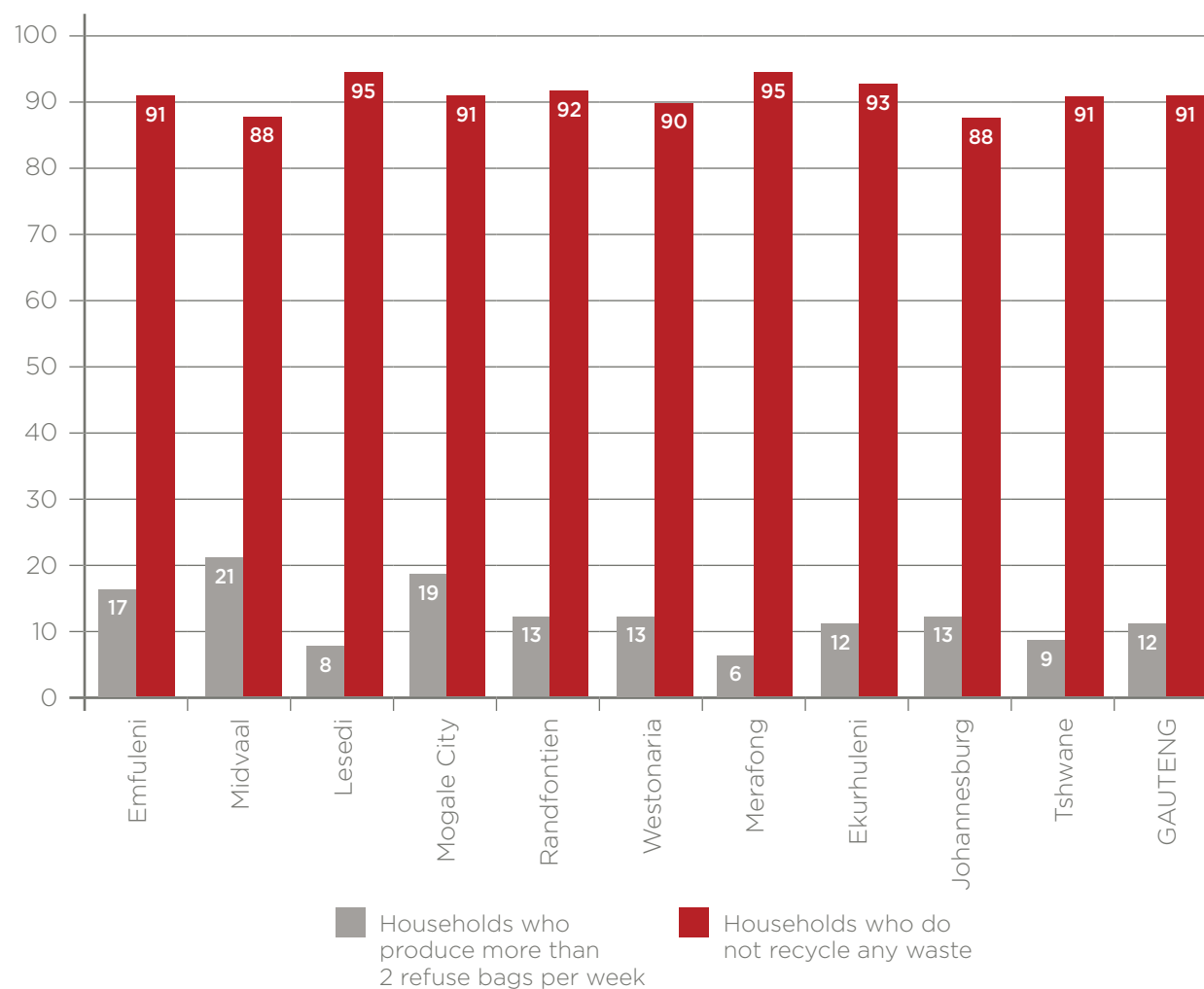


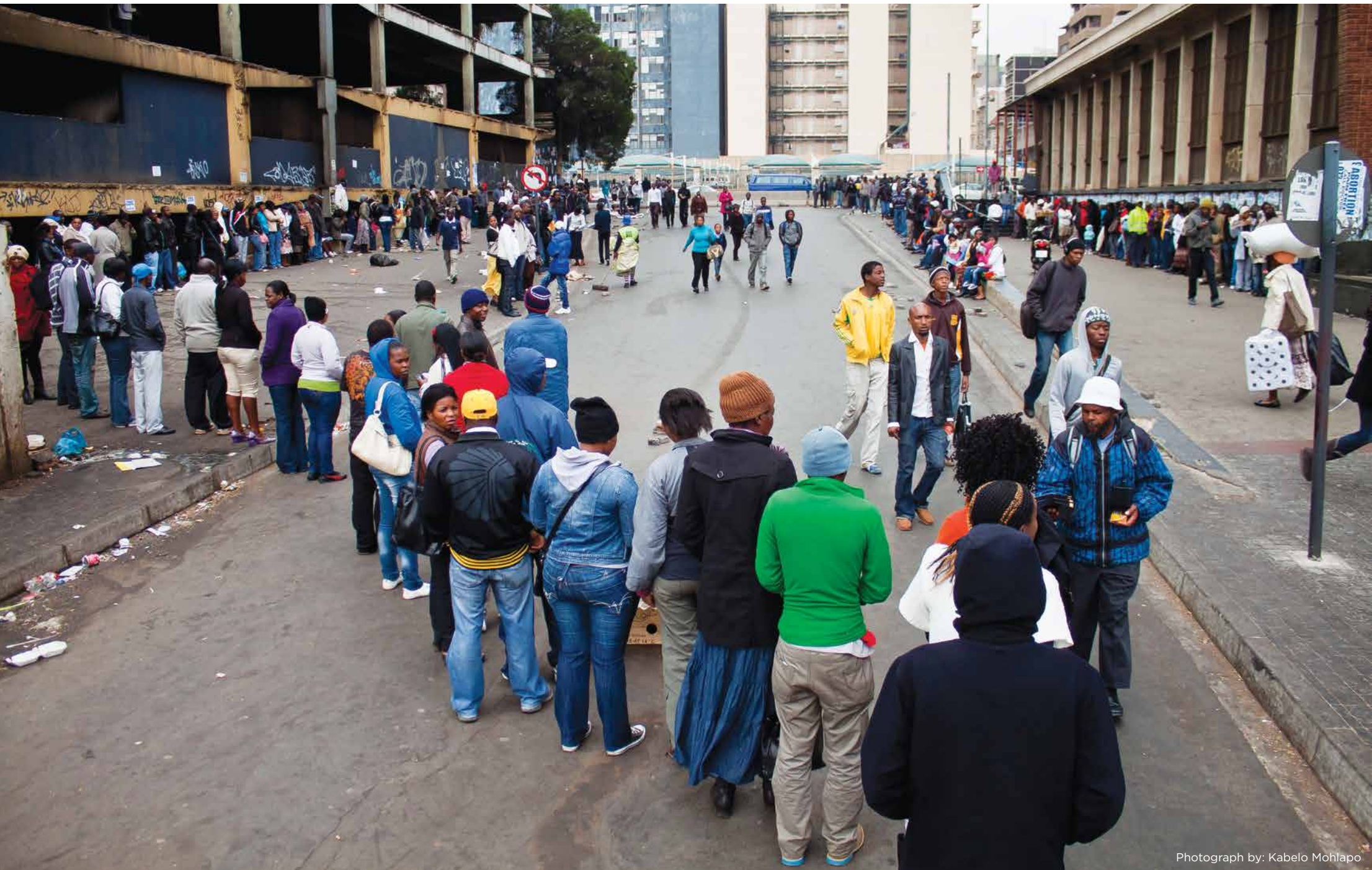
Figure 2: Household waste and recycling (%)

Household waste and recycling

The majority of respondents (87%) in Gauteng indicated that their household refuse is collected from their dwelling at least once a week. Of these households, 12% produce more than two refuse bags per week, with Midvaal at 21%, Mogale City at 19%, Emfuleni at 17% and Randfontein, Westonaria and Johannesburg at 13%, falling above the Gauteng average.

Waste recycling is not an activity that is widely practiced in Gauteng. The proportion of respondents that do not recycle range from 88% in Midvaal and Johannesburg to 95% in Lesedi and Merapong. These proportions indicate that respondents are either not aware of municipal recycling structures that are in place, or they do not believe that they need to recycle.

The Gauteng Waste Management Strategy focuses on the management of waste over the entire waste cycle, supporting waste avoidance activities such as recycling and reuse. A focus on household waste recycling can bring about significant changes in waste production in Gauteng, and can relieve the growing pressure on waste landfill sites.



Photograph by: Kabelo Mohlapo

Economic growth and damage to the environment

Respondents were asked whether they believe that economic growth will inevitably damage the environment. This means that in places where economic growth has damaged the environment, respondents may strongly agree or agree with this statement. This may also include respondents that hold the view that economic development should take place at the expense of the environment.

The largest proportion of respondents that agree (strongly agree and agree) are located in Merafong at 61%, followed by Lesedi at 55% and Mogale City at 51%. By contrast, respondents located in Lesedi at 38%, Tshwane at 36% and Ekurhuleni at 35% indicated that they disagree (strongly disagree and disagree) that economic growth will inevitably damage the environment. The proportion of respondents who said that they neither agree nor disagree fluctuate between municipalities – from 7% in Lesedi to 30% in Westonaria.

The Gauteng Employment, Growth and Development Strategy (GEGDS) holds that the sustainability of natural systems is critical for urban development and economic growth. The strategy strives toward the efficient use of resources in a sustainable manner and the preservation of the connectivity between natural habitats, creating a 'lattice' for development. The strong perceptions held by respondents suggest that the implementation of this strategy may have been limited as many respondents believe that economic growth can only come at a cost to the environment.

Figure 3: Respondents' opinion on whether economic growth will inevitably damage the environment (%)



Mining and environmental costs

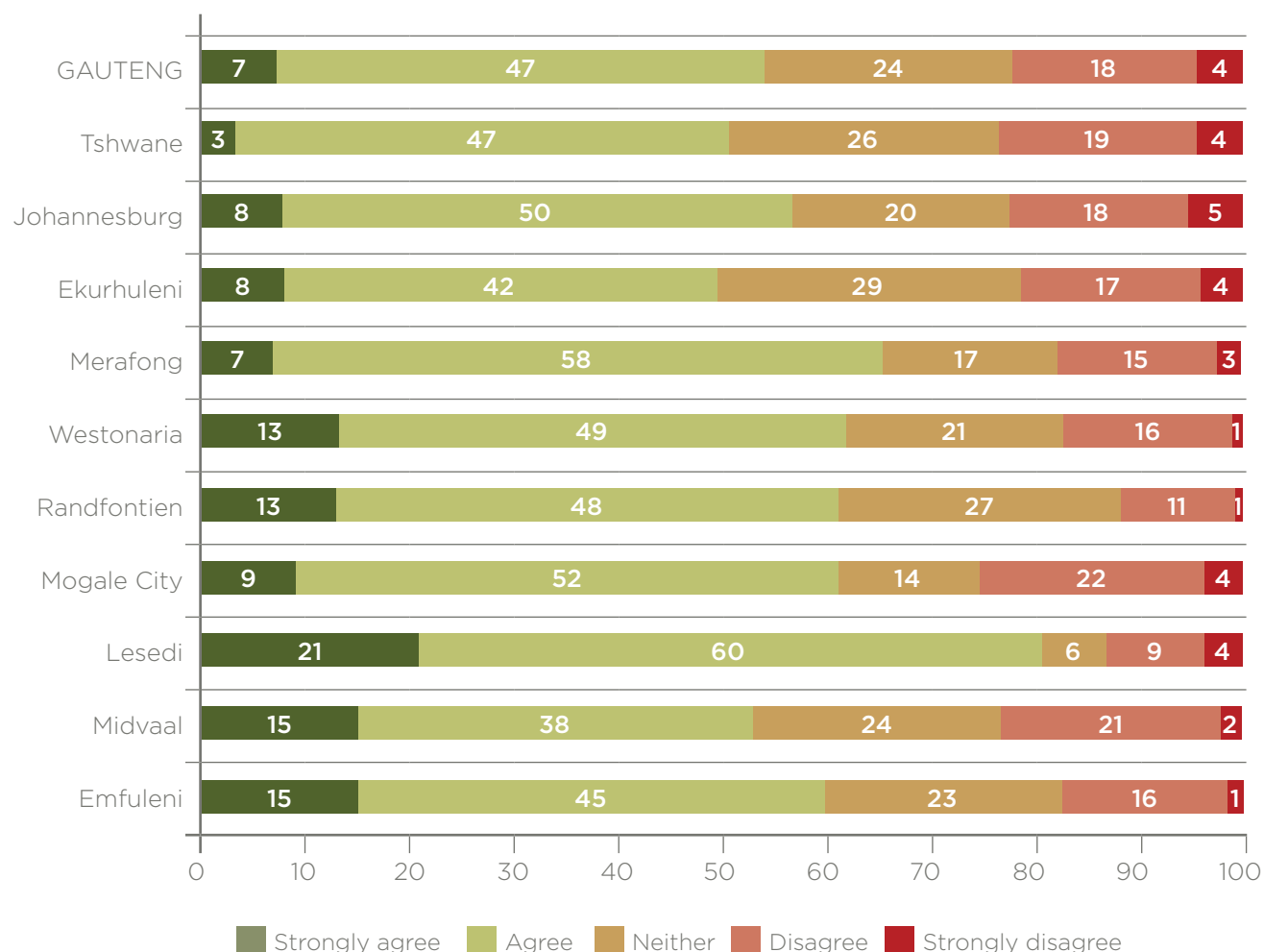
This question probes respondents' opinions on whether the economic benefits of mining outweigh its environmental costs. Respondents living in areas where active mining takes place may represent some of the highest proportions of respondents that hold this view. This may also include respondents that benefit from mining activity.

The general view held across Gauteng is that the economic benefits from mining outweigh their environmental costs, at 54%. The most significant proportion of respondents who agree (strongly agree and agree) are located in Lesedi at 81%, Merafong at 65% and Westonaria at 62%.

The proportion of respondents that neither agree nor disagree fluctuates - from 6% in Lesedi to 27% in Randfontein. This is relatively high when compared to other neutral responses captured in this report. This may suggest that, while respondents are aware that mining takes place, they may not be directly affected by the impacts of mining on the environment.

The GEGDS identifies that the long-term sustainability of the economy may be compromised due to the 'wasteful approach' of the mining industry. The strategy aims for sustainable resource use and development in a suitable manner, ensuring environmental sustainability and health of communities. Municipal responses indicated the public perception around the mining sector does not necessarily align with principles spearheaded by the GEGDS.

Figure 4: Respondents' opinion on whether the economic benefits from mining outweigh its environmental costs (%)





K

HEALTH

HEALTH

Use of different health facilities

The majority of respondents in Gauteng use public healthcare facilities at 62%, followed by private healthcare facilities at 28%, and a mix of both public and private at 6%. Use of public sector health facilities was the same in 2013 (62%) as it was in 2011 (63%).

Emfuleni is shown to have the largest proportion of respondents that use public healthcare facilities (67%), followed by Midvaal and Johannesburg (63%). These municipalities all fall above the provincial average. The proportions recorded for Tshwane, Merafong, Randfontein, Mogale City and Lesedi all fall below the Gauteng average. Interestingly, these municipalities are also paired with the greater use of private healthcare facilities.

In Gauteng, 50% of respondents indicated that they are satisfied (satisfied and very satisfied) with healthcare services provided by government - fluctuating from 34% in Randfontein to 53% in Tshwane. These proportions suggest that while public healthcare facilities are widely used, the services provided by these facilities can be improved.

Figure 1: Type of health care facility most commonly used by respondents 9%)

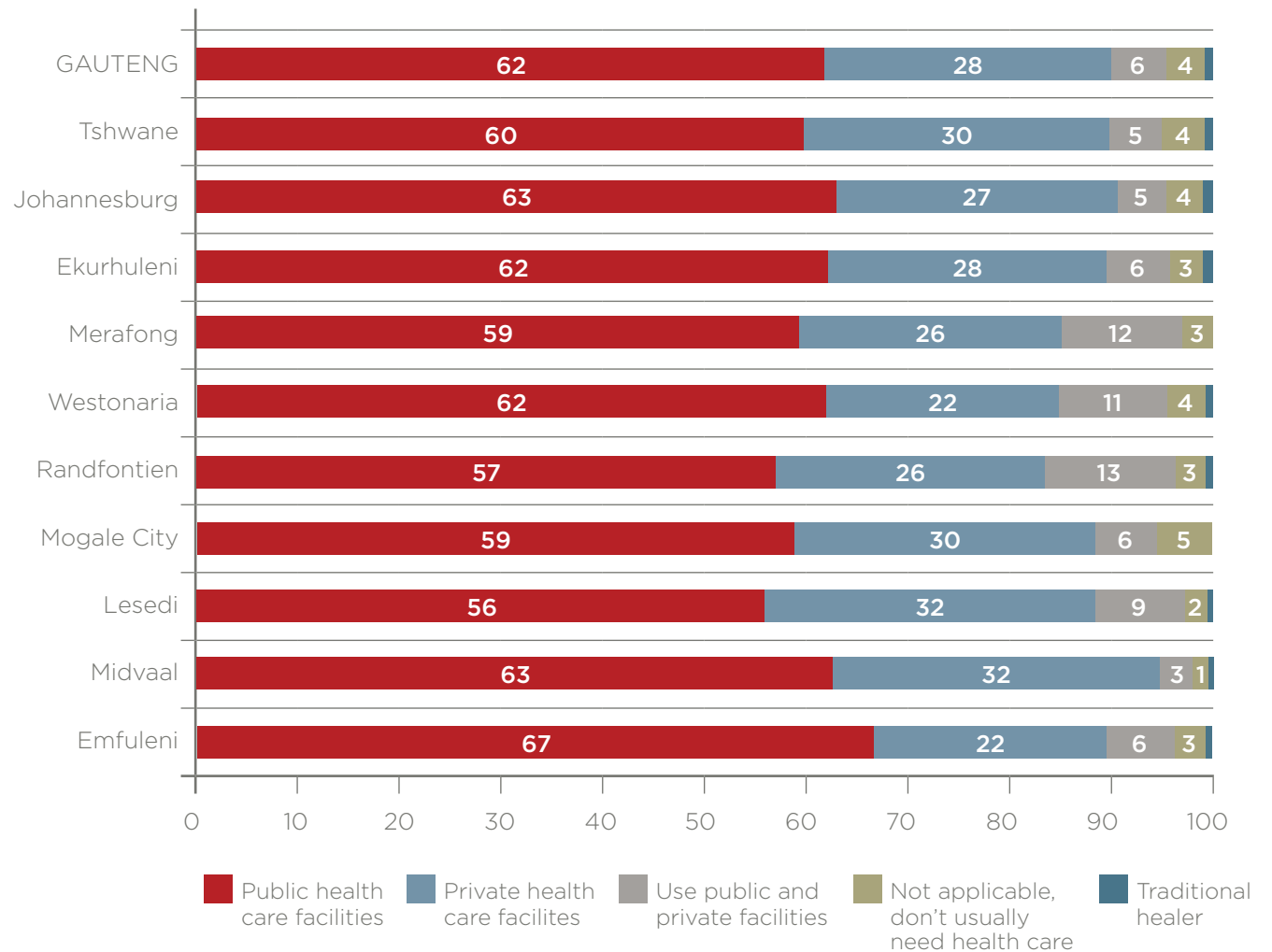
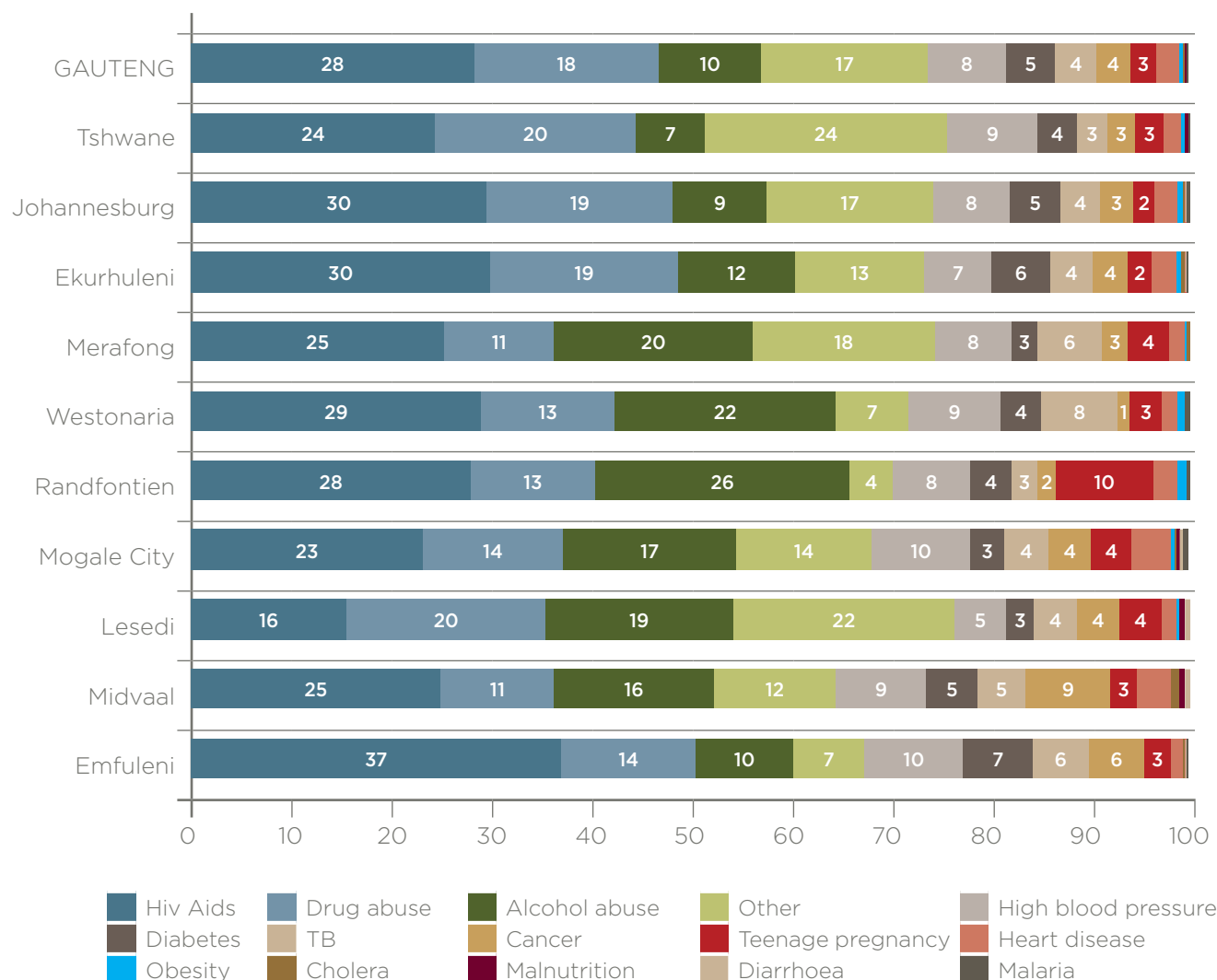


Figure 2: Respondents' single biggest health problem facing their community (%)

Biggest health problem

Respondents were asked for their perception of the single biggest health problem facing their community. In Gauteng, respondents' perceived the single biggest health problem facing their community to be HIV/AIDS (28%), followed by drug (18%) and alcohol (10%) abuse. HIV/AIDS falls above the Gauteng average in Emfuleni at 37%, Johannesburg and Ekurhuleni at 30%, Westonaria at 29% and Randfontein at 28%. Drug abuse falls above the average in Tshwane at 20% and Lesedi at 20%, Johannesburg at 19% and Ekurhuleni at 19%.

Interestingly, the proportion of respondents that perceive HIV/AIDS to be the single biggest health problem has not changed between 2011 and 2013 (28%) QoL surveys. However, the perceived proportion of drug abuse has dramatically increased from 11% in 2011 to 18% in 2013 as the single biggest health concern in the GCR.

The perception of health problems in a community can provide valuable feedback on the possible demand for public healthcare services and may indicate areas where underlying socio-economic drivers may contribute to substance addictions.

Health impacts on work and social activities

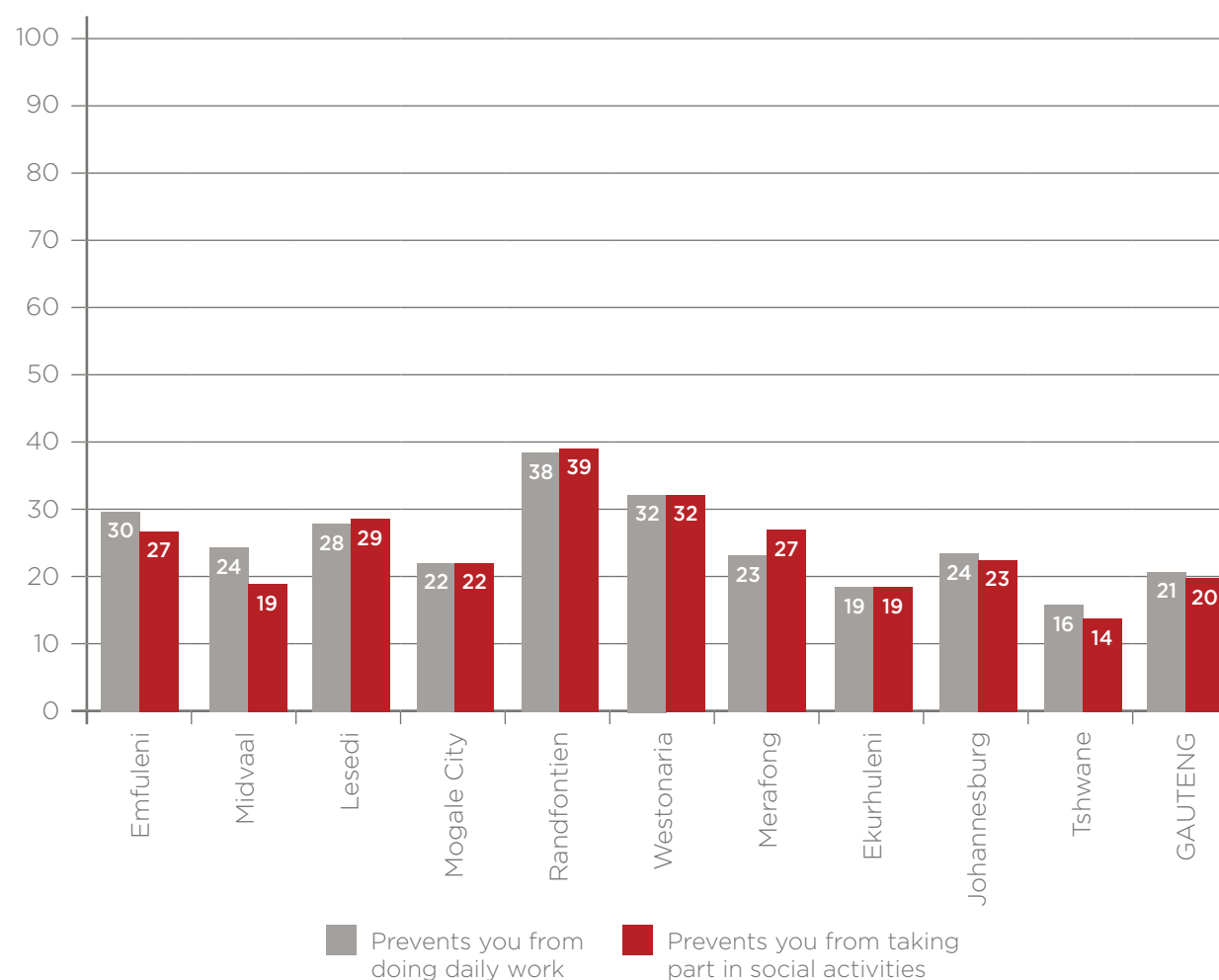
A significant proportion of respondents indicated that they are either prevented from doing their daily work and/or taking part in social activities due to their health status. This is determined by their response, which indicated that they were either prevented from working and/or taking part in social activities all of the time, or some of the time.

Overall, responses have decreased between the 2011 and 2013 QoL surveys. In 2011, 27% of all respondents indicated that their health status prevents them from doing work, while 26% indicated that their health prevented them from taking part in social activities. In 2013, these proportions were 21% and 20% respectively.

The largest proportion of respondents indicating that their health status compromises their work are located in Randfontein, where 38% are prevented from doing daily work, and 39% are prevented from taking part in social activities. This was followed by Westonaria, where 32% of respondents were prevented from doing daily work and taking part in social activities.

The relatively large proportions of respondents in Randfontein, Westonaria, Emfuleni and Lesedi that are prevented from taking part in social activities and daily work raises a set of further questions around the overall quality of life and levels of social isolation in these municipalities due to a poor health status.

Figure 3: Respondents' health status prevents them from working or taking part in social activities (%)





L

PARTICIPATION AND NEIGHBOURHOOD

Photograph by: Lesedi Mogale

1. PARTICIPATION

Participation Index

Participation is a marker of an active citizenry, and reflects the strength of a democracy. The QoL Survey is not limited to citizens, and as such, the index is a reflection of respondents who are actively involved in their communities, or in forums that influence development. A Participation Index helps us see how far along we are in building a 'mobilised, active and responsible citizenry', as envisioned in the National Development Plan: "South Africa will enjoy the full benefits of democracy when there is full and dynamic oversight and participation by communities". The possibility for participation, on the other hand, is a measure of the opportunities created for people to engage with each other, take part in decision-making processes or voice their discontent. All of these are seen as necessary for healthy, strong, vibrant and accountable democracies. Since voting is a constitutional imperative, it is not included in this index. Instead, the index includes spheres of participation (of the adult population) that are voluntary and require a form of demonstrated interest in activism and responsible behaviour.

Responses that make up this Index include attending and participating in the following over the past year:

- Civic forums such as IDP and community-based forums (CBFs);
- Community meetings such as school governing bodies, community policing or street/ward committee meetings;
- Clubs and faith-based associations such as sport groups, religious gatherings, burial societies or stokvels; and

Figure 1: Democratic participation index (%)

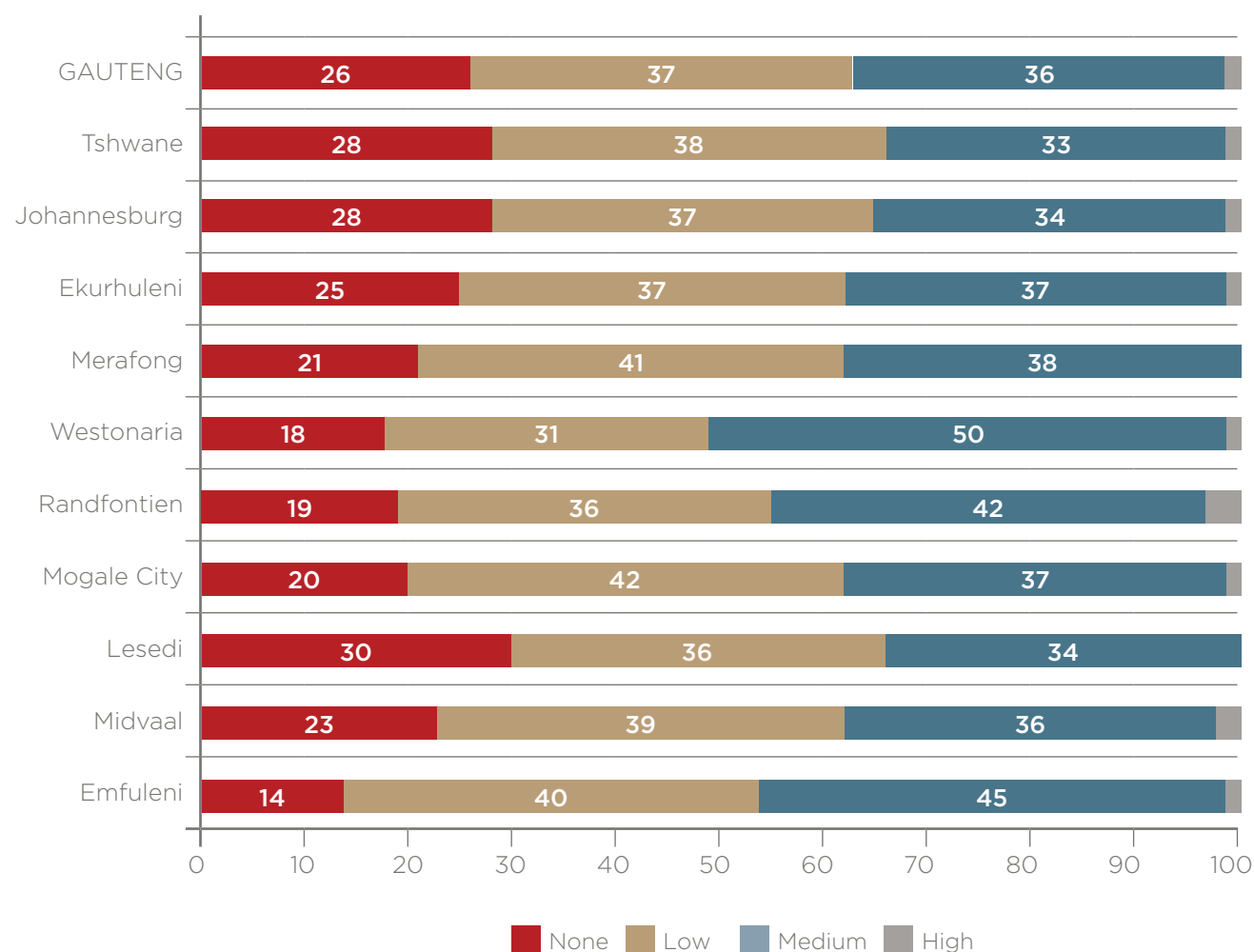
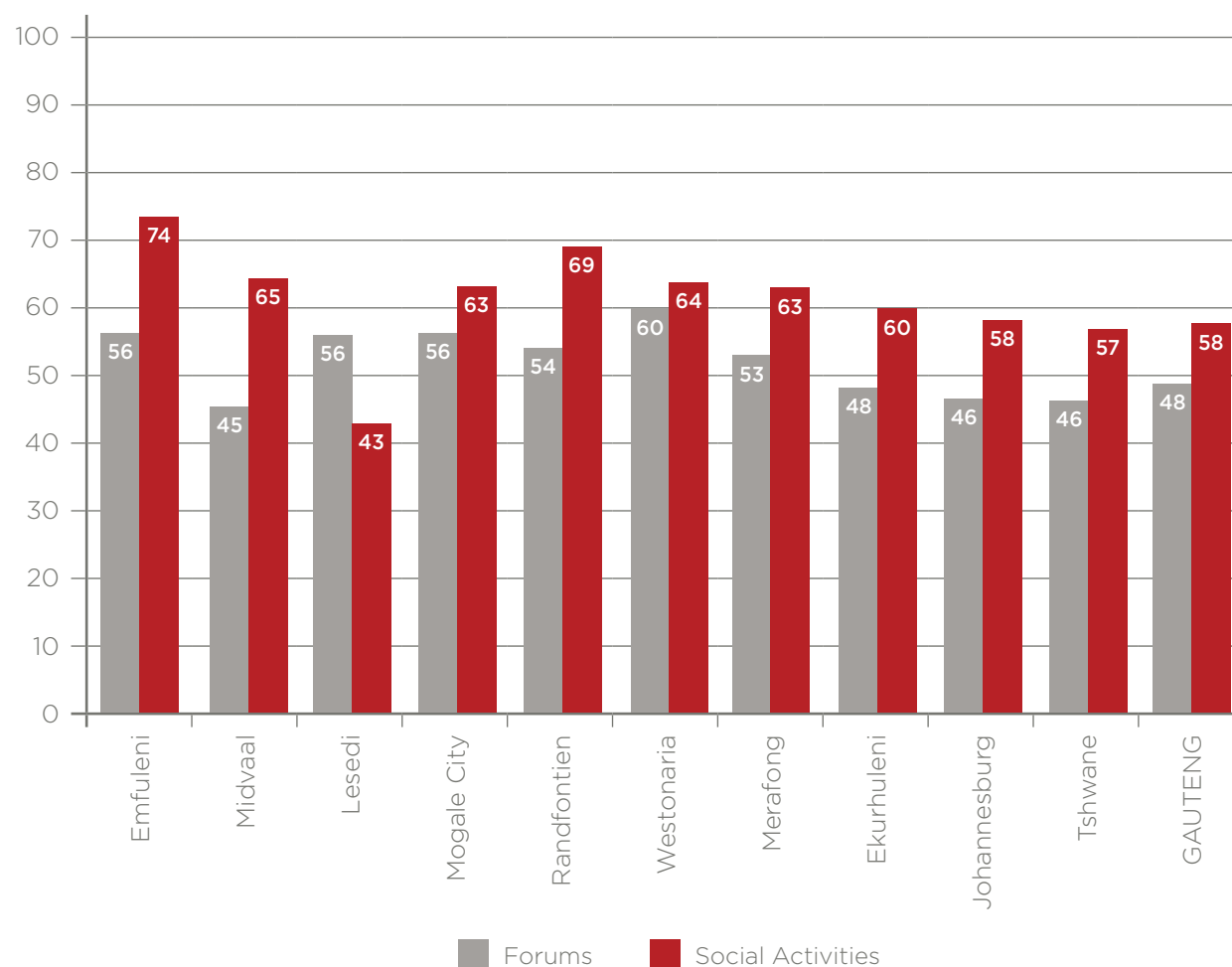


Figure 2: Respondents' participation in various forums and social activities (%)

- Organised and collective demonstrations of discontent, such as protests.

The Participation Index therefore signifies interest, activism and social engagement in particular places. It also signifies social cohesion as members of a community or municipality come together to reach consensus on matters integral to the health and development of those places. Quite simply it is about participating in building a society that is good for all who make up that society. Scores of 'none' and 'low' suggest that residents are disinterested, detached, inactive and/or disengaged. Scores of 'medium' and 'high' suggest that there are moderate to high levels of social engagement and activation (as opposed to activism). Two of the key challenges are to create and nurture the robustness of our democracy through forums for engagement, and to strengthen possibilities for community involvement to foster inclusive and cohesive communities. Important ways in which to achieve this include informing residents about these, increasing social messaging around the importance of participation, regularising meetings, allowing people to virtually sign up for meetings during lunch near places of work, and making the sessions meaningful in terms of reporting back. Forms of participation should make people feel that it makes a difference, and that their voices are heard.

Overall in the province, 63% of adults scored none-low on the index, and only 1% scored high.

Of the 1% that scored high on the index, 20% earned between R1 601 and R3 200 a month, indicating these forums as important places for the voices of the poor to be heard. Again,

of those who scored higher on the Participation Index, most disagreed with the statement 'people like me cannot influence developments in my community' (not shown in this graph), indicating a sense of agency.

Participation in forums and social activities

Participation is indicative of the health of democracies because it requires, at its core, a commitment to work together, a sense of common purpose, and a sense that a healthy social compact requires accountability. It is key to building an inclusive city-region. Forums include those spaces that are provided for in legislation, such as the IDP, and those that are used to consult with, and present plans to interested and affected residents.

Participation in social activities indicates strong social bonds between denizens, whether these take place in places of worship or sport-socialisation. The point is that social mixing sets the stage for interpersonal relationships to be built, which, granted, may or may not cut across racial or class lines, but nonetheless indicate the propensity for meaningful engagement between denizens. It is also a marker of whether people are socially isolated.

We see in the figure that there is moderate percentage participation at various forums/meetings (48% in Gauteng), suggesting that attempts to engage civil society through these are not successful. It also suggests that opportunities for participation are not taken full advantage of, either by choice or because these opportunities are not apparent. For instance, even though 45% of people who had attended an

Figure 3: Respondents' trust in other people in their communities (%)

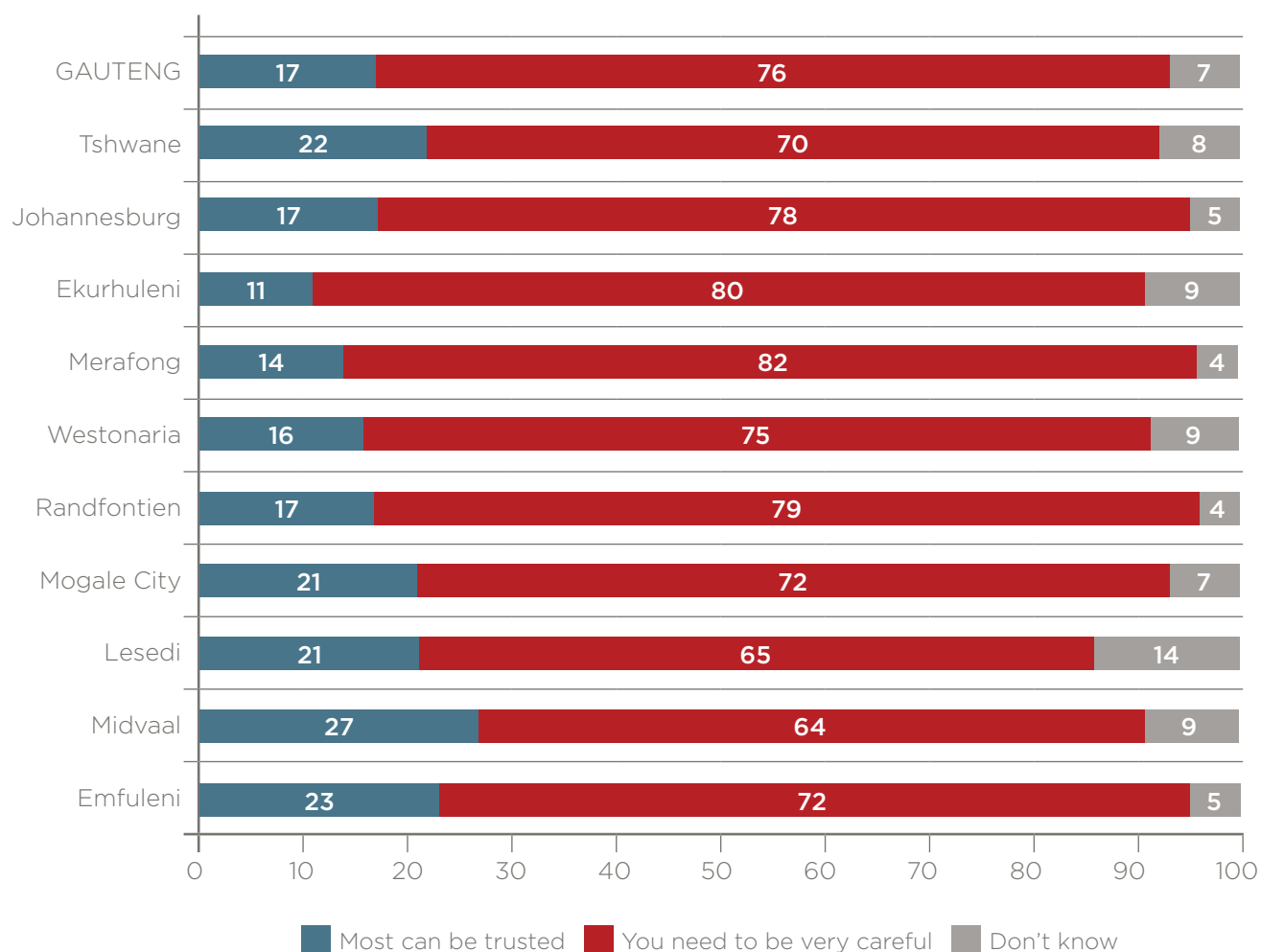
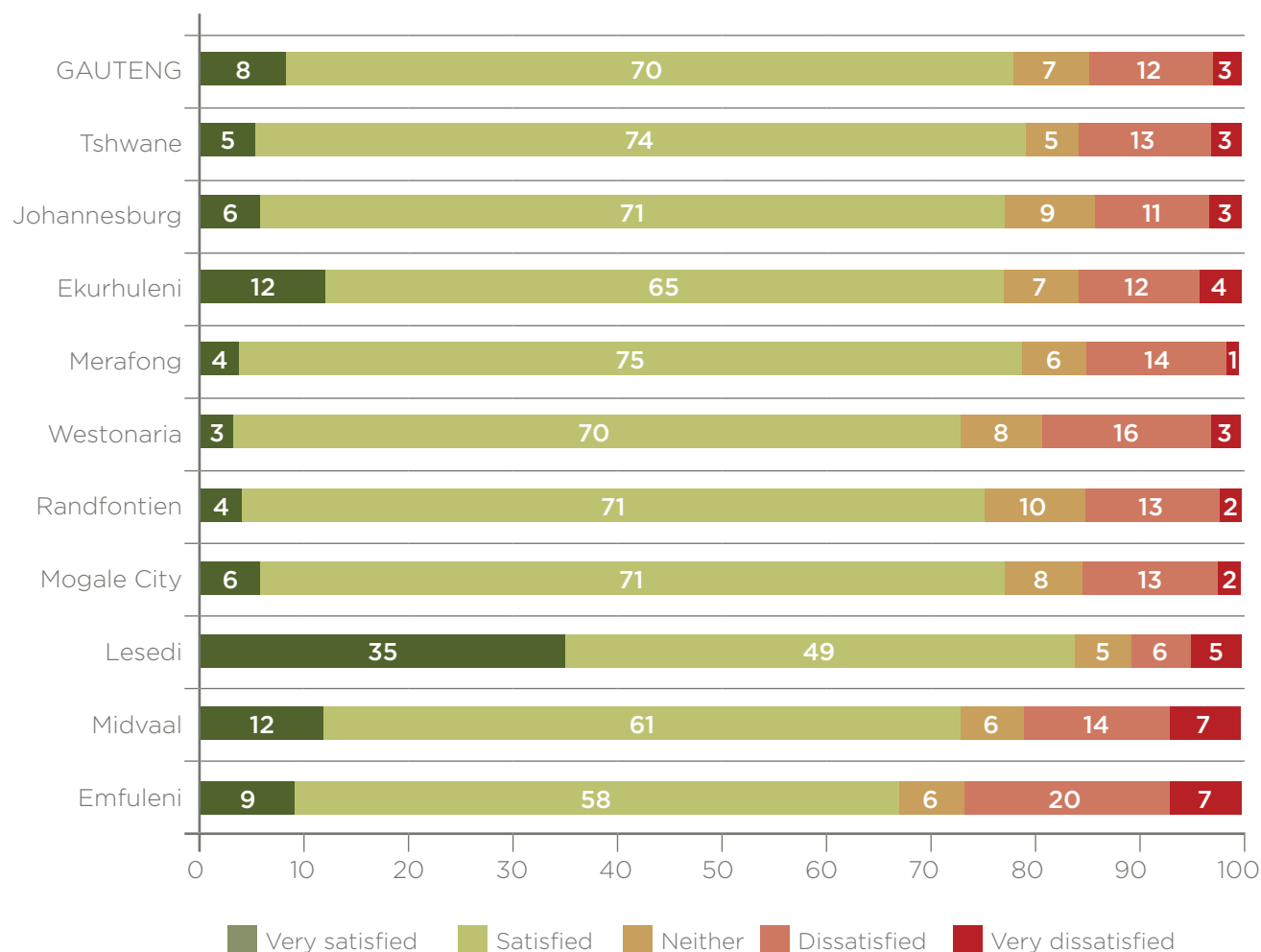


Figure 4: Respondents' satisfaction with the area or neighbourhood in which they live (%)

IDP meeting are included in this index, this is only 45% of those who had heard about IDPs, which was a miniscule 5% of total respondents (not shown in the graph). This suggests that people are not aware of these forums for participation, particularly those that are meant to be consultative. Attendance of ward and street committee meetings have declined from 38% and 35% respectively in 2011 to 31% and 26% in 2013 (not shown in this graph). Even participation in community policing forums, which increased from 18 to 19% between 2009 and 2011, declined to just 8% in 2013. Low attendance suggests apathy, but it also suggests that support for these forums is poor, and there is little confidence in their impact.

In 2011 28% of respondents did not participate in any social activities. This increased to 41% in 2013, suggesting that those activities may be less inclusive than before, and that residents are more socially isolated than before.

Taken together, participation in societal forums and social activities is a marker of just how inclusive and socially cohesive our society is.

2. NEIGHBOURHOOD

Trust in communities

Social trust within communities is important for building a sense of inclusion, belonging and cohesion. Although we live with a legacy of apartheid spatial planning, increased mobility of residents means that communities are no longer homogenous. Yet given persistent prejudicial and stereotypical attitudes about 'others' of different population or language groups, or about people from different religious or sexual persuasions, there is persistent social distrust.

When asked whether other people in their communities can be trusted, 76% of respondents in Gauteng answered that 'you need to be very careful'. Although responses do not distinguish what respondents define as trust or community, they are instructive.

The sentiment is similarly high across municipalities, particularly in Merafong (82%) and Ekurhuleni (80%). It is also similar among population groups (78% among Africans, 81% among coloureds, 73% among Indians/Asian, and 64% among whites).

Where social trust, or trust within communities is present, community members are more likely to cooperate, or agree that they share a common existence, common set of norms, or common interests. Relationships are characterized by mutual respect and shared norms of reciprocity. Social distrust, on the other hand, suggests that community members may be hostile and disinterested. Mistrust entrenches social divisions and intolerance, and prohibits purposeful cooperation and a harmonious community life. Relationships in a community become characterized by social distrust and amplify

perceptions about how trustworthy or responsible another person is. Social trust is typically enhanced through planned and purposeful engagement between residents, and participation in community forums would be the most important.

Satisfaction with neighbourhood

The freedom to choose where one lives has not always been the norm in South Africa. It is encouraging that 20 years after democracy, 70% of Gauteng residents are satisfied or 8% very satisfied with the neighbourhood in which they live.

Of those very satisfied with their neighbourhoods, 62% answered that 'you need to be careful' (of others in that same neighbourhood). This suggests that residents' satisfaction with where they live has little to do with how they interact with others in their neighbourhoods. It further suggests that far from interest in building socially cohesive communities, the majority of people are content to build individual lifestyles in neighbourhoods they are satisfied with living in. The project of building socially inclusive neighbourhoods will have to grapple with strengthening relationships within shared neighbourhoods.

A more glaring challenge is to increase the satisfaction levels with the neighbourhoods in which they live among the 15% who are dissatisfied or very dissatisfied in Gauteng.

Residents in Emfuleni (27%) and Midvaal (21%) are more dissatisfied than those in other municipalities.



Photograph by: Teboho Ntsamai

Perceived changes in neighbourhoods

While places are, in a sense, always in state of flux, 29% of respondents overall in Gauteng believe that there has been improvement in their neighbourhoods over the past year. On average, 8% of respondents across Gauteng believe that their neighbourhoods have deteriorated over the past year. The majority of these respondents are dissatisfied with the areas in which they live.

Municipalities with the highest percentages of perceived improvement in neighbourhoods are Lesedi (39%), Tshwane (33%) and Ekurhuleni (31%).

Westonaria has the highest perceived rate of deterioration over the past year (12%), followed by Emfuleni and Midvaal.

While the majority of responses of 'no change' are neither positive nor negative, consistent improvements in neighbourhoods lead to a higher quality of life, and greater satisfaction with life as a whole and with government.

Use of public facilities

Every year, significant proportions of municipal budgets go toward maintaining existing public facilities or building new ones. These public facilities make information more accessible to people, and provide spaces for leisure, learning, cultural enjoyment, sporting activities and social interaction. They also contribute to a sense of shared participation by users, and makes public space vibrant.

Figure 5: Perceived changes in the neighbourhood in the past year (%)

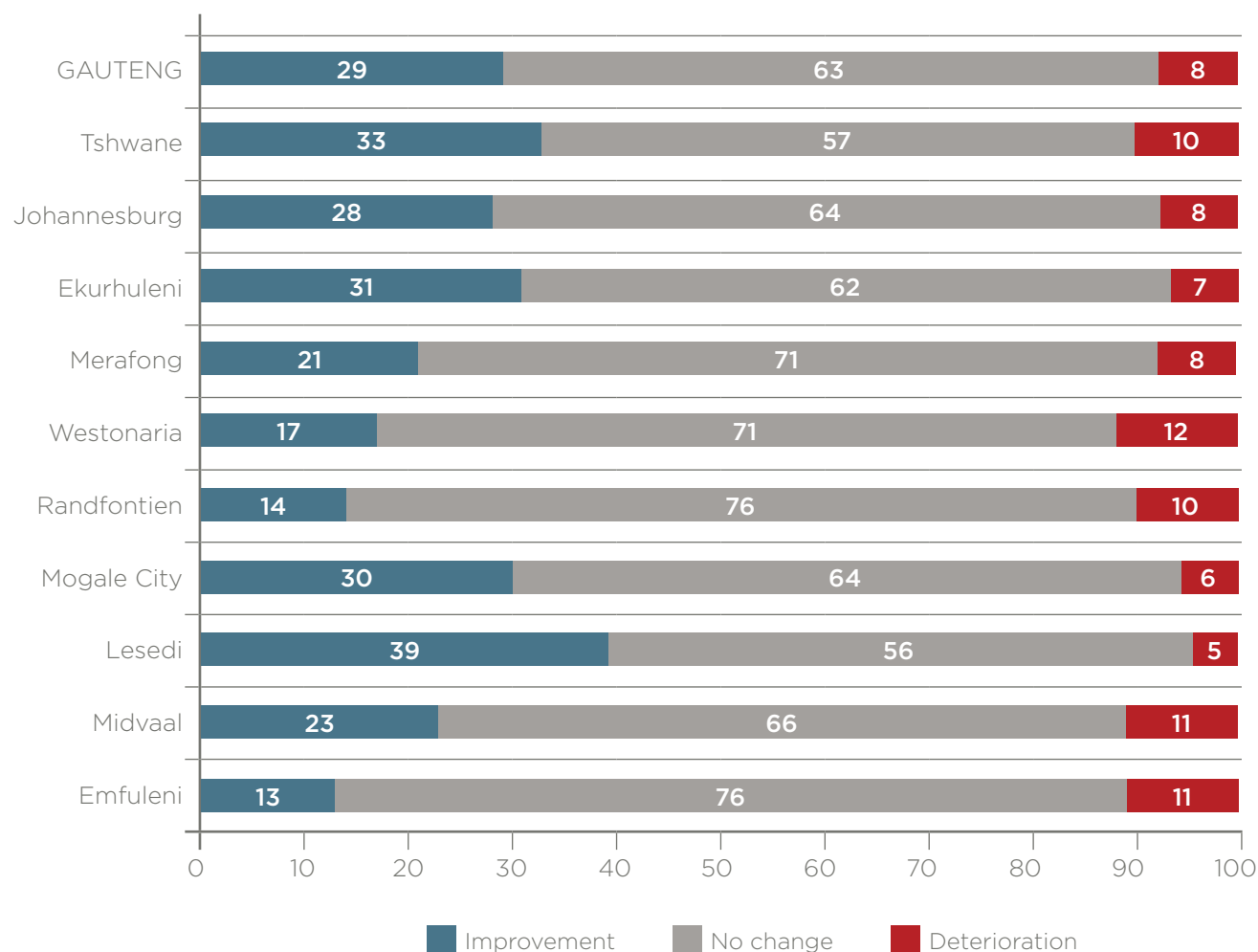
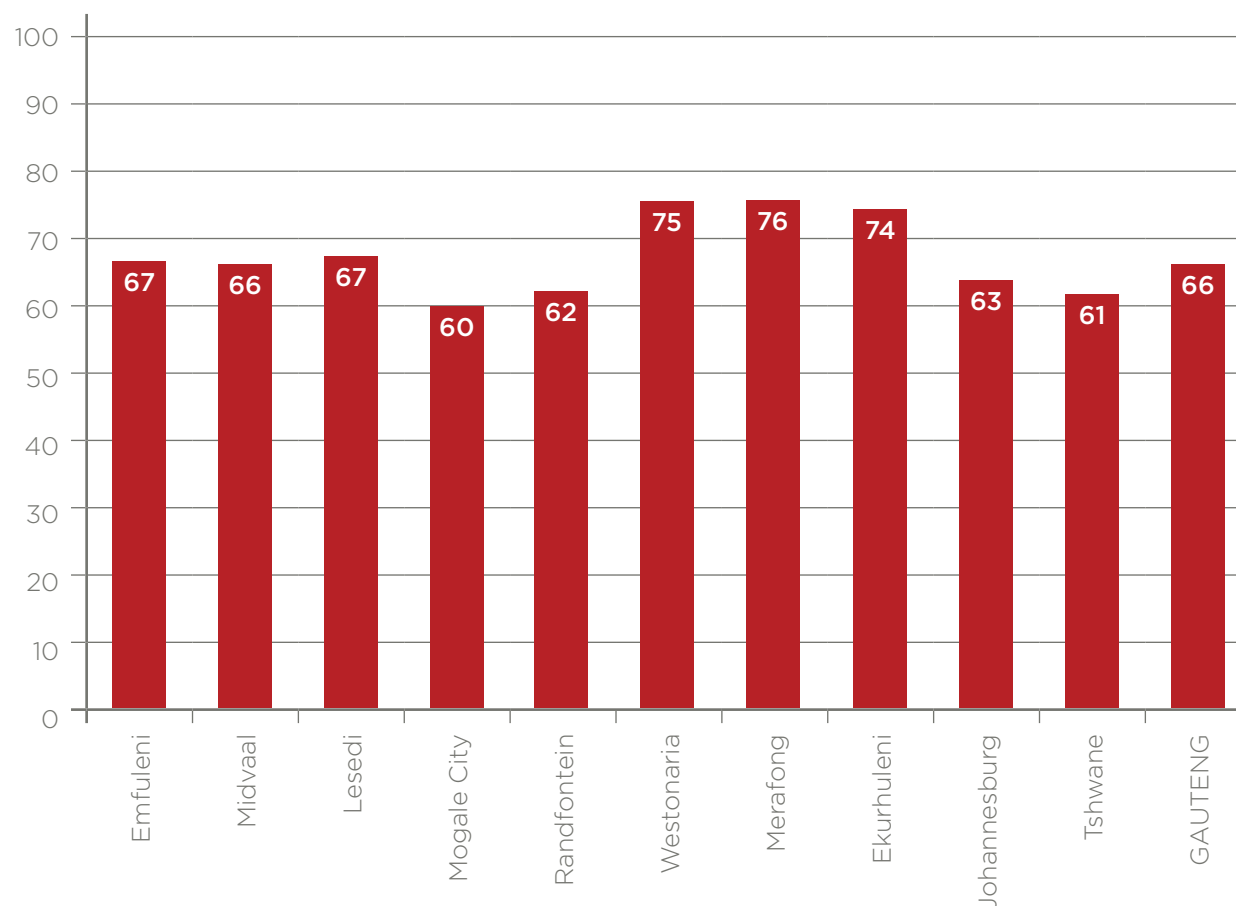


Figure 6: Respondents who have never utilised public facilities (%)

In Gauteng, overall, 66% of respondents have never visited any public facilities. A vast majority of respondents in Westonaria (75%), Merafong (76%) and Ekurhuleni (74%) do not make use of public facilities.

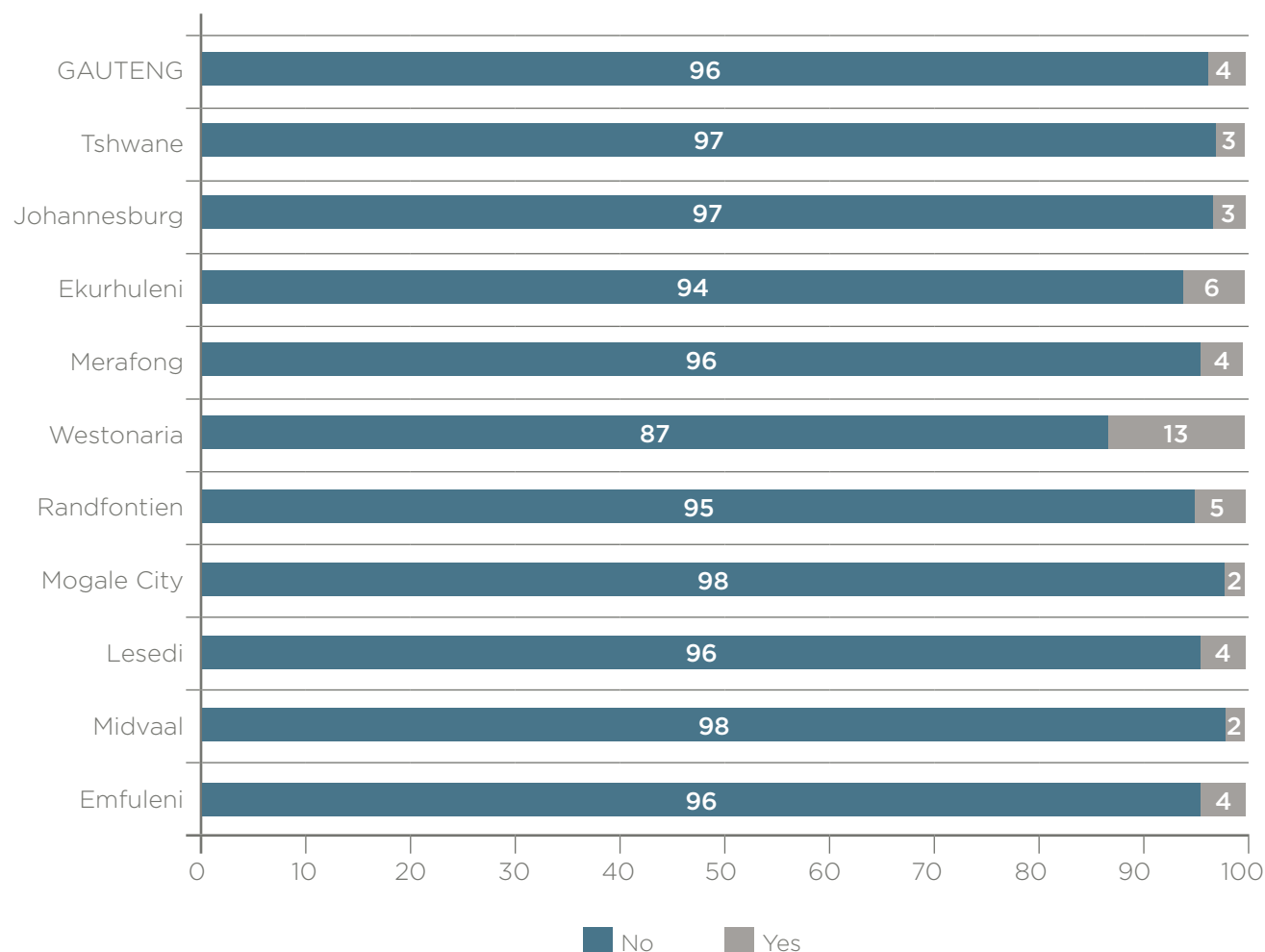
Of those who do make use of public facilities, 45% earn less than R3 201 per month. This suggests that the poor in Gauteng, in particular, do not make use of public facilities, which raises questions about accessibility and appropriateness of facilities in certain areas.

Yet, of the total population in Gauteng who do not make use of public facilities, 69% are satisfied or very satisfied with life as a whole. This suggests that for almost 70% of the population their life satisfaction is not dependent on frequenting public spaces. Put another way, if public spaces did not exist, the impact on life as a whole would be negligible, which calls into question the way that these spaces are valued in society.

Participation in service delivery protests

Organised demonstration or protests are seen as vital to a robust and accountable democracy, indicating that the collective voice of people is important, valued and can effect change. Protests are also seen as a way to voice collective discontent around a particular issue, such as service delivery for instance.

Figure 7: Respondents who have taken part in a service delivery protest (%)



Overall in Gauteng, 4% of respondents have taken part in service delivery protests in the past year. The percentage is significantly higher in Westonaria (13%), and slightly higher than the average in Ekurhuleni (6%) and Randfontein (5%).

Of the 4% who took part in service delivery protests in the province, almost half disagreed or strongly disagreed with the statement 'no-one cares about people like me' (not shown in graph). This indicates a sense of agency related to one's perceived worth or value in society.

Of those who had not taken part in a service delivery protest over the past year (96%), 13% were dissatisfied or very dissatisfied with delivery of water services in their area.

Eighty-eight percent (88%) of those that had not protested had not contacted a government department. This raises the question about whether there is information about how to reach out to government departments or ward councilors when basic needs are not being met.

The results, in sum, highlight the importance of collective organised protest as a means to effect change, and they also raise the bigger question as to whether there are accessible, appropriate and amenable spaces to voice discontent with service delivery, for example, outside of protest action.



M

CRIME

Photograph by: Solomon Legodi

CRIME

Victims of crime

In order to achieve a peaceful and safe society it is essential that all spheres of government are able to track their impact on residents' safety through accurate data and reporting.

Gauteng has shown an increase in the number of respondents claiming to have been a victim of crime between 2009 and 2013, from 20% in 2009 to 23% in 2013.

Of all Gauteng male residents, 23% had been a victim of crime in the past year. This is higher than Gauteng's female residents of whom 21% report being victims of crime between 2011 and 2013. Indian/Asian residents of Gauteng were proportionally more likely to be victims of crime above all other population groups with 32% reporting that they had been victims of crime, followed by whites (24%) and Africans (23%).

Of the three metro municipalities, Tshwane had the highest proportion of respondents (25%) who were victims of crime. Tshwane ranked second in Gauteng, and is the only metro to show a sustained upward trend over the past three surveys. Ekurhuleni followed closely at 24%, and Johannesburg was at 23% in the 2013 survey.

Lesedi had the highest proportion of respondents who were victims of crime in the province in the 2013 survey at 26%, depicting a marked increase from 2011. Mogale City and Merafong were the only local municipalities not depicting any decrease between each of the three years. Midvaal was the only municipality in Gauteng showing a sustained decrease from 2009 to 2013.

Figure 1: Respondents who have been a victim of crime in the past year (%)

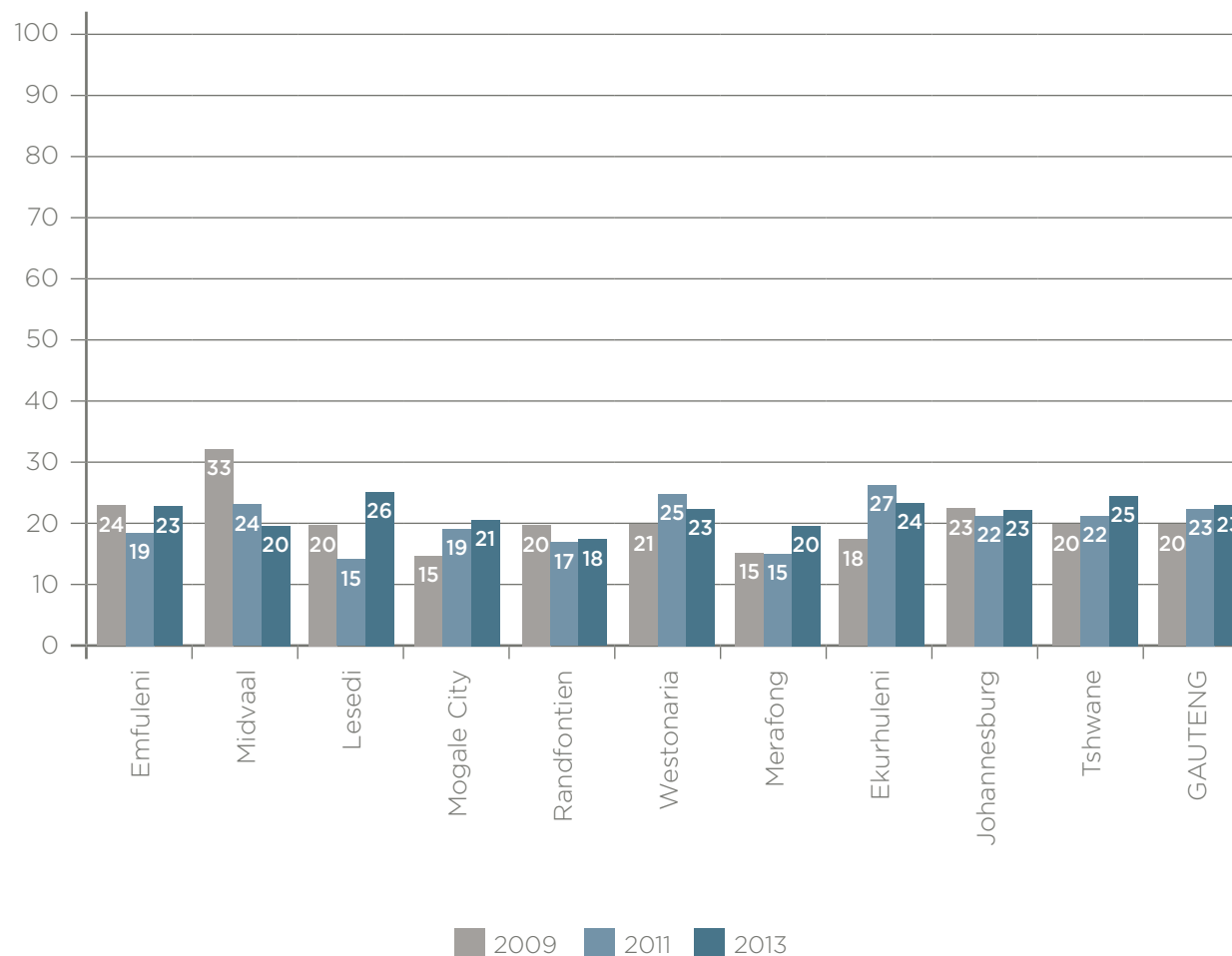
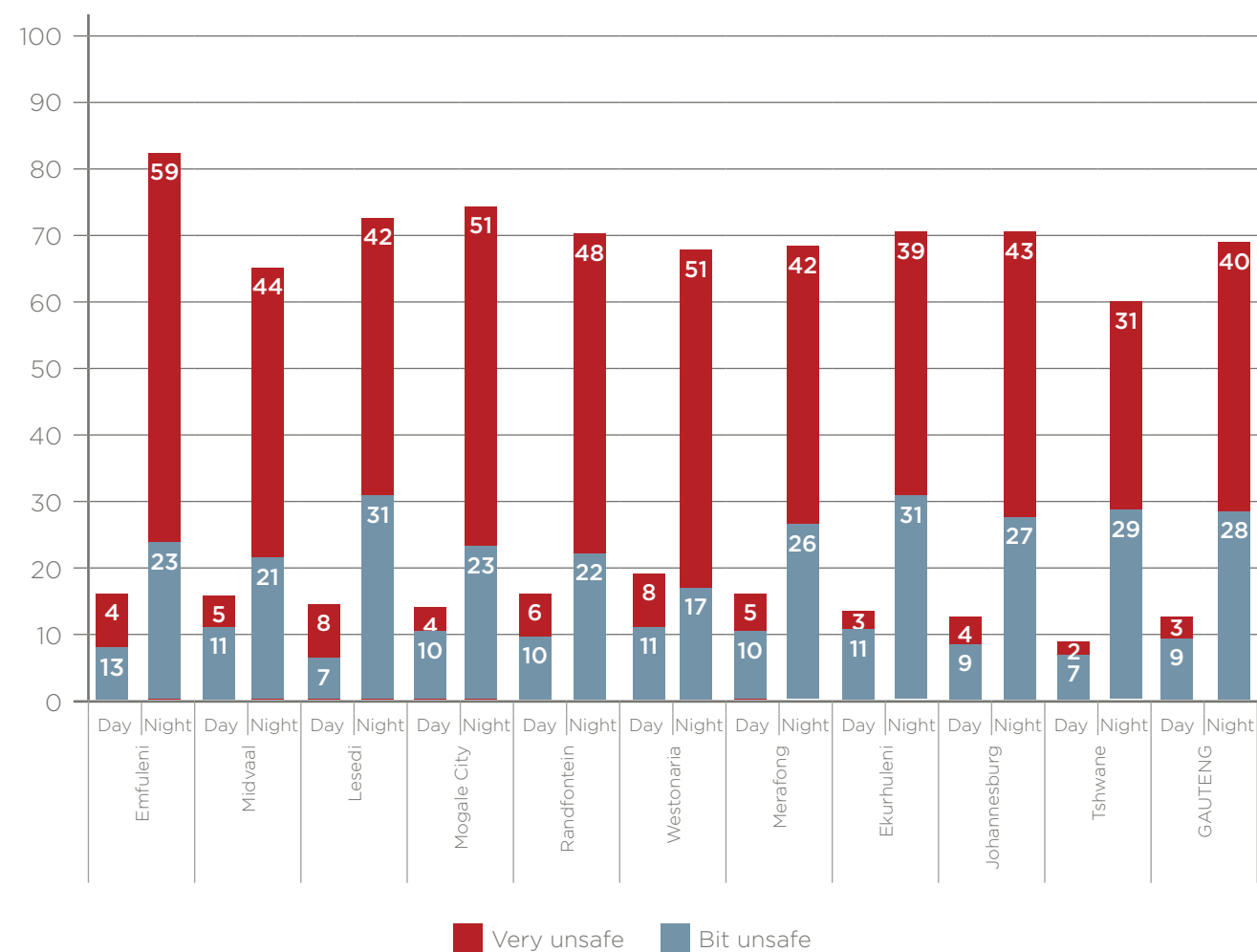


Figure 2: Respondents' feelings of safety walking in their neighbourhoods in the day or at night (%)

With close to one in four residents, or 2 035 293 people falling victim to crime in one year in Gauteng it is evident that crime prevention and law enforcement remain a significant challenge to Gauteng's local and provincial governments.

Perceived safety

The ease and comfort with which residents are able to live in their houses and walk around their neighbourhoods directly affects their happiness and overall wellbeing. An increase in the construction of gated communities, townhouse complexes, and security estates are largely a result of residents feeling unsafe or anxious without increased security. The knock-on effect of this is a society with spatial division and disconnect.

In Gauteng, 12% of respondents indicated that they feel unsafe at home or walking in their neighbourhoods during the day. This increases to 68% at night.

Tshwane has the best scores, with 91% of residents feeling safe at home or walking in their neighbourhoods during the day. This, however, decreases to 40% feeling safe at night. Over 28% of Tshwane respondents also believe that the crime situation had improved in the year preceding the survey – the greatest improvement of all municipalities. Close to 49% of Tshwane respondents indicated that they were satisfied with government safety and security – also the highest of all municipalities.

The results for Ekurhuleni and Johannesburg respondents paint a bleaker picture, with 70% of each municipality's

respondents indicating that they felt unsafe at home or walking in their neighbourhoods during the night. Forty-seven percent (47%) of respondents in Ekurhuleni and 52% of Johannesburg respondents feel that crime has gotten worse. While only 47% of Ekurhuleni and 47% of Johannesburg's respondents are satisfied with government safety and security services.

The non-metro municipalities show the greatest discontent with government safety and security services, with 52% of Emfuleni, Randfontein, and Westonaria respondents each signalling their dissatisfaction. In Westonaria, over 63% of respondents feel that the crime situation had become worse, followed by Emfuleni (62%), Randfontein (56%), and Lesedi (54%). Interestingly, residents of these communities also do not feel safe at home or walking in their neighbourhoods at night. Emfuleni leads with 82% of respondents feeling unsafe at night, followed by Mogale City (74%), Lesedi (73%), and Randfontein (70%).

When compared to the percentage of respondents who had been a victim of crime between 2011 and 2013, Lesedi had the highest number of respondents indicating that they had been a victim of crime in the year preceding the survey and this relates to the increased insecurity shown here. On the contrary, Tshwane reported the second highest number of respondents indicating that they had been a victim of crime in the year preceding the survey, and despite this has the lowest fear of crime, particularly during the day.



HEADSPACE

1. ATTITUDES TO RACE AND POLITICS

Blacks and whites will never trust each other

One of the key items in the GCRO QoL Survey is a series of 'Likert items'. These are part of most social attitude surveys, and comprise deliberately provocative statements – such as 'blacks and whites will never trust each other' – in order to try and provoke a response measured across a 5-point scale (from strongly agree through agree, a neutral/no opinion mid-point, to disagree and strongly disagree).

The item under review here has been asked by researchers since the transition from apartheid, and it is distressing to note that over the 24 years since 1990, attitudes have hardened. In 1991/2, when the question was asked as part of the marginalised youth research project, and in the mid-1990s for the Constitutional Assembly, results suggested that white attitudes were deeply suspicious – most felt they would never trust blacks. However, the reverse was true for black respondents, the majority of whom felt that they would, over time, trust whites. As we can see, by 2013 in the GCR, attitudes are very different. Over the three years that GCRO has asked the question, white attitudes have stayed largely constant, with roughly four in ten rejecting the statement, the same number in agreement, and the remainder in the neutral mid-point. Just 8% of whites strongly agree with the statement, suggesting that over the two decades of democracy, white attitudes have shifted. Among coloured and Indian/Asian respondents, attitudes are harder – just over half in both groups tend to agree with the statement, but with relatively small proportions strongly agreeing (17% of coloureds and 10% of Indians/Asians). Among Africans, however, attitudes

Figure 1: Respondents who believe that blacks and whites will never trust each other (%)

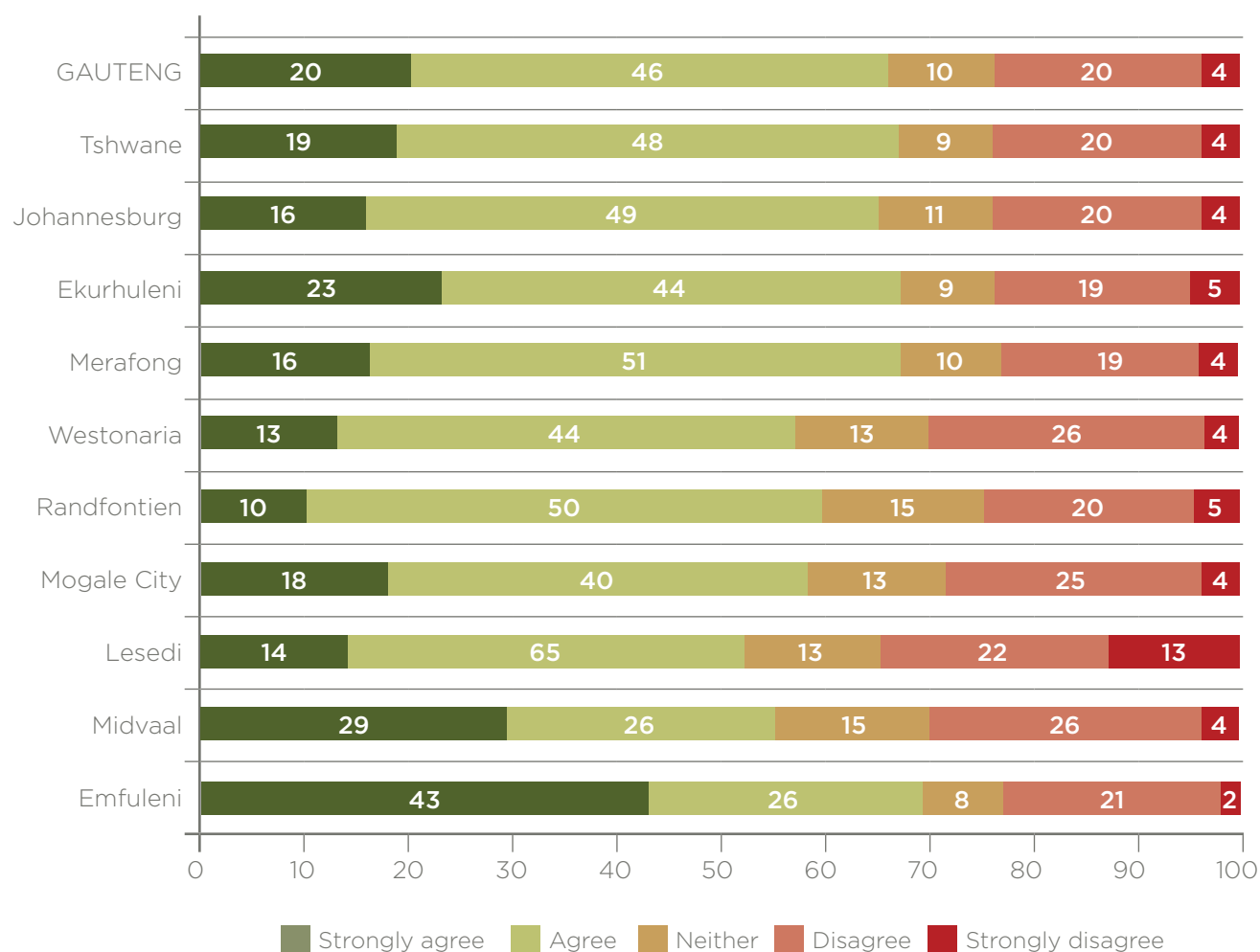
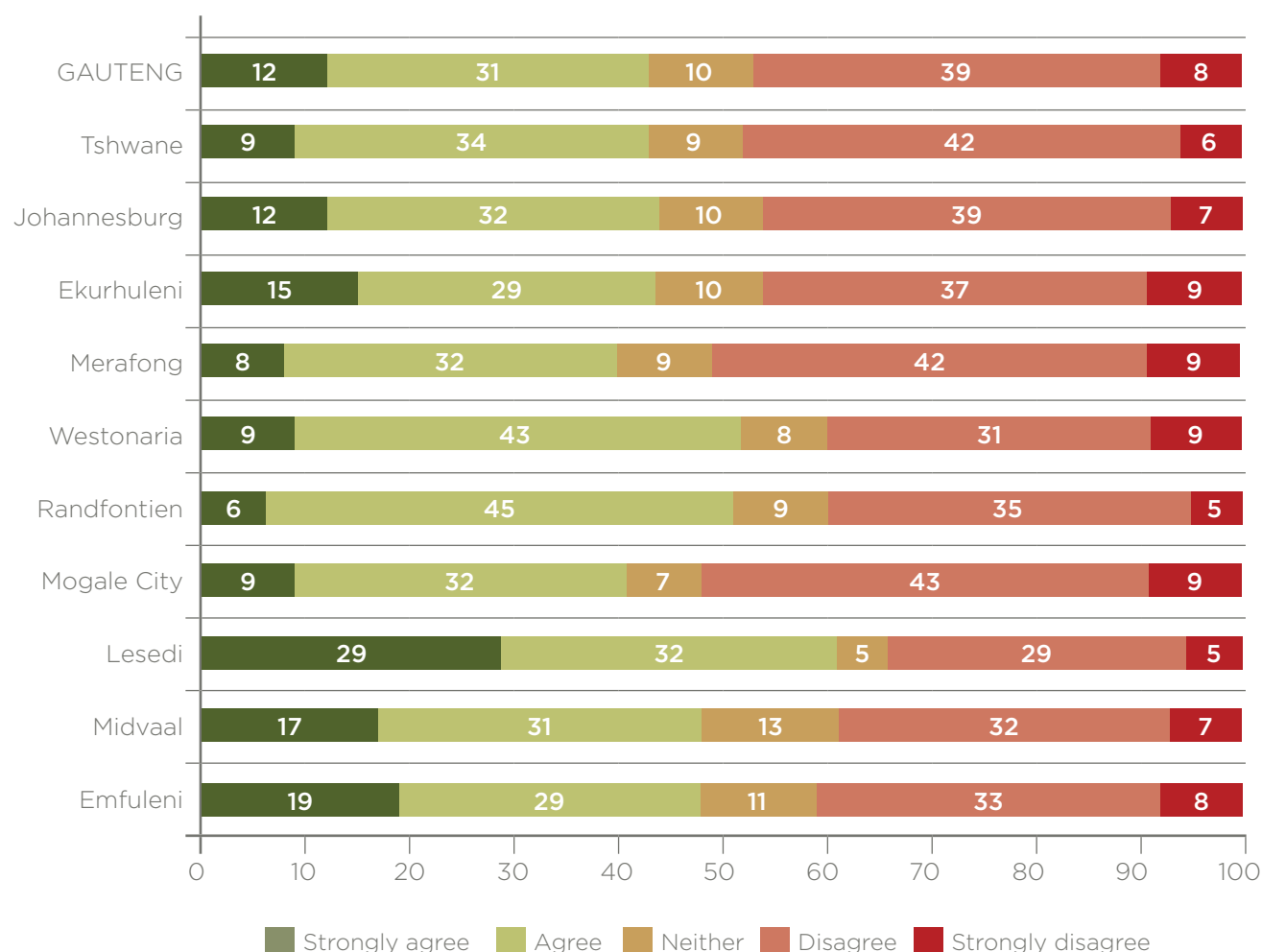


Figure 2: Respondents who believe that politics is a waste of time (%)

have hardened: 24% of Africans strongly agree and 49% agree that blacks and whites will never really trust each other. In all, 73% of Africans in the GCR do not believe that black South Africans will ever really trust whites. This suggests that the non-racial ideals of the anti-apartheid struggle and the Constitution are fading, rather rapidly, in the GCR.

The hardest attitudes are visible in Emfuleni, where 43% of respondents strongly agreed that blacks and whites will never really trust each other. This was also worryingly high in Midvaal and in Ekurhuleni.

At the other end of the scale, 13% of respondents in Lesedi strongly disagreed with the statement (and a total of 45% either disagreed or strongly disagreed), marking the area out as quite distinctive.

Politics is a waste of time

It is sad to note that over time, more and more respondents in our QoL surveys have come to agree or strongly agree that politics is a waste of time. Whether this is driven by disaffection with politics or politicians; or the bedding down of democracy and politics being less of a 'hot' issue; or other possible causes, is impossible to determine. In 2009, in the first such survey, 70% of respondents rejected the statement, believing that politics was not a waste of time. By 2013, just 47% disagree or strongly disagree with the statement, and 43% agree or strongly agree. As we see in the section dealing specifically with quality of life, there is a consistently lower mood – about

politics, community and social capital, participation and so on, across the board – and it is not surprising to find that respondents’ belief in the efficacy of politics is diminishing. However, given the central role given to ‘active citizenry’ in national, provincial and local sphere planning, these findings should be of real concern. If respondents do not believe that politics is an efficacious method of changing the world, they may either turn (as they have) to self-organised protests, or to apathy. Given the prevalence of street protest (and ‘service delivery protests’), it seems reasonable to conclude that people increasingly find that organised politics has stifled or limited their ability to express themselves.

It is worth noting that these views do not change when analysed against demographic variables. Put simply, men and women, black and white, employed and unemployed all share in the growing trend of believing that politics is indeed a waste of time.

Lesedi respondents stand out as the most disaffected with politics, where 61% agree or strongly agree that politics is a waste of time. Westonaria and Randfontein are not far behind, with over half of respondents in both agreeing that politics is a waste of time.

In contrast with these views coming from poorer and more peripheral municipalities, respondents from Johannesburg, Tshwane, Ekurhuleni and especially Mogale, were least likely to agree or strongly agree – though even here, substantial numbers reject politics as a waste of time.

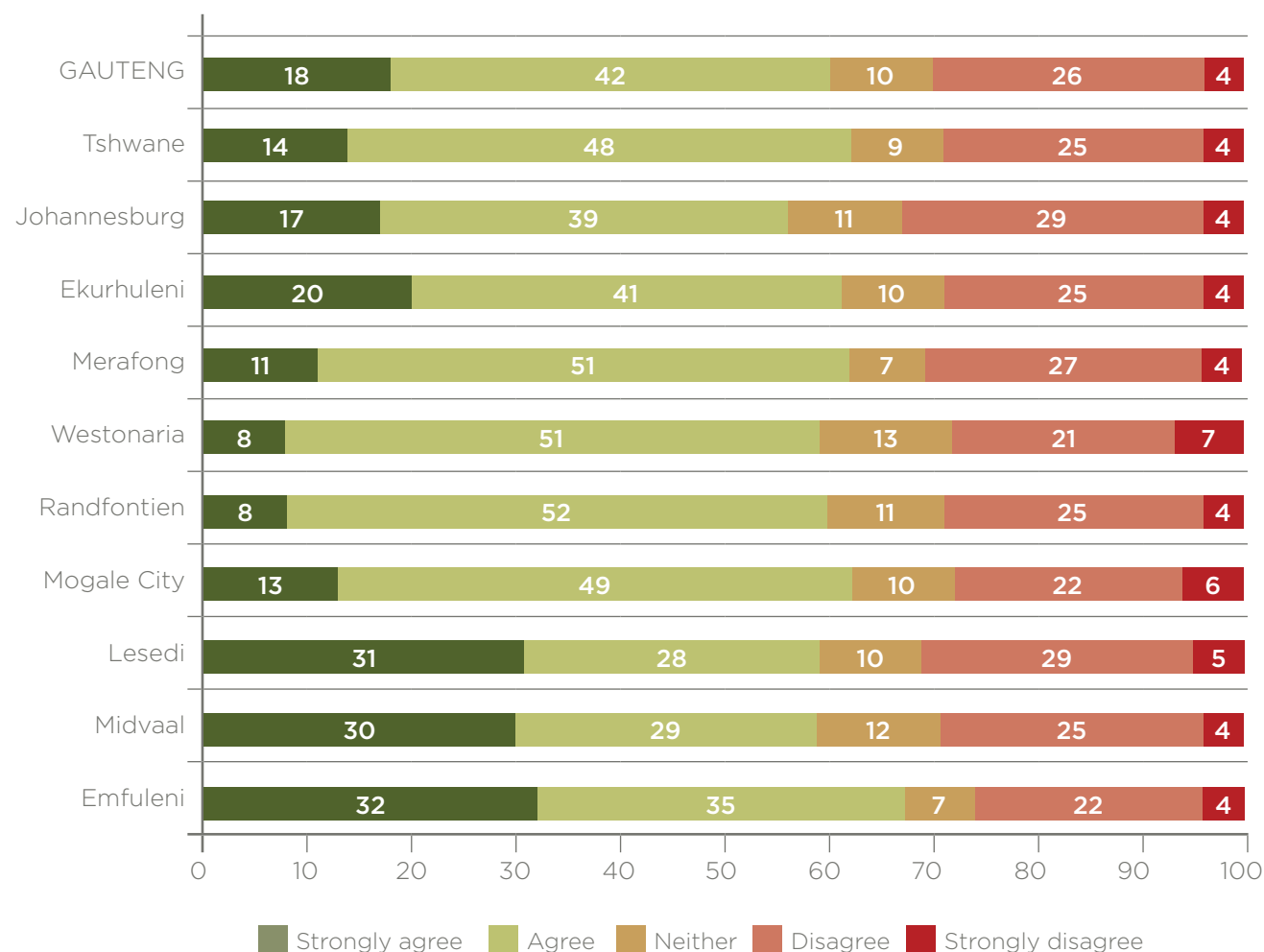
This should be of real concern to all political parties – as well as all residents of the GCR who want a vibrant and actively engaged citizenry – with the local elections just two years away.

South Africa is heading in the wrong direction

There is a very deep-seated unease among respondents that South Africa is headed in the wrong direction. Almost a fifth (18%) strongly agreed with the statement, and another four in ten (42%) agreed – meaning 60% of respondents believe the country to be headed in the wrong direction, and a further 10% chose the neutral option. That left just 30% of respondents to disagree.

The value of a Likert item like this is that it seeks to tease out deeper sentiments without specifying why people feel that way. Put simply, respondents could agree or strongly agree that South Africa is heading in the wrong direction for as many reasons as there are respondents, and from any point in the political spectrum.

Similar to whether respondents thought that politics is a waste of time, answers again seemed unaffected by demographics: 19% of whites strongly agree with the statement, but so do 17% of black respondents; men and women share the view, as do those in formal and informal dwellings, and so on. In blunt terms, almost two-thirds of Gautengers across the board are

Figure 3: Respondents who believe that the country is going in the wrong direction (%)

united in feeling that South Africa is heading in the wrong direction. There seems to be a deep-seated and growing malaise within the body politic, one that is increasingly disaffected from politics, and in this instance, we see the fading of post-1994 'Rainbow Nation' idealism. This is also reflected elsewhere in the report, in areas such as voter registration and turn-out, and in the quality of life and marginalisation indexes where negative socio-political views are very evident.

The least pessimistic sub-provincial area was Johannesburg, where 33% of respondents rejected the notion that South Africa was heading in the wrong direction – but even here, 56% agreed or strongly agreed.

The most negative set of responses came from respondents in Emfuleni, where 67% of respondents agreed or strongly agreed (32% in this latter category) that the country is headed in the wrong direction.

Looking at respondents who strongly agreed with the statement, they were mainly to be found in Emfuleni (32%), Lesedi (31%) and Midvaal (30%). Lest we assume this is a metro versus municipality or core versus periphery pattern, the lowest set of deeply negative scores came from Westonaria (just 8% strongly agreed with the statement) and Randfontein (also at 8%).

In short, across the sample, there is deep unease at the path South Africa is following. Ironically, Gautengans seem most united when responding to socio-political Likert items: race, sex, age, education and other differences fall away in the face of cynicism about the future.

2. ANOMIE AND ALIENATION

Inability to influence developments in community

In healthy democracies, residents believe that they can influence development, and this belief is held up by evidence that this indeed is the case. Anomie, conversely, is a measure of social despair or feelings of purposelessness. A loss of faith in processes/mechanisms to influence developments in their own communities, or the belief that it wouldn't matter even though attempts are made, leads to increased anomie. When anomie increases, residents feel increasingly alienated, marginalised and isolated, and are likely to be apathetic when it comes to social and political involvement, or feel hopeless.

In Gauteng, more than half of respondents (54%) disagree or strongly disagree with the statement 'people like you cannot influence developments in your community'. Although this is just over half the population, it indicates that people have a sense of their own agency – that is their ability to affect change in society. While not overwhelmingly high, these results are encouraging. These respondents may likely be among those who do influence developments in their communities.

This sentiment of anomie is lowest in Lesedi (70%) and Randfontein (62%). As compared to the average, results were similarly low in Tshwane and Mogale City (both 55%); and Johannesburg and Westonaria (both 56%).

Worryingly, just over a third of people in Tshwane and Mogale City (both 34%) agree or strongly agree with the statement that they cannot influence development. This means that one in three people in these municipalities believe that they

Figure 4: Respondents who believe that people like them cannot influence developments in their community (%)

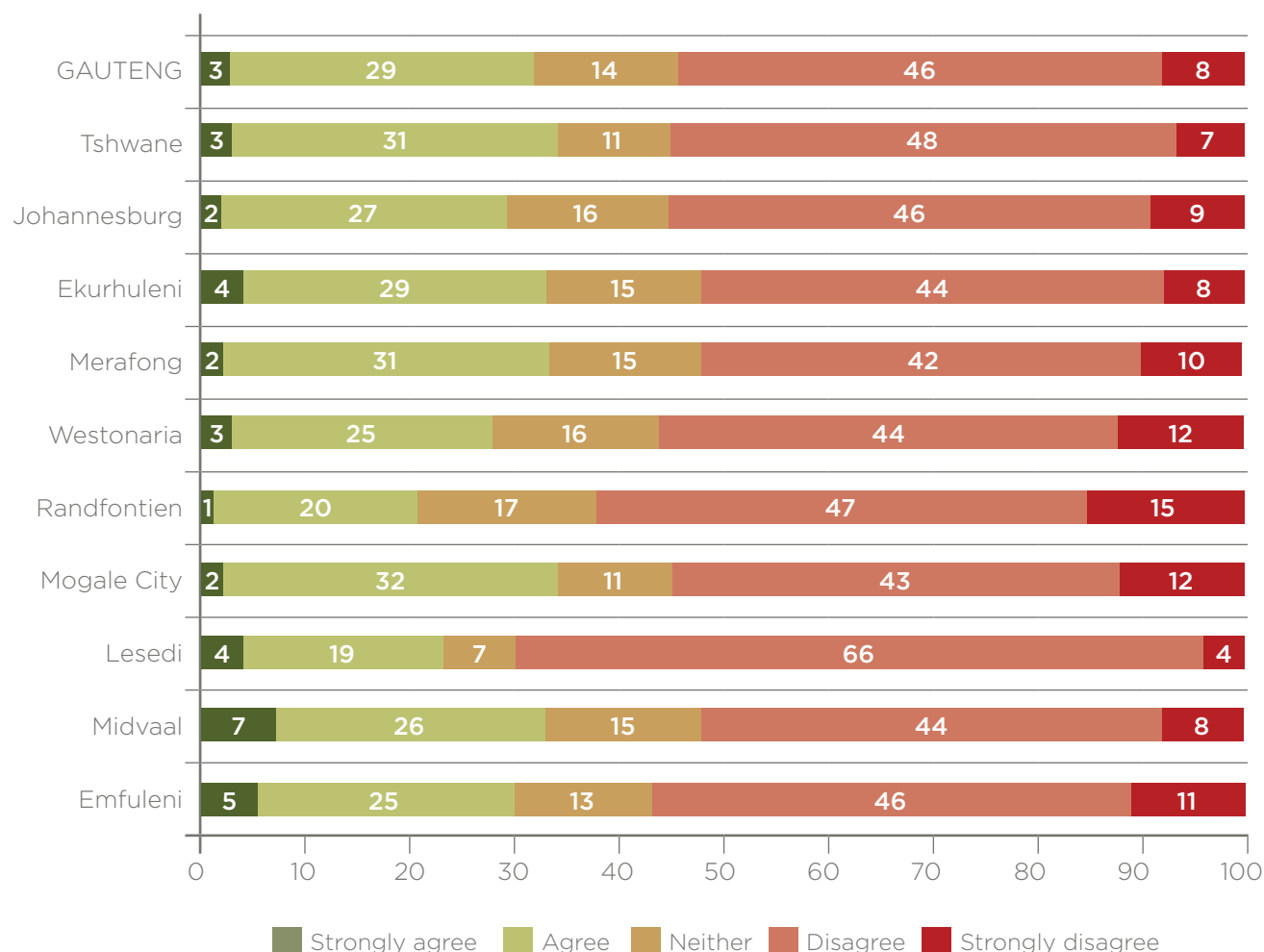
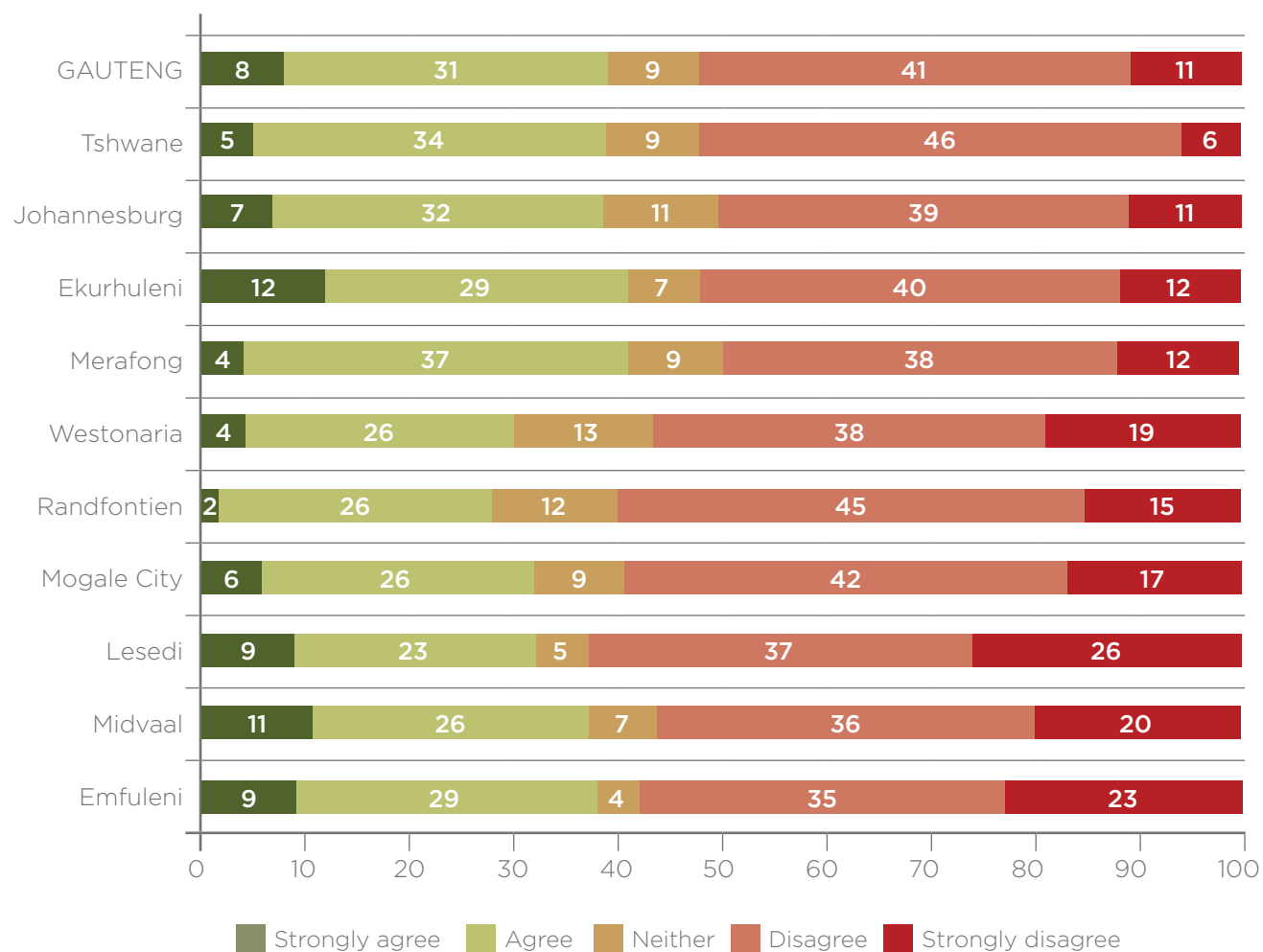


Figure 5: Respondents who believe that no-one cares about people like them (%)

have no agency, and thus are less likely to get involved in developments that could affect positive change.

A key point of intervention will be strengthening this sense of agency and determination among residents in the city-region. This will not only represent a critical mass of people active in the development of their communities, but will potentially really affect change in society.

No-one cares about people like me

Overcoming legacies of structural discrimination under apartheid is one of the long-term challenges of municipal administrations. Integral to transforming society is the need to shift perceptions that certain people matter more than others, and to disprove the belief that 'no-one cares about people like me'. This is central to creating a sense of self-worth, dignity and belonging in society. This belief is also likely to have a profound impact on how people interact with others, how people vote, and whether people are inclined to contribute to the collective wellbeing of fellow residents. Where this sentiment is high, on the other hand, it may entrench resentment toward other groups who are perceived to be cared about more. Resentment toward leaders who exhibit differential regard for the issues faced by different groups, is also a likely scenario.

In Gauteng more than half of residents disagree or strongly disagree that no-one cares about people like them (52%). Again,

this is not overwhelmingly high, but significant. In 2009 those who (strongly) disagreed accounted for 65% of the population, but this declined to 46% in 2011, with greater percentages of respondents agreeing over time (23% in 2009, 37% in 2011 and 38% in 2013), which is worrying.

Randfontein presents an interesting situation where 61% of residents hold the positive ideal that they do indeed matter. Matched with 62% who also disagreed or strongly disagreed with the sentiment in the previous question, Lesedi presents an interesting example of citizen empowerment, and sense of agency. Here we are more likely to see higher levels of involvement in community development.

Within population groups, white and Indian/Asian respondents are more likely to disagree or strongly disagree with the statement 'no-one cares about people like me' (both 59%) compared to Africans (51%) and coloureds (48%). Similarly, Africans and coloureds are more likely to agree or strongly agree with the statement (40% and 43% respectively) than Indians/Asians and whites (34% and 31%).

There is little difference in feelings of alienation by employment status, suggesting that respondents value feeling cared for outside work spaces. Feelings of self-worth are similar among residents of Tshwane, Johannesburg, and Ekurhuleni (52%, 50% and 52% respectively). Despite Ekurhuleni residents having relatively high levels of self-worth, 41% agreed or strongly agreed with the statement (the same in Merafong).

3. EXTREME VIEWS

Figure 6: Respondents who believe that a man is justified in hitting or beating his partner under certain circumstances (%)

		Reasons					
		If she goes out without telling him	If she doesn't look after the children	If she argues with him	If she refuses to have sex with him	If she burns the food	If she is unfaithful
Municipality	Emfuleni	1	2	1	1	1	2
	Midvaal	4	5	4	2	2	5
	Lesedi	0	0	0	0	0	0
	Mogale City	2	2	2	2	1	4
	Randfontein	3	5	4	4	2	6
	Westonaria	4	6	6	4	2	7
	Merafong	2	2	2	2	0	3
	Ekurhuleni	4	5	4	4	4	6
	Johannesburg	4	5	4	2	2	5
	Tshwane	1	3	1	1	1	3
	GAUTENG	3	4	3	2	2	4

Domestic violence

Levels of domestic violence are high in South Africa. Although the percentages in this table may seem relatively small, it should be remembered that 1% of the adult population of Gauteng is the equivalent of at least 88 000 people.

There were differences in the attitudes of respondents in different municipalities. Respondents in Randfontein, Westonaria and Ekurhuleni were most likely to think gender-based violence (GBV) was acceptable.

Although men were more likely to think GBV was acceptable, in all cases there were women who agreed with the statements.

Acceptance of GBV decreased with age with respondents aged 50+ years being least likely to think it justifiable in the named circumstances.

Internal migrant respondents were more likely than cross-border migrants to think it was justifiable for a man to hit or beat his partner. Overall, respondents from KwaZulu-Natal, the Free State, Limpopo and the Eastern Cape were most likely to think it was justifiable for a man to hit or beat his partner. Respondents from the Western Cape were least likely to.

Exploration of who are most likely to accept GBV and where they live could assist in targeting anti-GBV campaigns.

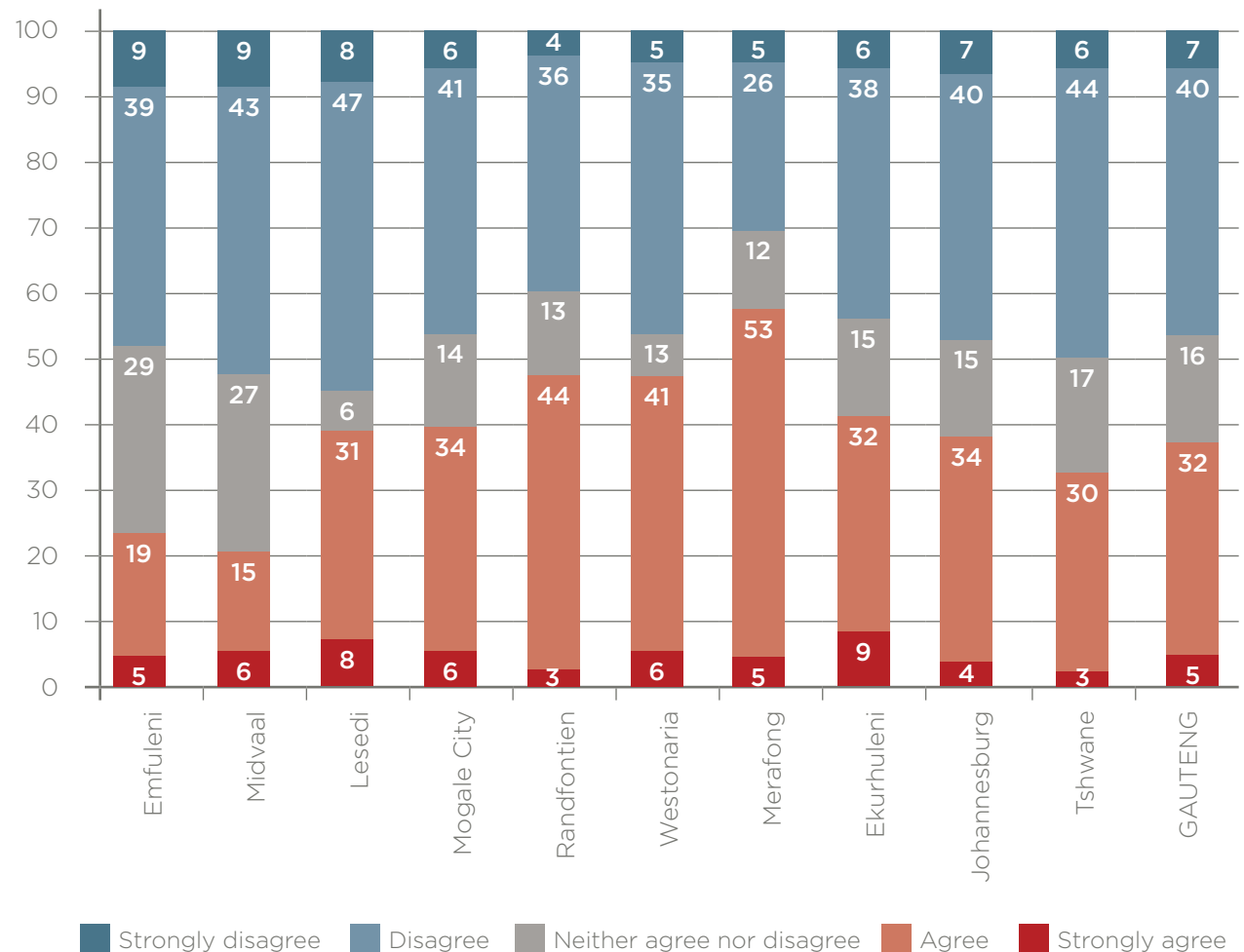
Attitudes towards homosexuality

Achieving social cohesion is an important goal of government. Despite minority groups being protected by the Constitution, they still face antagonism, violence and mistrust from within their neighbourhoods and communities. Attitudes towards lesbian, gay, bisexual, transgendered and intersex (LGBTI) people offers insights into the willingness of society to embrace difference.

The statement 'homosexuality is against the values of my community' indicates a respondent's view of their community's attitudes and results should be read as such. In Gauteng 47% disagree and 37% agree with the statement. The three metros have similar results, with Tshwane indicating the highest disagreement (i.e. is the most tolerant of the three metros), followed by Johannesburg and Ekurhuleni. Tshwane has somewhat incongruous attitudes towards 'the other' as exemplified by the metro also having the most negative attitude towards foreigners with 44% agreeing that 'all foreigners should be sent home.'

Merafong has the highest percentage of respondents in agreement with the statement at 58%, followed by Westonaria and Randfontien at 47% each. Lesedi has the highest percentage of respondents in disagreement with the statement at 55%, followed by Midvaal at 52%, and Tshwane at 50%.

Figure 7: Respondents who believe that homosexuality is against the values of their community (%)



In two other questions, 71% of Gauteng respondents believe that 'gay and lesbian people deserve equal rights with other South Africans' and 13% believe that 'it is acceptable to be violent towards gay and lesbian people'. Westonaria (16%) and Merafong (16%) have the highest number of respondents who agree that it is acceptable to be violent towards gay and lesbian people. Merafong (32%) and Westonaria (31%) also have the highest number of respondents who disagree that gay and lesbian people deserving equal rights with other South Africans.

Across Gauteng, 24% of African and 14% of white respondents believe that gays and lesbians do not deserve equal rights. Results were similar for 'homosexuality is against the values of my community' with 45% of Indian/Asian, 37% of African, and 33% of white respondents agreeing. Interestingly, when analysed according to education levels, a clear relationship is evident between higher education levels and more tolerant attitudes to LGBTI people. For example, 39% of Gauteng respondents with no formal education disagreed with the statement 'homosexuality is against the values of my community', compared to 50% of respondents with a degree or diploma. This trend is evident in responses to 'gays and lesbians deserve equal rights', but not for 'it is acceptable to be violent towards gays and lesbians'.

Attitudes to abortion

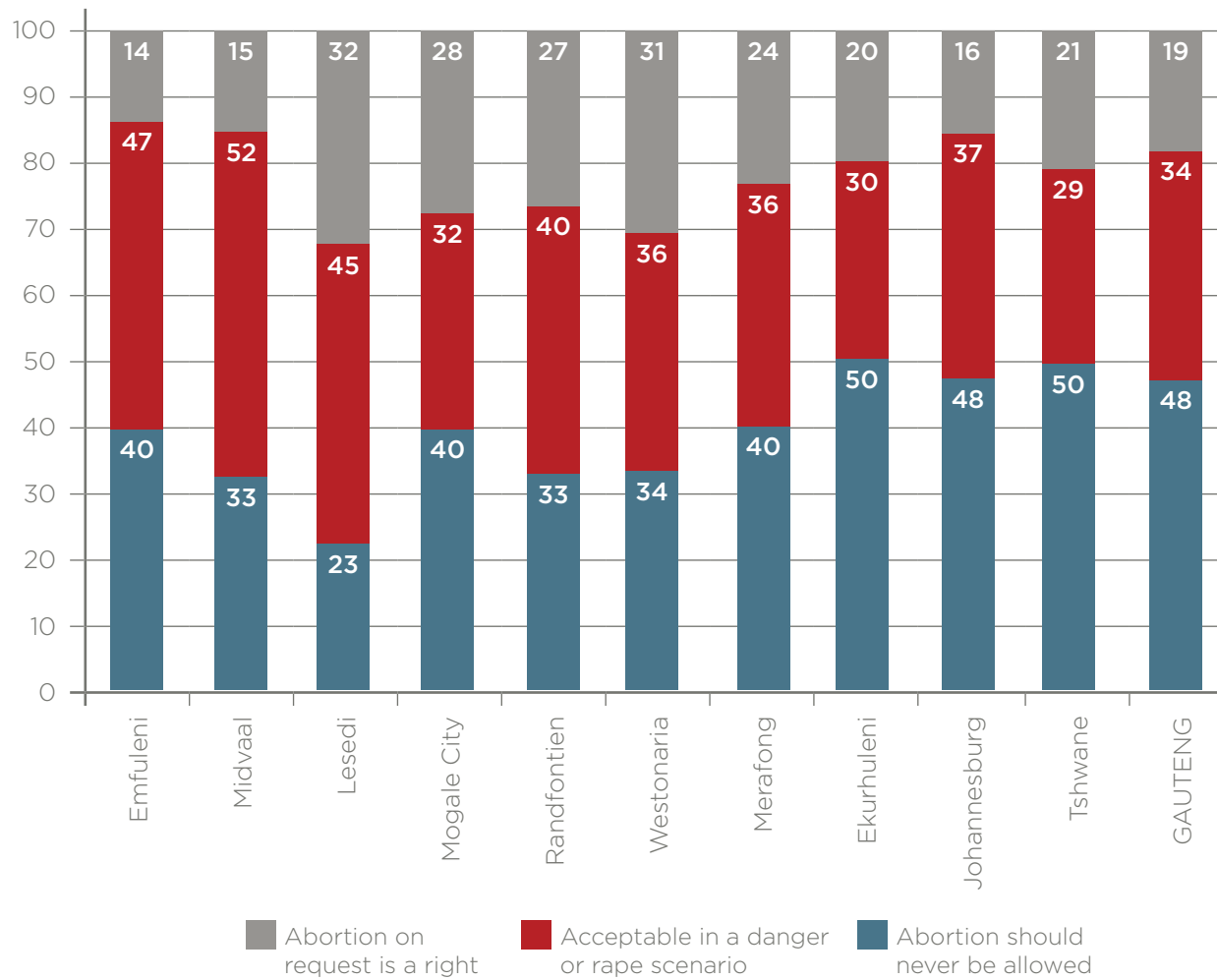
Over 17 years have passed since the introduction of the Choice of Termination of Pregnancy Act, however, abortion remains a divisive subject in Gauteng. Understanding the conditions under which respondents agree with and respect another's right to an abortion indicates the level to which liberalisation has occurred regarding the issue in the province.

In Gauteng, 48% of respondents believe that abortion should never be allowed, 34% believe that it is acceptable in a danger or rape victim scenario, and only 19% believe that abortion on request is a right. It is evident that conservative attitudes are softening when compared to 2011 results that indicated that 55% of respondents believed that abortion should never be allowed, 28% in a danger or rape scenario, and 17% believed that abortion on request is a right.

Interestingly, the strongest negative attitudes towards abortion occur in the three metro municipalities, with Tshwane and Ekurhuleni leading at 50% of respondents indicating that abortion should never be allowed. Johannesburg follows with 48%.

Lesedi has the strongest positive attitudes towards abortion, with 32% believing that abortion on request is a right, followed by 31% in Westonaria, 28% in Mogale City and 27% in Randfontein.

Figure 8: Respondents' attitudes to abortion (%)



As is evident in the LGBTI section, negative attitudes towards abortion soften as respondents indicate a higher level of education. In Gauteng, 60% of respondents without a formal education believe that abortion should never be allowed, compared to 41% with a degree or diploma.

Attitudes to foreigners

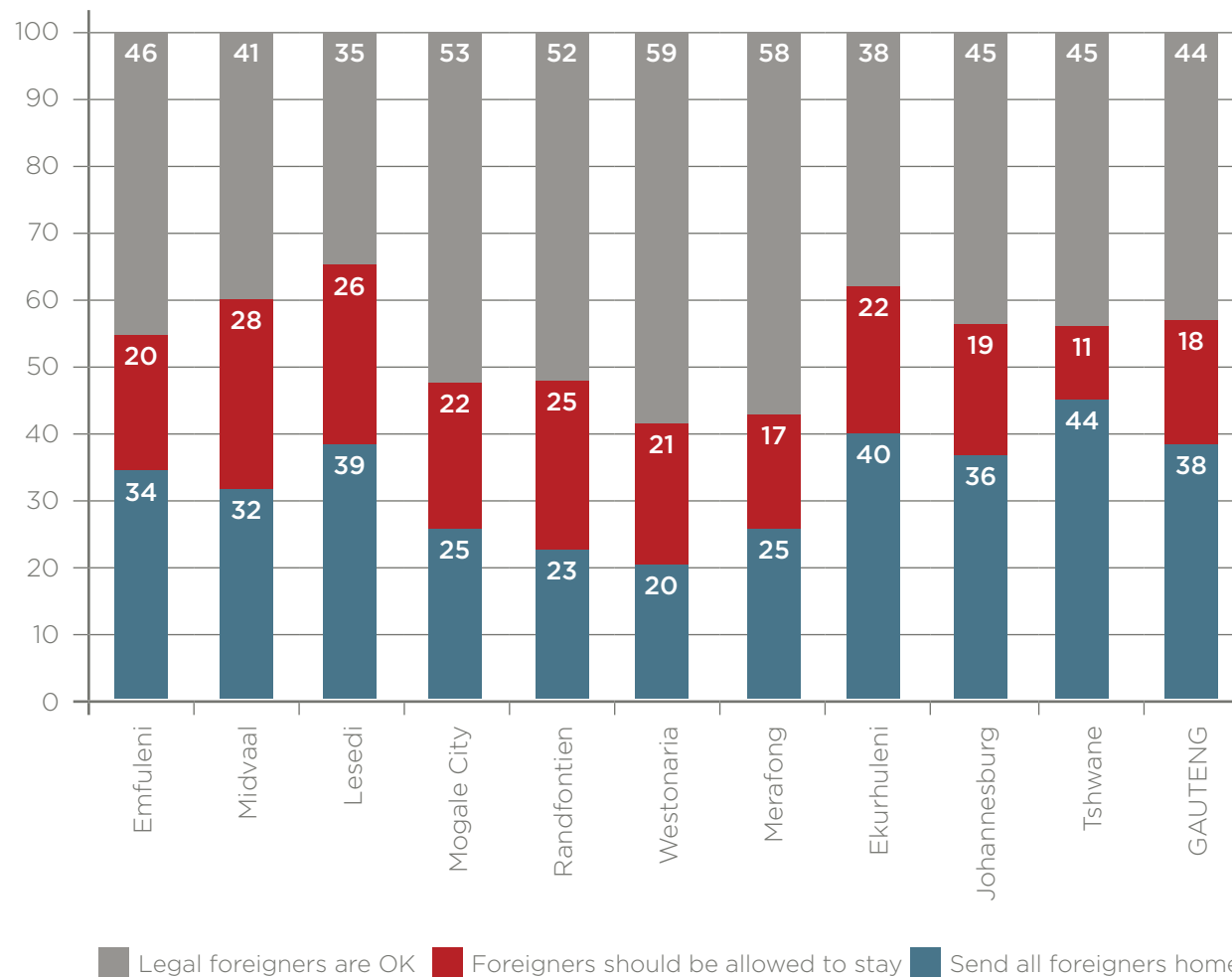
Attitudes of South Africans resident in Gauteng to foreigners are hostile. Respondents were read three statements and asked which described how they feel. Overall, 38% of South African residents said that they agreed with the statement 'Gauteng should be for South Africans only. They must send the foreigners back to their countries.' However, 44% agreed with the statement 'foreign people living in Gauteng are alright, but only if they have legal permission from the government.' A further 18% seemed less concerned with legality and agreed that 'A lot of foreigners came to work in South Africa for poor wages under apartheid. We all suffered under the same system. They should be allowed to stay.'

There were differences between municipalities with attitudes in Tshwane and Ekurhuleni being particularly hostile as 44% and 40% of South African respondents said foreigners should be sent home.

It is notable that attitudes to foreigners were least hostile in some of the municipalities with long histories of cross-border migration and where the proportion of cross-border migrants among respondents was highest, in particular Westonaria, Merafong and Randfontein.

It is unlikely that cross-border migration to Gauteng will stop as the GCR becomes further embedded in a global economy, including that of the SADC and the rest of Africa. Therefore, it is important for municipalities to engage with citizens' perceptions of foreigners and to challenge xenophobia in order that the most can be made of the opportunities created by their presence and so that the costs can be limited.

Figure 9: South African respondents' attitudes to foreigners in Gauteng (%)





QUALITY OF LIFE

1. QUALITY OF LIFE

Satisfaction with life as a whole

Gauteng attracts people from across the country, continent and around the world because of the opportunities (economic and other) and services available in the province. Gauteng therefore holds the prospect of facilitating an improved quality of life, and satisfaction with the life residents lead. These results reflect respondent-reported levels of satisfaction with their life as a whole.

Overall, the majority of respondents indicated that they are satisfied with their life as a whole (70%). Tshwane boasts the highest satisfaction levels in the province (75%). Johannesburg and Tshwane are the only municipalities where dissatisfaction levels are lower than the provincial average (20%), both at 18%. Besides Ekurhuleni, the respondents living in the metros are generally more satisfied with their lives than people in local municipalities. Westonaria shows the lowest satisfaction (59%) and highest dissatisfaction (26%) in the province.

Respondents who are ambivalent regarding satisfaction with their lives are highest in Westonaria (15%) and lowest in Tshwane (7%), with a provincial average of 10%. Across all municipalities, a higher percentage of white and Indian/Asian respondents are satisfied with their lives compared with African and coloured respondents. This trend is most evident in Midvaal, where only 56% of Africans were satisfied, compared to 87% of white respondents. Satisfaction levels of African respondents are higher in Tshwane (71%) and Emfuleni (65%) than for Africans in other municipalities.

Figure 1: Respondents' satisfaction with their lives as a whole (%)

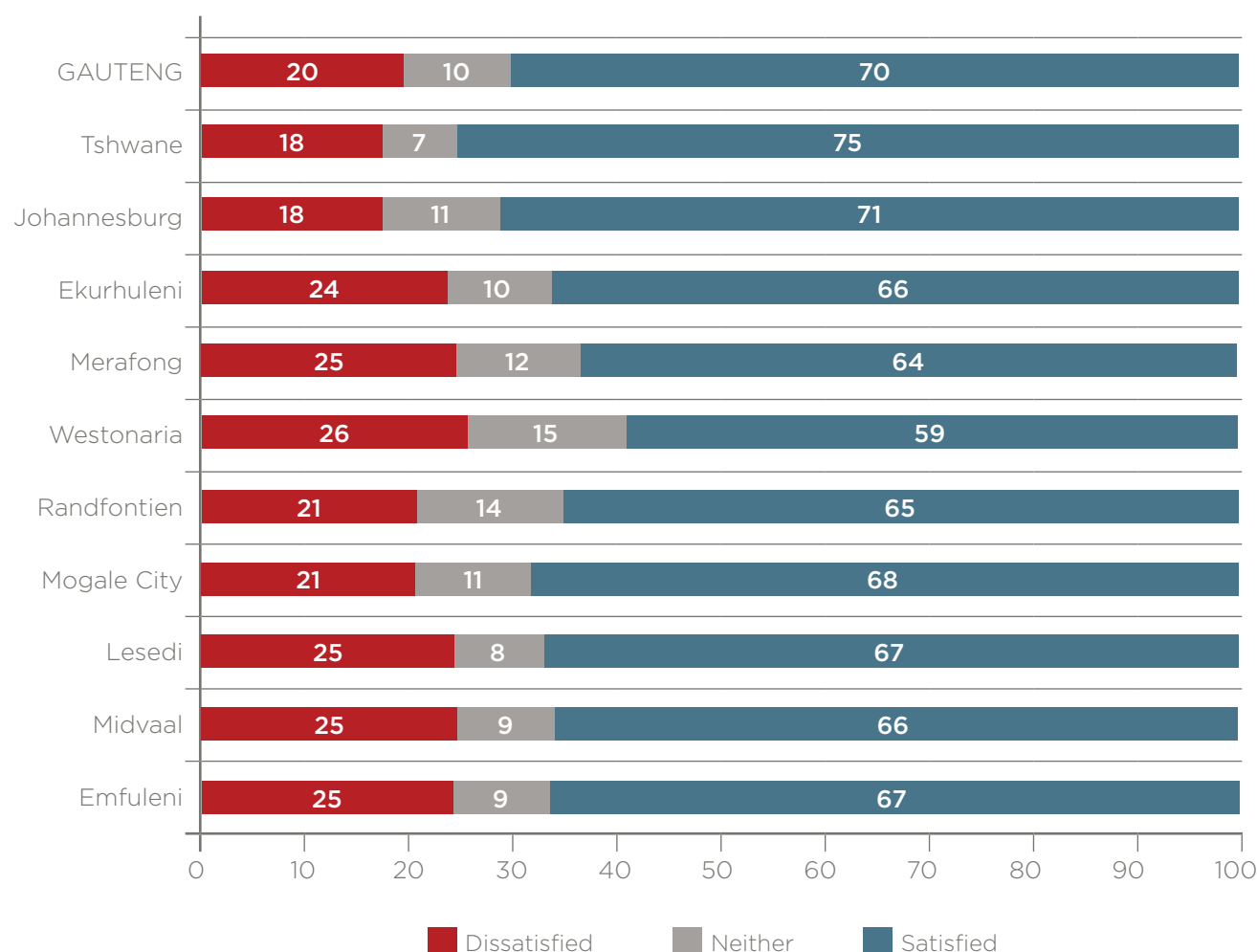
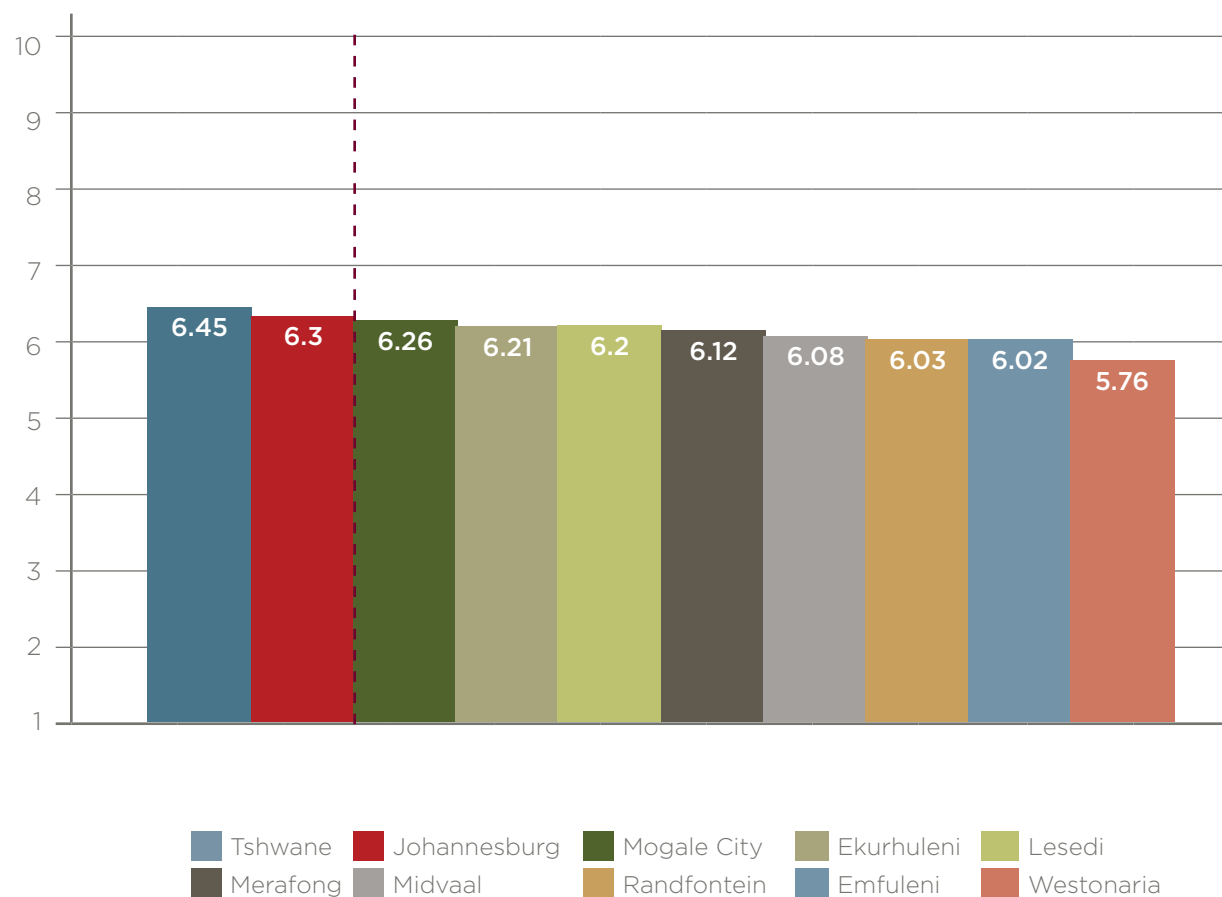


Figure 2: *Quality of Life Index means (mean = 6.28)*

Respondents living in formal dwellings show dramatically higher satisfaction with life compared to respondents in informal dwellings, except in Lesedi, where satisfaction levels are similar regardless of dwelling type. Similarly, employment status has a significant impact on satisfaction with life and is higher among respondents who are employed, compared to those unemployed. This is most evident in Ekurhuleni and Lesedi where satisfaction for employed respondents (72% and 75% respectively) is significantly higher than for unemployed respondents (52% and 48% respectively).

In Westonaria, people who were born in Gauteng are generally more satisfied with their lives than those who have migrated into the province. This distinction is not evident in the other municipalities. Self-reported satisfaction levels have improved over the last three GCRO QoL surveys for Gauteng as a whole, and within most municipalities. There has been a slight decline from the 2011 to the 2013 QoL Survey for Randfontein (from 71% to 65%), Merafong (from 66% to 64%) and Midvaal (69% to 67%).

Quality of Life Index

In order to measure quality of life, the GCRO QoL surveys draw on 56 variables to construct the QoL Index. These include subjective and objective indicator questions, which

are combined into ten 'dimensions' of quality of life. The aim of the index is to measure overall quality of life, as well as the drivers of improvements or deterioration in quality of life. These dimensions include work, socio-political, global, security, connectivity, community, family, dwelling, health and infrastructure. Each indicator variable is allocated a score of either zero or one for each individual respondent. These are then combined to create the ten dimensions, which are scaled out of one, where the maximum possible score for each dimension is 1. A score of 1 reflects extremely high levels of quality of life, and a score of zero indicates the reverse. When the dimensions are then added together, perfect quality of life is represented by ten (out of ten), thus the higher the score the higher the level of quality of life (for more detail regarding the construction of the QoL Index please refer to <http://www.gcro.ac.za/gcr/review/2013/gcro/qol/quality-of-life>).

The results of the QoL Index places Tshwane ahead of all other municipalities with a score of 6.45, followed by Johannesburg (6.3). These are the only two municipalities that score above the provincial average (6.28). Westonaria scores lowest in terms of quality of life with a score of 5.76.

In terms of the various dimensions that make up the index, some have pushed scores up and others have pushed scores down.

Infrastructural and other delivery projects driven primarily by government, seem to push scores up. 'Infrastructure' (access to services, self-reported improvement in community and water cleanliness, and evictions for non-payment of bills), has remained high over time, and is joined by 'health', 'dwelling' and 'connectivity'. Small gains have been made in security, especially in the metros, as well as in Mogale City, Merafong and Midvaal. The lowest score for this dimension in 2013 was in Emfuleni.

It is notable that 'global' (all-round sense of well-being, or lack thereof), alienation and anomie measures, as well as a sense of whether the country is heading in the wrong or right direction, deteriorated quite significantly in 2013. This reflects the general findings of this survey, namely a very low mood in the GCR. This is echoed in low scores for 'community' (which measures social capital) and socio-political. Generally, 'psycho-social' and 'work'-related dimensions also pulled the scores down.

The only dimension that improved in the 2013 survey is 'family' (in a good relationship, have time for family life, can afford to feed the children). This dimension is highest in Tshwane, followed by Johannesburg, Merafong and Ekurhuleni. This is important as cities are often regarded as spaces that atomise

and break down social relations, but the data here suggest that while mood and socio-political views are low, family bonds are stronger in the cities than on the peripheries of the city-region.

QoL Index over time

It is notable that work (un/employment status, a Decent Work Index and satisfaction with work indicators) was the weakest area in the GCR from 2009 to 2011, but by 2013, it had been overtaken by socio-political, suggesting a deep-seated mood-swing is underway, even while economic circumstances improve.

A key finding emerging from this composite QoL Index is that the cities in the GCR are consolidating and pulling ahead, while many municipalities – not all – are battling to keep up. This is a reversal of past surveys, which have found Midvaal (2009) and Randfontein (2011) to offer the highest quality of life. In virtually all domains, the cities are now setting the pace.

What the index suggests is that many of the areas in which local, provincial and national government work, services have improved; but many of the less development-oriented issues, such as psycho-social and headspace areas, have deteriorated over time.

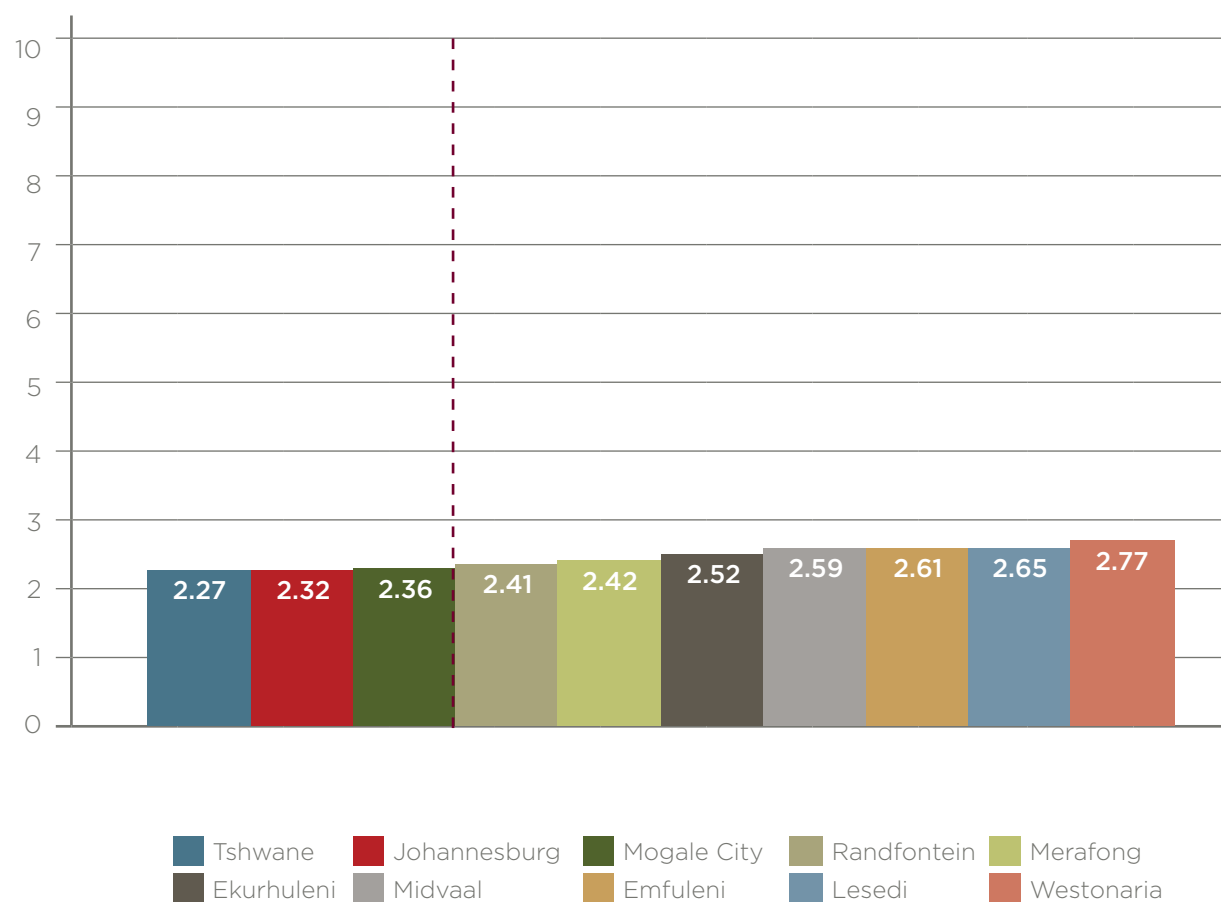
2. MARGINALISATION

Marginalisation Index

The Marginalisation Index is used to gauge the psycho-social status of respondents. The index draws primarily on 29 psycho-social and attitudinal variables, which are grouped in ten 'dimensions of concern' including relationships, housing, connectivity, crime/safety, participation, health, hunger, alienation/extreme views, government and life satisfaction. The methodology used to combine these dimensions is similar to that used in the QoL Index, where the 29 variables in the index are collapsed into ten 'dimensions', and then combined to give a total score out of ten. In contrast to the QoL Index, higher scores reflect higher marginalisation, and thus reflect a negative result. The marginalisation scores are then grouped into four typologies including 'fine', 'OK', 'at risk' and 'marginalised'. Those in the 'fine' category barely registered on the scale, scoring below 1/10 – those who were 'marginalised' were scoring from 5/10 upwards (remembering that high scores are bad news) (for more detail regarding the construction of the marginalisation index please refer to <http://www.gcro.ac.za/gcr/review/2013/gcro/qol/marginalisation-index>).

The results again place Tshwane ahead of all other municipalities in terms of average marginalisation score (2.27), followed by Johannesburg (2.32) and Mogale City (2.36). All other municipalities fall below the provincial average (2.39). Although the average is an indication of overall marginalisation, the four typologies provide more useful insights into marginalisation levels. Looking across the

Figure 3: Marginalisation Index means (mean = 2.39)



municipalities, it is notable that 'marginalised' respondents are most likely to be found in Westonaria (11%), Midvaal (8.5%) and Ekurhuleni (7%). At the other end of the scale, those 13% who are 'fine', are reasonably spread across most areas, including Randfontein (16%), Mogale City (16%), Merafong (14%), Tshwane (14%) and Midvaal (14%), and Johannesburg (13%).

Although the index shows that marginalisation can occur anywhere, and there seems to be no difference between large or small municipalities, core or periphery, the results do help in targeting areas where a combination of 'at risk' and 'marginalised' can be found. The cities of Tshwane (10%) and Johannesburg (11%) have the lowest combined totals of 'marginalised' and 'at risk' respondents. At the other extreme, however, Westonaria has 22% of respondents falling into the 'at risk' or 'marginalised' categories, suggesting that significant psycho-social support is required in the municipality. In other municipalities, respondents in these two categories fall in a range between 13% in Mogale City and 19% in Midvaal.

These results are important for government, civil society and other social actors to use in targeting people who need psycho-social support, not merely bricks and mortar services.

It is important to note that when reading these graphs, scores for quality of life are the reverse of those for marginalisation. In other words, high scores in the QoL Index are good, representing high quality of life, whereas high scores on the Marginalisation Index are bad, representing high levels of marginalisation. For this reason, it is immediately positive to

note that while average quality of life for the GCR in 2013 stood at 6.28, the marginalisation average stood at 2.39. Both of these figures are improvements on the 2009 and 2011 survey scores. Despite these improvements the marginalisation score is still worryingly high.

Across the three surveys Midvaal and Emfuleni show a steady decline in quality of life, and a significant increase in marginalisation since 2011. Although Westonaria has the lowest quality of life across all three surveys, these scores are steadily increasing, and despite an increase in marginalisation since 2011, marginalisation has nonetheless dropped significantly since 2009.

Ekurhuleni indicates some slightly different trends compared to the other cities in that the quality of life mean has steadily decreased over time, whereas Tshwane and Johannesburg have recovered from a drop in 2011. In terms of marginalisation, all three cities improved between 2009 and 2011, but then deteriorated again by 2013. Johannesburg, however, is the only city that remained below the 2009 mean (i.e. has performed better).

Marginalisation Index over time

The majority of respondents since 2009 have been either 'fine' or 'OK'. Over time, those labelled 'fine' have dropped significantly, from 22.3% in 2011 to 12.5% in 2013. Those who scored in the 'OK' category were still performing well, comprising 74.9% of respondents. Together the 'fine' and 'OK' categories account for 87.4% of all respondents. While there

seems to be a falling off from the top category ('fine'), the GCR remains a space where most people seem to be able to live fulfilling lives in both material and psycho-social domains.

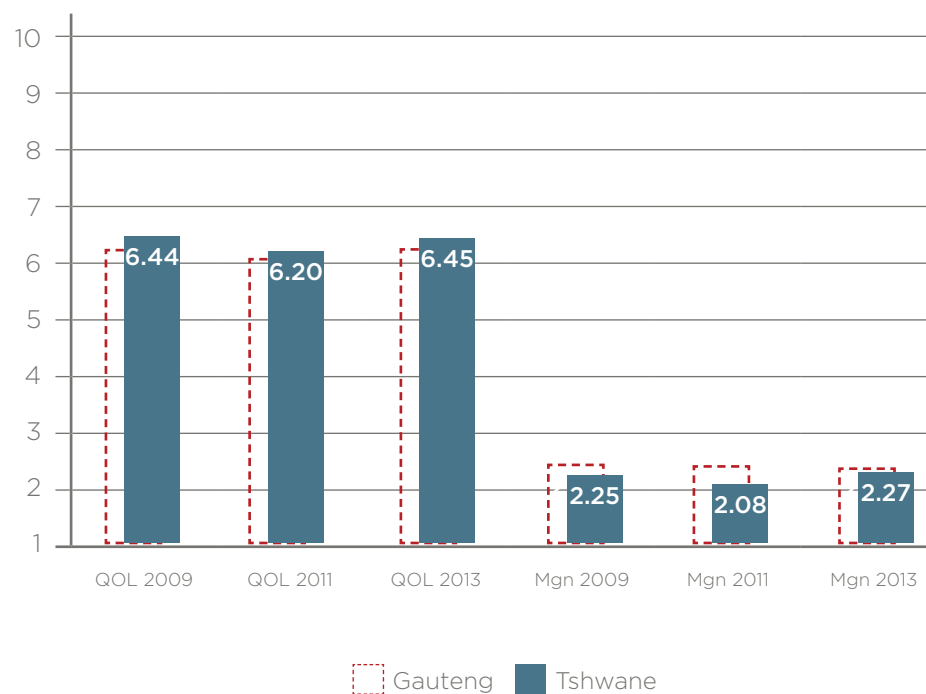
The category 'at risk' in 2009 included 8.4% of respondents which has slowly but steadily decreased, and in 2013 comprised 7.7% of respondents.

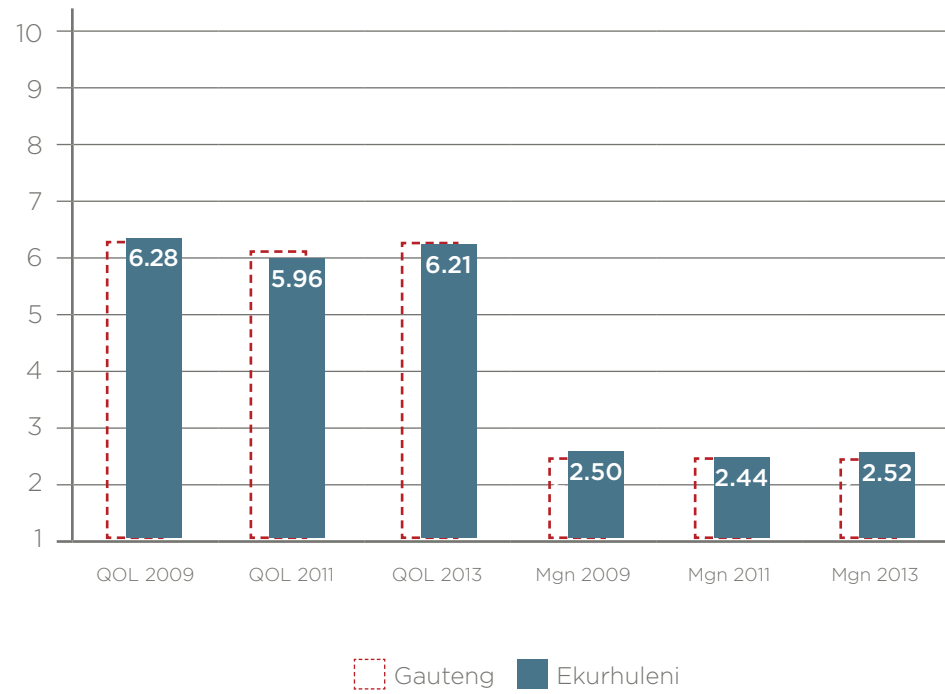
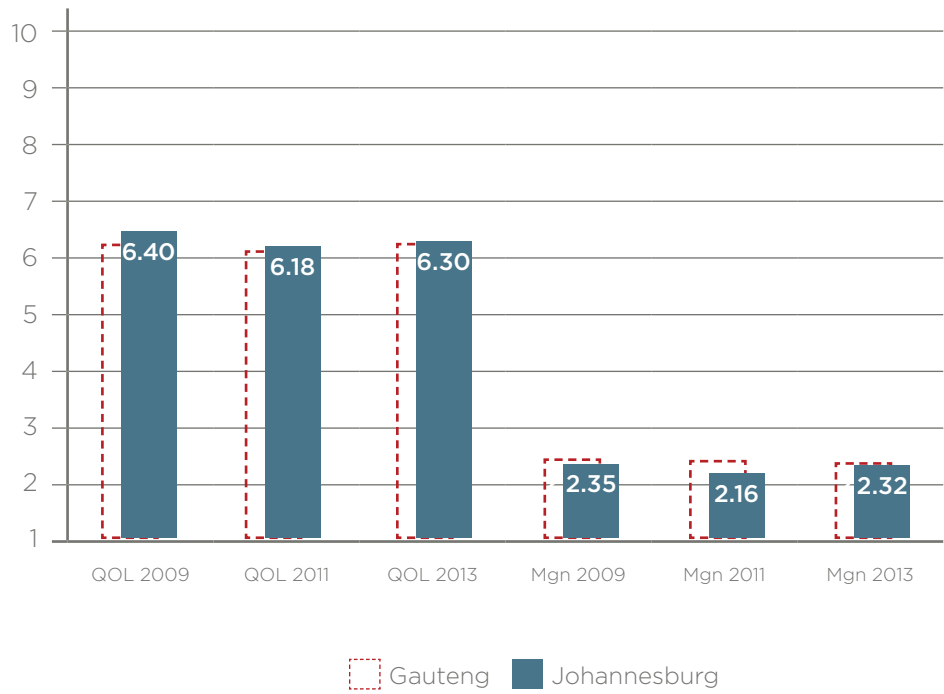
In terms of the respondents who scored highest (meaning they performed worst), in 2009 4.8% of the sample fell into the 'marginalised' category. This category remains essentially unchanged at 4.9% of respondents in 2013 being categorised as 'marginalised'.

Overall, it seems that the centre - the 'OK' category - is consolidating, with both negative and positive implications - some people have dropped from being 'fine' to 'OK'; while others have moved from being 'at risk' to being 'OK'.

These results highlight that mood is low, cynicism is high, and the social fabric is taking huge strain as a result, with alienation, anomie, extreme racial views, low social capital and related issues all taking a toll on Gauteng residents. A key finding of the 2013 QoL Survey that emerges is that people are receiving goods and services, and are happy about them; but many remain deeply scarred about race, alienated and mistrustful of each other and more so of politicians. The findings highlight the urgent need for direct intervention in these more complex areas.

Figure 4: *Quality of Life Index means and the Marginalisation Index means compared (2009, 2011 & 2013)*







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