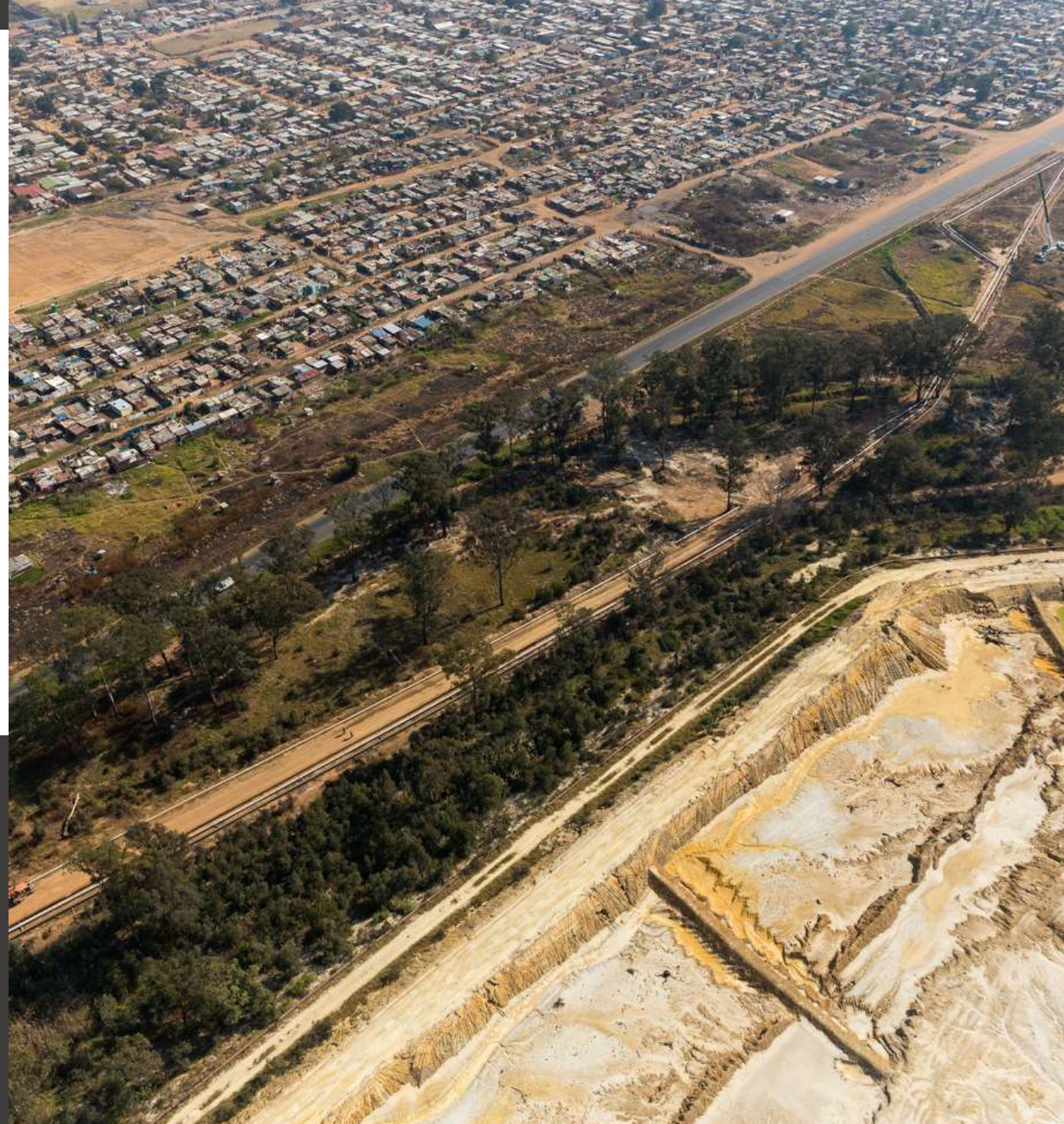


# Quality of Life in the GCR: QoL survey 2015

Launch presentation  
28 June 2016

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Gauteng City-Region Observatory (GCRO)





# Overview of QoL 2015





# Overview of QoL 2015

## Overview

- This is the 4<sup>th</sup> Quality of Life Survey conducted by GCRO
- 2009: 5 836 respondents in Gauteng / total of 6 636 across wider GCR
- 2011: 16 729
- 2013: 27 490
- 2015: 30 002
- In addition to GCRO funds, the three metropolitan municipalities and the Gauteng Department of Health each contributed significant finances to the 2015 survey, allowing us to realize the largest sample to date, broadly 'representative' to ward level across Gauteng

# Overview of QoL 2015

## Sampling

- A representative sample of the population aged 18 years and older in Gauteng was drawn by Dr Ariane Neethling. This sample was checked by GCRO, Ross Jennings and Prof Paul Fatti (Emeritus Professor of Statistics, University of Witwatersrand).
- As in 2013, the goal was to provide a 'ward-representative sample' of the entire province. Census 2011 was used as a benchmark for the sample frame.
- The sample was constructed using a multistage stratified sampling approach with 2011 wards (n=508) as the explicit stratification variable. In each ward, enumerator areas (EA) were selected using probability proportional to size (PPS), and the power allocation rule.
- In each of the drawn EAs, five households were systematically selected as the targeted 'visiting points' using GIS techniques and the most up to date geospatial data on dwelling units from GeoTerralimage (GTI). An oversample of 5 additional dwelling units were also selected for substitution.
- The sample drew a minimum of 30 respondents per ward in non-metro wards, and 60 in metro wards, with no ceiling (determined by PPS).

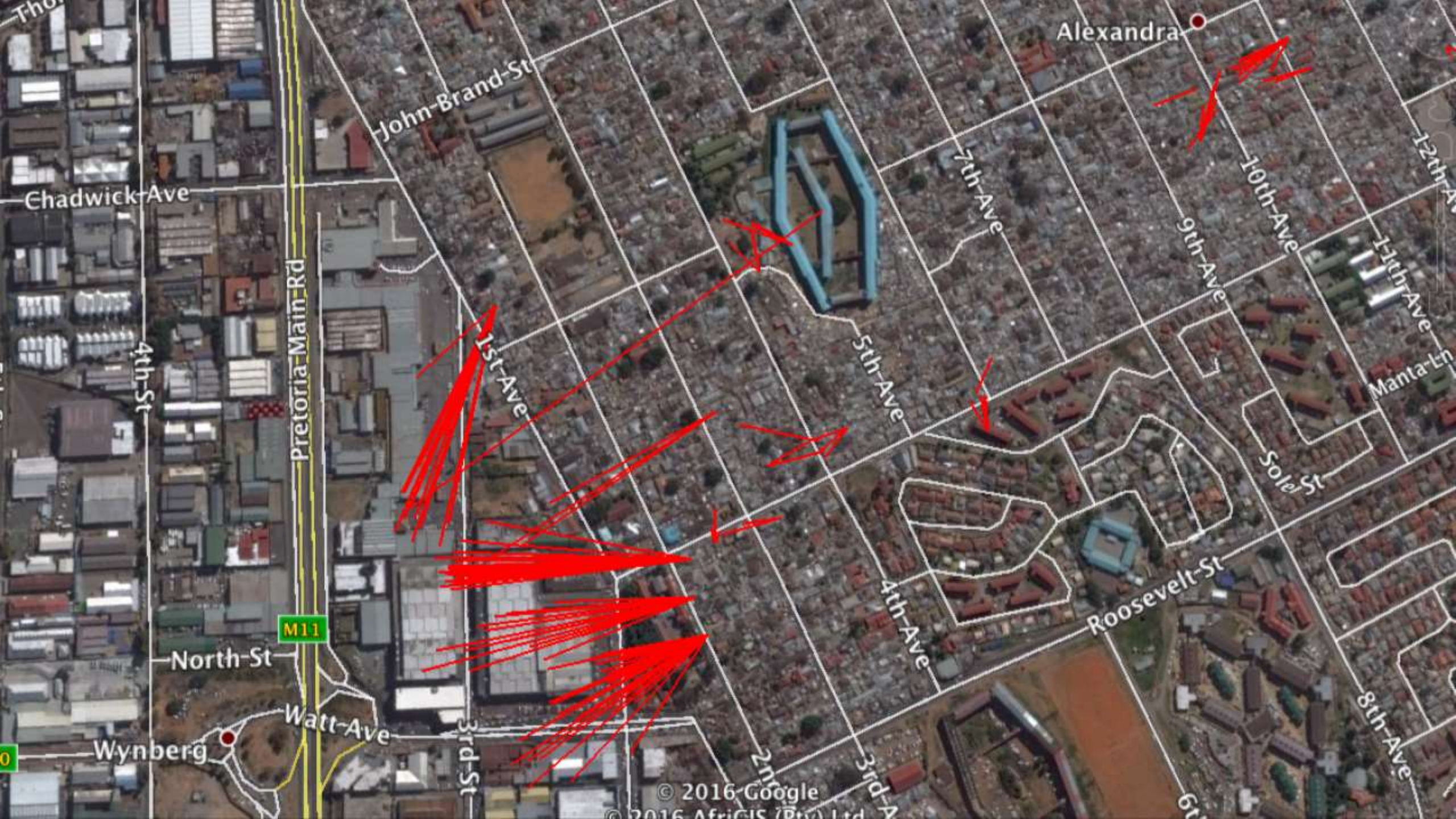
# Overview of QoL 2015

## Fieldwork

- Fieldwork by Ask Afrika\*, back-checked externally by a team commissioned separately by GCRO
- Surveys conducted with CAPI (survey instruments on tablets with GPS)
- Quality control:
  - Field managers – quality checks on fieldworkers
  - External agency personnel – surprise field visits & call backs, internal review of 25% of questionnaires
  - GIS verification by GCRO and service provider
- Significant quality issues were uncovered through GCRO checking:
  1. Not all GPS co-ordinates were taken automatically. Several thousand had manual entries raising questions about authenticity. Unless the manual entries could be verified (e.g. with geocoded addresses) they were rejected and redone
  2. Instances of ‘convenience sampling’ where GPS co-ordinates – when looked at with address information – indicated that interviews were not conducted in homes, but rather in shopping malls, taxi ranks, fast-food outlets etc. These were rooted out and redone

\*The data remains part-owned by Ask Afrika until completion of the project. All analysis is the property of GCRO





Alexandra

John-Brand-St

Chadwick-Ave

Pretoria Main Rd

4th-St

North St

Watt-Ave

Wynberg

M11

1st-Ave

3rd-St

5th-Ave

7th-Ave

4th-Ave

2nd-Ave

3rd-Ave

Roosevelt-St

9th-Ave

10th-Ave

11th-Ave

12th-Ave

Solei St

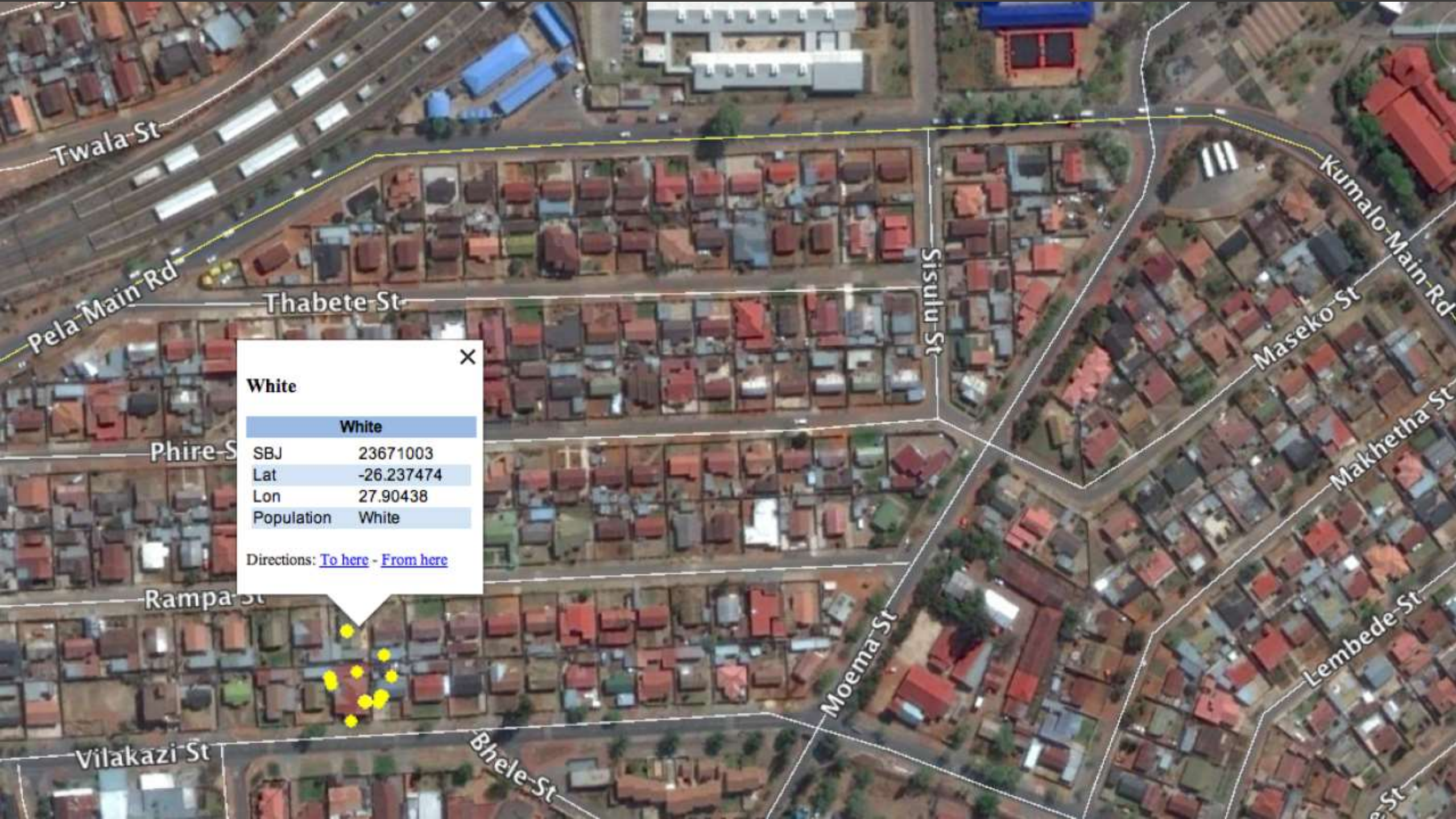
Manta Ln

8th-Ave

© 2016 Google

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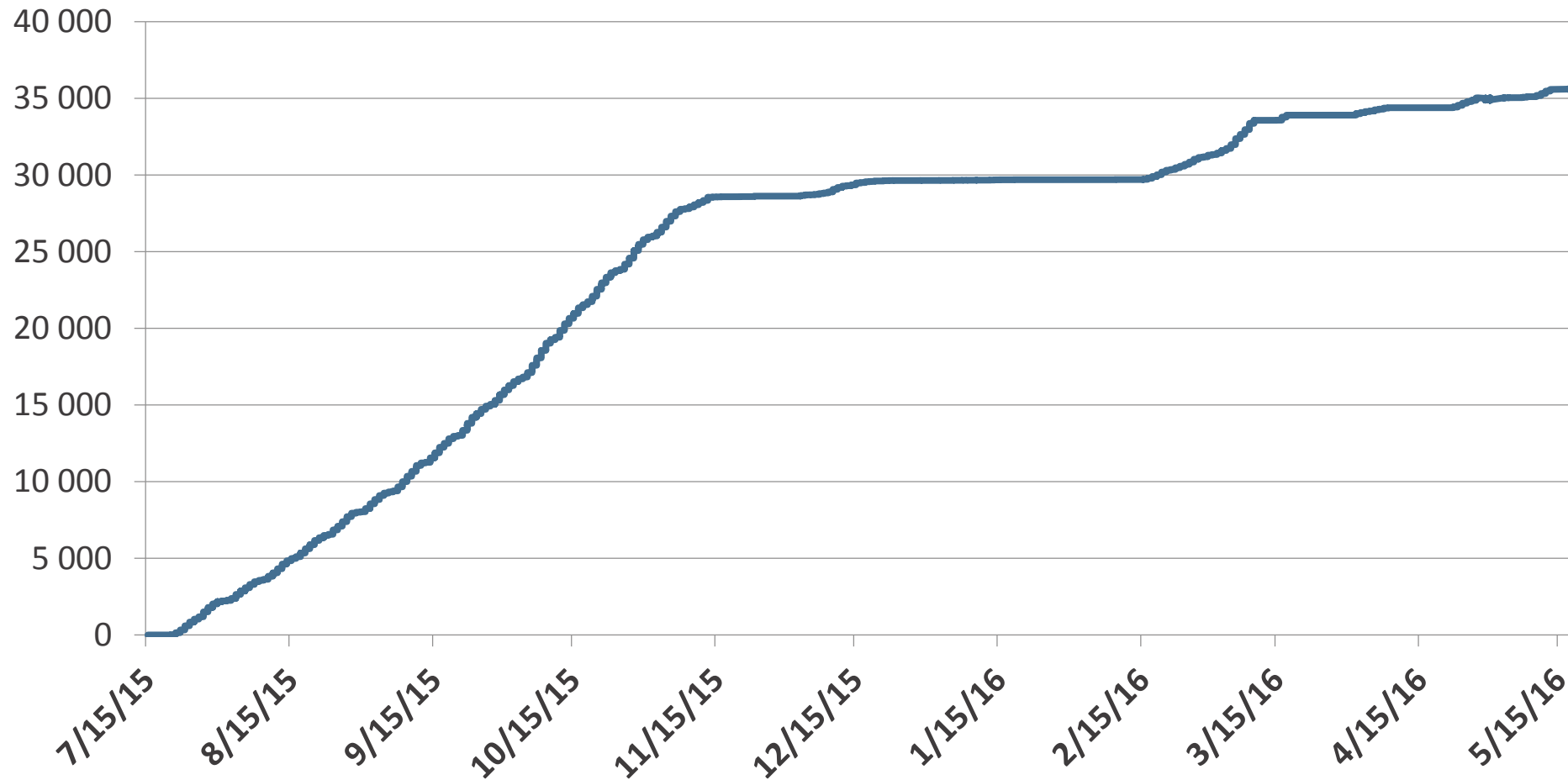
White

White	
SBJ	23671003
Lat	-26.237474
Lon	27.90438
Population	White

Directions: [To here](#) - [From here](#)

# Overview of QoL 2015

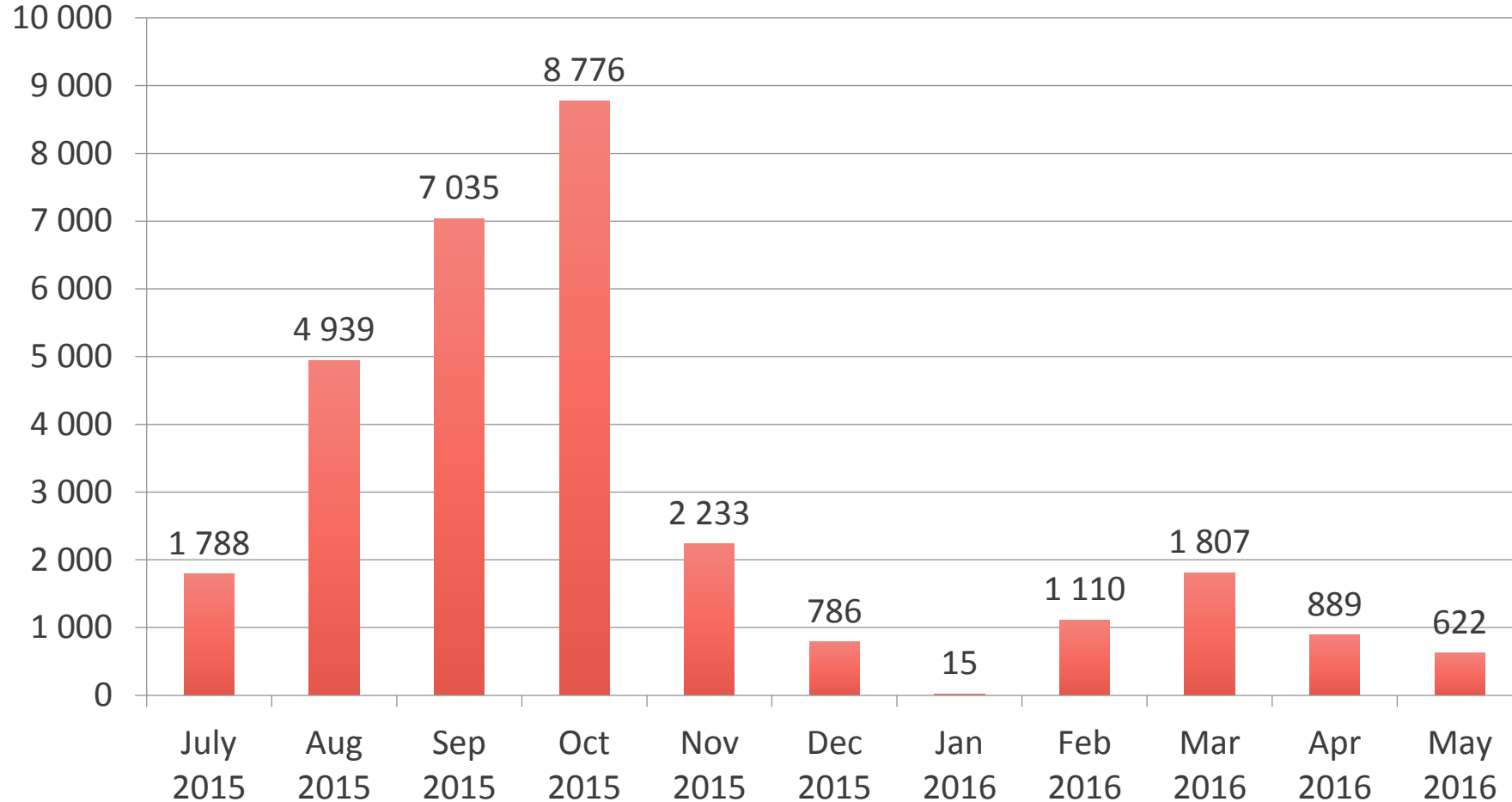
Fieldwork – interviews cumulative





# Overview of QoL 2015

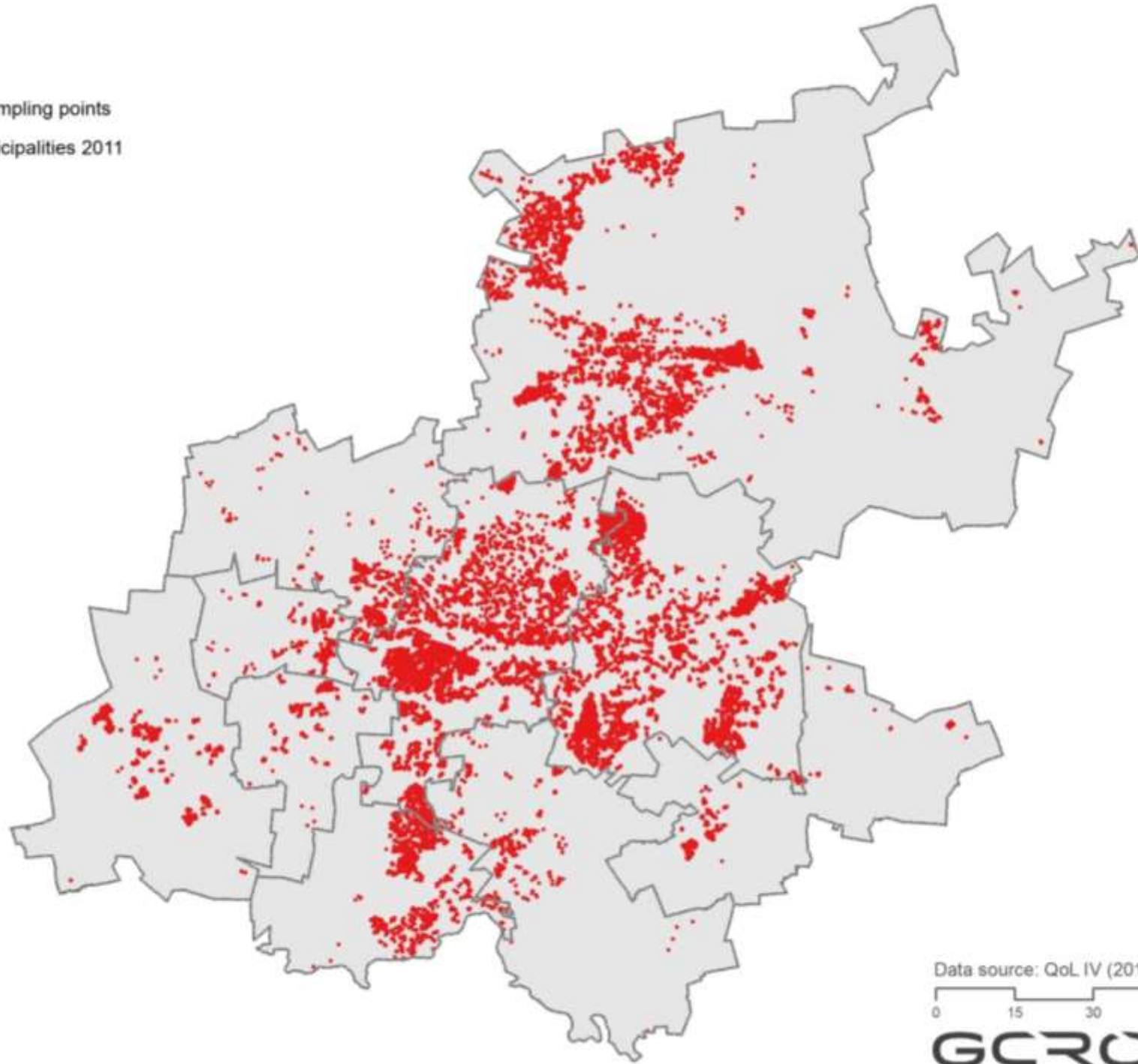
Fieldwork – final interviews in each month



\*Sample may not be fully representative at each period over the course of fieldwork



- QoL IV Sampling points
- Local Municipalities 2011

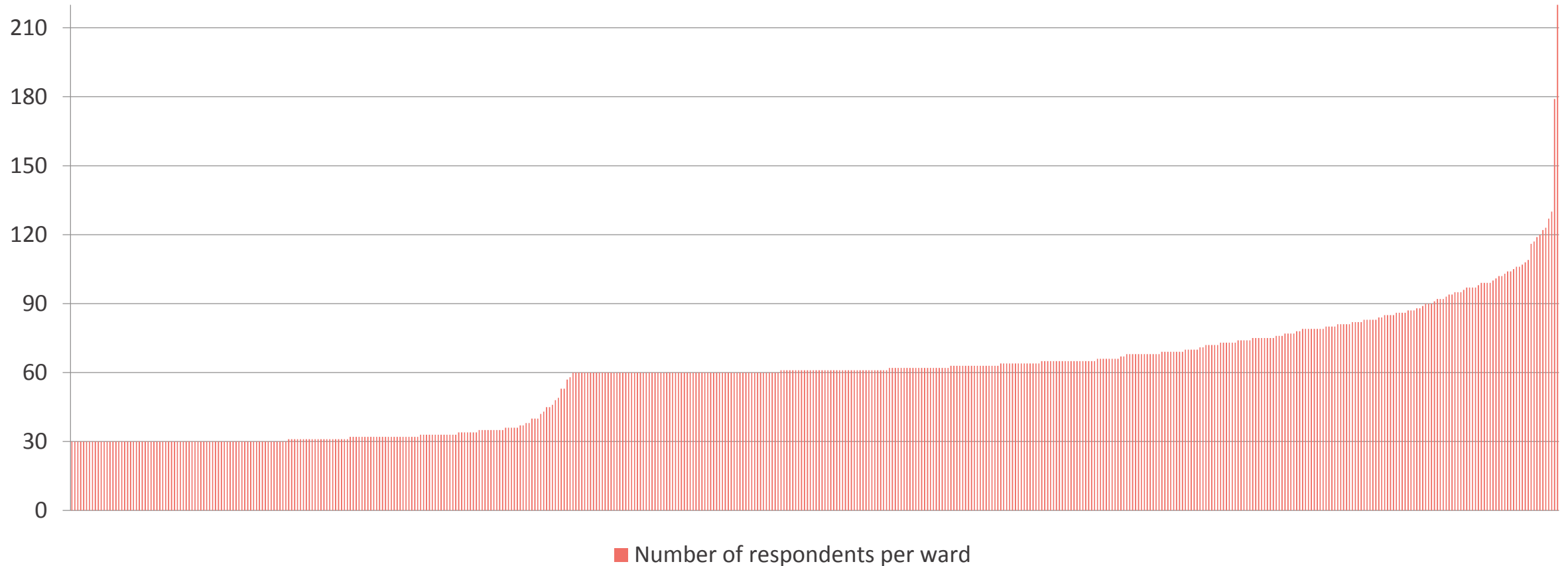




# Overview of QoL 2015

Realised sample

- Aim was to have at least 30 respondents per ward in non-metro wards, and 60 in metro wards, with no ceiling (determined by PPS).





# Overview of QoL 2015

## Weighting and number of interviews per municipality

- Unweighted data was slightly low on whites, and low on males/high on females. Entire data-set was weighted by race and sex at ward level. A software package, CALMAR, was used to calculate weights to align with Census 2011.

	Unweighted		Error bar	Weighted	
	Respondents	Percentage		Respondents	Percentage
Johannesburg	9 821	32.7%	0.99%	10 959	36.5%
Tshwane	7 242	24.1%	1.15%	7 190	24.0%
Ekurhuleni	7 266	24.2%	1.15%	7 696	25.7%
Emfuleni	1 693	5.6%	2.38%	1 701	5.7%
Lesedi	398	1.3%	4.91%	233	0.8%
Merafong	893	3.0%	3.28%	479	1.6%
Midvaal	442	1.5%	4.66%	233	0.8%
Mogale City	1 059	3.5%	3.01%	884	2.9%
Randfontein	687	2.3%	3.74%	357	1.2%
Westonaria	501	1.7%	4.38%	270	0.9%
GAUTENG	30 002	100%	0.57%	30 002	100%

# Overview of QoL 2015

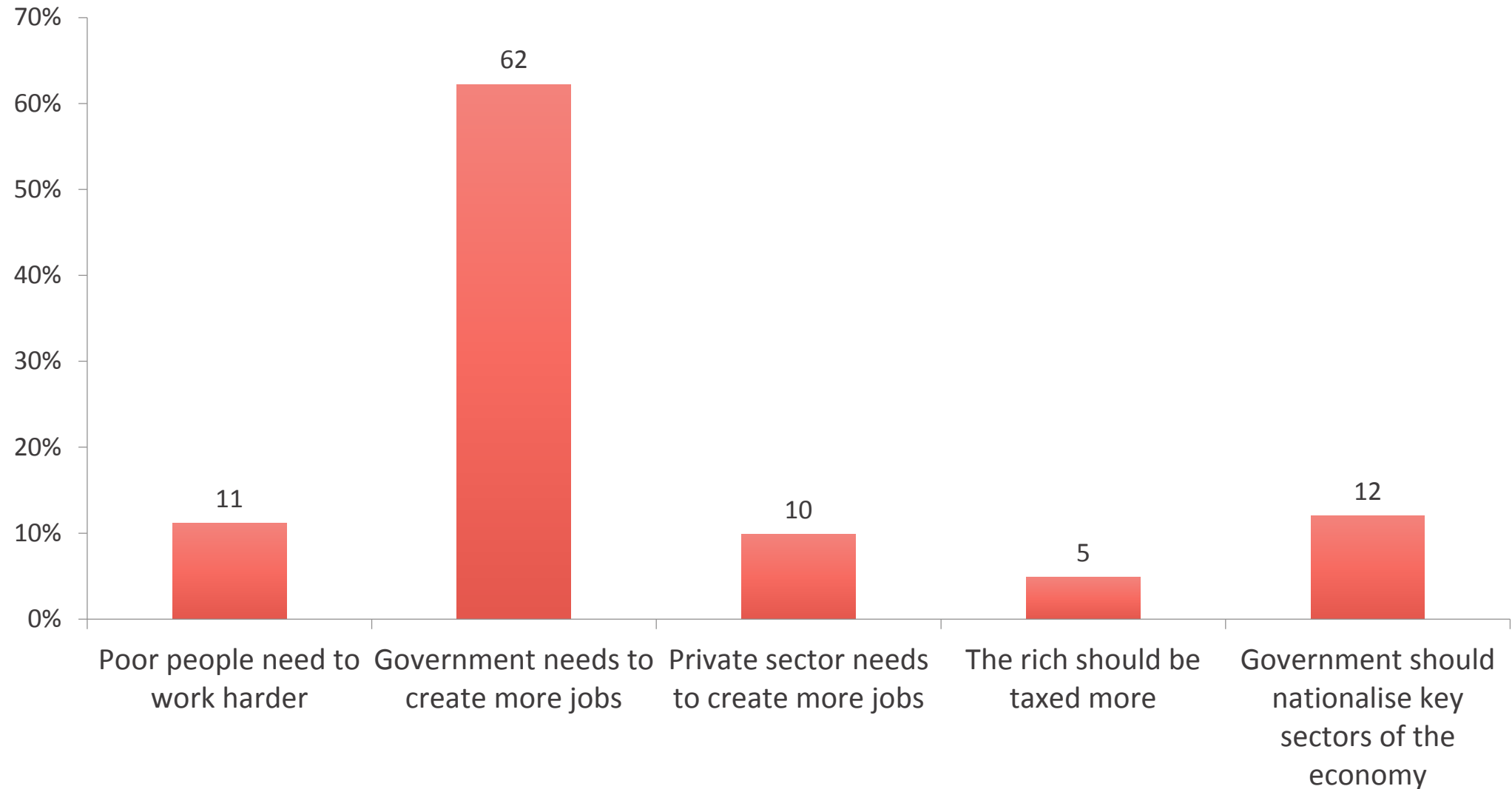
## What's in the 2015 survey?

- About 60% of the questionnaire remains the same as in previous years. Good coverage of:
  1. Demographic variables (education, age, income)
  2. Dwelling and service access
  3. Satisfaction with services
  4. Satisfaction with government
  5. Migration
  6. Headspace, social attitudes
  7. Transport
  8. Poverty, wealth, debt, food insecurity, etc.
- **Enhanced sections/questions on:**
  1. Health
  2. Economy and employment, with specific focus on township economy
  3. Smart city
  4. Neighbourhood (e.g. where would respondent like to live)
  5. Gauteng 'DNA' questions about identity, affiliations, breaking rules, etc.



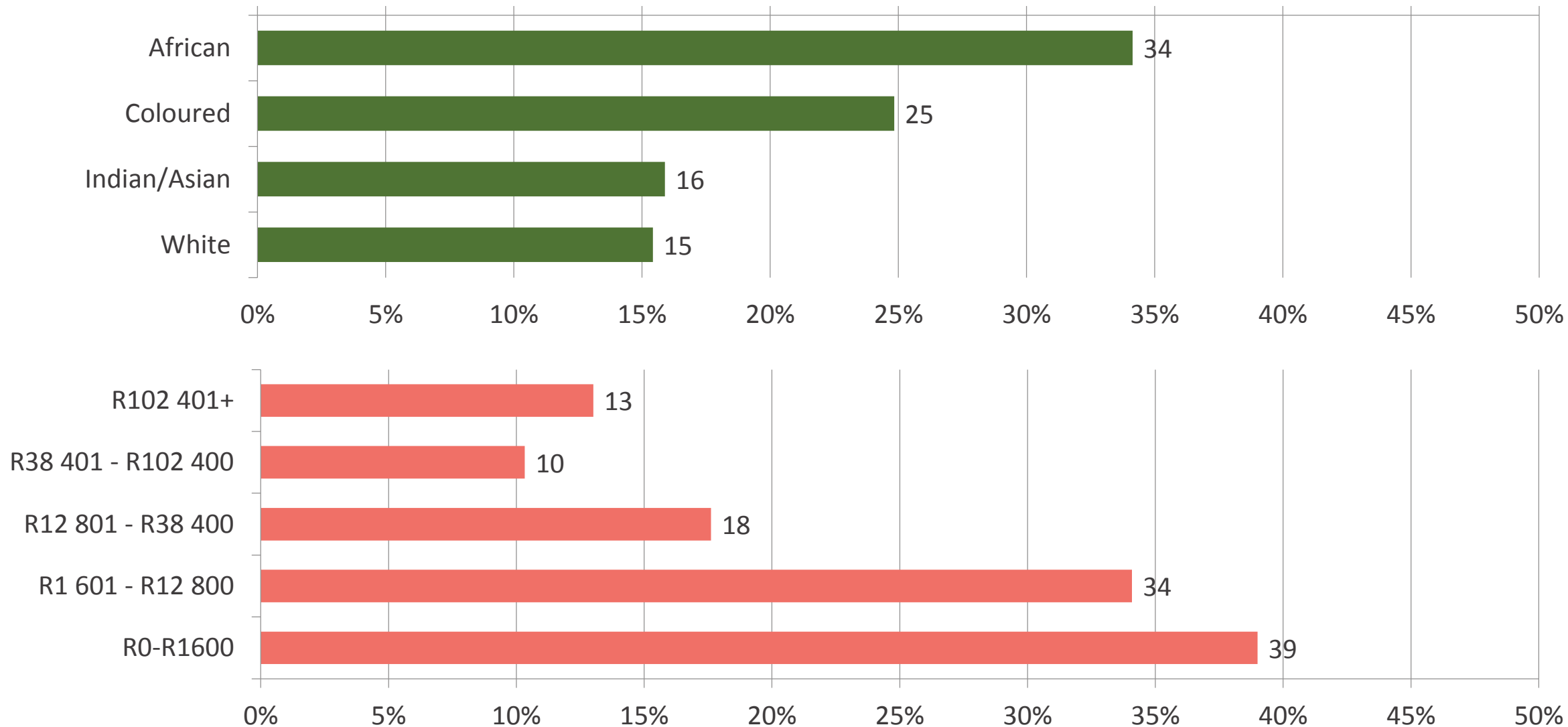
# A snapshot ...

Which approach would have the biggest impact on inequality?



# A snapshot ...

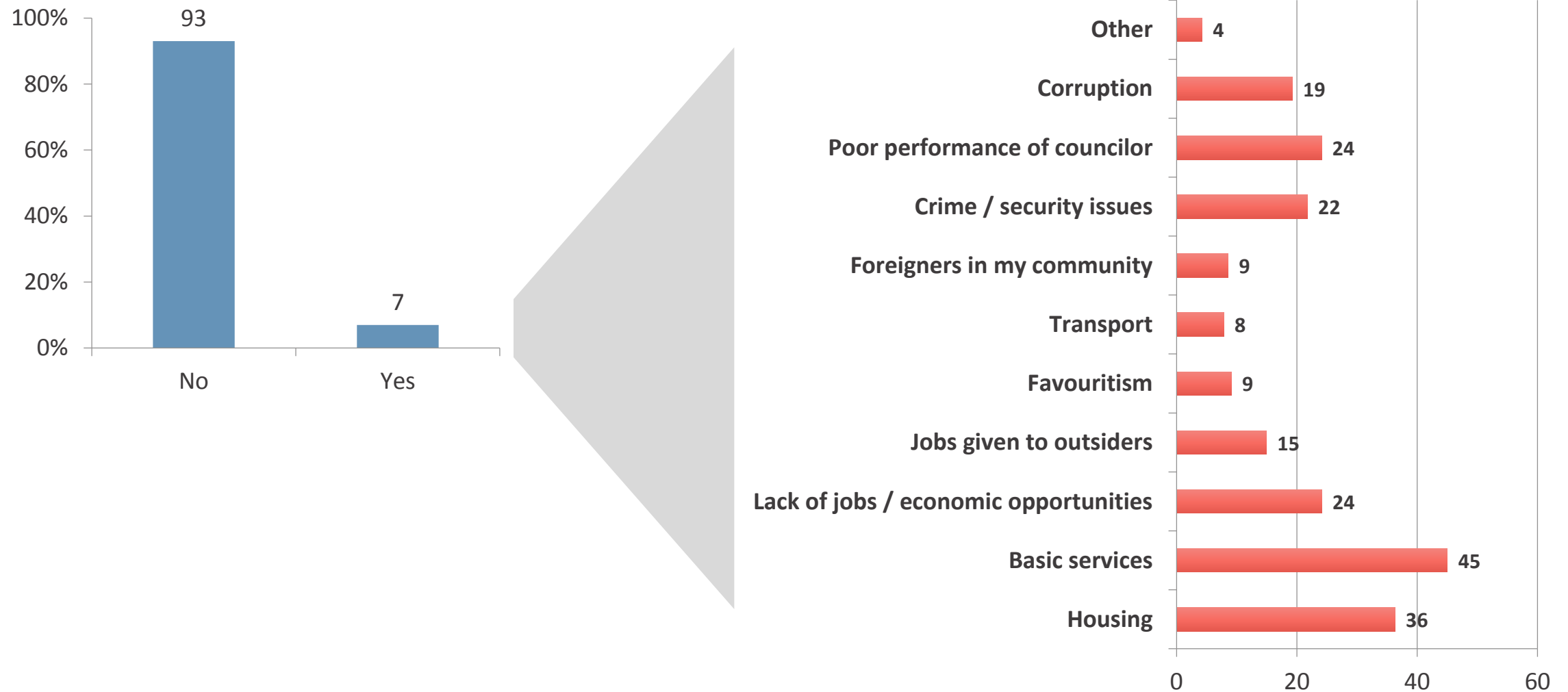
I will never pay my e-Tolls: Those who say 'Not applicable/don't use freeways'





# A snapshot ...

Have you participated in a protest in last 12 months and what was it about?



# A snapshot ...

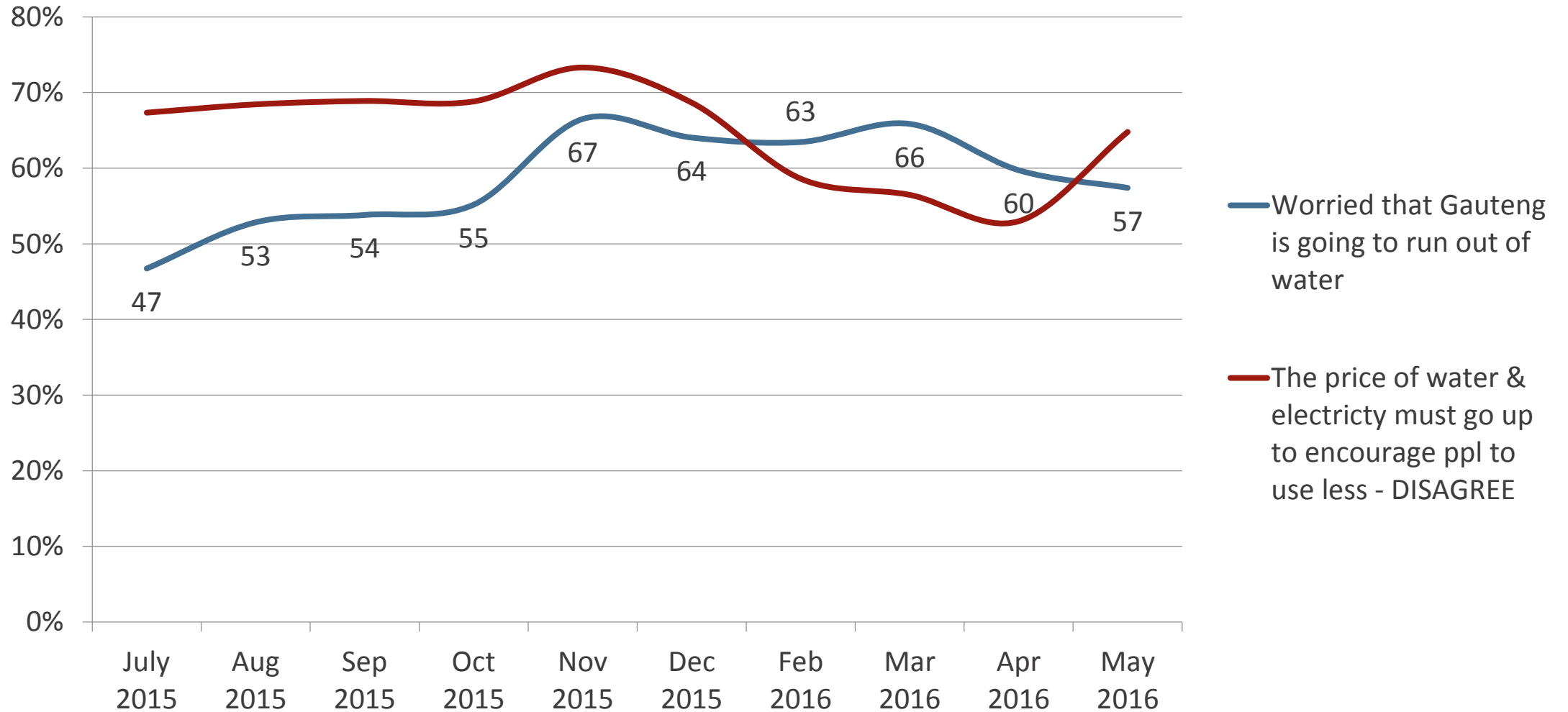
Access to healthcare, by race

	Where do you usually go for medical care? (%)	Are you personally covered by medical aid / insurance? (%)
	Private healthcare facilities	No medical insurance
African	11	82
Coloured	19	64
Indian/Asian	51	32
White	68	21



# A snapshot ...

I am worried that Gauteng is going to run out of water – over the period of the survey\*



\*Sample may not be fully representative at each period over the course of fieldwork

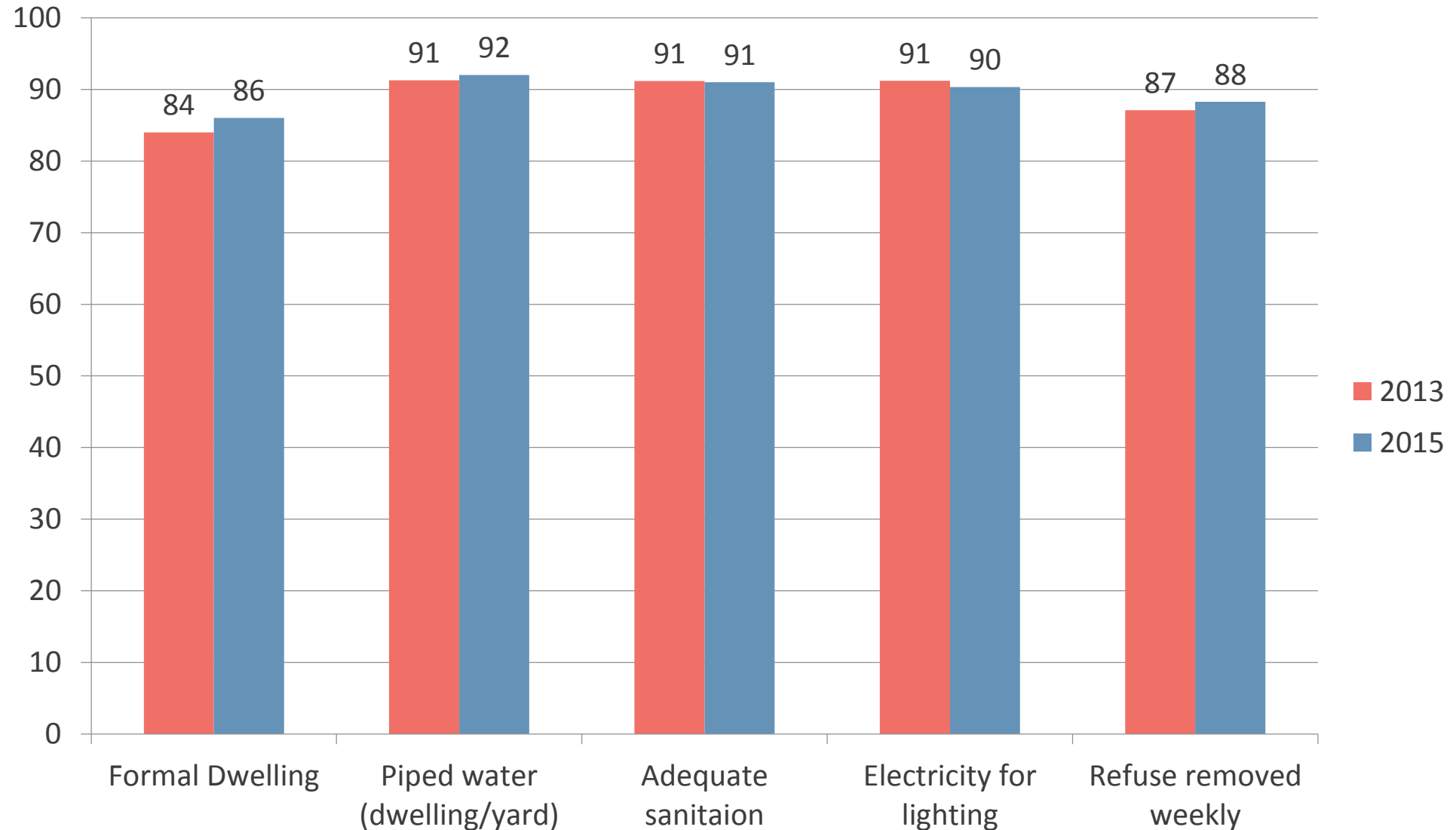
# Satisfaction with services





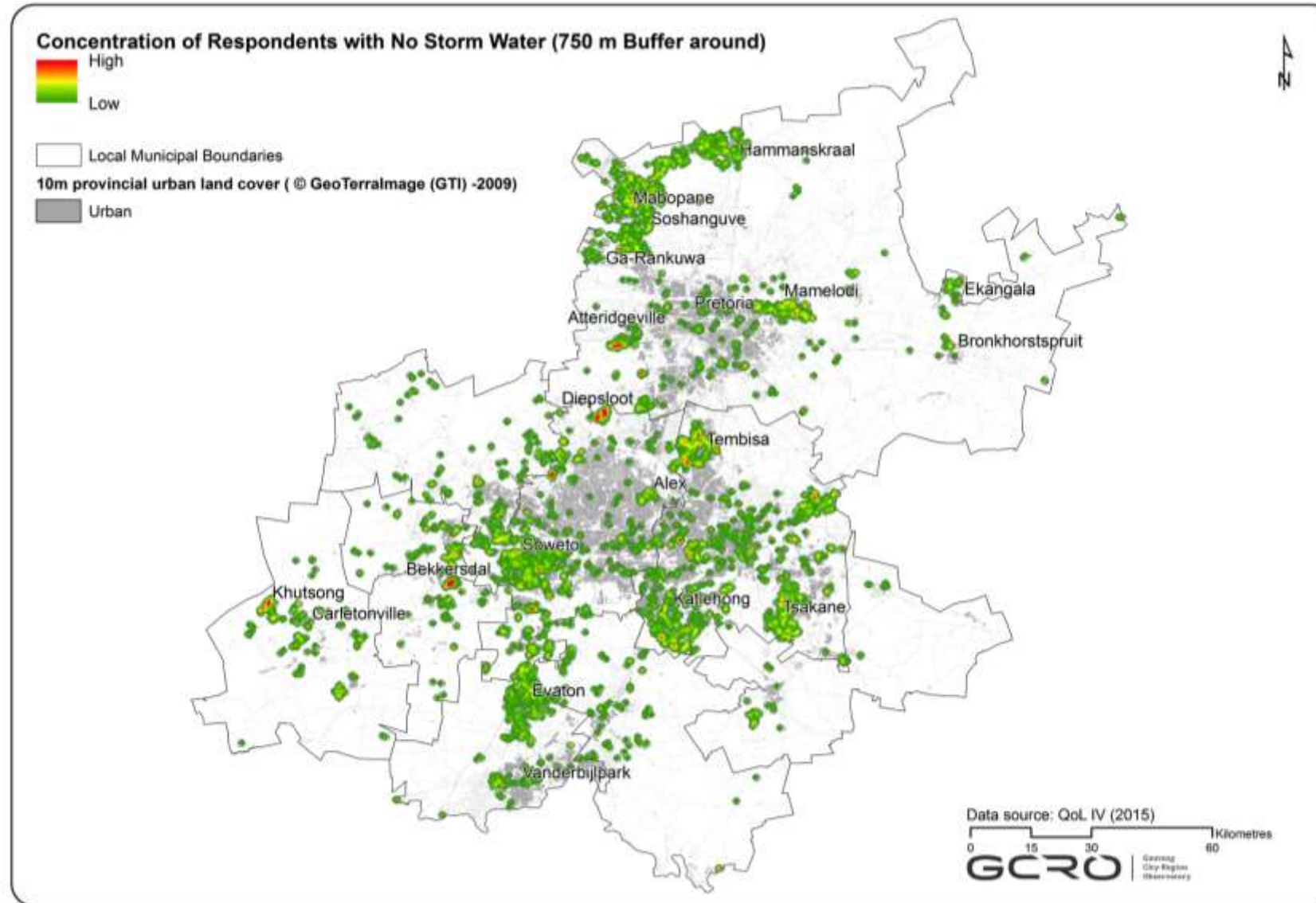
# Satisfaction with services

Access to services (2013 vs 2015)



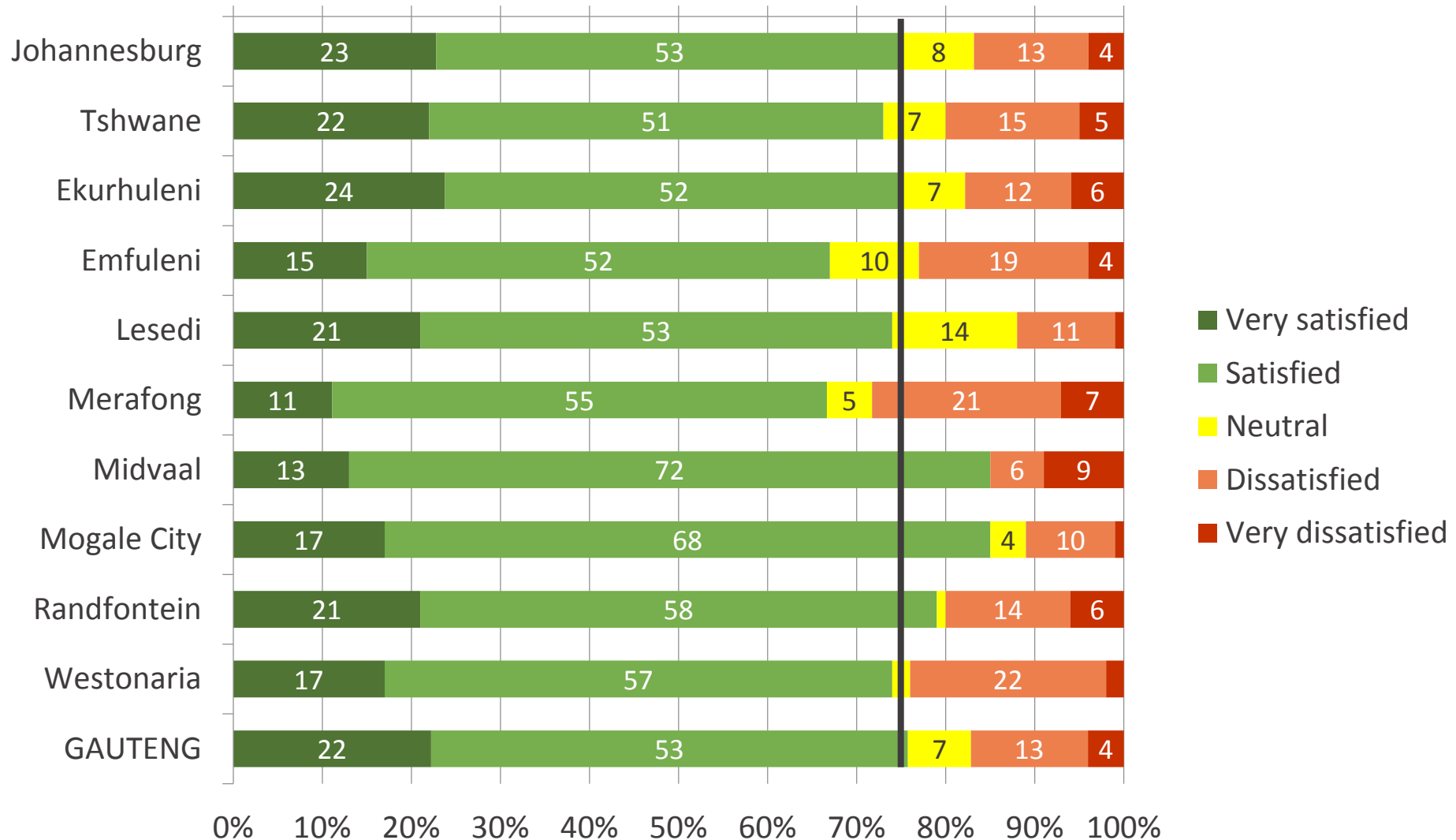
# Satisfaction with services

Access to services – respondents with no stormwater



# Satisfaction with services

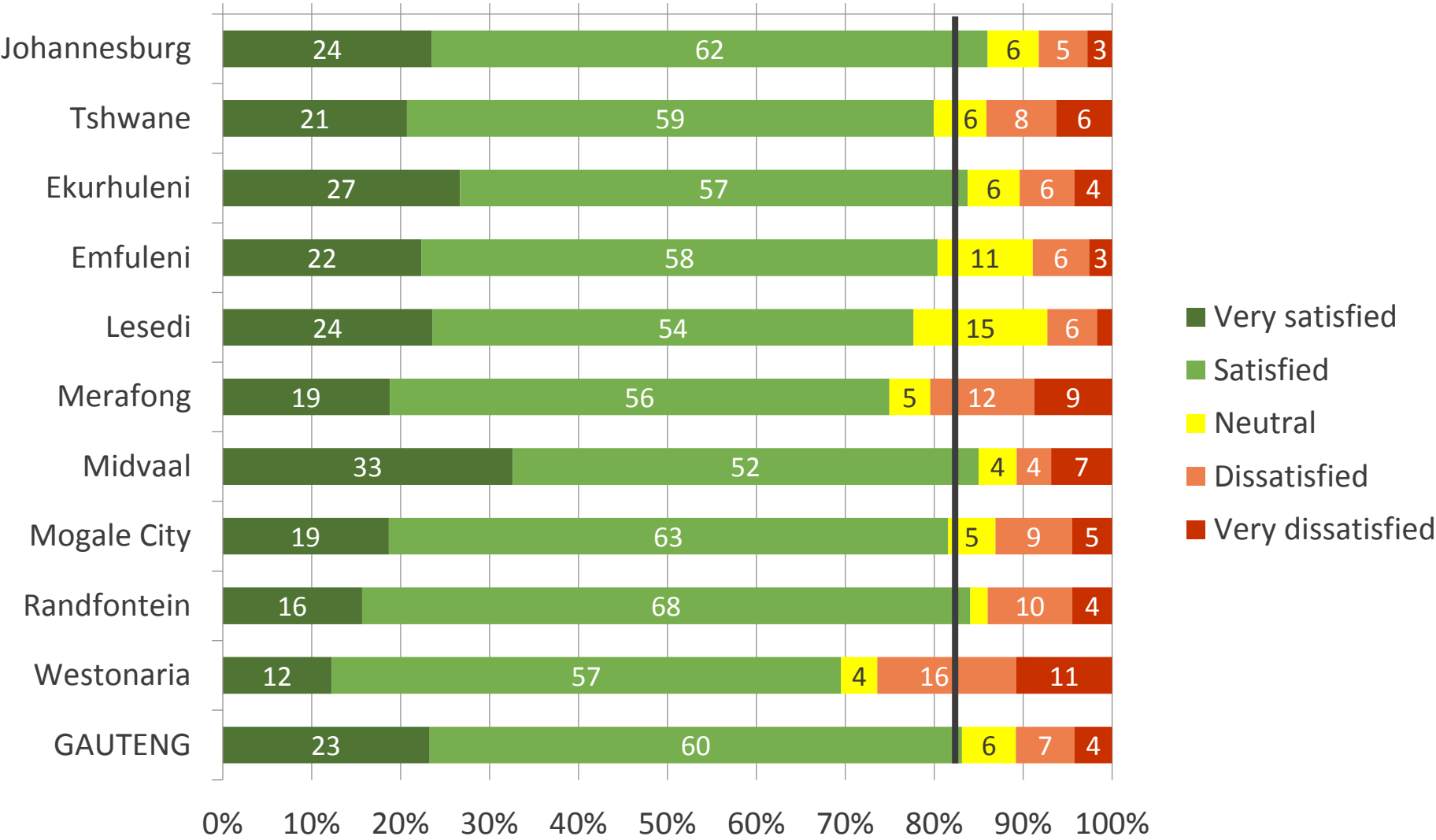
Government provided dwelling





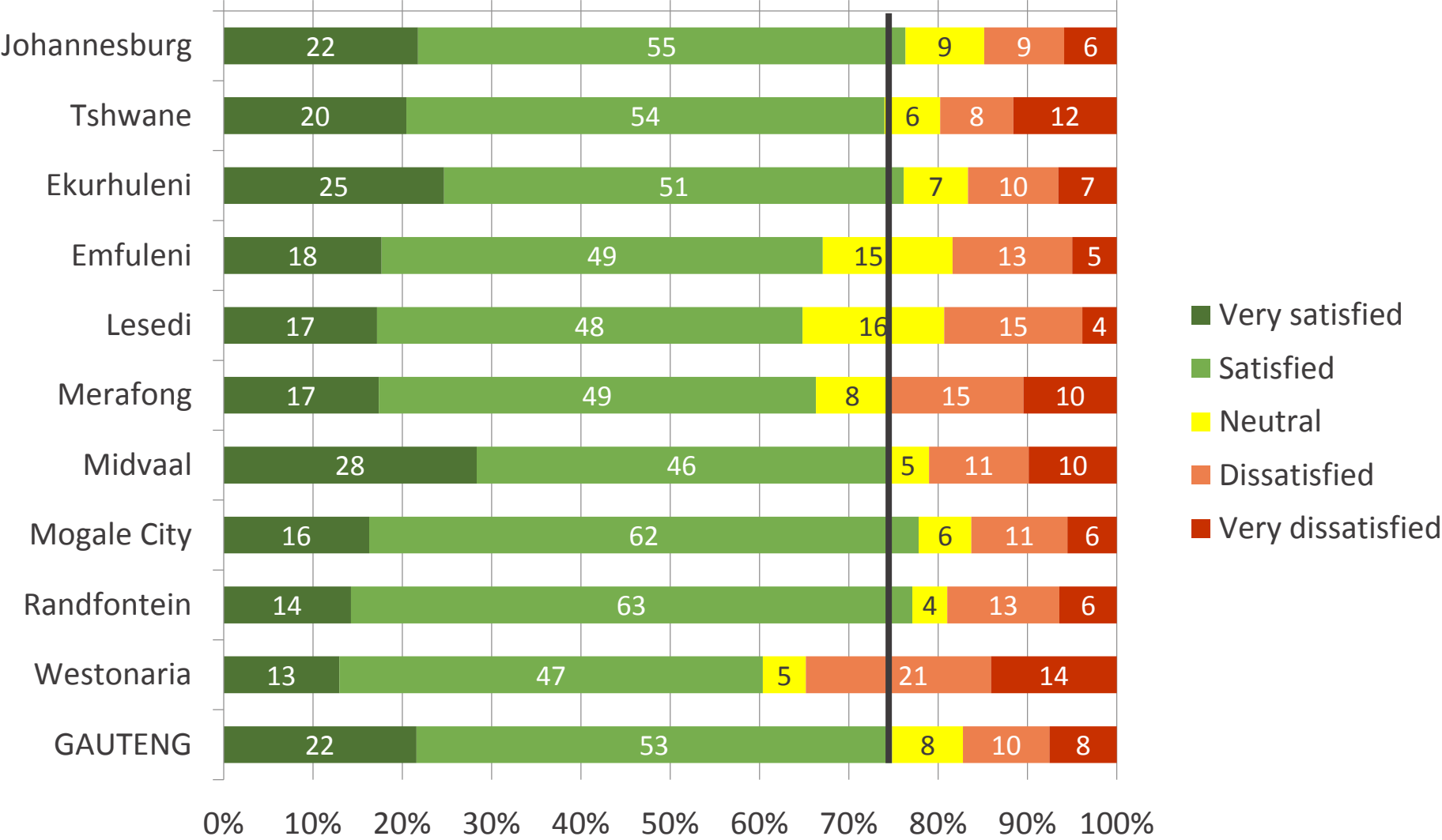
# Satisfaction with services

Water services



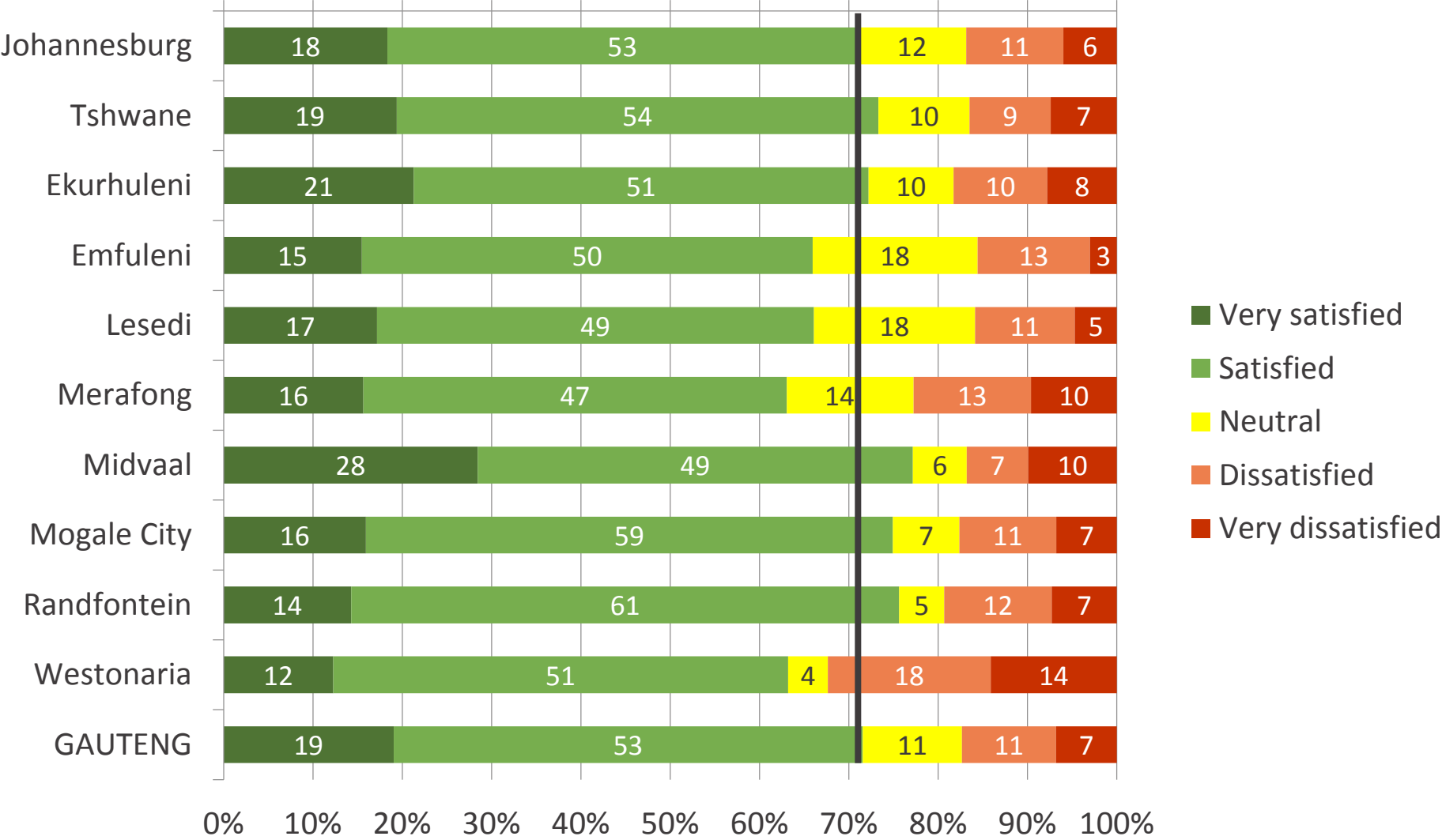
# Satisfaction with services

## Sanitation



# Satisfaction with services

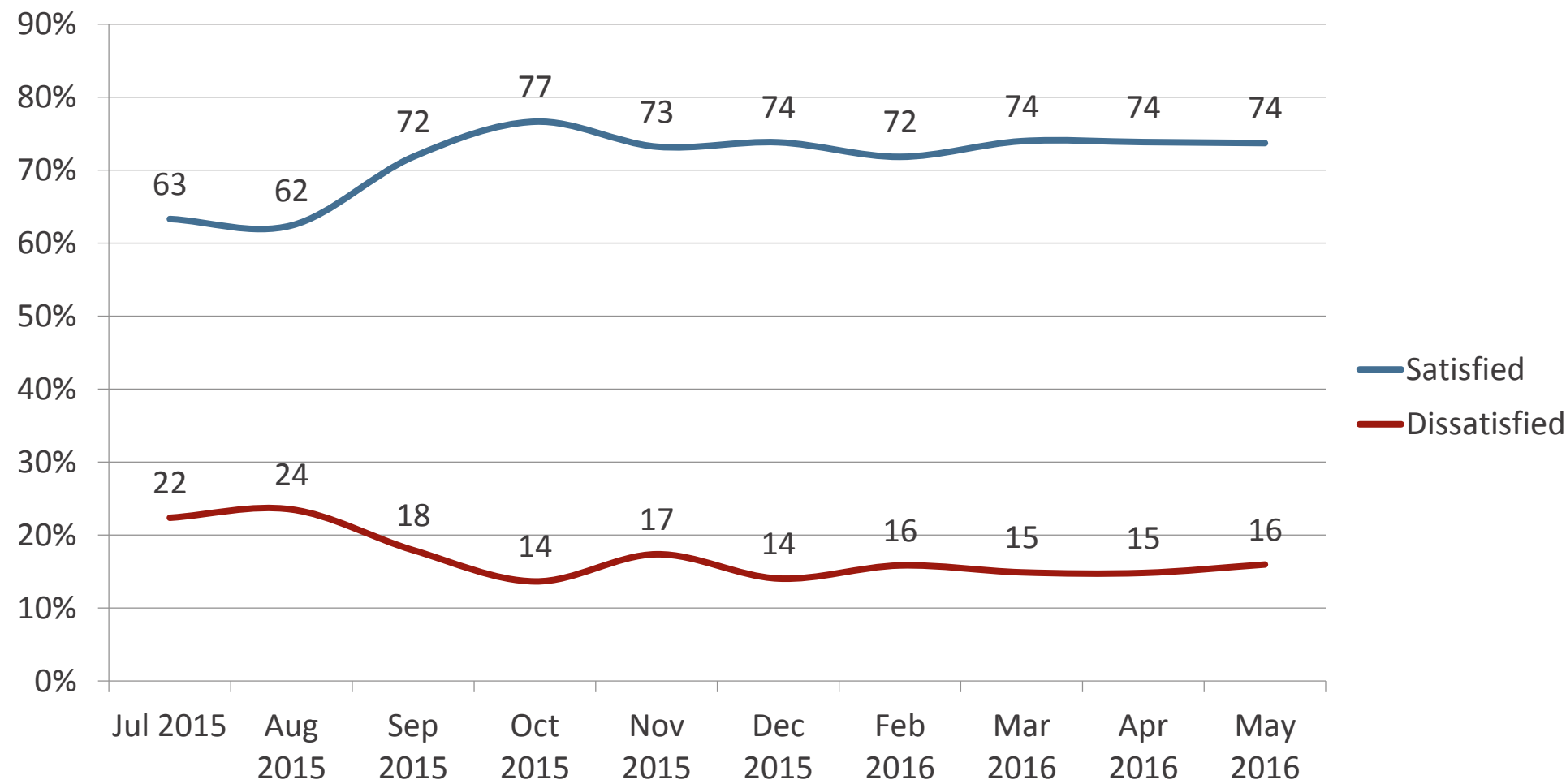
## Energy





# Satisfaction with services

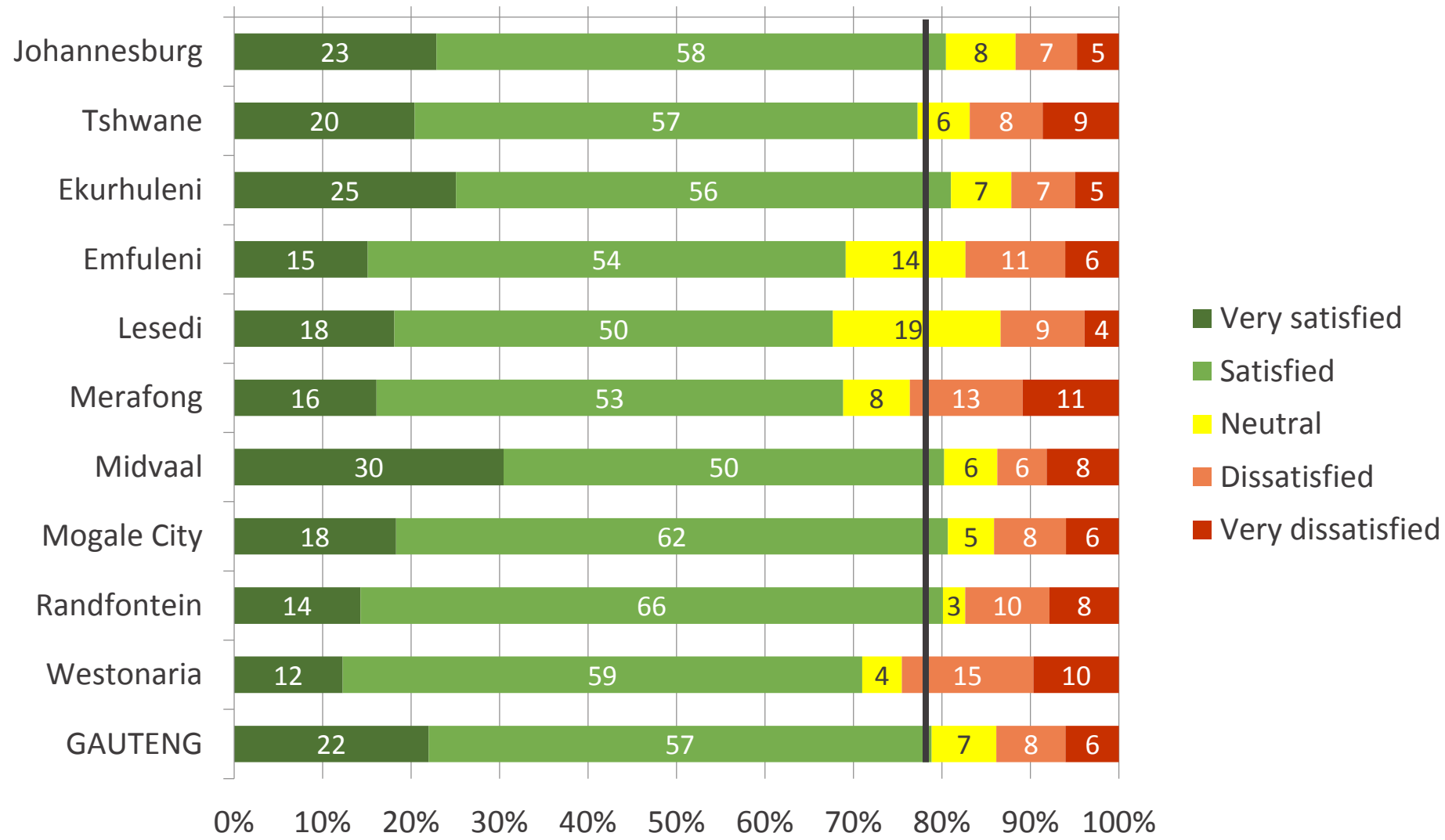
Energy services – over the period of the survey\*



\*Sample may not be fully representative at each period over the course of fieldwork

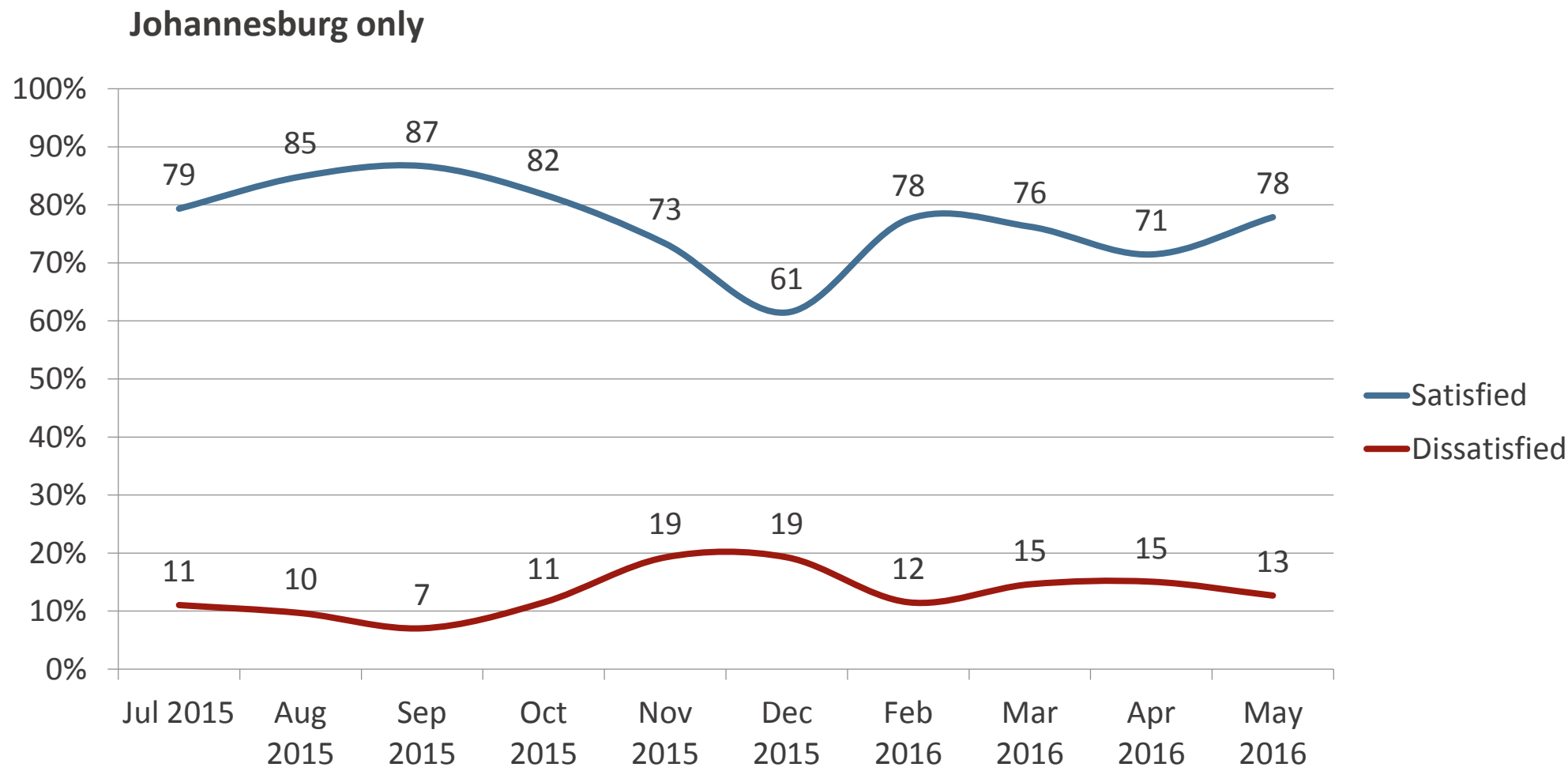
# Satisfaction with services

Waste removal



# Satisfaction with services

Waste services in Johannesburg – over the period of the survey\*

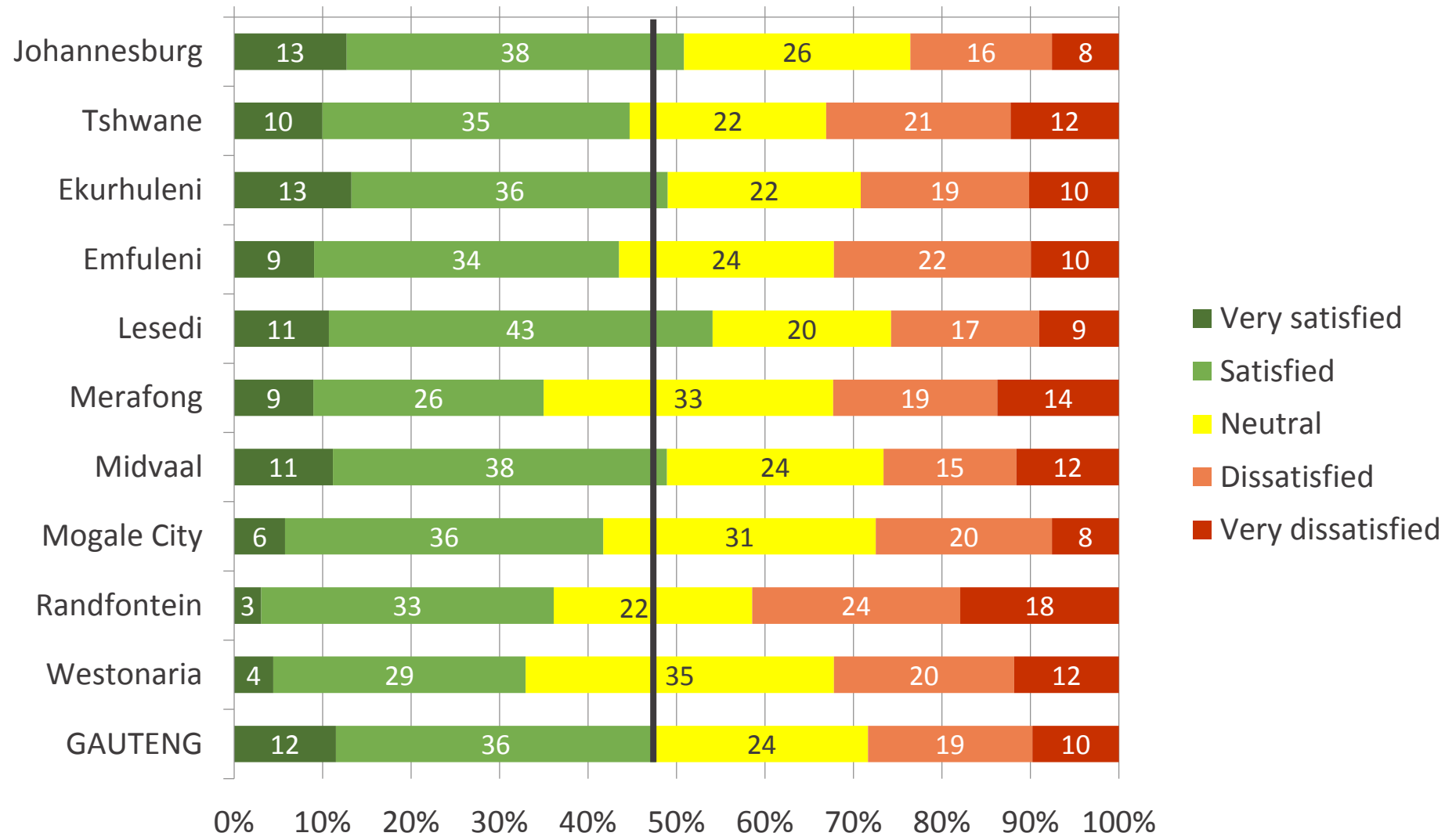


\*Sample may not be fully representative at each period over the course of fieldwork



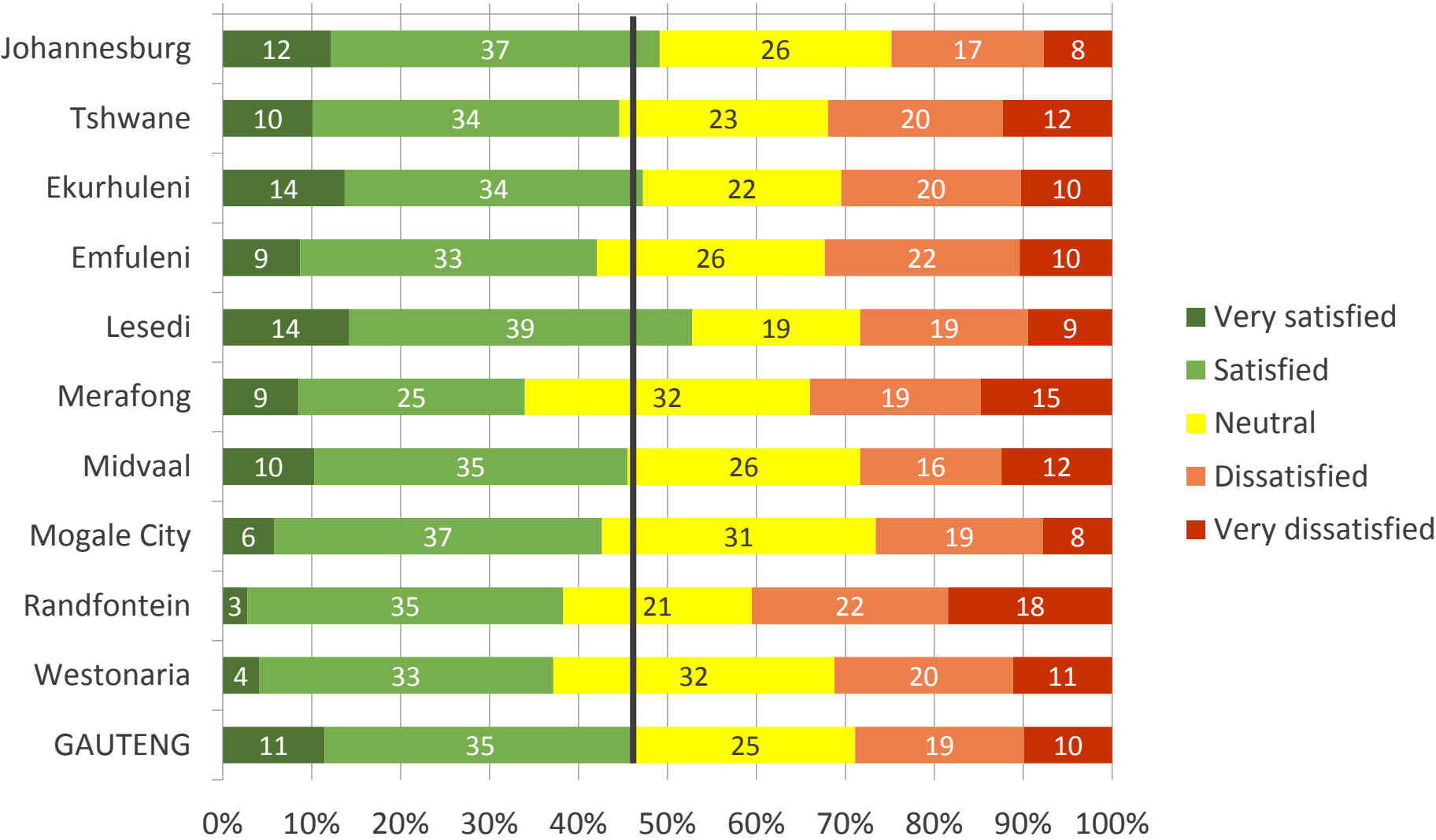
# Satisfaction with services

Cost of municipal services



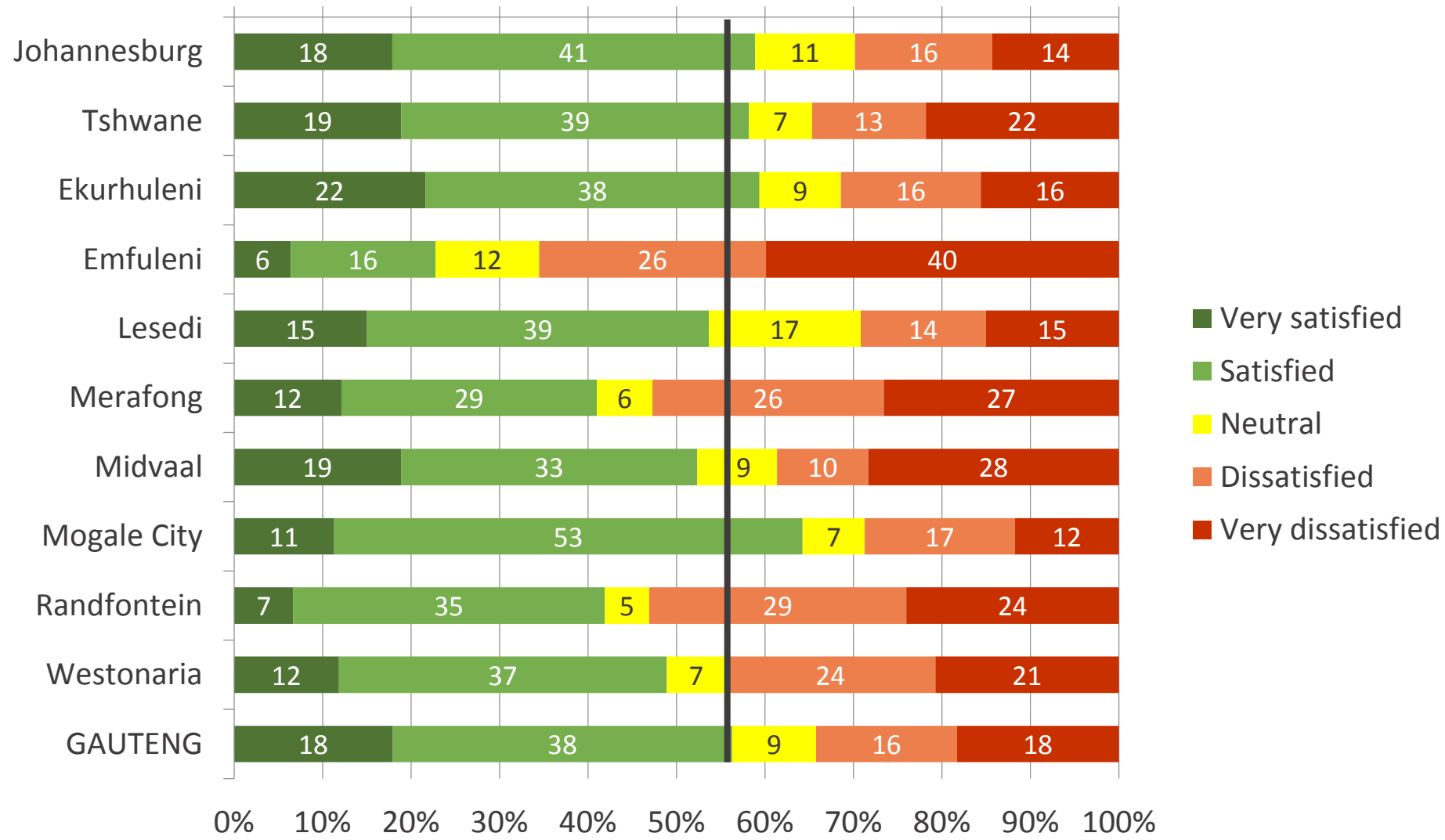
# Satisfaction with services

Billing for municipal services



# Satisfaction with services

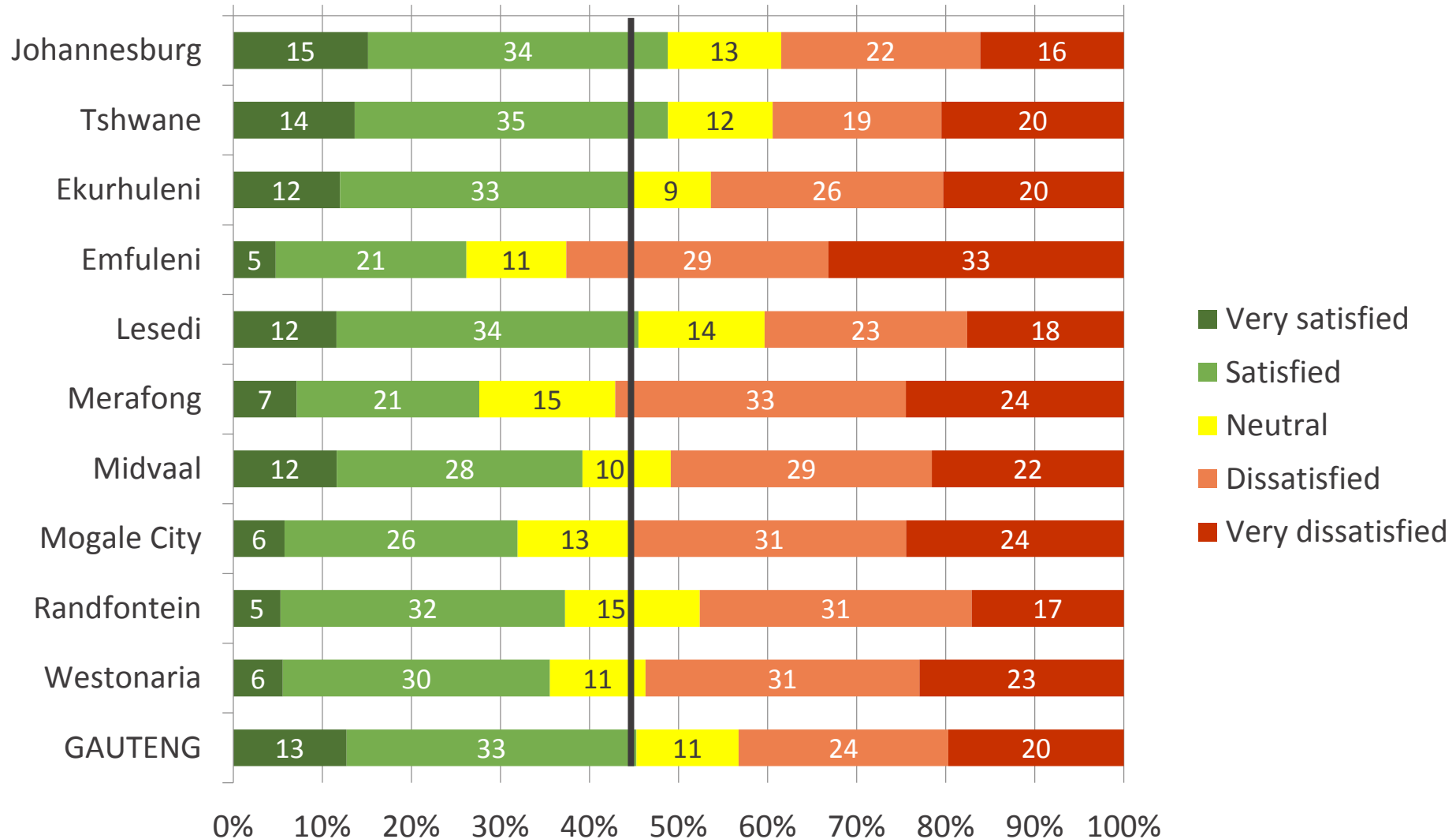
Roads





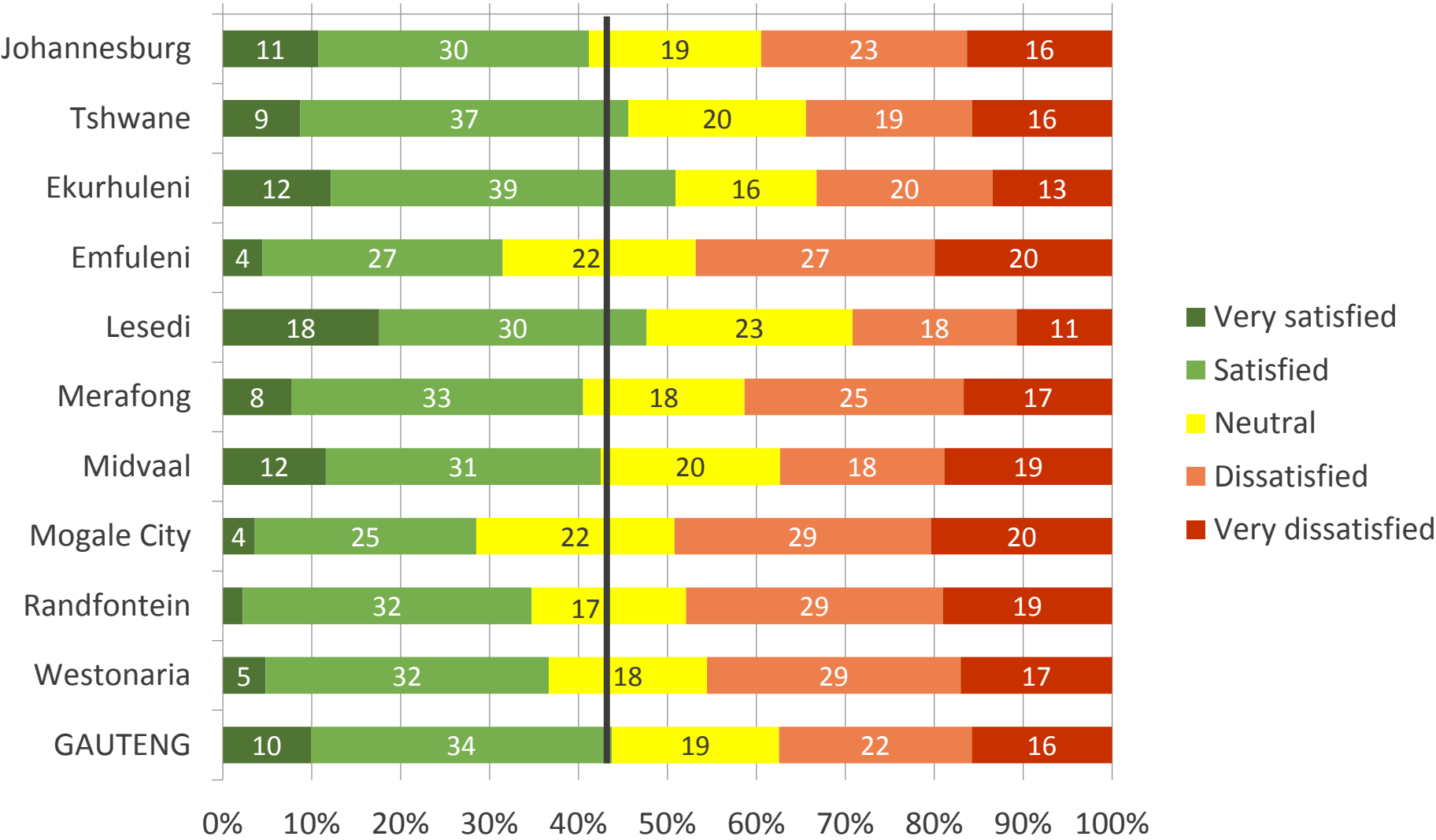
# Satisfaction with services

## Parks and public spaces



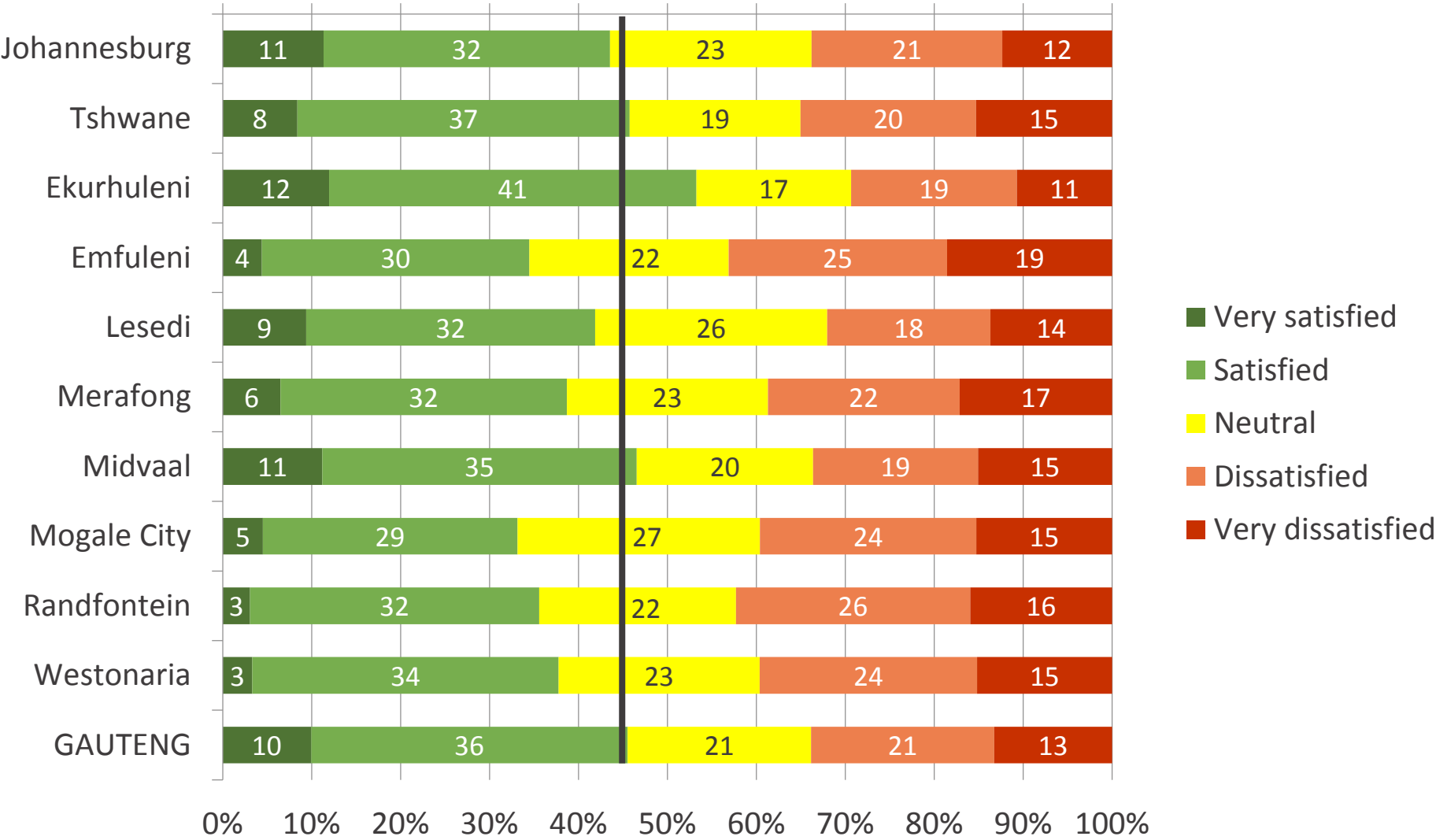
# Satisfaction with services

## Emergency services



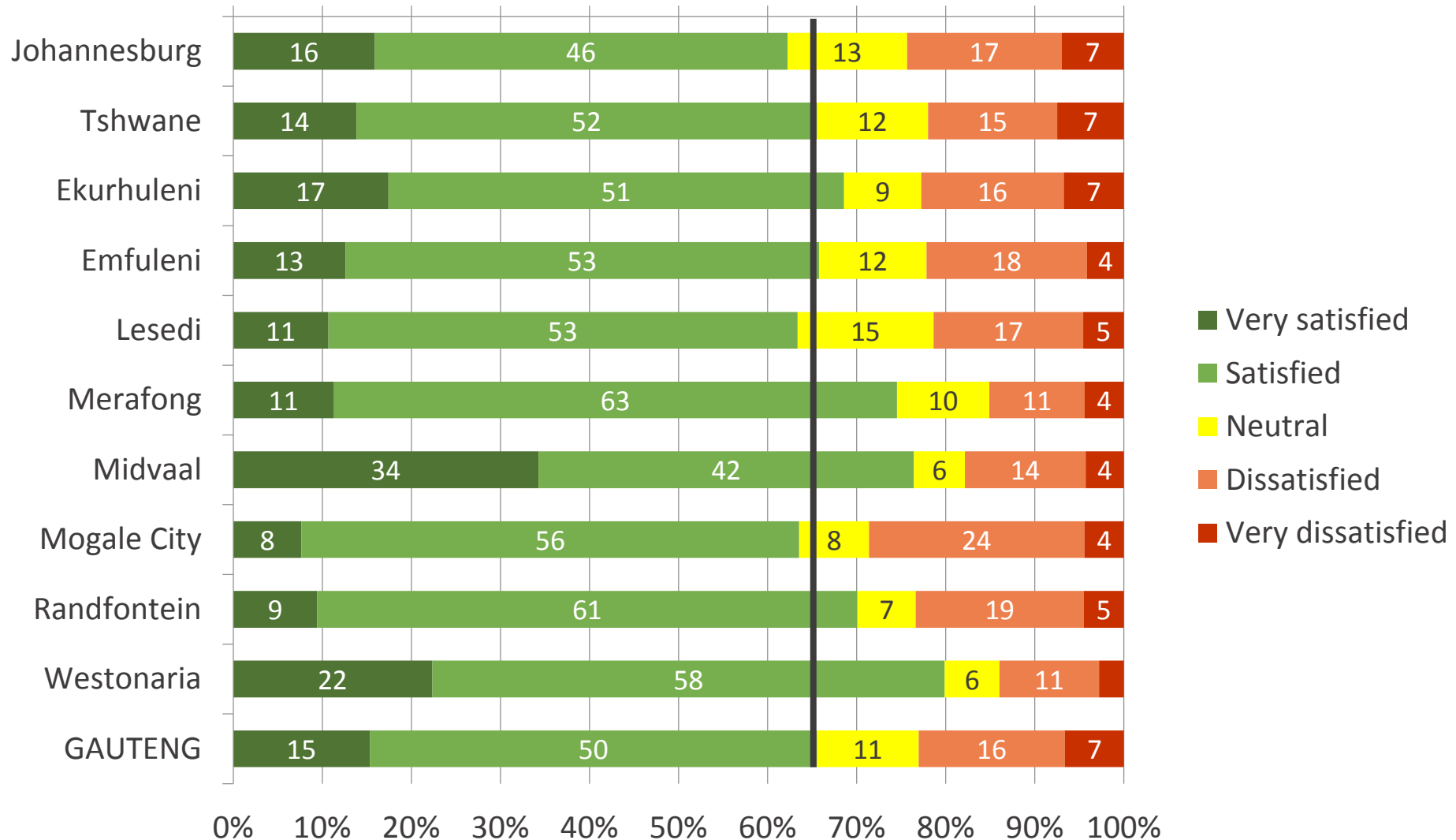
# Satisfaction with services

Metro/traffic police



# Satisfaction with services

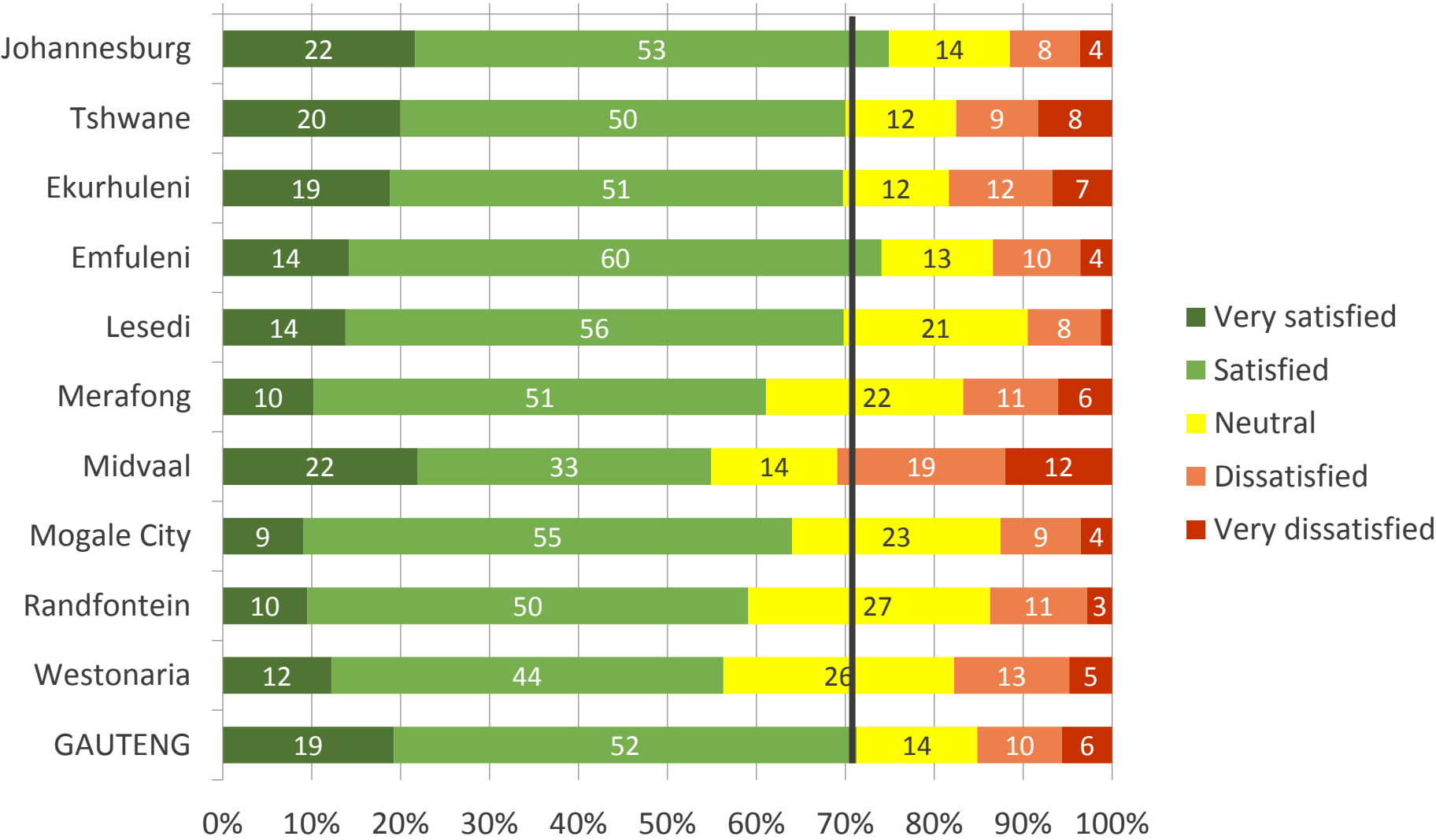
Public health care facilities





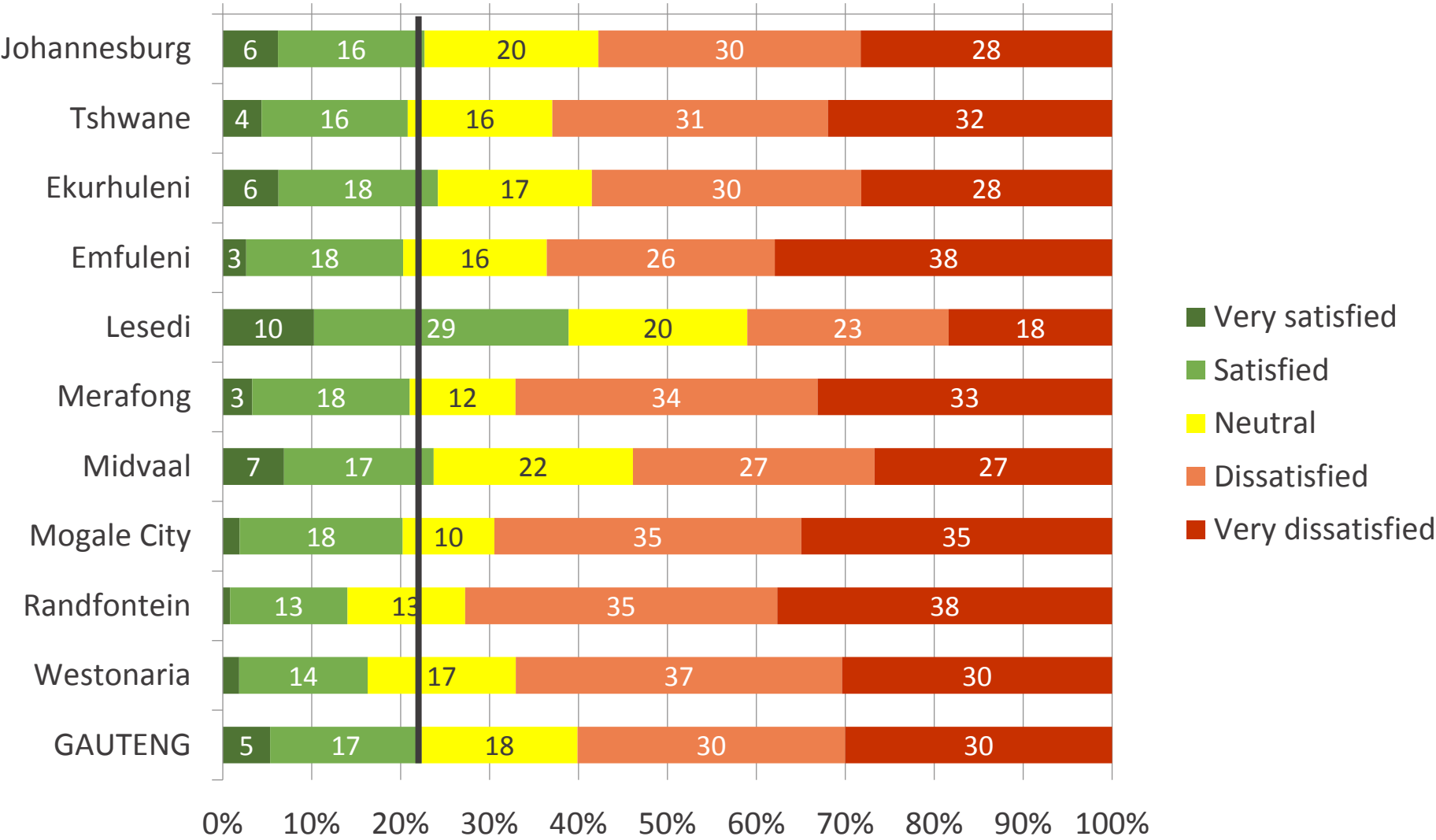
# Satisfaction with services

Local educational services



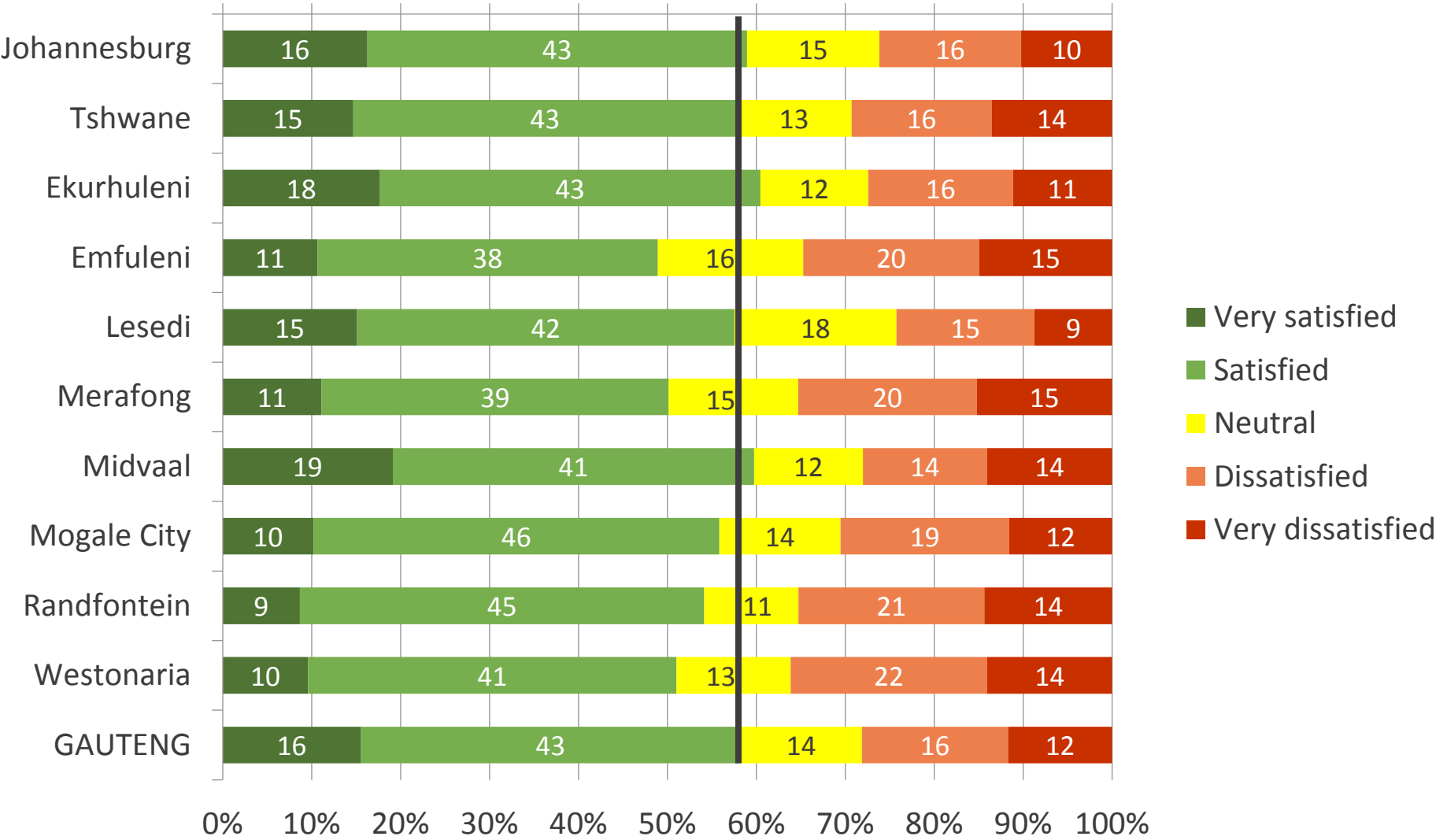
# Satisfaction with services

Government initiatives to grow economy



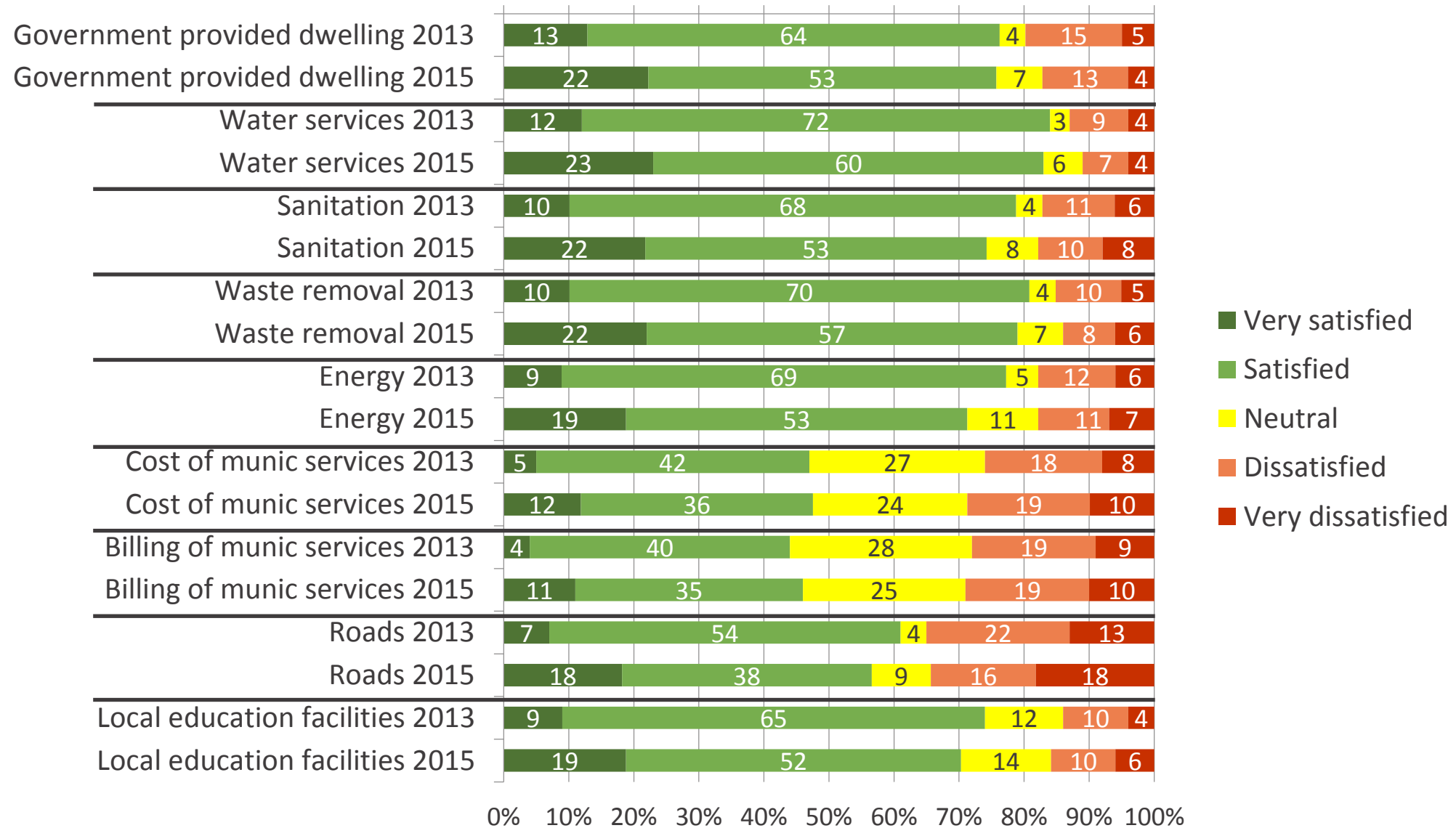
# Satisfaction with services

Index 13 services: dwelling, water, sanitation, waste, energy, cost, billing, parks, roads, emergency, met-pol, health, econ services



# Satisfaction with services

Various services: comparison of satisfaction levels in 2013 and 2015



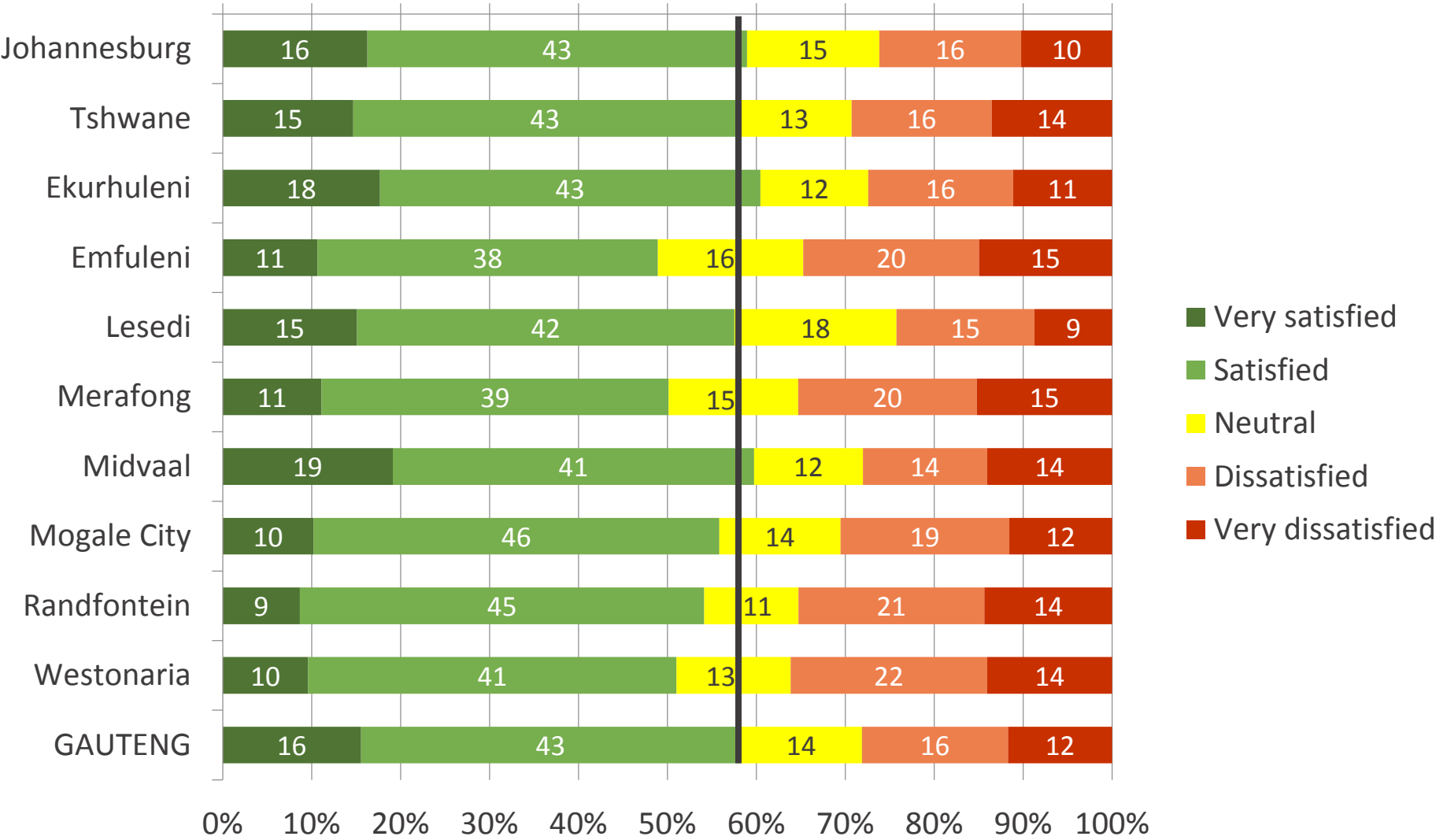


# Satisfaction with government



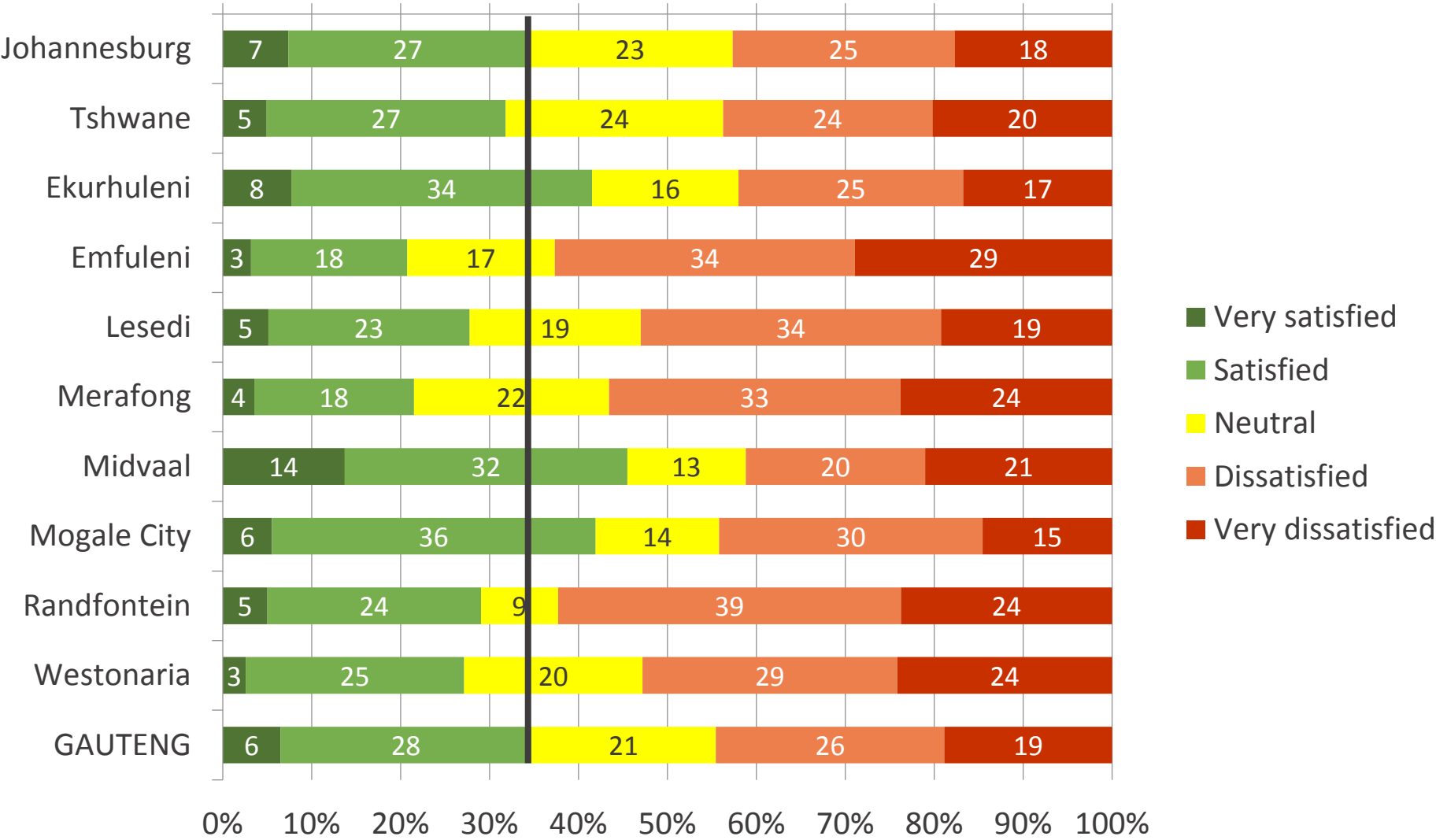
# Satisfaction with services

Index 13 services: dwelling, water, sanitation, waste, energy, cost, billing, parks, roads, emergency, met-pol, health, econ services



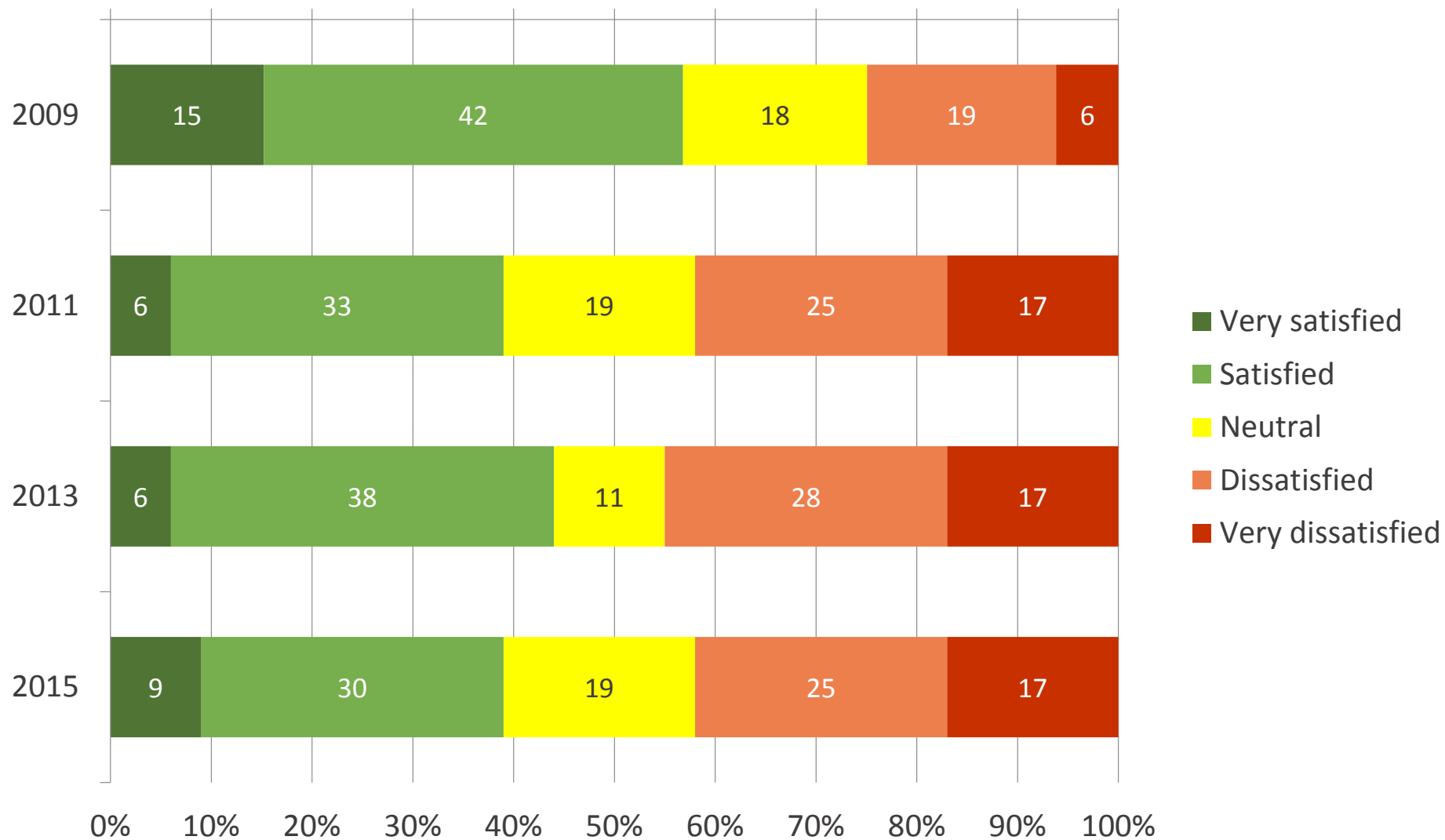
# Satisfaction with government

Local government



# Satisfaction with government

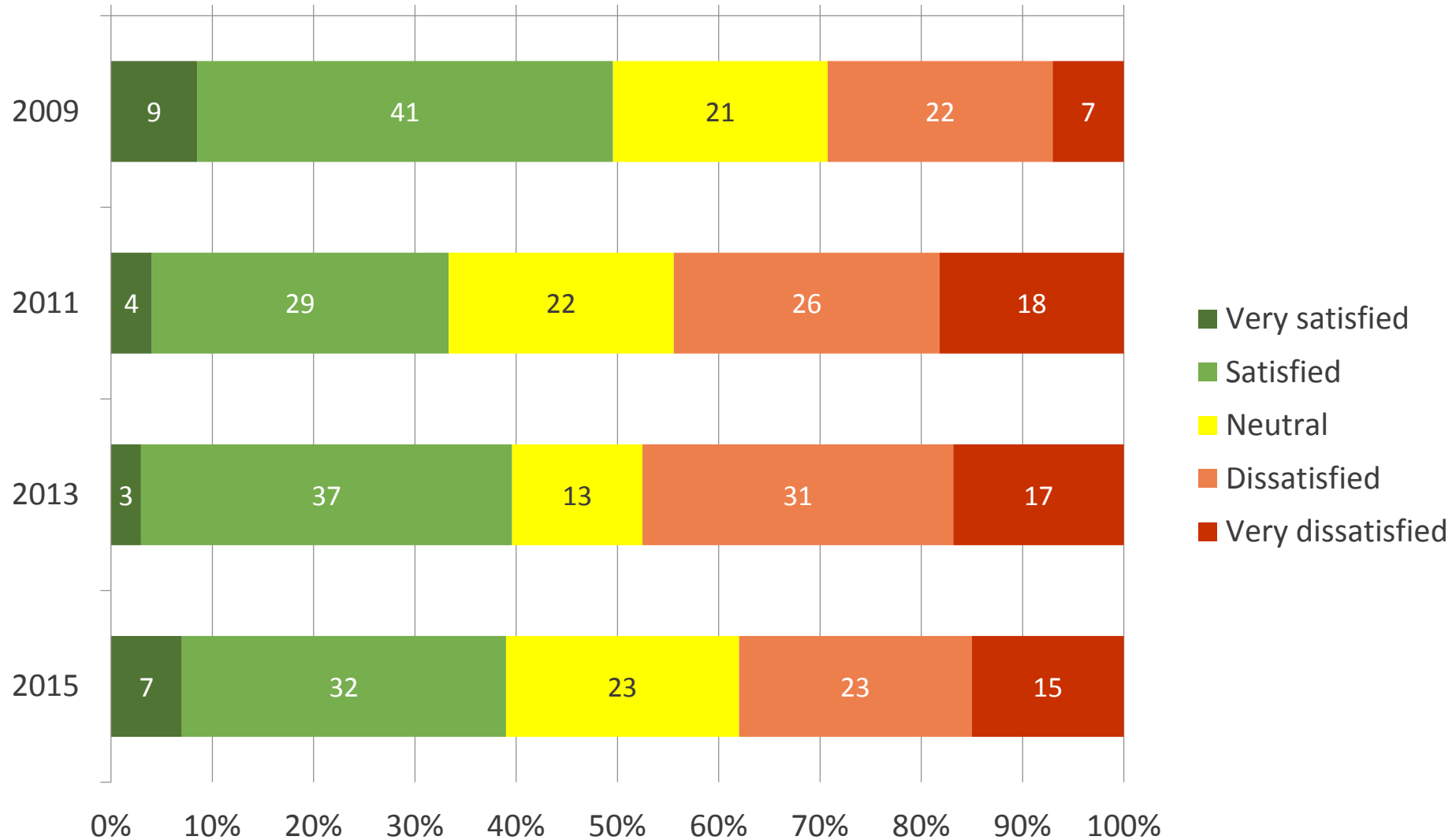
Satisfied with national government: 2009, 2011, 2013, 2015





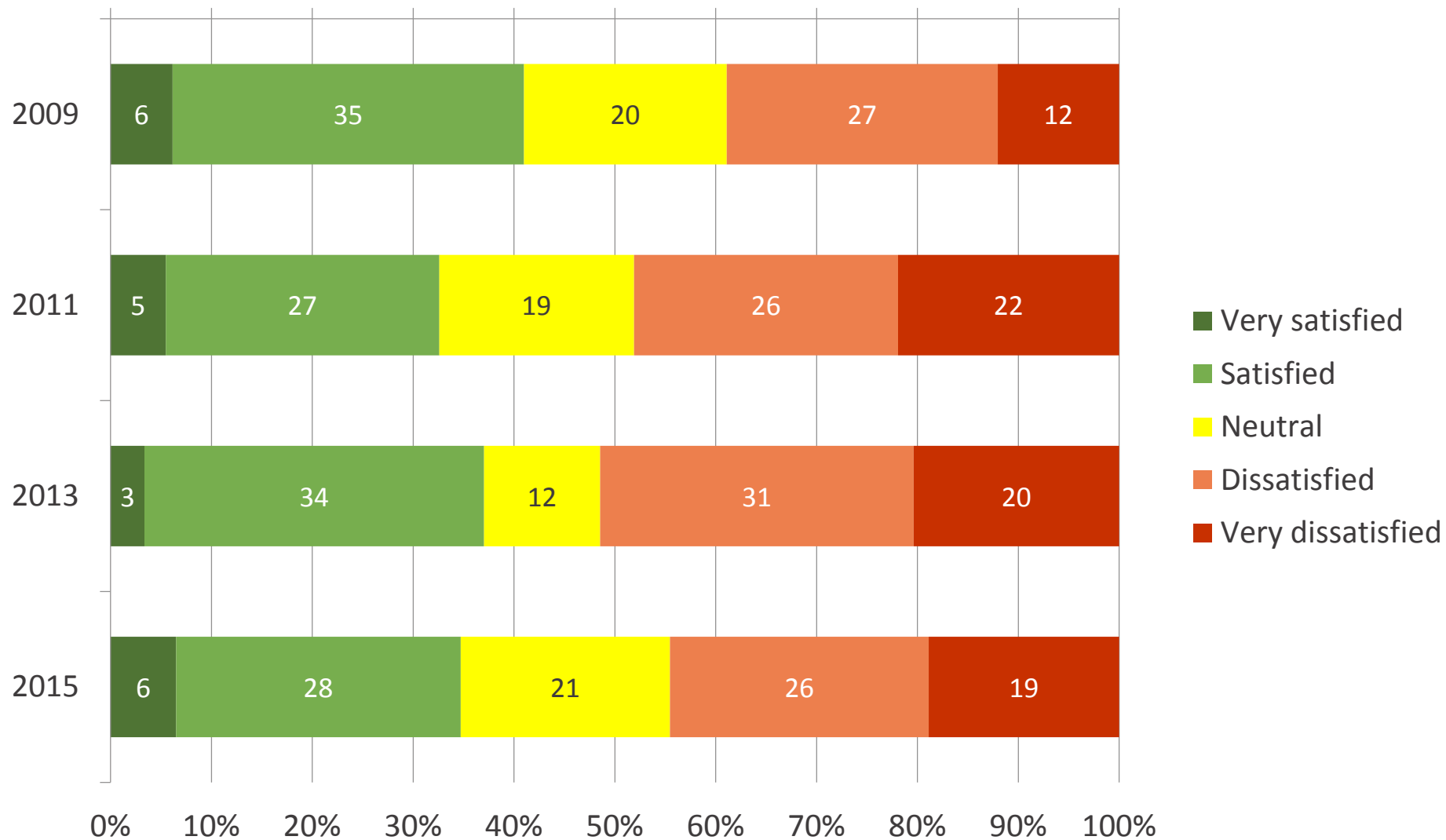
# Satisfaction with government

Satisfied with provincial government: 2009, 2011, 2013, 2015



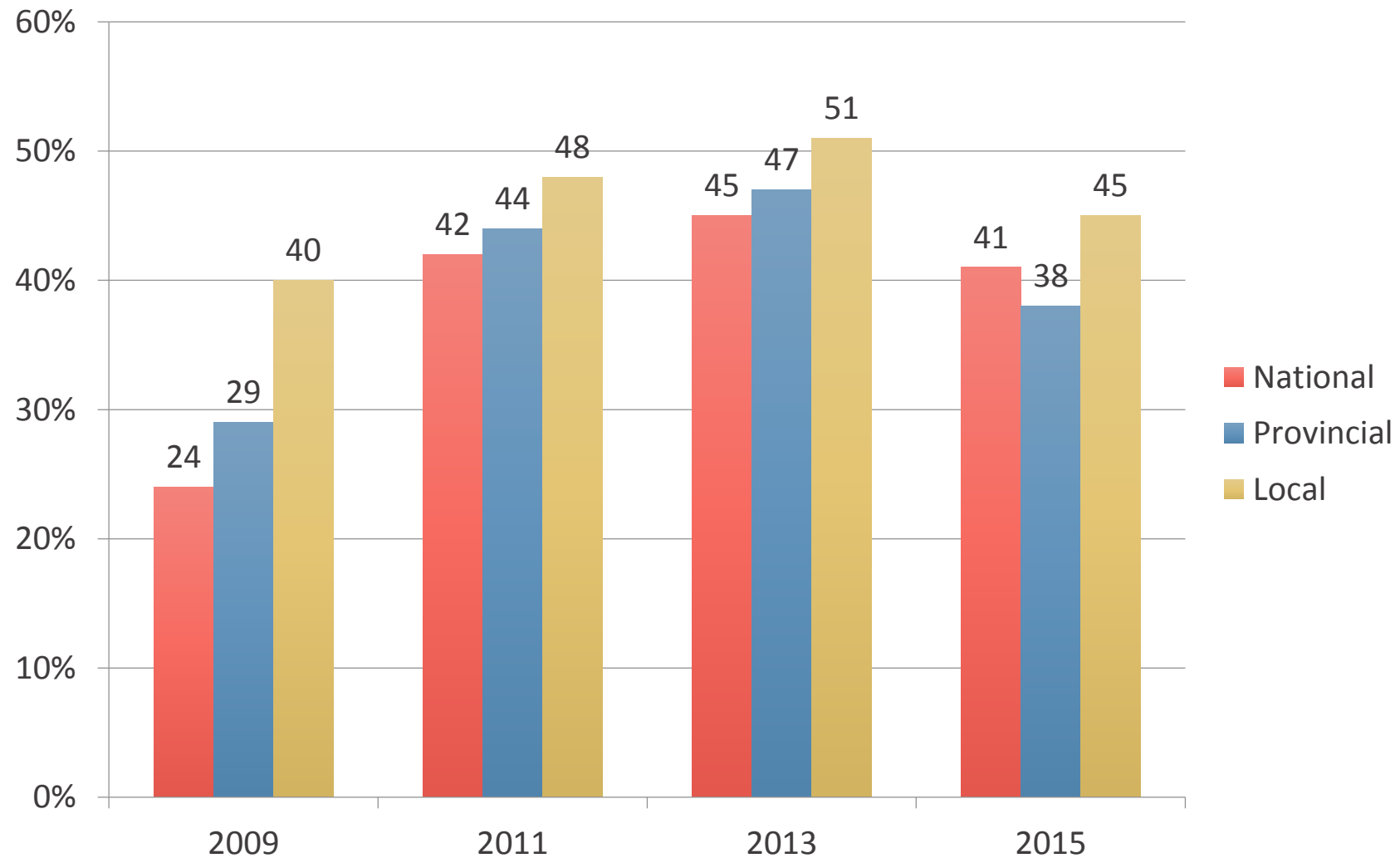
# Satisfaction with government

Satisfied with local government: 2009, 2011, 2013, 2015



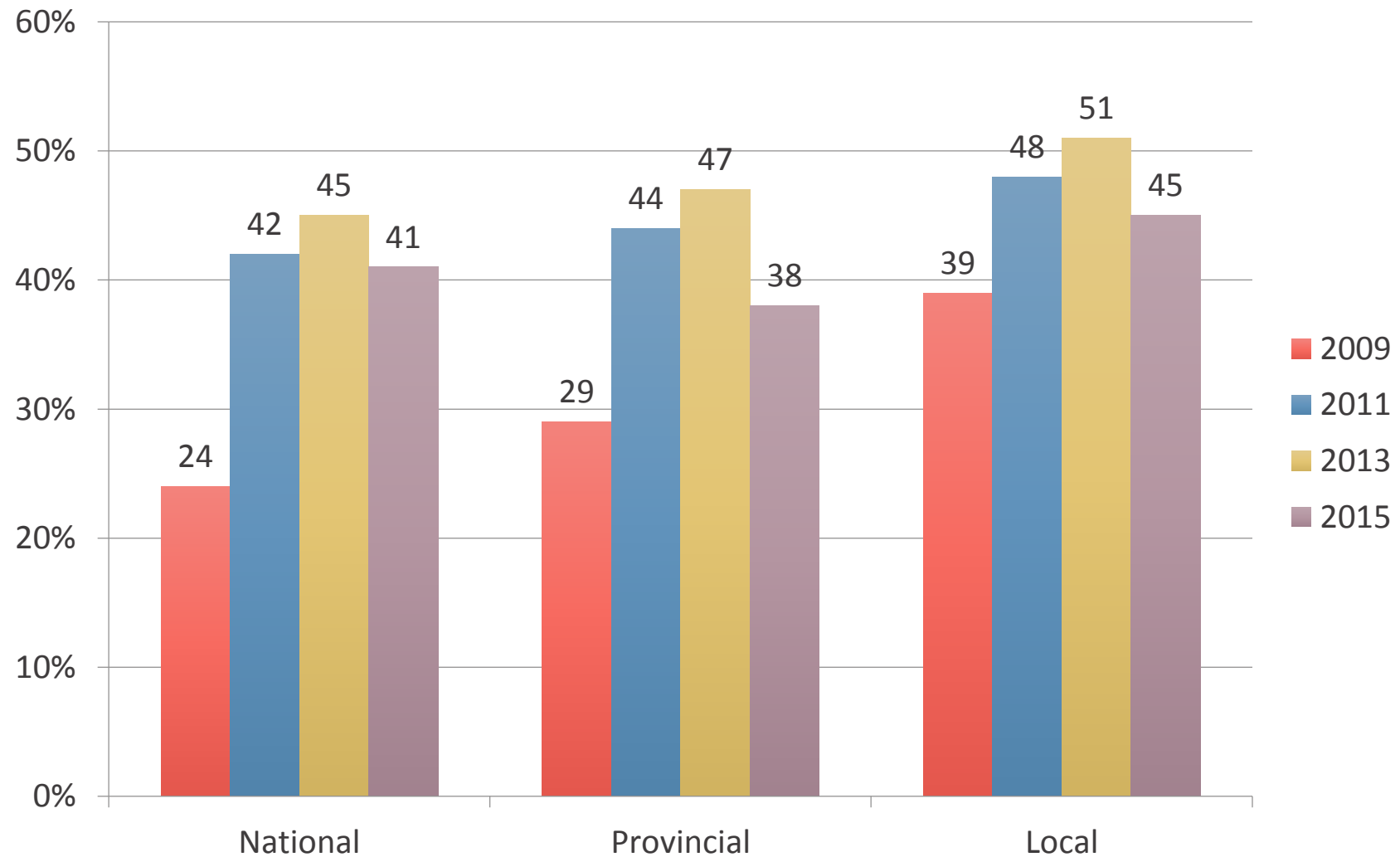
# Satisfaction with government

% Dissatisfied with national, provincial and local government: 2009, 2011, 2013, 2015



# Satisfaction with government

% Dissatisfied with national, provincial and local government: 2009, 2011, 2013, 2015

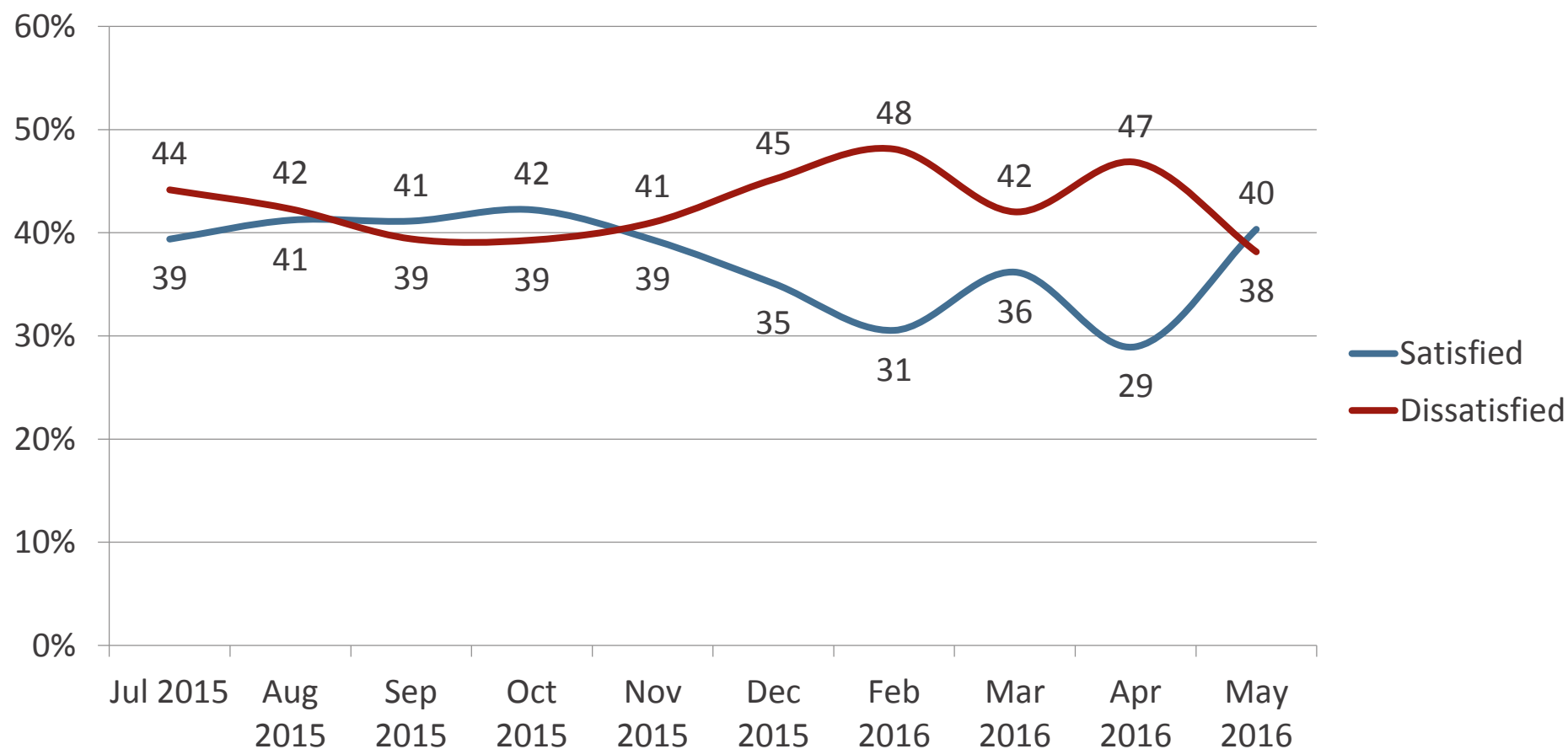




# Satisfaction with government

National government – over the period of the survey\*

- Average dissatisfaction, July – November: 40%
- Average dissatisfaction, December – May: 44%

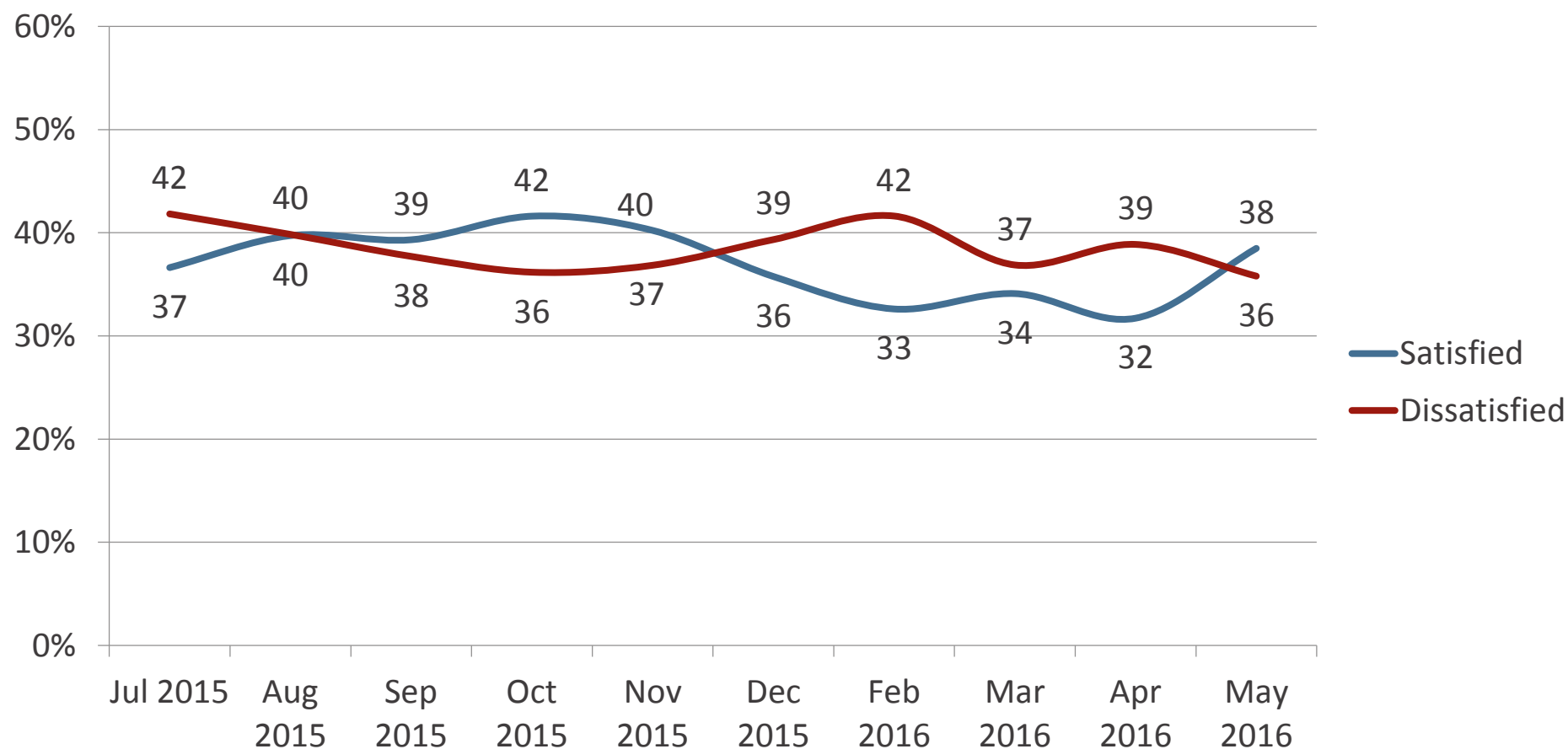


\*Sample may not be fully representative at each period over the course of fieldwork

# Satisfaction with government

Provincial government – over the period of the survey\*

- Average dissatisfaction, July – November: 38%
- Average dissatisfaction, December – May: 38%

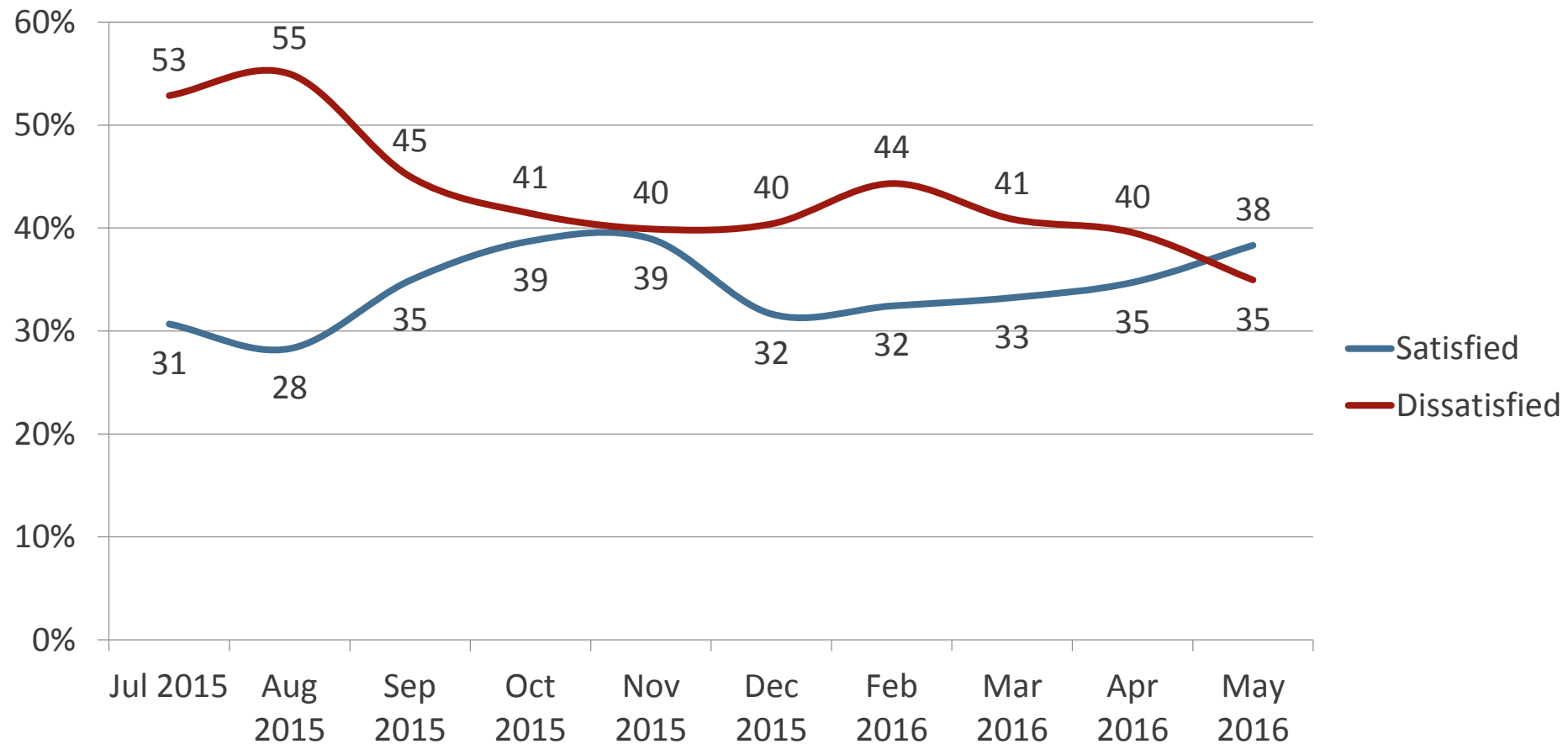


\*Sample may not be fully representative at each period over the course of fieldwork

# Satisfaction with government

Local government – over the period of the survey\*

- Average dissatisfaction, July – November: 46%
- Average dissatisfaction, December – May: 41%

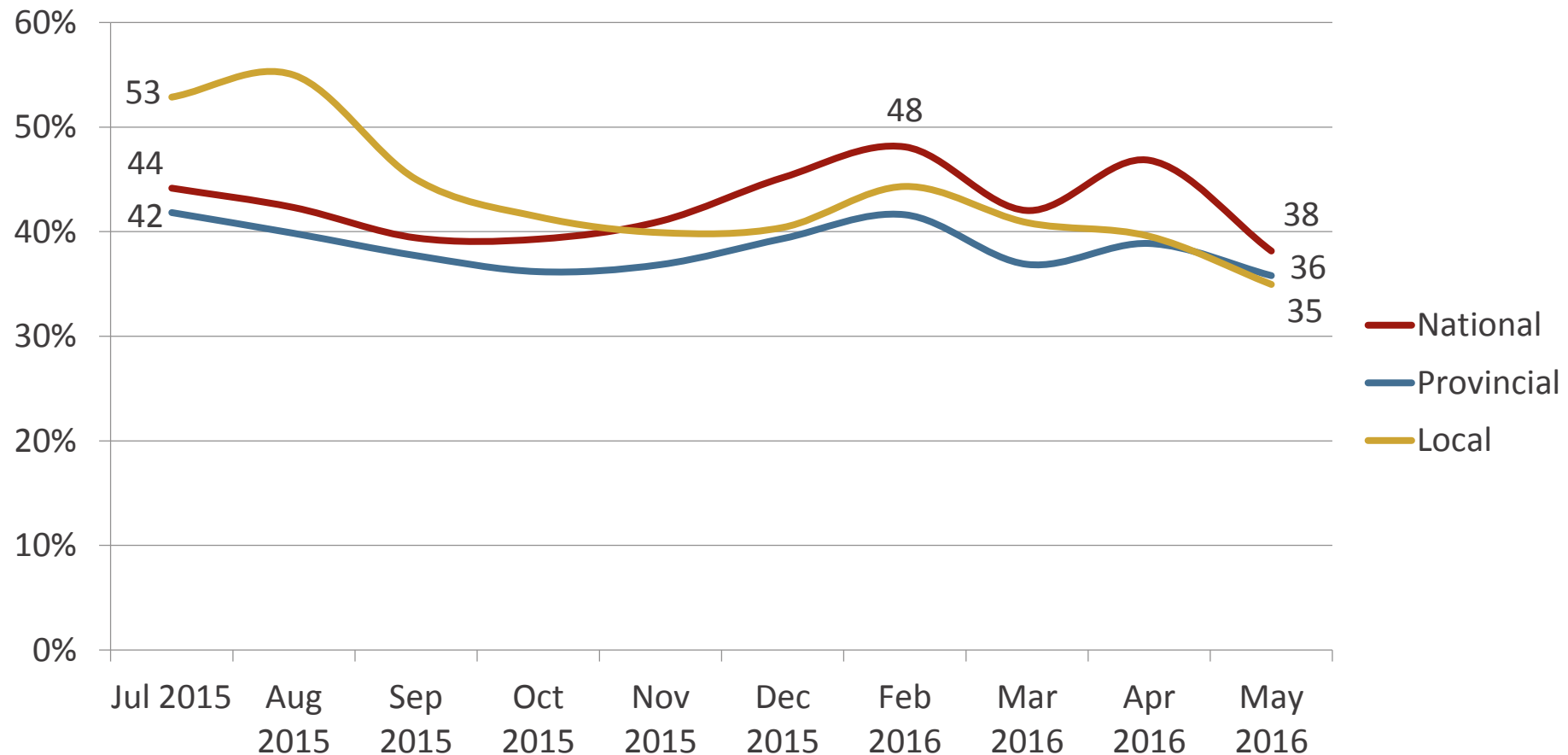


\*Sample may not be fully representative at each period over the course of fieldwork

# Satisfaction with government

National, provincial and local government dissatisfaction – over the period of the survey\*

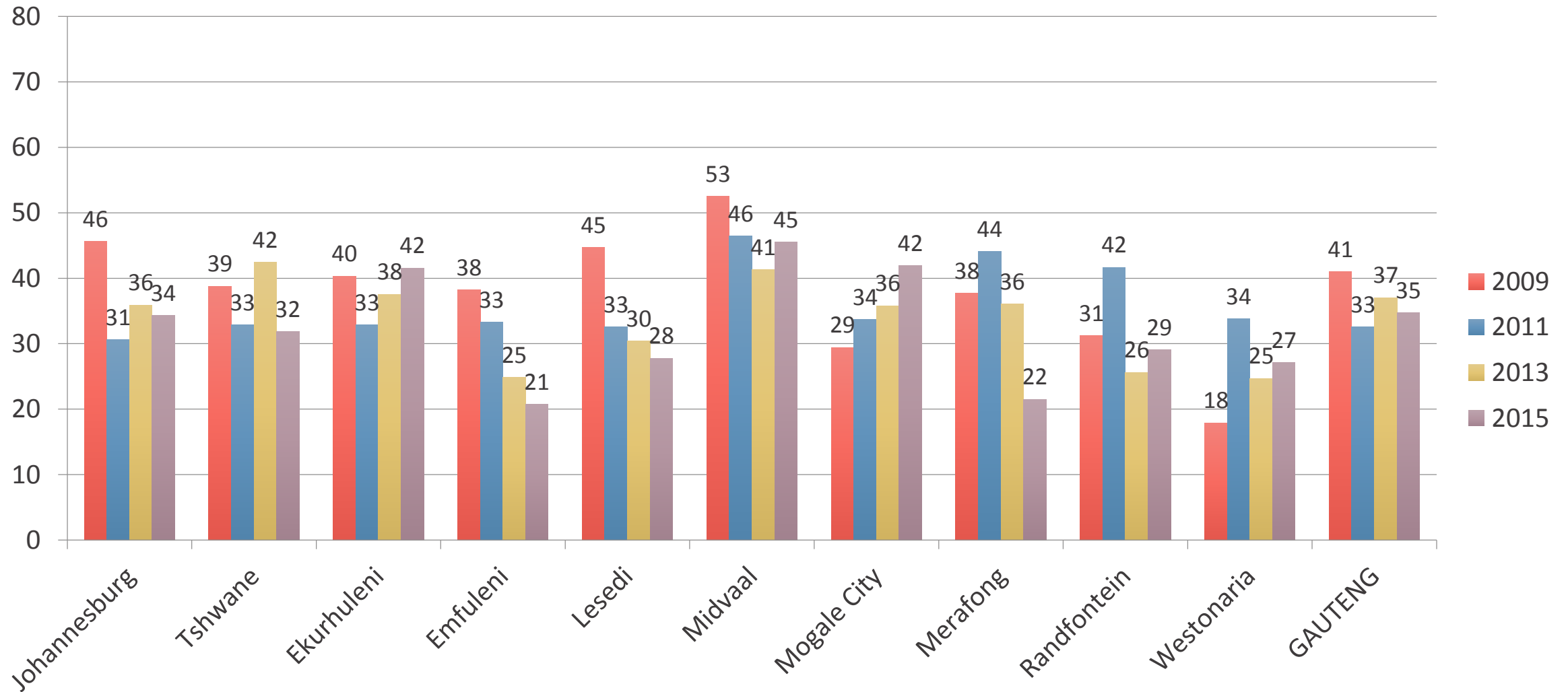
- Local government ends the survey period at 35% dissatisfied, a significant improvement from 53% in July 2015
- Is national's relative 'loss' local's gain?



\*Sample may not be fully representative at each period over the course of fieldwork

# Satisfaction with government

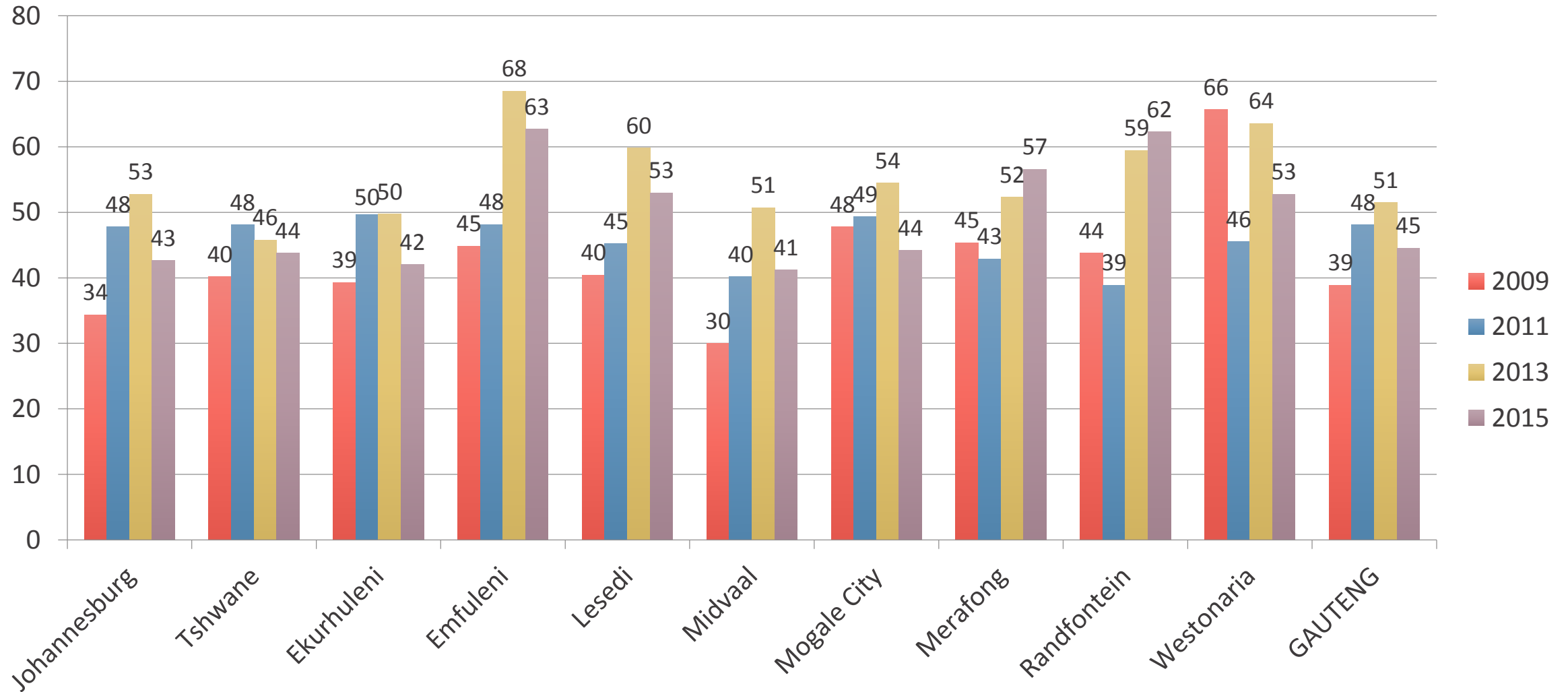
Satisfied with local government: 2009, 2011, 2013, 2015





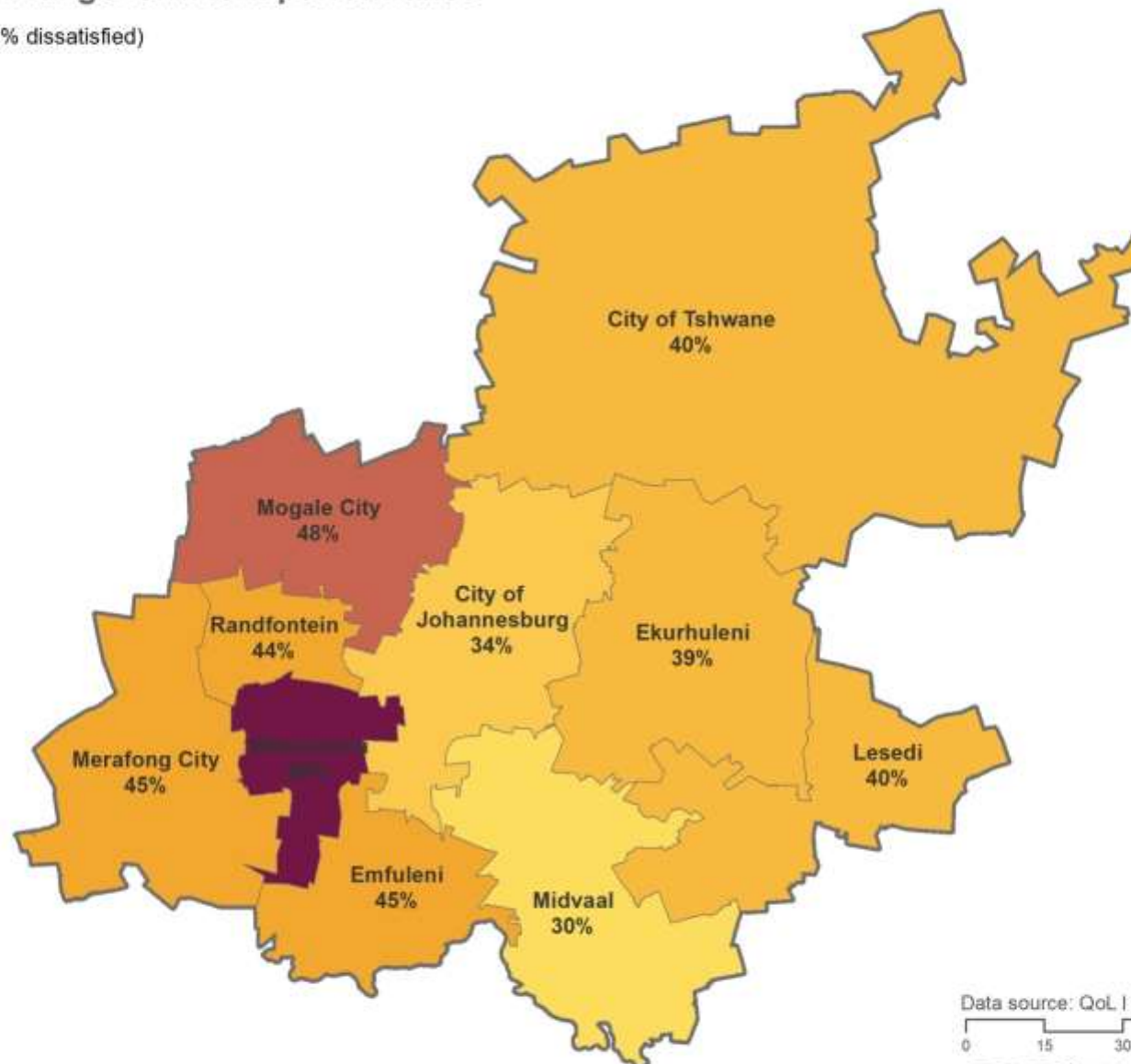
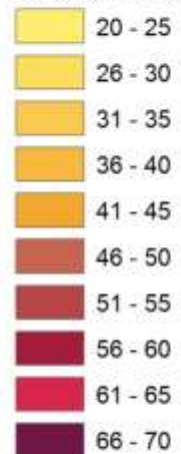
# Satisfaction with government

Dissatisfied with local government: 2009, 2011, 2013, 2015



## Dissatisfaction with government performance

Local government 2009 (% dissatisfied)



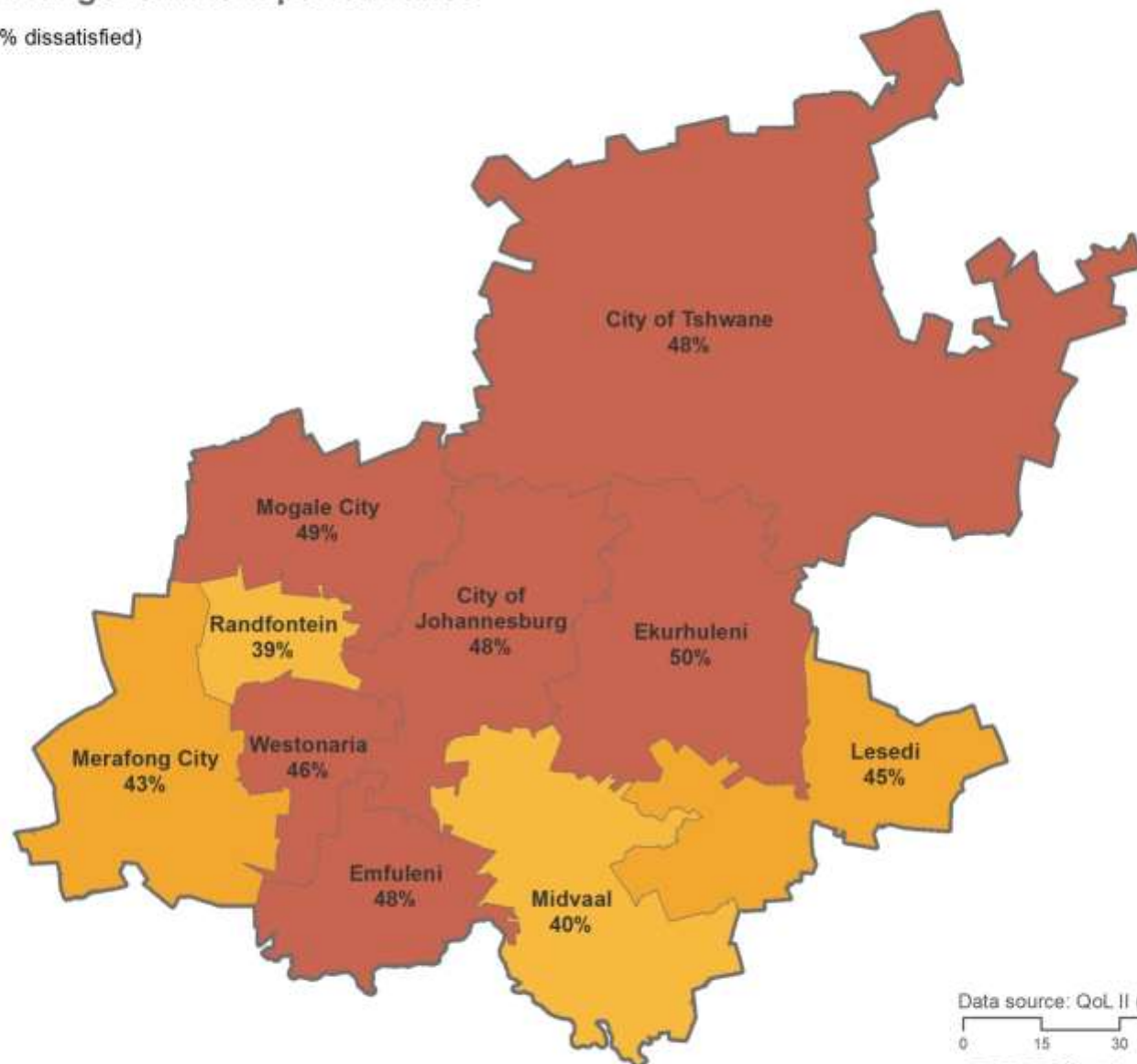
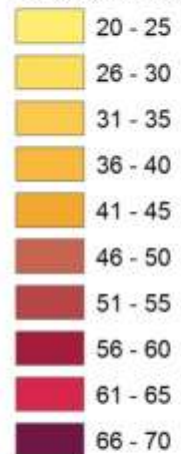
Data source: QoL I (2009)

0 15 30 60 Kilometres

**GCR** | Gauteng  
City-Region  
Observatory

## Dissatisfaction with government performance

Local government 2011 (% dissatisfied)



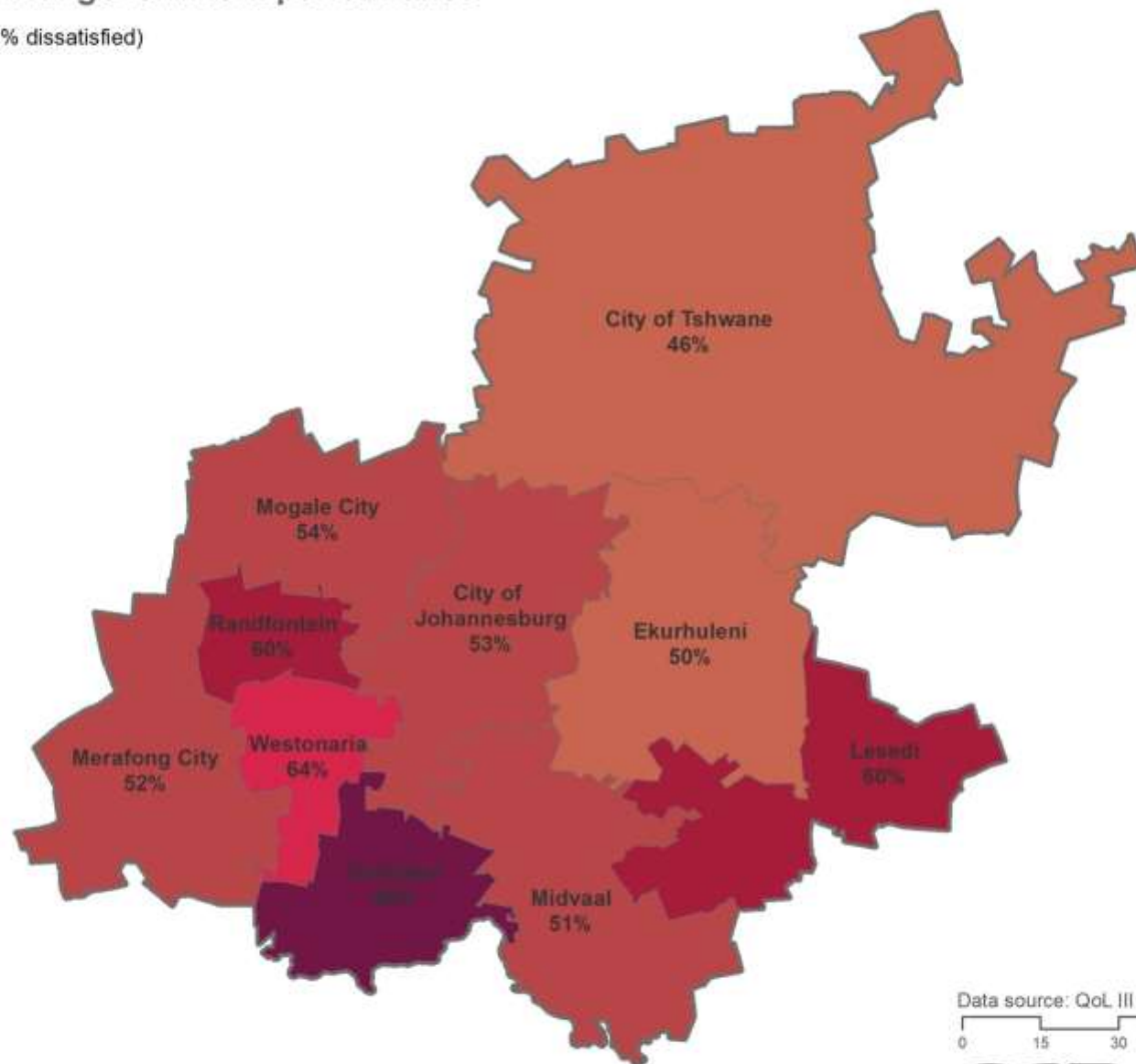
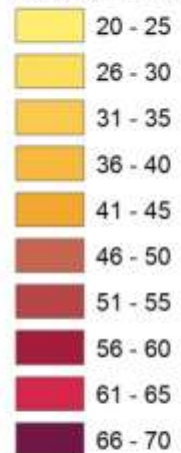
Data source: QoL II (2011)

0 15 30 60 Kilometres

**GCRO** | Gauteng  
City-Region  
Observatory

## Dissatisfaction with government performance

Local government 2013 (% dissatisfied)



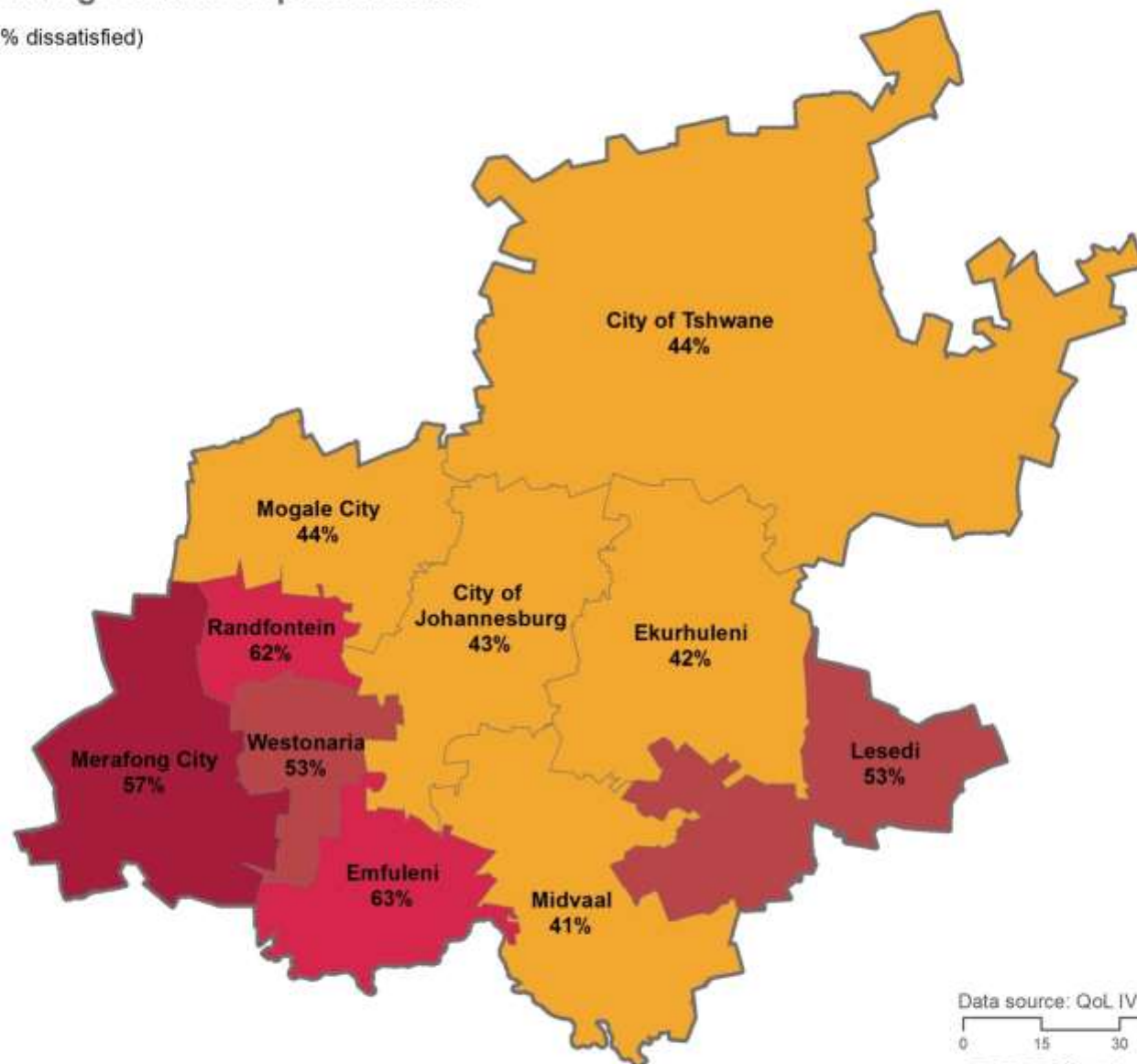
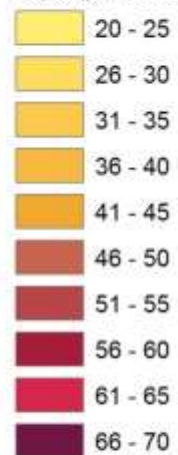
Data source: QoL III (2013)

0 15 30 60 Kilometres

**GCR** | Gauteng  
City-Region  
Observatory

## Dissatisfaction with government performance

Local government 2015 (% dissatisfied)



Data source: QoL IV (2015)

0 15 30 60 Kilometres

**GCRO** | Gauteng  
City-Region  
Observatory

42

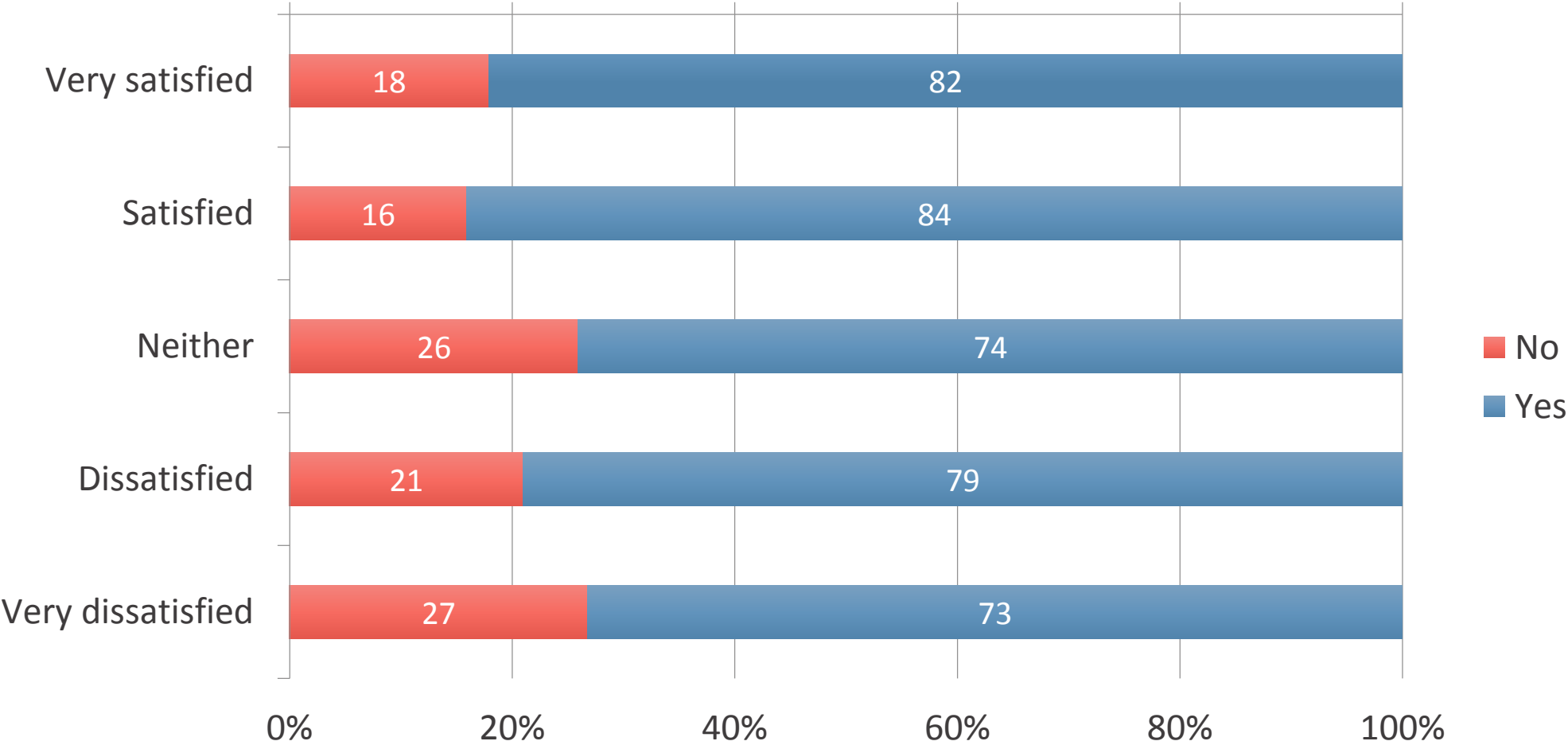


# Exploring government dissatisfaction



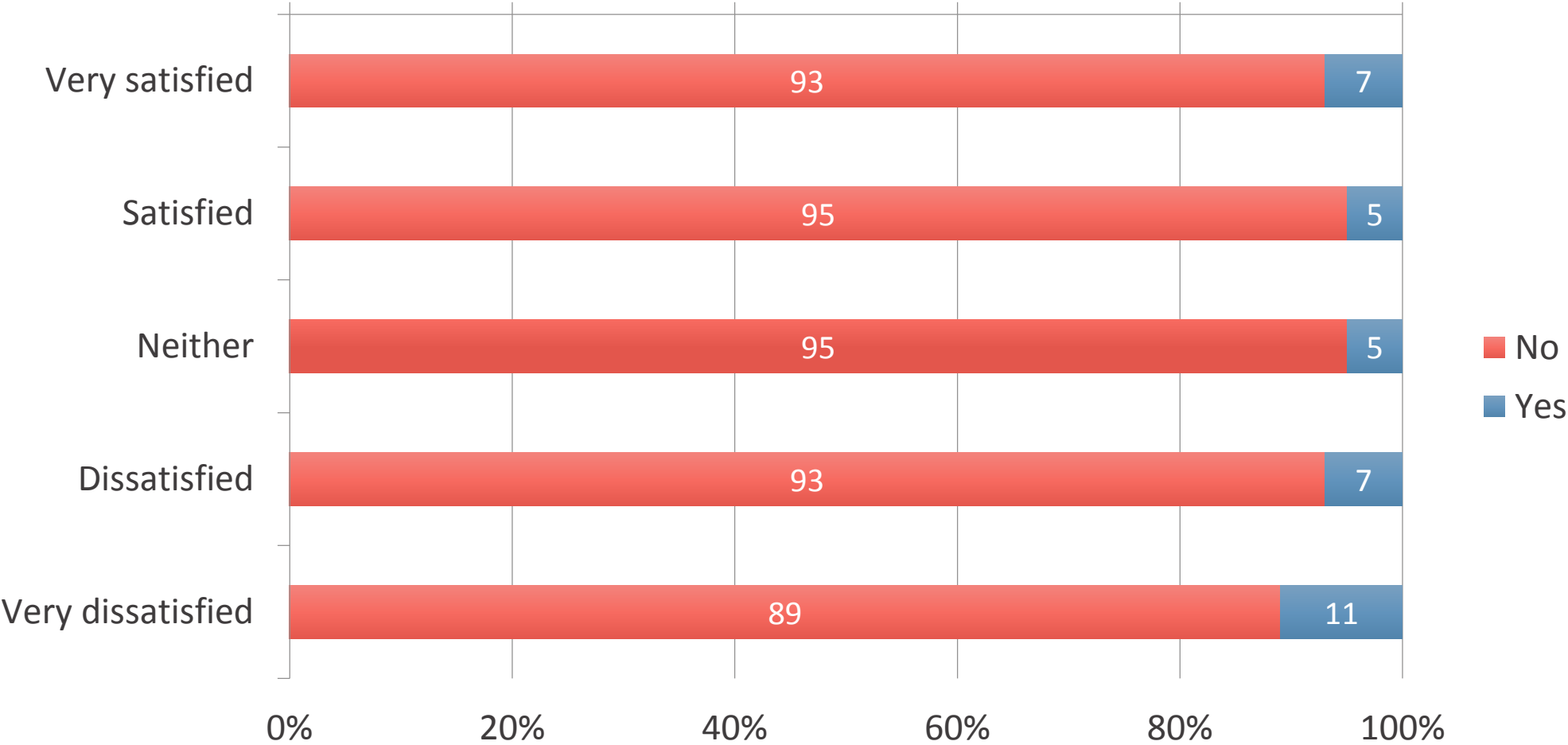
# Impacts of government dissatisfaction

Satisfaction with local government and intention to vote



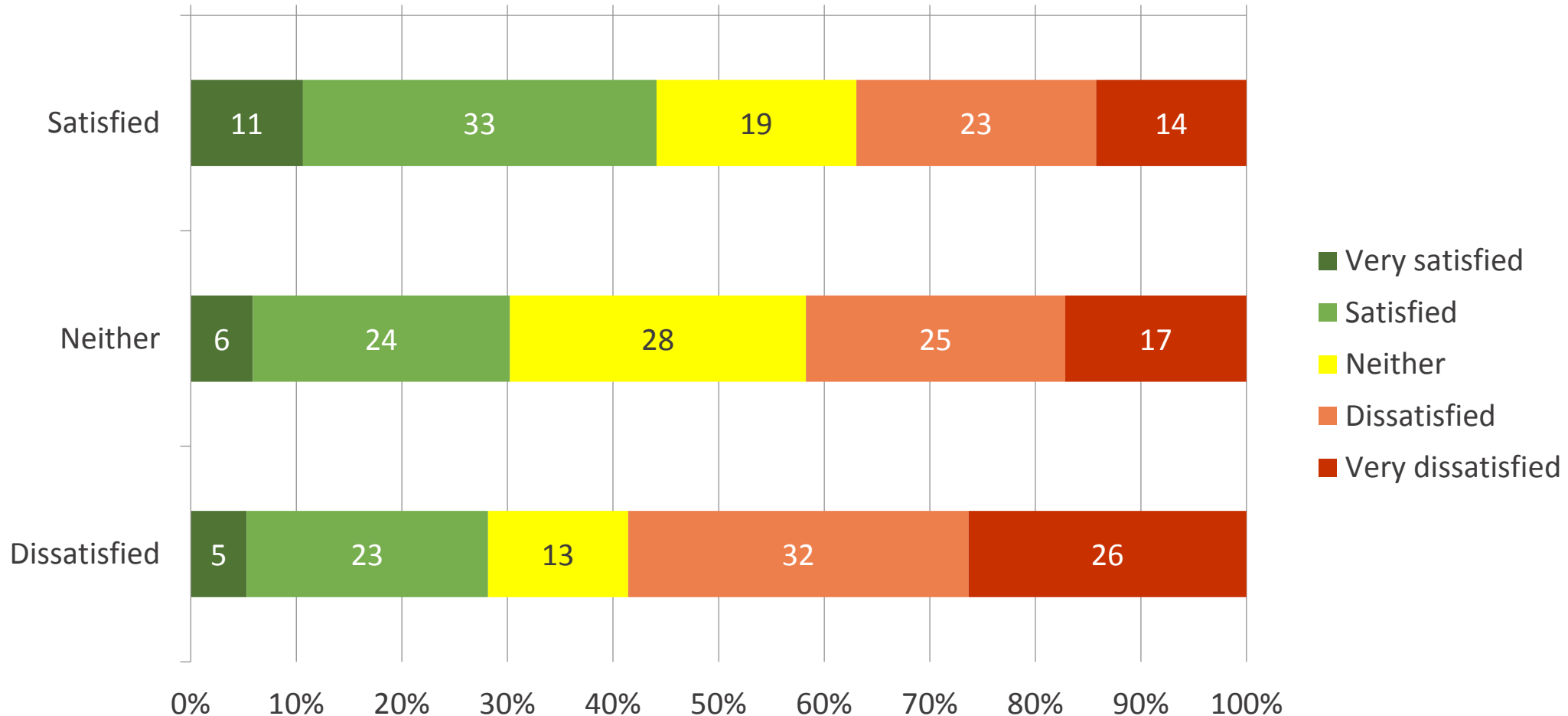
# Impacts of government dissatisfaction

Satisfaction with local government and participated in protest in last 12 months



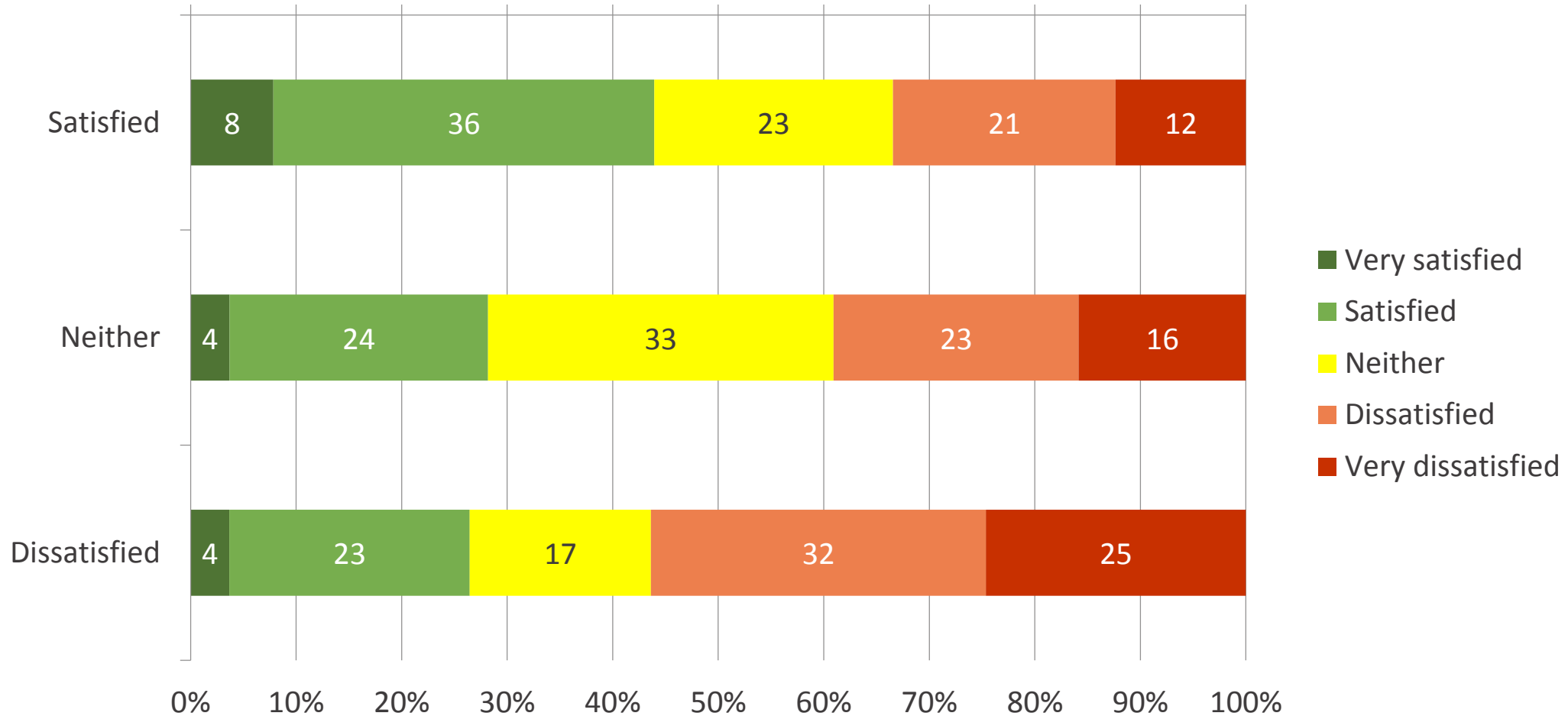
# Reasons for government dissatisfaction

Satisfaction with life as a whole and satisfaction with national government



# Reasons for government dissatisfaction

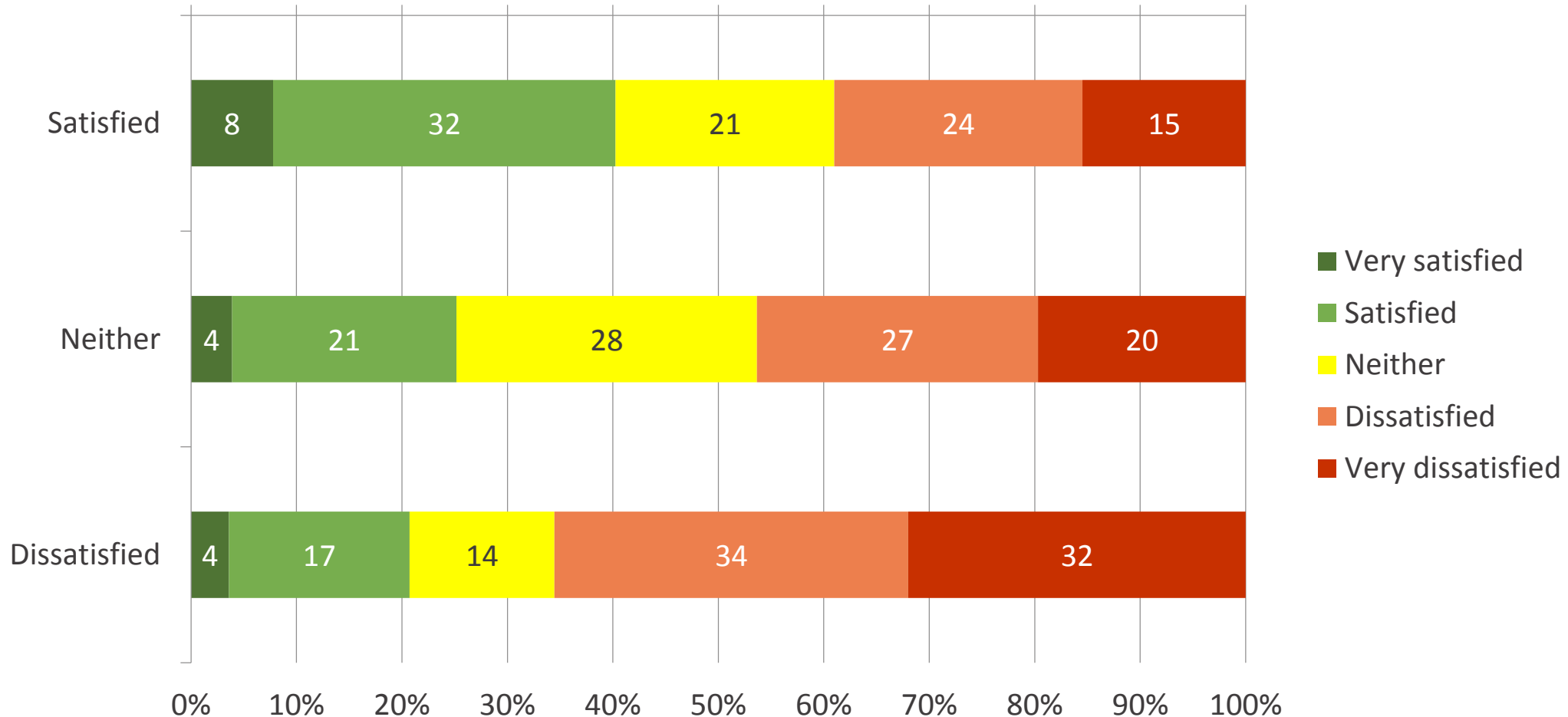
Satisfaction with life as a whole and satisfaction with provincial government





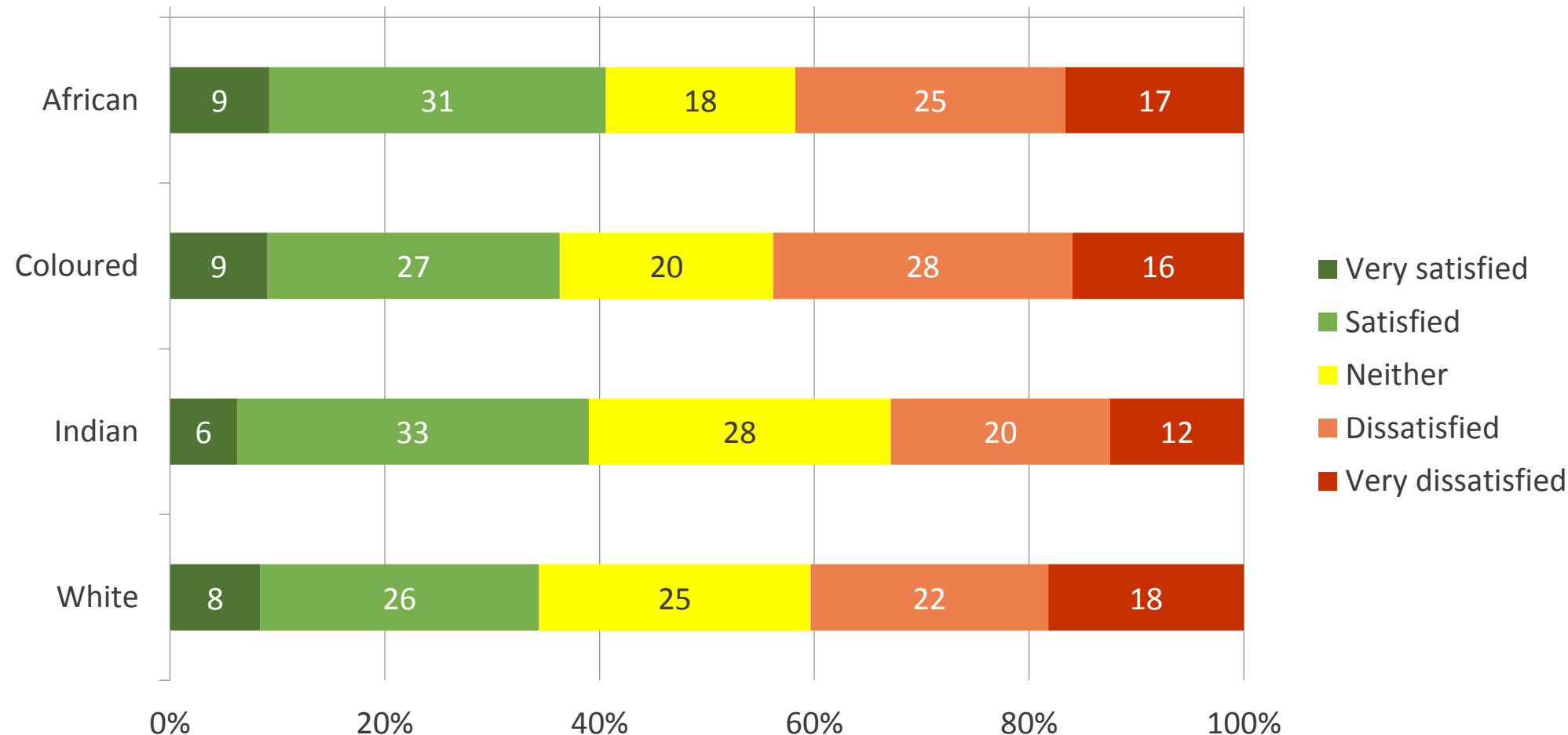
# Reasons for government dissatisfaction

Satisfaction with life as a whole and satisfaction with local government



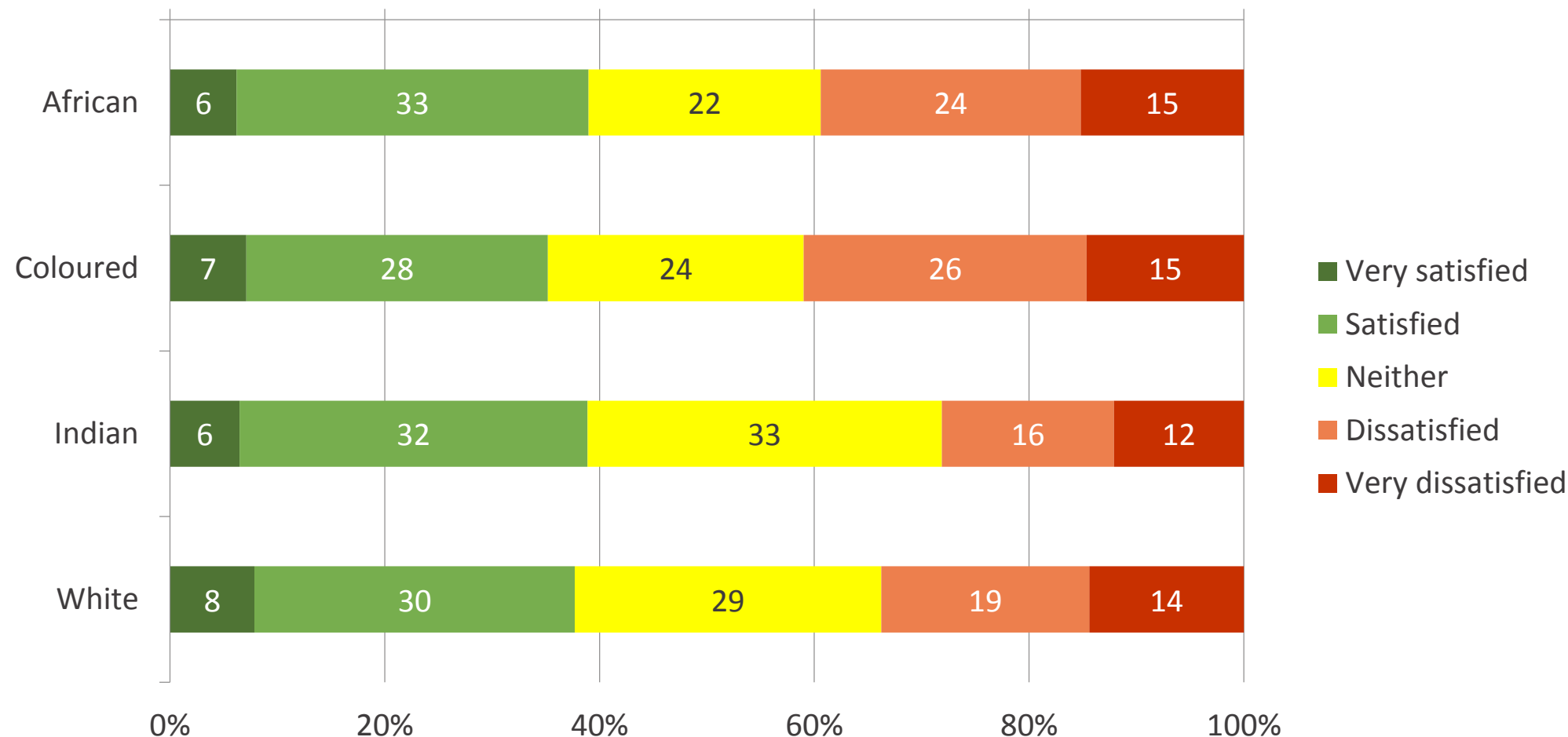
# Reasons for government dissatisfaction

Race and satisfaction with national government



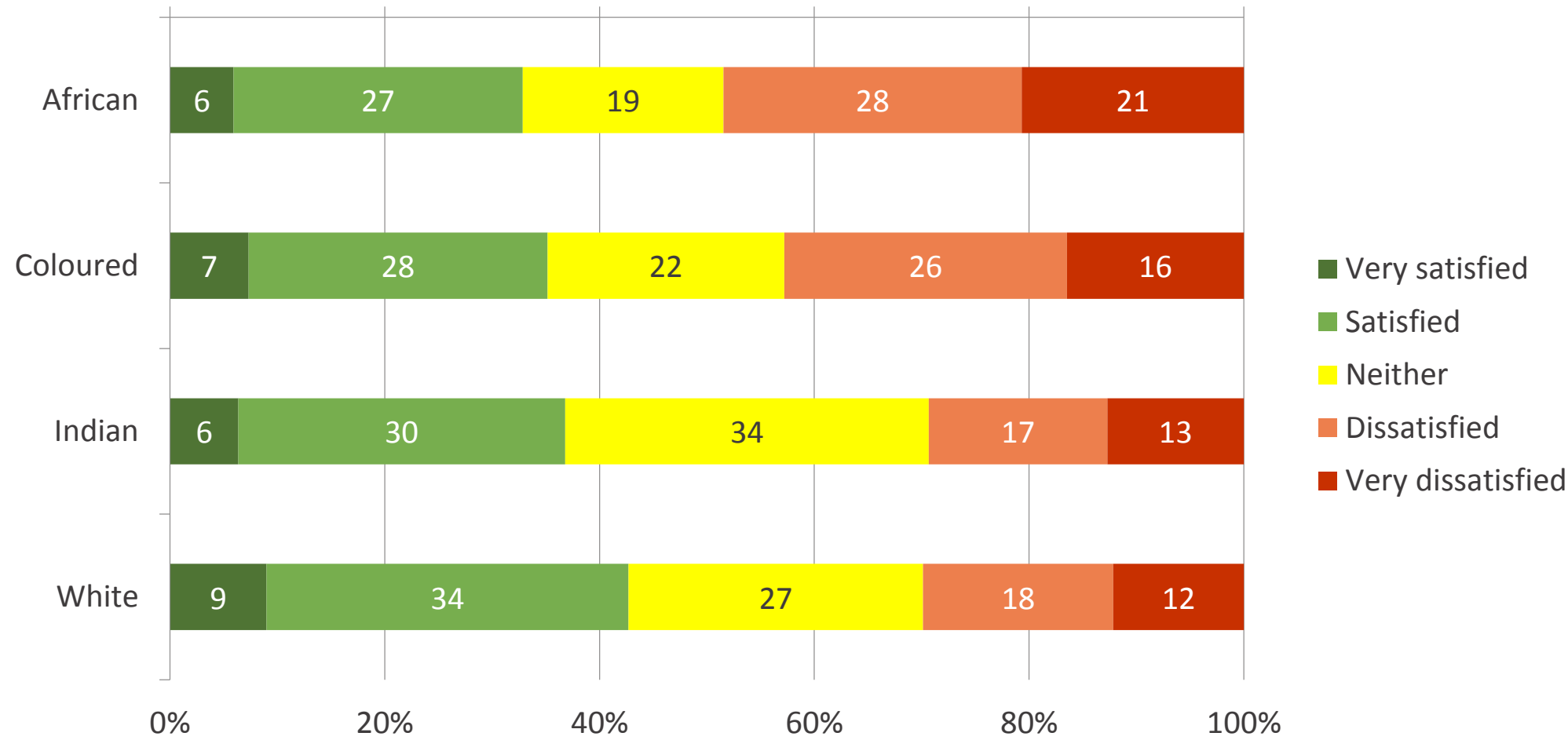
# Reasons for government dissatisfaction

Race and satisfaction with provincial government



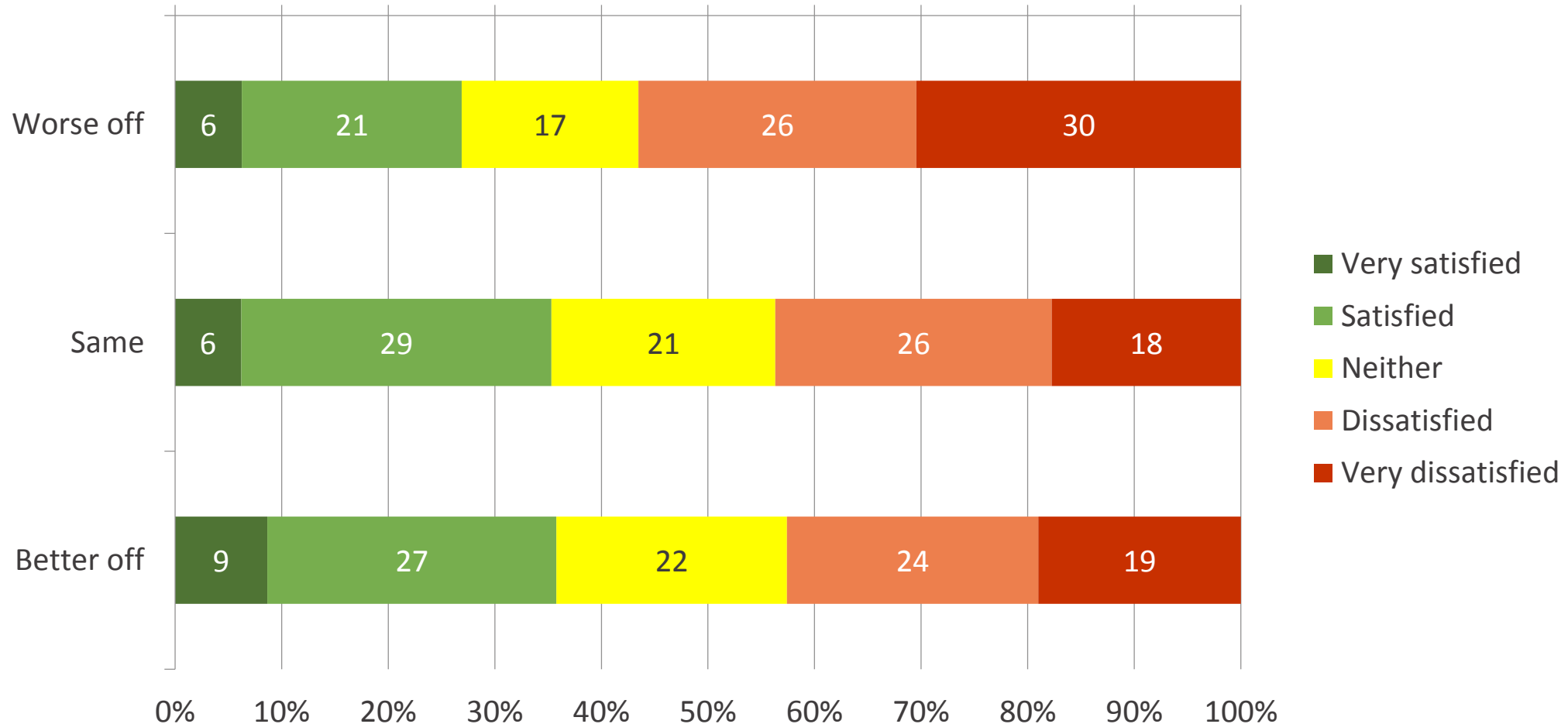
# Reasons for government dissatisfaction

Race and satisfaction with local government



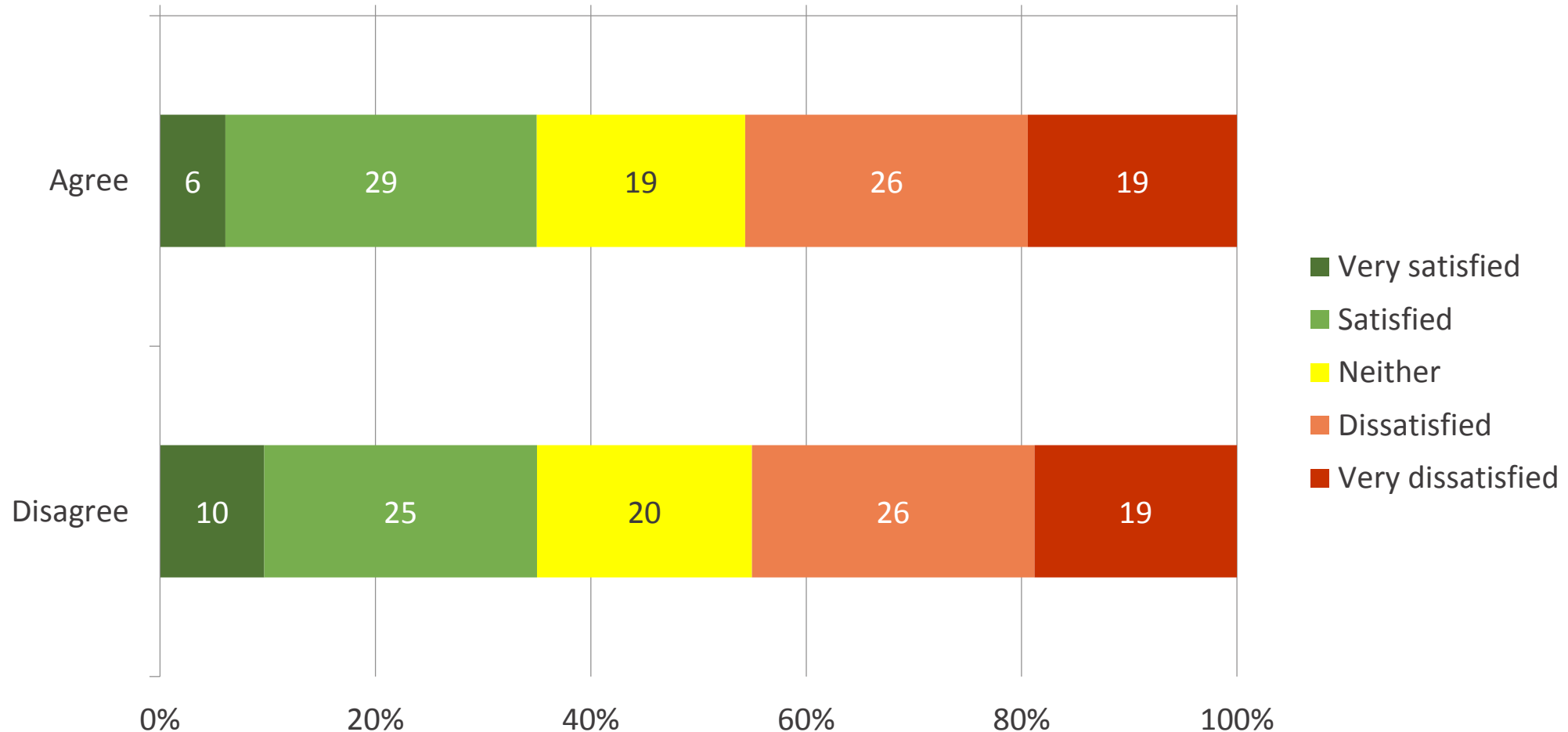
# Reasons for government dissatisfaction

Perceived status in community and satisfaction with local government



# Reasons for government dissatisfaction

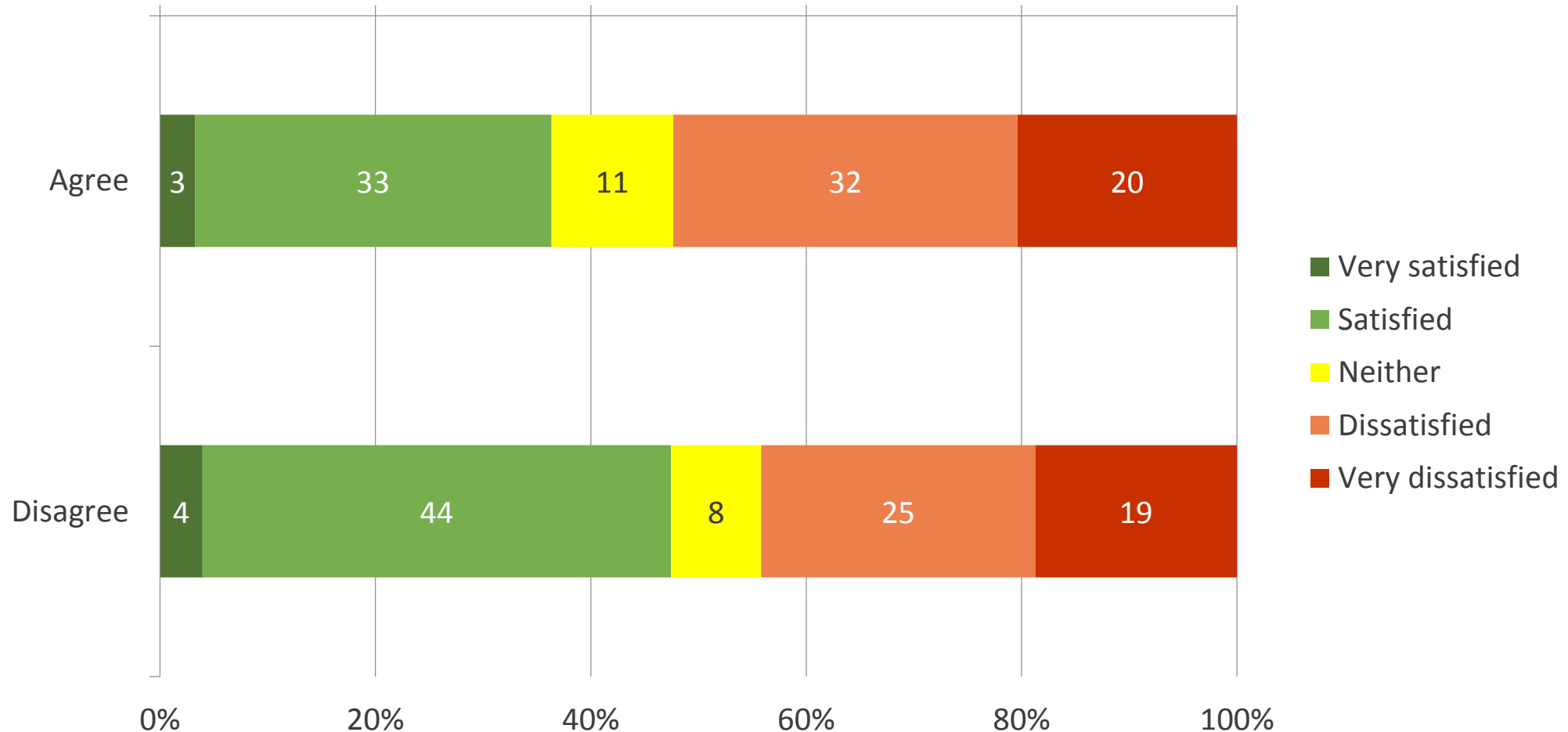
2015 Corruption is the biggest threat to our democracy and satisfaction with local government





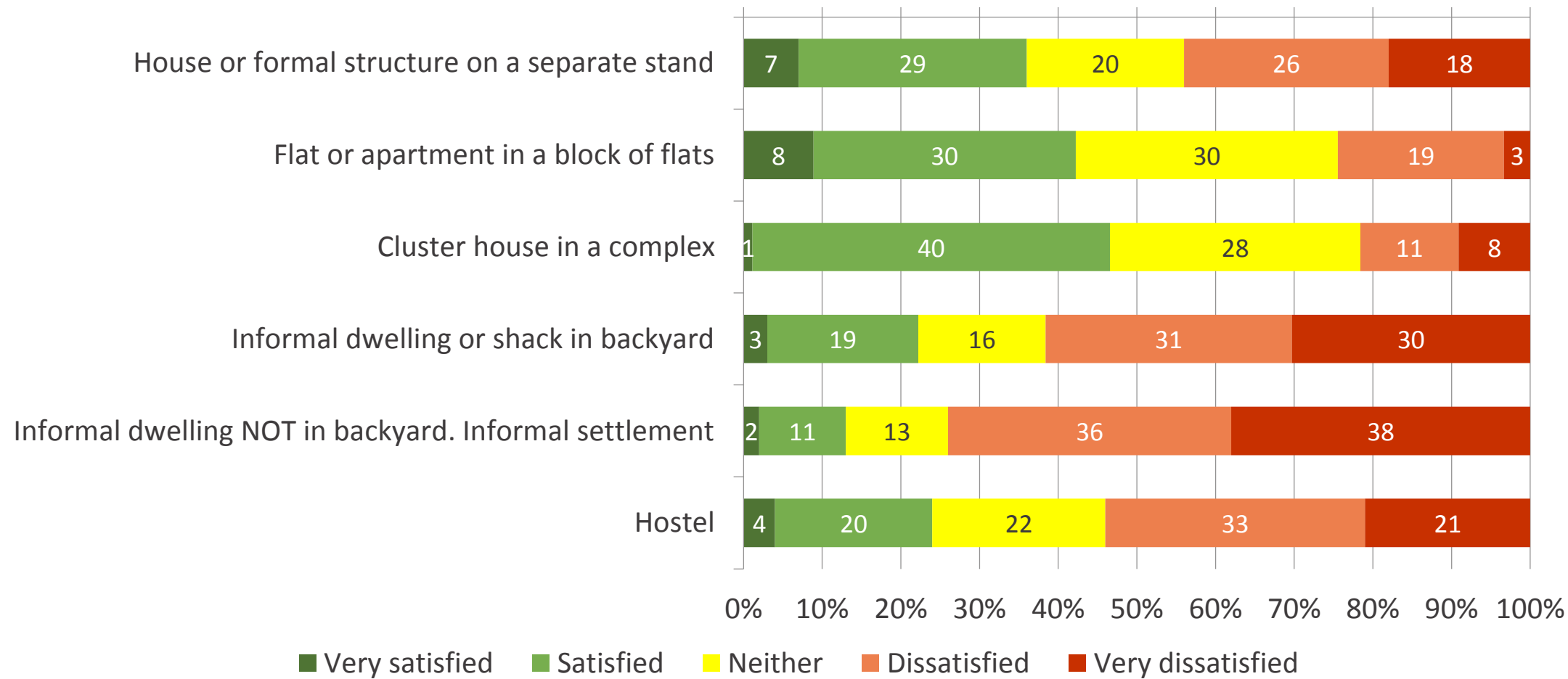
# Reasons for government dissatisfaction

2013 Corruption is the biggest threat to our democracy and satisfaction with local government



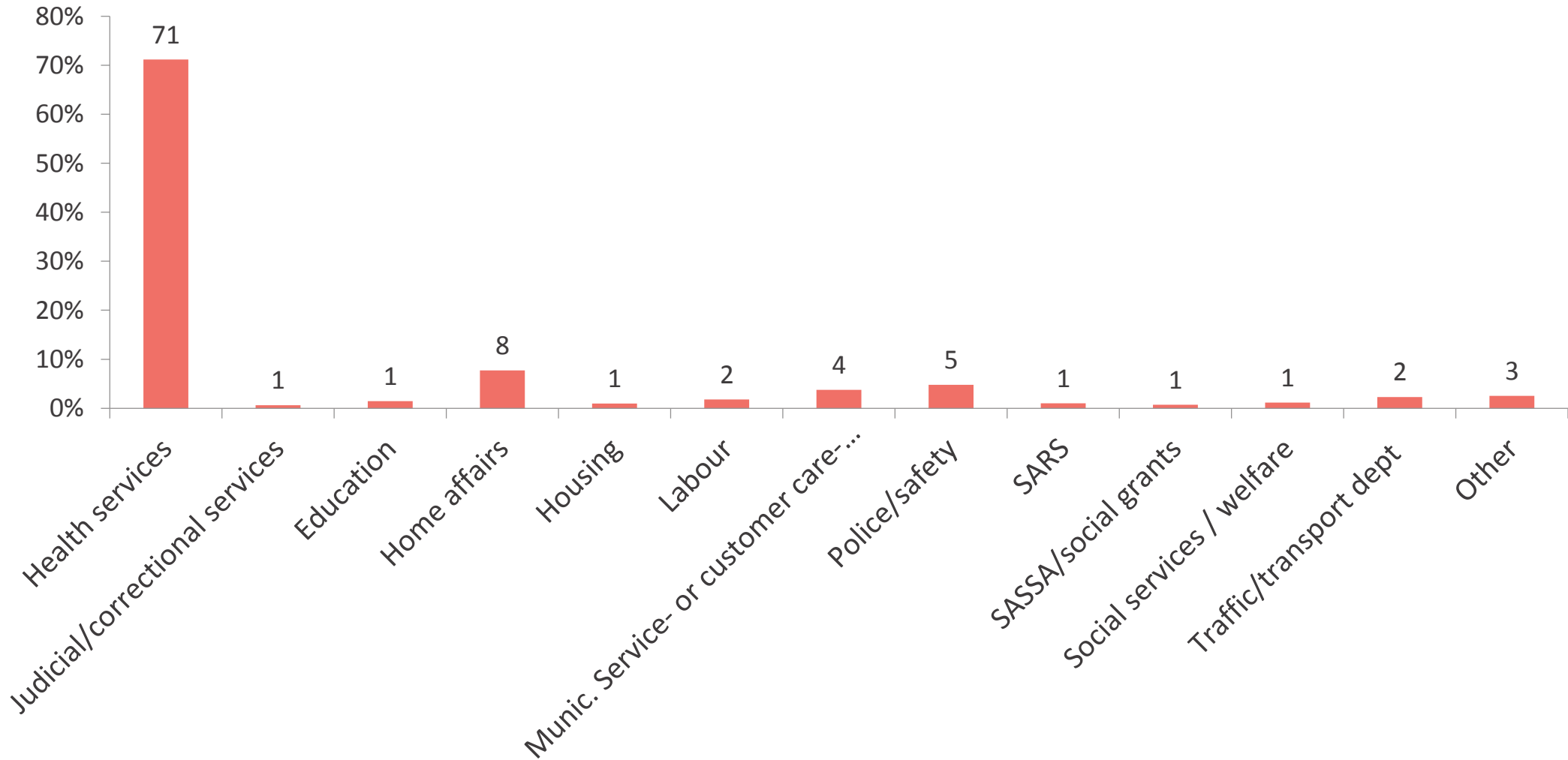
# Reasons for government dissatisfaction

Dwelling type and satisfaction with local government



# Reasons for government dissatisfaction

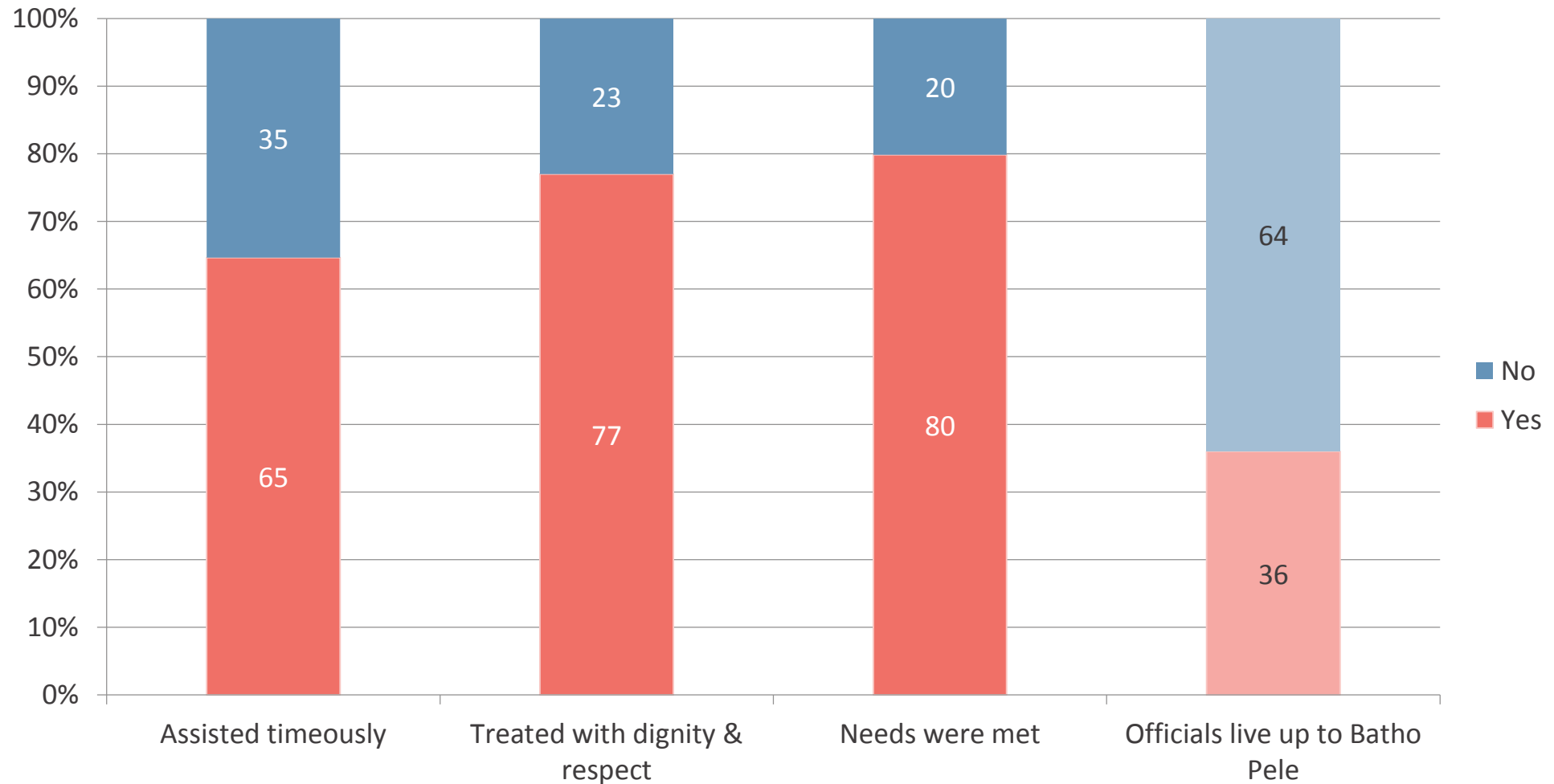
Which department/service did you most recently interact with?



# Reasons for government dissatisfaction

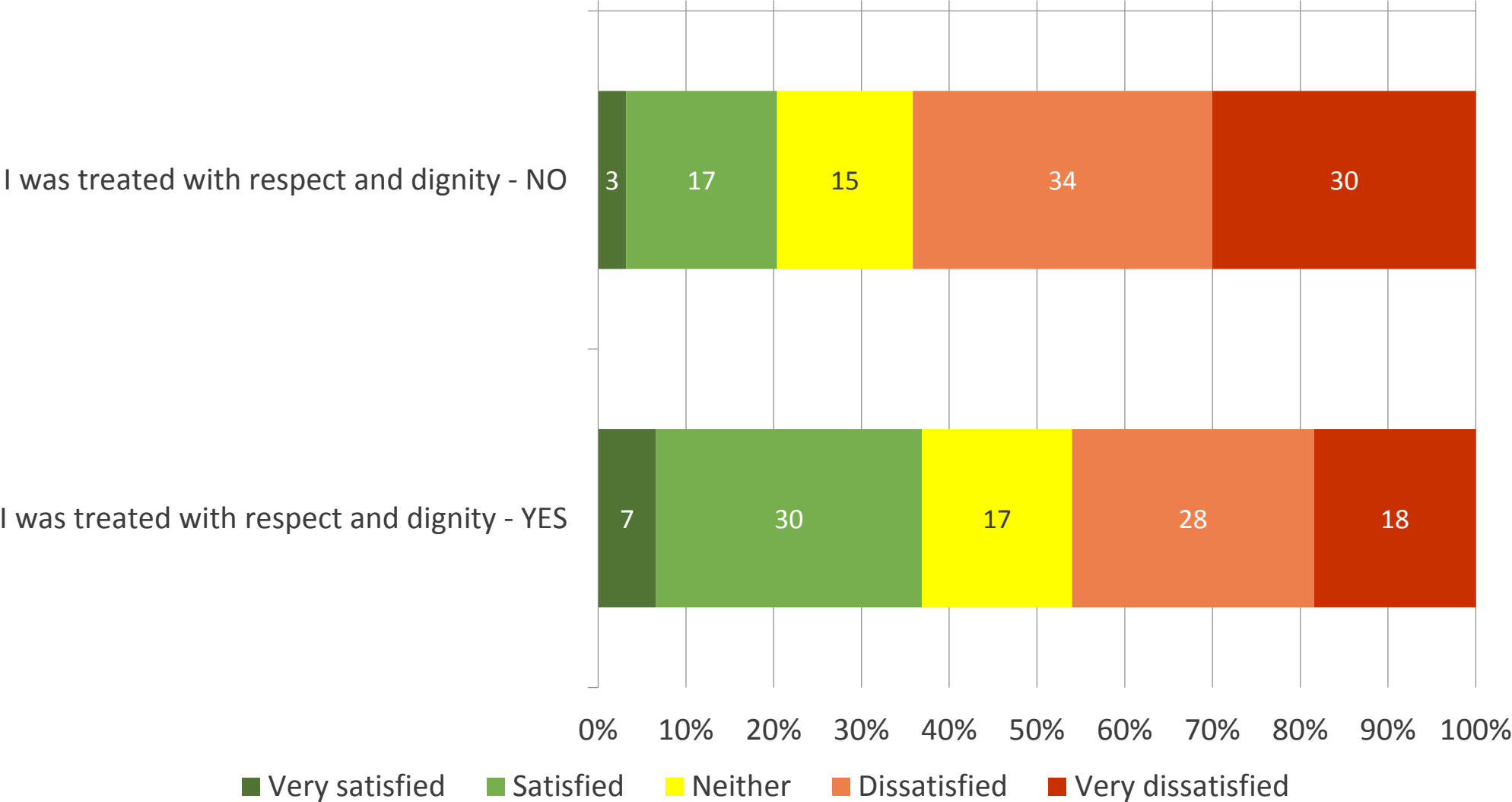
## Perception of frontline services

- Excludes people who did not recently interact with a government department / never interact with government officials



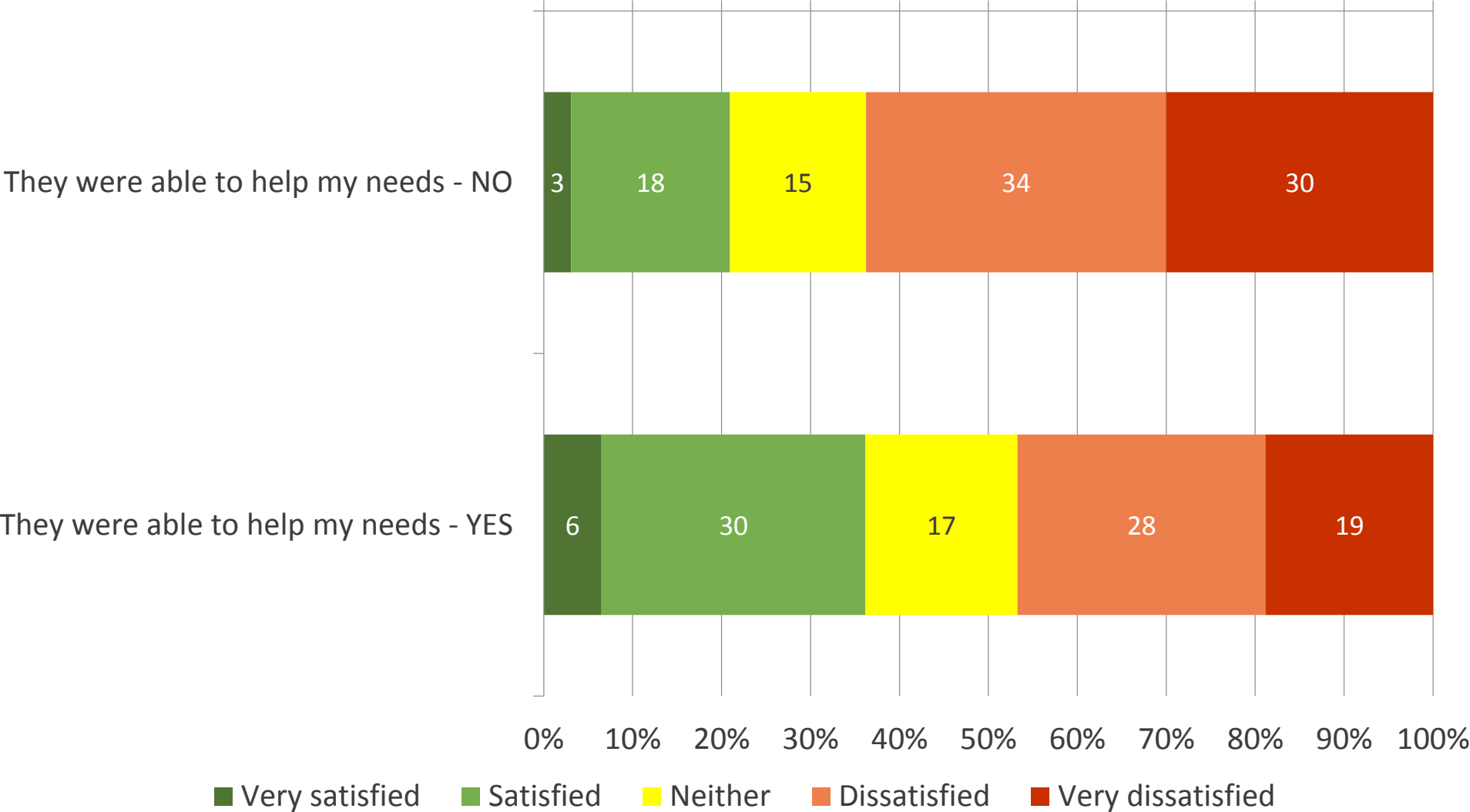
# Reasons for government dissatisfaction

Perception of frontline services and satisfaction with local government



# Reasons for government dissatisfaction

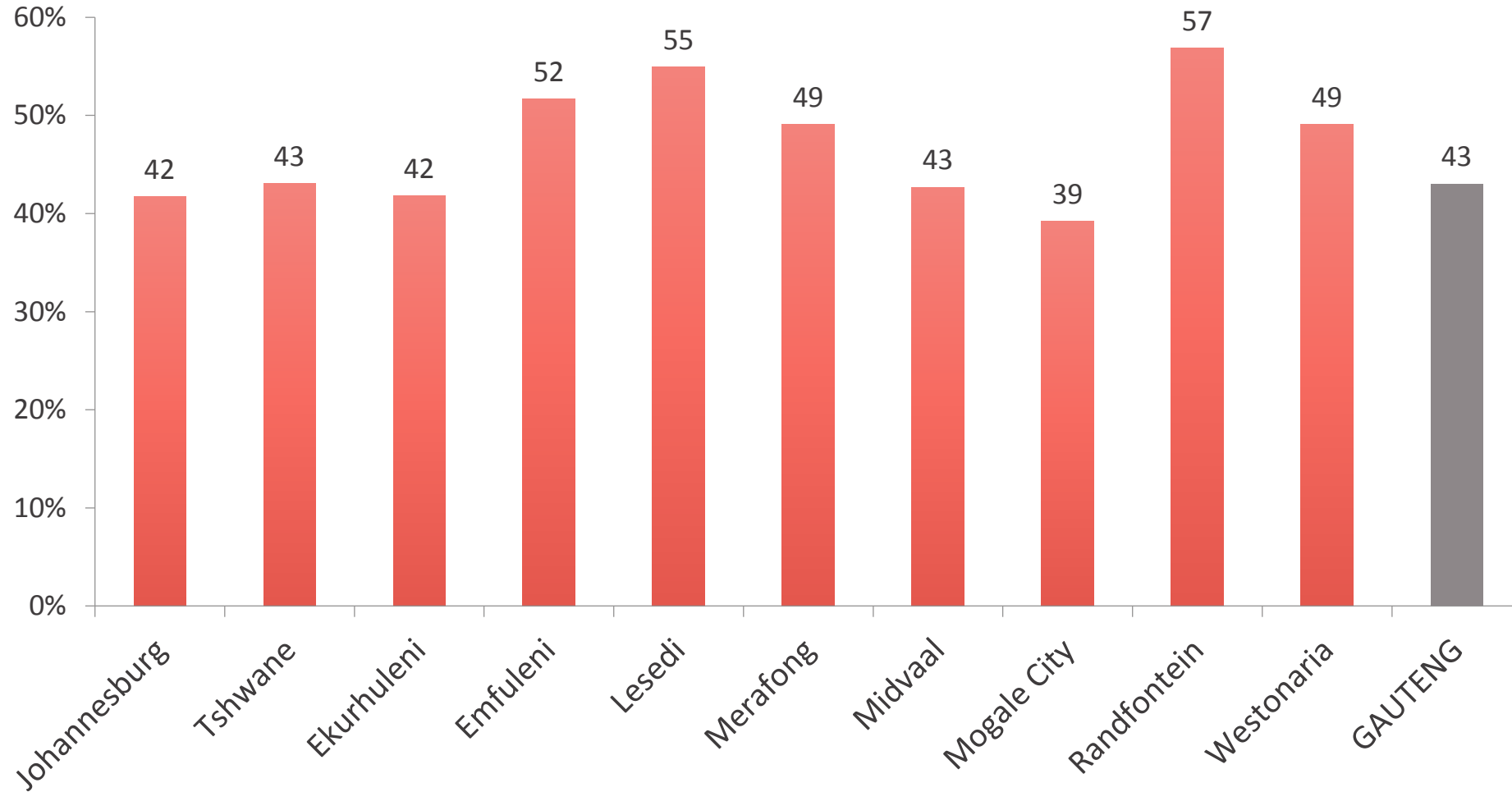
Perception of frontline services and satisfaction with local government





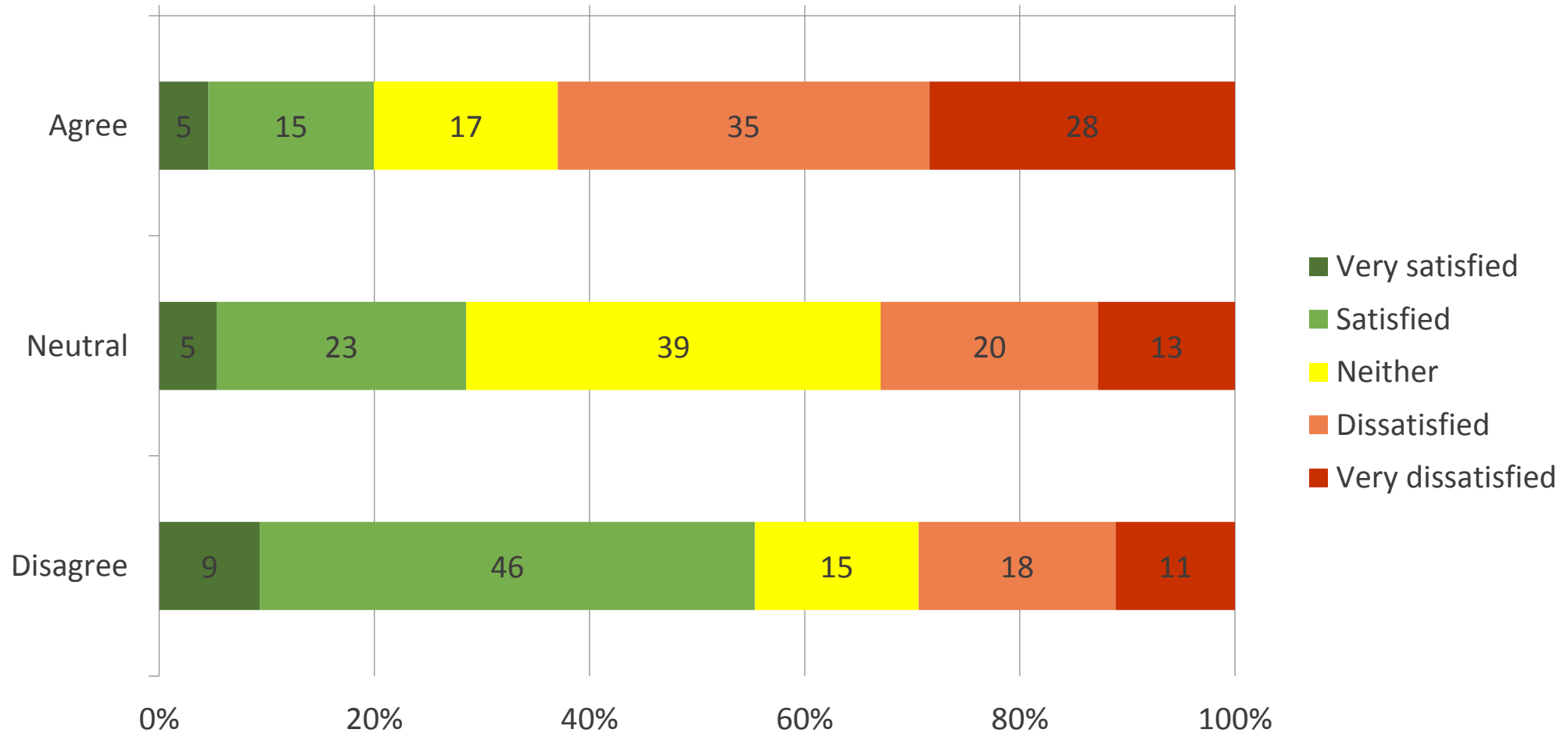
# Reasons for government dissatisfaction

% agree, my municipality doesn't care about delivering services to me



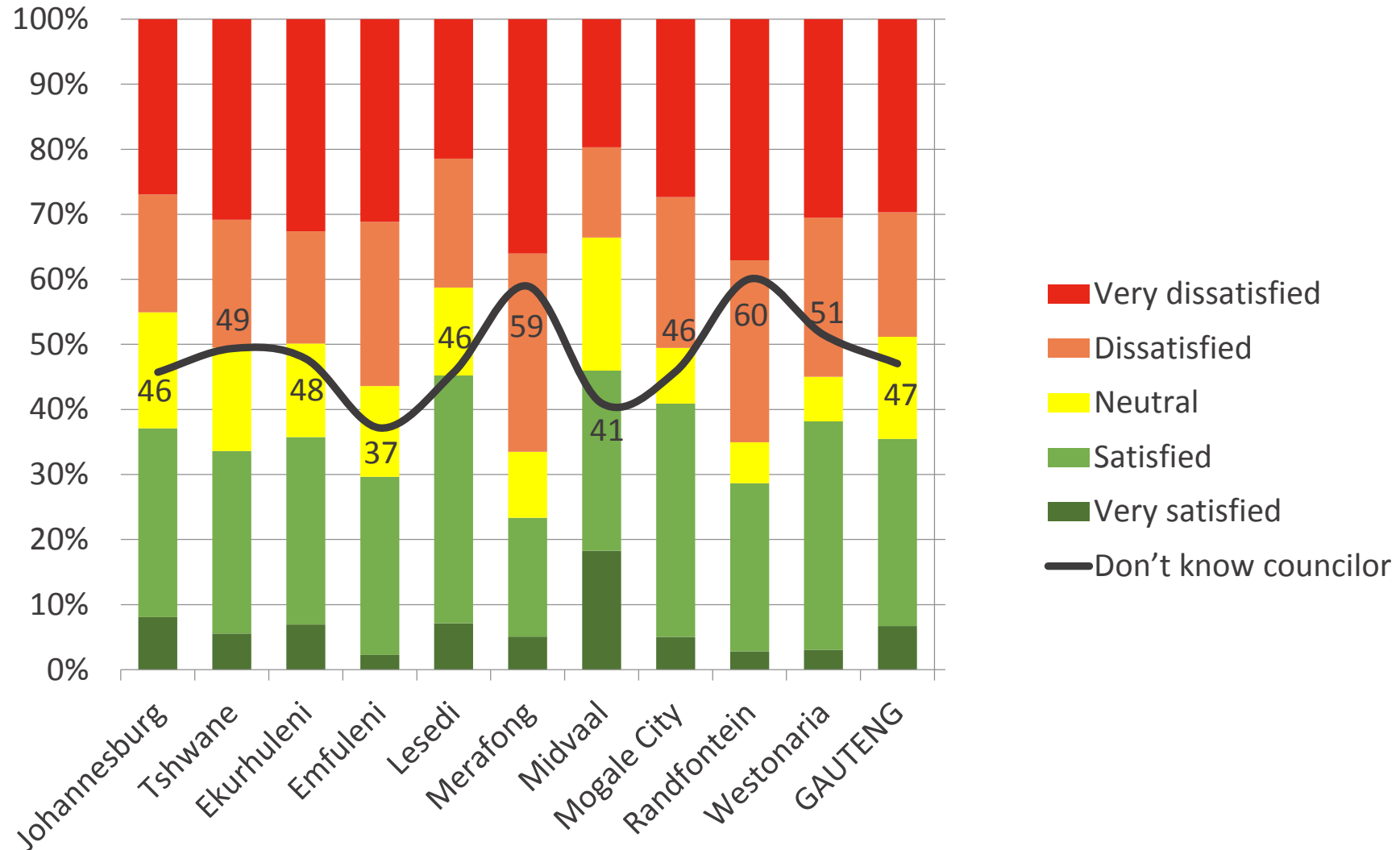
# Reasons for government dissatisfaction

Perception that municipality doesn't care and satisfaction with local government



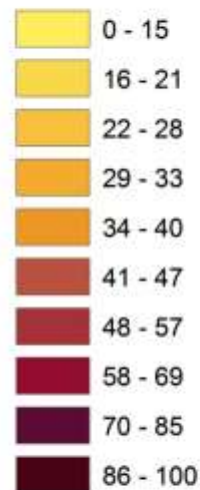
# Reasons for government dissatisfaction

Satisfaction with local councilor

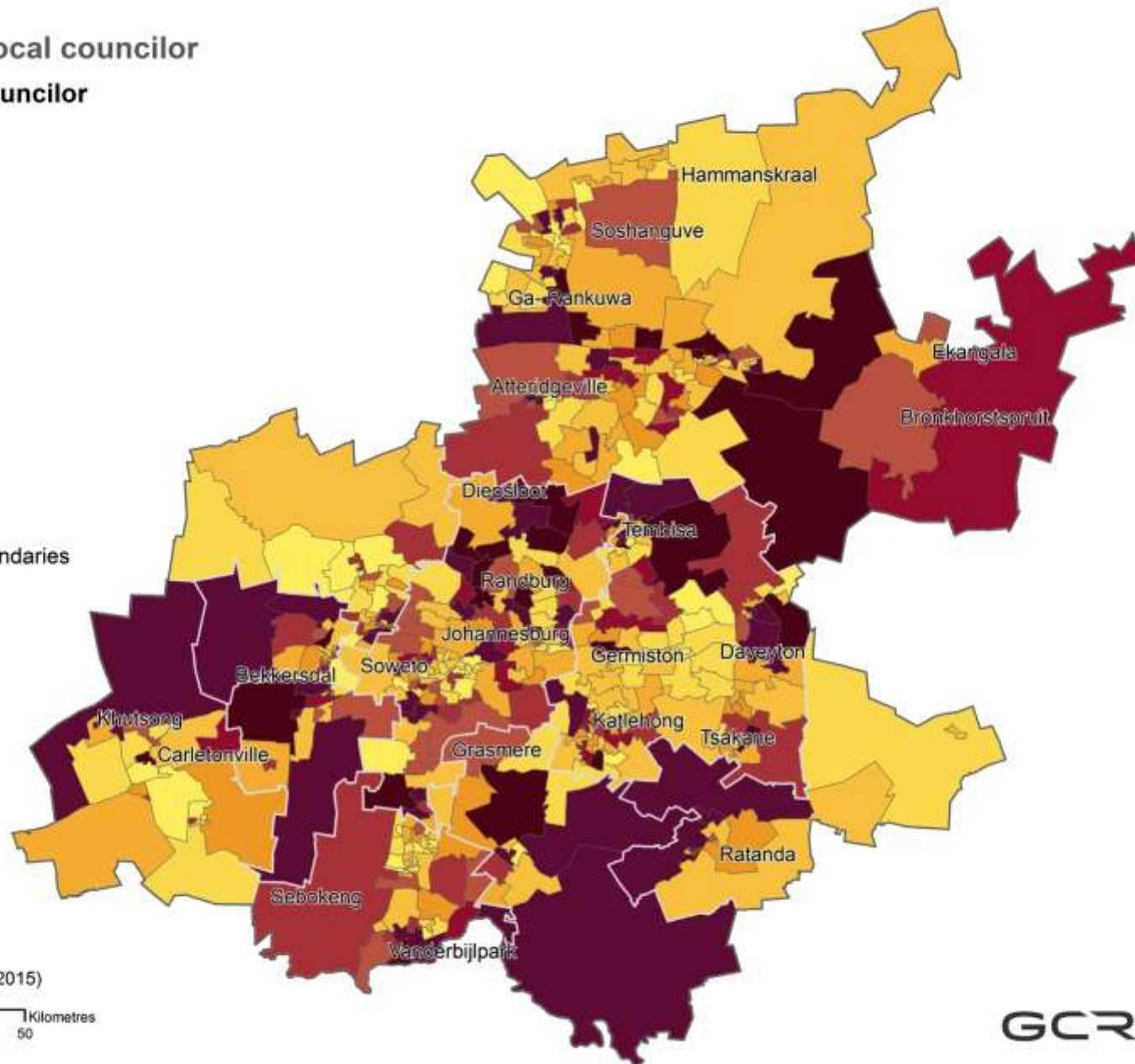


## Satisfaction with local councilor

% Dont know local councilor



Local Municipal Boundaries

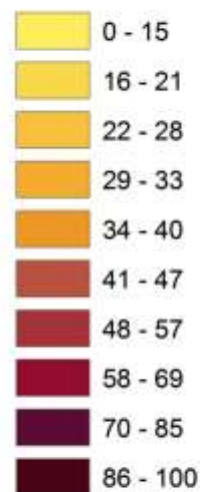


Data source: GCRO QoL IV (2015)

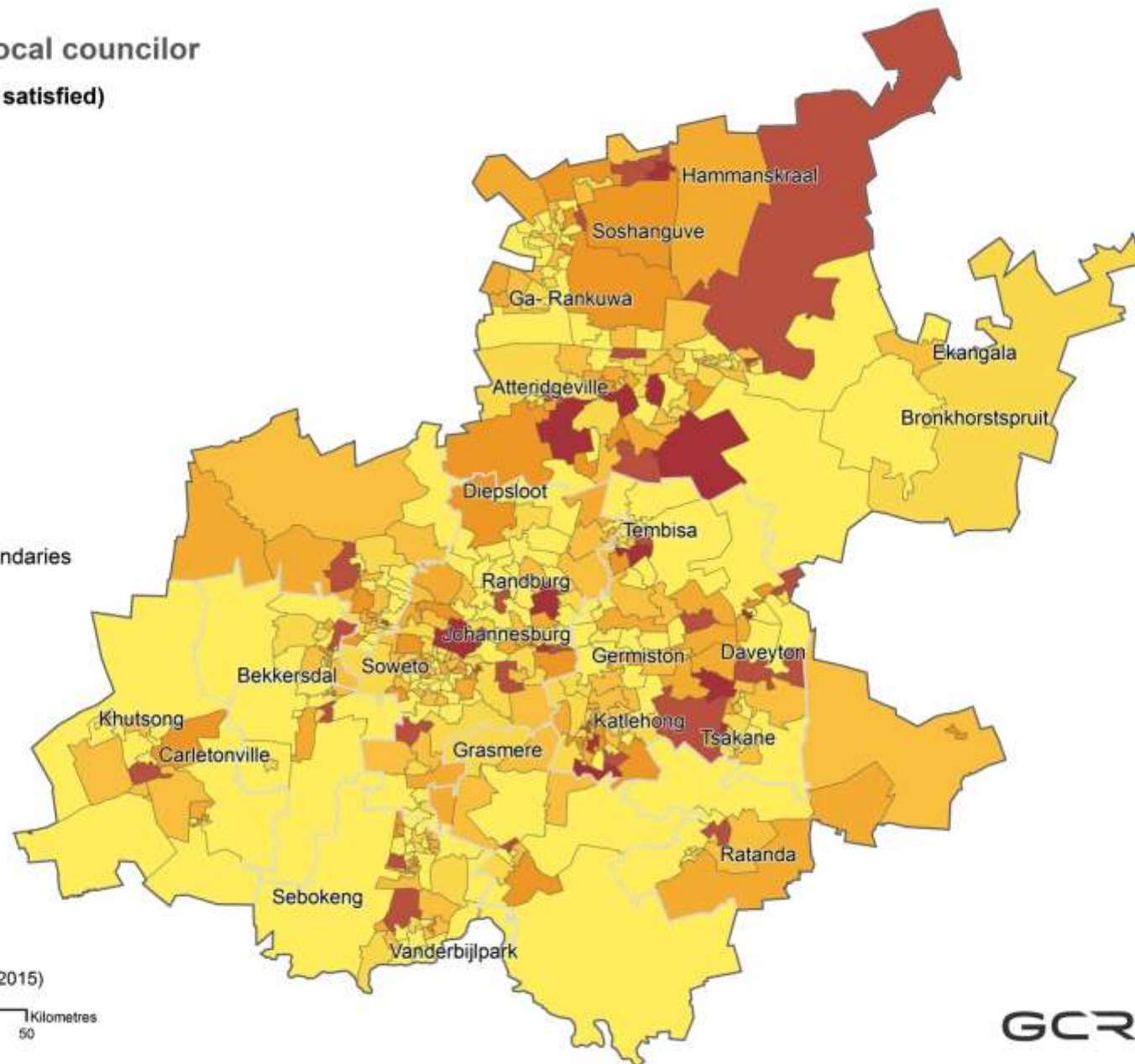
0 12.5 25 50 Kilometres

## Satisfaction with local councilor

Local councilor 2015 (% satisfied)



Local Municipal Boundaries

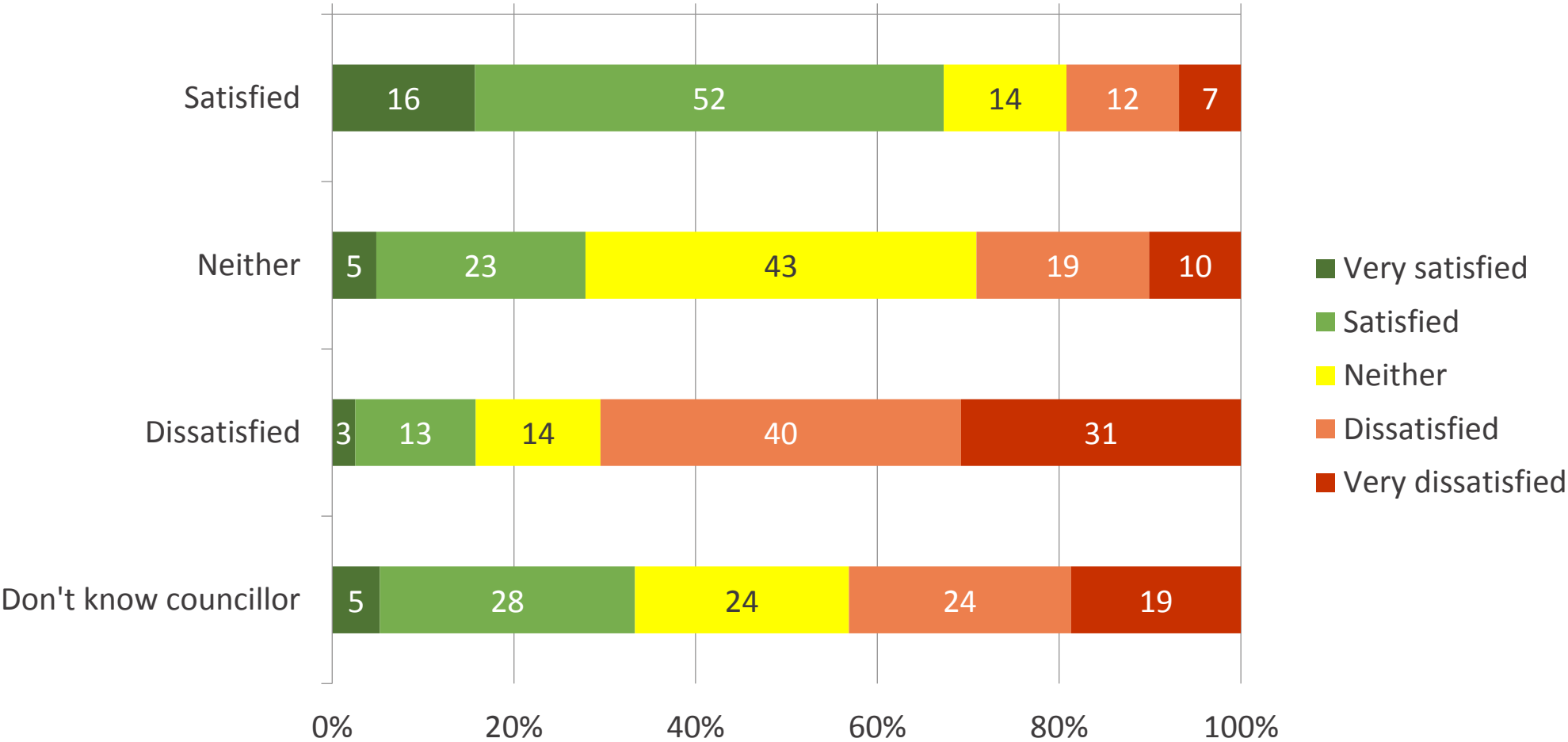


Data source: GCRO QoL IV (2015)



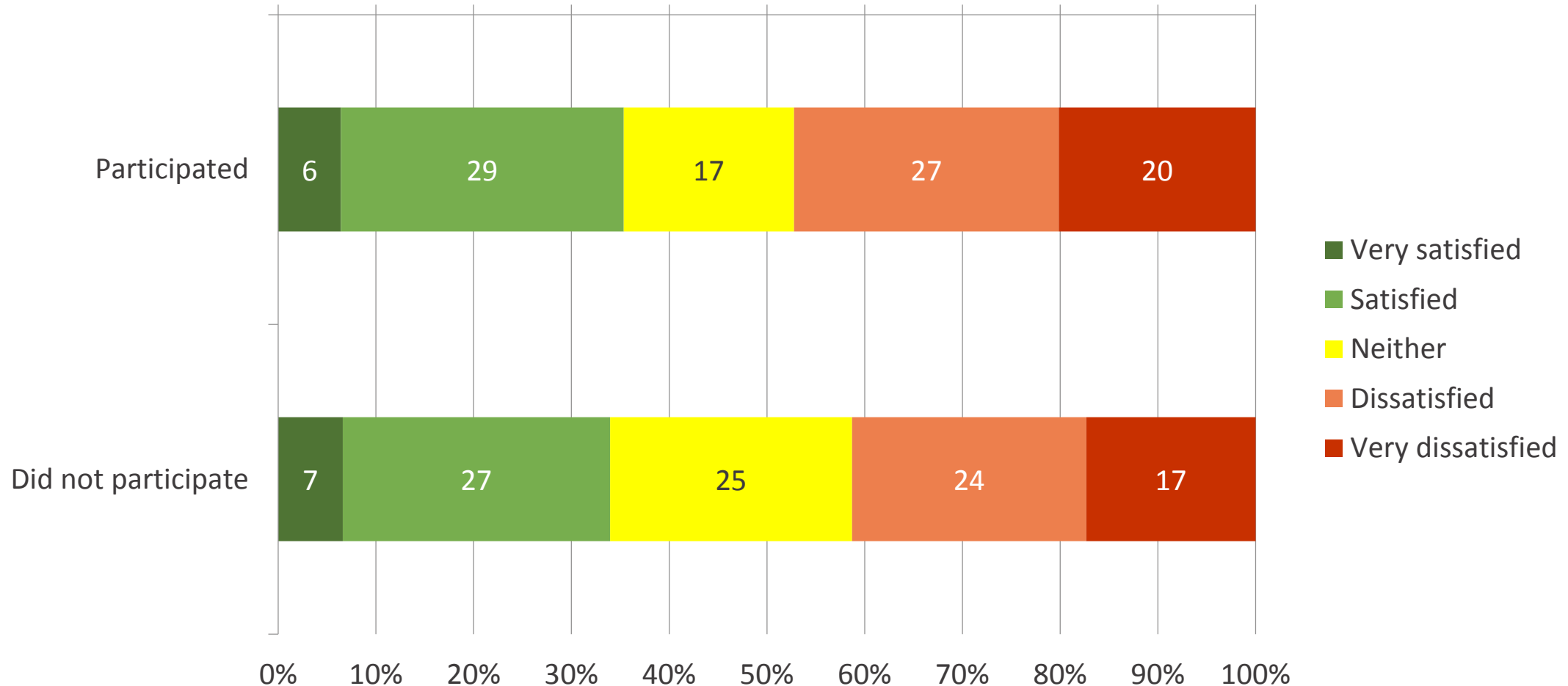
# Reasons for government dissatisfaction

Satisfaction with local councilor and satisfaction with local government



# Reasons for government dissatisfaction

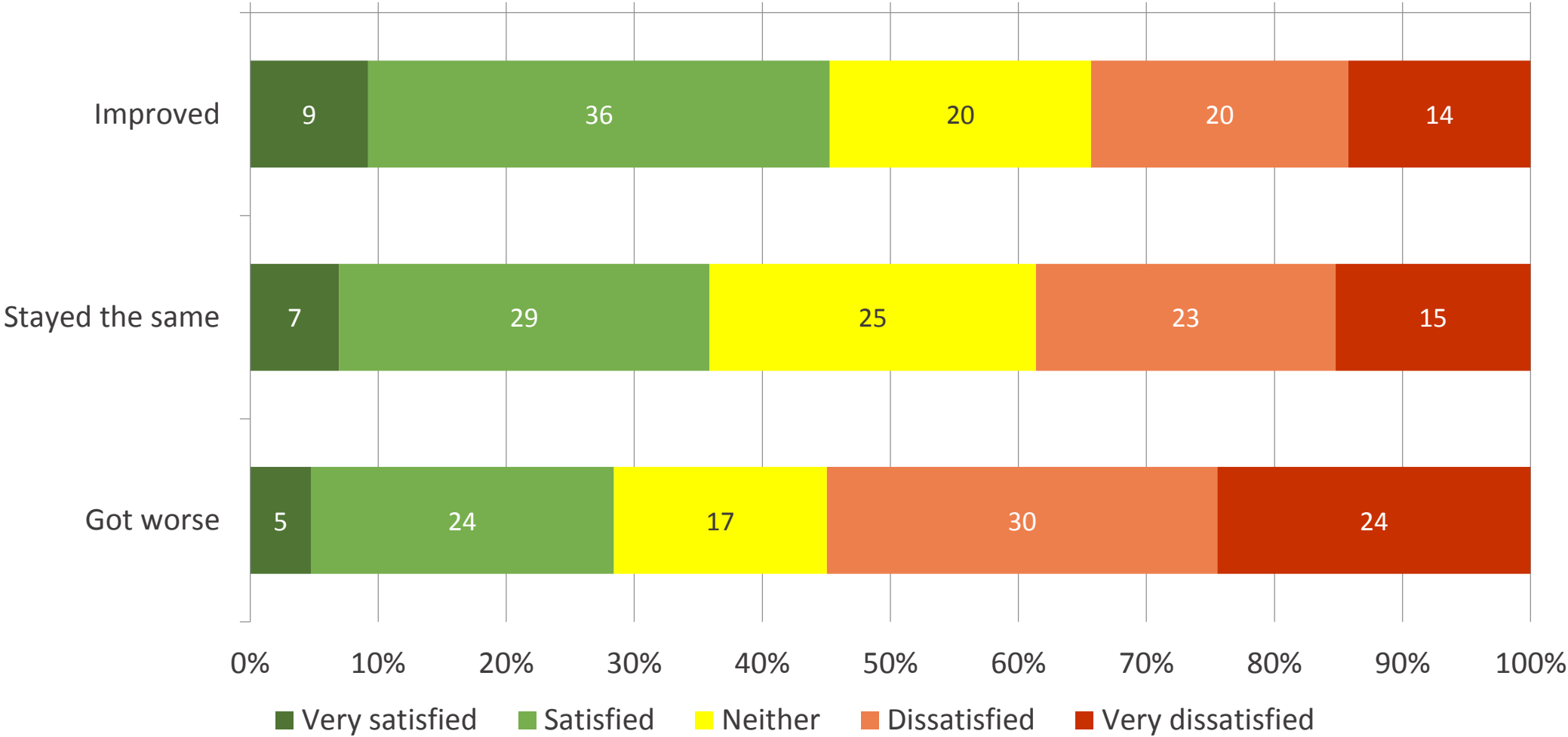
Participated in 'government' forums and satisfaction with local government





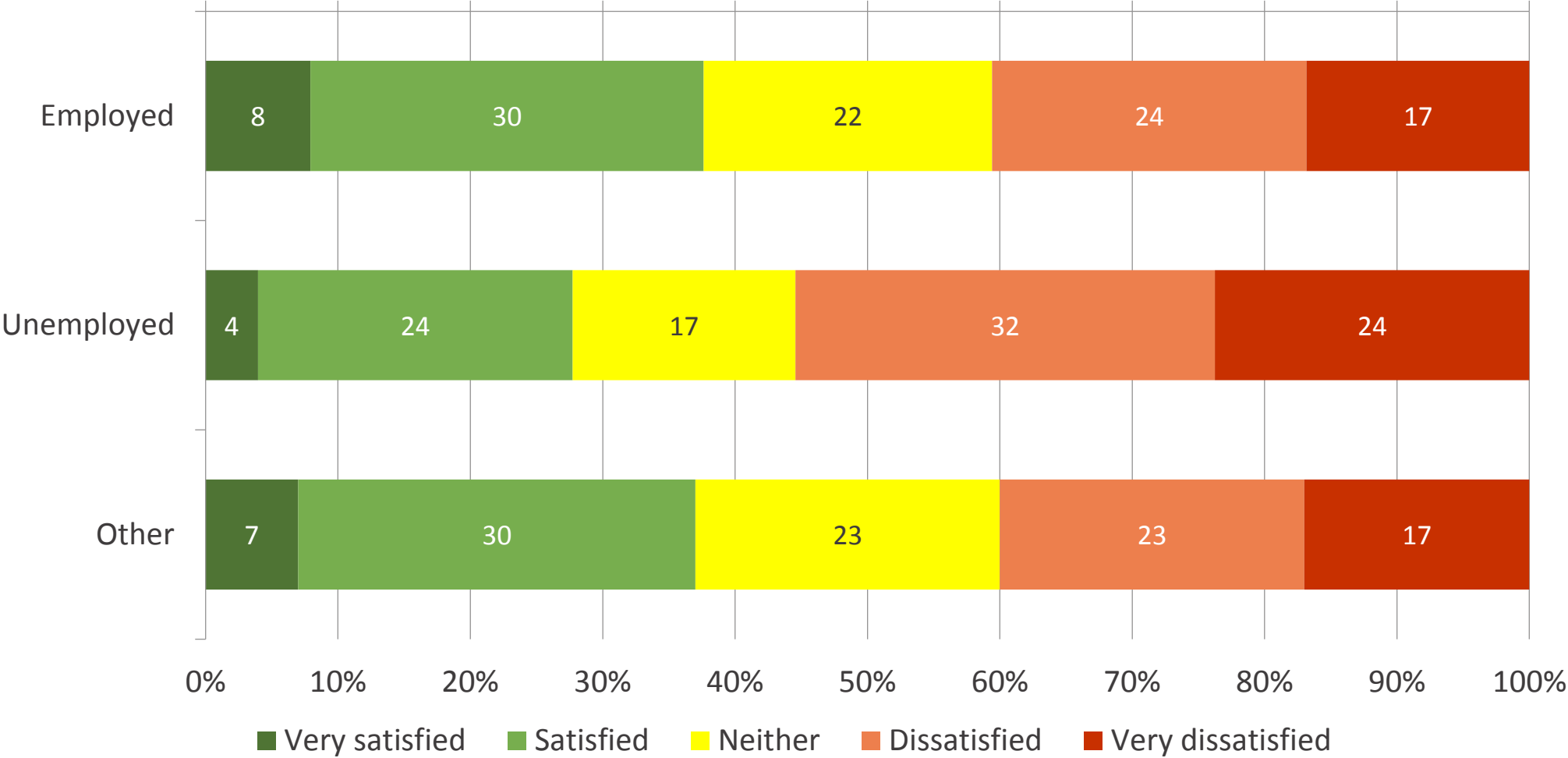
# Reasons for government dissatisfaction

Perceptions of crime and satisfaction with local government



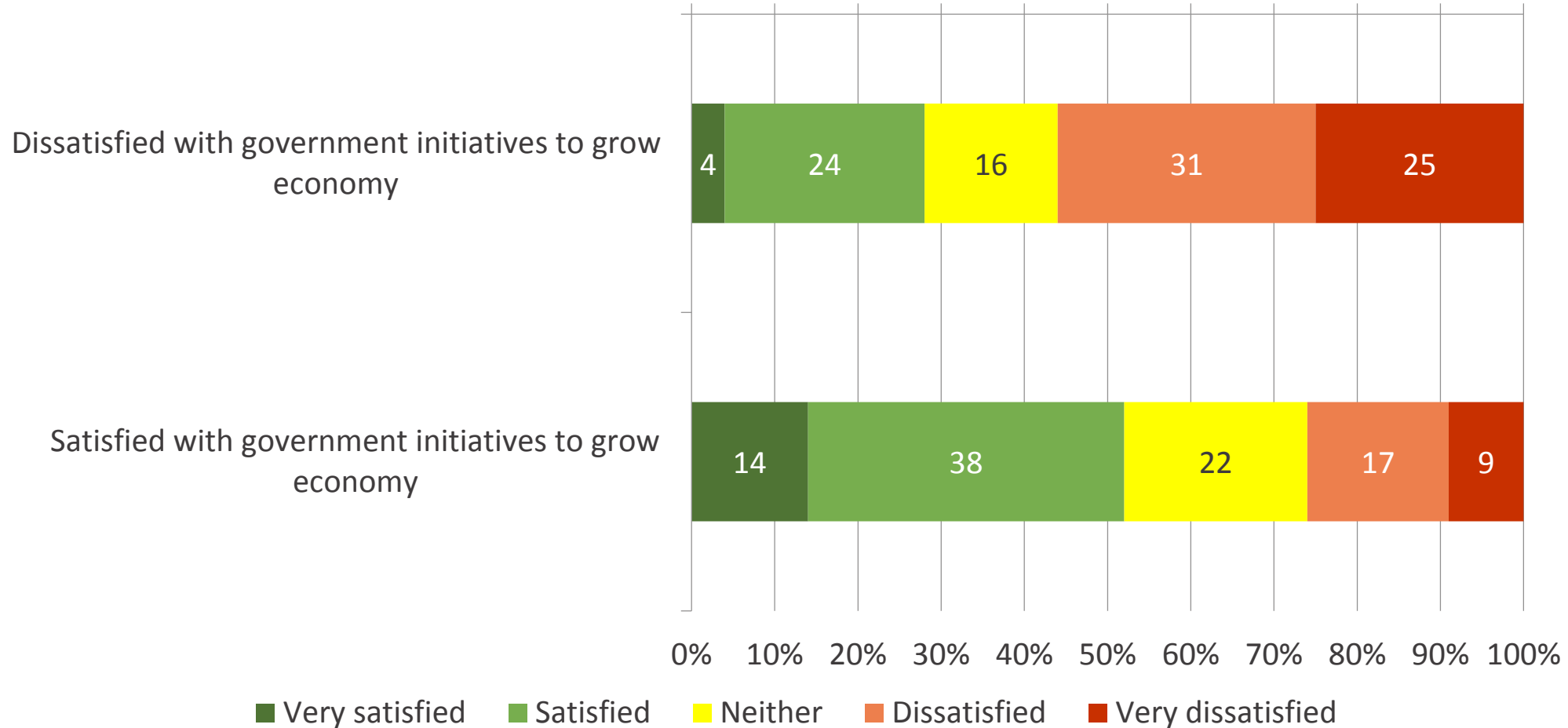
# Reasons for government dissatisfaction

Employment and satisfaction with local government



# Reasons for government dissatisfaction

Satisfaction with initiatives to grow economy and satisfaction with local government

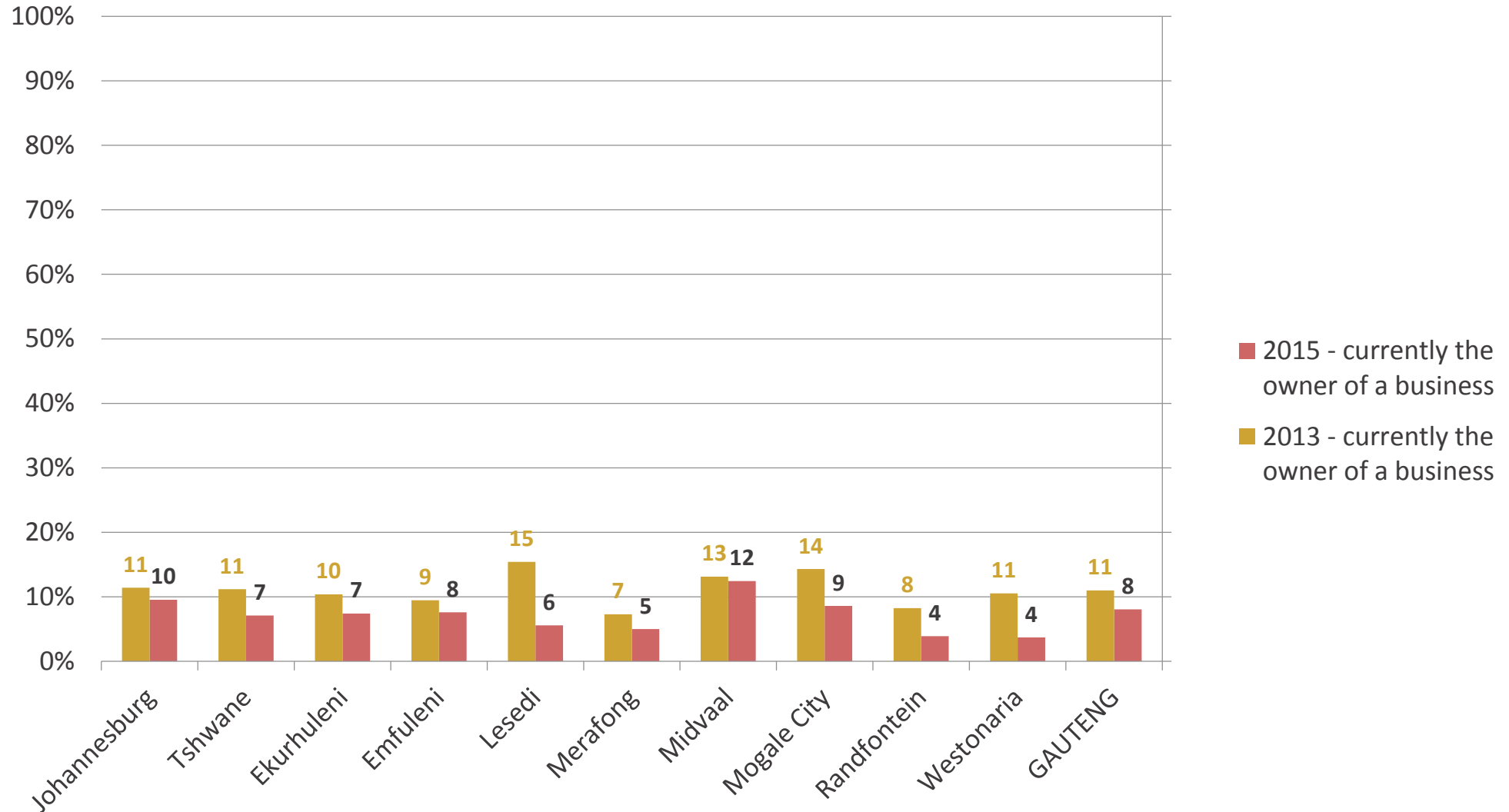


# Economic conditions



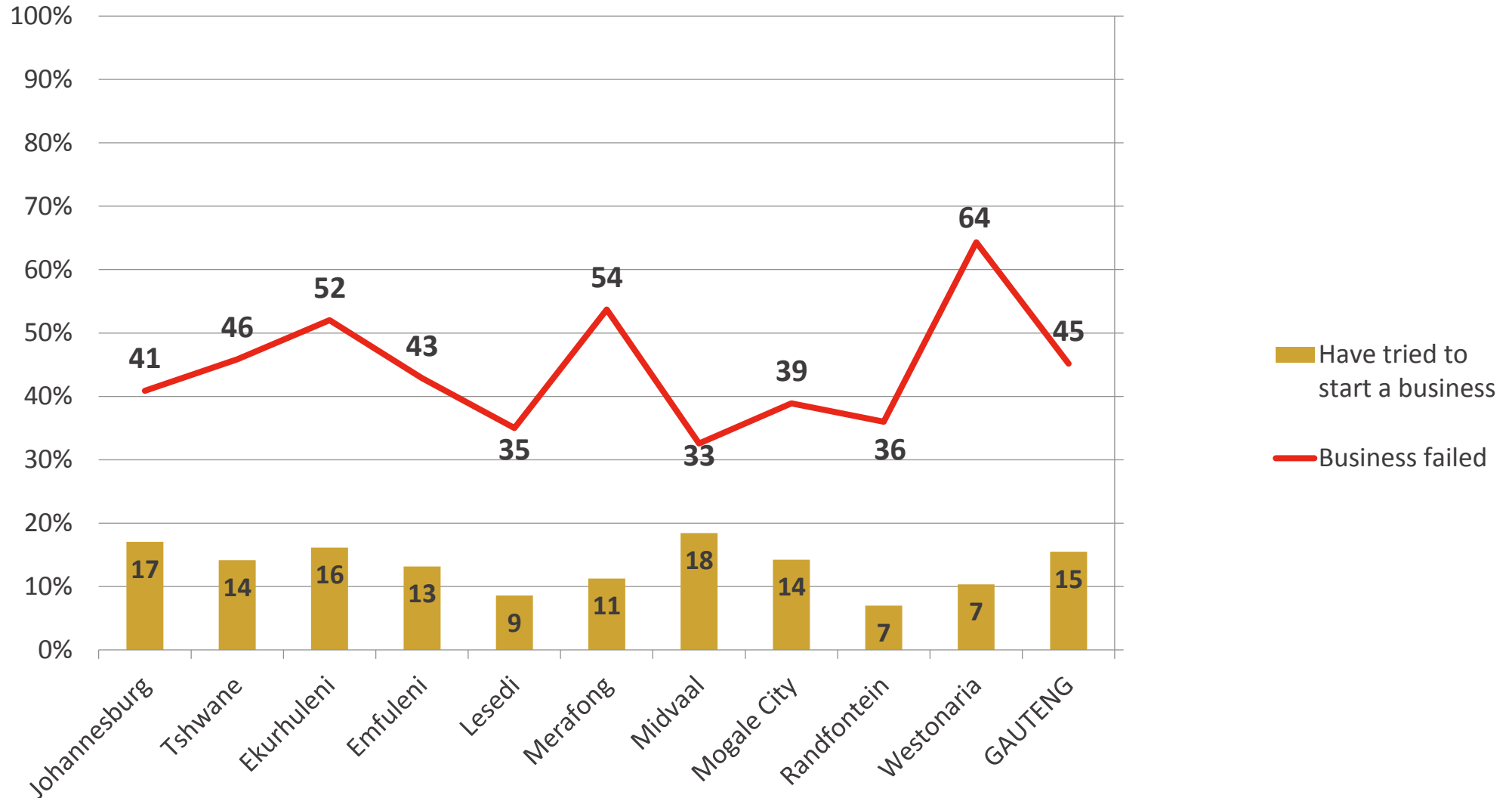
# Economic conditions

Are you currently the owner of a business: % yes



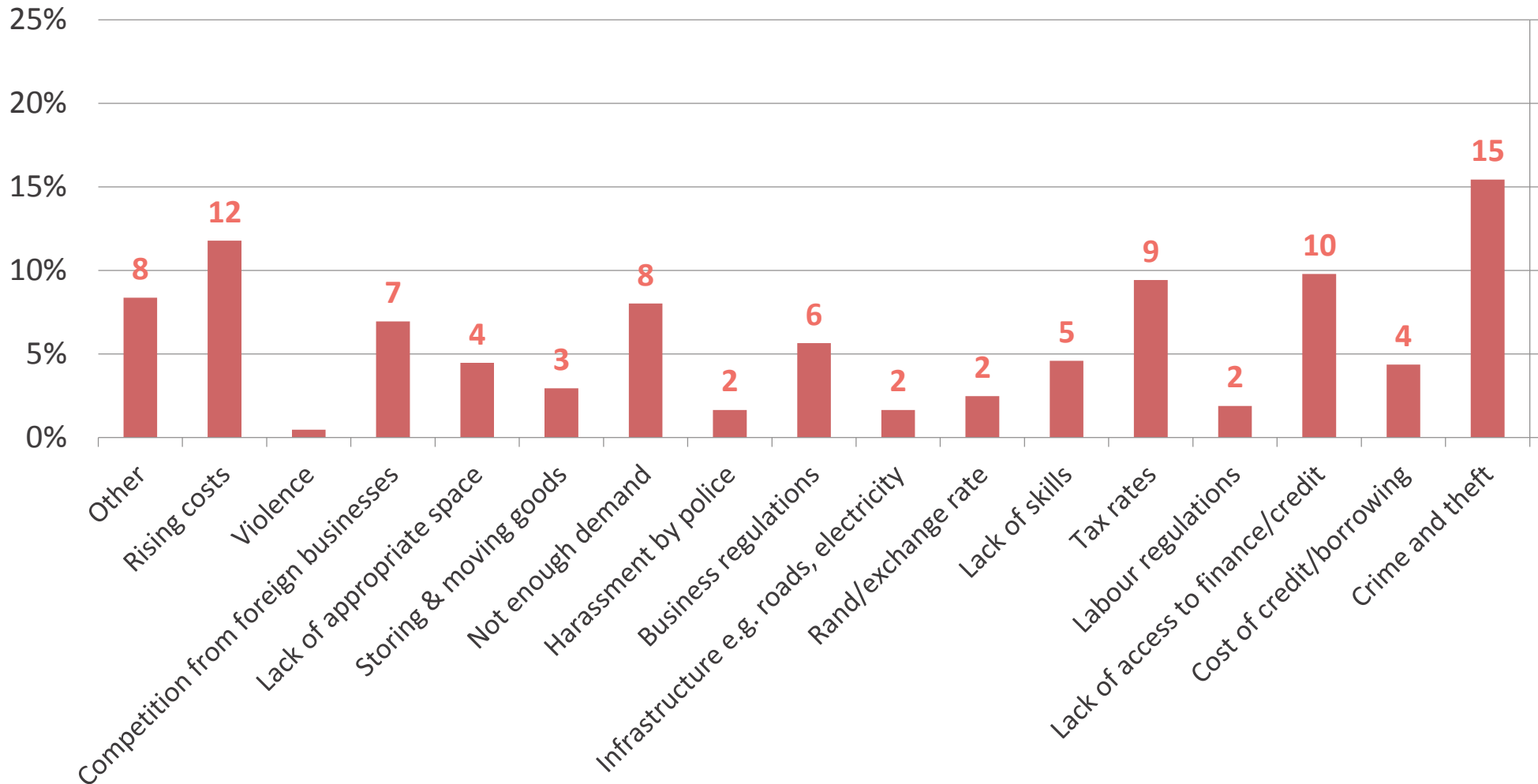
# Economic conditions

Have you ever started a business / failure rates



# Economic conditions

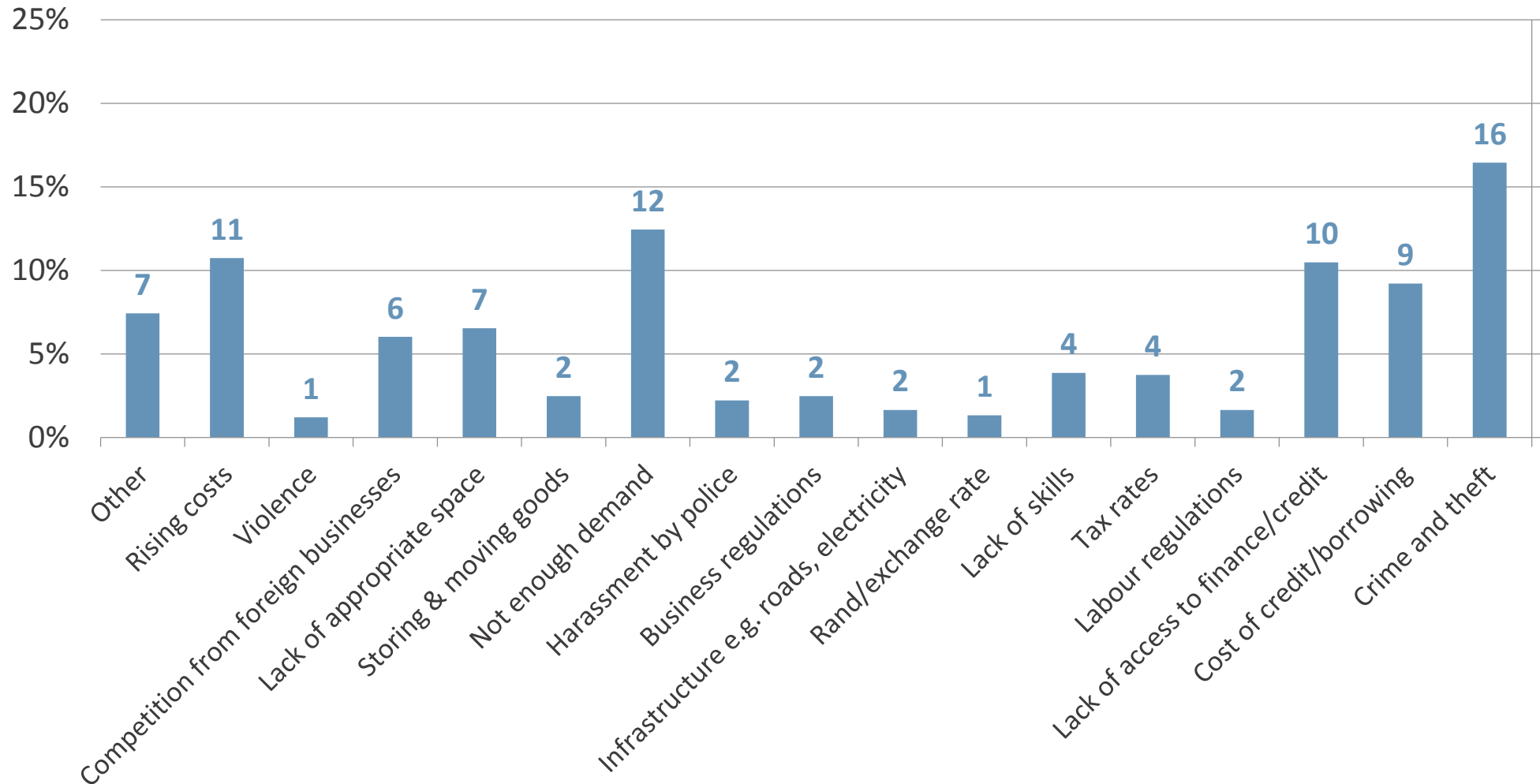
Primary constraints on business: formal





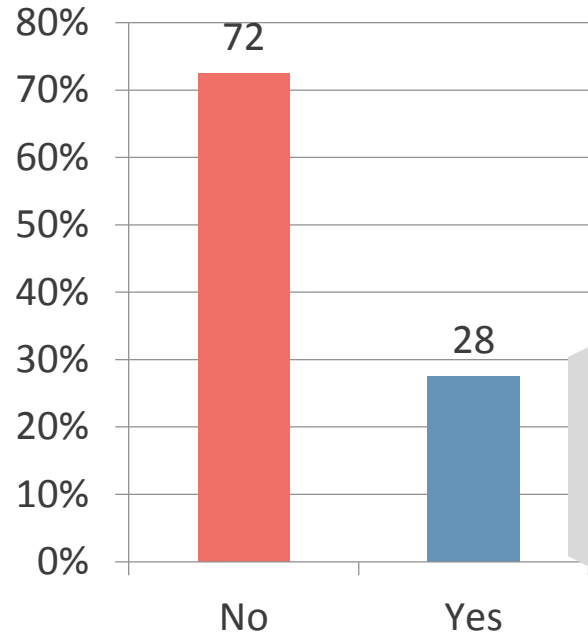
# Economic conditions

Primary constraints on business: informal

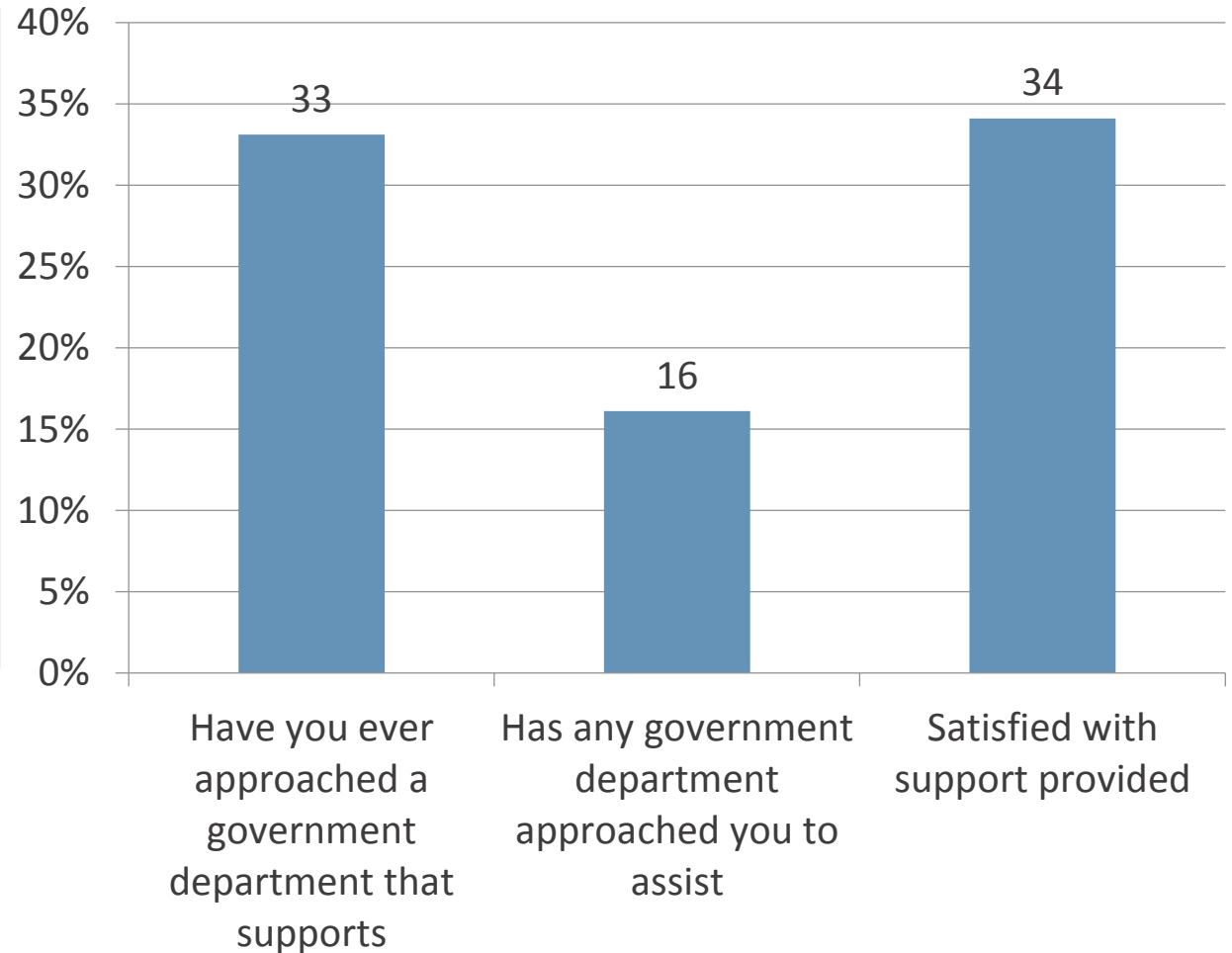


# Economic conditions

## Support from government departments for businesses

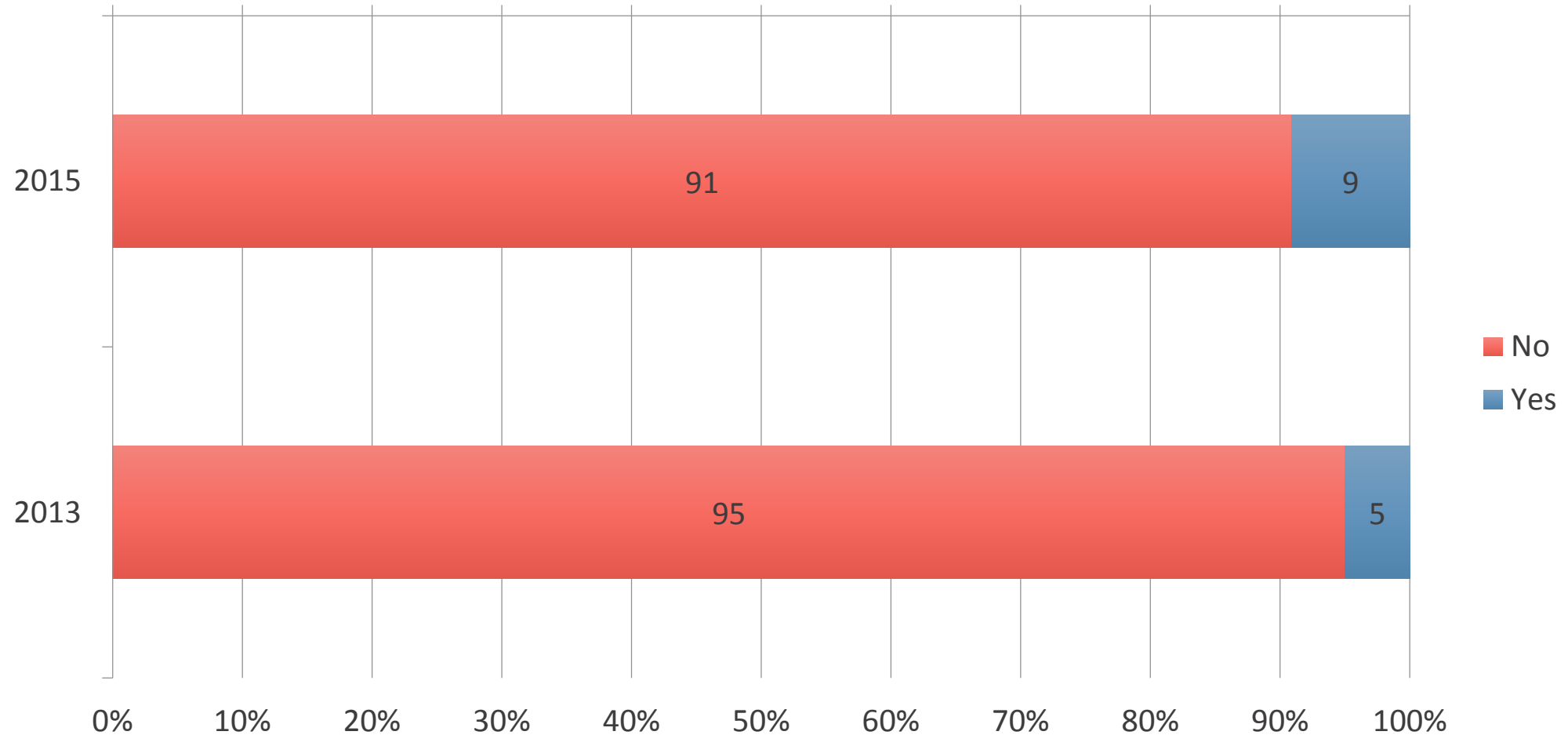


Do you know of government service to support small businesses?



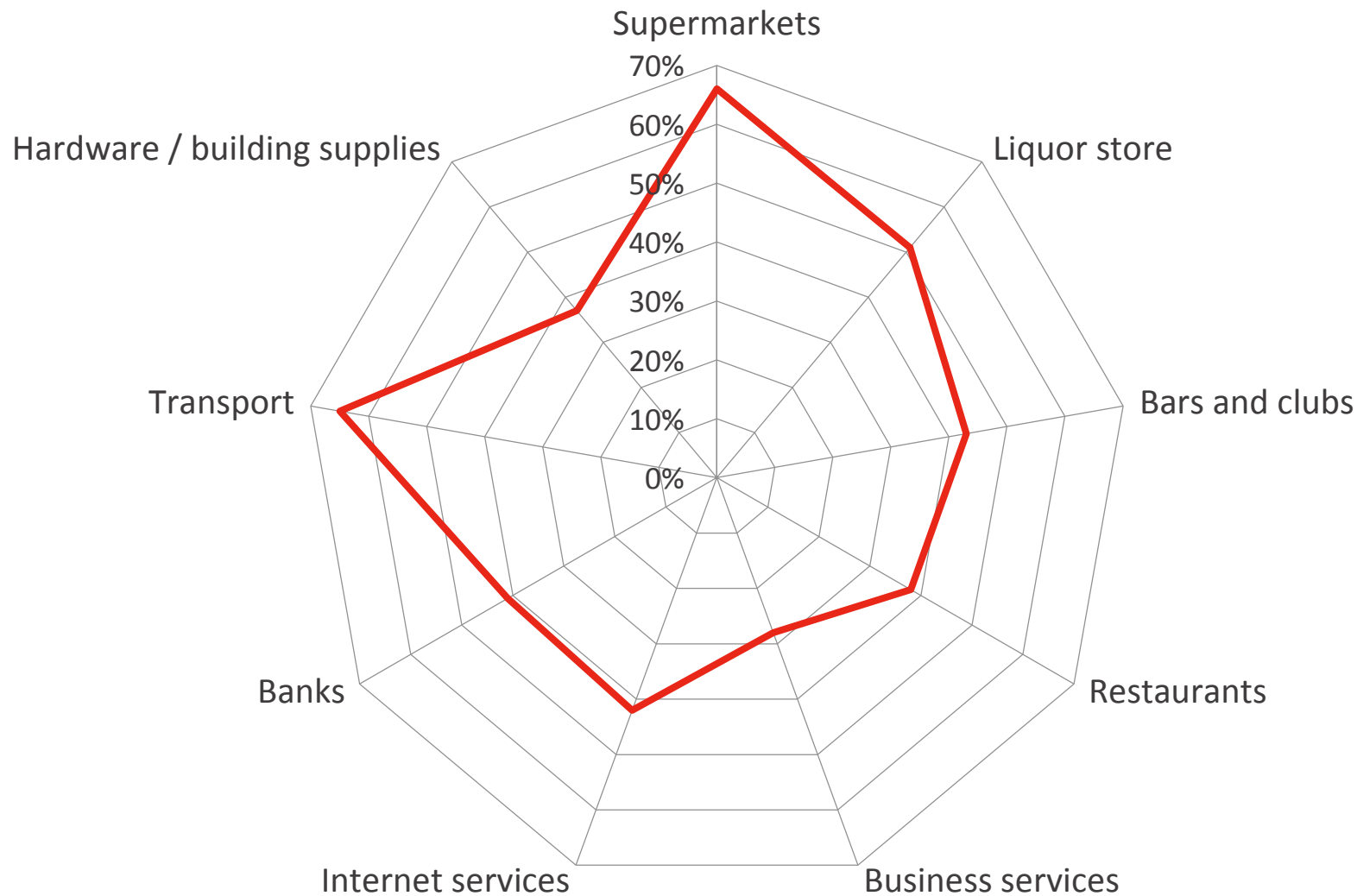
# Economic conditions

Have you ever approached a govt. department or agency that supports SMMEs?: 2013; 2015

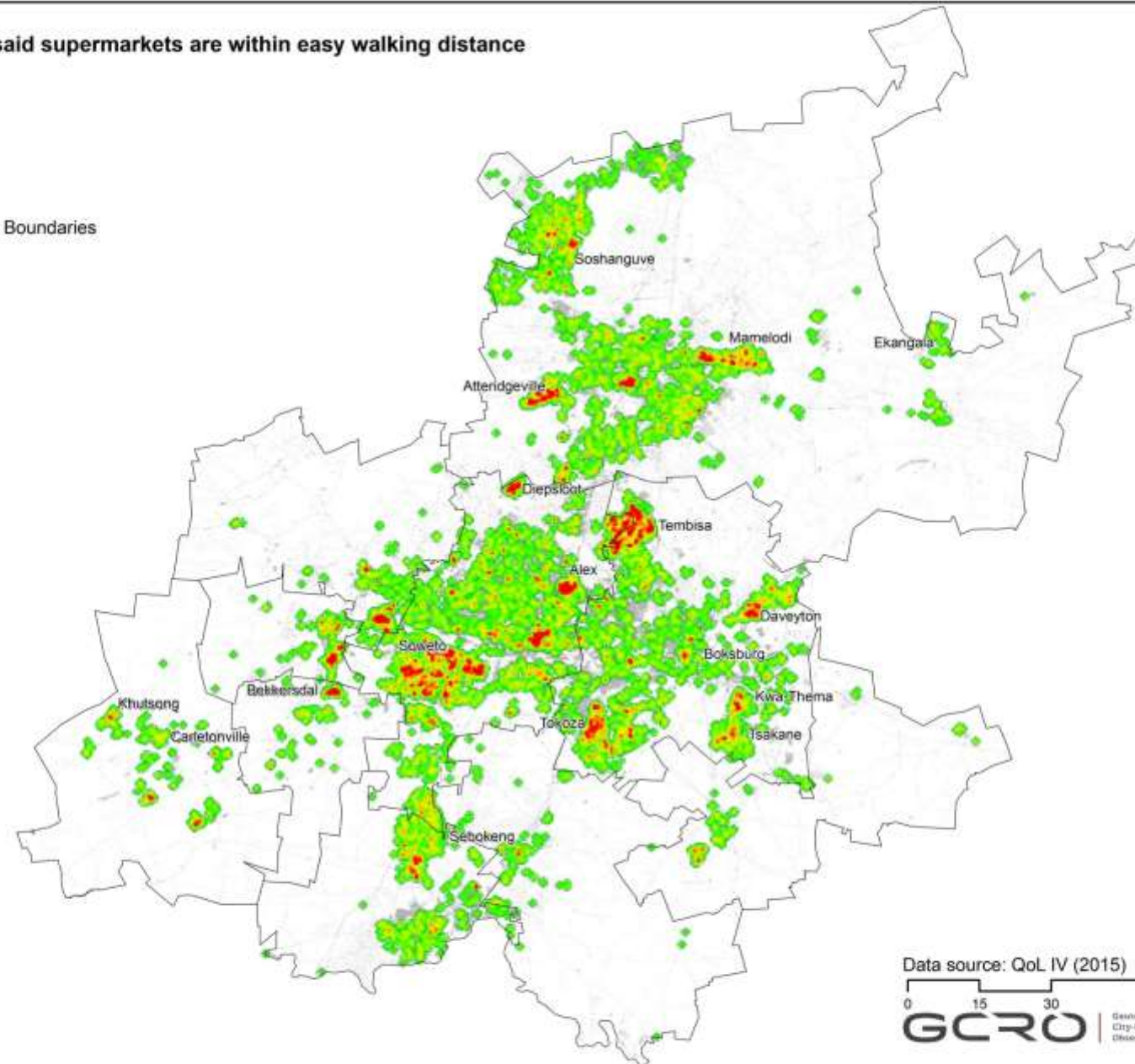
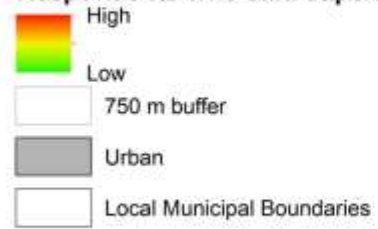


# Economic conditions

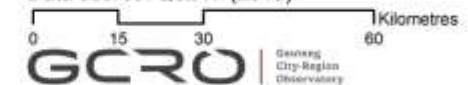
Access to services within easy walking distance



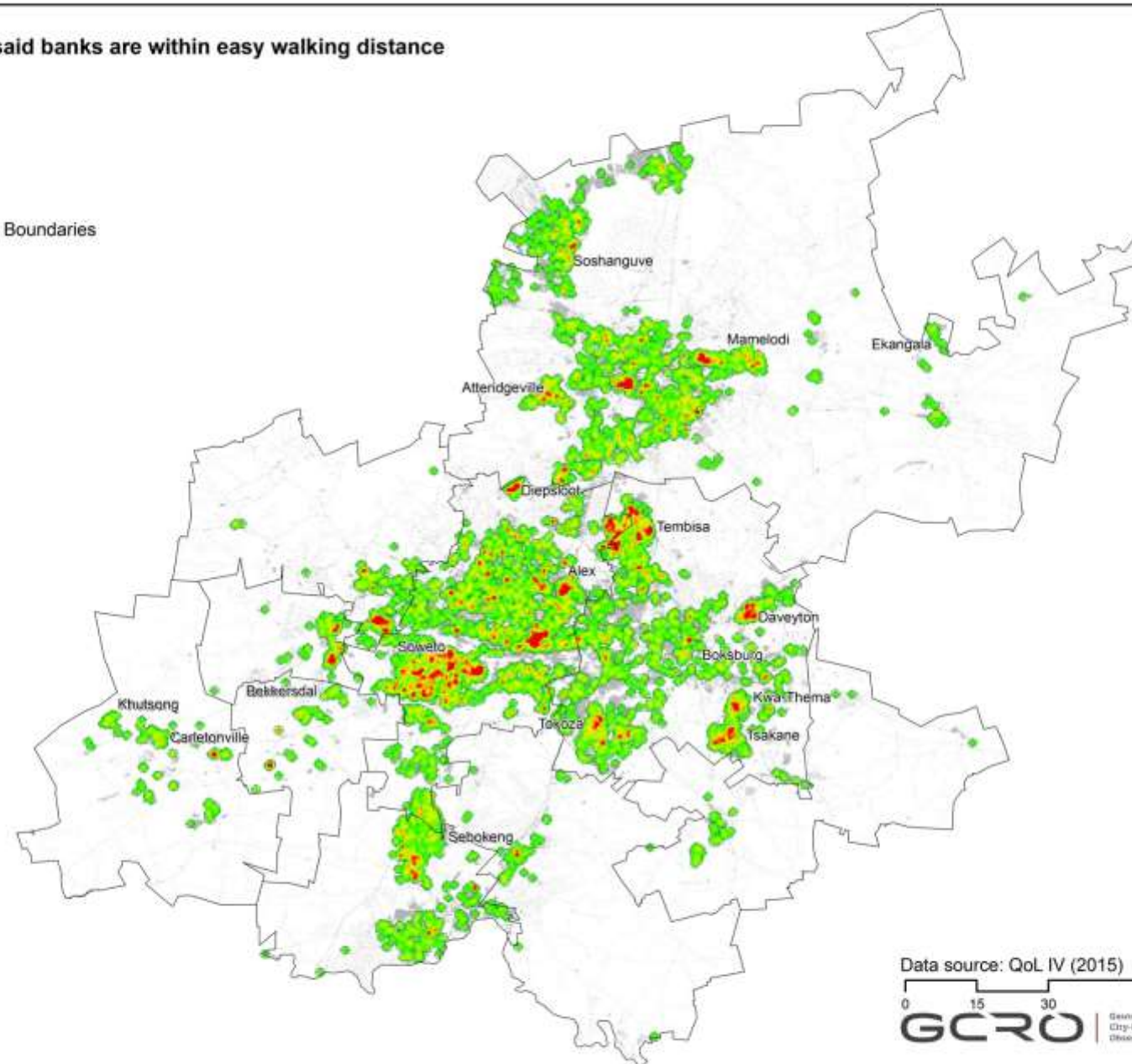
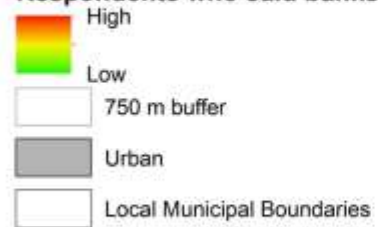
**Respondents who said supermarkets are within easy walking distance**



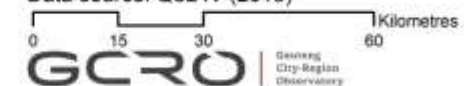
Data source: QoL IV (2015)



**Respondents who said banks are within easy walking distance**

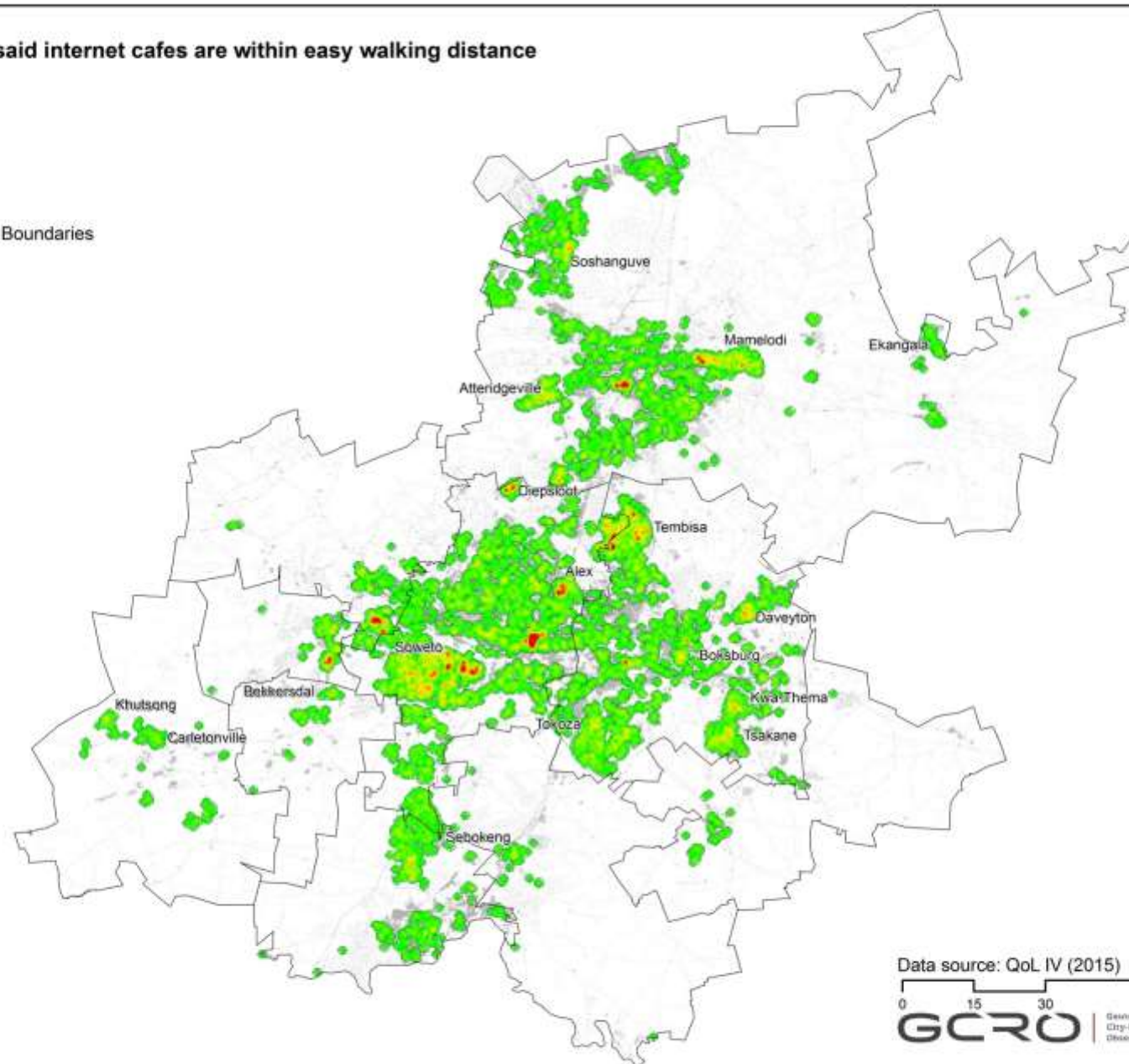
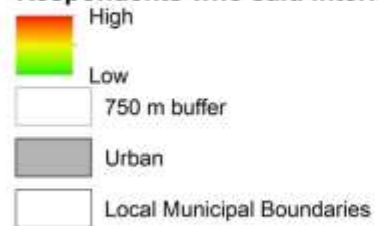


Data source: QoL IV (2015)

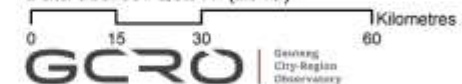




**Respondents who said internet cafes are within easy walking distance**

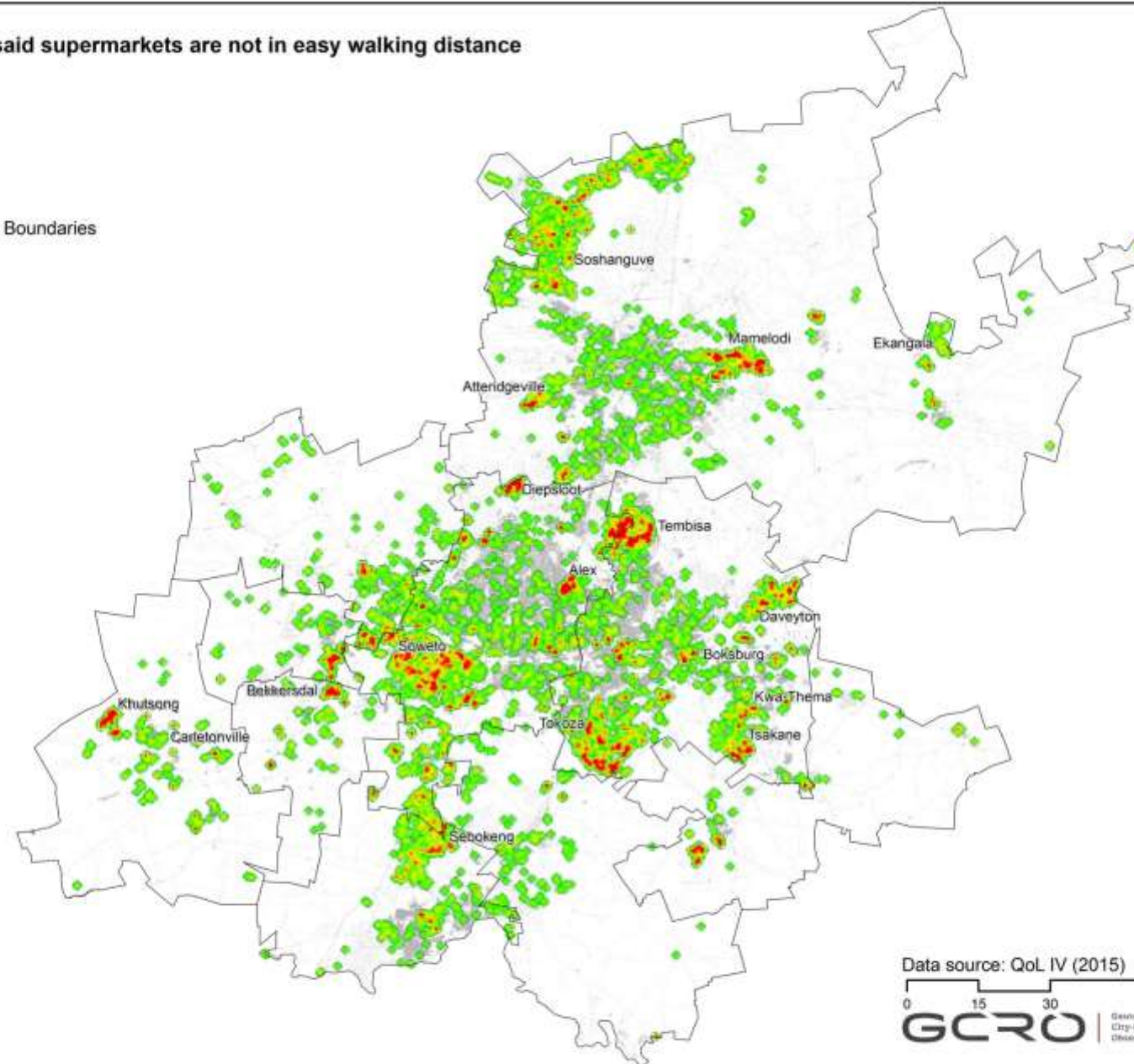
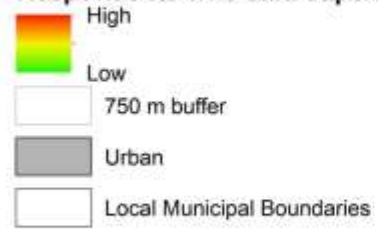


Data source: QoL IV (2015)

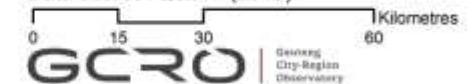




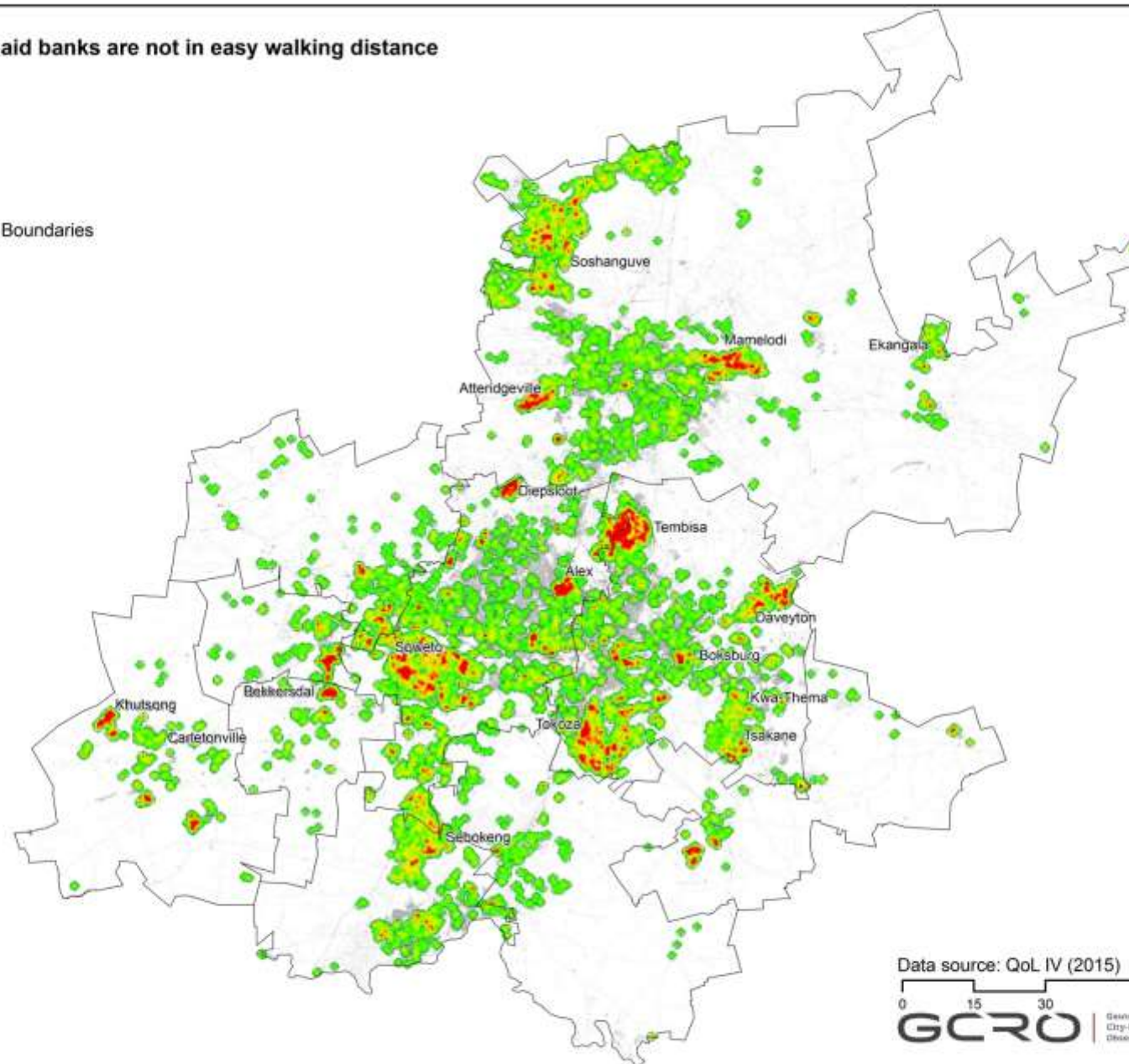
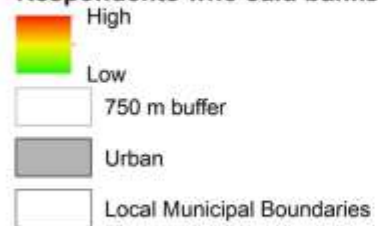
**Respondents who said supermarkets are not in easy walking distance**



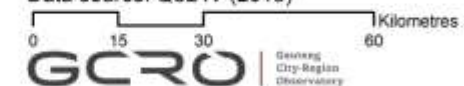
Data source: QoL IV (2015)



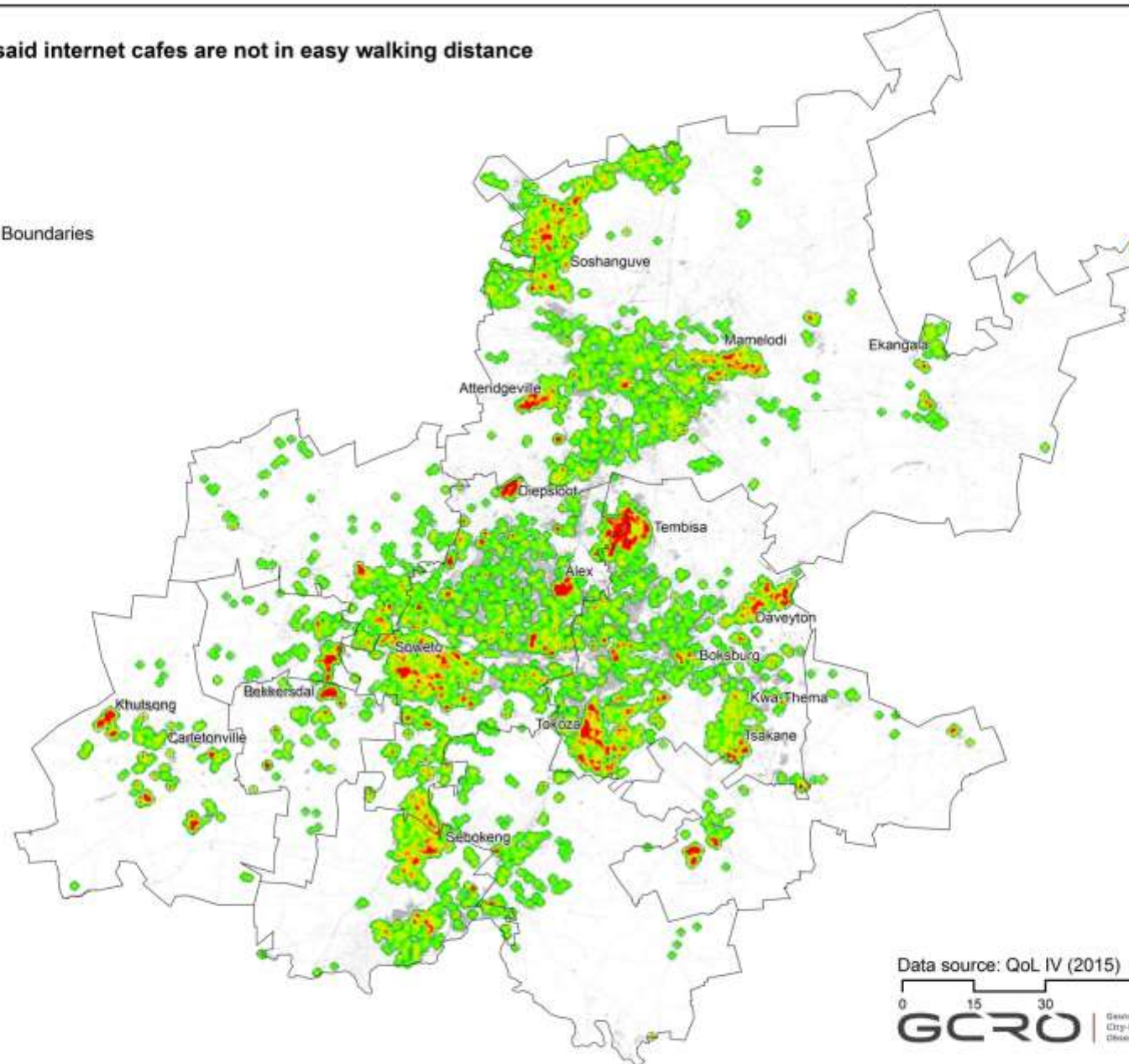
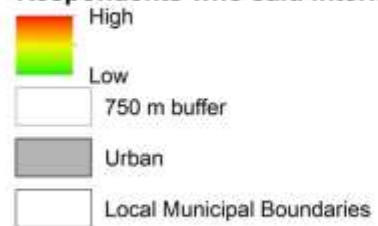
**Respondents who said banks are not in easy walking distance**



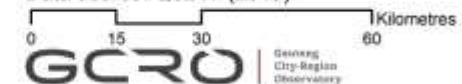
Data source: QoL IV (2015)



**Respondents who said internet cafes are not in easy walking distance**

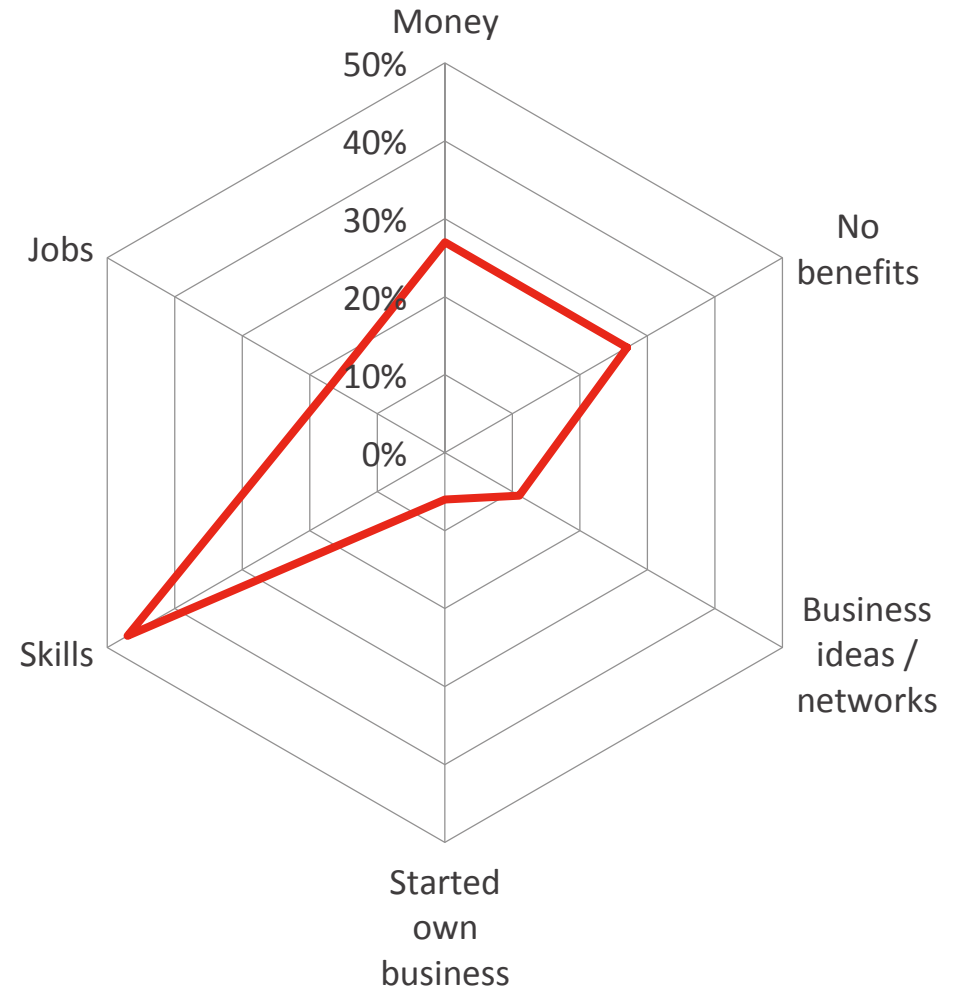
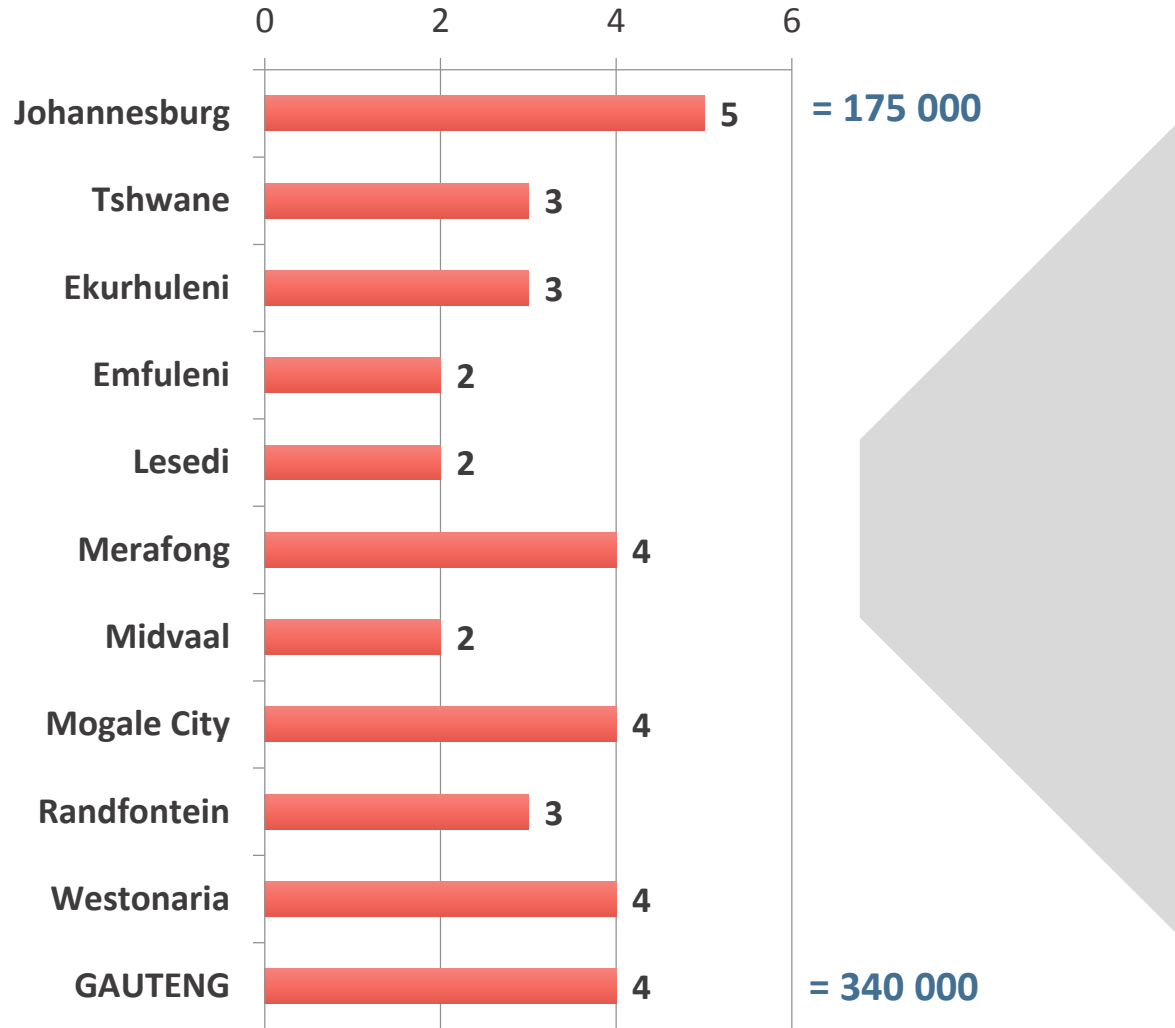


Data source: QoL IV (2015)



# Economic conditions

In last 12 months worked in any government employment scheme (jozi@work, EPWP, CWP)?



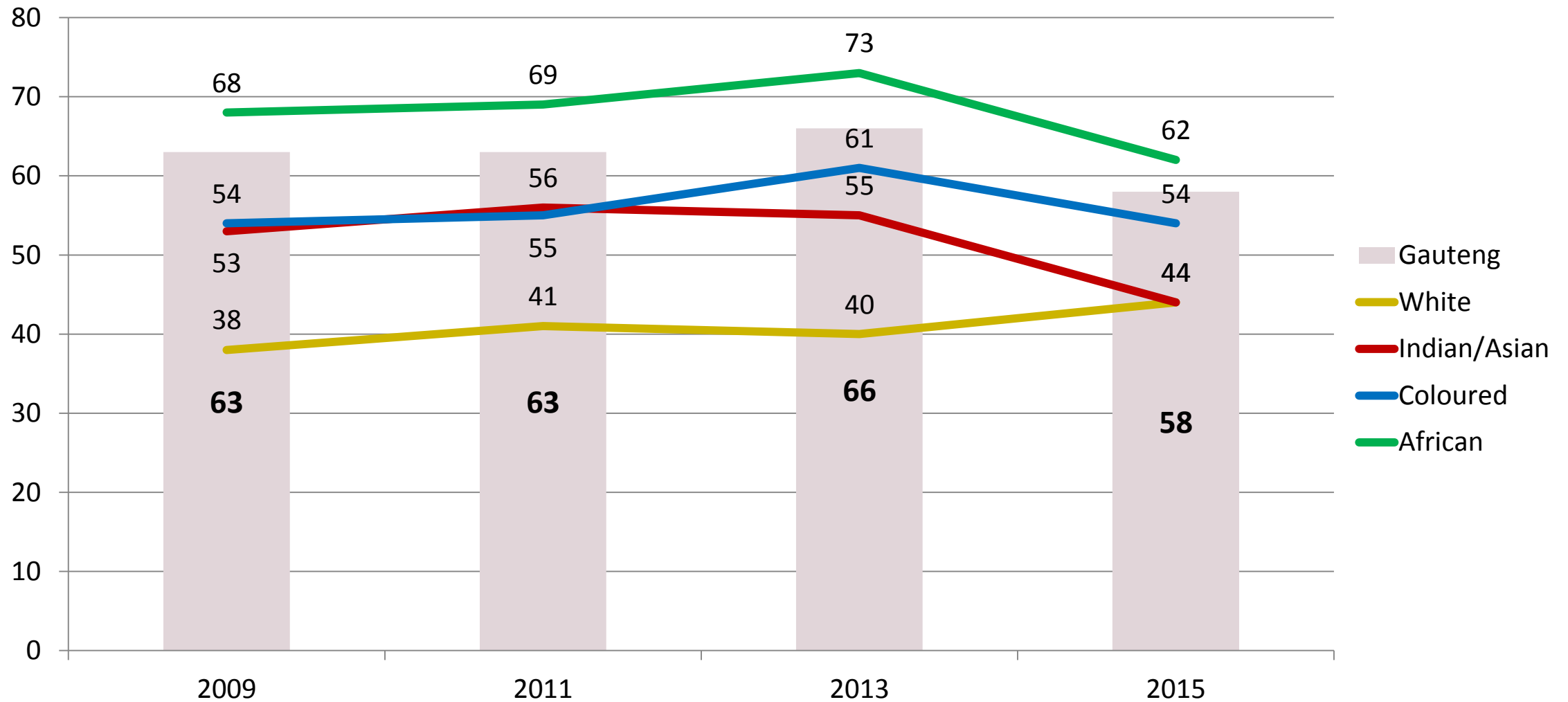


# Headspace: social cohesion and socio-political attitudes



# Social cohesion

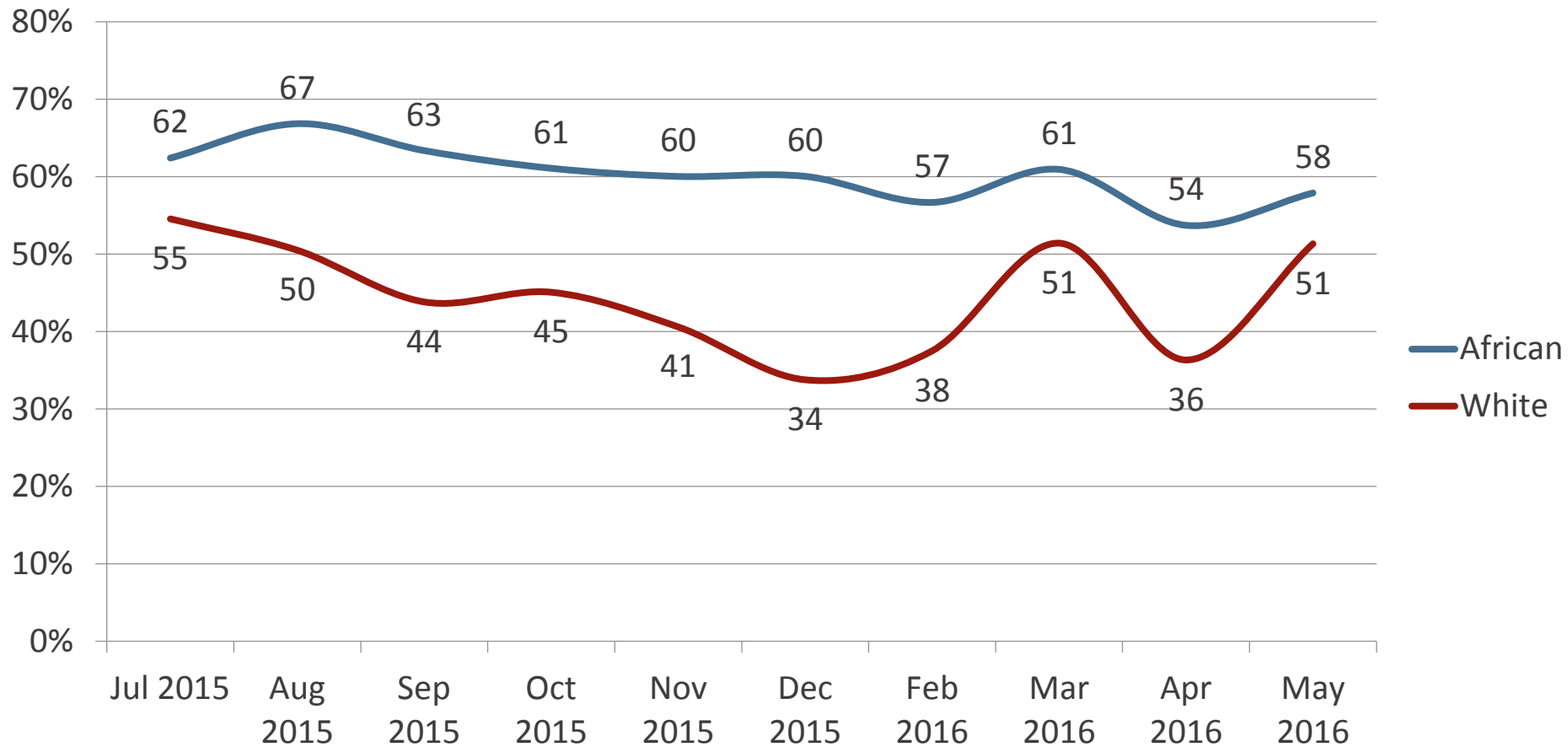
Agree that blacks and whites will never trust each other: 2009, 2011, 2013, 2015



# Social cohesion

Agree that blacks and whites will never trust each other – over the period of the survey

Agree

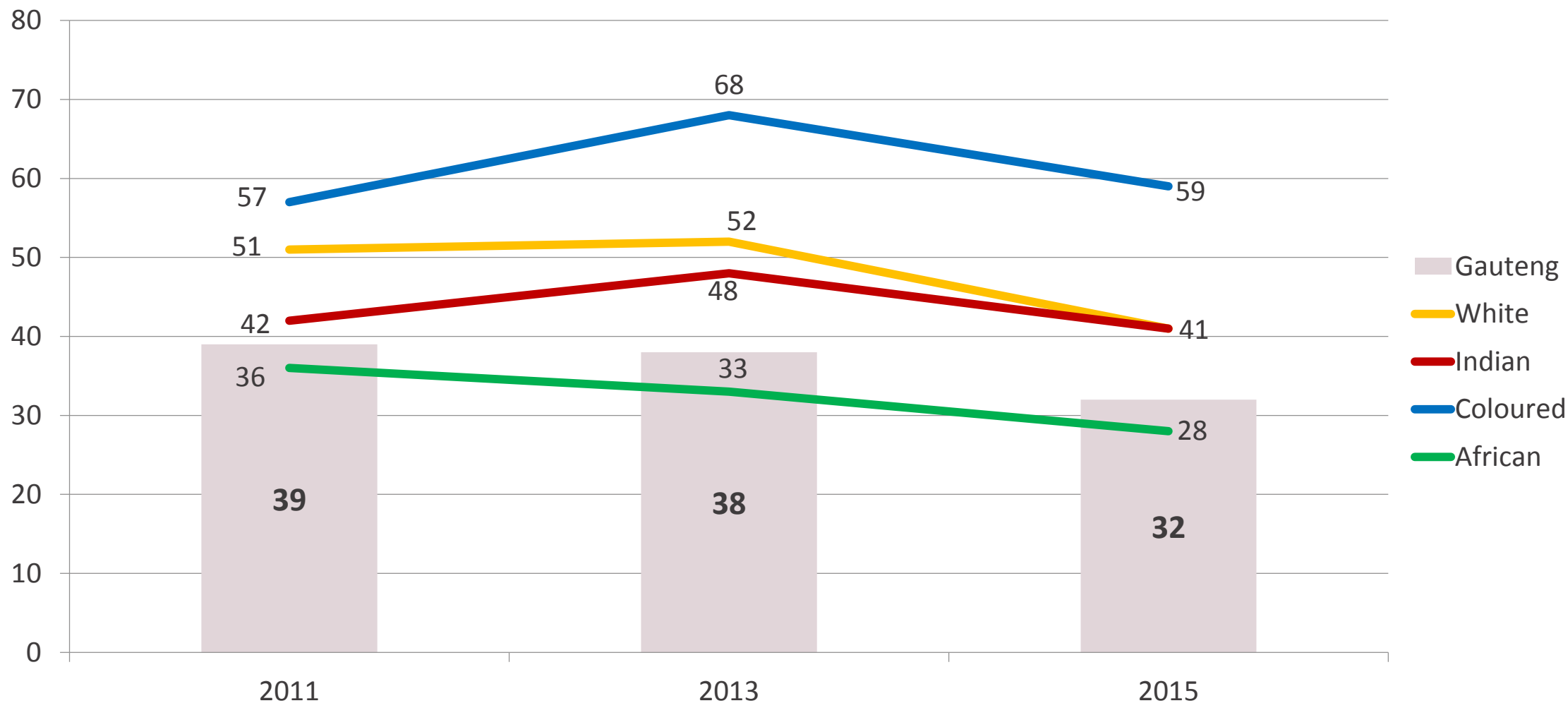


\*Sample may not be fully representative at each period over the course of fieldwork



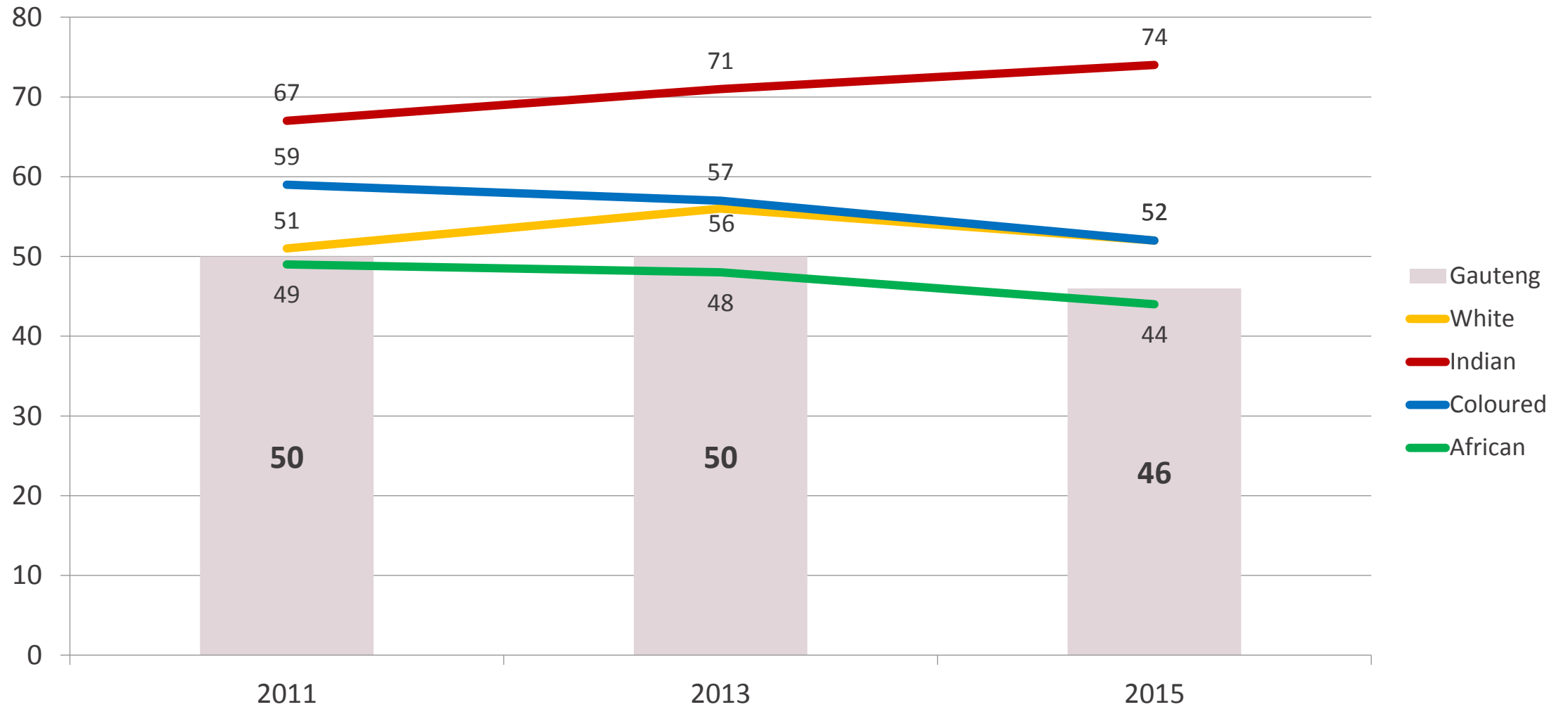
# Social cohesion

Agree that coloureds are helping to build the new South Africa: 2011, 2013, 2015



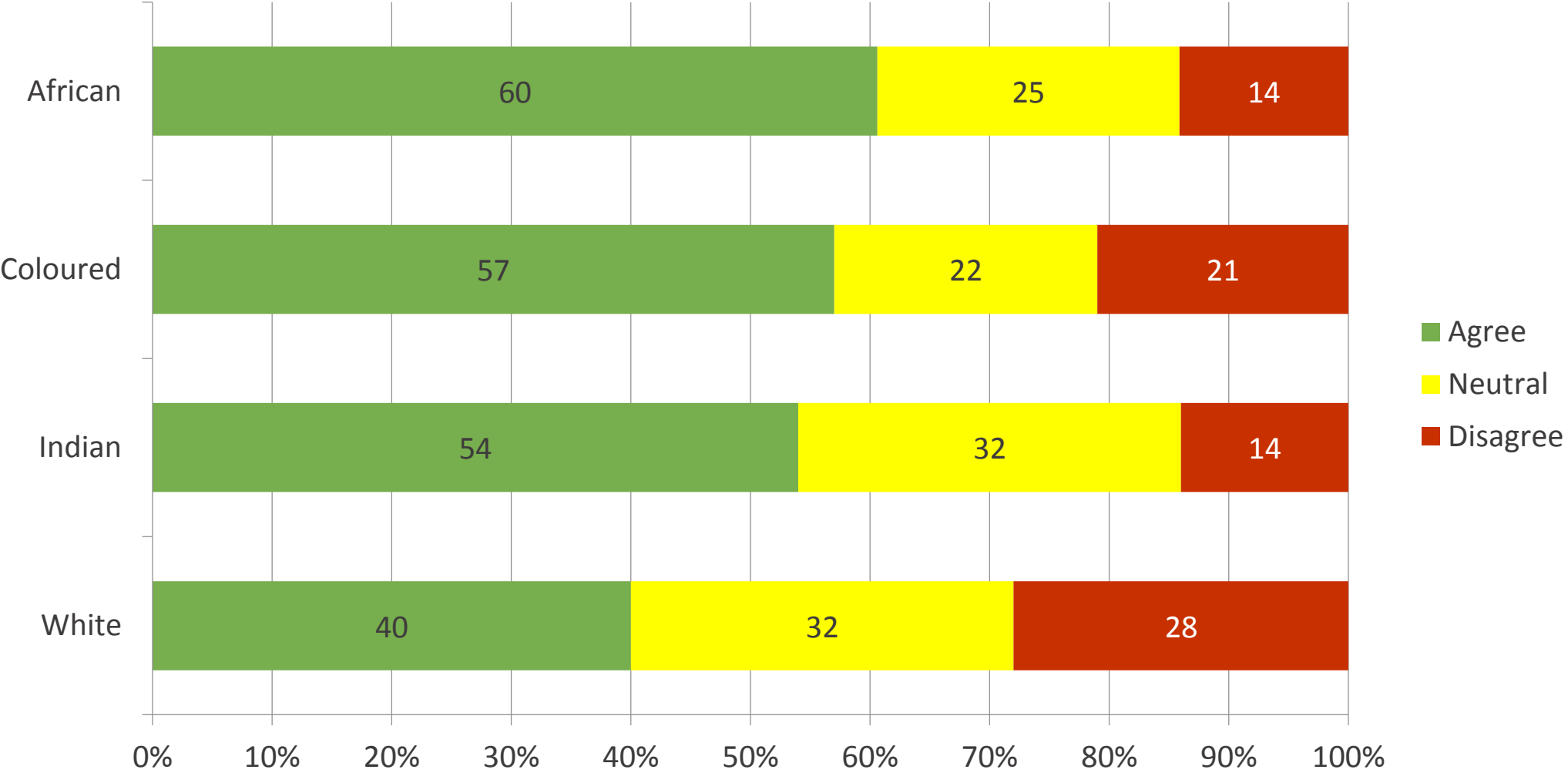
# Social cohesion

Disagree that Indians ***do not*** deserve to benefit from affirmative action: 2011, 2013, 2015



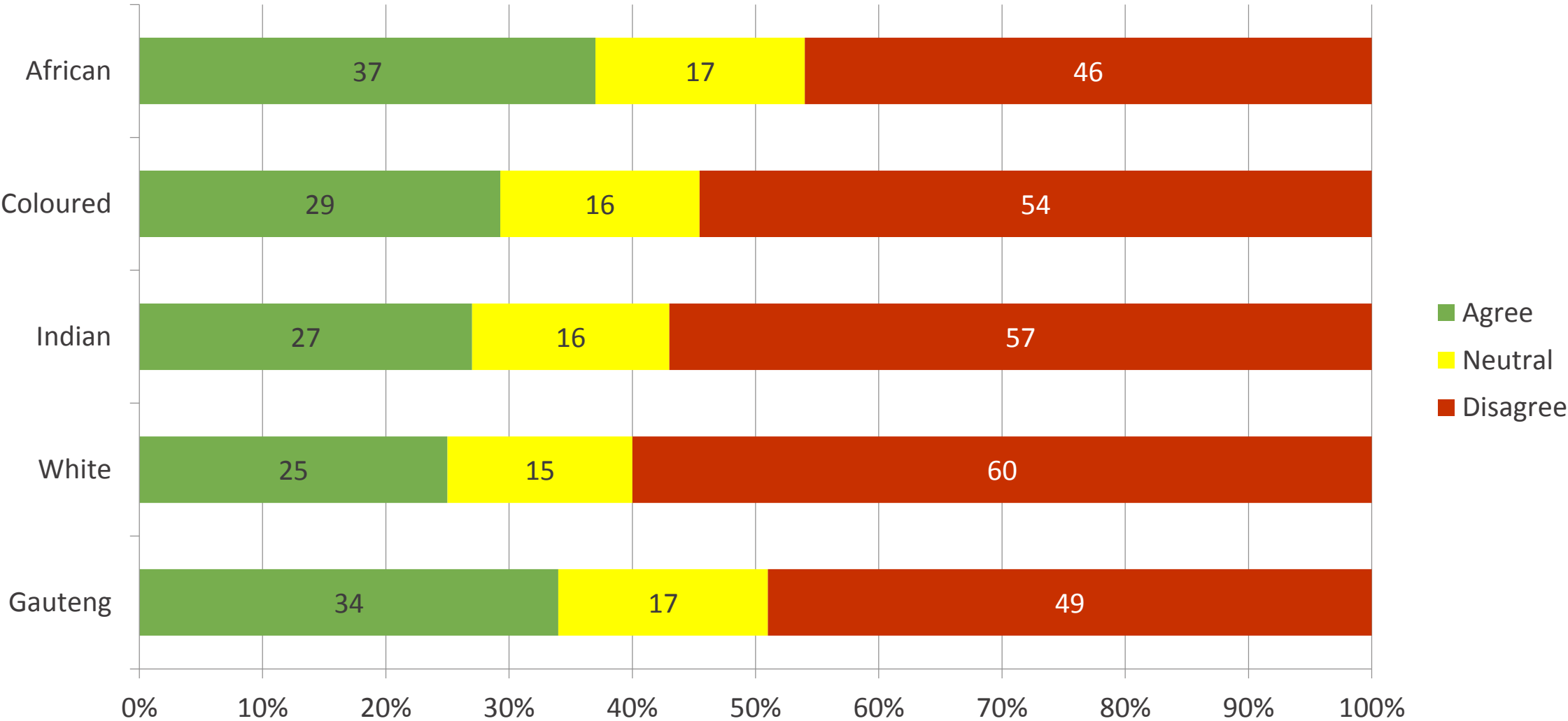
# Social cohesion

Affirmative action and BEE must be sped up



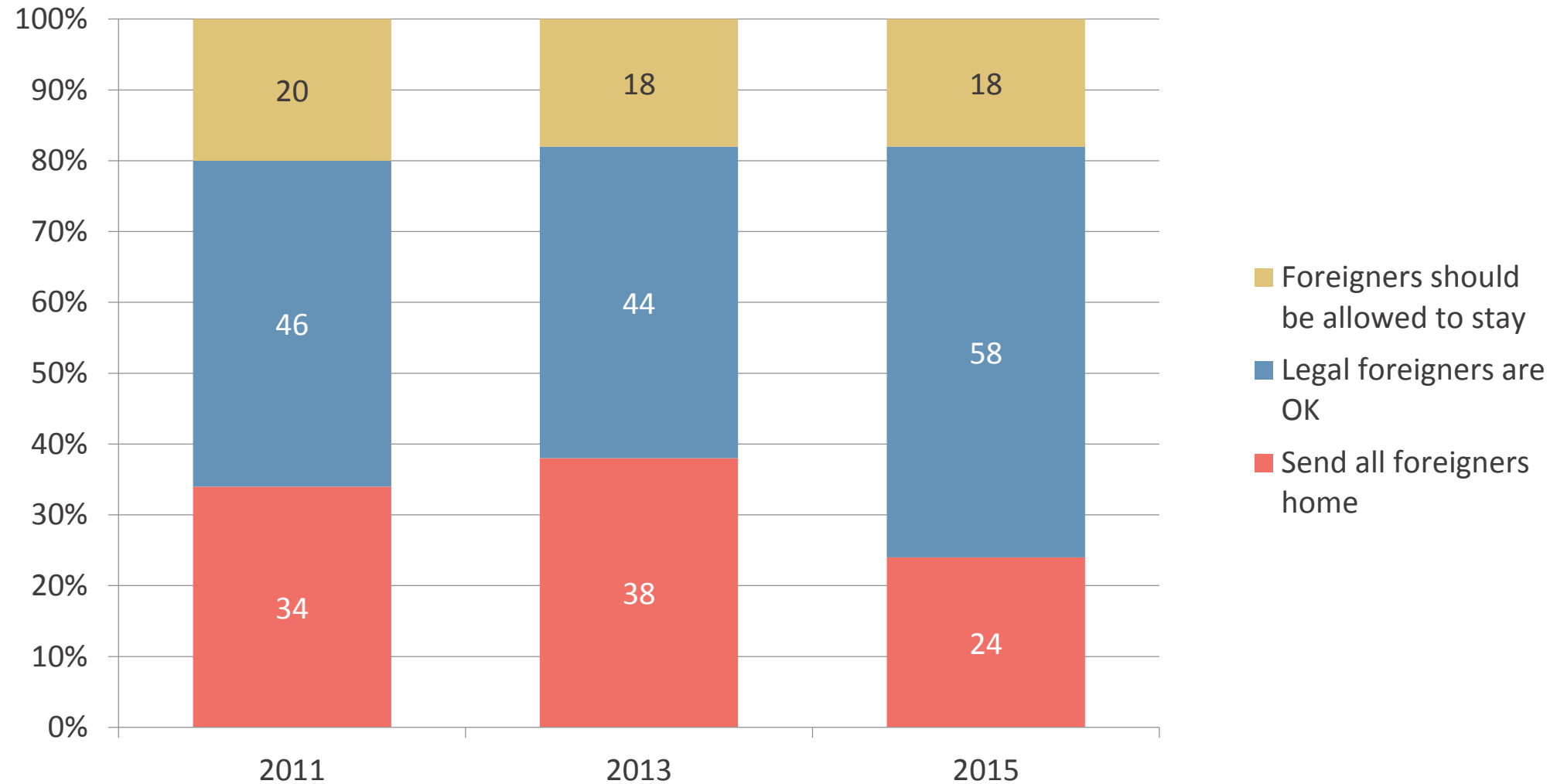
# Social cohesion

South Africa belongs more to black people than coloureds, Indians or whites



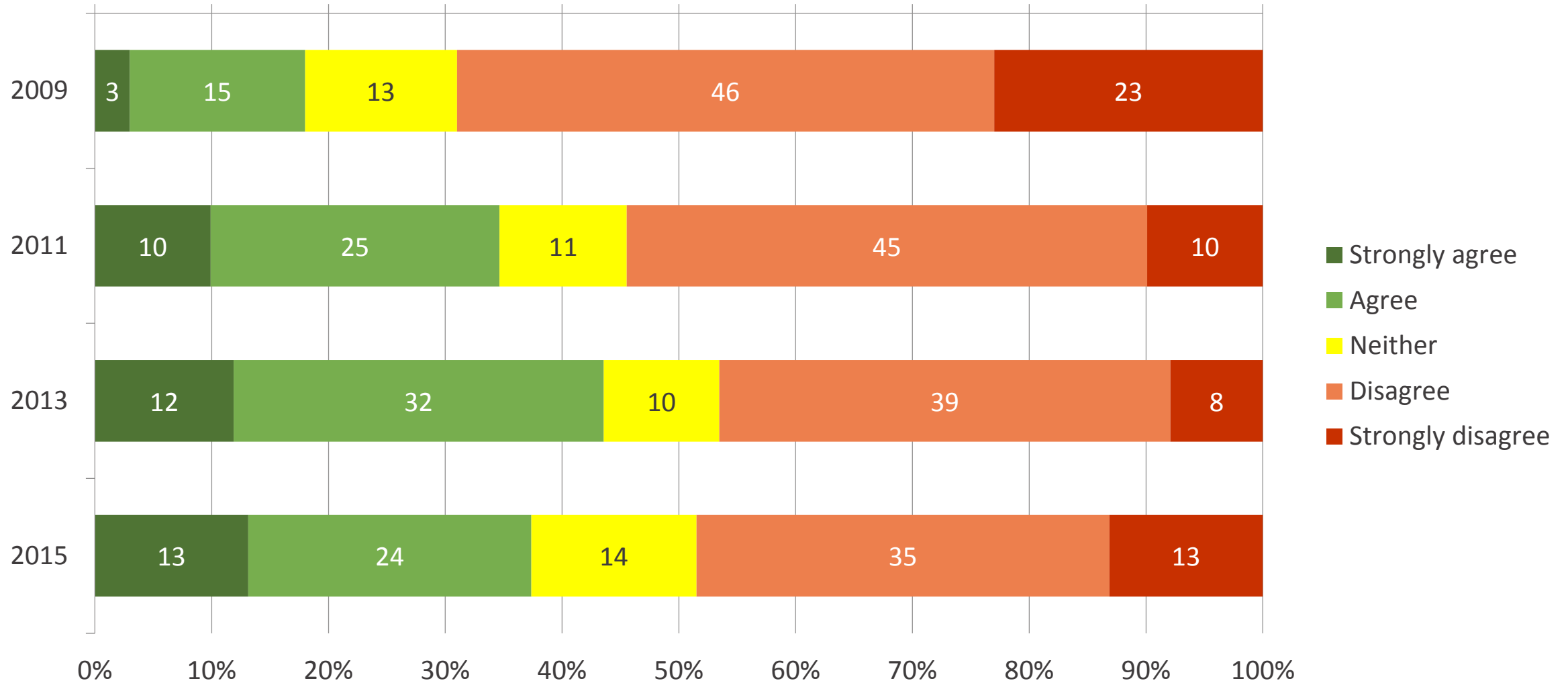
# Social cohesion

South African's attitudes to foreigners in Gauteng: 2011, 2013, 2015



# Social and political attitudes

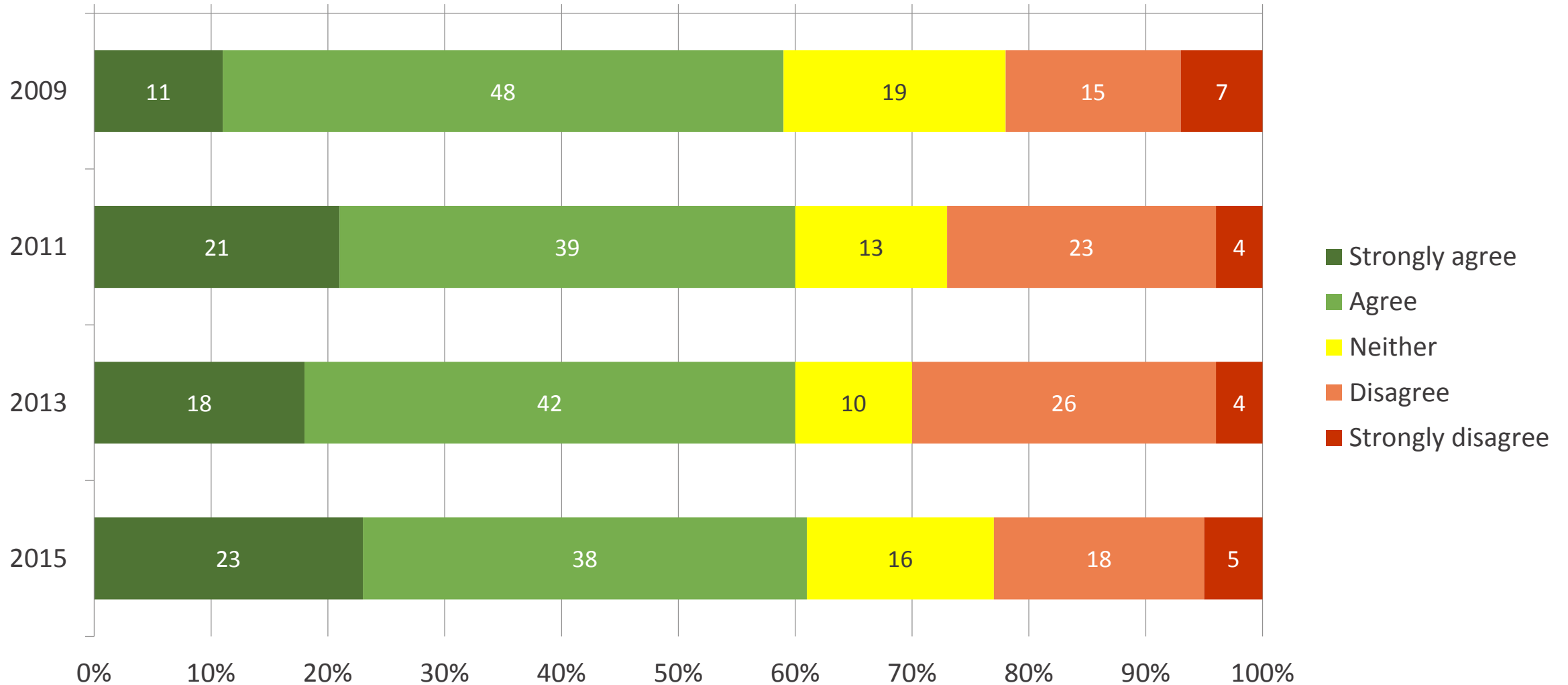
Politics is a waste of time: 2009, 2011, 2013, 2015





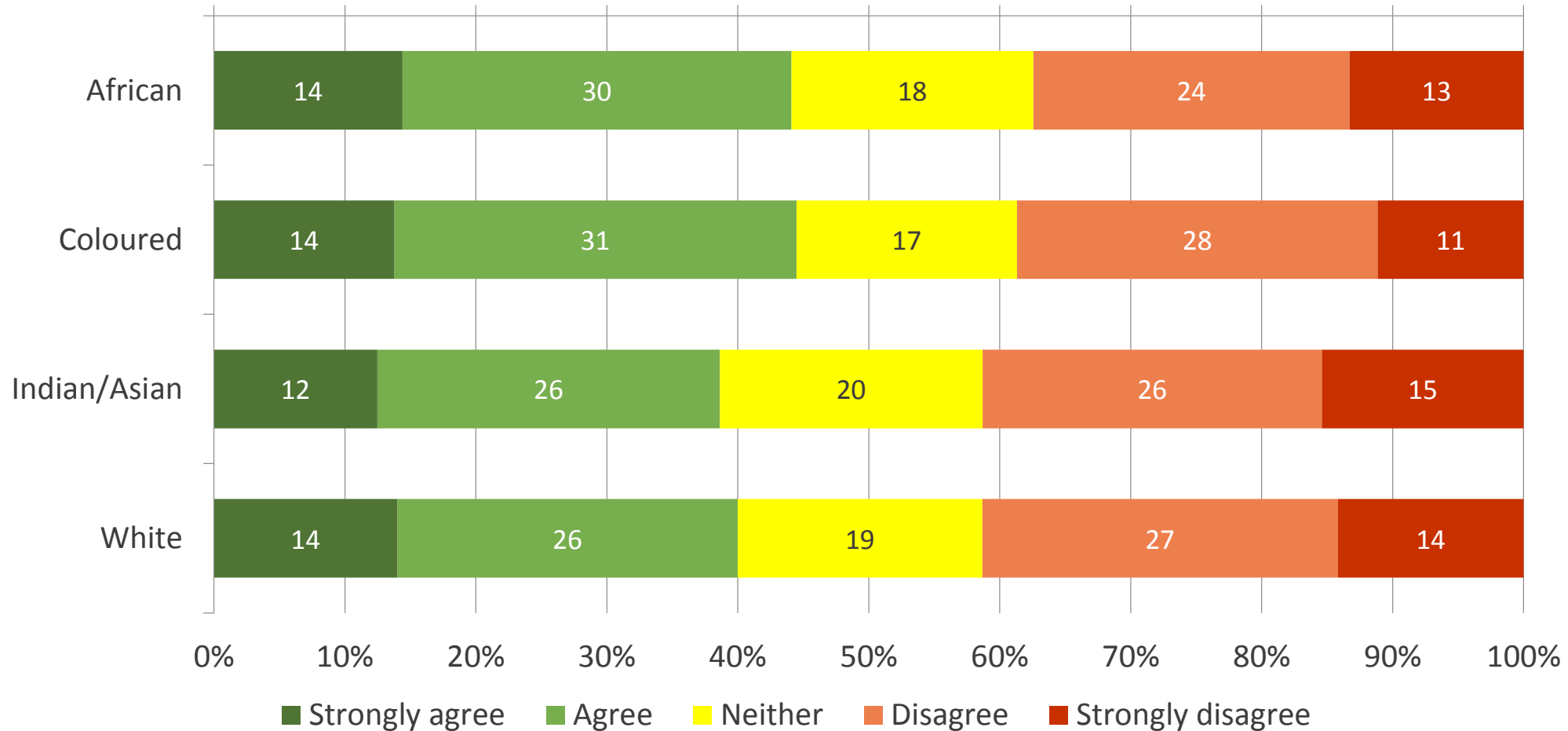
# Social and political attitudes

The country is going in the wrong direction: 2009, 2011, 2013, 2015



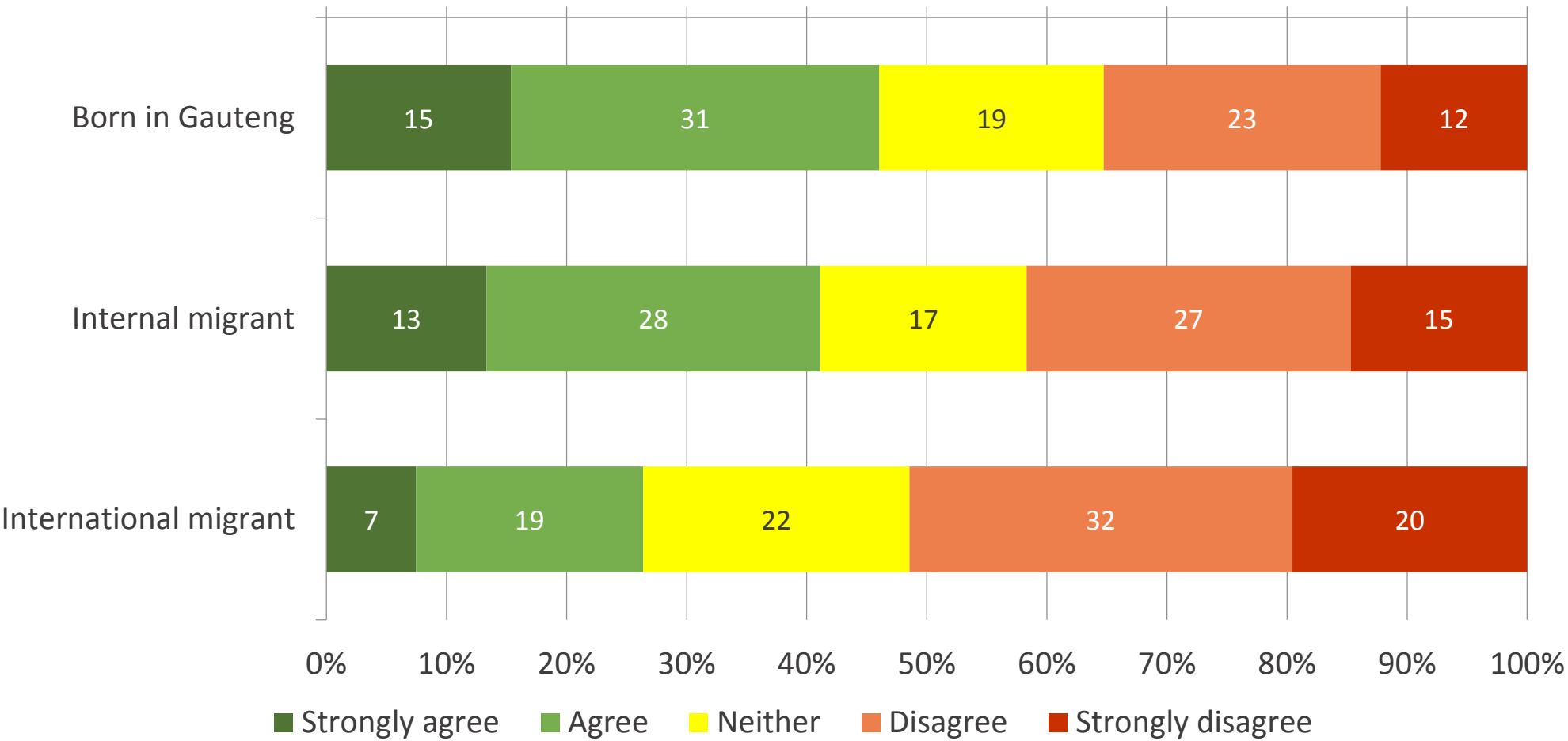
# Social and political attitudes

There are too many people coming to Gauteng, we should bring back influx control



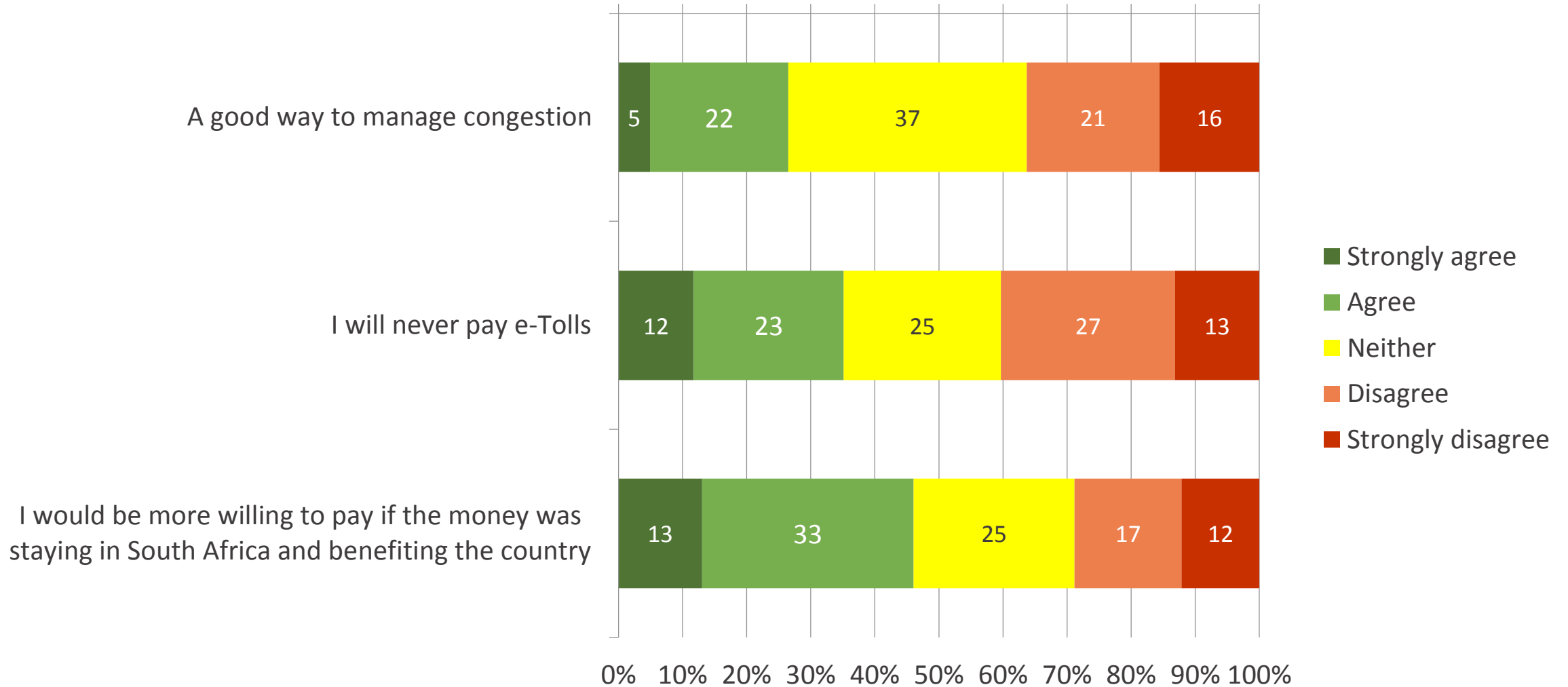
# Social and political attitudes

There are too many people coming to Gauteng, we should bring back influx control



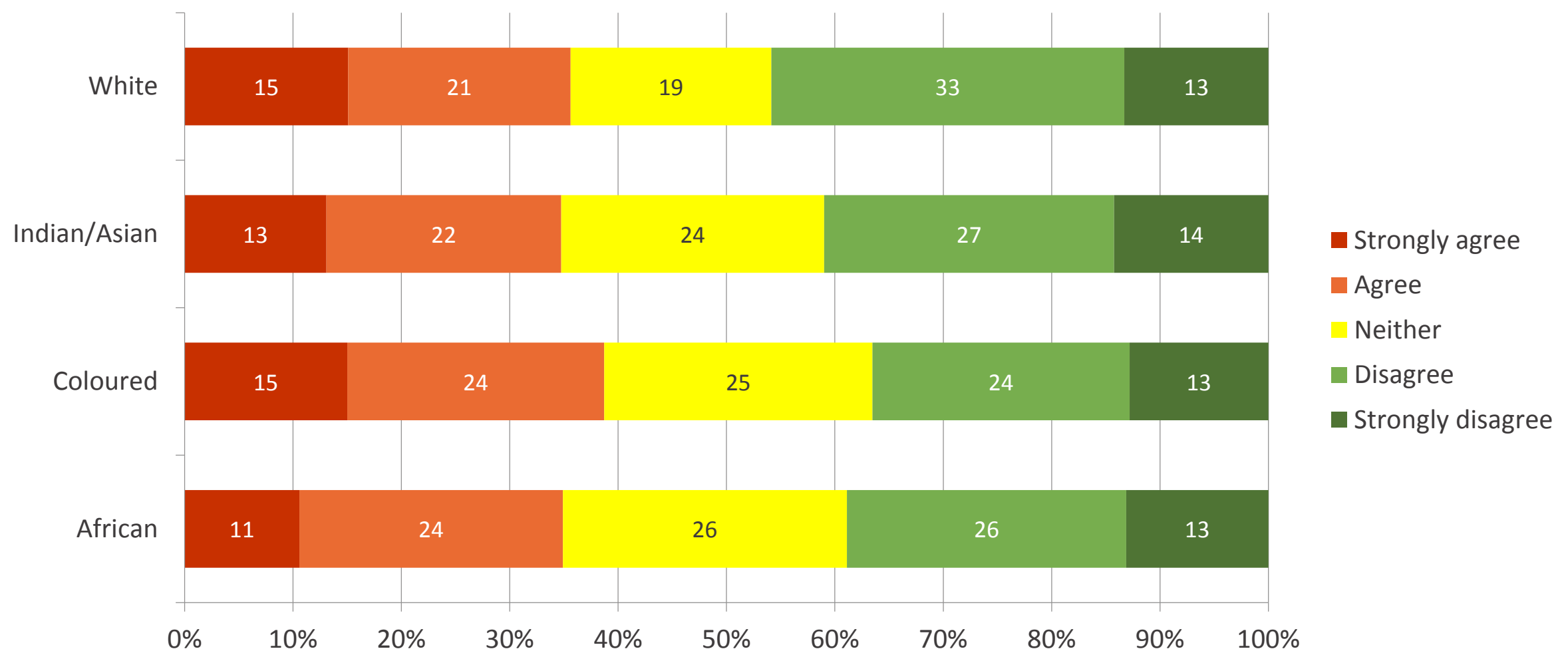
# Social and political attitudes

## Opinions about e-Tolls



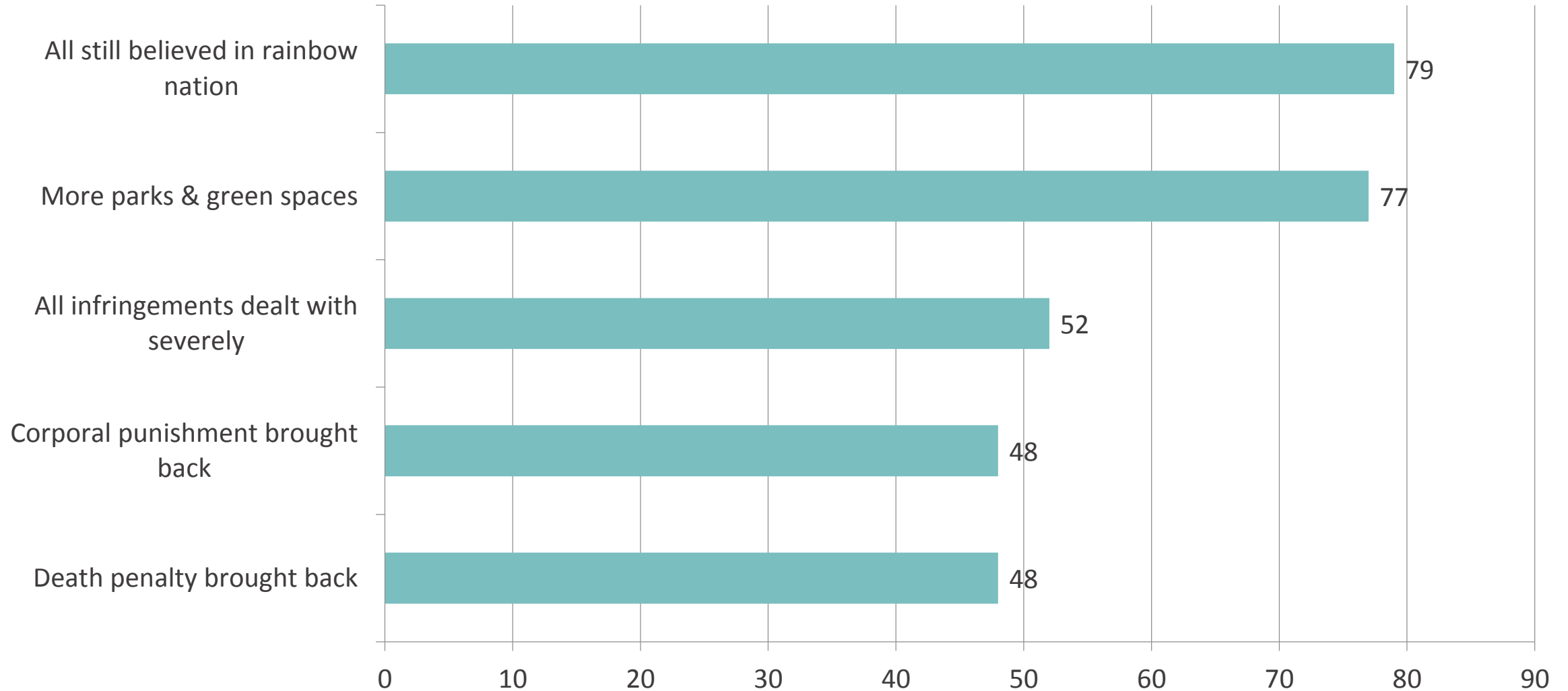
# Social and political attitudes

I will never pay my e-Tolls and race



# Social and political attitudes

Gauteng would be a better place if ...





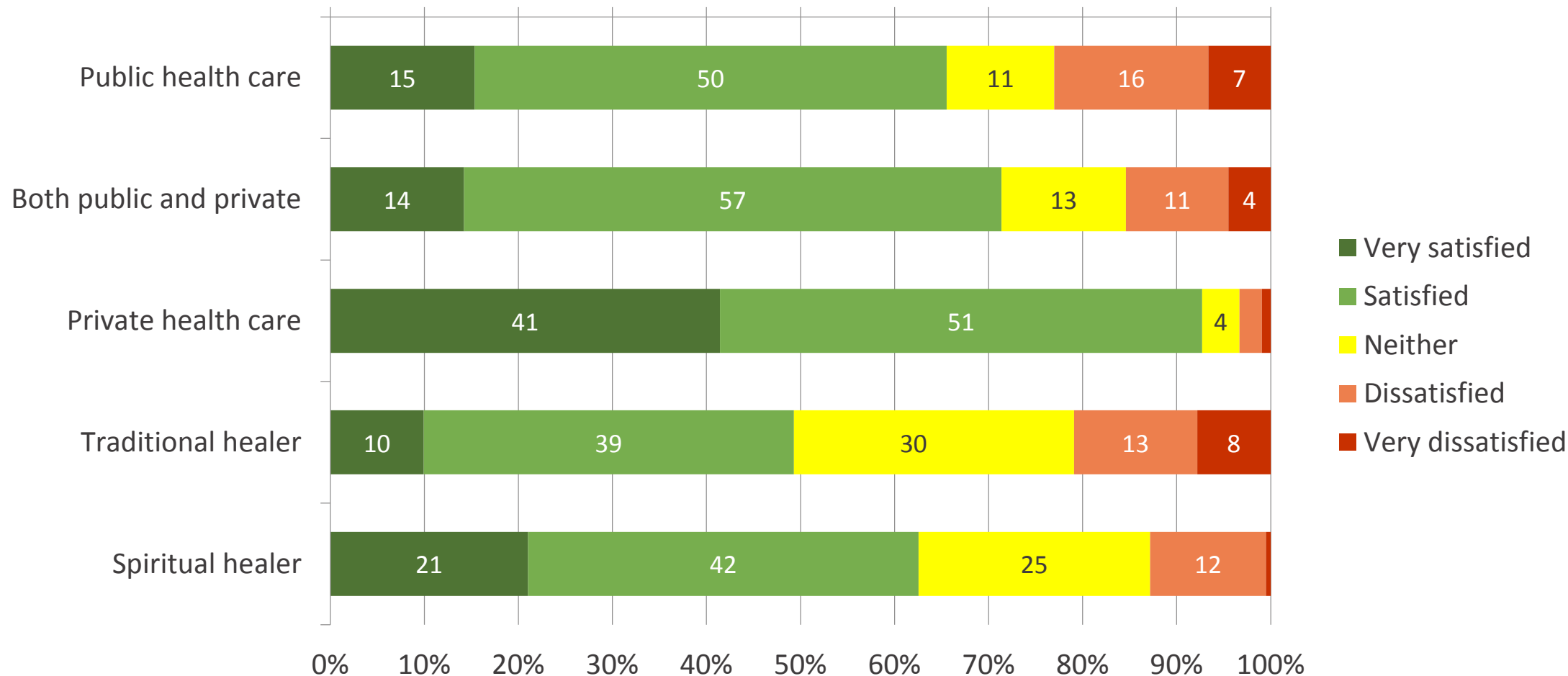
# Health and happiness



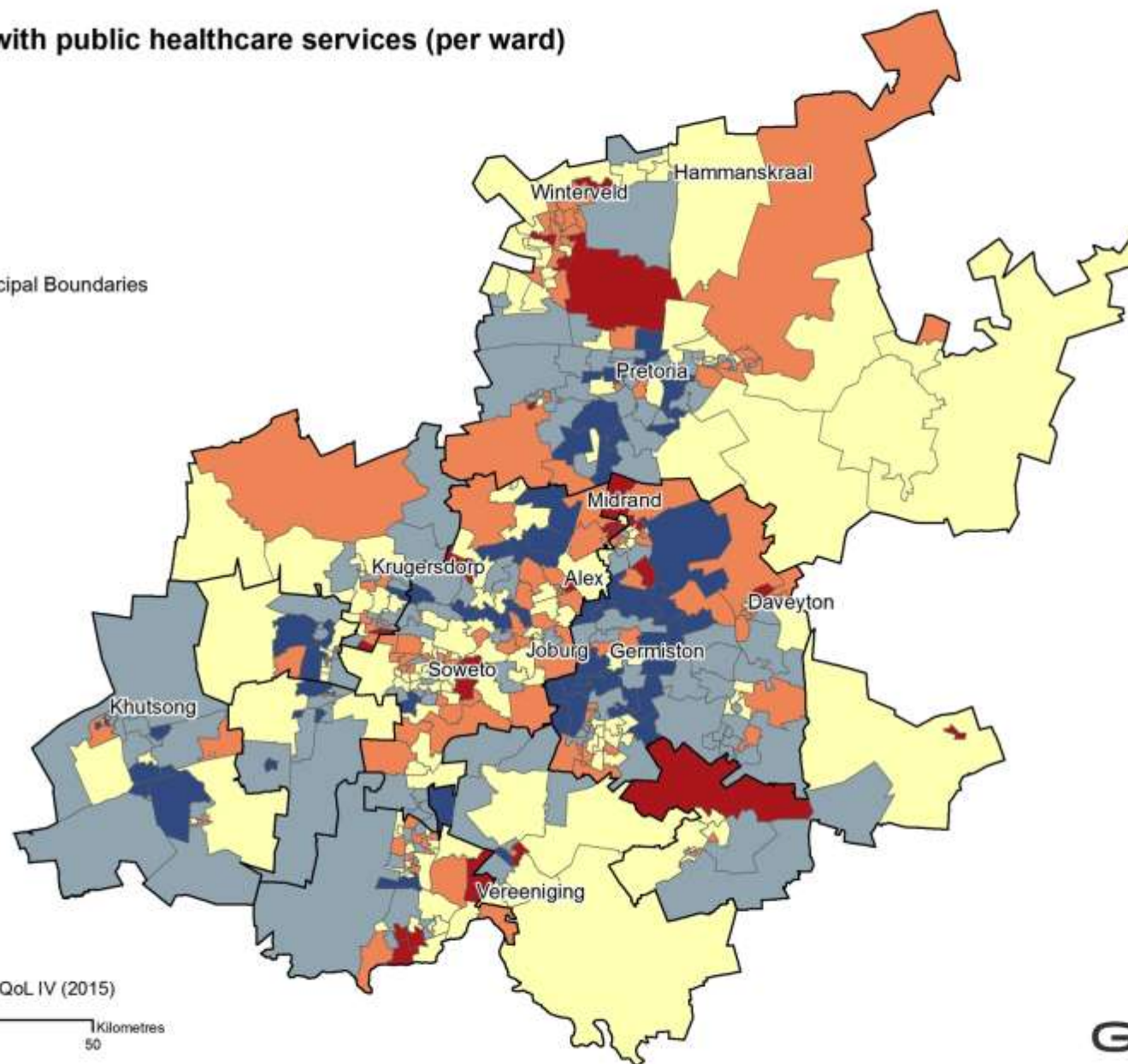


# Health and wellbeing

Satisfaction with health services usually used



# % Satisfied with public healthcare services (per ward)

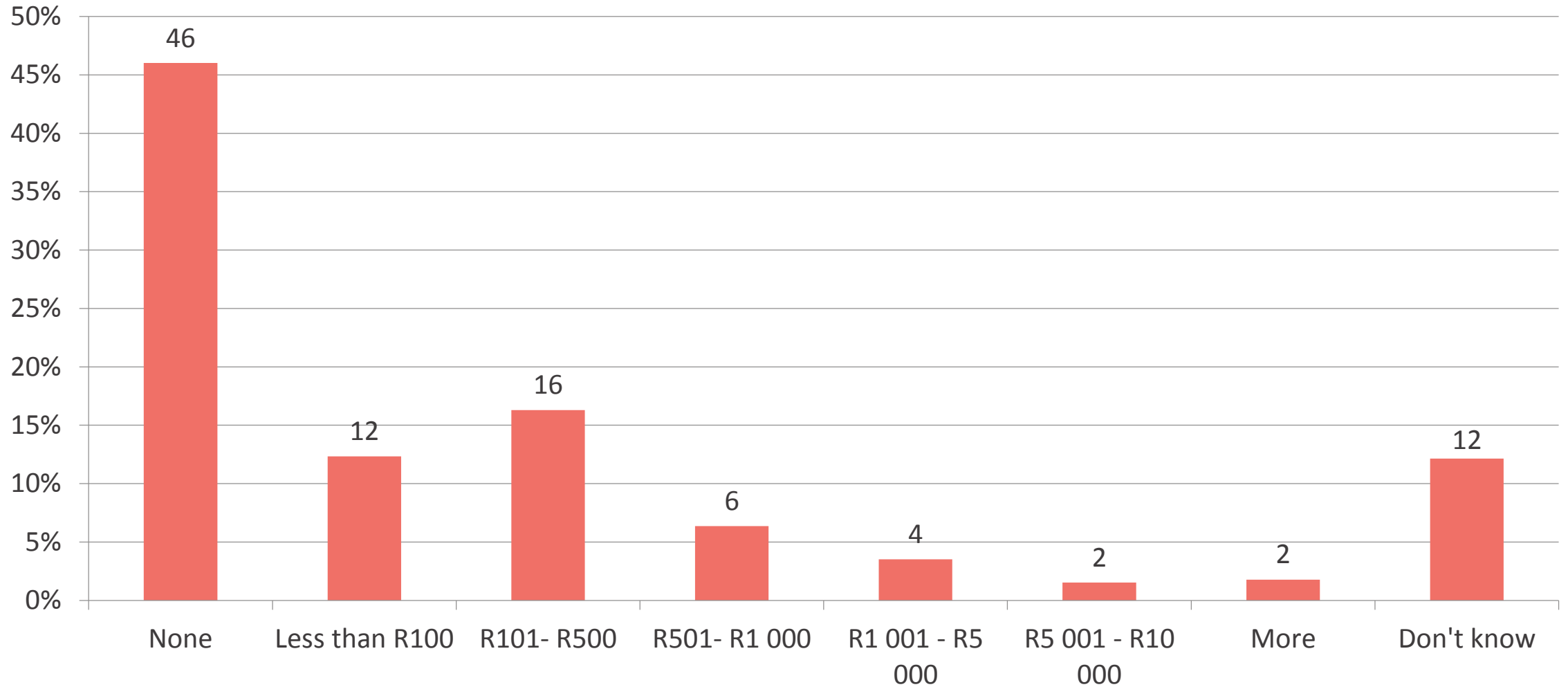


Data source: GCRO QoL IV (2015)



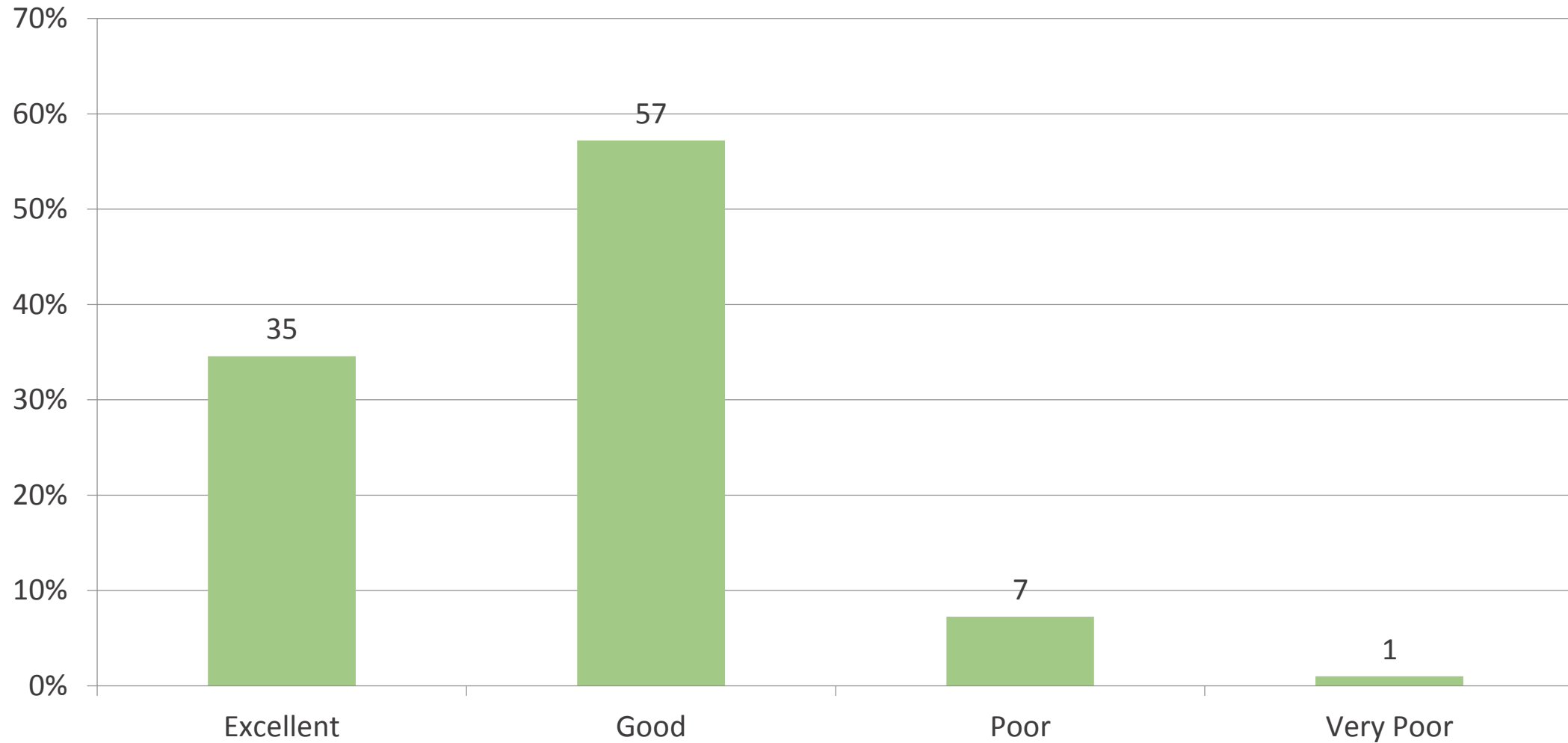
# Health and wellbeing

How much money would you be able to borrow in a health emergency?



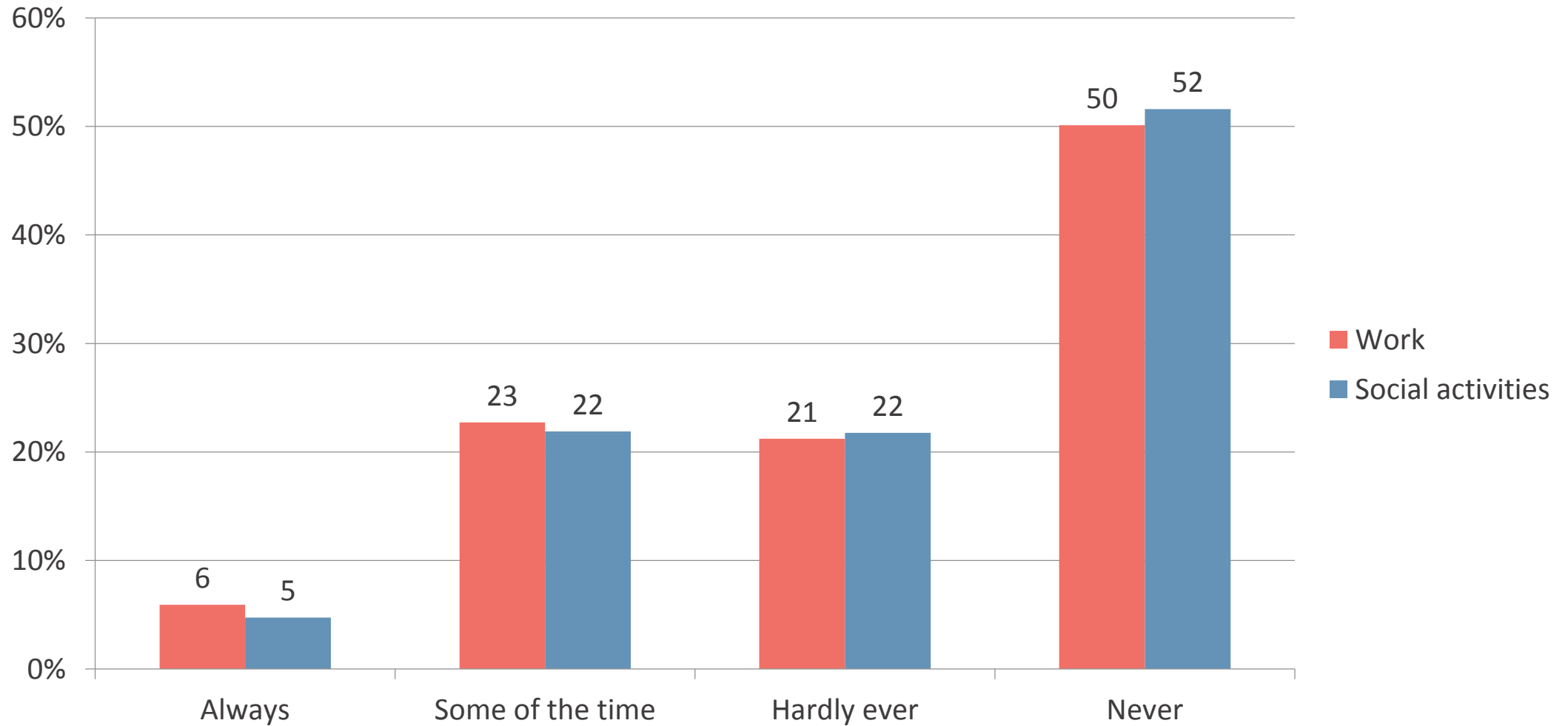
# Health and wellbeing

Health status in the past 4 weeks



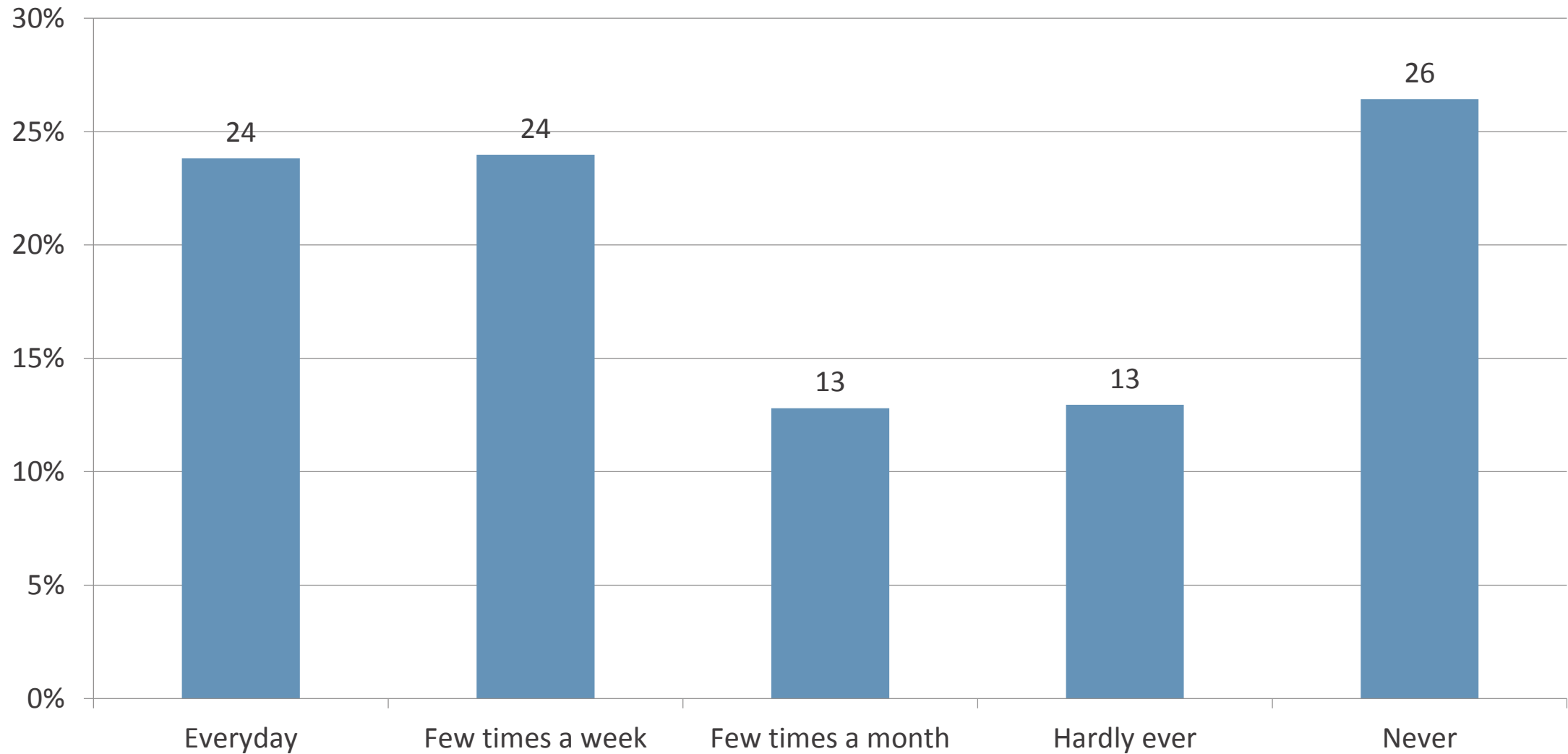
# Health and wellbeing

Does your health prevent you from doing work/taking part in usual social activities?



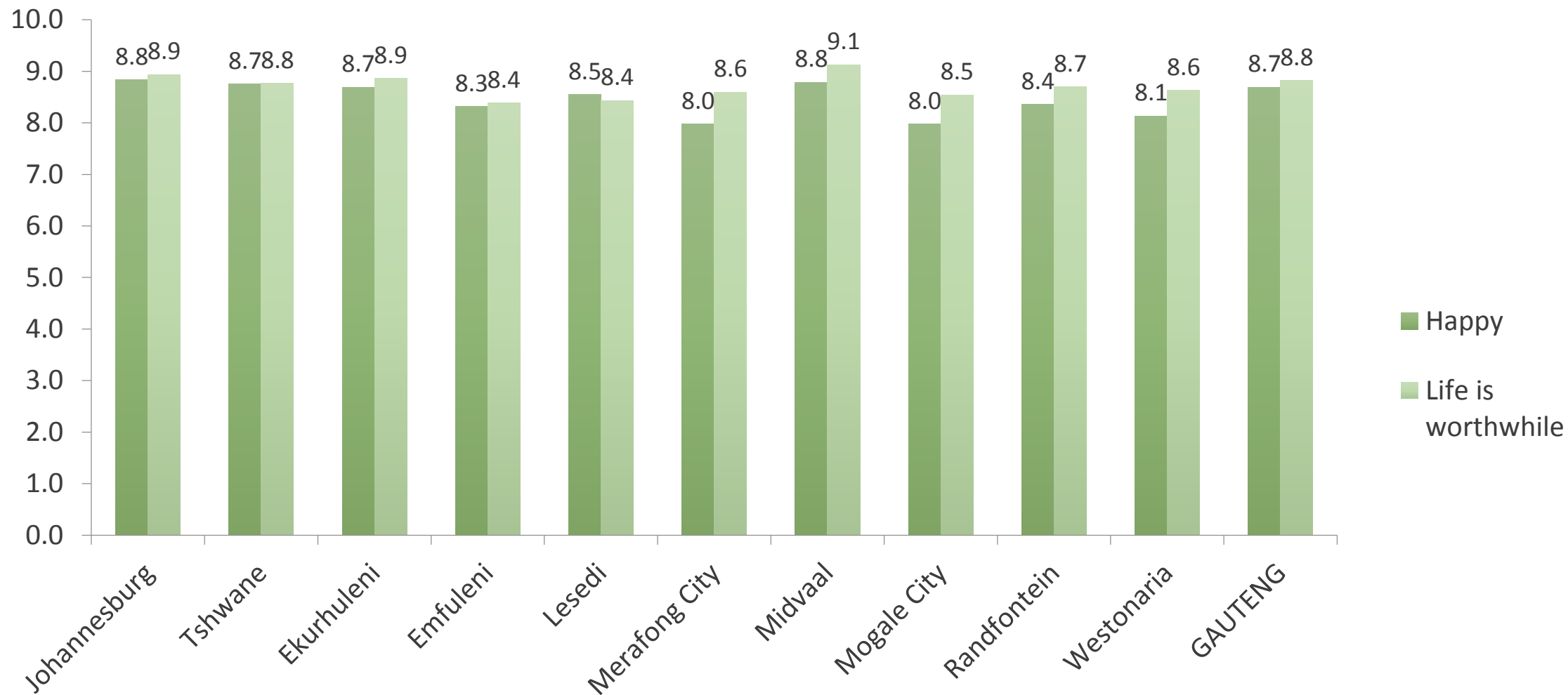
# Health and wellbeing

How frequently do you exercise (e.g. walk, run, gym)?



# Happiness

How happy did you feel yesterday / How worthwhile are things in your life?



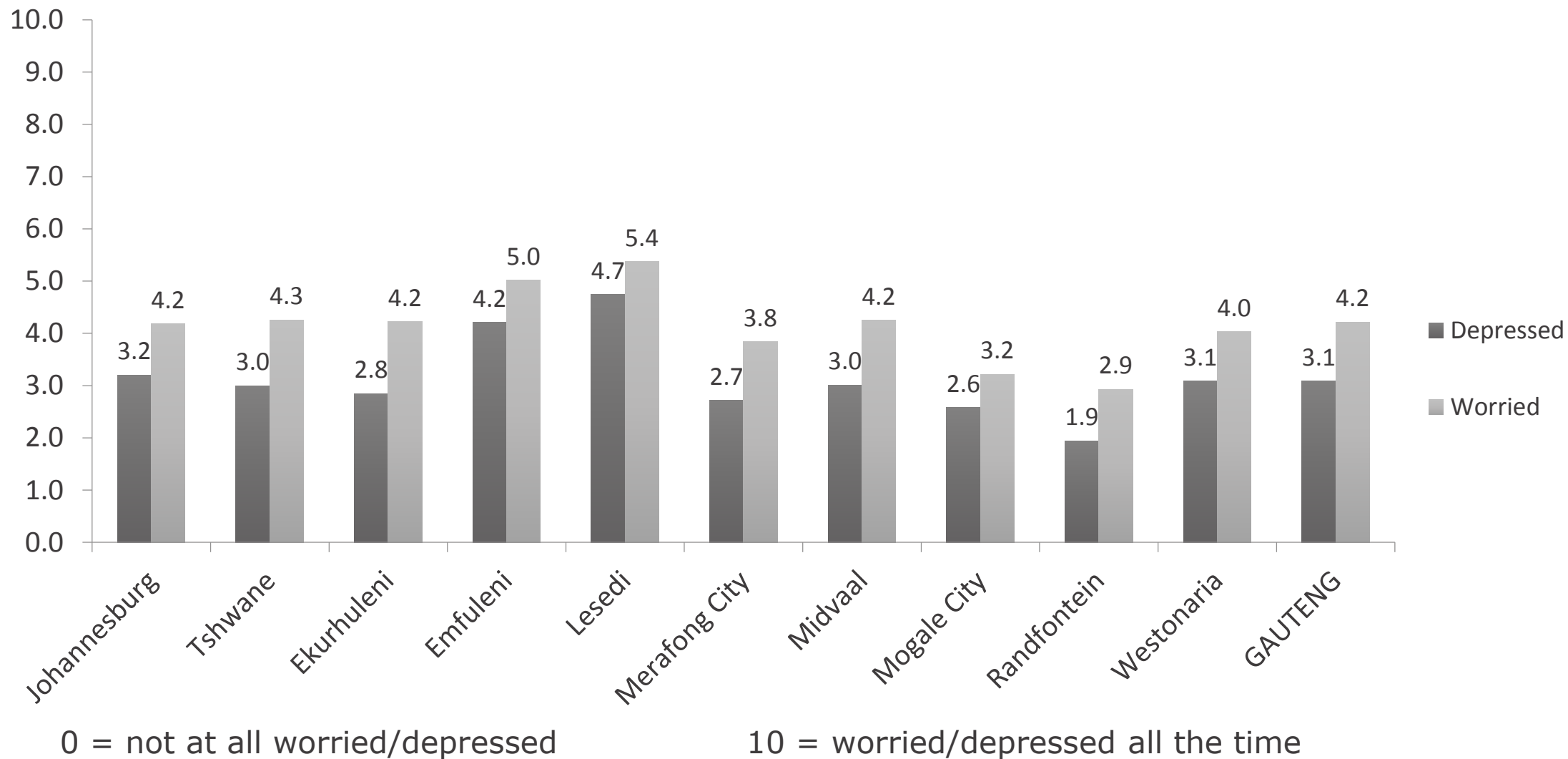
0 = not at all happy/worthwhile

10 = happy all the time/completely worthwhile



# Happiness

How worried / depressed did you feel yesterday?





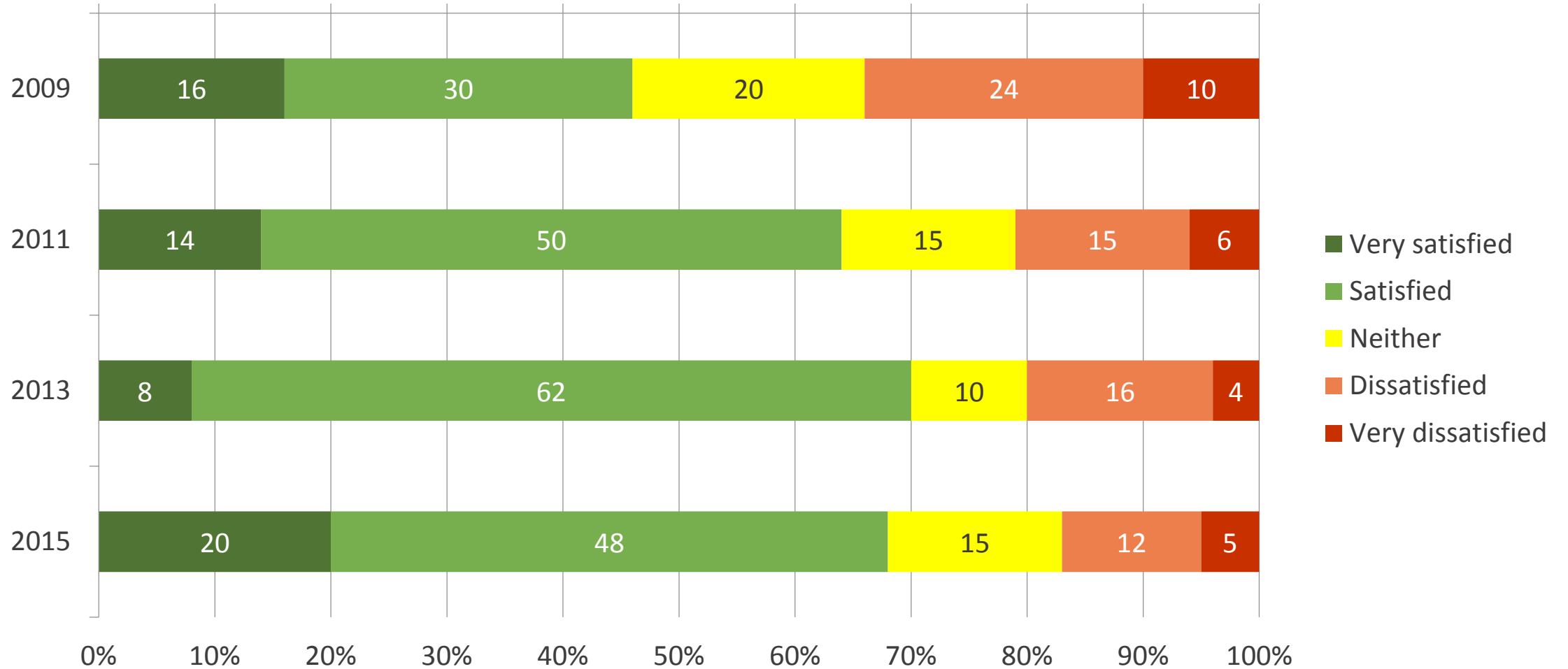
# Quality of Life index





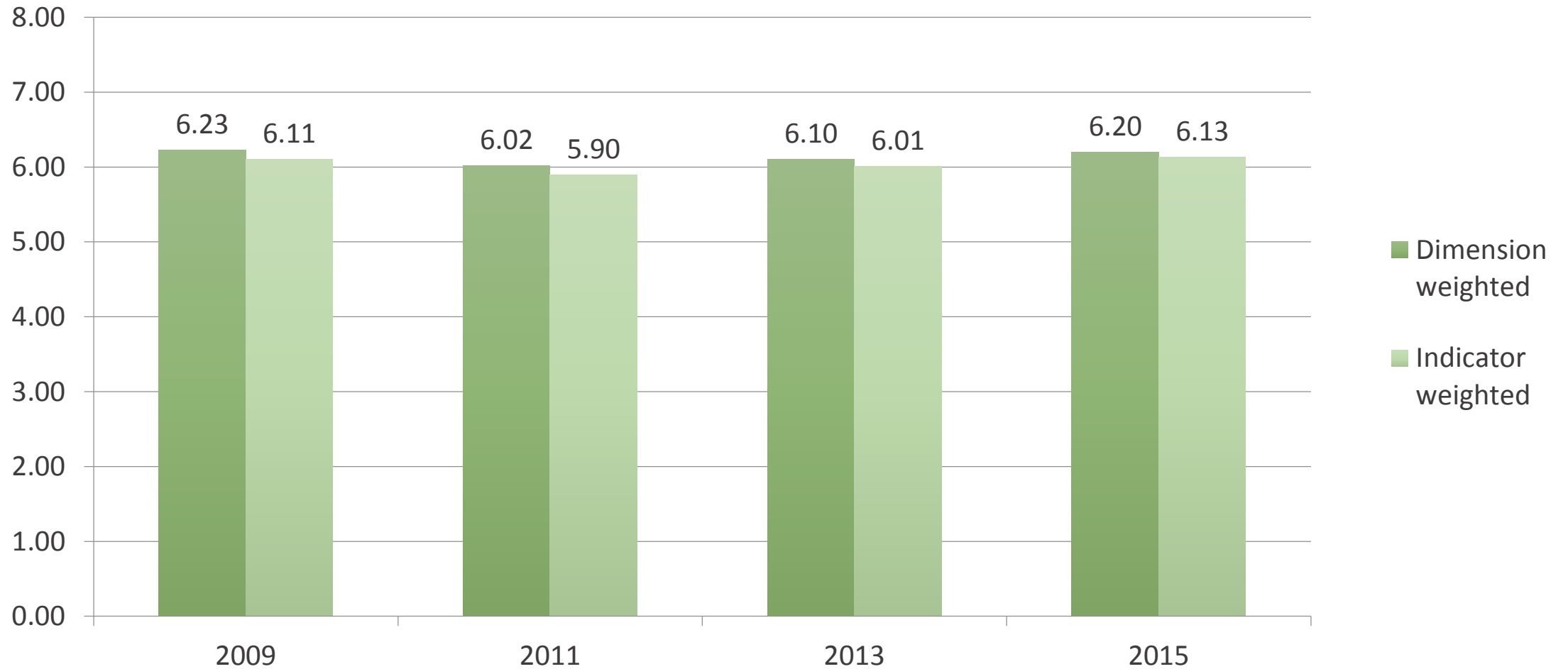
# How satisfied are you with your life as a whole?

Life satisfaction: 2009, 2011, 2013, 2015



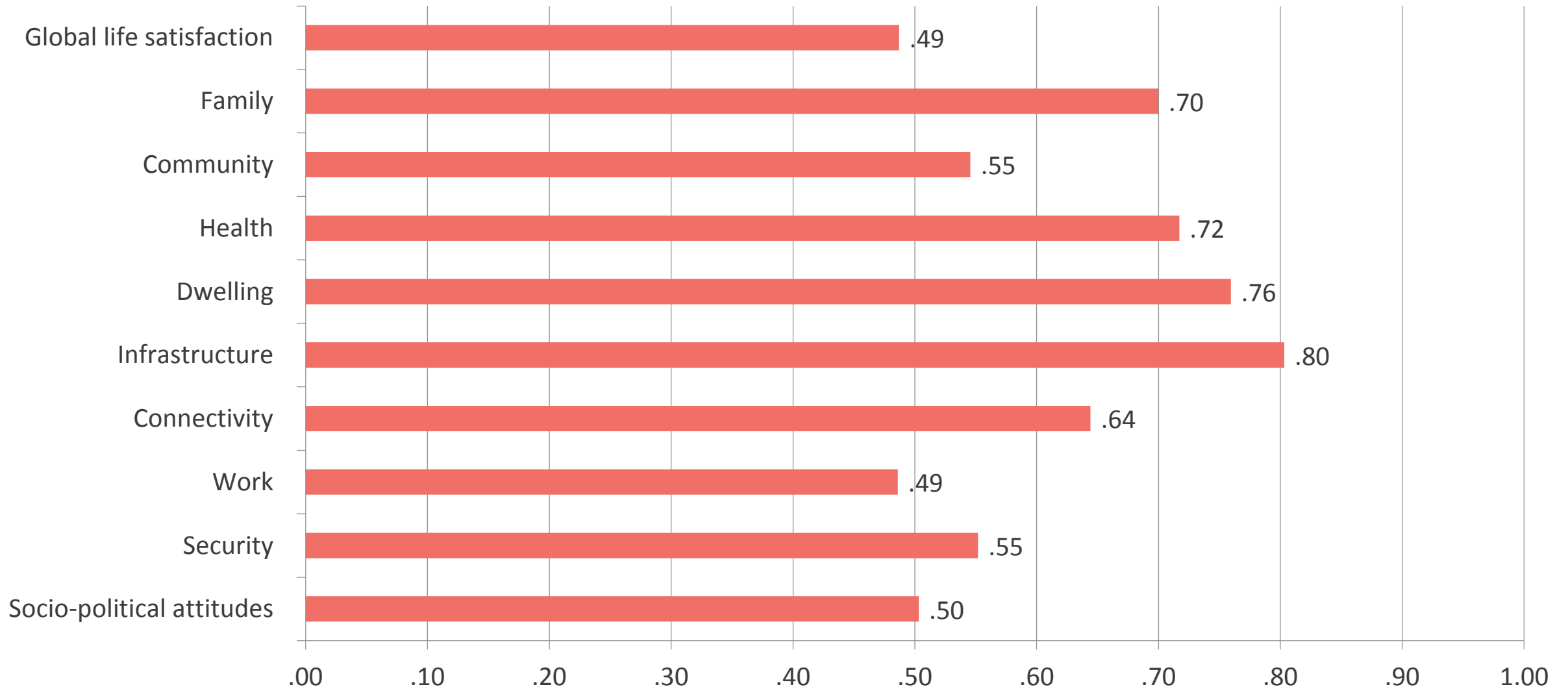
# Quality of Life index

Means (out of 10): 2009, 2011, 2013, 2015



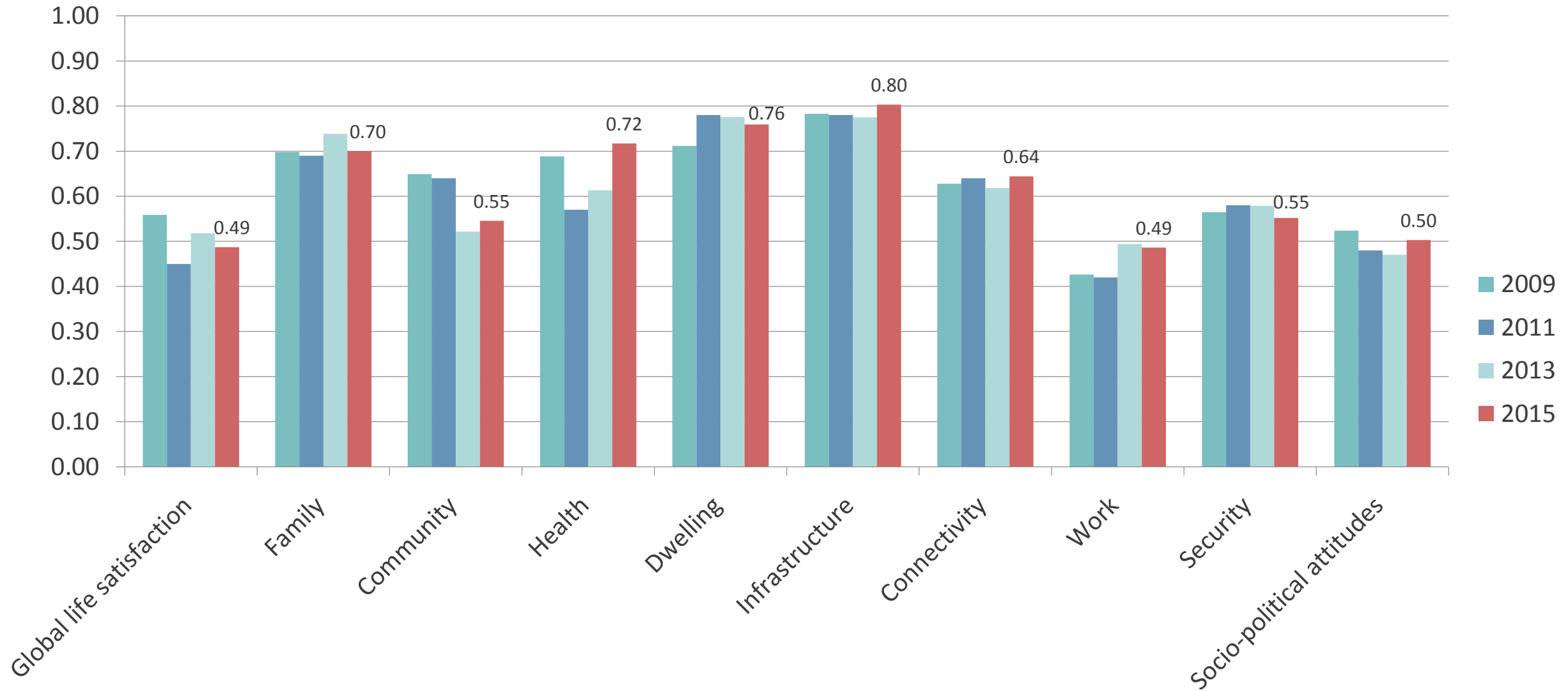
# Quality of Life index

Dimension means



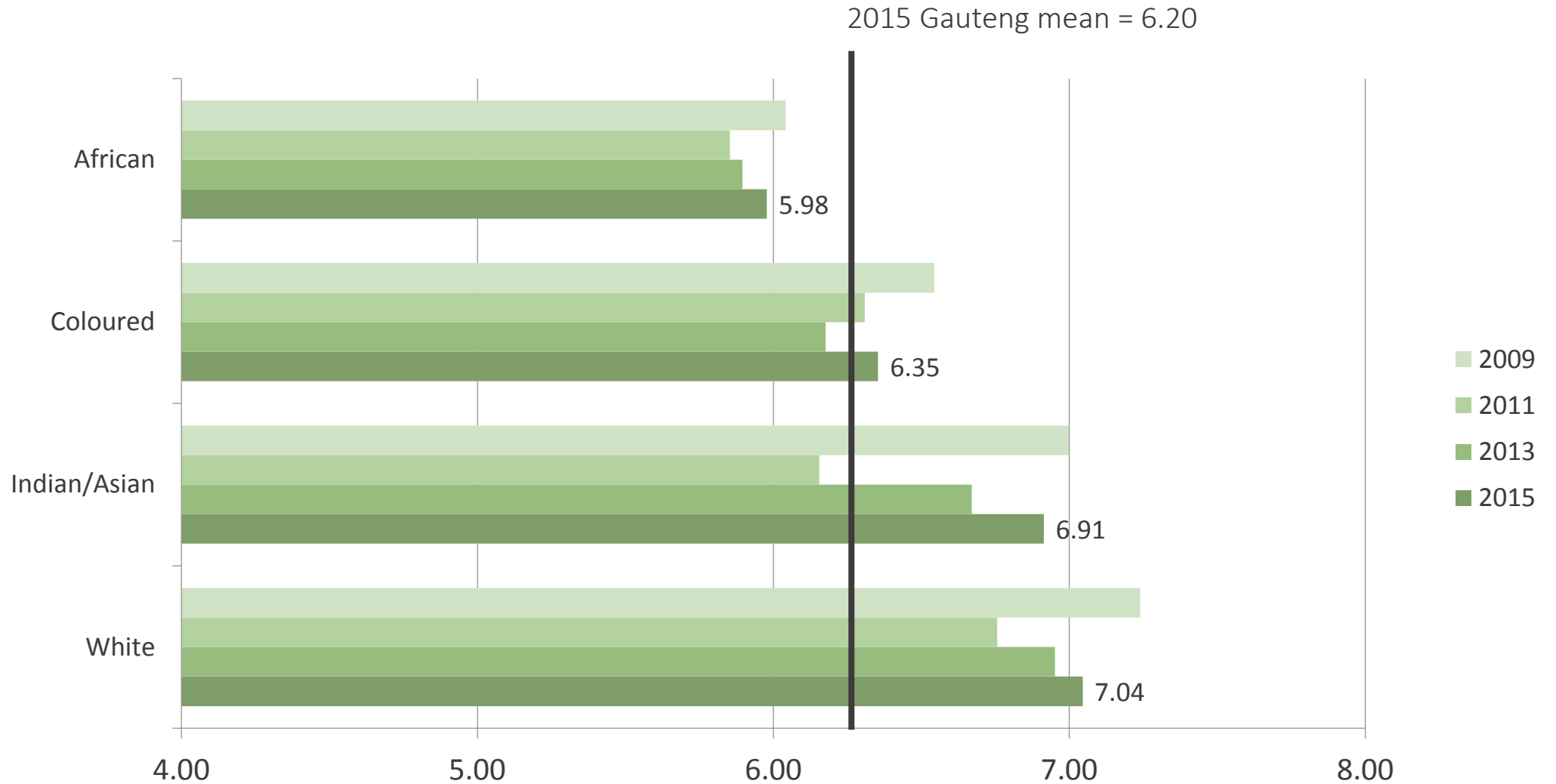
# Quality of Life index

Dimension means: 2009, 2011, 2013, 2015



# Quality of Life index

Means by race (out of 10): 2009, 2011, 2013, 2015





# QoL Index: mean score per ward

4.18 - 5.34

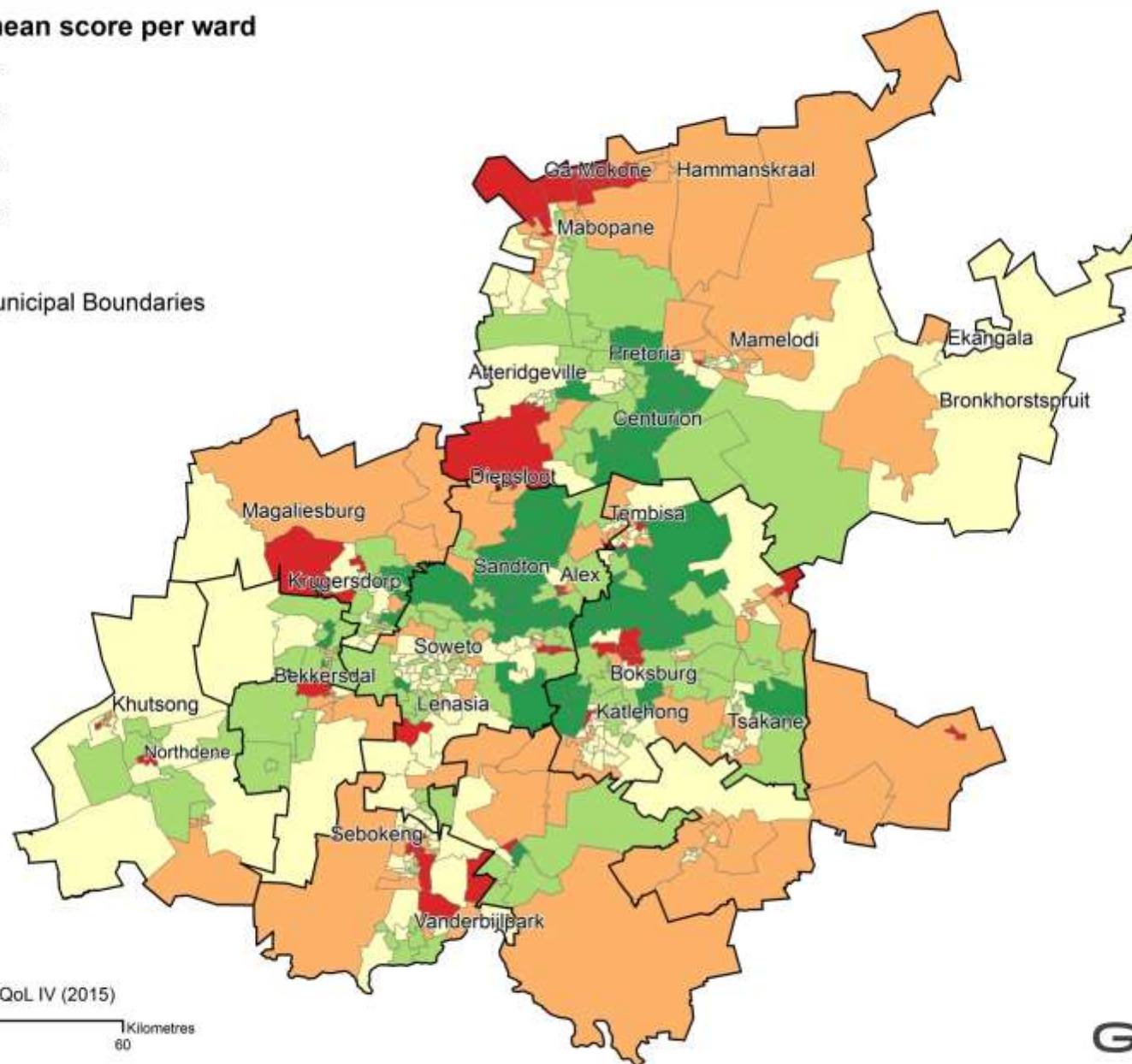
5.35 - 5.86

5.87 - 6.33

6.34 - 6.83

6.84 - 7.71

Local Municipal Boundaries



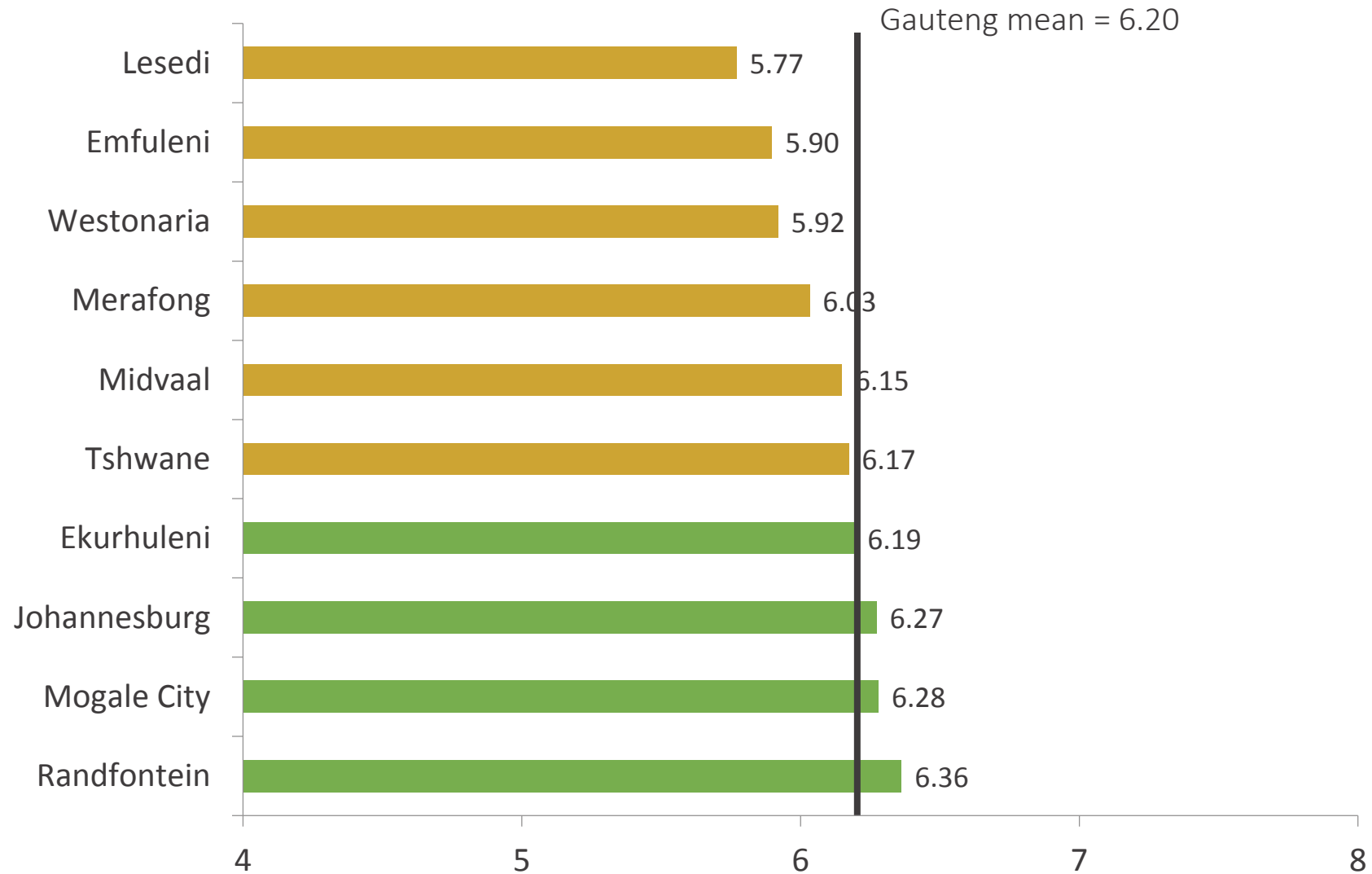
Data source: GCRO QoL IV (2015)

0 15 30 60 Kilometres

GCRO | Gauteng  
City-Region  
Observatory

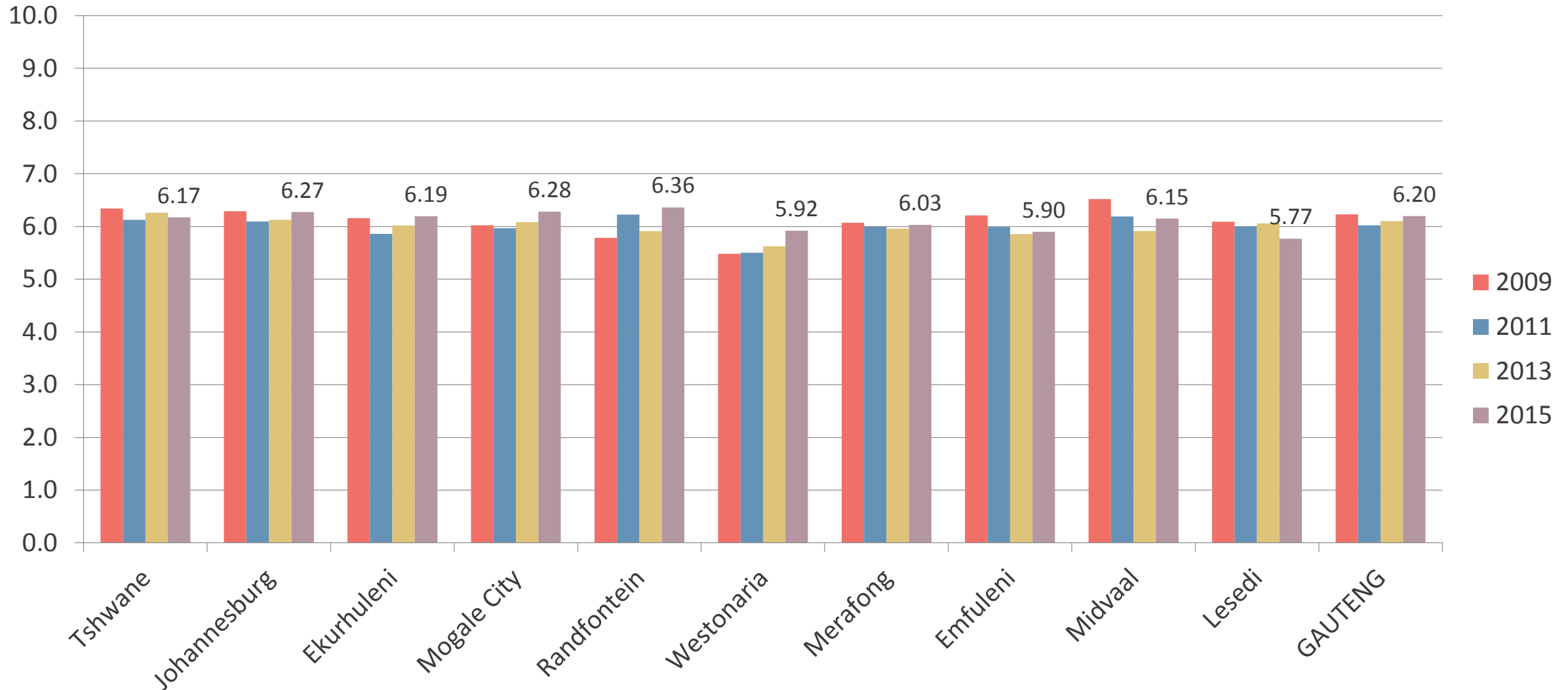
# Quality of Life index

Means by municipality (out of 10)



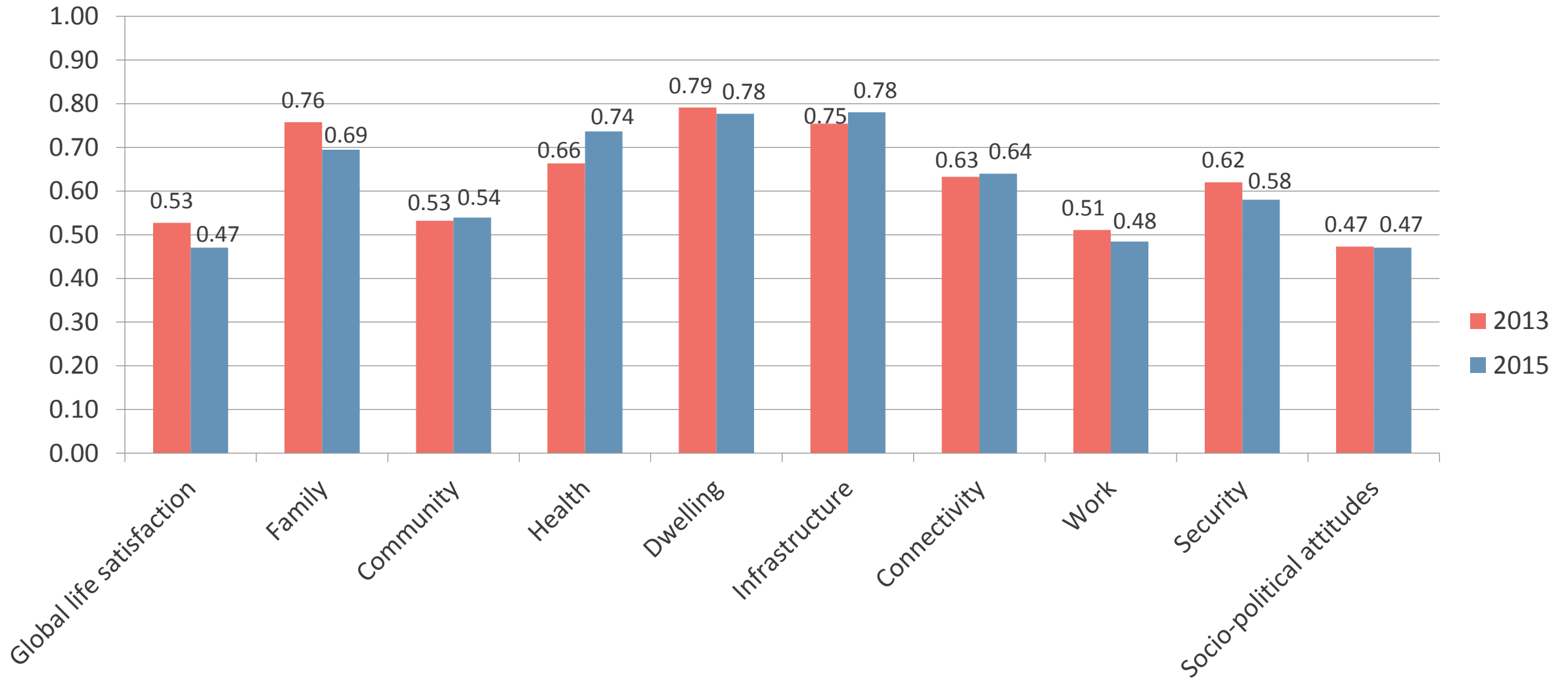
# Quality of Life index

Means by municipality (out of 10): 2009, 2011, 2013, 2015



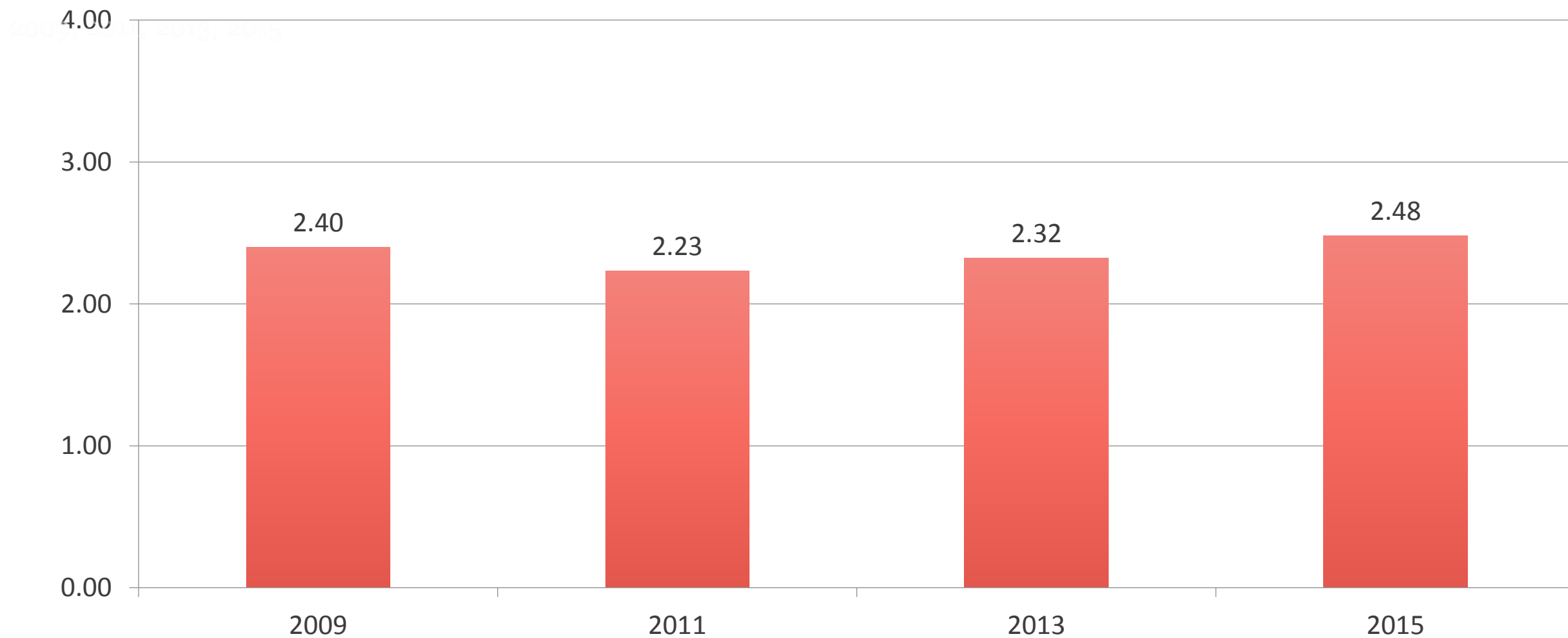
# Quality of Life index

Tshwane dimension means: 2013, 2015



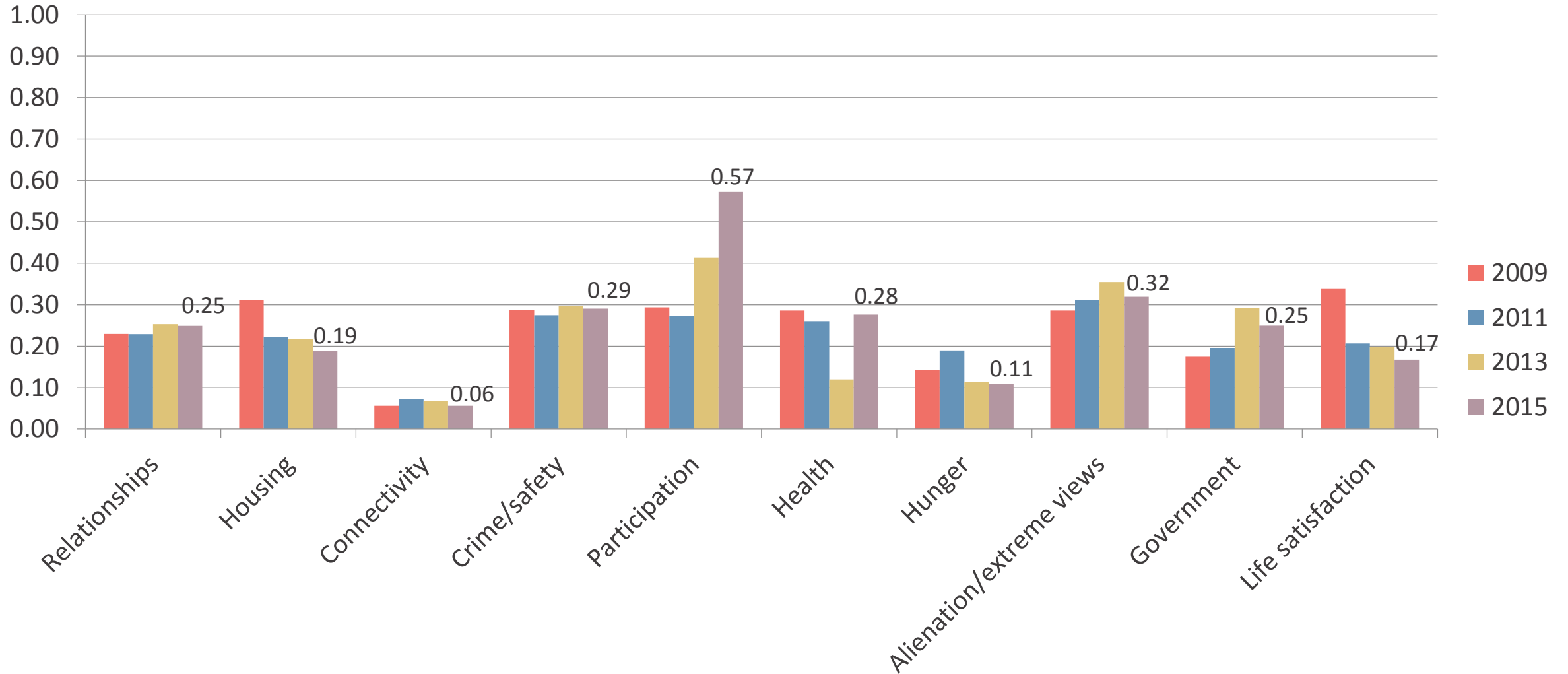
# Marginalisation index

Means (out of 10): 2009, 2011, 2013, 2015



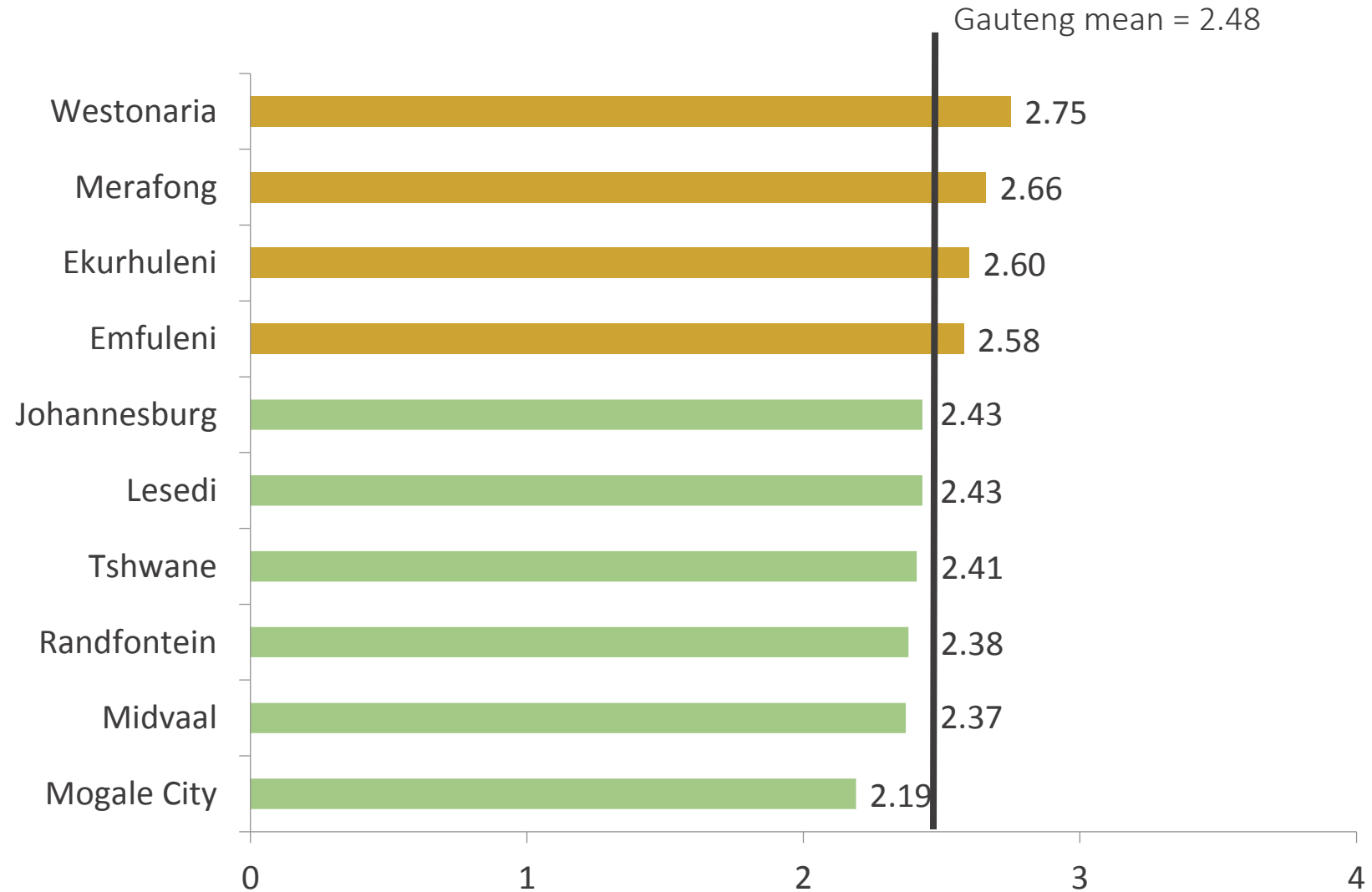
# Marginalisation index

Dimension means: 2009, 2011, 2013, 2015



# Marginalisation index

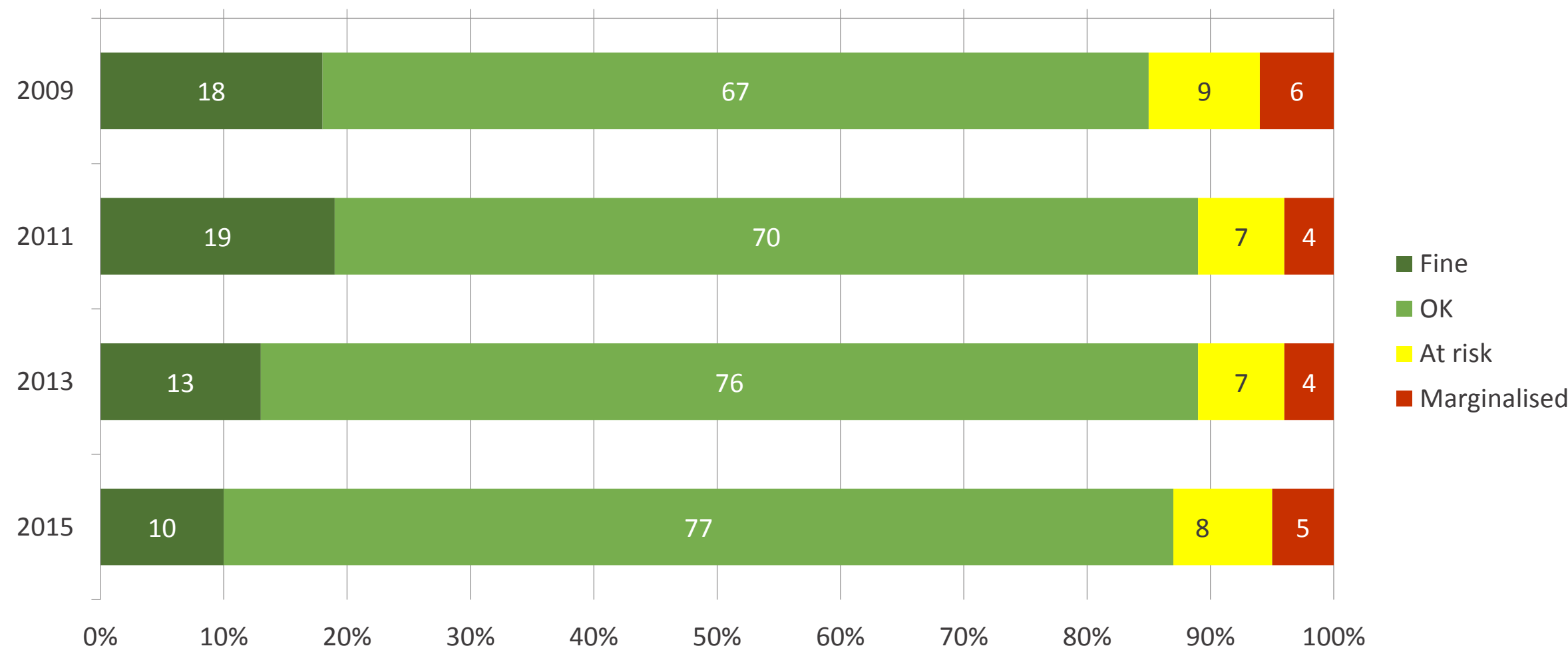
Means by municipality (out of 10)





# Marginalisation index

Categories: 2009, 2011, 2013, 2015



# Conclusions



# Conclusions

## Key points

- In general high and stable levels of satisfaction with services
- High satisfaction with basic services, health and education. However, **significantly lower satisfaction with government initiatives to grow the economy**
- As with previous surveys, high levels of service satisfaction do not translate into high levels of satisfaction with government, prompting the question ‘why?’
- Slightly lower levels of satisfaction with national, provincial and local government in 2015. But also **big drop in levels of dissatisfaction .... Implies higher levels of ‘uncertainty’ (neither satisfied nor dissatisfied)**
- Big gains in local government satisfaction over the period of the survey. National government clearly knocked by national political events. Provincial government relatively stable
- Differentiated picture across municipalities
  - Notable gains in local government satisfaction in Ekurhuleni, Mogale City, Westonaria
  - Notable declines in Tshwane, Emfuleni, Merafong
- Lower levels of satisfaction with local government impact on intention to vote (-) and tendency to protest (+)

# Conclusions

## Key points

- Some factors, contrary to expectations (and / or some previous survey results), do not drive dissatisfaction:
  - Racial identity (whites are more satisfied with local government than Africans; whites are less satisfied with national government than Africans)
  - Perceptions of corruption
  - Participation (or not) in forums
- Other **factors have a big impact in driving dissatisfaction**:
  - Dwelling type
  - **Perception of how treated in recent interactions with government on the front line**
  - **Satisfaction with councilor**
  - Perception that crime is worsening
  - **Perception of government efforts to grow the economy, and own economic status**
- Reflecting national economic data, the 2015 survey shows the poor health of the economy – low rates of entrepreneurship and **almost half of those who have tried to start a business have seen their business fail**
- On the plus side, there is evidence that attempts by government to expand business support and labour market intermediation programmes are having an impact

# Conclusions

## Key points

- While **the social fabric remains frayed, some softening of attitudes**. However, clear indication that instances of racism widely publicised in media / social media negatively impact attitudes
- **Worrying results from some questions, e.g. 'country going in the wrong direction' and 'bring back influx control'**
- Slight drops in overall life satisfaction
- Slight increase in quality of life index (+)
- Slight increase in marginalisation index (-)
- On the plus side we see continued improvements in infrastructure, housing and connectivity
- **On the downside we see negative trends in:**
  - **Work**
  - **Crime / safety**
  - **Participation**
- A mixed picture across municipalities. In general, improvement in QoL and marginalisation indexes mirror increasing government satisfaction, for example in Ekurhuleni, Mogale City, Midvaal and Westonaria. Similarly, declines in the indexes match reduced satisfaction with government in Tshwane, Merafong and Lesedi.

# Thank You

**GCRO**  
+27 11 717 7280  
info@gcro.ac.za

**ADDRESS**  
4th Floor University Corner  
11 Jorissen Street  
(Cnr Jorissen and Jan  
Smuts)  
Braamfontein  
Johannesburg  
Gauteng  
South Africa

**POSTAL ADDRESS**  
GCRO  
Private Bag 3  
Wits  
2050

