Quality of Life in the GCR: QoL survey 2015

Launch presentation
28 June 2016

Gauteng City-Region Observatory (GCRO)
Overview of QoL 2015

Overview

• This is the 4th 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 GeoTerraImage (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:
  o Field managers – quality checks on fieldworkers
  o External agency personnel – surprise field visits & call backs, internal review of 25% of questionnaires
  o 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
Overview of QoL 2015 Fieldwork
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*
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.

<table>
<thead>
<tr>
<th>Municipality</th>
<th>Unweighted Respondents</th>
<th>Unweighted Percentage</th>
<th>Error bar</th>
<th>Weighted Respondents</th>
<th>Weighted Percentage</th>
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</thead>
<tbody>
<tr>
<td>Johannesburg</td>
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<td>32.7%</td>
<td>0.99%</td>
<td>10 959</td>
<td>36.5%</td>
</tr>
<tr>
<td>Tshwane</td>
<td>7 242</td>
<td>24.1%</td>
<td>1.15%</td>
<td>7 190</td>
<td>24.0%</td>
</tr>
<tr>
<td>Ekurhuleni</td>
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<td>2.38%</td>
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<td>5.7%</td>
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<td>100%</td>
<td>0.57%</td>
<td>30 002</td>
<td>100%</td>
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</tbody>
</table>
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?

- Poor people need to work harder: 11%
- Government needs to create more jobs: 62%
- Private sector needs to create more jobs: 10%
- The rich should be taxed more: 5%
- Government should nationalise key sectors of the economy: 12%
A snapshot ...

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

- African: 34%
- Coloured: 25%
- Indian/Asian: 16%
- White: 15%

- R0-R1600: 39%
- R102 401+: 13%
- R38 401 - R102 400: 10%
- R12 801 - R38 400: 18%
- R1 601 - R12 800: 34%
A snapshot …

Have you participated in a protest in last 12 months and what was it about?
### Access to healthcare, by race

**Where do you usually go for medical care? (%)**

<table>
<thead>
<tr>
<th>Race</th>
<th>Private healthcare facilities</th>
<th>No medical insurance</th>
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<td>Indian/Asian</td>
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<tr>
<td>White</td>
<td>68</td>
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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

Johannesburg
- Very satisfied: 23
- Satisfied: 53
- Neutral: 8
- Dissatisfied: 13
- Very dissatisfied: 4

Tshwane
- Very satisfied: 22
- Satisfied: 51
- Neutral: 7
- Dissatisfied: 15
- Very dissatisfied: 5

Ekurhuleni
- Very satisfied: 24
- Satisfied: 52
- Neutral: 7
- Dissatisfied: 12
- Very dissatisfied: 6

Emfuleni
- Very satisfied: 15
- Satisfied: 52
- Neutral: 10
- Dissatisfied: 19
- Very dissatisfied: 4

Lesedi
- Very satisfied: 21
- Satisfied: 53
- Neutral: 14
- Dissatisfied: 11
- Very dissatisfied: 1

Merafong
- Very satisfied: 11
- Satisfied: 55
- Neutral: 5
- Dissatisfied: 21
- Very dissatisfied: 7

Midvaal
- Very satisfied: 13
- Satisfied: 72
- Neutral: 6
- Dissatisfied: 9
- Very dissatisfied: 1

Mogale City
- Very satisfied: 17
- Satisfied: 68
- Neutral: 4
- Dissatisfied: 10
- Very dissatisfied: 1

Randfontein
- Very satisfied: 21
- Satisfied: 58
- Neutral: 14
- Dissatisfied: 6
- Very dissatisfied: 2

Westonaria
- Very satisfied: 17
- Satisfied: 57
- Neutral: 22
- Dissatisfied: 4
- Very dissatisfied: 2

GAUTENG
- Very satisfied: 22
- Satisfied: 53
- Neutral: 7
- Dissatisfied: 13
- Very dissatisfied: 4
Satisfaction with services

Sanitation

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<th>Neutral</th>
<th>Dissatisfied</th>
<th>Very dissatisfied</th>
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0% 10% 20% 30% 40% 50% 60% 70% 80% 90% 100%
Satisfaction with services

Energy

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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

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<th>Area</th>
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<th>Neutral</th>
<th>Dissatisfied</th>
<th>Very dissatisfied</th>
</tr>
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<tbody>
<tr>
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<td>58%</td>
<td>8%</td>
<td>7%</td>
<td>5%</td>
</tr>
<tr>
<td>Tshwane</td>
<td>20%</td>
<td>57%</td>
<td>6%</td>
<td>8%</td>
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</tr>
<tr>
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<td>56%</td>
<td>7%</td>
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<tr>
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<tr>
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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

<table>
<thead>
<tr>
<th>Location</th>
<th>Very satisfied</th>
<th>Satisfied</th>
<th>Neutral</th>
<th>Dissatisfied</th>
<th>Very dissatisfied</th>
</tr>
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<tbody>
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Satisfaction with services
Billing for municipal services

<table>
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</table>
Satisfaction with services

Parks and public spaces

- Johannesburg: 15 Very satisfied, 34 Satisfied, 13 Neutral, 22 Dissatisfied, 16 Very dissatisfied
- Tshwane: 14 Very satisfied, 35 Satisfied, 12 Neutral, 19 Dissatisfied, 20 Very dissatisfied
- Ekurhuleni: 12 Very satisfied, 33 Satisfied, 9 Neutral, 26 Dissatisfied, 20 Very dissatisfied
- Emfuleni: 5 Very satisfied, 21 Satisfied, 11 Neutral, 29 Dissatisfied, 33 Very dissatisfied
- Lesedi: 12 Very satisfied, 34 Satisfied, 14 Neutral, 23 Dissatisfied, 18 Very dissatisfied
- Merafong: 7 Very satisfied, 21 Satisfied, 15 Neutral, 33 Dissatisfied, 24 Very dissatisfied
- Midvaal: 12 Very satisfied, 28 Satisfied, 10 Neutral, 29 Dissatisfied, 22 Very dissatisfied
- Mogale City: 6 Very satisfied, 26 Satisfied, 13 Neutral, 31 Dissatisfied, 24 Very dissatisfied
- Randfontein: 5 Very satisfied, 32 Satisfied, 15 Neutral, 31 Dissatisfied, 17 Very dissatisfied
- Westonaria: 6 Very satisfied, 30 Satisfied, 11 Neutral, 31 Dissatisfied, 23 Very dissatisfied
- GAUTENG: 13 Very satisfied, 33 Satisfied, 11 Neutral, 24 Dissatisfied, 20 Very dissatisfied

Very satisfied: Green
Satisfied: Green
Neutral: Yellow
Dissatisfied: Red
Very dissatisfied: Orange
Satisfaction with services

Emergency services

<table>
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<th>City</th>
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<th>Satisfied</th>
<th>Neutral</th>
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## Satisfaction with services

### Metro/traffic police

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Legend:
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- Satisfied
- Neutral
- Dissatisfied
- Very dissatisfied
Satisfaction with services
Public health care facilities

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Satisfaction with services
Local educational services

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Satisfaction with services

Government initiatives to grow economy

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# Satisfaction with services

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

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**Legend:**
- Very satisfied
- Satisfied
- Neutral
- Dissatisfied
- Very dissatisfied
**Satisfaction with services**

Various services: comparison of satisfaction levels in 2013 and 2015

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<tr>
<td>Waste removal</td>
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<td>22%</td>
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<tr>
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<td>Cost of munic services</td>
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<tr>
<td>Roads</td>
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<td>Local education facilities</td>
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**Legend**
- Very satisfied
- Satisfied
- Neutral
- Dissatisfied
- Very dissatisfied
Satisfaction with government
# Satisfaction with services

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

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Legend:
- Very satisfied
- Satisfied
- Neutral
- Dissatisfied
- Very dissatisfied
Satisfaction with government

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Legend:
- Very satisfied
- Satisfied
- Neutral
- Dissatisfied
- Very dissatisfied
Satisfaction with government


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Legend:
- Very satisfied
- Satisfied
- Neutral
- Dissatisfied
- Very dissatisfied
Satisfaction with government

2009
- Very satisfied: 6
- Satisfied: 35
- Neutral: 20
- Dissatisfied: 27
- Very dissatisfied: 12

2011
- Very satisfied: 5
- Satisfied: 27
- Neutral: 19
- Dissatisfied: 26
- Very dissatisfied: 22

2013
- Very satisfied: 3
- Satisfied: 34
- Neutral: 12
- Dissatisfied: 31
- Very dissatisfied: 20

2015
- Very satisfied: 6
- Satisfied: 28
- Neutral: 21
- Dissatisfied: 26
- Very dissatisfied: 19

Legend:
- Very satisfied
- Satisfied
- Neutral
- Dissatisfied
- Very dissatisfied
Satisfaction with government

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<td>2013</td>
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<tr>
<td>2015</td>
<td>41%</td>
<td>38%</td>
<td>45%</td>
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</tbody>
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Satisfaction with government


- National
  - 2009: 24%
  - 2011: 42%
  - 2013: 45%
  - 2015: 41%

- Provincial
  - 2009: 29%
  - 2011: 44%
  - 2013: 47%
  - 2015: 38%

- Local
  - 2009: 48%
  - 2011: 51%
  - 2013: 45%
  - 2015: 45%

Legend:
- Red: 2009
- Blue: 2011
- Yellow: 2013
- Purple: 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
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?

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

*Sample may not be fully representative at each period over the course of fieldwork*
Satisfaction with government

Dissatisfaction with government performance

Local government 2009 (% dissatisfied)
- 20 - 25
- 26 - 30
- 31 - 35
- 36 - 40
- 41 - 45
- 46 - 50
- 51 - 55
- 56 - 60
- 61 - 65
- 66 - 70

- Merafong City 45%
- Randfontein 44%
- Mogale City 46%
- City of Johannesburg 34%
- Emfuleni 45%
- Midvaal 30%
- Ekurhuleni 59%
- City of Tehwane 40%
- Lesedi 40%

Data source: Qol | (2009)
Dissatisfaction with government performance

Local government 2011 (% dissatisfied)
- 20 - 25
- 26 - 30
- 31 - 35
- 36 - 40
- 41 - 45
- 46 - 50
- 51 - 55
- 56 - 60
- 61 - 65
- 66 - 70

Data source: Qol II (2011)
Exploring government dissatisfaction
Impacts of government dissatisfaction
Satisfaction with local government and intention to vote

- Very satisfied: 18 No, 82 Yes
- Satisfied: 16 No, 84 Yes
- Neither: 26 No, 74 Yes
- Dissatisfied: 21 No, 79 Yes
- Very dissatisfied: 27 No, 73 Yes
Impacts of government dissatisfaction
Satisfaction with local government and participated in protest in last 12 months

- Very satisfied: 93% No, 7% Yes
- Satisfied: 95% No, 5% Yes
- Neither: 95% No, 5% Yes
- Dissatisfied: 93% No, 7% Yes
- Very dissatisfied: 89% No, 11% Yes
Reasons for government dissatisfaction
Satisfaction with life as a whole and satisfaction with national government

- **Satisfied**
  - Very satisfied: 11
  - Satisfied: 33
  - Neither: 19
  - Dissatisfied: 23
  - Very dissatisfied: 14

- **Neither**
  - Very satisfied: 6
  - Satisfied: 24
  - Neither: 28
  - Dissatisfied: 25
  - Very dissatisfied: 17

- **Dissatisfied**
  - Very satisfied: 5
  - Satisfied: 23
  - Neither: 13
  - Dissatisfied: 32
  - Very dissatisfied: 26

Legend:
- Very satisfied
- Satisfied
- Neither
- Dissatisfied
- Very dissatisfied
Reasons for government dissatisfaction
Satisfaction with life as a whole and satisfaction with provincial government

<table>
<thead>
<tr>
<th>Satisfied</th>
<th>Very satisfied</th>
<th>Satisfied</th>
<th>Neither</th>
<th>Very dissatisfied</th>
</tr>
</thead>
<tbody>
<tr>
<td>8</td>
<td>36</td>
<td>23</td>
<td>21</td>
<td>12</td>
</tr>
<tr>
<td>Neither</td>
<td>4</td>
<td>24</td>
<td>33</td>
<td>23</td>
</tr>
<tr>
<td>Dissatisfied</td>
<td>4</td>
<td>23</td>
<td>17</td>
<td>32</td>
</tr>
<tr>
<td>5</td>
<td>34</td>
<td>50</td>
<td>39</td>
<td>51</td>
</tr>
<tr>
<td>0%</td>
<td>10%</td>
<td>20%</td>
<td>30%</td>
<td>40%</td>
</tr>
<tr>
<td>50%</td>
<td>60%</td>
<td>70%</td>
<td>80%</td>
<td>90%</td>
</tr>
<tr>
<td>100%</td>
<td></td>
<td></td>
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</tr>
</tbody>
</table>

Legend:
- Very satisfied
- Satisfied
- Neither
- Dissatisfied
- Very dissatisfied
Reasons for government dissatisfaction
Satisfaction with life as a whole and satisfaction with local government

<table>
<thead>
<tr>
<th>Satisfied</th>
<th>Neither</th>
<th>Dissatisfied</th>
</tr>
</thead>
<tbody>
<tr>
<td>Very satisfied</td>
<td>Satisfied</td>
<td>Neither</td>
</tr>
<tr>
<td>8</td>
<td>32</td>
<td>21</td>
</tr>
<tr>
<td>4</td>
<td>21</td>
<td>28</td>
</tr>
<tr>
<td>4</td>
<td>17</td>
<td>14</td>
</tr>
</tbody>
</table>

Legend:
- Very satisfied
- Satisfied
- Neither
- Dissatisfied
- Very dissatisfied
Reasons for government dissatisfaction
Race and satisfaction with national government

- **African**:
  - Very satisfied: 9
  - Satisfied: 31
  - Neither: 18
  - Dissatisfied: 25
  - Very dissatisfied: 17

- **Coloured**:
  - Very satisfied: 9
  - Satisfied: 27
  - Neither: 20
  - Dissatisfied: 28
  - Very dissatisfied: 16

- **Indian**:
  - Very satisfied: 6
  - Satisfied: 33
  - Neither: 28
  - Dissatisfied: 20
  - Very dissatisfied: 12

- **White**:
  - Very satisfied: 8
  - Satisfied: 26
  - Neither: 25
  - Dissatisfied: 22
  - Very dissatisfied: 18

Legend:
- Very satisfied
- Satisfied
- Neither
- Dissatisfied
- Very dissatisfied
Reasons for government dissatisfaction
Race and satisfaction with provincial government

African
- Very satisfied: 6%
- Satisfied: 33%
- Neither: 22%
- Dissatisfied: 24%
- Very dissatisfied: 15%

Coloured
- Very satisfied: 7%
- Satisfied: 28%
- Neither: 24%
- Dissatisfied: 26%
- Very dissatisfied: 15%

Indian
- Very satisfied: 6%
- Satisfied: 32%
- Neither: 33%
- Dissatisfied: 16%
- Very dissatisfied: 12%

White
- Very satisfied: 8%
- Satisfied: 30%
- Neither: 29%
- Dissatisfied: 19%
- Very dissatisfied: 14%
Reasons for government dissatisfaction
Race and satisfaction with local government

<table>
<thead>
<tr>
<th>Race</th>
<th>Very satisfied</th>
<th>Satisfied</th>
<th>Neither</th>
<th>Dissatisfied</th>
<th>Very dissatisfied</th>
</tr>
</thead>
<tbody>
<tr>
<td>African</td>
<td>6</td>
<td>27</td>
<td>19</td>
<td>28</td>
<td>21</td>
</tr>
<tr>
<td>Coloured</td>
<td>7</td>
<td>28</td>
<td>22</td>
<td>26</td>
<td>16</td>
</tr>
<tr>
<td>Indian</td>
<td>6</td>
<td>30</td>
<td>34</td>
<td>17</td>
<td>13</td>
</tr>
<tr>
<td>White</td>
<td>9</td>
<td>34</td>
<td>27</td>
<td>18</td>
<td>12</td>
</tr>
</tbody>
</table>
Reasons for government dissatisfaction
Perceived status in community and satisfaction with local government
2015 Corruption is the biggest threat to our democracy and satisfaction with local government.

Reasons for government dissatisfaction:

- Agree:
  - Very satisfied: 6
  - Satisfied: 29
  - Neither: 19
  - Dissatisfied: 26
  - Very dissatisfied: 19

- Disagree:
  - Very satisfied: 10
  - Satisfied: 25
  - Neither: 20
  - Dissatisfied: 26
  - Very dissatisfied: 19
2013 Corruption is the biggest threat to our democracy and satisfaction with local government.

Reasons for government dissatisfaction:

Agree:
- Very satisfied: 3%
- Satisfied: 33%
- Neither: 11%
- Dissatisfied: 32%
- Very dissatisfied: 20%

Disagree:
- Very satisfied: 4%
- Satisfied: 44%
- Neither: 8%
- Dissatisfied: 25%
- Very dissatisfied: 19%
Reasons for government dissatisfaction
Dwelling type and satisfaction with local government

<table>
<thead>
<tr>
<th>Dwelling Type</th>
<th>Very satisfied</th>
<th>Satisfied</th>
<th>Neither</th>
<th>Dissatisfied</th>
<th>Very dissatisfied</th>
</tr>
</thead>
<tbody>
<tr>
<td>House or formal structure on a separate stand</td>
<td>7</td>
<td>29</td>
<td>20</td>
<td>26</td>
<td>18</td>
</tr>
<tr>
<td>Flat or apartment in a block of flats</td>
<td>8</td>
<td>30</td>
<td>30</td>
<td>19</td>
<td>3</td>
</tr>
<tr>
<td>Cluster house in a complex</td>
<td>1</td>
<td>40</td>
<td>28</td>
<td>11</td>
<td>8</td>
</tr>
<tr>
<td>Informal dwelling or shack in backyard</td>
<td>3</td>
<td>19</td>
<td>16</td>
<td>31</td>
<td>30</td>
</tr>
<tr>
<td>Informal dwelling NOT in backyard. Informal settlement</td>
<td>2</td>
<td>11</td>
<td>13</td>
<td>36</td>
<td>38</td>
</tr>
<tr>
<td>Hostel</td>
<td>4</td>
<td>20</td>
<td>22</td>
<td>33</td>
<td>21</td>
</tr>
</tbody>
</table>
Which department/service did you most recently interact with?

<table>
<thead>
<tr>
<th>Department/Service</th>
<th>Count</th>
</tr>
</thead>
<tbody>
<tr>
<td>Health services</td>
<td>71</td>
</tr>
<tr>
<td>Judicial/correctional services</td>
<td>1</td>
</tr>
<tr>
<td>Education</td>
<td>1</td>
</tr>
<tr>
<td>Home affairs</td>
<td>1</td>
</tr>
<tr>
<td>Housing</td>
<td>8</td>
</tr>
<tr>
<td>Labour</td>
<td>1</td>
</tr>
<tr>
<td>Police/safety</td>
<td>2</td>
</tr>
<tr>
<td>SARS</td>
<td>4</td>
</tr>
<tr>
<td>SASSA/social grants</td>
<td>5</td>
</tr>
<tr>
<td>Social services / welfare</td>
<td>1</td>
</tr>
<tr>
<td>Traffic/transport dept</td>
<td>1</td>
</tr>
<tr>
<td>Other</td>
<td>2</td>
</tr>
</tbody>
</table>

**Reasons for government dissatisfaction**
Reasons for government dissatisfaction
Perception of frontline services

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

<table>
<thead>
<tr>
<th>Perception</th>
<th>No</th>
<th>Yes</th>
</tr>
</thead>
<tbody>
<tr>
<td>Assisted timeously</td>
<td>65</td>
<td>35</td>
</tr>
<tr>
<td>Treated with dignity &amp; respect</td>
<td>77</td>
<td>23</td>
</tr>
<tr>
<td>Needs were met</td>
<td>80</td>
<td>20</td>
</tr>
<tr>
<td>Officials live up to Batho Pele</td>
<td>64</td>
<td>36</td>
</tr>
</tbody>
</table>
Reasons for government dissatisfaction

Perception of frontline services and satisfaction with local government

I was treated with respect and dignity - NO

I was treated with respect and dignity - YES

Very satisfied | Satisfied | Neither | Dissatisfied | Very dissatisfied

Perception of frontline services and satisfaction with local government
Reasons for government dissatisfaction
Perception of frontline services and satisfaction with local government

They were able to help my needs - NO
- Very satisfied: 3%
- Satisfied: 18%
- Neither: 15%
- Dissatisfied: 34%
- Very dissatisfied: 30%

They were able to help my needs - YES
- Very satisfied: 6%
- Satisfied: 30%
- Neither: 17%
- Dissatisfied: 28%
- Very dissatisfied: 19%
Reasons for government dissatisfaction

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

- Johannesburg: 42
- Tshwane: 43
- Ekurhuleni: 42
- Emfuleni: 52
- Lesedi: 55
- Merafong: 49
- Midvaal: 43
- Mogale City: 39
- Randfontein: 57
- Westonaria: 49
- Gauteng: 43
Reasons for government dissatisfaction
Perception that municipality doesn’t care and satisfaction with local government

![Bar chart showing reasons for government dissatisfaction]

- **Agree**
  - Very satisfied: 5%
  - Satisfied: 15%
  - Neither: 17%
  - Dissatisfied: 35%
  - Very dissatisfied: 28%

- **Neutral**
  - Very satisfied: 5%
  - Satisfied: 23%
  - Neither: 39%
  - Dissatisfied: 20%
  - Very dissatisfied: 13%

- **Disagree**
  - Very satisfied: 9%
  - Satisfied: 46%
  - Neither: 15%
  - Dissatisfied: 18%
  - Very dissatisfied: 11%
Reasons for government dissatisfaction
Satisfaction with local councilor

![Bar chart showing satisfaction levels across Gauteng regions, with categories for Very dissatisfied, Dissatisfied, Neutral, Satisfied, Very satisfied, and Don't know councilor.](chart.png)
Reasons for government dissatisfaction
Satisfaction with local councilor and satisfaction with local government

- **Satisfied**
  - Very satisfied: 16
  - Satisfied: 52
  - Neither: 14
  - Dissatisfied: 12
  - Very dissatisfied: 7

- **Neither**
  - Very satisfied: 5
  - Satisfied: 23
  - Neither: 43
  - Dissatisfied: 19
  - Very dissatisfied: 10

- **Dissatisfied**
  - Very satisfied: 3
  - Satisfied: 13
  - Neither: 14
  - Dissatisfied: 40
  - Very dissatisfied: 31

- **Don't know councillor**
  - Very satisfied: 5
  - Satisfied: 28
  - Neither: 24
  - Dissatisfied: 24
  - Very dissatisfied: 19
Reasons for government dissatisfaction
Participated in ‘government’ forums and satisfaction with local government

![Bar chart showing participation and satisfaction levels](image-url)

- **Participated**
  - Very satisfied: 6
  - Satisfied: 29
  - Neither: 17
  - Dissatisfied: 27
  - Very dissatisfied: 20

- **Did not participate**
  - Very satisfied: 7
  - Satisfied: 27
  - Neither: 25
  - Dissatisfied: 24
  - Very dissatisfied: 17
Reasons for government dissatisfaction

Perceptions of crime and satisfaction with local government

---

**Improved**
- Very satisfied: 9
- Satisfied: 36
- Neither: 20
- Dissatisfied: 20
- Very dissatisfied: 14

**Stayed the same**
- Very satisfied: 7
- Satisfied: 29
- Neither: 25
- Dissatisfied: 23
- Very dissatisfied: 15

**Got worse**
- Very satisfied: 5
- Satisfied: 24
- Neither: 17
- Dissatisfied: 30
- Very dissatisfied: 24

---

Legend:
- Very satisfied
- Satisfied
- Neither
- Dissatisfied
- Very dissatisfied
Reasons for government dissatisfaction
Employment and satisfaction with local government

<table>
<thead>
<tr>
<th></th>
<th>Very satisfied</th>
<th>Satisfied</th>
<th>Neither</th>
<th>Dissatisfied</th>
<th>Very dissatisfied</th>
</tr>
</thead>
<tbody>
<tr>
<td>Employed</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Unemployed</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Other</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>
Reasons for government dissatisfaction
Satisfaction with initiatives to grow economy and satisfaction with local government

Dissatisfied with government initiatives to grow economy
- Very dissatisfied: 4
- Dissatisfied: 24
- Neither: 16
- Satisfied: 31
- Very satisfied: 25

Satisfied with government initiatives to grow economy
- Very dissatisfied: 14
- Dissatisfied: 38
- Neither: 22
- Satisfied: 17
- Very satisfied: 9
Economic conditions
Economic conditions
Are you currently the owner of a business: % yes

- 0%
- 10%
- 20%
- 30%
- 40%
- 50%
- 60%
- 70%
- 80%
- 90%
- 100%

2015 - currently the owner of a business
2013 - currently the owner of a business
Economic conditions

Have you ever started a business / failure rates

- Have tried to start a business
- Business failed

Graph showing the percentage of people who have tried to start a business and the failure rates for different regions in Gauteng.
Economic conditions
Primary constraints on business: formal

- Rising costs: 12%
- Violence: 8%
- Lack of appropriate space: 7%
- Storing & moving goods: 4%
- Not enough demand: 3%
- Harassment by police: 2%
- Business regulations: 6%
- Infrastructure e.g. roads, electricity: 2%
- Rand/exchange rate: 2%
- Lack of skills: 5%
- Tax rates: 9%
- Labour regulations: 10%
- Lack of access to finance/credit: 4%
- Cost of credit/borrowing: 15%
- Crime and theft: 20%
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?

- Yes: 72%
- No: 28%

Have you ever approached a government department that supports?

- Yes: 33%
- No: 67%

Has any government department approached you to assist?

- Yes: 16%
- No: 84%

Satisfied with support provided?

- Yes: 34%
- No: 66%
Economic conditions
Have you ever approached a govt. department or agency that supports SMMEs?: 2013; 2015

- 2015: 91% No, 9% Yes
- 2013: 95% No, 5% Yes
Economic conditions
Access to services within easy walking distance

Supermarkets
Hardware / building supplies
Transport
Banks
Internet services
Business services
Restaurants
Bars and clubs
Liquor store
Economic conditions
In last 12 months worked in any government employment scheme (jozi@work, EPWP, CWP)?

- Johannesburg: 5
- Tshwane: 3
- Ekurhuleni: 3
- Emfuleni: 2
- Lesedi: 2
- Merafong: 4
- Midvaal: 2
- Mogale City: 4
- Randfontein: 3
- Westonaria: 4
- GAUTENG: 4

**Total: 340 000**

**Average: 175 000**
Headspace: social cohesion and socio-political attitudes
Agree that blacks and whites will never trust each other: 2009, 2011, 2013, 2015

Social cohesion

![Bar chart showing social cohesion trends for different groups and years.](chart.png)
Social cohesion
Agree that blacks and whites will never trust each other – over the period of the survey

*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
Disagree that Indians do not deserve to benefit from affirmative action: 2011, 2013, 2015
Social cohesion
Affirmative action and BEE must be sped up

![Bar chart showing social cohesion by race and attitudes towards affirmative action and BEE. The chart indicates the percentage of agreement, neutrality, and disagreement among White, Coloured, African, and Indian respondents.]

- **African**: 60% Agree, 25% Neutral, 14% Disagree
- **Coloured**: 57% Agree, 22% Neutral, 21% Disagree
- **Indian**: 54% Agree, 32% Neutral, 14% Disagree
- **White**: 40% Agree, 32% Neutral, 28% Disagree

Legend:
- Green: Agree
- Yellow: Neutral
- Red: Disagree
### Social cohesion

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

<table>
<thead>
<tr>
<th>Region</th>
<th>Agree</th>
<th>Neutral</th>
<th>Disagree</th>
</tr>
</thead>
<tbody>
<tr>
<td>African</td>
<td>37</td>
<td>17</td>
<td>46</td>
</tr>
<tr>
<td>Coloured</td>
<td>29</td>
<td>16</td>
<td>54</td>
</tr>
<tr>
<td>Indian</td>
<td>27</td>
<td>16</td>
<td>57</td>
</tr>
<tr>
<td>White</td>
<td>25</td>
<td>15</td>
<td>60</td>
</tr>
<tr>
<td>Gauteng</td>
<td>34</td>
<td>17</td>
<td>49</td>
</tr>
</tbody>
</table>

- **African**
  - Agree: 37%
  - Neutral: 17%
  - Disagree: 46%

- **Coloured**
  - Agree: 29%
  - Neutral: 16%
  - Disagree: 54%

- **Indian**
  - Agree: 27%
  - Neutral: 16%
  - Disagree: 57%

- **White**
  - Agree: 25%
  - Neutral: 15%
  - Disagree: 60%

- **Gauteng**
  - Agree: 34%
  - Neutral: 17%
  - Disagree: 49%
Social cohesion

- 2011:
  - Foreigners should be allowed to stay: 46%
  - Legal foreigners are OK: 34%
  - Send all foreigners home: 20%

- 2013:
  - Foreigners should be allowed to stay: 44%
  - Legal foreigners are OK: 38%
  - Send all foreigners home: 18%

- 2015:
  - Foreigners should be allowed to stay: 58%
  - Legal foreigners are OK: 18%
  - Send all foreigners home: 20%

Social and political attitudes

<table>
<thead>
<tr>
<th>Year</th>
<th>Strongly agree</th>
<th>Agree</th>
<th>Neither</th>
<th>Disagree</th>
<th>Strongly disagree</th>
</tr>
</thead>
<tbody>
<tr>
<td>2009</td>
<td>3</td>
<td>15</td>
<td>13</td>
<td>46</td>
<td>23</td>
</tr>
<tr>
<td>2011</td>
<td>10</td>
<td>25</td>
<td>11</td>
<td>45</td>
<td>10</td>
</tr>
<tr>
<td>2013</td>
<td>12</td>
<td>32</td>
<td>10</td>
<td>39</td>
<td>8</td>
</tr>
<tr>
<td>2015</td>
<td>13</td>
<td>24</td>
<td>14</td>
<td>35</td>
<td>13</td>
</tr>
</tbody>
</table>

Social and political attitudes

<table>
<thead>
<tr>
<th>Year</th>
<th>Strongly agree</th>
<th>Agree</th>
<th>Neither</th>
<th>Disagree</th>
<th>Strongly disagree</th>
</tr>
</thead>
<tbody>
<tr>
<td>2009</td>
<td>11</td>
<td>48</td>
<td>19</td>
<td>15</td>
<td>7</td>
</tr>
<tr>
<td>2011</td>
<td>21</td>
<td>39</td>
<td>13</td>
<td>23</td>
<td>4</td>
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<tr>
<td>2013</td>
<td>18</td>
<td>42</td>
<td>10</td>
<td>26</td>
<td>4</td>
</tr>
<tr>
<td>2015</td>
<td>23</td>
<td>38</td>
<td>16</td>
<td>18</td>
<td>5</td>
</tr>
</tbody>
</table>
Social and political attitudes
There are too many people coming to Gauteng, we should bring back influx control

African
Strongly agree: 14
Agree: 30
Neither: 18
Disagree: 24
Strongly disagree: 13

Coloured
Strongly agree: 14
Agree: 31
Neither: 17
Disagree: 28
Strongly disagree: 11

Indian/Asian
Strongly agree: 12
Agree: 26
Neither: 20
Disagree: 26
Strongly disagree: 15

White
Strongly agree: 14
Agree: 26
Neither: 19
Disagree: 27
Strongly disagree: 14
Social and political attitudes
There are too many people coming to Gauteng, we should bring back influx control

- Born in Gauteng:
  - Strongly agree: 15
  - Agree: 31
  - Neither: 19
  - Disagree: 23
  - Strongly disagree: 12

- Internal migrant:
  - Strongly agree: 13
  - Agree: 28
  - Neither: 17
  - Disagree: 27
  - Strongly disagree: 15

- International migrant:
  - Strongly agree: 7
  - Agree: 19
  - Neither: 22
  - Disagree: 32
  - Strongly disagree: 20
Social and political attitudes
Opinions about e-Tolls

A good way to manage congestion
- Strongly agree: 5
- Agree: 22
- Neither: 37
- Disagree: 21
- Strongly disagree: 16

I will never pay e-Tolls
- Strongly agree: 12
- Agree: 23
- Neither: 25
- Disagree: 27
- Strongly disagree: 13

I would be more willing to pay if the money was staying in South Africa and benefiting the country
- Strongly agree: 13
- Agree: 33
- Neither: 25
- Disagree: 17
- Strongly disagree: 12
Social and political attitudes
I will never pay my e-Tolls and race

- **White**
  - Strongly agree: 15
  - Agree: 21
  - Neither: 19
  - Disagree: 33
  - Strongly disagree: 13

- **Indian/Asian**
  - Strongly agree: 13
  - Agree: 22
  - Neither: 24
  - Disagree: 27
  - Strongly disagree: 14

- **Coloured**
  - Strongly agree: 15
  - Agree: 24
  - Neither: 25
  - Disagree: 24
  - Strongly disagree: 13

- **African**
  - Strongly agree: 11
  - Agree: 24
  - Neither: 26
  - Disagree: 26
  - Strongly disagree: 13
Social and political attitudes
Gauteng would be a better place if...

- All still believed in rainbow nation: 79%
- More parks & green spaces: 77%
- All infringements dealt with severely: 52%
- Corporal punishment brought back: 48%
- Death penalty brought back: 48%
Health and happiness
Health and wellbeing
Satisfaction with health services usually used

- Public health care
  - Very satisfied: 15
  - Satisfied: 50
  - Neither: 11
  - Dissatisfied: 16
  - Very dissatisfied: 7

- Both public and private
  - Very satisfied: 14
  - Satisfied: 57
  - Neither: 13
  - Dissatisfied: 11
  - Very dissatisfied: 4

- Private health care
  - Very satisfied: 41
  - Satisfied: 51
  - Neither: 4

- Traditional healer
  - Very satisfied: 10
  - Satisfied: 39
  - Neither: 30
  - Dissatisfied: 13
  - Very dissatisfied: 8

- Spiritual healer
  - Very satisfied: 21
  - Satisfied: 42
  - Neither: 25
  - Dissatisfied: 12
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

- Excellent: 35%
- Good: 57%
- Poor: 7%
- Very Poor: 1%
Health and wellbeing

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

<table>
<thead>
<tr>
<th></th>
<th>Work</th>
<th>Social activities</th>
</tr>
</thead>
<tbody>
<tr>
<td>Always</td>
<td>6</td>
<td>5</td>
</tr>
<tr>
<td>Some of the time</td>
<td>23</td>
<td>22</td>
</tr>
<tr>
<td>Hardly ever</td>
<td>21</td>
<td>22</td>
</tr>
<tr>
<td>Never</td>
<td>50</td>
<td>52</td>
</tr>
</tbody>
</table>
Health and wellbeing
How frequently do you exercise (e.g. walk, run, gym)?

- Everyday: 24%
- Few times a week: 24%
- Few times a month: 13%
- Hardly ever: 13%
- Never: 26%
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?

0 = not at all worried/depressed   10 = worried/depressed all the time
Quality of Life index

How satisfied are you with your life as a whole?

- Very satisfied
- Satisfied
- Neither
- Dissatisfied
- Very dissatisfied

2009:
- Very satisfied: 16
- Satisfied: 30
- Neither: 20
- Dissatisfied: 24
- Very dissatisfied: 10

2011:
- Very satisfied: 14
- Satisfied: 50
- Neither: 15
- Dissatisfied: 15
- Very dissatisfied: 6

2013:
- Very satisfied: 8
- Satisfied: 62
- Neither: 10
- Dissatisfied: 16
- Very dissatisfied: 4

2015:
- Very satisfied: 20
- Satisfied: 48
- Neither: 15
- Dissatisfied: 12
- Very dissatisfied: 5
Quality of Life index
Quality of Life index
Dimension means

Global life satisfaction: 0.49
Family: 0.70
Community: 0.55
Health: 0.72
Dwelling: 0.76
Infrastructure: 0.80
Connectivity: 0.64
Work: 0.49
Security: 0.55
Socio-political attitudes: 0.50
Quality of Life index

Quality of Life index


2015 Gauteng mean = 6.20
Quality of Life index
Means by municipality (out of 10)

<table>
<thead>
<tr>
<th>Municipality</th>
<th>Index</th>
</tr>
</thead>
<tbody>
<tr>
<td>Lesedi</td>
<td>5.77</td>
</tr>
<tr>
<td>Emfuleni</td>
<td>5.90</td>
</tr>
<tr>
<td>Westonaria</td>
<td>5.92</td>
</tr>
<tr>
<td>Merafong</td>
<td>6.03</td>
</tr>
<tr>
<td>Midvaal</td>
<td>6.15</td>
</tr>
<tr>
<td>Tshwane</td>
<td>6.17</td>
</tr>
<tr>
<td>Ekurhuleni</td>
<td>6.19</td>
</tr>
<tr>
<td>Johannesburg</td>
<td>6.27</td>
</tr>
<tr>
<td>Mogale City</td>
<td>6.28</td>
</tr>
<tr>
<td>Randfontein</td>
<td>6.36</td>
</tr>
</tbody>
</table>

Gauteng mean = 6.20
Quality of Life index
Quality of Life index
Tshwane dimension means: 2013, 2015

- Global life satisfaction: 2013: 0.53, 2015: 0.47
- Family: 2013: 0.76, 2015: 0.69
- Community: 2013: 0.53, 2015: 0.54
- Health: 2013: 0.66, 2015: 0.74
- Dwelling: 2013: 0.79, 2015: 0.78
- Infrastructure: 2013: 0.75, 2015: 0.78
- Connectivity: 2013: 0.63, 2015: 0.64
- Work: 2013: 0.51, 2015: 0.48
- Security: 2013: 0.62, 2015: 0.58
- Socio-political attitudes: 2013: 0.47, 2015: 0.47

Marginalisation index

<table>
<thead>
<tr>
<th>Year</th>
<th>Index</th>
</tr>
</thead>
<tbody>
<tr>
<td>2009</td>
<td>2.40</td>
</tr>
<tr>
<td>2011</td>
<td>2.23</td>
</tr>
<tr>
<td>2013</td>
<td>2.32</td>
</tr>
<tr>
<td>2015</td>
<td>2.48</td>
</tr>
</tbody>
</table>
Marginalisation index
Marginalisation index
Means by municipality (out of 10)

- Westonaria: 2.75
- Merafong: 2.66
- Ekurhuleni: 2.60
- Emfuleni: 2.58
- Johannesburg: 2.43
- Lesedi: 2.43
- Tshwane: 2.41
- Randfontein: 2.38
- Midvaal: 2.37
- Mogale City: 2.19

Gauteng mean = 2.48
# Marginalisation index


<table>
<thead>
<tr>
<th>Year</th>
<th>Fine</th>
<th>OK</th>
<th>At risk</th>
<th>Marginalised</th>
</tr>
</thead>
<tbody>
<tr>
<td>2009</td>
<td>18</td>
<td>67</td>
<td>9</td>
<td>6</td>
</tr>
<tr>
<td>2011</td>
<td>19</td>
<td>70</td>
<td>7</td>
<td>4</td>
</tr>
<tr>
<td>2013</td>
<td>13</td>
<td>76</td>
<td>7</td>
<td>4</td>
</tr>
<tr>
<td>2015</td>
<td>10</td>
<td>77</td>
<td>8</td>
<td>5</td>
</tr>
</tbody>
</table>

- Fine
- OK
- At risk
- Marginalised
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