**Interviewer Note**

<table>
<thead>
<tr>
<th>Question</th>
<th>Question</th>
<th>Code</th>
<th>Responses</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Household</strong></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>GPS coordinates</td>
<td>Automatic capture</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Interviewer full name and surname</td>
<td>Automatic capture</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Interview date</td>
<td>Automatic capture</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Interview start time</td>
<td>Automatic capture</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

**Introduction**

- The first contact person asks for you to come back later the same day (Go to next visit)
- Other (Specify) (Go to next visit)
- Please select unit and re-introduce self and purpose of study. Continue
- Appointment was made but not kept (Go to next visit)
- Access was refused by management, supervisor, security officials etc. (Substitute)
- The first contact person cannot communicate with the interviewer because of language issues (Substitute)
- This is a vacant house, flat or stand or it is not a dwelling unit (Substitute)
- The property is fenced and gated and the gate locked. No access possible (Substitute)
- Access was refused by management, supervisor, security officials etc. (Substitute)
- The first contact person asks for you to come back later the same day. (Go to next visit)
- Appointment was made but not kept. (Go to next visit)
- Other (Specify). (Go to next visit)

**Do not ask participant**

- If no ask S1.1
  - Can you please tell me how many housing units, with members 18 years and older, are at this address? If housing unit, I refer to separate dwellings that are situated at this address e.g. granny flat and main house are 2 separate units.  
  - Dooblo will automatically select the housing unit number

**The qualifying unit will automatically be selected.**

- Automatically select qualifying unit
  - Please select the number of eligible units. The qualifying unit will automatically be selected.

<table>
<thead>
<tr>
<th>Household member age</th>
<th>Code</th>
<th>Responses</th>
</tr>
</thead>
<tbody>
<tr>
<td>10 or more</td>
<td>2</td>
<td></td>
</tr>
<tr>
<td>9</td>
<td>3</td>
<td></td>
</tr>
<tr>
<td>8</td>
<td>4</td>
<td></td>
</tr>
<tr>
<td>7</td>
<td>5</td>
<td></td>
</tr>
<tr>
<td>6</td>
<td>6</td>
<td></td>
</tr>
<tr>
<td>5</td>
<td>7</td>
<td></td>
</tr>
<tr>
<td>4</td>
<td>8</td>
<td></td>
</tr>
<tr>
<td>3</td>
<td>9</td>
<td></td>
</tr>
<tr>
<td>2</td>
<td>10</td>
<td></td>
</tr>
<tr>
<td>1</td>
<td>11</td>
<td></td>
</tr>
<tr>
<td>No</td>
<td>12</td>
<td></td>
</tr>
</tbody>
</table>

**The qualifying unit will automatically be selected.**

- Automatically select qualifying unit
  - Please select the number of eligible units. The qualifying unit will automatically be selected.

<table>
<thead>
<tr>
<th>Participant</th>
<th>Code</th>
<th>Responses</th>
</tr>
</thead>
<tbody>
<tr>
<td>Male</td>
<td>12</td>
<td></td>
</tr>
<tr>
<td>Female</td>
<td>13</td>
<td></td>
</tr>
</tbody>
</table>

**Termination**

- Please read out termination message: "Thank you for your cooperation. Please have a good day.

**Contact Information**

- Introduction
- Interview start time
- Interview date
- Interviewer full name and surname
- EA Number
- Supervisor

**Notes**

- All information from household interview is confidential and will not be used for any purpose other than the research.
- Your answers will not be traced back to you and your identity will be kept confidential.
- Your address has been assigned a unique code number which will be used to identify your responses. This code number will not be stored or used in any way that can identify you.
- Your personal details will be deleted so that no-one can trace you.
- When we start with the interview it should take about 45 minutes to complete.
- I now need to determine which member of the household I should recruit as the respondent for the survey. Including yourself how many males and how many females live in this household, who turned 18 years of age and older, are at this address? Please record the ages of all eligible members in the household from youngest to oldest.
- Can I show you a short pamphlet which would provide you with a better idea of what this study is about? We would really appreciate your participation in this survey.
- I now need to determine which member of the household I should recruit as the respondent for the survey. Including yourself how many males and how many females live in this household, who turned 18 years of age and older, are at this address? Please record the ages of all eligible members in the household from youngest to oldest.
- The qualifying unit will automatically be selected.
- Dooblo will automatically select the gender and household member that needs to be interviewed.
Hello, my name is [­­­­­­]. I am from Ask Afrika, an independent market research company. We have been contracted by Wits University and the University of Johannesburg to interview people living in all parts of Gauteng to talk about their quality of life, and to get your opinions on a range of issues. We are not selling anything. Your address has been randomly selected to participate in this survey.

When we start with the interview it should take about 45 minutes to complete. Please note that your answers will be completely confidential. They will be mixed in with thousands of other people, and all your personal details will be deleted so that no-one can trace you.

Can I show you a short pamphlet which would provide you with a better idea of what this study is about? We would really appreciate your participation in this survey.

Do not ask participant
Ex. in S5 ask S4.1
S4.1 The respondent terminated please select the reason why this happened

Does this room only, how many other households does this household share this room with?

What is the main water source for this household?

Which type of dwelling does this household occupy?

Let's talk about your dwelling

What is the sex of the respondent?

Ask respondent’s name
S5 Open end

Ask respondent’s address
S6 Address (Street/City/Postal Code) Open end

Capture response
Do not read out
S7 In which population group does the respondent belong?

Capture response
Do not read out
S8 What is the race of the respondent?

Capture response
Do not read out
S9 Which type of dwelling does this household occupy?

Capture response
Do not read out
S10 What is the size of this house/flat/dwelling?

Read out
Note: A household is a group of at least 2 people living in the same dwelling and normally eating together for at least 6 nights a week or more

Capture response
Do not read out
S11 If in Q1.1 ask Q1.2
S12 If one more only, how many other households does this household share this room with?

Read out
Note: If option 1-6 selected, skip to Q1.4
If option 7-14 selected continue to Q1.5 and then Q1.6

Capture response
Do not read out
S13 If in Q1.2 ask Q1.3
S14 What is the main water source for this household?

Read out
Note: How let’s talk about the services you have access to
Is the place where you collect water more than 200 meters from your house?  
- Yes  
- No

Would you say the water you receive is always clean, usually, sometimes, hardly ever, never?  
- Always  
- Usually  
- Sometimes  
- Hardly ever  
- Never

What type of toilet facility is available to this household?  
- No access to toilet  
- Bucket toilet  
- Ventilated improved pit latrine  
- Chemical toilet  
- Other

How satisfied are you with the electricity used for lighting in your household?  
- Very satisfied  
- Satisfied  
- Neither satisfied nor dissatisfied  
- Dissatisfied  
- Very dissatisfied

Do you have a smart meter on your household?  
- Yes  
- No

Do you have any arrears (unpaid accounts that have built up over time) for payment of municipal services like water and electricity?  
- Yes  
- No  
- Don't know/it's included in my rent

What energy source (e.g. candles, electricity) is MOST used for lighting in your household?  
- Gas or LPG  
- Wood  
- Paraffin  
- Solar Energy  
- None

How often is the refuse or rubbish of this household disposed of?  
- Thrown in the street or veldt  
- Placed on communal refuse dump  
- Buried in pit  
- Burned  
- Refuse removed from the house at least once a week  
- Removed from the house less often  
- Other

How satisfied are you with how much you/your household have to pay for municipal services?  
- Very satisfied  
- Satisfied  
- Neither satisfied nor dissatisfied  
- Dissatisfied  
- Very dissatisfied

How satisfied are you with using prepaid cards for your electricity?  
- Very satisfied  
- Satisfied  
- Neither satisfied nor dissatisfied  
- Dissatisfied  
- Very dissatisfied

How satisfied are you with using a smart meter for your electricity?  
- Very satisfied  
- Satisfied  
- Neither satisfied nor dissatisfied  
- Dissatisfied  
- Very dissatisfied
2.1 Were you born in Gauteng or did you move into Gauteng from another province or country?

2.2 From which province did you move into Gauteng?

2.3 Which country did you move into Gauteng from?

2.4 When did you move into Gauteng?

2.5 Where do you consider to be "home"?
<table>
<thead>
<tr>
<th>Q</th>
<th>Text</th>
</tr>
</thead>
<tbody>
<tr>
<td>2.2</td>
<td>What is the biggest problem facing your community?</td>
</tr>
<tr>
<td>2.3</td>
<td>What is the most important reason why you live in your suburb?</td>
</tr>
<tr>
<td>2.4</td>
<td>If you could move in the next year, what type of dwelling would you want to move into?</td>
</tr>
<tr>
<td>2.5</td>
<td>Imagine that there are three friends who are talking about where they would like to live in Gauteng. The first says: “A quiet rural area or small town”. The second says: “A trendy inner-city apartment” And the third says: “A classic house in a suburb with a garden”. Which one person best describes how you feel?</td>
</tr>
<tr>
<td>2.6</td>
<td>Thinking about personal things in your neighbourhood, do you think you are the same as them, worse off or better off than them?</td>
</tr>
<tr>
<td>3.1</td>
<td>Think about the trip that you make most often that involves walking or cycling or other mode of transport such as a taxi, car or train. What is the purpose of this trip that you make most often?</td>
</tr>
<tr>
<td>3.2</td>
<td>How long after leaving home, does it take you to reach your destination?</td>
</tr>
<tr>
<td>3.3</td>
<td>Think about the type of transport you used when you made the trip. What were all the different types of transport you used to make the trip?</td>
</tr>
<tr>
<td>3.4</td>
<td>If you made the trip by more than one option selected in 3.3, which type of transport did you use for this part of the trip?</td>
</tr>
<tr>
<td>3.5</td>
<td>What were all the different types of transport you used to make the trip?</td>
</tr>
<tr>
<td>3.6</td>
<td>From 0 to 15 minutes</td>
</tr>
<tr>
<td>4.1</td>
<td>To go to work</td>
</tr>
<tr>
<td>4.2</td>
<td>Do you have regular trips that you have to make or do you have more free time?</td>
</tr>
<tr>
<td>4.3</td>
<td>How long after leaving home does it take you to reach your destination?</td>
</tr>
<tr>
<td>4.4</td>
<td>What, if any, mode of transport do you use most often when you go to work?</td>
</tr>
<tr>
<td>4.5</td>
<td>Thinking about the longest distance travelled as part of your trip, what type of transport did you use for this part of the trip?</td>
</tr>
<tr>
<td>4.6</td>
<td>If you could move in the next year, what type of dwelling would you want to move into?</td>
</tr>
</tbody>
</table>
Has the introduction of e-tolls changed your mode of travel, for example:

- Public transport (timetables, routes, fares for busses, taxis, trains etc.)?
- Information about any of the following: a business, etc.?
- Work or business opportunities (find a job, learn about business, register a business, etc.)?
- Health services (finding a clinic or doctor, what health services are available etc.)?
- Information about any of the following: transport has improved for me and my household in the last year
- How satisfied are you with this deal?

WeChat or other app)?
- Public transport has improved for me and my household in the last year
- How satisfied are you with this deal?

- From where do you access the Internet?
- Please indicate to which extent you agree with the following statements

- Do you owe money to anyone including a bank or a shop or a money bonds or other types of debt.

- How satisfied are you with Bus Rapid Transit Systems (e.g. Rea Vaya BRT, A re yeng TRT) from a car to a bus or train? Which one person best describes how you feel?
- The first person says: “I don’t break the rules of the road. I do break the rules, but only because others do” The second says: “I break the rules because I won’t get caught” Which one person best describes how you feel?

- Is the introduction of e-tolls a good way to manage congestion on our highways.
- I break the rules because I won’t get caught
- I break the rules because I won’t get caught

- How often, if ever, do you use Bus Rapid Transit Systems (e.g. Rea Vaya BRT, A re yeng TRT)
- Public transport doesn’t have to pay, everyone gets 30 trips free, the tolls are cheaper and you never pay more than R225 per month.
- Heavy users take the biggest burden for paying for the roads, public transport doesn’t have to pay, everyone gets 30 trips free, the tolls are cheaper and you never pay more than R225 per month.
- How satisfied are you with Bus Rapid Transit Systems (e.g. Rea Vaya BRT, A re yeng TRT) in South Africa and benefiting the country
- How satisfied are you with this deal?

- Do you owe money to anyone including a bank or a shop or a money bonds or other types of debt.

- How satisfied are you with this deal?

- Public transport has improved for me and my household in the last year
- How satisfied are you with this deal?

- From where do you access the Internet?
- Please indicate to which extent you agree with the following statements

- Do you owe money to anyone including a bank or a shop or a money bonds or other types of debt.

- How satisfied are you with this deal?

- Public transport has improved for me and my household in the last year
- How satisfied are you with this deal?

- From where do you access the Internet?
- Please indicate to which extent you agree with the following statements

- Do you owe money to anyone including a bank or a shop or a money bonds or other types of debt.

- How satisfied are you with this deal?

- Public transport has improved for me and my household in the last year
- How satisfied are you with this deal?

- From where do you access the Internet?
- Please indicate to which extent you agree with the following statements

- Do you owe money to anyone including a bank or a shop or a money bonds or other types of debt.

- How satisfied are you with this deal?

- Public transport has improved for me and my household in the last year
- How satisfied are you with this deal?

- From where do you access the Internet?
- Please indicate to which extent you agree with the following statements

- Do you owe money to anyone including a bank or a shop or a money bonds or other types of debt.

- How satisfied are you with this deal?

- Public transport has improved for me and my household in the last year
- How satisfied are you with this deal?

- From where do you access the Internet?
- Please indicate to which extent you agree with the following statements

- Do you owe money to anyone including a bank or a shop or a money bonds or other types of debt.

- How satisfied are you with this deal?

- Public transport has improved for me and my household in the last year
- How satisfied are you with this deal?
<table>
<thead>
<tr>
<th>Head out</th>
<th>Multiple mention Ask All</th>
<th>5.7</th>
<th>Does this household have any of the following that are in good working order that is not broken?</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td></td>
<td>1</td>
<td>Telephone or landline</td>
</tr>
<tr>
<td></td>
<td></td>
<td>2</td>
<td>Cell phone</td>
</tr>
<tr>
<td></td>
<td></td>
<td>3</td>
<td>Television</td>
</tr>
<tr>
<td></td>
<td></td>
<td>4</td>
<td>Personal computer, laptop or tablet</td>
</tr>
<tr>
<td></td>
<td></td>
<td>5</td>
<td>Internet connection</td>
</tr>
<tr>
<td></td>
<td></td>
<td>6</td>
<td>Radio or player or music system</td>
</tr>
<tr>
<td></td>
<td></td>
<td>7</td>
<td>Satellite TV</td>
</tr>
<tr>
<td></td>
<td></td>
<td>8</td>
<td>Car</td>
</tr>
<tr>
<td></td>
<td></td>
<td>9</td>
<td>Bicycle</td>
</tr>
<tr>
<td></td>
<td></td>
<td>10</td>
<td>Refrigerator</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Head out scale</th>
<th>Multiple mention Ask All</th>
<th>5.8</th>
<th>In the past 12 months, how often did any adult (18 years and above) in this household go hungry because there wasn’t enough food?</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td></td>
<td>1</td>
<td>Never</td>
</tr>
<tr>
<td></td>
<td></td>
<td>2</td>
<td>Seldom</td>
</tr>
<tr>
<td></td>
<td></td>
<td>3</td>
<td>Sometimes</td>
</tr>
<tr>
<td></td>
<td></td>
<td>4</td>
<td>Often</td>
</tr>
<tr>
<td></td>
<td></td>
<td>5</td>
<td>Always</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Head out scale</th>
<th>Multiple mention Ask All</th>
<th>5.9</th>
<th>In the past 12 months, how often did any child (17 years or younger) in this household go hungry because there wasn’t enough food?</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td></td>
<td>1</td>
<td>Never</td>
</tr>
<tr>
<td></td>
<td></td>
<td>2</td>
<td>Seldom</td>
</tr>
<tr>
<td></td>
<td></td>
<td>3</td>
<td>Sometimes</td>
</tr>
<tr>
<td></td>
<td></td>
<td>4</td>
<td>Often</td>
</tr>
<tr>
<td></td>
<td></td>
<td>5</td>
<td>Always</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Head out scale</th>
<th>Multiple mention Ask All</th>
<th>Only ask if option 1-5 selected in Q.9</th>
<th>5.10</th>
<th>Are there any children in this household that benefit from a school feeding scheme?</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td></td>
<td></td>
<td>1</td>
<td>No</td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td>2</td>
<td>Yes</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Head out scale</th>
<th>Multiple mention Ask All</th>
<th>5.11</th>
<th>Did you grow food or vegetables for your household to eat, or to sell, or not at all?</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td></td>
<td>1</td>
<td>No</td>
</tr>
<tr>
<td></td>
<td></td>
<td>2</td>
<td>To sell</td>
</tr>
<tr>
<td></td>
<td></td>
<td>3</td>
<td>To eat and sell</td>
</tr>
<tr>
<td></td>
<td></td>
<td>4</td>
<td>To not grow any</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Head out scale</th>
<th>Multiple mention Ask All</th>
<th>5.12</th>
<th>How often, if ever, do you buy lotto tickets?</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td></td>
<td>1</td>
<td>Very rarely</td>
</tr>
<tr>
<td></td>
<td></td>
<td>2</td>
<td>Couple of times a month</td>
</tr>
<tr>
<td></td>
<td></td>
<td>3</td>
<td>Couple of times a year</td>
</tr>
<tr>
<td></td>
<td></td>
<td>4</td>
<td>Never</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Head out scale</th>
<th>Multiple mention Ask All</th>
<th>5.13</th>
<th>How easy or difficult do you find it to save money?</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td></td>
<td>1</td>
<td>Very easy</td>
</tr>
<tr>
<td></td>
<td></td>
<td>2</td>
<td>Easy</td>
</tr>
<tr>
<td></td>
<td></td>
<td>3</td>
<td>Difficult</td>
</tr>
<tr>
<td></td>
<td></td>
<td>4</td>
<td>Impossible</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Head out</th>
<th>6</th>
<th>Let’s talk about your participation in community processes</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>6.1</td>
<td>Are you a registered voter?</td>
</tr>
<tr>
<td></td>
<td></td>
<td>Yes</td>
</tr>
<tr>
<td></td>
<td></td>
<td>No</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Head out</th>
<th>Multiple mention Ask All</th>
<th>Only if yes to Q.6-4</th>
<th>6.2</th>
<th>Do you plan to vote in the 2016 local elections? Are you not registered or you who may vote for, just whether or not you plan to vote</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td></td>
<td>1</td>
<td>Yes</td>
<td></td>
</tr>
<tr>
<td></td>
<td></td>
<td>2</td>
<td>No</td>
<td></td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Head out</th>
<th>Multiple mention Ask All</th>
<th>Only if yes to Q.6-5 Other, specify</th>
<th>6.3</th>
<th>Why do you plan not to vote?</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td></td>
<td>1</td>
<td>Not allowed to vote, for example not RSA citizen</td>
<td></td>
</tr>
<tr>
<td></td>
<td></td>
<td>2</td>
<td>Need to work, for example, for example not RSA citizen</td>
<td></td>
</tr>
<tr>
<td></td>
<td></td>
<td>3</td>
<td>Don’t know who to vote for</td>
<td></td>
</tr>
<tr>
<td></td>
<td></td>
<td>4</td>
<td>Does not think his/her vote will make any difference</td>
<td></td>
</tr>
<tr>
<td></td>
<td></td>
<td>5</td>
<td>Don’t care</td>
<td></td>
</tr>
<tr>
<td></td>
<td></td>
<td>6</td>
<td>Don’t like politics, broken promises, waste of time</td>
<td></td>
</tr>
<tr>
<td></td>
<td></td>
<td>7</td>
<td>Social elections don’t matter</td>
<td></td>
</tr>
<tr>
<td></td>
<td></td>
<td>8</td>
<td>Other</td>
<td></td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Head out</th>
<th>Multiple mention Ask All</th>
<th>If any of the following</th>
<th>6.4</th>
<th>In the last year, how many of your household attended any of the following?</th>
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<td>Ward meeting</td>
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<td>3</td>
<td>Community development forum meeting</td>
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<td></td>
<td>4</td>
<td>Integrated development plan (IDP) meeting</td>
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<td>School governing body meeting</td>
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<td>6</td>
<td>Community policing forum meeting</td>
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<td>7</td>
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<th>If there is a problem in the area where you live, who do you talk to first to sort it out?</th>
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<td>Traditional leader/shahra</td>
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<th>Why do you have this opinion of the Local Municipality?</th>
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<th>Only if option 1-5 skip to Q.11</th>
<th>6.10</th>
<th>Thinking about the different levels of government, which level of government, if any, do you think has done the most to improve your quality of life?</th>
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<tr>
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<td>Gauteng Provincial Government</td>
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<th>6.11</th>
<th>How satisfied are you with your local councillor?</th>
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<th>Why do you have this opinion of your local councillor?</th>
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In the next section, I would like to know whether Gauteng would be a suitable place to live.

In the last 3 months have you contacted or visited a government department? For example to: select a clinic, to enquire about something, report a fault, apply for a document etc.

I was treated with respect and dignity.

Your local municipality is meant to develop a plan for developing your community (called the Integrated Development Plan or IDP). Have you ever heard of IDPs before?

Gay and lesbian people deserve equal rights with all other South Africans.

When would you prefer your municipal public meetings to take place?

Thinking about that contact or visit, were you satisfied with the service you received?

The death penalty was brought back.

Indians do not deserve to benefit from affirmative action (e.g. BEE).

Politics is a waste of time.

Have you ever been asked to pay a bribe to a government official, traffic cop, policeman or other public servant?

Every single infringement (regardless how minor) was dealt with.

The country is going in the wrong direction.

Local people are meant to participate in writing the IDP. Have you - or an organisation you belong to - participated in the IDP process in your community?

Which department/service did you most recently interact with?

In general, do you think most government officials are doing their best to serve the people according to the principles of Batho Pele?

Corporal punishment (teachers hitting children at school) was brought back.

People like you cannot influence developments in your community.

Do not read out

Ask All

If no skip to Q8.23

6.18 In the last 3 months have you contacted or visited a government department? For example to: select a clinic, to enquire about something, report a fault, apply for a document etc.

Q6.25 Your local municipality is meant to develop a plan for developing your area, called the Integrated Development Plan or IDP. Have you ever heard of IDPs before?

Ask All

Only ask if yes in Q6.18

6.21 I was treated with respect and dignity.

Ask All

Only ask if yes in Q6.18

6.19 Which department/service did you most recently interact with?

Ask All

Only ask if yes in Q6.18

6.23 In general, do you think most government officials are doing their best to serve the people according to the principles of Batho Pele?

Ask All

Only ask if yes in Q6.18

6.24 Have you ever been asked to pay a bribe to a government official, traffic cop, policeman or other public servant?

Ask All

Only ask if yes in Q6.18

6.25 Your local municipality is meant to develop a plan for developing your area, called the Integrated Development Plan or IDP. Have you ever heard of IDPs before?

Ask All

Only ask if yes in Q6.18

6.26 Local people are meant to participate in writing the IDP. Have you - or an organisation you belong to - participated in the IDP process in your community?

Ask All

Q6.27 How would you like to find out about what your municipality is doing?

Other, specify

Q6.19 Which department/service did you most recently interact with?

Ask All

Only ask if yes in Q6.18

6.22 They were able to meet my needs.

Write out

Ask All

3.61 In general, do you think most government officials are doing their best to serve the people according to the principles of Batho Pele?

Ask All

Q6.23 In general, do you think most government officials are doing their best to serve the people according to the principles of Batho Pele?

Ask All

Q6.21 I was treated with respect and dignity.

Ask All

Q6.20 They assisted within a reasonable amount of time.

Ask All

Q6.18 In the last 3 months have you contacted or visited a government department? For example to: select a clinic, to enquire about something, report a fault, apply for a document etc.

Ask All

Q6.19 Which department/service did you most recently interact with?

Ask All

Q6.18 In the last 3 months have you contacted or visited a government department? For example to: select a clinic, to enquire about something, report a fault, apply for a document etc.

Ask All

Q6.17 Every single infringement (regardless how minor) was dealt with.

Ask All

Q6.16 There were no parks and green spaces.

Ask All

Q6.15 There were no parks and green spaces.

Ask All

Q6.14 We still believed in the rainbow nation.

Ask All

Q6.13 The death penalty was brought back.

Ask All

Q6.12 The country is going in the wrong direction.

Ask All

Q6.11 Local people are meant to participate in writing the IDP. Have you - or an organisation you belong to - participated in the IDP process in your community?

Ask All

Q6.10 Never interact with government officials.

Ask All

Q6.9 Never interact with government officials.

Ask All

Q6.8 Strongly disagree.

Ask All

Q6.7 Disagree.

Ask All

Q6.6 Neither agree nor disagree.

Ask All

Q6.5 Agree.

Ask All

Q6.4 Strongly agree.

Ask All

Q6.3 Other, specify.

Other, specify.

Q6.28 Where would you prefer your municipal public meetings to take place?

School during the day.

Ask All

Q6.27 How would you like to find out about what your municipality is doing? Select only 1 option.

Newspaper or magazine.

Website.

Email.

In person from municipal officials or ward councillors.

Through word of mouth from friends and neighbours.

Radio.

Television.

A ward meeting.

A meeting with your local councilor.

Website.

Newspaper or magazine.

Website.

Newspaper or magazine.

Website.

Newspaper or magazine.

Website.

Newspaper or magazine.

Website.

Newspaper or magazine.

Website.

Newspaper or magazine.

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Newspaper or magazine.

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Newspaper or magazine.

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Newspaper or magazine.

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Newspaper or magazine.

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Newspaper or magazine.

Website.

Newspaper or magazine.

Website.

Newspaper or magazine.

Website.

Newspaper or magazine.

Website.

Newspaper or magazine.

Website.

Newspaper or magazine.
No one cares about people like me
I am worried about climate change
Gauteng is the best province and I'd rather live here than anywhere else
Coloured people are playing an important role in helping build the new South Africa
My municipality doesn't care about delivering services to me
Gauteng is a fast competitive place and sometimes you need to break the rules to get ahead
Imagine that there are three friends who are talking about life in South Africa today. The first one says: "Gauteng should be for South Africans only. They must send the foreigners back to their countries." The second one says: "Foreigners living in Gauteng are alright, but only if they have legal permission from the government." The third one says: "Foreigners living in Gauteng are alright, but only if they have legal permission from the government." It is important to look after the environment
There is no place for white people in South Africa today
1 The 2016 local election will be free and fair
The price of things like water and electricity must go up to encourage people to use less of these resources.
It is acceptable to be violent to gay and lesbian people
Blacks and whites will never really trust each other

<table>
<thead>
<tr>
<th>Number</th>
<th>Question</th>
<th>Strongly agree</th>
<th>Agree</th>
<th>Neither agree nor disagree</th>
<th>Disagree</th>
<th>Strongly disagree</th>
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<tr>
<td>6.44</td>
<td>Generally speaking, do you think that most people in your community can be trusted or that you need to be very careful when dealing with people in your community?</td>
<td>Strongly agree</td>
<td>Agree</td>
<td>Neither agree nor disagree</td>
<td>Disagree</td>
<td>Strongly disagree</td>
</tr>
<tr>
<td>6.45</td>
<td>Do you think that most people in your community can be trusted or that you need to be very careful when dealing with people in your community?</td>
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<td>Agree</td>
<td>Neither agree nor disagree</td>
<td>Disagree</td>
<td>Strongly disagree</td>
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<td>6.46</td>
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<td>Strongly agree</td>
<td>Agree</td>
<td>Neither agree nor disagree</td>
<td>Disagree</td>
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<td>Neither agree nor disagree</td>
<td>Disagree</td>
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<td>6.49</td>
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<td>Agree</td>
<td>Neither agree nor disagree</td>
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<td>Agree</td>
<td>Neither agree nor disagree</td>
<td>Disagree</td>
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<td>6.51</td>
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<td>Strongly agree</td>
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<td>Neither agree nor disagree</td>
<td>Disagree</td>
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<td>6.53</td>
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<td>6.55</td>
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<td>6.56</td>
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<td>Agree</td>
<td>Neither agree nor disagree</td>
<td>Disagree</td>
<td>Strongly disagree</td>
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</table>
Let's talk about employment and work opportunities.

If you are currently the owner of a business, one that you were responsible for starting (even if you are not working in this business now):

- No
- Yes

If not read out:

- Capture first drop-down list:
  - Informal sector:
    - Informal sector: Only ask if you in GB 1
      - Formal sector: Informal sector:
        - GB 1
          - GB 2

- Capture verb: Open-end:
  - Only ask if you in GB 1
    - GB 1
      - GB 2

- How many people does your business employ?

- Equal to or less than 5
- 6 - 10
- 11 - 20
- 21 - 50
- 51 - 100
- 101 - 200
- More
What was the primary source of your start-up capital for your business:

- Personal savings
- Bank loan
- Loan from informal financial institutions
- Profit from other business
- Loan from a microfinance institution
- Business owners/management
- Loan from relatives
- Loan from non-relatives
- Business credit
- Loan from government agency
- Other source

In which area is your main business located?

[Other response]

17.1 What about the start-up thing you need for your business to operate—e.g., raw materials, goods in bulk, reach the market, from which area do you get this thing?

[a/response]

18.0 What is the most constraining experience by your business?

- Crime and theft
- Cost of credit/borrowing
- Lack of access to finance/credit
- Labour regulations
- Tax rates
- Lack of skills
- Exchange rate
- Infrastructure e.g. roads, electricity
- Business regulations
- Assessment by police
- Not enough demand
- Stealing & missing goods
- Lack of appropriate space to conduct business
- Competition from foreign owned businesses
- Violence
- Pricing costs
- Other

In which area is your main business located?

[a/response]

18.1 Have you been appointed to a new job but have not started yet.

[a/response]

19.0 How satisfied are you with the support that government provides for small business development (also known as SMMEs).

- Very satisfied
- Satisfied
- Neither satisfied nor dissatisfied
- Dissatisfied
- Very dissatisfied

Why are you not looking for work?

- Do not want to work
- No need to work
- I have given up looking for a job
- Do not need to work
- Disabled
- Housewife or homemaker
- Looking after family members for no pay
- School pupil or full time student
- Retired person or pensioner
- Other

What is the main reason that you did not work in the past 7 days?

19.1 How satisfied are you with the support that government provides for small business development.

- Very satisfied
- Satisfied
- Neither satisfied nor dissatisfied
- Dissatisfied
- Very dissatisfied

19.2 In the past 7 days, did you do any type of work, business, or activity for which you get paid? (even if just for one hour) or expected to be paid?

[a/response]

19.3 What is the main reason that you did not work in the past 7 days?

[a/response]

20.0 Have any of them approached you to assist your business?

- Yes, within 2 weeks
- Yes, but more than 2 weeks from now
- Yes, I never received

20.1 Have any of them approached you to assist your business?

- Yes, within 2 weeks
- Yes, but more than 2 weeks from now
- Yes, I never received

20.2 Would you be able to take up work if offered?

[a/response]

21.0 Would you be able to take up work if offered?

[a/response]
We are nearing the end of our discussion, we only have a few more questions to go. Let’s talk about issues related to crime and safety.

Let’s talk about issues related to crime and safety for a while.

9. We are nearing the end of our discussion, we only have a few more questions to go. Let’s talk about issues related to crime and safety.

10. Let’s talk about you and your community again.
What was the protest about?

If so, why?

What was the main reason that they didn't get the healthcare?

Let's chat now about health issues

How much money would the household be able to borrow from a state/government facility while on medical aid?

What is the main reason you did not start at a clinic?

How satisfied are you with Health Services provided by the health care facility/service you usually use?

In the past 12 months did anybody in this household fail to look for treatment when they needed it?

Where do you usually go for health care?

Are you personally covered by any form of medical aid or other medical insurance?

Do you think it is OK to physically attack foreigners to make them leave?

What was the main reason that you don't use public health facilities?

What was the main reason that you don't use private health facilities?

If option 3-5 skip to Q11.5

If option 6-7 skip to Q11.6

If no continue to Q11.2

If yes skip to Q11.4

If yes, state clinic

If no, hospital

If no, clinic

If yes, other

If option 1-2 continue to Q11.2

If option 3-5 skip to Q11.4

If option 6-7 skip to Q11.6

11.1 Where do you usually go for health care?

11.2 Think about the last time you went to a public health care facility. Did you start at a clinic?

11.3 What was the main reason you did not start at a clinic?

11.4 What is the main reason that you don't use public health facilities?

11.5 How satisfied are you with Health Services provided by the health care facility/service you usually use?

11.6 Are you personally covered by any form of medical aid or other medical insurance?

11.7 For people on a medical aid, have you gone to a state/government facility while on medical aid?

11.8 If so, why?

11.9 Do the health care worker in your home in the past year?

11.10 What was the main reason that they didn't get the healthcare?

11.11 How much money would the household be able to borrow from someone in case of a health emergency?
11.14 Let us think about particular health problems that are facing your community. Which ONE health problem do you think is the biggest facing your community?

- Heart disease
- Cancer
- Cheaters
- Crime
- Diabetes
- Drug abuse
- Shag abuse
- Mental illness
- High blood pressure
- HIV
- AIDS
- Malaria
- Malnutrition
- Tuberculosis
- Other

11.15 How often, if ever, does your health status prevent you from doing daily work?

- Always
- Some of the time
- Mostly
- Never

11.16 How often, if ever, does your health status prevent you from taking part in your usual SOCIAL activities?

- Always
- Some of the time
- Mostly
- Never

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

- Everyday
- Four times a week
- Two times a week
- Once a week
- Never

11.18 What is the highest level of school education you have completed?

- Grade 1 or Sub A
- Grade 2 or Sub B
- Grade 3, Std 1 or L1
- Grade 4, Std 2 or L2
- Grade 5, Std 3 or L3
- Grade 6, Std 4 or L4
- Grade 7, Std 5 or L5
- Grade 8, Std 6 or Form I
- Grade 9, Std 7, Form II
- Grade 10, Std 8, Form III, NTC 1, or RCE higher
- Grade 11, Std 9 or FIV
- Grade 12, Std 10, Matric
- A certificate from a college, technician or university
- A diploma from a college, technician or university
- University degree - e.g. BCom, BSc, BA
- Post graduate degree - e.g. Hons, MA, PhD
- Other, specify

11.19 The following questions ask about how you felt yesterday on a scale from 0 to 10. Zero means you did not experience the feeling "at all", and 10 means "completely worthwhile".

- Unspecified
- Poor
- Good
- Excellent
- Very Poor
- Very Good
- Excellent

11.20 How about happy?

- Never
- Hardly ever
- Some of the time
- Few times a month
- Everyday

11.21 How about worried?

- Never
- Hardly ever
- Some of the time
- Few times a month
- Everyday

11.22 How about depressed?

- Never
- Hardly ever
- Some of the time
- Few times a month
- Everyday

12 We are almost at the end now. I just have a few more questions about you.
How many people, including you, live in this household including under 18 year olds? Automatic completion from Kish Grid / *numbers

Where did you obtain your matric (Grade 12)?

Does this household give support or money to any other household, such as relatives living elsewhere?

Does anybody in this household receive a social grant of any type, such as relatives living elsewhere?

What is your current age? Automatic completion from Kish Grid / *numbers

12.4 Do you have any kind of disability?

2.10 Can you tell me what is the total amount of money brought into the household per month by all household members? This is a after deductions such as tax, medical aid and pension contributions.

Before conducting our surveys, we have a team who checks that the completion from Kish Grid, is correct.

After conducting our surveys, we have a team who checks that the completion from Kish Grid, is correct.

Who is the head of this household? Not the dwelling, but the household that no money comes into the household at all, whether from wages, social grants, help from friends and family, or any other source?

Fieldworker: If the respondent says "No income" ask: "Are you absolutely sure that no money comes into the household at all, whether from wages, social grants, help from friends and family, or any other source?" Only if the answer is "yes" then enter "No income" otherwise get a value.

If your household registered with your municipality (e.g. on an indigency grant) for rates rebates or for more free/subsidised services like water, electricity, waste etc.?

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<th>Page</th>
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<td>13.2</td>
<td>Can you please provide me with your contact details?</td>
<td>Call phone, Home phone, Email address</td>
<td></td>
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<td>13.3</td>
<td>To whom do these contact details belong?</td>
<td>My own cell phone/telephone, Another person’s cell phone/telephone (Other Specify)</td>
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I would like to thank you for your participation and sacrificing some of your valuable time. Without your participation this study is not possible. It is much appreciated.