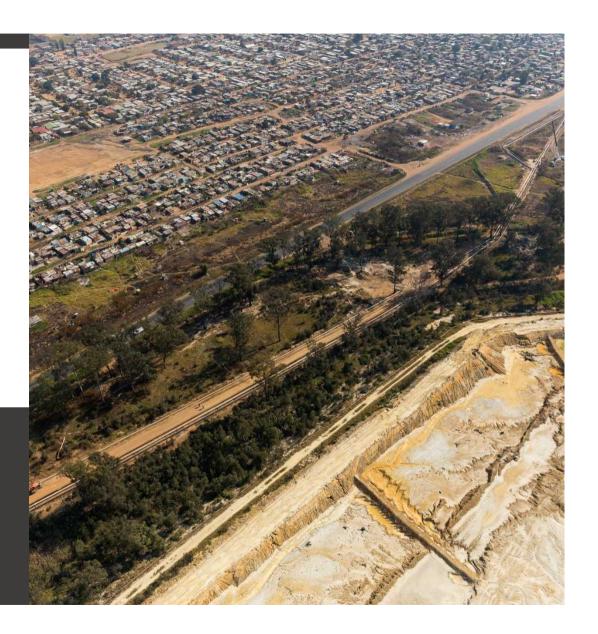
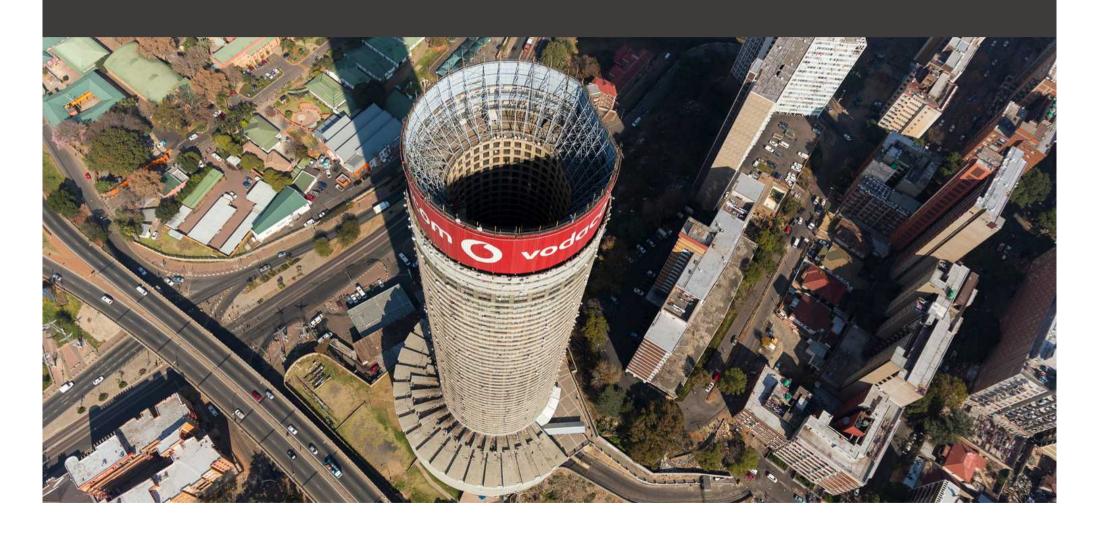
QoL survey 2015: city benchmarking

City of Johannesburg December 2016

Gauteng City-Region Observatory (GCRO)







Overview

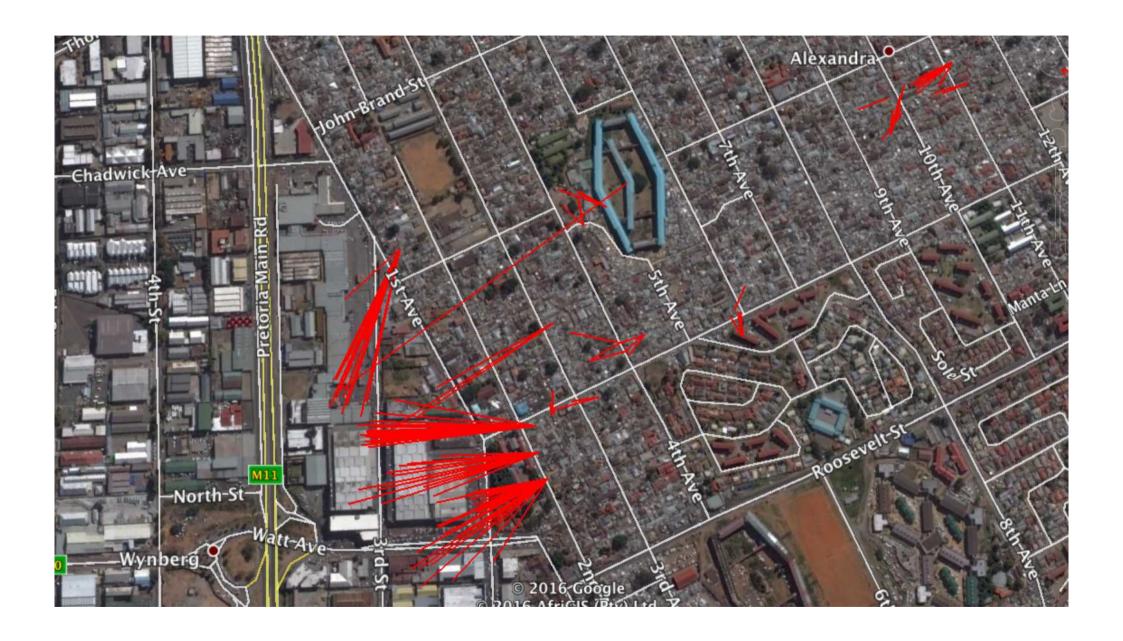
- This is the 4th Quality of Life Survey conducted by GCRO
- 2009: 5 836 respondents in Gauteng / total of 6 636 across wider GCR
- 2011: 16 729
- 2013: 27 490
- 2015: 30 002
- In addition to GCRO funds, Johannesburg and the other two metropolitan municipalities, as well as the Gauteng Department of Health, contributed significant finances to the 2015 survey, allowing us to realize the largest sample to date, broadly 'representative' to ward level across Gauteng.
- Johannesburg's sample, unweighted, has grown considerably over the life of the survey:
- 2009: 1 529
- 2011: 4 539
- 2013: 8 887
- 2015: 9821

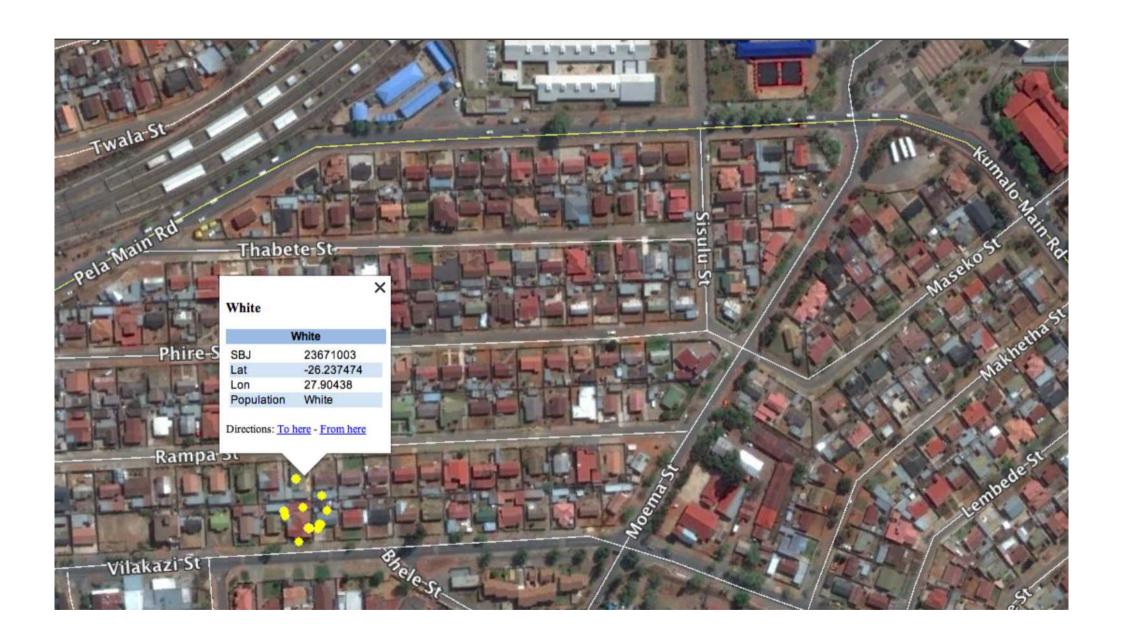
Sampling

- 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 GeoTerralmage
 (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).

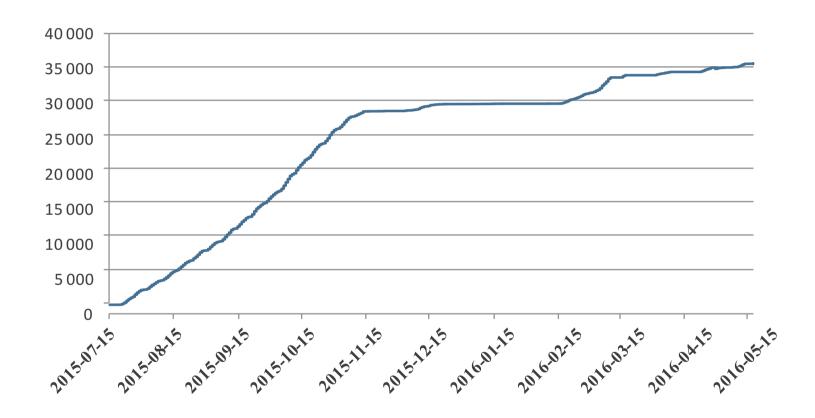
Fieldwork

- 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
 - 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

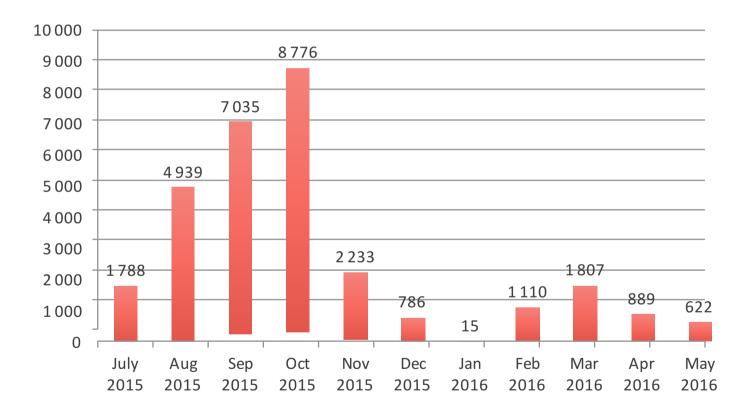




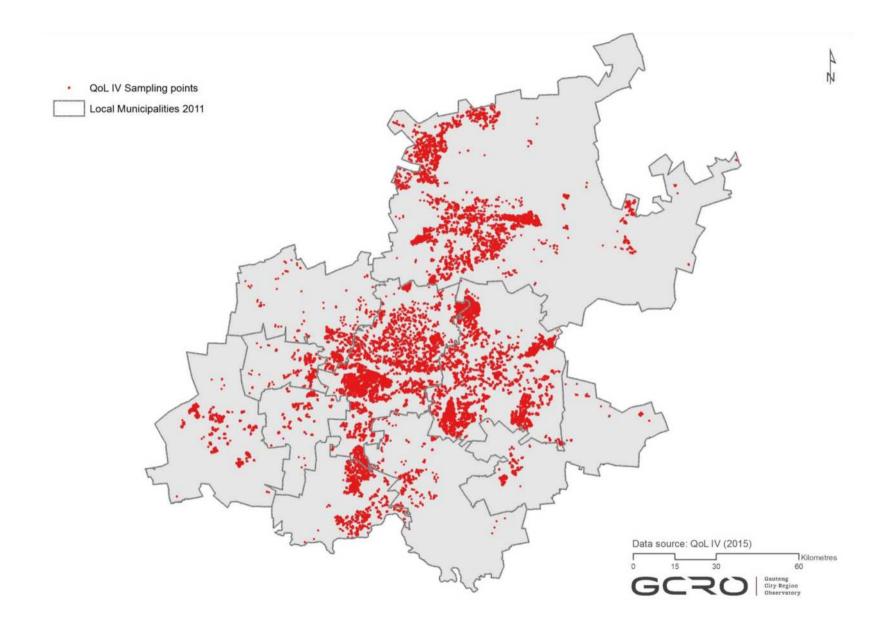
Cumulative interviews over the course of the survey



Fieldwork – final interviews in each month

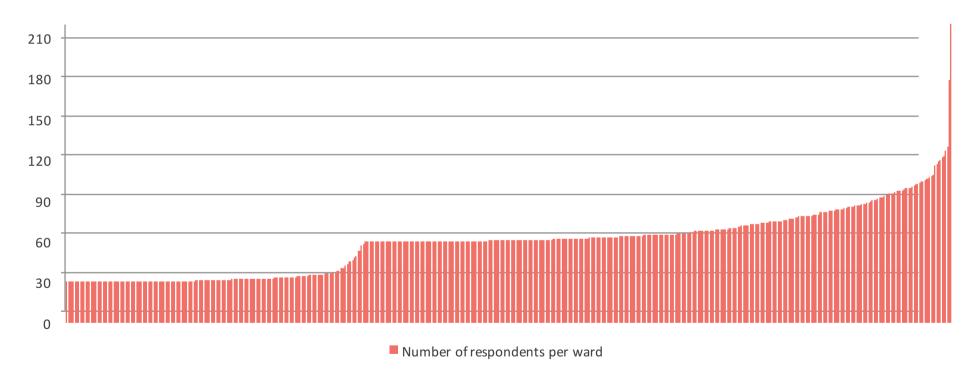


*Sample may not be fully representative at each period over the course of fieldwork



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).



Weighting and number of interviews per municipality

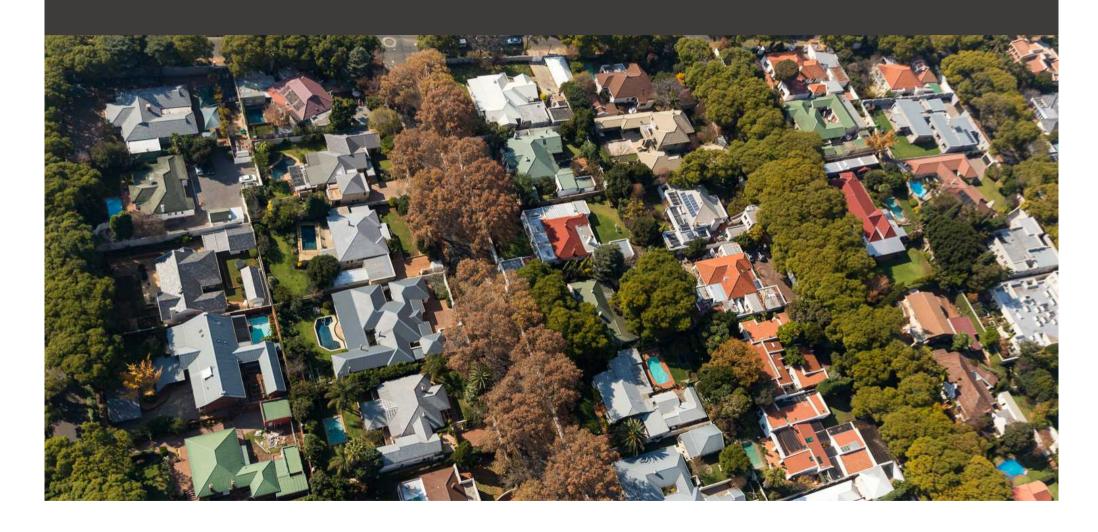
• Unweighted data was slightly low on whites, and low on males/high on females. Entire data-set was weighted by race and sex at ward level. A software package, CALMAR, was used to calculate weights to align with Census 2011.

	Unweighted		Error bar	Weighted	
	Respondents	Percentage		Respondents	Percentage
Johannesburg	9 821	32.7%	0.99%	10 959	9 36.5%
Tshwane	7 242	2 24.1%	1.15%	7 190	0 24.0%
Ekurhuleni	7 266	5 24.2%	1.15%	7 696	6 25.7%
Emfuleni	1 693	5.6%	2.38%	1 702	1 5.7%
Lesedi	398	3 1.3%	4.91%	233	0.8%
Merafong	893	3.0%	3.28%	479	9 1.6%
Midvaal	442	2 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	7 1.2%
Westonaria	501	1.7%	4.38%	270	0.9%
GAUTENG	30 002	100%	0.57%	30 002	2 100%

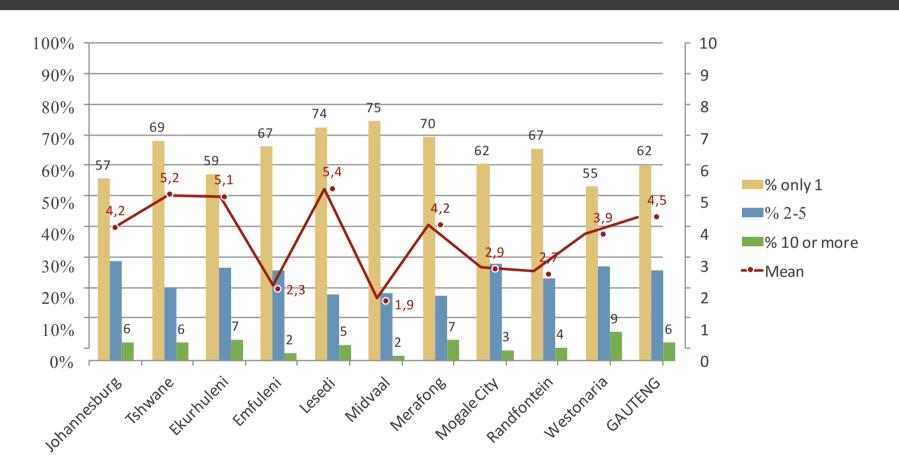
What's in the 2015 survey?

- About 60% of the questionnaire remains the same as in previous years. Good coverage of:
 - 1. Demographic variables (education, age, income)
 - 2. Migration
 - 3. Dwelling and service access
 - 4. Satisfaction with services
 - 5. Satisfaction with government
 - 6. Economic conditions
 - 7. Poverty, wealth, debt, food insecurity, etc.
 - 8. Headspace, social attitudes
 - 9. Transport
- Enhanced sections/questions on:
 - 1. Health
 - 2. Entrepreneurship, 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.

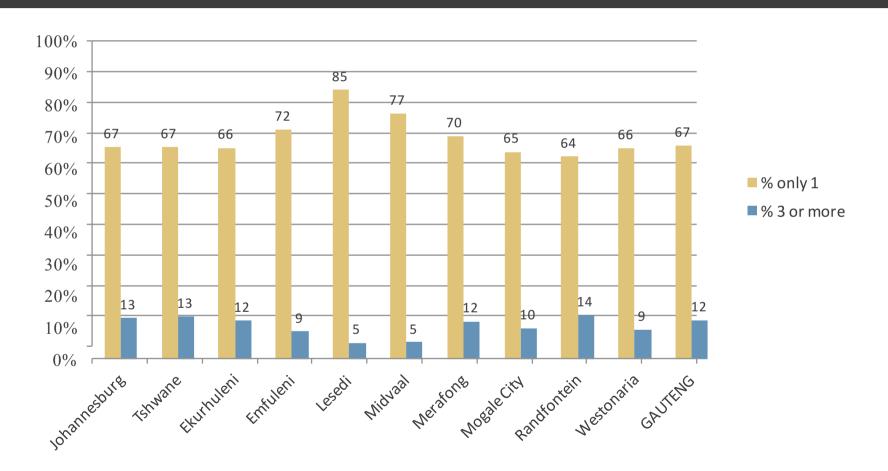
Demographic variables and migration



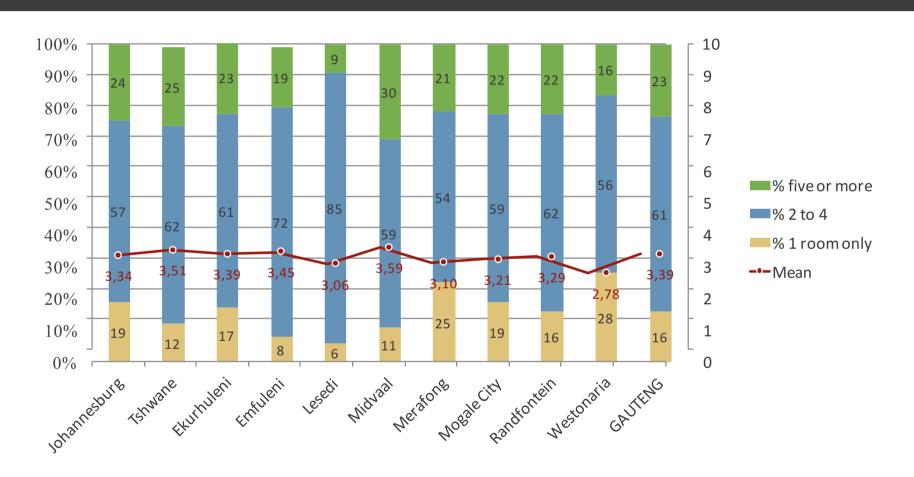
Number of dwelling units at address



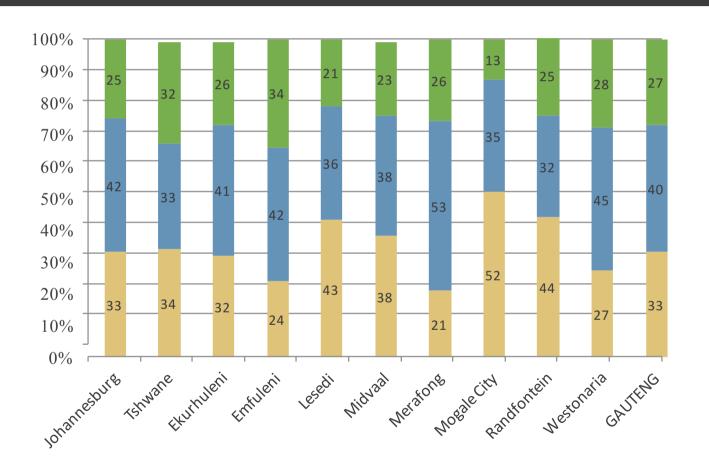
Number of households in dwelling unit selected



Number of rooms occupied by household (excluding bathroom, toilet, kitchen)

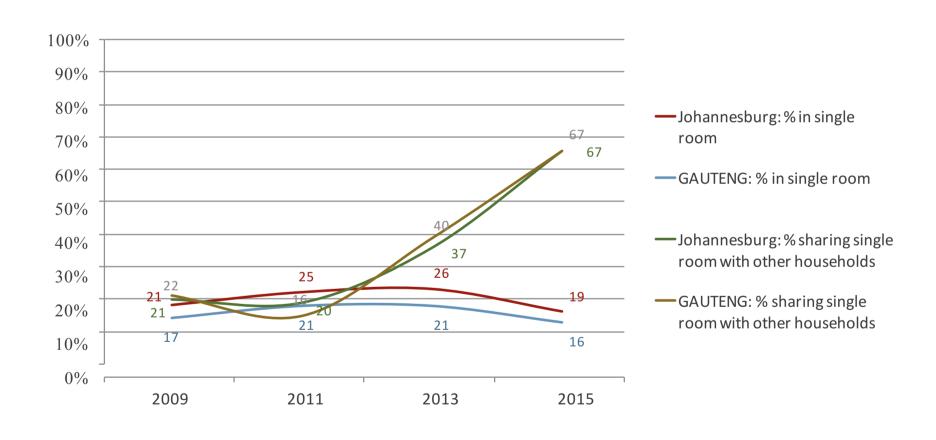


Crowding – households sharing single room

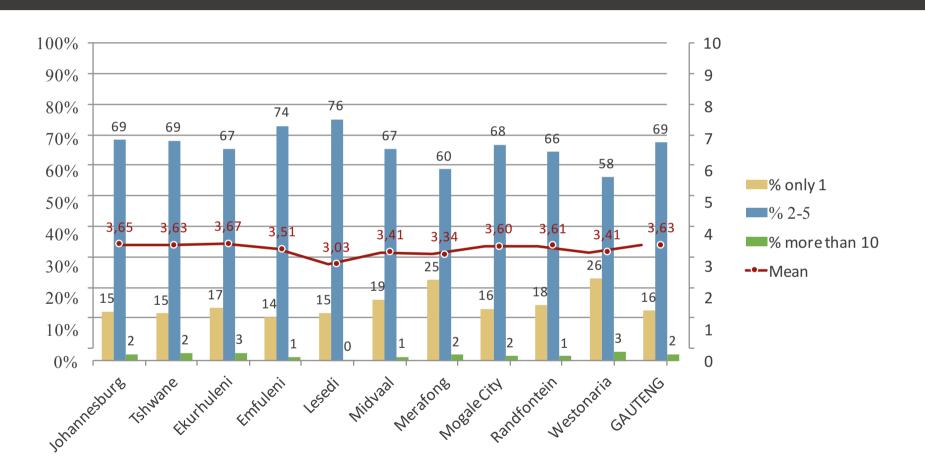


- % in single room with more than 1 other household
- % in single room with 1 other household
- % in single room but not sharing

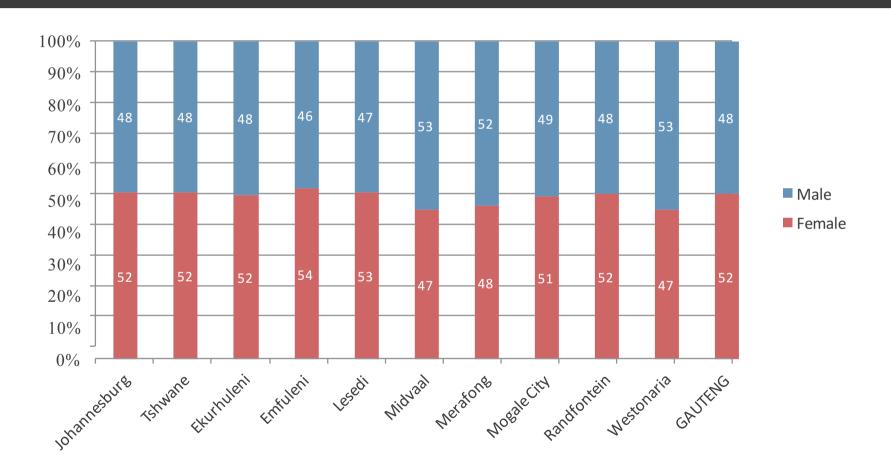
Crowding – households sharing single room: 2009-2015



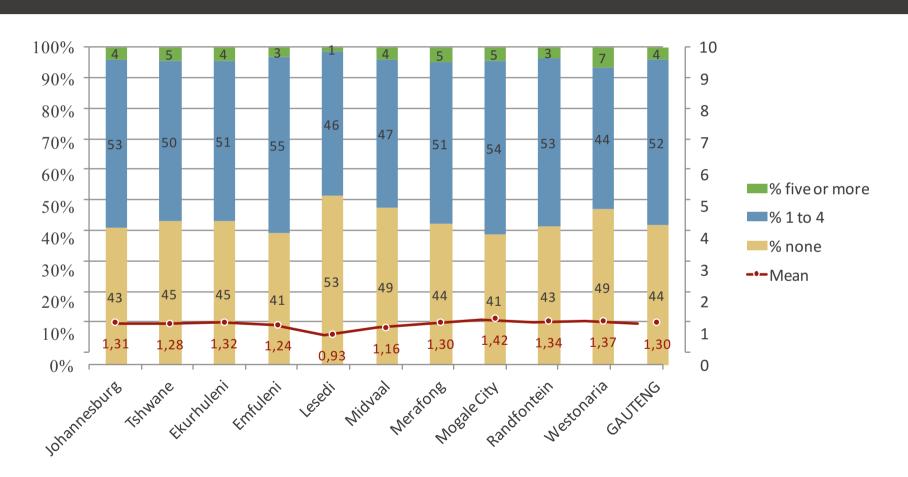
Number of household members



Number of household members over 18 years: male vs. female

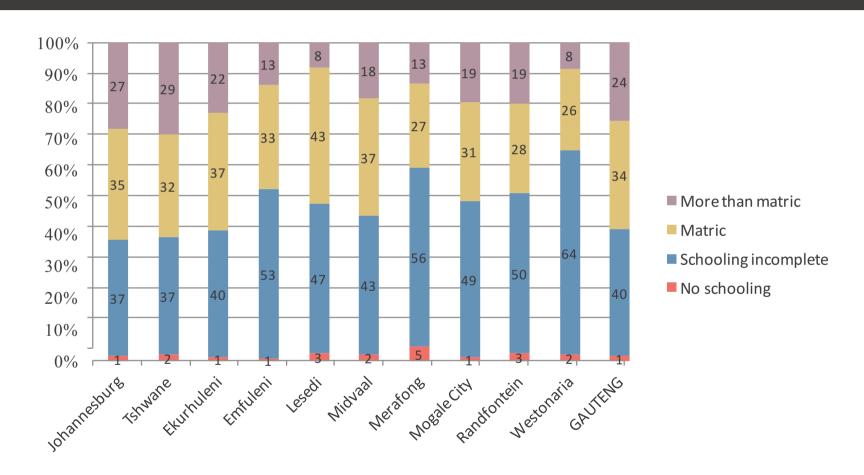


Number of household members under 18 years old



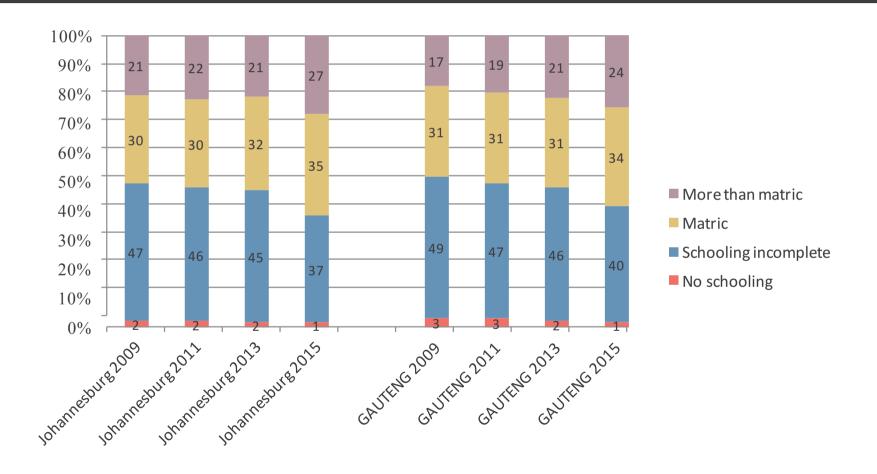
Education

Highest level of education achieved

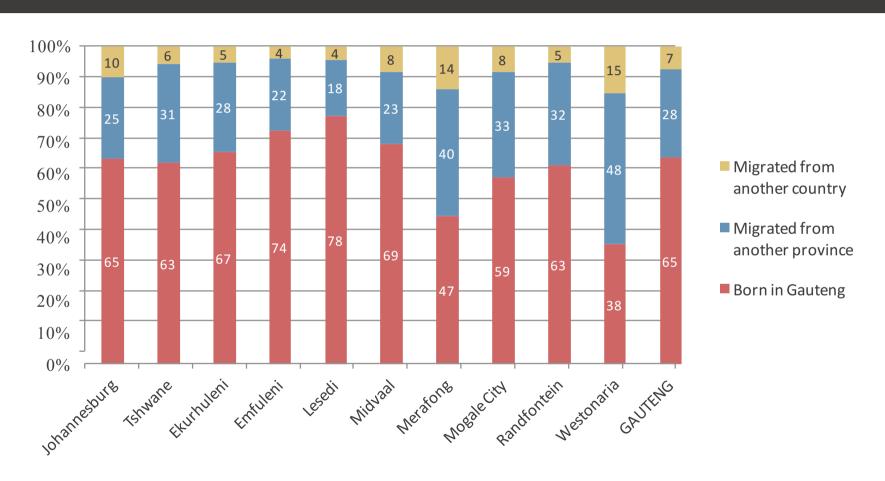


Education

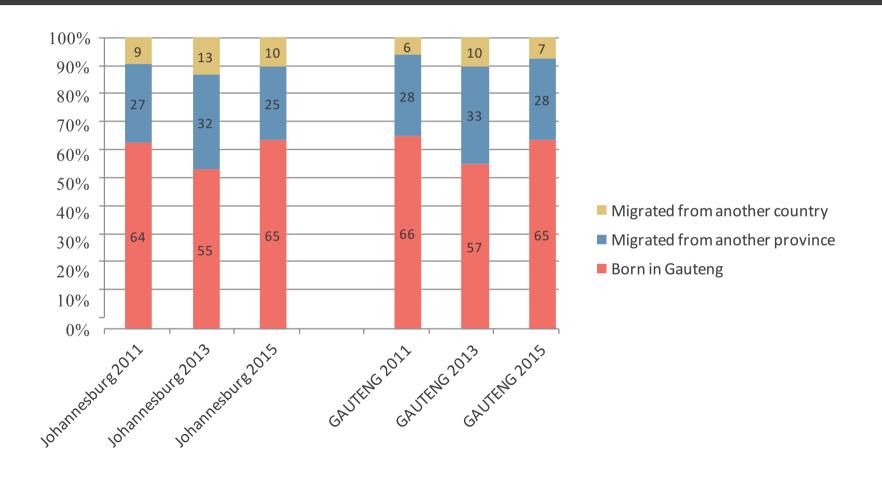
Highest level of education achieved: 2009-2015



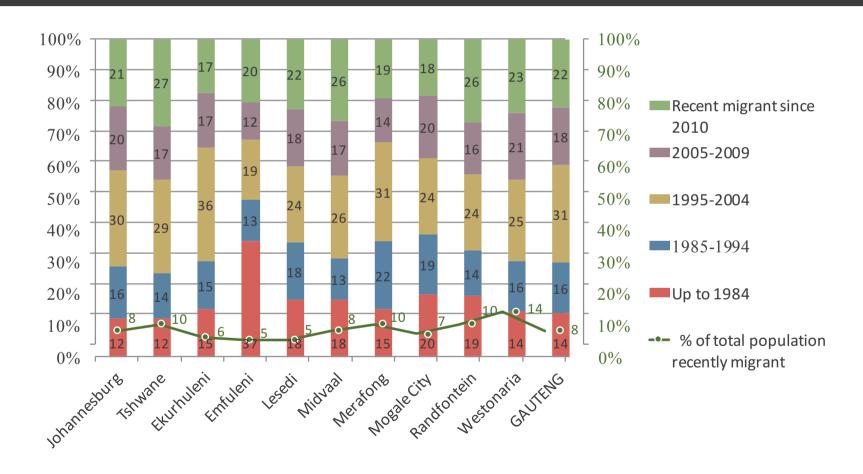
Born in Gauteng or migrated?



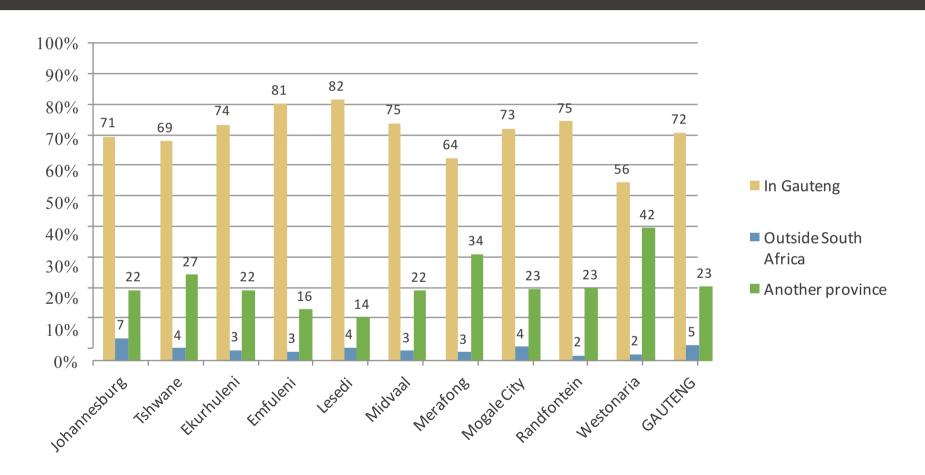
Born in Gauteng or migrated: 2011-2015



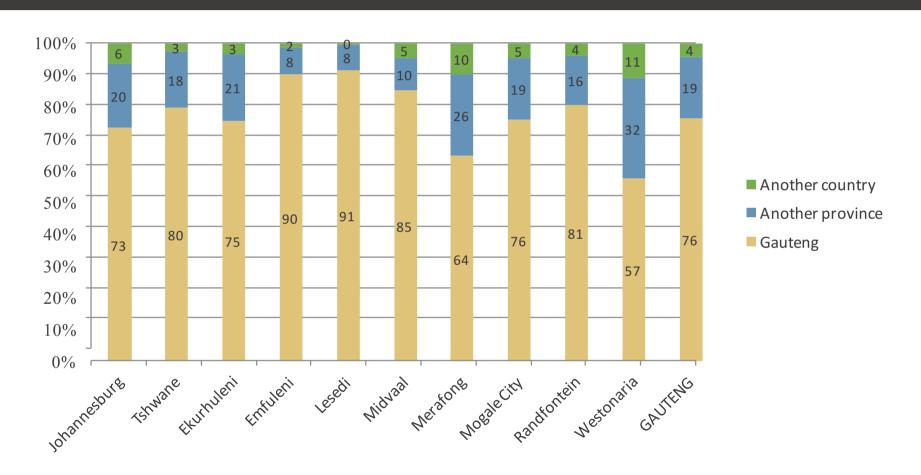
Of migrants, when arrived. And % of total population who arrived since 2010



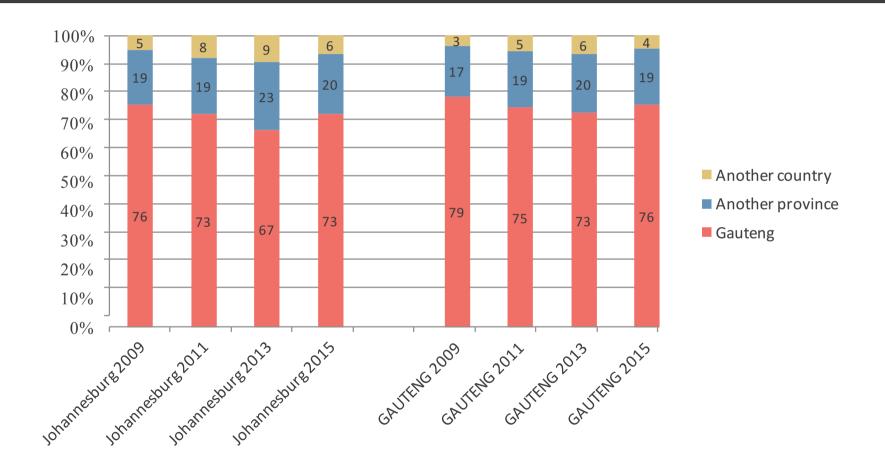
Where did you obtain matric?

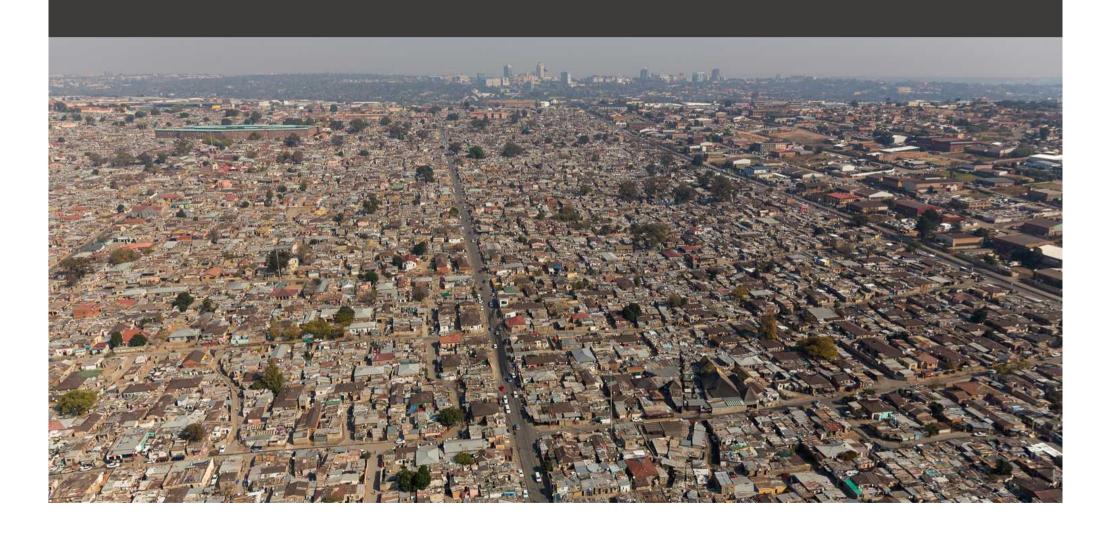


Where do you consider home

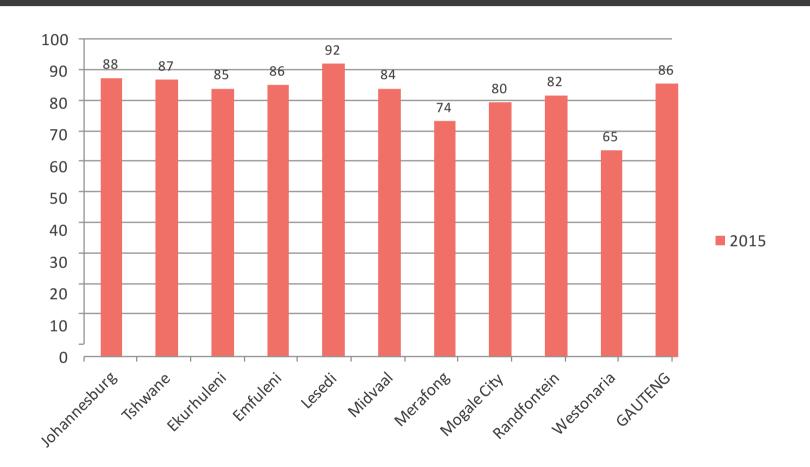


Where do you consider home: 2009-2015

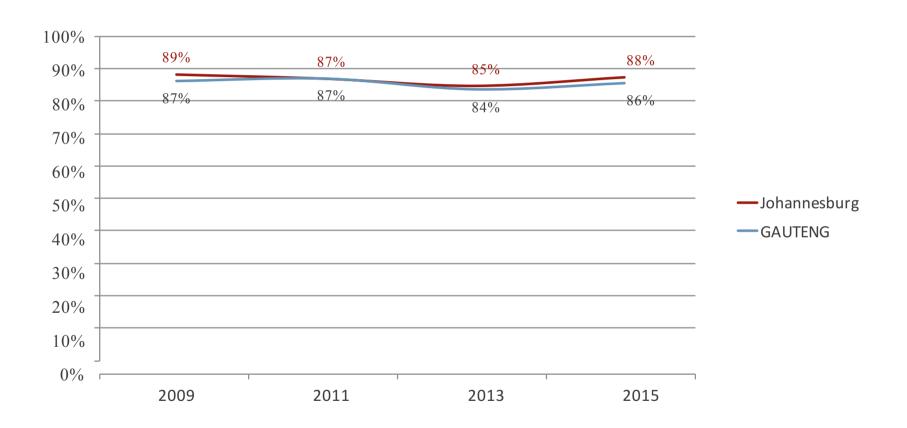




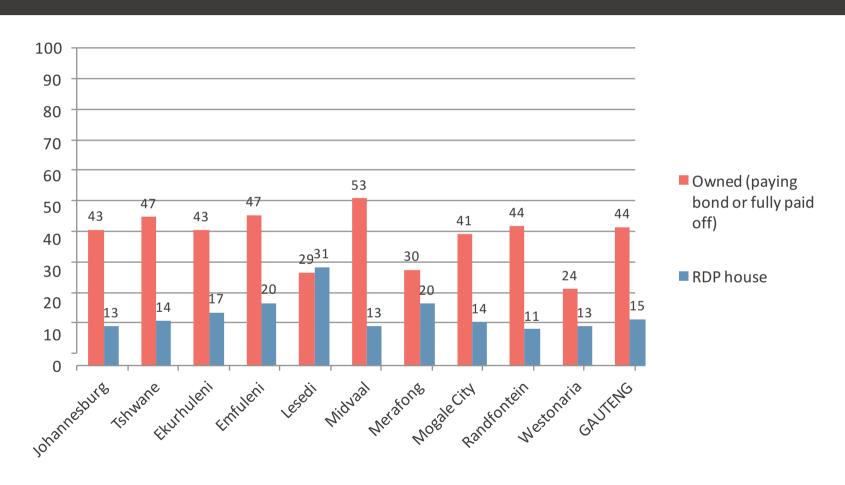
% in formal dwelling



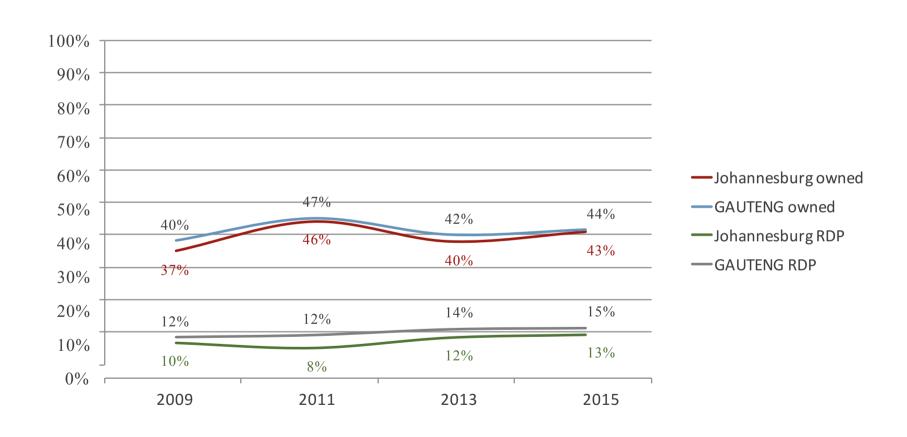
% in formal dwelling: 2009-2015



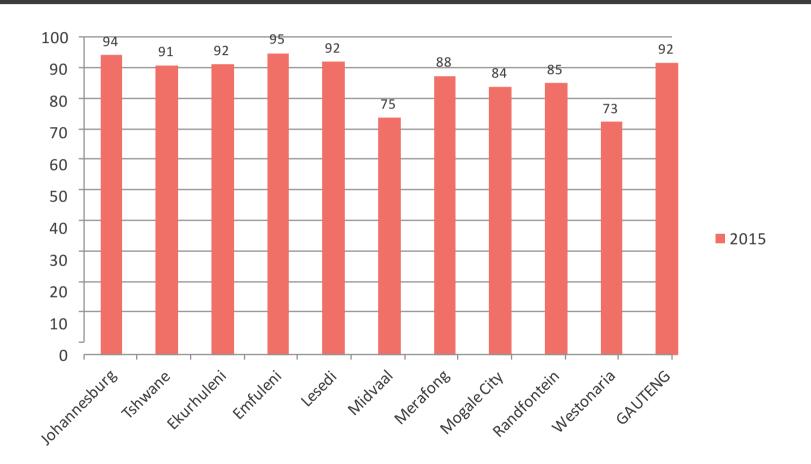
% owning own home and in RDP house



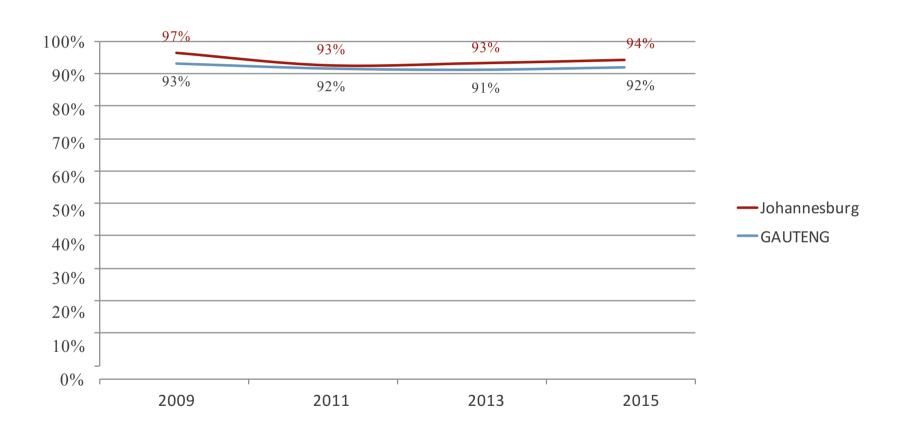
% owning own home and in RDP house: 2009-2015



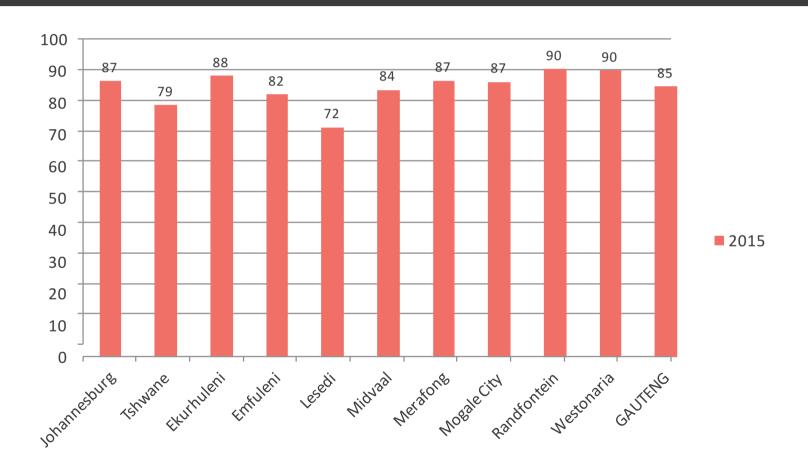
% with piped water into dwelling or yard



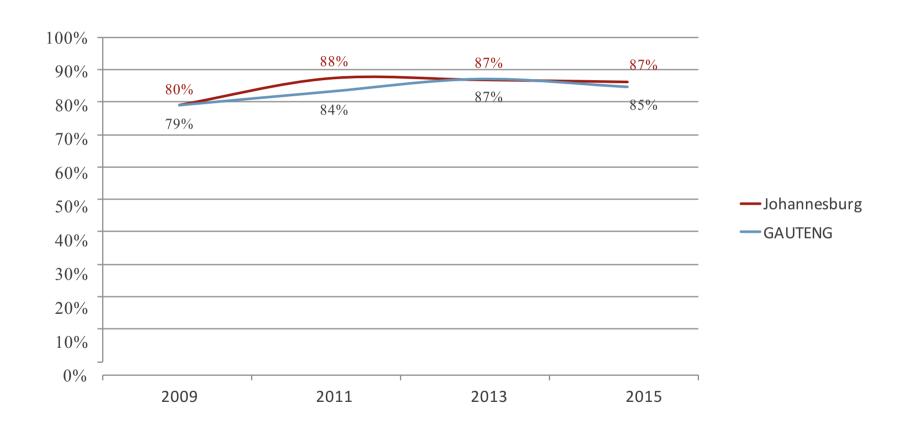
% with piped water into dwelling or yard: 2009-2015



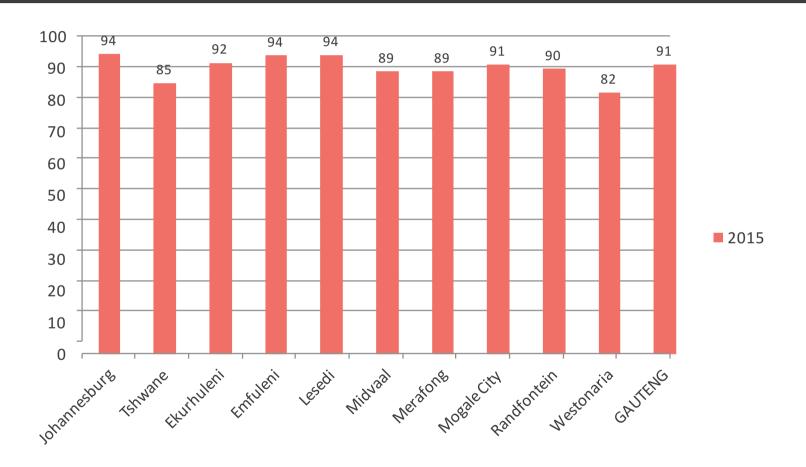
% who think water received is always clean



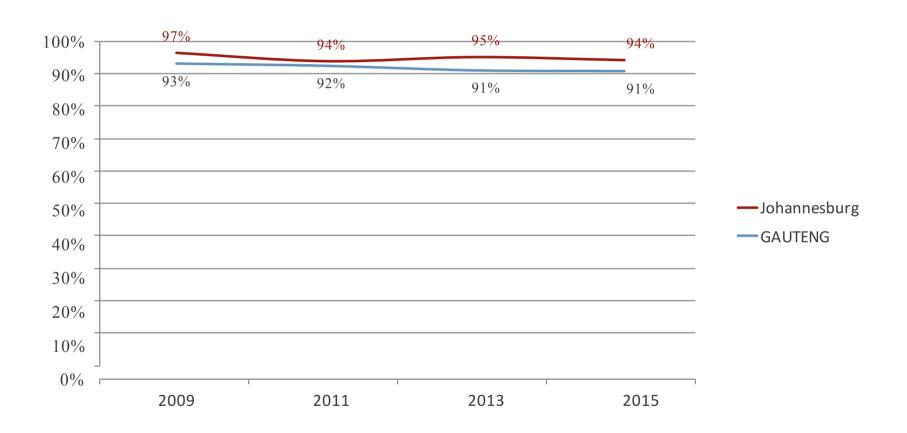
% who think water received is always clean: 2009-2015



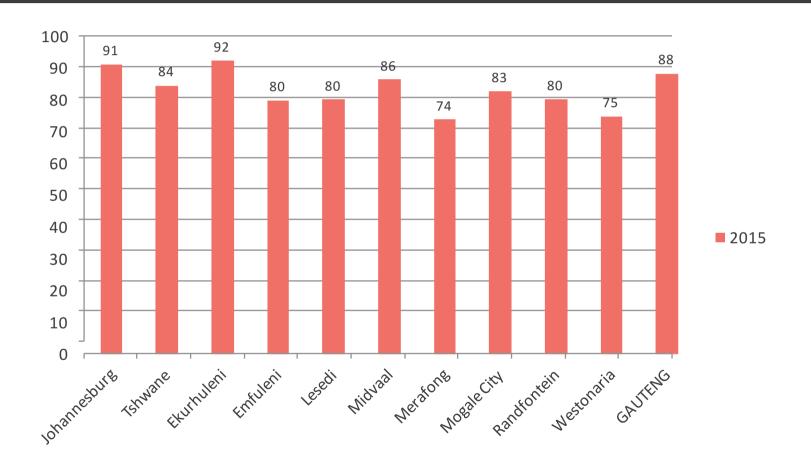
% with adequate sanitation (flush toilet connected to sewer or septic tank, chemical toilet, VIP)



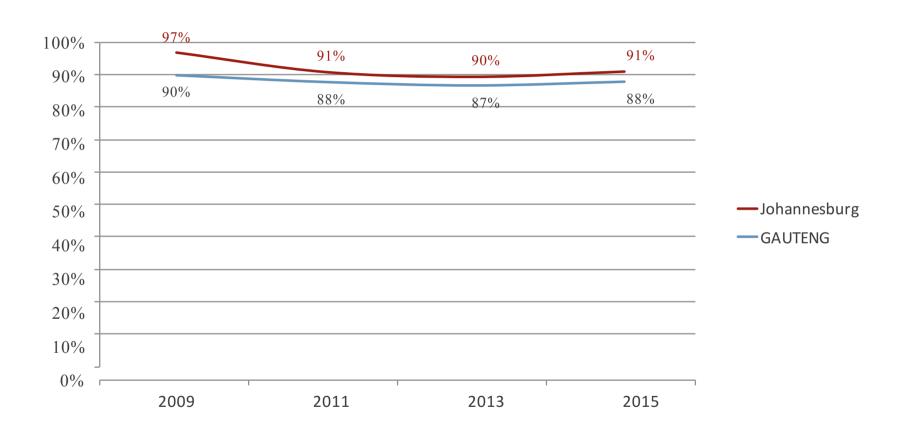
% with adequate sanitation: 2009-2015



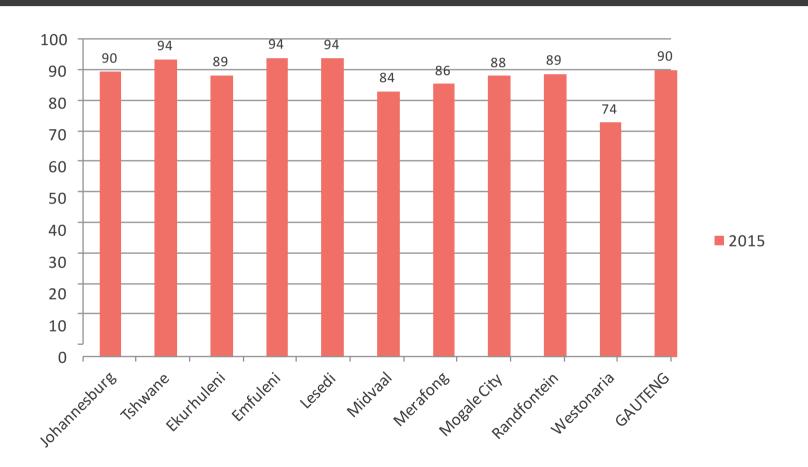
% with refuse removed by municipality at least once a week



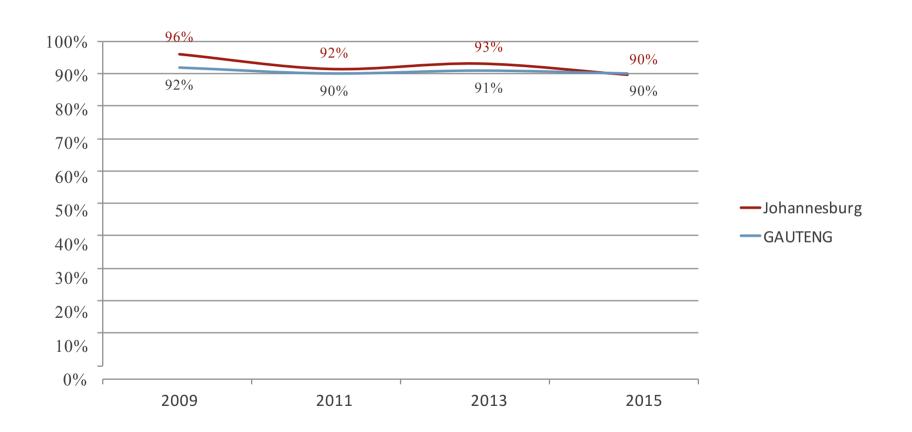
% with refuse removed by municipality at least once a week: 2009-2015



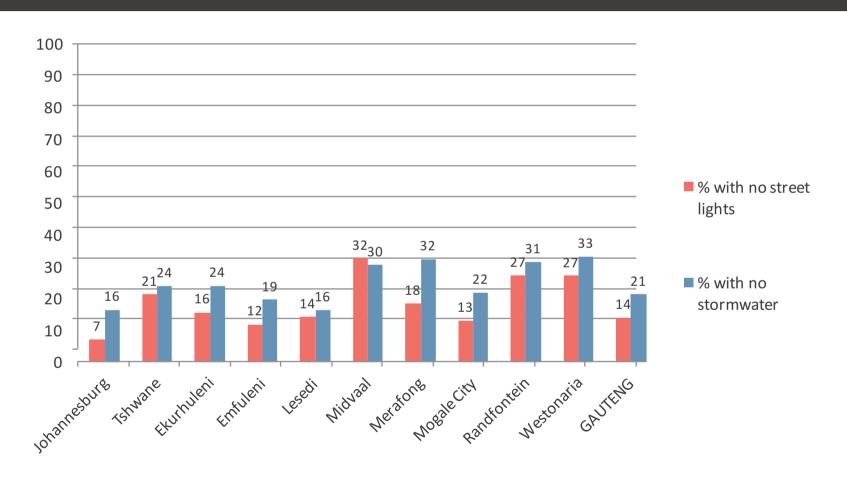
% who use electricity for lighting



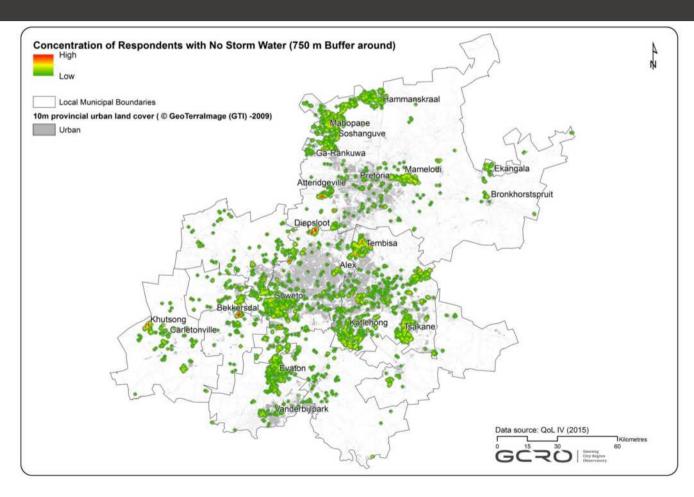
% who use electricity for lighting: 2009-2015

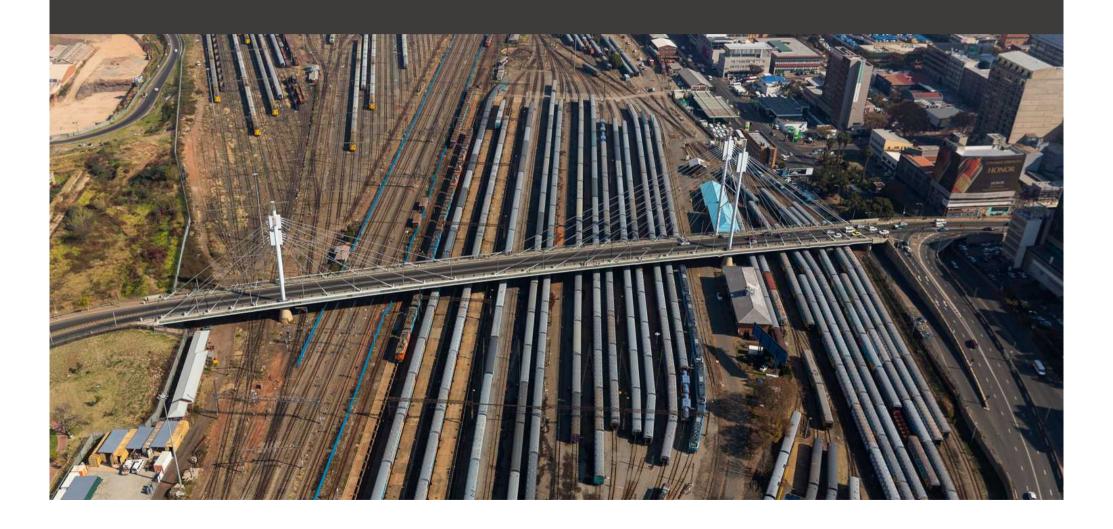


% with no street lights; % with no stormwater

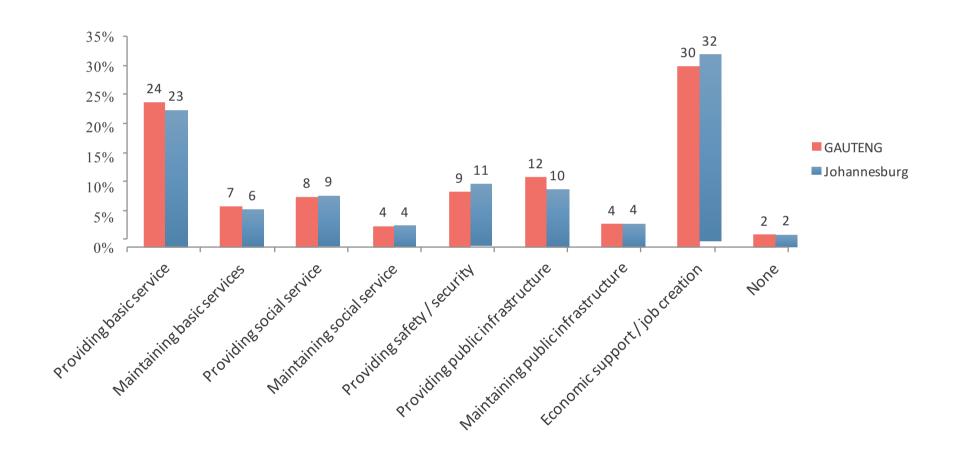


Respondents with no stormwater

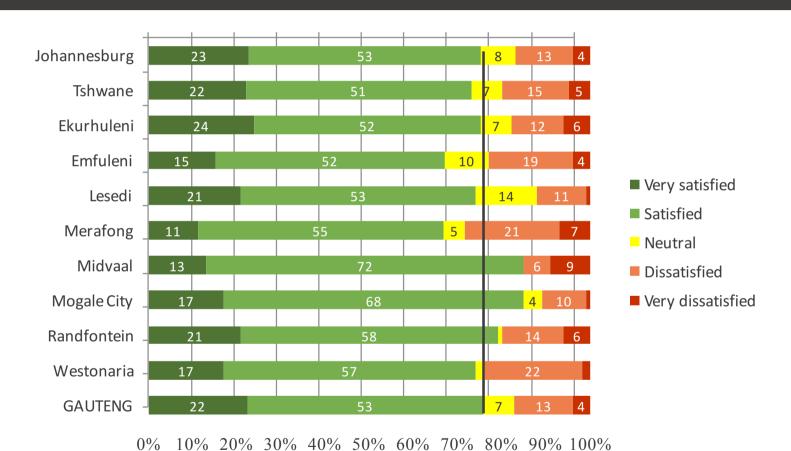




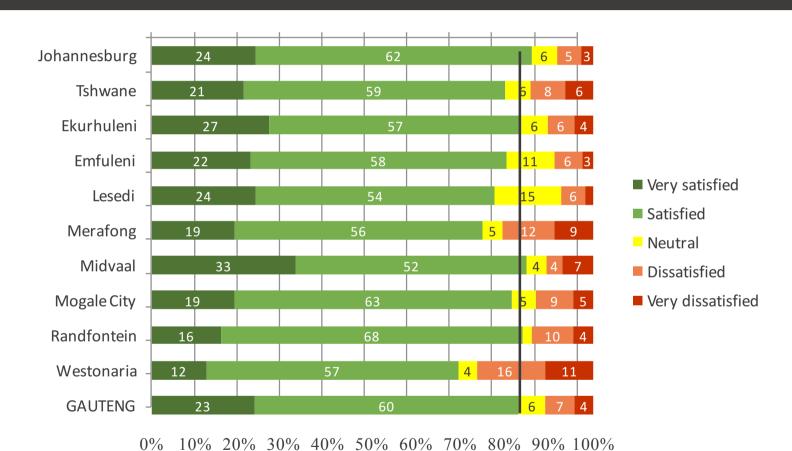
Which types of services matters the most to you?



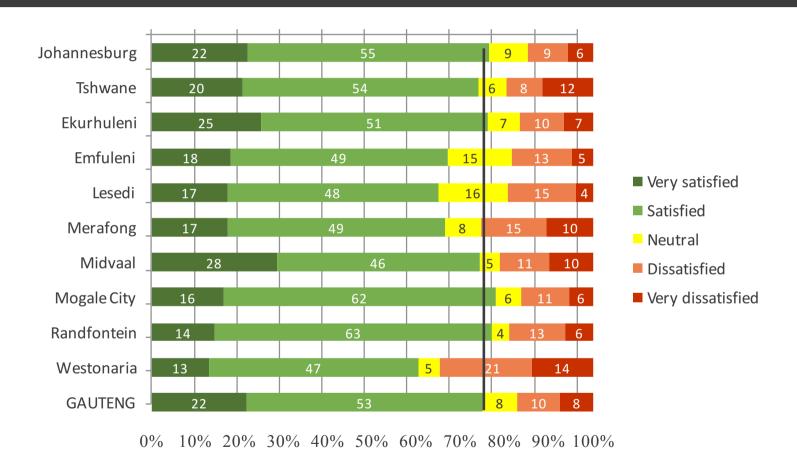
Government provided dwelling



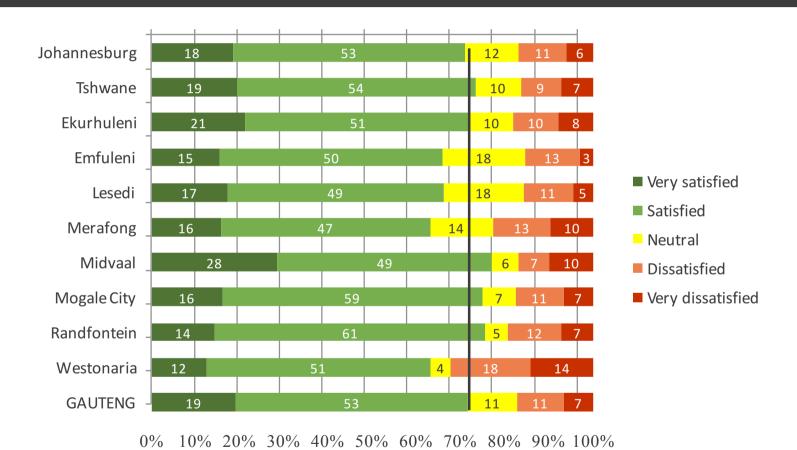
Water services



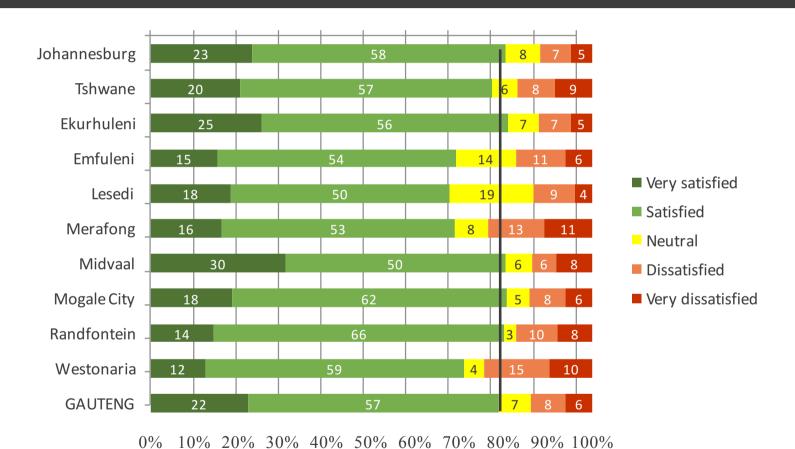
Sanitation



Energy

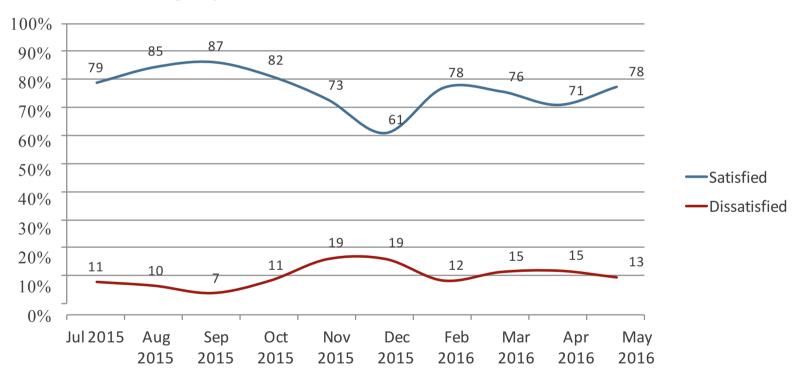


Waste removal



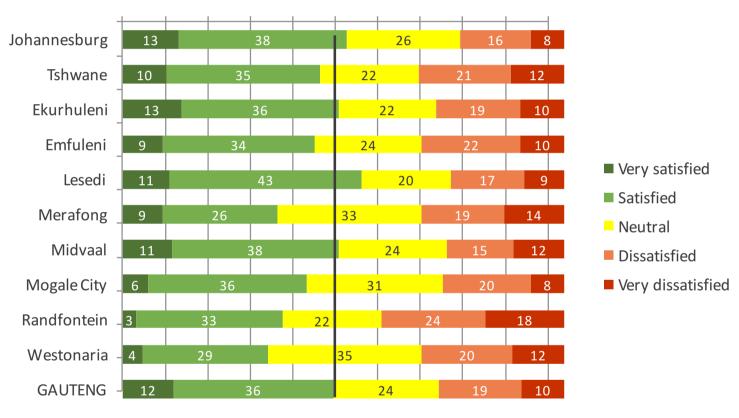
Waste services in Johannesburg – over the period of the survey*

Johannesburg only



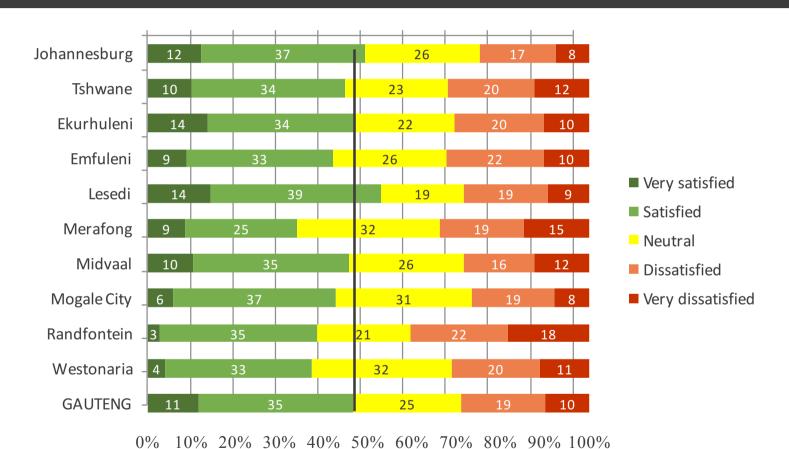
*Sample may not be fully representative at each period over the course of fieldwork

Cost of municipal services

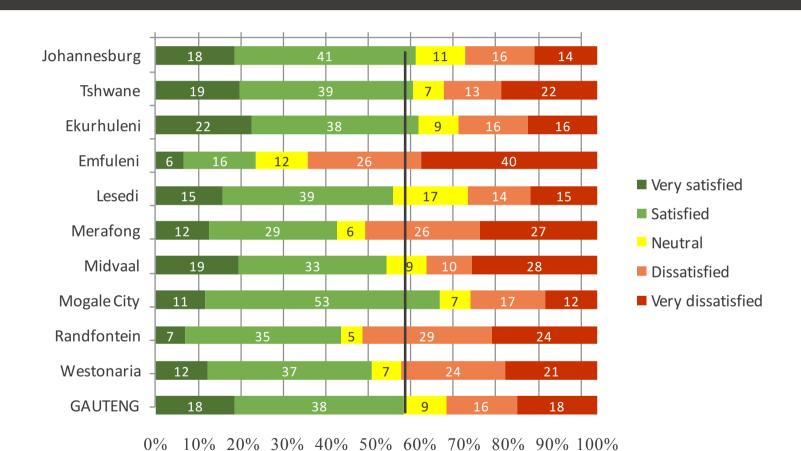


0% 10% 20% 30% 40% 50% 60% 70% 80% 90% 100%

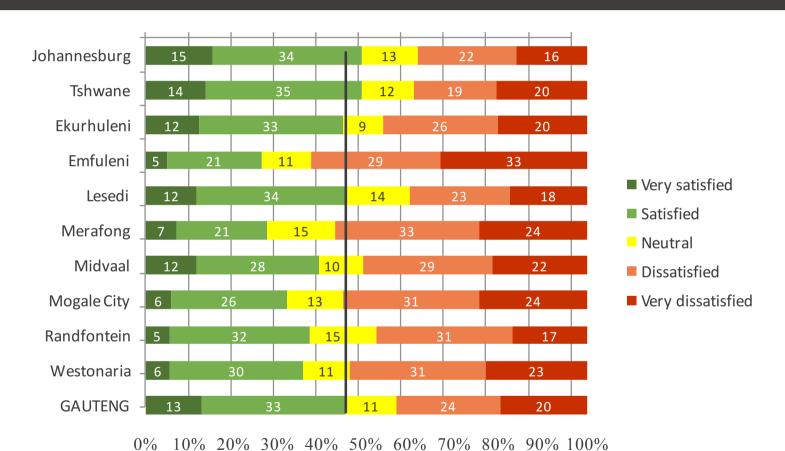
Billing for municipal services



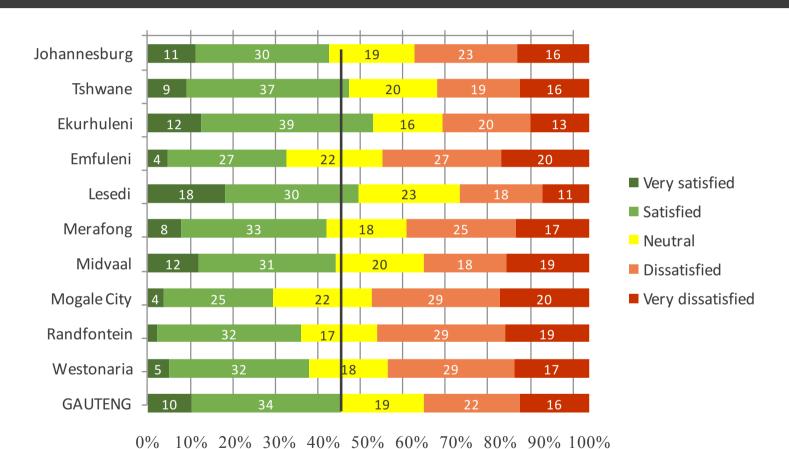
Roads



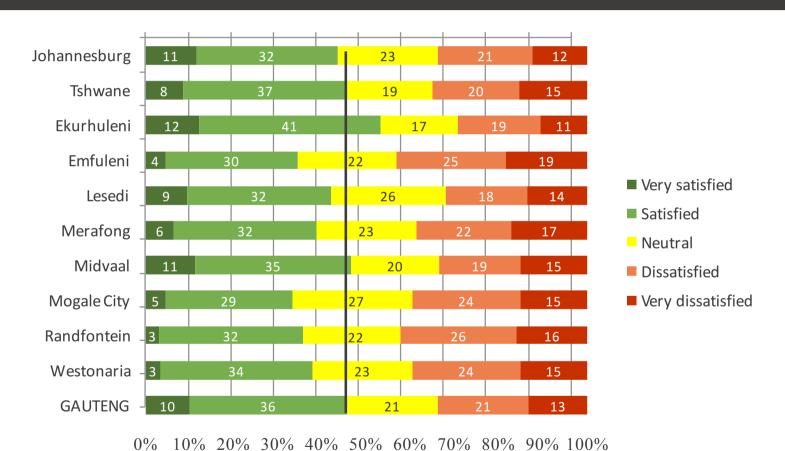
Parks and public spaces



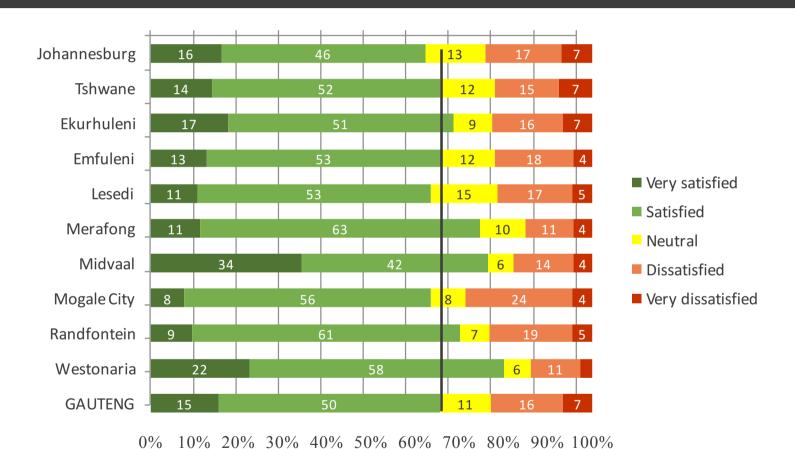
Emergency services



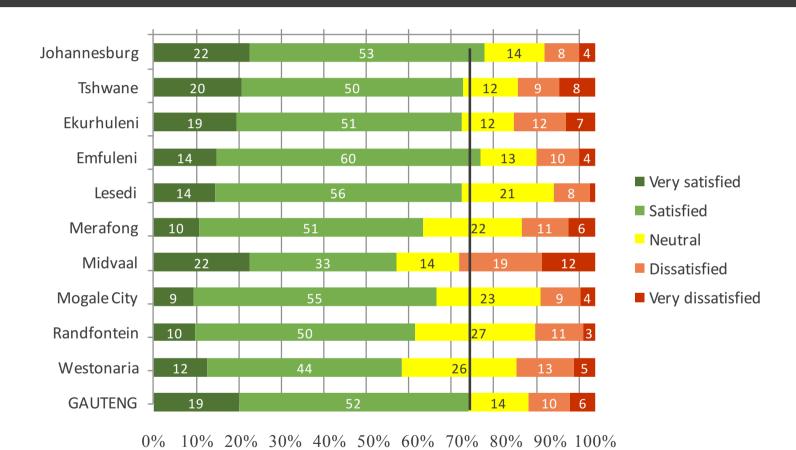
Metro/traffic police



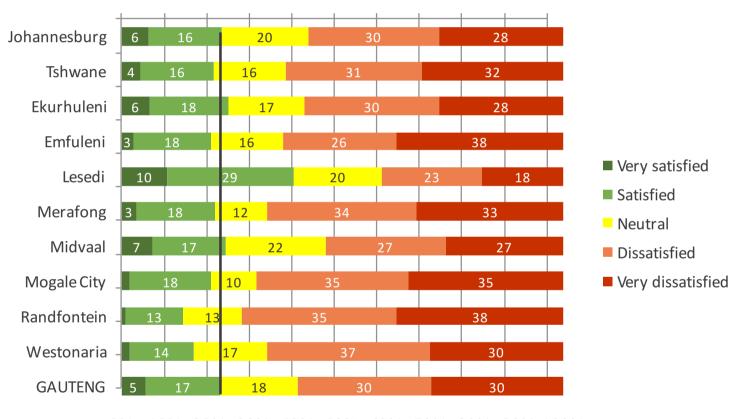
Public health care facilities



Local educational services

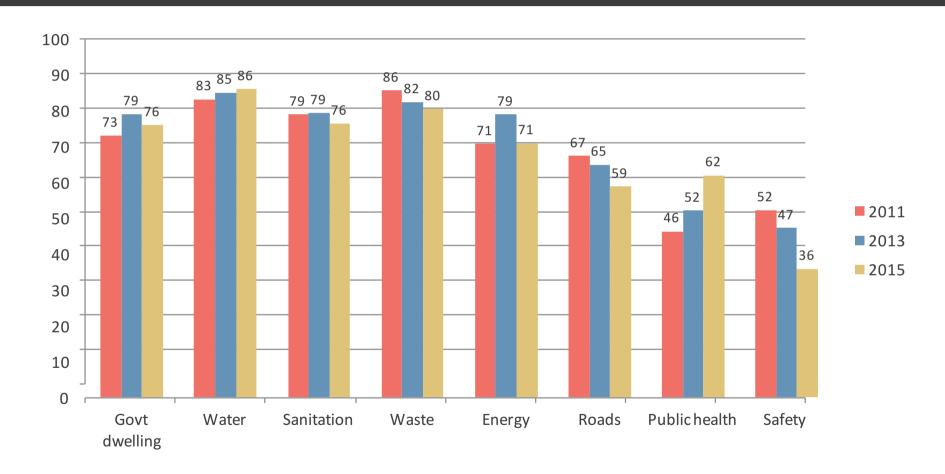


Government initiatives to grow economy

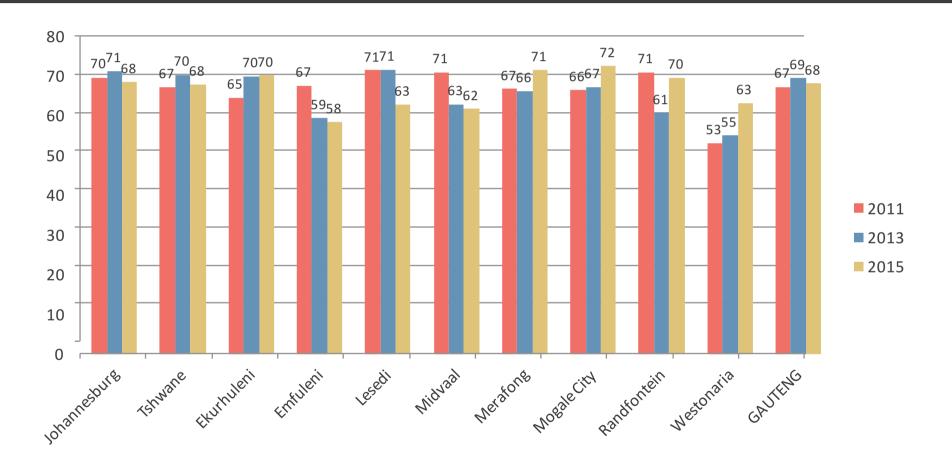


0% 10% 20% 30% 40% 50% 60% 70% 80% 90% 100%

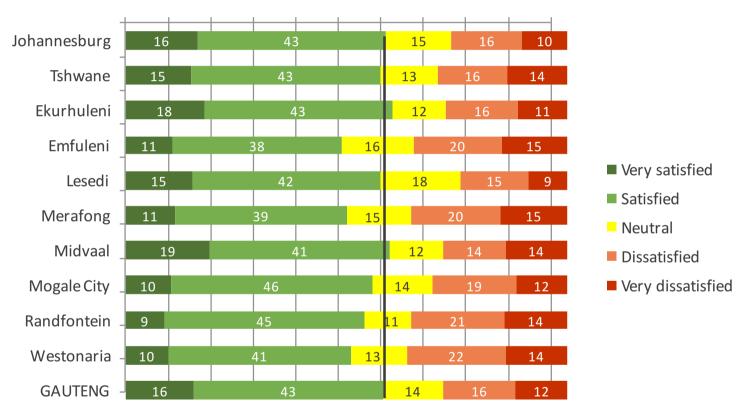
Changing satisfaction with services - Johannesburg: 2011-2015



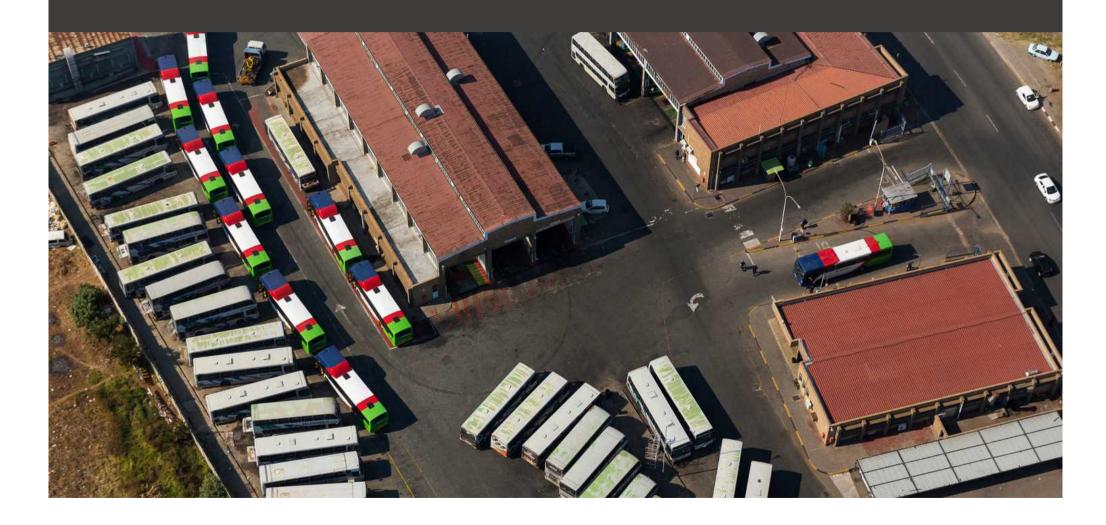
Index of 8 services - % satisfied: 2011-2015 (dwelling, water, sanitation, energy, waste, roads, safety, health)



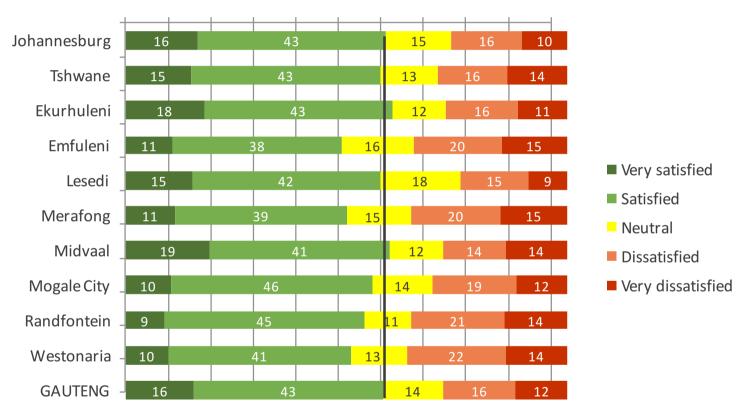
Index 13 services: dwelling, water, sanitation, waste, energy, cost, billing, parks, roads, emergency, met-pol, health, econ services



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

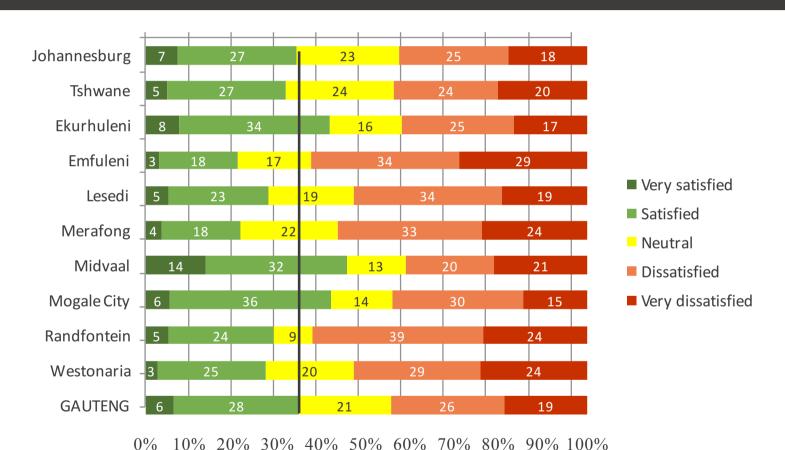


Index 13 services: dwelling, water, sanitation, waste, energy, cost, billing, parks, roads, emergency, met-pol, health, econ services

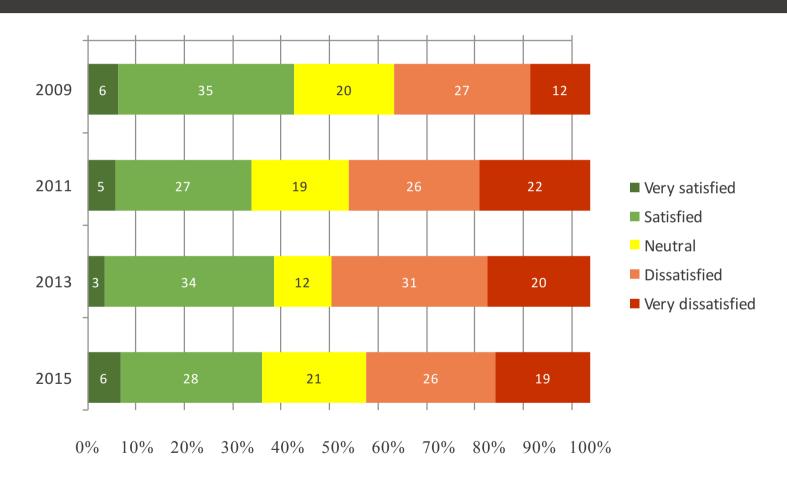


0% 10% 20% 30% 40% 50% 60% 70% 80% 90% 100%

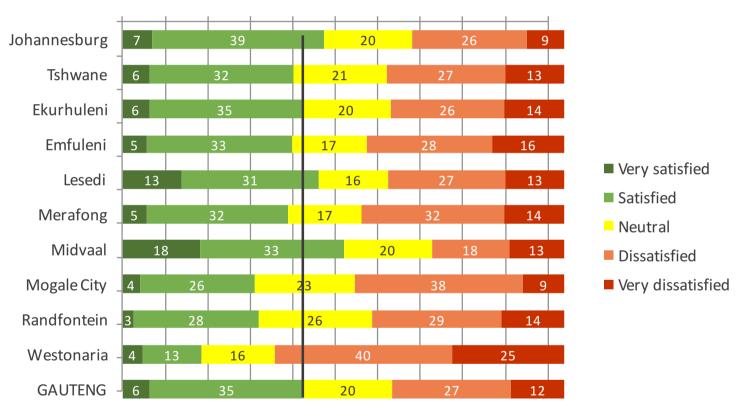
Local government



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

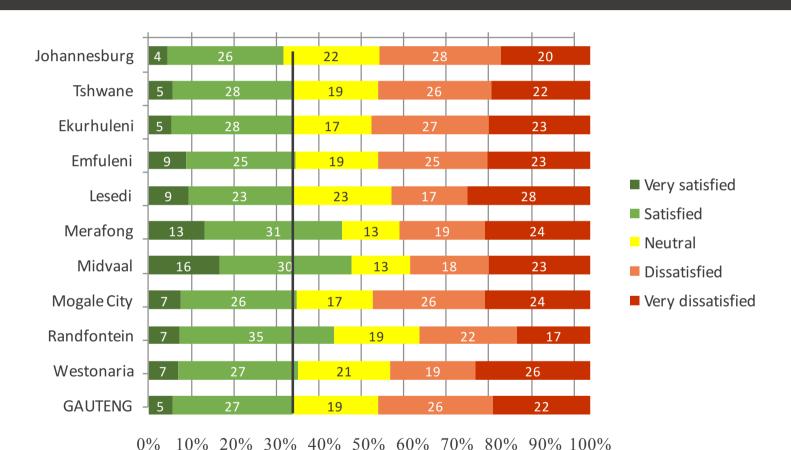


Local government by municipality: 2009

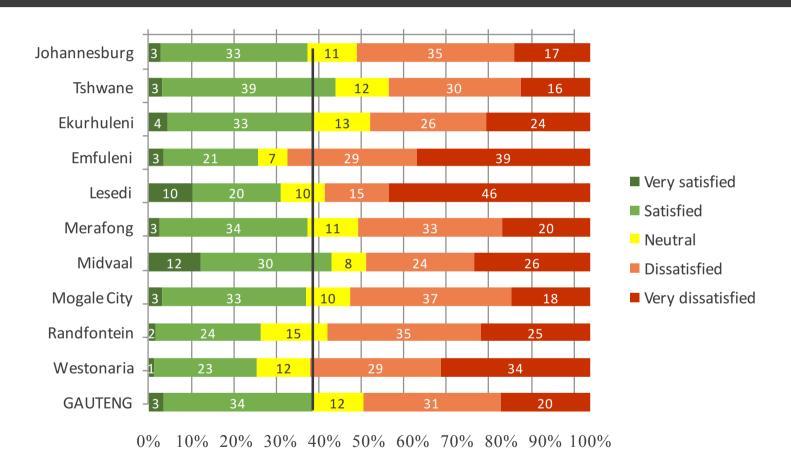


0% 10% 20% 30% 40% 50% 60% 70% 80% 90% 100%

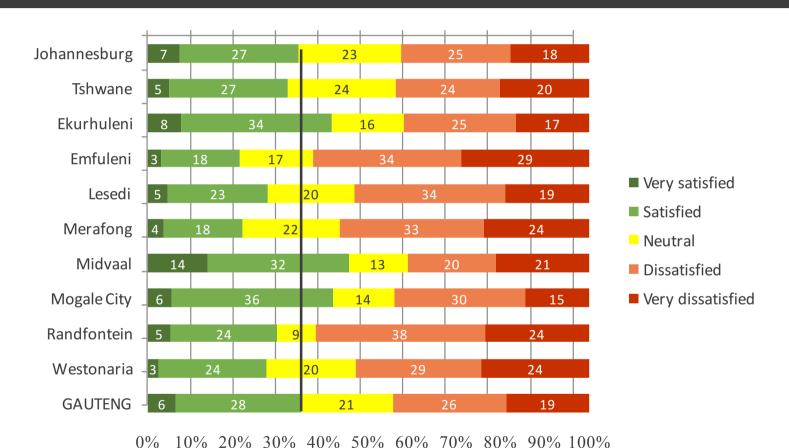
Local government by municipality: 2011



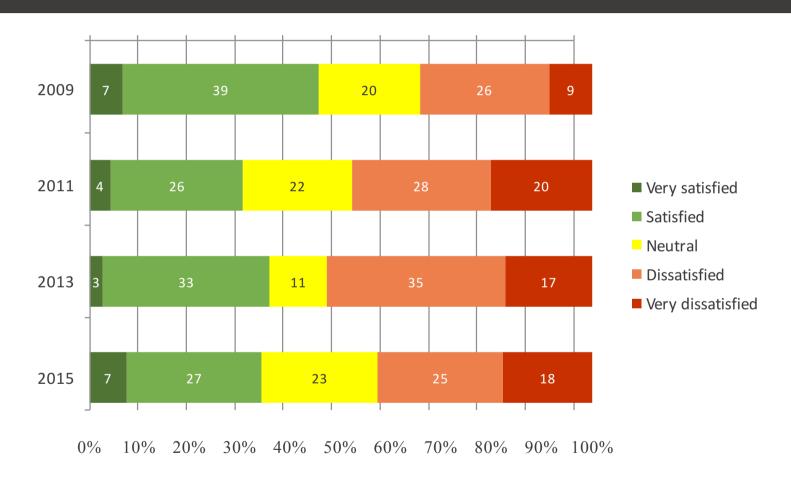
Local government by municipality: 2013



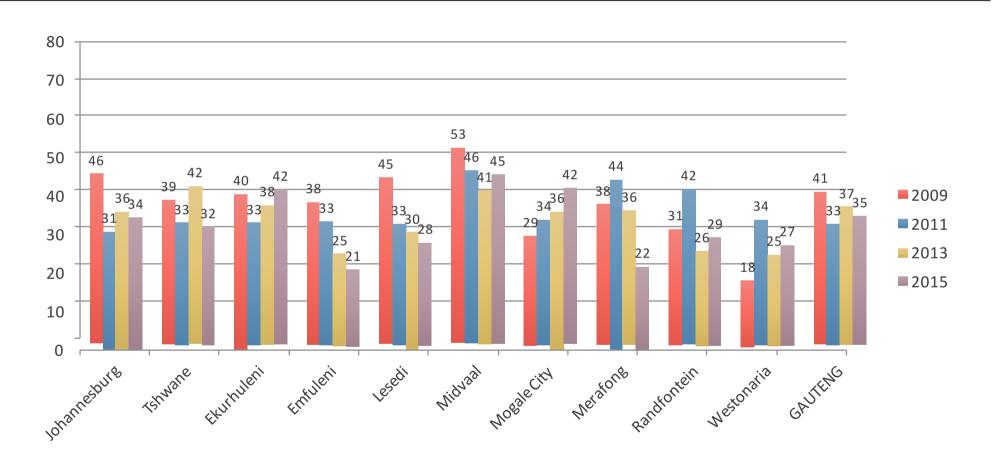
Local government by municipality: 2015



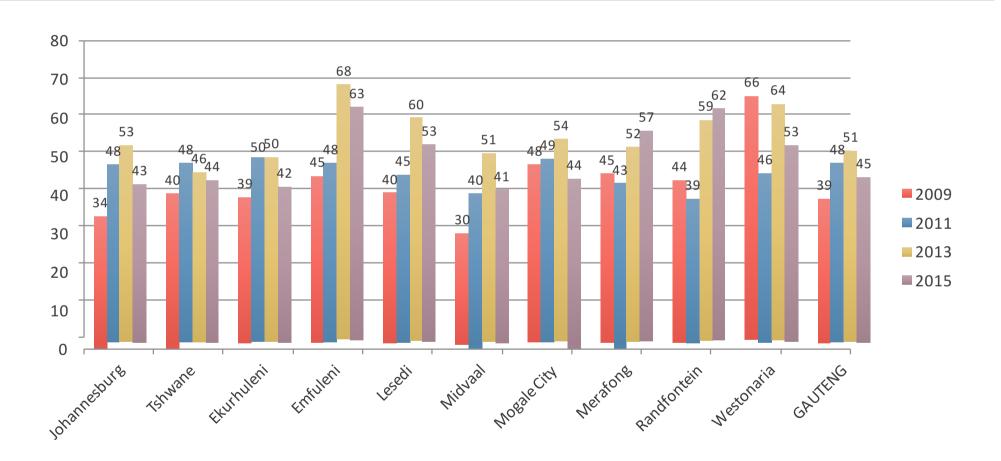
Satisfaction with local government in Johannesburg: 2009, 2011, 2013, 2015

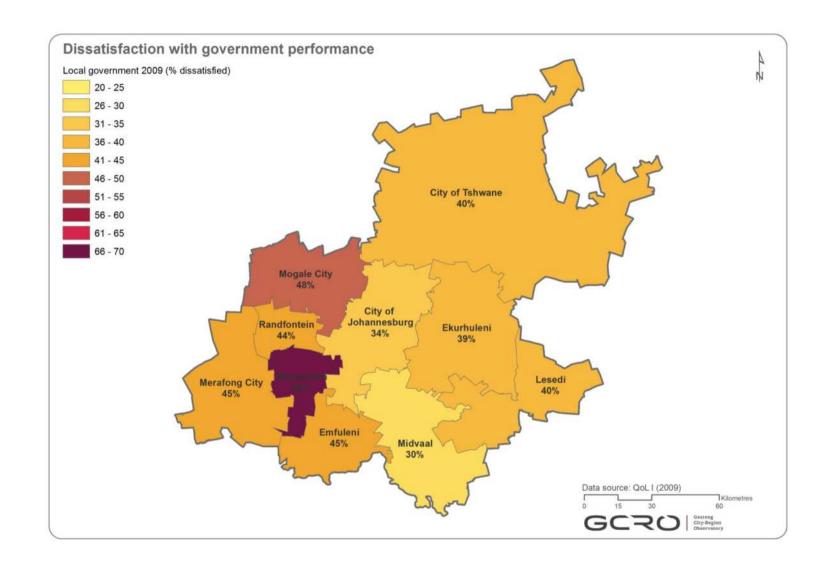


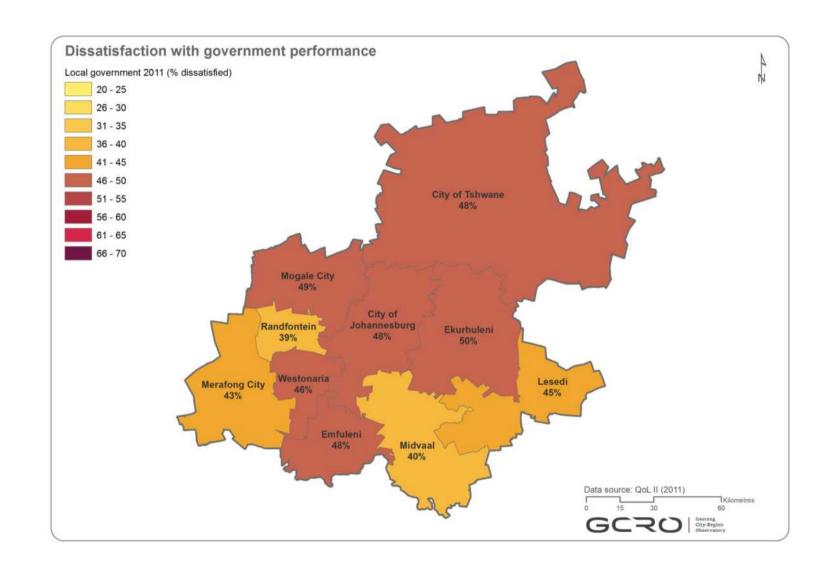
Satisfied with local government: 2009, 2011, 2013, 2015

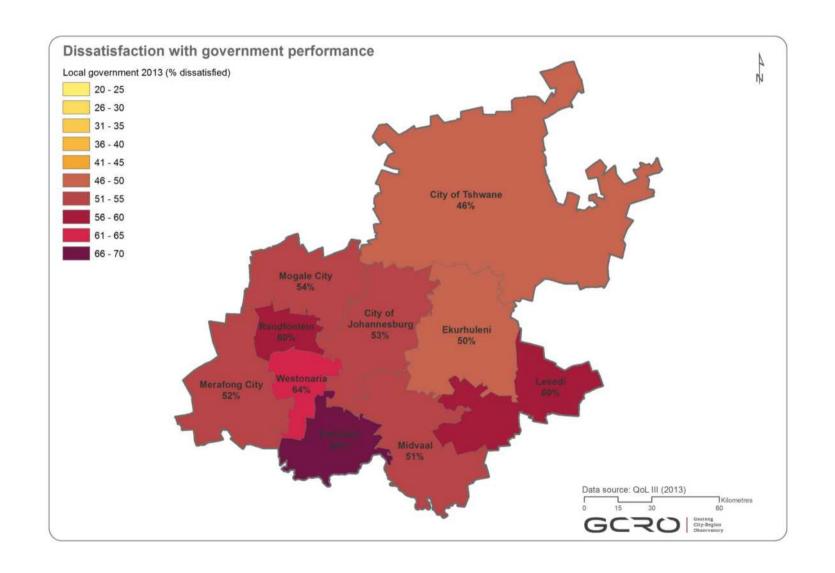


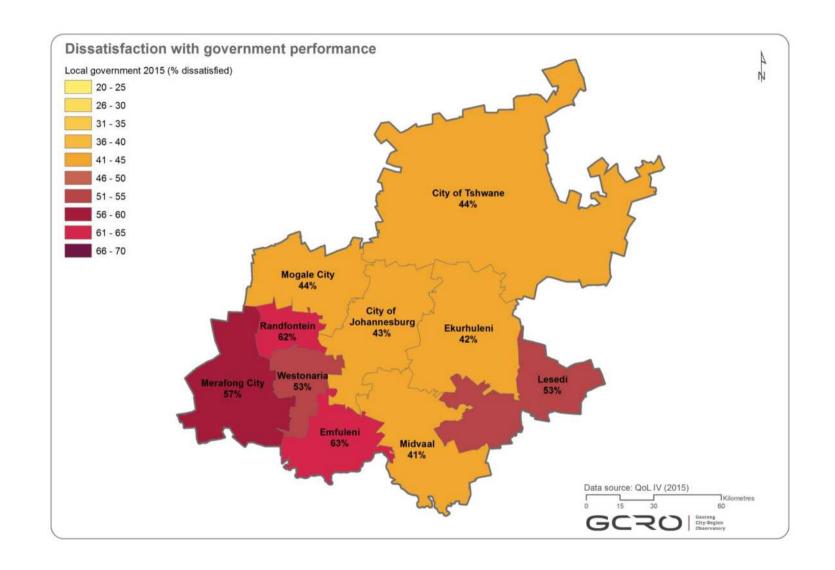
Dissatisfied with local government: 2009, 2011, 2013, 2015





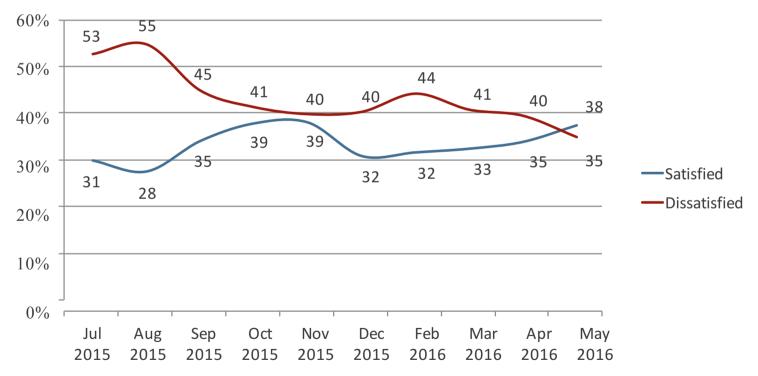






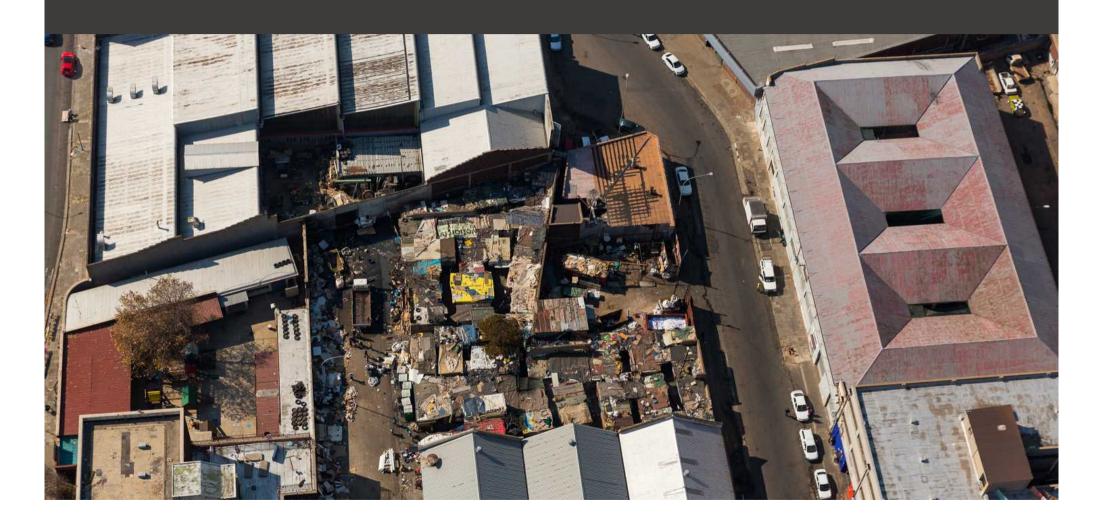
Local government – over the period of the survey*

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



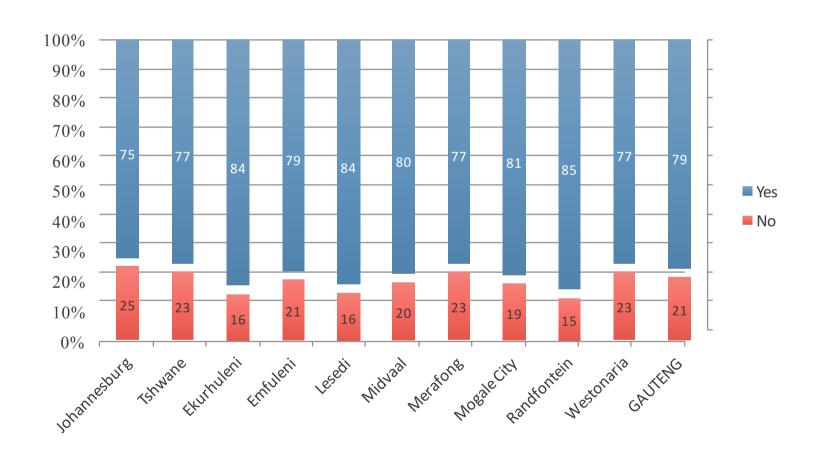
*Sample may not be fully representative at each period over the course of fieldwork

Exploring government dissatisfaction



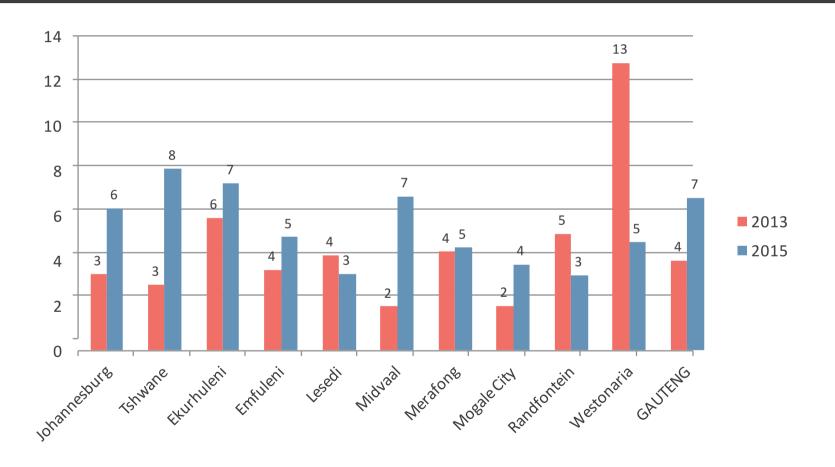
Impacts of government dissatisfaction

Intention to vote

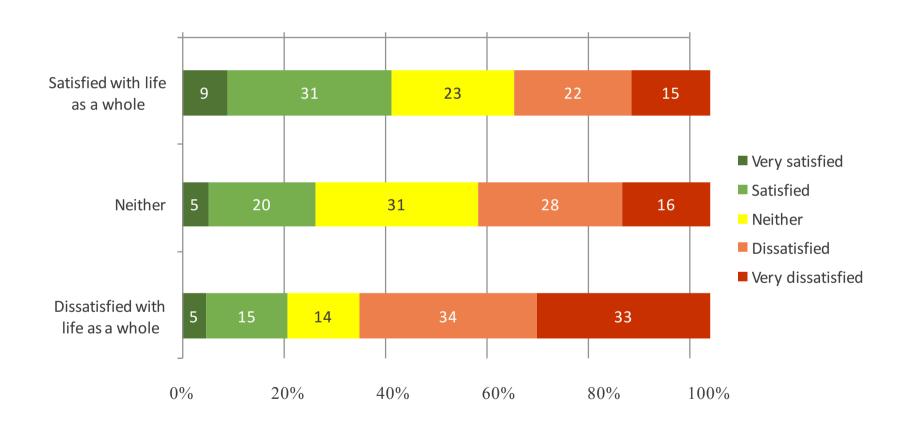


Impacts of government dissatisfaction

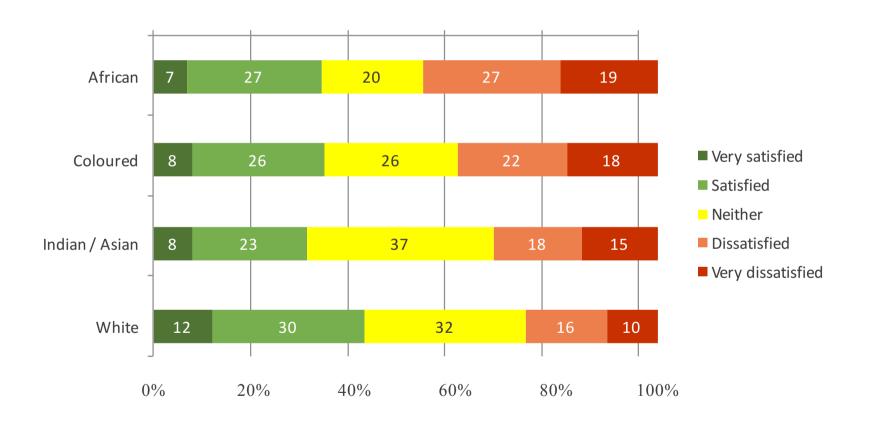
Participated in protest in last 12 months: 2013, 2015



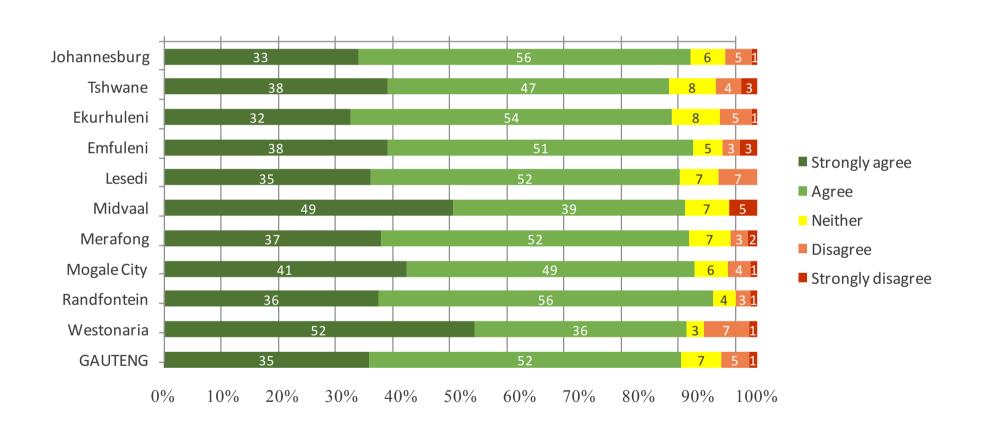
Satisfaction with life as a whole and satisfaction with local government (Johannesburg)



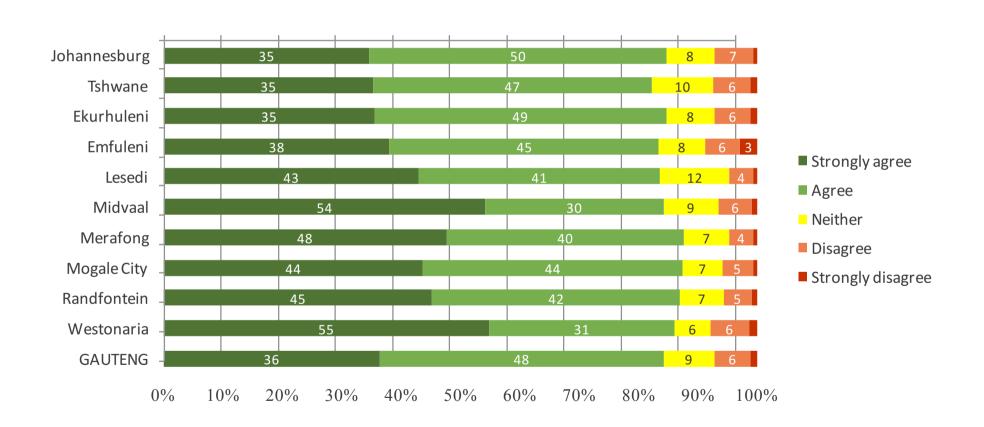
Race and satisfaction with local government (Johannesburg)



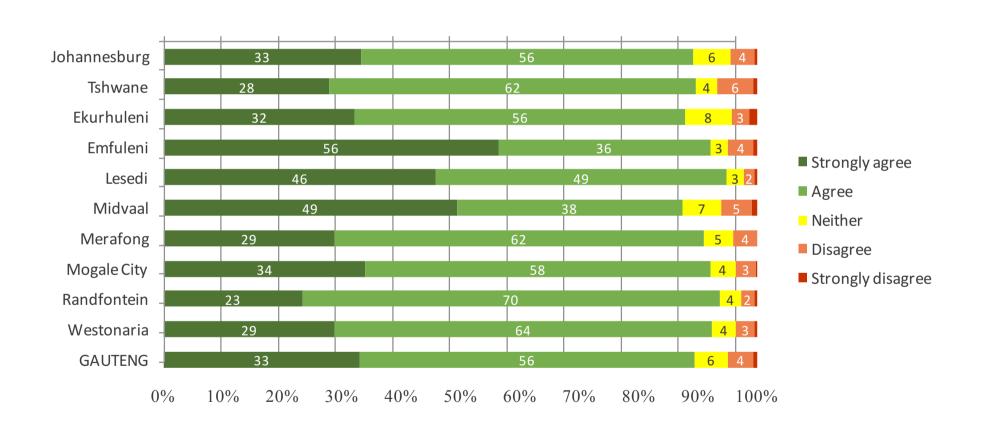
Corruption is the biggest threat to our democracy (2009)



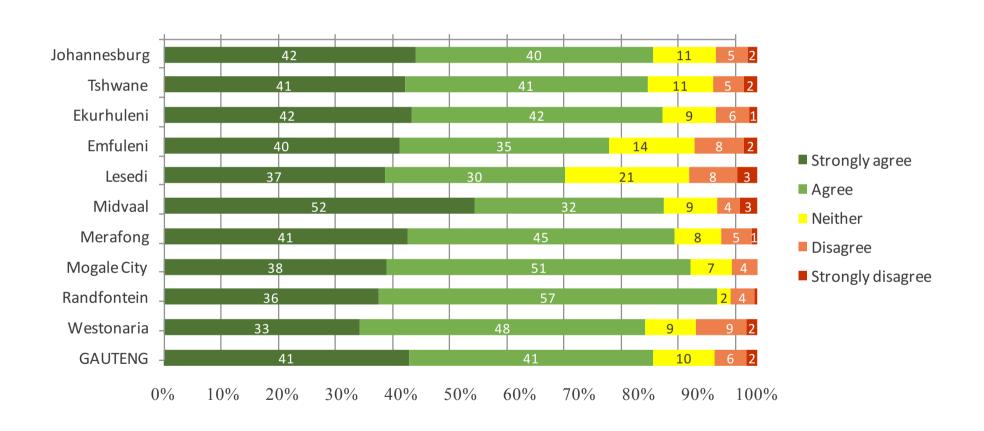
Corruption is the biggest threat to our democracy (2011)



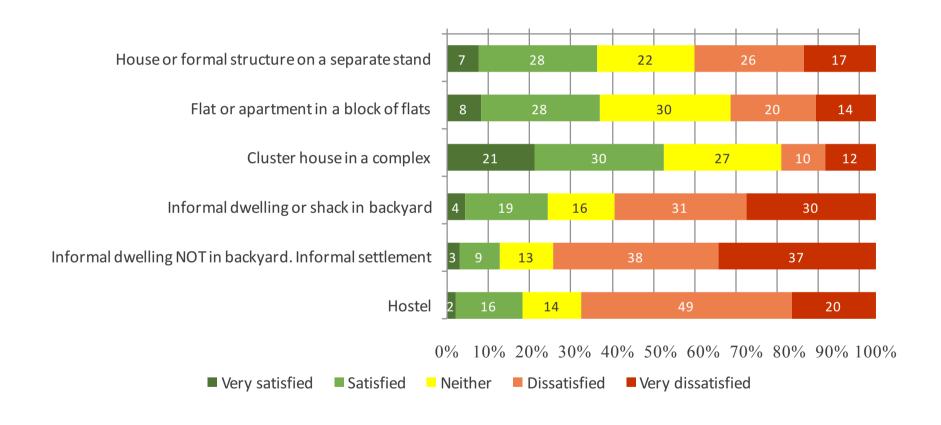
Corruption is the biggest threat to our democracy (2013)



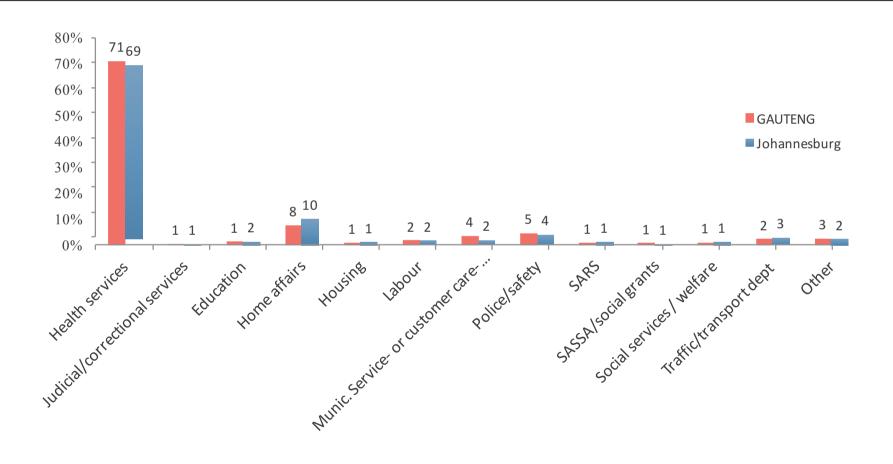
Corruption is the biggest threat to our democracy (2015)



Dwelling type and satisfaction with local government (Johannesburg)

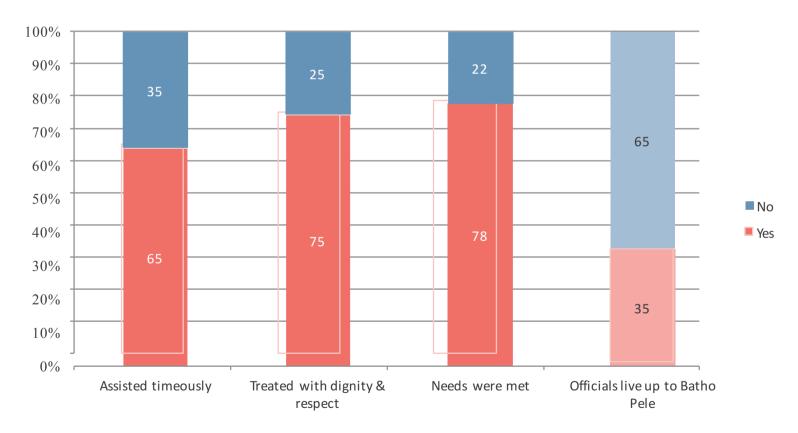


Which department/service did you most recently interact with?

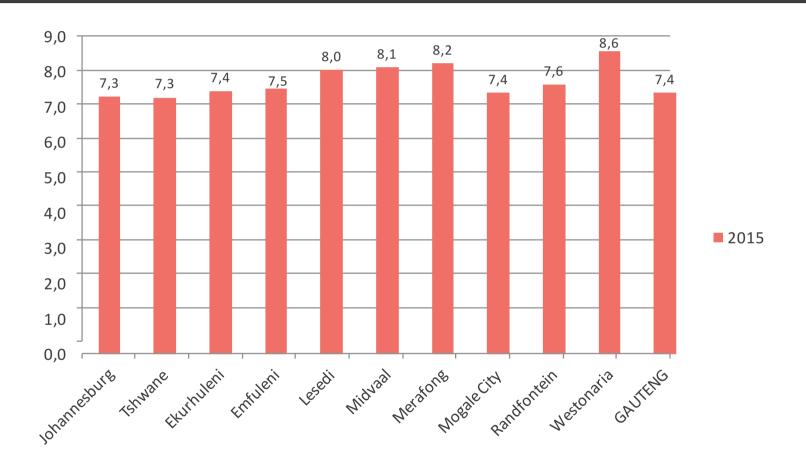


Perception of frontline services (Johannesburg)

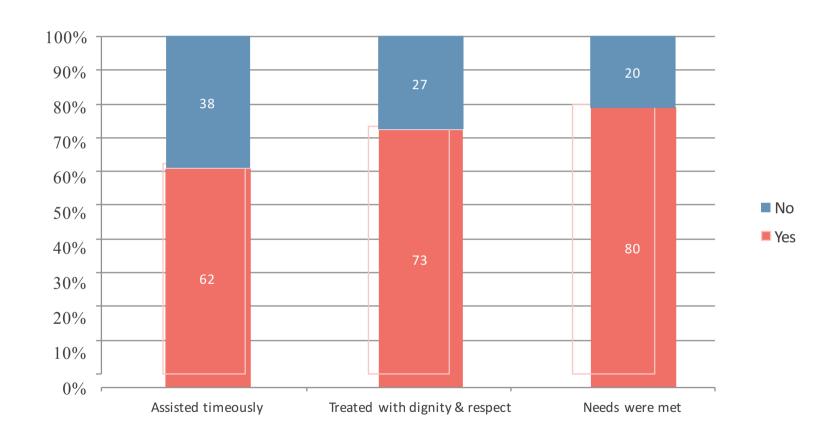
• Excludes people who did not recently interact with a government department / never interact with government officials



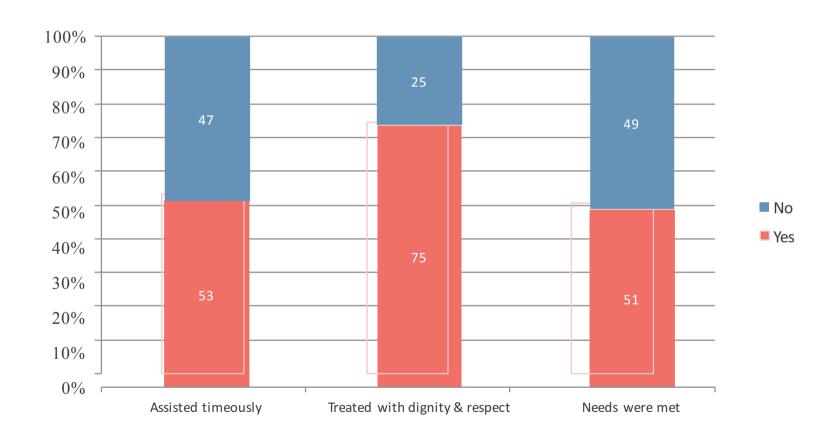
Index of perceptions of frontline services (out of 10)



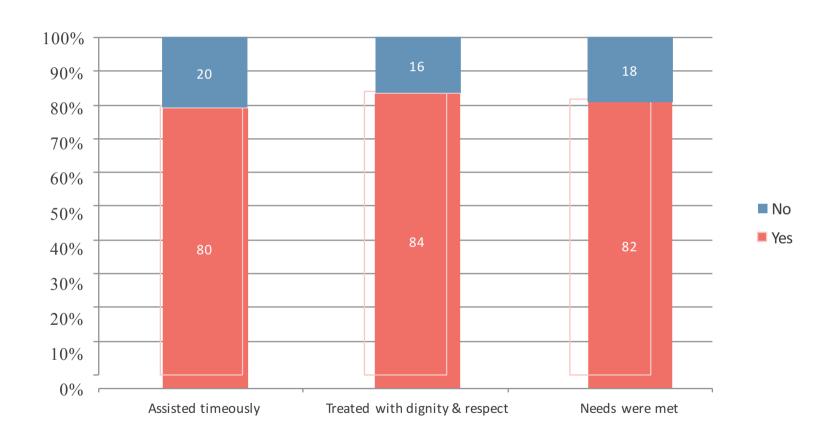
Perception of frontline services (Johannesburg): Health



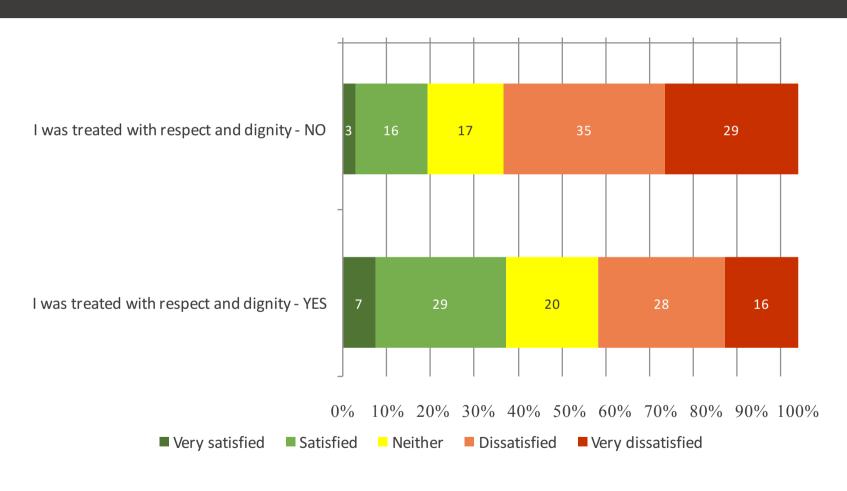
Perception of frontline services (Johannesburg): Municipal services / customer care centre



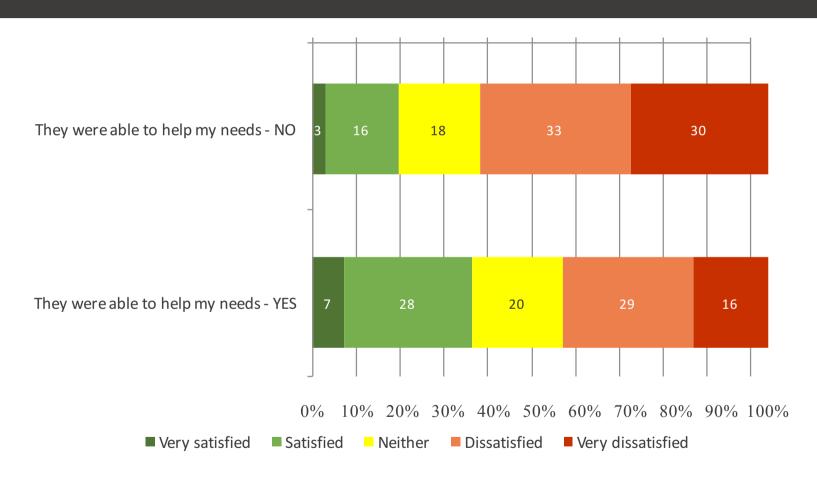
Perception of frontline services (Johannesburg): Traffic / transport dept



Perception of frontline services and satisfaction with local government (Johannesburg)

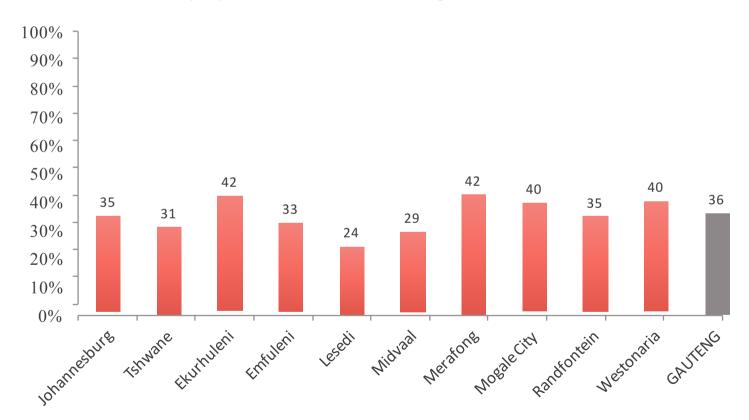


Perception of frontline services and satisfaction with local government (Johannesburg)

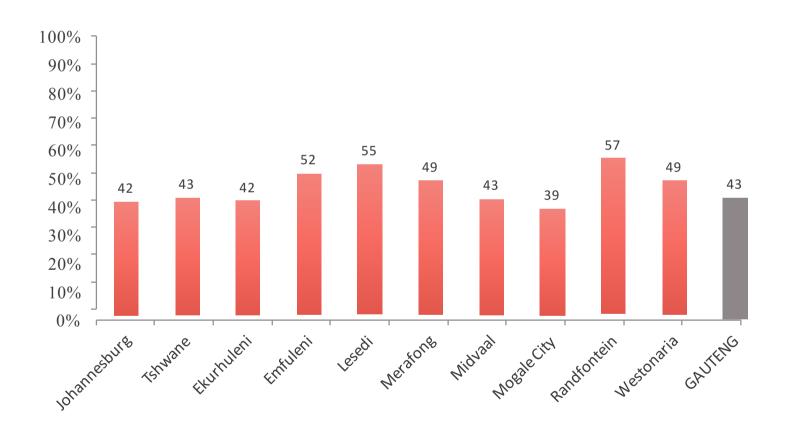


Believes that government officials are doing their best to live up to Batho Pele

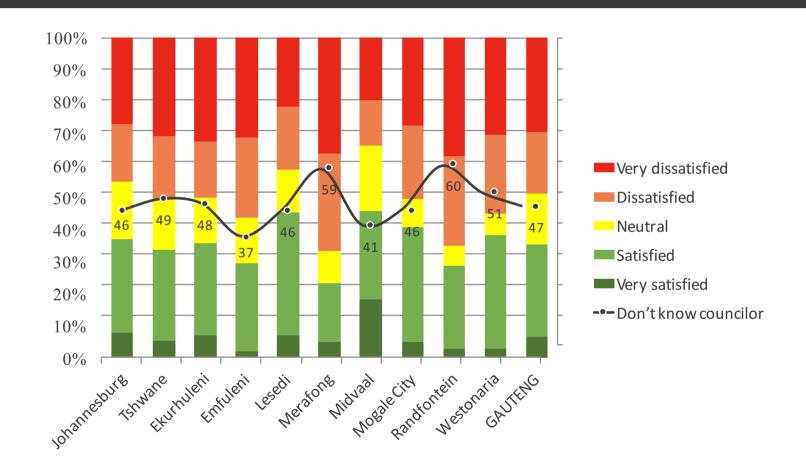
Excludes people who never interact with government officials

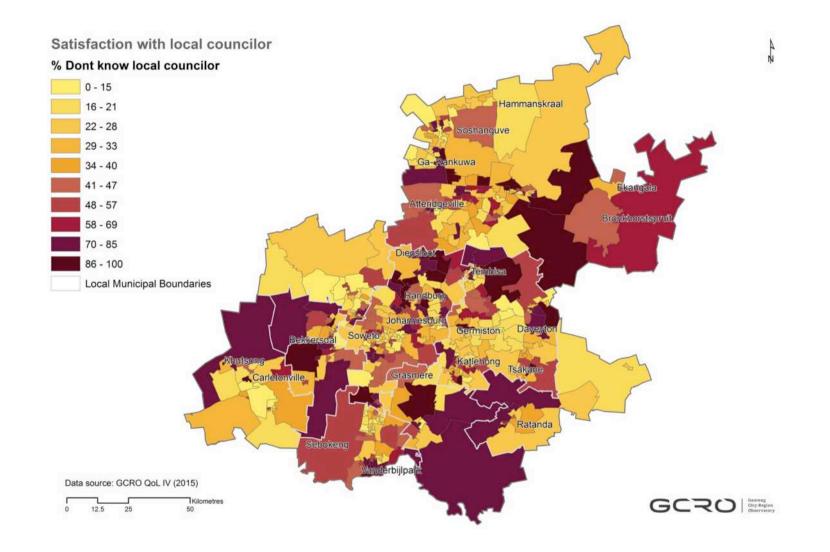


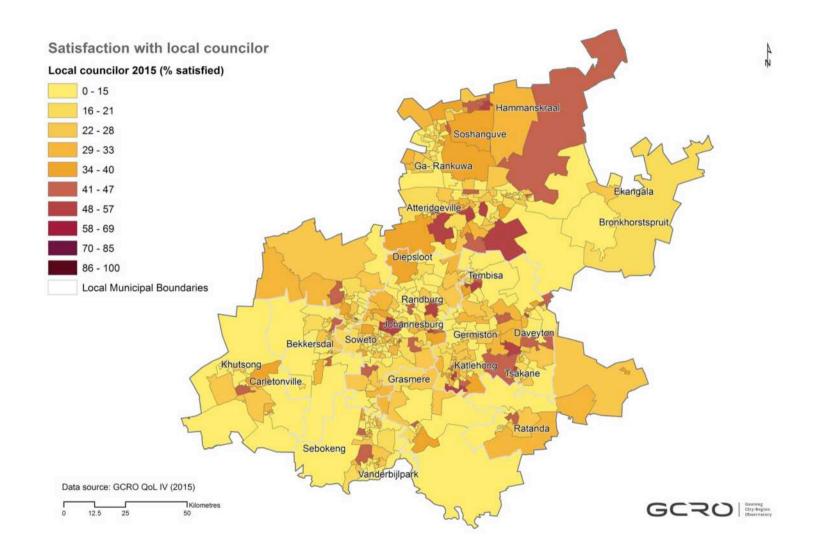
% agree, my municipality doesn't care about delivering services to me



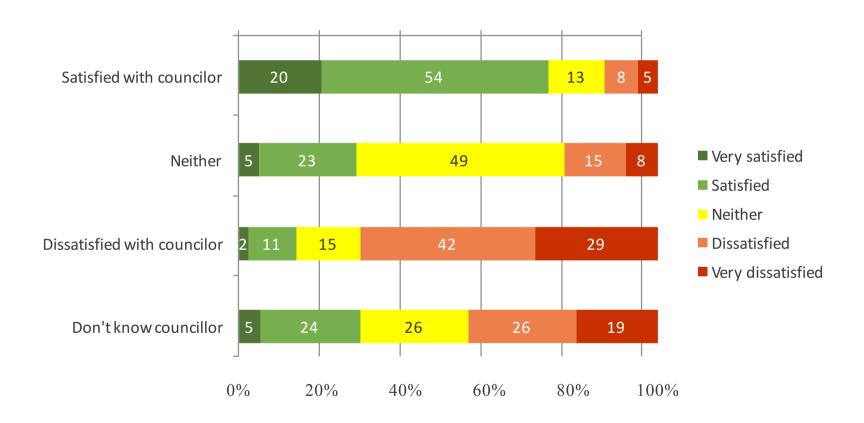
Satisfaction with local councilor



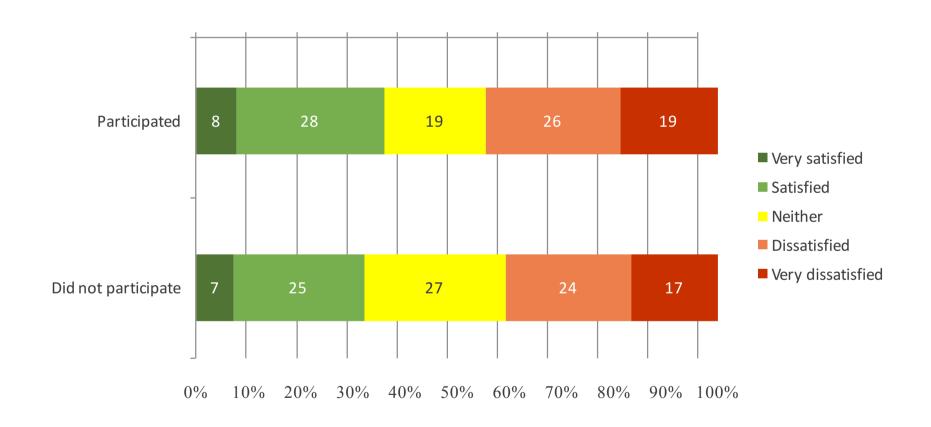




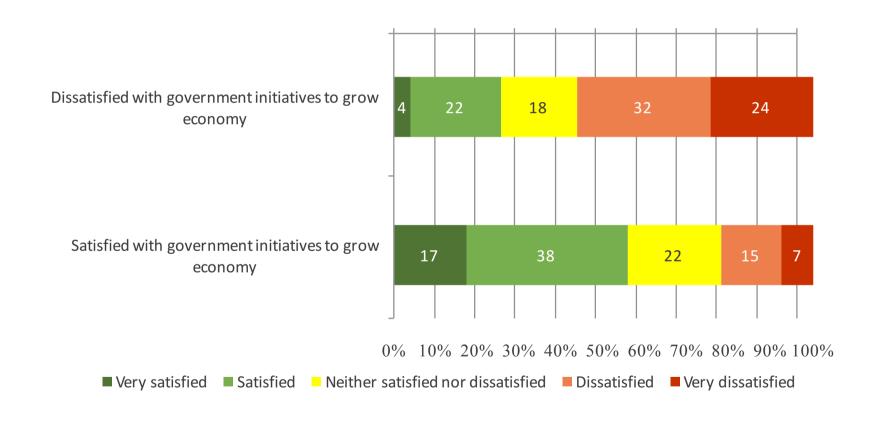
Satisfaction with local councilor and satisfaction with local government (Johannesburg)



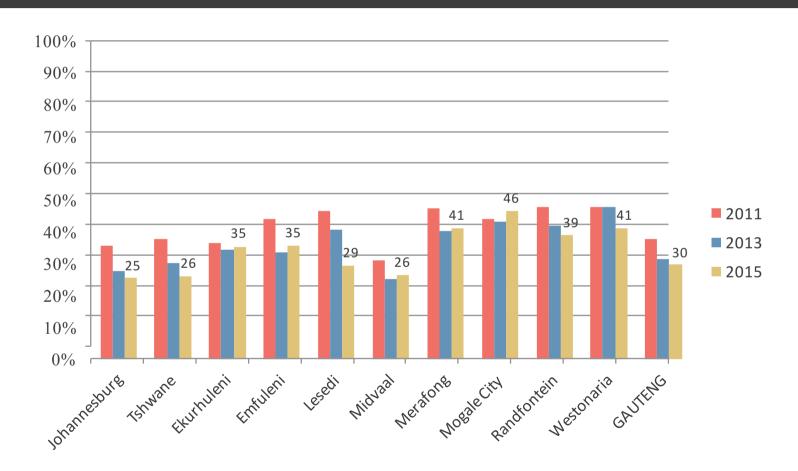
Participated in 'government' forums and satisfaction with local government (Johannesburg)



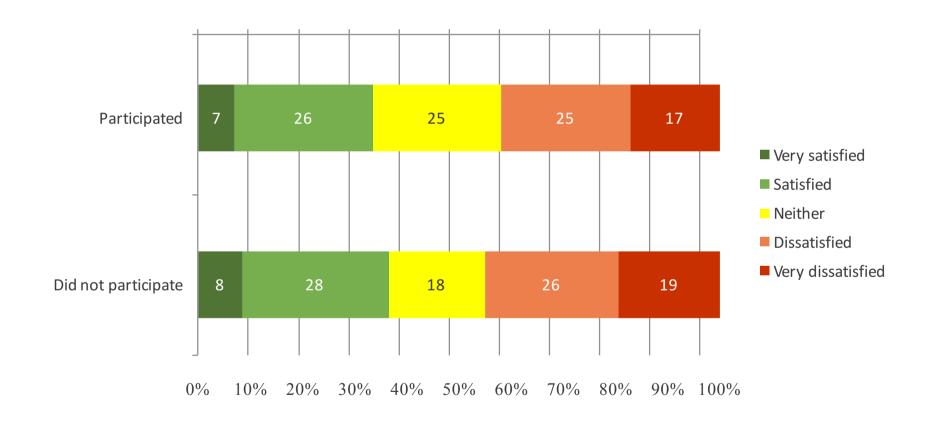
Satisfaction with initiatives to grow economy and satisfaction with local government (Johannesburg)



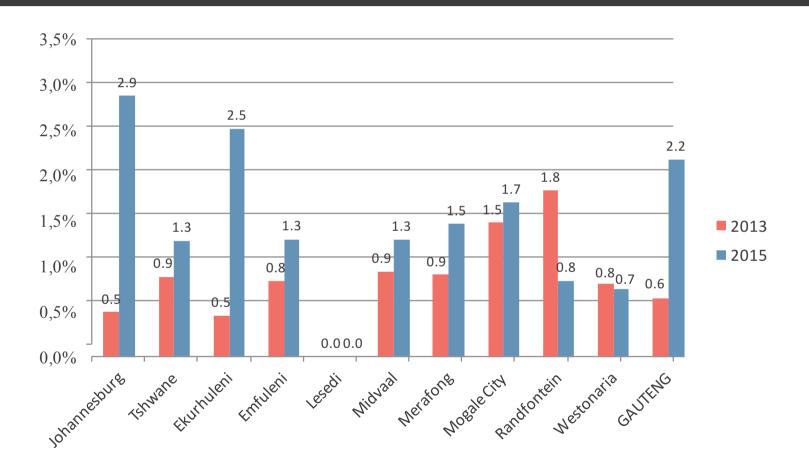
Attended ward meeting in the last year



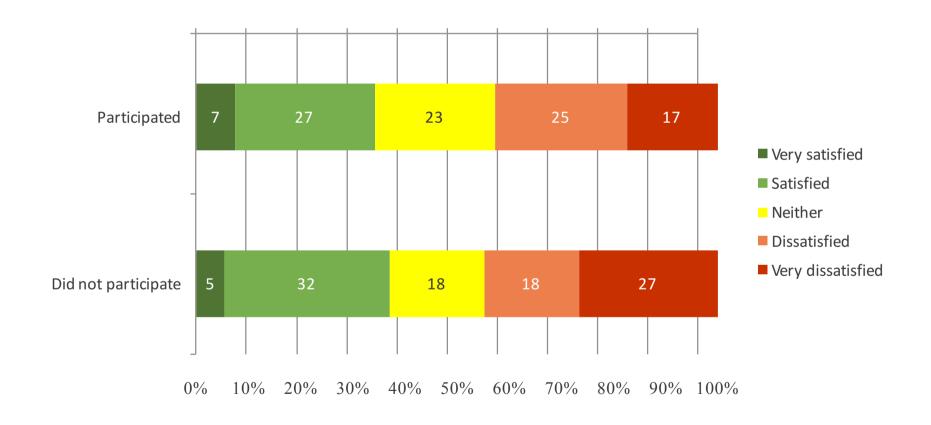
Participated in ward meetings and satisfaction with local government (Johannesburg)



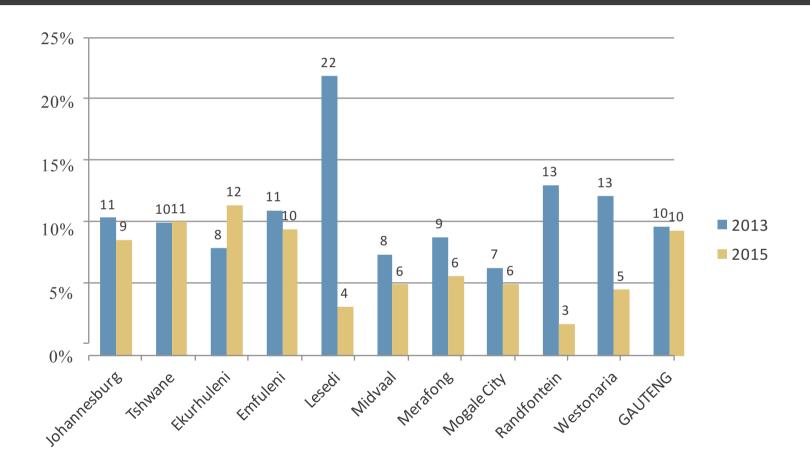
Attended IDP meeting in the last year



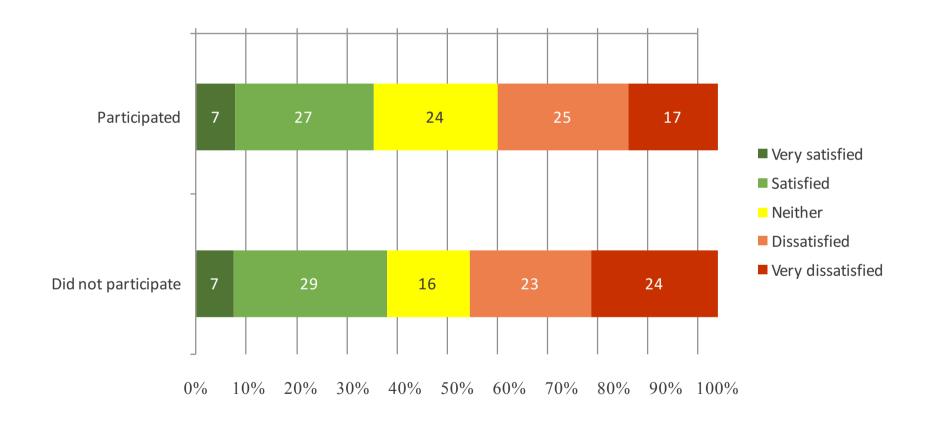
Participated in IDP meetings and satisfaction local government (Johannesburg)



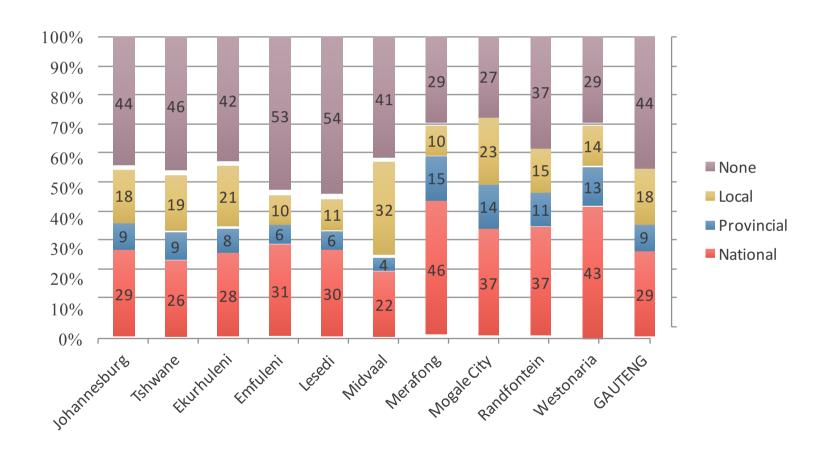
Attended community development forum meeting in the last year



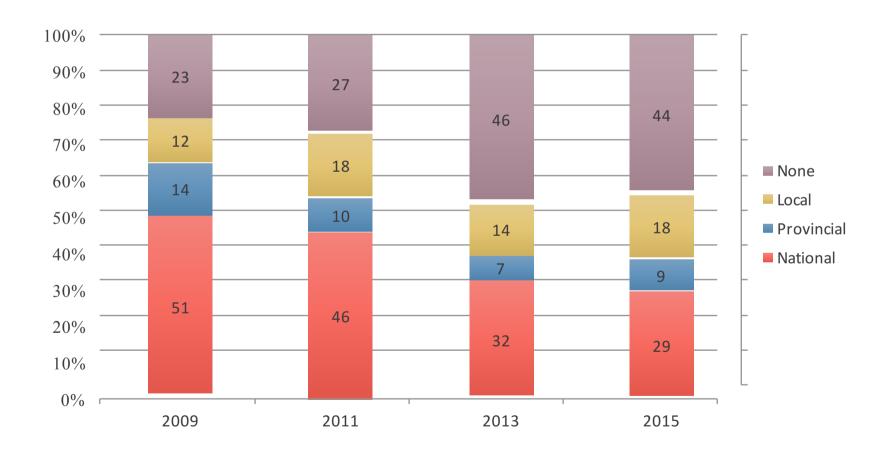
Participated in community development forums & satisfaction local government (Johannesburg)



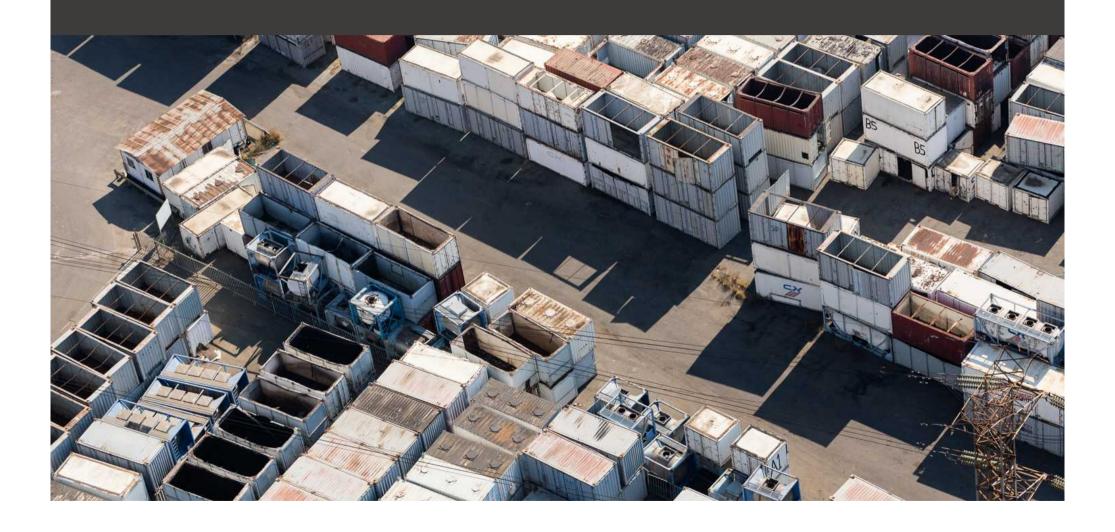
Which level of government has done the most to improve your quality of life?



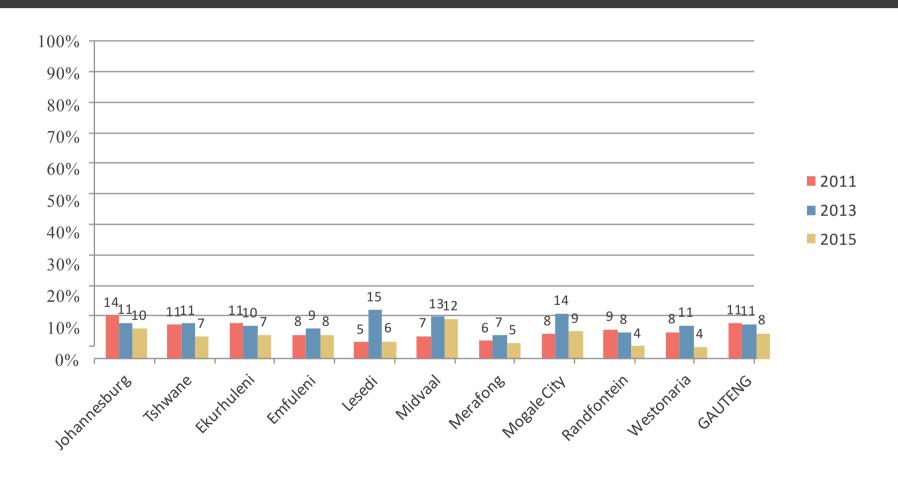
Which level of government has done the most to improve your quality of life? (Johannesburg)



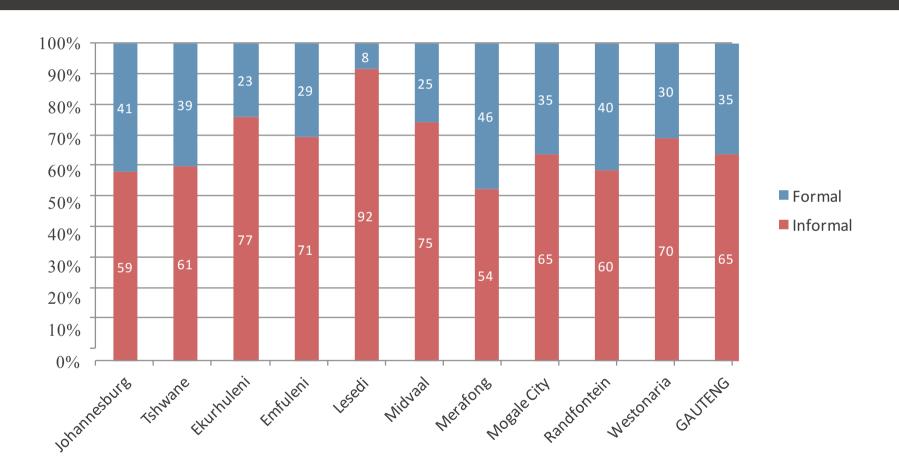
Economic conditions



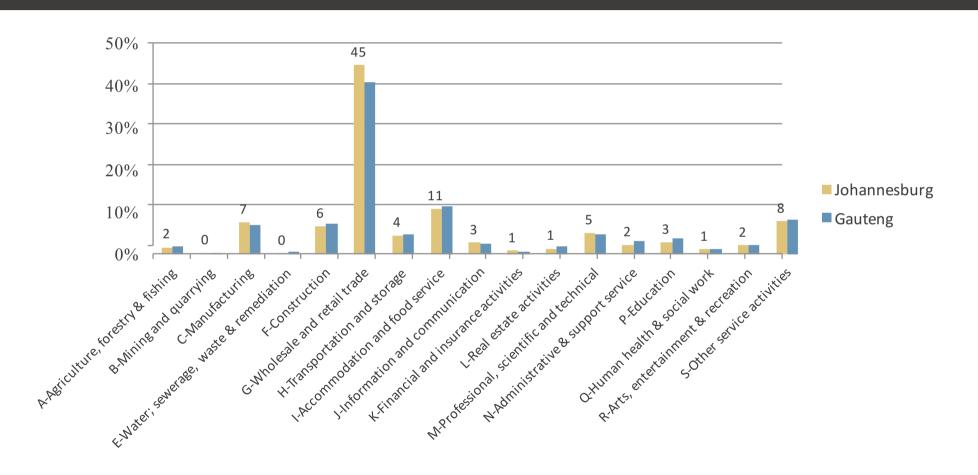
Are you currently the owner of a business: % yes



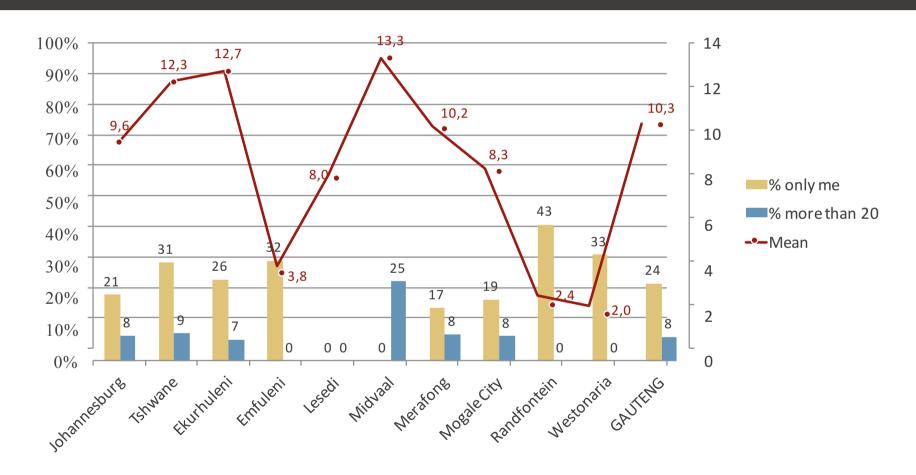
Is the business formal or informal?



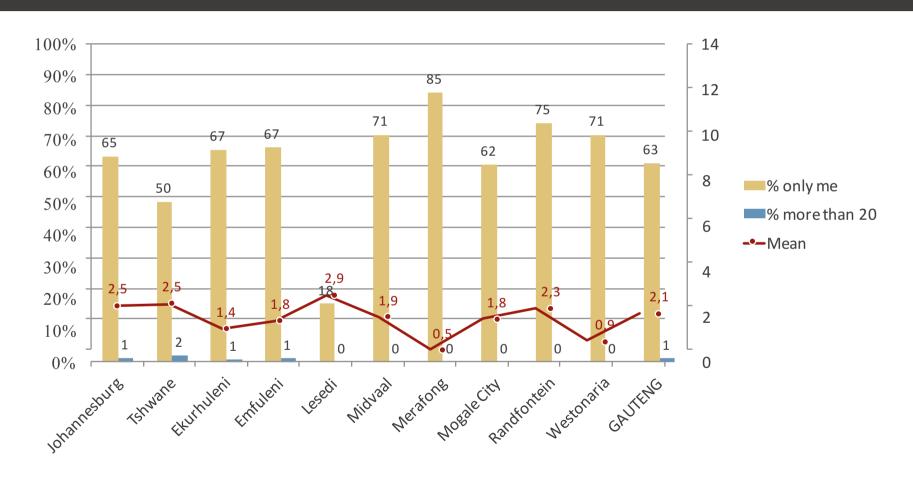
What does your business do? (coded to new SIC codes)



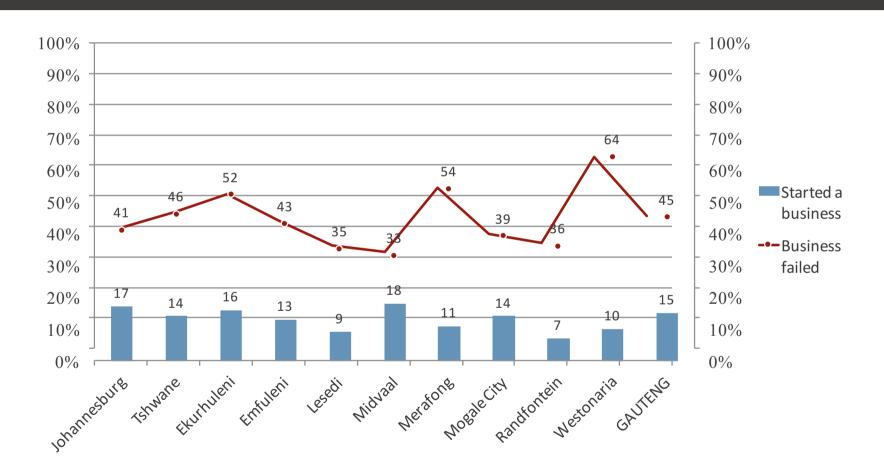
How many people does your business employ? Formal sector



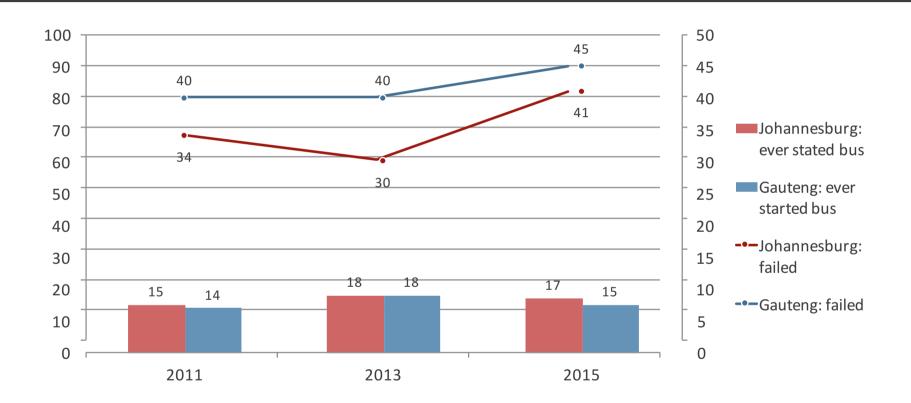
How many people does your business employ? Informal sector



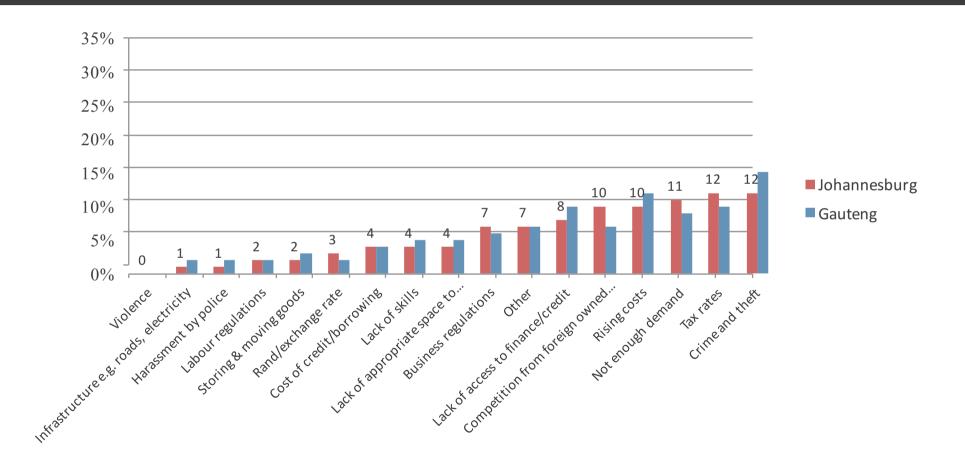
Ever started a business and did the business fail



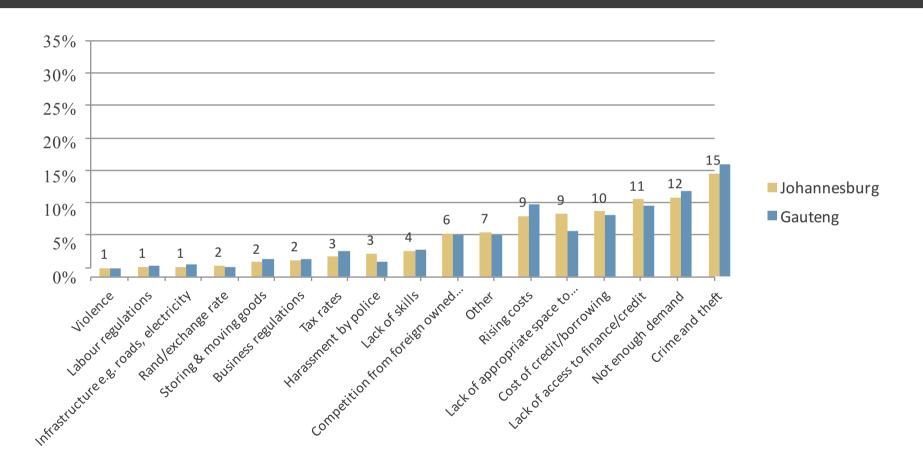
Ever started a business and did the business fail: 2011-2015



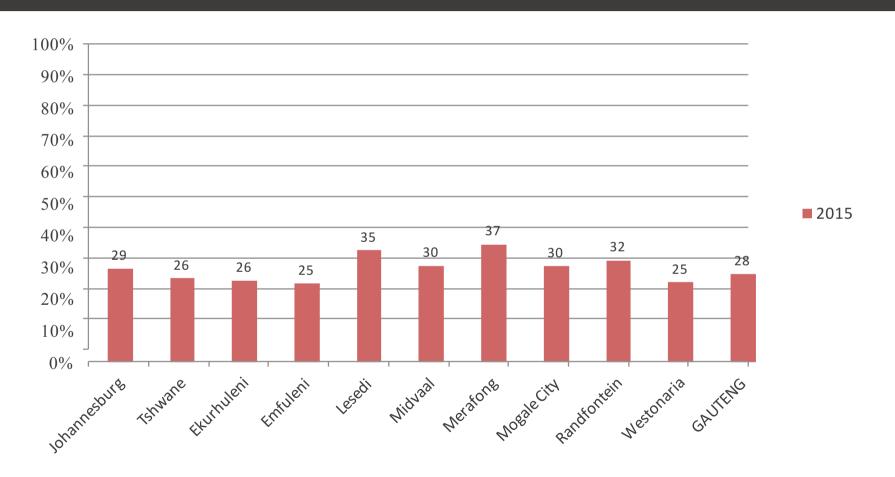
Primary constraints on business: formal



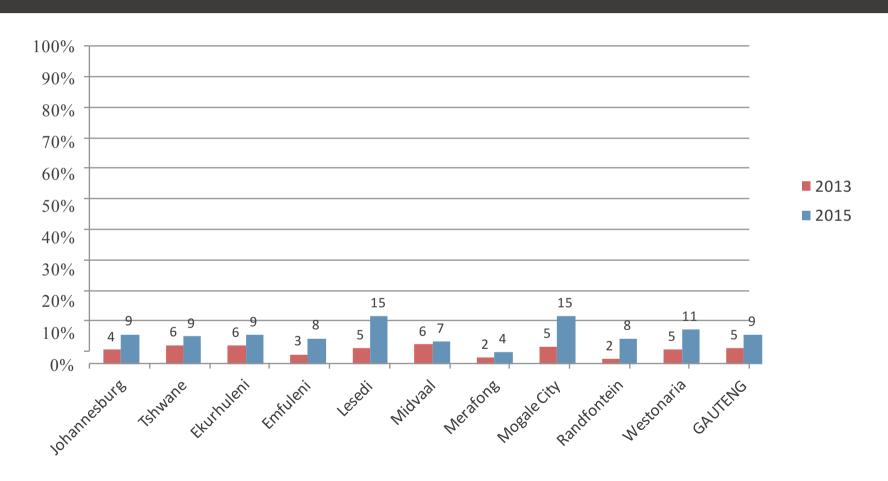
Primary constraints on business: informal



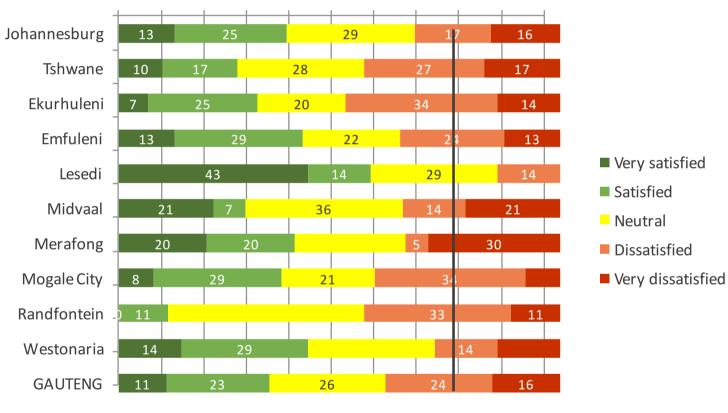
Do you know of any government service to support small business: % yes



Have you ever approached government for support: 2013, 2015

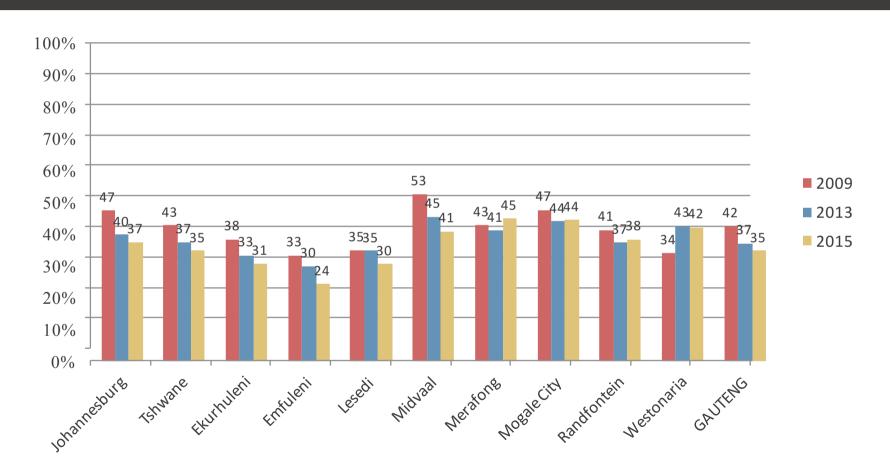


Satisfaction with business support provided by government

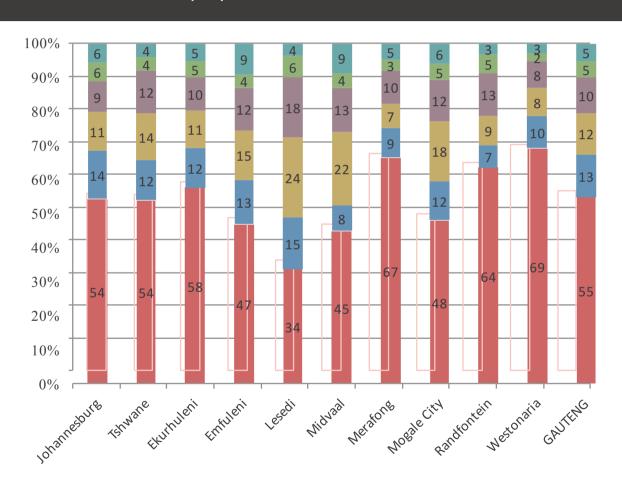


0% 10% 20% 30% 40% 50% 60% 70% 80% 90% 100%

Have you done any work in the last 7 days: 2009, 2013, 2015 (Question was asked differently in 2011)

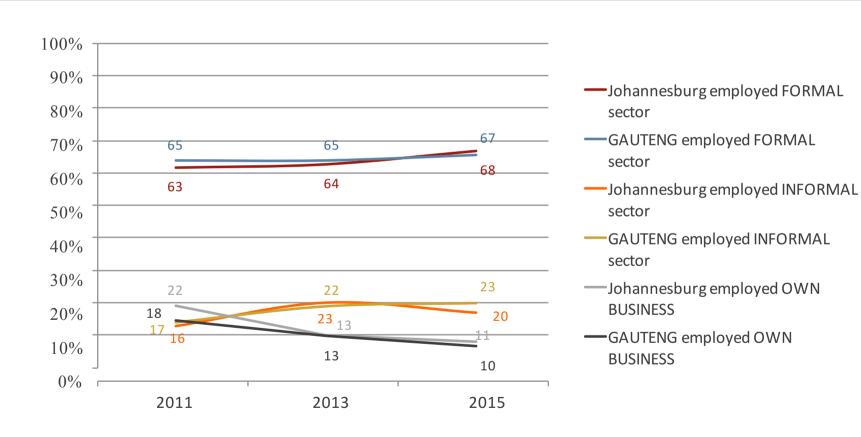


Working status of those employed

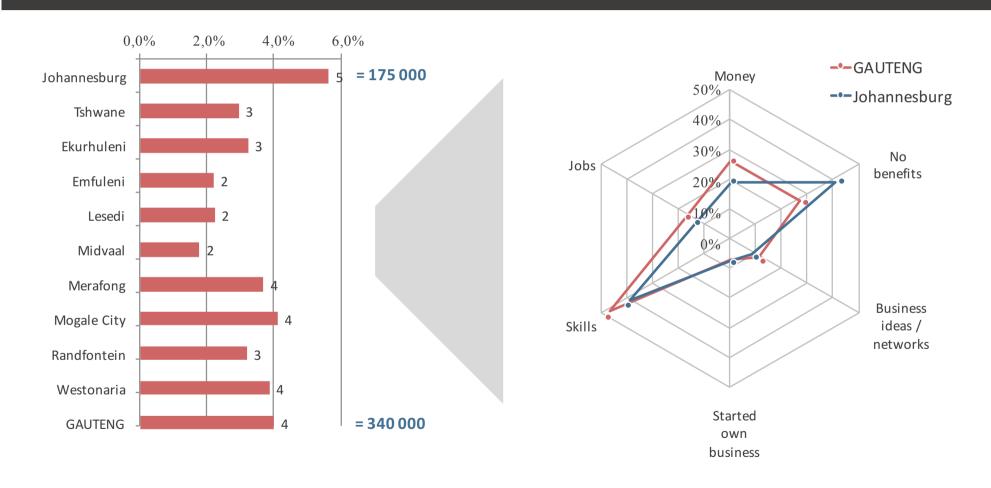


- Self employed, own business, working from home
- Self employed, own business, NOT working from home
- Employed part time, informal sector
- Employed full time, informal sector
- Employed part time, formal sector
- Employed full time, formal sector

Working status of those employed: 2011, 2013, 2015

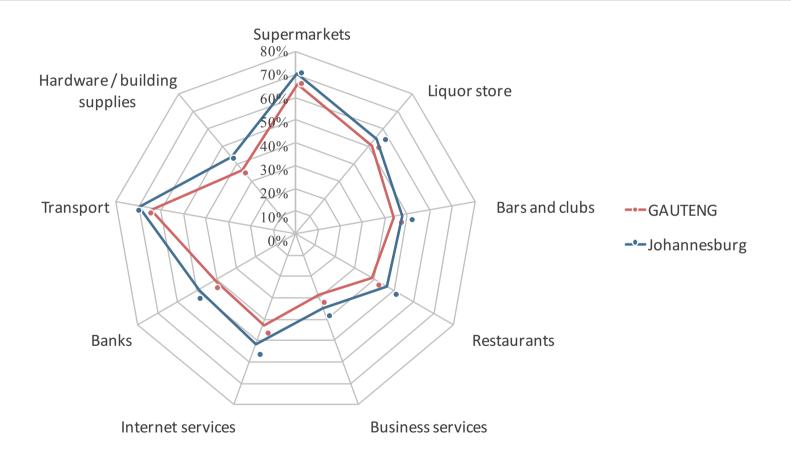


In last year worked in government employment scheme (jozi@work, EPWP, CWP) and benefits?



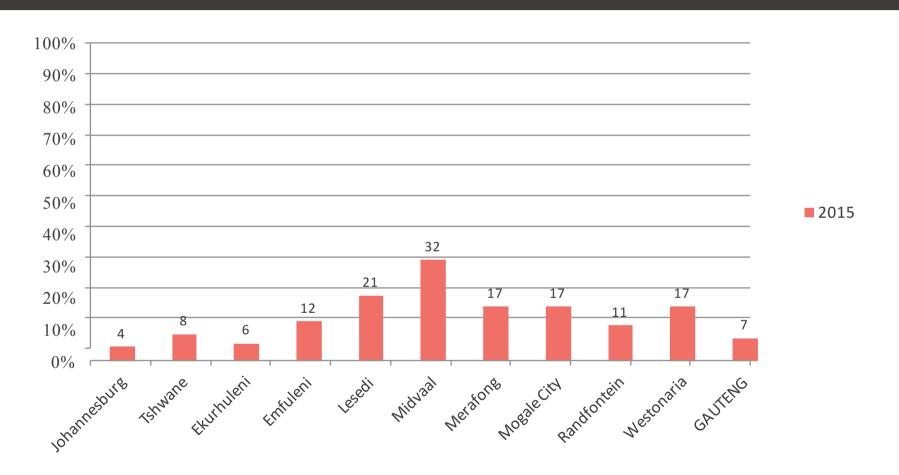
Local economies

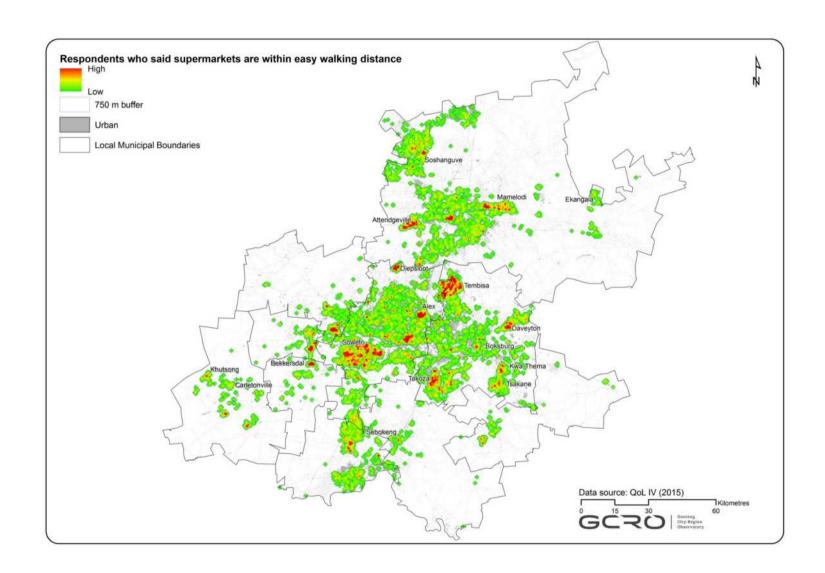
Access to economic services within easy walking distance

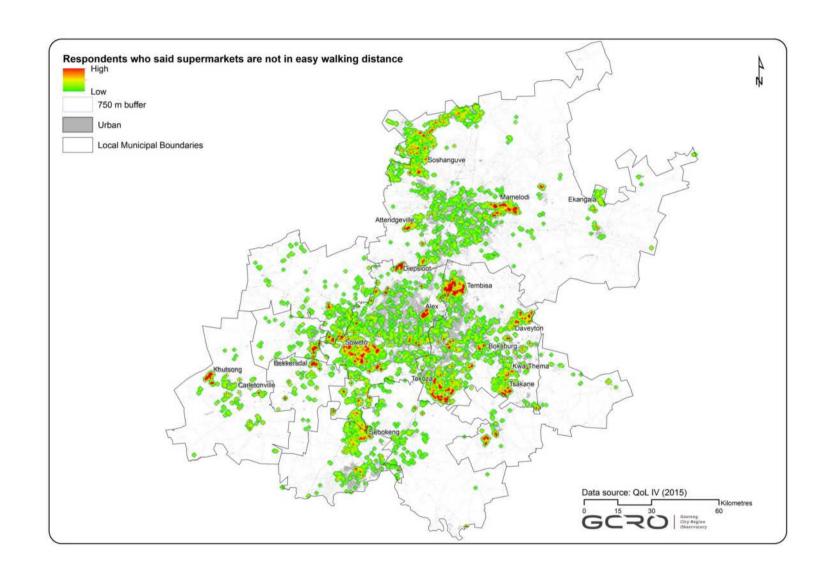


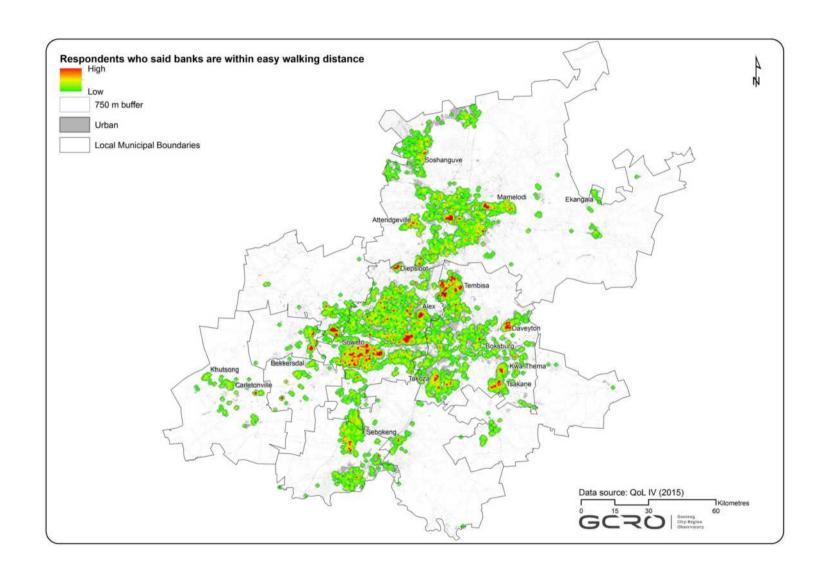
Local economies

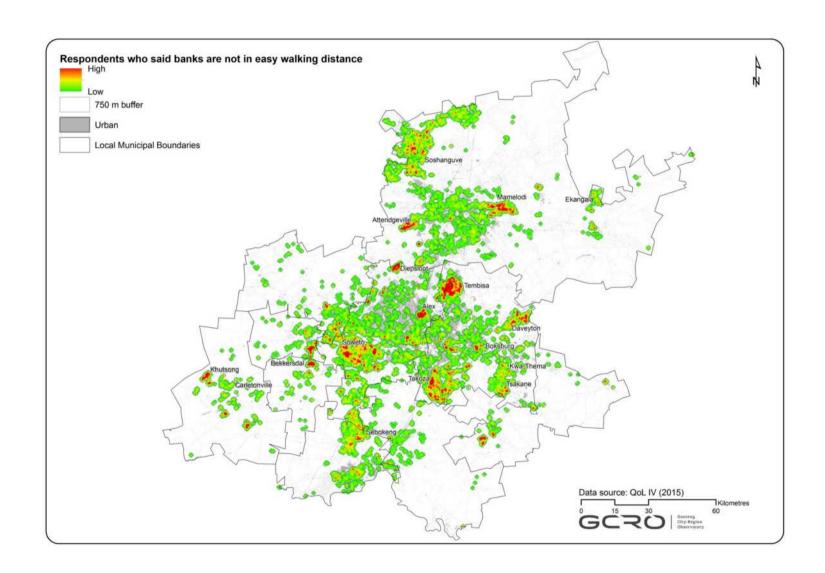
No economic services are within easy walking distance of here

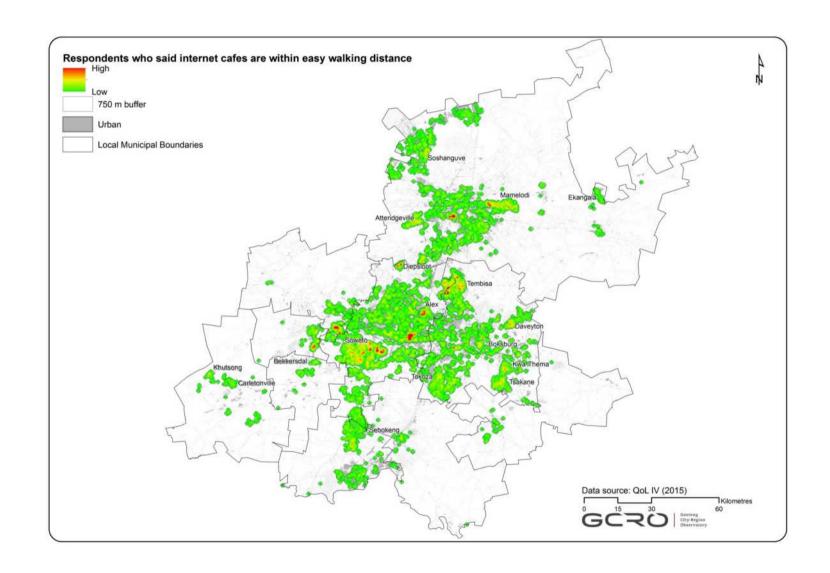


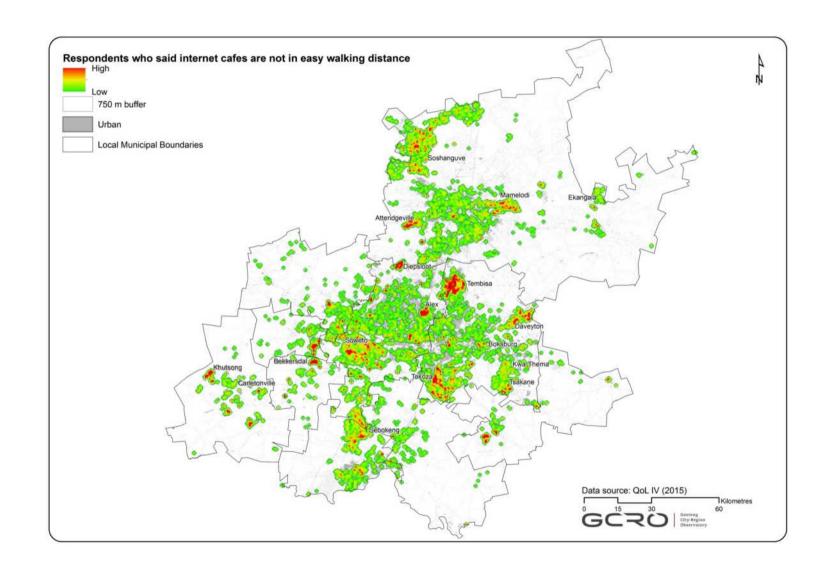










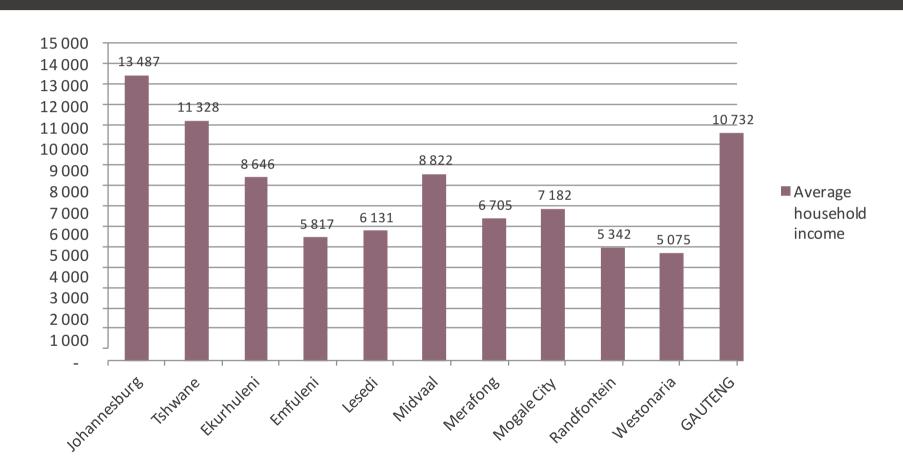


Poverty and inequality

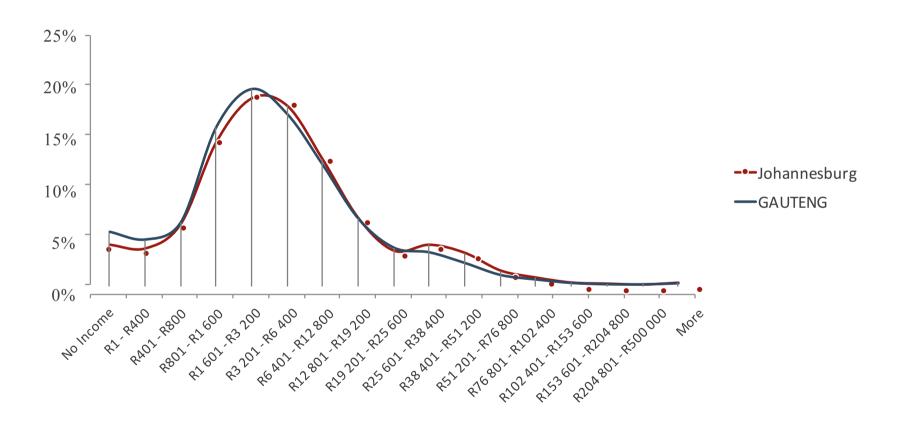


Poverty and inequality

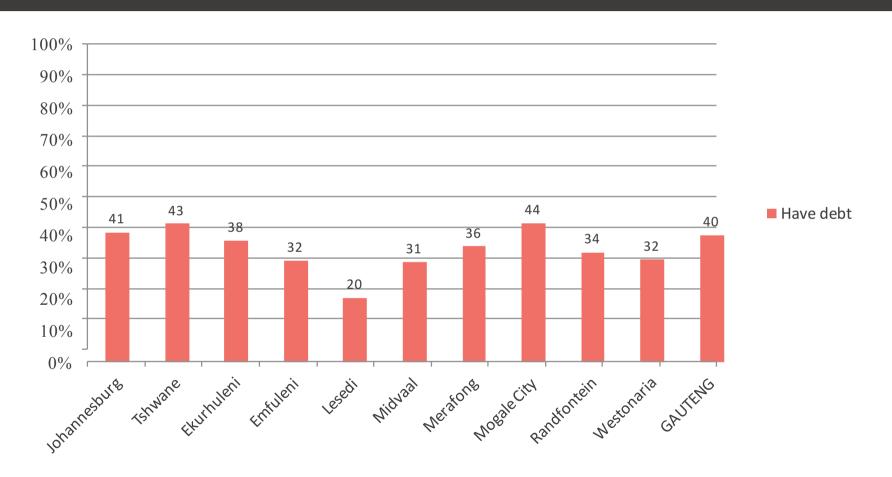
Average household income per month



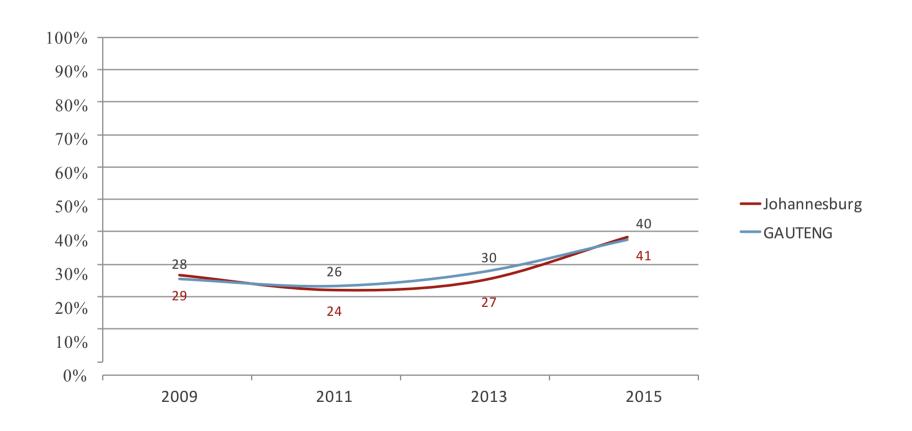
Average household income per month



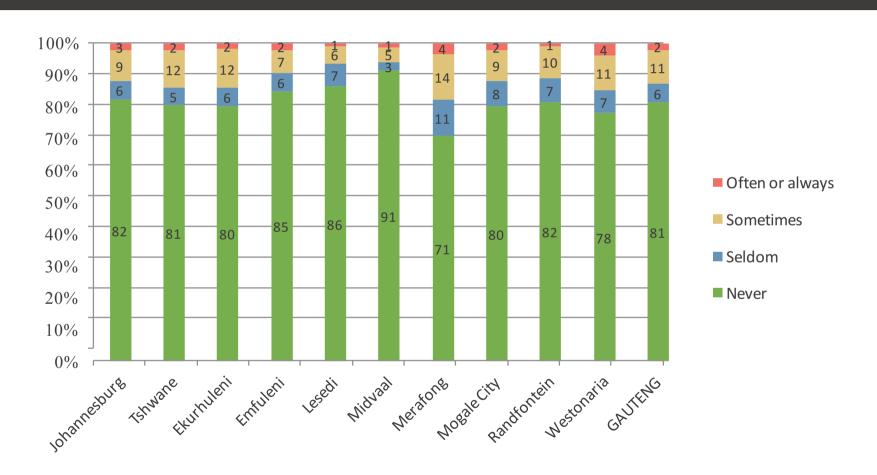
Do you have debt?



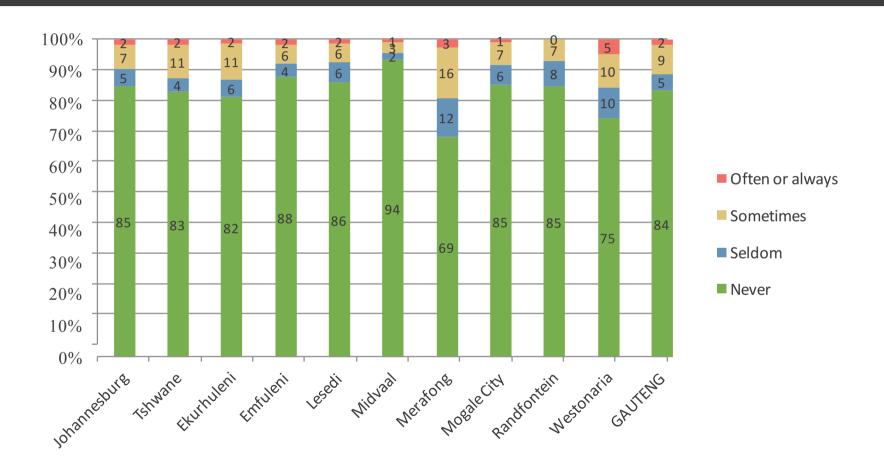
Do you have debt? 2009-2015



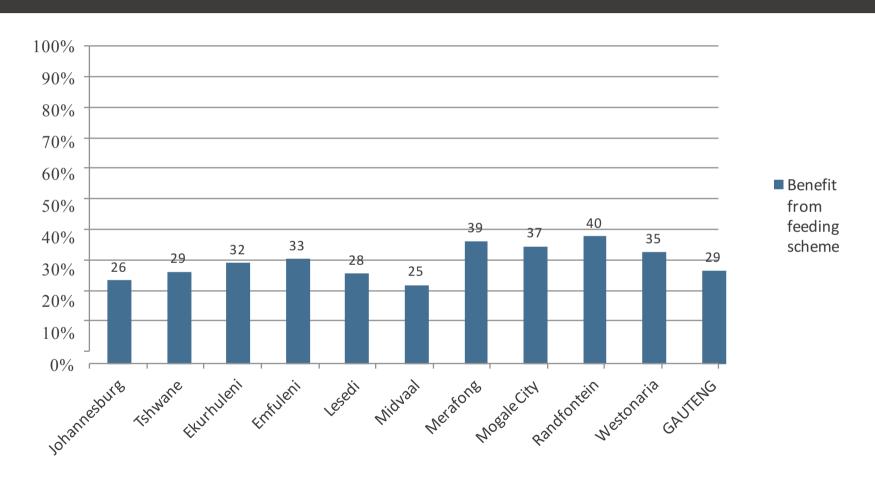
Has respondent or other adult in household skipped a meal in the last year?



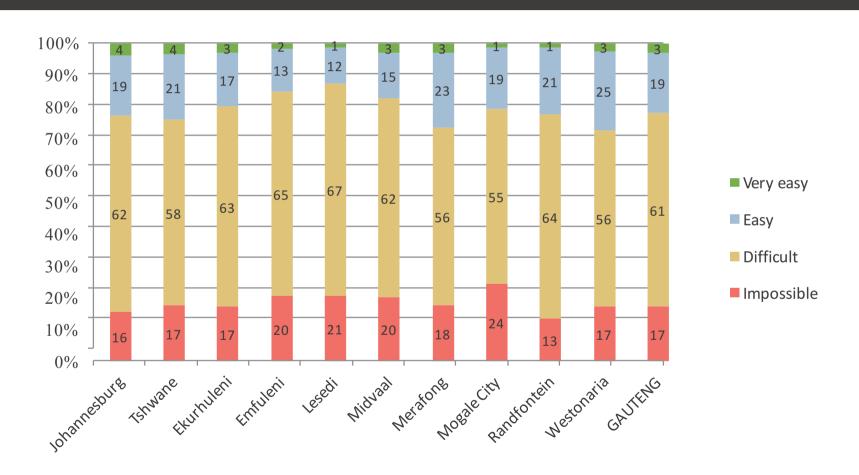
Have children in the household skipped a meal in the last year?



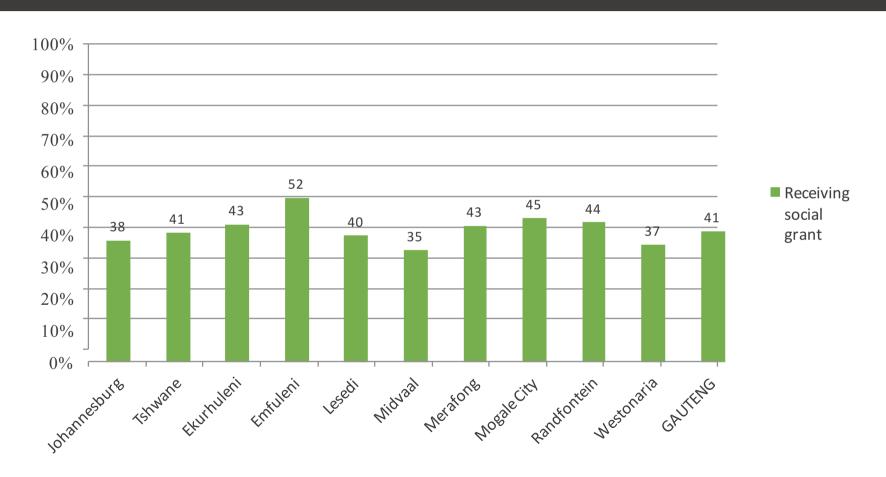
Children in household that benefit from a school feeding scheme?



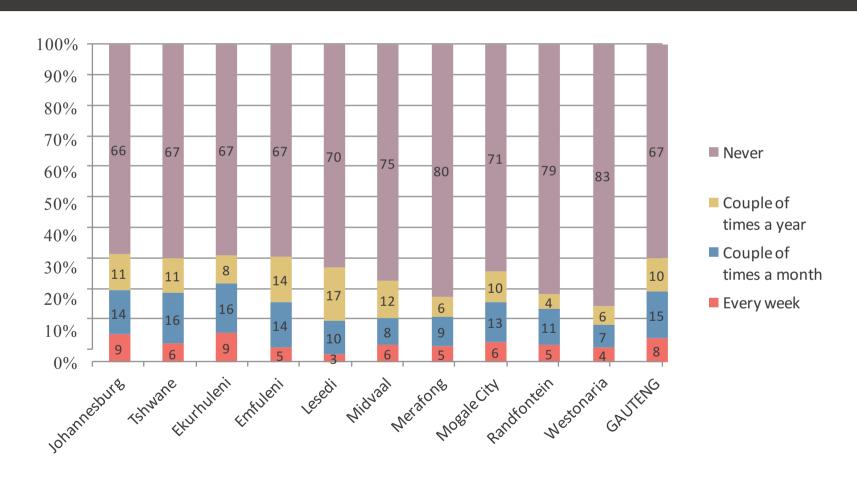
How easy or difficult is it to save money?



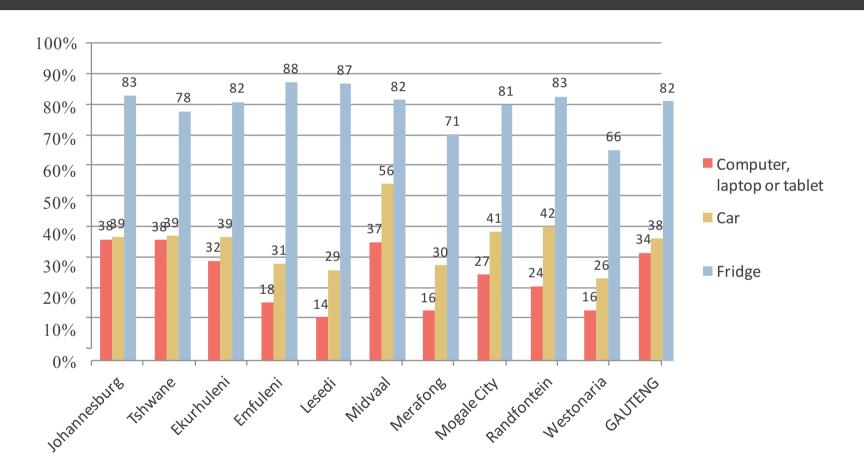
Does someone in the household receive a social grant?



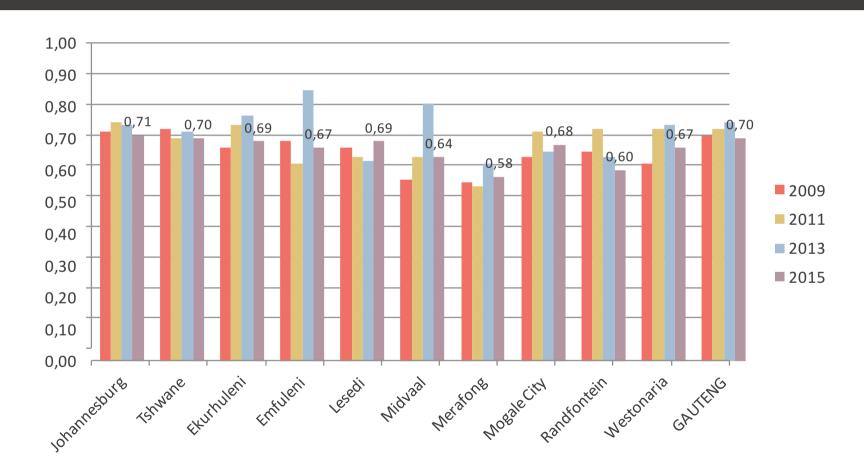
How often, if ever, do you buy lotto tickets?

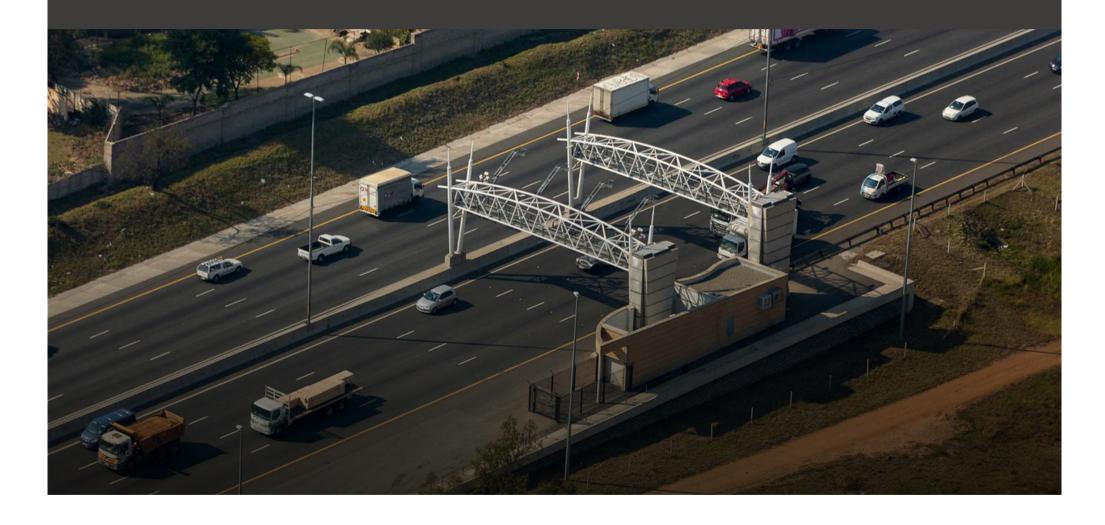


% owning selected assets

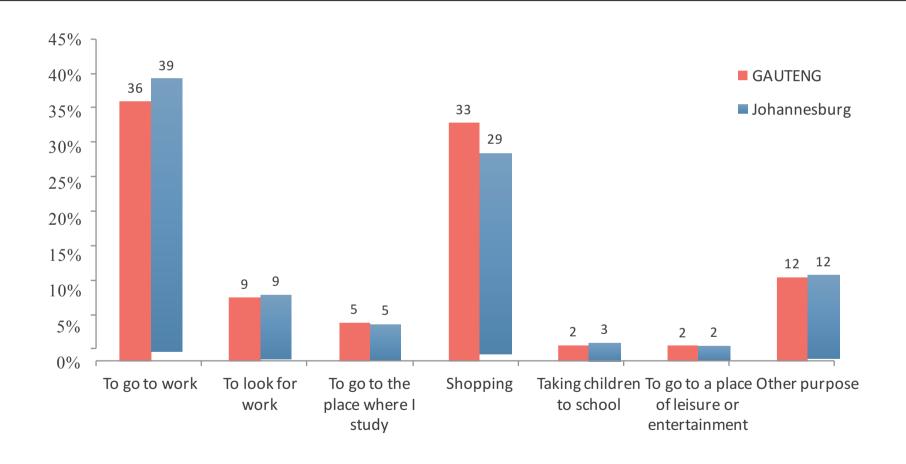


Gini co-efficient: 2009-2015

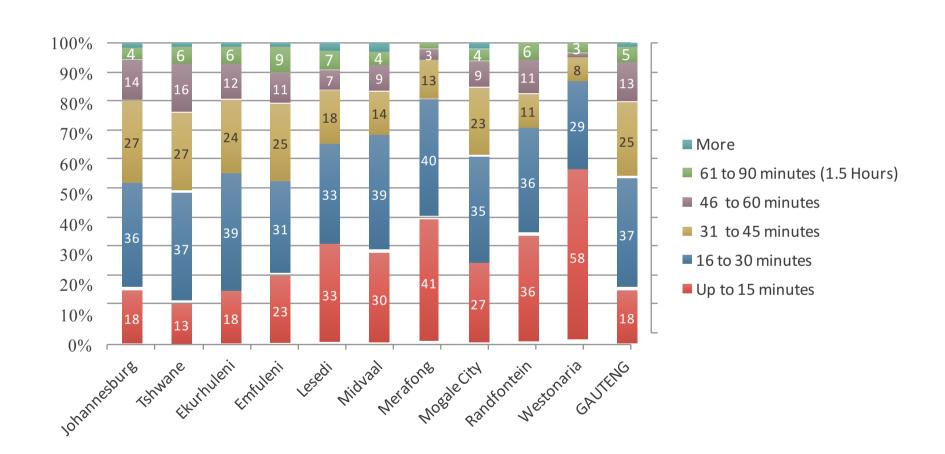




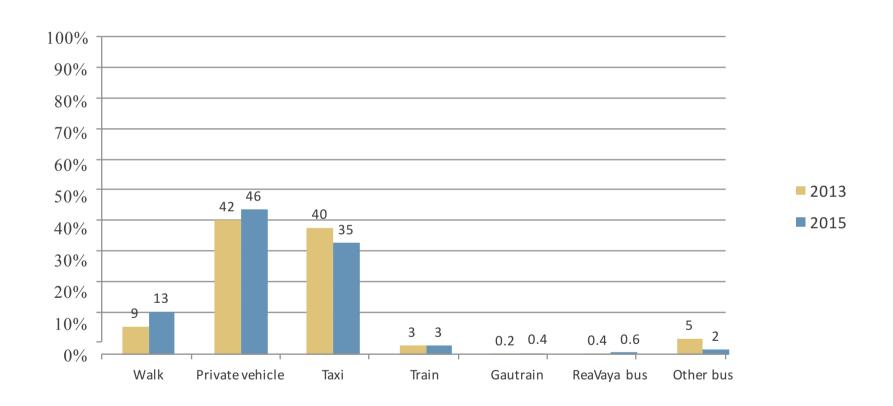
Purpose of most frequent trip



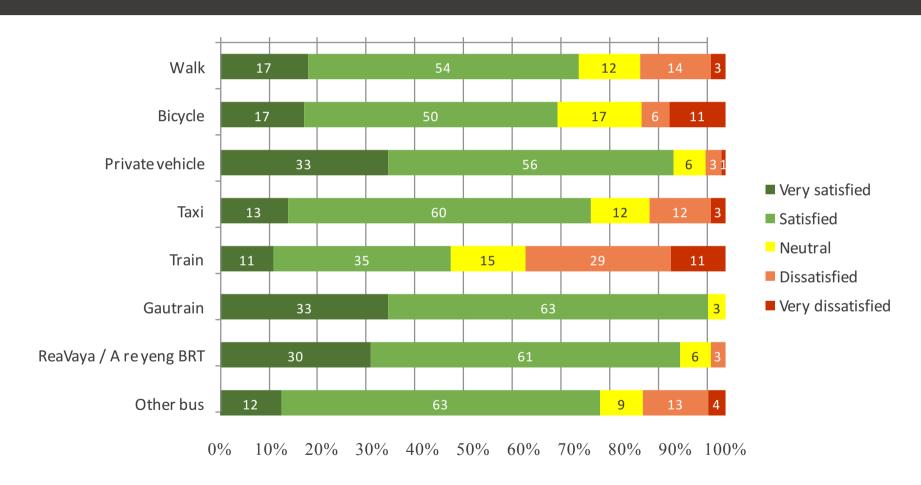
Time to work



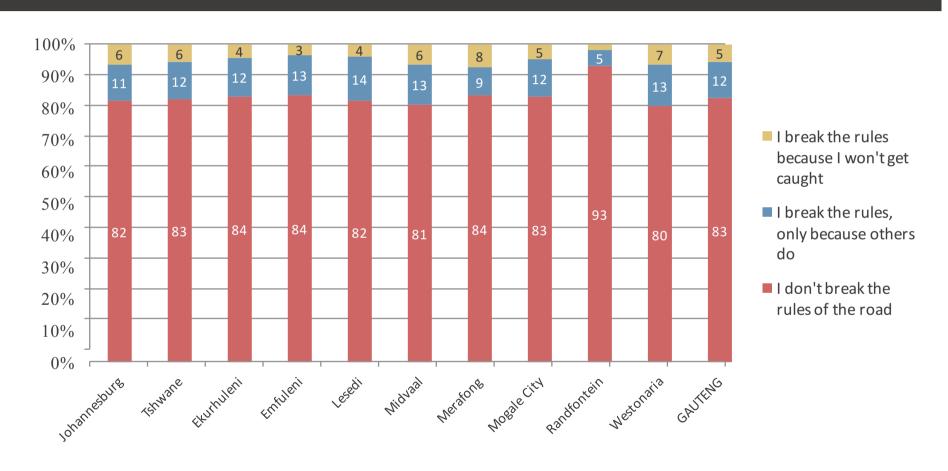
Mode of transport for longest part of trip to work (Johannesburg)



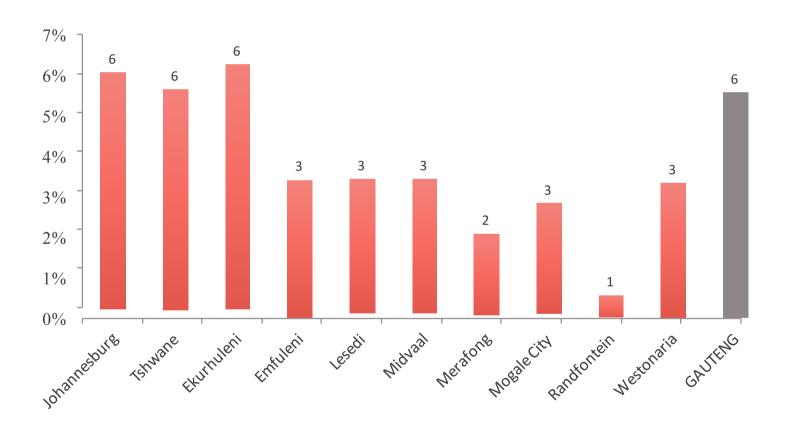
Satisfaction with longest mode of transport (Johannesburg)



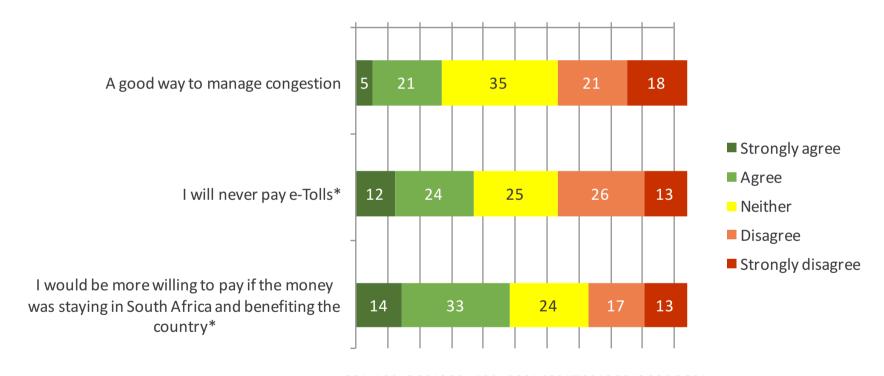
Behaviour regarding the rules of the road



Involved in a road accident in the past year



Opinions about e-Tolls (Johannesburg)



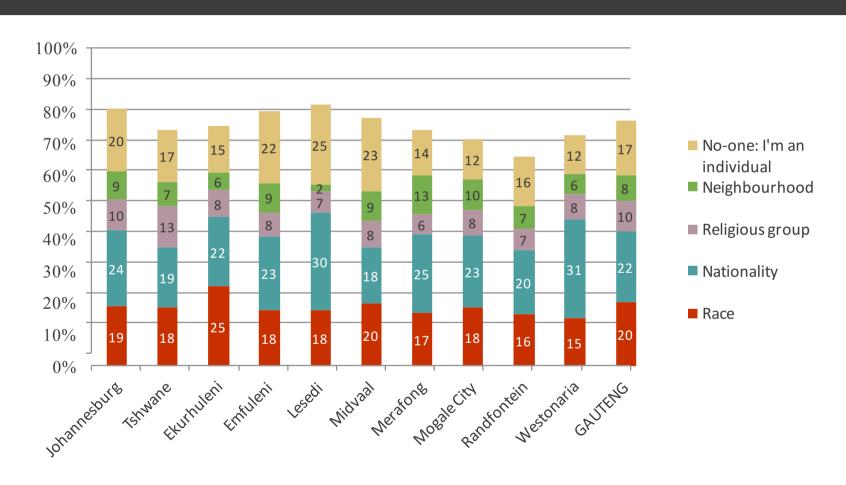
0% 10%20%30%40%50%60%70%80%90%100%

*Excludes those who say 'Not applicable/don't use freeways'

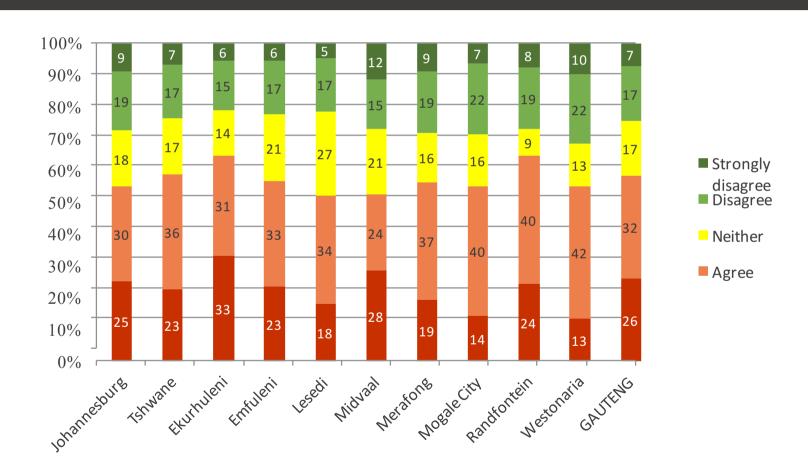
Headspace: social cohesion and socio-political attitudes



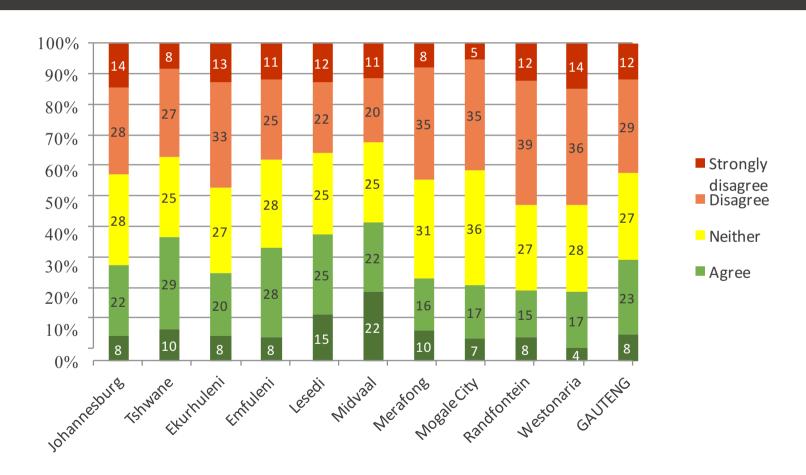
Which of the following do you most strongly identify with?



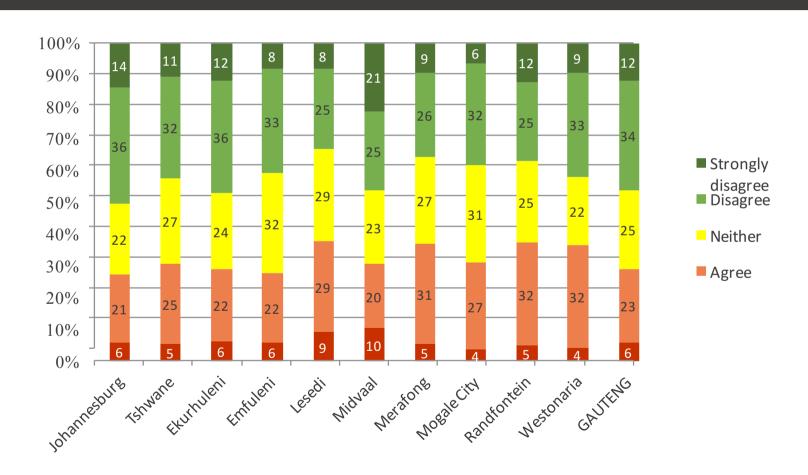
Agree or disagree: Blacks and whites will never really trust each other



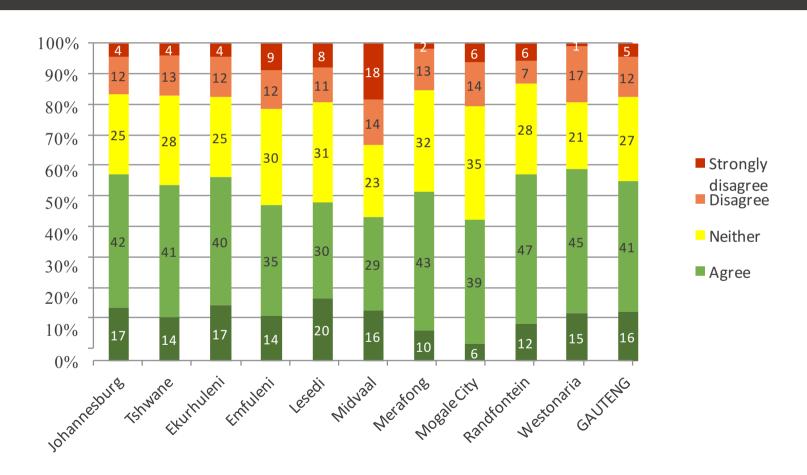
Agree or disagree: Coloured people are playing an important role in helping to build the new SA



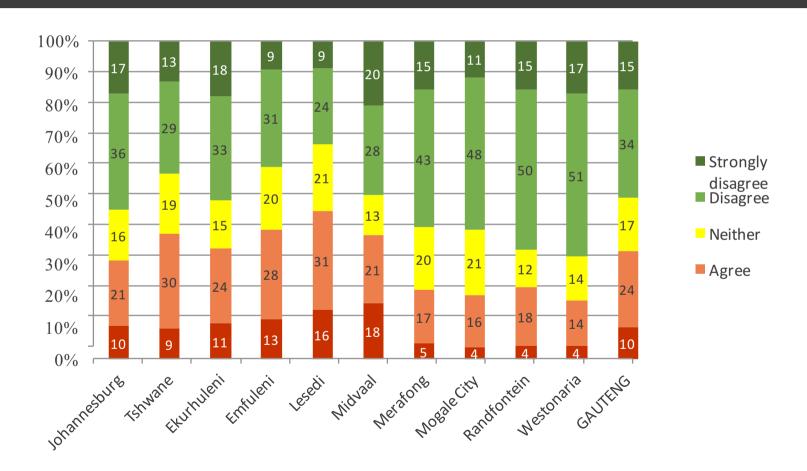
Agree or disagree: Indians do not deserve to benefit from affirmative action



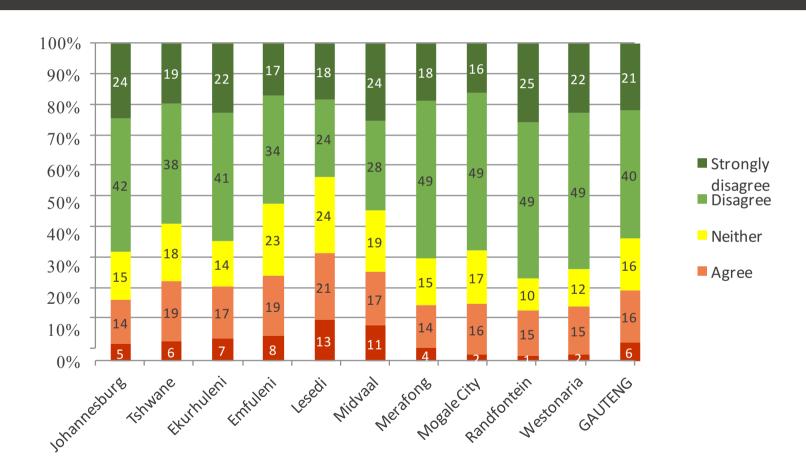
Agree or disagree: Affirmative action and BEE must be sped up



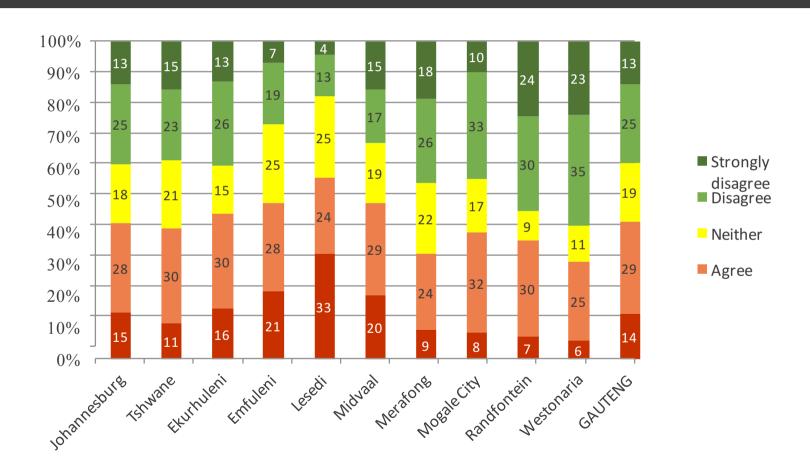
Agree or disagree: South Africa belongs more to black people than coloureds, Indians or whites



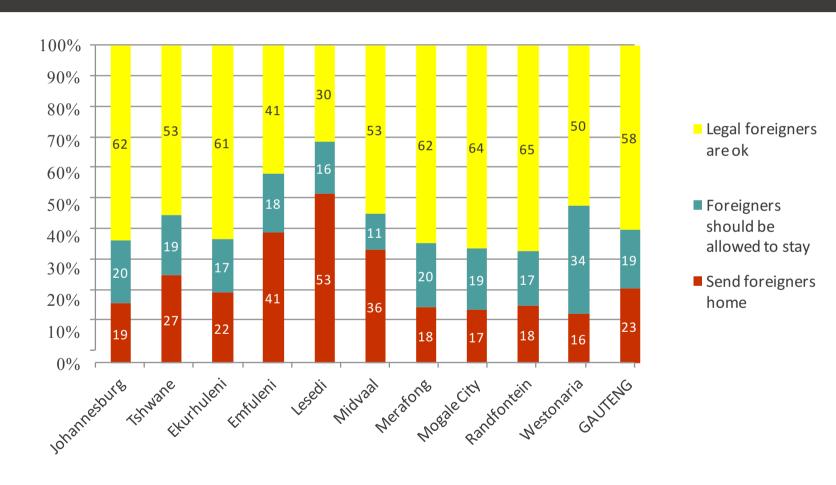
Agree or disagree: There is no place for white people in South Africa today



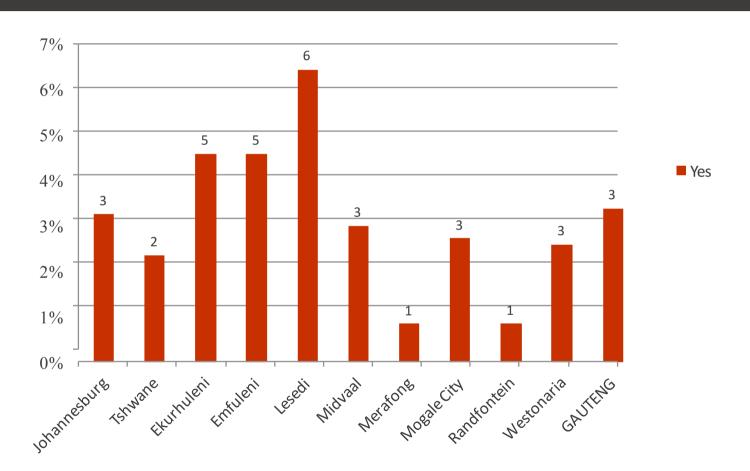
Agree or disagree: Too many people coming to Gauteng, we should bring back influx contol



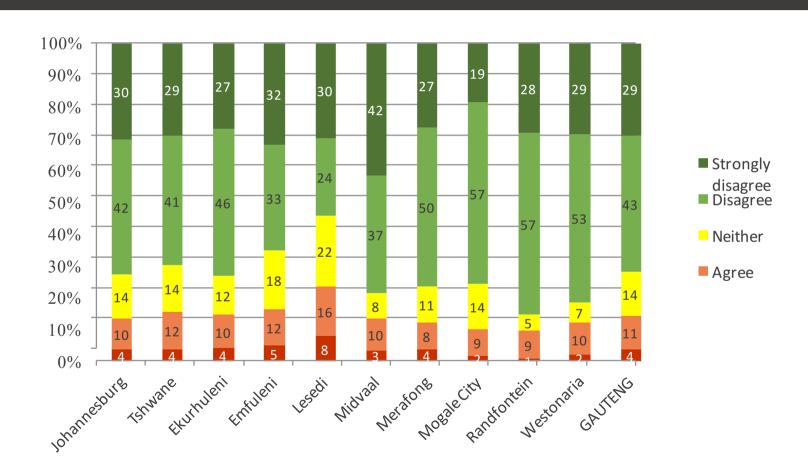
Attitudes to foreign residents



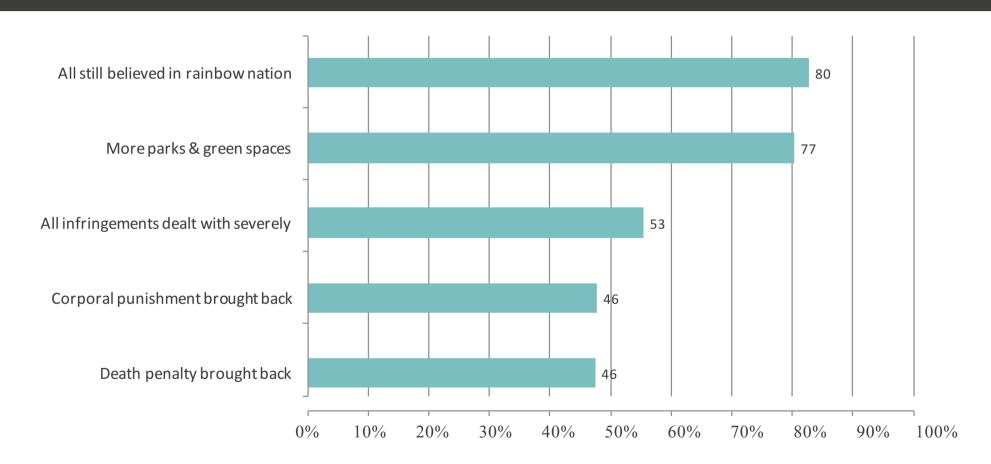
Do you think it is ok to physically attack foreigners to make them leave?



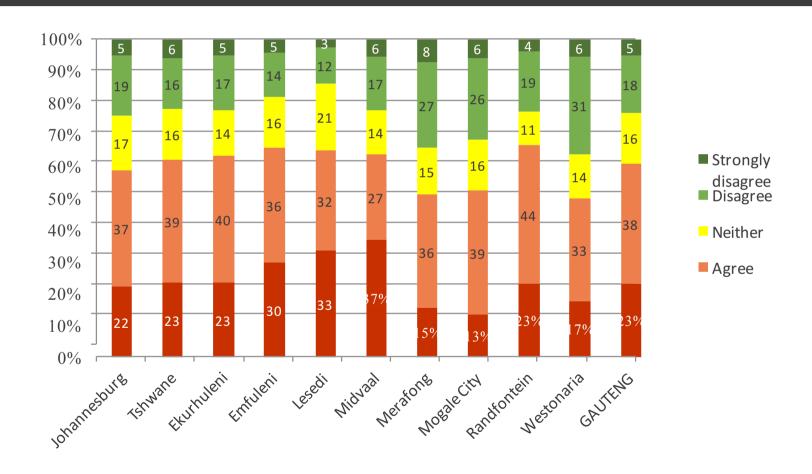
Agree or disagree: It is acceptable to be violent to gay and lesbian people



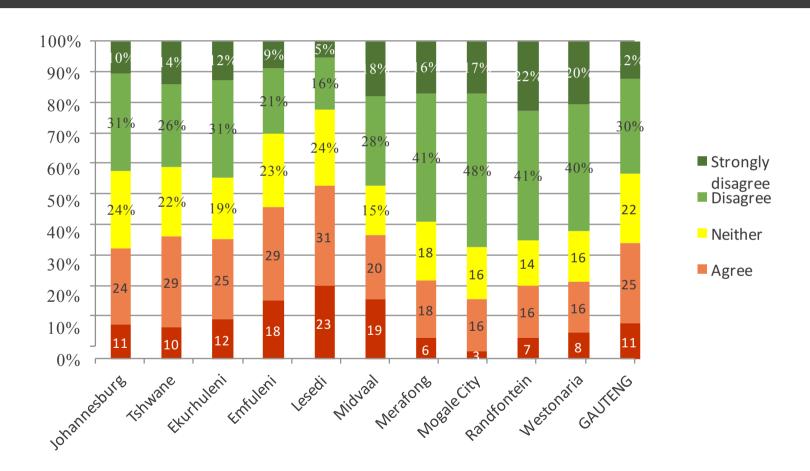
Gauteng would be a better place if ... (Johannesburg)



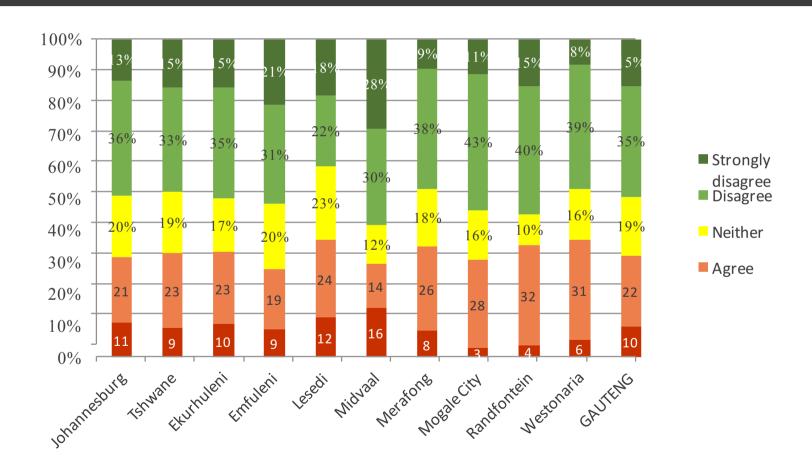
Agree or disagree: South Africa is going in the wrong direction



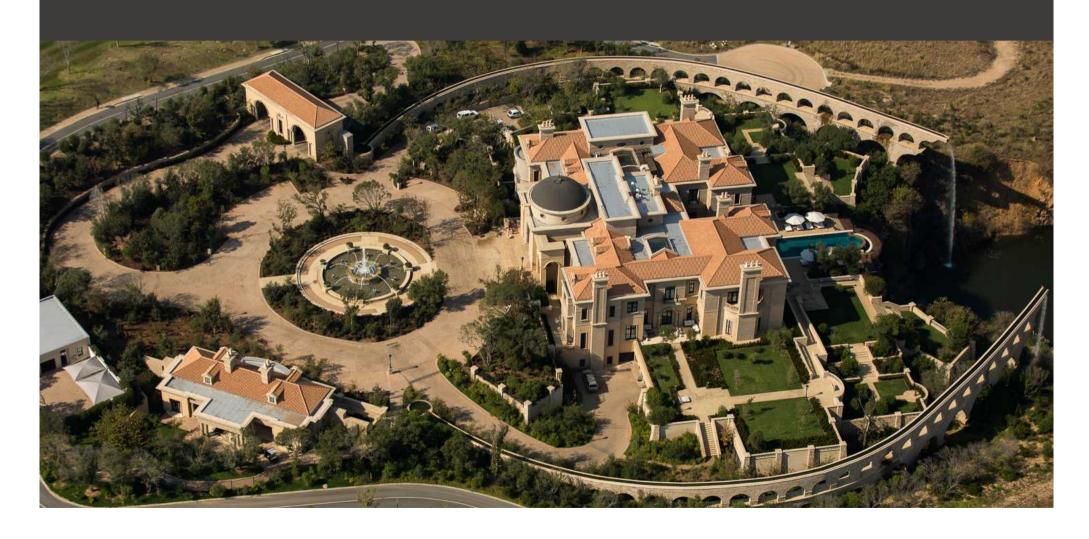
Agree or disagree: South Africa is a failed state



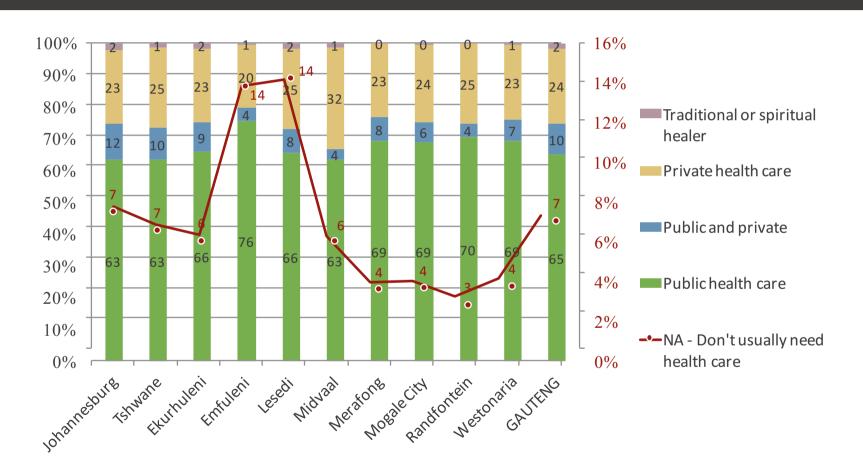
Agree or disagree: I would emigrate tomorrow if I could



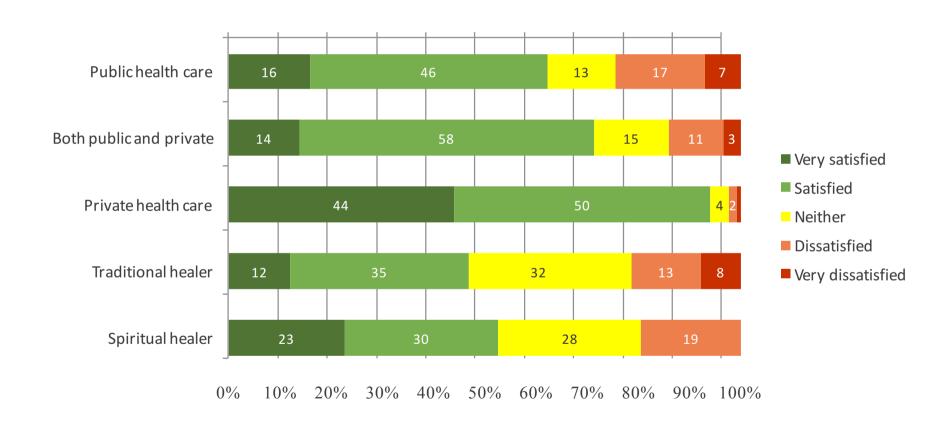
Health and wellbeing



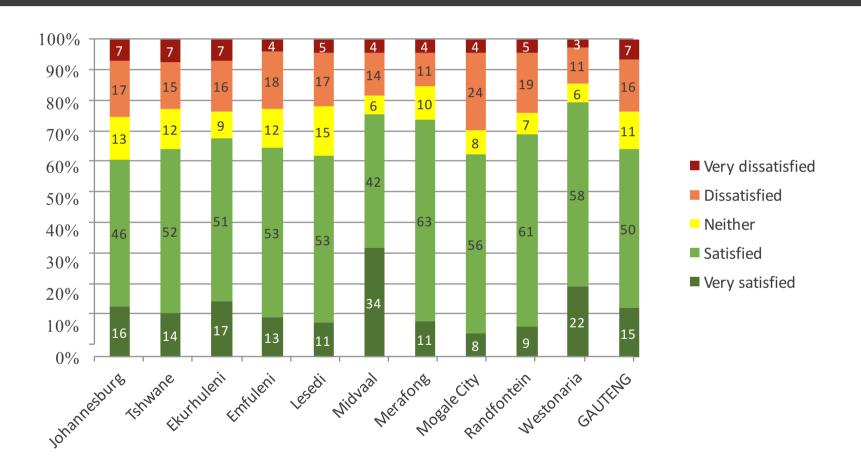
Where do you usually go for health care?

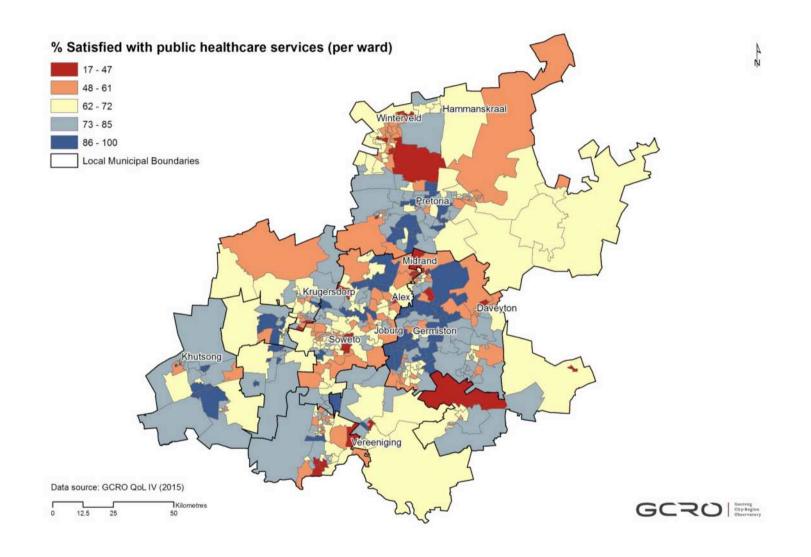


Satisfaction with health services usually used (Johannesburg)

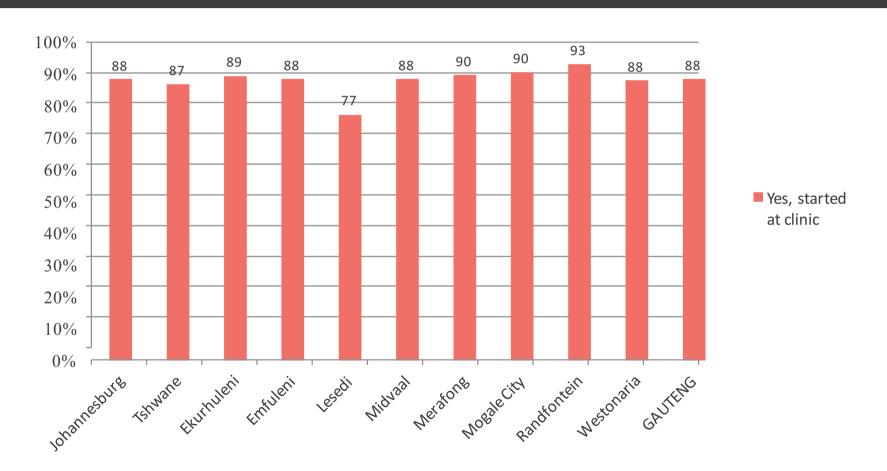


Satisfaction with health services: public health facilities

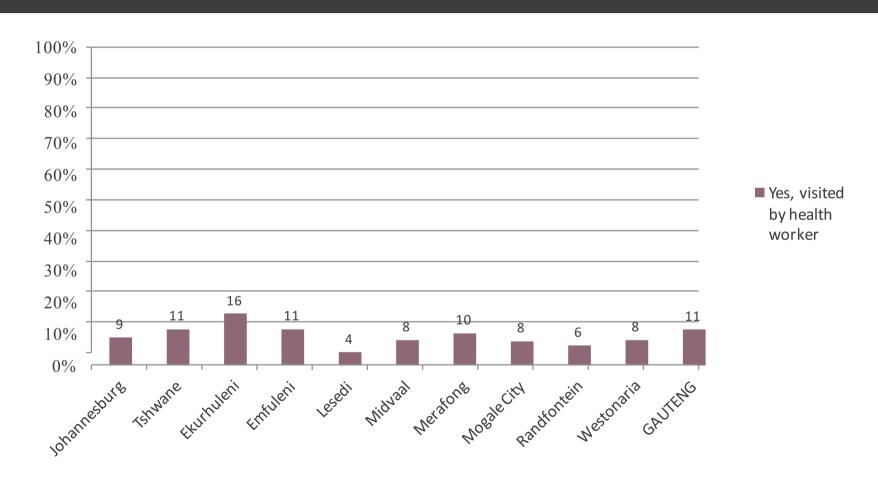




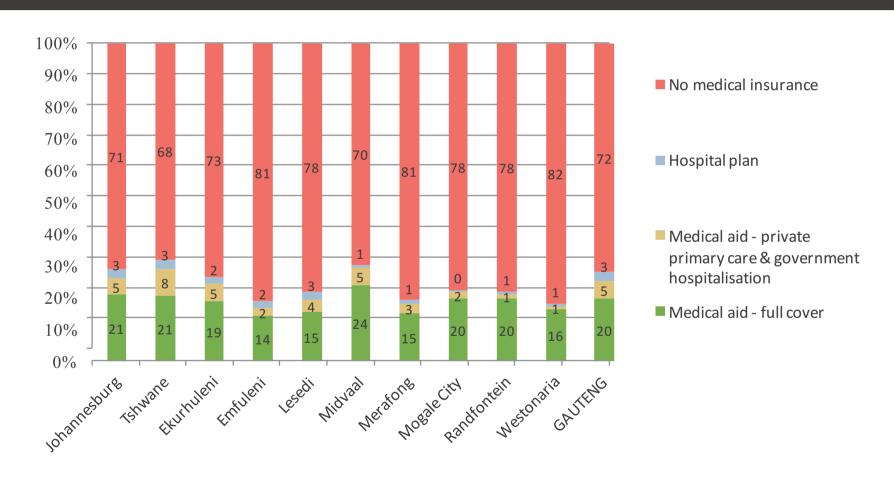
The last time you went to a public health care facility, did you start at a clinic?



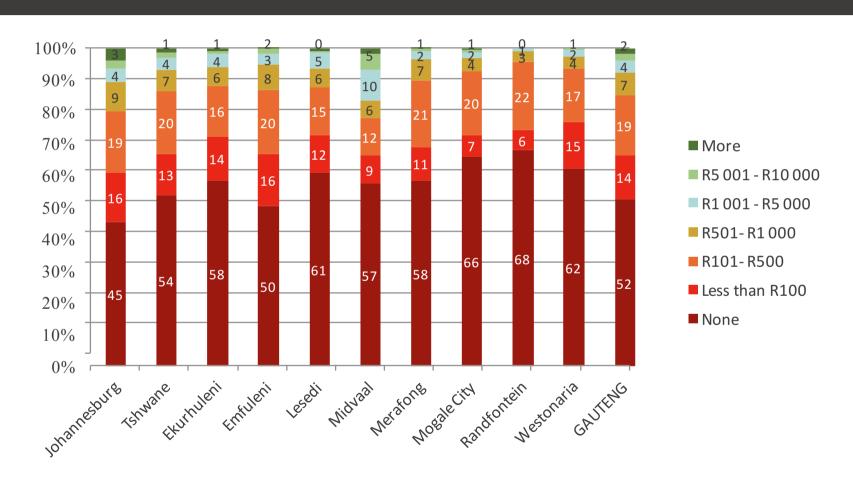
Have you been visited by a health care worker in your home in the past year?



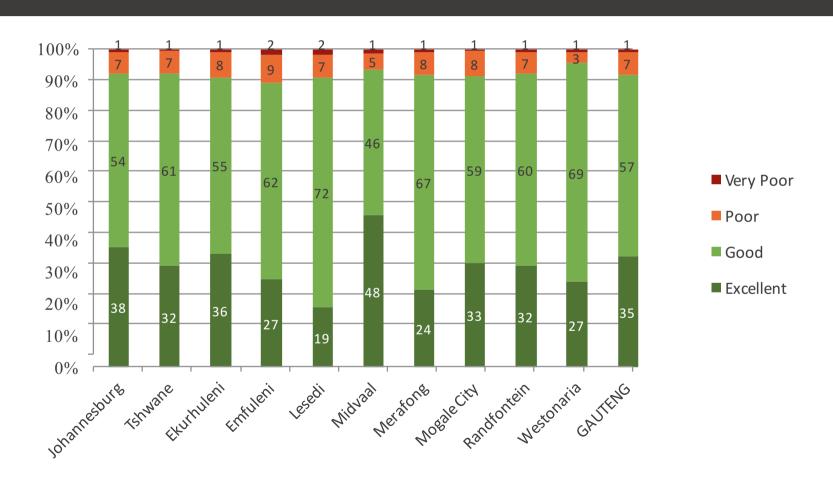
Are you covered by medical insurance



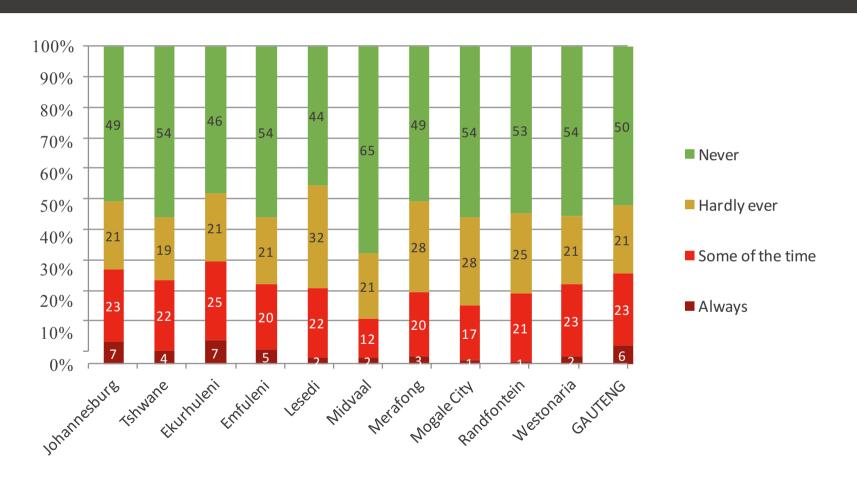
How much money could your household borrow in a health emergency



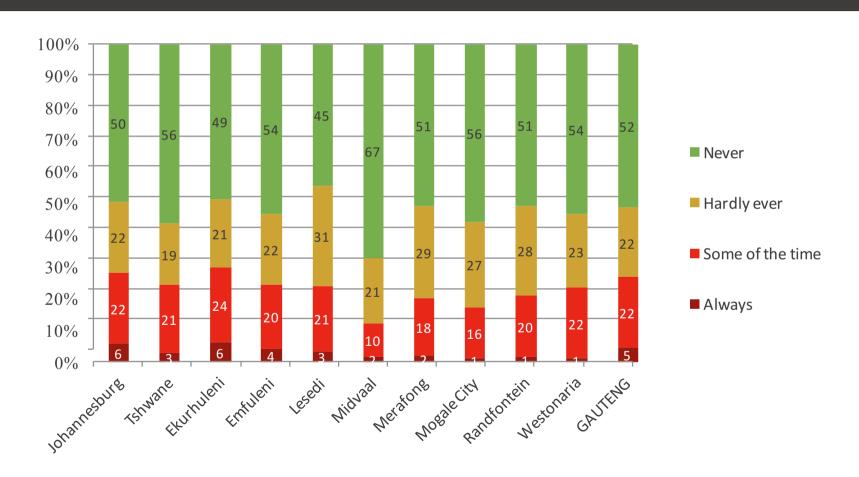
Health status over the last four weeks



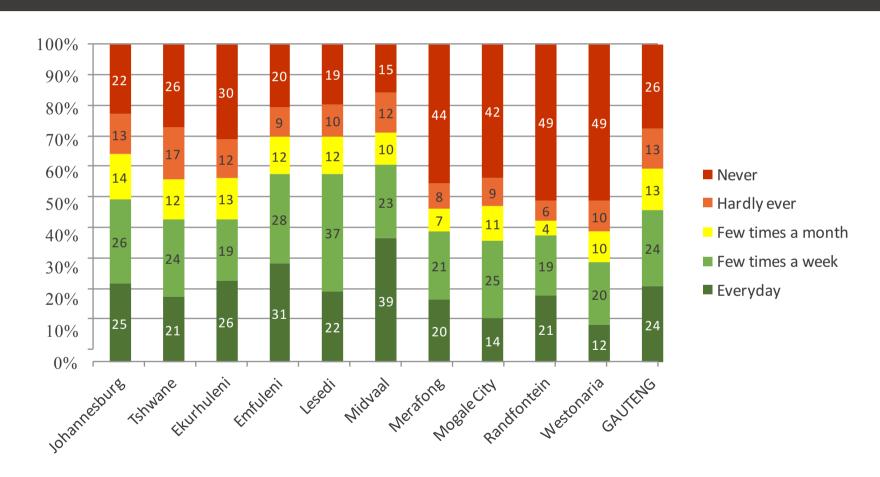
Does your health status prevent you from doing daily work?



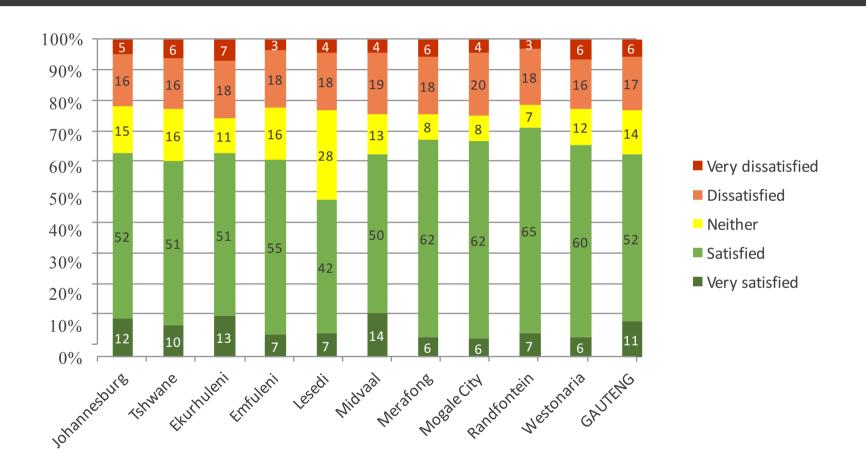
Does your health status prevent you from taking part in your usual social activities?



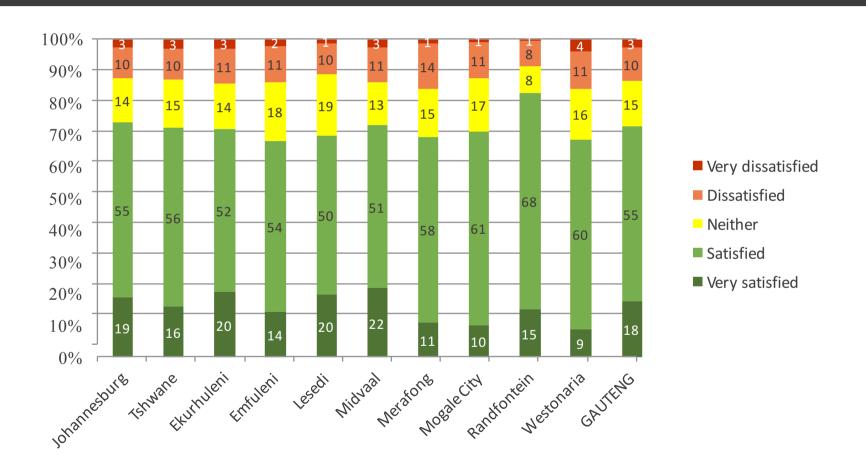
How frequently do you exercise?



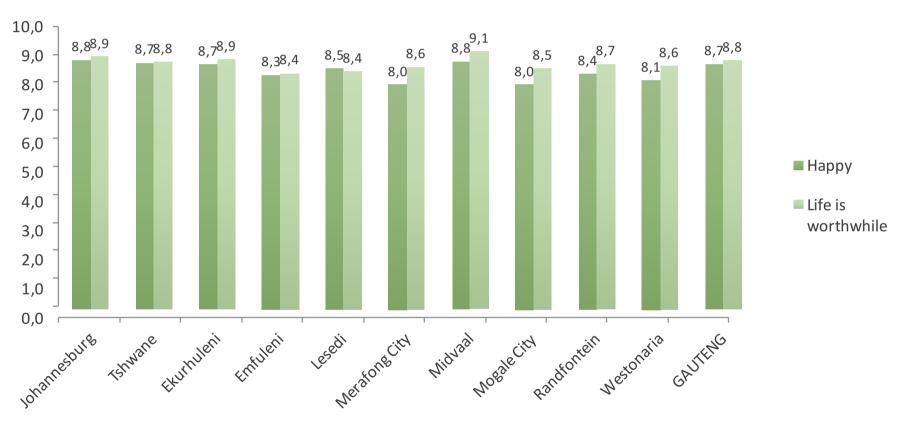
Satisfaction with amount of time you have to do things you want to do?



Satisfaction with amount of leisure time you have?



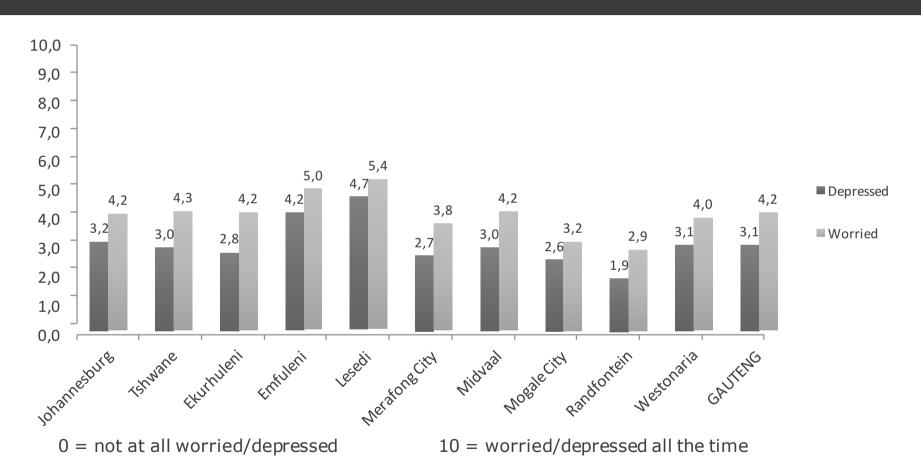
How happy did you feel yesterday / How worthwhile are things in your life?

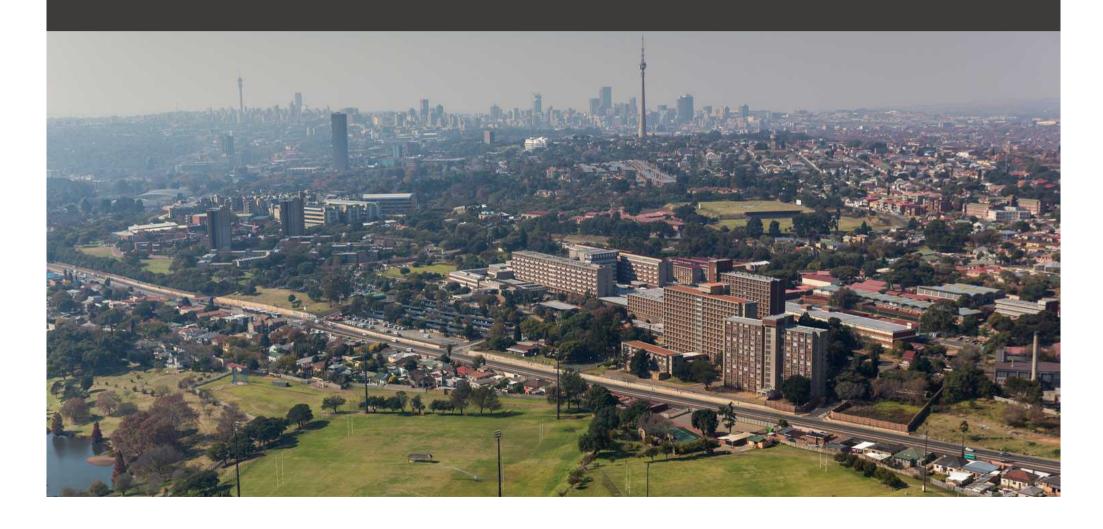


0 = not at all happy/worthwhile

10 = happy all the time/completely worthwhile

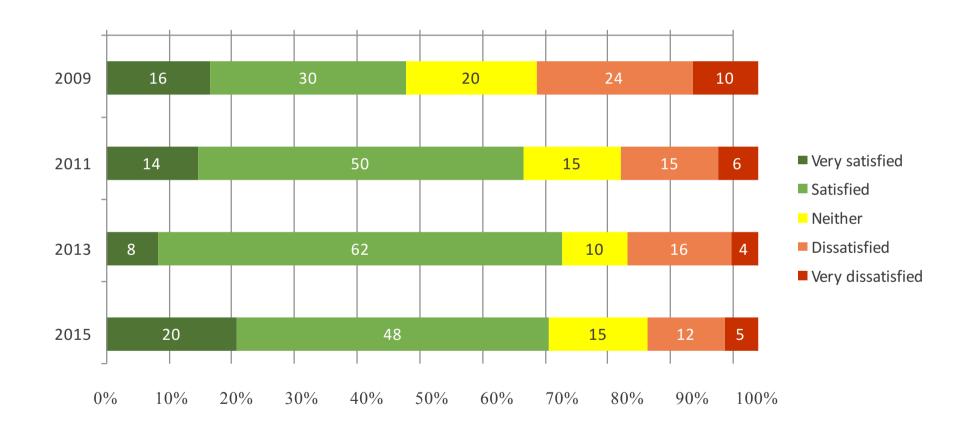
How worried / depressed did you feel yesterday?





How satisfied are you with your life as a whole?

Life satisfaction: 2009, 2011, 2013, 2015

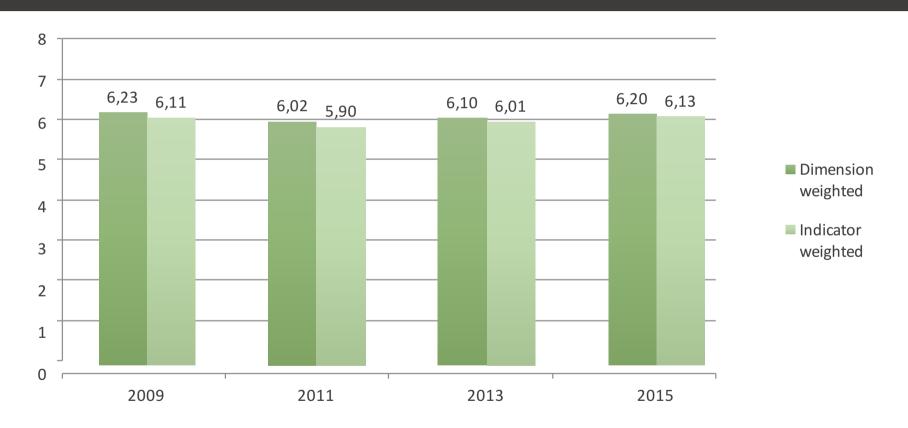


How satisfied are you with your life as a whole?

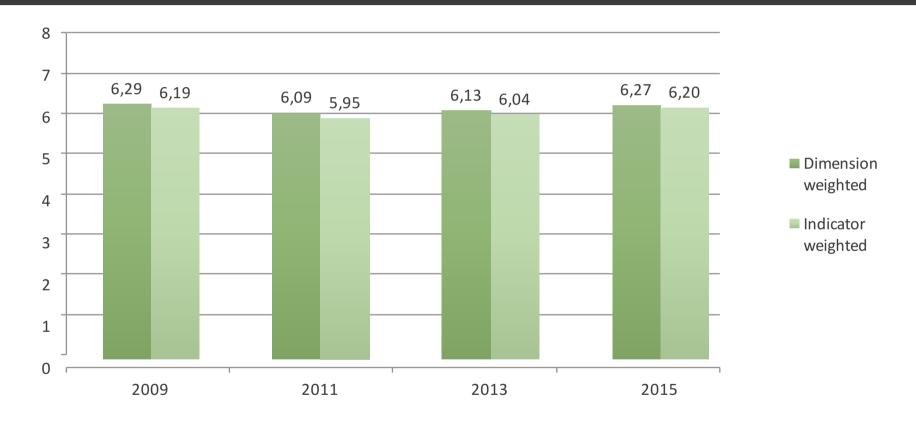
Life satisfaction in Johannesburg: 2009, 2011, 2013, 2015



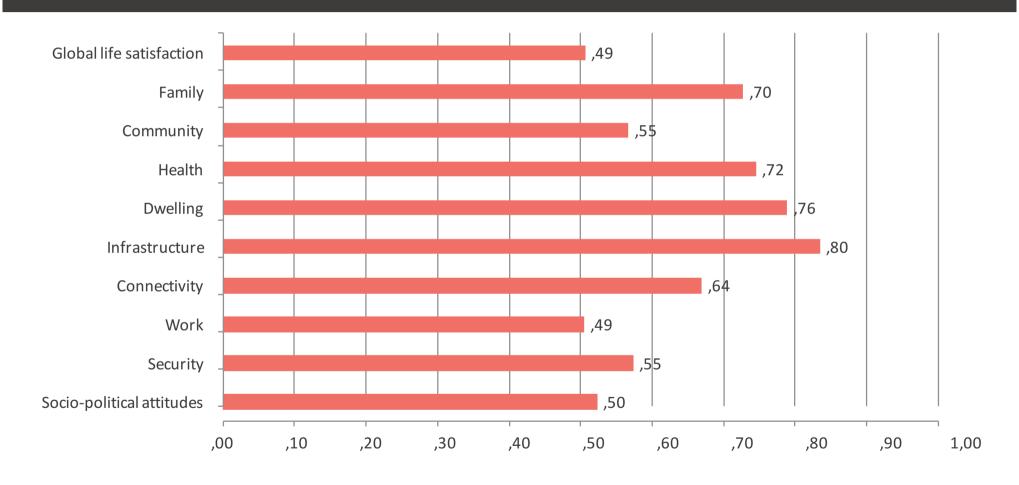
Means (out of 10): 2009, 2011, 2013, 2015



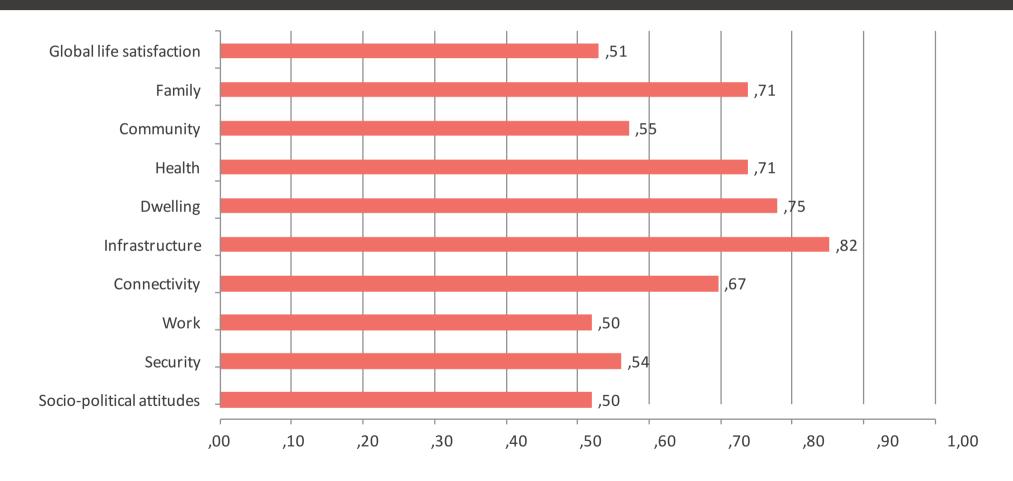
Johannesburg means (out of 10): 2009, 2011, 2013, 2015



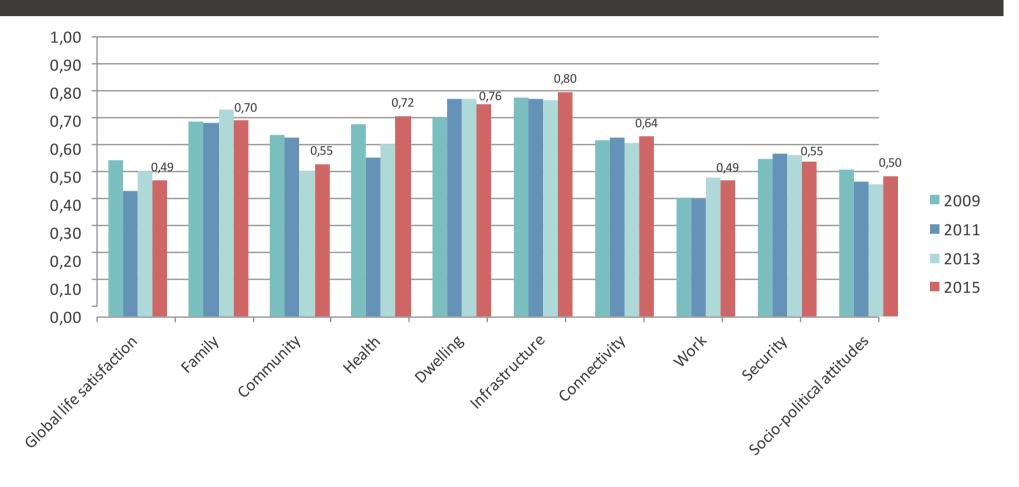
Dimension means



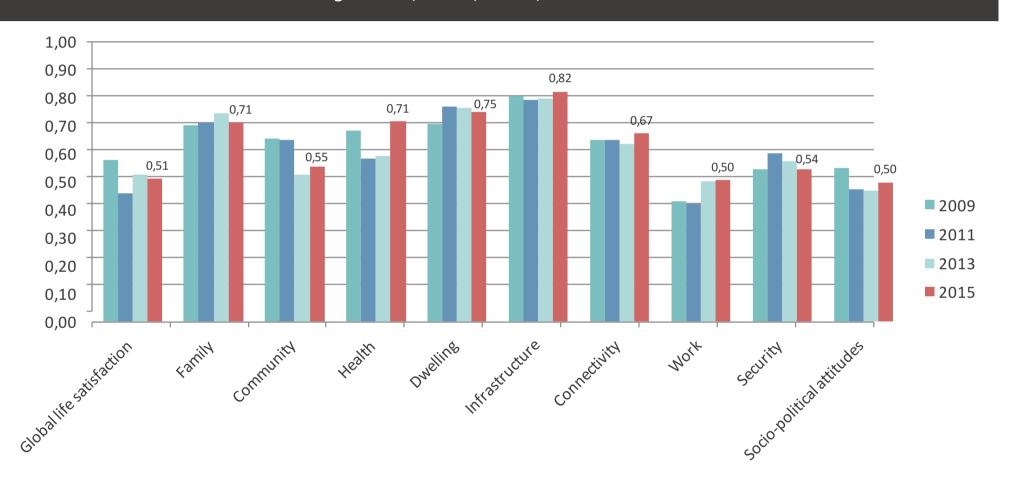
Dimension means for Johannesburg



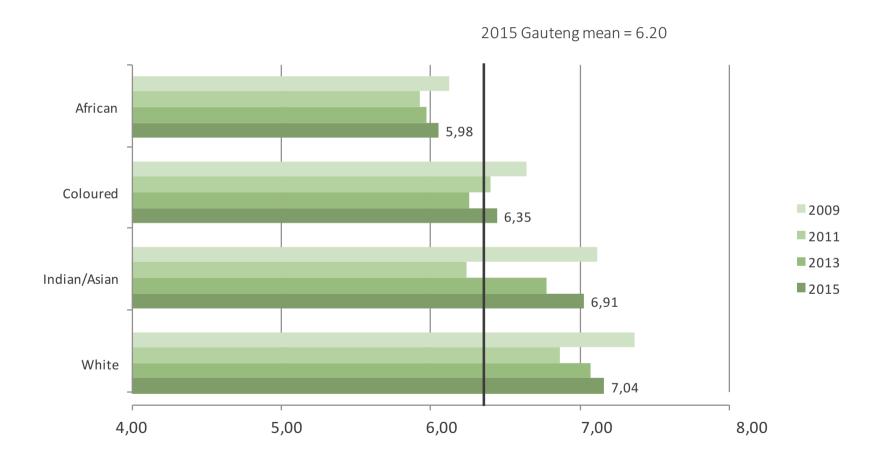
Dimension means: 2009, 2011, 2013, 2015

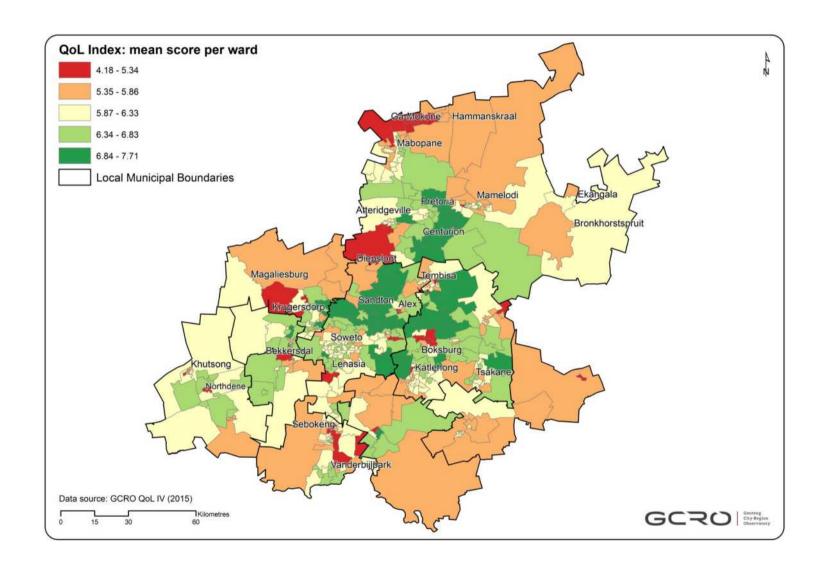


Dimension means in Johannesburg: 2009, 2011, 2013, 2015

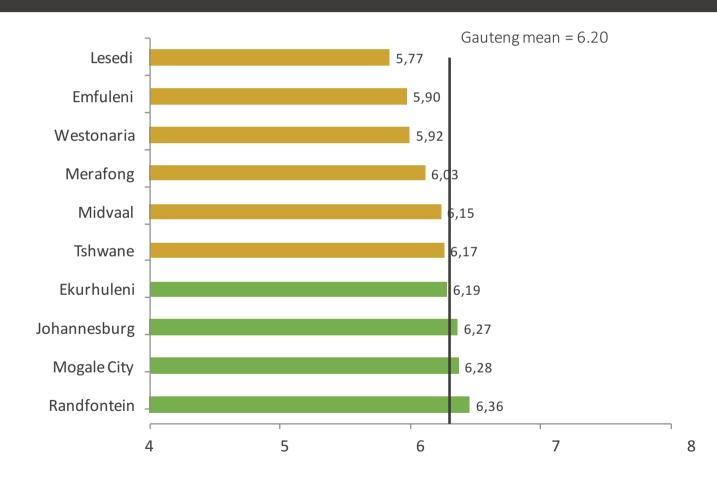


Means by race (out of 10): 2009, 2011, 2013, 2015

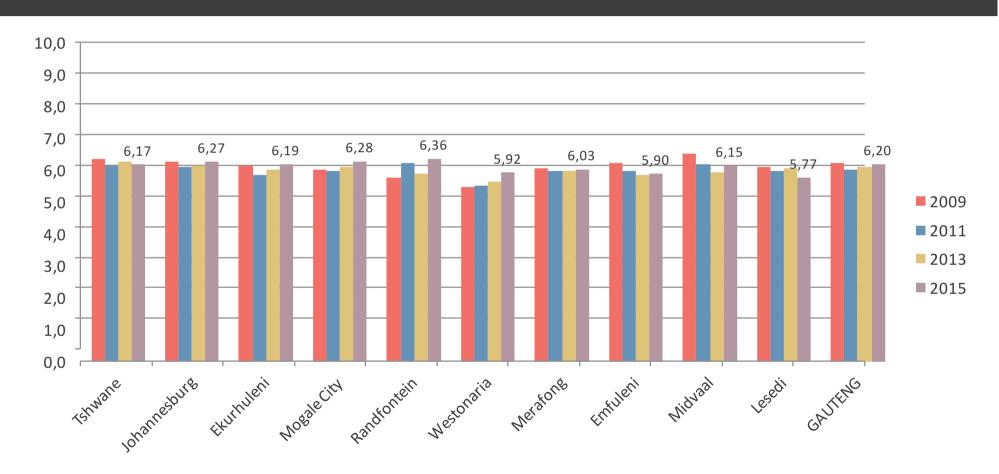




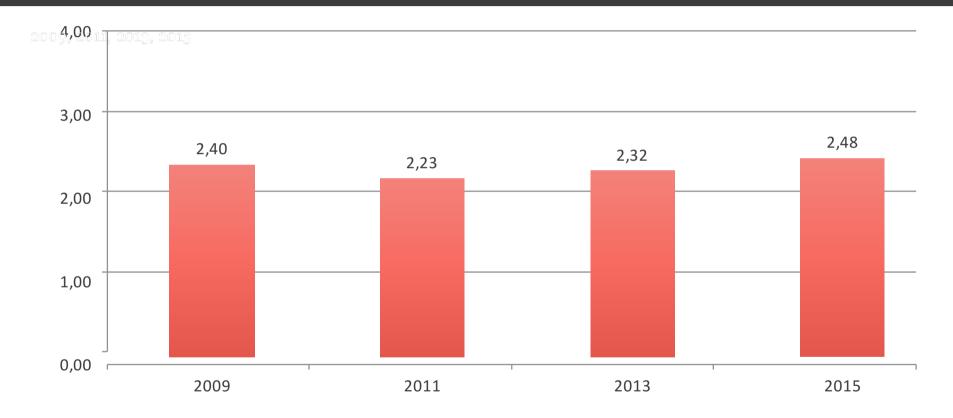
Means by municipality (out of 10)



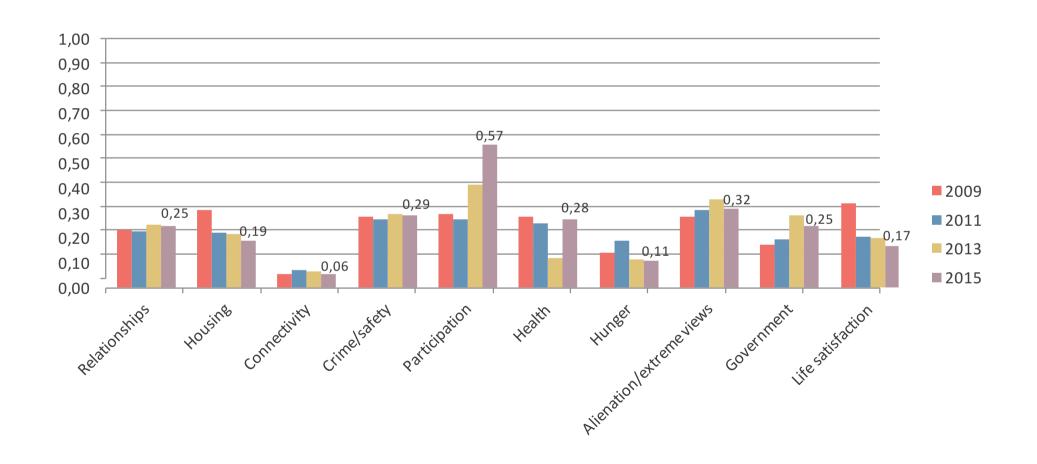
Means by municipality (out of 10): 2009, 2011, 2013, 2015



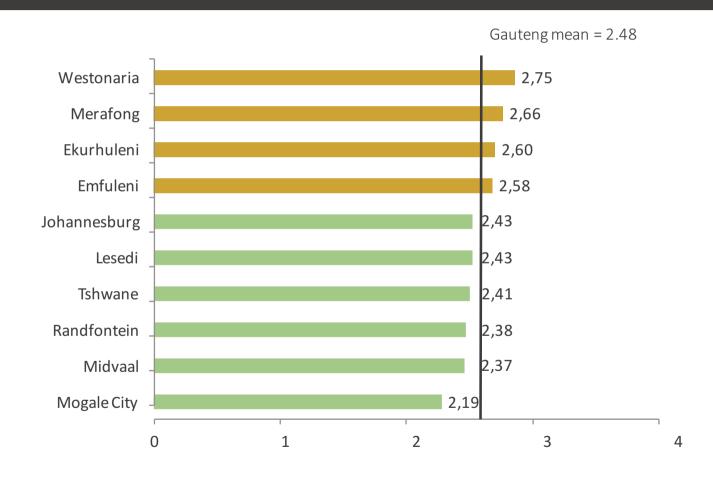
Means (out of 10): 2009, 2011, 2013, 2015



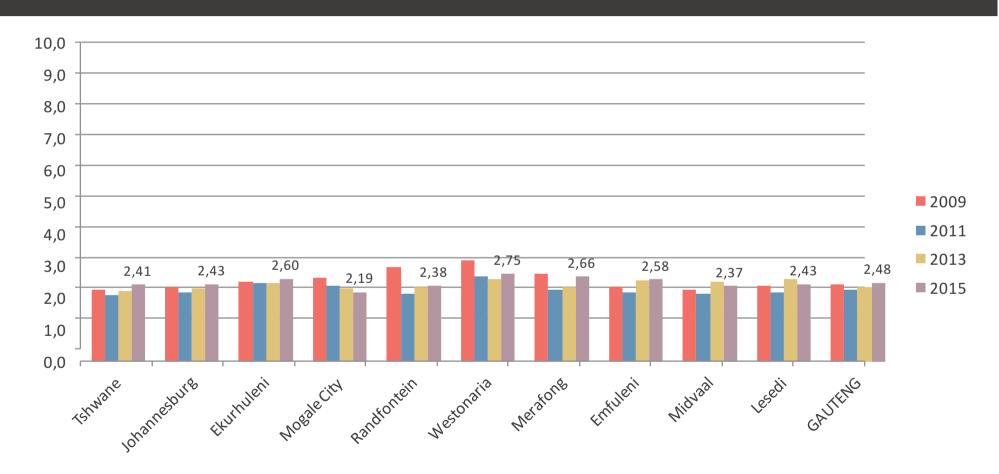
Dimension means: 2009, 2011, 2013, 2015



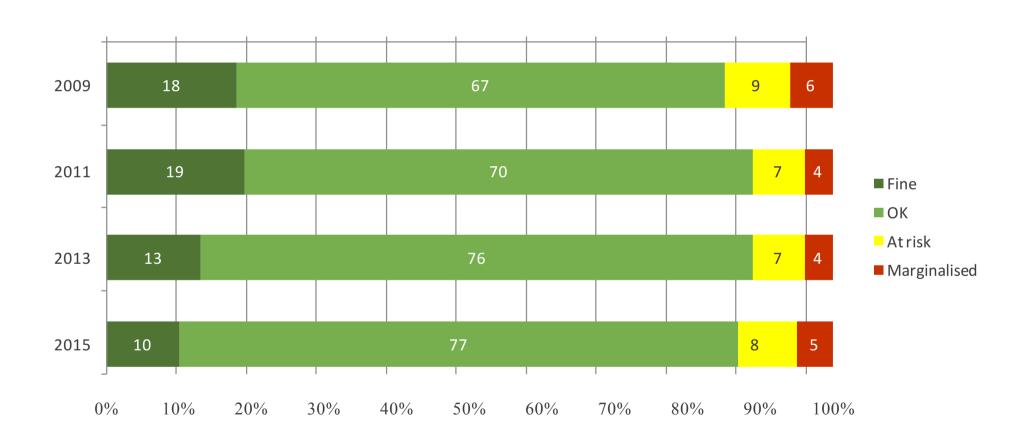
Means by municipality (out of 10)



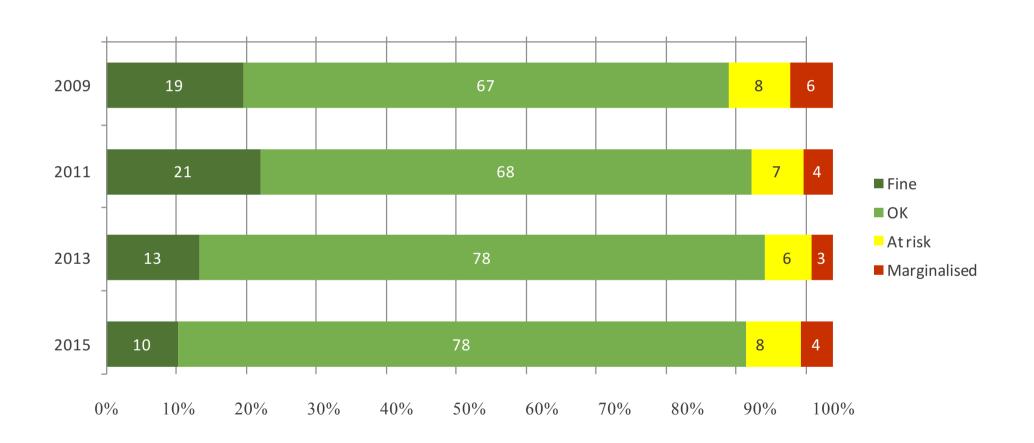
Means by municipality (out of 10): 2009, 2011, 2013, 2015

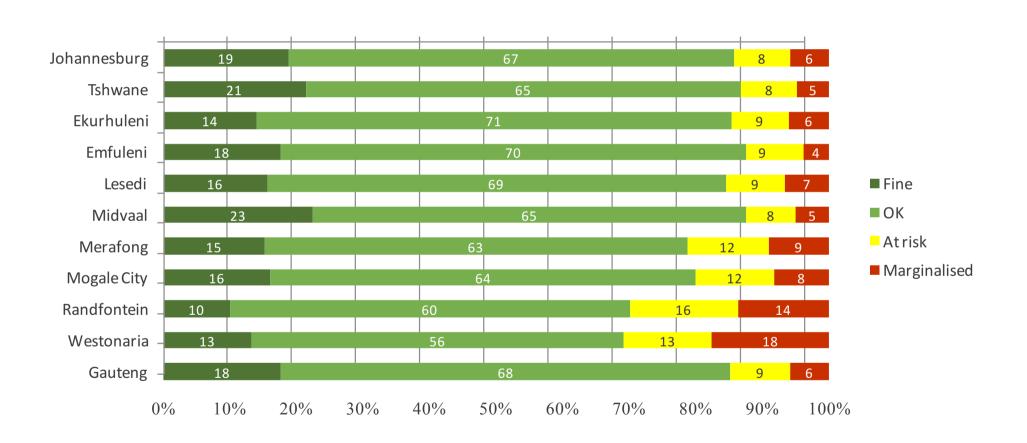


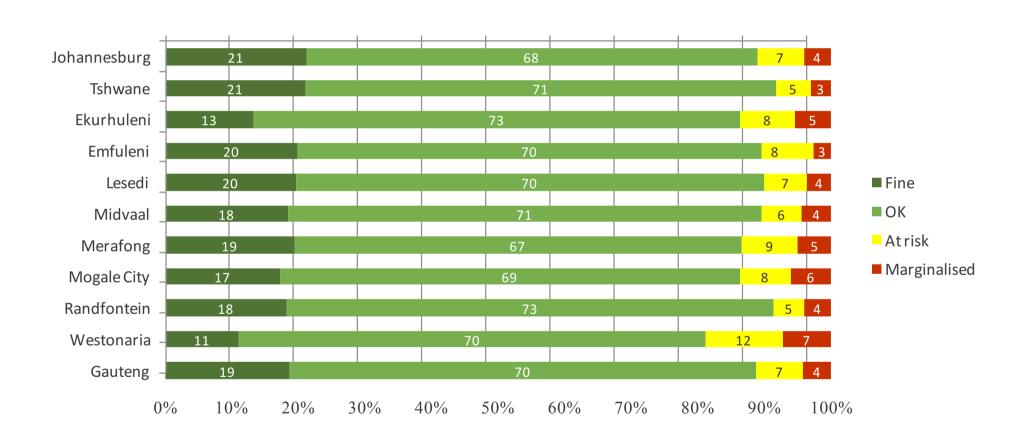
Categories - Gauteng: 2009, 2011, 2013, 2015

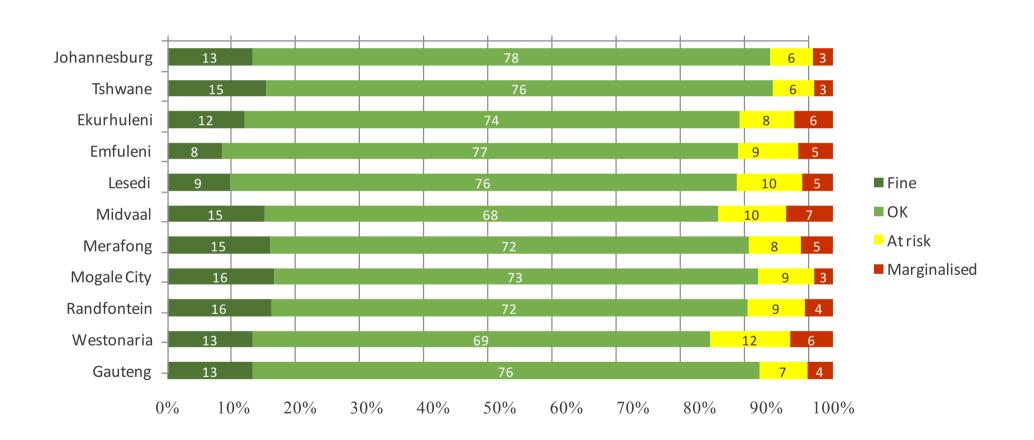


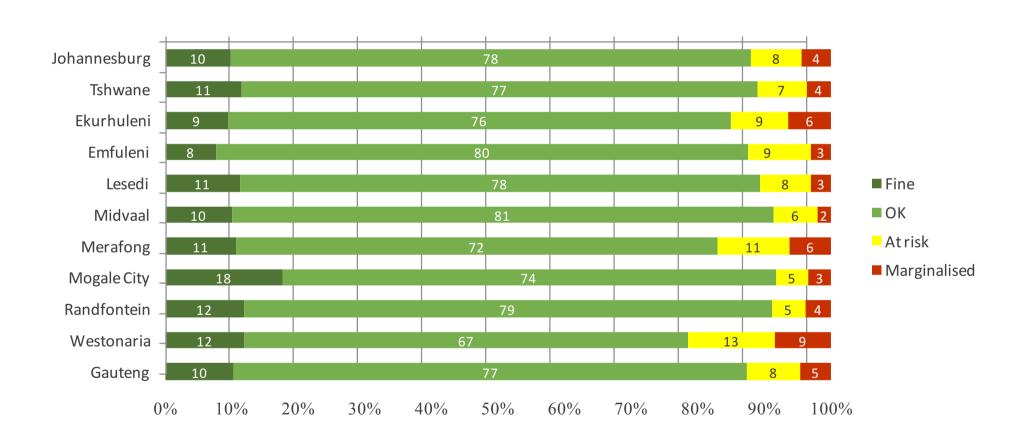
Categories - Johannesburg: 2009, 2011, 2013, 2015











Thank You

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