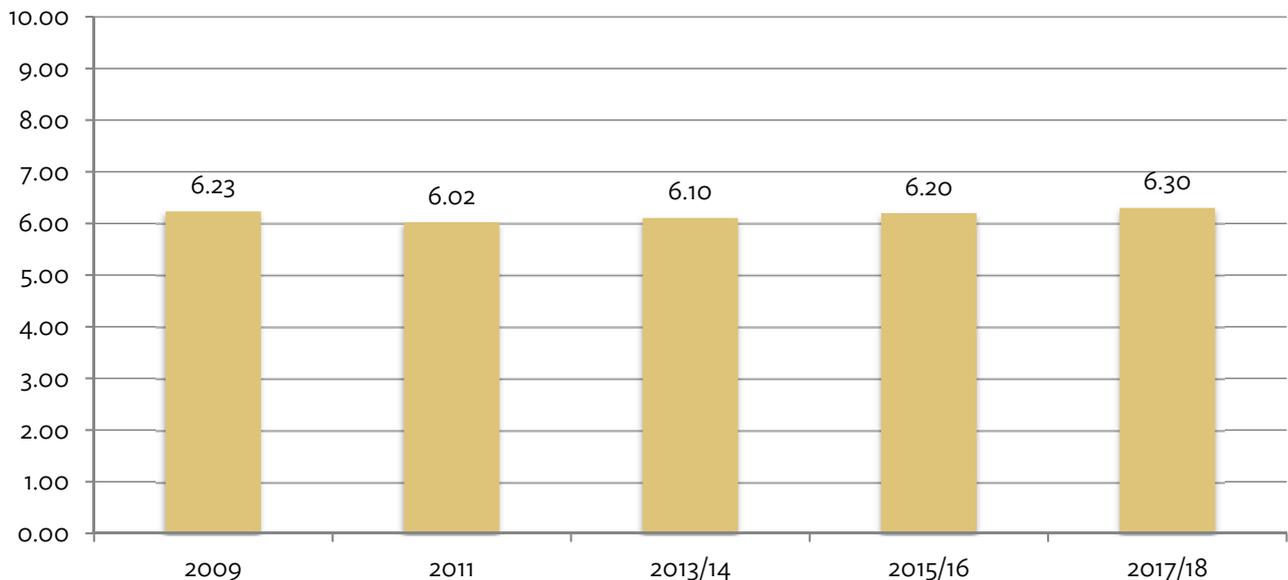


# Key insights from GCRO's 5<sup>th</sup> Quality of Life survey (2017/18)

1. Continuing improvement in the Quality of Life index over time
2. Quality of life remains lowest for African respondents and is not catching up
3. Access to many basic services remains high, but there are challenges with refuse removal
4. Reliable provision of water poses a challenge
5. Decreasing satisfaction with services
6. Increasing satisfaction with provincial government
7. Satisfaction with government is strongly related to Quality of Life
8. African respondents increasingly likely to see politics as a waste of time
9. A quarter of respondents have seen a protest in their community in the last year
10. Respondents who list drugs as the biggest community problem are spatially concentrated
11. Having no access to parks impacts respondents' satisfaction with their neighbourhood
12. Respondents more willing to pay e-tolls than in previous years
13. More adults report skipping meals, particularly in poorer households
14. Only about half of respondents have all their child dependants living with them
15. Families living in more affluent areas more likely to send children to private schools
16. More than half of business owners in Gauteng operate in the informal sector
17. International migrants more likely than other respondents to own a business
18. Most respondents agree that inter-racial dating and marriage is acceptable

# 1. Continuing improvement in the Quality of Life index over time

Change in Quality of Life index over time



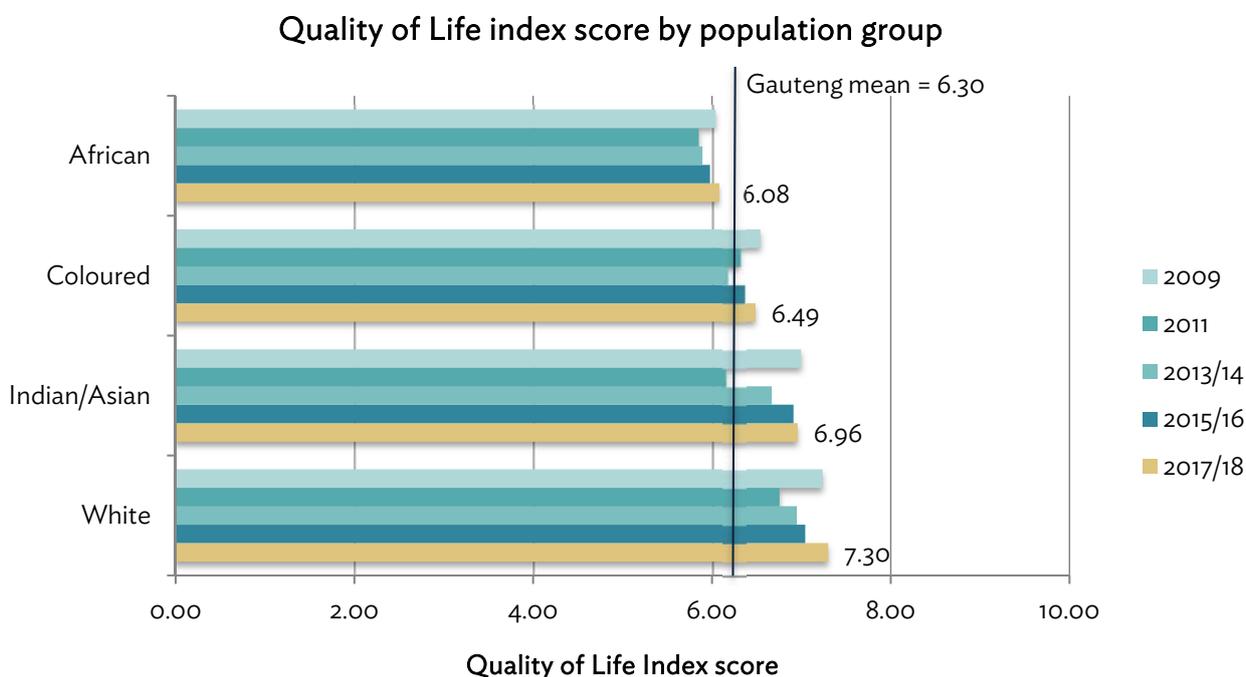
**GCRO's Quality of Life index reveals a continued improvement in overall quality of life in Gauteng over the last four GCRO QoL surveys.**

The GCRO's Quality of Life index draws on 58 indicators, measuring both objective circumstances and subjective opinions. These are grouped into ten dimensions: global life satisfaction, family, community, health, dwelling, infrastructure, connectivity, work, security and socio-political attitudes. These dimensions are combined to give a total score out of 10, where '10' represents maximum quality of life and '0' represents the lowest quality of life. There has been continued improvement in overall quality of life in Gauteng since 2011. The 2017/18 average Quality of Life index score for the province is 6.30 out of 10.

GCRO senior researcher Christina Culwick emphasises "Although overall quality of life has increased over time, there remain dimensions such as 'global life satisfaction', 'work' and 'socio-political attitudes', that continue to draw the overall index scores down."

*Compiled by Christina Culwick*

## 2. Quality of life remains lowest for African respondents and is not catching up



**Africans are the only population group with an average Quality of Life index score below the provincial average. Despite Africans seeing an improvement in their score since 2011, white respondents are seeing larger gains in measured quality of life, which means Africans are not catching up.**

Quality of Life index scores vary significantly by population group. Africans, with an average score of 6.08/10, are the only population group in the GCRO's 5<sup>th</sup> Quality of Life Survey (2017/18) that fall below the provincial average of 6.30/10. This is consistent with the results from each of the previous iterations of the survey. By contrast, whites have consistently had the highest average Quality of Life score over time. The average scores for both Africans and whites have increased steadily since 2011, but the rate of increase has been faster for whites. This is concerning, as it suggests both persistence and deepening of historical inequalities.

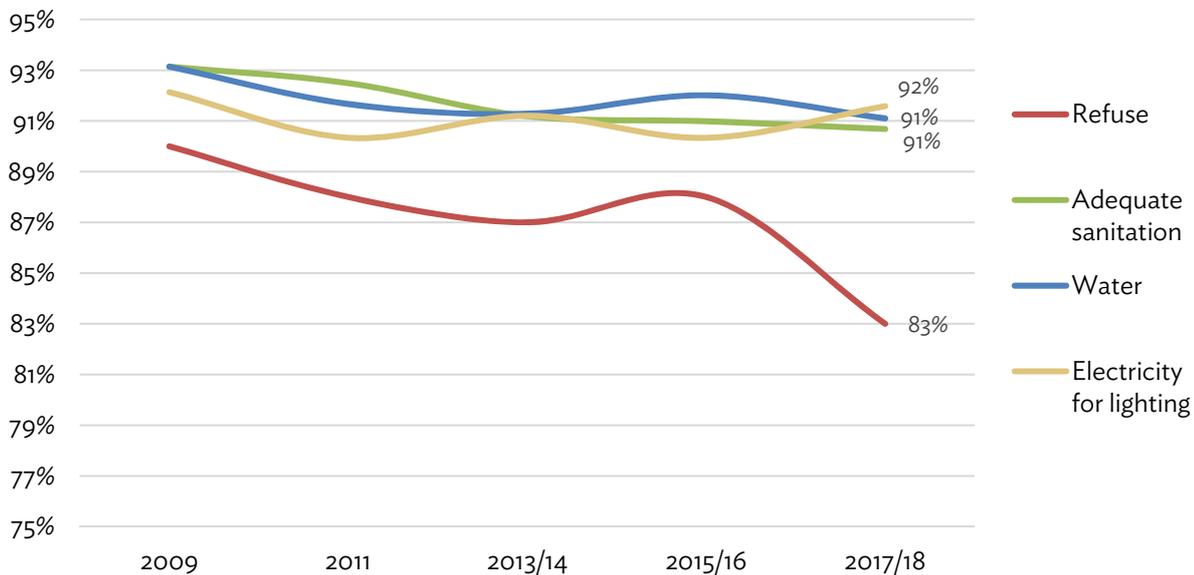
Index scores for coloured and Indian/Asian respondents have fluctuated over time. For example, the score for coloured respondents fell between 2011 and 2013/14. However, both groups have managed to stay above the provincial average in each iteration of the survey.

GCRO senior researcher Christina Culwick states: "Despite significant improvements in material wellbeing for previously disadvantaged groups, race remains a key determiner of overall quality of life in Gauteng."

*Compiled by Christina Culwick*

### 3. Access to many basic services remains high, but there are challenges with refuse removal

Gauteng's access to basic services over time



Despite substantial population growth, access to water, sanitation and electricity has remained constant, at above 90%, across all five of the GCRO's Quality of Life surveys. However, refuse removal rates are much lower (83% in 2017/18).

According to GCRO's 5<sup>th</sup> Quality of Life survey (2017/18), over 90% of respondents have access to piped water in their dwelling or yard, adequate sanitation, and electricity for lighting. At the provincial level access has been fairly consistent over time. However, at the municipal level there have been a number of shifts since 2015/16. There is evidence of improvements in access to water in Merafong, Lesedi and Rand West, and a clear improvement in water, sanitation and electricity in Midvaal. By contrast, access to all basic services has dropped in Tshwane.

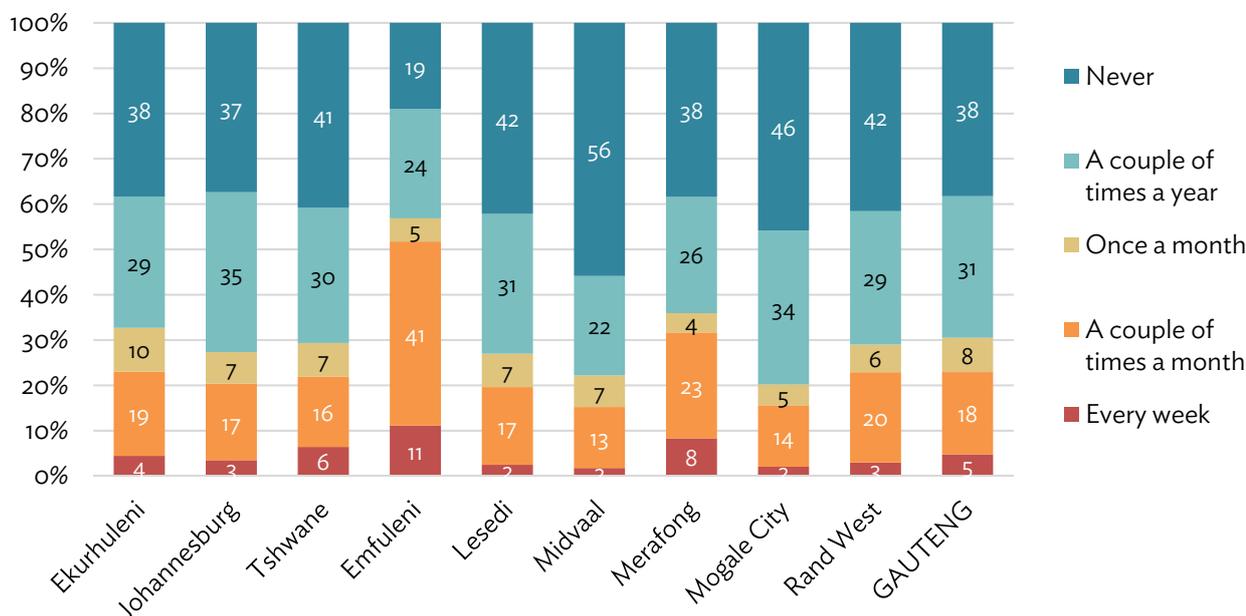
The 2017/18 data does reveal a substantial drop in those respondents saying they had weekly municipal refuse collection. While 88% of respondents reported weekly refuse collection in 2015/16, this has dropped to 83% in 2017/18. There has been a particularly notable decrease in Emfuleni, with only 57% of respondents now reporting weekly refuse removal compared to 80% in the last survey.

GCRO researcher Christian Hamann says: "There has been a significant overall decline in waste service provision in Emfuleni. However, in almost all municipalities lower proportions of respondents now report weekly collection, especially in informal settlements."

*Compiled by Christian Hamann*

## 4. Reliable provision of water poses a challenge

Frequency of water interruptions by municipality



**Although over 90% of respondents have piped water in their dwelling or yard, a quarter of respondents (23%) experience water interruptions at least a couple of times a month.**

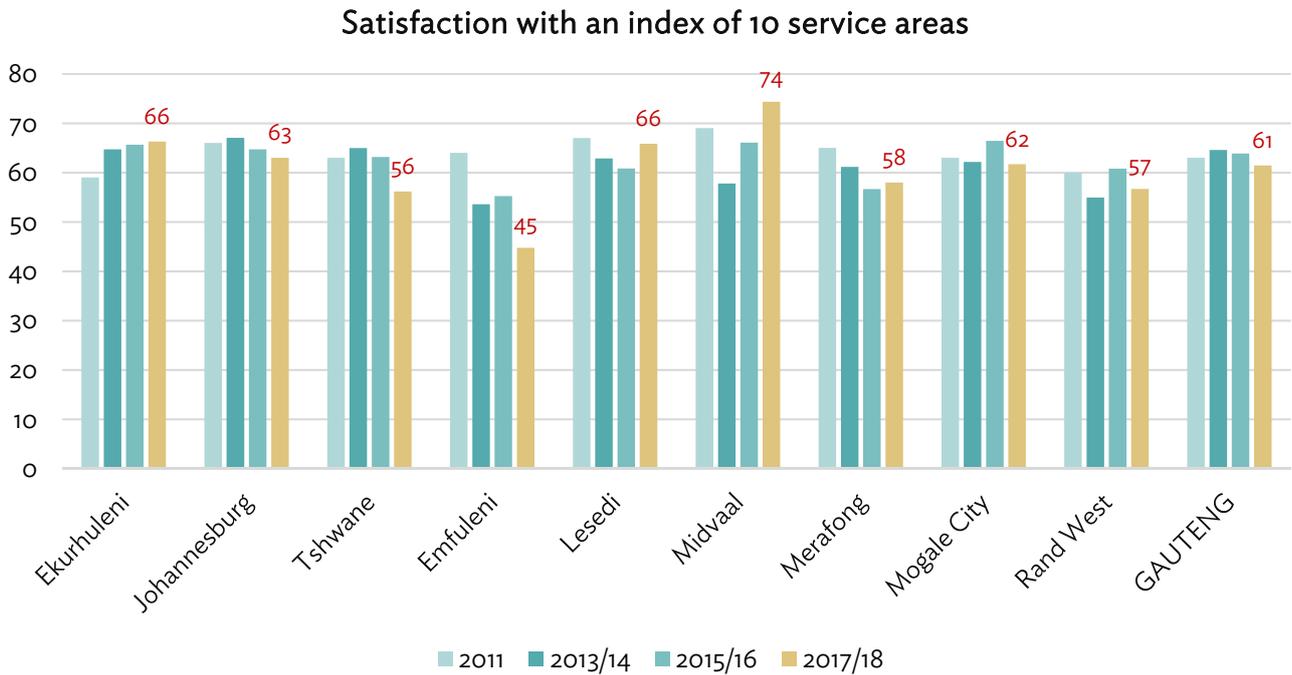
GCRO senior researcher Gillian Maree comments: “Most residents of Gauteng have access to piped water. However, whether households are connected to the infrastructure networks or not is not the only issue. It is also essential that service provision is reliable and of high quality. Frequent water interruptions present serious risks to health and hygiene, and can affect economic development. The GCRO’s 5<sup>th</sup> Quality of Life survey (2017/18) therefore asked respondents about the frequency with which they experience water interruptions.

“Almost a quarter of respondents (23%) report experiencing water interruptions every week or a couple of times a month. This data highlights the challenges currently experienced in the maintenance of a reliable water infrastructure network.

“As water provision is managed at the municipal level, the varying levels of reported interruptions by municipality is noteworthy. Of particular concern is Emfuleni, where over half of respondents report water supply interruptions multiple times a month. By contrast, in Midvaal over half of respondents never experience water interruptions. However, across municipalities the challenge is concentrated in township areas, which were not originally built for the populations they now hold. Compare Sandton, where two thirds (67%) never experience water interruptions, with Soweto, where only a third (32%) never see their water interrupted.”

*Compiled by Gillian Maree*

## 5. Decreasing satisfaction with services



**A services satisfaction index made up of ten variables – eight ‘basic services’ plus the cost of and billing for services – shows that overall satisfaction is at 61%. There has been a slow but steady decrease in this index since 2013/14.**

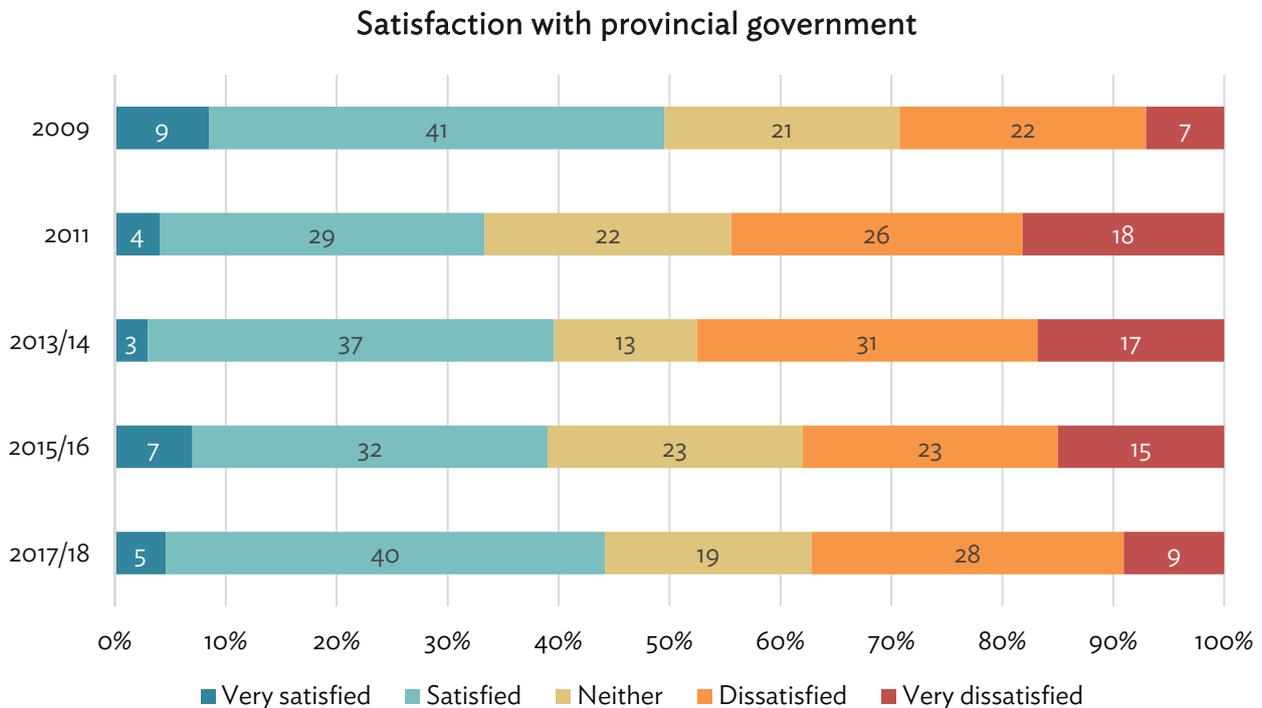
To give an overall sense of satisfaction with services provided by government, the levels of satisfaction across ten service areas were combined into a single index. The index is made up of eight services – government provided housing, water, sanitation, waste removal, energy, roads, public health care, and government safety and security services – as well as the cost of municipal services and billing for services.

Close to two thirds (61%) of GCRO’s 5<sup>th</sup> Quality of Life survey (2017/18) respondents are satisfied or very satisfied with this set of service areas. This is relatively high, though overall satisfaction across the province is falling over time.

GCRO Research Director Graeme Götz commented, “Although province-wide satisfaction has decreased over the last three surveys, there are clear municipal variations in this trend. Satisfaction is steadily increasing in Ekurhuleni and Midvaal, while decreasing in Johannesburg and Tshwane. This does not mean that satisfaction in these two metros is down across the board. Satisfaction with some services is up, but overall decline is mainly driven by lower satisfaction with government provided dwellings, services cost and billing. There has also been a particularly striking drop in satisfaction in Emfuleni, due largely to a dramatic decline in satisfaction with waste services.”

*Compiled by Graeme Götz*

## 6. Increasing satisfaction with provincial government



**Just under half (45%) of GCRO's 5<sup>th</sup> Quality of Life survey (2017/18) respondents indicate that they are satisfied with provincial government. This is an increase from 39% in 2015/16, and is consistent with gradually increasing satisfaction since 2011.**

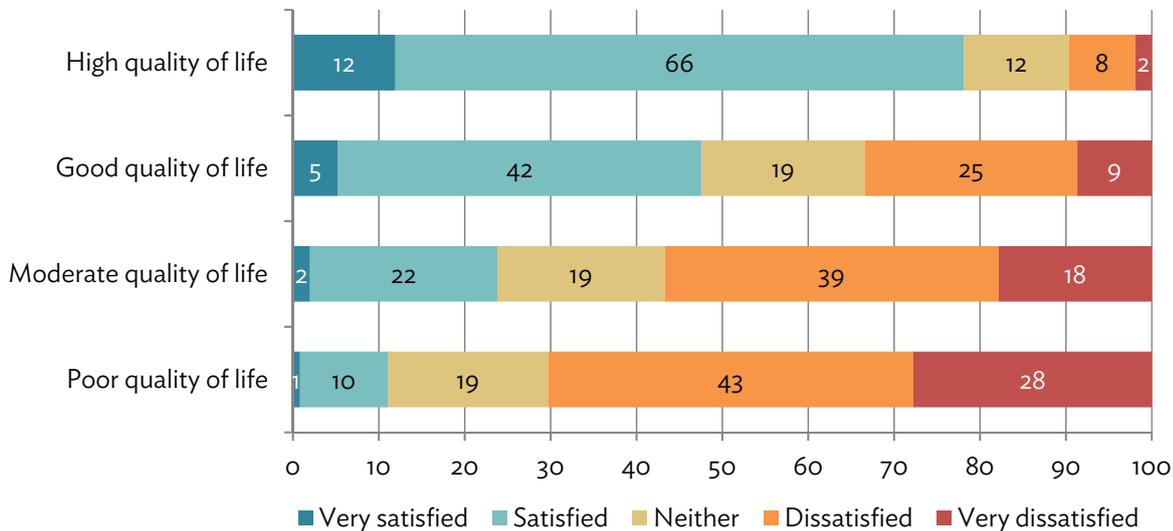
The increase in satisfaction with provincial government applies to all race groups, but is most significant for white respondents. White respondents in 2017/18 report the highest level of satisfaction with provincial government, at 53%. This is an increase of 15%, from 38% satisfied in 2015/16. By contrast, 42% of African respondents in 2017/18 are satisfied with provincial government, up only 3% from 39% in 2015/16.

GCRO's Research Director Graeme Götz says, "Satisfaction with provincial government has increased from 39% in 2015/16, to 45% in 2017/2018. While this sounds low, it is a notable increase. Satisfaction with national and local government have also increased, but not by as much. National government satisfaction increased from 39% in 2015/16 to 42% in 2017/18, and local government from 35% to 38%. At 45%, provincial government now stands as the sphere of government that respondents are most satisfied with. This is in spite of events such as the Life Esidimeni tragedy which would certainly have affected public perceptions."

*Compiled by Graeme Götz*

## 7. Satisfaction with government is strongly related to Quality of Life

Satisfaction with local government by high or low quality of life



**People who have a high quality of life are significantly more likely to be satisfied with government than people who have poor quality of life.**

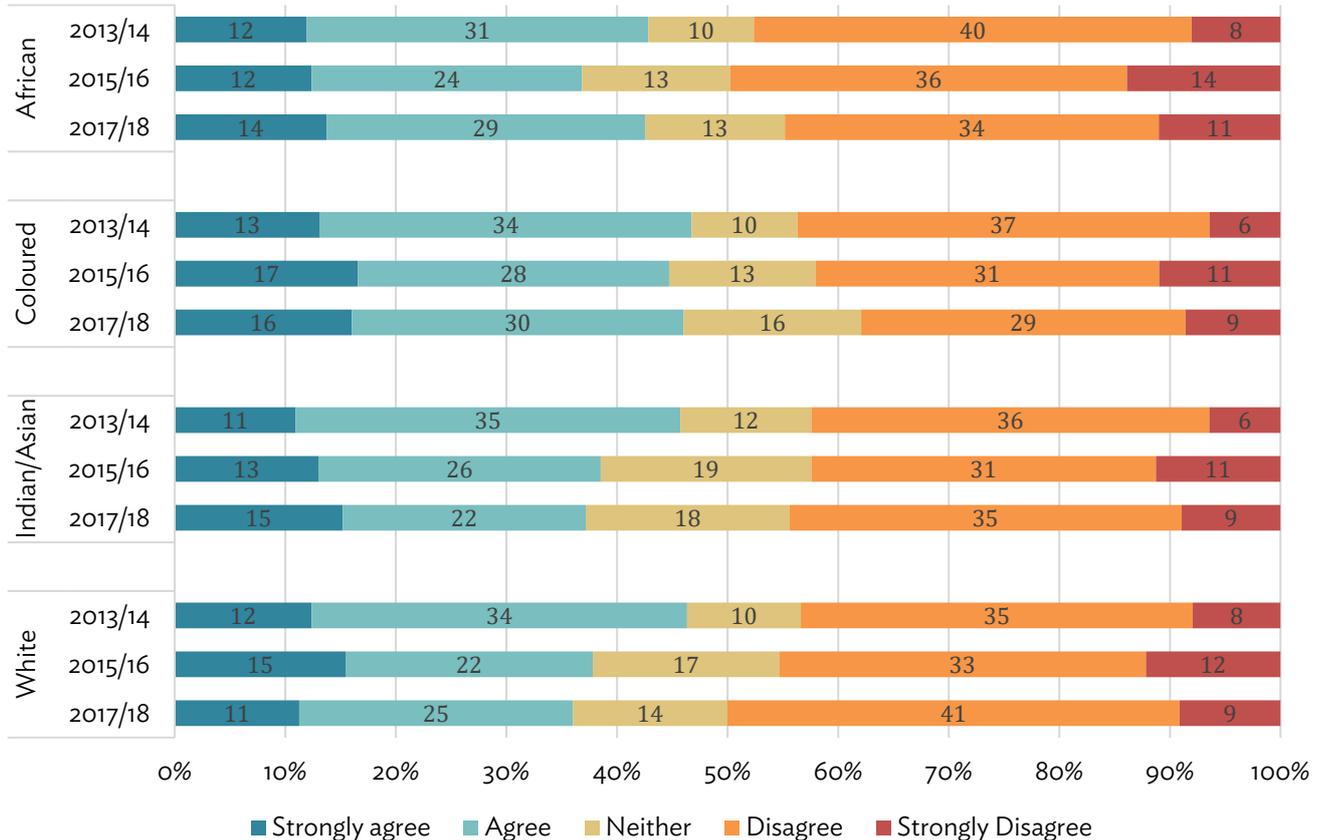
A range of different dimensions – including both subjective and objective variables – drives overall quality of life. In the GCRO’s Quality of Life index, there are variables that reflect on government’s performance, efficiency and effectiveness (such as satisfaction with government or access to adequate accommodation and services), and there are indicators that reflect on issues that are beyond government’s direct control (such as satisfaction with family and participation in community organisations or events). There is also a range of indicators that sit in a ‘grey’ area where the circumstances are a combination of elements that are within and beyond government’s control. Despite the variables beyond or only partially under government’s control, there is a clear correlation between satisfaction with government and quality of life. As quality of life increases, according to the GCRO index, so does satisfaction with government.

GCRO senior researcher Christina Culwick highlights: “Of those respondents who have a high quality of life, the vast majority – 78% – are satisfied or very satisfied with local government. By contrast, those who have poor quality of life are significantly more likely to be dissatisfied with local government, with 11% of these respondents being satisfied. These figures are in comparison with the provincial average of 38% satisfied with local government.”

*Compiled by Christina Culwick*

## 8. African respondents increasingly likely to see politics as a waste of time

Respondents reaction to the statement 'politics is a waste of time'



**African and coloured respondents in 2017/18 are more likely to think that politics is a waste of time than in 2015/16. By contrast, Indian/Asian and white respondents are less likely to see politics as a waste of time.**

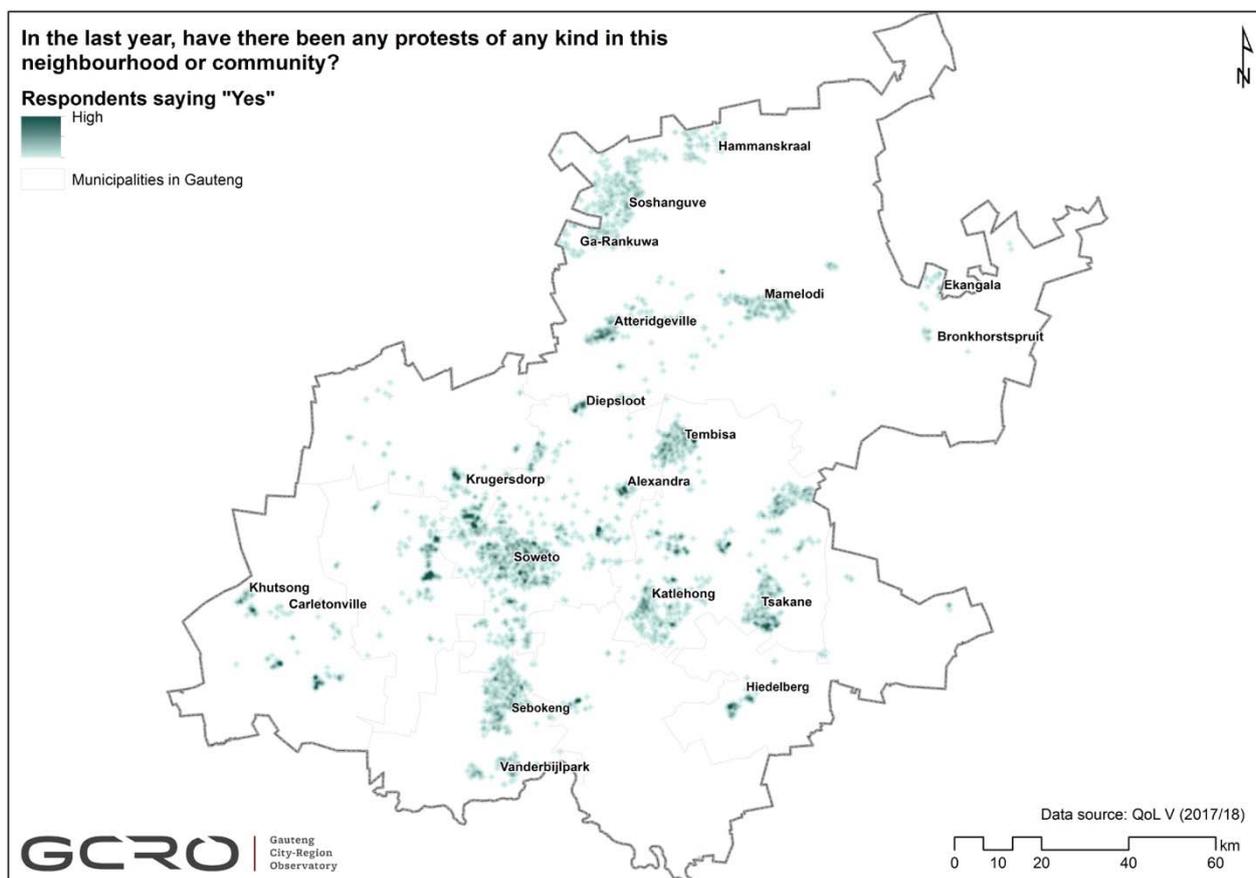
GCRO's 5th Quality of Life Survey (2017/18) results show that 42% of survey respondents agree with the statement 'politics is a waste of time'. This is an increase from 37% in 2015/16.

These results vary by population group. Since 2013/14, a consistently decreasing proportion of Indian/Asian and white respondents have felt that politics is a waste of time. Both African and coloured respondents are more likely to feel that politics is a waste of time in 2017/18 than they did in 2015/16, representing a return to the levels seen in 2013/14.

Of those who agree that politics is a waste of time, 38% are satisfied with provincial government. Of those who disagree, 52% are satisfied with provincial government.

*Compiled by Samkelisiwe Khanyile*

## 9. A quarter of respondents have seen a protest in their community in the last year



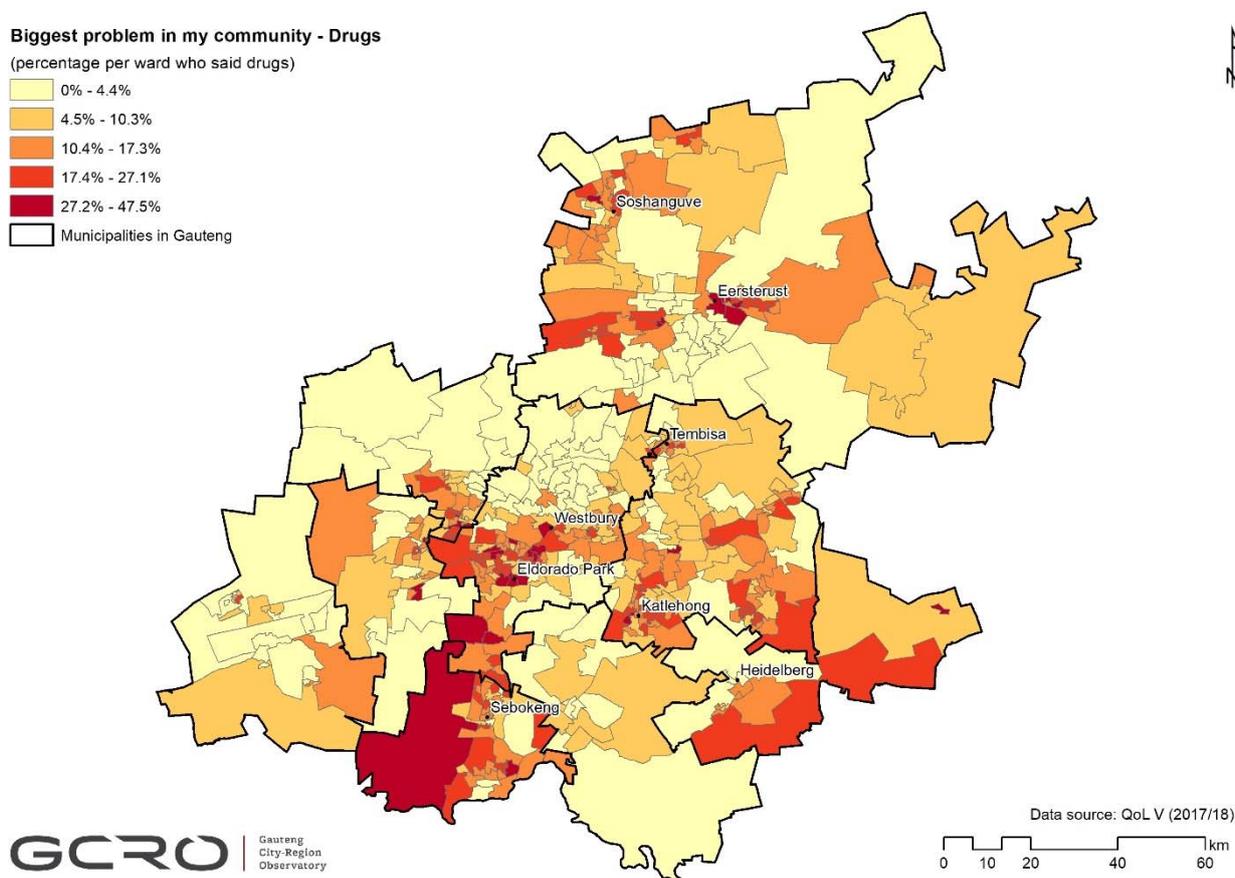
A quarter of respondents reported that there had been a protest in their neighbourhood or community in the past year. Asked what the protest was about, a remarkable 36% said it was about access to electricity.

Protest action is one of the ways in which dissatisfaction with government or services is expressed. 8% of respondents in GCRO's 5<sup>th</sup> Quality of Life survey (2017/18) indicate that they themselves had participated in a protest in the past 12 months. However, when asked whether there had been a protest in their community in the last year (even if they had not participated in it) the figure goes up to 25%.

The most frequently reported reason for community protests is access to electricity (36%), followed by access to or allocation of RDP housing (17%). Other reasons for protest action include access to jobs (5%), corruption (3%), and dissatisfaction with national leaders (2%). Some 1% say that the main concern of the protest was access to higher education. According to respondents, protests were often accompanied by violence. For example 33% say that buildings were burnt or damaged during the protest, and 38% say that shops or homes were looted.

*Compiled by Samkelisiwe Khanyile*

## 10. Respondents who list drugs as the biggest community problem are spatially concentrated



**While 12% of Quality of Life 2017/18 respondents report that drugs are the biggest problem faced by their community, these respondents are clustered in particular communities.**

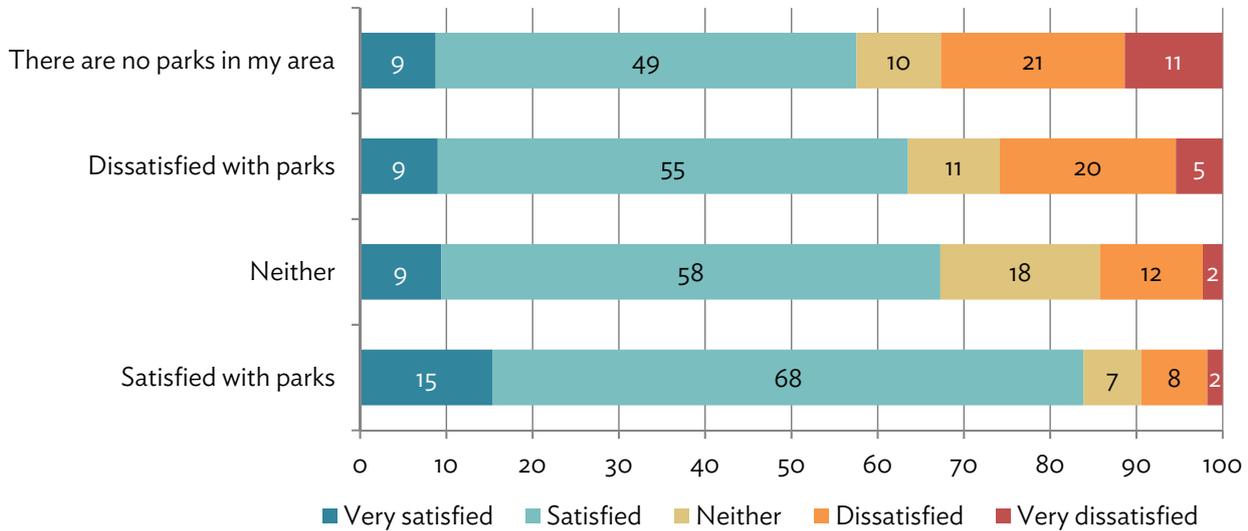
When asked ‘What is the biggest problem facing your community?’ 12% of respondents in GCRO’s 5<sup>th</sup> Quality of Life survey (2017/18) said ‘drugs’. A further 4% said ‘alcohol abuse’ and 1% said ‘gangs’. While drug abuse is not the largest community problems province-wide – crime is mentioned by 32% of respondents and unemployment by 18% – it has increased in significance over the years. In the 2011 Quality of Life survey only 5% of respondents mentioned drugs as their biggest community problem.

The significance of drugs as a community problem also varies geographically. It is clear that the negative impacts of drug abuse are felt acutely in particular locales, as shown in the map. In most wards, ‘drugs’ barely features as a primary concern, while in some it is mentioned by almost half of respondents as being the biggest community problem. Drugs is the largest community problem mentioned by coloured respondents at 33%.

*Compiled by Graeme Götz*

## 11. Having no access to parks impacts respondents' satisfaction with their neighbourhood

Satisfaction with neighbourhood by satisfaction with parks in area



**Over a quarter of respondents (27%) indicate that there are no parks or public spaces in their area. Where there are parks and public spaces, and where respondents are satisfied with these, they are much more likely to be satisfied with their neighbourhood as a whole.**

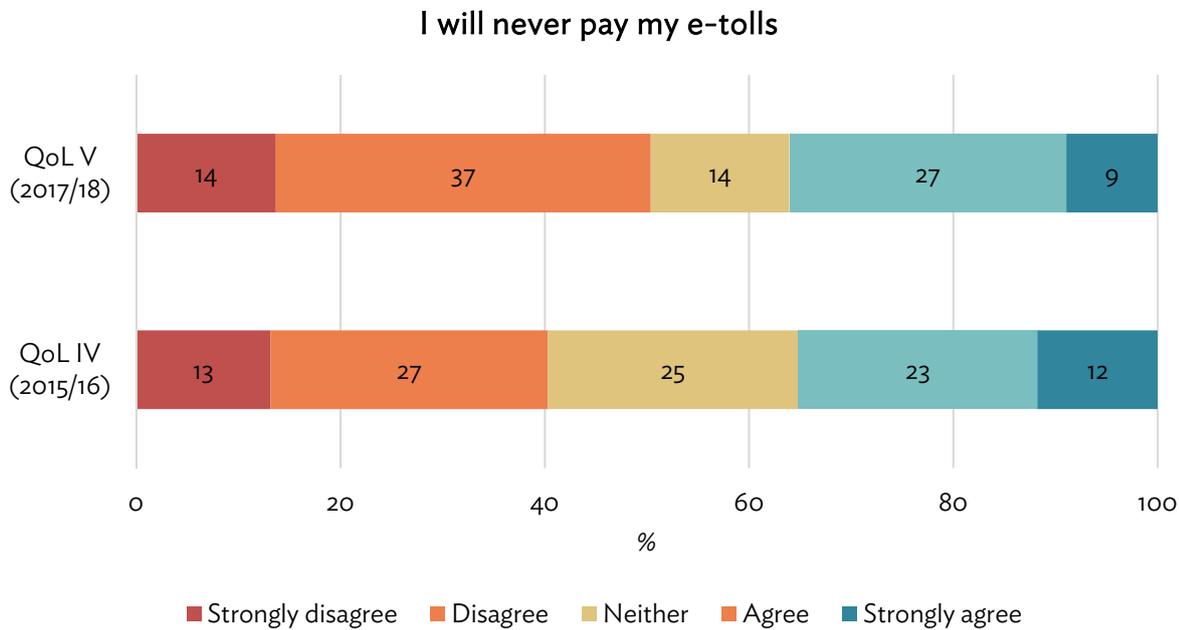
Parks provide important spaces for recreation, for children to play and for people to interact in public. In addition to these benefits, parks with healthy trees, plants and ecological systems can help to reduce pollution, minimise flood risk and provide cool areas, which is particularly important during heat waves. GCRO senior researcher Gillian Maree says: “Easy access to parks and public spaces in cities is critical to urban well-being. Parks provide important health and psychosocial value, as well as contributing to green infrastructure and climate adaptation.”

Access to parks and public spaces varies across the province. Just less than half of respondents in Emfuleni (43%) report that there are no parks in their area, and nearly half (49%) of respondents who do have parks in their area are dissatisfied with these. By contrast just 20% of respondents in Johannesburg report that they have no access to parks, and 29% of those who do have them are dissatisfied.

The Quality of Life survey shows that there is a correlation between satisfaction with parks and public spaces in an area and respondents' satisfaction with their neighbourhood as a whole. Those who live in areas where there are no parks are significantly more likely to be dissatisfied with their neighbourhood than people who live in close proximity to parks and are satisfied with them.

*Compiled by Gillian Maree and Christina Culwick*

## 12. Respondents more willing to pay e-tolls than in previous years



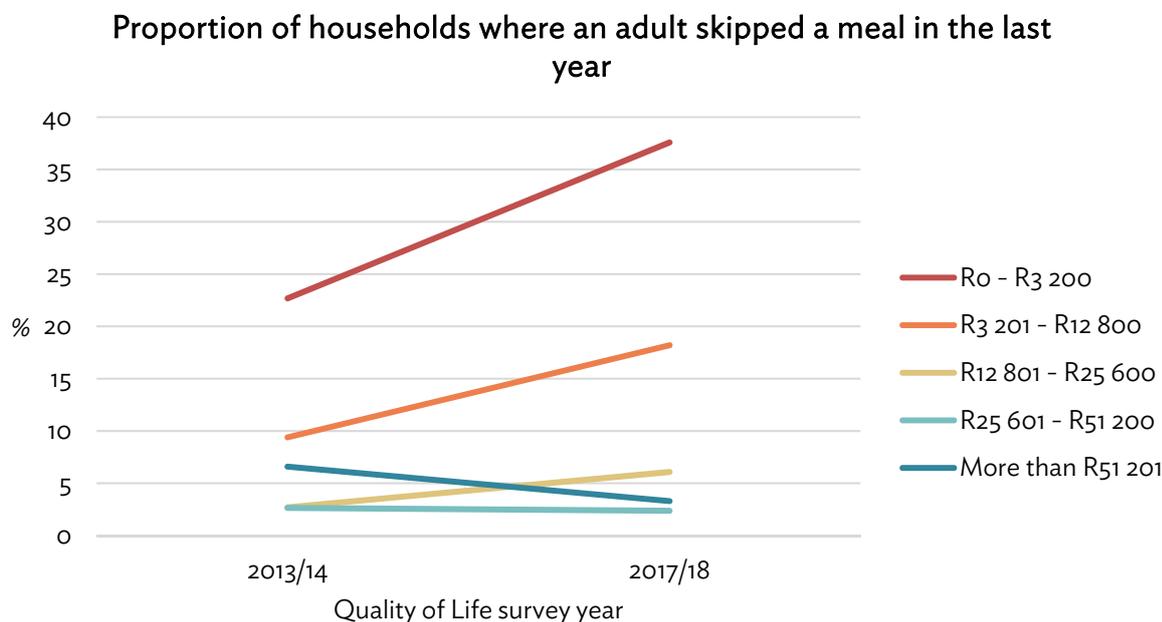
**Over half of GCRO Quality of Life 2017/18 survey respondents who use freeways say that they would pay e-tolls – a 10% increase from the 2015/16 survey.**

The implementation of e-tolls has been a highly contested issue in Gauteng. In both the 2015/16 and 2017/18 GCRO Quality of Life surveys, respondents were asked the extent to which they agreed with the statement ‘I will never pay e-tolls’. Of respondents who use the freeways in the province in both surveys, just over a third agree that they would never pay e-tolls. The 2017/18 survey found that over half of respondents say that they would pay e-tolls. The proportion of respondents willing to pay e-tolls increased by 10% from the 2015/16 survey, with an associated decrease in those who said they neither agreed nor disagreed with the statement.

GCRO Senior researcher, Christina Culwick states: “The Quality of Life survey reveals that 43% of respondents in the lowest income groups (household income less than R3 200/month) report that e-tolls are not an issue for them as they do not use freeways. By comparison, only 7% of those in the higher income brackets (R51 200 or more per month) say that e-tolls are not an issue for them. This suggests that e-tolls are a relatively progressive payment option for the freeway upgrades.”

*Compiled by Christina Culwick*

### 13. More adults report skipping meals, particularly in poorer households



**One-fifth (21%) of respondents indicate that an adult in their household had to skip a meal due to lack of money in the past year. This has increased from 14% in 2013/14. The increase disproportionately affects the poorest respondents.**

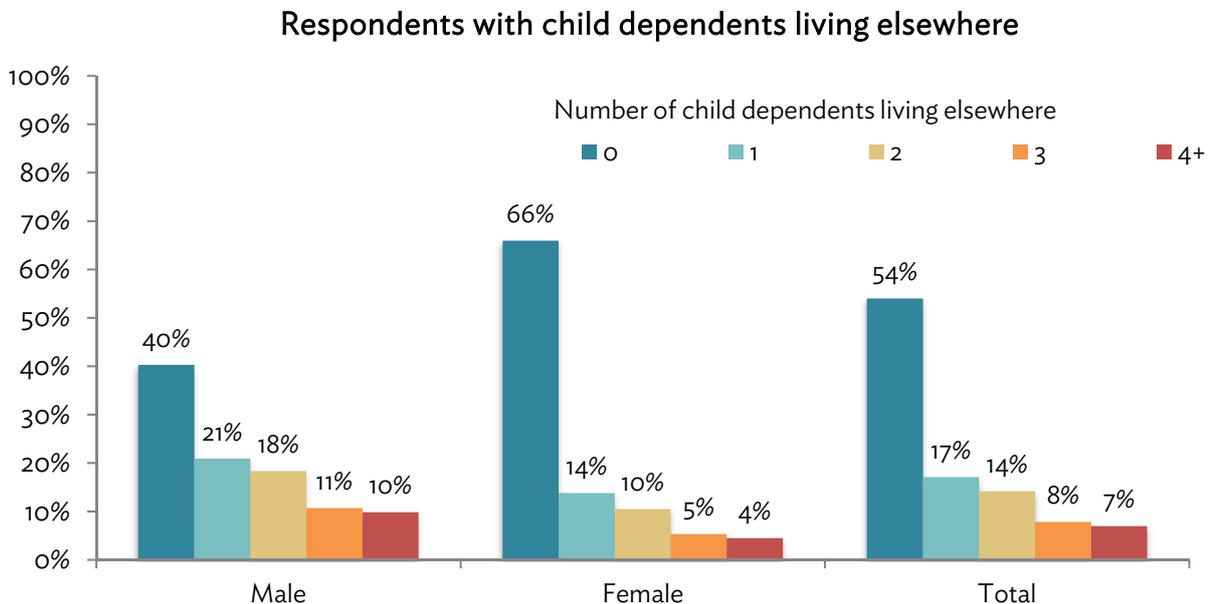
The proportion of households in which an adult had to skip a meal in the last year increased from 14% in GCRO's 3<sup>rd</sup> Quality of Life survey (2013/14) to 21% in the 5<sup>th</sup> Quality of Life survey (2017/18). For households with an income of less than R3 200 per month, the proportion with an adult who had to skip a meal rose from 23% to 38%. This sharp increase is particularly concerning. By contrast, there has been a slight decrease in the proportion of adults who have had to skip a meal in households with a monthly income of more than R25 601.

In households with children, 21% reported that there had been a time in the past year when there was not enough money to feed children, up from 11% in 2013/14. Again, the impact of this is felt particularly strongly in poorer households. Some 38% of households with children report that their children benefit from a school feeding scheme.

GCRO researcher Christian Hamann notes: "This is an indication of the increasing difficulty of acquiring sufficient amounts of food to feed households, as well as of the growing socio-economic inequality in Gauteng. It is clear that school feeding schemes will remain very important to ensure that children get at least some nutrition, but also that sustainable and affordable means of acquiring food is required for the rest of the population."

*Compiled by Christian Hamann*

## 14. Only about half of respondents have all their child dependants living with them



The graph shows the percentage of respondents with child dependants who have a specified number of their dependants not living with them. Only 54% of respondents with child dependants stated that all of their dependants live with them. While two-thirds (66%) of female respondents have all their child dependants living with them, only 40% of male respondents do.

Almost a third of all respondents who had child dependants say that none of their children live with them. This goes up to 51% for respondents who migrated to Gauteng from another province in the last five years. By comparison, 25% of Gauteng born respondents who have child dependants say that none of their children live with them.

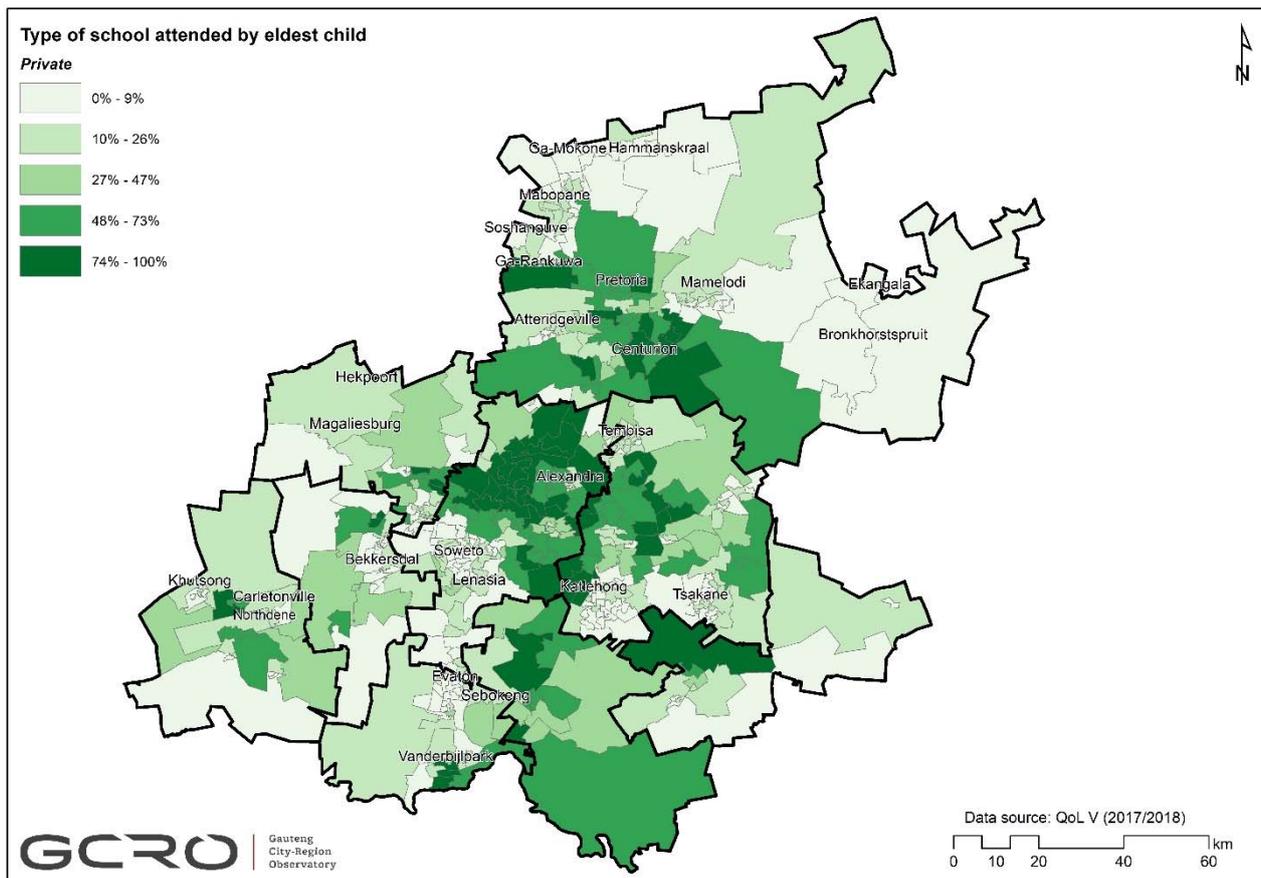
GCRO senior researcher Dr Alexandra Parker says “This is a reflection of fragmented families in the Gauteng City-Region, and highlights a number of issues. Firstly, many children do not live with their fathers, and mothers often remain the primary caregivers.

“Secondly, these results illustrate the ongoing impact of migration in the province. Many parents migrate from rural areas to find work, and leave their children in their rural homes in the care of relatives.

“Thirdly, some children are being cared for by relatives within Gauteng because parents cannot afford safe and reliable childcare while they work to support their families.”

*Compiled by Dr Alexandra Parker*

## 15. Families living in more affluent areas more likely to send children to private schools



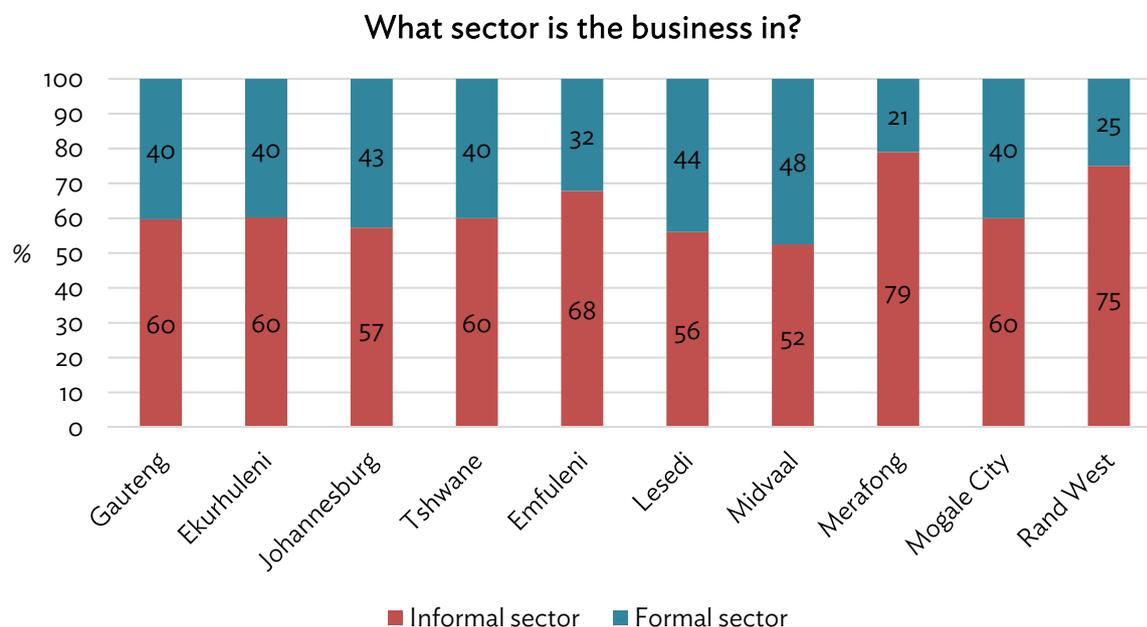
Almost a quarter (24%) of parents in Gauteng send their oldest school-going child to a private or independent school. However, this figure varies widely across wards.

GCRO senior researcher Dr Julia de Kadt states: “Almost a quarter of parents in GCRO’s 5th Quality of Life Survey (2017/18) said they send their eldest child to a private school – 10% higher than the figure in StatsSA’s 2017 General Household Survey. This is probably in part due to asking about the oldest school-going child in the household, but it may also reflect the rapid growth in private schooling in the province.

“Use of private and independent schooling is strongly concentrated amongst households in the more affluent and more central parts of the province. Ironically, use of private schooling is greatest amongst respondents in areas in which public schools often have good reputations. By contrast, parents in more peripheral and less affluent areas are far less likely to send their children to private schools. This highlights the extent of reliance on public schooling in these areas, and the critical importance of ensuring that all public schools provide high-quality education.”

*Compiled by Dr Julia de Kadt*

## 16. More than half of business owners in Gauteng operate in the informal sector



**Some 13% of respondents say they currently own a business, an increase from 2015/16. Of these, 60% operate in the informal sector. This highlights the important role of the informal sector in the overall economy.**

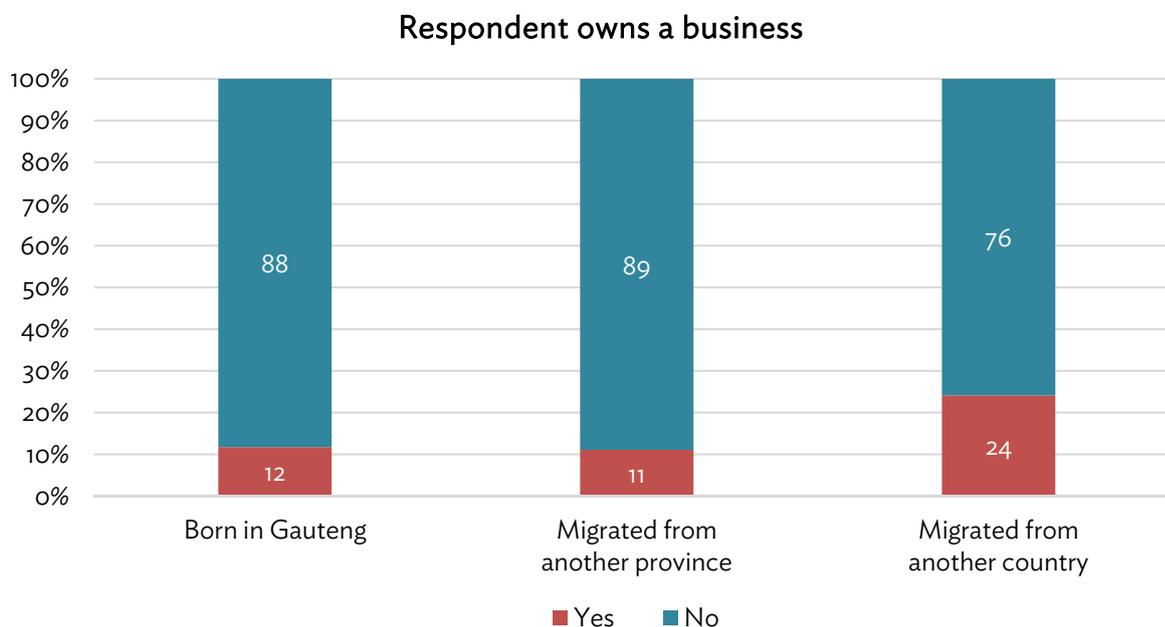
In the GCRO's 5th Quality of Life Survey (2017/18), 13% of respondents report currently owning a business in Gauteng. This is a substantial increase from the 8% who reported owning a business in 2016/17. Of those who did report business ownership in 2017/18, 60% operate in the informal sector, compared to 40% in the formal sector.

The proportion of formal and informal businesses is relatively consistent across the three metropolitan municipalities. However Emfuleni, Merafong and Rand West have particularly high proportions of business owners operating in the informal sector.

GCRO researcher Mamokete Matjomane comments: "The informal sector is prevalent across South Africa, especially in high density areas including townships and city centres. Given the high proportion of businesses operating in the informal sector, there is a need for coherent and systematic approaches across all spheres of government to strengthen the productivity of the informal sector, and bolster its contribution in the fight against the triple challenge of poverty, unemployment and inequality."

*Compiled by Mamokete Matjomane*

## 17. International migrants more likely than other respondents to own a business



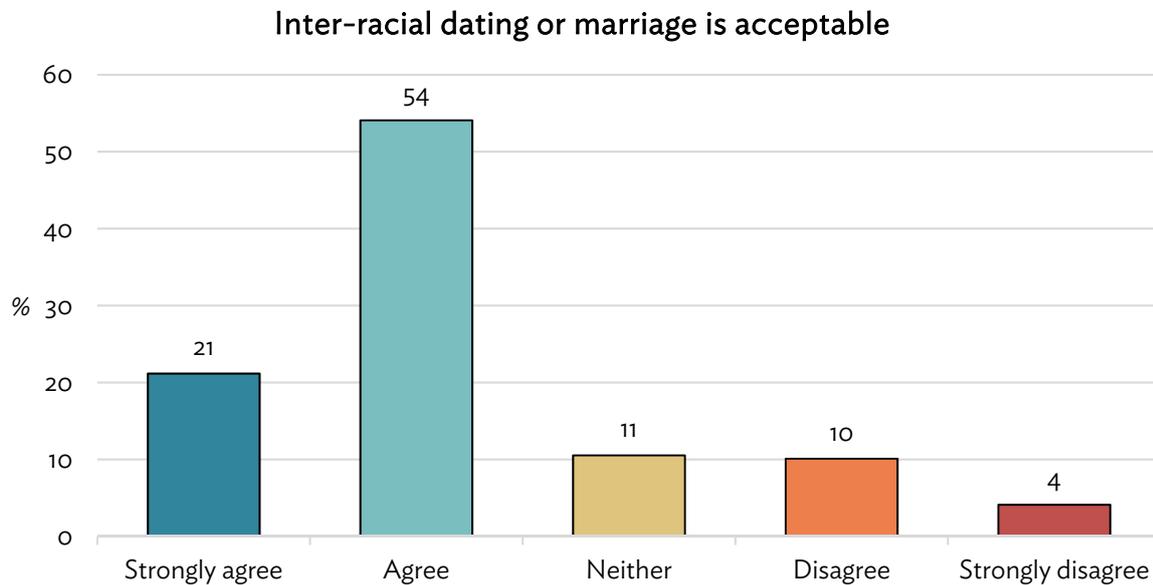
**International migrants are twice as likely to report owning a business than respondents born in South Africa. Nearly a quarter (24%) of international immigrants report owning a business.**

Migration, both from within South Africa, and from foreign countries, has a significant impact on the overall size and shape of Gauteng's population. Some 35% of respondents in GCRO's 5<sup>th</sup> Quality of Life survey (2017/18) are migrants from another province of South Africa, and a further 9% are immigrants from other countries.

The Quality of Life 2017/18 data reveals that 24% of international immigrants report owning a business. By contrast, 12% of respondents born in Gauteng, and 11% of those who have migrated to Gauteng from another South African province, are business owners. These figures show a marked increase on those from 2015/16. While international immigrants in the 2015/16 survey were still twice as likely to own businesses, only 16% of them reported doing so. Some 7% of respondents born in Gauteng reported business ownership, while 8% of those from other provinces were business owners.

*Compiled by Mamokete Matjomane*

## 18. Most respondents agree that inter-racial dating and marriage is acceptable



**Three quarters of respondents agree that inter-racial dating and marriage is acceptable.**

Attitudes toward interracial dating and marriage were asked for the first time in GCRO's 5<sup>th</sup> Quality of Life survey (2017/18). Responses reveal a relatively high level of acceptance of inter-racial relationships, with three quarters of respondents agreeing that inter-racial dating or marriage is acceptable.

This is a positive reflection on relations between population groups. However, the 14% who disagree with the statement that 'inter-racial dating and marriage is acceptable' do represent a significant number of Gauteng residents who hold prejudicial attitudes based on race.

Attitudes differ somewhat by age. Of those in the age categories 18-24 – those born after the end of apartheid – 81% agree or strongly agree that inter-racial dating and marriage is acceptable, compared to 71% of those over 60 years and older.

*Compiled by Dr Alexandra Parker*