Quality of Life Survey 6 2020/21

QUALITY OF LIFE SURVEY 6 (2020/21) MUNICIPAL REPORT

CITY OF JOHANNESBURG

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GCRO Gauteng City-Region Observatory

Quality of Life Survey 6 (2020/21) Municipal Report: City of Johannesburg

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1 INTRODUCTION AND BACKGROUND

1.1 Introduction

This report provides the City of Johannesburg with key results from the Gauteng City-Region Observatory's (GCRO) Quality of Life Survey 6 (2020/21). Data collection for this survey took place from October 2020 to May 2021 in the context of a province and City hard hit by the COVID-19 pandemic and lockdown. The survey results are stark, and often disheartening, as the economic and social distress experienced by residents is clearly evident. Nonetheless, participants were willing, and often eager, to share their experiences, perceptions and beliefs, and the survey results provide crucial data in support of post-COVID reconstruction, towards a society where basic needs are met and quality of life can again continue to increase.

The first part of this report provides some background to the GCRO and the Quality of Life Surveys (QoL), and key implementation and methodological information for QoL 2020/21. The second part of the report is a municipal profile for the City of Johannesburg, providing city-specific analysis and results on a range of key variables. The third and final section provides results for all nine of Gauteng's municipalities for a range of questions across a broad series of thematic content areas.

1.2 Background to the Gauteng City-Region Observatory and the Quality of Life Surveys

The GCRO is a partnership between the Gauteng Provincial Government (GPG), the University of the Witwatersrand (Wits), the University of Johannesburg (UJ) and organised local government (South African Local Government Association – SALGA) in Gauteng. Established in 2009, the GCRO works to build the knowledge base that the government, business, labour, civil society and residents all need to make the Gauteng City-Region (GCR) competitive, spatially integrated, environmentally sustainable and socially inclusive. The GCRO works closely with a range of other stakeholders and partners – including municipal governments, other higher education institutions, research councils, research centres and councils, and information-exchange and learning networks – within the GCR, nationally and internationally. The GCRO receives core funding from the GPG, project-specific funding from partners and funding agencies, and in-kind support from both Wits and UJ. Academic independence is protected by the GCRO's location within Wits, a strong constitution, and an engaged Board chaired alternately by representatives of Wits and UJ. The research conducted by the GCRO benchmarks the city-region, provides policy analysis and support, undertakes applied research, and presents critically reflective academic work.

Since its establishment in 2009, the GCRO has conducted a large-scale, province-wide randomly sampled survey of adult residents every two years. These surveys, the Quality of Life Surveys (QoL), have become the GCRO's flagship project and is one of South Africa's largest and longest-running social surveys. The surveys provide regularly updated insights into socio-economic circumstances, levels of satisfaction with services and government, socio-political perspectives, psychosocial attitudes and other related characteristics of adult residents of the GCR. The maintenance of a consistent core set of questions across survey iterations provides an understanding of change over time. This enables the survey to serve as a tracking and diagnostic

tool, providing a rich information resource for policy-makers and those members of the public wanting to observe where progress has been made and where concerns remain. The QoL Surveys are recognised for their high-quality data, while the ward-representative sample design allows for analysis at a range of geographical levels – particularly valuable in the context of a very diverse and unequal province. The QoL Surveys have become an invaluable resource for all levels of government, and are widely used by academics and students in South Africa and abroad.

On completion of the fifth iteration of the QoL Survey in late 2018, the GCRO embarked on a ten-year technical review. This rigorous review was externally chaired by Prof. Mark Orkin, former Statistician General and CEO of the Human Sciences Research Council. Through a landscaping exercise, literature review, and a series of workshops and engagements with survey experts, all aspects of the survey design and implementation were interrogated. An additional process explored the dissemination of survey data and results. The review findings emphasised the enormous value of the QoL Surveys to multiple stakeholders and audiences, and provided a series of recommendations to strengthen survey implementation and ensure sustainability into the future. These recommendations have substantially strengthened the planning and implementation of QoL 2020/21.

QoL 2020/21 has also been strengthened by engagement with partners in government, including the City of Johannesburg. Over the years, the City of Johannesburg has consistently supported the QoL Surveys, in addition to collaborating with the GCRO on a range of other projects. The City's financial contributions to recent survey iterations have bolstered sample size, and engagements between the City and the GCRO have strengthened the development of each iteration's questionnaire, as well as the analysis and interpretation of results.

1.3 Overview of the Quality of Life Survey 6 (2020/21)

Preparations for the GCRO's QoL Survey 6 (2020/21) started in 2019, with the objective of beginning data collection in the first half of 2020. Funding for survey implementation was drawn from the GCRO's core grant, supplemented by additional contributions from the GPG Office of the Premier, the City of Johannesburg, the City of Ekurhuleni and the City of Tshwane. A rigorous open-tender process, through Wits, enabled the appointment of GeoSpace International as the data collection service provider in early 2020. Questionnaire and sample design were also finalised in early 2020. The GCRO then received approval for the study from the Wits Human Research Ethics Committee (non-medical).

However, by February 2020, it was clear that the emergent COVID-19 pandemic would pose substantial challenges for in-person data collection. Consequently, the initiation of data collection, originally planned for April 2020, was temporarily put on hold. The GCRO made use of this time to develop and add a COVID-specific module to the questionnaire, finalise all aspects of sampling and questionnaire translation, digitisation and testing, and develop comprehensive COVID-19 protocols. In addition, the GCRO convened a seminar series on the collection of social data in the context of COVID-19. This provided an opportunity to share with and learn from a range of practitioners, and ensure that all protocols for QoL 2020/21 were in line with emergent best practice. Further information about the seminar series, including presentations and recordings, is available on the GCRO website.

Following the relaxation of lockdown regulations, and review and approval of COVID-19 protocols both internally and through the Wits Human Research Ethics Committee, training was able to begin in September 2020, and data collection in October 2020. Despite the particularly challenging context, data collection ran safely, smoothly and largely in line with revised timelines. This represents the commitment and dedication of an exceptionally skilled and committed data collection team. Data collection was concluded in late May 2021, with a final attained sample size of 13 616 respondents, covering all of Gauteng's 529 wards. The final attained sample size for the City of Johannesburg is 3 545 (unweighted).

The following sections provide some additional detail regarding key aspects of the survey's methodology and implementation, as well as the composition of the final sample. Further details regarding data collection and methodology are available in the series of technical reports accompanying the dataset. These include the Sample Design Report (Hamann and de Kadt, 2021), the Field Report (GeoSpace International, 2021), the Data Report (Mkhize, de Kadt & Hamann, 2021) and the Weighting Report (Neethling, 2021). The full questionnaire is included as an Appendix to this report. Further survey results and analysis are available in the Quality of Life Survey 6 (2020/21) Overview Report (de Kadt et al., 2021).

Sample design

The QoL 2020/21 sample design used the ward as the primary sampling unit to ensure that the final dataset would cover all 529 wards within Gauteng province, and that it would be representative at ward level. Ward-level sample size was determined at the municipal level, as illustrated in Table 1.3.1 below, and was kept at 20 interviews or higher. In metropolitan municipalities, and in municipalities with smaller numbers of wards, the ward-level sample size was higher. A minimum sample of 600 interviews per municipality was required to ensure relatively precise municipal-level estimates. Within each ward, interviews were clustered at the Enumeration Area (EA) level, with four to five interviews per EA. EAs were randomly sampled using a probability proportional to size approach, with sampling probability determined by a count of residential dwelling units (GeoTerraImage, 2017).

Once the overall distribution of interviews across wards and EAs was determined, the GCRO prepared the interview visiting points, which were randomly pre-selected from all residential dwelling units in the GeoTerraImage Building Based Land Use dataset. In addition, three substitution visiting points were drawn for each primary visiting point to ensure that, when necessary, substitutions could be made in a controlled fashion.

Table 1.3.1: QoL 6 (2020/21) sample design and distribution of attained sample

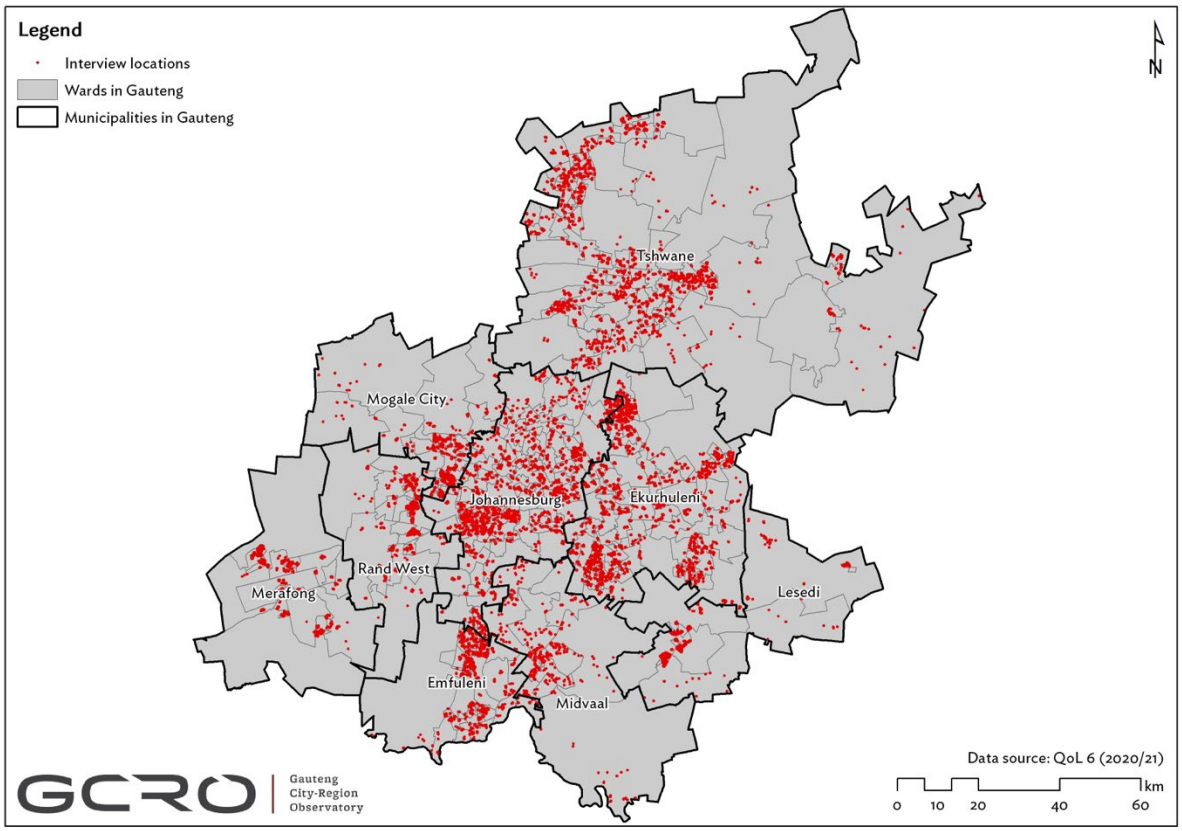
Municipality	Wards	EAs per ward	Ward-level target	Municipal-level	Attained sample
City of Johannesburg	135	6	26	3 508	3 545
City of Tshwane	107	6	26	2 782	2 810
City of Ekurhuleni	112	6	26	2 912	2 963
Emfuleni	45	5	20	900	907
Lesedi	13	8	48	624	647
Merafong	28	5	22 (one with 21)	615	631
Midvaal	15	8	40	600	606
Mogale City	39	5	20	780	792
Rand West	35	5	20	700	715
GAUTENG	529	--	--	13 421	13 616

The in-field sampling protocol required field team members to visit each primary visiting point. Where visiting points were at a multi-unit dwelling (such as a hostel, block of flats, gated community or house with backyard dwellings), in-field random sampling determined at which dwelling units interviews were conducted. Controlled substitution of dwelling units was permitted if the initially sampled dwelling unit refused to participate. Once access to a particular dwelling unit was obtained, all resident adults (aged 18 and above) were listed, and the respondent was randomly selected from this list, and invited to participate in the survey. In-field sampling protocols were developed by the GCRO, in consultation with GeoSpace International, and were operationalised and implemented by GeoSpace International. All in-field random selection was conducted on data collection tables, using the M.App Enterprise data collection management system.

Overall sample design and in-field sampling protocols were reviewed by Profs Paul Fatti and Mark Orkin. Sample design and selection of EAs and visiting points were implemented by the GCRO. Further detail is available in the Sample Design Report (Hamann and de Kadt, 2021).

The final attained sample size (n=13 616) was slightly higher than the targeted sample size, and all municipal-level targets were exceeded (see Table 1.3.1 above). At the ward level, interview targets were met or exceeded in almost all instances, with the exception of a small number of particularly challenging wards where 95% of the target was attained. The achievement of this sample size and distribution, particularly in the context of COVID-19, is commendable, and is illustrated in Figure 1.3.1 below. Further detail is available in the QoL 6 (2020/21) Field Report (GeoSpace International, 2021).

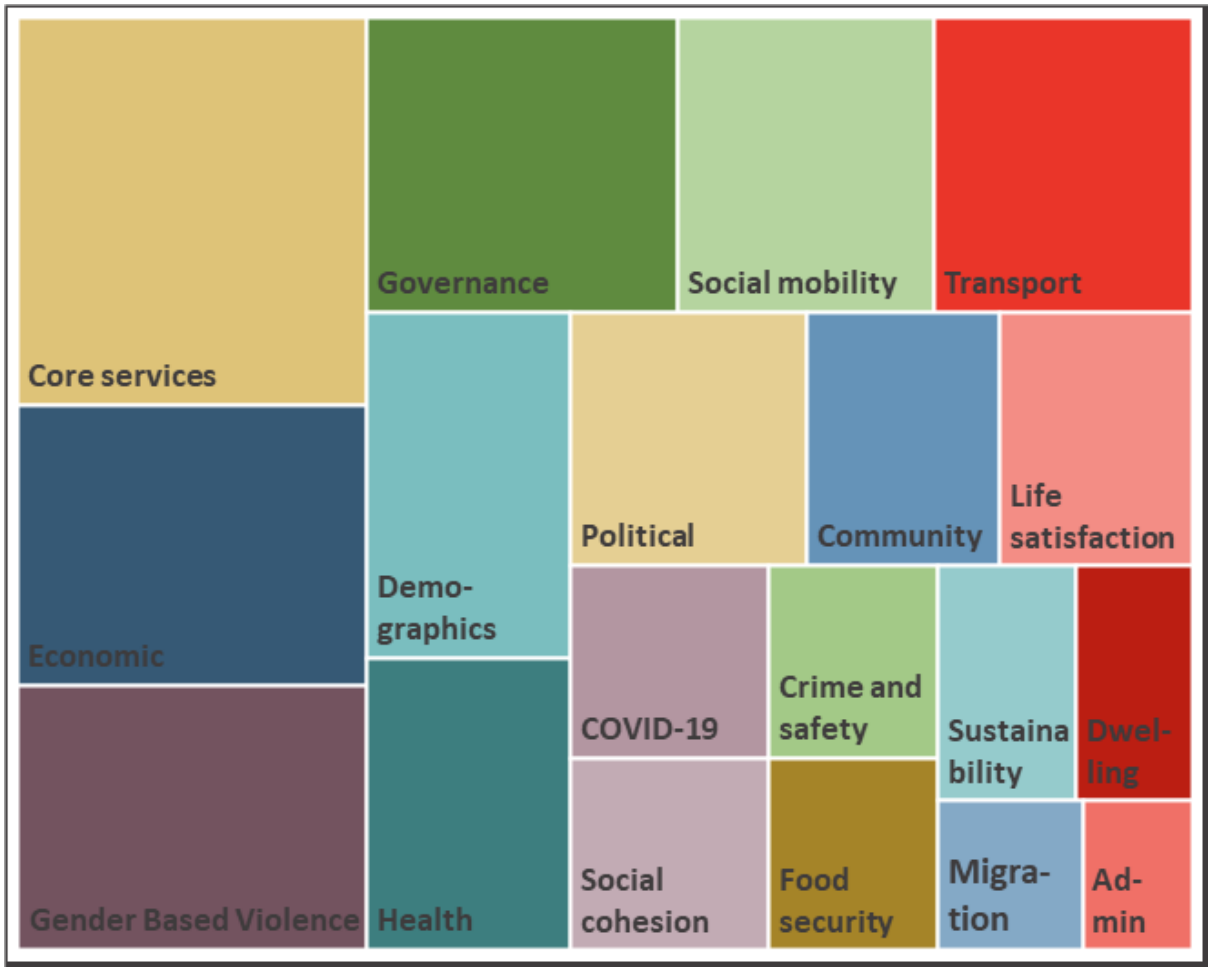
Figure 1.3.1: Distribution of the 13 616 attained QoL 6 (2020/21) interviews across Gauteng province



Questionnaire

The QoL 2020/21 questionnaire was designed to minimise respondent burden and interview length while retaining essential core content and allowing for the inclusion of additional questions in areas of particular analytical or public interest. Substantively new content was introduced in the areas of governance, social mobility, experiences of violence, and COVID-19. Pre-existing focus areas such as environmental vulnerability and hunger and food security benefitted from the inclusion of some new content. The resulting questionnaire included slightly over 200 questions distributed across thematic areas, as illustrated in Figure 1.3.2 below. The full questionnaire is included as an Appendix to this report.

Figure 1.3.2: Thematic composition of questions in the QoL 6 (2020/21) questionnaire



The draft questionnaire was shared with partners and stakeholders for input, prior to an iterative process of behind-the-glass piloting and questionnaire refinement. This ensured that participants from a range of backgrounds were understanding questions as intended and were able to answer without undue difficulty or distress. This was followed by translation of the questionnaire into eight additional languages: Afrikaans, isiXhosa, isiZulu, Sepedi, Sesotho, Setswana, Tshivenda and Xitsonga. All translations were reviewed by GCRO and GeoSpace International staff members fluent in each language prior to finalisation.

The questionnaire was digitised using the KoBoToolbox application. Trained fieldworkers interviewed participants in person, and recorded responses directly into KoBoToolbox on a tablet. A series of showcards was used to support respondents in selecting responses. Particularly sensitive questions – such as those relating to gender-based violence (GBV) and experiences of violence, income and gender identity – were placed in a separate section at the end of the questionnaire and were self-completed by the respondent on the data collection device. Fieldworkers were not able to access responses unless they were requested by the participant to assist in completing this section. Completion of this section was optional, and 87% of respondents were willing to participate. The mean duration of the interviewer-administered interview was 35 minutes, and three minutes for the self-completed component.

Training and in-field pilot

In order to ensure high-quality data collection and adherence to all ethical requirements and COVID-19 protocols, all field team members participated in a minimum of five full days of in-person training. Training was led by GeoSpace International, with contributions from the GCRO team, who were present throughout. Given the inclusion of sensitive GBV-related content in the questionnaire, a dedicated module was developed by Dr Abigail Hatcher to provide fieldworkers with applicable skills. COVID-19 protocols also received dedicated attention and were reviewed at regular intervals throughout the training. Training was interactive, and a substantial proportion of the training was dedicated to practical exercises to ensure that all theory had been understood. Trainees were required to complete daily assessments and to pass a final assessment before engaging in any data collection.

The first round of fieldwork training was held during the week of 28 September 2020, and was targeted at fieldwork managers and team leaders responsible for the in-field pilot component of data collection. The field pilot commenced on 5 October 2020, providing an opportunity to test and refine all aspects of data collection, including the COVID-19 protocols. Training for the full fieldwork team took place during the week of 19 October 2020, and full-scale data collection began on 26 October 2020. Brief refresher training was offered to fieldworkers by GeoSpace International after a few weeks of data collection, and again in early January, following the brief year-end break.

Data collection

Full-scale data collection began on 26 October 2020 and continued through to 27 May 2021. In general, data collection proceeded relatively consistently throughout this period, with no unplanned interruptions. A brief scheduled break in data collection took place over late December 2020 and early January 2021. The pace of data collection slowed slightly during early 2021 as the COVID-19 second wave increased refusals, and more stringent COVID-19 protocols meant the suspension of data collection in some areas. The extreme weather experienced during this time posed additional logistical challenges, further slowing work. The majority of data collection was completed by 31 March 2021, with April and May largely dedicated to interview mop-up in more challenging areas. Throughout the data collection period, the GCRO and GeoSpace International met on a weekly basis to ensure that challenges could be rapidly identified and resolved.

Ensuring the safety and well-being of our survey participants, as well as our data collection team, was a key priority in the implementation of QoL 2020/21. For this reason, extensive COVID-19 protocols were developed and stringently implemented in the field. These included twice-daily screening and temperature checks of all field team members, consistent use of surgical masks and face shields, as well as use of sanitiser as appropriate. Team meetings were held outdoors, and teams travelling together in a vehicle were required to ensure ventilation. All participants were offered sanitiser prior to the interview and were provided with surgical masks if appropriate. Data collection devices were sanitised prior to being given to participants to do the self-complete section. Fieldworkers conducted interviews outdoors whenever possible, and emphasis was placed on ensuring good ventilation if interviews had to take place indoors.

During the second wave, from early January 2021 through to early March 2021, COVID-19 protocols were further strengthened to ensure safety. Fieldworkers were provided with KN-95 masks and were prohibited from data collection in areas where dwellings had poor ventilation and outdoor interviews were not feasible. Indoor interviews were only permitted in exceptional circumstances during this period, and only with good ventilation in place. While these restrictions were essential, they did impact on progress, particularly in hostels, some informal settlements, and inner-city areas with large and poorly ventilated blocks of flats. Fortunately, the COVID-19 protocols appear to have been extremely effective. Only one field worker tested positive for COVID-19 throughout the data period, and this was on return from December travel. To the best of our knowledge, there has not been any transmission of COVID-19 due to the implementation of this project.

Further technical detail on data collection and COVID-19 protocols is available in the Field Report (GeoSpace International, 2021).

Quality control

The quality control processes for QoL 2020/21 were designed to ensure confidence in survey data and results while also protecting the timely and smooth implementation of data collection and finalisation. To this end, the prevention of data quality challenges was prioritised through careful recruitment of fieldworkers, high-quality training, and close and supportive in-field management. A second priority was the early identification and management of any emergent challenges. Through this strategy, we have implemented an extremely stringent quality control process without the need to reject large numbers of surveys. This in turn has been beneficial for fieldworker morale, substantially limiting staff turnover.

Both GeoSpace International and the GCRO conducted extensive quality control processes, covering all phases of data collection, which included:

- extensive pre-testing of the digitised questionnaire;
- collaborative development and refinement of quality-control processes prior to initiation of data collection;
- the use of a small-scale field pilot to test all aspects of data management, review and correction;
- ongoing review of incoming data by both the GCRO and GeoSpace International, feeding into the iterative strengthening of quality-assurance processes;
- development of the analytical dataset structure during data collection itself; and
- a final and extensive set of checks on completion of data collection.

Quality control made use of multiple methods, and ensured the quality of sampling and interview administration as well as of the data itself. Spatial checks using GIS data were used to ensure interviews were conducted at the appropriate, pre-selected visiting points, or at appropriate substitution points when necessary. Automated checks were run on all incoming data, at the level of the individual interview and at fieldworker and field team levels, ensuring rapid identification of any challenges with sampling, questionnaire administration or data quality. This was supplemented by additional ad-hoc data checks. Telephonic callbacks and in-field revisits were

used to resolve data queries. In addition, random telephonic callbacks were made to approximately 25% of respondents throughout the data collection period. Interviews were only deemed valid and included in the analytical dataset if they passed all quality checks, and if any issues identified had been appropriately rectified.

Weighting and sample composition

Due to sample design, with a relatively flat ward-level sample size, and the inevitable biases resulting from data collection, the final QoL 2020/21 dataset required weighting to ensure that it is representative at the municipal and provincial levels. The weights for QoL 2020/21 were calculated by a weighting specialist, Dr Ariane Neethling, in close consultation with the GCRO. Weights were calculated to ensure that each ward is represented proportionally to its adult population in municipal and provincial analyses, and to bring the sample into alignment with race and gender distributions at the municipal level. As the most recent official ward-level population estimates date back to Census 2011, and municipal estimates to Community Survey 2016, contemporary population estimates were sourced from GeoTerraImage and used as the basis for the calculation of weights. Further detail on weighting methodology and implementation is available in the Weighting Report (Neethling, 2021).

The impact of the weights on aspects of sample distribution is illustrated in Table 1.3.2 and Table 1.3.3 below. All results presented in this report have been calculated using the weighted dataset and can therefore be considered broadly representative of the adult population of each municipality and the province as a whole.

Table 1.3.2: Municipal sample distribution for unweighted and weighted QoL 6 (2020/21) data

Municipality	Sample size (unweighted	Percentage of sample	Percentage of sample
City of Johannesburg	3 545	26.0%	38.4%
City of Tshwane	2 810	20.6%	24.1%
City of Ekurhuleni	2 963	21.8%	25.4%
Emfuleni	907	6.7%	4.6%
Lesedi	647	4.8%	0.7%
Merafong	631	4.6%	1.6%
Midvaal	606	4.5%	0.7%
Mogale City	792	5.8%	2.5%
Rand West	715	5.3%	2.0%
GAUTENG	13 616	100%	100%

Table 1.3.3: Sample size for City of Johannesburg regions in the unweighted and weighted QoL 6 (2020/21) data

City of Johannesburg	Sample size (unweighted)	Percentage of CoJ sample (unweighted)	Percentage of CoJ sample (weighted)
Region A	391	11.0%	13.4%
Region B	324	9.1%	6.2%
Region C	480	13.5%	14.6%
Region D	996	28.1%	24.8%
Region E	423	11.9%	11.3%
Region F	497	14.0%	9.1%
Region G	434	12.2%	20.6%
TOTAL	3 545	100%	100%

Table 1.3.4: Sample composition by sex and population group for City of Johannesburg and Gauteng province in the unweighted and weighted QoL 6 (2020/21) data

Area		Black African	Coloured	Indian/ Asian	White	Other	Total
City of Johannesburg (GeoTerraImage population estimates)	Male	38.6%	2.3%	2.7%	5.4%	n/a	49.0%
	Female	39.7%	2.7%	2.7%	5.9%	n/a	51.0%
	Total	78.3%	5.0%	5.3%	11.3%	n/a	100%
City of Johannesburg (unweighted)	Male	37.4%	2.2%	1.6%	5.0%	0.1%	46.3%
	Female	42.6%	2.7%	1.2%	7.0%	0.1%	53.7%
	Total	80.0%	4.9%	2.9%	12.0%	0.2%	100%
City of Johannesburg (weighted)	Male	38.6%	2.3%	2.7%	5.4%	0.1%	49.0%
	Female	39.7%	2.7%	2.6%	5.9%	0.1%	51.0%
	Total	78.3%	5.0%	5.3%	11.2%	0.2%	100%
Gauteng Province (GeoTerraImage population estimates)	Male	40.5%	1.5%	1.6%	6.4%	n/a	50.0%
	Female	40.0%	1.7%	1.5%	6.8%	n/a	50.0%
	Total	80.5%	3.2%	3.1%	13.2%	n/a	100%
Gauteng Province (unweighted)	Male	37.2%	1.2%	0.8%	7.2%	0.1%	46.6%
	Female	43.1%	1.5%	0.7%	8.1%	0.0%	53.4%
	Total	80.3%	2.8%	1.5%	15.3%	0.1%	100%
Gauteng Province (weighted)	Male	40.5%	1.5%	1.6%	6.3%	0.1%	49.9%
	Female	40.0%	1.7%	1.5%	6.8%	0.1%	50.1%
	Total	80.4%	3.2%	3.1%	13.1%	0.2%	100%

1.4 Quality of Life Index

The GCRO's QoL Index has been a valuable tool to provide data users with a single, encompassing indicator of the quality of life of Gauteng residents, and how this is changing over time. Underpinned by an understanding of quality of life as a multidimensional concept, drawing on both objective and subjective factors, the QoL Index combined 58 variables across ten dimensions.

In recognition of the value of this tool, the QoL Index was revisited as part of the GCRO's ten-year technical review of the QoL Survey more broadly. Based on review findings, a data-driven process using data from previous QoL Surveys was used to refine the QoL Index. The new QoL Index remains multidimensional but draws on a statistically selected subset of the variables previously used. It groups 33 variables into seven distinct dimensions (see Figure 1.4.1 and 1.4.2 below). Using weights derived from the data, it then aggregates the seven dimension scores into a single overall QoL Index score, out of 100. Further methodological detail is available in our index methodology overview (Naidoo and de Kadt, 2021).

Figure 1.4.1: Dimensions constituting the revised QoL Index. The size of each dimension indicates its relative weight in the final QoL Index score.

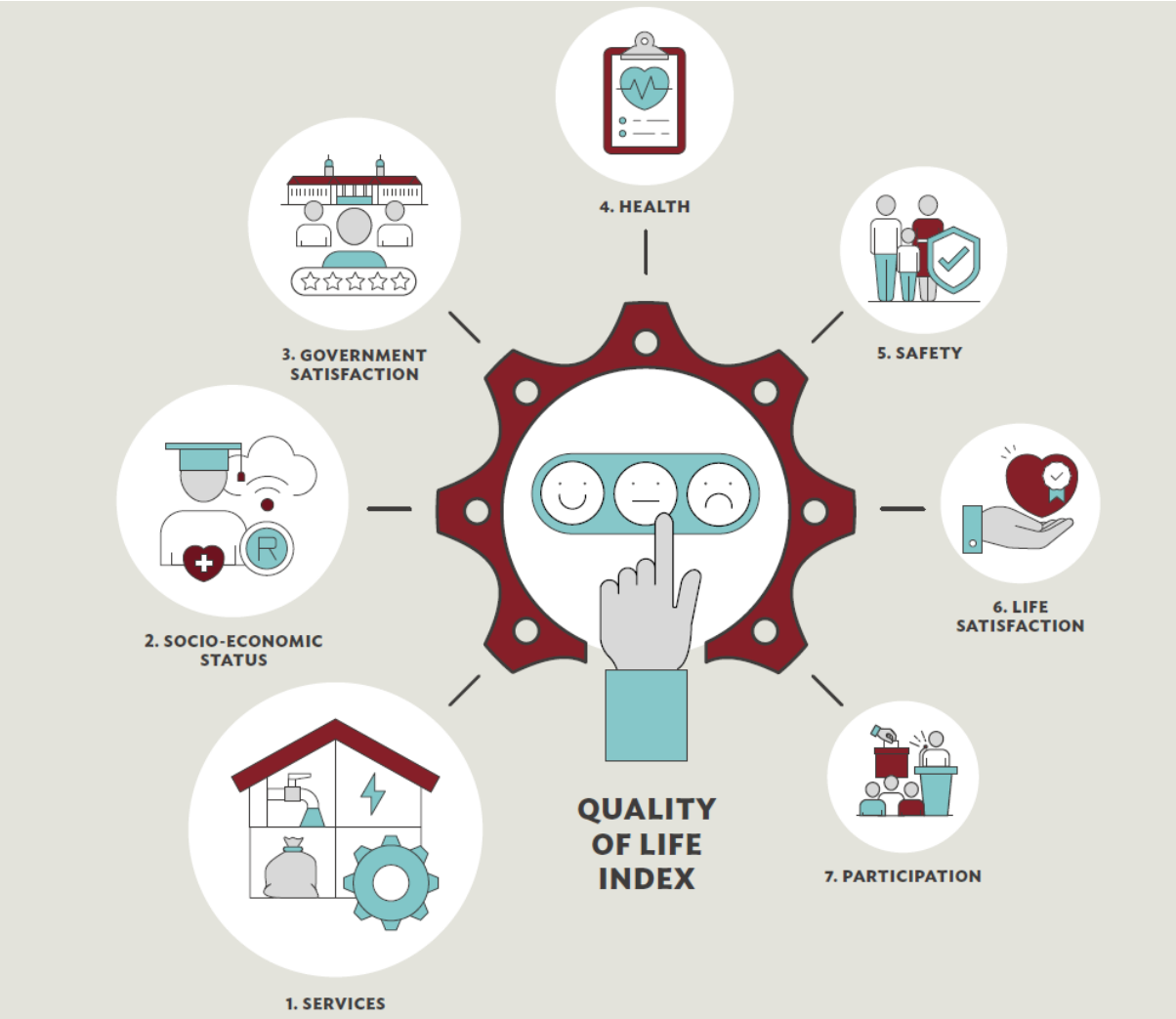


Figure 1.4.2: Variables feeding into each dimension in the QoL Index

The new QoL Index has been calculated for QoL III (2013/14), QoL IV (2015/16) and QoL V (2017/18). While exact scores vary, the general trends evident in the new QoL Index are largely consistent with those in the previous version. All results included in this report draw on the revised QoL Index.

2 CITY OF JOHANNESBURG: MUNICIPAL PROFILE

2.1 Introduction

This section provides an overview of QoL Survey 6 (2020/21) results for the City of Johannesburg (CoJ). It should be noted that this survey began in the aftermath of the first wave of the COVID-19 pandemic and the extremely stringent lockdown regulations that were put in place. The results of QoL 2020/21 demonstrate clearly the extensive and cross-cutting impacts of this challenging period on the lives of residents of all parts of Gauteng province, with a substantial drop in overall quality of life and in satisfaction with government. The results for the City of Johannesburg are no exception. Data collection for the survey was completed in May 2021, just before the arrival of the devastating third wave of the COVID-19, and well in advance of the civil unrest in July 2021. These results therefore speak to how residents experienced life before the impact of these events, and can help us understand the context in which these further challenges have arrived. We hope that these findings will also contribute to understanding how the social fabric of the City can be strengthened, and how support can be delivered to the residents that need it the most.

While access to and satisfaction with basic services have held relatively steady, there are signs of challenges with regards to satisfaction with energy sources and perceived cleanliness of water. Overall quality of life, as measured by the QoL Index, has declined notably relative to QoL V (2017/18) and QoL IV (2015/16). This is in large part due to a substantial decrease in satisfaction with all levels of government, along with significant socio-economic distress. Nonetheless, residents increasingly well connected through cell phones and the internet, and continue to wish to hear from municipal government. These results paint a picture of a City experiencing substantial social and economic distress in the context of a pandemic that has wreaked economic havoc. The trends presented here are not unique to the City of Johannesburg but are evident in other municipalities, and across the province as a whole. Many of the difficulties currently being experienced by residents of the City are driven by forces which are not within the mandate of a municipality to resolve. Nonetheless, these results signal the urgent prioritisation of the material and social well-being of residents by all spheres of government.

The results presented in this section are only based on the survey responses of City of Johannesburg residents. All results are presented on the basis of the weighted data, unless otherwise specified. Please note that that the percentages presented in charts and tables may not always sum to exactly 100%, due to rounding.

After weighting, the Johannesburg subsample represents a total of 5 227 respondents. There is an almost equal split of male and female respondents, with slightly more females answering. Almost eight out of ten respondents are Black African, and the next largest population group is White respondents (11.2%). Coloured and Indian/Asian respondents are of an almost equal proportion, at approximately 5% each. The income distribution of respondents shows that just over half of respondents are in households with monthly incomes from R801 and R3 200, and a further third in households with monthly incomes from R3 201 and R12 800. One in seven respondents (14.7%) are in households that are considered chronically poor (monthly income of R800 or less).

Table 2.1.1: Basic demographic details of respondents in the QoL 2020/21 CoJ subsample. Data sources: GCRO QoL 6 (2020/21)

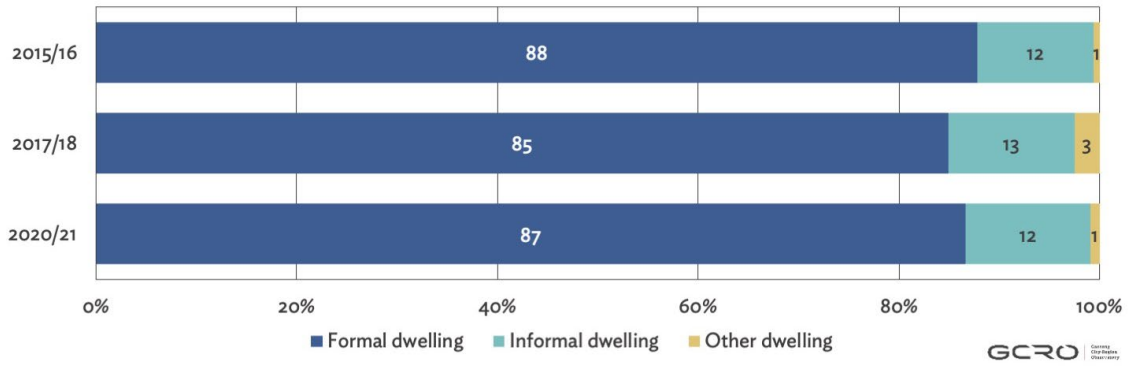
Sex	
- Female	51%
- Male	49%
Population group	
- Black African	78%
- Coloured	5%
- Indian/Asian	5%
- White	11%
Monthly household income (of households reporting income)	
- R1 – R800	15%
- R801 – R3 200	38%
- R3 201 – R12 800	29%
- R12 801 – R25 600	8%
- R25 601 – R51 200	7%
- R51 201 and more	4%
Highest education	
- No education	1%
- Primary only	9%
- Secondary incomplete	30%
- Matric	32%
- More	26%
- Unspecified	1%

2.2 Access to and satisfaction with basic services

Results on access to and satisfaction with basic services cover a range of indicators, including dwelling quality; access to water and perceptions of water quality; sanitation and refuse removal; uses of energy; and satisfaction with roads, streetlights, safety, municipal charges and billing.

Figure 2.2.1 below illustrates the dwelling type of respondents living in the CoJ, with 87% living in a formal dwelling, an increase of two percentage points from 2017/18, although still lower than 88%, which it was in 2015/16. The number of people living in informal dwellings decreased by one percentage point, from 13% to 12%, the same level it was in 2015/16. Those in 'other' dwellings make up 1% of the sample and include those living in hostels, tents, traditional dwellings, or caravans. The shifts between 2017/18 and 2020/21 are relatively marginal, and may relate to the difficulties that fieldworkers faced when trying to access hostels under COVID-19 regulations.

Figure 2.2.1: Percentage of respondents in the CoJ living in formal, informal and other dwelling types. Data sources: GCRO QoL 6 (2020/21), GCRO QoL V (2017/18) and GCRO QoL IV (2015/16).



Overall, almost three quarters of respondents (73%) are either very satisfied or satisfied with their current dwelling (Figure 2.2.2). Following a drop between 2015/16 (25%) and 2017/18 (18%), there has been a notable increase in the group of respondents who are 'very satisfied' in 2020/21 (28%). This increase was probably driven by a corresponding decline in the proportion of respondents who are 'satisfied' over time. The proportion satisfied was at 50% in 2015/16, rising marginally to 52% in 2017/18, and then falling again to 45% in 2020/21. The other three categories had much smaller shifts in numbers, with those 'very dissatisfied' declining from 8% to 6% between 2017/18 and 2020/21.

Figure 2.2.2: Percentage of respondents in the CoJ reporting particular satisfaction levels with their current dwelling, by survey iteration. Data sources: GCRO QoL 6 (2020/21), GCRO QoL V (2017/18) and GCRO QoL IV (2015/16).

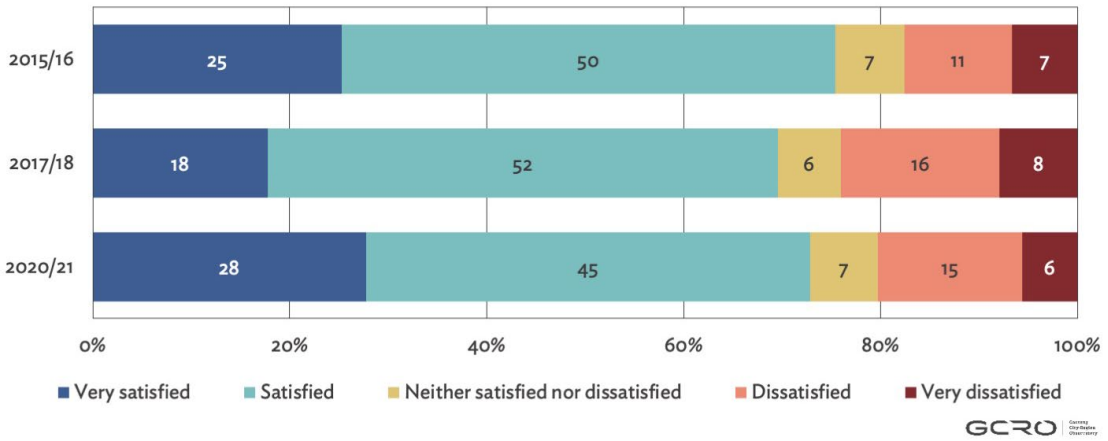
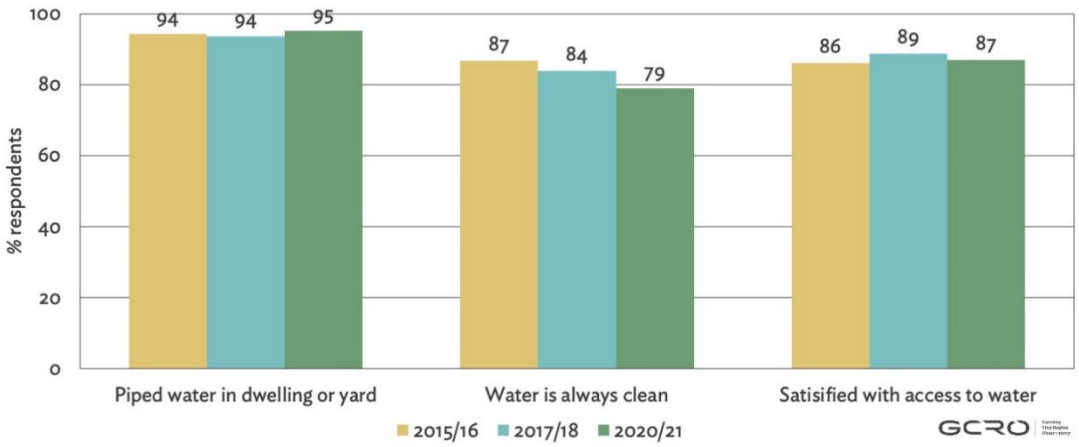


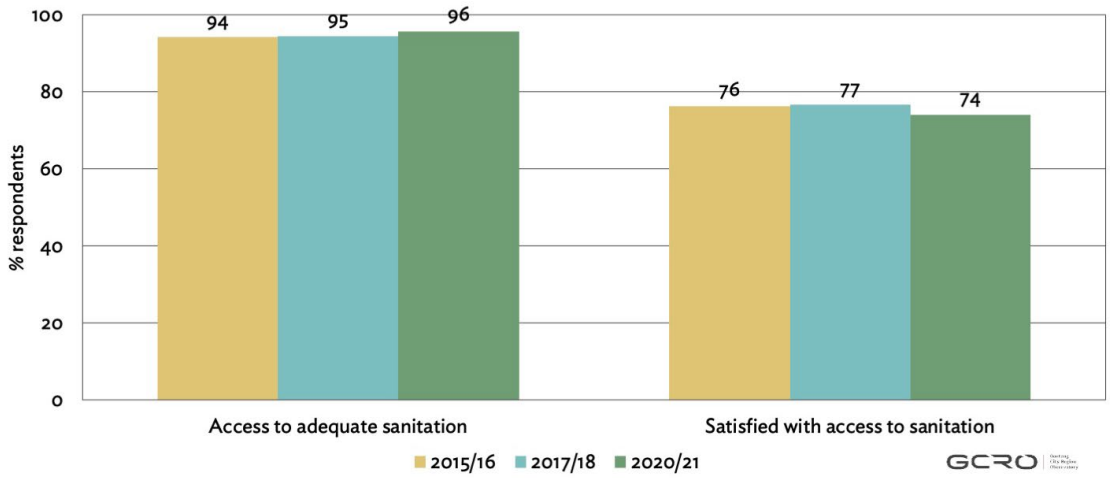
Figure 2.2.3 looks at access to piped water, and the perceived cleanliness of water. In QoL 2020/21, 95% of respondents live in households with water piped either into the dwelling or in the yard. This is a one percentage point improvement from the last two QoL Surveys. There is a notable drop in respondents who state that their water is always clean, falling from 87% in 2015/16 to 79% in 2020/21. Despite this, 87% of 2020/21 respondents say that they are satisfied with their access to water, a two percentage point drop from 2017/18, but marginally higher than the 86% in 2015/16.

Figure 2.2.3: Percentage of respondents in the CoJ with piped water into their dwelling or yard, water that is always clean, and satisfied with access to water. Data sources: GCRO QoL 6 (2020/21), GCRO QoL V (2017/18) and GCRO QoL IV (2015/16).



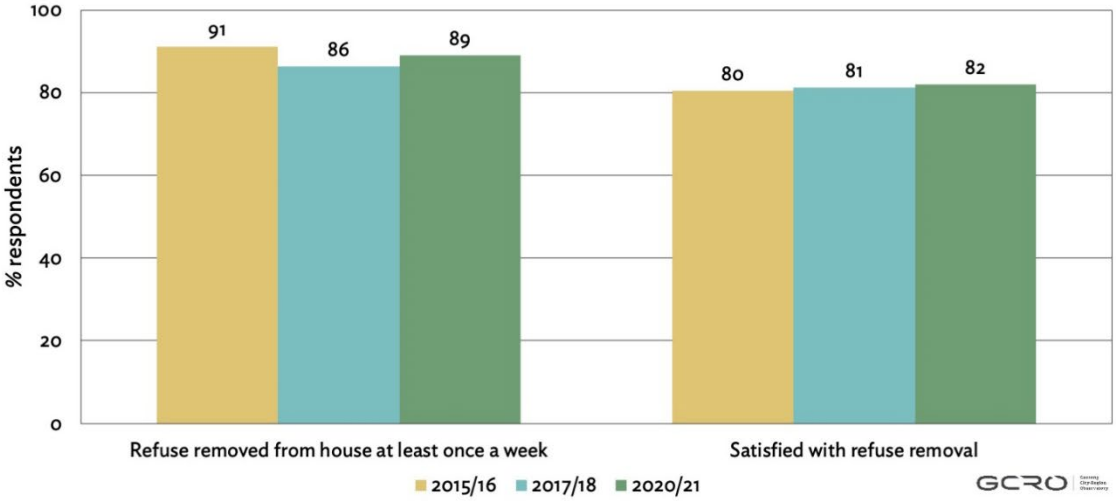
Similarly high levels of access are also evident for sanitation (Figure 2.2.4). In QoL 2020/21, 95% of households have access to adequate sanitation, up one percentage point from each of the previous two QoL Surveys. 'Adequate' sanitation consists of households with a flush toilet (either connected to the sewage system or septic tank), a chemical toilet or a pit latrine with a ventilation pipe. Despite high levels of access, only 74% of respondents say that they are satisfied with the sanitation services they have access to in 2020/21. This is a three percentage point decline from 2017/18.

Figure 2.2.4: Percentage of respondents in the CoJ with access to adequate sanitation and satisfied with sanitation services. Data sources: GCRO QoL 6 (2020/21), GCRO QoL V (2017/18) and GCRO QoL IV (2015/16).



Almost nine out of ten households (89%) have their refuse removed once a week from their house (Figure 2.2.5). Although this is an improvement from 86% in 2017/18, it is still lower than the 2015/16 figure of 91%. There is a marginal increase in satisfaction levels relative to earlier survey iterations, with 82% of respondents satisfied in 2020/21.

Figure 2.2.5: Percentage of respondents in the CoJ with refuse removed once a week and satisfied with refuse removal. Data sources: Data sources: GCRO QoL 6 (2020/21), GCRO QoL V (2017/18) and GCRO QoL IV (2015/16).



The use of electricity for lighting increased from 90% in QoL 2015/16 to 94% in QoL 2017/18, but has remained constant at 94% in QoL 2020/21 (Figure 2.2.6). A newly introduced question indicates that 84% of respondents in Johannesburg use electricity for cooking.

Figure 2.2.6: Percentage of respondents in the CoJ who use electricity for lighting. Data sources: GCRO QoL 6 (2020/21), GCRO QoL V (2017/18) and GCRO QoL IV (2015/16).

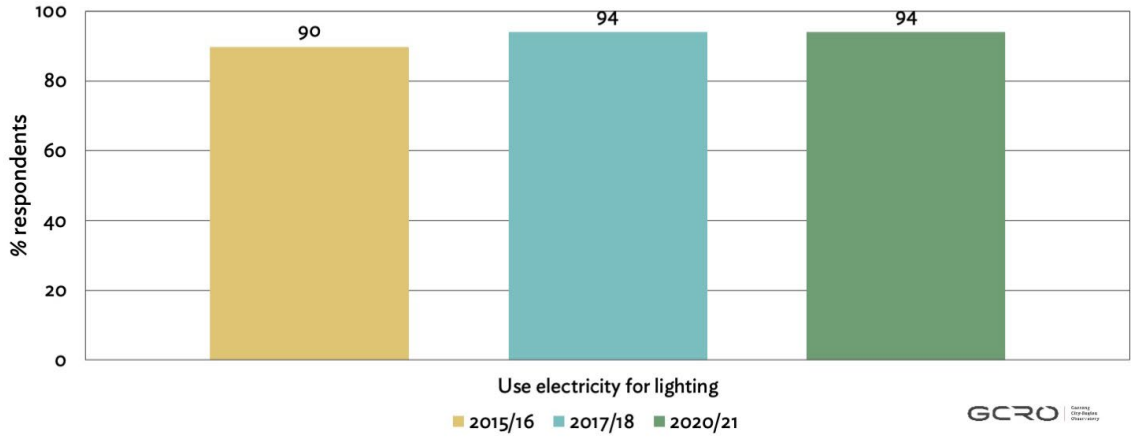


Figure 2.2.7 shows the levels of satisfaction with the energy sources that respondents currently have access to. While satisfaction increased between 2015/16 and 2017/18, it has fallen markedly in 2020/21. From the five-point scale below that ranges from very satisfied to very dissatisfied, the percentage who are dissatisfied increased from 5% to 9% between 2017/18 and 2020/21. However, the proportion of respondents who are 'very satisfied' declined from 18% to 13%, but then improved to 16%. The most notable difference is the proportion of respondents who indicate that they are generally 'satisfied', which grew from 53% to 65% and then dropped to 48%. In total, 64% of respondents in QoL 2020/21 indicate that they are 'satisfied' or 'very satisfied' with the energy sources they have access to, compared to 78% in 2017/18 and 71% in 2015/16.

Figure 2.2.7: Percentage of respondents in the CoJ satisfied with the energy sources they have access to. Data sources: GCRO QoL 6 (2020/21), GCRO QoL V (2017/18) and GCRO QoL IV (2015/16).

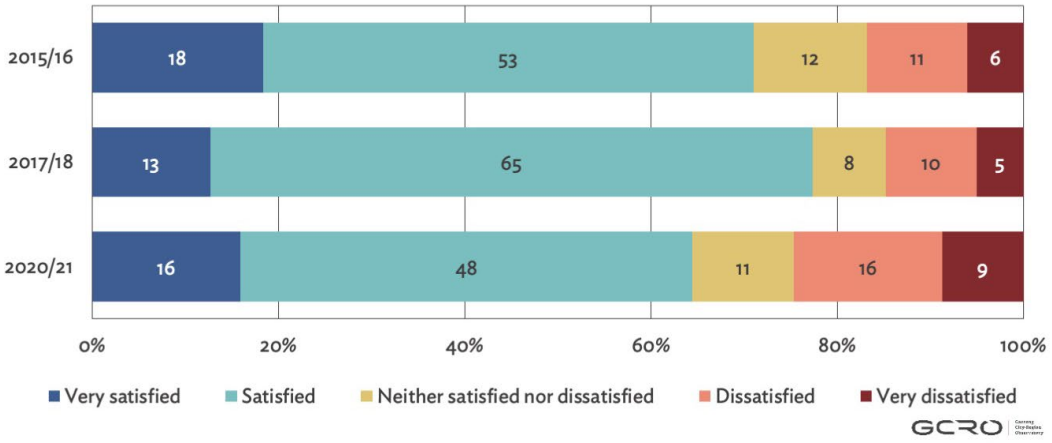
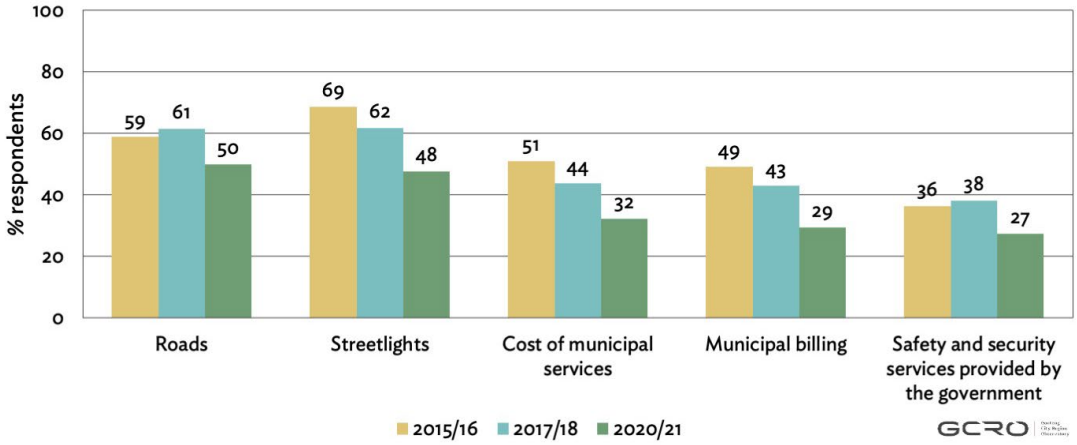


Figure 2.2.8 indicates overall levels of satisfaction ('satisfied' and 'very satisfied' combined) for a variety of other municipal functions. In each of these areas, there has been a decline in satisfaction levels. Only half of the sample are satisfied with the roads where they live (a decline from 61% in 2017/18), and even less for streetlights – from 62% in 2017/18 to 48% in 2020/21. Only 32% of respondents say that they are satisfied with the cost of municipal services, a notable drop from 51% in 2015/16 and 44% in 2017/18. Satisfaction levels with the way respondents are billed for municipal services is even lower, at only 29%. This continues a pattern of steady decline from 49% in 2015/16 to 43% in 2017/18. While satisfaction with local safety and security services provided by government increased from 36% in 2015/16 to 38% in 2017/18, there is again a substantial decrease to 27% in 2020/21.

Figure 2.2.8: Percentage of respondents in the CoJ satisfied with roads, streetlights, cost and billing for municipal services, and safety and security services provided by the government, by survey iteration. Data sources: GCRO QoL 6 (2020/21), GCRO QoL V (2017/18) and GCRO QoL IV (2015/16).



The final two tables provide information on how respondents would like to hear from their municipality and what various forms of communication channels they have access to. Table 2.2.1 indicates the preferred means of communication for respondents. The most popular choice is to hear from the municipality via SMS or WhatsApp – chosen by just over one in four respondents. This was followed by radio or TV and then at a ward meeting. Least popular forms of communication include from a municipal call centre (0.8%) or from their website (0.4%) - these two options fall under 'Other' in Table 2.2.1 below.

Table 2.2.1: Percentage of respondents in the CoJ who prefer particular means of communication from the municipality. Data source: GCRO QoL 6 (2020/21).

Preferred means of communication	Percentage
SMS or WhatsApp	27
Radio or TV	16
At a ward meeting	16
Pamphlets or leaflets	14
In person from ward councillors	10
Email	6
Social media (Twitter, Facebook, etc.)	4
Other	7
Total	100.0

Almost all respondents (97%) say that their household owns a cell phone in 2020/21, and nine out of ten (90%) have a working television or satellite TV. Three out of every four respondents (74%) say that they use the internet. This continues a trend of steady increase since 2015/16. Levels of engagement in key forms of participatory governance remain relatively consistent with those recorded in previous survey iterations, with the exception of mayoral imbizo meetings. In 2020/21, 30% of respondents say that they or a household member attended a ward meeting in the past year, while 8% report attendance at an integrated development planning meeting, and 5% report attendance at a mayoral imbizo meeting.

Table 2.2.2: Percentage of CoJ respondents reporting access to and use of communication systems, and participation in participatory governance activities, by survey iteration. Data sources: GCRO QoL 6 (2020/21), GCRO QoL V (2017/18) and GCRO QoL IV (2015/16).

Communication and participation	Percentage with access		
	2015/16	2017/18	2020/21
Household owns working cell phone	93%	95%	97%
Household owns working radio, CD player or music system	69%	78%	70%
Household owns working television or satellite TV	88%	91%	90%
Respondent uses the internet	58%	65%	74%
The respondent or a member of the household attended a ward meeting in the past year	25%	33%	30%
The respondent or a member of the household attended an integrated development planning meeting in the past year	3%	2%	8%
The respondent or a member of the household attended a mayoral imbizo meeting in the past year	3%	12%	5%

2.3 Government satisfaction

Figure 2.3.1 presents declining satisfaction rates with all levels of government among respondents in Johannesburg. Satisfaction with all levels of government, other than local councillor, rose between 2015/16 and 2017/18. In 2020/21, satisfaction with all levels of government dropped substantially, to below 2015/16 levels. Satisfaction with provincial government experienced the most dramatic decline between 2017/18 and 2020/21, falling 14 percentage points, from 44% to 30%. Satisfaction with national government fell from 43% in 2017/18 to 35% in 2020/21. Satisfaction with local government fell from 38% in 2017/18 to 27% in 2020/21. The lowest level of satisfaction in 2020/21 is with local councillors: of those respondents who knew who their councillor was, 25% are satisfied. Just over a quarter of respondents in the CoJ (26%) say that they do not know who their councillor is (data not shown).

Figure 2.3.1: Percentage of CoJ respondents satisfied with different levels of government. Satisfaction with local councillor is calculated based on those who know who their councillor is. Data sources: GCRO QoL 6 (2020/21), GCRO QoL V (2017/18) and GCRO QoL IV (2015/16).

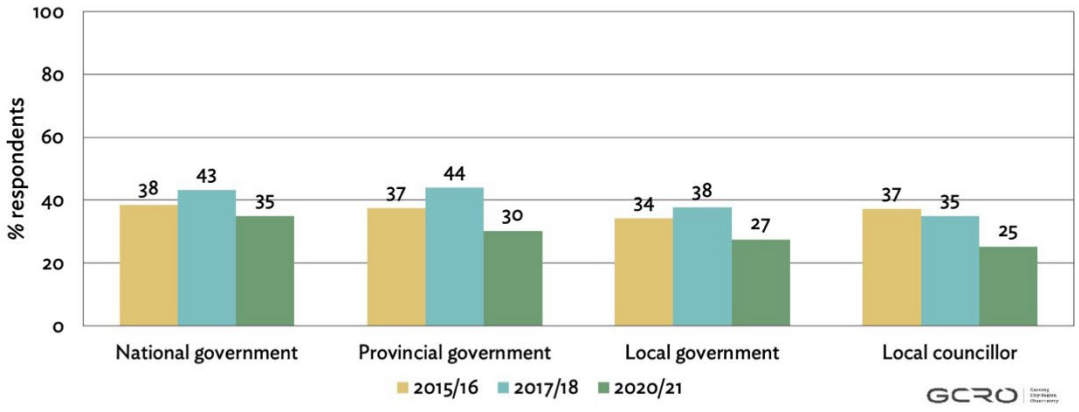
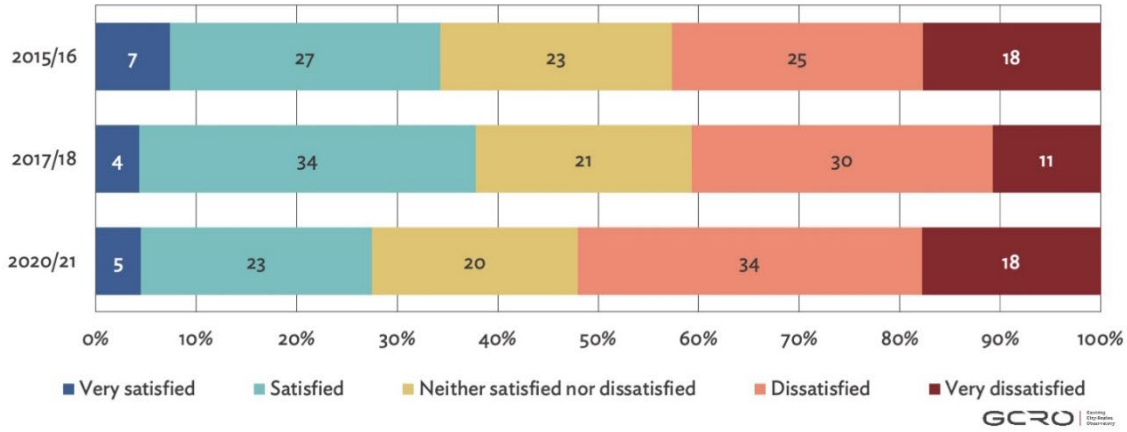


Figure 2.3.2 provides a more detailed breakdown of the levels of satisfaction with local government. Here it can be seen that the proportion of those 'very dissatisfied' was 18% in 2015/16, dropping to 11% in 2017/18, and has risen back to 18% in 2020/21. The proportion of respondents reporting that they are 'dissatisfied' has increased consistently over time, from 25% in 2015/16, to 30% in 2017/18, and to 34% in 2020/21. By contrast, the proportion of respondents who are 'very satisfied' has remained almost constant between 2017/18 and 2020/21, while the proportion who are 'satisfied' declined from 34% to 23% over the same period.

Figure 2.3.2: Percentage of CoJ respondents satisfied with local government. Data sources: GCRO QoL 6 (2020/21), GCRO QoL V (2017/18) and GCRO QoL IV (2015/16).



2.4 Quality of Life Index scores

The QoL Index score ranges from zero to 100. The highest scoring respondent in the CoJ has a score of 92, whilst the lowest scoring respondent has a score of 19. Table 2.4.1 shows the average score based on a range of demographic indicators. For reference, the average scores from QoL 2013/14, 2015/16 and 2017/18 and are also shown. The overall mean score of 62 is a decline of three points from the score of 65 in QoL 2017/18, and is also lower than the QoL 2015/16 score of 64. By population group, White respondents enjoy the highest average QoL Index score, at 74, and Black African respondents have the lowest at 60. All population groups experienced a decline in scores; Indian/Asians experienced the biggest drop in scores and White people experienced the smallest drop. Black African respondents are the only group to see their scores drop all the way back to 2013/14 levels. Trends over the four QoL surveys show gradual improvements within population groups, followed by a drop for 2020/21. The average score according to sex is also shown.

By regions in the City of Johannesburg, Region B has the highest average Quality of Life Index score, with 71. The lowest score is found in Region G, at 59 (Figure 2.4.2).

Table 2.4.1: Mean Quality of Life Index scores, out of 100, for the CoJ as a whole, by population group and sex, and by region. Data sources: GCRO QoL 6 (2020/21), GCRO QoL V (2017/18), GCRO QoL IV (2015/16) and GCRO QoL III (2013/14).

	2013/14	2015/16	2017/18	2020/21
City of Johannesburg	62	64	65	62
Population group				
Black African	60	62	63	60
Coloured	62	65	67	64
Indian/Asian	67	70	72	69
White	70	74	75	74
Sex				
Female	61	64	65	62
Male	62	64	65	63
Regions				
A	--	59	62	60
B	--	71	72	71
C	--	65	67	62
D	--	64	64	61
E	--	65	67	64
F	--	65	66	66
G	--	60	62	59

A breakdown of CoJ QoL Index scores for each of the individual dimensions of the QoL Index across the four periods is shown in Figure 2.4.1. Some dimensions show substantial changes over time, whilst others are more stable. For participation, a gradual improvement over time can be

seen, and safety remains stable with a marginal improvement. There have been notable jumps up and down for the health dimension, whilst life satisfaction has shown a gradual decline since 2015/16. Government satisfaction was following a trend of notable improvement, but dropped substantially between QoL 2017/18 and QoL 2020/21. The services dimension scores remains the highest overall, although it has dropped by two points since its peak in 2015/16. Socio-economic status has also seen a gradual decline since its peak in 2015/16.

Figure 2.4.1: GCRO QoL Index dimension scores, each out of 100, for the CoJ. Data sources: GCRO QoL 6 (2020/21), GCRO QoL V (2017/18), GCRO QoL IV (2015/16) and GCRO QoL III (2013/14).

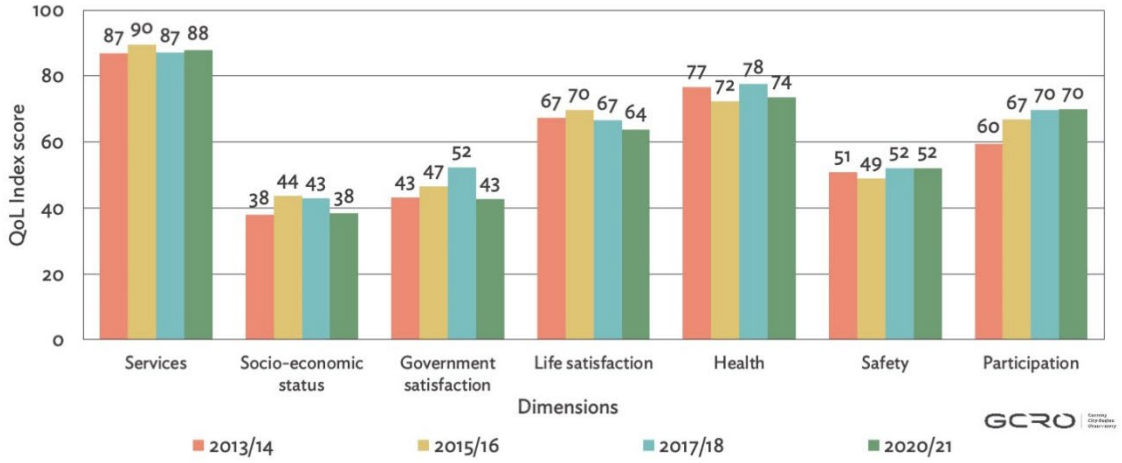
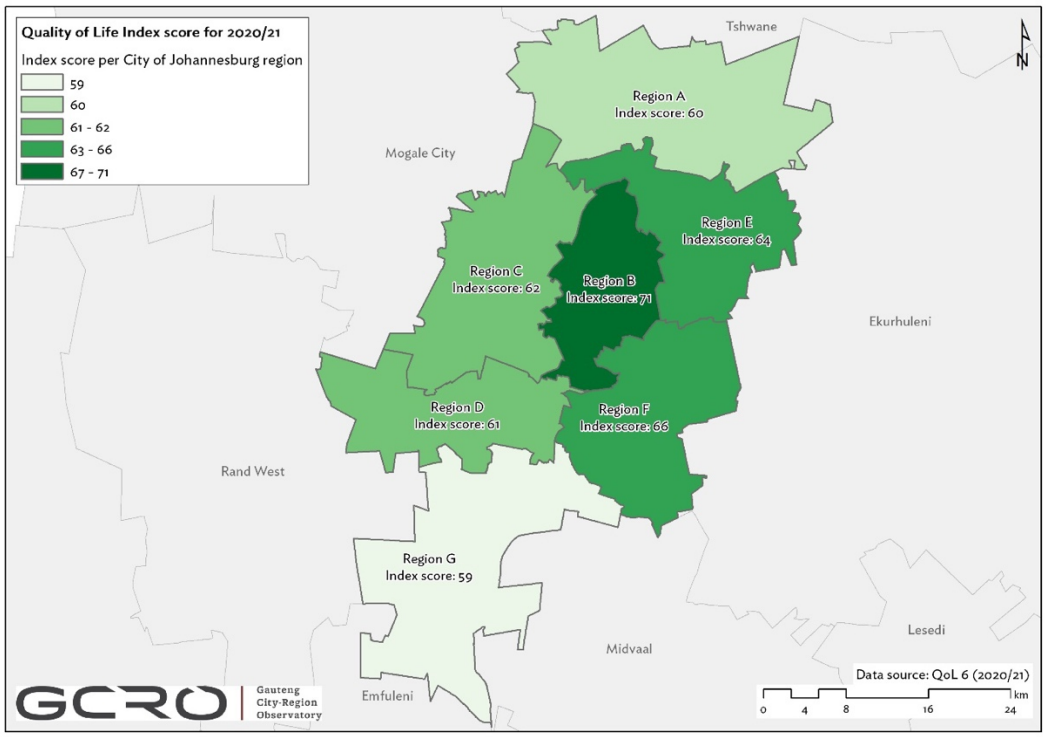
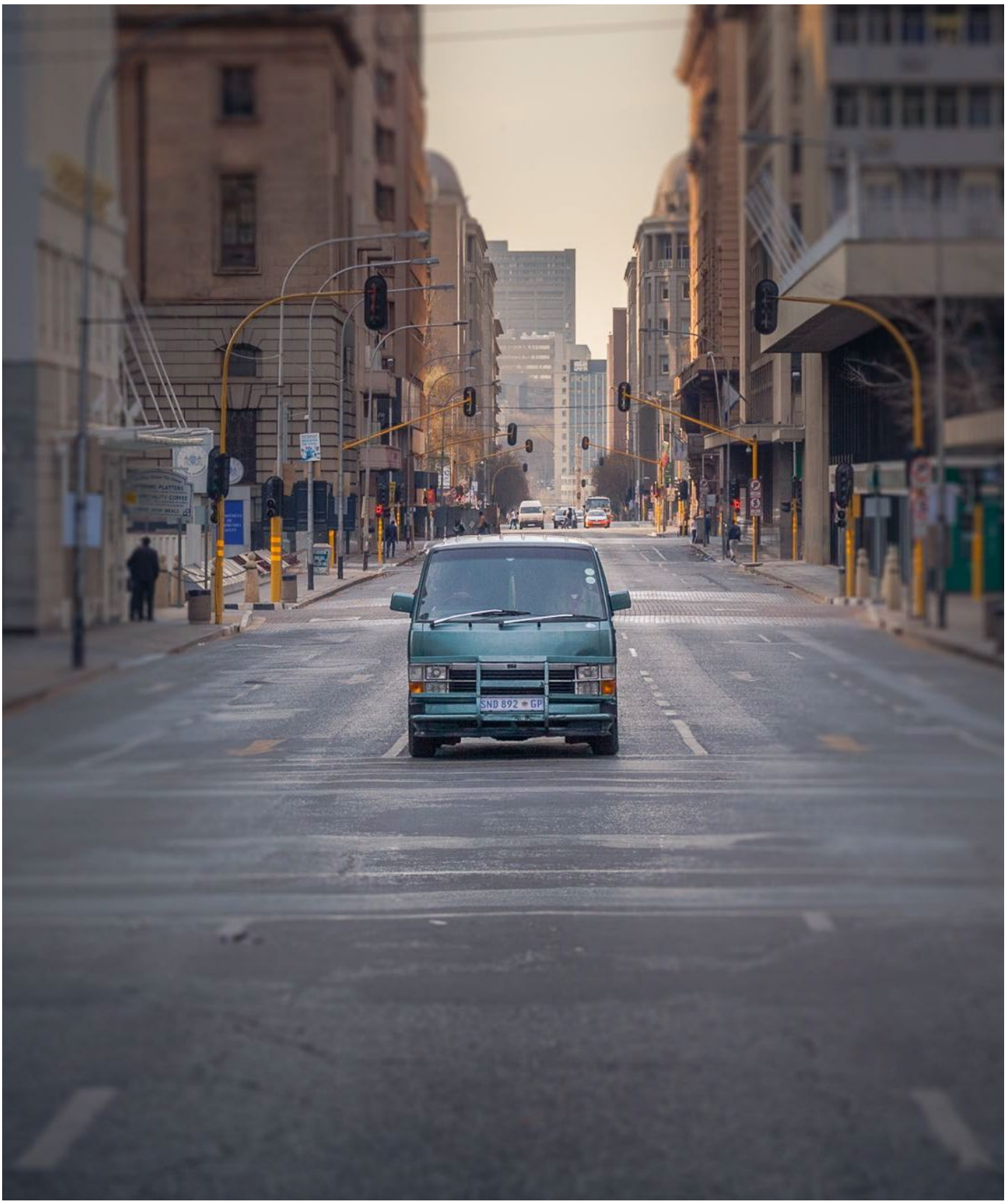


Figure 2.4.2: Quality of Life Index score for CoJ regions. Data source: QoL 6 (2020/21).



3 COMPARING MUNICIPALITIES IN GAUTENG



3.1 Introduction

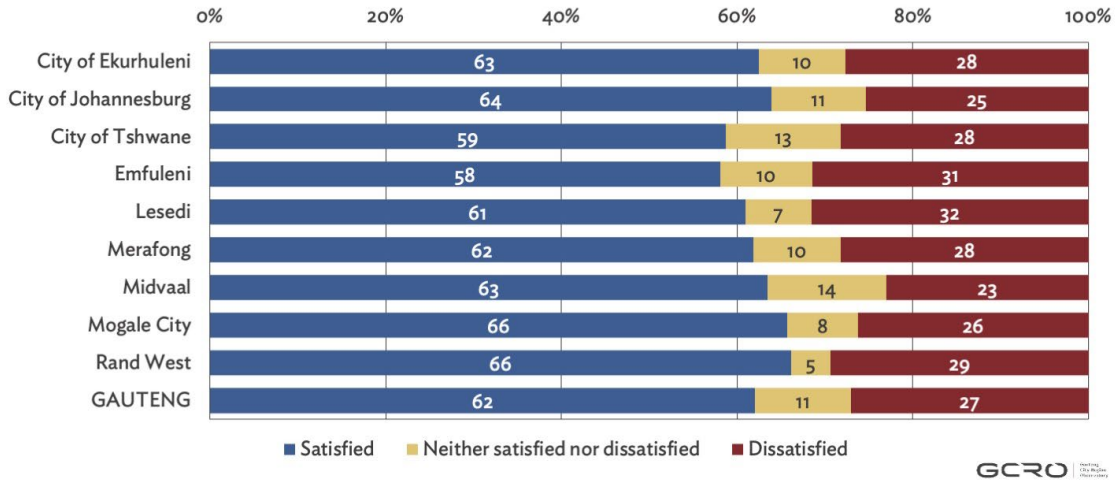
This section of the report provides more insight into QoL 6 (2020/21) content across a range of thematic areas. As findings are broken down by municipality, they serve as an important benchmarking activity – against each other as well for Gauteng province as a whole. For the City of Johannesburg, the distribution of responses often closely aligned with the provincial averages. This is to be expected given the population (and sample) size of the City of Johannesburg. Areas where the City of Johannesburg stood out included the delivery of services such as water, sanitation and waste collection, and ensuring indigent households are registered. Areas that proved to be more challenging for the City of Johannesburg included satisfaction with services related to municipal billing, electricity and streetlights.

3.2 COVID-19 impact

For the residents of the City of Johannesburg, COVID-19 has hit hard. Combined, half of respondents have either had their salary and working hours reduced or lost their job, and another one in ten respondents had to close a business. Access to food support is not nearly as high as in other municipalities, and a slightly higher than average proportion of respondents have struggled to access healthcare. Despite these struggles, the City of Johannesburg has one of the lowest shares of respondents who are dissatisfied with the way the government responded to the COVID-19 pandemic.

Respondents were asked how satisfied they were with the way in which the government responded to the COVID-19 pandemic (Figure 3.2.1). For the province as a whole, almost two thirds (62%) of respondents are satisfied ('very satisfied' and 'satisfied' combined) whilst 27% are dissatisfied ('very dissatisfied' and 'dissatisfied'). Variations across municipalities are reasonably small. Respondents in Emfuleni and the City of Tshwane are the least satisfied (at 58% and 59%), whilst Rand West and Mogale City has the highest share of satisfied respondents (66% and 66% each). The City of Johannesburg is slightly above the provincial average, at 64%.

Figure 3.2.1: Percentage of respondents expressing satisfaction with government response to COVID-19, by municipality. Data source: GCRO QoL 6 (2020/21).



The COVID-19 pandemic has had devastating impacts on households and the economy. Figure 3.2.2 presents data about the percentage of respondents who lost their employment, experienced a reduction of working hours and salary, and closed a business. Overall, 30% say that they had had a reduction in their salary and working hours – six of the nine municipalities reported similar outcomes (between 30–32%), with Emfuleni, Merafong and Mogale City hovering between 23-24%. The City of Johannesburg is on par with the provincial average of 30%. The percentage of respondents that say they had lost a job ranged between 13% in Merafong, at the lowest, and 25% in Lesedi, at the highest. In the City of Johannesburg, 20% of respondents say that they had lost their job, two percentage points above the provincial average of 18%. A further 10% of respondents, at the provincial level, report that they had to close a business because of the pandemic. Lesedi and the Cities of Ekurhuleni and Johannesburg are the worst hit by business closures, both at 11%, and Merafong the least, at 4%.

Figure 3.2.2: Percentage of respondents who have lost a job, had a reduction in salary and closed a business since March 2020, by municipality. Data source: GCRO QoL 6 (2020/21).

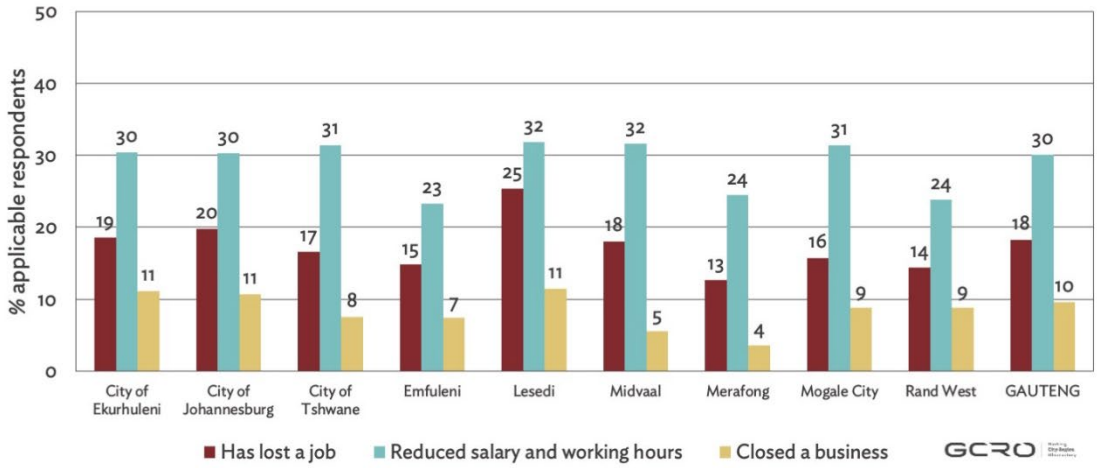
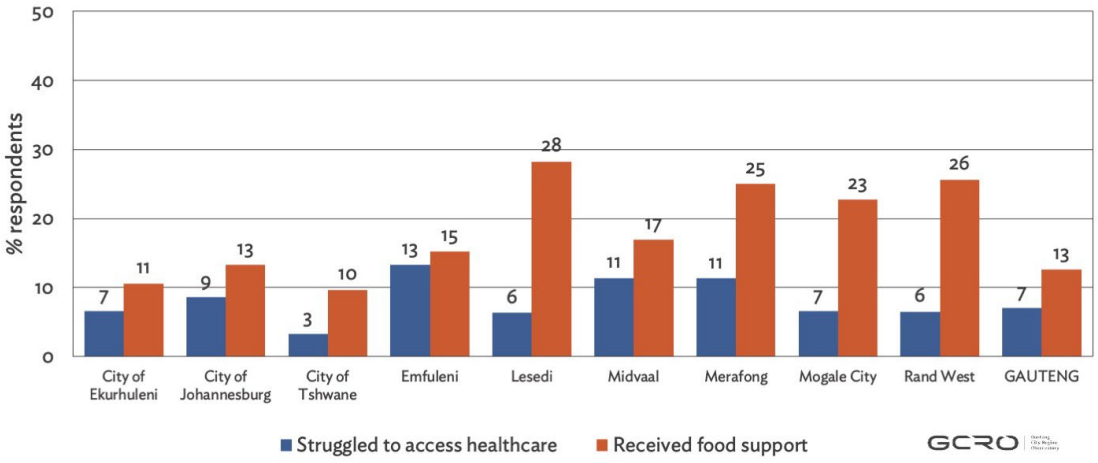


Figure 3.2.3, below, indicates instances where respondents have struggled to access healthcare since March 2020. Respondents were also asked if they had received any food support, from government or an NGO, also since March 2020. The proportion of respondents who struggled to access healthcare mostly stayed below 10%, except in Emfuleni, Midvaal, and Merafong. Of respondents in the City of Johannesburg, 9% say that they struggled to access healthcare, which was two percentage points above the provincial average. There is much greater municipal variation for those who received food support. With a provincial average of 13%, more than double that amount in Lesedi (28%) report receiving some sort of food support. One in four residents from Merafong, Mogale City and Rand West also received food support. The proportion of respondents from the City of Johannesburg that received food support was 13%, the same as the provincial average.

Figure 3.2.3: Percentage of respondents who struggled to access healthcare and who received food support since March 2020, by municipality. Data source: GCRO QoL 6 (2020/21).



3.3 Government satisfaction and trust

Building satisfaction and trust with government remains a challenge for all municipalities, including the City of Johannesburg. More than half of respondents stated that they were dissatisfied with their local government, and a quarter of respondents do not know who their local councillor is. The City of Johannesburg did have the lowest proportion of respondents saying that they distrust government leaders.

Figure 3.3.1 below presents the level of dissatisfaction with national, provincial and local government. Dissatisfaction with local government is higher than dissatisfaction with provincial and national government in all the municipalities, except Midvaal. The data indicates that 53% of the province's residents are dissatisfied with their provincial government, and 58% with local government. There are notable differences between municipalities. In Emfuleni, 86% of respondents are dissatisfied with local government, whilst in Midvaal only 33% are. Emfuleni also has the highest level of dissatisfaction with provincial government, with 68% saying they are either 'very dissatisfied' or 'dissatisfied'. Lesedi had the lowest levels of dissatisfaction, at 45%, followed by Midvaal and Merafong – both at 47%.

Figure 3.3.1: Percentage of respondents dissatisfied with national, provincial and local government, by municipality. Data source: GCRO QoL 6 (2020/21).

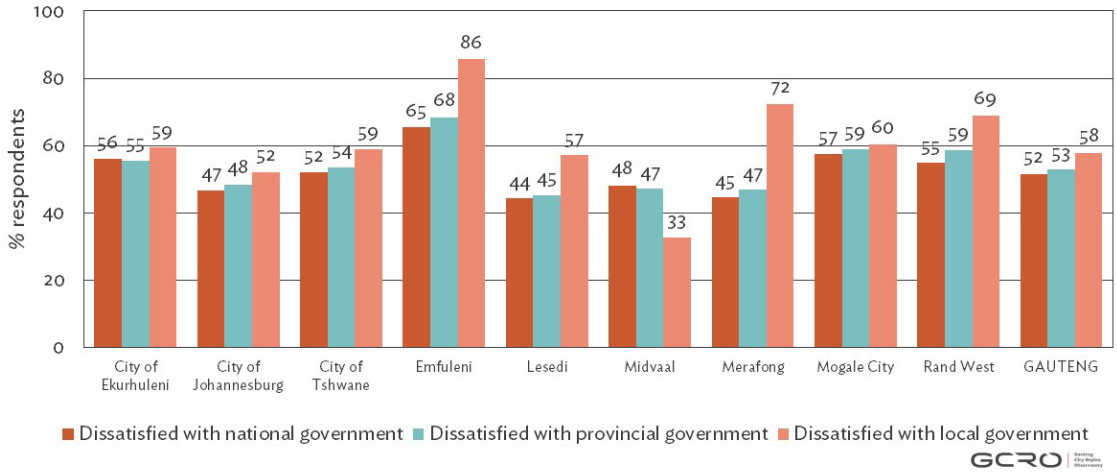


Figure 3.3.2 provides a detailed breakdown of how respondents feel about their local councillor. First it must be noted that 31% of respondents do not know who their local councillor is. This ranges from as high as 39% in the City of Tshwane to as low as 19% in Merafong. The most common response is 'dissatisfied', by 42% of the respondents. Emfuleni has the highest level of dissatisfaction, at 65%. Midvaal has the lowest, at 29%, and correspondingly, the highest proportion of 'satisfied' residents, at 37%.

Respondents were also asked 'How much do you trust the current leaders of our government?' More than half of all respondents say they distrust their government (Figure 3.3.3). The highest levels of distrust are in Emfuleni (70%). The residents of Lesedi were most trusting, with 27% stating that they trust their government leaders.

Figure 3.3.2: Percentage of respondents satisfied with local councillor, by municipality. Data source: GCRO QoL 6 (2020/21).

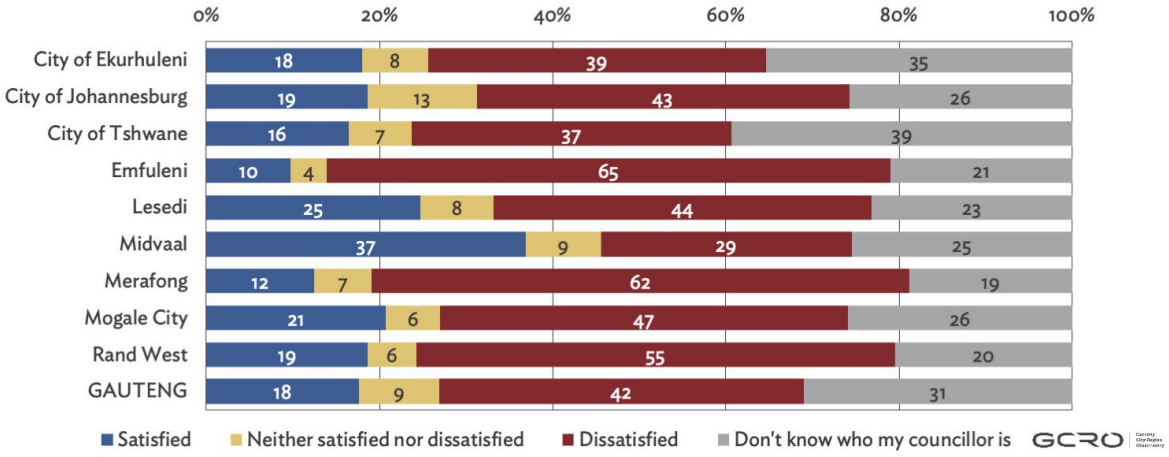
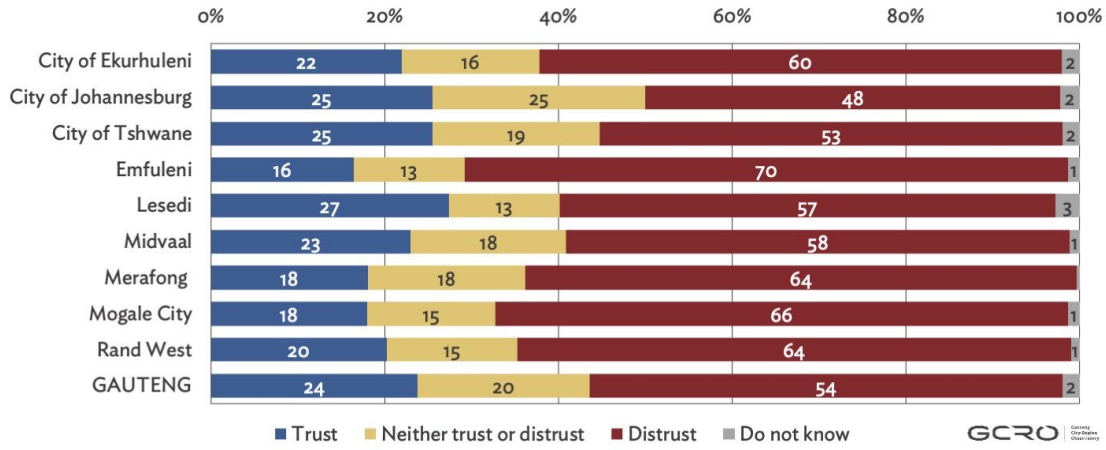


Figure 3.3.3: Percentage of respondents who trust current leaders of government, by municipality. Data source: GCRO QoL 6 (2020/21).

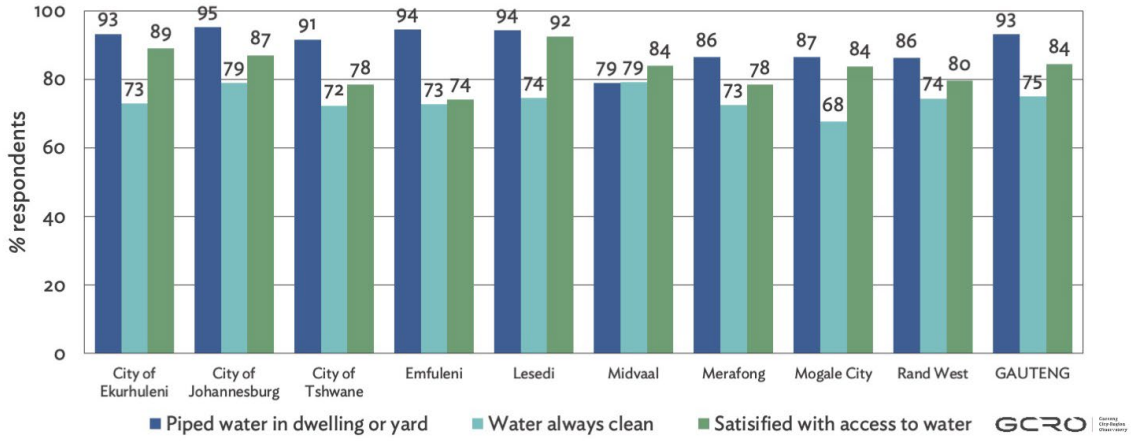


3.4 Access to and satisfaction with services

This section presents findings relating to access to and satisfaction with a range of services. For the City of Johannesburg, the most evident challenges relate to the cost of municipal services and billing, which both received exceptionally low levels of satisfaction. Only half of Johannesburg residents are satisfied with roads, and even less with streetlights. Areas of success include the number of households with piped water and adequate sanitation – some of the highest in the province.

Figure 3.4.1 shows the percentage of households that have piped water, either in their dwelling or yard; the percentage that say their water is always clean; and the percentage that say they were satisfied with their access to water. The City of Johannesburg has the highest proportion of households with piped water, at 95%; close behind are Emfuleni and Lesedi at 94%. The least well-performing municipality is Midvaal, at 79%. Despite almost all residents having access to piped water, only 75% of respondents perceive their water as always clean. The best-performing municipalities in this regard are the City of Johannesburg and Midvaal at 79%. Mogale City has the lowest score, at 68%. Satisfaction levels are somewhere in between. Lesedi has the highest percentage of those satisfied with access to water, with more than nine out of ten saying so; the lowest was in Emfuleni, with a 74% satisfaction rate. The City of Johannesburg has the third highest satisfaction rate, three percentage points above the provincial average of 84%.

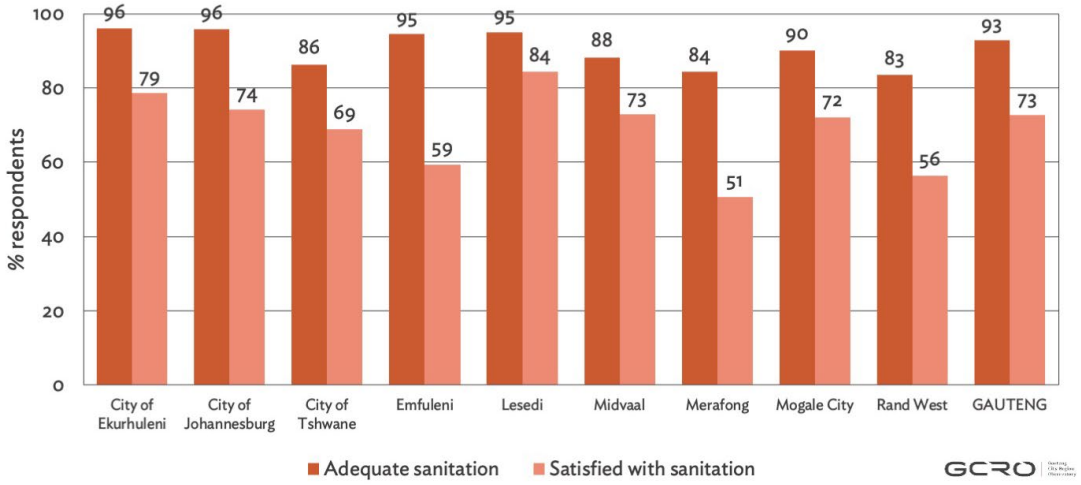
Figure 3.4.1: Percentage of respondents with piped water into their dwelling or yard, water that is always clean, and satisfied with access to water, by municipality. Data source: GCRO QoL 6 (2020/21).



Adequate sanitation is defined as when a household has access to either a flush toilet (connected to the main sewage system or a septic tank), a chemical toilet, or a pit latrine with ventilation pipes. Figure 3.4.2 shows the distribution of households with adequate sanitation by municipality, as well as the proportion of respondents who say they are satisfied with their sanitation services (either 'very satisfied' or 'satisfied'). The provincial average indicates that 93% of residents in Gauteng have adequate sanitation. The highest level of access is found in the City of Ekurhuleni and the City of Johannesburg, both 96%. Rand West has the lowest proportion of households with adequate sanitation, at 83%. This municipality also has one of the lowest levels of satisfaction with sanitation services, with only 56% being satisfied. Only Merafong scores lower, with 51%. The

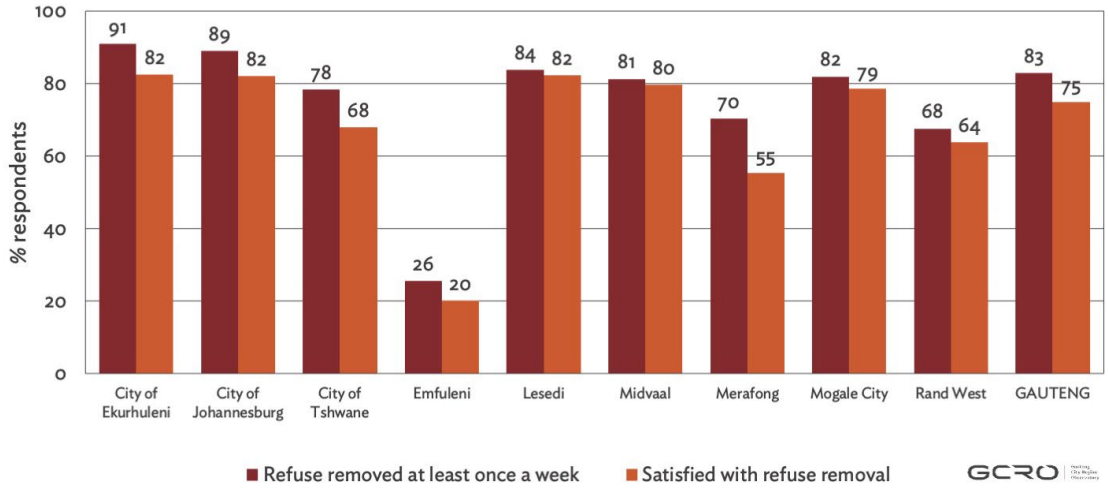
municipality with the highest satisfaction score is Lesedi, at 84%, followed by the City of Ekurhuleni (79%), then the City of Johannesburg (74%).

Figure 3.4.2: Percentage of respondents with access to adequate sanitation and satisfied with sanitation services, by municipality. Data source: GCRO QoL 6 (2020/21).



The differences between service delivery and satisfaction scores were much closer for refuse removal (Figure 3.4.3). The City of Ekurhuleni has the highest proportion of households with refuse being removed once a week (91%). The next high scoring municipality is the City of Johannesburg, with 89%. One outlier in the figure below is Emfuleni, where only 26% of households have their refuse collected on a weekly basis. Not surprisingly, this municipality has the lowest level of satisfaction – at just 20%. The Cities of Ekurhuleni and Johannesburg, along with Lesedi, havethe highest satisfaction score, all scoring 82%.

Figure 3.4.3: Percentage of respondents with refuse removed once a week and satisfied with refuse removal, by municipality. Data source: GCRO QoL 6 (2020/21).



The provincial average for households connected to a metered source of electricity is 92% (Figure 3.4.4). This ranges from 97% in Lesedi to 86% in Rand West. The City of Johannesburg rates one percentage point below the average, at 91%. Again, there are some notable gaps between provision

and satisfaction. For Gauteng, only 68% of the sample are satisfied with the energy sources they use. Respondents were also asked if they had plans to start generating their own electricity in the next 12 months – with 8% of the sample stating they are planning to do this. This ranges from 11% in Midvaal and Merafong to 4% in Rand West.

Figure 3.4.4: Percentage of respondents with metered electricity, satisfied with energy sources, and planning to generate their own electricity in the coming year, by municipality. Data source: GCRO QoL 6 (2020/21).

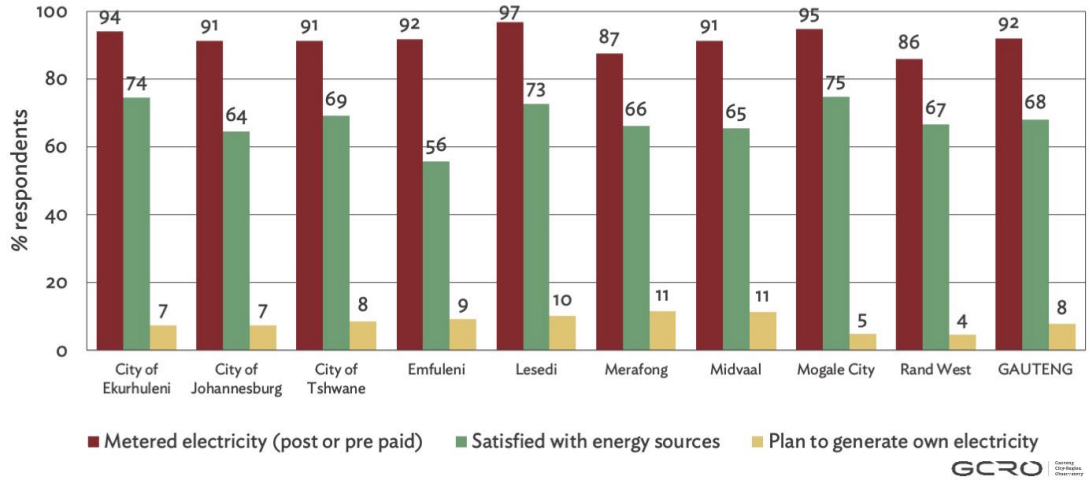


Figure 3.4.5 below, shows much lower satisfaction scores in relation to the cost of municipal services, and the municipal billing systems. Overall, only 31% of respondents say that they are satisfied with the cost of municipal services. This ranges from 38% in the City of Ekurhuleni to 15% in Emfuleni. Merafong also scores quite low at 16%. The City of Johannesburg scores just above the provincial average, at 32%. Satisfaction with billing services scores even lower, with a provincial average of 29%. Emfuleni and Merafong again have the lowest scores, with 15% and 16% respectively. The highest level of satisfaction is found in the City of Ekurhuleni, with 35% satisfaction with billing services, followed by Midvaal, with 34%.

Figure 3.4.5: Percentage of respondents satisfied with cost of municipal services and municipal billing processes, by municipality. Data source: GCRO QoL 6 (2020/21).

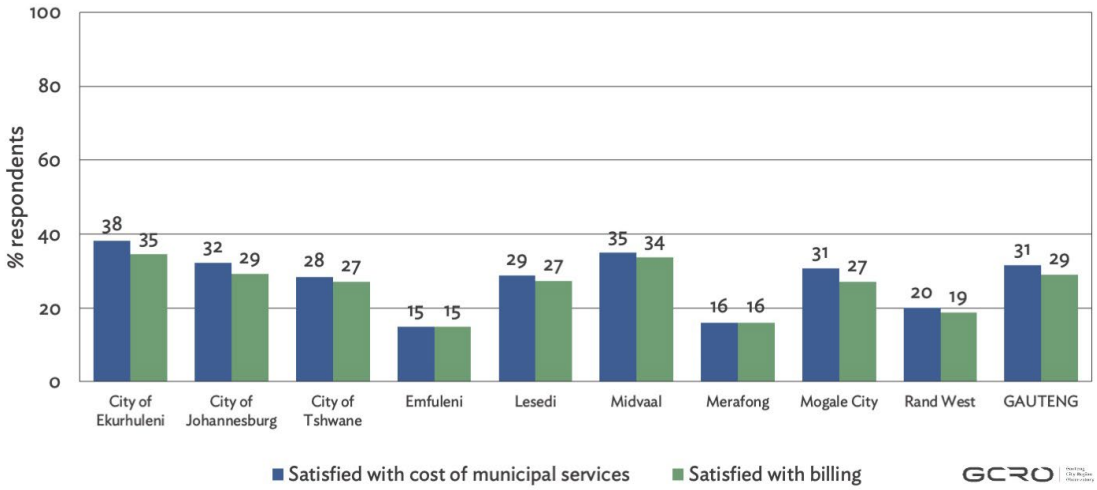
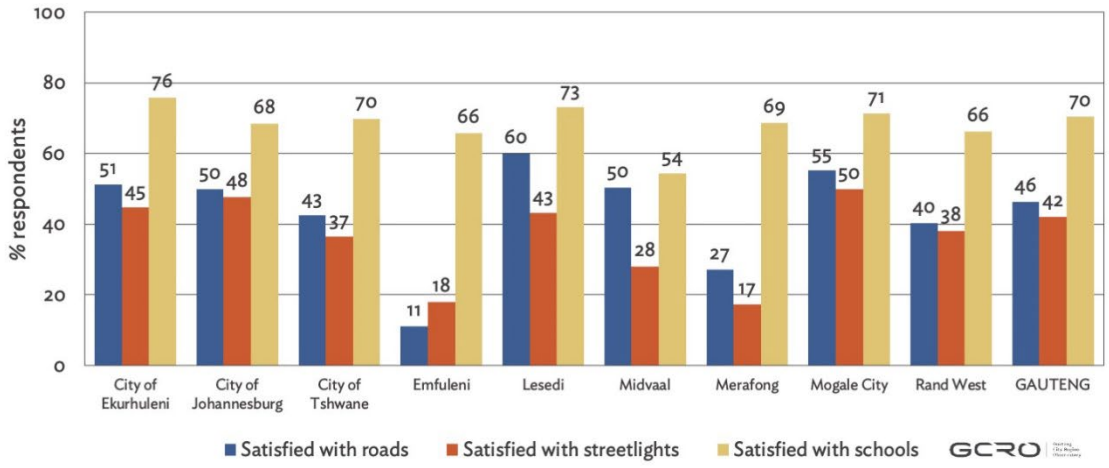


Figure 3.4.6 relates to satisfaction with roads, streetlights and local schools. Large differences across municipalities are evident in relation to satisfaction with both roads and streetlights. In

Emfuleni, only 11% of respondents are satisfied with their roads, while six out of ten respondents in Lesedi are satisfied. Overall satisfaction with roads stands at 46%, and this drops to 42% for streetlights. Mogale City and the City of Johannesburg have the highest levels of satisfaction, at 50% and 48% respectively. Merafong has the lowest score, with only 17% of respondents who are satisfied with streetlights, followed closely by Emfuleni, at 18%.

Of the three items presented, satisfaction with local schools is the highest. Seven out of ten respondents across the province say that they are satisfied with the schools in their area. The City of Ekurhuleni enjoy the highest level of satisfaction, with just over three quarters (76%) satisfied. Only 54% of respondents from Midvaal are satisfied with their schools.

Figure 3.4.6: Percentage of respondents satisfied with roads, streetlights and local schools, by municipality. Data source: GCRO QoL 6 (2020/21).

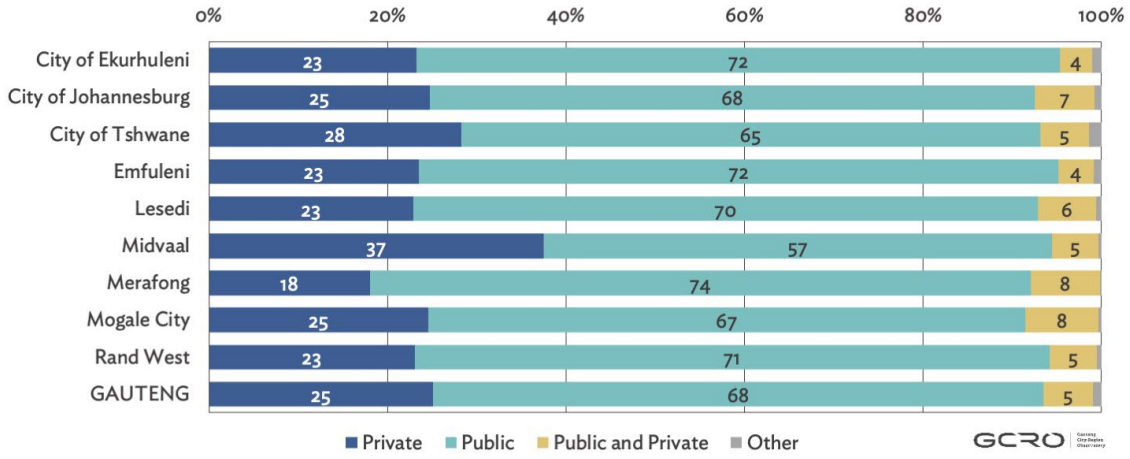


3.5 Health

When asked about where they usually go for healthcare services, 4% of respondents in Gauteng say that they do not usually need healthcare (also 4% of the City of Johannesburg subsample). The following three graphs on health therefore refer to the remaining 96% of respondents who use some healthcare services. For the City of Johannesburg, challenges with satisfaction levels remain. This section concludes with data concerning the impact of environmental factors on health and wellbeing.

In total, as per Figure 3.5.1, one in four respondents say that they access private healthcare facilities, whereas 68% use a public healthcare facility. A further 5% say that they use a combination of both. The use of private facilities is the highest in Midvaal and the lowest in Merafong. One in four residents in the City of Johannesburg exclusively use private healthcare, which is the same as the provincial average.

Figure 3.5.1: Percentage of respondents primarily using private, public, combined private and public, and other services for healthcare[1], by municipality. Data source: GCRO QoL 6 (2020/21).



Respondents' satisfaction with their healthcare facilities was also recorded and is presented in Figure 3.5.2 and Figure 3.5.3 below, disaggregated by those who usually use private healthcare facilities and those who usually use public healthcare facilities. Overall, those who are satisfied outweigh those who are dissatisfied. However, satisfaction with private healthcare facilities is much greater than satisfaction with public healthcare facilities. In all municipalities, over 90% of those who use private healthcare are satisfied, while less than 70% of public healthcare users are satisfied. Satisfaction with public healthcare services are highest in Midvaal, where 65% of respondents using public healthcare services are satisfied. The City of Tshwane, Rand West and Lesedi all score in the low sixties. The municipalities with the lowest levels of satisfaction with public healthcare are the City of Ekurhuleni and Emfuleni, with 50% and 51% respectively.

[1] 'Other' consists of traditional healers, spiritual healers, and other non-specified healthcare services. In most instances, it came to less than 1% of the subgroup.

Figure 3.5.2: Percentage of respondents who usually use private healthcare facilities who are satisfied with these, by municipality. Data source: GCRO QoL 6 (2020/21).

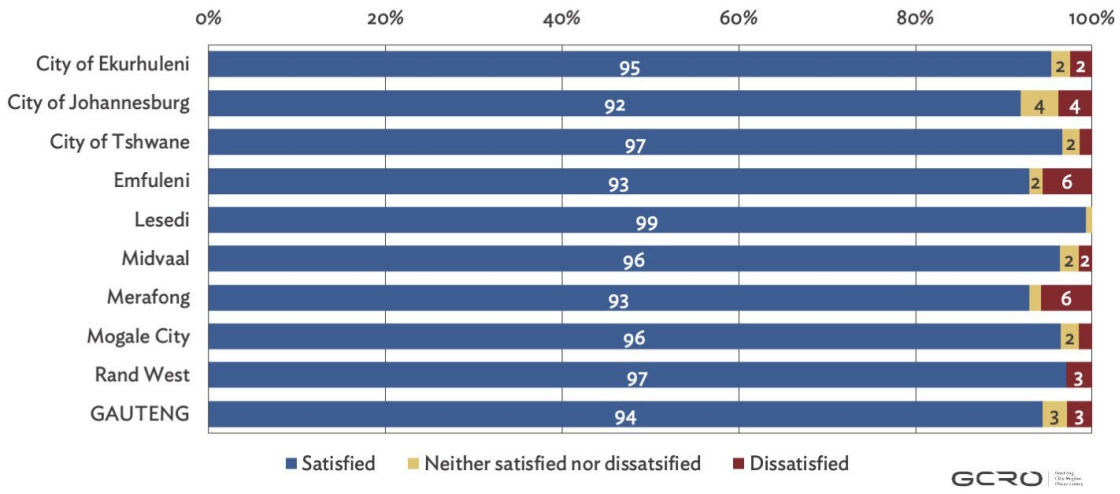
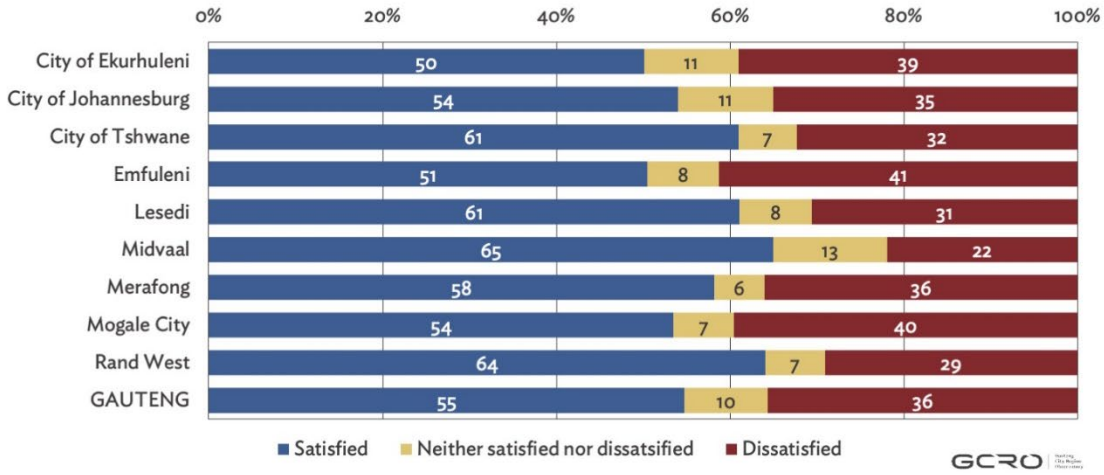
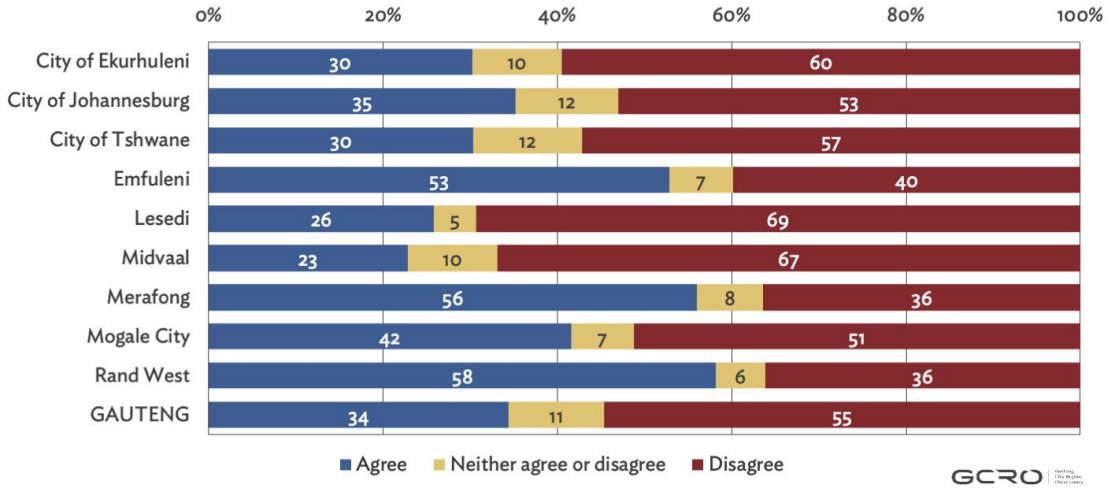


Figure 3.5.3: Percentage of respondents who usually use public healthcare facilities who are satisfied with these, by municipality. Data source: GCRO QoL 6 (2020/21).



Perceptions about whether environmental factors, like air and water pollution or dumping sites, have harmed respondents or their family vary notably by municipality (Figure 3.5.4). For residents from Midvaal and Lesedi, over two thirds disagree with the statement, but for Rand West and Merafong, more than half agree (58% and 56% respectively).

Figure 3.5.4 Percentage of respondents who agree that environmental factors have harmed them or their family, by municipality. Data source: GCRO QoL 6 (2020/21).

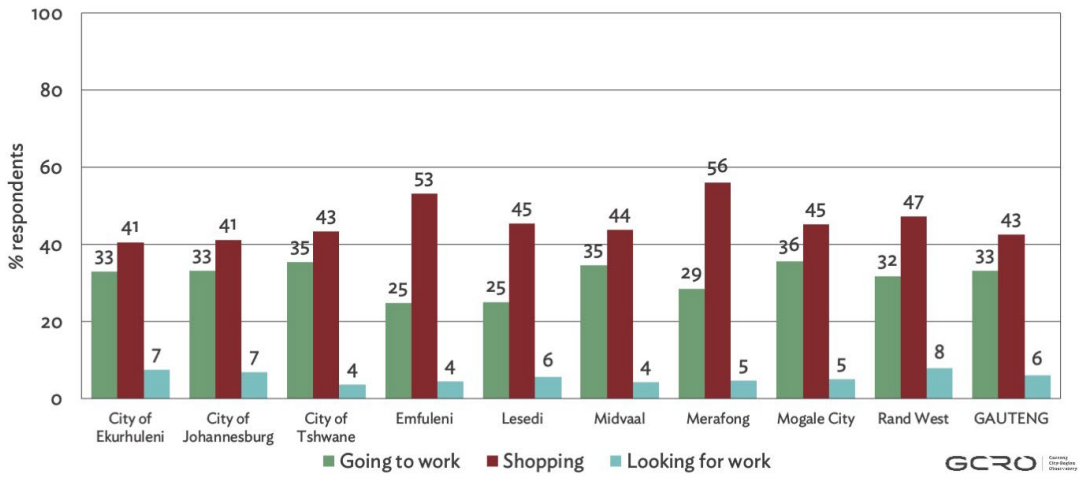


3.6 Transport

This section presents data pertaining to transport experiences, including the purpose of trips made, modes of transport, time taken to a destination and perceptions of safety. Respondents in the City of Johannesburg do not report experiences that are notably different from most other municipalities, although Johannesburg respondents are slightly more likely to feel unsafe whilst waiting for, or on, public transport. This is an area of concern.

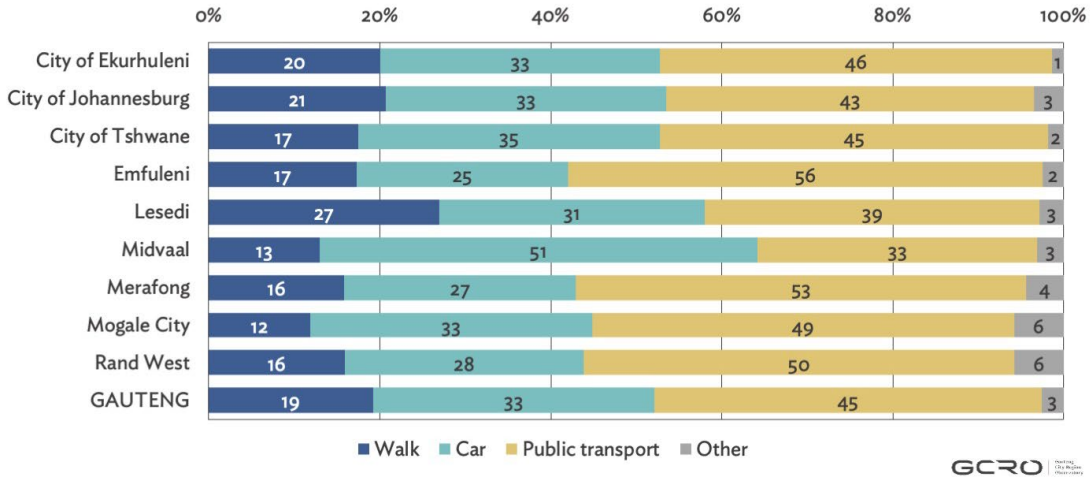
Figure 3.6.1 presents some of the answers given to the following question: 'Think about the trip that you make most often, from this dwelling, either walking or using another form of transport. What is the purpose of this trip?' The proportion of respondents who say that their most frequent trip is 'going to work' or 'shopping' (the two most common responses provided by all respondents) are represented in Figure3.6.1. For reference, the percentage answering 'looking for work' is also given. Shopping trips are most common in Merafong and Emfuleni. Going to work is most common in Mogale City, Midvaal and the City of Tshwane. There is not much variation in the distribution of those looking for work; answers range between 4% and 8%. Although not shown below, it is noteworthy that 2% of respondents say that they do not go anywhere, with the highest proportion from the City of Tshwane and Midvaal. This may be due to concerns regarding COVID-19.

Figure 3.6.1: The percentage of respondents who report that the purpose of their most frequent trip is going to work, going shopping, or looking for work, by municipality. Data source: GCRO QoL 6 (2020/21).



Referring to the last time this 'most frequent trip' was made, Figure 3.6.2 and Figure 3.6.3 provide information on the mode of transport used for the longest part of this journey, and the time taken to the destination. Public transport is the main mode of transport used (45%), followed by one third of respondents who use a car and a further one in five who walk. Cars are more likely to be used by respondents from Midvaal. Emfuleni has the highest proportion of respondents who use public transport, and Lesedi had the highest proportion of respondents who walk.

Figure 3.6.2: Percentage of respondents making use of walking, a car, public transport, or any other form of transport for the longest part of their most frequent trip, by municipality. Data source: GCRO QoL 6 (2020/21).



In terms of travel duration, 35% of respondents say that this trip took 15 minutes or less, 36% say it took from 16 to 30 minutes, and for 29% of respondents the trip took longer than 30 minutes. Variations between municipalities is generally not significant. However, Lesedi does have a much larger share of respondents who travel less than 15 minutes. The municipalities with the highest share of respondents whose trip took 30 minutes or longer are Midvaal and the City of Tshwane.

Figure 3.6.3: Travel time to destination of most frequent trip, by municipality. Data source: GCRO QoL 6 (2020/21).

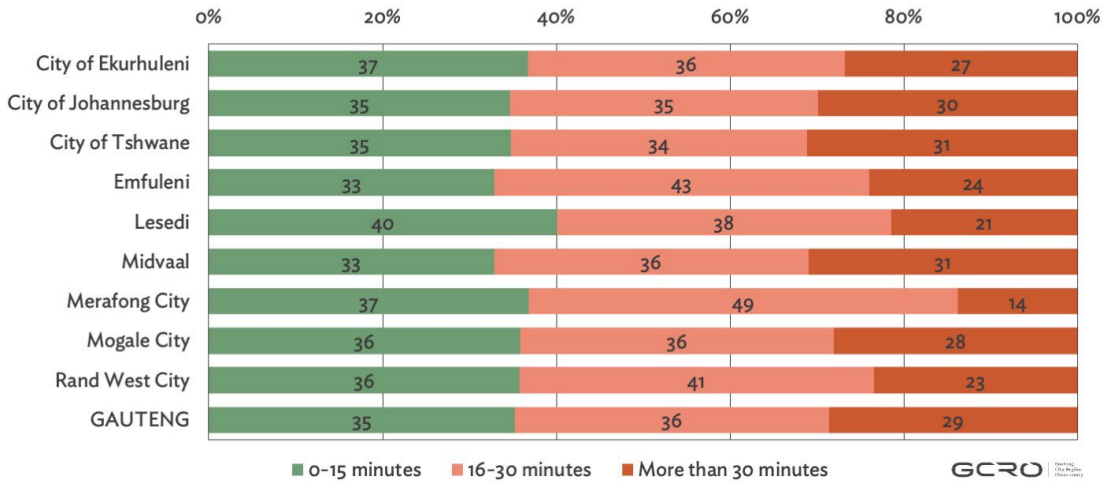
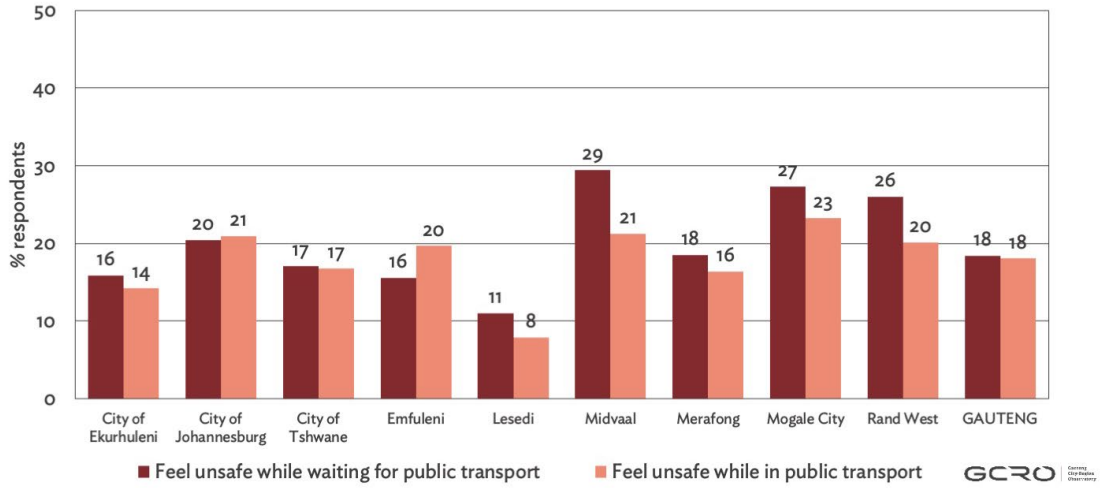


Figure 3.6.4 presents the proportion of respondents who use public transport who feel unsafe while waiting for public transport and while on public transport. The average is 18% for the province as a whole. The proportion of respondents who feel unsafe whilst waiting for public transport is highest in Midvaal (29%), Mogale City (27%) and Rand West (26%). Lesedi has the lowest proportion of respondents (11%) who say that they feel unsafe while waiting for public transport. The proportion of respondents who say that they feel unsafe whilst on public transport is more tightly clustered. Only 8% in Lesedi say that they feel unsafe. The highest proportion is in Mogale City, with 23%.

Figure 3.6.4: Percentage of respondents who feel unsafe while waiting for and while using public transport, by municipality. Data source: GCRO QoL 6 (2020/21).



3.7 Crime and safety

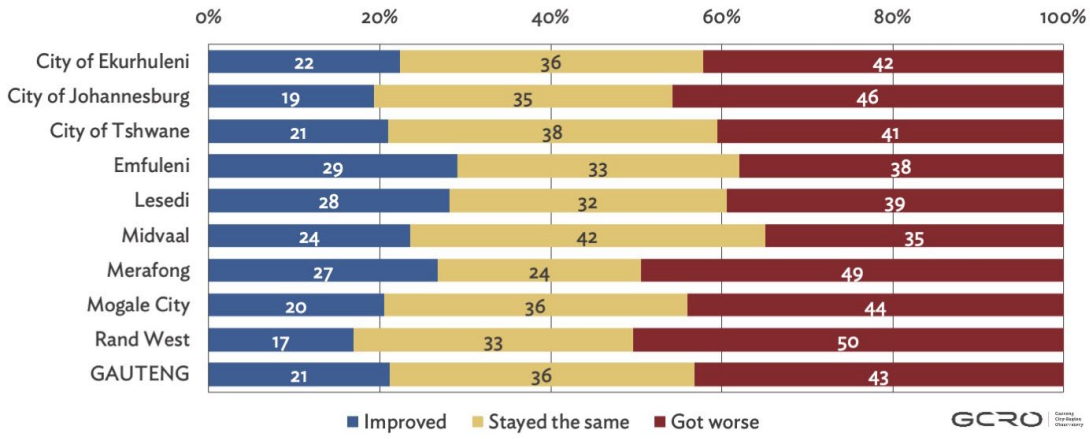
Data on crime and safety is presented in relation to the following questions:

- During the past year, has the crime situation improved, stayed the same or got worse?
- How safe do you feel walking in the area where you live after dark?
- How satisfied are you with safety and security services provided by government where you live?

With regard to crime, 46% of respondents in the City of Johannesburg indicate that crime got worse in the last year, more than the provincial average. On other measures, the responses from the City of Johannesburg are very similar to other municipalities in Gauteng.

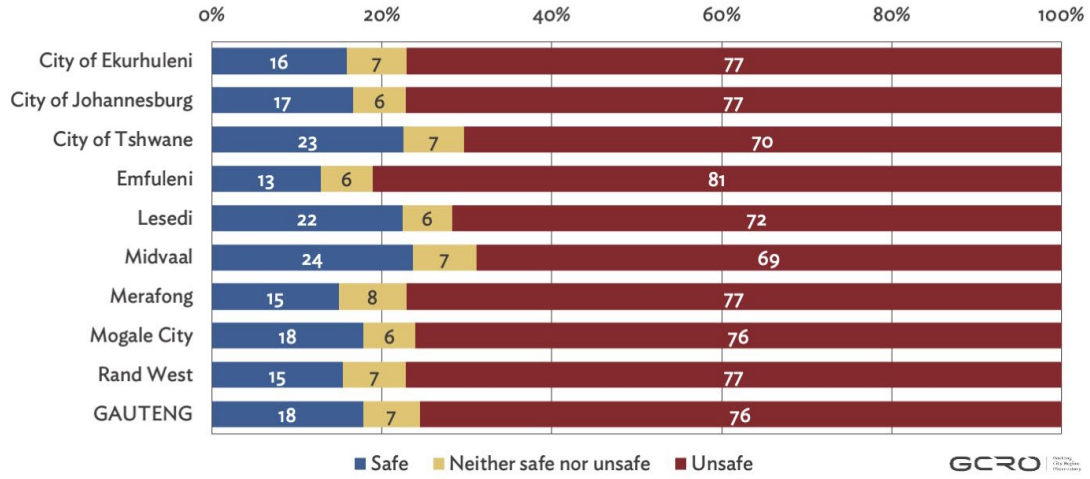
It is still evident throughout Gauteng that the majority of respondents do not feel that the crime situation has improved over the last year (Figure 3.7.1). Across Gauteng, most residents believe the crime situation had either stayed the same (36%) or got worse (43%). The municipalities where the largest share of respondents believe that crime has got worse are in Rand West (50%) and Merafong (49%). There is no municipality where more respondents think that the crime situation has improved than worsened. Emfuleni has the largest proportion (29%) who believe the crime situation has improved, followed by 28% from Lesedi.

Figure 3.7.1: Percentage of respondents reporting that the crime situation had improved, stayed the same, or worsened over the past year, by municipality. Data source: GCRO QoL 6 (2020/21).



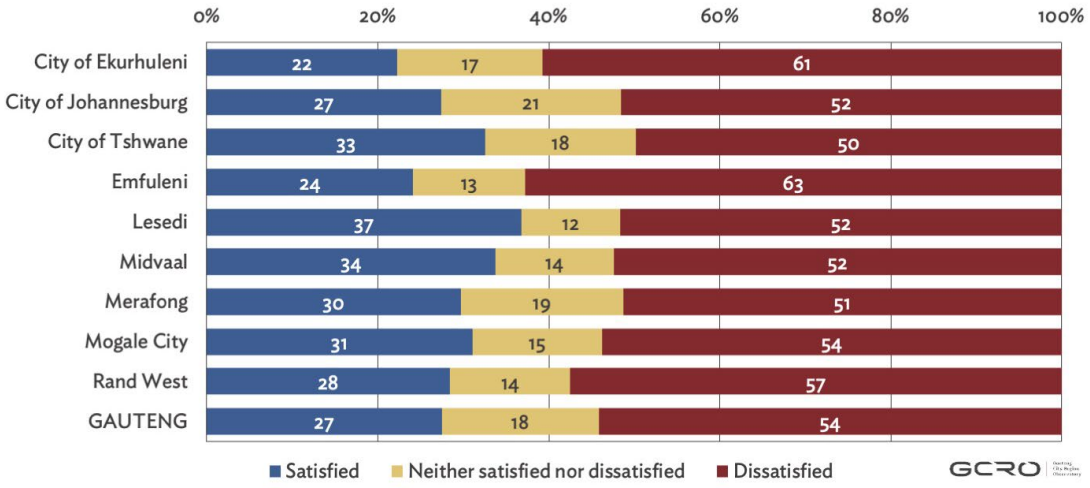
Three quarters of all respondents say that they feel unsafe walking in the area where they live after dark (Figure 3.7.2). This is the highest in Emfuleni – where 81% of respondents say they feel unsafe, and lowest in Midvaal, with 69% of respondents who say they feel unsafe walking at night. In the City of Johannesburg, 77% of respondents say that they feel unsafe walking in their area at night.

Figure 3.7.2: Percentage of respondents who feel safe, neither safe nor unsafe, and unsafe while walking in their area at night, by municipality. Data source: GCRO QoL 6 (2020/21).



More than half of all respondents, in Gauteng and within each municipality, are dissatisfied with the safety and security services provided by government in the area where they live. The lowest levels of dissatisfaction are in the City of Tshwane (50%), whilst the highest levels of dissatisfaction are in Emfuleni (63%). Lesedi has the highest proportion of respondents who are satisfied with safety and security services (37%).

Figure 3.7.3: Percentage of respondents satisfied with the safety and security services provided by the government in the area they live, by municipality. Data source: GCRO QoL 6 (2020/21).



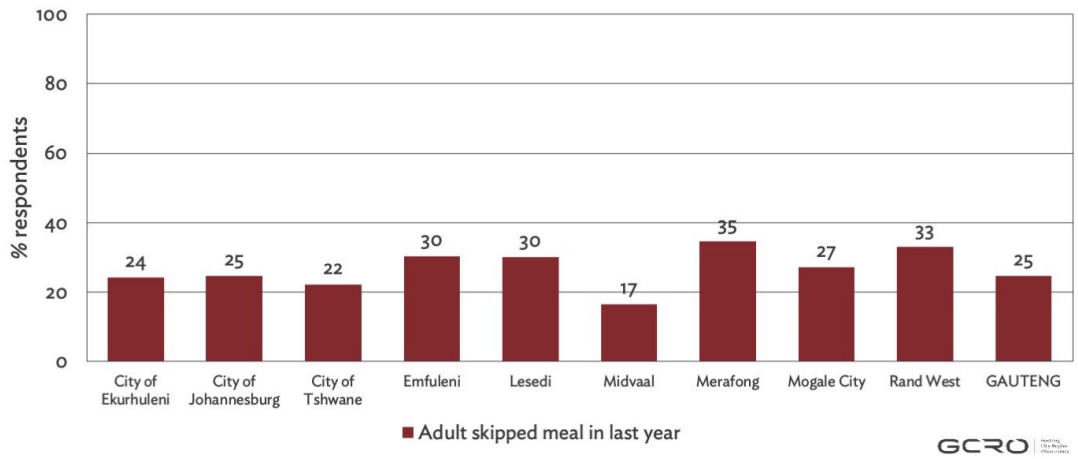
3.8 Hunger and food security

Findings with regards to experiences of hunger by households and children benefitting from school feeding schemes are presented in the graphs below. Specifically, they illustrate the answers to the following questions:

- In the past 12 months, has there ever been a time when you or any other adult in this household had to skip a meal because there was not enough money to buy food?
- In the past 12 months, has there ever been a time when there was not enough money to feed the children in the household?
- Are there any children in this household that benefit from a school feeding scheme?

Hunger remains a challenge in the City of Johannesburg, as in Gauteng province as a whole. The proportion of respondents in the City of Johannesburg who indicate that an adult or child in the household skipped a meal in the past year is the same as the provincial average (25%). According to Figure 3.8.1, Merafong has the largest proportion of households with adults who have had to skip a meal – 35%, closely followed by Rand West at 33%. Midvaal has the lowest, at 17%.

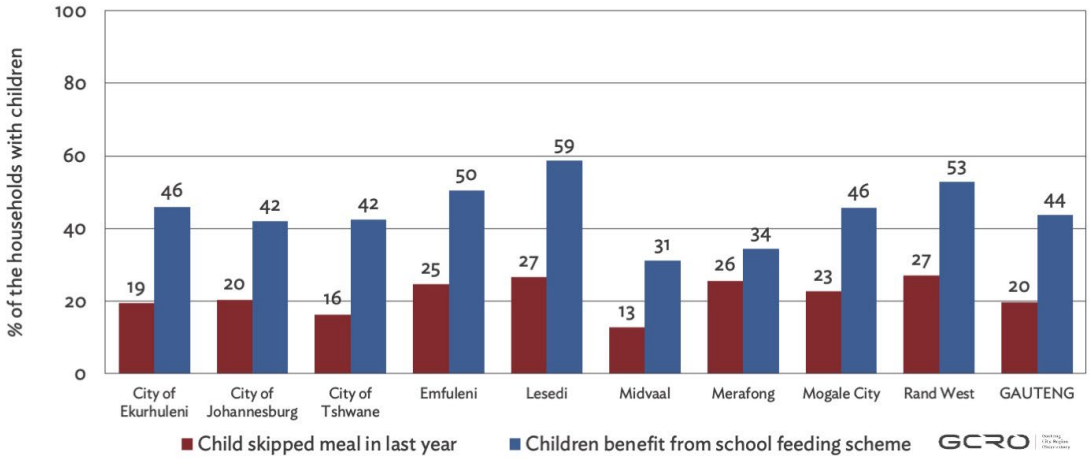
Figure 3.8.1: Percentage of respondents reporting that they or another adult in the household had skipped a meal in the past year due to lack of money to buy food, by municipality. Data source: GCRO QoL 6 (2020/21).



In total, 65% of households across the province have one or more children in the household. When asked whether a child in the household had skipped a meal in the past year due to there being insufficient money for food, one in five of these households say that this had happened (Figure 3.8.2). There is slightly less municipal variation compared to households where adults skipped meals. Lesedi and Rand West have the highest proportion of households reporting that a child skipped a meal (27%). Midvaal has the lowest, at 13%.

The green bars in Figure 3.8.2 indicate the proportion of households that have children who are benefitting from a school feeding scheme. Highest levels of support from school feeding schemes are seen in Lesedi, where 59% of households with children report benefitting from these schemes. This is followed by Rand West at 53%. Midvaal has the lowest proportion of these households, at 31%.

Figure 3.8.2: Percentage of households with children who report a child skipping a meal in the past year due to insufficient money to buy food, and who report that children in the household benefit from a school feeding scheme, by municipality. Households without children were excluded in the calculation of these figures. Data source: GCRO QoL 6 (2020/21).

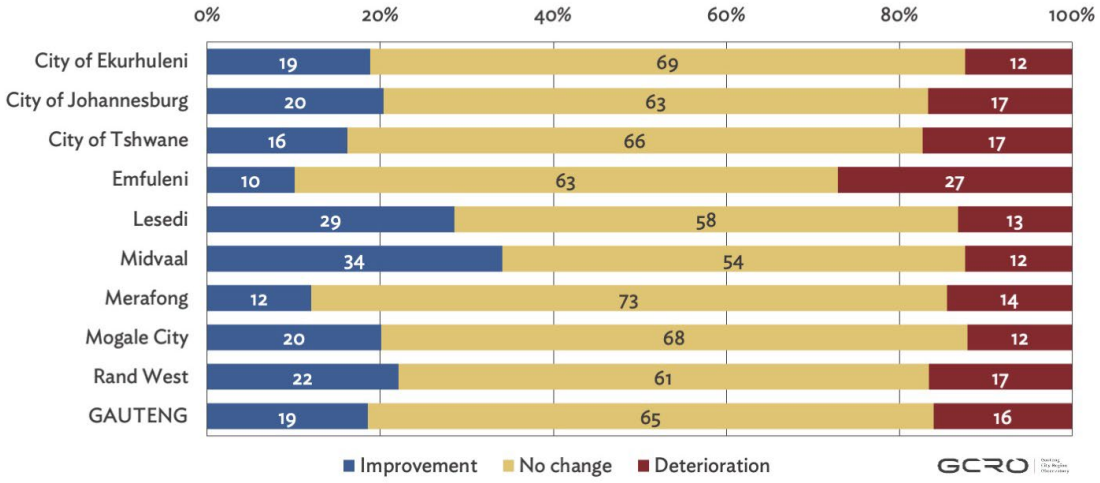


3.9 Community and social attitudes

The following three graphs present findings on how people feel about their community and their position in it. Once again, the City of Johannesburg closely mirrors the provincial averages, although there remains plenty of scope for further improvement in communities and in building trust. Community trust is the lowest in the City of Johannesburg when compared with other metropolitan municipalities. Further, 28% of respondents in the City of Johannesburg feel that they cannot influence developments in their community and 28% of respondents feel that nobody cares about them.

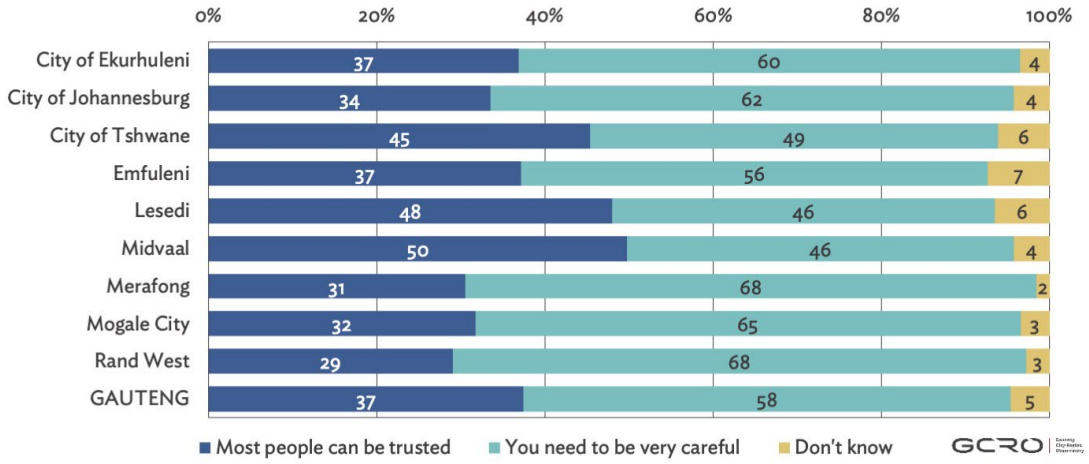
According to Figure 3.9.1 below, two thirds of Gauteng respondents believe there has been no change in their community, whilst 19% believe it has improved and 16% feel that it has deteriorated. Midvaal has the largest proportion of respondents who say that their community has seen improvements – at 34%. Emfuleni has the highest proportion of respondents who say that their community has seen deterioration, at 27%, ten percentage points more than any other municipality.

Figure 3.9.1: Percentage of respondents reporting that their community had improved, stayed the same, or deteriorated over the past year, by municipality. Data source: GCRO QoL 6 (2020/21).



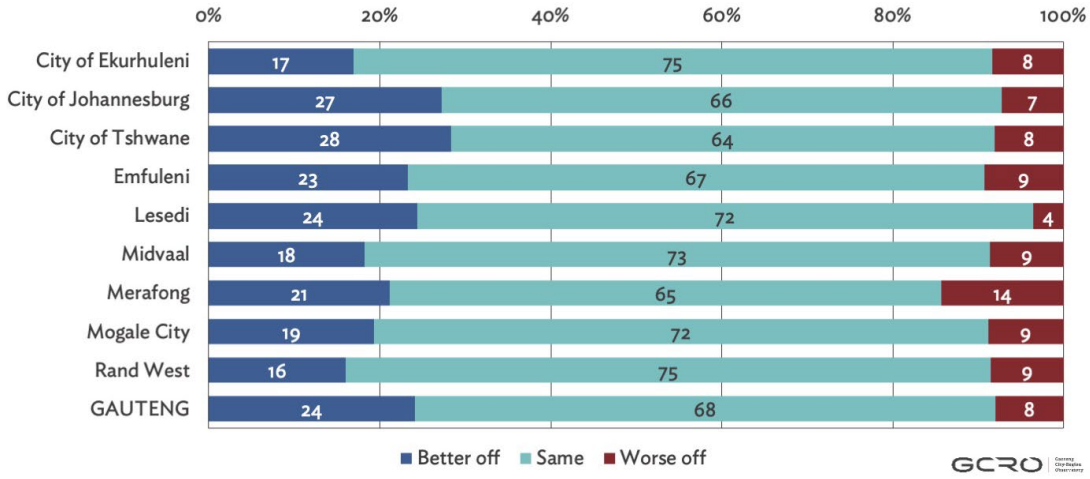
In general, respondents are more likely to answer 'you need to be very careful' (58%) when asked whether people in their neighbourhood could be trusted, compared with 37% who feel 'most people can be trusted' (Figure 3.9.2). Trust levels are the highest in Midvaal (50%), Lesedi (48%) and the City of Tshwane (45%). Merafong and Rand West have the highest levels of mistrust, at 68% each.

Figure 3.9.2: Percentage of respondents who believe most people in their neighbourhood can be trusted, who believe that you need to be careful with people in the neighbourhood, and those who are not sure, by municipality. Data source: GCRO QoL 6 (2020/21).



Respondents were also asked: 'Thinking about people living in your neighbourhood, do you think you are the same as them, worse off or better off than them?' Just over two thirds of respondents believe that they are the same as other people living in their community (Figure 3.9.3). Respondents are the most likely to think they are probably better off in the City of Tshwane (28%) and the City of Johannesburg (27%), compared to 16% in Rand West and 17% in the City of Ekurhuleni.

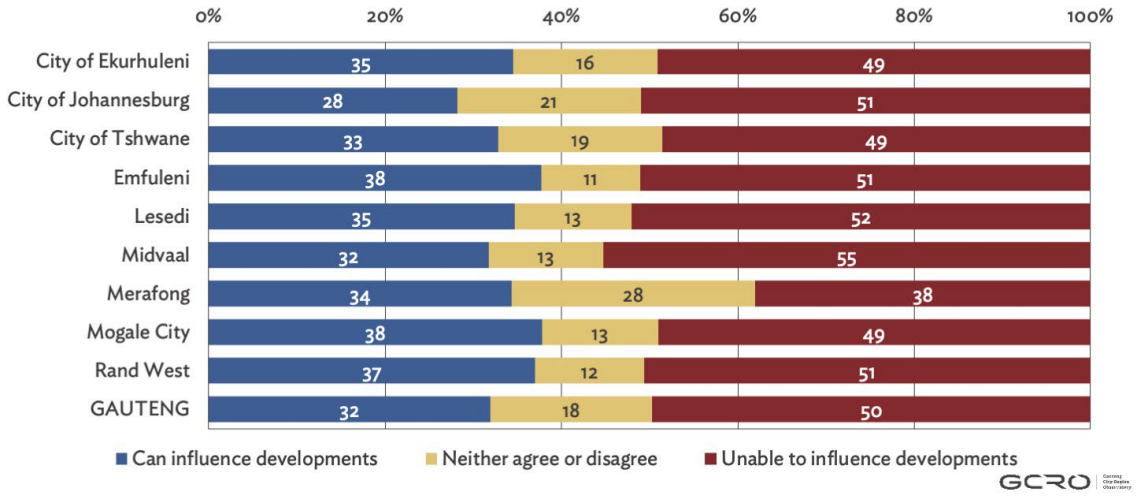
Figure 3.9.3: Percentage of respondents who believe they are better off, the same as, or worse off, when compared to others in their neighbourhood. Data source: GCRO QoL 6 (2020/21).



Responses to the statement 'People like me cannot influence developments in my community' are more consistent across the municipalities (Figure 3.9.4). For Gauteng, half (50%) feel that they can influence developments in their community, while 32% say they can't. Respondents in Emfuleni and Mogale City are most likely to say that they cannot influence developments in their community (38%), whilst respondents in Midvaal are the most likely to feel that they could influence developments in their community (55%). Merafong has the highest proportion of

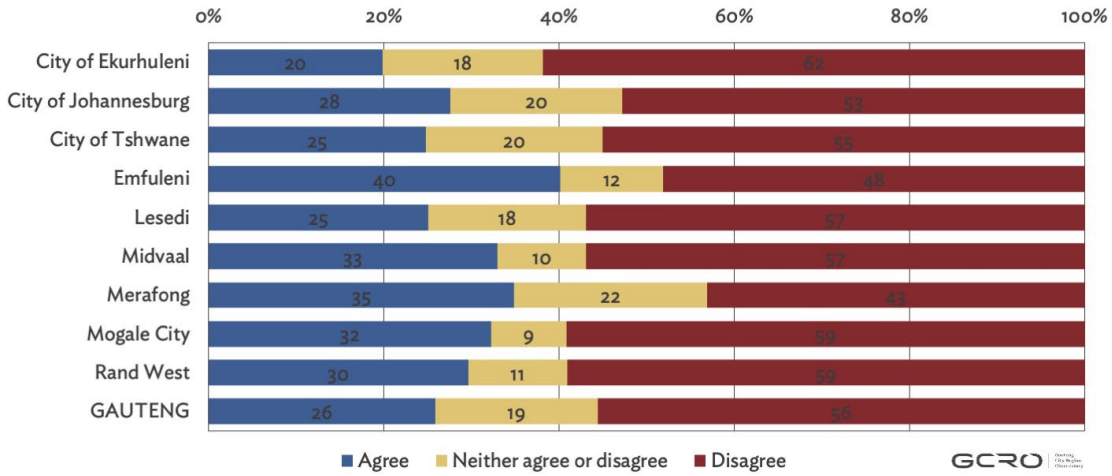
respondents who neither agree nor disagree that they are able to influence developments in their community (28%).

Figure 3.9.4: Percentage of respondents who feel that they are unable to influence developments in their community, who neither agree nor disagree that they can, and who feel that they can, by municipality. Data source: GCRO QoL 6 (2020/21).



Patterns of agreement with the statement 'Nobody cares about people like me' (Figure 3.9.5) are relatively similar to those in Figure 3.9.4. However, in this instance, respondents in the City of Ekurhuleni are the most likely to disagree with this statement (62%). Those respondents who are the most likely to agree with the statement are in Emfuleni (40%). Merafong again has the highest proportion who neither agree nor disagree – at 22%.

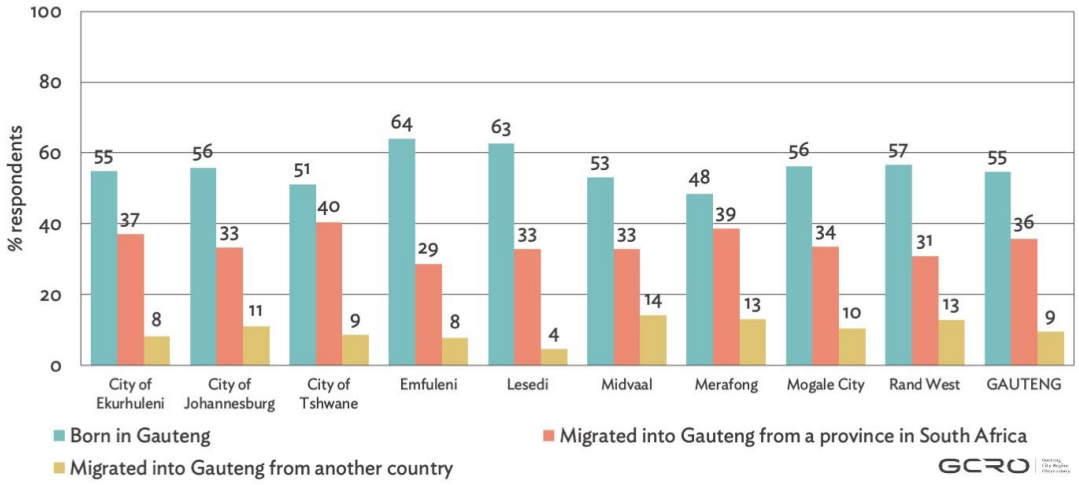
Figure 3.9.5: Percentage of respondents who agree that nobody cares about people like them, neither agree nor disagree and who disagree, by municipality. Data source: GCRO QoL 6 (2020/21).



3.10 Migration

The majority of respondents in the City of Johannesburg (56%) were born in Gauteng. The proportion of respondents born in Gauteng, in another province, or in another country, per municipality, is presented below in Figure 3.10.1. In total, 55% of respondents were born in Gauteng. A further 36% were born in South Africa but in another province, and 9% were born in another country. The municipalities where higher proportions of respondents were born in another country are Midvaal (14%), Merafong, and Rand West (both 13%). Eleven percent of respondents in the City of Johannesburg were born in another country, two percentage points above the provincial average. The City of Tshwane is the municipality with the highest proportion of respondents born in other provinces (40%), followed by Merafong (39%).

Figure 3.10.1: Percentage of respondents born in Gauteng, in another province, and in another country, by municipality. Data source: GCRO QoL 6 (2020/21).



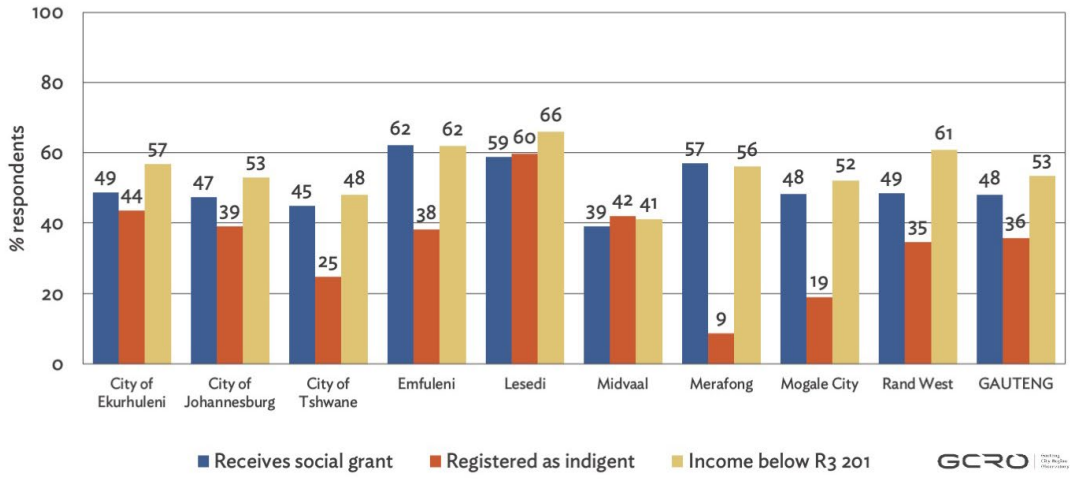
3.11 Poverty

There are numerous ways to measure and understand poverty. Although this is not explored extensively in the dataset, there are several questions that act as adequate poverty indicators. Three such questions are presented below in Figure 3.11.1, which consider the proportion of respondents who indicated that one or more household members receive a grant; that the household is registered as indigent; and that the household has a total monthly income below R3 201. The figure of R3 201 was chosen as it represents the minimum wage and the cut-off point for a housing subsidy.

In the City of Johannesburg, the levels of poverty, according to these three indicators, closely mirror the provincial average. The proportion of households who receive at least one social grant in the City of Johannesburg is close to the provincial average (47% as compared to 48%). In the City of Johannesburg, the percentage of respondents who live in households that are registered as indigent (39%) is slightly higher than the provincial average of 36%. In terms of monthly household income, more than half (53%) of respondents in Johannesburg and Gauteng live in households with a total monthly income of less than R3 201.

Figure 3.11.1 shows that 48% of all households in the province receive a social grant, whilst 36% are registered as indigent. In some municipalities, the two are linked whilst in others there are notable disparities. For example, in Merafong, 57% of households receive a social grant, whilst only 9% are registered as indigent. Emfuleni has the highest proportion of households who receive a social grant (62%), which is closely followed by Lesedi (59%). Lesedi has an even higher percentage of households who are registered as indigent, at 60%. It is possible that, in many municipalities, households are unaware of how to register as indigent, or even that they can. Overall, these indicators suggest a particular concentration of poverty in Lesedi, Emfuleni and Rand West.

Figure 3.11.1: Percentage of respondents reporting that a household member receives a social grant, that they household is registered as indigent, and that total monthly income is R3 201 or less, by municipality. Data source: GCRO QoL 6 (2020/21).



3.12 Life satisfaction and overall quality of life

The final set of graphs look at the overall life satisfaction and the composite Quality of Life Index score. Respondents were asked to rate their level of satisfaction with their standard of living, and if they were satisfied with their life *as a whole*.

Figure 3.12.1 indicates that 58% of Gauteng's residents are satisfied with their standard of living (including those that are 'very satisfied' and 'satisfied'). Whilst 11% say they are neither satisfied nor dissatisfied, the remaining 30% say that they are dissatisfied with their standard of living (including those who said 'very dissatisfied'). Answers to the question 'How satisfied are you with your life *as a whole* these days?' followed a similar pattern of distribution, although with more answers in the positive – 63% of respondents in Gauteng say that they are satisfied with their life as a whole.

In the City of Johannesburg, 57% of respondents are satisfied with their standard of living, which is similar to the provincial average but lower than the level of satisfaction in the City of Tshwane (63%). In Johannesburg, only 61% of respondents are satisfied with their life as a whole, compared to 64% in Ekurhuleni and 67% in Tshwane. In terms of Quality of Life Index scores, the City of Johannesburg has the second highest score in the province (62 out of 100), which is equal to the scores in the City of Tshwane and Lesedi.

In Midvaal, the greatest proportion of respondents are satisfied with their standard of living (65%); the highest proportion of respondents who are dissatisfied with their standard of living are from Emfuleni (37%). Rand West has the largest proportion of respondents who are dissatisfied with their life as a whole (36%).

Figure 3.12.1: Percentage of respondents satisfied with their standard of living, by municipality. Data source: GCRO QoL 6 (2020/21).

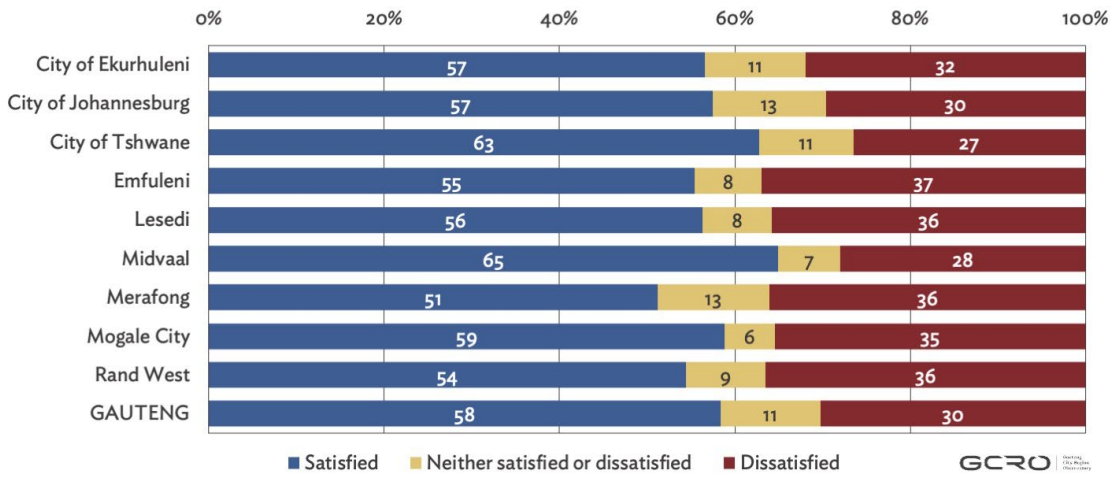
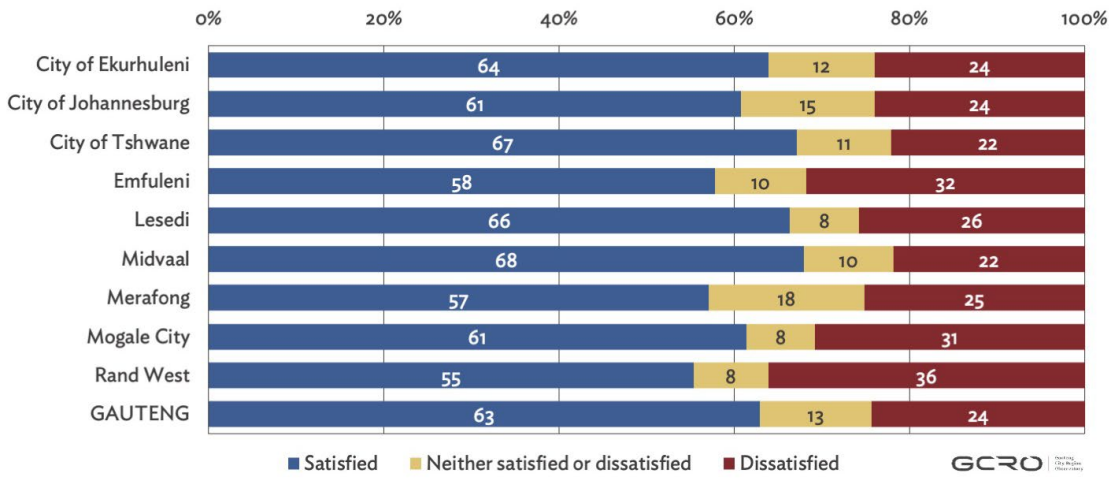
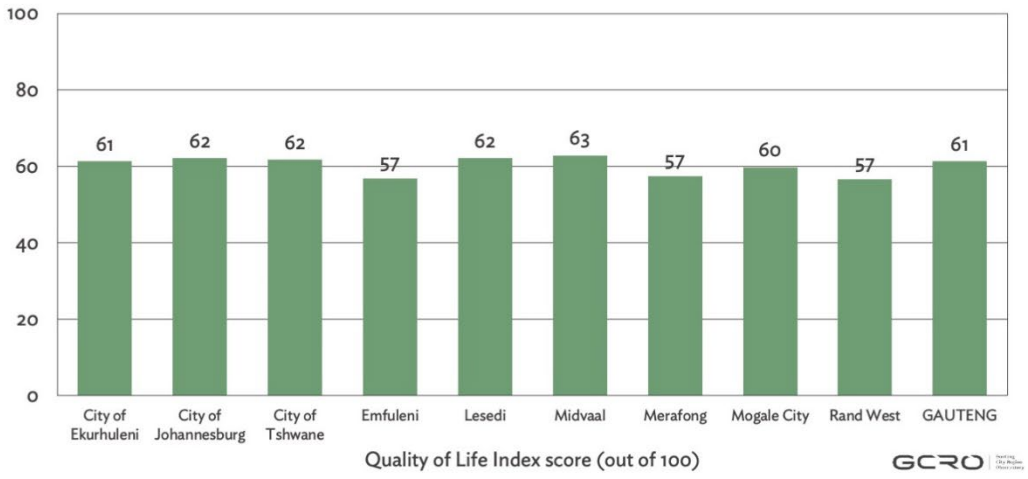


Figure 3.12.2: Percentage of respondents satisfied with their life as a whole, by municipality. Data source: GCRO QoL 6 (2020/21).



Finally, Figure 3.12.3 presents the average Quality of Life Index score, by municipality. While the variation between the municipalities appears to be minimal at first glance, it is important to note that very small differences in the scores of a composite index of this nature represent substantial differences in lived experience. The provincial average is 61, whilst three municipalities – Emfuleni, Merafong and Rand West – have the lowest scores of 57. The highest score (63) is found in Midvaal. Three other municipalities – the Cities of Johannesburg and Tshwane, and Lesedi – share the second highest score of 62.

Figure 3.12.3: Mean Quality of Life Index scores, by municipality. Data source: GCRO QoL 6 (2020/21).



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Appendix

GCRO Quality of Life Survey 6 (2020/21) questionnaire