

QoL III SURVEY QUESTIONNAIRE

LOCATION INFORMATION: Enter location			
information for this visit	ADDITIONAL INFORMATION		
A.1 Select the municipality (Munic)	Refer to your field map	City of Johannesburg	798
		City of Tshwane	799
		Ekurhuleni	797
		Emfuleni	760
		Lesedi	762
		Merafong City	766
		Midvaal	761
		Mogale City	763
		Randfontein	764
		Westonaria	765
	Type in the ward code that appears		
A.1.2 Type in the ward code for this household	on the map. Code must be 8		
(ward) . Refer to the map.	characters long		
SAL	Small area layer code		
DWELLING UNIT AND HOUSEHOLD SELECTION			
D.1 How many dwellings are on this stand?			
D.3 How many households are in the selected dwe	elling unit?		
RESPONDENT SELECTION			
E.1 How many eligible respondents in the selected	d household? Remember, only		
respondents 18 and older and not just visiting in	Gauteng		

FIELDWORKER OBSERVATIONS

	African	1
	Coloured	2
H.1 To which population group does the respondent belong?	Indian/Asian	3
	White	4
	Other	5
11.2 What is the condex of the respondent?	Male	1
H.2 What is the gender of the respondent?	Female	2
	House, brick or concrete structure on a separate stand	1
	Traditional dwelling, hut or structure made of traditional materials	2
	Flat or apartment in a block of flats	3
	Cluster house in a complex	4
	Townhouse (semi -detached house in a complex)	5
	Semi -detached house not in a complex	6
H.3 Which type of dwelling does this household	House, flat or room separate from main dwelling in backyard	7
occupy?	Informal dwelling or shack in backyard	8
occupy.	Informal dwelling NOT in backyard, e.g. in informal squatter settlement or on a farm	9
	Room or flat which is part of main dwelling or property	10
	Caravan or tent	11
	Unit in a retirement home or barracks etc.	12
	Hostel	13
	Other	14

HOUSEHOLD	INFORMATION:
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1.1 How many rooms does your household occupy? Excluding bath	nroom, toilet or kitchen. Remember, number of rooms cannot be 0	
1.2 If one room only, how many other households does this househ	hold share this room with?	
Let's talk about your dwelling		
	Owned, but paying off a bond	1
	Owned and fully paid off	2
	Free RDP house	3
	Used government housing subsidy and own contribution	4
	Transfer of title deed of existing government house	5
	Private rental	6
	Rent from housing association	7
1.3 Please tell me about your tenure in this dwelling. Is it:	Public, municipal or council rental	8
	Sub tenant or sub let	9
	Informal dwelling or shack, paying rent	10
	Informal dwelling or shack, not paying rent	11
	The dwelling is on tribal or communal land	12
	House sitting (looking after the house for another owner)	13
	Rent free (allowed to stay rent free by the owner)	14
	Occupation of vacant dwelling	15

Now let's talk about the services you have access to		
	Piped - in dwelling with no meter (Skip to Q1.6)	1
1.4 What is the main water source for this household?	Piped - in dwelling with prepaid meter (Skip to Q1.6)	2
	Piped - in dwelling with standard meter (Skip to Q1.6)	3
	Piped - yard tap with no meter (Skip to Q1.6)	4
	Piped - yard tap with prepaid meter (Skip to Q1.6)	5
	Piped - yard tap with meter (Skip to Q1.6)	6
	Street taps or stand pipes, free water	7

	Street taps or stand pipes, paid for	8
	Borehole or well	9
	Rainwater tank	10
	Flowing river or stream	11
	Dam, pool or standing water	12
	Water tanker or truck	13
	Other	14
1.5 Is the place where you collect water more than 200 meters from	Yes	1
your house?	No	0
	Always	1
1.6 Would you say the water you receive is always clean, usually,	Usually	2
sometimes, hardly ever, never.	Sometimes	3
	Hardly ever	4
	Never	5
1.7 Does this household get any water from a rain water tank, for the	Yes	1
household or watering the garden, etc.?	No	0
1.8 Does this household re-use any water (for example using water from	Yes	1
the bath to flush the toilet)?	No	0
	Flush toilet connected to sewage system - full waterborne	1
	Flush toilet with septic tank	2
	Chemical toilet	3
	Ventilated improved pit latrine (VIP)	4
	Basic Pit latrine - pit toilet without ventilation	5
1.9 What type of toilet facility is available to this household?	Bucket toilet	6
	Neighbour's toilet	7
	Communal toilet	8
	No access to toilet	9
	Other	10
1.10 How many OTHER households, if any, share this toilet with your house	ehold? Leave as 0 if only this household uses the toilet	·

	Refuse removed from the house at least once a week	1
	Refuse removed from the house less often	2
	Placed on communal refuse dump	3
	Placed on own refuse dump	4
1.11 How is the refuse or rubbish of this household disposed of? Do NOT read out the options	Burnt in pit	5
read out the options	Buried	6
	Thrown in the street or veldt	7
	No refuse removal service at all	8
	Other	9
1.12 If you think about the large black rubbish bags often used for rubbish each week? EXCLUDE garden waste such as cut grass etc. If the respondent		
	Yes	1
1.13 Does this household recycle any waste?	No	0
	Don't know	2
	Electricity with prepaid card	1
	Electricity with conventional meter	2
	Other electricity supply: Solar or wind generators	3
1.14 What type of electricity supply, if any, does this household have?	Other electricity supply: petrol or diesel generators	4
Can be a multiple mention	Connection from neighbour's house	5
	Connection from elsewhere	6
	Car battery	7
	Do not know	8
	None	9
1.15 How satisfied are you with using prepaid cards for your electricity.	Very satisfied	1
Read out the options. Only complete this question if the Prepaid	Satisfied	2
option is one of the options chosen in the previous question	Neither satisfied nor dissatisfied	3
	Dissatisfied	4
	Very dissatisfied	5

	Electricity	1
	Gas or LPG	2
	Paraffin	3
1.16 What energy source is MOST used for lighting in your household?	Wood	4
	Candles	5
	Solar Energy	6
	Other	7
1.17 Does your household have any arrears (unpaid accounts that have	Yes	1
built up over time) for payment of municipal services like water and electricity?	No	0
	Yes	1
1.18 Have you ever had the water cut off for non-payment?	No	0
1.10 Hove you over had the electricity out off for non-novment?	Yes	1
1.19 Have you ever had the electricity cut off for non-payment?	No	0
1.20 House your been eviated from your dwelling?	Yes	1
1.20 Have you ever been evicted from your dwelling?	No (Skip to Q1.21)	0
1.20.1 For what reason were you evicted? Can be a multiple mention.	Due to non-payment of bills for municipal services like water and electricity	1
	Due to not paying rent	2
	Any other reason	3

Let's talk about how satisfied you are, or are not, with your dwelling and government services

1.21 How satisfied are you with the dwelling you are currently living in?	Very satisfied	1
	Satisfied	2
	Neither satisfied nor dissatisfied	3
	Dissatisfied	4
	Very dissatisfied	5
1.22 How satisfied are you with the water you currently have access to?	Very satisfied	1
	Satisfied	2
	Neither satisfied nor dissatisfied	3

	Dissatisfied	4
	Very dissatisfied	5
1.23 How satisfied are you with the sanitation or sewerage service you	Very satisfied	1
currently have access to?	Satisfied	2
	Neither satisfied nor dissatisfied	3
	Dissatisfied	4
	Very dissatisfied	5
1.24 How satisfied are you with the waste removal service you currently	Very satisfied	1
have access to?	Satisfied	2
	Neither satisfied nor dissatisfied	3
	Dissatisfied	4
	Very dissatisfied	5
1.25 How satisfied are you with the energy sources you currently have	Very satisfied	1
access to?	Satisfied	2
	Neither satisfied nor dissatisfied	3
	Dissatisfied	4
	Very dissatisfied	5
1.26 How satisfied are you with how much you have to pay for municipal	Very satisfied	1
services?	Satisfied	2
	Neither satisfied nor dissatisfied	3
	Dissatisfied	4
	Very dissatisfied	5
1.27 How satisfied are you with the way you are billed for municipal	Very satisfied	1
services?	Satisfied	2
	Neither satisfied nor dissatisfied	3
	Dissatisfied	4
	Very dissatisfied	5
1.28 How satisfied are you with the roads you use every day?	Very satisfied	1
	Satisfied	2
	Neither satisfied nor dissatisfied	3

	Dissatisfied	4
	Very dissatisfied	5
1.29 How satisfied are you with the street lights where you live?	Very satisfied	1
	Satisfied	2
	Neither satisfied nor dissatisfied	3
	Dissatisfied	4
	Very dissatisfied	5
1.30 How satisfied are you with the educational services where you live?	Very satisfied	1
	Satisfied	2
	Neither satisfied nor dissatisfied	3
	Dissatisfied	4
	Very dissatisfied	5
1.31 How satisfied are you with the storm water drains where you live?	Very satisfied	1
	Satisfied	2
	Neither satisfied nor dissatisfied	3
	Dissatisfied	4
	Very dissatisfied	5

Let's talk about when and how you came to live here

2.1 Were you born in Gauteng or did you move into Gauteng	Born in Gauteng (Skip to Q2.6)	1
from another province or country?	Migrated into Gauteng	2
2.2 When did you move into Gauteng? Write the year only.		
2.3 Did you move to Gauteng from a province in South Africa	From another Province inside South Africa	1
or from another country?	From another country (Skip to 2.5)	2
2.4 From which province did you move from into Gauteng?	Eastern Cape	2
	Free State	4
	Kwazulu Natal	5
	Limpopo	9
	Mpumalanga	8
	Northern Cape	3

North West	:	6		
Western Ca	ipe	1		
2.4.1 From which municipality did you move from into Gauteng - Western Ca	ape (Skip to Q2.6)	L.		
2.4.2 From which municipality did you move from into Gauteng -Eastern Cap	e (Skip to Q2.6)			
2.4.3 From which municipality did you move from into Gauteng - Northern C	ape (Skip to Q2.6)			
2.4.4 From which municipality did you move from into Gauteng - Free State	(Skip to Q2.6)			
2.4.5 From which municipality did you move from into Gauteng - Kwazulu Na	ital (Skip to Q2.6)			
2.4.6 From which municipality did you move from into Gauteng - North Wes	t (Skip to Q2.6)			
2.4.8 From which municipality did you move from into Gauteng - Mpumalar	ga (Skip to Q2.6)			
2.4.9 From which municipality did you move from into Gauteng – Limpopo (Skip to Q2.6)			
2.5 Which country did you move into Gauteng from? Choose the name of	COUNTRY	CODE		
the country and the relevant code from the country lookup list				
2.6 From where did you move into this particular dwelling? Read out the	Directly from another province or country (Skip to Q2.9)			1
three options	Somewhere else in Gauteng			2
	Always lived in this dwelling (Skip to Q2.2	LO)		3
2.7 When did you move into this particular dwelling? Write the year only.				
2.8 From which municipality in Gauteng did you move to this particular	City of Johannesburg	798		
dwelling?	City of Tshwane	799		
	Ekurhuleni	797		
	Emfuleni	760		
	Lesedi	762		
	Merafong City	766		
	Midvaal	761		
	Mogale City	763		
	Randfontein	764		
	Westonaria	765		
2.9 What type of dwelling were you living in before this one you currently	House or brick or concrete structure			1
live in?	Traditional dwelling, hut or structure ma	de of traditional ma	terials	2
	Flat or townhouse			3

	Informal dwelling in an informal set	tlement	4
	Informal dwelling in the backyard of	f a formal dwelling	5
	Other		6
2.10 Where do you consider to be "home" Do NOT read out the options	A country outside South Africa	10	
	Eastern Cape	2	
	Free State	4	
	Gauteng	7	
	Kwazulu Natal	5	
	Limpopo	9	
	Mpumalanga	8	
	North West	6	
	Northern Cape	3	
	Western Cape	1	

Now, let's turn our attention to your suburb or your community

3.1 Have you seen an improvement and/or deterioration in this community or suburb in the <u>last 12 months</u> ?	Improvement	1
	Deterioration	2
	No Change	3
3.2 What is the biggest problem facing your community? Do	Air pollution	1
NOT read out the options.	Alcohol abuse	2
	Child abuse	3
	Corrupt councilors	4
	Crime	5
	Disease	6
	Domestic violence	7
	Drought or food or natural disaster	8
	Drugs	9
	Fire	10
	Foreigners	11
	High cost of living	12

	HIV AIDS	13
	Housing	14
	Hunger	15
	Lack of basic services	16
	Lack of maintenance	17
	Litter or dirt	18
	Noise	19
	Political tensions or conflict	21
	Poverty	22
	Rape	23
	Teenage pregnancy	24
	Unemployment	25
	Vandalism	26
	Water pollution	27
	Other	20
For the next set of questions, please tell me if you have ever v specifying whether you visited them once, 2-3 times, more or	visited any of the following facilities or not. I will read out the options never. Then tell me how satisfied you were with them	,
3.3 In the last 12 months, how often, if ever, have you visited	Once	1
a museum or art gallery?	Two to three times	2
	More	3
	Never (Skip to Q3.5)	4
3.4 How satisfied were you with the museum or gallery you	Very satisfied	1
visited?		
visited?	Satisfied	2
visited?	Satisfied Neither satisfied nor dissatisfied	2 3
visited?		
visited?	Neither satisfied nor dissatisfied	3
visited? 3.5 In the last 12 months, how often, if ever, have you visited	Neither satisfied nor dissatisfied Dissatisfied	3
	Neither satisfied nor dissatisfied Dissatisfied Very dissatisfied	3 4 5
3.5 In the last 12 months, how often, if ever, have you visited	Neither satisfied nor dissatisfied Dissatisfied Very dissatisfied Once	3 4 5 1

3.6 How satisfied were you with the library you visited?	Very satisfied	1
	Satisfied	2
	Neither satisfied or dissatisfied	3
	Dissatisfied	4
	Very dissatisfied	5
3.7 In the last 12 months, how often, if ever, have you visited	Once	1
a sport facility?	Two to three times	2
	More	3
	Never (Skip to Q3.9)	4
3.8 How satisfied were you with the sport facility you visited?	Very satisfied	1
	Satisfied	2
	Neither satisfied or dissatisfied	3
	Dissatisfied	4
	Very dissatisfied	5
3.9 In the last 12 months, how often, if ever, have you visited a World Heritage site, such as the Cradle of Humankind or	Once	1
	Two to three times	2
Maropeng?	More	3
	Never (Skip to Q3.11)	4
3.10 How satisfied were you with the heritage site you	Very satisfied	1
visited?	Satisfied	2
	Neither satisfied or dissatisfied	3
	Dissatisfied	4
	Very dissatisfied	5
3.11 In the last 12 months, how often, if ever, have you	Once	1
visited a botanical garden, park or other open spaces	Two to three times	2
	More	3
	Never (Skip to Q4.1)	4
3.12 How satisfied were you with the garden, park or open	Very satisfied	1
spaces you visited?	Satisfied	2

Neither satisfied or dissatisfied	3
Dissatisfied	4
Very dissatisfied	5

Now, let's talk about transport

4.1 Have you made a trip from your house to anywhere in the p	past month? If no trips were made in the last	Yes	1
month, probe the respondent to ensure no movement took place out of the house by foot or vehicle. Note No (Skip to Q4.9)			0
that the default value is 'yes'. Only when you have made abso	lutely sure that no movement out of the		<u> </u>
house took place can you change it to 'no'			
4.1.1 Think about the trip that you make most often that	To go to work		1
involves walking or cycling or other mode of transport such as a taxi, car or train.	To look for work (respondent is unemployed and travels looking for work)		2
	To go to the place where I study (school, colle	ge, university)	3
	Shopping		4
	Taking children to school		5
	To go to a place of leisure or entertainment		6
	Other purpose		7
Thinking about this trip that you make MOST often, where do y a place inside or outside of Gauteng	ou usually go (in other words, what is your final	destination?) This trip c	an be to
4.2.1 Is this trip to a place inside of Gauteng?	Yes		1
	No (Skip to Q4.3)		0
4.2.2 To which place do you travel inside of Gauteng? Only if 4. code. For 4.2.2.b, capture the main Place Name and code and f on the Excel spread sheet lookup list.			
4.2.2a Municipality			
4.2.2b Main Place			
4.2.2c Sub Place			
4.2.2.1 Does the respondent know the main and/or sub place	Yes		1
he/she has travelled to?	No		0

4.3 Think about the last time you made this trip. What time did	you start? Use the hh:mm format	
4.4 What time did you arrive at your final destination?		
4.5 Think about the last time you made this trip, from your hor this specific trip? Cost should be indicated in Rand. If the response		
4.6 Think about the type of transport you used when you	Walk	1
made the trip. What were all the different types of transport	Bicycle	2
you used to make the trip? Can be a multiple mention	Motorbike	3
	Car as driver	4
	Car as passenger	5
	Car as passenger though a lift club	6
	Тахі	7
	Train	8
	Gautrain	9
	ReaVaya bus (BRT Joburg)	10
	Other bus	11
	School bus	12
	Other type transport	13
4.7 Thinking about the LONGEST distance travelled as part of	Walk	1
your trip, what type of transport did you use for this part of	Bicycle	2
the trip? Choose 1 Option only	Motorbike	3
	Car as driver	4
	Car as passenger	5
	Car as passenger though a lift club	6
	Тахі	7
	Train	8
	Gautrain	9
	ReaVaya bus (BRT Joburg)	10
	Other bus	11
	School bus	12

	Other type transport	13
4.8 Still thinking about this type of transport, the one that	Very satisfied (Skip to Q4.10)	1
you travelled the longest, how satisfied or dissatisfied were	Satisfied (Skip to Q4.10)	2
you with it?	Neither satisfied or dissatisfied (Skip to Q4.10)	3
	Dissatisfied (Skip to Q4.10)	4
	Very dissatisfied (Skip to Q4.10)	5
4.9 What is the main reason you have not made any trips or	Pensioner and stay at home (Skip to Q4.12)	1
travelled in the last month?	House wife or home maker and stay at home (Skip to Q4.12)	2
	Student and stay at home (Skip to Q4.12)	3
	Disabled and stay at home (Skip to Q4.12)	4
	Ill and stay at home (Skip to Q4.12)	5
	Unemployed and no money to travel (Skip to Q4.12)	6
	No money to travel (Skip to Q4.12)	7
	Work from home (Skip to Q4.12)	8
	I don't have access to any transport (Skip to Q4.12)	9
	I don't want to go anywhere (Skip to Q4.12)	10
	Other (Skip to Q4.12)	11
	Don't know or no opinion (Skip to Q4.12)	12
How often, if ever, do you use the following forms of transpo	rt?	
4.10 BRT - Joburg.	Daily	1
	Often	2
	Hardly Ever	3
	Never	4
What is the single biggest problem with the following modes	of transport?	
4.11 The single biggest problem with the BRT - Joburg.	Crime or security	3
	Expense	7
	Inconvenient	16
	Insufficient night service	8
	Insufficient weekend service	9

	Lack of comfort	6
	Long wait at stop or station	11
	Nearest stop or station located too far away	10
	No connections to other modes of transport	15
	Reckless drivers	4
	Rude drivers and/or passengers	5
	The network is too small	14
	Too strictly managed or too many rules	13
	Unreliability	1
	Unroadworthy or mechanically unsafe	2
	User congestion or too busy	12
	Don't know, no opinion	18
	Other	17
4.12 How far, in walking time, is the closest point to reach	Up to 10 minutes walk	1
public transport from your home? For example, a taxi stop,	From 11 to 20 minutes walk	2
bus stop or train station.	From 21 to 30 minutes walk	3
	From 31 to 40 minutes walk	4
	More than 40 minutes walk	5
	Don't know	6
What is the single biggest problem with walking or cycling to	work, the shops or anywhere, not for exercise (even if you do no	t walk or cycle)
4.13.1 Walking problems	Crime	1
	Destination is too far	2
	Vehicle Accident risk	3
	Lack of good paths	4
	It takes too long	5
	Too much effort	6
	Poverty Status	7
	No shower at destination	8
	Other	9

	Don't know or no opinion	10
4.13.2 Cycling problems	Crime	1
	Destination is too far	2
	Vehicle Accident risk	3
	Lack of good paths	4
	It takes too long	5
	Too much effort	6
	Poverty Status	7
	No shower at destination	8
	No lock up facility at destination	9
	Don't know how to cycle	10
	Other	11
	Don't know or no opinion	12
4.14 Will the introduction of e-tolls change the route that you	Yes	1
travel?	No	0
4.15 Will the introduction of e-tolls change your mode of	Yes	1
travel, for example from a car to a bus or train?	No	0
4.16 Do you know approximately how much money your	Yes	1
household spends on transport each month?	No (Skip to Q5.1)	0
4.16.1 Approximately how much does your household spend in	total on transport each month? Provide cost in Rand	

I now want to ask about the resources in this household

Many people are in debt at the moment, either from credit cards or bonds o	or other types of debt. The following question	s are about debt
5.1 Do you owe money to anyone including a bank or a shop or a money lender?	Yes	1
	No (Skip to Q5.4)	0
5.2 Are you paying Multiple mention	a mortgage loan or bond?	1
	a credit card?	2
	a car loan (vehicle finance)?	3
	a personal loan from a bank?	4

	a loan from any other person or institution(e.g.	5
	micro-lender, spaza shop, Hire Purchase account)?	
	a loan from friends, family, relatives or a stokvel?	6
5.3 Do you owe money but are not able to pay it back?	Yes	1
	No (Skip to Q5.4)	0
	Respondent refused to answer (Skip to Q5.4)	2
5.3.1 Why are you not paying it back?	Cannot afford it	1
	Have no disposable income	2
	Other	3
5.4 Does this household have any of the following that are in good working	Telephone or landline	1
order, that is not broken? Can be multiple mention	Cell phone	2
	Television	3
	Personal computer or laptop	4
	Internet connection	5
	Radio, cd player or music system	6
	TopTV, DSTV and_or MNET	7
	Car	8
	Bicycle	9
5.5 Did you access the internet in the past 4 weeks?	Yes	1
	No (Skip to Q5.7)	0
5.6 Where do you access the Internet from? Can be multiple mention	Work	1
	Home	2
	University, college or school	3
	Library or community center	4
	Internet Café	5
	Cell phone	6
	Other location	7
5.7 In the last year, has there ever been a time when you or any other adult in	Yes 1	
this household had to skip a meal because there was not enough money to	No 0	
buy food?		

5.8 In the last year, has there ever been a time when there was not enough money to feed the children in the household?	Yes No	
	There are no children in this household	
5.9 Do you grow food or vegetables for your household to eat, sell, or not at all?	To eat	
	To sell	
	To eat and sell	
	Do not grow any	

Let's talk about your participation in community processes

6.1 Are you registered to vote for the	Yes		1
2014 general election?	No (Skip to Q 6.4)		0
6.2 Do you plan to vote in the 2014 elect	ions? We are not interested in who you may vote for,	Yes	1
just whether or not you plan to vote.		No (Skip to Q6.4)	0
6.3 Why do you not plan to vote? Do	Not allowed to vote, for example not RSA citizen (Sk	ip to Q6.4)	1
NOT read out the options.	Don't know who to vote for (Skip to Q6.4)		2
	Does not think his/her vote will make any difference	(Skip to Q6.4)	3
	Don't care (Skip to Q6.4)		4
	No ID (Skip to Q6.4)		5
	Don't like politics, broken promises, waste of time (Skip to Q6.4)		6
	Other, please specify		7
6.3.1 Specify the reason if the answer to	the previous question was "Other"		
6.4 In the last year, have you or any	Ward meeting		1
member of your household attended	Street committee or resident's association meeting		2
any of the following: (Can be multiple	Community development forum meeting		3
mention)	Mayoral imbizo meeting		4
	Integrated development plan (IDP) meeting		5
	School governing body meeting		6
	Community policing forum meeting		7
	None		8

How satisfied are you with the performa	nce of:		
6.5 The National Government	Very satisfied		1
	Satisfied		2
	Neither satisfied nor dissatisfied		3
	Dissatisfied		4
	Very dissatisfied		5
6.6 The Provincial Government	Very satisfied		1
	Satisfied		2
	Neither satisfied nor dissatisfied		3
	Dissatisfied		4
	Very dissatisfied		5
6.7 The Local Municipality	Very satisfied		1
	Satisfied		2
	Neither satisfied nor dissatisfied		3
	Dissatisfied		4
	Very dissatisfied		5
6.8 Thinking about the different levels	National Government		1
of government, which level of	Provincial Government		2
government, if any, do you think has	Local Government		3
done the most to improve your quality of life?	None of them		4
	rnment department? For example to complain	Yes	1
or enquire about something.		No (Skip to Q6.12)	0
6.10 Did you get a response?	Yes		1
0.10 Did you get a response :			0
6 11 Ware you estisfied with the	No (Skip to Q6.12)		-
6.11 Were you satisfied with the response you received?	Yes		1
		0	
	ment officials are doing their best to service the	Yes	1
• • •	o Pele? If the respondent does not know what	No	0
it means, say: Meaning 'People First'. Batho Pele is an initiative to get public servants to be service orientated and strive for excellence in service delivery.		2	

	ribe to a government official, traffic cop, policeman or other	Yes	1	
public servant?		No	0	
	p a plan for developing your area, called the Integrated	Yes	1	
Development Plan or IDP. Have you ever l	neard of IDPs before?	No (Skip to 6.16)	0	
	e in writing the IDP. Have you - or an organisation you belong to	Yes	1	Γ
-participated in the IDP process in your co	mmunity?	No	0	
6.16 Your local council is also meant to de	velop a community based plan for your area. Have you ever	Yes	1	
heard of the Community Based Plan?		No (Skip to 6.18)	0	
6.17 Local people are meant to participate	e in the Community Based Plan. Have you, or any organisation	Yes	1	
you belong to, participated in the Commu	nity Based Plan process in your community?	No	0	
6.18 How do you generally find out	Newspaper or magazine		1	T
about what your municipality is doing?	Internet		2	
Can be multiple mention	SMS or mobile phone application		3	
	Municipal call center or municipal office		4	
	Multi Purpose Community Centers		5	
	Pamphlets or leaflets		6	
	Radio		7	
	At a ward meeting		8	
	In person from municipal officials or ward councilors		9	
	Through word of mouth from friends and neighbours		10	
	Email	_	11	_
	None of the above	_	12	_
	Don't care, do not want to hear from municipality		13	_
6.19 How would you <i>prefer</i> to find out	Newspaper or magazine		1	_
about what your municipality is doing? Select only 1 option	Internet		2	_
Select only I option	SMS or mobile phone application		3	_
	Municipal call center or municipal office		4	_
	Multi Purpose Community Centers		5	_
	Pamphlets or leaflets		6	

Radio At a ward meeting In person from municipal officials or ward councilors Through word of mouth from friends and neighbours Email None of the above Don't care, do not want to hear from municipality Now I'd like to ask some questions about your opinions. Please be as frank as you wish. Listen to the following statements, and place	7 8 9 10 11 12
In person from municipal officials or ward councilors In person from municipal officials or ward councilors Through word of mouth from friends and neighbours Email None of the above Don't care, do not want to hear from municipality Now I'd like to ask some questions about your opinions. Please be as frank as you wish. Listen to the following statements, and pl	9 10 11 12
Through word of mouth from friends and neighbours Email None of the above Don't care, do not want to hear from municipality Now I'd like to ask some questions about your opinions. Please be as frank as you wish. Listen to the following statements, and pl	10 11 12
Email None of the above Don't care, do not want to hear from municipality Now I'd like to ask some questions about your opinions. Please be as frank as you wish. Listen to the following statements, and pl	11 12
None of the above Don't care, do not want to hear from municipality Now I'd like to ask some questions about your opinions. Please be as frank as you wish. Listen to the following statements, and pl	12
Don't care, do not want to hear from municipality Now I'd like to ask some questions about your opinions. Please be as frank as you wish. Listen to the following statements, and pl	
Now I'd like to ask some questions about your opinions. Please be as frank as you wish. Listen to the following statements, and pl	
	13
me for each one if you strongly agree, agree, neither agree nor disagree, disagree, or strongly disagree. Fieldworker, read out stat	ements
6.20 Politics is a waste of time Strongly agree	1
Agree	2
Neither agree nor disagree	3
Disagree	4
Strongly disagree	5
6.21 Indians do not deserve to benefit Strongly agree	1
from affirmative action Agree	2
Neither agree nor disagree	3
Disagree	4
Strongly disagree	5
6.22 People like you cannot influence Strongly agree	1
developments in your community Agree	2
Neither agree nor disagree	3
Disagree	4
Strongly disagree	5
6.23 The country is going in the wrong Strongly agree	1
direction Agree	2
Neither agree nor disagree	3
Disagree	4
Strongly disagree	5
6.24 Gay and lesbian people deserve Strongly agree	1

equal rights with all other South	Agree	2
Africans	Neither agree nor disagree	3
	Disagree	4
	Strongly disagree	5
6.25 The 2014 general election will be	Strongly agree	1
free and fair	Agree	2
	Neither agree nor disagree	3
	Disagree	4
	Strongly disagree	5
6.26 The judiciary (courts, judges, etc.)	Strongly agree	1
is free from government influence	Agree	2
	Neither agree nor disagree	3
	Disagree	4
	Strongly disagree	5
6.27 People selling on the street make	Strongly agree	1
an area feel more safe	Agree	2
	Neither agree nor disagree	3
	Disagree	4
	Strongly disagree	5
6.28 Economic growth will inevitably	Strongly agree	1
damage the environment	Agree	2
	Neither agree nor disagree	3
	Disagree	4
	Strongly disagree	5
6.29 Homosexuality is against the	Strongly agree	1
values of my community	Agree	2
	Neither agree nor disagree	3
	Disagree	4
	Strongly disagree	5

6.30 Corruption is the main threat to	Strongly agree	1
our democracy	Agree	2
	Neither agree nor disagree	3
	Disagree	4
	Strongly disagree	5
6.31 Mining waste poses a threat to my	Strongly agree	1
community	Agree	2
	Neither agree nor disagree	3
	Disagree	4
	Strongly disagree	5
6.32 Coloured people are playing an	Strongly agree	1
important role in helping build the new South Africa	Agree	2
South Africa	Neither agree nor disagree	3
	Disagree	4
	Strongly disagree	5
6.33 It is acceptable to be violent to gay	Strongly agree	1
and lesbian people	Agree	2
	Neither agree nor disagree	3
	Disagree	4
	Strongly disagree	5
6.34 The press is free to say or write	Strongly agree	1
what it likes	Agree	2
	Neither agree nor disagree	3
	Disagree	4
	Strongly disagree	5
6.35 Mines drive our economy and if	Strongly agree	1
they damage the environment it is a	Agree	2
price worth paying	Neither agree nor disagree	3
	Disagree	4

	Strongly disagree			5
.36 Black and whites will never really Strongly agree		1		
trust each other	Agree			2
	Neither agree nor disagree		3	
	Disagree		4	
	Strongly disagree			5
6.37 People selling on the street	Strongly agree			1
damage the image of an area	Agree			2
	Neither agree nor disagree			3
	Disagree			4
	Strongly disagree			5
6.38 Nobody cares about people like	Strongly agree		1	
me	Agree		2	
	Neither agree nor disagree		3	
	Disagree		4	
	Strongly disagree			5
-	who are talking about life in Gauteng. The first one says	-	First Person	1
	nust send the foreigners back to their countries." The sec		Second Person	2
	n South Africa for poor wages under apartheid. We all suf d to stay." The third one says: "Foreign people living in G		Third Person	3
	sion from the government." Which one person best desc	-		
	at most people in your community can be trusted or	Most peopl	e can be trusted	1
that you need to be very careful when de	ealing with people in your community?	You need to	b be very careful	2
		Don't know		3

I am now going to ask you a few questions about your life. Can you tell me how satisfied or dissatisfied you are with these parts of your life?

7.1 The amount of money you have	Very satisfied	1
available to you personally.	Satisfied	2

	Neither satisfied nor dissatisfied	3
	Dissatisfied	4
	Very dissatisfied	5
7.2 The amount of time you have to do	Very satisfied	1
the things you want to	Satisfied	2
	Neither satisfied nor dissatisfied	3
	Dissatisfied	4
	Very dissatisfied	5
7.3 Your marriage or relationship with	Very satisfied	1
your partner	Satisfied	2
	Neither satisfied nor dissatisfied	3
	Dissatisfied	4
	Very dissatisfied	5
	Not in a relationship	6
7.4 Family life - The time you spend	Very satisfied	1
with them and the things you do with	Satisfied	2
them	Neither satisfied nor dissatisfied	3
	Dissatisfied	4
	Very dissatisfied	5
7.5 Friends	Very satisfied	1
	Satisfied	2
	Neither satisfied nor dissatisfied	3
	Dissatisfied	4
	Very dissatisfied	5
7.6 Your standard of living	Very satisfied	1
	Satisfied	2
	Neither satisfied nor dissatisfied	3
	Dissatisfied	4
	Very dissatisfied	5

7.7 Compared with 5 years ago, is it	Easier	1
easier or harder for people like you to	No Change	2
find jobs, or is there no change?	Harder	3
	Don't Know	4
7.8 The way you spend your leisure	Very satisfied	1
time - recreation, relaxation etc.?	Satisfied	2
	Neither satisfied nor dissatisfied	3
	Dissatisfied	4
	Very dissatisfied	5
7.9 The area or neighbourhood where	Very satisfied	1
you live now?	Satisfied	2
	Neither satisfied nor dissatisfied	3
	Dissatisfied	4
	Very dissatisfied	5
7.10 How satisfied are you with your	Very satisfied	1
life AS A WHOLE these days?	Satisfied	2
	Neither satisfied nor dissatisfied	3
	Dissatisfied	4
	Very dissatisfied	5
the following situations?	hings his wife or partner does. In your opinion, is a man justified in hitting or beating his pa	rtner in
7.11 If she goes out without telling him?	Yes	1
	No	0
7.12 If she does not look after the	Yes	1
children	Νο	0
7.13 If she argues with him?	Yes	1
	No	0
7.14 If she refuses to have sex with	Yes	1
him?	No	0

	No		0
7.16 If she is unfaithful?	Yes		1
	No		0
7.17 Let us talk about one particular issue that many people have opinions about. Imagine that there		First Person	1
are three friends who are talking about abortion. The first one says: "Abortion is morally wrong and Second Person		2	
should never be allowed." The second says: "Abortion should only be allowed if the mother's life is in danger or the pregnancy was the result of rape." Then the third one says: "Abortion on request		3	
	ich one person best describes how you feel?		

Let's talk about employment and work opportunities

8.1 Are you currently the owner of a bus	siness, one that you were responsible for star	ting up (even if	Yes	1
you are not working in this business now	v?		No (Skip to Q8.6)	0
	e number of years. From when the business	started until now.		
If less than 12 months enter 1.				
	mal sector? Fieldworker: Informal sector	Formal sector (Skip to Q8.6)	1
means less than 5 employees and not re	egistered for VAT or Tax.	Informal sector		2
8.4 What does your business do?	Sell food (fresh, cooked food or groceries	;)		1
	Sell clothes, accessories, cosmetics, other	r goods		2
	Provide services to people (hair salon, ba	rber, tailor, shoe m	ending)	3
	Provide other services (e.g. panel beating security)	, mechanics, plumb	ing, building, electrical,	4
	Make or manufacture goods			5
	Other			6
8.5 Where does your business buy its	Wholesaler			1
goods or supplies?	Retailer			2
	Direct from Factories		3	
	Street		4	
	Market		5	
	Direct from Farms			6
8.6 If you have ever tried to start a	Never tried to start a business (Skip to Q	8.8)		1

business, did it fail or succeed?						2
	Too early to tell					
	Failed					3
	My business is a success					4
	My business was a success and I sol					5
	My business brings in some money, income	but not enough, so I have	to do other th	ings to ea	rn	6
8.7 Have you ever received assistance fr	om any government department or age	ncy that provides	Yes			1
support for small businesses (also know	n as SMMEs).		No			0
8.8 In the past 7 days, did you do any ty	pe of work, business or activity for whic	n you got paid? (even if	Yes (Skip to	08.14)	1	
just for one hour) or expected to be paid	? This could include car washing or pied	e work or selling things	No		0	_
and so on.]
What is the main reason that you did n	ot work in the past 7 days?					
8.9.1 Between jobs - have been appoint	ed to a new job but have not started	Yes (Skip to Q8.14)				1
yet.		No				0
8.9.2 Unemployed and looking for	Yes (Skip to Q8.10)			1		
work.	No			0		
8.9.2.1 Why are you not looking for	Do not need to work (Skip to Q9.1)			1		
work?	Do not want to work (Skip to Q9.1)			2		
	Disabled (Skip to Q9.1)				3	
	Housewife or homemaker (Skip to Q9.1)				4	
	Looking after family members for n	Looking after family members for no pay (Skip to Q9.1)				5
	School pupil or full time student (Sk	ip to Q9.1)				6
	Retired person or pensioner (Skip to	o Q9.1)				7
8.10 How long have you been	Less than 6 months					1
unemployed for?	Six months to less than 1 year					2
	One year to less than 2 years			3		
	Two years to less than 4 years			4		
	Four years or more					5
	Never been employed				6	
8.11 During the past 7 days, have you taken any action to look for Yes (Skip to Q8.13) 1						

any kind of work?		No	0	
8.12 During the past 4 weeks, have you taken any action to look for any kind of work?		Yes		1
		No		0
8.13 Would you be able to take up work	Yes, immediately (Skip to	Q9.1)		1
if offered? Read out the options to the	Yes, within 2 weeks (Skip	to Q9.1)		2
respondent	Yes, but more than 2 wee	ks from now (Skip to Q9.1)		3
	No (Skip to Q9.1)			4
8.14 What is your employment status?	Employed full time, forma	al sector		1
	Employed part time, form	nal sector		2
	Employed full time, inform	nal sector		3
	Employed part time, infor	rmal sector		4
	Self employed, own busir	ness, NOT working from home		5
	Self employed, own busir	ness, working from home		6
8.15 Which sector are you employed	Agriculture, hunting, fore	stry, fishing <mark>(Skip to Q8.16)</mark>		1
in? Do NOT read out the options	Mining and quarrying (Sk	ip to Q8.16)		2
	Manufacturing (Skip to Q	8.16)		3
	Electricity, gas and water	supply (Skip to Q8.16)		4
	Construction (Skip to Q8.	16)		5
	Wholesale and retail (Ski	p to Q8.16)		6
	Transport, storage and co	ommunication (Skip to Q8.16)		7
	Financial, insurance, real	estate and business services (Skip to Q8.16)		8
	Community, social and pe	ersonal services (Skip to Q8.16)		9
	Private household (Skip t	o Q8.16)		10
	Public sector or governme	ent <mark>(Skip to Q8.16)</mark>		11
	Other			12
8.15.1 You answered "Other" to the previous question, please specify				

Does your job provide any of the following:

8.16 Training and education	Yes	1
	No	0
8.17 Paid leave or sick leave	Yes	1
	No	0
8.18 Family leave	Yes	1
	No	0
8.19 Housing subsidy	Yes	1
	No	0
8.20 Transport allowance	Yes	1
	No	0
8.21 What kind of employment contract	Indefinite contract	1
do you have	Fixed term contract	2
	Temporary post through employment agency	3
	Apprenticeship or other training scheme	4
	No written contract	5
	Other	6
	Don't know	7
Besides your basic salary, does your rem	uneration include any of the following items?	
8.22 Overtime payments	Yes	1
	No	0
8.23 Medical aid	Yes	1
	No	0
8.24 Pension or provident fund	Yes	1
	No	0
8.25 Performance bonus	Yes	1
	No	0
8.26 Annual bonus or 13th cheque	Yes	1
	No	0
8.27 How many hours do you work per w	eek in your main job?	

8.28 On the whole, how satisfied are	Very satisfied	1
you with the working conditions in your	Satisfied	2
job?	Neither satisfied nor dissatisfied	3
	Dissatisfied	4
	Very dissatisfied	5

Let's talk about goods and services that you might buy or sell

9.1 Does anyone in your household take	Another province		1
goods out of Gauteng to sell in:	Another country		2
	None		3
9.2 Does anyone in your household	Another province		1
bring goods into Gauteng to sell, from:	Another country		2
	None		3
9.3 In the 12 months before today, have	you bought goods or services from people selling on	Yes	1
the street or in the informal sector?		No (Skip to Q9.6)	0
9.4 What kinds of goods or services did	Food		1
you buy? Can be multiple mention	Clothes	Clothes	
	Accessories (cosmetics, jewelry, sunglasses etc.)		3
	Hair salon or barber		4
	Mechanic, car service, panel beating etc.		5
	Tailor, sewing, shoe repair		6
	Other		7
9.5 Why do you buy goods or services	Good prices and affordable (Skip to Q9.7)		1
from people selling on the street or in	Conveniently located nearby (Skip to Q9.7)		2
the informal sector?	I know who I am buying from (Skip to Q9.7)		3
	I can get good brands at good prices (Skip to Q9.7)		4
	Other (Skip to Q9.7)		5
9.6 Why do you NOT buy goods or	Too expensive		1
services from people selling on the	Inconvenient		2
street or in the informal sector?	Dirty or unhygienic		3

	Not enough choice or stock too limited			4
	People think I can't afford real shops			5
	Unsafe			6
	Other			7
Let's talk about issues related to crime a	nd safety for a while			
9.7 During the past year, has the crime si	tuation during the past year improved,	Improved	1	
stayed the same or got worse?		Stayed the same	2	
		Got worse	3	
9.8 Have you been a victim of crime in	Yes			1
the past year?	No			0
9.9 How safe do you feel walking in the	Very safe			1
area where you live during the day?	Fairly safe			2
	Neither safe nor unsafe		3	
	Bit unsafe		4	
	Very unsafe			5
9.10 How safe do you feel walking in	Very safe			1
the area where you live after dark?	Fairly safe		2	
	Neither safe nor unsafe			3
	Bit unsafe		4	
	Very unsafe			5
9.11 How safe do you feel at home?	Very safe			1
	Fairly safe		2	
	Neither safe nor unsafe			3
	Bit unsafe	Bit unsafe		4
	Very unsafe			5
9.12 How satisfied are you with safety	Very satisfied			1
and security services provided by	Satisfied		2	
government where you live?	Neither satisfied nor dissatisfied		3	
	Dissatisfied			4

Very dissatisfied	5
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Let's talk about you and your community again.

10.1 In the past year, have you	Ratepayers association	1
participated in the activities of any of the following clubs? Can be multiple mention		2
	Sports Club	3
	Trade Union	
	Civic association	4
	Men's or Women's organisation	5
	Church or religious organisation	6
	Choir	7
	Neighbourhood watch	8
	Social or recreational club	9
	Youth organisations or clubs	10
	Savings club (stokvel)	11
	Political Party	12
	Student organisation	13
	Street or block committee	14
	Tribal or clan association	15
	Business or Professional organisation	16
	Cultural organisation	17
	Burial society	18
	Any other non-governmental or community based organisation	19
	None	20
10.2 Of all the types of civil society	Ratepayers association	1
organisations you belong to, which is the most important to you personally?	Sports Club	2
	Trade Union	3
	Civic association	4
	Men's or Women's organisation	5
	Church or religious organisation	6

	Choir	7
	Neighbourhood watch	8
	Social or recreational club	9
	Youth organisations or clubs	10
	Savings club (stokvel)	11
	Political Party	12
	Student organisation	13
	Street or block committee	14
	Tribal or clan association	15
	Business or Professional organisation	16
	Cultural organisation	17
	Burial society	18
	Any other non-governmental or community based organisation	19
	None	20
10.3 Have you taken part in any service	Yes	1
delivery protest in the past 12 months?	No	0

Let's chat briefly about health issues

11.1 Where do you usually go for medical care?	Private health care facilities	1
	Public health care facilities (Skip to Q11.3)	2
	Use public and private facilities	3
	Traditional healer	4
	Not applicable, don't usually need health care (Skip to Q11.3)	5
11.2 If you are not using public health	Distance or accessibility	1
facilities, what is the MAIN reason that you don't use public health facilities?	Cost	2
	Quality of care	3
	No public health care facilities available	4
	Other	5

11.3 Are you personally covered by any	Medical aid	1
form of medical aid or other medical insurance?	Hospital plan	2
	No medical insurance	3
	Other	4
11.4 Let us think about particular	Alcohol abuse	1
health problems that are facing your	Cancer	14
community. Which ONE health	Cholera	2
problem is the biggest facing your community? Do not read out the	Diabetes (sugar)	13
options unless a prompt is required	Diarrhoea	3
options unless a prompets required	Drug abuse	4
	Heart disease	11
	High blood pressure	12
	HIV Aids	5
	Malaria	9
	Malnutrition	6
	Measles	7
	Obesity	10
	Teenage pregnancy	15
	Tuberculosis (TB)	8
	Other	16
11.5 How often, if ever, does your	Always	1
health status prevent you from doing	Some of the time	2
daily work?	Hardly ever	3
	Never	4
11.6 How often, if ever, does your	Always	1
health status prevent you from taking	Some of the time	2
part in your usual SOCIAL activities (physical and emotional problems)?	Hardly ever	3
(physical and emotional problems)?	Never	4
11.7 How satisfied are you with the	Very satisfied	1
health services that government		

provides?	Satisfied	2	
	Neither satisfied or dissatisfied	3	
	Dissatisfied	4	
	Very dissatisfied	5	
	Don't use public health or don't know	6	

We are almost at the end now. I just have a few more questions about you.

12.1 What is the highest level of school	No Education	1
education you have <u>completed</u> ? Note,	No Education	
the relevant education had to be	Grade 0 or Grade R	2
completed. Certificates and diplomas	Grade 1 or Sub A	3
must be from an educational	Grade 2 or Sub B	4
institution such as a technikon, college	Grade 3, Std 1 or L1	5
or university. Certificates from	Grade 4, Std 2 or L2	6
vocational or non educational	Grade 5, Std 3 or L3	7
institutions does not count, e.g. first	Grade 6, Std 4 or L4	8
aid certificate from local hospital.	Grade 7, Std 5 or L5	9
	Grade 8, Std 6, L6 or Form I	10
	Grade 9, Std 7, L7 or Form II	11
	Grade 10, Std 8, L8, Form III, NTC 1, or RCE higher	12
	Grade 11, Std 9 or Form IV	13
	Grade 12, Std 10, Matric	14
	A certificate from a college, technikon or university	15
	A diploma from a college, technikon or university	16
	Technikon or university degree	17
	Post graduate degree - e.g. Hons, MA, PhD	18
	Unspecified	19
12.2 What is your current age? Enter the	number of years old	
12.3 Do you have any kind of disability?	Not disabled	0

	Sight disability		1
	Hearing disability		2
	Communication or speech disability		3
	Physical disability		4
	Intellectual disability		5
	Emotional disability		6
	Multiple disabilities		7
12.4 How many people, including you, li	ve in this household? That is the people living in the same dw	velling and	
usually eating together for at least 4 nig	ghts per week or more		
12.5 Who is the head of this	Respondent		1
household? Not the dwelling, but the	Spouse or partner of respondent		2
household where you eat together 4	Spouses, partners or parents together		3
times per week or more	Mother of respondent		4
	Father of respondent		5
	Grandmother of respondent		6
	Grandfather of respondent		7
	Other female		8
	Other male		9
12.6 How many of the household memb	ers are under 18 years old?		
	ceive a social grant of any type, such as an old age pension,	Yes	1
child care or disability grant, or is anyon	e registered on a municipal indigency register?	No (Skip to Q12.8)	0
12.7.1 What type of grants are	Disability grant		1
received? Can be multiple mention	Old age pension		2
	War veterans grant		3
	Foster care grant		4
	Care dependency grant		5
	Child support grant		6
	Social relief in distress grant		7
	Registered on the indigency register		8

Notes regarding Q12.8 - You may show the respondent the options that can be selected on the que card provided to you. The Total Household Monthly Income should be the sum of ALL money actually brought into the household by all household members from Salaries, Grants, Pensions and any other source of income.

12.8 Can you tell me what is the total amount of money brought into the household per month <u>by all household</u>	1 - 400	1
	401 - 800	2
	801 - 1600	3
<u>members?</u> This is after deductions such as tax, medical aid and pension	1601 - 3200	4
contributions. Fieldworker: If the	3201 - 6400	5
respondent says "No income", ask:	6401 - 12800	6
"Are you absolutely sure that no	12801 - 19200	7
money comes into the household at	19201 - 25600	8
all, whether from wages, social grants,	25601 - 38400	9
help from friends and family or any	38401 - 51200	10
other source? Only if the answer is "yes" then enter as "No Income"	51201 - 76800	11
otherwise get a value.	76801 - 102400	12
	102401 - 153600	13
	153601 - 204800	14
	204801 - 500000	15
	More	16
	No Income	17
	Respondent refused	18
Thinking about everyone in this housel	nold please tell me which of the following activities, if any, bring any money into this ho	usehold?
12.9 Formal employment	Yes	1
	No	0
12.10 Informal employment	Yes	1
	No	0
12.11 Government grants including pensions	Yes	1
	No	0
12.12 Support from family or remittances	Yes	1
	No	0

12.13 Support from friends	Yes	1
	No	0
12.14 Renting out a dwelling, flat,	Yes	1
room, garage etc.	No	0
12.15 Savings or returns on investments	Yes	1
	No	0
12.16 Does this household give support or money to any other household, such as relatives living elsewhere?	Yes	1
	No	0

I would like to thank you for your participation and sacrificing some of your valuable time. Without your participation this study is not possible. It is much appreciated.