



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

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**Authors:**

Anthea Dallimore, Julia de Kadt, Christian Hamann  
and Sthembiso Pollen Mkhize

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

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**Authors:** Anthea Dallimore, Julia de Kadt, Christian Hamann and Sthembiso Mkhize

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# 1 INTRODUCTION AND BACKGROUND



## **1.1 Introduction**

This report provides the City of Tshwane 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 Tshwane, 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 Tshwane. 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 questionnaires, 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 Tshwane is 2 810 (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 target	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

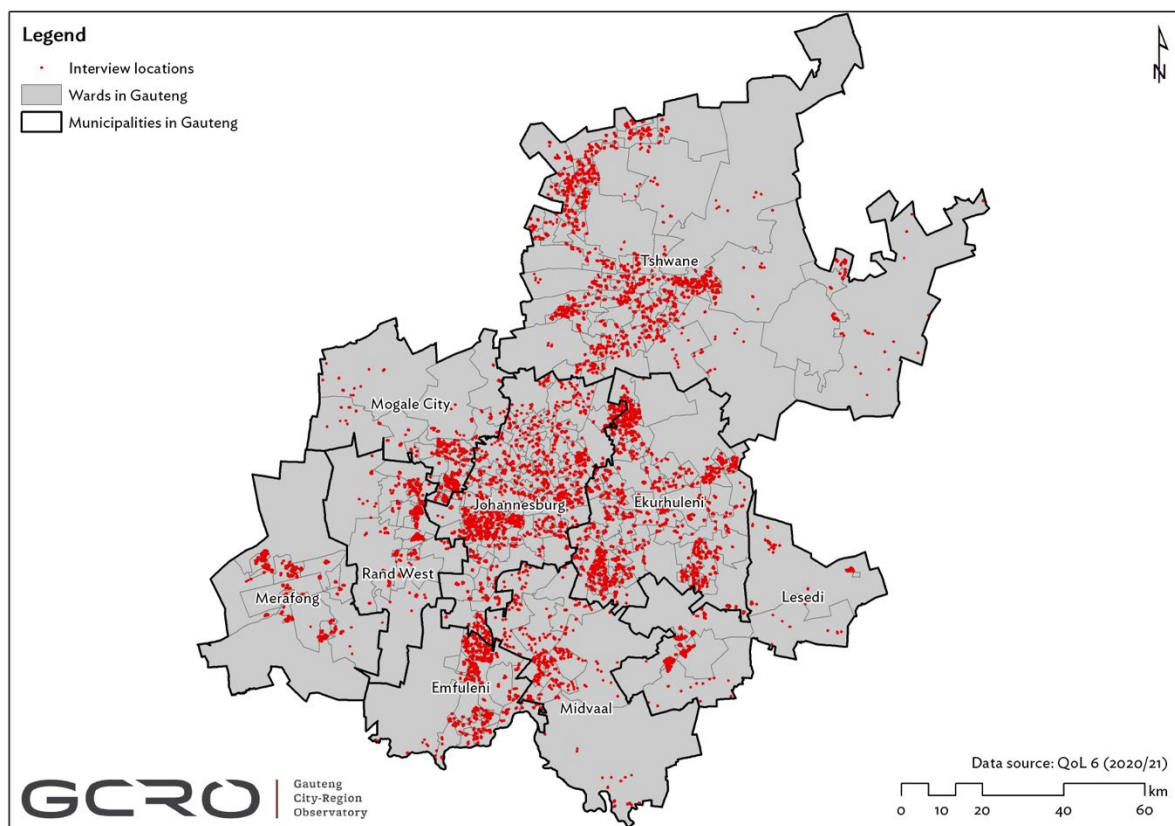
The in-field sampling protocol required field team members to visit each primary visiting point. Where visiting points were at a multi-unit dwelling (such as a hostel, block of flats, gated community or house with backyard dwellings), in-field random sampling determined at which dwelling units interviews 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).

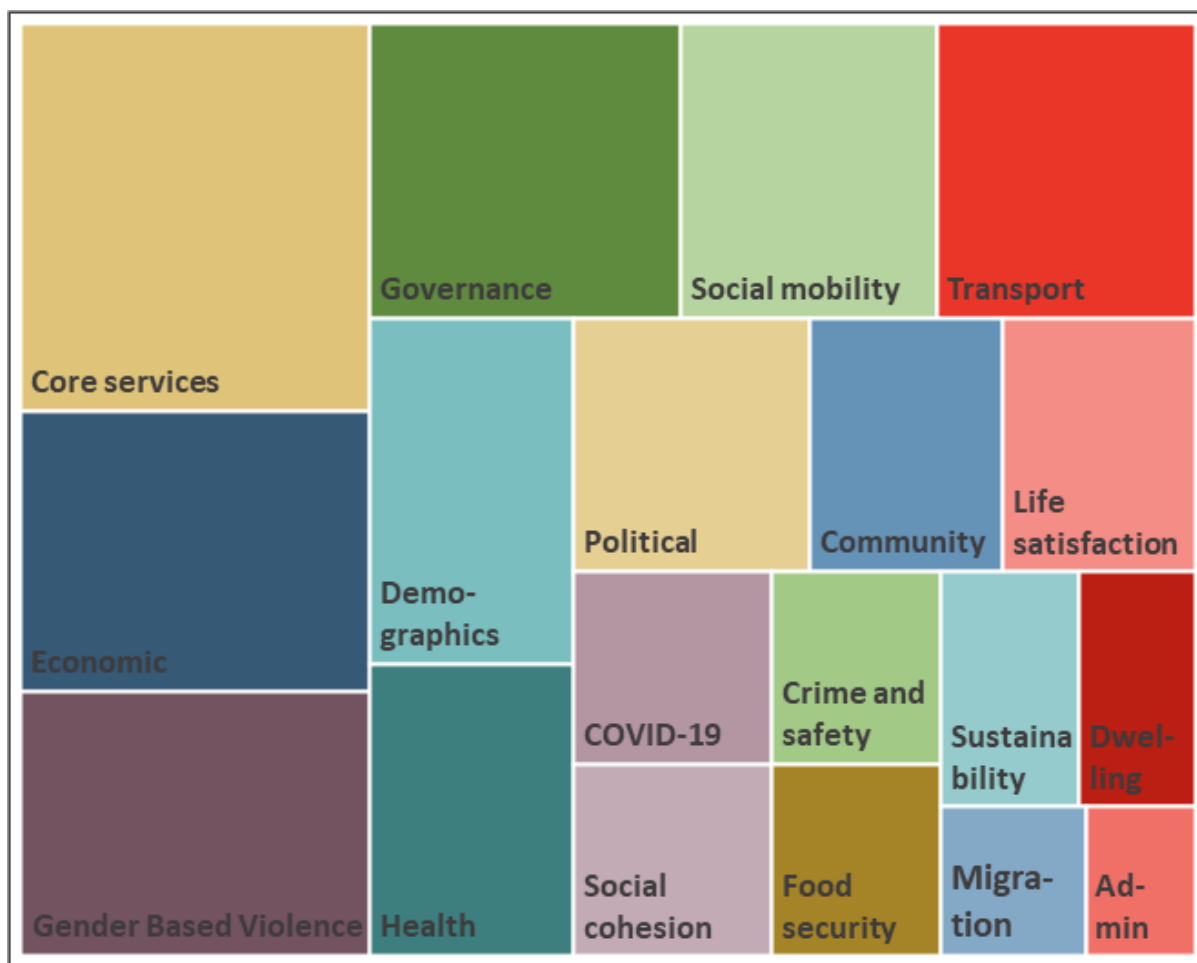
**Figure 1.3.1: Distribution of the 13 616 attained QoL 6 (2020/21) interviews across Gauteng province**



## 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 various aspects of sample distribution is illustrated in Table 1.3.2, Table 1.3.3 and Table 1.3.4, in the following pages. 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 Tshwane regions in the unweighted and weighted QoL 6 (2020/21) data

City of Tshwane	Sample size (unweighted)	Percentage of CoT sample (unweighted)	Percentage of CoT sample (weighted)
Region 1	729	25.9%	30.9%
Region 2	318	11.3%	14.4%
Region 3	630	22.4%	15.5%
Region 4	327	11.6%	10.8%
Region 5	79	2.8%	4.9%
Region 6	624	22.2%	19.2%
Region 7	103	3.7%	4.3%
TOTAL	2 810	100%	100%

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

Area		Black African	Coloured	Indian/Asian	White	Other	Total
City of Tshwane (GeoTerralmage adult population estimates)	Male	40.2%	0.8%	0.8%	7.2%	n/a	49.0%
	Female	41.3%	0.9%	0.7%	8.1%	n/a	51.0%
	Total	81.5%	1.7%	1.5%	15.3%	n/a	100%
City of Tshwane (unweighted)	Male	35.4%	0.7%	0.6%	9.9%	0.1%	46.8%
	Female	40.4%	1.0%	0.6%	11.1%	0.1%	53.2%
	Total	75.8%	1.7%	1.2%	21.0%	0.2%	100%
City of Tshwane (weighted)	Male	40.1%	0.8%	0.8%	7.2%	0.1%	49.0%
	Female	41.2%	0.9%	0.7%	8.1%	0.1%	51.0%
	Total	81.3%	1.7%	1.5%	15.3%	0.2%	100%
Gauteng Province (GeoTerralmage 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.**

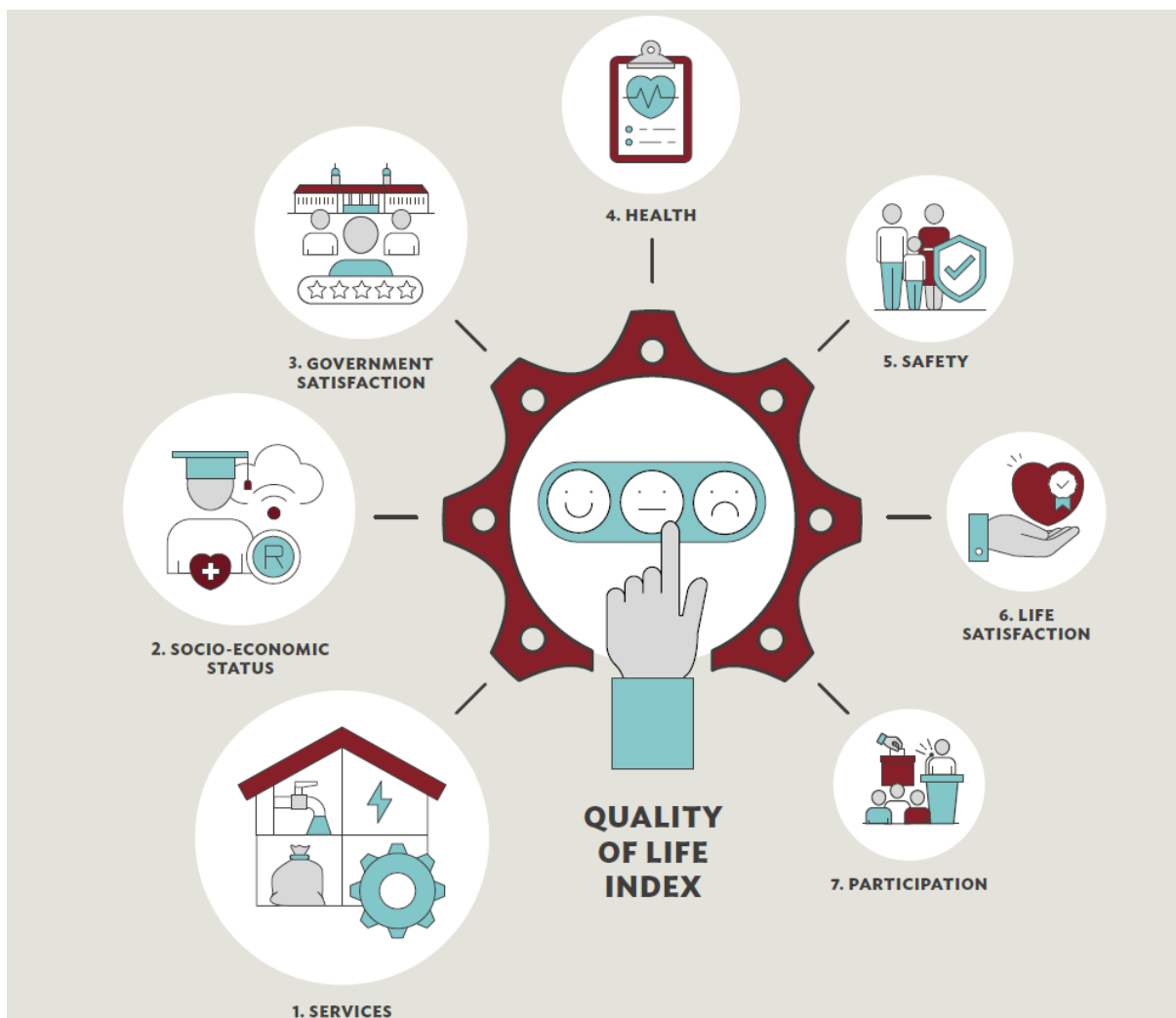
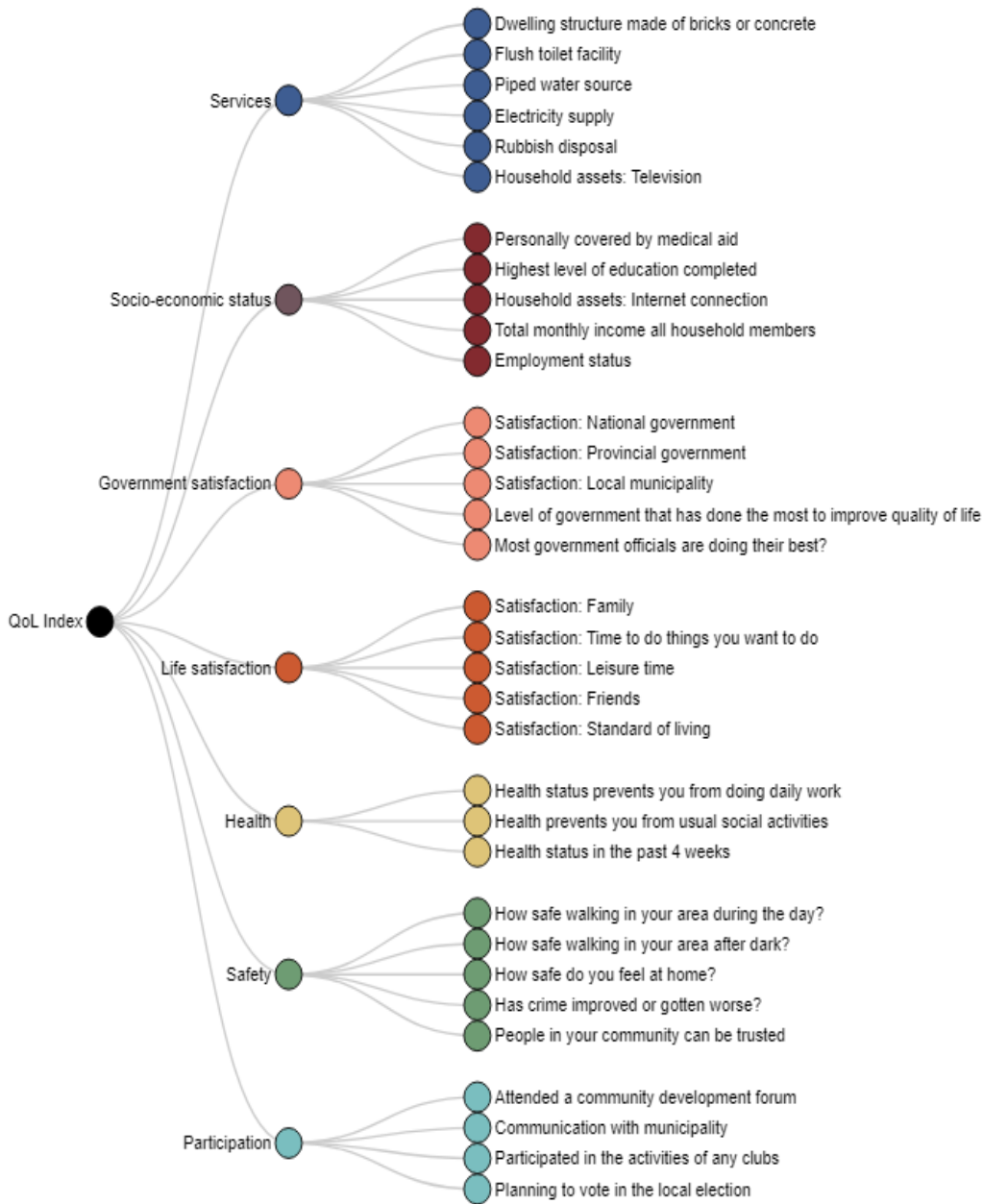




Figure 1.4.2: Variables feeding into each dimension in the QoL Index



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 TSHWANE: MUNICIPAL PROFILE



## 2.1 Introduction

This section provides an overview of QoL Survey 6 (2020/21) results for the City of Tshwane (CoT). 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 Tshwane 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.

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

With the exception of refuse removal, access to basic services has held relatively steady. With a few exceptions though, satisfaction with services has declined somewhat. There is evidence of growing concern about water cleanliness. Residents are increasingly well connected, through cell phones and internet usage, and the majority continue to wish to hear from municipal government. However, satisfaction with all spheres of government has fallen, with provincial and municipal government being most affected. Overall quality of life, as measured by the QoL Index, has declined slightly relative to QoL V (2017/18). The negative impact of growing government dissatisfaction and socio-economic challenges have been partly counteracted in an increase in health – despite the context of the pandemic. In total, the QoL results paint a picture of a City experiencing substantial social and economic distress in the context of a pandemic that has wreaked economic havoc.

After weighting, the Tshwane subsample represents a total of 3 275 respondents. The weighted data is aligned to Tshwane's adult population distribution by sex and population group. There is a slightly higher proportion of female residents than male. Just over eight out of ten residents are Black African, and the next largest population group is White residents (15%). Coloured residents make up an additional 2%, and Indian/Asian residents another 1%. The income distribution of respondents shows that 14% of residents live in households that are considered chronically poor (monthly income of R800 or less). Just over a third of respondents live in households with monthly incomes from R801 to R3 200, and a further 30% in households with monthly incomes from R3 201 to R12 800.

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

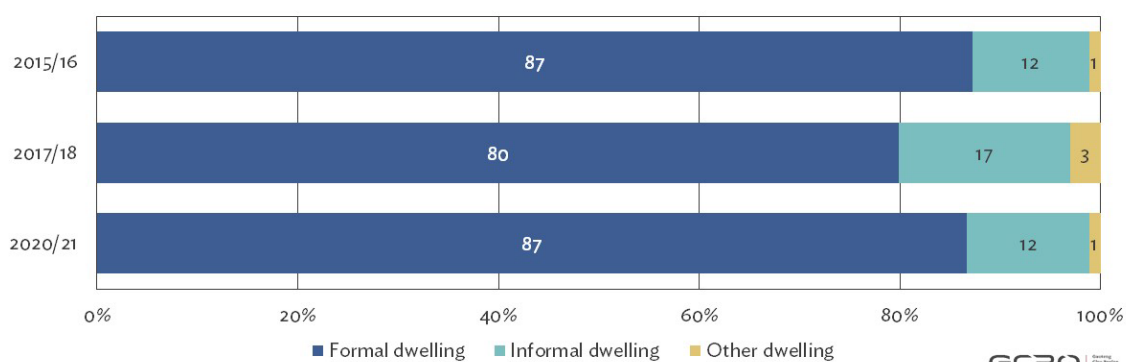
<b>Sex</b>	
- Female	51%
- Male	49%
<b>Population group</b>	
- Black African	81%
- Coloured	2%
- Indian/Asian	1%
- White	15%
<b>Monthly household income (of households reporting income)</b>	
- R1 – R800	14%
- R801 – R3 200	34%
- R3 201 – R12 800	30%
- R12 801 – R25 600	11%
- R25 601 – R51 200	7%
- R51 201 and more	4%
<b>Highest education</b>	
- No education	2%
- Primary only	10%
- Secondary incomplete	30%
- Matric	30%
- More	27%
- 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 CoT, with 87% living in a formal dwelling, an increase of seven percentage points from 2017/18, back to the same level as it was in 2015/16. The proportion of people living in informal dwellings decreased by five percentage points, from 17% 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. These shifts between 2017/18 and 2020/21 are notable. They are likely to relate in part to the difficulties that fieldworkers faced when trying to access hostels under COVID-19 regulations, but contributing factors should be explored.

**Figure 2.2.1: Percentage of respondents in the CoT 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 (72%) are either very satisfied or satisfied with their current dwelling (Figure 2.2.2). Following a drop between 2015/16 (28%) and 2017/18 (18%), there has been an improvement in the proportion of respondents who are very satisfied in 2020/21 (26%), although this remains below 2015/16 levels. The proportion satisfied was at 48% in 2015/16, declining marginally to 47% in 2017/18, and then down to 46% in 2020/21. There is a notable decline in the proportion of respondents who are very dissatisfied between 2017/18 and 2020/21, dropping from 10% to 5%.

**Figure 2.2.2: Percentage of respondents in the CoT 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).**

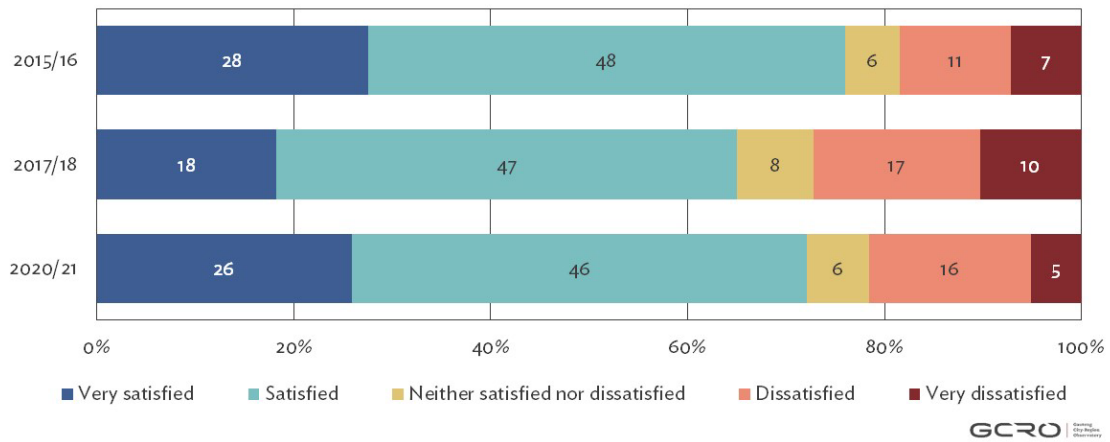
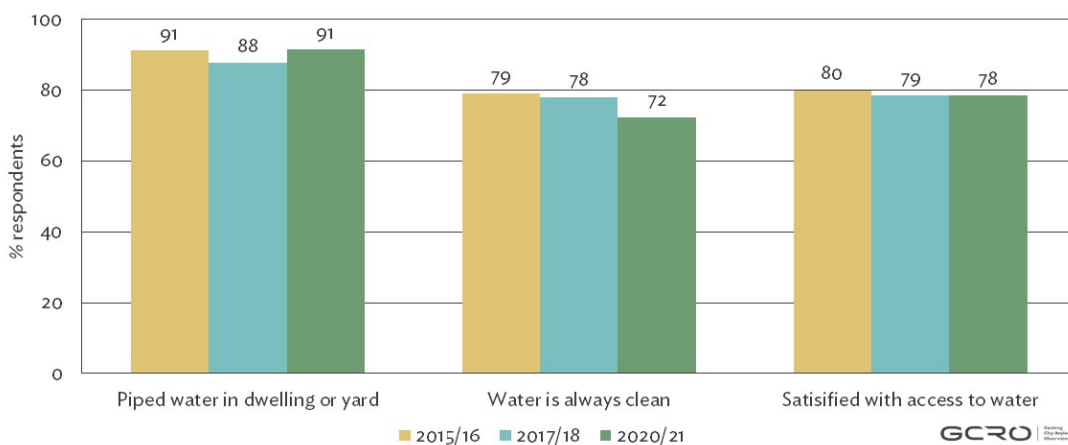


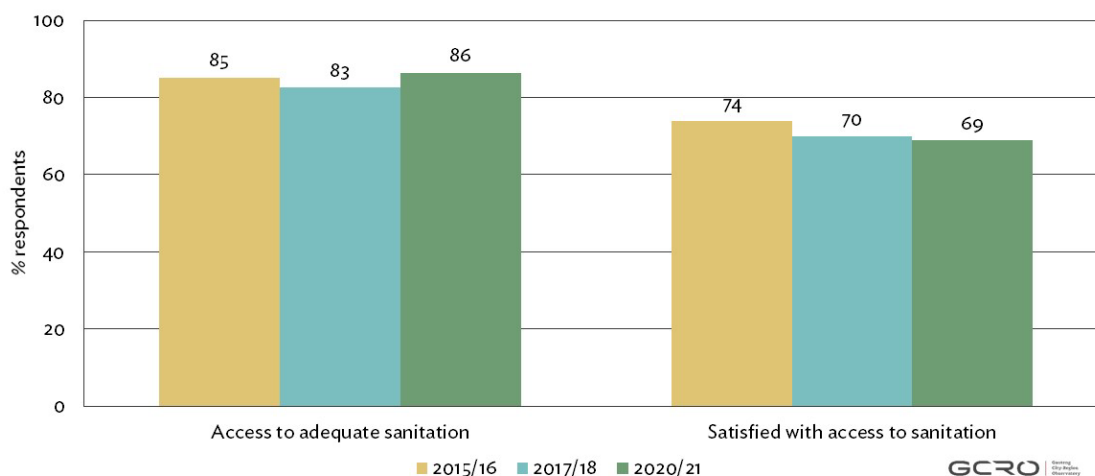
Figure 2.2.3 presents access to piped water, and the perceived cleanliness of water. In QoL 2020/21, 91% of respondents live in households with water piped either into the dwelling or in the yard. This is a three percentage point improvement from the previous QoL Survey, but a return to the 2015/16 level. There is a notable drop in the proportion of respondents who state that their water is always clean, falling from 78% in 2017/18 to 72% in 2020/21. Despite this, 78% of 2020/21 respondents say that they are satisfied with their access to water, only a one percentage point drop from 2017/18.

**Figure 2.2.3: Percentage of respondents in the CoT 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).**



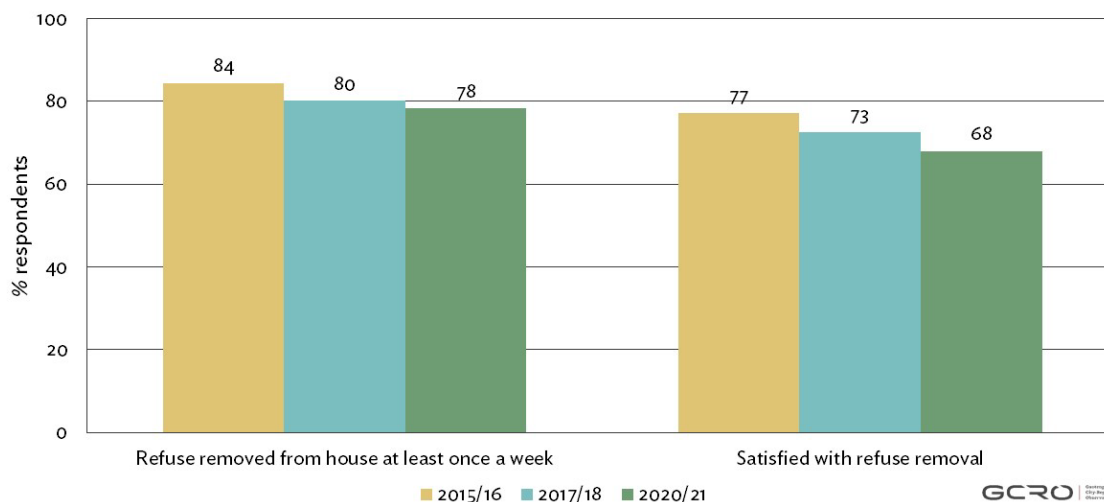
Levels of access to adequate sanitation are somewhat lower than access to piped water (Figure 2.2.4). ‘Adequate’ sanitation is defined as access to a flush toilet (either connected to the sewage system or septic tank), a chemical toilet or a pit latrine with a ventilation pipe. In QoL 2020/21, 86% of households have access to adequate sanitation, up one percentage point from 2015/16, and three from 2017/18. Despite high levels of access, only 69% of respondents say that they are satisfied with the sanitation services they have access to in 2020/21. This is marginally lower than in 2017/18, and a five percentage point decline from 2015/16.

**Figure 2.2.4: Percentage of respondents in the CoT 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).**



In 2020/21, just fewer than eight out of ten residents of Tshwane (78%) have their refuse removed once a week from their home (Figure 2.2.5). This is down from 80% in 2017/18 and 84% in 2015/16. Levels of satisfaction with refuse removal have declined markedly over time, falling from 77% in 2015/16 to 73% in 2017/18, and 68% in 2020/21.

**Figure 2.2.5: Percentage of respondents in the CoT 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 proportion of residents who use of electricity for lighting has increased from 90% in 2015/16 and 2017/18 to 93% in QoL 2020/21 (Figure 2.2.6). A newly introduced question indicates that 78% of respondents in Tshwane use electricity for cooking.

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

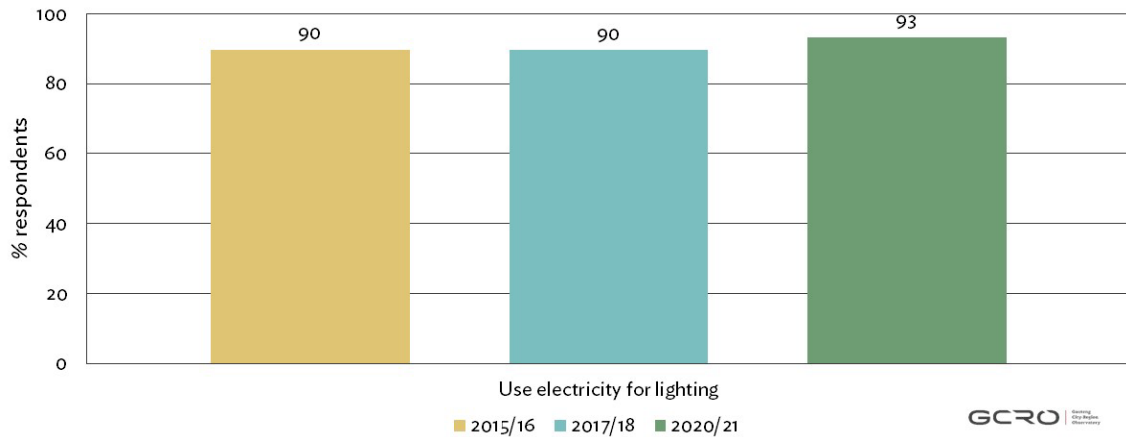


Figure 2.2.7 shows the levels of satisfaction with the energy sources that respondents currently have access to, using a five-point scale ranging from ‘very satisfied’ to ‘very dissatisfied’. In 2020/21, 15% of respondents are dissatisfied, which is greater than the 9% recorded in 2015/16 and 12% in 2017/18. The proportion who are very dissatisfied is 7%, a figure which has remained mostly unchanged over time. The proportion who are satisfied or very satisfied has fallen over time. Those who are very satisfied have declined from 19% in 2015/16 to 14% in 2017/18, and to 12% in 2020/21. In total, 70% of respondents in QoL 2020/21 indicate that they are satisfied or very satisfied with the energy sources they have access to, compared to 72% in 2017/18 and 73% in 2015/16.

**Figure 2.2.7: Percentage of respondents in the CoT 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).**

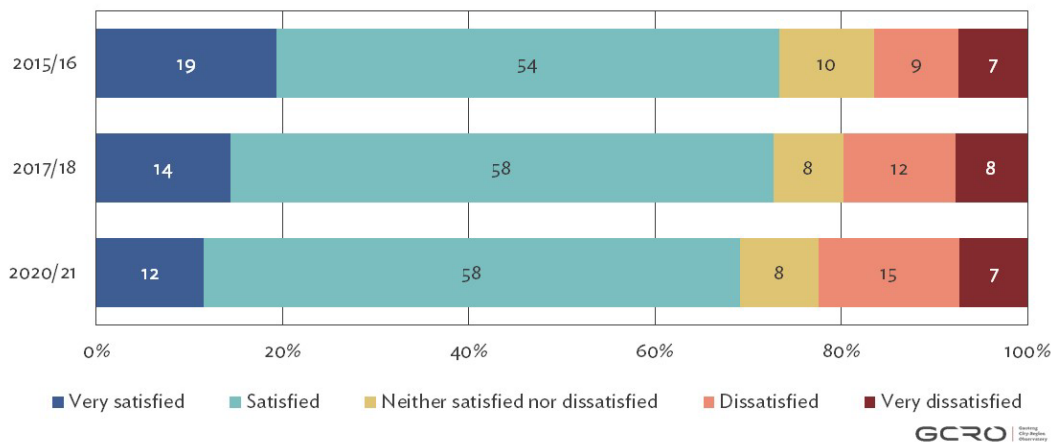
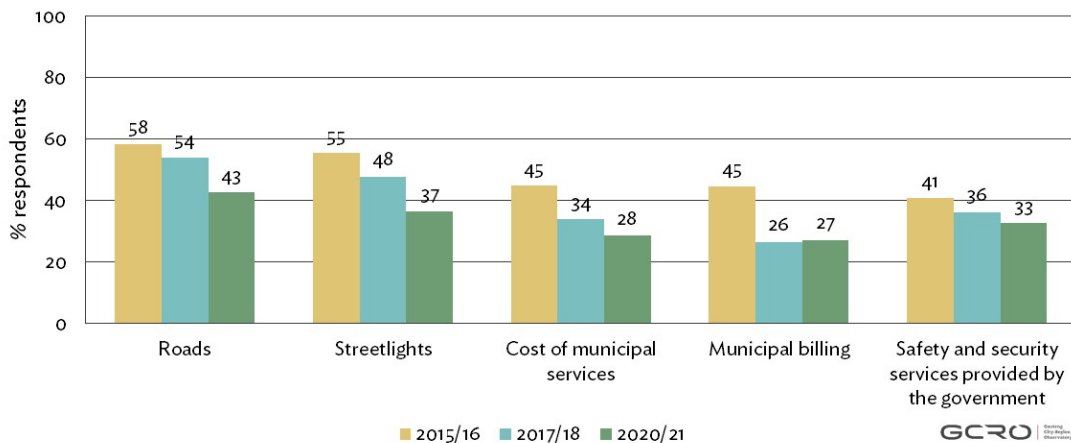




Figure 2.2.8 indicates overall levels of satisfaction (‘satisfied’ and ‘very satisfied’ combined) for a variety of other municipal functions. In each of these areas, there has been a decline in satisfaction levels. Satisfaction with roads has declined from 58% in 2015/16 to 43% in 2020/21. Satisfaction with streetlights has declined even more than this since 2015/16, falling from 55% to 37% in 2020/21. Only 28% of respondents say that they are satisfied with the cost of municipal services, a notable drop from 45% in 2015/16 and 34% in 2017/18. Satisfaction levels with the way respondents are billed for municipal services is even lower, at only 27%. This is a marginal increase from 26% in 2017/18, but still a notable decline compared with 45% in 2015/16. Satisfaction with local safety and security services provided by government has declined steadily, falling from 41% 2015/16 to 36% in 2017/18, and 33% in 2020/21.

**Figure 2.2.8: Percentage of respondents in the CoT 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 way that residents would prefer to hear from the municipality. The most popular choice is via SMS or WhatsApp – chosen by just under one third of respondents (32%). This was followed by radio or TV (19%) and then at a ward meeting (15%). Least popular forms of communication include from a municipal call centre (0.4%) or from their website (0.9%) - these two options fall under ‘Other’ in Table 2.2.1 below.

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

Preferred means of communication	Percentage
SMS or WhatsApp	32
Radio or TV	19
At a ward meeting	15
In person from ward councillors	10
Pamphlets or leaflets	8
Email	7
Social media (Twitter, Facebook, etc.)	3
Other	7
Total	100.0

Almost all respondents (98%) say that their household owns a cell phone in 2020/21, and almost nine out of ten (87%) have a working television or satellite TV. Seven out of every ten respondents (69%) say that they use the internet. This continues a trend of steady increase since 2015/16. Trends in relation to engagement in key forms of participatory governance vary over time. In 2020/21, 25% of respondents say that they or a household member attended a ward meeting in the past year – a decline from 35% in 2017/18, but in line with 2015/16 figures. Attendance at mayoral imbizos also fell, from 15% in 2017/18 to 28% in 2020/21. Again, the 2020/21 figures are roughly in line 2015/16 figures. By contrast, attendance at an integrated development planning meeting increased to 8% from a previous figure of 3% in 2017/18, and only 1% in 2015/16.

**Table 2.2.2: Percentage of CoT 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	94%	97%	98%
Household owns working radio, CD player or music system	63%	75%	67%
Household owns working television or satellite TV	86%	88%	87%
Respondent uses the internet	56%	64%	69%
The respondent or a member of the household attended a ward meeting in the past year	26%	35%	25%
The respondent or a member of the household attended an integrated development planning meeting in the past year	1%	3%	8%
The respondent or a member of the household attended a mayoral imbizo meeting in the past year	2%	15%	6%

## 2.3 Government satisfaction

Figure 2.3.1 presents declining satisfaction rates with all levels of government relative to 2017/18, among residents of Tshwane. Satisfaction with all levels of government, other than local councillor, rose between 2015/16 and 2017/18, prior to the more recent decline to well below 2015/16 levels. The decline in satisfaction from 2017/18 to 2020/21 was most substantial for provincial government. 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 11 percentage points, from 39% to 28%. Satisfaction with national government fell from 37% in 2017/18 to 32% in 2020/21. Satisfaction with local government fell from 34% in 2017/18 to 24% in 2020/21. The lowest level of satisfaction in 2020/21 is with local councillors: of those respondents who know who their councillor is, 27% are satisfied. Nearly four out of ten respondents in the CoT (39%) say that they do not know who their councillor is (data not shown).

**Figure 2.3.1: Percentage of CoT 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).**

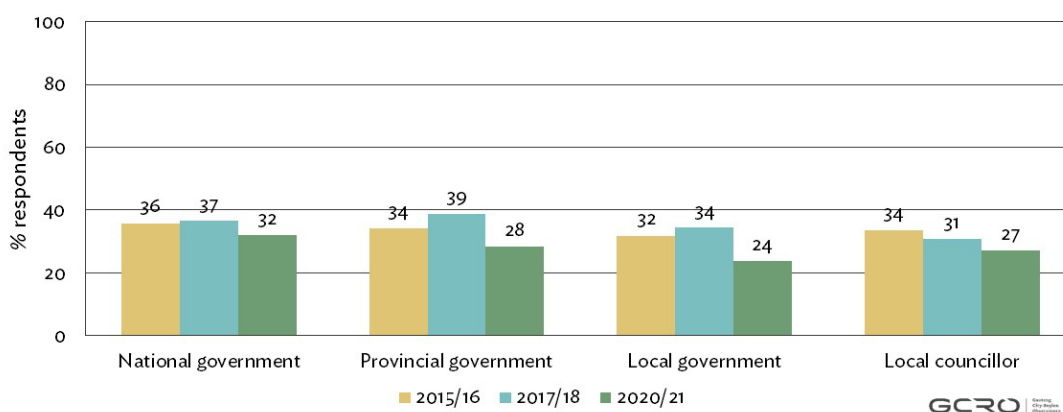
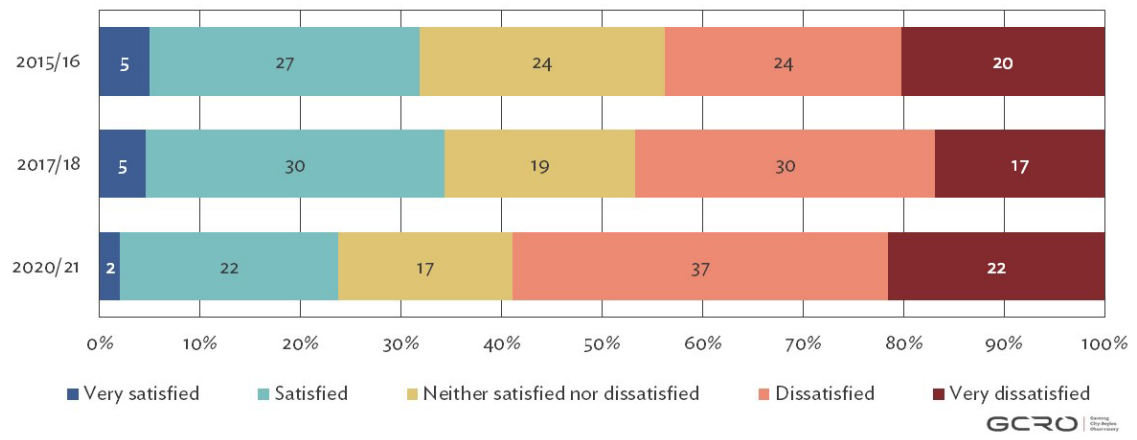


Figure 2.3.2 provides a more detailed breakdown of the levels of satisfaction with local government. Here it can be seen that the proportion of residents who were very dissatisfied was 20% in 2015/16, dropping to 17% in 2017/18, and then rising to 22% in 2020/21. The proportion of respondents reporting that they are dissatisfied has increased over time, from 24% in 2015/16, to 30% in 2017/18, and to 37% in 2020/21. By contrast, the proportion of respondents who are very satisfied remained constant at 5% between 2015/16 and 2017/18, but then declined to just 2% in 2020/21.

**Figure 2.3.2: Percentage of CoT 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 CoT has a score of 91, whilst the lowest scoring respondent has a score of 18. 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 one point from the score of 63 in both QoL 2017/18 and 2015/16, and is the same as the QoL 2015/16 score. By population group, White respondents enjoy the highest average QoL Index score, at 70, and Black African respondents have the lowest at 60. Following several years of increasing Index scores, all population groups experienced a decline in scores in 2020/21. Indian/Asian residents experienced the biggest drop in scores, while Black African people experienced the smallest drop. However, because the average score for Black African residents was already far lower than that for other population groups, this small drop means that Black African residents remain on average in the worst position. The average score by sex is also shown.

By regions in the City of Tshwane, Region 4 has the highest average Quality of Life Index score, with 68. The lowest score is found in Region 5, at 56 (Figure 2.4.2).

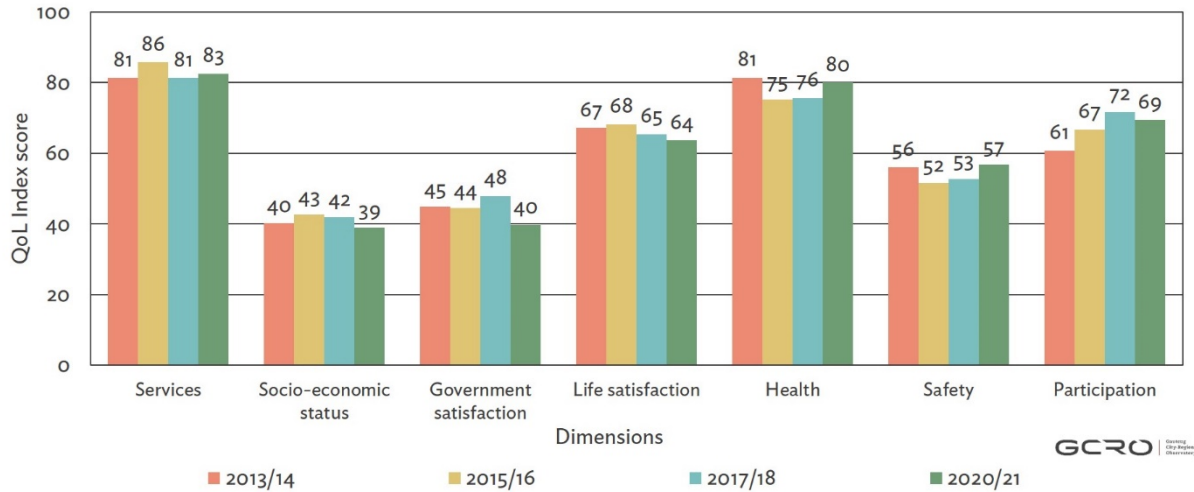
**Table 2.4.1: Mean Quality of Life Index scores, out of 100, for the CoT as a whole, by population group and sex, and by region. Data sources: GCRO QoL 6 (2020/21), GCRO QoL V (2017/18), GCRO QoL IV (2015/16) and GCRO QoL III (2013/14).**

	2013/14	2015/16	2017/18	2020/21
City of Tshwane	62	63	63	62
<b>Population group</b>				
Black African	60	61	61	60
Coloured	64	64	67	63
Indian/Asian	69	69	71	66
White	70	71	73	70
<b>Sex</b>				
Female	62	63	63	61
Male	63	63	63	62
<b>Regions</b>				
1	62	61	61	61
2	56	59	57	59
3	62	65	66	63
4	66	67	68	68
5	59	60	56	56
6	62	65	64	63
7	59	59	53	57

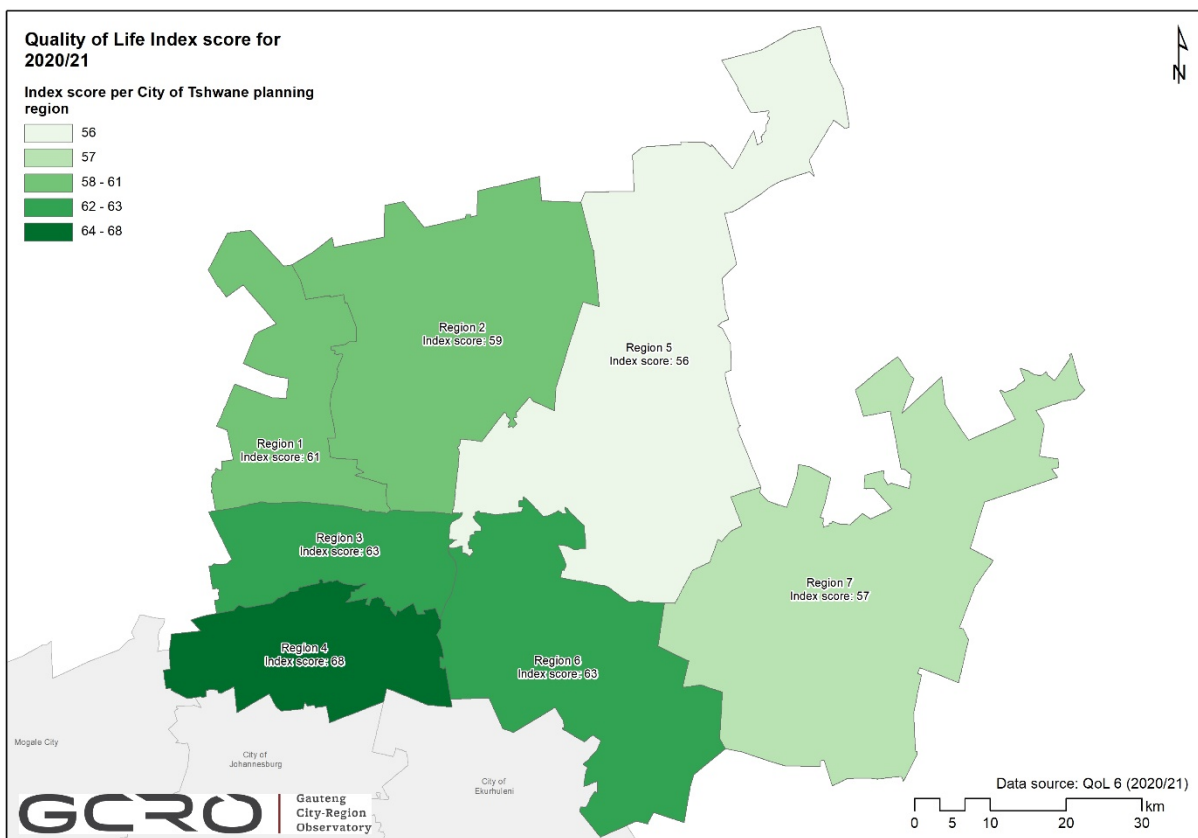
A breakdown of CoT scores for each dimension of the QoL Index over time is shown in Figure 2.4.1. Some dimensions show substantial changes over time, whilst others are more stable. The score for services has increased slightly relative to 2017/18, while the scores for health and safety have each

increased more notably by four points. Tshwane is the only municipality to have seen an increase in the health dimension relative to 2017/18. Scores for all other dimensions have fallen in 2020/21. Life satisfaction has fallen by one point relative to 2017/18. Socio-economic status and participation scores have both fallen more notably by three points – although only the socio-economic status score has fallen below 2013/14 levels. The most dramatic drop is in government satisfaction, which has fallen eight points from 53 in 2017/18 to only 38 in 2020/21.

**Figure 2.4.1: GCRO QoL Index dimension scores, each out of 100, for the CoT. 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 CoT regions. Data source: QoL 6 (2020/21).**





### 3 COMPARING MUNICIPALITIES IN GAUTENG



Image credit: Beth Pulane Crankshaw

### 3.1 Introduction

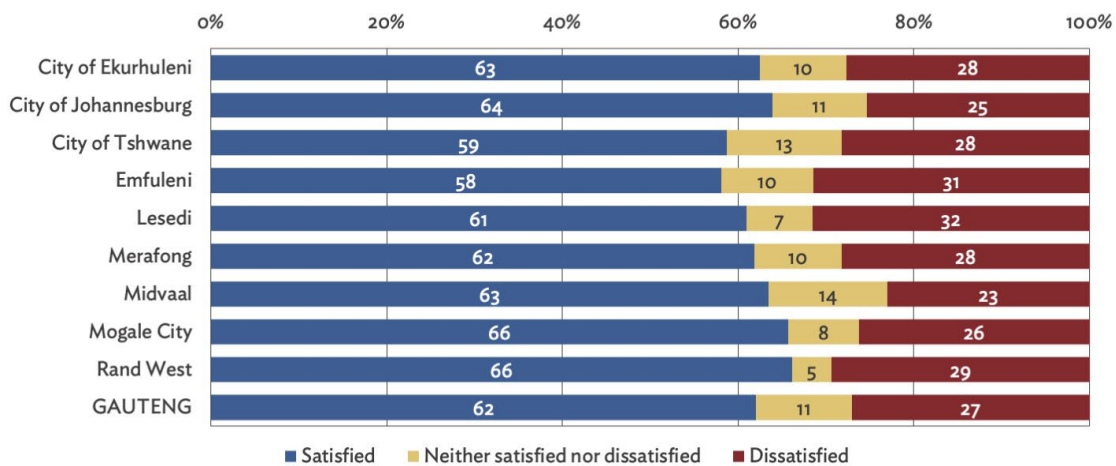
This section of the report provides more insight into QoL 6 (2020/21) content across a range of thematic areas, broken down by municipality. This enable municipal benchmarking, against other municipalities as well as against the province as a whole. For the City of Tshwane, results are often closely aligned with the provincial averages, as is to be expected given the population and weighted sample size of Tshwane. City of Tshwane stands out for relatively low levels of respondents reporting difficulty accessing healthcare, relatively high trust in neighbours and community members, and relatively high levels of satisfaction with life. The City also performed better than most municipalities on indicators of safety and hunger, although these issues remain a serious concern. Areas of particular challenge include access to and satisfaction with most basic services, and a high proportion of respondents who do not know who their local councillor is.

### 3.2 COVID-19 impact

For the residents of the City of Tshwane, COVID-19 has hit hard. Almost a third of working residents had their salary and working hours reduced (31%), while 17% lost a job together. One in 12 business owners had to close a business permanently (8%). The proportion of residents who report having received food support since March 2020 is one of the lowest of all the municipalities at 10%. Positively, however, the proportion who struggled to access healthcare (3%) is the lowest out of all municipalities, well below the provincial average at 7%. The City of Tshwane has a slightly higher share of respondents who are dissatisfied with the way the government responded to the COVID-19 pandemic (28%) than the provincial average (27%).

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 have the highest share of satisfied respondents (66% each).

**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 loss of employment, reduction of working hours and salary, and business closure. At the provincial level, 30% of those who were working say that they had had a reduction in their salary and working hours. The figure for the City of Tshwane is 30%, while five other municipalities have figures in the range of 30–32%. In Emfuleni, Merafong and Mogale City levels were lower, sitting in the range of 23–24%. The percentage of working respondents that say they had lost a job ranged from 13% in Merafong, at the lowest, to 25% in Lesedi, at the highest. In the City of Tshwane, 17% of applicable respondents say that they had lost their job, one percentage point below the provincial average of 18%. At the provincial level, a further 10% of respondents with businesses 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).**

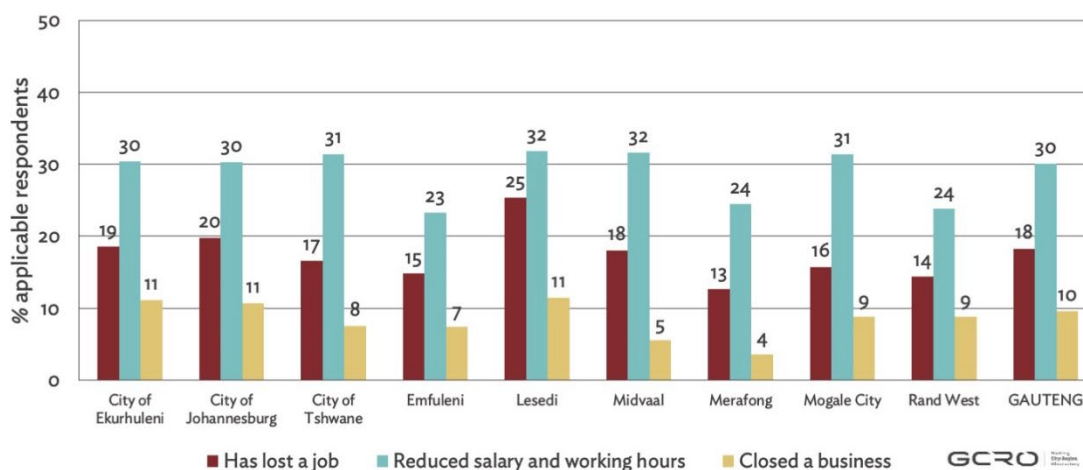
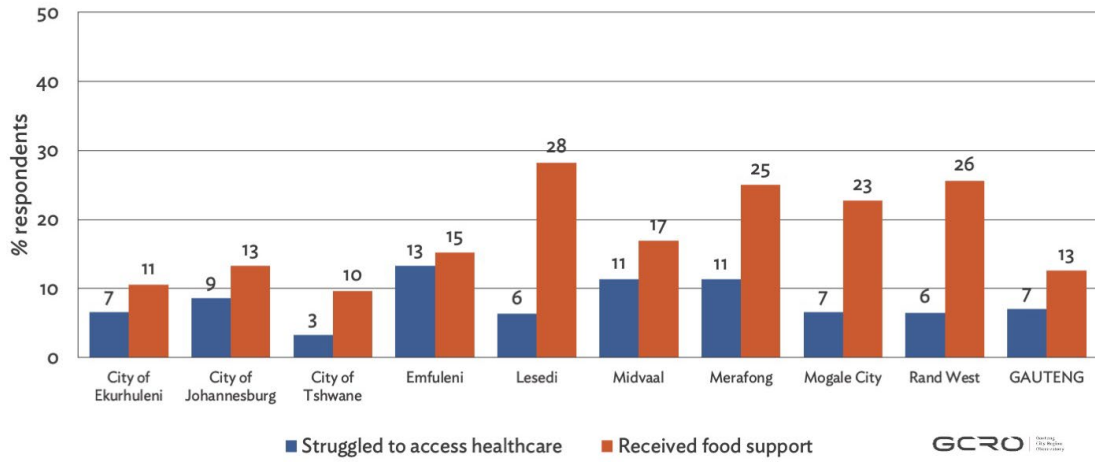


Figure 3.2.3, below, indicates instances where respondents have struggled to access healthcare since March 2020. Respondents were also asked if they had received any food support, from government or an NGO since March 2020. The proportion of respondents who struggled to access healthcare mostly stayed below 10%, except in Emfuleni, Midvaal, and Merafong. Of respondents in the City of Tshwane, 3% say that they struggled to access healthcare, which is well below the provincial average of 7%. There is much greater municipal variation in the proportion of respondents who received food support. The proportion of respondents in Lesedi receiving food support was 28%, more than double the provincial average of 13%. One in four residents from Merafong, Mogale City and Rand West received food support. The proportion of respondents from the City of Tshwane that received food support was 10%.

**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 Tshwane. Some 59% of respondents stated that they are dissatisfied with their local government. Over a third of respondents in Tshwane (39%) do not know who their local councillor is. This is the highest figure in the province. Just over half of Tshwane residents (53%) say that they distrust current leaders of government, closely in line with the provincial average.

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).**

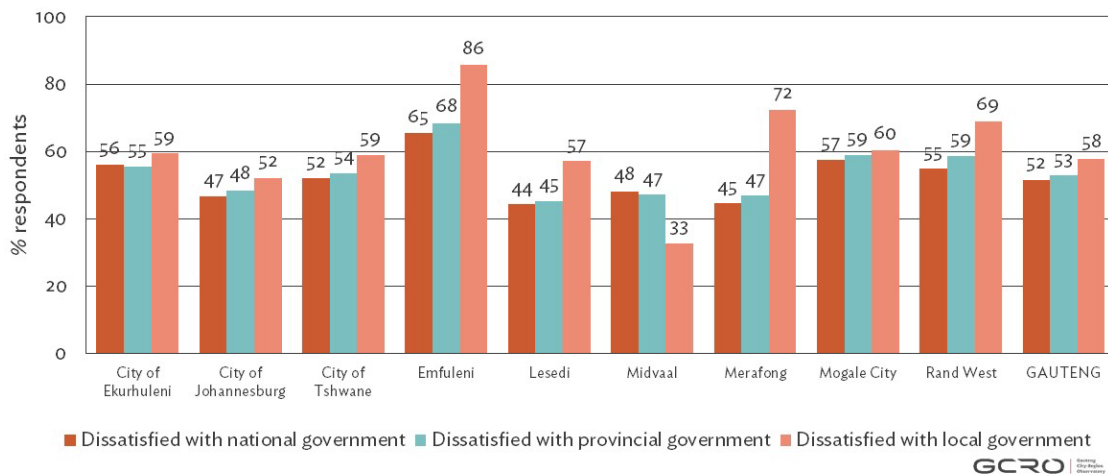
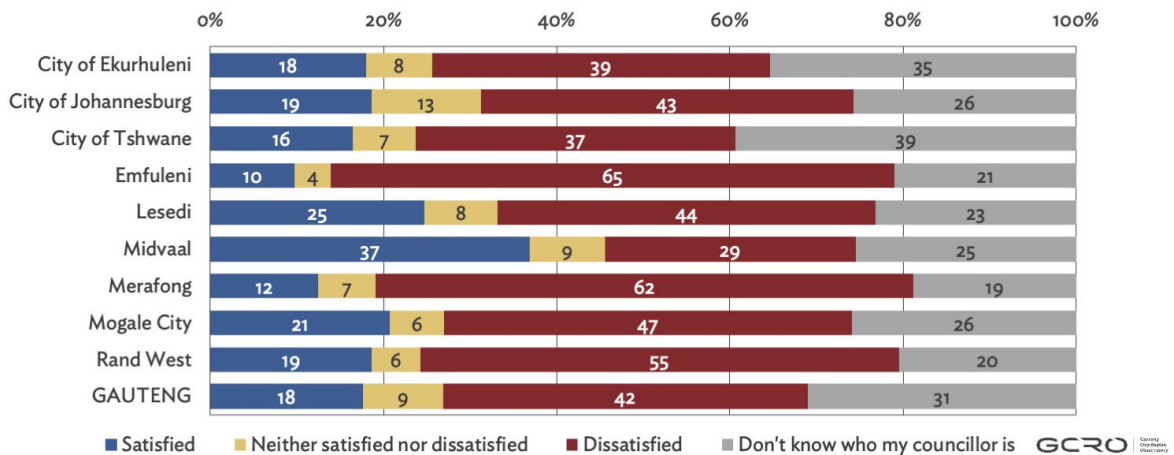


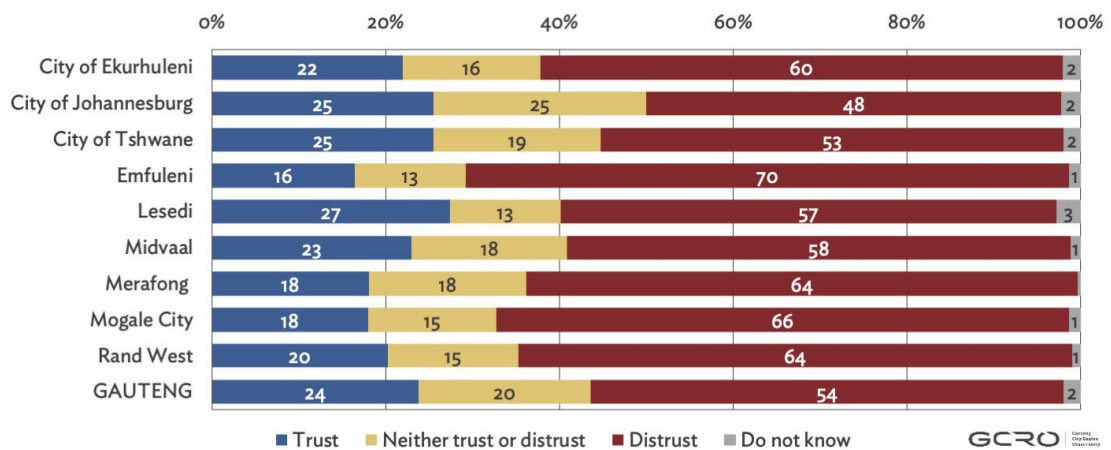
Figure 3.3.2 provides a detailed breakdown of how respondents feel about their local councillor. Firstly, it must be noted that at the provincial level, 31% of respondents do not know who their local councillor is. This ranges from as high as 39% in the City of Tshwane to as low as 19% in Merafong. At the provincial level, 42% of respondents are dissatisfied with their local councillor. 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%.

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



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 have the highest levels of trust, with 27% stating that they trust their government leaders. In the City of Tshwane, 25% of residents trust the leaders of government, while 53% say they distrust them.

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



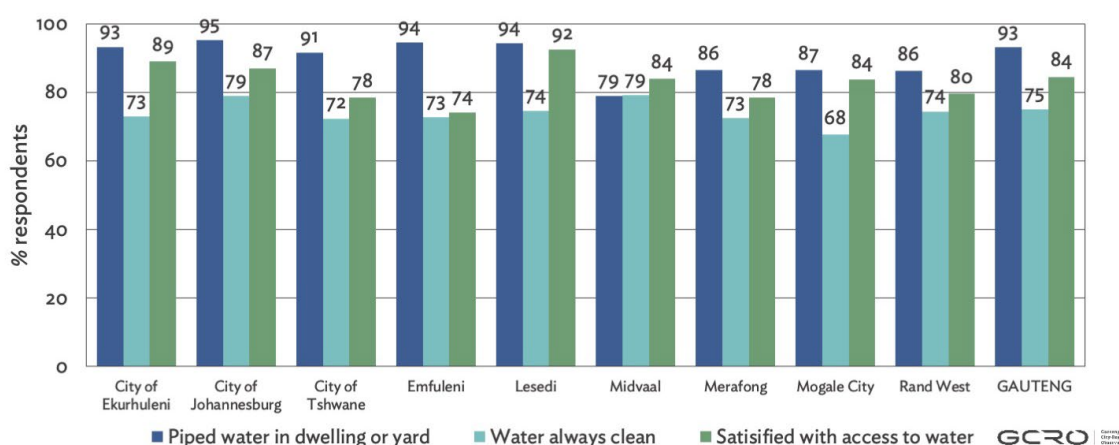
### 3.4 Access to and satisfaction with services

This section presents findings relating to access to and satisfaction with a range of services. In the City of Tshwane, levels of access to most basic services are somewhat below the provincial average, as are levels of satisfaction. The one exception is satisfaction with energy, where Tshwane residents are slightly more likely to be satisfied. Residents of the City of Tshwane report low levels of satisfaction with the cost of municipal services and the way that they are billed – although performance on these measures is poor across the province. Low levels of satisfaction with roads and streetlights are also an area of concern for the City of Tshwane.

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 Tshwane has levels of access to piped water (91%), slightly below the provincial average (93%). 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%. In terms of satisfaction with water, Lesedi has the highest percentage of satisfied residents (92%). Satisfaction is lowest in Emfuleni, at 74%. The City of Tshwane has the second lowest satisfaction rate, six percentage points below the provincial average of 84%.

Despite almost all residents of the province having access to piped water in their home or yard, only 75% of respondents perceive their water as always clean. In Tshwane, only 72% of residents believe water is always clean, falling below the provincial average (75%). The best-performing municipalities in this regard are the City of Johannesburg and Midvaal at 79%. Mogale City has the lowest score, at 68%. In terms of satisfaction with water, Lesedi has the highest percentage of satisfied residents (92%). Satisfaction is lowest in Emfuleni, at 74%. The City of Tshwane has the second lowest satisfaction rate, six percentage points below 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%. In City of Tshwane, 86% of residents have access to adequate

sanitation. 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% of residents 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%). In the City of Tshwane, 69% of residents are satisfied with sanitation services, four percentage points below the provincial average.

**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).**

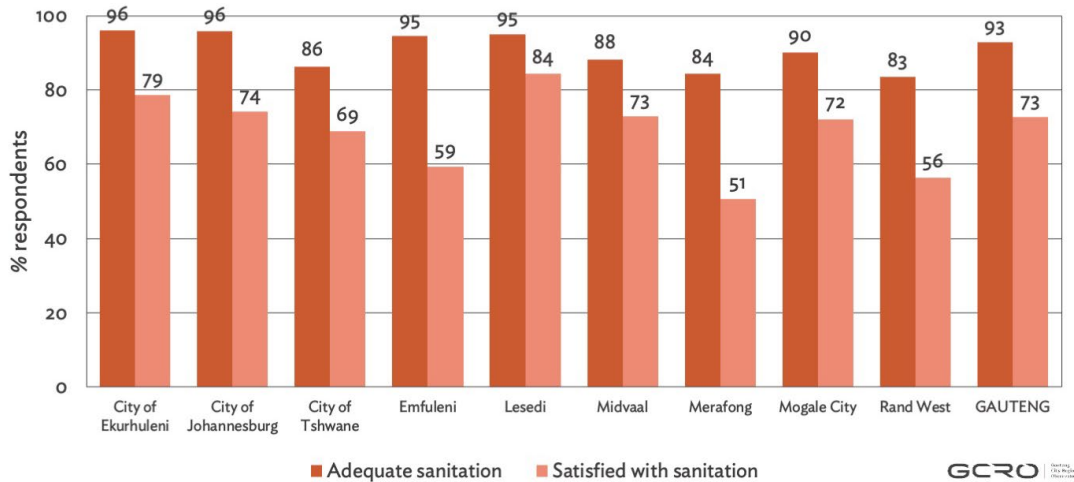
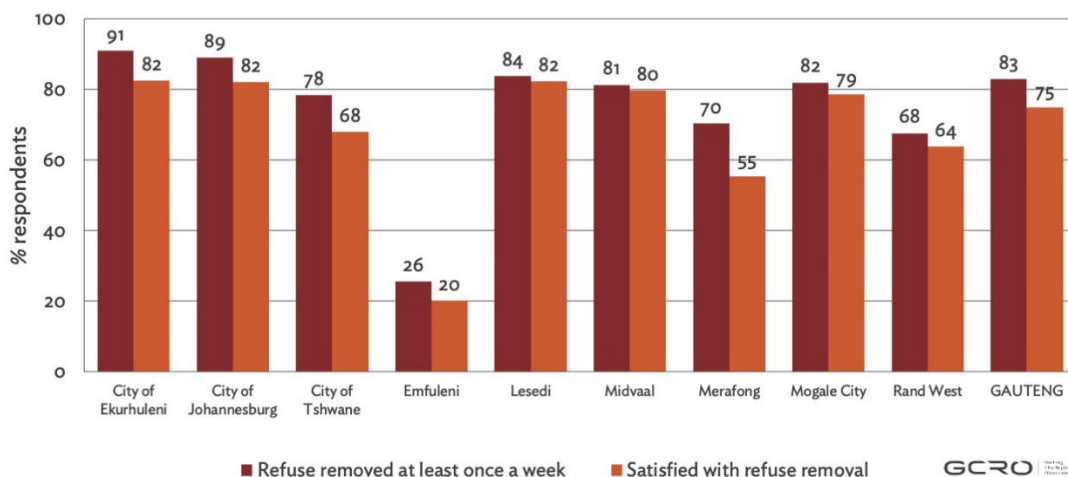


Figure 3.4.3 presents access to and satisfaction with refuse removal. The City of Ekurhuleni has the highest proportion of households with refuse being removed once a week (91%). The next high scoring municipality is the City of Johannesburg, with 89%. In the City of Tshwane, 78% of respondents report having their refuse removed at least once a week. Emfuleni is a clear outlier in terms of refuse removal, with only 26% of respondents having 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, have the highest satisfaction score, all scoring 82%, while 68% of City of Tshwane residents are satisfied with refuse removal.

**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).**



Across the province as a whole, 92% of residents are connected to a metered source of electricity (Figure 3.4.4). This ranges from 97% in Lesedi to 86% in Rand West. In the City of Tshwane, 91% of residents are connected to metered electricity. Again, there is a notable gap between provision and satisfaction. Across Gauteng, only 68% of the sample are satisfied with the energy sources they use. In City of Tshwane, 69% of residents are satisfied with energy. Respondents were 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).**

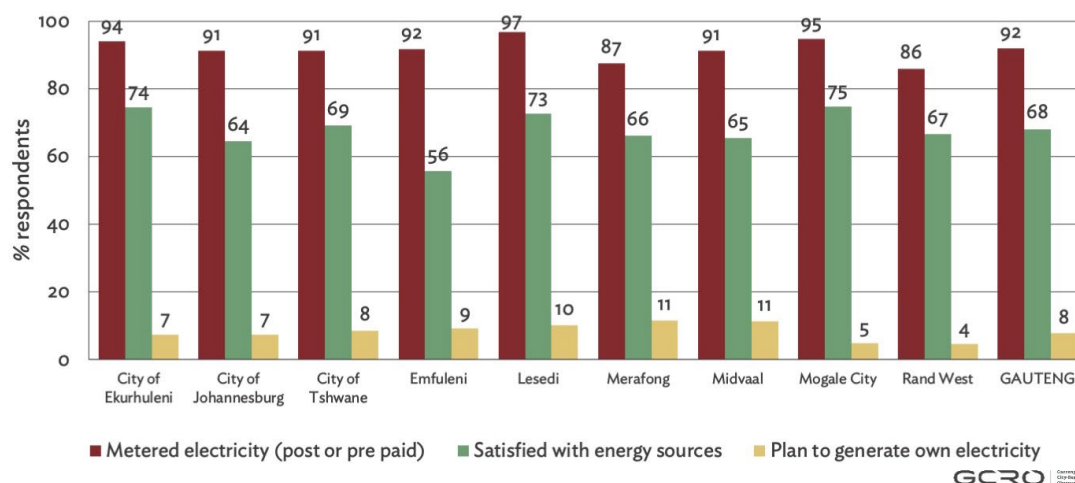


Figure 3.4.5 below, shows low levels of satisfaction with the cost of municipal services, and municipal billing systems. Overall, only 31% of respondents say that they are satisfied with the cost of municipal services. This ranges from 38% in the City of Ekurhuleni to 16% in Merafong, and 15% in Emfuleni. In Tshwane, 28% of residents are satisfied with municipal service costs, while 27% are satisfied with billing systems. Across the province as a whole, 29% of residents are satisfied with billing. Residents of Emfuleni and Merafong are again least likely to be satisfied, at 15% and 16% respectively. Satisfaction is highest in Ekurhuleni (35%), followed by Midvaal (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).**

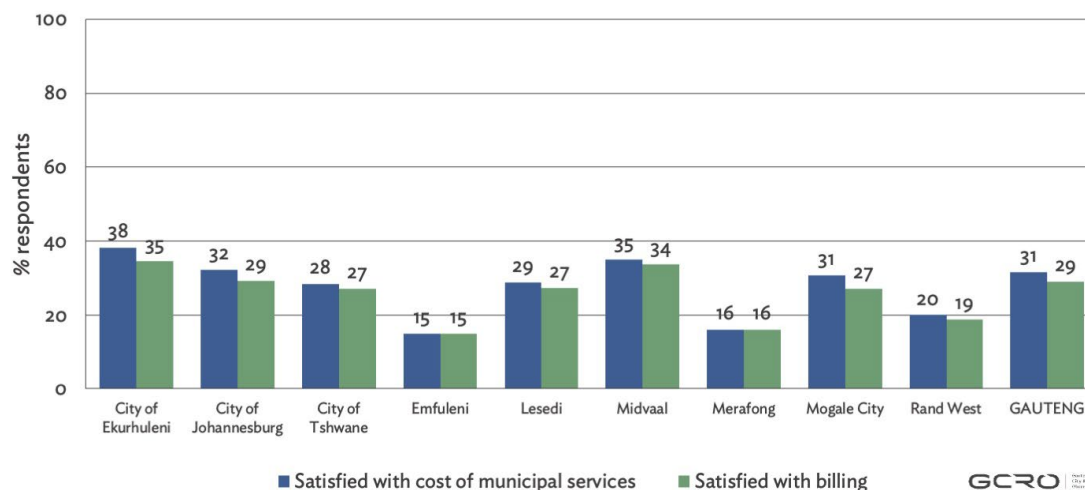
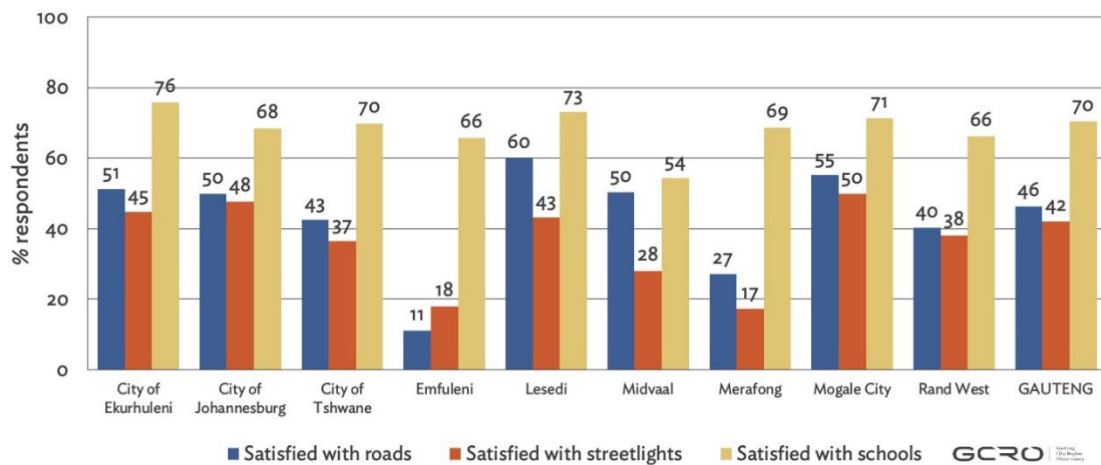




Figure 3.4.6 relates to satisfaction with roads, streetlights and local schools. Large differences across municipalities are evident in relation to satisfaction with both roads and streetlights. In Emfuleni, only 11% of respondents are satisfied with their roads, while six out of ten respondents in Lesedi are satisfied, while 51. Overall satisfaction with roads stands at 46%, and drops to 42% for streetlights. Mogale City and the City of Johannesburg have the highest levels of satisfaction with streetlights, at 50% and 48% respectively. By contrast, in Merafong, only 17% of respondents are satisfied with streetlights, and only 18% in Emfuleni. In the City of Tshwane, 43% of residents are satisfied with their roads, and 37% are satisfied with streetlights, in both cases below the provincial average.

Levels of satisfaction with local schools are somewhat higher. Seven out of ten respondents (70%) 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. Satisfaction in the City of Tshwane is 70%, in line with the provincial average.

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



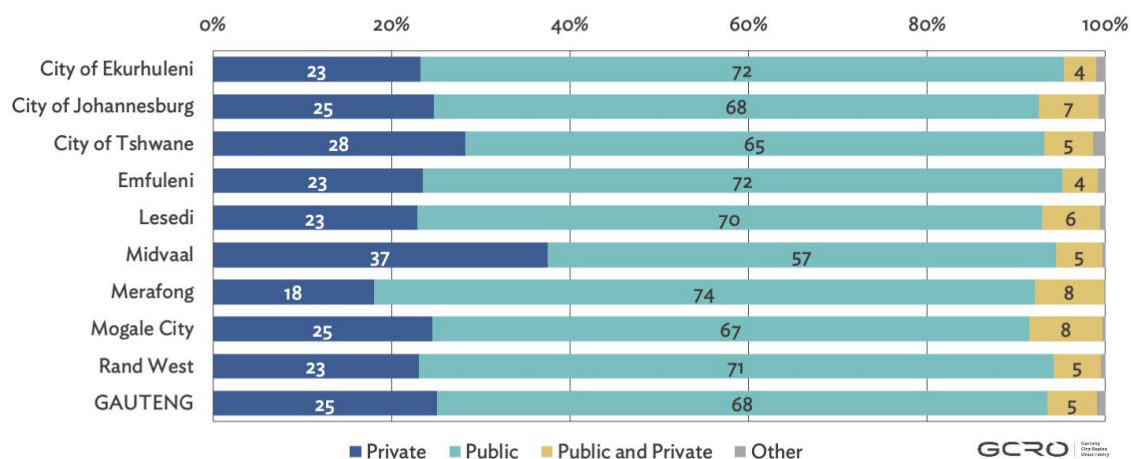


### 3.5 Health

Residents of the City of Tshwane are somewhat more likely to rely primarily on private healthcare services than residents of the province as a whole. Those that do use public healthcare are somewhat more likely to be satisfied with these services than residents of the province as a whole. Residents of Tshwane are also somewhat less likely to report that environmental issues are harming them or their families.

Across Gauteng as a whole, 4% of respondents say that they do not usually need healthcare. The following figures on sector of healthcare used, and satisfaction with healthcare, present results for those who do make use of healthcare services. In total, as per Figure 3.5.1, one in four respondents (25%) say that they usually use private healthcare facilities, whereas 68% use public healthcare facilities. 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. In the City of Tshwane, use of private healthcare (28%) is slightly higher than the provincial average, while use of public healthcare services (65%) is slightly lower than the provincial average.

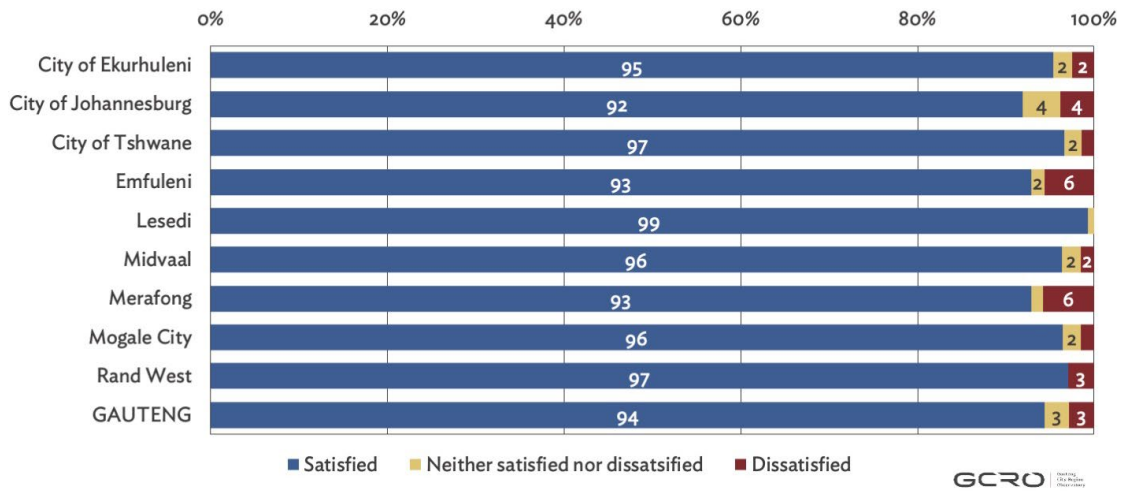
**Figure 3.5.1: Percentage of respondents primarily using private, public, combined private and public, and other services for healthcare<sup>1</sup>, by municipality. Data source: GCRO QoL 6 (2020/21).**



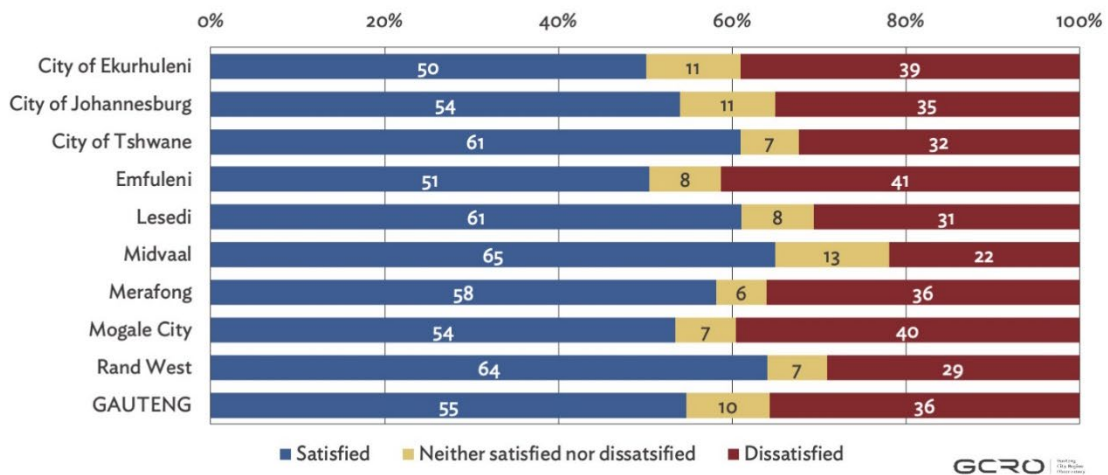
Respondents were also asked about how satisfied they are with the healthcare they usually use. These results are presented in Figure 3.5.2 for those using private healthcare, and in Figure 3.5.3 for those using public healthcare. Satisfaction with private healthcare facilities is much greater than satisfaction with public healthcare facilities. Across Gauteng, 94% of private health care users are satisfied, while 55% of public healthcare users are satisfied. Satisfaction with public healthcare services is highest in Midvaal, where 65% of respondents using public healthcare services are satisfied, followed by Rand West (64%). In both Tshwane and Lesedi, 61% of public healthcare users are satisfied. The municipalities with the lowest levels of satisfaction with public healthcare are the City of Ekurhuleni and Emfuleni, with 50% and 51% respectively.

<sup>1</sup> 'Other' consists of traditional healers, spiritual healers, and other non-specified healthcare services. In most instances, these categories come to less than 1% of healthcare users, so are aggregated here.

**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).**

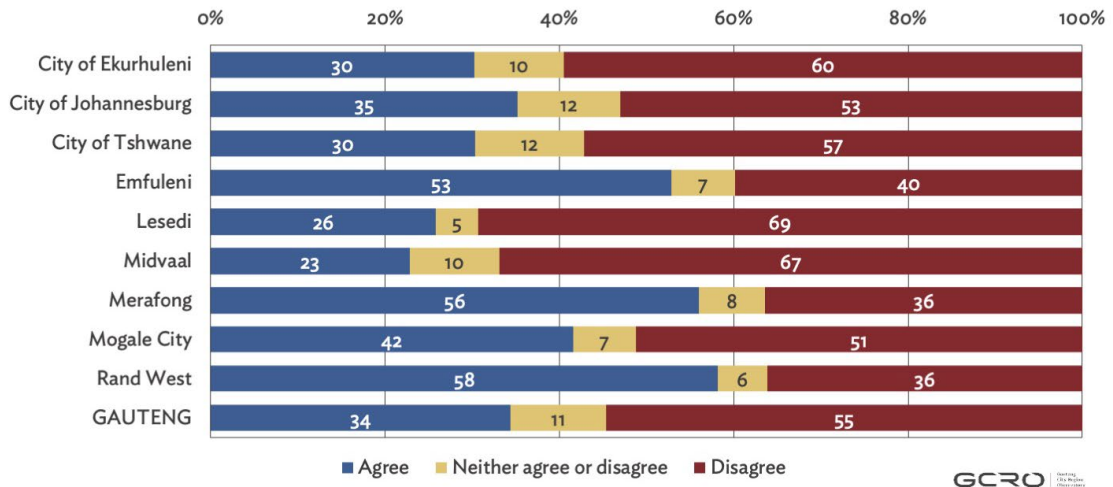


**Figure 3.5.3: Percentage of respondents who usually use public healthcare facilities who are satisfied with these, by municipality. Data source: GCRO QoL 6 (2020/21).**



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). In Midvaal and Lesedi, over two thirds of residents disagree with the statement, but in Rand West and Merafong, more than half agree (58% and 56% respectively). A relatively low proportion of City of Ekurhuleni residents (30%) report experiencing environmental harm.

**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).**

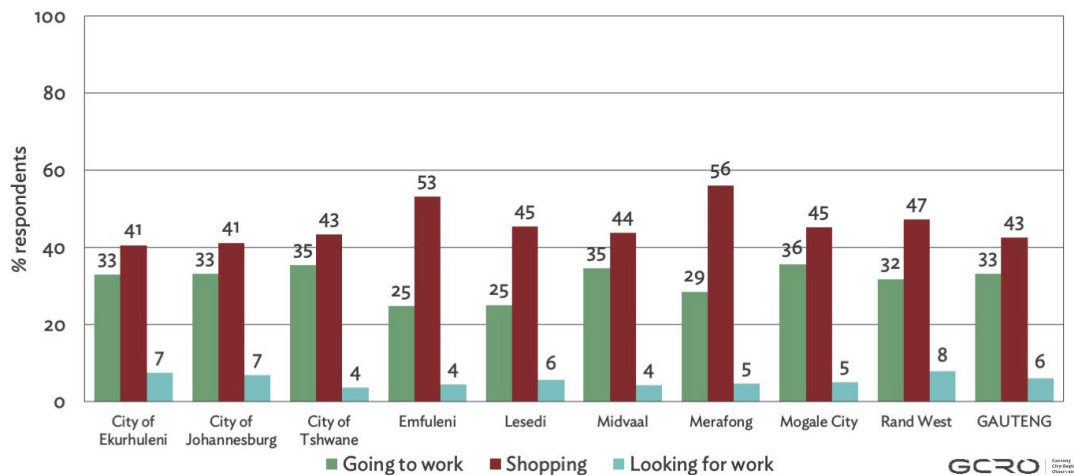


### 3.6 Transport

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. Results for the City of Tshwane are generally quite well-aligned with provincial figures, although there are small differences. Compared to the province as a whole, residents of Tshwane are slightly more likely to use cars, and less likely to walk, when undertaking their most frequent trip. They are also slightly more likely to take trips longer than 30 minutes, and slightly less likely to report feeling unsafe while waiting for or using public transportation.

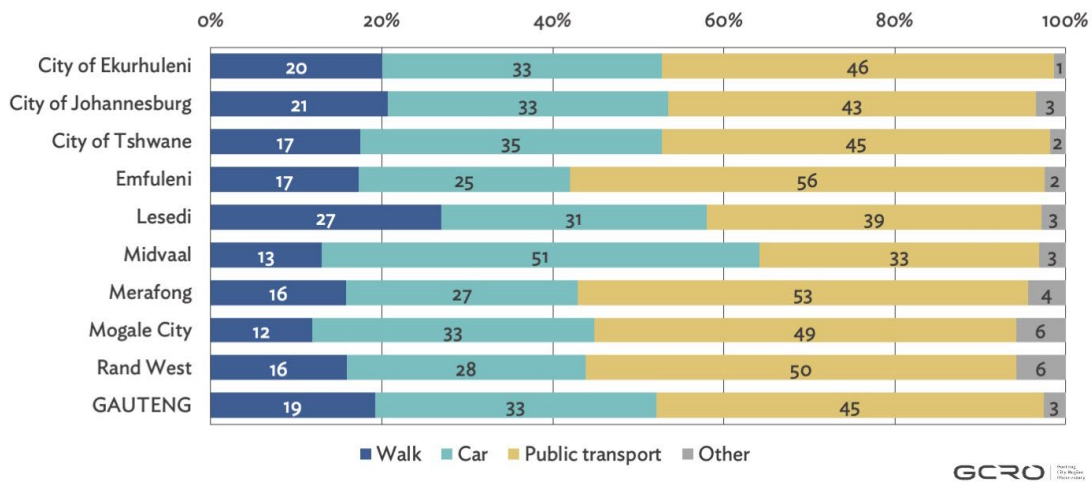
Figure 3.6.1 presents some of the answers given to the following question: ‘Think about the trip that you make most often, from this dwelling, either walking or using another form of transport. What is the purpose of this trip?’ The proportion of respondents who say that their most frequent trip is ‘going to work’ or ‘shopping’ (the two most common responses provided by all respondents) are shown in Figure 3.6.1. 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; results range from 4% to 8%. Although not shown below, it is noteworthy that 2% of respondents say that they do not go anywhere. This was most common in the City of Tshwane and Midvaal, and may be due in part to concerns about 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. At the provincial level, public transportation is most frequently used (45%), followed by one third of respondents (33%) who use a car and a further one in five (19%) who walk. Residents of Midvaal are notably more likely to report using cars (51%) than residents of any other area. Emfuleni has the highest proportion of respondents who use public transport (56%), and Lesedi had the highest proportion of respondents who walk (27%). Residents in Tshwane are slightly more likely to use cars (35%) and slightly less likely to walk (17%) compared to provincial figures.

**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).**



Across the province as a whole, 35% of respondents say that this trip takes 15 minutes or less, 36% say it takes from 16 to 30 minutes, and 29% say it takes longer than 30 minutes. Variation between municipalities is generally not significant, although Lesedi does have a larger share of respondents who travel less than 15 minutes. The municipalities with the highest share of respondents whose trip takes 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).**

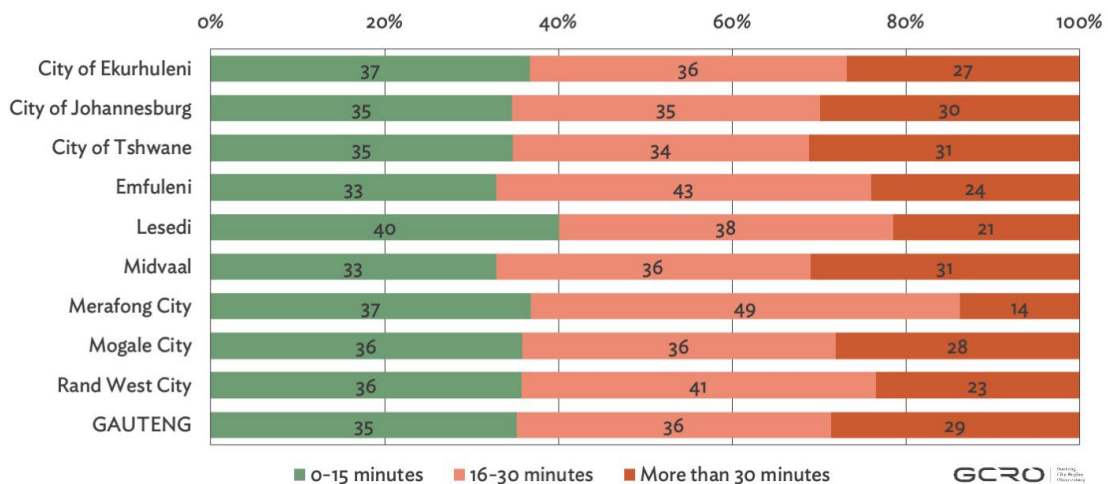
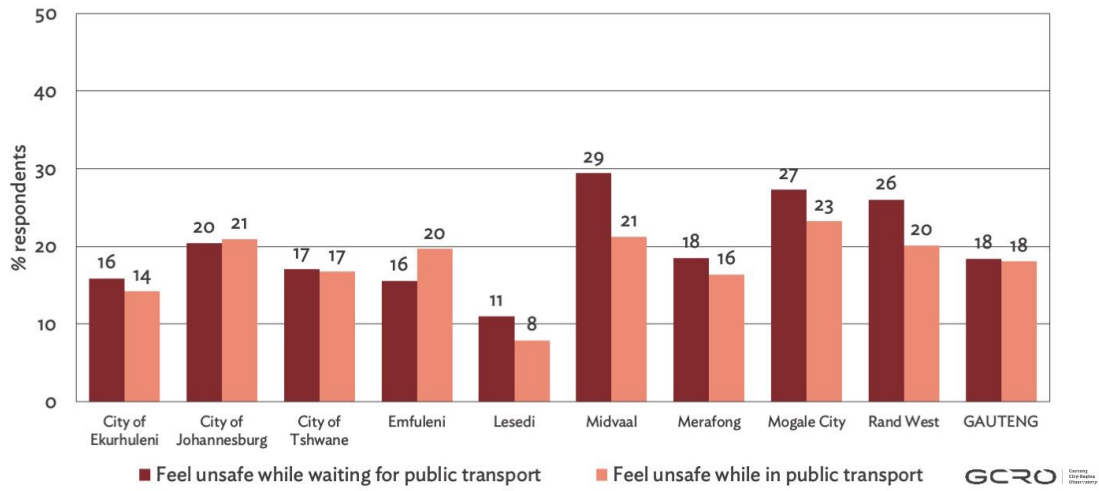


Figure 3.6.4 presents the proportion of respondents who use public transport, and who feel unsafe while waiting for public transport or while on public transport. Across the province as a whole, 18% of public transport users feel unsafe while waiting, or while riding on public transport. The proportion 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. In the City of Tshwane, 17% of public transport users feel unsafe. Municipal variations in the proportion who feel unsafe while

using public transport are smaller. Lesedi again has the lowest proportion of those feeling unsafe (8%), while Mogale City has the highest proportion (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

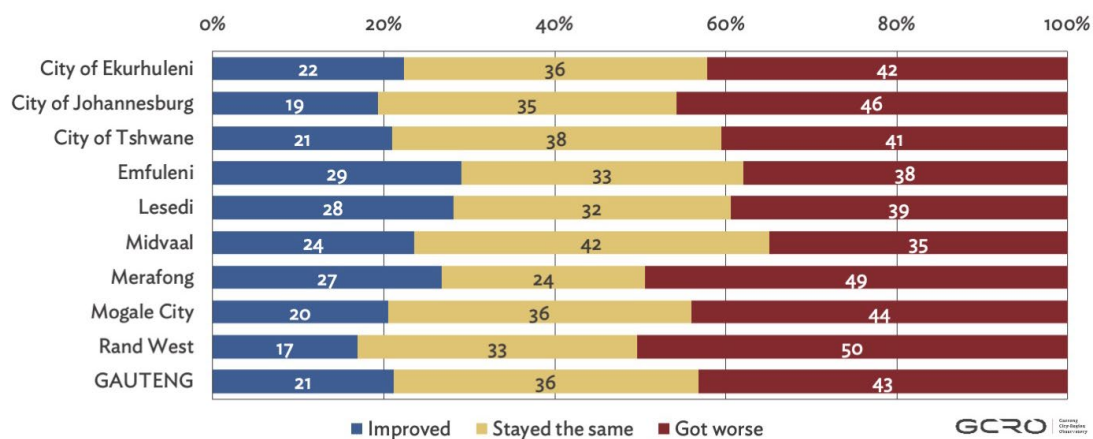
Data on crime and safety is presented in relation to the following questions:

- 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?

While crime is a serious concern across all municipalities in Gauteng, results for the City of Tshwane are somewhat better than provincial averages. In particular, residents of Tshwane are less likely to report feeling unsafe when walking at night, and more satisfied with government safety and security services than residents of most other municipalities.

Across Gauteng province as a whole, most residents believe the crime situation had either stayed the same (36%) or got worse (43%), as illustrated in Figure 3.7.1. By contrast, only 21% report an improvement. The municipalities where the largest share of respondents believe that crime has worsened are Rand West (50%) and Merafong (49%). In Tshwane, 41% of residents believe crime has worsened. Emfuleni has the largest proportion (29%) who believe the crime situation has improved, followed by 28% in Lesedi. The figure for Tshwane, at 21%, is the same as for Gauteng as a whole.

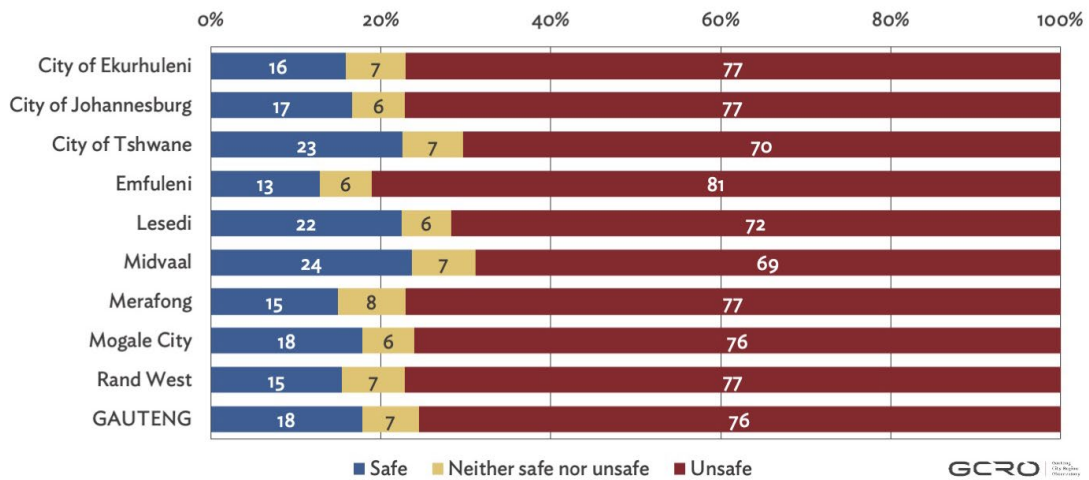
**Figure 3.7.1: Percentage of respondents reporting that the crime situation had improved, stayed the same, or worsened over the past year, by municipality. Data source: GCRO QoL 6 (2020/21).**



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 (81%), and lowest in Midvaal (69%). The City of Tshwane has the second lowest proportion of residents who feel unsafe walking in their area at night (70%). The City also has the second highest proportion of residents who feel safe, at 23%. Only residents of Midvaal are more likely to feel safe (24%).

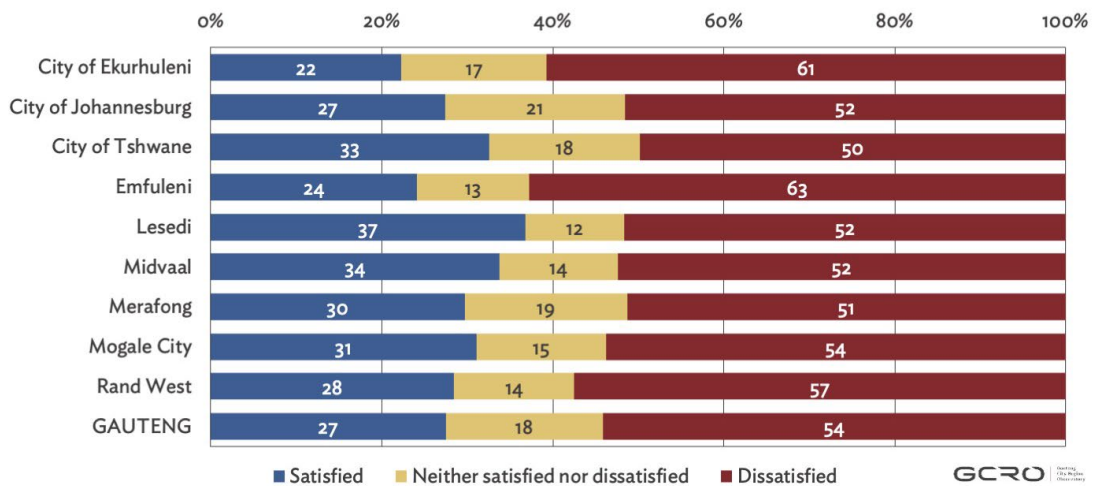


**Figure 3.7.2: Percentage of respondents who feel safe, neither safe nor unsafe, and unsafe while walking in their area at night, by municipality. Data source: GCRO QoL 6 (2020/21).**



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%). One in three (33%) of Tshwane residents are satisfied with these services.

**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).**



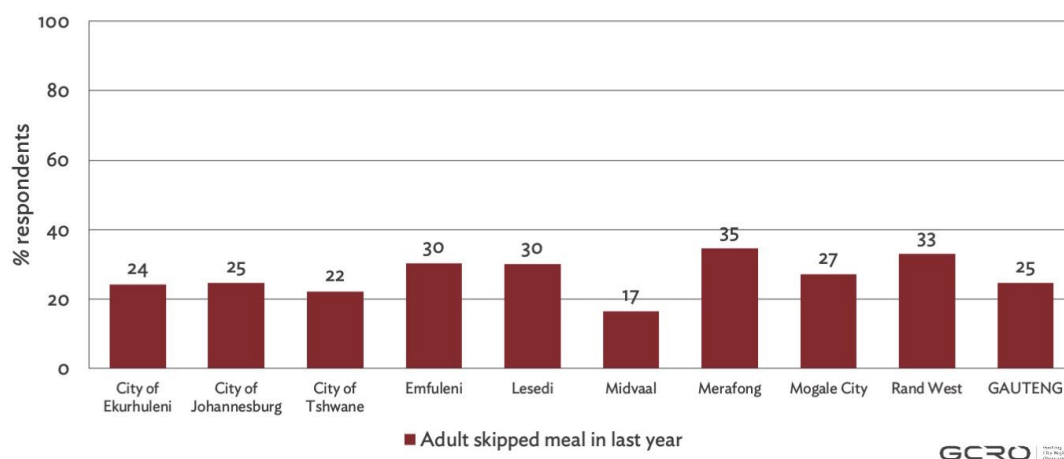


### 3.8 Hunger and food security

Findings with regards to experiences of hunger, as well as access to school feeding schemes, are presented in the graphs below. Specifically, they indicate the proportion of adults reporting that they or another adult in the household have skipped a meal in the past year due to lack of money to buy food, and the proportion of households with children where children had skipped meals due to lack of money to buy food as well as where children benefitted from a school feeding scheme. Residents of Tshwane are less likely to report either adults or children skipping meals than residents of most other municipalities, but hunger remains a substantial challenge for the City, as for the province as a whole.

The proportion of respondents in the City of Tshwane who indicate that an adult in the household skipped a meal in the past year is 22%, the second lowest figure for any municipality, but still of serious concern. As shown in Figure 3.8.1, residents in Merafong are most likely to live in a household where an adult has skipped a meal in the past year (35%), followed closely by Rand West (33%). The figure is lowest in Midvaal (17%), but even this is alarmingly high.

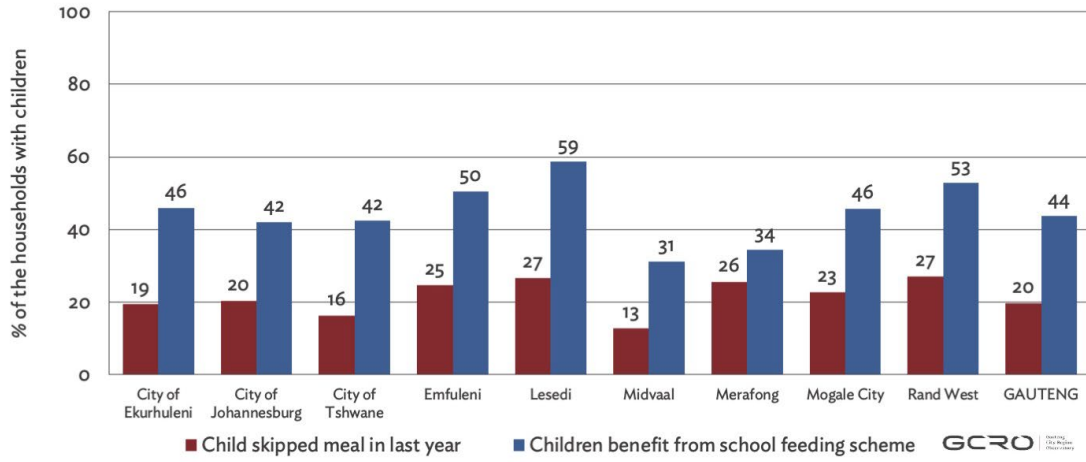
**Figure 3.8.1: Percentage of respondents reporting that they or another adult in the household had skipped a meal in the past year due to lack of money to buy food, by municipality. Data source: GCRO QoL 6 (2020/21).**



In total, 65% of households across the province have one or more children in the household. Respondents living in a household with one or more children were 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 respondents (20%) reported that this had happened (Figure 3.8.2). Lesedi and Rand West have the highest proportion of residents reporting that a child skipped a meal (27%). Midvaal has the lowest, at 13%. City of Tshwane has the second lowest rate of children having skipped meals, at 16%, although again even this level of missed meals is of concern.

The blue bars in Figure 3.8.2 indicate the proportion of households with children, in which children 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%. In Tshwane, the reach of school feeding schemes is 42%, slightly below the provincial figure of 44%.

**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).**

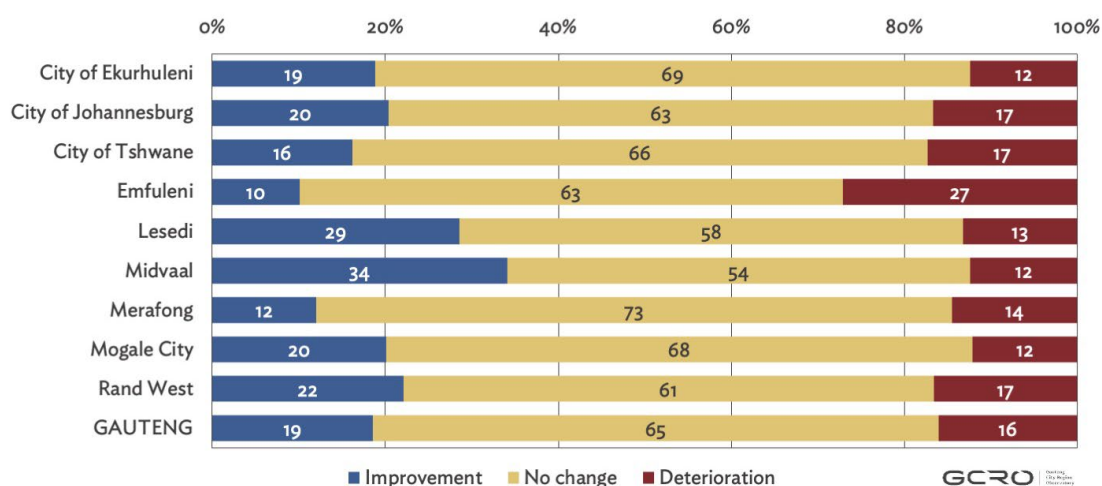


### 3.9 Community and social attitudes

The following three graphs present findings on how people feel about their community and their position in it. Results for the City of Tshwane are closely aligned to provincial averages, although there are some areas of variation. Residents of Tshwane are less likely to report that their community has improved over the past year, relative to residents of the province as a whole. By contrast though, residents of the City are notably more likely to report that people in their neighbourhood can generally be trusted.

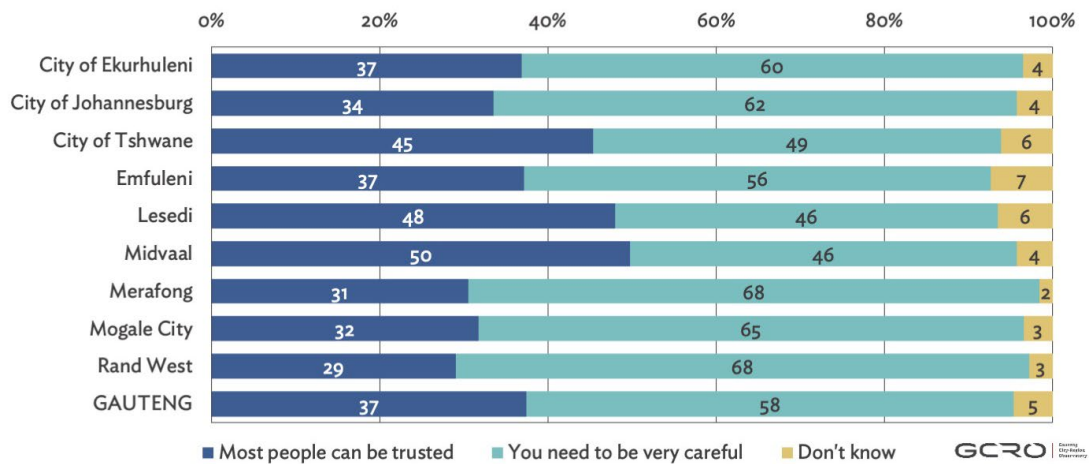
According to Figure 3.9.1 below, two thirds of Gauteng respondents believe there has been no change in their community over the past year, whilst 19% believe it has improved and 16% feel that it has deteriorated. Midvaal has the largest proportion of respondents who say that their community has improved, at 34%, while Emfuleni has the lowest at only 10%. Emfuleni also has the highest proportion of respondents who say that their community has deteriorated over the past year, at 27% - ten percentage points more than any other municipality. In the City of Tshwane, 16% of residents reported improvement over the past year, three percentage points below the provincial average.

**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).**



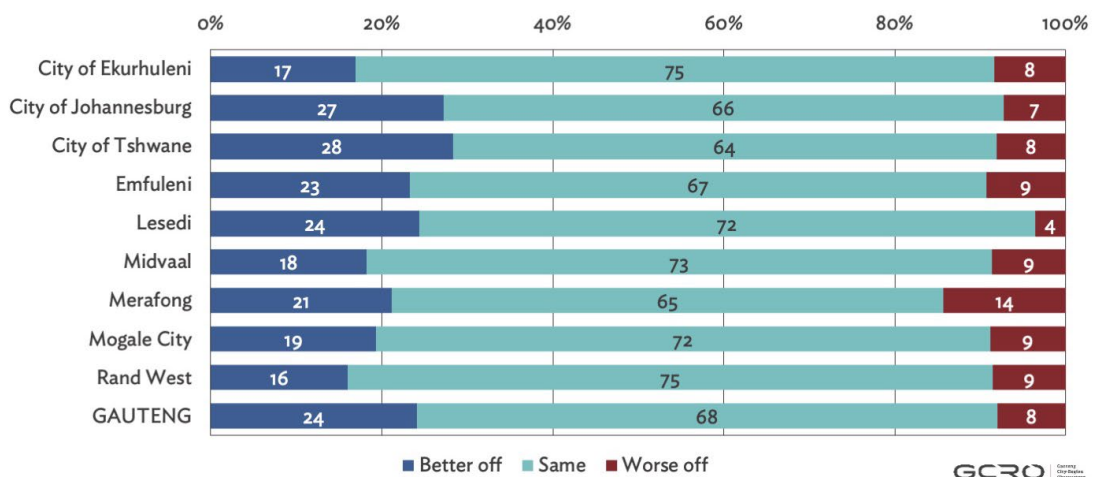
When asked about whether people in their neighbourhood or community could be trusted, most respondents (58%) answered that 'you need to be very careful', while 37% reported that 'most people can be trusted' (Figure 3.9.2). Trust levels are the highest in Midvaal (50%), Lesedi (48%) and the City of Tshwane (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 (68%) 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. Residents of Ekurhuleni and Rand West are most likely to say that they are the same as others in the neighbourhood, at 75%.

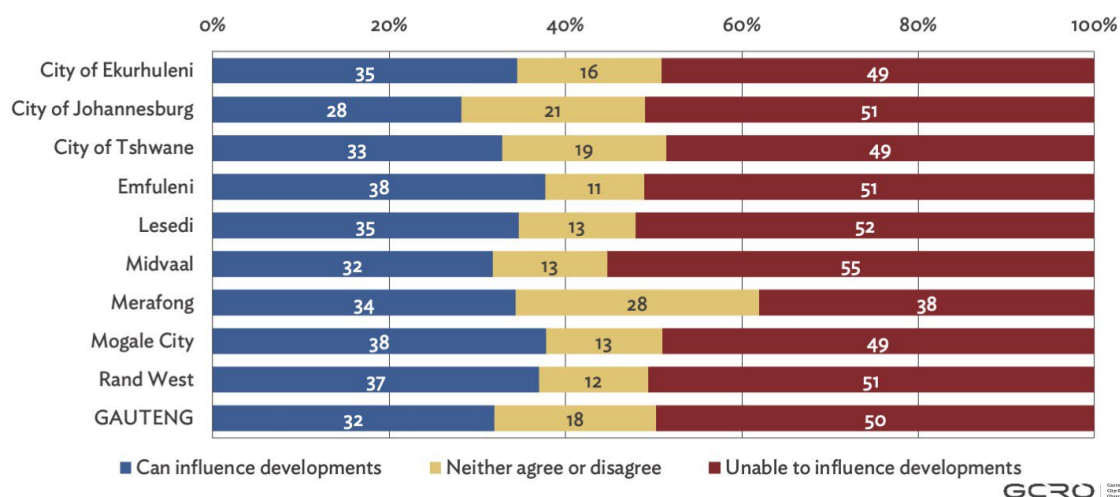
**Figure 3.9.3: Percentage of respondents who believe they are better off, the same as, or worse off, when compared to others in their neighbourhood.** Data source: GCRO QoL 6 (2020/21).



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 Emsfuleni 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 can influence

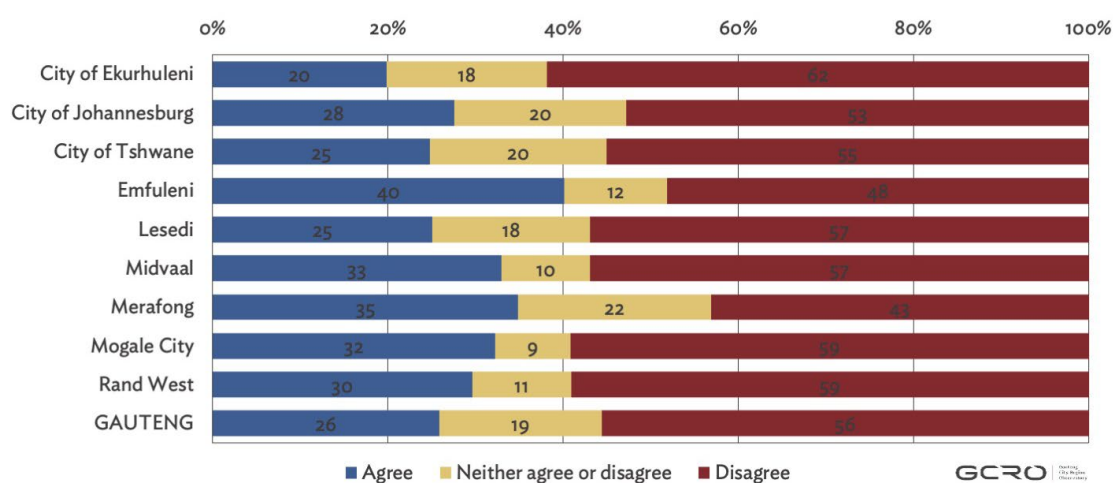
developments (55%). Merafong has the highest proportion of respondents who neither agree nor disagree that they are able to influence developments in their community (28%). Results for the City of Tshwane are very closely aligned to provincial figures.

**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’ are shown in Figure 3.9.5. In this instance, respondents in the City of Ekurhuleni are the most likely to disagree with this statement (62%). By contrast, respondents in Emfuleni (40%) were most likely to agree, indicating that they feel relatively uncared for. Merafong again has the highest proportion who neither agree nor disagree – at 22%. One quarter (25%) of City of Tshwane residents agreed that nobody cared about them.

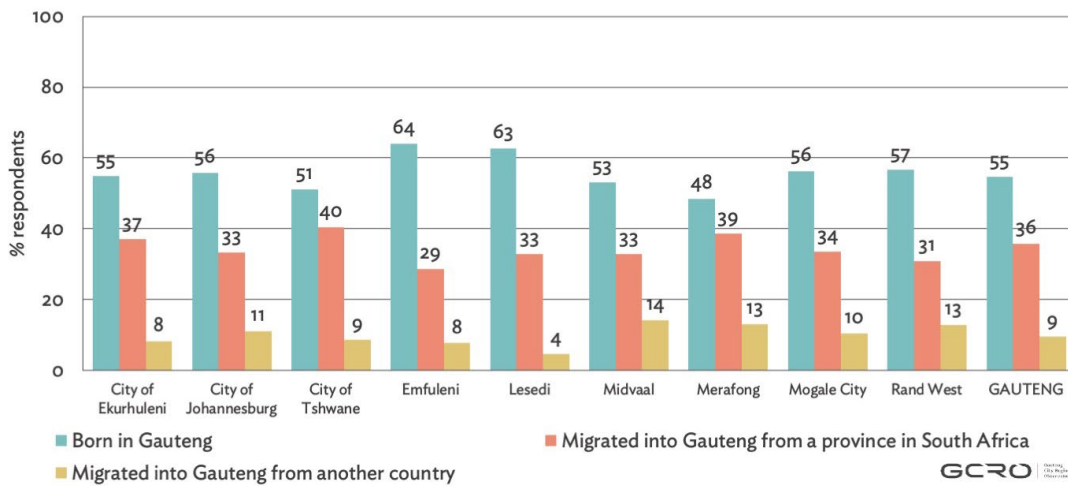
**Figure 3.9.5: Percentage of respondents who agree that nobody cares about people like them, neither agree nor disagree and who disagree, by municipality. Data source: GCRO QoL 6 (2020/21).**



### 3.10 Migration

The proportion of respondents born in Gauteng, in another province, or in another country, per municipality, is presented below in Figure 3.10.1. Across the province as a whole, 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. Emfuleni is the municipality with the highest proportion of adult residents born in Gauteng (64%), followed by Lesedi. The figure for the City of Tshwane is 51%, with only Merafong (48%) having a smaller proportion of adult residents born within the province. The City of Tshwane is also the municipality with the highest proportion of adult residents born in other South African provinces (40%), followed by Merafong (39%). The municipalities where higher proportions of respondents were born in another country are Midvaal (14%), Merafong (13%), and Rand West (13%). Nine percent of respondents in the City of Tshwane were born in another country, the same as the provincial average.

**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).**



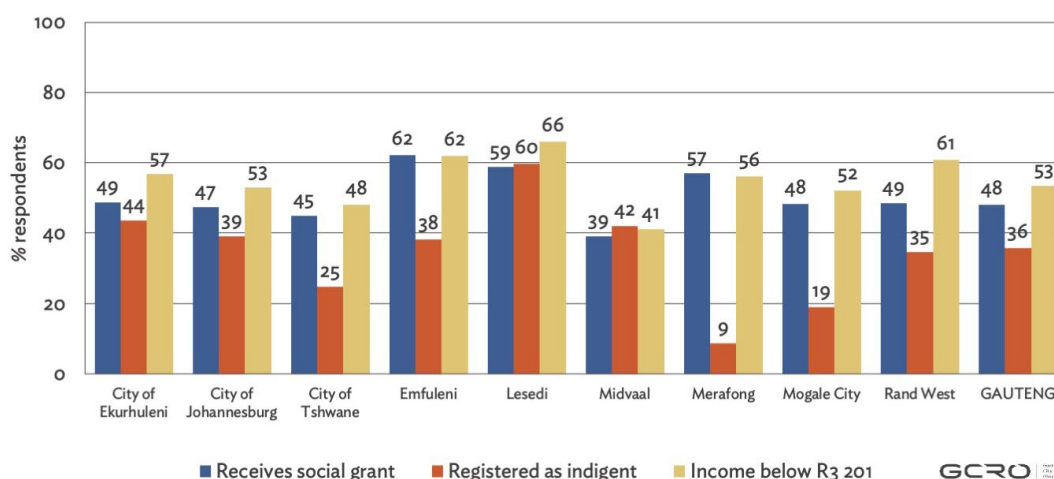
### 3.11 Poverty

There are numerous ways to measure and understand poverty. The Quality of Life 6 dataset includes several questions that can act as adequate indicators of poverty. Three such questions are presented below in Figure 3.11.1. These are whether any household member receives a grant, whether a household is registered as indigent, and whether a 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 Tshwane, these indicators suggest that levels of poverty are below the provincial average. The proportion of households that receive at least one social grant in the City of Tshwane is 45%, three percentage points below the provincial level. The percentage of Tshwane residents who live in households that are registered as indigent (25%) is well below the provincial average of 36% - although this may also reflect households experiencing challenges with registering as indigent. Just under half (45%) of respondents in Tshwane live in households with a total monthly income of less than R3 201 – also three percentage points below the provincial figure.

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*. Residents of the City of Tshwane were more likely to be satisfied with their standard of living, and their lives as a whole, than residents of most other municipalities. The average Quality of Life score for Tshwane is also slightly above the provincial average.

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’). A further 11% say they are neither satisfied nor dissatisfied, and the remaining 30% are dissatisfied (those who responded ‘dissatisfied’ or ‘very dissatisfied’) with their standard of living. In the City of Tshwane, 63% of respondents are satisfied with their standard of living, and 27% are dissatisfied. The only municipality with a greater proportion of satisfied residents is Midvaal (65%). Levels of satisfaction are lowest in Merafong (51%). Levels of dissatisfaction with standard of living are highest in Emfuleni (37%).

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

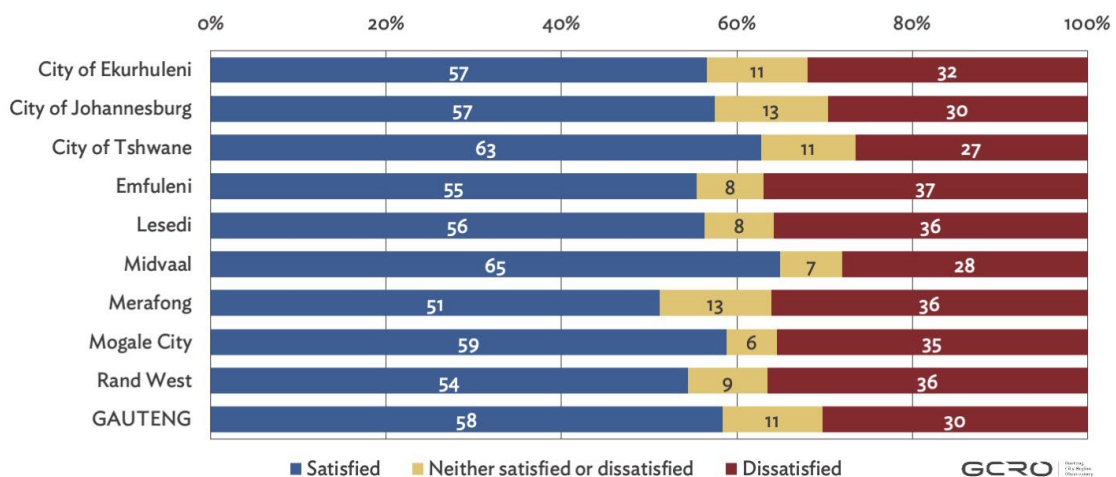
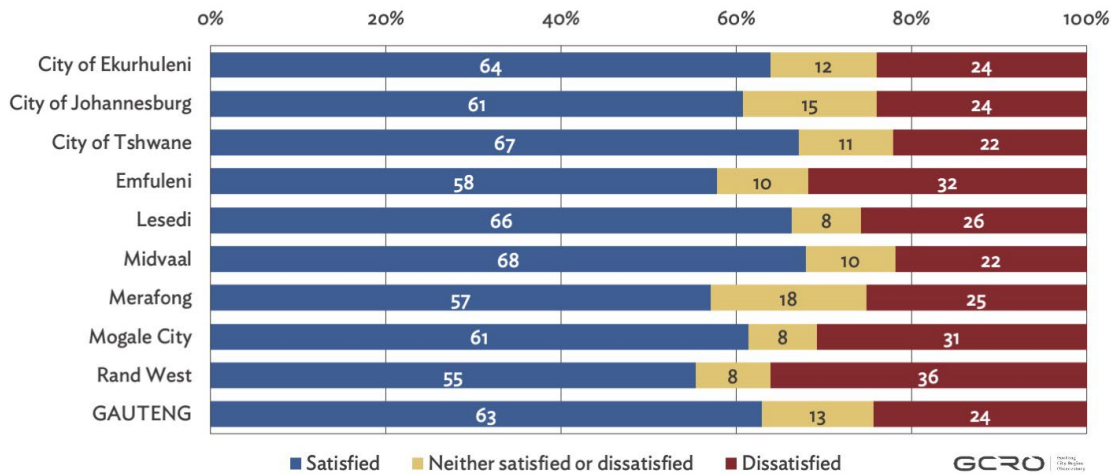


Figure 3.12.2 illustrates reported levels of satisfaction with life as a whole. These results follow a similar pattern to those regarding standard of living, but are slightly more positive. Overall, 63% of respondents in Gauteng say that they are satisfied with their life as a whole, while 24% are not. In the City of Tshwane, 67% of respondents are satisfied with their life as a whole. Again, only Midvaal has higher levels of satisfaction (68%). Rand West has by far the largest proportion of respondents who are dissatisfied with their life as a whole (36%), followed by Emfuleni (32%)

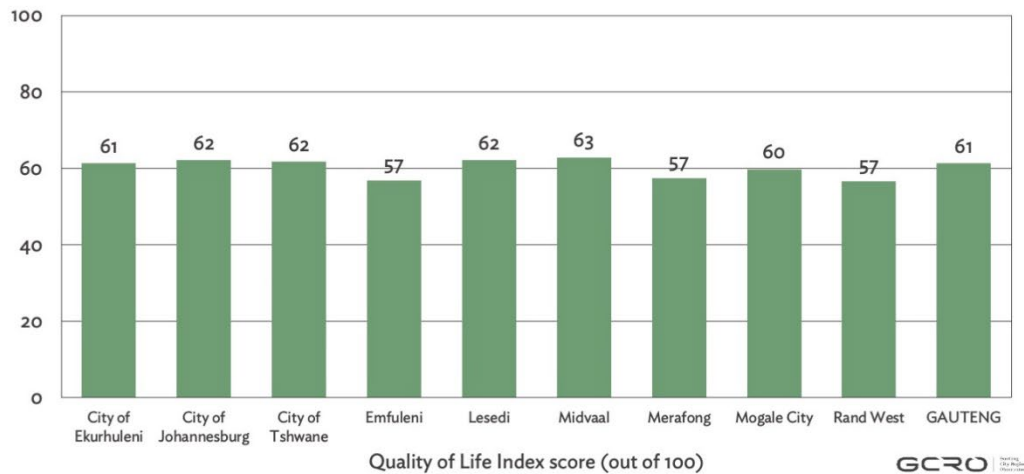


**Figure 3.12.2: Percentage of respondents satisfied with their life as a whole, by municipality. Data source: GCRO QoL 6 (2020/21).**



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 score is 61 out of 100. The lowest average score, of 57, is found in three municipalities: Emfuleni, Merafong and Rand West. Midvaal has the highest average score, of 63, while the Cities of Johannesburg and Tshwane, and Lesedi all have an average 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