

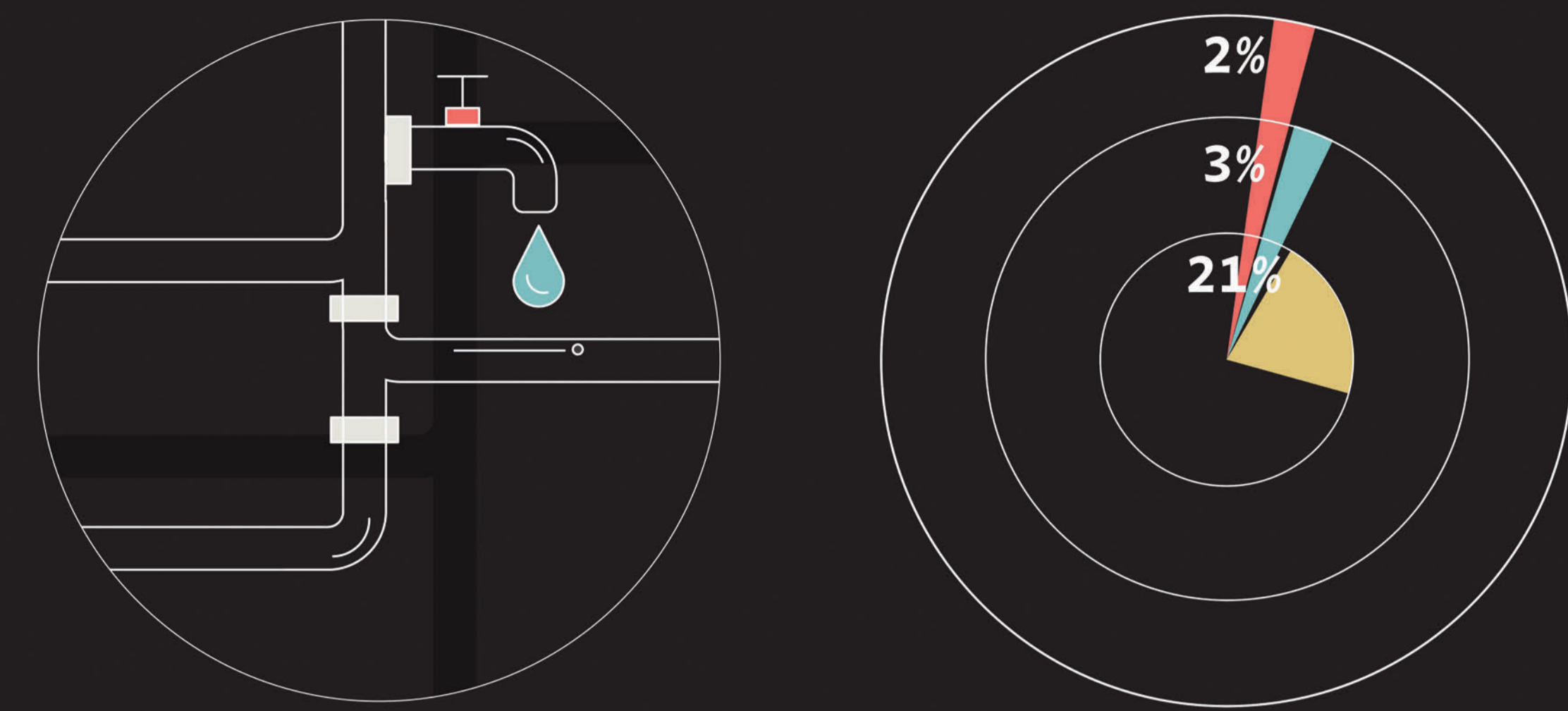
# Governance

## GAUTENG

1% of Gauteng = 88 500 adults

Government is responsible for providing a range of services to residents in Gauteng. The Quality of Life (QoL) surveys, conducted by the GCRO biennially since 2009, show that despite relatively high access to basic services, the coverage of infrastructure like sanitation, water supply and stormwater remains incomplete. QoL also shows that satisfaction is highly variable across different services: water and waste removal are among the highest, with some 80% of respondents satisfied; parks and public spaces is one of the lowest at 45% satisfied.

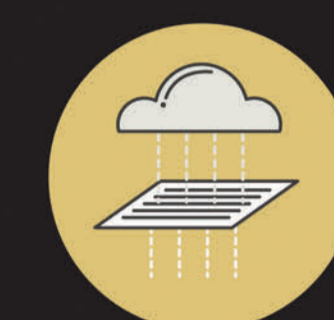
While coverage and satisfaction levels are variable, the QoL survey indicates that on average there are reasonably high levels of satisfaction with government-provided services overall. On average across Gauteng, 58% of respondents in the QoL IV (2015/16) survey were satisfied with an index of 13 services typically provided by local government, namely: government provided dwelling; water; sanitation; waste removal; energy; cost of municipal services; billing of municipal services; parks; roads; emergency services; metro or traffic police; health services; and government initiatives to grow the economy. However, curiously, this does not translate into high levels of satisfaction with the local government institutions that provides these services. Only 34% are satisfied with local government itself. Clearly other factors besides service delivery affect residents' satisfaction with local government. Tellingly, the Quality of Life index, a multi-dimensional measure of well-being made up of 58 different variables, shows a strong correlation with local government satisfaction - the higher the measured quality of life, the higher the levels of satisfaction with local government.



USE BUCKET TOILET



WATER >200M AWAY



NO STORMWATER DRAINS

	SERVICE WITH HIGHEST SATISFACTION	SERVICE WITH HIGHEST DISSATISFACTION	MOST VALUED GOVERNMENT SERVICE
JOHANNESBURG	86%	39%	32%
TSHWANE	80%	39%	27%
EKURHULENI	84%	46%	31%
EMFULENI	80%	66%	30%
LESEDI	78%	40%	33%
MIDVAAL	85%	51%	36%
MOGALE CITY	85%	55%	36%
MERAFONG	75%	57%	34%
RAND WEST	78%	50%	30%



WATER



PARKS AND PUBLIC SPACES



PROVIDING BASIC SERVICES



GOVERNMENT PROVIDED DWELLING



ROADS

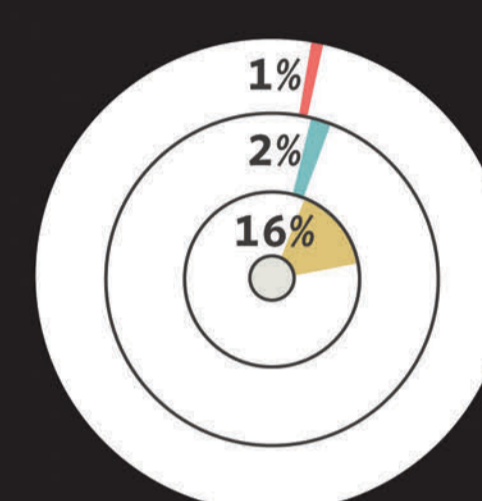


ECONOMIC SUPPORT & JOB CREATION

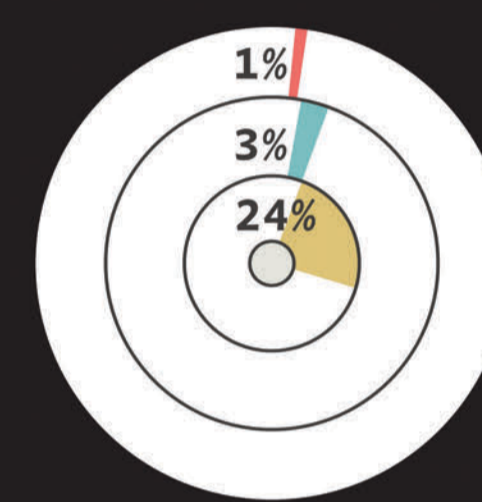


EMERGENCY SERVICES

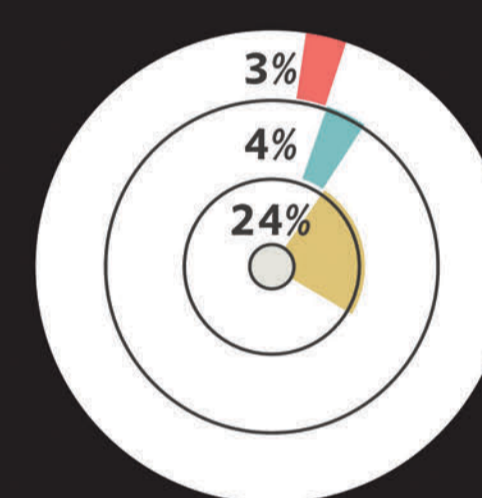
### JOHANNESBURG



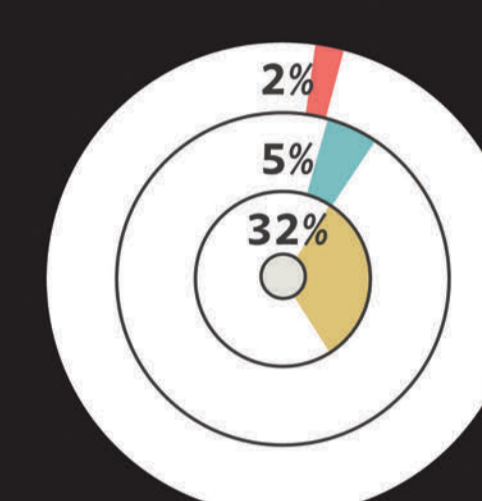
### TSHWANE



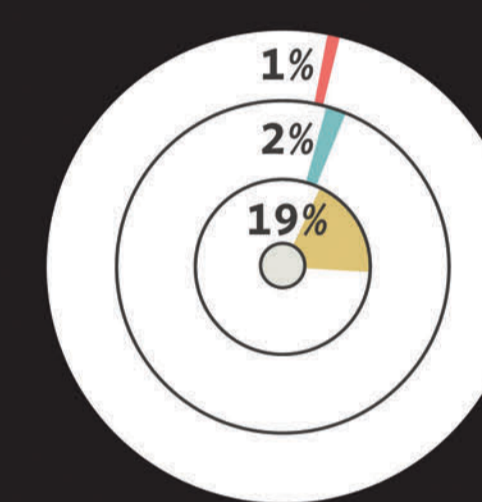
### EKURHULENI



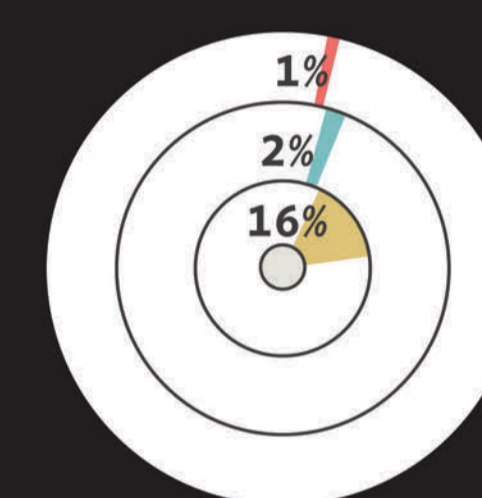
### MERAFONG



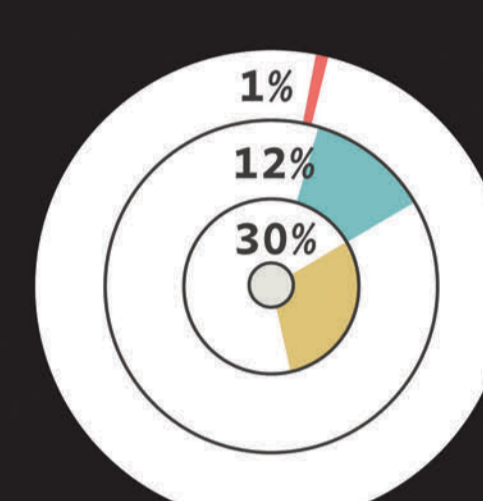
### EMFULENI



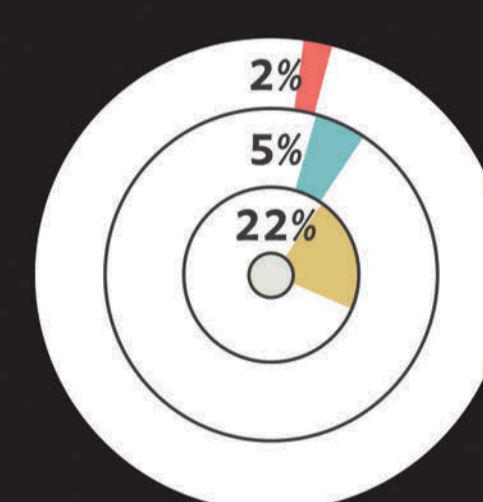
### LESEDI



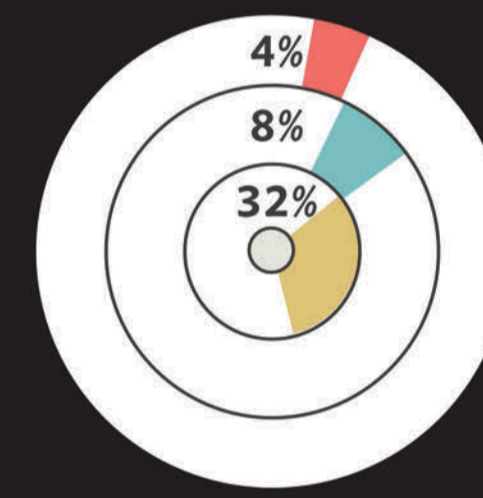
### MIDVAAL



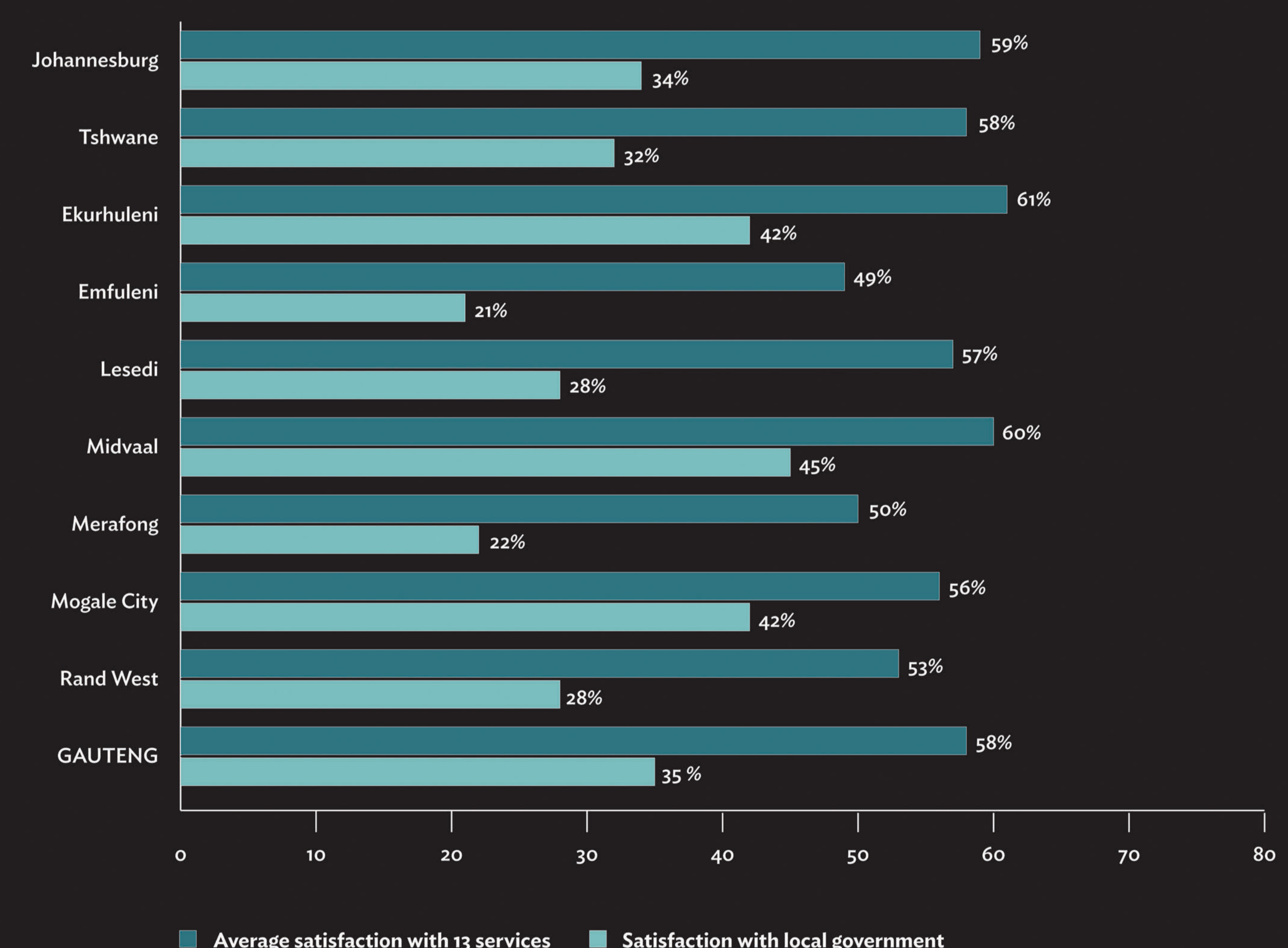
### MOGALE CITY



### RAND WEST



### Average satisfaction with 13 services



**Gauteng residents are most satisfied with their access to water. Conversely, parks and public spaces feature strongly in the services with highest dissatisfaction.**

