

Quality of life and satisfaction with service delivery in the City of Johannesburg

Issue 3 – December 2016

• What is the quality of life (QoL) survey?

The QoL Index seeks to measure the satisfaction levels of residents using more broad concepts like living conditions, perceptions social cohesion , social exclusion or attitudes towards institutions and various topics/issues and how happy or content the respondent feels.

Four QOL surveys has been conducted by the Gauteng city region observatory (GCRO) since 2009. The 2015 survey had the highest sample of 30002.

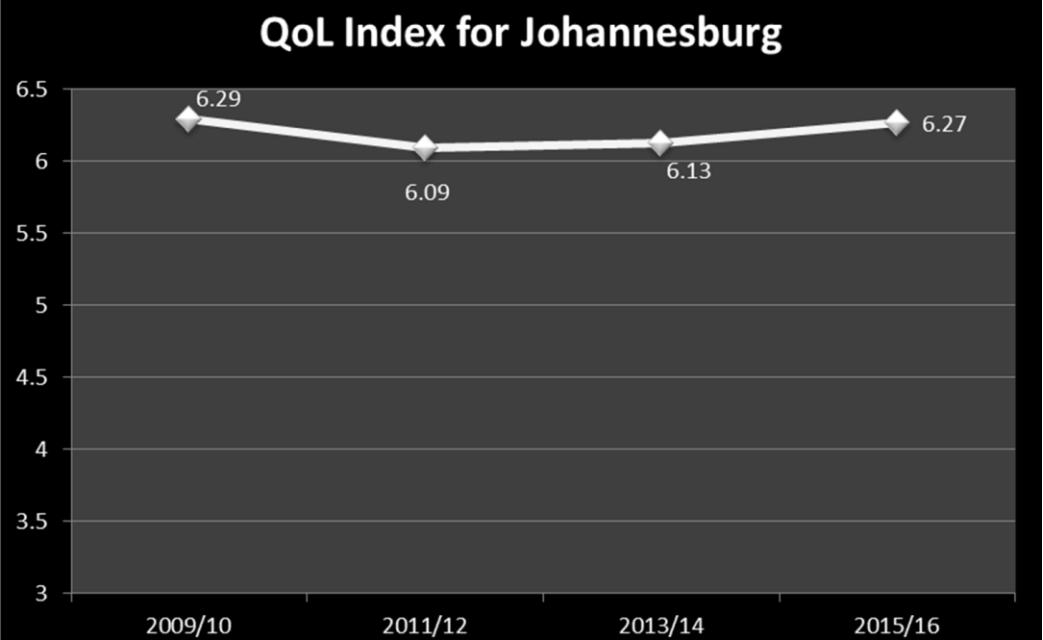
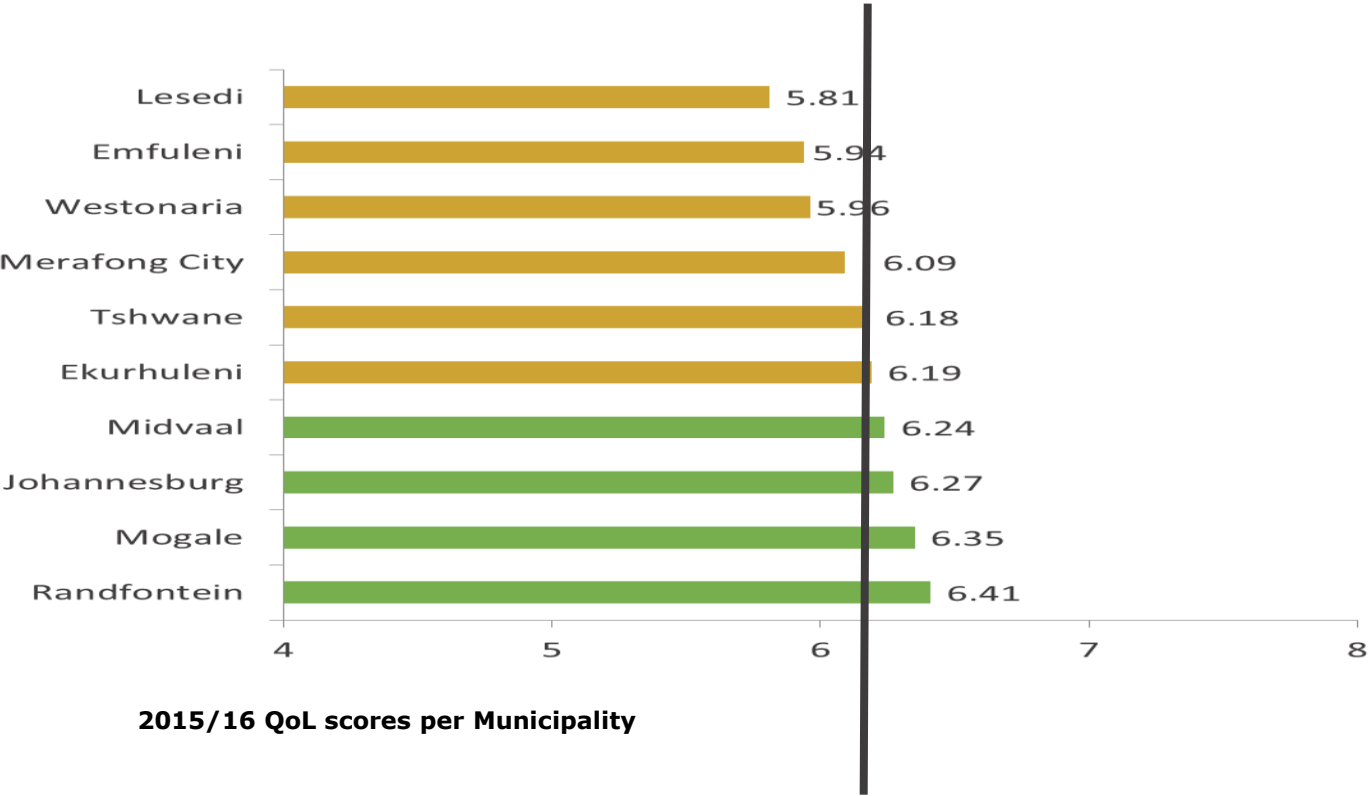
Year in which survey was conducted	Total Size	Sample
2009	5836	
2011	16729	
2013	27490	
2015	30002	

The Quality of life index draws on 58 indicators that can either be weighted by ten dimensions (global life satisfaction, family, community, health, dwelling, infrastructure, connectivity, work, security and sociopolitical attitudes) or by the full set of indicators. Traditionally the QoL index has only been calculated using dimension weighting, but we see value in providing both options of weighting by dimensions and indicators.



- The questionnaire for 2015 QoL Covered a range of topics which include:
 1. Demographic variables (education, age, income)
 2. Dwelling and service access
 3. Satisfaction with services
 4. Satisfaction with government
 5. Migration
 6. Headspace, social attitudes
 7. Transport
 8. Poverty, wealth, debt, food insecurity, etc.
- Enhanced sections/questions on:
 1. Health
 2. Economy and employment, with specific focus on township economy
 3. Smart city
 4. Neighbourhood (e.g. where would respondent like to live)
 5. Gauteng ‘DNA’ questions about identity, affiliations, breaking rules, etc.

The City of Johannesburg’s QoL score for 2015 (6.27 out of 10) is driven up by dimensions such as infrastructure, dwelling, health but pushed down by others including ‘ global life satisfaction, work and socio-political attitudes. Continued high scores for infrastructure (access to services, self reported improvement in community and water cleanliness, and evictions for non-payment of bills) reflect the impact of good service provision. However, factors that are more difficult for Government to address, such as community and socio- political attitudes remain low, despite small improvements in these dimensions since 2013.



2009/10 to 2015/16 QoL scores for CoJ



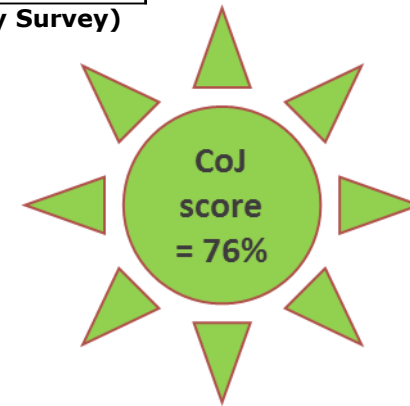
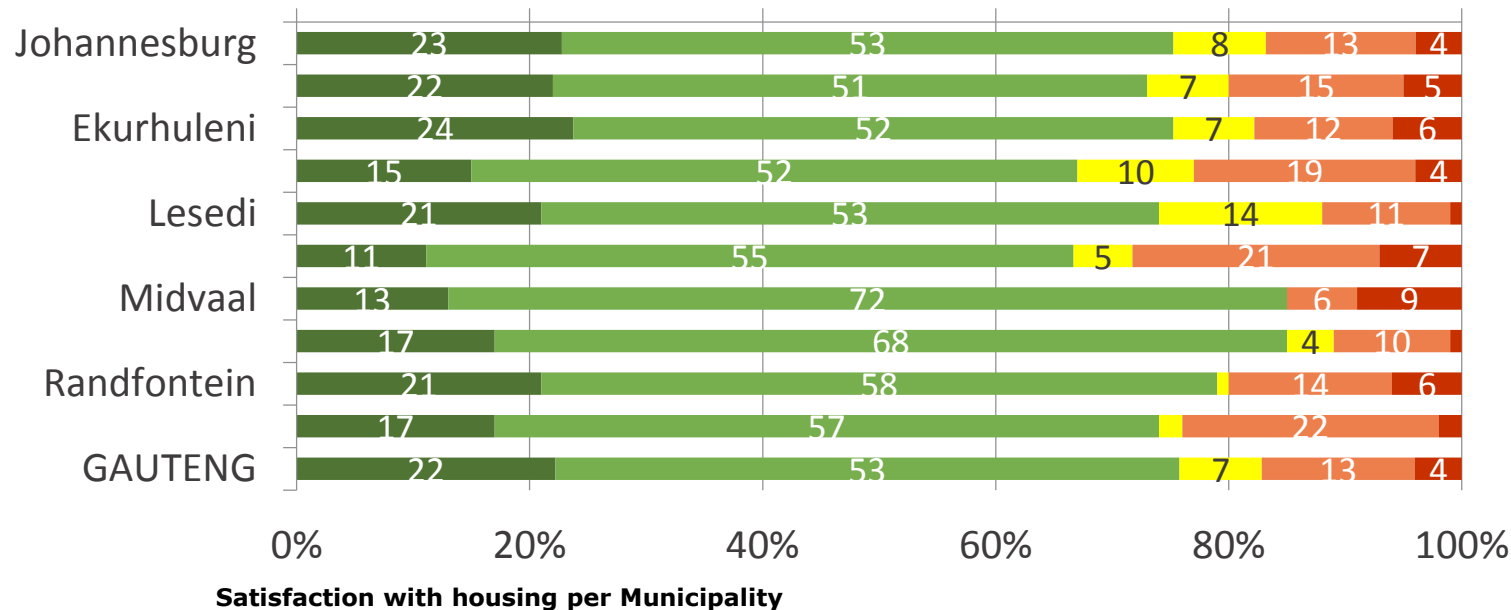
Housing

Satisfaction with Services

Approximately 76% of the respondents surveyed indicated that they are generally satisfied with their place of dwelling, however, formality in housing remains a significant issue facing the CoJ. Extrapolating from the Community survey results of 2016, there are over 352 000 households situated in informal housing which represents approximately 951 000 people who reside in these settlements.

Main dwelling	%
Formal dwelling/house or brick/concrete block structure on a	63.28%
Traditional dwelling/hut/structure made of traditional mater	0.14%
Flat or apartment in a block of flats	5.04%
Cluster house in complex	1.55%
Townhouse (semi-detached house in a complex)	1.22%
Semi-detached house	1.62%
Formal dwelling/house/flat/room in backyard	12.05%
Informal dwelling/shack in backyard	7.17%
Informal dwelling/shack not in backyard (e.g. in an informal	6.77%
Room/flatlet on a property or larger dwelling/servants quart	0.69%
Caravan/tent	0.01%
Other	0.45%
Unspecified	0.00%

Main dwelling by type (source: Statistics South Africa's 2016 Community Survey)



- Very satisfied
- Satisfied
- Neutral
- Dissatisfied
- Very dissatisfied



Water Services

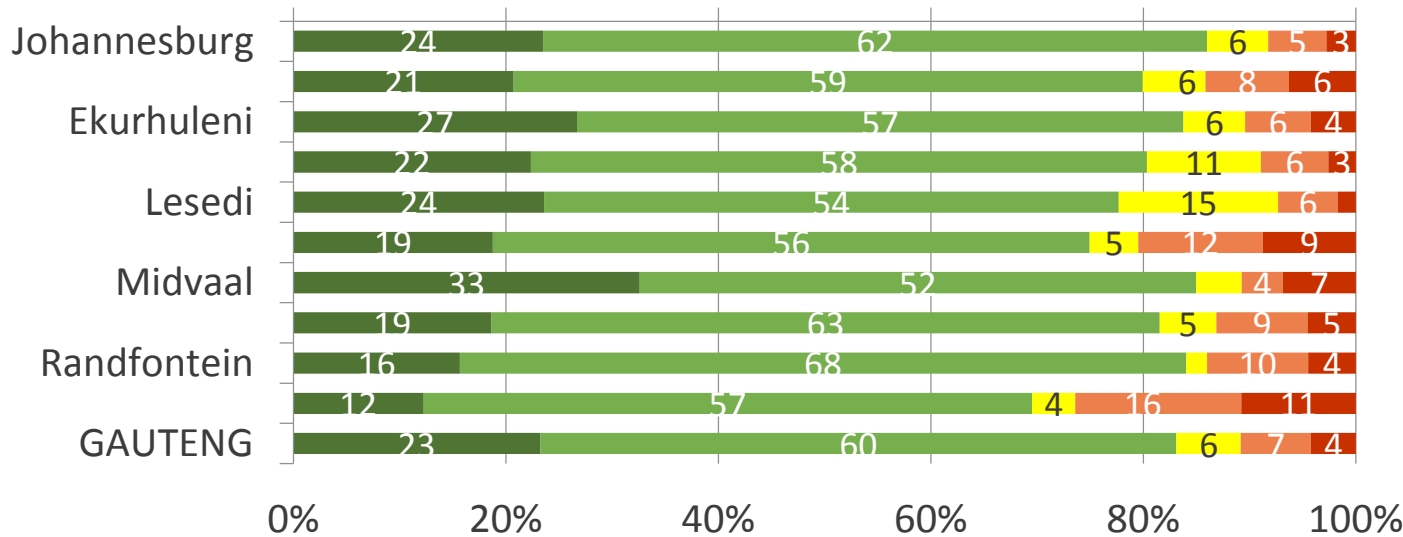
Satisfaction with Services

Approximately 86% surveyed indicated that they are generally satisfied water services. However, extrapolating from the StatsSA's Community survey results of 2016, there is still a significant proportion of households (approximately 29 000) that travel over 200m to fetch water.

Distance to get main source of Water for drinking	
Less than 200 metres	239469
201-500 metres	29377
501 metres-1 kilometre	1900
More than 1 kilometre	863

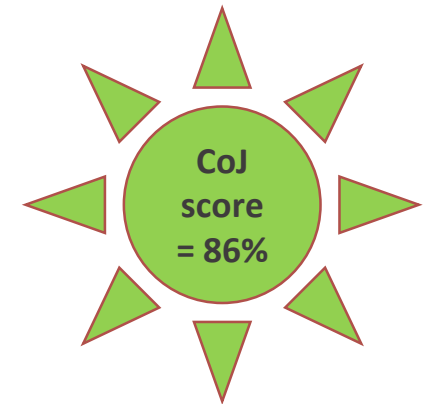
Distance travelled to main source of water(source: Statistics South Africa's 2016 Community Survey)

Access to piped water has declined by **2.5%** from **98.6% in 2011** to **96.1% in 2016**.



Satisfaction with water services per Municipality

- Very satisfied
- Satisfied
- Neutral
- Dissatisfied
- Very dissatisfied





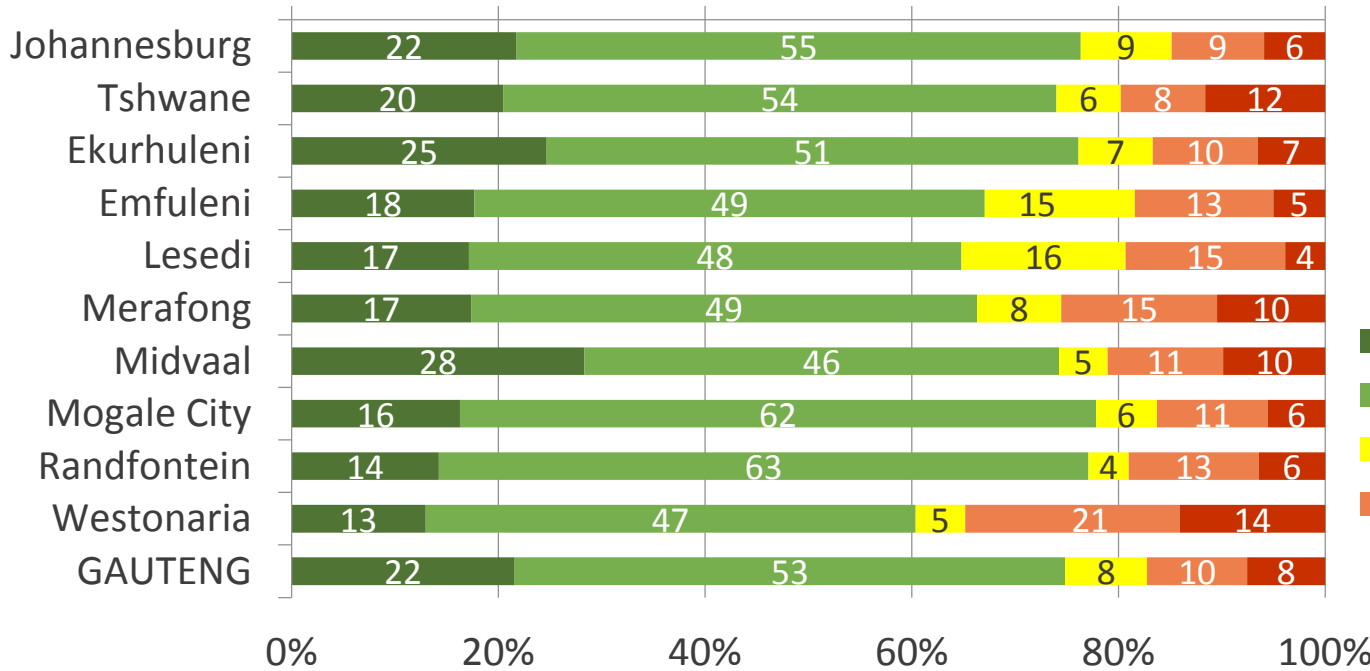
Sanitation

Satisfaction with Services

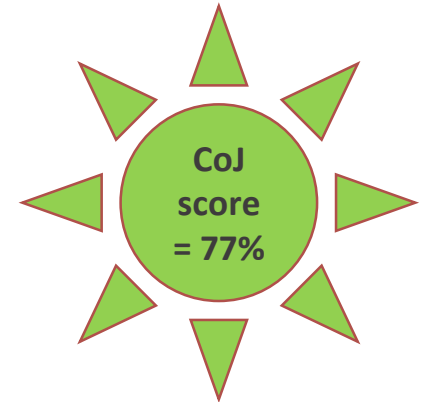
Approximately 77% of the respondents surveyed indicated that they are generally satisfied with sanitation, however, there is still a significant proportion of households (approximately 43146) that use the bucket system.

Flush toilet connected to a public sewerage system	1653707
Flush toilet connected to a septic tank or conservancy tank	29773
Chemical toilet	14786
Pit latrine/toilet with ventilation pipe	53623
Pit latrine/toilet without ventilation pipe	27160
Ecological toilet (e.g. urine diversion; enviroloo; etc.)	1016
Bucket toilet (collected by municipality)	39209
Bucket toilet (emptied by household)	3937

Sanitation services (source: Statistics South Africa's 2016 Community Survey)



Satisfaction with Sanitation per Municipality



- Very satisfied
- Satisfied
- Neutral
- Dissatisfied



Waste removal

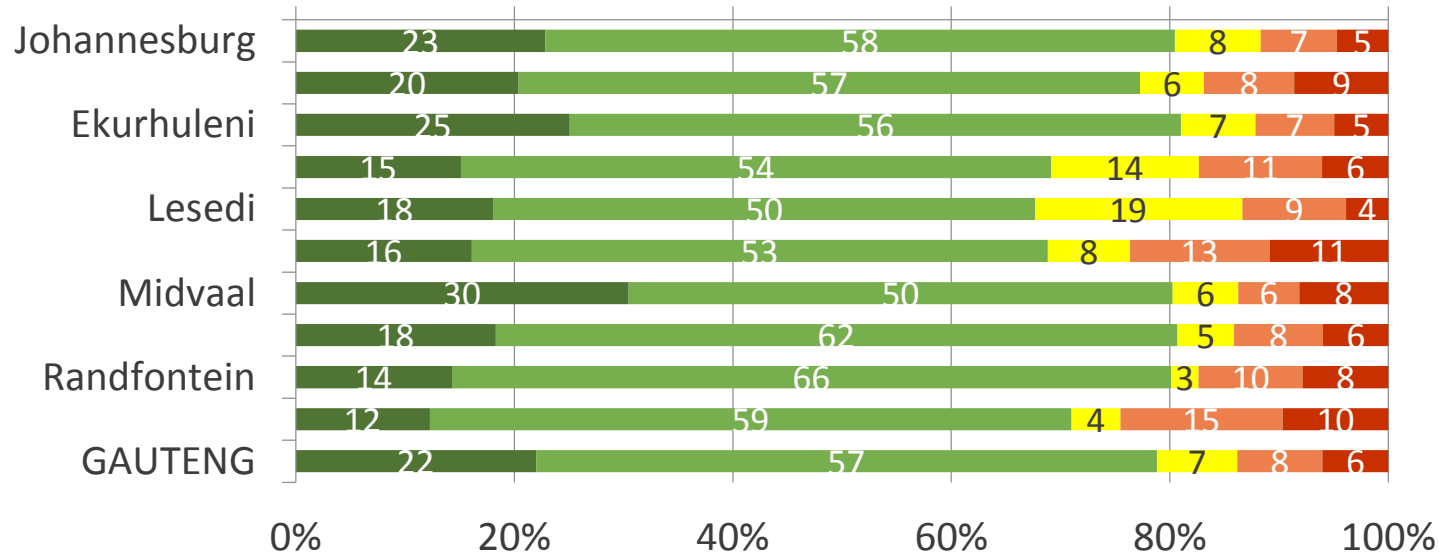
Satisfaction with Services

Approximately 81% surveyed indicated that they are generally satisfied with waste removal services.

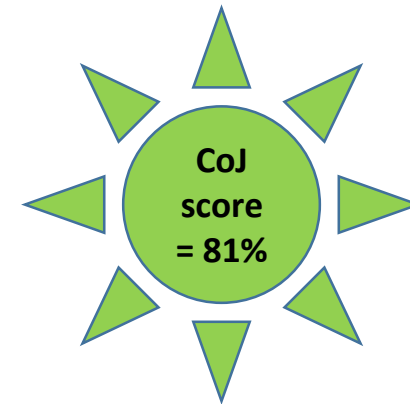
Access to waste removal services has remained the same since the 2011 census at

the same since the 2011 census at

95.3%



- Very satisfied
- Satisfied
- Neutral
- Dissatisfied
- Very dissatisfied

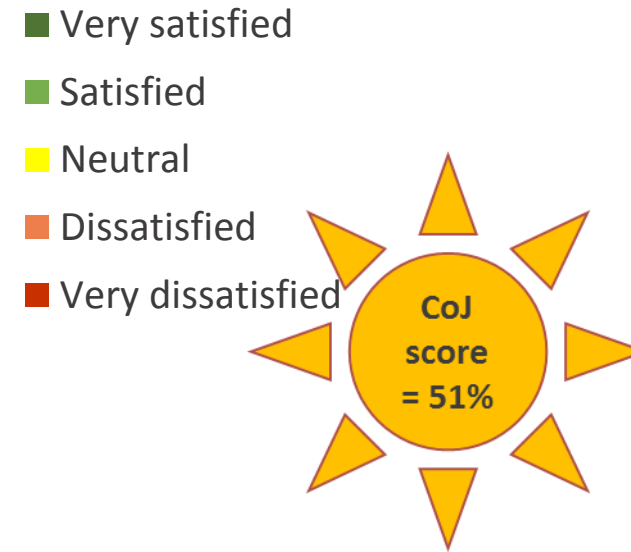
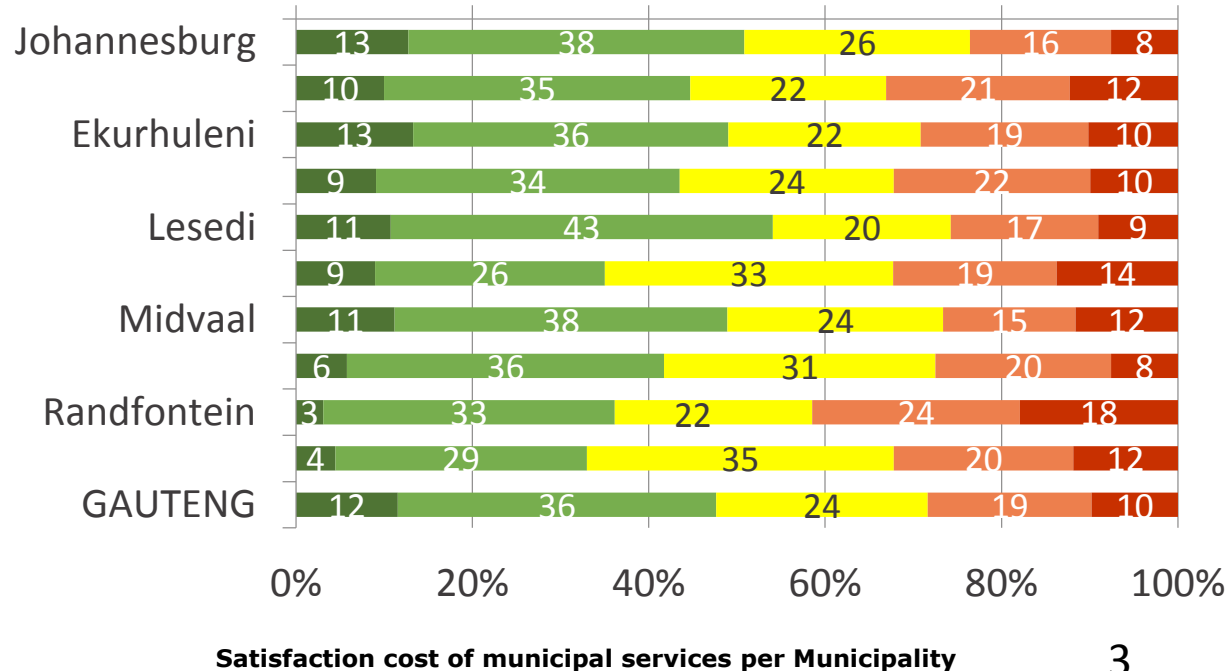
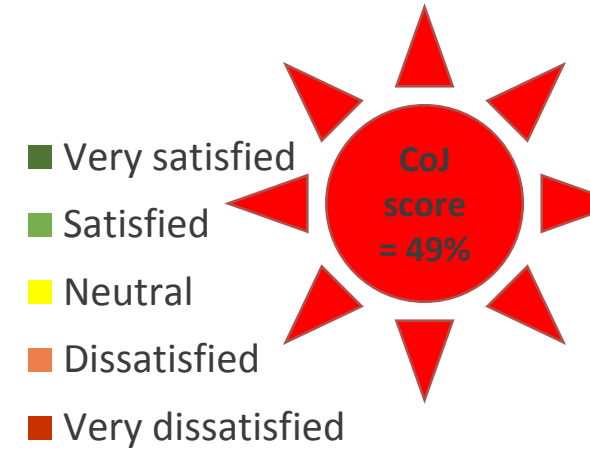
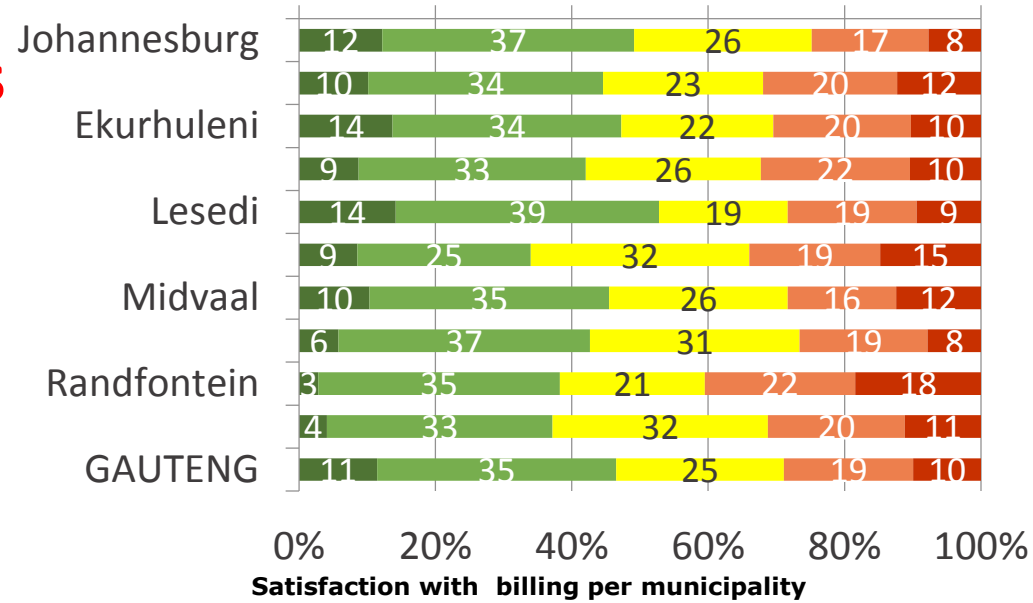


Satisfaction with waste removal per Municipality



Municipal services (Cost and Billing)

- Higher income strata more satisfied with billing (>60%) than Africans and aspirants (<50%) and the African middle class (50%<x<60%);
- This may be an indication of income inequalities across the different races;
- Municipal services represent a significant cost to low income earners than high income earners hence the high satisfaction levels for the whites and African middle class and not aspirants;



key findings: satisfaction with services

Satisfaction with standard of living

- Generally high for higher income strata (>80%) and African middle class (>70%) and significantly low for blacks and aspirants (<60%). This is in line with each respective group's income and perceived opportunities in life

Community participation

Participation: Poor participation rates for all races.

- Half (50%) of the African middle class indicated that they had never attended any Community related meeting;
- Less than 20% of the participants across all races indicated that they had attended community related meetings ranging from ward meetings, street committee or residents association meeting, Community development forum, Mayoral imbizos, School governing bodies and community policing forum meetings;
- All races are willing to vote in the local elections. Over 70% of the participants from each race indicated that they would vote, however, approximately 20% of the participants from each race indicated that they were satisfied with the local municipality and their local councillor. Swing votes are 10% and 85% have issues around the economy



Key findings: Quality of life in the City of Johannesburg

- Over 80% satisfied with basic services. Upper income strata is however the most satisfied with over 90% of them indicating that they are satisfied with basic services.
- BUT, quality of life only marginally improved.
- Signifies that all races have graduated from just basic service's needs;
- Prompts the need for the City to start engaging communities on other needs and services that they lack beyond the provision of basic services;
- Maintaining higher access to basic services remains important and residents expect government to deliver the basic services anyway
- However, beyond just accessing services, they are demanding higher quality basic infrastructure. This is also co-integrated with ways in which the city deals with service delivery failures and customer care.
- In addition to efforts to deliver high quality infrastructure, the City should now focus on soft issues that touch peoples lives. Residents now want something else from government - higher standards of living that manifest itself through - economic stability and jobs, safety, social cohesion, health, better treatment on the frontline of government/citizen interactions, less corruption etc.
- Thus, today the answer to improved quality of life is not just about more basic service connections .