

Level of satisfaction with municipal services



Author:
 Mpho Nemavunde
 Email: MphoNema@joburg.org.za

Image:
<https://www.isenberg.umass.edu/news/quality-life-indicators-performance-measures>

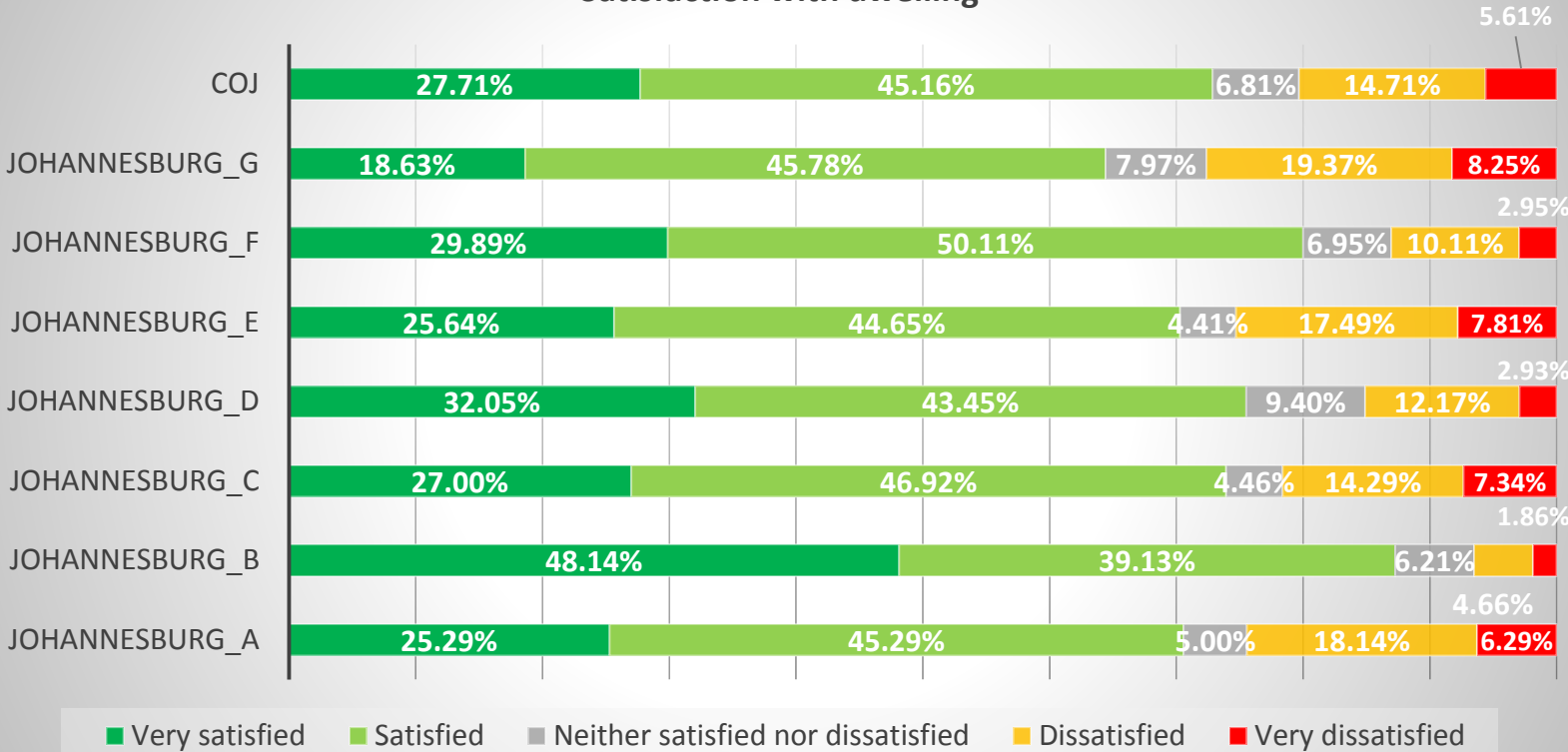
Content

- **Introduction**
- **Satisfaction with dwelling**
- **Satisfaction with water**
- **Satisfaction with sanitation**
- **Satisfaction with refuse removal**
- **Satisfaction with energy**
- **Satisfaction with cost of municipal services**
- **Satisfaction with billing system**
- **Satisfaction with roads**
- **Satisfaction with street lights**
- **Conclusion**

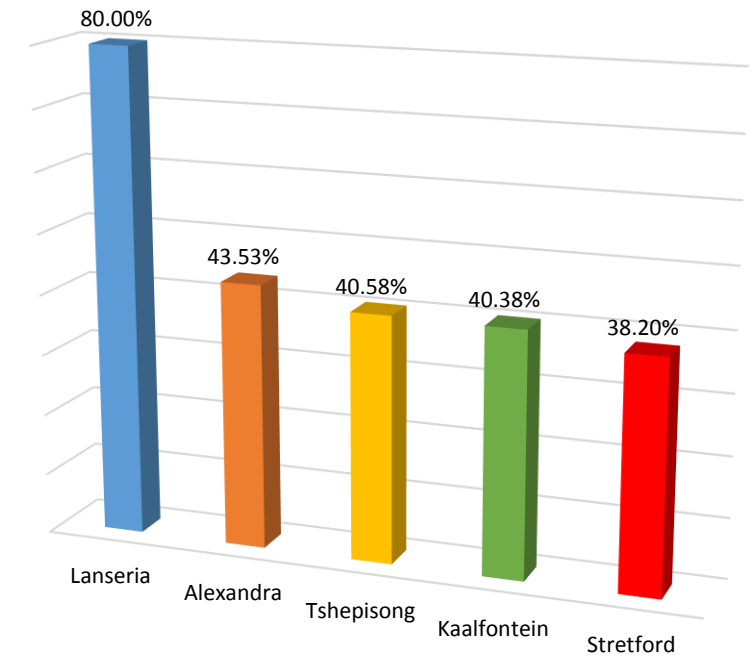
INTRODUCTION

- Data used in this brief is from Quality of Life (QoL) survey, conducted by Gauteng City-Region Observatory (GCRO).
- 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.
- The survey is conducted every two years.
- The 6th iteration (QoL 2020/21) was launched on the 9th of September 2021.
- Data collection for this survey took place from October 2020 to May 2021
- The final attained sample size for the City of Johannesburg is 3 545 (weighted).
- The survey is conducted across Gauteng city region (GCR), however this brief will only focus on City of Johannesburg.

Satisfaction with dwelling

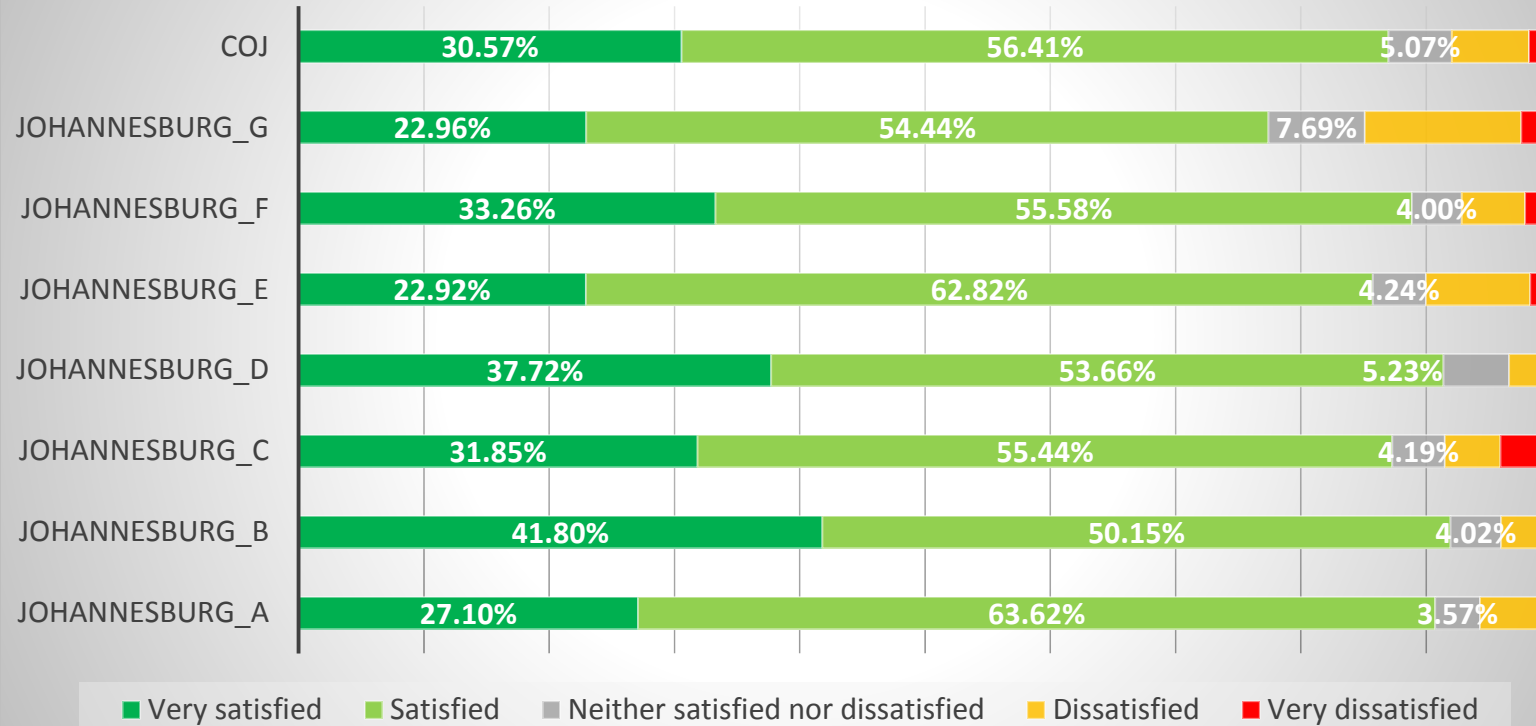


Top 5 most dissatisfied places with dwelling in CoJ

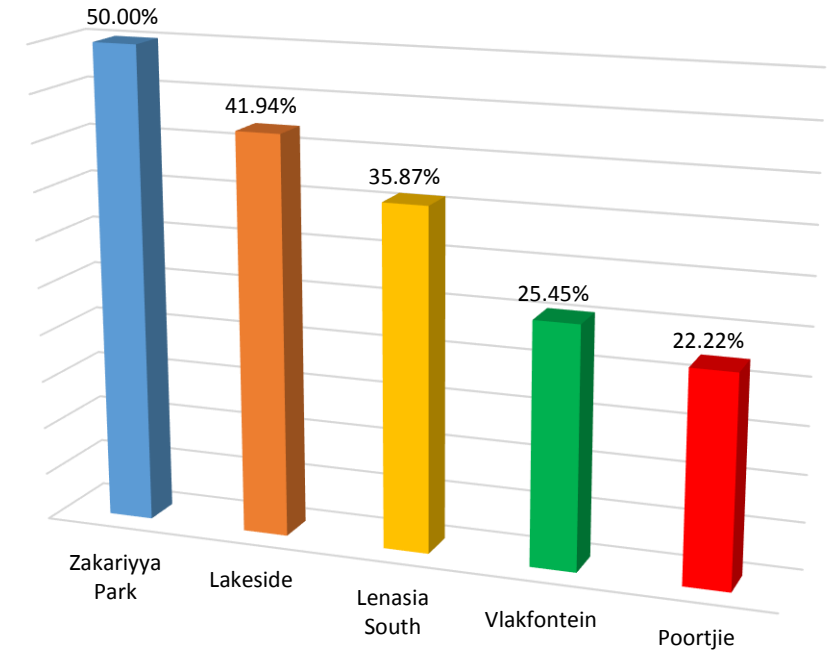


- 73% of respondents in the City of Joburg say they are satisfied with their dwelling, that is a 3 percentage points increase from 2017/18 QoL.
- 4 regions out of 7 (**region G 28%, region E 25%, region A 24% & region C 22%**) recorded higher dissatisfaction levels compared to 20% for the City of Johannesburg.
- Region B reported the highest satisfaction compared to other regions, at 87%.
- Lanseria has highest dissatisfaction level with dwelling at 80%.

Satisfaction with water access

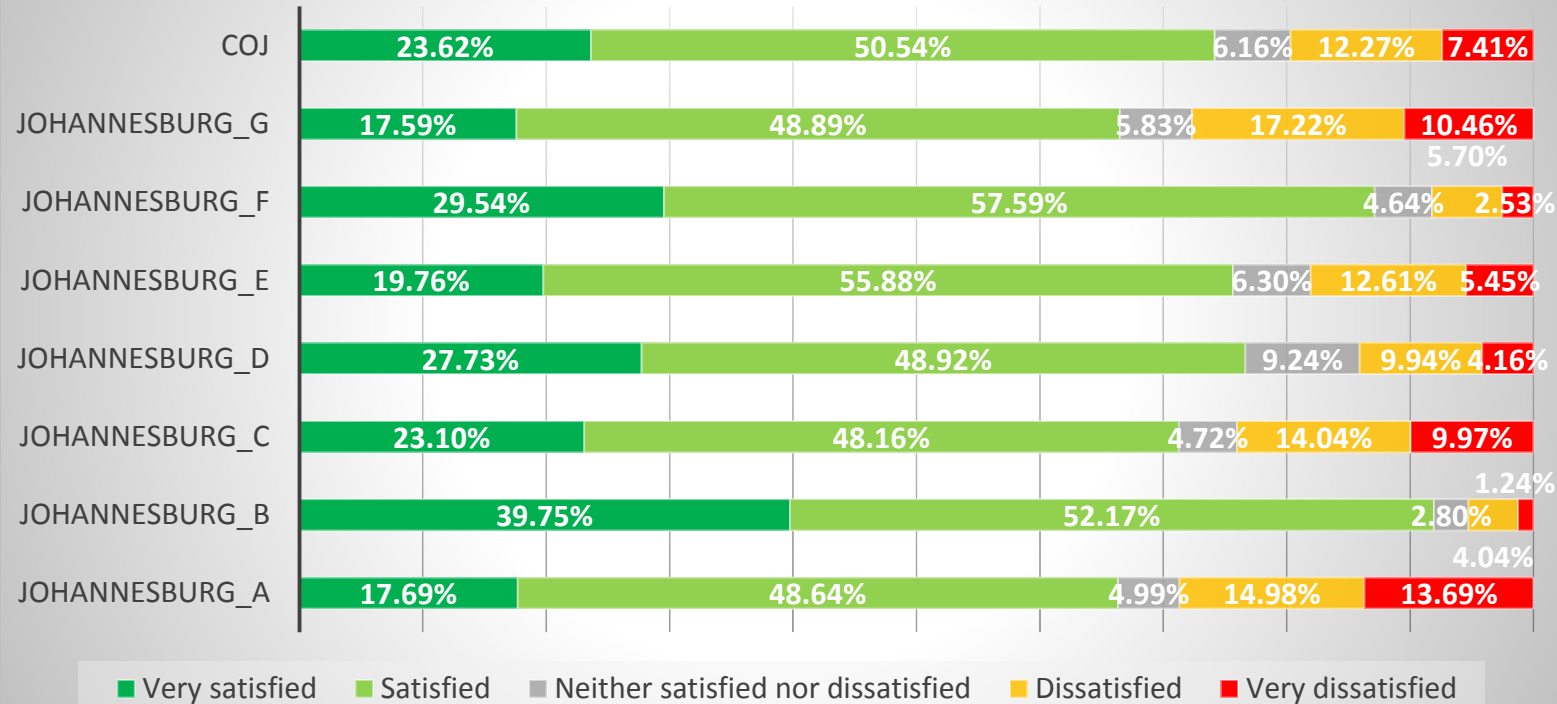


Top 5 most dissatisfied places with water access in CoJ

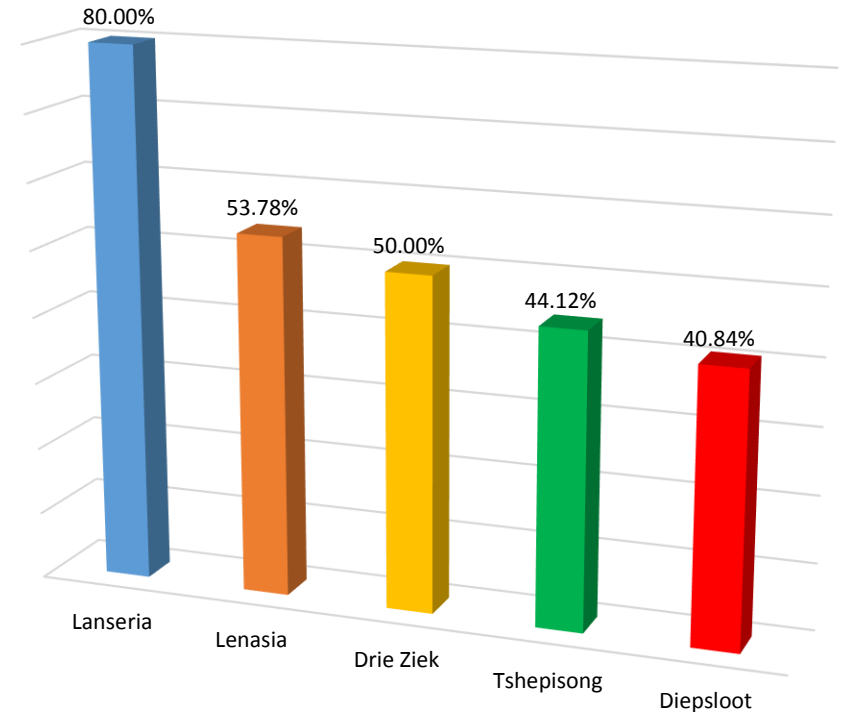


- 87% of respondents were satisfied with water access in the City of Joburg , that is a 2 percentage points drop compared to 89% in 2017/18 QoL.
- 15% of respondents from region G are dissatisfied with access to water, this is 7 percentage points higher than 8% of dissatisfaction for the City of Johannesburg.
- Region B reported the highest satisfaction level of 92% followed by region D at 91%
- Respondents in Zakariyya Park reported 50% dissatisfaction with access to water

Satisfaction with Sanitation

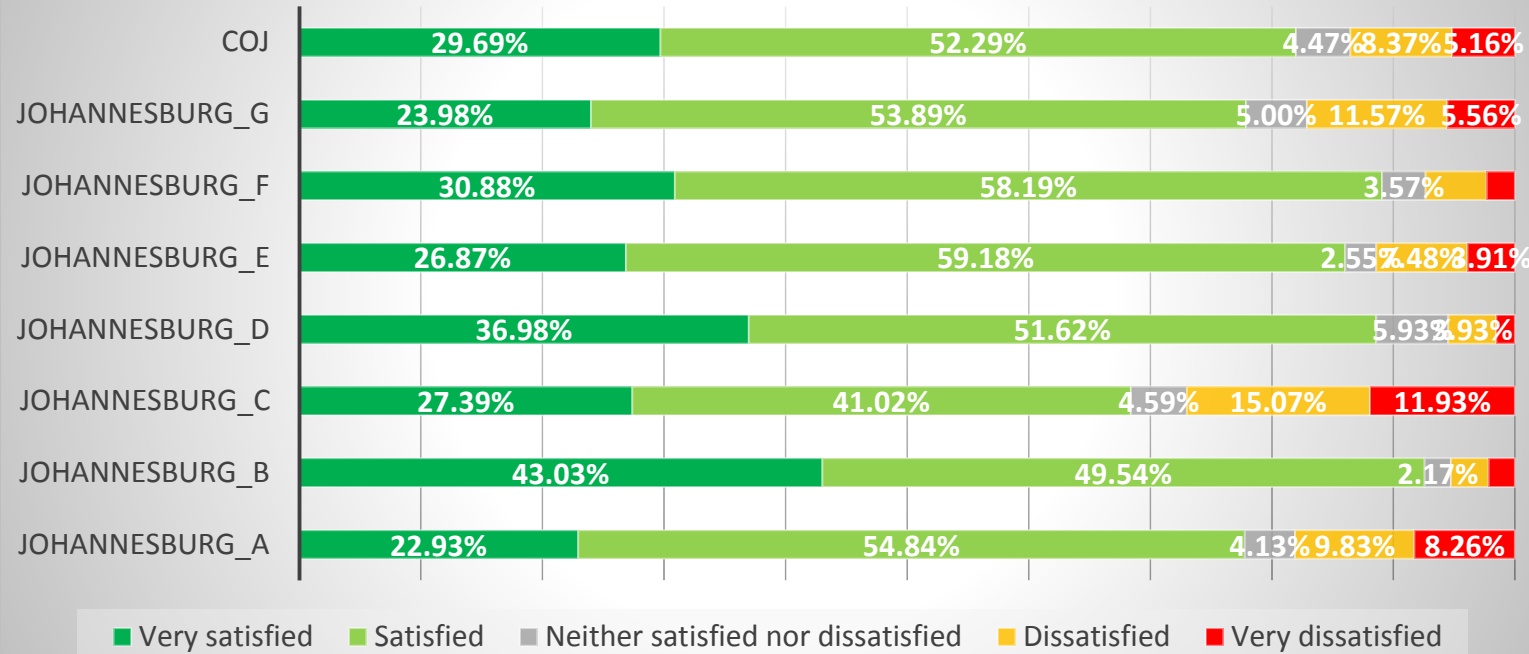


Top 5 most dissatisfied places with sanitation in CoJ

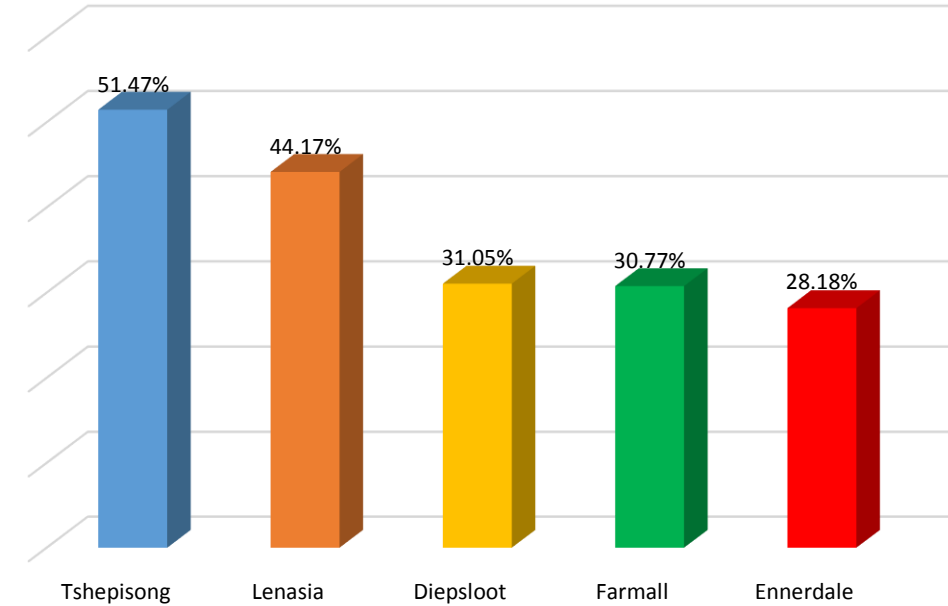


- 74% of respondents were satisfied with access to sanitation, this is a 3 percentage points drop from 77% satisfaction in 2017/18 QoL.
- 3 regions out of 7 (**region A 29%**, **region G 28%** & **region C 24%**) recorded higher dissatisfaction levels compared to 20% for the City of Johannesburg.
- Region B reported highest level of satisfaction at 92%.
- Respondents from Lanseria reported highest level of dissatisfaction at 80% .

Satisfaction with refuse removal services

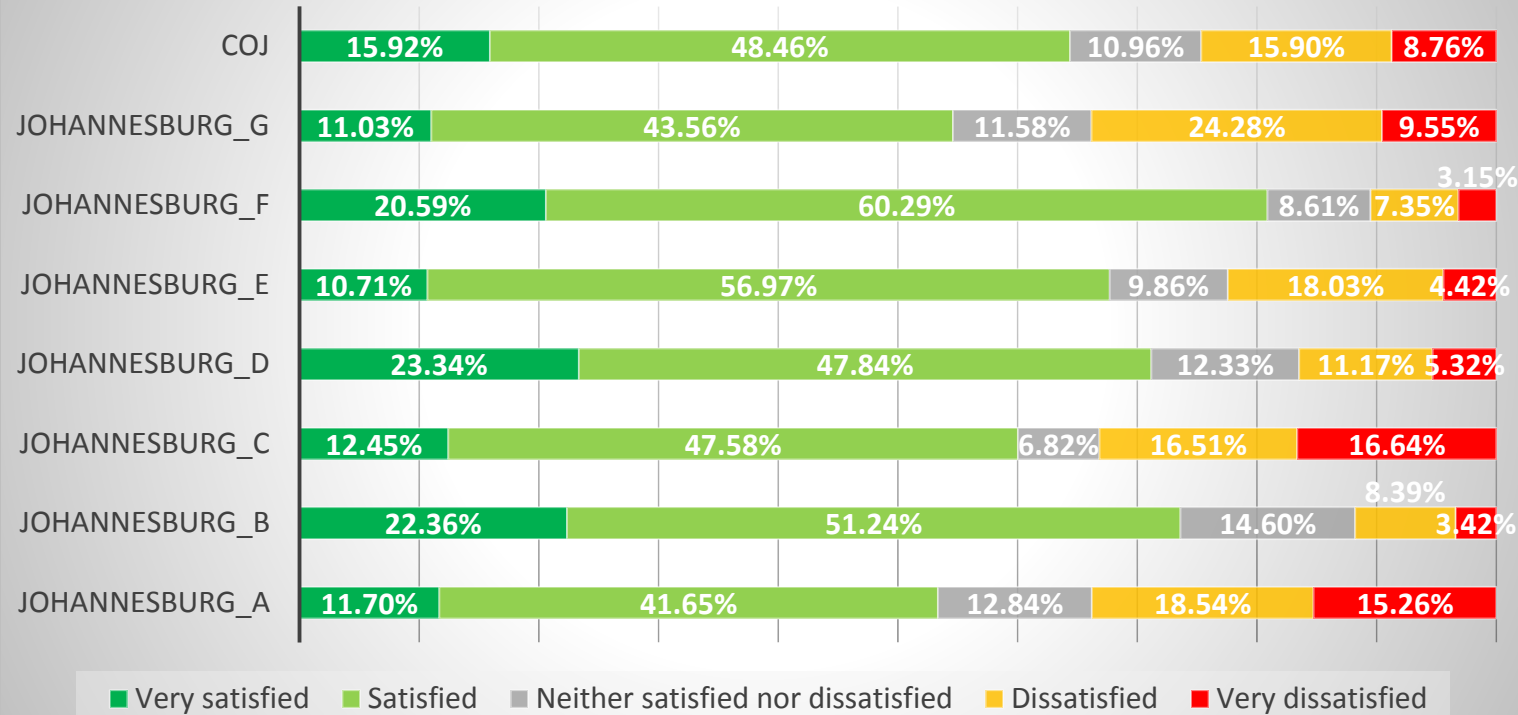


Top 5 most dissatisfied places with refuse removal in CoJ

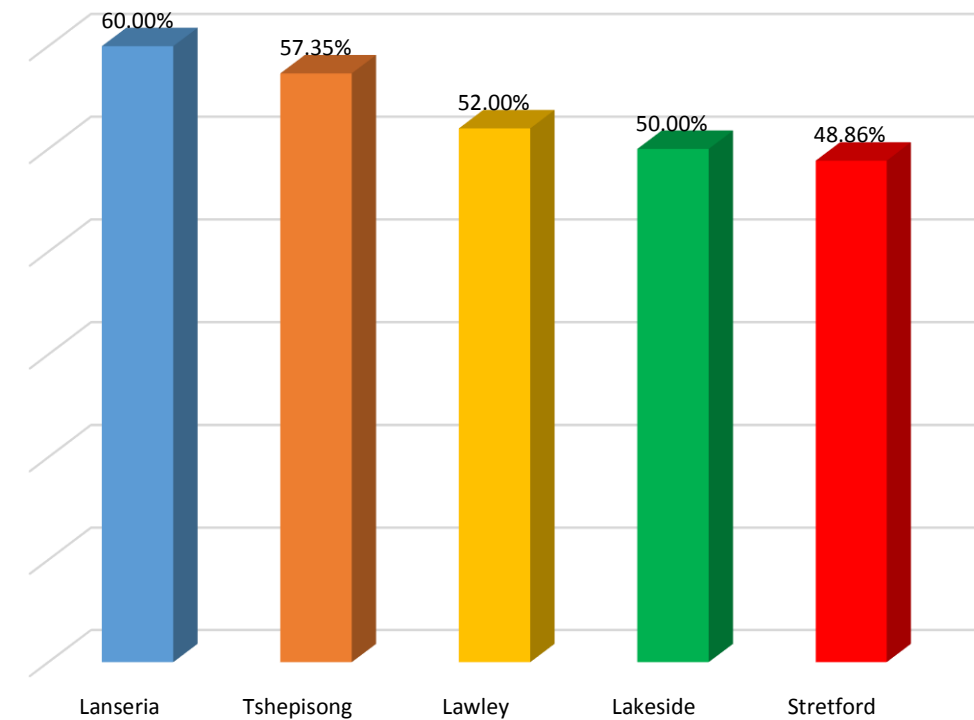


- 82% of respondents were satisfied with refuse removal in the City of Joburg. This represents a 1 percentage point increase from 81% in 2017/18 QoL.
- 3 regions out of 7 (**region C 27%**, **region A 18%** & **region G 17%**) reported higher levels of dissatisfaction compared to 14% for the City of Johannesburg.
- Region B reported the highest satisfaction of 93% followed by regions D&F, both with 89% satisfaction.
- Tshepisoong and Lenasia are among areas with high dissatisfaction at 52% and 44% respectively.

Satisfaction with Energy

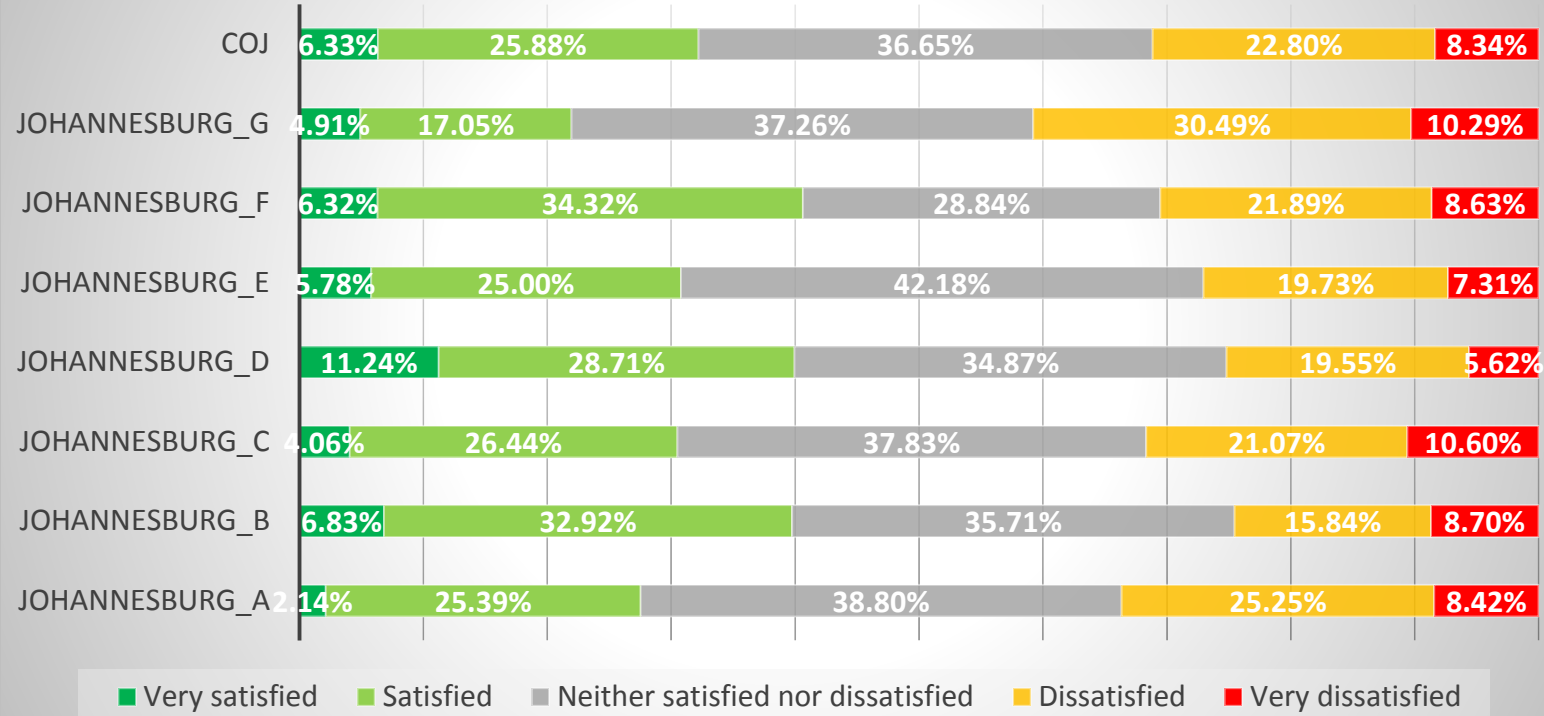


Top 5 most dissatisfied places with energy in CoJ

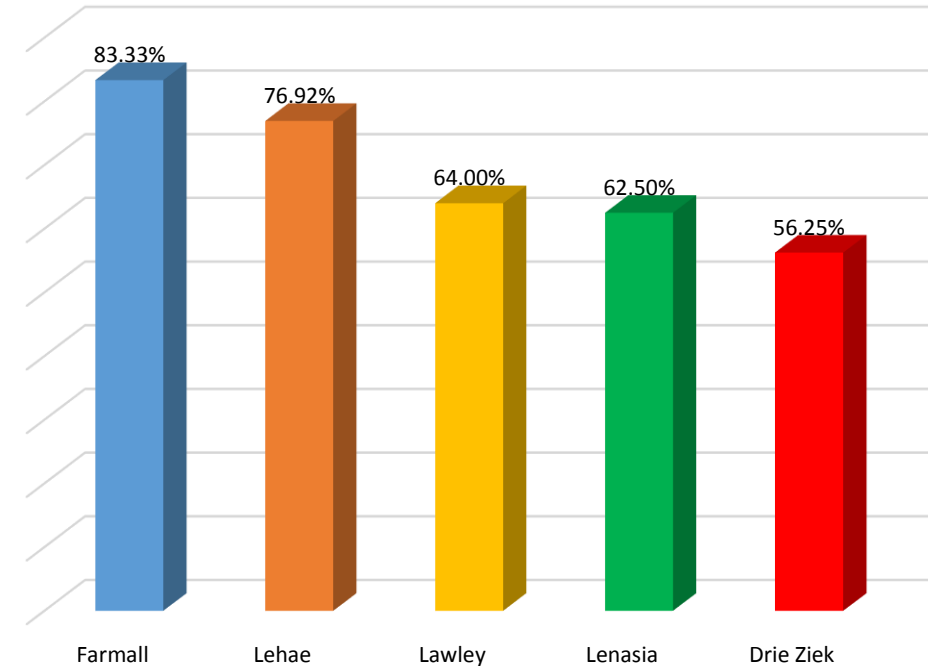


- 64% of respondents were satisfied with access to energy in the City of Johannesburg
- There is a significant drop of 13 percentage points in satisfaction with energy from 77% in 2017/18 QoL.
- Regions A&G recorded highest levels of dissatisfaction with access to energy, both at 34% followed by region C at 33%.
- Dissatisfaction levels for all three regions are higher than 25% for the City of Johannesburg
- Region F was the most satisfied region with access to energy recording 81% satisfaction level.
- Lanseria is the area with highest dissatisfaction level at 60% .

Satisfaction with how much is paid for municipal services

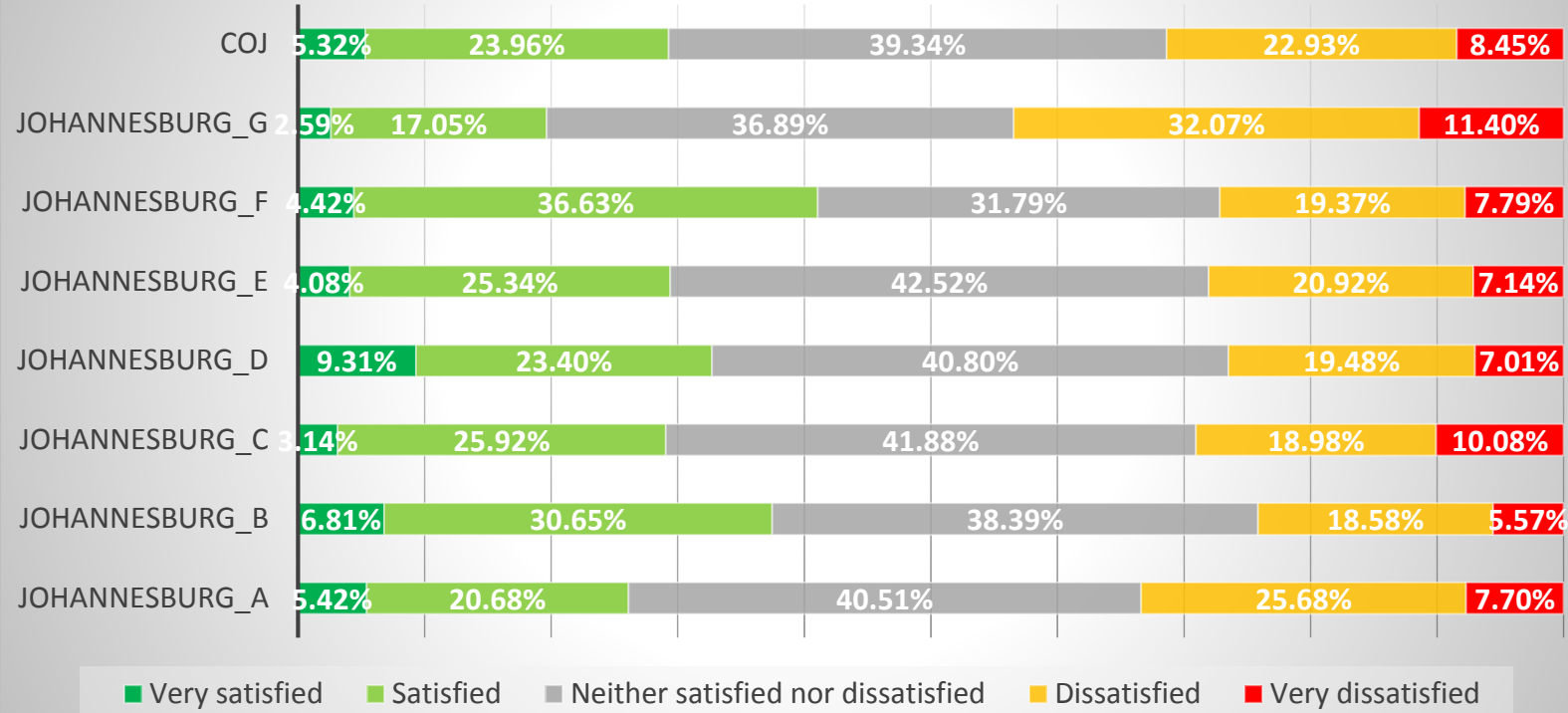


Top 5 most dissatisfied places with how much is paid for municipal services in CoJ

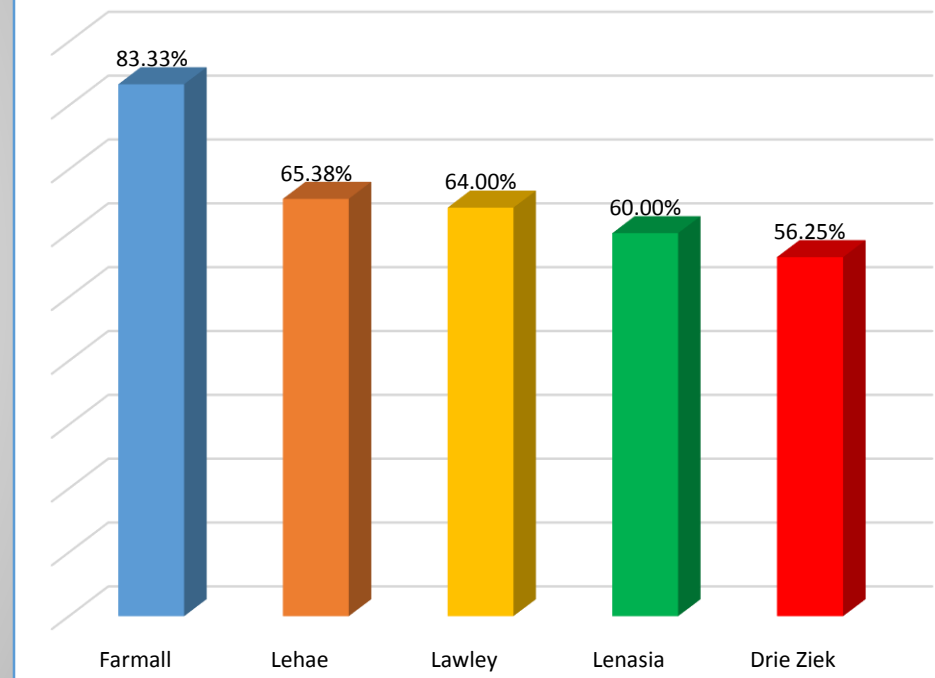


- Less than a third of respondents were satisfied with how much is paid for municipal services in the City of Johannesburg.
- There is a significant drop in satisfaction with cost of municipal services of 12 percentage points from 44% in 2017/18 QoL.
- Region G recorded highest level of dissatisfaction at 41%. This is 10 percentage points higher than 31% of the City of Johannesburg.
- Region F recorded highest level of satisfaction compared to other regions at 41%
- Farmall is the most dissatisfied area at 83%.

Satisfaction with the billing system

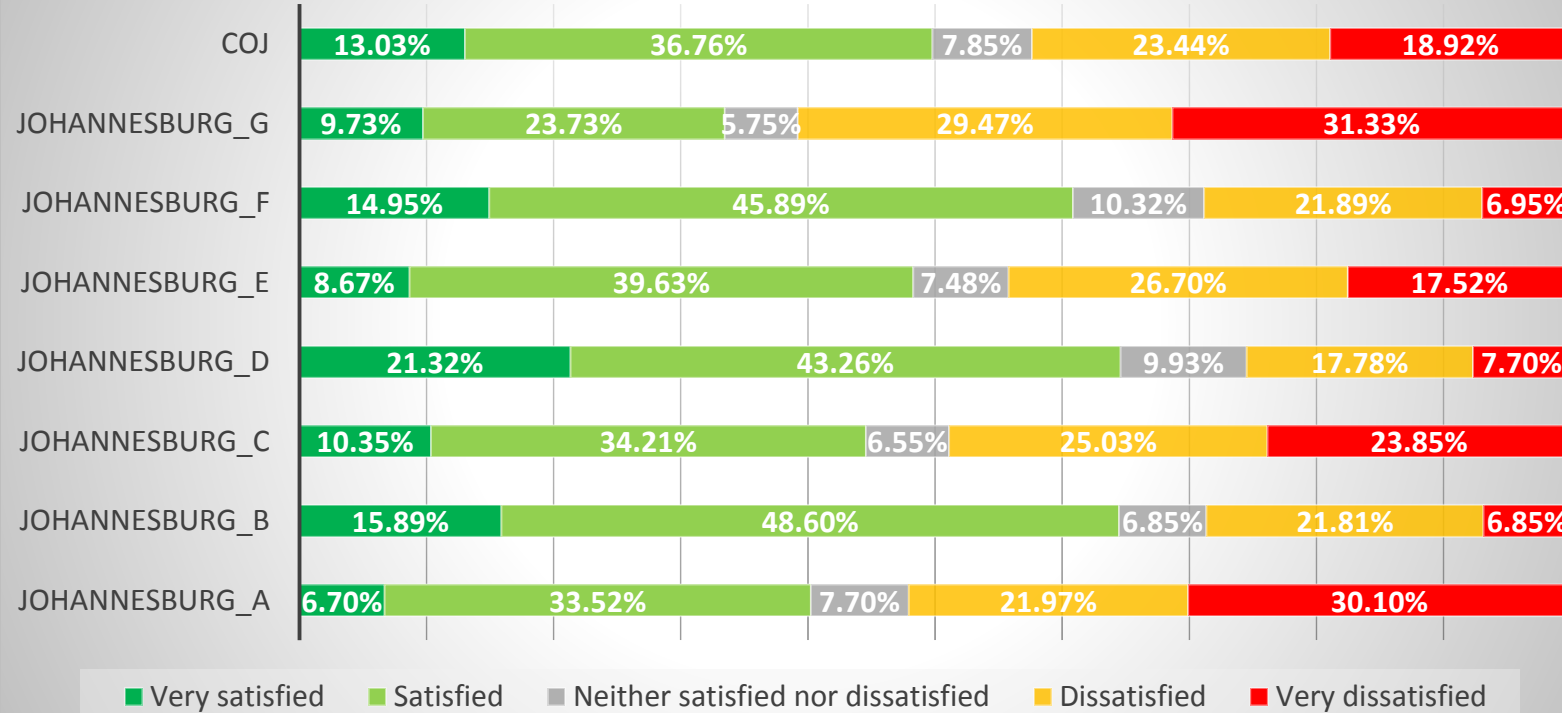


Top 5 most dissatisfied places with the billing system in CoJ

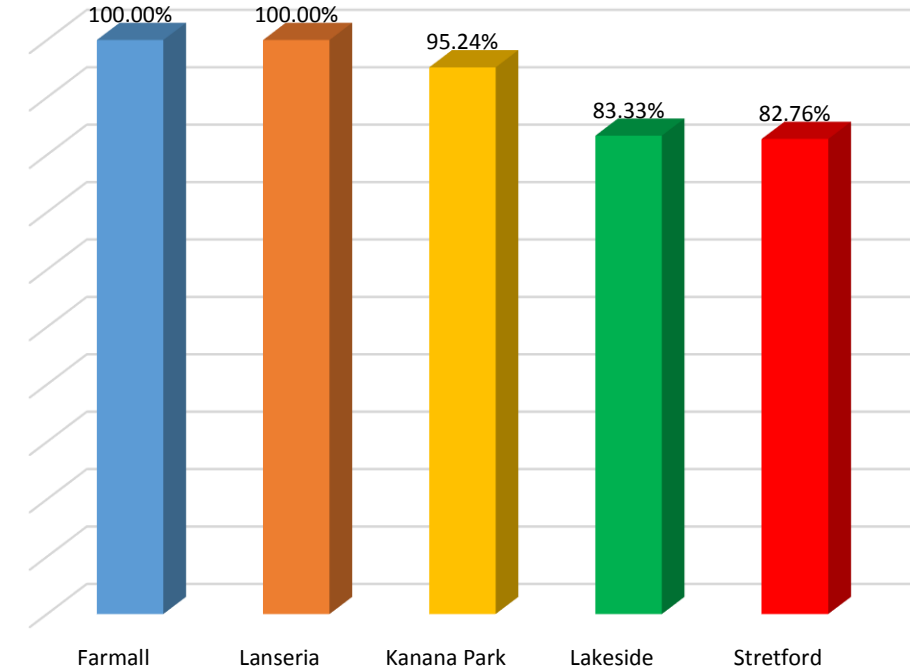


- Only 29% of the respondents in the City of Johannesburg were satisfied with billing system, that is a 2 percentage points drop from 31% in 2017/18 QoL
- 44% of respondents in region G were dissatisfied, the highest compared to other regions and 13 percentage points higher than 31% of the City of Johannesburg
- Region F recorded highest level of satisfaction with 41%
- Farmall is the area with highest level of dissatisfaction at 83%.

Satisfaction with road conditions

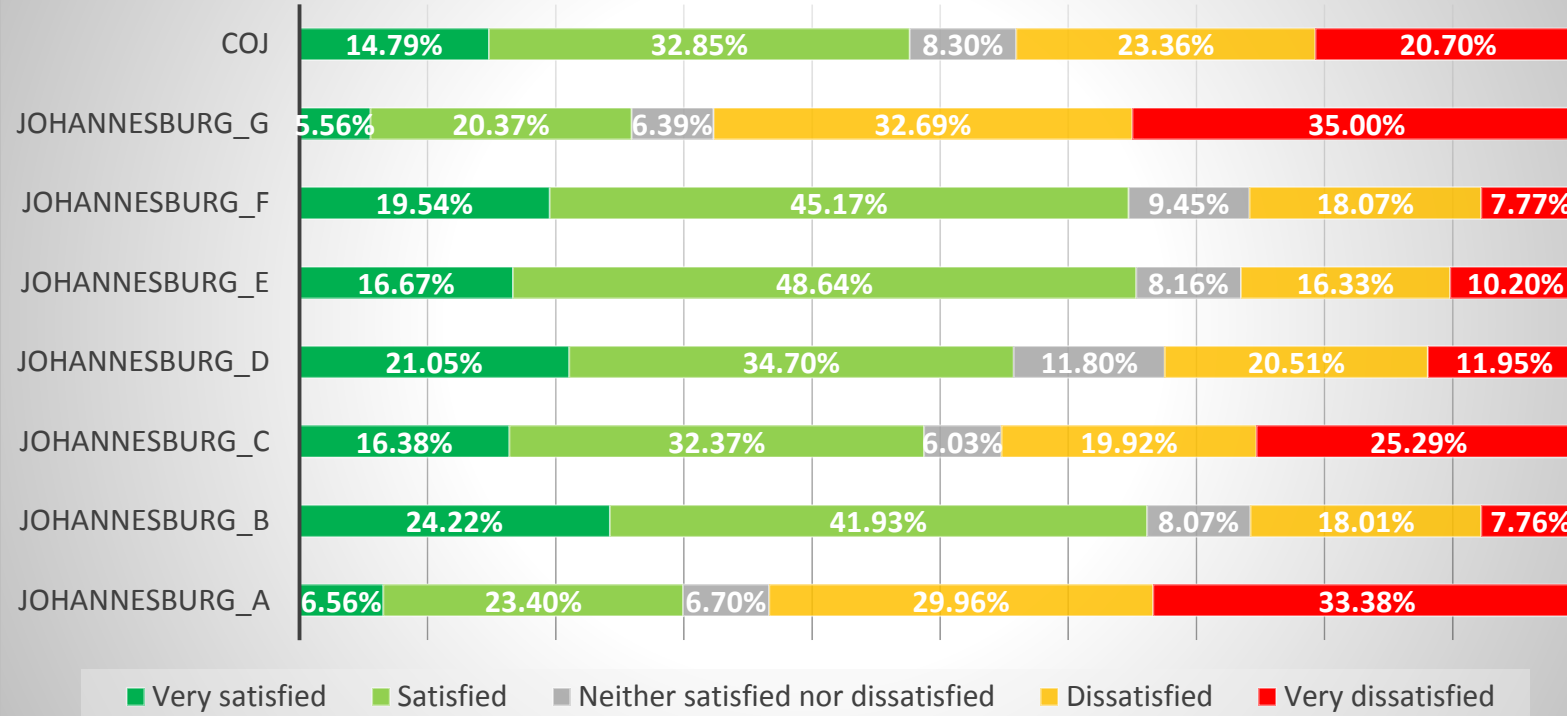


Top 5 most dissatisfied places with road conditions in CoJ

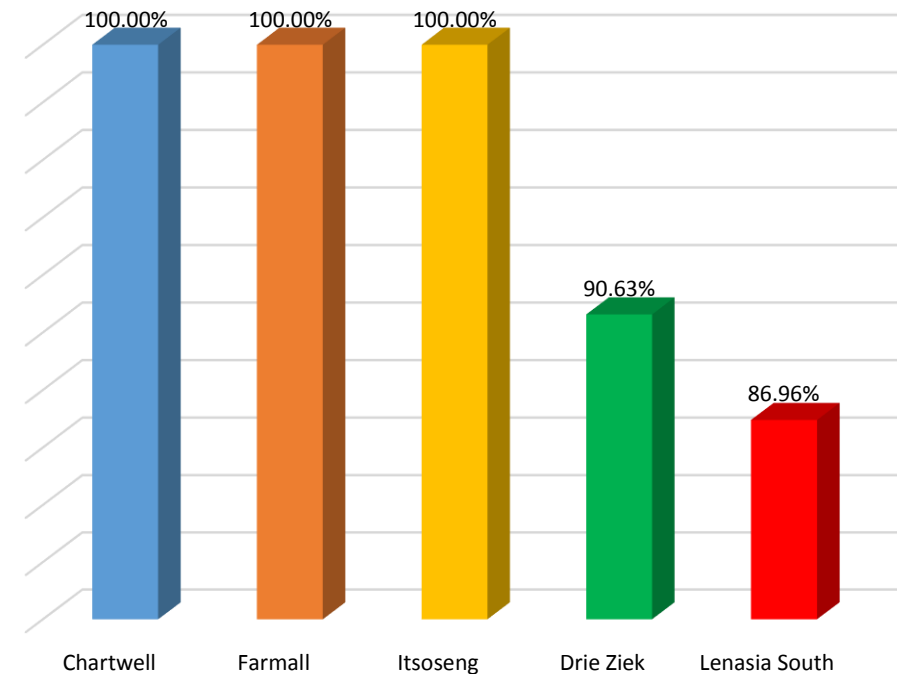


- 50% of respondents in the City of Johannesburg are satisfied with the roads where they live, that is a significant drop of 11 percentage points from 61% in 2017/18 QoL.
- Region G is the most dissatisfied with the roads compared to other regions at 61%. This is 19 percentage points higher than 42% for the City of Johannesburg.
- Regions B&D reported highest level of satisfaction compared to other regions, both at 65%
- Farmall and Lanseria are the top 2 most dissatisfied areas both at 100%, meaning all respondents from these areas were dissatisfied with roads where they live

Satisfaction with the street lights



Top 5 most dissatisfied places with the street lights in CoJ



- 48% of respondents in the City of Johannesburg were satisfied with the street lights where they live.
- There is a significant drop on satisfaction with the street lights of 14 percentage points from 62% in 2017/18 QoL.
- Region G is the most dissatisfied compared to other regions at 68%. This is 24 percentage points higher than 44% for the City.
- Region B reported highest level of satisfaction compared to other regions at 66%
- Chartwell, Farmall and Itsoseng are the most dissatisfied areas with 100% of respondents saying they are dissatisfied with the street lights

CONCLUSION

- The QOL 6 survey findings reveal just how much socio-economic fallout the COVID-19 pandemic has had for Gauteng province and the negative impact that this has had on satisfaction generally.
- Energy is the basic service that most respondents are dissatisfied with, reporting 25% which is a significant increase of 10 percentage points from 15% in 2017/18 QoL.
- Water recorded highest levels of satisfaction at 87% compared to other services. This is a 2 percentage points drop from 89% in 2017/18 QoL.
- Lanseria, Alexandra, Tshepisoong, Kaalfontein and Stretford are the top 5 most dissatisfied areas with dwelling
- Zakariyya Park, Lakeside, Lenasia South, Vlakfontein and Poortjie are the top 5 most dissatisfied areas with water
- Lanseria, Lenasia, Drie Ziek, Tshepisoong and Diepsloot are the top 5 most dissatisfied areas with sanitation
- Tshepisoong, Lenasia, Diepsloot, Farmall and Ennerdale are the top 5 most dissatisfied areas with refuse removal
- Lanseria, Tshepisoong, Lawley, Lakeside and Stretford are the top 5 most dissatisfied areas with energy
- Lanseria, Lenasia, Diepsloot and Tshepisoong are the areas with higher level of dissatisfaction with at least 3 basic services provided by the City of Johannesburg.
- 29% of the respondents in the City of Johannesburg were satisfied with billing system and 32% of respondents were dissatisfied with the remaining 39% neither satisfied nor dissatisfied
- The City reported 50% satisfaction and 42% dissatisfaction with road conditions.
- 48% of respondents were satisfied with street lights where they live and 44% were dissatisfied in the City of Johannesburg.