



Citizen Satisfaction Survey

2015 KwaZulu-Natal Citizen Satisfaction Survey: Analytical Report



**Statistics
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Office Of The Premier
PROVINCE OF KWAZULU-NATAL

2015 KwaZulu-Natal Citizen Satisfaction Survey: Analytical Report

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Pali Lehohla
Statistician-General

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PREFACE

A mirror is an important tool providing a report on your looks as well as a proxy of how others see you. The KwaZulu-Natal government has a mirror against which it can advance issue identification, planning interventions, implementing programmes and assessing impact. This report presents a detailed but not exhaustive analysis of the KwaZulu-Natal Customer Satisfaction Survey 2015 (KZN CSS 2015) that was conducted by Statistics South Africa from October to November 2015 at the request of the Office of the Premier in the province. The KZN CSS 2015 data provide a useful and critical mirror from which the provincial and local governments in KwaZulu-Natal can assess how their plans and programmes resonate with the people they serve. This report will be accompanied by web based tables as well as offline products such as CDs loaded with data for use by especially the government and peoples of KwaZulu-Natal, South Africa as a whole, academia, business and the NGO community. It is KwaZulu-Natal's mirror.



PJ Lehohla
Statistician-General

RESULTS AT A GLANCE

This table summarises results of citizen ratings of performance of the provincial and local governments of KwaZulu-Natal on selected areas of competence.

Provincial government			
Level of satisfaction with overall performance of provincial government	Dissatisfied	Somewhat satisfied	Satisfied
	36%	31%	33%
Level of satisfaction with governance of provincial government	37%	30%	33%
Top three priorities as rated by the KZN population	Job creation (priority 1)	Affordable housing (priority 2)	Affordable housing (priority 3)
	55%	22%	15%
Rating of KZN performance on selected areas	Poor	Fair	Good/Very good/excellent
<i>Provision of basic education</i>	16%	22%	63%
<i>Provision of health care</i>	21%	30%	49%
<i>Maintenance of provincial roads</i>	25%	52%	52%
<i>Eradicating poverty and improving social welfare</i>	27%	35%	38%
<i>Promoting agriculture</i>	29%	30%	41%
<i>Improving household food security</i>	32%	37%	31%
<i>Provision of safety and security</i>	33%	34%	33%
<i>Promoting accountable government</i>	35%	33%	32%
<i>Enhancing entrepreneurship and SMMEs</i>	36%	34%	30%
<i>Eradicating fraud and corruption</i>	49%	29%	22%
Whether [or not] KZN provincial government implements Batho Pele Principles	Agree	Disagree	
<i>Consultation</i>	59%	41%	
<i>Service standards</i>	59%	41%	
<i>Equal access</i>	45%	55%	
<i>Value for money</i>	34%	66%	
Awareness of government programmes and government's consultative processes	Aware	Not aware	
<i>Aware of Operation Sukumasakhe</i>	34%	66%	
<i>Aware of PGDS</i>	14%	86%	
<i>Imbizo attendance</i>	24%	76%	
Local government			
Level of satisfaction with the overall performance of local municipalities	Dissatisfied	Somewhat satisfied	Satisfied
	49%	27%	25%
Top five critically important municipal services	Not important at all / somewhat important	Important/very important	Critically important
<i>Water services</i>	2%	46%	52%
<i>Electricity services</i>	2%	58%	40%
<i>Municipal clinics</i>	2%	59%	39%
<i>Sanitation services</i>	4%	60%	36%
<i>Affordable housing</i>	5%	61%	34%

Level of satisfaction with Local municipal performance on top five critically important services	Dissatisfied	Somewhat satisfied	Satisfied
<i>Water services</i>	32%	16%	52%
<i>Electricity services</i>	18%	21%	61%
<i>Municipal clinics</i>	15%	25%	61%
<i>Sanitation services</i>	34%	17%	49%
<i>Affordable Housing</i>	49%	14%	36%
Whether [or not] service delivery complaints were made	Yes	No	
<i>Electricity services</i>	26%	74%	
<i>Housing</i>	35%	65%	
<i>Refuse disposal</i>	16%	84%	
<i>Sanitation services</i>	21%	79%	
<i>Water services</i>	37%	63%	

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1. INTRODUCTION

In South Africa, provinces form the second level of governance of which the constitution mandates Executive Authority vested in development and implementation of policies at that level of governance. To realise this mandate, the KwaZulu-Natal provincial government has set six provincial priorities including: (1) job creation (decent work and economic growth); (2) education; (3) health; (4) rural development, food security and land reform; (5) fighting crime and corruption; and (6) nation building and good governance. Linked with these priorities are seven strategic goals, namely: (1) job creation; (2) human resource development; (3) human and community development; (4) strategic infrastructure; (5) governance and policy; (6) spatial equity; and (7) response to climate change as stated in the KwaZulu-Natal Planning Commission (2011). In 2011, a provincial growth and development strategy (PGDS) was developed to provide a framework for “accelerating and sharing economic growth through catalytic and developmental interventions, within a coherent equitable spatial development architecture, putting people first, particularly the poor and vulnerable, and building sustainable communities, livelihoods and living environments.” (KwaZulu-Natal Planning Commission 2011: 8).

One initiative from the Executive Authority Office of the premier was formation of structures responsible for collecting information pertaining to the performance and effectiveness of provincial government departments and the entire local government establishment. Following the aforementioned, the Office of the Premier (OtP) in KwaZulu-Natal province approached Stats SA to conduct a citizen perception survey in 2015. Stats SA accepted the proposal to partner with the province subject to the terms contained in the Memorandum of Agreement (MoA) and has undertaken to employ its expertise and resources to deliver the 2015 Citizen Satisfaction Survey (KZN CSS 2015). The aim of the survey is to understand how residents rate services provided by their provincial and local governments to assess service delivery performance, inform improved service delivery and to provide a platform to engage with citizens. The survey serves as an indicator of government’s governance efficiency and as a high level indicator for the goal on governance and policy of the Provincial Growth and Development Plan (PGDP). From a communication perspective, results of CSS are expected to facilitate greater collaboration between the citizens and local governance structures while establishing a baseline and targets to measure progress in the future.

The objective of this report is to present results on the following issues: (1) Citizens' rating of satisfaction with overall performance of the provincial government; (2) Citizens' rating of satisfaction with governance of the provincial government; (3) Citizens' ranking of provincial priorities and performance of provincial government departments; (4) Citizen's rating of KwaZulu-Natal provincial government according to Batho Pele principles and assessment of the provincial government's consultative processes as well as general awareness among residents about the provincial government's programmes; (5) Citizens' rating of satisfaction with overall performance of their local municipality; (6) Citizen's rating of importance of municipal services and programmes; (7) Citizens' rating of satisfaction with level and quality of selected municipal services. The analysis presented here is not exhaustive of the data items covered by the KZN CSS 2015.

As in the German fairy tale of Princess Snow White and the Evil Queen, the KZN CSS 2015 data may not tell the story that the KwaZulu-Natal OtP and indeed the entire provincial government wants to hear; however, regardless of the findings, the data provide a useful mirror through which they can assess how their plans and programmes resonate with the people they serve. Unlike in the German fairy tale Premier Mccunu at the launch of the field operations for the survey in October 2014 said *"Citizens will be given the opportunity to express their dissatisfaction and point out weaknesses and strengths in relation to service delivery and this will serve as a platform and tool to assess performance of government."*

The analysis in the report is disaggregated by district council, local municipality, sex, age group, population group, education level, income level, etc.

Organisation of the rest of the report

Section 2 of the report provides a brief overview of the methodology that was used in the design and implementation of the KZN CSS 2015. It discusses the sample size, target population and other pertinent information about the survey as well as the analytical approach followed in producing the results presented in this report. Section 3 provides a high level contextualization of the CSS data with other data sources about the population of KwaZulu-Natal with a view to see how the CSS fits with existing data. Respectively, sections 4 and 5 present the results of citizens' rating of the performance of the provincial and individual local municipalities on the dimensions highlighted above. Section 6 provides a summary and conclusion of the report.

2. DATA AND METHODS

This section briefly discusses the KZN CSS 2015 methodology and the analytical approach used to generate the results presented in this report. The discussion of the survey methodology is kept brief in this report because Stats SA will publish a separate technical report where more details about the design and implementation of the KZN CSS 2015 will be provided.

2.1 Methodology for the KZN CSS 2015 data

The KZN CSS 2015 is representative of the population of KwaZulu-Natal at district council and local municipality levels. Its sample covered 20 819 private dwelling units in the province and collected information from about 40 000 people (weighted to about 7 million) aged 15 years and older using Computer Assisted Personal Interview (CAPI) technology. The field work was conducted from October to November 2015. The KZN CSS 2015 recorded a response rate of 83%.

The overarching objective of the survey was to measure attitudes and perceptions of the citizens of KwaZulu-Natal with regards to their satisfaction with the performance of the provincial government and their respective local governments. This primary objective can be broken down to the following secondary objectives:

- i. Measurement of citizens' rating of satisfaction with overall performance of the provincial government;
- ii. Measurement of citizens' rating of satisfaction with governance of the provincial government;
- iii. Measurement of citizens' ranking of provincial priorities and performance of provincial government departments;
- iv. Measurement of citizen's rating of KwaZulu-Natal provincial government according to the Batho Pele principles and assessment of the provincial government's consultative processes as well as general awareness among residents about the provincial government's programmes;
- v. Measurement of citizens' rating of satisfaction with overall performance of their local municipality;
- vi. Measurement of citizen's rating of importance of municipal services and programmes; and
- vii. Measurement of citizens' rating of satisfaction with level and quality of selected municipal services¹.

¹Lastly, from Stats SA's point of view, the KZN CSS 2015 provided an opportunity to test and refine the use of digital technology in data collection including the use of tablet technology, electronic selection and recruitment, as well as a GIS-enabled sampling frame. All these improvements add value to the statistical value chain and will enable Stats SA to conduct data collection in a more timely and efficient manner.

Since the survey questionnaire asked respondents to provide their opinion on these services, the survey represents a subjective assessment of the experiences of people that live in KwaZulu-Natal. A 5-point satisfaction scale ranging from (1) very dissatisfied; (2) dissatisfied; (3) somewhat satisfied; (4) satisfied; to (5) very satisfied was used for questions dealing with the performance or quality of services rendered by either provincial government or local government. Likewise, responses to questions that solicited the level of agreement with specific statements regarding identified services that are delivered by the provincial or local governments are also coded in a five point scale ladder ranging from: (1) strongly disagree; (2) disagree; (3) somewhat agree; (4) agree; to (5) strongly agree.

In addition to the subjective opinions about the performance of the provincial and local government, the KZN CSS also collected objective measures of household access to services, in the same fashion as collected in censuses and other household surveys conducted by Stats SA, such as the General Household Survey (GHS) and the Income and Expenditure Survey (IES).

2.2 Analytical approach used in this report

The report primarily uses frequency tables, pie charts and bar graphs to summarise the perceptions of respondents regarding satisfaction with different aspects of performance of the KwaZulu-Natal provincial government and their respective local municipalities.

Throughout the report, *outright satisfaction* with a given phenomenon is derived by summing frequencies in 2 categories of the 5 point scale mentioned above (satisfied, and very satisfied). Likewise, *outright dissatisfaction* is derived by adding the numbers of responses coded as very dissatisfied and dissatisfied. The middle category (*somewhat satisfied*) is treated as a stand-alone in the analysis.

The same approach is used to summarise information on the questions that solicited respondents' agreement or disagreement with a particular statement. Outright agreement is determined by summing frequencies of people that reported either strongly agree or agree whilst outright disagreement is derived by adding people that either strongly disagreed or agreed, with the middle category *somewhat agreed* treated as a distinct category.

3. CONTEXTUALIZATION OF KZN CSS 2015

This section provides a high-level contextualization of the CSS data. First, a brief description of the geopolitical and developmental contexts in KwaZulu-Natal is provided to all readers to better frame the findings of the survey. Second, the KZN CSS data are compared with other data sources across to a few select socio-economic indicators that are common between the KZN CSS and other surveys. The purpose of this comparison is to assess the overall quality of the KZN CSS.

3.1 Geopolitical and demographic context

KwaZulu-Natal is third smallest province by area, covering just 62 305 square kilometres of the 1,2 million square kilometres that make up South Africa. Despite its small geographic size, the province accounts for almost 20% of the national total population. According to the 2015 mid-year population estimates, with an estimated population of about 10,9 million people, KwaZulu-Natal is second only to Gauteng which is home to about 13,2 million people. However, the population is not distributed evenly across the province. For instance, according to census 2011 results, eThekweni metro alone accounts for slightly more than a third (34%) of the total provincial population. When the population of eThekweni is combined with the populations of the province's three secondary cities and local municipalities with huge budgets—i.e. B1 municipalities according to the municipal infrastructure investment framework (MIIF)²—(The Msunduzi, uMhlatuze, Newcastle), they collectively account for about half of the population of KwaZulu-Natal (Table 3.1).

²The constitution of South Africa classifies municipalities into 3 categories (A, B and C) (Republic of South Africa 1996). Category A municipalities have exclusive municipal executive and legislative authority in their areas while a category B municipality shares municipal executive and legislative authority in its area with a category C municipality within whose area it falls. A category C municipality is one that has municipal executive and legislative authority in an area that includes more than one municipality.

Typically, category A is made up of metros, C district municipalities and B local municipalities. The MIIF further classifies local municipalities into 4 sub-categories B1, B2, B3 and B4. The B1 category comprises secondary cities and local municipalities with the largest budgets; B2 category refers to local municipalities with a large town as core; B3 category defines local municipalities with small towns, with relatively small populations and significant proportions of urban population but with no large town as core and lastly B4 category is made up of local municipalities which are mainly rural with communal tenure and with, at most, one or two small towns in their area.

Still the MIIF classifies district municipalities into 2 categories (C1 which refers to district municipalities that are not water services authorities and C2 which defines district municipalities that are water services authorities (Municipal Demarcation Board, 2012).

The province is made up of 11 district councils (including eThekweni metro) and 51 local municipalities. A majority (28 or 55%) of the local municipalities in the province are classified as category B4 according to the MIIF, underscoring the fact that the province is predominantly rural. Respectively, the other local municipalities are classified as category B3 (13); category B2 (6) and category B1 (3). All districts of KwaZulu-Natal are classified C2 municipalities. Table 3.1 shows the classification of each of KwaZulu-Natal’s local municipalities according to MIIF category as well as the proportionate size of its population in the province as at the time of the 2015 KZN CSS and census 2011, the proportionate share of government grants in the municipality’s total income and the party that governs the municipality.

There are three political parties that feature strongly in KwaZulu-Natal, namely, African National Congress (ANC), Inkatha Freedom Party (IFP) and National Freedom Party (NFP). Table 3.1 shows that the majority (28 or 55%) of the municipalities in the province are governed by the ANC, followed by those governed by a coalition of the ANC and the NFP (19 or 37%), IFP (3 or 6%) and then the NFP (1 or 2%).

Table 3.1 Local municipalities of KwaZulu-Natal by population size, MIIF classification, proportionate share of government grants in total income and ruling party

Municipality	CSS pop (age 15+)	CSS % of total pop (age 15+)	MIIF category	Census 2011 % of total population	Grants as % of total income	Ruling party
Ethekweni	2 567 016	35,8%	A	33,5%	22,8%	ANC
Newcastle	254 831	3,6%	B1	3,5%	27,8%	ANC
The Msunduzi	460 890	6,4%	B1	6,0%	16,2%	ANC
uMhlathuze	241 911	3,4%	B1	3,3%	14,1%	ANC
Emnambithi/Ladysmith	166 311	2,3%	B2	2,3%	29,5%	ANC
Greater Kokstad	50 739	0,7%	B2	0,6%	27,6%	ANC
Hibiscus Coast	193 936	2,7%	B2	2,5%	24,4%	ANC
KwaDukuza	195 535	2,7%	B2	2,3%	12,6%	ANC
Umdoni	61 438	0,9%	B2	0,8%	39,6%	ANC
uMngeni	73 257	1,0%	B2	0,9%	22,8%	ANC
Abaqulusi	147 568	2,1%	B3	2,1%	33,4%	ANC-NFP
eDumbe	52 308	0,7%	B3	0,8%	72,6%	NFP

Emadlangeni	22 465	0,3%	B3	0,3%	51,9%	ANC-NFP
Endumeni	52 753	0,7%	B3	0,6%	26,2%	ANC-NFP
Kwa Sani	10 949	0,2%	B3	0,1%	54,8%	ANC
Mkhambathini	43 445	0,6%	B3	0,6%	78,5%	ANC
Mpofana	26 169	0,4%	B3	0,4%	36,1%	ANC
Mthonjaneni	27 452	0,4%	B3	0,5%	48,2%	ANC-NFP
Mtubatuba	118 213	1,7%	B3	1,7%	73,8%	ANC-NFP
The Big 5 False Bay	24 398	0,3%	B3	0,3%	57,8%	IFP
Umtshezi	62 907	0,9%	B3	0,8%	20,1%	ANC-NFP
Umuziwabantu	58 182	0,8%	B3	0,9%	61,7%	ANC
Umvoti	74 621	1,0%	B3	1,0%	45,4%	ANC-NFP
Dannhauser	62 837	0,9%	B4	1,0%	79,8%	ANC-NFP
Ezingoleni	31 802	0,4%	B4	0,5%	90,3%	ANC
Hlabisa	44 750	0,6%	B4	0,7%	95,9%	ANC-NFP
Imbabazane	72 065	1,0%	B4	1,1%	88,4%	ANC-NFP
Impendle	18 842	0,3%	B4	0,3%	93,5%	ANC
Indaka	58 554	0,8%	B4	1,0%	92,5%	ANC-NFP
Ingwe	61 335	0,9%	B4	1,0%	88,7%	ANC
Jozini	115 572	1,6%	B4	1,8%	81,2%	ANC-NFP
Mandeni	100 031	1,4%	B4	1,3%	65,7%	ANC
Maphumulo	56 080	0,8%	B4	0,9%	81,7%	ANC
Mfolozi	80 437	1,1%	B4	1,2%	86,8%	ANC
Msinga	110 083	1,5%	B4	1,7%	91,4%	IFP
Ndwedwe	92 427	1,3%	B4	1,4%	91,0%	ANC
Nkandla	62 295	0,9%	B4	1,1%	78,0%	ANC-NFP
Nongoma	120 989	1,7%	B4	1,9%	87,1%	ANC-NFP
Nqutu	102 083	1,4%	B4	1,6%	77,3%	ANC-NFP
Ntambanana	41 201	0,6%	B4	0,7%	93,3%	ANC-NFP
Okhahlamba	81 445	1,1%	B4	1,3%	78,1%	ANC-NFP
Richmond	42 797	0,6%	B4	0,6%	76,0%	ANC
Ubuhlebezwe	65 157	0,9%	B4	1,0%	76,6%	ANC
Ulundi	120 375	1,7%	B4	1,8%	27,5%	IFP
Umhlabuyalingana	101 134	1,4%	B4	1,5%	81,4%	ANC
uMlalazi	126 860	1,8%	B4	2,1%	36,9%	ANC-NFP
uMshwathi	68 905	1,0%	B4	1,0%	38,6%	ANC
Umzimkhulu	112 283	1,6%	B4	1,8%	91,3%	ANC
Umzumbe	92 620	1,3%	B4	1,6%	93,3%	ANC
Uphongolo	84 890	1,2%	B4	1,2%	64,1%	ANC-NFP
Vulamehlo	46 265	0,6%	B4	0,8%	95,0%	ANC

Sources: Municipal Demarcation Board (2012); KZN CSS 2015; Census 2011; Wikipedia

3.2 Development context

3.2.1 Grants as percentage of total income of municipality

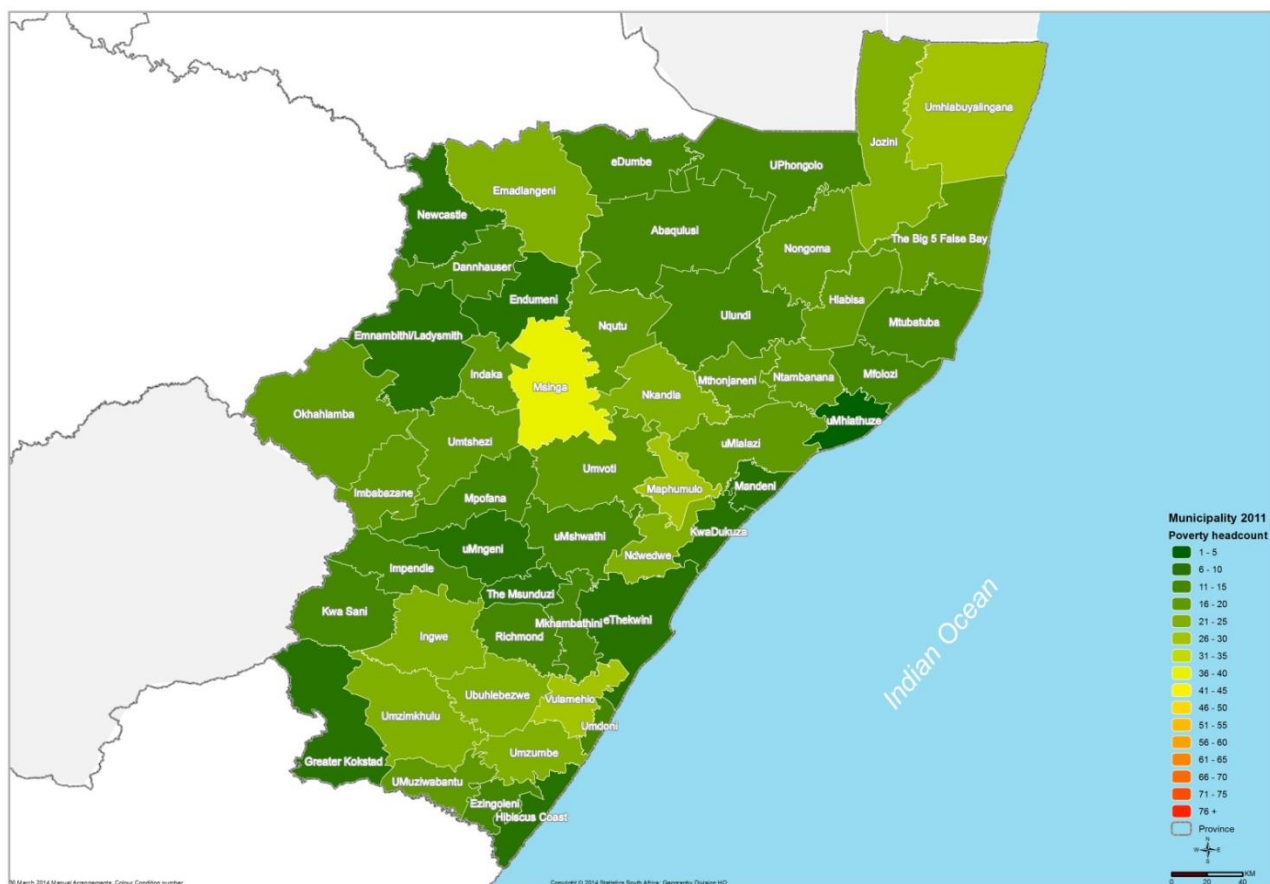
The MIIF classification of municipalities as shown in Table 3.1 is an indirect indicator of the level of development of a given municipality as well as its capacity to perform its functional areas of competence. Another useful indicator is the share of government grants in the total income of the municipality. Typically poor municipalities rely heavily on the national government grants while the more affluent (and self-sustaining) municipalities are able to generate most of their revenues from own operations. The data in Table 3.1 show that in 32 of the 51 municipalities in the province, government grants account for more than half of the municipality's total income and that these municipalities are all in categories B3 and B4.

3.2.2 South African multidimensional poverty index (SAMPI)

Stats SA has, over the years, developed a number of tools that are used to track development in the country. One such tool is the South African Multidimensional Poverty Index (SAMPI) which was published by the organization for the first time in 2014 (Statistics South Africa 2014). The index measures multiple deprivation in the population and among households using information on four domains, namely: (1) health (child mortality); (2) living standards (energy for lighting, cooking and heating; access to piped water; type of toilet facility; ownership of certain assets/durable goods; type of dwelling); (3) economic activity (unemployment); and (4) education (years of schooling and school attendance). Decomposition of the index shows unemployment is the main driver of multidimensional poverty in the country followed by education. The same is true for KwaZulu-Natal.

The maps in Figure 3.1 show SAMPI household poverty headcounts for KwaZulu-Natal by local municipality in 2001 and 2011. There are two main conclusions that can be drawn from the maps. First is that poverty levels in the province are highest among the rural municipalities (category B4 municipalities) and lowest among category B1 municipalities, category B2 municipalities, and of course eThekweni metro. Specifically, the data show that the top 5 poorest municipalities in 2011 were Msinga (headcount 37%), Umhlabuyalingana (headcount 30%), Vulamehlo (headcount 29%),

2011

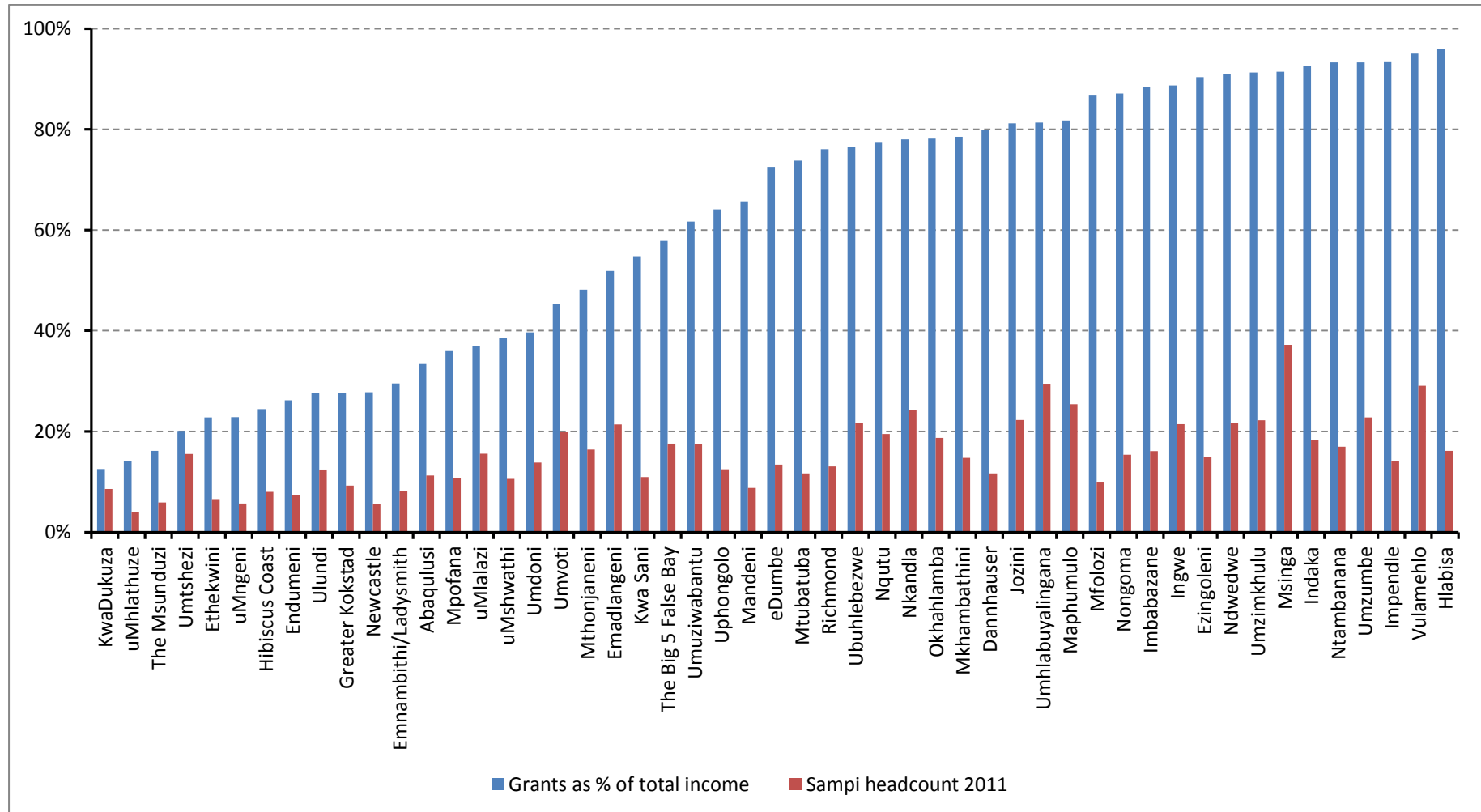


Source: Statistics South Africa 2014

The second conclusion that can be drawn from the maps in Figure 3.1 is that poverty levels decreased throughout the province between 2001 and 2011. This is reflected through the shift from a bright colour pattern in the map for 2001 to the dark colour pattern in the one for 2011, signifying a reduction in headcounts of poor households across all local municipalities.

Figure 3.2 relates the SAMPI headcount with grants as a percentage of total income of municipalities and shows a strong positive relationship between the two variables. That is municipalities with higher poverty headcount tend to also have government grants as their main source of income.

Figure 3.2: Municipal SAMPI poverty headcount in 2011 and proportionate share of grants in total income in 2014, KwaZulu-Natal municipalities

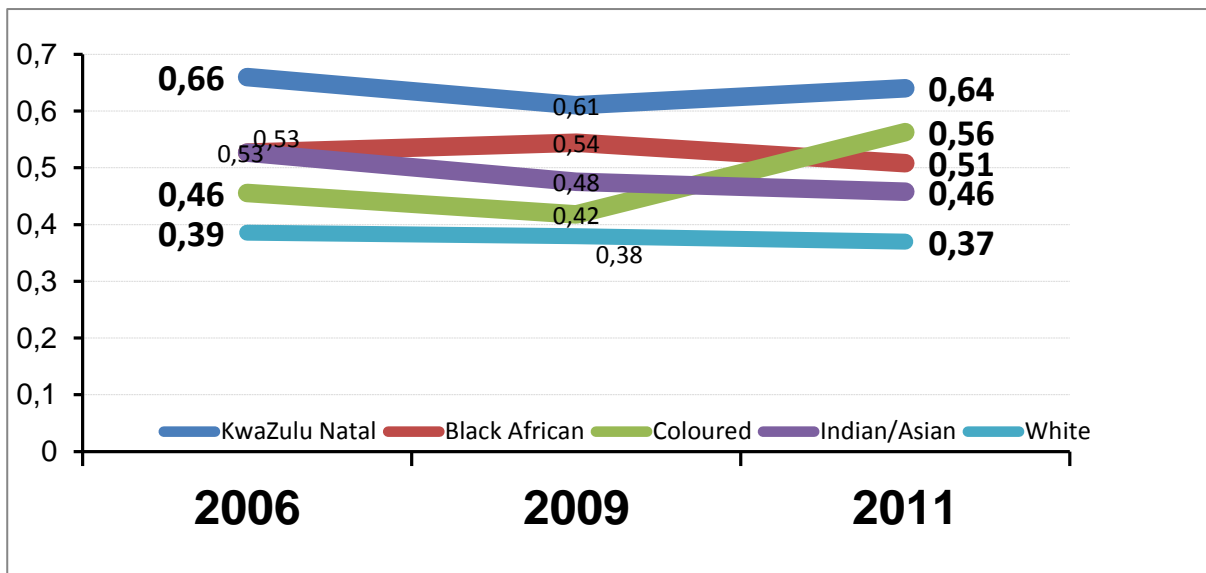


Sources: Statistics 2014

3.2.3 Inequality in KwaZulu-Natal

Another aspect of the KwaZulu-Natal population that is worth noting here is the trend in inequality levels in the province in the immediate past as shown in Figure 3.2. The graph shows that in the province as a whole expenditure inequality declined from 0,66 in 2006 to 0,64 in 2011. However, the picture is not uniform across all population groups. For instance, there was in decline in inequality among white and Indian people from 0,39 to 0,37 and 0,53 to 0,46, respectively. The increase among coloured people should be interpreted with caution due to small numbers of people that were captured in the 2005/6 Income and Expenditure Survey (IES), 2008/9 Living Conditions Survey (LCS) and 2010/11 IES.

Figure 3.3: Expenditure inequality in KwaZulu-Natal, 2006-2011



Sources: 2005/06 IES; 2008/09 LCS and 2010/11 IES

3.3 How KZN CSS data compares with other provincial data: selected variables

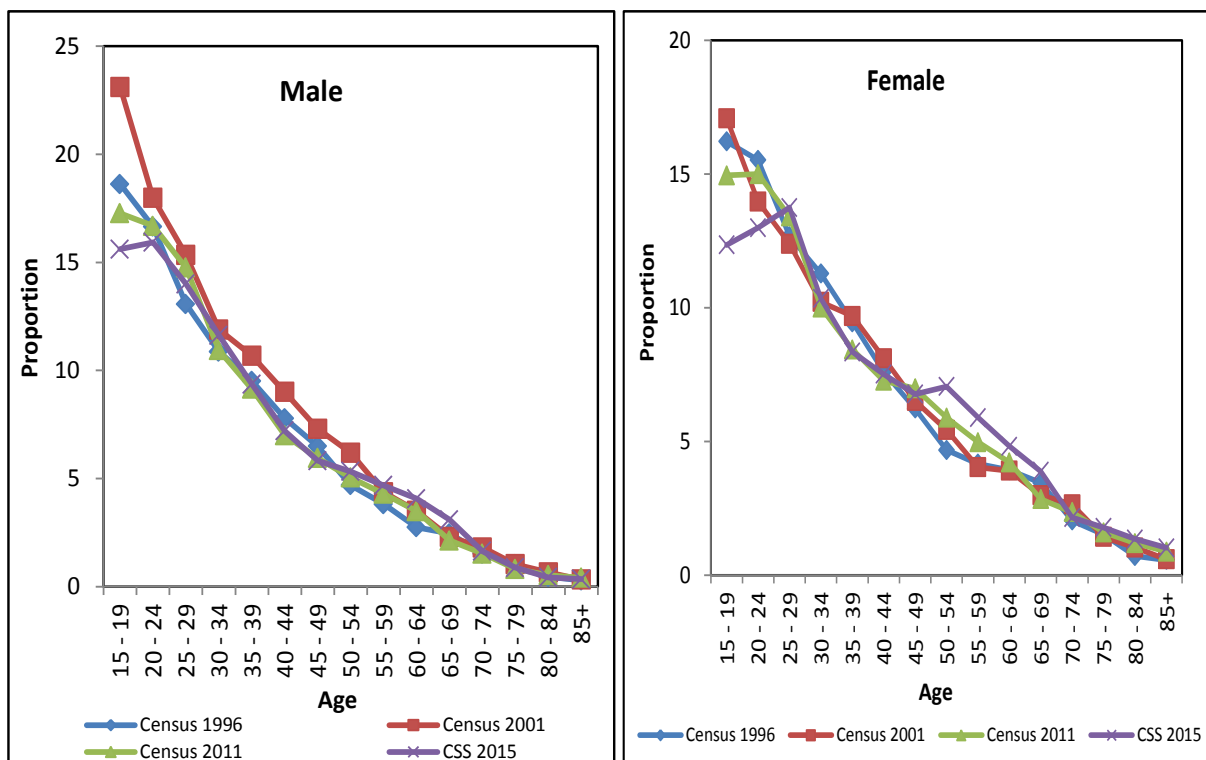
Statistics South Africa has conducted three censuses (1996, 2001 and 2011) within the democratic era in line with the Statistics Act No. 6 of 1999. Although five-year cyclical census taking is mandated by the aforementioned legislation, a large sample survey (Community Survey) was conducted in 2007 to compensate for a full scale census that could not be realised. CSS 2015 results are expected to align well with the three previous censuses, the 2007 Community Survey and the annually collected General Household Survey (GHS) 2014.

3.3.1 Distribution of persons aged 15 years and above by age and sex

Population data between the three previous censuses and the KZN CSS 2015 data for persons aged 15 years and above are comparable, as can be expected. About 2,5 million males aged 15 years and above were enumerated in KwaZulu-Natal in 1996 relative to about 2,6 million estimated in 2015. For females a total of about three million people was recorded in 1996 against a total of about 3,5 million people in 2015.

Figure 3.4 shows the distribution of the population of KwaZulu-Natal that is aged 15 years and above by five-year age groups and sex as derived from the KZN CSS data and the three population censuses of 1996, 2001 and 2011. The data show that the CSS is largely in line with the censuses. However, there is a noticeable decrease in the proportion of people in the ages 15-19 years among males and ages 15-24 years among females in the CSS. One reason for this observation is out-migration of younger adults to other provinces or other countries for economic reasons. However, sampling and non-sampling errors on the part of CSS 2015 cannot be ruled out.

Figure 3.4: A comparison of age distribution of persons aged 15 years and above in KwaZulu-Natal, 1996-2015



3.3.2 Provision of basic household services

Figures 3.5 to Figure 3.7 present a trend analysis of proportions of households with piped water within their yards by local municipality grouped by the MIIF classification. The graphs show that the KZN CSS data are in line with 1996, 2001 and 2011 population censuses in this indicator. Figure 3.5 shows that on average between 60% and 80% of households in category A, B1 and B2 municipalities had access to piped water inside their yards back in 1996 but this proportion had increased to above 90% in 2015.

Of the 13 B3 municipalities, about two thirds (8) had less than 60% of households with piped water in 1996. Notwithstanding this, a majority of these municipalities have since reached proportions of about 80% of households with piped water in 2015 as presented in Figure 3.5. The remaining B4 municipalities which are characterised by rural landscape also show an increasing trend of proportions of households with piped water in yard over time (Figure 3.7). However, of the 28 B4 municipalities, only seven had reached a proportion of 80% of households with piped water in yard.

Figure 3.5: Proportion of households with piped water in yard for category A, B1 and B2 municipalities of KwaZulu-Natal, 1996-2015

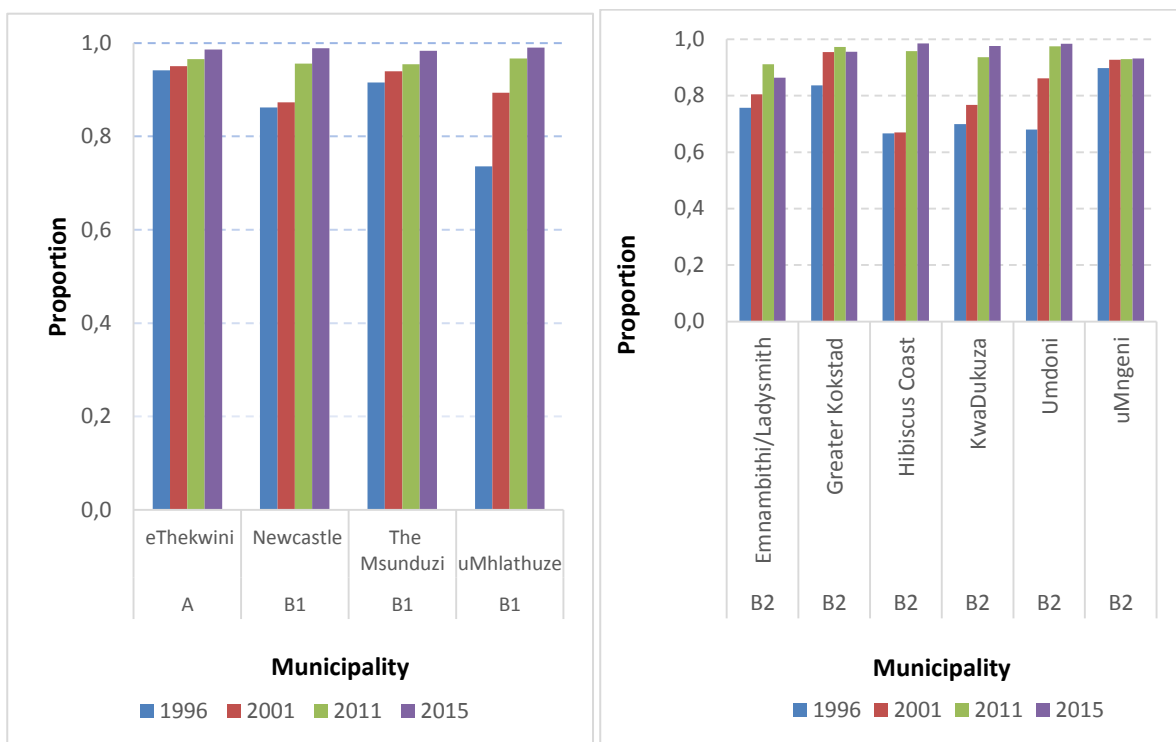


Figure 3.6: Proportion of households with piped water in yard among category B3 municipalities of KwaZulu-Natal, 1996-2015

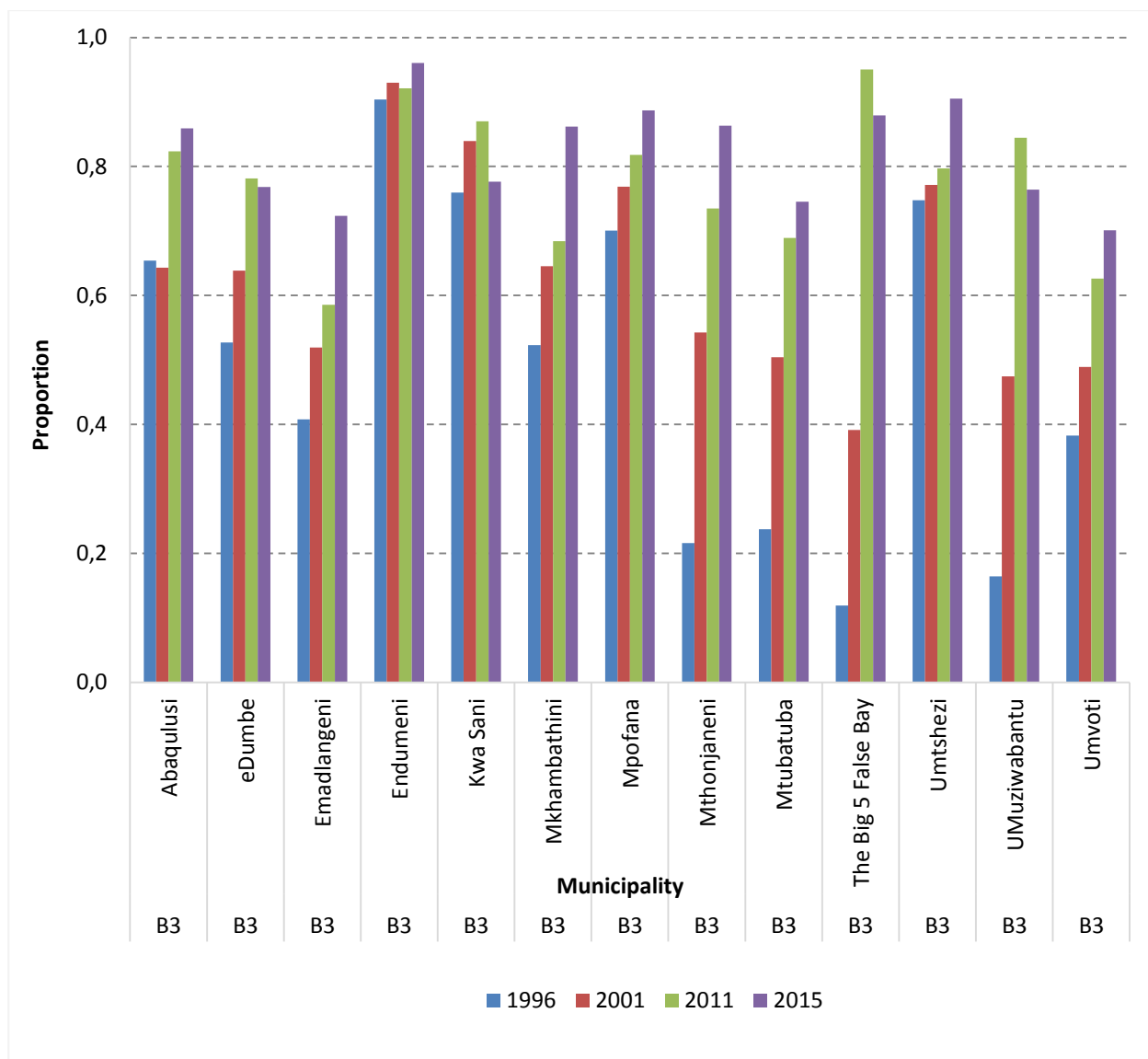
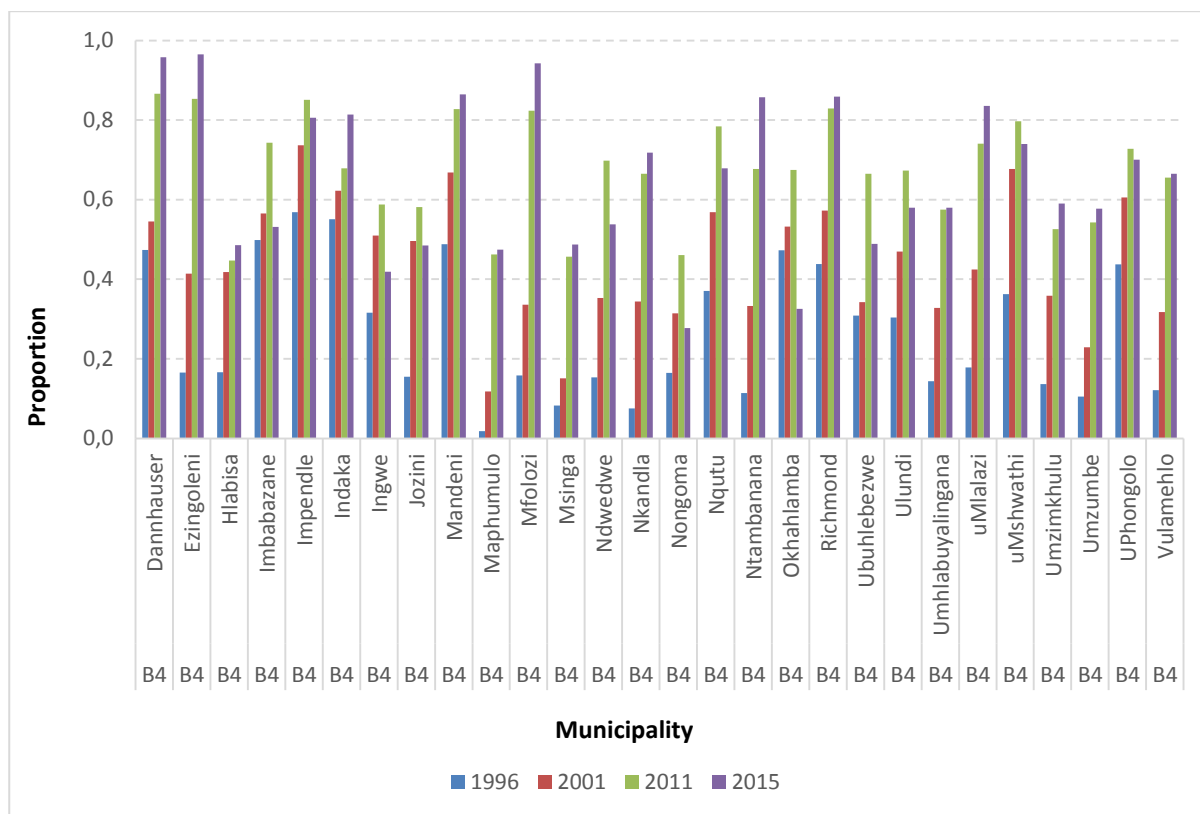


Figure 3.7: Proportion of households with piped water in yard for category B4 municipalities of KwaZulu-Natal, 1996-2015



3.3.3 Sanitation

Figures 3.8 to 3.10 compare the proportion of households with piped water in yard in the KZN CSS with those obtained from censuses 1996, 2001 and 2011. The estimates from the KZN CSS generally fit well with the trend that was observed in the censuses among all municipalities except those in category B4 (Figure 3.10) where the KZN CSS 2015 sample seems to have picked households that do not have flush toilets inside the yard in a majority of the municipalities.

The graphs show that the proportion of households with a flush toilet inside the yard recorded a modest improvement between 1996 and 2015 for most of the affluent B1 and B2 municipalities of KwaZulu-Natal compared to municipalities in MIIF categories B3 and B4. However, this trend is mainly driven by the fact that the increases in proportions of households that have a flush toilet inside the yard started from a low base among category B3 and B4 municipalities in 1996 whilst among category A, B1 and B2 it started from a relatively high level of about above 60% on average.

Figure 3.8: Proportion of households with a flush toilet in yard for category A1, B1 and B2 municipalities of KwaZulu-Natal, 1996-2015

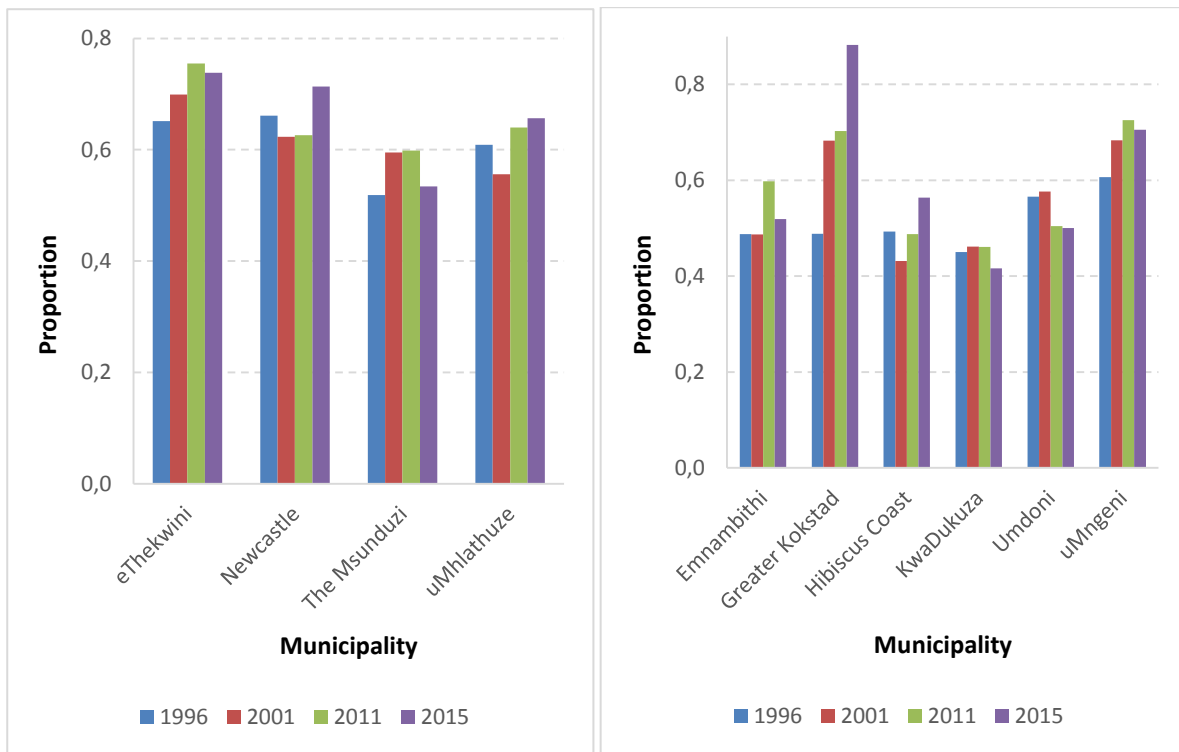


Figure 3.9: Proportion of households with a flush toilet in yard for category B3 municipalities of KwaZulu-Natal, 1996-2015

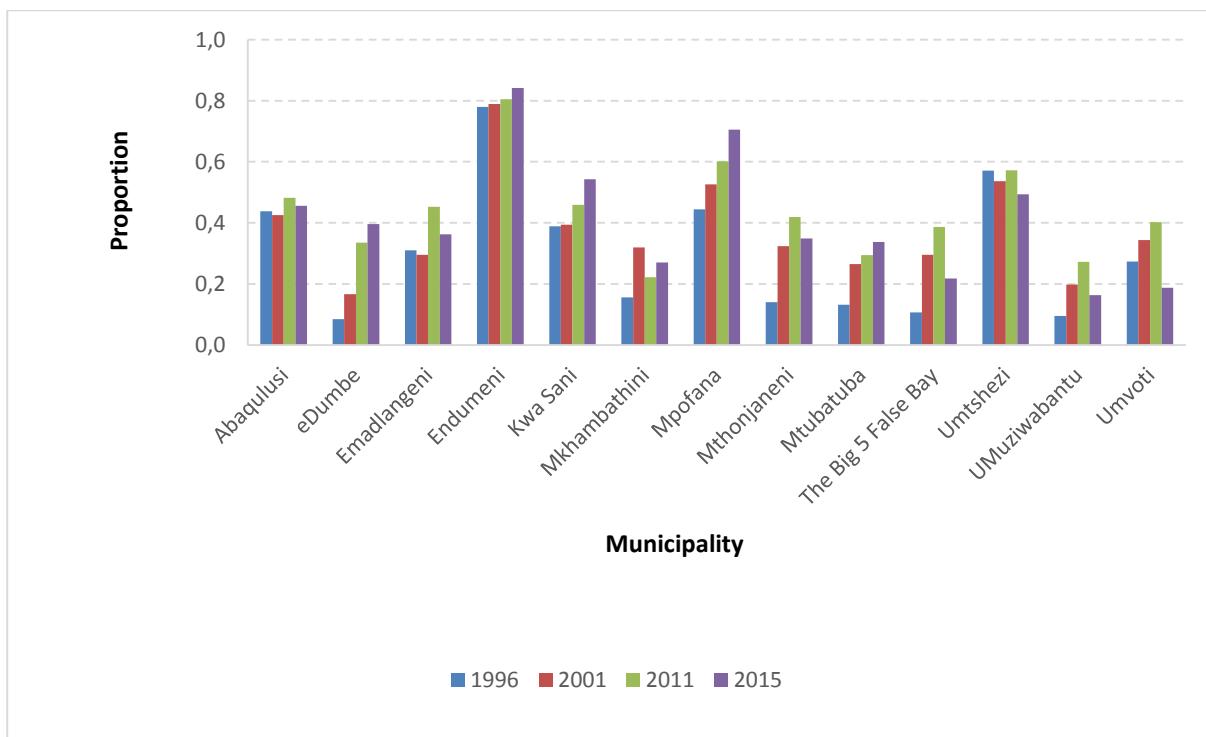
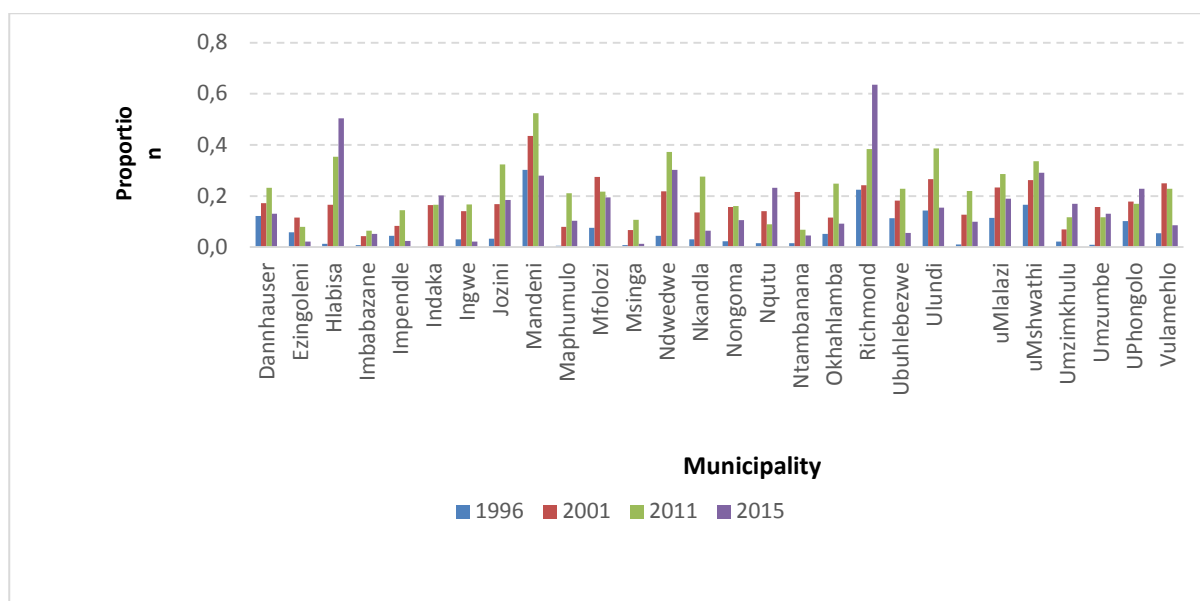


Figure 3.10: Proportion of households with a flush toilet in yard for B4 municipalities



3.4 Summary of context in which KZN CSS was conducted

The KZN CSS was conducted in a setting that is characterised by: (1) progressive but uneven development in the province of KwaZulu-Natal as reflected in increasing proportion of households that have access to basic services such as piped water and sanitation and the improvements in inequality levels between 2006 and 2011; (2) a geopolitical environment wherein a majority of municipalities are mainly rural, characterised by communal tenure and heavily dependent on grants for survival, (3) uneven distribution of the population; and (4) high but improving poverty levels. In the province the main political parties contesting control of the municipalities are the ANC, IFP and NFP.

The high level comparison of the KZN CSS data with other existing data sources conducted in this section suggests that the sample that was realised in the survey is representative of the population and households of KwaZulu-Natal. Therefore, the perceptions collected by the CSS are deemed a true reflection of the aspirations and desires of the people of KwaZulu-Natal.

4. SATISFACTION WITH KWAZULU-NATAL PROVINCIAL GOVERNMENT

This section presents several analyses about perceptions of citizens of KwaZulu-Natal regarding their provincial government. First it presents analysis of respondents' ratings of satisfaction with overall performance of the provincial government. This is followed by analysis of citizens' rating of the general level of services rendered by the provincial government; analysis of citizens' rating of governance of the provincial government; and the rating of awareness of the populace about the provincial government's programmes as well as assessment of satisfaction of the citizens with the manner in which the provincial government communicates with them. It also presents respondents' rating of the provincial government using Batho Pele principles and summarises their opinions on what should be the top three priorities of the province. The analyses are mainly disaggregated by sex of respondents, population group of respondents, age group of respondents, district of residence, local municipality of residence, household income and level of education of respondents.

4.1 Satisfaction with overall performance of KwaZulu-Natal provincial government

According to the results of the 2015 CSS, slightly more than a third of (36%) of KwaZulu-Natal residents aged 15 years and above are outright dissatisfied (either very dissatisfied or dissatisfied) with the performance of the provincial government (Figure 4.1). A third (33%) is outright satisfied (either very satisfied or satisfied) and the remainder (31%) are somewhat satisfied. The data, however, shows that the satisfaction ratings of the overall performance of the KwaZulu-Natal provincial government differ by population group, district municipality, local municipality, level of education and household income. This information is shown in Figures 4.2–4.6 below. The 2015 CSS data do not show differentials in satisfaction ratings of the overall performance of KwaZulu-Natal provincial government by sex and age group of respondents. This information is shown in Figures A1 and A2 in the appendix.

Figure 4.1: Percent distribution of persons aged 15 years and older by level of satisfaction with overall performance of the KwaZulu-Natal provincial government

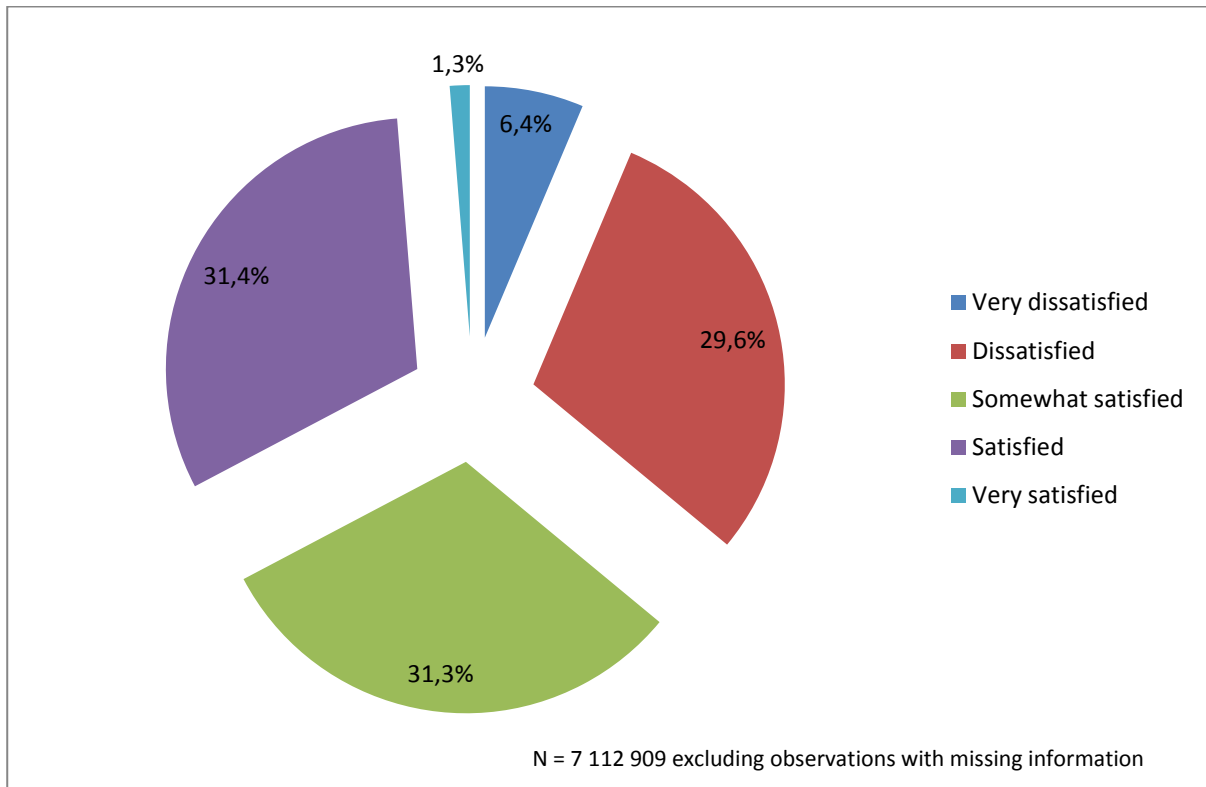
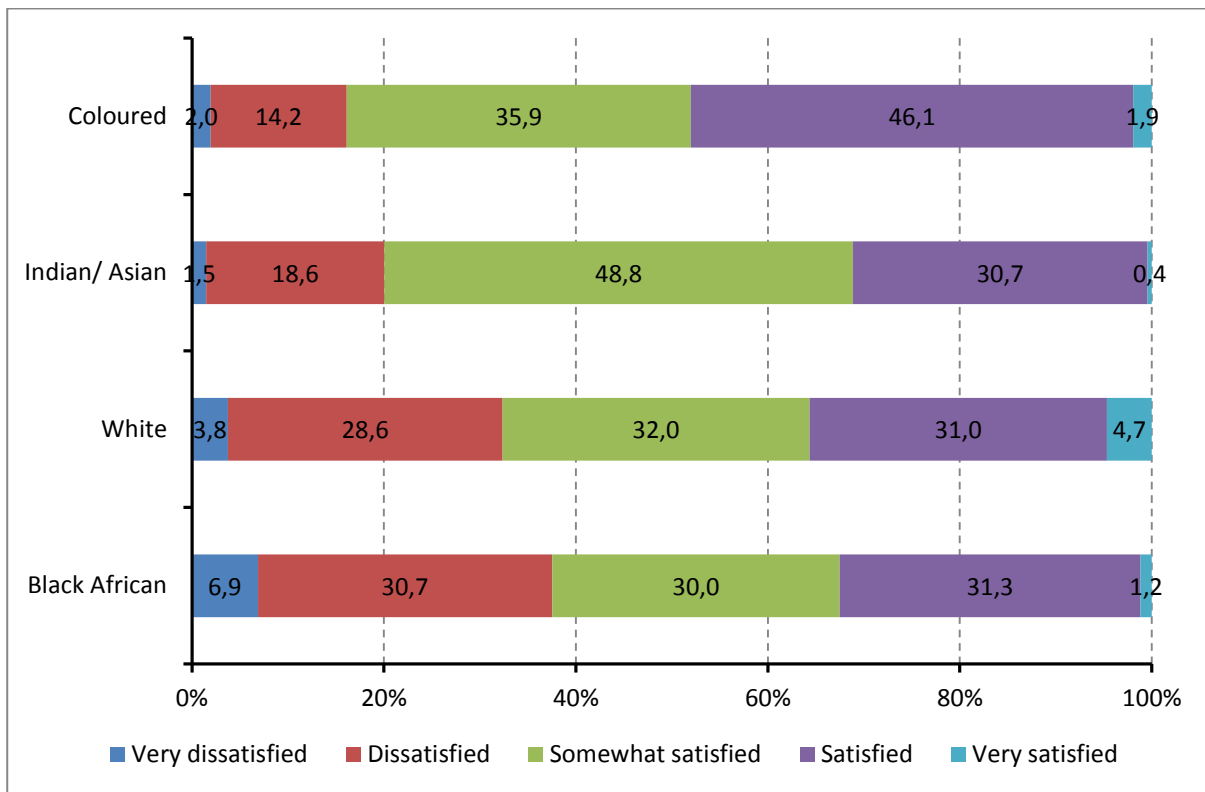


Figure 4.2 shows that the proportionate distribution of KwaZulu-Natal residents aged 15 years and above according to their level of satisfaction with the overall performance of the provincial government. What is clear from the graph is that the proportion of people that are undoubtedly dissatisfied with the provincial government is highest among black Africans (38%) and whites (32%) compared to Indians (20%) and coloureds (16,0%). Among black Africans, the dissatisfied lot is the majority in the group, whereas among coloureds and whites the majority of people, 48% and 36% are certainly satisfied with the general performance of the provincial government. Among Indians the majority of the people (49%) are somewhat or weakly satisfied with the overall performance of the provincial government.

Figure 4.2: Percent distribution of persons aged 15 years and older by population group and level of satisfaction with overall performance of the KwaZulu-Natal provincial government

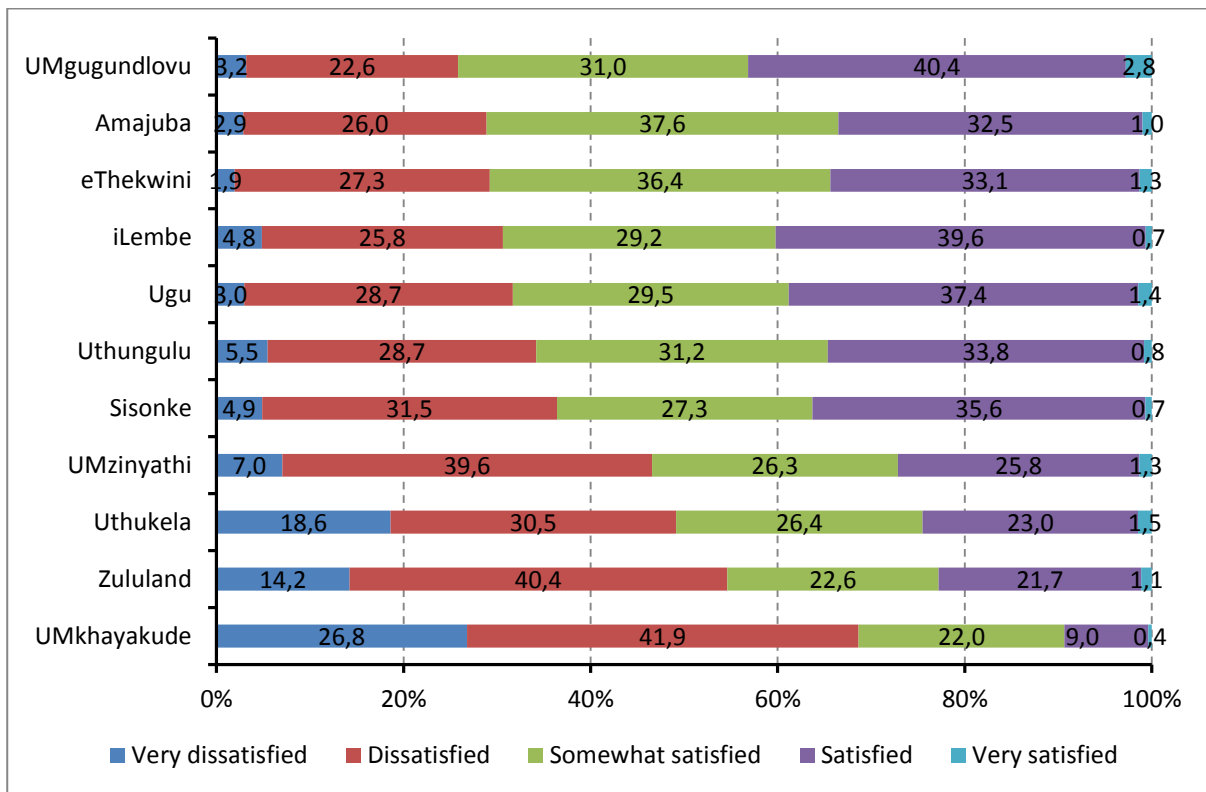


N = 7 112 609 excluding observations with missing information

Figure 4.3 shows that the overall performance of KwaZulu-Natal provincial government is rated downright dissatisfactory by the majority of residents aged 15 years and older in 4 out of the 11 districts of the province. These are Umkhanyakude district (69%), Zululand district (55%), Uthukela district (49%) and Umzinyathi (47%).

In Uthungulu district the citizens are distributed almost equally between outright satisfied (35%), somewhat satisfied (31%) and outright dissatisfied (34%) whereas in Ugu district, iLembe district, and Umgungundlovu district the highest proportion of residents (nearly 4 out of every 10) are outright satisfied. In eThekweni and Amajuba district the majority of residents (36% and 38%, respectively) are weakly satisfied with the overall performance of the provincial government.

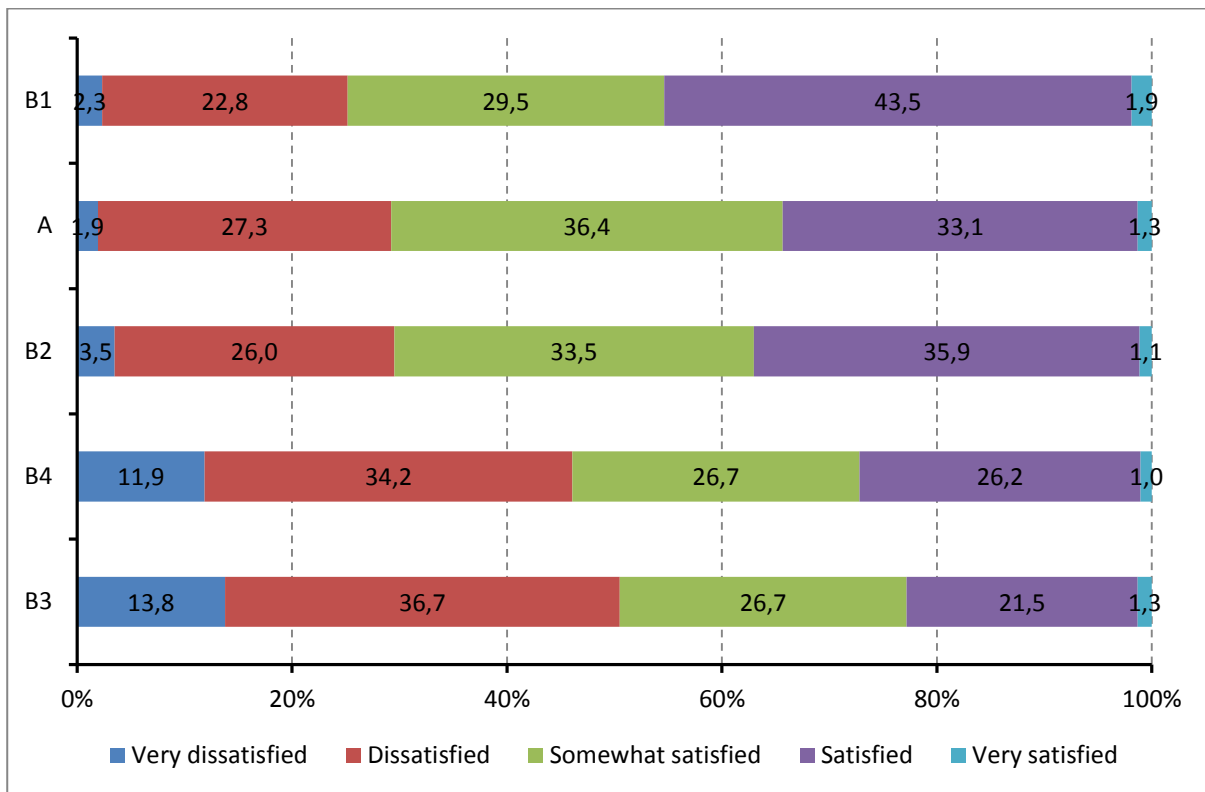
Figure 4.3: Percent distribution of persons aged 15 years and older by district and level of satisfaction with overall performance of the KwaZulu-Natal provincial government



N = 7 112 909 excluding observations with missing information

The ratings of the overall performance of the provincial government at local municipality level are shown in Figures 4.4 and 4.5 below (N = 7 112 909). Figure 4.4 shows that outright dissatisfaction levels are highest among category B3 and category B4 municipalities and lowest in category B1 municipalities and in the only one category A municipality (eThekweni).

Figure 4.4: Percent distribution of persons aged 15 years and older by MIIF classification of municipality and level of satisfaction with overall performance of the provincial government



N = 7 112 909 excluding observations with missing information

Figure 4.5 shows the assessment of overall performance of provincial government in individual municipalities. In 12 municipalities, all in B4 and B3 categories more than half of the residents reported being downright dissatisfied with the overall performance of the provincial government. These are (Umhlabuyalingana (78%), Jozini (72%), Mtubatuba (65%), and Hlabisa (60%) [all in Umkhanyakude district]; Nongoma (65%), Ulundi(61%) and Abaqulusi (54%) [Zululand district]; Imbabazane (74%) and Umtshezi (56%) [Uthukela district]; Msinga (63%) and Umvoti (64%) [Umzinyathi district]; Nkandla (53%) [Uthungulu district]. In another six local municipalities, Maphumulo (iLembe district), Indaka and Okhahlamba (Uthukela district), The Big 5 False Bay (Umkhanyakude district), Richmond (Umgungundlovu district) and Mthonjaneni (Uthungulu district) nearly half of the respondents reported being dissatisfied with the performance of provincial government.

Figure 4.5: Percent distribution of persons aged 15 years and older by local municipality and level of satisfaction with overall performance of the provincial government

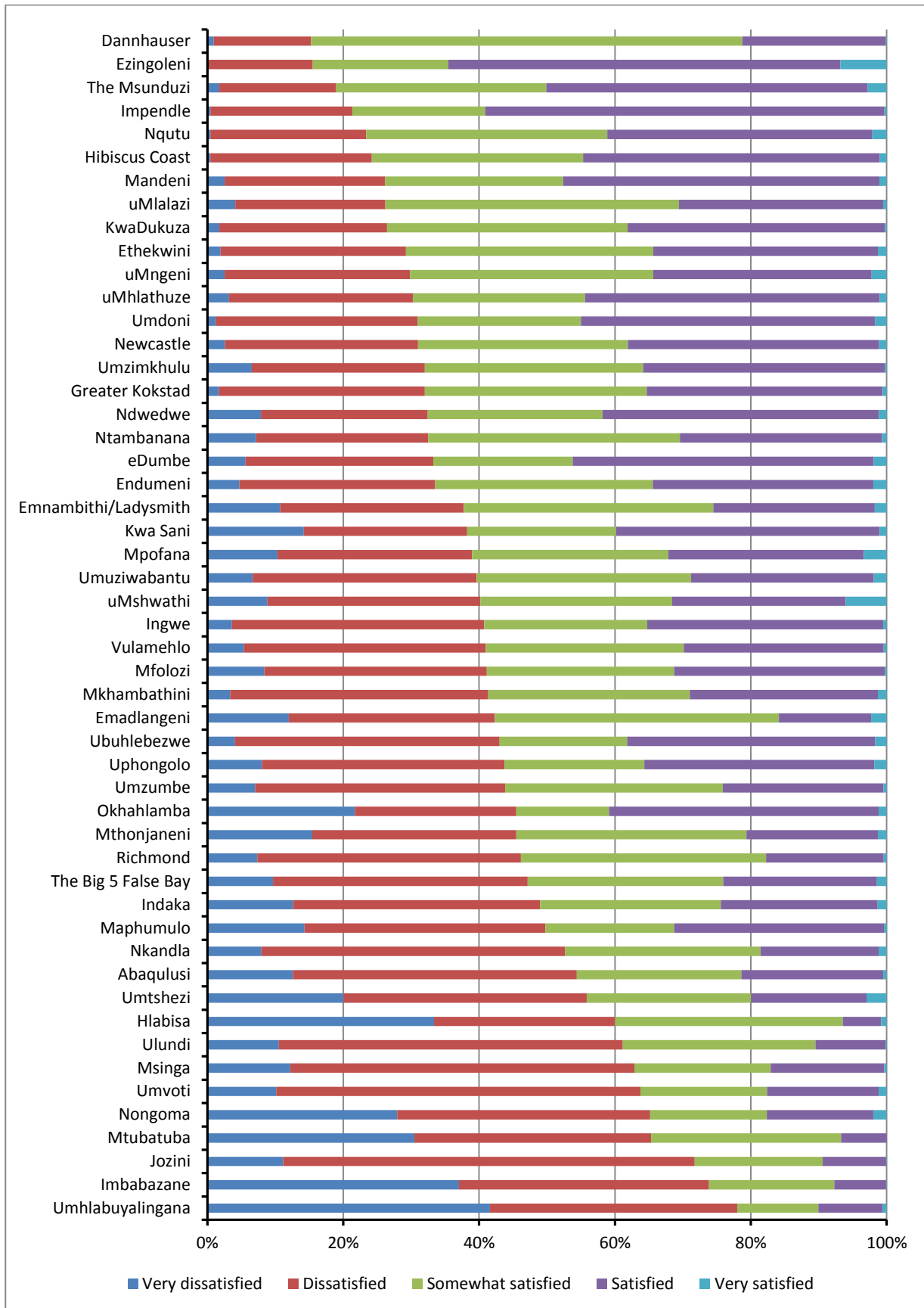
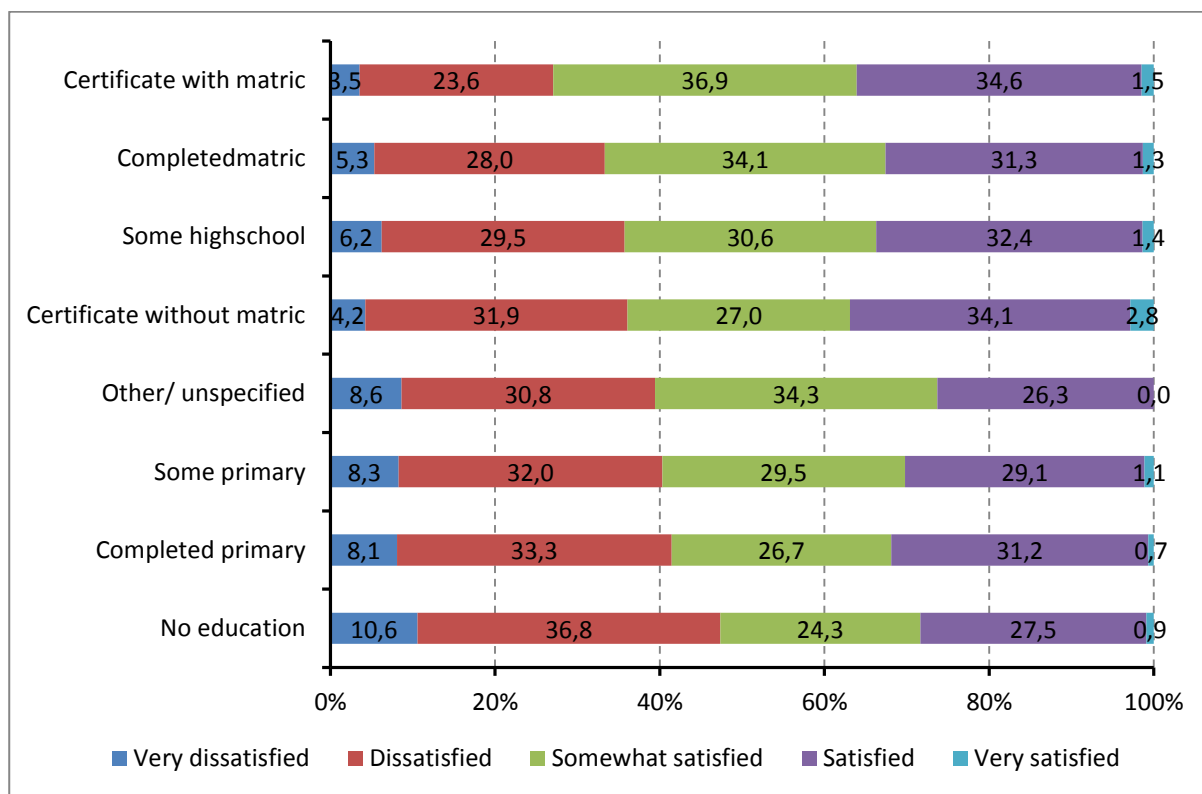


Figure 4.6 shows differentials in ratings of satisfaction with the overall performance of the KwaZulu-Natal provincial government by highest level of education. The data show that the proportion of people that are unambiguously satisfied is lowest among people with low levels of education and highest among people with high school education and above. Respectively, 33% and 36% of people that have only completed matric and those with some form of certificate with a matric qualification reported being somewhat satisfied to very satisfied with the performance of provincial government. On the other hand, only 28% of people with no education reported being satisfied with the performance of the provincial government.

Figure 4.6: Percent distribution of persons aged 15 years and older by highest level of education and level of satisfaction with overall performance of the provincial government

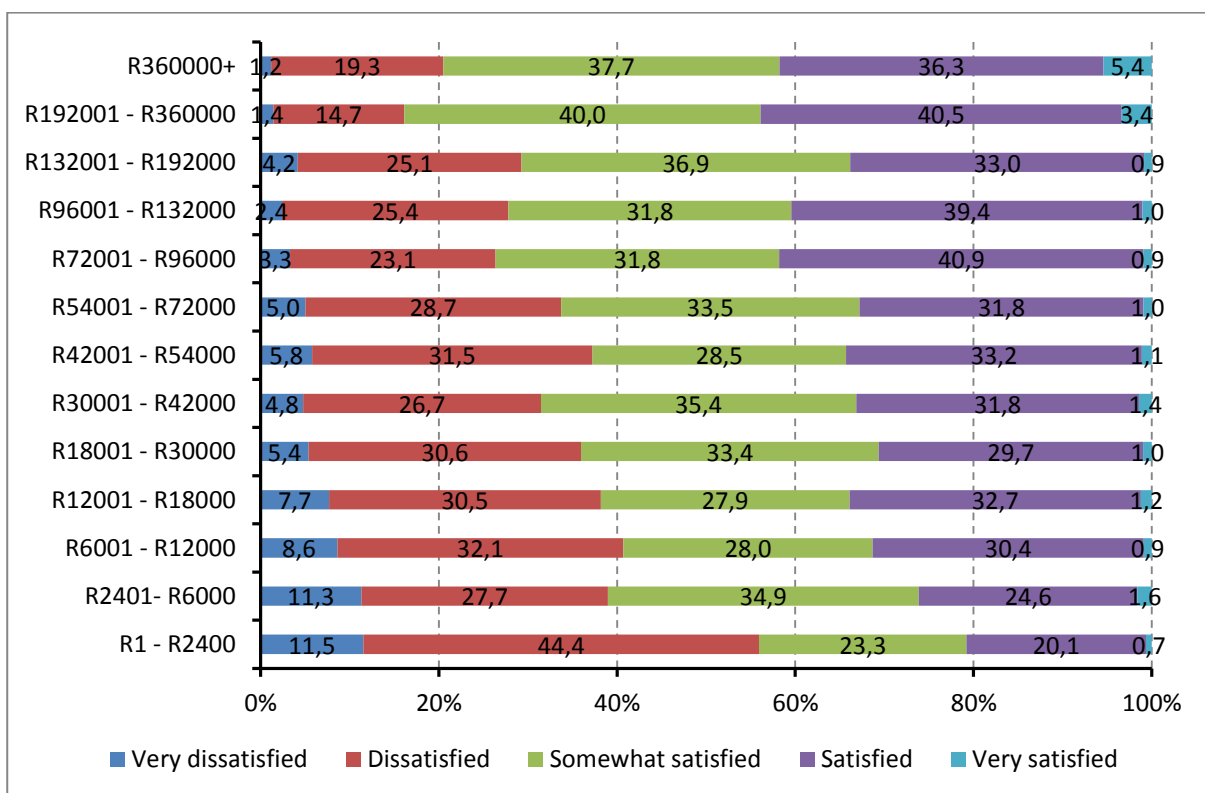


N = 7 112 909 excluding observations with missing information

Figure 4.7 below shows a general positive relationship between the level of household income and satisfaction with the overall performance of the KwaZulu-Natal provincial government: with 56% of people from households that make an annual income of R2 400 and below being outright dissatisfied with the performance of provincial government and a majority (nearly 4 in every 10 people) in households that have annual incomes that range between R2 401 and R30 000 are decidedly dissatisfied.

On the upper end of household income distribution (R72 001 to R360 000 and above) proportionately more people (about 40%) are clearly satisfied with overall performance of provincial government while in the middle of the distribution (R30 001 to R72 000) the majority of the people are somewhat satisfied.

Figure 4.7: Percent distribution of persons aged 15 years and older by household annual income and level of satisfaction with overall performance of the provincial government



N = 6 121 161 excluding observations with missing information

4.2 Satisfaction with the general level of services provided by the KwaZulu-Natal provincial government

The ratings of citizen satisfaction with the level of services provided by the KwaZulu-Natal provincial government show similar patterns as the ratings of satisfaction with overall performance of the provincial government (data not presented here).

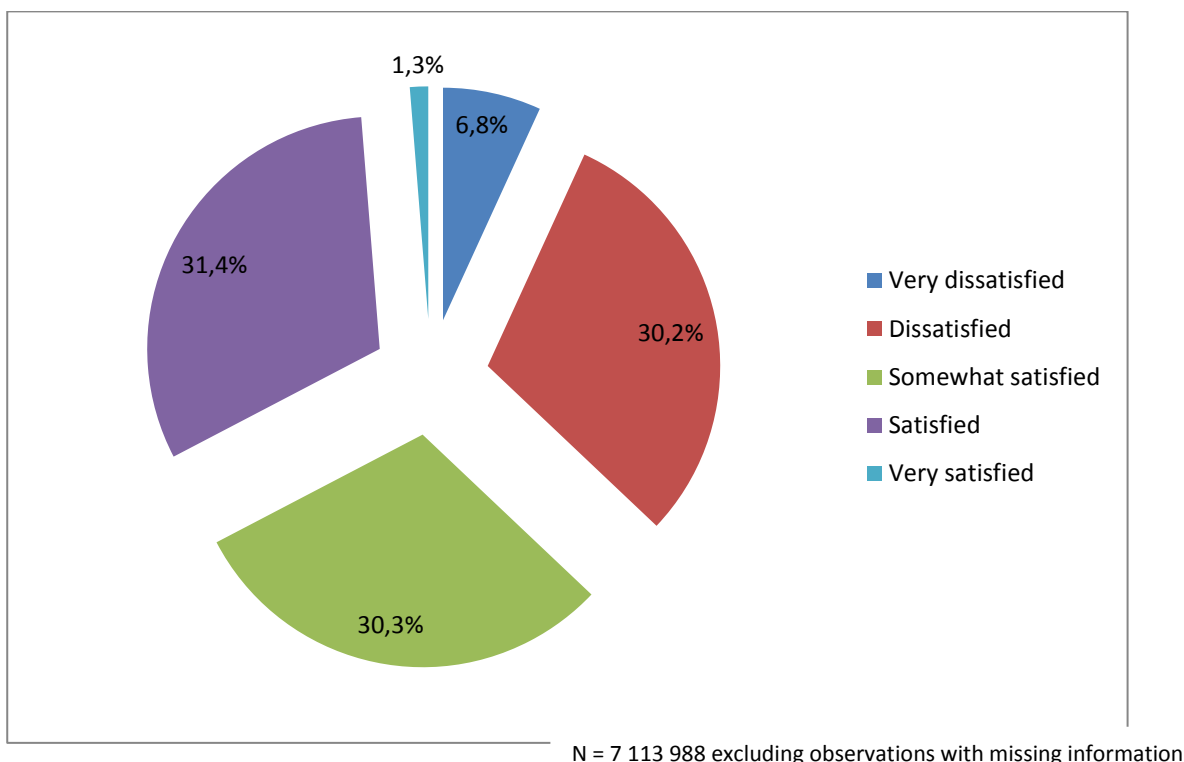
About a third (34%) of the citizens reported being satisfied with the level of services provided by the province; while 36% of the citizens reported being outright dissatisfied and the remainder (30%) reported being somewhat satisfied. There are no sex and age differentials in the ratings. There is, however, a difference in the ratings according to population group, district, local municipality, education level and household income. The level of dissatisfaction is highest among black Africans and lowest among coloureds. Respectively, about 38% of black Africans aged 15 years and above in KwaZulu-Natal reported being dissatisfied with the level of services provided by the provincial government while the corresponding proportion among the coloured population group is about 20%. Again, the level of dissatisfaction with the level of services provided by the provincial government is highest among the residents of Umkhanyakude and Zululand districts where more than half of citizens reported being dissatisfied. Likewise, at local municipality level higher levels of dissatisfaction are reported in category B3 and B4 municipalities, specifically at Jozini, Umhlabuyalingana, Mtubatuba and Hlabisa (Umkhanyakude district); Nongoma, Ulundi and Abaqulusi (Zululand district); Imbabazane (Uthukela district); Msinga and Umvoti (Umzinyathi district); and Nkandla (Uthungulu district)) where more than half of the citizens reported being dissatisfied.

The data also show that satisfaction level is lowest among people with no education and highest among people with high school education and above. Lastly, the data show that satisfaction with the level of services rendered by the provincial government is low among people from low income households and high among persons from high income households.

4.3 Satisfaction with governance of KwaZulu-Natal provincial government

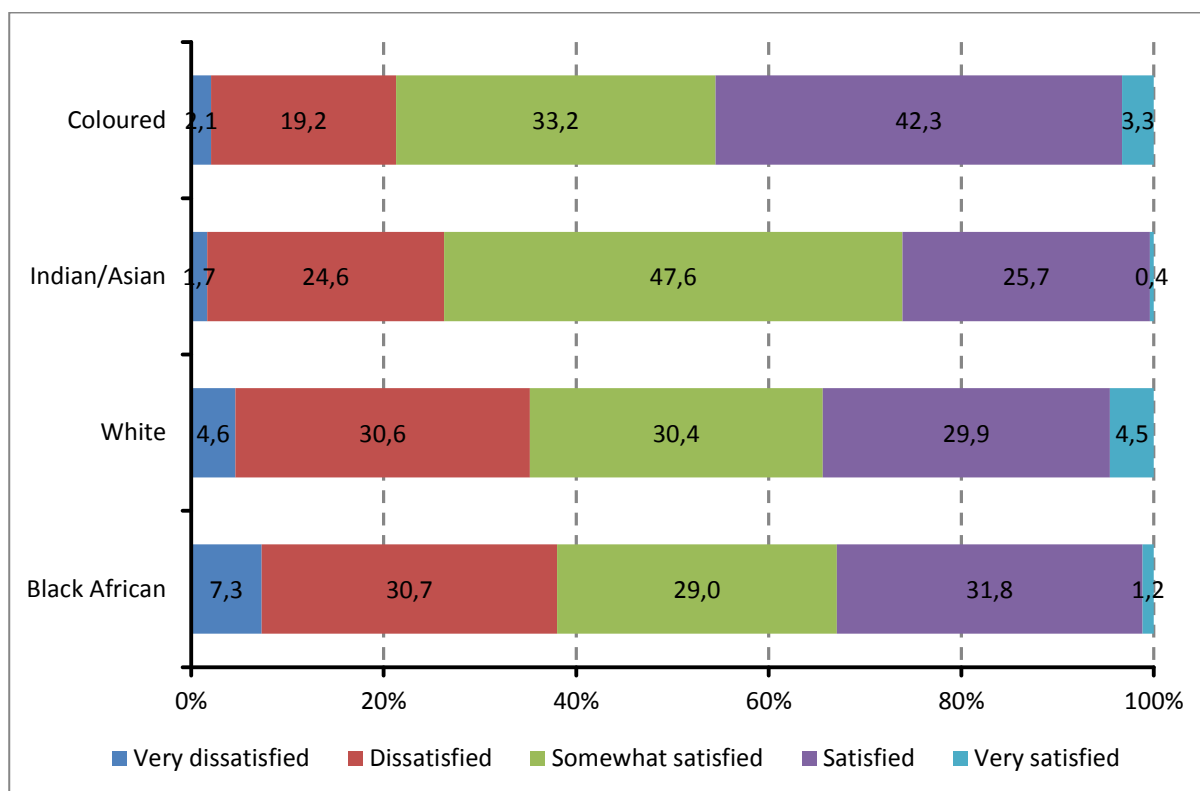
A large proportion (37%) of people aged 15 years and above in KwaZulu-Natal are decidedly dissatisfied with governance of the provincial government (Figure 4.8). This is contrasted with 33% that are satisfied and 30% who are somewhat satisfied.

Figure 4.8: Percent distribution of persons aged 15 years and older by level of satisfaction with governance of KwaZulu-Natal provincial government



As is the case with the assessment of citizen satisfaction with overall performance and the level of service rendered by the provincial government, the rating of satisfaction with governance of the provincial government varies by population group of respondent. Figure 4.9 shows higher satisfaction levels among coloureds and Indians compared to whites and blacks. About half (48%) of coloured respondents reported that they are satisfied (satisfied or very satisfied) with governance of provincial government compared to 33% who reported being somewhat satisfied and only 21% dissatisfied. On the other hand, the corresponding proportions of people that are outright satisfied, somewhat satisfied, and outright dissatisfied are 33%, 29% and 38% among black Africans and 34%, 30% and 35% among white people. A very high proportion of Indians (48%) reported being somewhat satisfied with governance of the provincial government.

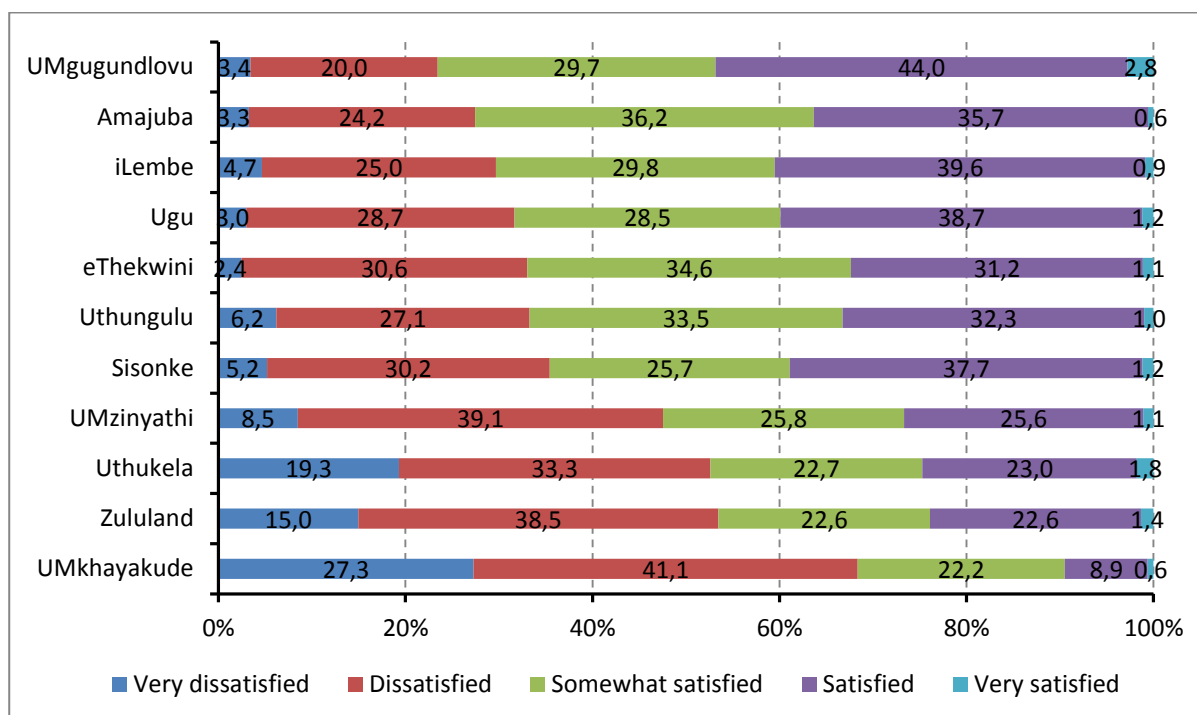
Figure 4.9: Percent distribution of persons aged 15 years and older by population group and level of satisfaction with governance of KwaZulu-Natal provincial government



N = 7 113 988 excluding observations with missing information

Figures 4.10 and 4.11 show fairly similar patterns as observed above (sub-sections 4.1 and 4.2) as regards the assessment of the provincial government by municipality. The level of satisfaction with governance of the provincial government is highest in UMgungundlovu, Ugu, iLembe and Amajuba districts where, respectively, 47%, 41%, 41% and 37% of respondents reported being outright satisfied and lowest in UMkhanyakude, Zululand and Uthukela districts where less than half of respondents reported being satisfied. Respectively, only 10%, 24% and 25% of persons aged 15 years and older in UMkhanyakude, Zululand and Uthukela districts stated that they are satisfied with governance of the KwaZulu-Natal provincial government.

Figure 4.10: Percent distribution of persons aged 15 years and older by district and level of satisfaction with governance of KwaZulu-Natal provincial government

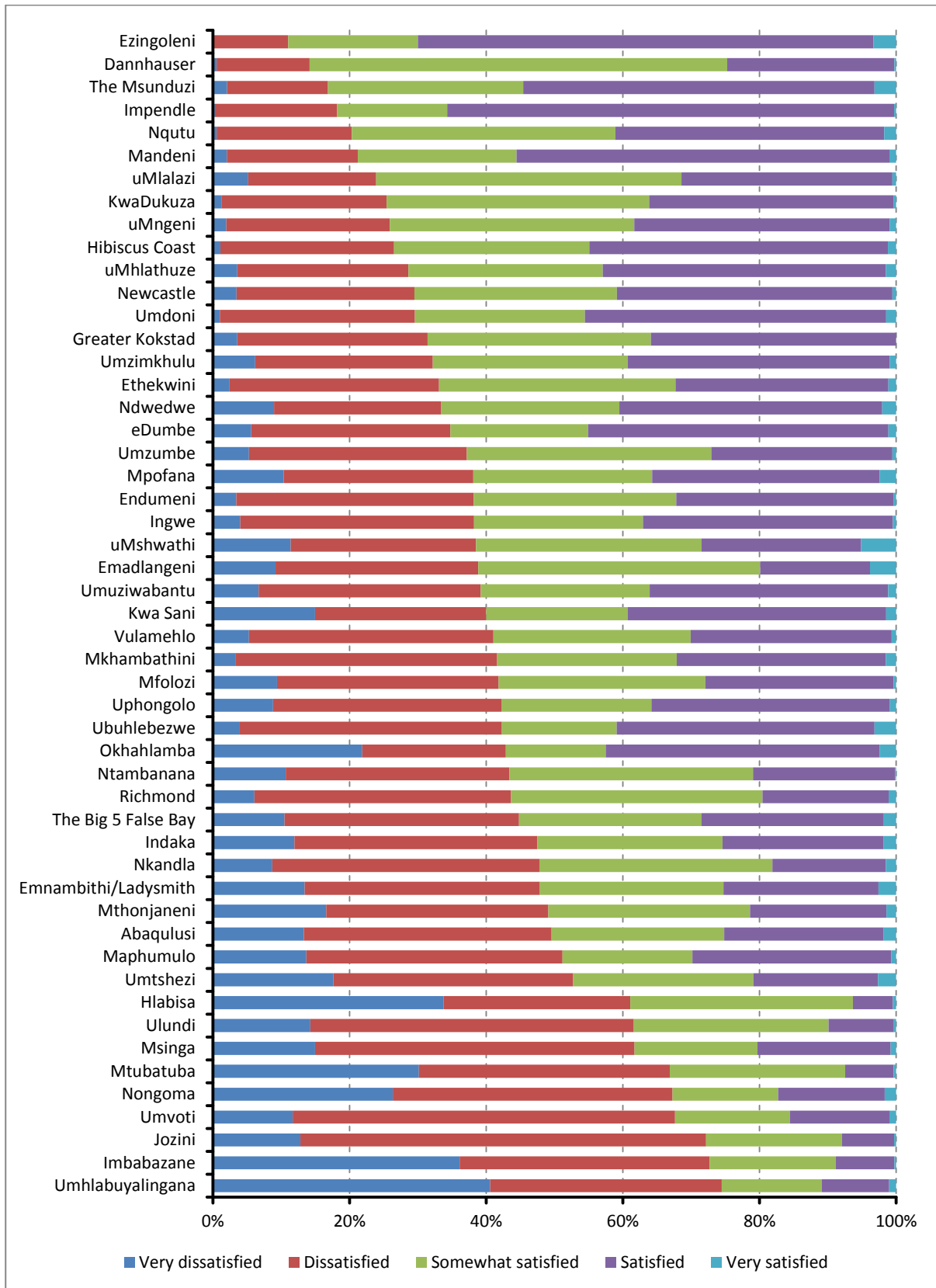


N = 7 113 988 excluding observations with missing information

The data also show high levels of dissatisfaction with governance of provincial government among residents of category B3 and B4 municipalities (results not presented here). At local municipality level the data show that in 11 of the 51 local municipalities in KwaZulu-Natal more than half of the respondents reported that they are dissatisfied with governance of the provincial government and as expected these municipalities mainly come from UMkhanyakude, Zululand and Uthukela districts (Figure 4.11). These are (Umhlabuyalingana (75%), Jozini (72%), Mtubatuba (67%) and Hlabisa (61%) all from Umkhanyakude district; Nongoma (67%), and Ulundi (62%) (Zululand district); Imbabazane (73%), Umtshezi (53%) (Uthukela district); Msinga (61%) and Umvoti (68%) (Umzinyathi district); and Maphumulo (51%) (iLembe district).

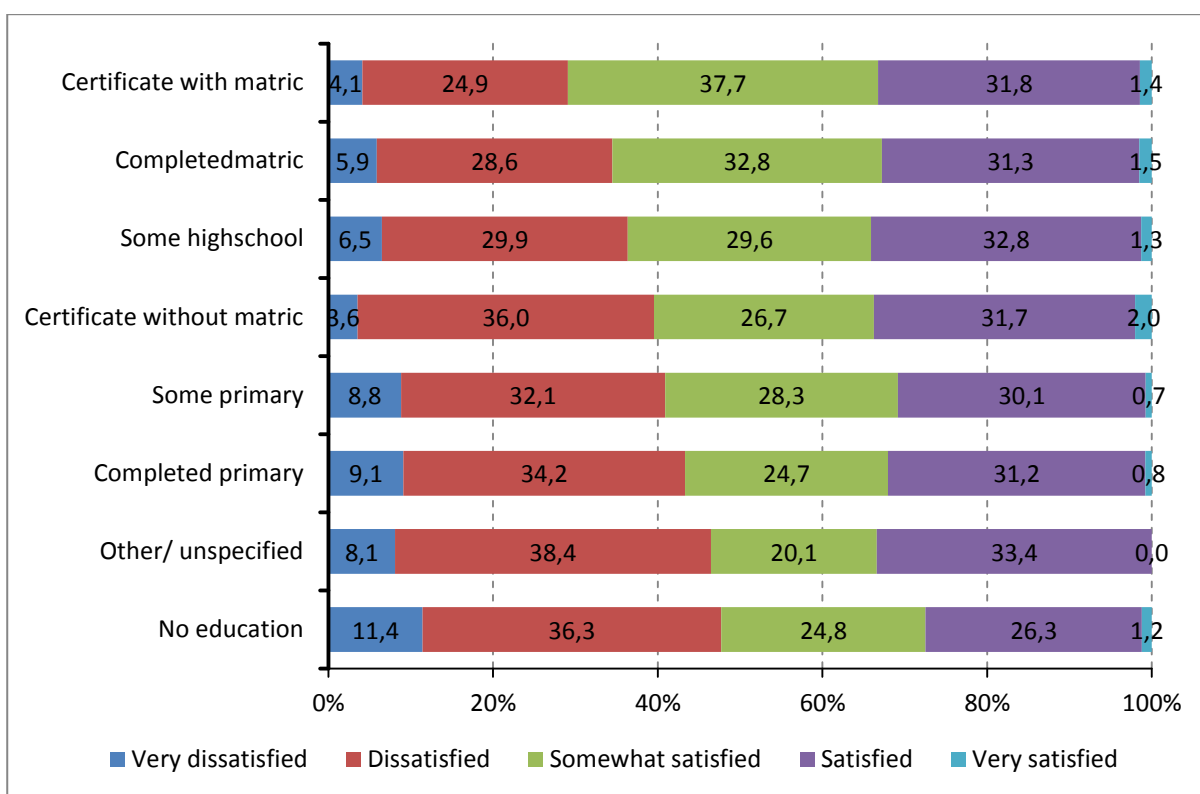
Figure 4.11 also shows that more than half the respondents of 3 local municipalities stated that they are satisfied with governance of KwaZulu-Natal provincial government. These include: Ezingoleni (70%) (Ugu district); The Umsunduzi (55%) and Mandeni (56%) (iLembe district). Also notable in the data is that nearly 6 in every 10 residents (61%) of Danhauser local municipality reported that they are somewhat satisfied with governance of the provincial government.

Figure 4.11: Percent distribution of persons aged 15 years and older by local municipality and level of satisfaction with governance of KwaZulu-Natal provincial government



The rating of satisfaction with governance of the KwaZulu-Natal provincial government also shows a positive relationship with level of education (Figure 4.12). On average, 45% of respondents among people with no more than primary school education reported being dissatisfied with governance of KwaZulu-Natal province compared to 24% who reported being somewhat satisfied and 31% who reported being satisfied. Among people with some secondary school education and above the corresponding proportions are 35%, 32% and 33% respectively.

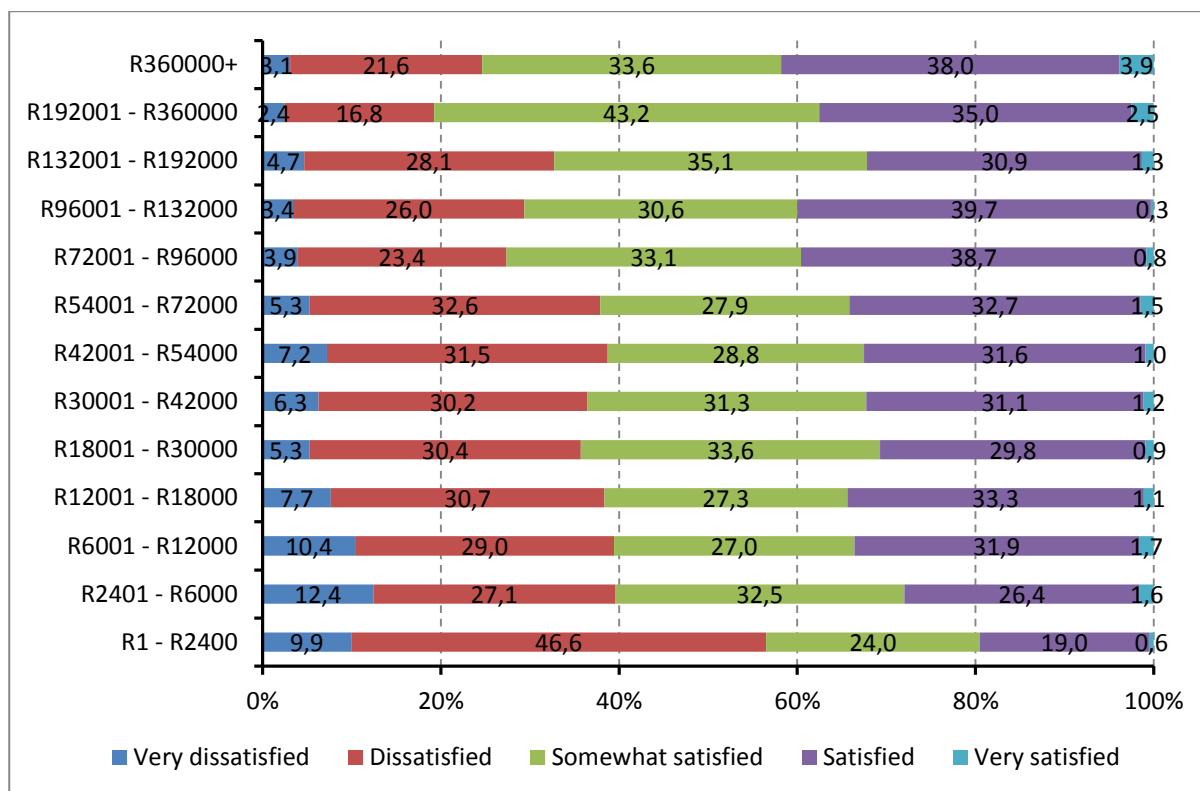
Figure 4.12: Percent distribution of persons aged 15 years and older by highest level of education and level of satisfaction with governance of KwaZulu-Natal provincial government



N = 7 113 564 excluding observations with missing information

Figure 4.13 shows that satisfaction with governance of KwaZulu-Natal provincial government is lowest among persons from households that have annual income ranging between R1 and R2 400. Only 20% of respondents in this group reported being satisfied with governance in the province and a majority of them (56%) reported being dissatisfied and the remainder (24%) somewhat satisfied.

Figure 4.13: Percent distribution of persons aged 15 years and older by household income and level of satisfaction with governance of KwaZulu-Natal provincial government



N = 6 122 312 excluding observations with missing information

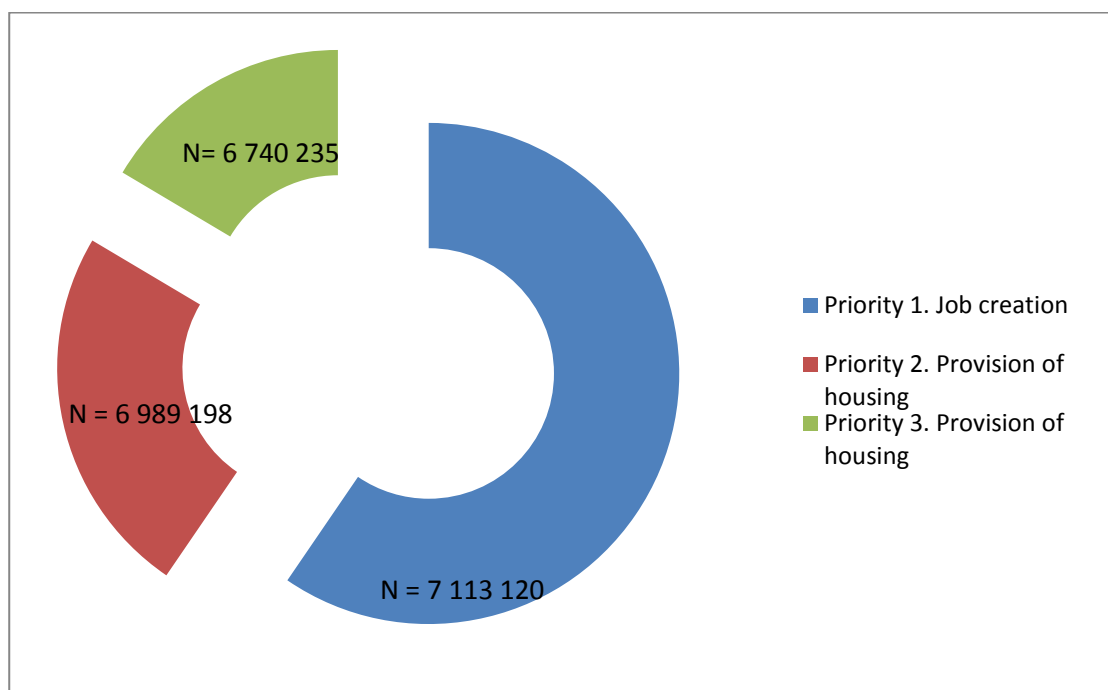
4.4 Ranking of provincial priorities and rating of performance of selected provincial departments

4.4.1 Citizen ranking of provincial priorities

Earlier it was mentioned that the KwaZulu-Natal provincial government is pursuing its development agenda focusing on 6 priority areas, namely: (1) job creation (decent work and economic growth); (2) education; (3) health; (4) rural development, food security and land reform; (5) fighting crime and corruption; and (6) nation building and good governance. The KZN CSS data provide an opportunity for assessing whether (or not) these provincial government priorities are in line with people’s aspirations on the ground because it asked each respondent to list their top three priorities.

Figure 4.14 shows that job creation and provision of housing are listed by the majority of the citizenry of KwaZulu-Natal as the top most and second most important priorities that the provincial government should be attending to. Surprisingly, provision of housing is also listed as the third most important priority. It is not clear in the data whether this was the case of respondents misunderstanding the question or the respondents are emphasising the importance of housing. What is clear in the data is that progressively few people provided opinions about the second most important priority (N = 6 989 198) and third most important priority (N =6 740 235) compared to people that provided information about the number one priority (7 113 120). Nonetheless, a point should be raised that the KZN CSS 2015 data suggest that the provincial priorities as set by KwaZulu-Natal provincial government are somewhat in sync with the desires of the citizenry.

Figure 4.14: Citizen ranking of top 3 priorities that the KwaZulu-Natal provincial government should attend to



Tables 4.1 to 4.6 show the ranking of provincial priorities disaggregated by population group, municipality of residence, level of education and household income of respondents, respectively. Disaggregation of the same information by age group of respondents does not show differences in opinion by age and sex (see tables A1 and A2 in the appendix).

Specifically, Table 4.1 shows that while all four population groups unanimously ranked job creation as the number one priority that the province should focus on, they differed on the ranking of the second and third most important priorities. For black Africans, housing is the second most important priority while among coloured, Indian and white respondents the second most important priority is “education and skills development”, “crime prevention” and “education and skills development”, respectively. Whereas black Africans also listed provision of housing as the third most important priority, whites and Indians listed “fighting corruption” while coloureds mentioned “poverty eradication” as the third most important priority.

Table 4.1: Citizen ranking of top 3 priorities that the KwaZulu-Natal provincial government should attend to: population group

	Priority 1	Priority 2	Priority 3
African	Job creation	Provision of housing	Provision of housing
Coloured	Job creation	Education & skills development	Poverty eradication
Indian/ Asian	Job creation	Crime prevention	Fighting corruption
White	Job creation	Education & skills development	Fighting corruption

The ranking of priorities at district level is shown in Table 4.2. Notable in the table is that people of Amajuba and Uthungulu districts listed “education and skills development” as the second most important priority while their counterparts in the other districts — with the exception of Umgungundlovu where “crime prevention” was highlighted as the second most important priority — identified “provision of housing” in second place. Also noteworthy in the table is the ranking of “provision of basic services like water and sanitation” among the top three priorities in Umkhanyakude and Uthukela districts — the same districts that show very high levels of dissatisfaction with the provincial government.

Table 4.2: Citizen ranking of top 3 priorities that the KwaZulu-Natal provincial government should attend to: district council

	Priority 1	Priority 2	Priority 3
Amajuba	Job creation	Education & skills development	Education & skills development
Sisonke	Job creation	Provision of housing	Provision of housing
UMgungundlovu	Job creation	Crime prevention	Provision of housing
UMkhanyakude	Job creation	Provision of housing	Provision of basic services like water & sanitation
UMzinyathi	Job creation	Provision of housing	Education & skills development
Ugu	Job creation	Provision of housing	Provision of housing
Uthukela	Job creation	Provision of housing	Provision of basic services like water & sanitation
Uthungulu	Job creation	Education & skills development	Provision of housing
Zululand	Job creation	Provision of housing	Education & skills development
eThekwini	Job creation	Provision of housing	Provision of housing
iLembe	Job creation	Provision of housing	Education & skills development

Table 4.3 shows ratings of citizens’ perceived provincial priorities by MIF classification of municipality while Table 4.4 shows the same by individual municipality. The highlight of Table 4.3 is the mentioning of crime prevention as the second most important priority among category B1 municipalities and “provision of basic services like water and sanitation” as the third most important priority among B4 municipalities.

Table 4.3: Citizen ranking of top 3 priorities that the KwaZulu-Natal provincial government should attend to: MIF classification of municipality

	Priority 1	Priority 2	Priority 3
Category A	Job creation	Provision of housing	Provision of housing
Category B1	Job creation	Crime prevention	Provision of housing
Category B2	Job creation	Provision of housing	Provision of housing
Category B3	Job creation	Provision of housing	Provision of housing
Category B4	Job creation	Provision of housing	Provision of basic services like water & sanitation

In all the municipalities of the province “job creation” is cited as the number one priority. Provision of housing is mentioned as the second most important priority in a majority of the municipalities (37 of the 51) whilst “education and skills development” is mentioned in 13 municipalities.

Table 4.4: Citizen ranking of top 3 priorities that the KwaZulu-Natal provincial government should attend to: local municipality

	Priority 1	Priority 2	Priority 3
Abaqulusi	Job creation	Education & skills development	Poverty eradication
Dannhauser	Job creation	Provision of housing	Fighting corruption
Emadlangeni	Job creation	Education & skills development	Having primary health care
Emnambithi/Ladysmith	Job creation	Provision of housing	Provision of housing
Endumeni	Job creation	Job creation	Provision of housing
Ethekwini	Job creation	Provision of housing	Provision of housing
Ezingoleni	Job creation	Education & skills development	Poverty eradication
Greater Kokstad	Job creation	Provision of housing	Provision of housing
Hibiscus Coast	Job creation	Provision of housing	Provision of housing
Hlabisa	Job creation	Provision of housing	Education & skills development
Imbabazane	Job creation	Provision of housing	Provision of basic services like water & sanitation
Impendle	Job creation	Provision of housing	Building and maintaining existing infrastructure
Indaka	Job creation	Education & skills development	Education & skills development
Ingwe	Job creation	Provision of housing	Provision of housing
Jozini	Job creation	Provision of housing	Provision of basic services like water & sanitation
Kwa Sani	Job creation	Provision of housing	Crime prevention
KwaDukuza	Job creation	Provision of housing	Education & skills development
Mandeni	Job creation	Provision of housing	Job creation
Maphumulo	Job creation	Provision of housing	Education & skills development
Mfolozi	Job creation	Education & skills development	Education & skills development
Mkhambathini	Job creation	Provision of housing	Provision of housing
Mpofana	Job creation	Provision of housing	Education & skills development
Msinga	Job creation	Provision of housing	Education & skills development
Mthonjaneni	Job creation	Education & skills development	Education & skills development
Mtubatuba	Job creation	Provision of housing	Provision of basic services like water & sanitation
Ndwedwe	Job creation	Education & skills development	Provision of basic services like water & sanitation
Newcastle	Job creation	Education & skills development	Education & skills development
Nkandla	Job creation	Education & skills development	Fighting corruption
Nongoma	Job creation	Provision of housing	Provision of basic services like water & sanitation
Nqutu	Job creation	Provision of housing	Education & skills development
Ntambanana	Job creation	Education & skills development	Education & skills development
Okhahlamba	Job creation	Provision of housing	Provision of basic services like water & sanitation
Richmond	Job creation	Provision of housing	Education & skills development
The Big 5 False Bay	Job creation	Provision of housing	Poverty eradication
The Msunduzi	Job creation	Crime prevention	Education & skills development
Ubuhlebezwe	Job creation	Provision of housing	Provision of basic services like water & sanitation
Ulundi	Job creation	Education & skills development	Education & skills development
Umdoni	Job creation	Crime prevention	Provision of housing

Umhlabuyalingana	Job creation	Provision of housing	Provision of basic services like water & sanitation
Umtshezi	Job creation	Provision of housing	Provision of housing
Umuziwabantu	Job creation	Provision of housing	Education & skills development
Umvoti	Job creation	Crime prevention	Provision of housing
Umzimkhulu	Job creation	Provision of housing	Provision of basic services like water & sanitation
Umzumbe	Job creation	Provision of housing	Education & skills development
Uphongolo	Job creation	Provision of housing	Education & skills development
Vulamehlo	Job creation	Crime prevention	Provision of housing
eDumbe	Job creation	Job creation	Crime prevention
uMhlatuze	Job creation	Crime prevention	Provision of housing
uMlalazi	Job creation	Provision of housing	Poverty eradication
uMngeni	Job creation	Education & skills development	Having primary health care
uMshwathi	Job creation	Provision of housing	Provision of basic services like water & sanitation

The KZN CSS 2015 data further suggest that all residents of KwaZulu-Natal, irrespective of education level, regard job creation as the top most priority that the province should focus on (Table 4.5). The table, however, shows differences of opinion by education level when it comes to ranking of the second and third most important priorities. People who have not completed matric generally consider “provision of housing” as the second most important priority whilst those with matric and above regard “education and skills development” as the second most important priority.

Table 4.5: Citizen ranking of top 3 priorities that the KwaZulu-Natal provincial government should attend to: highest education level

	Priority 1	Priority 2	Priority 3
No education	Job creation	Provision of housing	Provision of housing
Some primary	Job creation	Provision of housing	Provision of housing
Completed primary	Job creation	Provision of housing	Provision of housing
Some high school	Job creation	Provision of housing	Provision of housing
Completed high school	Job creation	Education & skills development	Provision of housing/Education & skills development
Certificate without matric	Job creation	Education & skills development	Fighting corruption
Certificate with matric	Job creation	Education & skills development	Fighting corruption
Other or unspecified	Job creation	Education & skills development	Crime prevention

The KZN CSS data also show wealth differentials in the perceptions about what should constitute the top 3 priorities for KwaZulu-Natal (Table 4.6). All people, regardless of income level consider “job creation” as the main priority for the province. Differences of opinion however, emerge in the ranking of the second and third most important priorities.

Table 4.6: Citizen ranking of top 3 priorities that the KwaZulu-Natal provincial government should attend to: household income level

	Priority 1	Priority 2	Priority 3
R1 - R2400	Job creation	Provision of housing	Provision of housing
R2401 - R6000	Job creation	Provision of housing	Provision of housing
R6001 - R12000	Job creation	Provision of housing	Provision of housing
R12001 - R18000	Job creation	Provision of housing	Provision of housing
R18001 - R30000	Job creation	Provision of housing	Provision of housing
R30001 - R42000	Job creation	Provision of housing	Provision of housing
R42001 - R54000	Job creation	Provision of housing	Provision of housing
R54001 - R72000	Job creation	Education & skills development	Provision of housing
R72001 - R96000	Job creation	Education & skills development	Provision of housing
R96001 - R132000	Job creation	Provision of housing	Education & skills development
R132001 - R192000	Job creation	Education & skills development	Fighting corruption
R192001 - R360000	Job creation	Crime prevention	Fighting corruption
R360000+	Job creation	Fighting corruption	Growing the economy

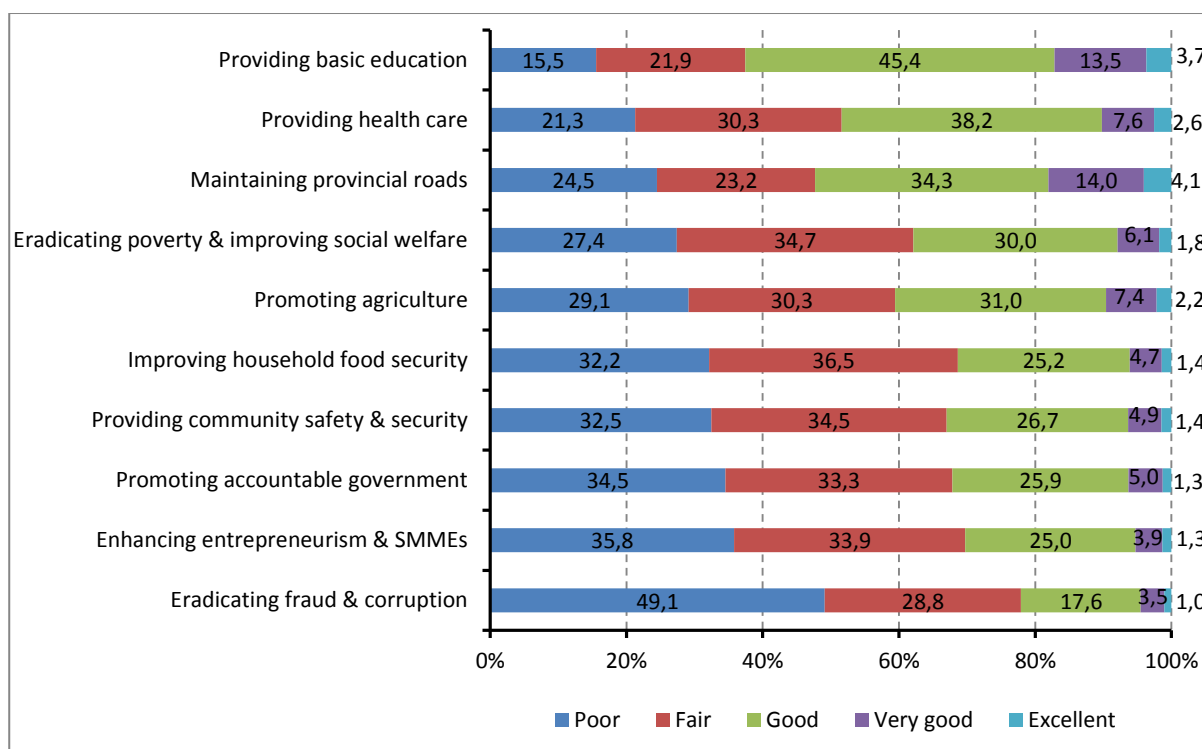
People from low income households generally think “provision of housing” is the second most important priority while those on the wealthier end think it is “crime prevention” and “fighting corruption”.

4.4.2 Rating of performance of provincial government in specific areas

Figure 4.14 shows the overall rating of the performance of the KwaZulu-Natal provincial government on: (1) promoting small, medium and macro enterprises (SMMEs) and entrepreneurial development; (2) promoting agriculture; (3) provision of basic education; (4) eradicating poverty and improving social welfare; (5) enhancing health of citizens; (6) enhancing sustainable household food security; (7) enhancing community safety and security; (8) eradicating fraud and corruption; (9) promoting accountable government; and (10) maintenance of provincial roads. The data show that “eradication of fraud and corruption” is the main area where the residents of KwaZulu-Natal feel the government is performing badly. Nearly half (49%) of

respondents in the KZN CSS reported that they feel the provincial government is performing poorly in eradicating fraud and corruption. This is surprising because fighting corruption does not feature prominently among the citizen priorities as discussed in sub-section 4.4.1 above. The data further show that the residents of KwaZulu-Natal generally feel the provincial government is performing well in provision of health care, provision of basic education and on maintenance of provincial roads. Respectively, only 25%, 21% and 16% of the residents rated the performance of the provincial government as poor in these three areas.

Figure 4.15: Percent distribution of persons aged 15 years and older by rating of performance of KwaZulu-Natal provincial government on selected areas



Unhappiness with the performance of the provincial government with eradication of fraud and corruption cuts across all population groups and income levels (Figures 4.16 and 4.17). Figure 4.16 shows that, respectively, 63%, 56%, 49% and 48% of white, Indian, coloured and black African citizens of KwaZulu-Natal aged 15 years and above reported that the provincial government performs poorly on eradication of fraud and corruption. The graph also shows that Indians (90%), coloureds (90%) and whites (84%) generally feel the provincial government is performing well with maintaining provincial roads compared to their black African counterparts in whom one in every four people (26%) rate the services rendered by the provincial government poorly in this area.

Figure 4.16: Percent distribution of persons aged 15 years and older by population group and rating of performance of KwaZulu-Natal provincial government on selected areas

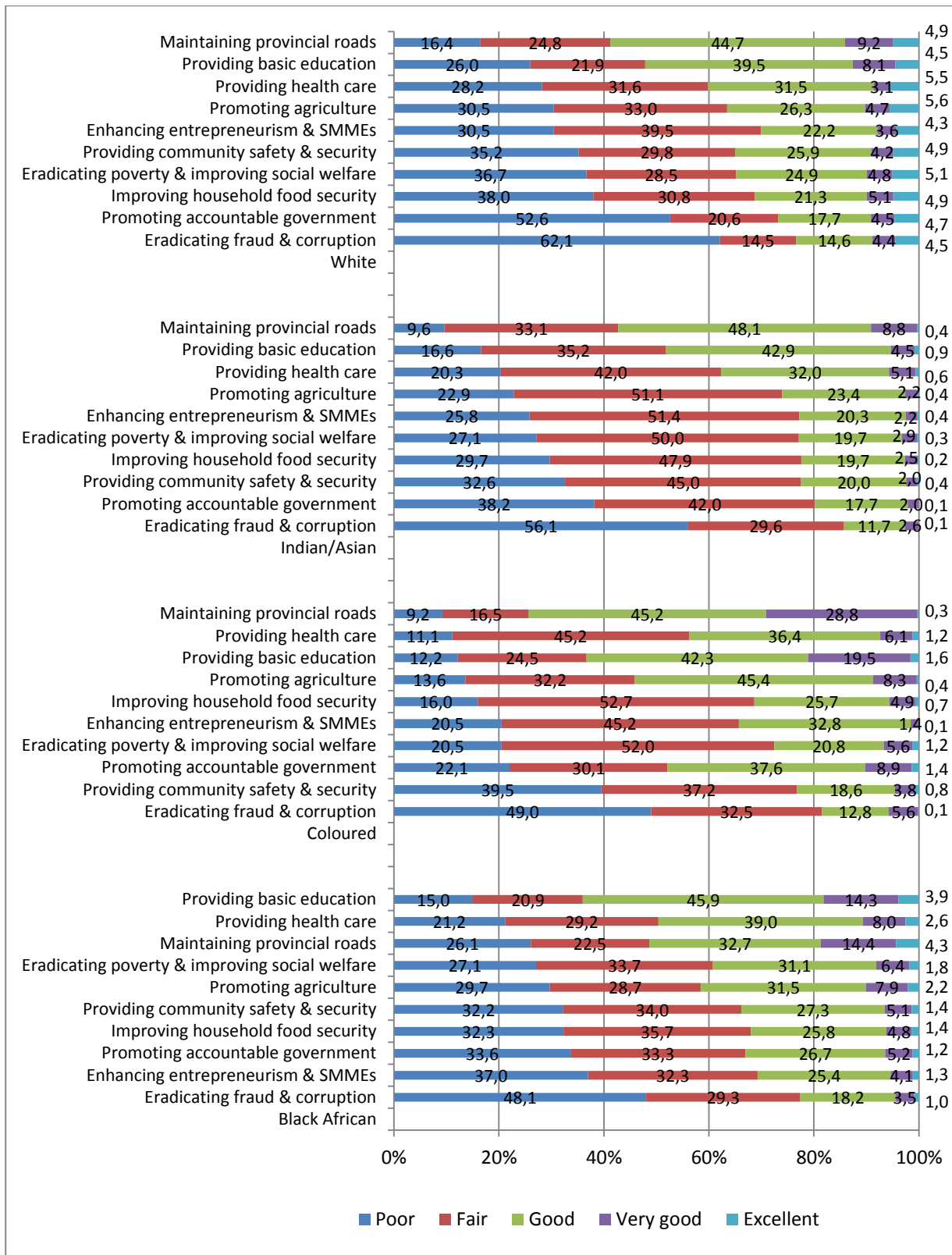


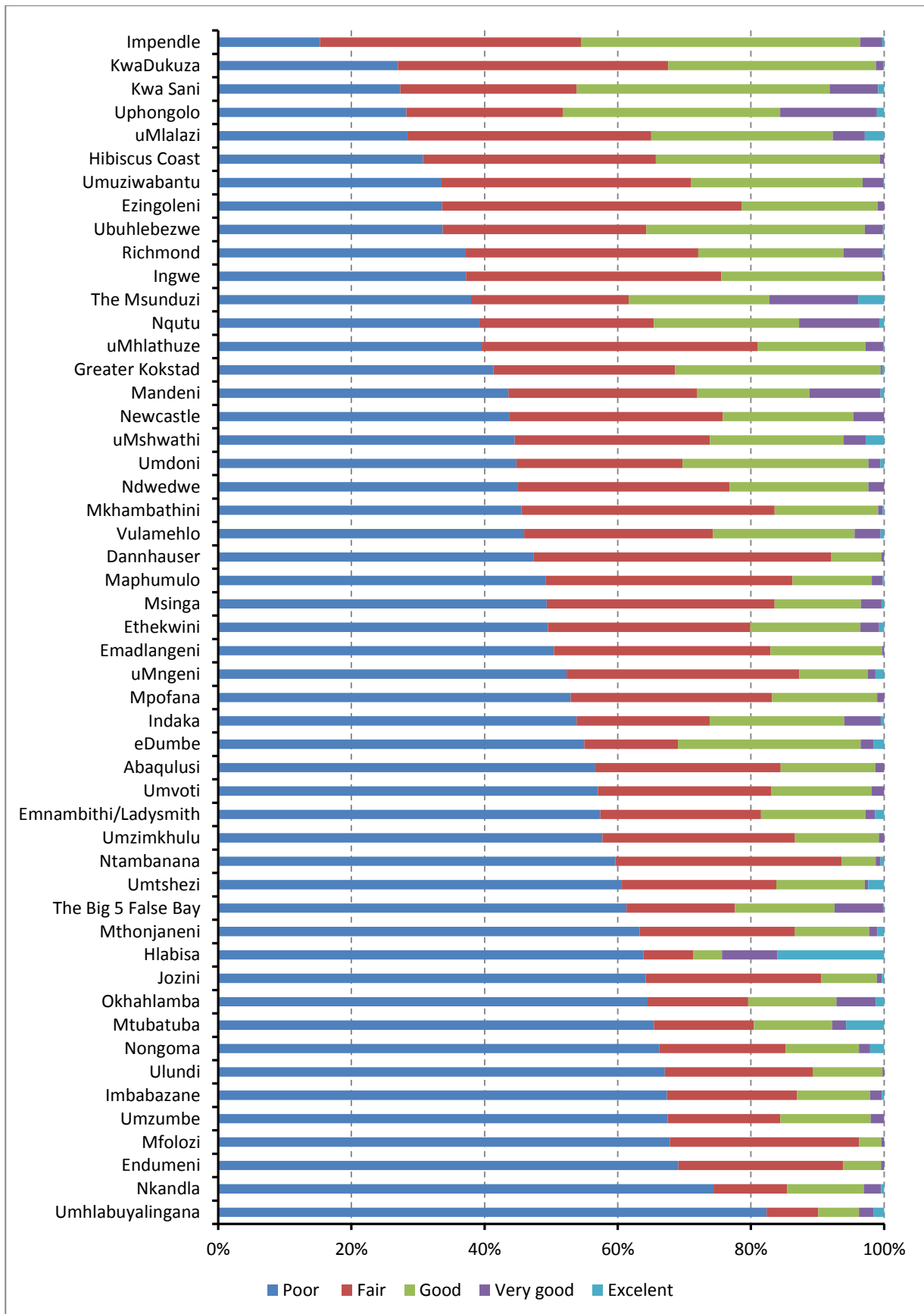
Figure 4.17: Percent distribution of persons aged 15 years and older by household income and rating of performance of KwaZulu-Natal provincial government on selected areas



About 60% of people from households that earn an annual income of over R360 000 feel the provincial government is performing poorly on eradicating fraud and corruption while the corresponding proportion among people from low income households (i.e. those households with annual income of up to R2 400) is 50% (Figure 4.17).

Figure 4.18 shows variations in the rating of the performance on eradication of fraud and corruption at local municipality level. In almost half (25) of the 51 municipalities in the province (from Umhlabuyalingana to Emadlangeni in Figure 4.18) the majority of respondents feel that the provincial government is performing poorly when dealing with corruption and fraud.

Figure 4.18: Percent distribution of persons aged 15 years and older by local municipality and rating of performance of KwaZulu-Natal provincial government in eradication of fraud

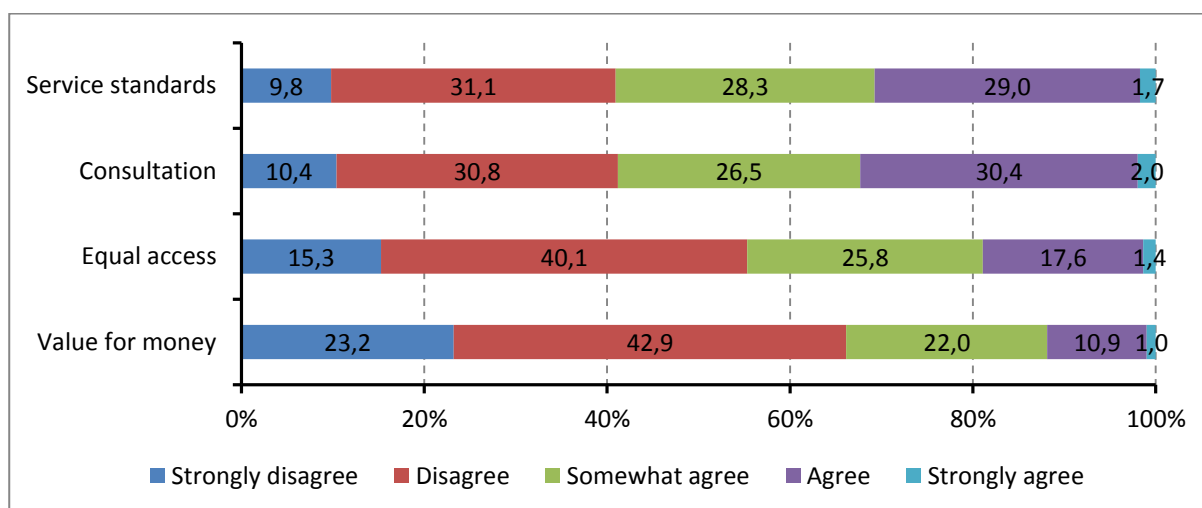


4.5 Rating of KwaZulu-Natal provincial government according to Batho Pele principles

The inception of democracy in South Africa led to introduction of a number of initiatives aimed at addressing inherited socioeconomic imbalances and improving lives of all South Africans. One of the initiatives was “Batho Pele principles”, introduced to get public servants committed to serving people, work to their full capacity and treat state resources with respect. Batho Pele, is a Sesotho phrase, which means “Putting People First”. This approach also requires involvement of the public in holding civil servants accountable for the quality of service provided. The Batho Pele initiative was launched in 1997 and has remained the face of all government entities (from national departments to local municipalities). Batho Pele is based on eight principles (see Table A3 in the appendix).

In CSS 2015, some questions were included to establish people’s level of agreement towards the KwaZulu-Natal provincial government’s commitment to improving service delivery through adoption of Batho Pele principles. Four questions were asked which covered consultation, service standards, access and value for money. Results are presented in Figure 4.19.

Figure 4.19: Percent distribution of persons aged 15 years and older by level of agreement towards implementation of Batho Pele principles



N = 7 110 305 excluding observations with missing information

Consultation

This Batho Pele principle requires all Public servants to stay in touch with the people they serve, to understand what services they need, how services are to be delivered and what the public is dissatisfied about. The results show that more than half (59%) of population aged 15 years and older in KwaZulu-Natal agree that the provincial government consults citizens about the services they need (Figure 14.19).

Service standards

Every sphere of government is expected to have a set of service standards that guide exactly what they deliver to the public and to what quality or standard. The service standards should clearly state how long it will take and exactly what people can expect from the public service. In instances where standards are not met, the government sphere owes the customer an explanation.

In the CSS, a question was asked as to whether citizens of KwaZulu-Natal province are told what level and quality of public services they can expect to receive. Figure 14.18 shows that almost six in every ten persons (59%) agree that the provincial government adheres to the principle of setting standards.

Access

This Batho Pele principle stipulates that all citizens have the right to equal access to the services to which they are entitled. Civil servants need to ensure that services are accessible to all, including persons with disabilities, the elderly and all other persons with special needs. From the findings, 55% disagree that the provincial government of KwaZulu-Natal grants its citizens equal access to services.

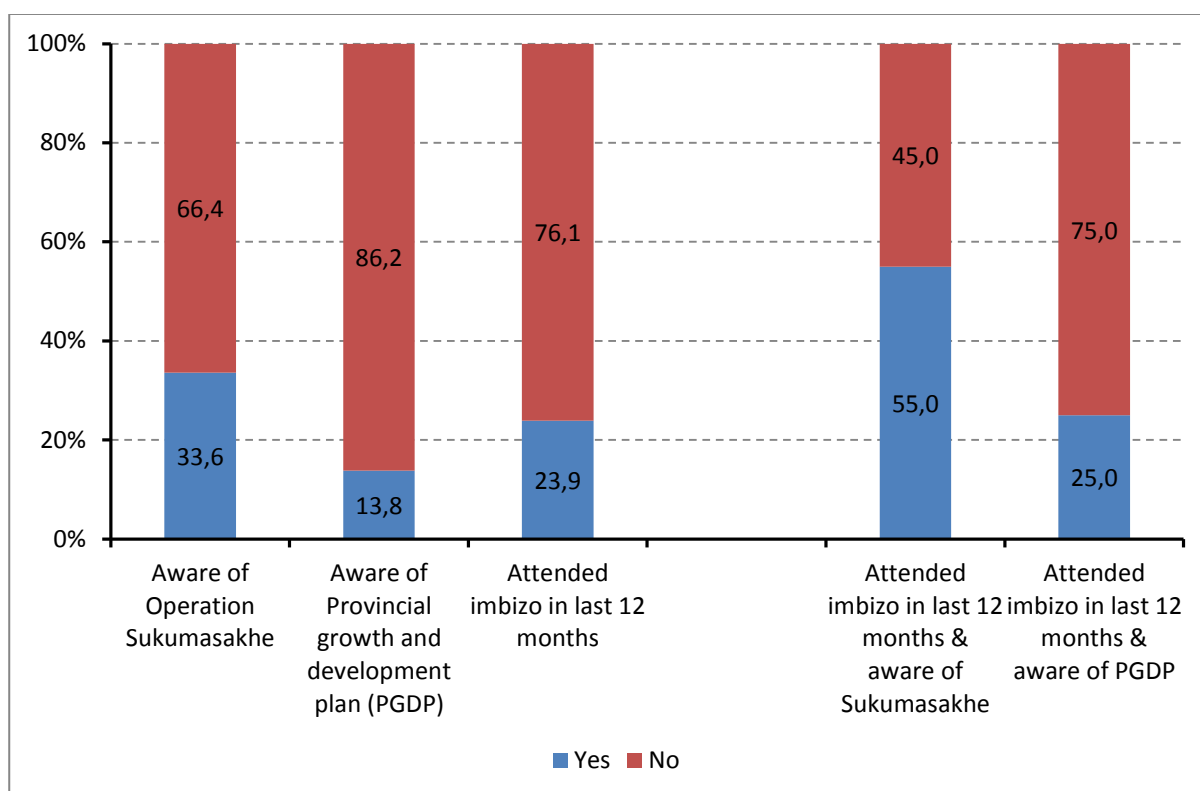
Value for money

The implementation of this principle requires all public servants to be cost-effective and avoid wasteful expenditure. The inclusion of a question on whether the KwaZulu-Natal provincial government spends funds wisely revealed interesting findings. Results show that two-thirds (66%) of the population aged 15 years and older disagree that the provincial government is spending funds wisely.

4.6 Awareness of provincial government programmes and government’s consultative processes

Figure 4.20 shows that only a small proportion of residents of KwaZulu-Natal are aware of provincial programmes such as the Provincial Growth and Development Plan (PGDP) and Operation Sukumasakhe and that proportionately few people attend government’s consultative meetings (Imbizos) and public hearings. Respectively, the table shows that only 34% of respondents in the KZN CSS reported being aware of operation Sukumasakhe, 14% reported being aware of the PGDP and 24% reported having attended a government sponsored Imbizo in the past 12 months. Interestingly, even attendance of these Imbizos does not seem to have a profound impact on citizenry awareness of government programmes. Only 55% of people that had attended reported awareness of operation Sukumasakhe while the corresponding proportion for awareness of the PGDP is a paltry 25%.

Figure 4.20: Percent distribution of persons aged 15 years and older by awareness of KwaZulu-Natal provincial government programmes



5. SATISFACTION WITH LOCAL MUNICIPALITIES

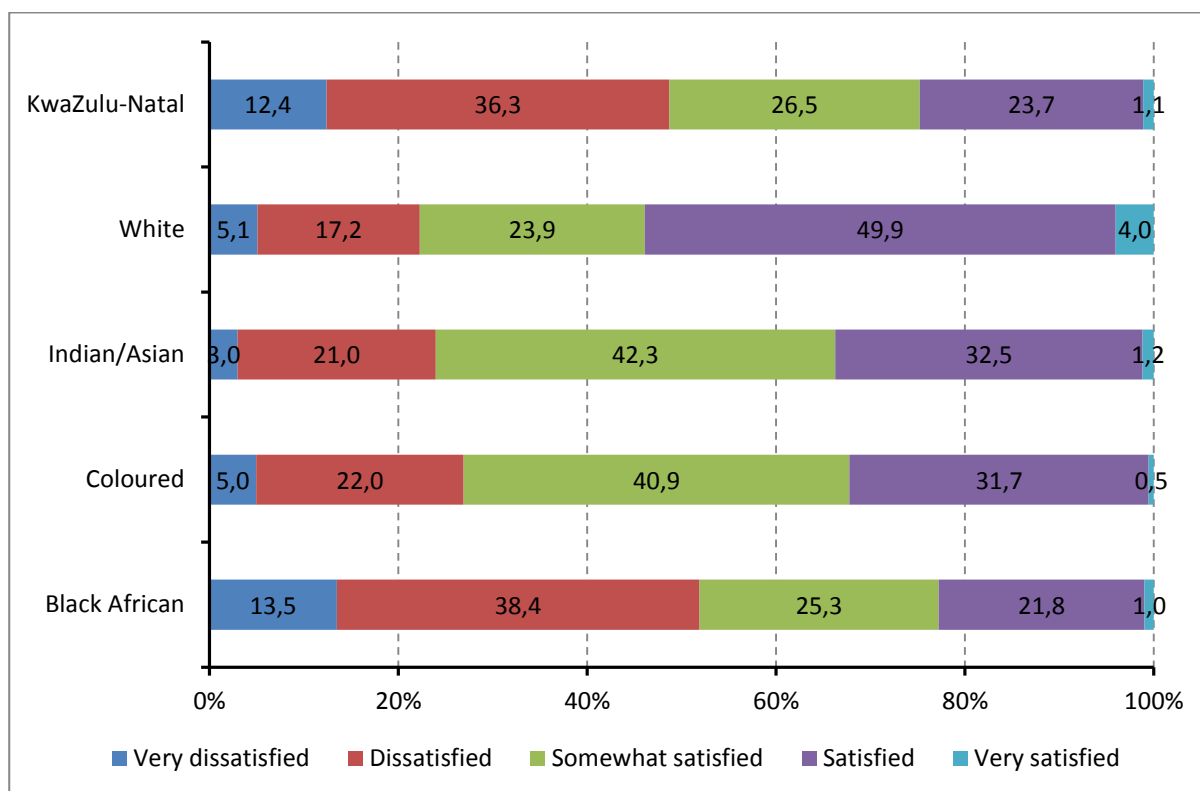
Section 5 covers perceptions of the KZN population (aged 15 years and older) on the performance of their local municipalities. First, it examines the overall performance of local government. Second, it explores what municipal services the KwaZulu-Natal population perceives as most important to them. Third, it looks at their level of satisfaction with the quality of municipal services identified as highly important in the province. Section 5 concludes by highlighting what services the citizens of KwaZulu-Natal lodge most of their complaints about with their local municipalities. The analysis conducted in this part of the report is mainly disaggregated by MIIF category (see footnote 2) and local municipality.

5.1 Overall satisfaction with the performance of local municipality

The KZN CSS 2015 data show higher levels of dissatisfaction with the overall performance of local municipalities relative to the overall performance of the provincial government. Figure 5.1 shows that nearly half (49%) of respondents in the survey indicated that they are dissatisfied with the general performance of their local municipality, compared to about a third (36%) who reported being dissatisfied with the provincial government. This means about a third of people (roughly 28%) who reported being satisfied with the performance of the provincial government do not feel the same satisfaction with the performance of their local governments as shown in Table 5.1.

As is the case with the rating of satisfaction with overall performance of the provincial government, there is no sex or age differential in the rating of overall performance of local municipalities by the citizenry of KwaZulu-Natal (data not shown). There are, however, marked differences in the ratings when the results are disaggregated by population group, education level, income level, district and local municipality. Figure 5.1 indicates that black Africans recorded the highest proportion (52%) of dissatisfied citizens with the general performance of their local municipalities compared to their coloured (27%), Indian (24%), and white (22%) counterparts. It should be noted that this finding should be interpreted with caution as most municipalities in KwaZulu-Natal are populated almost exclusively by black Africans.

Figure 5.1: Percent distribution of persons aged 15 years and older by population group and level of satisfaction with general performance of local municipality



N = 7 110 865 excluding observations with missing information

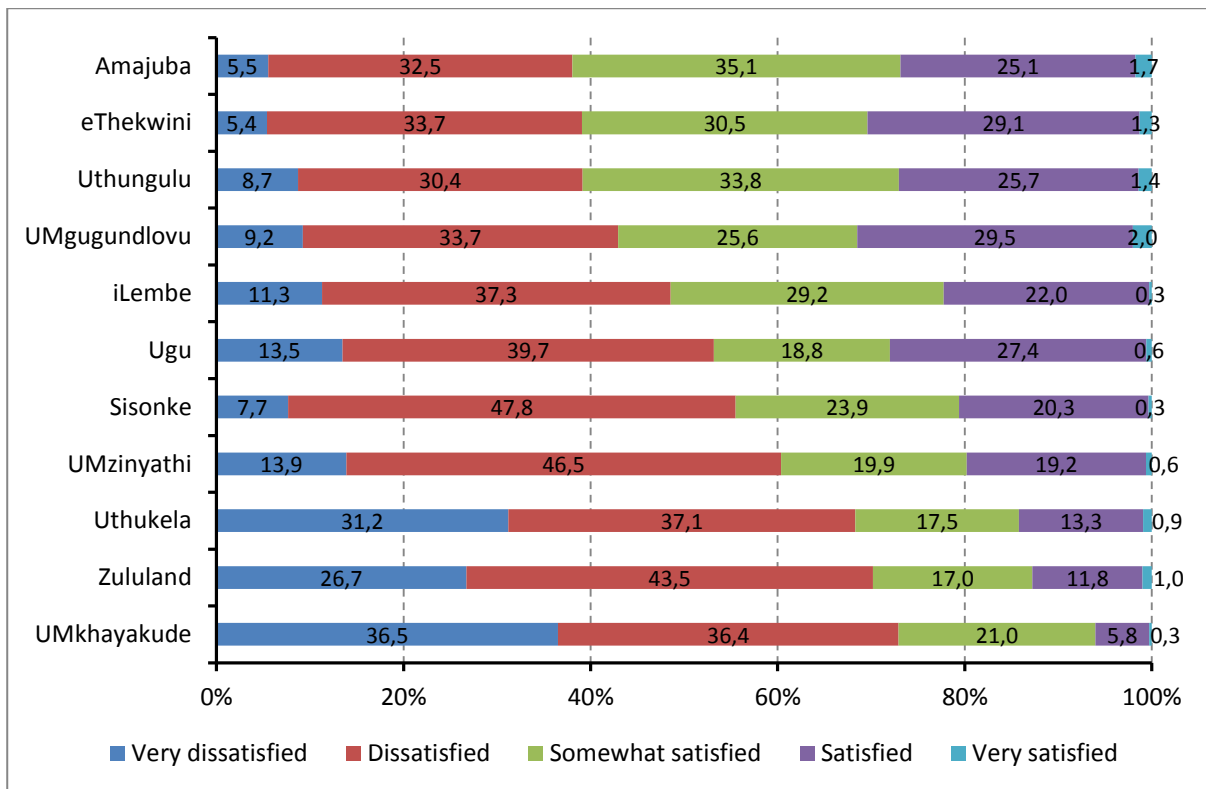
Table 5.1: Distribution of persons aged 15 years and older by rating of satisfaction with overall performance of provincial government and overall performance of local municipality

Rating of overall performance of provincial government	Rating of overall performance of local municipality		
	Satisfied	Dissatisfied	Total
Satisfied	72,4	27,6	100,0%
Dissatisfied	41,6	58,4	100,0%
Total	3 698 291	3 463 117	7 161 408

The inclination toward high levels of dissatisfaction (or low levels of satisfaction) among residents of uMkhanyakude, Zululand, uThukela and uMzinyathi districts as was observed in the rating of satisfaction with the performance of provincial government, is also apparent with the rating of satisfaction with local governments in those areas. Figure 5.2 shows that in uMkhanyakude, Zululand and uThukela districts, nearly 70% respondents (or 7 out of every 10 respondents) reported that they are dissatisfied with the overall performance of their local municipalities. Dissatisfaction was slightly lower in Umzinyathi where the proportion stood at 60%. On the other

end, slightly more than 60% of residents of three districts (Amajuba, uThungulu and eThekweni metro) reported being satisfied with their local government. This is some good news for the KwaZulu-Natal government as eThekweni covers more than a third of the population of the province.

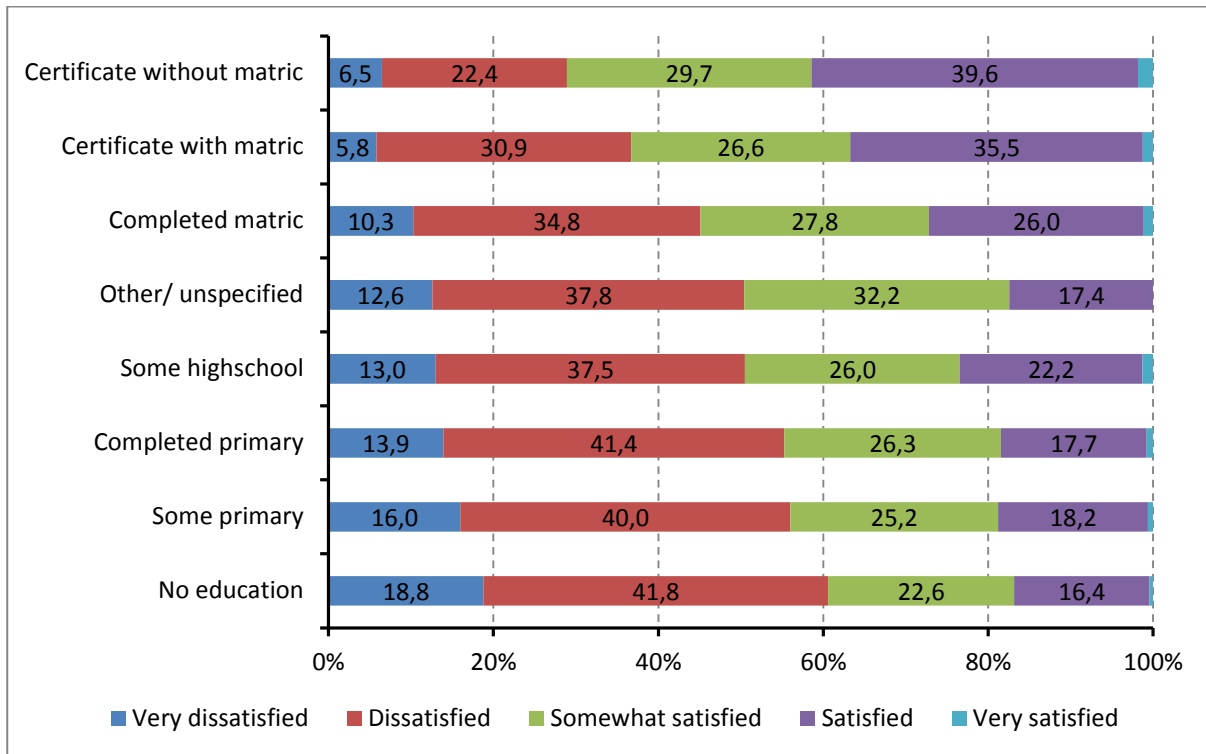
Figure 5.2: Percent distribution of persons aged 15 years and older by district and level of satisfaction with general performance of local municipality



N = 7 110 865 excluding observations with missing information

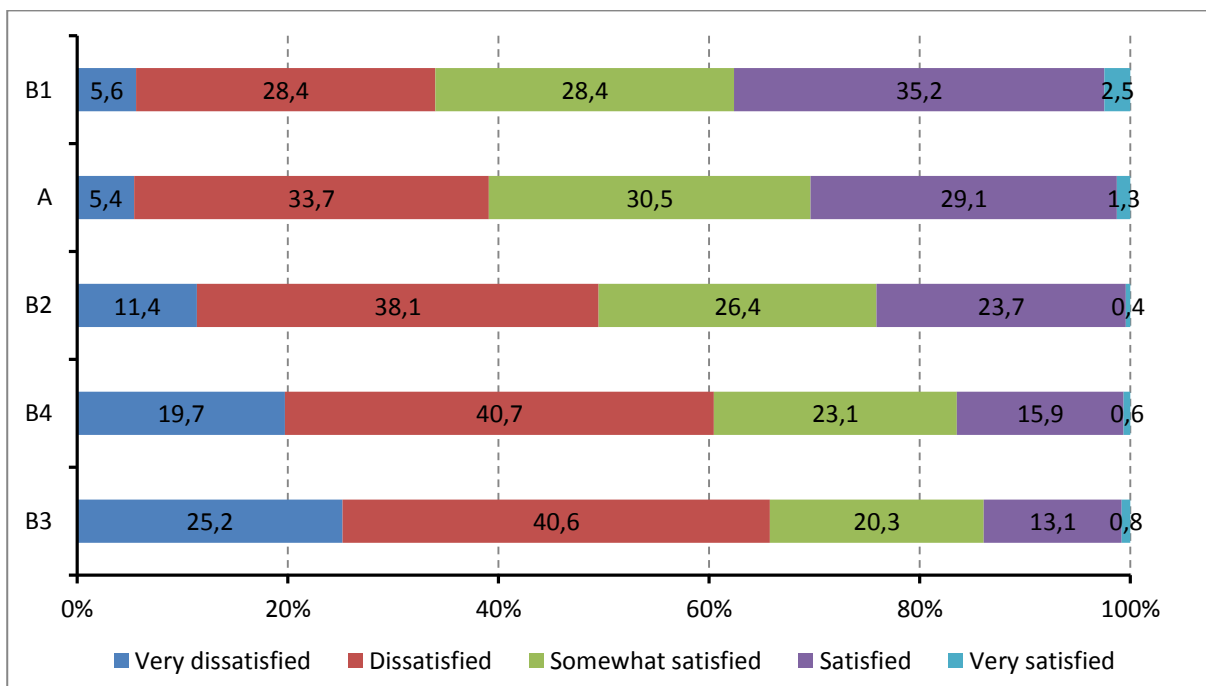
Figure 5.3 shows a negative relationship between the rating of satisfaction with general performance of local municipality and the highest level of education. Among people with less than matric, more than 50% of respondents reported that they are dissatisfied with the overall performance of their local municipalities and this proportion is highest among people with no education (a whopping 61%).

Figure 5.3: Percent distribution of persons aged 15 years and older by highest level of education and level of satisfaction with general performance of local municipality



N = 7 110 783 excluding observations with missing information

Figure 5.4: Percent distribution of persons aged 15 years and older by MIIF category and level of satisfaction with general performance of local municipality

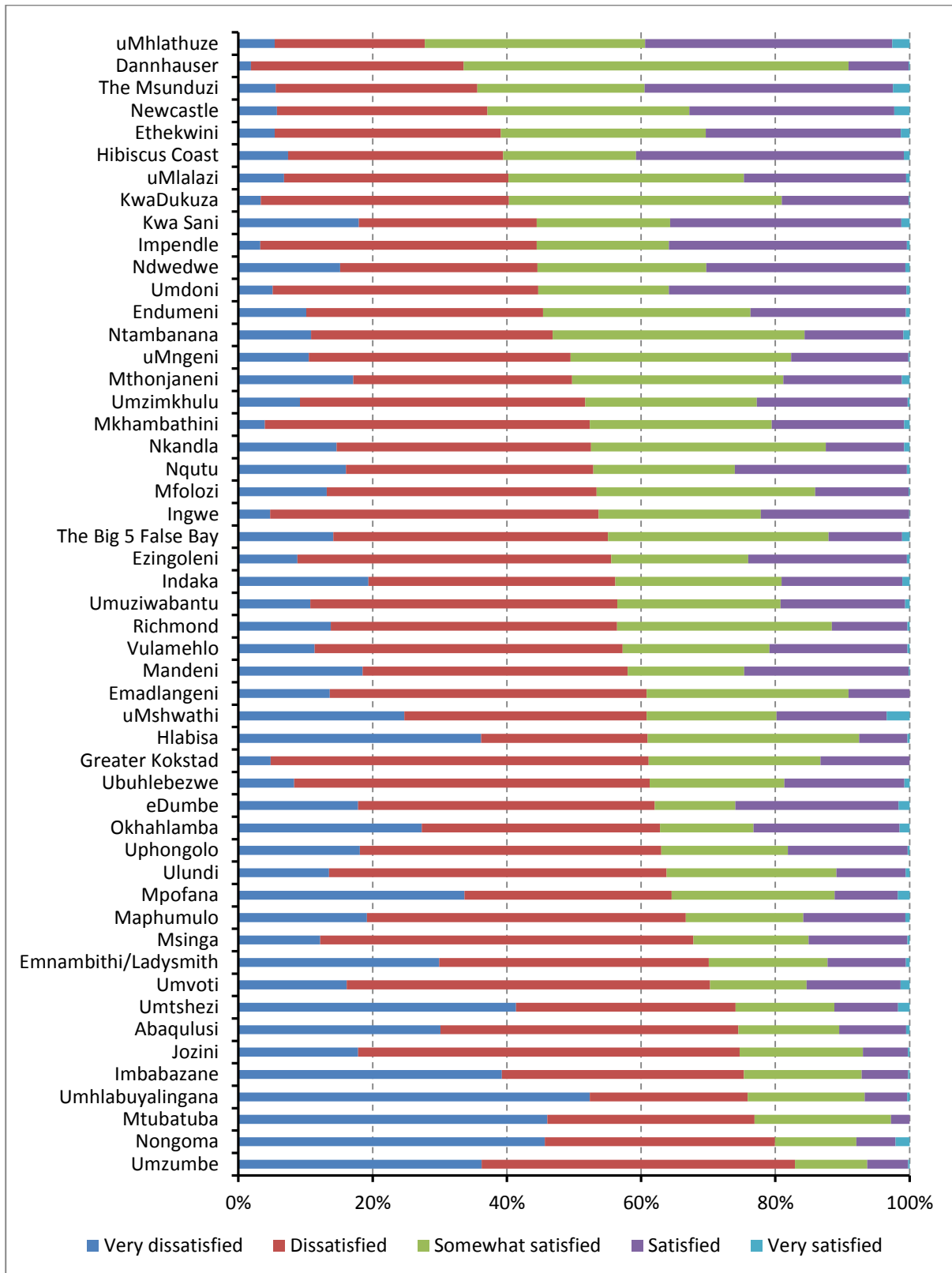


N = 7 110 865 excluding observations with missing information

Figure 5.4 shows that the majority of people aged 15 years and older in MIIF categories B3 and B4 (66% and 60% respectively) are dissatisfied with the general performance of their local municipalities. MIIF category B1 has the least proportion (34%) of those dissatisfied, followed by MIIF category A (39%).

Almost eight in ten people in Umzumbe (83%), Nongoma (80%), Mtubatuba (77%), Umhlabuyalingana (76%) and Imbabazane (75%) are dissatisfied with the general performance of their local municipalities (Figure 5.5). On the other hand, Hibiscus Coast, Dannhauser and Umhlathuze local municipalities have the highest proportion of those satisfied with the general performance of their municipalities, respectively, 41%, 40% and 39%.

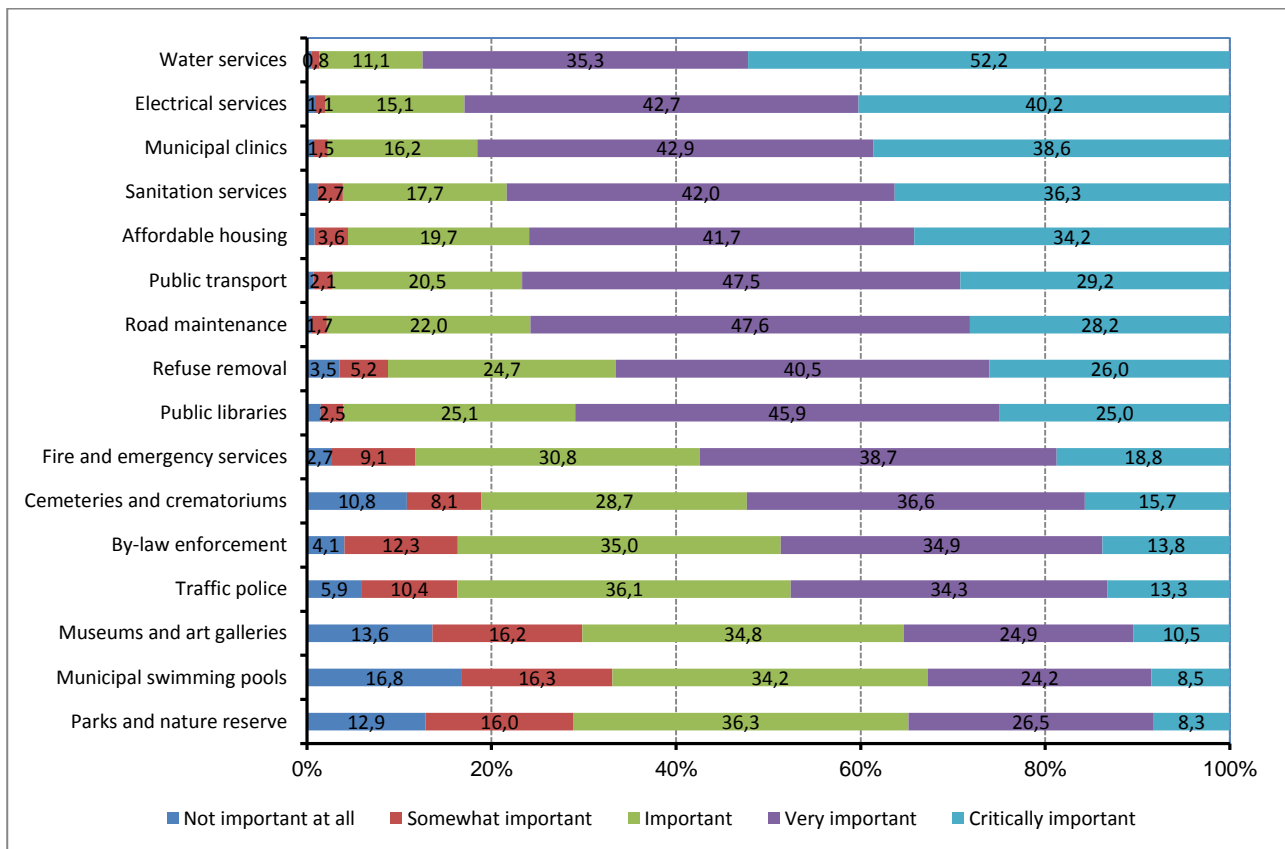
Figure 5.5: Percent distribution of persons aged 15 years and older by local municipality and level of satisfaction with general performance of local municipality



5.2 Ranking of importance of municipal services

There are 16 types of municipal services that the KZN population was asked to rate according to their level importance. These 16 municipal services are shown in Figure 5.6. The scale used ranged from ‘not important at all, somewhat important, important, very important, to critically important’. Figure 5.6 indicates the perceptions of persons aged 15 years and older on the level of importance of these 16 municipalities. The figure shows that the majority of them perceive all the selected municipal services as important or at least somewhat important. The top five critically important municipal services are water services, electrical services, municipal clinics, sanitation services, and affordable housing. The municipal services that KZN citizens view as the least important are municipal swimming pools, museums and art galleries, parks and nature reserves, traffic police, as well as by-law enforcement.

Figure 5.6: Percent distribution of persons aged 15 years and older by ranking of importance of selected municipal services



There are no striking variations in terms of the rating of critically important municipal services according to MIIF categories. The five municipal services rated as critically important by most people in KZN are the same for all the MIIF categories with the exception of category B1. The top five critically important municipal services in MIIF categories A, B2, B3 and B4 are water services, electricity services, municipal clinics, sanitation services and affordable housing. The only difference when examined by MIIF category is the sequence in which they appear in the top five. Table 5.2, for example, shows that water services have the highest proportion in all MIIF categories. The second highest in MIIF category A is electricity, whilst in MIIF category B4 it is municipal clinics. The fifth critically important service in category B1 municipalities is public libraries which replaces affordable housing. Given the importance of affordable housing across all other categories, the inclusion of public libraries as critical is an unexpected, but welcomed finding given the implication this service provides towards the advancement of education.

Table 5.2: Top five municipal services perceived as important by MIIF category

	A	B1	B2	B3	B4
Highest proportion	Water services	Water services	Water services	Water services	Water services
2 nd highest proportion	Electricity services	Sanitation services	Electricity services	Electricity services	Municipal clinics
3 rd highest proportion	Municipal clinic	Municipal clinics	Sanitation services	Municipal clinics	Electric services
4 th highest proportion	Affordable housing	Electricity services	Municipal clinics	Affordable housing	Affordable housing
5 th highest proportion	Sanitation services	Public libraries	Affordable housing	Sanitation services	Sanitation services

Looking at the top three critically important municipal services by municipality, the KZN CSS 2015 results indicate that, in all municipalities, water services have the highest proportion of people rating it as critically important. Public transport or road maintenance feature in the top three critically important municipal services in Nkandla, Umvoti, Maphumulo, Nqutu, Ntambanana and Mtubatuba, (Table A4 in the Appendix). In almost all municipalities, less than 10% of persons aged 15 years and older perceive water services, public transport, municipal clinics, electricity services

and affordable housing as not important at all. In comparison, in almost all municipalities, more than 10% perceive museums and art galleries (highest proportion is 51%), parks and nature reserves (highest proportion is 52%) and municipal swimming pools (highest proportion is 63%) as not important at all.

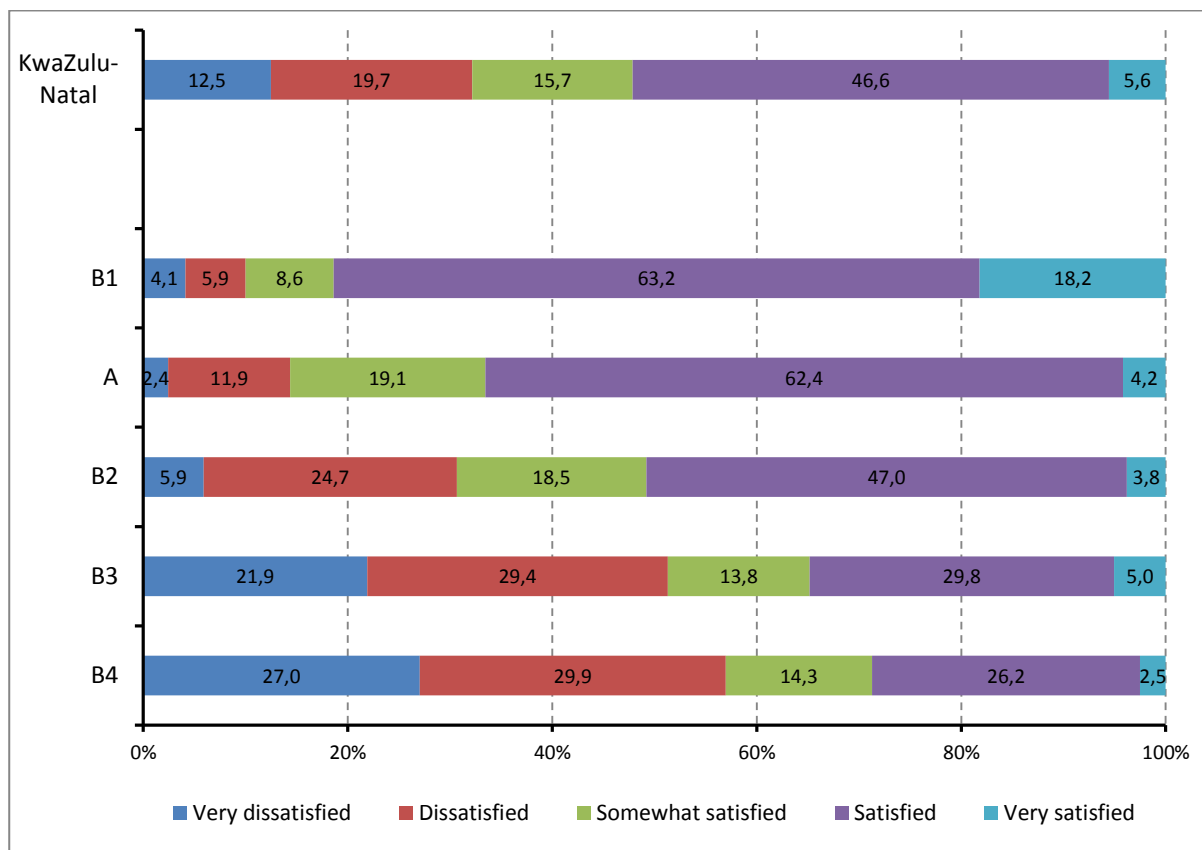
5.3 Performance of local municipalities on top five services rated critically important

Section 5.2 highlights that water services, electricity services, municipal clinics, sanitation services and affordable housing are the top five services that the majority of KZN citizens consider to be of critical importance. In this section, the report will explore the level of satisfaction with the performance of local municipalities on these five key municipal services.

5.3.1 Water services

The majority of the KZN population rated water services as critically important. This is true in all MIIF categories and in 30 (of the 51) municipalities. Figure 5.7 indicates that the majority (52%) of persons in KZN are satisfied with the quality of their main source of drinking water, 16% are somewhat satisfied, and 32% reported being dissatisfied with the quality of their main source of water. This pattern differs by MIIF category. In category B3 and B4, the majority of persons are dissatisfied with the quality of their main source of water, 51% and 57% respectively. On the other hand, in categories A, B1 and B2, the majority of persons are satisfied with the quality of their main source of water, 67%, 81% and 51% respectively.

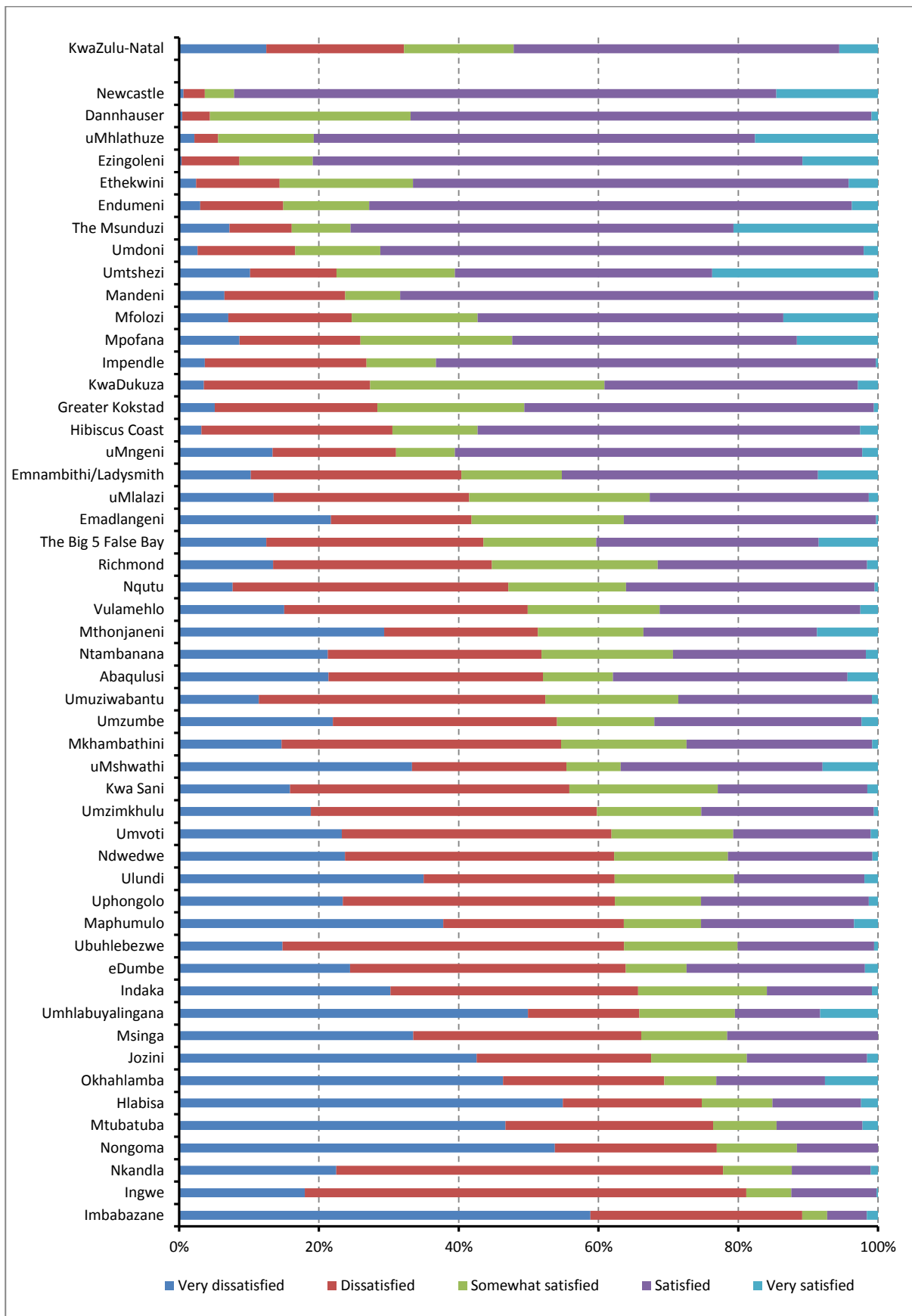
Figure 5.7: Percent distribution of persons aged 15 years and older by MIIF category and level of satisfaction with the quality of their main source of water



N = 7 116 179 excluding observations with missing values

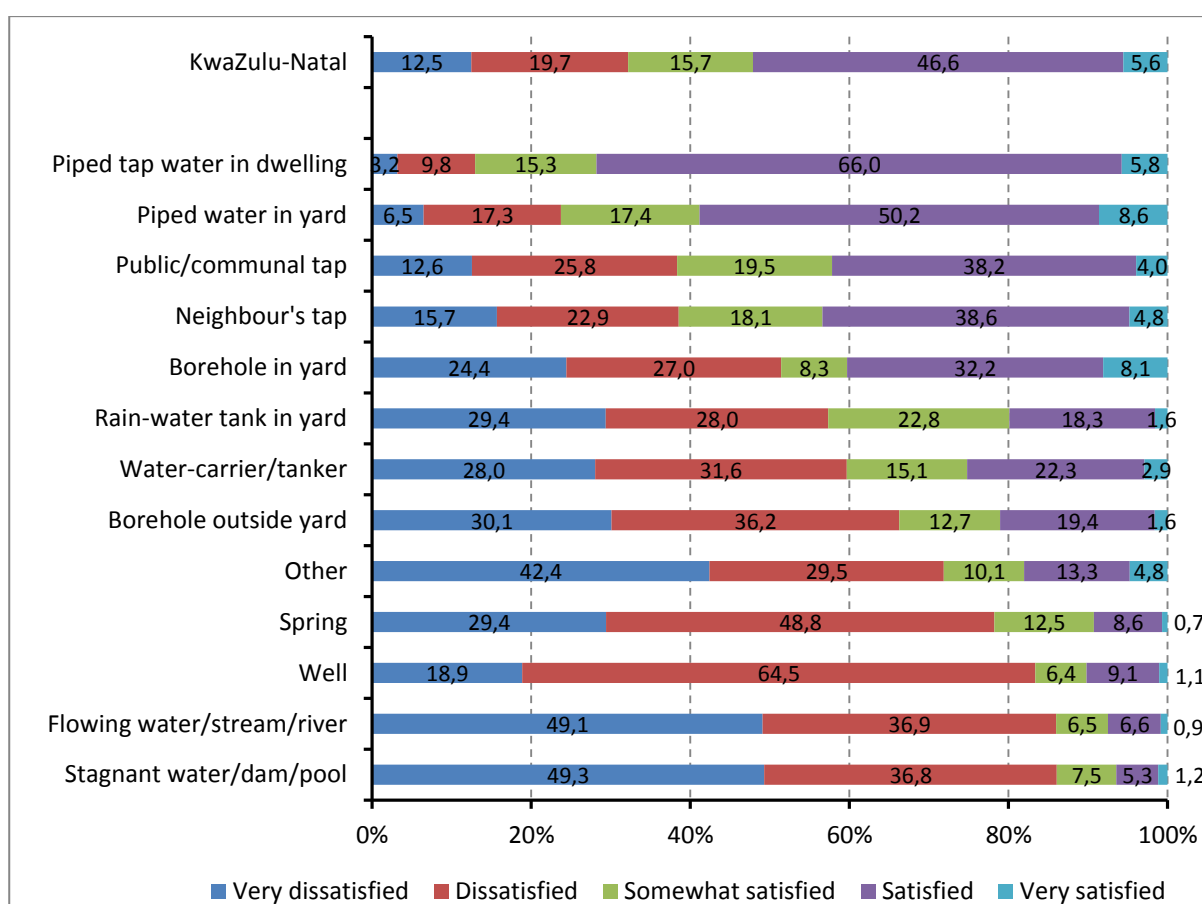
Figure 5.8 shows that out of 51 local municipalities in KZN, 27 municipalities have the majority of persons aged 15 years and older dissatisfied with the quality of their main water source. Almost nine in ten persons in the Imbabazane local municipality are dissatisfied with the quality of their main source of water. Other municipalities where people are also outright dissatisfied with the quality of their main source of water include Ingwe (81%), Nkandla (78%), Nongoma (77%) and Mtubatuba (76%). At the other end of the spectrum, less than one in ten people in Ezingoleni (9%), UMhlatuze (6%), Dannhauser (4%) and Newcastle (4%) reported being dissatisfied with the quality of their water source.

Figure 5.8: Percent distribution of persons aged 15 years and older by local municipality and level of satisfaction with the quality of their main source of water



The KZN CSS 2015 results in Figure 5.9 show that levels of satisfaction differ by main type of water source used. High levels of dissatisfaction are found among persons using stagnant water, dams or pools as their main source of drinking water, followed by those that get their water from a river. More than 70% of persons using piped tap water inside their dwellings are satisfied with the quality of their main source of water, followed by those whose main source of water is piped water in the yard.

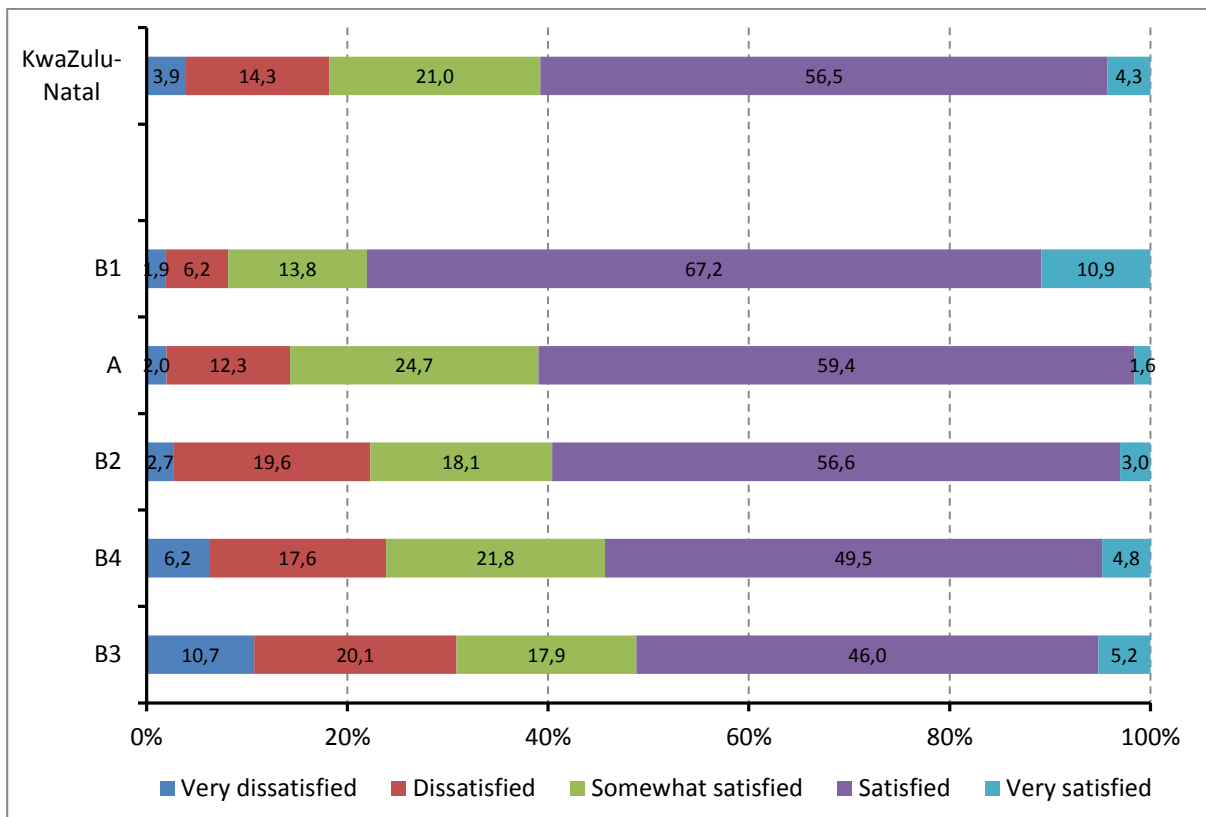
Figure 5.9: Percent distribution of persons aged 15 years and older by main source of drinking water and level of satisfaction with the quality of their main source of water



5.3.2 Electricity services

The provision of electricity service has the second highest proportion of persons aged 15 years and older who rated it as critically important in KZN. More than eight out of ten (85%) people in KZN are from households that are connected to the mains electricity supply. Looking at the level of satisfaction with the overall quality of households' main electricity supply, the survey reveals that 61% of persons aged 15 years and older from households connected to the mains electricity supply are satisfied with the overall quality of that service. In all the MIIF categories, the majority are satisfied with the overall quality of their households' main electricity supply (Figure 4.10). Persons from MIIF category B1 are the most satisfied (78%), followed by those from MIIF category A (61%), then MIIF category B2 (60%), and then MIIF category B4 (54%). MIIF category B3 has the least (51%) of those satisfied.

Figure 5.10: Percent distribution of persons aged 15 years and older from households that are connected to the mains electricity supply by MIIF category and level of satisfaction with the quality of their households' main electricity supply



N = 6 067 846 excluding observations with missing values

Figure 5.11: Percent distribution of persons aged 15 years and older from households that are connected to the mains electricity supply by local municipality and level of satisfaction with the quality of their households' main electricity supply

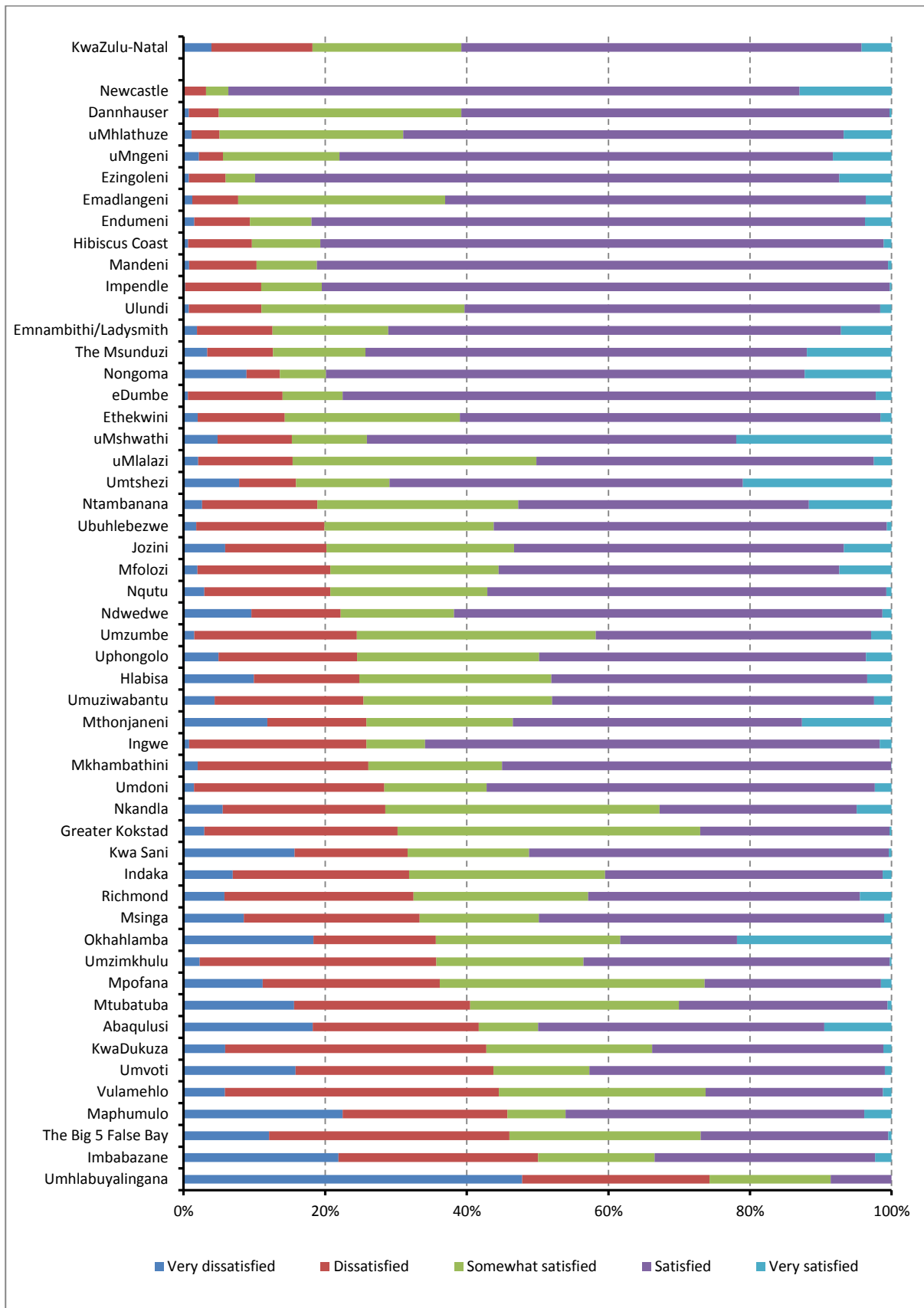
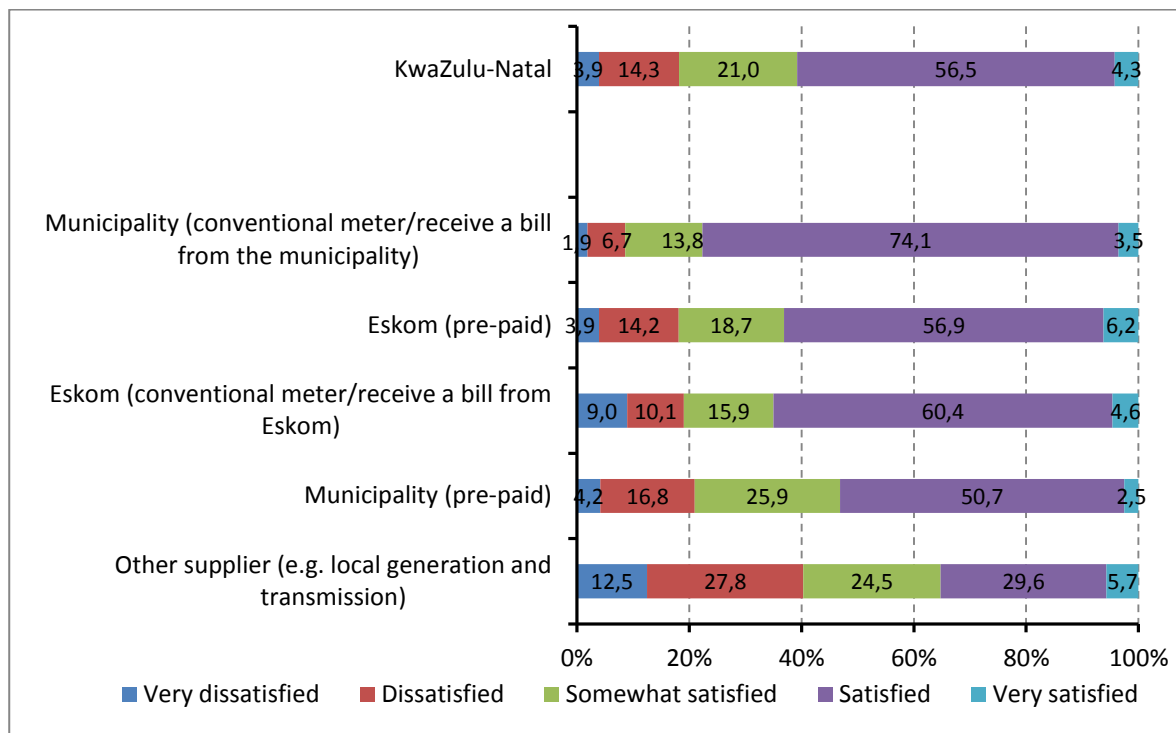


Figure 5.11 shows that out of 51 municipalities in KwaZulu-Natal, the majority of persons aged 15 years and older in 29 municipalities are satisfied with the quality of their households' main electricity supply. Only Umhlabuyalingana (74%) and Imbabazane (50%) had a majority of persons aged 15 years and older that are dissatisfied with the quality of their households' main electricity supply. Meanwhile, Newcastle (94%) and Ezingoleni (89%) have the highest proportion of those satisfied with this service. It is interesting to note that Umhlabuyalingana has the lowest proportion (20%) of people with access to the mains electricity supply. Jozini, Umsinga and The Big 5 False bay also have less than half of their population reporting to have access to the mains electricity supply.

Figure 5.12 indicates levels of satisfaction with the quality of their main electricity supply by electricity supplier. The results show that, for all categories of electricity suppliers (except 'other') the majority of persons are satisfied with the overall quality of their households' electricity supply. About eight in ten (or 78%) persons whose electricity is supplied by municipalities (conventional meters) are satisfied, followed by those supplied by Eskom (pre-paid) with about 6 in 10 persons (or 63%) satisfied. About 65% of those supplied by Eskom (conventional meters) reported being satisfied with the service and 53% supplied by municipalities (pre-paid) reported that they are satisfied with the overall quality of their household electricity supply.

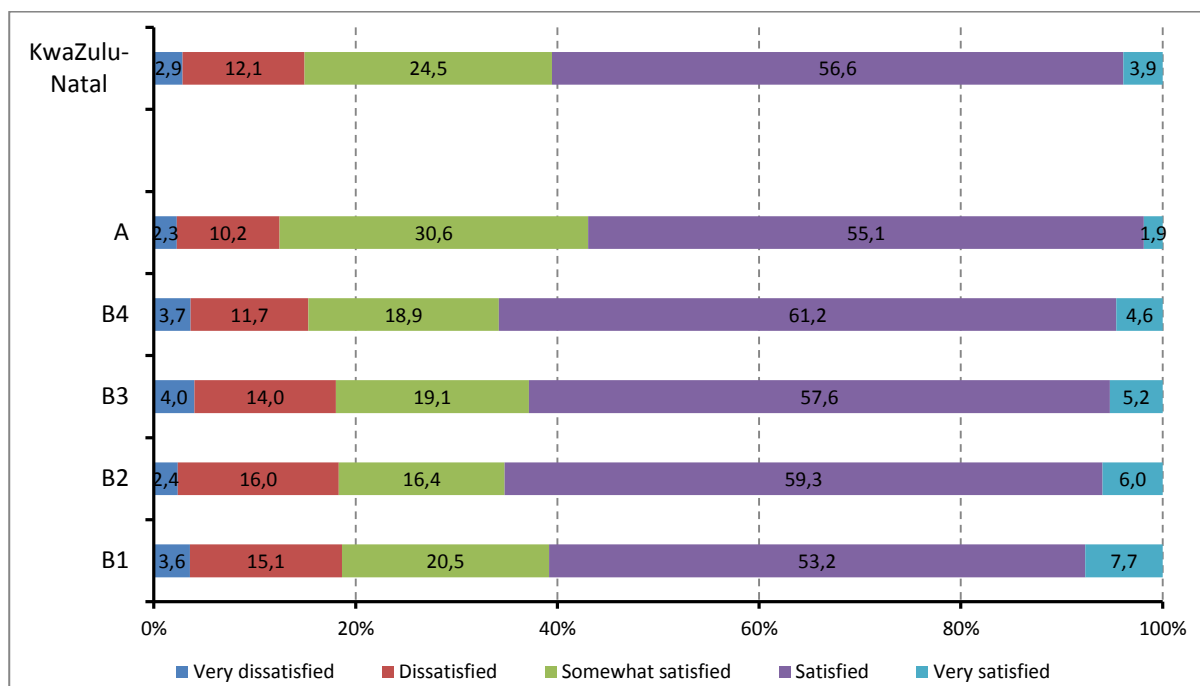
Figure 5.12: Percent distribution of persons aged 15 years and older from households that are connected to the mains electricity supply by electricity supplier and level of satisfaction with the quality of their households' main electricity supply



5.3.3 Municipal clinics

Municipal clinics are rated as critically important by about 40% of the persons 15 years and older in KwaZulu-Natal. Of importance to note is that only about two-thirds (64%) reported that there are municipal clinics in their local municipalities. The results of the KZN CSS 2015 present a positive picture in terms of the quality of the service offered in these municipal clinics (Figure 5.13). The majority (61%) of persons who consulted municipal clinics are satisfied with the service they received during their consultations compared to only 15% who reported being dissatisfied with the service they received.

Figure 5.13: Percent distribution of persons aged 15 years and older who consulted in a municipal clinic by MIIF category and level of satisfaction with the quality of the service they received

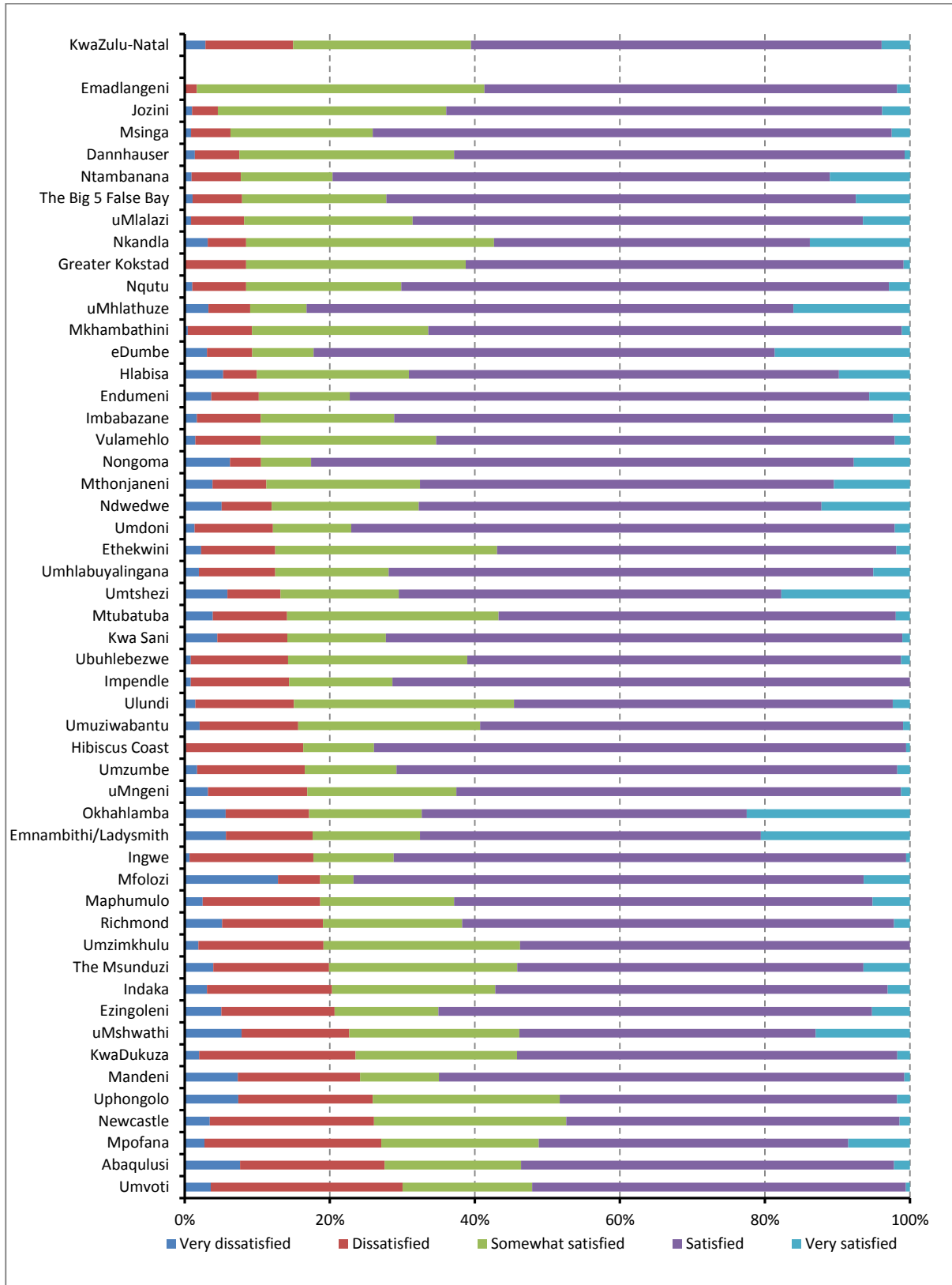


N = 3 885 294 excluding observations with missing values

The disaggregation by MIIF category paints an interesting picture. Whilst with water and electricity services, MIIF category B3 and MIIF category B4 municipalities show higher levels of dissatisfaction compared to other MIIF categories, with regards to municipal clinics, these MIIF categories show lower proportions of dissatisfaction compared to their counterparts in MIIF categories B1 and B2. Respectively, 19%, 18%, 18%, 15% and 13% in MIIF categories B1, B2, B3, B4 and A are dissatisfied with the quality of service they received during their consultations at a municipal clinic.

Figure 5.14 indicates that in 49 out of 51 local municipalities in KZN, the majority of persons aged 15 years and older are satisfied with the quality of service they received in municipal clinics during their consultations. The only two municipalities with less than 50% satisfied are Uphongolo and Newcastle. The three municipalities with more than 80% satisfied are Umhlathuze (83%), Nongoma (83%) and EDumbe (82%). Whilst Emadlangeni and Jozini are the least dissatisfied municipalities, they are among the five municipalities with less than 20% people reporting having clinics in their areas. The other three are Hlabisa, Ulundi and Nongoma.

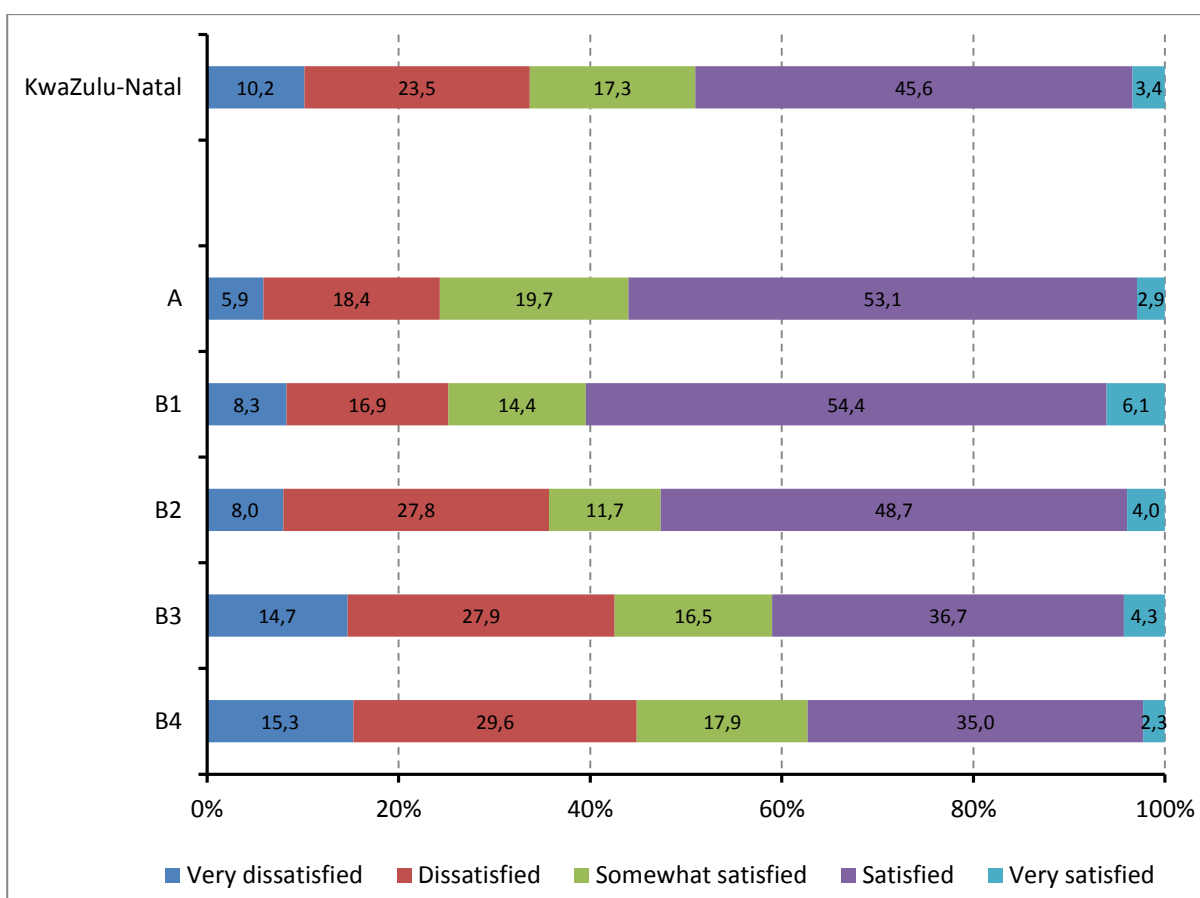
Figure 5.14: Percent distribution of persons aged 15 years and older who recently consulted in a municipal clinic by local municipality and level of satisfaction with the quality of the service they received



5.3.4 Sanitation services

According to the KZN CSS 2015 results, sanitation services are widely considered the fourth most important service; however, Figure 5.15 shows that less than half (49%) of the persons aged 15 years and older in KZN are satisfied with the overall quality of sanitation provided to their households. About 17% are somewhat satisfied and 34% are dissatisfied with the overall quality of sanitation services used by their households. A negative relationship is observed between level of dissatisfaction and the budget amount of the municipality (based on MIIF classification). Persons from smaller budget municipalities are more likely to be dissatisfied with the overall quality of sanitation services received by their households compared to households in the municipalities that have bigger budgets.

Figure 5.15: Percent distribution of persons aged 15 years and older by MIIF category and level of satisfaction with the overall quality of sanitation services used by their households



N = 7 098 027 excluding observations with missing values

Figure 5.16: Percent distribution of persons aged 15 years and older by local municipal and level of satisfaction with the overall quality of sanitation services used by their households

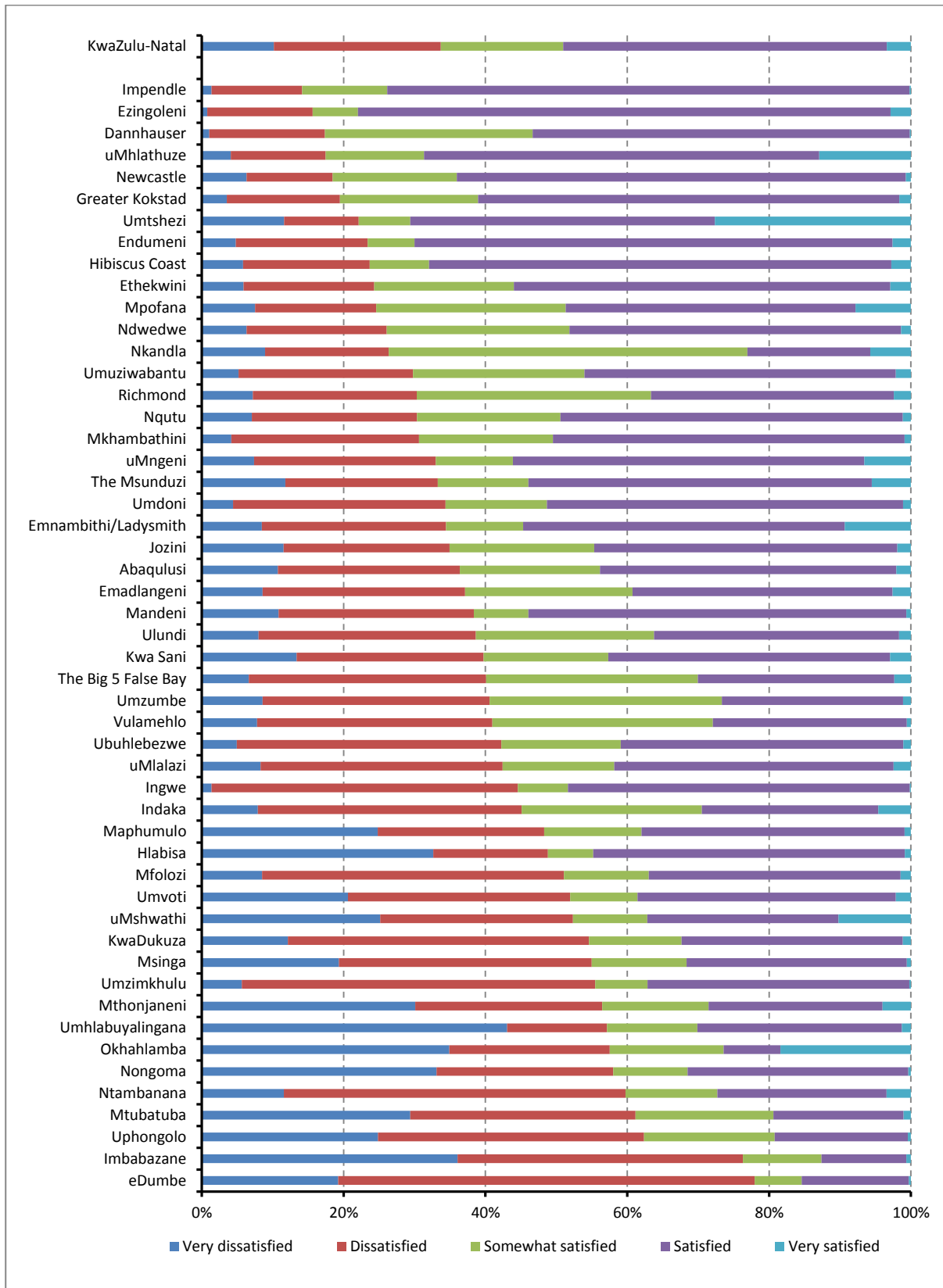
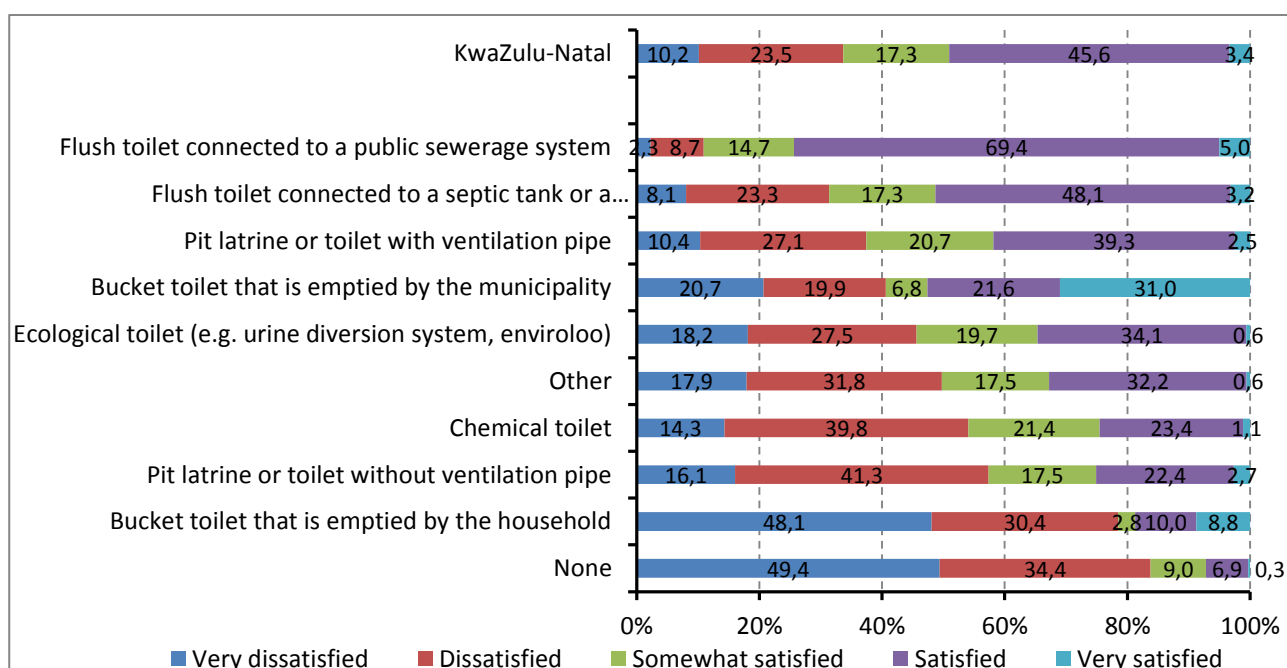


Figure 5.16 shows that a total of 15 out of the 51 municipalities in KZN had the majority of persons aged 15 years and older reporting being dissatisfied with the overall quality of sanitation services used by their households. eDumbe and Imbabazane local municipalities have more than seven in ten (70%) dissatisfied. On the other hand, only three in ten persons in Impendle, Ezingoleni and Umtshezi local municipalities are dissatisfied with the overall quality of sanitation services used by their households. Umhlabuyalingana has the highest proportion (43%) of persons reporting that they are very dissatisfied with the overall quality of sanitation services used by their households.

Whilst most people in KZN reported being satisfied with the overall quality of sanitation services used by their households, the disaggregation by type of toilet used shows significant variations (Figure 4.17). Understandably, a high proportion of those who do not have a toilet facility are dissatisfied (84%) followed by those using bucket toilets which are emptied by households themselves (79%). On the other hand, low levels of dissatisfaction are found among those using flushed toilets connected to a public sewerage system and flush toilets connected to a septic tank or conservatory tank, 11% and 31% respectively. Of interest in Figure 5.17 is the high proportion (31%) of very satisfied people using bucket toilets emptied by the municipality. The anomaly in the estimates for this category may be attributed to a small number of respondents actually using this type of toilet facility. The other category showing fewer observations is that for ‘Ecological toilets’.

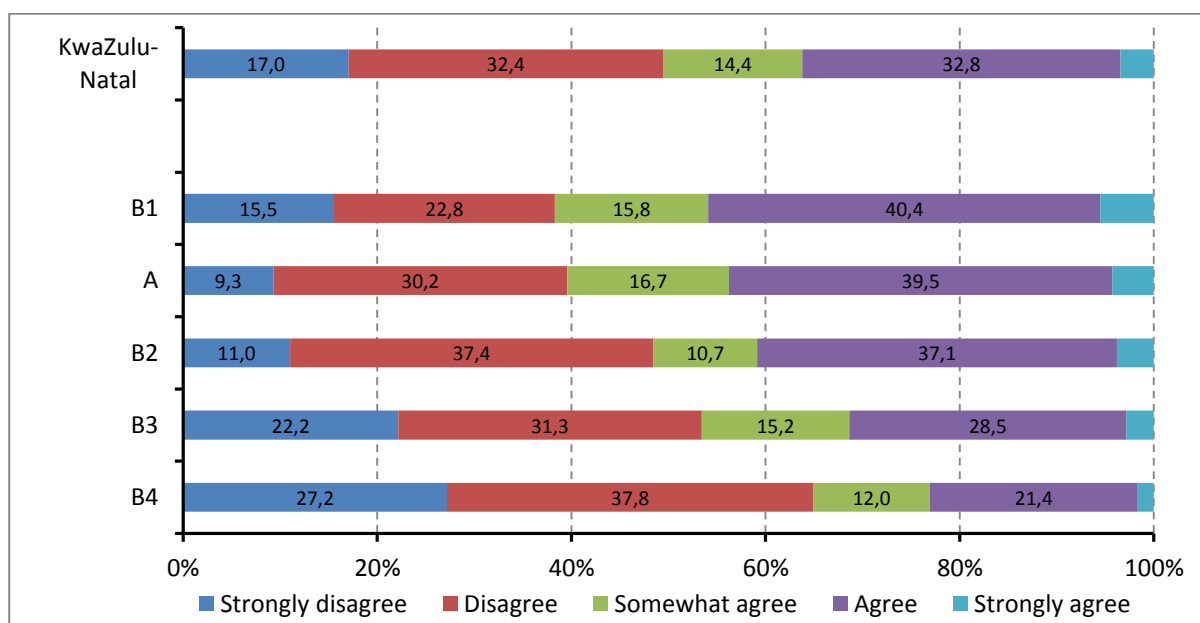
Figure 5.17: Percent distribution of persons aged 15 years and older by local municipal and level of satisfaction with the overall quality of sanitation services used by their households



5.3.5 Affordable housing

The KZN CSS 2015 shows that almost half of all persons (49%) aged 15 years and older in KwaZulu-Natal are dissatisfied with the quality of the main dwellings they live in. About a third of respondents (36%) reported being satisfied, while only 14% were somewhat satisfied with the quality of the main dwellings they live in. Figure 5.18 shows that municipalities in MIIF category B4 have the highest proportion (65%) of persons who are not satisfied with the quality of their main dwellings, followed by municipalities in MIIF category B3 (54%), MIIF category B2 (48%), MIIF category A (40%) and then MIIF category B1 (38%).

Figure 5.18: Percent distribution of persons aged 15 years and older by MIIF category and whether they are satisfied with the quality of the main dwelling the live in



N = 7 117 625 excluding observations with missing values

In total, 2 municipalities in KwaZulu-Natal have more than half of their populations indicating that they are dissatisfied with the quality of their main dwellings (Figure 5.19). These are Umhlabuyalingana, Nkandla and Imbabazane. Altogether, 34 municipalities have more than half of their populations reporting that they are outright dissatisfied (both very dissatisfied and dissatisfied combined) with the quality of their main dwellings. Nkandla has the highest proportion (84%). On the other hand, the Dannhauser local municipality has the lowest proportion of those who are dissatisfied (27%).

Figure 5.19: Percent distribution of persons aged 15 years and older by local municipality and whether they are satisfied with the quality of the main dwelling they live in

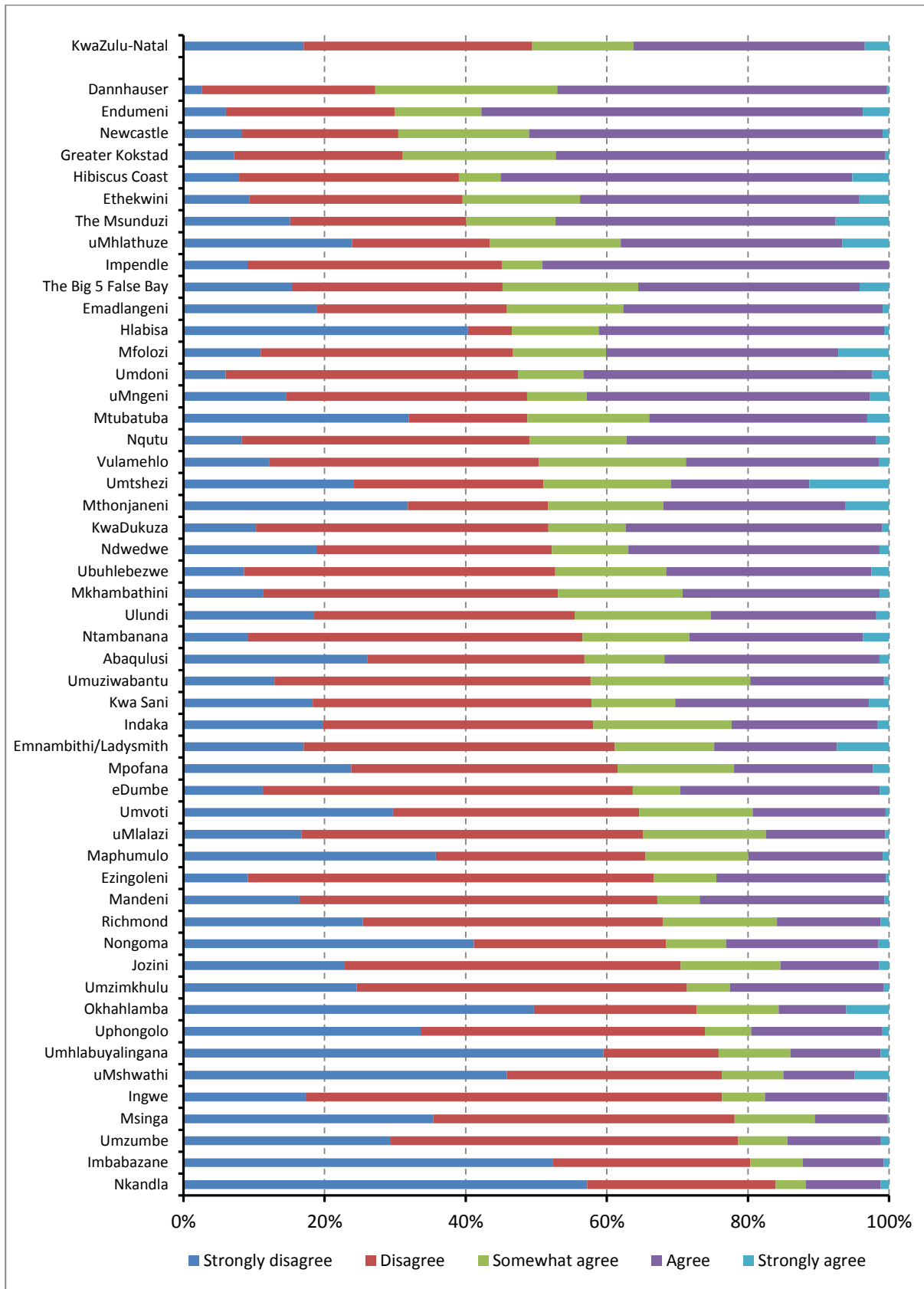


Figure 5.20: Percent distribution of persons aged 15 years and older by type of main dwelling and whether they are satisfied with the quality of the main dwelling they live in

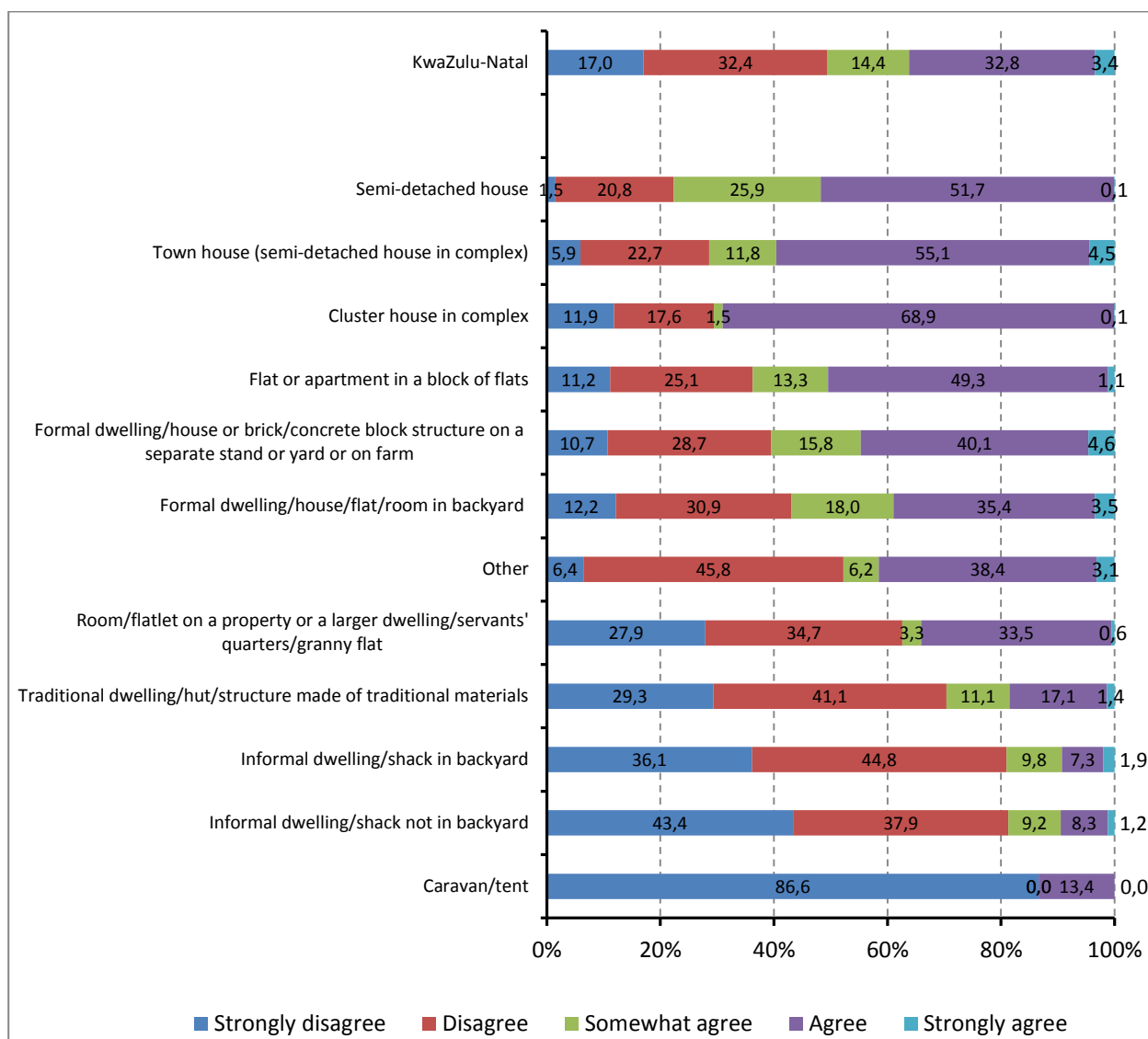
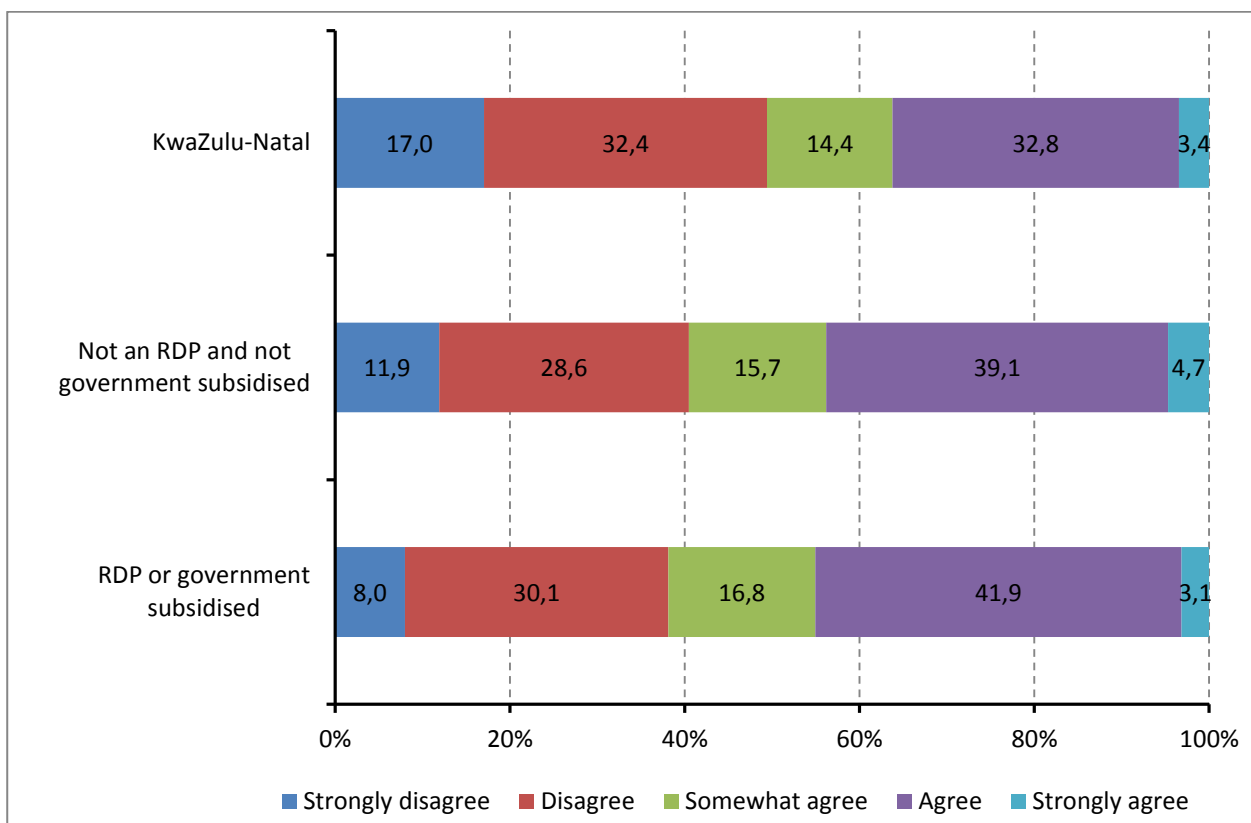


Figure 5.20 indicates expected results regarding levels of satisfaction with the main dwelling when looking at the type of main dwellings people occupy. About nine out of 10 people (or 87%) living in caravans or tents are very dissatisfied with the quality of the main dwelling they live in. Also, more than 80% of those living in informal dwellings indicated being dissatisfied with their dwellings. On the other end of the spectrum, less than 3 out of ten people living in semi-detached houses, town houses (semi-detached house in a complex) and cluster houses in complexes are dissatisfied with their dwellings. It is interesting to note that less than half of the people living in formal dwellings, which are houses on separate stands, yard or farm are satisfied with the dwellings they occupy.

Further analysis in Figure 5.21 indicates insignificant variations between those living in RDP or government subsidised dwellings and those who are not.

Whilst Figure 5.21 shows that there is a smaller proportion of people dissatisfied among those living in RDP or government subsidised dwellings compared to those not living in such dwellings, the difference is marginal. Respectively, 38% and 41% of persons living in RDP or government subsidised dwellings and those that are not living in such dwellings reported being dissatisfied with the quality of their main dwellings.

Figure 5.21: Percent distribution of persons aged 15 years and older by type of main dwelling and whether they are satisfied with the quality of the main dwelling the live in



5.4 Service delivery complaints

Figure 5.22 indicates a high proportion of persons reporting that their households complained about water services in the 12 months prior to the survey compared to complaints about other types of service delivery. This makes sense, given that water services are universally rated as critically important by the majority of residents in KZN. Respectively, a proportion of 26%, 35%, 16%, 21% and 37% of persons aged 15 years and older reported that their households have complained about electricity services, housing, refuse disposal, sanitation services and water services. MIIF category B4 followed by MIIF category B3 have the highest proportion of persons from households reporting complaints in all types of service delivery. MIIF category B1 has the lowest proportion of complaints in all types of service delivery except for refuse disposal where B2 has the lowest proportion.

Figure 5.22: Proportion of persons from households that made service delivery complaints in the 12 months prior to the survey by MIIF category and type of service delivery complaint

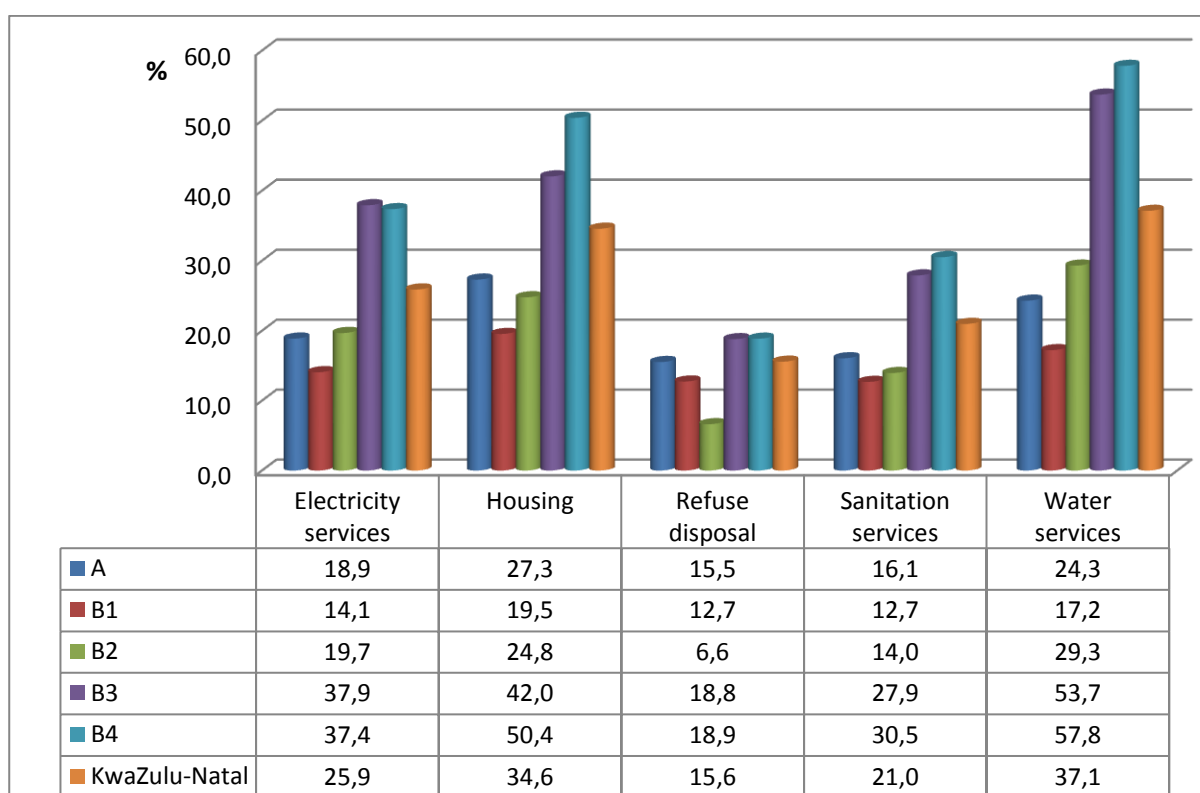


Table 5.3: Proportion of persons from households that made service delivery complaints in the 12 months prior to the survey by local municipality and type of service delivery complaint

Municipality	Electricity services	Housing	Refuse disposal	Sanitation services	Water services
KwaZulu-Natal	25,9	34,6	15,6	21,0	37,1
uMhlathuze	8,3	8,8	7,7	4,7	9,0
uMngeni	12,1	6,6	1,0	12,6	17,1
Hibiscus Coast	10,0	15,4	3,2	5,4	20,2
The Msunduzi	12,3	21,5	10,1	11,1	15,0
KwaDukuza	17,3	16,7	5,8	14,5	19,9
Impendle	9,3	27,9	4,7	4,7	39,3
Endumeni	25,5	16,1	10,9	16,6	22,5
Greater Kokstad	28,8	19,9	13,3	9,9	22,1
Mpofana	28,5	22,2	10,1	13,1	25,3
Ethekwini	18,9	27,3	15,5	16,1	24,3
Umuziwabantu	18,3	30,7	4,9	10,2	38,4
Nkandla	21,9	27,6	7,8	16,1	35,6
Mkhambathini	20,4	29,2	5,7	8,3	48,6
Umzumbi	30,6	34,5	5,1	9,0	35,9
Nqutu	18,9	33,4	5,9	17,1	40,2
Umdoni	26,9	28,7	11,9	17,6	30,7
uMlalazi	21,4	30,3	7,1	19,5	40,3
Newcastle	22,6	26,5	22,1	23,1	29,0
Ingwe	25,5	31,5	4,6	10,7	51,7
uMshwathi	21,1	31,8	8,0	16,1	47,5
Mandeni	19,4	35,1	11,2	18,8	41,3
Kwa Sani	24,2	30,7	12,7	18,7	45,4
eDumbe	25,6	36,0	12,8	29,5	44,1
Okhahlamba	19,4	39,6	10,7	34,4	45,1
Mthonjaneni	31,7	44,8	17,2	18,6	44,6
Ezingoleni	29,4	52,0	7,0	6,8	62,0
Vulamehlo	40,3	38,8	11,9	21,7	45,9
Dannhauser	21,5	49,8	8,5	27,1	51,8
Uphongolo	22,9	40,8	24,4	28,2	42,9
Umtshezi	43,1	40,1	9,5	16,9	56,0
Umzimkhulu	32,9	42,9	8,7	30,1	54,6
Ndwedwe	45,3	43,7	12,9	20,8	50,3
Emnambithi/Ladysmith	31,4	53,1	10,1	24,0	57,5
Emadlangeni	45,4	40,8	18,2	26,4	53,7
Mfolozi	26,2	58,3	8,4	40,4	58,7
Richmond	34,3	56,5	27,7	30,7	50,4
Umvoti	38,1	42,8	25,8	32,6	60,8
Indaka	57,6	34,7	20,0	19,3	69,3
Abaqulusi	48,5	41,4	17,6	28,6	65,8
Ubuhlebezwe	48,7	43,8	24,5	36,7	53,5
Hlabisa	18,8	72,2	18,4	30,5	74,3
Ulundi	41,3	62,3	15,3	32,3	68,4
Maphumulo	55,5	56,4	27,0	36,0	67,6
Msinga	59,3	69,3	24,3	31,4	64,6
Ntambanana	36,2	65,4	20,1	46,8	82,8
Mtubatuba	45,0	70,7	35,1	52,5	64,2
Nongoma	36,8	83,8	42,0	44,0	86,9
The Big 5 False Bay	73,2	50,8	49,7	45,7	79,2
Imbabazane	51,2	70,3	46,6	61,2	81,1
Jozini	71,2	68,0	35,1	57,9	80,8
Umhlabuyalingana	80,7	76,7	53,6	60,9	80,4

Table 5.3 indicates municipalities with the highest proportion of persons aged 15 years and older from households who made service delivery complaints at the bottom of the table and those with the lowest proportion at the top of the table. On average, the Umhlabuyalingana, Jozini and Imbabazane local municipalities have the highest proportions of persons from households who complained whilst the Umhlathuze, Umngeni and Hibiscus Coast local municipalities have the lowest.

6. SUMMARY AND CONCLUSION

The objective of this report was to analyse data collected through the 2015 KZN CSS and present findings on the following issues: (1) Citizens' rating of satisfaction with overall performance of the KwaZulu-Natal provincial government; (2) Citizens' rating of satisfaction with governance of the KwaZulu-Natal provincial government; (3) Citizens' ranking of KwaZulu-Natal priorities and performance of provincial government departments; (4) Citizen's rating of KwaZulu-Natal provincial government according to Batho Pele principles and assessment of the provincial government's consultative processes, as well as general awareness among residents about the provincial government's programmes; (5) Citizens' rating of satisfaction with overall performance of their local municipalities; (7) Citizens' rating of the importance of municipal services and programmes; (6) Citizens' rating of satisfaction with level and quality of selected municipal services. The analysis in the report is disaggregated by district council, local municipality, and municipal type, as well as by sex, age group, population group, education level, income level, etc. As indicated in the introduction, the analysis conducted in this report is not exhaustive of all the data items contained in the KZN CSS 2015 data. More areas can still be explored in the data to further our understanding of things that make the population of KwaZulu-Natal satisfied.

One of the surprising findings of the survey is that there are no observable differences across age and sex differentials in the perceptions of the citizens of the KwaZulu-Natal on the above mentioned areas of provincial and local government competence. The absence of age differentials is particularly interesting when one considers the widely held view that the youth are the most disgruntled group in the South African population. A summary of the rest of the 2015 KZN CSS results is presented below.

Provincial government

The 2015 KZN CSS data show similar patterns in the perceptions of KwaZulu-Natal residents with regard to both the rating of satisfaction with overall performance and the rating of satisfaction with governance of the provincial government. In both areas, a higher proportion of people aged 15 years and above (about 37%) reported being satisfied compared to those that reported being somewhat satisfied (about 30%) and those that reported being dissatisfied (about 33%).

Disaggregation of these perceptions by population group shows that dissatisfaction levels are highest among black Africans and white people and lowest among coloured people. Meanwhile, nearly half of the Indian/Asian population (49%) indicated that they are somewhat satisfied with overall performance of the provincial government and with governance of the provincial government.

At district and local municipal levels, the results show higher levels of dissatisfaction with provincial government among residents of uMkhanyakude, Zululand, uThukela and uMzinyathi districts and among residents living in municipalities categorised as B3 and B4 by the MIIF system. Specifically, Umhlabuyalingana, Imbabazane, Jozini, and Umvoti local municipalities stand out as the most dissatisfied in the province. More than seven out of every ten residents in these four local municipalities reported being dissatisfied with governance of, and overall performance, of the KwaZulu-Natal provincial government.

At the other end of the spectrum, the results show high levels of satisfaction with the provincial government among people from wealthier households (compared to those from poorer households) and among residents with higher levels of education (matric and above). The finding that poor people are more dissatisfied than their wealthier counterparts is disconcerting when one considers that since 1994 different governments, both at national and provincial levels have been pursuing so called 'pro-poor' policies.

Job creation is cited across all segments of the KwaZulu-Natal population as the number one priority that the provincial government should focus on. However, there are distinct differences of opinion about what should constitute the second and third most important priorities for the province. For instance, while black Africans consider 'provision of housing' as the second most important priority, their coloured and white counterparts reported education and skills development as second most important priorities. Altogether, the residents of KwaZulu-Natal collectively highlighted nine priorities out of a possible 17 that were listed in the KZN CSS questionnaire to make up different combinations of the three most important priorities that the provincial government should strive to address. These include: (1) job creation; (2) education and

skills development; (3) provision of housing; (4) provision of basic services like water and sanitation; (5) poverty eradication; (6) fighting corruption; (7) having primary health care; (8) building and maintaining existing infrastructure; and (9) crime prevention. When these priorities are examined in the context of the six priorities that the provincial government of KwaZulu-Natal set for itself in its most recent PGDS (namely, job creation (decent work and economic growth); education; fighting crime and corruption; health; rural development; and nation building and good governance), they largely overlap with the perceptions and priorities expressed by the citizenry of the province.

The rating of performance of the KwaZulu-Natal provincial government in selected key areas of competence shows that a high proportion of residents feel that the provincial government is performing badly in three areas. These areas are (1) eradication of fraud and corruption, (2) enhancing entrepreneurship and SMMEs, and (3) promoting accountable government. Nearly half (49%) of the residents of KwaZulu-Natal (aged 15 years and above) feel that the provincial government is performing poorly with eradicating fraud and corruption, while only 29% and 22% of them rate the performance of the provincial government as fair and good, respectively. Ratings for the promotion of entrepreneurship and SMMEs (36% dissatisfied, 34% somewhat satisfied and 30% outright satisfied) and for promotion of accountability in government (35% dissatisfied, 33% somewhat satisfied and 33% outright satisfied) are both similar, with approximately one third of respondents indicating they are dissatisfied. On a positive note, a high proportion of residents feel that the provincial government is performing well with regard to the provision of basic education, health care, and the maintenance of provincial roads. Respectively, 63%, 52% and 49% of residents of KwaZulu-Natal (aged 15 years and above) feel their provincial government is performing well in terms of provision of basic education, maintenance of provincial roads, and provision of health care.

The analysis of ratings of the KwaZulu-Natal provincial government in terms of Batho Pele principles shows that a majority (over 50%) of residents feel that the provincial government does not provide equal access to services that it delivers to its people and that the provincial government does not spend its money wisely. However, the provincial government obtained favourable ratings on two Batho Pele principles, namely (1) consultation with the citizenry of

services they need and (2) informing the citizenry about the standards they can expect from public services. In both areas, about 60% of respondents agreed that the provincial government is carrying out its duties properly.

Proportionately few people are aware of major government programmes, such as Operation Sukumasakhe (34%) and the overarching provincial development framework—the Provincial Growth and Development Plan—(only 14%). This finding suggests that the channels currently employed by the provincial government to communicate with its citizenry are not effective. The data showed that only a quarter (24%) of residents reported attending “imbizos” that are organised by the provincial government, which is one of the main platforms used to communicate government plans, programmes, and policies to the people.

Local government

A very large proportion (49%) of the total population of KwaZulu-Natal aged 15 years and older are dissatisfied with the overall performance of their local municipalities compared to the proportion that are dissatisfied with the overall performance of provincial government (36%). Approximately 27% of people that indicated they are satisfied with the provincial government say they are not equally satisfied with the performance of their local municipalities. This is probably the result of the local municipality having a more direct influence and presence in the daily life of citizens compared to the activities of the provincial government.

There are also significant variations in the ratings of overall performance of local municipalities by population group, education level, household income level, and type of municipality. Black Africans stand out as a population group that is most dissatisfied with their local governments. A majority (52%) of the black African citizens reported that they are dissatisfied with their local municipality whereas among white people the majority (54%) are satisfied. Among Indians and coloureds, the highest proportions are people that are somewhat satisfied, about 40% for each group.

In 6 of the 11 districts of KwaZulu-Natal (Ugu (53%); Sisonke (56%); uMzinyathi (60%); uThukela (67%); Zululand (70%); and uMkhanyakude (73%)), the majority of residents are dissatisfied with the overall performance of their local municipalities. In iLembe district, nearly five out of every ten citizens are dissatisfied while in the remaining four districts of Amajuba, eThekweni, uThungulu and uMgungundlovu) nearly 4 in every 10 residents (40%) are dissatisfied with the overall performance of their local municipalities and they account for the largest proportions of these districts' total populations compared to people that are somewhat satisfied and outright satisfied. At a local level, 35 of the 51 local municipalities of KwaZulu-Natal (all in category B3 and B4 of the MIIF classification system) had the majority of their residents reporting that they are dissatisfied with the performance of their local municipalities. The ratings ranged from 52% in Umzimkhulu to 83% in Umzumbe. In another four municipalities (Mthonjaneni, uMngeni, Ntambanana, and Endumeni), nearly half of the citizens on average are dissatisfied.

Lastly, the ratings of the overall performance of local municipalities, when disaggregated by education and income levels, shows a similar pattern observed as the ratings for the provincial government. Higher dissatisfaction levels exist among the poor and less educated compared to their highly educated and wealthier counterparts.

The people of KwaZulu-Natal perceive water services, electrical services, municipal clinics, sanitation services, and affordable housing as the top five critically important municipal services. Meanwhile, municipal swimming pools, museums and art galleries, parks and nature reserves, traffic police, as well as by-law enforcement were considered as the least important services.

With regard to the rating of local municipalities on the identified top five critically important municipal services the results are as follows. First, 53% of the population of KwaZulu-Natal are satisfied with the quality of their main source of water. However, in 27 local municipalities the majority of residents—ranging from 51% in Mthonjaneni to 89% in Imbabazane—are dissatisfied. Second, the majority (61%) of resident of KwaZulu-Natal are satisfied with the quality of electricity services provided by their municipalities. However, in Umhlabuyalingana (74%) and Imbabazane (50,1%) the majority of residents are dissatisfied. Thirdly, a majority (61%) of people aged 15 years

and above that consulted their provincial clinics prior to the survey reported being happy with the service they received. However, in 2 municipalities (Newcastle (47%) and Uphongolo (48%)), less than half of the residents reported being satisfied with the services they received from their municipal clinics during their last consultation. Fourth, about half of the provincial population is dissatisfied with the quality of their main dwellings and when disaggregated by local municipality the picture becomes gloomy for some municipalities. In 17 municipalities, the majority of residents are dissatisfied and these range from a low of a little more than 50% in Vulamehlo to 84% in Nkandla. Fifth, slightly less than half (49%) of the provincial population is outright satisfied with sanitation services provided by their local municipalities. This is contrasted with about 17% who are somewhat satisfied and 34% who are dissatisfied. In 16 municipalities more than half of the population is dissatisfied, ranging from a low of (51%) in Mfolozi municipality to a high of 78% in eDumbe municipality.

Ratings of satisfaction with regards specific types of services, the KZN CSS 2015 data show that: (1) people that do not have access to piped water are generally more dissatisfied with their source of water compared to those that have access; (2) people that live in informal dwellings are more dissatisfied with their dwellings than those living in formal dwelling.

In conclusion, the KZN CSS 2015 data provides a useful and critical mirror from which the KwaZulu-Natal provincial and local governments can assess how their plans and programmes resonate with the people they serve. In particular, the KZN CSS 2015 highlights provision of water, sanitation, housing, eradication of fraud and corruption, promotion of entrepreneurship and SMMEs, ensuring equal access to public services, and frugal spending of public funds as areas that the provincial and local governments of KwaZulu-Natal should improve on.

7. REFERENCES

1. KwaZulu-Natal Planning Commission (2011). *Provincial Growth and Development Strategy*. Office of the Premier, Province of KwaZulu-Natal.
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3. Republic of South Africa (1996). *Constitution of the Republic of South Africa No 108 of 1996*.
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8. APPENDICES

GRAPHS

Figure A 1: Percent distribution of persons aged 15 years and older by age group and level of satisfaction with overall performance of the KwaZulu-Natal provincial government

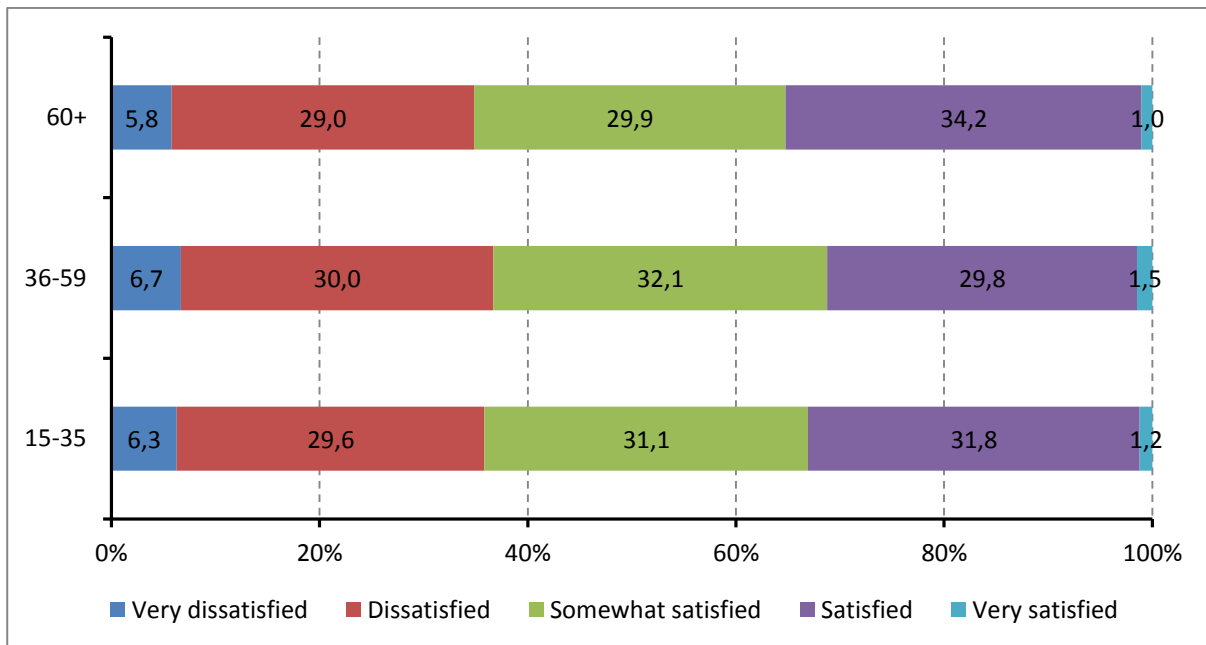
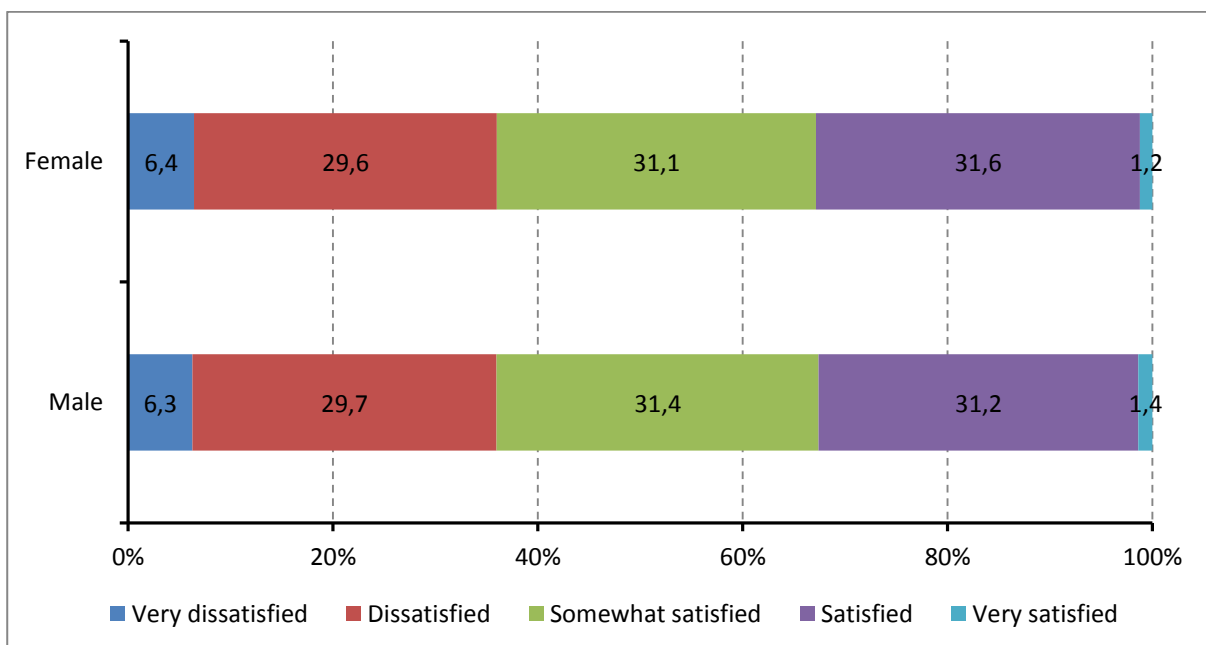


Figure A 2: Percent distribution of persons aged 15 years and older by sex and level of satisfaction with overall performance of the KwaZulu-Natal provincial government



Tables

Table A 1: Citizen ranking of top 3 priorities that the KwaZulu-Natal provincial government should attend to: sex of respondent

	Priority 1	Priority 2	Priority 3
Male	Job creation	Provision of housing	Provision of housing
Female	Job creation	Provision of housing	Provision of housing

Table A 2: Citizen ranking of top 3 priorities that the KwaZulu-Natal provincial government should attend to: age group of respondent

	Priority 1	Priority 2	Priority 3
15-35	Job creation	Provision of housing	Provision of housing
36-59	Job creation	Crime prevention	Provision of housing
60+	Job creation	Provision of housing	Provision of basic services like water & sanitation

Table A 3: List of Batho Pele principles

Batho Pele Principles		Description
1.	Consultation	Clients should be consulted about the level and quality of product/services they receive, and whenever possible , should be given the choice about the services that are offered
2.	Service standards	Clients should be aware what level and quality of product/services they will receive
3.	Access	All clients should be told what level and quality of product/services to which they are entitled to
4.	Information	Clients should be given full, accurate information about the services they are entitled to
5.	Courtesy	Clients should be treated with courtesy and consideration
6.	Openness and transparency	Citizens should be told how departments are run, how much they cost and who is in charge
7.	Redress	If the promised standard is not met, clients should be offered an apology, a full explanation and speedy and effective remedy, and when complaints are made , clients should receive a sympathetic, positive response
8.	Value for money	All services should be provided economically and efficiently in order to give possible value for money

Table A 4: Top three services perceived as critically important by a highest proportion of persons aged 15 years and above by local municipality

Municipality	Highest proportion	2nd highest proportion	3rd highest proportion
Umhlabuyalingana	Water services	Electrical services	Sanitation services
Mthonjaneni	Water services	Municipal clinics	Electrical services
uMhlathuze	Water services	Electrical services	Sanitation services
Okhahlamba	Water services	Sanitation services	Municipal clinics
uMshwathi	Water services	Electrical services	Municipal clinics
Mandeni	Water services	Sanitation services	Affordable housing
Jozini	Water services	Electrical services	Sanitation services
Umtshezi	Water services	Sanitation services	Electrical services
uMngeni	Water services	Municipal clinics	Sanitation services
KwaDukuza	Water services	Sanitation services	Electrical services
Mkhambathini	Water services	Electrical services	Municipal clinics
uMlalazi	Water services	Municipal clinics	Electrical services
Mtubatuba	Water services	Road maintenance	Affordable housing
Ndwedwe	Water services	Electrical services	Municipal clinics
Uphongolo	Water services	Municipal clinics	Electrical services
eDumbe	Water services	Municipal clinics	Electrical services
Mfolozi	Water services	Municipal clinics	Public transport
Ntambanana	Water services	Municipal clinics	Road maintenance
Imbabazane	Water services	Municipal clinics	Affordable housing
The Msunduzi	Water services	Municipal clinics	Sanitation services
Abaqulusi	Water services	Municipal clinics	Road maintenance
Umdoni	Water services	Sanitation services	Electrical services
Emadlangeni	Water services	Electrical services	Municipal clinics
Vulamehlo	Water services	Electrical services	Municipal clinics
Nqutu	Water services	Public transport	Municipal clinics
Nongoma	Water services	Municipal clinics	Sanitation services
Endumeni	Water services	Sanitation services	Municipal clinics
Richmond	Water services	Electrical services	Affordable housing
Maphumulo	Water services	Municipal clinics	Public libraries
Indaka	Water services	Electrical services	Municipal clinics
Ulundi	Water services	Electrical services	Municipal clinics
Umzimkhulu	Water services	Municipal clinics	Electrical services
Ezingoleni	Water services	Municipal clinics	Electrical services
Hlabisa	Water services	Affordable housing	Municipal clinics
Msinga	Water services	Electrical services	Municipal clinics
Mpofana	Water services	Sanitation services	Electrical services
Ethekwini	Water services	Electrical services	Affordable housing
Emnambithi/Ladysmith	Water services	Municipal clinics	Electrical services
Umzumbe	Water services	Affordable housing	Electrical services
Ubuhlebezwe	Water services	Electrical services	Affordable housing
Umuziwabantu	Water services	Affordable housing	Municipal clinics
Umvoti	Water services	Electrical services	Public transport
Dannhauser	Water services	Electrical services	Sanitation services
Nkandla	Water services	Affordable housing	Public transport
Newcastle	Water services	Sanitation services	Electrical services
Kwa Sani	Water services	Affordable housing	Electrical services
Ingwe	Water services	Municipal clinics	Electrical services
The Big 5 False Bay	Water services	Electrical services	Municipal clinics
Hibiscus Coast	Affordable housing	Water services	Electrical services
Greater Kokstad	Water services	Public transport	Affordable housing
Impendle	Public transport	Affordable housing	Water services
KwaZulu-Natal	Water services	Electrical services	Municipal clinics

**KwaZulu-Natal Provincial
Citizen Satisfaction Survey 2015**
*Final Draft presented to QCC
2 September 2015*



Fieldworker administered face to face interview

Target population: All usual household members who are 15 years or older

PARTICULARS OF THE DWELLING	
Enumerator Area (EA) number	
Province	
Local municipality	
Main place	
Sub-place	
Map reference number	
Dwelling unit number	
Physical identification of the dwelling unit	
HOUSEHOLD AT THE DWELLING UNIT	
Total number of households at this dwelling	
Household number for this household	
PARTICULARS OF THE HOUSEHOLD	
Total number of persons in the household	
Questionnaire number for this household	
Landline/cell phone of enumerated household	
FIELD STAFF DETAILS	
Name and surname of survey officer	
ID number of survey officer	
Date	
Name and surname of ADSC	
ID number of ADSC	
Date	

RESPONSE DETAILS						
Visit no.	Date (actual)	Start time	End time	Result code	Next visit (planned) Date	Next visit (planned) time
1						
2						
3						
4						

FINAL RESULT CODE

RESULT CODES

- 11 Completed
- 12 Partly completed
- 21 Non-contact
- 22 Refusal
- 23 Other non-response
- 31 Unoccupied dwelling
- 32 Vacant dwelling
- 33 Demolished
- 34 New Dwelling Under Construction
- 35 Status change
- 36 Classification error
- 37 Non-household member

Comments and full details on non-response/unusual circumstances:

Household Questions

This section asks information about the household and services to which the household has access.

HOUSING	
H1	<p>TYPE OF MAIN DWELLING</p> <p>Which of the following best describes the MAIN dwelling that this household currently lives in?</p> <p>01 = Formal dwelling/house or brick/concrete block structure on a separate stand or yard or on farm 02 = Traditional dwelling/hut/structure made of traditional materials 03 = Flat or apartment in a block of flats 04 = Cluster house in complex 05 = Town house (semi-detached house in complex) 06 = Semi-detached house 07 = Formal dwelling/house/flat/room in backyard 08 = Informal dwelling/shack in backyard 09 = Informal dwelling/shack not in backyard, e.g. in an informal/squatter settlement or on farm 10 = Room/flatlet on a property or a larger dwelling/servants' quarters/granny flat 11 = Caravan/tent 12 = Other</p>
H2	<p>RDP/GOVERNMENT SUBSIDIZED DWELLING</p> <p>Is the MAIN dwelling that the household currently lives in a RDP or government subsidised dwelling?</p> <p>1 = Yes 2 = No 3 = Do not know</p>

H3	<p>TENURE STATUS</p> <p>What is the tenure status of the main dwelling that the household currently occupies?</p> <p>1 = Rented from private individual 2 = Rented from other institution (including municipality and social housing institutions) 3 = Owned, but not yet paid off 4 = Owned and fully paid off 5 = Occupied rent-free 6 = Other 7 = Do not know</p>
<p>WATER</p>	
H4	<p>MAIN SOURCE OF WATER FOR DRINKING</p> <p>What is the household's main source of water for drinking?</p> <p>01 = Piped (tap) water in dwelling/house 02 = Piped (tap) water in yard 03 = Borehole in yard 04 = Rain-water tank in yard 05 = Neighbour's tap 06 = Public/communal tap 07 = Water-carrier/tanker 08 = Borehole outside yard 09 = Flowing water/stream/river 10 = Stagnant water/dam/pool 11 = Well 12 = Spring 13 = Other</p> <p style="text-align: right;">} Go to H6</p>
H5	<p>DISTANCE TO MAIN SOURCE OF SAFE WATER</p> <p>How far is the main source of water for drinking from the dwelling or yard?</p> <p>1 = 200 metres or less 2 = 201 - 500 metres 3 = 501 metres - 1 kilometre 4 = More than 1 kilometre</p>

	5 = Do not know	
H6	<p>WATER SUPPLIER Is the household's main source of drinking water supplied by...? 1 = A municipality 2 = Other water scheme (e.g. community water supply) 3 = A water vendor 4 = Own source (private borehole, source on farm) 5 = Flowing water/stream/river/spring/rain-water 6 = Do not know</p>	
SANITATION		
H7	<p>TOILET FACILITY What is the main type of toilet facility used by this household? 01= Flush toilet connected to a public sewerage system 02 = Flush toilet connected to a septic tank or a conservancy tank 03 = Chemical toilet 04 = Pit latrine or toilet with ventilation pipe 05 = Pit latrine or toilet without a ventilation pipe 06 = Bucket toilet that is emptied by the municipality 07 = Bucket toilet that is emptied by the household 08 = Ecological toilet (e.g. urine diversion system, enviroloo) 09 = None (Go to H10) 10 = Other</p>	
H8	<p>LOCATION OF TOILET FACILITY Is the main toilet facility which the household has access to, in the dwelling, in the yard or outside the yard? 1 = In the dwelling/house 2 = In the yard 3 = Outside the yard</p>	

H9	<p>SHARED TOILET FACILITY Is the toilet facility shared with other households? 1 = Yes 2 = No</p>	
REFUSE REMOVAL		
H10	<p>REFUSE DISPOSAL How is the refuse or rubbish of this household mainly disposed of or removed? 1 = Removed by local authority/private company/community members at least once a week 2 = Removed by local authority/private company/community members less often than once a week 3 = Communal refuse dump 4 = Communal container or central collection point 5 = Own refuse dump 6 = Dump or leave rubbish anywhere (no rubbish disposal) 7 = Other</p>	
ENERGY		
H11	<p>Does this household presently have access to the MAINS electricity supply? 1 = Yes 2 = No (Go to H13) 3 = Do not know (Go to H13)</p>	
H12	<p>ELECTRICITY SUPPLY Is this household's electricity supplied by...? 1 = Municipality (pre-paid) 2 = Municipality (conventional meter/receive a bill from the municipality)</p>	

	<p>3 = Eskom (pre-paid) 4 = Eskom (conventional meter/receive a bill from Eskom) 5 = Other supplier (e.g. local generation and transmission) 6 = Do not know</p>	
H13	<p>ENERGY / FUEL</p> <p>What is the household's main source of energy for cooking, lighting, water heating and space heating?</p> <p>01 = Electricity from mains 02 = Other source of electricity 03 = Gas 04 = Paraffin 05 = Wood 06 = Coal 07 = Candles 08 = Animal dung 09 = Solar energy 10 = Other (specify) 11 = None</p> <p>Wood (05), Coal (06) and animal dung (08) cannot be used for lighting. Candles (07) cannot be used for water/space heating or cooking.</p>	<p>COOKING</p> <p>LIGHTING</p> <p>WATER HEATING</p> <p>SPACE HEATING</p>
H14	<p>HOUSEHOLD SOURCES OF INCOME</p> <p>Which of the following sources of income does the household have?</p> <p>01 = Salaries and wages 02 = Net profit from business or professional practice or activities of commercial farming 03 = Income from subsistence farming 04 = Income from letting of fixed property 05 = Regular receipts from pension from previous employment and pension from annuity funds 06 = Social grants (including old age grant) 07 = Maintenance, spousal support and similar allowances from divorced spouse, family members, etc., living elsewhere</p>	

	<p>09 = Regular allowances/remittances received from non-household members 10 = Other income (e.g. royalties, interest, dividends on shares, income from share trading) 11 = No income</p>																																																																	
H15	<p>In the past 12 months, which was the main source of income, that is, the one that brought in the most income to the household?</p>																																																																	
H16	<p>What is the income category that best describes the total income of the household before deductions and including all sources of income?</p> <table border="1" style="width: 100%; border-collapse: collapse;"> <thead> <tr> <th></th> <th style="text-align: center;">Per Week</th> <th style="text-align: center;">Per Month</th> <th style="text-align: center;">Per Year</th> </tr> </thead> <tbody> <tr> <td>01 =</td> <td>None</td> <td>None</td> <td>None</td> </tr> <tr> <td>02 =</td> <td>R1 – R46</td> <td>R1 – R200</td> <td>R1 – R2 400</td> </tr> <tr> <td>03 =</td> <td>R47 – R115</td> <td>R201 – R500</td> <td>R2 401 – R6 000</td> </tr> <tr> <td>04 =</td> <td>R115 – R231</td> <td>R501 – R1 000</td> <td>R6 001 – R12 000</td> </tr> <tr> <td>05 =</td> <td>R232 – R346</td> <td>R1 001 – R1 500</td> <td>R12 001 – R18 000</td> </tr> <tr> <td>06 =</td> <td>R347 – R577</td> <td>R1 501 – R2 500</td> <td>R18 001 – R30 000</td> </tr> <tr> <td>07 =</td> <td>R578 – R808</td> <td>R2 501 – R3 500</td> <td>R30 001 – R42 000</td> </tr> <tr> <td>08 =</td> <td>R809 – R1 039</td> <td>R3 501 – R4 500</td> <td>R42 001 – R54 000</td> </tr> <tr> <td>09 =</td> <td>R1 040 – R1 386</td> <td>R4 501 – R6 000</td> <td>R54 001 – R72 000</td> </tr> <tr> <td>10 =</td> <td>R1 387 – R1 848</td> <td>R6 001 – R8 000</td> <td>R72 001 – R96 000</td> </tr> <tr> <td>11 =</td> <td>R1 849 – R2 540</td> <td>R8 001 – R11 000</td> <td>R96 001 – R132 000</td> </tr> <tr> <td>12 =</td> <td>R2 541 – R3 695</td> <td>R11 001 – R16 000</td> <td>R132 001 – R192 000</td> </tr> <tr> <td>13 =</td> <td>R3 696 – R6 928</td> <td>R16 001 – R30 000</td> <td>R192 001 – R360 000</td> </tr> <tr> <td>14 =</td> <td>R6 929 OR MORE</td> <td>R30 001 OR MORE</td> <td>R360 001 OR MORE</td> </tr> <tr> <td>15 =</td> <td>DO NOT KNOW</td> <td>DO NOT KNOW</td> <td>DO NOT KNOW</td> </tr> </tbody> </table>		Per Week	Per Month	Per Year	01 =	None	None	None	02 =	R1 – R46	R1 – R200	R1 – R2 400	03 =	R47 – R115	R201 – R500	R2 401 – R6 000	04 =	R115 – R231	R501 – R1 000	R6 001 – R12 000	05 =	R232 – R346	R1 001 – R1 500	R12 001 – R18 000	06 =	R347 – R577	R1 501 – R2 500	R18 001 – R30 000	07 =	R578 – R808	R2 501 – R3 500	R30 001 – R42 000	08 =	R809 – R1 039	R3 501 – R4 500	R42 001 – R54 000	09 =	R1 040 – R1 386	R4 501 – R6 000	R54 001 – R72 000	10 =	R1 387 – R1 848	R6 001 – R8 000	R72 001 – R96 000	11 =	R1 849 – R2 540	R8 001 – R11 000	R96 001 – R132 000	12 =	R2 541 – R3 695	R11 001 – R16 000	R132 001 – R192 000	13 =	R3 696 – R6 928	R16 001 – R30 000	R192 001 – R360 000	14 =	R6 929 OR MORE	R30 001 OR MORE	R360 001 OR MORE	15 =	DO NOT KNOW	DO NOT KNOW	DO NOT KNOW	
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01 =	None	None	None																																																															
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14 =	R6 929 OR MORE	R30 001 OR MORE	R360 001 OR MORE																																																															
15 =	DO NOT KNOW	DO NOT KNOW	DO NOT KNOW																																																															
H17	<p>Household expenditure Approximately how much money does this household spend on public transport per month:</p>	Rands																																																																

Roster: This section covers biographic information on each person in the household

Please give the name and surname of every person who resides in this dwelling and who was part of this household at least four nights a week on average and has done so over the last four weeks.

Roster 1	Person number	01	02	03
Roster 2	First name and surname: write down the first name and surname of each member of the household, starting with the head or acting head. If there is more than one head/acting head, start with the oldest.			
Roster 3	SEX Is...male or female? 1 = Male 2 = Female			
Roster 4	AGE IN COMPLETED YEARS What is ...'s age in completed years? <i>If age is not known, ask for an estimate of age. If no one is able to estimate, write 998.</i> <i>For babies less than 1 year, write 000 for age. For a person aged 25 years and 6 months, write 025 for age.</i>			
Roster 5	DATE OF BIRTH What is's date of birth ?			
Roster 6	POPULATION GROUP What population group does ... belong to? 1 = Black African 2 = Coloured 3 = Indian/Asian 4 = White 5 = Other (specify?)			
Roster 7	USUAL RESIDENCE Has ...been part of this household for at least four nights on average per week during the last four weeks? 1 = Yes			

Roster 1	Person number	01	02	03
	2 = No If 'No', end interview for person			
Roster 8	Is there any other person residing in this household, other than those already mentioned, who is presently not here? 1 = Yes (if 'Yes', go back to Flap 2) 2 = No			
Roster 9	Final Person result code 11 = Completed 12 = Partly completed 21 = Non-Contact 22 = Refusal 23 = Other non-response 37 = Non-household member 38 = Not eligible, too young			

Section A: Biographic information of eligible respondents

Ask each usual member of the household who is 15 years or older

	Person number	01	02	03
A1	<p>RELATIONSHIP TO HOUSEHOLD HEAD (i.e. to the person in column 1)</p> <p>What is your relationship to the head/acting head of the household?</p> <p>01 = Head/acting head 02 = Husband/wife/partner 03 = Son/daughter 04 = Adopted son/daughter 05 = Stepchild 06 = Brother/sister 07 = Parent (Father/mother) 08 = Parent-in-law 09 = Grandchild/great grandchild 10 = Son-in-law/daughter-in-law 11 = Brother-in-law/sister-in-law 12 = Grandmother/grandfather 13 = Other relative (e.g. aunt/uncle) 14 = Non-related person</p>			
A2	<p>LANGUAGE</p> <p>Which two languages do you speak most often in this household?</p> <p>01 = Afrikaans 02 = English 03 = IsiNdebele 04 = IsiXhosa 05 = IsiZulu 06 = Sepedi 07 = Sesotho 08 = Setswana 09 = Sign Language 10 = Siswati 11 = Tshivenda 12 = Xitsonga 13 = Khoi, Nama and San languages 14 = Other</p>	<p>FIRST LANGUAGE</p> <p>SECOND LANGUAGE</p>	<p>FIRST LANGUAGE</p> <p>SECOND LANGUAGE</p>	<p>FIRST LANGUAGE</p> <p>SECOND LANGUAGE</p>

	Person number	01	02	03
A3	<p>HIGHEST LEVEL OF EDUCATION What is the highest level of education that you have successfully completed?</p> <p>98 = No schooling 00 = Grade R/0 01 = Grade 1/sub a/class 1 02 = Grade 2/sub b/class 2 03 = Grade 3/standard 1/ABET 1 04 = Grade 4/standard 2 05 = Grade 5/standard 3/ABET 2 06 = Grade 6/standard 4 07 = Grade 7/standard 5/ABET 3 08 = Grade 8/standard 6/form 1 09 = Grade 9/standard 7/form 2/ABET 4/occupational certificate NQF level 1 10 = Grade 10/standard 8/form 3/NCV level 2/occupational certificate NQF level 2 11 = Grade 11/standard 9/form 4/NCV level 3/occupational certificate NQF level 3 12 = Grade 12/standard 10/form 5/matric/NCV level 4/occupational certificate NQF level 4 13 = NTC I/N1 14 = NTC II/N2 15 = NTC III/N3 16 = N4/NTC 4/occupational certificate NQF level 5 17 = N5/NTC 5/occupational certificate NQF level 5 18 = N6/NTC 6/occupational certificate NQF level 5 19 = Certificate with less than Grade 12/standard 10 20 = Diploma with less than Grade 12/standard 10 21 = Higher/national/advanced certificate with Grade 12/Std 10/occupational certificate NQF level 5 22 = Diploma with Grade 12/standard 10/occupational certificate NQF level 6 23 = Higher diploma/occupational certificate NQF level 7 24 = Post higher diploma (university of technology masters, doctoral diploma) 25 = Bachelors degree/occupational certificate NQF level 7 26 = Honours degree/postgraduate diploma/occupational certificate NQF level 8 27 = Masters/professional masters at NQF level 9 28 = Phds (doctoral degrees)/professional doctoral degree at NQF level 10 29 = Other 30 = Do not know</p>			

	Person number	01	02	03
A4	<p>GENERAL FUNCTIONING Do you have difficulty in the following?</p> <p>A = Seeing (even with glasses/contact lenses, if he/she wears them)... B = Hearing (even with a hearing aid, if he/she wears one)..... C = Communicating in his/her usual language (i.e. understanding others or being understood by others).. D = Walking a kilometre or climbing a flight of steps..... E = Remembering or concentrating?..... F = With self-care, such as washing, dressing or feeding him/herself...</p> <p><i>Read all the options. Use the codes below to indicate the degree of difficulty.</i></p> <p>CODES 1 = No difficulty 2 = Some difficulty 3 = A lot of difficulty 4 = Unable to do</p>	<p>A B C D E F</p>	<p>A B C D E F</p>	<p>A B C D E F G H</p>
A5	<p>TIME IN CURRENT PLACE</p> <p>How long have you been living in this place (town/village/suburb)?</p> <p>1 = Since birth (Go to Section B) 2 = Moved here less than one year ago 3 = Moved here between 1 and 5 years ago 4 = Moved here between 5 and 10 years ago 5 = Moved here more than 10 years ago</p>			
A6	<p>PREVIOUS PLACE</p> <p>Where did you live before you moved to this area (town/village/suburb)?</p> <p>1 = Another town or village in this municipality 2 = Another town or village in this province 3 = Another province 4 = Another country</p>			

MUNICIPAL/LOCAL GOVERNMENT SERVICES

Section B: Municipal/Local government services

This section will ask an individual's perception of the availability and quality of municipal or local government services or amenities

	Person number	01	02	03
B1	<p>Housing</p> <p>Please indicate to what extent you agree with the following statements regarding <u>housing in this area</u>.</p> <ol style="list-style-type: none"> Enough is done to provide state subsidised housing to poor households in this area The household is satisfied with the quality of the main dwelling in which it lives Enough affordable housing is available in this area 	<p>1 = Strongly disagree 2 = Disagree 3 = Somewhat agree 4 = Agree 5 = Strongly Agree</p>		
B2	<p>Water</p> <p>Please indicate to what extent you agree with the following statements regarding the basic services and water provided by <u>this municipality</u>.</p> <ol style="list-style-type: none"> Basic water services are being provided to households in this area This household has been receiving uninterrupted water supply over the past twelve months Complaints and queries regarding water are addressed as a matter of urgency Water cost is affordable 	<p>1 = Strongly disagree 2 = Disagree 3 = Somewhat agree 4 = Agree 5 = Strongly Agree</p>		
B3	<p>How satisfied have you been with the quality of the main source of drinking water used by this household over the past 12 months?</p>	<p>1 = Very dissatisfied 2 = Dissatisfied 3 = Somewhat satisfied 4 = Satisfied 5 = Very satisfied</p>		

	Person number	01	02	03
B4	<p>Sanitation</p> <p>Please indicate your level of satisfaction with each of the following items related to the sanitation services your household has been using</p> <ol style="list-style-type: none"> 1. Availability of adequate sanitation for households living in this area 2. Overall quality of sanitation services used by this household 	<p>1 = Very dissatisfied 2 = Dissatisfied 3 = Somewhat satisfied 4 = Satisfied 5 = Very satisfied</p>		
B5	<p>Refuse collection</p> <p>Please indicate your level of satisfaction with the mode of refuse disposal/collection that your household has been using over the past 12 months.</p>	<p>1 = Very dissatisfied 2 = Dissatisfied 3 = Somewhat satisfied 4 = Satisfied 5 = Very satisfied</p>		
B6	<p>Electricity supply</p> <p>Please indicate your level of satisfaction with each of the following items related to the electricity supply your household has been receiving over the past 12 months.</p> <ol style="list-style-type: none"> 1 Frequency of unscheduled electricity disruptions (excluding load shedding) 2 Time taken to address queries regarding electricity faults or equipment errors 3 Affordability of electricity prices 4 Overall quality of the household's main electricity supply over the past 12 months 	<p>1 = Very dissatisfied 2 = Dissatisfied 3 = Somewhat satisfied 4 = Satisfied 5 = Very satisfied</p>		

	Person number	01	02	03
B7	<p>Roads and streetlights</p> <p>Do you have street lights, traffic lights or roads that are maintained by the municipality in this area?</p> <ol style="list-style-type: none"> 1. Street lights 2. Traffic lights 3. Roads <p>Please indicate to what extent you agree with the following statements regarding the roads and streetlights in your area.</p> <ol style="list-style-type: none"> 1 There are enough roads to handle the traffic in your area 2 Roads around where you live are regularly maintained and potholes are fixed 3 Traffic lights in your area are in working order 4 There are safe pedestrian pavements 5 There is sufficient street lighting around where you live 	<p>1 = Yes 2 = No</p> <p>1 = Strongly disagree 2 = Disagree 3 = Somewhat agree 4 = Agree 5 = Strongly Agree</p>		
B8	<p>How satisfied are you with the overall quality of roads in your area?</p>	<p>1 = Very dissatisfied 2 = Dissatisfied 3 = Somewhat satisfied 4 = Satisfied 5 = Very satisfied</p>		
B9	<p>Safety and security</p> <ol style="list-style-type: none"> 1 How safe would you feel walking in the area in which you live during the day? 2 How safe would you feel walking in the area in which you live when it is dark? 3 How safe do you feel at home during the day? 4 How safe do you feel at home when it is dark? 	<p>1 = Very unsafe 2 = Unsafe 3 = Somewhat safe 4 = Safe 5 = Very safe</p>		
B10	<p>Do you have Community Policing or Neighbourhood Watch in your area?</p>	<p>1 = Yes 2 = No 3 = Do not know</p>		

	Person number	01	02	03
B11	How satisfied are you with safety and security services provided by the South African Police Services in the area where you live?	1 = Very dissatisfied 2 = Dissatisfied 3 = Somewhat satisfied 4 = Satisfied 5 = Very satisfied		
B12	Fire and emergency services Have you had contact with the fire and emergency services during the past 12 months?	1 = Yes 2 = No (Go to B14)		
B13	Please indicate your level of satisfaction with each of the following items related to the fire and emergency services in this municipality. 1. Response time 2. Overall quality of fire and emergency service	1 = Very dissatisfied 2 = Dissatisfied 3 = Somewhat satisfied 4 = Satisfied 5 = Very satisfied		
B14	Community services Are the following community facilities/services available in this municipality? 1. Municipal sport fields 2. Beaches 3. Civic halls, recreation and community or multipurpose centres 4. Municipal swimming pools 5. Parks and nature reserves 6. Cemeteries or crematoria 7. Libraries 8. Museums and art galleries 9. Municipal clinic	1 = Yes 2 = No		

	Person number	01	02	03
B15	<p>Thinking about How frequently do you utilize the specific amenity or services that is available in this municipality?</p> <ol style="list-style-type: none"> 1. Municipal sport fields 2. Beaches 3. Civic halls, recreation and community or multipurpose centres 4. Municipal swimming pools 5. Parks and nature reserves 6. Cemeteries or crematoriums 7. Libraries 8. Museums and art galleries 9. Municipal clinics 	<p>1 = At least once a week 2 = A few times per month 3 = A few times per year 4 = Seldom 5 = Never</p>		
B16	<p>How satisfied were you with the overall quality of the amenity or service you used most recently?</p> <ol style="list-style-type: none"> 1. Municipal sport fields 2. Beaches 3. Civic halls, recreation and community or multipurpose centres 4. Municipal swimming pools 5. Parks and nature reserves 6. Cemeteries or crematoriums 7. Libraries 8. Museums and art galleries 9. Municipal clinics 	<p>1 = Very dissatisfied 2 = Dissatisfied 3 = Somewhat satisfied 4 = Satisfied 5 = Very satisfied</p>		
B17	<p>Transport</p> <p>Which of the following types of transport do you usually use during the week? (e.g. to get to the educational facility you attend, your place of work, to go to church or to look for work)</p> <ol style="list-style-type: none"> 1 = Walking 2 = Bicycle 3 = Scooter/motorcycle 	<p>1= Yes 2 = No</p>		

	Person number	01	02	03
	4 = Minibus taxi/sedan taxi/bakkie taxi 5 = Bus 6 = Train 7 = Private car/bakkie/minibus (driver) 8 = Private car/bakkie/minibus (passenger) 9 = Animal transport 10 = Other			
B18	How long after leaving home does it take to reach the destination you most regularly travel to during the week, be it your place of work or the educational institution you attend using your usual forms of transport?	1 = Less than 15 minutes 2 = 15-29 minutes 3 = 30 – 59 minutes 4 = 60-89 minutes 5 = 90 minutes or more		
B19	Mini-bus taxi If 'Yes' to 'minibus taxi/sedan taxi/bakkie taxi' in B17 How many single trips did you take during the last calendar week?			
B20	How long, in minutes, does it take you to get to the nearest taxi stop from your dwelling?			
B21	Please indicate to what extent you agree with the following statements regarding the minibus taxi/sedan taxi/bakkie taxi services you have been using. 1. Service is very affordable 2. Service is reliable 3. Service is safe 4. Service is easily accessible	1 = Strongly disagree 2 = Disagree 3 = Somewhat agree 4 = Agree 5 = Strongly Agree		
B22	Bus If 'Yes' to 'Bus' in B17 How many single trips did you take during the last calendar week?			

	Person number	01	02	03
B23	How long, in minutes, does it take you to get to the nearest bus stop from your dwelling?			
B24	<p>Please indicate to what extent you agree with the following statements regarding the bus services you have been using.</p> <ol style="list-style-type: none"> 1. Service is very affordable 2. Service is reliable 3. Service is safe 4. Service is easily accessible 	<p>1 = Strongly disagree 2 = Disagree 3 = Somewhat agree 4 = Agree 5 = Strongly Agree</p>		
B25	<p>Train</p> <p>If 'Yes' to 'Train' in B17</p> <p>How many single trips did you take during the last calendar week?</p>			
B26	How long, in minutes, does it take you to get to the nearest train platform from your dwelling?			
B27	<p>Please indicate to what extent you agree with the following statements regarding the train services you have been using.</p> <ol style="list-style-type: none"> 1. Service is very affordable 2. Service is reliable 3. Service is safe 4. Service is easily accessible 	<p>1 = Strongly disagree 2 = Disagree 3 = Somewhat agree 4 = Agree 5 = Strongly Agree</p>		
B28	<p>Please indicate the level of importance of the following municipal services?</p> <ol style="list-style-type: none"> 1. Water services 2. Sanitation services 3. Electrical services 4. Refuse removal 5. Municipal clinics 	<p>1 = Not important at all 2 = Somewhat important 3 = Important 4 = Very important 5 = Critically important</p>		

	Person number	01	02	03
	6. Affordable housing 7. Road maintenance 8. Fire and emergency services 9. Traffic police 10. By-law enforcement 11. Parks and nature reserves 12. Municipal swimming pools 13. Cemeteries or crematoria 14. Public Libraries 15. Museums and art galleries 16. Public transport			

Section C: Municipal communication and performance

This section seeks to establish individual perceptions of the performance of municipalities/local governments as well as their communication with residents

	Person number	01	02	03
C1	<p>Have you visited or interacted with a municipal office or called in to the municipal call centre in the past 12 months to, for example, enquire about something, access a service or to pay a bill?</p>	<p>1 = Yes 2 = No</p>		
C2	<p>Please indicate your level of agreement with the statements below:</p> <ol style="list-style-type: none"> 1. The Municipality consults citizens about the services they need. 2. All citizens have equal access to the services to which they are entitled. 3. There are convenient payment options for municipal services, licences and fines 4. The municipality is effectively dealing with issues facing its citizens 	<p>1 = Strongly disagree 2 = Disagree 3 = Somewhat agree 4 = Agree 5 = Strongly agree 6 = Do not know</p>		
C3	<p>Service delivery complaints</p> <p>Has this household complained about one of the following services during the past year?</p> <ol style="list-style-type: none"> 1. Water 2. Sanitation 3. Electricity 4. Housing 5. Refuse removal 	<p>1 = Yes 2 = No 3 = Do not know</p>		
C4	<p>Municipal processes and performance</p> <ol style="list-style-type: none"> 1. Your local council is meant to develop a plan for developing your area, called the Integrated Development Plan or IDP. Have you ever heard of IDPs before? 2. Your local council is also meant to develop a community or ward based plan for your area. Have you ever heard of the Community Based plan or Ward Plan? 	<p>1 = Yes 2 = No</p>		

	Person number	01	02	03
C5	Have you attended public meetings during the past year where issues concerning municipal service delivery were discussed?	1 = Yes 2 = No		
C6	Do you know who your Ward Councillor is?	1 = Yes 2 = No		
C7	Which channels of communication do you use to follow news about your municipality and developments in your area?	1. Community newspapers 2. Word of mouth 3. Pamphlets 4. Radio 5. Local meetings 6. Non-community newspaper 7. Municipal office 8. Magazines 9. Municipal call centre 10. Online newspapers 11. Municipal website 12. Social networking sites 13. None of above		
C8	How satisfied are you with the performance of the local municipality government in general?	1 = Very dissatisfied 2 = Dissatisfied 3 = Somewhat satisfied 4 = Satisfied 5 = Very satisfied		

PROVINCIAL GOVERNMENT SERVICES

Section D: Provincial government performance and communication

This section seeks to establish individual perceptions of the performance of the provincial governments as well as its communication with citizens

	Person number	01	02	03
D1	<p>Have you visited a provincial government department or provincial government service point in the past 12 months to, for example, enquire about something, or to access a service (such as health care, receiving a social grant, applying for employment)?</p> <p>1 = Yes 2 = No (Go to D6)</p>			
D2	<p>Which department or departmental service point did you visit most recently?</p> <p>1 = Home Affairs (e.g. to get ID, Birth Certificates, Death Registration, Passports and Visas, Permits and Migration) 2 = SASSA (Social grants) 3 = Health (e.g. hospital, clinic, HPCSA) 4 = Energy 5 = Defence and military veterans 6 = Higher education (DHET) (e.g. responsible for universities, universities of technology and FETs, SAQA) 7 = National Intelligence 8 = Science and technology 9 = Labour (e.g. Compensation of employees, UIF, Injury on Duty, Occupational Health and Safety) 10 = KZN Office of the premier 11 = Human Settlements (e.g. to apply for subsidized housing) 12 = Basic Education (including Umalusi) 13 = Community Safety and Liaison 14 = Social Development (e.g. social workers, drop-in centres, NPO registrations) 15 = Agriculture and rural development</p>			

	Person number	01	02	03
	16 = Arts and culture 17 = Sport and recreation 18 = Other (specify)			
D3	<p>How would you rate your experience at this department with regards to the following statements?</p> <ol style="list-style-type: none"> 1. Accessibility of the service 2. Time waited until you were serviced 3. Cleanliness of the facility 4. Security 5. Efficiency of staff members 6. Turn-around time for your application/service request 	<p>1 = Poor 2 = Fair 3 = Good 4 = Very good 5 = Excellent</p>		
D4	<p>How do you rate the overall quality of the service you accessed at the department you visited most recently?</p>	<p>1 = Poor 2 = Fair 3 = Good 4 = Very good 5 = Excellent</p>		
D5	<p>Thinking of the last time you used this service, did you experience any problems?</p>	<p>1 = Yes 2 = No</p>		
D6	<p>How satisfied are you with the level of service provided by the provincial government in general?</p>	<p>1 = Very dissatisfied 2 = Dissatisfied 3 = Somewhat satisfied 4 = Satisfied 5 = Very satisfied</p>		
D7	<p>Provincial government performance</p> <ol style="list-style-type: none"> 1. How satisfied are you with the overall performance of the provincial government? 2. How satisfied are you with the governance of the provincial government? 	<p>1 = Very dissatisfied 2 = Dissatisfied 3 = Somewhat satisfied 4 = Satisfied 5 = Very satisfied</p>		

	Person number	01	02	03
D8	<p>Please indicate the three most important priorities the province should be attending to from this list.</p> <ol style="list-style-type: none"> 1. Creating jobs 2. Preventing crime 3. Providing housing 4. Education and skills development 5. Fighting corruption 6. Poverty eradication 7. Having primary health care 8. Growing the economy 9. Encouraging social development 10. Protecting the environment 11. Building and maintaining existing infrastructure 12. Addressing HIV/AIDS 13. Having open and accountable government 14. Enforcing traffic and other by-laws 15. Reducing red tape/improving efficiency 16. Providing basic services like water and sanitation 17. Promoting social cohesion and fighting discrimination based on gender, race and sexuality. 	<ul style="list-style-type: none"> ▪ Most important priority ▪ Second most important priority ▪ Third most important priority 		
D9	<p>Provincial government communication</p> <p>The KZN Provincial Government has established Operation Sukuma Sakhe, are you aware of this operation?</p>	<p>1 = Yes 2 = No</p>		
D10	<p>Provincial government communication</p> <p>Are you aware of a Provincial Growth and Development Plan (PGDP) or Vision 2030?</p>	<p>1 = Yes 2 = No</p>		
D11	<p>During the past 12 months, have you attended any consultative meeting, such as Imbizos or Public Hearings, with the Provincial Government?</p>	<p>1 = Yes 2 = No</p>		

	Person number	01	02	03
D12	How satisfied are you with the opportunities that you have for consultation on Provincial Government affairs? Remember, consultations can take a variety of forms, including through social media, the internet and through meetings.	1 = Very dissatisfied 2 = Dissatisfied 3 = Somewhat satisfied 4 = Satisfied 5 = Very satisfied		
D13	How satisfied are you with information supplied by the KZN Provincial Government to the public?	1 = Very dissatisfied 2 = Dissatisfied 3 = Somewhat satisfied 4 = Satisfied 5 = Very satisfied		
D14	Do you follow reports about the KZN Provincial Government and its development projects?	1 = Yes 2 = No (Go to D16)		
D15	Which of the following channels of communication do you use to follow news about the KZN Provincial Government and its development projects? <i>Select all applicable options.</i>	1 Community newspapers 2 National newspapers 3 Simama KZN (Provincial Newspaper) 4 Online newspapers 5 Word of mouth 6 Pamphlets 7 Radio 8 Local meetings 9 Municipal office 10 Magazines 11 Social networking sites 12 Web site of the Province of KwaZulu-Natal – www.kznonline.gov.za 13 Other 14 None		

	Person number	01	02	03
D16	<p>Now, I am going to read out a number of areas that the KwaZulu-Natal (KZN) Provincial Government is involved in.</p> <p>Please rate the provincial government in terms of its performance in these areas using the following rating:</p> <ul style="list-style-type: none"> 1 Promoting Agriculture 2 Providing basic education 3 Eradicating poverty and improving social welfare 4 Providing health care 5 Improving household food security 6 Providing community safety and security 7 Eradicating fraud and corruption 8 Promoting accountable government 9 Maintaining provincial roads 10 Enhancing entrepreneurship and Small, medium and micro enterprises 	<ul style="list-style-type: none"> 1 = Poor 2 = Fair 3 = Good 4 = Very good 5 = Excellent 6 = Do not know 		
D17	<p>The KZN Provincial Government is committed to improving service delivery through adopting the principles of Batho Pele. Please indicate your level of agreement with each of the following statements.</p> <ul style="list-style-type: none"> 1 Citizens are treated with courtesy and consideration. 2 Citizens get full, accurate information about the public services they are entitled to receive 3 Provincial funds are spent wisely 	<ul style="list-style-type: none"> 1 = Strongly disagree 2 = Disagree 3 = Somewhat agree 4 = Agree 5 = Strongly agree 6 = Do not know 		

THANK YOU / SIYABONGA / DANKIE



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