

*DRAID No:										Questionnaire No:									
QUALITY OF LIFE / CUSTOMER SATISFACTION SURVEY 2009																			
Introduction Hello. My name is _____. I am from DEVELOPMENT RESEARCH AFRICA (DRA), an independent research company. I do not represent any political party. Your household has been randomly selected to participate in a Quality of Life survey. The survey aims to obtain your views on service provision and how this affects the quality of your life. Your assistance in this survey would be appreciated. Your answers will be put together with thousands of other peoples' answers, and what you say <u>cannot be traced back to you</u> . The completed report will be made public so that you will be informed of the results.																			
TO BE FILLED IN BY INTERVIEWER																			
A1) Interviewer code				A2) Date of interview				__ / __ / __ dd/mm/yy		A3) Length of interview (in minutes)									
A4) Ward number										A5) Local municipality (use list)				A6) Province 1 = Free State 2 = North West 3 = Gauteng 4 = Mpumalanga					
A7) Geo type (predominant in ward)				1 = Urban formal (built up town or city area) 2 = Urban informal 3 = Peri-urban (mostly informal/smallholding) 4 = Tribal Settlement 5 = Farming 6 = Industrial area															
A9) GIS Coordinates				S ____ ° _____ , E ____ ° _____ ,															
A10) Telephone Number of respondent (also add the name of the person whose phone it is)																			
A11) Alt Telephone Number of respondent (also add the name of the person whose phone it is)																			

FOR SUPERVISOR / OFFICE USE ONLY:							
A10. Name of supervisor				A11. Date checked [dd/mm/yy]			
A12. Name of quality controller				A13. Date checked [dd/mm/yy]			
A14. Name of 1st capturer				A15. Date captured [dd/mm/yy]			
A16. Name of 2nd capturer				A17. Date captured [dd/mm/yy]			
A18. Selected for call back		1 = Yes 2 = No		A18. Call back record number			

SELECTION OF THE HOUSEHOLD: Stands versus Households

Households are DEFINED as a group of persons who live together, and who eat together three times a week or more, or a single person who lives alone. HOWEVER, in this study we are interested in ALL HOUSEHOLD MEMBERS aged 18 OR ABOVE, living on the demarcated stand. If NONE of the household members are 18 years or older (child headed households), we are interested in the oldest person in that household. Physically a stand may be defined by any material marking the perimeter of the property, e.g. fence, hedge, brick wall, etc. IT IS POSSIBLE TO HAVE MORE THAN ONE HOUSEHOLD LIVING ON A STAND. If two or more households are found on one stand then these HOUSEHOLDS must each be treated as if they live in a separate stand and the intervals given to you by the regional manager should still be followed.

KISH GRID TO SELECT RESPONDENT IF MORE THAN ONE ADULT IN HOUSEHOLD

One person in this household will be selected for interview using the KISH grid. List the names, in alphabetic order, of all the household members 18 YEARS OR OLDER in the KISH grid – **DO NOT INCLUDE VISITORS / EMPLOYEES**.




First, find the last digit of the questionnaire number along the top row of the table; then follow that number down to the last line where a person is listed. The p-number on that line is the p-code of the person who should be interviewed. If they are available and informed consent is obtained, interview them. If they are not available, try to make an appointment to interview that person.

ALL HOUSEHOLD MEMBERS 18 YEARS OR OLDER			Last digit of questionnaire number									
Name As Received	P Code	Name Listed in Alphabetic Order	1	2	3	4	5	6	7	8	9	0
	P1		P1	P1	P1	P1	P1	P1	P1	P1	P1	P1
	P2		P2	P1	P2	P1	P2	P1	P2	P1	P2	P1
	P3		P3	P1	P2	P3	P1	2	P3	P1	P2	P3
	P4		P4	P1	P2	P3	P4	P1	P2	P3	P4	P1
	P5		P5	P1	P2	P3	P4	P5	P1	P2	P3	P4
	P6		P6	P1	P2	P3	P4	P5	P6	P1	P2	P3
	P7		P7	P1	P2	P3	P4	P5	P6	P7	P1	P2
	P8		P8	P1	P2	P3	P4	P5	P6	P7	P8	P1
	P9		P9	P1	P2	P3	P4	P5	P6	P7	P8	P9
	P10		P10	P1	P2	P3	P4	P5	P6	P7	P8	P9

(FIELDWORKER:  PLEASE ANSWER THE FOLLOWING QUESTIONS ON THIS PAGE BY OBSERVATION
DO NOT READ OUT THESE QUESTIONS)

A18	To which population group does the respondent belong? (Code by observation)	1 = African 2 = Asian/Indian 3 = Coloured 4 = White	
A19	What is the gender of the respondent? (Code by observation)	1 = Male 2 = Female	
A20	Which type of dwelling does this household occupy? (Code by observation)	1 = House or formal structure on a separate stand 2 = Flat in block of flats 3 = Town/cluster/semi-detached house (simplex/duplex) 4 = Unit in retirement village 5 = Room/flatlet in main dwelling 6 = House/flat/room in backyard 7 = Informal dwelling, NOT in backyard, e.g. in squatter settlement 8 = Informal dwelling, in backyard of a formal house 9 = Traditional dwelling/hut/structure made of traditional materials 10 = Hostel 11 = Other, specify	
A21	Type of material MAINLY used for the walls (Code by observation – enter single code only)	1 = Grass/thatch/branches 2 = Bricks/concrete blocks 3 = Mud/earth/dung 4 = Cement 5 = Corrugated iron 6 = Wood 7 = Prefab 8 = Other	

SECTION 1: HOUSING (START INTERVIEW FROM HERE)**FIRST, LET'S TALK ABOUT YOUR HOUSE**

1.1 	How many rooms does this household occupy?(include any rooms where people sleep)	No. of rooms IF MORE THAN 1, SKIP TO 1.3	
1.2	If ONE room only, does this household share this room with other households?	1=Yes 2=No	
1.3	Please tell me about the ownership of this dwelling. Is it:		Code
Ownership	Owned, but paying off a bond		1
	Owned, fully paid off		2
	Free RDP house		3
	Used government housing subsidy and own contribution		4
	Transfer of title deed of existing government house		5
Tenancy	Private rental		6
	Rent from housing association		7
	Public/municipal/council rental		8
	Sub-tenant/sublet		9
Informal Settlement	Informal dwelling/shack, paying rent		10
	Informal dwelling/shack, not paying rent		11
Tribal tenure	The dwelling is on tribal land/communal land		12
Other	House Sitting (looking after the house for another owner)		13
	Rent free (allowed to stay rent free by the owner)		14
	Occupation of vacant dwelling		15
1.4 	How satisfied are you with the dwelling you are currently living in?	1 = Very satisfied 2 = Satisfied 3 = Neither satisfied nor dissatisfied SKIP TO 1.7 4 = Dissatisfied SKIP TO 1.6 5 = Very dissatisfied SKIP TO 1.6	
1.5	If very satisfied or satisfied, why do you say so? RECORD ALL SPONTANEOUS MENTIONS	CODE	ENTER
1.5.1	Meets requirements/ Suits standards	1 = Yes 2 = No	
1.5.2	Have a home/ Shelter	1 = Yes 2 = No	
1.5.3	Ownership/ Ours	1 = Yes 2 = No	
1.5.4	Affordable	1 = Yes 2 = No	
1.5.5	Close to amenities, main roads	1 = Yes 2 = No	
1.5.6	Close to work	1 = Yes 2 = No	
1.5.7	Good, safe neighbourhood	1 = Yes 2 = No	
1.5.8	Private and quiet	1 = Yes 2 = No	
1.5.9	Large and spacious	1 = Yes 2 = No	
1.5.10	Adequate services	1 = Yes 2 = No	
1.5.11	Clean area	1 = Yes 2 = No	
1.5.12 	Other (Specify)	1 = Yes 2 = No	THEN SKIPTO 1.7
1.6	If very dissatisfied or dissatisfied, why do you say so? RECORD ALL SPONTANEOUS MENTIONS	CODE	ENTER
1.6.1	Too small	1 = Yes 2 = No	
1.6.2	Cannot afford better dwelling	1 = Yes 2 = No	
1.6.3	Needs maintenance	1 = Yes 2 = No	
1.6.4	Poor design, badly built	1 = Yes 2 = No	
1.6.5	Bad landlord	1 = Yes 2 = No	
1.6.6	Other (Specify)	1 = Yes 2 = No	

1.7 ASK ALL	Were you living in this dwelling 5 years ago? (i.e. 2004)	1 = Yes (SKIP TO 1.11) 2 = No	
1.8	If not, in which year did you move into this dwelling?	(Write Year)	
1.9	Which province did you come from?	1 = Free State 2 = North West 3 = Gauteng 4 = Mpumalanga 5 = Western Cape (SKIP TO 1.11) 6 = Eastern Cape (SKIP TO 1.11) 7 = Northern Cape (SKIP TO 1.11) 8 = KwaZulu-Natal (SKIP TO 1.11) 9 = Limpopo (SKIP TO 1.11) 10 = Outside South Africa (SKIP TO 1.11)	Codes 5, 6, 7, 8, 9 and 10 SKIP TO 1.11
1.10	If you came from somewhere in Gauteng, North West, Mpumalanga or Free State, which municipality did you come from? SINGLE RESPONSE	Code answer from list of municipalities provided	
1.11	Which province do you consider to be "home"? SINGLE RESPONSE ONLY	1 = Free State 2 = North West 3 = Gauteng 4 = Mpumalanga 5 = Western Cape 6 = Eastern Cape 7 = Northern Cape 8 = KwaZulu-Natal 9 = Limpopo 10 = Outside South Africa	
1.12	In which province does your family MAINLY live? SINGLE RESPONSE ONLY	1 = Free State 2 = North West 3 = Gauteng 4 = Mpumalanga 5 = Western Cape 6 = Eastern Cape 7 = Northern Cape 8 = KwaZulu-Natal 9 = Limpopo 10 = Outside South Africa	
Which of the following places do you visit MOST frequently for work and leisure purposes? (Show map and list with place-names) Choose a maximum of 1 place-name/area for each question.			
1.13	Where do you usually do your shopping?		
1.14	Are there any other places where you regularly go and spend money (social events, shopping, leisure activities)		
1.15	If you work, where do you go to work?	(0 if not working and carry on with 1.16)	SKIP TO 1.18
1.16	If you are unemployed, are you looking for work?	1=Yes 2=No (SKIP TO 1.18)	
1.17	If you are unemployed and looking for work, where do you go to look for work?		
I am now going to read a few statements that people have made about housing issues. For each statement I read, please tell me to what extent you agree or disagree. You just need to read out the number which reflects your point of view. HAND RESPONDENT OPINION SCALE. READ OUT STATEMENTS. SINGLE MENTION PER STATEMENT. INTERVIEWER READ OUT: We are going to use this scale a few times in the interview so please keep it with you.			
1.18	Houses built by Government offer good quality	1 = Strongly disagree 2 = Disagree 3 = Neither agree nor disagree 4 = Agree 5 = Strongly agree	
1.19	The process of allocating houses is fair	1 = Strongly disagree 2 = Disagree 3 = Neither agree nor disagree 4 = Agree 5 = Strongly agree	


SECTION 2: HOUSEHOLD SERVICES AND NEEDS

2.1 ☞	What type of toilet facility is available in this house?	1 = Full Waterborne (Flush toilet) 2 = Septic Tank 3 = Ventilated Improved Pit Latrine (VIP) 4 = Basic Pit Latrine 5 = Chemical Toilet 6 = Communal toilet 7 = Neighbours 8 = Bush (SKIP TO 2.3) 9 = Bucket 10 = No toilet (SKIP TO 2.3) 11 = Other (Specify) _____	
2.2	How many OTHER households, if any, share this toilet with your household?	0 = Only this household uses the toilet X = Code number of households	
2.3 ASK ALL	How is the refuse or rubbish of this household disposed of?	1 = Refuse removed from the house by local authority at least once a week 2 = Refuse removed from the house by local authority, less often 3 = Removal by local authority from community refuse container 4 = Placed on communal refuse dump but not collected by local authority 5 = Placed on own refuse dump but not collected by local authority 6 = Burnt in pit 7 = Buried 8 = None 9 = Other	
2.4	Does this household recycle any waste	1 = Yes 2 = No	
2.5 ASK ALL ☞	What is the main water source for this household?	1 = Piped – in dwelling with no meter (SKIP TO 2.9) 2 = Piped – in dwelling with pre-paid meter (SKIP TO 2.9) 3 = Piped – in dwelling with meter (SKIP TO 2.9) 4 = Piped – yard tap with no meter 5 = Piped – yard tap with prepaid meter 6 = Piped – yard tap with meter 7 = Street taps (standpipes) free water 8 = Street taps (standpipes) paid for 9 = Borehole / well 10 = Rainwater tank 11 = Flowing river/stream 12 = Dam 13 = Water truck 14 = Other (Specify) _____	
2.6 ☞	If water is not available in dwelling (codes 4 to 13 in Q2.5), who normally fetches the water?	1 = Not applicable, water in house (SKIP TO 2.9) 2 = Female child (<18) 3 = Male child (<18) 4 = Female adult (18+) 5 = Male adult (18+) 6 = Neighbour 7 = Other	
2.7	Is the place where you collect water <u>more than 200m</u> from your house? (200m is about 2 soccer fields)	1 = Yes 2 = No	
2.8	How much time does it take to collect water each time?	1 = Less than 15 minutes 2 = Between 15 minutes and 30 minutes 3 = More than 30 minutes but less than 1 hour 4 = 1 hour to less than 1.5 hours 5 = 1.5 to less than 2 hours 6 = 2 hours or more	
2.9 ASK ALL	Would you say the water you receive is always, usually, sometimes, hardly ever or never clean?	1 = Always 2 = Usually 3 = Sometimes 4 = Hardly ever 5 = Never	
	What energy source is <u>MOST</u> used for:		
2.10	Cooking SINGLE RESPONSE ONLY	1 = Electricity 2 = Gas/LPG 3 = Paraffin 4 = Wood 5 = Coal 6 = Dung 7 = Solar energy 8 = Other	


2.11	Lighting SINGLE RESPONSE ONLY	1 = Electricity 2 = Gas/LPG 3 = Paraffin 4 = Wood 5 = Candles 6 = Solar energy 8= Other	
2.12	Heating water SINGLE RESPONSE ONLY	0 = Don't heat water 1 = Electricity 2 = Gas/LPG 3 = Paraffin 4 = Wood 5 = Coal 6 = Dung 7 = Solar energy 8= Other	
2.13	What type of electrical supply, if any, does this house have? SINGLE RESPONSE ONLY	1 = Electricity with conventional meters 2 = Electricity with prepaid card 3 = Other electricity supply: Solar, Wind Generators, 4 = Other electricity supply: Petrol/diesel generators etc 5 = Connection to neighbour's electrified house 6 = Dwelling does NOT have electricity	
2.14	Thinking about the cost of water and electricity (or other fuels such as paraffin, candles, etc.), approximately how much does your household spend per month on both water and electricity/other fuels?	R _____ (Don't know: enter -1)	
2.15	Does the household have any arrears for payment of water?	1 = Yes 2 = No	
2.16	Does the household have any arrears for payment of electricity?	1 = Yes 2 = No	
2.17	Have you ever had the water cut off for non payment?	1 = Yes 2 = No	
2.18	Have you ever had the electricity cut off for non payment?	1 = Yes 2 = No	
2.19 ☞	Have you ever been evicted from your house due to non-payment of water, electricity or rates? (DO NOT INCLUDE EVICTIONS FOR NON PAYMENT OF RENT OR BOND)	1 = Yes 2 = No (SKIP TO 3.1)	
2.20	If yes, who evicted you?	1 = Municipality 2 = Private landlord 3 = Other	

SECTION 3: SERVICES, FACILITIES AND AMENITIES IN YOUR COMMUNITY/SUBURB

3.1	Have you seen any improvement and / or deterioration in this community / suburb in the <u>last 12 months</u> ?	1 = Improvement 2 = Deterioration 3 = No change	
3.2	What are the <u>TWO</u> biggest problems facing your community? TWO responses only:		
3.2.1 & 3.2.2	1 = Child abuse 2 = Corrupt local leaders 3 = Crime 4 = Domestic violence 5 = HIV/AIDS 6 = Housing 7 = Hunger 8 = Political Tensions / Conflict 9 = Poverty 10 = Rape 11 = Theft of Livestock 12 = Drought / Flood / Natural Disaster	13 = Disease 14 = Unemployment 15 = High Cost of Living 16 =-- Drug / Alcohol Abuse 17 = Lack of Basic Services 18 = Noise 19 = Litter 20 = Lack of maintenance (i.e. verges not cut) 21 = Vandalism 22 = Teenage pregnancy 23 = Foreigners 24 = Other	FIRST 3.2.1
			SECOND 3.2.2

3.3	Do you visit any of the following types of public amenities in your area?	CODE	ENTER
3.3.1	Museums	1 = Yes 2 = No	
3.3.2	Libraries	1 = Yes 2 = No	
3.3.3	Sports facilities / amenities / events	1 = Yes 2 = No	
3.3.4	Cultural events (live music and theatre)	1 = Yes 2 = No	
3.3.5	Casinos	1 = Yes 2 = No	
3.3.6	Nature walks and trails	1 = Yes 2 = No	
3.3.7	Large shopping centres/malls	1 = Yes 2 = No	
3.3.8	Zoo	1 = Yes 2 = No	
3.3.9	Restaurants and night clubs	1 = Yes 2 = No	
3.3.10	Art Galleries	1 = Yes 2 = No	
3.3.11	World Heritage sites (Cradle of Humankind, Maropeng etc)	1 = Yes 2 = No	
3.3.12	Game reserves (including Lion park etc)	1 = Yes 2 = No	
3.3.13	Lakes and dams	1 = Yes 2 = No	
3.3.14	Botanic gardens	1 = Yes 2 = No	
3.4 	Do you think you will personally benefit in any way from the 2010 Soccer World Cup?	1 = Yes 2 = No (SKIP TO 4.1)	
3.5	If yes, please explain how you will benefit from World Cup 2010		

SECTION 4: FINANCIAL SERVICES, HOUSEHOLD RESOURCES

4.1 	Many people are in debt at the moment, either from credit cards or bonds or other types of debts. Do you owe money to anyone including a bank or a shop or money-lender?	1 = Yes 2 = No (SKIP TO 4.3)	
4.2	Can I ask: If you owe money, are you paying back any of the following:	CODE	ENTER
4.2.1	Are you / your household paying a mortgage loan/bond?	1 = Yes 2 = No	
4.2.2	Are you / your household paying back a car loan (vehicle finance)?	1 = Yes 2 = No	
4.2.3	Are you paying back a personal loan from a bank?	1 = Yes 2 = No	
4.2.4	Are you paying back a loan from any other person/institution (e.g. micro-lender)?	1 = Yes 2 = No	
4.2.5	Are you paying back a loan from friends, family, relatives or a stokvel?	1 = Yes 2 = No	
4.2.6	Are you NOT paying back anything you owe?	1 = Yes 2 = No	
4.3	Do you personally have a bank account (including post bank)	1 = Yes 2 = No	
4.4	Do you personally have a debit card/ATM card?	1 = Yes 2 = No	
4.5	Do you personally have a credit card?	1 = Yes 2 = No	
4.6	Do you personally have an account at a shop?	1 = Yes 2 = No	
4.7	Do you personally have any insurance policies?	1 = Yes 2 = No	

4.8	Does anybody in this household receive any of the following social grants?	(a) 1 = Yes 2 = No (IF NO SKIP TO NEXT LINE)	(b) Number of people in household receiving this grant	
4.8.1	Disability grant			
4.8.2	Old age pension			
4.8.3	War Veterans grant			
4.8.4	Foster care grant			
4.8.5	Care dependency grant			
4.8.6	Child support grant			
4.8.7	Social relief in distress grant			
4.9	Does this household have any of the following: WHICH IS CONNECTED/ BEING USED/ IN A GOOD WORKING ORDER:	CODE	ENTER	
4.9.1	Telephone (landline)	1 = Yes 2 = No		
4.9.2	Cell Phone	1 = Yes 2 = No		
4.9.4	Television	1 = Yes 2 = No		
4.9.5	Radio	1 = Yes 2 = No		
4.9.6	Internet connection	1 = Yes 2 = No		
4.9.7	Did you access the internet in the past 4 weeks (at home, at work, study, through your cell phone, internet café, or in another location?)	1 = Yes 2 = No		
4.9.8	DSTV and / or Mnet	1 = Yes 2 = No		
Does anybody in your household own any of the following:		CODE	ENTER	
4.10.1	Livestock such as chicken or cattle	1 = Yes 2 = No		
4.10.2	Ox-cart / donkey-cart	1 = Yes 2 = No		
4.10.3	Car / bakkie	1 = Yes 2 = No		
4.10.4	Tractor	1 = Yes 2 = No		
4.10.5	Machines for making things (e.g. sewing machine)	1 = Yes 2 = No		
4.10.6	Tools you can use to earn a living	1 = Yes 2 = No		
And please tell me which of the following, if any, your household has access to:		CODE	ENTER	
4.11.1	Natural resources like trees for fruit, woodlands for wood, water for irrigation, or water for fishing	1 = Yes 2 = No		
4.11.2	Communal land for farming (cattle grazing and/or growing crops)	1 = Yes 2 = No		
4.12	In the last year, has there ever been a time when you or any adult in this household had to skip a meal because there was not enough money to buy food?	1 = Yes 2 = No		
4.13	In the last year has there ever been a time when you did not have enough money to feed the children in the household?	1 = Yes 2 = No		
4.14	On average, how many meals do you yourself eat every day?	1 = 1 2 = 2 3 = 3 4 = 4 or more 5 = don't know		
4.15	How would you describe your household status?	1=Upper class 2=Middle class 3=Working class 4=Poor 5=Other 6=Don't Know		



SECTION 5: PUBLIC PARTICIPATION, GOVERNANCE AND DEMOCRACY

5.1 ☞	Did you REGISTER to vote for the 2009 national elections?	1 = Yes 2 = No (SKIP TO 5.4) 3 = Was already registered	
5.2 ☞	Did you VOTE in the 2009 national elections (22 April 2009)	1 = Yes (SKIP TO 5.4) 2 = No	
5.3	If not, why did you not vote? 1=Not allowed to vote (not SA citizen, too young) 2=Did not know who to vote for 3=Does not think his/her vote will make any difference 4=Did not have a chance to go and vote (work commitments, illness) 5=Other (specify) _____		
5.4	In the last year, have you or any member of your household attended any of the following:	CODE	ENTER
5.4.1	Ward meeting	1 = Yes 2 = No	
5.4.2	Street committee or resident's association meeting	1 = Yes 2 = No	
5.4.4	Community development forum meeting	1 = Yes 2 = No	
5.4.5	Mayoral imbizo meeting	1 = Yes 2 = No	
5.4.6	Integrated Development Plan or IDP meeting	1 = Yes 2 = No	
5.4.7	School governing body meeting	1 = Yes 2 = No	
5.4.8	Community policing forum meeting	1 = Yes 2 = No	
5.5	How satisfied are you with the performance of the national government? Would you say you are very satisfied, satisfied, dissatisfied or very dissatisfied?	1 = Very satisfied 2 = Satisfied 3 = Neither satisfied nor dissatisfied 4 = Dissatisfied 5 = Very dissatisfied	
5.6	How satisfied are you with the performance of the provincial government? Would you say you are very satisfied, satisfied, dissatisfied or very dissatisfied?	1 = Very satisfied 2 = Satisfied 3 = Neither satisfied nor dissatisfied 4 = Dissatisfied 5 = Very dissatisfied	
5.7	How satisfied are you with the performance of the local municipality? Would you say you are very satisfied, satisfied, dissatisfied or very dissatisfied?	1 = Very satisfied 2 = Satisfied 3 = Neither satisfied nor dissatisfied 4 = Dissatisfied 5 = Very dissatisfied	
5.8	Thinking about the different levels of government, which level of government if any do you think has done the most to improve your quality of life?	1 = National government 2 = Provincial government 3 = Local municipality 4 = None of them	
5.9 ☞	Have you ever tried to contact a government department? (e.g. to complain or enquire about something)	1 = Yes 2 = No (SKIP TO 5.12)	
5.10 ☞	If yes, did you get a response?	1 = Yes 2 = No (SKIP TO 5.12)	
5.11	If yes, were you satisfied with the response you received?	1 = Yes 2 = No	
Ask all 5.12	In general, do you think most government officials are doing their best to service the people according to the principles of Batho Pele. IF respondent doesn't know what it means, say: "Meaning 'People First', Batho Pele is an initiative to get public servants to be service oriented/strive for excellence in service delivery."	1 = Yes 2 = No 3 = Never interact with government officials	
5.13	Have you ever been asked to pay a bribe to a government official, traffic cop, policeman or other public servant?	1 = Yes 2 = No	

5.14	How do you generally find out about what your municipality is doing? HAND RESPONDENT Q CARD RECORD ON GRID BELOW: CHANNELS 5.14 , MULTIPLE MENTIONS POSSIBLE, CIRCLE ALL OPTIONS MENTIONED		
5.15	And how would you prefer to find out? REFER TO Q CARD RECORD ON GRID BELOW: PREFERRED 5.15 , SINGLE MENTION ONLY		
		CHANNELS 5.14 1 Means Yes	PREFERRED 5.15
1	Newspaper	1	1
2	Internet	1	2
3	Magazine	1	3
4	Municipal call centre/	1	4
5	By visiting the municipal office	1	5
6	Multi Purpose Community Centres	1	6
7	Pamphlets/leaflet	1	7
8	Radio	1	8
9	By attending a ward meeting	1	9
10	In person from municipal officials/ward councillors	1	10
11	Through word of mouth from friends and neighbours	1	11
12	None of the above	1	12
13	Don't care/don't want to hear from municipality	1	13
READ OUT STATEMENTS, HAND RESPONDENT OPINION SCALE And to what extent do you agree or disagree that?			
5.16	No one cares about people like me	1 = Strongly disagree 2 = Disagree 3 = Neither agree nor disagree 4 = Agree 5 = Strongly agree	
5.17	Politics is a waste of time	1 = Strongly disagree 2 = Disagree 3 = Neither agree nor disagree 4 = Agree 5 = Strongly agree	
5.18	People like me cannot influence developments in my community	1 = Strongly disagree 2 = Disagree 3 = Neither agree nor disagree 4 = Agree 5 = Strongly agree	
5.19	The country is going in the right direction	1 = Strongly disagree 2 = Disagree 3 = Neither agree nor disagree 4 = Agree 5 = Strongly agree	
5.20	The 2009 general election was free and fair	1 = Strongly disagree 2 = Disagree 3 = Neither agree nor disagree 4 = Agree 5 = Strongly agree	
5.21	The judiciary (courts, judges etc) is free from government influence	1 = Strongly disagree 2 = Disagree 3 = Neither agree nor disagree 4 = Agree 5 = Strongly agree	
5.22	Foreigners are taking benefits meant for South Africans	1 = Strongly disagree 2 = Disagree 3 = Neither agree nor disagree 4 = Agree 5 = Strongly agree	
5.23	Blacks and whites will never really trust each other	1 = Strongly disagree 2 = Disagree 3 = Neither agree nor disagree 4 = Agree 5 = Strongly agree	



5.24	Corruption is the main threat to our democracy	1 = Strongly disagree 2 = Disagree 3 = Neither agree nor disagree 4 = Agree 5 = Strongly agree	
5.25	The press is free to say or write what it likes	1 = Strongly disagree 2 = Disagree 3 = Neither agree nor disagree 4 = Agree 5 = Strongly agree	
5.26	It is important to look after the environment	1 = Strongly disagree 2 = Disagree 3 = Neither agree nor disagree 4 = Agree 5 = Strongly agree	
5.27	Generally speaking, do you think that most people in your community can be trusted or that you need to be very careful when dealing with people in your community?	1 = Most people can be trusted 2 = You need to be very careful 3 = Don't know	

SECTION 6: PERSONAL WELL BEING AND QUALITY OF LIFE

	HAND RESPONDENT OPINION SCALE I am now going to ask you a few questions about your life. Can you tell me how satisfied or dissatisfied you are with these parts of your life?		
6.1	The amount of money you have available to you personally	1 = Very Satisfied 2 = Satisfied 3 = Neutral 4 = Dissatisfied 5 = Very Dissatisfied	
6.2	The amount of time you have to do the things you want to do	1 = Very Satisfied 2 = Satisfied 3 = Neutral 4 = Dissatisfied 5 = Very Dissatisfied	
6.3	Your marriage or relationship with your partner	0 = Not in a relationship 1 = Very Satisfied 2 = Satisfied 3 = Neutral 4 = Dissatisfied 5 = Very Dissatisfied	
6.4	Family life– the time you spend & the things you do with them	1 = Very Satisfied 2 = Satisfied 3 = Neutral 4 = Dissatisfied 5 = Very Dissatisfied	
6.5	Friends	1 = Very Satisfied 2 = Satisfied 3 = Neutral 4 = Dissatisfied 5 = Very Dissatisfied	
6.6	Your standard of living	1 = Very Satisfied 2 = Satisfied 3 = Neutral 4 = Dissatisfied 5 = Very Dissatisfied	
6.7	The way you spend your leisure time – recreation, relaxation, etc?	1 = Very Satisfied 2 = Satisfied 3 = Neutral 4 = Dissatisfied 5 = Very Dissatisfied	
6.8	The place where you live now?	1 = Very Satisfied 2 = Satisfied 3 = Neutral 4 = Dissatisfied 5 = Very Dissatisfied	
6.9 	How satisfied are you with your life AS A WHOLE these days?	1 = Very satisfied 2 = Satisfied 3 = Neither satisfied nor dissatisfied SKIP TO 7.1 4 = Dissatisfied SKIP TO 6.11 5 = Very dissatisfied SKIP TO 6.11	
6.10 	If satisfied, what is the MAIN reason? (ONLY IF 1 OR 2 ANSWERED IN 6.9 ABOVE) SINGLE RESPONSE ONLY	1 = Happy/ Satisfied 2 = Achieved dreams 3 = Cared for, looked after 4 = Good family/ friends 5 = No problems, worries, regrets 6 = Enough money – can afford things 7 = Employed 8 = Have experience 9 = Educated – go/ went to school 10 = Religious – go to church, faith in God 11 = Other	THEN SKIP TO 7.1
6.11	If dissatisfied, what is the MAIN reason? (ONLY IF 4 OR 5 ANSWERED IN 6.9 ABOVE) SINGLE RESPONSE ONLY	1 = Financial constraints/not enough money/cannot afford 2 = Cost of living too high/ Inflation/ Declining market 3 = Unemployed / lack of job opportunities 4 = Crime/ unsafe 5 = Stressed/ unhappy 6 = Lack of transport 7 = Rent, don't own house 8 = Other (Specify) _____	

SECTION 7 EMPLOYMENT

Let's talk about employment and work opportunities.

7.1 	In the past 7 days, did you do any type of work, business, or activity for which you got paid? (even if just for one hour) or EXPECT to be paid	1=Yes (SKIP TO 7.8) 2=No	
7.2	What is the main reason that you did not work in the past 7 days?	1 = No jobs available 2 = Looking after children/family members 3 = Retired 4 = Don't want to work 5 = Don't need to work 6 = Housewife 7 = Disabled 8 = Student/scholar	
7.3	How long have you been unemployed for?	1 = Less than 6 months 2 = 6 months to less than 1 year 3 = 1 year to less than 2 years 4 = 2 years to less than 4 years 5 = 4 years or more 6 = Never been employed	
7.4	During the past 4 weeks, have you taken any action to look for any kind of work?	1 = Yes 2 = No	
7.5	Would you be able to take up work if offered?	1 = Yes, immediately 2 = Yes, within 2 weeks 3 = Yes, but more than 2 weeks from now 4 = No	
7.6	Do you use any of the following strategies to find out about work? MULTIPLE RESPONSES ALLOWED	CODE	ENTER
7.6.1	Department of Labour Job Centres	1 = Yes 2 = No	
7.6.2	Reading Newspaper Advertisements	1 = Yes 2 = No	
7.6.3	Hear about jobs from friends and family	1 = Yes 2 = No	
7.6.4	Wait for work on the road side	1 = Yes 2 = No	
7.6.5	Not looking for work	1 = Yes 2 = No	
7.6.6	None	1 = Yes 2 = No	
7.6.7	Other (Specify) _____	1 = Yes 2 = No	
7.7	Do any of these blockages to employment apply to you?		
7.7.1	Not having resources to respond to job opportunities (i.e. telephones, fax, CV, transport)	1 = Yes 2 = No	
7.7.2	Not enough jobs are available	1 = Yes 2 = No	
7.7.3	Live too far from job opportunities	1 = Yes 2 = No	
7.7.4	Care for the household	1 = Yes 2 = No	
7.7.5	Do not have enough experience	1 = Yes 2 = No	
7.7.6	Need further skills training	1 = Yes 2 = No	
7.7.7	Need higher qualifications	1 = Yes 2 = No	
7.7.8	Other (Specify) _____	1 = Yes 2 = No	
	After this question, for UNEMPLOYED respondents, SKIP TO 7.15		

Remember, for UNEMPLOYED respondents, SKIP TO 7.15			
7.8	If employed, what sector are you employed in?	1 = Agriculture, hunting, forestry and fishing 2 = Mining and quarrying 3 = Manufacturing 4 = Electricity, gas and water supply 5 = Construction 6 = Wholesale and retail trade 7 = Transport, storage and communication 8 = Financial intermediation, insurance, real estate and business services 9 = Community, social and personal services 10 = Private household 11 = Public sector/government 12 = Other	
7.9	Does your job provide any of the following:		CODE ENTER
7.9.1	Training and education		1 = Yes 2 = No
7.9.2	Paid leave/sick leave		1 = Yes 2 = No
7.9.3	Family leave		1 = Yes 2 = No
7.9.4	Housing subsidy		1 = Yes 2 = No
7.9.5	Transport allowance		1 = Yes 2 = No
7.10	What kind of employment contract do you have?	1=Indefinite contract 2=Fixed term contract 3=Temporary post through employment agency 4=Apprenticeship or other training scheme 5=No contract 6=Other	
7.11	Besides your basic salary, does your remuneration include any of the following items:	CODE	ENTER
7.11.1	Overtime payments	1 = Yes 2 = No	
7.11.2	Medical Aid	1 = Yes 2 = No	
7.11.3	Pension	1 = Yes 2 = No	
7.11.4	Performance bonus	1 = Yes 2 = No	
7.11.5	Annual bonus	1 = Yes 2 = No	
7.12	How many hours do you work per week in your main job?	1 = Less than 40 hours 2 = 40 hours 3 = More than 40 hours	
7.13	On the whole, how satisfied are you with the working conditions in your job?	1 = Very satisfied 2 = Satisfied 3 = Neither satisfied nor dissatisfied 4 = Dissatisfied 5 = Very dissatisfied	
7.14	Are you a member of a trade union?	1 = Yes 2 = No	
7.15	In the past 12 months, have you tried to set up a small business or SMME?	1=Yes 2=No (SKIP TO 8.1)	
7.16	If yes, did it fail or succeed?	1=Failed 2=Succeeded 3=Too early to tell	

SECTION 8 SAFETY AND CRIME

8.1	During the past year, has the crime situation in this area improved, stayed the same or got worse?	1 = Improved 2 = Stayed the same 3 = Got worse	
8.2	Have you been a victim of crime in the past year?	1=Yes 2=No	
8.3	How safe do you feel walking in the area where you live during the day?	1 = Very safe 2 = Fairly safe 3 = Neither safe nor unsafe 4 = Bit unsafe 5 = Very unsafe	
8.4	How safe do you feel walking in the area where you live after dark?	1 = Very safe 2 = Fairly safe 3 = Neither safe nor unsafe 4 = Bit unsafe 5 = Very unsafe	
8.5	How safe do you feel at home?	1 = Very safe 2 = Fairly safe 3 = Neither safe nor unsafe 4 = Bit unsafe 5 = Very unsafe	



SECTION 9 COMMUNITY

9	In the past year, have you participated in the activities of any of the following clubs, societies or organisations?	CODE	ENTER
9.1	Ratepayers Association	1 = Yes 2 = No	
9.2	Sports club	1 = Yes 2 = No	
9.3	Civic Association	1 = Yes 2 = No	
9.4	Men's / Women's organisation	1 = Yes 2 = No	
9.5	Church, religious organisation	1 = Yes 2 = No	
9.6	Choir	1 = Yes 2 = No	
9.7	Neighbourhood Watch	1 = Yes 2 = No	
9.8	Social or recreational club	1 = Yes 2 = No	
9.9	Youth Organisations/clubs	1 = Yes 2 = No	
9.10	Savings club (stokvel)	1 = Yes 2 = No	
9.11	Political party	1 = Yes 2 = No	
9.12	Student organisation	1 = Yes 2 = No	
9.13	Street/block committee	1 = Yes 2 = No	
9.14	Tribal/clan association	1 = Yes 2 = No	
9.15	Business/Professional organisation	1 = Yes 2 = No	
9.16	Cultural organisation	1 = Yes 2 = No	
9.17	Burial society	1 = Yes 2 = No	
9.18	Other _____	1 = Yes 2 = No	

SECTION 10 HEALTH

10.1 ☞	Where do you usually go for medical care?	1 = Private health care facilities 2 = Public health care facilities (SKIP TO 10.3) 3 = Use public and private facilities (SKIP TO 10.3) 4 = Traditional healer 5 = N/A, don't usually need health care (SKIP TO 10.3)	
10.2	If you are not using public health facilities, what is the MAIN reason that you don't use public health facilities?	1 = Distance/accessibility 2 = Cost 3 = Quality of care 4 = No public health facilities available 5 = Other	
10.3	Are you personally covered by any form of medical aid or other medical insurance?	1 = Medical Aid 2 = Hospital plan 3 = No medical insurance 4 = Other	
10.4 ☞	In the past 12 months, has anybody in this household gone without medical care when they needed it?	1 = Yes 2 = No (SKIP TO 10.6)	
10.5	If yes, what was the MAIN reason that no medical care was received? MAIN REASON ONLY SINGLE RESPONSE ONLY	1 = No money 2 = No time to seek medical care 3 = Illness not serious enough 4 = Medical facility is too far 5 = Nobody could accompany the patient 6 = Nobody to look after the children 7 = Too sick to travel to health care provider 8 = No drugs available at health facility 9 = Drugs ineffective 10 = Health workers attitudes are not good 11 = No ID document 12 = Not enough privacy 13 = Too little time with health care worker 14 = Queue too long, wait too long 15 = Healthcare facility could not do anything for patient 16 = Patient turned away from health facility 17 = Other	
10.6	Let us think about particular health problems that are facing your community. Which <u>one</u> health problem is the biggest facing your community? SINGLE RESPONSE ONLY	1 = Alcohol abuse 2 = Cholera 3 = Diarrhoea 4 = Drug abuse 5 = HIV/Aids 6 = Malnutrition 7 = Measles 8 = Tuberculosis (TB) 9 = Malaria 10 = Obesity 11 = Heart disease 12 = High blood pressure 13 = Diabetes (sugar) 14 = Cancer 15 = Teenage pregnancy 16 = Other	
10.7	Would you describe your own health status in the past 4 weeks as excellent, good, poor, or very poor?	1 = Excellent 2 = Good 3 = Poor 4 = Very Poor	
10.8	How often, if ever, does your health status prevent you from doing your daily <u>work</u> ?	1 = Always 2 = Some of the time 3 = Hardly ever 4 = Never	
10.9	How often, if ever, does your health status prevent you from taking part in your usual <u>social</u> activities (physical and emotional problems)	1 = Always 2 = Some of the time 3 = Hardly ever 4 = Never	
10.10	Have you heard about anyone in this community who is suffering from AIDS?	1 = Yes 2 = No	
10.11	Have you heard of anyone in this community who has died of AIDS?	1 = Yes 2 = No	
10.12	If someone in your household was infected with HIV/AIDS, would you want it to be kept a secret?	1 = Yes 2 = No	

SECTION 11 TRANSPORT

11.1 	Do you use public transport?	1 = Yes 2 = No (SKIP TO 11.5)	
11.2	If using PUBLIC transport, please tell me which types of public transport you use on a regular basis: MULTIPLE RESPONSES ALLOWED		
11.2.1	Mini-bus Taxi	1 = Yes 2 = No	
11.2.2	Bus	1 = Yes 2 = No	
11.2.3	Train	1 = Yes 2 = No	
11.3	Approximately how much do you spend <u>every month</u> on public transport?	R _____	
11.4	How far is the closest access point to public transport from your house? (i.e. taxi stop, bus stop, train station)	1 = Less than 5 minutes walk 2 = From 5 to less than 10 minutes walk 3 = From 10 minutes to less than 20 minutes walk 4 = From 20 minutes to less than 30 minutes walk 5 = More than 30 minutes walking	
11.5	What type of transport do you use mostly for daily transport to work/look for work/study/school SINGLE RESPONSE ONLY	1 = Do not work, study or look for work 2 = Taxi 3 = Walk 4 = Car as driver 5 = Car as passenger 6 = Train 7 = Bus 8 = Bicycle 9 = Motorbike 10 = Other	
11.6	Do you use multiple types of transport to get to work or to look for work or go to school (e.g. a bus and a train, a taxi and some walking, etc.)?	1 = Yes 2 = No	
11.7	How long after leaving home, does it take you to reach your place of work or study or the place where you look for work?	1 = Do not work, study or look for work 2 = Up to 15 minutes 3 = From 16 minutes to 30 minutes 4 = From 31 minutes to 45 minutes 5 = From 46 minutes to 60 minutes (1 hour) 6 = From 61 minutes to 90 minutes (1 to 1½ hours) 7 = From 91 minutes to 120 minutes (1½ to 2 hours) 8 = More than 120 minutes (more than 2 hours)	
11.8	In the last 12 months, have you ever been involved in a road accident?	1 = Yes 2 = No	
11.9 	Does this household own a car in working order?	1 = Yes 2 = No (SKIP TO 12.1)	
11.10	How many cars does this household own?	Enter number of cars	
11.11	Please supply the following information about the cars most used in your household		
		CAR 1	CAR 2
11.11.1	What type of car is this? 1 = Sedan 4 = Station Wagon 2 = Bakkie 5 = SUV 3 = Minibus		
11.11.2	What is the engine capacity? i.e. 1.6 litre, 2.2 litre, etc – enter engine capacity		
11.11.3	What type of fuel does it use? 1 = Petrol 2 = Diesel 3 = Other		
11.11.4	What is the average mileage per year? 1 = less than 5,000km 4 = 15,001 to 20,000km 2 = 5,001 to 10,000km 5 = more than 20,000km 3 = 10,001 to 15,000 km		
11.11.5	How many passengers are usually in the car? i.e. average number per trip – enter number		

SECTION 12: DEMOGRAPHICS

12.1	What is the highest level of school education you have completed?	0 = None /Grade 0 1 = Grade 1 / Sub A 2 = Grade 2 / Sub B 3 = Grade 3 / Std 1 / L 1 4 = Grade 4 / Std 2 / L 2 5 = Grade 5 / Std 3 / L 3 6 = Grade 6 / Std 4 / L 4 7 = Grade 7 / Std 5 / L 5 8 = Grade 8 / Std 6 / L 6 / Form 1	9 = Grade 9 / Std 7 / L 7 / Form 11 10 = Grade 10 / Std 8 / L 8 / FIII / NTC 1 / RCE Higher 11 = Grade 11 / Std 9 / F IV 12 = Grade 12 / Std 10 / Matric 13 = College/technikon/ university/ certificate 14 = College/ technikon/ university diploma 15 = Technikon/ university degree 16 = Post-graduate degree(e.g. Hons/MA/PhD) 17 = Unspecified	
12.2	What is your current age?	(Enter Number of Years Old):		
12.3	What is your employment status? SINGLE RESPONSE ONLY	1 = Employed full time, formal sector 2 = Employed part time, formal sector 3 = Employed full time, informal sector 4 = Employed part time, informal sector 5 = Self employed, own business, NOT working from home 6 = Self-employed, own business, working from home 7 = Unemployed & looking for work 8 = Unemployed, not looking for work, but would accept work 9 = Not wishing to work 10 = Disabled 11 = Housewife/home-maker 12 = School pupil / Full-time student 13 = Retired person/pensioner		
12.4	Do you have any kind of disability?	0 = Not disabled 1 = Sight disability 2 = Hearing disability 3 = Communication/speech disability	4 = Physical disability 5 = Intellectual disability 6 = Emotional disability 7 = Multiple disabilities	
12.5	How many people, including you, live in this household? (That is the people living in the same dwelling and usually eating together for at least 3 nights per week)			(Enter exact number)
12.6	Who is the head of this household? Not the dwelling, but the household where you eat together 3 nights a week or more	1 = Respondent 2 = Spouse/partner of respondent 3 = Mother of respondent 4 = Father of respondent	5 = Grandmother of respondent 6 = Grandfather of respondent 7 = Other female 8 = Other male	
12.7	How many of the household members are under 18 years old?			(IF 0 THEN SKIP TO 12.10)
12.8	How many of these persons under 18 years old are NOT children of the head of household, that is the head of household is not their BIOLOGICAL mother or father			(IF 0 THEN SKIP TO 12.10)
12.9	Of these children who are not born to the head of household, how many are orphans (i.e. both BIOLOGICAL parents have passed away)			

12.10	<p>Which language is your MAIN home language (the language that you grew up with) and which you use regularly with family members?</p> <p>SINGLE RESPONSE ONLY</p>	1 = isiNdebele 2 = isiXhosa 3 = isiZulu 4 = Sepedi (Sesotho sa leboa – Northern Sotho) 5 = seSotho 6 = Setswana 7 = SiSwati 8 = Tshivenda 9 = Xitsonga 10 = Afrikaans 11 = English 12 = Dutch 13 = German	14 = Greek 15 = Italian 16 = Portuguese 17 = French 18 = Tamil 19 = Hindi 20 = Telugu 21 = Gujarati 22 = Urdu 23 = Chinese 24 = Swahili 25 = Shona 26 = Arabic 27 = SA Sign language	
12.11	<p>What is the <u>main</u> language spoken by the children in this household?</p> <p>SINGLE RESPONSE ONLY</p>	1 = isiNdebele 2 = isiXhosa 3 = isiZulu 4 = Sepedi (Sesotho sa leboa – Northern Sotho) 5 = seSotho 6 = Setswana 7 = SiSwati 8 = Tshivenda 9 = Xitsonga 10 = Afrikaans 11 = English 12 = Dutch 13 = German	14 = Greek 15 = Italian 16 = Portuguese 17 = French 18 = Tamil 19 = Hindi 20 = Telugu 21 = Gujarati 22 = Urdu 23 = Chinese 24 = Swahili 25 = Shona 26 = Arabic 27 = SA Sign language	
12.12	<p>Can you tell me what is the total amount of money brought into the household per month <u>by all household members</u>. This is after deductions such as tax, medical aid and pension contributions?</p> <p>Fieldworker Note: You may show the respondent the table so that they can select the approximate Total Household Monthly Income.</p> <p>(This should be the sum of all money actually brought into the household <u>by all household members</u> from salaries, grants, pensions and any other source of income.)</p>		1 = No income 2 = R 1 - R 400 3 = R 401 - R 800 4 = R 801 - R 1 600 5 = R 1 601 - R 3 200 6 = R 3 201 - R 6 400 7 = R 6 401 - R 12 800 8 = R 12 801 - R 25 600 9 = R 25 601 - R 51 200 10 = R 51 201 - R 102 400 11 = R 102 401 - R 204 800 12 = R 204 801 or more 13 = Response not given	
Which of the following, if any, bring any money into this household?			CODE	ENTER
12.13.1 Formal employment			1 = Yes 2 = No	
12.13.2 Informal employment			1 = Yes 2 = No	
12.13.3 Government grants including pensions			1 = Yes 2 = No	
12.13.4 Support <u>from</u> Family / remittances			1 = Yes 2 = No	
12.13.5 Support <u>from</u> Friends			1 = Yes 2 = No	
12.13.6 Savings / returns from investment			1 = Yes 2 = No	

THANK YOU.

ENUMERATOR DECLARATION

I declare that I have asked this entire Questionnaire as it is laid out and as I have been briefed.
I declare that all the responses and answers recorded by me in this Questionnaire were given to me by the correct respondent.
This Questionnaire has been fully checked by me.

PLEASE PRINT:

First name	
Surname	
Signature	
Date	

QUALITY CONTROL RECORD SHEET

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