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Infrastructure delivery in South Africa, 1998

**National Economic Development and Labour Council
(NEDLAC)**

CODEBOOK

SADA 0094

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 National Research Foundation
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 Pretoria
 0001

Telephone +27 12 481- 4192
Fax number +27 12 481- 4020
Electronic mail sada@nrf.ac.za
World Wide Web <http://www.nrf.ac.za/sada>

STUDY DESCRIPTION

SADA 0094

TITLE: Infrastructure delivery in South Africa, 1998

PRINCIPAL INVESTIGATORS:

- ❖ R. Greenstein (Community Agency for Social Enquiry)
- ❖ L. Torres (Fafo Institute for Applied Social Science)

DEPOSITOR:

National Economic Development and Labour Council (NEDLAC)

ORGANISATION HOUSING THE DATA:

National Economic Development and Labour Council (NEDLAC)
25 Owl Street, 14th Floor
Metal Box Centre
P.O. Box 443, Auckland Park, 2006
South Africa
Tel: +27 (011) 482 2511
Fax: +27 (011) 482 4650

ABSTRACT:

In November 1998, the Development Chamber of National Economic Development and Labour Council (NEDLAC) contracted researchers to undertake a project on infrastructure delivery. The project had three phases:

- ❖ The first phase identified the extent of government's infrastructure expenditure.
- ❖ The second phase of the project focused on the organisation of infrastructure delivery. This analysis identified strengths and weaknesses within processes of infrastructure delivery.
- ❖ The third phase of the project was a 2 600 household survey in the provinces of Gauteng, KwaZulu-Natal and the Northern Province. The survey assessed the extent of delivery as well as recipients' perceptions of the quality of infrastructure delivery.

GEOGRAPHIC LOCATION: South Africa

IMPORTANT VARIABLES :

Questions were concerned with the employment status and income of households, electricity supply, telephones, sanitation and refuse removal, education, housing, health services, social security and community developments.

DEMOGRAPHIC VARIABLES: age, gender, educational level, employment status, race, province, marital status, area and type of dwelling .

UNIVERSE : Random sample of households

SAMPLING:

The sampling design specified 1000 respondents in each of Gauteng, KwaZulu Natal and the Northern Province. Within each province the sample was stratified by population group (African, White, Coloured and Indian) and area (urban or rural). The original and realised samples are indicated in the tables below:

Table 1: Original sample

	KwaZulu Natal	Northern Province	Gauteng	TOTAL
White	132	160	226	518
Coloured	80	0	80	160
Indian	132	0	80	212
African	656	840	614	2110
TOTAL	1000	1000	1000	3000

Table 2: Realised sample

	KwaZulu Natal	Northern Province	Gauteng	TOTAL
White	163	55	123	341
Coloured	76	64	8	148
Indian	82	121	3	206
African	612	509	755	1876
TOTAL	933	749	889	2571

Within each province 250 enumerator areas were randomly selected with a probability proportional to size, stratified by race and area as indicated above, and within each enumerator area 4 households were randomly selected for interviewing. A senior person in the household was asked to give information about the entire household, after which random sampling was used to select an adult older than 20 to answer a more detailed set of questions. If the person selected to be interviewed was not available to answer questions the fieldworker would make two further attempts to complete the interview. If the household was not available, or was unwilling to be interviewed a substitute household would be interviewed.

FIELDWORK :

The fieldwork was undertaken by the fieldwork department of Community Agency for Social Enquiry (CASE).

METHOD OF DATA COLLECTION :

Survey questionnaire

UNITS OF OBSERVATION: Households

EXTENT OF DATA COLLECTION

- ❖ 1 data file in SPSS, documentation and questionnaire (machine- readable).
- ❖ Number of cases : 2 616
- ❖ Number of records : 2 616
- ❖ Number of records per case : 1
- ❖ Logical record length : 80+
- ❖ Number of variables : 227
- ❖ Number of Kilobytes : 742 KB

PUBLICATIONS:

Torres, L. (Ed). 2000. Infrastructure delivery in South Africa. Fafo report 336.

NEDLAC SURVEY

SUPERVISOR NUMBER

INTERVIEWER NUMBER

CODER NUMBER

QUESTIONNAIRE NUMBER

1(a) Particulars of visits:

ORIGINAL ADDRESS

Tel. no

Magisterial District

FIRST VISIT [See 1 (b)]

Date

d	d	m	m	y	Y

Response

Time

SECOND VISIT [See 1 (b)]

Date

d	d	m	m	y	Y

Response

Time

THIRD VISIT [See 1 (b)]

Date

d	d	m	m	y	Y

Response

Time

SUBSTITUTE ADDRESS

Date

d	d	m	m	y	Y

Response

Time

1(b) Codes for visits

RESPONSE

CODE

RESPONDENT QUALIFIES

Questionnaire completed

01

Selected respondent not at home but appointment made

02

Selected respondent at home but not available and appointment made

03

No one home

04

What is the main language spoken in household

DOES NOT QUALIFY

Vacant house/flat/stand/not a house or flat

05

No person qualifies according to specifications for the survey

06

Respondent cannot communicate with interviewer because of language

07

Respondent is not capable to be interviewed/ cannot communicate without any form of assistance.

08

REFUSAL

Contact person refused

09

Interview refused by selected respondent

10

Interview refused by parent

11

FOR OFFICE USE ONLY

CODE

Used wrong respondent/address

12

COMMENTS

3. Selected household roster:

Interviewer: If there is more than one household on the stand/plot then use the random number table to select a household. List all the households and select one randomly as shown in training.

Number of households on the stand/plot

Number of household selected

Name of respondent interviewed

4. Interviewer pledge

I certify that this interview has been completed in full, **with the respondent** and according to the instructions I received from C A S E.

SIGNED:

(interviewer's signature)

(date)

5. Supervisor check:

I certify that I have checked this questionnaire and to my knowledge:
it is fully completed and the respondent was correctly selected according to the random number table.

SIGNED:

(fieldwork supervisor's signature)

(date)

FOR SUPERVISOR'S USE ONLY

CHECK-BACK VISIT: A check-back *has been* / *has not been* carried out on this questionnaire (circle correct option)

If check-back *has* been done, by whom was it done? (circle correct option)

Date

Contract fieldwork supervisor

1

Contract fieldworker/coder

2

C A S E staffer

3

Result of check-back:

Are you satisfied that the questionnaire was correctly and truthfully filled in?

Yes

No

HOUSEHOLD MATRIX

Questionnaire number:

--	--	--	--

PLEASE WRITE THE NAME OF THE MOST SENIOR PERSON IN ROW 1 AND THEN LIST THE REST OF HOUSEHOLD MEMBERS IN ORDER FROM OLDEST TO YOUNGEST. INCLUDE MEMBERS WHO STAY HERE AT LEAST FOUR NIGHTS A WEEK, BUT DO NOT INCLUDE THOSE WHO ARE IN AN INSTITUTION OR WHO ARE AT BOARDING SCHOOL.

Name	Age			Sex: (Male/ Female)	Education Level	Employment Status*
1.						
2.						
3.						
4.						
5.						
6.						
7.						
8.						
9.						
10.						
11.						
12.						
13.						
14.						

***Indicate whether the person is full-time employed, part-time employed, unemployed, a student, pensioner, child or other. If under the age of 16, probe fully, are they students, are they earning money to support family? If neither, code as child.**

Choose a respondent who is 21 years or older from the household using the random number grid and ask the chosen respondent all the questions on the remainder of the questionnaire. If the person you have to interview is not present or is unable to be interviewed make an appointment. Circle the number of the person interviewed.

INTRODUCTION AND HOUSEHOLD INFORMATION:

My name is and I am working for a research organisation called the Community Agency for Social Enquiry (C A S E). We would like to ask you some questions about services in your community. The interview will take about 45 minutes. Your answers are confidential and will be combined with 3000 other individuals. No one will be able to identify what you or anyone else said in the report that we write. So please feel free to tell me what you think. If you do not understand a question please tell me.

Which of the following are you? [READ OUT]

- | | |
|-------------------------|--------------------|
| South African citizen | 1[Proceed] |
| Permanent resident | 2[Proceed] |
| Temporary resident | 3[CLOSE INTERVIEW] |
| Visitor to South Africa | 4[CLOSE INTERVIEW] |

[CODE QUESTIONS 1-6 BY OBSERVATION]

Number of person selected from the grid: [Code from grid]

--	--

Total number of members in household: [Code from grid].

--	--

Sex

- MaleO
 FemaleO

Race [IF IN DOUBT, ASK RESPONDENT]

- African.....O
 Coloured.....O
 IndianO
 WhiteO
 Other.....O

Province

- Gauteng.....O
 Northern ProvinceO
 KwaZulu-Natal.....O

Area and type of dwelling

- Metropolitan – formal.....O
 Metropolitan – backyardO
 Metropolitan – hostel.....O
 Metropolitan – informal/squatter.....O
 Small urban – formal.....O
 Small urban – informal/squatter.....O
 Rural : homestead/ kraal/ hutO
 Rural: housing on a commercial farm.....O

First, would you mind telling me how old you are?

--	--

What is your current marital status?

- Single, never married.....O
 MarriedO
 Living together.....O
 Widowed.....O
 Divorced/ separated.....O
 Other.....O

Who mainly makes the day to day decisions in this household? INTERVIEWER – CODE ACCORDING TO NUMBER OF HOUSEHOLD MEMBER IN HOUSEHOLD MATRIX

--	--

How many of the last 12 months has this individual spent in this dwelling? [DO NOT READ OUT]

- Less than 4 monthsO
 4 – slightly less than 6 monthsO
 6 - slightly less than 10 monthsO
 10 months or moreO
 Don't knowO

What is the highest level of education that you have completed? [DO NOT READ OUT – SINGLE MENTION]

- No formal education.....O
 Gr. 1/Sub. A.....O
 Gr. 2/Sub. BO
 Gr. 3/Std. 1.....O
 Gr. 4/Std. 2O
 Gr. 5/Std. 3.....O
 Gr. 6/Std. 4.....O
 Gr. 7/Std. 5.....O
 Gr. 8/Std. 6.....O
 Gr. 9/Std. 7.....O
 Gr. 10/Std. 8/NTC 1.....O
 Gr. 11/Std. 9/NTC 2.....O
 Gr. 12/Std. 10/NTC 3.....O
 Diploma without matricO
 Diploma after matricO
 Some universityO
 DegreeO
 Post graduate degree.....O

EMPLOYMENT AND INCOME

1. What is your current employment status? ['current' means in the last seven days]

- | | |
|--|-------------------------|
| Working full-time.....O | Continue to Q.13 |
| Working part-time.....O | Continue to Q.13 |
| Casual/piece jobsO | Continue to Q.13 |
| UnemployedO | Go to Q. 15 |
| Pensioner (old aged person, etc.).....O | Go to Q. 19 |
| Housewife/Taking care of home full-timeO | Go to Q. 19 |
| StudentO | Go to Q. 19 |
| Other (Specify).....O | Go to Q. 19 |

If employed:

2. What sort of work do you do? [WRITE IN, THEN CODE. E.g. Taxi driver=operator, Carpenter=Artisan, Engineer=Professional]

Manager.....O
Professional.....O
Technical.....O
Clerk.....O
Sales/service.....O
Artisan or craftsperson.....O
Operator.....O
Unskilled.....O
Other (describe).....O

3. If employed, how do you usually get to work?

By foot/walk.....O **Go to Q. 21**
By bicycle.....O **Go to Q. 21**
By bus.....O **Go to Q. 21**
By train.....O **Go to Q. 21**
By metered taxi.....O **Go to Q. 21**
By minibus taxi.....O **Go to Q. 21**
Private car.....O **Go to Q. 21**
Other (Specify).....O **Go to Q. 21**

If unemployed:

4. Did you work previously?

Yes.....O **Continue to Q.16**
No.....O **Go to Q. 17**

5. What sort of work did you do?

[WRITE IN, THEN CODE]

Manager.....O
Professional.....O
Technical.....O
Clerk.....O
Sales/service.....O
Artisan or craftsperson.....O
Operator.....O
Unskilled.....O

6. How long have you been unemployed?

Six months or less.....O
More than 6 months but less than 1 year.....O
About a year.....O
More than 1 year but less than 2 years.....O
2 years or more.....O

7. How do you support yourself? [If respondent unclear, ask how they have supported themselves in the past month]

- Do odd jobsO
- Supported by persons in the householdO
- Supported by relatives not in the householdO
- Supported by friendsO
- Supported by charity, church, etc.O
- Unemployment benefit.....O
- Savings or money previously earnedO
- Old age or disability pension.....O
- Other.....O

8. Are you looking for work for pay?

YesO **Go to Q. 21**
NoO **Continue to Q.20**

9. If NO (i.e. not working, and not looking for work) what is the main reason? [DO NOT READ OUT. RECORD ANSWER AND THEN CODE. SINGLE MENTION].

Already have a job, but have not yet started working.....O	Go to Q. 22
No jobs available.....O	Go to Q. 22
Lack of suitable jobsO	Go to Q. 22
Spouse/partner will not allow me to workO	Go to Q. 22
Children still young.....O	Go to Q. 22
Illness/disabilityO	Go to Q. 22
Studying full-timeO	Go to Q. 22
Parent/guardian will not allow me to work (forbidden to work) O	Go to Q. 22
Other persons in the house earn enough money.....O	Go to Q. 22
Do not want to work.....O	Go to Q. 22
Do not have the necessary skillsO	Go to Q. 22
Retired/pensioner.....O	Go to Q. 22
Taking care of home on full-time basisO	Go to Q. 22
Other (specify).....O	Go to Q. 22

10. What is your individual monthly income before tax?

NothingO
Less than R200O
R200-R399.....O
R400-R599.....O
R600-799.....O
R800-R999.....O
R1000-R1199.....O
R1200-R1399.....O
R1400-R1699.....O
R1700-R1999.....O
R2000-R2499.....O
R2500-R2999.....O
R3000-R3499.....O
R3500+O
Refused to answer.....O
Don't knowO

11. What is the average total monthly household income before tax? [IF RESPONDENT SAYS ‘Don’t know’, ASK IF ANYONE IN THE DWELLING CAN ANSWER THIS QUESTION]

NothingO
 Less than R200O
 R200-R399.....O
 R400-R599.....O
 R600-799.....O
 R800-R999.....O
 R1000-R1199.....O
 R1200-R1399.....O
 R1400-R1699.....O
 R1700-R1999.....O
 R2000-R2499.....O
 R2500-R2999.....O
 R3000-R3499.....O
 R3500-R4999.....O
 R5000+O
 Refused to answer.....O
 Don’t know0

12. What are your 3 biggest expenditures per month? [If respondent states that they pay certain bills every 3 or 6 months, ask them to estimate on a monthly basis].

Transport.....O
 Housing (rent, bond, etc.)O
 Education (school fees).....O
 Rates (including water and electricity).....O
 HealthO
 FoodO
 Clothing.....O
 EntertainmentO
 Other items (specify) _____O

ELECTRICITY

13. Do you get electricity in your dwelling?

YesO
 No.....O

Continue to Q.24a

Go to Q.26

24a. Where is the electricity from?

Electricity from generator.....O
 Electricity from public supply (municipality).....O
 Electricity from solar system.....O
 Don’t know.....O

14. Do you use electricity for: [READ OUT. CODE FOR EACH.]

	YES	NO	DON'T KNOW
Cooking.....	O	O	O
Lighting.....	O	O	O
Heating.....	O	O	O

25a. Do you pay for the electricity you use? [IF INCLUDED IN RENT, CODE AS 'YES'. IF BOYCOTTING, CODE AS 'NO'.]

YesO
No.....O
Don't know.....O

15. In the past 5 years, have you noticed new electricity services provided for your community? [IF RESPONDENT LIVED IN COMMUNITY FOR LESS THAN 5 YEARS, ASK RESPONDENT ABOUT CHANGES SINCE HE/SHE HAS BEEN THERE]

Yes, in residencesO
Yes, in the streetsO
Yes, in both residences and streetsO
No, there have been no new projectsO

16. Are the electricity services working and maintained properly in your area? [Cut offs as a result of non-payment, storms, etc. are not applicable – we want to know if it is being cut off as a result of local government or providers actions, etc.]

Yes	O	Continue to Q.28
No, there are no services	O	Go to Q.27a
No, regular cut-offs in residences	O	Go to Q.27a
No, regular cut-offs in streets	O	Go to Q.27a
No, regular cut-offs in residences and streets	O	Go to Q.27a
Don't know.....	O	Continue to Q.28

27a. On average, how long does it take to repair them?

Two days or lessO
Between 3 – 5 days.....O
About a week.....O
Between 1 – 2 weeksO
More than 2 weeks.....O

TELEPHONES

17. Where is the closest landline telephone? [Not cell-phone]

In the houseO
Less than 5 minutes walking distance.....O
5 to 15 minutes walking distanceO
15-30 minutes walking distanceO
More than 30 minutes walking distance.....O
Don't know.....O

18. In the past 5 years, have you noticed new public telephone services installed in your community? [IF RESPONDENT LIVED IN COMMUNITY FOR LESS THAN 5 YEARS, ASK RESPONDENT ABOUT CHANGES SINCE HE/SHE HAS BEEN THERE]

Yes	O	Continue to Q.30
No	O	Go to Q.31
Don't know	O	Go to Q.31

19. If yes, are they in working order?

Yes	O	Continue to Q.31
No, telephones are frequently vandalised.....	O	Go to Q.30a
No, they are frequently out of order.....	O	Go to Q.30a
Don't know	O	Continue to Q.31

30a. On average, how long does it take to repair them?

Two days or less	O
Between 3 – 5 days.....	O
About a week.....	O
Between 1 – 2 weeks	O
More than 2 weeks	O

SANITATION AND REFUSE REMOVAL

20. What happens to your rubbish? DO NOT READ OUT. SINGLE MENTION.

It is removed by the municipality	O	Continue to Q.32
We have a private rubbish collection service.....	O	Go to Q.33
There is a communal refuse dump	O	Go to Q.33
We have our own refuse dump	O	Go to Q.33
There is no rubbish dump	O	Go to Q.33
Other (Specify).....	O	Go to Q.33
Don't know	O	Go to Q.33

21. On average, how often is your refuse removed?

More than once a week	O
Once a week.....	O
Every two weeks	O
Once a month	O
Irregularly	O
Never	O

22. What type of toilet facility does your household mainly use? SINGLE MENTION.

Bucket toilet.....	O
Chemical or portable toilet	O
Flush toilet in house	O
Flush toilet on property	O
Pit latrine	O
Other (Specify)	O

23. In the past 5 years, have you noticed any new sanitation or sewerage services in your community? [IF RESPONDENT LIVED IN COMMUNITY FOR LESS THAN 5 YEARS, ASK RESPONDENT ABOUT CHANGES SINCE HE/SHE HAS BEEN THERE]

YesO **Continue to Q.35**
 No.....O **Go to Q.36**
 Don't know.....O **Go to Q.36**

24. Are they working properly?

YesO **Continue to Q.36**
 No, they are frequently overflowing or blocked.....O **Go to Q.35a**
 No, they often smell bad and are a health hazardO **Go to Q.35a**
 Don't know.....O **Continue to Q.36**

35a. On average, how long does it take to repair them?

Two days or lessO
 Between 3 – 5 days.....O
 About a week.....O
 Between 1 – 2 weeksO
 More than 2 weeks.....O

EDUCATION

25. Do the following educational facilities exist within 30 minutes walking distance from your house? ANSWER FOR EACH FACILITY.

	YES	NO
Primary schools	O.....	O.....
Secondary schools	O.....	O.....
Child care centres	O.....	O.....
Adult education centres	O.....	O.....
Libraries	O.....	O.....

26. In the past 5 years have you noticed the building of new schools or the upgrading of existing ones in your locality? [IF RESPONDENT LIVED IN COMMUNITY FOR LESS THAN 5 YEARS, ASK RESPONDENT ABOUT CHANGES SINCE HE/SHE HAS BEEN THERE]

YesO
 No.....O
 Don't know.....O

27. How many children, under the age of 18, do you have living with you?

Number of children:

--	--

IF NONE, GO TO Q. 48

28. Do one or more of them go to school?

YesO **Continue to Q.40**
 No.....O **Go to Q. 48**

29. How old is the eldest school-going child?

--	--

30. Is this child in primary or secondary school?

PrimaryO

SecondaryO

Don't know.....O

31. In this child's school, what are the 2 most important issues that need to be addressed? DO NOT READ OUT. Allow for two mentions.

	FIRST MENTION	SECOND MENTION
Out of date or poor quality textbooks	O	O
Shortage of learning materials	O	O
Too many pupils in the class	O	O
Teachers lack qualifications or skills	O	O
Not enough classes	O	O
Not enough teachers	O	O
Poor teaching methods and practices	O	O
Teachers' lack of commitment to teaching	O	O
Teachers' attitudes and perception of pupils	O	O
Poor communication with parents	O	O
Poor student behaviour, lack of discipline.....	O	O
Other.....	O	O
No improvements needed	O	O
Don't know.....	O	O

32. Does this child go to the nearest school in your locality or to a school in another area?

The nearest school.....O

Go to Q. 45

School in another area.....O

Continue to Q. 44

33. If in another area, cite the main reason why the child does not attend the nearest school. DO NOT READ OUT. SINGLE MENTION.

- Out of date or or poor quality textbooks O
- Shortage of learning materials O
- Too many pupils in the class O
- Teachers lack qualifications or skills O
- Not enough classes O
- Not enough teachers O
- Poor teaching methods and practices O
- Teachers' lack of commitment to teaching O
- Teachers' attitudes and perception of pupils O
- Poor communication with parents O
- Poor student behaviour, lack of discipline..... O
- School is generally bad or poor quality O
- Other..... O
- Don't know..... O

34. Do you expect that this child will complete his/her studies to matric level?

- YesO **Go to Q.47**
No.....O **Go to Q.46**
Don't know.....O **Go to Q.47**

35. What is the main reason why this might happen? DO NOT READ OUT. [SINGLE MENTION]

- Caring for relatives (elderly, children, ill, etc.)O
Domestic chores (cleaning, fetching water, firewood, etc.)O
No money for schoolO
No transportation to schoolO
Concerned about safety travelling to schoolO
Working on the landO
Working to bring in moneyO
DisabilityO
Not interestedO
Repeated failureO
No need for further educationO
No schools easily availableO
Other (specify)O

36. How does this child usually get to school? [SINGLE MENTION.]

- By foot/walkO
By bicycleO
By school busO
By trainO
By meter taxi.....O
By minibus taxi.....O
Private carO
Other (Specify)O

37. Regarding school fees, do you think that: [READ OUT. SINGLE MENTION]

- School fees should be according to income.....O
Everyone should pay the sameO
Education should be free for all.....O
Don't know.....O

HOUSING

In 1994 the current government launched a campaign to provide adequate housing to all South Africans. I am now going to ask you several questions about your own housing situation and that of the locality in which you live.

38. How long have you lived in this dwelling (in years)? IF LESS THAN A YEAR MARK AS ONE YEAR

--	--

39. Do you rent or own this dwelling?

- Rent.....O
Own.....O
Don't know.....O
Other.....O

40. Who owns the land on which your dwelling is built? PROBE FULLY. STRESS PAPERS OR TITLE OF LAND – DO THEY HAVE PROOF OF OWNERSHIP IF THEY OWN IT? [DO NOT READ OUT. SINGLE MENTION]

- SelfO
 Partner/spouseO
 Self and partner/spouseO
 ParentsO
 Other family membersO
 Private landlord (including farmer)O
 CommunityO
 Municipality/governmentO
 Private company/businessO
 No-oneO
 Don't knowO
 Other (specify)O

41. How many rooms do you have in your house, excluding rooms used for toilets or bathrooms? A room is anything that is divided by a solid structure (i.e. a wall and not a curtain).

--	--

42. What materials are used for the walls, floors and roof in this dwelling? MULTIPLE MENTION. DO NOT READ OUT. CODE FOR WALLS, ROOF, FLOORS.

	Walls	Roof	Floors
Bricks	O	O	O
Cement block/ concrete.....	O	O	O
Corrugated iron/ zinc	O	O	O
Wood.....	O	O	O
Plastic	O	O	O
Cardboard	O	O	O
Mixture of mud and cement	O	O	O
Tile	O	O	O
Mud	O	O	O
Thatching.....	O	O	O
Asbestos	O	O	O
Other (Specify).....	O	O	O

43. Is there an informal settlement in your locality (including your own settlement)?

- YesO **Continue to Q.55**
 No.....O **Go to Q.56**
 Don't know.....O **Go to Q.56**

44. If yes, have there been housing projects in the past 5 years to upgrade this settlement? [IF RESPONDENT LIVED IN COMMUNITY FOR LESS THAN 5 YEARS, ASK RESPONDENT ABOUT CHANGES SINCE HE/SHE HAS BEEN THERE]

- YesO
 No.....O
 Don't know.....O

45. The government has several housing subsidy schemes, which give people some money for building a house or making improvements on their existing home. Have you heard of such a programme?

YesO **Continue to Q.57**
 NoO **Go to Q. 63**

46. Where did you hear about it? [DO NOT READ OUT. MULTIMENTION]

CivicsO
 Non-governmental organisationO
 Advice officeO
 Council office.....O
 Local government.....O
 Government department (ie, Home Affairs).....O
 Word of mouth (ie, friends, family, neighbour).....O
 Community development organisationO
 Newspaper.....O
 TelevisionO
 Radio.....O
 Other.....O

47. Have you or someone else in your household ever tried to apply for any of these subsidies?

YesO **Go to Q. 60**
 NoO **Continue to Q. 59**
 Don't knowO **Go to Q.60**

48. Why have you not tried to get a housing subsidy? [DO NOT READ OUT. RECORD ANSWER VERBATIM AND THEN CODE. SINGLE MENTION.]

I do not need assistance O	Go to Q.63
I did not know that this help was available O	Go to Q.63
I don't know where to go for help O	Go to Q.63
I don't think I will be eligible for a subsidy O	Go to Q.63
I have a private company subsidy..... O	Go to Q.63
My income is too high to qualify O	Go to Q.63
The process seemed too complicated..... O	Go to Q.63
Other (Specify)..... O	Go to Q.63

49. Were you successful?

- | | | |
|--------------------------------|---|------------------|
| Yes | O | Continue to Q.61 |
| No | O | Go to Q.63 |
| Don't know/still waiting | O | Go to Q.63 |

50. If yes, what was the subsidy used for?

- | | | |
|-------------------------------------|---|------------------|
| Building of a new house | O | Continue to Q.62 |
| Renovations on existing house | O | Go to Q.63 |
| Purchase of land | O | Go to Q.63 |

51. If used for a new house, what was your major problem, if any, in getting a house built on the basis of a subsidy? WRITE ANSWER VERBATIM AND THEN CODE.

-
- No problemsO
Structure is of poor qualityO
Time delaysO
House built but no servicesO
Builder/developer problemsO
Lack of control over building processO
Other.....O

WATER

52. Where do you mainly get water for household use? DO NOT READ OUT. SINGLE MENTION.

- | | | |
|--|---|------------------|
| Tap inside dwelling..... | O | Go to Q.66 |
| Tap outside, but in the grounds of the dwelling..... | O | Go to Q.66 |
| Tap outside the grounds, but in the neighbourhood..... | O | Continue to Q.64 |
| Tank..... | O | Continue to Q.64 |
| River/stream..... | O | Continue to Q.64 |
| Borehole/ Well..... | O | Continue to Q.64 |
| Other (Specify)..... | O | Continue to Q.64 |
| No regular source | O | Continue to Q.64 |

FOR THOSE WHO FETCH WATER FROM A SOURCE OUTSIDE THE GROUNDS OF THE DWELLING

53. Is your water supply more than or less than 200 metres from your house? (200 metres is about the length of two soccer fields).

- More than 200m.....O
Less than 200m.....O
Don't know.....O

54. How long does it take in total to fetch water and bring it back to your dwelling?

- | | |
|--|---|
| Less than quarter of an hour | O |
| More than 15 minutes, but less than 30 minutes | O |
| 30 minutes or more but less than 60 minutes | O |

More than 60 minutes ☐ O
Don't know ☐ O

55. Do you usually have enough water for your household needs?

Yes, enoughO **Go to Q.68**
No, not enough.....O **Continue to Q. 67**
Don't know.....O **Go to Q. 68**

IF "NO, NOT ENOUGH", ASK:

56. What is the main reason you do not have enough water? DO NOT READ OUT. SINGLE MENTION.

Money/can't affordO
Well/bore hole/river is sometimes dryO
Landlord (including farmer) restricts access to water.....O
Can't carry/fetch enoughO
There is no regular supplyO
Installation of pipes/ taps never completed.....O
Other (Specify).....O

57. Do you currently pay for the water that you use? [IF INCLUDED IN RENT, CODE AS "YES". IF BOYCOTTING, CODE AS "NO".]

YesO
No.....O
Don't know.....O

58. In the last 5 years, have you noticed any new water services in your community?

Yes, on properties and streetsO **Continue to Q.70**
Yes, in streets onlyO **Continue to Q.70**
Yes, on properties onlyO **Continue to Q.70**
No.....O **Go to Q.71**

59. Are they in working order?

YesO **Continue to Q.71**
No.....O **Go to Q.70a**
Don't know.....O **Continue to Q.71**

70a. On average, how long does it take to repair them?

Two days or lessO
Between 3 – 5 days.....O
About a week.....O
Between 1 – 2 weeksO
More than 2 weeks.....O

HEALTH

60. In the past 5 years, have you noticed the building or upgrading of clinics or hospitals in your area? [IF RESPONDENT LIVED IN COMMUNITY FOR LESS THAN 5 YEARS, ASK RESPONDENT ABOUT CHANGES SINCE HE/SHE HAS BEEN THERE]

YesO **Continue to Q.72**
No.....O **Go to Q.73**
Don't know.....O **Go to Q.73**

61. If yes, have these new developments improved the provision of health services to your community?

Yes, improved.....O

Yes, to some extent.....O

No.....O

Don't know.....O

62. Which of the following health problems do you feel needs urgent attention in your community? READ OUT. CODE FOR EACH.

	YES	NO
HIV/AIDS.....	O	O
TB.....	O	O
Nutrition.....	O	O
Teenage pregnancies	O	O
Clean water.....	O	O
Sanitation	O	O
Diarrhoea or malnutrition	O	O
Other (specify)	O	O

63. Are you covered by a medical aid or health insurance scheme?

YesO

No.....O

Don't know.....O

64. Where do you usually go for medical treatment? DO NOT READ OUT. SINGLE MENTION.

Chemist/ pharmacyO

Private doctor/ GPO

Private hospital/nursing home.....O

Government clinic

Government hospital.....O

Traditional healer/ Sangoma/ Nyanga.....O

Other (Specify).....O

65. If you had to walk, how long would it take you to get there? DO NOT READ OUT.

Less than 15 minutes walking O

15 minutes or more, but less than 30 minutes walking..... O

30 minutes or more, but less than 60 minutes walking..... O

1 hour or more walking..... O

66. How would you describe the quality of the service that you receive? READ OUT FOR EACH

	GOOD	AVERAGE	POOR
Doctors	O	O	O
Facilities	O	O	O
Availability of medicine	O	O	O
Attitude of providers	O	O	O

67. Have you ever been unable to get medical care when ill?

YesO

Continue to Q.79

No.....O

Go to Q.80

68. What was the reason for that?

- No service available O
No faith in health care workers/ facilities O
No money/treatment too expensive O
No transport/transport too expensive O
Long distance to travel O
Other (specify) O

69. Have you heard of the government's free care programme for pregnant mothers and children under 6?

- YesO **Continue to Q.81**
No.....O **Go to Q.83**

70. If yes, where did you hear about it? DO NOT READ OUT. SINGLE MENTION.

- Civics..... O
Non-governmental organisation O
Advice office O
Council office..... O
Local government..... O
Government department (ie, Home Affairs)..... O
Word of mouth (ie, friends, family, neighbour)..... O
Community development organisation O
Newspaper..... O
Television O
Radio..... O
Other..... O

71. Have you or any other members of your family benefited from the free care programme?

- YesO
No.....O
Don't know.....O

TRANSPORT

72. In the last 5 years, have new roads been built or old roads re-tarred in your community?

- YesO
No.....O
Don't know.....O

73. What types of public transport, if any, do you have access to in your area? MULTIMENTION.

- BusO
Train.....O
Meter taxi.....O
Minibus taxi.....O
NoneO

74. Have new public transportation services started operating in the past 5 years? [IF RESPONDENT LIVED IN COMMUNITY FOR LESS THAN 5 YEARS, ASK RESPONDENT ABOUT CHANGES SINCE HE/SHE HAS BEEN THERE]

- YesO **Continue to Q.86**
No.....O **Go to Q.87**
Don't know.....O **Go to Q.87**

75. If yes, do you feel that people have easier access to jobs and services now?

YesO

No.....O

Don't know.....O

76. How long does it take you to walk to the nearest transportation service?

0-15 minutesO

16-29 minutesO

30-59 minutesO

60 minutes or more.....O

Don't know.....O

SOCIAL SECURITY

I'd like to ask you some questions about the social welfare system. The social welfare system includes the child maintenance grant, welfare, pensions, disability grants, etc.

77. Do you or any member of this household receive a grant of any kind (pension, disability, child maintenance, welfare, etc.)

YesO

Continue to Q. 89

No.....O

Go to Q. 91

Don't know.....O

Go to Q. 91

78. Have you or other members of this household had difficulty in collecting their grant?

YesO

Continue to Q. 90

No.....O

Go to Q. 91

Don't know.....O

Go to Q. 91

79. What is the main difficulty you have experienced? SINGLE MENTION, DON'T READ OUT

Too far to go to collect grant.....O

No adequate transport to reach grant office.....O

Grants terminated without reasonO

Official requesting bribeO

Other (specify).....O

80. How often, if ever, do people in your household go hungry because of a shortage of food? READ OUT.

Every dayO
 Few times a weekO
 Once a weekO
 Few times in a monthO
 Seldom/not reallyO
 NeverO

81. What do you think are the two most important things your community needs? DO NOT READ OUT BUT GIVE EXAMPLES IF NEEDED.

	First mention	Second mention
Electricity	O	O
Housing	O	O
New clinics/ upgrade clinics	O	O
New hospitals/ upgrade hospitals	O	O
New schools/ upgrade schools	O	O
Creches/ child care	O	O
Recreational facilities	O	O
Refuse removal.....	O	O
Roads	O	O
Sanitation/sewerage	O	O
Telephones	O	O
Transport	O	O
Water	O	O
Greater security	O	O
Clean environment.....	O	O
Jobs	O	O
Land.....	O	O
Pensions.....	O	O
Other.....	O	O
Don't know.....	O	O
None	O	O

82. I am now going to ask you some questions about how fast or slow services have been delivered to your community. Could you please tell me if you agree or disagree with each of the following statements? READ OUT. CODE FOR EACH.

	AGREE	DISAGREE	DON'T KNOW
The speed of delivery has been just right	O	O	O
Delivery has been too slow because the government does not have enough money	O	O	O
Delivery has been too slow because the government chooses to give priority to other things	O	O	O
Delivery has been too slow because it has not been properly organised	O	O	O
Delivery has been too slow because the community did not contribute enough	O	O	O
Delivery has been too slow because there is too much corruption in government	O	O	O
Delivery has been too slow because there is too much corruption in the private sector	O	O	O

83. Which of the following most accurately describes how you feel about paying for services? [single mention]

- I haven't paid anything for years – O
why should I start paying now?
- The services must be of better quality O
before I agree to pay
- I cannot afford the costs of the services and O
therefore they should be provided for free
- People should pay for the services they receive O

84. How do you find out about important developments in this community? DO NOT READ OUT. GIVE EXAMPLES AS NEEDED. MULTIMENTION

Community development committee.....O
 Community meetings.....O
 Family/friend/neighbour.....O
 Church meetingsO
 NewspapersO
 Political organisation.....O
 RadioO
 TV.....O
 PostersO
 Other (specify)O

85. In general, how has the situation in the community in which you live changed over the last 5 years with regard to the following? Has it? READ OUT EACH AND HAND RESPONDENT CARD. IF RESPONDENT MOVED TO THE AREA LESS THAN 5 YEARS AGO, ASK HIM/HER TO ANSWER IN GENERAL

	GOT BETTER	STAYED THE SAME	GOT WORSE	DON'T KNOW
WATER	O	O	O	O
HEALTH	O	O	O	O
HOUSING	O	O	O	O
EDUCATION	O	O	O	O
TRANSPORT	O	O	O	O
ACCESS TO JOBS	O	O	O	O

86. Thinking about the province in which you live, where do you think development is the most needed? SINGLE MENTION – READ OUT.

Rural areas.....O
 Informal settlements.....O
 Townships.....O
 HostelsO
 Metropolitan areas (formal).....O
 Other, specifyO

87. The RDP is the government's Reconstruction and Development programme, which was created to bring services to all South Africans. Have you ever heard of the government's RDP programme?

Yes.....O
 NoO
 Don't know.....O

88. One of the aims of the RDP was to involve communities in development. Working with communities can increase the length of time a project takes to complete, but it allows communities to participate. If one must choose between the two, which one is more important: allowing local people to participate [consultation] or getting the job done quickly [delivery]?

Consultation.....O
 DeliveryO
 Don't know.....O

89. Does your community have a community development forum?

Yes.....O
 NoO
 Don't know.....O

Continue to Q.101
Close interview
Close interview

IF “YES” ASK:

90. How many, if any, of the meetings of this community development forum do you attend?

- AllO
- MostO
- SomeO
- Hardly anyO
- None.....O

91. Have the committees been involved in all or any of the new services you mentioned?

- AllO
- SomeO
- NoneO
- Don't know.....O

92. Which of the services have they been involved in? [multimention]

	Yes	No
Water.....	O	O
Sanitation/ sewerage.....	O	O
Electricity	O	O
Transportation/ Roads.....	O	O
Educational facilities	O	O
Health facilities	O	O
Housing	O	O

93. Did their involvement make a positive difference to those projects?

Yes.....O
NoO
Don't know.....O

94. How often have government officials (or their representatives) addressed the community forum?

Often.....O
A few timesO
OnceO
Never.....O
Don't know.....O

THANK RESPONDENT FOR THEIR TIME AND CLOSE INTERVIEW.