Citizen Satisfaction Survey

Results Presentation
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Statistician General
Office of the Premier (OTP) in KwaZulu-Natal province approached Stats SA to conduct a citizen perception survey in 2015.

Stats SA accepted the agreement to partner subject to the terms contained in the Memorandum of Agreement.

Stats SA has undertaken to employ its expertise and resources to deliver the 2015 Citizen Satisfaction Survey (CSS 2015).
Measurement of citizens' rating of satisfaction with performance of the provincial government

Measurement of citizens' ranking of provincial priorities and performance of provincial government departments

Measurement of citizens' rating of satisfaction with overall performance of their local municipality

Measurement of citizens' rating of satisfaction with level and quality of selected municipal services.

Objectives
6 Priorities of KwaZulu-Natal provincial government

- Job creation (decent work and economic growth)
- Education
- Health
- Rural development, food security and land reform
- Fighting crime and corruption
- Nation building and good governance
CSS is also a response to Constitutional Imperative to provide a better life for all citizens through progressive realisation.
KZN IN CONTEXT
Municipal Infrastructure Investment Framework (MIIF) used to distinguish Municipalities

**Type A:** 1 Municipality

**Type B1:** 3 Municipalities
- Metropolitan municipalities (metros)
- Secondary cities, local municipalities with the largest budgets

**Type B2:** 6 Municipalities
- Local municipalities with a large town as core

**Type B3:** 13 Municipalities
- Local municipalities with small towns, relatively small population, significant proportion of urban population but with no large town as core

**Type B4:** 28 Municipalities
- Local municipalities which are mainly rural with communal tenure and with, at most, one or two small towns in their area
10.9M People

20% of the SA’s population

Type A and B1
Municipalities in KZN constitute 50% of the population

Type B4
Type B4 make up 55% of local municipalities
Access to piped water

Electricity for lighting

Sanitation

Context: KZN Service Delivery Progress

Source: GHS 2014
Poverty headcount by municipality – 2001-2011 (SAMPI)
Poverty headcount by municipality – 2001-2011 (SAMPI)
Reductions in intensity and Headcount

Poverty headcount by municipality – 2001-2011 (SAMPI)
SAMPI 2011

Poverty Headcount 2001

- 0 – 20%
- 20.01 – 30%
- 30.01 – 40%
- 40.01 – 50%
- 50.01 – 59.8%
Drivers of Poverty in KZN–2011 (SAMPI)

<table>
<thead>
<tr>
<th>Factor</th>
<th>Percentage</th>
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<tbody>
<tr>
<td>Unemployment</td>
<td>35%</td>
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<tr>
<td>Years of Schooling</td>
<td>15%</td>
</tr>
<tr>
<td>Sanitation</td>
<td>8%</td>
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<tr>
<td>Water</td>
<td>7%</td>
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<tr>
<td>Heating</td>
<td>7%</td>
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<tr>
<td>Dwelling</td>
<td>6%</td>
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<tr>
<td>Cooking</td>
<td>6%</td>
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<tr>
<td>Lighting</td>
<td>6%</td>
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<tr>
<td>Assets</td>
<td>5%</td>
</tr>
<tr>
<td>School Attendance</td>
<td>3%</td>
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<tr>
<td>Child Mortality</td>
<td>2%</td>
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</tbody>
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Strong linkage between **years of schooling** and unemployment.
Significant variations in inequality by population group


*Small sample size for Coloured persons in KZN province may influence figure provided.
Coalition governments are only found amongst B3 and B4 municipalities.
Summary of CSS context in KZN

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.

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.

4. High but improving poverty levels.
Context: Perceptions vs reality

Objective reality

- Poverty
- Crime
- Education
- Mood
- Housing
- Motivations
Given the context, what level of satisfaction can be considered good/bad?
CSS is consistent with other Census and Survey Results.

Ratio of male to female consistent from 2001 to 2015
CSS is consistent with other Census and survey results.

Similar findings with other variables.

Proportion of households with a flush toilet in yard for selected municipalities of KZN.

Proportion of households with piped water in yard for selected municipalities of KZN.

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<tr>
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<tbody>
<tr>
<td>Emnambithi</td>
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<td></td>
<td></td>
<td></td>
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<tr>
<td>Greater Kokstad</td>
<td></td>
<td></td>
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<tr>
<td>Hibiscus Coast</td>
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<tr>
<td>KwaDukuza</td>
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<td>Umdoni</td>
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<td>uMngeni</td>
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</table>
Level of satisfaction with overall performance of Kwazulu-Natal provincial government
36% Dissatisfaction with overall performance of KwaZulu-Natal provincial government

31% Somewhat Satisfied with overall performance of KwaZulu-Natal provincial government

33% Outright Satisfaction with overall performance of KwaZulu-Natal provincial government
Satisfaction rates are similar across age and gender.

However, marked differences in the ratings by population group, education level, income level and district.
Outright Satisfaction with *overall performance of provincial government* differs by Population Group

<table>
<thead>
<tr>
<th>Population Group</th>
<th>Satisfaction Percentage</th>
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<tbody>
<tr>
<td>Coloured</td>
<td>48.0%</td>
</tr>
<tr>
<td>White</td>
<td>35.7%</td>
</tr>
<tr>
<td>Black African</td>
<td>32.5%</td>
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<tr>
<td>Indian/Asian</td>
<td>31.1%</td>
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Outright Dissatisfaction with overall performance of provincial government

<table>
<thead>
<tr>
<th>Population Group</th>
<th>Dissatisfaction Percentage</th>
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<tbody>
<tr>
<td>Black African</td>
<td>37.6%</td>
</tr>
<tr>
<td>White</td>
<td>32.4%</td>
</tr>
<tr>
<td>Indian/Asian</td>
<td>20.1%</td>
</tr>
<tr>
<td>Coloured</td>
<td>16.2%</td>
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Changes in ranking of population groups when viewed from dissatisfaction perspective.
Lower educational attainment linked with lower rates of outright satisfaction.

Outright Satisfaction with performance of provincial government by educational level:

- Certificate with Matric: 36%
- Completed Matric: 33%
- Some High School: 34%
- Some Primary: 30%
- No Education: 28%
Outright satisfaction with performance of provincial government by Income level

Those households with the least income show the least outright satisfaction

More than twice as likely to be satisfied than low income earners

Annual Household Income
Locality is also a key differentiator in rates of satisfaction.

Different municipalities have differing abilities to serve the citizens given based on financial, technical and management resources.
Outright satisfaction with performance of provincial government by municipality

Outright satisfaction

- 6.5 – 10.5%
- 10.51 – 25.5%
- 25.51 – 35.8%
- 35.81 – 50.1%
- 50.11 – 64.5%

Areas with higher outright satisfaction with overall performance of provincial government more dispersed.
Outright dissatisfaction with performance of provincial government by municipality

Outright dissatisfaction

- 15.2 –24.2%
- 24.21– 33.5%
- 33.51 – 49.8%
- 49.81 – 65.3%
- 65.31 – 78.8%

Evidence of clustering with regards to outright dissatisfaction with overall performance of provincial government
The geographic context introduces possible linked phenomenon
Outright dissatisfaction with the performance of provincial government by Municipality!

Many of the most outright dissatisfied areas are governed by coalition.
Outright satisfaction with performance of provincial government by Municipal Status

Despite more resources, Ethekwini (only type A municipality) does not rank as high.

<table>
<thead>
<tr>
<th>Municipal Type</th>
<th>Outright Satisfaction</th>
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<tbody>
<tr>
<td>B1</td>
<td>45%</td>
</tr>
<tr>
<td>B2</td>
<td>37%</td>
</tr>
<tr>
<td>A</td>
<td>34%</td>
</tr>
<tr>
<td>B4</td>
<td>27%</td>
</tr>
<tr>
<td>B3</td>
<td>23%</td>
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</tbody>
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Outright Satisfaction
Satisfaction with performance of provincial government by municipality

Around **71%** of **B4** municipalities had more outright dissatisfied citizens than outright satisfied.

Ethekwini and B1 municipalities represent around **50%** of the population.

Difference Between Outright Satisfied and Outright Dissatisfied
Poverty headcount by municipality – 2001-2011 (SAMPI)
Poverty headcount by municipality – 2001-2011 (SAMPI)

Reductions in intensity and Headcount

SAMPI 2001
SAMPI 2011
Satisfaction with performance of provincial government by Municipality

In 8 of the 28 B4 municipalities there are more Outright Satisfied Citizens than Outright Dissatisfied

3 of the 8 Municipalities are governed by coalition

Dannhauser
Nquto
uMlalazi
Satisfaction with performance of provincial government by Municipality

Possible explanations for higher satisfaction rates in these municipalities

1. Proximity to better resourced municipalities
2. Local Municipal or Demographic factors that increase satisfaction

Possible explanations for higher satisfaction rates in these municipalities Include
24.8% of KZN Citizens were **Outright Satisfied** with performance of local government.
Around 28% of citizens who reported being satisfied with the performance of the provincial government do not feel the same satisfaction with the performance of their local government.
Average difference between outright satisfaction with provincial and local government performance was 11 percentage points.
Outright Dissatisfaction is particularly apparent in uMkhanyakude, Zululand and uThukela districts.

Where nearly 7 out of every 10 respondents reported that they are dissatisfied with the overall performance of their local municipality.
Perceived importance of municipal services and programmes
What are the top three priority areas?
Job creation ranked #1 priority by more than 50% of KZN Citizens. #2 and #3 concern provision of housing.
Parallels between KZN provincial government priority areas and those of its citizens
KZN Citizens Priority Areas by population group

Black African
1. Job Creation
2. Provision Housing
3. Provision Housing

Coloured
1. Job Creation
2. Education & skills development
3. Poverty eradication

Indian/Asian
1. Job Creation
2. Crime prevention
3. Fighting corruption

White
1. Job Creation
2. Poverty eradication
3. Fighting corruption

For All Population Groups Job Creation is the Main Priority

For All
Population
Groups
Generally low income households generally think “provision of housing” is the 2nd most important priority while those on the wealthier end rank “crime prevention” and “fighting corruption” as more important.
Link Between Priority Areas And Rates Of Satisfaction

Municipalities which rated basic service delivery as a high priority, often also showed high rates of dissatisfaction.
Most areas which had the highest very dissatisfied rating also had provision of basic services in their priority list.
Ratings of performance of KZN Provincial Government in selected areas
Overall 62.6% of KZN citizens were satisfied* with the provincial government in providing basic education.

Providing healthcare and maintaining provincial roads also ranked relatively higher performance ratings at around 50% satisfaction rating.

* Satisfied rating is based on Good, Very Good or Excellent responses.
Satisfaction with Basic Education stands in contrast to KZN census data, which reveal declining progression ratios post matric.
Progression ratios for persons aged 25 years and above enumerated in KwaZulu-Natal province during Census 2011.

Proportions of persons completing a bachelor’s degree after completing grade 12 continue to decline since the 1990’s.
49.1% Of KZN citizens ranked provincial government as poor in eliminating fraud and corruption.

Promoting accountable government and enhancing entrepreneurship and SMME were also ranked relatively poorly.
Municipal services and programmes viewed as critically important
Municipal services and programmes viewed as critically important

- Water: 52%
- Electricity: 40%
- Clinics: 39%
- Sanitation: 36%
- Housing: 34%

More than 50% view Water as critically important.
Municipal swimming pools, museums and art galleries, parks and nature reserves, traffic police as well as by-law enforcement received lowest proportion viewing them as critically important.
What are the satisfaction rates, of services that are viewed as critically important?
Affordable Housing ranks lowest amongst all MIIF categories

High Satisfaction with Electricity services almost universal

B3 and B4 Municipality have particular concerns with Quality of water provision

Outright Satisfaction with services provided

- Type A
- Type B1
- Type B2
- Type B3
- Type B4

Percentage Outright Satisfied

0% 10% 20% 30% 40% 50% 60% 70% 80% 90%
Almost nine in ten persons in Imbabazane local municipality are outright dissatisfied with the quality of their main (piped/non piped) source of water and so are almost eight in ten persons in Ingwe (81.2%), Nkandla (77.8%), Nongoma (76.9%), and Mtubatuba (76.4%).
Conclusion
Satisfaction linked strongly to life circumstance (*Education/Income/Locality*)

Measurable improvements over a number of years in basic services (*pro-poor policies*) may be decoupled from satisfaction rates
Multidimensional Poverty in form of lack of employment and low levels of education and inability of municipalities to deliver on basic service standards are closely related to dissatisfaction amongst citizens.
Going Forward with the CSS
Interactive Web based products to be developed to provide rich, easy and quick access to the data.
Lessons learnt from this pioneering survey will be implemented in Community Survey which goes into field in March 2016.
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.
The CSS has provided a solid platform to engage with the Citizens of KwaZulu-Natal. **Stats SA** has provided statistics, the **conduit of trust** for this engagement.