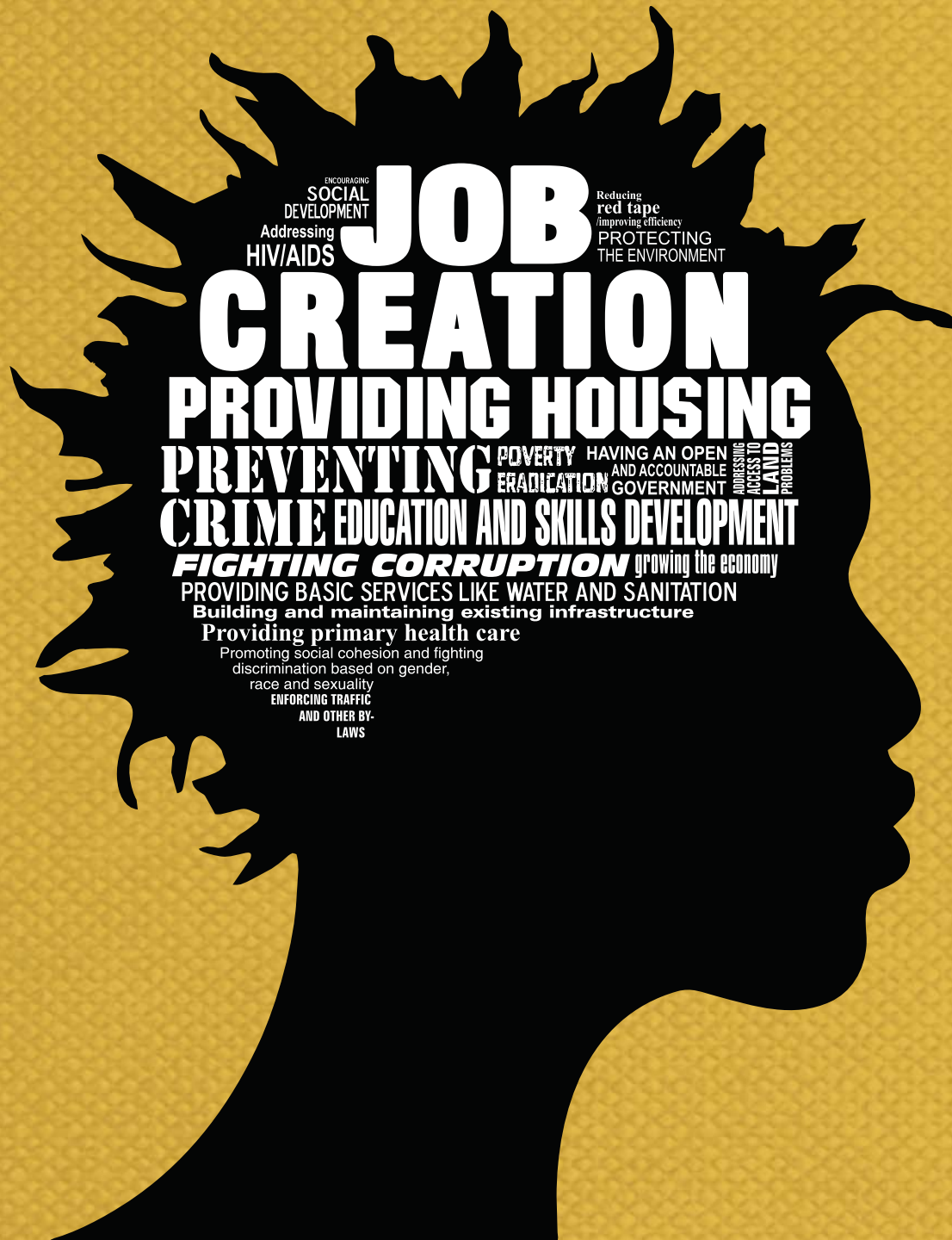


2018

KwaZulu-Natal Citizen Satisfaction Survey: Analytical Report



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2018 KwaZulu-Natal Citizen Satisfaction Survey

Analytical Report

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Risenga Maluleke, Statistician-General

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Preface

This report presents a selection of key findings, tables and figures based on data that were collected by Statistics South Africa (Stats SA) through the KwaZulu-Natal Citizen Satisfaction Survey 2018 (KZN CSS 2018) that was conducted over April and May 2018. The KZN CSS 2018 was done in partnership with the Office of the Premier for KwaZulu-Natal and builds on the partnership developed during the first iteration of this survey, which was conducted in 2015. This report focuses on the perceptions, attitudes and opinions of the citizens of KZN regarding their level of satisfaction with the performance of provincial and local governments, as well as their satisfaction with the various services provided to them by these entities. Additionally, it highlights and rates the most important services as seen by the citizens of the province. These findings, although subjective in nature, are informative for provincial and local governments to understand where they are performing well and where they are performing badly, with the ultimate aim of providing information that will allow the provincial government and its respective local municipalities to better provide and respond to the needs of the people of KZN. Analysis is provided at provincial, district and municipal levels.



Risenga Maluleke
Statistician-General

Results at a glance

The table below provides a summary of results on how the citizens of KwaZulu-Natal rated the performance of their provincial and local governments on selected areas of performance and governance.

| Provincial government | | | |
|--|----------------------------------|--|---|
| Level of satisfaction with overall performance of provincial government | Outright dissatisfied | Somewhat satisfied | Outright satisfied |
| | 39,0% | 31,9% | 29,1% |
| Level of satisfaction with governance of provincial government | 38,8% | 32,4% | 28,8% |
| Top three priorities as rated by the KZN population [N] | Job creation (priority 1) | Provision of housing (priority 2) | Fighting corruption (priority 3) |
| | 5 002 149 | 1 903 218 | 1 066 809 |
| Rating of KZN performance on selected areas | Poor | Fair | Good/Very good |
| Providing basic education | 14,0% | 20,6% | 65,5% |
| Providing health care | 20,2% | 27,4% | 52,4% |
| Maintenance of provincial roads | 30,7% | 23,8% | 45,5% |
| Eradicating poverty and improving social welfare | 36,4% | 34,3% | 29,2% |
| Promoting agriculture | 42,3% | 28,3% | 29,3% |
| Improving household food security | 32,0% | 36,2% | 31,8% |
| Providing community safety and security | 34,1% | 35,2% | 30,6% |
| Promoting an accountable government | 39,0% | 36,8% | 24,2% |
| Enhancing entrepreneurship and SMMEs | 41,3% | 32,1% | 26,5% |
| Eradicating fraud and corruption | 52,8% | 28,4% | 18,9% |
| Level of satisfaction with overall performance of provincial government by highest level of education | Outright dissatisfied | Somewhat satisfied | Outright satisfied |
| No schooling | 44,4% | 29,9% | 25,8% |
| Some primary | 39,7% | 26,7% | 33,6% |
| Completed primary | 41,0% | 31,8% | 27,2% |
| Some secondary (including certificate/diploma with less than matric) | 38,2% | 32,2% | 29,6% |
| Completed secondary/matric | 38,5% | 32,3% | 29,2% |
| Higher education | 38,2% | 33,7% | 28,1% |
| Other | 43,3% | 11,3% | 45,4% |

| | | | |
|---|------------------------------|---------------------------|---------------------------|
| Whether [or not] KZN provincial government implements Batho Pele Principles | Agree | Disagree | |
| Access to information | 53,4% | 46,6% | |
| Courtesy | 56,7% | 43,3% | |
| Value for money | 45,4% | 54,6% | |
| Awareness of government programmes and government's consultative processes | Aware | Not aware | |
| Aware of Operation Sukuma Sakhe | 33,7% | 66,3% | |
| Aware of PGDPs | 15,8% | 84,2% | |
| Imbizo attendance | 23,1% | 76,9% | |
| Local government | | | |
| Level of satisfaction with the overall performance of local municipalities | Outright dissatisfied | Somewhat satisfied | Outright satisfied |
| | 46,3% | 31,6% | 22,1% |
| Top six very important municipal services | Not important | Important | Very important |
| Water services | 1,1% | 25,8% | 73,2% |
| Electricity services | 0,8% | 27,6% | 71,6% |
| Municipal clinic services | 1,5% | 30,6% | 68,0% |
| Affordable housing | 1,6% | 32,3% | 66,1% |
| Sanitation services | 1,9% | 33,0% | 65,1% |
| Road maintenance | 1,6% | 33,6% | 64,8% |
| Level of satisfaction with local municipal performance on top five very important services | Outright dissatisfied | Somewhat satisfied | Outright satisfied |
| Water services | 25,5% | 24,7% | 49,8% |
| Electricity services | 19,7% | 27,7% | 52,6% |
| Municipal clinic services | 15,0% | 27,0% | 58,1% |
| Affordable housing | 48,6% | 21,4% | 30,0% |
| Sanitation services | 38,3% | 19,3% | 42,4% |
| Whether [or not] service delivery complaints were made | Yes | No | |
| Electricity services | 29,1% | 70,9% | |
| Housing | 34,0% | 66,0% | |
| Refuse disposal | 19,1% | 80,9% | |
| Sanitation services | 23,9% | 76,1% | |
| Water services | 40,8% | 59,2% | |

| Level of satisfaction with the overall quality of roads | Agree | Disagree | |
|--|-----------------------|--------------------|--------------------|
| | | 44,8% | 55,2% |
| Level of satisfaction with general performance of local municipality by population group | Outright dissatisfied | Somewhat satisfied | Outright satisfied |
| Black African | 48,5% | 31,2% | 20,3% |
| Coloured | 43,4% | 13,7% | 42,9% |
| Indian/Asian | 26,4% | 36,8% | 36,8% |
| White | 34,6% | 31,8% | 33,6% |

Introduction

1



1.1 Introduction and background to the CSS

In 2011, the KwaZulu-Natal (KZN) Provincial Executive Council tasked the province's Provincial Planning Commission (PPC) to prepare a long-term vision and development strategy for KZN. This work culminated in the Provincial Growth and Development Strategy (PGDS) and supporting implementation plan known as the Provincial Growth and Development Plan (PGDP). The Executive Council resolved to review the PGDS every 5 years and had its first review in 2016. One of the key inputs used to inform that review process was the findings of the first KZN Citizen Satisfaction Survey (CSS).

In 2015, the Office of the Premier (OtP) for KZN approached Statistics South Africa (Stats SA) to develop and implement a Citizen Satisfaction Survey in the province. This partnership culminated in the KZN CSS 2015 which was conducted from October to November 2015. The aim of this survey was to understand how KZN citizens rated services provided by their provincial and local governments to assess service delivery performance, inform improved service delivery plans, and to provide a platform for government to engage more directly with its constituents. Ultimately, the KZN CSS 2015 served as an indicator of government's governance efficiency and provided citizen's perspectives and opinions on the level of approval or disapproval across a wide range of issues.

Building on the partnership and foundation set by the KZN CSS 2015, Stats SA and the OtP for KZN have united again in 2018 to implement a second round of the CSS. The objectives of the KZN CSS 2018 are the same as those outlined for the 2015 iteration, namely to assess the citizen's rating of: (1) satisfaction with the overall performance of the provincial government; (2) satisfaction with the governance of the provincial government; (3) importance and ranking of provincial priorities and municipal services; (4) provincial government's implementation of Batho Pele Principles; (5) awareness of provincial government's programmes and consultative processes; (6) satisfaction with the performance of local municipalities; and (7) satisfaction with level and quality of select municipal services. From a communication perspective, the results of the KZN CSS 2018 are also expected to facilitate greater interaction and dialogue between the citizens of KZN and their respective local government structures.

The long-term vision outlined in the province's PGDP is to ensure that "by 2035 KwaZulu-Natal will be a prosperous province with a healthy, secure and skilled population, living in dignity and harmony, acting as a gateway to Africa and the World". To realise this vision, a strategic framework was developed comprised of seven high-level goals that are intended to inform and guide policy-making, programme prioritisation and resource allocation. These strategic goals are: (1) inclusive economic growth; (2) human resource development; (3) human and community development; (4) infrastructure development; (5) environmental sustainability; (6) governance and policy; and (7) spatial equity. Just as the KZN CSS 2015 feed into the 2016 review of the PGDP, the results of the KZN CSS 2018 will also serve as an input into measuring and ensuring alignment of the PGDP to the needs and desires of KZN citizens. The CSS is a powerful tool that allows government and the public at large to understand the evolving needs and perceptions of the population.

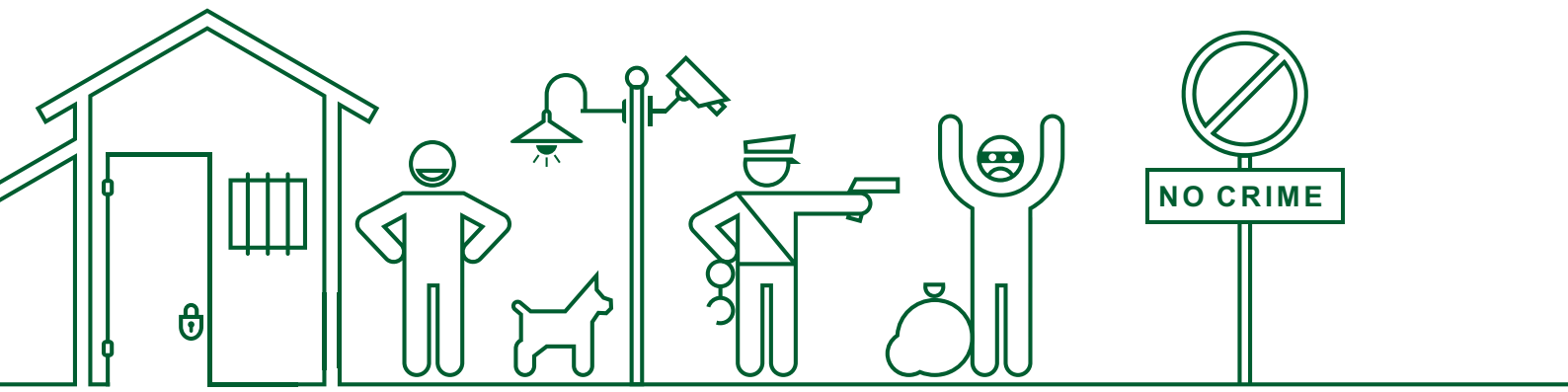
1.2 Organisation of this report

This report has been organised into seven chapters. This chapter (Chapter 1) provides an introduction to and background on the KZN CSS 2018. Chapter 2 presents a brief summary on the survey methodology, as well as the analytical approach used in the compilation of this report. Chapter 3 provides a general statistical overview and spatial analysis of KwaZulu-Natal to help contextualize the findings discussed in Chapters 4 and 5. Chapters 4 examines the satisfaction levels of citizens with the performance of the KZN provincial government, the quality of services it provides, and rates the performance of provincial government in select areas, such as in the implementation of Batho Pele

Principles and citizen's awareness of government's programmes and consultative processes. Chapter 5 follows a similar approach to Chapter 4, but analysis is done at local municipal level and drills deeper into the perceptions and attitudes of KZN citizens based on a selection of the highest rated services. Chapter 6 presents a summary of the findings and conclusions emanating from Chapters 4 and 5 of the report. Finally, Chapter 7 provides information on relevant concepts and definitions.

Data and methods

2



This chapter briefly discusses the KZN CSS 2018 methodology and the analytical approach used to produce the results presented in this report.

2.1 Methodology used for the KZN CSS 2018

The KZN CSS 2018 is a household sample survey that was designed to be representative of the population of KwaZulu-Natal at provincial, district council and local municipal levels. The survey had a sample of 19 137 private dwelling units (DUs) selected from 1 880 primary sampling units (PSUs) spread across the entire province. The KZN CSS 2018 successfully collected information from about 33 289 individuals aged 15 years and older living in the sampled DUs and had a final response rate of 78,1%. The survey was conducted over April and May 2018, using Computer Assisted Personal Interview (CAPI) technology.

The primary objective of the survey was to measure the attitudes, perceptions and opinions of the citizens of KZN with special attention given to the citizens' rating of:

1. Satisfaction with the overall performance of the provincial government;
2. Satisfaction with the governance of the provincial government;
3. Importance and ranking of provincial priorities and municipal services;
4. Provincial government's implementation of Batho Pele Principles;
5. Awareness of provincial government's programmes and consultative processes;
6. Satisfaction with the performance of local municipalities; and
7. Satisfaction with level and quality of selected municipal services.

As a secondary objective, the KZN CSS 2018 also allowed Stats SA the opportunity to further refine the use of digital technologies and systems in the data collection process. The KZN CSS 2015 was actually the first household sample survey conducted by Stats SA using a fully digital model of data collection. Capitalising on that and learning from such opportunities (especially a survey the size of the KZN CSS 2018) are critical in the build-up to Census 2021 which aims to employ a range of new digital methodologies and collection approaches to improve response rates and the quality of the data.

Since the survey asked respondents to provide their perceptions and opinions on a wide range of issues, the survey represents a subjective assessment of the lived experiences of the citizens of KZN. The majority of survey questions in the KZN CSS 2018 utilises a 5-point scale for its response categories. For questions dealing with the performance or quality of services rendered by either the provincial government or their respective local municipalities, the survey uses a 5-point satisfaction scale that ranges from (1) very dissatisfied; (2) dissatisfied; (3) somewhat satisfied; (4) satisfied; and (5) very satisfied. For questions that asked about a respondent's level of agreement with specific statements, the survey uses the following 5-point scale: (1) strongly disagree; (2) disagree; (3) somewhat agree; (4) agree; and (5) strongly agree.

While the bulk of the survey questions in the KZN CSS 2018 are subjective in nature, there are some objective questions as well. These questions collect various types of information ranging from an individual's level of education to whether or not their household has access to services; and were asked in the same way that Stats SA would collect similar data in the General Household Survey (GHS) or Community Survey (CS).

The survey questionnaire for the KZN CSS 2018 was comprised of four sections and had a total of 231 questions. The software used to build the questionnaire was Survey Solutions, an application developed by the World Bank.

To ensure the collection of quality data, a robust range of quality assurance mechanisms and processes were employed by Stats SA for the survey. During data collection, quality assurance was done over two phases and, courtesy of the CAPI technology, was largely automated. For the first phase, the electronic questionnaire was subjected to various validation rules to eliminate inconsistencies in the data during collection. The second phase involved applying the completed questionnaire to a set of minimum acceptability rules (MAR) that would flag the questionnaire as either “accepted” and then proceed to be processed or “rejected” and returned to the data collection team to correct. After data collection was completed, the processed data underwent further data cleaning and editing to prepare it for weighting, and subsequently for analysis.

2.2 Analytical approach used in this report

This statistical report primarily uses frequency tables, bar graphs, and pie charts to summarise the perceptions and attitudes of respondents regarding their satisfaction with the performance and governance of the KZN provincial government and their respective local municipalities. Furthermore, the report uses numerous maps in Chapter 3 to provide spatial analysis and a statistical overview of KwaZulu-Natal.

Throughout this report, the term “outright” satisfaction or dissatisfaction is used to encapsulate the segment of the population that are either generally satisfied or dissatisfied with a given phenomenon. “Outright satisfaction” is derived by combining two response categories of the 5-point scale question, namely the categories “satisfied” and “very satisfied”. Inversely, “outright dissatisfaction” is derived by summing those who reported being “dissatisfied” or “very dissatisfied”. The middle category of the 5-point scale, namely “somewhat satisfied” is treated as a stand-alone category in the analysis. This same approach is also used to summarise the results of the other 5-point scale question found in the survey around agreement/disagreement with a particular issue. Here “outright agreement” is the combination of the “agree” and “strongly agree” response categories, while “outright disagreement” is derived by combining those who indicated that they “disagree” or “strongly disagree”.

As far as possible, the analytical approach used for the KZN CSS 2018 mirrors the statistical methods used during analysis for the first iteration of the CSS in 2015. However, some minor improvements were made to help improve the interpretability of the results. For example, with the ranking of the provincial priorities, the priority with the highest frequency for a particular priority was selected as the top priority for the respective priority level. Moving from the top priority to the second most important priority, the same method was used, but the priority selected previously at a higher tier was no longer a valid selection option; instead the priority with the next highest frequency was selected. This was done to avoid repeating the same priority at different priority tiers as this was a possible outcome given the design of the questionnaire. In the 2015 report, the step of removing a previous selected priority was not part of the process, and thus you could end up with the same priority at different priority levels which could be confusing for some readers.

Unfortunately, due to an array of issues (including differences in the sample design and frame, the method used for the generation of population and household benchmark totals for weighting¹, and numerous boundary changes since 2015), the results of the CSS 2018 should not be directly compared to the CSS 2015 results. While rough comparisons can be made between the 2015 and 2018 CSSs, it should be done with notable caution and recognising that any comparisons might not be on a one-to-one basis, geographically and/or demographically. For this reason, this report only provides a summary of the 2018 results. For 2015 results, please refer to the previous report.

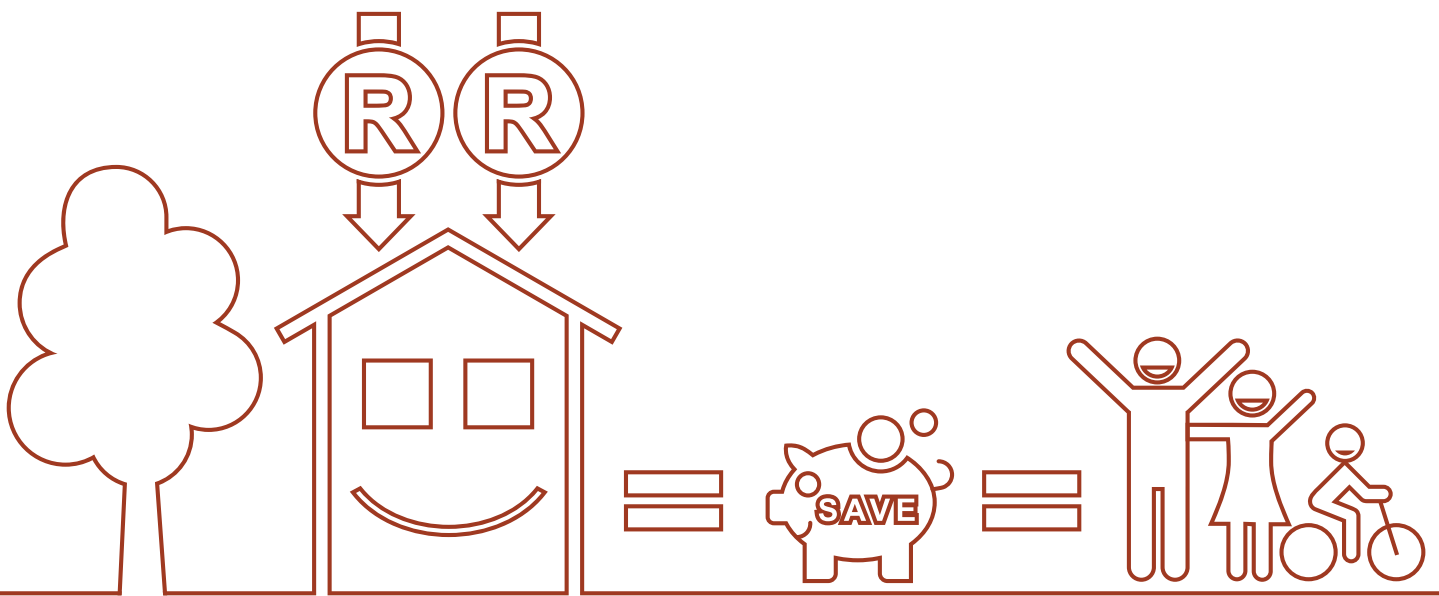
¹ The population and household benchmark totals used were produced for the sole purpose of this study using a method specifically designed to cater for the needs of the KZN CSS 2018 and thus, may differ from similar totals in other publications.

SAS was the primary statistical software package used for the generation of results in this report; however, the team also used STATA and R for analysis purposes. ArcGIS was used for the generation of maps found in Chapter 3.

The analysis done in this statistical report is disaggregated across various administrative levels, namely provincial government, district council, local municipality, and MIIF classification. It is also disaggregated across various demographic themes, including sex, population group, level of education and household income. Due to rounding, the displayed totals in the tables and figures do not always match the sum of the displayed rows or columns.

Statistical overview of KwaZulu-Natal

3



This chapter provides a statistical overview of the KwaZulu-Natal province. The trends discussed will focus on demographics in terms of population size, distribution and growth; socio-economic information related to education and the labour force; household dynamics discussing household numbers and sizes; service delivery trends; ownership of household assets (such as motor vehicles, etc.); and finally, modes of telecommunications will be discussed to conclude the chapter.

Trends discussed in this chapter are mostly based on the Community Survey 2016 results (in some cases the Community Survey 2007), a large-scale municipal-level survey conducted between censuses. The labour force data will be based on the Quarterly Labour Force Survey (QLFS) which is conducted by Stats SA on a quarterly basis.

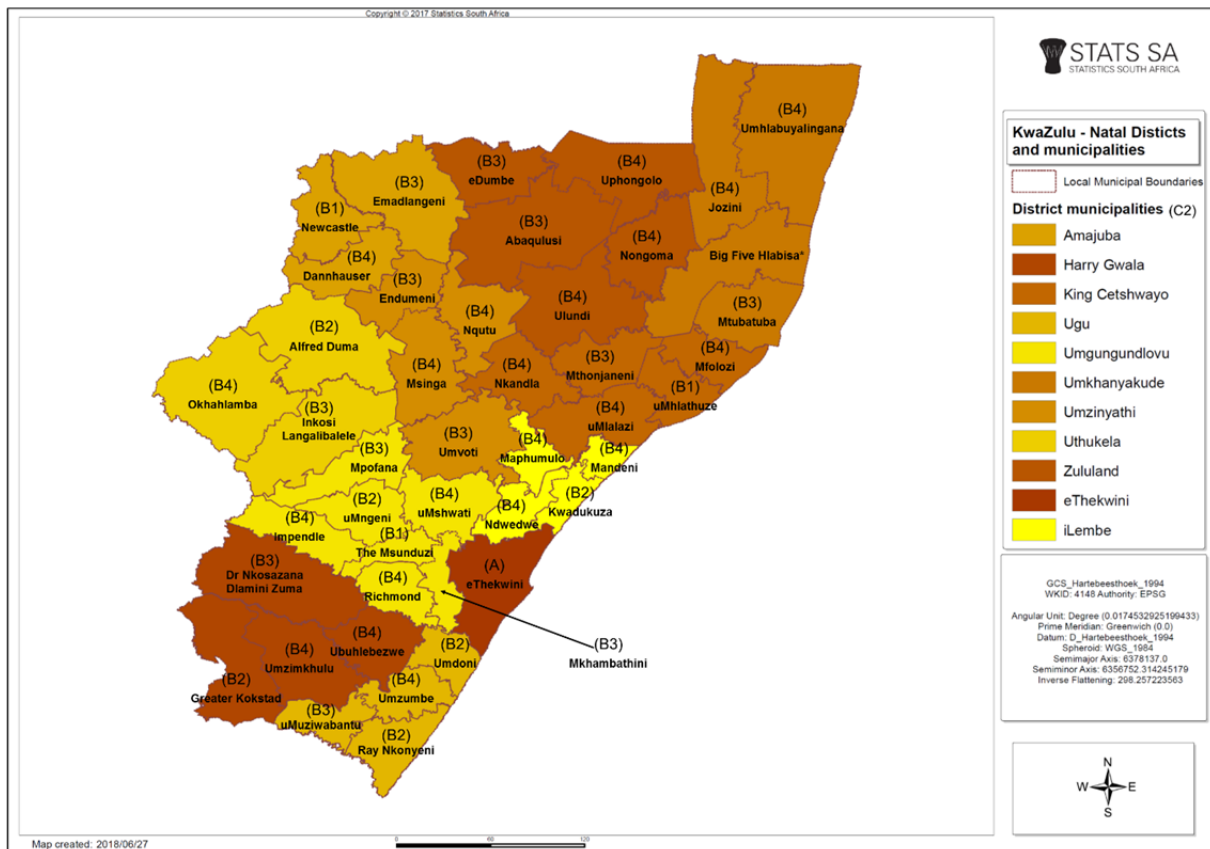
3.1 KwaZulu-Natal's geographical landscape

KwaZulu-Natal comprises 10 districts, namely Ugu, uMgungundlovu, uThukela, uMkhanyakude, King Cetshwayo, Harry Gwala, uMzinyathi, Amajuba, Zululand, iLembe and one municipality classified as a metropolitan municipality, namely eThekweni.

eThekweni is situated on the east coast spanning across an area of about 2 556 km², which is approximately 2,5% of the land area of the KwaZulu-Natal province. While eThekweni is the smallest in terms of land area size, it is the most populated. Zululand covers the largest proportion of land area in the province, spanning across approximately 14 800 km², which accounts for about 15,7% of the total land area of KZN. Zululand is not the least populated district in the province, but it only has about 8% of the KZN population residing there. The uMgungundlovu District Municipality can be found in the midlands of KwaZulu-Natal. It houses the capital of KwaZulu-Natal, Pietermaritzburg, which is often known as the "City of Choice". The majority of major services such as legal, business, parks and gardens, historical buildings and museums are located in the district. It has also become a popular retirement destination in KZN.

Combining the 11 district municipalities (including one metro), KwaZulu-Natal consists of 44 local municipalities. Based on the Constitution of South Africa, municipalities are classified into one of 3 categories, namely: A – metropolitan municipalities, having exclusive municipal executive and legislative authority; C – district municipalities; and B – local municipalities, who have shared municipal executive and legislative authority between the district municipality and the district family (of local municipalities). Category B (local) municipalities are sub-categorised into four categories as follows: B1 – secondary cities and local municipalities with larger budgets; B2 – having a large town as the core of the municipality; B3 – small populations residing in small urban towns but no large town as the core; B4 – mainly rural with small towns in the area (see Figure 3.1 for geographical illustration).

Figure 3.1: KwaZulu-Natal per district, municipality and MIIF category



3.2 Population figures and distribution

3.2.1 Population size and growth rates

In 2016, nearly 20% of the South African population called KwaZulu-Natal their home. This translates to approximately 11 million people, thus making KwaZulu-Natal the second most populous province in the country. The percentage change in the share of population residing in KwaZulu-Natal between 2007 and 2016 was -6%, showing a decline in share. The drop likely indicates that while the population showed an increase (of approximately 806 010), the growth was much slower than that of other provinces.

In 2016, eThekweni continued to house the largest number of people in KwaZulu-Natal (3 702 231). The district ranking second was uMgungundlovu with a total population of 1 095 865 in 2016 (from 988 834 in 2007). In terms of percentage share changes for population growth/decline, iLembe district indicated the fastest growth with an increase in share of 15,7%. Both uThukela (-8,6%) and Zululand (-8,0%) indicated decreases in the share of population and had a loss in population. Table 3.1 shows trends for all districts in KwaZulu-Natal.

- Approximately 34% of the KwaZulu-Natal province population resided in eThekweni in 2016 and hence, the metropolitan municipality was the most populous in the province.

- While the eThekweni population increased by about 6,8% from 3 468 086 in 2007 to 3 702 231 in 2016, the percentage share declined by 0,9%.
- iLembe and Amajuba were the fastest growing populations with iLembe having a 15,7% and Amajuba a 11,6% change in the share of population from 2007 to 2016.

Table 3.1: KwaZulu-Natal population by district municipality, 2007 and 2016

| District | Population | | | | % change in share |
|----------------------|-------------------|--------------|-------------------|--------------|-------------------|
| | 2007 | % | 2016 | % | |
| Ugu | 709 918 | 6,9 | 753 336 | 6,8 | -1,4 |
| uMgungundlovu | 988 837 | 9,6 | 1 095 865 | 9,9 | 3,1 |
| uThukela | 714 908 | 7,0 | 706 588 | 6,4 | -8,6 |
| uMkhanyakude | 614 046 | 6,0 | 689 090 | 6,2 | 3,3 |
| King Cetshwayo | 894 260 | 8,7 | 971 135 | 8,8 | 1,1 |
| Harry Gwala | 500 082 | 4,9 | 510 865 | 4,6 | -6,1 |
| uMzinyathi | 495 737 | 4,8 | 554 882 | 5,0 | 4,2 |
| Amajuba | 442 266 | 4,3 | 531 327 | 4,8 | 11,6 |
| Zululand | 902 890 | 8,8 | 892 310 | 8,1 | -8,0 |
| iLembe | 528 198 | 5,1 | 657 612 | 5,9 | 15,7 |
| eThekweni | 3 468 086 | 33,8 | 3 702 231 | 33,5 | -0,9 |
| KwaZulu-Natal | 10 259 230 | 100,0 | 11 065 240 | 100,0 | |

Source: Statistics South Africa, Community Survey 2007 and 2016

3.2.2 Broad age categories, age/sex structure and dependency ratios

Broad age categories refer to the total population who are children (0–14 years), youth (15–34 years), adults (35–64 years) and the elderly (65+ years). Trends indicate that in 2016 the bulk of the population in KwaZulu-Natal were youth (15–34-year-olds). Table 3.2 shows the distribution of the population according to the broad age categories in 2016. It indicates the following:

- All districts except Zululand, uMkhanyakude, King Cetshwayo and Harry Gwala indicated that relative to the district population, youth constituted the highest share of the population.
- Zululand, uMkhanyakude, King Cetshwayo and Harry Gwala districts showed that children (0–14 years) made up the bulk of the population in those respective districts.
- Relative to its population, uMzinyathi indicated the highest share of youth population (40,2%).

Table 3.2: KwaZulu-Natal population by district municipality and broad age category, 2016

| District | Population and percentage | | | | | | | |
|----------------------|---------------------------|-------------|------------------|-------------|------------------|-------------|----------------|------------|
| | Children (0–14) | | Youth (15–34) | | Adults (35–64) | | Elderly (65+) | |
| | Number | % | Number | % | Number | % | Number | % |
| Ugu | 286 824 | 38,1 | 291 734 | 38,7 | 141 681 | 18,8 | 33 097 | 4,4 |
| uMgungundlovu | 362 985 | 33,1 | 406 577 | 37,1 | 281 790 | 25,7 | 44 513 | 4,1 |
| uThukela | 262 299 | 37,1 | 268 762 | 38,0 | 145 294 | 20,6 | 30 232 | 4,3 |
| uMkhanyakude | 281 781 | 40,9 | 260 716 | 37,8 | 119 477 | 17,3 | 27 116 | 3,9 |
| King Cetshwayo | 387 358 | 39,9 | 345 805 | 35,6 | 197 237 | 20,3 | 40 734 | 4,2 |
| Harry Gwala | 204 204 | 40,0 | 198 961 | 38,9 | 86 363 | 16,9 | 21 337 | 4,2 |
| uMzinyathi | 210 990 | 38,0 | 223 208 | 40,2 | 94 248 | 17,0 | 26 436 | 4,8 |
| Amajuba | 188 258 | 35,4 | 205 726 | 38,7 | 117 587 | 22,1 | 19 755 | 3,7 |
| Zululand | 361 254 | 40,5 | 348 196 | 39,0 | 145 928 | 16,4 | 36 932 | 4,1 |
| iLembe | 209 426 | 31,8 | 259 720 | 39,5 | 151 389 | 23,0 | 37 078 | 5,6 |
| eThekweni | 1 093 568 | 29,5 | 1 239 779 | 33,5 | 1 158 501 | 31,3 | 210 382 | 5,7 |
| KwaZulu-Natal | 3 848 948 | 34,8 | 4 049 185 | 36,6 | 2 639 496 | 23,9 | 527 611 | 4,8 |

Source: Statistics South Africa, Community Survey 2016

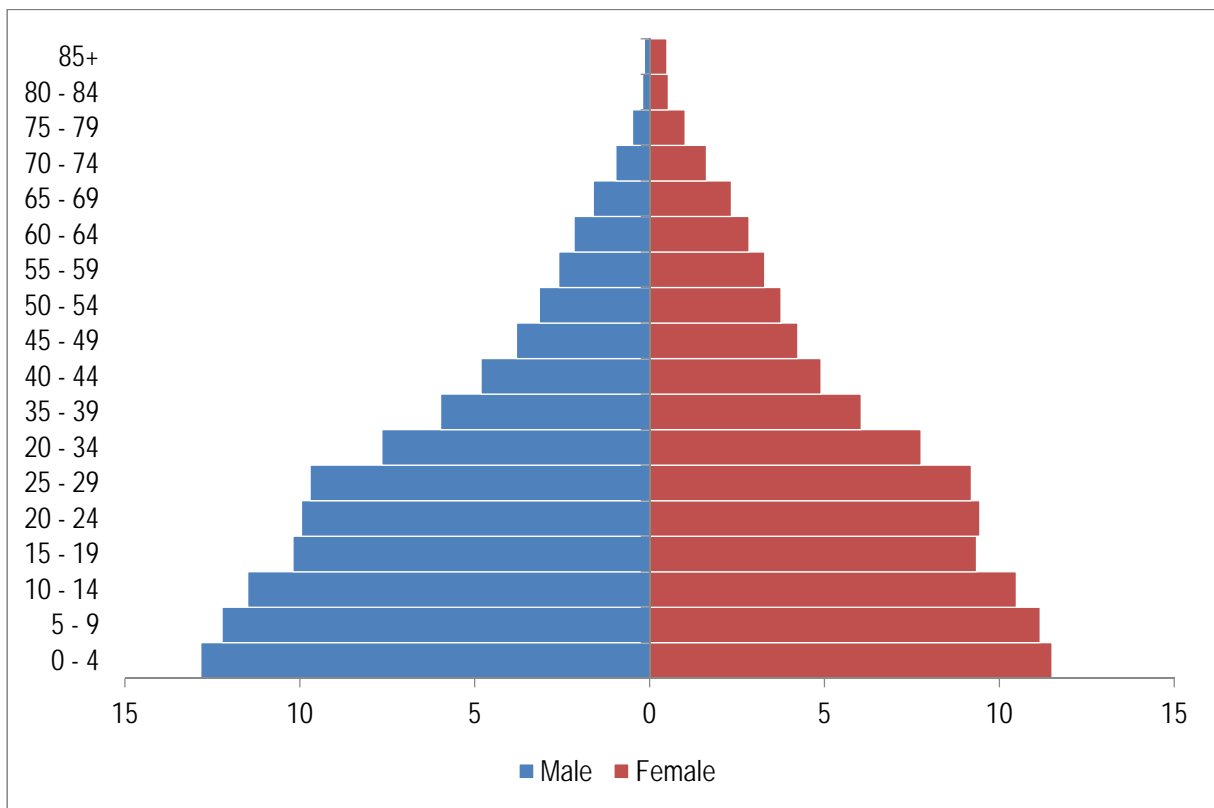
Age and sex structures (population pyramids) are normally used to show the distribution of specific age groups in a population, and reflect the different stages of demographic changes of the population. An expansive pyramid is wide at the base and usually indicates high birth rates and lower than average life expectancy whilst a constrictive pyramid would contract at the base indicating that the specific population is generally older on average, which is associated with low fertility, low death rates, and longer life expectancy.

Figure 3.2 shows the population structure of the KwaZulu-Natal province in 2016. It reveals the following:

- The pyramid for 2016 shows a wide base (i.e. lots of young children) which may be partly a result of high fertility rates.
- As shown in the illustration, the youth population (15–34 years) also appears to be high; this is supported by the statistics indicating that 36,6% of the KwaZulu-Natal population are youth.

In general, the pyramid shows a very youthful population and a typical trend seen in many other developing countries.

Figure 3.2: Distribution of KwaZulu-Natal population by age and sex, 2016

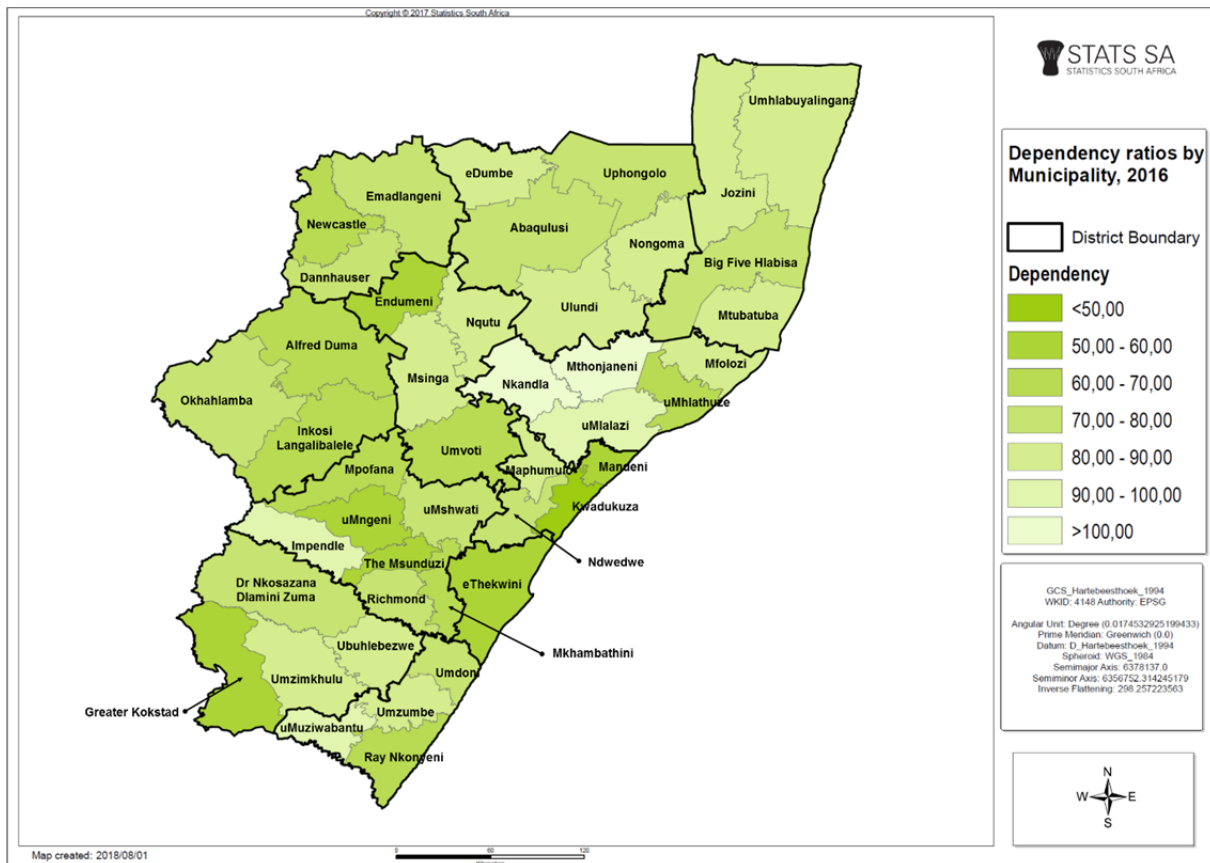


Source: Statistics South Africa, Community Survey 2016

Low working-age populations with high proportions of children and elderly indicate large dependency ratios. Figure 3.3 on the next page describes the dependency ratios per municipality. It indicates that:

- The local municipalities ranking top in terms of dependency ratios were Nkandla and Mthonjaneni. The two municipalities showed higher populations of children and elderly than the working-age population, resulting in dependency ratios above 100 (104 for Mthonjaneni and 105,8 for Nkandla).
- Local municipalities with the lowest dependency ratios were KwaDukuza, Endumeni, Greater Kokstad and the metro eThekweni.

Figure 3.3: Dependency ratios per municipality, 2016



Source: Statistics South Africa, Community Survey 2016

3.2.3 Population groups and sex ratios

The racial classification of a particular group is described using population groups. Table 3.3 shows that in KwaZulu-Natal, black Africans constituted the vast majority of the population at 87,0%. The population group with the lowest population were coloureds, constituting 1,2% of the population. District trends indicate the following:

- Similar to that of the overall KwaZulu-Natal population, black Africans constituted the vast majority of the population in all the districts of KwaZulu-Natal in 2016.
- uMkhanyakude had the largest percentage of black Africans (99,3%), followed by Zululand with 98,6%.

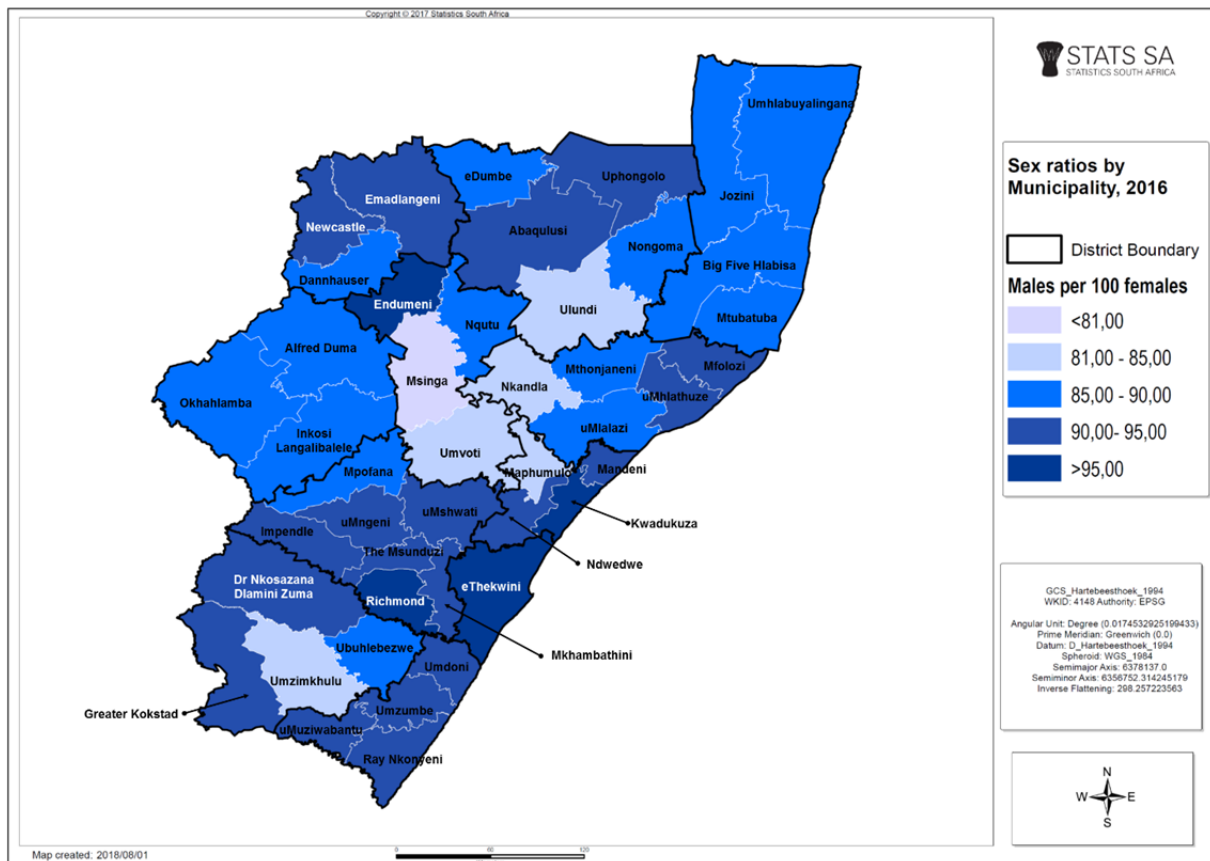
Table 3.3: Population by district and population group, KwaZulu-Natal, 2016

| District | Black African | | Coloured | | Indian/Asian | | White | | Total |
|----------------------|------------------|-------------|----------------|------------|----------------|------------|----------------|------------|-------------------|
| | N | % | N | % | N | % | N | % | |
| Ugu | 678 625 | 90,1 | 7 228 | 1,0 | 31 234 | 4,1 | 36 249 | 4,8 | 753 336 |
| uMgungundlovu | 925 270 | 84,4 | 20 887 | 1,9 | 84 941 | 7,8 | 64 767 | 5,9 | 1 095 865 |
| uThukela | 679 912 | 96,2 | 3 789 | 0,5 | 15 310 | 2,2 | 7 578 | 1,1 | 706 588 |
| uMkhanyakude | 684 411 | 99,3 | 750 | 0,1 | 593 | 0,1 | 3 337 | 0,5 | 689 090 |
| King Cetshwayo | 920 772 | 94,8 | 4 335 | 0,4 | 17 771 | 1,8 | 28 257 | 2,9 | 971 135 |
| Harry Gwala | 496 893 | 97,3 | 7 605 | 1,5 | 996 | 0,2 | 5 370 | 1,1 | 510 865 |
| uMzinyathi | 537 028 | 96,8 | 2 894 | 0,5 | 7 278 | 1,3 | 7 683 | 1,4 | 554 882 |
| Amajuba | 495 059 | 93,2 | 3 341 | 0,6 | 15 103 | 2,8 | 17 825 | 3,4 | 531 327 |
| Zululand | 880 001 | 98,6 | 2 234 | 0,3 | 1 053 | 0,1 | 9 022 | 1,0 | 892 310 |
| iLembe | 586 630 | 89,2 | 3 509 | 0,5 | 45 065 | 6,9 | 22 409 | 3,4 | 657 612 |
| eThekwini | 2 741 335 | 74,0 | 77 518 | 2,1 | 653 819 | 17,7 | 229 559 | 6,2 | 3 702 231 |
| KwaZulu-Natal | 9 625 934 | 87,0 | 134 089 | 1,2 | 873 161 | 7,9 | 432 056 | 3,9 | 11 065 240 |

Source: Statistics South Africa, Community Survey 2016

- In terms of sex, the overall picture for KwaZulu-Natal indicates more females than males (92 males per 100 females), and the same applies in all the local municipalities.
- However, filtering down to specific age groups, the younger age groups – specifically up to the age of 49 – indicate a higher rate of males than females, while the inverse applies from age 50 and above.
- eThekwini, Richmond and Endumeni were the municipalities that had higher male-to-female sex ratios, while Msinga had the lowest male-to-female sex ratio in the province.

Figure 3.4: Sex ratios per local municipality, 2016



Source: Statistics South Africa, Community Survey 2016

3.3 Education and labour market dynamics

3.3.1 Education

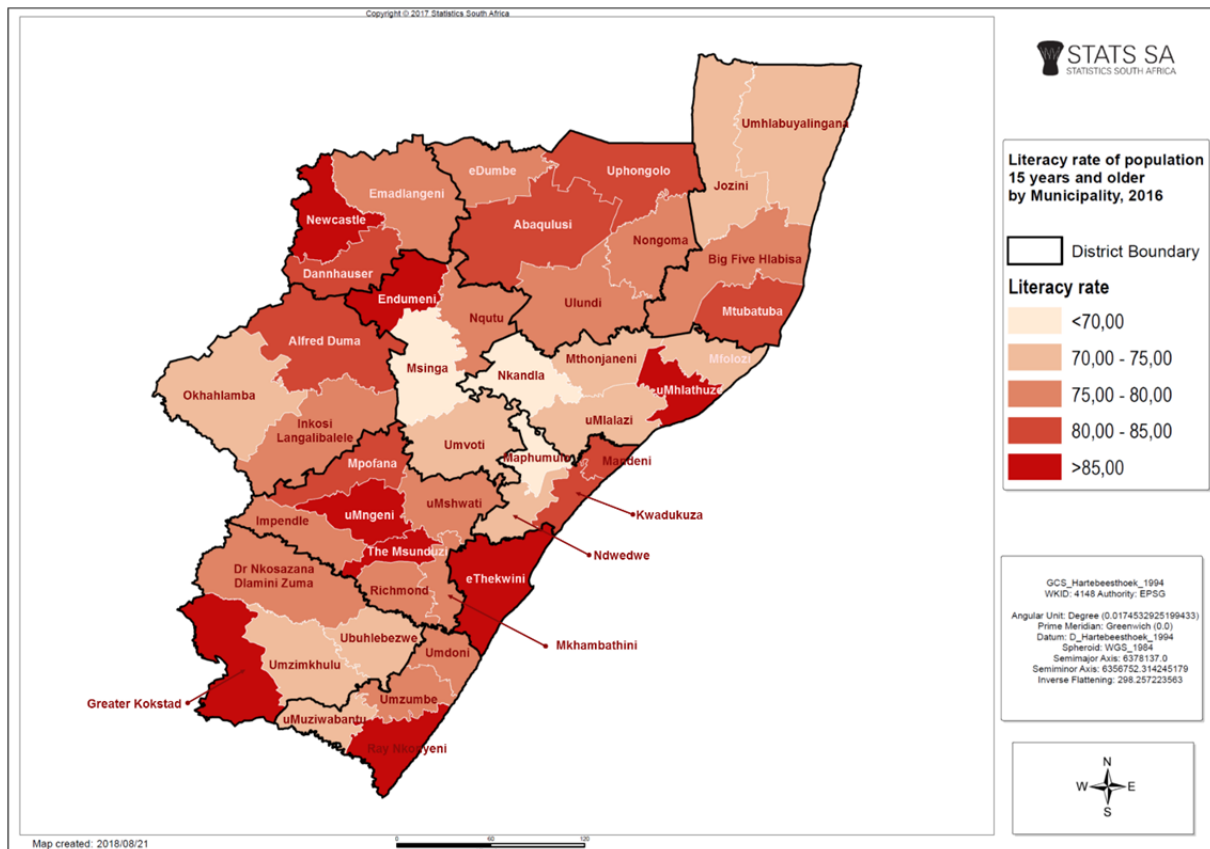
The following section will provide an illustration of what the educational situation in KwaZulu-Natal was in 2016. Education plays a major role in society and serves as the cornerstone for an improved future in terms of skills required for the labour market. Education equips individuals with the necessary information to enhance skills resulting in diverse capabilities. This section will give brief insight into literacy levels, school enrolment and education attainment of people living in the province.

Figure 3.5 shows literacy rates² for the population 15 years and older.

- Of the 44 municipalities in KwaZulu-Natal, 15 municipalities had a literacy rate above 80%.
- The Msunduzi municipality in uMgungundlovu district had the highest literacy rate at 88,5%, followed by Greater Kokstad at 88,0%.
- The municipalities with the lowest literacy rates (i.e. less than 70%) were Msinga, Nkandla and Maphumulo (63,8% for Msinga, 67,0% for Nkandla, and 68,1% for Maphumulo).

² Computed as the number of individuals aged 15 years and older who have completed Grade 7 and above divided by the total population of 15 years and older

Figure 3.5: Literacy rates in KwaZulu-Natal per municipality, 2016

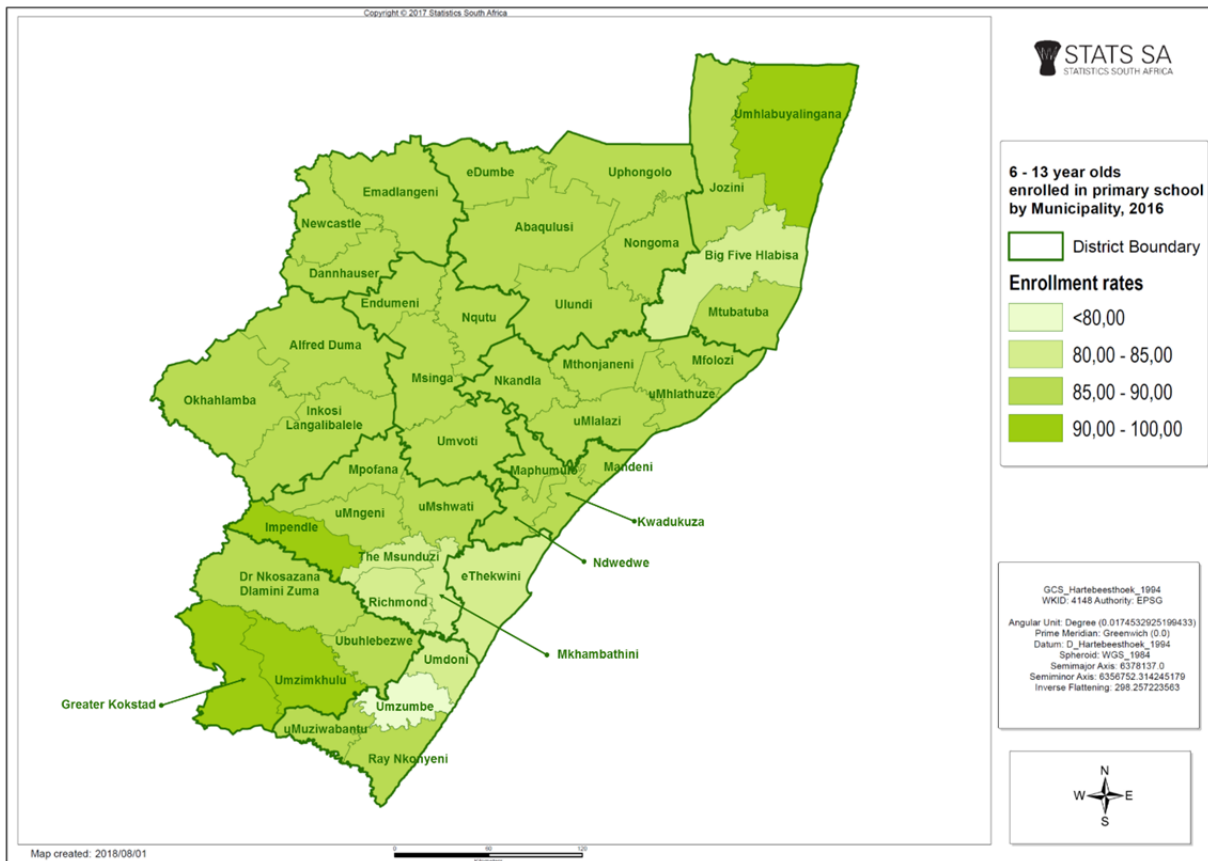


Source: Statistics South Africa, Community Survey 2016

Figure 3.6 shows primary enrolment for children aged 6–13 years.

- With the exception of Umzumbe (79,0%), all other municipalities in KwaZulu-Natal had above 80% of children aged 6–13 years enrolled in primary school.
- Greater Kokstad had the highest percentage (92,7%) of children aged 6–13 years enrolled in school, followed by Umzimkhulu with 90,7%.
- Umzumbe had the lowest percentage (79,0%) of children aged 6–13 years enrolled in school, followed by Richmond (82,5%).

Figure 3.6: Percentage 6–13-year-old population enrolled in primary school per municipality, 2016

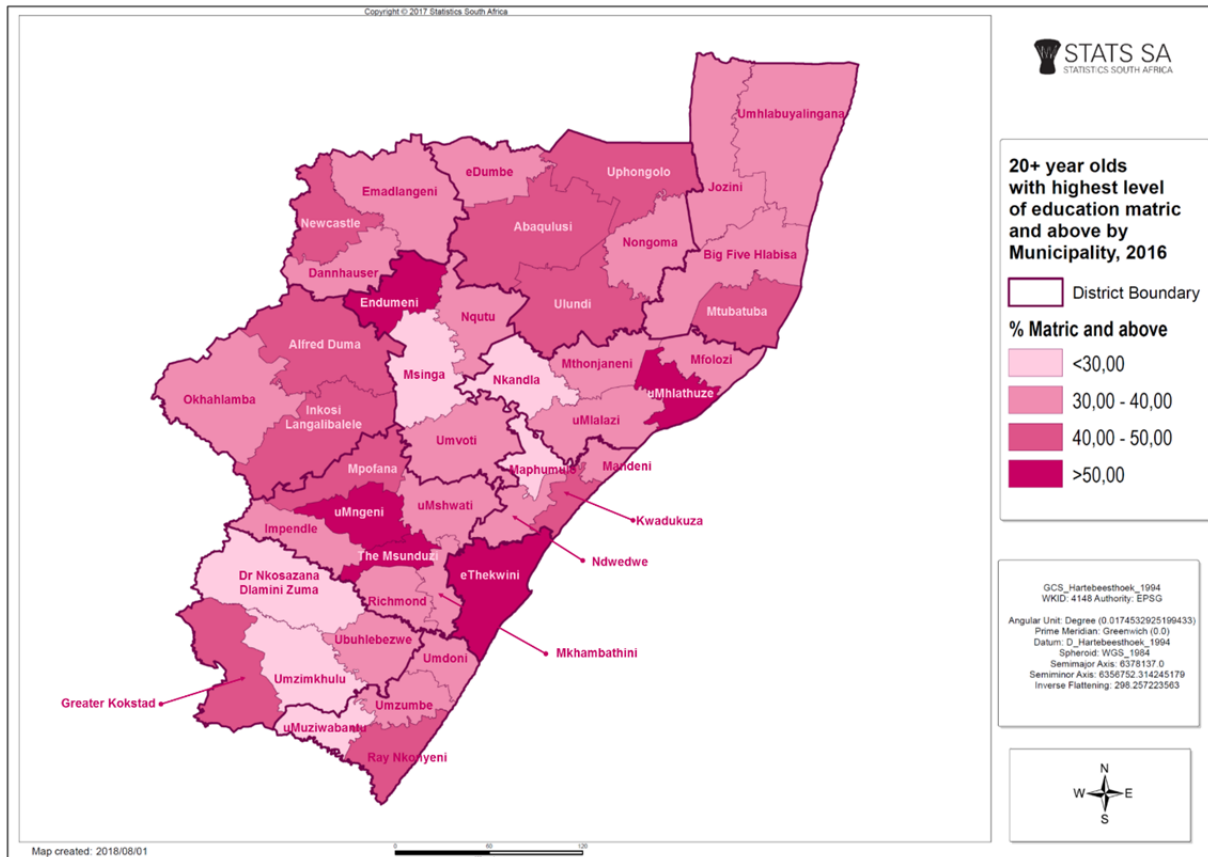


Source: Statistics South Africa, Community Survey 2016

Figure 3.7 shows the percentage distribution of the municipal population aged 20 years or older with highest education level being matric and above.

- In 2016, 45,9% of the KwaZulu-Natal population aged 20 years or older reported to have achieved a matric qualification or higher.
- The municipality with the highest percentage of the population aged 20 and older with matric and higher were uMhlathuze (57,3%), followed by Msunduzi (54,7%).
- The municipality with the lowest percentage of the population aged 20 and older with matric and higher were uMzimkhulu, followed by Msinga (23,7% and 23,9%, respectively).

Figure 3.7: Percentage population 20 years and older with highest level of education being matric and higher per municipality, 2016

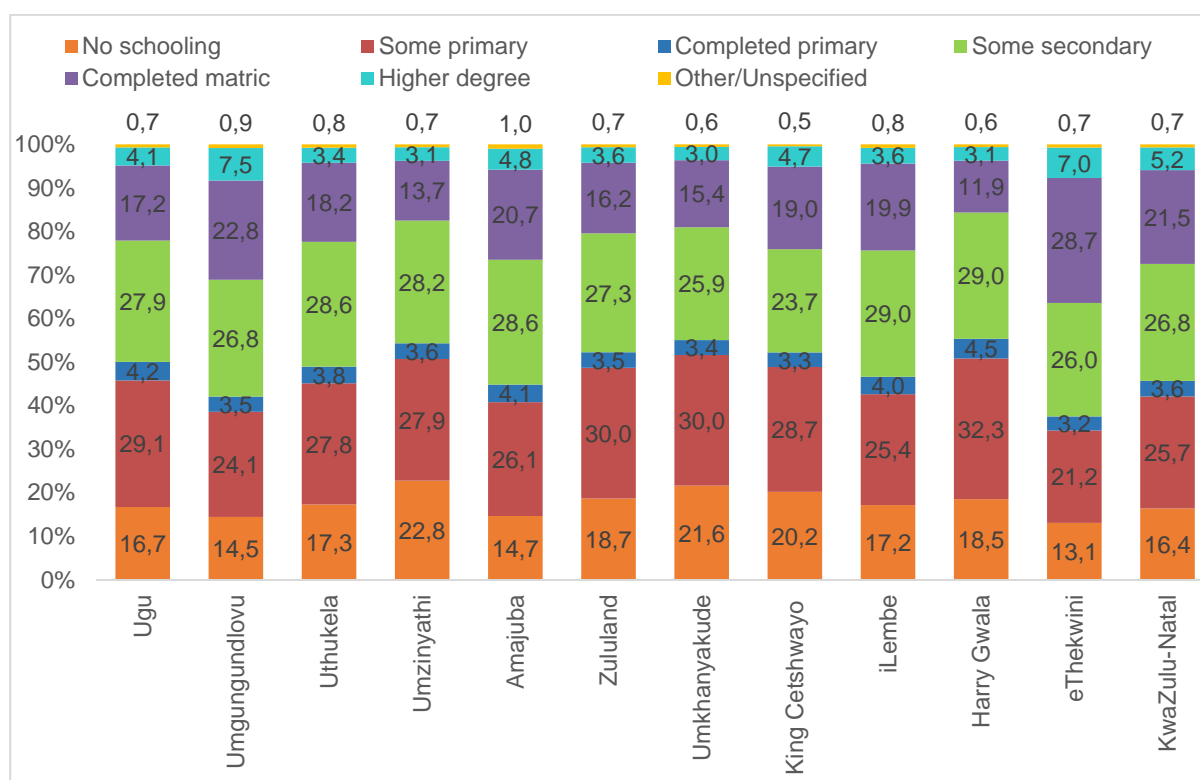


Source: Statistics South Africa, Community Survey 2016

Figure 3.8 shows the percentage distribution of the district population by highest level of education.

- In 2016, approximately 23% of the population in uMzinyathi had no schooling. This indicates that uMzinyathi is the district that, relative to its population, had the highest percentage share of the population with no schooling.
- While eThekwini only indicated 13,1% of the population having no schooling, the number translates to approximately 485 088 persons, which is four times that of the population in uMzinyathi who did not have schooling.
- The districts with the highest percentage (more than a quarter) of the population who had some secondary schooling, but did not complete matric were iLembe and Harry Gwala.
- With the exception of uMzinyathi, Zululand, uMkhanyakude and Harry Gwala; all district municipalities had over 20% of their population with matric and above as the highest level of education.

Figure 3.8: Population by highest level of education (percentage share) per district municipality, 2016



Source: Statistics South Africa, Community Survey 2016

3.3.2 Labour market dynamics

Section 3.3.2 gives an overview of the labour market of KwaZulu-Natal as at 2016, as well as the change from 2007. Labour market dynamics focuses on the labour force, i.e. the employed, unemployed, not economically active and discouraged work-seeking population. It also illustrates the numbers and percentages of youth that are currently unemployed as well as the sectors in which individuals are employed.

Tables 3.4 and 3.5 show the employment status and rates for both youth (15–34) and adults (35–64) in KwaZulu-Natal that make up the working-age population (15–64). They show that in 2016:

- Approximately one-quarter (25,5%) of youth in KwaZulu-Natal were employed while half (52,6%) of the adults were employed.
- The bulk of youth were not economically active (49,4%), while nearly one-third of adults were not economically active (31,9%).
- The unemployment rates for youth and adults were 34,5% and 13,1%, respectively.
- The unemployment rate for KZN based on the working age population (15–64) was 23,3%.

Table 3.4: Employment status for KwaZulu-Natal working-age population, 2016

| Age group | Employment status | | | | | | | |
|-----------|-------------------|------|------------|------|------------------------|------|-------------------------------|------|
| | Employed | | Unemployed | | Discouraged job-seeker | | Other not economically active | |
| | Number | % | Number | % | Number | % | Number | % |
| 15–34 | 1 015 501 | 25,5 | 536 616 | 13,5 | 458 940 | 11,5 | 1 966 448 | 49,4 |
| 35–64 | 1 485 526 | 52,6 | 224 094 | 7,9 | 212 724 | 7,5 | 900 744 | 31,9 |
| 15–64 | 2 501 027 | 36,8 | 760 710 | 11,2 | 671 664 | 9,9 | 2 867 192 | 42,2 |

Source: Statistics South Africa, Quarterly Labour Force Survey, Quarter 1 – Quarter 4, 2016

Table 3.5: Rates (%) for KwaZulu-Natal, 2016

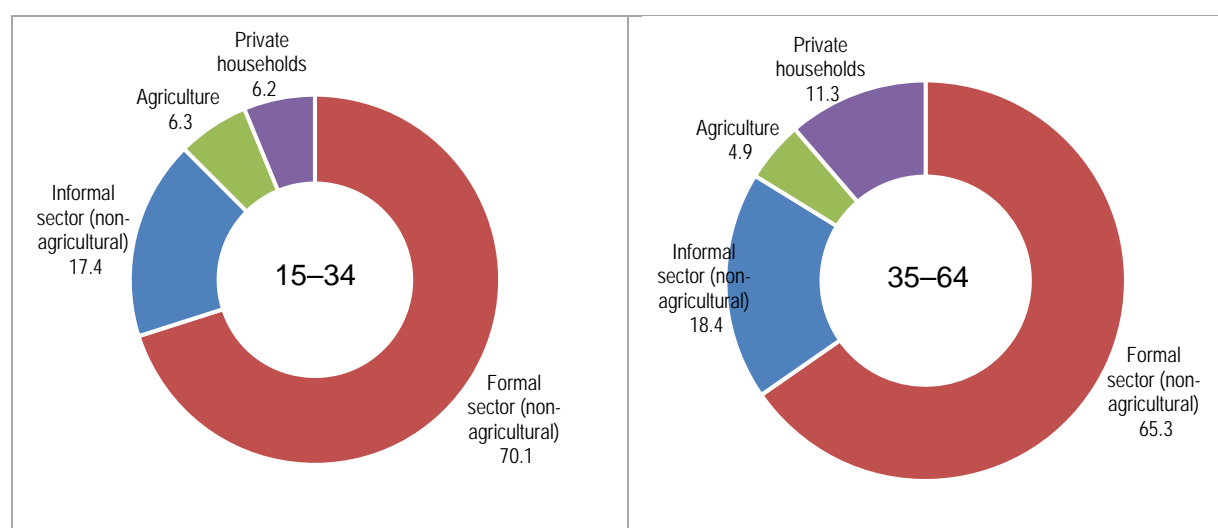
| Age group | Unemployment rate | Absorption rate | Labour force participation rate |
|-----------|--|--|--|
| | <i>Number of employed persons divided by the labour force (employed plus unemployed)</i> | <i>Number of employed persons divided by the working-age population.</i> | <i>The labour force (employed plus unemployed) divided by the working-age population</i> |
| 15–34 | 34,5 | 25,5 | 39,0 |
| 35–64 | 13,1 | 52,6 | 60,6 |
| 15–64 | 23,3 | 36,8 | 48,0 |

Source: Statistics South Africa, Quarterly Labour Force Survey, Quarter 1 – Quarter 4, 2016

Figures 3.9 and 3.10 below show the main industries and sectors in which employed persons in KwaZulu-Natal worked during 2016. They indicate the following:

- The majority of employed persons for both youth and adults were employed in the formal sector (non-agricultural), followed by the informal (non-agricultural) sector.
- More than 10% of adults (35–64) worked in private households while only about 6% of youth (15–34) worked in private households.
- Agriculture had the lowest share of employed persons for the adult age group while private households had the lowest share amongst youth.

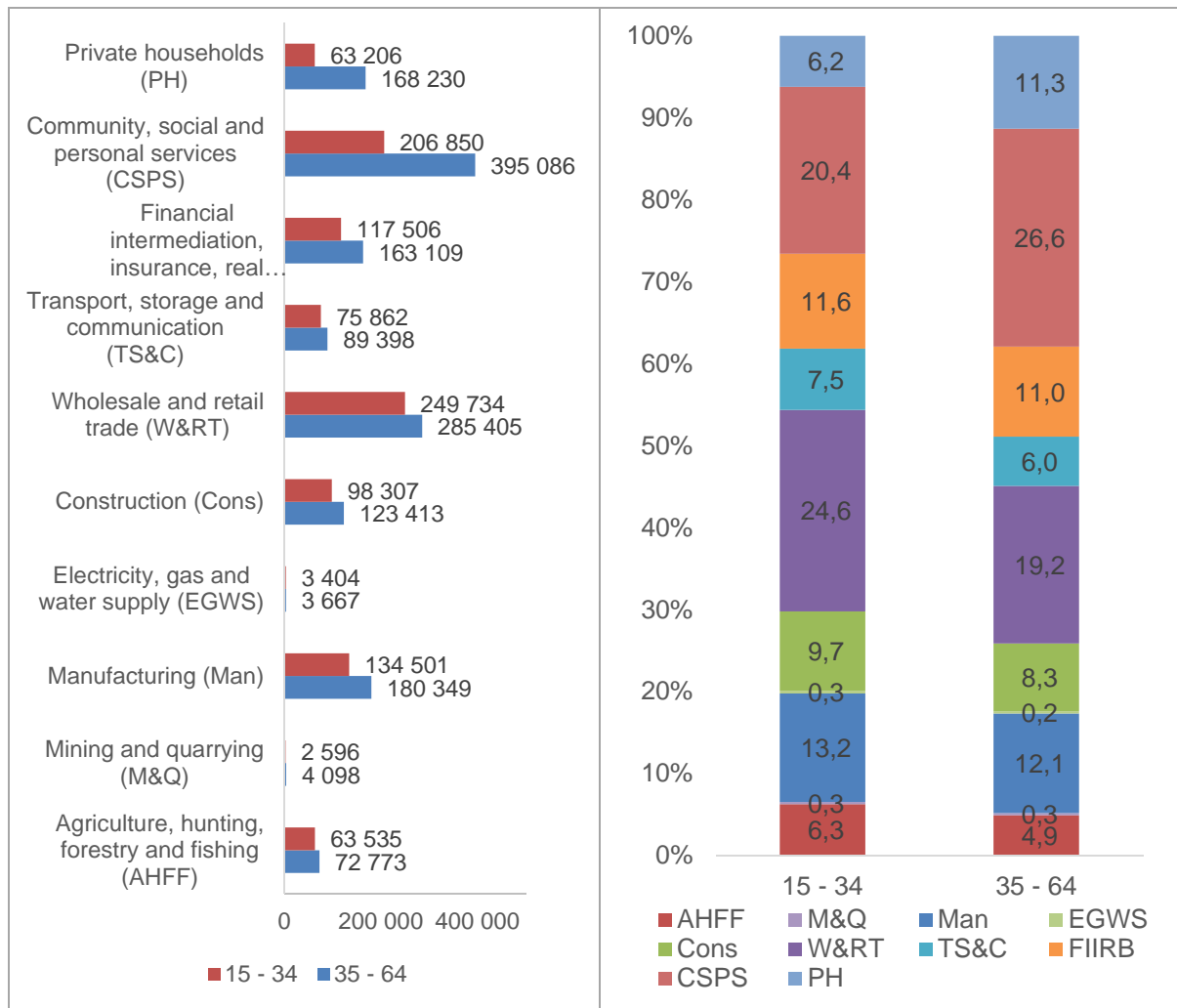
Figure 3.9: Percentage working-age population by sector of employment, 2016



Source: Statistics South Africa, Quarterly Labour Force Survey, Quarter 1 – Quarter 4, 2016

- The industry with the highest share of employed youth were wholesale and retail trade (24,6%), while for adults the industry with the highest share was community, social and personal services (26,6%).
- The two industries with the lowest share of both youth and adults were mining and quarrying and electricity, gas and water supply.

Figure 3.10: Employed persons in KwaZulu-Natal by main industry of employment, 2016



Source: Statistics South Africa, Quarterly Labour Force Survey, Quarter 1 – Quarter 4, 2016

3.4 Households and service delivery trends

Section 3.4 focuses on the household dynamics of KwaZulu-Natal in 2016. The section will illustrate the number of households as well as the type of dwellings. This section will also cover household conditions and services available to households.

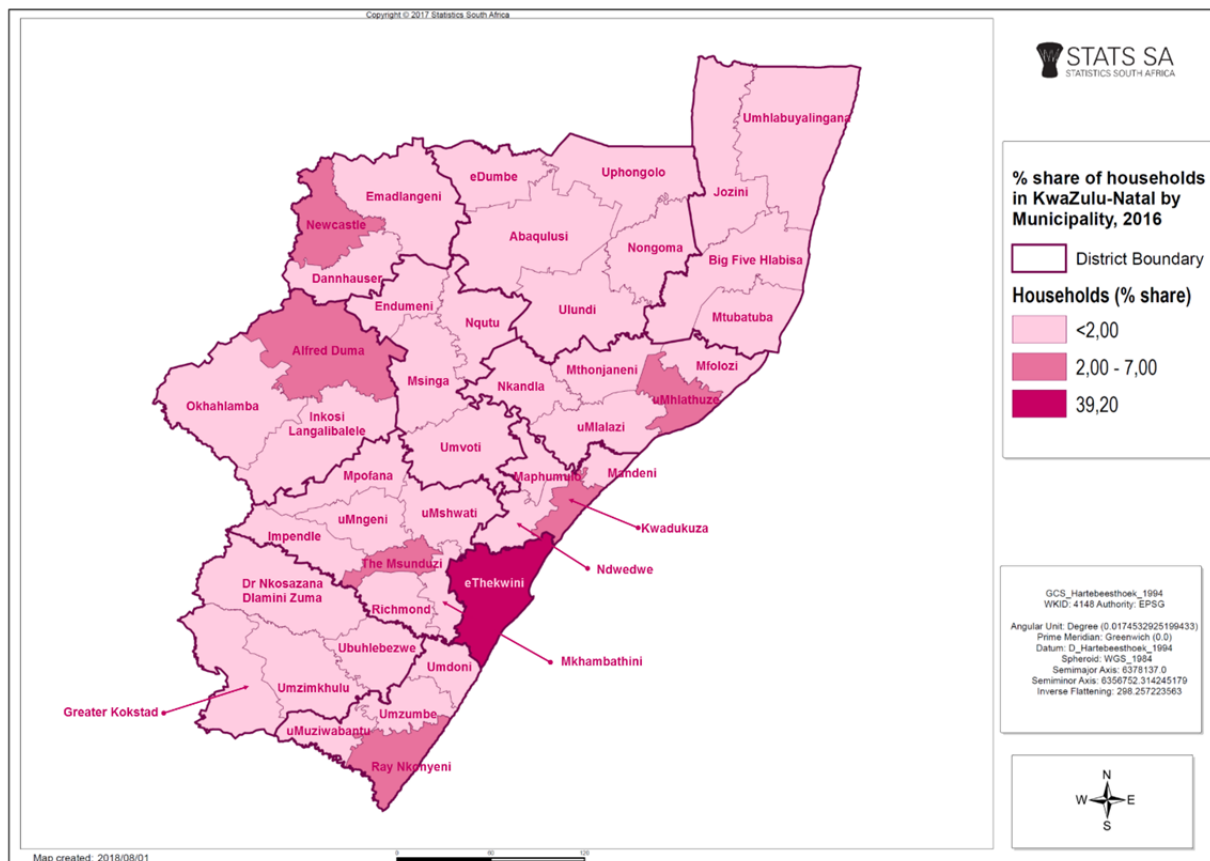
3.4.1 Households

The Community Survey defines a household as an individual or group of people who jointly shares household goods and food. In 2016, KwaZulu-Natal reported approximately 2,8 million households, up from 2,2 million in 2007.

Figure 3.11 shows the distribution of the total households by municipality in KwaZulu-Natal in 2016. The following observations are made:

- Approximately 1,1 million of the 2,8 million households in KwaZulu-Natal were located in eThekweni. This translates to nearly 40% of all households in KwaZulu-Natal.
- The majority of local municipalities in KZN had less than a 2% share of households, but the average size of these households were high.

Figure 3.11: Percentage distribution of households in KwaZulu-Natal per municipality, 2016



Source: Statistics South Africa, Community Survey 2016

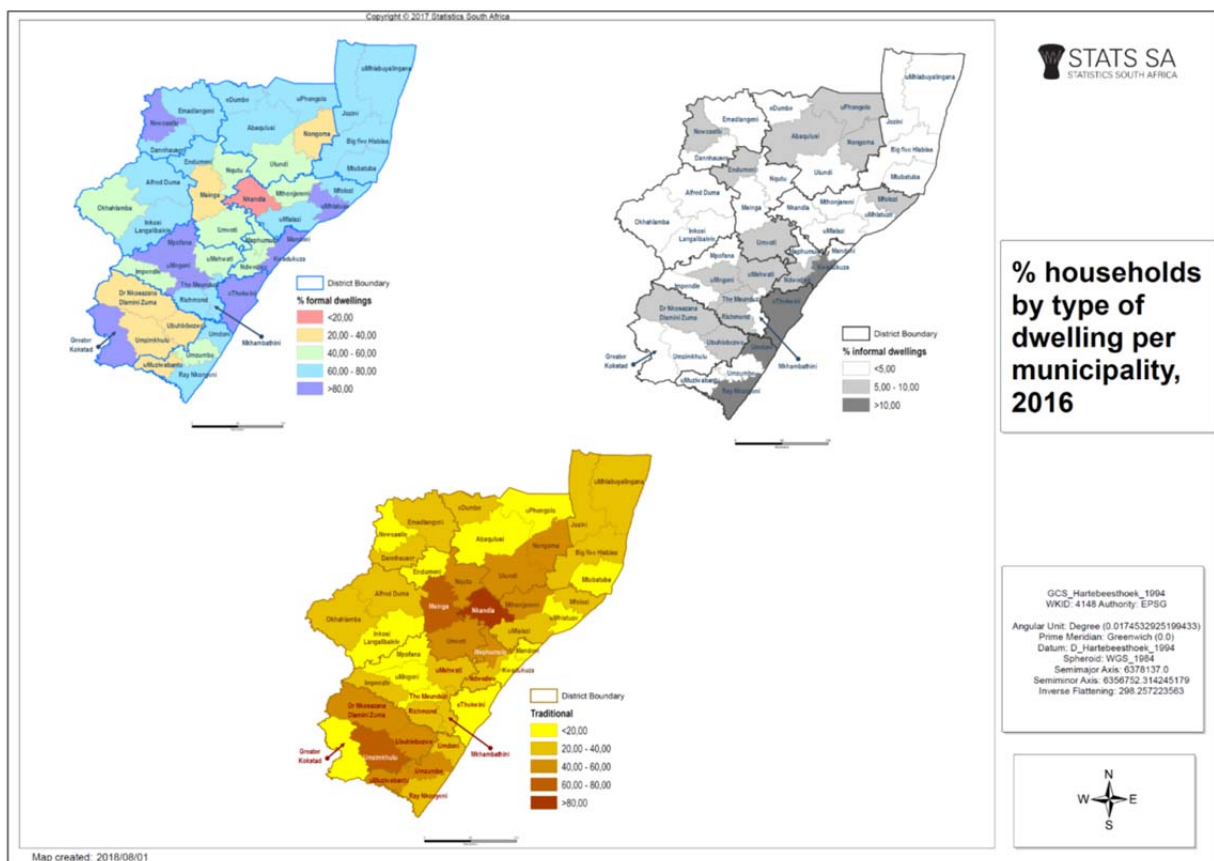
3.4.2 Housing conditions

Section 3.4.2 focuses on the type of housing people of KwaZulu-Natal reside in. It will also briefly discuss the number and percentage of households that are RDP subsidised. The Community Survey classifies the type of main dwelling into four categories – formal, traditional, informal and other (in most cases this category represents less than 1% of households).

In KwaZulu-Natal, approximately 72,7% of households were formal. Figures 3.12 and 3.13 shows the type of dwellings per municipality:

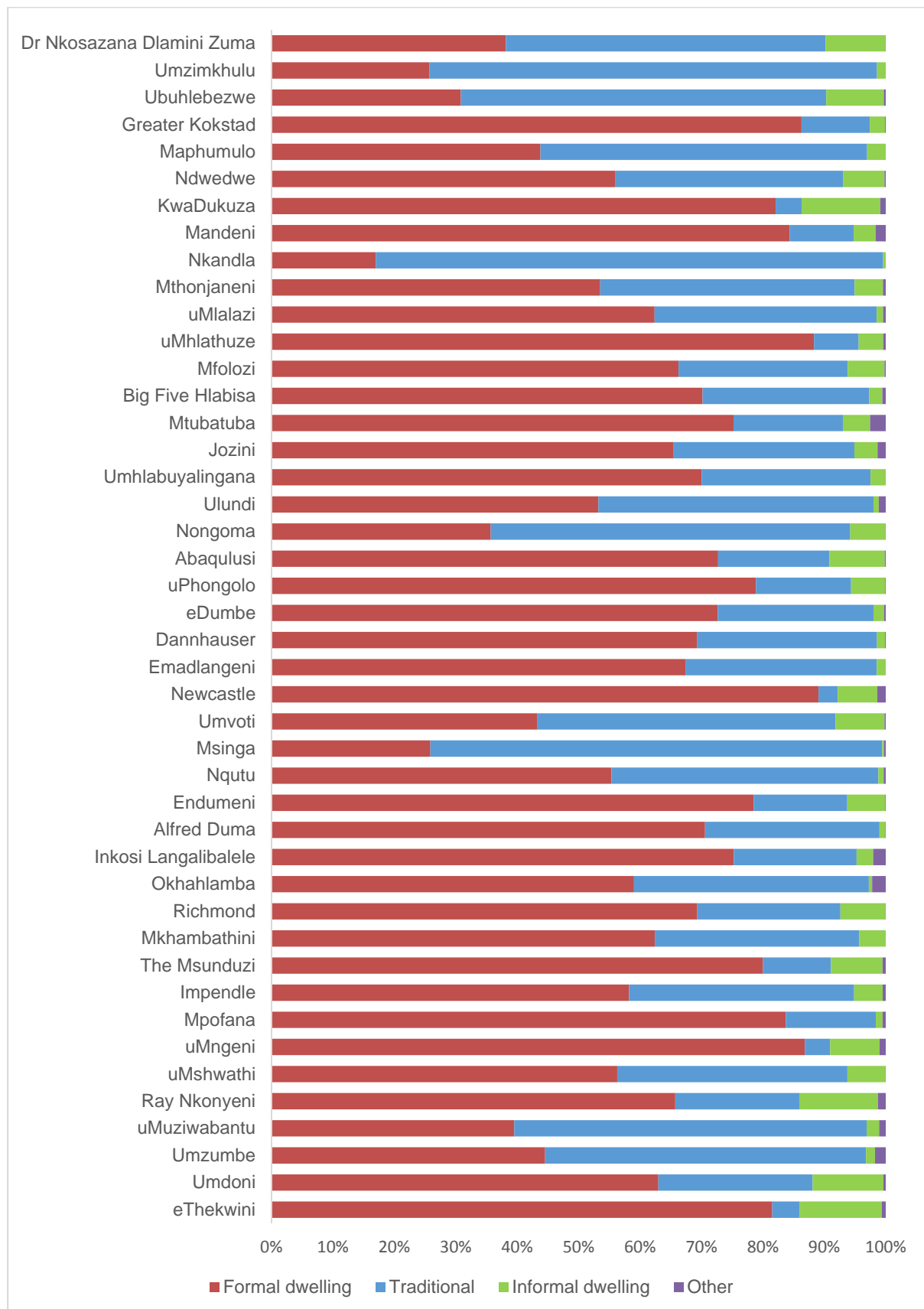
- Newcastle indicated the highest percentage of formal dwellings (89,1%) relative to the number of households in the municipality. This was followed by uMhlathuze with 88,3% of formal dwellings.
- The municipalities with the highest number of informal dwellings were eThekwini (13,4%), followed by KwaDukuza and Ray Nkonyeni (both with 12,8%).
- Relative to the number of households in the municipality, Nkandla had the highest percentage of traditional dwellings (82,6%), followed by Msinga (73,6%).

Figure 3.12: Percentage of households by type of household in KwaZulu-Natal per municipality, 2016



Source: Statistics South Africa, Community Survey 2016

Figure 3.13: Percentage share of households by type of household per municipality, 2016

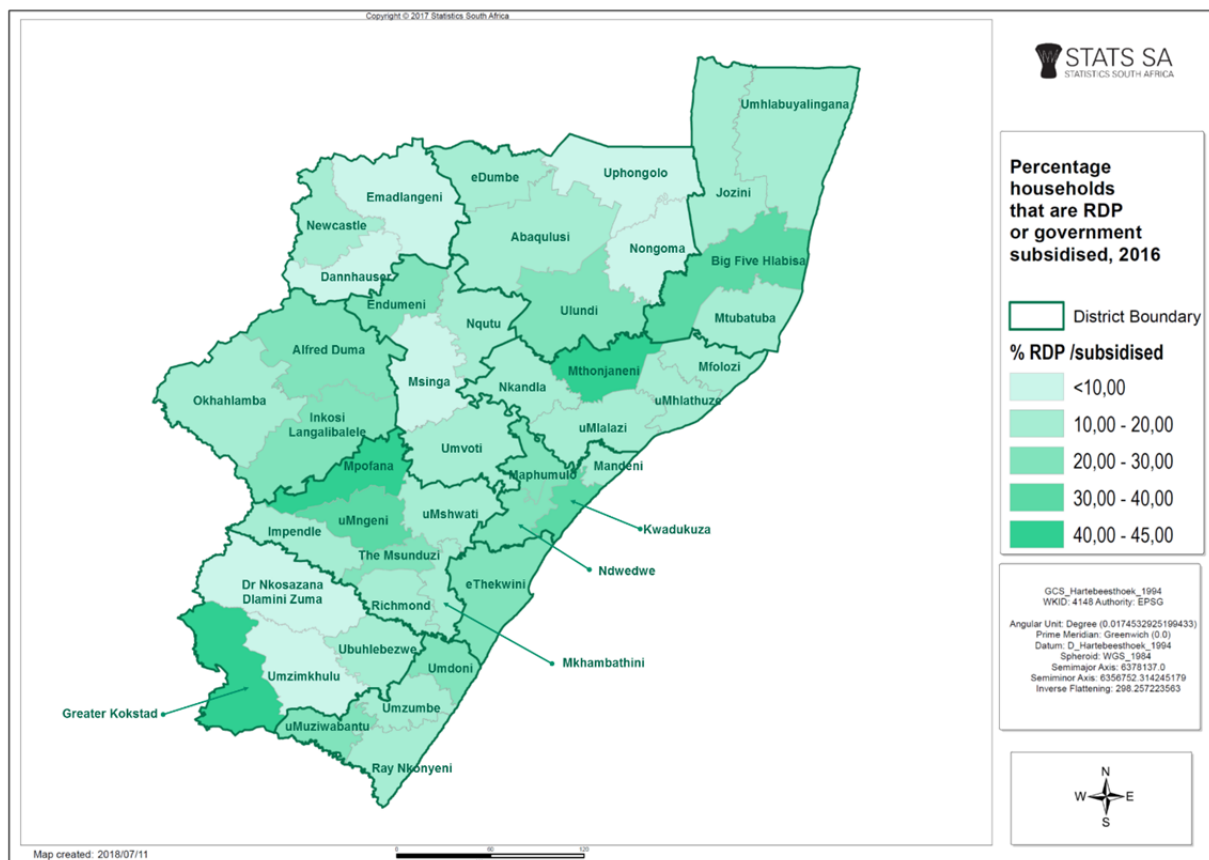


Source: Statistics South Africa, Community Survey 2016

Figure 3.14 illustrates the percentage of households that are RDP or government subsidised. Findings indicate that approximately 19,4% of households in KwaZulu-Natal were RDP or government subsidised. Relative to the number of households in the municipality:

- Greater Kokstad had the highest percentage of households that are RDP or subsidised by government, followed by Mpofana (44,4% and 41,7%, respectively).
- The municipalities with the lowest percentage of households that are RDP or subsidised by the government were uPhongolo (3,5%) and uMzimkhulu (6,2%).

Figure 3.14: Percentage households that are RDP or government subsidised per municipality, 2016



Source: Statistics South Africa, Community Survey 2016

3.4.3 Household services

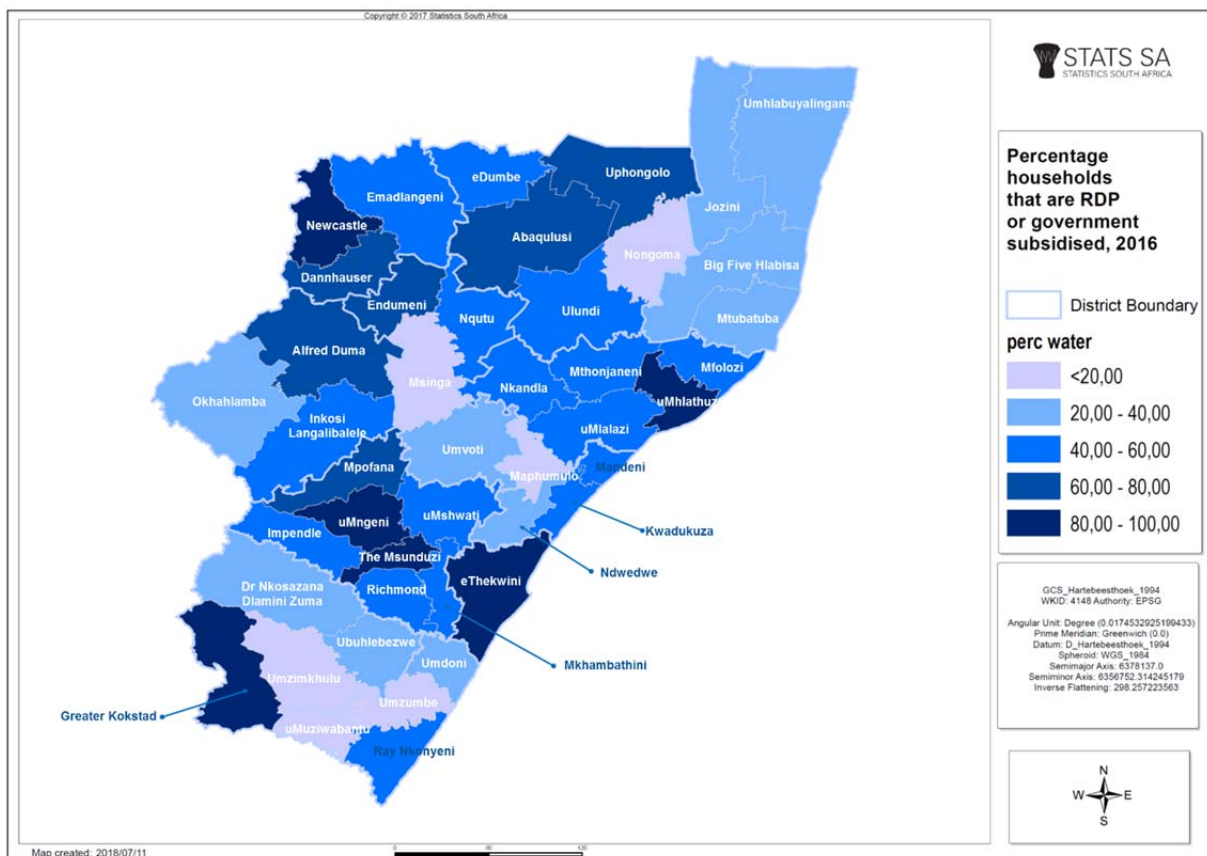
Section 3.4.3 relates to household services. Household services refer to services such as electricity, water, sanitation and refuse removal, normally supplied by government. A major challenge faced in terms of service delivery on the part of government involves meeting backlogs in provision of such services. Government therefore also needs to keep abreast of new developments as well as increasing demand, to ensure that the quality standard of such services remains at an acceptable level. The mandate or directive for service delivery lies with municipalities. The service delivery trends that will be discussed in this document are access to piped water (as the main source of water for drinking), flush toilets, weekly refuse removal, and electricity.

Overall, 66,2% of households in KZN had access to piped water (both inside the yard or dwelling). Access to piped water was above 80% for only 6 of the 44 municipalities in the province.

Figure 3.15 below illustrates that relative to the number of households in the municipality:

- Newcastle had the highest percentage of households with access to piped water (93,0%), followed by uMhlatuze (91,7%) and Msunduzi (91,2%).
- The municipalities that had approximately 50% of households with access to piped water were Ulundi and Mthonjaneni (both 51,2%).
- The municipalities with the lowest percentage of households with access to piped water were Nongoma (11,5%) and Umuziwabantu (12,0%).

Figure 3.15: Percentage households with access to piped water (inside the yard or dwelling) per municipality, 2016



Source: Statistics South Africa, Community Survey 2016

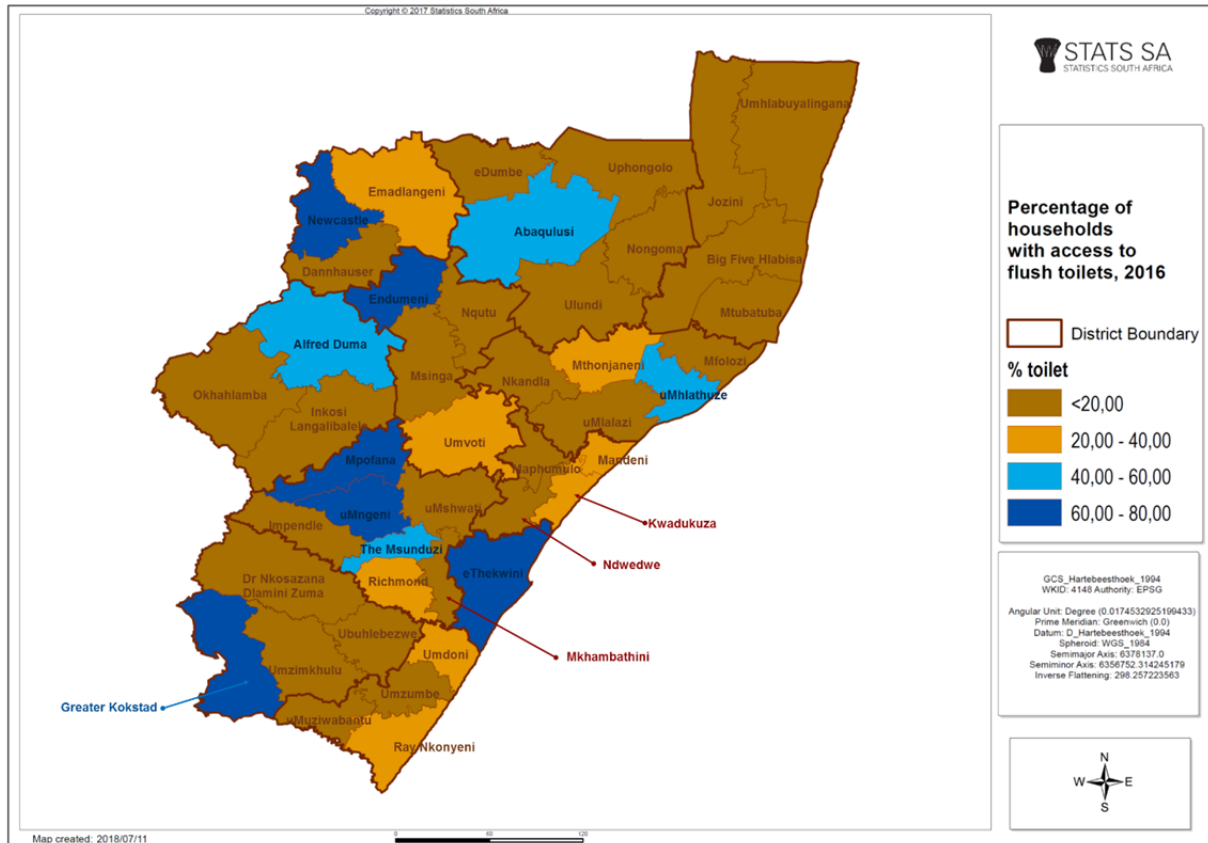
Approximately 46,8% of households in KZN had access to flush toilets connected to a sewerage system or septic tank in 2016. Only 3 of the 44 municipalities in KwaZulu-Natal had over 70% of households with access to flush toilets (connected to public sewerage system or septic tank).

Figure 3.16 below illustrates that relative to the number of households in the municipality:

- Endumeni had the highest percentage of households with access to flush toilets (79%), followed by eThekweni (73,5%) and uMngeni (72%).

- The municipalities with the lowest percentage of households with access to flush toilets were Maphumulo (1,3%), Msinga (1,7%) and Nongoma (2,4%).

Figure 3.16: Percentage households with access to flush toilet (connected to public sewerage system or septic tank) per municipality, 2016



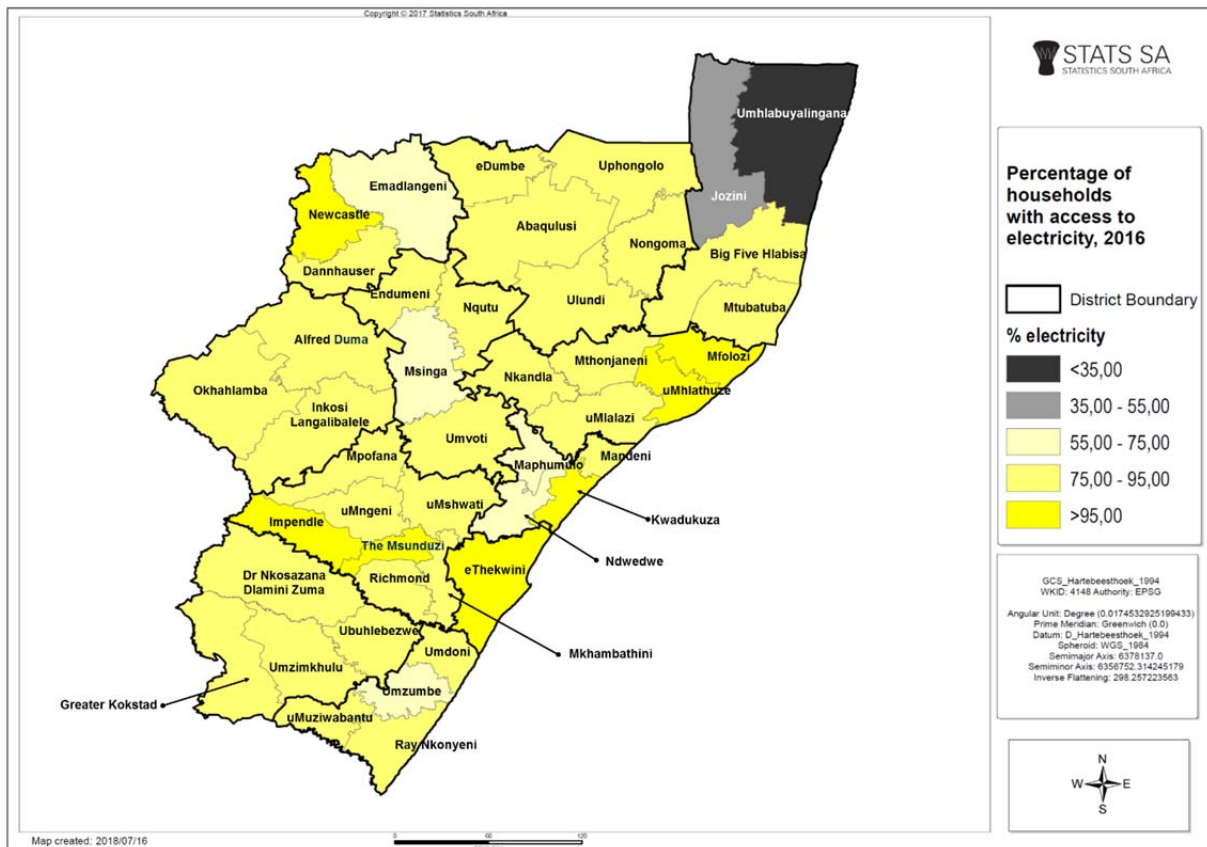
Source: Statistics South Africa, Community Survey 2016

In 2016, 9 out of 10 households in KZN had access to electricity. However, filtering down to the municipalities, results indicated that only 17 of the 44 municipalities in KwaZulu-Natal had 90% or more households with access to electricity.

Figure 3.17 below illustrates the percentage of households with access to electricity. The figure shows that relative to the number of households in the municipality:

- uMhlatuze indicated almost 100% access to electricity (99,2%).
- Following uMhlatuze were uMfolozi and Msunduzi with 97,7% and 96,8% access, respectively.
- The municipalities with the lowest percentage of households with access to electricity were uMhlabuyalingana and Jozini with 23,6% and 49,0%, respectively.

Figure 3.17: Percentage households with access to electricity per municipality, 2016

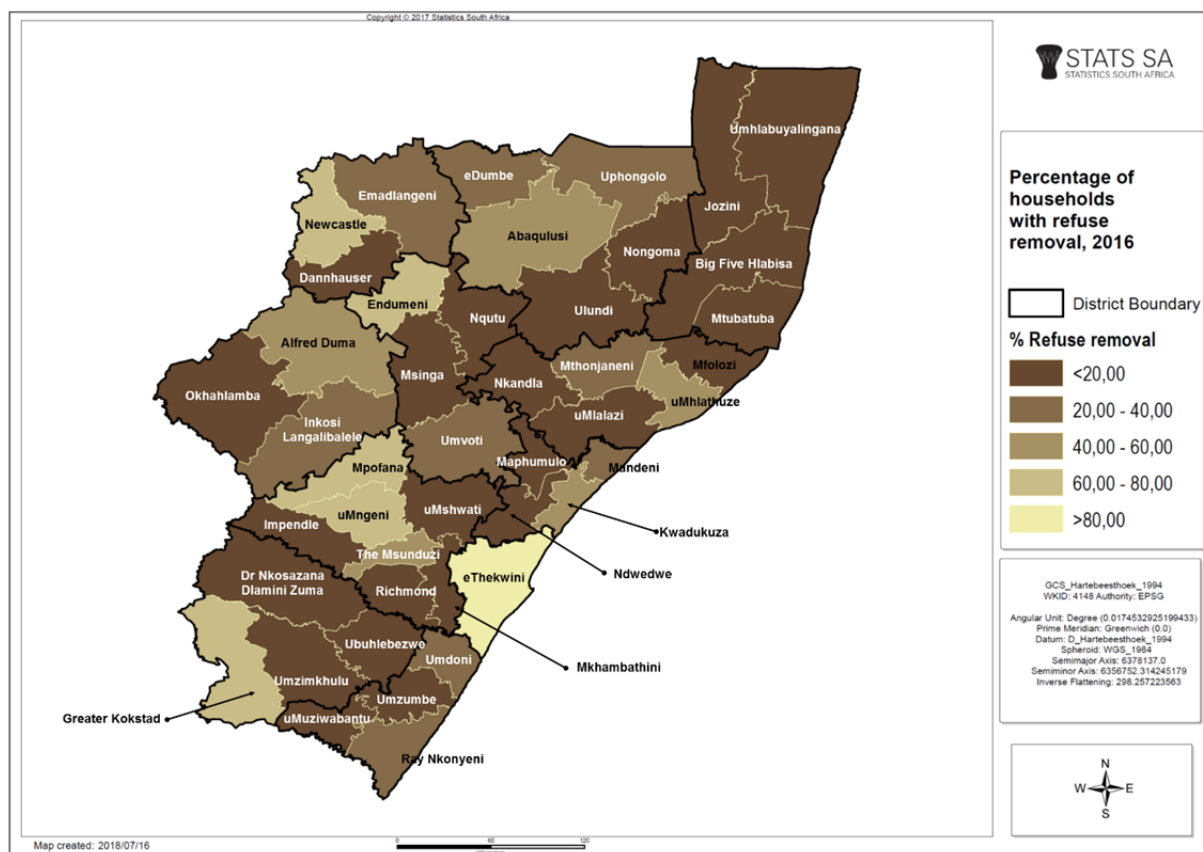


Source: Statistics South Africa, Community Survey 2016

In general, refuse removal was done for approximately half (51%) of all households in KwaZulu-Natal in 2016. Figure 3.18 below illustrates the percentage of households with access to refuse removal at least once a week or less often than once a week. The figure shows that relative to the number of households in the municipality:

- eThekweni had the highest percentage of households (83,1%) who had their refuse removed, followed by Greater Kokstad (78,2%) and Endumeni (75,6%).
- Of the 44 municipalities, 4 had less than 1% of households who had their refuse removed.
- The municipalities with the lowest percentage of households who had their refuse removed were Umzumbe and Maphumulo.

Figure 3.18: Percentage households with access to refuse removal at least once a week or less often than once a week, 2016



Source: Statistics South Africa, Community Survey 2016

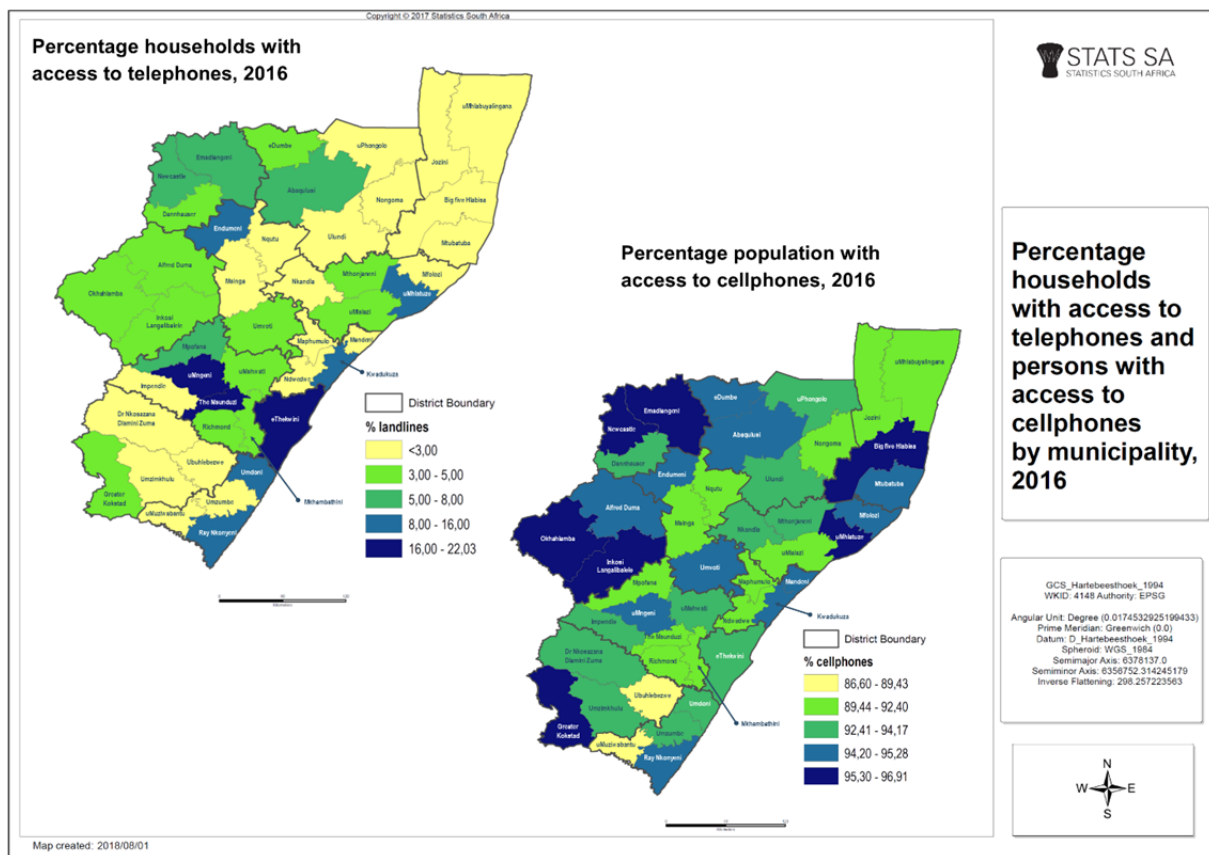
3.4.4 Household assets

Section 3.4.4 discusses the assets that the household has access to. Household assets play an important role in determining the poverty status of the household and are also one of the contributors/indicators used to determine whether a household is multidimensionally poor. The assets that will be discussed will be access to telephones, cellphones, internet connected in the dwelling, and motor vehicles.

While 12,5% of households in KZN had access to landlines, access of individuals to cellphones was 94%. Figure 3.19 below illustrates the percentage of households with access to landline telephones and persons with access to cellular phones. The figure shows that relative to the number of households and population in the municipality:

- eThekweni had the highest percentage of households (22,0%) with access to a landline telephones, followed by uMngeni (20,8%) and Msunduzi (16,2%).
- Of the 44 municipalities, 8 had less than 1% of households with access to telephones, namely Umzumbe, Msinga, Ulundi, Maphumulo, Ndwedwe, uMhlabuyalingana, Jozini and Nongoma.
- Greater Kokstad had the highest percentage (96,9%) of persons with access to cellphones, followed by uMhlathuze (96,1%). The municipalities with the lowest percentage of persons with access to cellphones were Umuziwabantu (86,6%) and Ubuhlebezwe (89,4%).

Figure 3.19: Percentage households with access to telephones and persons with access to cellphones per municipality, 2016

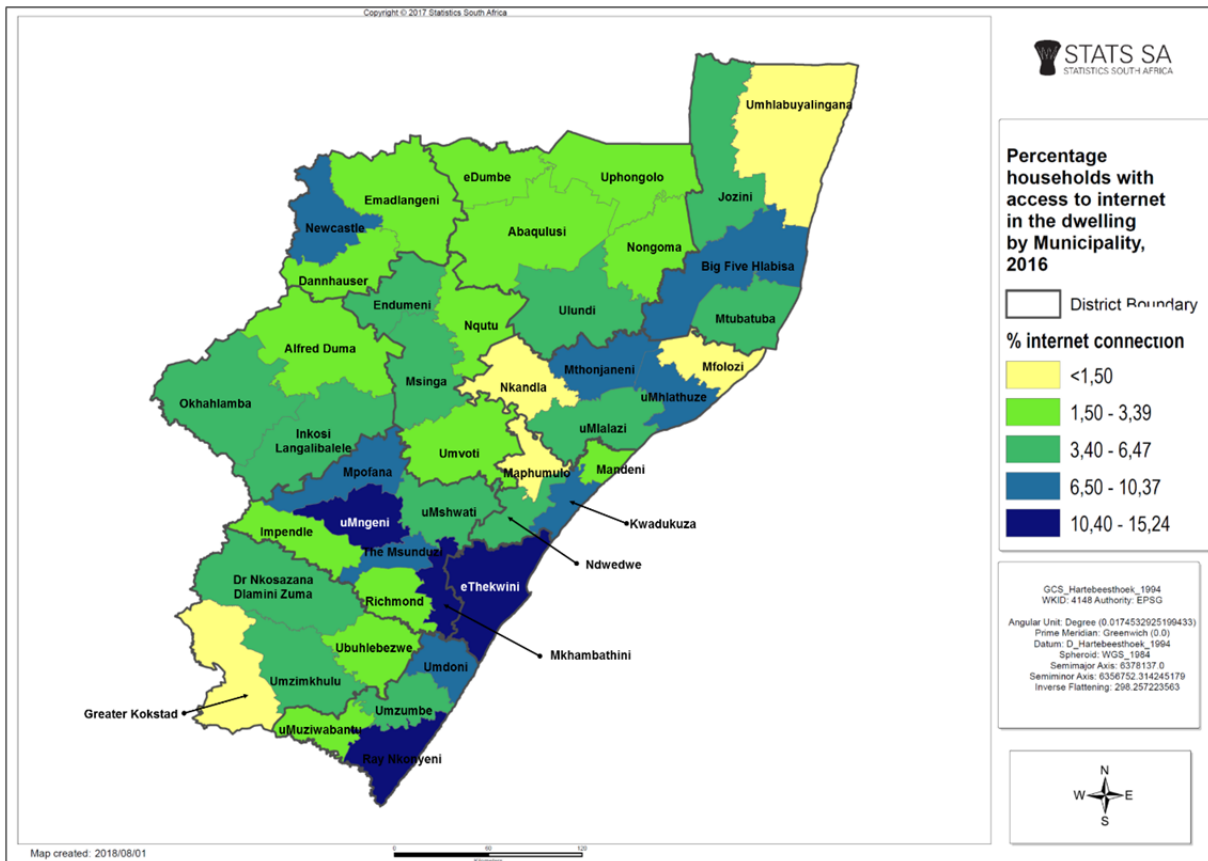


Source: Statistics South Africa, Community Survey 2016

In KZN, approximately 9% of households had an internet connection in the dwelling in 2016. Figures 3.20 and 3.21 highlight the percentage of households with access to an internet connection in the dwelling and household access to a motor vehicle, respectively. The figures show that relative to the number of households and population in the municipality:

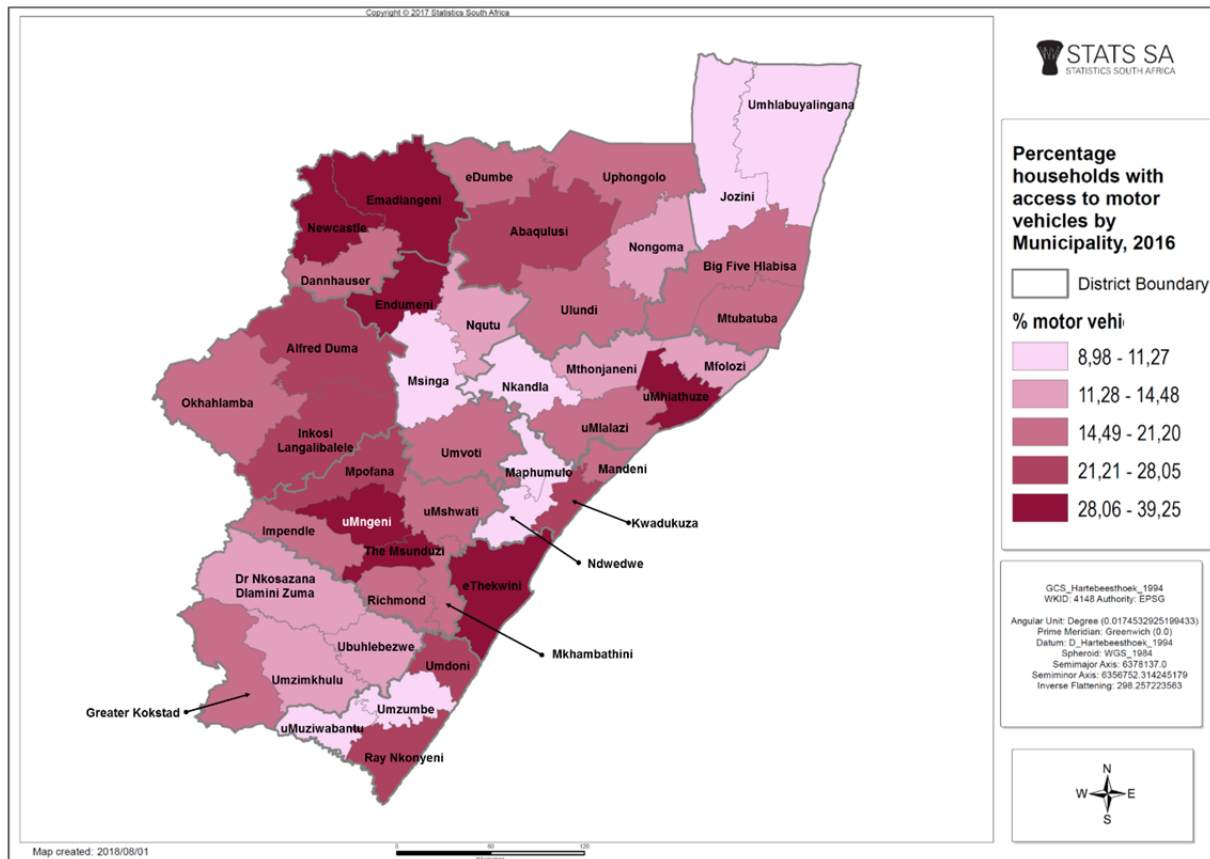
- Umgeni had the highest percentage of households with access to internet in the dwelling (15,2%), followed by Mkhambathini and eThekwini (14,6% and 13,3%, respectively).
- Nkandla and Maphumulo had the lowest percentage of households with access to internet in the dwelling.
- Umgeni also had the highest percentage of households with access to a motor vehicle (39,2%), followed by eThekwini and Msunduzi (both 33,8%).
- The municipalities with the lowest percentage of households with access to a motor vehicle were Msinga and Jozini (9,0% and 10,1%, respectively).

Figure 3.20: Percentage households with access to internet connection in the dwelling per municipality, 2016



Source: Statistics South Africa, Community Survey 2016

Figure 3.21: Percentage households with access to a motor vehicle per municipality, 2016



Source: Statistics South Africa, Community Survey 2016

3.5 Summary

This chapter aimed at discussing the statistical trends based on the Community Survey 2016 information. The chapter discussed trends in relation to the following: (1) population and distribution; (2) education and labour market dynamics; and (3) households and service delivery trends. Where possible, these trends were discussed at district and municipal levels.

3.5.1 Population and distribution

With the exception of uThukela and Zululand, the total population increased for all districts in the province. The percentage share of the KwaZulu-Natal population from 2007 to 2016 decreased for Ugu, uThukela, Harry Gwala, Zululand and eThekweni. In general, for KwaZulu-Natal, the population distribution indicated high fertility rates, and a large proportion of the population were youth. Nkandla and Mthonjaneni municipalities indicated dependency ratios of over 100, thus indicating that the sum of children and elderly (0–14 and 65+) exceeded that of the working-age population (15–64 years). The overall picture for KwaZulu-Natal indicates more females than males (92 males per 100 females) and the same applied in all the local municipalities.

3.5.2 Education and labour market dynamics

Literacy rates (in this case computed as the percentage of the population with highest level of education being Grade 7 and above) for persons aged 15 and older were over 75% in all municipalities in KZN, with the exception of Msinga, Nkandla and Maphumulo. All municipalities in KZN except for Umzumbe (in the Ugu District) had above 80% of children aged 6–13 years enrolled in primary school. Overall, approximately 26,7% of the population 20 years and older living in KwaZulu-Natal reported to have achieved a matric qualification or higher as their highest level of education.

In 2016, approximately 6,8 million of the population in KwaZulu-Natal were of working age (15–64). Employment trends indicate that approximately one-quarter (25,5%) of youth in KwaZulu-Natal were employed while over half (52,6%) of the adults were employed. Unemployment rates were 34,5 for youth and 13,1 for adults. The majority of employed persons for both youth and adults were employed in the formal sector (non-agricultural) (70,1% and 65,3% for youth and adults, respectively).

3.5.3 Households and service delivery trends

Overall, the total number of households in KwaZulu-Natal has increased from 2,2 million households in 2007 to 2,8 million households in 2016. Approximately 40% of all households in KwaZulu-Natal were located in the eThekweni metropolitan municipality. Overall, the average household size for KwaZulu-Natal was 3,8 in 2016.

In KwaZulu-Natal, approximately 72,7% of households were formal. Relative to the number of households per municipality, Newcastle indicated the highest percentage of formal dwellings (89,1%), while Nkandla indicated the highest percentage of traditional dwellings (82,6%). The municipality that recorded the largest percentage of informal households was eThekweni (13,3%).

Findings indicate that approximately 19,4% of households in KZN were RDP or government subsidised. The municipality with the highest percentage of RDP or government-subsidised housing was Greater Kokstad (44,4%), while the municipality with the lowest percentage of RDP or government-subsidised housing was uPhongolo (3,5%).

Regarding household services and access to assets, findings indicate that 66,2% of households in KwaZulu-Natal had access to piped water (inside the yard or dwelling). The Newcastle municipality in Amajuba district showed the highest percentage (93%), while Nongoma municipality in the neighbouring Zululand district indicated the lowest percentage (11,5%). Access to flush toilets connected to a sewerage system and/or septic tank was discussed as a measure to determine improved sanitation. Approximately 46,8% of households in KwaZulu-Natal had access to flush toilets connected to a sewerage system or septic tank in 2016. Endumeni had the highest percentage of households with access to flush toilets (79%), while Maphumulo had the lowest percentage of households with access to flush toilets (1,3%). In 2016, 42 of the 44 municipalities in KZN had over 55% of households with access to electricity. The remaining 2 municipalities, namely uMhlabuyalingana and Jozini, indicated less than 55% of households having access to electricity (23,6% and 49%, respectively).

While 12,5% of households in KwaZulu-Natal had access to landlines, access of individuals to cellphones was 94%. Only 8,8% of households had an internet connection in the dwelling while just over a quarter (26,6%) of households had access to a motor vehicle.

Satisfaction with KwaZulu-Natal provincial government

4



4.1 Introduction

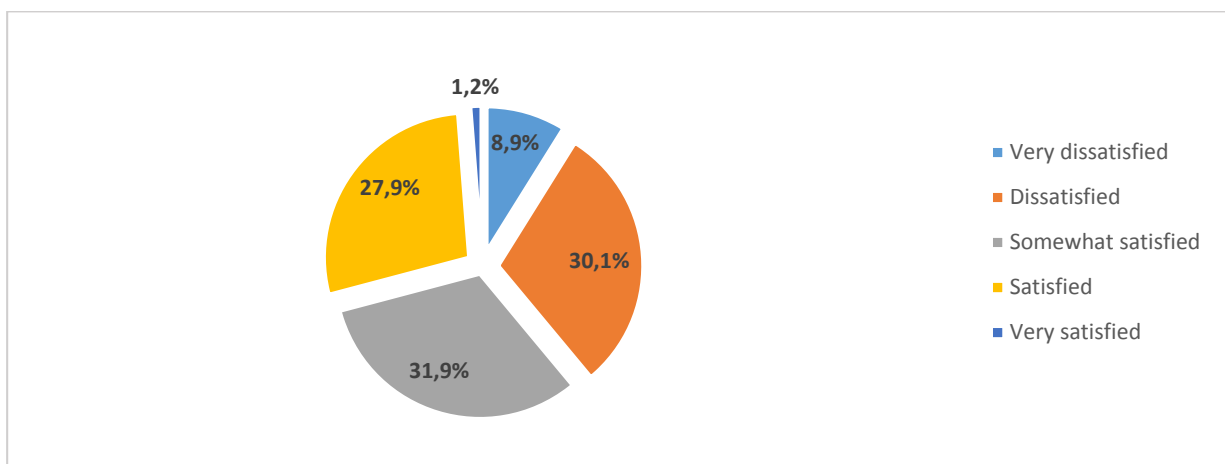
This chapter presents several analyses about perceptions of citizens of KwaZulu-Natal regarding their provincial government. This section begins with the analysis of respondents' ratings of satisfaction with overall performance of the provincial government (Section 4.2). This is followed by analysis of citizens' ratings of the governance of the provincial government (Section 4.3). Section 4.4 covers the rankings of provincial priorities (Section 4.4.1) and ratings of performance of provincial government in specific areas (Section 4.4.2). This chapter concludes with the analysis of the citizens' ratings of the provincial governments' implementation of the Batho Pele Principles in Section 4.5 and the analysis of the awareness of the populace about the provincial government's programmes as well as the analysis of their attendance of the provincial government's consultative meetings in Section 4.6. The analyses are mainly disaggregated by population group of respondents, district of residence, local municipality, and classification of municipalities as per the Municipal Infrastructure Investment Framework (MIIF), highest level of education and annual household income.

4.2 Satisfaction with overall performance of KwaZulu-Natal provincial government

This subsection presents the results of the assessment of citizens' satisfaction levels with overall performance of KwaZulu-Natal provincial government. Figure 4.1 presents the overall results for the province and Figures 4.2 to 4.7 break down the analysis by population group, district municipality, local municipality, highest level of education and annual household income.

Figure 4.1 shows the rating of the level of satisfaction with overall performance of the KwaZulu-Natal provincial government for people aged 15 years and older in KwaZulu-Natal. The results show that 39,0% of the population were outright dissatisfied (dissatisfied and very dissatisfied) with overall performance of the provincial government, compared to the 29,1% who were outright satisfied (satisfied and very satisfied). The remaining 31,9% of the population reported being somewhat satisfied with the overall performance of the provincial government.

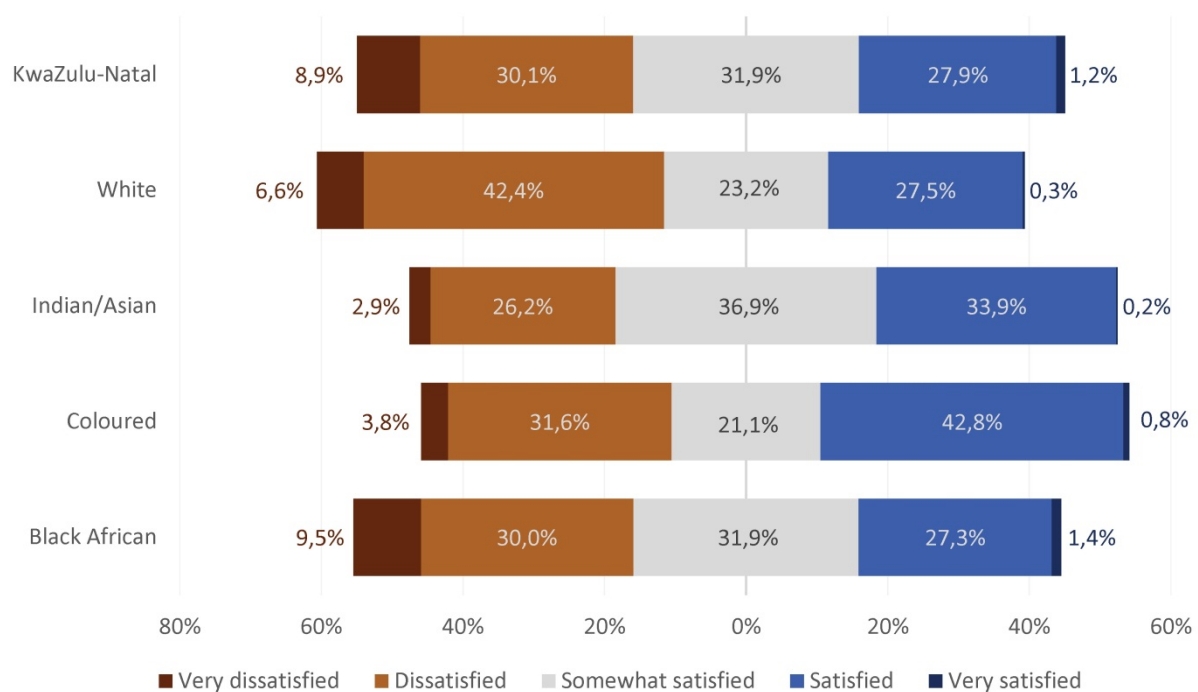
Figure 4.1: Percentage distribution of persons aged 15 years and older by level of satisfaction with overall performance of the KwaZulu-Natal provincial government



N = 7 614 675 excluding observations with missing values

Figure 4.2 presents the percentage distribution of ratings of the level of satisfaction with overall performance of the KwaZulu-Natal provincial government by population group for people aged 15 years and older in the province. The results show that the proportion of people who were outright dissatisfied with overall performance of the KwaZulu-Natal provincial government was highest among whites (49,0%), followed by black Africans (39,5%) and coloureds (35,4%) and lowest among Indians/Asians (29,1%). The proportion of people who were outright satisfied with overall performance of the provincial government was highest among coloureds (43,6%) and Indians/Asians (34,1%) and lowest among black Africans (28,7%) and whites (27,8%). Among Indians/Asians, most of the people reported to be somewhat satisfied rather than outright satisfied or outright dissatisfied.

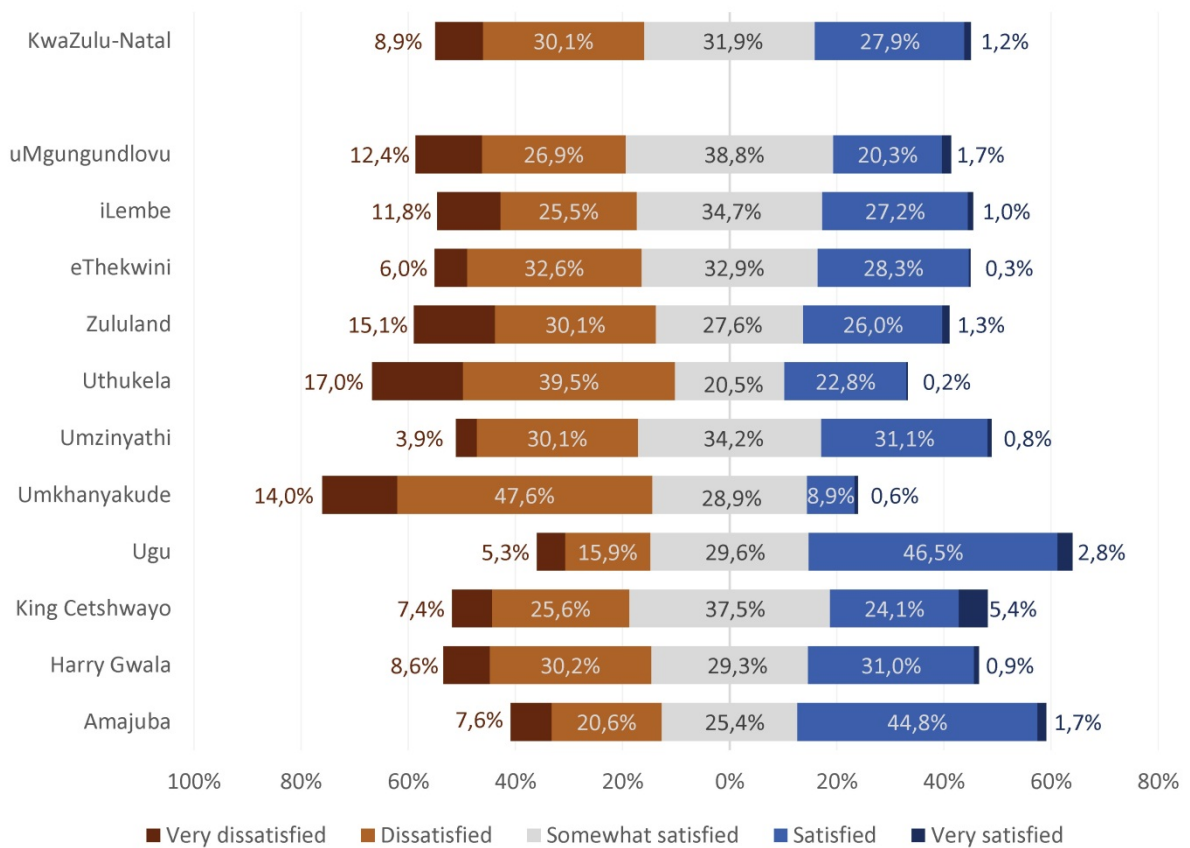
Figure 4.2: Percentage distribution of persons aged 15 years and older by population group and level of satisfaction with overall performance of the KwaZulu-Natal provincial government



N = 7 614 675 excluding observations with missing values

Figure 4.3 shows the percentage distribution of ratings of the level of satisfaction with overall performance of the KwaZulu-Natal provincial government by district for people aged 15 years and older in the province. These findings indicate that residents in 9 out of 11 districts, namely Harry Gwala, King Cetshwayo, Umkhanyakude, Umzinyathi, Uthukela, Zululand, eThekweni, iLembe and uMgungundlovu were more dissatisfied with the overall performance of the provincial government rather than satisfied. The proportion of people who rated the provincial government as outright satisfactory exceeds proportions of those who rated the provincial government as outright dissatisfactory only in Ugu (49,3%) and Amajuba (46,5%) districts. The proportions of those who are somewhat satisfied were highest in uMgungundlovu (38,8%) and King Cetshwayo (37,5%) and lowest in Uthukela (20,5%) followed by Amajuba (25,4%).

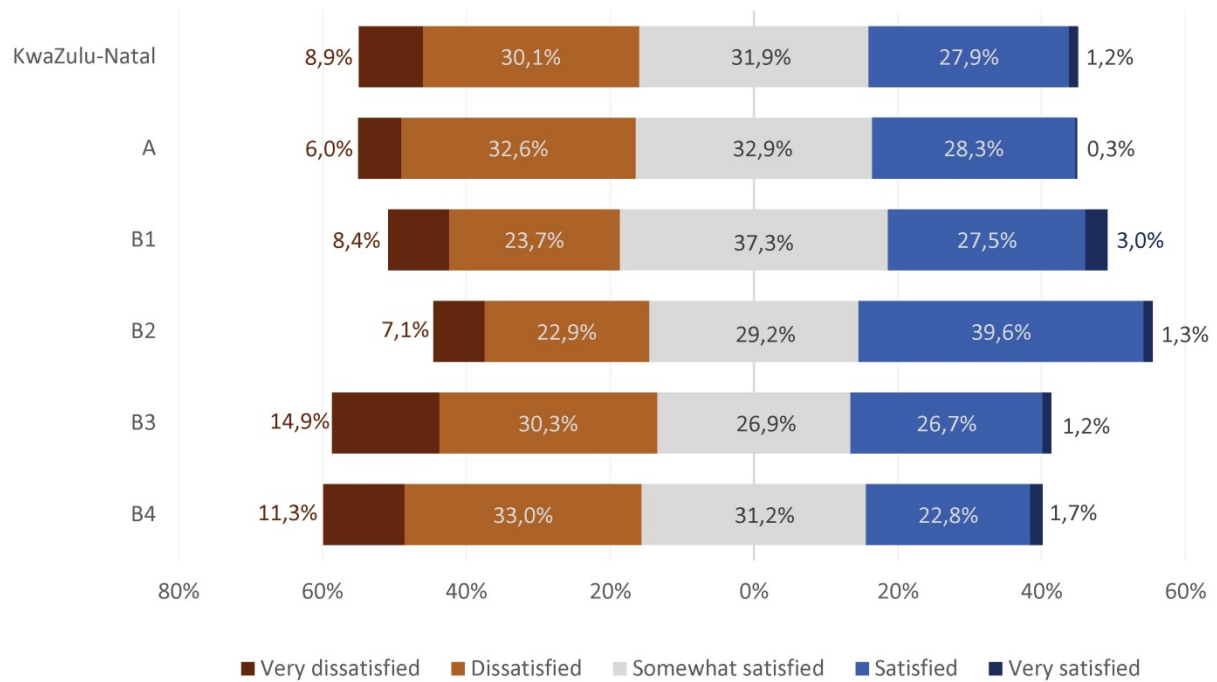
Figure 4.3: Percentage distribution of persons aged 15 years and older by district and level of satisfaction with overall performance of the KwaZulu-Natal provincial government



N = 7 614 675 excluding observations with missing values

Figure 4.4 presents the percentage distribution of ratings of the level of satisfaction with overall performance of the KwaZulu-Natal provincial government by MIIF category for people aged 15 years and older. The results show that the proportion of people who rated the provincial government as outright dissatisfactory exceeds proportions of those who rated the provincial government as outright satisfactory in 4 of the 5 MIIF categories, with the MIIF category B2 being the exception. About 40,9% of the target population in MIIF category B2 rated the provincial government outright satisfactory, which is 10,9 percentage points more than those who rated it outright dissatisfactory (30,0%).

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

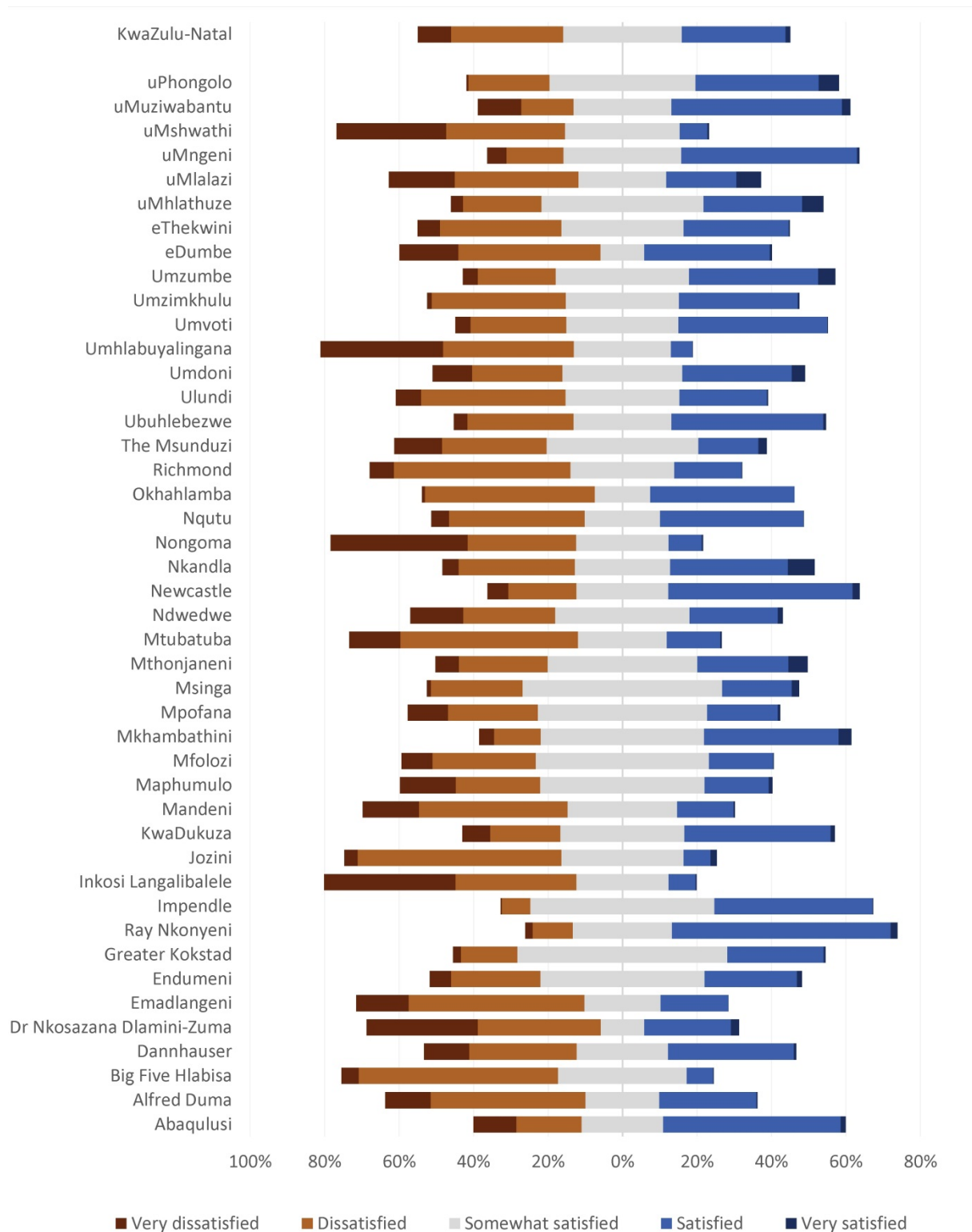


N = 7 614 675 excluding observations with missing values

Figure 4.5 shows the percentage distribution of ratings of the level of satisfaction with overall performance of the KwaZulu-Natal provincial government by local municipality for people aged 15 years and older in the province. The results show that the proportion of people who rated the provincial government as outright dissatisfactory exceeds proportions of those who rated the provincial government as outright satisfactory in 29 of the 44 local municipalities (namely, Alfred Duma, Big Five Hlabisa, Dannhauser, Dr Nkosazana Dlamini-Zuma, Emadlangeni, Endumeni, Inkosi Langalibalele, Jozini, Mandeni, Maphumulo, Mfolozi, Mpofana, Msinga, Mthonjaneni, Mtubatuba, Ndwedwe, Nongoma, Nqutu, Okhahlamba, Richmond, The Msunduzi, Ulundi, Umdoni, Umhlabuyalingana, Umzimkhulu, eDumbe, eThekwini, uMlalazi and uMshwathi).

In the other 15 local municipalities, the analysis shows that the proportion of people who rated the provincial government as outright satisfactory exceeds proportions of those who rated the provincial government as outright dissatisfactory. These municipalities are Abaqulusi, Greater Kokstad, Ray Nkonyeni, Impendle, KwaDukuza, Mkhambathini, Newcastle, Nkandla, Ubuhlebezwe, Umvoti, Umzambe, uMhlathuze, uMngeni, uMuziwabantu and uPhongolo.

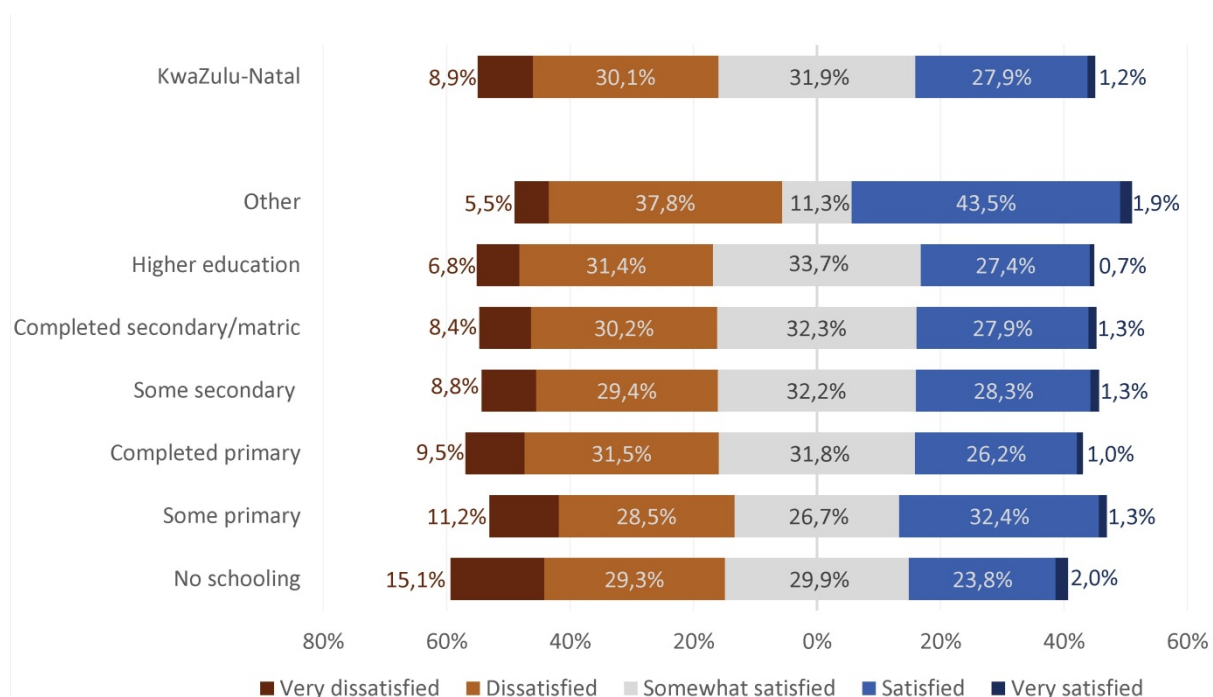
Figure 4.5: Percentage distribution of persons aged 15 years and older by local municipality and level of satisfaction with overall performance of the provincial government



N = 7 614 675 excluding observations with missing values

Figure 4.6 shows the percentage distribution of ratings of the level of satisfaction with overall performance of the KwaZulu-Natal provincial government by highest level of education for people aged 15 years and older in KZN. The results show that the proportion of people who rated the provincial government as outright dissatisfactory exceeds proportions of those who rated the provincial government as outright satisfactory in 6 of the 7 levels of education. These include people with no schooling, some primary, completed primary, some secondary (including certificate/diploma with less than matric), completed secondary/matric and higher education. The exception is for people who reported having “other” educational qualifications. This group of respondents had a higher proportion of people that reported to be outright satisfied (45,4%), followed closely by those who were outright dissatisfied (43,3%) and 11,3% reporting to be somewhat satisfied. A critical examination of the result reveals that the level of outright dissatisfaction of people across all seven educational categories notably exceeds that of slight satisfaction (somewhat satisfied) in the province.

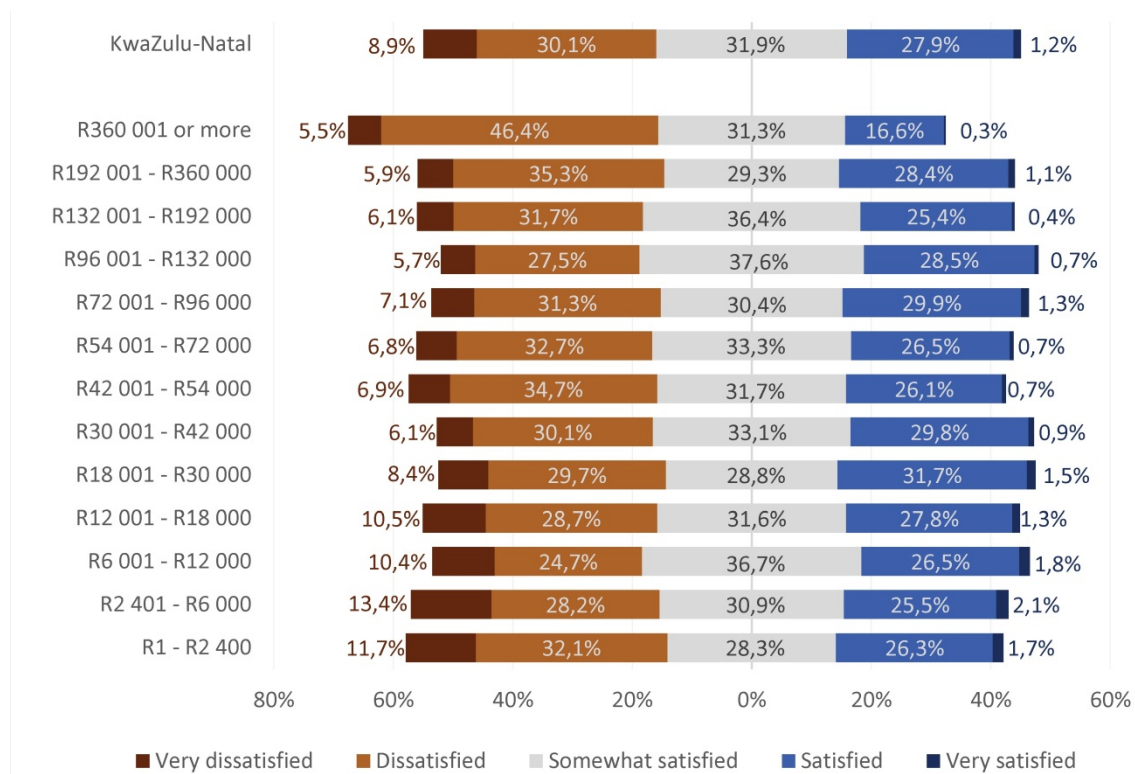
Figure 4.6: Percentage distribution of persons aged 15 years and older by highest level of education and level of satisfaction with overall performance of the provincial government



N = 7 614 675 excluding observations with missing values

Figure 4.7 presents the percentage distribution of ratings of the level of satisfaction with overall performance of the KwaZulu-Natal provincial government by annual household income for people aged 15 years and older. Interestingly, the proportion of people who rated the provincial government as outright dissatisfactory is highest for those in the top income category (R360 001 or more), as well as those in the bottom income category (R1–R2 400). Conversely, the results show the lowest proportion of dissatisfaction for those in the income categories R6 001–R12 000 and R96 001–R132 000. The results also show that the proportion of people who rated the provincial government as outright dissatisfactory exceeds the proportion of those who rated it as outright satisfactory in all income categories. Furthermore, this exceeds the proportions of those who rated it as somewhat satisfactory in all but two income categories; R6 001–R12 000 and R96 001–R132 000. These results suggest that citizens aged 15 years and older generally rate the overall performance of the provincial government as mostly dissatisfactory regardless of their household income.

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



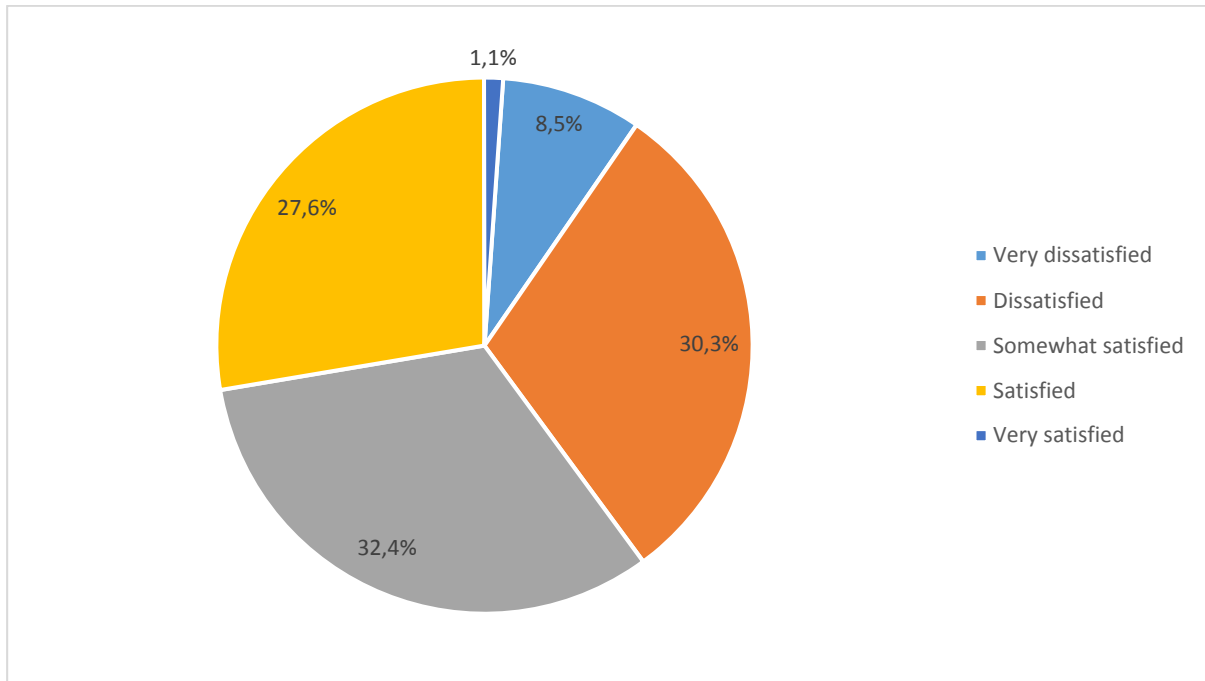
N = 6 953 489 excluding observations with missing values

4.3 Satisfaction with governance of KwaZulu-Natal provincial government

Subsection 4.3 covers the results of the analysis of the citizens' levels of satisfaction with governance of the KwaZulu-Natal provincial government. Figure 4.8 presents the overall results for the province and Figures 4.9 to 4.13 show the break down of the analysis by population group, district municipality, local municipality, highest level of education and annual household income.

Figure 4.8 presents the percentage distribution of ratings of the level of satisfaction with governance of the KwaZulu-Natal provincial government for people aged 15 years and older in the province. The results reveal that a higher proportion (38,8%) of the KZN citizens were outright dissatisfied with the governance of the provincial government, with 28,7% reporting outright satisfaction. Almost a third (32,4%) of the KZN citizens were somewhat satisfied.

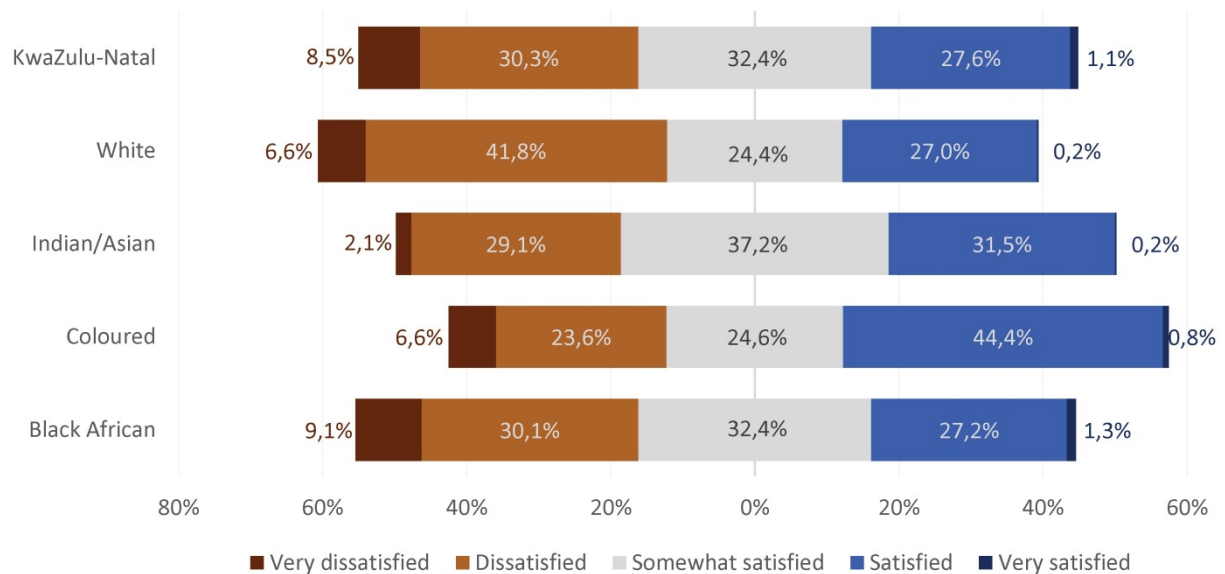
Figure 4.8: Percentage distribution of persons aged 15 years and older by level of satisfaction with governance of KwaZulu-Natal provincial government



N=7 614 675 excluding observations with missing values

The results in Figure 4.9 shows that almost half of the white population (48,4%) reported being outright dissatisfied with governance of the KZN provincial government. The corresponding proportions for black Africans, Indians/Asians and coloureds are 39,2%, 31,2% and 30,2% respectively. These results suggest that the white population is predominantly outright dissatisfied with the governance of the KZN provincial government, followed by black Africans and coloureds. On the other hand, the results show that the coloured population group is predominantly outright satisfied, with 45,2% of the coloured population rating the governance of the provincial government as outright satisfactory. The corresponding proportions for Indians/Asians, black Africans and whites are 31,7%, 28,5% and 27,2% respectively.

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

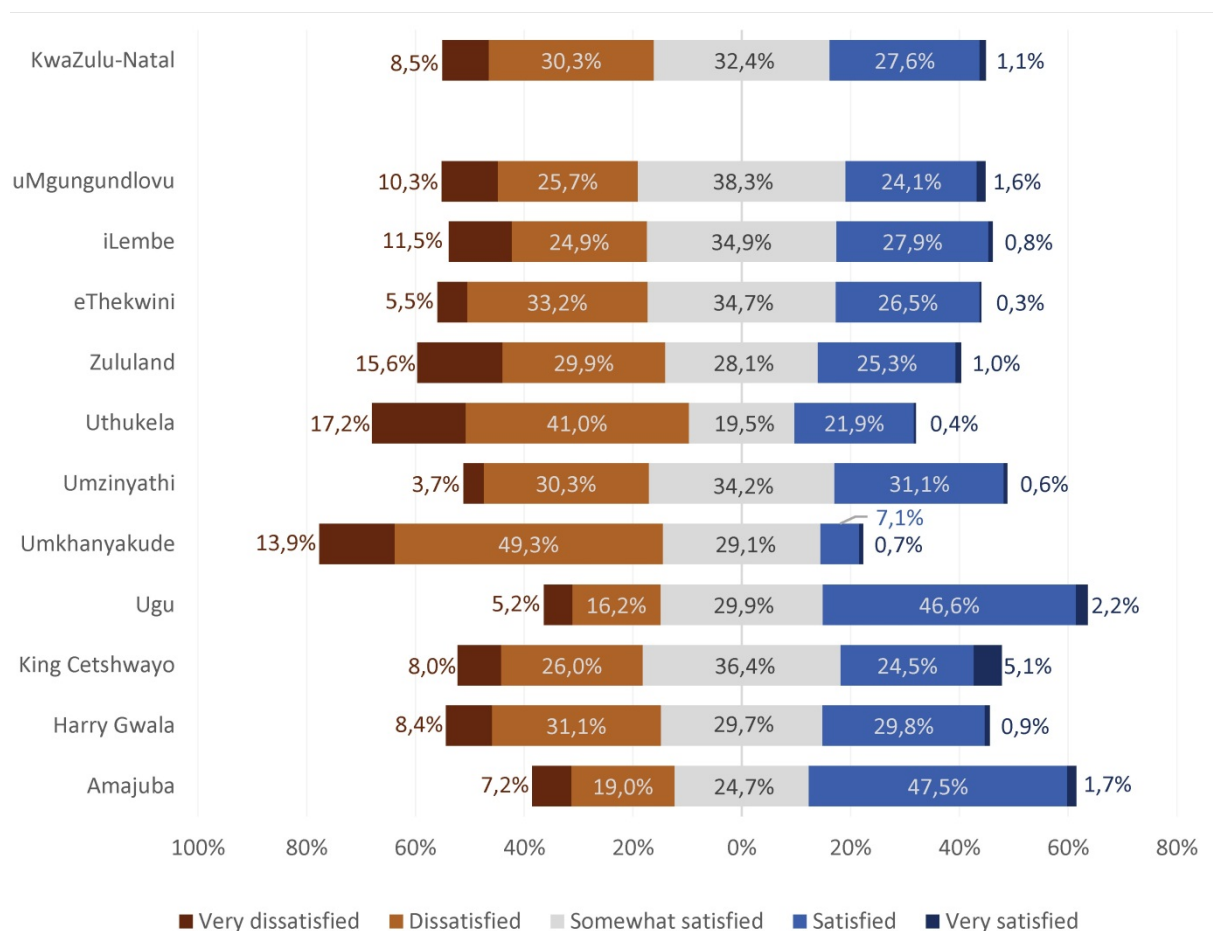


N=7 614 675 excluding observations with missing values

It can also be observed that each population group seems to peak at different levels of satisfaction. Within the very satisfied group, black Africans recorded the highest level at 1,3%, the coloured population had the highest proportion among those who were satisfied at 44,4%, while Indians/Asians dominated those who were somewhat satisfied (37,2%). Whites had the highest proportion among those who were dissatisfied (41,8%) and the majority of black African citizens were very dissatisfied (9,1%).

Figure 4.10 shows citizens' levels of satisfaction with governance of the KZN provincial government for people aged 15 years and older in each district municipality. The results show that the proportion of citizens who are outright dissatisfied with the governance of the provincial government exceed the proportion of citizens who are outright satisfied in 9 out of 11 district municipalities, the exceptions being Amajuba and Ugu districts. Amajuba (49,2%), Ugu (48,8%) and Umzinyathi (31,7%) had the highest proportions of the persons that reported that they were outright satisfied. On the other hand, the highest proportion of those who reported that they were outright dissatisfied were found in Umkhanyakude (63,2%), Uthukela (58,2%) and Zululand (45,5%) districts.

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



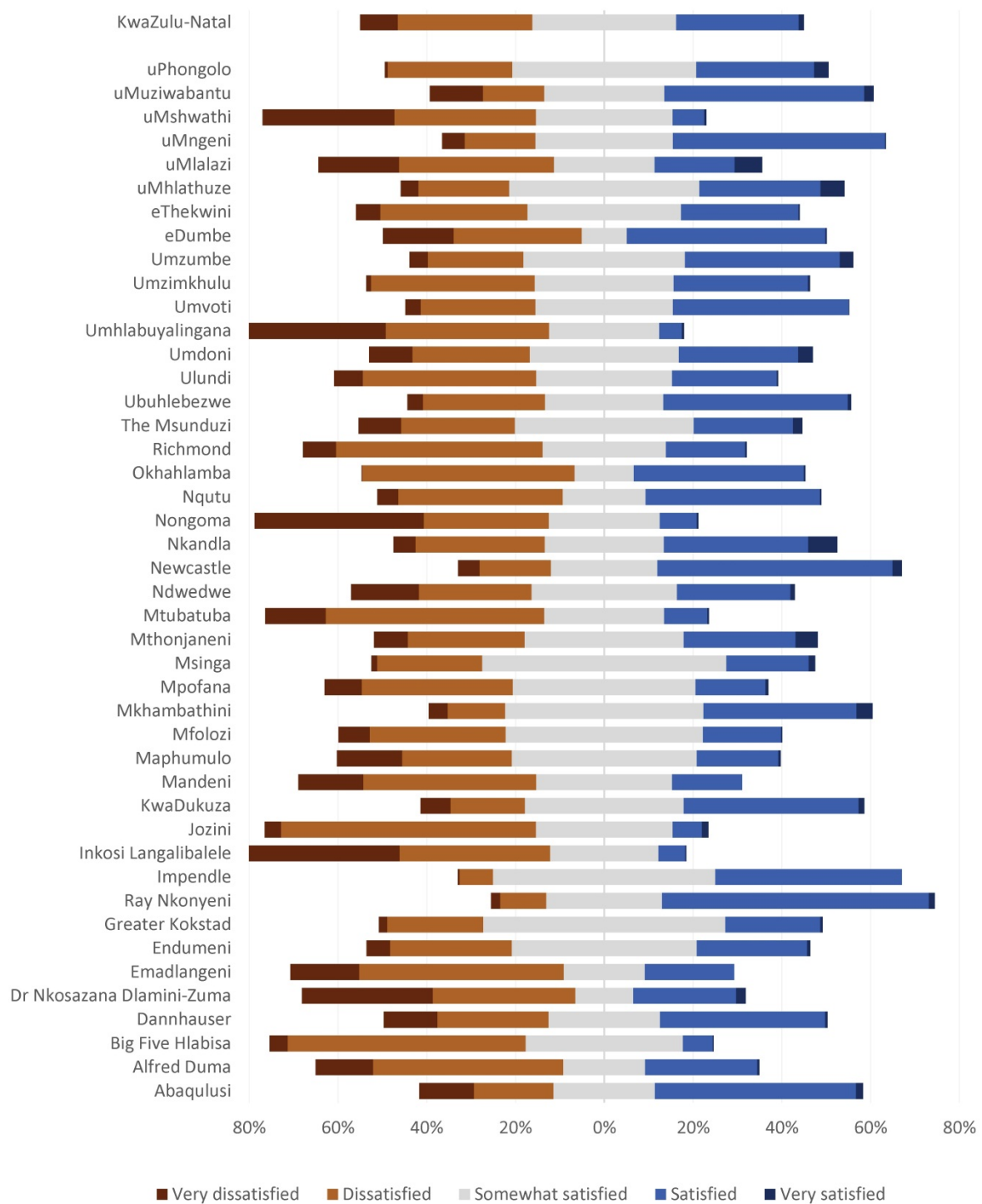
N=7 614 675 excluding observations with missing values

These results suggest that the level of satisfaction varies significantly by district municipality. Almost half of the population of Ugu and Amajuba reported that they were outright satisfied. On the contrary, more than half of the population of Umkhanyakude and Uthukela showed higher percentages of those who were outright dissatisfied.

Figure 4.11 presents the KZN citizens' levels of satisfaction with governance of the KZN provincial government by local municipalities for people aged 15 years and older. The results suggest that the proportion of people who rated the governance of the provincial government as outright dissatisfactory exceeds the proportion of those who rated it outright satisfactory in 28 of the 44 local municipalities. These municipalities were Umhlabuyalingana, Inkosi Langalibalele, Nongoma, Mtubatuba, Dr Nkosazana Dlamini-Zuma, Emadlangeni, uMshwathi, Jozini, Big Five Hlabisa, Alfred Duma, Richmond, Mandeni, uMlalazi, Okhahlamba, Ulundi, Mpfana, Nqutu, Ndwedwe, Maphumulo, eThekweni, Umzimkhulu, Mfolozi, Umdoni, The Msunduzi, Mthonjaneni, Endumeni, Msinga and Greater Kokstad. The first 13 of these municipalities had more than 50% of their citizens rating the governance of the KZN province as outright dissatisfactory, highest of them being Umhlabuyalingana (69,6%), UMshwathi (61,6%) and Mtubatuba (62,9%). The lowest proportion was recorded in Greater Kokstad (23,5%). In the other 16 local municipalities, the proportion of people who rated the governance of the provincial government as outright satisfactory exceeds those that rated it as outright dissatisfactory. These local municipalities were Ray Nkonyeni, Newcastle, uMngeni,

uMuziwabantu, Abaqulusi, eDumbe, Ubuhlebezwe, Impendle, KwaDukuza, Umvoti, Nkandla, Mkhambathini, Umzumbe, Dannhauser, uMhlathuze and uPhongolo. The levels of outright satisfaction are highest in Ray Nkonyeni (61,4%), Newcastle (55,0%) and uMngeni (48,0%) and lowest in uPhongolo (29,8%).

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

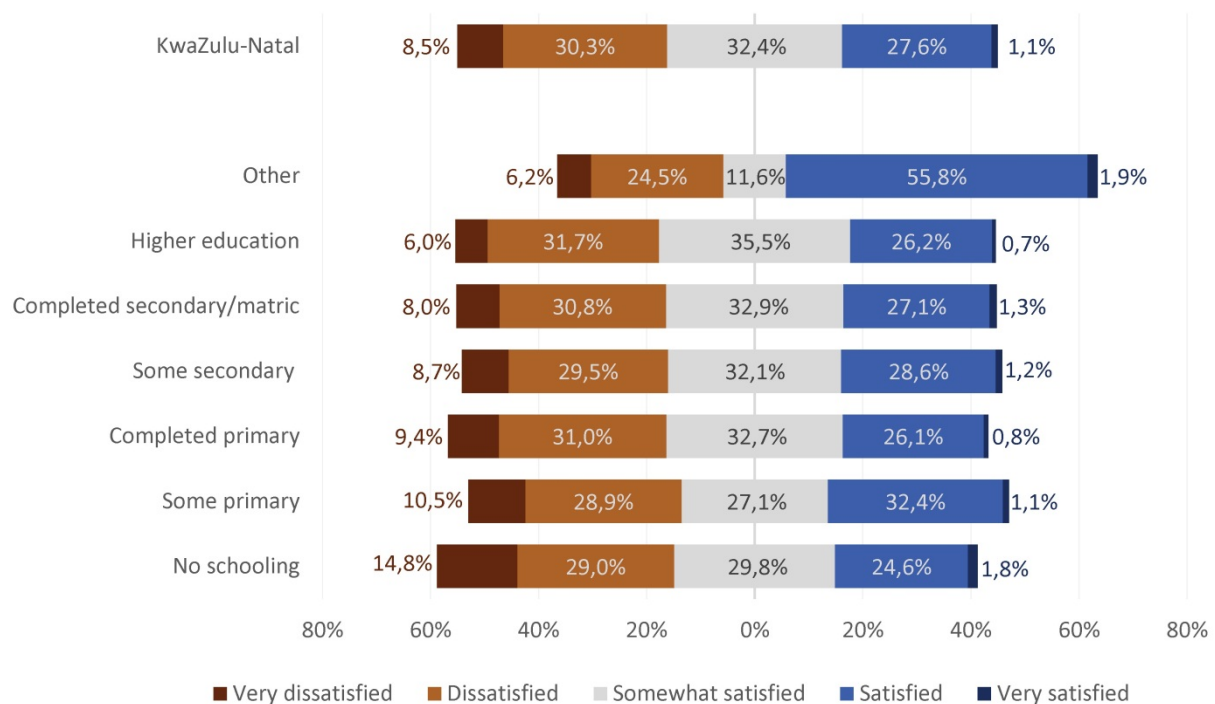


N=7 614 675 excluding observations with missing values

The results shown in Figure 4.12 indicates that the proportion of those who were outright dissatisfied with governance of the KZN province exceeds the proportion of those who were outright satisfied in 6 of the 7 levels of education. These include people with no schooling, some primary, completed primary, some secondary (including certificate/diploma with less than matric), completed secondary/matric and higher education. The exception is for people who reported having “other” educational qualifications.

The proportion of those who were outright dissatisfied with governance of the KZN province is highest among those who had no schooling (43,8%) and followed by those who had completed primary education (40,4%). On the other hand, the proportion of those who were outright satisfied with governance of the KZN province is highest among those who had attained “other” educational qualifications (57,7%), followed by those with some primary education (33,5%) and lowest among those with no schooling (26,4%). Overall, it is evident that across all levels of education, KZN citizens were predominantly outright dissatisfied more than outright satisfied or somewhat satisfied.

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

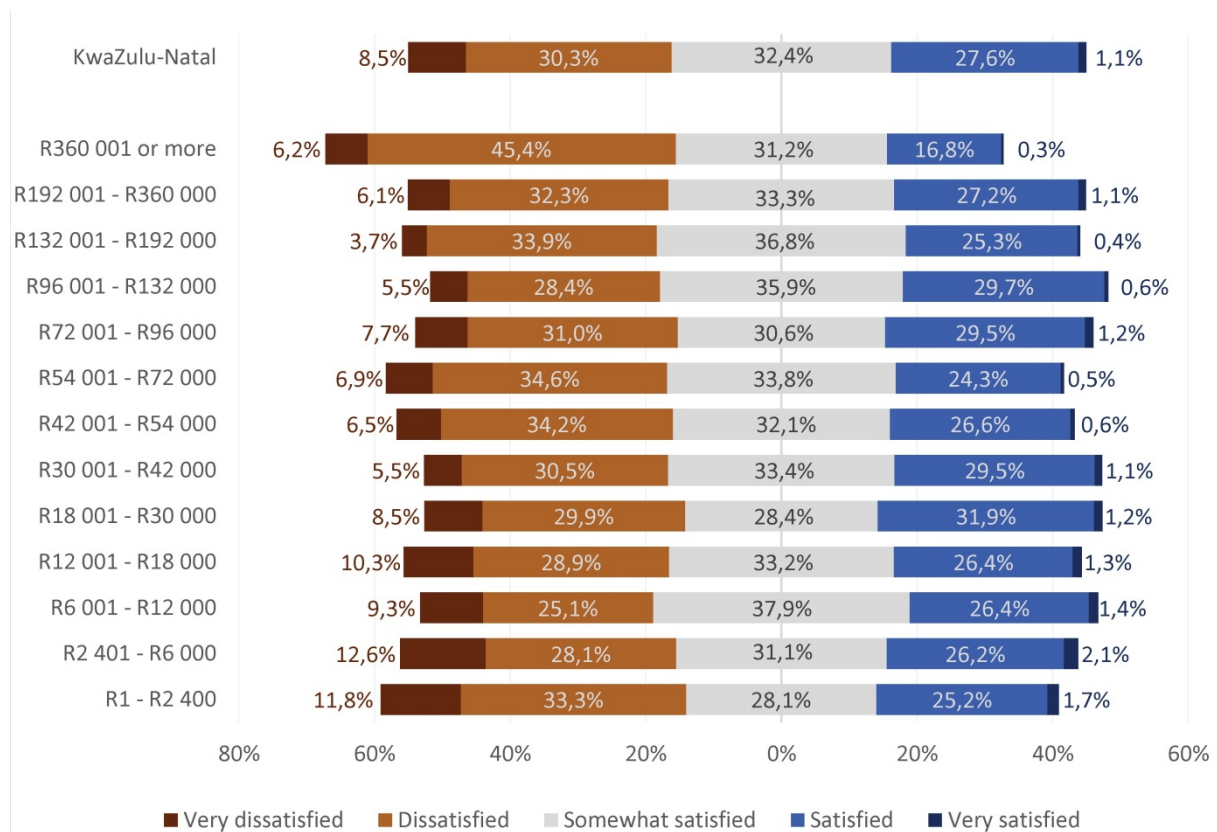


N=7 614 675 excluding observations with missing values

The results show that the education category “other” has notable difference to the other 6 education categories. About 55,8% of the people with “other” educational qualifications indicated that they were absolutely satisfied (notably higher than the other categories) and 11,6% indicating somewhat satisfaction (much lower than the other categories). However, the “other” category has very few observations (N=16 000), which could be distorting the general pattern observed across other education categories.

Figure 4.13 presents the analysis by annual household income. Overall the results show that the proportion of people who rated governance of the KZN province as absolutely dissatisfactory consistently exceeds that of those who rated it as absolutely satisfactory across all household income categories. Notably, people in the top (R360 001 or more) as well as those in the lowest (R1 and R2 400) annual household income categories reported the highest proportions of people who were outright dissatisfied with the governance of the provincial government than all other income categories, with 51,6% and 45,1%, respectively.

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



N=6 953 489 excluding observations with missing values

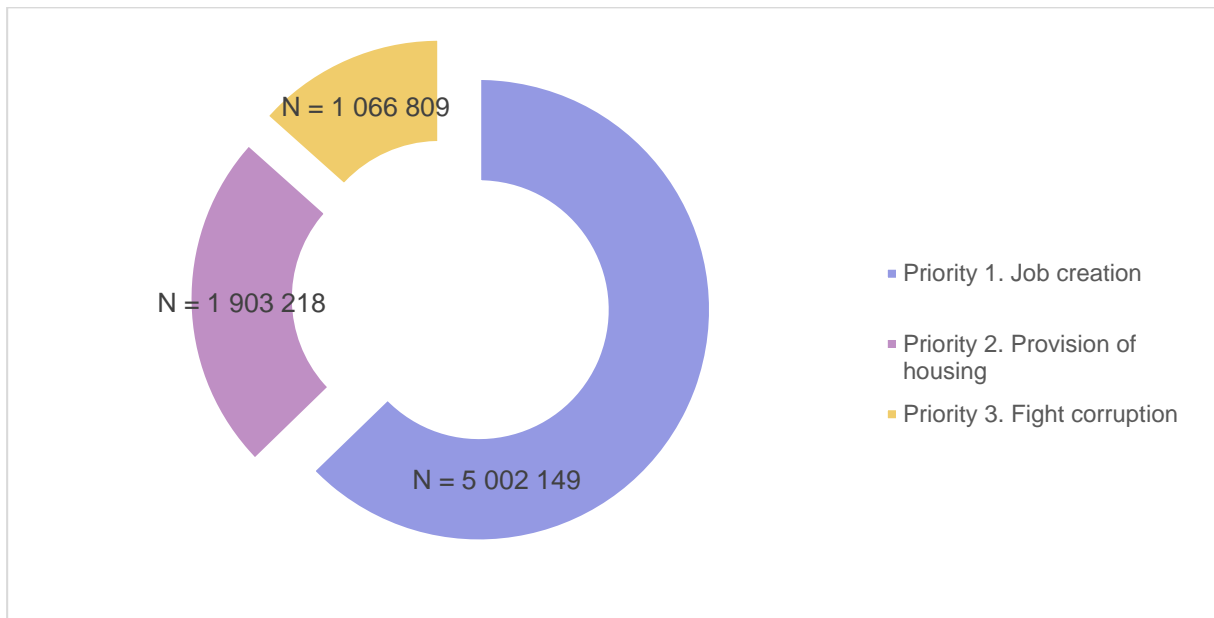
4.4 Ranking of provincial priorities and rating of performance of provincial government in specific areas

4.4.1 Citizen ranking of provincial priorities

Similarly to the 2015 KZN CSS, the 2018 version of the KZN CSS provides the provincial government with an opportunity to assess the province's performance on services to its citizens. The 2015 report alluded to the 6 priority areas through which the province has been pursuing its development agenda, namely (1) job creation (decent work and economic growth); (2) education; (3) health; (4) rural development, food security and land reform; (5) fighting crime and corruption; and (6) nation building and good governance. As a measure of assessing whether or not the priorities of the KwaZulu-Natal government are in line with the community's aspirations, the respondents were asked to select their top three priorities from a list of 18 priorities which they would prefer the provincial government to attend to in the KZN CSSs (both 2015 and 2018). This provides the provincial government an opportunity to assess the people's perceptions regarding what the provincial government's focus should be on when providing service delivery. The analysis of these priorities is done for KwaZulu-Natal and also aggregated by population group, district, MIIF category, local municipality, education and annual household income.

As shown in Figure 4.14, the results reveal that the majority of the citizens aged 15 years and older in KZN ranked job creation (N=5 002 149) as their top priority. Affordable housing (N = 1 903 218) was ranked as their second most important priority and fighting corruption (N = 1 066 809) as their third most important priority.

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



Tables 4.1 to 4.6 present the ranking of the top three priorities that the provincial government should attend to according to the citizens of KZN. The analysis examines the priorities according to population group, level of education, household income, as well as by administrative disaggregations such as district and local municipalities, and classification of municipalities as per the Municipal Infrastructure Investment Framework (MIIF).

According to Table 4.1, “job creation” is ranked as the number one priority by all the population groups. “Fighting corruption” and “growing the economy” are ranked as the second and third most important priorities respectively by the coloured, Indian/Asian and white population groups. For black Africans, “provision of housing” and “education and skills development” emerged as the second and third most important priorities respectively.

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

| Population group | Priority 1 | Priority 2 | Priority 3 |
|------------------|--------------|----------------------|--------------------------------|
| Black African | Job creation | Provision of housing | Education & skills development |
| Coloured | Job creation | Fighting corruption | Growing the economy |
| Indian/Asian | Job creation | Fighting corruption | Growing the economy |
| White | Job creation | Fighting corruption | Growing the economy |

Table 4.2 shows the ranking of priorities at district level for citizens aged 15 years and older. As observed by district municipality, “job creation” was ranked as the top priority for all districts. “Provision of housing” came out as second most important priority for all districts, except for Amajuba and eThekweni, which indicated “crime prevention” as their second most important priority. The table further depicts “education and skills development” as the third most important priority in five district municipalities (Amajuba, Harry Gwala, King Cetshwayo, Umkhanyakude and Zululand), with the remaining six municipalities showing variation across other priorities.

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

| District council | Priority 1 | Priority 2 | Priority 3 |
|------------------|--------------|----------------------|---|
| Amajuba | Job creation | Crime prevention | Education & skills development |
| eThekweni | Job creation | Crime prevention | Fighting corruption |
| Harry Gwala | Job creation | Provision of housing | Education & skills development |
| iLembe | Job creation | Provision of housing | Poverty eradication |
| King Cetshwayo | Job creation | Provision of housing | Education & skills development |
| Ugu | Job creation | Provision of housing | Provision of basic services like water & sanitation |
| uMgungundlovu | Job creation | Provision of housing | Fighting corruption |
| Umkhanyakude | Job creation | Provision of housing | Education & skills development |
| Umzinyathi | Job creation | Provision of housing | Provision of basic services like water & sanitation |
| Uthukela | Job creation | Provision of housing | Building and maintaining existing infrastructure |
| Zululand | Job creation | Provision of housing | Education & skills development |

Table 4.3 provides insight on the citizens' top three priorities by municipal MIIF classification. Again, "job creation" was ranked as the top priority for all categories. Category A and B1 municipalities consider "crime prevention" as the second most important priority, while the "provision of housing" was ranked as the second priority for categories B2, B3 and B4. The "provision of basic services like water and sanitation" was perceived to be the third most important priority among the B4 category municipalities, while "fighting corruption" and "education and skills development" were ranked third for the other MIIF categories.

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

| MIIF category | Priority 1 | Priority 2 | Priority 3 |
|---------------|--------------|----------------------|---|
| Category A | Job creation | Crime prevention | Fighting corruption |
| Category B1 | Job creation | Crime prevention | Fighting corruption |
| Category B2 | Job creation | Provision of housing | Education & skills development |
| Category B3 | Job creation | Provision of housing | Education & skills development |
| Category B4 | Job creation | Provision of housing | Provision of basic services like water & sanitation |

Results in Table 4.4 show that "job creation" remains the most important priority to attend to in all KZN local municipalities according to the citizens. The majority of local municipalities (32 out of 44) regard "provision of housing" as the second focal area of priority, whereas the remaining municipalities reported "crime prevention" (9 out of 44) and "education and skills development" (3 out of 44) as the second priority. There was a wide diversity for the third top ranked priority across local municipalities. These included "building and maintaining existing infrastructure" (Alfred Duma, Emadlangeni, Inkosi Langalibalele and Maphumulo), "poverty eradication" (Impendle, KwaDukuza and Umzimkhulu) and "growing the economy" (Big five Hlabisa and Newcastle).

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

| Local municipality | Priority 1 | Priority 2 | Priority 3 |
|---------------------------|--------------|--------------------------------|---|
| Abaqulusi | Job creation | Education & skills development | Provision of housing |
| Alfred Duma | Job creation | Provision of housing | Building and maintaining existing infrastructure |
| Big Five Hlabisa | Job creation | Provision of housing | Growing the economy |
| Dannhauser | Job creation | Crime prevention | Education & skills development |
| Dr Nkosazana Dlamini-Zuma | Job creation | Provision of housing | Provision of basic services like water & sanitation |
| eDumbe | Job creation | Provision of housing | Education & skills development |
| Emadlangeni | Job creation | Provision of housing | Building and maintaining existing infrastructure |
| Endumeni | Job creation | Crime prevention | Provision of housing |
| eThekwini | Job creation | Crime prevention | Fighting corruption |
| Greater Kokstad | Job creation | Provision of housing | Education & skills development |
| Ray Nkonyeni | Job creation | Crime prevention | Provision of housing |
| Impendle | Job creation | Crime prevention | Poverty eradication |
| Inkosi Langalibalele | Job creation | Provision of housing | Building and maintaining existing infrastructure |
| Jozini | Job creation | Provision of housing | Education & skills development |
| KwaDukuza | Job creation | Provision of housing | Poverty eradication |
| Mandeni | Job creation | Provision of housing | Fighting corruption |
| Maphumulo | Job creation | Provision of housing | Building and maintaining existing infrastructure |
| Mfolozi | Job creation | Provision of housing | Fighting corruption |
| Mkhambathini | Job creation | Crime prevention | Provision of housing |
| Mpofana | Job creation | Provision of housing | Education & skills development |
| Msinga | Job creation | Provision of housing | Provision of basic services like water & sanitation |
| Mthonjaneni | Job creation | Provision of housing | Education & skills development |
| Mtubatuba | Job creation | Provision of housing | Provision of basic services like water & sanitation |
| Ndwedwe | Job creation | Provision of housing | Education & skills development |
| Newcastle | Job creation | Crime prevention | Growing the economy |
| Nkandla | Job creation | Provision of housing | Education & skills development |
| Nongoma | Job creation | Provision of housing | Education & skills development |
| Nqutu | Job creation | Provision of housing | Provision of basic services like water & sanitation |

| | | | |
|------------------|--------------|--------------------------------|---|
| Okhahlamba | Job creation | Provision of housing | Education & skills development |
| Richmond | Job creation | Provision of housing | Crime prevention |
| The Msunduzi | Job creation | Education & skills development | Fighting corruption |
| Ubuhlebezwe | Job creation | Provision of housing | Provision of basic services like water & sanitation |
| Ulundi | Job creation | Provision of housing | Provision of basic services like water & sanitation |
| Umdoni | Job creation | Provision of housing | Provision of basic services like water & sanitation |
| Umhlabuyalingana | Job creation | Provision of housing | Education & skills development |
| uMhlathuze | Job creation | Crime prevention | Provision of housing |
| uMlalazi | Job creation | Provision of housing | Fighting corruption |
| uMngeni | Job creation | Crime prevention | Fighting corruption |
| uMshwathi | Job creation | Provision of housing | Provision of basic services like water & sanitation |
| uMuziwabantu | Job creation | Provision of housing | Education & skills development |
| Umvoti | Job creation | Provision of housing | Crime prevention |
| Umzimkhulu | Job creation | Provision of housing | Poverty eradication |
| Umkhumbi | Job creation | Provision of housing | Provision of basic services like water & sanitation |
| uPhongolo | Job creation | Education & skills development | Provision of basic services like water & sanitation |

Citizens of KZN ranked “job creation” as a top priority across all levels of education as shown in Table 4.5. The table further shows that the citizens with higher education and “other” qualifications consider “crime prevention” as the second most important priority whereas those who had completed secondary/matric or less considered the “provisioning of housing” as their second priority. “Education and skills development”, “fighting corruption” and “growing the economy” were considered the third most important priorities by those who had at least completed primary education, while “provision of basic services like water & sanitation” was ranked as the third most important priority by those who have never completed primary education (these being people who had no schooling; and those with some primary).

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

| Level of education | Priority 1 | Priority 2 | Priority 3 |
|---|--------------|----------------------|---|
| No schooling | Job creation | Provision of housing | Provision of basic services like water & sanitation |
| Some primary | Job creation | Provision of housing | Provision of basic services like water & sanitation |
| Completed primary | Job creation | Provision of housing | Education and skills development |
| Some secondary (including certificate/diploma without matric) | Job creation | Provision of housing | Education and skills development |
| Completed secondary/matric | Job creation | Provision of housing | Fighting corruption |
| Higher education | Job creation | Crime prevention | Fighting corruption |
| Other | Job creation | Crime prevention | Growing the economy |

Table 4.6 presents the citizens' top 3 priorities by annual household income categories. The KZN citizens ranked "job creation" as the first most important priority across all income categories. "Crime prevention" and "fighting corruption" were considered priorities by people from higher income households, who mostly rated them as either the second or third priority. People from lower income households perceived "provision of housing" and "education and skills development" as their second and third most important priority respectively.

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

| Annual household income | Priority 1 | Priority 2 | Priority 3 |
|-------------------------|--------------|----------------------|----------------------------------|
| R1 - R2 400 | Job creation | Provision of housing | Education and skills development |
| R2 401 - R6 000 | Job creation | Provision of housing | Education and skills development |
| R6 001 - R12 000 | Job creation | Provision of housing | Education and skills development |
| R12 001 - R18 000 | Job creation | Provision of housing | Education and skills development |
| R18 001 - R30 000 | Job creation | Provision of housing | Fighting corruption |
| R30 001 - R42 000 | Job creation | Crime prevention | Provision of housing |
| R42 001 - R54 000 | Job creation | Crime prevention | Provision of housing |
| R54 001 - R72 000 | Job creation | Provision of housing | Fighting corruption |
| R72 001 - R96 000 | Job creation | Crime prevention | Fighting corruption |
| R96 001 - R132 000 | Job creation | Fighting corruption | Growing economy |
| R132 001 - R192 000 | Job creation | Crime prevention | Growing economy |
| R192 001 - R360 000 | Job creation | Crime prevention | Fighting corruption |
| R360 001 + | Job creation | Fighting corruption | Growing economy |

Table 4.7 shows the ranking of priorities for citizens aged 15 years and older by sex. Consistently, “job creation” followed by “provision of housing” were ranked as the most important and second most important priorities by both sexes. However, the sexes did differ on their third most important priority; the male population considered “fighting corruption” as a critical issue, while females indicated that their third top priority was “education & skills development”.

Table 4.7: Citizen ranking of top 3 priorities that the KwaZulu-Natal provincial government should attend to: sex

| Sex | Priority 1 | Priority 2 | Priority 3 |
|--------|--------------|----------------------|--------------------------------|
| Male | Job creation | Provision of housing | Fighting corruption |
| Female | Job creation | Provision of housing | Education & skills development |

Table 4.8 reveals the citizens’ top three priorities by age. Consistent with the previous data tables in this section, “job creation” and “provision of housing” were ranked as the highest and second highest priorities by all three age cohorts, respectively. As could be expected, the youth of KZN (those aged 15 to 35) reported that “education & skills development” was their third most important priority. People aged 36 to 59 years old indicated that “fighting corruption” was the third most important priority for the provincial government. Meanwhile, older KZN citizens (those aged 60+) wanted “growing the economy” to be the third top priority for the province.

Table 4.8: Citizen ranking of top 3 priorities that the KwaZulu-Natal provincial government should attend to: age

| Age | Priority 1 | Priority 2 | Priority 3 |
|---------|--------------|----------------------|--------------------------------|
| 15 – 35 | Job creation | Provision of housing | Education & skills development |
| 36 – 59 | Job creation | Provision of housing | Fighting corruption |
| 60+ | Job creation | Provision of housing | Growing the economy |

4.4.2 Rating of performance of provincial government in specific areas

In the CSS 2018, individuals were asked to rate the performance of the KwaZulu-Natal provincial government on ten selected areas, namely 1) providing basic education; 2) providing health care; 3) maintenance of provincial roads; 4) eradicating poverty and improving social welfare; 5) promoting agriculture; 6) improving household food security; 7) providing community safety and security; 8) promoting accountable government; 9) enhancing entrepreneurship and promoting small, medium and macro enterprises (SMMEs); and 10) eradicating fraud and corruption. Respondents were asked to indicate and rate whether the provincial government performance as poor, fair, good or very good on each of the selected area. This section of the report analysed these results overall for KZN and by population group and for the top and low income categories.

As reflected in Figure 4.15, more than half (52,8%) of KwaZulu-Natal residents rated the performance on “eradication of fraud and corruption” by the provincial government as poor. This is interesting given the fact that the population of KZN considered fighting corruption as one of their top 3 priorities. Other poorly rated services include “promoting agriculture” (42,3%), “enhancing entrepreneurship and SMMEs” (41,3%) and “promoting accountable government” (39,0%). The majority of the citizens of KZN rated the provincial government positively with regards to “providing basic education” (65,5%)

and “providing healthcare” (52,4%). The provincial government was also rated positively by a considerable number of citizens on “maintaining provincial roads” (45,6%).

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



Figure 4.16 reveals that over 50% of the KwaZulu-Natal residents aged 15 years and older across all four population groups had rated the performance of government in eradicating fraud and corruption poorly. Approximately 62,6% of Indian/Asians, 57,9% of whites, 55,4% of coloureds and 51,8% of black Africans in KwaZulu-Natal felt that the performance of government in eradicating fraud and corruption was poor. About 45% of the black Africans were unhappy about government’s performance on enhancing entrepreneurship and promoting SMMEs, as well as promoting agriculture. Black Africans in KZN province were mostly happy with the provision of basic education and healthcare, with 65,2% and 51,9% (respectively) of the black Africans rating these services positively.

Indians/Asians, followed by coloureds, were mostly happy (rating good and very good) with government’s performance on maintaining roads, providing basic education and providing health care services. Furthermore, there is little variation between responses given by black Africans and the provincial aggregates across all ten selected areas.

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

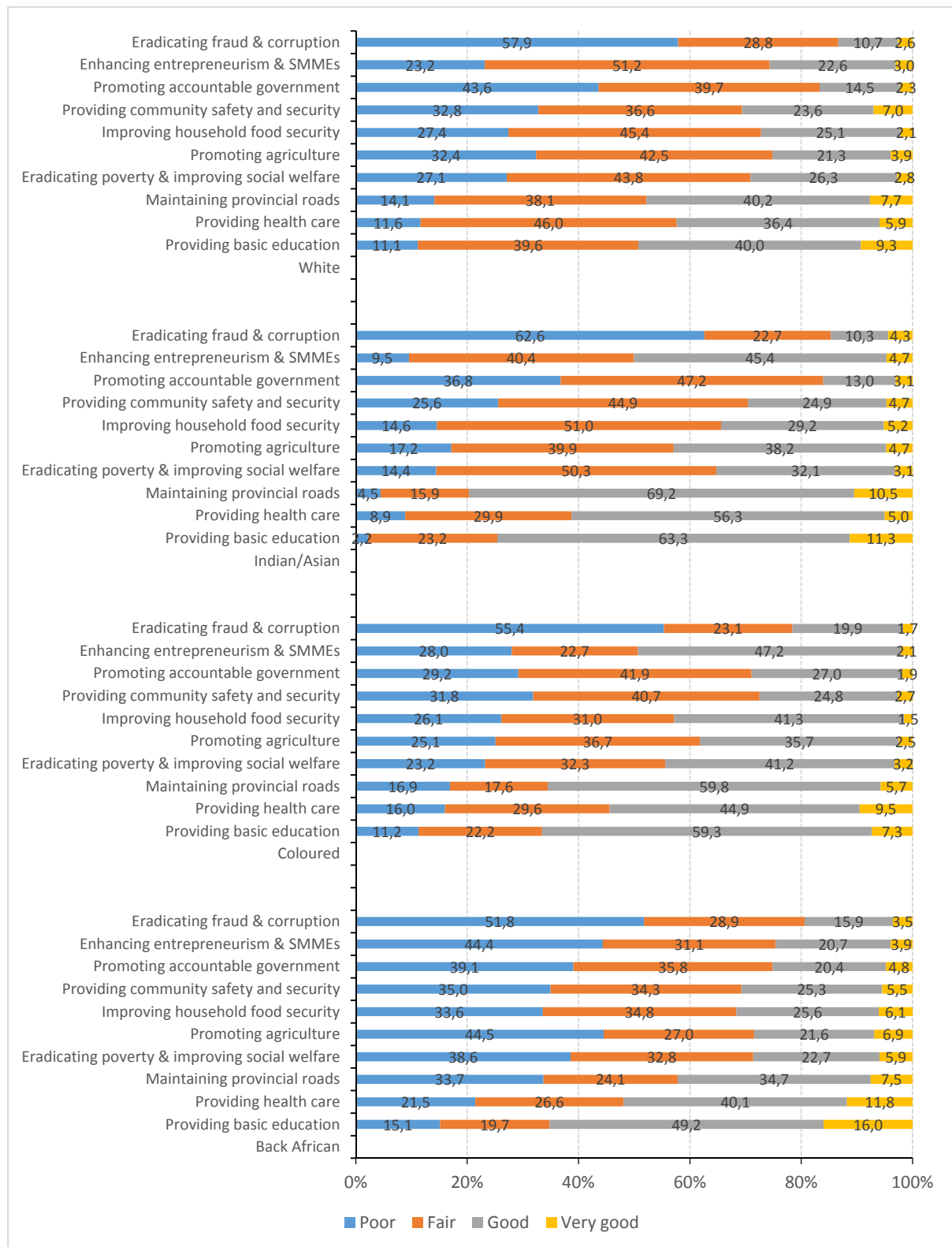
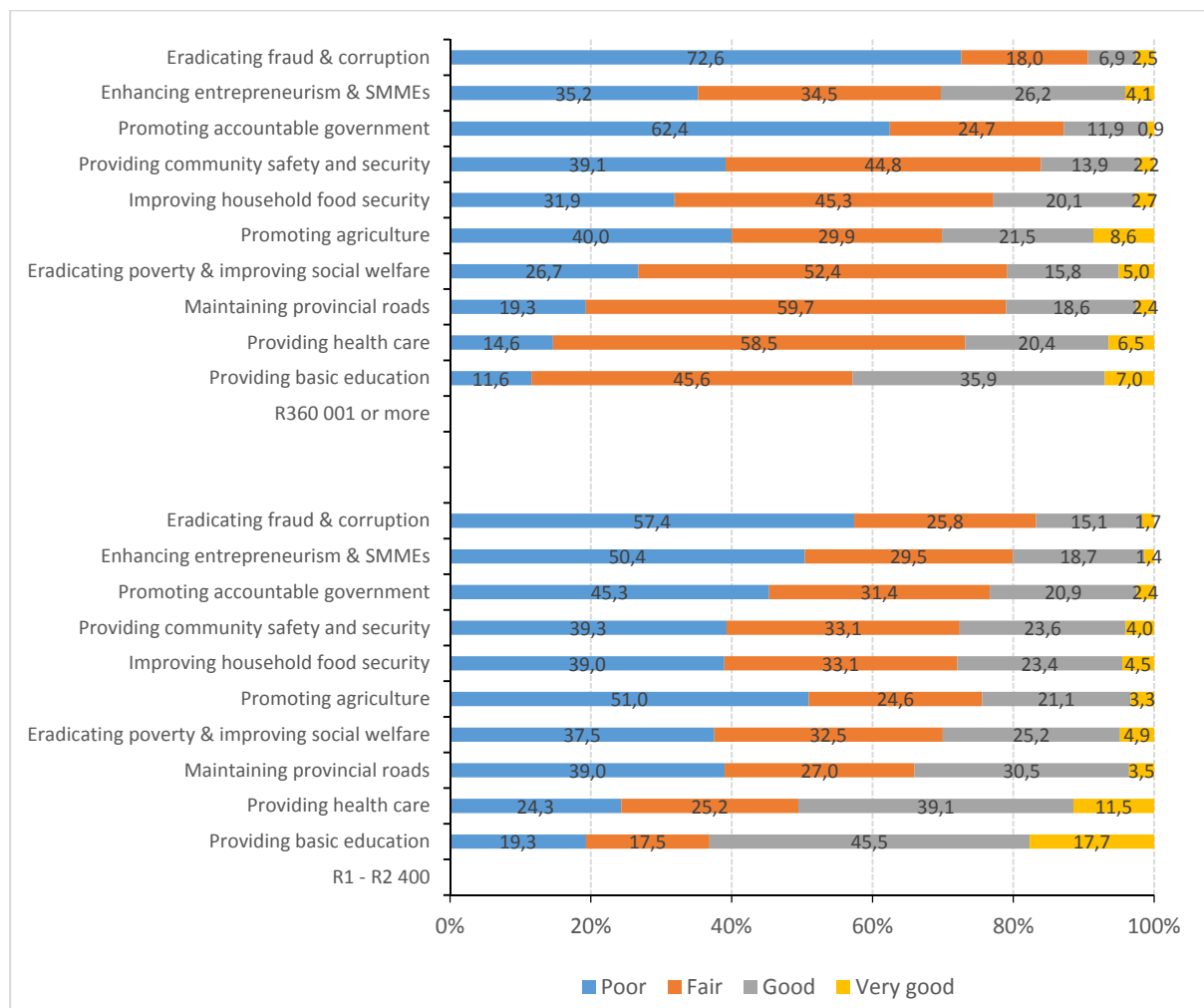


Figure 4.17 depicts that roughly 72,6% of individuals from households that have an annual household income of more than R360 000 (which are considered to be high income households) rated the performance of government in eradicating fraud and corruption as poor, while the corresponding proportion among those from households with an annual household income up to R2 400 (low income households) is 57,4%. Citizens in high income households also rated the promotion of accountable government and agriculture positively, while low income households rated provision of agriculture and enhancing entrepreneurship & SMMEs positively.

With regards to provision of basic education, 63,2% of low income households rated the provincial government positively on providing basic education, compared to only 42,9% by the high income households. A similar trend is found on the rating of provision of healthcare, with 50,6% of the people in low income households rating the provincial government positively, compared to only 26,9% in the high income households.

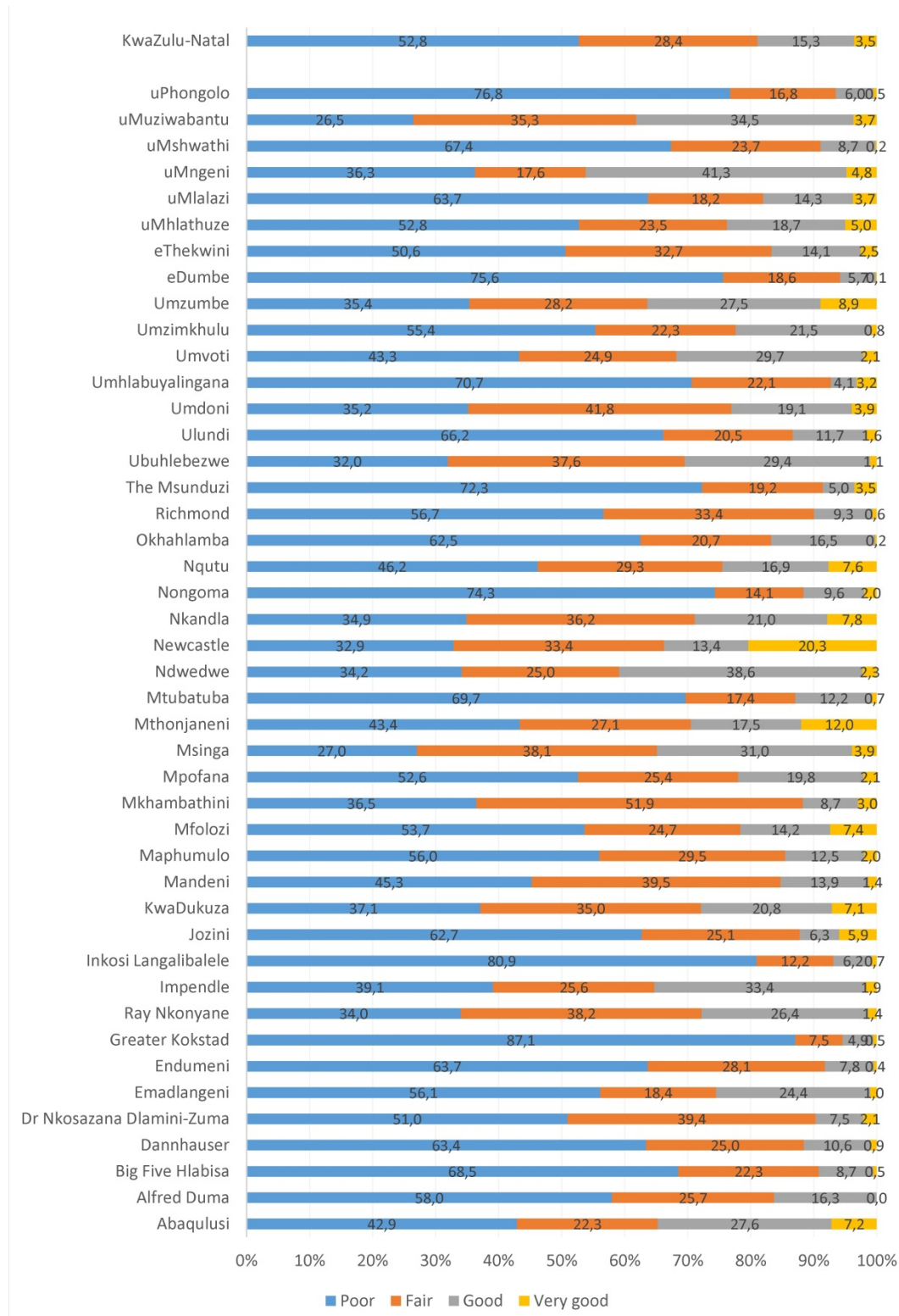
Figure 4.17: Percentage distribution of persons aged 15 years and older by household income and rating of performance of KwaZulu-Natal provincial government on selected areas



There are notable variations in the rating in the performance of local municipalities in KwaZulu-Natal dealing with eradicating fraud and corruption. Figure 4.18 also shows that 26 out of 44 municipalities in KwaZulu-Natal have at least half of residents age 15 years and old rating the performance of government in eradicating fraud and corruption as poor, with the Greater Kokstad (87,1%), Inkosi Langalibalele (81,0%) and uPhongolo (76,8%) at the top of the list. On the other hand, residents in

uMngeni (46,2%), Ndwedwe (40,9%) and uMuziwabantu (38,2%) feel the performance of government in eradicating fraud and corruption was good or very good.

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



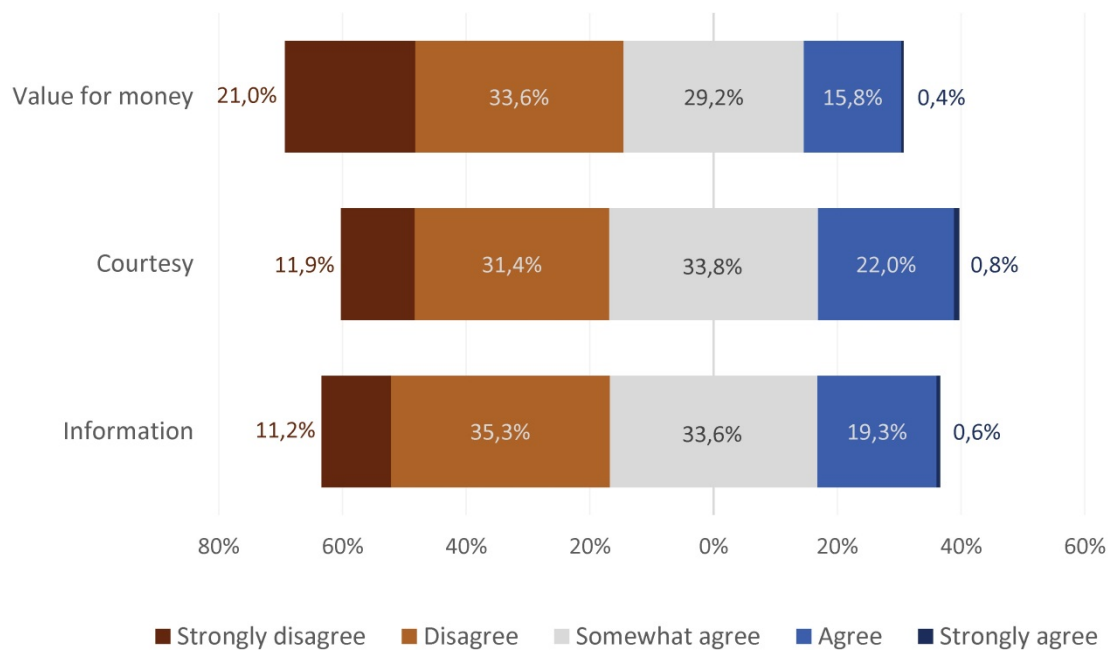
N=7 614 675 excluding observations with missing values

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

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

KwaZulu-Natal provincial government sought to establish the level of agreement (or disagreement) of its citizens pertaining the provincial government’s implementation of 3 of the 8 Batho Pele Principles, namely value for money, courtesy and information. This resulted in the inclusion of 3 questions in the CSS to establish people’s level of agreement towards the provincial government’s commitment to improving service delivery through adoption of these principles. Figure 4.19 presents the percentage distribution of the level of agreement with the provincial government’s implementation of Batho Pele Principles for people aged 15 years and older in KwaZulu-Natal. With respect to the 3 principles evaluated in this survey (information, courtesy, and value for money), at least 43,3% of the citizens aged 15 years and older outright disagreed that the provincial government was implementing these principles. This is more than those who somewhat agreed and those who outright agreed. Only 29,2%, 33,6% and 33,8% of the residents somewhat agreed that the provincial government was implementing the Batho Pele Principles on value for money, information and courtesy, respectively.

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



4.6 Awareness of provincial government programs and government's consultative processes

4.6.1 Operation Sukuma Sakhe

Operation Sukuma Sakhe is a call for the people of KwaZulu-Natal to be determined to overcome the issues that have destroyed the communities such as poverty, unemployment, crime, substance abuse, HIV & AIDS and TB. The name Sukuma Sakhe, which means "stand up and build" is derived from the motto on the crest of the Provincial Government of KwaZulu-Natal: Masisukume Sakhe. Operation Sukuma Sakhe is a continuous interaction between Government and the community to come together to achieve the 12 National Outcomes through social mobilisation where communities have a role, as well as delivery of government services in a more integrated way. The overall strategic objective is to integrate, co-ordinate and facilitate transversal services to communities.

4.6.2 Provincial Growth and Development Plan

The KwaZulu-Natal Provincial Executive Council tasked the KwaZulu-Natal Provincial Planning Commission (PPC) in February 2011 to prepare a long term vision and Provincial Growth and Development Strategy (PGDS). The Executive Council reviews the PGDS every 5 years (last review in 2016). The Provincial Growth and Development Plan (PGDP) is a plan to translate the PGDS into an implementation plan which will provide a sound platform for departmental, sectoral and stakeholder annual performance planning and therefore to guide resource allocation. This KZN PGDP is a strategic management tool to ensure a concerted and measured effort to achieve the 2035 Vision by the province.

4.6.3 Provincial government consultative meetings (Imbizos, public hearings, etc.)

Provincial government consultative meetings such as imbizos and public hearings are processes through which the provincial government seeks the public's input or testimony on future or past government action. The main goals of consultative meetings is to improve efficiency, transparency and public involvement in large projects or laws and policies.

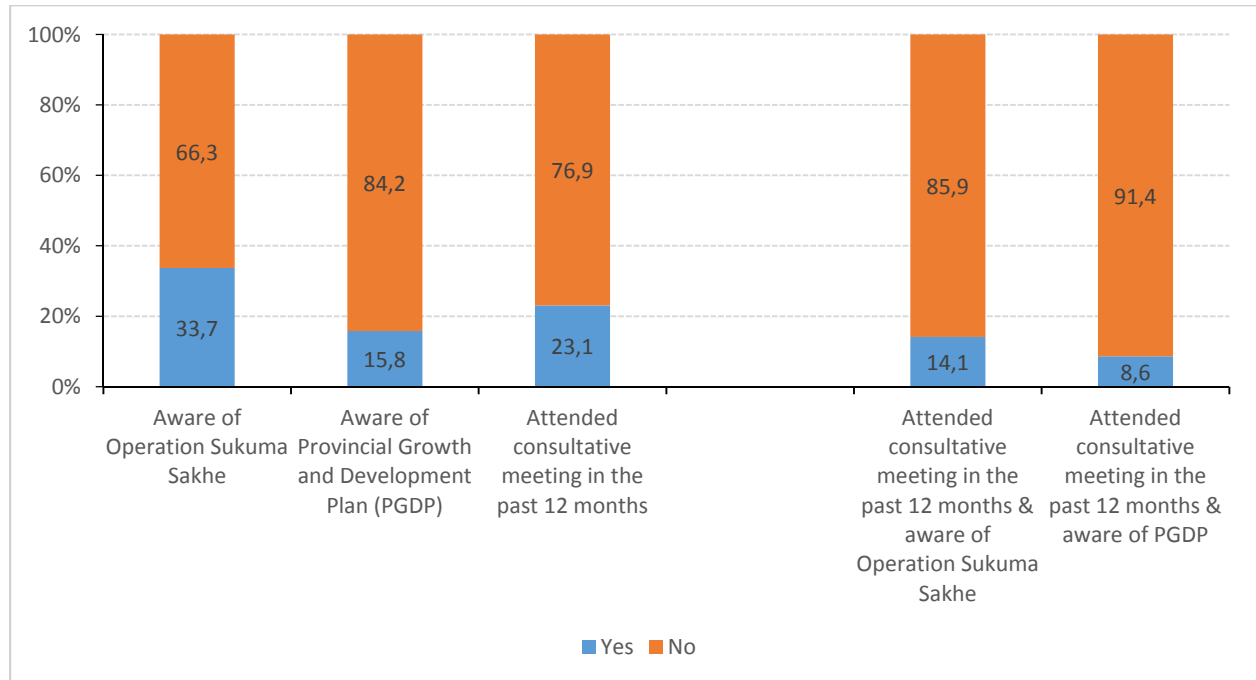
KwaZulu-Natal provincial government is also interested in evaluating its citizens' awareness of the provincial government's consultative process in the form of Operation Sukuma Sakhe and PGDP as well as the citizens attendance of provincial government consultative meetings. This resulted in the inclusion of questions about citizens' awareness of Operation Sukuma Sakhe and PGDP and also one question to establish the citizens' attendance of consultative meetings with the provincial government in the past 12 months. The results are presented in Figure 4.20.

The results present the percentage distribution of persons aged 15 years and older by the awareness of KwaZulu-Natal provincial government programmes and attendance of consultative meetings. The results show that the majority of KZN citizens aged 15 years and older are not aware of the provincial government programmes, operation Sukuma Sakhe and Provincial Growth and Development Plan (PGDP), with only 33,7% of the residents aware of operation Sukuma Sakhe and only 15,8% who were aware of the PGDP. The findings also reveal that the majority of the residents (76,9%) do not attend consultative meetings, with only 23,1% of the residents having attended a consultative meeting in the past 12 months.

When the analysis is done jointly for awareness of programmes and attendance of consultative meetings, the results reveal that only 14,1% of the persons aged 15 years and older in KwaZulu-Natal are aware of operation Sukuma Sakhe and/ or have attended a consultative meeting in the past 12 months. Additionally, only 8,6% of the residents are aware of the PGDP and also attended a

consultative meeting in the past 12 months. The results show that awareness of provincial government programmes and attendance of consultative meetings are both low in the province individually and jointly.

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



4.7 Summary

Evidence from the 2018 KZN CSS reveals that more than a third of the citizens aged 15 years and older were outright dissatisfied with the overall performance of the provincial government, more than those who were outright satisfied or those who were somewhat satisfied. The overall performance of the province was rated more positively than negatively in 15 of the 44 local municipalities (Abaqulusi, Greater Kokstad, Ray Nkonyeni, Impendle, KwaDukuza, Mkhambathini, Newcastle, Nkandla, Ubuhlebezwe, Umvoti, Umzumbe, uMhlathuze, uMngeni, uMuziwabantu and uPhongolo). Analysis by income shows that more citizens were outright dissatisfied than outright satisfied across all income levels. The level of dissatisfaction was more pronounced in both the top income category (R360 001 and more) and the bottom income category (R1–R2400). Results by income suggest that more citizens rated the overall performance of the provincial government negatively irrespective of their household income or education levels. The pattern observed when the analysis is done on citizens' perceptions regarding governance reveals a similar pattern to the above analysis regarding the overall performance of the KZN provincial government.

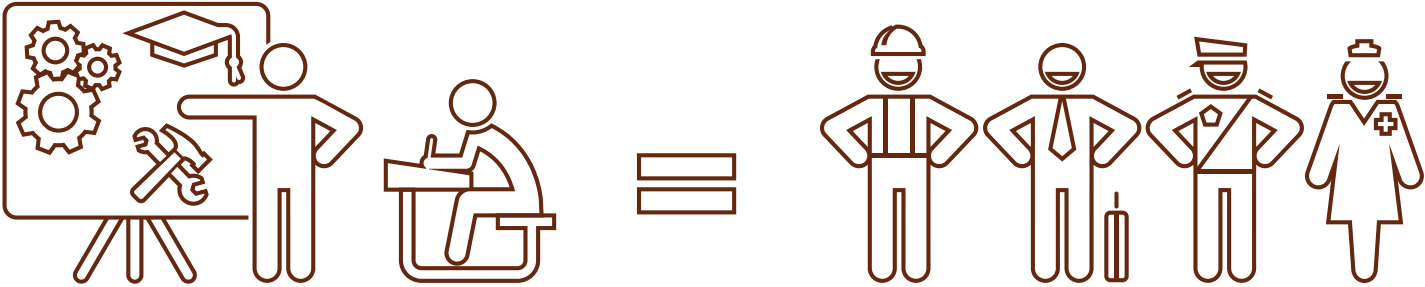
“Job creation” was ranked as the first most important priority by the majority of citizens in KZN irrespective of their population group, geography, education and household income levels. “Provision of housing” and “fighting corruption” were ranked as the second and third most important priorities respectively at provincial level. The majority of the residents across 32 out of 44 local municipalities regarded “provision of housing” as their second priority, whereas citizens in the remaining 12 municipalities mainly ranked “crime prevention” (9 out of 44) and “education and skills development” (3 out of 44) as their second priority. Collectively, KZN citizens highlighted nine of the 18 priorities to make up different combinations of the three most important priorities across all disaggregations.

These included job creation, provision of housing, education & skills development, fighting corruption, growing the economy, crime prevention, poverty eradication, provision of basic services such as water & sanitation, and building and maintaining existing infrastructure.

The province's performance on "eradication of fraud and corruption" was rated poorly by over half of the citizens in KZN and within all population groups, as well as among top and low income households. Providing basic education and healthcare were rated positively by over half the population in KZN. With regards to Batho Pele Principles, the results suggest that most of the people living in KZN do not agree that the provincial government is implementing the Batho Pele Principles of information, courtesy and value for money. The results also indicate that the KZN citizens were also not responsive or interested in participating in the provincial government's consultative processes, with less than a quarter (23,1%) of the citizens having attended consultative meetings in the past 12 months.

Satisfaction with local municipalities

5



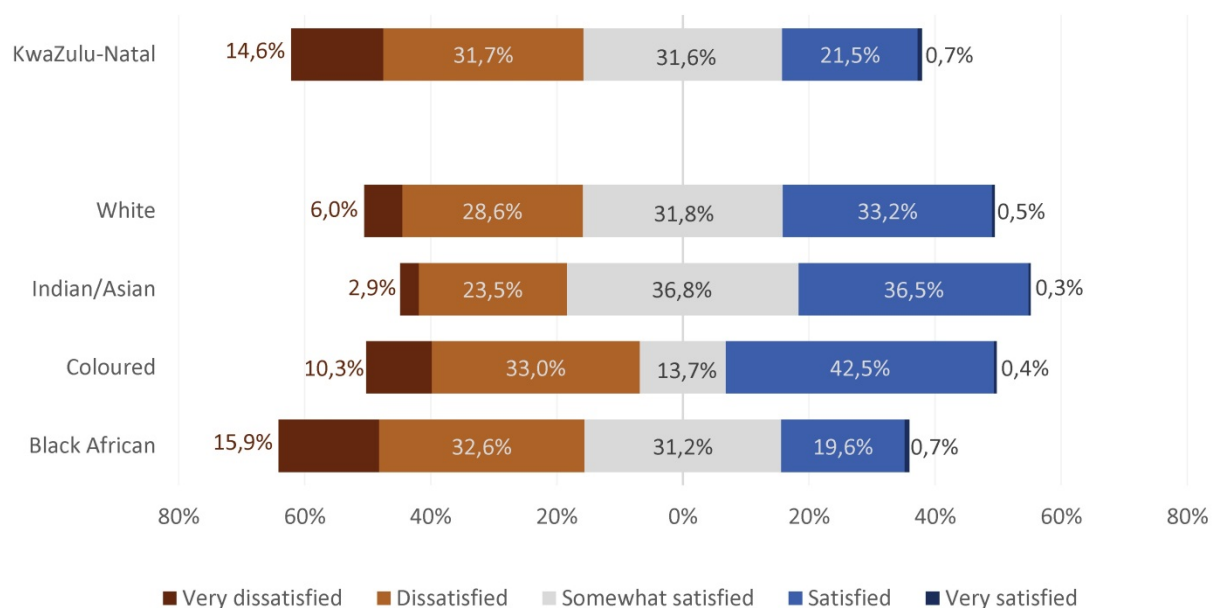
5.1 Introduction

This section provides analyses of results on how satisfied citizens of KZN were with the performance of their local municipalities. Satisfaction with the overall performance of the local municipality is analysed first. Secondly, the municipal services that are perceived as most important to the citizens are identified and analysed. Thirdly, the section provides analyses on how satisfied the citizens were with the performance of their local municipalities on the top six services that were rated very important, namely water, electricity, municipal clinics, sanitation, housing and road maintenance. Chapter 5 is concluded by analysing households that made service delivery complaints in the 12 months prior to the survey and the summary of all the chapter findings. The analysis is mainly disaggregated by MIIF category (see Chapter 7) and local municipality.

5.2 Overall satisfaction with the performance of the local municipality

Figure 5.1 shows the percentage distribution of persons aged 15 years and older by population group and level of satisfaction with the general performance of the local municipality. The figure indicates that the majority of KZN citizens (46,3%) were outright dissatisfied (very dissatisfied and dissatisfied) with the performance of the local municipality. There are differences in the satisfaction with the performance of the local municipality when results are disaggregated by population groups. Coloured (42,9%) and Indian/Asian (36,8%) population groups had highest percentages of citizens who were outright satisfied (very satisfied and satisfied), while almost half of the black African population (48,5%) were outright dissatisfied. It should be noted that this finding should be interpreted with caution as most municipalities in KwaZulu-Natal are almost exclusively black. Interestingly within the white population, 34,6% of white citizens reported that they were outright dissatisfied and 33,7% reported that they were outright satisfied.

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



N = 7 614 749 excluding observations with missing values.

Table 5.1 shows higher levels of dissatisfaction with the overall performance of provincial government and the overall performance of the local municipality (92,3%). It is indicated that 72,0% of citizens who were satisfied with the overall performance of the provincial government were also satisfied with the overall performance of the local municipality. More than a quarter (28,0%) of KZN citizens who were satisfied with the overall performance of the provincial government were outright dissatisfied with the overall performance of their local municipality.

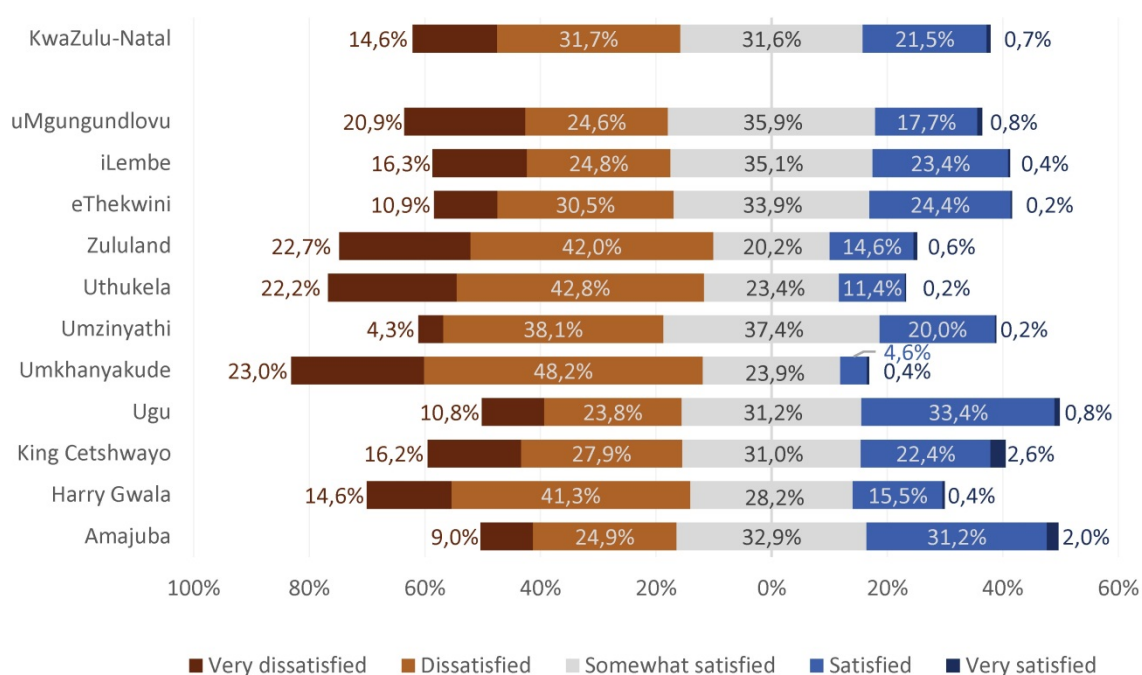
Table 5.1: Distribution of persons aged 15 years and older by rating of satisfaction with overall performance of provincial government and overall performance of local municipality

| Rating of overall performance of provincial government | Rating of overall performance of local municipality | | |
|--|---|------------------|------------------|
| | Satisfied | Dissatisfied | Total |
| Satisfied | 72,0 | 28,0 | 100,0% |
| Dissatisfied | 7,7 | 92,3 | 100,0% |
| Total | 2 715 366 | 1 368 794 | 4 084 160 |

N = 4 084 160 excluding observations with missing values and “somewhat satisfied” category.

Figure 5.2 shows that uMkhanyakude district (71,2%) had the highest percentage of citizens who reported to be outright dissatisfied with the general performance of their local municipality. They were followed by citizens who resided in uThukela (65,0%) and Zululand (64,7%) districts. Citizens of uMzinyathi, Amajuba and Ugu districts were less outright dissatisfied with the performance of their local municipality. Satisfaction levels in terms of performance of local municipality were more prominent in Amajuba and Ugu districts.

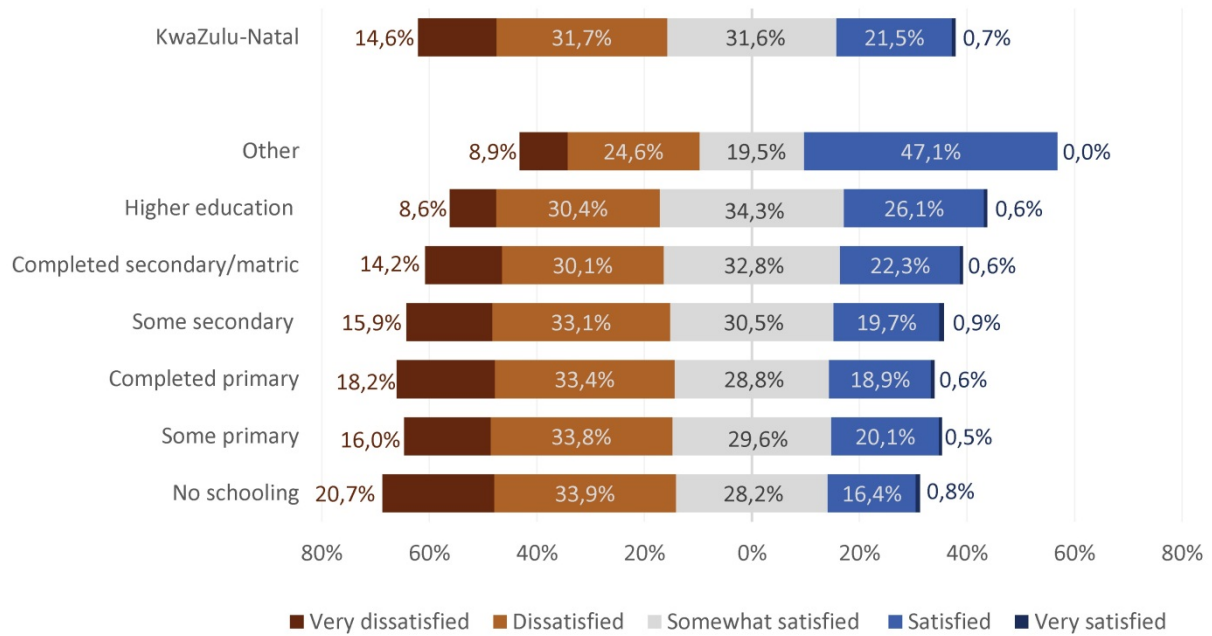
Figure 5.2: Percentage distribution of persons aged 15 years and older by district and level of satisfaction with general performance of local municipality



N = 7 614 749 excluding observations with missing values.

According to Figure 5.3, citizens with less than matric (including no schooling) were more outright dissatisfied with the performance of their local municipality relative to citizens with matric and higher education. A larger proportion (54,6%) of the outright dissatisfied citizens had no form of schooling.

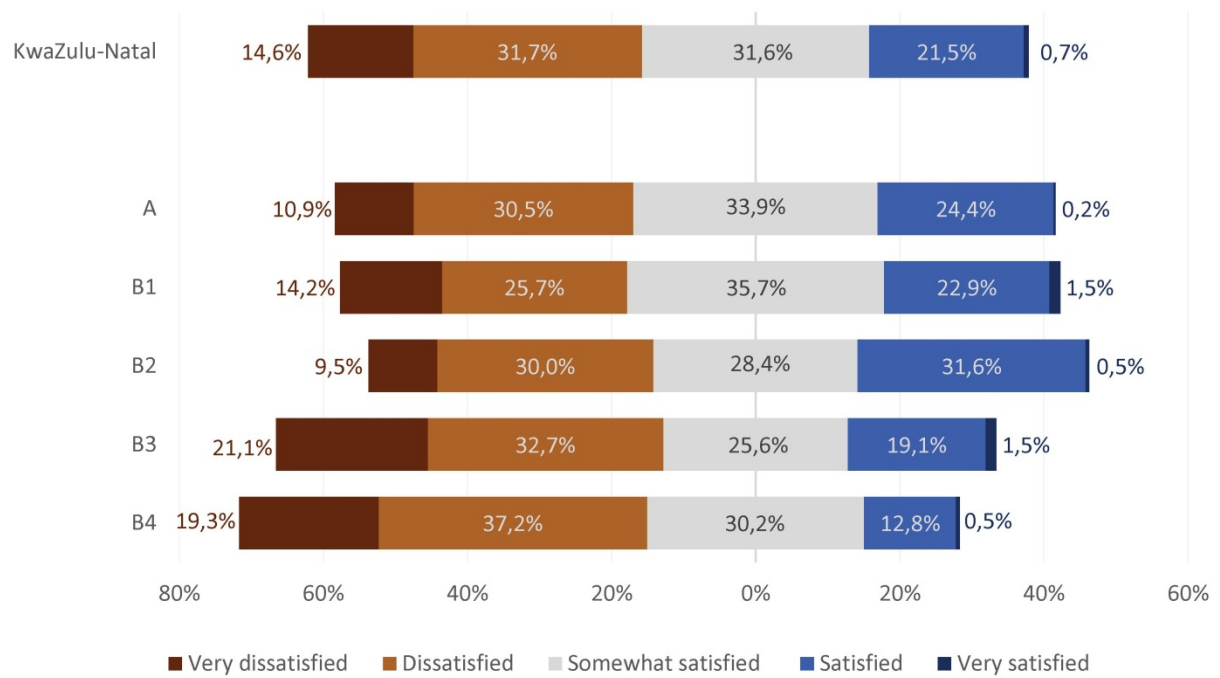
Figure 5.3: Percentage distribution of persons aged 15 years and older by district and level of satisfaction with general performance of local municipality



N = 7 614 749 excluding observations with missing values.

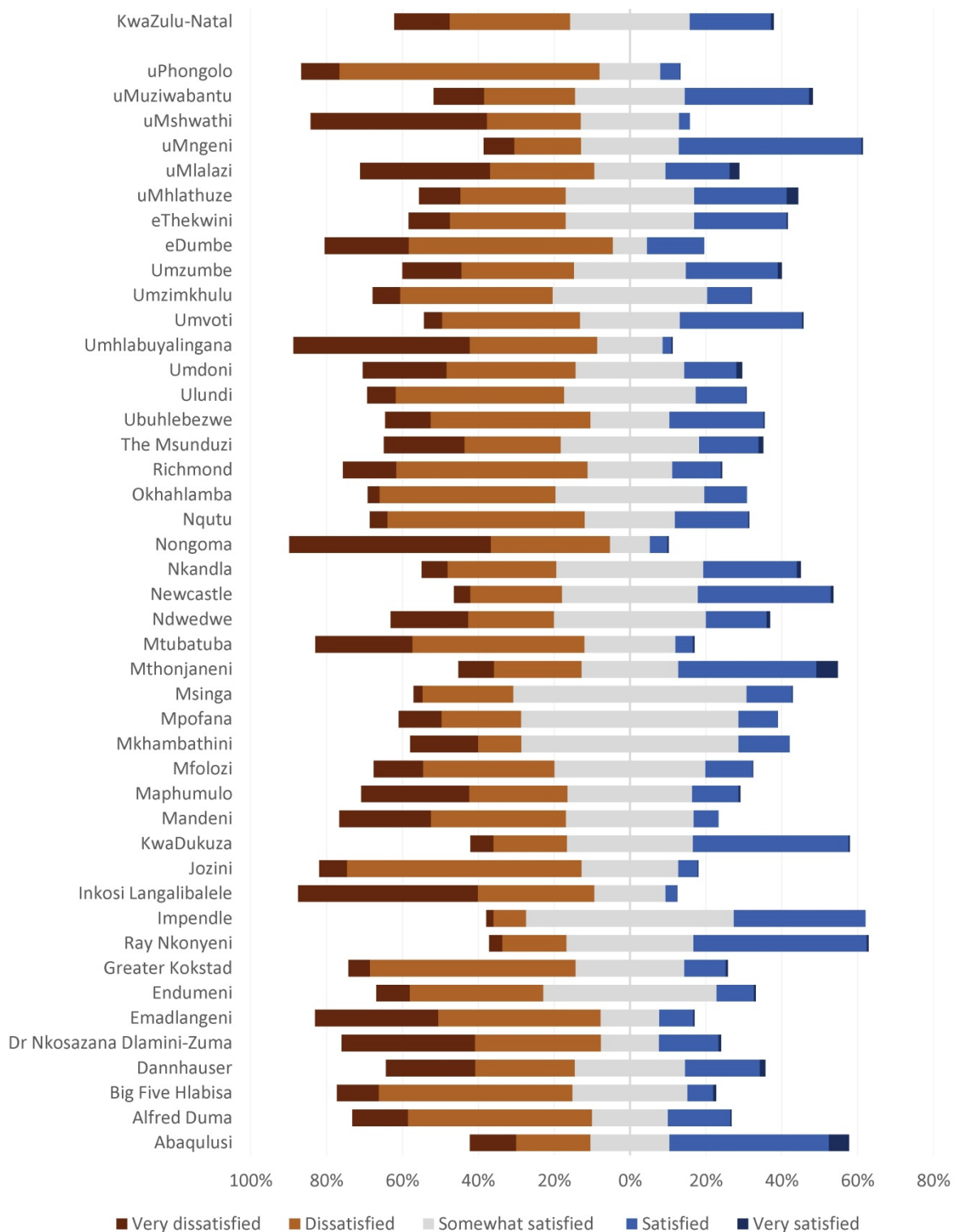
The results of Figure 5.4 show that the highest proportions of citizens who were outright dissatisfied with the general performance of their local municipality were located in MIIF categories B4 and B3 (56,5% and 53,8%, respectively). MIIF categories B2 and A had the lowest proportion of citizens who were outright dissatisfied.

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



N = 7 614 749 excluding observations with missing values.

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



N = 7 614 749 excluding observations with missing values.

It is evident from Figure 5.5 that the vast majority of citizens in Nongoma (84,5%), uMhlabuyalingana (80,1%) and Inkosi Langalibalele (78,1%) were outright dissatisfied with the general performance of the local municipality. Satisfaction levels were high in uMngeni and Abaqulusi local municipalities,

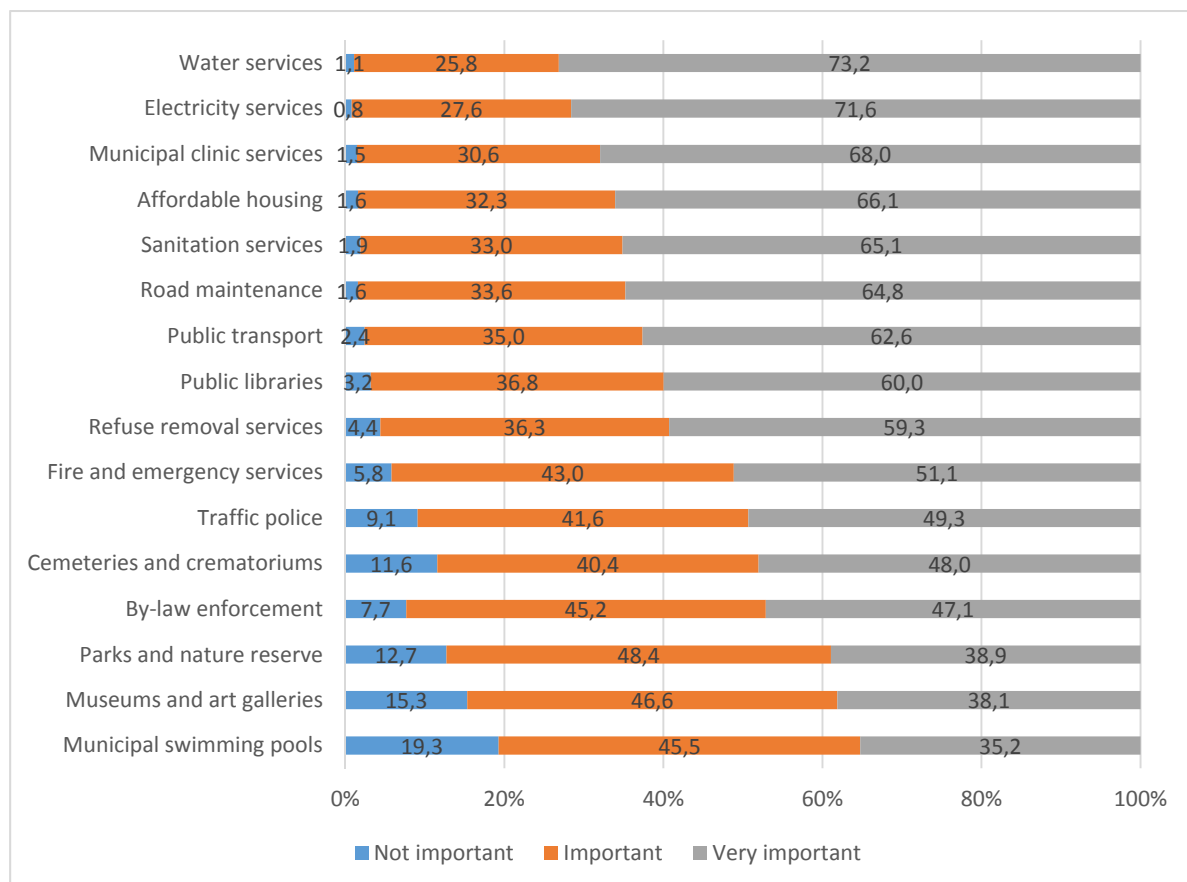
where almost half of the citizens in both were outright satisfied with the general performance of their local municipalities (48,5% and 47,3%, respectively). uMhlabuyalingana local municipality had the lowest percentage (2,6%) of outright satisfied citizens.

5.3 Ranking of importance of municipal services

As shown in Figure 5.6, the citizens of KZN were asked to rate a list of municipal services according to their level of importance using a three point scale of “not important”, “important” and “very important”. This was to capture the perceptions of persons aged 15 years and older regarding the importance of municipal services. Almost all of the municipal services were rated either important or very important, with the exception of a few that were rated not important.

Water services, electrical services, municipal clinic services, affordable housing, sanitation services and road maintenance were rated as the top six services according to respondents. In comparison, when looking at which services had the highest proportion of people reporting them as not important, we see that municipal swimming pools, museums and art galleries, parks and nature reserves, cemeteries and crematoriums, traffic police and by-law enforcement were ranked the lowest. Even though these had the highest rate of “not important”, an overwhelming majority of citizens still considered these services as important. For municipal swimming pools, only 19,3% said it was not important while 80,7% said it was either important or very important to them.

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



Looking at the top five municipal services perceived as very important by MIIF category (shown in Table 5.2), it is interesting to note that the top five municipal services are not the same for all MIIF categories. The top two municipal services that were consistent across all MIIF categories were water services and electrical services. The third most common municipal service identified was municipal clinic services with the exception of B3, which was affordable housing. Amongst the fourth and fifth highest rated services were some combination of affordable housing, sanitation services and road maintenance.

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

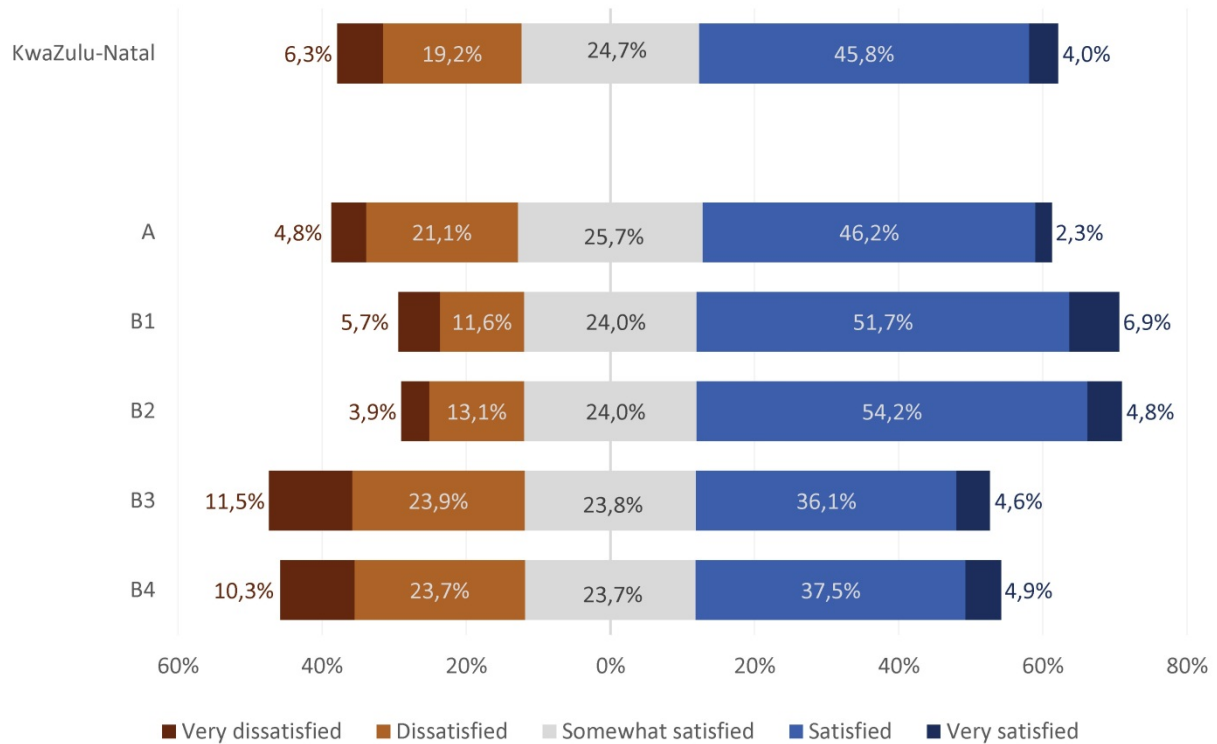
| | A | B1 | B2 | B3 | B4 |
|------------------------------------|---------------------------|---------------------------|---------------------------|---------------------------|---------------------------|
| Highest proportion | Water services | Water services | Water services | Water services | Water services |
| 2 nd highest proportion | Electrical services | Electrical services | Electrical services | Electrical services | Electrical services |
| 3 rd highest proportion | Municipal clinic services | Municipal clinic services | Municipal clinic services | Affordable housing | Municipal clinic services |
| 4 th highest proportion | Road maintenance | Sanitation services | Affordable housing | Municipal clinic services | Affordable housing |
| 5 th highest proportion | Sanitation services | Affordable housing | Sanitation services | Road maintenance | Road maintenance |

5.4 Performance of local municipalities on top six services rated very important

5.4.1 Water services

Results from Figure 5.7 indicate that approximately half of KZN citizens (49,8%) were outright satisfied with the quality of their main source of drinking water. This is also true across all MIIF categories. MIIF categories B2 and B1 had the highest proportion of citizens (59,0% and 58,6%, respectively) who were outright satisfied with the quality of their main source of drinking water. MIIF categories B3 and B4 had the largest proportion of citizens who were outright dissatisfied.

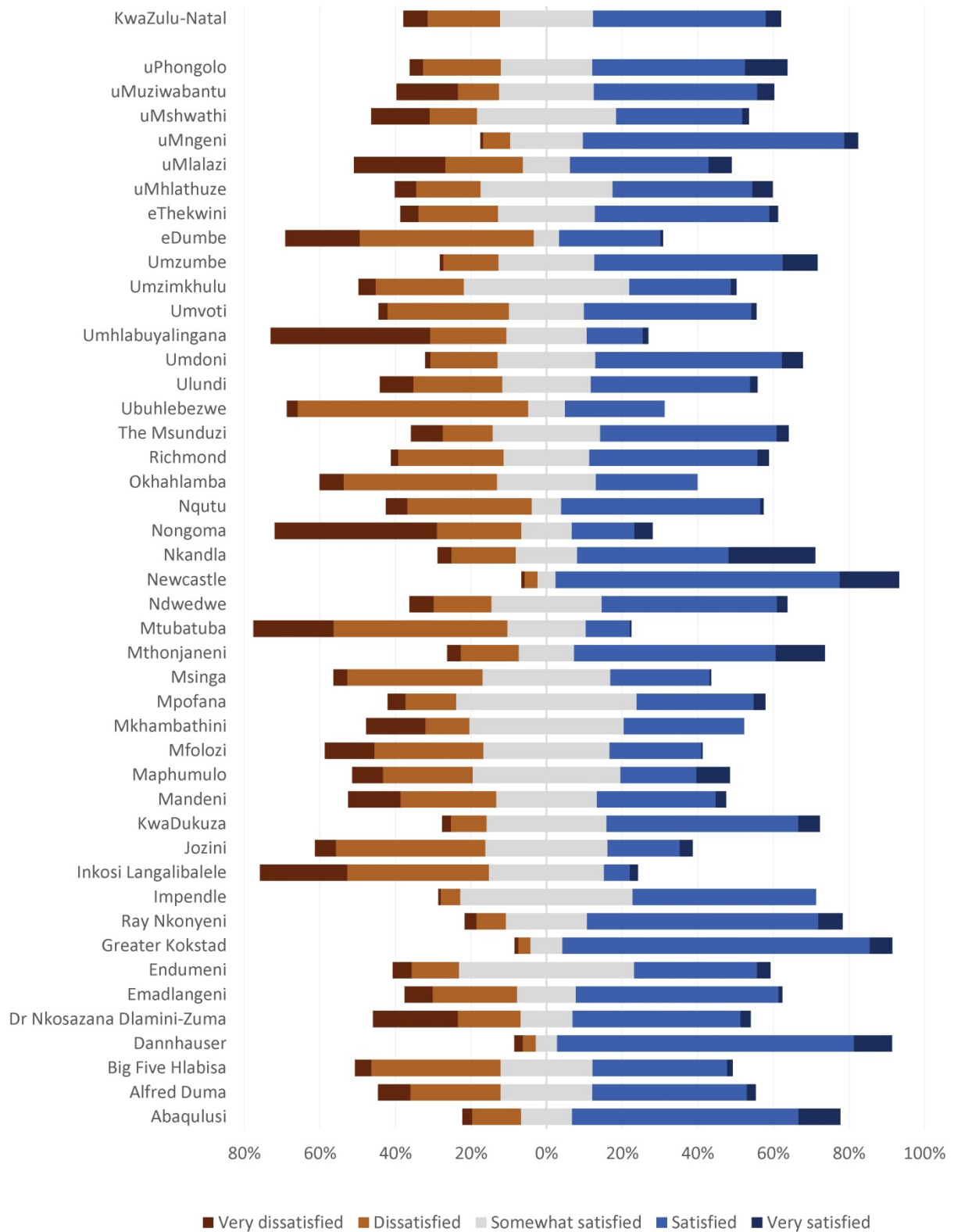
Figure 5.7: Percentage distribution of persons aged 15 years and older by MIIF category and level of satisfaction with the quality of their main source of drinking water



N = 5 967 506 excluding observations with missing values.

Figure 5.8 shows that in KZN, 30 out of 44 local municipalities had the majority of citizens aged 15 years and older who were outright satisfied with the quality of their main source of drinking water. Almost nine out of ten citizens in Newcastle local municipality and almost eight out of ten citizens in Dannhauser local municipality were outright satisfied with the quality of their main source of drinking water. Meanwhile, only one out of ten citizens in Mtubatuba were outright satisfied with the quality of their main source of drinking water. Mtubatuba, eDumbe, Nongoma, Ubuhlebezwe and uMhlabuyalingana were among the municipalities where the majority of citizens were outright dissatisfied with the quality of their main source of drinking water. Citizens in Nkandla local municipality reported the highest percentage of being very satisfied (22,9%) with the quality of the main source of drinking water.

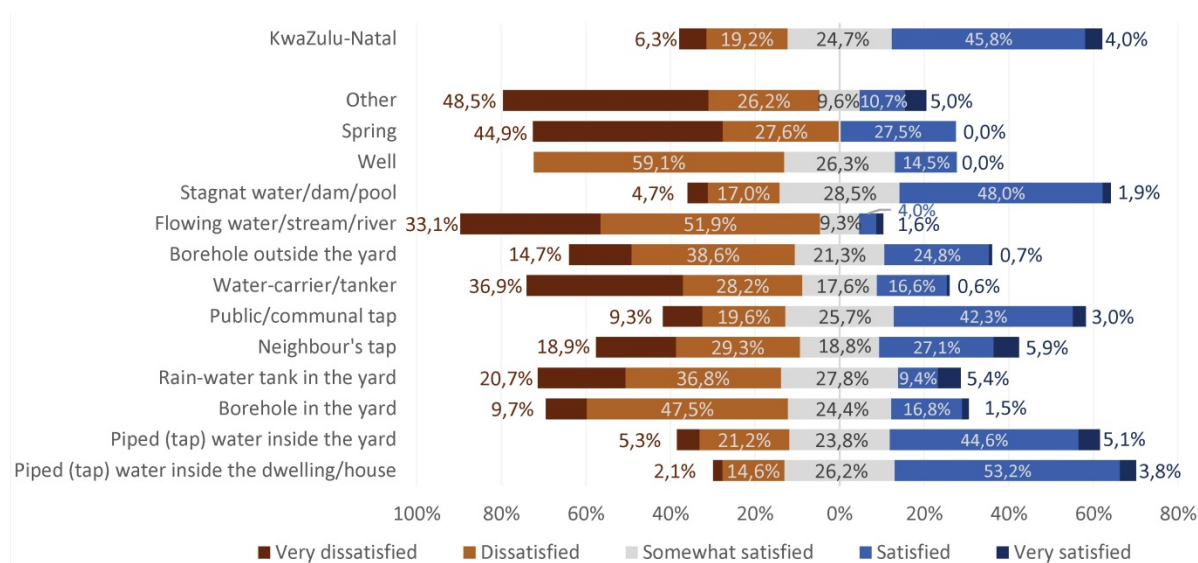
Figure 5.8: Percentage distribution of persons aged 15 years and older by local municipality and level of satisfaction with the quality of their main source of drinking water



N = 5 967 506 excluding observations with missing values.

The levels of satisfaction with the main source of drinking water differed by the type of water source used by citizens. Figure 5.9 shows that the majority of citizens were not satisfied with the main source of drinking water used by their households. High proportions of outright dissatisfied citizens were using flowing water (85,0%), spring water (72,5%), water carrier (65,1%) and a well (59,1%) as their main source of drinking water. High percentages of outright satisfaction with the source of water used were among citizens who used piped water in the dwelling (57,0%), piped water inside the yard (49,7%) and public/communal tap (45,3%). Very surprisingly, people who used stagnant water/dam/pool as their main source of drinking water reported unusually high levels of outright satisfaction (49,9%) with the quality of their main source of drinking water.

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

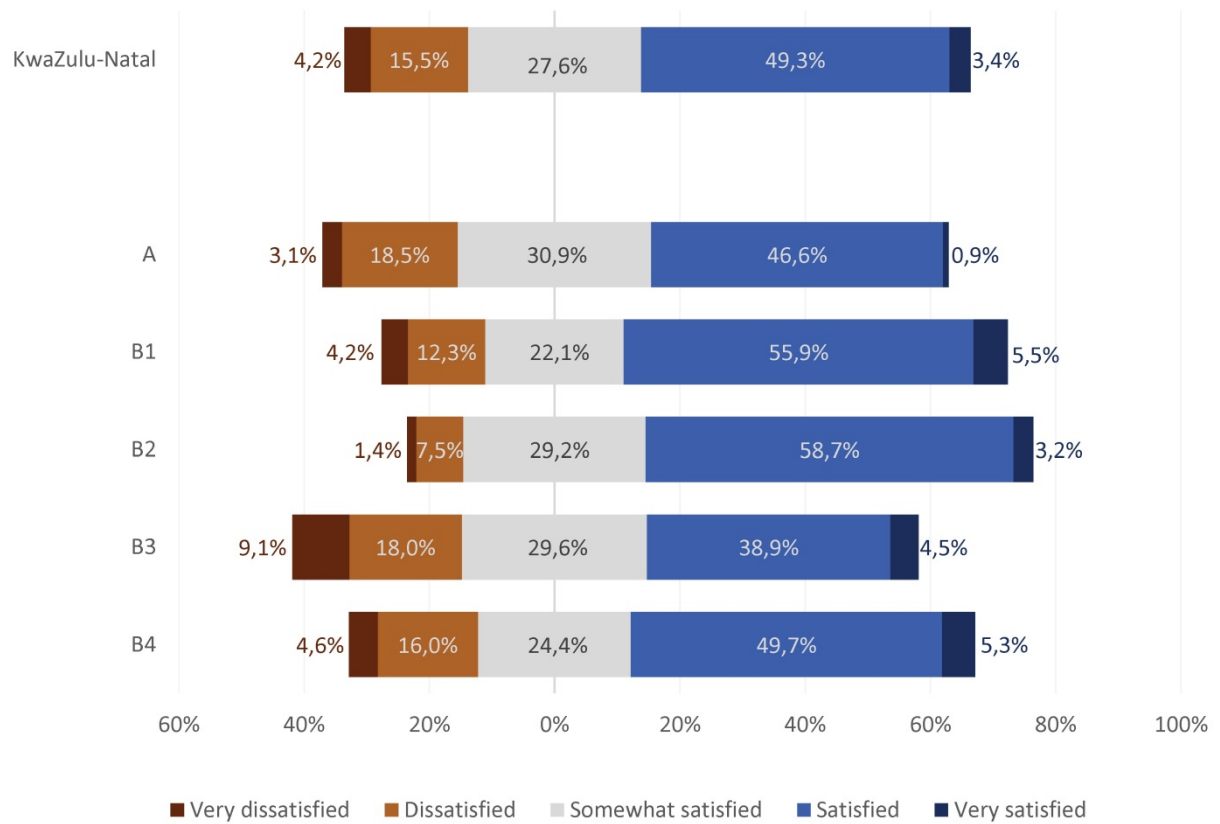


N = 5 967 506 excluding observations with missing values.

5.4.2 Electricity services

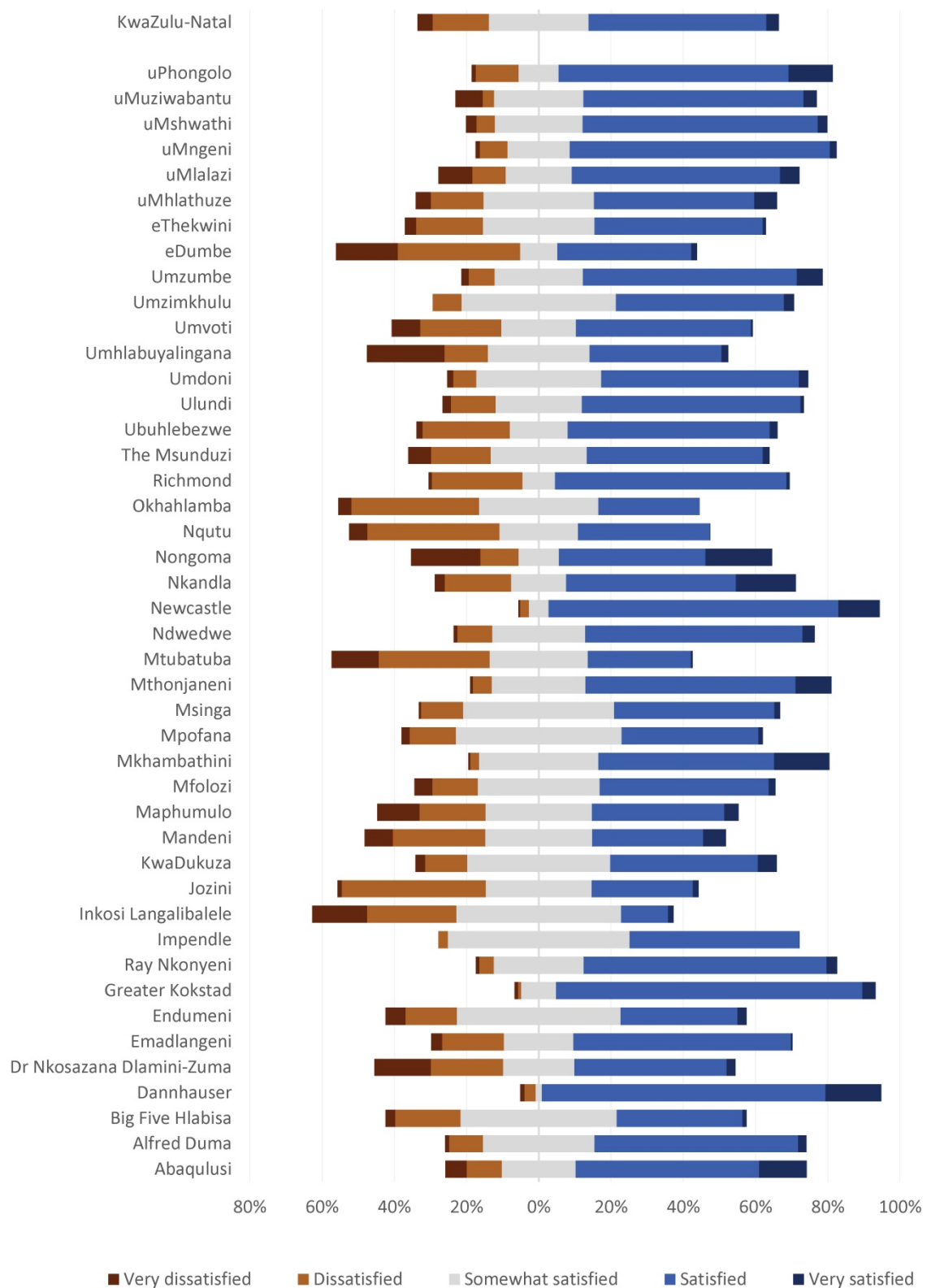
The majority of KwaZulu-Natal citizens aged 15 years and older rated electricity services as their second most important service, and 82,0% of them were from households that were connected to the main electricity supply. Of these people, more than half (52,7%) were outright satisfied (very satisfied and satisfied) with the overall quality of their households' main electricity supply. According to Figure 5.10, more than 50,0% of the citizens in three of the five MIIFs, namely B1, B2 and B4, were outright satisfied with the overall quality of their households' main electricity supply. Citizens from MIIFs A and B3 were generally less satisfied with the overall quality of their households' main electricity supply with only 47,5% and 43,4%, respectively. In terms of dissatisfaction, MIIF category B3 had the highest proportion (27,1%) of people who were outright dissatisfied (very dissatisfied and dissatisfied) with the quality of their electricity supply, followed by those from MIIF category A (21,6%), MIIF category B4 (20,6%), MIIF category B1 (16,5%), and MIIF category B2 (8,9%).

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



N = 6 212 553 excluding observations with missing values.

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

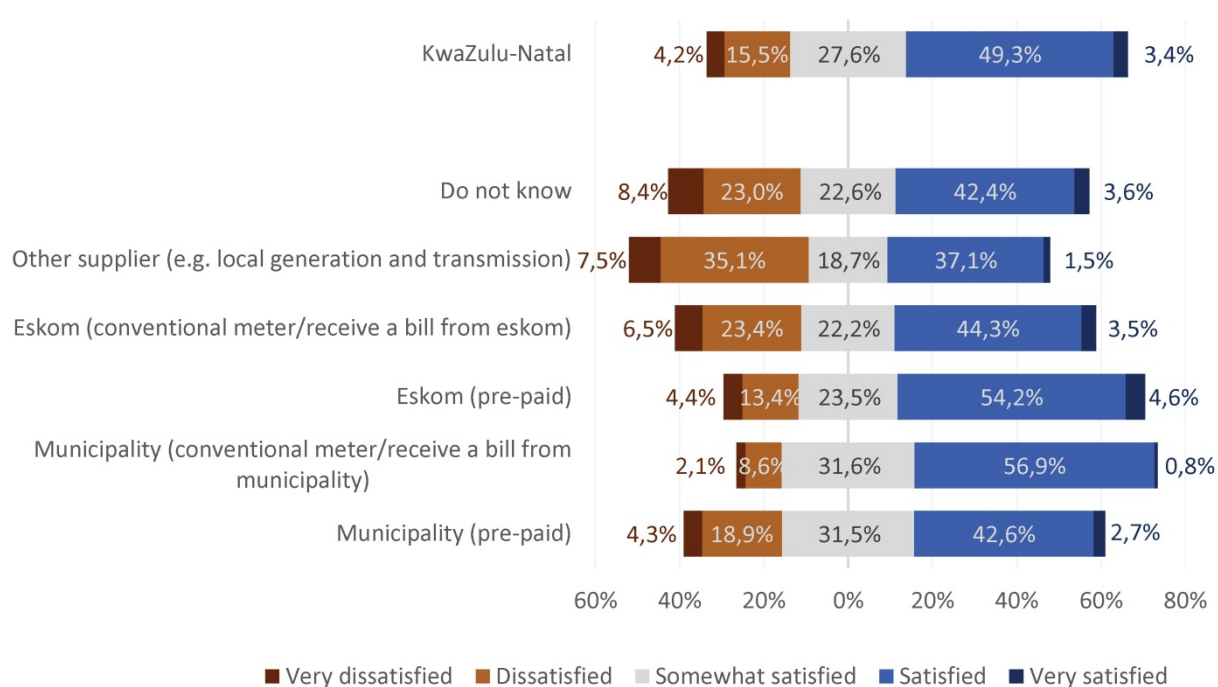


N = 6 212 553 excluding observations with missing values.

Figure 5.11 shows that out of the 44 local municipalities, only three of them (Dannhauser, Newcastle and Greater Kokstad) had more than 80,0% of citizens who were outright satisfied with the quality of their households' main electricity supply. In contrast, Inkosi Langalibalele had the lowest number of citizens who were outright satisfied at just 14,5%. Looking at those who were outright dissatisfied, Figure 5.11 shows that citizens from eDumbe, Mtubatuba, Nqutu and Jozini had the highest proportions of 50,9%, 43,7%, 41,6% and 41,0%, respectively. As for the local municipalities with the lowest proportion of citizens who were outright dissatisfied with the quality of the service, we had Greater Kokstad, Impendle, Mkhambathini and Newcastle.

Figure 5.12 shows the level of satisfaction of citizens aged 15 years and older with the quality of their main electricity supply by electricity supplier. It shows that out of the five categories of electricity suppliers, the "other supplier" category (e.g. local generation and transmission) had the highest proportion (42,6%) of people that were outright dissatisfied, followed by Eskom (conventional meter/received a bill from Eskom) at 29,9%. Almost six out of every ten people whose electricity was supplied by Eskom (pre-paid) and municipality (conventional meter/receive a bill from municipality) were outright satisfied with the overall quality of their household electricity supply at 58,8% and 57,7%, respectively.

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



N = 6 212 553 excluding observations with missing values.

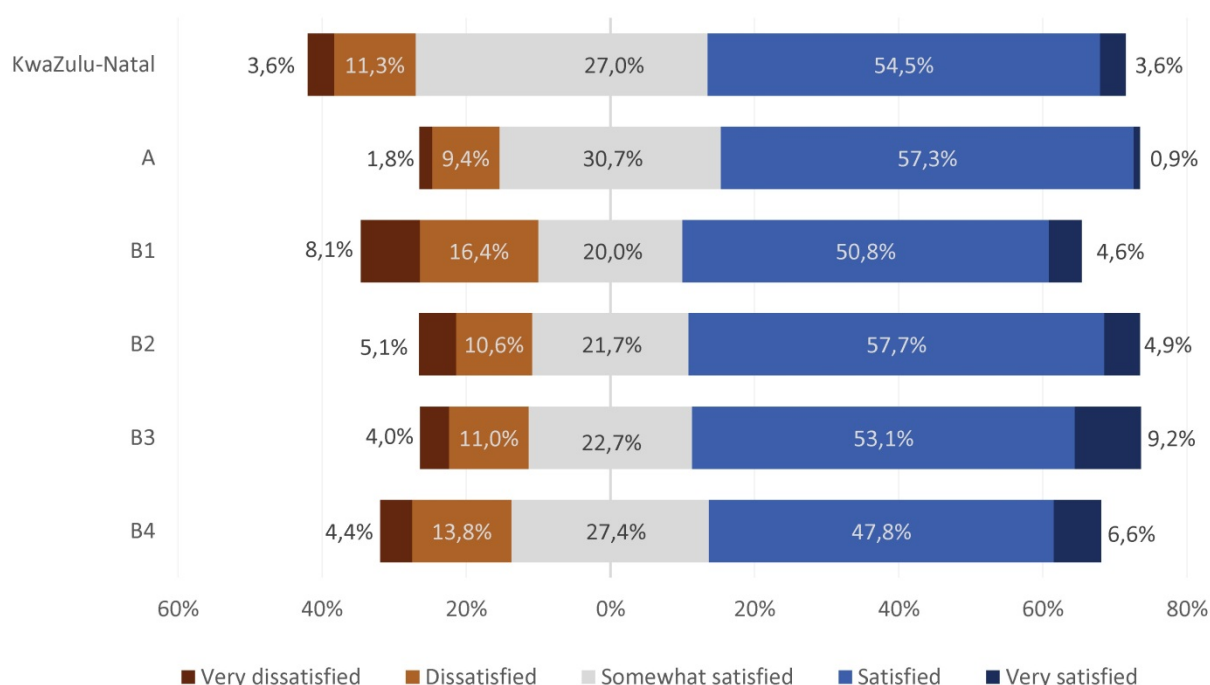
5.4.3 Municipal clinics

Municipal clinics were rated as very important by about 68,0% of the citizens aged 15 years and older living in KwaZulu-Natal. Of importance to note is that only about two-thirds (61,3%) reported that there were municipal clinics in their local municipalities. The results of Figure 5.13 present a generally positive picture in terms of the quality of the service offered in the municipal clinics. The majority

(58,1%) of citizens who consulted municipal clinics were outright satisfied with the service they received during their consultations, compared to only 14,9% who reported being outright dissatisfied with the service they received.

The disaggregation by MIIF category paints an interesting picture. Overall, less than a quarter of citizens reported being outright dissatisfied with the municipal clinic services in MIIF category B1 (24,5%). The next most outright dissatisfied municipalities were found in MIIF categories B4 (18,2%), B2 (15,7%) and B3 (15,0%). Citizens in MIIF category A were the least outright dissatisfied at just 11,2%. Overall, KZN citizens reported significantly higher levels of satisfaction with municipal clinic services than dissatisfaction. MIIF category B2 had the highest proportion (62,6%) of citizens who were outright satisfied, followed by B3 at 62,3%.

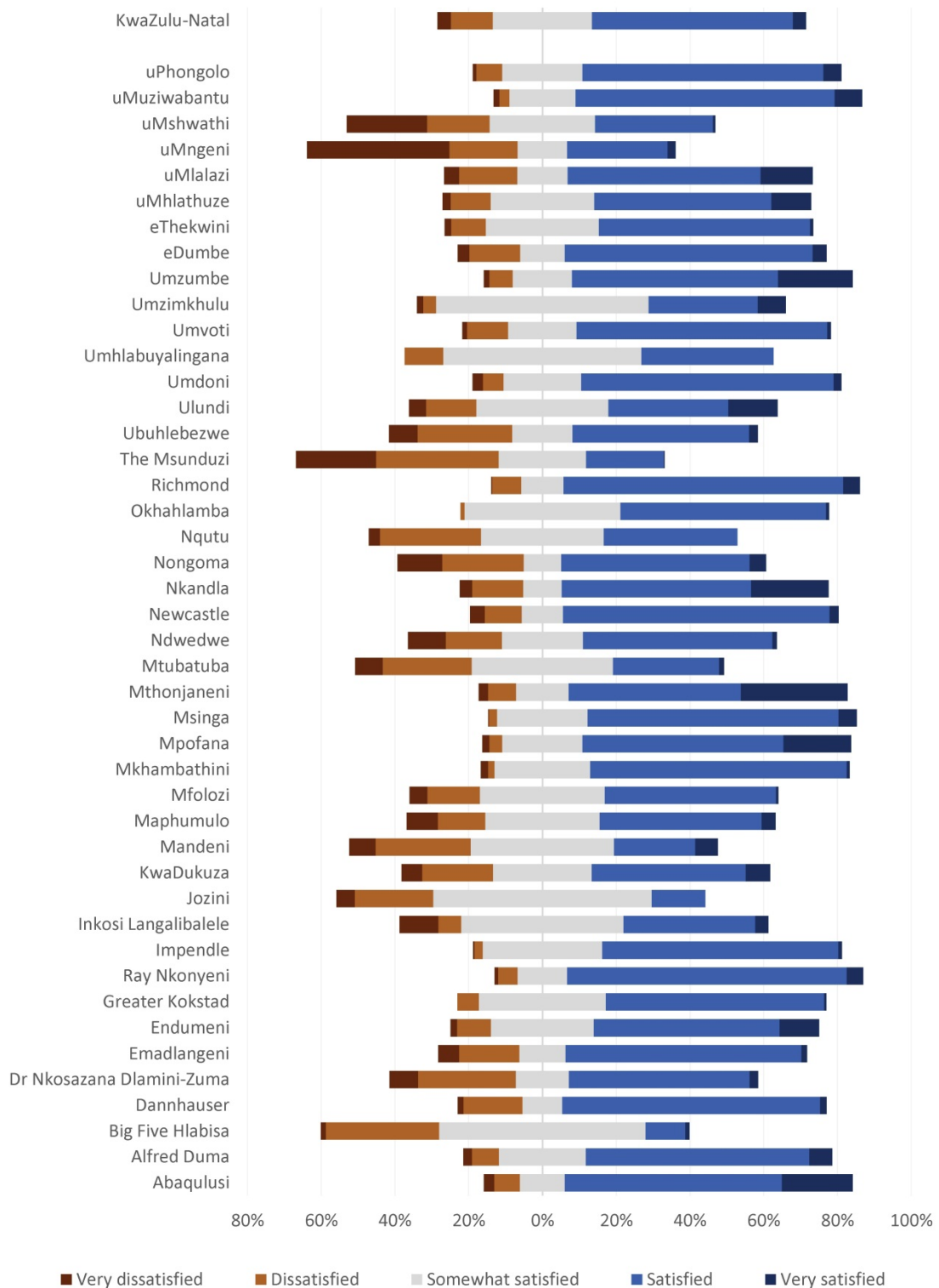
Figure 5.13: Percentage distribution of persons aged 15 years and older who recently consulted a municipal clinic by MIIF category and level of satisfaction with the quality of the service they received



N = 4 075 371 excluding observations with missing values.

Figure 5.14 indicates 15 municipalities with less than 50% outright satisfaction. The two municipalities with more than 80% outright satisfaction were Ray Nkonyeni and Richmond. Big Five Hlabisa and Jozini were the lowest outright satisfied municipalities, with less than 20% of people who reported having positive service experiences at clinics in their areas. Mthonjaneni local municipality had the highest proportion (28,9%) of citizens who indicated that they were very satisfied with the quality of the service they received. Nkandla (21,0%), Umzumbe (20,2%), Abaqulusi (19,1%), and Mpofana (18,3%) also had a large proportion of citizens who said that they were very satisfied with their municipal clinic services.

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



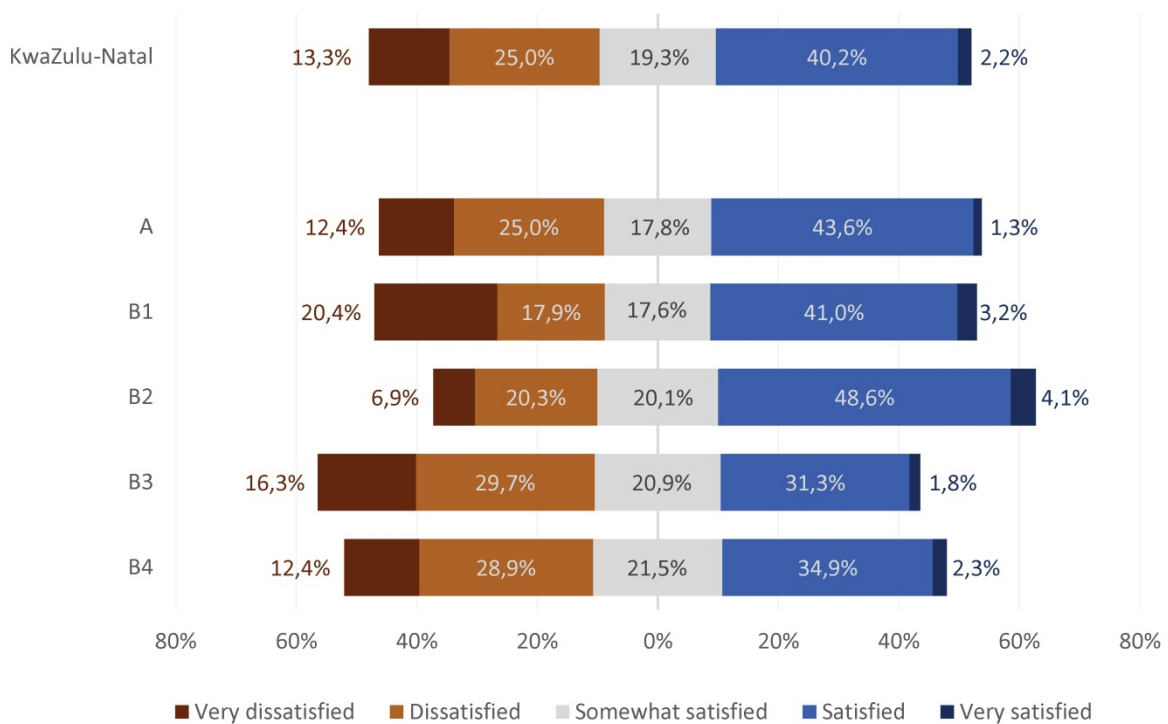
N = 4 075 371 excluding observations with missing values.

5.4.4 Sanitation services

This sub-section focuses on sanitation services for citizens in KwaZulu-Natal. It showcases the level of satisfaction of citizens aged 15 years and older with the overall quality of sanitation services used by their households. The analysis is disaggregated by MIIF category, local municipality and main type of toilet facility used by households.

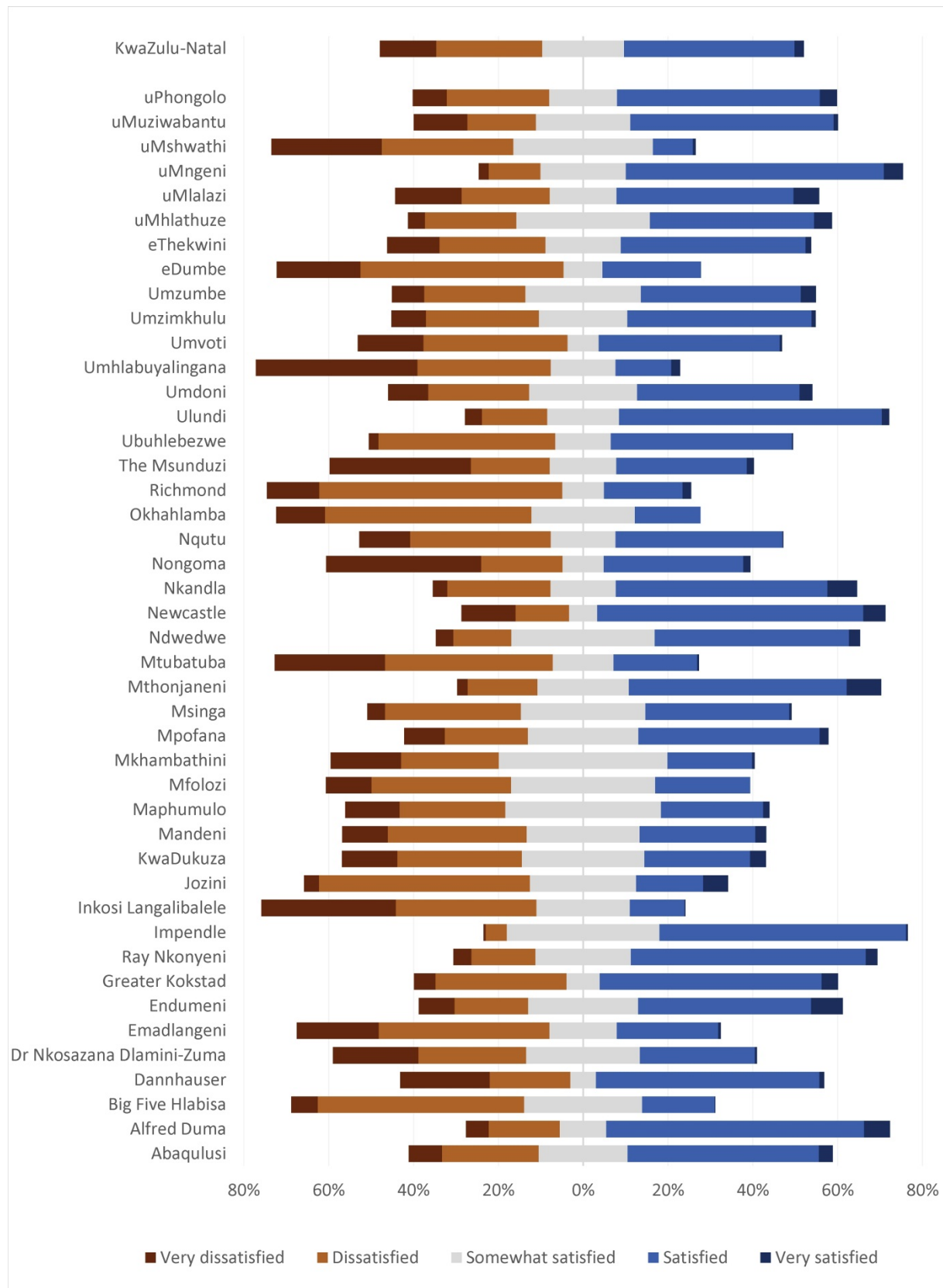
As seen in the previous analysis (see Table 5.2 on page 82), citizens of KZN perceived sanitation services as one of the most important services. It is evident from Figure 5.15 that regardless of MIIF category, less than 5% of citizens reported being very satisfied with the sanitation services used by their households. In terms of satisfaction, 42,4% of citizens were outright satisfied with the overall quality of sanitation services used by their households. Moreover, 19,3% were somewhat satisfied and 38,3% were outright dissatisfied with the overall quality of sanitation services used by their households. Over 40% of citizens were outright satisfied with the overall quality of sanitation services used by their households in MIIF categories A, B1 and B2 with 44,9%, 44,2%, and 52,7%, respectively.

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



N = 7 413 662 excluding observations with missing values.

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

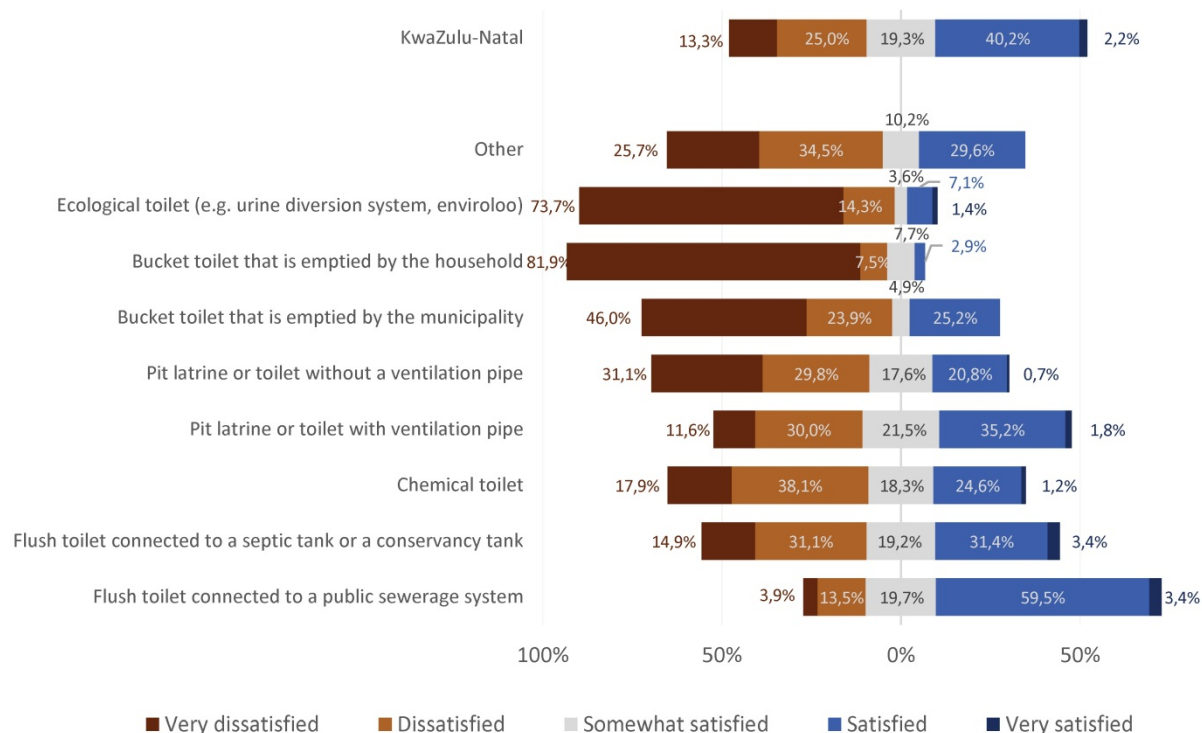


N = 7 413 662 excluding observations with missing values.

Figure 5.16 above shows that three (Mfolozi, Okhahlamba and eDumbe) out of 44 local municipalities in KZN had no persons who were very satisfied with the overall quality of sanitation services used by their households. Umhlabuyalingana (38,1%) and Nongoma (36,5%) had the highest proportions of persons who were very dissatisfied with the overall quality of sanitation services used by their households. Over 50% of persons were satisfied with the overall quality of sanitation services used by their households in Alfred Duma (60,8%), Dannhauser (52,7%), Greater Kokstad (52,3%), Ray Nkonyeni (55,4%), Impendle (58,1%), Mthonjaneni (51,4%), Newcastle (62,8%), Ulundi (62,0%) and uMngeni (60,8%).

On the other hand, Figure 5.17 shows the distribution of persons aged 15 years and older by main type of toilet facility and level of satisfaction with the overall quality of sanitation services used by their households. Interestingly, there were no citizens who reported using open defecation (none) as their main type of toilet facility used by their household. The vast majority of citizens living in households that used bucket toilets – whether emptied by the household (89,4%) or emptied by the municipality (69,9%) – have expressed a high level of outright dissatisfaction with the overall quality of their sanitation services. Furthermore, low levels of dissatisfaction were found among individuals who lived in households that used flush toilets connected to a public sewerage system (3,9% were very dissatisfied and 13,5% were dissatisfied).

Figure 5.17: Percentage distribution of persons aged 15 years and older by main type of toilet facility and level of satisfaction with the overall quality of sanitation services used by their households



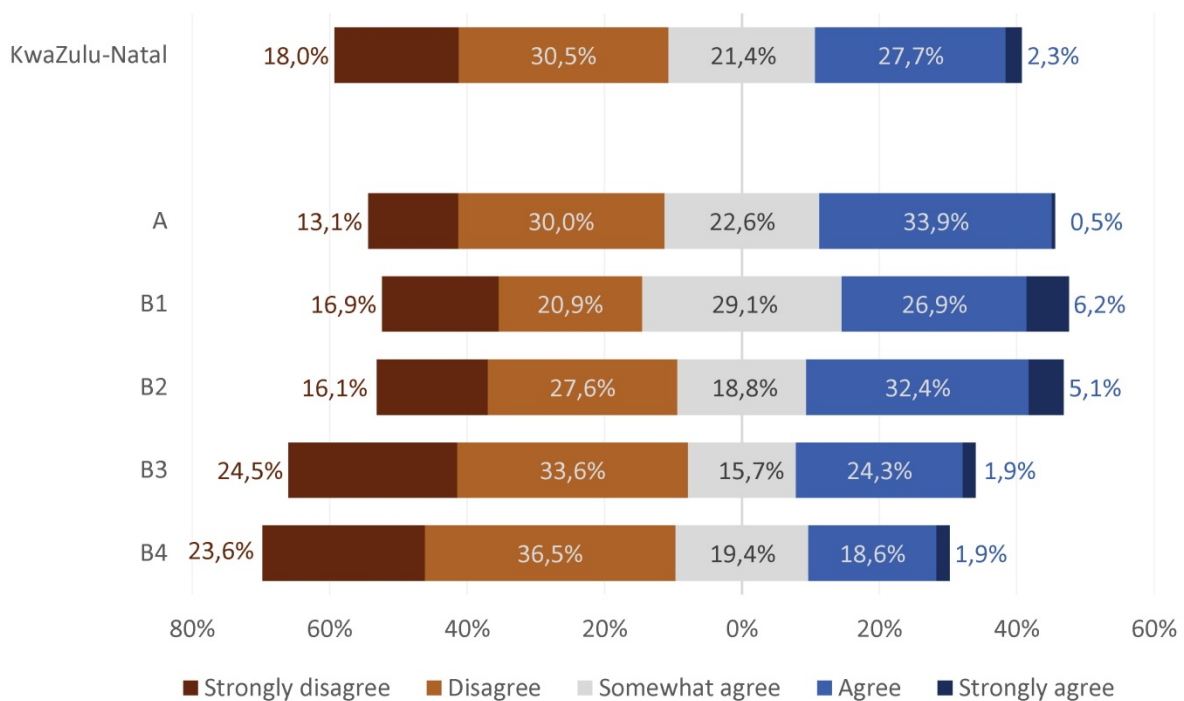
N = 7 413 662 excluding observations with missing values

Note: Figure excludes the response category "none" due to no observations

5.4.5 Affordable housing

Figure 5.18 shows the distribution of persons aged 15 years and older and their level of satisfaction with the quality of the main dwelling they occupied. In total, the results showed that 48,5% of citizens were outright in disagreement (strongly disagree and disagree) with the quality of their main dwelling compared to 30,0% of those that were in outright agreement (strongly agree and agree). The variations in terms of the Municipal Infrastructure Investment Framework (MIIF) shows that 37,5% of persons that were outright satisfied were based in municipalities in MIIF category B2, followed by 34,4% and 33,1% of those in MIIF categories A and B1, respectively. Finally, the highest levels of outright disagreement were observed in municipalities under MIIF categories B4 (60,1%) and B3 (58,1%).

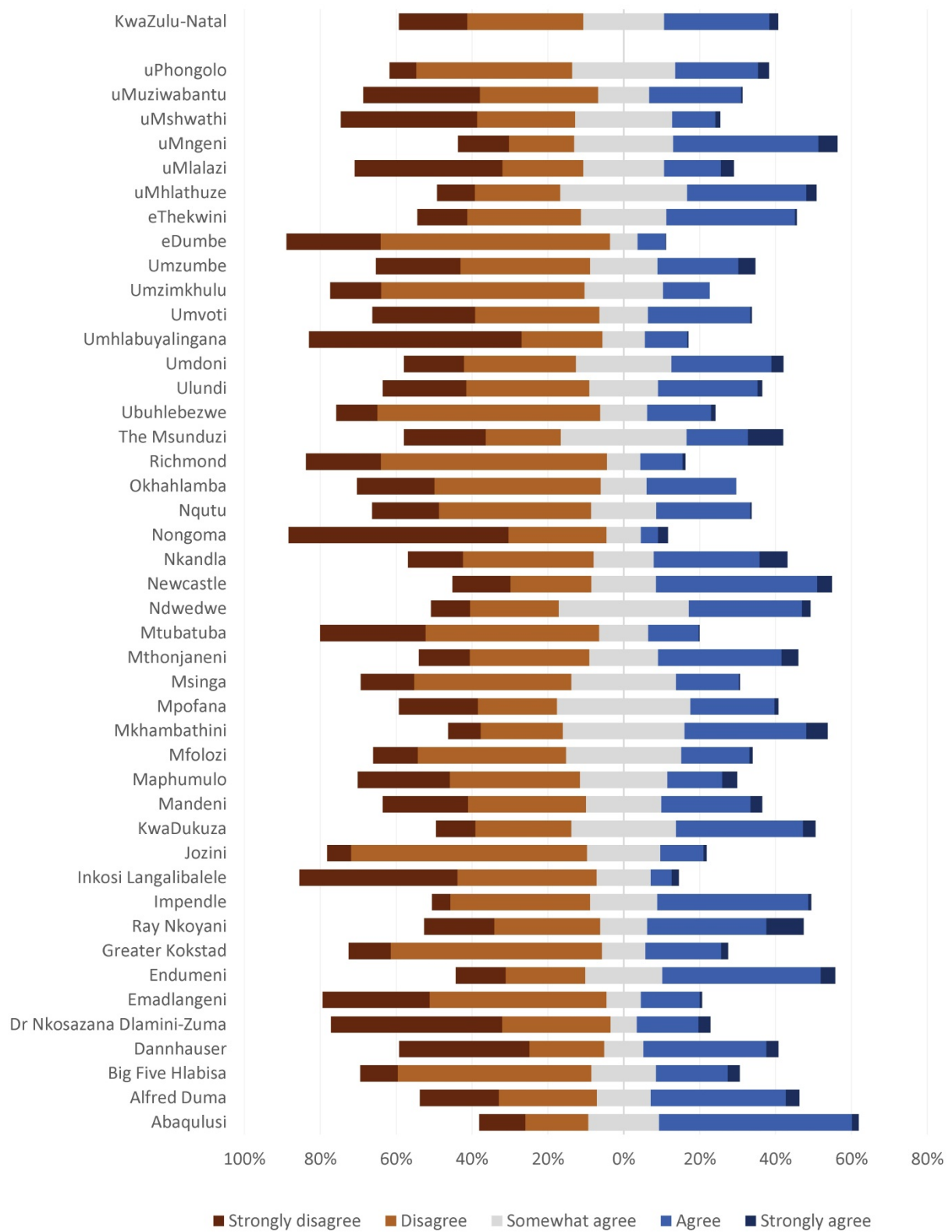
Figure 5.18: Percentage distribution of persons aged 15 years and older by MIIF category and whether they are satisfied with the quality of the main dwelling they live in



N = 7 614 675 excluding observations with missing values

As shown in Figure 5.19, less than 50% of citizens in KZN were outright dissatisfied with the quality of their main dwelling. The comparison across all local municipalities in the province indicates that over 80% of citizens in eDumbe and Nongoma were outright dissatisfied with the quality of the main dwelling in which they live, and this is the highest compared to other municipalities in the province. Despite higher levels of dissatisfaction across almost all local municipalities, only Abaqulusi local municipality showed more than 50% of persons who were outright satisfied with the quality of the main dwelling they inhabited.

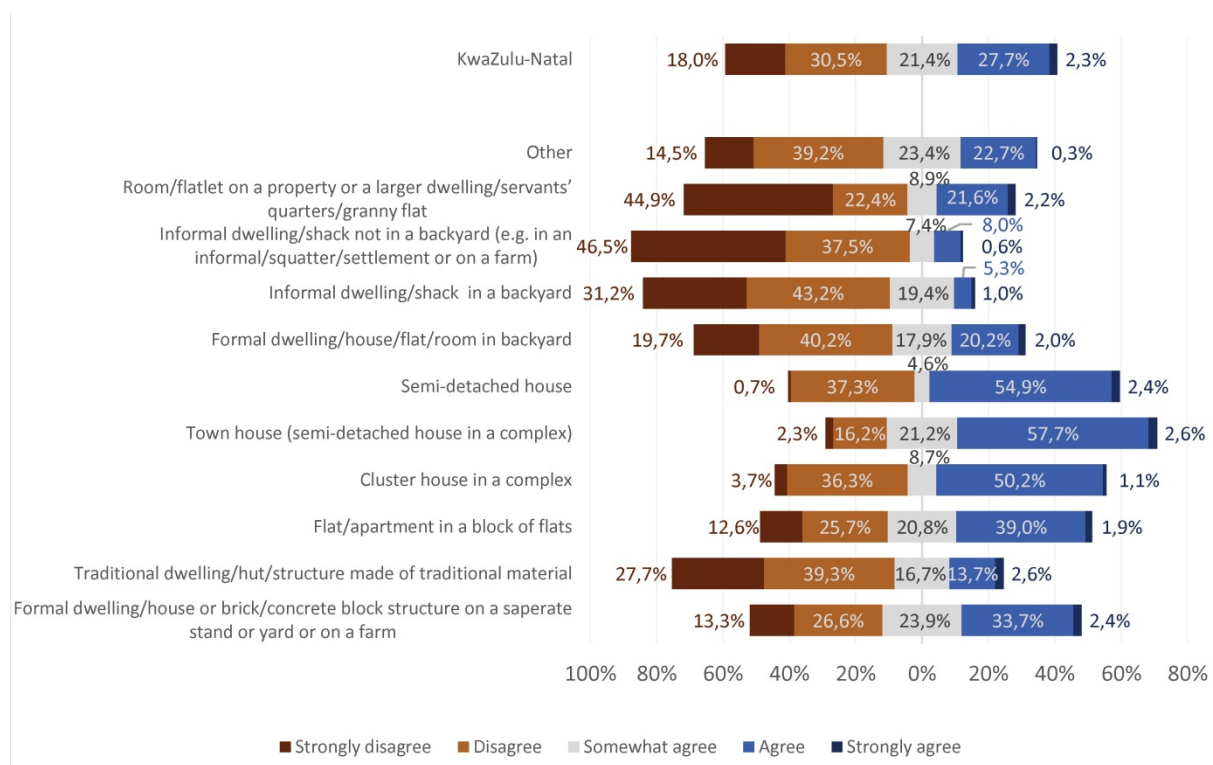
Figure 5.19: Percentage distribution of persons aged 15 years and older by local municipality and whether they are satisfied with the quality of the main dwelling they live in



N = 7 614 675 excluding observations with missing values.

The results in Figure 5.20 indicate that 60,3% of persons who were living in townhouses were outright satisfied with the quality of the main dwelling in which they live. Citizens living in semi-detached houses and cluster houses in a complex were the next most outright satisfied with their main dwelling at 57,3% and 51,3%, respectively. Among persons who were outright dissatisfied (strongly disagreeing and disagreeing) with the quality of their main dwelling, the majority were living in informal dwellings/shacks not in a backyard (84,0%), followed by those living in informal dwellings/shacks in a backyard (74,4%). The results generally show higher levels of dissatisfaction across all types of dwellings, with the exception of persons living in townhouses, semi-detached houses, cluster houses in a complex, and flats/apartments in a block of flats.

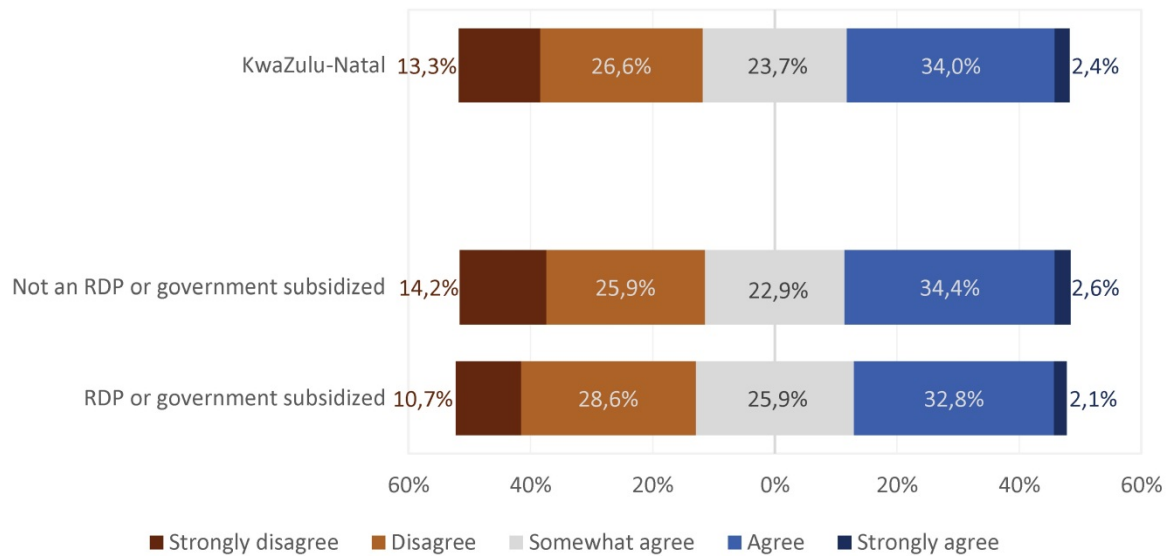
Figure 5.20: Percentage distribution of persons aged 15 years and older by type of main dwelling and whether they are satisfied with the quality of the main dwelling they live in



N = 7 614 675 excluding observations with missing values.

There were very small differences in the levels of satisfaction when comparing citizens living in a RDP or government subsidised dwelling and those not living in RDP or government subsidised dwelling. Figure 5.21 shows that 40,1% of persons who were outright dissatisfied with their quality of main dwelling were living in a dwelling that was not an RDP or government-subsidised dwelling; however, 37,0% of them indicated that they were outright satisfied with the quality of the main dwelling they occupied. This is slightly higher than the level of outright satisfaction for persons living in a RDP or government-subsidised dwelling (34,9%). The proportions of persons who somewhat agreed with the quality of main dwelling are higher among those residing in an RDP or government-subsidised dwelling (25,9%) compared to just 22,9% for those not living in an RDP or government-subsidised dwelling.

Figure 5.21: Percentage distribution of persons aged 15 years and older by whether the main dwelling is an RDP/government-subsidised dwelling or not and whether they are satisfied with the quality of the main dwelling they live in

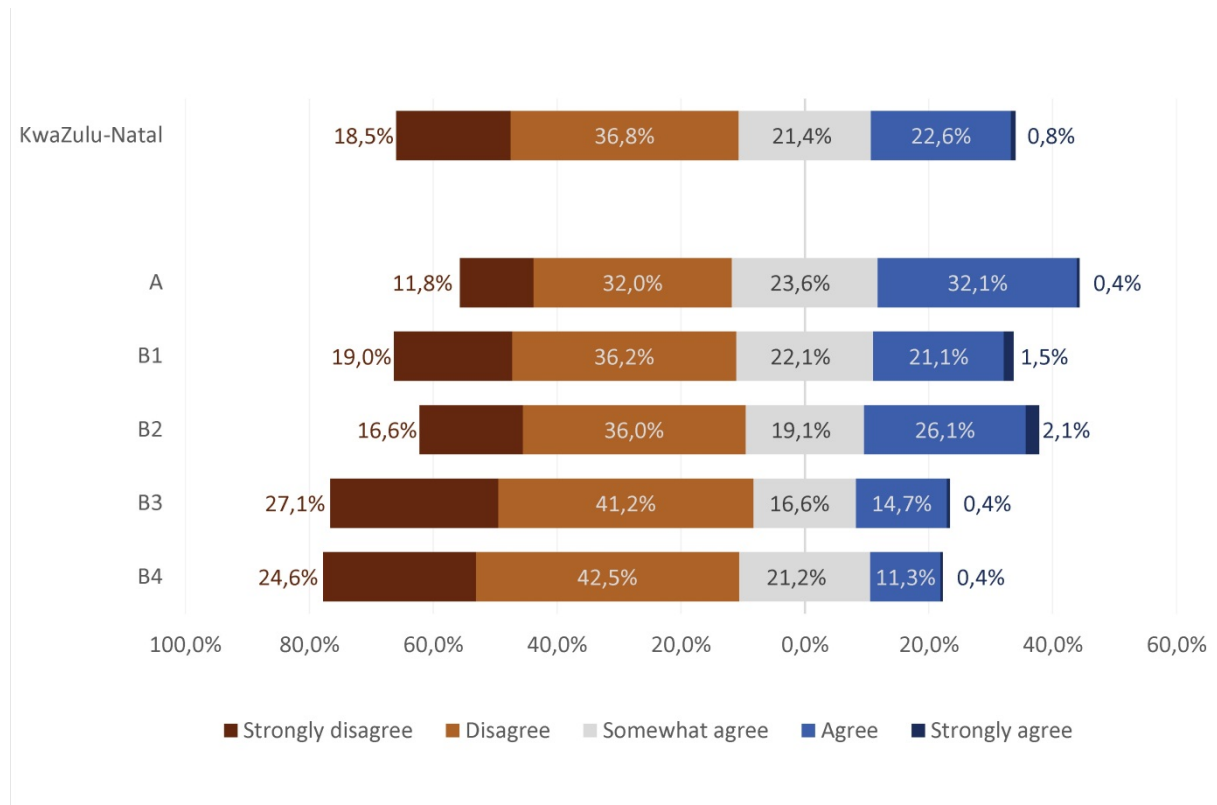


N = 5 208 253 excluding observations with missing values.

5.4.6 Road maintenance

Of growing importance to KZN citizens is the issue of road maintenance which in the KZN CSS 2018 featured among the top municipal services perceived as very important. More than half (55,3%) of citizens reported that they outright disagreed with the overall quality of their road maintenance, as depicted in Figure 5.22. MIIF category B3 had the highest percentage (27,1%) of people who strongly disagreed while MIIF category A had the least with 11,8%.

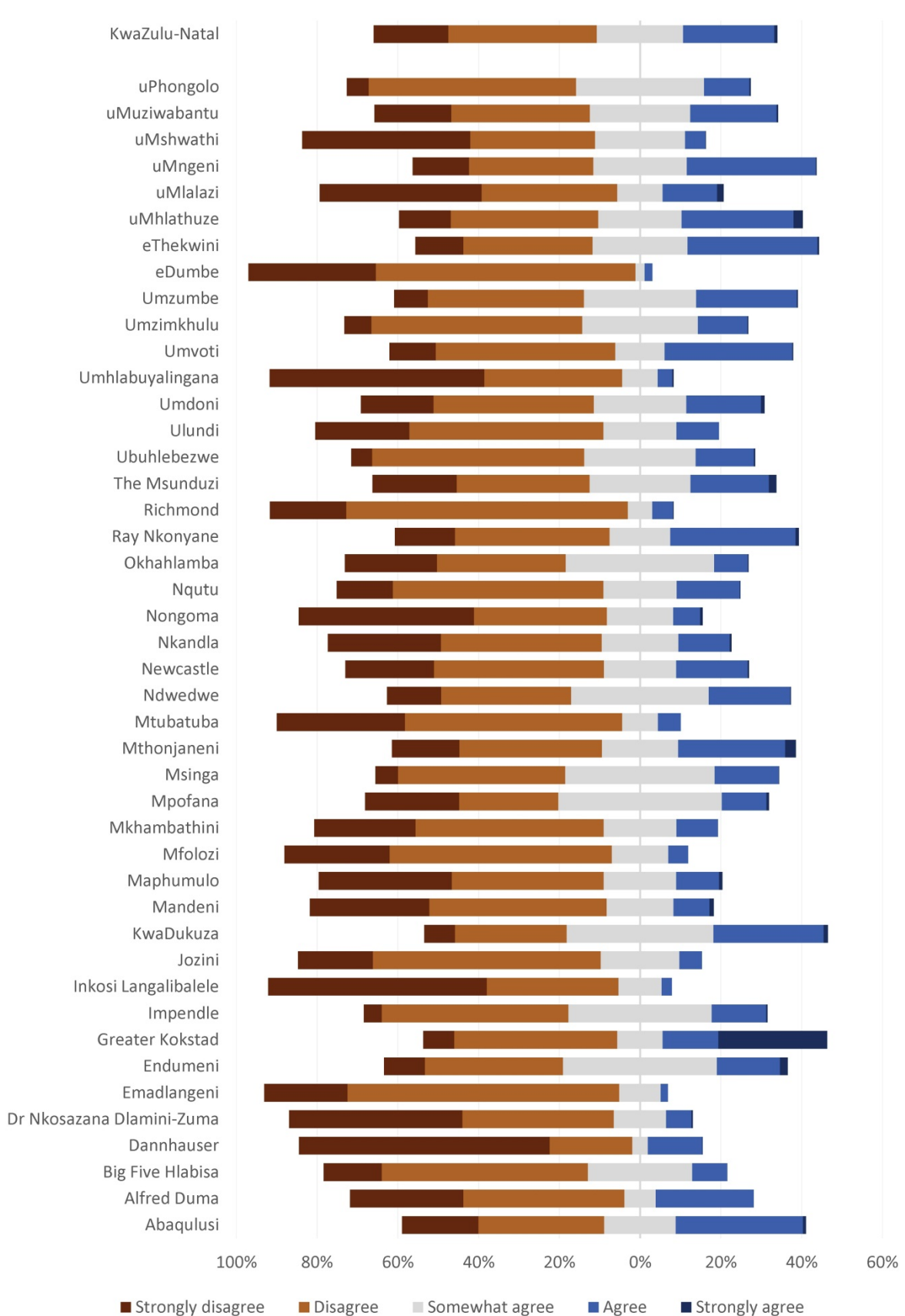
Figure 5.22: Percentage distribution of persons aged 15 years and older by MIIF category and the level of satisfaction with the maintenance of roads used by their households



N = 7 614 749 excluding observations with missing values.

Municipalities classified as MIIF categories B3 and B4 were the most outright dissatisfied with the quality of road maintenance at 68,3% and 67,1%, respectively. Citizens living in municipalities in MIIF category A reported the lowest levels of outright disagreement (43,8%), with the highest proportion of persons (32,5%) indicating outright agreement with the overall quality of road maintenance.

Figure 5.23: Percentage distribution of persons aged 15 years and older by local municipality and the level of satisfaction with the maintenance of roads used by their households



N = 7 614 749 excluding observations with missing values.

According to Figure 5.23, Dannhauser local municipality had the highest percentage (62,0%) – followed by Inkosi Langalibalele (54,1%) and uMhlabuyalingana (53,1%) – of residents who strongly disagreed that the roads around where they live are regularly maintained and potholes are fixed. Greater Kokstad is the only local municipality where a notable percentage (26,9%) of its residents strongly agreed that roads around where they live are regularly maintained and potholes are fixed; all other local municipalities only reached a level of 5% or less.

5.5 Service delivery complaints

A high proportion of citizens indicated that they made a service delivery complaint in the 12 months prior to the survey. Figure 5.24 shows the proportion of service delivery complaints by MIIF category and type of complaint. The majority of complaints were related to water services (40,8%), followed by housing (34,0%) and electricity (29,1%). Meanwhile, refuse disposal (19,1%) was the least complained about service. For all service delivery complaints, MIIF categories B3 and B4 had the highest proportions of persons from households that made service delivery complaints. The lowest proportion of service delivery complaints was seen in MIIF category A across all service delivery types.

When looking at the service delivery complaints by MIIF category B4, the majority of complaints were about water services at 57,7% and housing at 51,7%, while refuse disposal (21,7%) was the least complained about service.

Figure 5.24: Proportion of persons from households that made services delivery complaints in the 12 months prior to the survey by MIIF category and type of service delivery complaint

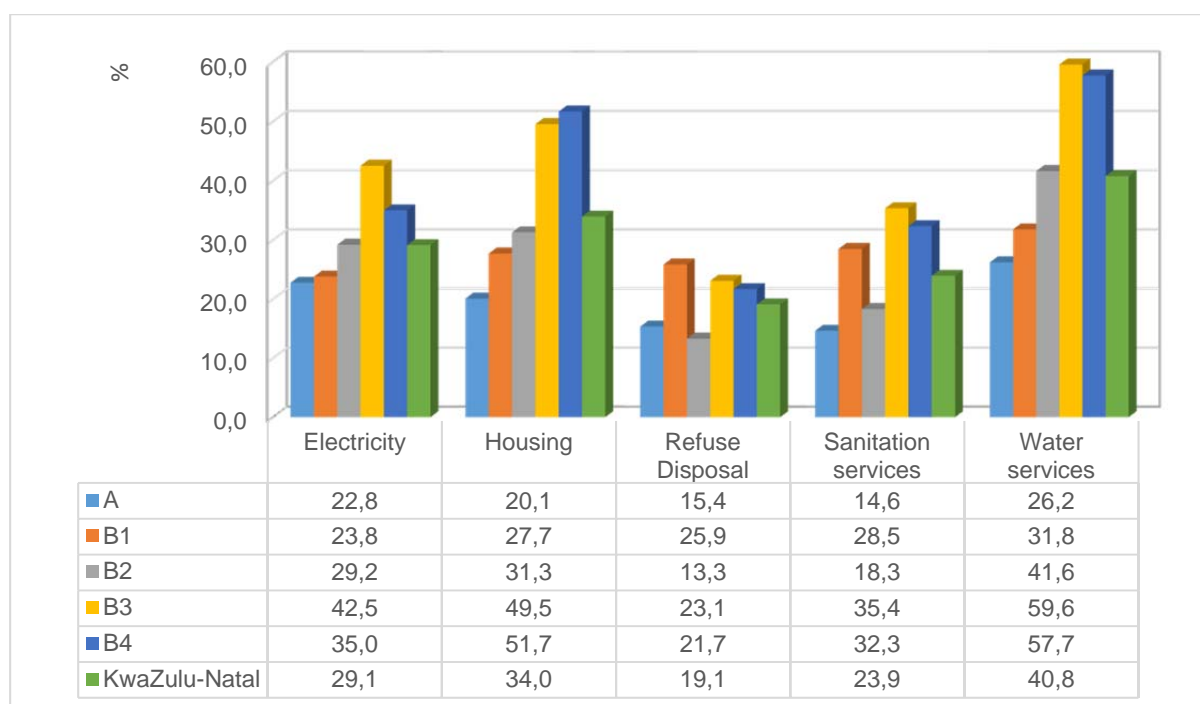


Table 5.3 shows the proportion of citizens from households that made service delivery complaints in the 12 months prior to the survey by local municipality and type of complaint. Impendle local municipality had the lowest proportion of citizens that made service delivery complaints while Inkosi Langalibalele had the highest proportion of service delivery complaints across all types of service

delivery. The complaints for both electricity and housing were the highest amongst citizens from Inkosi Langalibalele (83,5%), followed by Jozini (78,0%). On the contrary, Impendle local municipality followed by uMngeni had the lowest proportions of service delivery complaints on sanitation services and housing.

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

| Municipality | Electricity services | Housing | Refuse disposal | Sanitation services | Water services |
|----------------------|----------------------|-------------|-----------------|---------------------|----------------|
| KwaZulu-Natal | 29,1 | 33,9 | 19,1 | 23,9 | 40,7 |
| Impendle | 3,4 | 4,9 | 0,7 | 2,7 | 5,2 |
| Greater Kokstad | 23,2 | 41,0 | 14,5 | 31,7 | 17,3 |
| Endumeni | 33,7 | 21,0 | 9,0 | 15,7 | 20,1 |
| Umdoni | 15,4 | 15,3 | 4,4 | 6,6 | 21,9 |
| uMngeni | 14,5 | 8,2 | 4,5 | 5,5 | 22,7 |
| Mthonjaneni | 10,3 | 23,0 | 7,1 | 10,3 | 22,9 |
| Emadlangeni | 20,9 | 17,3 | 10,0 | 16,4 | 23,2 |
| Newcastle | 10,9 | 24,6 | 20,7 | 26,6 | 25,5 |
| uMhlathuze | 14,0 | 19,6 | 12,8 | 13,7 | 25,8 |
| Dannhauser | 5,7 | 12,1 | 8,2 | 7,5 | 25,9 |
| eThekwini | 22,8 | 20,1 | 15,4 | 14,6 | 26,2 |
| Mkhambathini | 11,5 | 27,4 | 8,4 | 12,2 | 29,2 |
| Nkandla | 19,0 | 24,9 | 14,1 | 13,6 | 34,1 |
| Umvoti | 27,2 | 32,1 | 8,2 | 19,7 | 36,7 |
| The Msunduzi | 35,8 | 33,5 | 35,4 | 37,2 | 38,2 |
| KwaDukuza | 43,1 | 39,5 | 18,7 | 24,4 | 38,2 |
| Ulundi | 14,6 | 22,7 | 3,9 | 7,5 | 40,2 |
| Umzumbe | 33,2 | 49,8 | 6,9 | 32,5 | 41,2 |
| Richmond | 37,5 | 50,9 | 35,9 | 45,9 | 43,2 |
| Ray Nkonyeni | 23,7 | 30,3 | 12,4 | 20,5 | 43,7 |
| Ndwedwe | 34,7 | 46,6 | 16,8 | 12,8 | 46,1 |
| uMshwathi | 22,4 | 41,0 | 19,7 | 32,9 | 47,4 |
| Mtubatuba | 37,4 | 40,4 | 4,8 | 31,9 | 51,1 |
| Mpofana | 51,9 | 38,2 | 19,4 | 19,3 | 53,3 |
| Nongoma | 28,9 | 55,9 | 13,2 | 25,0 | 55,6 |
| uPhongolo | 18,3 | 47,8 | 34,6 | 40,6 | 57,7 |
| Mfolozi | 24,2 | 53,5 | 21,9 | 33,2 | 61,3 |
| Mandeni | 24,2 | 49,8 | 20,3 | 32,7 | 61,3 |

| | | | | | |
|---------------------------|------|------|------|------|------|
| uMlalazi | 20,2 | 60,5 | 27,1 | 27,1 | 61,5 |
| Alfred Duma | 34,9 | 37,5 | 16,0 | 17,1 | 62,1 |
| Ubuhlebezwe | 52,5 | 61,6 | 22,9 | 35,5 | 63,4 |
| Dr Nkosazana Dlamini-Zuma | 41,7 | 64,3 | 17,6 | 27,4 | 63,5 |
| Msinga | 31,6 | 49,3 | 13,2 | 22,1 | 65,5 |
| Umzimkhulu | 19,2 | 50,5 | 23,7 | 36,4 | 65,5 |
| Nqutu | 52,4 | 56,4 | 25,1 | 48,7 | 66,9 |
| uMuziwabantu | 43,0 | 57,6 | 23,9 | 39,4 | 68,3 |
| Big Five Hlabisa | 50,9 | 52,3 | 20,0 | 30,5 | 70,8 |
| Okhahlamba | 60,5 | 78,1 | 41,9 | 56,8 | 73,0 |
| Umhlabuyalingana | 69,9 | 66,0 | 13,5 | 52,5 | 73,6 |
| Abaqulusi | 36,9 | 41,3 | 18,6 | 26,5 | 75,3 |
| eDumbe | 47,3 | 76,4 | 62,7 | 69,1 | 78,5 |
| Jozini | 78,0 | 81,5 | 51,9 | 61,4 | 82,4 |
| Maphumulo | 70,1 | 72,9 | 32,3 | 33,9 | 83,4 |
| Inkosi Langalibalele | 83,5 | 88,0 | 59,0 | 79,2 | 88,0 |

5.6 Summary

There was a general dissatisfaction with the performance of the local municipalities, but the dissatisfaction levels were very different across different population groups. There were generally higher levels of dissatisfaction with the overall performance of provincial government and the overall performance of the local municipality.

Citizens with less than matric (including no schooling) were more outright dissatisfied with the performance of their local municipality relative to their counterparts (citizens with matric and higher education). Almost all of the municipal services were rated either important or very important, with the exception of a few that were rated not important. The top two municipal services that were consistent across all MIIF categories were water services and electricity services.

The majority of KZN citizens were outright satisfied with the quality of their main source of drinking water. The majority of KwaZulu-Natal citizens rated electricity services as their second most important service and 82,0% of them were from households that were connected to the main electricity supply. The results showed a general positive picture in terms of the quality of the service offered in the municipal clinics.

Interestingly, there were no citizens who reported using open defecation (none) as their main type of toilet facility used in their households. There were generally high levels of dissatisfaction with the quality of dwellings that citizens lived in, with the exception of citizens living in townhouses, semi-detached houses, cluster houses in a complex, and formal dwellings/houses or brick structures.

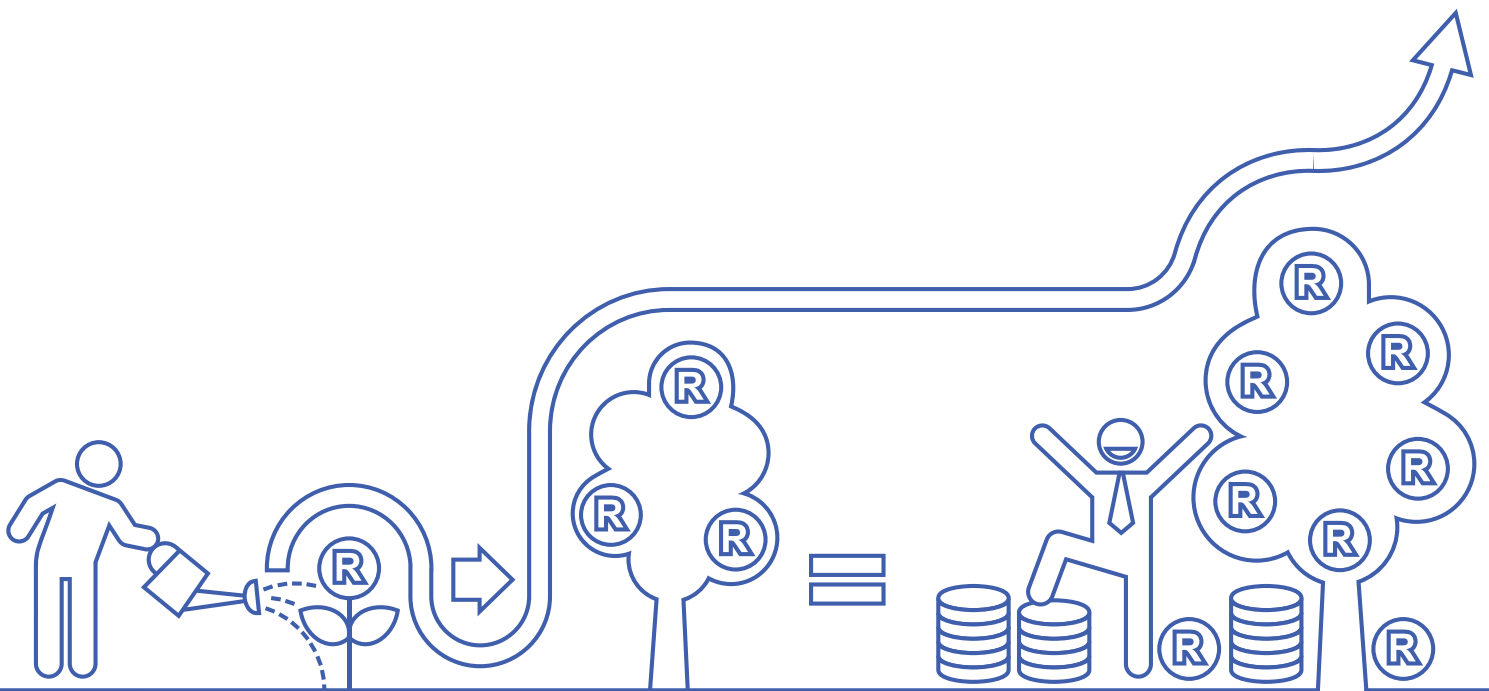
Different local municipalities should now give greater attention to the issue of roads and their maintenance, as this is a growing concern for KZN residents. More than half (55,3%) of KZN citizens reported that they were outright dissatisfied with their local municipalities' response and focus on roads and maintenance. Greater Kokstad was the only local municipality where a significant

proportion of its residents (26,9 %) strongly agreed that the roads around where they live were regularly maintained and potholes were fixed.

A high proportion of citizens indicated that they made a service delivery complaint in the 12 months prior to the survey. The service delivery complaints for both water services and housing were the highest amongst all the complaints made by the citizens of KwaZulu-Natal.

Conclusions

6



The objective of this report was to analyse data collected through the KZN CSS 2018 and present findings on the following issues: (1) citizens' rating of satisfaction with the overall performance of the provincial government; (2) citizens' rating of satisfaction with the governance of the provincial government; (3) citizens' rating of importance and ranking of provincial priorities and municipal services; (4) citizens' rating of provincial government's implementation of Batho Pele Principles; (5) citizens' rating of awareness of provincial government's programmes and consultative processes; (6) citizens' rating of satisfaction with the performance of local municipalities; and (7) citizens' rating of satisfaction with level and quality of selected municipal services. The analyses done in this statistical report are disaggregated across various administrative levels, namely provincial government, district council, local municipality, and MIIF classification, as well as various demographic levels, including sex, population group, level of education and household income.

6.1 Provincial government

Evidence from the 2018 KZN CSS reveals that more than a third of the citizens aged 15 years and older were undoubtedly dissatisfied with the overall performance of the provincial government, more than those who were outright satisfied or those who were somewhat satisfied. Disaggregation by population group reveals that a high proportion of the coloured population were satisfied with the overall performance of the provincial government. Whites and black Africans were mostly outright dissatisfied with the overall performance of the provincial government, with nearly half (49,0%) of the white population rating the province's performance negatively. Looking at the results from a district council perspective, the data reveals that the overall performance of the provincial government was only rated positively by more residents in Ugu and Amajuba. The provincial government was rated more negatively than positively in the other nine districts.

Analysis by MIIF category reveals that the overall performance of the provincial government was rated positively in only one of the five MIIF categories, namely MIIF category B2. Ugu district has two of its four local municipalities falling under MIIF category B2. Interestingly, Amajuba has no local municipalities falling under category B2 even though it is one of the two districts councils where the provincial government was rated positively. The overall performance of the province was rated more positively than negatively in only 15 of the 44 local municipalities (Abaqulusi, Greater Kokstad, Ray Nkonyeni, Impendle, KwaDukuza, Mkhambathini, Newcastle, Nkandla, Ubuhlebezwe, Umvoti, Umzumbe, uMhlathuze, uMngeni, uMuziwabantu and uPhongolo). These included four of the six municipalities that fall under MIIF category B2, namely Greater Kokstad, Ray Nkonyeni, KwaDukuza and uMngeni.

Looking through the lens of education, the data reveals that regardless of the respondents' level of education, a higher proportion of the people were more dissatisfied with the overall performance of the provincial government than satisfied. Only people with "other" educational qualifications were more satisfied than dissatisfied, albeit by just two percentage points. Analysis by income shows that more citizens were outright dissatisfied than outright satisfied across all income levels. The level of dissatisfaction was more pronounced in both the top income category (R360 001 and more) and the bottom income category (R1–R2400). Results by income suggest that more citizens rated the overall performance of the provincial government negatively irrespective of their household income or education levels.

The pattern observed when the analysis is done on citizens' perceptions regarding governance reveals a similar pattern to the above analysis regarding the overall performance of the KZN provincial government.

The KZN CSS 2018 also asked the respondents to select their top three priorities from a list of 18 provincial priorities. "Job creation" was ranked as the first most important priority by the majority of

citizens in KZN irrespective of their population group, geography, education and household income levels. This is a clear message from KZN citizens to the provincial government to prioritise job creation. "Provision of housing" and "fighting corruption" were ranked as the second and third most important priorities respectively at provincial level. The analyses by population group, district and local municipalities, MIIF category, education and income levels reveal different permutations of second and third most important priorities. "Fighting corruption" and "growing the economy" were ranked as second and third most important priorities across three of the four population groups – with the exception of black Africans, who mostly prioritised "provision of housing" and "education & skills development". Furthermore, "provision of housing" was ranked as the second most important priority across all districts, except for Amajuba and eThekweni, which ranked "crime prevention" as their second most important priority. The majority of the residents across 32 out of 44 local municipalities regarded "provision of housing" as their second priority, whereas citizens in the remaining 12 municipalities mainly ranked "crime prevention" (9 out of 44) and "education and skills development" (3 out of 44) as their second priority. There was a wide diversity for the third top ranked priority across local municipalities.

Citizens with higher education and "other" educational qualifications mostly regarded "crime prevention" as the second most important priority of focus, whereas those who had completed secondary/matric or less regarded the "provisioning of housing" as their second most important priority. Looking at household income, people from lower income households mostly regarded "provision of housing" as the second most important priority and regarded "education and skills development" as the third priority of focus for the provincial government. Citizens from higher-earning households considered permutations of "crime prevention", "fighting corruption" and "growing the economy" as the second and third most important priorities. Collectively, KZN citizens highlighted nine of the 18 priorities to make up different combinations of the three most important priorities across all disaggregations. These included job creation, provision of housing, education & skills development, fighting corruption, growing the economy, crime prevention, poverty eradication, provision of basic services such as water & sanitation, and building and maintaining existing infrastructure.

The province's performance on "eradication of fraud and corruption" was rated poorly by over half of the citizens in KZN and within all population groups, as well as among top and low income households. On the other hand, providing basic education and healthcare were rated positively by over half the population in KZN. The results further showed that 59% (26 out of 44) of the local municipalities rated the performance of the provincial government in eradicating fraud and corruption as poor. Indians/Asians and coloureds mostly rated the province's performance on maintaining roads, providing basic education and providing health care services positively.

With respect to the three Batho Pele Principles evaluated in this survey (information, courtesy, and value for money), at least 43% of the citizens aged 15 years and older outright disagree that the provincial government is implementing these principles. This proportion exceeds the proportion of those who somewhat agree and those who outright agree. These results suggest that most of the people living in KZN do not agree that the provincial government is implementing the Batho Pele Principles of information, courtesy and value for money.

The survey results show that only a third of the citizens were aware of Operation Sukuma Sakhe and even fewer were aware of the PGDP. The results also indicate that the KZN citizens were also not responsive or interested in participating in the provincial government's consultative processes, with less than a quarter (25%) of the citizens having attended consultative meetings in the past 12 months. These results suggest that the current communication channels between the provincial government and its citizens are not comprehensive and could be improved.

6.2 Local government

A larger proportion (46,3%) of the citizens of KZN were outright dissatisfied with the general performance of their local municipalities compared to the proportion that was outright satisfied at 22,2%. Satisfaction levels with the performance of the local municipality showed variations when results were disaggregated by population groups, education levels, household income, and the MIIF category of the municipality. Black Africans stood out as the population group that was most dissatisfied with their local governments. The Indian/Asian population were the second most outright satisfied with the performance of their local municipalities.

A larger proportion of the total population of KZN citizens were outright satisfied with the overall performance of their provincial government than the overall performance of the local municipalities. Results showed that 92,3% of citizens who were dissatisfied with the overall performance of the provincial government were also dissatisfied with the overall performance of the local municipality. This is to be expected as the local municipalities serve as the first line of contact for the citizens.

The majority of citizens in nine of the eleven districts were outright dissatisfied with the overall performance of their local municipalities, including eThekweni Metro. In Umkhanyakude district, seven out of every ten citizens were outright dissatisfied, while in Zululand and Uthukela, six out of every ten citizens were outright dissatisfied. Citizens with less than matric (no schooling) and those living in low income households were more outright dissatisfied with the performance of their local municipalities than those who were better educated and wealthier.

KwaZulu-Natal citizens rated water services, electrical services, municipal clinic services, affordable housing, sanitation, and road maintenance as the top six very important municipal services. Water services and electrical services were the top two municipal services perceived as very important across all MIIF categories.

The majority of KZN citizens were outright satisfied with the quality of their main source of drinking water and this was also true across all MIIF categories. There were variations of satisfaction with the quality of water when results were disaggregated by the main source of drinking water. The majority of KZN citizens were outright dissatisfied with the main source of drinking water used by their households. High proportions of outright dissatisfied citizens were using flowing water (85,0%), spring water (72,5%), water carriers (65,1%); and wells (59,1%) as their main sources of drinking water. Very surprisingly, people who used stagnant water/dam/pool as their main source of drinking water reported unusually high levels of outright satisfaction (49,9%) with the quality of their main source of drinking water.

The results showed a generally positive picture in terms of the quality of the service offered in the municipal clinics. Municipal clinics were rated as very important by about 68,0% of the citizens 15 years and older living in KwaZulu-Natal. Of importance to note is that only about two-thirds (61,9%) reported that there were municipal clinics in their local municipalities.

The majority of KwaZulu-Natal citizens rated electricity services as their second most important service and 82,0% of them were from households that were connected to the mains electricity supply. KZN citizens reported a general satisfaction with the quality of their household's main electricity supply. Out of 44 local municipalities, three municipalities (Dannhauser, Newcastle and Greater Kokstad) had more than 80,0% of citizens who were outright satisfied with the quality of their households' main electricity supply. Interestingly, Nkandla reported the highest proportion of citizens who were very satisfied with the quality of their households' main electricity supply.

As expected, sanitation services were among the most important services in the opinion of citizens. According to the ratings of the quality of sanitation services by MIIF category, only three (A, B1, and

B2) of the five MIIF categories had a majority of people who reported being outright satisfied with the quality of the service.

Out of the 44 municipalities, only three (Mfolozi, Okhahlamba and eDumbe) of them had no persons who reported being very satisfied with the overall quality of sanitation services used by their households, while in nine of them (Alfred Duma, Dannhauser, Greater Kokstad, Ray Nkonyeni, Impendle, Mthonjaneni, Newcastle, Ulundi and uMngeni) more than 50,0% of the people reported being satisfied with the overall quality of sanitation services.

When looking at the satisfaction level by main type of toilet facility, it was interesting to note that there were no citizens who reported using open defecation (none) as their main type of toilet facility used in their households. High levels of dissatisfaction were observed among citizens who lived in households that used bucket toilets (emptied by the household or emptied by the municipality). There were generally high levels of dissatisfaction with the quality of dwellings that citizens lived in, with the exception of citizens living in townhouses, semi-detached houses, cluster houses in a complex, and formal dwellings/house or brick structures. There were very small differences in the levels of satisfaction when comparing citizens living in an RDP or government subsidised dwelling and those not living in RDP or government subsidised dwelling.

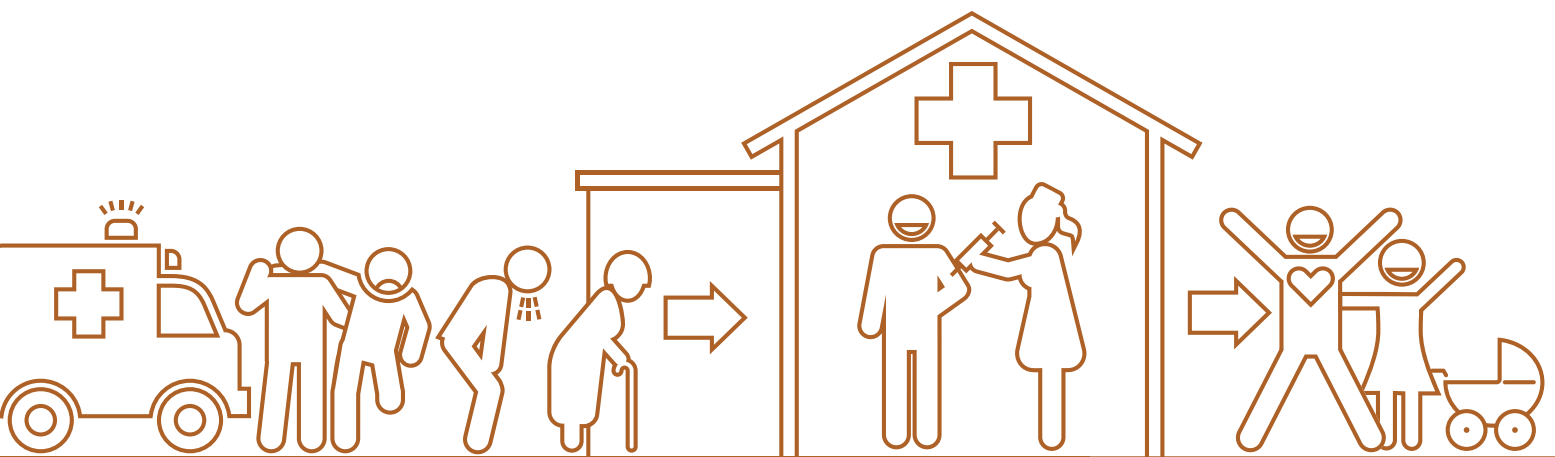
In CSS 2018, citizens of KZN listed road maintenance amongst the top six municipal services perceived as very important, this was not the case in the KZN CSS 2015. More than half (55,3%) of KwaZulu-Natal citizens reported that they were unhappy with their local municipalities' response and focus on road maintenance. Greater Kokstad was the only local municipality with the highest percentage (26,9%) of its residents who strongly agreed that roads around where they live were regularly maintained and potholes were fixed quickly.

A high proportion of citizens indicated that they had made a service delivery complaint in the 12 months prior to the survey. The service delivery complaints for both water services and housing were the highest amongst all the complaints made by the citizens of KwaZulu-Natal. MIIF categories B3 and B4 municipalities had the highest proportions of persons from households that made service delivery complaints while MIIF category A had the lowest number of complaints across all service delivery types.

In conclusion, the KZN CSS 2018 data provided a useful and critical mirror from which the KwaZulu-Natal provincial and local governments can assess how their plans and programmes resonate with the people they serve. In particular, the KZN CSS 2018 highlighted the provision of quality water, electricity, sanitation, municipal clinics, housing, and road maintenance as areas that the provincial and local governments of KwaZulu-Natal should improve on.

Concepts and definitions

7



Batho Pele Principles – An initiative that was first introduced by the Mandela Administration in October 1997 to provide guidance and standards for better delivery of goods and services to the public. This initiative aims to enhance the quality and accessibility of government services by improving efficiency and accountability to the recipients of public goods and services. Batho Pele is based on eight principles, as listed below. For the KZN CSS 2018, the survey focussed on the following three principles: access to information, courtesy, and value for money.

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

Educational level – The educational categories shown below were created using the following response categories from the questionnaire:

| Education classification | Description |
|---|--|
| No schooling | No schooling |
| Some primary | Grade R–Grade 6 (Sub A, B, Standard 1–4) |
| Completed primary | Grade 7 (Standard 5) |
| Some secondary (including certificate/diploma with less than matric) | Grade 8–11 (Standard 6–9; NTC1/N1/NC [V] level 2; NTC2/N2/NC [V] level 3; certificate with less than Grade 12; and diploma with less than Grade 12) |
| Completed secondary/matric | Grade 12 (Standard 10; NTC3/N3/NC [V] level 4) |
| Higher education | Certificate with Grade 12/Standard 10 (N4/NTC4/N5/NTC6 or diploma with Grade 12/Standard 10) N6/NTC6, higher diploma (technikon/university of technology), bachelor's degree, bachelor's degree and post-graduate diploma or honours degree Post higher diploma (technikon/university of technology master's, doctoral) or higher degree (master's, doctorate) |
| Other | Other |

CAPI – Computer-Assisted Personal Interview.

Citizen Satisfaction Survey (CSS) – A survey that is meant to understand how residents rate services provided by their provincial and local government to assess their service delivery performance and quality, as well as to provide a platform to engage with citizens.

Dwelling unit (DU) – Structure or part of a structure or group of structures occupied or meant to be occupied by one or more than one household.

Household – A group of persons who live together and provide themselves jointly with food and/or other essentials for living, or a single person living alone.

Municipal Infrastructure Investment Framework (MIIF) – The Constitution of South Africa classifies municipalities into three categories (A, B and C) (Republic of South Africa, 1996). Category A municipalities have exclusive municipal executive and legislative authority in their areas, while a category B municipality shares municipal executive and legislative authority in its area with a category C municipality within whose area it falls. A category C municipality is one that has municipal executive and legislative authority in an area that includes more than one municipality. The MIIF further classifies local municipalities into four sub-categories, namely B1, B2, B3 and B4. The B1 category comprises secondary cities and local municipalities with the largest budgets; the B2 category refers to local municipalities with a large town as core; the B3 category defines local municipalities with small towns, with relatively small populations and significant proportions of urban population but with no large town; and the B4 category is made up of local municipalities that are mainly rural with communal tenure and with, at most, one or two small towns in their area.

Office of the Premier (OtP) – The Office of the Premier derives its mandate primarily from the Constitution, the Public Service Act, the PFMA, policy directives, and the overall mandate of government. In terms of the Constitution, the executive authority of a province is vested in the premier. The premier of a province plays a similar role for the province as the president does for the country as a whole.

Operation Sukuma Sakhe (Stand Up and Build) – A provincial programme that was founded on the premise of taking government to the people in a coordinated manner. This is a call for the people of KwaZulu-Natal to overcome the issues destroying communities such as poverty, unemployment, crime, substance abuse, HIV and tuberculosis.

Primary sampling unit (PSU) – Geographical area comprising one or more enumeration areas of the same type (and therefore not necessary contiguous) that together have at least 100 dwelling units.

Provincial Growth and Development Plan (PGDP) – The PGDP outlines the seven long-term goals that have been identified to guide policy-making, programme prioritisation and resource allocation. These include: 1) inclusive economic growth; 2) human resource development; 3) human and community development; 4) strategic infrastructure; 5) environmental sustainability; 6) governance and policy; and 7) spatial equity. Also known as “Vision 2035 of KwaZulu-Natal”.

Small, Medium and Micro-enterprises (SMMEs) – A common definition of SMMEs includes registered businesses with less than 250 employees (IFC, 2009: 9). In practice, SMMEs are defined in a number of different ways, generally with reference either to the number of employees or to turnover bands (or a combination of both, as in the National Small Business Act of 1996, which also allows for variations according to industry sector).

- **Medium enterprise** – The maximum number of employees is 100 or 200 for the mining, electricity, manufacturing and construction sectors. These enterprises are often characterised by the decentralisation of power to an additional management layer.
- **Micro-enterprise** – The turnover is less than the value added tax (VAT) registration limit (R150 000 per year). These enterprises usually lack formality in terms of registration. They include, for example, spaza shops, minibus taxis and household industries. They employ no more than five people.
- **Small enterprise** – Sometimes called small business that employs a small number of employees and does not have a high volume of sales. Small enterprises have an upper limit of 50 employees. These businesses are generally more established than very small enterprises and exhibit more complex business practices.

Annexure A

Table A1: Top three services perceived as very important by persons aged 15 years and older by local municipality

| Local municipality | Highest proportion | 2 nd highest proportion | 3 rd highest proportion |
|----------------------|---------------------------|------------------------------------|------------------------------------|
| eThekweni | Water services | Electrical services | Municipal clinic services |
| The Msunduzi | Water services | Electrical services | Municipal clinic services |
| Newcastle | Water services | Sanitation services | Electrical services |
| uMhlathuze | Electrical services | Water services | Municipal clinic services |
| Alfred Duma | Water services | Municipal clinic services | Electrical services |
| Ray Nkonyeni | Water services | Electrical services | Municipal clinic services |
| KwaDukuza | Water services | Electrical services | Municipal clinic services |
| Abaqulusi | Water services | Municipal clinic services | Road maintenance |
| uMlalazi | Electrical services | Public transport | Water services |
| Inkosi Langalibalele | Electrical services | Water services | Sanitation services |
| Ulundi | Water services | Electrical services | Affordable housing |
| Nongoma | Water services | Electrical services | Municipal clinic services |
| Jozini | Municipal clinic services | Electrical services | Affordable housing |
| Umzimkhulu | Water services | Sanitation services | Public transport |
| Mtubatuba | Water services | Municipal clinic services | Electrical services |
| Mandeni | Water services | Public transport | Municipal clinic services |
| Nqutu | Electrical services | Water services | Sanitation services |
| Ndwedwe | Affordable housing | Municipal clinic services | Water services |
| Msinga | Water services | Electrical services | Affordable housing |
| Umhlabuyalingana | Electrical services | Affordable housing | Municipal clinic services |
| Umzumbe | Water services | Electrical services | Sanitation services |

| | | | |
|---------------------------|---------------------------|----------------------------|----------------------------------|
| Umdoni | Water services | Electrical services | Municipal clinic services |
| Mfolozi | Water services | Sanitation services | Electrical services |
| uPhongolo | Water services | Electrical services | Sanitation services |
| Okhahlamba | Road maintenance | Affordable housing | Public transport |
| Umvoti | Water services | Sanitation services | Electrical services |
| uMshwathi | Municipal clinic services | Electrical services | Water services |
| uMngeni | Water services | Electrical services | Sanitation services |
| Ubuhlebezwe | Affordable housing | Road maintenance | Water services |
| Dr Nkosazana Dlamini-Zuma | Electrical services | Water services | Municipal clinic services |
| Nkandla | Electrical services | Public transport | Water services |
| Dannhauser | Municipal clinic services | Water services | Electrical services |
| Big Five Hlabisa | Water services | Affordable housing | Electrical services |
| Maphumulo | Water services | Electrical services | Public transport |
| uMuziwabantu | Municipal clinic services | Electrical services | Water services |
| eDumbe | Water services | Electrical services | Road maintenance |
| Mthonjaneni | Electrical services | Water services | Municipal clinic services |
| Greater Kokstad | Sanitation services | Water services | Electrical services |
| Endumeni | Water services | Sanitation services | Electrical services |
| Richmond | Electrical services | Municipal clinic services | Water services |
| Mkhambathini | Municipal clinic services | Water services | Electrical services |
| Mpofana | Electrical services | Public transport | Public libraries |
| Emadlangeni | Water services | Sanitation services | Electrical services |
| Impendle | Public libraries | Affordable housing | Public transport |
| KwaZulu-Natal | Water services | Electrical services | Municipal clinic services |

