



# Citizen Satisfaction Survey

Results Presentation

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Statistician General



# Background



**Office of the Premier (OTP)  
in KwaZulu-Natal province  
approached Stats SA to  
conduct a citizen  
perception survey in 2015**

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

**Stats SA has undertaken to  
employ its expertise and  
resources to deliver the  
2015 Citizen Satisfaction  
Survey (CSS 2015)**

01

Measurement of  
with performance  
government

02

Measurement of citizens' priorities and performance of government departments

03

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

04

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

# Objectives



## 6 Priorities of KwaZulu-Natal provincial government

Job creation  
(decent work  
and economic  
growth)



Education



Health



Rural  
development,  
food security  
and land reform



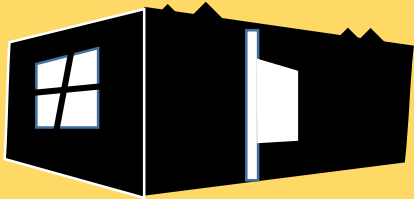
Fighting crime  
and corruption



Nation building  
and good  
governance



CSS is also response to Constitutional Imperative to provide a better life for all citizen through progressive realisation

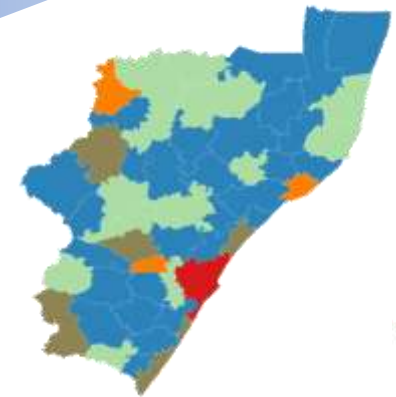
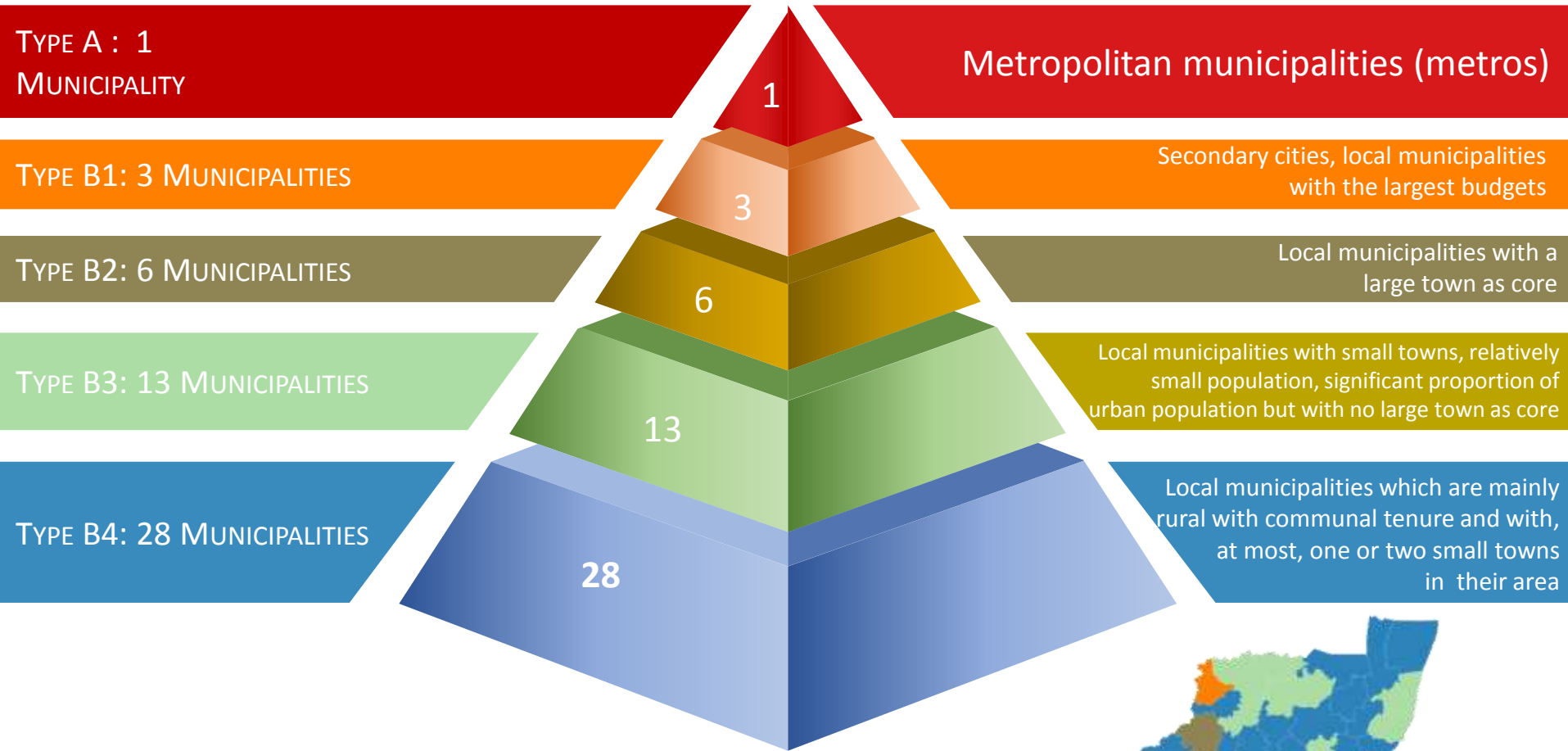




# KZN IN CONTEXT



# Municipal Infrastructure Investment Framework (MIIF) used to distinguish Municipalities



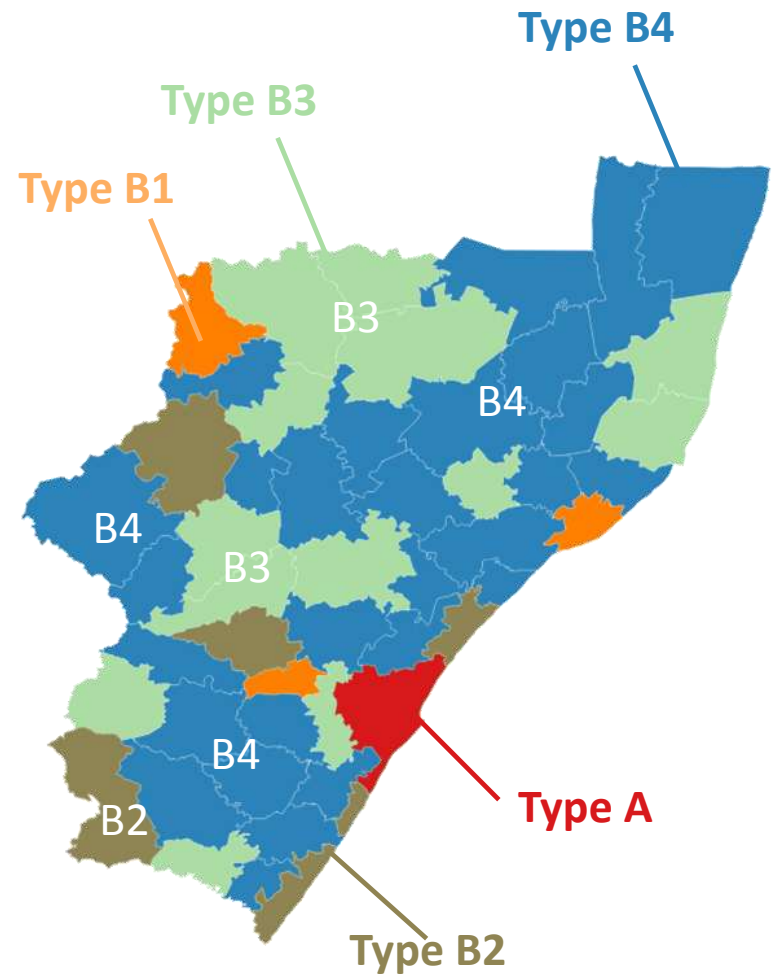
10.9M  
People

Type **A** and  
**B1**

Municipalities in  
KZN constitute  
**50%** of the  
population

**20%** of  
the SA's  
population

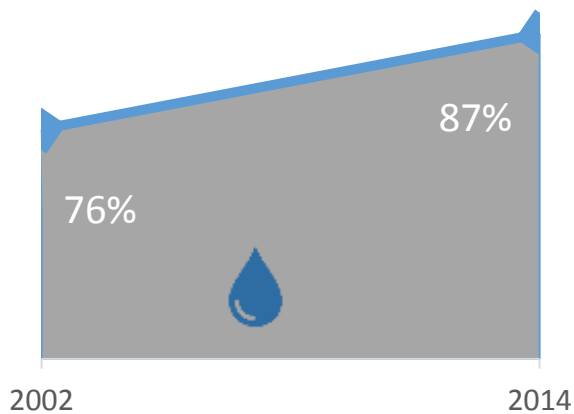
Type **B4**  
make up **55%**  
of local  
municipalities



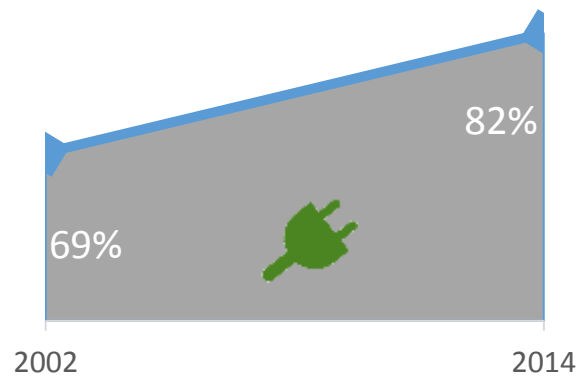


# Context: KZN Service Delivery Progress

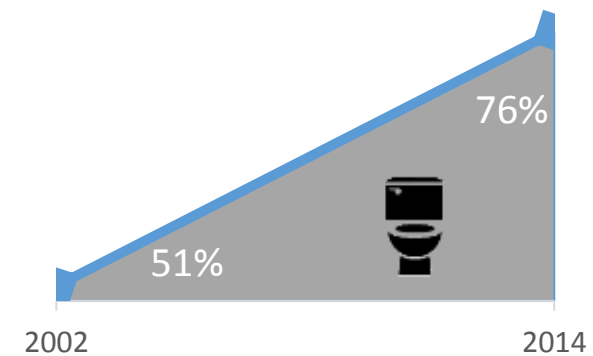
## Access to piped water



## Electricity for lighting

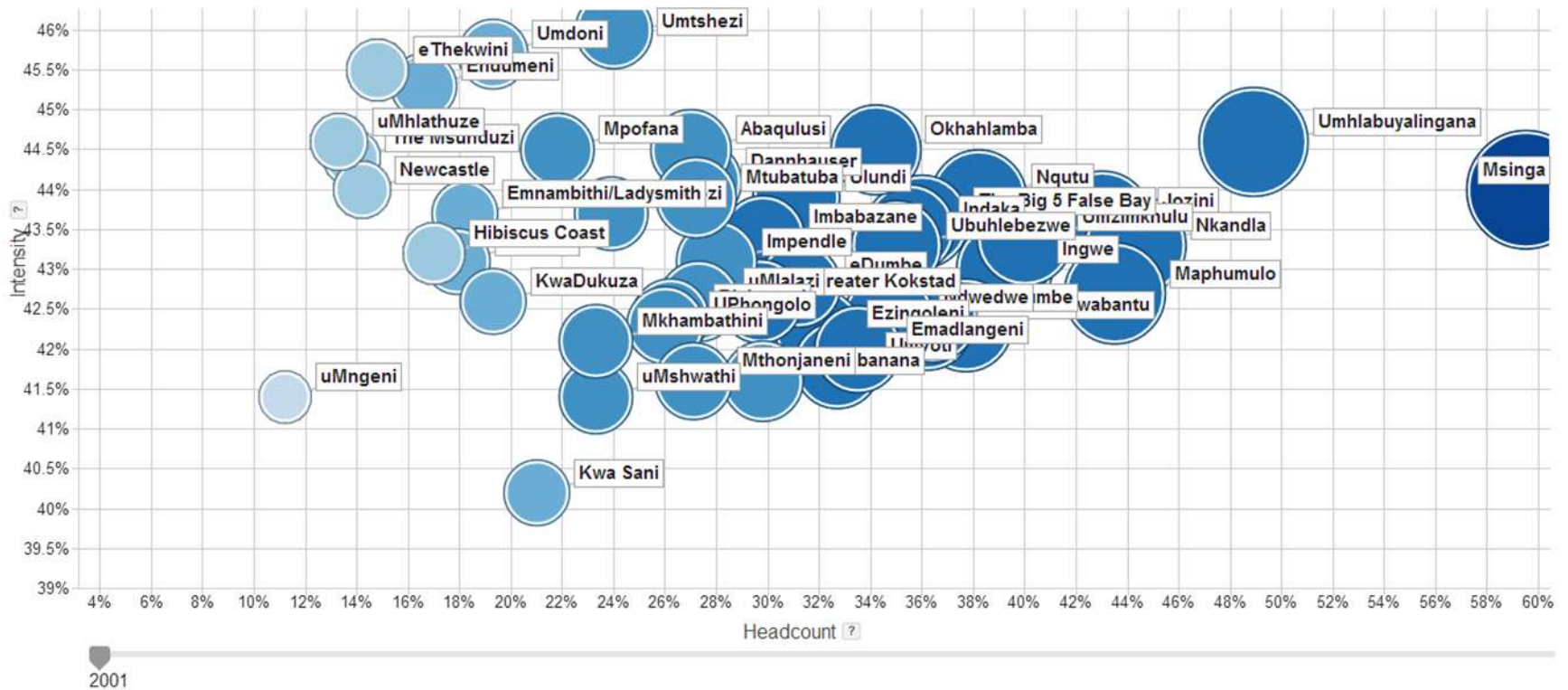


## Sanitation

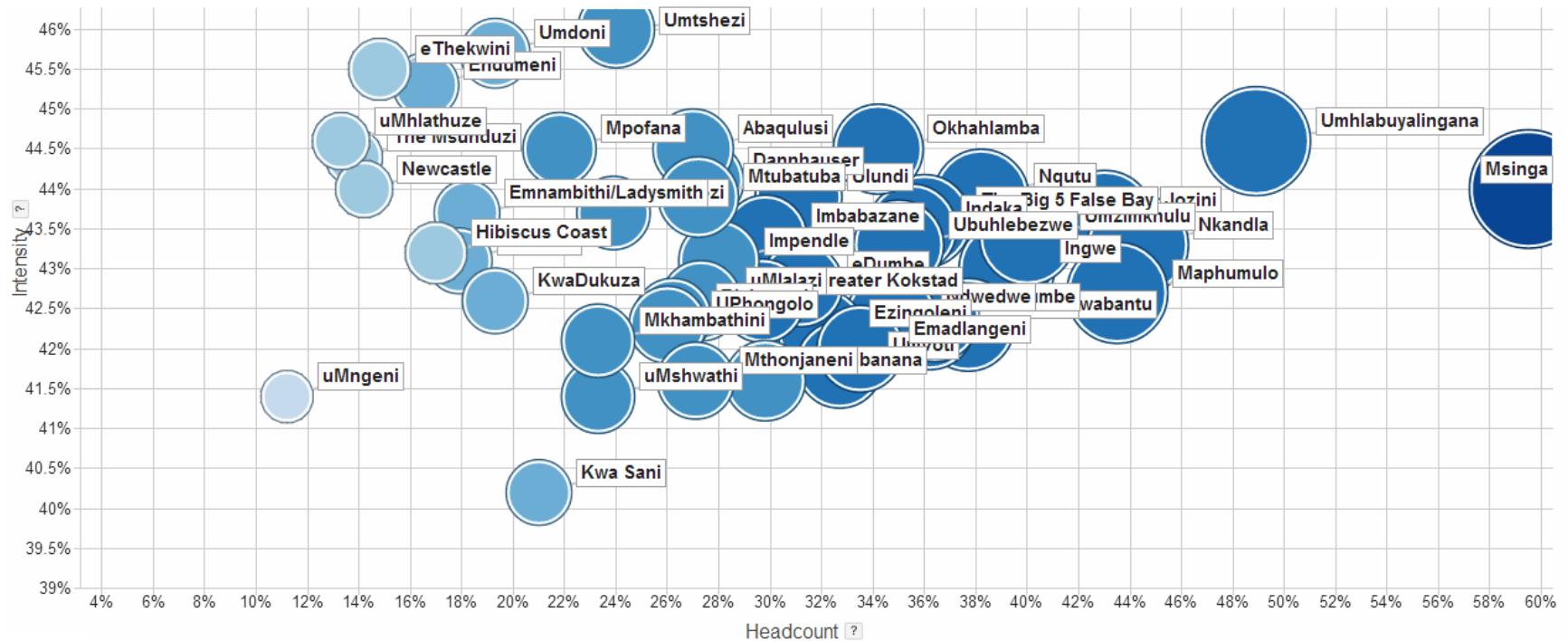


Source GHS 2014

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



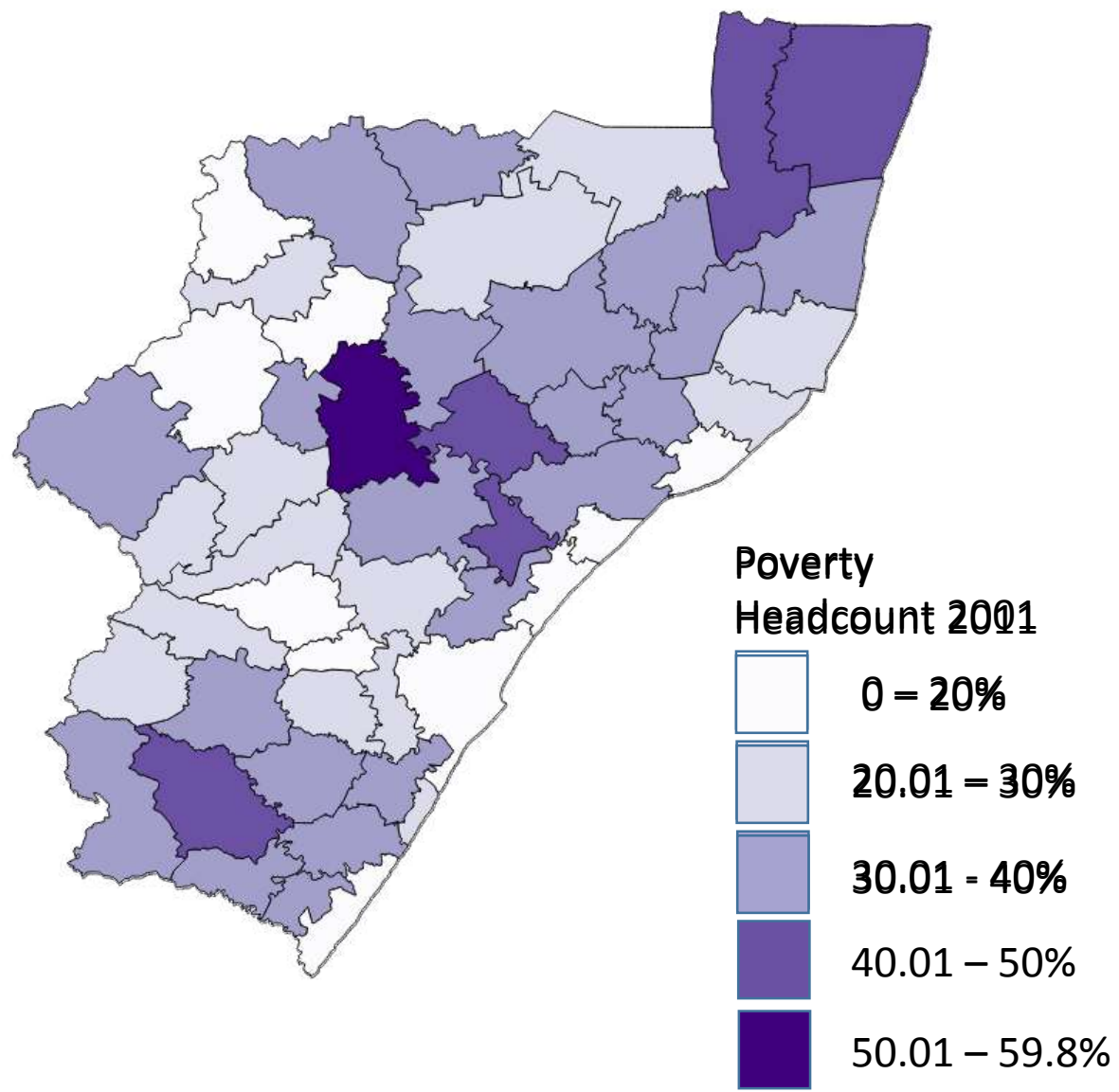
# Poverty headcount by municipality – 2001-2011 (SAMPI)



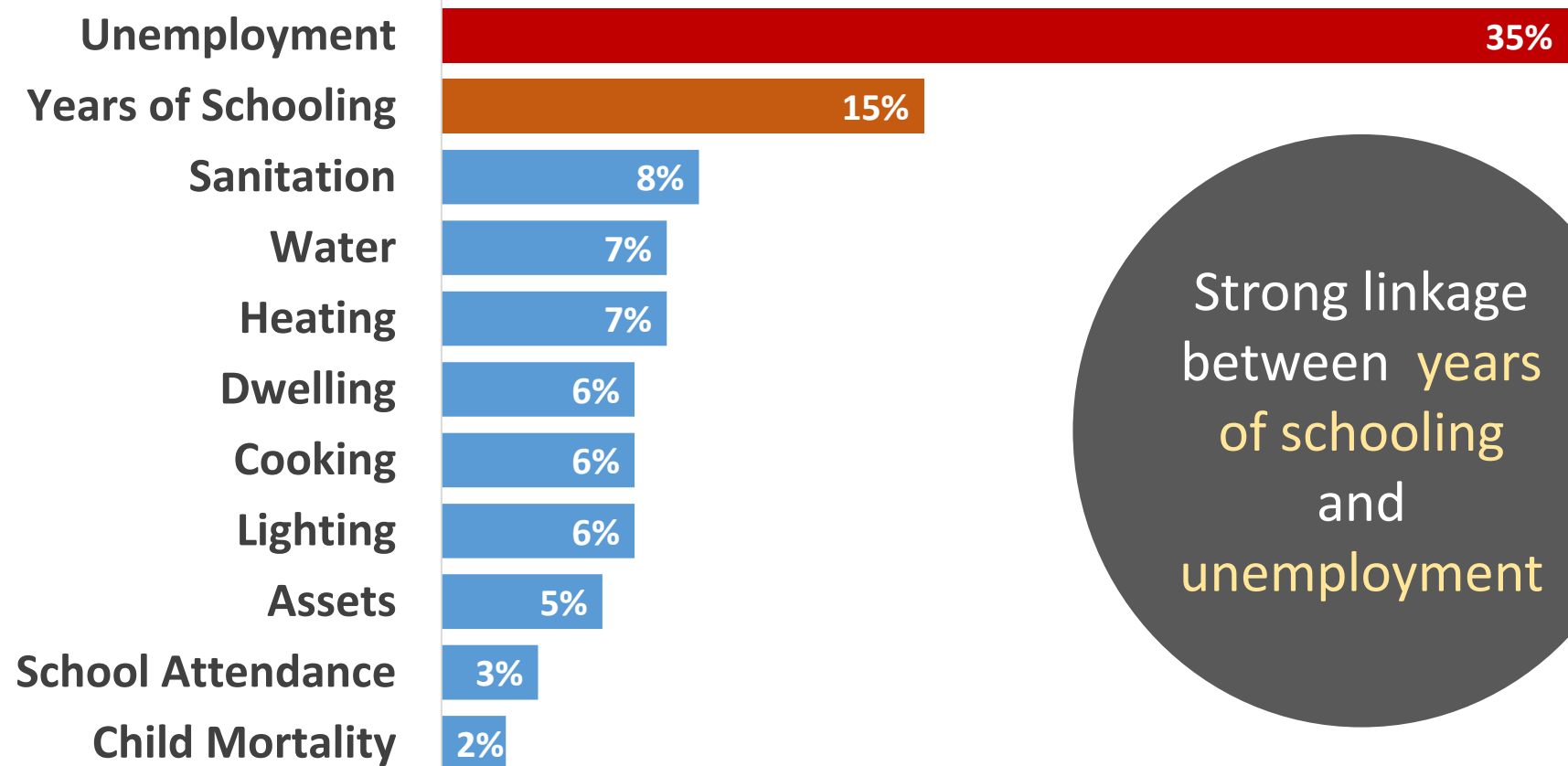
2001



# SAMPI 2011



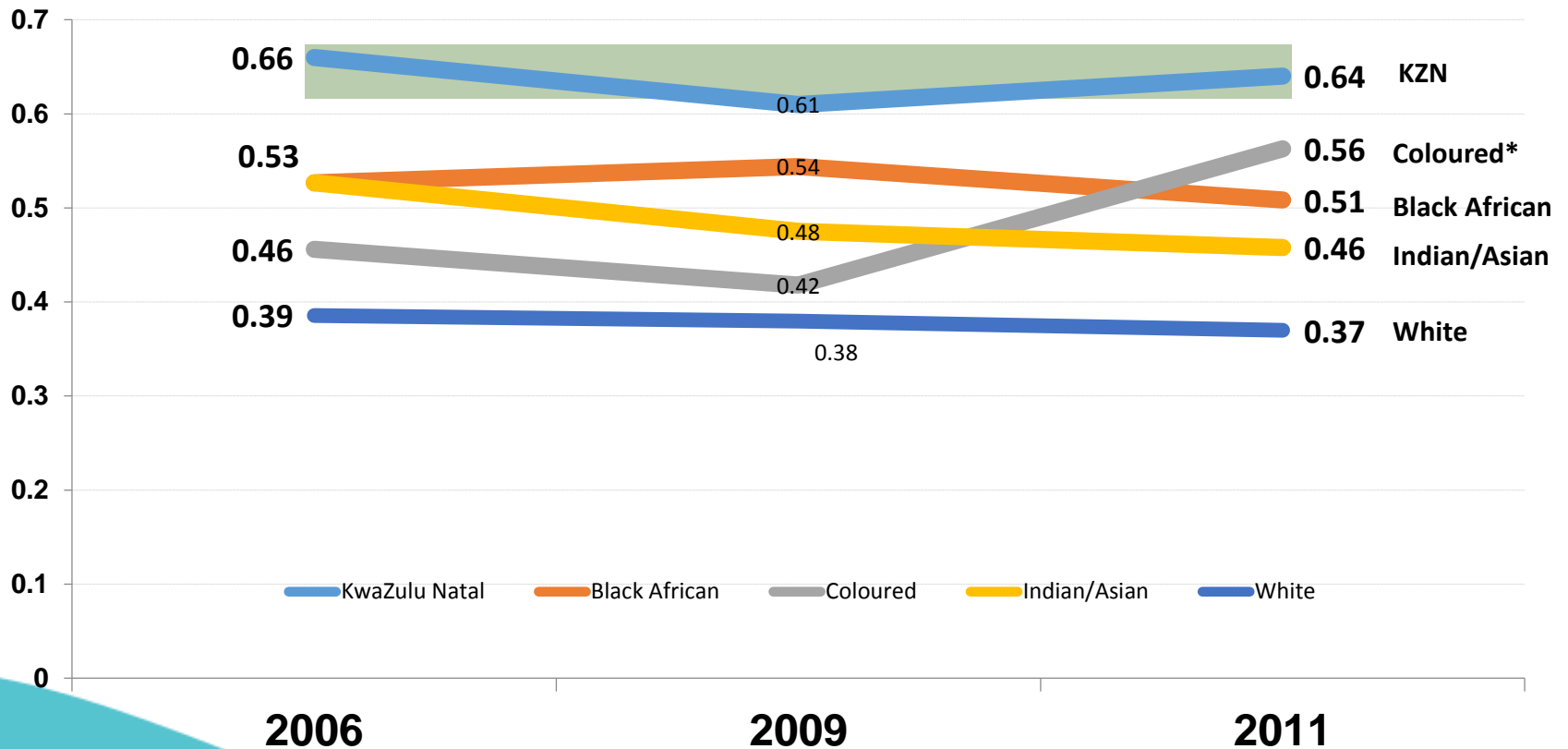
# Drivers of Poverty in KZN– 2011 (SAMPI)



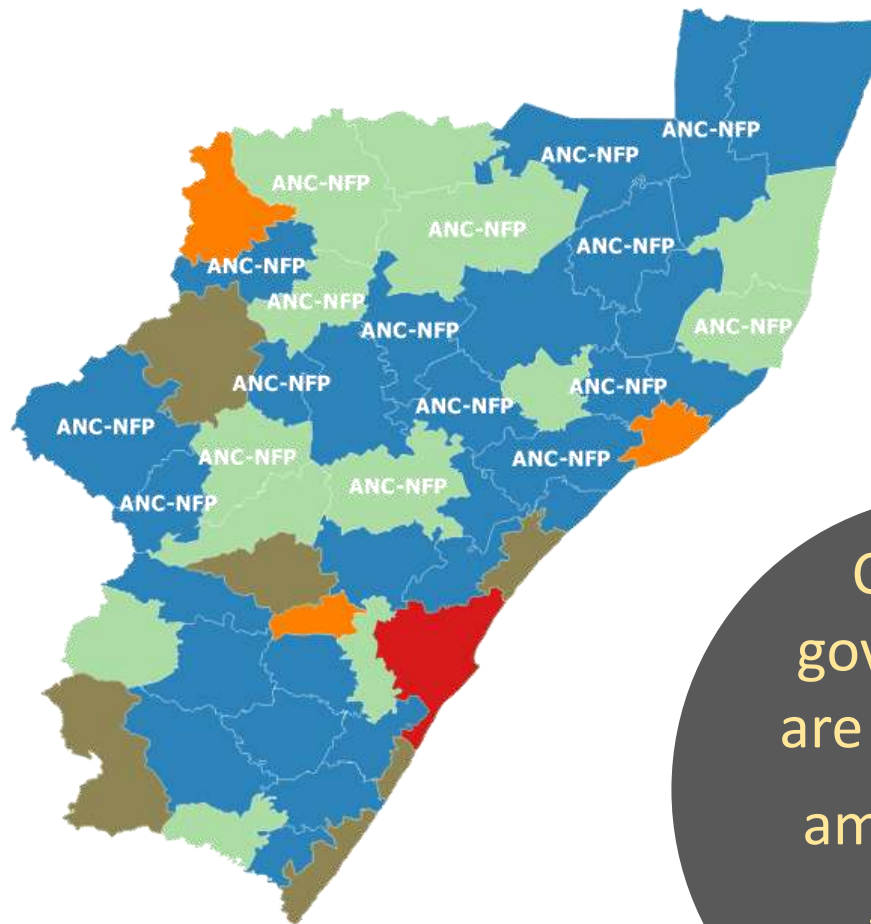
Strong linkage  
between **years  
of schooling**  
and  
**unemployment**

# Gini-coefficient: KwaZulu-Natal 2006-2011

Significant variations in inequality by population group



# Coalition Government by Municipality Type



Coalition governments are only found amongst **B3** and **B4** municipalities





# Summary of CSS context in KZN

1

Progressive but uneven development in the province of KwaZulu-Natal as reflected in increasing proportion of households that have access to basic services such as piped water and sanitation

2

A geopolitical environment wherein a majority of municipalities are mainly rural, characterised by communal tenure and heavily dependent on grants for survival

3

Uneven distribution of the population

4

High but improving poverty levels



# Context: Perceptions vs reality

**Objective reality**



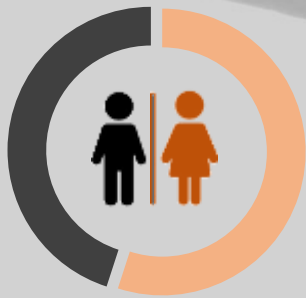
Given the context  
what **level of satisfaction**  
can be considered  
good/bad?



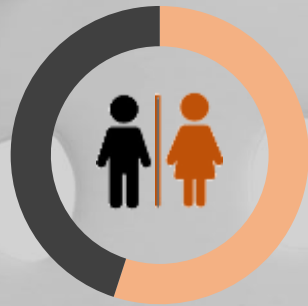
Level of  
Satisfaction ?



CSS is consistent with  
other Census and  
Survey Results.



Census 2001



Census 2011



GHS 2014



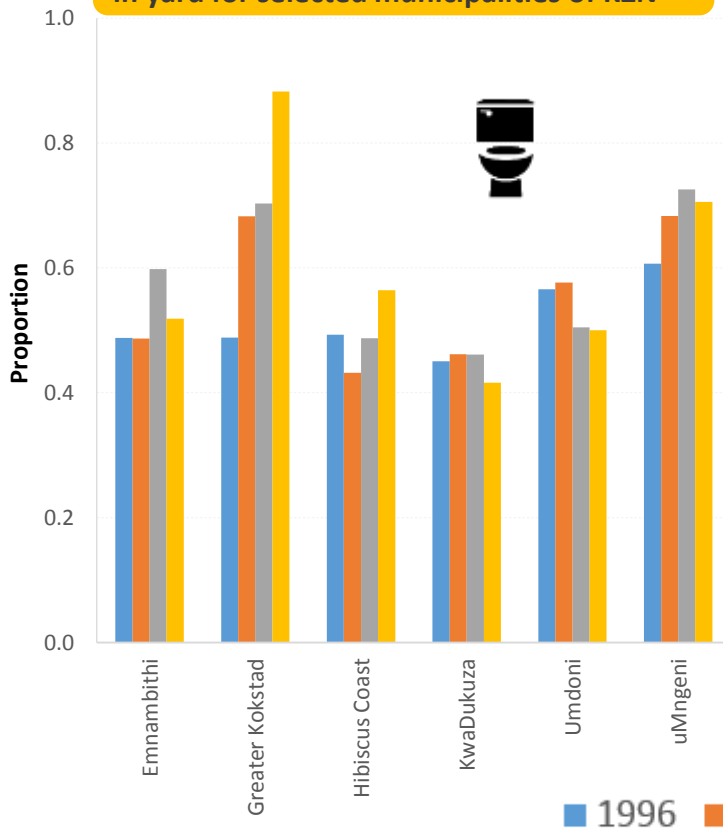
CSS 2015

Ratio of male  
to female  
consistent  
from 2001 to  
2015

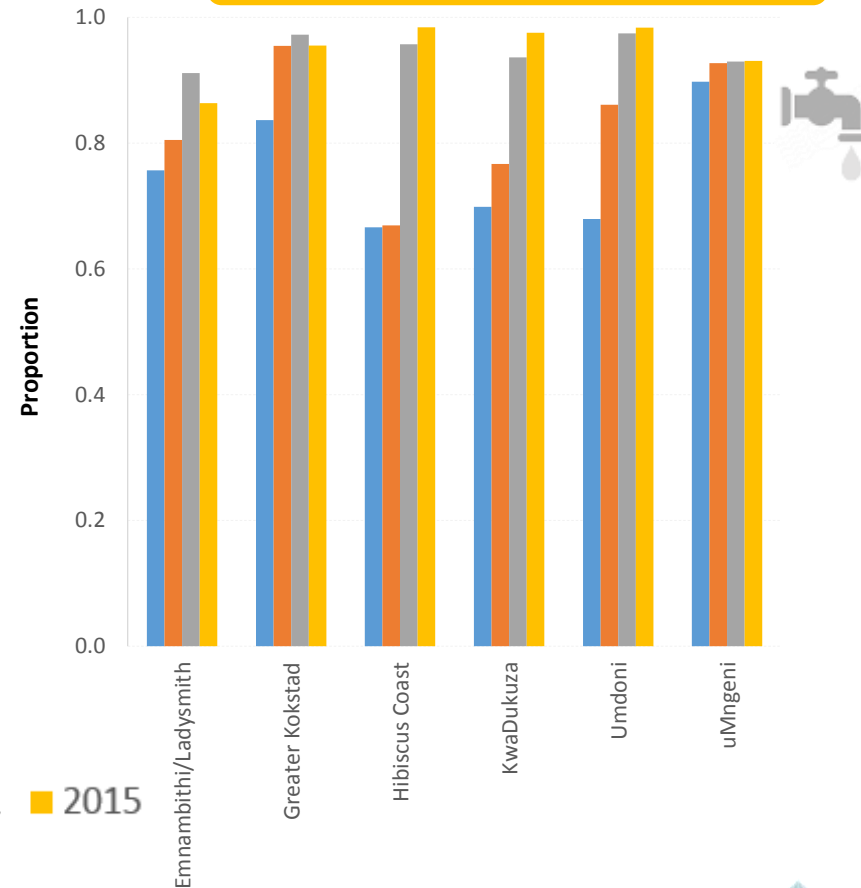
Similar findings with other variables

# CSS is consistent with other Census and survey results

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



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



# Level of satisfaction with **overall performance** of **Kwazulu-Natal provincial government**



36%

Dissatisfaction with overall performance of KwaZulu-Natal provincial government



31%

Somewhat Satisfied with overall performance of KwaZulu-Natal provincial government



33%

Outright Satisfaction with overall performance of KwaZulu-Natal provincial government







Satisfaction rates are similar  
across **age** and **gender**

However **marked differences** in the ratings  
by population group, education level, income  
level and district

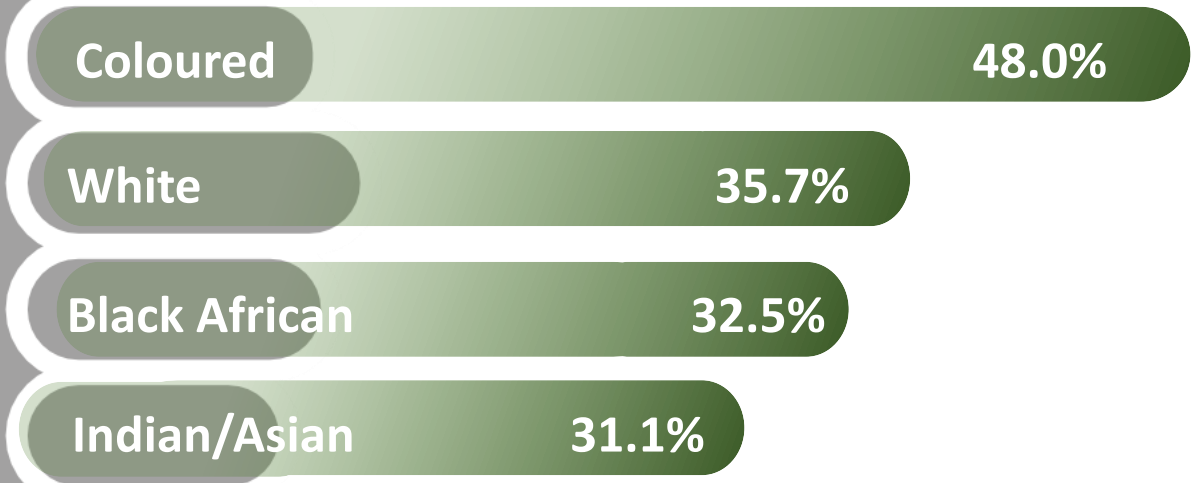




# Outright Satisfaction with **overall performance of provincial government** differs by Population Group



Satisfaction of Performance of Provincial Government



Changes in ranking of population groups when viewed from dissatisfaction perspective

# Outright Dissatisfaction with overall performance of provincial government



Dissatisfaction of Performance of Provincial Government

**Black African 37.6%**

**White 32.4%**

**Indian/Asian 20.1%**

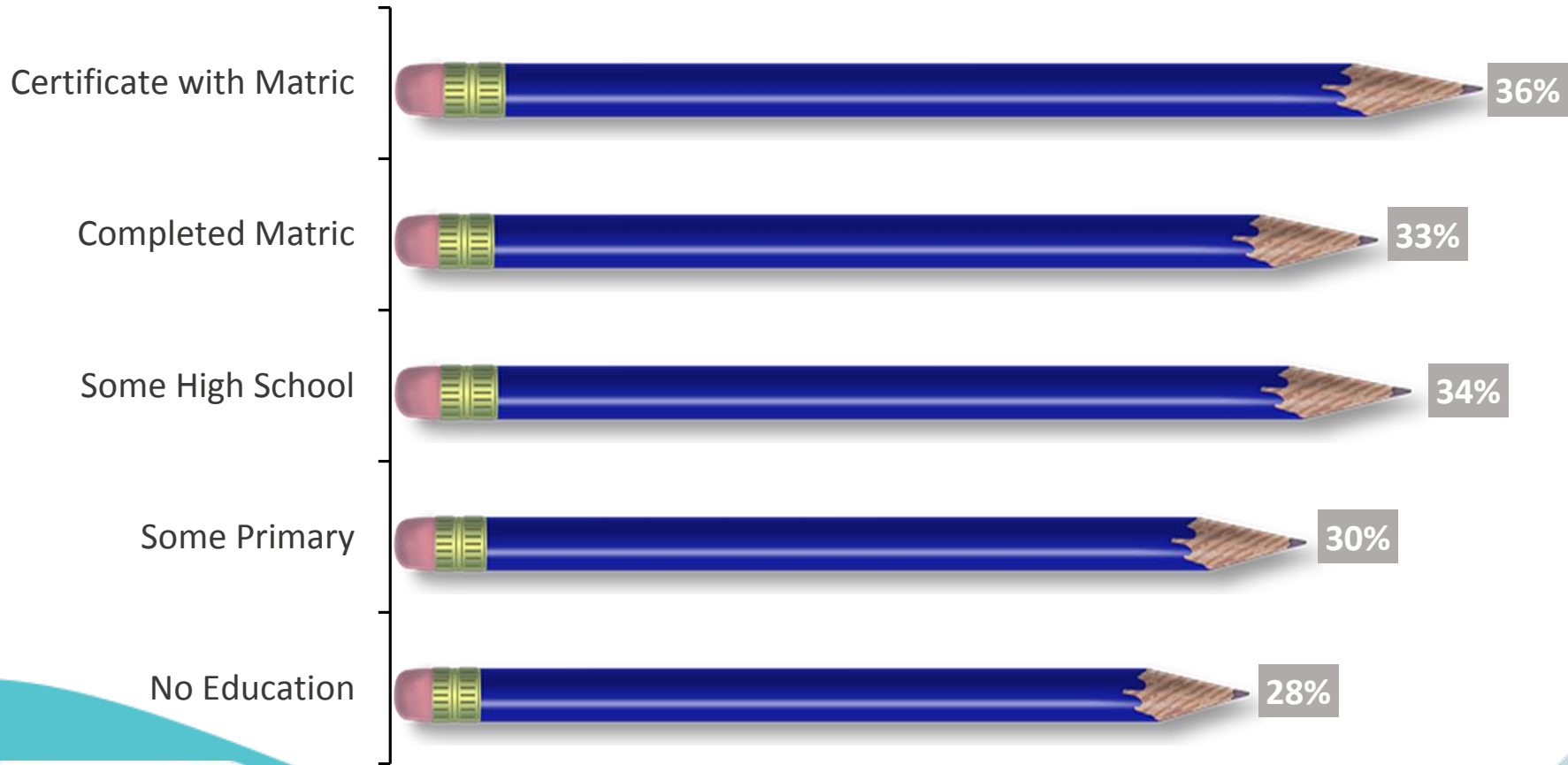
**Coloured 16.2%**





# Outright Satisfaction with performance of provincial government by educational level

Lower Educational attainment linked with lower rates of outright satisfaction

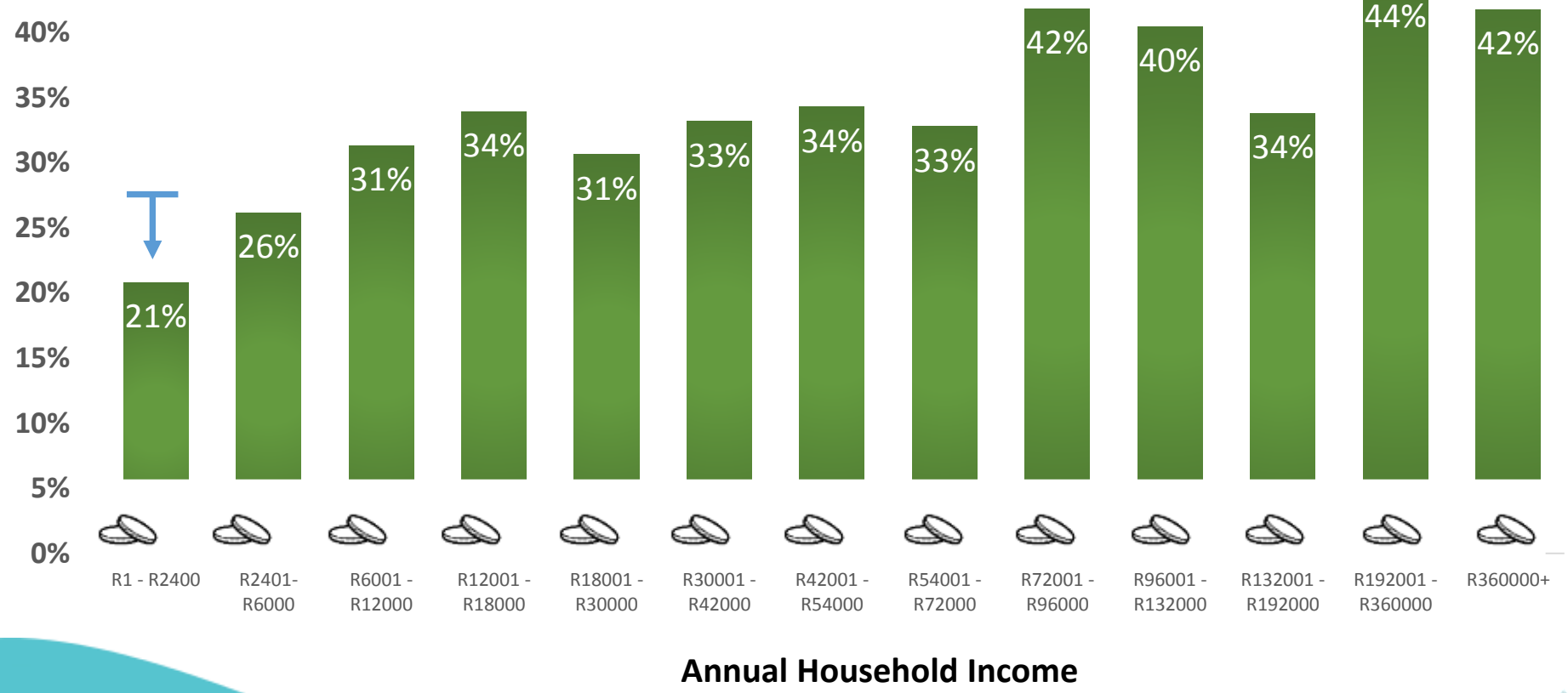


**Outright satisfaction** with performance of provincial government by Income level



Those Households with the **least income show the least outright satisfaction**

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



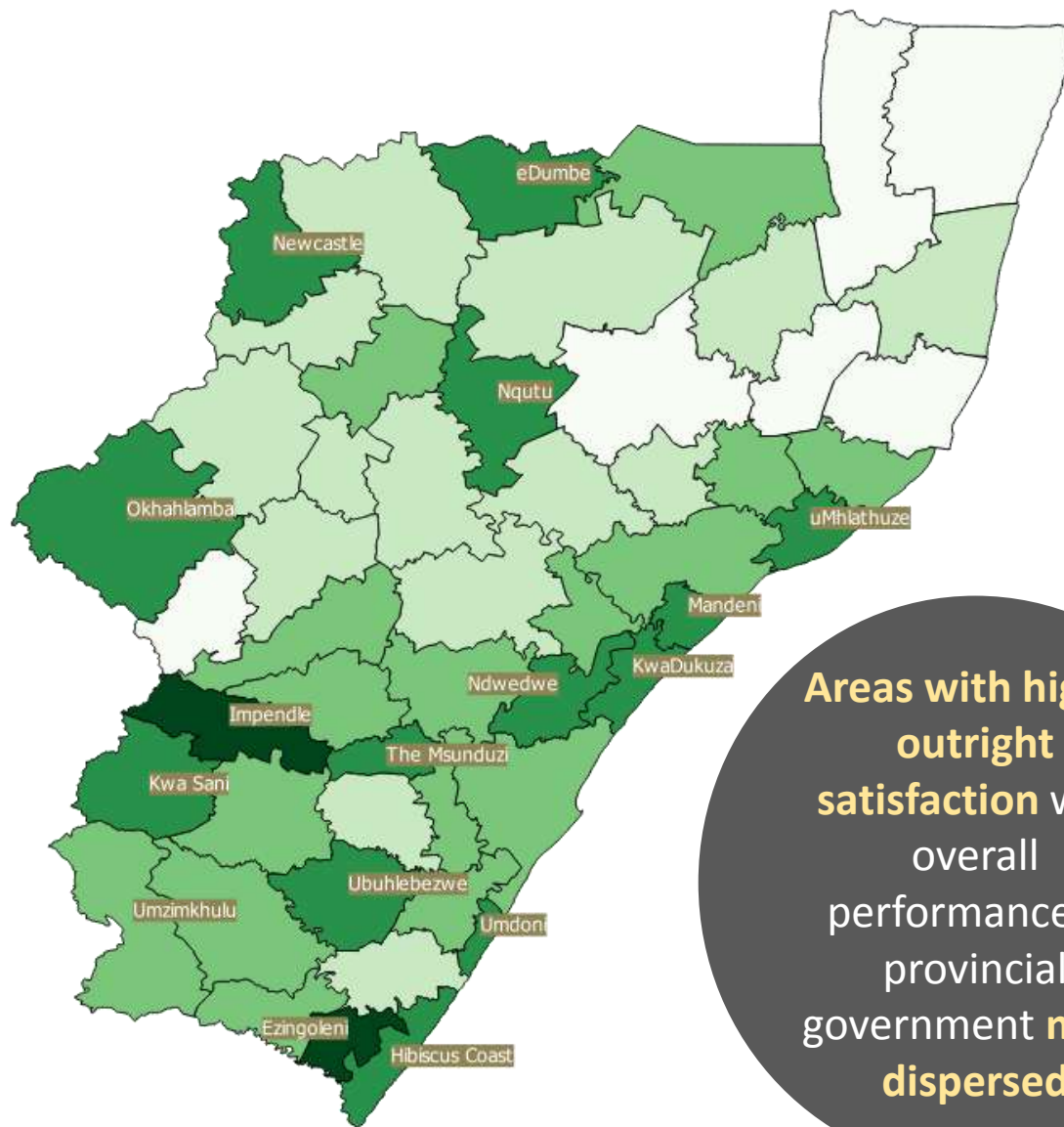
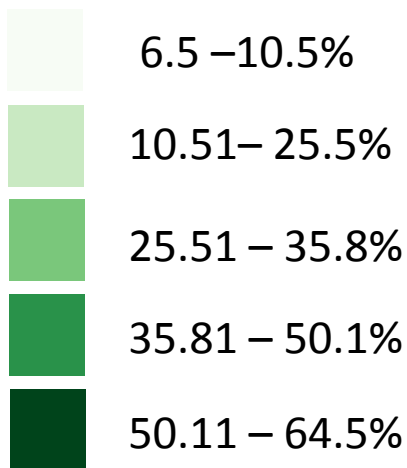
Locality is also a key differentiator in rates of satisfaction

Different municipalities have differing abilities to serve the citizens given based on **financial, technical and management resources**

**Outright satisfaction** with performance of provincial government by municipality



**Outright satisfaction**



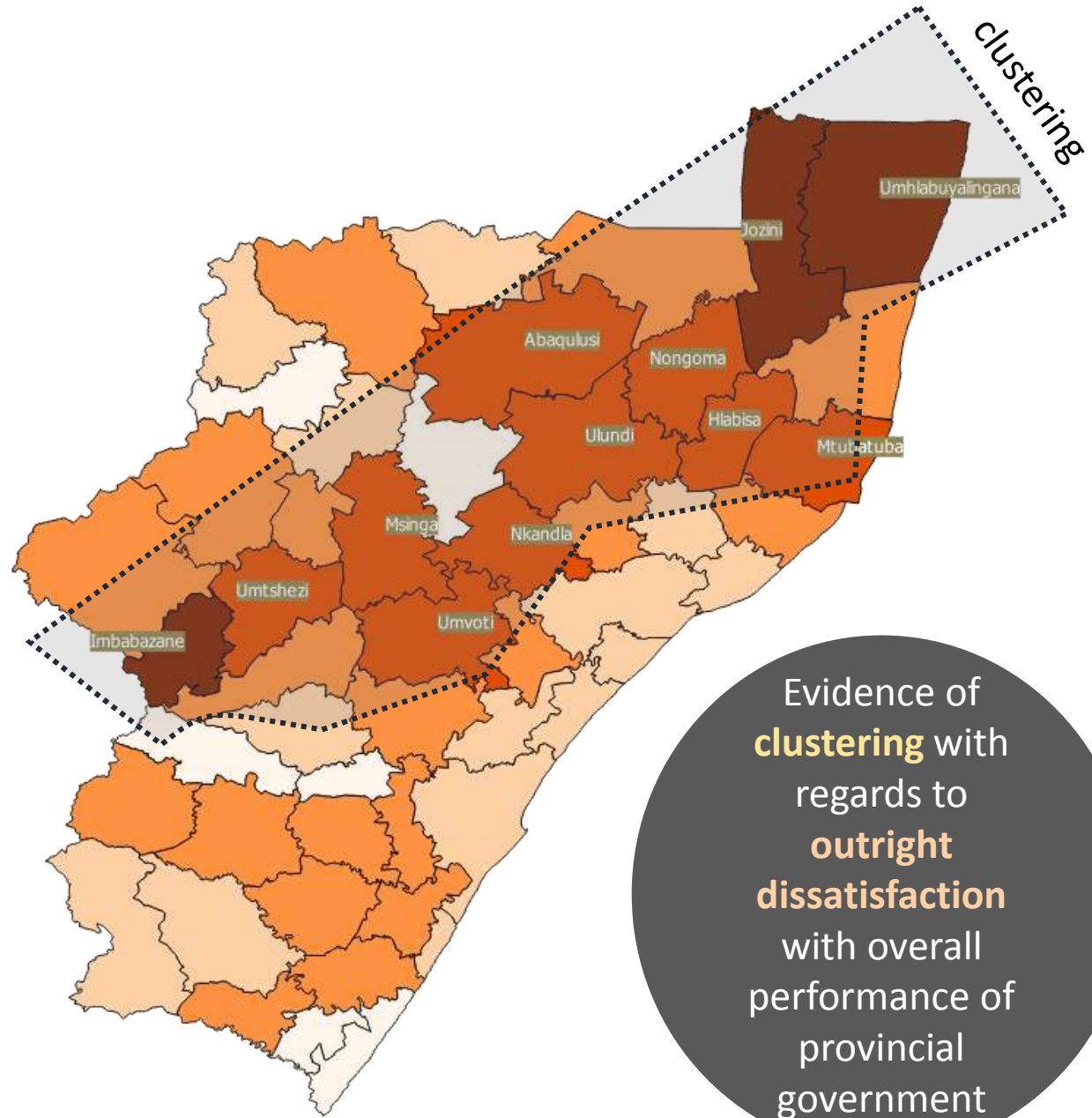
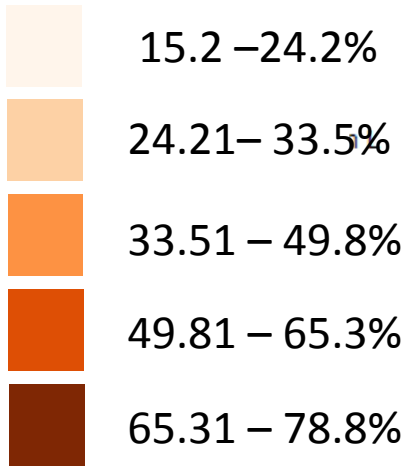
**Areas with higher outright satisfaction** with overall performance of provincial government **more dispersed**



# Outright dissatisfaction with performance of provincial government by municipality



## Outright dissatisfaction



Evidence of **clustering** with regards to **outright dissatisfaction** with overall performance of provincial government

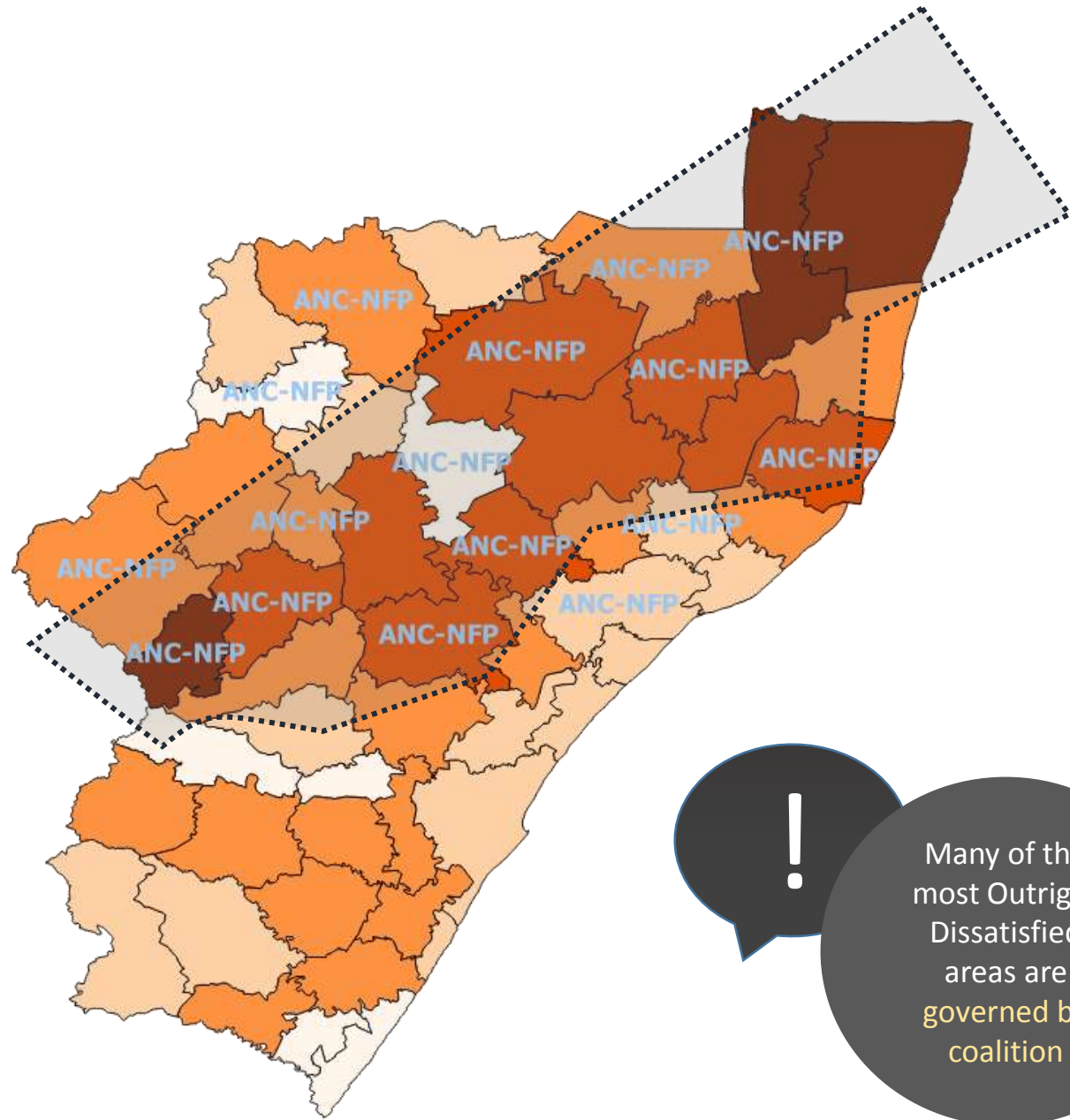
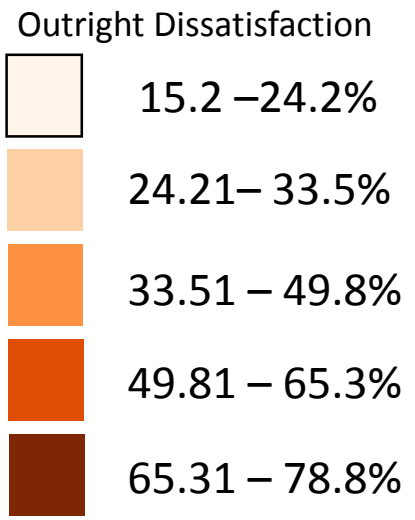




The geographic context introduces **possible linked** phenomenon



# Outright dissatisfaction with performance of provincial government by Municipality



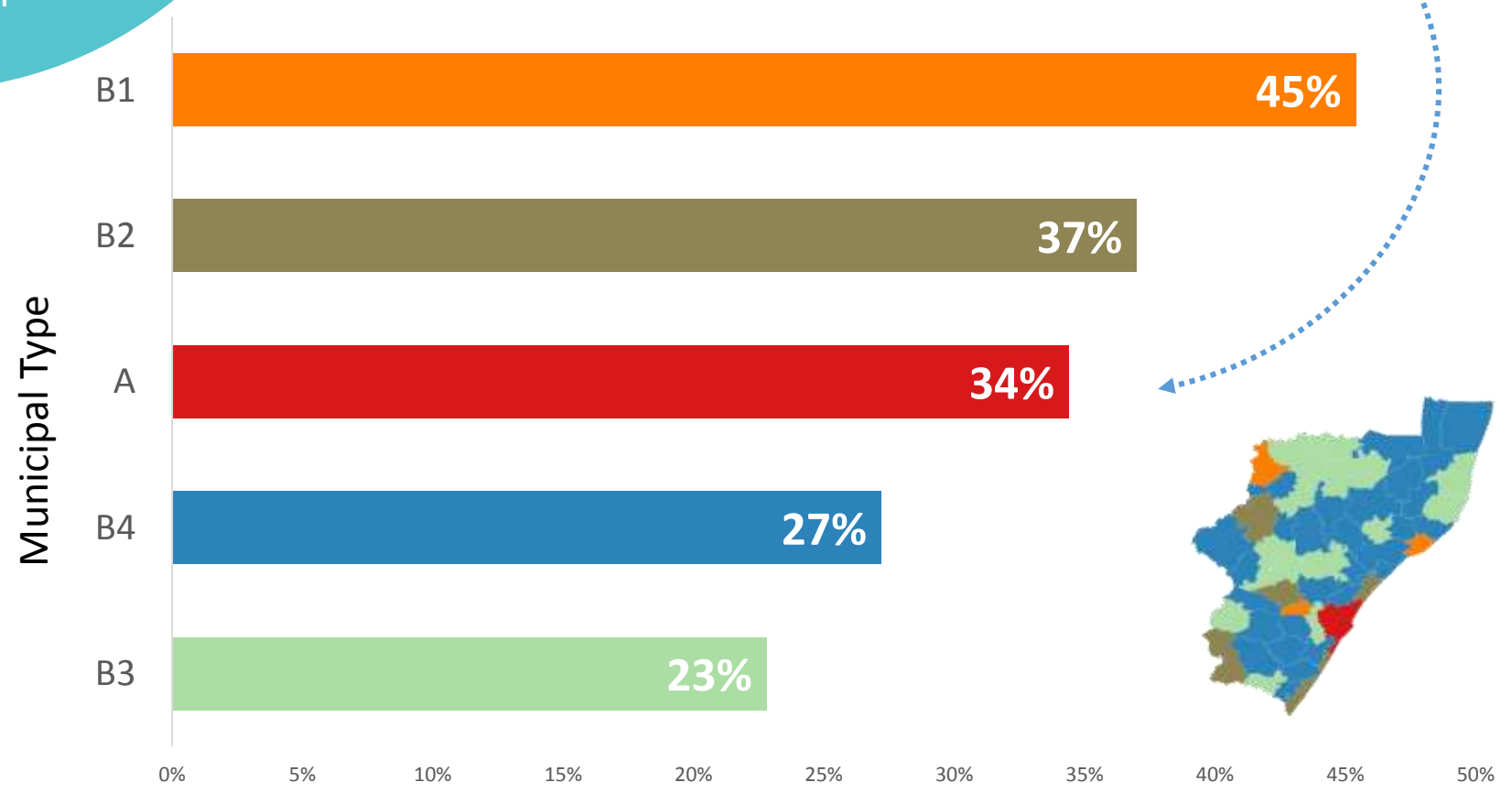
! Many of the most Outright Dissatisfied areas are governed by coalition



# Outright satisfaction with performance of provincial government by Municipal Status



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

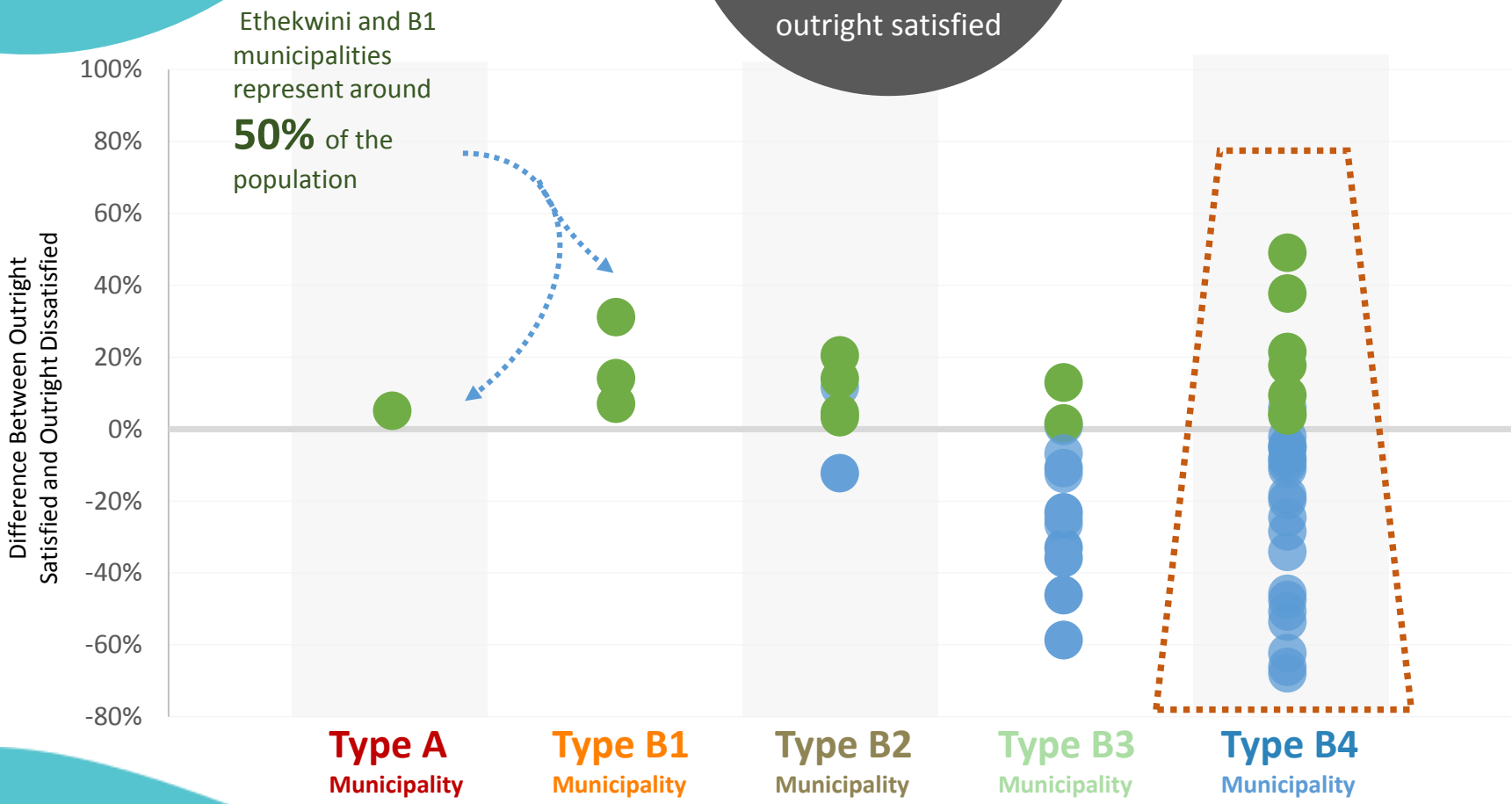


Outright Satisfaction

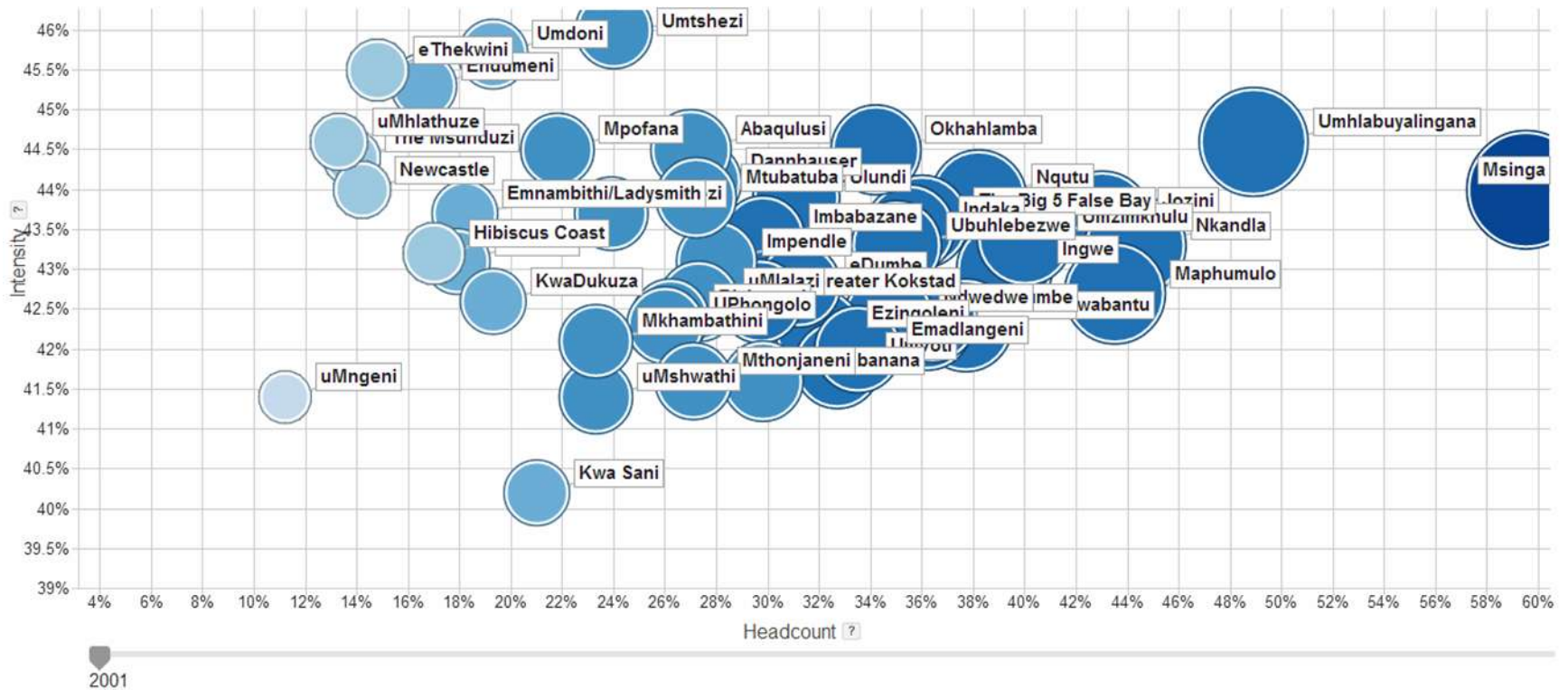


# Satisfaction with performance of provincial government by municipality

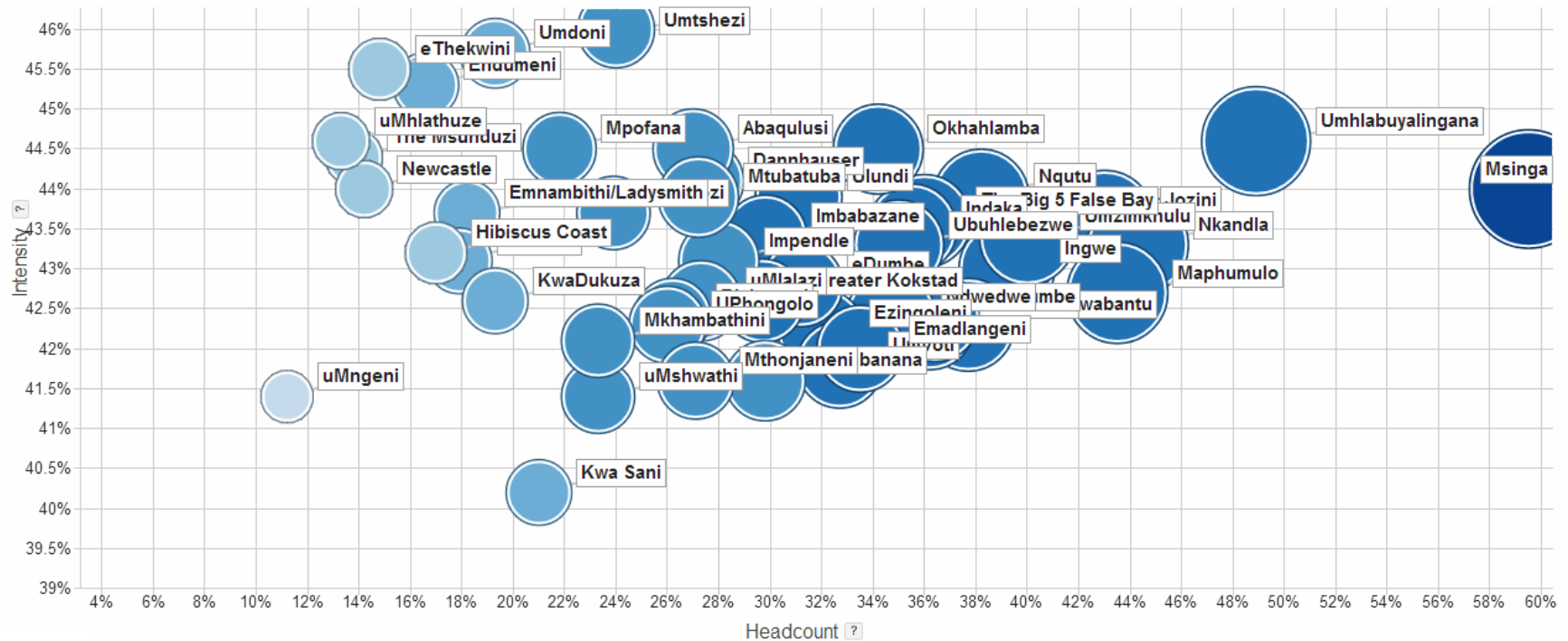
Around **71%** of **B4** municipalities had more outright dissatisfied citizens than outright satisfied



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



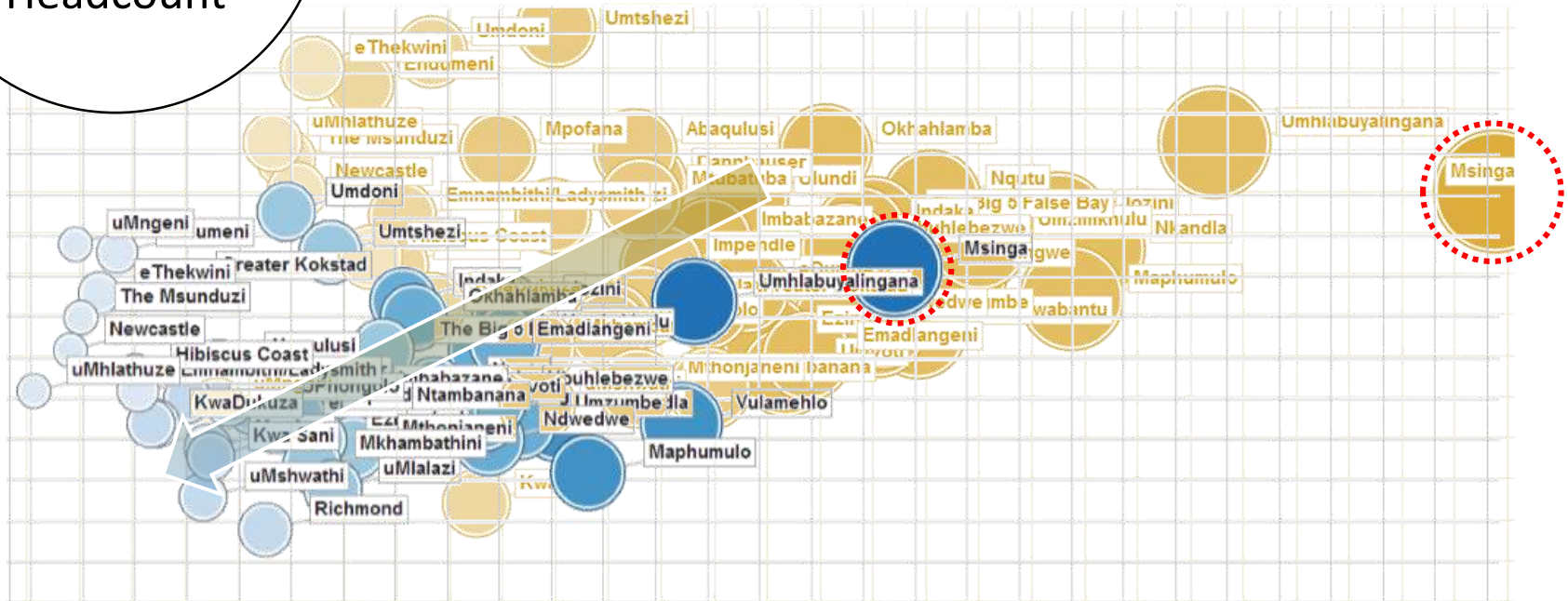
# Poverty headcount by municipality – 2001-2011 (SAMPI)



2001

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

Reductions in intensity and Headcount



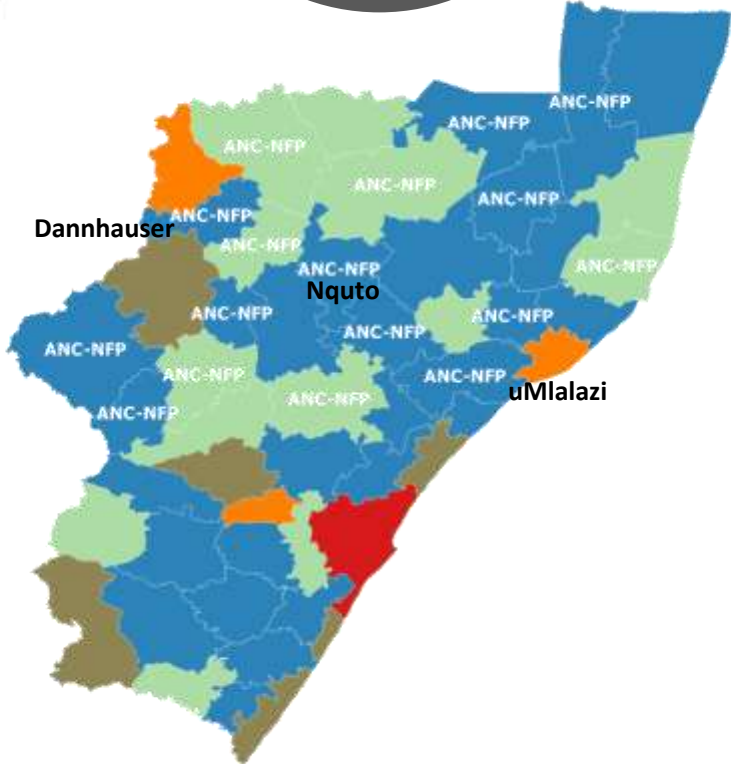
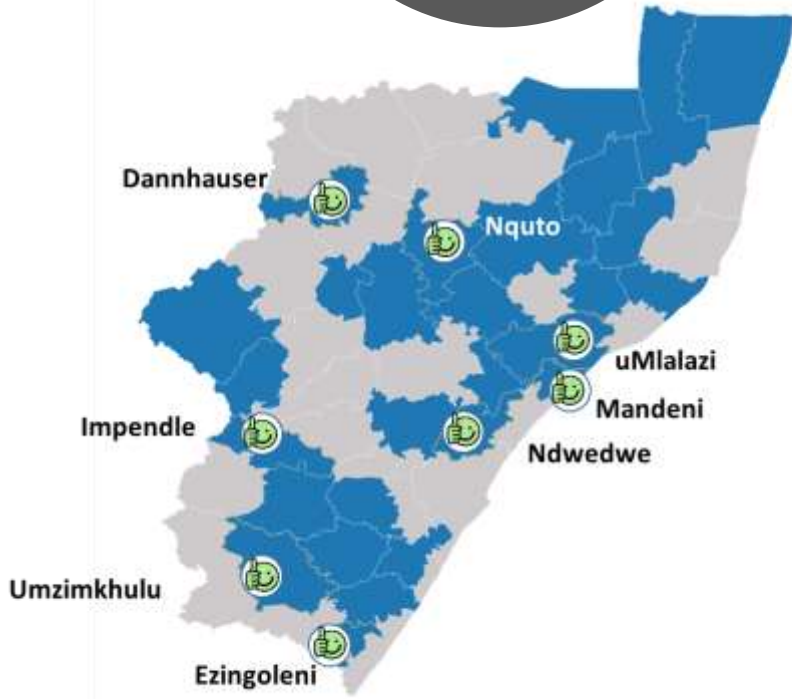
● SAMPI 2011

● SAMPI 2001

# Satisfaction with performance of provincial government by Municipality

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

**3 of the 8** Municipalities are governed by coalition





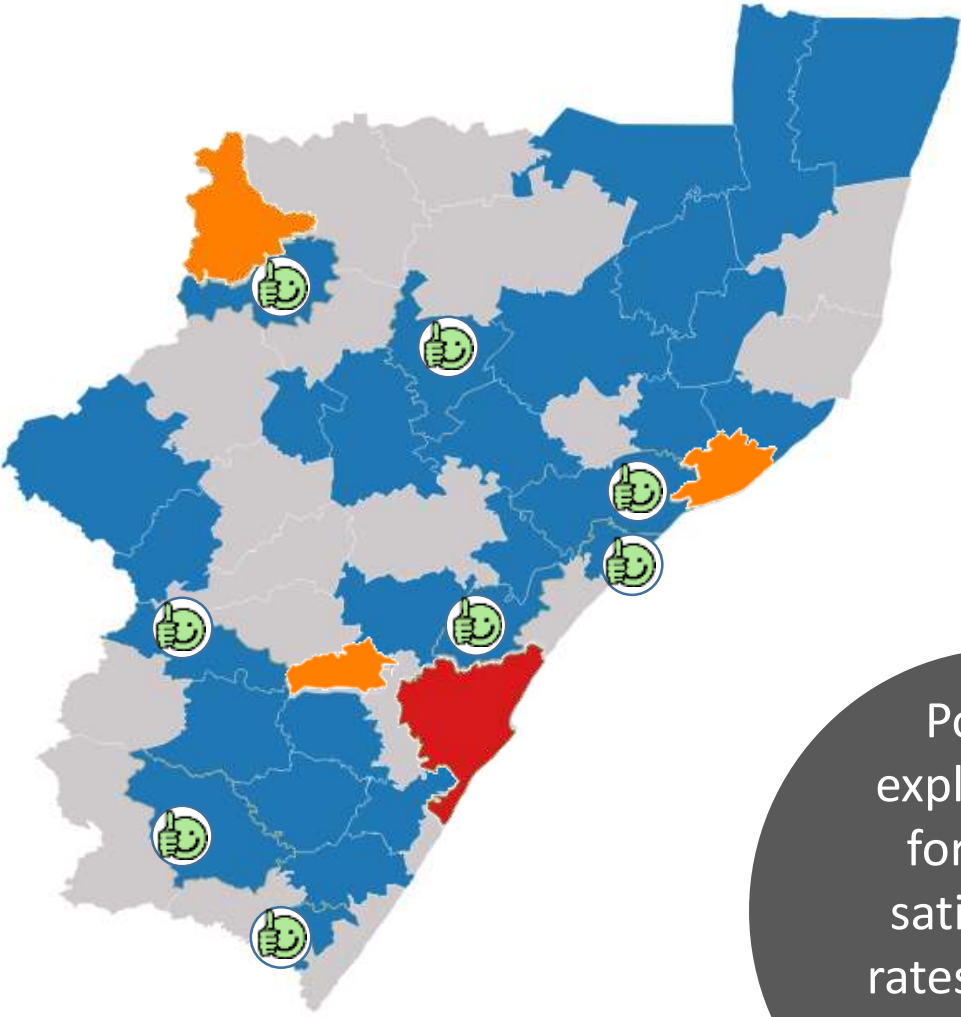
# Satisfaction with performance of provincial government by Municipality

1

Proximity to better resourced municipalities

2

Local Municipal or Demographic factors that increase satisfaction



Possible explanations for higher satisfaction rates in these municipalities include







## Perceptions of Performance of Local Government

24.8% of KZN Citizens were **Outright Satisfied** with performance of local government



Around

28%



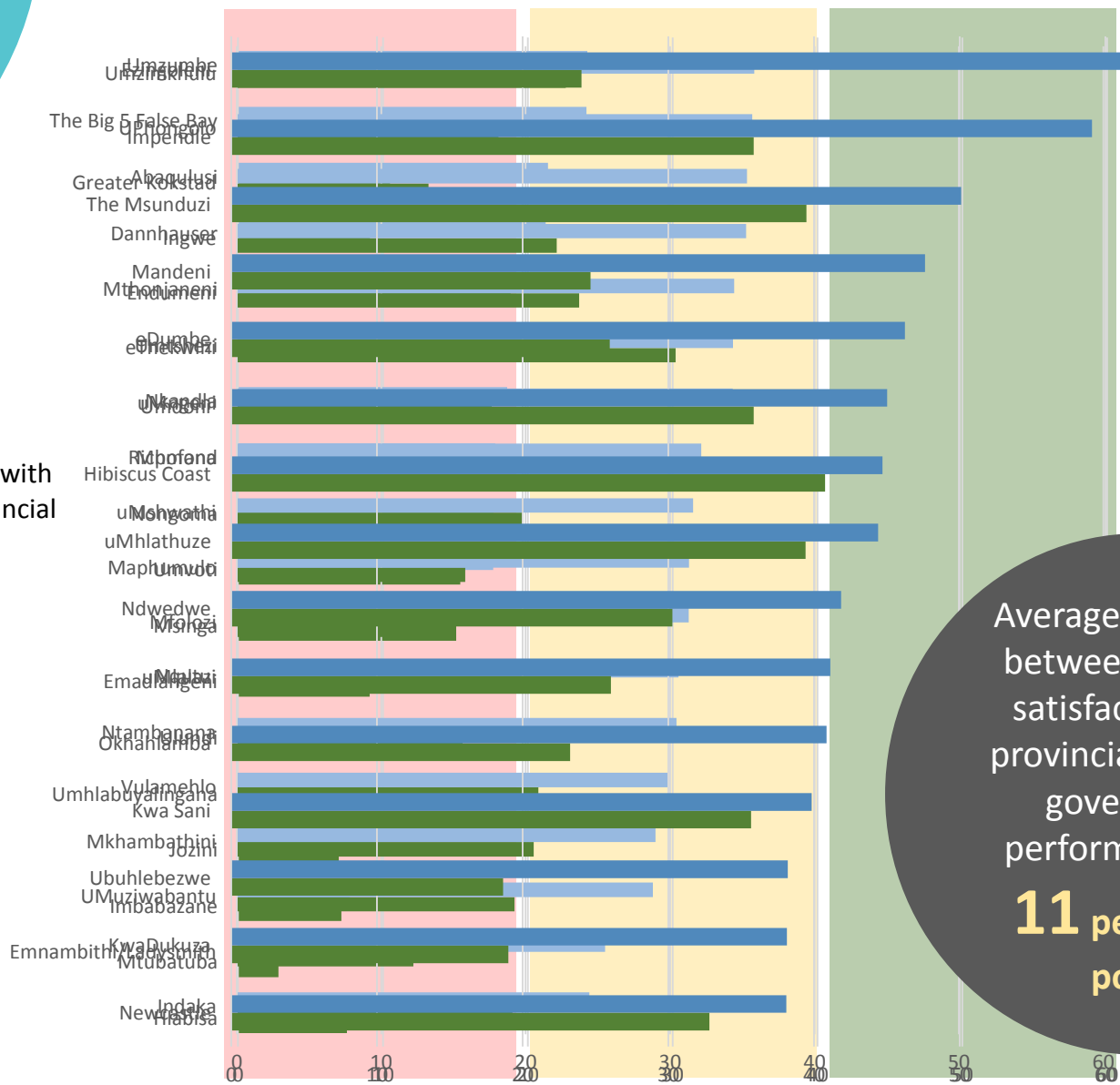
Of citizens who reported being **satisfied** with the performance of the provincial government *do not feel the same satisfaction* with the performance of their **local government**



# Provincial vs Local Government Satisfaction Levels

**Outright Satisfaction with performance of provincial government**

**Outright Satisfaction with performance of local government**



Average difference between outright satisfaction with provincial and local government performance was **11 percentage points**

Percentage Outright Satisfaction



# Outright Dissatisfaction is particularly apparent in uMkhanyakude, Zululand and uThukela districts

Where nearly **7** out of every **10** respondents reported that they are **dissatisfied** with the overall performance of their local municipality





Perceived  
importance  
of municipal  
services and  
programmes

What are the top three priority areas?





# Job creation

ranked

**#1**

**priority** by

more than 50% of

KZN Citizens

#2 and #3 concern

**provision of housing**



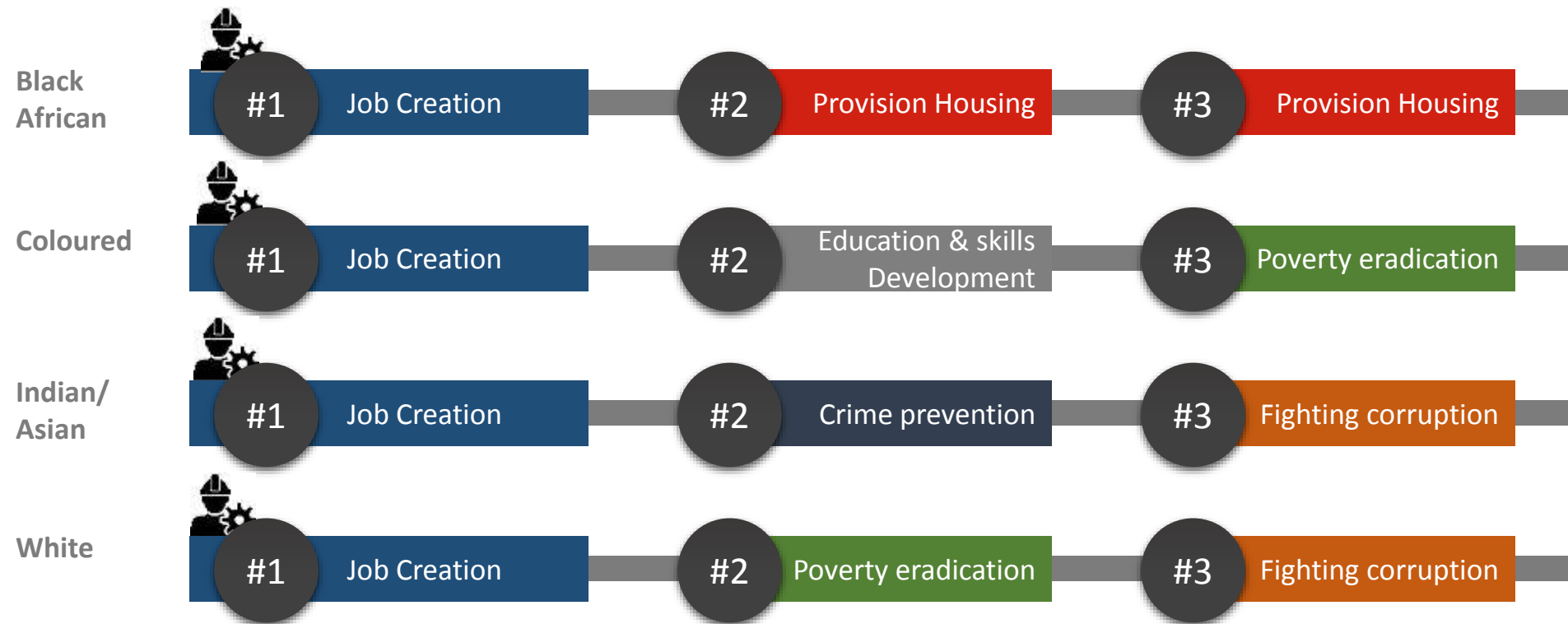
# Parallels between KZN provincial government priority areas and those of its citizens




# KZN Citizens Priority Areas by population group

!

For All  
Population  
Groups **Job  
Creation** is  
the Main  
Priority



**Generally low income households**   
generally think **“provision of housing”**  
Is the **2<sup>nd</sup>** most important priority  
while those on the wealthier end  
rank **“crime prevention”** and **“fighting  
corruption”** as more important



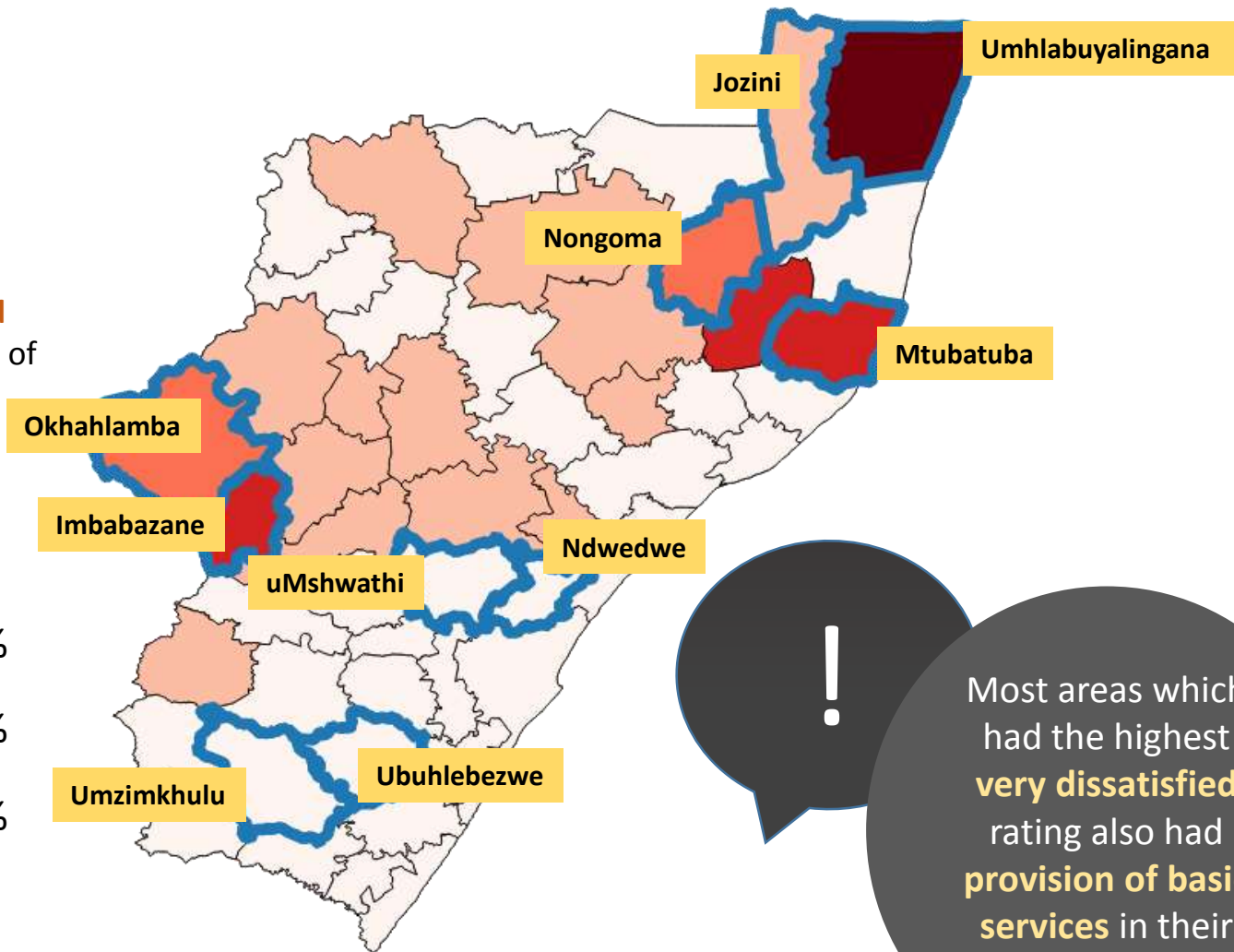
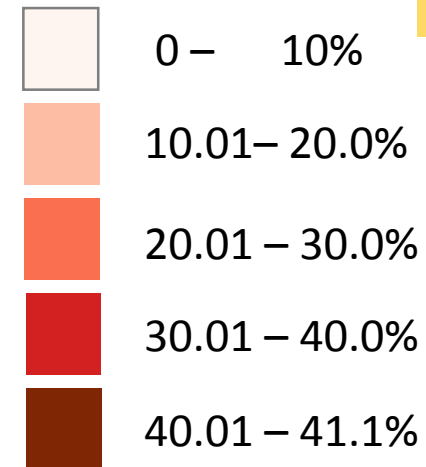
# Link Between Priority Areas And Rates Of Satisfaction

Municipalities which rated **basic service delivery** as a high priority, often also showed **high rates of dissatisfaction**

# KZN Citizens Priority Areas

 Basic Services as a Priority

Rating of **Very dissatisfied** with overall performance of Provincial Government



 Most areas which had the highest **very dissatisfied** rating also had **provision of basic services** in their **priority list**





Ratings of  
performance of  
KZN Provincial  
Government in  
selected areas



Overall **62.6%** of KZN citizens were satisfied\* with the provincial government in **providing basic education**

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

\* Satisfied rating is based on Good, Very Good or Excellent responses







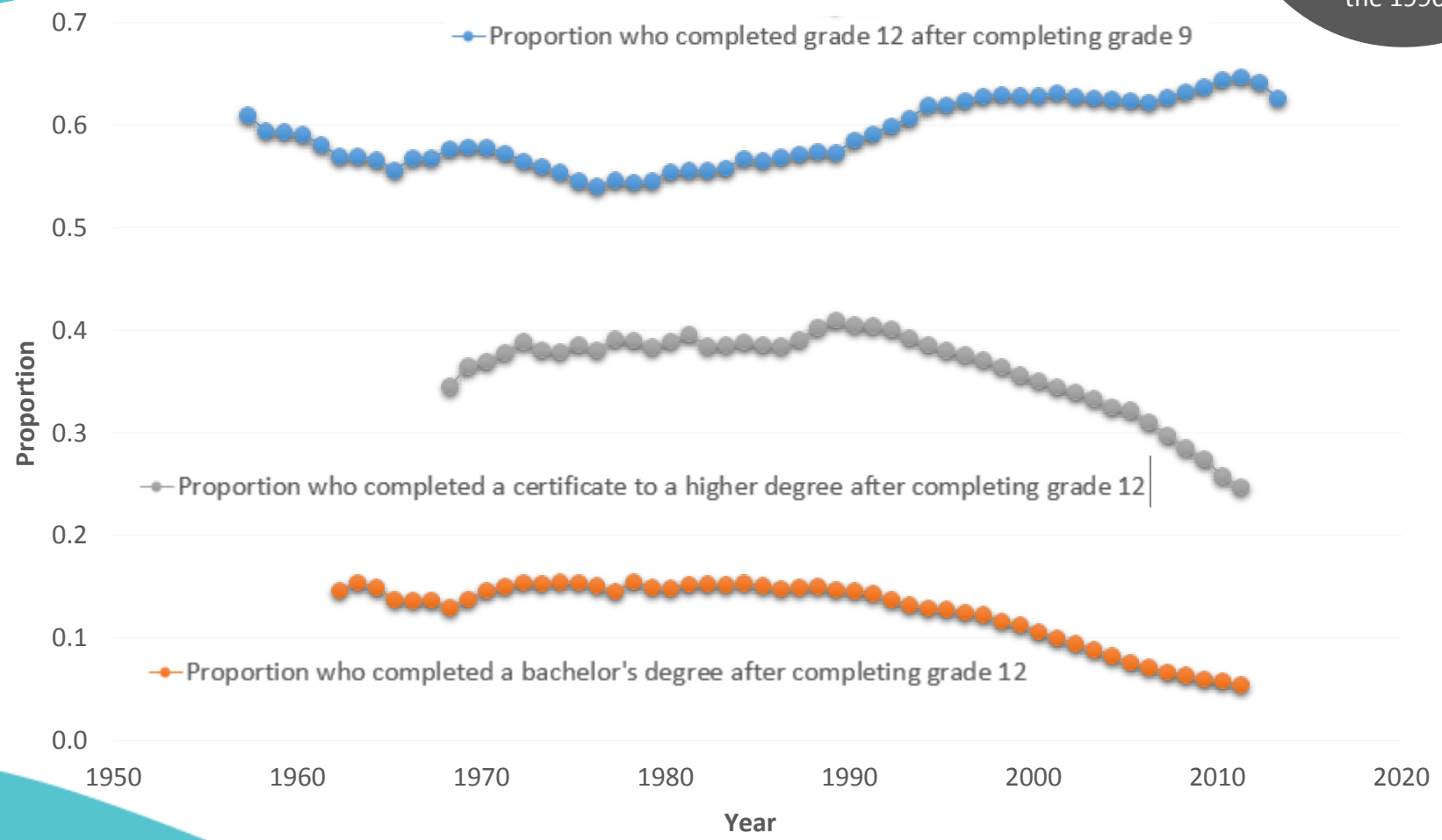
Satisfaction with Basic Education stands in **contrast** to KZN census data, which reveal **declining progression ratios** post matric



Progression ratios for persons aged 25 years and above enumerated in KwaZulu-Natal province during Census 2011



Proportions of persons completing a bachelor's degree after completing grade 12 continue to decline since the 1990's





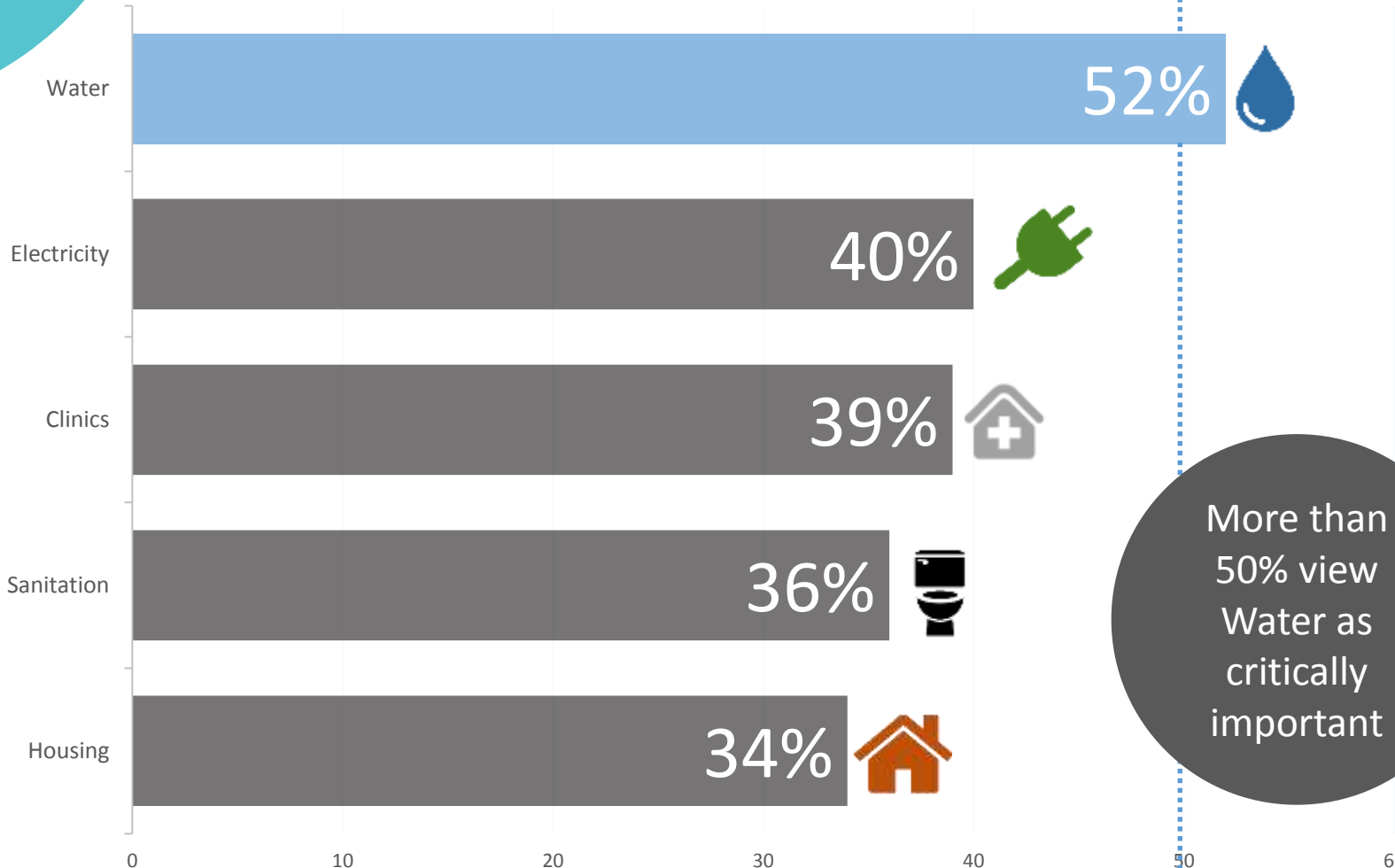
**49.1%** Of KZN citizens ranked provincial government as **poor** in **eliminating fraud and corruption**

Promoting accountable government and enhancing entrepreneurship and SMME were also ranked relatively poorly

# Municipal services and programmes viewed as critically important



# Municipal services and programmes viewed as critically Important

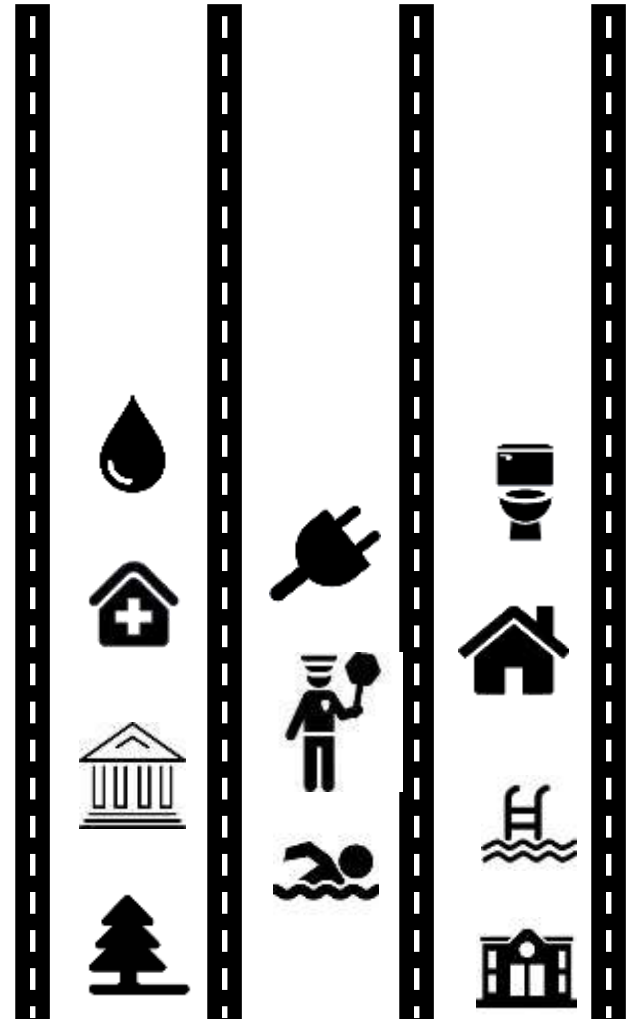


More than 50% view Water as critically important

Percentage Critically Important



Municipal swimming pools, museums and art galleries, parks and nature reserves, traffic police as well as by-law enforcement **received lowest proportion viewing them as critically important**



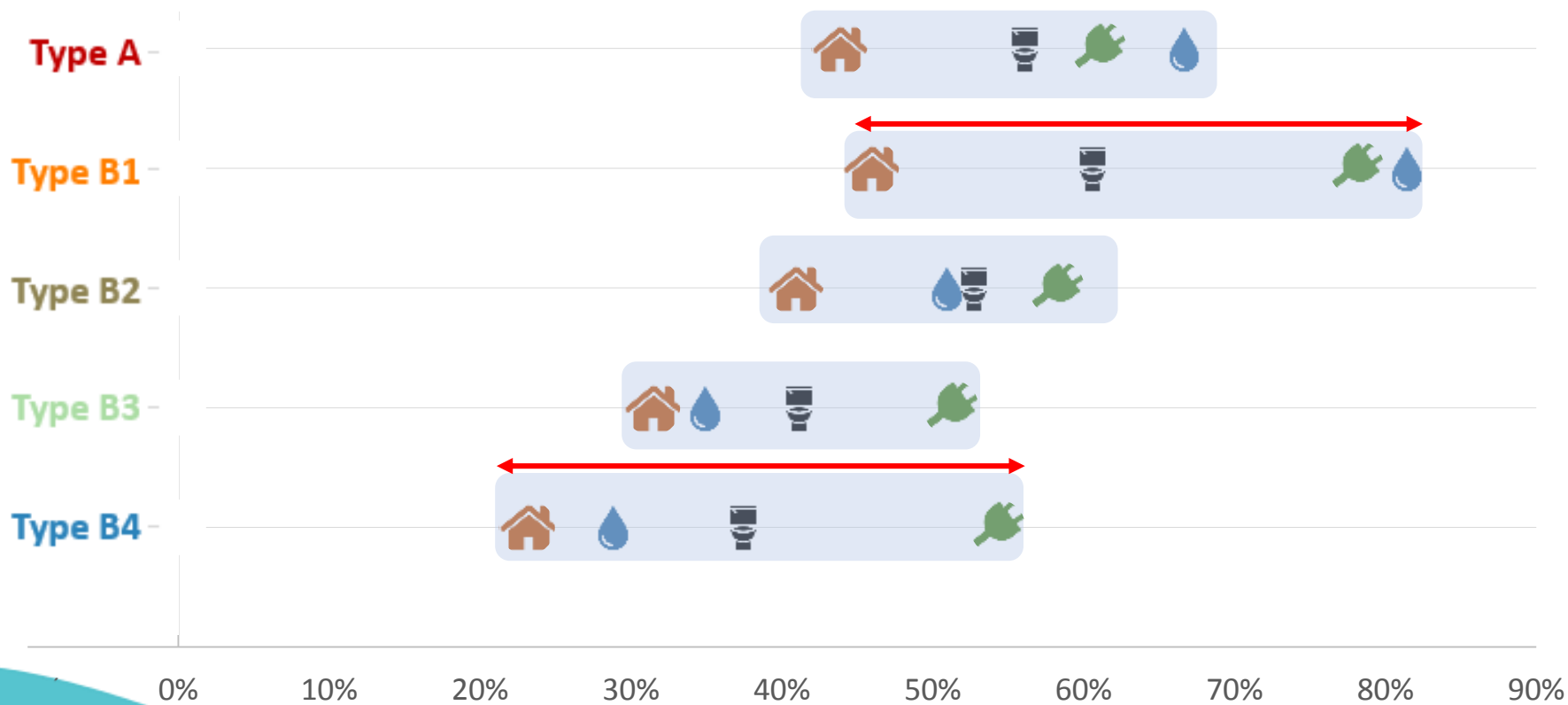
What are the satisfaction rates, of services that are viewed as **critically important**?

**Outright Satisfaction**  
with services provided

Affordable Housing ranks lowest amongst all MIIF categories

High Satisfaction with Electricity services almost universal

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

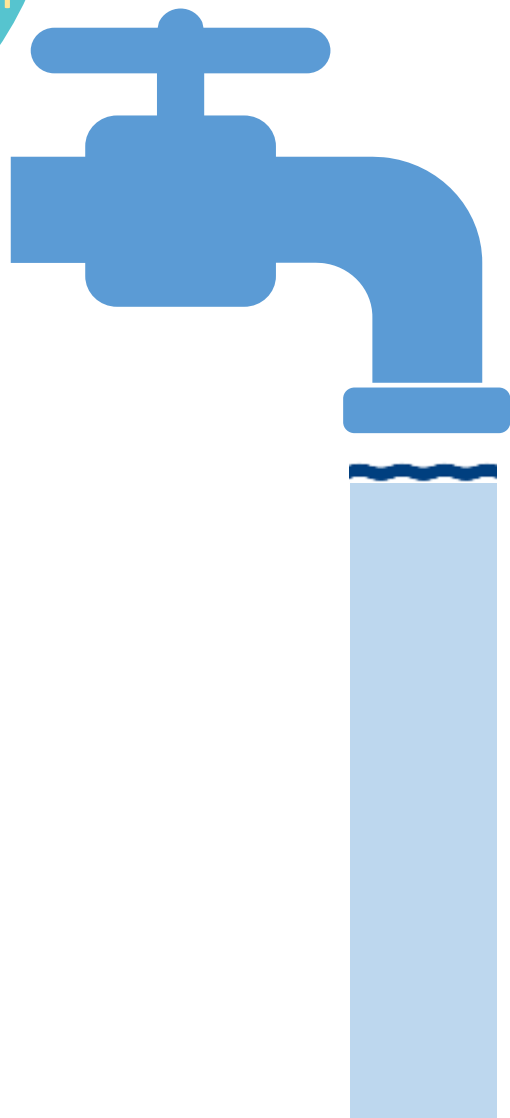


Percentage Outright Satisfied





## Areas of Dissatisfaction



Almost **nine in ten persons**

in **Imbabazane**

local municipality are **outright dissatisfied** with the quality of their main (*piped/non piped*) source of water and so are almost eight in ten persons in Ingwe (81.2%), Nkandla (77.8%), Nongoma (76.9%) and Mtubatuba (76.4%)



# Conclusion



#1

**Satisfaction linked strongly to life circumstance** (*Education/Income/Locality*)

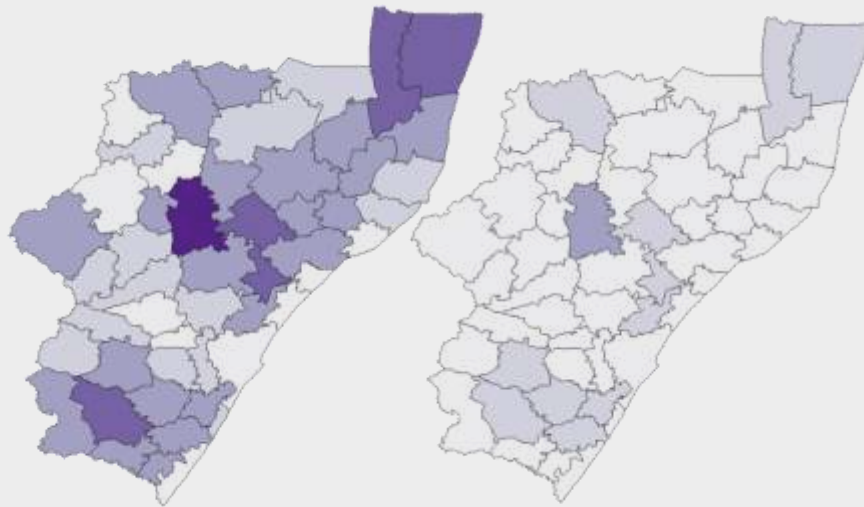
#2

**Measurable improvements over a number of years in basic services** (*pro-poor policies*) may be **decoupled** from **satisfaction rates**



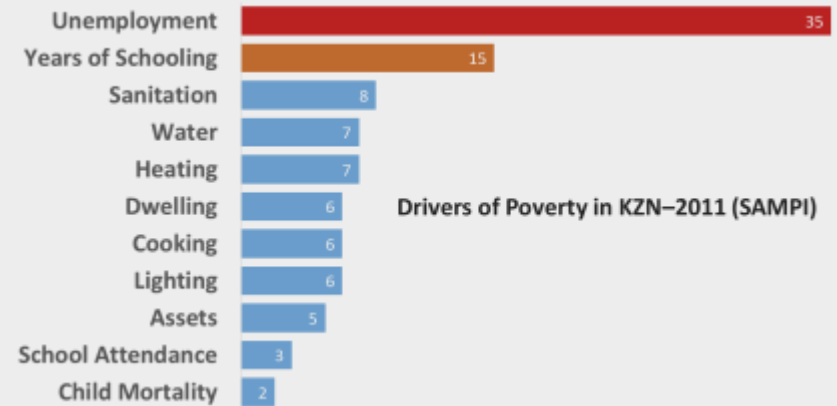
#3

**Multidimensional Poverty in form of lack of employment and low levels of education *and inability of municipalities to deliver on basic service standards are closely related to dissatisfaction amongst citizens***



SAMPI 2001

SAMPI 2011



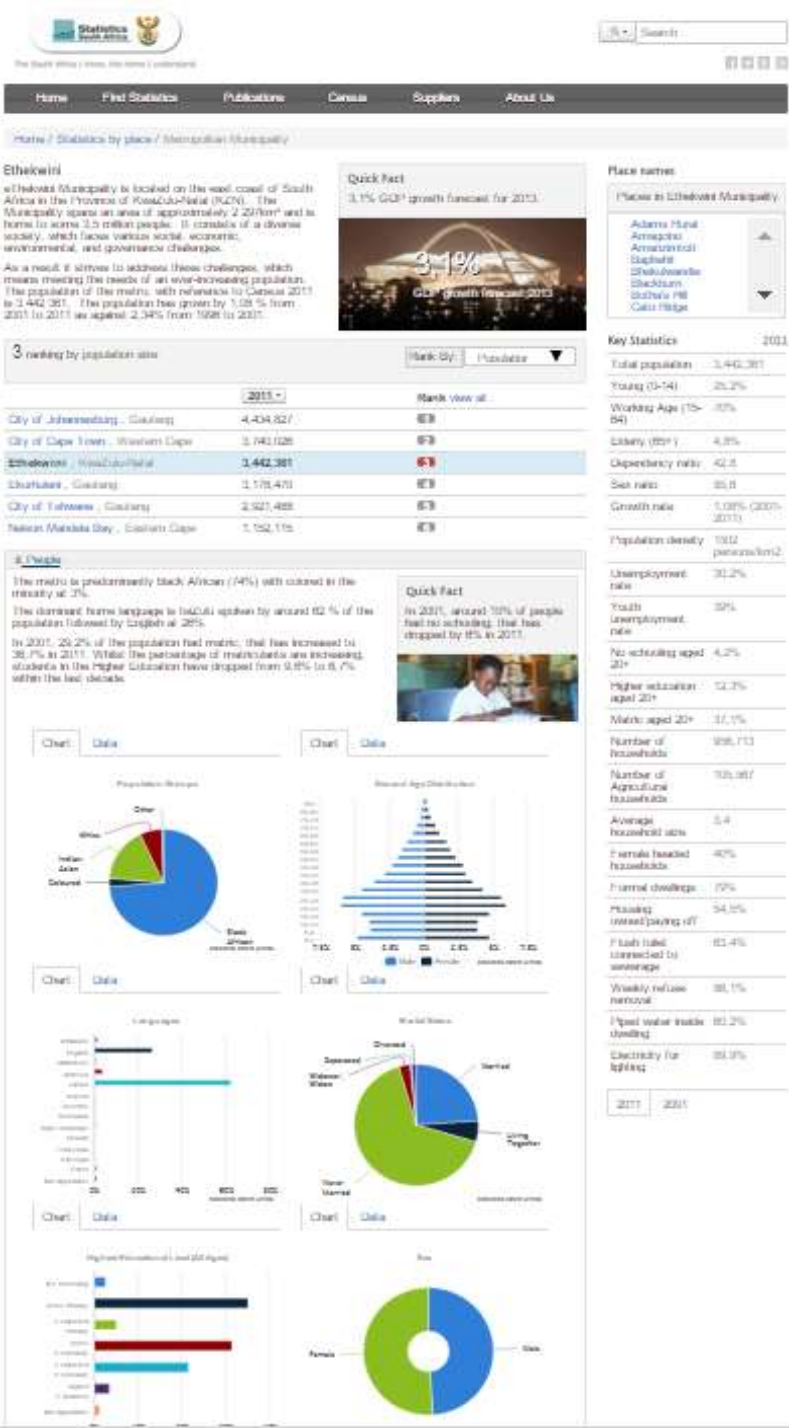
Recap



# Going Forward with the CSS



Interactive Web based products to be developed to provide **rich, easy and quick access** to the data



Lessons learnt from this pioneering survey will be implemented in Community Survey which goes into field in March 2016.





The KZN CSS 2015 data provide a **useful and critical mirror** from which the provincial and local governments in KwaZulu-Natal can assess how their plans and programmes resonate with the people they serve



The CSS has provided a solid platform to engage with the Citizens of KwaZulu-Natal. **Stats SA** has provided statistics, the **conduit of trust** for this engagement

