

MSUNDUZI MUNICIPALITY
LIVING CONDITIONS SURVEY 2016/2017
MAIN SURVEY

Outline

Aims and Objectives

Selected Results

Conclusion

Aims and Objectives

Durations and Timelines of the survey:

- The pilot study took place over the period of 13th-15th February 2016.
- Fieldworkers were trained on the 8th March 2016.
- Main survey took place 15th March 2016-30 April 2016

The aim of the survey was to:

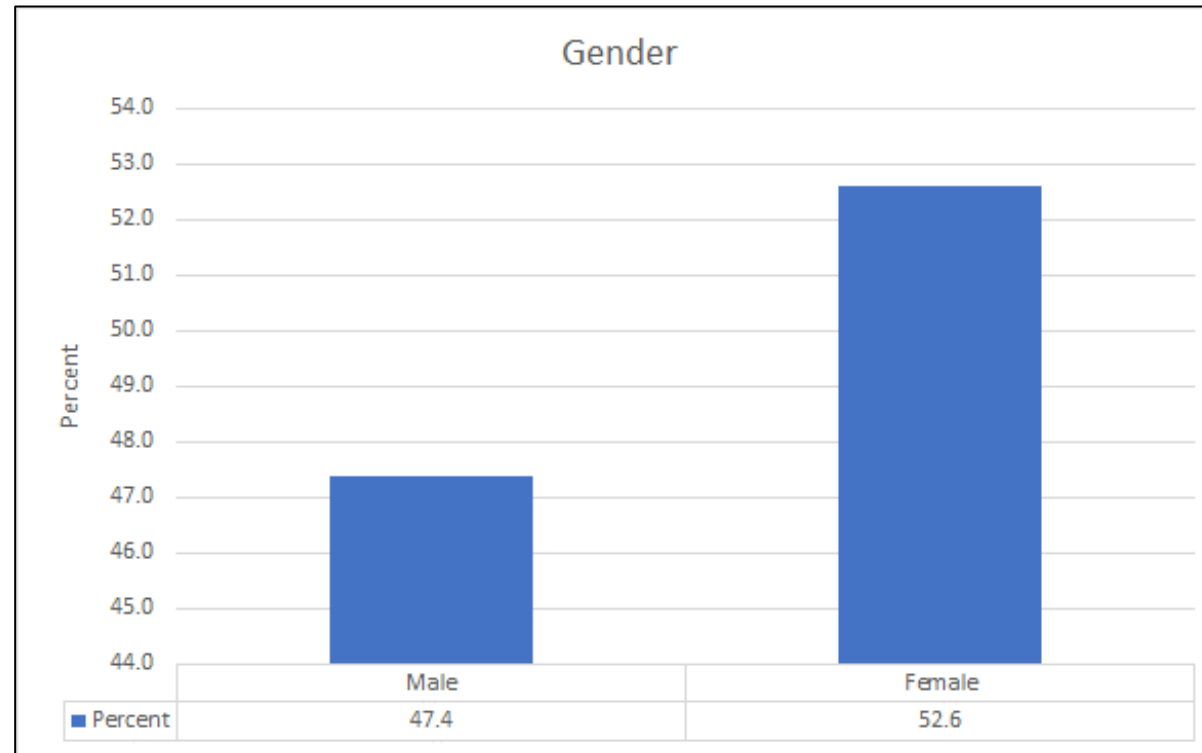
- To assess the current living conditions of the respondents of Pietermaritzburg and thus to interpret the holistic view of these conditions.
- Another aim of the survey was to evaluate the service quality of the municipality and gain an understanding of the perceptions of the respondents in light of the municipal services being provided by the municipality

- The sample size required for the survey was 1060 and this was done with the appropriate sample size formula.
- The sample size breakdown was as follows:

Total number of questionnaire sent out	1200
Number of questionnaires received	1200
Number of questionnaire spoilt through incompleteness, missing data etc.	106
Total number of questionnaires analysed	1094

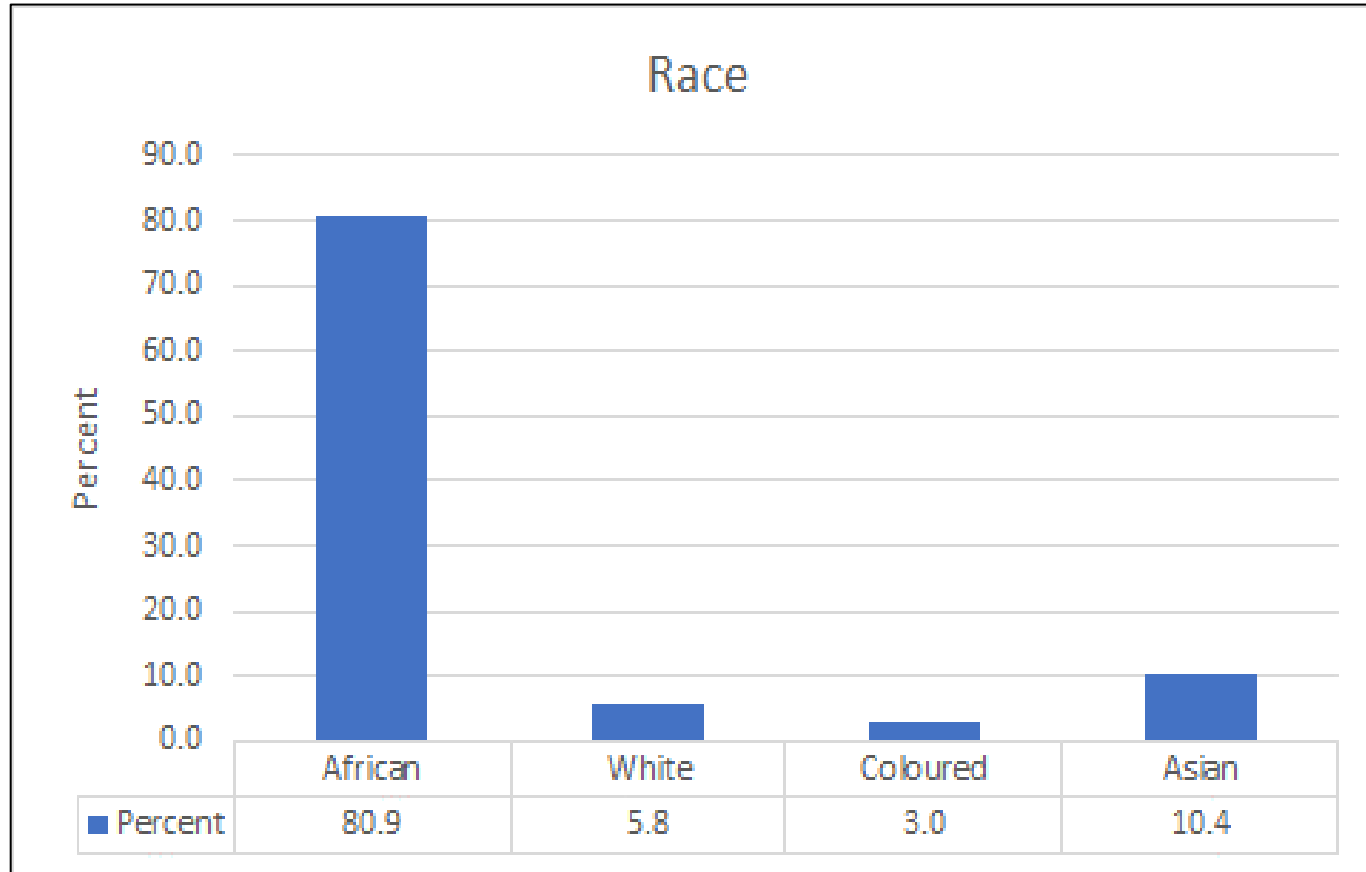
Selected results: Respondent survey

1. Demographics



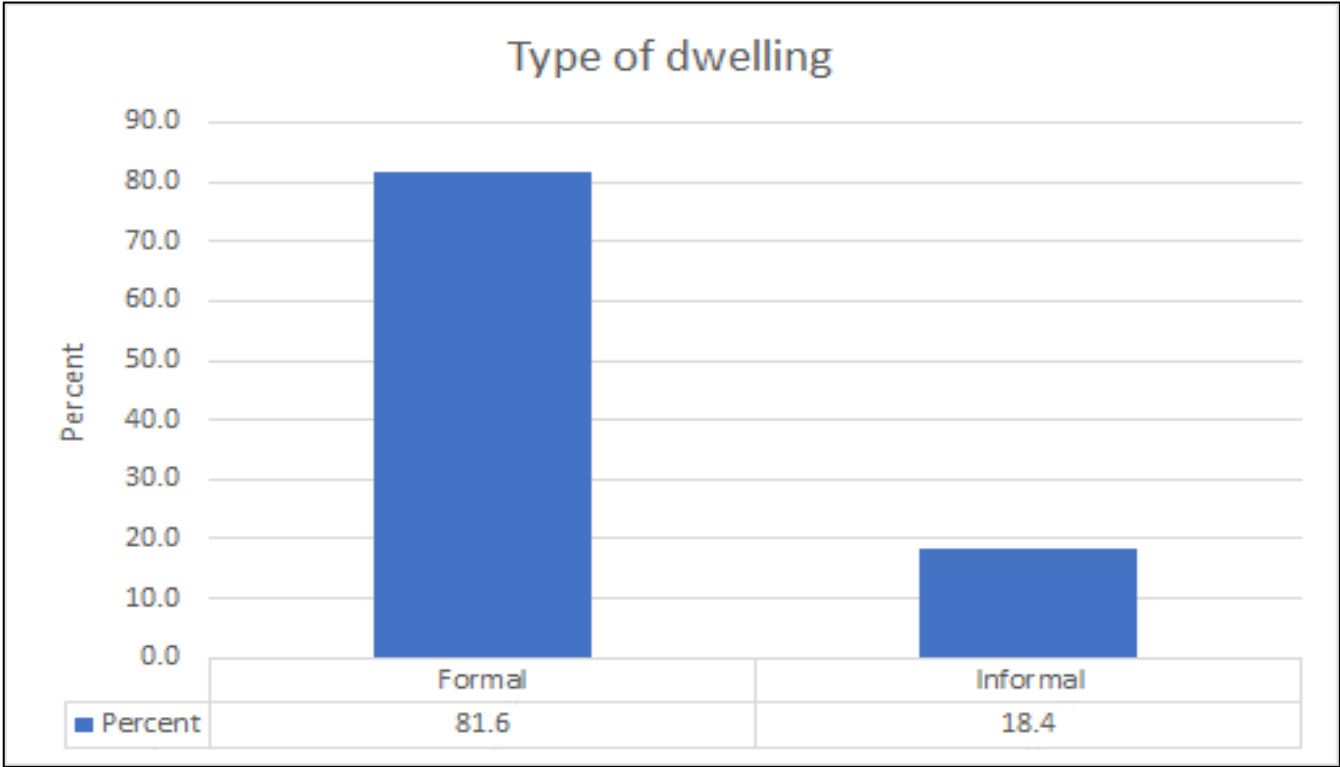
The ratio of the population of males to females in Pietermaritzburg is approximately 1:1 and the sample is roughly consistent with the population in that it constitutes 47.4% males and 52.6% females.

Race



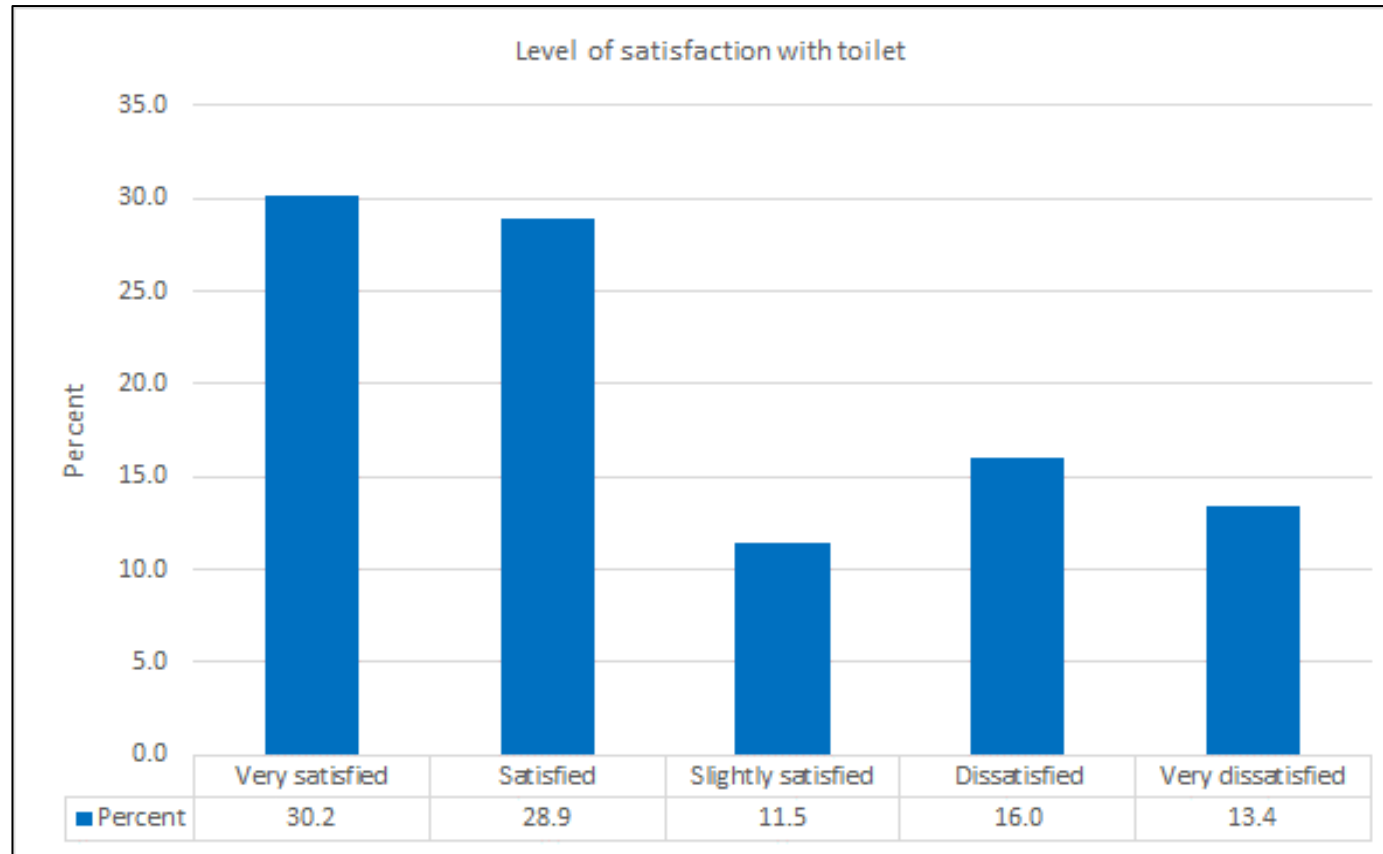
The sample was made up of 80.9% Black, 10.4% Asian, 5.8% White and 3% Coloured. The Statistics SA Census 2011 figures show that the population broken down by race had 81.08% Black, 9.8% Asian, 5.96% White and 2.87% Coloured. Hence we see that there is a consistency in the race groups represented in the sample.

Type of dwelling



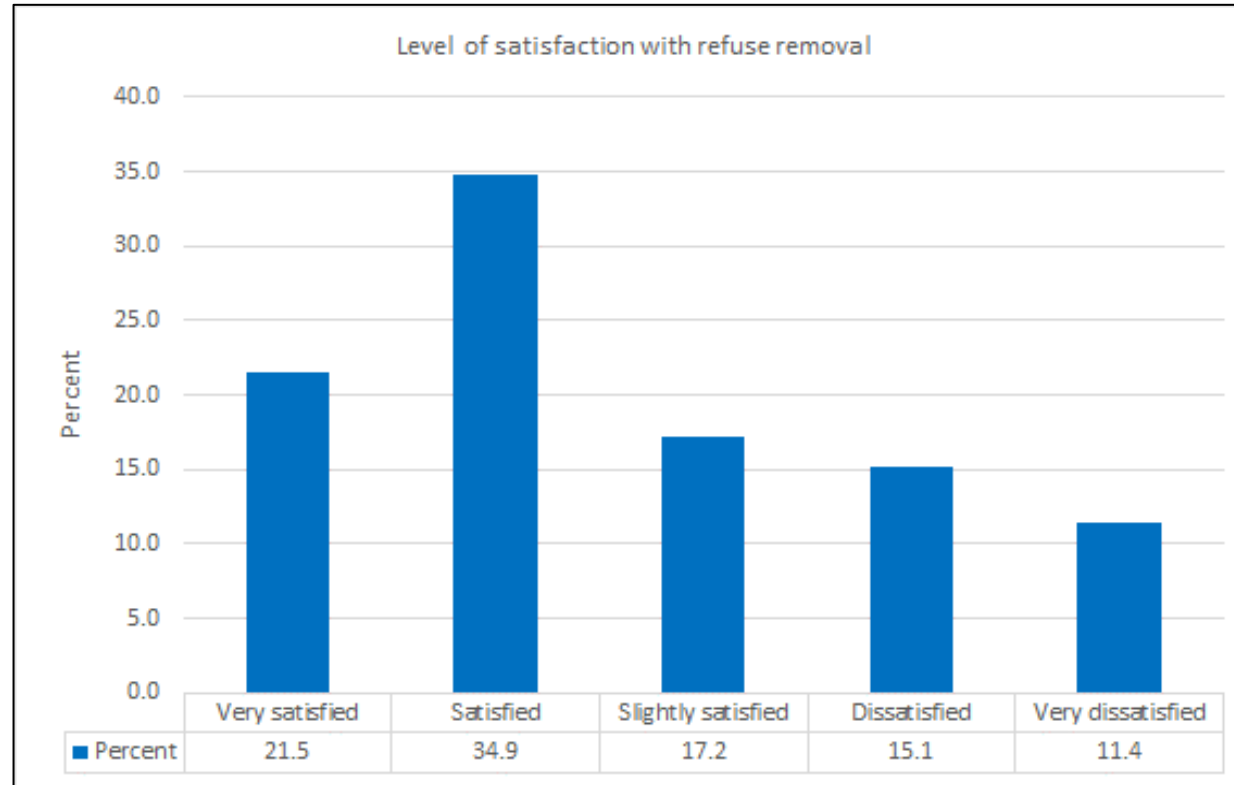
One can see that 81.6% of the sample live in formal dwellings whilst 18.4% of the sample live in informal dwellings.

Toilets: 3.2 How satisfied have you been with the toilet over the last year?



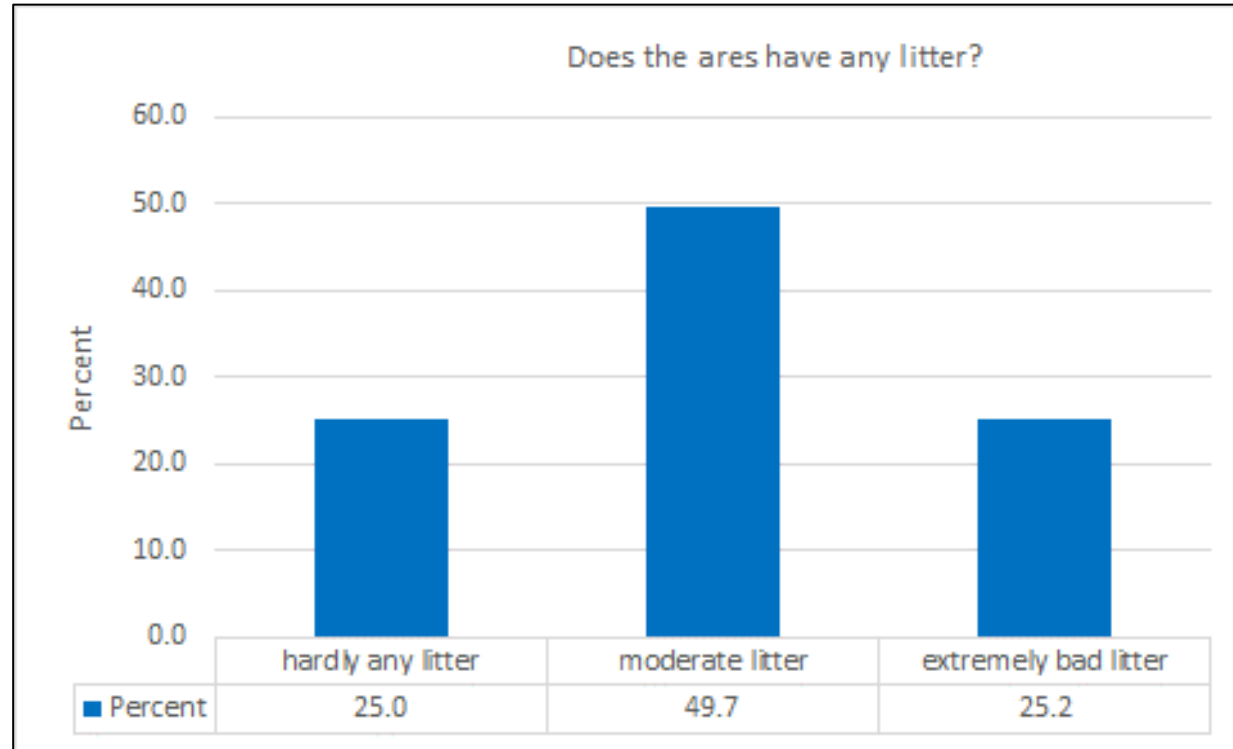
The level of satisfaction with the toilet reveal that 30.2% of the respondents are very satisfied and 28.9% of the respondents are satisfied with their toilets. This constitutes 59.1% of the sample. We also find that 16% of the respondents are dissatisfied with their toilet.

- Refuse removal: 4.2 How satisfied have you been with refuse removal in the last year?



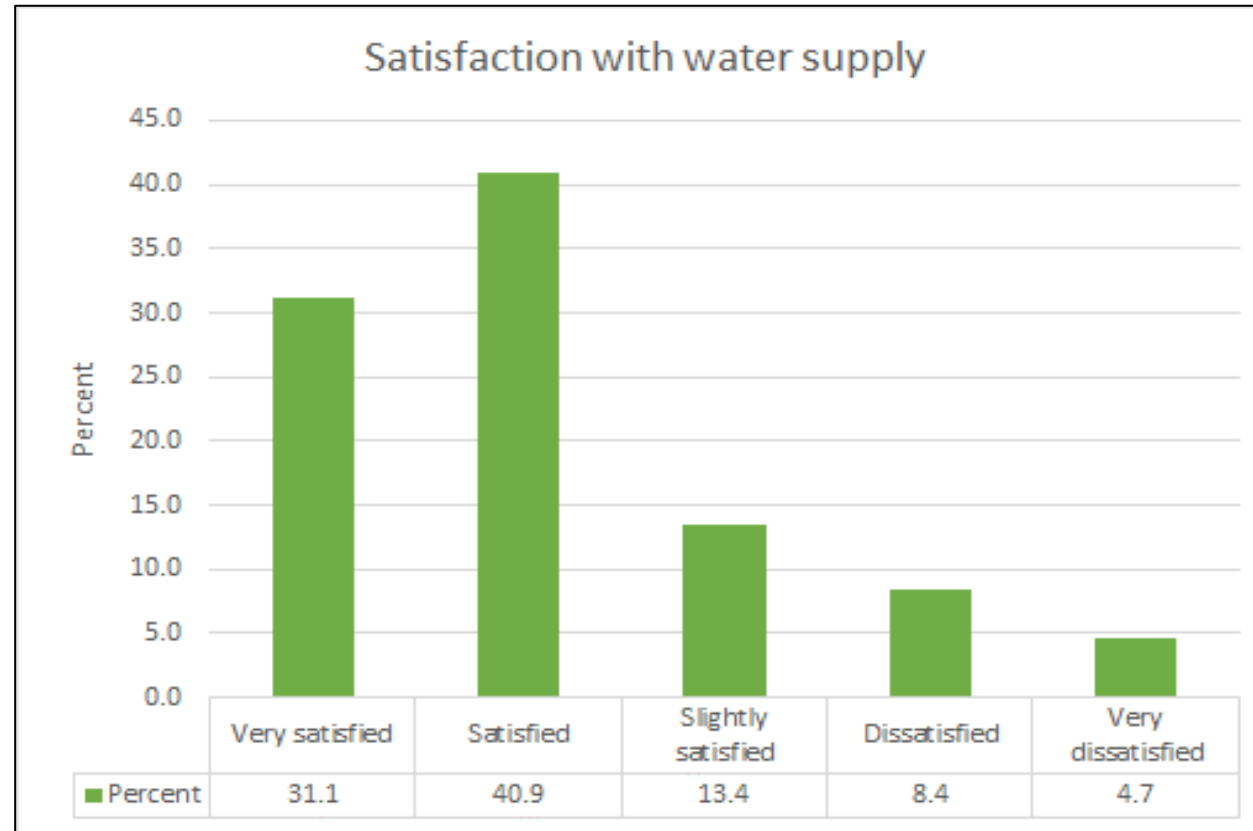
We find that 21.5% and 34.9% of the sample are very satisfied and satisfied with refuse removal. This accounts for over half the sample. It is also noted that 17.2% of the respondents are slightly satisfied with their refuse removal.

4.5 Does the area where you live have hardly any litter, moderate or extremely bad litter?



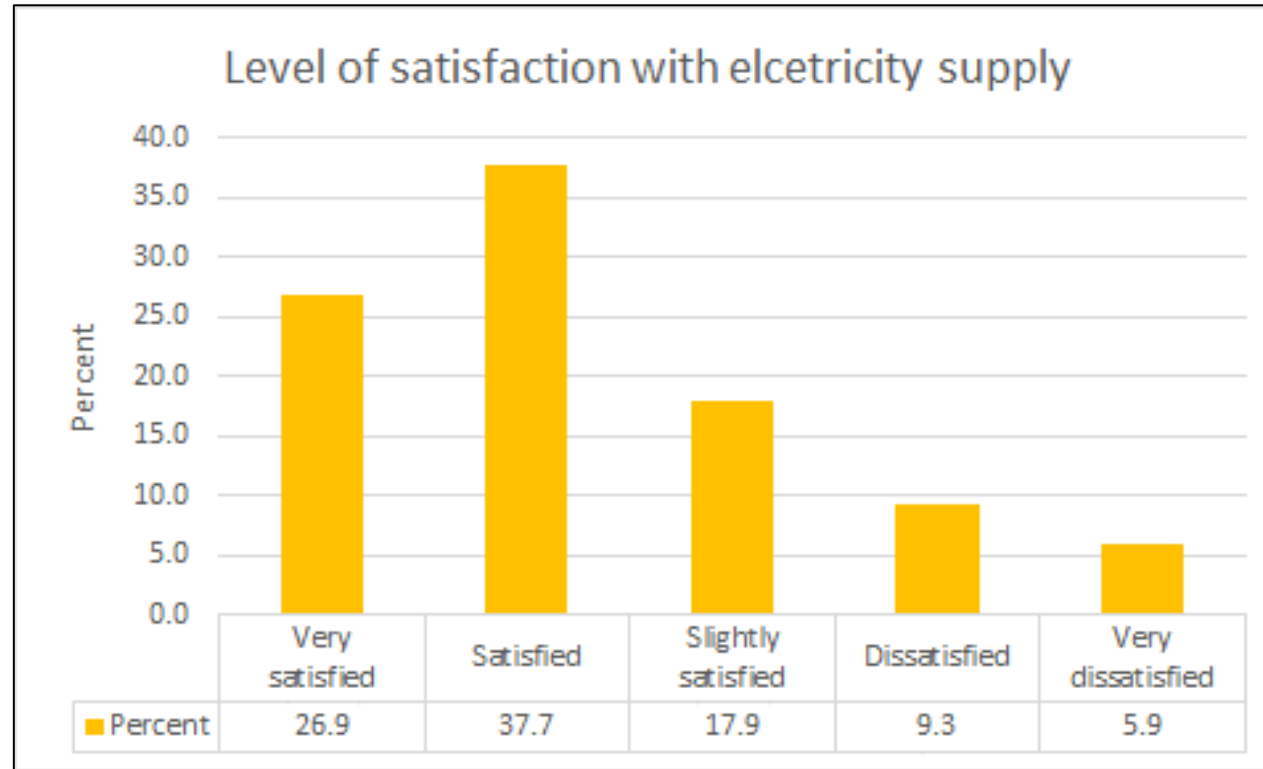
The area where the surveyed household are have moderate litter (49.7%) and extremely bad litter (25.2%). Litter is thus a problem in the surveyed areas. The results also show that the Pietermaritzburg Business District have moderate litter (42.5%) to extremely bad litter (41.1%). Thus litter is a problem in general in the city of choice.

- Water supply: 5.2. How satisfied have you been with the water supply in the last year?



The satisfaction levels with water supply are modally satisfied (40.9%) and very satisfied (31.1%). These high levels are encouraging to note since access to water supply is not a problem.

- Energy: 6.4 How satisfied have you been with electricity over the past year?



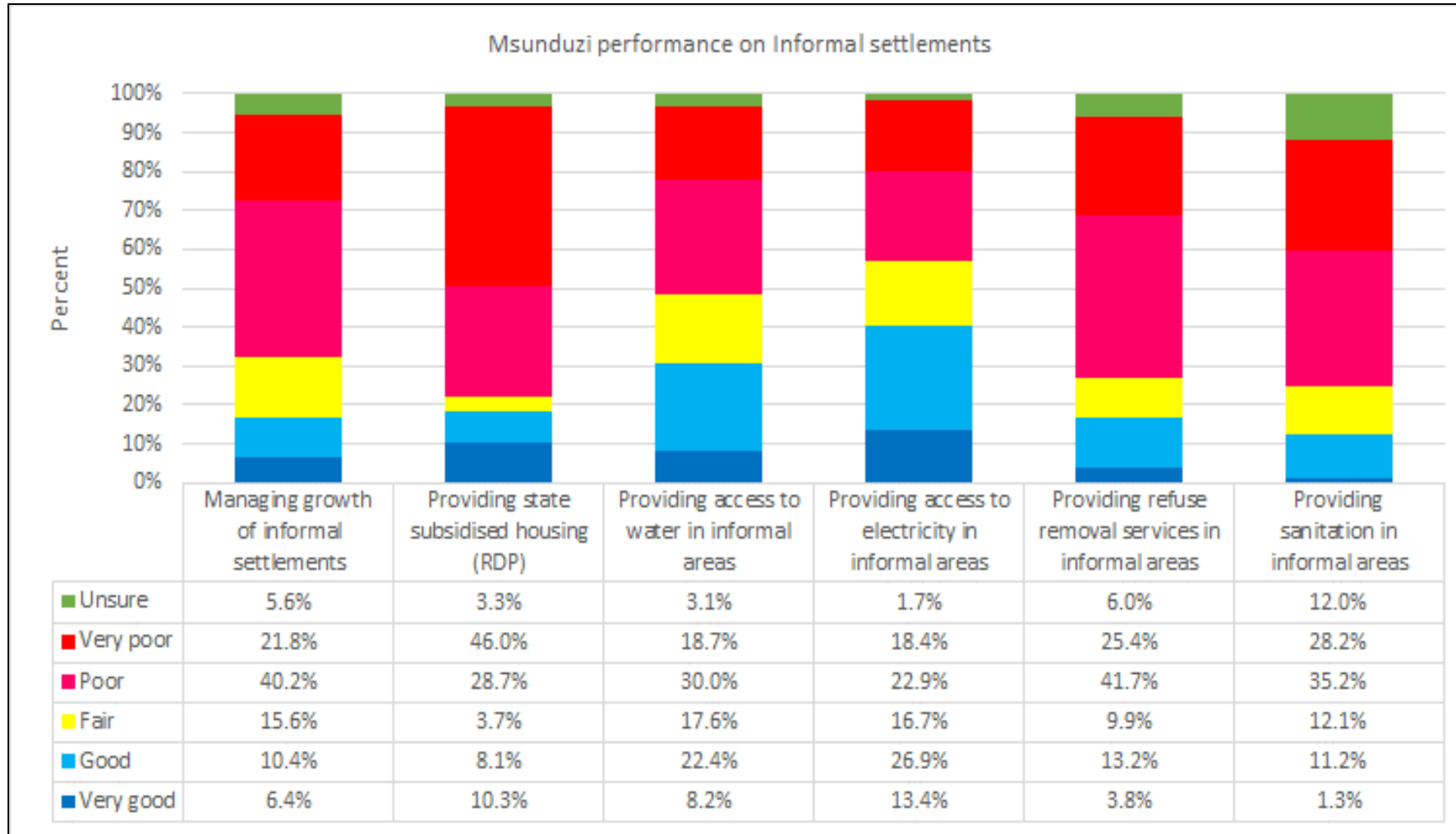
Over the last year over half the households i.e. 64.6% of the sample were satisfied (37.7%) and satisfied (26.9%) with electricity supply. It is also noted that 17.9% of the sample are slightly satisfied with the electricity supply. The supply of electricity is not a problem.

- Fault reporting: Have you reported faults in the last 12 months?

Service	Yes	No
Water	15.5%	84.5%
Toilet/Sewer	6%	94%
Refuse	4.1%	95.9%
Electricity	17.8%	82.2%

Majority of the respondents have not reported faults. We do find the most faults reported (17.8%) were reported for electricity.

- Informal settlements: Msunduzi performance on informal settlements

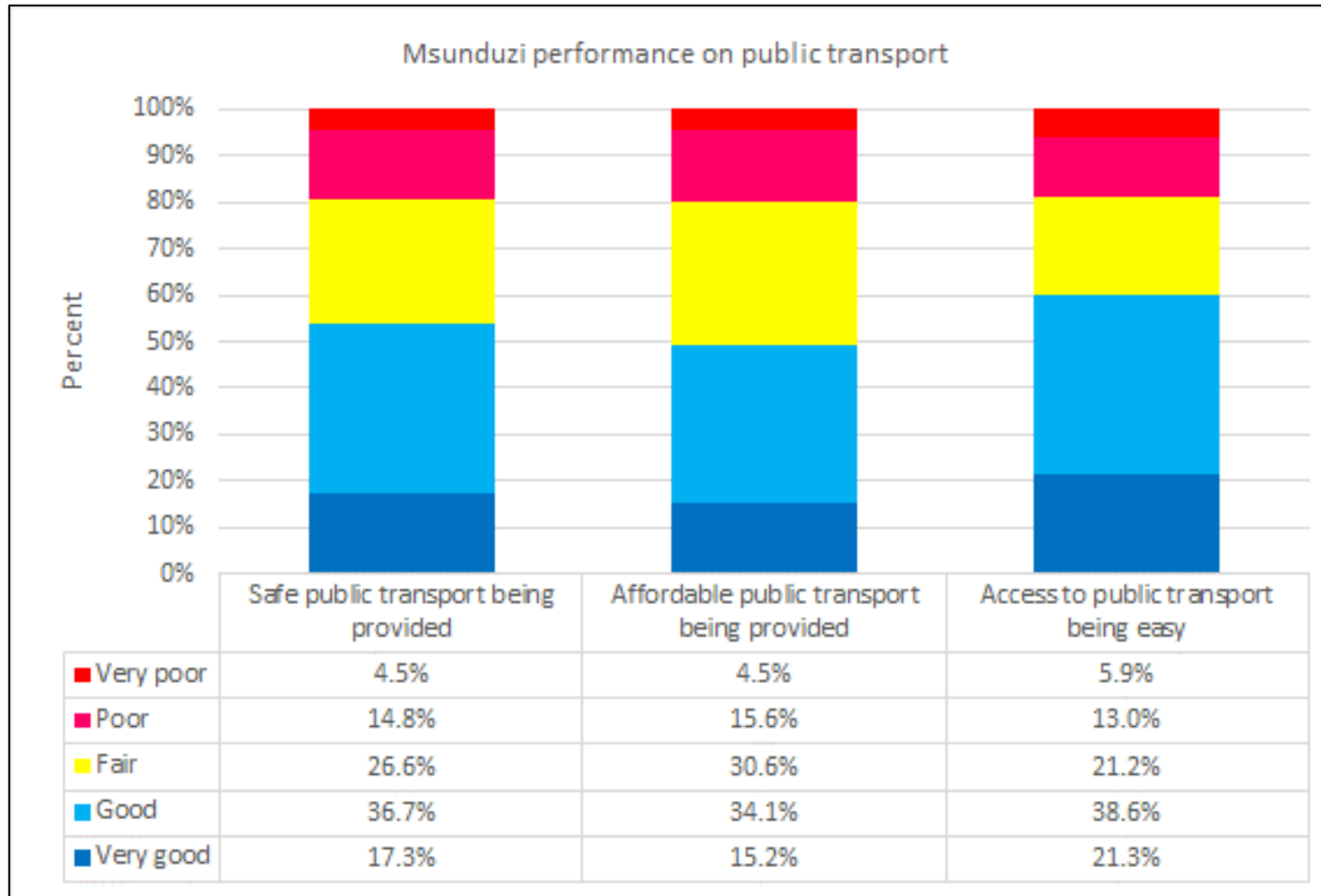


The Msunduzi municipality performance on informal settlements shows that in:

- Managing growth of informal settlements, 40.2% rate the municipality as poor whilst 21.8% of the respondents rate as very poor.
- Providing state subsidized housing, 46% rate the municipality as very poor and 28.7% as poor.
- Providing access to water the municipality is rated as poor (30.0%), fair (17.6%) and very poor (18.7%).
- Providing access to electricity the rating is fair (22.8%) , good (26.9%) and very good (13.4%). Thus the rating is fair to good
- Providing refuse removal service to informal settlements is rated as poor (41%) and very poor (25.4%)
- Providing sanitation in informal settlements is rated as poor (35.2%) and very poor (28.2%)

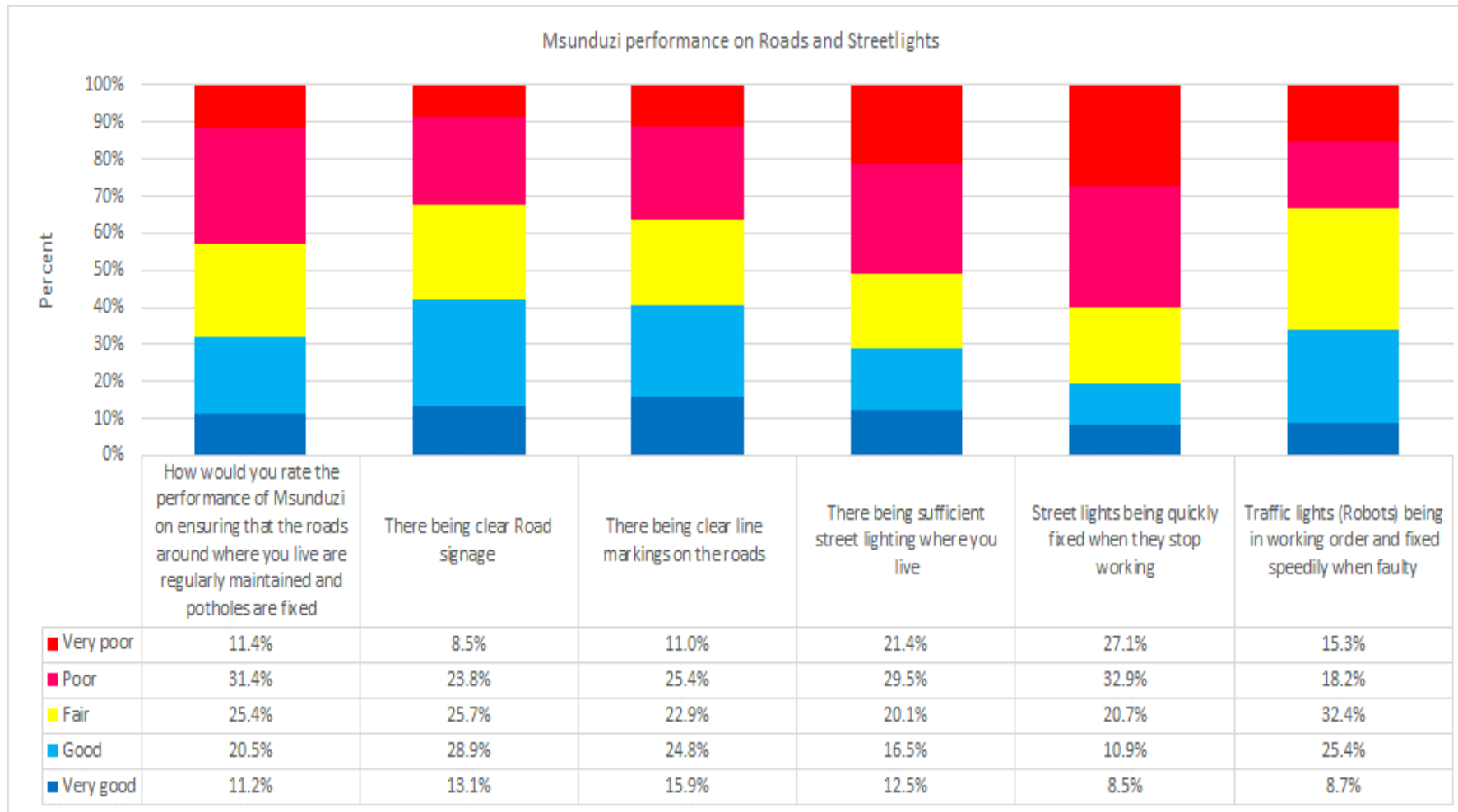
The general perception is that more can be done for the informal settlements.

- Public transport: Msunduzi performance



The results reveal that 54% of the respondents rate safe public transport being provided as good (36.7%) and very good (17.3%), affordable public transport provided as good (34.1%) and fair (30.6%) and access to public transport as good (38.6%) and very good (21.3%). Hence we find that this a favourable rating on public transport.

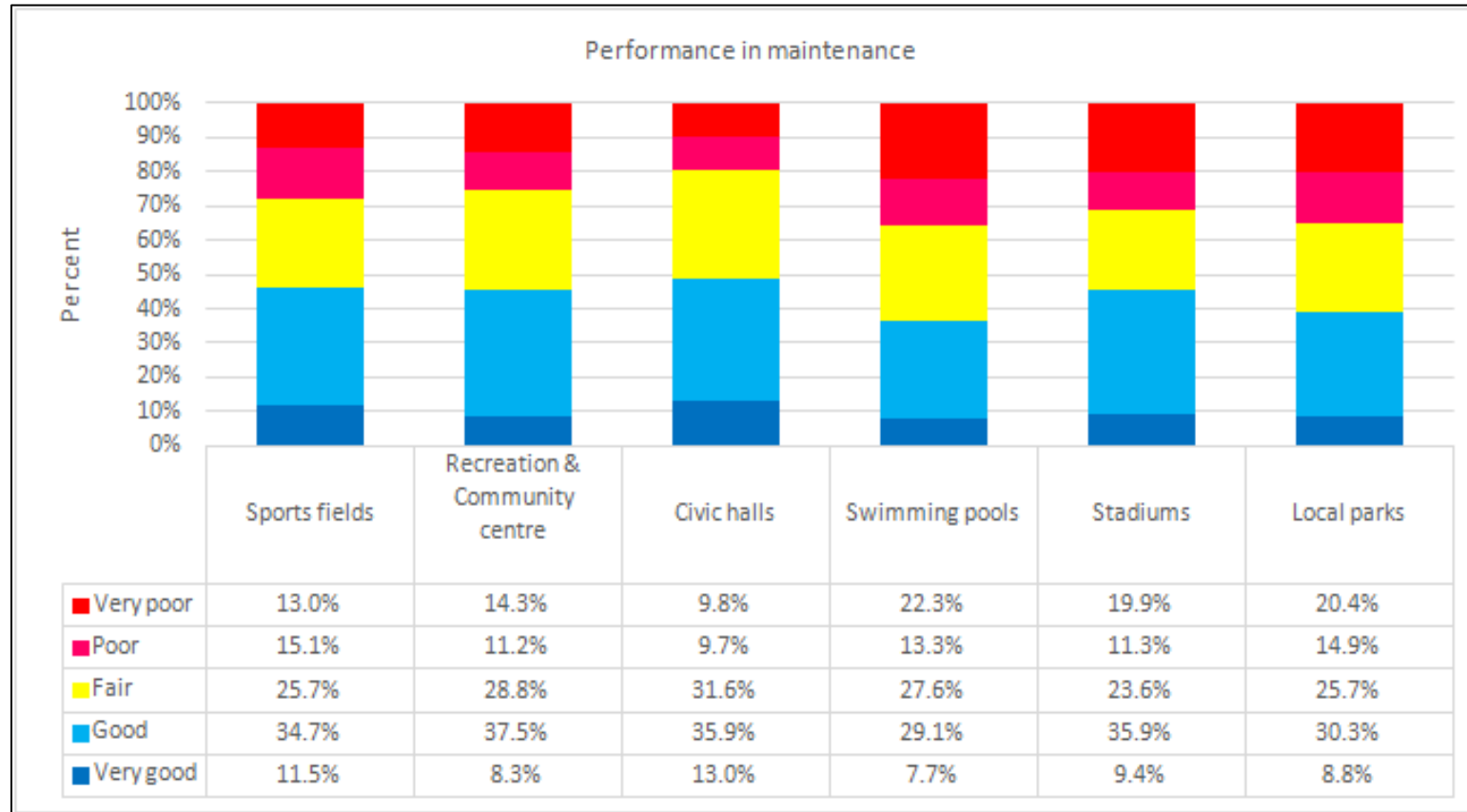
- Roads and streetlights: 10.1 Msunduzi performance



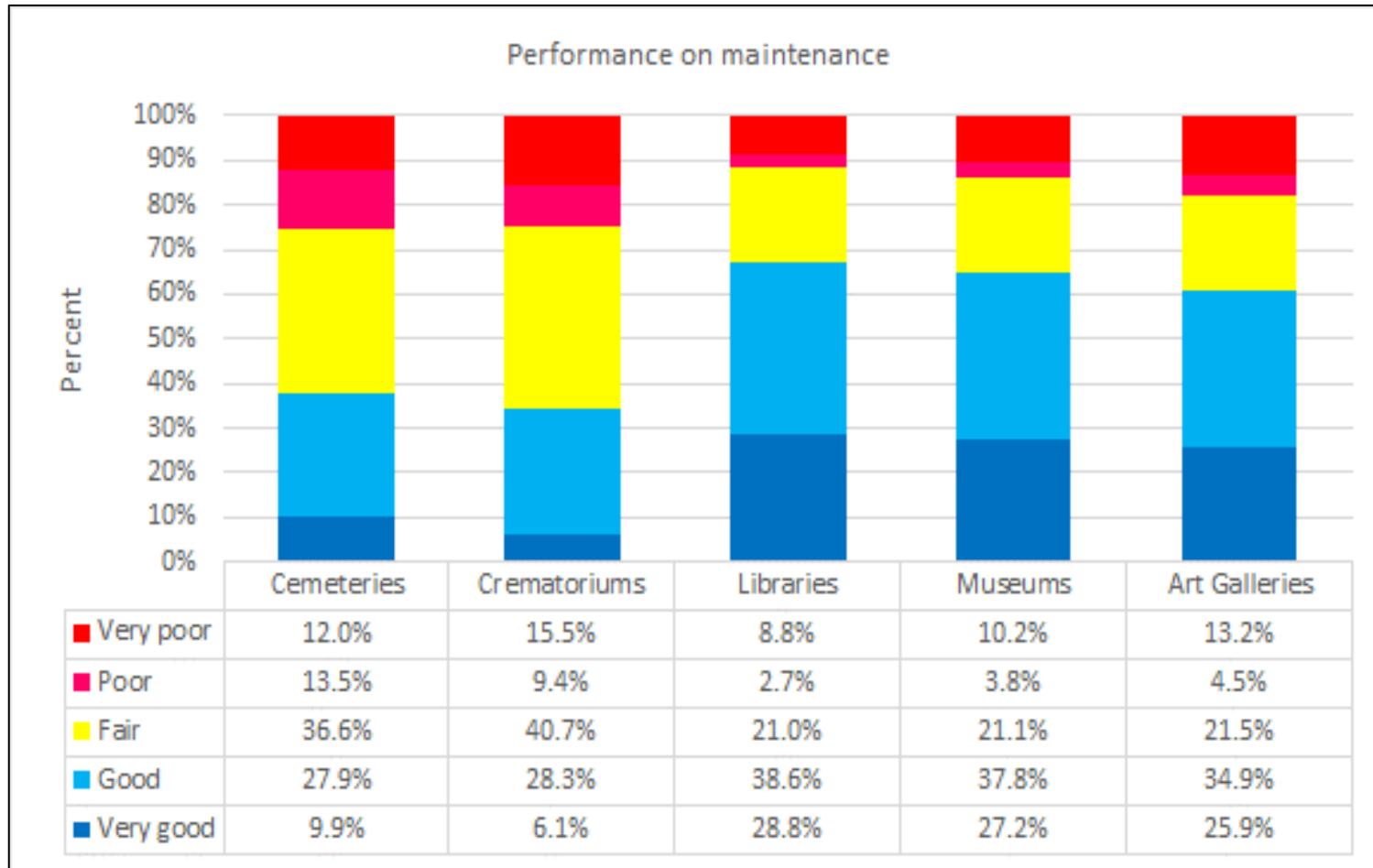
The Msunduzi municipality performance on streetlights show that in:

- Ensuring that the roads around areas where respondents live are regularly maintained and potholes are fixed, the majority of the respondents i.e.42.8% find the performance to be poor and very poor whilst 25.4% find it fair and 31.7% find the performance to be good and very good.
- Clear Road signage, 32.3% find the signage to be poor and very poor, 25.7% find this aspect to be fair and 42% find the signage to be good to very good.
- Clear road markings, 40.7%respondents find this good to very good, 22.9% rate this as fair and 36.4% rated this as poor to very poor.
- Sufficient Street lighting, 50.9% of the respondents find this poor and very poor whilst 29% of the respondents rate this as good to very good. This is an area of attention in more street lighting should be available in certain areas.
- Street lights being quickly fixed when they stop working, 60% of the sample rate this as poor and very poor and this is an area of attention. Only 19.3% of the respondents rate this as good and very good.
- Traffic lights in working order and fixed speedily when faulty, 32.4% of the respondents rate this aspect as fair and 34.1% of the respondents rate this as good and very good.

Community services: Msunduzi performance..



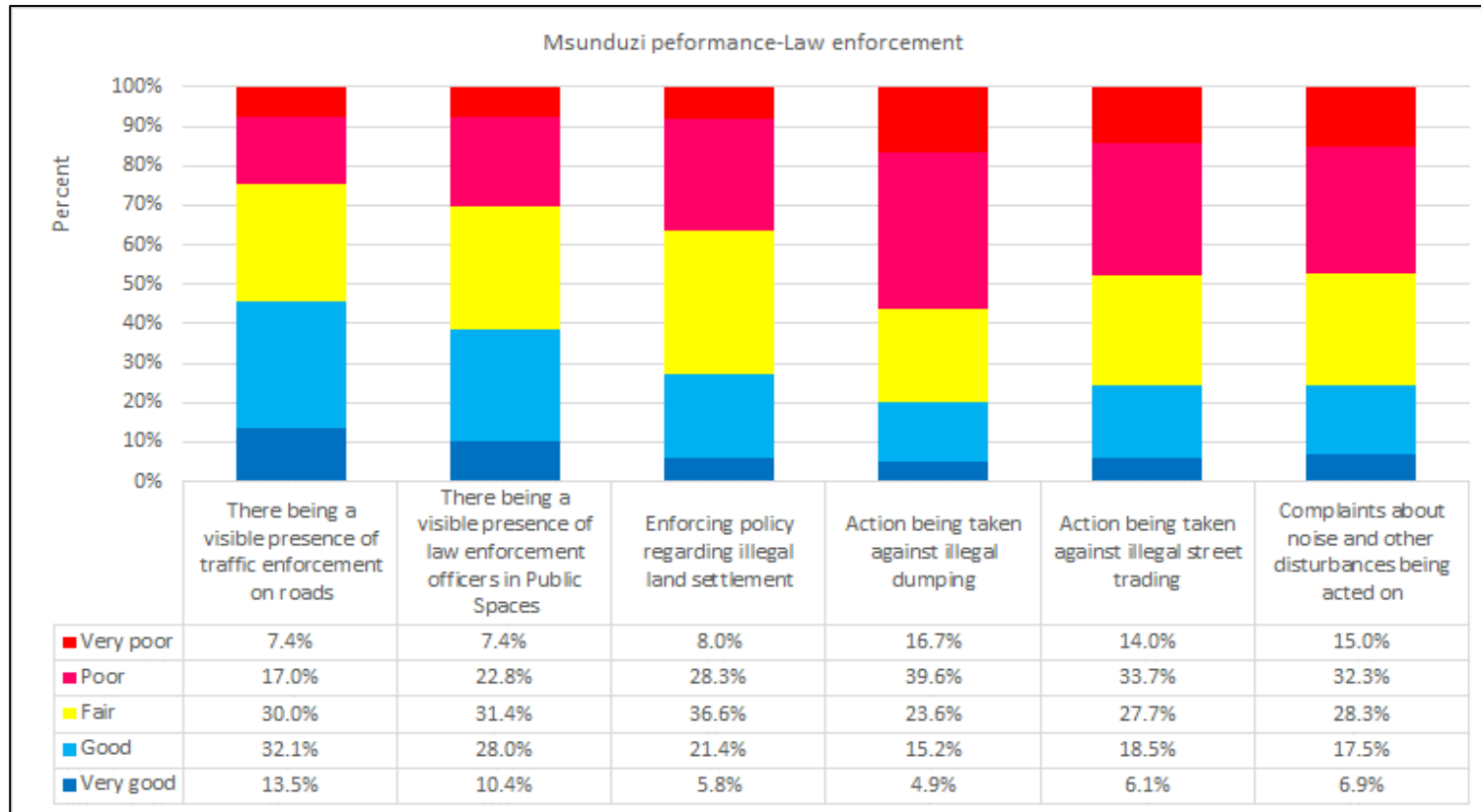
The performance on maintenance reveals that sports fields are rated collectively 47.2% as good and very good and fair (25.7%), recreation and community-centre as collectively 45.8% good and very good, civic hall also collectively 48.9% good and very good, swimming pools as collectively 36.8% good and very good as well as collectively 35.6% poor and very poor. Stadiums are rated collectively as 45.3% good and very good whilst local parks are rated as 39.1% as good and very good but also collectively 35.3% as poor and very poor. Stadiums, parks and swimming pools need some attention by way of maintenance.



The results reveal that the ratings pertaining to maintenance for cemeteries are 37.8% for good and very good followed by fair (36.6%). Crematoriums are rated for maintenance as fair (40.7%) followed by good (28.3%), libraries are rated as 67.4% as good and very good, museums are rated as good and very good (65%) and art galleries rated as good and very good (60.8%).

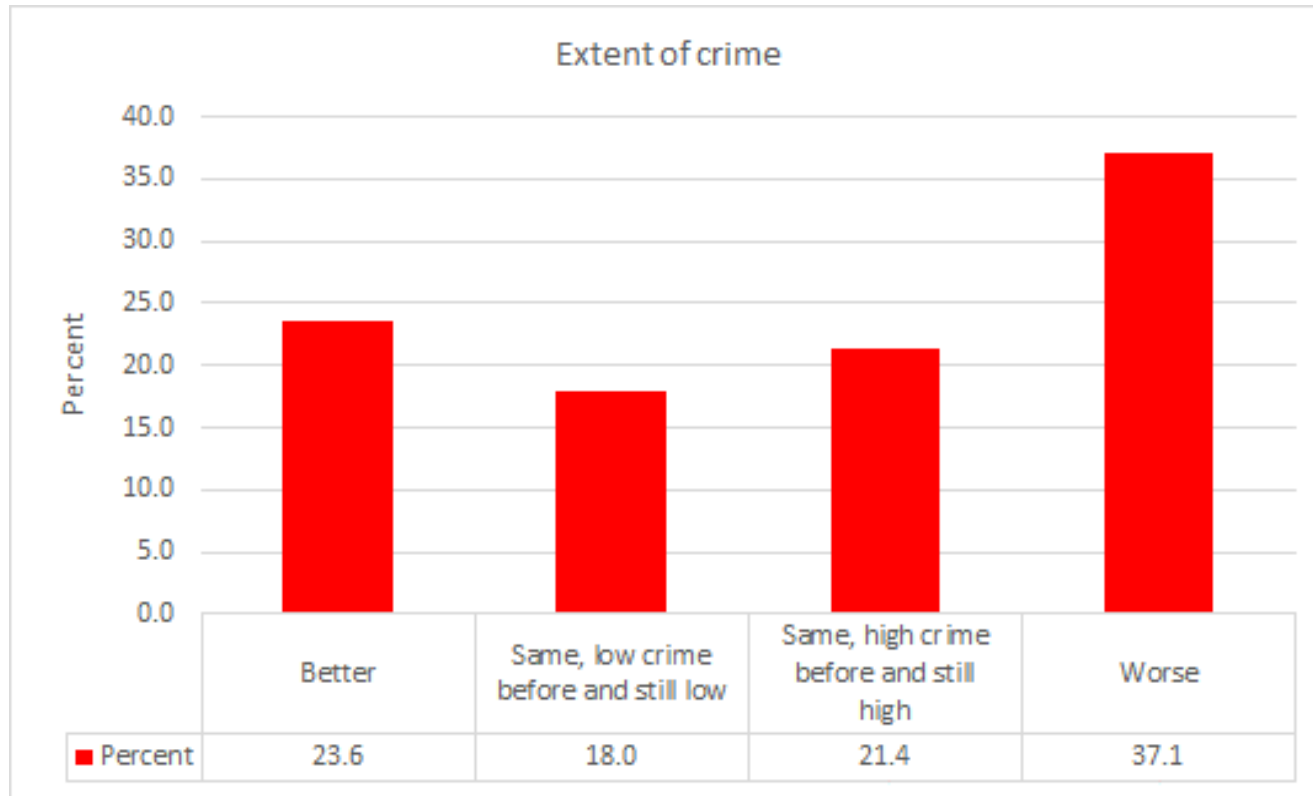
Consider the services and amenities mentioned in 11, can you tell us which three of these are most important to you? (Note: Show the respondent the list of services and amenities even if they did not use any of the amenities)	Service Code
Most Important	<ol style="list-style-type: none"> 1. Libraries (26.5%) 2. Cemeteries (15.6%) 3. Sports fields (8.4%)
2 nd Most Important	<ol style="list-style-type: none"> 1. Libraries (15.9%) 2. Cemeteries (10.0%) 3. Museums (9.2%)
3 rd Most Important	<ol style="list-style-type: none"> 1. Libraries (13.3%) 2. Art Galleries (10.3%) 3. Museums (8.1%)

Law enforcement: 12.2 Msunduzi performance...



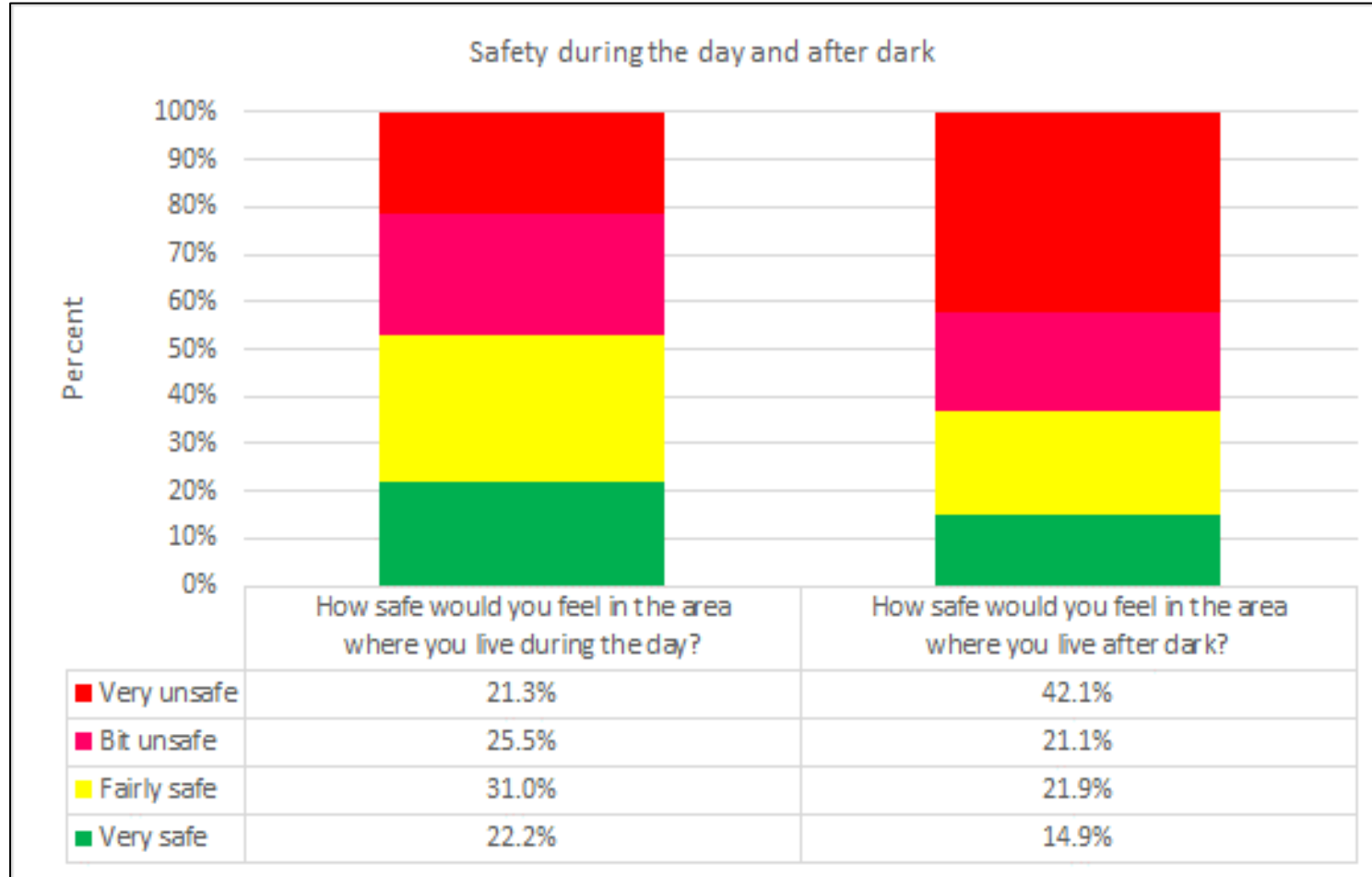
The result show a positive rating for the Msunduzi municipality pertaining to the aspect of a visible presence of traffic enforcement on roads and a visible presence of law enforcement officers in public spaces as these aspect are rated as good and very good, at 45.6% and 38.4%. The ratings for enforcing policy regarding illegal land settlement is highest at fair (36.6%) and action being taken against illegal dumping is at poor and very poor (56.3%) whilst action against illegal trading is also at poor to very poor (47.7%). The rating towards complaints about noise and disturbances being acted upon was poor and very poor (47.3%).

12.2 Extent of crime



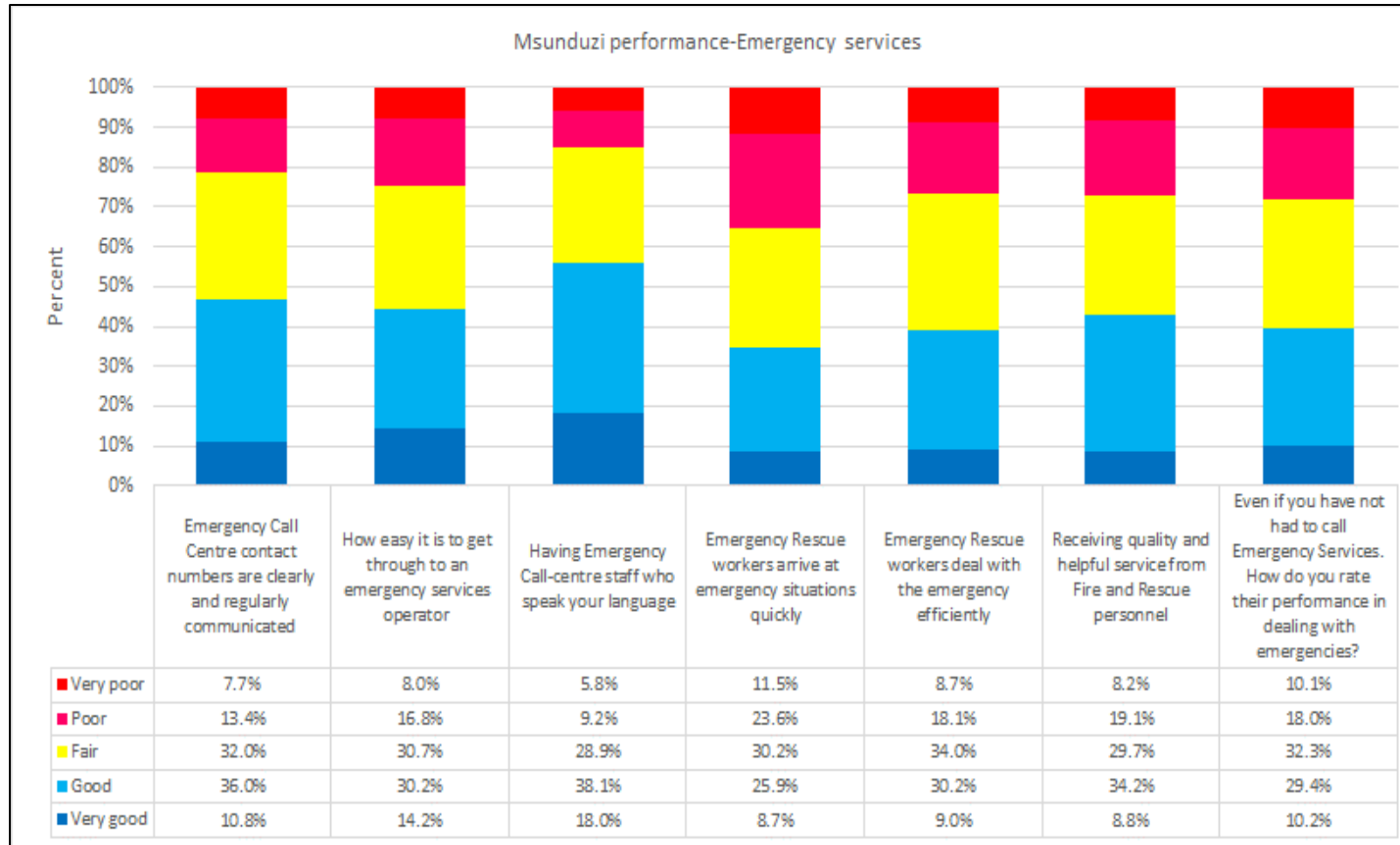
The extent of crime in the area has got worse (37.1%) but some agree it has got better (23.6%).

- 12.3 How safe would you feel in the area where you live during the day?
- 12.4 How safe would you feel in the area where you live after dark?



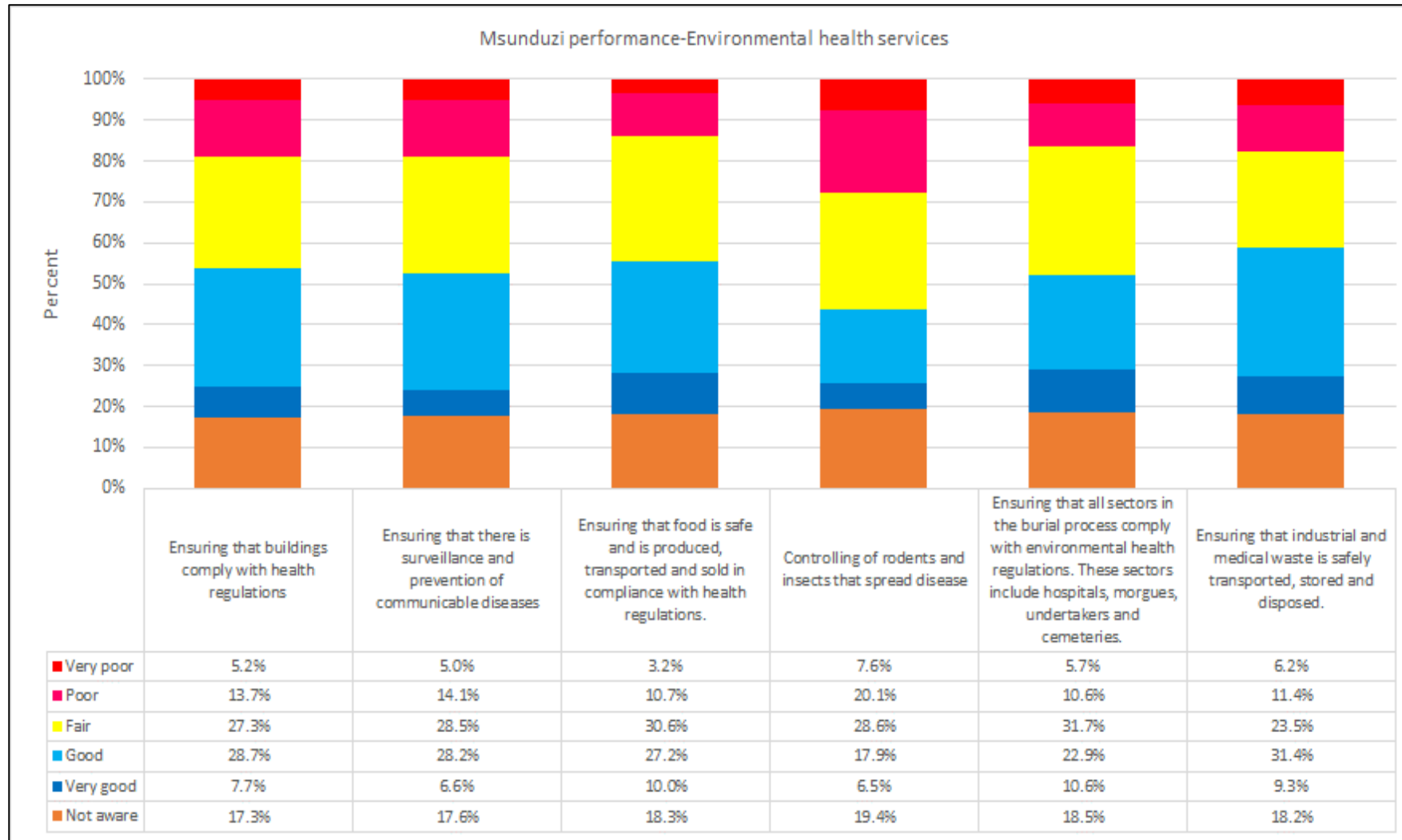
- Respondents feel more unsafe after dark

- Emergency services: 13.2 Emergency service performance



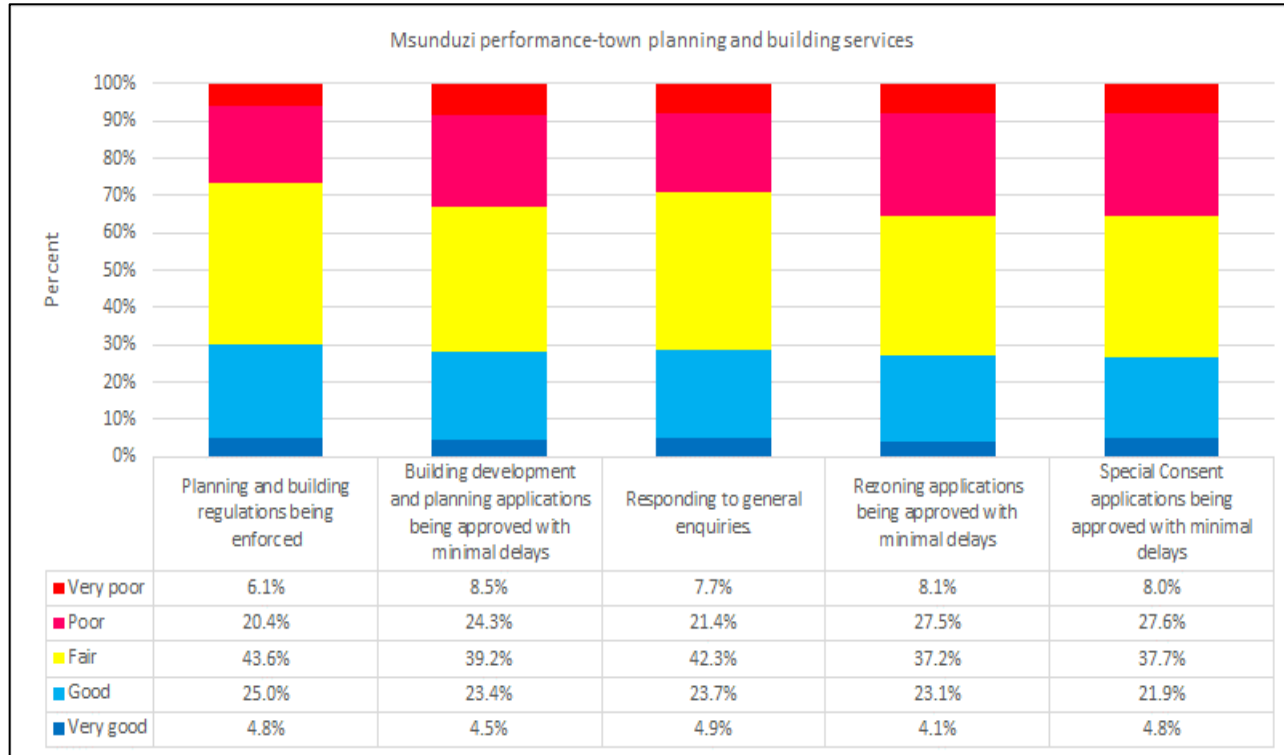
- When rating the Msunduzi municipality on emergency services we find that the respondents rate the Emergency Call Centre contact numbers being clearly and regularly communicated as good and very good (46.8%) and fair (32%).
- The rating towards it being easy it is to get through to an emergency services operator is good and very good (44.4%) and fair (30.7%) whilst the rating with respect to having Emergency Call-Centre staff who speak the caller's language was a strength of the call centers since it was rated as good and very good (56.1%) and fair (28.9%).
- The respondents also rated the Emergency Rescue workers arriving at emergency situations quickly as poor and very poor (35.1%) and fair (30.2%) whilst the rating towards Emergency Rescue workers deal with the emergency efficiently was at good and very good (39.2%) and fair (34%).
- The rating towards receiving quality and helpful service from Fire and Rescue personnel was at good and very good (43%) and fair (29.7%) whilst the rating towards even without calling Emergency Services their performance in dealing with emergencies is at good and very good (39.6%) and fair (32.3%).
- Overall the emergency services are well perceived and rated except for the time taken for emergency rescue workers to arrive at emergency situations.

- Environmental Health services: Msunduzi performance



- The results reveal that ensuring that buildings comply with health regulations are rated as good and very good (36.4%) and fair (27.3%) whilst ensuring that there is surveillance and prevention of communicable diseases was rated as good and very good (34.8%) and fair (28.5%).
- The respondents felt that ensuring that food is safe and is produced, transported and sold in compliance with health regulations was good and very good (37.2%) and fair (30.6%) whilst the controlling of rodents and insects that spread disease was rated as fair (28.6%) and poor and very poor (27.7%).
- The rating towards ensuring that all sectors in the burial process comply with environmental health regulations (hospitals, morgues, undertakers and cemeteries) was rated as good and very good (33.5%) and fair (31.7%). The sample revealed that the ensuring that industrial and medical waste is safely transported, stored and disposed is at good and very good (40.7%) and fair (23.5%).

Town planning and building services: Msunduzi performance

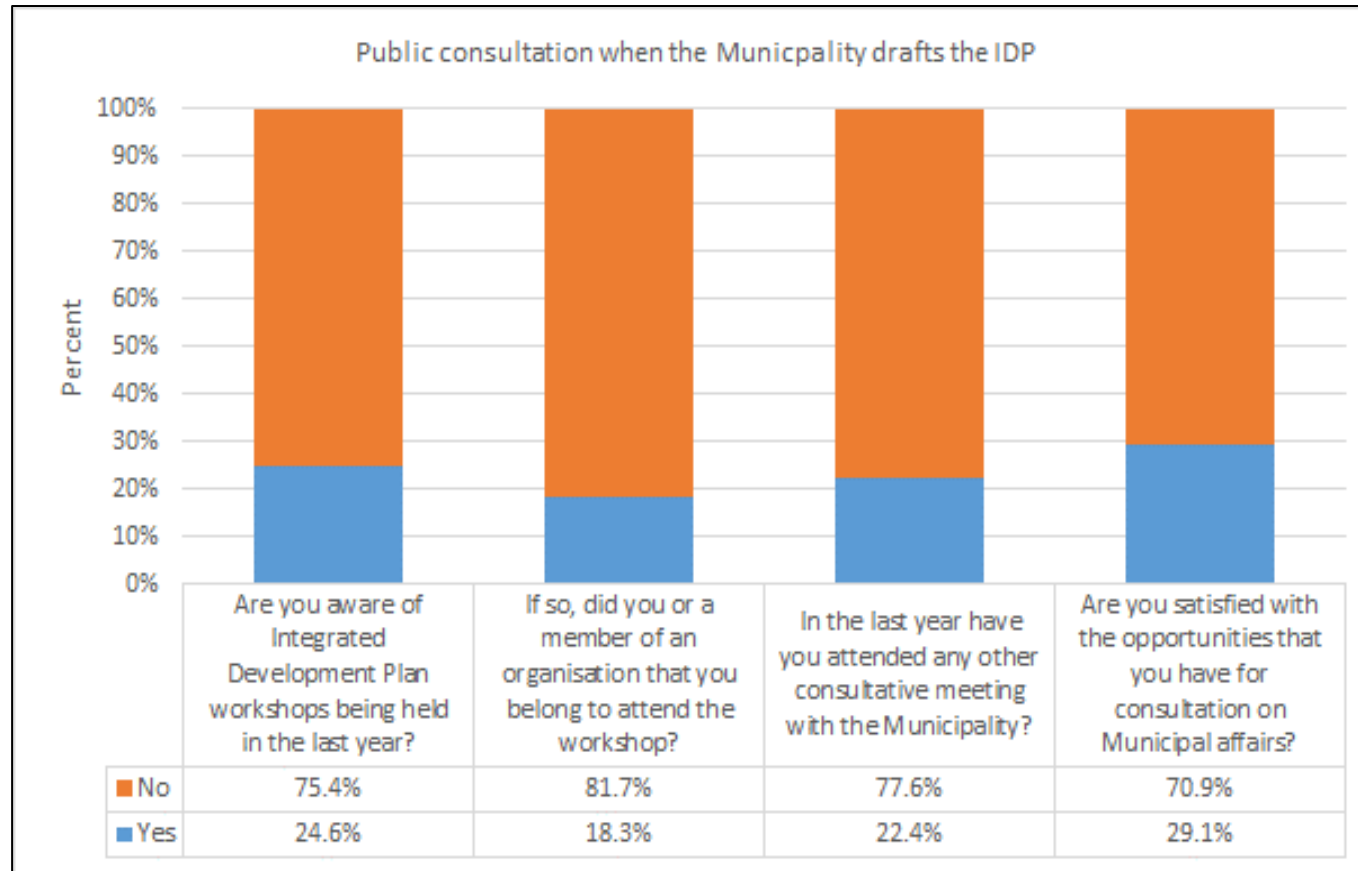


- Planning and building regulations being enforced was rated as fair (43.6%) and good (25%)
- Building development and planning applications being approved with minimal delays was rated as fair (39.2%) followed by poor and very poor (32.8%)
- Responding to general enquiries was rated modally as fair (42.3%)
- Rezoning applications being approved with minimal delays was rated as fair (37.2%) followed by poor and very poor (35.6%)
- Special Consent applications being approved with minimal delays was rated as fair (37.2%) followed by poor and very poor (35.6%)

Billing: Msunduzi performance on call-centres-sample of results

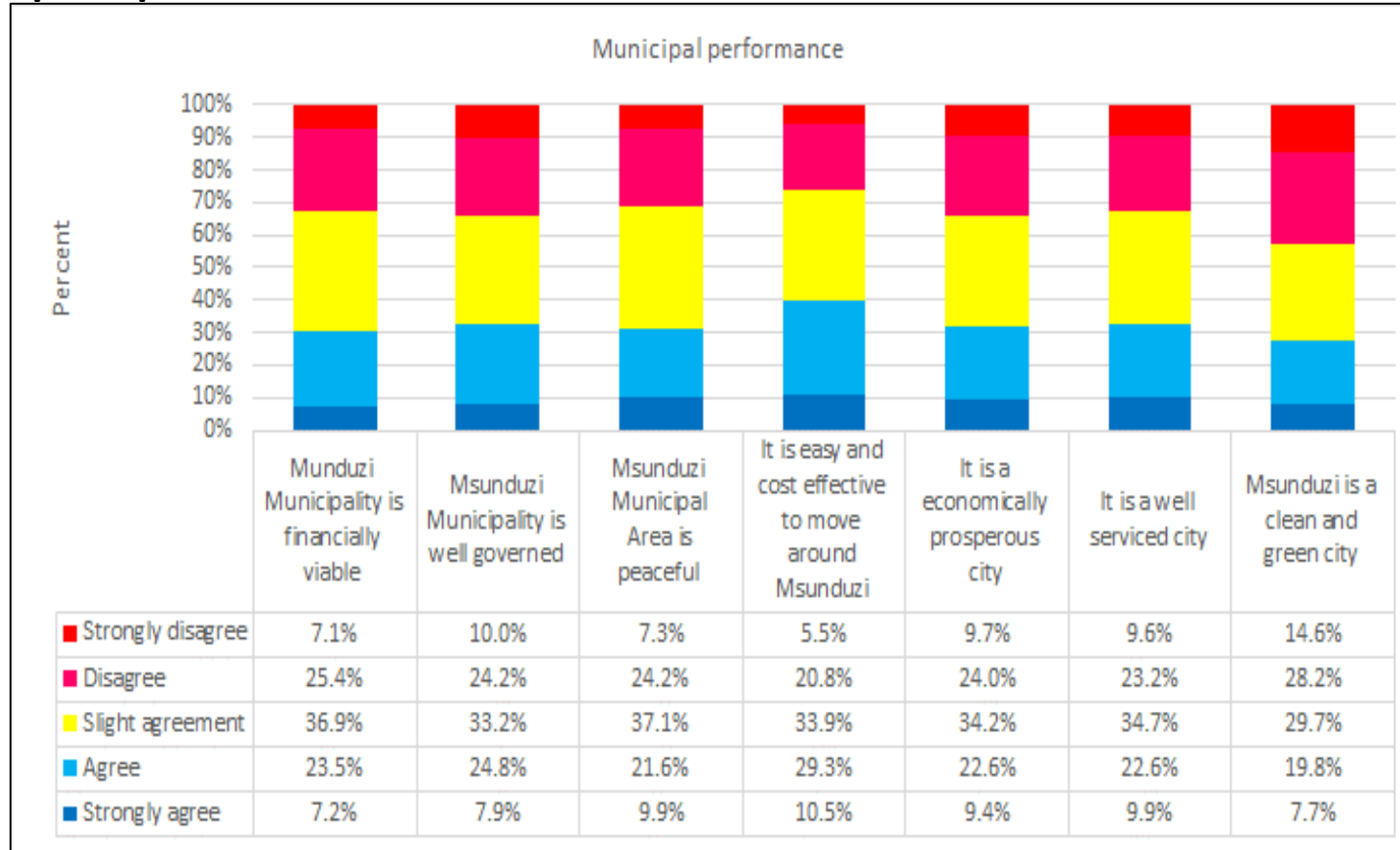
- The results show that there being call-centre operators who can personally deal with respondent's queries or transfer the respondents to someone who can was rated as good and very good (43.4%) followed by fair (28.4%).
- The issue of there being a knowledgeable person who can answer a respondent's query was rated as good and very good by over half the respondents (50.9%) whilst the there being convenient payment options for municipal services, licences and fines was perceived as good and very good (34.5%) followed by those who rated this aspect as fair (24.2%).
- The results show that there being call-centre operators who can personally deal with respondent's queries or transfer the respondents to someone who can was rated as good and very good (43.4%) followed by fair (28.4%). The issue of there being a knowledgeable person who can answer a respondent's query was rated as good and very good by over half the respondents (50.9%) whilst the there being convenient payment options for municipal services, licences and fines was perceived as 34.5% of the respondents who felt this was good and very good followed by those who rated this aspect as fair (24.2%). The respondents rated the municipality having staff who speak respondent's language as a strength i.e. good and very good (66.8%).
- It is also evident that there being short queues and waiting times at its offices was rated as fair (37.6%) followed by good and very good (34.8%). The rating for providing affordable services was at fair (34.8%) followed by good (24.5%) whilst the rating for Offices having convenient opening hours was at fair (33.6%) and good (33.8%). The respondents rated getting a prompt response when the call centre is phoned or emailed as fair (37.1%) and good (20.8%) whilst the aspect of keeping respondents informed of initiatives and changes to services was rated as fair (37.5%) followed equally by good and poor at 19.6% each. The sample reveal that the staff being motivated and determined to assist in resolving a respondent's query or complaint is rated as fair (38.6%) followed by good (24.2%).
- We find that staff at municipal offices being friendly and helpful in dealing with people was rated as fair (35.5%) followed by good (29.9%) whilst the forms, procedures and processes being customer-friendly was also rated as fair (35.8%) followed by good (25.1%).

- Communication: Msunduzi performance...



- The responses reveal that 75.4% of the sample are not aware of the Integrated Development Plan workshops being held in the last year and of the 24.6% of the respondents who are aware of the Integrated Development Plan workshops being held in the last year, we find that only 22.4% of the respondents or a member of an organisation that that he respondents belong to attended the workshop whilst 81.7% did not attend.
- We find that in the last year 77.6% of the respondents have NOT attended any other consultative meeting with the Municipality. Furthermore 70.9% of the respondents are NOT satisfied with the opportunities that they have for consultation on Municipal affairs.
- Hence we conclude that more can be done by way of the Municipality for public consultation when the municipality drafts the Integrated Development Plan.

- Municipal performance



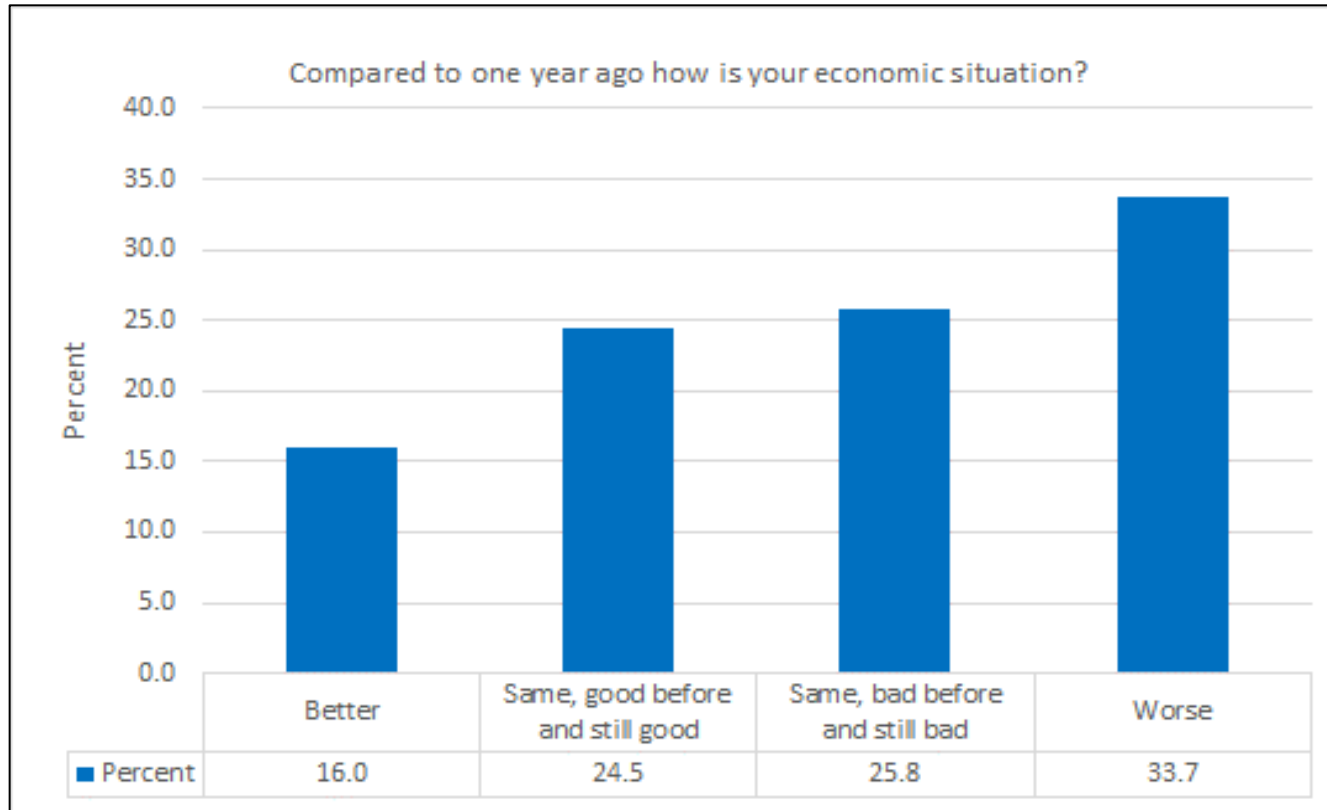
- When it comes to the Msunduzi Municipality Vision statements, the results reveal that 36.9% of the respondents slightly agree whilst 32.5% disagree and strongly disagree that Msunduzi Municipality is financially viable.
- This is a similar trend in that 33.2% of the respondents slightly agree and 34.2% of them disagree and strongly disagree that Msunduzi Municipality is well governed whilst 37.1% slightly agree and 24.2% disagree that Msunduzi Municipal Area is peaceful.
- We also find that 33.9% slightly agree and 39.8% agree and strongly agree that it is easy and cost effective to move around Msunduzi. It is evident that 34.2% of the respondents slightly agree and 33.7% disagree and strongly disagree that it is an economically prosperous city.
- Only 32% of the respondents agree and strongly agree with this statement. We find that 34.7% of the respondents have slight agreement and 32.8% of the respondents disagree and strongly disagree that it is a well-served city.
- Finally 42.8% of the respondents disagree and strongly disagree that Msunduzi is a clean and green city. Municipal performance is an area that needs attention. Of recent the media has done the municipality no favours in portraying a poor picture.

- How satisfied are you with municipal service delivery over the past year?



- We see that 44.1% of the respondents find the Municipal service delivery over the past year to be fair whilst 19.7% find the service delivery over the past year to be poor and 16.5% of the respondents find it to be good.

- Economic outlook-19.1 Compared to one year ago how is your economic situation? Is it better, the same or worse than before?



- The economic situation of respondents compared to one year ago is perceived as worse (33.7%) although some view it as same, bad before and still bad (25.8%). Only 24.5% of the respondents view it a same, good before and still good.

CONCLUSION

- There are definite strengths and weaknesses of the Msunduzi municipality.
- Majority of the respondents lived in formal settlements as opposed to informal settlements. The modal form of formal settlement is the house or formal structure on a separate land.
- Respondents are satisfied with their flush toilets, refuse removal, water supply, electricity.
- Litter is a problem in place of residence and in the Pietermaritzburg Business district. More can be done on clean up campaigns and liaising with relevant people to take responsibility to clean up Pietermaritzburg.
- More can be done in the informal settlements by providing subsidized housing refuse removal and proper sanitation.
- The Msunduzi municipality has performed well on community services, public transport services, emergency services and environmental health services.
- Crime needs to be addressed as well as issues in law enforcement such as acting against illegal dumping. Communication to the public about the IDP can improve.