INSTITUTE OF SOCIAL AND ECONOMIC RESEARCH
(ISER)
Rhodes University
East London

BUFFALO CITY

QUALITY OF LIFE / NEEDS ASSESSMENT SURVEY

REPORT

Commissioned by:
Swedish International Development Agency (Sida)

Report Produced by ISER and DRA Development CC

November 2001

Executive Summary

- The Quality of Life/Needs Assessment Study was a survey sample of 2477 respondents conducted in all 45 wards. The sample was selected proportionally according to the number of households per ward and stratified by housing type and population group in each ward
- Survey gathered demographic and economic information at the level of the household to investigate the material living conditions within households.
- Information on a total of 10 014 people was collected during the survey
- 30.8% of respondents interviewed were unemployed, 28% were formally employed. Unemployment was highest amongst Africans
- Within households, the majority of members (45.3%) had completed Grades 8-12, followed by 32.1% of members who had attained an education level between grades 1-7. Percentages include children still at school.
- 42% of household members were students or children, 21.4% of household members were unemployed and looking for work, 15% of members were working full time in the formal sector
- The most commonly earned monthly household income is between R1- 1499 per month
- On average, African respondents reported higher expenditure than income earned whereas coloured respondents accounted for most of the income through expenses and savings listed. Asians and whites had more disposable income after savings and expenses.
- Generally, biggest household expenses were: food; housing education in that order
- 82% of households said they had no savings after expenses
- Amongst all population groups, the most common usage of household savings was for emergencies. Funeral expenses was the second most listed use of savings amongst African respondents. Amongst white and Asian respondents saving for retirement featured second whilst amongst coloureds, savings for dwelling purchase was listed as the second most common use.
- Not enough jobs available was cited as the main blockage to employment, followed by the need for further skills training and for higher qualifications
- 60.8% of respondents had access to full waterborne flush toilets. 79% of Africans living in traditional areas and 18% of Africans living in informal settlements had basic pit latrines.
- 70.2% of respondents reported their refuse was removed at least once a week. Traditional African and informal areas were worst off in respect of refuse removal with 88.2% and 23.6% respectively indicating that they disposed of their refuse through the burnt pit method.
- Just over half the sample surveyed (56%) had access to piped full pressure water as the main source of water supply. The majority of Africans in traditional areas and informal areas are more likely to rely on standpipes for their water supply ((72.4% and 89.5% respectively)
- 53% of the sample used electricity for cooking purposes. Paraffin was the most common source of energy for cooking amongst Africans living in informal settlements (92.3%). Those living in traditional settlement areas relied mainly on paraffin or wood.
- 75.2% of respondents used electricity for lighting. Paraffin was the most frequently used energy source for lighting in informal housing areas (87.2%)
- Most respondents who had access to electricity made use of the prepaid card system (77.7%). The majority of whites (87%) paid for their electricity through the conventional meter system.

- About a third of all households prioritised an upgrade in water supply, followed by toilets. Highest percentages of respondents wishing for this service upgrade were in the traditional low service and formal home, medium service categories.
- Those living in traditional and informal areas prioritised toilets as the most wanted new service, followed by water supply as their second priority
- With respect to community upgrade service priorities, the provision of health services followed by road surfaces were main priorities. Residents prioritised health services as their main new community service.
- The overwhelming majority of respondents with inadequate sanitation and water are dissatisfied with their life as a whole.
- With respect to satisfaction with community services, which residents had access to, satisfaction levels seemed to be determined by income and housing type. Residents living in informal low serviced households were dissatisfied with water supply, sanitation, road services and health services. Their dissatisfaction roughly matched the services they had identified either for an upgrade or new service provision
- More than two thirds of residents in Buffalo City, irrespective of housing type believed that there had been no improvement or deterioration in their neighbourhoods
- Over half of the respondents said they had heard of the new Buffalo City Municipality
- 43% of respondents felt that they would benefit from living in the new Buffalo City. The largest share of respondents (37%) believed that the main benefit that they would derive from the new municipality would be improved employment opportunities.

PREFACE

In April 2001 the Institute of Social and Economic Research (ISER), Rhodes University, East London successfully secured funding for Buffalo City's first ever baseline Quality of Life/Needs Assessment Survey. The findings reflected in this survey-technical report are a first wave of reporting on the dataset.

The content of this report including all cross-tabulations is according to ISER data analysis specifications. The development of the questionnaire for this survey of 2477 residents of Buffalo City was a process driven by ISER. ISER was responsible for the design of the survey sample.

Although this report is designed specifically for the needs of the Buffalo City Municipality, to feed into the preparation of the City's first IDP strategic planning process, it has importance beyond the sphere of urban planning and will be useful across many sectors including: business and industry; tourism; human resources and skills capacity in the city; policing; the health sector and the physical/natural environment.

Findings in this report are currently being translated by ISER into the City's first Easy Reader Publication which is targeted at a wide audience ranging from City Councillors, Planning Officials, the business sector, schools and the ordinary layman interested in Buffalo City and its people. The Easy Reader publication will be published early in 2002 and will form a second wave of reporting.

In a third wave of reporting, ISER intends to publish a Research Report in its Report Series, with further, more detailed analysis of the survey findings. This is a task for 2002.

ACKNOWLEDGEMENTS

Indicator research of this magnitude is a team effort requiring the utilization of skills and support across many different fields and disciplines. ISER acknowledges the contribution of the team that made this first publication of the Quality of Life survey findings possible within the tight project time frames.

We owe a special thanks to DRA Development and Urban Strategy –Durban Unicity who worked closely with ISER to produce a highly detailed and professional final product.

We are also grateful to our partners for their support in this research process:

Sida
Buffalo City Municipality
Statistics Sweden

Last but not least, thanks to the citizens of Buffalo City who gave of their time to answer our questions.

Robin Richards, Project Co-ordinator,
Urban Indicators and Local Government Programme, ISER, Rhodes University, East London

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KEY TO ABBREVIATIONS	
FHS	Formal home, high service & high income
FH	Formal home, high service & medium income
FM	Formal home, medium service
IM	Informal home, medium service
IL	Informal home, low service
TL	Traditional, low service
FB	Formal African
FC	Formal Coloured
FW	Formal White
FA	Formal Asian
TA	Traditional African
IB	Informal African
FE	Employed formal sector
IE	Employed informal sector
SE	Self-employed
UE	Unemployed
PEN	Pensioner
STU	Student

1. INTRODUCTION

DRA-development was commissioned by the Institute for Social and Economic Research (ISER) of Rhodes University, The Buffalo City Municipality and the Swedish International Development Agency (Sida) to undertake a Quality of Life Survey in Buffalo City.

DRA were provided with:
- ✓ The questionnaire
- ✓ The sample
- ✓ Survey maps

The information gathered from households in Buffalo City ought to prove invaluable to the Buffalo City Municipality.

This report will provide descriptions of a number of statistical tables generated for the following issues of households in Buffalo City:
- ✓ Household Demographic Profile
- ✓ Household Economic Profile
- ✓ Housing and Tenure
- ✓ Current Access and Need for Household Services
- ✓ Community Service Needs
- ✓ Personal Well-being
- ✓ Employment & Unemployment
- ✓ Spare Time Activities
- ✓ Crime & Problems
- ✓ Transport
- ✓ Perceptions of Community & City

The data were analysed in terms of a number of significant variables, including housing types, employment status, population and sex. Other variables were derived by combining a series of variables from the data. ISER in an ongoing exchange with Urban Strategy specified the levels of analysis including household segmentation and the specifications for cross tabulations on key issues. The sampled households were segmented into six segments according to their income and the levels of municipal service provided to these households (water, refuse, sanitation and energy). A scoring system was developed to determine the general level of services each household have accessed. These levels were defined as high, medium and low. The results have been tabulated by segment using the following segment codes:

FHS: Formal home, high service & high income
FH: Formal home, high service & and medium income
FM: Formal home, medium service
IM: Informal home, medium service
IL: Informal home, low service
TL: Traditional home, low service

Data were also analysed in terms of housing type. This variable was derived by combining area type and population. The outcome has been tabulated by housing type as follows:

FB: Formal African
FC: Formal Coloured
FW: Formal White
FA: Formal Asian
TA: Traditional African
IB: Informal African

2. RESEARCH METHODOLOGY

DRA-development undertook a household survey to gather the required quality of life information. The study was designed to be primarily quantitative.

2.1. DEFINITIONS USED

Households were used as the sample unit. Households for the purposes of this study were defined as all persons eating from the same kitchen and who receive their post at the same address. Where two visiting points were located on one plot, a random number grid was used to select the household to be interviewed. Households were allocated a number before the selection process.

2.2. THE SAMPLE

A total of 2,477 households were interviewed in this study. They were selected according to the new Demarcation Board assigned wards and population data from the 1996 census. The table below illustrates that the sample was based on the population and housing-type percentage distributions from Census '96.

Percentage Ethnic and Housing Composition, and Sample Distribution.

	Ethnic Groups				Housing Types		
	African	**Coloured**	**Asian**	**White**	**Formal**	**Informal**	**Traditional**
Census '96	81	6	1	12	69	11	20
BC Sample	80	7	2	11	69	11	20

All 45 wards under the jurisdiction of the new Buffalo City municipality were surveyed. The ward breakdown was provided by ISER. The total number of households surveyed per ward was as follows:

WardNo	Tot Sample	SampleType	Place1	IntperPlace1	Place2	IntperPlace2
1	57	TradAfr	Kampini	29	Zikhova	28
2	56	ForAfr	Chalumna	56		0
3	74	ForWhi	Dorchester Heights	38	Nahoon Valley Park	36
4	75	ForWhi	Beacon Bay	75	Gonubie	0
5	68	ForWhi	Vincent	34	Bonnie Doon	34
6	72	ForWhi	Quigney	24	Nahoon & Baysville	48
7	67	InfAfr	Zabalaza	34	Amadaka	33
8	43	InfAfr	Dimbaza	43		0
9	55	ForAfr	Nonkcampa	27	Mxhaxho A	28
10	49	ForAfr	Ginsberg	49	King Williams Town	0
11	45	ForAfr	King Williams Town	23	Zinyoka	22
12	51	ForAfr	Bisho Park	26	Tyutyu North	25
13	68	ForAfr	Zwelitsha	34	Ngxwalana	34
14	33	ForAfr	Zwelitsha	33		0
15	49	ForAfr	Mlakalaka	25	Ndileka	24
16	53	ForAfr	Ilitha Township	26	Skobeni	27
17	40	TradAfr	Ndevana	40		0
18	37	TradAfr	Mntlabathi	37		0
19	40	ForAfr	Mdantsane Zone15	20	Mncothso	20
20	51	TradAfr	Gwiqi	26	Nqonqweni	25
21	50	TradAfr	Kuni	25	Ezigodlweni	25

WardNo	Tot Sample	SampleType	Place1	IntperPlace1	Place2	IntperPlace2
22	65	ForCol	Parkside	65		0
23	62	ForCol	Parkridge	31	Pefferville	31
24	47	ForCol	Buffalo Flats	47		0
25	54	InfAfr	Duncan Village	54		0
26	71	ForAsian	Braelyn Heights	71		0
27	77	InfAfr	Duncan Village	77		0
28	66	InfAfr	Duncan Village	66		0
29	59	ForWhi	Cambridge	37	Chiselhurst	22
30	58	InfAfr	Reeston	29	Velwano	29
31	39	InfAfr	Scenery Park	39		0
32	69	ForAfr	Gompo Town	35	Winchester Gardens	34
33	48	ForAfr	Mdantsane Zone1	48	Mdantsane Zone3	0
34	51	ForAfr	Phakamisa	26	Tshatshu	25
35	34	ForAfr	Mdantsane Zone5	34		0
36	34	InfAfr	Nondula	34		0
37	44	ForAfr	Mdantsane Zone4	22	Mdantsane Zone9	22
38	62	ForAfr	Mdantsane Zone7	31	Mdantsane Zone2	31
39	63	ForAfr	Mdantsane Zone10	31	Mdantsane Zone12	32
40	48	ForAfr	Mdantsane Zone8	24	Mdantsane Zone10	24
41	54	InfAfr	Hani Park	27	Zwelibanzi Soga	27
42	67	ForAfr	Postdam	34	Mdantsane Zone17	33
43	48	ForAfr	Mdantsane Zone13	48		0
44	70	ForAfr	Mdantsane Zone16	70		0
45	54	ForAfr	Mdantsane Zone4	54		0
	2477			1652		825

It should be noted that place names could often not be located on the ward maps. In other cases, the boundaries were not clear. Where there was doubt places were selected that fell indisputably within the wards.

Fieldworkers walked from house to house from a random starting point in the area allocated to them. Households were visited up to three times to ensure an opportunity to participate in the study.

2.3. SURVEY PROCEDURE

The questionnaire is modelled on the Durban Quality of Life survey and has been adapted for use in Buffalo City by ISER, Sida –Statistics Sweden, Buffalo City Municipality and Durban's Urban Strategy Department. DRA Development contributed to the questionnaire in terms of coding open-ended questions and questionnaire design and layout. Additionally, the University of Michigan's 2001 Detroit Area Study questionnaire was utilized, with the permission of their principle researcher, in the design of Buffalo City QOL questionnaire.

Two pilot study areas were selected to test the questionnaire, which was then amended. The immediate area around the pilot sites (Section C, Duncan Village and KwaSandile close to Chalumna) was not surveyed during the main study. Questionnaires were administered to household participants during face-to-face interviews by trained fieldworkers (including students from Rhodes University) at the homes of these participants.

Interviews took place over a period of four weeks from 18 August to 14 September 2001. Interviews took on average between 35 minutes and an hour to complete.

3. SAMPLE DEMOGRAPHIC PROFILE

Household heads or their spouse/partner were asked to volunteer demographic information concerning the age, education levels, and occupational status, amongst others, of all members of the household.

3.1. HOUSEHOLD DEMOGRAPHIC PROFILE

Household respondents were asked to indicate how many household members there are in their households.

Table 1: Average (mean) number of people living in household by Population

Population Group	Mean
African	4.08
Asian	3.24
Coloured	4.34
White	3.26
Total	3.98

The largest reported household had 17 members. Coloured respondents had on average slightly larger households (4.34 members per household) than other population groups. Asian respondents averaged 3.24 members per household.

Table 2: Average (mean) number of people living in household by Housing Type

Housing Type	Mean
Formal African	4.39
Formal Coloured	4.35
Formal White	3.25
Formal Asian	3.25
Traditional African	4.50
Informal African	3.06
Total	3.98

Households in Traditional African areas are larger than in other areas (4.5 members per household). Formal African households were on average slightly smaller (4.39), followed by Formal Coloured (4.35) areas. Households in Formal White and Asian communities averaged 3.25. The smallest average household size of 3.06 was for informal African areas, possibly because of the size of informal housing and other poverty related issues.

The table below contains information about household ages, sex and population.

Table 3: Household Age by Sex and Population Group

Age Group yrs.	Male %	Female %	African %	Asian %	Col. %	White %	Total %
Unknown	0.5	0.6	0.4	1.8	1.6	1.1	0.6
0 – 9	16.7	13.0	15.4	8.7	15.2	8.6	14.6
10-19	25.4	22.7	24.5	16.9	22.1	22.0	24.0
20-29	17.4	17.8	18.6	14.6	15.5	10.0	17.5
30-39	14.2	15.1	14.9	10.5	15.5	13.0	14.7
40-49	11.2	12.8	11.1	16.9	11.5	20.2	12.1
50-59	7.0	7.2	6.3	15.1	9.3	10.5	7.1
60+	7.7	10.9	8.6	15.5	9.3	14.6	9.4
Total	100	100	100	100	100	100	100
Base	*4 541*	*5 427*	*8 181*	*219*	*697*	*917*	*10 014*

Information on a total of 10 014 household members was collected during the survey. Of these 4 541 were males and 5 427 were females, reflecting standard household sex structures across the country. 8 181 people in the sample were classified as African, 219 were Asian, 697 were Coloured and 917 were White. The most common age group was 10-19 (24%) followed by those aged 20-29 years (17.5%), indicating a young population with more than half the sample being under the age of 30 years. Such numbers suggest a substantial demand for employment opportunities in the near future as the population ages.

Table 4: Population Group by Individual Educational Attainment

Population	Pre-school %	No Schooling %	Grade 1-7 %	Grade 8-12 %	Post Matric %	Total %
African	5.4	8.7	34.5	44.5	7.0	100
Asian	0.5	5.5	26.6	58.7	8.7	100
Coloured	4.8	7.8	31.2	50.8	5.4	100
White	3.4	2.6	12.6	45.8	35.6	100
Total	5.0	8.0	32.1	45.3	9.5	100
Base	*501*	*798*	*3 187*	*4 504*	*942*	*9 932*

It should be noted that the figures contained in the above table include children still attending school. Analysis of the information by education and population group suggests that the bulk (45.3%) of the sample have completed Grades 8-12, followed by just under a third (32.1%) who were educated through to grades 1-7. Almost eight percent of the sample were adults without any form of schooling, while five percent have only completed pre-school education. Encouraging is that close to one in ten (9.5%) of the sampled population have completed some form of post-matric education, although this varies significantly between the different population groups.

3.2. DEMOGRAPHIC PROFILE OF RESPONDENT

Occupational status of individual household members by sex and population is contained in the table below.

Table 5: Respondent Employment Status by Sex and Population Group

Employment Status	Male %	Female %	African %	Asian %	Col. %	White %	Total %
Employed Formal	28.5	27.6	24.1	53.7	39.9	43.2	28.0
Employed informal	6.5	4.3	6.3	1.5	0.7	0	5.2
Self employed	6.8	5.0	4.6	3.0	4.3	15.1	5.7
Unemployed	30.7	30.9	36.0	16.4	20.3	3.2	30.8
Housewife/Unpaid	0.7	6.9	3.3	1.5	10.1	10.4	4.5
Pensioner	15.3	17.2	15.4	14.9	20.3	21.9	16.4
Student	11.5	8.0	10.2	9.0	4.3	6.1	9.4
Total	100	100	100	100	100	100	100
Base	*941*	*1 480*	*1 943*	*67*	*138*	*278*	*2 426*

Of the 2 426 respondents, 28% are employed in the formal sector and there is little difference between male and female respondents in this instance. Almost one-third (30.8%) of the respondents stated that they were unemployed. Employment in the informal sector appears to be quite limited, with only 5.2% of all the respondents indicating that this was their vocation. However, this form of income earning strategy is clearly more important to African respondents when compared to the other population groups. Self-employment is more common among the White respondents. Close to one-sixth of the respondents indicated that they are 'pensioners'. This particular status is evenly spread across all population groups and sex. Perhaps of most interest is the contrast of the level of unemployment across the different population groups, with 36% of all Africans claiming unemployment status compared with 3.2% of Whites, 16.4% of Asians and 20.3% of Coloureds facing the same predicament.

4. SAMPLE ECONOMIC PROFILE

The survey dealt with several economic questions. The table below provides a breakdown of the economic status of individual household members according to population group.

Table 6: Economic Status by Population Group

Economic Status	African %	Asian %	Coloured %	White %	Total %
Student/child	43.9	27.6	39.4	32.8	42.2
Unemployed looking	24.3	6.9	15.6	2.6	21.4
Unemployed not looking	1.6	3.7	1.1	0.1	1.5
Housewife	1.8	2.8	3.3	5.6	2.3
Working full time informal	1.6	0	0.6	0.3	1.4
Working part time informal	1.7	0.5	0.2	0	1.4
Working full time formal	12.3	34.6	20.9	32.3	15.2
Working part time formal	1.1	1.4	3.8	1.3	1.3
Self-employed	2.4	6.0	2.1	11.2	3.2
Pensioner	9.3	16.6	12.9	13.8	10.1
Total	100	100	100	100	100

A more detailed analysis of the household member's economic status indicates that almost two-fifths (42.2%) of the sample are either students or children. Another one-fifth of household members are classified as unemployed but looking for work. At least 1.5% are unemployed but are not seeking work at this point. One-tenth of the sample are pensioners. African household members form the majority of those unemployed and looking for work. On the other hand, only 12.3% of the African household members are working full time in the formal sector, compared to almost one third of the Asian and White sample respectively.

4.1. INCOME

Respondents were asked to divulge their household income. Due to the sensitive nature of this question, 13.8% of all household respondents refused or indicated that they have none.

Table 7: Monthly Household Income by Population Group

Household Income	African %	Asian %	Coloured %	White %	Total %
Refuse to Answer	8.0	2.9	10.0	14.5	8.7
No Income	6.2	0.0	1.3	0.7	5.1
R1 – R1499	56.8	22.1	25.6	6.7	48.7
R1500 - R2499	11.7	0	21.3	2.5	11.0
R2500 - R3499	7.2	17.6	7.5	1.8	6.9
R3500+	10.1	57.4	24.4	73.9	19.6
Total	100	100	100	100	100
Average (Rands)*	1 493	5 157	2 846	10 546	2 655

The most commonly earned (48.7%) monthly household income is between R1 and R1 500 per month. The majority of those falling into this category are African (56.8%). Only one tenth of the African households indicated that they earned more than R3 500 per month, compared to one-quarter (24.4%) Coloured, half the Asian (57.4%) and almost three-quarters of the White households (73.9%).

Table 8: Monthly Per Capita Income by Population Group

Per Capita Income	African %	Asian %	Coloured %	White %	Total %
Refuse to Answer/ missing	8.0	2.9	10.0	14.5	8.7
Less R100	17.5	0	4.4	1.1	14.3
R101-R200	21.0	0	15.6	0.4	17.7
R201-R400	22.0	8.8	18.8	2.8	19.2
R401-R600	11.6	11.8	15.0	3.5	10.9
R601-R800	6.0	10.3	6.9	1.8	5.7
R801-R1400	7.3	19.1	13.8	5.7	7.9
R1401-R2200	3.8	14.7	8.1	10.6	5.1
>R2200	3.0	32.4	7.5	59.7	10.6
Total	100	100	100	100	100
Average (Rands)*	524	1 833	887	3 776	933

* Base: Respondents who did not refuse to divulge income

A similar trend is observed when establishing per capita income levels. The average per capita income among Africans is R524 per month, R1 833 for Asians, R887 for Coloureds and R3 776 among Whites.

The income per capita for the White population is clustered around the >R2 200 category, compared to the <R400 income bands for Africans and the <R600 income bands for Coloureds. Monthly per capita income is a derived variable, which makes it difficult to differentiate between missing information and those who refused to divulge their income.

Table 9: Housing and Service Level Segments

Type	Percent %
Missing	0.7
Formal home, high service & high income (FHS)	10.7
Formal home, high service (FH)	43.1
Formal home, medium service (FM)	11.1
Informal home, medium service (IM)	5.8
Informal home, low service (IL)	14.2
Traditional, low service (TL)	14.5
Total	100

The above table indicates that one-tenth (10.7%) of the respondents live in formal housing with high levels of service and high income (FHS). Just over two-fifths (43.1%) live in housing categorised as formal housing with medium income (FH). Slightly more than one in seven respondents (14.2%) live in Informal housing with low service levels (IL) and traditional housing with low service provision (TL) (14.5%) respectively. The balance of the respondents came from formal housing with medium service provision (FM).

Table 10: Monthly Household Income by Housing and Service Level Segments

Household Income	FHS %	FH %	FM %	IM %	IL %	TL %	Total %
Refuse to Answer	0	9.9	6.9	25.9	11.4	3.1	8.7
none	0	4.9	5.4	4.9	8.5	6.1	5.1
R1 – R1499	0	41.6	56.9	57.3	68.4	77.1	48.4
R1500 - R2499	0	15.3	14.1	8.4	9.4	6.4	11.0
R2500 - R3499	0	11.1	8.3	2.8	2.3	4.7	6.9
R3500+	100.0	17.2	8.3	0.7	0	2.5	19.6
Total	100	100	100	100	100	100	100
Average (Rands)	12 532	1 752	1 463	760	702	881	2 659

Analysis of monthly household income by housing and service level indicates that the average household income of those living in the formal housing with high levels of service is R12 532 and all households in this category earn at least R3 500 combined per month. Average household income levels drop substantially when looking at the formal housing high service group, to R1 752 per month. The majority of the population living in this type of housing earn less than R1 500 per month in total. There is a clear pattern of decreasing income levels as one moves towards lower level housing and service provision, with more than three-quarters of the "traditional housing" respondents earning less than R1 500 per month in total. All households occupying informal or traditional housing earn, on average, less than R900 per month.

4.2. EXPENDITURE

Household respondents were asked to estimate the amount spent by the household on several given household expenses. The mean amounts are contained in the following tables.

Table 11: Household Expenditure Patterns by Population Group (Rands/month)

Source	African (R)	Asian (R)	Coloured (R)	White (R)	Total (R)
Housing (rent, bond)	185.16	523.49	299.74	1484.29	345.39
Education	156.57	200.78	221.89	431.40	192.28
Rates	52.17	117.33	359.23	253.76	94.43
Water & Electricity	69.44	281.78	210.01	297.18	108.88
Paying Back a loan	58.46	54.97	117.20	77.44	64.16
Health Care	76.25	267.83	106.42	609.56	142.57
Drinking	13.49	35.37	35.29	37.83	18.16
Smoking	13.76	46.72	48.24	32.83	18.94
Food	722.79	691.19	624.96	1211.21	771.00
Transport	132.73	317.37	172.37	524.71	183.92
Telephone	37.78	113.51	60.36	237.05	63.51
Support of family outside Buffalo City	37.92	8.21	21.70	24.49	34.60
Support of other family in Buffalo City	18.64	0.0	17.00	16.61	17.80
Entertainment (general)	16.60	21.94	23.16	138.09	30.61
Gambling (including Lotto)	5.48	24.81	8.90	26.44	8.56
Other important expenses	59.70	2.24	91.25	88.49	63.35
Average expenses (Rands)	1651.53	2707.53	2741.52	5498.74	2152.79

On average, White households spend eight times more a month on housing than African families. However, families in informal rent-free settlements were included in the mean amount for African families. Asian families pay more for housing than Coloured or African households but only a third of the amount White households spend per month.

A similar trend is observed for rates paid by households. Here the mean amount spent by Coloured households (R359.23) exceeds that for other population groupings. This amount should be viewed with caution. A possible explanation could be that some respondents gave an annual amount. The median (the middle value when the data are arranged in order of magnitude) amount is R70.

The above table could be directly related to the mean disposable income generated by the various population groups and access to services for each population group. "Water and Electricity" and "Rates" for the White and Asian populations should be higher than for African areas as former areas are high service areas. Mean expenditure is better explained when viewed by service levels and housing type as contained in the following table.

Table 12: Household Expenditure Patterns by Housing and Service Level Segments (Rands/month)

Source	FHS (R)	FH (R)	FM (R)	IM (R)	IL (R)	TL (R)	Total (R)
Housing (rent, bond)	1781.60	339.13	75.68	11.42	0.14	0.71	345.68
Education	495.97	237.27	138.64	68.40	35.72	61.90	189.11
Rates	330.26	127.15	38.36	1.35		0.56	94.56
Water & Electricity	301.26	147.97	65.79	4.79	6.58	27.46	108.50
Paying Back a loan	175.19	84.08	41.44	14.14	12.20	13.36	64.09
Health Care	573.06	164.35	51.84	7.22	10.84	25.53	143.11
Drinking	42.99	20.37	9.02	11.89	14.11	7.42	18.21
Smoking	35.13	20.15	18.13	16.85	14.30	9.66	18.96
Food	1174.81	1216.73	372.46	220.84	217.00	271.37	773.82
Transport	608.08	191.89	109.57	72.83	69.57	64.19	183.86
Telephone	223.22	74.98	31.89	18.31	8.32	10.08	63.51
Support of family outside Buffalo City	60.65	40.41	17.38	41.33	35.20	8.60	34.61
Support of other family in Buffalo City	29.42	21.56	14.22	11.47	12.09	8.72	17.73
Entertainment (general)	147.62	28.40	9.47	11.27	2.03	2.81	30.47
Gambling (including Lotto)	29.53	9.11	3.16	7.31	2.20	2.01	8.48
Other important expenses	137.60	75.59	52.67	22.20	25.68	34.06	63.29
Average expenses (Rands)	6116.77	2839.02	1056.73	516.87	469.58	548.07	2152.59

Analysis of monthly household income by housing and service level segmentation indicates that the types of housing and service in an area are significant indicators of expenditure by households. Expenditure on listed items diminish markedly as income, dwelling and service levels drop. Exceptions noted for some expenditure items are drinking, food and family support outside Buffalo City.

Table 13: Household Expenditure by Housing Type

Source	Formal African (FB)	Formal Coloured (FC)	Formal White (FW)	Formal Asian (FA)	Traditional African (TA)	Informal African (IB)	Total
Housing (rent, bond)	324.82	312.00	1502.79	531.42	0.71	1.45	346.86
Education	235.04	234.86	407.35	203.82	62.07	45.82	189.87
Rates	91.33	383.53	256.55	119.10	0.56	0.45	95.00
Water & Electricity	109.76	223.52	299.36	285.97	27.40	5.93	108.92
Paying Back a loan	93.47	116.58	78.90	55.80	13.40	10.44	63.88
Health Care	121.83	113.91	619.22	271.89	25.60	10.02	143.82
Drinking	15.98	33.36	38.05	35.91	7.44	12.47	18.04
Smoking	14.70	48.19	33.44	47.42	9.69	14.37	18.85
Food	1095.77	641.63	1220.97	698.64	271.57	214.15	775.81
Transport	181.87	181.54	527.41	321.26	64.09	71.33	184.52
Telephone	58.24	64.67	239.08	115.23	10.11	11.47	63.83
Support of family outside Buffalo City	47.35	23.22	24.94	8.33	8.63	37.82	34.78
Support of other family in Buffalo City	24.64	16.43	16.92	0.00	8.75	11.66	17.71
Entertainment (general)	26.22	24.48	138.05	22.27	2.82	4.75	30.60
Gambling (including Lotto)	7.45	8.51	26.00	25.19	2.02	3.46	8.47
Other important expenses	82.48	97.50	90.13	2.27	34.16	25.24	63.60
Average expenses (Rands)	2534.53	2867.96	5528.13	2744.54	548.62	483.55	2158.44

The table above provides an even clearer picture of expenditure by housing type. Formal White households spend more on housing (well over the overall mean), education, water and electricity, health care, drinking, food, transport, telephone, entertainment, and gambling than any other group. Formal Coloured households spend more on smoking followed by Asians and then Whites. Formal African households and informal African households spend more on family support outside of Buffalo City.

4.3. SAVINGS

Respondents were asked to indicate whether they save money after all expenses, excluding investments and pensions.

Table 14: Number of Households with Savings

Savings	Percent %	Base
Unknown	0.5	13
Refuse to Answer	0.3	7
Yes, do save after expenses	17.1	428
No, no savings after expenses	81.9	2029
Total	100	2477

Only 17.1% of households (428) indicated that they save money. The table below provides a breakdown of the purpose of these savings per population group.

Table 15: Household Savings Uses by Population Group

Source	African %	Asian* %	Coloured %	White %	Total %
None	0.9	0.0	0.0	1.3	0.9
Appliances	2.2	0.0	0.0	0.0	1.6
Dwelling improvement	2.5	0.0	4.5	2.5	2.5
Dwelling purchase	2.5	8.3	13.6	2.5	3.2
Dwelling: move to better	2.2	0.0	0.0	0.0	1.6
Education	19.6	0.0	4.5	2.5	15.2
Emergencies	58.3	66.7	22.7	35.0	52.4
Entertainment	1.6	0.0	0.0	6.3	2.3
Family Support	2.5	0.0	9.1	1.3	2.5
Funerals	26.2	0.0	9.1	1.3	20.0
Furniture	2.5	0.0	0.0	1.3	2.1
Investment	1.6	8.3	4.5	3.8	2.3
Motor vehicle purchase	1.2	0.0	0.0	0.0	0.9
Retirement	4.7	16.7	4.5	31.3	9.9
Small business development	0.6	0.0	0.0	0.0	0.5
Travel	1.2	0.0	9.1	27.5	6.4

Source	African %	Asian* %	Coloured %	White %	Total %
Accounts	0.3	0.0	0.0	0.0	0.2
Donations	0.3	0.0	0.0	0.0.	0.2
Clothing	0.3	0.0	0.0	0.0	0.2
Refuse to answer	0.0	8.3	27.3	2.5	2.1
Average Savings (Rands)	187.83	458.92	118.64	618.51	271.01

* Results may be misleading due to small base

Savings would mostly be utilised for emergencies by all population groupings. More than half of African and Asian households plan to use their savings in the event of an emergency as opposed to only 35% of Whites and 23% of Coloured households.

Table 16: Household Savings Uses by Housing and Service Level Segments

Source	FHS %	FH %	FM %	IM %	IL %	TL %	Total %
None	1.3	0.5	2.3	0.0	1.5	0.0	0.9
Appliances	0.0	1.1	0.0	4.3	2.9	2.6	1.4
Dwelling improvement	0.0	2.2	2.3	0.0	4.4	7.9	2.5
Dwelling purchase	2.6	4.9	2.3	4.3	0.0	2.6	3.2
Dwelling: move to better	0.0	2.2	0.0	8.7	0.0	2.6	1.6
Education	6.5	17.0	22.7	0.0	16.2	18.4	14.8
Emergencies	39.0	49.5	56.8	73.9	67.6	47.4	52.3
Entertainment	5.2	1.6	2.3	0.0	1.5	2.6	2.3
Family Support	2.6	3.8	0.0	4.3	0.0	2.6	2.5
Funerals	1.3	22.0	38.6	17.4	14.7	36.8	19.9
Furniture	2.6	1.1	4.5	0.0	1.5	5.3	2.1
Investment	2.6	3.3	2.3	0.0	1.5	0.0	2.3
Motor vehicle purchase	2.6	0.5	0.0	0.0	0.0	2.6	0.9
Retirement	29.9	9.9	4.5	0.0	0.0	0.0	10.0
Small business development	1.3	0.5	0.0	0.0	0.0	0.0	0.5
Travel	22.1	04.9	2.3	0.0	1.5	0.0	6.5
Accounts	0.0	0.0	0.0	0.0	1.5	0.0	0.2
Donations	0.0	0.5	0.0	0.0	0.0	0.0	0.2
Clothing	0.0	0.0	0.0	0.0	1.5	0.0	0.2
Refuse to answer	1.3	3.8	2.3	0.0	0.0	0.0	2.1
Average Savings (Rands)	641.91	231.75	197.89	107.48	141.03	134.58	271.97

* Results may be misleading due to small base

Analysis of monthly household income by segmentation or housing type indicates that respondents across the board save money in case of emergencies. About two-fifths of households in formal medium serviced areas (38.6%) reserve savings for funerals and marginally less households (36.8%) in traditional areas do so. Almost a third of FHS households (29.9%) save money for their retirement.

Table 17: Household Savings Uses by Housing Type

Source	FB %	FC %	FW %	FA %	TA %	IB %	Total
None	1.1	0.0	1.3	0.0	0.0	1.1	0.9
Appliances	1.1	0.0	0.0	0.0	2.6	3.3	1.4
Dwelling improvement	1.1	4.5	2.5	0.0	7.9	3.3	2.6
Dwelling purchase	3.2	13.6	2.5	9.1	2.6	1.1	3.2
Dwelling: move to better	2.1	0.0	0.0	0.0	2.6	2.2	1.6
Education	22.6	4.5	2.5	0.0	18.4	12.2	14.8
Emergencies	55.3	22.7	35.0	63.6	47.4	68.9	52.2
Entertainment	1.6	0.0	6.3	0.0	2.6	1.1	2.3
Family Support	3.2	9.1	1.3	0.0	2.6	1.1	2.6
Funerals	28.9	9.1	1.3	0.0	36.8	15.6	20.0
Furniture	2.6	0.0	1.3	0.0	5.3	1.1	2.1
Investment	2.1	4.5	3.8	9.1	0.0	1.1	2.3
Motor vehicle purchase	1.6	0.0	0.0	0.0	2.6	0.0	0.9
Retirement	7.9	4.5	31.3	18.2	0.0	0.0	10.0
Small business development	1.1	0.0	0.0	0.0	0.0	0.0	0.5
Travel	1.6	9.1	27.5	0.0	0.0	1.1	6.5
Accounts	0.0	0.0	0.0	0.0	0.0	1.1	0.2
Donations	0.5	0.0	0.0	0.0	0.0	0.0	0.2
Clothing	0.0	0.0	0.0	0.0	0.0	1.1	0.2
Refuse to answer	0.0	27.3	2.5	9.1	0.0	0.0	2.1
Average (Rands)	224.87	118.64	618.51	499.73	134.58	133.91	272.57

Formal African respondents save money for emergencies (55.3%), for funerals (28.9%) and for education (22.6%). Formal Coloured respondents mostly save money for emergencies (22.7%), dwelling purchase (13.9%), funerals, family support and travel (all 9.1% each). Formal White respondents save for emergencies (35.0%), retirement (31.3%) and secondary needs like travelling. Almost two-thirds of Formal Asian households save money for emergencies and 18.2% provide for their retirement. Traditional African households save for emergencies 47.5%), funerals (36.8%) and education (18.4%). Informal African communities save the most for emergencies, namely 68.9%. These emergencies possibly include funerals, yet 15.6% save specifically for funerals and 12.2% for education.

5. SURVIVAL STRATEGIES

In section 4.1 it was described that many of the households surveyed have no or low income levels. Unemployed household heads or their partners were asked whether they were employed or not and unemployed interviewees were asked how long they had been unemployed for; what strategies they follow to gain employment and what specific blockages they believe exist to employment.

5.1. UNEMPLOYMENT

The following tables indicate the time interviewees have been unemployed by sex and population.

Table 18: Time Unemployed by Sex

Sex	Less than 3 yrs %	3 – 5 yrs %	6 – 10 yrs %	More than 11 yrs %	Do not know %	Refuse to answer %	Retired %	Never employed %	Total %
Male	17.9	14.7	15.1	10.8	0.2	0.0	14.5	26.8	100
Female	19.1	9.2	13.6	13.2	0.5	0.8	18.0	25.7	100
Total	18.7	11.3	14.1	12.3	0.4	0.5	16.7	26.1	100
Base	*265*	*160*	*200*	*174*	*5*	*7*	*237*	*370*	*100*

Marginally more women have been unemployed for less than three years. More men indicated that they were unemployed for between three and ten years. However, slightly more women have been unemployed for longer than 11 years. More women indicated that they were retired compared with men.

Table 19: Population Groups by Time Unemployed

Sex	Less than 3 yrs %	3 – 5 yrs %	6 – 10 yrs %	More than 11 yrs %	Do not know %	Refuse to answer %	Retired %	Never employ ed %	Total %
African	20.2	12.0	13.6	11.7	0.3	0.1	15.0	27.0	100
Asian*	12.0	0.0	8.0	8.0	4.0	0.0	36.0	32.0	100
Coloured	15.1	9.6	21.9	16.4	2.7	5.5	16.4	12.3	100
White	6.1	8.7	14.8	14.8	0.9	0.9	30.4	23.5	100
Total	18.7	11.4	14.0	12.2	0.6	0.4	16.7	26.1	100
Base	*267*	*163*	*201*	*174*	*8*	*6*	*239*	*373*	*100*

*Results may be misleading due to small base

Within the different population groups, Africans and Asian were more likely to have been unemployed for less than three years. Coloured were more likely than other population groups to have been unemployed for longest periods for between 6-10 years. This was also found for those from the White population group.

5.2. WORK SEEKING STRATEGIES

Respondents had to indicate which strategies they follow to secure employment. The tables below provide a breakdown of their responses by sex and population.

Table 20: Work Strategies by Sex

Strategies	Male %	Female %	Total %
Refuse to Answer	0.2	0.5	0.5
Dept of Labour job centres	10.7	9.3	9.8
Reading Newspaper ads	15.0	16.0	15.6
Hear about jobs from family/ friends	32.2	34.3	33.5
Waiting on roadside	13.8	10.2	11.6
Waiting at gates of businesses	3.9	1.8	2.6
Not looking for work – pensioner	24.9	29.3	27.7
Looking for work from Municipality	0.2	0.0	0.1
Follow no strategy	22.3	19.6	20.6
Base	634	1052	1686

There exists no significant difference between the strategies employed by men and women. Most (32 to 34%) hear about jobs from their families or friends, while one-seventh read newspaper ads. About one-fifth indicated that they follow no strategy to secure employment.

Table 21: Work Strategies by Population

Strategies	African %	Asian* %	Col %	White %	Total %
Refuse to Answer	0.1	0.0	6.0	1.0	0.4
Dept of Labour job centres	10.9	9.1	7.5	0.0	9.9
Reading Newspaper ads	15.9	13.9	16.4	12.0	15.6
Hear about jobs from family/ friends	37.2	13.6	16.4	5.0	33.5
Waiting on roadside	2.9	0.0	7.5	2.0	11.5
Waiting at gates of businesses	2.9	0.0	0.0	1.0	2.6
Not looking for work – pensioner	23.8	40.9	49.3	56.0	27.6
Municipality	0.1	0.0	0.0	0.0	0.1
Follow no strategy	20.6	27.3	9.0	27.0	20.6
Total	100	100	100	100	100
Base	*1500*	*23*	*75*	*104*	*1702*

* Results may be misleading due to small base

More than one-third of African respondents indicated that they hear about jobs from friends and/ or relatives. This strategy is also popular with Asian and Coloured respondents. Searching for jobs advertised in newspapers proves popular with 12 to 16% of respondents from all population groups using this strategy. More than a fifth of respondents across population groupings follow no specific strategy with the clear exception of Coloured respondents. Only nine percent of Coloured respondents indicated that they follow no specific strategy, although Coloured respondents are more likely to seek employment at the side of the road (7.5%).

5.3. EMPLOYMENT BLOCKAGES

Respondents believed that several blockages stand in their way to finding employment.

Table 22: Blockages to Employment by Sex

Blockages	Male %	Female %	Total %	Base
No resources to respond	40.3	35.3	37.2	487
Not enough jobs available	57.9	53.9	55.4	726
Live too far from opportunities	40.3	34.4	36.6	480
Care for households	20.8	24.6	23.1	303
Not enough experience	39.9	40.9	40.5	531
Need further skills training	46.8	46.3	46.5	609
Need higher qualifications	45.8	46.8	46.4	608

More than half of the respondents indicated that the main blockage results from not enough jobs being available. Slightly more males than females (57.9% compared to 53.9%) felt that this is the case. About five percent more males than females remarked that two other blockages apply to them, namely that they do not have the resources (telephones, fax, transport, etc.) to respond to job opportunities and that they feel they live too far from job opportunities. About four percent more females felt that they care for their respective households. However, there is no other significant difference in perspective between male and female respondents.

Table 23: Blockages to Employment by Population

Blockages	African %	Asian %	Col %	White %	Total %	Base
No resources to respond	41.0	4.1	35.3	2.5	37.1	490
Not enough jobs available	59.8	14.3	60.8	16.3	55.5	733
Live too far from opportunities	40.6	4.1	33.3	2.5	36.6	484
Care for households	23.2	8.2	49.0	15.0	23.2	306
Not enough experience	44.3	4.1	39.2	12.5	40.7	537
Need further skills training	50.6	0.0	47.1	18.8	46.6	616
Need higher qualifications	50.4	4.1	45.1	18.8	46.6	615

African and Coloured perceptions of employment blockages are generally similar, while White and Asian respondents have more similar views on blockages. The majority of Asian and White respondents believe that they do have the resources to respond to job opportunities

5.4. ECONOMIC PERCEPTIONS

Respondents were asked to indicate whether their economic situation has improved compared to a year ago. The tables below reflect their responses.

Table 24: Sex by Economic Situation Compared to One Year Ago

	Better %	Same %	Worse %	Don't know %	Total %
Male	10.3	38.7	49.6	1.3	100
Female	11.0	34.8	51.5	2.6	100
Total	10.7	36.4	50.8	2.1	100
Base	*263*	*892*	*1246*	*52*	*2453*

Both male and female respondents believed that their economic situation has worsened over the past year (49.6% and 51.5% respectively). More than a third of male and female respondents believed that their economic situation remained the same. No significant difference could be noted between the responses of the two sexes.

Table 25: Population by Economic Situation Compared to One Year Ago

Population	Better %	Same %	Worse %	Don't know %	Total %
African	9.0	36.4	53.6	1.0	100
Asian	4.5	70.7	23.9	1.5	100
Coloured	3.8	37.1	42.1	17.0	100
White	27.6	27.9	42.8	1.8	100
Total	10.7	36.4	50.8	2.1	100
Base	*264*	*899*	*1256*	*52*	*2471*

More than a quarter of Whites (27.6%) believed that their economic situation has improved over the last year. This is about three times higher than the other population groups. Seven-tenths of Asian respondents believed that the situation has remained the same while more than a half of African respondents believed that their economic situation has worsened. Nine percent that thought it has improved. Two-fifths of Coloured respondents believed that their economic situation has worsened and just over a quarter felt that it has stayed the same. One the whole, half of all respondents believed their economic situation had worsened, just over a third believed it had stayed the same and only one in ten believed it was better.

Table 26: Sex by Expected Economic Situation in Five Years

Sex	Better %	Same %	Worse %	Don't Know %	Total %
Male	25.0	16.0	50.1	8.9	100
Female	27.0	17.0	46.2	9.8	100
Total	26.2	16.6	47.7	9.5	100
Base	*642*	*406*	*1167*	*232*	*2447*

About a quarter of respondents irrespective of their sex, believe that their economic situation would improve in the next five years. Slightly more females are positive about the future than men are (about 4% more). Most concerning is that overall, just under half of all respondents believed their economic situation in five years time would be worse than it currently is.

Table 27: Population by Expected Economic Situation in Five Years

Population	Better %	Same %	Worse %	Don't Know %	Total %
African	25.3	17.5	47.5	9.7	100
Asian*	58.2	23.9	16.4	1.5	100
Coloured	27.2	14.5	39.6	18.2	100
White	24.9	10.0	61.2	3.9	100
Total	26.3	16.6	47.7	9.4	100
Base	*648*	*409*	*1177*	*232*	*2466*

* Results may be misleading due to small base

Almost half of all African respondents felt that their economic situation would worsen in the next five years as opposed to the majority of Asian respondents who believed that their economic situation would improve. Two-fifths of Coloured respondents indicated that they would be worse off in the next five years, but over a quarter felt that they would be better off. Most Whites (61.2%) were convinced that they would be worse off despite the fact that they indicated in the previous question that they are better off this year than one year ago.

6. HOUSING

Adequate housing is perceived as one of people's basic human rights, yet many South Africans live in want of this right, including in Buffalo City where one-fifth of households interviewed live in informal settlements.

6.1. TENURE

Households were asked to answer several questions regarding their tenure status and housing satisfaction. Their responses are contained in the tables below.

Table 28: Tenure by Population Groupings

Tenure	African %	Asian %	Coloured %	White %	Total %
Purchased (fully paid off)	11.9	61.8	46.3	43.5	19.1
Purchasing (paying off a bond)	12.2	20.6	18.1	42.4	16.2
Acquired via Government Subsidy	9.4	0.0	0.0	5.7	8.1
Private rental/ Housing Association	4.4	14.7	15.0	4.9	5.5
Public rental	5.2	1.5	11.9	1.1	5.1
Sub-tenant	0.7	0.0	2.5	0.0	0.7
Rent free	1.4	0.0	3.1	1.1	1.5
Informal paying rent	0.3	0.0	0.0	0.0	0.2
Informal no rent	23.8	1.5	1.3	0.0	19.0
Tribal tenure	27.8	0.0	0.6	1.1	22.2
House sitting	0.9	0.0	0.0	0.0	0.7
Occupation of vacant dwelling	0.3	0.0	0.0	0.0	0.2
Acquired via Gov. subsidy & own contribution	1.7	0.0	1.3	0.4	1.5
Total	100	100	100	100	100
Base	*1966*	*68*	*160*	*283*	*2477*

More than a quarter of African respondents (27.8%) has tribal land tenure and about the same percentage (23.8%) live in informal housing with no rental. Over three-fifths of Asian respondents (61.8%) live in homes that have been fully paid for as opposed to less than half of Coloured (46.3%) and White (43.5%) respondents.

Table 29: Tenure by Housing and Services Level Segment

Tenure	FHS %	FH %	FM* %	IM %	IL %	TL %	Total %
Purchased (fully paid off)	32.6	33.5	8.0	1.4	0.6	0.0	19.1
Purchasing (paying off a bond)	51.5	23.3	4.0	1.4	0.0	0.0	16.2
Acquired via Government Subsidy	9.5	15.1	4.7	0.7	0.0	0.0	8.1
Private rental/ Housing Association	3.4	10.4	2.2	2.8	0.3	0.0	5.3
Public rental	0.4	11.0	2.5	0.0	0.0	0.0	5.1
Sub-tenant	0.4	0.9	0.7	2.8	0.3	0.0	0.7
Rent free	0.8	2.2	1.8	2.1	0.3	0.0	1.4
Informal paying rent	0.0	0.1	0.0	1.4	0.3	0.3	0.2
Informal no rent	0.0	0.1	4.0	85.3	88.6	7.3	19.2
Tribal tenure	0.0	0.0	71.0	0.0	6.8	91.3	22.2
House sitting	0.0	0.5	0.7	0.7	1.7	1.1	0.7
Occupation of vacant dwelling	0.0	0.0	0.0	1.4	1.1	0.0	0.2
Acquired via Gov. subsidy & own contribution	1.5	2.9	0.4	0.0	0.0	0.0	1.5
Total	100	100	100	100	100	100	100
Base	*264*	*1067*	*276*	*143*	*351*	*358*	*2459*

Analysis of monthly household income by segment indicates that half (51.5%) of the FHS-grouping is in the process of paying off their bonds while about one-third has already fully paid off their homes. One tenth acquired their homes via a government subsidy. A third (33.5%) of the FH-grouping has paid off their homes and just under a quarter is paying off their bonds. A further third has either acquired their home via government subsidy, private or public rental.

Seven-tenths of the FM grouping (71%) have homes on tribal land. The majority of the IM-group (85.3%) lives in an informal area with no rental. Marginally more households in the IL-grouping (88.6%) live in the same tenure category. As is expected, over 90% of households in traditional, low service areas (TL) have a tribal tenure.

Table 30: Tenure by Household Type

Tenure	FB %	FC %	FW %	FA %	TA %	IB %	Total %
Purchased (fully paid off)	20.5	49.3	43.5	62.7	0.0	0.8	19.2
Purchasing (paying off a bond)	21.2	18.7	42.4	20.9	0.0	0.2	16.2
Acquired via Government Subsidy	16.5	0.0	5.8	0.0	0.0	0.2	8.2
Private rental/ Housing Association	7.4	13.3	5.0	14.9	0.0	0.2	5.2
Public rental	9.2	12.7	1.1	1.5	0.0	0.0	5.1
Sub-tenant	1.1	0.7	0.0	0.0	0.0	0.4	0.6
Rent free	2.1	3.3	1.1	0.0	0.0	0.8	1.4
Informal paying rent	0.1	0.0	0.0	0.0	0.3	0.6	0.2
Informal no rent	1.1	0.0	0.0	0.0	7.3	89.0	19.1
Tribal tenure	17.4	0.7	0.7	0.0	91.3	5.0	22.3
House sitting	0.6	0.0	0.0	0.0	1.1	1.4	0.7
Occupation of vacant dwelling	0.0	0.0	0.0	0.0	0.0	1.2	0.2
Acquired via Gov. subsidy & own contribution	3.0	1.3	0.4	0.0	0.0	0.0	1.5
Total (Rands)	100	100	100	100	100	100	100
Base	*1112*	*150*	*278*	*67*	*357*	*483*	*2447*

One-fifth of formal African households have paid off their homes (20.5%), another fifth is in the process of paying off their bonds (21.2%) and just under a fifth acquired a home via a government subsidy (16.5%). Slightly more African formal households (17.4%) live on tribal land. Half of the formal Coloured households (49.3%) have fully paid off their homes. Over two-fifths of formal White respondents (43.5%) have paid off their homes while slightly smaller percentage (42.4%) of households are paying off their bonds. Over three-thirds of formal Asian households (62.7%) have paid off their homes as opposed to one-fifth that is still paying off their homes. The majority of tribal African households (91.3%) have tribal tenure and 89% of informal African households live in informal areas and pay no rental.

6.2. HOUSING SATISFACTION

Respondents had to indicate how satisfied they were with their current dwelling. The following table contains their responses according to the type of dwelling they occupy.

Table 31: Satisfaction with Current Dwelling

Dwelling Type	Refusal %	Very Satisfd %	Satisfd %	Neither %	Dissat %	Very Dissat %	Total %	*Base*
House on separate stand	0.1	12.9	47.8	9.8	21.9	7.5	100	*1424*
Traditional dwelling	0.3	12.0	25.7	5.9	30.2	26.0	100	*358*
Flat in block*	0.0	22.6	16.1	6.5	45.2	9.7	100	*31*
Town, cluster/semidetached	0.0	22.4	37.3	11.9	26.1	2.2	100	*134*
Retirement Unit*	0.0	0.0	66.7	0.0	33.3	0.0	100	*3*
House/flat/room in backyard*	0.0	18.2	36.4	0.0	36.4	9.1	100	*11*
Informal dwelling not in backyard	0.2	2.1	6.5	2.9	33.8	54.4	100	*476*
Informal dwelling in backyard*	0.0	5.6	27.8	5.6	38.9	22.2	100	*18*
Room/flatlet in main dwelling*	0.0	0.0	100.0	0.0	0.0	0.0	100	*4*
Total	0.2	11.2	35.5	7.8	26.1	19.1	100	*2459*
Base	*4*	*276*	*874*	*193*	*642*	*470*	*2459*	

* Results may be misleading due to small base

Over a third of all respondents (35.5%) were satisfied with their dwelling and a further 11.2 % were very satisfied. About the same proportion of respondents were either dissatisfied (26.1%) or very dissatisfied (19.1%). The majority of occupants of dwellings on separate stands, town/ cluster/ semi-detached homes, retirement units, and rooms or flatlets in main dwellings were generally satisfied with their dwellings. Understandably, households living in informal dwellings were not. Almost 90% of these households living in informal dwellings NOT in a backyard indicated that they were either dissatisfied (33.8%) or very dissatisfied (54.4%).

Table 32: Reasons for Satisfaction

Reasons	Percent
Meets requirements/ standards	41.5
Have a home/ shelter	18.4
Good, safe neighbourhood/ Like area	13.0
Ownership	9.3
Close to amenities, main road	7.0
Large and spacious	6.6
Private and Quiet	6.3
Affordable	3.8
Cannot afford better home	2.8
Grew up here/ familiar	2.7
Good Design/ quality	1.4
Improvements/ Maintenance done	1.4
Other	2.4
Total	116.5

Reasons for Dissatisfaction

Reasons	Percent
Too small	27.3
Leaks, cracks, damp, cold, smelly	20.5
Lack of Services (electricity, waste removal)	15.3
Poor condition/ old	14.6
Poor design, badly built	12.5
Insufficient living conditions	11.9
Renovations/ maintenance needed	8.7
Cannot afford better home	7.7
Other	5.8
Bad, unsafe neighbourhood	4.8
Renting – no maintenance or improvements done	2.6
Total	131.5

Over two-fifths of the respondents (41.5%) who were satisfied or very satisfied with their dwellings indicated that their homes meet their requirements. Many were satisfied because 'it could have been worse', namely that they have a home or shelter (18.4%) or that they own their homes (9.3%). Some felt that their homes were in good, safe neighbourhoods (13.0%) or that they were close to amenities (7.0%).

The main complaints from dissatisfied respondents were that their dwellings were too small (27.3%) or leaking, cracked, damp or cold (20.5%). A further 15.3% percent noted that they are dissatisfied because of the low levels of services in their area. Over a quarter indicated that their homes are in poor condition or old (14.6%) or that their homes were badly designed or built (12.5%).

6.3. HOUSING SUBSIDY

More than 86% of household respondents did not have a Government housing subsidy as indicated in the following table.

Table 33: Government Housing Subsidy Received

Received a Government Housing Subsidy	Refuse to Answer %	Yes %	No %	Total %	*Base*
Formal African	0.0	21.0	79.0	100	*1109*
Formal Coloured	0.7	14.0	85.3	100	*136*
Formal White	0.0	24.1	75.9	100	*278*
Formal Asian	0.0	13.4	86.6	100	*67*
Traditional African	0.0	0.6	99.4	100	*357*
Informal African	0.0	0.0	100.0	100	*483*
Total	0.0	13.6	86.4	100	*2430*
Base	*1*	*330*	*2099*	*2430*	

Those respondents with Government housing subsidies were asked whether they also used savings and/ or a loan for the house. Table below indicates their responses according to their housing type.

Table 34: Housing Subsidy Received by Housing Type

Housing Subsidies	FB %	FC %	FW %	FA %	TA %	IB %	Total %	*Base*
Refuse to Answer	0.4	11.1	0.0	0.0	0.0	0.0	0.9	*3*
Neither savings or Loan	25.5	33.3	9.0	44.4	0.0	0.0	22.9	*75*
Use of savings	15.6	0.0	37.3	33.3	50.0	0.0	19.9	*65*
Use of Loan	53.2	27.8	29.9	22.2	50.0	0.0	46.2	*151*
Savings & Loan	5.2	27.8	23.9	0.0	0.0	0.0	10.1	*33*
Total	100	100	100	100	100	100	100	*327*
Base	*231*	*18*	*67*	*9*	*2*	*0*	*327*	

No informal African responses were recorded because none has had access to or utilised Government housing subsidies. Over a half of Formal African households utilised a loan with their government subsidy as opposed to 27.8% Formal Coloured households and 29.9% Formal White households. The base of other housing types is too low to draw accurate statistical relevance. More than a quarter of the Formal White households utilised savings (without a loan) together with the government subsidy.

Table 35: Housing Subsidy Received from Employer

Received a Housing Subsidy From Employer	Refuse to Answer %	Yes %	No %	Total %	*Base*
Formal African	0.0	20.8	79.2	100	*1109*
Formal Coloured	1.4	11.3	87.3	100	*142*
Formal White	0.0	32.5	67.5	100	*277*
Formal Asian	0.0	9.1	90.9	100	*66*
Traditional African	0.0	0.8	99.2	100	*357*
Informal African	0.0	0.4	99.6	100	*483*
Total	0.1	14.3	85.6	100	*2434*
Base	*2*	*248*	*2084*	*2434*	

One-fifth of Formal African households (20.8%) received a housing subsidy from their employer and half that percentage (11.3%) of Formal Coloured households and marginally fewer Formal Asian households (9.1%). Almost a quarter of Formal White households (32.5%) received a subsidy from their employers. Almost no traditional African or informal African households received such subsidies (99.2% and 99.6% respectively). The main reason may be the high unemployment figures in these communities.

6.4. HOME IMPROVEMENTS BY HOUSING TYPE

Household respondents were asked to indicate whether they have made any extensions or improvements to their dwellings.

Table 36: Home Improvements made by Housing Type

Home Improvements Made	Yes %	No %	Total %	*Base*
Formal African	36.9	63.1	100	*1112*
Formal Coloured	38.7	61.3	100	*150*
Formal White	43.9	56.1	100	*278*
Formal Asian	14.9	85.1	100	*67*
Traditional African	42.6	57.4	100	*357*
Informal African	18.4	81.6	100	*483*
Total	34.4	65.6	100	*2447*
Base	*841*	*1606*	*2477*	

Between 37% and 44% of all formal and traditional housing types described in the table above have made improvements to their homes, with the exception of Formal Asian households where only 14.9% have effected improvements. More than three-fifths of informal African households (81.6%) indicated that they made no improvements to their dwellings.

6.5. REASONS FOR IMPROVEMENT BY HOUSING TYPE

The households where improvements to their dwellings were made were asked to indicate the reasons for these improvements or extensions. Their responses are contained in the table below according to their housing type.

Table 37: Reasons for improvements by Housing Type

Reasons for Improvements	FB %	FC %	FW %	FA %	TA %	IB %	Total %	*Base*
Basic Finish	40.9	14.7	45.1	50.0	8.0	1.3	29.3	*198*
House was too small	18.5	32.4	12.2	0.0	28.8	66.3	25.9	*175*
Poor Condition, run down	17.0	29.4	8.5	0.0	27.2	13.8	18.1	*122*
Extensions	11.9	2.9	24.4	50.0	9.6	13.8	12.9	*87*
Poor design/ badly built	9.7	0.0	3.7	0.0	8.0	6.3	7.7	*52*
Other	25.9	35.3	29.3	50.0	28.8	10.0	25.5	*172*
Total	100	100	100	100	100	100	100	*806*

Two-fifths (40.9%) respondents living in Formal African areas and 45.1% of respondents in Formal White areas considered the improvements as basic finishes. Over a third of respondents in Formal Coloured areas (35.3%) indicated that they had other reasons, but 32.4% commented that their homes were too small. Two-thirds of households in informal African areas indicated that the reason for their improvements was that the house was too small.

6.6. REASONS NO IMPROVEMENTS MADE BY HOUSING TYPE

Those respondents who made no improvements to their dwellings were asked why they have not done so.

Table 38: Reasons no improvements were made by Housing Type

Reasons no Improvements made	FB %	FC %	FW %	FA %	TA %	IB %	Total %	*Base*
Do not know	0.4	3.6	0.0	1.9	0.0	0.0	0.5	*7*
Finances are not available	76.5	52.4	48.7	61.1	92.0	86.7	76.4	*1170*
Investing in rural homestead	0.1	0.0	0.7	0.0	0.0	2.1	0.7	*10*
Physical technical problems with stand/plot/homestead	1.8	0.0	0.0	1.9	0.5	2.4	1.5	*23*
The house is sufficient	14.1	34.5	42.0	31.5	4.0	8.8	15.9	*244*
Renting	6.9	8.3	7.3	3.7	1.5	0.8	4.7	*72*
Lost interest in area	0.1	1.2	0.0	0.0	0.0	0.0	0.1	*2*
Want to buy another house	0.3	0.0	1.3	0.0	2.0	0.0	0.5	*8*
Total	100	100	100	100	100	100	100	*1536*

The respondents in informal settlements (about 80% of informal African households) gave obvious reasons why they had made no improvements. In three-quarters of all cases respondents stated that lack of financial resources were the main reasons for not having made improvements to their homes. Then next most common response was that they believed the condition of their housing was sufficient. This response was given by 15.9% of respondents.

7. HOUSEHOLD SERVICES

Respondents were asked to describe the type of toilet facilities, refuse removal method, main water source and energy sources the households have accessed. The following tables in this section describe these by service segment and housing type.

7.1. TOILET FACILITIES

Respondents were asked what type of toilet facilities their households have access to.

Table 39: Toilet Facilities by Housing and Services Segments

Toilet Facility	FHS %	FH %	FM %	IM %	IL %	TL %	Total %
None	0.0	0.0	10.1	0.7	29.3	7.5	6.5
Full waterborne flush toilet	100.0	98.8	16.7	90.9	0.3	0.3	60.8
Septic tank (on site disposal)	0.0	1.2	0.0	2.1	0.0	0.0	0.7
Ventilated improved Pit latrine	0.0	0.0	12.0	0.7	0.3	8.1	2.6
Basic pit latrine	0.0	0.0	58.0	0.0	25.1	78.8	21.6
Communal Toilets	0.0	0.0	0.4	5.6	41.9	0.3	6.4
Veld/ Forest/ Bush	0.0	0.0	2.9	0.0	3.1	5.0	1.5
Total	100	100	100	100	100	100	100
Base	*264*	*1067*	*276*	*143*	*351*	*358*	*2459*

The FHS-grouping all have full waterborne flush toilets and 98.8% of the FH-grouping followed by 90.9% of the IM-grouping. Only 16.7% of the FM-grouping have these facilities. The reason for this could be deduced from the next table where only 0.3 percent of traditional households have flush toilets, irrespective of the formality of their dwelling. It is possible that some “semi-urban” communities fall under the FM-category. Over three-quarters of the households in the traditional housing segment (78.8%) make do with basic pit latrines. In addition, over half of the FM-households (58%) use pit latrines as does a quarter of the IL-households. More than two-fifths of the latter grouping (41.9%) have to share communal toilets with their neighbours.

It is important to note that 60.8% overall have access to full waterborne flush toilets, but most of the remainder have less than adequate alternatives, for example, basic pit latrines (21.6%), none (6.5%) and nature (1.5%).

Table 40: Toilet Facilities by Housing Type

Toilet Facility	FB %	FC %	FW %	FA %	TA %	IB %	Total %
None	2.1	2.7	0.4	0.0	7.6	21.1	6.4
Full waterborne flush toilet	79.0	96.0	98.9	100.0	0.3	25.5	60.8
Septic tank (on site disposal)	1.2	0.0	0.0	0.0	0.0	0.6	0.7
Ventilated improved Pit latrine	3.0	0.0	0.0	0.0	8.1	0.4	2.6
Basic pit latrine	14.1	0.7	0.7	0.0	79.0	18.0	21.6
Communal Toilets	0.0	0.7	0.0	0.0	0.3	32.1	6.4
Veld/ Forest/ Bush	0.7	0.0	0.0	0.0	4.8	2.3	1.5
Total	100	100	100	100	100	100	100
Base	*1112*	*150*	*278*	*67*	*357*	*483*	*2447*

Households in the Formal Coloured, White and Asian communities almost all have access to full waterborne flush toilets. In Formal African households, more than three out of every four households (79.0%) have flush toilets. Unfortunately, the same percentage of traditional African households has to use basic pit latrines. Almost nobody in these communities have flush toilets. The remaining traditional households have to utilise either ventilated pit latrines or 'the bush'.

One-third of informal African households utilise communal toilets (32.1%), a quarter flush toilets and 23.4% no toilets or the bush. The category "none" also refers to holes in the ground and buckets.

7.2. REFUSE REMOVAL

The following tables contain a breakdown of household refuse removal type by housing and services segment type.

Table 41: Refuse Removal by Housing and Services Segments

Refuse Removal	FHS %	FH %	FM %	IM %	IL %	TL %	Total %
No refuse removal	0.0	0.0	12.4	0.0	8.0	0.3	2.6
Removed at least once/wk by local authority	100.0	99.6	22.3	97.9	53.0	2.5	70.2
Removed less often by local authority	0.0	0.3	0.0	0.0	0.3	0.0	0.2
Removed from container by local authority	0.0	0.0	0.0	2.1	0.6	1.1	0.4
Placed on communal dump - not collected by local authority	0.0	0.0	2.6	0.0	0.9	2.8	0.8
Placed on own refuse dump but not collected	0.0	0.1	4.7	0.0	4.6	3.9	1.8
Burnt in pit	0.0	0.0	58.0	0.0	32.5	88.2	23.9
Put on communal dump and collected	0.0	0.0	0.0	0.0	0.0	1.1	0.2
Put in Street	0.0	0.0	0.0	0.0	0.3	0.0	0.0
Total	100	100	100	100	100	100	100
Base	*264*	*1067*	*274*	*143*	*351*	*357*	*2456*

Local authorities remove refuse at least once a week in all FHS households, and in 99.6% of FH houses and 97.9% of IM households. Over half of the IL households and almost a quarter of the FM grouping have access to this service. The most prominent alternative used by the majority of the TL households (88.2%), over half of the FM households (58.0%), and by about one-third of the IL households, is to burn refuse in a pit.

Table 42: Refuse Removal by Housing Type

Refuse Removal	FB %	FC %	FW %	FA %	TA %	IB %	Total %
No refuse removal	2.0	5.3	1.1	1.5	0.3	5.8	2.6
Removed at least once/wk by local authority	82.2	94.0	97.5	95.5	2.5	65.2	70.0
Removed less often by local authority	0.1	0.0	0.7	0.0	0.0	0.2	0.2
Removed from container by local authority	0.0	0.0	0.0	0.0	1.1	1.0	0.4
Placed on communal dump - not collected by local authority	0.6	0.0	0.0	0.0	2.8	0.6	0.8
Placed on own refuse dump but not collected	1.1	0.0	0.0	3.0	3.9	3.3	1.8
Burnt in pit	14.1	0.7	0.7	0.0	88.2	23.6	24.0
Put on communal dump and collected	0.0	0.0	0.0	0.0	1.1	0.0	0.2
Put in Street	0.0	0.0	0.0	0.0	0.0	0.2	0.0
Total	100	100	100	100	100	100	100
Base	*1110*	*150*	*278*	*67*	*356*	*483*	*2444*

7.3. WATER SOURCES

Respondents were asked to indicate what their main water source is.

Table 43: Source of Water by Segment

Water Source	FHS %	FH %	FM %	IM %	IL %	TL %	Total %
Piped full pressure	97.3	95.2	22.8	21.7	0.0	5.6	56.7
Piped from roof tank	2.3	4.5	1.8	2.8	0.3	0.0	2.6
Ground tanks next to house	0.0	0.2	0.0	2.1	0.3	1.4	0.4
Standpipes	0.0	0.0	65.4	72.0	95.1	72.2	35.4
Borehole/ rainwater tank/well	0.4	0.0	0.4	0.0	0.0	2.8	0.5
Dam/river/stream/spring	0.0	0.0	5.9	0.0	1.2	16.9	3.3
Other (water kiosk, tanker, from nearby house)	0.0	0.1	3.7	1.4	3.2	1.2	1.1
Total	100	100	100	100	100	100	100

The majority of households in the FHS and FH categories have piped water in dwelling from full pressure pipes (97.3% and 95.2% respectively), but less than a quarter of households in the FM and IM categories have access to this (22.8% and 21,7% respectively). None of the IL households and only 5.6% of the TA households have access to piped water from full pressure pipes.

The majority of the remaining respondents get their water supply from street taps (standpipes). It should be noted that 16.9% of the traditional African service segment access water from rivers, dams, springs or streams.

Table 44: Source of Water by Housing Type

Water Source	FB %	FC %	FW %	FA %	TA %	IB %	Total %
Piped full pressure	78.8	82.4	97.5	100.0	5.6	6.3	56.9
Piped from roof tank	3.2	12.8	1.4	0.0	0.0	0.4	2.5
Ground tanks next to house	0.0	1.4	0.0	0.0	1.4	0.6	0.4
Standpipes	15.7	1.4	0.7	0.0	72.4	89.5	35.4
Borehole/ rainwater tank/well	0.1	0.0	0.4	0.0	2.8	0.0	0.5
Dam/river/stream/spring	1.4	0.0	0.0	0.0	16.6	0.8	3.2
Other (water kiosk, tanker, from nearby house)	0.7	2.1	0.0	0.0	1.2	1.0	1.0
Total	100	100	100	100	100	100	100

All the Formal Asian families and 97.5% of Formal White families interviewed had access to piped full pressure water. Around four-fifths of African (78.8%) and Coloured (82.4%), formal households had access to piped full pressure water. The above table confirms the information contained in the previous table that most of the remaining households have access to standpipes and that over 16% of traditional communities use rivers, dams, streams and springs as their main water source.

7.4. SOURCES OF ENERGY

Respondent households were asked to identify the main energy source they utilise for cooking and lighting as well as type of electricity supply, if any. Their responses are contained in the tables below.

Table 45: Source of Energy for Cooking by Housing and Services Segments

Energy for Cooking	FHS %	FH %	FM %	IM %	IL %	TL %	Total %
Electricity	99.6	82.6	33.2	9.8	4.6	9.8	53.0
Gas	0.4	2.3	5.8	0.7	2.3	2.2	2.4
Paraffin	0.0	14.7	42.0	89.5	92.0	48.6	36.5
Wood	0.0	0.3	18.6	0.0	0.9	36.5	7.6
Coal	0.0	0.0	0.0	0.0	0.0	2.2	0.3
Other	0.0	0.1	0.4	0.0	0.3	0.6	0.1
Total	100	100	100	100	100	100	100

Almost all the FHS households use electricity for cooking with the exception of 0.4 percent who uses gas. More than four-fifths of FH households (82.6%) utilise electricity, 2.3% gas and 14.7% paraffin. A third of the households in the FM-grouping (33.2%) use electricity for cooking, but more than two-fifths utilise paraffin, 18.6% wood and 5.8% gas. The majority of households (89.5%) in the informal, medium serviced areas (IM) and informal, low serviced areas utilise paraffin (89.5% and 92% respectively). One-tenth of the former (9.8%) and 4.6% of the latter segments utilised electricity. Traditional African communities surveyed either use paraffin for cooking (48.5%) or wood (36.5%). One-tenth (9.8%) used electricity for cooking. Only 2.8% of all households utilised gas, coal or other energy means to cook.

Table 46: Source of Energy for Cooking by Household Type

Energy for Cooking	FB %	FC %	FW %	FA %	TA %	IB %	Total %
Electricity	67.4	96.6	99.3	98.5	9.9	5.0	53.0
Gas	3.4	1.3	0.4	1.5	2.3	1.9	2.4
Paraffin	24.1	2.0	0.4	0.0	48.5	92.3	36.4
Wood	4.9	0.0	0.0	0.0	36.6	0.6	7.7
Coal	0.0	0.0	0.0	0.0	2.3	0.0	0.3
Other	0.2	0.0	0.0	0.0	0.6	0.2	0.1
Total	100	100	100	100	100	100	100

The majority of formal Coloured, White and Asian households cook with electricity. Less than 4% of these communities, utilise either gas or paraffin to cook. Two-thirds of formal African households uses electricity. Almost a quarter (24.1%) utilises paraffin, 4.9% wood and 3.4% gas. Again, about half of households in traditional areas (48.5%) utilise paraffin and 36.6% wood. Only one-tenth (9.9%) utilise electricity for cooking. Most IB-households (92.3%) utilise paraffin for cooking and only 5% utilise electricity.

Table 47: Source of Energy for Lighting by Housing and Services Segments

Energy Source for Lighting	FHS %	FH %	FM %	IM %	IL %	TL %	Total %
Electricity	100.0	95.5	82.8	12.6	12.5	76.2	75.1
Gas	0.0	0.6	0.4	0.7	0.9	0.3	0.5
Paraffin	0.0	3.8	16.4	86.0	86.0	22.4	24.1
Wood	0.0	0.0	0.4	0.0	0.0	0.3	0.1
Other	0.0	0.1	0.0	0.7	0.6	0.9	0.2
Total	100	100	100	100	100	100	100

More households utilise electricity for lighting than for cooking. All households in the FHS category and 95.5% of the FH households use electricity for lighting. More than four-fifths of FM households (82.8%) utilise electricity and most of the remaining FM households use paraffin. A similar trend exists for the TA households where 76.2% utilise electricity and 22.4% paraffin. Paraffin is also the most dominant lighting source in the IM and IL categories (both 86% utilisation).

Table 48: Source of Energy for Lighting by Housing Type

Energy Source for Lighting	FB %	FC %	FW %	FA %	TA %	IB %	Total %
Electricity	91.8	97.3	100.0	100.0	76.1	11.6	75.2
Gas	0.5	1.3	0.0	0.0	0.3	0.8	0.5
Paraffin	7.7	0.7	0.0	0.0	22.5	87.2	24.0
Wood	0.1	0.0	0.0	0.0	0.3	0.0	0.1
Other	0.2	0.7	0.0	0.0	0.9	0.4	0.2
Total	100	100	100	100	100	100	100

All formal White and Asian households use electricity for lighting. This may be an indication that these communities prefer cooking with other energy sources like gas, but have full access to electricity. This hypothesis could hold for other communities. In formal African households 91.8% utilise electricity for lighting (as opposed to 67.4% for cooking), and more than three-quarters of households in traditional areas use electricity for lighting (as opposed to 9.9% for cooking). Twice as many households in informal areas use electricity for lighting than they do for cooking (11.6% as opposed to 5%), but the main source for lighting in these areas still remains paraffin.

Table 49: Access to Electricity by Housing and Services Segments

Access to Electrical Supply	FHS %	FH %	FM %	IM %	IL %	TL %	Total %
Yes, have electricity	99.6	97.8	85.4	13.3	12.5	78.7	76.7
No electricity	0.4	2.2	14.6	86.7	87.5	21.3	23.3
Total	100	100	100	100	100	100	100

More than three-quarters of households (76.7%) indicated that they do have electricity. It is significant that almost a quarter of all households surveyed in the Buffalo City area (23.3%) live without electricity. Almost all the FHS and FH groupings have electricity, followed by 85.4% of FM and 78.7% of the TA grouping. However, the reverse situation exists in informal settlements where 86.7% and 87.5% of the IM and IL groupings have no electricity.

Table 50: Source of Electricity by Housing and Services Segments

Electrical Supply	FHS %	FH %	FM %	IM %	IL %	TL %	Total %
Electricity - conventional meters	73.8	18.9	8.4	0.0	2.3	1.8	22.2
Electricity - prepaid card	26.2	81.1	91.6	100.0	97.7	98.2	77.8
Total	100	100	100	100	100	100	100

Most of the households with electricity (77.8%) have it in the form of a prepaid card system. The remaining households (22.2%) have metered electricity. About a quarter of the FHS households have conventional meters as opposed to 18.9% in FH households. Between 90-100% of households with electricity in other communities have prepaid electricity as opposed to conventional meters.

Table 51: Access to Electricity by Housing Type

Access to Electrical Supply	FB %	FC %	FW %	FA %	TA %	IB %	Total %
Yes, have electricity	94.4	98.7	99.6	100.0	78.7	11.8	76.8
No electricity	5.6	1.3	0.4	0.0	21.3	88.2	23.2
Total	100	100	100	100	100	100	100

Almost nine out of every ten households in informal areas (88.2%) have no electricity. This is in sharp contrast with other communities who reported 95-100% access to electricity, except the traditional areas where about one-fifth (21.3%) do not have an electrical supply.

Table 52: Source of Electricity by Housing Type

Electrical Supply	FB %	FC %	FW %	FA %	TA %	IB %	Total %
Electricity - conventional meters	8.2	30.3	87.0	59.7	1.8	1.8	22.3
Electricity - prepaid card	91.8	69.7	13.0	40.3	98.2	98.2	77.7
Total	100	100	100	100	100	100	100

The majority of formal White respondents (87%) and three-fifths of formal Asian households (59.7%) have conventional metered electricity. Of the households with electrical supply in the other communities, the majority utilises predominantly prepaid electricity.

8. HOUSEHOLD NEEDS

Household respondents were asked what services they would choose if they had opportunities to either upgrade an existing household service or to get access to a service that they currently do not have. The services were toilets, water, refuse removal and electricity.

8.1. SERVICE UPGRADE

The table below contains the priorities set by respondents for service upgrades.

Table 53: Service Upgrade Priorities by Housing and Services Segments

Service	FHS* %		FH %		FM %		IM %		IL %		TL %		Total %	
Priority	Serv	%	Serv	%	Serv	%	Serv	%	Serv	%	Serv	%	Serv	%
1	R	62.8	W	31.9	W	36.4	T	52.5	W	28.6	W	47.1	W	33.3
2	E	9.3	T	15.7	T	20.7	W	22.5	T	10.9	T	20.0	T	15.9
3	W	4.7	E	10.6	E	14.3	R	22.5	R	21.8	E	17.1	E	11.4
4	T	4.7	R	15.7	R	7.1	N	100.0	E	2.5	R	2.4	R	12.3

KEY: Toilets = T, Water = W, Refuse = R, Electricity = E; None = N

A third of all household respondents prioritised an upgrade of their water supply. About a third of the FH group and over a third of the FM group wanted their water supply upgraded. More than a quarter of the informal low serviced grouping (28.6%) prioritised water first. Almost half (47.1%) of the traditional low serviced areas prioritised new water supply. The IM grouping was the exception. More than half of these households (52.5%) prioritised toilets (only 12.5% prioritised water). The table does not include those respondents that indicated that they have no priorities. These were mostly from the FHS grouping where municipal services are perceived to be adequate. The FHS base is too small to be seen as reliable, but 62.8% prioritised refuse removal.

Just under a tenth (9.3%) of the FHS group noted that electricity were their second priority. However, toilets were the second priority of one–tenth to one-fifth of all other respondents, except the IM grouping which made water their second priority. It is safe to assume that those many of the household respondents that did not record water as their first priority felt that it should be their second priority.

Electricity was overall the third priority (11.4%). Almost a quarter of the household respondents in IM and IL made refuse removal their third priority and 14.3% of households in the FM prioritised electricity in third position. Refuse removal was generally placed fourth by 12.3% of respondents.

Table 54: Service Upgrade Priorities by Housing Type

Service	FB %		FC %		FW %		FA %		TA %		IB %		Total %	
Priority	Serv	%	Serv	%	Serv	%	Serv	%	Serv	%	Serv	%	Serv	%
1	W	35.6	T	30.4	R	50.0	R	86.5	W	47.1	T	26.1	W	33.4
2	T	17.9	W	17.4	E	5.0	W, E	5.4	T	20.0	W	15.9	T	15.9
3	E	12.6	E	6.5	N	100.0	T	2.7	E	17.1	R	22.3	E	11.4
4	R	14.3	R	6.5	N	100.0	N	100.0	R	2.4	E	1.9	R	12.4

KEY: Toilets = T, Water = W, Refuse = R, Electricity = E; None = N

An analysis of service upgrade priorities by housing type show that 35.6% of formal African households prioritised upgrade of water supply as their first priority followed by almost half of households in traditional African communities. Formal Coloured households (30.4%) and 26.1% of informal African households prioritised toilets. Formal White (50.0%) and 86.5% of formal Asian respondents indicated that refuse removal is a first service upgrade priority.

Upgrade of toilets was the second priority for formal African (17.9%) and traditional (20.0%) communities as well as overall (15.9%). Refuse removal was the third priority for informal African households (22.3%) and electricity for traditional African communities (17.1%). Refuse removal was could be seen as the fourth priority for formal African (14.3%), formal Coloured (6.5%) and traditional African communities (2.4%). As an exception, 1.9% of informal African communities indicated that they prioritised electricity as fourth service upgrade priority.

8.2. NEW SERVICES

The following table contains figures pertaining to the priorities for desired new services.

Table 55: Access to New Service Priorities by Housing and Services Segments

Service	FHS* %		FH %		FM %		IM %		IL %		TL %		Total %	
Priority	Serv	%	Serv	%	Serv	%	Serv	%	Serv	%	Serv	%	Serv	%
1	T	50.0	E	37.9	T	47.0	T	39.7	T	32.2	T	43.6	T	38.1
2	W	50.0	T	13.8	W	6.8	W	38.8	W	31.8	W	23.4	W	25.4
3	R	50.0	W	6.9	R	9.1	E	48.3	E	32.5	R	9.2	E	21.6
4	N	100.0	N	100.0	E	1.5	R	1.7	R	15.7	E	0.5	R	9.5

* Results may be misleading due to small base
KEY: Toilets = T, water = W, Refuse = R, Electricity = E; None = N

On average, 38.1% of household respondents prioritised toilet facilities as a desired new service. About half of all households categorised in the FHS (50.0%) and FM segments (47.0%) would like adequate sanitation facilities. Two-fifths of the informal medium serviced grouping (39.7%) and traditional low serviced groupings (43.6%) prioritised toilets first, and so did a third of the IL grouping (32.2%). Almost two-fifths of the FH grouping (37.9%) indicated that electricity is their first priority. FHS and FH households generally have electricity supply. The table does not include those respondents that indicated that they have no priorities. These were mostly from the FHS grouping where municipal services are perceived to be adequate. The base for FHS especially is therefore too small (four respondents) to guarantee accuracy.

A quarter of the respondents (25.4%) indicated that water was their second new service priority. It is safe to assume that many of the household respondents that did not record toilets as their first priority put it down as their second priority. Electricity was the third priority for IL category. Overall, refuse removal was the fourth priority.

Table 56: Access to New Service Priorities by Housing Type

Service	FB %		FC* %		FW* %		FA* %		TA %		IB %		Total %	
Priority	Serv	%	Serv	%	Serv	%	Serv	%	Serv	%	Serv	%	Serv	%
1	T	41.3	W	50.0	W	66.7	N	100.0	T	43.8	T	34.1	T	38.0
2	W	8.0	N	100.0	T	33.3	N	100.0	W	23.5	W	33.6	W	25.3
3	R	9.3	N	100.0	R	33.3	N	100.0	R	9.2	E	37.4	E	21.6
4	E	2.7	N	100.0	N	100.0	N	100.0	E	0.5	R	11.9	R	9.5

* Results may be misleading due to small base
KEY: Toilets = T, water = W, refuse = R, electricity = E; None = N

Two-thirds of formal African respondents (41.3%) made toilets their first priority. The same holds for traditional African (43.8%) and informal African households (34.1%). Access to new water supply was the priority of Formal Coloured (50.0%) and White respondents (66.7%). The base for Formal Coloured, Asian and White, and to a lesser extent African respondents, are too small to generate meaningful statistics. The main reason for the small base is that these communities mostly have access to all services. The second priority noted by one-third (33.6%) of informal African households and just under a quarter (23.5%) of traditional low serviced communities was water.

It follows from section 7 of the report that Informal African households, unlike the other groupings, are severely under serviced. The data in the above table concerning priority three and four are almost meaningless for the other household types. Over one-third of informal African households stated that electricity is their fourth priority.

8.3. WILLINGNESS TO PAY FOR NEW OR UPGRADED SERVICES

Respondents were asked to indicate how much they would be willing to pay for a new or upgraded service on average.

Table 57: Amount Willing to Pay for First Priority New and Upgraded Services by Housing and Services Segments

Amount	FHS	FH	FM	IM	IL	TL	Total
Total (Rand)	19.00	26.99	19.71	21.35	18.95	15.13	20.99
Amount	**FB**	**FC**	**FW**	**FA**	**TA**	**IB**	**Total**
Total (Rand)	22.82	57.22	16.11	11.28	15.17	19.50	20.96

The table above contains the average (mean) amounts residents were willing to pay for the first upgrade or new service priority they identified. Formal high serviced medium income residents were willing to pay more (R26.99) for services than the other housing segments. Formal Coloured respondents were willing to pay more (R57.22) than other housing types.

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8.4. PERSONAL LOANS

Respondents were asked to indicate whether they are repaying a personal loan.

Table 58: Paying Back Personal Loans by Population

Personal Loans	African %	Asian %	Col %	White %	Total %	*Base*
Refuse to Answer	0.0	0.0	0.7	0.0	0.0	*1*
Yes	10.3	10.3	18.4	7.8	10.5	*259*
No	89.7	89.7	81.0	92.2	89.4	*2201*
Total	100.00	100.0	100.0	100.0	100.0	*2461*
Base	*1963*	*68*	*147*	*283*	*2461*	

About nine out of ten respondents (89.4%) indicated that they do not have a personal loan, while one-tenth indicated that they do. One-tenth of African and Asian respondents indicated that they have personal loans compared to only 7.8% of White respondents. It should be noted that More than 18% of Coloured respondents indicated that they have personal loans. Those with personal loans were asked about the type of loan organisations.

Table 59: Loan Organisations by Population

Loan Organisation	African %	Asian %	Col %	White %	Total %	*Base*
Refuse to Answer	0.0	0.0	3.4	0.0	0.4	*1*
Do not Know	1.0	0.0	3.4	0.0	1.2	*3*
Bank	52.6	100.0	55.2	85.0	56.8	*142*
Micro-lender	33.5	0.0	20.7	10.0	29.2	*73*
Both	7.7	0.0	6.9	0.0	6.8	*17*
Employer	3.6	0.0	6.9	0.0	3.6	*9*
Private Person	0.5	0.0	0.0	0.0	0.4	*1*
Union	0.0	0.0	3.4	0.0	0.4	*1*
Other	1.0	0.0	0.0	0.0	1.2	*3*
Total	100.00	100.0	100.0	100.0	100.0	*250*
Base	*194*	*7*	*29*	*20*	*250*	

More than half of the respondents with personal loans received these from banking institutions. All the Asian respondents with personal loans and 85.0% of White respondents had loans from banking institutions. Just over half of African (52.6%) and Coloured (55.2%), respondents received their loans from banking institutions. Significantly, a third of African respondents with loans and 20% of Coloured respondents (followed by 10% of White respondents) had loans from Micro-lending companies. Less than one-tenth of African (7.7%) and Coloured (6.9%) respondents had loans with both banking and micro-lending institutions.

9. COMMUNITY NEEDS

Respondents were asked to indicate which community services in their area they would like to access or upgrade if they had the opportunity.

9.1. SERVICE UPGRADE

The participants were asked to rank community services they would like to see upgraded in their community in order of priority. The results are set out in the tables below by segment and housing type.

Table 60: Community Needs - Service Upgrade by Service

Service	FHS %		FH %		FM %		IM %		IL %		TL %		Total %	
Priority	Serv	%	Serv	%	Serv	%	Serv	%	Serv	%	Serv	%	Serv	%
1	10	24.3	12	15.2	4	31.3	6	29.4	15	36.7	4	41.5	6	15.6
2	14	37.2	4	14.2	15	15.7	15	21.2	12	22.2	15	31.2	15	14.6
3	19	30.8	6,19	10.9	4	22.2	4,5,12	15.4	6	28.0	2	11.8	19	13.8
4	9	19.4	15	19.9	14	10.0	11	18.2	5	25.0	5	20.0	4	7.5

KEY
1. None; 2. Community halls; 3. Crèches; 4. Education facilities; 5. Fire & emergency services; 6. Health services; 8. Libraries; 9. Parks; 10. Pavements; 11. Pension payout points; 12. Police services; 13. Postal services; 14. Public telephones; 15. Road surfaces; 16. Signposting of roads; 17. Sports facilities; 18. Storm water drains; 19. Street lighting; 20. Transport services; 21. Community Museum

Overall, health services were rated as the first general upgrade priority, followed by road surfaces and thirdly street lighting. A quarter of the FHS households (24.3%) wanted pavements upgraded, and 15.2% of FH households wanted police services upgraded. Formal medium serviced households and traditional African households noted education services as their first upgrade priority (31.2% and 41.5% respectively). More than one-third of informal low serviced communities (36.7%) felt roads and road surfaces in their communities need upgrading.

As second community priority, traditional low service areas and formal and informal medium serviced areas wanted road surfaces upgraded. Just less than one-fifth of formal high (14.2%) noted that they would like to see education facilities upgraded as their second priority. More than one-third of the FHS segment (37.2%) indicated they would like public telephones upgraded in their areas.

Street lighting was the third noted priority for about one-third (30.8%) of the formal, high-income high service group. From priority four onwards the sample base becomes quite small.

Table 61: Community Needs - Service Upgrade by Housing Type

Service	FB %		FC %		FW %		FA %		TA %		IB %		Total %	
Priority	Serv	%	Serv	%	Serv	%	Serv	%	Serv	%	Serv	%	Serv	%
1	6	19.8	12	18.2	10	30.3	12	23.1	15	18.9	15	27.3	6	15.7
2	4	18.2	9	25.6	14	36.8	18	30.0	4	27.3	12	17.3	15	14.7
3	12	11.7	14	27.0	19	34.3	4	20.0	2	11.8	6	21.6	19	13.8
4	15	18.0	4	20.0	15	19.9	5	44.4	20	13.3	5	20.0	4	7.5

KEY
1. None; 2. Community halls; 3. Crèches; 4. Education facilities; 5. Fire & emergency services; 6. Health services; 8. Libraries; 9. Parks; 10. Pavements; 11. Pension payout points; 12. Police services; 13. Postal services; 14. Public telephones; 15. Road surfaces; 16. Signposting of roads; 17. Sports facilities; 18. Storm water drains; 19. Street lighting; 20. Transport services; 21. Community Museum

One-fifth of formal African respondents (19.8%) made health services their first priority. Upgrading the police services is a shared first priority for both formal Coloured (18.2%) and Asian (23.1%) respondents. About one-third of White respondents (30.3%) prioritised pavements in the first place. More than a quarter of the informal African interviewees prioritised road surfaces.

About one-third of formal Asian respondents prioritised storm water drains as the second priority. Over one-third of formal Whites prioritised public telephones in the second position. A quarter of formal Coloured households felt that parks or recreational spaces should take second priority. Formal African households (18.2%) ranked the upgrade of educational facilities as second priority.

9.2. NEW SERVICES

Respondents were asked to prioritise new community services needed in their area.

Table 62: Community Needs - New Service by Segment

Service	FHS %		FH %		FM %		IM %		IL %		TL %		Total %	
Priority	Serv	%	Serv	%	Serv	%	Serv	%	Serv	%	Serv	%	Serv	%
1	9	20.0	9	13.1	6	34.4	19	31.9	6	26.4	6	46.6	6	25.3
2	8	15.4	8	12.2	15	16.3	4	21.8	4	12.4	15	20.9	15	11.6
3	2,3, 14,17	8.3	2	8.9	6,19	11.0	12	15.2	19	13.6	2	16.3	2	10.6
4	4	16.7	10	8.0	17	10.1	18	16.0	15	13.6	19	11.4	19	9.1

KEY
1. None; 2. Community halls; 3. Crèches; 4. Education facilities; 5. Fire & emergency services; 6. Health services; 8. Libraries; 9. Parks; 10. Pavements; 11. Pension payout points; 12. Police services; 13. Postal services; 14. Public telephones; 15. Road surfaces; 16. Signposting of roads; 17. Sports facilities; 18. Storm water drains; 19. Street lighting; 20. Transport services; 21. Community Museum

Overall, health services were ranked as the priority, especially by the FM (34.4%), IL (26.5%) and TA (46.6%) groupings. Road surfaces were overall ranked as the second priority. Both the FHS and FH segments selected parks or recreational areas as the top priority new service they would like in their areas. Libraries was also their second ranking preference. The informal medium serviced segment prioritised street lighting. In second ranking priority, IM and IL groupings selected education facilities and FM and TL segments ranked road surfaces.

Table 63: Community Needs - New Service by Housing Type

Service	FB %		FC* %		FW* %		FA* %		TA %		IB %		Total %	
Priority	Serv	%	Serv	%	Serv	%	Serv	%	Serv	%	Serv	%	Serv	%
1	6	18.4	6	22.6	3,9,17	13.3	10	40.0	6	46.4	19	24.6	6	25.4
2	9	12.8	12	31.3	20	30.8	17	33.3	15	21.0	4	15.9	15	11.7
3	2,3, 14,17	13.3	9	20.0	2,4, 15	14.3	2,6,20	33.3	2	16.4	14,19	12.4	2	10.6
4	15	11.0	11,14	28.6	8	50.0	14	50.0	19	11.4	15	10.4	19	9.1

KEY
1. None; 2. Community halls; 3. Crèches; 4. Education facilities; 5. Fire & emergency services; 6. Health services; 8. Libraries; 9. Parks; 10. Pavements; 11. Pension payout points; 12. Police services; 13. Postal services; 14. Public telephones; 15. Road surfaces; 16. Signposting of roads; 17. Sports facilities; 18. Storm water drains; 19. Street lighting; 20. Transport services; 21. Community Museum

* Results may be misleading due to small base

Formal African households prioritised health services as the first priority and parks as the second priority. Formal Coloured respondents also put health services as the first priority followed by police services, then parks. The base for formal White and Asian respondents are too small to form a distinct opinion. Traditional African households also put health services as the first priority followed by road surfaces, community halls and street lighting. Informal African households prioritised street lighting and education facilities.

10. SERVICE SATISFACTION

Respondents had to complete a list of services and indicate whether they believe they have access to these.

10.1. ACCESS TO SERVICES

Respondents were asked to indicate which persisted services they have accessed. The percentage with access to services is listed above according to housing type.

Table 64: Access to Services by Housing Segment

Service	FHS %	FH %	FM %	IM %	IL %	TL %	Total %
Public phones	93.5	84.4	54.9	42.7	34.0	43.6	66.5
Postal deliveries	99.2	98.8	42.2	76.2	25.5	19.6	69.2
Post office	87.1	79.8	29.1	64.3	34.9	6.4	56.9
Police services	93.2	75.8	45.5	91.6	61.4	29.9	66.4
Hospital	83.3	71.2	32.5	87.4	60.0	16.8	59.6
Clinic	83.7	90.0	52.4	87.4	59.7	42.7	73.7
Ambulance	93.5	77.8	46.9	90.2	57.4	26.5	66.3
Fire department	89.7	64.5	28.7	73.9	53.0	12.6	54.5
New low cost housing	18.3	33.2	13.5	17.7	7.7	0.6	20.1
New high cost houses	47.9	30.5	11.3	10.6	5.2	0.3	21.0
Water supply	100.0	98.8	93.5	90.1	76.2	86.3	92.8
Electricity supply	99.2	98.5	85.1	15.4	16.3	79.9	77.8
Street lighting	98.9	91.0	21.5	52.4	16.0	1.1	58.0
Road surfaces	99.2	82.8	34.2	79.7	48.9	28.2	66.1
Traffic flow	98.1	81.4	49.5	78.3	56.3	41.5	70.0
Storm water drains	96.6	65.5	15.3	40.1	10.3	0.8	44.4
Signposting of roads	94.3	53.5	16.0	62.2	25.7	0.3	42.5
Pedestrian safety	90.1	55.7	30.4	66.4	43.4	24.6	50.9
Pavements	90.5	49.0	14.5	52.4	13.4	0	37.6
Parks/recreational open space	65.0	25.4	8.4	7.0	1.7	0.8	19.7
Sports facilities	64.8	46.0	18.5	68.5	40.3	11.5	40.4
Libraries	75.7	53.1	14.5	69.2	38.6	0.3	42.4
Public Schools	82.1	94.7	94.9	93.0	79.4	88.8	90.2
Community halls	80.2	70.5	49.5	71.3	46.3	30.7	60.0
Bus transport	75.5	43.4	27.3	8.4	8.0	15.4	33.8
Train service	40.0	25.1	12.7	8.4	21.7	3.4	25.0
Mini bus taxis	88.2	96.7	94.2	95.8	91.1	91.6	93.9
Refuse removal	98.9	98.9	29.5	97.2	53.7	5.3	70.9
Sanitation	99.2	97.6	40.4	81.8	46.6	27.9	73.0
Crèches	82.1	85.7	73.8	83.8	65.1	78.8	79.9
Pension payout point	32.2	68.4	64.7	83.0	61.4	60.8	62.9
Base* CHANGES PER QUESTION THEREFORE N/A							

Access to services appears to be dependent, to a large extent, on the wealth of the household as well as housing segmentation, as would be expected. Access to public telephones among those living in informal housing and traditional housing developments is relatively low, ranging from 55% to 34%. Overall, slightly more than two-thirds of the respondent households have access to public telephones.

Postal delivery is very low among the informal and traditional developments, with only one-fifth (19.6%) of those in traditional living areas having such a service. Among the formal housing areas, such access is much greater and stands close to 100%. However the formal housing with medium (FM) service levels are poorly serviced in this particular area, with under half (42.2%) of the respondents indicating that they have postal deliveries.

Post office service are slightly more limited, with just over half (56.9%) of all respondents having ready access to such a service. This is especially the case in the traditional housing areas (6.4%).

Essential policing service are again inadequate in traditional housing areas (29.9%) as well as in the formal housing, medium service (45.5%) segments. Such services are good in the formal, high service segment (93.2%) as well as the informal, medium service (91.6%) segment.

Access to hospital care is poor in the traditional segment (16.8%) and the informal medium areas (32.5%). This however improves when looking at clinic accessibility, although the traditional and forma medium areas are still under serviced, with 50% or fewer respondents indicating that clinics are accessible for them. Similar patterns are evident in terms of ambulance service and fire department accessibility. In this instance, only 12.6% of those in the traditional segment indicated that they have access to the fire department.

Access to new low cost housing does not reach those who are most likely to require and benefit from it. Only a handful (0.6%) of those living in traditional housing believe low cost housing is accessible and this is only marginally higher for those living in informal, low service housing segments (7.7%). Overall one-fifth of the respondents stated that low cost housing is accessible and this is only due to the bias introduced by the formal housing segment respondents claiming to have higher levels of access to such developments. The percentage of respondents who believe they have access to new high cost housing is much the same, again this is largely due to the formal housing segment respondents.

Water supply appears to be good in all areas, although one-quarter (23.8%) of the respondents from the informal, low serviced segment and 13.7% of those in traditional housing are still without an easily accessible water supply. In contrast, access to electricity supply is very low among the informal- medium and informal- low segments (15.4% and 16.3% respectively). Surprisingly those living in traditional housing segments are well serviced in this particular department (79.9%).

Although more than four-fifths of the respondents in the formal, medium category have access to an electricity supply, the street lighting in these areas are seen to be very poor, with only one-fifth stating that this is accessible (21.5%). On the other hand, half (52.4%) those living in informal, low serviced housing claim that street lighting is accessible, although private electrification is very low. For those in traditional housing segments, street lighting is seen to be almost non-existent (1.1%).

Road surfacing appears to be good in the FHS and FH (99.2% and 82.8% respectively) areas but poor in the FM (34.2%) and Informal (48.9%) and traditional (28.2%) segments. Overall, road surface accessibility stands at two-thirds of the sampled population. Access to traffic flow follows a similar pattern although overall this is slightly higher and stands at 70.0%.

Storm water drains are most prevalent in the FHS areas (96.6%) and almost non-existent in the traditional housing segments (0.8%). Those living in the FM and IL areas also reported very low prevalence (15.3% and 10.3% respectively) of storm water drains.

Signposting of roads is reportedly almost non-existent in traditional living segments and poor in FM areas (16%) and informal (IL) areas (25.7%). Overall, two-thirds of the respondents (44.4%) have access to such road sign posting.

The ability to access safe pedestrian facilities or infrastructure is limited for the respondents, particularly in the FH (53.5%), FM (30.4%), IL (43.4%) and TL (24.6%). By contrast, those living in the wealthier FHS areas have good access to such a service (90.1%). Similarly, pavements are apparently adequate for those in the FHS (90.5%) areas, while those in the TL areas do not have access to any pavements at all. Only 14% - 15% of those living in the FM and IL segments have access to pavements.

Outside the FHS areas, parks and recreational open spaces are extremely limited and less than one in five respondents claimed these facilities were accessible. Almost two-fifths (40.4%) of the respondents claimed to have access to sports facilities. Again, those living in the TL (11.5%) and FM (18.5%) areas have the least access to such facilities.

Access to libraries is even more limited in these particular areas, while those living in the IM areas also have limited access (38.6%) to library facilities. Only two-fifths (42.4%) of the public have access to libraries overall. Fortunately, access to public schooling makes up for this lack of access to educational materials somewhat. Overall, nine-tenths of the sampled population have access to public schools.

Community halls are most accessible for those living in the FHS (80.2%), IM (71.3%) and FH (70.5%) areas. By contrast only one-third (30.7%) of those in the TL areas and less than half of those in the FM and IL areas have access to a community hall.

Bus transportation is limited for those living in all areas except for the FHS, despite those areas having the greatest need for cheaper transportation services. Overall, train services are deemed largely inaccessible, making mini bus taxi transport the only option available for the majority of the respondents. Fortunately, access to such services is high across all groups.

Refuse removal services are most accessible in both FHS and FH areas (98.9% respectively), followed closely by the IM areas (97.2%). Far behind are the IL (53.7%) areas. Followed by the FM area (29.5%). Lastly, the TL areas have virtually no refuse removal service (5.3%).

Sanitation access is highest in the FHS and FH housing segments, followed closely by the informal medium service areas. Sanitation provision is worst in the FM and TL areas, where only one-quarter of the respondents indicated that they had access to sanitation.

Close to four-fifths of all respondents stated that crèche facilities are accessible, indicating adequate childcare facilities across all areas. At the other end of the spectrum, pension payout points were most accessible in the Informal Medium service (IM) area (83.0%) and lowest in the formal, high service housing segment (32.2%), where such services are least required.

Table 65: Access to Services By Housing Type

Service	FB %	FC %	FW %	FA %	TB %	IB %	Total %
Public phones	75.0	86.6	97.5	97.0	43.7	35.5	66.5
Postal deliveries	85.0	96.6	99.3	100.0	19.6	39.5	69.2
Post office	65.6	73.2	92.4	98.5	6.4	42.7	56.9
Police services	66.7	67.8	97.8	97.0	29.7	70.3	66.4
Hospital	58.4	74.5	87.4	98.5	16.5	67.8	59.5
Clinic	80.8	78.5	87.7	97.0	42.6	67.8	73.8
Ambulance	66.8	82.6	98.2	100.0	26.3	66.4	66.2
Fire department	50.3	75.2	96.4	97.0	12.3	58.5	54.4
New low cost housing	26.5	67.6	14.1	7.5	0.6	9.2	19.9
New high cost houses	23.5	57.9	46.6	10.4	0.3	5.2	20.8
Water supply	97.8	98.0	98.6	100.0	86.6	80.4	92.9
Electricity supply	95.2	98.7	98.6	100.0	79.8	15.2	77.9
Street lighting	72.2	98.7	98.9	98.5	1.1	25.1	57.9
Road surfaces	67.4	98.0	99.3	100.0	28.3	56.8	66.0
Traffic flow	69.7	97.3	98.9	100.0	41.6	62.2	70.0
Storm water drains	45.9	96.6	98.6	98.5	0.8	17.7	44.3
Signposting of roads	34.6	93.3	98.2	98.5	0.3	35.5	42.4
Pedestrian safety	39.9	87.9	98.6	98.5	24.7	49.4	50.8
Pavements	30.6	87.9	94.9	94.6	100.0	0	23.9
Parks/recreational open space	10.5	51.7	74.1	97.0	0.8	2.5	19.7
Sports facilities	30.5	69.8	73.2	98.5	11.5	47.5	40.2
Libraries	33.8	85.9	85.3	97.0	0.3	46.3	42.1
Public Schools	92.4	97.3	89.9	97.0	88.8	83.0	90.2
Community halls	59.3	91.3	85.9	97.0	30.8	52.7	59.9
Bus transport	35.5	34.9	81.2	95.5	15.4	8.1	33.9
Train service	26.9	26.2	53.3	43.3	3.4	18.0	25.1
Mini bus taxis	96.6	96.6	86.6	97.0	91.6	92.5	93.9
Refuse removal	81.7	99.3	98.2	100.0	5.3	65.8	70.8
Sanitation	83.4	96.6	98.9	100.0	28.0	55.8	72.9
Crèches	80.5	86.6	87.8	98.5	78.7	70.1	79.9
Pension payout point	64.7	83.8	30.0	97.0	60.7	67.1	62.7
Base* CHANGES PER QUESTION THEREFORE N/A							

The above table suggests that there is a shortage of accessible public telephones in both traditional African (TB) and informal African (IB) areas. Less than one-fifth (19.6%) of the TB respondents indicated that they had access to postal deliveries while even fewer (6.4%) had access to a post office. The formal Asian respondents were the best serviced in the communications and postal service departments.

Policing service accessibility was by far lowest in the traditional African areas at less than 30%, compared to well serviced Asian and White areas, where more than 97% of the respondents stated that they had accessible policing services.

Health and ambulance services, according to the respondents, are least accessible for those living in the traditional African housing segment. Again, both the formal White and Asian areas have the greatest access to such health care facilities.

Similar patterns are evident when looking at accessibility to the fire department with almost all formal White and formal Asian respondents stating that such services were accessible. In contrast, only 12.3% of those living in the traditional African segment deemed this service accessible.

Far more formal Coloured (67.6%) respondents stated that low cost housing was accessible compared to formal African (26.5%), formal White (14.1%), informal African (9.2%), formal White (7.5%) and lastly traditional African (0.6%). This suggests that the low cost housing schemes are not seen as delivering for those who need such development most.

More than half (57.9%) of the formal Coloured respondents indicated that new high costs housing development was accessible compared to 46.6% of the formal White respondents. Less than one-quarter of the formal African (23.5%) indicated the same.

Of those living in what is termed informal African areas, almost one-fifth do not have access to a water supply, whilst all other areas have high accessibility levels. High levels of accessibility to electricity supplies were also reported in all areas except in the traditional African 79.8% and only 15.2% in the informal African areas. Respondents from both the traditional African and informal African areas indicated that street lighting was inaccessible, with the traditional African being the worst off.

Access to road surfaces in formal Coloured, White and Asian housing segments are all very good. However almost one-third of the formal African respondents stated that the road surfaces were not accessible. Even fewer informal African residents (56.8%) and traditional African residents (28.3%) indicated that road surfaces were accessible. However, all indicated much higher levels of traffic flow access, although the traditional African respondents still indicated a lag in this respect.

Storm water drains are almost non existent in the traditional African areas (0.8%) and highly inaccessible in the informal African areas (17.7%). Formal African areas also appear to lack adequate access to storm water drains (45.9%). Similar patterns are observed when examining the adequacy of signposted roads.

Pedestrian safety is believed to be adequate in formal Coloured, White and Asian areas while inadequate in the African living areas, regardless of formal or informal status, although the traditional areas are the worst off.

There is a clear lack of accessible park or recreational open areas in the formal African (10.5%), traditional African (0.8%) and informal African (2.5%) housing segments. The formal Asian segment exhibits easily accessible recreational areas, followed by the formal White areas (74.1%). Only half of the respondents (51.7%) in the formal Coloured segment indicated that recreational areas were accessible. Similarly, sporting facilities were clearly inaccessible in the traditional African segments (11.5%) and the formal African segment (30.5%). In this instance the informal African segment fared slightly better (47.5%). Although they do not have as accessible sporting facilities compared with the Asian, Coloured and White areas.

There is inadequate access to library facilities in the formal African (33.8%) segment, while the traditional African segment respondents have virtually no library access at all. Fortunately, access to public schools is far better, although 17% of the respondents in the informal African segment stated that access was not available. The traditional African areas reported inadequate access to community halls, while only half those in the informal African and formal African segment had access to such a facility.

Only those respondents from the formal White and Asian segments claimed to have high levels of access to bus transport. Approximately one-third of the formal Coloured and African respondents stated that bus transport was accessible, while even fewer respondents from the traditional African (15.4%) and informal African (8.1%) thought the same.

Overall access to train transport was low at 25.1% of the respondents. However, accessibility was most limited for the traditional African (3.4%) and informal African (18%) housing segment respondents, who arguably need affordable transportation the most. Conversely, accessible taxi transportation was available to all the respondents regardless of housing segment.

Refuse removal services were accessible for all the respondents bar those from the traditional African segment (5.3%). Similarly, sanitation access was high for all groups except for the traditional African (28%) segment and half of the informal African segment respondents. Crèche facility accessibility is high across all areas, although informal African residents could do with an improvement in this department. Almost two-thirds of all the respondents claimed to have access to pension payout points. Accessibility was highest in the formal Asian segment (97%) and lowest in the formal White segment (30%).

10.2. SATISFACTION WITH COMMUNITY SERVICES

Respondents were asked how satisfied they were with the services they are able to access.

Table 66: Satisfaction with Services by Services Segments

Service	FHS %	FH %	FM %	IM %	IL %	TL %	Total %
Public phones	66.8	71.6	65.8	67.2	51.7	53.2	67.0
Postal deliveries	91.6	92.6	76.1	44.0	51.6	60.0	84.7
Post office	87.0	89.0	82.7	42.4	39.0	87.0	80.8
Police services	76.0	62.1	55.6	27.5	30.1	48.6	55.8
Hospital	75.0	62.3	51.6	32.8	28.4	56.7	55.9
Clinic	72.4	64.5	66.9	40.8	48.1	58.8	61.6
Ambulance	75.3	57.2	48.5	24.8	30.7	42.1	52.5
Fire department	76.8	64.3	51.3	29.5	35.8	37.8	58.2
New low cost housing	32.7	59.1	47.4	57.7	72.2	0.0	52.9
New high cost houses	66.4	63.2	60.6	62.5	15.0	0.0	61.9
Water supply	92.0	92.0	66.7	34.9	35.1	55.3	74.3
Electricity supply	93.1	87.3	82.6	72.7	64.4	82.5	86.0
Street lighting	86.6	76.8	80.0	40.0	36.8	75.0	75.2
Road surfaces	85.1	64.1	44.2	17.5	10.5	11.9	54.2
Traffic flow	84.2	84.2	81.8	33.0	08.9	68.5	74.1
Storm water drains	86.7	67.6	74.4	15.5	10.8	50.0	67.6
Signposting of roads	86.3	76.9	68.9	21.3	8.8	0.0	68.0
Pedestrian safety	87.4	75.3	69.8	17.9	21.6	76.4	66.4
Pavements	79.1	70.6	70.7	21.3	20.8	0.0	66.2
Parks/recreational open space	80.8	59.6	66.7	20.0	14.3	75.0	66.1
Sports facilities	78.5	63.7	42.3	27.6	26.8	38.1	55.3
Libraries	87.0	72.1	65.9	49.5	52.2	0.0	69.9
Public Schools	89.4	80.6	67.6	52.6	50.9	61.0	71.7
Community halls	84.0	78.8	67.9	49.0	59.5	71.8	73.8
Bus transport	54.5	66.4	69.7	66.7	31.0	83.6	63.8
Train service	72.2	71.5	72.2	83.3	48.1	69.2	69.0
Mini bus taxis	74.2	82.6	72.3	51.1	65.0	64.9	73.8
Refuse removal	80.1	86.4	82.9	47.5	60.3	73.7	79.3
Sanitation	89.3	85.7	63.4	24.8	28.0	33.0	72.7
Crèches	86.2	73.1	66.2	33.3	46.3	61.0	66.5
Pension payout point	32.6	62.2	62.6	35.3	50.5	47.7	54.8
Base* CHANGES PER QUESTION THEREFORE N/A							

The table above provides a breakdown of their percentage of satisfaction according to their housing and service segments. Overall, the Formal High income, high service segment is satisfied with most of the proposed services. Satisfaction levels between 72% and 93% were recorded. However, dissatisfaction levels of 67% were recorded for two services namely new low cost housing and pension payout points. Just over half of this group (54.5%) was satisfied with bus services, possibly because many of these households have access to private transport.

Households in the formal housing high service areas recorded marginally smaller satisfaction levels, but over half of all these households were satisfied with all the listed services. The lowest recorded service satisfaction levels were for Ambulance services (57.2% satisfaction levels), new low cost housing (59.1%) and parks or recreational open spaces (59.6%).

Formal medium serviced households were generally less satisfied, than their higher serviced counterparts, but only four services cause less than fifty percent satisfaction rates. These were Ambulance services (48.5%), new low cost housing (47.4%), road surfaces (44.2%), and sports facilities (42.3%).

Informal medium serviced areas were generally dissatisfied with the majority of services. However, more than half the respondents indicated that they were satisfied with public telephones (67.2%), new low cost (57.7%) and high cost (62.5%) housing. The majority was also satisfied with their access to electricity supply (72.7%), public schools (52.6%), bus (66.7%) and train (83.3%) services, and mini bus taxi's (51.1%).

Informal low service areas, overall, were satisfied with a greater number of services than the medium serviced informal households. More than half the respondents were satisfied with public telephones, postal deliveries, new low cost housing, electricity, libraries, public schools, community halls, mini bus taxi's, refuse removal and pension payout points.

Traditional low serviced areas recorded no satisfaction with a number of services they do not have access to such as libraries, pavements, etc. as discussed above. They recorded very low satisfaction levels specifically concerning road surfaces (11.9% satisfaction rate), ambulance and fire services, sports facilities and sanitation (all between 33.5 and 43%).

Table 67: Satisfaction with Services by Housing Type

Service	FB %	FC %	FW %	FA %	TA %	IB %	Total %
Public phones	72.4	50.8	68.3	84.6	53.2	58.1	67.1
Postal deliveries	90.5	89.7	92.8	95.5	60.0	45.3	84.6
Post office	87.5	80.9	91.4	93.9	87.0	38.2	80.7
Police services	58.5	56.9	76.1	92.3	49.1	28.2	55.7
Hospital	58.8	63.4	70.4	92.4	57.6	29.9	56.1
Clinic	61.7	74.6	70.1	95.4	59.2	44.8	61.6
Ambulance	51.7	62.1	74.7	88.1	42.6	28.0	52.6
Fire department	58.5	88.5	71.6	72.3	38.6	33.2	58.3
New low cost housing	54.9	65.7	37.5	0.0	0.0	27.7	52.3
New high cost houses	61.7	61.8	71.5	28.6	0.0	21.4	61.5
Water supply	85.6	91.8	91.8	93.1	55.3	33.7	74.2
Electricity supply	84.3	92.6	96.0	94.0	82.8	64.0	86.0
Street lighting	75.7	78.4	84.7	95.5	75.0	33.6	75.0
Road surfaces	57.3	72.8	84.1	94.0	11.9	10.9	54.1
Traffic flow	85.1	82.9	78.5	95.5	68.5	34.9	74.0
Storm water drains	67.5	64.8	83.2	87.9	50.0	9.2	67.6
Signposting of roads	70.5	86.4	85.0	90.9	0.0	11.6	67.8
Pedestrian safety	69.6	80.3	86.5	93.9	76.4	18.0	66.3
Pavements	69.0	77.3	76.4	73.1	0.0	17.2	66.0
Parks/recreational open space	63.0	43.6	76.7	76.9	75.0	15.4	66.4
Sports facilities	60.0	61.9	81.4	53.0	38.1	24.8	55.0
Libraries	65.3	81.4	90.7	67.7	0.0	49.1	69.7
Public Schools	75.0	88.4	89.2	95.4	61.2	50.4	71.6
Community halls	76.1	83.9	80.8	81.5	71.8	53.7	73.6
Bus transport	69.8	62.3	49.1	76.6	83.6	40.0	63.7
Train service	80.1	57.5	68.5	20.7	69.2	53.4	69.1
Mini bus taxis	81.8	74.5	69.7	89.2	65.1	60.0	73.7
Refuse removal	86.6	79.9	86.8	68.7	73.7	53.5	79.1
Sanitation	81.0	85.5	94.2	92.5	33.0	24.4	72.6
Crèches	69.0	86.9	84.4	81.8	61.2	40.4	66.5
Pension payout point	60.7	69.0	43.7	50.8	47.9	44.0	54.7
Base* CHANGES PER QUESTION THEREFORE N/A							

Over half of all formal African households were satisfied with all services. The lowest recorded satisfaction levels were for ambulance services (51.7%) and new low cost housing (54.9%).

Over half of the formal Coloured respondents indicated that they were satisfied with all the services except where only 43.6% were satisfied with their access to parks and recreational open spaces. In addition, only 50.8% were satisfied with public telephones, 56.9% with police services and 57.5% with were satisfied with train services. Other services had more than sixty percent satisfaction rates.

Formal Asian respondents just like formal White respondents, recorded exceptionally high satisfaction rates. Formal White respondents were generally dissatisfied with new low cost housing (37.5%), bus transport (49.1%) and pension payout points (43.7%). Formal Asian respondents were dissatisfied with new high cost housing (28.6%), train services (20.7%) and pension payout points (50.8%). A zero percent satisfaction rate was recorded for low cost housing in formal Asian areas. A possible reason for this is that this group may not have access to this service.

Traditional African communities have no access to many services such as high and low cost housing, signposting of roads, pavements and libraries. More than half the households felt dissatisfied with police services, ambulance services, the fire department, sports facilities and sanitation. Nine out of ten respondents in the traditional African areas were dissatisfied with the road surfaces in their area (11.9% were satisfied).

Households in informal African areas were on average dissatisfied with many of the listed services. However, more than half were satisfied with the public telephones, electricity supply, public schools, community halls, train or mini bus services and refuse removal in their areas (between 50% and 64% satisfaction levels).

10.3. USAGE OF PUBLIC AMENITIES

Respondents were asked whether they visit certain types of public amenities in Buffalo City. These are contained in the table below.

Table 68: Usage of Public Amenities by Population

Usage of Public Amenities	African %	Asian %	Col %	White %	Total %	Base
Zoo	20.2	50.0	49.1	63.6	27.8	*689*
Sports Stadiums	37.6	38.2	44.0	61.8	40.8	*1011*
Museums	19.6	32.4	31.4	70.0	26.5	*655*
Beaches	59.7	77.9	66.7	90.1	64.1	*1587*
Casino's	10.1	1.5	7.5	4.6	9.1	*225*
Theatres	9.5	35.3	21.4	63.6	17.1	*424*
Parks	4.6	4.4	15.7	6.0	5.5	*136*
Sports Centres	10.4	4.4	11.3	9.9	10.2	*253*
Motor racing Track	2.2	4.4	15.1	23.7	5.5	*137*
Art Galleries	1.4	2.9	4.4	13.4	3.0	*75*
Other	0.1	0.0	0.6	0.4	0.2	*4*

Beaches are the most utilised public amenity. More than half of respondents in all population groups indicated that they visit the beached around Buffalo City. Sports Stadiums are the second most popular amenity, especially among White respondents (61.8%). Generally, Whites visit Zoo's, Sports Stadiums, Museums, theatres, art galleries and beaches more than other population groups. More African respondents visit casino's (10.1%). The new casino opened shortly after this study was completed and therefore usage of casinos may change in the future. More Coloured respondents visit parks, sports centres and motor racing tracks than other population groups.

10.4. PERCEPTIONS OF MOST POPULAR TOURIST ATTRACTIONS

Respondents were asked to rank several amenities, sites and events as tourist attractions.

Table 69: Perceptions of the Most Popular Tourist Attractions by Sex

Perceptions of the Most Popular Tourist Attractions	Male		Female		Total	
	rank	%	rank	%	rank	%
Beachfront amenities	10	57.9	10	57.7	10	57.8
Cultural events (live music and theatre)	10	51.9	10	54.0	10	53.2
Museums	10	52.3	10	52.4	10	52.4
Restaurants and night clubs	10	51.3	10	51.9	10	51.7
Sports events	10	51.5	10	49.1	10	50.0
Nature walks and trails	10	46.8	10	48.3	10	47.7
Large shopping centres	10	45.1	10	48.7	10	47.2
Town Centre for shopping and recreation	10	46.5	10	47.7	10	47.2
Casino's	10	46.5	10	44.3	10	45.2
Sports amenities	10	42.6	10	41.1	10	41.7

The amenities listed in the table above are in order of most important to least important. The highest importance ranking an amenity could be given were 10. On average, about half of all respondents gave the listed amenities a 10 ranking. It could be deduced that sports amenities were regarded as the least important tourist attraction because less than half of the respondents (41.7%) gave it a ranking of 10, whilst 57.8% gave beachfront amenities a ten ranking. No significant difference in perception between male and female respondents has been noted.

Table 70: Perceptions of the Most Popular Tourist Attractions by Population

Perceptions of the Most Popular Tourist Attractions	African		Asian		Col		White		Total	
	rank	%	rank	%	rank	%	rank	%	rank	%
Beachfront amenities	10	62.5	10	55.4	10	50.0	10	32.9	10	57.6
Cultural events (live music and theatre)	10	63.3	8	20.0	10	32.2	5	17.1	10	53.2
Museums	10	58.3	10	23.1	10	45.2	9	30.1	10	52.3
Restaurants and night clubs	10	52.6	10	23.4	10	36.1	10	59.3	10	51.5
Sports events	10	56.4	10	66.2	10	41.5	10	13.6	10	50.0
Nature walks and trails	10	53.9	10	40.6	10	35.4	10	20.4	10	47.8
Large shopping centres	10	53.6	10	24.6	10	44.9	10	16.8	10	47.2
Town Centre (shopping & recreation)	10	54.9	5	15.4	10	40.3	6	18.6	10	47.2
Casino's	10	49.3	4	25.0	10	36.1	10	35.4	10	45.1
Sports amenities	10	48.4	10	32.3	10	31.9	7	19.6	10	41.6

White and Asian and Coloured respondents did not rank cultural events as high as African respondents (63.3%) did. Also, White and Asian respondents did not rank the town centre as such an important tourist amenity as what African and Coloured respondents have. Cultural events received the highest percentage as most important tourist amenity out of all attractions listed from African respondents. Two-thirds of Asian respondents ranked sports events as a ten ranking, while three-fifths of White respondents listed restaurants and night clubs as having a ten ranking. Half of the Coloured respondents indicated that beach amenities should have a ten ranking.

11. CHILD CARE

The interviewees were asked to indicate which childcare facilities they utilise for their children under 15 years, if any.

Table 71: Childcare

Childcare services	Age 0 - 2	Age 3 - 6	Age 7 - 12	Age 13 - 15
A parent cares at home	65.2	63.1	63.2	62.2
An adult relative cares at home	17.2	13.6	13.0	9.8
An adult relative cares elsewhere	1.7	2.2	2.1	1.0
A neighbour cares	0.7	1.6	1.9	1.4
Children care for themselves	1.4	4.1	13.1	21.7
Attend crèche/pre-school	4.4	7.3	1.8	0.5
Paid baby sitter	9.5	7.9	4.9	3.3
Base	*296*	*491*	*906*	*572*

Between 62.2% and 65.1% of children irrespective of age are cared for by a parent at home. The second most popular childcare service is: adult relative cares for the children at home, specifically for children under two (17.2%), children between three and six (13.6%), and children between seven and 12 (13.0%). One out of ten children between 13 and 15 also stay with an adult relative at home, but 21.7% of the children in this age category look after themselves. In addition, 13.0% of children between seven and 12 take care of themselves. It should be noted that it was not asked whether older non- adult siblings (perhaps under 18) also look after the younger children or whether they look after themselves at such an early age.

12. PERSONAL WELL BEING

Respondents were asked whether they were satisfied with a number of personal relationships, time and monetary allocation concerning their quality of life. Their responses are contained in the tables below.

Table 72: Amount of money available to you personally by Sex and Population Group

Amount of money available to you personally	Male %	Female %	African %	Asian %	Coloured %	White %	Total %
Unknown	0.1	0.1	0.0	0.0	0.6	0.7	0.1
Refuse to Answer	0.9	0.6	0.3	1.5	7.5	0.4	0.8
Not Applicable	2.2	1.4	1.9	0.0	1.3	1.1	1.7
Do not know	0.5	0.0	0.2	0.0	0.6	0.4	0.2
Very Satisfied	0.9	0.6	0.7	0.0	1.9	0.7	0.7
Satisfied	7.8	9.6	3.4	5.9	15.0	44.5	8.9
Neither Satisfied nor Dissatisfied	6.3	5.2	2.7	22.1	5.6	22.3	5.7
Dissatisfied	25.5	23.7	24.0	47.1	31.3	18.0	24.4
Very Dissatisfied	55.8	58.7	67.0	23.5	36.3	12.0	57.5
Total	100	100	100	100	100	100	100

Over half of all male and female respondents (55.8% and 58.7% respectively) are very dissatisfied with the amount of money they have available for personal spending. In addition, a further quarter of these respondents, irrespective of sex, is dissatisfied with the amount.

More than nine out of ten African respondents (91%) are dissatisfied or very dissatisfied with the money they have available to them. More than two-thirds (67%) indicated that they were very dissatisfied. Asian respondents are marginally more dissatisfied than Coloured respondents (70.6% and 67.6% respectively), but more Coloured respondents were very dissatisfied. On average, White respondents are more satisfied with the amount they have to spend personally. More than two-fifths indicated that they were satisfied, one-fifth noted that they were neither satisfied nor dissatisfied and 30% said they were dissatisfied (18.0%) or very dissatisfied (12.0%).

Table 73: Amount of money available to you personally by Occupation Status

Amount of money available to you personally	FE %	IE %	SE %	UE %	HW %	PEN %	STU %	Total %
Unknown	0.1	0.0	0.0	0.0	0.9	0.3	0.0	0.1
Refuse to Answer	0.4	0.0	0.7	0.3	0.9	0.8	0.4	0.5
Not Applicable	0.1	1.6	0.0	2.8	2.8	1.0	4.8	1.7
Do not know	0.1	0.0	0.0	0.3	0.9	0.3	0.0	0.2
Very Satisfied	0.9	0.0	1.4	0.3	0.9	1.0	0.9	0.7
Satisfied	15.6	4.8	13.7	2.3	16.5	9.0	6.6	8.9
Neither Satisfied nor Dissatisfied	8.5	1.6	15.1	1.6	8.3	5.5	5.3	5.6
Dissatisfied	33.1	10.4	17.3	18.2	23.9	29.8	20.3	24.3
Very Dissatisfied	40.9	81.6	51.8	74.3	45.0	52.4	61.7	58.0
Total	100	100	100	100	100	100	100	100

KEY: FE: Formal Employment; IE: Informal Employment; SE: Self Employment; UE: Unemployed; HW: Housewife; PEN: Pensioner; STU: Student

Housewives (16.5%) and respondents in formal employment (15.6%) are marginally more satisfied with the amount they have available to them personally than other groupings. The majority in informal employment or unemployed respondents indicated that they are very dissatisfied with their spending money. Overall, 58% of the respondents were very dissatisfied with the money they have for personal use and a further quarter (24.3%) was simply dissatisfied.

Table 74: Amount of money available to you personally by Housing Type

Amount of money available to you personally	FB %	FC %	FW %	FA %	TA %	IB %	Total %
Unknown	0.0	0.7	0.7	0.0	0.0	0.0	0.1
Refuse to Answer	0.4	8.0	0.4	1.5	0.0	0.0	0.8
Not Applicable	1.9	1.3	1.1	0.0	3.4	0.8	1.7
Do not know	0.1	0.7	0.4	0.0	0.0	0.4	0.2
Very Satisfied	0.5	2.0	0.7	0.0	0.6	0.8	0.7
Satisfied	4.7	14.0	45.3	6.0	1.7	1.9	8.9
Neither Satisfied nor Dissatisfied	3.8	6.0	22.3	22.4	2.2	0.6	5.7
Dissatisfied	30.1	32.0	17.6	47.8	22.4	10.8	24.4
Very Dissatisfied	58.5	35.3	11.5	22.4	69.7	84.7	57.5
Total	100	100	100	100	100	100	100

Very few people are satisfied with the money they have to spend on themselves irrespective of the type of area they life. Almost half of formal White respondents (45.3%) indicated that they were satisfied with their amount of spending money, but the overwhelming majority of respondents categorized under the other housing types noted that they were either dissatisfied or very dissatisfied. Most notably 84.7% of the African respondents in informal areas indicated that they were very dissatisfied.

Table 75: Amount of time you have to do the things you want by Sex and Population Group

Amount of time you have to do the things you want	Male %	Female %	African %	Asian %	Coloured %	White %	Total %
Unknown	0.5	0.4	0.4	0.0	1.3	0.7	0.4
Refuse to Answer	1.2	0.4	0.4	1.5	6.3	0.4	0.8
Not Applicable	0.0	0.2	0.1	0.0	0.6	0.0	0.1
Do not know	0.1	0.1	0.1	0.0	0.0	0.0	0.1
Very Satisfied	10.2	10.1	11.1	1.5	3.8	8.5	10.1
Satisfied	52.9	59.1	53.6	79.4	60.6	71.7	56.8
Neither Satisfied nor Dissatisfied	13.3	11.4	13.1	8.8	7.5	8.5	12.1
Dissatisfied	17.2	14.4	16.9	7.4	15.0	7.4	15.4
Very Dissatisfied	4.6	3.9	4.4	1.5	5.0	2.8	4.2
Total	100	100	100	100	100	100	100

Seven percent more female respondents than male respondents indicated that they are satisfied with the time they have to do the things they want to do. More than half of the respondents overall indicated that they are satisfied with the time they have to do the things they would like to do. Four-fifths of Asian respondents were satisfied, followed by 71.7% of White respondents and 60.6% of Coloured respondents. Just over half of African respondents were satisfied, but 11.1% were very satisfied and 13.1% were neither satisfied nor dissatisfied.

Table 76: Amount of time you have to do the things you want by Occupation Status

Amount of time you have to do the things you want	FE %	IE %	SE %	UE %	HW %	PEN %	STU %	Total %
Unknown	0.3	0.8	1.4	0.3	0.9	0.3	0.4	0.4
Refuse to Answer	0.4	0.0	0.7	0.7	0.0	0.5	0.0	0.5
Not Applicable	0.1	0.0	0.0	0.1	0.9	0.0	0.0	0.1
Do not know	0.1	0.0	0.0	0.1	0.0	0.0	0.0	0.1
Very Satisfied	5.9	12.8	7.9	12.2	12.8	13.0	9.3	10.1
Satisfied	57.0	35.2	53.2	57.2	62.4	63.7	57.3	57.1
Neither Satisfied nor Dissatisfied	12.4	22.4	14.4	11.6	10.1	9.3	12.8	12.2
Dissatisfied	19.9	18.4	17.3	14.7	10.1	9.5	15.0	15.5
Very Dissatisfied	3.8	10.4	5.0	3.1	2.8	3.8	5.3	4.1
Total	100	100	100	100	100	100	100	100

Between 53% and 63% of all respondents irrespective of their occupational status indicated that they were satisfied with the time they have to do the things they want to do. The only exception was under those respondents that are employed in the informal employment segment. They seem marginally more dissatisfied with their time than the other groupings.

Table 77: Amount of time you have to do the things you want by Housing Type

Amount of time you have to do the things you want	FB %	FC %	FW %	FA %	TA %	IB %	Total %
Unknown	0.1	1.3	0.7	0.0	1.1	0.4	0.4
Refuse to Answer	0.5	6.7	0.4	1.5	0.3	0.0	0.8
Not Applicable	0.0	0.7	0.0	0.0	0.3	0.2	0.1
Do not know	0.1	0.0	0.0	0.0	0.3	0.0	0.1
Very Satisfied	7.5	4.0	8.3	1.5	16.2	16.1	10.2
Satisfied	58.9	58.7	71.9	79.1	50.4	43.3	56.6
Neither Satisfied nor Dissatisfied	10.4	8.0	8.3	9.0	12.9	19.3	12.1
Dissatisfied	18.3	16.0	7.6	7.5	12.9	16.6	15.5
Very Dissatisfied	4.1	4.7	2.9	1.5	5.6	4.1	4.2
Total	100	100	100	100	100	100	100

The majority of respondents across all housing types were generally either satisfied or very satisfied with the time they have to do the things they want to do.

Table 78: Marriage Relationship by Sex and Population Group

Marriage Relationship	Male %	Female %	African %	Asian %	Coloured %	White %	Total %
Unknown	0.4	0.7	0.4	0.0	1.3	1.8	0.6
Refuse to Answer	2.3	2.5	2.0	1.5	9.4	2.1	2.5
Not Applicable	23.1	30.9	29.9	45.6	22.5	12.0	27.8
Do not know	0.3	1.3	0.5	0.0	6.3	1.1	0.9
Very Satisfied	20.5	18.4	17.6	13.2	5.0	38.9	19.1
Satisfied	44.4	36.5	38.6	39.6	49.4	43.1	39.8
Neither Satisfied nor Dissatisfied	4.3	4.2	4.9	0.0	3.8	0.4	4.2
Dissatisfied	2.7	2.9	3.3	0.0	2.5	0.4	2.8
Very Dissatisfied	2.0	2.5	2.8	0.0	0.0	0.4	2.3
Total	100	100	100	100	100	100	100

Women are generally slightly less satisfied with their marriages than men. The overwhelming majority of White respondents were either satisfied or very satisfied with their marriage relationship. More than half of the other respondents is either satisfied or very satisfied.

Table 79: Marriage Relationship by Occupation Status

Marriage Relationship	FE %	IE %	SE %	UE %	HW %	PEN %	STU %	Total %
Unknown	0.9	0.8	0.0	0.3	1.8	0.8	0.0	0.6
Refuse to Answer	2.2	2.4	1.4	2.1	0.9	2.0	2.6	2.1
Not Applicable	19.4	15.2	13.7	30.7	15.6	41.9	42.7	28.1
Do not know	0.7	0.8	0.0	0.5	0.0	2.5	1.3	0.9
Very Satisfied	22.1	24.8	30.9	15.8	32.1	16.0	12.3	19.3
Satisfied	46.7	36.0	46.0	37.8	46.8	34.3	27.8	39.6
Neither Satisfied nor Dissatisfied	3.1	8.8	2.9	5.6	1.8	1.3	7.5	4.2
Dissatisfied	3.1	5.6	3.6	3.7	0.0	0.8	2.2	2.8
Very Dissatisfied	1.8	5.6	1.4	3.3	0.9	0.5	3.5	2.3
Total	100	100	100	100	100	100	100	100

Although unemployed people, pensioners and students appeared to be less satisfied with their marriage relationships than other respondents, this could be attributed to the high percentage 'not applicable' in these categories. Informally employed people also seem marginally less satisfied than self-employed, formally employed people and housewives.

Table 80: Marriage Relationship by Housing Type

Marriage Relationship	FB %	FC %	FW %	FA %	TA %	IB %	Total %
Unknown	0.5	1.3	1.8	0.0	0.0	0.2	0.6
Refuse to Answer	2.8	10.0	2.2	1.5	0.0	1.7	2.5
Not Applicable	32.2	24.0	11.5	46.3	36.4	20.1	28.0
Do not know	0.6	6.7	1.1	0.0	0.3	0.4	0.9
Very Satisfied	14.4	5.3	39.2	13.4	19.9	23.4	19.2
Satisfied	39.7	46.0	43.2	43.2	31.9	40.2	39.4
Neither Satisfied nor Dissatisfied	4.3	4.0	0.4	0.0	3.9	7.2	4.3
Dissatisfied	2.8	2.7	0.4	0.0	2.8	5.0	2.9
Very Dissatisfied	2.6	0.0	0.4	0.0	4.8	1.9	2.3
Total	100	100	100	100	100	100	100

Traditional African communities are slightly less satisfied than other communities with their marriage, while formal White marriages seem satisfied or very satisfied with their marriages.

Table 81: Family Life by Sex and Population Group

Family Life	Male %	Female %	African %	Asian %	Coloured %	White %	Total %
Unknown	0.5	0.3	0.3	0.0	1.3	0.7	0.4
Refuse to Answer	0.9	0.3	0.3	1.5	5.0	0.4	0.6
Not Applicable	0.5	0.7	0.5	2.9	1.3	0.7	0.6
Do not know	0.0	0.0	0.0	0.0	0.0	0.0	0.0
Very Satisfied	15.4	17.8	17.6	2.9	7.5	19.1	16.7
Satisfied	66.6	66.9	64.4	85.3	78.8	73.1	66.9
Neither Satisfied nor Dissatisfied	7.5	6.2	7.6	4.4	3.8	1.8	6.6
Dissatisfied	7.0	6.3	7.5	2.9	2.5	3.5	6.6
Very Dissatisfied	1.6	1.5	1.8	0.0	0.0	0.7	1.5
Total	100	100	100	100	100	100	100

No clear distinction could be drawn between the levels of satisfaction of men as opposed to women concerning their family life. Two-thirds of both sexes were satisfied with their family life. The same could be said of levels of satisfaction according to population.

Table 82: Family Life by Occupation Status

Family Life	FE %	IE %	SE %	UE %	HW %	PEN %	STU %	Total %
Unknown	0.3	0.8	0.0	0.3	0.9	0.3	0.9	0.4
Refuse to Answer	0.4	0.0	0.7	0.1	0.0	0.5	0.0	0.3
Not Applicable	0.4	0.0	0.7	0.5	0.9	1.0	0.4	0.6
Do not know	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0
Very Satisfied	14.7	18.4	21.6	18.2	15.6	16.0	16.3	16.8
Satisfied	68.3	51.2	63.3	66.2	74.3	72.4	64.8	67.1
Neither Satisfied nor Dissatisfied	4.9	12.8	6.5	8.2	3.7	5.0	8.4	6.7
Dissatisfied	9.6	10.4	5.8	5.5	3.7	3.5	7.5	6.7
Very Dissatisfied	1.3	6.4	1.4	1.1	0.9	1.3	1.8	1.5
Total	100	100	100	100	100	100	100	100

Again, no significant conclusion can be drawn from the levels of satisfaction respondents have with their family life according to their occupation. However, it seems that people employed in the informal sector are slightly less satisfied with their family life.

Table 83: Family Life by Housing Type

Family Life	FB %	FC %	FW %	FA %	TA %	IB %	Total %
Unknown	0.4	1.3	0.7	0.0	0.3	0.0	0.4
Refuse to Answer	0.4	5.3	0.4	1.5	0.0	0.0	0.6
Not Applicable	0.3	1.3	0.7	3.0	1.1	0.6	0.7
Do not know	0.0	0.0	0.0	0.0	0.0	0.0	0.0
Very Satisfied	14.3	8.0	18.7	3.0	23.8	20.9	16.8
Satisfied	69.8	77.3	73.4	86.6	58.8	55.9	66.8
Neither Satisfied nor Dissatisfied	5.9	4.0	1.8	3.0	6.2	12.8	6.7
Dissatisfied	7.2	2.7	3.6	3.0	8.1	7.5	6.6
Very Dissatisfied	1.6	0.0	0.7	0.0	1.7	2.3	1.5
Total	100	100	100	100	100	100	100

Formal White and Asian households seem marginally more satisfied with their family life than other respondents. Traditional and informal African respondents are the most dissatisfied with their family life.

Table 84: Friends by Sex and Population Group

Friends	Male %	Female %	African %	Asian %	Coloured %	White %	Total %
Unknown	0.3	0.5	0.4	0.0	0.6	0.7	0.4
Refuse to Answer	0.9	0.3	0.3	1.5	5.0	0.4	0.6
Not Applicable	5.4	10.1	9.9	0.0	4.4	0.7	8.2
Do not know	0.1	0.5	0.2	0.0	2.5	0.0	0.3
Very Satisfied	14.7	13.7	14.9	4.4	5.0	15.2	14.0
Satisfied	69.8	65.5	65.1	82.4	70.0	77.7	67.3
Neither Satisfied nor Dissatisfied	4.9	5.4	5.0	10.3	10.0	2.8	5.2
Dissatisfied	3.1	2.9	3.1	1.5	2.5	2.5	2.9
Very Dissatisfied	0.8	1.1	1.2	0.0	0.0	0.0	1.0
Total	100	100	100	100	100	100	100

Male respondents seem marginally more satisfied with their friends than their female counterparts. Coloured respondents are slightly less satisfied with their friends than other population groupings, but one in ten indicated that they are neither satisfied nor dissatisfied.

Table 85: Friends by Occupation Status

Friends	FE %	IE %	SE %	UE %	HW %	PEN %	STU %	Total %
Unknown	0.3	0.0	0.7	0.4	0.9	0.5	0.4	0.4
Refuse to Answer	0.4	0.0	0.7	0.1	0.0	0.5	0.0	0.3
Not Applicable	4.0	2.4	5.0	8.7	14.7	20.1	1.8	8.3
Do not know	0.3	0.0	0.0	0.5	0.9	0.3	0.0	0.3
Very Satisfied	12.7	18.4	18.0	15.2	11.0	9.3	18.5	14.0
Satisfied	70.4	68.8	64.7	67.6	64.2	62.4	69.6	67.5
Neither Satisfied nor Dissatisfied	6.5	6.4	5.0	3.7	7.3	5.5	4.4	5.2
Dissatisfied	4.6	4.0	3.6	2.5	0.0	1.0	3.5	3.0
Very Dissatisfied	0.9	0.0	2.2	1.1	0.9	0.5	1.8	1.0
Total	100	100	100	100	100	100	100	100

Housewives and pensioners are slightly less satisfied with their friends than other respondents. No significant difference exists amongst the different employed sectors.

Table 86: Friends by Housing Type

Friends	FB %	FC %	FW %	FA %	TA %	IB %	Total %
Unknown	0.4	0.7	0.7	0.0	0.6	0.2	0.4
Refuse to Answer	0.4	5.3	0.4	1.5	0.0	0.0	0.6
Not Applicable	10.0	4.7	0.7	0.0	15.7	5.8	8.3
Do not know	0.4	1.3	0.0	0.0	0.0	0.0	0.2
Very Satisfied	11.5	5.3	15.1	4.5	20.7	18.6	14.1
Satisfied	66.7	69.3	77.7	82.1	56.6	66.9	67.1
Neither Satisfied nor Dissatisfied	6.0	10.7	2.9	10.4	2.8	4.1	5.2
Dissatisfied	3.1	2.7	2.5	1.5	2.5	3.5	3.0
Very Dissatisfied	1.4	0.0	0.0	0.0	1.1	0.8	1.0
Total	100	100	100	100	100	100	100

On average, the overwhelming majority of respondents irrespective of housing type are satisfied or very satisfied with their friends. No conclusion can be drawn when comparing levels of satisfaction by housing type.

Table 87: Standard of Living by Sex and Population Group

Standard of Living	Male %	Female %	African %	Asian %	Coloured %	White %	Total %
Unknown	0.6	0.6	0.4	1.5	1.3	1.4	0.6
Refuse to Answer	0.9	0.5	0.4	1.5	5.0	0.4	0.7
Not Applicable	2.3	1.7	2.1	0.0	0.6	2.5	2.0
Do not know	0.3	0.3	0.4	0.0	0.0	0.0	0.3
Very Satisfied	2.6	3.2	2.0	1.5	1.9	10.6	2.9
Satisfied	23.8	25.5	16.8	19.1	49.4	67.1	24.7
Neither Satisfied nor Dissatisfied	12.6	15.1	14.2	25.0	9.4	13.8	14.1
Dissatisfied	29.1	29.9	33.9	36.8	20.0	3.9	29.7
Very Dissatisfied	27.7	23.1	29.9	14.7	12.5	0.4	24.9
Total	100	100	100	100	100	100	100

Males and females are both generally dissatisfied with their standard of living. The majority of African respondents are either dissatisfied (33.9%) or very dissatisfied (29.9%) with their standard of living. The same holds for Asian respondents where more than half (51.5%) are dissatisfied or very dissatisfied. Over half of the Coloured respondents are satisfied (49.4%) or very satisfied (1.9%) with their standard of living. The majority of White respondents are satisfied (67.1%) or very satisfied (10.6%) with their standard of living.

Table 88: Standard of Living by Occupation Status

Standard of Living	FE %	IE %	SE %	UE %	HW %	PEN %	STU %	Total %
Unknown	0.9	0.0	0.7	0.5	0.9	0.5	0.0	0.6
Refuse to Answer	0.3	0.0	0.7	0.4	0.0	0.8	0.0	0.4
Not Applicable	0.1	3.2	0.0	2.8	1.8	0.5	8.4	2.0
Do not know	0.0	0.0	0.0	0.4	0.9	0.5	0.0	0.2
Very Satisfied	3.5	0.0	5.8	0.9	5.5	4.3	4.4	3.0
Satisfied	34.2	9.6	31.7	14.8	36.7	31.3	18.5	25.0
Neither Satisfied nor Dissatisfied	17.2	18.4	15.1	10.6	13.8	15.8	11.9	14.2
Dissatisfied	30.3	21.6	26.6	34.6	18.3	26.1	30.0	29.7
Very Dissatisfied	13.4	47.2	19.4	34.9	22.0	20.3	26.9	24.9
Total	100	100	100	100	100	100	100	100

Those in informal employment; the unemployed and student categories reported higher dissatisfaction levels with their standard of living. Highest satisfaction rates were reported by formally employed, self employed and housewives.

Table 89: Standard of Living by Housing Type

Standard of Living	FB %	FC %	FW %	FA %	TA %	IB %	Total %
Unknown	0.4	1.3	1.1	1.5	1.1	0.0	0.6
Refuse to Answer	0.5	5.3	0.4	1.5	0.0	0.2	0.7
Not Applicable	3.5	0.7	2.5	0.0	0.0	0.4	2.0
Do not know	0.4	0.0	0.0	0.0	0.0	0.6	0.3
Very Satisfied	2.7	2.0	10.8	1.5	1.4	0.6	2.9
Satisfied	22.1	50.7	67.6	19.4	12.6	7.0	24.6
Neither Satisfied nor Dissatisfied	13.4	10.0	13.3	25.4	12.0	17.8	14.2
Dissatisfied	32.6	20.0	4.0	37.3	35.3	36.4	29.8
Very Dissatisfied	24.5	10.0	0.1	13.4	37.5	36.9	24.9
Total	100	100	100	100	100	100	100

Formal African, Asian, Traditional African and Informal African respondents were mostly dissatisfied or very dissatisfied with their standard of living. Formal Coloured, but especially White respondents were mainly satisfied with their standards of living.

Table 90: Income by Sex and Population Group

Income	Male %	Female %	African %	Asian %	Coloured %	White %	Total %
Unknown	0.2	0.6	0.4	0.0	0.6	1.1	0.4
Refuse to Answer	1.3	0.7	0.5	1.5	6.3	1.4	1.0
Not Applicable	6.1	4.4	5.8	0.0	0.6	3.9	5.1
Do not know	0.3	0.1	0.2	0.0	0.0	0.4	0.2
Very Satisfied	1.1	0.7	0.4	0.0	1.3	4.6	0.9
Satisfied	10.2	12.4	4.8	11.8	34.4	45.2	11.5
Neither Satisfied nor Dissatisfied	8.7	6.4	5.0	16.2	8.8	20.1	7.3
Dissatisfied	28.5	29.5	30.8	51.5	23.8	15.9	29.2
Very Dissatisfied	43.5	45.1	52.2	19.1	24.4	7.4	44.4
Total	100	100	100	100	100	100	100

Men and women are equally dissatisfied with their income. Half of the White respondents were satisfied with their income and one third of the Coloured respondents were satisfied, but half were dissatisfied with their income. Over 80% of African respondents and more than 70% Asian respondents were dissatisfied with their income.

Table 91: Income by Occupation Status

Income	FE %	IE %	SE %	UE %	HW %	PEN %	STU %	Total %
Unknown	00.3	0.0	0.0	0.5	1.8	0.5	0.4	0.5
Refuse to Answer	0.6	1.6	0.7	0.4	0.9	1.0	0.9	0.7
Not Applicable	0.4	0.8	2.9	10.4	3.7	1.0	14.1	5.2
Do not know	0.1	0.0	0.0	0.3	0.0	0.0	0.4	0.2
Very Satisfied	1.0	0.0	2.2	0.1	1.8	1.8	0.4	0.9
Satisfied	19.3	3.2	15.1	4.7	21.1	13.3	7.5	11.7
Neither Satisfied nor Dissatisfied	8.5	3.2	17.3	4.0	10.1	10.3	2.6	7.2
Dissatisfied	36.2	20.8	30.2	27.3	18.3	27.6	28.2	29.3
Very Dissatisfied	33.4	70.4	31.7	52.3	42.2	44.6	45.4	44.4
Total	100	100	100	100	100	100	100	100

Generally, most people were dissatisfied with their income levels. Housewives, formally employed and self-employed reported the highest levels of satisfaction with their incomes.

Table 92: Income by Housing Type

Income	FB %	FC %	FW %	FA %	TA %	IB %	Total %
Unknown	0.4	0.7	1.1	0.0	0.6	0.2	0.4
Refuse to Answer	0.4	6.7	1.4	1.5	0.0	1.0	1.0
Not Applicable	2.9	0.7	4.0	0.0	15.4	5.6	5.1
Do not know	0.1	0.0	0.4	0.0	0.0	0.4	0.2
Very Satisfied	0.4	1.3	4.7	0.0	0.3	0.2	0.9
Satisfied	6.6	34.0	45.7	11.9	2.8	2.3	11.4
Neither Satisfied nor Dissatisfied	5.0	9.3	20.1	16.4	2.5	7.0	7.4
Dissatisfied	32.5	24.7	15.8	52.2	25.5	30.2	29.2
Very Dissatisfied	51.7	22.7	6.8	17.9	52.9	53.0	44.3
Total	100	100	100	100	100	100	100

With the exception of Formal Whites and Formal Coloureds, all other housing types were generally dissatisfied or very dissatisfied with their incomes.

Table 93: Leisure time by Sex and Population Group

Leisure time	Male %	Female %	African %	Asian %	Coloured %	White %	Total %
Unknown	0.2	0.4	0.3	0.0	0.6	0.7	0.3
Refuse to Answer	0.9	0.4	0.3	1.5	5.6	0.4	0.6
Not Applicable	0.2	0.2	0.2	0.0	0.6	0.4	0.2
Do not know	0.3	0.4	0.4	0.0	0.6	0.0	0.4
Very Satisfied	8.4	8.1	8.4	0.0	3.1	11.0	8.2
Satisfied	51.0	55.3	48.1	86.8	68.1	77.7	53.8
Neither Satisfied nor Dissatisfied	21.6	20.8	25.0	4.4	5.6	6.7	21.1
Dissatisfied	13.0	10.9	13.4	5.9	7.5	3.2	11.7
Very Dissatisfied	4.2	3.4	4.0	1.5	8.1	0.0	3.7
Total	100	100	100	100	100	100	100

Women were slightly more satisfied with the way they spend their leisure time than men were. The majority of White respondents followed by Asian, Coloured and African respondents were satisfied with the way they spend their leisure time. Overall, 62% of respondents were either satisfied or very satisfied with the way they spend their leisure time.

Table 94: Leisure time by Occupation Status

Leisure time	FE %	IE %	SE %	UE %	HW %	PEN %	STU %	Total %
Unknown	0.4	0.8	0.0	0.1	0.9	0.5	0.0	0.3
Refuse to Answer	0.3	0.0	0.7	0.1	0.9	0.8	0.0	0.3
Not Applicable	0.3	0.0	0.0	0.0	0.9	0.3	0.4	0.2
Do not know	0.4	0.0	0.0	0.5	0.0	0.3	0.0	0.3
Very Satisfied	8.0	5.6	5.8	8.0	11.0	0.8	11.9	8.2
Satisfied	59.5	25.6	52.5	49.7	57.8	61.2	55.5	54.2
Neither Satisfied nor Dissatisfied	15.0	43.2	23.0	24.5	11.0	21.6	19.8	21.2
Dissatisfied	12.7	17.6	14.4	13.1	12.8	5.3	10.0	11.7
Very Dissatisfied	3.4	7.2	3.6	3.9	4.6	2.3	2.2	3.5
Total	100	100	100	100	100	100	100	100

Housewives; formerly employed and students are generally more satisfied with their leisure time than other respondents. It seems that people employed in the informal sector are less satisfied than other groups but many indicated that they were neither satisfied nor dissatisfied and only marginally more indicated that they were actually dissatisfied.

Table 95: Leisure time by Housing Type

Leisure time	FB %	FC %	FW %	FA %	TA %	IB %	Total %
Unknown	0.2	0.7	0.7	0.0	0.6	0.2	0.3
Refuse to Answer	0.4	6.0	0.4	1.5	0.0	0.0	0.7
Not Applicable	0.2	0.7	0.4	0.0	0.3	0.0	0.2
Do not know	0.4	0.0	0.0	0.0	0.3	0.4	0.3
Very Satisfied	6.7	3.3	11.2	0.0	15.4	7.2	8.2
Satisfied	59.6	66.7	78.1	86.6	44.0	26.5	53.6
Neither Satisfied nor Dissatisfied	18.6	6.0	6.5	4.5	25.8	39.3	21.2
Dissatisfied	11.1	8.0	2.9	6.0	9.0	22.2	11.7
Very Dissatisfied	3.7	8.7	0.0	1.5	4.8	4.1	3.8
Total	100	100	100	100	100	100	100

Almost 90% of people in Formal White areas and Asian areas were satisfied with their leisure time, but only about a third of respondents in informal African areas were satisfied with their leisure time. Between 60% and 70% of the respondents in the other areas indicated that they were generally satisfied about the way they spend their leisure time.

12.1. SOCIAL CHARACTERISTICS AND SOCIAL INTEGRATION

Respondents were asked to indicate how satisfied they were with their life as a whole. The responses are contained in the tables below according to some demographic information gathered.

Table 96: Life Satisfaction by Social Characteristics

Population/ Sex	Score %	Base
African	25.8	506
Asian	61.8	42
Coloured	55.1	88
White	84.1	238
Male	34.0	329
Female	36.2	540
Total / Base	*35.3*	*874*

Marital Status	Score %	Base
Married	49.7	407
Common law	17.5	19
Traditional	20.7	25
Divorced	36.1	26
Separated	27.1	20
Widowed	35.8	91
Single	27.8	284
	35.3	*872*

Household Occupancy	Score %	*Base*
1-3	36.3	*403*
4-6	36.5	*390*
7-10	26.5	*71*
>10	30.2	*10*
	35.3	*874*

The majority of Whites (84.1%), Asian (61.8%) and Coloured respondents (55.1%) were satisfied with their life as a whole, but only one-quarter of African respondents were satisfied. Two percent more women (36.2%) were satisfied with their life than men (34.0%) were.

Half of married people (49.7%) were satisfied with their lives, but only about one-fifth married in common law or tradition were satisfied with their live as a whole. A quarter of separated or single respondents and over a quarter of divorced or widowed respondents were satisfied with their lives. Household size does not seem to be determinant of life satisfaction. Over one-third of people living in households with one to three or four to six members were satisfied with their life. This is compared to just over a quarter in households with seven to ten members and 30% in households with more than ten members.

Table 97: Life Satisfaction by Social Integration

Clubs & Organisations	Membership			
	Yes %	*Base*	No %	*Base*
Ratepayers Association	57.9	*33*	35.2	*841*
Sports Club	53.6	*118*	33.9	*756*
Civic Association	38.1	*43*	35.6	*831*
Woman's Club/organisation	34.7	*96*	35.8	*778*
Church, religious club, choir	39.3	*471*	32.2	*403*
Community service organisation	38.3	*54*	35.5	*820*
Trade Union	41.5	*98*	35.1	*776*
Neighbourhood Watch	57.1	*24*	35.3	*850*
Book club, library	71.9	*110*	33.3	*764*
Social or recreational club	67.2	*43*	34.8	*831*
Youth Organisation	46.0	*40*	35.3	*834*
Savings club	35.1	*34*	35.7	*840*
Political Party	29.0	*239*	39.1	*634*
Burial society	33.1	*96*	36.0	*778*
Other	36.0	*9*	35.7	*862*

More than half of the respondents who were members of ratepayers associations, sports clubs, neighbourhood watches, book clubs and social or recreational clubs were satisfied or very satisfied with their life as a whole. Around 35% of respondents that were not members of these clubs or organisations indicated that they were satisfied or very satisfied with their lives.

Table 98: Sense of Belonging

Sense of Belonging	African	Asian %	Coloured %	White %
Your Family	98.4	98.5	98.1	99.6
Your Friends	97.7	100.0	99.3	98.9
People in your neighbourhood	96.8	88.1	90.9	77.7
Your Place of Worship	94.1	92.3	97.3	86.4
The people you work with	76.8	92.9	87.5	67.7
Your local community	92.0	91.0	91.6	58.7
The organisations or groups you belong to	75.2	63.9	79.3	52.6

Most people derive a sense of belonging from their family and friends. Africans derived a greater sense of belonging from the neighbourhood; local community and organisations or groups they belonged to as opposed to their white counterparts.

12.2. SATISFACTION WITH HOUSEHOLD SERVICES

The following tables provide a summary of respondent's levels of life satisfaction by household services.

Table 99: Life Satisfaction by Household Services

Energy for Cooking	Score %	*Base*	Energy for Lighting	Score %	*Base*
Electricity	49.7	*651*	Electricity	42.3	*786*
Gas	30.5	*18*	Gas	25.0	*3*
Paraffin	17.9	*161*	Paraffin	14.2	*84*
Wood	22.9	*43*	Candles	33.3	*1*
Other	12.5	*1*			
Toilet Facility	**Score %**	***Base***	**Water Source**	**Score %**	***Base***
None	17.5	*28*	Piped full pressure	45.6	*639*
Flush	44.1	*666*	Piped from roof tank	48.4	*31*
Septic	37.5	*6*	Ground tanks next to house	9.1	*1*
Improved Pit Latrine	21.5	*14*	Standpipes	21.0	*182*
Basic pit latrine	25.9	*138*	Borehole/ rainwater tank/well	50.0	*6*
Chemical	11.5	*18*	Dam/river/stream/spring	12.5	*10*
Other	10.8	*4*	Other	15.0	*3*

Refuse Disposal	Score %	*Base*
No refuse removal	26.6	*17*
Removed at least once/week by local authority	39.7	*689*
Removed less often by local authority	50.0	*2*
Removed from container by local authority	33.3	*3*
Placed on Communal refuse dump & not collected by local authority	35.0	*7*
Placed on own refuse dump but not collected	34.1	*15*
Burnt in pit	23.2	*137*
Other means	100.0	*4*

* Scores may be misleading due to small base

The overwhelming majority of respondents with inadequate sanitation and water are dissatisfied with their life as a whole. Respondents with high service provision seemed to be more satisfied with life as a whole. It should be noted that the levels of household services are strongly influenced by other factors like income, housing type etc., and these in themselves may have a strong influence on life satisfaction as a whole.

12.3. SATISFACTION WITH ECONOMIC CIRCUMSTANCES

The following tables compare life satisfaction to a series of economic circumstances.

Table 100: Economic Circumstances by Life Satisfaction

Assets	Scores by Ownership (%)	
	Yes	No
Car	67.1	25.1
Phone	54.0	22.5
television	43.2	18.1
Radio	38.6	22.7
Computer	75.1	29.1
Electric cooking appliance	48.1	19.3
Electric cleaning appliance	62.9	25.3
Fridge	47.5	18.4
Piped hot water	63.2	23.2
Electric heater	66.5	27.3

Employment Status	Score %
Self employed in formal segment – full time	61.5
Self employed in formal sector – part time	66.7
Employed full-time in formal sector	47.5
Employed full time in informal sector not looking for formal sector work	11.4
Employed part time in informal sector not looking for formal sector work	50.0
Self-employed in informal sector – full time	43.6
Self-employed in informal sector – part time	25.6
Employed full time in informal sector & looking for employment in formal sector	25.9
Employed part time in informal sector & looking for employment in formal sector	16.4
Housewife looking for formal employment	26.1
Employed part-time in formal sector	39.6
Unemployed looking for work	14.9

More than half the respondents with cars, telephones, computers, electrical cleaning appliances, piped hot water and electric heaters seem satisfied. Around two-thirds of self-employed persons in the formal sector are satisfied with their life as a whole. Others that are not as satisfied tend to be employed full time in the informal sector (not looking for formal work) and those employed part time in the informal sector (looking for formal work). It should be noted that the base for some of these categories might be too small to be meaningful.

12.4. PERCEPTIONS ON AIDS

Respondents were asked to indicate whether they were worried that they or someone close to them might be infected with the virus that causes AIDS.

Table 101: Worried about HIV infection by Sex and Population

Worried about HIV infection	Male %	Female %	African %	Asian %	Col %	White %	Total %
Do not know	0.3	0.4	0.3	0.0	1.3	0.4	0.4
Not at all	25.1	26.0	21.7	13.4	50.0	41.1	25.5
A little	17.0	17.0	15.9	3.0	18.6	28.4	17.1
A lot	57.7	56.6	62.1	83.6	30.1	30.1	57.0
Total	100.0	100.0	100.0	100.0	100.0	100.0	100.0
Base	*954*	*1479*	*1947*	*67*	*156*	*282*	*2452*

More than half of all men and women, as well as African and Asian respondents noted that they worry a lot about HIV infection. Half of the Coloured respondents indicated that they are not worried at all and two-fifths of White respondents indicated that they are not worried about HIV infection at all.

Table 102: AIDS Prevention Strategies by Sex and Population

AIDS Prevention Strategies	Male %	Female %	African %	Asian %	Col %	White %	Total %
Do no Know	7.0	7.7	8.5	2.9	6.3	1.4	7.4
Nothing	2.3	2.2	2.1	2.9	4.4	2.1	2.2
AIDS Education / Awareness Campaigns	18.3	16.0	12.5	47.1	26.6	35.6	17.0
Workshops for all	6.1	5.1	5.3	0.0	12.7	3.6	5.5
Workshops for the Youth	1.9	1.2	1.8	0.0	0.0	0.4	1.5
Become saved/ religion/ prayer	3.1	4.6	4.5	1.5	1.9	2.1	4.0
Sex within the marriage	5.6	7.3	3.6	5.9	2.5	30.6	6.7
The use of condoms	34.6	31.0	38.2	11.8	19.6	4.3	32.4
Abstinence	7.0	9.7	8.7	1.5	8.2	11.4	8.7
Open and honest relationship with partner	2.1	3.7	2.8	0.0	6.3	3.2	3.0
To have only one partner	5.4	5.3	5.5	1.5	7.6	3.6	5.3
Free, adequate treatment of HIV pos./AIDS sufferers	10.4	10.8	12.9	2.9	2.5	2.5	10.7
Other	2.4	2.1	1.1	22.1	3.8	3.6	2.2
Base (number of responses)	*960*	*1479*	*1951*	*68*	*158*	*281*	*2458*

About one-third of male and female respondents believed that the use of condoms are an important AIDS prevention strategy. The second most recorded strategy overall, and equally for men and women was AIDS education or awareness campaigns. Just under two-fifths of African respondents (38.2%) indicated that the use of condoms are an important prevention strategy. Almost a half of Asian respondents (47.1%) believed that awareness campaigns or education campaigns would be the most important strategy compared to a quarter of the Coloured respondents (26.6%) and more than a third of the White respondents (35.6%). Interesting to note that almost a third of White respondents indicated that sex within the marriage was an important prevention strategy.

13. EMPLOYMENT, SELF-EMPLOYMENT AND UNEMPLOYMENT

The following tables show the level of satisfaction people have with life according to their employment status and satisfaction.

13.1. JOB SATISFACTION BY WORK CATEGORIES

Employed respondents were asked to indicate how satisfied they are with their job. The table below shows their responses according to the type of job they do.

Table 103: Job Satisfaction by Occupation

Occupation	Satisfied %	*Base*
Housewife/ pensioner	72.7	*8*
Education professionals	65.0	*76*
Healthcare Workers	77.8	*35*
Administrative / clerical	71.3	*67*
Protective Services	56.4	*31*
Sales persons/ promotions	60.9	*28*
Factory worker/ Storeman	58.8	*57*
Artisan/ Electrician/ Plumber	71.2	*37*
Corporate directors/ Management	70.0	*7*
General Managers/ Supervisors	87.1	*27*
Other Professionals (Doctors, lawyers, pharmacists)	92.5	*37*
Self-employed (taxi/ sewing industry)	41.5	*22*
Drivers	54.5	*6*
Hospitality service industry (waiters, chef)	37.5	*3*
Unskilled labour	46.8	*51*
Casual Labour	31.0	*13*
Cashier	75.0	*9*
Religious	100.0	*4*
Voluntary Work	100.0	*1*
Overall Satisfaction rate (Total)	62.0	*519*

Employed respondents were overall satisfied with their jobs. However, less than half of the respondents that were self-employed, in the hospitality industry, unskilled labour or casual labour indicated that they were satisfied. The main reasons for this may be monetary, work hours and/or job insecurity.

13.2. ECONOMIC PERCEPTIONS BY EMPLOYMENT STATUS

Respondents were asked what their economic expectations were.

Table 104: Economic Situation compared to one year ago

Employment Status	Better %	Same %	Worse %	Don't know %	Total %
Employed - formal	16.8	36.2	45.7	1.3	100
Employed - informal	12.0	48.0	39.2	0.8	100
Self employed	13.8	36.2	49.3	0.7	100
Unemployed - looking	5.8	32.7	61.5	0.0	100
Total	15.2	37.5	46.2	1.1	100
Base	151	373	459	11	100

Three-fifths of unemployed people believed that the economic situation is worse than one year ago. In addition, half of self-employed people believe that the situation is worse together with 45.7% formally employed people and 39.2% informally employed persons.

Table 105: Expected Economic Situation in Five Years

Employment Status	Better %	Same %	Worse %	Don't know %	Total %
Employed - formal	35.5	14.3	44.2	6.1	100
Employed - informal	28.0	24.8	36.0	11.2	100
Self employed	28.8	13.7	52.5	5.0	100
Unemployed - looking	23.1	21.2	53.8	1.9	100
Total	32.9	15.9	44.8	6.3	100
Base	327	158	445	63	100

More than half of the self-employed and unemployed respondents believed that the economic situation would deteriorate in the next five years. About 36% of the informally employed respondents and 44% of the formally employed respondents expected their economic situations to be worse in the next five years.

Table 106: Reasons for Economic Expectations by Employment Status

Reason	Employed Formal %	Employed Informal %	Self Employed %	Unemployed %
No Change	3.1	8.3	1.7	2.4
Unemployed Retrenched	15.2	25.0	31.4	74.8
Earning less money	20.7	15.6	10.2	3.0
Cost of living increased/ inflation	30.5	11.5	22.0	6.6
Crime	1.5	3.1	2.5	2.0
More job opportunities/ employment/ better job	8.7	11.5	9.3	6.3
More money/ funds	5.8	10.4	3.4	0.9
Economic crises/ unstable economy	4.1	1.0	5.1	1.4
No money/ financial constraints	10.8	14.6	5.1	5.7
Other	12.0	5.2	12.7	4.2
Poor government	4.3	2.1	7.6	1.1

The reasons given by respondents for their perceived negative economic expectations in the next five years differ vastly. The formally employed respondents stated "cost of living increases" (30.5%) and "earning less money" (20.7%) as the main causes for their negative outlook. Those employed in the informal sector indicated that "retrenchments" (25.0%), "earning less money" (15.6%) and having financial constraints (14.6%) were the expected economic outcomes of the next five years. The self-employed also cited retrenchments (31.4%), the high cost of living (22.0%) and earning less money (10.2%). Three-quarters of the unemployed cite retrenchments and unemployment as their reason for having pessimistic economic expectations.

14. SPARE TIME ACTIVITIES

The most common spare time activity among the formal sector, high service, high income respondents was reading, studying, writing and drawing (52%). This was followed by watching television, playing video games and surfing the Internet (44%). The third most common spare time activity was gym, walking and other fitness related activities (37%). Less than one-twelfth of all the other housing, service groups mentioned gym and fitness as a spare time activity.

Table 107: Favourite Spare Time Activities by Housing and Service Segments

Spare Time Activity	FHS %	FH %	FM %	IM %	IL %	TL %	Total %
television, video games, Internet	44.1	41.7	26.4	22.0	18.8	11.4	31.5
Reading, studying, writing and drawing	52.1	31.4	16.1	22.0	13.9	9.3	25.7
Cooking, baking	16.1	14.8	26.0	31.2	20.9	24.8	19.4
Cleaning house	2.3	20.0	40.3	55.3	40.3	40.2	28.2
Gardening	16.9	14.5	19.8	11.3	12.5	27.1	16.7
Listening to music/ radio	10.0	21.8	17.2	24.1	24.3	10.8	18.9
Socialising	16.1	20.1	11.4	17.7	13.6	7.6	15.8
Staying at home	0.4	3.1	1.5	2.1	1.7	2.3	2.3
Religious/ cultural/ political activities	5.7	13.7	19.8	7.8	13.0	18.1	13.7
Playing sport	26.4	7.9	7.0	4.3	4.1	6.4	8.8
Watching sport	10.0	5.6	5.9	5.0	3.2	2.0	5.2
Sewing, knitting	11.1	7.7	7.7	4.3	2.0	8.2	7.1
Soccer	0.0	0.9	0.7	0.0	1.7	1.5	0.9
Family time	11.1	7.5	4.4	5.7	2.9	2.9	6.1
Shopping, movies, eating out	9.6	8.2	4.0	2.1	3.2	0.9	5.7
Swimming, surfing, fishing	6.9	4.0	1.1	0.7	2.0	0.6	3.0
Fitness, gym, walking	37.5	7.2	3.7	2.1	3.8	0.3	8.3
Relaxing, sleeping	4.6	18.0	15.0	12.1	17.4	22.4	16.4
Work related activities	2.7	3.9	14.3	0.7	7.2	24.8	8.2
Singing, dancing	0.0	2.5	2.2	2.8	1.2	1.7	1.9
Nature, breeding birds	0.8	0.4	0.0	0.0	0.3	0.6	0.4
Drinking, night clubbing, gambling	0.0	0.9	0.0	0.0	0.3	0.0	0.4
Base	*261*	*1055*	*273*	*141*	*345*	*343*	*2418*

Only 16.1% of the formal sector, high service, high income listed cooking and baking. This was the second most common activity among respondents living in formal, medium service (26%); informal, medium service (31%); and informal, low service (21%) groups. Similarly, only 2.3% of the formal sector, high service, high-income respondents mentioned housework as a spare time activity. This was the most common activity listed by the formal, medium service (40%); the informal, medium service (55%); and the informal, low service (40%) housing groups.

In the formal, high service, medium income segment, the most common spare time activity was watching television, playing video games and surfing the Internet (42%). This was followed by reading (31%), and listening to music or the radio (22%). Cleaning the house (20%) and socialising (20%) were then listed as spare time activities within this group.

After housework and watching television, cooking and baking was the favourite spare time activity of the formal home, medium service segment (26%). Both the informal, medium service (24%) and informal low service (24%) groups listed listening to the radio, most commonly after housework and cooking. Approximately one-fifth of the informal, medium service (22%) and informal, low service (19%) respondents watched television as a spare time activity.

The pattern of spare time activities was different among those living in traditional, low service housing. The most common activity was housework (40%), followed by gardening (27%), cooking and baking (25%). Other work related activities, such as collecting wood, tending to livestock, fetching water, babysitting and ploughing were the listed by one-quarter of this group as spare time activities. Relaxing and sleeping (22%) and involvement in religious, cultural or political activities (18%) were the leisure activities mentioned by this group.

Table 108: Favourite Spare Time Activities by Housing Type

Spare Time Activity	FB %	FC %	FW %	FA %	TA %	IB %	Total %
Television, video games, Internet	35.8	58.5	33.8	83.3	11.4	19.2	31.5
Reading, studying, writing and drawing	27.6	20.4	54.7	39.4	9.4	16.2	25.8
Cooking, baking	16.5	16.2	16.5	27.3	24.9	24.2	19.5
Cleaning house	27.8	7.7	2.9	1.5	40.1	45.5	28.3
Gardening	16.2	5.6	21.9	4.5	26.9	12.4	16.7
Listening to music/ radio	23.0	18.3	6.8	6.1	10.8	24.2	18.9
Socialising	19.2	19.0	10.8	24.2	7.6	14.5	15.8
Staying at home	3.2	1.4	0.4	0.0	2.3	1.9	2.3
Religious/ cultural/ political activities	17.2	8.5	3.2	4.5	18.1	11.8	13.8
Playing sport	6.9	9.9	26.6	10.6	6.4	4.2	8.9
Watching sport	5.6	7.0	9.4	4.5	2.0	3.8	5.2
Sewing, knitting	6.0	7.7	18.7	3.0	8.2	2.7	7.1
Soccer	0.8	1.4	0.0	0.0	1.5	1.3	0.9
Family time	6.8	7.7	9.7	10.6	2.9	3.4	6.1
Shopping, movies, eating out	7.3	9.9	8.6	4.5	0.9	2.9	5.8
Swimming, surfing, fishing	1.4	10.6	10.8	4.5	0.6	1.7	3.0
Fitness, gym, walking	5.6	5.6	41.0	0.0	0.3	3.2	8.3
Relaxing, sleeping	18.9	12.0	5.4	3.0	22.5	15.8	16.4
Work related activities	6.2	2.8	5.0	1.5	24.9	5.5	8.2
Singing, dancing	2.7	0.7	0.4	0.0	1.8	1.7	1.9
Nature, breeding birds	0.3	1.4	0.4	0.0	0.6	0.2	0.4
Drinking, night clubbing, gambling	0.6	1.4	0.0	0.0	0.0	0.2	0.4
Base	*1103*	*142*	*278*	*66*	*342*	*475*	*2406*

Irrespective of population, watching television and reading were among the three favourite spare time activities of those living in formal housing. Among those living in formal housing, the second most favourite spare time activity among the different population groups was as follows: African - cleaning the house; Coloured and Asian – reading, studying; White - gym and fitness activities. Among the African respondents resident in informal housing, the most commonly mentioned spare time activities were cleaning the house, cooking, listening to the radio and watching television. The African respondents living in traditional housing most commonly mentioned cleaning the house, gardening, other work related activities and cooking.

Table 109: Club Membership by Sex and Population

Membership	Male %	Female %	African %	Asian %	Col %	White %	Total %
Church, religious club, choir	40.7	53.8	48.1	27.9	61.3	51.6	48.8
Burial society	9.3	13.5	13.7	4.4	10.0	2.5	11.9
Savings club	2.5	5.0	4.7	1.5	2.5	0.4	4.0
Ratepayers association	2.0	2.6	1.7	1.5	5.6	4.9	2.3
Book club	6.4	6.2	2.8	5.9	2.5	32.9	6.3
Sports club	15.8	4.4	7.1	5.9	8.1	23.0	8.9
Woman's club	4.6	15.3	12.5	4.4	5.6	7.8	11.3
Community service organisation	5.7	5.7	6.1	1.5	6.3	3.9	5.7
Youth organisation/club	4.8	2.9	3.6	1.5	3.1	4.9	3.6
Neighbourhood watch	1.9	1.7	1.3	1.5	2.5	4.2	1.7
Social club	3.3	2.2	1.7	4.4	2.5	9.5	2.7
Civic Association	5.7	4.0	5.4	2.9	3.1	0.4	4.6
Political Party	35.4	32.1	39.2	5.9	5.6	15.9	33.4
Trade Union	9.2	10.0	11.0	5.9	7.5	2.5	9.6
Other	1.0	1.4	1.3	0.0	0.0	1.8	1.0
Base	*966*	*1492*	*1966*	*68*	*160*	*283*	*2477*

Overall, nearly half (48.8%) of the respondents belonged to a church, religious group or choir. Across population groups, this was the most common membership, with Coloured respondents being the most likely (61%) and Asian respondents being the least likely (28%) to be members of a religious group. Women were more likely than men to be members of a religious group, with over half (54%) of the women being members and two-fifths (41%) of the men being members were.

Considering the total sample, the second most common membership was to a political party, with a third (33%) of the respondents being a member of a political party. African respondents were the most likely to have membership of a political party (39%), when compared to White (16%), Asian (6%) and Coloured (6%). The men were only slightly more likely (35%) to be members of a political party than the women (32%) were.

Overall, the third most common membership was to a burial society (12%), with African and Coloured respondents being more likely than Asian and White respondents to be members. Among White respondents, the second and third most common membership was to a book club (33%) or a sports club (23%).

Table 110: Public Amenity Visited by Sex and Population Group

Public Amenity	Male %	Female %	African %	Asian %	Col %	White %	Total %
Zoo	28.6	27.3	20.2	50.0	49.1	63.6	27.8
Sports Stadiums	51.6	33.8	37.6	38.2	44.0	61.8	40.8
Museums	25.8	26.7	19.6	32.4	31.4	70.0	26.5
Beaches	66.9	62.3	59.7	77.9	66.7	90.1	64.1
Casino’s	10.9	7.9	10.1	1.5	7.5	4.6	9.1
Theatres	18.3	16.1	9.5	35.3	21.4	63.6	17.1
Parks	5.9	5.2	4.6	4.4	15.7	6.0	5.5
Sports Centres	12.7	8.6	10.4	4.4	11.3	9.9	10.2
Motor racing Track	6.3	4.9	2.2	4.4	15.1	23.7	5.5
Art Galleries	2.8	3.2	1.4	2.9	4.4	13.4	3.0
Other	0.2	0.6	0.3	0.0	0.6	1.6	0.3
Base	*966*	*1492*	*1966*	*68*	*160*	*283*	*2477*

Overall, the most commonly visited public amenities were the beaches, sports stadiums, the zoo and the museums. In all three instances, White respondents were more likely to visit these amenities. African respondents were less likely to visit these public amenities. With the exception of the sports stadiums, women were as likely as men to visit these amenities. Men were more likely than women to visit sports stadiums. Art galleries and the motor racing track were the least visited public amenities. Again, White respondents were more likely than the other population groups to use these amenities.

Table 111: Public Amenity Visited by Housing Type

Public Amenity	FB %	FC %	FW %	FA %	TA %	IB %	Total %
Zoo	26.7	50.3	64.4	50.7	10.9	12.2	27.9
Sports Stadiums	42.2	45.0	61.9	37.3	28.6	34.4	40.9
Museums	25.2	33.6	70.5	32.8	10.6	13.5	26.6
Beaches	66.2	69.1	90.6	77.6	42.0	57.8	64.3
Casino’s	11.7	8.1	4.7	1.5	7.8	8.3	9.2
Theatres	14.1	22.8	64.4	35.8	2.5	3.7	17.2
Parks	6.7	16.8	6.1	4.5	2.0	2.1	5.6
Sports Centres	15.5	12.1	10.1	4.5	3.4	3.9	10.3
Motor racing Track	3.1	15.4	23.7	4.5	1.4	0.6	5.5
Art Galleries	2.4	4.7	13.7	3.0	0.3	0.0	3.1
Other	0.5	0.7	1.6	0.0	0.0	0.0	0.3
Base	*966*	*1492*	*1966*	*68*	*160*	*283*	*2477*

The beach was the public amenity most likely to have been visited by African respondents. However, those living in informal housing (58%) and traditional housing (42%) were less likely to visit this amenity than those African respondents resident in formal housing (66%) were. A similar pattern of use was evident for the use of sports stadiums, the zoo and the museum.

15. CRIME & PROBLEMS

The following section concerns perceptions of crime in Buffalo City.

15.1. INCIDENCE OF CRIME

Respondents were asked whether they have ever been a victim of the following crimes.

Table 112: Change in Crime Level by Segment

Crime Level	FHS %	FH %	FM %	IM %	IL %	TL %	Total %
Better	8.3	8.8	18.8	2.8	10.8	26.5	12.4
Same	23.9	24.0	21.7	8.4	20.5	22.9	22.2
Worse	56.4	57.3	49.6	81.8	65.0	40.5	56.4
Base	*264*	*1067*	*276*	*143*	*351*	*358*	*2459*

Overall, over half (56%) of the respondents felt that the level of crime had become worse. The respondents living in informal housing, with a medium level of service provision (82%) were the most likely to have indicated that this was the case. Those living in traditional areas with a low level of service provision (40%) were the least likely to have said that crime had become worse. Respondents living in formal housing with medium service provision (19%) were the most likely to have said that the situation had improved and there was less crime. The respondents in the informal, medium service areas (3%) were the least likely to have taken this positive view.

Table 113: Change in Crime Level by Housing Type

Crime Level	FB %	FC %	FW %	FA %	TA %	IB %	Total %
Better	11.8	3.3	11.5	0.0	26.3	8.5	12.4
Same	22.8	22.7	19.1	56.7	23.0	17.0	22.2
Worse	56.6	52.0	58.6	40.3	40.6	70.0	56.4
Base	*1112*	*150*	*278*	*67*	*357*	*483*	*2447*

The table above illustrates that 70% of the African respondents resident in informal areas felt that crime had become worse. In comparison, 41% of the African respondents resident in traditional areas, and 57% resident in formal areas felt that crime had become worse. Among the population groups resident in formal areas, the White respondents (59%) were most likely to say that crime had become worse, followed by the African (57%), Coloured (52%) and Asian (40%) respondents.

Table 114: Change in Crime Level by Sex and Population Group

Crime Level	Male %	Female %	African %	Asian %	Col. %	White %	Total %
Better	13.5	11.9	13.6	0.0	3.8	11.7	12.4
Same	23.7	21.1	21.4	57.4	21.9	19.1	22.1
Worse	53.6	58.2	57.0	39.7	53.1	58.7	56.4
Base	*966*	*1492*	*1966*	*68*	*160*	*283*	*2477*

White respondents (59%) and African respondents (57%) were almost equally likely to believe that crime had become worse. The Asian respondents (57%) were the most likely to have indicated that crime had stayed the same. Female respondents seemed to have a slightly more negative view of crime levels, with 58% indicating that crime had become worse in comparison to 54% of the male respondents.

Table 115: Incidence of Crime by Segment

Type of Crime	FHS %	FH %	FM %	IM %	IL %	TL %	Total %
Violent crime	8.7	16.3	7.6	16.1	17.7	9.8	13.7
Property crime	28.4	31.8	30.8	48.3	30.5	24.6	31.0
Base	*264*	*1067*	*276*	*143*	*351*	*358*	*2459*

Respondents living in informal housing with low service were most likely to have been victims of violent crime (18%). This was followed by those living in formal housing with a high level of service and medium income (16%) and by those living in informal housing with a medium level of service (16%). Respondents living in formal housing with a medium level of service were the least likely to have been victims of violent crime.

Nearly half (48%) of the respondents resident in informal housing with a medium level of service had been victims of property crime. In comparison, one-quarter (25%) of those resident in traditional, low service areas had been victims of property crime.

The table below illustrates that African respondents living in informal (17%) and formal (16%) housing were most likely to have been victims of violent crime.

Table 116: Incidence of Crime by Housing Type

Type of Crime	FB %	FC %	FW %	FA %	TA %	IB %	Total %
Violent crime	16.1	8.0	9.0	3.0	9.8	17.2	13.7
Property crime	35.0	13.3	27.7	19.4	24.6	35.8	31.1
Base	*1112*	*150*	*278*	*67*	*357*	*483*	*2447*

A tenth (10%) of the African respondents resident in traditional housing had been victims of violent crime. Less than a tenth of the formal White (9%), Coloured (8%) and Asian (3%) respondents had been victims of violent crime. African respondents living in informal (36%) and formal (35%) housing were also most likely to have been victims of property crimes. One-quarter (25%) of African respondents living in traditional housing had been victims of property crimes. The Coloured respondents resident in formal areas (13%) were the least likely to have been victims of this crime.

Table 117: Incidence of Crime by Sex and Population Group

Type of Crime	Male %	Female %	African %	Asian %	Col. %	White %	Total %
Violent crime	16.6	11.9	15.2	2.9	8.8	8.8	13.7
Property crime	30.6	31.3	33.2	19.1	14.4	27.6	31.0
Base	*966*	*1492*	*1966*	*68*	*160*	*283*	*2477*

African respondents were more likely than other population groups to have been victims of violent and property crimes. Male respondents were more likely than female respondents to have been victims of violent crime, 17% compared to 12%. Female and male respondents were almost equally likely to have been victims of property crimes.

15.2. PERCEPTIONS OF SAFETY

Respondents who were resident in informal housing with medium service (29%) were the most likely to have indicated that they felt very unsafe walking in their area during the day. In contrast, those respondents resident in traditional housing with low service levels (73%) were most likely to feel very safe.

Table 118: Perceived Daytime Safety by Sector

Perceived Daytime Safety	FHS %	FH %	FM %	IM %	IL %	TL %	Total %
Very safe	41.3	43.9	54.0	16.1	31.6	72.9	45.6
Fairly safe	53.8	41.4	40.9	30.8	35.6	24.3	38.8
Bit unsafe	3.0	10.6	2.9	24.5	21.4	2.2	10.0
Very unsafe	1.5	3.7	1.1	28.7	11.4	0.0	5.2
Base	*264*	*1067*	*276*	*143*	*351*	*358*	*2459*

Over half (54%) of those respondents resident in formal housing with high service levels and high income indicated that they felt safe. Approximately two-fifths of those resident in formal housing, with high service and medium income (41%) felt this way. This group was more likely to have said they felt unsafe.

Table 119: Perceived Daytime Safety by Housing Type

Perceived Daytime Safety	FB %	FC %	FW %	FA %	TA %	IB %	Total %
Very safe	45.8	48.7	36.0	65.7	72.8	26.1	45.4
Fairly safe	41.5	34.7	60.1	25.4	24.4	34.4	38.8
Bit unsafe	9.4	8.7	2.5	7.5	2.2	22.8	10.1
Very unsafe	3.1	5.3	1.4	1.5	0.0	16.8	5.2
Base	*1112*	*150*	*278*	*67*	*357*	*483*	*2447*

African respondents resident in informal areas were the most likely to have felt very unsafe. Approximately one-sixth (17%) of the African respondents in informal areas felt very unsafe, compared to 3% in formal and none in the traditional areas.

Table 120: Perceived Night Time Safety by Sector

Safety Level	FHS %	FH %	FM %	IM %	IL %	TL %	Total %
Very safe	6.8	5.9	12.7	4.9	4.3	15.1	7.8
Fairly safe	37.5	17.0	28.6	6.3	15.7	28.2	21.3
Bit unsafe	33.7	23.9	26.4	11.2	20.5	22.1	23.7
Very unsafe	21.6	51.4	29.3	76.9	58.1	32.7	45.4
Base	*264*	*1067*	*276*	*143*	*351*	*358*	*2459*

Over three-quarters (77%) of the respondents resident in informal areas with medium service felt very unsafe. Nearly three-fifths (58%) of those resident in informal areas with low service felt the same way. Those resident in formal housing with medium service (13%) and those in traditional, low service housing (15%) were the most likely to have perceived themselves to be very safe walking in their area at night time.

Table 121: Perceived Night Time Safety by Sector

Safety Level	FB %	FC %	FW %	FA %	TA %	IB %	Total %
Very safe	5.4	18.7	6.1	16.4	14.8	3.5	7.6
Fairly safe	18.5	12.0	39.9	35.8	28.3	13.3	21.4
Bit unsafe	24.3	32.7	30.6	19.4	22.1	17.6	23.7
Very unsafe	50.1	31.3	22.7	28.4	32.8	64.4	45.5
Base	*1112*	*150*	*278*	*67*	*357*	*483*	*2447*

African respondents resident in informal areas were the most likely to have felt very unsafe. Nearly two-thirds (64%) of the African informal residents felt very unsafe walking in their area at nighttime. Half (50%) of the African formal residents felt very unsafe. A much larger proportion of African formal area residents felt very unsafe than the Coloured (31%), White (23%) and Asian (28%) formal area respondents.

15.3. PERCEPTIONS OF SERIOUS PROBLEMS LIVING IN BUFFALO CITY

Respondents were asked to identify what they thought the most serious problems were in Buffalo City.

Table 122: Serious Problems - Incidence of Mention

Problems	FHS %	FH %	FM %	IM %	IL %	TL %	Total %
Unemployment	30.9	55.9	68.0	79.5	63.9	64.4	58.2
Crime	84.1	73.2	56.6	90.9	63.2	39.0	67.8
Rape	5.6	1.9	1.3	0.8	0.3	1.9	1.9
Poverty	11.2	17.9	28.1	12.9	21.3	28.0	19.8
Cost of living	7.3	15.2	19.3	4.5	12.8	21.6	14.5
AIDS/ health related issues	2.6	5.0	7.9	2.3	4.1	4.5	4.7
Rates	10.7	4.1	0.0	0.0	0.0	0.0	3.0
Water, electricity, refuse	2.1	8.8	7.9	0.8	9.5	13.6	8.1
Litter, hawking, noise, street children, over population	68.2	10.8	3.5	6.1	4.1	1.1	14.0
Housing service costs	2.6	7.4	5.7	14.4	18.6	4.5	8.4
Interpersonal (racism, gossip, family problems)	2.1	2.9	2.6	6.8	1.0	4.2	2.9
Other	0.9	2.2	2.2	0.0	0.3	5.3	2.0
Traffic, transport	18.9	9.2	3.9	1.5	3.0	9.1	8.3
Lack of recreational facilities	7.3	2.8	2.6	0.8	0.3	0.8	2.5
Social problems (alcohol, drug abuse, child abuse, prostitution)	5.6	12.4	7.5	18.9	6.4	2.3	9.3
Base	*264*	*1067*	*276*	*143*	*351*	*358*	*2459*

Across the groups, unemployment and crime were identified among the top two serious problems found in Buffalo City. Nearly seven-tenths (68%) of respondents living in formal housing, with high services and high income listed litter, noise, hawking, overcrowding i.e. inner city decay as one of the problems in Buffalo City. Nearly one-fifth (18%) of respondents living in formal housing, with a high level of service provision and medium income listed poverty as a problem, as did those in formal housing with a medium level of service provision (28%). Nearly one-fifth (19%) of those living in informal areas with a medium level of service identified social issues among the problems faced in Buffalo City. These issues included alcohol and drug abuse, child abuse and prostitution. Those living in informal areas (21%) and in traditional areas (28%) with low levels of service provision identified poverty as a problem.

16. TRANSPORT

Respondents were asked about public transport in Buffalo City.

16.1. TRANSPORT MODE

Respondents were asked to indicate their main mode of transport.

Table 123: Transport mode by Sex and Population

Transport Mode	African		Asian		Coloured		White		Total	
	Work %	Study %	Work %	Study %	Work %	Study %	Work %	Study %	Work %	Study %
Walk	13.8	66.9	5.4	48.3	4.7	46.2	1.5	7.8	10.5	61.2
Motor bike/bike	1.3	0.1	5.4	1.7	0.0	0.0	1.2	0.7	1.4	0.1
Bus	1.3	0.9	1.1	0.0	2.4	0.8	1.2	4.7	1.4	1.1
Train	1.7	0.6	2.2	0.0	0.0	0.0	0.0	0.0	1.3	0.5
Minibus taxi	67.9	20.8	25.0	5.0	65.1	25.6	2.0	1.4	53.6	19.4
Motor car	11.0	2.9	40.2	11.7	23.7	12.6	91.1	81.7	28.1	9.2
Lift club	0.7	0.1	17.4	11.7	2.4	2.9	0.5	1.7	1.5	0.5
Base	*1526*	*3517*	*92*	*60*	*169*	*238*	*406*	*295*	*2195*	*4110*

Among the African respondents, the majority of the household members travelled to work (68%) using a minibus taxi. Two-thirds (67%) travelled to school by walking. Nearly three-fifths (58%) of the Asian household members travelled to work by car or with a lift club and nearly half (48%) travelled to school by walking. Approximately two thirds (65%) of the Coloured household members travelled to work using a minibus taxi. Over two-fifths (46%) of the Coloured household members travelled to school by walking. Among the White respondents, the majority travelled to work (91%) and school (82%) via car.

16.2. TRIP CHARACTERISTICS BY POPULATION

Respondents were asked to indicate how long a trip takes them by population.

Table 124: Trip Characteristics by Population

	African %	Asian %	Coloured %	White %	Total %
<15 minutes	17.6	65.1	18.8	51.0	24.1
15 – 30 minutes	46.9	32.6	53.6	43.3	46.3
30 minutes – 1 hour	25.6	2.3	23.2	5.7	21.9
1 hour – 1½ hours	8.1	0.0	2.9	0.0	6.3
1½ hours – 2 hours	0.8	0.0	0.0	0.0	0.6
>2hours	1.0	0.0	1.4	0.0	0.9
Base	*866*	*43*	*69*	*157*	*1135*

As the table above indicates, the majority of the Asian (65%) and the White (51%) respondents had 15 or less minutes of travelling time to get to their place or work or study. However, most of the African and Coloured respondents had a longer travelling time.

16.3. PUBLIC TRANSPORT SPENDING

Respondents were asked to indicate how much they spent on public transport.

Table 125: Public Transport Spend (Rands)

Daily Fare	Taxi Users %	Bus Users %	Monthly Fare	Taxi Users %	Bus Users %
R1.00 – R4.99	10.8	15.0	R1 - R100	51.9	69.8
R5.00 – R9.99	44.4	44.0	R101 - R200	23.6	19.8
R10.00 - R14.99	32.1	30.0	R201 - R300	14.2	5.8
>R15	12.7	11.0	>R300	10.2	4.7
Base	*1409*	*100*		*1144*	*86*

Over two-fifths of the respondents using both taxi (44%) and buses (44%) spent between R5 and R10 a day on transport. This translates into R100 or more a month on transport.

17. PERCEPTIONS OF BUFFALO CITY

Respondents were asked several questions on their perceptions of the new Buffalo City Municipality.

17.1. PERCEIVED COMMUNITY IMPROVEMENTS

Respondents were asked to indicate whether they have seen any deterioration or improvements in their neighbourhood.

Table 126: Perception of Community Change by Segment

Perceived change	FHS %	FH %	FM %	IM %	IL %	TL %	Total %
Improvement	14.4	17.1	23.6	9.8	6.3	20.1	16.0
Deterioration	18.2	20.1	12.0	9.8	15.7	10.1	16.3
No change	67.4	62.3	63.4	80.4	78.1	68.7	67.2
Base	264	1067	276	143	351	358	2459

The majority of respondents across all the segments indicated believe that there has been no change in their area. For those that believed that changes had occurred, they were more likely to report that a deterioration had taken place rather than an improvement.

Table 127: Perception of Community Change by Household type

Perceived change	FB %	FC %	FW %	FA %	TA %	IB %	Total %
Improvement	19.7	8.7	15.1	16.4	20.2	7.5	16.1
Deterioration	19.6	22.7	14.4	4.5	10.1	13.9	16.3
No change	60.4	64.7	70.5	79.1	68.6	78.7	67.1
Base	1112	150	278	67	357	483	2447

The majority of respondents across the housing types indicated that there have been no change in their area. There is no significant difference in responses for the different housing types.

Table 128: Community Deterioration by Segment

Deterioration	FHS %	FH %	FM %	IM* %	IL %	TL %	Total %
Crime	28.3	36.7	8.8	33.3	10.4	5.9	27.1
Unemployment	2.2	29.0	44.1	33.3	22.9	44.1	27.9
Roads and related infrastructure	15.2	8.6	5.9	0.0	10.4	17.6	9.9
Water supply	2.2	2.4	8.8	8.3	4.2	11.8	4.2
Street children and vagrants	6.5	0.5	0.0	0.0	0.0	0.0	1.0
Street lights are too dull	2.2	5.2	5.9	33.3	4.2	14.7	6.5
Litter, dirt	30.4	15.7	0.0	8.3	10.4	0.0	13.8
Overcrowding	0.0	1.0	0.0	0.0	0.0	2.9	0.8
Shacks, squatter camps	13.0	4.3	0.0	8.3	6.3	2.9	5.2
Drainage	4.3	1.9	0.0	0.0	0.0	0.0	1.6
Drugs, alcohol, shebeens, brothels	6.5	7.1	14.7	0.0	0.0	0.0	6.0
Noise	6.5	0.0	0.0	0.0	0.0	0.0	0.8
Refuse	13.0	3.3	0.0	0.0	4.2	0.0	3.9
Health issues	2.2	1.9	0.0	0.0	0.0	0.0	1.3
Sanitation	2.2	1.0	0.0	8.3	10.4	11.8	3.4
Electricity	2.2	3.3	8.8	8.3	6.3	8.8	4.7
Poverty, economic conditions	4.3	19.5	26.5	25.0	16.7	20.6	18.2
Lack of shops, banks, recreational & health facilities	23.9	13.3	14.7	0.0	10.4	11.8	13.8
Services and facilities,	2.2	3.8	8.8	0.0	22.9	14.7	10.9
Other	4.3	10.0	8.8	8.3	0.0	2.9	3.6
Base	46	210	34	12	48	34	384

* Results may be misleading due to small base

Litter and dirt were the most important deterioration detected by the FHS households and crime is the most important deterioration for the FH households. The FM, TL and IL segments felt that unemployment is the largest reason for deterioration.

Table 129: Community Deterioration by Housing type

Deterioration	FB %	FC %	FW %	FA* %	TA %	IB %	Total %
Crime	27.4	86.7	18.4	0.0	5.9	13.8	27.0
Unemployment	34.2	3.3	2.6	0.0	44.1	25.9	28.0
Roads and related infrastructure	7.3	3.3	26.3	0.0	17.6	8.6	9.9
Water supply	3.7	0.0	2.6	0.0	11.8	5.2	4.2
Street children and vagrants	0.5	0.0	7.9	0.0	0.0	0.0	1.0
Street lights are too dull	4.6	0.0	7.9	33.3	14.7	10.3	6.5
Litter, dirt	14.2	3.3	36.8	33.3	0.0	10.3	13.9
Overcrowding	0.5	0.0	2.6	0.0	2.9	0.0	0.8
Shacks, squatter camps	4.6	3.3	7.9	33.3	2.9	6.9	5.2
Drainage	1.4	0.0	7.9	0.0	0.0	0.0	1.6
Drugs, alcohol, shebeens, brothels	9.1	6.7	2.6	0.0	0.0	0.0	6.0
Noise	0.5	0.0	2.6	33.3	0.0	0.0	0.8
Refuse	5.0	0.0	5.3	0.0	0.0	3.4	3.9
Health issues	2.3	0.0	0.0	0.0	0.0	0.0	1.3
Sanitation	0.9	0.0	2.6	0.0	11.8	10.3	3.4
Electricity	5.0	0.0	0.0	0.0	8.8	6.9	4.7
Poverty, economic conditions	22.4	3.3	5.3	0.0	20.6	19.0	18.3
Lack of shops, banks, recreational & health facilities	19.2	0.0	5.3	0.0	11.8	8.6	13.9
Services and Facilities	11.0	3.3	2.6	0.0	2.9	17.2	10.7
Other	5.0	0.0	0.0	33.3	14.7	1.7	3.7
Base	219	30	38	3	34	58	382

* Results may be misleading due to small base

Many respondents in formal African, informal African and traditional African areas believe that unemployment is the largest deterioration they have seen in their community. Respondents in formal African areas believe it is littering and the overwhelming majority in Coloured areas believe it is crime.

Table 130: Community Improvement by segment

Improvement	FHS %	FH %	FM %	IM %	IL* %	TL %	Total %
Roads upgraded, taxi rank developed	50.0	55.8	9.2	7.1	4.5	4.2	33.4
Water supply	0.0	6.1	55.4	42.9	40.9	40.3	23.2
Electricity	0.0	22.7	76.9	7.1	22.7	79.2	39.3
Houses built	2.6	7.7	3.1	0.0	13.6	0.0	5.1
Library, crèche, schools	0.0	5.5	3.1	0.0	0.0	4.2	3.8
Pavements	7.9	3.3	0.0	0.0	9.1	0.0	2.8
Clinics	0.0	2.2	1.5	7.1	0.0	4.2	2.3
Community halls, recreational facilities	7.9	2.2	0.0	0.0	0.0	15.3	4.6
Community growth and development	0.0	6.1	4.6	7.1	13.6	1.4	4.8
Cleaning services	18.4	9.4	1.5	0.0	0.0	0.0	6.4
Municipal services	0.0	3.3	1.5	7.1	18.2	0.0	3.1
Crimes decreased, police services improved	2.6	5.0	6.2	7.1	9.1	0.0	4.3
Post and telecommunications improved	0.0	1.7	9.2	7.1	9.1	9.7	4.8
Sanitation	0.0	2.8	4.6	64.3	31.8	11.1	8.2
Shopping centre	31.6	2.8	0.0	0.0	0.0	0.0	4.3
Base	*38*	*181*	*65*	*14*	*22*	*72*	*392*

* Results may be misleading due to small base

Roads have been the most important improvements for the FHS and FH segments. The FM segment believed that water and electricity were the most important improvements in their area and the water and sanitation were the most important improvements sited in the IM areas. Water, electricity and sanitation improvements in IL areas were mentioned. Water and electricity were also the most important improvements noted in traditional low service areas.

Table 131: Community Improvement by Housing Type

Improvement	FB %	FC* %	FW %	FA* %	TA %	IB %	Total %
Roads upgraded, taxi rank developed	43.8	41.7	33.3	100.0	4.2	5.6	33.4
Water supply	21.0	0.0	2.4	0.0	40.3	41.7	23.2
Electricity	40.6	0.0	4.8	0.0	79.2	16.7	39.3
Houses built	5.9	8.3	7.1	0.0	0.0	8.3	5.1
Library, crèche, schools	3.7	8.3	7.1	0.0	4.2	0.0	3.8
Pavements	0.9	25.0	9.5	0.0	0.0	5.6	2.8
Clinics	1.8	0.0	2.4	0.0	4.2	2.8	2.3
Community halls, recreational facilities	0.5	0.0	14.3	0.0	15.3	0.0	4.6
Community growth and development	4.1	16.7	7.1	0.0	1.4	11.1	4.8
Cleaning services	9.6	8.3	7.1	0.0	0.0	0.0	6.4
Municipal services	3.2	0.0	0.0	0.0	0.0	13.9	3.1
Crimes decreased, police services improved	4.1	16.7	7.1	0.0	0.0	8.3	4.3
Post and telecommunications improved	4.1	0.0	0.0	0.0	9.7	8.3	4.8
Sanitation	3.2	8.3	0.0	0.0	11.1	44.4	8.2
Shopping centre	2.3	0.0	28.6	0.0	0.0	0.0	4.3
Base	*219*	*12*	*42*	*11*	*72*	*36*	*392*

* Results may be misleading due to small base

Formal African respondents listed roads, water and electricity improvements in their areas as the most important. Formal Coloured respondents sited roads and pavements as the most important improvements, and Formal White areas indicated that roads and shopping centres are to them the most important improvements. All Formal Asian areas felt that roads were the most important improvement. Finally, Informal African respondents cited water, sanitation and electricity.

Table 132: Awareness of the New Buffalo City by Population

Awareness	African %	Asian %	Coloured %	White %	Total %
Yes	48.5	65.2	41.9	87.2	53.0
No	51.5	34.8	58.1	12.8	47.0
Total	100	100	100	100	100

Slightly more than half the respondents knew of the establishment of the new Buffalo City. Over half of the African and Coloured respondents were unaware of this however 65% of Asians and 87% of Whites stated that they were aware of the formation of Buffalo City.

Table 133: Benefits of being part of the New Buffalo City by Population

Benefits	African %	Asian %	Coloured %	White %	Total %
Yes	44.9	68.3	54.0	24.0	43.4
No	55.1	31.7	46.0	76.0	56.6
Total	100	100	100	100	100

More than two-thirds of Asian respondents (68%) and 54% of Coloured respondents believed that they would benefit from the new Buffalo City. Less than half of African respondents (44.9%) and less than a quarter of White respondents (24.0%) believed that they would benefit from living in the new Buffalo City.

Table 134: Media exposure to development in Buffalo City by Population

Media Exposure	African %	Asian %	Coloured %	White %	Total %
Radio	42.6	51.7	14.4	43.5	41.5
Newspapers	28.4	67.2	37.3	81.9	37.8
Television	17.8	53.4	12.7	9.6	17.4
Word of Mouth	46.5	44.8	20.3	39.8	43.9
Total	100	100	100	100	100

Over half of Asian respondents indicated that they did follow development about the formation of the new Buffalo City municipality over the radio (51.7%), in newspapers (67.2%) and on television (53.4%). The majority of White respondents followed the developments in the newspapers (81.9%) and 43.5% followed it over the radio. Less than half of the African respondents followed the developments either on radio (42.6%) or through word of mouth (46.5%). Overall, it seems that word of mouth was the most successful strategy followed by the radio and then newspapers.

18. CONCLUSION

There were large differences amongst residents with respect to their **income, expenditure and savings patterns**.

Table 135: Monthly Household Income, Expenditure and Savings by Population Group

Household Income, Expenditure and Savings	African %	Asian %	Coloured %	White %	Total %
Average Income (Rands)	1 493.44	5 157.27	2 846.40	10 546.67	2 655.55
Average expenses (Rands)	1 651.53	2 707.53	2 741.52	5 498.74	2152.79
Average Savings (Rands)	187.83	458.92	118.64	618.51	271.01

On average, African respondents reported higher expenditure than income. This may indicate an inclination to utilise credit, or simply that living expenses exceed income. Whereas Coloured respondents accounted for most of their income through the expenses and savings listed, White and Asian respondents had more disposable income after expenses and savings.

More than two-thirds of residents in Buffalo City, irrespective of housing segment or type, believe that there has been no **deterioration or improvements in their neighbourhoods**. Overall, an equal percentage of residents believed that their neighbourhoods have either deteriorated or improved. Slightly more respondents in Formal Coloured and Informal African areas believed that their neighbourhood has deteriorated, while marginally more residents in Formal Asian and Traditional African areas believed that their neighbourhoods had improved.

Table 136: Community Deterioration by Segment

Deterioration	FHS %	FH %	FM %	IM* %	IL %	TL %	Total %
Unemployment	2.2	29.0	44.1	33.3	22.9	44.1	27.9
Crime	28.3	36.7	8.8	33.3	10.4	5.9	27.1
Litter, dirt	30.4	15.7	0.0	8.3	10.4	0.0	13.8
Roads and related infrastructure	15.2	8.6	5.9	0.0	10.4	17.6	9.9
Street lights are too dull	2.2	5.2	5.9	33.3	4.2	14.7	6.5
Electricity	2.2	3.3	8.8	8.3	6.3	8.8	4.7
Water supply	2.2	2.4	8.8	8.3	4.2	11.8	4.2
Refuse	13.0	3.3	0.0	0.0	4.2	0.0	3.9
Sanitation	2.2	1.0	0.0	8.3	10.4	11.8	3.4

Table 137: Community Deterioration by Housing Type

Deterioration	FB %	FC %	FW %	FA* %	TA %	IB %	Total %
Unemployment	34.2	3.3	2.6	0.0	44.1	25.9	28.0
Crime	27.4	86.7	18.4	0.0	5.9	13.8	27.0
Litter, dirt	14.2	3.3	36.8	33.3	0.0	10.3	13.9
Roads and related infrastructure	7.3	3.3	26.3	0.0	17.6	8.6	9.9
Street lights are too dull	4.6	0.0	7.9	33.3	14.7	10.3	6.5
Electricity	5.0	0.0	0.0	0.0	8.8	6.9	4.7
Water supply	3.7	0.0	2.6	0.0	11.8	5.2	4.2
Refuse	5.0	0.0	5.3	0.0	0.0	3.4	3.9
Sanitation	0.9	0.0	2.6	0.0	11.8	10.3	3.4

* Results may be misleading due to small base

The table above contains some of the **reasons** noted **for perceived deterioration in neighbourhoods**. It seems that residents believe that crime, unemployment and other community problems are more important causes of community deterioration than household municipal services. Not any significant number of residents sited lack of or poor municipal services as reasons for deterioration.

The above was confirmed when residents were asked to note the **largest problems in Buffalo City**. The majority of residents in Buffalo City by housing segment (with the exception of the majority of residents in Traditional Low serviced areas) are worried about the crime levels in the city. Most residents (but only 30% in Formal High Income High Serviced areas) also see the high levels of unemployment in Buffalo City as a serious problem.

Table 138: Community Improvement by Segment

Improvement	FHS %	FH %	FM %	IM %	IL* %	TL %	Total %
Electricity	0.0	22.7	76.9	7.1	22.7	79.2	39.3
Roads upgraded, taxi rank developed	50.0	55.8	9.2	7.1	4.5	4.2	33.4
Water supply	0.0	6.1	55.4	42.9	40.9	40.3	23.2
Sanitation	0.0	2.8	4.6	64.3	31.8	11.1	8.2
Municipal services	0.0	3.3	1.5	7.1	18.2	0.0	3.1
Improvement	**FB %**	**FC* %**	**FW %**	**FA* %**	**TA %**	**IB %**	**Total %**
Electricity	40.6	0.0	4.8	0.0	79.2	16.7	39.3
Roads upgraded, taxi rank developed	43.8	41.7	33.3	100.0	4.2	5.6	33.4
Water supply	21.0	0.0	2.4	0.0	40.3	41.7	23.2
Sanitation	3.2	8.3	0.0	0.0	11.1	44.4	8.2
Municipal services	3.2	0.0	0.0	0.0	0.0	13.9	3.1

* Results may be misleading due to small base

Some of the perceived reasons for improvement of neighbourhoods as contained in the table above, are in keeping with many of the household and community priorities listed in section 7 and 8 of this report. Electricity were the main reason for perceived improvements in Traditional Low Serviced African Areas. The upgrade of roads was the most important reason for perceived improvements in most formal areas.

As far as household service priorities are concerned, about one-third of all households prioritised an upgrade of their water supply. About a third of the FH group and over a third of the FM group wanted their water supply upgraded. More than a quarter of the informal low serviced grouping prioritised water first. Almost half of the traditional low serviced areas prioritised new water supply. The IM grouping was the exception where over half prioritised toilets. Many of the FHS grouping did not prioritise any household service, as the municipal services in their area were deemed adequate. Toilets were the second priority of one–tenth to one-fifth of all other respondents, except the IM grouping which made water their second priority. It is safe to assume that many of the household respondents that did not record water as their first priority felt that it should be their second priority. Electricity was overall the third priority in the FM grouping. Almost a quarter of the household respondents in IM and IL made refuse removal their third priority. Refuse removal was generally placed fourth by respondents.

An analysis of service upgrade priorities by housing type show that over one-third of Formal African households prioritised upgrade of water supply as their first priority followed by almost half of households in traditional African communities. Formal Coloured and informal African households prioritised toilets. Formal White and Asian respondents indicated that refuse removal is a first service upgrade priority. Upgrade of toilets was the second priority for Formal African and Traditional. Refuse removal was the third priority for informal African households and electricity for traditional African communities. Refuse removal was could be seen as the fourth priority for Formal African, Coloured and Traditional African communities.

Overall, health services were rated as the first general community upgrade priority, followed by road surfaces and thirdly street lighting. A quarter of the FHS households wanted pavements upgraded, followed by FH households that wanted police services upgraded. Formal medium serviced households and traditional African households noted education services as their first upgrade priority. More than one-third of informal low serviced communities felt roads and road surfaces in their communities need upgrading. In contrast, many of the Formal areas indicated the upgrade of roads and road surfaces as one reason for perceived improvement of the area. However, the priority informal areas is confirmed because, the informal areas did not give roads as a reason for improvement (see above table). Further confirmation is that informal medium serviced informal and traditional low service areas wanted road surfaces upgraded as second community priority.

Formal African households prioritised health services as the first priority and parks as the second, third, fourth and fifth priority. Formal Coloured areas also put health services as the first priority followed by police services, then parks. Traditional African households also put health services as the first priority followed by road surfaces, community halls and street lighting. Informal African households prioritised street lighting and education facilities.

An analysis of levels of satisfaction of services according to their housing and service segments reveals the following. Overall, the Formal High income, high service segment seemed satisfied with most of the proposed services. However, pension payout points and bus transportation in these areas were not as satisfying the latter possibly because many of these households have access to private transport.

Households in the formal housing high service areas recorded marginally smaller satisfaction levels, but over half of all these households were satisfied with all the listed services. The lowest recorded service satisfaction levels were for Ambulance services, new low cost housing and parks or recreational open spaces. Formal medium serviced households were generally less satisfied, than their higher serviced counterparts, but only four services cause less than fifty percent satisfaction rates. These were ambulance services, new low cost housing, road surfaces, and sports facilities.

Informal medium serviced areas were generally dissatisfied with the majority of services, particularly with Police, Hospital, Fire and Ambulance services. They were generally dissatisfied with water supply, sanitation street lighting, road surfaces, storm water drains, pavements and signposting. However, the majority was satisfied with their access to electricity supply and about half with refuse removal. This is in line with the priorities identified by this group.

Informal low service areas, overall, were satisfied with a greater number of services than the medium serviced informal households. More than half the respondents were satisfied with electricity and refuse removal, but were generally dissatisfied with water supply and sanitation as well as road surfaces and health services. Again, this is in line with the priorities identified by this group. Traditional low serviced areas recorded dissatisfaction with a number of services including roads, ambulance, fire services, sports facilities and sanitation. Nevertheless, they were generally satisfied with refuse removal and electricity supply and half were satisfied with their water supply.

The majority of Formal African households noted high levels of satisfaction. Over half of all these respondents were satisfied with all services. The lowest recorded satisfaction levels were for ambulance services and new low cost housing.

Over half of the Formal Coloured respondents indicated that they were satisfied with most the services. Formal Asian respondents just like Formal White respondents, recorded exceptionally high satisfaction rates. Traditional African communities have no access to many services such as high and low cost housing, signposting of roads, pavements and libraries. More than half the households felt dissatisfied with police services, ambulance services, the fire department, sports facilities and sanitation. It should be noted that nine out of ten respondents in the traditional African areas were dissatisfied with the road surfaces in their area.

Households in informal African areas were on average dissatisfied with many of the listed services. However, more than half were satisfied with the public telephones, electricity supply, public schools, community halls, train or mini bus services and refuse removal in their areas, but not with water and sanitation.

More than half the residents interviewed believed that they would not benefit from the new Buffalo City, but it could be that more education is needed around the benefits. Given that many people received information via word of mouth, many misconceptions could have been formed. The radio and newspapers seem to be the strongest information dissemination tools to reach the residents in Buffalo City.

Benefits of living in Buffalo City by

		Population group				Total
		Black	White	Coloured	Asian	
Benefit of in Buffalo City	Improvement in Beneficial to	16.2%	23.7%	21.4%	8.6%	16.7%
	Employme opportunitie	37.4%	18.6%	51.8%	71.4%	38.4%
	Decreased crime	1.1%	.0%	.0%	2.9%	1.0%
	Upgrading of poor Needs provided	6.9%	13.6%	5.4%	.0%	7.0%
	Access to of household	9.7%	18.6%	1.8%	.0%	9.4%
	Access to of health	.7%	.0%	3.6%	.0%	.8%
	Access to of recreational parks	.3%	.0%	.0%	.0%	.2%
	Access to of shopping	.4%	1.7%	.0%	.0%	.5%
	Benefit by paying and	2.7%	1.7%	.0%	.0%	2.3%
	Drops may be	.1%	.0%	.0%	.0%	.1%
	Houses	8.7%	.0%	14.3%	.0%	8.1%
	Pension disability	1.1%	.0%	.0%	.0%	.9%
	Research quality of	.3%	.0%	.0%	.0%	.2%
	Access/ Improvement community	9.4%	8.5%	.0%	2.9%	8.5%
	Improved	1.4%	1.7%	1.8%	.0%	1.4%
	Government	1.3%	.0%	.0%	.0%	1.0%
	Decreased charges	1.0%	.0%	.0%	2.9%	.9%
	Municipal	.6%	.0%	.0%	5.7%	.7%
	Municipal fulfilled	.6%	3.4%	.0%	.0%	.7%
	Municipality too	.3%	6.8%	.0%	.0%	.7%
	Attraction to job	.0%	.0%	.0%	5.7%	.2%
	Delivery of issues	.0%	1.7%	.0%	.0%	.1%
Total		80.5%	91.5%	82.1%	97.1%	82.0%

Over one-third of respondents that felt that they would benefit from living in the new Buffalo City Municipality, believed that the benefits would be in the form of more employment opportunities. Less than one-tenth indicated that they believe there would be an improvement of community services.