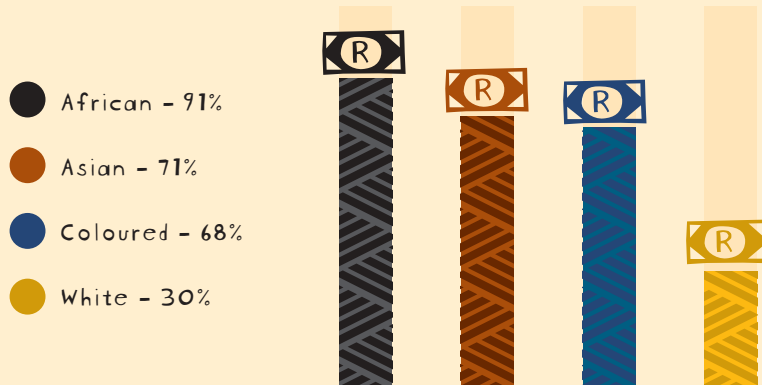




The satisfaction factors: Having enough money

About 80% of people are not satisfied with the amount of money they have. This chart shows how far people in different population groups are dissatisfied or very dissatisfied with the amount of money that they have.



Dissatisfaction levels with amount of money available.

Even among people in full-time employment, almost three-quarters feel that they do not have enough money. More than 90% of unemployed people also say this. So do over 80% of students.

The survey also looked at what aspects of their lives make people happy.



Clubs and organisations

More than half of the people who are members of ratepayers associations, sports clubs, neighbourhood watches, book clubs and social or recreational clubs said that they are satisfied with life. By comparison, about 35% of people who are not members of such clubs or organisations said they are satisfied with life.



Employment status and job satisfaction

More than 60% of self-employed people are generally satisfied with life, compared with about 45% of those employed in the formal sector.

Almost 90% of people working full-time in the informal sector and not looking for work in the formal sector are not satisfied with their lives. Over 80% of people working part-time in the informal sector but wanting to work in the formal sector are also not satisfied.

Taking all types of occupation together, over 60% of people are satisfied with their jobs, but there are big differences. Almost all doctors and lawyers, for example, are satisfied with their jobs. Less than half of taxi drivers, unskilled workers, and waiters are satisfied.



Household services

People with a high level of household services seem to be more satisfied with life than those with lower levels of service. This is probably because electricity, water, toilet facilities and refuse disposal are basic services which improve the quality of life. Having access to them makes life easier. It is also likely that people who have these facilities are among the better-off of the community, or at least are not among the most disadvantaged.



Percentage of people with these household services who are satisfied with their lives.



Equipment and appliances

The survey showed that about two-thirds or more of the people who own the following equipment are satisfied with life in general:

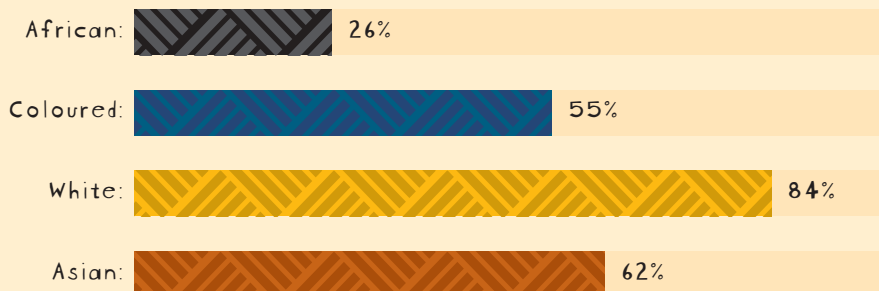
- computer
- car
- electric heater
- piped hot water
- electric cleaning appliance

Perhaps the appliances themselves do not cause happiness, but there does seem to be a strong relationship between owning them, and general satisfaction with life. This is probably because people who have enough money to buy this kind of equipment have fewer economic worries than others.



Overall satisfaction and a sense of belonging

Overall, about 35% of people - women and men - said that they are satisfied with their lives. This is what the different population groups reported.



Life satisfaction by population group.

For 90% or more of African, Coloured and Asian people, neighbours are very important; this is true of almost 80% of White people as well. Work colleagues too are important to more than two-thirds of Buffalo City's people.

For almost everyone, the greatest sense of belonging comes from their church, and from family and friends.

Social Problems



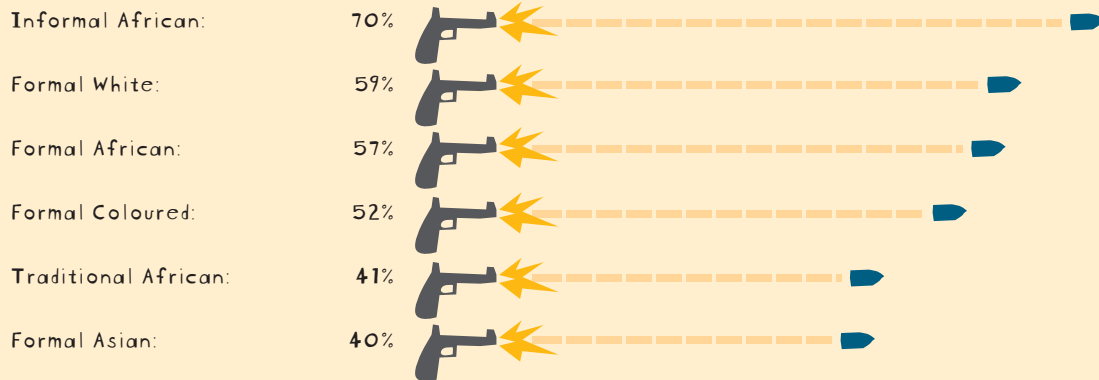
The survey asked people for their views about crime and Aids.

Crime

22% of people in Buffalo City feel that crime levels are about the same as they were a year ago. 12% think the crime situation has got better.

Well over 50% believe that during the past year crime levels have got worse.

This chart shows that African people living in informal areas are the most likely to feel that crime levels have got worse.



Percentages of people in different housing types who believe that crime has got worse.

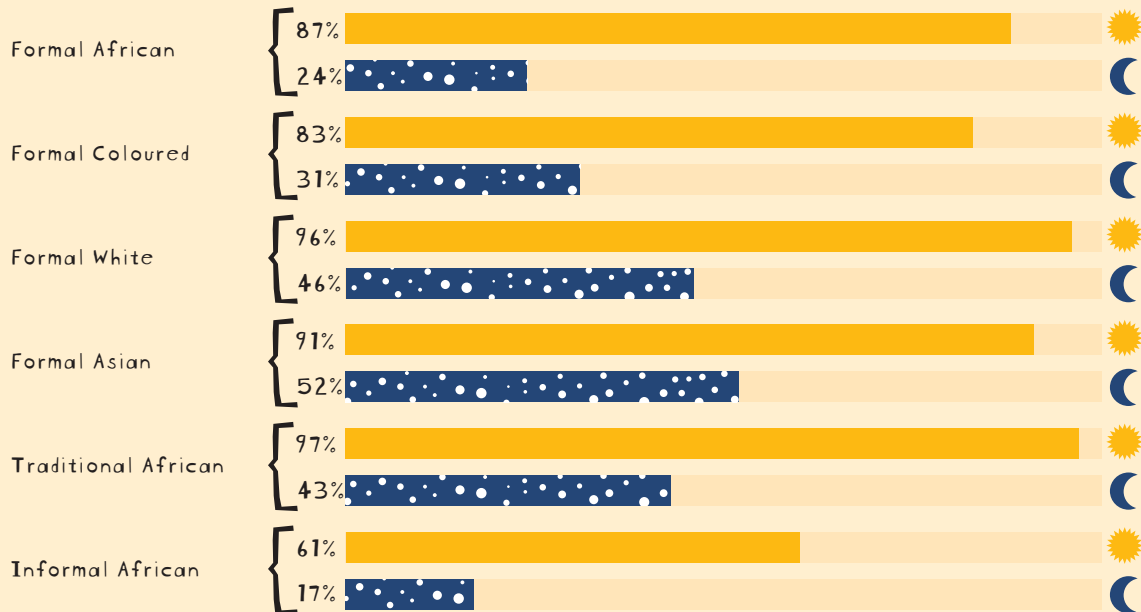
No matter which areas they live in, slightly more women than men feel that crime has got worse: 58% compared with 54%.

Just over 30% of the people surveyed said that they have been the victims of crime against property, and almost 14% have suffered violent crime. More men than women have been victims of violent crime: 17% compared to 12%. Men and women respondents were almost equally likely to have been victims of crimes against property. People living in formal and informal African housing areas are more likely than those in other areas to be victims of violent crime.



A sense of personal safety

As this chart shows, in spite of the fact that many people believe that crime has got worse, most feel safe during the daytime. However, at night the situation changes.



Percentage of people in different housing areas who feel safe during the day and unsafe at night.



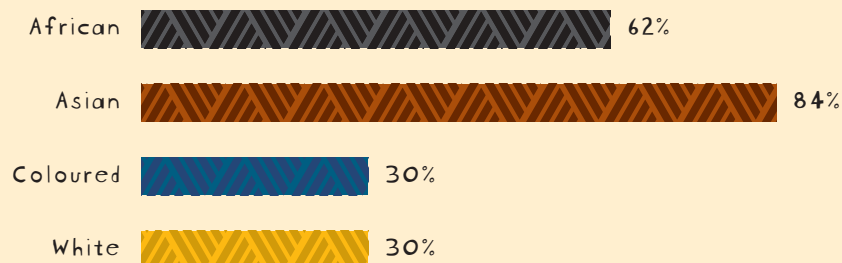
Aids

Aids has a big impact on many people, and on the community as a whole. It causes loss of earnings when people become sick. This makes poverty worse, and people have less money to spend on food and good housing. Aids puts up the cost of healthcare, because medicines and medical services are needed. Where parents have died, more and more households are headed by children or teenagers.

More and more cemetery space is needed. Health services find it hard to cope, sometimes losing their own staff to Aids.

The survey asked people if they worried a lot that they, or someone close to them, might be infected by the virus that causes Aids.

This is what they said:



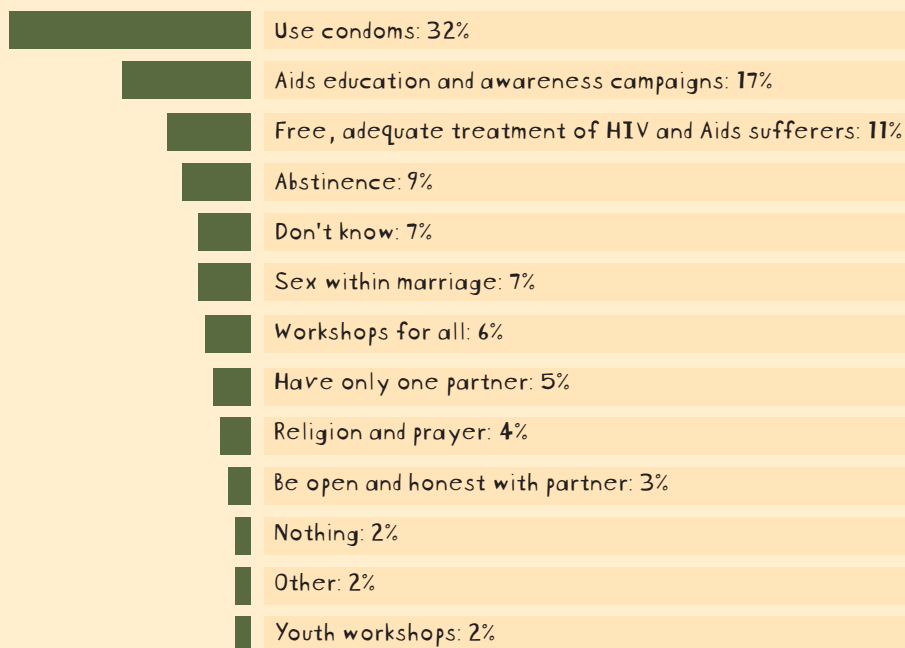
Percentages of people worried about HIV/Aids infection.

There is almost no difference between the percentages of women and men who are worried: about 57%.



Aids prevention

When asked what they think is the most important strategy for stopping Aids from spreading, this chart shows what people said:

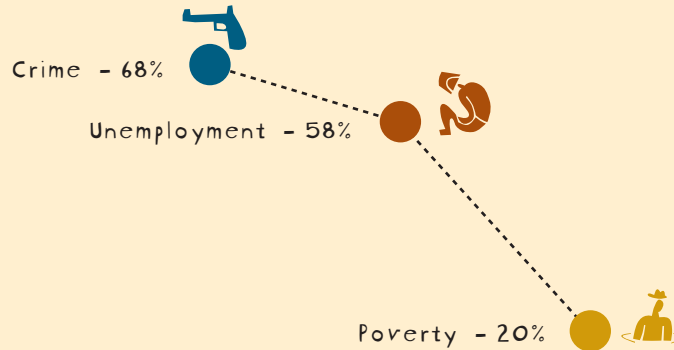


There were some differences between the different population groups. Using condoms to prevent Aids is the method mentioned most often by African people. Aids education and awareness campaigns is the method most frequently mentioned by Asian, Coloured and White people.



Serious problems

People were asked: "What are your three most serious day-to-day problems with living in Buffalo City?" Taking all population groups together, this is what they said.



Three most serious problems facing people in Buffalo City.

People in all areas were most concerned about crime. There were also differences between the different groups. Poverty, the high cost of living, housing service costs and unemployment are serious problems for low income earners in informal areas. So are child abuse, prostitution and drug abuse. People in the high service, high income areas are concerned about neighbourhood attractiveness, livability and personal safety.



Even the best parents need the community's help to protect their children from crime and other serious problems.

Moving forward

This book, and the survey that it was based on, show that there are many problems still to be addressed in the new Buffalo City.

At the time that the survey was carried out in the middle of 2001, only 16% of people felt that their neighbourhoods were getting better, and about the same percentage said that they were getting worse. Most people said that they saw no change.

In formal, high service areas dirt, litter and crime were highlighted most frequently as areas of community deterioration. Crime is also seen as a problem in informal low service areas, and people here also say that poverty and unemployment have got worse.

The survey shows that there are still big differences in the amount of money that the people of Buffalo City have. The average monthly income for White households is more than R10 000. For African households, this figure is just under R1 500. Most people say that their economic situation is worse than or about the same as it was a year ago.

However, although over 40% think that their economic situation will be worse in five years' time, nearly one-third think it will be better. It is clear that people are beginning to see improvements to their areas. Electricity, upgraded roads and the development of taxi-ranks as well as improved water supply were highlighted most frequently by residents as areas of community development.

Do people know about Buffalo City, and do they think the new municipality can make their lives better? Over half of the people who took part in the survey know about Buffalo City, through radio and newspapers and by word of mouth. However, about the same percentage don't yet feel that being part of the City will bring them any particular benefits. Those people who think there will be benefits list improved employment opportunities most frequently as the main benefit of being part of Buffalo City.

In the new Buffalo City, politicians, officials and people have the opportunity to work together. The road will be long and often difficult, but with goodwill and cooperation, and by making good use of all the information available, the problems can surely be overcome.



List of Quality of Life survey areas, August 2001

Ward No	Place 1	Place 2
1	Kampini	Zikhova
2	Chalumna	
3	Dorchester Heights	Nahoon Valley Park
4	Beacon Bay	Gonubie
5	Vincent	Bonnie Doon
6	Quigney	Nahoon & Baysville
7	Zabalaza	Amadaka
8	Dimbaza	
9	Nonkcampa	Mxhaxho A
10	Ginsberg	King Williams Town
11	King Williams Town	Zinyoka
12	Bisho Park	Tyutyu North
13	Zwelitsha	Ngxwalana
14	Zwelitsha	
15	Mlakalaka	Ndileka
16	Ilitha Township	Skobeni
17	Ndevana	
18	Mntlabathi	
19	Mdantsane Zone 15	Mncothso
20	Gwiqu	Nqonqweni
21	Kuni	Ezigodlweni
22	Parkside	
23	Parkridge	Pefferville
24	Buffalo Flats	
25	Duncan Village	
26	Braelyn Heights	
27	Duncan Village	
28	Duncan Village	
29	Cambridge	Chiselhurst
30	Reeston	Velwano
31	Scenery Park	
32	Gompo Town	Winchester Gardens
33	Mdantsane Zone 1	Mdantsane Zone 3
34	Phakamisa	Tshatshu
35	Mdantsane Zone 5	
36	Nondula	
37	Mdantsane Zone 4	Mdantsane Zone 9
38	Mdantsane Zone 7	Mdantsane Zone 2
39	Mdantsane Zone 10	Mdantsane Zone 12
40	Mdantsane Zone 8	Mdantsane Zone 10
41	Hani Park	Zwelibanzi Soga
42	Potsdam	Mdantsane Zone 17
43	Mdantsane Zone 13	
44	Mdantsane Zone 16	
45	Mdantsane Zone	

References and useful contacts

References:

Richards, R. and Kamman, E., Monitoring poverty and inequality in Buffalo City, Institute of Social and Economic Research, ISER Research Report Number 8, Rhodes University, East London. 2001

Richards, R., Meyer, L. and Kamman, E., Buffalo City Quality of Life/Needs Assessment Survey Report, ISER and DRA Development cc. November 2001

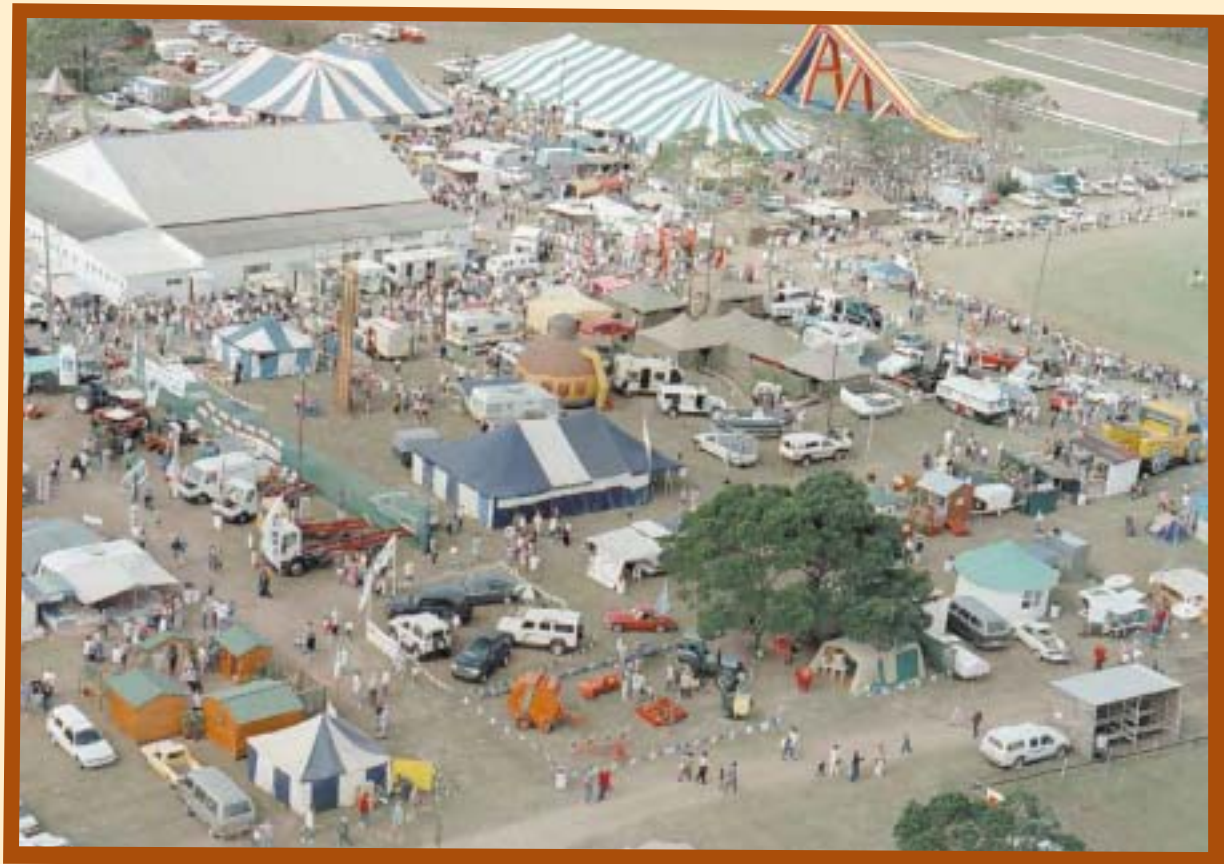
Richards, R. Select Findings from Buffalo City's (East London) first Baseline Quality of Life Survey. Paper presented at the Fourth Conference of the International Society for Quality-of-Life Studies. Washington D.C. December 2001.

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This book is written for the people of Buffalo City.

It is based on information collected from more than 10 000 Buffalo City people during the Quality of Life Research Project in 2001.

The book describes the resources and facilities that people have, such as housing, employment, clinics, water and sanitation, transport, and recreation areas. It also tells how they feel about their lives in Buffalo City: what is important to them, what they are satisfied with and what they are not satisfied with, what makes them happy and what they are particularly worried about.

As well giving a clear picture of life today in Buffalo City, an important purpose of the book is to help Buffalo City's people and their politicians and planners to decide how they would like Buffalo City to develop.



Buffalo City
Municipality

