



# Quality of Life 7 Survey 2023/24

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22 October 2024  
Headline findings  
Launch event presentation





# Overview of the Quality of Life Survey 7 (2023/24)





# Overview of QoL 7 (2023/24)

What is Quality of Life?

‘Quality of life’ is a concept that moves beyond traditional ways of thinking about and measuring development progress.

It does cover traditional measures of ‘living standards’ such as backlogs in access to services, employment, and poverty. But it is based on the idea that more information is needed to understand the full array of peoples’ objective circumstances, and their subjective perceptions of themselves within the worlds they inhabit.

So in a nutshell quality of life is a measure of multi-dimensional well being in a society



# Overview of QoL 7 (2023/24)

What is the GCRO's Quality of Life Survey?

The GCRO's Quality of Life (QoL) survey was first done in 2009, and has been run every two to three years since. It is designed to give a regular snapshot of what life is like for residents of Gauteng.

It looks at socio-economic circumstances, levels of satisfaction with services and government, the values, the socio-political opinions, and other characteristics of Gauteng's inhabitants.

It provides rich primary data for decision-makers, academics, business, civil society and the public. It builds better evidence-based policy and planning and more informed communities





# Overview of QoL 7 (2023/24)

What is the GCRO's Quality of Life Survey?

**One of South Africa's  
largest and longest-  
running social surveys**

(2009, 2011, 2013/14, 2015/16, 2017/18, 2020/21, 2023/24)

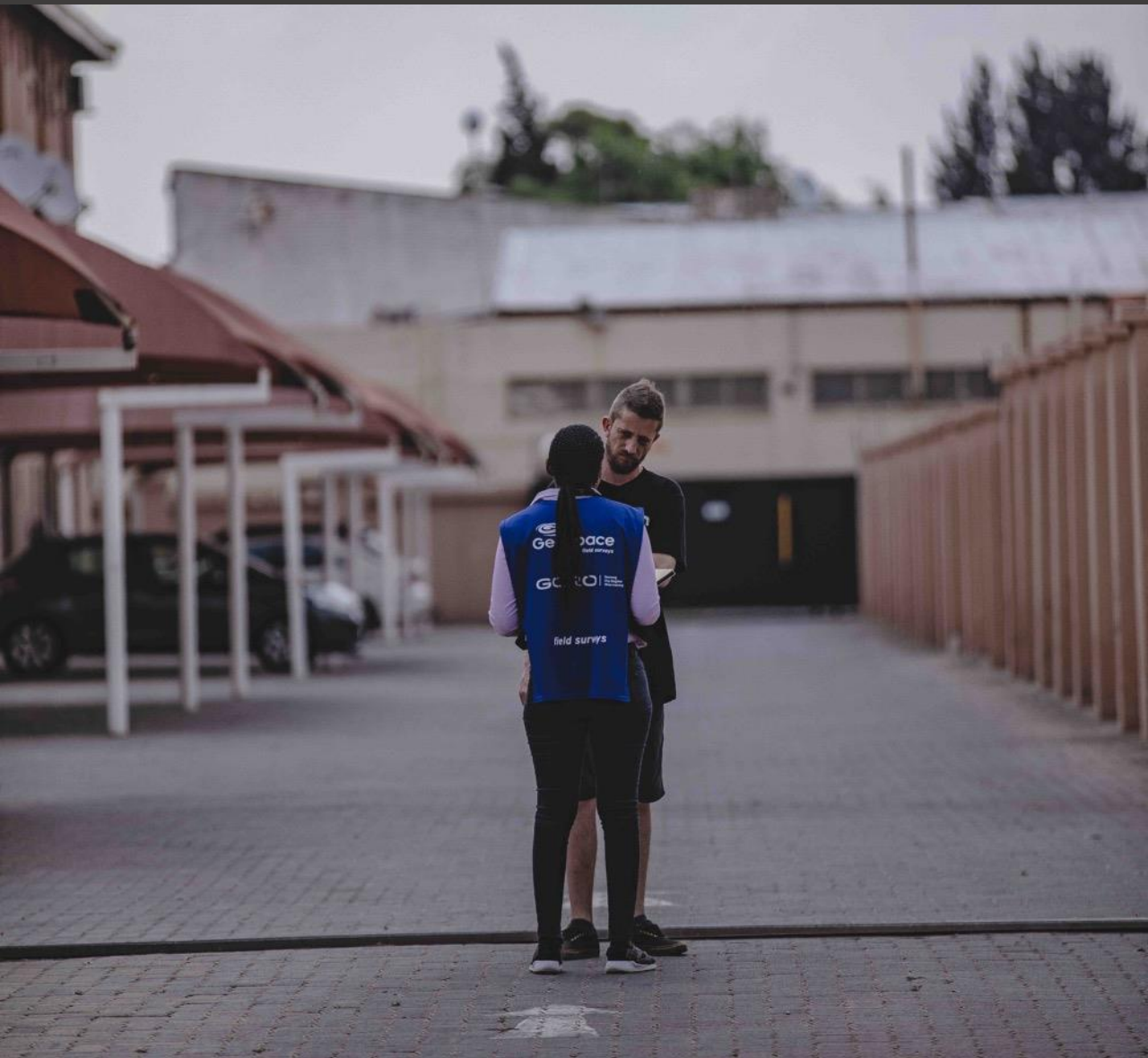
**Randomly sampled adults  
are interviewed at their  
homes**





# Overview of QoL 7 (2023/24)

What is the GCRO's Quality of Life Survey?



**Data is representative at ward, municipal and provincial levels**

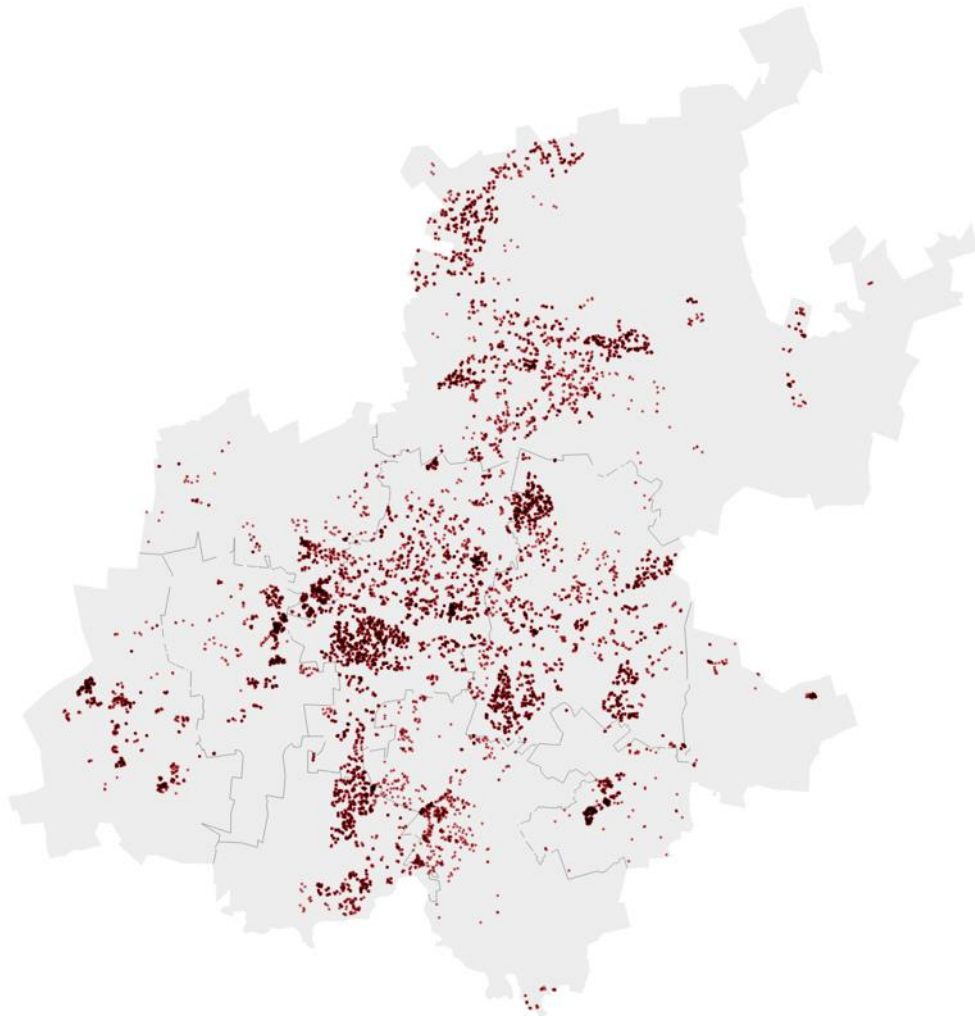
**Data can be mapped in many ways, and is comparable over time**



# Overview of QoL 7 (2023/24)

Number of interviews

QoL 7 (2023/24): All interview points



**13 795**  
respondents

**600**  
or more interviews per municipality (lowest  
was Lesedi at 625)

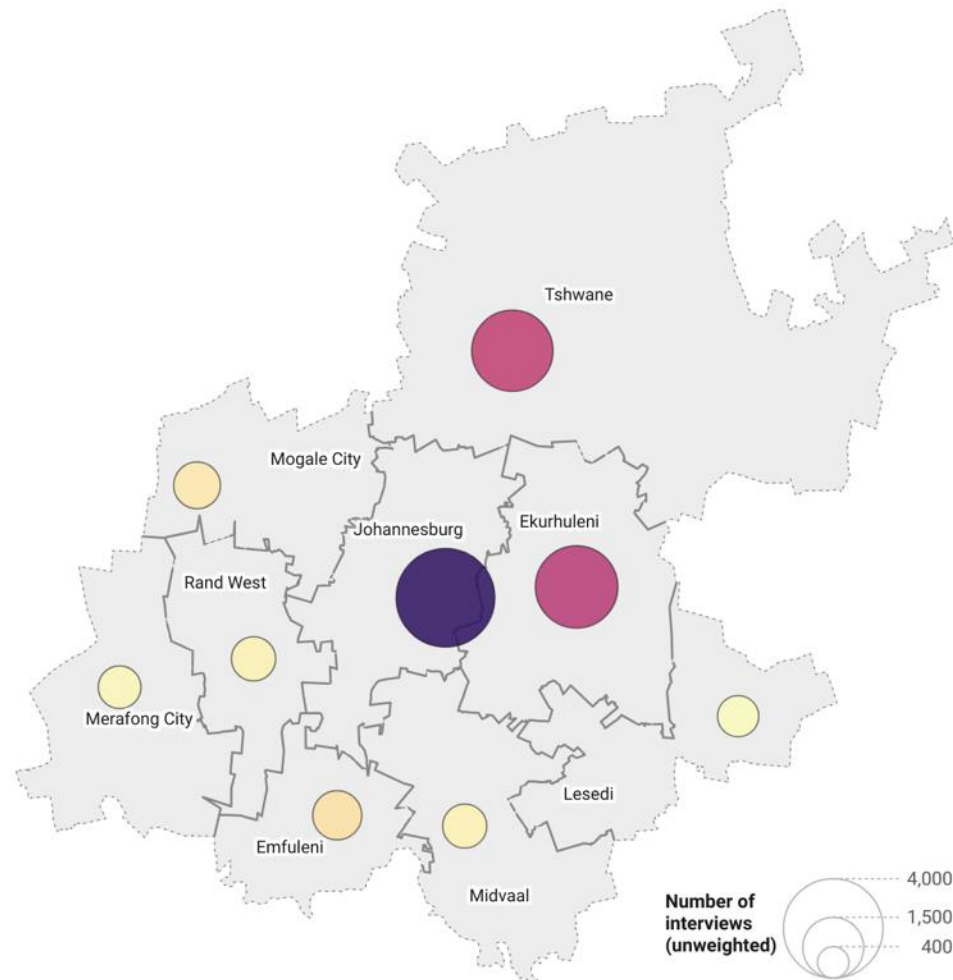
**529 wards**  
with at least 20 interviews in each (highest was  
66 because of deliberate oversampling of  
'coloured' and Indian respondents)



# Overview of QoL 7 (2023/24)

## Number of interviews

QoL 7 (2023/24): # of interviews per municipality

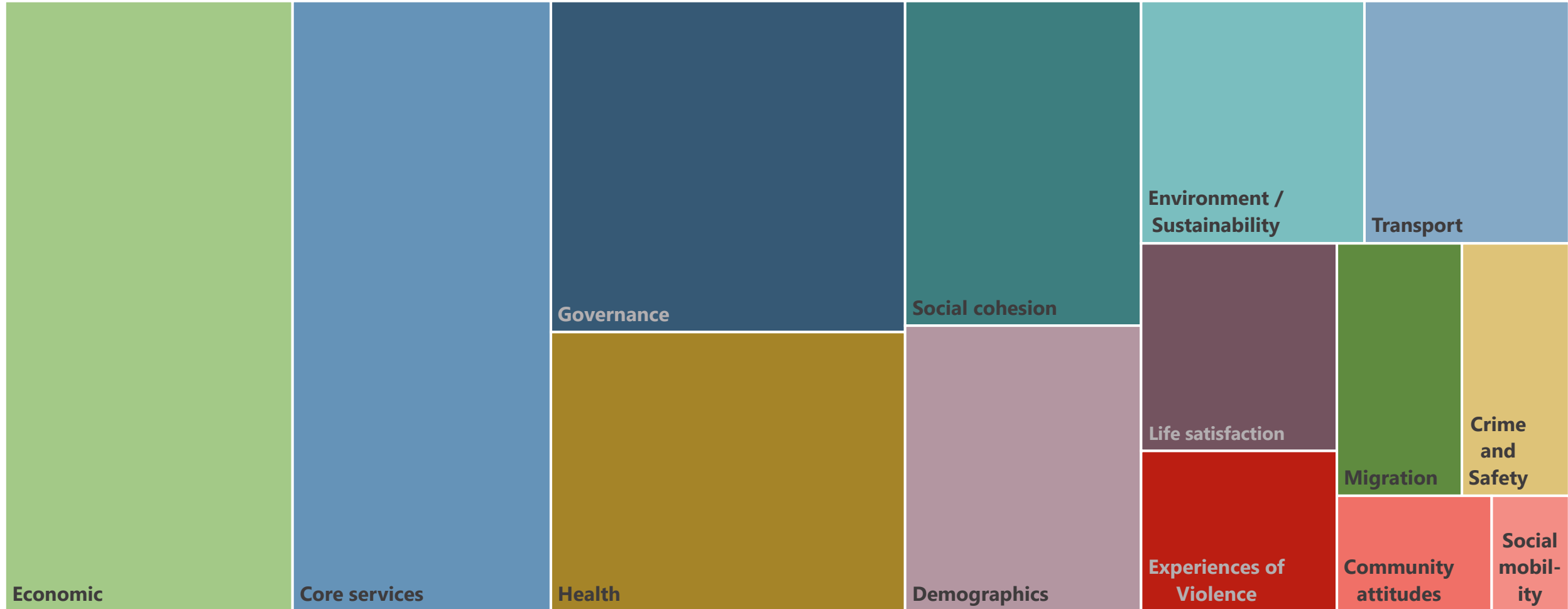


	QoL		Census 2022	QoL		Census 2022
	Unweighted	Weighted		Unweighted	Weighted	
City of Ekurhuleni	2 718	3 737	4 066 691	20%	27%	27%
City of Johannesburg	3 942	4 436	4 803 262	29%	32%	32%
City of Tshwane	2 637	3 670	4 040 315	19%	27%	27%
Emfuleni	915	837	945 650	7%	6%	6%
Lesedi	625	118	132 783	5%	1%	1%
Midvaal	726	103	112 254	5%	1%	1%
Merafong	678	200	225 476	5%	1%	1%
Mogale City	824	397	438 217	6%	3%	3%
Rand West	730	297	334 773	5%	2%	2%
<b>Total</b>	<b>13 795</b>	<b>13 795</b>	<b>15 099 421</b>	<b>100%</b>	<b>100%</b>	<b>100%</b>



# Overview of QoL 7 (2023/24)

The breadth of the survey

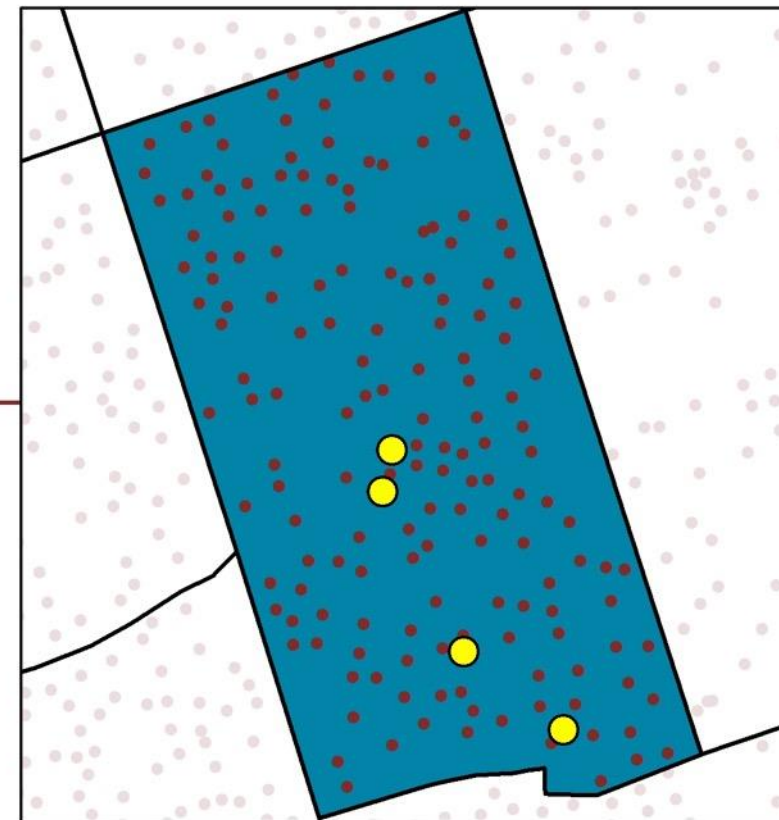
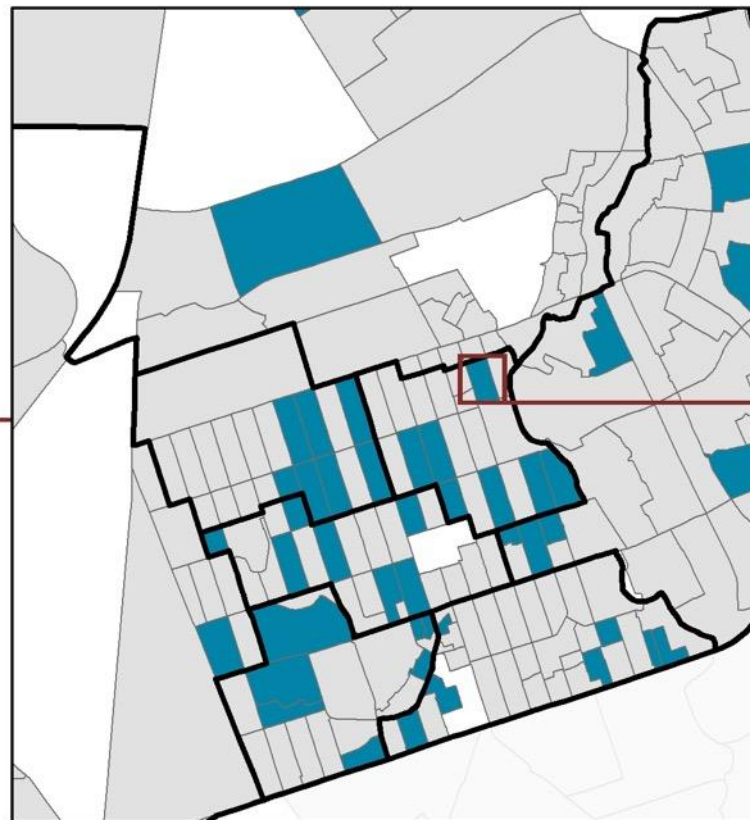
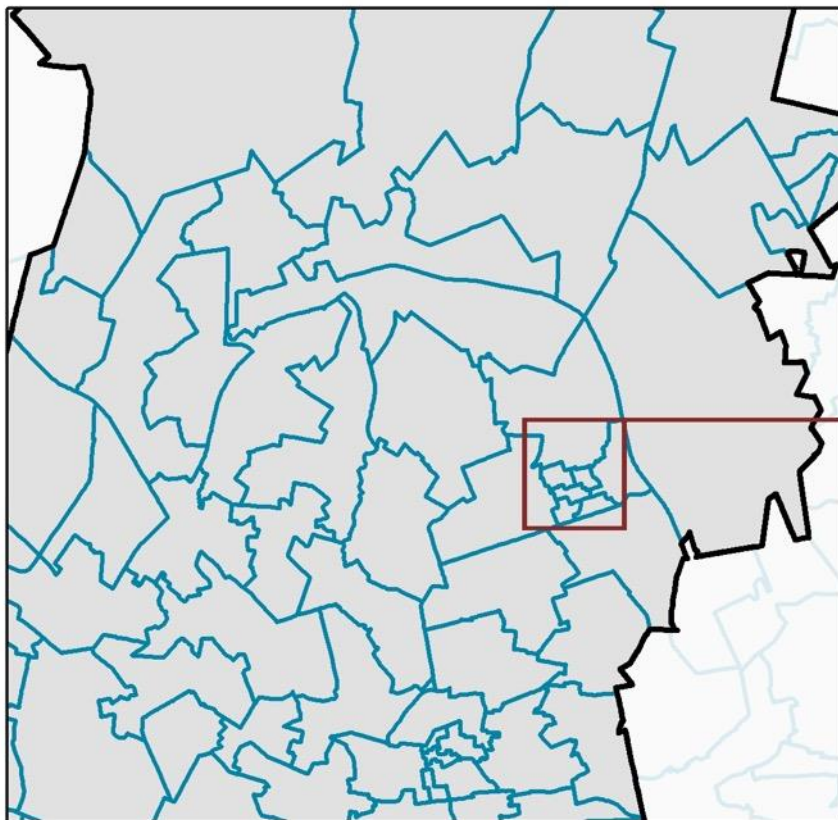


**Over 200 questions**



# Overview of QoL 7 (2023/24)

Sample process before going into the field



**EA-based clusters were randomly sampled in wards**

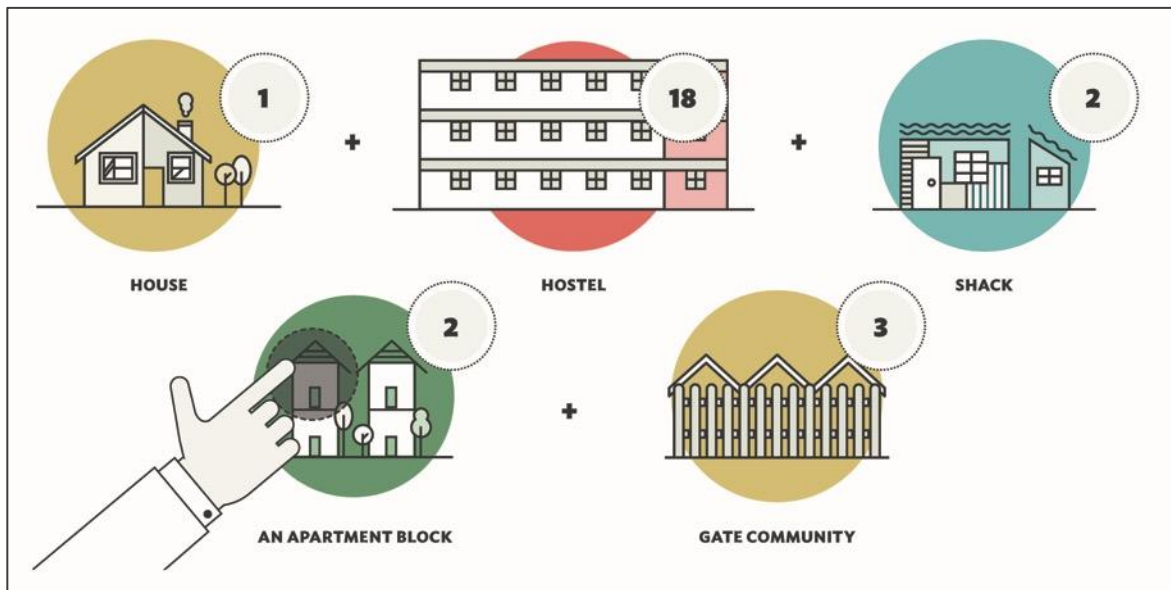


**Residential dwellings were randomly sampled in EA-based clusters**

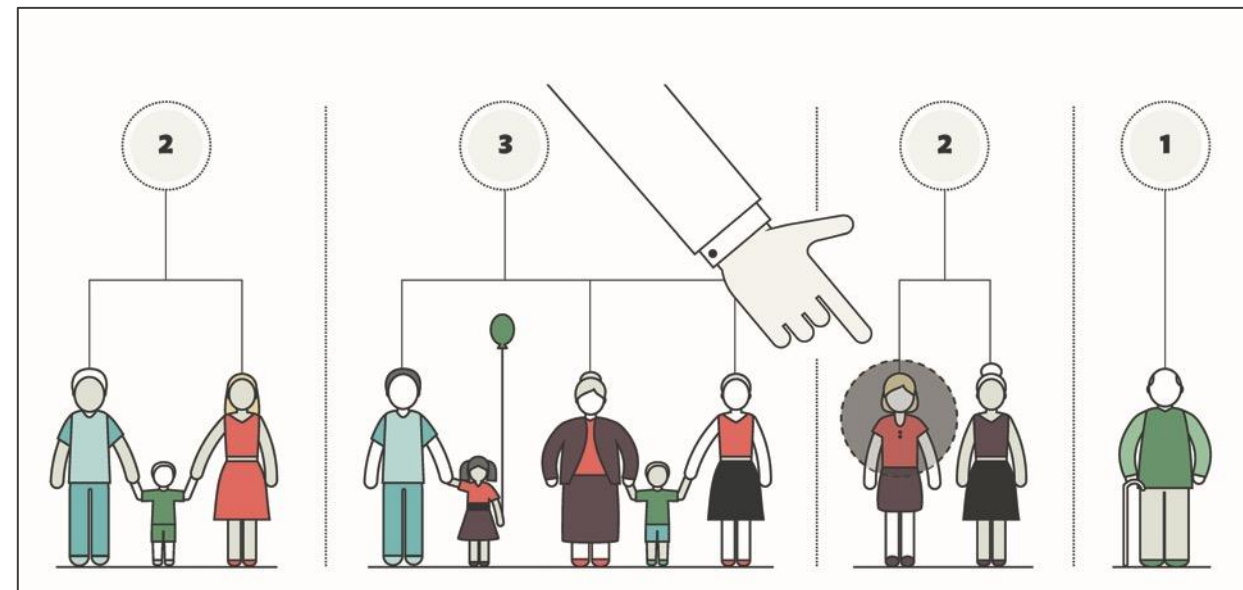


# Overview of QoL 7 (2023/24)

Sample process in the field



**One household was randomly selected at the dwelling**

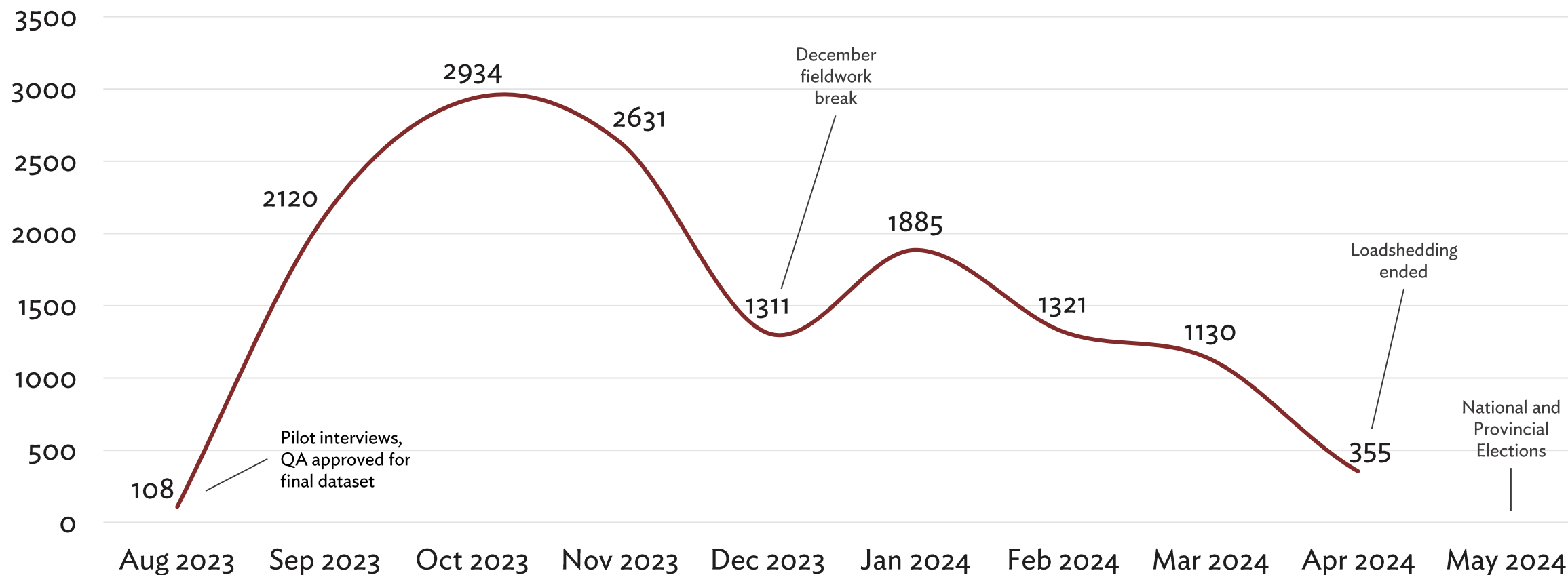


**One adult (18+ years) was randomly selected at the household to interview**

**After data collection, the data was weighted in line with the estimated adult population per ward as well as race-by-gender numbers per municipality**

# Overview of QoL 7 (2023/24)

## Fieldwork progress



**28 159 visit attempts were made to sampled points,  
yielding 13 795 QA approved surveys**



# Overview of QoL 7 (2023/24)

## Some challenges experienced

With each successive Quality of Life Survey, fieldwork challenges grow:

### Respondent refusals

- Respondents were reluctant to allow fieldworkers into their homes. Fieldworkers were permitted to conduct interviews outside

### Access issues

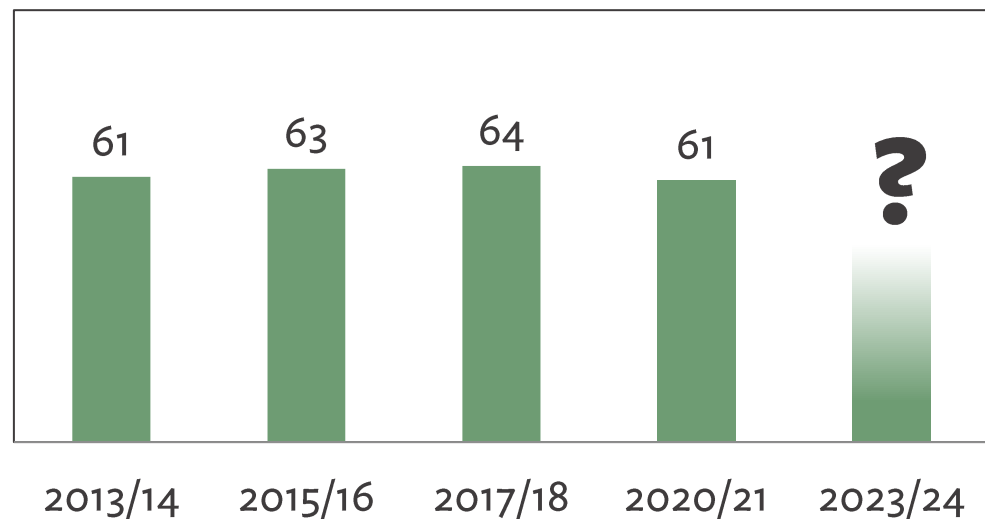
- Access difficulties in boomed areas, estates and gated communities
- Resistance by gatekeepers in Lesedi around local labour issues
- Safety and security issues were severe in Winterveldt and Soshanguve.



# Overview of QoL 7 (2023/24)

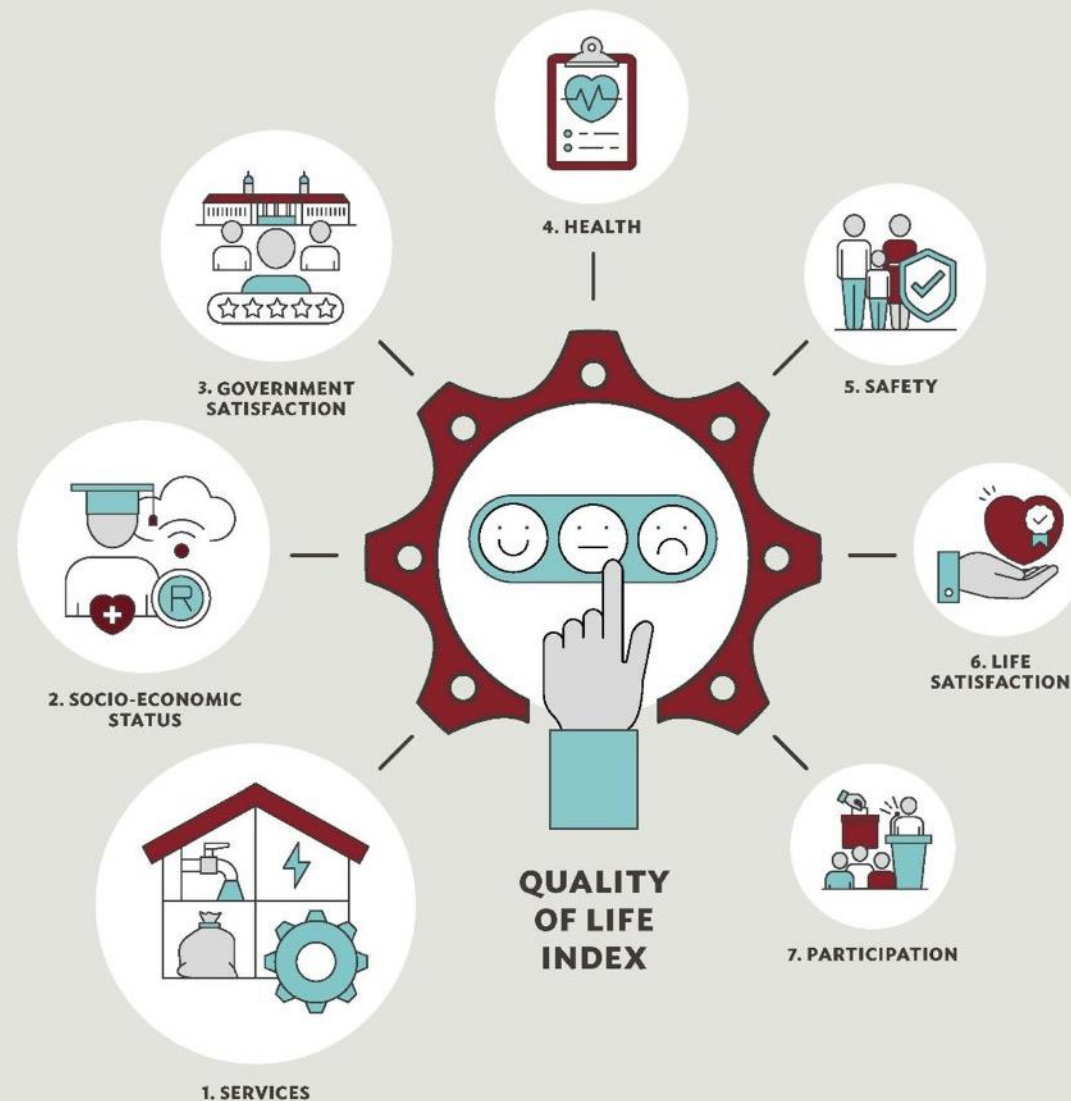
How has overall measured Quality of Life shifted since 2020/21?

## Quality of Life Index



Presentation is organised into the seven dimensions of the QoL Index

**Red slides** are QoL Index questions.





# Overview of QoL 7 (2023/24)

## The overall story

- 15 years of data gives us a remarkable longitudinal perspective
- The data suggests marginal improvements between 2009 and 2017/18 across many indicators
- But the COVID-19 global pandemic threw the GCR into crisis, as it did the rest of the world
- The COVID-19 pandemic arrived in a society already struggling with low economic growth, acute unemployment levels and weakened governance capacity
- We were hoping for signs of a post-COVID recovery
- However it is clear from the QoL 7 (2023/24) survey results that Gauteng continues to face serious challenges across many dimensions – a **poly-crisis at the household level**
- Negative sentiments have deepened as a result





# Health

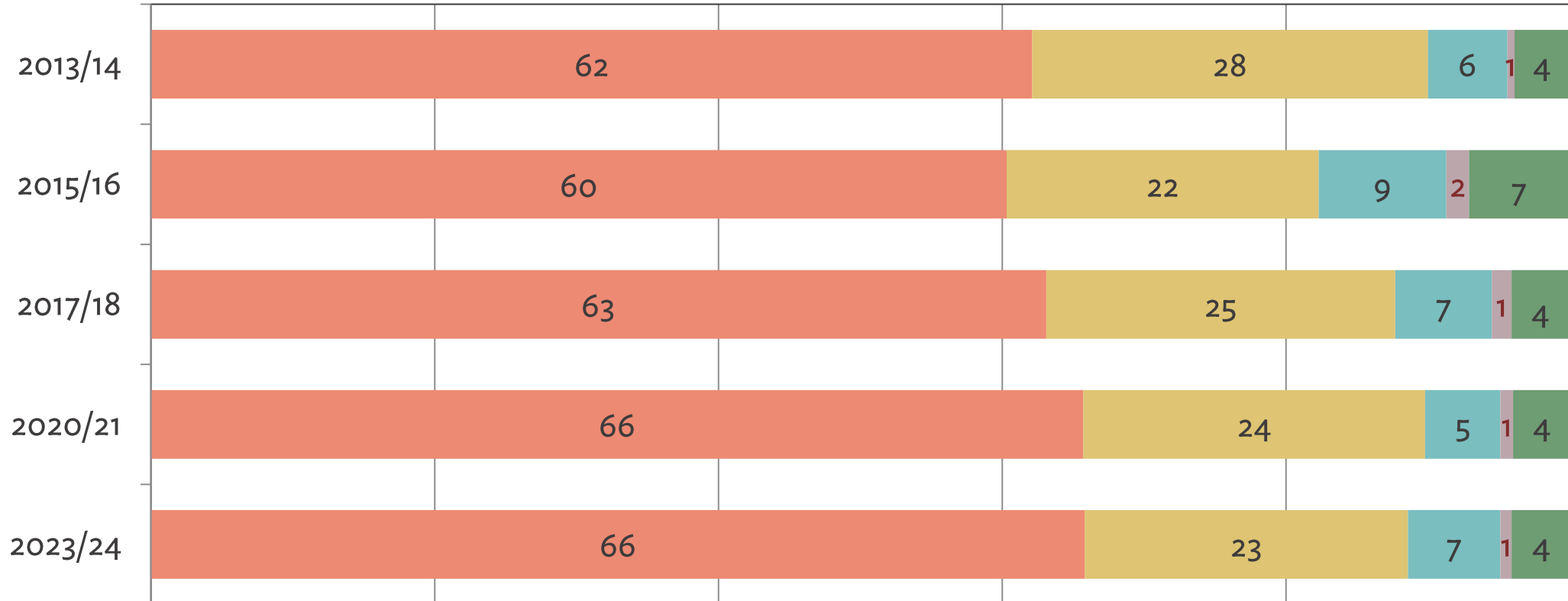




# Health

The percentage of those using public healthcare facilities has increased over time

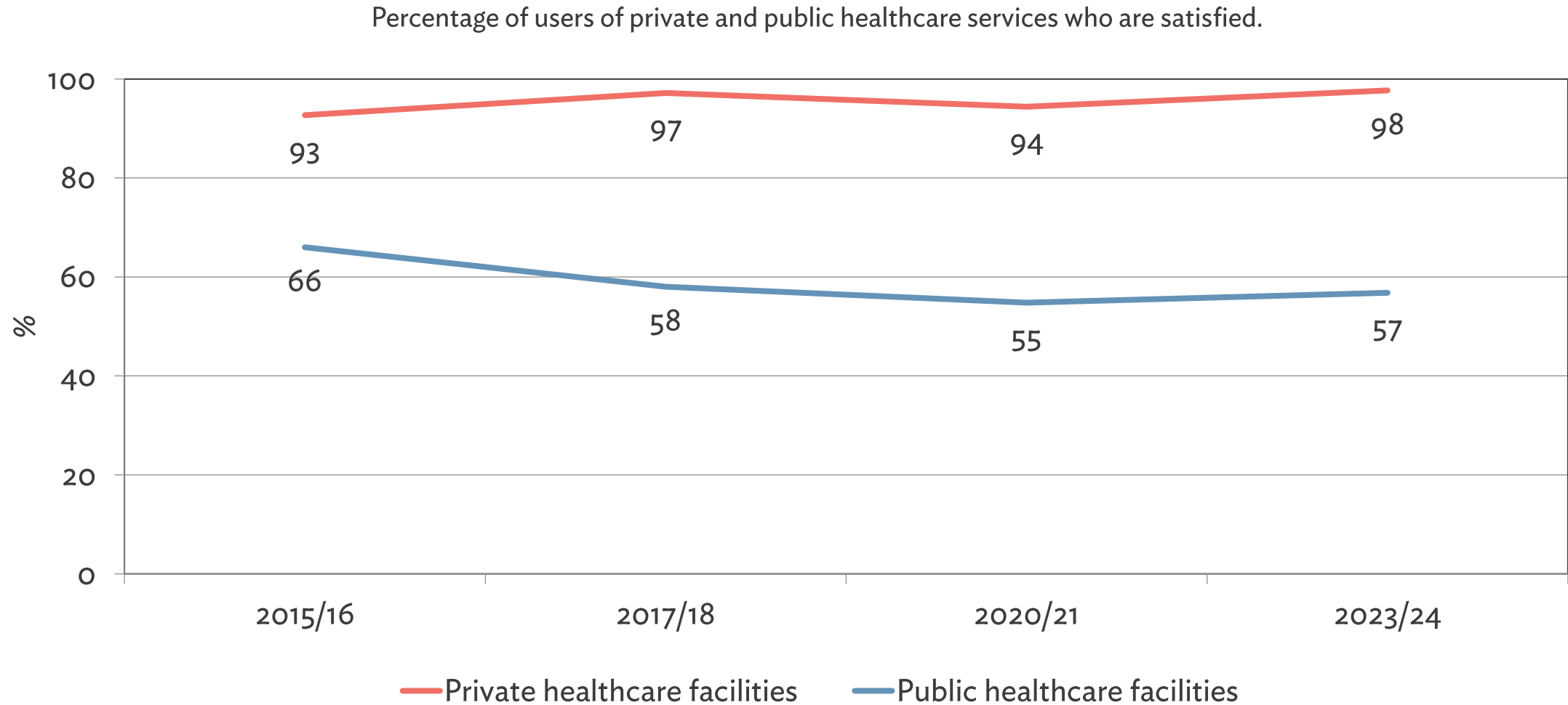
Percentage of respondents using each type of healthcare facility



- Public healthcare facilities
- Private healthcare facilities
- Use public and private healthcare facilities
- Traditional/Spiritual healer
- Not applicable, don't usually need healthcare

# Health

Wide difference in satisfaction between private and public, though some improvement

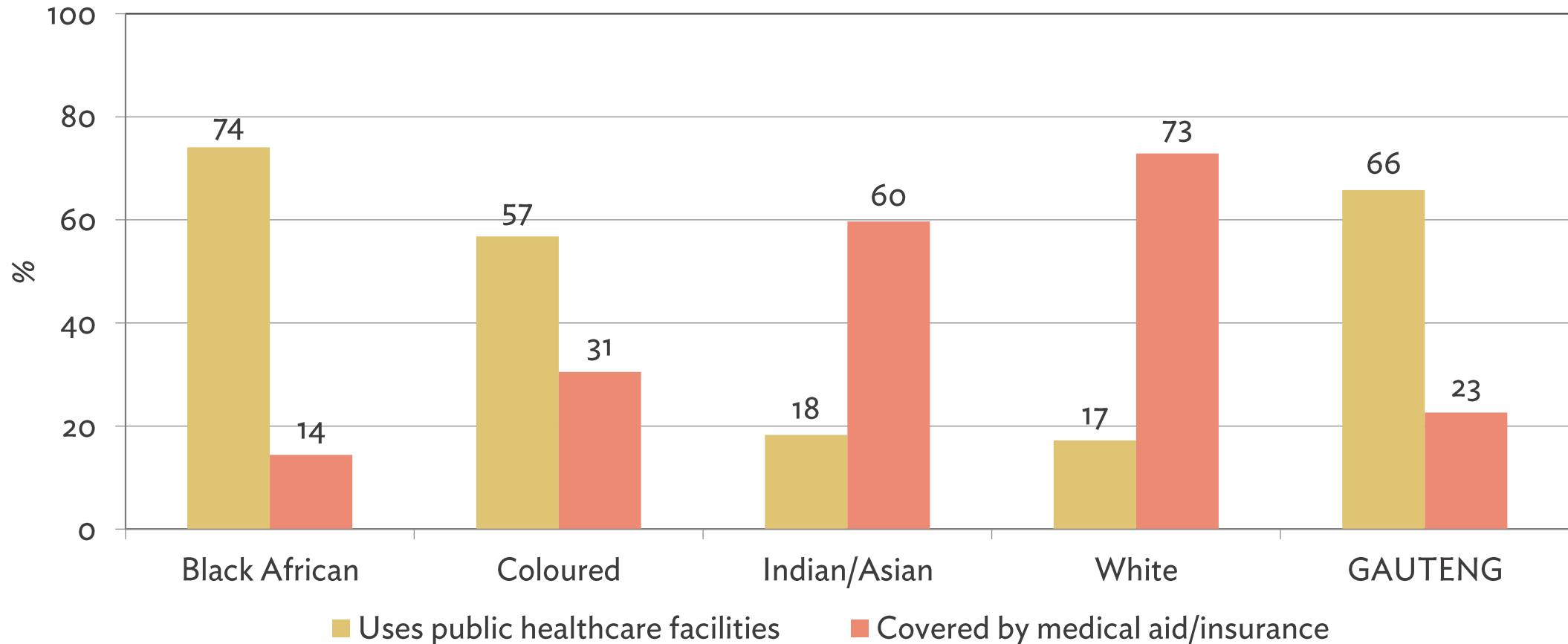




# Health

## Continued huge disparities in health access and protection by population group

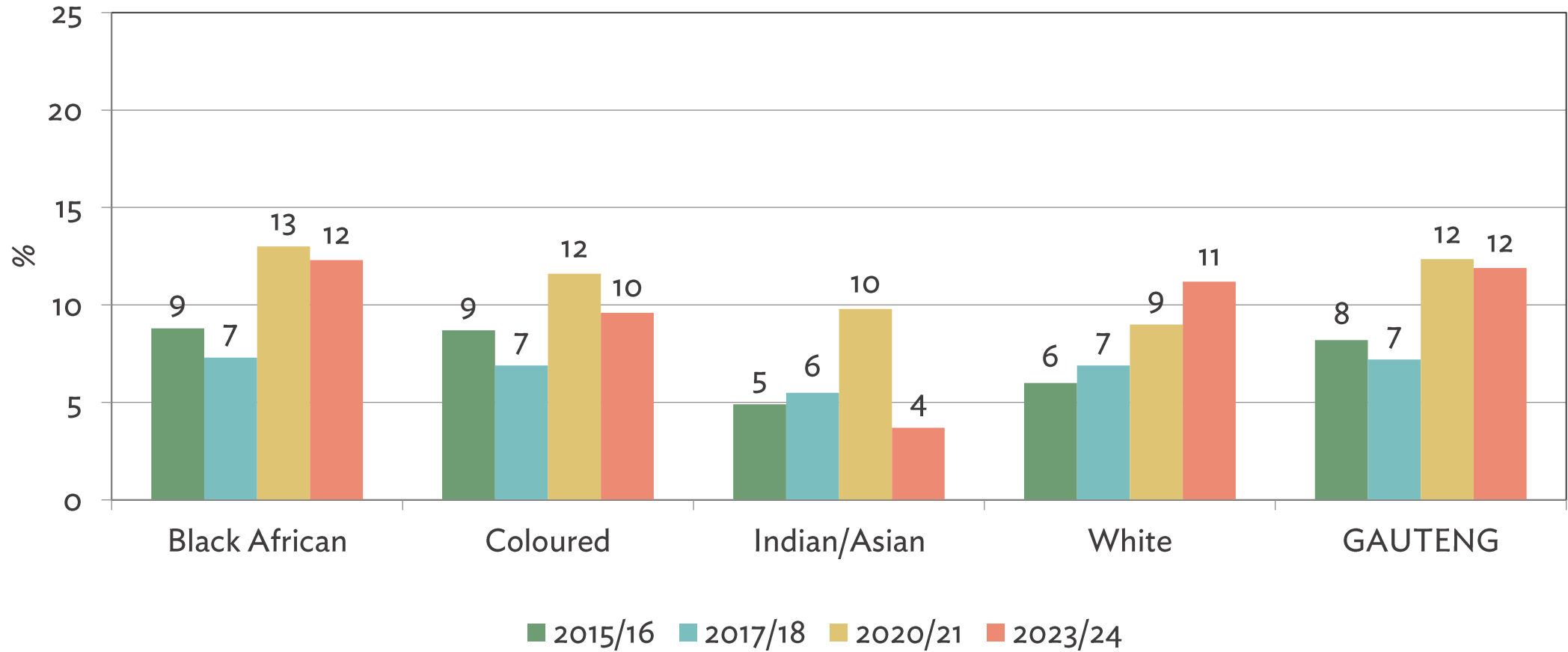
Percentage of respondents who use public healthcare and who are covered by medical aid by population group



# Health

As the COVID crisis dissipates, some recovery in reported health status, except among whites

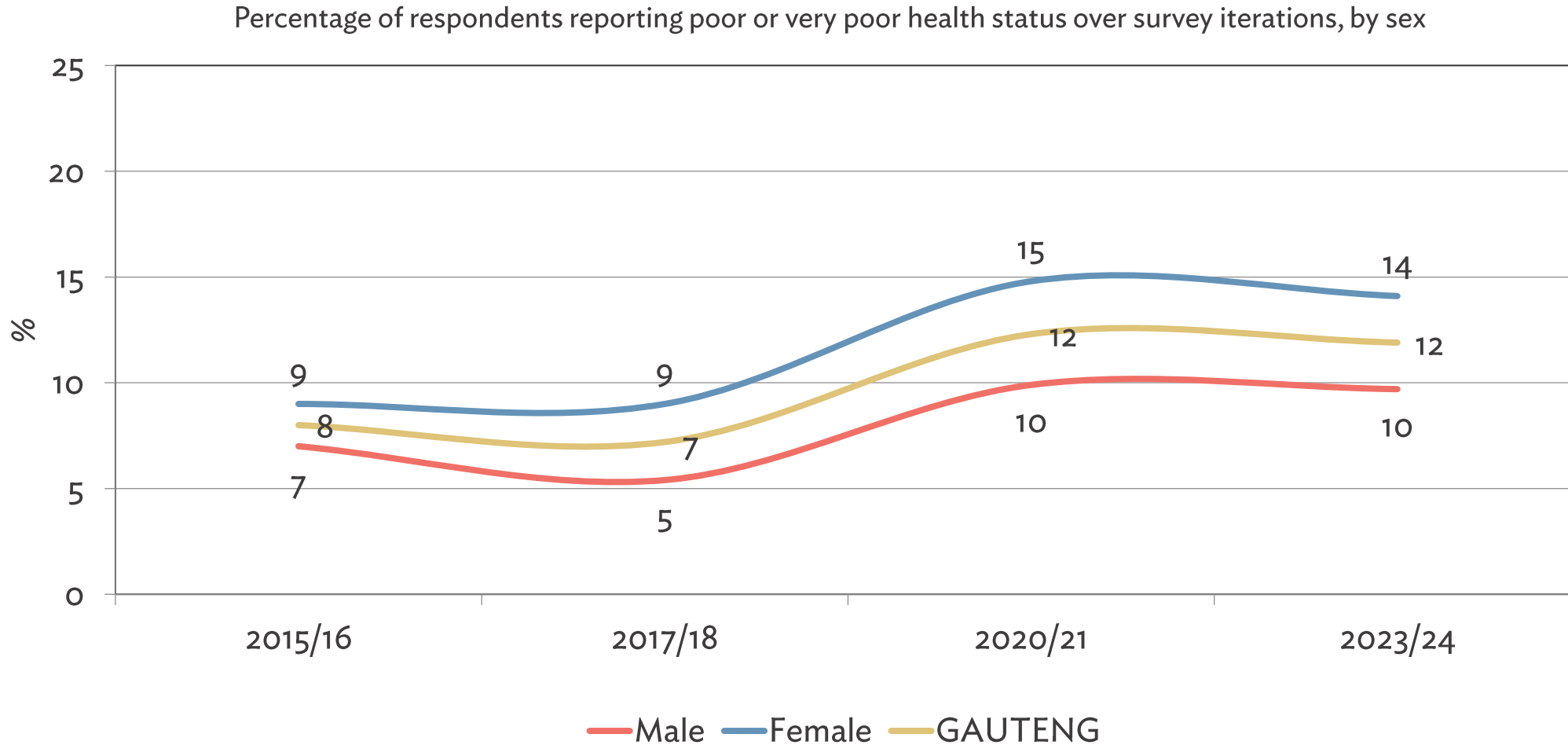
Percentage of respondents reporting poor or very poor health status by population group





# Health

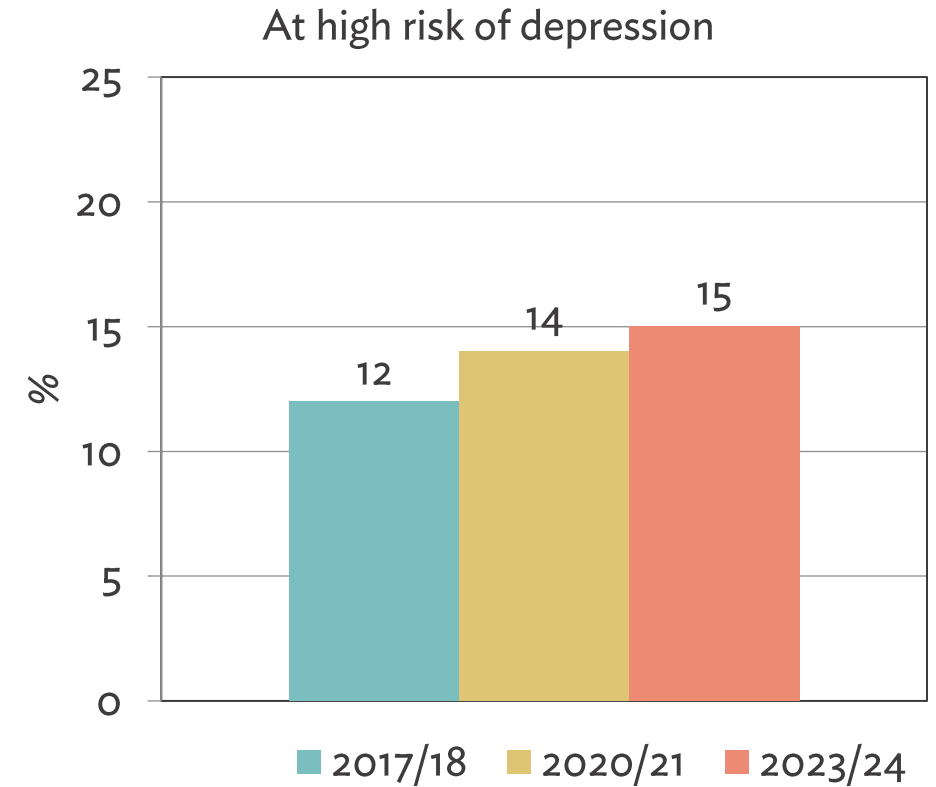
QoL shows a remarkable split between male and female poor health status, increasing through COVID



# Health

## Population at high risk of depression continues to rise

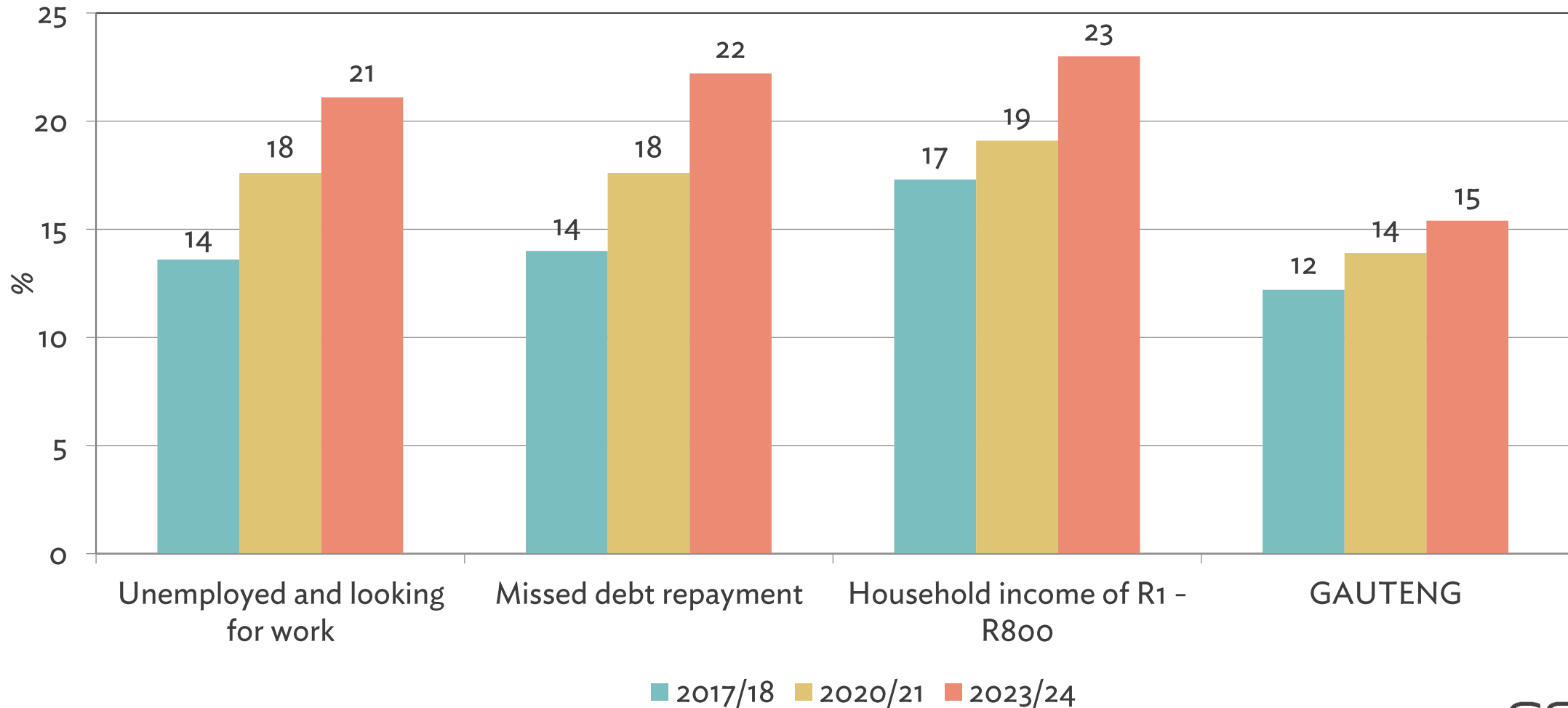
(PHQ-2) diagnostic	Over the past two weeks how many days have you been bothered by ...	
	... little interest or pleasure in doing things?	... feeling down, depressed or hopeless?
Not at all	0	0
A few days	1	1
More than half the days	2	2
Nearly every day	3	3
Across 2 questions, combined score out of 6:	0 to 2 = low risk of depression	
	3 to 6 = high risk of depression	



# Health

## Percentage at high risk of depression increasing faster for those facing socio-economic stress

% at high risk of depression, by various forms of socio-economic stress, compared to the provincial average



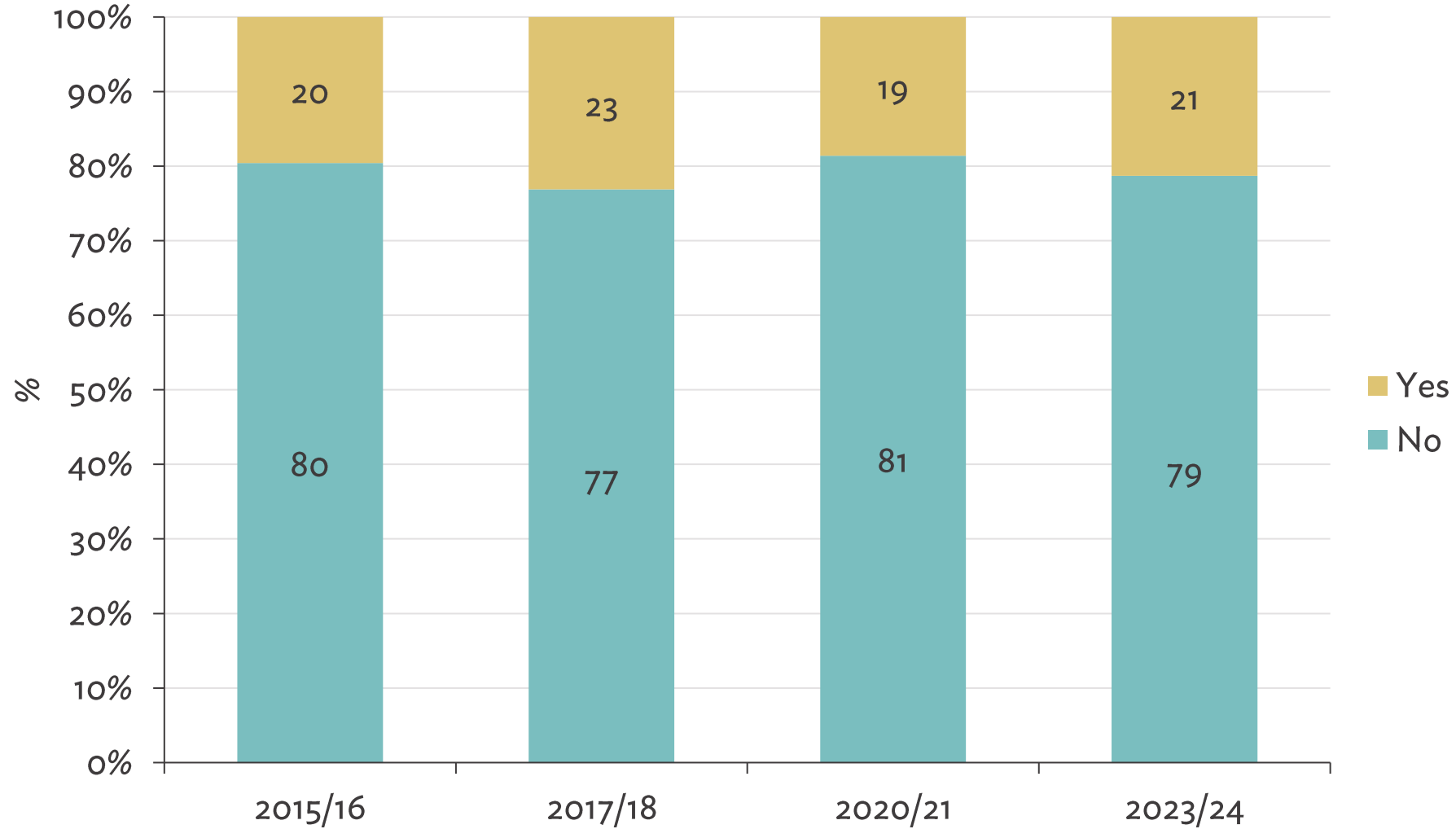


# Safety



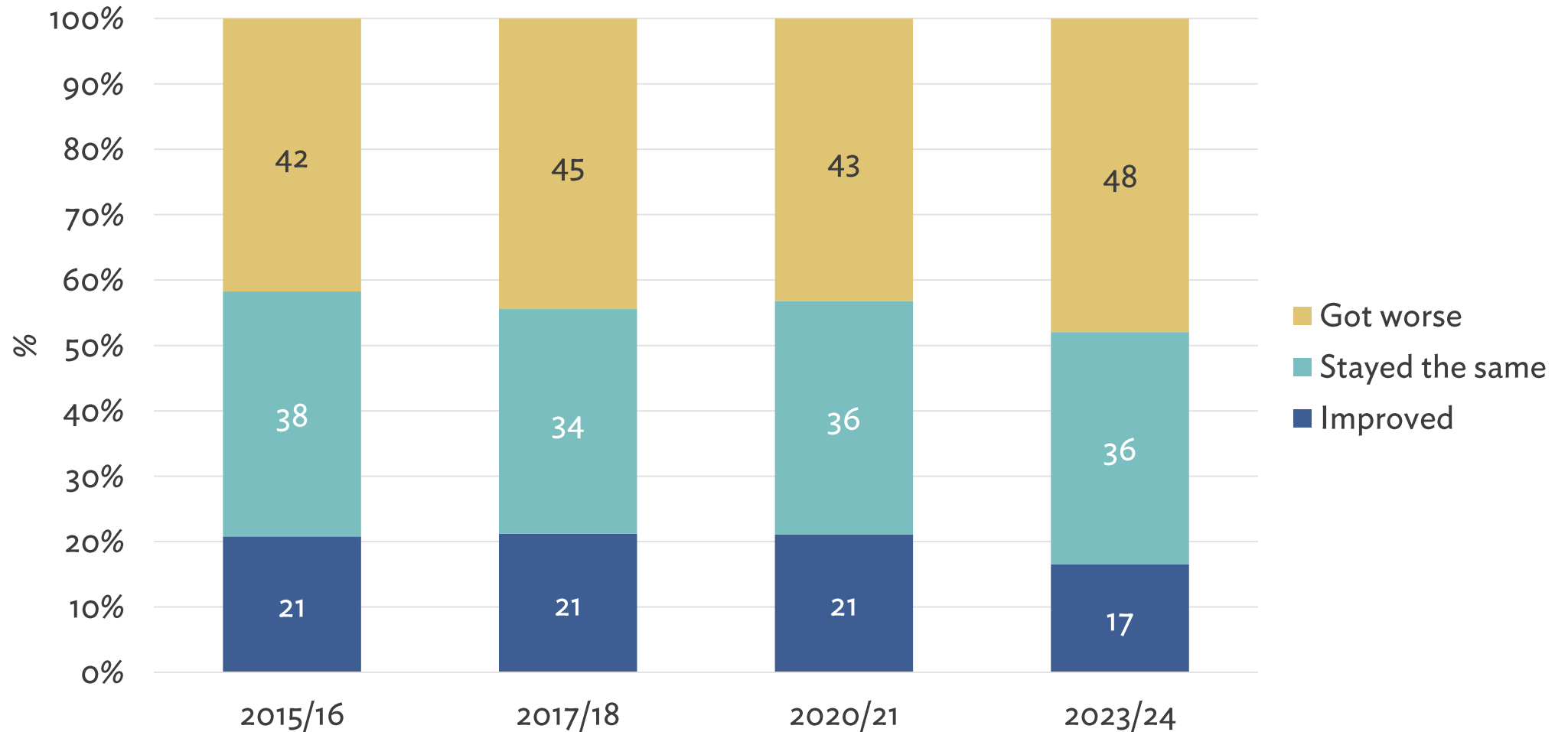
# Safety

Increase in % who have been a victim of crime in the last year, though not at pre-COVID levels



# Safety

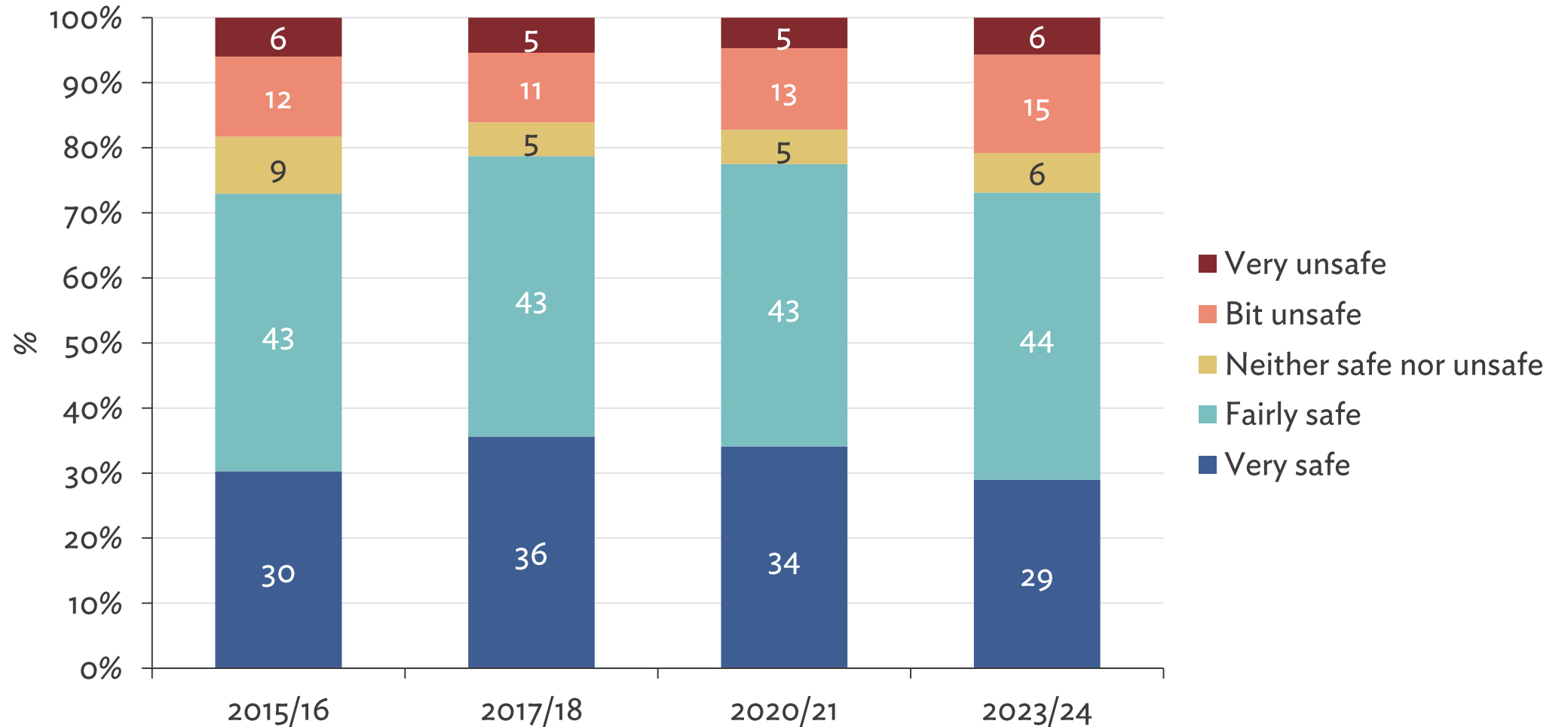
More respondents believe that the crime situation has gotten worse in the last year





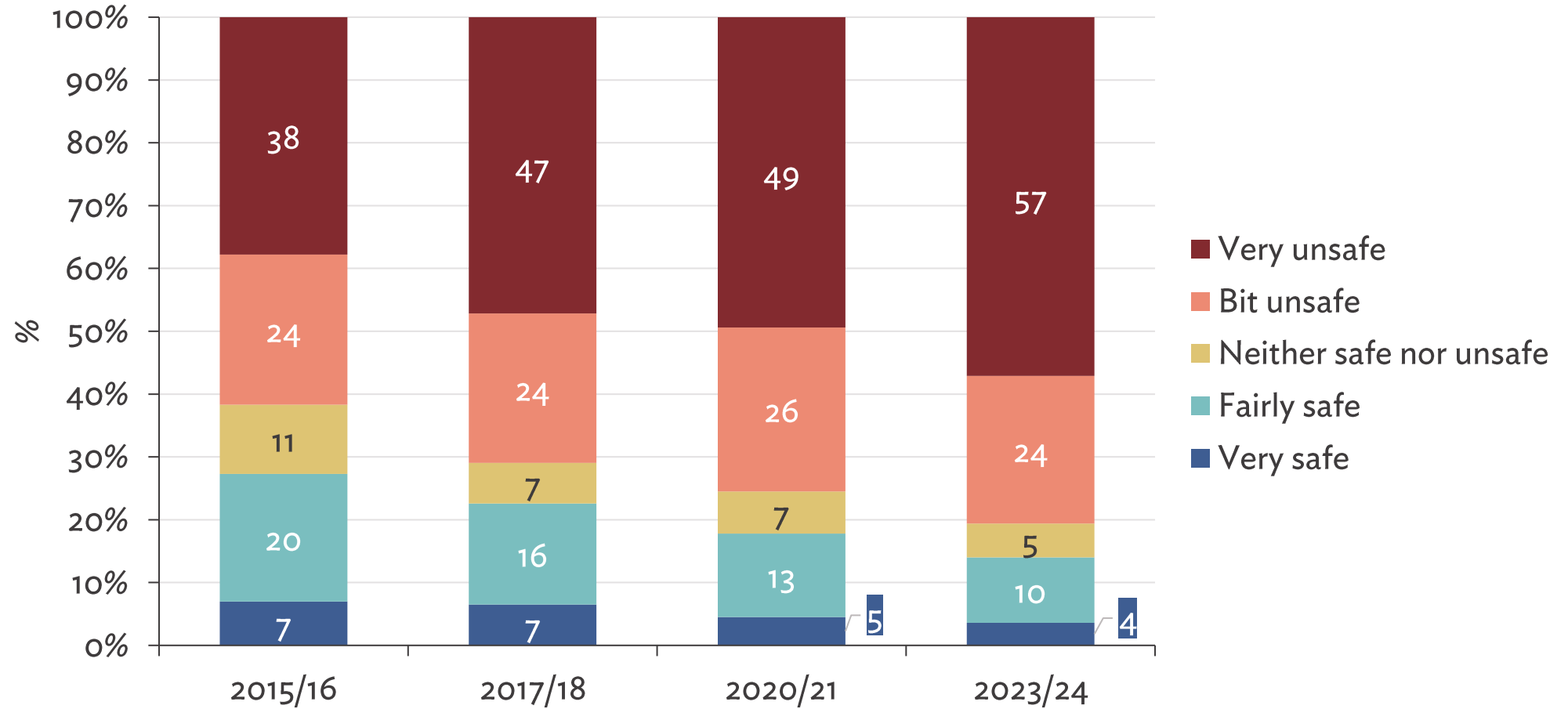
# Safety

A slightly greater proportion feel unsafe walking in their area in the day



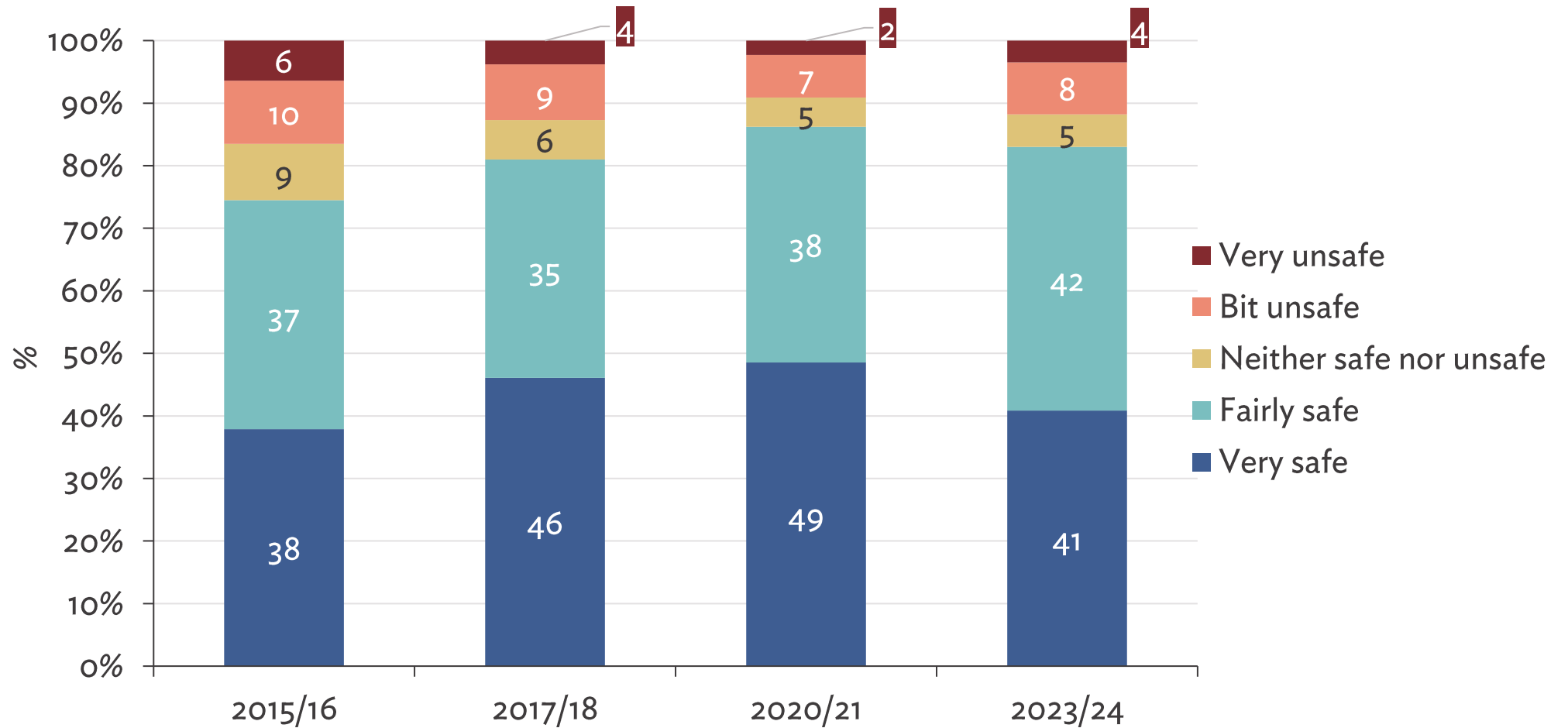
# Safety

A significant increase in the percentage feeling unsafe walking in their area at night



# Safety

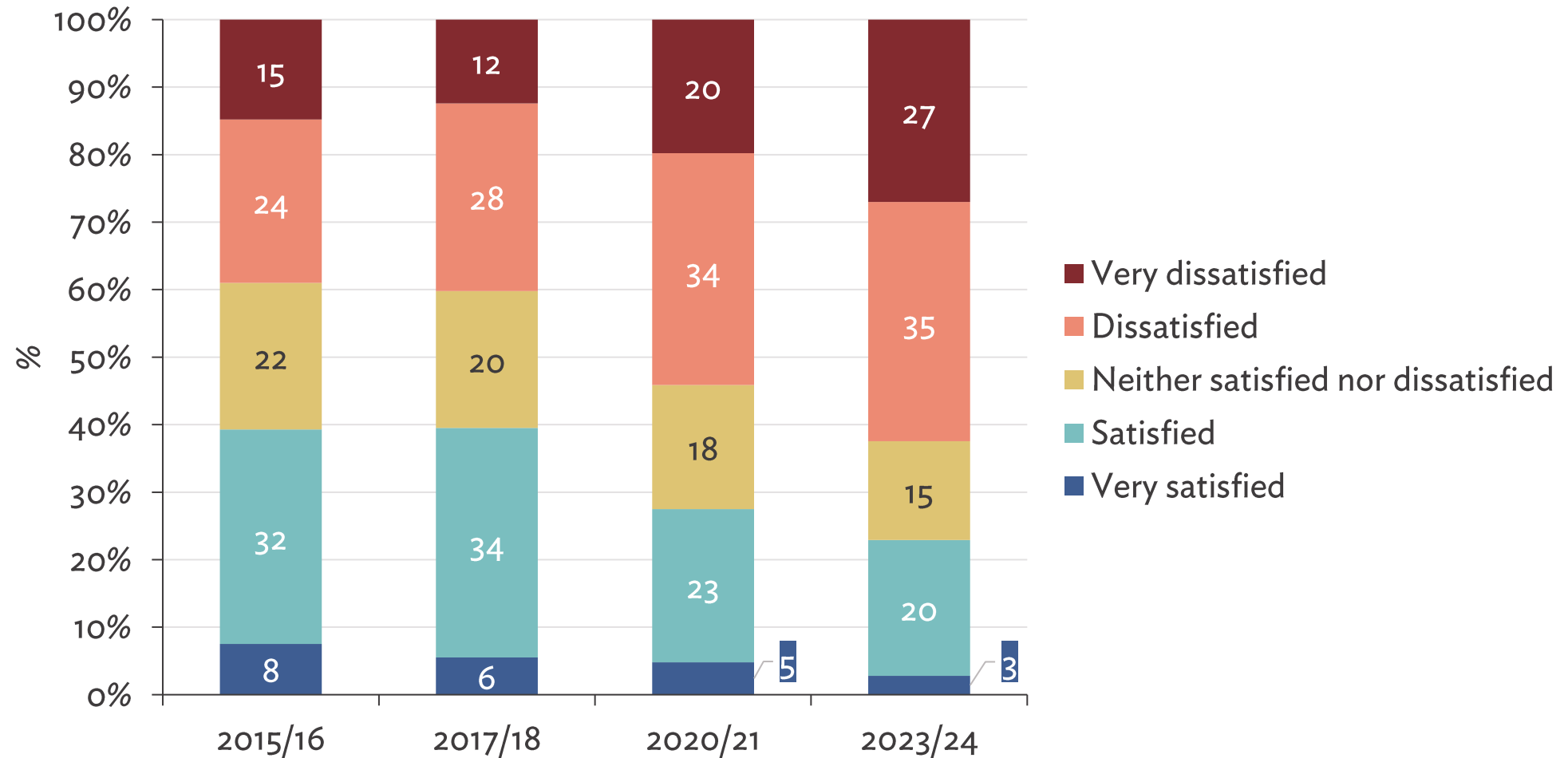
Also an increase in the percentage feeling unsafe at home





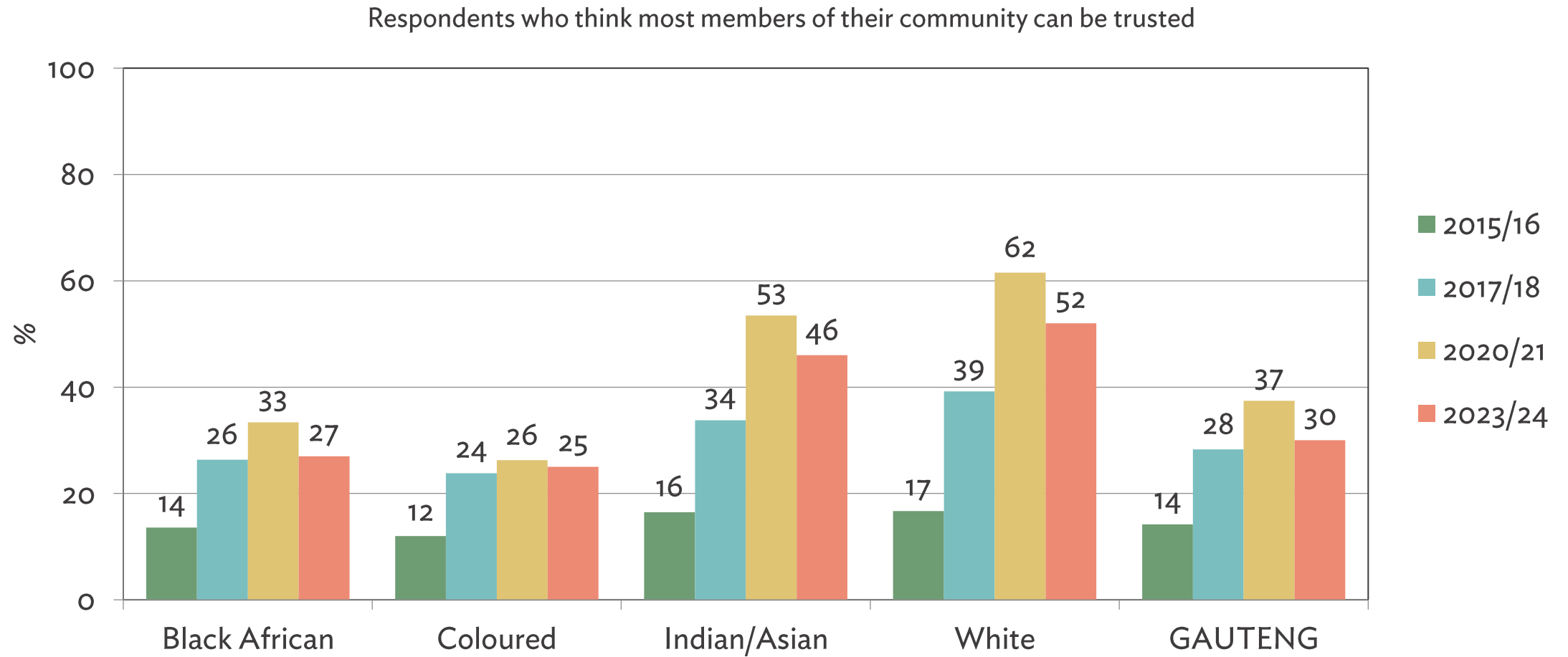
# Safety

Big increase in the percent dissatisfied with government provided safety & security services



# Safety

The sense of social solidarity felt during COVID has dissipated, with a decrease in community trust



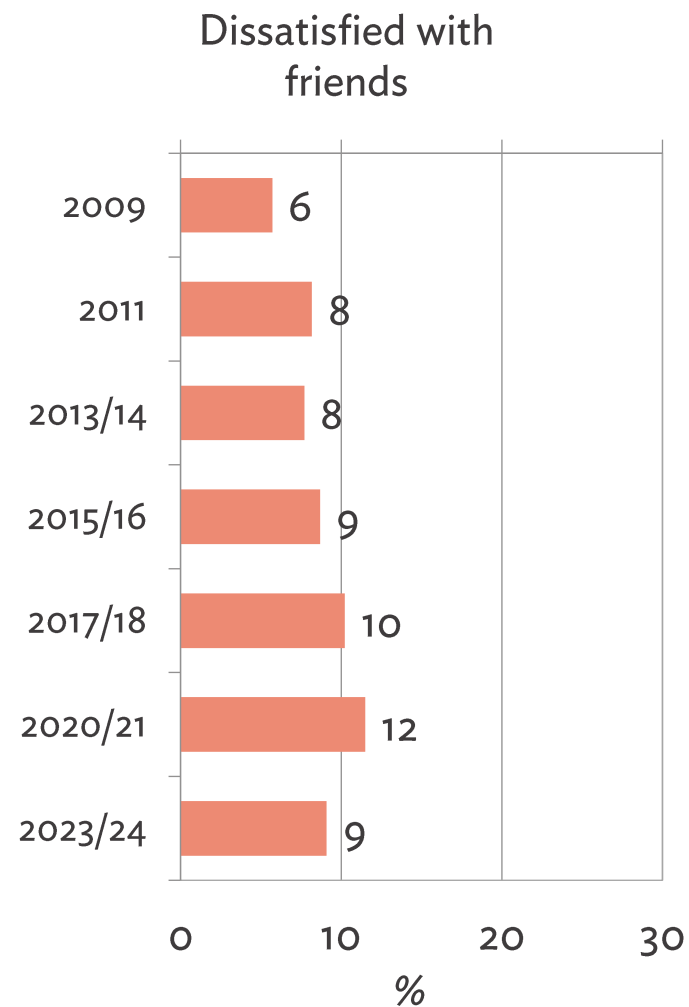
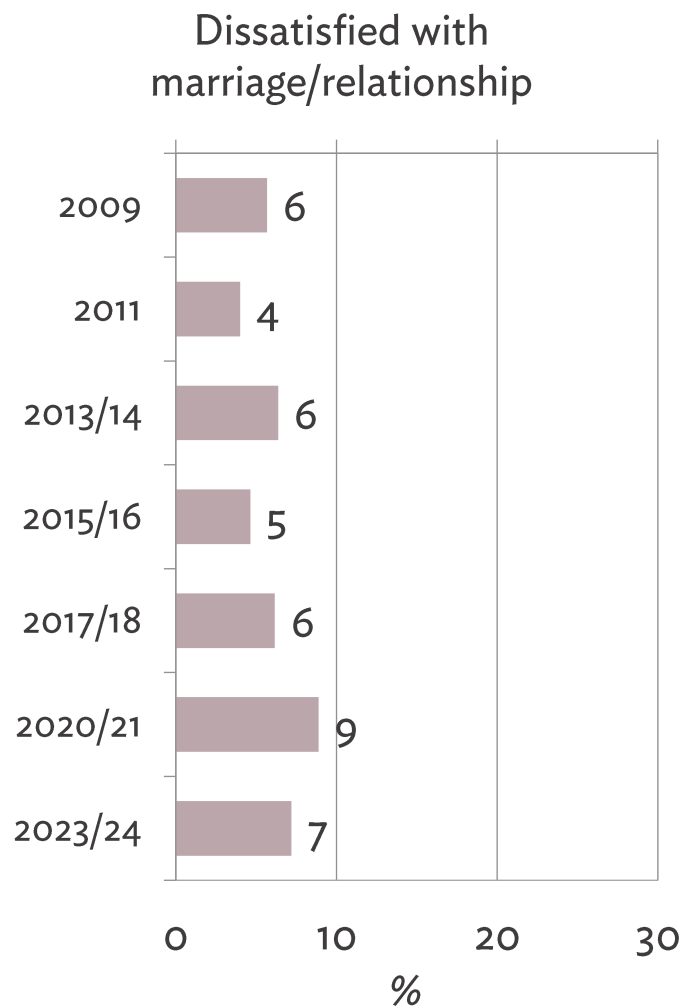
# Life satisfaction





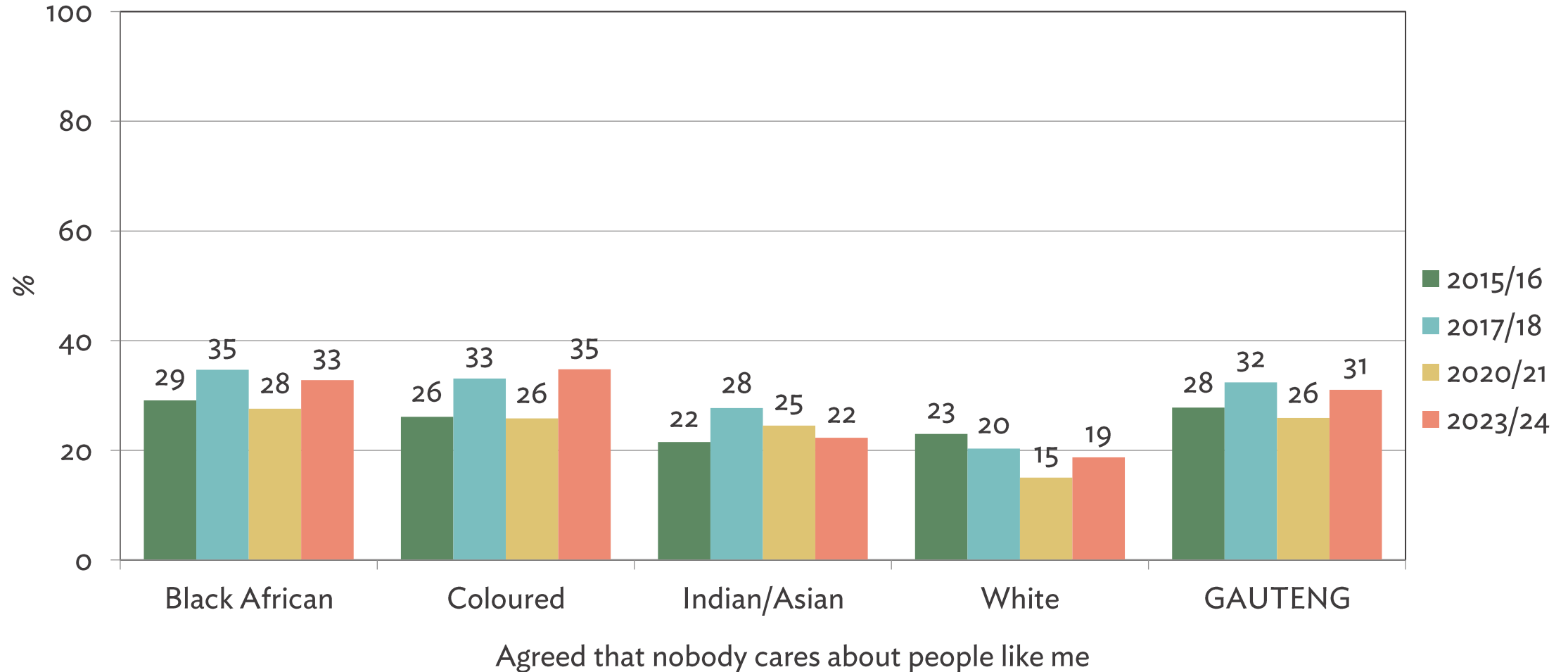
# Life satisfaction

Lower levels of dissatisfaction with immediate social support



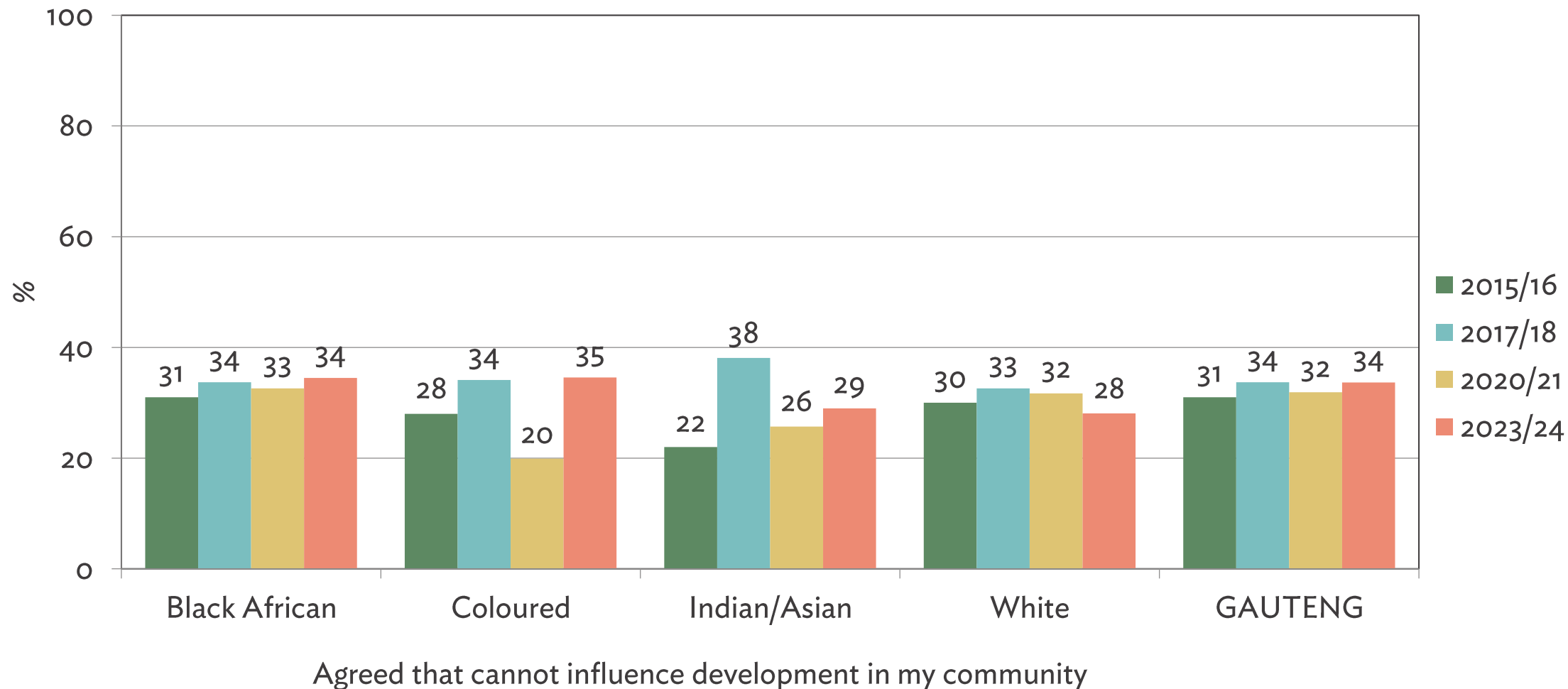
# Life satisfaction

But strangely, an increase in respondents saying no one cares about them



# Life satisfaction

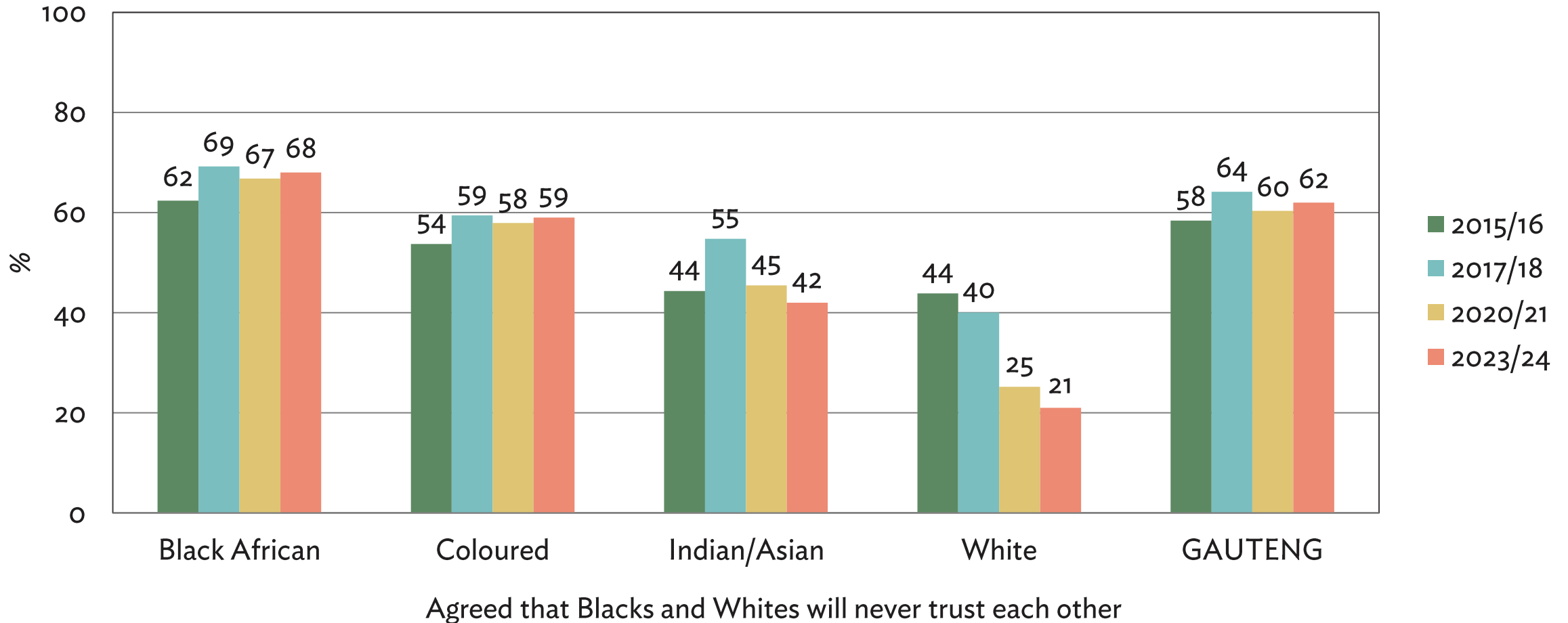
Except for whites, increase in percentage saying they *cannot* influence developments in their community





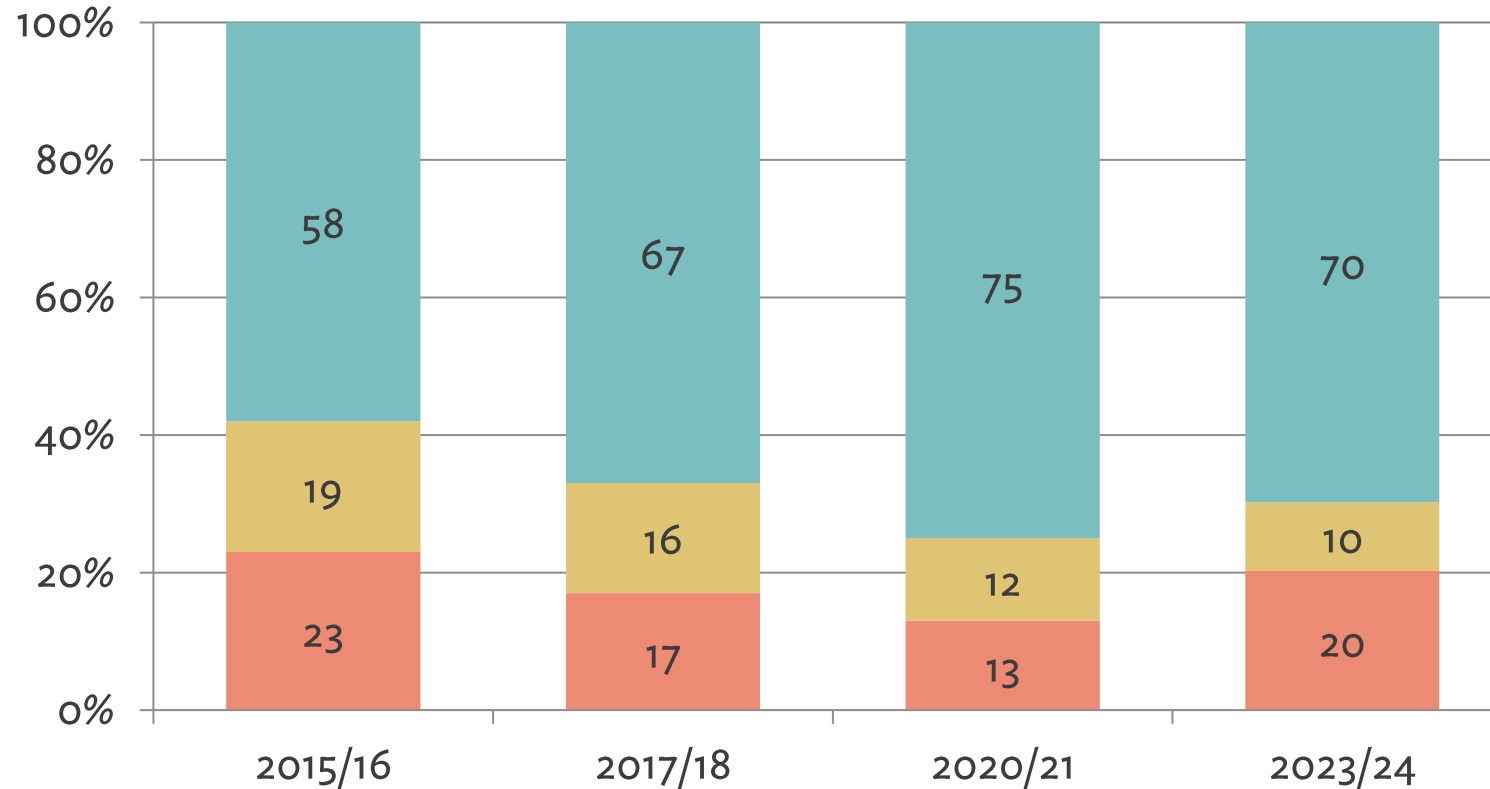
# Life satisfaction

After COVID, a hardening again of racial attitudes – ‘Blacks and whites will never trust each other’



# Life satisfaction

After COVID, a hardening again of violent attitudes / intolerance toward others and vulnerable groups



- Legal foreigners are ok
- All foreigners should be allowed to stay
- Send all foreigners home

# Socio-economic conditions

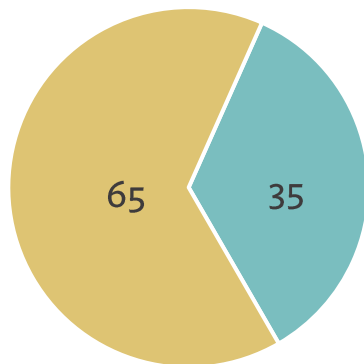


# Socio-economic conditions

Enhanced social protection following COVID-19 crisis: expanded access to SRD grant

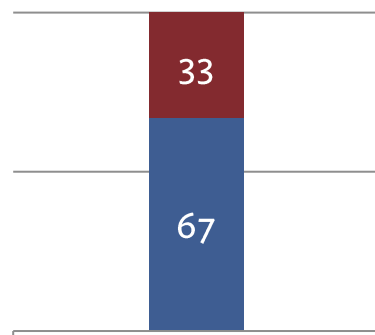
QoL 6  
2020/21

% who applied for COVID-19 grant



■ Yes ■ No

Of those who applied,  
% who received it



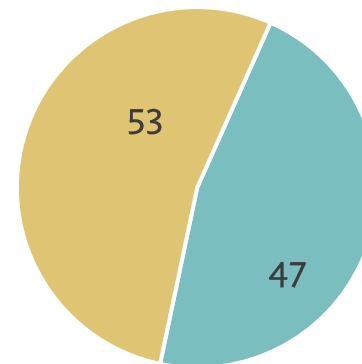
■ Yes ■ No

**23%**

**Of all households  
receiving the COVID-  
19 R350 SRD grant**

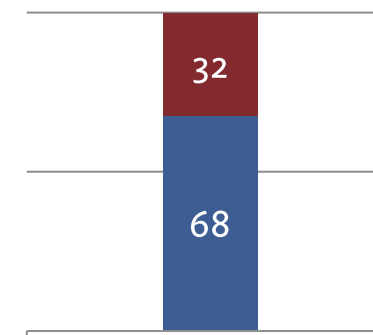
QoL 7  
2023/24

% who applied for COVID-19 grant



■ Yes ■ No

Of those who applied,  
% who received it



■ Yes ■ No

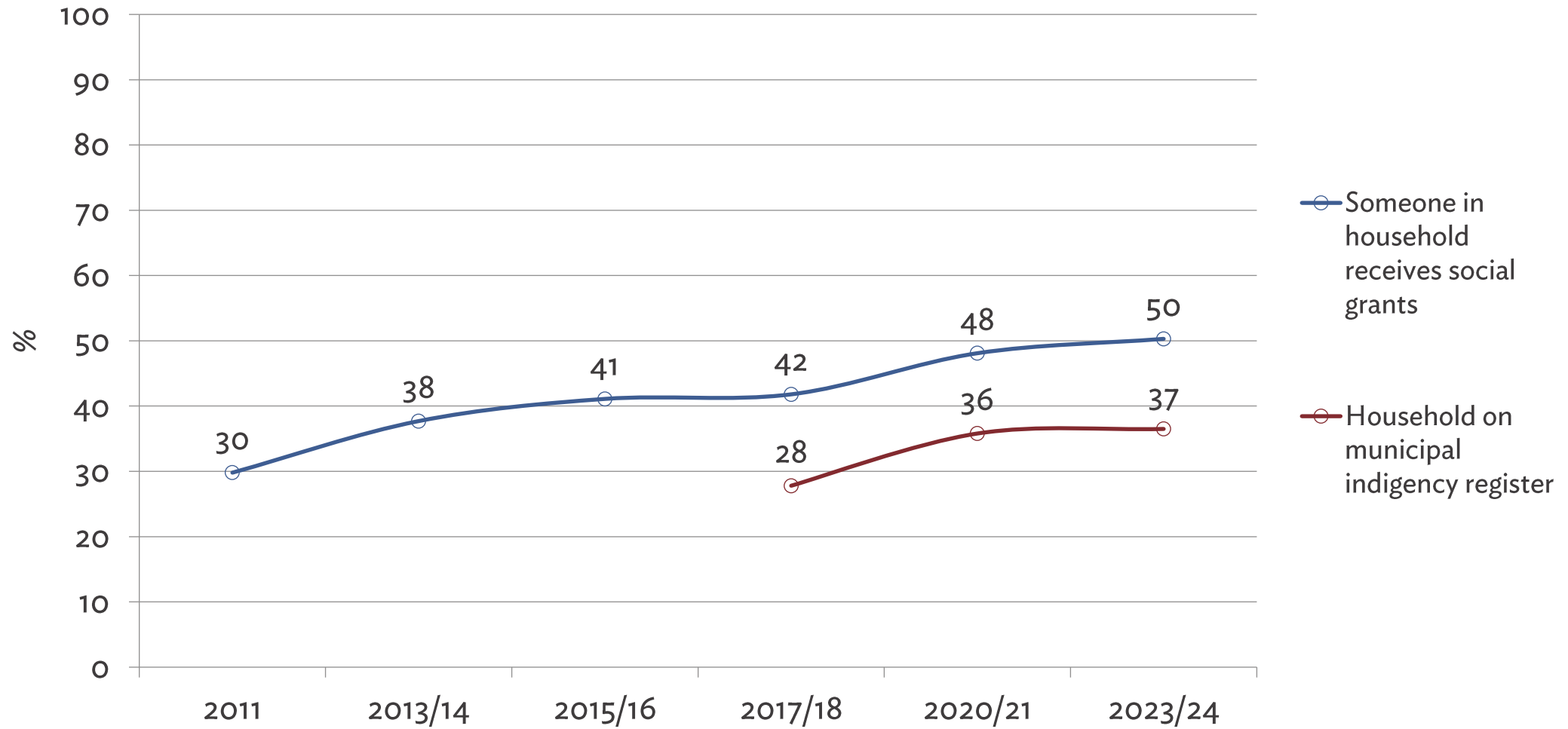
**32%**

**Of all households  
receiving the COVID-  
19 R350 SRD grant**



# Socio-economic conditions

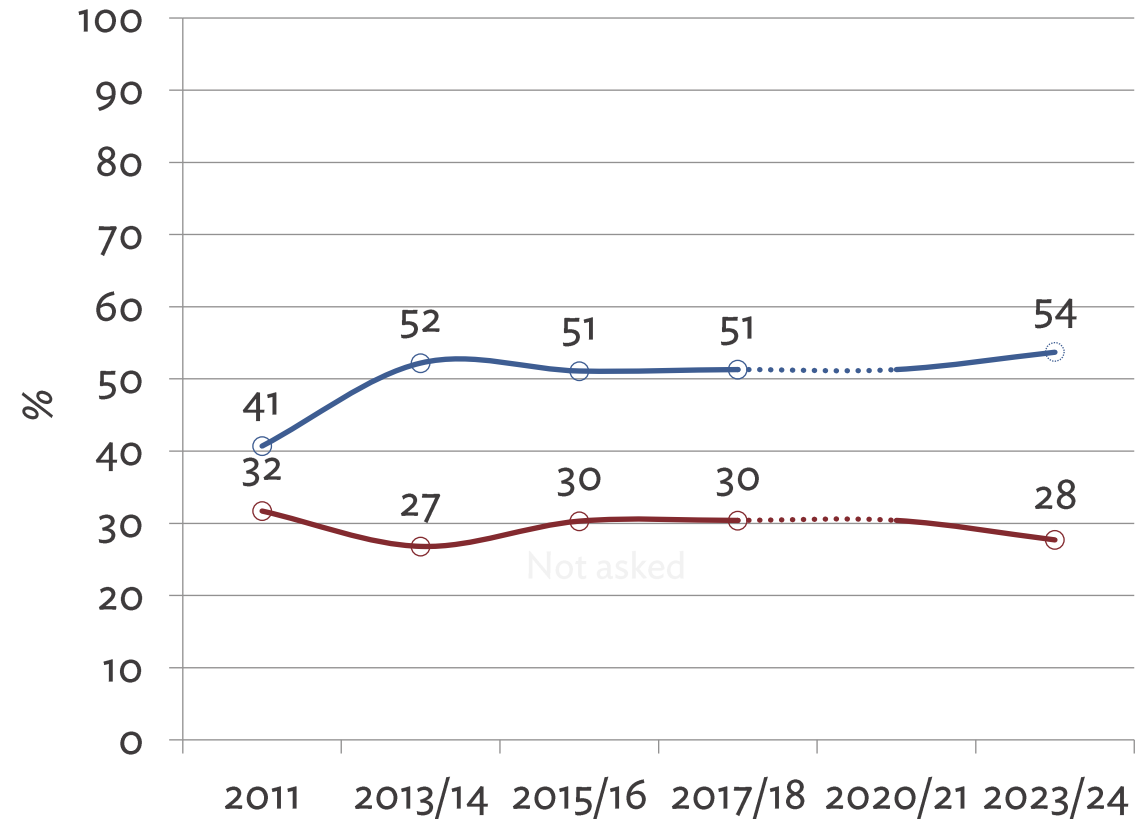
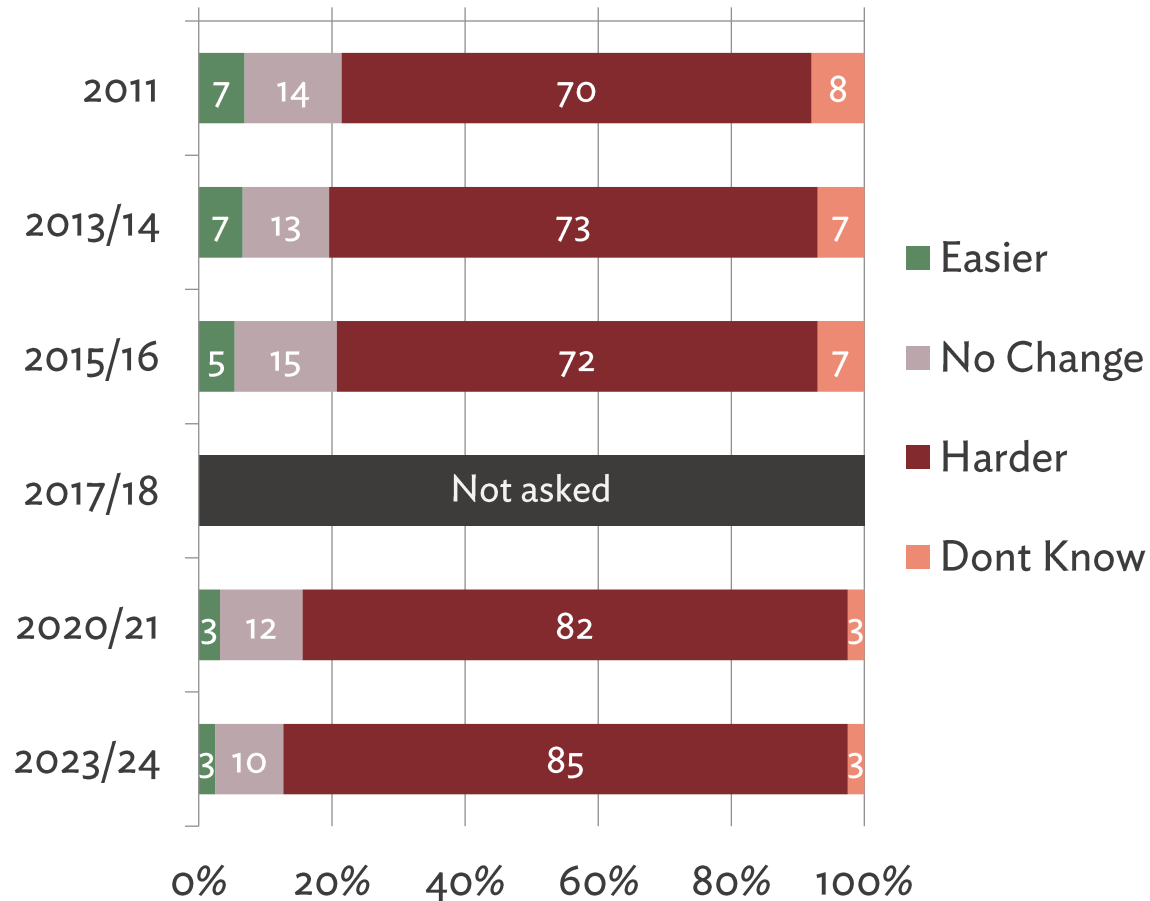
Enhanced social protection following COVID-19 crisis: access to any grants and indigency support



# Socio-economic conditions

Even while most think its harder to find jobs, there has been improvement in employment prospects

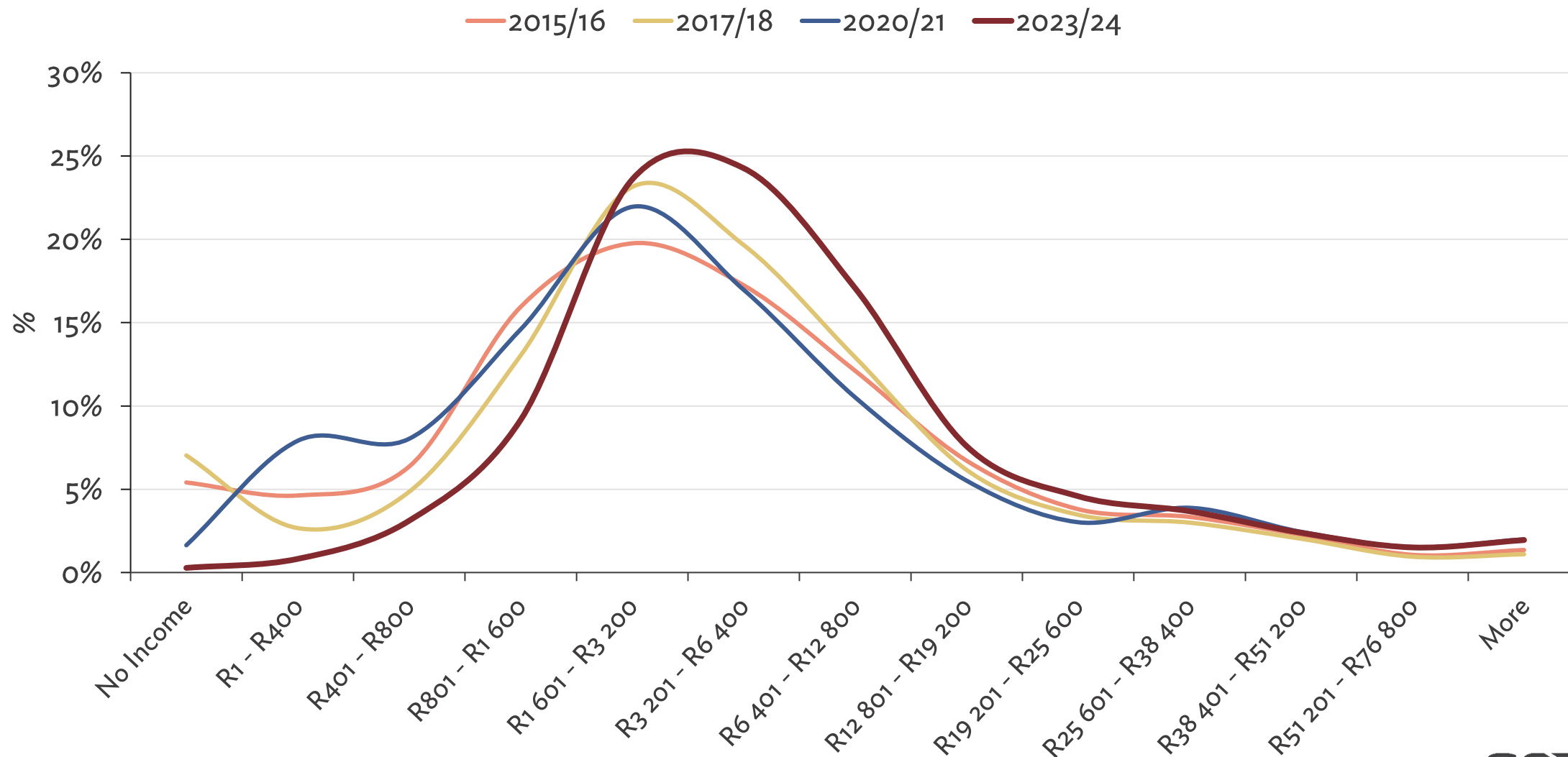
Compared to 5 years ago, easier or harder to find jobs



- Formal employment brings money in
- Informal employment brings money in

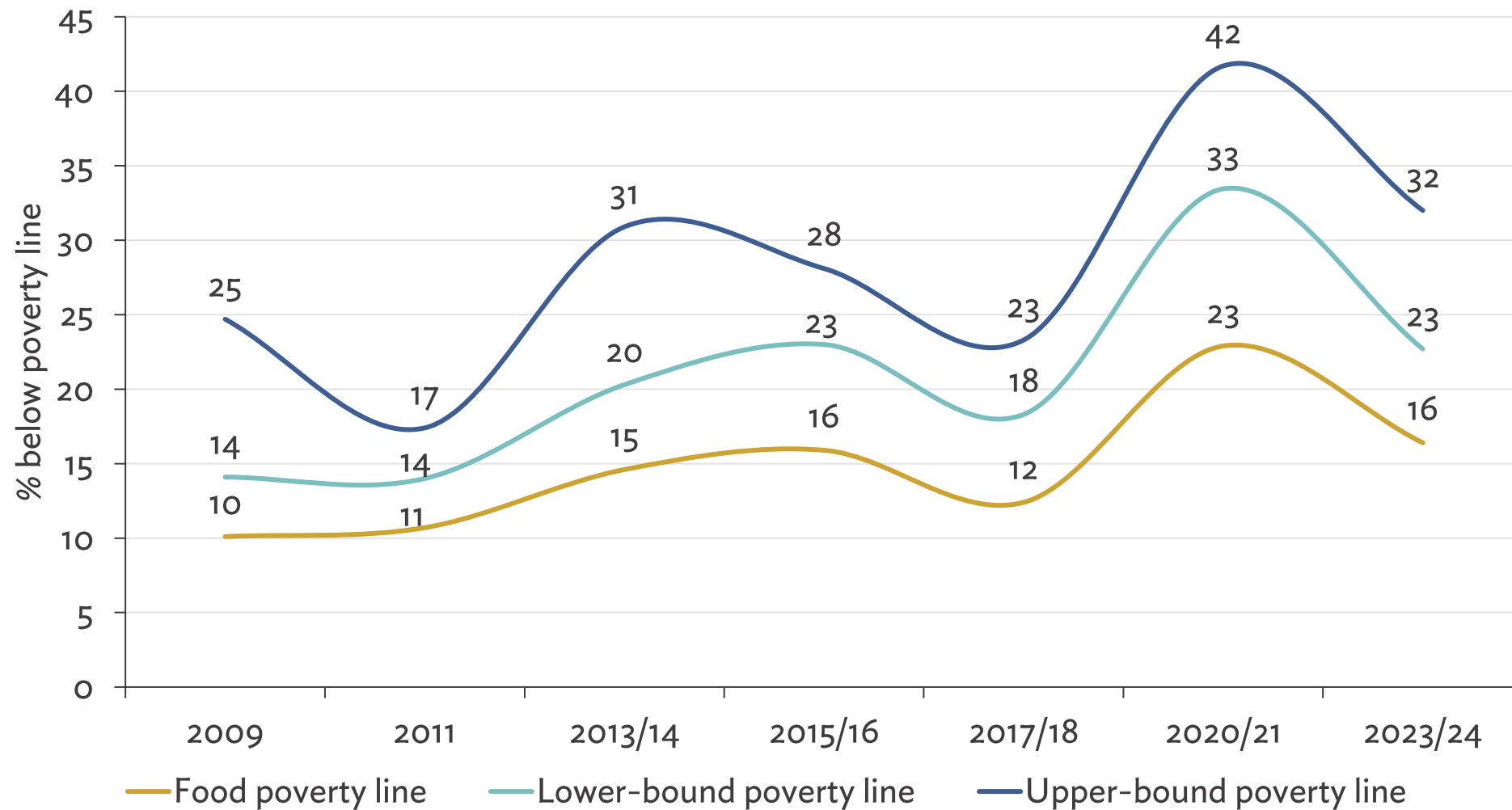
# Socio-economic conditions

Grants + improvement in employment since COVID may explain unexpected shift in the income curves



# Socio-economic conditions

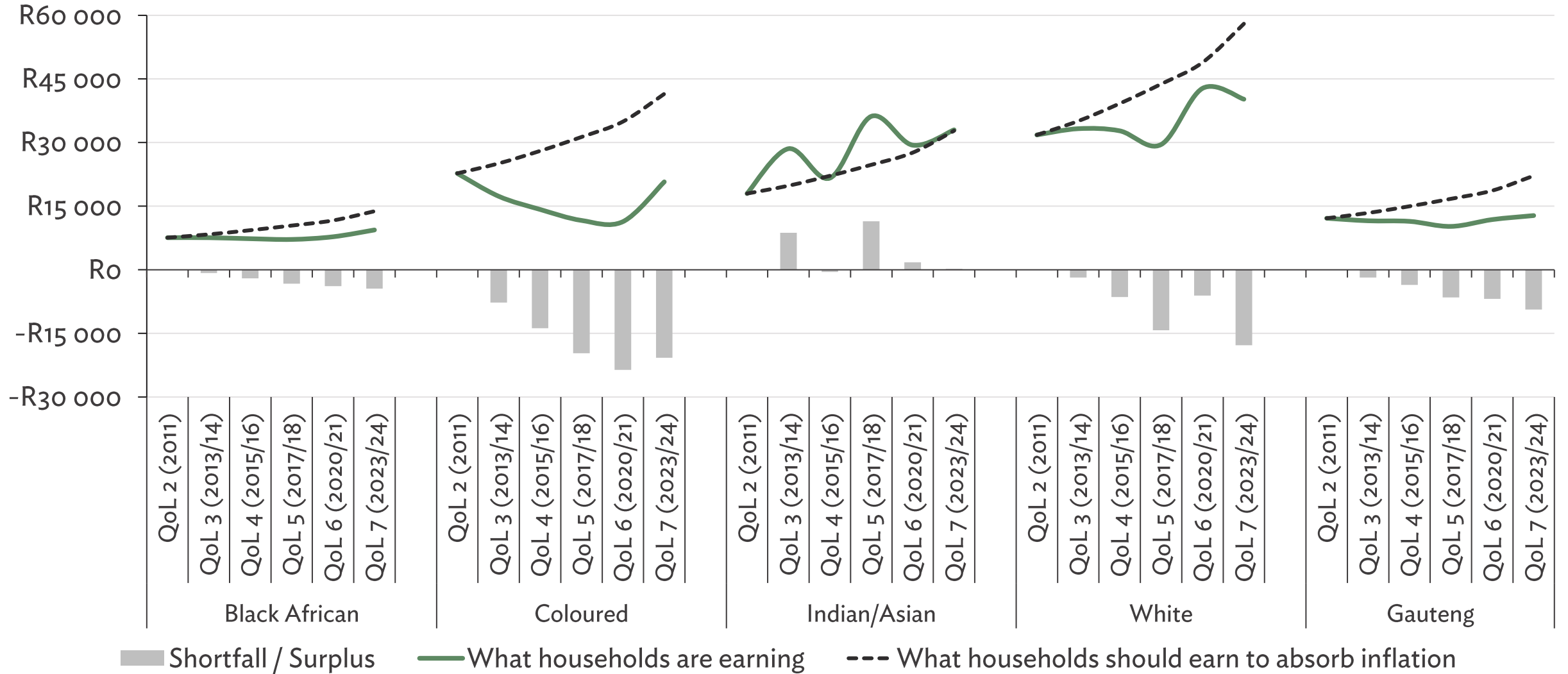
Some improvement but poverty rates still above pre-COVID levels – % of respondents in poverty





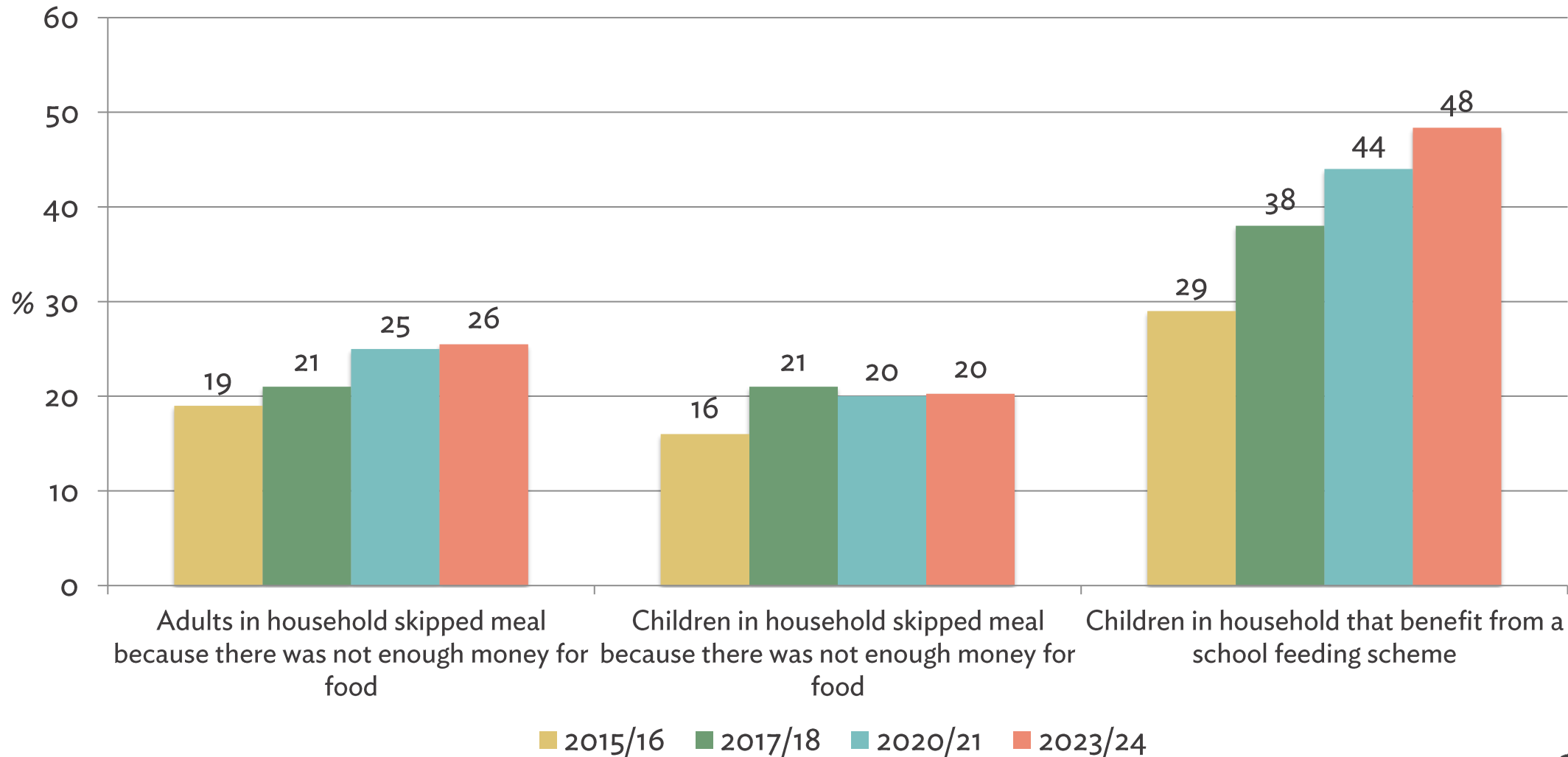
# Socio-economic conditions

However, mean household income has not kept pace with inflation over time



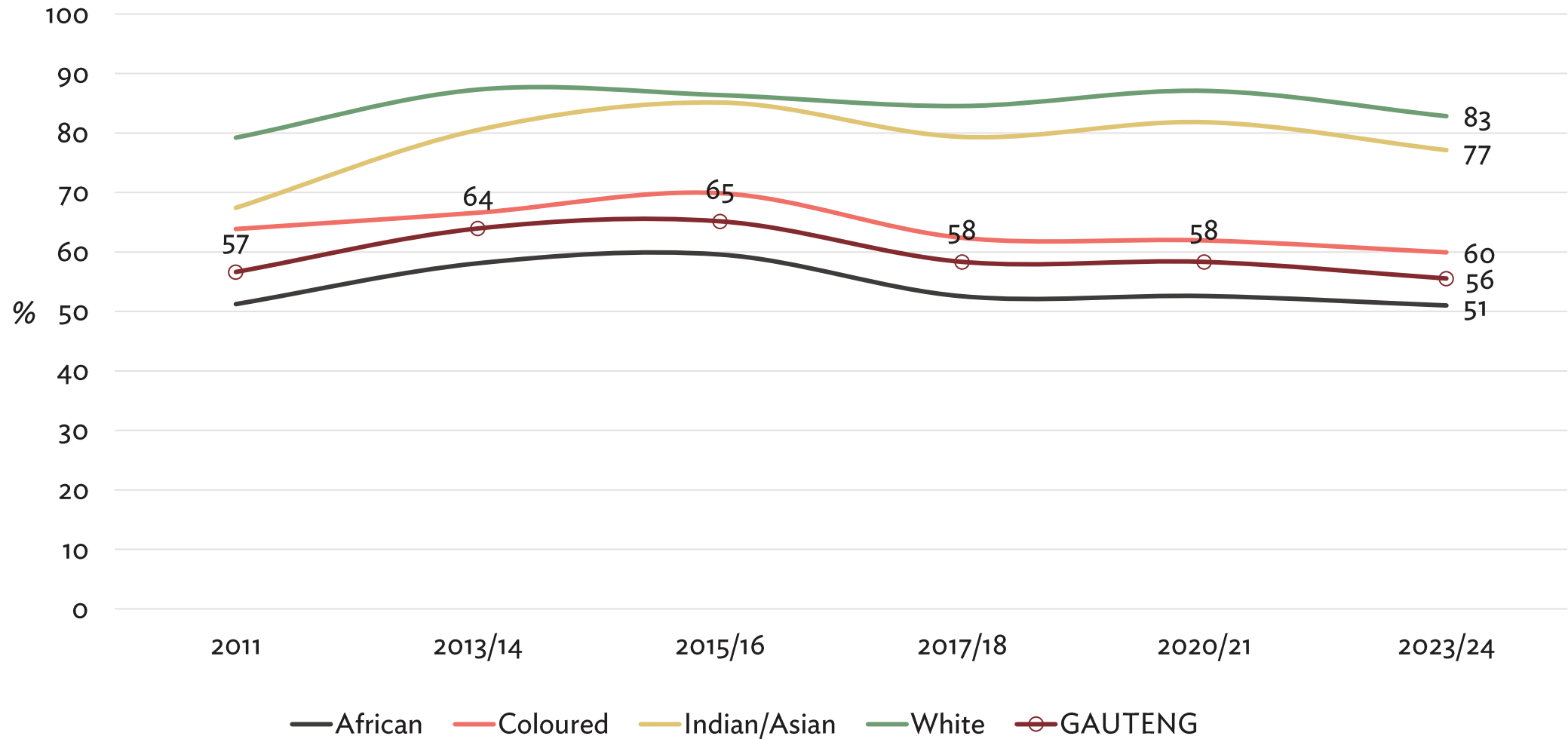
# Socio-economic conditions

Despite improvements, increase in food insecurity for adult respondents ... The cost of food?



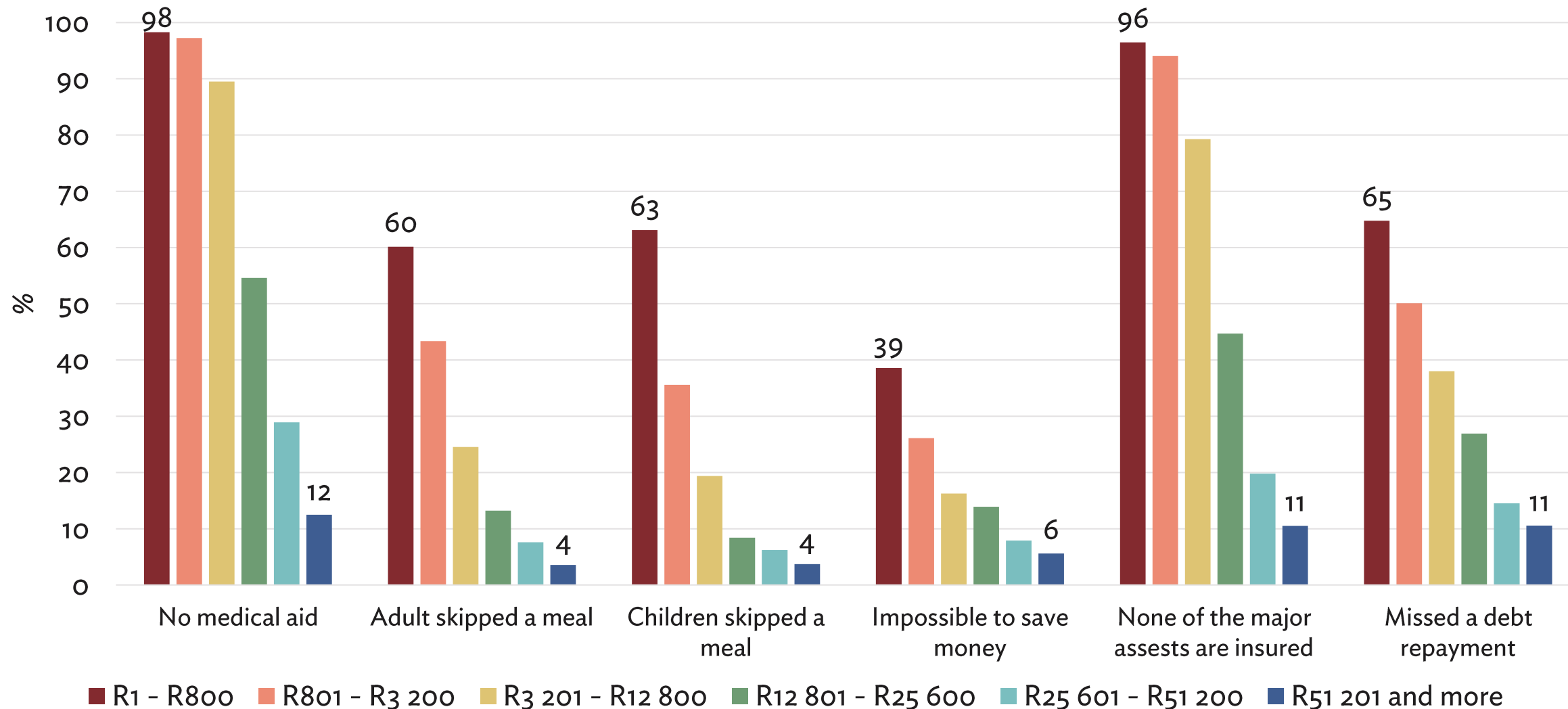
# Socio-economic conditions

% satisfied with standard of living declines further, and note the racial divide ...



# Socio-economic conditions

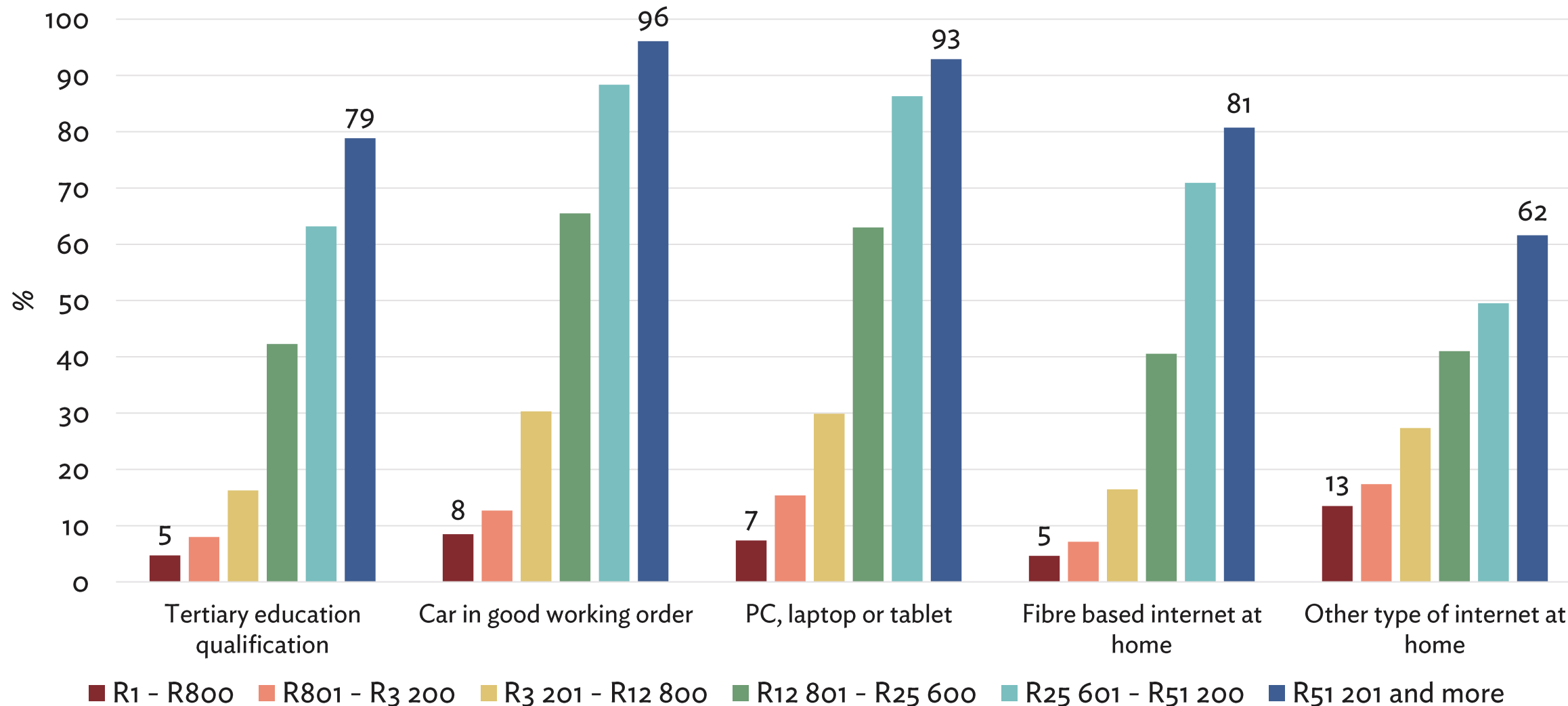
Inequality: Life is precarious at the bottom of the income spectrum





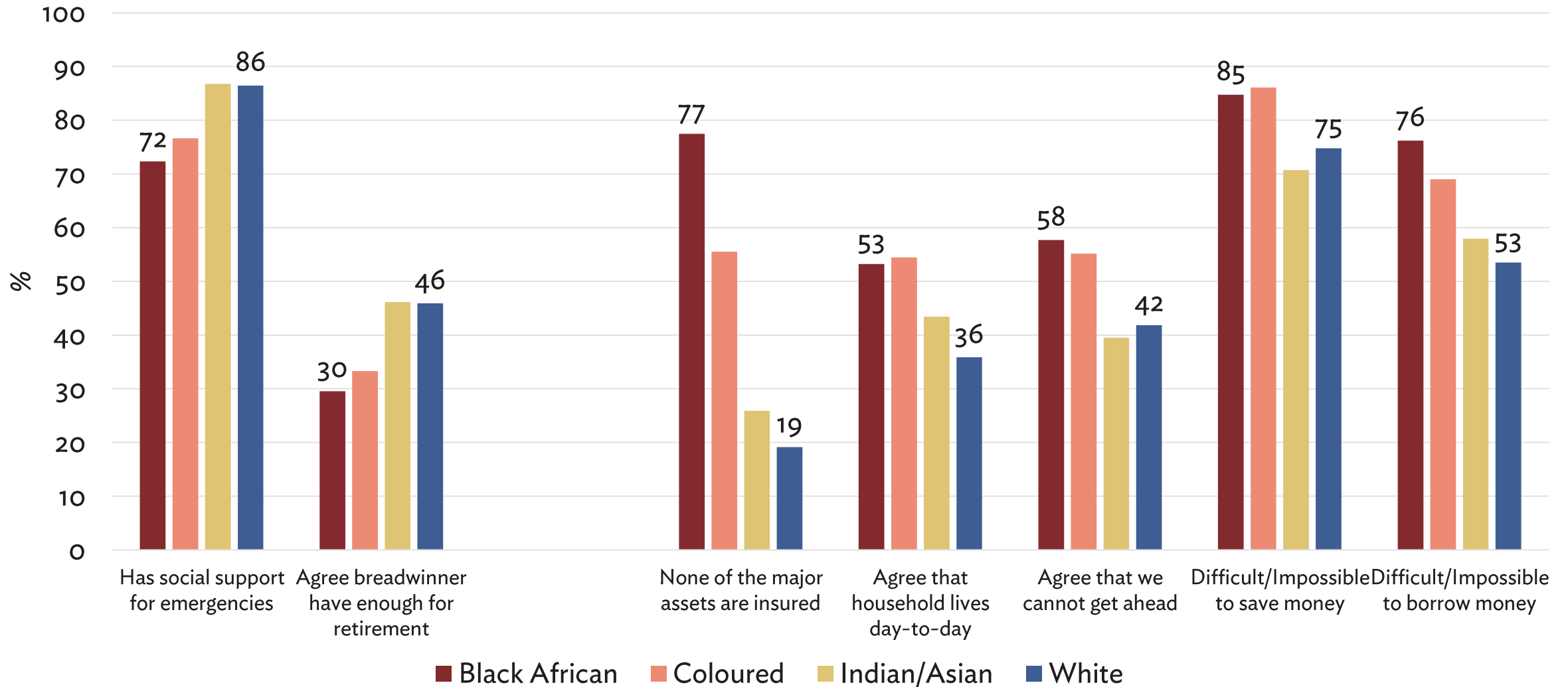
# Socio-economic conditions

Inequality: Life is very different at the top of the income spectrum



# Socio-economic conditions

Inequality: These kinds of inequalities still defined racially

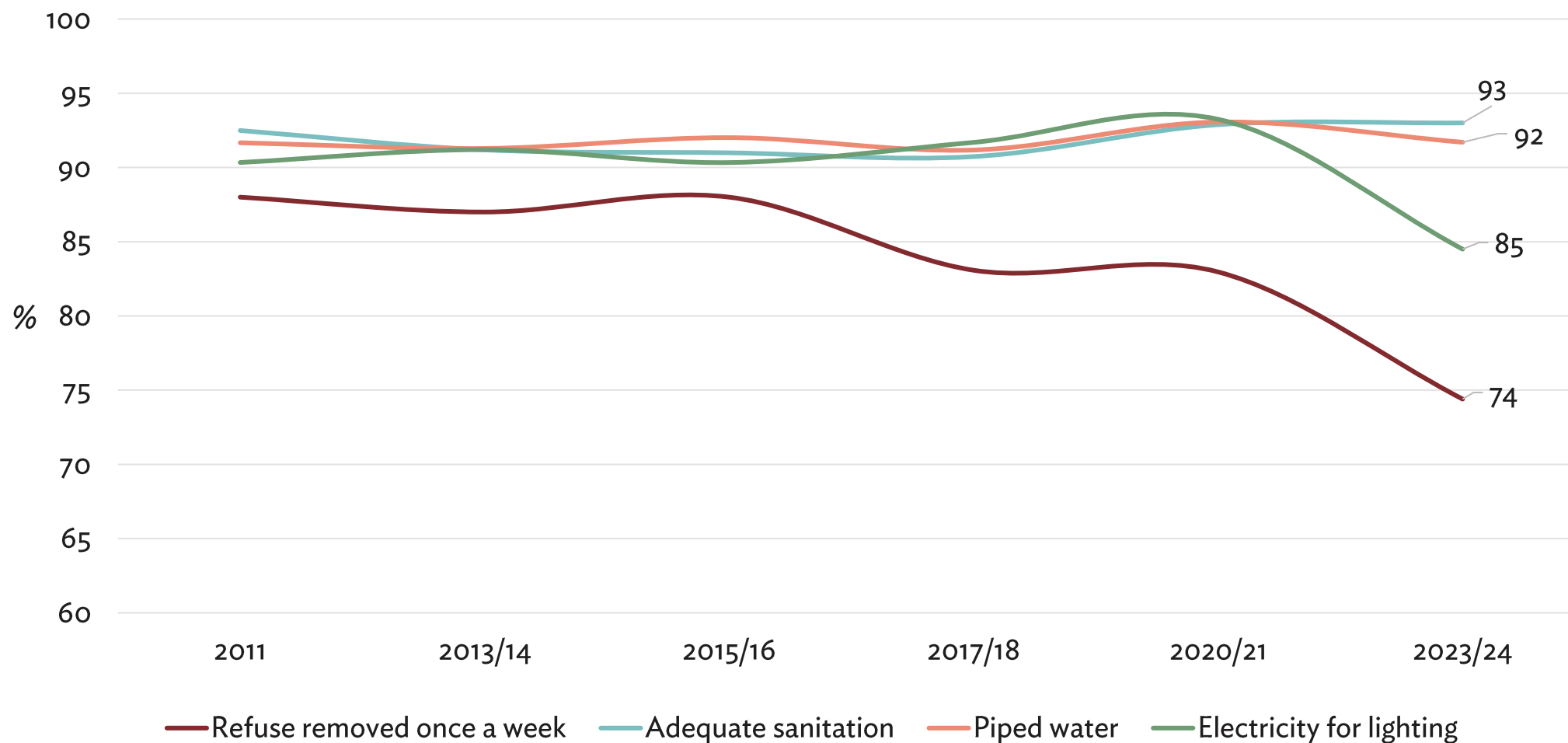


# Access to and satisfaction with basic services



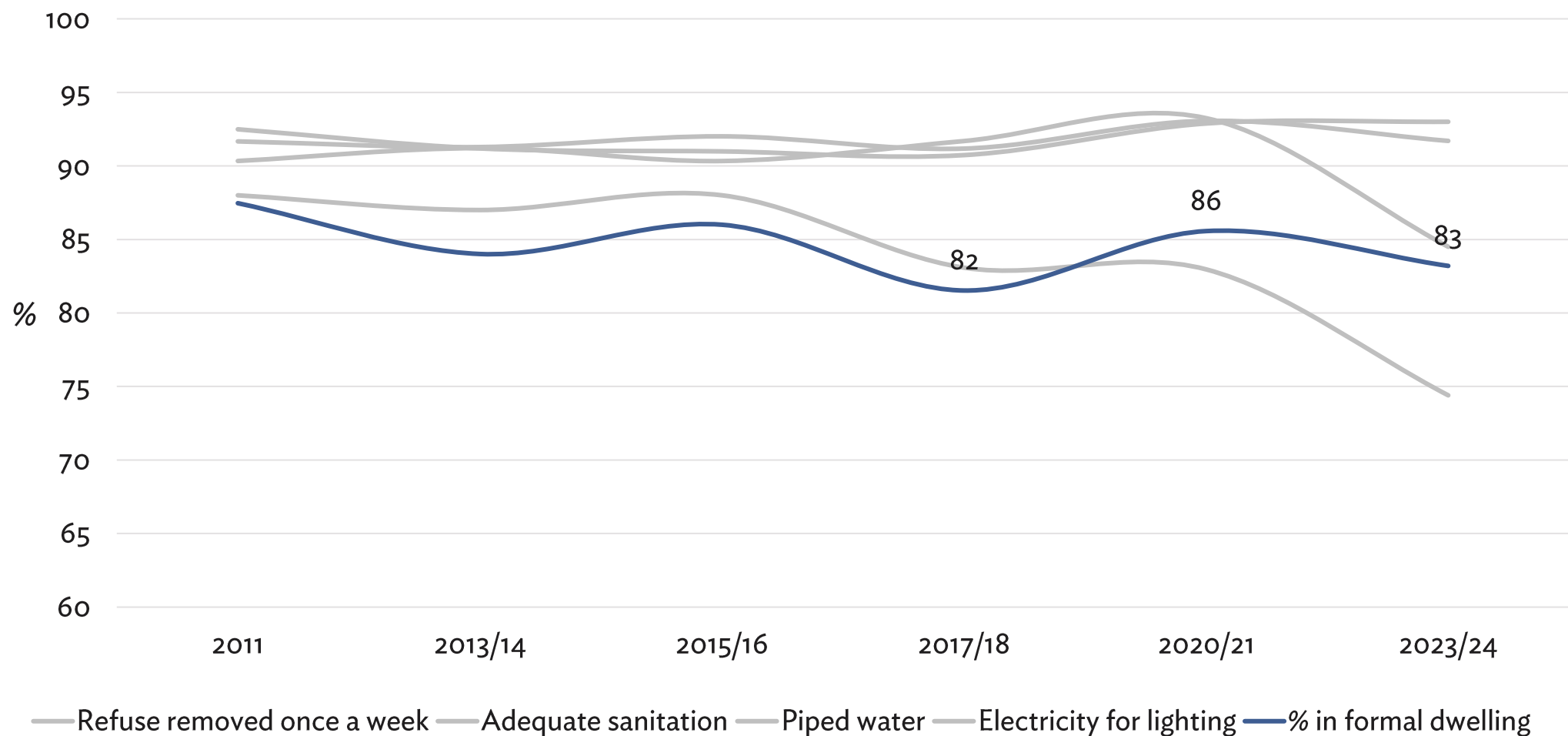
# Access to and satisfaction with basic services

% access to some key household services has *apparently* declined but ....



# Access to and satisfaction with basic services

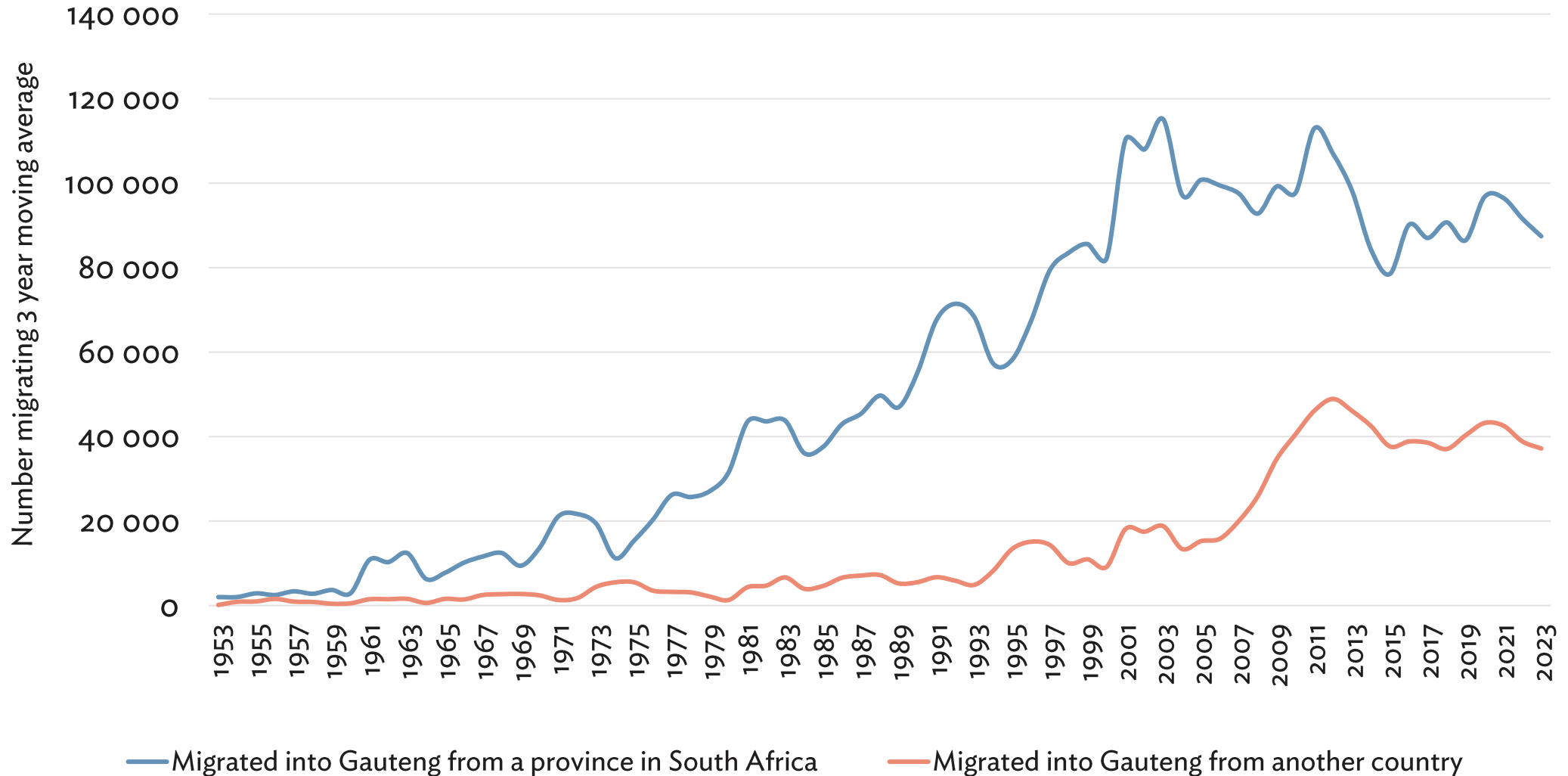
... but seemingly not because of dramatic increases in informality, or ...





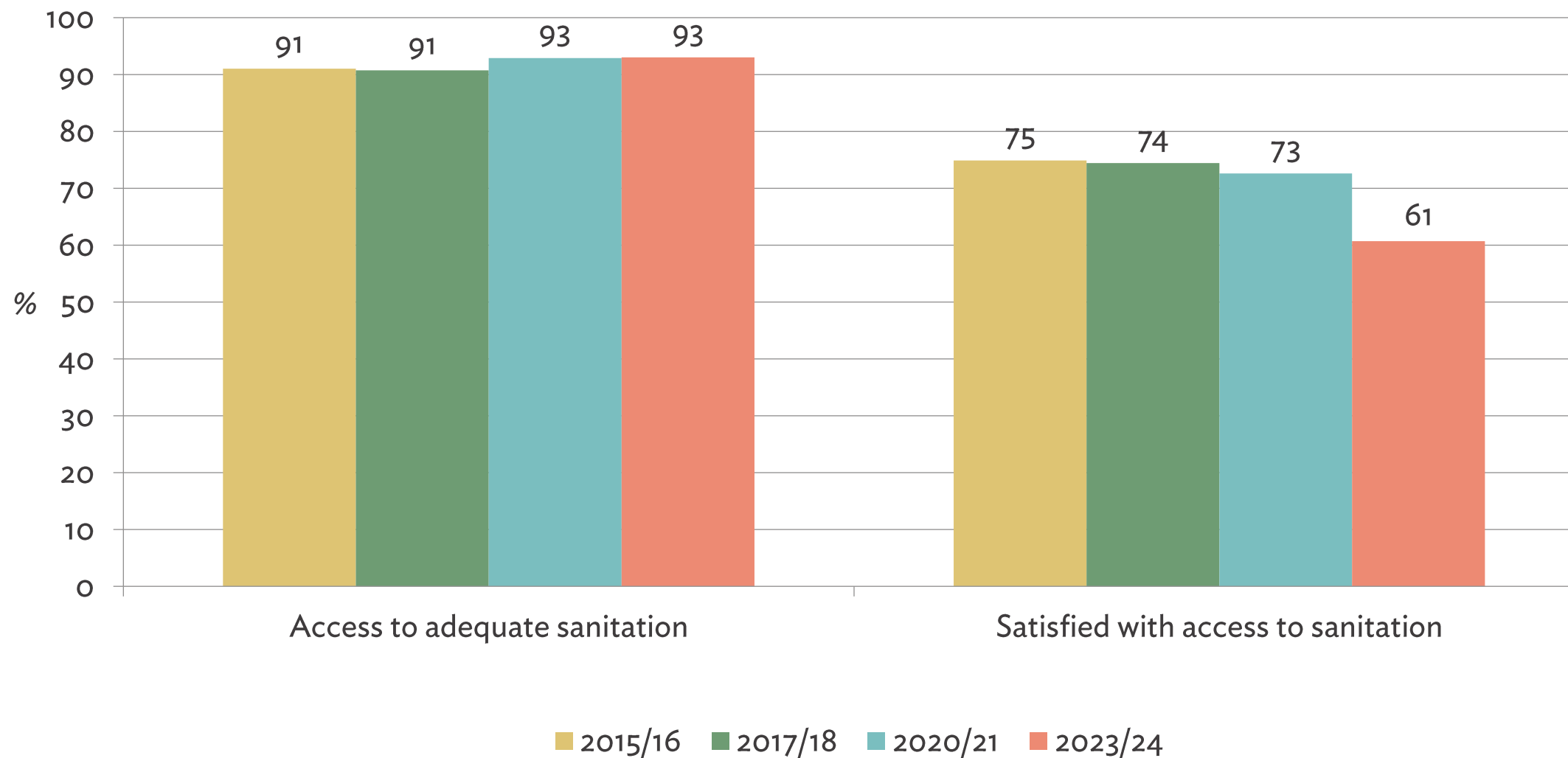
# Access to and satisfaction with basic services

... or because the number of in-migrants into Gauteng continues to *accelerate*



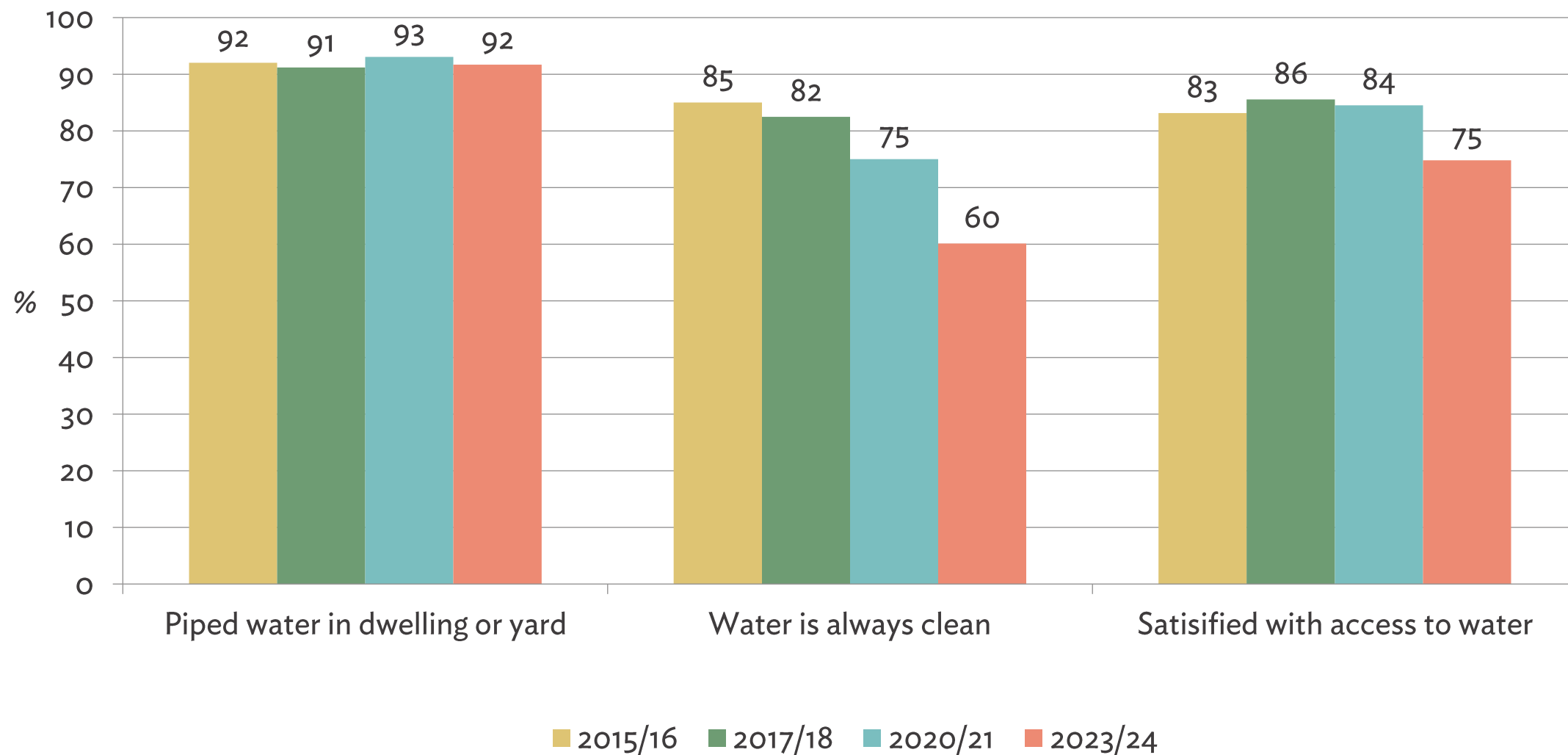
# Access to and satisfaction with basic services

## Access to and satisfaction with sanitation



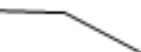



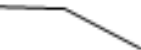















# Access to and satisfaction with basic services

## Access to and satisfaction with water services



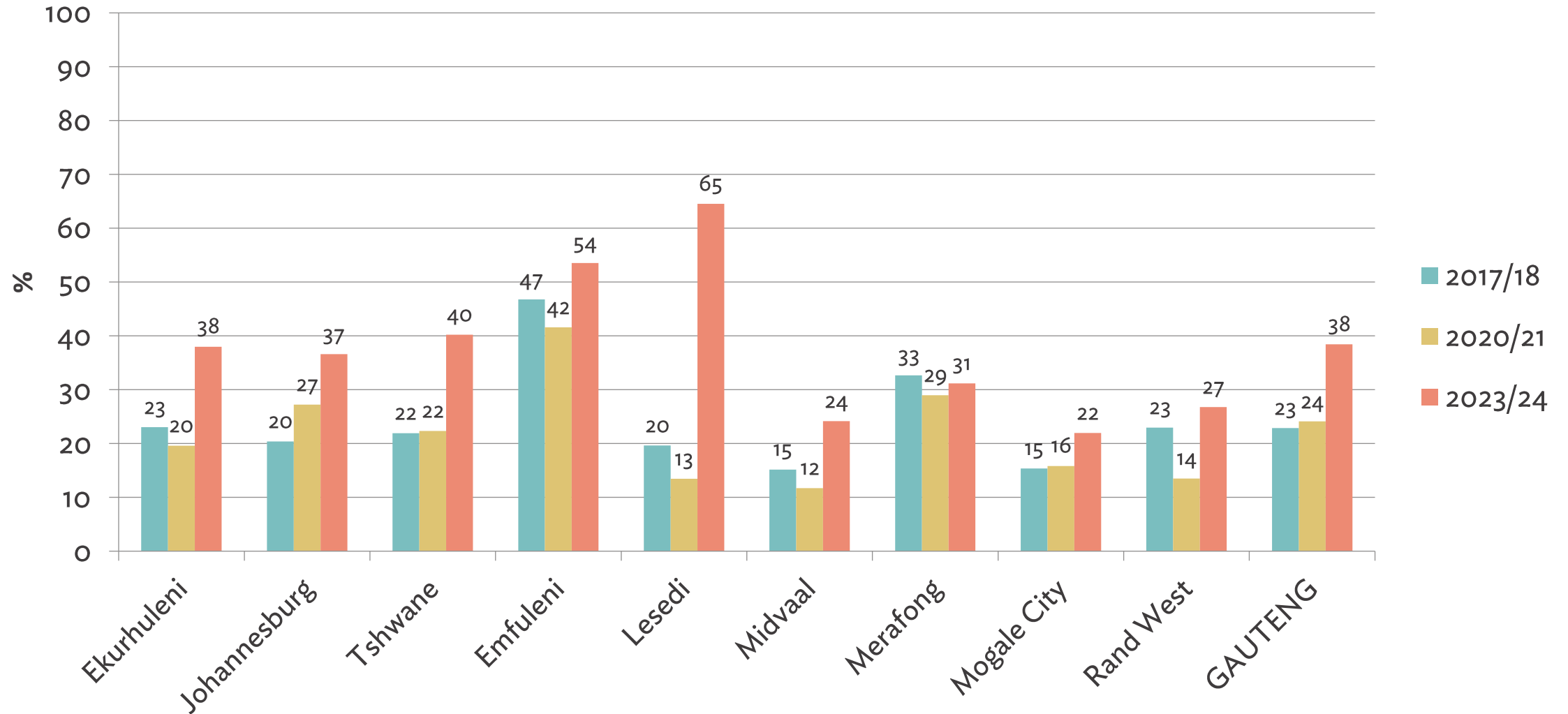
# Access to and satisfaction with basic services

## Access to and satisfaction with water services

Municipality	Satisfied with their water				Water is always clean			
	2017/18	2020/21	2023/24	Trend	2017/18	2020/21	2023/24	Trend
Ekurhuleni	90%	89%	80%		89%	73%	64%	
Johannesburg	89%	87%	77%		84%	79%	59%	
Tshwane	79%	78%	67%		78%	72%	58%	
Emfuleni	76%	74%	67%		65%	73%	49%	
Lesedi	88%	92%	74%		87%	74%	54%	
Midvaal	88%	84%	88%		87%	79%	73%	
Merafong	79%	78%	82%		76%	73%	68%	
Mogale City	85%	84%	81%		78%	68%	73%	
Rand West	80%	80%	78%		80%	74%	65%	
GAUTENG	86%	84%	75%		82%	75%	60%	

# Access to and satisfaction with basic services

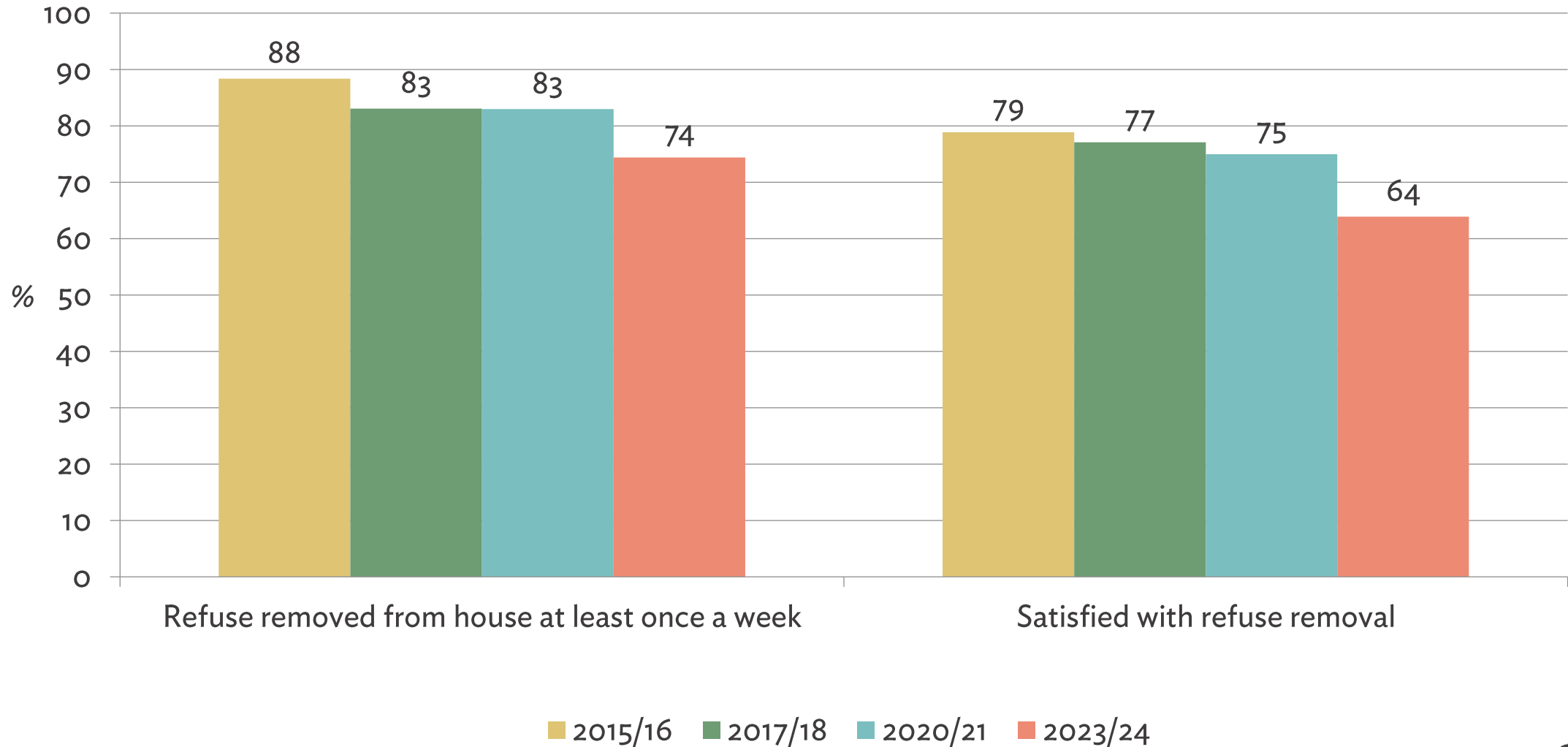
The next crisis? Big increase in % reporting water interruptions weekly or a couple of times a month

























# Access to and satisfaction with basic services

## Access to and satisfaction with refuse removal



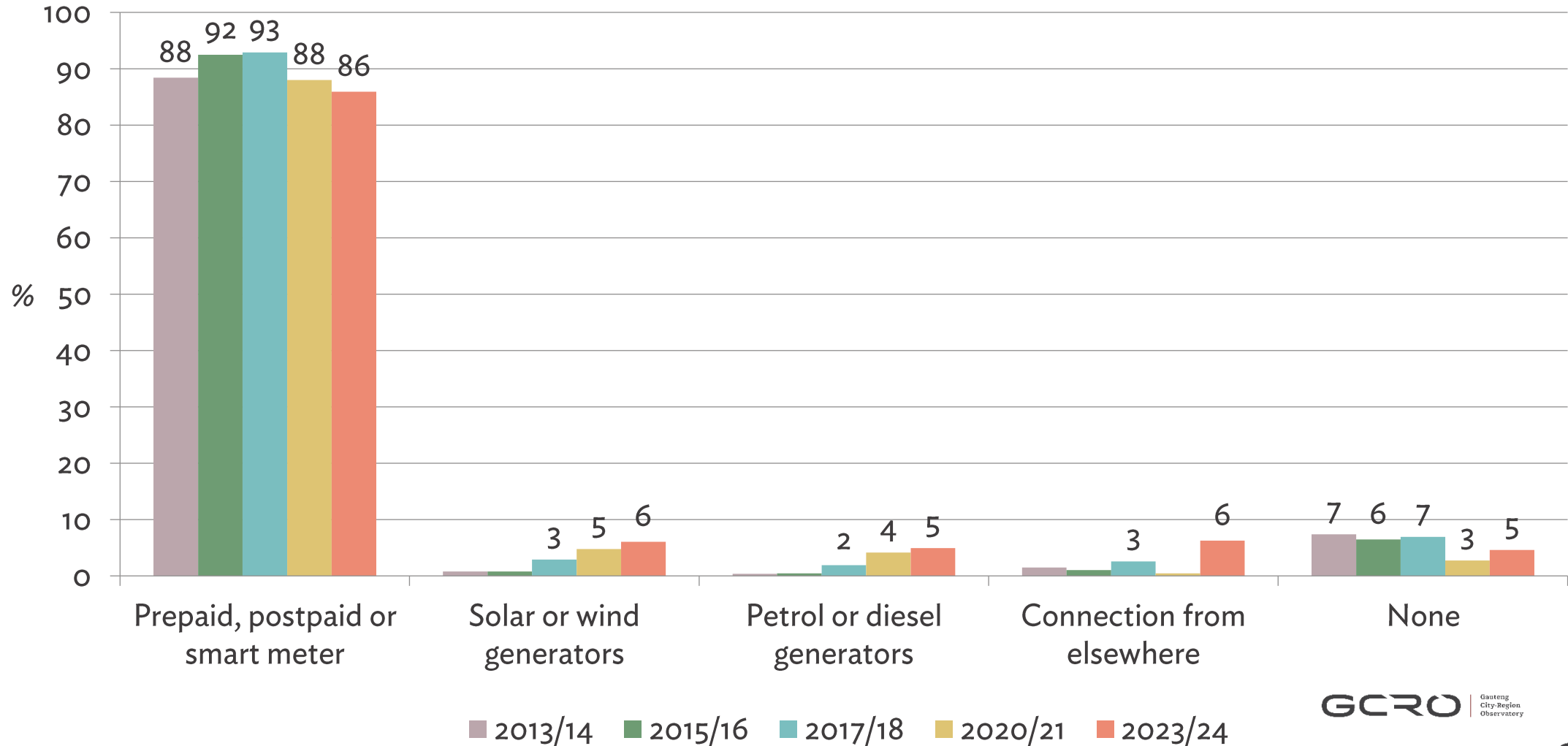
# Access to and satisfaction with basic services

## Access to and satisfaction with refuse removal

Municipality	Access to weekly refuse removal				Satisfied with refuse removal			
	2017/18	2020/21	2023/24	Trend	2017/18	2020/21	2023/24	Trend
Ekurhuleni	88%	91%	86%		84%	82%	72%	
Johannesburg	86%	89%	84%		81%	82%	80%	
Tshwane	80%	78%	65%		73%	68%	49%	
Emfuleni	59%	26%	11%		35%	20%	10%	
Lesedi	86%	84%	81%		80%	82%	78%	
Midvaal	80%	81%	82%		85%	80%	83%	
Merafong	73%	70%	64%		68%	55%	40%	
Mogale City	80%	82%	78%		83%	79%	76%	
Rand West	74%	68%	72%		67%	64%	52%	
GAUTENG	83%	83%	74%		77%	75%	64%	

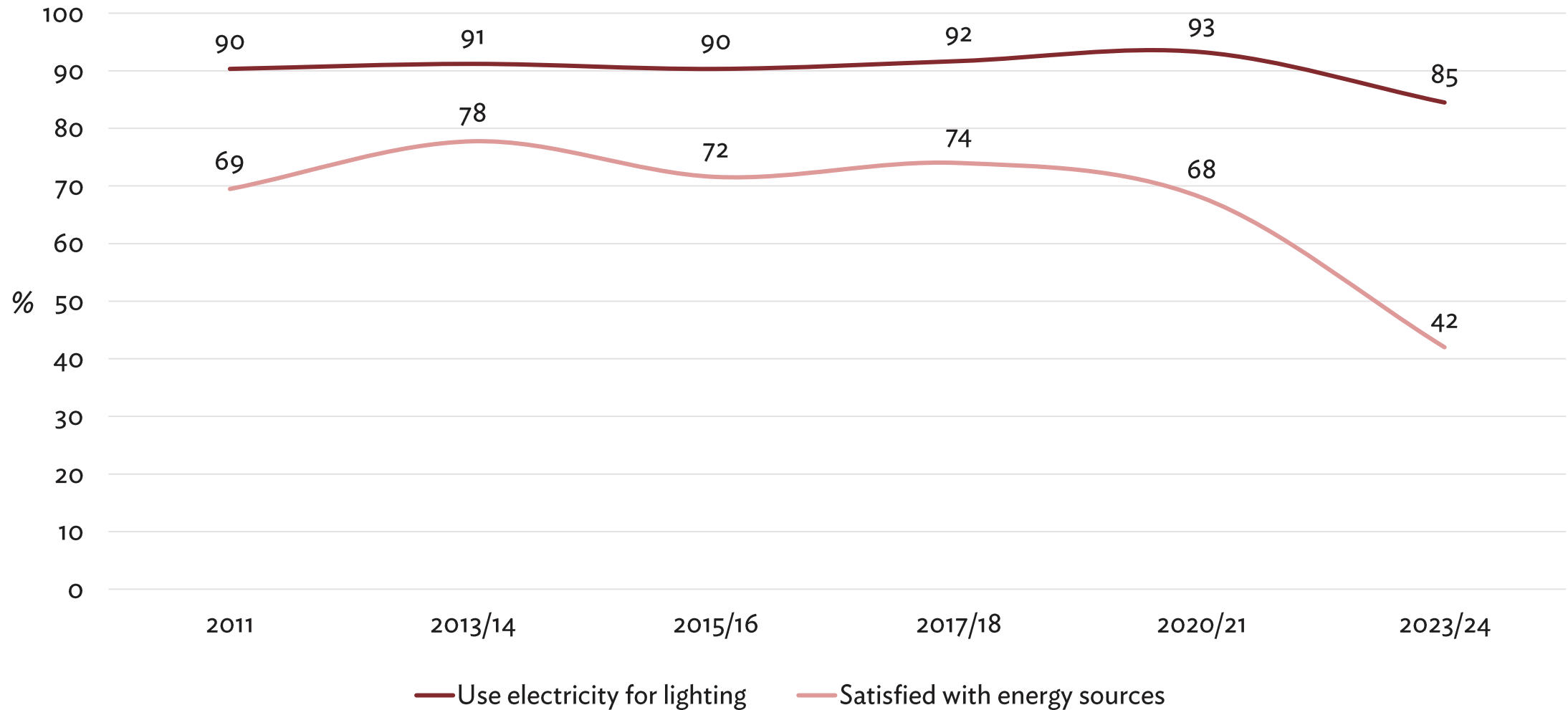
# Access to and satisfaction with basic services

Use of “Grid electricity” declines and alternative energy sources increases



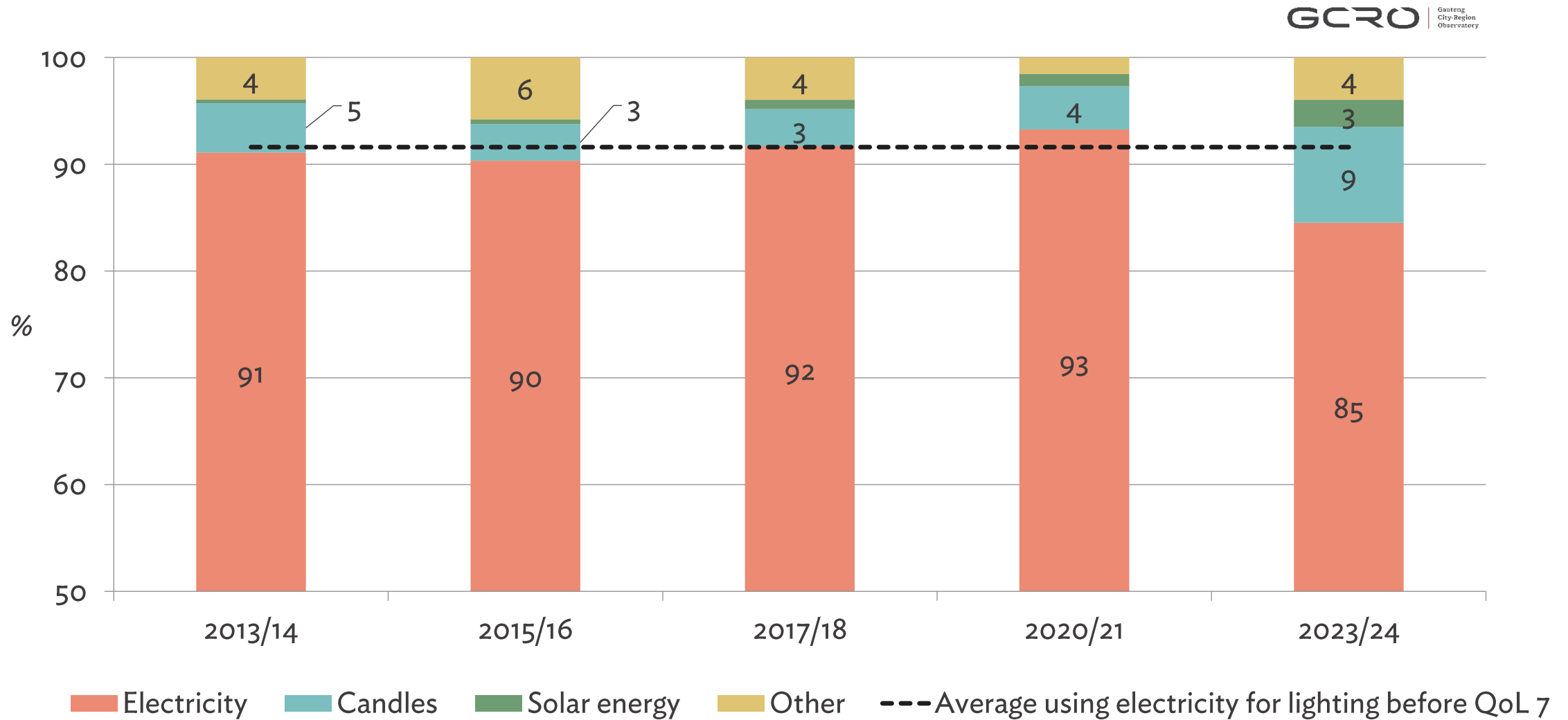
# Access to and satisfaction with basic services

% saying they use electricity for lighting declines, along with satisfaction with energy sources



# Access to and satisfaction with basic services

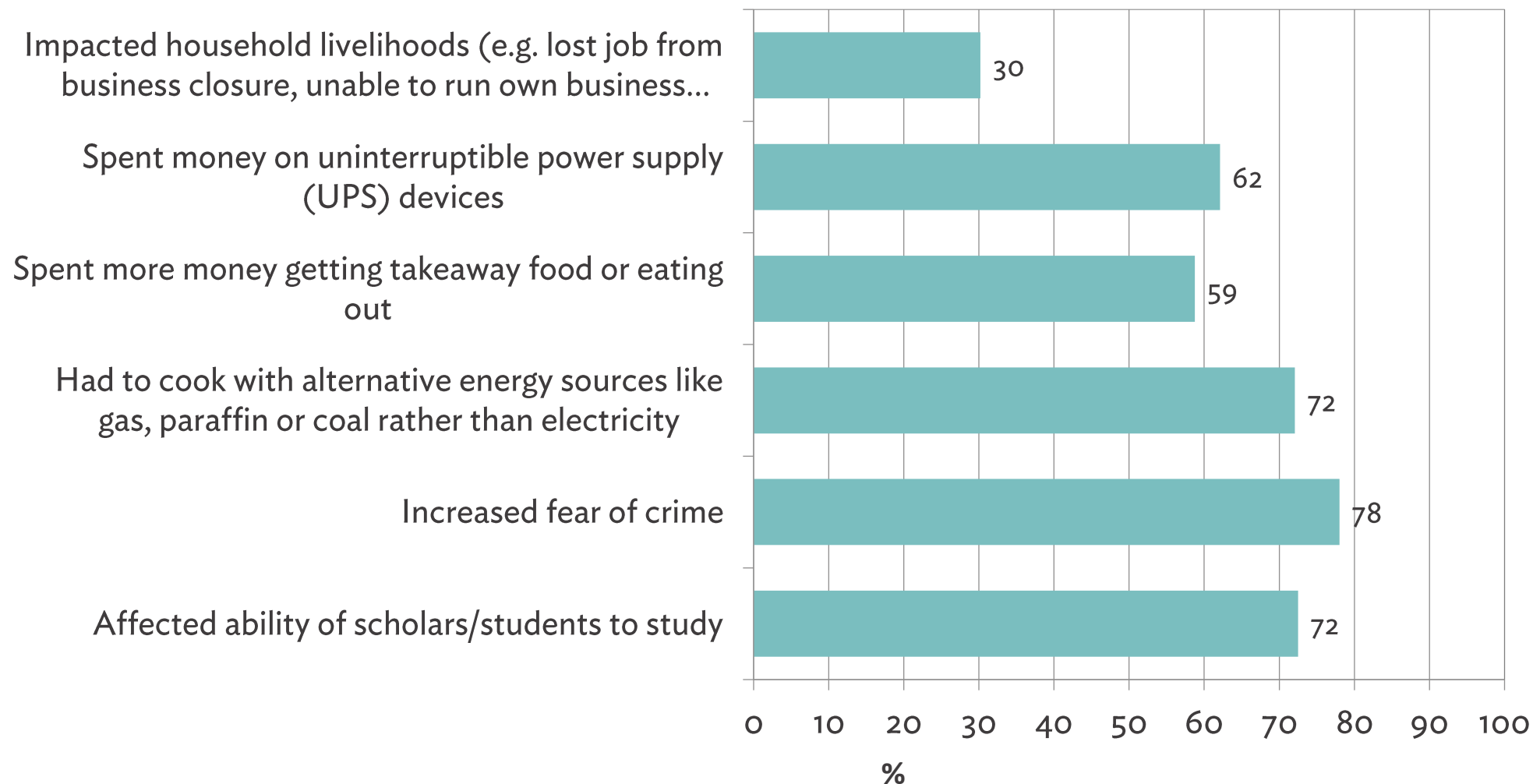
% saying they use electricity for lighting declines, and a big increase in use of candles





# Access to and satisfaction with basic services

While load shedding has receded, it has left real impacts

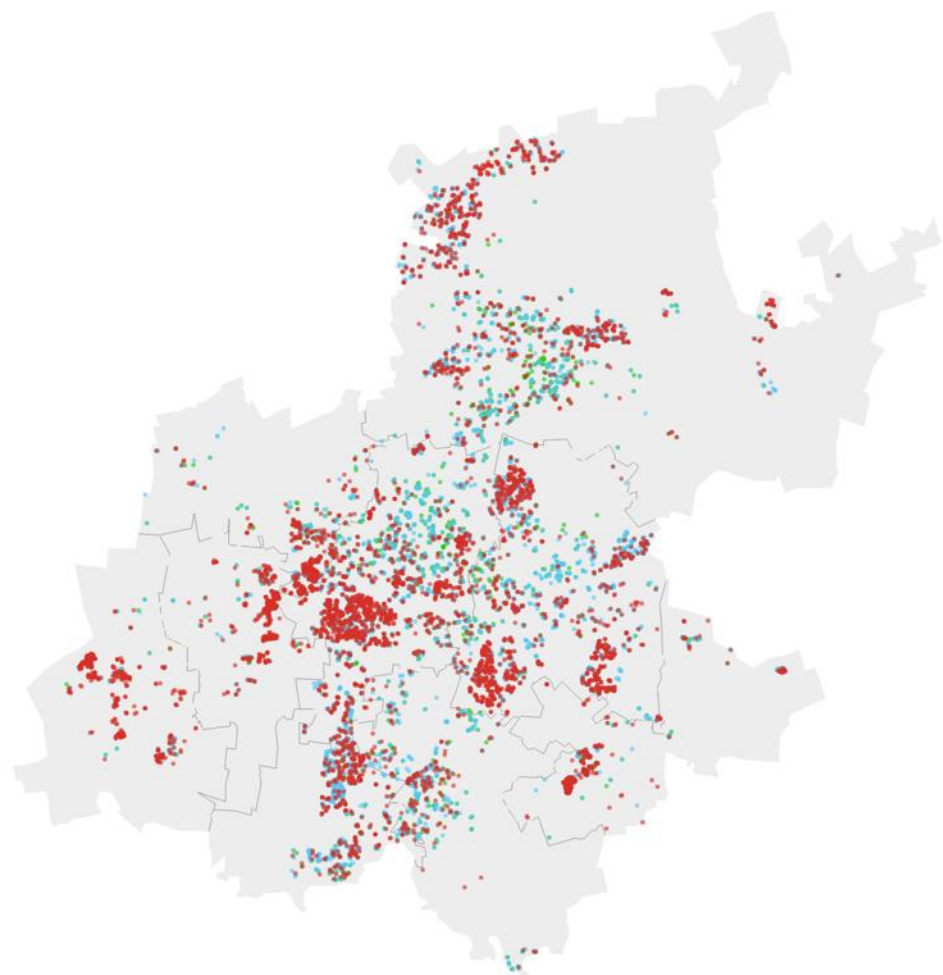


# Access to and satisfaction with basic services

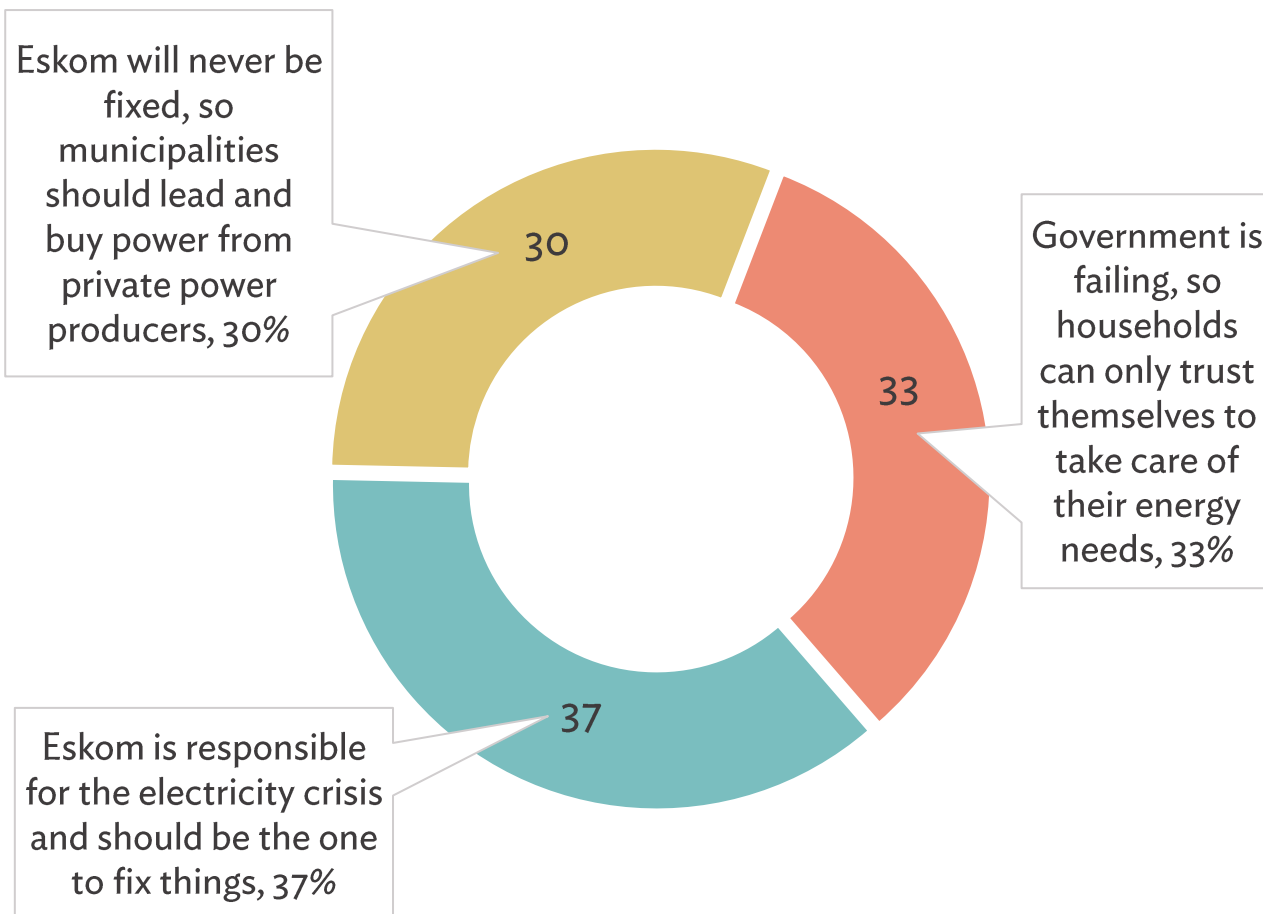
## Load shedding – deepening sense of inequality and impacts on trust

### Ability to invest in off-grid energy options

■ Considering investing in Solar PV, inverter or generator  
■ Have solar PV, inverter or generator  
■ Would like to invest in off-grid but can't afford to

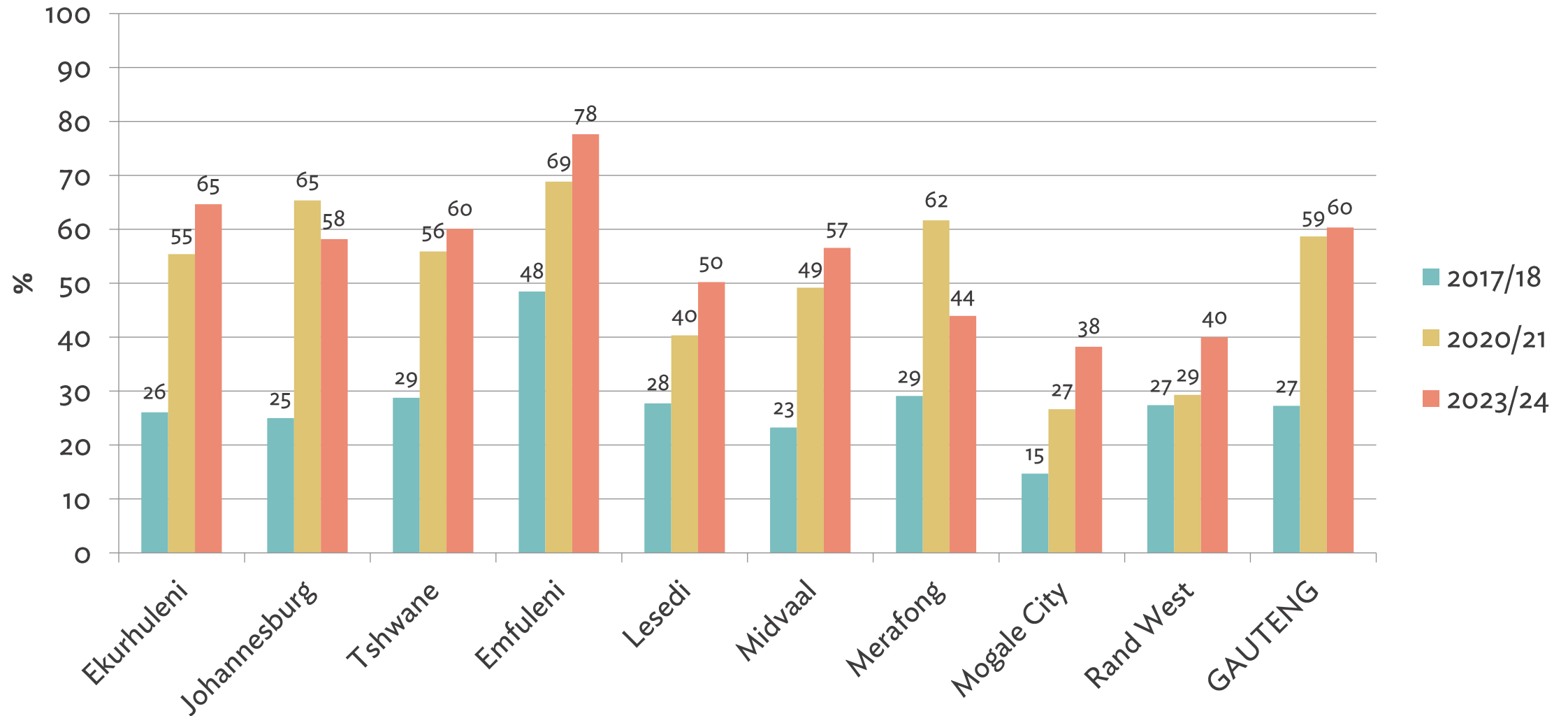


3 friends arguing about who should address the energy crisis



# Access to and satisfaction with basic services












Very high % reporting electricity interruptions (not load-shedding) weekly or a couple of times a month



# Access to and satisfaction with basic services

The overall picture on services satisfaction is negative – Satisfaction with selected services over time

## Satisfaction with services: 2013/14 – 2023/24

	2013/14	2015/16	2017/18	2020/21	2023/24	2013/14 – 2023/24
Water source	84	83	86	84	75	
Sewerage service	78	75	74	73	61	
Rubbish removal	80	79	77	75	64	
Energy sources	78	72	74	68	42	
Cost of municipal services	46	48	41	31	22	
Billing for municipal service	44	47	43	29	27	
Roads where you live	61	57	55	46	37	
Street lights	59	59	55	42	29	
Public schools where you live	74	71	66	60	61	
Parks and public spaces in area	NA	46	41	NA	29	
AVERAGE	67	64	61	57	45	

Source: GCRO Quality of Life Surveys (QoL II - QoL 7) • Created with Datawrapper



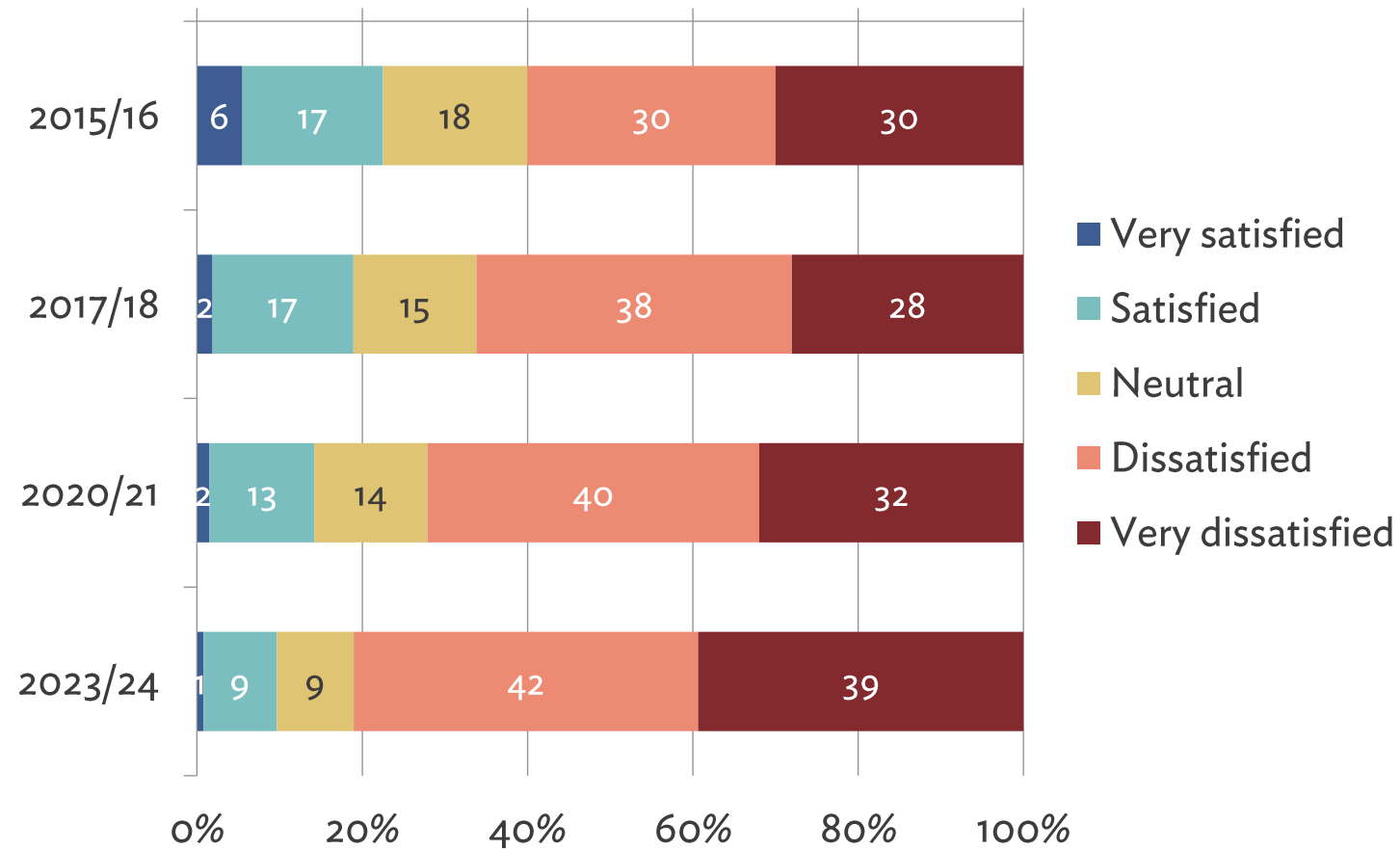
# Satisfaction with government



# Satisfaction with government

Ever lower satisfaction with response to economic conditions

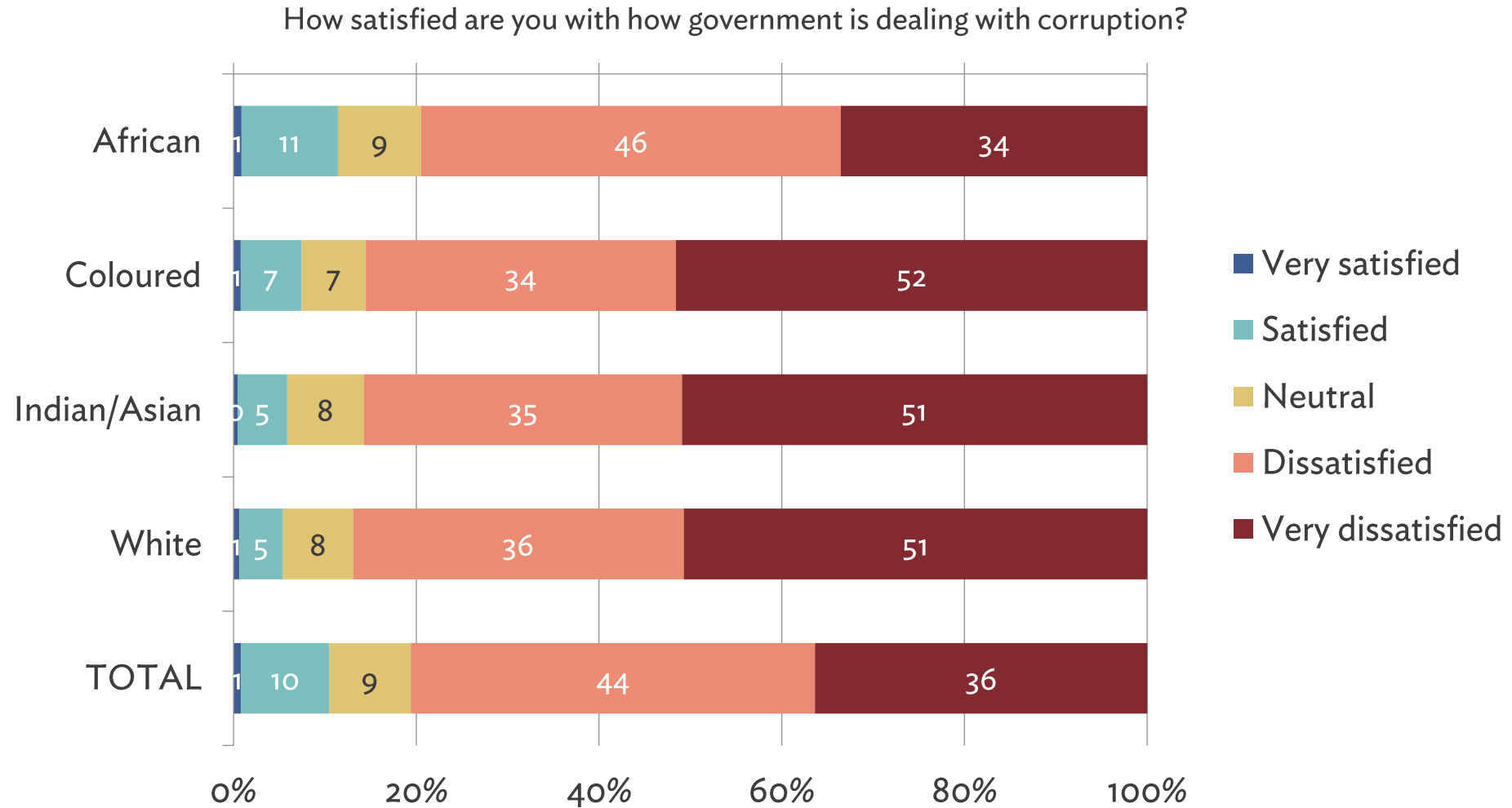
Satisfaction with government initiatives to grow economy / create jobs





# Satisfaction with government

Most are not satisfied with how government is dealing with corruption



# Satisfaction with government

Low levels of trust in government

QoL 6  
2020/21

54%



QoL 7  
2023/24

68%

Say they do not trust the current leaders of government

55%



61%

Don't think that leaders from different parts of government in Gauteng work well together

51%



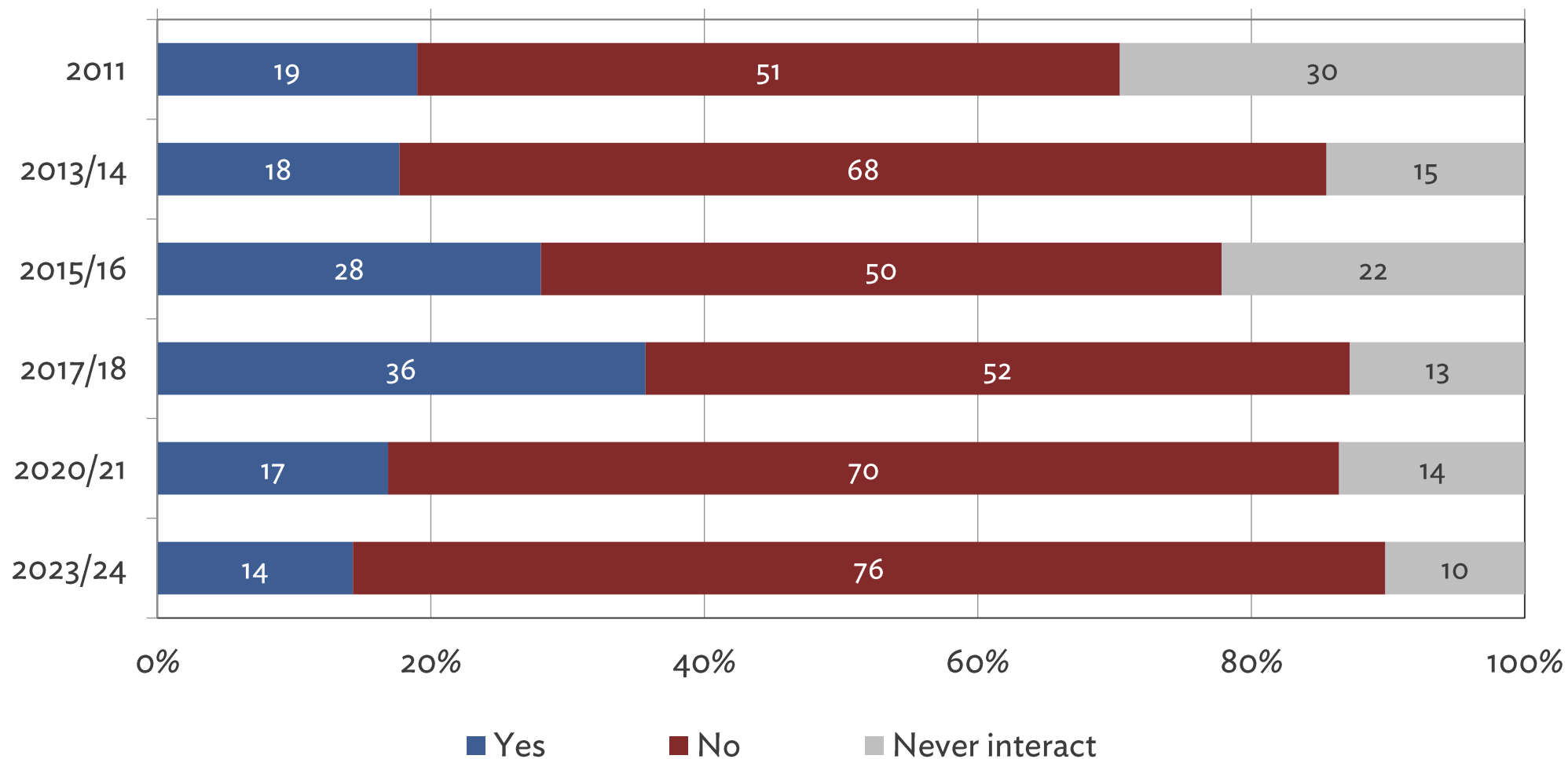
52%

Don't think that leaders include most stakeholders in govt. decision-making

# Satisfaction with government

Perceptions of poor frontline service – ‘Do officials adhere to Batho Pele principles’?

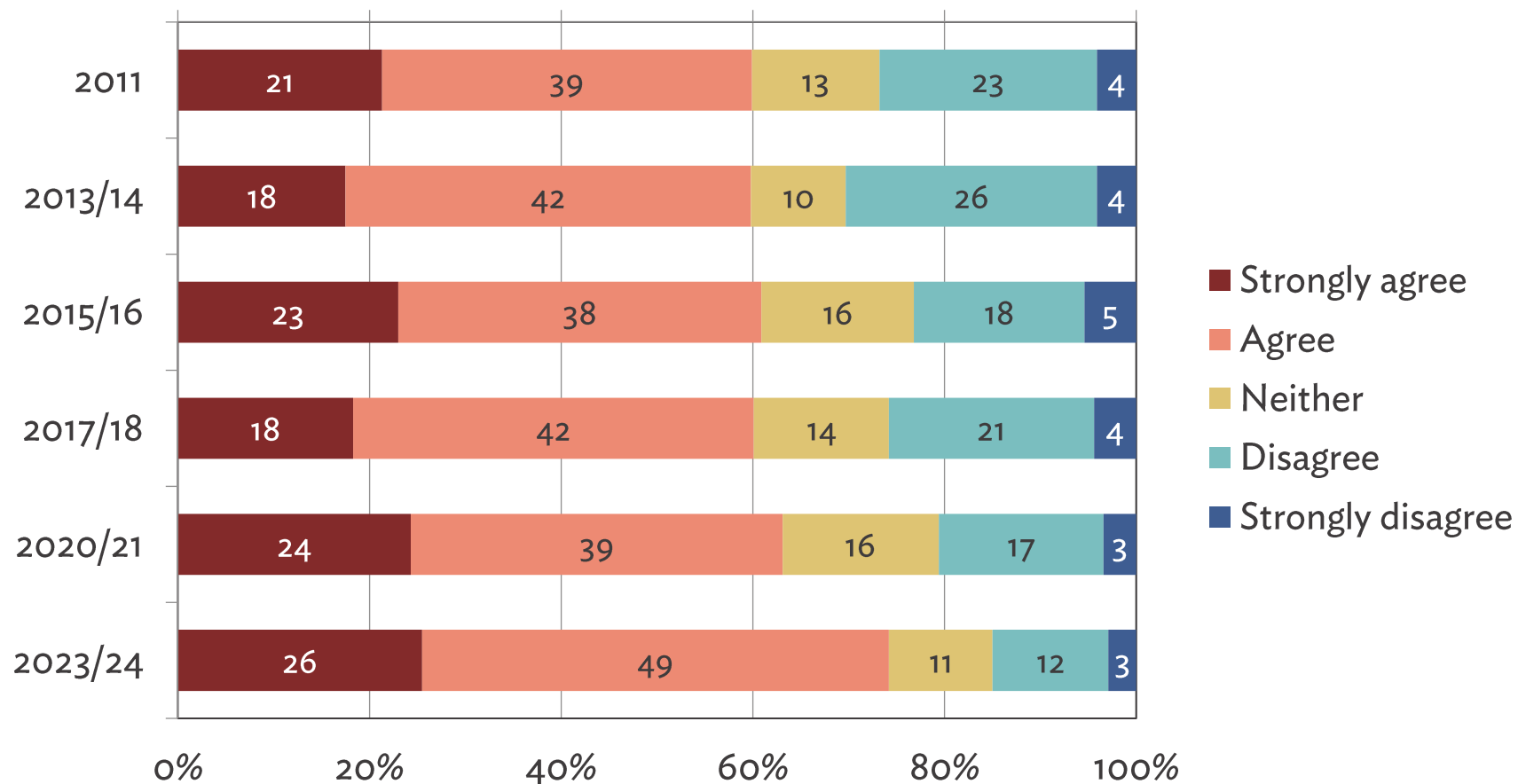
Agree or disagree – Officials adhere to the principles of Batho Pele (“Putting people first”)



# Satisfaction with government

Low confidence in the future – ‘Country going in wrong direction’

Agree or disagree: the country is going in the wrong direction



**73%**

Of African respondents believe the country going in wrong direction

**84%**

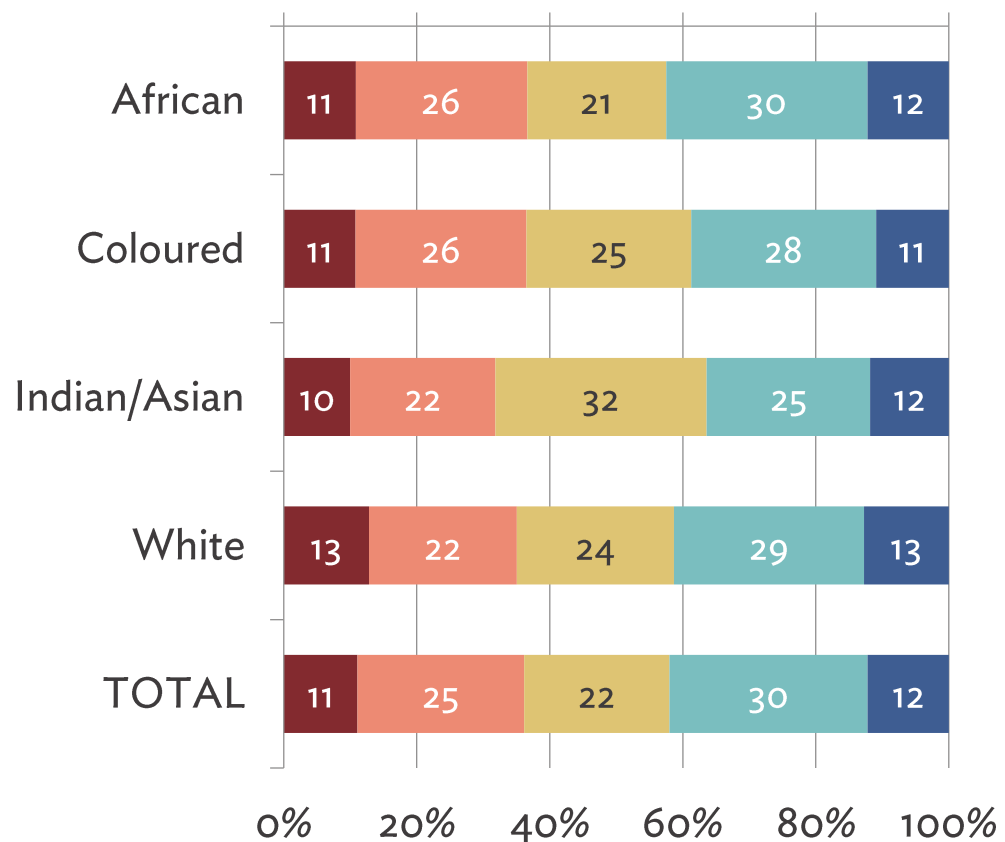
Of white respondents believe the country going in wrong direction

# Satisfaction with government

Low confidence in the future – ‘South Africa is a failed state’

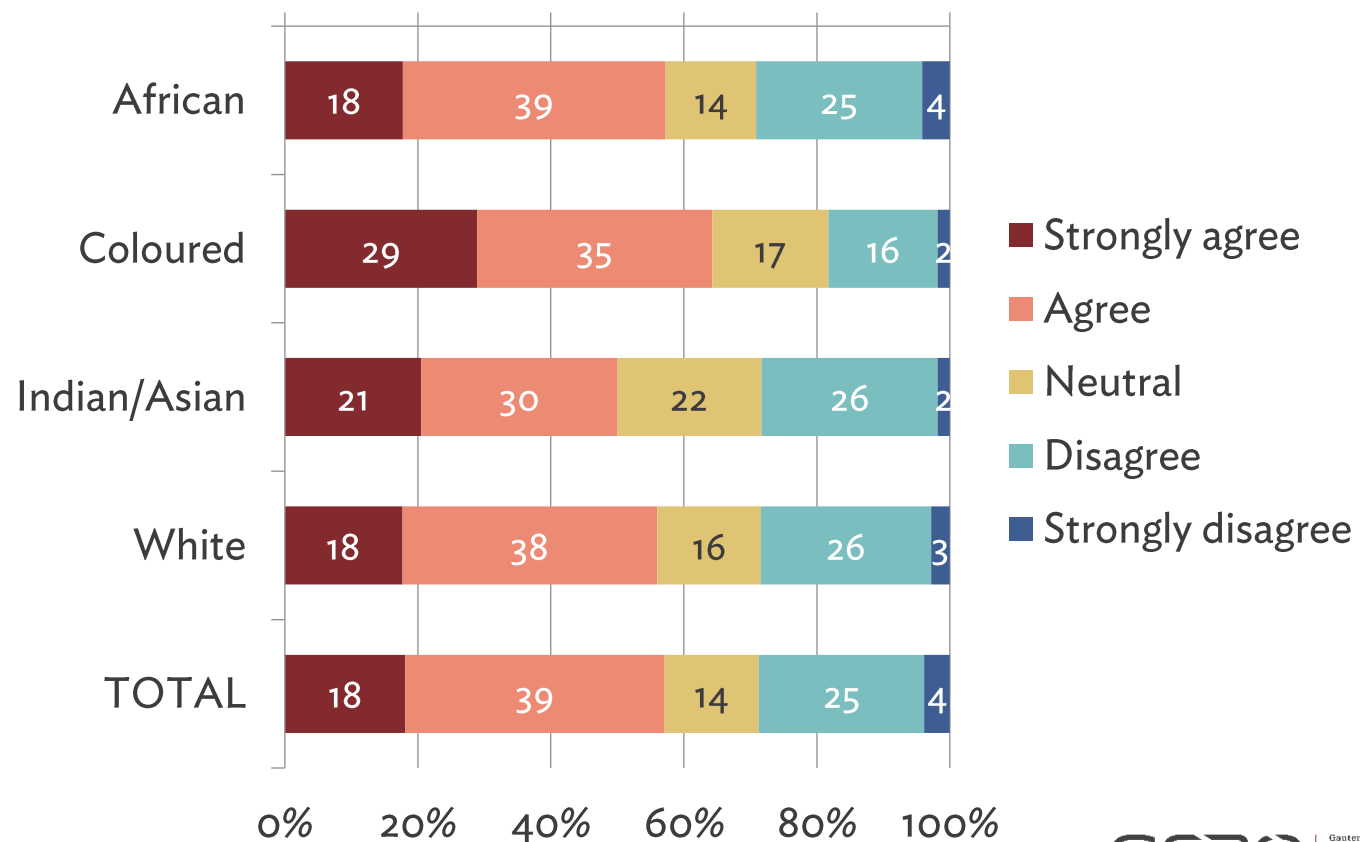
QoL IV  
2015/16

Agree or disagree: ‘South Africa is a failed state’, by race



QoL 7  
2023/24

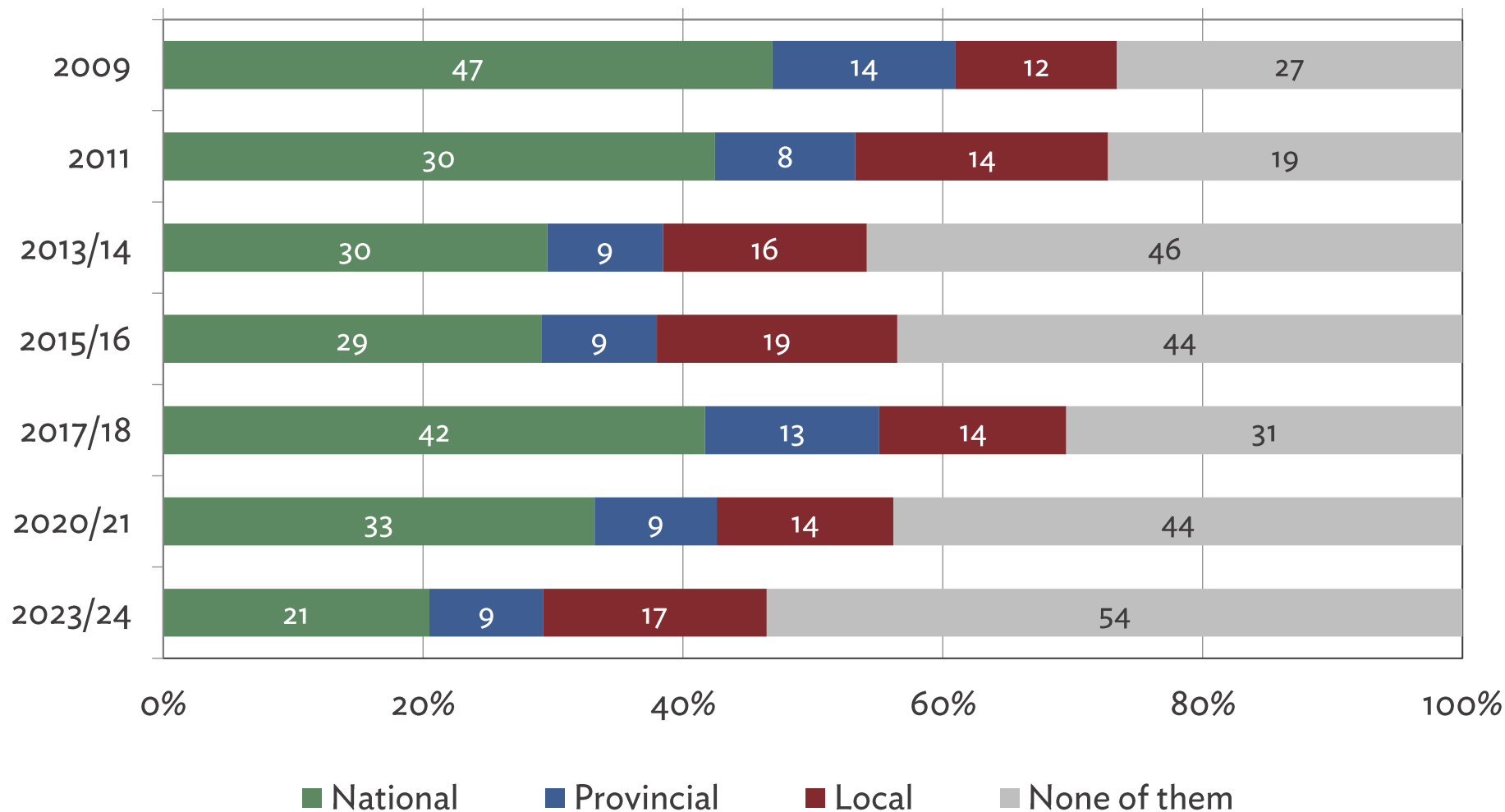
Agree or disagree: ‘South Africa is a failed state’, by race





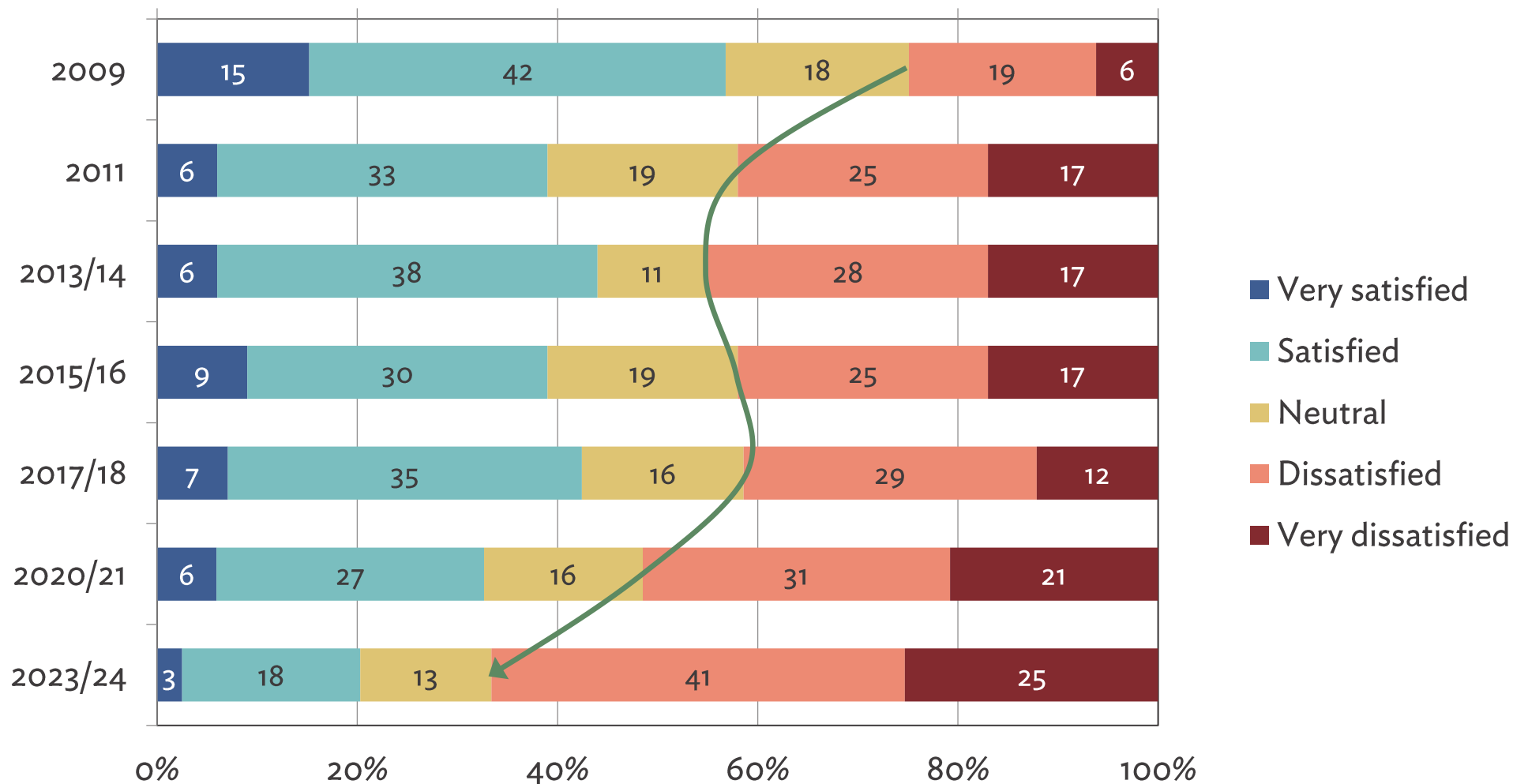
# Satisfaction with government

‘Which sphere has done the most to improve quality of life?’ – large increase in % saying ‘none’



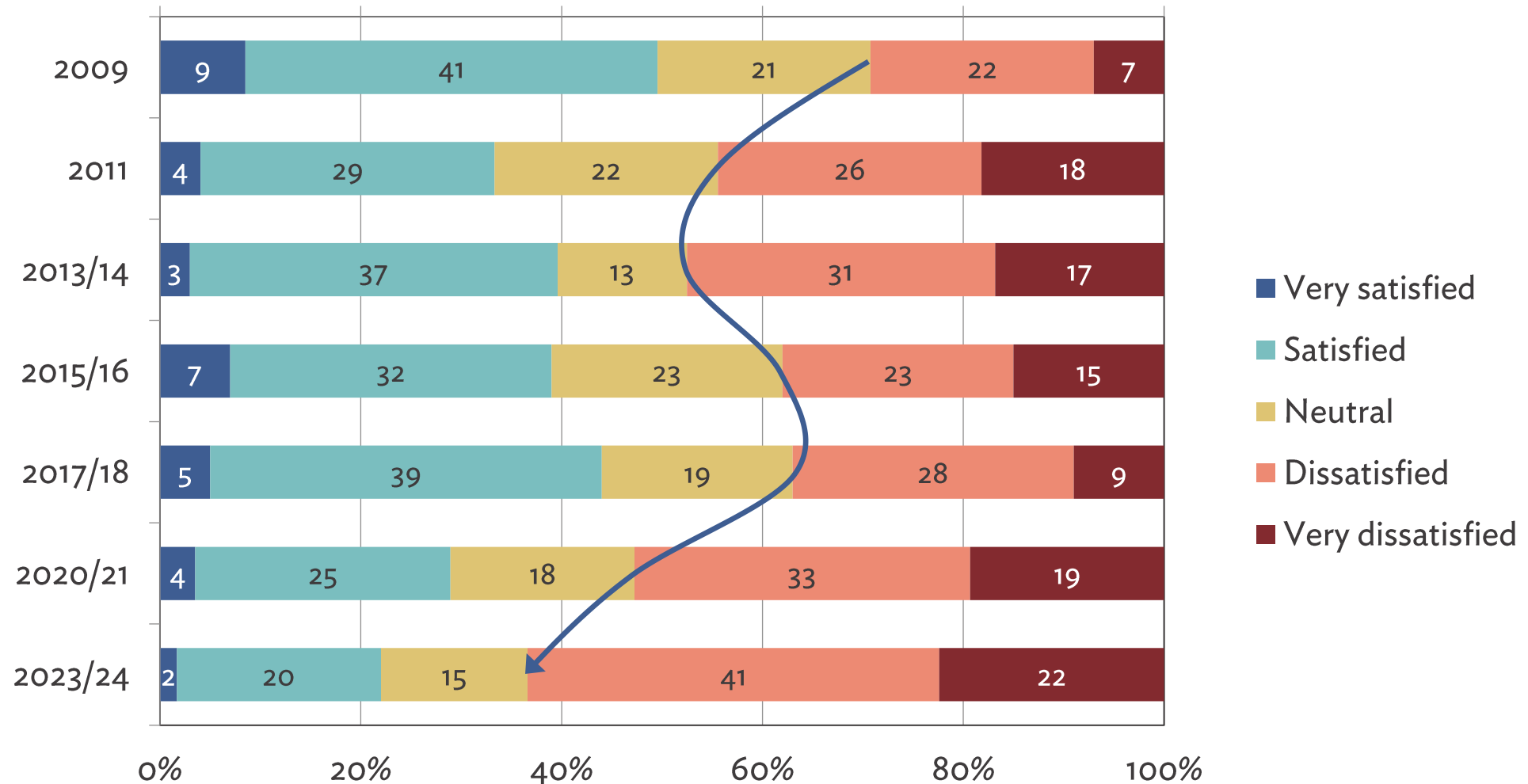
# Satisfaction with government

Satisfaction levels: Satisfaction with national government



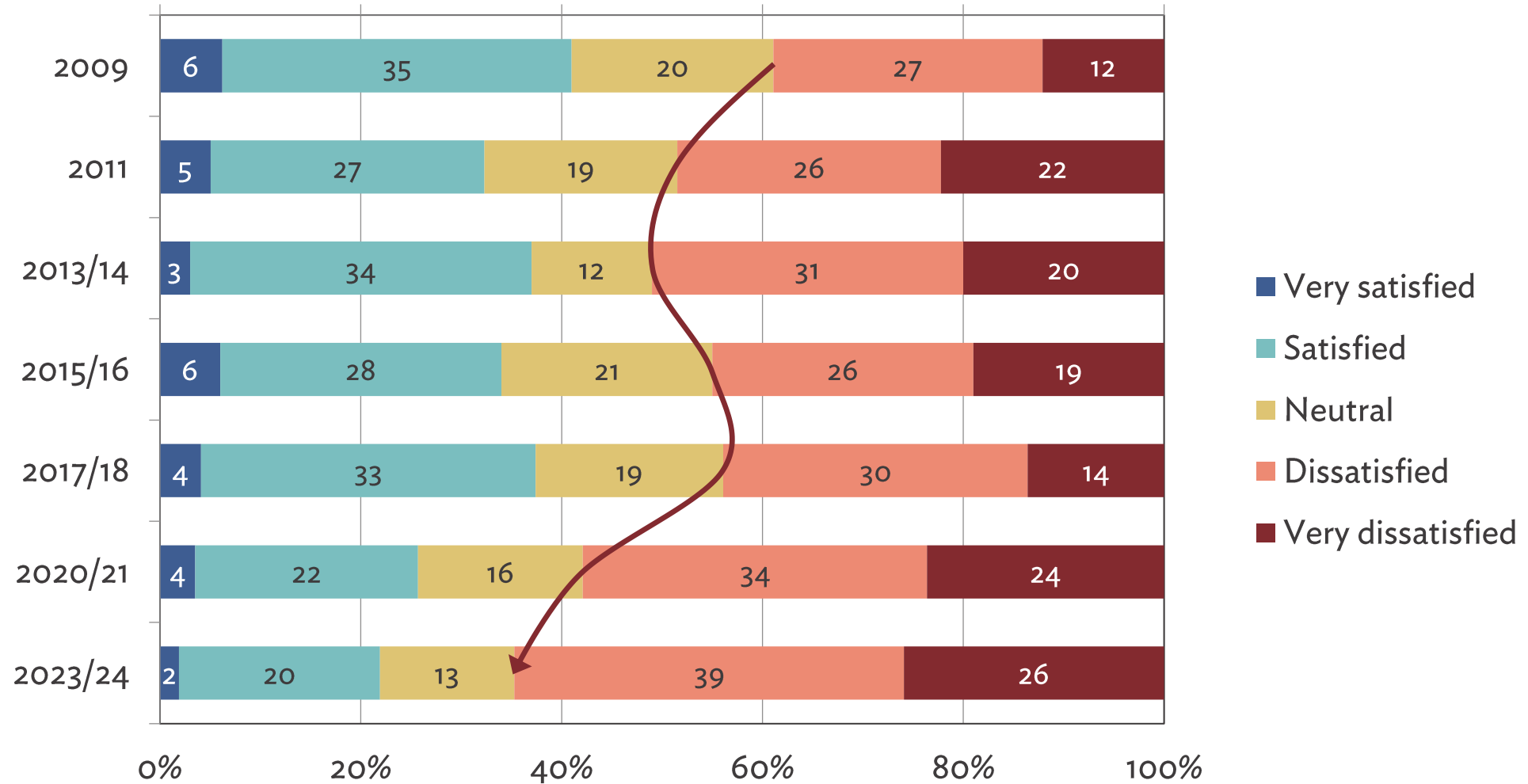
# Satisfaction with government

Satisfaction levels: Satisfaction with provincial government



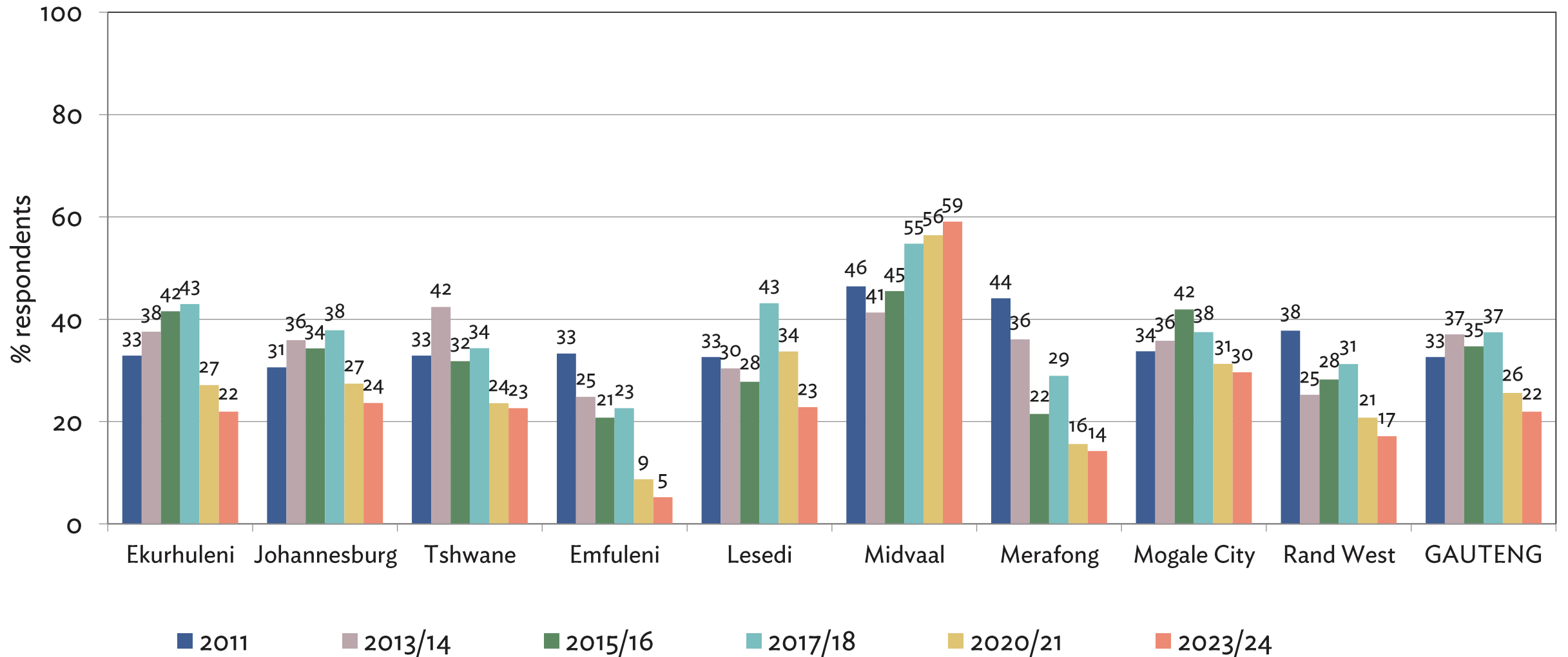
# Satisfaction with government

Satisfaction levels: Satisfaction with local government



# Satisfaction with government

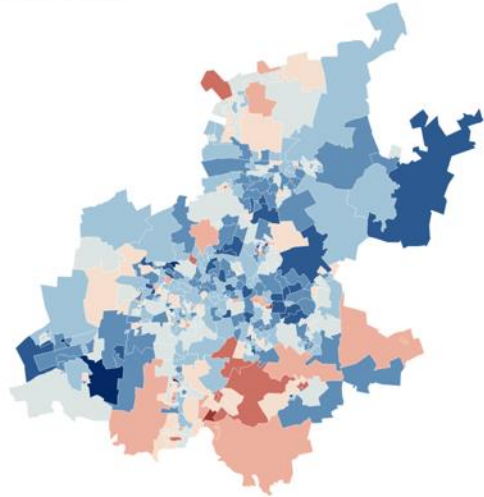
Satisfaction levels: Satisfaction with municipalities over time



# Satisfaction with government

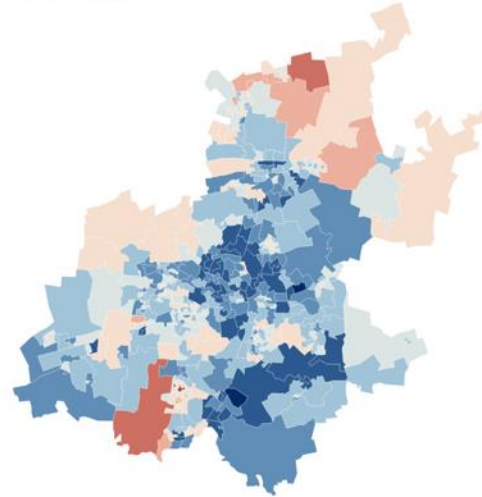
Satisfaction levels: Dissatisfaction with provincial and local government over time

QoL 4 (2015/16): % dissatisfied with provincial government



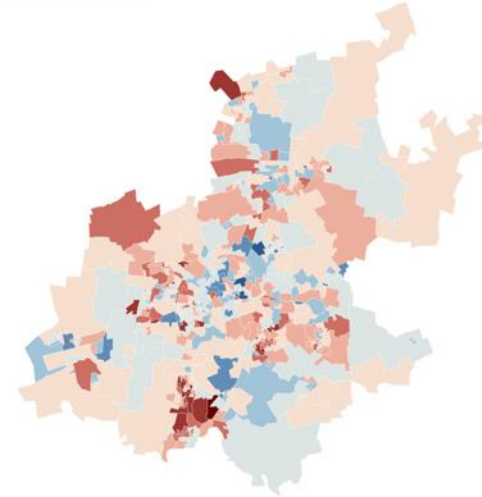
Source: GCRQ QoL 4 (2015/16) - Created with Datawrapper

QoL 5 (2017/18): % dissatisfied with provincial government



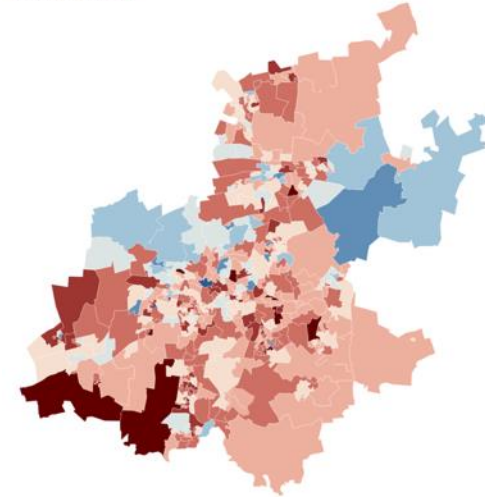
Source: GCRQ QoL 5 (2017/18) - Created with Datawrapper

QoL 6 (2020/21): % dissatisfied with provincial government



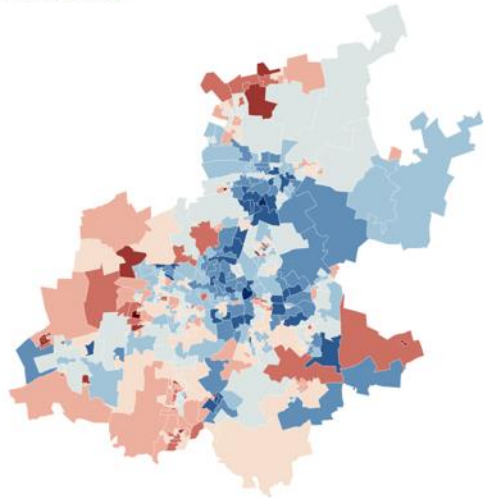
Source: GCRQ QoL 6 (2020/21) - Created with Datawrapper

QoL 7 (2023/24): % dissatisfied with provincial government



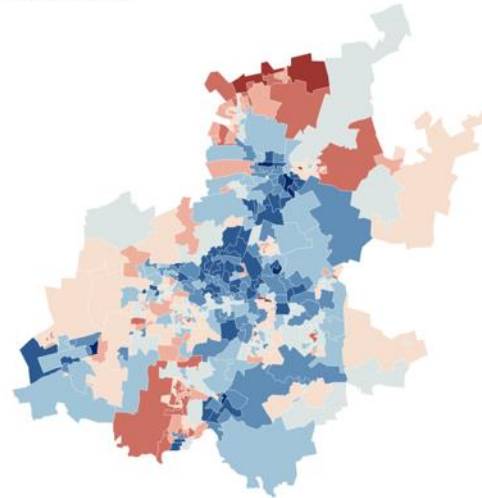
Source: GCRQ QoL 7 (2023/24) - Created with Datawrapper

QoL 4 (2015/16): % dissatisfied with municipality



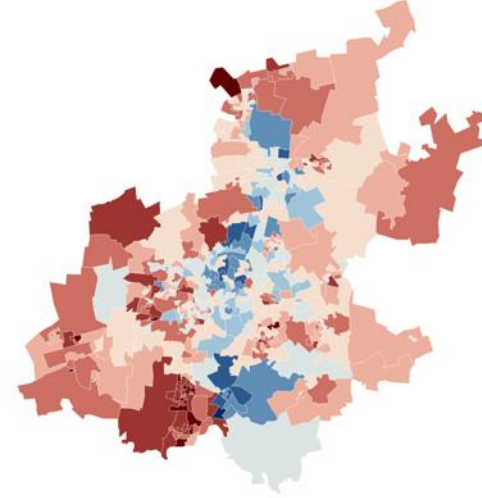
Source: GCRQ QoL 4 (2015/16) - Created with Datawrapper

QoL 5 (2017/18): % dissatisfied with municipality



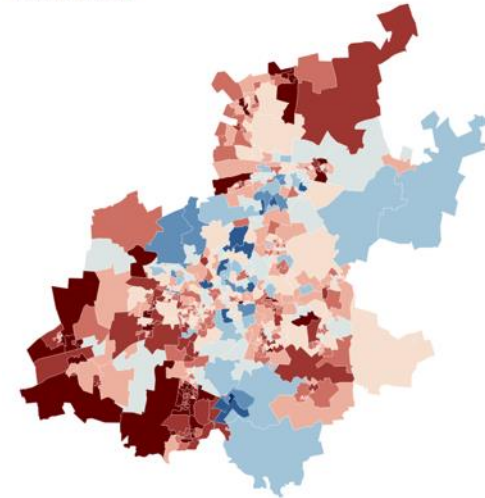
Source: GCRQ QoL 5 (2017/18) - Created with Datawrapper

QoL 6 (2020/21): % dissatisfied with municipality



Source: GCRQ QoL 6 (2020/21) - Created with Datawrapper

QoL 7 (2023/24): % dissatisfied with municipality



Source: GCRQ QoL 7 (2023/24) - Created with Datawrapper

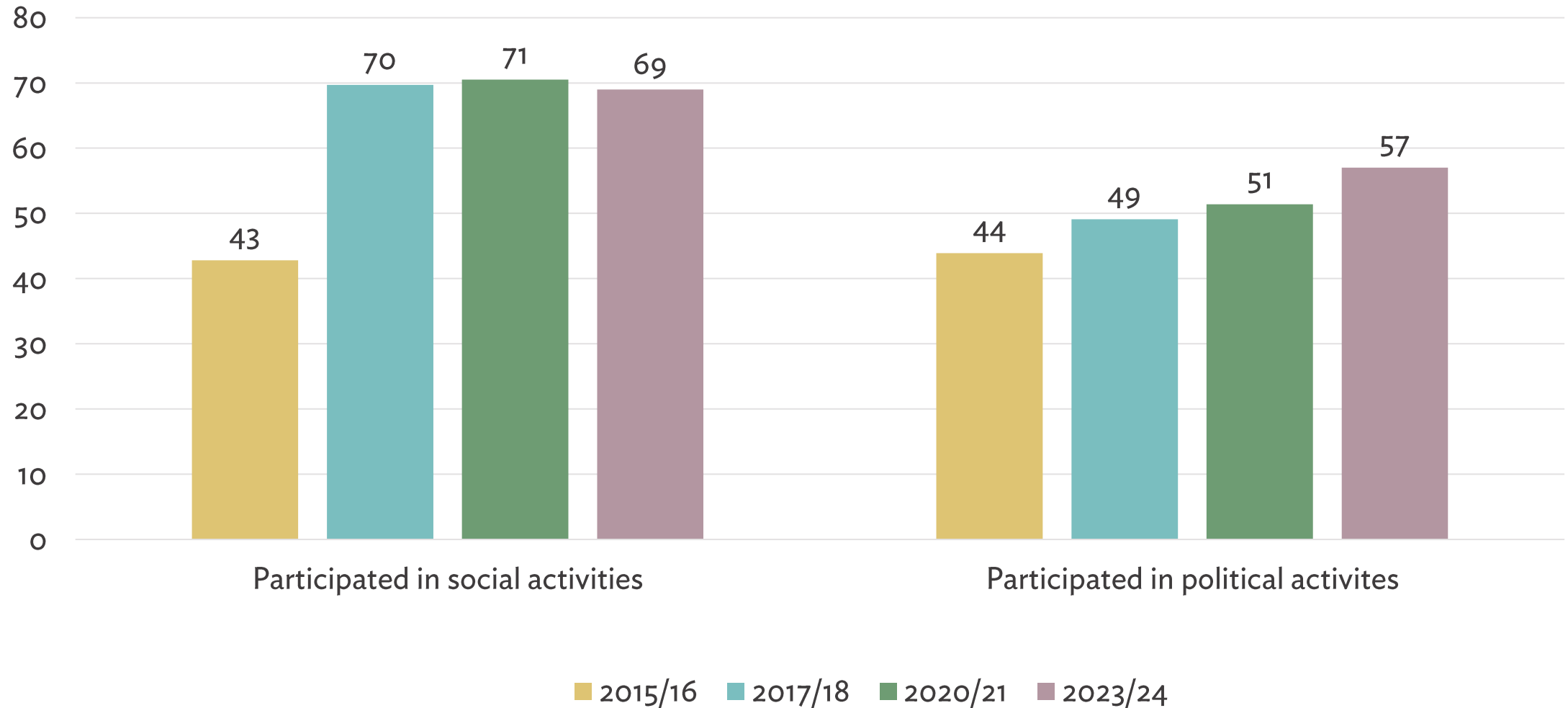


# Participation in social and political life



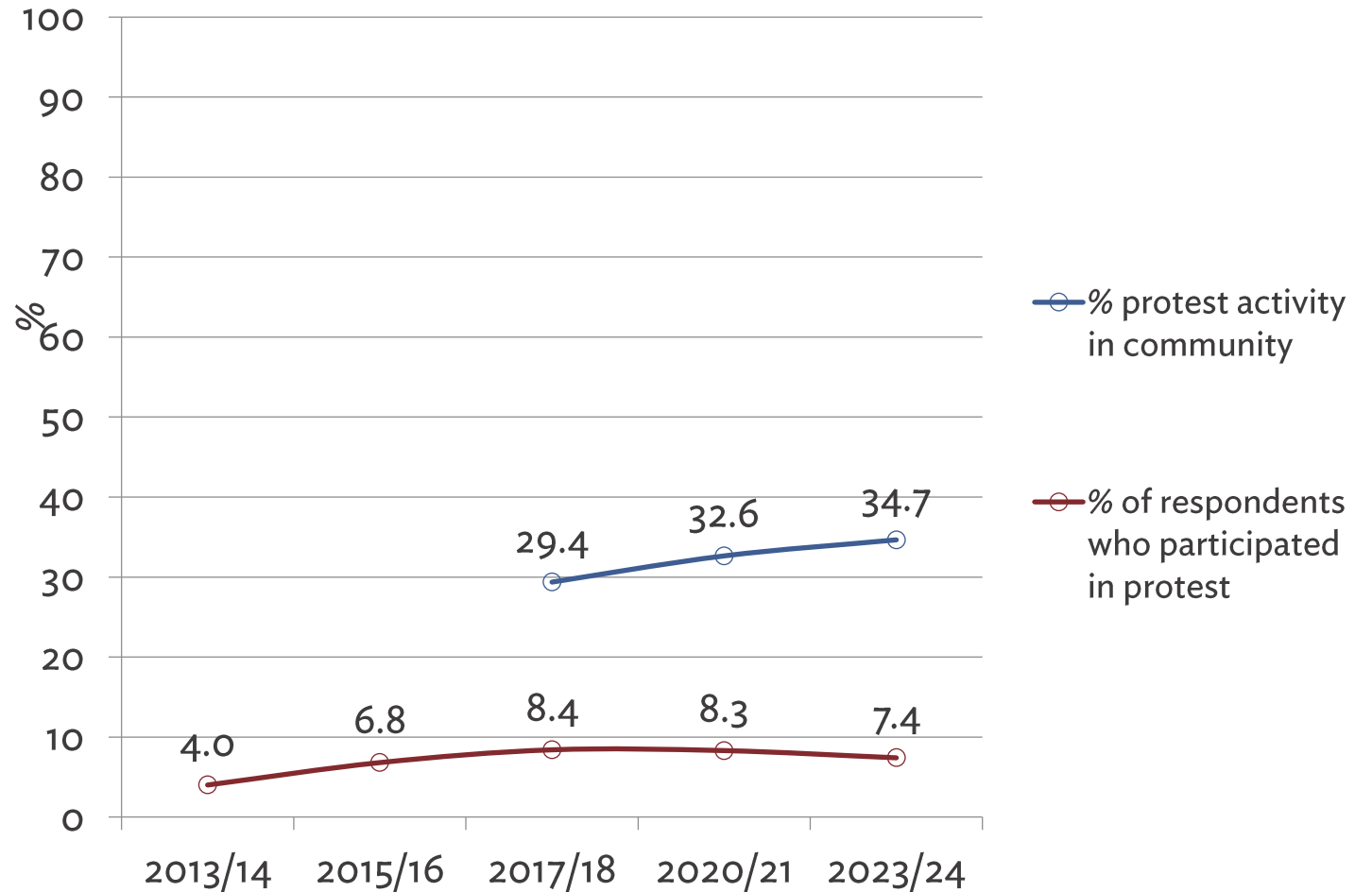
# Participation

Engagement: Participation in social and political activities



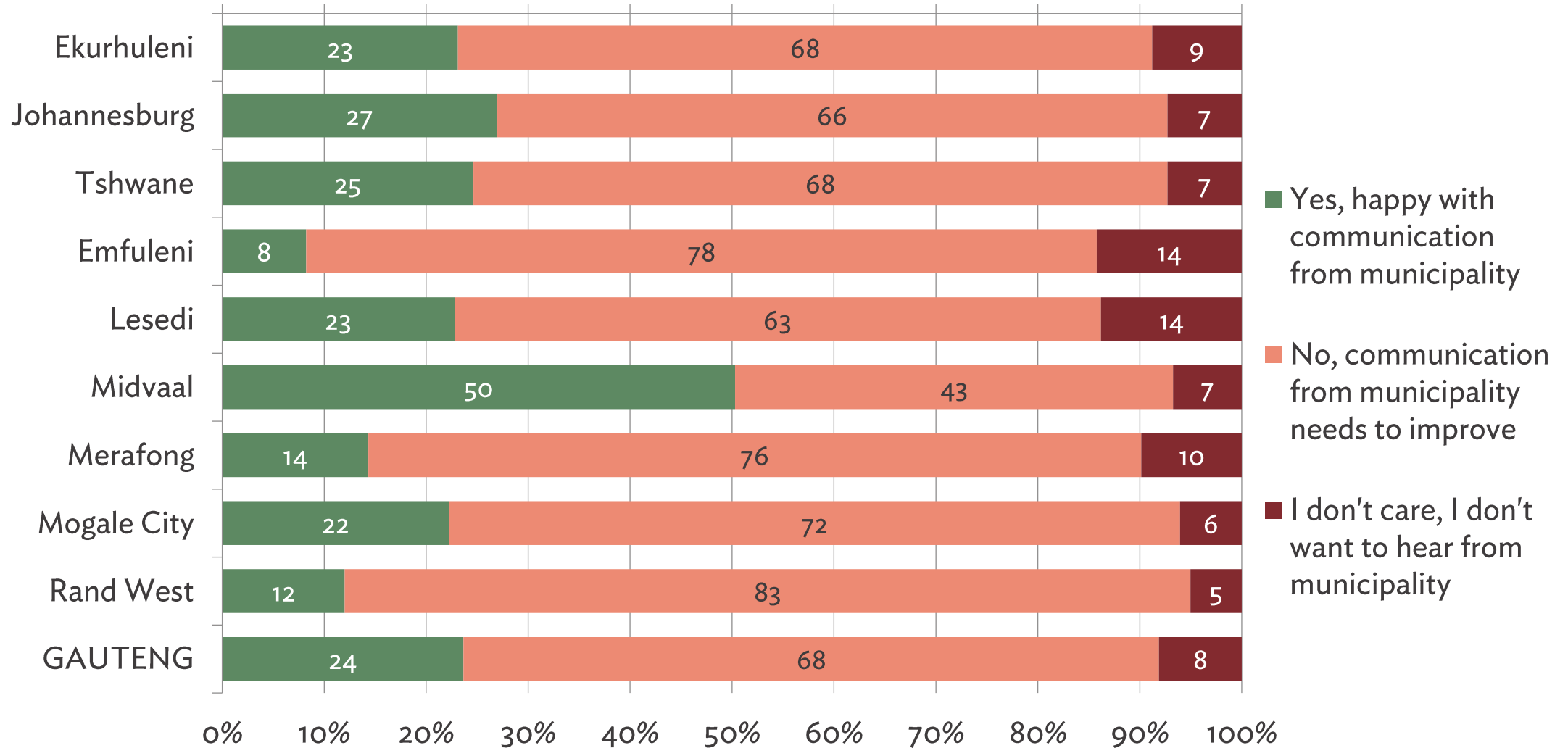
# Participation

Engagement: Protest activity and other ways of raising political or service concerns



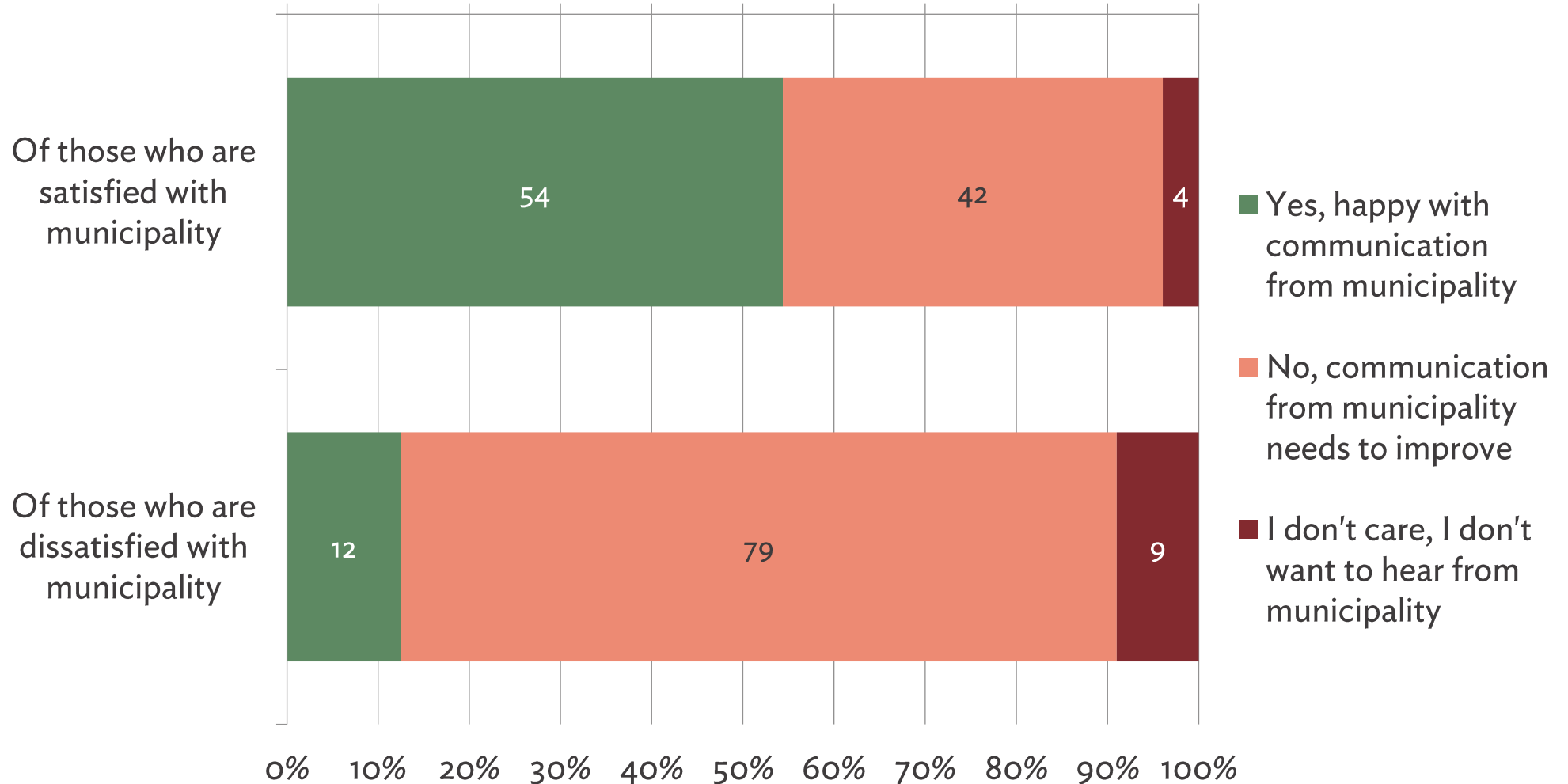
# Participation

## Disengagement: Interest in hearing from municipality



# Participation

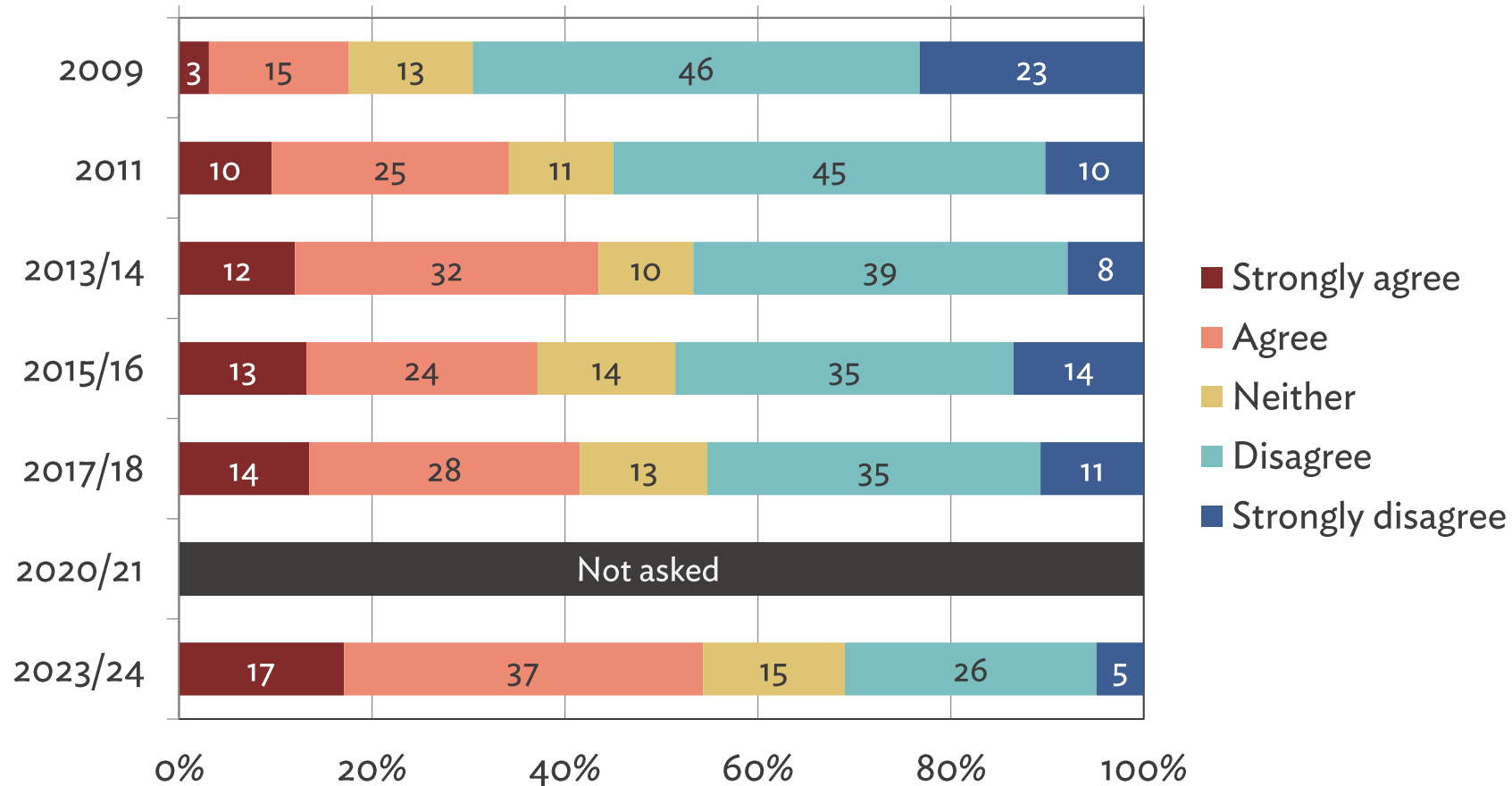
Disengagement: Correlation between dissatisfaction & no interest in hearing from municipality



# Satisfaction with government

Disengagement: Politics is a waste of time

Agree or disagree: Politics is a waste of time



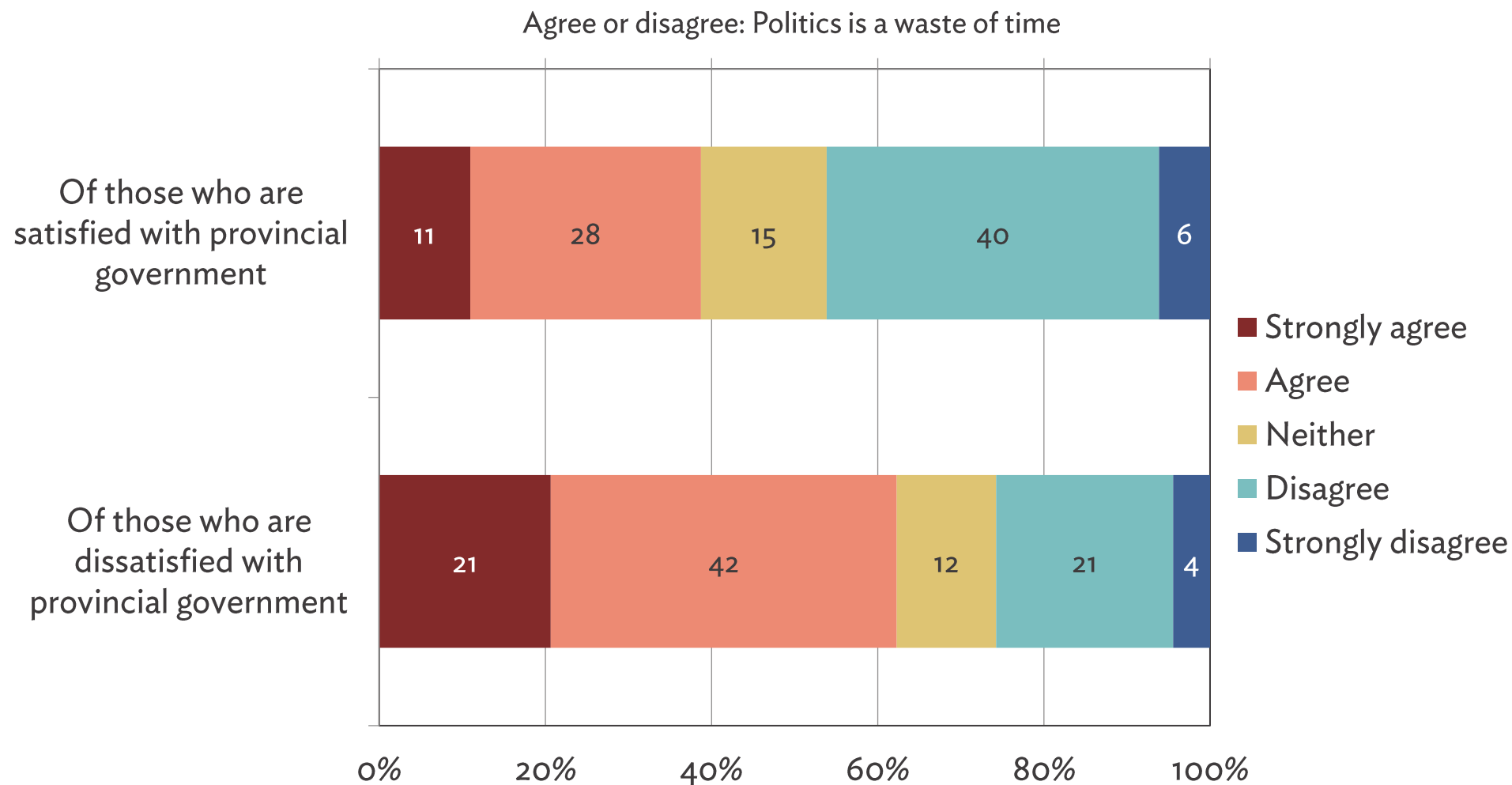
**55%**  
Of African respondents  
believe politics is a  
waste of time

**47%**  
Of white respondents  
believe politics is a  
waste of time



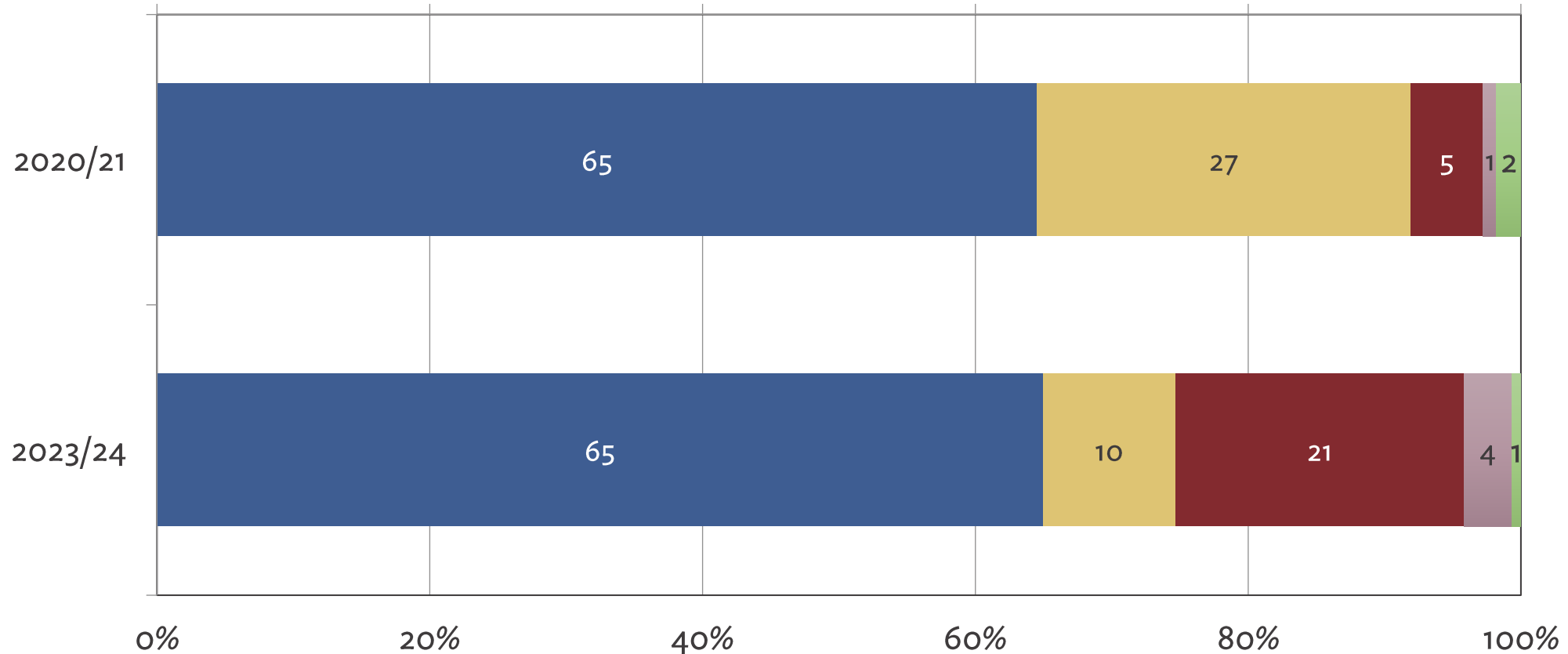
# Participation

Disengagement: Dissatisfaction significantly drives up feeling that politics is a waste of time



# Satisfaction with government

Disengagement: Willingness to vote



■ Voted / intend to vote

■ No voting because disengaged

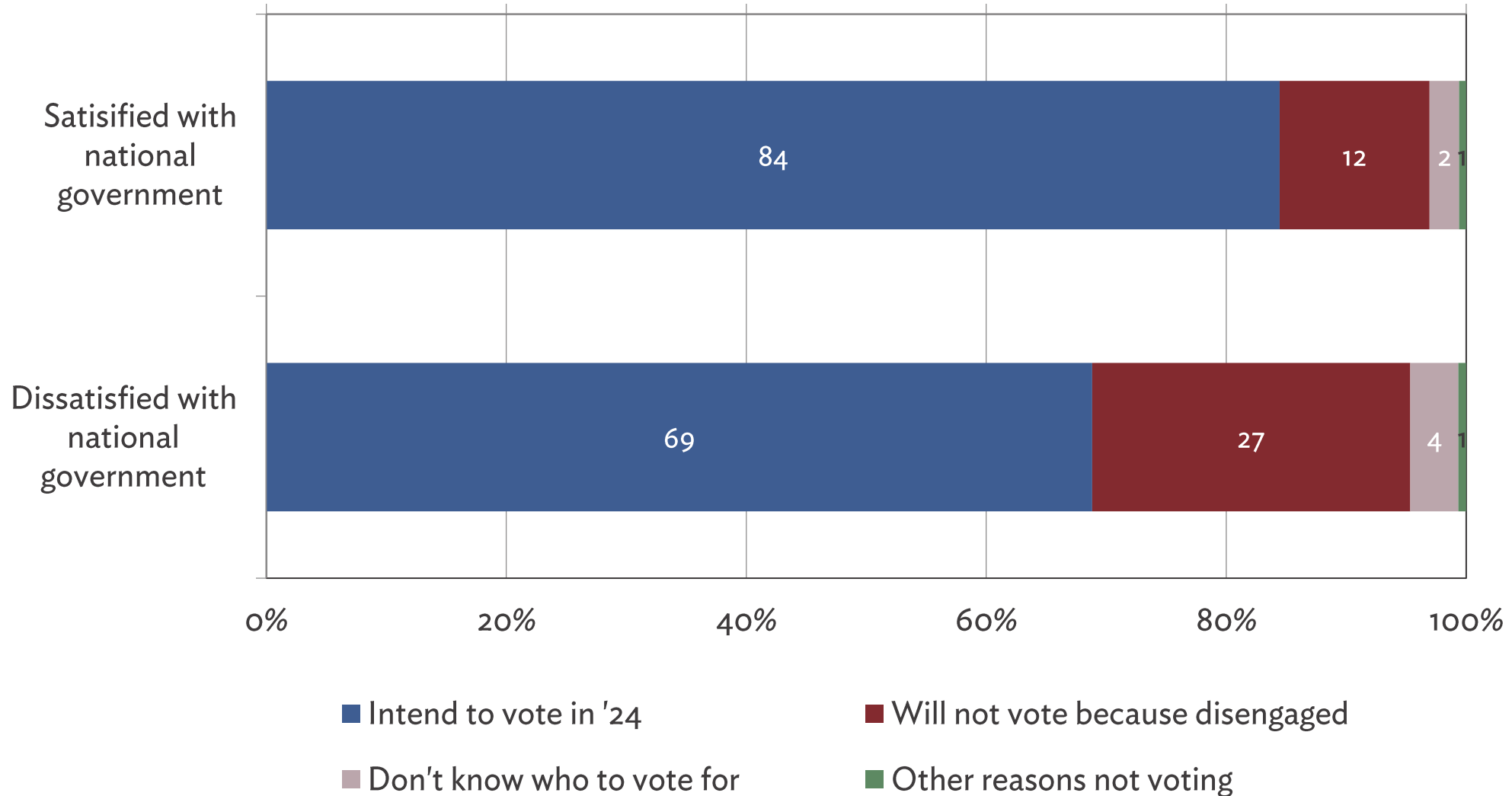
■ Other reasons not voting

■ Not registered or eligible to vote

■ Don't know who to vote for

# Satisfaction with government

Disengagement: Dissatisfaction drives higher proportions saying they won't vote



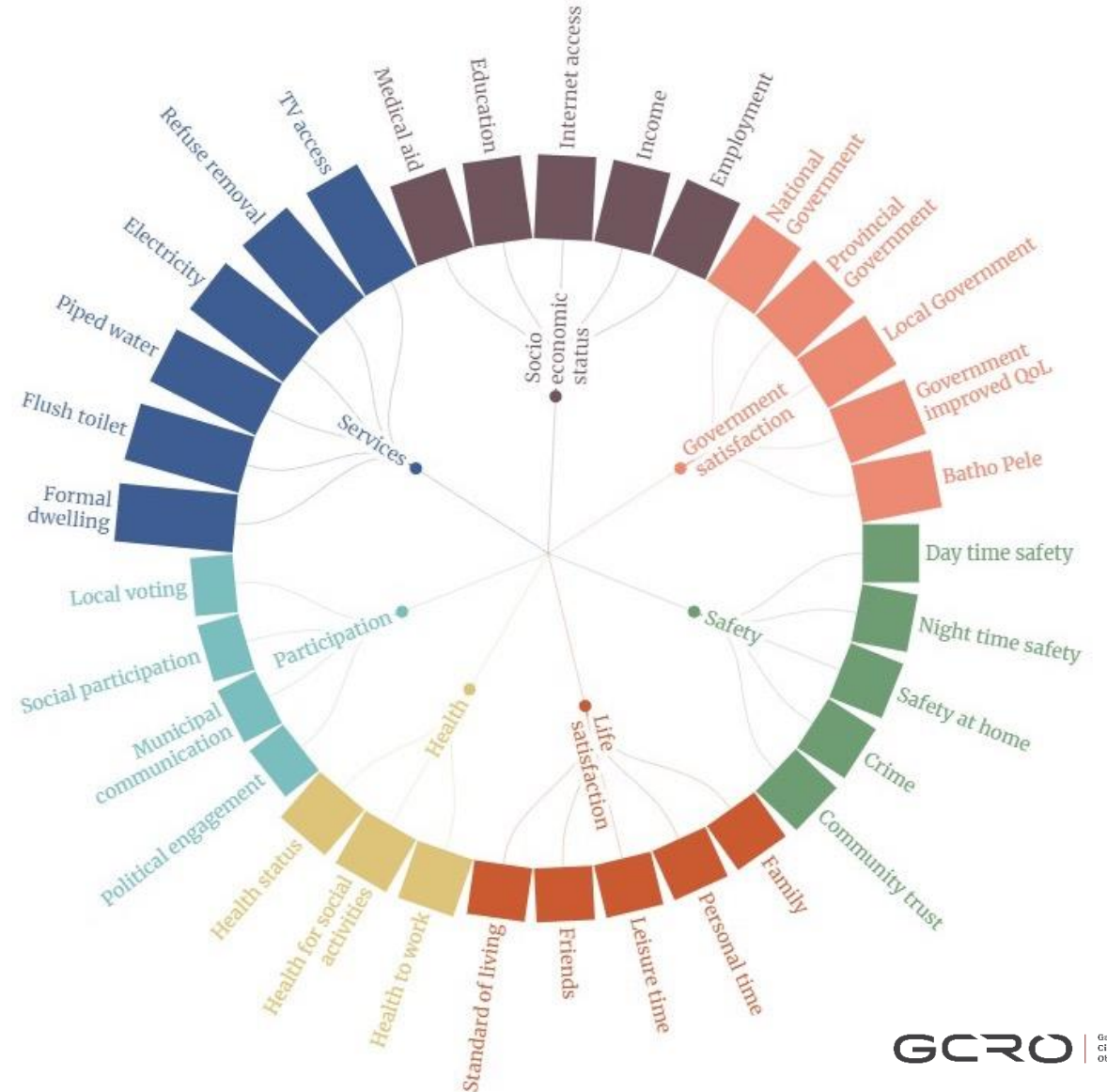
**The Quality of Life  
Index scores – a  
measure of human  
progress**





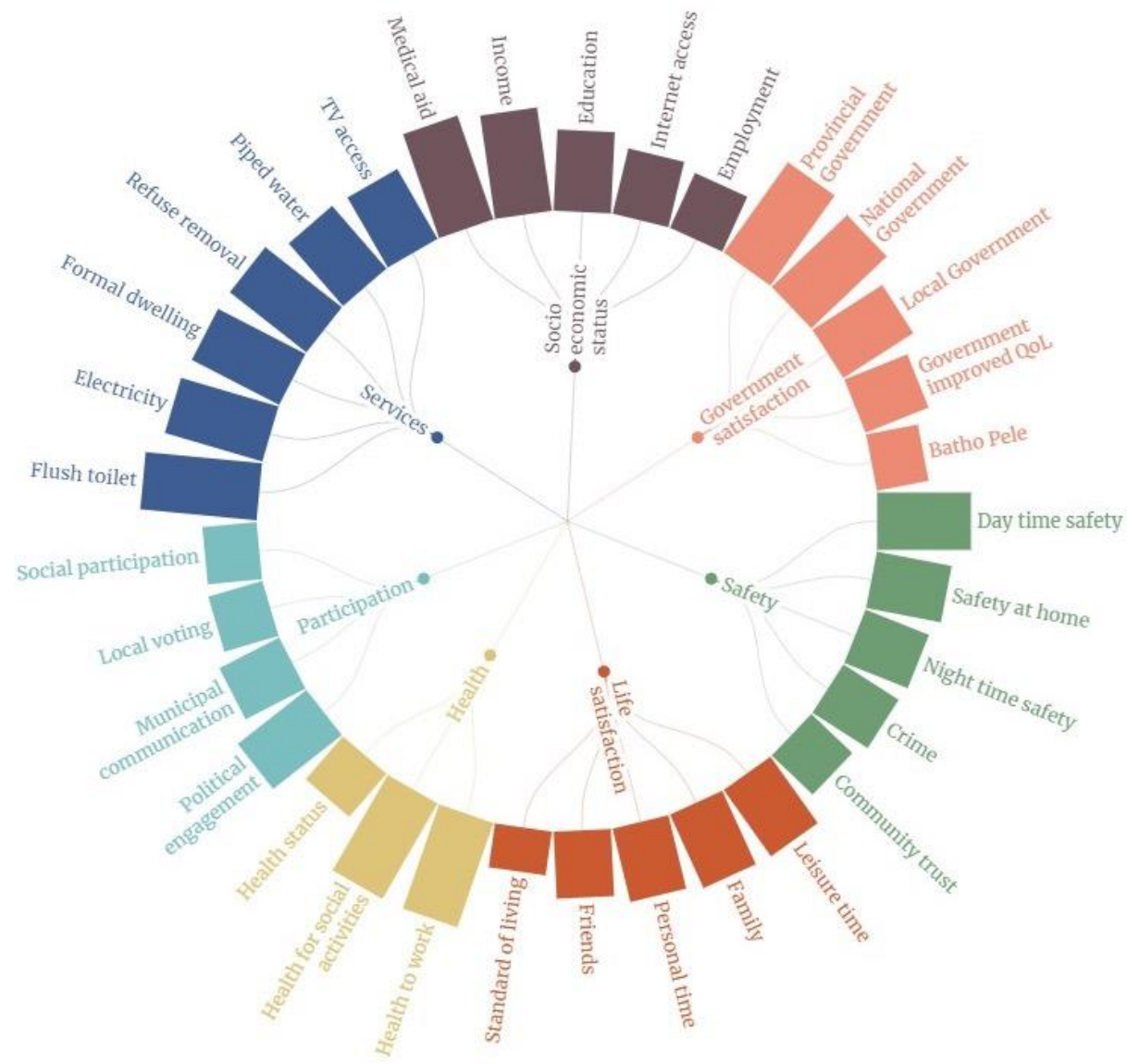
# The Quality of Life Index scores

The Quality of Life Index: 33 questions in 7 dimensions reflecting development progress in Gauteng



# The Quality of Life Index scores

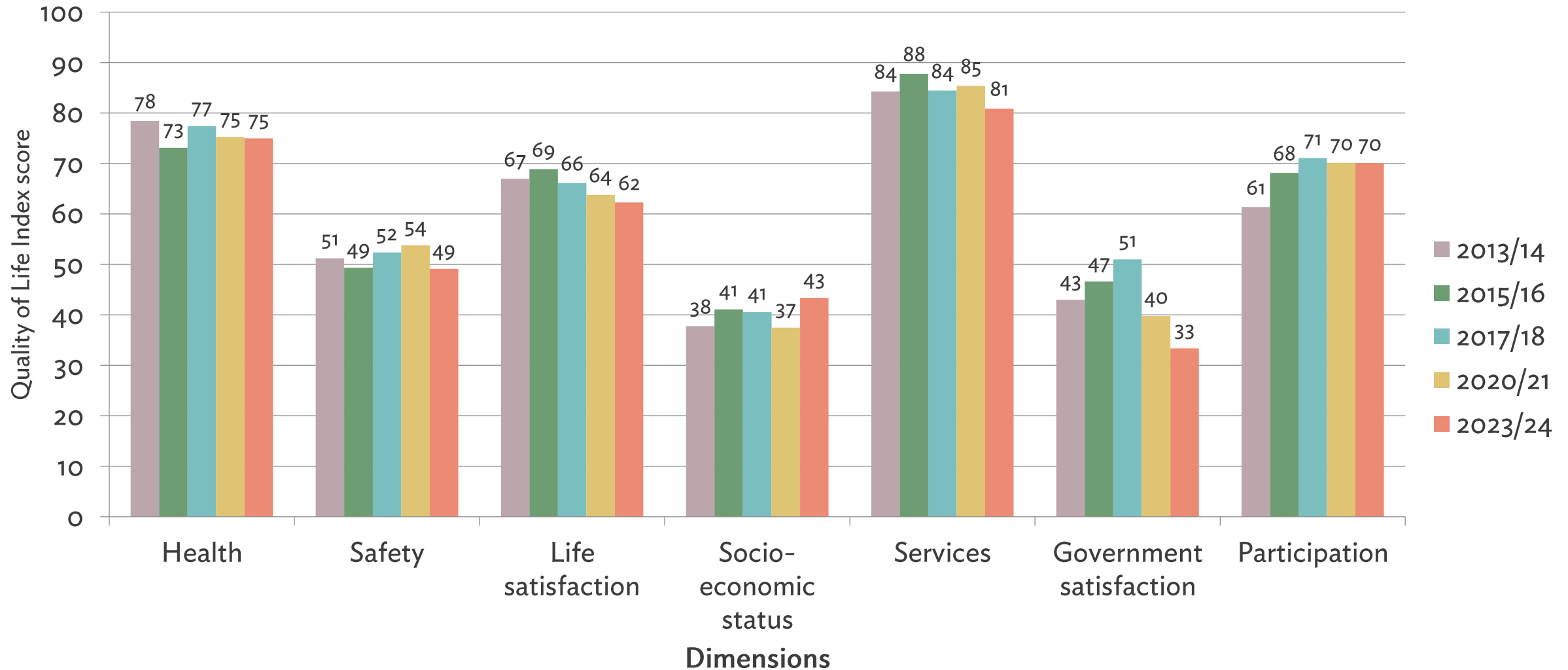
The Quality of Life Index: 33 questions in 7 dimensions reflecting development progress in Gauteng





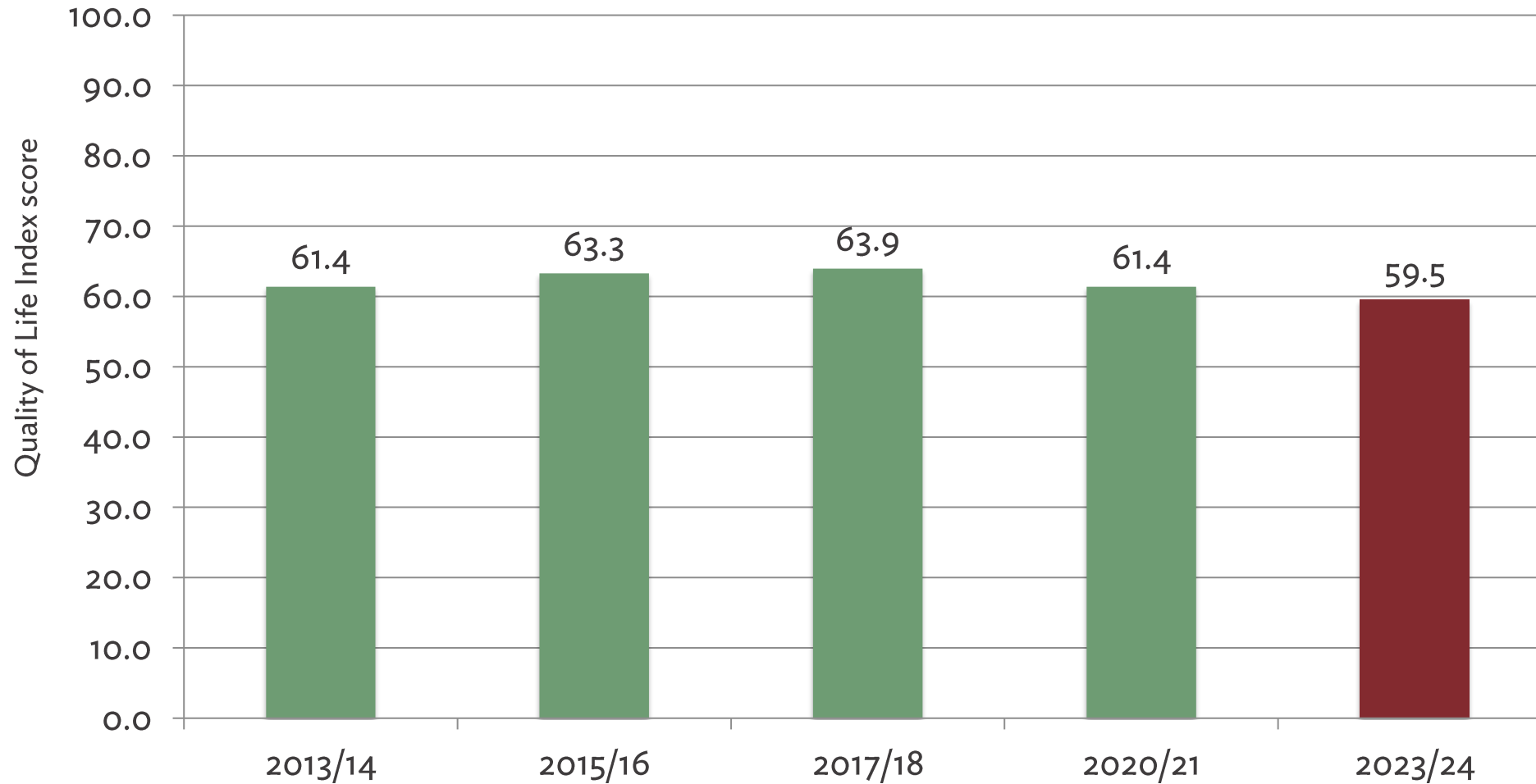
# The Quality of Life Index scores

Changes in the dimensions of the QoL Index



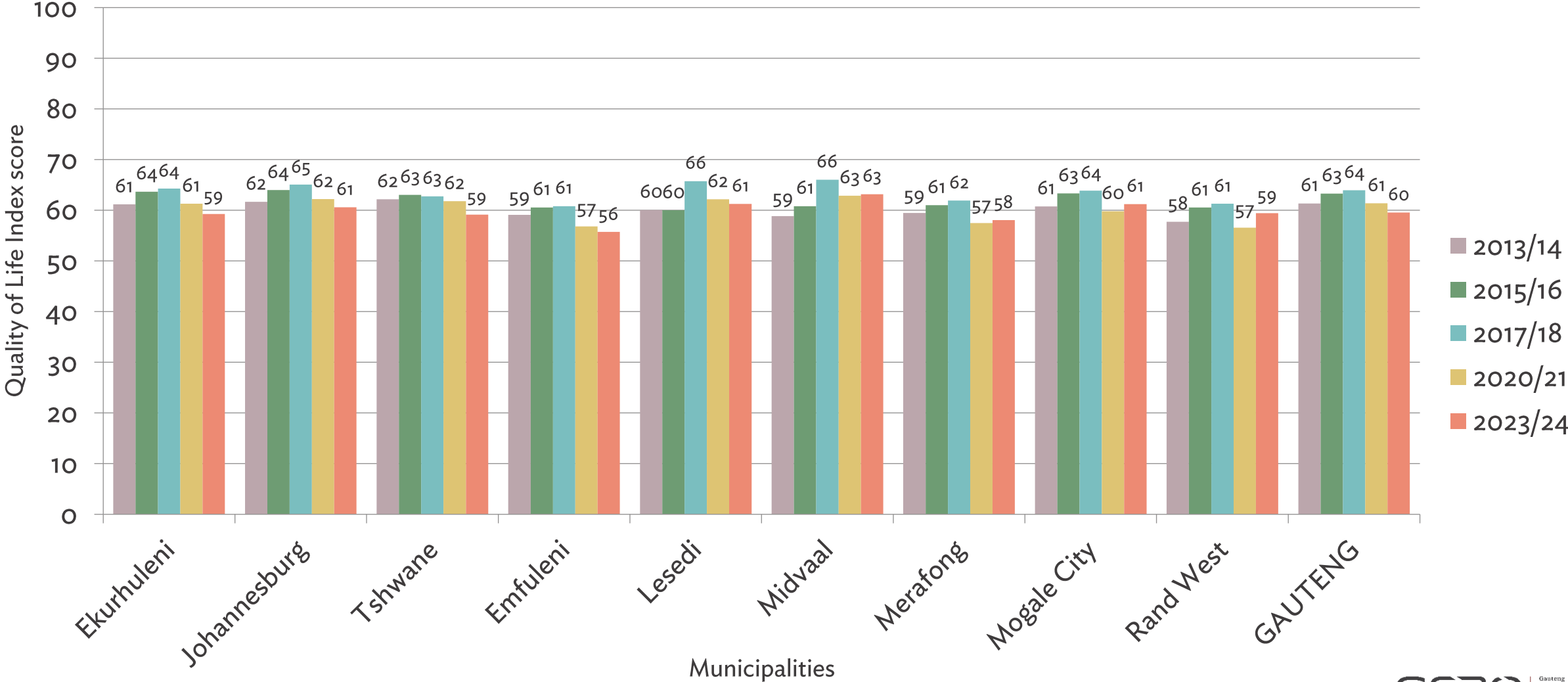
# The Quality of Life Index scores

The overall QoL Index score dropped 2 points, and stands below 60 for the first time



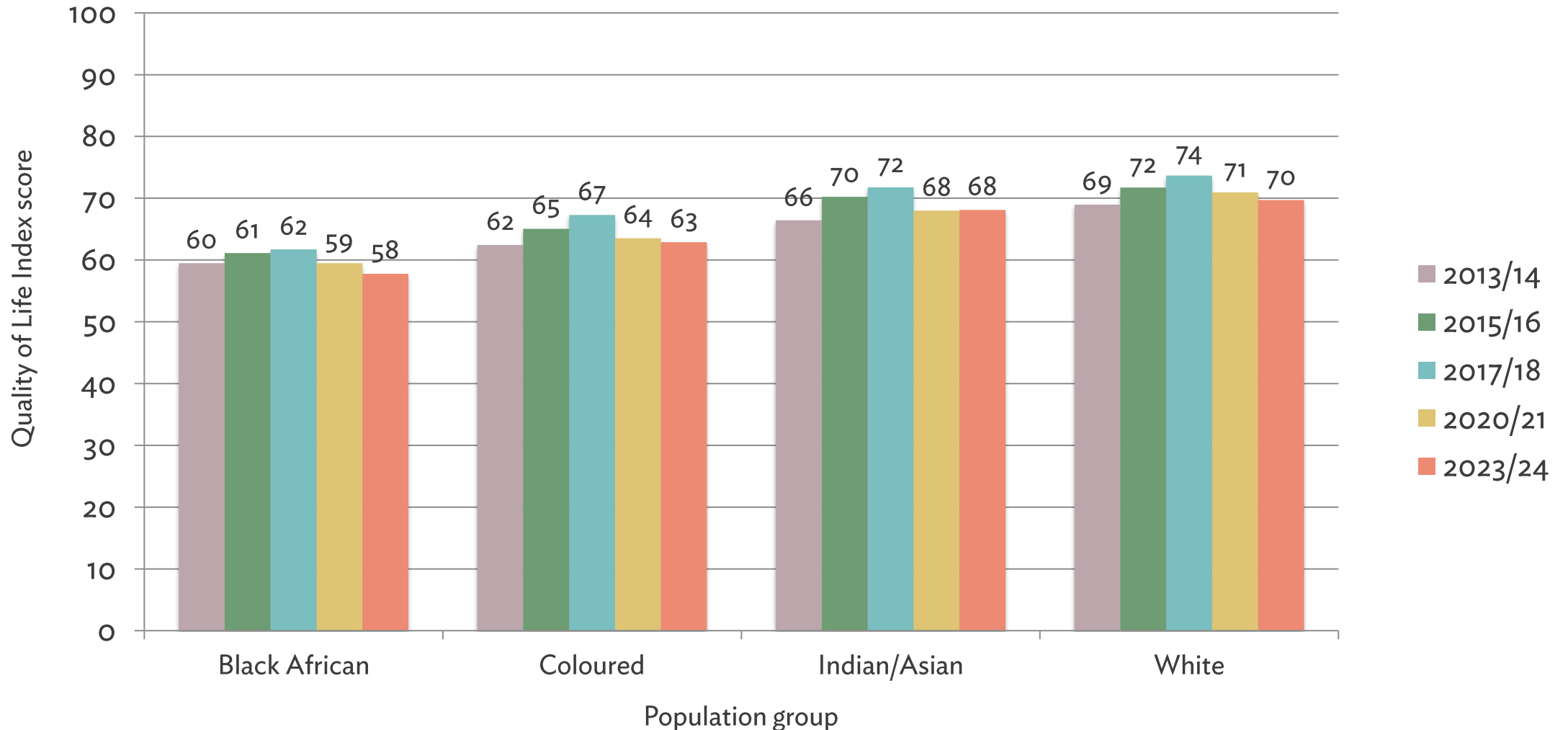
# The Quality of Life Index scores

The overall QoL Index scores per municipality, over time



# The Quality of Life Index scores

Africans continue to have a significantly lower quality of life score, and declining



**Our thanks to  
fieldworkers and  
respondents**





# Thanks

Thanks to Geospace & its fieldworkers, for tireless & professional work under often difficult circumstances

**“There is no community development where I stay.”**

Respondent\*

**“We pay taxes but have to also put our own security in place because police do not serve. We fix our own potholes, pay electricity but have to buy candles because of loadshedding.”**

Respondent\*



\*Photograph is just an illustration and does not depict the respondent who shared these specific views



# Thanks

Thanks to our respondents, who gave so generously of their time, and shared their lives with us

“I would have loved it if you asked more questions about the health care services in the area.”

Respondent\*

“Thank you guys and please be open and honest with your findings.”

Respondent\*



\*Photograph is just an illustration and does not depict the respondent who shared these specific views



# Thanks

Thanks to our respondents, who gave so generously of their time, and shared their lives with us



“Hope it will help other people.”

Respondent\*

“Thanks for being concerned.”

Respondent\*

\*Photograph is just an illustration and does not depict the respondent who shared these specific views



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**ADDRESS**

6th Floor University Corner  
11 Jorissen Street  
(Cnr Jorissen and Jan  
Smuts)  
Braamfontein  
Johannesburg  
Gauteng  
South Africa

**POSTAL ADDRESS**

GCRO  
Private Bag 3  
Wits  
2050

