

NEDLAC SURVEY

SUPERVISOR NUMBER

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INTERVIEWER NUMBER

--	--

CODER NUMBER

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QUESTIONNAIRE NUMBER

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1(a) Particulars of visits:

ORIGINAL ADDRESS

Tel. no

Magisterial District

FIRST VISIT [See 1 (b)]

d	d	m	m	y	Y	Response	Time

Date

SECOND VISIT [See 1 (b)]

d	d	m	m	y	Y	Response	Time

Date

THIRD VISIT [See 1 (b)]

d	d	m	m	y	Y	Response	Time

Date

SUBSTITUTE ADDRESS

Tel. no							
d	d	m	m	y	Y	Response	Time

Date

1(b) Codes for visits

RESPONSE	CODE
RESPONDENT QUALIFIES	
Questionnaire completed	01
Selected respondent not at home but appointment made	02
Selected respondent at home but not available and appointment made	03
No one home	04
What is the main language spoken in household _____	
DOES NOT QUALIFY	
Vacant house/flat/stand/not a house or flat	05
No person qualifies according to specifications for the survey	06
Respondent cannot communicate with interviewer because of language	07
Respondent is not capable to be interviewed/ cannot communicate without any form of assistance.	08
REFUSAL	
Contact person refused	09
Interview refused by selected respondent	10
Interview refused by parent	11
FOR OFFICE USE ONLY	CODE
Used wrong respondent/address	12
COMMENTS	

3. Selected household roster:

Interviewer: If there is more than one household on the stand/plot then use the random number table to select a household. List all the households and select one randomly as shown in training.

Number of households on the stand/plot		
Number of household selected		

Name of respondent interviewed	
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4. Interviewer pledge

I certify that this interview has been completed in full, **with the respondent** and according to the instructions I received from C A S E.

SIGNED:

_____ (interviewer's signature)

_____ (date)

5. Supervisor check:

I certify that I have checked this questionnaire and to my knowledge: it is fully completed and the respondent was correctly selected according to the random number table.

SIGNED:

_____ (fieldwork supervisor's signature)

_____ (date)

FOR SUPERVISOR'S USE ONLY

CHECK-BACK VISIT: A check-back *has been / has not been* carried out on this questionnaire (circle correct option)

If check-back *has* been done, by whom was it done? (circle correct option) Date

Contract fieldwork supervisor	1	
Contract fieldworker/coder	2	
C A S E staffer	3	

Result of check-back:

Are you satisfied that the questionnaire was correctly and truthfully filled in?	Yes
	No

HOUSEHOLD MATRIX

Questionnaire number:

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PLEASE WRITE THE NAME OF THE MOST SENIOR PERSON IN ROW 1 AND THEN LIST THE REST OF HOUSEHOLD MEMBERS IN ORDER FROM OLDEST TO YOUNGEST. INCLUDE MEMBERS WHO STAY HERE AT LEAST FOUR NIGHTS A WEEK, BUT DO NOT INCLUDE THOSE WHO ARE IN AN INSTITUTION OR WHO ARE AT BOARDING SCHOOL.

Name	Age			Sex: (Male/ Female)	Education Level	Employment Status*
1.						
2.						
3.						
4.						
5.						
6.						
7.						
8.						
9.						
10.						
11.						
12.						
13.						
14.						

***Indicate whether the person is full-time employed, part-time employed, unemployed, a student, pensioner, child or other. If under the age of 16, probe fully, are they students, are they earning money to support family? If neither, code as child.**

Choose a respondent who is 21 years or older from the household using the random number grid and ask the chosen respondent all the questions on the remainder of the questionnaire. If the person you have to interview is not present or is unable to be interviewed make an appointment. Circle the number of the person interviewed.

INTRODUCTION AND HOUSEHOLD INFORMATION:

My name is and I am working for a research organisation called the Community Agency for Social Enquiry (C A S E). We would like to ask you some questions about services in your community. The interview will take about 45 minutes. Your answers are confidential and will be combined with 3000 other individuals. No one will be able to identify what you or anyone else said in the report that we write. So please feel free to tell me what you think. If you do not understand a question please tell me.

Which of the following are you? [READ OUT]

- | | |
|-------------------------|--------------------|
| South African citizen | 1[Proceed] |
| Permanent resident | 2[Proceed] |
| Temporary resident | 3[CLOSE INTERVIEW] |
| Visitor to South Africa | 4[CLOSE INTERVIEW] |

[CODE QUESTIONS 1-6 BY OBSERVATION]

1. Number of person selected from the grid: [Code from grid]

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2. Total number of members in household: [Code from grid].

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3. Sex

- Male O
 Female O

4. Race [IF IN DOUBT, ASK RESPONDENT]

- African O
 Coloured..... O
 Indian O
 White..... O
 Other O

5. Province

- Gauteng O
 Northern Province O
 KwaZulu-Natal..... O

6. Area and type of dwelling

- Metropolitan – formal O
 Metropolitan – backyard O
 Metropolitan – hostel O
 Metropolitan – informal/squatter..... O
 Small urban – formal..... O
 Small urban – informal/squatter O
 Rural : homestead/ kraal/ hut..... O
 Rural: housing on a commercial farm O

7. First, would you mind telling me how old you are?

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8. What is your current marital status?

- Single, never married O
- Married O
- Living together O
- Widowed O
- Divorced/ separated O
- Other O

9. Who mainly makes the day to day decisions in this household? INTERVIEWER – CODE ACCORDING TO NUMBER OF HOUSEHOLD MEMBER IN HOUSEHOLD MATRIX

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10. How many of the last 12 months has this individual spent in this dwelling? [DO NOT READ OUT]

- Less than 4 months O
- 4 – slightly less than 6 months O
- 6 - slightly less than 10 months O
- 10 months or more O
- Don't know O

11. What is the highest level of education that you have completed? [DO NOT READ OUT – SINGLE MENTION]

- No formal education O
- Gr. 1/Sub. A O
- Gr. 2/Sub. B O
- Gr. 3/Std. 1 O
- Gr. 4/Std. 2 O
- Gr. 5/Std. 3 O
- Gr. 6/Std. 4 O
- Gr. 7/Std. 5 O
- Gr. 8/Std. 6 O
- Gr. 9/Std. 7 O
- Gr. 10/Std. 8/NTC 1 O
- Gr. 11/Std. 9/NTC 2 O
- Gr. 12/Std. 10/NTC 3 O
- Diploma without matric O
- Diploma after matric O
- Some university O
- Degree O
- Post graduate degree O

EMPLOYMENT AND INCOME

12. What is your current employment status? [‘current’ means in the last seven days]

- Working full-time O **Continue to Q.13**
- Working part-time O **Continue to Q.13**
- Casual/piece jobs O **Continue to Q.13**

- Unemployed O **Go to Q. 15**
- Pensioner (old aged person, etc.) O **Go to Q. 19**
- Housewife/Taking care of home full-time O **Go to Q. 19**
- Student O **Go to Q. 19**
- Other (Specify) O **Go to Q. 19**

If employed:

13. What sort of work do you do? [WRITE IN, THEN CODE. E.g. Taxi driver=operator, Carpenter=Artisan, Engineer=Professional]

-
- Manager O
 - Professional O
 - Technical O
 - Clerk O
 - Sales/service O
 - Artisan or craftsperson O
 - Operator O
 - Unskilled O
 - Other (describe) O

14. If employed, how do you usually you get to work?

- By foot/walk O **Go to Q. 21**
- By bicycle O **Go to Q. 21**
- By bus O **Go to Q. 21**
- By train O **Go to Q. 21**
- By metered taxi O **Go to Q. 21**
- By minibus taxi O **Go to Q. 21**
- Private car O **Go to Q. 21**
- Other (Specify) O **Go to Q. 21**

If unemployed:

15. Did you work previously?

- Yes O **Continue to Q.16**
- No O **Go to Q. 17**

16. What sort of work did you do?

[WRITE IN, THEN CODE]

-
- Manager.....O
 - ProfessionalO
 - TechnicalO
 - Clerk.....O
 - Sales/service.....O
 - Artisan or craftspersonO
 - Operator.....O
 - UnskilledO

17. How long have you been unemployed?

- Six months or lessO
- More than 6 months but less than 1 year O
- About a year..... O
- More than 1 year but less than 2 years.....O
- 2 years or more.....O

18. How do you support yourself? [If respondent unclear, ask how they have supported themselves in the past month]

- Do odd jobsO
- Supported by persons in the householdO
- Supported by relatives not in the household.....O
- Supported by friendsO
- Supported by charity, church, etc.....O
- Unemployment benefit.....O
- Savings or money previously earnedO
- Old age or disability pensionO
- Other.....O

22. What is the average total monthly household income before tax? [IF RESPONDENT SAYS ‘Don’t know’, ASK IF ANYONE IN THE DWELLING CAN ANSWER THIS QUESTION]

- NothingO
- Less than R200 O
- R200-R399 O
- R400-R599 O
- R600-799 O
- R800-R999 O
- R1000-R1199 O
- R1200-R1399 O
- R1400-R1699 O
- R1700-R1999 O
- R2000-R2499 O
- R2500-R2999 O
- R3000-R3499 O
- R3500-R4999 O
- R5000+ O
- Refused to answer O
- Don’t know 0

23. What are your 3 biggest expenditures per month? [If respondent states that they pay certain bills every 3 or 6 months, ask them to estimate on a monthly basis].

- TransportO
- Housing (rent, bond, etc.).....O
- Education (school fees).....O
- Rates (including water and electricity)O
- HealthO
- FoodO
- ClothingO
- EntertainmentO
- Other items (specify) _____O

ELECTRICITY

24. Do you get electricity in your dwelling?

- Yes.....O
- No.....O

Continue to Q.24a

Go to Q.26

24a. Where is the electricity from?

- Electricity from generatorO
- Electricity from public supply (municipality).....O
- Electricity from solar system.....O
- Don’t know.....O

25. Do you use electricity for: [READ OUT. CODE FOR EACH.]

	YES	NO	DON'T KNOW
Cooking	O	O	O
Lighting	O	O	O
Heating	O	O	O

25a. Do you pay for the electricity you use? [IF INCLUDED IN RENT, CODE AS 'YES'. IF BOYCOTTING, CODE AS 'NO'.]

Yes.....O
 No.....O
 Don't know.....O

26. In the past 5 years, have you noticed new electricity services provided for your community? [IF RESPONDENT LIVED IN COMMUNITY FOR LESS THAN 5 YEARS, ASK RESPONDENT ABOUT CHANGES SINCE HE/SHE HAS BEEN THERE]

Yes, in residences.....O
 Yes, in the streetsO
 Yes, in both residences and streetsO
 No, there have been no new projectsO

27. Are the electricity services working and maintained properly in your area? [Cut offs as a result of non-payment, storms, etc. are not applicable – we want to know if it is being cut off as a result of local government or providers actions, etc.]

Yes.....O **Continue to Q.28**
 No, there are no servicesO **Go to Q.27a**
 No, regular cut-offs in residencesO **Go to Q.27a**
 No, regular cut-offs in streets.....O **Go to Q.27a**
 No, regular cut-offs in residences and streets.....O **Go to Q.27a**
 Don't know.....O **Continue to Q.28**

27a. On average, how long does it take to repair them?

Two days or less.....O
 Between 3 – 5 daysO
 About a week.....O
 Between 1 – 2 weeks.....O
 More than 2 weeksO

TELEPHONES

28. Where is the closest landline telephone? [Not cell-phone]

In the houseO
 Less than 5 minutes walking distanceO
 5 to 15 minutes walking distanceO
 15-30 minutes walking distance.....O
 More than 30 minutes walking distanceO
 Don't know.....O

34. In the past 5 years, have you noticed any new sanitation or sewerage services in your community? [IF RESPONDENT LIVED IN COMMUNITY FOR LESS THAN 5 YEARS, ASK RESPONDENT ABOUT CHANGES SINCE HE/SHE HAS BEEN THERE]

- Yes.....O **Continue to Q.35**
 No.....O **Go to Q.36**
 Don't know.....O **Go to Q.36**

35. Are they working properly?

- Yes.....O **Continue to Q.36**
 No, they are frequently overflowing or blocked.....O **Go to Q.35a**
 No, they often smell bad and are a health hazardO **Go to Q.35a**
 Don't know.....O **Continue to Q.36**

35a. On average, how long does it take to repair them?

- Two days or less.....O
 Between 3 – 5 daysO
 About a week.....O
 Between 1 – 2 weeks.....O
 More than 2 weeksO

EDUCATION

36. Do the following educational facilities exist within 30 minutes walking distance from your house? ANSWER FOR EACH FACILITY.

- | | YES | NO |
|------------------------------|-----|----|
| Primary schools..... | O | O |
| Secondary schools..... | O | O |
| Child care centres..... | O | O |
| Adult education centres..... | O | O |
| Libraries | O | O |

37. In the past 5 years have you noticed the building of new schools or the upgrading of existing ones in your locality? [IF RESPONDENT LIVED IN COMMUNITY FOR LESS THAN 5 YEARS, ASK RESPONDENT ABOUT CHANGES SINCE HE/SHE HAS BEEN THERE]

- Yes.....O
 No.....O
 Don't know.....O

38. How many children, under the age of 18, do you have living with you?

Number of children:

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IF NONE, GO TO Q. 48

39. Do one or more of them go to school?

- Yes.....O **Continue to Q.40**
 No.....O **Go to Q. 48**

40. How old is the eldest school-going child?

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41. Is this child in primary or secondary school?

- Primary O
 Secondary O
 Don't know O

42. In this child's school, what are the 2 most important issues that need to be addressed? DO NOT READ OUT. Allow for two mentions.

	FIRST MENTION	SECOND MENTION
Out of date or poor quality textbooks	<input type="radio"/> O	<input type="radio"/> O
Shortage of learning materials	<input type="radio"/> O	<input type="radio"/> O
Too many pupils in the class.....	<input type="radio"/> O	<input type="radio"/> O
Teachers lack qualifications or skills	<input type="radio"/> O	<input type="radio"/> O
Not enough classes.....	<input type="radio"/> O	<input type="radio"/> O
Not enough teachers.....	<input type="radio"/> O	<input type="radio"/> O
Poor teaching methods and practices.....	<input type="radio"/> O	<input type="radio"/> O
Teachers' lack of commitment to teaching.....	<input type="radio"/> O	<input type="radio"/> O
Teachers' attitudes and perception of pupils	<input type="radio"/> O	<input type="radio"/> O
Poor communication with parents	<input type="radio"/> O	<input type="radio"/> O
Poor student behaviour, lack of discipline.....	<input type="radio"/> O	<input type="radio"/> O
Other.....	<input type="radio"/> O	<input type="radio"/> O
No improvements needed	<input type="radio"/> O	<input type="radio"/> O
Don't know.....	<input type="radio"/> O	<input type="radio"/> O

43. Does this child go to the nearest school in your locality or to a school in another area?

- The nearest school..... O **Go to Q. 45**
 School in another area..... O **Continue to Q. 44**

44. If in another area, cite the main reason why the child does not attend the nearest school. DO NOT READ OUT. SINGLE MENTION.

- Out of date or or poor quality textbooks..... O
 Shortage of learning materials

- Don't know..... O
 Other..... O

51. Who owns the land on which your dwelling is built? PROBE FULLY. STRESS PAPERS OR TITLE OF LAND – DO THEY HAVE PROOF OF OWNERSHIP IF THEY OWN IT? [DO NOT READ OUT. SINGLE MENTION]

- Self O
 Partner/spouse O
 Self and partner/spouse O
 Parents..... O
 Other family members..... O
 Private landlord (including farmer)..... O
 Community..... O
 Municipality/government O
 Private company/business O
 No-one..... O
 Don't know..... O
 Other (specify) O

52. How many rooms do you have in your house, excluding rooms used for toilets or bathrooms? A room is anything that is divided by a solid structure (i.e. a wall and not a curtain).

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53. What materials are used for the walls, floors and roof in this dwelling? MULTIPLE MENTION. DO NOT READ OUT. CODE FOR WALLS, ROOF, FLOORS.

	Walls	Roof	Floors
Bricks.....	O	O	O
Cement block/ concrete.....	O	O	O
Corrugated iron/ zinc.....	O	O	O
Wood.....	O	O	O
Plastic.....	O	O	O
Cardboard.....	O	O	O
Mixture of mud and cement	O	O	O
Tile	O	O	O
Mud.....	O	O	O
Thatching	O	O	O
Asbestos	O	O	O
Other (Specify).....	O	O	O

54. Is there an informal settlement in your locality (including your own settlement)?

- Yes..... O **Continue to Q.55**
 No..... O **Go to Q.56**
 Don't know..... O **Go to Q.56**

55. If yes, have there been housing projects in the past 5 years to upgrade this settlement? [IF RESPONDENT LIVED IN COMMUNITY FOR LESS THAN 5 YEARS, ASK RESPONDENT ABOUT CHANGES SINCE HE/SHE HAS BEEN THERE]

- Yes..... O
No..... O
Don't know..... O

56. The government has several housing subsidy schemes, which give people some money for building a house or making improvements on their existing home. Have you heard of such a programme?

- Yes O **Continue to Q.57**
No..... O **Go to Q. 63**

57. Where did you hear about it? [DO NOT READ OUT. MULTIMENTION]

- Civics O
Non-governmental organisation O
Advice office..... O
Council office..... O
Local government..... O
Government department (ie, Home Affairs)..... O
Word of mouth (ie, friends, family, neighbour) O
Community development organisation..... O
Newspaper..... O
Television..... O
Radio..... O
Other O

58. Have you or someone else in your household ever tried to apply for any of these subsidies?

- Yes O **Go to Q. 60**
No..... O **Continue to Q. 59**
Don't know..... O **Go to Q.60**

59. Why have you not tried to get a housing subsidy? [DO NOT READ OUT. RECORD ANSWER VERBATIM AND THEN CODE. SINGLE MENTION.]

-
- I do not need assistance..... O **Go to Q.63**
I did not know that this help was available..... O **Go to Q.63**
I don't know where to go for help O **Go to Q.63**
I don't think I will be eligible for a subsidy O **Go to Q.63**
I have a private company subsidy O **Go to Q.63**
My income is too high to qualify..... O **Go to Q.63**
The process seemed too complicated O **Go to Q.63**
Other (Specify)..... O **Go to Q.63**

60. Were you successful?

- Yes O **Continue to Q.61**
No O **Go to Q.63**
Don't know/still waiting O **Go to Q.63**

61. If yes, what was the subsidy used for?

- Building of a new house O **Continue to Q.62**
Renovations on existing house O **Go to Q.63**
Purchase of land O **Go to Q.63**

62. If used for a new house, what was your major problem, if any, in getting a house built on the basis of a subsidy? WRITE ANSWER VERBATIM AND THEN CODE.

-
- No problems O
Structure is of poor quality O
Time delays O
House built but no services O
Builder/developer problems O
Lack of control over building process O
Other O

WATER

63. Where do you mainly get water for household use? DO NOT READ OUT. SINGLE MENTION.

- Tap inside dwelling O **Go to Q.66**
Tap outside, but in the grounds of the dwelling O **Go to Q.66**
Tap outside the grounds, but in the neighbourhood O **Continue to Q.64**
Tank O **Continue to Q.64**
River/stream O **Continue to Q.64**
Borehole/ Well O **Continue to Q.64**
Other (Specify) O **Continue to Q.64**
No regular source O **Continue to Q.64**

FOR THOSE WHO FETCH WATER FROM A SOURCE OUTSIDE THE GROUNDS OF THE DWELLING

64. Is your water supply more than or less than 200 metres from your house? (200 metres is about the length of two soccer fields).

- More than 200m O
Less than 200m O
Don't know O

65. How long does it take in total to fetch water and bring it back to your dwelling?

- Less than quarter of an hour
- More than 15 minutes, but less than 30 minutes
- 30 minutes or more but less than 60 minutes
- More than 60 minutes
- Don't know

66. Do you usually have enough water for your household needs?

- Yes, enough..... **Go to Q.68**
- No, not enough..... **Continue to Q. 67**
- Don't know..... **Go to Q. 68**

IF "NO, NOT ENOUGH", ASK:

67. What is the main reason you do not have enough water? DO NOT READ OUT. SINGLE MENTION.

- Money/can't afford.....
- Well/bore hole/river is sometimes dry
- Landlord (including farmer) restricts access to water
- Can't carry/fetch enough.....
- There is no regular supply.....
- Installation of pipes/ taps never completed
- Other (Specify).....

68. Do you currently pay for the water that you use? [IF INCLUDED IN RENT, CODE AS "YES". IF BOYCOTTING, CODE AS "NO".]

- Yes
- No.....
- Don't know.....

69. In the last 5 years, have you noticed any new water services in your community?

- Yes, on properties and streets **Continue to Q.70**
- Yes, in streets only **Continue to Q.70**
- Yes, on properties only **Continue to Q.70**
- No..... **Go to Q.71**

70. Are they in working order?

- Yes **Continue to Q.71**
- No..... **Go to Q.70a**
- Don't know..... **Continue to Q.71**

70a. On average, how long does it take to repair them?

- Two days or less.....
- Between 3 – 5 days
- About a week.....
- Between 1 – 2 weeks.....
- More than 2 weeks

HEALTH

71. In the past 5 years, have you noticed the building or upgrading of clinics or hospitals in your area? [IF RESPONDENT LIVED IN COMMUNITY FOR LESS THAN 5 YEARS, ASK RESPONDENT ABOUT CHANGES SINCE HE/SHE HAS BEEN THERE]

- Yes O **Continue to Q.72**
- No..... O **Go to Q.73**
- Don't know..... O **Go to Q.73**

72. If yes, have these new developments improved the provision of health services to your community?

- Yes, improved O
- Yes, to some extent O
- No..... O
- Don't know..... O

73. Which of the following health problems do you feel needs urgent attention in your community? READ OUT. CODE FOR EACH.

	YES	NO
HIV/AIDS	O	O
TB	O	O
Nutrition.....	O	O
Teenage pregnancies	O	O
Clean water	O	O
Sanitation	O	O
Diarrhoea or malnutrition.....	O	O
Other (specify)	O	O

74. Are you covered by a medical aid or health insurance scheme?

- Yes O
- No..... O
- Don't know..... O

75. Where do you usually go for medical treatment? DO NOT READ OUT. SINGLE MENTION.

- Chemist/ pharmacy..... O
- Private doctor/ GP..... O
- Private hospital/nursing home
- Government clinic
- Government hospital
- Traditional healer/ Sangoma/ Nyanga
- Other (Specify)..... O

76. If you had to walk, how long would it take you to get there? DO NOT READ OUT.

- Less than 15 minutes walking O
- 15 minutes or more, but less than 30 minutes walking
- 30 minutes or more, but less than 60 minutes walking
- 1 hour or more walking

77. How would you describe the quality of the service that you receive? READ OUT FOR EACH

	GOOD	AVERAGE	POOR
Doctors	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Facilities	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Availability of medicine	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Attitude of providers	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

78. Have you ever been unable to get medical care when ill?

- Yes **Continue to Q.79**
 No..... **Go to Q.80**

79. What was the reason for that?

- No service available
 No faith in health care workers/ facilities
 No money/treatment too expensive
 No transport/transport too expensive
 Long distance to travel
 Other (specify)

80. Have you heard of the government's free care programme for pregnant mothers and children under 6?

- Yes **Continue to Q.81**
 No..... **Go to Q.83**

81. If yes, where did you hear about it? DO NOT READ OUT. SINGLE MENTION.

- Civics
 Non-governmental organisation
 Advice office.....
 Council office.....
 Local government.....
 Government department (ie, Home Affairs).....
 Word of mouth (ie, friends, family, neighbour)
 Community development organisation.....
 Newspaper.....
 Television.....
 Radio.....
 Other

82. Have you or any other members of your family benefited from the free care programme?

- Yes
 No.....
 Don't know.....

TRANSPORT

83. In the last 5 years, have new roads been built or old roads re-tarred in your community?

- Yes
 No.....
 Don't know.....

84. What types of public transport, if any, do you have access to in your area? MULTIMENTION.

- Bus
 Train.....

- Meter taxi O
- Minibus taxi O
- None..... O

85. Have new public transportation services started operating in the past 5 years? [IF RESPONDENT LIVED IN COMMUNITY FOR LESS THAN 5 YEARS, ASK RESPONDENT ABOUT CHANGES SINCE HE/SHE HAS BEEN THERE]

- Yes O **Continue to Q.86**
- No..... O **Go to Q.87**
- Don't know..... O **Go to Q.87**

86. If yes, do you feel that people have easier access to jobs and services now?

- Yes O
- No..... O
- Don't know..... O

87. How long does it take you to walk to the nearest transportation service?

- 0-15 minutes..... O
- 16-29 minutes..... O
- 30-59 minutes..... O
- 60 minutes or more..... O
- Don't know..... O

SOCIAL SECURITY

I'd like to ask you some questions about the social welfare system. The social welfare system includes the child maintenance grant, welfare, pensions, disability grants, etc.

88. Do you or any member of this household receive a grant of any kind (pension, disability, child maintenance, welfare, etc.)

- Yes O **Continue to Q. 89**
- No..... O **Go to Q. 91**
- Don't know..... O **Go to Q. 91**

89. Have you or other members of this household had difficulty in collecting their grant?

- Yes O **Continue to Q. 90**
- No..... O **Go to Q. 91**
- Don't know..... O **Go to Q. 91**

90. What is the main difficulty you have experienced? SINGLE MENTION, DON'T READ OUT

- Too far to go to collect grant.....O
- No adequate transport to reach grant officeO
- Grants terminated without reason.....O
- Official requesting bribe.....O
- Other (specify)_____O

91. How often, if ever, do people in your household go hungry because of a shortage of food? READ OUT.

- Every day O
- Few times a week O
- Once a week O
- Few times in a month O
- Seldom/not really O
- Never..... O

92. What do you think are the two most important things your community needs? DO NOT READ OUT BUT GIVE EXAMPLES IF NEEDED.

	First mention	Second mention
Electricity	O	O
Housing.....	O	O
New clinics/ upgrade clinics	O	O
New hospitals/ upgrade hospitals.....	O	O
New schools/ upgrade schools	O	O
Creches/ child care.....	O	O
Recreational facilities.....	O	O
Refuse removal	O	O
Roads	O	O
Sanitation/sewerage	O	O
Telephones	O	O
Transport	O	O
Water	O	O
Greater security.....	O	O
Clean environment.....	O	O
Jobs.....	O	O
Land.....	O	O
Pensions	O	O
Other	O	O
Don't know	O	O
None.....	O	O

93. I am now going to ask you some questions about how fast or slow services have been delivered to your community. Could you please tell me if you agree or disagree with each of the following statements? READ OUT. CODE FOR EACH.

	AGREE	DISAGREE	DON'T KNOW
The speed of delivery has been just right.....	O	O	O
Delivery has been too slow because the government does not have enough money	O	O	O
Delivery has been too slow because the government chooses to give priority to other things	O	O	O
Delivery has been too slow because it has not been properly organised	O	O	O
Delivery has been too slow because the community did not contribute enough	O	O	O
Delivery has been too slow because there is too much corruption in government	O	O	O
Delivery has been too slow because there is too much corruption in the private sector	O	O	O

94. Which of the following most accurately describes how you feel about paying for services? [single mention]

- I haven't paid anything for years – O
why should I start paying now?
- The services must be of better quality O
before I agree to pay
- I cannot afford the costs of the services and O
therefore they should be provided for free
- People should pay for the services they receive..... O

95. How do you find out about important developments in this community? DO NOT READ OUT. GIVE EXAMPLES AS NEEDED. MULTIMENTION

- Community development committee..... O
- Community meetings O
- Family/friend/neighbour O
- Church meetings O
- Newspapers..... O
- Political organisation O
- Radio..... O
- TV..... O
- Posters..... O
- Other (specify) _____ O

96. In general, how has the situation in the community in which you live changed over the last 5 years with regard to the following? Has it? READ OUT EACH AND HAND RESPONDENT CARD. IF RESPONDENT MOVED TO THE AREA LESS THAN 5 YEARS AGO, ASK HIM/HER TO ANSWER IN GENERAL

	GOT BETTER	STAYED THE SAME	GOT WORSE	DON'T KNOW
WATER	O	O	O	O
HEALTH	O	O	O	O
HOUSING	O	O	O	O
EDUCATION	O	O	O	O
TRANSPORT	O	O	O	O
ACCESS TO JOBS	O	O	O	O

97. Thinking about the province in which you live, where do you think development is the most needed?

SINGLE MENTION – READ OUT.

- Rural areas O
- Informal settlements..... O
- Townships..... O
- Hostels O
- Metropolitan areas (formal) O
- Other, specify..... O

98. The RDP is the government’s Reconstruction and Development programme, which was created to bring services to all South Africans. Have you ever heard of the government’s RDP programme?

- Yes O
- No O
- Don’t know O

99. One of the aims of the RDP was to involve communities in development. Working with communities can increase the length of time a project takes to complete, but it allows communities to participate. If one must choose between the two, which one is more important: allowing local people to participate [consultation] or getting the job done quickly [delivery]?

- Consultation O
- Delivery O
- Don’t know O

100. Does your community have a community development forum?

- Yes O
- No O
- Don’t know O

Continue to Q.101

Close interview

Close interview

IF “YES” ASK:

101. How many, if any, of the meetings of this community development forum do you attend?

- All O
- Most O
- Some O
- Hardly any..... O
- None..... O

102. Have the committees been involved in all or any of the new services you mentioned?

- All O
- Some O
- None..... O
- Don’t know O

103. Which of the services have they been involved in? [multimention]

	Yes	No
Water	<input type="radio"/>	<input type="radio"/>
Sanitation/ sewerage	<input type="radio"/>	<input type="radio"/>
Electricity.....	<input type="radio"/>	<input type="radio"/>
Transportation/ Roads.....	<input type="radio"/>	<input type="radio"/>
Educational facilities.....	<input type="radio"/>	<input type="radio"/>
Health facilities	<input type="radio"/>	<input type="radio"/>
Housing.....	<input type="radio"/>	<input type="radio"/>

104. Did their involvement make a positive difference to those projects?

- Yes
- No
- Don't know

105. How often have government officials (or their representatives) addressed the community forum?

- Often
- A few times
- Once.....
- Never
- Don't know

THANK RESPONDENT FOR THEIR TIME AND CLOSE INTERVIEW.