

# **FIELD REPORT**

## **GCRO THIRD QUALITY OF LIFE SURVEY**

**PREPARED FOR**

**THE GAUTENG CITY REGION OBSERVATORY**

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## **1. Introduction**

This report serves as a summary of the fieldwork methodology used during the third Quality of Life survey implemented by the Gauteng City Region Observatory (GCRO). The summary includes the field methodology description and implementation, mistakes made, lessons learnt, as well as relevant fieldwork statistics.

Since reports of this nature tend to be protracted and tedious to read, an effort has been made to keep it as compact as possible, without sacrificing relevant detail.

## **2. Basic methodological principles**

### **2.1 Data collection instrument**

A digital data collection instrument was implemented using an open source system called Formhub and administered on a tablet device. Details about the Formhub data collection system can be found at [www.formhub.org](http://www.formhub.org).

The questionnaire was provided by the GCRO. Once a questionnaire was administered in the field, it was uploaded in field using internet connectivity to a cloud server from where it could be accessed and downloaded online. Approximately 120 of these devices were used in the field.

### **2.2 Data collection**

In order to maximise the population spread of the sample, it was decided to use the Statistics South Africa (StatsSA) National Population Census 2011 geography, specifically the Small Area Level (SAL) polygons which were derived from the Population Census Enumerator Area polygons (EA).

The reason for this is simple. It enabled us to devolve the sample selection to a much lower level while also ensuring optimum population coverage within each Ward. Therefore, not only was the population spread maximised across Wards, but also within Wards. This makes for a much more representative sample regarding population and geographic spread across the entire survey geography, from Municipal to Ward level.

The main analysis and dissemination platform for the survey remained at Municipal and Ward level. The survey geography therefore constituted of Provincial; Municipality/Metro; Ward; SAL level.

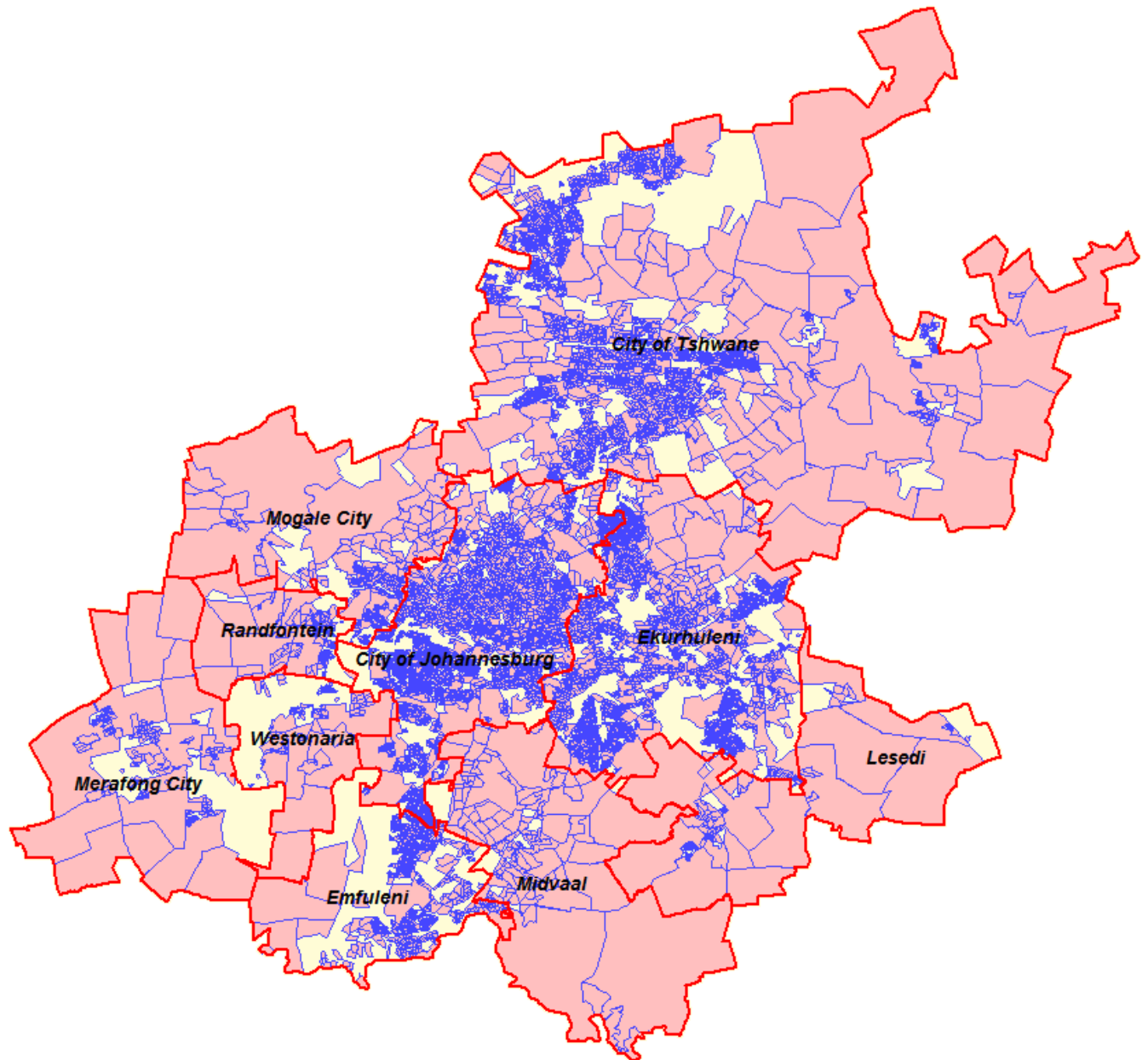
There are 17840 SALs spread across Gauteng without any gaps or overlaps. The main aim was to complete a required amount of interviews per randomly sampled SAL within a Ward to reach the required number of interviews per Ward, while the spread of these SALs within each Ward made for a much more effective population spread than one would get, for example, with a number grid.

#### **2.2.1 Sampling**

A random sample, using population size, was drawn using the following as base parameters:

- A minimum number of interviews were set for Wards falling in the District Municipalities (30 successful interviews)
- For the Metropolitan Municipalities this number was doubled to a minimum 60 interviews
- Using the adult (18+) population per ward (from StatsSA, Census 2011), a required number of interviews by Ward was calculated.

- Where the calculation provided a required number less than the specified minimum (30 or 60 interviews respectively), the required number of successful interviews was increased so the minimum requirement per Ward was met.
- In cases where the calculation provided a figure more than the minimum requirement, the figure was left as is.
- Gauteng consists of 10 Municipalities and District Municipalities subdivided into 508 Wards. The aim was to spread the SAL sample across and within Wards to cover the various types of population. Using the SALs provided the means of doing so.
- The second stage of the sampling was to apply the same parameters but this time at SAL level, drawing a random sample of SALs within which a random number of required interviews were calculated. As mentioned, this method ensured an optimum and extensive coverage of population type across Wards within a Municipality as well as within Wards.
- The end result was out of the 508 Wards, 26387 successful interviews had to be completed
- These interviews were distributed across 16400 SALs out of a total of 17840 SALs.
- Since the sample was completely random, some SALs sampled contained no private residences, such as vacant SALs, or SALs consisting of hospitals, prisons and even graveyards. These SALs were substituted with other SALs as close to the sampled SAL as possible.
- The geographic spread of the sampled SALs across the province can be viewed in the following graphic. Selected SALs are shown in blue (the map indicates all the SALs that was sampled in pink, with the light yellow indicating the SALs that were not sampled).



- The list of required and realised interviews per Ward can be found in Appendix 1

### 2.2.2 Respondent sampling

Field maps, using the latest high resolution digital aerial photography as backdrop, were printed for each SAL and a centroid was created and displayed per polygon. Other backdrop information included relevant administrative and SAL boundaries. Field teams had to randomly select the first stand with a dwelling/s on it located nearest to the centroid and attempt to interview a respondent.

### **Stand selection**

If a successful interview could not be conducted at the first stand, the fieldworker would move in a random direction down a street to the fourth stand from the previous attempted (on the opposite side of the street, if possible) and would carry on in this fashion until the required number of successful interviews were done.

### **Dwelling selection**

Dwellings were selected per stand using the dice method. Two dice were provided to each fieldworker. If more than one dwelling occupied a stand, a dice was used to determine the dwelling to be attempted. If more than 6 dwellings occupied a stand, a method of attrition was used, dividing the number of dwellings into subsets of 11 or less and selecting a subset using the dice method and then further narrowing down the amount of dwellings into further subsets until a final subset of 11 or less was reached which could be selected using a final dice throw.

Flats and hostels were done much the same way, with each flat or hostel room treated as a dwelling. Floors or subsets of flats or rooms were then used to narrow down the selection.

Once a dwelling was selected, the next step was selecting a household.

### **Household selection**

If a dwelling contained more than one household, the dice method was again used to determine the household from which the respondent should be chosen. The standard definition of a household being a group of persons that live and eat together for a minimum of four nights a week was applied.

### **Respondent selection**

The number of eligible respondents was identified in the selected household. These were persons older than 18 years of age (except in the case of child-headed households) who were not visitors to the household.

The NEXT birthday method was used to select the respondent, meaning the eligible respondent whose birthday was next after contact was made with the household was the selected respondent. If the person was not available, the respondent was contacted via telephone or other means to make an appointment for an interview.

Three attempts were made to obtain an appointment and interview the respondent. If the respondent was still not available after three attempts or appointments were not honored, another stand was selected using the specified methodology and attempted.

A detailed fieldwork guide used during field training will be provided as a separate document to accompany this report.

## **2.2.3 Fieldwork training**

Due to time constraints, a week was available for fieldworker training. Digital data collection requires more specialized training due to the human/technology interface and also requires a pilot, where any software or instrument issues as well as field methodology and questionnaire administration errors can be picked up.

A small two day pilot to test the basic field methodology was done with two selected field teams of experienced fieldworkers before the main training took place. Another two days were used to make slight changes to the methodology where after main training took place.

Ideally, a week long pilot should have taken place after the main training but unfortunately this was not possible due to the time available. Full use was made of the training window and GeoSpace managed to recruit the full complement of staff on very short notice.

#### **2.2.4 Field personnel structure**

Approximately 120 fieldworkers were employed to do the survey. This amount varied during the study due to staff turnover. Twenty persons were selected as team leaders and 20 teams were used on average. Again the number of teams varied due to team reconstruction according to specific area needs.

Typically, teams of 4 or 5 were deployed into a Ward, with one team being responsible for an entire Ward. Teams were changed where needed to account for specific language needs. One fieldworker was appointed to one SAL, armed with the SAL map and other materials to implement the field methodology and conduct the relevant number of successful interviews.

Special care was taken to ensure that all language and race groups were catered for. This is important since it maximizes response rates. GeoSpace has a pool of experience fieldworkers consisting of all the required race and language groups which stood us in good stead during the survey.

An attempt was made to have at least two female fieldworkers per team where possible, specifically to cater for cases where a female respondent felt uncomfortable being interviewed by a male, since some of the questions asked are quite personal and sensitive in nature.

The fact that we do not use a rigid team structure but instead change the team composition as the infield situation changes enabled us to successfully interview respondents in traditionally difficult areas. Where security of the fieldworkers was an issue, for example mine hostels, female fieldworkers were temporarily removed from those teams and allocated elsewhere.

#### **2.2.5 Location of attempted and successful interviews**

The tablet devices used for data collection had a built in GPS. The data collection instrument required an interviewer to capture a GPS coordinate at the relevant stand before an interview could be attempted. A GPS coordinate was therefore captured for each interview. Generally, the accuracy of the captured coordinates were within 30 meters but there were cases of inaccurate readings due to loss of GPS signal or when the GPS reading was calculated using the triangulation of the GSM tower network.

As a second location measure, the fieldworker was required to indicate the stands attempted and successful interviews on the map itself with a pen. Any relevant notes were written at the back of each map (Reasons for refusals, no access, etc.) These field maps were sent back to the office where cross checks were done with the locations integrated into the Geographic Information System (GIS) for obvious location errors.

Examples of the field maps with location indications can be found in Appendix 2.

#### **2.2.6 Other fieldwork materials**

Apart from the maps, fieldworkers were also furnished with the following:



- Official ID tags
- Introduction Letter – to be provided to the respondent, containing information about the study and relevant contact numbers should the respondent wanted to find out more about the survey
- GCRO Pamphlet – to be shown to each respondent, indicating the purpose of the study with a few relevant graphs and tables containing survey results from the previous survey

### **2.2.7 Photo Capturing**

As an additional deliverable, the team leader was required to take a photo as part of a separate digital form of each SAL. The photo had to be of a typical area or settlement type within the SAL. This was also uploaded to the cloud server and some 16000 odd photos of SAL visited were captured.

Following are a couple of examples of photos captured for SAL's.





### 3. Planned and actual field survey timelines

- 14 – 23 August 2013
  - Preparatory operations
  - Recruiting and assembly of field staff
  - Sample frame creation and sample drawing
  - Training logistics
  - Field logistics
  - GIS preparation, map creation and printing
  - Device preparation and testing
  - Digital data collection instrument development
- 26 August - 6 September
  - Pre-training pilot
  - Main field training
  - Main field data collection preparations and logistics
- 9 September – 20 November
  - Main field data collection – 26387 successful interviews required
  - The actual end date for field data collection was the 29<sup>th</sup> of November
  - Mop up operations utilizing a few fieldworkers took place until the 3<sup>rd</sup> of December

- An additional fieldwork exercise was implemented from 24 February to 17 March 2014 requiring an additional 600 odd successful interviews in Wards not sufficiently covered during the main survey. The extra fieldwork was necessitated due to the misalignment of spatial and attributes data which resulted in Ward completion figures being allocated incorrectly. For the additional fieldwork exercise, 7 teams consisting of 35 fieldworkers were used.

## **4. Quality assurance**

### **4.1 Field quality assurance**

- In field supervision by the Team Leaders and two Field coordinators with spot checks on data quality and consistency
- Third party supervision and feedback organized by the GCRO
- The nature of viewing uploaded questionnaires on the cloud server interface made it possible to view the location and content of interviews. Access was secure and password protected.

### **4.2 Office quality assurance**

- The use of GPS enabled data collection devices and field maps enabled GeoSpace to cross check the location of successful interviews. Unfortunately, due to a lack of time, only approximately 18000 of interviews were cross checked in this manner
- Spot checks were done on specific attributes on the digital database to identify anomalies. In retrospect, additional resources should have been provided for these checks since data issues due to skip questions not activating and some misinterpretation of questions by fieldworkers and respondents were identified later rather than sooner, causing confusion during the data coding and consolidation process and ultimately leading to a lot of call backs that had to be done to acquire relevant omitted responses.
- A random sample of 6423 respondents were called back by an independent company, Gintar Tech, to verify successful interviews by calling the respondent and asking some qualifying questions, including the respondent's satisfaction with the administration of the survey and questionnaire.

## **5. Problems experienced**

### **5.1 Time allocation**

As with all household surveys, the time available to complete a field exercise is always an issue.

Completing 26400 odd respondent interviews using essentially a cold canvas method in 62 days, taking into account the distribution of interviews using SAL boundaries, was difficult. In the end, it took 10 days longer to complete the bulk of the fieldwork, but loose ends remained which had to be mopped up. In addition, the second round of fieldwork had to take place which delayed the final delivery of the project by a considerable period.

### **5.2 Data collection instrument creation**

The entire instrument development took place in 10 days. One skip question and one standard question did not activate and was missed during initial development and testing. Unfortunately, this was also missed during training, meaning fieldworkers were deployed with that questionnaire version.

This first skip error was picked up during the first week of fieldwork implementation; however, the standard question which did not activate was only picked up on during the middle of the fieldwork period which meant additional call backs had to be made to get a minimum of 5 responses per Ward. This question pertained to the amount of time it took the respondent to walk to the nearest public transport node.

### **5.3 Questionnaire administration and equipment**

As with all large surveys of this nature, some fieldworkers will get used to the administration of the questionnaire and field methodology faster than others. Others will make mistakes. GeoSpace had to rely on the implemented QA procedures to pick up on these. Especially in the beginning, a few fieldworkers struggled with map interpretation while another specific issue was applying the correct methodology regarding the counting of the number of dwellings and households on a stand. The fact that different methodologies in this regard were applied, due to properties containing collective housing such as apartment block or hostels, confused some fieldworkers and led to outliers on the final dataset, which again led to call backs in order to obtain correct information for certain variables.

Some fieldworkers took more time to get used to using the device, specifically the digital keyboard, and typing errors were made, also leading to outliers. This was restricted to the fields where numbers had to be typed in. During the questionnaire development, an effort was made to use drop down menus and radio buttons as far as possible to minimize these types of errors.

As usual, fieldworkers managed to do unforeseen things to not only the questionnaire but also the devices. One of the issues we found difficult to deal with was if fieldworkers went back on the process flow of the questionnaire and accidentally overwrote or deleted data in skip questions. This was picked up on during fieldwork and all efforts were made to train the field staff so as to avoid these types of errors.

In general however, questionnaire administration went well and the data collected was within a 95% confidence parameter.

Regarding the equipment, two tablet devices were stolen while three others literally blew up due to fieldworkers using cellphone chargers with a different ampage to charge the devices. In general however, the devices worked very well.



This is how a device ends up if the correct charger is not used.



The data collection software used to administer the questionnaire on the devices also worked well, although there were a couple of instances where the software had to be reinstalled due to fieldworkers managing to change the operational settings of the software.

A nice feature was that the devices were used to take the SAL area photos as well which could be uploaded to the cloud server and geotagged using the SAL codes.

#### **5.4 Access and refusals**

Gaining access to affluent areas such as boomed communities and security estates proved extremely problematic. High security areas such as mine hostels proved impossible in some cases. Moreover, normal affluent suburban areas also proved difficult, specifically gaining access to stands.

##### **5.4.1 Security estates, complexes and mine hostels**

Although the standard procedure was for the Team Leader to make contact with management, Home Owners Association or the like managing the estate or complex, this was not always possible. In many cases, the security officials at the gate simply refused any access or providing the contact details for the relevant persons. Moreover, some estates even have written into the estate rules that no survey personnel except for the National Population Census are allowed into the estate.

The fact that some SALs consisted entirely out of estates meant in cases where no interviews could be done these SALs were substituted with a SAL as close as possible to the original covering more or less the same settlement type and economic profile.

Regarding mine hostels, in some cases, access was bluntly refused, while in others, contact was made but to get to the key stakeholder who was actually able to make the final decision proved very difficult.

Sometimes correspondence died a slow death due to lack of response after repeated enquiries were made.

Where possible, contact was made from the Head Office with relevant estate management to arrange access and was successful in a few cases. This is a problem that will remain for future surveys and is very difficult to address. It must be said that there were cases where the management of estates were extremely helpful, but these were few and far between.

### **Recommendation**

A strategy that might serve to decrease the amount of no access cases and refusals to specifically estates and other high security areas such as mine hostels is an awareness campaign, for lack of a better word, where, pre-fieldwork, key estates, areas containing lots of flats (CBD areas) and mine hostels where access would be needed are identified. These could then be targeted and personal or telephonic contact can be made, with official letters sent (or emails), where the purpose of the survey is explained and basis statistic indicators are provided to make the key stakeholders aware of the up and coming study and that fieldworkers would be knocking at their door, so to speak, within a provided timeframe.

Whether this would be practically feasible is another matter. It would require additional time and funds. The effectiveness of such a strategy is also unknown. It would therefore remain a thorny issue.

#### **5.4.2 Affluent suburbs and boomed communities**

Access to stands themselves was very difficult in these areas. Due to high walls and intercom systems making contact was impossible in some cases. Moreover, it is much easier in cases where impersonal contact is being made for a respondent to refuse. Boomed areas and areas patrolled by private armed response companies were even more difficult. In many cases, roving fieldworkers moving from gate to gate aroused suspicion. The armed response units were then contacted, or they themselves picked up on it, and fieldworkers were warned to vacate the area. Of course, it would be impractical to contact every armed response company beforehand and let them know one will be sending fieldworkers into certain areas. Access to high wall stands will always continue to remain a problem.

#### **5.5 Fieldworker abuse**

This was a problematic issue. Verbal abuse was suffered by all, regardless of skin colour. However, fieldworkers of colour especially suffered in certain areas in the Midvaal municipality and Wards in Pretoria north. Racist abuse was also reported in some cases. Even in township areas, fieldworkers were chased out either due to the locals seeing the survey as part of a government initiative, (being disgruntled by service delivery, for example), or making it clear that they are tired of constant surveys of different types in their community but their standard of living remaining the same.

All of this abuse resulted in fieldworkers becoming negative and demotivated and approximately 15% of our fieldwork staff resigned during the survey.

#### **5.6 Misinterpretation of questions**

An interesting phenomenon in all social surveys is always how differently respondents and even fieldworkers (although being trained to interpret a question in a certain manner) interpret the same questions.

There were cases where the phrasing of questions confused not only the some fieldworkers but respondents as well. The phenomenon that three different persons will complete the same form in

three different ways applies. This of course led to some questions being completed incorrectly in some cases which led to the necessity of after fieldwork call backs for some questions.

**Questions where it seemed to be a particular problem were the following:**

- A set of questions related to transport had to determine the one way start and end time for the most frequent trip made by a respondent in the last month. The questions were phrased as follow:

- Think about the last time you made this trip. What time did you start?
- What time did you arrive at your final destination?

In some cases, respondents interpreted this question as a round trip, in other words when they left and then arrived back home. Fieldworkers also had finger trouble in some cases or became confused when choosing AM or PM options. This led to call backs which had to be done at the end of fieldwork.

- Transport mode, which again pertained to the most frequent trip in the last month, where the following questions were asked:
  - Think about the type of transport you used when you made the trip. What were all the different types of transport you used to make the trip?
  - Thinking about the LONGEST distance travelled as part of your trip, what type of transport did you use for this part of the trip?

The various ways these questions were interpreted was interesting. To be correct, the transport type taking the longest also had to be mentioned as a mode of transport used. This was not always the case. Sometimes the respondent was of the opinion that the type of transport taking the longest would be an alternative option which they took only sometimes, but, since it took too long or was more expensive than other modes, was only used when needed. In other cases respondent saw the longest mode as that type of transport they might take back home to their family home once a month or the like. Again, many call backs had to be done in this regard to not only determine possible reasons for the discrepancies but also the correct mode.

- In another instance, a specific national initiative caused a lot of confusion amongst respondents. This relates to the voting question. This was an important issue and led to misinterpretation and incorrect resolution at the data cleaning level as well, which will be discussed in the data report. The specific question asked was:
  - Are you registered to vote for the 2014 general election?

During the time of the survey, the first round of the drive for voting registration for the 2014 National Elections took place. Most respondents interpreted the question as whether they have, or are going to, register for the 2014 elections during the upcoming or current voting registration drive. In other cases some respondents were unaware that they only had to register once and therefore thought they had to re-register in order to be eligible to vote.

The end result was voting registration percentages which were completely out of sync with the current provincial figures determined by the IEC. Call backs made in January 2014 confirmed this misinterpretation, since again the question was misinterpreted by respondents due to the second registration drive that took place in January.

The second round of fieldwork done in March 2014 reflected normalized voting registration figures, since there was no registration drive taking place during that time.

## 5.7 Social and political unrest

Current social and political issues also caused fieldworkers to struggle with access to certain areas, and specifically township and informal settlement areas proved challenging at times

- Residents refused fieldwork teams entry to some communities and in some cases fieldworkers were even threatened due to the community being disgruntled with service delivery in their area.
- In other cases the community viewed the survey as an attempt to canvas for a political party or that the survey was directly connected to the 2014 elections and was chased out of the area.
- There was also a perception that taking part in surveys of this nature was a waste of time and made no difference to the living conditions within a community, this was communicated in no uncertain terms to fieldworkers which then had to leave the particular area

Eventually gaining entry (if at all) to these areas took a lot of time since various meetings had to be held with Ward Councilors in order to assure them of the independent nature of the survey.

## 6. Relevant statistics

### 6.1 Respondent realization rate

#### Total stand visits attempted

37986 stands in total were attempted during the survey.

Each stand was attempted 3 times. In certain cases no one was at home during the first or second visit and the stand was attempted again. If contact was made with the first person the fieldworker came across during the visit, then the person was asked permission for entry onto the property.

The results per municipality for first contact visits are denoted in the following table:

MUNICIPALITY	MN_CODE	FIRST CONTACT VISIT RESULT	TOTAL OF RELEVANT VISIT RESULTS
City of Johannesburg	798	Appointment was made for a later visit but not kept by the first responder	17
City of Tshwane	799	Appointment was made for a later visit but not kept by the first responder	18
Ekurhuleni	797	Appointment was made for a later visit but not kept by the first responder	4
Emfuleni	760	Appointment was made for a later visit but not kept by the first responder	2
Merafong City	766	Appointment was made for a later visit but not kept by the first responder	1
Midvaal	761	Appointment was made for a later visit but not kept by the first responder	1



Mogale City	763	Appointment was made for a later visit but not kept by the first responder	2
Randfontein	764	Appointment was made for a later visit but not kept by the first responder	1
City of Johannesburg	798	No access possible to the stand due to language issues	13
City of Tshwane	799	No access possible to the stand due to language issues	44
Ekurhuleni	797	No access possible to the stand due to language issues	7
Emfuleni	760	No access possible to the stand due to language issues	2
Merafong City	766	No access possible to the stand due to language issues	1
Midvaal	761	No access possible to the stand due to language issues	5
Mogale City	763	No access possible to the stand due to language issues	6
Randfontein	764	No access possible to the stand due to language issues	8
Westonaria	765	No access possible to the stand due to language issues	5
City of Johannesburg	798	No one at home	1047
City of Tshwane	799	No one at home	881
Ekurhuleni	797	No one at home	460
Emfuleni	760	No one at home	457
Lesedi	762	No one at home	1
Midvaal	761	No one at home	69
Mogale City	763	No one at home	242
Randfontein	764	No one at home	329
Westonaria	765	No one at home	170
City of Johannesburg	798	The first contact person agreed entry to the stand	8911
City of Tshwane	799	The first contact person agreed entry to the stand	6926
Ekurhuleni	797	The first contact person agreed entry to the stand	6444
Emfuleni	760	The first contact person agreed entry to the stand	1466
Lesedi	762	The first contact person agreed entry to the stand	391
Merafong City	766	The first contact person agreed	847

		entry to the stand	
Midvaal	761	The first contact person agreed entry to the stand	427
Mogale City	763	The first contact person agreed entry to the stand	1078
Randfontein	764	The first contact person agreed entry to the stand	710
Westonaria	765	The first contact person agreed entry to the stand	520
City of Johannesburg	798	The first contact person refused entry to the stand	336
City of Tshwane	799	The first contact person refused entry to the stand	643
Ekurhuleni	797	The first contact person refused entry to the stand	220
Emfuleni	760	The first contact person refused entry to the stand	115
Lesedi	762	The first contact person refused entry to the stand	10
Merafong City	766	The first contact person refused entry to the stand	11
Midvaal	761	The first contact person refused entry to the stand	35
Mogale City	763	The first contact person refused entry to the stand	96
Randfontein	764	The first contact person refused entry to the stand	95
Westonaria	765	The first contact person refused entry to the stand	18
City of Johannesburg	798	The management of the property refused entry to the stand	179
City of Tshwane	799	The management of the property refused entry to the stand	77
Ekurhuleni	797	The management of the property refused entry to the stand	16
Emfuleni	760	The management of the property refused entry to the stand	25
Midvaal	761	The management of the property refused entry to the stand	38
Mogale City	763	The management of the property refused entry to the stand	16
Randfontein	764	The management of the property refused entry to the stand	2
City of Johannesburg	798	The property was fenced or gated and no access possible	1740
City of Tshwane	799	The property was fenced or gated and no access possible	1025

Ekurhuleni	797	The property was fenced or gated and no access possible	530
Emfuleni	760	The property was fenced or gated and no access possible	565
Midvaal	761	The property was fenced or gated and no access possible	114
Mogale City	763	The property was fenced or gated and no access possible	333
Randfontein	764	The property was fenced or gated and no access possible	102
Westonaria	765	The property was fenced or gated and no access possible	25
City of Johannesburg	798	Vacant stand or irrelevant property type	24
City of Tshwane	799	Vacant stand or irrelevant property type	44
Ekurhuleni	797	Vacant stand or irrelevant property type	11
Emfuleni	760	Vacant stand or irrelevant property type	8
Midvaal	761	Vacant stand or irrelevant property type	3
Mogale City	763	Vacant stand or irrelevant property type	5
Randfontein	764	Vacant stand or irrelevant property type	9
Westonaria	765	Vacant stand or irrelevant property type	3
<b>TOTAL</b>			<b>37986</b>

The totals of the various visit results are denoted in the following table:

RESPONSE TYPE	NO. OF RESPONSES	PERCENT OF TOTAL
Appointment was made for a later visit but not kept by the first responder	46	0.1
No access possible to the stand due to language issues	91	0.2
Vacant stand or irrelevant property type	107	0.3
The management of the property refused entry to the stand	353	0.9
The first contact person refused entry to the stand	1579	4.2
No one at home	3656	9.6
The property was fenced or gated and no access possible	4434	11.7
The first contact person agreed entry to the stand	27720	73.0
<b>TOTAL</b>	<b>37986</b>	<b>100.0</b>

In 27720 instances the fieldworker was allowed entry to the property, which translates into a realization rate of 73%.

Of the 27720 cases where access was gained to a property, **27490** were successfully interviewed. A total of 230 respondent interviews could not be realized due to various reasons, such as respondent refusal (refusal by the actual respondent selected to be interviewed, parent refusals, appointments not kept and the like).

The 27490 interviews done are of course more than the original required total of 26387, since more interviews than the required were done in certain wards due to field scheduling error where two teams were sent to the same ward at different times. In other wards however the required number of interviews was not met and therefore additional fieldwork was required.

#### **Total successful interviews done**

The following table denotes the number of successful interviews by Municipality and Metropolitan area

MUNICIPALITY	MUNICIPALITY CODE	NO. SUCCESSFUL INTERVIEWS	PERCENT OF TOTAL
Emfuleni	760	1439	5.2
Midvaal	761	420	1.5
Lesedi	762	391	1.4
Mogale_City	763	1070	3.9
Randfontein	764	711	2.6
Westonaria	765	518	1.9
Merafong_City	766	841	3.1
Ekurhuleni	797	6435	23.4
City of Johannesburg	798	8887	32.3
City of Tshwane	799	6778	24.7
<b>TOTAL</b>		<b>27490</b>	<b>100.0</b>

In the end, interviews were done in 14939 SALs due to SALs being substituted for various reasons and more interviews done in SALs with the same settlement type but where access was available and respondents were more amenable to being interviewed.

## 6.2 In survey call back statistics

During the course of the fieldwork survey, respondents were randomly sampled and called back to do spot checks on whether the respondent was interviewed or not and to gain additional information. A total of 6425 quality assurance call backs were made. The respondent name, race, gender and age were verified. An additional question regarding whether the respondent was satisfied with the way the interview was conducted was also asked, including a follow up question to provide a reason if the respondent was not satisfied.

The call back statistics are as follow:

SATISFACTION	TOTAL	%
Very satisfied	1913	30%
Satisfied	4435	69%
Neither	33	0.6%
Dissatisfied	15	0.3%
Very dissatisfied	1	0.1%

Reasons provided for dissatisfaction were:

REASON	NUMBER OF INSTANCES
Interview took place during an inconvenient time	2
The fieldworker was impolite	1
The survey will not add any value to the daily life of the respondent	4
The interview took too long	9

## 7. Conclusion

In conclusion, the fieldwork exercise on its own can be seen as a success, with an acceptable realization rate and quality level. However, an extensive mop up round of fieldwork had to be done due to the misalignment of spatial and attribute data which led to inaccurate Ward completion figures. This process delayed the project severely.

## 8. Appendix

### 8.1 Appendix 1: Realized interviews per Ward

Note that some Wards will have more interviews completed than required due to fieldwork scheduling issues where either more than one team was assigned to a Ward or the fieldworker did more interviews than required within a SAL. Other Wards have slightly less interviews than required due to the initial misalignment of the final spatial and attribute data link which led to incorrect Ward completion figures. For these Wards, additional fieldwork was done to ensure that all Wards have at least 90% of the required interviews. A total number of 233 Wards have more than the required interviews, while a total of 181 Wards have less than the required interviews but are within the 90% completed range. Note that

in Ward 74804015, which mainly covers the East Driefontein Gold Mine and mine hostels, only 4 of the required 30 interviews could be completed due to access to the mine property being denied.

<b>WARD ID</b>	<b>ORIGINAL INTERVIEWS REQUIRED</b>	<b>SUCCESSFUL INTERVIEWS</b>
74201001	32	29
74201002	30	31
74201003	32	32
74201004	30	53
74201005	30	32
74201006	30	31
74201007	31	31
74201008	30	32
74201009	31	31
74201010	35	37
74201011	30	27
74201012	30	28
74201013	33	34
74201014	30	49
74201015	32	32
74201016	30	31
74201017	32	30
74201018	30	30
74201019	32	32
74201020	30	30
74201021	30	30
74201022	30	31
74201023	32	33
74201024	30	29
74201025	33	32
74201026	31	32
74201027	30	31
74201028	33	33
74201029	30	31
74201030	31	33
74201031	30	30
74201032	31	31
74201033	30	30
74201034	30	31
74201035	31	33
74201036	30	31
74201037	32	29

74201038	32	33
74201039	30	30
74201040	31	31
74201041	30	29
74201042	32	30
74201043	30	28
74201044	30	33
74201045	30	33
74202001	31	29
74202002	31	29
74202003	30	27
74202004	31	35
74202005	30	27
74202006	30	30
74202007	33	30
74202008	32	35
74202009	30	27
74202010	30	31
74202011	30	27
74202012	30	33
74202013	30	32
74202014	31	28
74203001	30	30
74203002	30	31
74203003	30	30
74203004	30	30
74203005	30	28
74203006	30	30
74203007	30	28
74203008	30	29
74203009	30	39
74203010	30	30
74203011	30	27
74203012	31	28
74203013	31	31
74801001	31	33
74801002	30	30
74801003	31	33
74801004	34	37
74801005	30	30
74801006	31	32

74801007	30	27
74801008	31	41
74801009	30	31
74801010	30	30
74801011	32	33
74801012	30	55
74801013	30	30
74801014	32	31
74801015	30	30
74801016	30	30
74801017	30	27
74801018	31	28
74801019	30	30
74801020	33	34
74801021	30	28
74801022	30	27
74801023	30	30
74801024	30	30
74801025	31	32
74801026	32	29
74801027	30	31
74801028	30	30
74801029	30	27
74801030	30	30
74801031	33	34
74801032	31	31
74801033	30	27
74801034	30	32
74802001	30	37
74802002	30	31
74802003	31	29
74802004	30	29
74802005	30	28
74802006	30	27
74802007	30	32
74802008	30	27
74802009	30	30
74802010	32	29
74802011	30	30
74802012	30	30
74802013	30	30



74802014	30	30
74802015	30	32
74802016	33	33
74802017	30	57
74802018	30	32
74802019	32	32
74802020	30	36
74802021	30	32
74802022	30	38
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74803002	30	30
74803003	30	31
74803004	30	30
74803005	31	28
74803006	31	33
74803007	32	32
74803008	30	33
74803009	30	29
74803010	31	31
74803011	30	28
74803012	30	29
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74803014	30	60
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74804001	30	27
74804002	32	32
74804003	30	27
74804004	31	32
74804005	31	29
74804006	30	34
74804007	31	31
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74804009	31	32
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74804011	30	28
74804012	30	28
74804013	30	47
74804014	31	31
74804015	30	4
74804016	30	30

74804017	32	29
74804018	30	32
74804019	38	30
74804020	30	36
74804021	30	29
74804022	30	33
74804023	30	30
74804024	30	30
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79700012	60	60
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79700015	63	75
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79700032	61	65
79700033	69	73
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79700036	64	70
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79700038	60	62
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79700070	60	62

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79800016	60	60
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79800087	60	55
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79800092	72	69

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79800115	60	54
79800116	60	54
79800117	60	79
79800118	60	54
79800119	67	72
79800120	61	62
79800121	70	63
79800122	76	72
79800123	69	79
79800124	74	104
79800125	80	67
79800126	61	56
79800127	61	57
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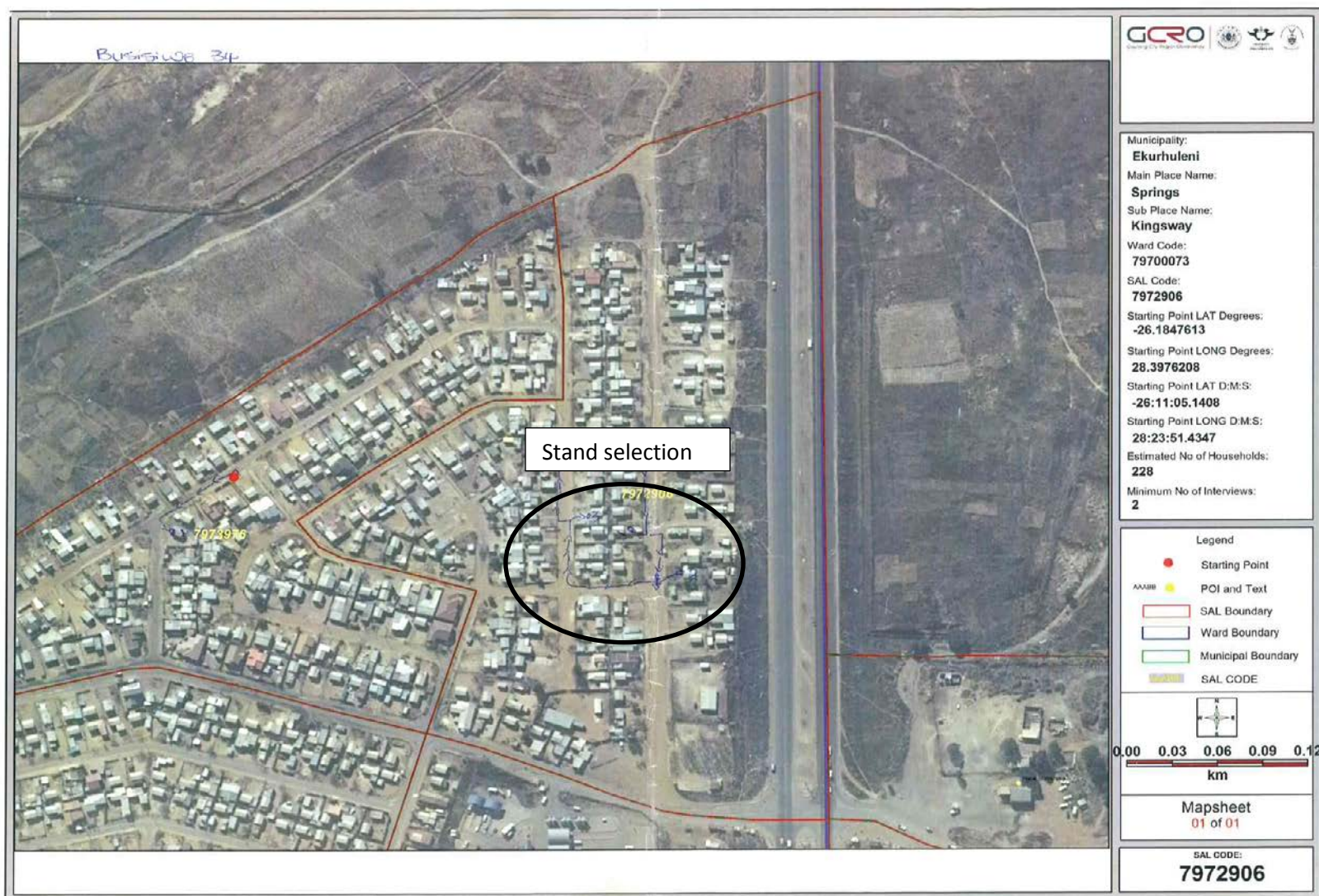
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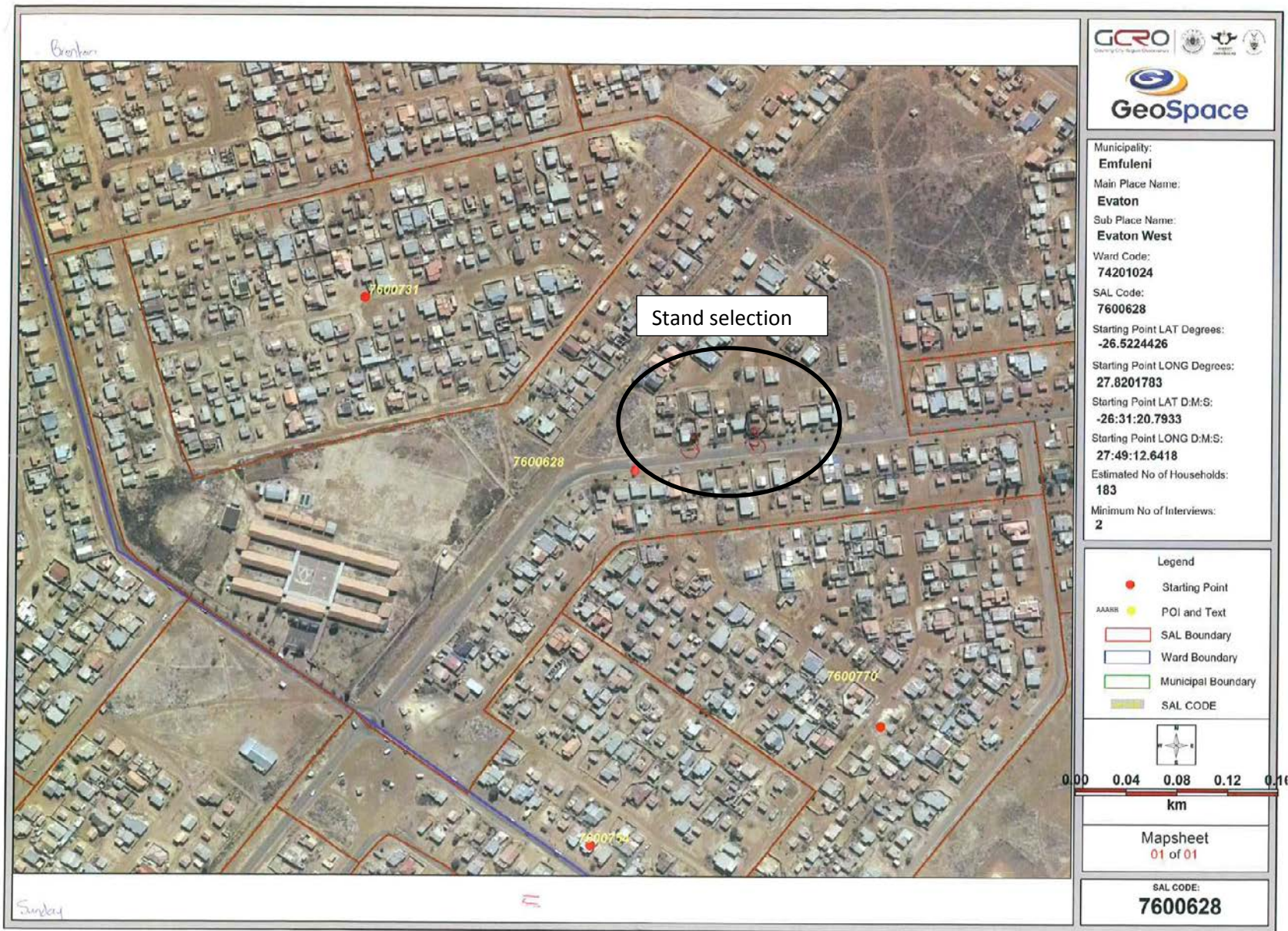
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79900058	61	73
79900059	62	56
79900060	63	63
79900061	69	64
79900062	60	76
79900063	60	70
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79900082	61	54
79900083	60	54
79900084	60	55
79900085	62	70

79900086	67	71
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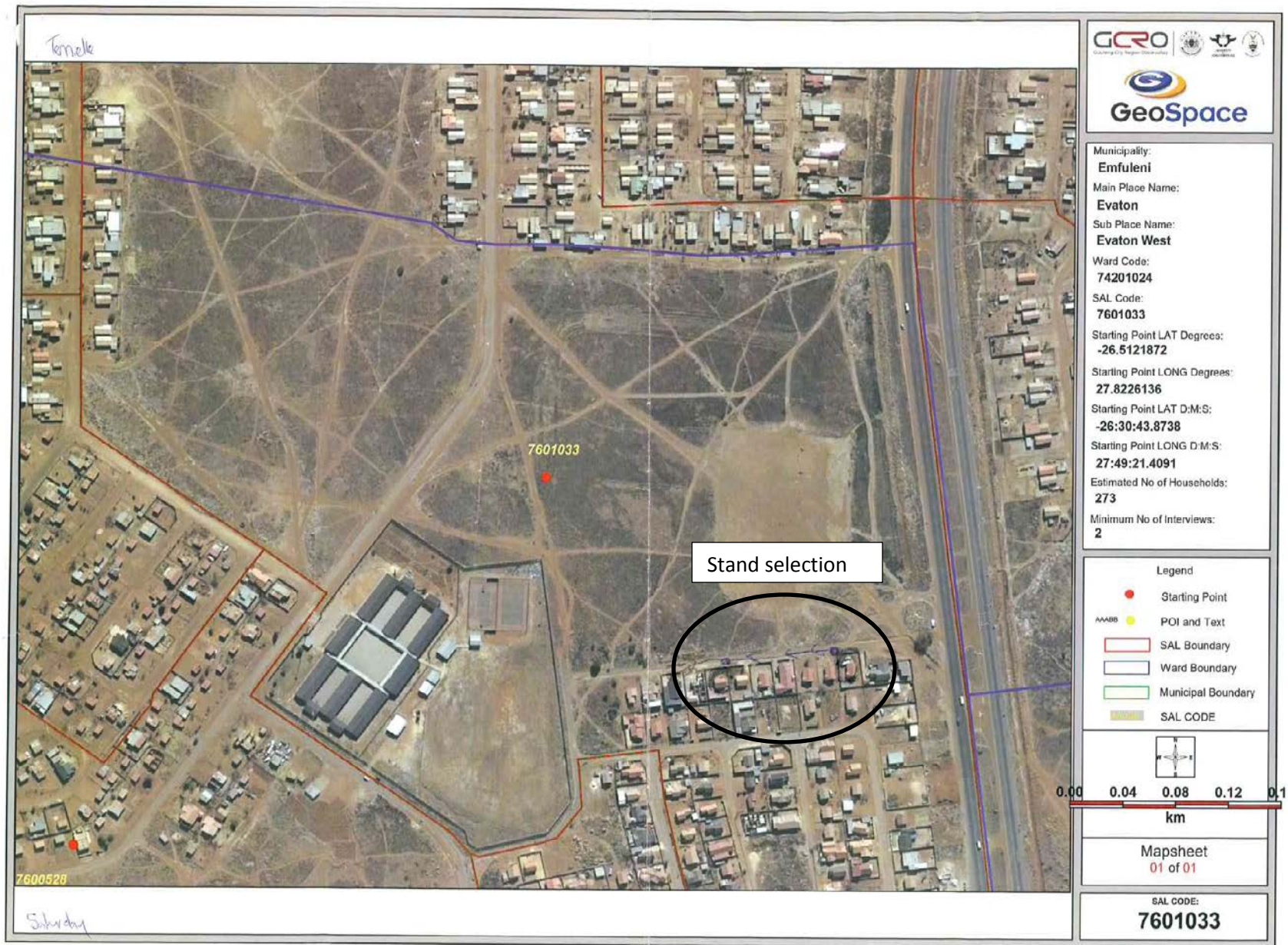
## 8.2 Appendix 2: Examples of completed field maps











### 8.3 Appendix 3: GCRO fieldwork pamphlet

#### GCRO 2013 'QUALITY OF LIFE' SURVEY

City-regions should provide a high quality of life of many of their residents and citizens. The Gauteng City-Region, producing 43% of South Africa's GDP, is no different, with some citizens living a lifestyle that would not be out of place in any of the great cities of the world. Inevitably there are those who do not 'make it' and become pushed to the fringes of the city-region, for a range of reasons including racism, xenophobia, psycho-social challenges, poverty, and so on.

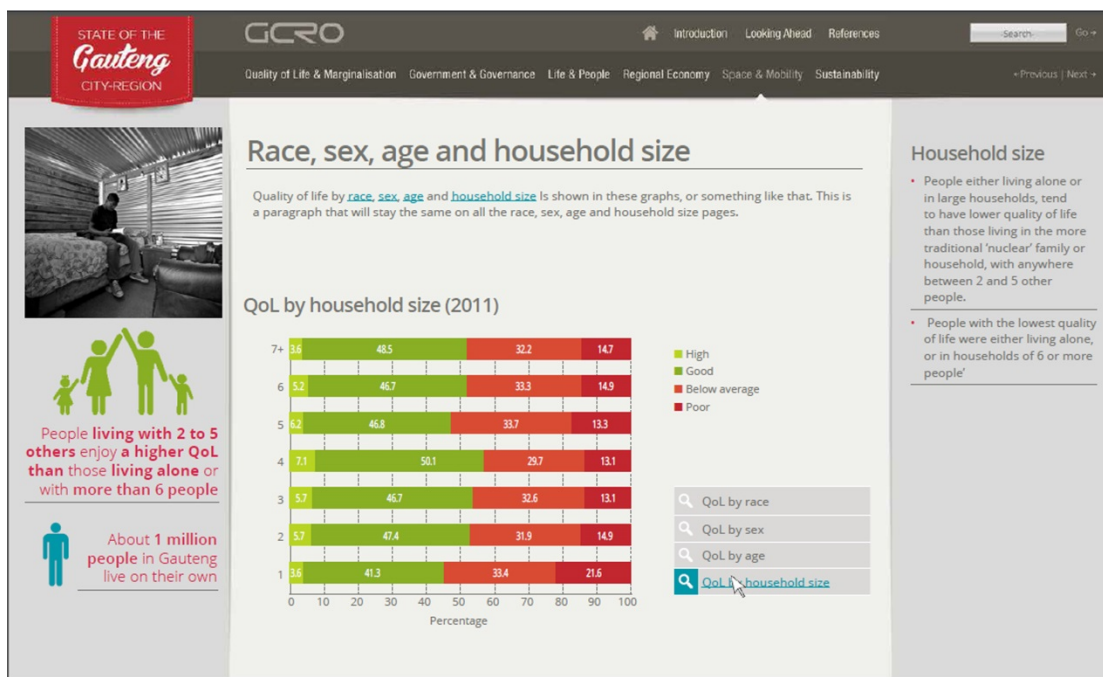
The GCRO is a partnership between the University of Johannesburg, the University of the Witwatersrand, Johannesburg, the Gauteng Provincial Government and organized local government in Gauteng. The GCRO's bi-annual 'Quality of Life' survey tracks economic, political, socio-economic and other dynamics of the Gauteng city-region (GCR) – which includes the whole of Gauteng and key outliers (such as Rustenburg and Sasolburg). This key region contributes 43% to national GDP and is the beating heart of the national and regional economy.

The Gauteng City-Region Observatory (GCRO) has completed its second 'Quality of Life' survey in 2011 with a massive sample of almost 17 000 respondents. This follows the first survey in 2009, which when combined with the new 2013 survey will allow a sense of change over time. Quality of Life itself – calculated using 56 variables covering everything from security to headspace, health to employment, values to community participation, will provide researchers and the public with significant insight into the lives and attitudes of residents.

The survey covers a wide range of issues, including access to and satisfaction with services, the economy, migration, mobility, transport, employment, education, values and attitudes, green behaviour and sustainability, decent work and many other issues. More reports will emerge from GCRO over the months following the results of the survey dealing with these and other issues.

**Image example from the State of the Gauteng City-Region Review which collates and presents the Quality of Life Survey results:**





## 8.4 Appendix 4: Quality of Life survey introduction letter



University Corner,  
Braamfontein, Johannesburg  
Private Bag 3  
Wits  
2050  
T 011 717 7280  
info@gcro.ac.za

**Thursday, 29 August 2013**

Dear fellow resident of Gauteng,

Every two years, the Gauteng City-Region Observatory – a partnership of Wits and the university of Johannesburg – carries out a 'Quality of Life' survey. We ask questions about a very wide range of issues affecting us all, from transport to education to social attitudes to pollution – we try to cover as much ground as possible. The results of the survey – in which your answers will be sitting alongside 25 000 other people from Gauteng – are presented to government, citizens groups, in the media and elsewhere, so that we all have a better sense of what's going right and what's going wrong, and thus where government needs to focus its attention. This survey is funded by provincial and local government, but the Observatory is an independent university research centre, and we say what needs to be said, based on the data. Your participation is extremely valuable.

We have commissioned GeoSpace to undertake the fieldwork – the interview process – for us. If you have any queries whatsoever about the survey, please feel free to contact me at the numbers below; and you can go to our website at [www.gcro.ac.za](http://www.gcro.ac.za) and see previous Quality of Life survey results, if you wish.

Thanks again for taking part,

A handwritten signature in black ink, appearing to read 'David Everatt', written over a large, stylized, handwritten 'X' or similar mark.

Professor David Everatt  
Executive Director, GCRO  
011 717 7280  
0834559466