

Field Report for Quality of Life Survey V

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1. GCRO QOL OVERVIEW

The Gauteng City-Region Observatory (GCRO) is a partnership between the University of the Witwatersrand, the University of Johannesburg (UJ), Gauteng Provincial government, and organised local government in Gauteng. The GCRO runs its flagship Quality of Life (QoL) survey every two years. The GCRO's QoL survey measures the quality of life of residents in the Gauteng city-region through socio-economic circumstances, perceptions of service delivery, psycho-social attitudes, value base and other related characteristics. The QoL survey serves as a tracking and diagnostic tool, providing a rich information resource for policy makers and the public wanting to observe where progress has been made and where concerns remain. ResearchGO, an entity within UJ, conducted the GCRO's 5th QoL survey (QoL V) in all 9 of Gauteng's municipalities, from 31 October 2017 to 07 September 2018.

1.1 PROJECT AIM AND OBJECTIVES

The primary aim of the project was to administer the GCRO's Quality of Life questionnaire to a minimum of 22 220 randomly selected respondents across all 529 wards in the Gauteng Province. Data collection involved geo-located, face-to-face interviews with randomly selected adult residents at pre-selected, randomly sampled interview locations using Computer Assisted Personal Interviewing (CAPI) instruments. Live review of incoming data and adherence to rigorous quality control measures, to ensure the highest level of data quality and integrity, were key requirements.

1.2 THE RESEARCHGO APPROACH

The ResearchGO team is a group of researchers, academics and commercial partners working across disciplines to develop appropriate smart tools to support digital survey data collection. Through the ResearchGO team, the University of Johannesburg, in partnership with local and provincial government, mobilises research networks in communities by training unemployed youth as survey fieldworkers. By introducing young local people to research in the digital, gig-economy through micro-data collection, ResearchGO provides them with new skills and transitional work experience. These fieldworkers receive extensive training, and are supported with management and supervision, as well as appropriate technology.

ResearchGO used an iterative design-science approach to develop the implementation methodology and data collection technology for the GCRO QoL V fieldwork. The ResearchGO data collection system comprises of an android application operating on a tablet device. It enables off-line capturing of interview data and para-data, including multiple sets of GPS coordinates, and subsequent upload to a cloud-based server. This functionality is combined with a web-based platform that allows users to create surveys, deploy fieldworkers to specific interview locations, and conduct live monitoring and quality control of data and para-data. The GCRO had full access to incoming data through this web-based platform throughout data collection. The mobile application and web-based platform were customised to optimise fieldwork logistics across all areas of Gauteng, including remote areas, socially isolated regions, and gated communities.

The ResearchGO team and commercial partners contracted local, unemployed young people from twenty-eight recruitment regions across Gauteng to conduct the surveys. Fieldworkers received intense training, and were equipped with a smart device with the ResearchGO application and other applications required for navigation and communication with management.

1.3 PROJECT OUTCOMES

A team of 500 fieldworkers recorded 39 464 interactions (attempted or actual engagement at an interview location) over a period of 10 months, resulting in 28 167 completed surveys. Of these surveys, 24 889 surveys met all quality requirements, and were finally approved. Interviews were conducted with respondents in all 529 wards in the Gauteng province, and the total number of approved surveys per municipality is provided in Table 1. Ward level figures for interactions, completed surveys and approved surveys are presented in Annexure A: Fieldwork Engagement per Ward.

Table 1: Surveys approved per municipality

Municipality	Approved Surveys
City of Ekurhuleni	6 300
City of Johannesburg	7 869
City of Tshwane	4 326
Emfuleni	1 713
Lesedi	464
Midvaal	518
Merafong	1 024
Mogale City	1 392
Rand West City	1 283
Gauteng	24 889

Fieldwork took longer than anticipated, in large part due to rigorous implementation of stringent requirements regarding data integrity. Through innovative technology, flexible fieldwork strategies, and complete transparency regarding data collection, ResearchGO was able to complete the data collection, and provide a dataset of exceptionally high quality.

1.4 PURPOSE OF THIS REPORT

The purpose of this document is to present a summary of the fieldwork methodology and implementation used during the GCRO's fifth QoL survey, as implemented by ResearchGo. It includes the basic methodological principles applied, relevant fieldwork statistics, and a review of lessons learnt during the implementation.

2. BASIC METHODOLOGICAL PRINCIPLES

2.1. POPULATION AND SAMPLING

The QoL survey was conducted in all nine municipalities of Gauteng – three metropolitan municipalities, namely the City of Johannesburg, City of Tshwane and City of Ekurhuleni, and six local municipalities, namely Emfuleni, Lesedi, Midvaal, Merafong, Mogale City and Rand West. It was required that questionnaires be administered to a minimum number of randomly selected adult residents of each ward in Gauteng.

The survey's overall sampling strategy was developed by GCRO, in close consultation with Prof. Paul Fatti (Emeritus, Wits University). The survey used a stratified multistage sampling design, with Gauteng's 529 wards as strata. This was implemented through the random selection of survey locations from a dataset of residential dwellings, following which the fieldworker went through a controlled process at the site to randomly select a respondent. The in-field selection of the respondent entailed listing all dwelling units found at the survey location, from which one was randomly selected by the data collection application. All adult residents of the selected dwelling unit were then listed, and the respondent was randomly selected by the data collection application. The in-field components of the sampling methodology, including household and respondent selection, were piloted in advance of data collection, and are further documented in section 2.3.4. Fieldwork Protocols.

The GeoTerralImage (GTI) Building-Based Land-Use (BBLU) layer, which provides the locations and nature of all built structures in Gauteng, was used to create a sampling frame containing all known residential structures in the province. GTI indicated in the BBLU attribute data where a located residential building was expected to contain multiple dwelling

units, by providing either an actual or estimated number of dwelling units for that location. In these cases, that location was repeated in the sampling frame as many times as necessary to represent each of the dwelling units located there. The result was a population of 3 800 764 dwelling units at 3 392 178 unique locations across the province. ResearchGO used this sampling frame to randomly select the required number of survey locations in each ward. This sample was then checked and verified by the GCRO.

Subsequently, for each sample point up to 5 substitution points were randomly selected from the remaining residential locations within a 100m radius of the original sample location. These were intended to replace the sample point if it proved impossible to complete an interview at that location. These substitution points were also checked and verified by the GCRO.

Initial sample composition consisted of 50 interview locations per ward in Gauteng's local municipalities, and 65 interview locations per ward in Gauteng's metropolitan municipalities. Due to slower than anticipated progress with data collection, the sample was reduced in June 2018. The reduced sample size was a minimum of 50 interviews per ward for City of Johannesburg and Ekurhuleni, and a minimum of 35 interviews in all other wards, for a total minimum sample size of 22 220 surveys. These minimums were exceeded in many cases, but 'excess' surveys were retained if they were of suitable quality and did not bias the sample in a way that weighting could not address.

Sample reduction was undertaken under the guidance of Emeritus Prof. Fatti (Wits) to ensure that sample composition and distribution was not compromised. Taking into account the number and nature of completed sample points in each ward, the appropriate number of uncompleted sample points was randomly removed from the original sample for that ward. The distribution, both spatial and in terms of dwelling type distribution, of completed and remaining sample points was reviewed to ensure that this process did not introduce any bias. Where the distribution of the reduced sample differed substantially from the original sample, this was explored, and addressed by the re-inclusion of additional points from the original sample.

Table 2: Original and reduced ward sample

Municipal region	Residential locations	Total dwelling units	Wards	Original ward sample	Reduced ward sample	Final surveys included
City of Johannesburg	1029259	1325512	135	8775	6750	7869
City of Tshwane	924389	1090786	107	6955	3745	4326
Ekurhuleni	936952	1058128	112	7280	5600	6300
Emfuleni	213032	231425	45	2250	1575	1713
Lesedi	33024	35259	13	650	455	464
Midvaal	29140	30904	15	750	525	518
Merafong	58975	80336	28	1400	980	1024
Mogale City	95052	110395	39	1950	1365	1392
Rand West City	72355	88730	35	1750	1225	1283
Total	3392178	4051475	529	31760	22220	24889

2.2. RESEARCH INSTRUMENT

The questionnaire for QoL V was developed by GCRO based on input from a wide range of stakeholders. Core content was kept consistent with questionnaires used in previous iterations to allow for longitudinal comparisons. The questionnaire was developed in English, and key concepts were translated into isiZulu, isiXhosa, Setswana, Sesotho and Afrikaans by the linguistics department at UJ. The instrument and translations were workshopped between ResearchGO and GCRO, to finalize the language used and ensure a clear, shared understanding of all questions prior to training.

The instrument was programmed for the ResearchGO application, and the translations, included in Annexure B: Key Translations, were loaded as a separate document that could be accessed via the application during an interview without compromising the survey process. The instrument was piloted both internally by the ResearchGO team and tested in the field. Feedback from the training sessions and from these pilot processes informed further refinement of language and functionality on the application.

The 16 sections of the questionnaire the respondents participated in were:

1. Dwelling, household, and access to services;
2. Satisfaction with services
3. Migration;
4. Neighbourhood/community;
5. Transport;
6. Internet;
7. Household economic status;
8. Public participation and government interaction;
9. Personal opinions;
10. Personal life;
11. Business ownership and employment;
12. Crime;
13. Community participation and protest activity;
14. Health;
15. Personal questions, including demographics; and
16. Contact details of respondent if willing.

A final 17th section required responses from the fieldworker regarding the languages used with the respondent and their experience of the interview process.

The research instrument included 248 closed ended questions. The last section had one open-ended question to the fieldworker which allowed for comments relating to any aspects of the interview which could assist with quality checking. The ResearchGO application and platform were able to accommodate numerical input (which could be limited in range and could include decimal fractions), free text (which could be limited in length), and multiple-choice question types (which could be limited to allow the selection of one option, or multiple options). For the latter, each selection could be programmed to include or exclude subsequent questions from the survey based on the response selected.

To accommodate the QoL V instrument, the ResearchGO system was improved to include a date selector, a time selector, a numerical input specifically for contact numbers, an input for email addresses and a drop-down list that would reduce as the fieldworker began to type a response, limiting the list to options matching what was being typed. This question type was further developed to accurately capture place names for Q5.03. Depending on the selection of a province and then municipality and then the 'Main place', the application chose and incrementally reduced pre-programmed drop-down lists of applicable place names. Another question type was also developed to contain numerous "yes" or "no" type questions on a single screen, which was used for questions such as the different amenities within walking distance (Q4.07) where each option needed its own response.

With some adjustments to the instrument, most questions were adequately accommodated by the software. The ResearchGO system was upgraded to handle the complex branching and skipping in the instrument and was rigorously tested until these skipping patterns were functioning as required.

2.3. DATA COLLECTION

The implementation of the fifth GCRO Quality of Life survey drew on the knowledge and experience gained by the GCRO combined with the technology and strategies of the ResearchGO partners to support the highest possible quality and accuracy in data collection. A collaborative, transparent approach to data collection was enabled through regular communication between the project partners, daily unfiltered reporting, and tireless commitment to data integrity.

A Computer Aided Personal Interviewing (CAPI) method was used for the fieldwork, in which face-to-face interviews are conducted while fieldworkers use a portable electronic device, such as a tablet, from which the survey questions are read, and responses are captured by the surveyor. The device and application were also used to direct fieldwork to the sampled location and to collect location, duration and other para-data for monitoring and quality control. The use of CAPI was interfaced with a backend database to which data and para-data was uploaded from the application through a syncing process. Whilst data collection could be carried out offline, allowing fieldworkers to conduct interviews even where cellphone signal was poor, a working internet connection had to be available to upload data. Uploads often took place at the end of the day. Therefore, the database was generally understood to give access to all interview data collected up to the end of the day before.

Throughout the fieldwork period ResearchGO provided GCRO with the means and opportunity to scrutinise the fieldwork online (in particular the GPS co-ordinates at different stages of an interview and other para-data markers to validate data collected) and by providing files of the raw data being collected with unique identifiers. A focus on data quality assurance and immediate fraud detection were maintained throughout data gathering and governed decision making, and techniques employed in field to reach the required sample target. Data summaries were generated daily and could be accessed online by the ResearchGO and GCRO teams. These informed the collective strategizing and decision-making around updates to the fieldwork management plan, along with the regular fieldwork reports that were shared with the GCRO team during project implementation. The fieldwork model developed throughout the implementation of the project and the specifics around team composition and logistics changed over time based on the types of neighborhoods fieldwork was conducted in. Unless otherwise specified, the sections below describe these in their final form.

2.3.1. Fieldwork Team

The project was implemented and managed by three main departments in ResearchGO: fieldwork management (which managed both the logistics of fieldwork and technology support), data and quality management, and operations management.

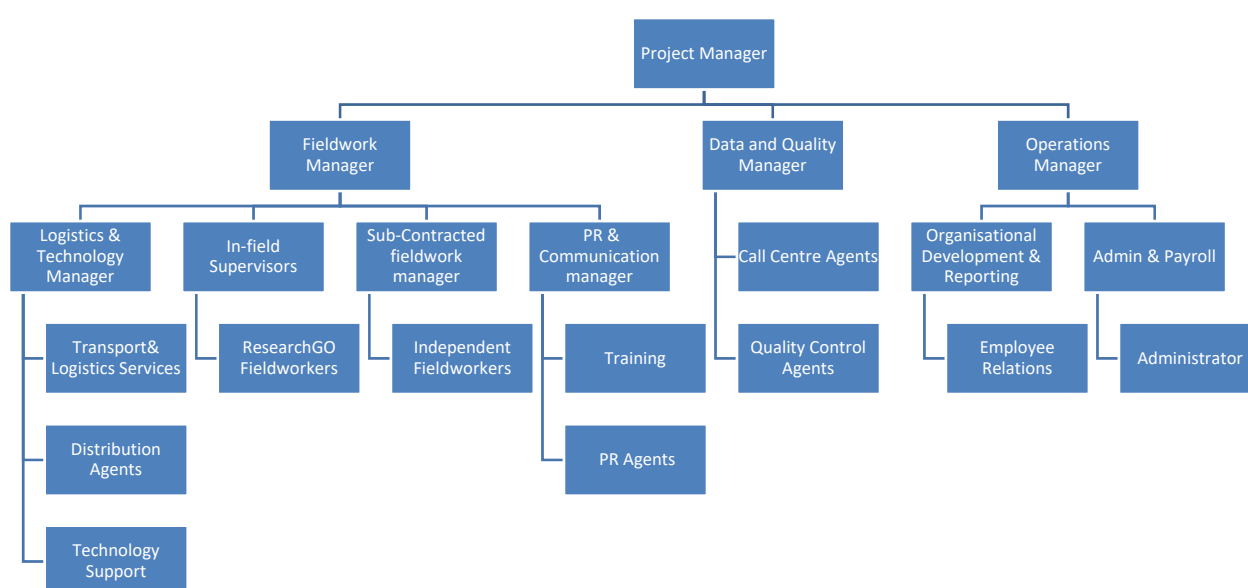


Figure 1. Organisational structure.

Training was overseen and implemented by both the fieldwork and quality management departments, with input from GCRO. This meant that many of the staff who conducted and facilitated training prior to fieldwork also trained, supported and encouraged fieldworkers in field through regular face-to-face contact, and by facilitating public relations in difficult to access areas.

Fieldwork teams, generally of between four (4) and twelve (12) fieldworkers were organised based on fieldworkers' home locations and the daily logistics planning. Team size varied during data collection, in line with project needs. Each team had a distribution agent and a quality agent assigned to them. The distribution agent was responsible for allocating survey opportunities to specific fieldworkers using the web-based platform. The quality agent was responsible for monitoring the quality of incoming data produced by the team, also using the web-based platform. Both the distribution agent and quality agent were in close communication with fieldwork teams and their supervisors in the performance of their duties.

Experienced fieldwork supervisors, supported by a driver, provided in-field supervision. Throughout the duration of the project, twenty (20) supervisors were trained to support the fieldworkers, with an average of 12 working at any given time. Supervisors reported directly to the Fieldwork Manager, and were responsible for the performance of their fieldwork team in terms of quantity and quality of interview data submitted. Supervisors proactively engaged with specific households and communities (including gate-keepers such as local police force and neighbourhood watch) to facilitate fieldworker access in different areas, with support from the public relations manager and team as needed. Supervisors also worked with the employee relations manager to maintain the morale of fieldworkers through encouragement and team building. Their role also involved constant training and support of fieldworkers to adhere to fieldwork protocols, monitoring and reporting on daily progress, and working with the logistics and fieldwork management department to ensure their teams had enough appropriate work and were able to reach their destinations each day. In most cases, a fieldwork team and their supervisor were assigned to a single vehicle with a driver, although some supervisors were able to drive the team themselves. On average 12 fieldwork teams and 105 fieldworkers were active in field at any given time.

The distribution agents, as part of the fieldwork management team, worked with the Logistics manager to develop a daily fieldwork schedule across the regions, informed by work completed and approved, and then used this schedule to distribute points to the fieldworkers. As a fieldwork team's quality agent evaluated the work being submitted, this would be communicated to the distribution agent working with that team to determine the fieldwork schedule for the following day.

Twelve (12) quality agents and five (5) distribution agents worked together to support field teams from the back office. They were responsible for monitoring and boosting individual and team fieldwork progress. Quality agents evaluated all incoming surveys on the online platform, communicating with fieldworkers about specific situations and giving feedback to improve their quality. The Data manager and other members of the data and quality department, who were re-checking completed surveys and doing quality control related analysis on the incoming data, provided them with additional guidance and information. Additionally, a call centre of between five (5) and thirteen (13) call centre agents contacted respondents telephonically to verify the interview data submitted, and provided feedback to the quality agents and Data manager.

Five hundred and twenty-six (526) fieldworkers were trained and contracted into the project. Four hundred and thirty (430) were contracted directly through ResearchGO, and a further ninety-six (96) were subcontracted from another organisation. Fieldworkers completed a minimum of eight (8) days of training. This covered general digital skills, the ResearchGO application, navigation in the field using a smart device, in addition to intensive training on the survey instrument, fieldwork protocols to ensure data integrity and quality, and research ethics. As part of the training process, fieldworkers engaged in a pilot, with practice interview locations, to provide hands-on experience.

Fieldworkers were issued with:

1. Tablets (smart devices) to enable them to collect online surveys.
2. Tablet covers to lower the incidence of tablet damage.
3. Identity cards for security purposes as residents were more likely to consent to doing the survey once they had verified that the fieldworker was legitimate.
4. Letters of introduction and brochures to explain the purpose of the survey and assist with gaining access. These included call centre contact information for respondents wishing to verify the fieldworker.
5. Mobile Data to enable the fieldworkers to upload the surveys they collected.

2.3.2. Hardware Used

A total of 500 tablets were used for data collection. The device specifications are listed below:

- Lenovo TB-7304F 7"; MediaTek® MT8167D QC 1.3GHz; 1GB; 16GB;3G-WCDMA; ANDROID 7;1YRCI +8GB SD Card
- Prestigio WIZE 3147 3G .7"WUXGA (1024 x 600) 1.3 GHz Cortex-A7 1GB RAM 8GB SD Card
- Mecer, Xpress Smartlife M785P, Android 7, 1.3GHZ, 1GB RAM, 8GB Storage+8GB SD Card

Geolocation measurements were satellite generated, and were automatically taken by the device for navigation and throughout the duration of the interview was taking place. The correct settings on the devices, especially those related to Global Positioning System (GPS), needed to be applied and checked throughout the fieldwork. The GPS capability of the CAPI devices used by the fieldworkers was tested by GCRO before fieldwork began.

2.3.3. Software and operating system

The ResearchGO application and web-based platform was used for fieldwork management, data collection and quality monitoring. Basic functionality of the ResearchGO application includes numerous question types, branching and skipping logic, offline data collection, automatic geolocation and duration capturing during interviews. The web-based platform allows for online interrogation of and exporting of data and para-data for use in Excel or statistical analysis software.

The ResearchGO platform also includes dynamic fieldworker deployment and remote cohort management to optimize logistics and support monitoring and supervision. Once the sample was drawn, interview locations were loaded into the ResearchGO system, and the web-based platform was used to distribute these interview locations to specific fieldworkers. Fieldworkers accessed these interview locations on their mobile devices via the application.

Fieldworkers submitted (and if necessary resubmitted) their home locations to the system via the application. These could be viewed on the online platform, along with daily activity in the field, as illustrated in Figure 2. The software also supports grouping fieldworkers into teams, scheduling of work, and live monitoring of surveys submitted, flagged as potentially problematic, and approved. This was all essential to cohort management and the optimization of logistics planning. The platform also provides user analytics to monitor activity of fieldworkers, and quality and distribution agents, which was critical for keeping track of fieldworker attrition, and to implement different remuneration models and incentives.

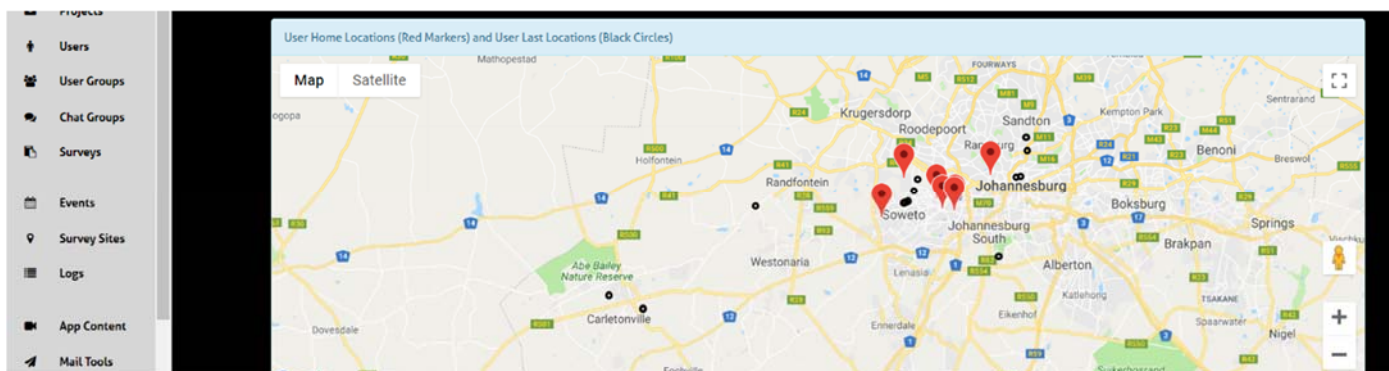


Figure 2. Cohort home location and online movement monitoring

The ResearchGO application also includes a 'geofence' functionality, which restricts fieldworkers from initiating a survey until they are within a certain distance of the interview location. The default geofence distance was 80m, but this could be customised for areas where the default was inappropriate. The ResearchGO Application recorded the location of the device throughout the survey, although only the first geolocation was compulsory. This prevented any interruption to the interview when a device was unable to record location measurements, for example if the fieldworker was inside a block of flats. All survey data, including geolocations, were inaccessible to the fieldworker while stored on the device, and were uploaded to the server when possible (at least on a daily basis). The web-based platform and ResearchGO application thus enabled the effective management of the fieldwork team, and allowed for live monitoring to ensure that all sampling and data collection protocols were being adhered to in the field.

The web-based platform provided a simple user interface which displayed any issues identified by automated quality checks, along with information regarding their resolution, and comments from the quality agent or other reviewer. This expedited data checking and re-checking by both ResearchGO and GCRO, ensuring that fieldworkers received feedback as soon as possible. Fraudulent or poor-quality work could immediately be identified, the survey rejected, and the survey location could then be re-incorporated in the fieldwork plan for the next day.



Figure 3. Fieldworker activity and location monitoring during surveying

Figure 3 illustrates a disapproved survey with the issues list on the right and a map of the locations recorded during the survey process on the left. The blue marker indicates the location of the original interview location provided to the fieldworker, and the red marker is where the survey was opened. The green markers represent the locations captured as individual questions were being completed, making it clear that the fieldworker was not interviewing the respondent at the point, but was completing the survey themselves whilst moving away from the area. In this way, the ResearchGO

software enabled a high level of accuracy to detect and prevent fraudulent data from being submitted and included in the dataset.

In addition to the map, the system ran a number of automated checks on incoming surveys. These checks included checks for fieldworker movement and distance from the target location, checks on duration, and checks comparing listing and survey data to determine whether random sampling was implemented appropriately.

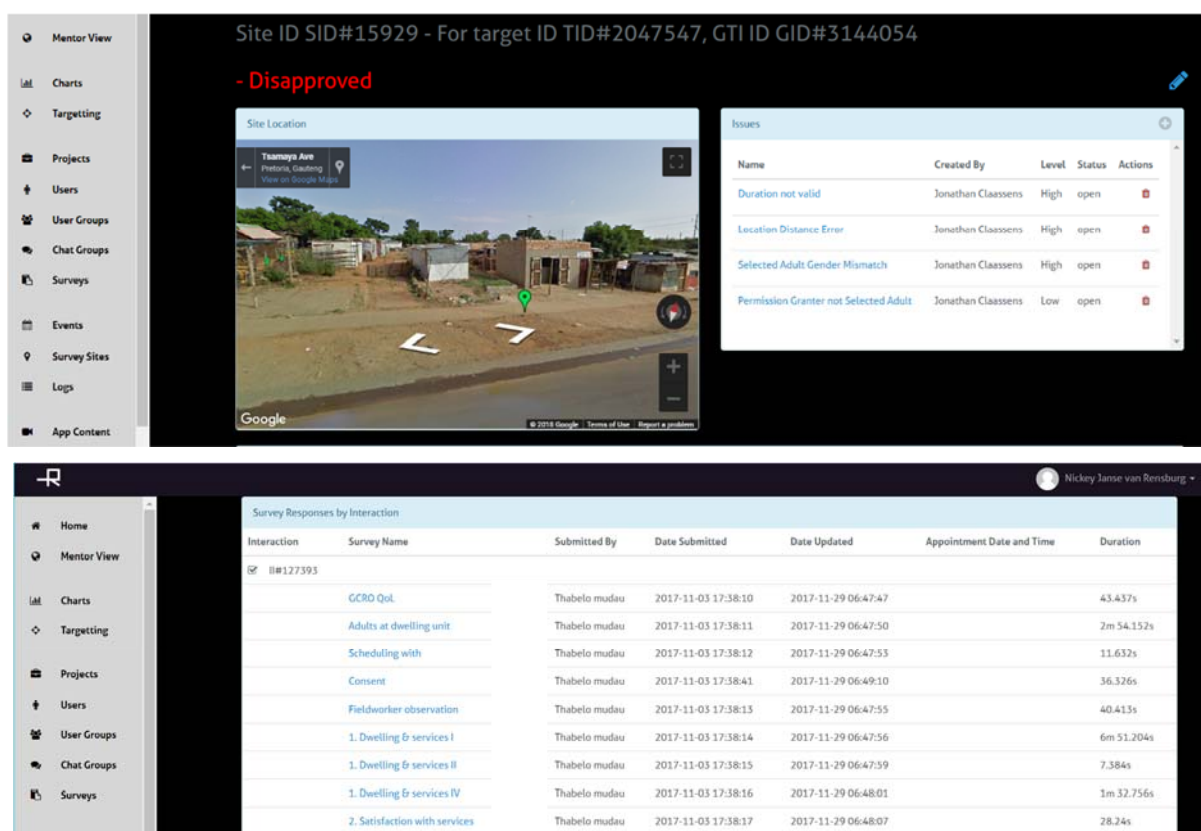


Figure 4. Automated quality flags and survey interrogation

Quality agents reviewed surveys as soon as they were uploaded by the fieldworker, and examined the map along with all automatically detected issues. For all surveys, they resolved or escalated automatically generated issues as appropriate, checked the overall survey duration and duration of sections, and reviewed comments submitted by the fieldworker. Using the map with the location para-data, the quality agent could also engage street view at the survey location to get a sense of the type of dwelling and distance to the gate of the dwelling as illustrated in Figure 4.

To assist the delivery of fieldwork and to optimise team and individual logistics in field, the ResearchGO Application was developed to provide built-in navigation and logistic planning tools on the fieldworker interface, to improve operational efficiency. Snapshots of some key application functionality are provided in Figure 5, from left to right as follows:

- Application's main menu;
- Options to set home location, sync data and receive new work, sync data and decline new work, or request support from the back office;
- Calendar, reflecting scheduled interviews;
- Home screen;
- List view of survey points available to fieldworker; and
- Map view of survey points available to fieldworker.

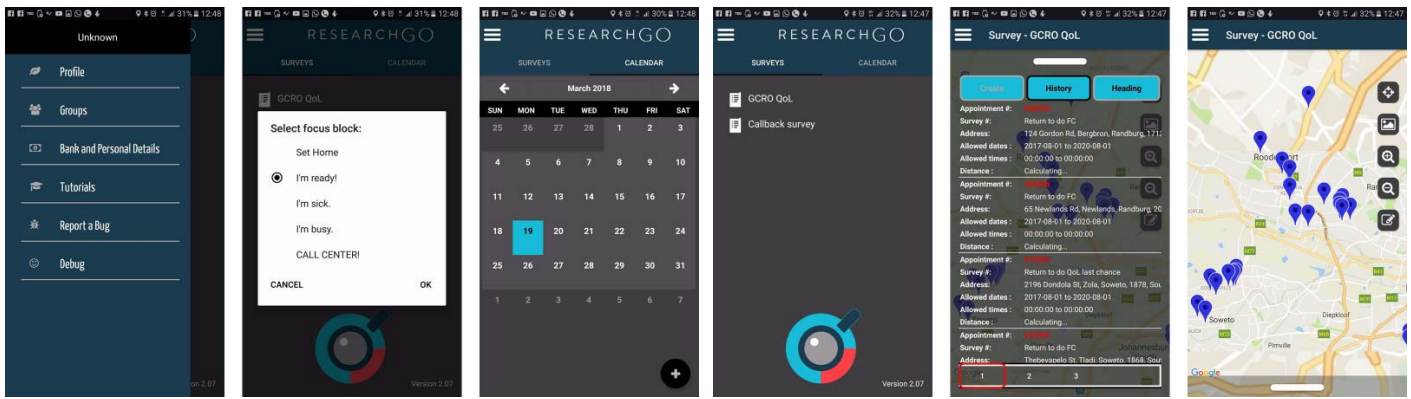


Figure 5. ResearchGO App used in final iterations of the QoL Fieldwork project.

2.3.4. Fieldwork Protocols

Fieldwork teams were deployed in specific areas, as per the predefined sample, by distributing geofenced targets to fieldworkers as discussed above. This section highlights the protocols implemented in field during data collection.

2.3.4.1. Use of geofence and identification of interview location

On arrival at the interview location, it often happened that a fieldworker failed to identify the exact property represented by the interview location, and unintentionally went to an adjacent property. Conducting an interview at an adjacent property was not considered problematic unless done intentionally for convenience purposes.

From the start of fieldwork, a wider geofence was used for interview locations in large properties with many dwelling units, such mining hostels, large housing estates, golf estates and complexes. A wider geofence was also used in exceptional instances when:

- Access restrictions in complexes and estates required surveys to be conducted at the gate or in an office, or with volunteer respondents;
- An interview location was deemed impossible, and in-field selection of a replacement location was required;
- A completed survey was disapproved by quality control, and a replacement survey was required at a replacement location;
- In particularly challenging areas (affluent suburbs and low-density rural wards), where extremely high refusal rates or challenges reaching interview locations made following standard protocols impossible.

Distribution agents worked with the team in field to ensure that in these instances actual interview locations fell in the appropriate ward, and did not shift the spatial distribution of interview locations substantially. Interview locations were systematically checked for any unexpected clustering, and clustered interviews were rejected if a legitimate explanation could not be provided.

Pre-selected substitution points were loaded onto the application together with the original interview locations, and were intended to automatically replace the original interview point if it was impossible to proceed there. This functionality on the application was only used from April 2018 and less than 400 surveys were ever completed through this form of substitution. In most cases, ResearchGO preferred the back office to verify when it was impossible to proceed at an interview location, and then facilitate an appropriate in-field replacement.

2.3.4.2. In-field random selection through the first contact process

As described in section 2.1. Population and Sampling, a sample of interview locations was drawn in advance of any data collection. The interview locations were loaded onto the ResearchGO platform, and were distributed to specific fieldworkers. Fieldworkers used google maps terrain and satellite view on the ResearchGO platform to navigate to the selected property. When the fieldworker arrived at the interview location, they would begin the first contact (listing and

randomisation) process using the ResearchGO application. The random selection process is illustrated below in *Figure 6*, with the final two steps being performed in field. Systematic fieldwork protocols for a wide range of potential scenarios were programmed into the ResearchGO application.



Figure 6. Random selection process employed

The first contact process took the fieldworker, step by step, through the random selection of a dwelling unit on the property, and then the random selection of an adult residing at that dwelling unit. At each point in the process, if the fieldworker was unable to proceed, they could either request to return to the interview location at a later date, or alternatively provide feedback to the logistics team. This feedback might indicate that a different fieldworker would need to conduct the interview due to respondent home language, or that a survey could not be completed at that location. An interview location was deemed impossible to complete if no residential dwellings could be located, access was denied despite engagement of the public relations team, a respondent was unwilling to consent, or if, following at least three visits at different times and days of the week the fieldworker was unable to find anyone to speak to. If an interview location was deemed impossible, it was replaced, either with a pre-selected substitution point, or in-field with a nearby dwelling of similar type.

On arrival at an interview location, the first step was to determine whether the location was a single- or multi-unit dwelling location. In a multi-unit location, the fieldworker would then list all dwelling units at the residential property. The system would then randomly select the dwelling unit at which the interview should be conducted, and direct the fieldworker accordingly. For multi-unit residential properties (particularly hostels and flats), once access was negotiated, if the fieldworker was unable to complete an interview at the first randomly selected dwelling unit, they were provided an opportunity to select a second dwelling unit. While a deviation from pure random sampling, this approach was deemed to introduce only minimal bias, while making data collection somewhat less challenging.

For a single-unit interview location, the fieldworker would immediately proceed to list all adult residents of the dwelling. At a multi-unit dwelling, this step would take place following random selection of a particular dwelling unit. After listing the details of all adult residents at the dwelling unit (name, approximate age, and gender), the application made a random selection from the list and the fieldworker was obliged to proceed with that respondent, even if this required rescheduling to return to the property when that specific person would be available. If a selected respondent was unwilling or unable to complete the interview, the interview location was replaced, with the exception that in a multi-unit dwelling an alternative dwelling unit could be selected, and a randomly selected respondent from that unit could be interviewed instead. Extensive quality control was applied to ensure that fieldworkers conducted adult listings appropriately, and only interviewed the randomly selected adult. This was to minimise potential bias in sample composition, particularly towards women and the unemployed, which would arise from convenience sampling.

A technical issue resulted in the application failing to randomly select a respondent from the adult listing for a number of interviews, and supervisors or fieldworkers selected a respondent until this was resolved. Respondent demographics of affected surveys were compared with non-affected surveys, and as no substantial differences were found, these surveys were accepted if they otherwise met quality standards, and are included in the final sample.

In certain contexts, some deviation from random selection protocols was necessary to make fieldwork possible. Supervisors oversaw all deviations, and details were recorded in fieldworker comments:

- a. Fieldworkers were refused access to certain secure housing estates, student residences and mining hostels. When feasible, fieldwork teams remained at the gate and approached residents who were coming or going, and interviewed these individuals on a volunteer basis;
- b. Certain estates and farms refused access to the fieldwork team, but coordinated interviews with volunteers in a designated office or similar space; and
- c. During the last 3 weeks of fieldwork, when teams were conducting mop-up across the province, it was no longer possible to schedule return visits to complete a survey with a particular respondent, and in these cases an alternative respondent was selected.

3. QUALITY ASSURANCE PROCESSES

3.1. IN-FIELD QUALITY ASSURANCE

Assuring that data quality met and exceeded the standards set by previous QoL iterations began by providing intense training at the start of the project, and throughout data collection. Fieldworkers were given a clear understanding, not only of the fieldwork protocols, but also of key research principles such as random selection and ethical conduct. This was reinforced constantly by their quality agents, with respect to specific work that they were submitting and by their supervisors, who had participated in the fieldworker training in addition to their own specialized training. Training staff and quality agents conducted regular in-field training interventions face-to-face with fieldwork teams, responding to specific challenges experienced in the field, and concerns identified by ResearchGO's data and quality department and GCRO during regular reviews of incoming data.

In-field quality assurance was supported by features of the ResearchGO application, as well as regular communication between fieldworkers and supervisors in the field, and office based distribution and quality agents. As previously discussed, the customisable geofence functionality ensured that the survey was conducted at the correct location, or at an appropriately selected replacement dwelling. The survey interface prevented the skipping of questions, and skip patterns ensured the correct questions were answered. Fieldworkers were able to move back and forwards through the survey during completion, to correct errors, but could not re-do any aspects of the randomisation. Once a survey was completed, the data could not be accessed and edited.

Supervisors played an essential role in ensuring that quality data was collected in field. They responded to fieldworkers' questions regarding rules and protocols, referring any uncertainties to the data and quality department. Their work of accompanying fieldworkers provided opportunity for on the job training and feedback. Supervisors were responsible for daily communication of instructions and updates from fieldwork management and ensuring that these were being carried out correctly. They also performed in-field spot checks at interview locations to verify that their fieldworkers had actually conducted surveys with residents there and to check on their behaviour and professionalism.

3.2. BACK OFFICE QUALITY ASSURANCE

In addition to the extensive in-field quality assurance processes, additional quality control took place in the ResearchGO back office, as well as independent quality control conducted by the GCRO. All surveys required manual approval through the ResearchGO web platform, before inclusion in the survey dataset. The approval status of each survey was visible on the web platform at all times, to both the ResearchGO and GCRO teams.

As previously discussed, the ResearchGO platform conducted a series of automated checks on all incoming surveys, and generated issues visible on the web platform. Automated issues were generated when the distance between the target location and other key location measurements exceeded 50m; when survey duration was less than 30 minutes; when listing details for the selected respondent did not match the respondent data; and when the number of adults listed was inconsistent with household size recorded in the questionnaire.

For each survey, a ResearchGO quality agent reviewed any issues generated. If they were satisfied that there was a legitimate explanation for the issue, they would indicate this, and close the issue. Where issues could not be legitimately explained and closed, or where the additional checks revealed concerns, the quality agent would either disapprove the survey, or escalate it for consideration by data quality management. Before approving a survey, the quality agent was also required to manually review the online interview map, the fieldworker comments, and the durations of survey sections. When necessary, direct communication with the fieldworker and/or supervisor was used to obtain additional information about the survey.

The work of the quality agents was regularly reviewed by the ResearchGO data and quality manager, as well as the GCRO, and survey status was updated where any concerns were found. Surveys were also subject to call centre call-backs, to verify that a survey had been completed, and that the respondent was satisfied with the experience. Fieldworker level analysis was conducted on data exported from the system, to identify any concerning patterns at the level of the fieldworker. The GCRO had full access to the web platform at all times, regularly engaged in quality checks both online and using exported data, and was able to request re-evaluation of disapproval of any survey at any point. The GCRO provided approval of the final dataset. The outcomes of the evaluation process for all completed surveys is illustrated in Table 3.

Table 3. Application of Back office Quality Assurance processes

All surveys submitted	28 167
Surveys subject to automatic checks	100.00%
Surveys evaluated on platform	99.88%
Survey for which a phonecall was attempted	36.56%
Surveys for which a phonecall provided evidence	25.05%
Surveys for which the evaluation was reviewed at least once	15.73%

As a result of these quality assurance processes, 3 278 of the surveys submitted throughout the project were finally disapproved, representing 11.6% of the total number of surveys. Reasons for survey disapproval are listed below, although it is important to note that a single disapproved survey was often disapproved for more than one reason.

- Approximately half of the disapproved surveys had an interview duration of under 30 minutes (49.54%)
- For about one quarter, at least some of the details of selected respondent differed from the details of person interviewed (24.77%)
- For one fifth of the disapproved surveys, selected locations captured during the survey process were over 50m from the target location (20.46%)
- In one eighth, the number of adults in the first contact listing was less than the number of adults in the household according to responses in the interview itself (12.60%)
- For about one tenth of the disapproved surveys, a phonecall to the contact person provided evidence for the disapproval (9.88%)

4. FIELDWORK IMPLEMENTATION

During data collection, there were 39 466 interactions or attempted interactions with respondents, leading to 28 167 completed surveys, which finally resulted in 24 889 approved surveys. Distribution of approved surveys across the municipalities of Gauteng is illustrated below in Figure 7. The project was officially contracted on the 30th of August 2017 and fieldwork and data collection started on 31 October 2017 and ended on 07 September 2018.

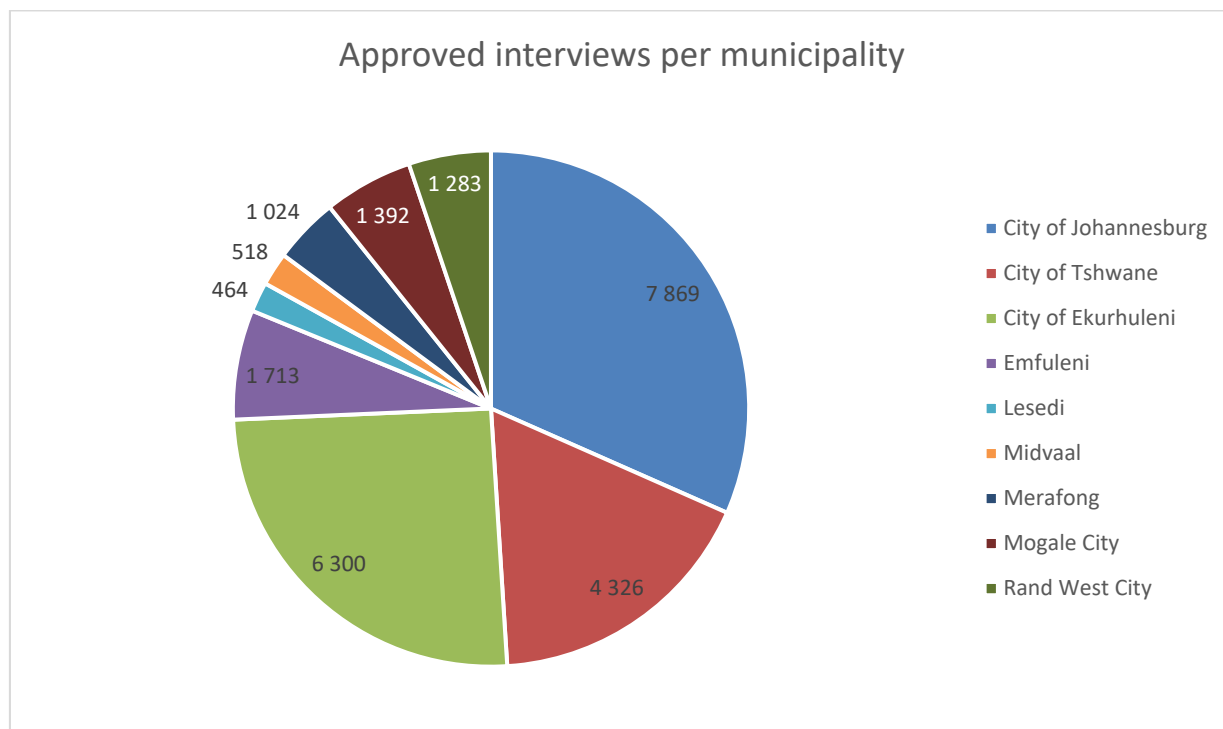


Figure 7. Targets successfully completed in minimum required sample per municipality

Data collection took place over 40 weeks, and the project can be characterised by four distinct phases based on implementation details and progress made. During each phase, fieldwork strategies and operational models were adapted to respond to the environment and to improve efficiency, by optimising logistics and cost, mitigating risk, and implementing contingency plans where needed. These periods are classified as the Start-up Phase, 31 October to 12 December 2017; the Reactivation Phase, January to February 2018; the Main Roll-out Phase, 14 April to 21 May 2018; and Close-out Phase, 22 May to 31 August 2018. Fieldwork progress over the province in each phase is detailed in Figure 8.

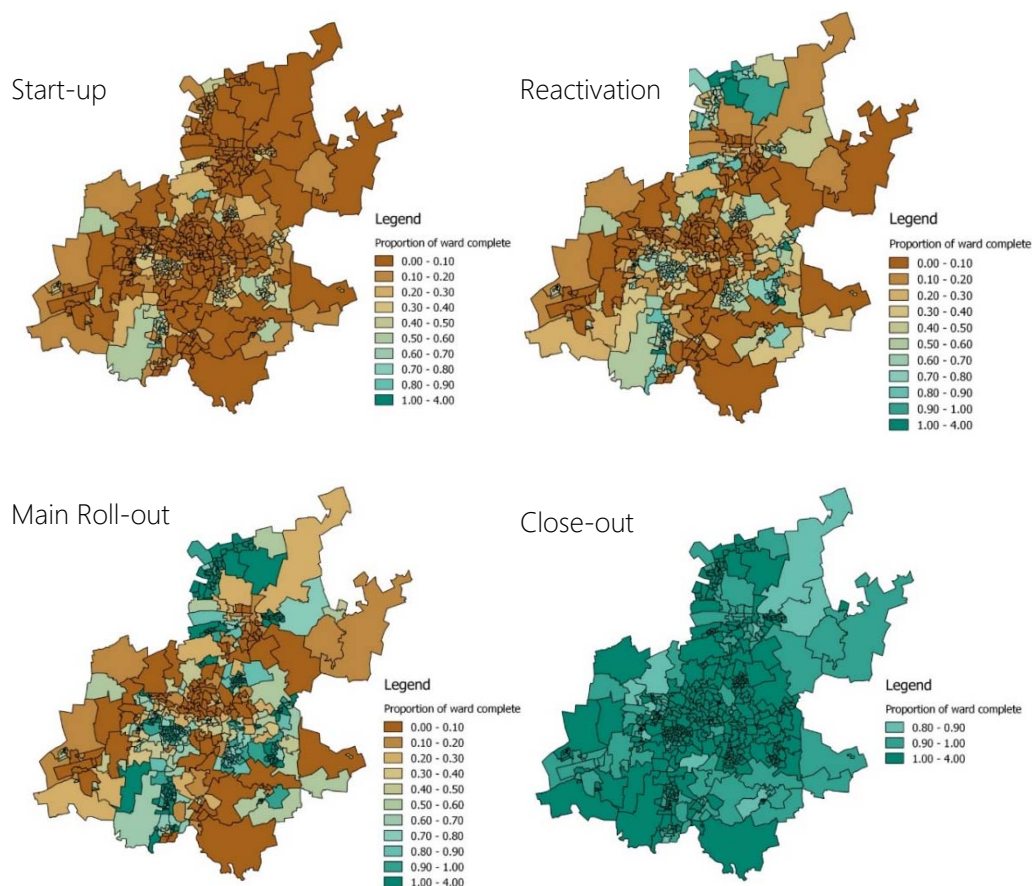


Figure 8. Fieldwork completed at the end of each fieldwork phase

In general, interview disapproval rates were high (20-35% of surveys internally rejected) during the first week of data collection in each phase, as new fieldworkers were inducted into the program. This would then normalise, and averaged at 11.3% overall. Details of interactions and refusal rates in each ward are documented in Annexure A. Areas that were particularly challenging were very affluent suburbs, security estates, mining compound, and farms and other sparsely populated rural or semi-rural areas.

4.1. START-UP PHASE | 31 OCTOBER 2017- 16 DECEMBER 2017

The data collection for the GCRO QoL project commenced on 31 October 2017. Fieldwork started in the areas close to the home location of fieldworkers, using a decentralised fieldwork management strategy. Support and management was largely remote, and fieldworkers made use of local public transport to conduct fieldwork within a 10km radius from their home. Data collection proceeded more slowly than anticipated during this period, and the need to provide fieldworkers with more logistical support and in-field management was identified. By 16 December 2017, when data collection halted for the holiday season, 4 356 surveys had been completed and approved.

4.2. REACTIVATION PHASE | 16 JANUARY - 28 MARCH 2018

Data collection resumed on 16 January 2018, and then largely stopped on 28 March 2018 to allow for a period of refinancing and restructuring, although a small group of fieldworkers continued to work throughout this period. During the 11 weeks of fieldwork in this period, 6 304 approved surveys were submitted, and the internal rejection rate for surveys averaged 9.7%.

The biggest challenge during the first two period of data collection was the high attrition of fieldworkers, primarily due to the distinct methodological and logistical challenges of the QoL survey.

4.3.MAIN ROLL-OUT PHASE | 14 APRIL – 21 MAY 2018

Following refinancing and restructuring, fieldwork resumed on 14 April 2018. During the 6 weeks to 21 May 2018, 4 757 surveys were approved, for a cumulative total of 15 417 surveys. A team of more experienced fieldworkers was subcontracted during this period, and began work during week of 21 April 2018. Subcontracted fieldworkers were initially managed independently, but were gradually incorporated into the ResearchGO team. ResearchGO continued to implement all internal quality control during this period, for all fieldworkers. Towards the end of this phase, data collection was concentrated in the City of Johannesburg and City of Ekurhuleni, due to reporting requirements.

4.4.CLOSE-OUT PHASE | 22 MAY – 31 AUGUST 2018

Data collection continued uninterrupted through to completion of fieldwork on 07 September 2018. During the period from 22 May 2018 onwards, all subcontracted fieldworker teams were fully integrated into the ResearchGO operational model. Once data collection in the City of Johannesburg and City of Ekurhuleni was largely completed, data collection resumed in all other areas. A further 9 472 approved surveys were completed during this period, bringing the final number of surveys to 24 889.

5. FIELDWORK CHALLENGES

The QoL fieldwork is significantly more complex than that required by many other surveys. The QoL sampling process required that a fieldworker had to negotiate access to a property, which might range from a gated high security community to a hostel or inner-city apartment block, randomly select from the dwellings on the property, and then randomly select a participant from the adults living in the selected dwelling. If the randomly selected adult was not at home or available for immediate interview, the fieldworker was required to schedule a return visit when the randomly selected adult was available.

Fieldworkers became discouraged when shortcuts taken in the field, specifically in difficult to access areas, resulted in completed surveys being rejected. Stringent quality control measures had a massive impact on the productivity in field and resulted in high attrition of fieldworkers. To manage this challenge, additional training and support was provided to fieldworkers. This included support from the public relations team in negotiating access, and in-field support and supervision to ensure that fieldwork protocols were followed in field, minimising the need to reject surveys.

Both supervisors and fieldworkers reported a significant number of instances of alleged harassment and racism, often by security personnel, as well as members of the public. A number of fieldworkers were also mugged for their data collection devices.

Access was a major problem for fieldworkers, and access was often refused by security personnel or estate managers. In some areas there were very high refusal rates from residents, and in others potential respondents simply could not be reached. In certain estates and complexes, estate rules and governing bodies did not allow any interviews on the premises. There were also instances in which interviews were cut off before completion. In some areas, fieldworkers were unable to find a dwelling at an interview location. This was typically in areas where there had been recent removals of informal settlements, or re-development was underway.

During the last month of the fieldwork, the majority of remaining interview locations were in particularly difficult areas (farms, hostels, estates, and affluent suburbs). As detailed previously, this required the controlled use of interviews with volunteers, at gates, and use of replacement interview locations, often with an extended geofence. In some areas where

access was repeatedly denied, the PR team negotiated for a mass campaign, where multiple teams would conduct all the required surveys on agreed weekends at specified sites.

Accurate reporting on progress by ward becoming a challenge towards the end of the survey, as in some instances fieldworkers accidentally completed a survey in a neighbouring ward. This might be because the interview location was extremely close to a ward boundary, or because the fieldworker struggled to locate an appropriate replacement point in the same ward.

Access challenges were closely monitored by the fieldwork management team and additional support was provided to fieldworkers, with management working closely with desionmakers and gate keepers in these communities.

6. ANNEXURES

ANNEXURE A: FIELDWORK ENGAGEMENT PER WARD

All recorded interactions at interview locations are listed below for the 529 wards visited. An interaction was recorded whenever a fieldworker got close enough to the interview location to open the application, and used it to record information about that interview location – regardless of whether there was any engagement with a potential respondent. This means that the number of interactions includes visits at which an interview point was deemed impossible, nobody was home and a revisit was required, a refusal was obtained, as well as instances in which appointments were scheduled or full interviews were conducted. Where fieldworkers travelled to a target but couldn't get close enough to engage it using the application, no interaction was recorded on the system, so these are not included in the table.

Table 4: Interactions and surveys at scheduled targets recorded

Ward ID	Interactions at target	All surveys	Approved surveys	Disapproved surveys	Interactions to Approved surveys
79900002	112	40	34	6	3,3
79900030	90	41	37	4	2,4
79700105	136	60	56	4	2,4
79900064	87	45	36	9	2,4
74804014	82	43	34	9	2,4
79700076	127	57	53	4	2,4
79700018	116	63	49	14	2,4
79700111	123	57	52	5	2,4
74804018	79	44	35	9	2,3
79900070	77	40	35	5	2,2
74205007	81	58	37	21	2,2
74804021	85	46	39	7	2,2
74801022	76	57	35	22	2,2
74804017	91	54	42	12	2,2
74801009	71	40	33	7	2,2
79700106	114	54	53	1	2,2
74801003	66	41	31	10	2,1
79700072	119	60	56	4	2,1
74801005	87	48	41	7	2,1
79900041	70	35	33	2	2,1
74201032	78	44	37	7	2,1
79700077	118	62	56	6	2,1
79900089	80	42	38	4	2,1
79900021	88	50	42	8	2,1
79800072	111	70	53	17	2,1
79900045	71	39	34	5	2,1
79900024	71	38	34	4	2,1
74201009	73	47	35	12	2,1
79900053	73	40	35	5	2,1
79900069	75	41	36	5	2,1
79900047	68	42	33	9	2,1
74801007	70	42	34	8	2,1
79700109	111	60	54	6	2,1

Ward ID	Interactions at target	All surveys	Approved surveys	Disapproved surveys	Interactions to Approved surveys
79800133	122	67	60	7	2,0
74804016	70	40	35	5	2,0
74801020	72	40	36	4	2,0
79700097	112	67	56	11	2,0
79700047	108	63	54	9	2,0
79900085	74	45	37	8	2,0
79900019	66	39	33	6	2,0
79700043	113	62	57	5	2,0
74201015	67	40	34	6	2,0
79800009	115	64	59	5	1,9
79700074	105	59	54	5	1,9
74801018	68	49	35	14	1,9
74201031	66	45	34	11	1,9
79700075	99	58	51	7	1,9
74205004	77	56	40	16	1,9
79800006	98	61	51	10	1,9
79700040	109	66	57	9	1,9
74201037	65	43	34	9	1,9
79800028	103	62	54	8	1,9
79700023	103	61	54	7	1,9
79900016	82	57	43	14	1,9
74801037	61	42	32	10	1,9
79700094	101	59	53	6	1,9
79900046	59	31	31	0	1,9
79700092	114	64	60	4	1,9
79700081	108	60	57	3	1,9
74205005	66	52	35	17	1,9
74201038	64	43	34	9	1,9
74201003	64	41	34	7	1,9
79700028	105	60	56	4	1,9
79900083	60	37	32	5	1,9
79700049	101	57	54	3	1,9
74201034	71	47	38	9	1,9
79700088	99	58	53	5	1,9
79700070	112	66	60	6	1,9
79700080	108	61	58	3	1,9
74202003	80	56	43	13	1,9
79700096	106	60	57	3	1,9
79800074	106	63	57	6	1,9
79700085	115	67	62	5	1,9
79800084	102	60	55	5	1,9
79900027	74	46	40	6	1,9
79700019	98	58	53	5	1,8
79700104	96	64	52	12	1,8
79900052	59	39	32	7	1,8
79900022	68	44	37	7	1,8
79700078	110	65	60	5	1,8

Ward ID	Interactions at target	All surveys	Approved surveys	Disapproved surveys	Interactions to Approved surveys
79800099	97	68	53	15	1,8
79700014	95	56	52	4	1,8
79900025	84	52	46	6	1,8
79700002	146	89	80	9	1,8
79800130	104	61	57	4	1,8
79700031	93	53	51	2	1,8
74205003	62	46	34	12	1,8
79900055	62	40	34	6	1,8
79700103	102	59	56	3	1,8
79800090	111	79	61	18	1,8
79900078	69	48	38	10	1,8
79700037	98	62	54	8	1,8
79700030	96	54	53	1	1,8
74804024	67	45	37	8	1,8
79700032	105	67	58	9	1,8
74201024	76	50	42	8	1,8
79700083	123	72	68	4	1,8
79800111	103	64	57	7	1,8
74202011	65	44	36	8	1,8
74201043	74	47	41	6	1,8
79700024	101	58	56	2	1,8
79800087	119	70	66	4	1,8
74201035	77	47	43	4	1,8
79700022	93	60	52	8	1,8
79800065	100	64	56	8	1,8
79800089	100	61	56	5	1,8
79700112	107	65	60	5	1,8
79700039	98	57	55	2	1,8
79900011	78	51	44	7	1,8
79700079	101	64	57	7	1,8
79800045	99	61	56	5	1,8
74801017	76	52	43	9	1,8
79700052	88	53	50	3	1,8
74804025	72	42	41	1	1,8
79800026	100	69	57	12	1,8
79700006	100	66	57	9	1,8
79700062	98	59	56	3	1,8
79700055	98	58	56	2	1,8
74201030	63	39	36	3	1,8
79700082	103	61	59	2	1,7
79800073	96	62	55	7	1,7
79800031	89	57	51	6	1,7
74201027	61	40	35	5	1,7
79800046	101	66	58	8	1,7
79800088	94	56	54	2	1,7
79800027	94	64	54	10	1,7
79700046	94	65	54	11	1,7

Ward ID	Interactions at target	All surveys	Approved surveys	Disapproved surveys	Interactions to Approved surveys
79700107	106	78	61	17	1,7
79900106	66	43	38	5	1,7
74801021	52	40	30	10	1,7
79900033	78	51	45	6	1,7
79800054	90	63	52	11	1,7
79700069	102	64	59	5	1,7
74804012	57	35	33	2	1,7
79800077	95	63	55	8	1,7
74801008	57	45	33	12	1,7
79800070	107	75	62	13	1,7
79700045	88	59	51	8	1,7
79900048	62	47	36	11	1,7
74801011	62	41	36	5	1,7
74804008	62	40	36	4	1,7
79900006	74	51	43	8	1,7
79800103	98	65	57	8	1,7
79800036	98	64	57	7	1,7
74205025	55	45	32	13	1,7
74201036	67	45	39	6	1,7
74804010	60	37	35	2	1,7
79800024	89	58	52	6	1,7
79700101	89	57	52	5	1,7
74201005	53	40	31	9	1,7
79700038	92	64	54	10	1,7
79700020	92	58	54	4	1,7
74205006	63	49	37	12	1,7
79700073	102	69	60	9	1,7
79700041	90	64	53	11	1,7
79700054	95	63	56	7	1,7
74804022	61	40	36	4	1,7
79800014	93	60	55	5	1,7
79800048	93	59	55	4	1,7
74804026	71	45	42	3	1,7
79900096	54	36	32	4	1,7
79900005	54	42	32	10	1,7
79900082	54	37	32	5	1,7
74203005	59	37	35	2	1,7
79700005	89	60	53	7	1,7
74801016	57	50	34	16	1,7
79900058	67	52	40	12	1,7
79700057	87	59	52	7	1,7
79800052	92	62	55	7	1,7
74205009	55	48	33	15	1,7
79700071	95	60	57	3	1,7
79700036	90	63	54	9	1,7
74203003	65	40	39	1	1,7
74801039	50	48	30	18	1,7

Ward ID	Interactions at target	All surveys	Approved surveys	Disapproved surveys	Interactions to Approved surveys
79700008	93	59	56	3	1,7
79800042	88	60	53	7	1,7
74201040	63	41	38	3	1,7
79900054	58	41	35	6	1,7
79700084	106	66	64	2	1,7
79800086	99	65	60	5	1,7
74205008	66	52	40	12	1,7
79700015	89	62	54	8	1,6
74205026	56	44	34	10	1,6
74201004	56	38	34	4	1,6
79800117	84	62	51	11	1,6
79700063	84	57	51	6	1,6
74201021	56	38	34	4	1,6
79900020	79	53	48	5	1,6
79700110	102	63	62	1	1,6
79800051	92	61	56	5	1,6
79800038	92	59	56	3	1,6
79900012	69	49	42	7	1,6
79700016	87	59	53	6	1,6
74801012	59	45	36	9	1,6
74801010	59	40	36	4	1,6
79700091	95	68	58	10	1,6
79800113	126	89	77	12	1,6
79800085	90	65	55	10	1,6
79700058	90	57	55	2	1,6
74201019	72	48	44	4	1,6
79900043	54	34	33	1	1,6
79700050	85	56	52	4	1,6
79700035	85	55	52	3	1,6
74201006	67	46	41	5	1,6
79900007	80	54	49	5	1,6
74202015	62	46	38	8	1,6
79800041	88	62	54	8	1,6
79800081	88	58	54	4	1,6
79800023	101	68	62	6	1,6
79700013	83	61	51	10	1,6
79700095	96	74	59	15	1,6
74801029	52	40	32	8	1,6
79800063	91	62	56	6	1,6
79700059	91	59	56	3	1,6
74801002	60	46	37	9	1,6
74201008	60	40	37	3	1,6
79800118	102	67	63	4	1,6
74801025	55	47	34	13	1,6
79900098	55	34	34	0	1,6
79800098	97	74	60	14	1,6
79800044	105	77	65	12	1,6

Ward ID	Interactions at target	All surveys	Approved surveys	Disapproved surveys	Interactions to Approved surveys
79800109	84	63	52	11	1,6
74201033	71	49	44	5	1,6
79700087	108	74	67	7	1,6
74801028	58	47	36	11	1,6
79700044	87	57	54	3	1,6
74201016	58	39	36	3	1,6
74801035	58	41	36	5	1,6
79900051	66	50	41	9	1,6
79700086	111	72	69	3	1,6
79800132	82	61	51	10	1,6
79800020	98	65	61	4	1,6
74804009	53	34	33	1	1,6
74201039	61	44	38	6	1,6
79800083	93	69	58	11	1,6
79800010	80	57	50	7	1,6
79900018	72	56	45	11	1,6
79900037	64	42	40	2	1,6
79900009	56	45	35	10	1,6
74201023	56	37	35	2	1,6
79900090	56	37	35	2	1,6
79800128	99	66	62	4	1,6
79800105	83	55	52	3	1,6
79900042	51	35	32	3	1,6
79800119	94	67	59	8	1,6
74205024	86	66	54	12	1,6
79700017	86	60	54	6	1,6
79800040	89	62	56	6	1,6
79800035	89	68	56	12	1,6
79900066	54	40	34	6	1,6
79700033	84	61	53	8	1,6
79700099	84	60	53	7	1,6
79800135	84	56	53	3	1,6
79800021	87	63	55	8	1,6
79900100	49	34	31	3	1,6
79800025	98	79	62	17	1,6
79900036	79	56	50	6	1,6
79700066	79	52	50	2	1,6
79900061	60	47	38	9	1,6
79700051	90	61	57	4	1,6
74801038	60	42	38	4	1,6
79700067	82	54	52	2	1,6
74201012	63	50	40	10	1,6
74201041	63	46	40	6	1,6
79800058	85	67	54	13	1,6
79900063	55	48	35	13	1,6
79900038	55	40	35	5	1,6
74804007	55	37	35	2	1,6

Ward ID	Interactions at target	All surveys	Approved surveys	Disapproved surveys	Interactions to Approved surveys
74205020	58	46	37	9	1,6
79700042	83	62	53	9	1,6
79800091	83	61	53	8	1,6
74202002	50	34	32	2	1,6
79700056	89	64	57	7	1,6
79900081	134	110	86	24	1,6
74201026	67	47	43	4	1,6
79900017	67	47	43	4	1,6
74201042	70	51	45	6	1,6
79700010	84	65	54	11	1,6
79800120	84	61	54	7	1,6
74203002	70	46	45	1	1,6
79800013	87	63	56	7	1,6
79800079	90	67	58	9	1,6
79800055	82	61	53	8	1,5
74804028	51	42	33	9	1,5
79900014	68	46	44	2	1,5
79900056	51	41	33	8	1,5
74804015	51	36	33	3	1,5
74205016	54	46	35	11	1,5
74203009	54	39	35	4	1,5
74804006	54	36	35	1	1,5
74202009	54	42	35	7	1,5
79800033	94	67	61	6	1,5
79900068	57	45	37	8	1,5
74801006	57	42	37	5	1,5
79800017	77	54	50	4	1,5
74801036	60	44	39	5	1,5
79700068	100	68	65	3	1,5
79900023	63	53	41	12	1,5
79800100	267	214	174	40	1,5
79900105	49	33	32	1	1,5
74801019	52	40	34	6	1,5
74205010	52	39	34	5	1,5
79900044	52	36	34	2	1,5
79700048	81	60	53	7	1,5
79900077	55	39	36	3	1,5
79700007	116	82	76	6	1,5
79700034	87	67	57	10	1,5
79900029	58	44	38	6	1,5
74201014	58	40	38	2	1,5
79800104	90	73	59	14	1,5
79700089	90	64	59	5	1,5
79800018	96	70	63	7	1,5
79900088	67	48	44	4	1,5
79900039	79	55	52	3	1,5
79900094	79	55	52	3	1,5

Ward ID	Interactions at target	All surveys	Approved surveys	Disapproved surveys	Interactions to Approved surveys
79800019	82	59	54	5	1,5
79700003	85	59	56	3	1,5
79800092	91	65	60	5	1,5
74202005	50	42	33	9	1,5
74202013	53	43	35	8	1,5
79900067	56	46	37	9	1,5
79900093	62	49	41	8	1,5
74804002	62	44	41	3	1,5
79800102	80	65	53	12	1,5
79700065	80	57	53	4	1,5
79800049	86	63	57	6	1,5
74801004	57	38	38	0	1,5
79900091	57	43	38	5	1,5
79800030	84	68	56	12	1,5
79700102	90	62	60	2	1,5
79700098	105	76	70	6	1,5
79800057	75	54	50	4	1,5
79900071	57	55	38	17	1,5
74201013	57	43	38	5	1,5
74203004	54	39	36	3	1,5
79800125	100	74	67	7	1,5
79800097	76	57	51	6	1,5
74804003	58	44	39	5	1,5
74801024	58	45	39	6	1,5
79900092	58	49	39	10	1,5
74201028	52	41	35	6	1,5
74203006	49	36	33	3	1,5
79900102	49	41	33	8	1,5
74801026	46	37	31	6	1,5
74202001	46	40	31	9	1,5
79700060	80	65	54	11	1,5
79800123	74	57	50	7	1,5
79900031	74	56	50	6	1,5
79900086	71	55	48	7	1,5
79900065	53	43	36	7	1,5
74201011	53	43	36	7	1,5
74801001	53	40	36	4	1,5
79700021	78	60	53	7	1,5
79800011	75	57	51	6	1,5
79800066	94	67	64	3	1,5
79900028	69	55	47	8	1,5
79700011	85	65	58	7	1,5
79700053	76	52	52	0	1,5
79800043	83	62	57	5	1,5
79800078	80	60	55	5	1,5
79800053	80	56	55	1	1,5
74801013	58	46	40	6	1,5

Ward ID	Interactions at target	All surveys	Approved surveys	Disapproved surveys	Interactions to Approved surveys
79800068	97	71	67	4	1,4
74804001	68	55	47	8	1,4
79900004	52	39	36	3	1,4
79800108	78	68	54	14	1,4
74202006	52	42	36	6	1,4
74201001	52	43	36	7	1,4
79800056	72	54	50	4	1,4
79800007	72	53	50	3	1,4
74804004	46	33	32	1	1,4
79700009	79	60	55	5	1,4
79800124	76	60	53	7	1,4
79900003	53	44	37	7	1,4
74205002	53	43	37	6	1,4
74201020	63	46	44	2	1,4
79900080	83	70	58	12	1,4
79800016	80	58	56	2	1,4
79800032	70	59	49	10	1,4
74201018	60	49	42	7	1,4
79900062	67	55	47	8	1,4
79900035	67	52	47	5	1,4
74202014	47	39	33	6	1,4
79800015	84	62	59	3	1,4
79800115	88	64	62	2	1,4
79900032	61	43	43	0	1,4
79700004	75	59	53	6	1,4
79900060	58	46	41	5	1,4
74205019	48	38	34	4	1,4
79800121	72	54	51	3	1,4
79900050	48	40	34	6	1,4
79800022	79	62	56	6	1,4
79800094	79	62	56	6	1,4
79700061	79	59	56	3	1,4
79800101	86	68	61	7	1,4
79700064	76	60	54	6	1,4
79800002	80	63	57	6	1,4
79800134	80	69	57	12	1,4
74801014	49	46	35	11	1,4
79800106	84	66	60	6	1,4
79800080	88	68	63	5	1,4
79800093	81	65	58	7	1,4
79700029	74	57	53	4	1,4
79800039	92	73	66	7	1,4
74201045	46	39	33	6	1,4
79900034	71	58	51	7	1,4
79800061	75	58	54	4	1,4
74203001	43	35	31	4	1,4
79800029	72	59	52	7	1,4

Ward ID	Interactions at target	All surveys	Approved surveys	Disapproved surveys	Interactions to Approved surveys
79700090	69	52	50	2	1,4
79800037	109	88	79	9	1,4
79800050	80	63	58	5	1,4
74201002	51	42	37	5	1,4
79800131	77	64	56	8	1,4
79800008	88	72	64	8	1,4
74801015	48	43	35	8	1,4
74205031	48	42	35	7	1,4
74203011	48	37	35	2	1,4
79800047	85	64	62	2	1,4
79900013	74	56	54	2	1,4
79700100	127	103	93	10	1,4
79800127	71	56	52	4	1,4
79800082	90	71	66	5	1,4
79900073	45	39	33	6	1,4
79800067	94	80	69	11	1,4
74203007	57	44	42	2	1,4
74801027	57	44	42	2	1,4
74801034	61	48	45	3	1,4
79900026	61	51	45	6	1,4
79800095	96	76	71	5	1,4
79800059	62	49	46	3	1,3
79800034	78	59	58	1	1,3
74804013	43	36	32	4	1,3
74203013	43	33	32	1	1,3
74202010	47	36	35	1	1,3
74201029	51	41	38	3	1,3
79700025	75	60	56	4	1,3
79800126	79	65	59	6	1,3
79800129	80	65	60	5	1,3
79900057	52	47	39	8	1,3
79800122	69	58	52	6	1,3
79800060	86	68	65	3	1,3
79900075	59	50	45	5	1,3
79900008	55	46	42	4	1,3
79900087	55	48	42	6	1,3
79800001	72	63	55	8	1,3
79700027	72	59	55	4	1,3
79800114	72	59	55	4	1,3
79700026	68	54	52	2	1,3
79900095	68	53	52	1	1,3
79900079	51	46	39	7	1,3
74205001	47	43	36	7	1,3
79800069	73	61	56	5	1,3
79900101	43	34	33	1	1,3
79800071	82	65	63	2	1,3
79900010	65	57	50	7	1,3

Ward ID	Interactions at target	All surveys	Approved surveys	Disapproved surveys	Interactions to Approved surveys
79900015	75	62	58	4	1,3
74201025	53	49	41	8	1,3
74205017	62	54	48	6	1,3
79800116	71	61	55	6	1,3
79900099	40	32	31	1	1,3
79800004	76	64	59	5	1,3
74203008	45	37	35	2	1,3
79800110	77	65	60	5	1,3
79900097	68	60	53	7	1,3
79700108	68	58	53	5	1,3
79900076	59	51	46	5	1,3
79900049	50	45	39	6	1,3
74202004	41	35	32	3	1,3
79800012	74	60	58	2	1,3
79800096	79	67	62	5	1,3
74801033	42	36	33	3	1,3
79900072	52	49	41	8	1,3
79700012	71	60	56	4	1,3
74201010	43	36	34	2	1,3
79800064	87	78	69	9	1,3
74202007	39	37	31	6	1,3
79900001	44	42	35	7	1,3
74201017	59	56	47	9	1,3
79800075	60	52	48	4	1,3
74205022	45	40	36	4	1,3
74205030	45	38	36	2	1,3
79900107	58	52	47	5	1,2
79900059	74	67	60	7	1,2
74205012	43	42	35	7	1,2
74205011	43	40	35	5	1,2
74201044	49	44	40	4	1,2
74205034	49	45	40	5	1,2
79800003	71	63	58	5	1,2
74205035	44	42	36	6	1,2
74203010	39	34	32	2	1,2
74205023	39	37	32	5	1,2
79800005	67	60	55	5	1,2
79800062	120	106	99	7	1,2
74205027	46	44	38	6	1,2
74201022	46	41	38	3	1,2
79800107	71	64	59	5	1,2
74804019	42	42	35	7	1,2
74804020	42	40	35	5	1,2
74202008	42	36	35	1	1,2
74801032	48	45	40	5	1,2
79700001	61	54	51	3	1,2
79900084	43	38	36	2	1,2

Ward ID	Interactions at target	All surveys	Approved surveys	Disapproved surveys	Interactions to Approved surveys
74205029	43	42	36	6	1,2
74801023	43	39	36	3	1,2
74804027	50	44	42	2	1,2
79900104	44	41	37	4	1,2
79800076	63	57	53	4	1,2
74202012	38	35	32	3	1,2
79700093	64	61	54	7	1,2
74205013	39	38	33	5	1,2
74801031	39	33	33	0	1,2
79900040	66	62	56	6	1,2
74205015	41	38	35	3	1,2
74804011	41	37	35	2	1,2
79900074	48	42	41	1	1,2
74205032	42	39	36	3	1,2
74804023	43	39	37	2	1,2
74205018	45	43	39	4	1,2
74804005	40	38	35	3	1,1
74205021	49	47	43	4	1,1
79800112	60	55	53	2	1,1
74801030	35	32	31	1	1,1
74201007	46	42	41	1	1,1
74205014	39	37	35	2	1,1
74205028	39	37	35	2	1,1
79900103	39	36	35	1	1,1
74205033	34	34	31	3	1,1
74203012	36	35	34	1	1,1

ANNEXURE B: KEY TRANSLATIONS

QoL Question		Translation Required	Zulu	Xhosa	Tswana	N. Sotho	Afrikaans
1,1	How many people, including you, live in this household? That is the people living in the same dwelling and usually eating together for at least 4 nights per week or more	That is the people living in the same dwelling and usually eating together for at least 4 nights per week or more	Labo abantu abahlala ekhaya elilodwa abavame ukudla ndawonye okungenani ubusuku obu-4 ngesonto noma ngaphezulu.	Abo ngabantu abahlala kwindawo efanayo kwaye nabaqhele ukutya kunye ubusuku obu-4 (obu-ne) ubuncinane ngeveki okanye ngaphezulu	Ke batho ba ba nnang mo bonnong bo le bongwe ba ja mmogo bobotlana masigo a le 4 kgotsa go feta ka beke	Ke batho bao ba dulago ka ntlong e tee e bile gantsi ba eja gotee bonnyane bja matsatši a 4 ka beke goba go feta. SEPEDI	Dit is die mense wat in dieselfde woning bly en gewoonlik vir minstens vier aande per week saam eet.
1,4	Does this household own or rent this dwelling, or live here by some other arrangement?	Dwelling, title deed, squatting	Ukuhlala, itayitela(amaphepha endlu/amaphepha ashoyo ukuthi indlu ngekabani), ukuzihlala endaweni ungenayo imvume	Indawo yokuhlala, itayitile yendlu, ukuhlala ngokungekho mthethweni	Bonno, thaetlel ya bonno (dipampiri tsa ntlu/ dipampiri tse di bontshang gore ntlu ke ya mang) , go nna ntle le molao/ osa dumellwa) nna mahala	Bodulo, lengwalo la bodulo, tulo ntle le molao	Woning, titelakte, plakkerij
1,5	How is the dwelling owned?	Bond, Transfer of title deed of existing government house (Any government house that was not built for your household, but was transferred to your household)	Ibhondi, ukudluliswa kwamaphepha endlu kahulumeni egameni lakho.	Ibhondi, Ukutshintshwa kwetayitile yendlu ekhoyo karhulumente	Bonto, go fetoletswa ga di DIPAMPIRI tsa ntlu YA MMUSO mo leineng la gago	Ntlo ya sekoloto, Phetišetšo ya lengwalo la ntlu ya mmuso tlasa leina la gago	Verband, oordrag van titelakte van bestaande staatshuise
1,6	Who do you rent from?	Public, municipal or council rental, Sub tenant or sub let	Umphakathi, umasipala noma imali yokuthelela umkhandlu, umqashi oqashe komunye umqashi noma ukuqasha ngaphansi komunye	Uluntu, loomasipala okanye lwebhunga, umqeshi ophantsi okanye ovumelekileyo	Gore renta gotswa go mmuso kgotsa masepala, Go rentisiwa ke motho yo o rentileng	Gore renta gotswa go mmuso kgotsa masepala, Go rentisiwa ke motho yo o rentileng	Openbare, munisipale of raadsuur, onderhuurder of onderverhuur
1.10	Devices that restrict water flow (e.g. water efficient showerhead, aerators, flow restrictors)	Devices that restrict water flow	Izisetshenziswa zokuvimbela ukugeleza kwamanzi.	Izixhobo ezithintela ukuhamba kwamanzi	Sedirisiwa se se lekanyetsang kelelo ya metsi	Didirisha tšeo di šitišago kelo ya meetse	Toestelle wat watervloei beperk
1,11	Reducing water for toilet flushing (dual flush toilet, water displacement in cistern)	Reducing water for toilet flushing (dual flush toilet, water displacement in cistern - (Putting any systems to reduce water use for flushing)	Ukunciphisa amanzi okuyakaza indlu yangasese (indlu yangasese eyakaza kabili, ukufaka into esighubini samanzi sendlu yangasese ukusivimba ukuthi sigcwele mfi).	Ukunciphisa amanzi ekugxuleni indlu yangasese (indlu yangasese egungxuleka kabini, ushenxiso lwamanzi kwitanki)	Go fokotsa metsi a go flasha mo ntlwaneng. (ntlwana ya boithusetso e e folashang gabedi, Jaaka go tsenya dilo mo ntlwaneng tse dithibelang gore metsi a seke a tlala. go tswa ga metsi mo tankeng e e folashang)	Go fokotsa meetse go ntlwana ya go folaša (ntlwana ya go folaša gabedi, sedirisha sa go fokotša meetse ka tankeng)	Om water vir spoel van toilet te verminder (dubbele spoeltoilet, waterverplasing in spoelbak)
1.20	What type of toilet facility is available to this household?	Flush toilet connected to sewage system - full waterborne Flush toilet with septic tank Chemical toilet Ventilated improved pit latrine Basic Pit latrine - pit toilet without ventilation Bucket toilet	Indlu yangasese exhunywe kuhlelo lwamapayipi athutha indle - okuntanta emanzini Indlu yangasese enethangi lokubolisa indle Indlu yangasese yeKhemikhali Indlu engumgodi yangasese engenisa umoya Indlu eyisisekelo yangasese engumgodi - indlu yangasese engumgodi engangenisi moya Indlu yangasese yebhakede	Indlu yangasese egungxulwayo exhunywe kwiinkqubo yokuthuthwa kwamanzi - Indlu yangasese egungxulwayo egcwele amanzi enetanki elisulelwe yikhemikhali yendlu yangasese Indlu yangasese esisiseko enomngxuma ephuculwe ngokungena nokuphuma komoya - indlu yangasese enomngxuma engenalobhakethi yendlu yangasese engenisa nokukhupha umoya	Ntlwana ya boithusetso e e golagatsweng le diphaephe tse di ntshang leswe la matlwana a boithusetso - ka metsi Ntlwana e e folashang ya boithusetso e e nang le tanka e e tsholang mantle ka fa tlasa ga lefatše Ntlwana ya boithusetso ya dikhemikale E e fokang mowa ntlwana ya boithusetso ya mokoti e sa fokeng mowa Ntlwana ya boithusetso e e ikepetsweng - ntlwana ya boithusetso e e sa tseneng mowa Ntlwana ya boithusetso ya bakete	ntlwana ya go folaša yeo e kopantšwego le kelelatšhila - tshapedišo ka meetse ka botlalo ntlwana ya go folaša yeo e nago le tanka ya ka fase ga mobu Ntlwana ya khemikhale ntlwana ya molete yeo e kaonafadišwego ya go tsena moya Ntlwana ya molete ya tlwaelo - ntlwana ya molete ya go se tsene moya Ntlwana ya pakete	Spoeltoilet wat aan rioolstelsel gekoppel is - volledige spoelriolerij Spoeltoilet met septiese tenk Chemiese toilet Geventileerde, verbeterde putlatrine Basiese putlatrine - puttoilet sonder ventilasie Emmerttoilet

QoL Question		Translation Required	Zulu	Xhosa	Tswana	N. Sotho	Afrikaans
1,24	How many large rubbish bags of recycling (all types) does this household produce each week? (By large rubbish bags, we mean the same size as a normal large black bag)	How many large rubbish bags of recycling (all types) does this household produce each week? (By large rubbish bags, we mean the same size as a normal large black bag)	Mangaki amasaka amakhulu kadoti okuvuselela kabusha (zonke izinhlobo) aphuma kuleli khaya ngesonto? (Ngamasaka amakhulu kadoti, sisho ubukhulu obufanayo nesaka elijwayelekile elikhulu elimnyama)	Zingaphi iibhegi ezinkulu zenkunkuma zokuphinda zisetyenziswe (zonke iindidi) eziveliswa lelikhaya kwiveki nganye? (Ngeebhegi ezinkulu zenkunkuma, sithetha ngobukhulu obufanayo njenge bhegi emnyama enkulu eqhelekileyo)	Le tlhagis dikgetse tse kae tse dikgolo ka beke? (Fa re bua ka dikgetse tse dikgolo tsa matlakala re bua ka tsa bogolo jo bo tlwaelegileng tse di tsenyang matlakala)	E ka ba ke mekotlana e mekae e megolo ya matlakala a go lahlwa (mehuta ka moka) yeo lapa le le e tšweletšago beke e nngwe le e nngwe? (Ka mekotlana e megolo ya matlakala, re bolela ka bogolo bja go swana le bja mokotla o mogolo wa tlwaelo o moso)	Hoeveel groot vuilissakke met herwinningsmateriaal (alle soorte) maak hierdie huishouding per week vol? (Met groot vuilissakke bedoel ons dieselfde grootte as 'n gewone groot swart sak)
1,25	What type of electricity supply, if any, does this household have? Can be a multiple mention	Electricity with smart meter and Electricity with conventional meter	Ugesi onemitha ethuthukile (akufiki umuntu wakwamasipala ukuzoyihlola) Ugesi onemitha evamile (kufika umuntu wakwamasipala ukuzoyihlola)	Ugesi one-smart meter kunye Nogesi onemitha eqhelekileyo	Mitara wa motlakase o o sa tlhokeng go balwa ke mongwe wa masepala, Mitara wa motlakase o o tlhokang go balwa ke mongwe wa masepala.	Mitara wa motlakase o o sa tlhokeng go balwa ke mongwe wa masepala, Mitara wa motlakase o o tlhokang go balwa ke mongwe wa masepala.	Elektrisiteit met slimmeter en elektrisiteit met konvensionele meter
2,4	How satisfied are you with the sanitation or sewerage service you currently have access to?	sanitation or sewerage system	ukungcola noma uhlelo lokuthuthwa kwendle	ucoceko okanye inkqubo yokucocwa kwamanzi	go ntshiwa ga leswe la matlwana a boithusetso kgotsa le le ntshiwang ka diphaephe	tlhwekišo goba tshepedišo ya keelatlšhila	Sanitasie- of rioolstelsel
2,6	How satisfied are you with the energy sources you currently have access to?	energy sources	Imithombo yesidlakadla	imithombo yamandla	metswedi ya eneji-	methopo ya maatla	Energiebronne
2,14	How satisfied are you with the storm water drains where you live?	Very satisfied Satisfied Neither satisfied nor dissatisfied Dissatisfied There are no storm water drains	Kwenelisa kakhulu Kuyenelisa Ngiphakathi nendawo (angenelisekile kodwa futhi hhayi ukuthi ngenelisekile) Akwenelisi Akwenelisi kakhulu Akukho mapayiphi okuchitha amanzi esiphapho	Ndanelisekile kakhulu Ndanelisekile Ndanelisekile ndinganelisekanga Andanelisekanga Andanelisekanga kakhulu Azikho izikhuphi-manzi zezikhukhula zamanzi	Ke kgotsofetse thata Ke kgotsofetse Ke mo magareng fela Ga ke a kgotsofala Ga ke a kgotsofala leseng Ga diyo a thelegelang mo go tsone	Ke Kgotsotetše kudu Ke Kgotsotetše ke kgotsotetše e bile ga se ka kgotsofala Ga se ka kgotsofala Ga se ka kgotsofala kudu Ga gona mesela ya meetse a pula	Baie tevrede Tevrede Nóg tevrede nóg ontevrede Ontevrede Baie ontevrede Daar is nie afvoerslote nie
2,18	How satisfied are you with government's initiatives to grow the economy and create jobs?	government's initiatives to grow the economy and create jobs	imizamo kahulumeni yokukhulisa umnotho nokudala imisebenzi	amaphulo karhulumente okukhulisa uqoqosho kunye nokudala imisebenzi	mananeo a puso a go godisa ikonomi le go tlhama ditiro	mananeo a mmušo a go godiša ekonomi le go hlola mešomo	Die regering se inisiatiewe ten opsigte van ekonomiese groei en werkskepping
3.10	How likely are you to make this area where you are living now your main home in future? <i>Don't read out</i>	How likely are you to make this area where you are living now your main home in future?	Kungenzeka kangakanani ukuthi wenze le ndawo ohlala kuyo manje ikhaya lakho esikhathini esizayo?	Kungathandeka kangakanani ukuba wenze le ndawo ohlala kuyo ngoku ukuba ibelikhaya lakho kwixesha elizayo?	Go na le kgonego e e kae ya gore o ka dira lefelo leno legae la gago go ya goileng? (Ie o nngang mo go lone gone jaanong legae la gago la konokono mo isagweng?)	Kgonagalo ke e kakang ya gore o ka dira lefelo le mo o dulago gona ga bjale legae la gago la nnete ka moso?	Wat is die moontlikheid dat u hierdie gebied waar u nou bly in die toekomst u permanente woonplek sal maak?
4,1	Have you seen an improvement and/or deterioration in this community or neighbourhood in the last 12 months?	improvement and deterioration	ubungcono nokuwohloka	ukuphuculwa nokutshabalalisa	go tokafala le go senyegela pele	kaonafatšo le theogo	Verbetering en agteruitgang
4,4	How long in total have you lived in this neighbourhood/settlement/suburb? <i>(can be the sum of multiple periods of residence, not only the most recent period of residence)</i>	community or neighbourhood	umphakathi noma ukwakhelana	uluntu okanye ubumelwane	mo baaging kgotsa mo tikologong	setšhaba goba tikologo	Gemeenskap of woonbuurt

QoL Question		Translation Required	Zulu	Xhosa	Tswana	N. Sotho	Afrikaans
4,6	Imagine there are three friends who are talking about the place where they live. The first one says, "In this area there is one group of leaders who most people listen to". The second one says, "In this area there are competing leaders, and different people follow different leaders". The third friend says "There are no leaders in this area". Which one person best describes how you feel about where you live?	Imagine there are three friends who are talking about the place where they live. The first one says, "In this area there is one group of leaders who most people listen to". The second one says, "In this area there are competing leaders, and different people follow different leaders". The third friend says "There are no leaders in this area". Which one person best describes how you feel about where you live?	Cabanga angabangane abathathu abakhuluma ngendawo abahlala kuyona Owokugala uthi, "Kule ndawo kuneqembu elilodwa labaholi abalalelwa ngabantu abaningi". Owesibini uthi, "Kule ndawo kunabaholi abaqhudelanayo, kanti abantu abahlukene balandela abaholi abahlukene". Umngane wesithathu uthi, "Abekho abaholi kule ndawo". Yimuphi umuntu ochaza kahle ngendlela ozizwa ngayo ngendawo ohlala kuyona?	Khawucinge ukuba kukho abahlobo abathathu abathetha ngeendawo abahlala kuzo. Owokugala uthi, "Kule ndawo kukho iqela elinye leenkokheli abantu abaninzi abalimamelayo". Owesibini uthi, "Kule ndawo kukho iinkokheli ezikhuphisanayo, kwaye abantu abahlukeneyo balandela iinkokheli ezahlukeneyo". Umhlobo wesithathu uthi "Azikho iinkokheli kule ndawo". Ngomphi umntu abemnye ochaza kakuhle ngendlela ovakalelwa ngayo ngendawo ohlala kuyo?	Tsaya gore go na le ditsala tse tharo tse di buang ka lefelo le di nnang mo go lone. Wa nthla a re, "Go na le sethophase se le sengwe sa baeteledipele mo lefelong leno ba ba reediwang ke bontsi jwa batho". Wa bobedi a re, "Go na le baeteledipele ba ba gaisanang mo lefelong leno, mme baeteledipele ba , ba salwa morago ke batho ba farologaneng". Tsala ya boraro ya re "Ga go na baeteledipele mo lefelong leno". Ke mang mo go bone yo o thalosang botoka go gaisa ba bangwe tsela e o ikutlwang ka yone ka lefelo le o nnang mo go lone?	Nagana gore go na le bagwera ba bararo bao ba boelago ka lefelo leo ba dulago go lona. Wa mathomo o re, "Mo lefelong le go na le sehlopha se tee sa baetapele seo batho ba bantši ba se theeletšago". Wa bobedi o re, "Mo lefelong le go na le baetapele bao ba phadišanago, e bile batho ba go fapana ba latela baetapele ba go fapana". Mogwera wa boraro o re "Ga gona baetapele mo lefelong le". Ke motho o tee ofe yo a hlalošago bokaone ka tsela yeo o ikwago ka ga mo o dulago gona?	Veronderstel daar is drie vriende wat gesels oor die plek waar hulle bly. Die eerste een sê: "In hierdie gebied is daar een groep leiers waarna die meeste mense luister". Die tweede een sê: "In hierdie gebied is daar kompeterende leiers en verskillende mense volg verskillende leiers." Die derde vriend sê: "Daar is geen leiers in hierdie gebied nie." Watter een persoon beskryf die beste hoe jy voel oor waar jy bly?
5,1	Think about the trip that you make most often, from home, that involves walking or cycling or other mode of transport such as a taxi, car or train. What is the purpose of this trip that you make most often?	To go to a place of leisure or entertainment	Ukuya endaweni yokuzilibazisa nokuzijabulisa	Ukuya kwindawo yokuzonwabisa okanye eyolonwabo	Go ya kwa lefelong la go iketla kgotsa la go itlosa bodutu	Go ya lefelong la boiketlo goba boithabišo	Om na 'n ontspannings- of vermaaklikheidsplek te gaan
5,8	What, if anything would make you consider switching to any other mode of transport <i>Coding note: Only ask to people whose main mode is motorbike, car as passenger, car in lift club, car as driver</i>	What, if anything would make you consider switching to any other mode of transport	Yini, uma kukhona into engakwenza ukuthi ucabange ukushintshela kolunye uhlobo lwesithuthi	Yintoni, ukuba ikhona nantoni engakwenza ukuba uthathele ingqalelo yokutshintshela nakoluphi na uhlobo lothutho	Ke eng, se se ka dirang gore o akanye go fetola mofuta wa sepalangwa.	Ke eng, ge ele gore e gona ye e ka go dirago gore o fetolele go mohuta ofe goba ofe o mongwe wa senamelwa	Wat, indien enige iets, sal u laat besluit om na 'n ander vervoermiddel oor te skakel
8,6	Your local council is meant to develop a plan for developing your area, called the Integrated Development Plan or IDP and local people are meant to participate in the planning process. Have you - or an organisation you belong to - participated in the IDP process in your community?	Your local council is meant to develop a plan for developing your area, called the Integrated Development Plan or IDP and local people are meant to participate in the planning process. Have you - or an organisation you belong to - participated in the IDP process in your community?	Umkhandlu wakho wendawo ufanele wenze icebo lokuthuthukisa indawo yakini, elibizwa ngeCebo Elihlanganisiwe Lokuthuthukisa noma i-IDP kanti abantu bendawo kufanele babambe iqhaza enqubweni yokuhlela. Ngabe wena - noma inhlalango yakho - nilibambile iqhaza kuhlelo lwe-IDP emphakathini wangakini?	Ibhunga lakho lendawo lenzelwe ukuphuhlisa isicwangciso sokuphuhlisa indawo yakho, ebizwa ngeSicwangciso soPhuhliso oluHlangeneyo i-IDP kwaye abantu basekuhlaleni benzelwe ukuba bathathe inxaxheba kwinkqubo yocwangciso. Ingaba wena - okanye iziko ozibandakanya kulo -lakhe lathatha inxaxheba kwiinkqubo ye-IDP kwindawo ohlala kuyo?	Boikaelelo jwa khansela ya lefelo la lona ke go tlhama thulaganyo ya go thabolola lefelo la lona (IDP), mme go lebelelwe gore batho ba lefelo leo ba tseye karolo mo thulaganyong ya thabololo. A wena - kgotsa mokgatho o o leng lelolo la one - o kile wa nna le seabe mo thulaganyong ya IDP mo tikologong ya gaeno?	Khansela ya gago ya selegae e hlametšwe go hlama leano la go hlabolla lefelo la gago (IDP), le batho ba selegae ba swanetše go kgathatema ka go tshepedišo ya peakanyo. E ka ba wena - goba mokgatho wo o lego go ona - o kgathile tema ka go tshepedišo ya IDP mo setšhabeng sa geno?	U plaaslike stadsraad is veronderstel om 'n plan op te stel om u gebied te ontwikkel, wat die Geïntegreerde Ontwikkelingsplan genoem word (IDP), en mense is veronderstel om aan die beplanningsproses deel te neem. Het u - of 'n organisasie waaraan u behoort - aan hierdie beplanningsproses in u gemeenskap deelgeneem?
8,10	The National Government	The National Government	Uhulumeni kaZwelonke	Urhulumente weSizwe	Puso ya Bosetšhaba	Mmušo wa Bosetšhaba	Die Nasionale Regering
8,11	The Gauteng Provincial Government	The Gauteng Provincial Government	Uhulumeni weSifundazwe saseGauteng	Urhulumente wePhondo lase Gauteng	Puso ya Porofense ya Gauteng	Mmušo wa Profense ya Gauteng	Die Gauteng Provinsiale Regering
8,12	The Local Municipality where you live	The Local Municipality where you live	UMasipala wendawo lapho uhlala khona	UMasipala waseKhaya apho uhlala khona	Mmasipala wa Selegae ko Nnang Teng	Mmasipala wa Selegae wa mo o dulago gona	Die plaaslike munisipaliteit waar u bly
8,18	Were you treated with respect and dignity?	Were you treated with respect and dignity?	Ngabe uphathwe ngenhlonipho nangesithunzi?	Ingaba waphathwa ngenhlonipho nangesidima?	A o ne wa tshwarwa ka tlotlo le seriti?	E ka ba o swerwe ka tlhompho le tlotlego?	Is u met respek en waardigheid behandel?

QoL Question		Translation Required	Zulu	Xhosa	Tswana	N. Sotho	Afrikaans
8.20	In general, do you think most government officials are doing their best to service the people according to the principles of Batho Pele? <i>If the respondent does not know what it means, say: Meaning 'People First'. Batho Pele is an initiative to get public servants to be service orientated and strive for excellence in service delivery.</i>	In general, do you think most government officials are doing their best to service the people according to the principles of Batho Pele? If the respondent does not know what it means, say: Meaning 'People First'. Batho Pele is an initiative to get public servants to be service orientated and strive for excellence in service delivery.	Ngokwazi kwakho, ucabanga ukuthi iningi lezisebenzi zikahulumeni zenza konke okusemandleni azo ukuhlinzeka abantu ngezidingo ngokwemigomo ye-Batho Pele? Uma ngabe ophendulayo akazi ukuthi kusho ukuthini, wothi: Kusho ukuthi 'Abantu Kuqala'. I-Batho Pele umzamo wokuthi izisebenzi zikahulumeni zijwayele ukusebenzela zizame ukwenza ngobuqabavu ekuhlinzekeni ngezidingo.	Ngokubanzi, ingaba ucinga ukuba amagosa amaninzi karhulumente enza okusemandleni kubo ukunika iinkonzo ebantwini ngokwemigaqo- nkqubo yeBatho Pele? Ukuba umphenduli akazi ukuba kuthetha ntoni, yiithi: Kuthetha 'Abantu Kuqala'. I-Batho Pele liphulo lokufumana abasebenzi boluntu ukuba bagxininise kwiinkonzo kwaye bazame ukubalasela kunikezelo lweenkonzo.	Ka kakaretso, a o akanya gore bontsi jwa bathhankedi ba puso ba leka ka natla go naya batho ditirelo go ya ka melaotheo ya Batho Pele? Fa moarabadipotso a sa itse gore seno se kaya eng, e re: 'Batho Pele'. Batho Pele ke letsholo la go dira gore bathhankedi ba puso ba ba direle batho ditirelo mme ba leke go dira tiro ya boleng jo bo kwa godimo fa ba direla ditirelo.	Ka kakaretso, e ka ba o nagana gore bontši bja bašomi ba mmušo ba dira bokaone go aba tirelo go batho go ya le ka dikokwane tša Batho Pele? Ge bafetodi ba sa tsebe gore go ra go reng, mohlomongwe: Go ra gore 'People First'. Batho Pele ke lenaneo la go dira gore bašomi ba mmušo ba hlokomela tirelo le go katanela go botswerere ka go kabo ya tirelo.	Dink u oor die algemeen dat staatsamptenare hul bes doen om die mense volgens die Batho Pele beginsels te dien? Indien die respondent nie weet wat dit beteken nie, sê: Dit beteken "Mense eerste". Batho Pele is 'n inisiatief om staatsamptenare sover te kry om diensgerig te wees en na uitnemendheid in dienslewering te streef.
8.26	The municipality cares for all the people in this area equally	The municipality cares for all the people in this area equally	Umasipala unendaba ngabo bonke abantu abakulendawo ngokulinganayo	Umasipala unakekela bonke abantu kule ndawo ngokulinganayo	Mmasepala o tlhokomela batho bothle ka go lekana mo lefelong leno	Mmasepala o hlokomela batho ka moka ka go lekana mo lefelong le	Die munisipaliteit gee ewe veel om vir al die mense in hierdie gebied
8.32	Water & sanitation	Water & sanitation	Amanzi nokungcola	Amanzi nococeko	Metsi le tlhwekiso	Meetse & tlhwekišo	Water & sanitasie
9.2	People like you cannot influence developments in your community	People like you cannot influence developments in your community	Abantu abafana nawe abakwazi ukuba nomthelela entuthukweni yomphakathini wangakini	Abantu abafana nawe abanako ukubane mpembelelo kuphuhliso kwindawo yakho	Batho ba ba jaaka wena ba ka se nne le thothetheitso ya tlhabololo mo tikologong ya lona	batho ba go swana le wena ga ba kgone go ka huetša ditlhabollo mo setšhabeng sa geno	Mense soos u kan nie ontwikkelings in u gemeenskap beïnvloed nie
9.3	The country is going in the wrong direction	The country is going in the wrong direction	Izwe liya endleleni engalungile	Ilizwe lihamba ngendlela engafanelekanga	Naga ya rona e tsaya tsel e e fosagetseng/ e seng yona.	Naga e sepelela ka tseleng e fošagetšego	Die land beweeg in die verkeerde rigting.
9.4	The 2016 local elections were free and fair	The 2016 local elections were free and fair	Ukhetho lwango-2016 belukhululekile futhi lulungile	Unyulo lwendawo luka-2016 lwalukhululekile kwaye lufanelekile	Ditlhopho tsa selegae tsa ngwaga wa 2016 e ne e le tse di gololesegile e bile di sa belaeitse.	Dikgetho tša selegae tša 2016 e be di lokogile e bile di se na bosodi	Die 2016 plaaslike verkiesings was vry en regverdig
9.5	The judiciary (courts, judges, etc.) is free from government influence	The judiciary (courts, judges, etc.) is free from government influence	Amajaji (izinkantolo, amajaji, njll) akhululekile kumthelela kahulumeni, njll.)	Ubugwebi (iinkundla, abagwebi, njalo njalo.) bukhululekile kwimpembelelo karhulumente	Lefapha la tsa boathlodi (dikgotlatshekelo, baathlodi, jalo le jalo.)le gololesegile go thothoetso ya puso	Boahlodi (dikgorotsheko, baahlodi, bj.bj.) bo lokogile go tšwa go khuetšo ya mmušo	Die regbank (howe, regters, ens.) is vry van regeringsinvloed
9.6	It is important to look after the environment	It is important to look after the environment	Kubalulekile ukunakekela imvelo	Kubalulekile ukunakekela okusingqongileyo	Go bothokwa go tlhokomela tikologo	Go bohlokwa gore o hlokomela tikologo	Dit is belangrik om na die omgewing om te sien
9.8	Corruption is the main threat to our democracy	Corruption is the main threat to our democracy	Inkohlakalo iyisethuso esikhulu sentandoyeningi	Urhwaphilizo lusisongelo esiphambili kwintando yesininzi yethu	Bonweenwee ke botshosedi bo bo tonna go puso ya bothle.	Bomenetša ke tšhošetšo e kgolo go temokrasi ya rena	Korrupsie is die grootste bedreiging vir ons demokrasie
9.9	The press is free to say or write what it likes	The press is free to say or write what it likes	Amaphephandaba akhululekile ukusho noma ukubhala lokho kukuthandayo	Ushicilelo lukhululekile ukuthetha okanye ukubhala oko kukuthandayo	Ba metswedi ya (Bo radikgang) dikgang ba gololesegile go ka bua kgotsa go ka kwala se ba se ratang	Bobegaditaba bo lokogile go bolela goba go ngwala seo ba se ratago	Die pers mag sê en skryf wat hulle wil
9.11	Nobody cares about people like me	Nobody cares about people like me	Akekho umuntu onendaba nabantu abanjengami	Abekho abantu abakhathalele abantu abafana nam	Ga go ope yo o kgathallang ka batho ba ba jaaka nna	Ga gona motho yo a nago le taba ka ga batho ba go swana le nna	Niemand gee om vir mense soos ek nie

QoL Question		Translation Required	Zulu	Xhosa	Tswana	N. Sotho	Afrikaans
9,12	Imagine that there are three friends who are talking about life in Gauteng. The first one says: "Gauteng should be for South Africans only. They must send the foreigners back to their countries." The second one says: "A lot of foreigners came to work in South Africa for poor wages under apartheid. We all suffered under the same system. They should be allowed to stay." The third one says: "Foreign people living in Gauteng are alright, but only if they have legal permission from the government." Which one person best describes how you feel?	Imagine that there are three friends who are talking about life in Gauteng. The first one says: ""Gauteng should be for South Africans only. They must send the foreigners back to their countries."" The second one says: ""A lot of foreigners came to work in South Africa for poor wages under apartheid. We all suffered under the same system. They should be allowed to stay."" The third one says: ""Foreign people living in Gauteng are alright, but only if they have legal permission from the government."" Which one person best describes how you feel?"	Cabanga ngabangane abathathu abakhuluma ngempilo eGauteng Owokuqala uthi: "IGauteng ifanelwe ukuba ngeyabaseNingizimu Afrika kuphela. Kufanele babuyiselwe emazweni abo abakwamanye amazwe." Owesibili uthi: "Abaningi abezizwe beza ukuzosebenzela iholo elincane ngaphansi kobandlululo lapha eNingizimu Afrika. Sihlupheke sonke ngaphansi kohlelo olufanayo. Kufanele bavunyelwe ukuhlala. Owesithathu uthi: "Abantu bakwamanye amazwe abahlala eNingizimu Afrika balungile, uma nje benemvume kahulumeni esemthethweni." "Ngabe yimuphi umuntu oyichaza kahle indlela ozizwa ngayo?"	Khawucinge ukuba kukho abahlobo abathathu abathetha ngokuphila eGauteng. Owokuqala uthi: "IGauteng kufuneka ibe yeyabantu baseMzantsi Afrika kuphela. Kumele babuyisele abantu basemzini kumazwe abo." Owesibini uthi: "Abaninzi abantu basemzini beza kusebenzela umvuzo opantsi eMzantsi Afrika ngaphantsi kobandlululo Sonke sabandzeleka phantsi kwenkqubo efanayo. Bafanele bavunyelwe ukuba bahlale." Owesithathu uthi: "Abantu basemzini abahlala eGauteng balungile, kodwa kuphela xa benemvume esemthethweni evela kurhulumente." "Ngomphi na umntu ochaza kakuhle indlela ovakalelwa ngayo?"	Tsaya gore go na le ditsala tse tharo tse di buang ka botshelo mo Gauteng. Wa ntlha a re: ""Gauteng e tshwanetse go nna ya MaAfrika Borwa fela. Ba tshwanetse go busetsa batswa ntle kwa dinageng tsa bone." Wa bobedi a re: ""Bontsi jwa batswantle ba tiile go berekela madi a a kwa tlase ka fa tlase ga puso yakgatllo. Rotlhe re ne ra sotlega ka fa tlase ga puso e. Ba tshwanetse go letlwa go nna." Wa boraro a re: ""Batwantle ba ba nnang mo Gauteng ba siame, fa fela ba na le tetla ya semolao go tswa kwa pusong."" Ke mang mo go bone yo o tlhalosang botoka go gaisa ba bangwe ka fa o ikutlwang ka gone.""	Akanya gore go na le bagwera ba bararo bao ba bolelago ka bophelo ka mo Gauteng. Wa mathomo o re: ""Gauteng e swanetse go ba ya Mafrika Borwa fela. Ba swanetse go romela batšwantle morago dinageng tša bo bona."" Wa bobedi o re: ""Batšwantle ba bantši ba tiile go šomela megolo ya fase ka mo Afrika Borwa ka fase ga mmušo wa kgethologanyo. Ka moka ga rena re hlōrišitšwe ka fase ga tshepedišo yona yeo."" Wa boraro o re: ""Batšwantle bao ba dulago ka mo Gauteng ga ba na bothata, eupša fela ge ba na le tumelelo ya semmušo go tšwa mmušong."" Ke motho ofe yo a hlalošago bokaone maikutlo a gago?"	Veronderstel daar is drie vriende wat oor die lewe in Gauteng gesels. Die eerste een sê: "Gauteng moet net vir Suid-Afrikaners wees. Hulle moet die buitelanders na hulle lande toe terugstuur." Die tweede een sê: "Baie buitelanders het in Suid-Afrika vir swak lone onder apartheid kom werk. Ons het almal onder dieselfde stelsel swaar gekry. Hulle moet toegelaat word om te bly." Die derde een sê: "Buitelanders wat in Gauteng bly, is aanvaarbaar, maar net indien hulle wettige toestemming van die regering het." "Watter een persoon beskryf die beste hoe u voel?"
9.20	Inter-racial dating/marriage is acceptable	Inter-racial dating/marriage is acceptable	Ukuthandana/umshado ngokobuhlanga kwamkelekile	Ukuthandana/umtshato ngokwebala kwamkelekile	Go ratana/ nyalana ga semerafe go amogelesegile.	go ratana/nyalana le mehlobo e mengwe go a amogelwa	Verhoudings/huwelike tussen mense van verskillende rasse is aanvaarbaar
10,6	Your standard of living	Your standard of living	Amazinga akho empilo	Umgangatho wakho wokuphila	Maemo a gago a botshelo	Maemo a gago a bophelo	U lewenstandaard
10,8	The way you spend your leisure time - recreation, relaxation etc.?	The way you spend your leisure time - recreation, relaxation etc?	Indlela ochitha ngayo isikhathi sokuzihlalela - ukungcebeleka, ukuphumula njll?	Indlela ochitha ngayo ixesha lakho lolonwabo - ukuzilibazisa, ukuphumula, njalo njalo?	Mokgwa o o tsamaisang nako ka ona - go ikentsha bodutu, go iketla jalo le jalo?	Tsela yeo o dirišago nako ya gago ya boiketlo - boitapološo, boikhutšo bj.bj.?	Die manier waarop u u vrye tyd spandeer - rekreasie, ontspanning, ens?

QoL Question		Translation Required	Zulu	Xhosa	Tswana	N. Sotho	Afrikaans
11,5	What does your business do?	Agriculture, forestry and fishing Mining and quarrying Manufacturing Electricity, gas, steam and airconditioning supply Water supply, sewerage, waste management and remediation activities Construction Wholesale and retail trade, repair of motor vehicles and motorcycles Transportation and storage Accommodation and food service activities Information and communication Financial and insurance activities Real estate activities Professional, scientific and technical activities Administrative and support service activities Public administration and defence, social security Education Human health and social work activities Arts, entertainment and recreation Other service activities Activities of households as employers, undifferentiated goods-and services-producing activities of households for own use Activities of extraterritorial organizations and bodies, not economically active people, unemployed people etc.	Ezolimo, Amahlathi nokudoba Ukumba izimayini nokumba enkwalini Ukukhiqiza Ugesi, igesi, isisi nokuhlinzekwa ngomshini ongenisa umoya Ukuhlinzekwa ngamanzi, ukuthuthwa kwendle, ukuphathwa kwemfucuzo nemisebenzi yokulungisa Ukwakha Ukuhweba kokuthengisa ngendali enkulu kanye nokudayisa, ukulungiswa kwezimoto nezithuthuthu Ukuthutha nokugcina Imisebenzi yokuhlinzeka ngendawo yokuhlala nokudla Ulwazi nokuxhumana Imisebenzi yezezimali nezomshwalense Imisebenzi yokuthengisa izindlu Imisebenzi yomsebenzi wobungcweti, wesayensi nowobuchwepheshe Imisebenzi yokuphatha neyokweseka Ukuphathwa nokuvikelwa komphakathi, Imfundo yokuphepha komphakathi Imisebenzi yezempilo yabantu nomsebenzi womphakathi Ubuciko, ukuzijabulisa nokuzithokozisa Eminye imisebenzi yenhlinzeko Imisebenzi yamakhaya njengabaqashi, izinto nezinkonzo ezingasebenzi - imisebenzi yokukhiqiza izinto ezisetshezeniswa emakhaya Imisebenzi yezinhlangano ezedlulele nemikhandlu, abantu abangabambi qhaza kwezomnotho, abantu abangasebenzi, njll	Ulimo, amahlathi kunye nokuloba Imigodi kunye neekwari Ukwenza Unikezelo lombane, igesi, umphunga kunye nesppholisi-moya Ukunikezelwa kwamanzi, ukuthuthwa kwamanzi, ukulawulwa kwenkunkuma kunye nemisebenzi yokulungisa Ukwakhiwa Urhwebo lweehoseyile kunye neevenkile, ukulungiswa kwezithuthi kunye nezithuthuthu Uthutho nokugcinwa Indawo yokuhlala kunye nemisetyenzana yeenkonzo zokutya Ulwazi kunye noqhagamshelwano Imisetyenzana yezimali kunye ne inshorensi Imisetyenzana yezindlu Imisetyenzana yobugcisa, inzululwazi kunye nobuchule Imisetyenzana yeenkonzo zolawulo nenkxaso Ulawulo loluntu kunye nokukhusela, ukhuseleko lwasekuhlaleni Imfundo Imisetyenzana yempilo yabantu kunye nemisebenzi yasekuhlaleni Inkcubeko,ulonwabo nokuzonwabisa Eminye imisetyenzana yeenkonzo Imisetyenzana yekhaya njengokuba abaqashi, iimpahla kunye neenkonzo ezingahlukaniswanga-ukuvulisa imisetyenzana yamakhaya ukuba uzisebenzisele ngokwakho Imisetyenzana yamaziko angaphandle kunye namaqumrhu, angengawo abantu abasebenzayo ngokoqoqosho, abantu abangaqeshwanga njl.	Temothuo, dikgwa le go tshwara dithlapi Tiro ya Meepo le matikiri Go tlhama Motlakase, gase, mouwafalo le go tlamela ka sefetha mowa o o tsididi Go tlamela ka metsi, go tlosa leswe la matlwana a boithusetso, go olela matlakala le ditiro tsa go rarabolola bothata jwa dikago Kgwebo ya go rekisetsa Mabenkele le batho, go baakanya dikoloi le dikuta Dipalangwa le mafelobobolokelo Ditirelo tsa marobalo le dijo Tshedimosetso le tlhaeletsano Ditiro tsa ditšhelete le inšorense Ditiro tsa go rekisa matlo Ditiro tsa kemonokeng tsa seporofeshenale, tsa saense le tsa setegeniki Tsamaisopuso le tshireletso, loago le pabalesego Pholo ya batho le le ditiro tsa tirelo loago Diatshe, boitlosobodutu le boitapoloso Ditiro tse dingwe tsa go direla batho Ditiro tsa malapa jaaka bathapi, ditirelo tsa dithoto tse di sa farologaneng ditiro tsa tlhagiso-dikumo tsa malapa go itirisetsa tsone Ditiro tse di kwantle ga naga le ditlamo, batho ba ba sa direng le ba ba sa tshwaraganang le go batla tiro, batho ba ba sa berekeng jj.	Temo, Dikgwa le Boreahlapi Meepo le go ntšha maswika Tšweletšo Mohlagase, kgase, mušimeetse le kabo ya sehlwekišamoya Kabo ya meetse, kelelatšhila, taolo ya ditšhila le ditiro tša tokišo Kago Thekišobontši le Thekišo ka bonnyane, tokišo ya dikoloi le dikuta Thwalodithoto le polokelo Marobalo le ditiro tša tirelo ya dijo Tshedimošo le Kgokagano Ditiro tša ditšhelete le diinšorense Ditiro tša thekišo ya dintlo Ditiro tša Profešenale, Saense le Theknikale Ditiro tša taolo le tirelo ya thekgo Taolo ya setšhaba le tšhireletšo, tšhireletšo ya leago Thuto Ditiro tša maphelo a batho le mošomo wa leago Bokgabo, boithabišo le boitapoloso Ditiro tše dingwe tša tirelo Ditiro tša ka lapeng bjalo ka bengmošomo, ditiro tšeo di fapantšhwego tša go tšweletša dithoto le ditirelo tša ka malapeng gore o di šomiše Ditiro tša mekgatlo le ditho tša ka ntle ga naga, batho ba go se be le seabe mo ekonoming, batho ba go se šome bj.bj.	Landbou, bosbou en visserye Mynbou en steengroefwerk Vervaardiging Elektrisiteits-, gas-, stoom- en lugversorgingsvoorsiening Watervoorziening, riolering, afvalbestuur en herstelaktiwiteit Konstruksie Groot- en kleinhandel, herstel van motorvoertuie en motorfiets Vervoer en berging Verblyf- en voedselbedieningsaktiwiteit Inligting en kommunikasie Finansiële en versekeringsaktiwiteit Eiendomsaktiwiteit Professionele, wetenskaplike en tegniese aktiwiteit Administratiewe en ondersteuningsdiensaktiwiteit Openbare administrasie en verdediging, bestaansbeveiliging Onderwys Mensegesondheid- en maatskaplikewerkaktiwiteit Kunste, vermaak en rekreasie Ander diensaktiwiteit Aktiwiteit van huishoudings as werkgewers, ongedifferensieerde goedere-en-diens-leweringaktiwiteit van huishoudings vir eie gebruik Aktiwiteit van buiteiterritoriale organisasies en liggame, nie-ekonomiese aktiewe mense, werklose mense, ens.

QoL Question		Translation Required	Zulu	Xhosa	Tswana	N. Sotho	Afrikaans
11.10	How satisfied are you with the support that government provides for small business development	How satisfied are you with the support that government provides for small business development	Weneliseke kanganani ngokwesekwa okuhlinzekwa nguhulumeni ekuthukiseni amabhizinisi amancane	Ingaba waneliseke kanganani ngenkxaso enikezelwa nguhulumeni kuphuhliso loshishino oluncinane	O kgotsofetsa go le go kae ka tshegetso e puso e e nayang thabolo ya dikgwebo-potlana?	E ka ba o kgotsofetše go fihla kae ka thekgo yeo mmušo o e abago go thabollo ya dikgwebo tše dinnyane	Hoe tevrede is u met die ondersteuning wat die regering aan kleinsake-ontwikkeling gee
11,24	How did you find your last job?	Recruitment agency Labour broker	I-ejensi yokuqasha I-arhente (igosa) yokufunela umsebenzi i- Labour broker	I-arhente (igosa) yokufunela umsebenzi i- Labour broker	Setheo se se tsomang badiri Go batlela batho ditiro	Setheo sa Kalatšo Monyakela Mošomo	Werwingsagentskap Arbeidsmakelaar
14,9	In the last year, have you or any other member of this household had any of the following conditions: ASK YES OR NO FOR EACH.	Cancer Diarrhoea Emphysema / Bronchitis Asthma Pneumonia Heart disease/stroke Hypertension HIV / AIDS Tuberculosis (TB)	Sifo somdlavuza Isifo sohudo I-Emphysema / i-Bronchitis Isifuba somo Inyumoniya Izifo zenhliziyo umfutho wegazi ophezulu Isandulela-ngculazi/nengculazi Isifo sofuba (TB) Tuberculosis (TB)	Umlhaza Urhudo I-Emphysema / Iphika Umbefu Inyumoniya lingxaki zeentliziyo uxinzelelo lwegazi Ugawulayo/Intsholongwane kaGawulayo Isifo sephepha (i-TB)	Kankere Letshololo Bothata jwa makgwafo / Boronkhaetese Asema Nyumonia Mathata a pelo kgatelelo ya madi HIV / AIDS Bolwetse jwa Lehuba (TB)	Kankere Letšhollo Bolwetši bja maswafo / Go ruruga ga dipeipi tša maswafo Asma Nyumonia Mathata a pelo madi a magolo HIV / AIDS Bolwetši bja mafahla (TB)	Kanker Diarree Emfiseem / Brongitis Asma Longtsteking Hartprobleme hoë bloeddruk MIV / VIGS Tuberkulose (TB)
14,14	Little interest or pleasure in doing things	Little interest or pleasure in doing things	Ukuba nentshisekelo noma injabulo encane ekwenzeni izinto	Umdla okanye ulonwabo oluncinane ekwenzeni izinto	Go sa nne le kgathego kgotsa go sa natefelewe ke go dira dilo	Kgahlego goba boipshino bjo bonnyane ge o dira dilo	Min belangstelling in of genot om dinge te doen
14,16	In the past 12 months, have you or a member of your household experienced a mental health problem (e.g. depression, anxiety, bipolar disorder, psychosis)?	In the past 12 months, have you or a member of your household experienced a mental health problem (e.g. depression, anxiety, bipolar disorder, psychosis)?	Ezinyangeni eziyi-12 ezedlule, ngabe wena noma ilungu lomndeni wakho nika naba nokugula ngekhandla (isib. ukucindezeleka, ukukhathazeka, i-bipolar, i-psychosis)?	Kwiinyanga ezili-12 ezidlulileyo, ingaba wena okanye ilungu lekhaya lakho lafumana ingxaki yokugula ngengqondo (umzekelo. ukudakumba, ukuxhalaba, ukuphazamiseka kwengqondo, isifo sengqondo)?	Mo dikgweding tse 12 tse di fetileng, a wena kgotsa mongwe wa lelapa la gago a kile a nna le bothata jwa bolwetse ba thaloganyo (jaaka, go gatellega thata mo thaloganyong, thobaelo, go fetofetoga ga maikutlo, go fapaana thaloganyo)?	Mo dikgweding tše 12 tša go feta, e ka ba wena goba leloko la lapa la gago le ile la itemogela mathata a tša maphelo a monagano (mohl. Kgatelelo ya monagano, tialelo, kgakanego ya bjoko, kgakanego ya monagano)?	Het u of 'n lid van u huishouding die afgelope 12 maande 'n geestesgesondheidsprobleem ervaar (bv. depressie, angstigheid, bipolêre verstoring, psigose)?
15,4	Do you have any kind of disability?	Not disabled Sight disability Hearing disability Communication or speech disability Physical disability Intellectual disability Emotional disability Multiple disabilities	Akukho ukukhubazeka Ukukhubazeka kwamehlo Ukukhubazeka ngokuzwa Ukukhubazeka ngenkulumo Ukukhubazeka emzimbeni Ukukhubazeka ngokomqondo Ukukhubazeka ngokwemizwa Ukukhubazeka okuningi	Akakhubazekanga Ukukhubazeka ngokubona Ukukhubazeka ngokuva Ukukhubazeka ngokunxibelelana okanye ngokwentetho Ukukhubazeka ngokomzimba Ukukhubazeka ngokwengqondo Ukukhubazeka ngokwemvakalelo Ukukhubazeka okuninzi	Go sa golofala Bogole jwa matlho Bogole jwa di tsebe Bogole jwa puisano kgotsa puo Bogole jwa mmele Bogole jwa thaloganyo Bogole jwa maikutlo Dikgolofalo tse di ntsi	Ga se wa golofala Kgolofalo ya mahlo Kgolofalo ya Ditsebe Kgolofalo ya Poledišano goba polelo Kgolofalo ya mmele Kgolofalo ya monagano Kgolofalo ya maikutlo Dikgolofalo tše dintši	Nie gestrem nie Siggestremdheid Gehoorgestremdheid Kommunikasie- of spraakgestremdheid Fisiese gestremdheid Intellektuele gestremdheid Emosionele gestremdheid Veelvuldige gestremdhede
15,13	Is this household registered with the municipality (or through their ward councillor) on an indigency register to get free services, property rates rebates, etc?	Is this household registered with the municipality (or through their ward councillor) on an indigency register to get free services, property rates rebates, etc?	Ngabe le ndlu ibhalisiwe kwamasipala (noma ngekhangsela lewadi) kurejista yobumpofu ukuthola izinsiza zamahhala, intela yezindlu ebuyiswayo, njll.?	Ingaba elikhaya libhalisiwe nomasipala (okanye ngekhangsela yewadi yabo) kwirejista yobuhlwempu ukuze ifumane iinkonzo zamasimashla, izaphulelo zemali yerhafu yepropati, njalo njalo	A ntlo eno e kwadisitswe kwa mmasepaleng (kgotsa kwa mokhanselareng wa kgaolopotlana) mo rejisetareng ya bahumanegi go bona ditirelo tsa mahala, go fokoletswa ditshwanelo tsa ntlo, jalo le jalo?	E ka ba lapa le le ingwadišitše le masepala (goba le mokhanselara wa wate ya lona) go rejistara ya bohloki gore le hwetše ditirelo tša mahala, diphokoletšo tša lekgetho go ntlo, bj.bj.?	Is hierdie huishouding by die munisipaliteit (of deur hul wyk se raadslid) op 'n register vir hulpbehoewendes geregistreer om gratis dienste, eiendomsbelastingkorting, ens. te kry?
15,14	Formal employment	Formal employment	Umsebenzi osemthethweni	Umsebenzi ngokusemthethweni	tiro ya leruri	Mošomo wa semmušo	Formele indiensneming
15,15	Informal employment	Informal employment	Umsebenzi ongakahleleki	Umsebenzi ongekho semthethweni	tiro e e seng ya leruri	Mošomo we e sego wa semmušo	Informele indiensneming
15,16	Support from family or remittances	Support from family or remittances	Ukwesekwa umndeni noma ukuthunyelwa kwemali	Inkxaso evela kusapho okanye kwiintlawulo	Go tshagediwa ke ba lelapa kgotsa go romelelwa madi	Thekgo go tšwa go lapa goba dimpho	Ondersteuning van familie en remise (geldsending)