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Service Delivery, Democracy and Governance

City Support Programme A survey of citizen engagement: 2013

Tabulation Report

Prepared for

Democracy Governance and Service Delivery

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1. Background to the study

1.1. Introduction

The City Support Programme project is an initiative of National Treasury to address spatial inequalities and development challenges at the city level. In collaboration with key government departments, the project aims to harness human, financial and institutional capacity to improve planning, implementation and innovation in order to ensure that cities are more inclusive and liveable, productive, and environmentally, financially and economically efficient, while also being resilient to change. This project covers areas of governance relating to citizen engagement, counter corruption in the metros as well as social and environmental management.

In this project, determining public attitudes on these issues were important since they reflected the beliefs, desires, fears and preferences of citizens. One part of the project entailed the use of the South African Social Attitudes Survey (SASAS, www.hsra.ac.za/sasas) to determine public perceptions regarding citizen engagement issues. National results from the survey as well as cross tabulations with key variables are presented in this report.

1.2. The Research Universe

The target population for the survey is South Africans aged 16 and over. Specifically, the target population comprised people living in households, hostels and other structures. People living in special institutions such as hospitals and prisons were excluded from the sample. The inclusion of people from these institutions would have compromised the random selection procedure. Also, past experience has shown that access to people in these institutions is extremely difficult, since obtaining permission can be cumbersome and complex.

1.3. Sample Design

The survey has been designed to yield a representative sample of adults aged 16 and older. The sampling frame used for the survey is based on the 2011 census and a set of small area layers (SALs). Estimates of the population numbers for various categories of the census variables were obtained per SAL. In this sampling frame special institutions (such as hospitals, military

campus, old age homes, schools and university hostels) as well as recreational areas, industrial areas and vacant SALs were excluded prior to the drawing of the sample.

In the sampling, small area layers (SALs) were used as primary sampling units (PSUs) and the estimated number of dwelling units (taken as visiting points) in the SALs as secondary sampling units. In the first sampling stage PSUs (SALs) were drawn with probability proportional to size, using the estimated number of dwelling units (DUs) in an SAL (PSU) as measure of size (MOS). The DU as secondary sampling unit has been defined as “separate (non-vacant) residential stands, addresses, structures, flats, homesteads, etc.” In the second sampling stage a predetermined number of individual dwelling units (or visiting points) were drawn with equal probability in each of the drawn DUs. Finally, in the third sampling stage a person was drawn with equal probability from all 16 year and older persons in the drawn DU.

Three explicit stratification variables were used in the sampling, namely province, geographic type and majority population group. Within each stratum, the allocated number of PSUs (which could differ between different strata) was drawn using proportional to size probability sampling with the estimated number of dwelling units in the PSU as measure of size (MOS). In each of these drawn PSUs, 7 dwelling units were drawn.

1.4. Data Weighting

A total of 2 739 people were interviewed during this study. The final data set was given to the statistician for benchmarking and weighting purposes. When weighted, this number represents 36 493 490 South Africans of 16 years and older. The data was weighted to the 2011 census population estimates.

2. National Level Results (Weighted %, Weighted N)

2.1. Most important factors in becoming an active citizen in society

Multiple Response		Responses		Percent of Cases
		N	Percent	
208. Which of the following things do you think are the most important for a person to become an active citizen in our society?	Knowledge of leaders in government (e.g. the president, mayor, ward councilor)	1230	20.6%	47.9%
	Knowledge of the policies and actions of government	949	15.3%	35.4%
	Attending government public meetings (e.g. ward, imbizos)	903	14.8%	34.4%
	Voting in elections	1186	17.7%	41.0%
	Taking part in protests to influence government decisions	267	4.3%	10.0%
	Giving input to help influence government development plans	382	6.0%	13.9%
	Contacted, or attempted to contact, a politician or a civil servant to express your views	235	3.4%	7.9%
	Being involved in self-help groups and other community organisations to improve my community	724	10.0%	23.2%
	Contact or use the media to express your opinion	242	4.5%	10.3%
	Other (please specify)	29	.6%	1.3%
(Do not know)	223	2.9%	6.8%	
Total		6370	100	232.1%

2.2. Factors that prevent citizens from working together with government

Multiple Response		Responses		Percent of Cases
		N	Percent	
209. What do you think prevents citizen from working together with the government	Limited resources (e.g. time and money)	823	18.3%	32.7%
	I feel under-qualified to make an input	606	12.1%	21.7%
	I don't understand government processes	584	12.4%	22.2%
	I don't understand the language	236	4.9%	8.7%
	There is no information on opportunities to participate	857	17.7%	31.7%
	I don't trust my local government institutions and public officials to do the job	610	11.7%	21.0%
	My input will not make a difference	541	11.5%	20.6%
	The issues do not concern me	90	1.7%	3.1%
	It is not my responsibility	109	2.1%	3.8%
	Other (please specify):	124	3.2%	5.7%
	(Do not know)	233	4.2%	7.6%
Total		4813	100.0%	178.9%

2.3. Information needs on various municipal issues

Multiple Response		Responses		Percent of Cases
		N	Percent	
211. Which of the following issues would you like to receive information about?	Your municipality's Integrated Development Plan (IDP)	1129	25.8%	47.7%
	Budget allocations/expenditures in your municipality	1102	23.8%	44.0%
	Big development projects in your municipality	1152	23.0%	42.5%
	The appointment of a private company to deliver basic services in your municipality	831	16.2%	30.0%
	(None of the above)	535	8.9%	16.4%
	(Do not know)	138	2.3%	4.3%
Total		4887	100.0%	184.9%

2.4. Involvement in municipal issues

Multiple Response		Responses		Percent of Cases
		N	Percent	
212. And now please tell me which of the following would you like to have an opportunity to be involved in?	Your municipality's Integrated Development Plan (IDP)	423	13.9%	17.1%
	Budget allocations/expenditures in your municipality	520	16.6%	20.4%
	Big development projects in your municipality	758	27.5%	33.7%
	The appointment of a private company to deliver basic services in your municipality	488	15.4%	18.9%
	(None of the above)	900	23.1%	28.4%
	(Do not know)	153	3.5%	4.4%
Total		3242	100.0%	122.9%

2.5. Preferred information channels with regards to local municipality issues

213. Through which of the following would you most prefer to receive information from your local municipality?		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	TV	847	35.0	37.4	37.4
	Radio	282	10.8	11.5	48.9
	Cell phone (e.g SMS alerts of council meetings, service disruptions, etc.)	169	6.1	6.5	55.4
	Email message	51	1.6	1.7	57.1
	internet (e.g. wikis, blogs, facebook, other social media)	65	2.4	2.6	59.7
	Face to face (ward meetings, imbizo, lekgotla)	510	19.3	20.6	80.3
	Municipal newsletter	238	7.0	7.5	87.8
	Local newspaper	257	7.6	8.2	96.0
	Other (please specify):	20	.8	.8	96.8
	(Do not know)	99	3.0	3.2	100.0
	Total	2538	93.5	100.0	
Missing	System	201	6.5		
Total		2739	100		

2.6. Preferred ways of providing suggestions and giving feedback to local municipalities

Multiple Response		Responses		Percent of Cases
		N	Percent	
214. What would be the best ways for you to provide suggestions and give back to your local municipality?	Face to face (through imbizo, ward councilor/committee)	1992	41.2%	76.3%
	Suggestion and complaints box at the relevant government department	745	14.8%	27.5%
	Customer satisfaction survey through the municipal website	227	4.3%	8.0%
	Customer satisfaction survey through the municipal call center	284	6.1%	11.4%
	Customer satisfaction survey conducted by a local Community Development Worker	467	8.0%	14.8%
	Providing suggestions/feedback via SMS	405	8.5%	15.8%
	Providing suggestions/feedback via internet (e.g. email, wikis, blogs, facebook, other social media)	246	5.3%	9.9%
	Providing suggestions/feedback via platforms like Mxit, twitter or WhatsApp	133	2.7%	5.0%
	Giving electronic input into the IDP (e.g. email, SMS, or other)	135	2.4%	4.4%
	Participating in a competition for new ideas for local development projects	187	4.4%	8.1%
	Other (please specify):	25	.5%	1.0%
	(None of the above)	114	1.8%	3.3%
Total		4960	100.0%	185.4%

3. Results Disaggregated by Age Group (Weighted %, Unweighted N)

3.1. Most important factors in becoming an active citizen in society

Multiple response table		Age groups															
		16-19 years		20-29 years		30-39 years		40-49 years		50-59 years		60-69 years		70-101years		Total	
		Col %	N	Col %	N	Col %	N	Col %	N	Col %	N	Col %	N	Col %	N	Col %	N
208. Which of the following things do you think are most important for a person to become an active citizen in our society	Knowledge of leaders in government (e.g. the president, mayor, ward councillor)	50.5	116	48.3	266	48.8	275	48.6	220	49.5	152	32.8	111	48.4	90	47.9	1230
	Knowledge of the policies and actions of government	43.0	103	37.8	220	34.9	199	31.4	153	35.5	110	30.6	100	29.1	64	35.4	949
	Attending government public meetings (e.g. ward, imbizos)	34.0	73	35.8	213	36.4	208	34.9	152	32.5	101	24.0	78	33.7	78	34.4	903
	Voting in elections	45.8	110	39.7	252	38.6	248	42.5	190	41.8	152	45.6	140	36.6	94	41.0	1186
	Taking part in protests to influence government decisions	9.8	26	10.5	67	8.9	45	11.9	55	11.7	36	8.0	23	4.1	15	10.0	267
	Giving input to help influence government development plans	12.4	29	16.9	107	10.5	64	16.9	67	9.0	36	15.6	44	15.3	35	13.9	382
	Contacted, or attempted to contact, a politician or a civil servant to express your views	5.0	14	9.1	59	9.0	56	6.8	37	5.5	22	9.7	30	8.3	17	7.9	235
	Being involved in self-help groups and other community organisations to improve my community	27.4	72	23.7	166	21.1	149	23.7	124	24.3	91	18.0	70	23.5	52	23.2	724
	Contact or use the media to express your opinion	11.9	26	10.9	56	8.3	46	10.0	39	11.5	33	10.7	29	11.5	13	10.3	242
	Other (please specify):	.4	1	.8	4	2.1	8	1.4	7	2.2	4	1.3	3	.4	2	1.3	29
(Do not know)	3.8	10	6.0	40	5.3	37	8.2	41	9.0	26	9.3	38	11.1	30	6.8	222	

3.2. Factors that prevent citizens from working together with government

Multiple response table		Age groups															
		16-19 years		20-29 years		30-39 years		40-49 years		50-59 years		60-69 years		70-101years		Total	
		Col %	N	Col %	N	Col %	N	Col %	N	Col %	N	Col %	N	Col %	N	Col %	N
209. What do you think prevents citizens from working together with government?	Limited resources (e.g. time and money)	34.9	83	30.0	178	31.0	170	35.1	144	37.8	106	29.6	90	35.2	52	32.7	823
	I feel under-qualified to make an input	22.6	61	22.0	139	23.5	124	21.1	105	19.6	65	24.1	69	13.3	43	21.7	606
	I don't understand government processes	21.7	55	25.7	141	25.9	140	17.4	91	17.6	56	20.7	63	16.8	38	22.2	584
	I don't understand the language	11.1	23	6.5	48	9.3	45	10.0	40	7.4	30	12.6	32	7.2	18	8.7	236
	There is no information on opportunities to participate	31.6	74	36.7	194	28.6	203	28.9	134	32.3	103	33.3	94	27.0	55	31.7	857
	I don't trust my local government institutions and public officials to do the job	25.3	58	25.4	138	16.4	108	18.4	107	20.6	77	23.1	82	17.2	40	21.0	610
	My input will not make a difference	16.9	42	24.9	132	15.5	102	18.4	84	24.4	74	26.9	63	21.2	44	20.6	541
	The issues do not concern me	4.3	12	3.7	18	2.9	25	2.9	15	2.4	5	2.2	6	1.7	8	3.1	89
	It is not my responsibility	3.5	8	3.5	22	5.4	32	2.8	16	1.9	9	5.8	11	3.1	11	3.8	109
	Other (please specify):	5.2	10	4.6	22	7.2	30	6.9	26	6.0	16	5.4	15	1.8	5	5.7	124
(Do not know)	6.5	16	5.4	44	7.0	43	9.6	38	7.5	26	9.1	26	15.5	40	7.6	233	

3.3. Information needs on various municipal issues

Multiple response table		Age groups															
		16-19 years		20-29 years		30-39 years		40-49 years		50-59 years		60-69 years		70-101years		Total	
		Col %	N	Col %	N	Col %	N	Col %	N	Col %	N	Col %	N	Col %	N	Col %	N
211. Which of the following issues would you like to receive information about?	Your municipality's Integrated Development Plan (IDP)	43.4	93	53.7	268	49.3	255	45.0	197	41.7	117	51.8	131	34.2	68	47.7	1129
	Budget allocations/expenditures in your municipality	49.3	108	47.8	246	41.9	249	47.6	191	37.2	115	36.9	114	34.3	79	44.0	1102
	Big development projects in your municipality	38.1	94	46.2	269	45.0	264	43.2	208	39.9	134	41.3	121	24.8	62	42.5	1152
	The appointment of a private company to deliver basic services in your municipality	29.4	76	33.1	173	32.4	201	31.6	145	24.1	98	25.3	83	17.6	55	30.0	831
	(None of the above)	20.3	47	13.7	103	13.2	84	15.6	87	20.0	63	19.9	79	28.0	71	16.4	534
	(Do not know)	2.3	6	3.2	20	3.1	23	4.3	22	5.5	22	5.7	19	13.8	26	4.3	138

3.4. Involvement in municipal issues

Multiple response table		Age groups															
		16-19 years		20-29 years		30-39 years		40-49 years		50-59 years		60-69 years		70-101years		Total	
		Col %	N	Col %	N	Col %	N	Col %	N	Col %	N	Col %	N	Col %	N	Col %	N
212. And now please tell me which of the following you would like to have the opportunity to be involved in?	Your municipality's Integrated Development Plan (IDP)	15.8	33	16.4	91	20.1	103	17.1	82	16.1	47	19.4	47	8.8	20	17.1	423
	Budget allocations/expenditures in your municipality	22.6	52	19.2	116	24.9	131	19.4	87	15.0	50	20.5	54	17.1	30	20.4	520
	Big development projects in your municipality	36.9	76	36.6	177	34.5	173	30.9	125	38.3	99	23.2	63	21.3	45	33.8	758
	The appointment of a private company to deliver basic services in your municipality	23.6	47	20.1	118	21.3	120	18.4	85	12.4	48	16.4	45	11.6	25	18.9	488
	(None of the above)	31.0	74	25.8	180	21.1	154	28.1	131	35.2	120	39.1	131	44.8	109	28.4	899
	(Do not know)	1.6	6	2.8	20	4.9	29	3.3	20	6.2	26	8.3	26	10.8	26	4.4	153

3.5. Preferred information channels with regards to local municipality issues

		Age groups															
		16-19 years		20-29 years		30-39 years		40-49 years		50-59 years		60-69 years		70-101years		Total	
		N	Col %	N	Col %	N	Col %	N	Col %	N	Col %	N	Col %	N	Col %	N	Col %
213. Through which of the following would you most prefer to receive information from your local municipality?	TV	84	42.9	191	36.5	185	40.2	135	35.4	95	31.8	89	35.3	68	39.6	847	37.4
	Radio	11	7.2	48	9.5	69	10.3	44	14.2	34	14.6	38	15.3	38	15.5	282	11.5
	Cell phone (e.g SMS alerts of council meetings, service disruptions, etc.)	22	7.2	48	9.4	36	7.4	25	4.1	19	4.9	14	4.3	4	.6	168	6.5
	Email message	2	.2	13	1.9	10	.8	13	3.6	5	2.4	6	1.1	2	.4	51	1.7
	internet (e.g. wikis, blogs, facebook, other social media)	6	2.6	24	5.0	13	1.5	9	2.1	5	1.1	5	1.5	3	1.8	65	2.6
	Face to face (ward meetings, imbizo, lekgotla)	43	23.5	105	20.0	124	21.0	89	22.8	60	20.0	50	18.8	39	12.9	510	20.6
	Municipal newsletter	13	7.6	36	6.3	39	7.3	45	5.9	30	11.6	49	10.0	26	8.0	238	7.5
	Local newspaper	19	6.3	47	7.6	55	7.0	50	8.4	37	10.9	30	7.8	19	14.5	257	8.2
	Other (please specify):	2	1.1	5	1.1	3	1.0	4	.3	1	.0	5	2.2	0	0.0	20	.8
	(Do not know)	7	1.4	22	2.9	19	3.5	12	3.2	10	2.7	14	3.7	15	6.6	99	3.2
Total	209	100.0	539	100.0	553	100.0	426	100.0	296	100.0	300	100.0	214	100.0	2537	100.0	

3.6. Preferred ways of providing suggestions and giving feedback to local municipalities

Multiple response table		Age groups															
		16-19 years		20-29 years		30-39 years		40-49 years		50-59 years		60-69 years		70-101years		Total	
		Col %	N	Col %	N	Col %	N	Col %	N	Col %	N	Col %	N	Col %	N	Col %	N
214. What would be the best ways for you to provide suggestions and give feedback to your local municipality?	Face to face (through imbizo, ward councillor/committee)	77.0	165	73.6	427	79.8	443	78.8	342	76.0	231	71.2	222	71.6	162	76.3	1992
	Suggestion and complaints box at the relevant government department	29.6	80	27.3	165	26.4	160	26.8	118	34.8	91	23.0	70	21.6	60	27.5	744
	Customer satisfaction survey through the municipal website	10.1	28	9.1	55	6.6	52	7.7	40	12.0	29	3.3	14	3.1	9	8.0	227
	Customer satisfaction survey through the municipal call center	8.0	23	15.0	74	9.2	64	12.9	43	10.8	32	5.7	28	11.4	20	11.4	284
	Customer satisfaction survey conducted by a local Community Development Worker	12.3	34	15.0	100	15.2	105	15.6	88	16.3	61	16.1	56	8.2	23	14.8	467
	Providing suggestions/feedback via SMS	20.2	52	20.5	112	15.3	87	12.1	56	14.4	49	5.3	29	10.9	20	15.8	405
	Providing suggestions/feedback via internet (e.g. email, wikis, blogs, facebook, other social media)	11.5	35	14.0	71	8.4	53	7.2	38	10.3	25	4.8	17	5.5	7	9.9	246
	Providing suggestions/feedback via platforms like Mxit, twitter or WhatsApp	7.6	24	7.8	43	4.3	26	2.2	18	4.5	11	.9	5	2.9	6	5.0	133
	Giving electronic input into the IDP (e.g. email, SMS, or other)	6.3	16	3.3	27	5.9	41	4.6	19	2.9	12	2.0	11	6.0	9	4.4	135
	Participating in a competition for new ideas for local development projects	5.9	15	9.4	53	8.7	38	8.4	30	9.1	21	3.6	17	4.9	13	8.1	187
Other (please specify):	1.1	2	.6	6	1.2	4	.4	3	1.6	5	2.6	5	0.0	0	1.0	25	
(None of the above)	3.1	6	2.6	20	3.4	23	2.3	11	2.6	11	6.8	25	7.7	18	3.3	114	

4. Results Disaggregated by sex (Weighted %, Unweighted N)

4.1. Most important factors in becoming an active citizen in society

Multiple response table		220. Sex of respondent					
		Male		Female		Total	
		Col %	N	Col %	N	Col %	N
208. Which of the following things do you think are most important for a person to become an active citizen in our society	Knowledge of leaders in government (e.g. the president, mayor, ward councillor)	47.9	484	47.8	746	47.9	1230
	Knowledge of the policies and actions of government	37.1	408	33.9	541	35.4	949
	Attending government public meetings (e.g. ward, imbizos)	34.8	354	34.0	549	34.4	903
	Voting in elections	42.2	484	39.8	702	41.0	1186
	Taking part in protests to influence government decisions	9.5	110	10.4	157	10.0	267
	Giving input to help influence government development plans	13.5	168	14.4	214	13.9	382
	Contacted, or attempted to contact, a politician or a civil servant to express your views	7.7	94	8.1	141	7.9	235
	Being involved in self-help groups and other community organisations to improve my community	23.4	294	23.0	430	23.2	724
	Contact or use the media to express your opinion	10.2	96	10.5	146	10.3	242
	Other (please specify):	1.4	10	1.3	19	1.3	29
(Do not know)	6.0	78	7.5	145	6.8	223	

4.2. Factors that prevent citizens from working together with government

Multiple response table		220. Sex of respondent					
		Male		Female		Total	
		Col %	N	Col %	N	Col %	N
209. What do you think prevents citizens from working together with government?	Limited resources (e.g. time and money)	32.0	323	33.4	500	32.7	823
	I feel under-qualified to make an input	20.8	233	22.5	373	21.7	606
	I don't understand government processes	22.3	234	22.2	350	22.2	584
	I don't understand the language	8.8	100	8.7	136	8.7	236
	There is no information on opportunities to participate	33.0	354	30.6	503	31.7	857
	I don't trust my local government institutions and public officials to do the job	22.4	256	19.7	354	21.0	610
	My input will not make a difference	20.7	225	20.5	316	20.6	541
	The issues do not concern me	3.3	37	3.0	53	3.1	90
	It is not my responsibility	3.4	37	4.1	72	3.8	109
	Other (please specify):	5.5	47	5.9	77	5.7	124
(Do not know)	7.0	84	8.1	149	7.6	233	

4.3. Information needs on various municipal issues

Multiple response table		220. Sex of respondent					
		Male		Female		Total	
		Col %	N	Col %	N	Col %	N
211. Which of the following issues would you like to receive information about?	Your municipality's Integrated Development Plan (IDP)	51.2	481	44.4	648	47.7	1129
	Budget allocations/expenditures in your municipality	44.8	455	43.4	647	44.0	1102
	Big development projects in your municipality	45.0	489	40.1	663	42.5	1152
	The appointment of a private company to deliver basic services in your municipality	29.0	336	31.0	495	30.0	831
	(None of the above)	15.1	199	17.6	336	16.4	535
	(Do not know)	3.2	42	5.2	96	4.3	138

4.4. Involvement in municipal issues

Multiple response table		220. Sex of respondent					
		Male		Female		Total	
		Col %	N	Col %	N	Col %	N
212. And now please tell me which of the following you would like to have the opportunity to be involved in?	Your municipality's Integrated Development Plan (IDP)	17.8	186	16.4	237	17.1	423
	Budget allocations/expenditures in your municipality	23.0	236	18.0	284	20.4	520
	Big development projects in your municipality	34.6	311	33.0	447	33.7	758
	The appointment of a private company to deliver basic services in your municipality	19.8	215	18.2	273	18.9	488
	(None of the above)	25.8	319	30.8	581	28.4	900
	(Do not know)	4.3	55	4.4	98	4.4	153

4.5. Preferred information channels with regards to local municipality issues

		220. Sex of respondent					
		Male		Female		Total	
		N	Col %	N	Col %	N	Col %
213. Through which of the following would you most prefer to receive information from your local municipality?	TV	319	35.3	528	39.3	847	37.4
	Radio	108	10.8	174	12.2	282	11.5
	Cell phone (e.g SMS alerts of council meetings, service disruptions, etc.)	63	5.6	106	7.4	169	6.5
	Email message	22	1.3	29	2.0	51	1.7
	internet (e.g. wikis, blogs, facebook, other social media)	35	3.7	30	1.6	65	2.6
	Face to face (ward meetings, imbizo, lekgotla)	203	21.1	307	20.2	510	20.6
	Municipal newsletter	95	8.4	143	6.7	238	7.5
	Local newspaper	114	10.3	143	6.2	257	8.2
	Other (please specify):	9	.7	11	1.0	20	.8
	(Do not know)	33	2.8	66	3.5	99	3.2
	Total	1001	100.0	1537	100.0	2538	100.0

4.6. Preferred ways of providing suggestions and giving feedback to local municipalities

Multiple response table		220. Sex of respondent					
		Male		Female		Total	
		Col %	N	Col %	N	Col %	N
214. What would be the best ways for you to provide suggestions and give feedback to your local municipality?	Face to face (through imbizo, ward councillor/committee)	78.0	793	74.7	1199	76.3	1992
	Suggestion and complaints box at the relevant government department	28.5	296	26.6	449	27.5	745
	Customer satisfaction survey through the municipal website	8.0	97	8.1	130	8.0	227
	Customer satisfaction survey through the municipal call center	12.4	120	10.4	164	11.4	284
	Customer satisfaction survey conducted by a local Community Development Worker	14.5	195	14.9	272	14.8	467
	Providing suggestions/feedback via SMS	14.5	158	16.9	247	15.8	405
	Providing suggestions/feedback via internet (e.g. email, wikis, blogs, facebook, other social media)	9.7	110	10.0	136	9.9	246
	Providing suggestions/feedback via platforms like Mxit, twitter or WhatsApp	5.0	53	4.9	80	5.0	133
	Giving electronic input into the IDP (e.g. email, SMS, or other)	4.0	50	4.8	85	4.4	135
	Participating in a competition for new ideas for local development projects	7.7	82	8.5	105	8.1	187
	Other (please specify):	.5	8	1.4	17	1.0	25
(None of the above)	3.0	42	3.5	72	3.3	114	

5. Results Disaggregated by Population Group (Weighted %, Unweighted N)

5.1. Most important factors in becoming an active citizen in society

Multiple response table		221. Race of respondent									
		Black African		Coloured		Indian/Asian		White		Total	
		Col %	N	Col %	N	Col %	N	Col %	N	Col %	N
208. Which of the following things do you think are most important for a person to become an active citizen in our society	Knowledge of leaders in government (e.g. the president, mayor, ward councillor)	50.0	793	41.2	193	58.3	165	35.2	79	47.9	1230
	Knowledge of the policies and actions of government	35.5	571	27.9	138	50.6	147	37.4	93	35.4	949
	Attending government public meetings (e.g. ward, imbizos)	38.3	648	20.5	123	29.3	90	17.8	42	34.4	903
	Voting in elections	40.2	689	42.7	214	43.9	157	45.0	126	41.0	1186
	Taking part in protests to influence government decisions	10.4	159	10.4	50	10.6	42	5.9	16	10.0	267
	Giving input to help influence government development plans	12.7	197	13.0	63	20.1	65	22.8	57	13.9	382
	Contacted, or attempted to contact, a politician or a civil servant to express your views	7.8	136	7.9	42	8.9	39	8.5	18	7.9	235
	Being involved in self-help groups and other community organisations to improve my community	22.2	409	24.3	136	30.5	108	27.7	71	23.2	724
	Contact or use the media to express your opinion	10.4	142	9.1	44	6.0	29	12.0	27	10.3	242
	Other (please specify):	1.5	20	1.4	5	.7	1	.5	3	1.3	29
	(Do not know)	5.0	101	18.6	73	6.6	21	9.8	28	6.8	223

5.2. Factors that prevent citizens from working together with government

Multiple response table		221. Race of respondent									
		Black African		Coloured		Indian/Asian		White		Total	
		Col %	N	Col %	N	Col %	N	Col %	N	Col %	N
209. What do you think prevents citizens from working together with government?	Limited resources (e.g. time and money)	33.6	513	26.8	141	38.7	103	29.3	66	32.7	823
	I feel under-qualified to make an input	23.7	401	17.3	107	26.2	72	8.6	26	21.7	606
	I don't understand government processes	23.2	368	20.6	98	26.8	79	15.1	39	22.2	584
	I don't understand the language	9.1	162	6.0	28	13.8	29	6.9	17	8.7	236
	There is no information on opportunities to participate	32.1	508	28.2	145	35.1	116	31.2	88	31.7	857
	I don't trust my local government institutions and public officials to do the job	20.2	327	15.5	101	22.1	89	32.4	93	21.0	610
	My input will not make a difference	19.7	321	23.5	100	21.9	55	24.7	65	20.6	541
	The issues do not concern me	3.5	63	2.7	12	3.4	12	.7	3	3.1	90
	It is not my responsibility	3.9	71	4.5	22	1.3	7	2.8	9	3.8	109
	Other (please specify):	4.9	65	9.7	20	9.7	20	7.2	19	5.7	124
(Do not know)	7.1	138	9.2	57	4.5	17	10.5	21	7.6	233	

5.3. Information needs on various municipal issues

Multiple response table		221. Race of respondent									
		Black African		Coloured		Indian/Asian		White		Total	
		Col %	N	Col %	N	Col %	N	Col %	N	Col %	N
211. Which of the following issues would you like to receive information about?	Your municipality's Integrated Development Plan (IDP)	48.6	697	42.1	205	43.4	121	47.0	106	47.7	1129
	Budget allocations/expenditures in your municipality	45.0	666	36.9	184	53.4	147	40.9	105	44.0	1102
	Big development projects in your municipality	41.3	673	43.3	212	41.7	140	51.1	127	42.5	1152
	The appointment of a private company to deliver basic services in your municipality	29.1	495	34.7	142	38.8	109	30.9	85	30.0	831
	(None of the above)	14.6	274	25.3	123	18.8	67	21.3	71	16.4	535
	(Do not know)	4.2	86	3.2	25	8.5	14	4.2	13	4.3	138

5.4. Involvement in municipal issues

Multiple response table		221. Race of respondent									
		Black African		Coloured		Indian/Asian		White		Total	
		Col %	N	Col %	N	Col %	N	Col %	N	Col %	N
212. And now please tell me which of the following you would like to have the opportunity to be involved in?	Your municipality's Integrated Development Plan (IDP)	16.4	240	17.0	87	14.5	49	23.4	47	17.1	423
	Budget allocations/expenditures in your municipality	21.3	311	15.4	95	18.1	74	19.0	40	20.4	520
	Big development projects in your municipality	36.1	520	30.4	135	15.6	46	23.2	57	33.7	758
	The appointment of a private company to deliver basic services in your municipality	20.2	321	17.9	80	20.0	50	9.4	37	18.9	488
	(None of the above)	24.6	447	40.5	198	48.4	137	41.3	118	28.4	900
	(Do not know)	4.4	87	4.0	31	7.1	20	3.9	15	4.4	153

5.5. Preferred information channels with regards to local municipality issues

		221. Race of respondent									
		Black African		Coloured		Indian/Asian		White		Total	
		N	Col %	N	Col %	N	Col %	N	Col %	N	Col %
213. Through which of the following would you most prefer to receive information from your local municipality?	TV	545	39.7	141	35.3	95	24.4	66	25.3	847	37.4
	Radio	238	13.9	24	3.3	9	1.4	11	3.5	282	11.5
	Cell phone (e.g SMS alerts of council meetings, service disruptions, etc.)	95	6.3	31	4.2	23	6.3	20	10.5	169	6.5
	Email message	10	.6	7	3.0	18	8.2	16	7.3	51	1.7
	internet (e.g. wikis, blogs, facebook, other social media)	21	1.7	6	2.6	17	8.0	21	8.0	65	2.6
	Face to face (ward meetings, imbizo, lekgotla)	393	23.5	76	16.8	22	10.9	19	4.5	510	20.6
	Municipal newsletter	53	4.4	76	15.3	52	16.2	57	21.4	238	7.5
	Local newspaper	80	5.7	86	15.8	52	22.8	39	15.9	257	8.2
	Other (please specify):	12	1.0	3	.1	3	1.0	2	.4	20	.8
	(Do not know)	66	3.2	22	3.5	2	.8	9	3.2	99	3.2
Total	1513	100.0	472	100.0	293	100.0	260	100.0	2538	100.0	

5.6. Preferred ways of providing suggestions and giving feedback to local municipalities

Multiple response table		221. Race of respondent									
		Black African		Coloured		Indian/Asian		White		Total	
		Col %	N	Col %	N	Col %	N	Col %	N	Col %	N
214. What would be the best ways for you to provide suggestions and give feedback to your local municipality?	Face to face (through imbizo, ward councillor/committee)	81.7	1326	68.1	359	60.0	194	46.4	113	76.3	1992
	Suggestion and complaints box at the relevant government department	27.5	446	28.1	129	30.3	101	26.4	69	27.5	745
	Customer satisfaction survey through the municipal website	6.9	109	7.4	33	13.0	42	16.3	43	8.0	227
	Customer satisfaction survey through the municipal call center	11.5	159	10.0	50	10.8	44	11.7	31	11.4	284
	Customer satisfaction survey conducted by a local Community Development Worker	13.2	245	20.9	91	24.8	84	18.1	47	14.8	467
	Providing suggestions/feedback via SMS	15.8	248	14.4	61	24.3	57	14.2	39	15.8	405
	Providing suggestions/feedback via internet (e.g. email, wikis, blogs, facebook, other social media)	7.3	111	10.2	29	26.2	53	24.5	53	9.9	246
	Providing suggestions/feedback via platforms like Mxit, twitter or WhatsApp	4.4	69	4.2	23	5.7	22	9.9	19	5.0	133
	Giving electronic input into the IDP (e.g. email, SMS, or other)	3.5	73	2.2	14	7.3	22	12.9	26	4.4	135
	Participating in a competition for new ideas for local development projects	8.4	119	6.9	34	5.5	20	8.1	14	8.1	187
	Other (please specify):	1.0	15	.4	3	1.0	3	1.0	4	1.0	25
	(None of the above)	2.8	56	5.0	31	2.4	8	5.5	19	3.3	114

6. Results Disaggregated by Living Standard Measure (LSM) (Weighted %, Unweighted N)

6.1. Most important factors in becoming an active citizen in society

Multiple response table		LSM							
		Low		Medium		High		Total	
		Col %	N	Col %	N	Col %	N	Col %	N
208. Which of the following things do you think are most important for a person to become an active citizen in our society	Knowledge of leaders in government (e.g. the president, mayor, ward councillor)	60.9	97	47.8	631	44.8	423	47.7	1151
	Knowledge of the policies and actions of government	31.5	51	34.0	428	38.9	416	35.5	895
	Attending government public meetings (e.g. ward, imbizos)	32.8	75	37.8	502	28.5	266	34.3	843
	Voting in elections	36.7	81	40.9	579	42.2	454	41.0	1114
	Taking part in protests to influence government decisions	5.7	12	10.8	123	9.9	114	10.1	249
	Giving input to help influence government development plans	11.7	22	10.7	147	17.5	178	13.1	347
	Contacted, or attempted to contact, a politician or a civil servant to express your views	6.0	14	8.3	120	7.7	84	8.0	218
	Being involved in self-help groups and other community organisations to improve my community	26.0	52	21.0	335	25.5	289	22.9	676
	Contact or use the media to express your opinion	2.9	7	8.8	118	15.5	104	10.6	229
	Other (please specify):	7.6	7	1.0	13	.8	8	1.4	28
(Do not know)	5.3	20	7.3	115	6.2	79	6.8	214	

6.2. Factors that prevent citizens from working together with government

Multiple response table		LSM							
		Low		Medium		High		Total	
		Col %	N	Col %	N	Col %	N	Col %	N
209. What do you think prevents citizens from working together with government?	Limited resources (e.g. time and money)	40.5	67	31.2	403	33.1	296	32.5	766
	I feel under-qualified to make an input	27.0	57	23.2	323	17.4	187	21.5	567
	I don't understand government processes	24.9	41	21.9	282	23.2	223	22.5	546
	I don't understand the language	15.6	31	8.9	119	6.3	70	8.5	220
	There is no information on opportunities to participate	39.4	62	30.7	422	30.7	315	31.3	799
	I don't trust my local government institutions and public officials to do the job	11.8	27	19.1	266	26.5	273	21.1	566
	My input will not make a difference	23.2	46	21.7	268	19.1	196	21.0	510
	The issues do not concern me	5.3	12	3.2	43	2.9	31	3.2	86
	It is not my responsibility	3.2	10	4.8	62	2.4	30	3.9	102
	Other (please specify):	4.1	4	4.0	45	8.4	65	5.5	114
(Do not know)	9.0	22	9.0	142	5.3	57	7.8	221	

6.3. Information needs on various municipal issues

Multiple response table		LSM							
		Low		Medium		High		Total	
		Col %	N	Col %	N	Col %	N	Col %	N
211. Which of the following issues would you like to receive information about?	Your municipality's Integrated Development Plan (IDP)	38.4	59	46.5	563	49.8	436	47.1	1058
	Budget allocations/expenditures in your municipality	44.2	70	41.8	525	46.3	433	43.5	1028
	Big development projects in your municipality	44.0	77	39.3	544	46.4	460	42.0	1081
	The appointment of a private company to deliver basic services in your municipality	27.7	49	27.7	379	34.8	352	30.1	780
	(None of the above)	26.2	55	16.8	253	14.5	202	16.7	510
	(Do not know)	6.0	17	4.2	70	3.5	38	4.1	125

6.4. Involvement in municipal issues

Multiple response table		LSM							
		Low		Medium		High		Total	
		Col %	N	Col %	N	Col %	N	Col %	N
212. And now please tell me which of the following you would like to have the opportunity to be involved in?	Your municipality's Integrated Development Plan (IDP)	13.7	22	14.5	185	21.4	182	16.8	389
	Budget allocations/expenditures in your municipality	13.3	27	21.0	255	20.3	203	20.2	485
	Big development projects in your municipality	32.1	58	35.7	420	30.2	239	33.6	717
	The appointment of a private company to deliver basic services in your municipality	12.4	24	20.5	258	17.9	173	19.0	455
	(None of the above)	36.5	75	26.6	415	31.1	370	28.8	860
	(Do not know)	5.1	15	4.4	70	4.0	58	4.3	143

6.5. Preferred information channels with regards to local municipality issues

		LSM							
		Low		Medium		High		Total	
		N	Col %	N	Col %	N	Col %	N	Col %
213. Through which of the following would you most prefer to receive information from your local municipality?	TV	17	10.3	491	41.0	284	35.3	792	37.0
	Radio	54	30.6	169	12.3	46	6.7	269	11.7
	Cell phone (e.g SMS alerts of council meetings, service disruptions, etc.)	12	9.0	69	4.8	79	8.4	160	6.3
	Email message	0	0.0	3	.4	44	4.4	47	1.7
	internet (e.g. wikis, blogs, facebook, other social media)	0	0.0	14	1.2	49	5.9	63	2.7
	Face to face (ward meetings, imbizo, lekgotla)	75	35.0	308	24.5	98	10.9	481	20.6
	Municipal newsletter	3	1.5	69	5.4	154	13.0	226	7.7
	Local newspaper	6	7.0	84	6.0	147	12.6	237	8.3
	Other (please specify):	1	.1	12	1.1	5	.6	18	.8
	(Do not know)	15	6.6	52	3.3	25	2.2	92	3.2
	Total	183	100.0	1271	100.0	931	100.0	2385	100.0

6.6. Preferred ways of providing suggestions and giving feedback to local municipalities

Multiple response table		LSM							
		Low		Medium		High		Total	
		Col %	N	Col %	N	Col %	N	Col %	N
214. What would be the best ways for you to provide suggestions and give feedback to your local municipality?	Face to face (through imbizo, ward councillor/committee)	87.0	172	83.3	1114	63.4	599	76.8	1885
	Suggestion and complaints box at the relevant government department	16.5	33	26.8	357	30.3	306	27.2	696
	Customer satisfaction survey through the municipal website	10.4	13	5.5	68	11.7	129	7.9	210
	Customer satisfaction survey through the municipal call center	2.4	4	11.0	130	13.9	134	11.4	268
	Customer satisfaction survey conducted by a local Community Development Worker	19.0	36	13.7	212	15.9	193	14.8	441
	Providing suggestions/feedback via SMS	8.8	20	16.4	188	15.8	177	15.6	385
	Providing suggestions/feedback via internet (e.g. email, wikis, blogs, facebook, other social media)	2.7	4	6.2	69	18.0	159	9.9	232
	Providing suggestions/feedback via platforms like Mxit, twitter or WhatsApp	2.8	5	4.1	55	7.0	65	5.0	125
	Giving electronic input into the IDP (e.g. email, SMS, or other)	5.0	7	2.8	51	6.8	65	4.3	123
	Participating in a competition for new ideas for local development projects	5.2	9	7.7	93	9.2	71	8.0	173
	Other (please specify):	.3	1	1.2	14	.5	8	.9	23
(None of the above)	2.5	7	3.5	62	3.0	39	3.3	108	

7. Results Disaggregated by Province (Weighted %, Unweighted N)

7.1. Most important factors in becoming an active citizen in society

Multiple response table		Province																			
		WC		EC		NC		FS		KZN		NW		GT		MP		LP		Total	
		Col %	N	Col %	N	Col %	N	Col %	N	Col %	N	Col %	N	Col %	N	Col %	N	Col %	N	Col %	N
208. Which of the following things do you think are most important for a person to become an active citizen in our society	Knowledge of leaders in government (e.g. the president, mayor, ward councillor)	32.5	111	44.9	156	33.9	64	50.3	90	60.4	319	60.2	116	46.1	168	45.0	92	46.9	114	47.9	1230
	Knowledge of the policies and actions of government	30.7	106	27.4	91	39.2	46	31.2	63	45.0	255	35.8	67	30.4	146	30.9	62	50.6	113	35.4	949
	Attending government public meetings (e.g. ward, imbizos)	14.6	54	42.3	137	24.6	40	38.4	69	33.2	178	54.7	94	24.2	97	37.1	82	62.9	152	34.4	903
	Voting in elections	33.9	140	52.2	179	43.3	71	53.6	100	36.5	245	43.4	91	36.3	153	30.7	65	56.3	142	41.0	1186
	Taking part in protests to influence government decisions	17.6	51	7.0	19	6.5	11	8.8	16	13.2	75	9.4	19	6.9	34	5.5	12	11.7	30	10.0	267

Multiple response table		Province																			
		WC		EC		NC		FS		KZN		NW		GT		MP		LP		Total	
		Col %	N	Col %	N	Col %	N	Col %	N	Col %	N	Col %	N	Col %	N	Col %	N	Col %	N	Col %	N
208. Which of the following things do you think are most important for a person to become an active citizen in our society	Giving input to help influence government development plans	8.8	42	9.4	34	22.8	29	16.8	30	21.9	126	14.9	24	13.3	52	13.0	26	8.5	19	13.9	382
	Contacted, or attempted to contact, a politician or a civil servant to express your views	11.4	45	2.3	9	8.9	14	13.6	26	9.7	60	9.0	16	7.3	33	7.3	19	4.8	13	7.9	235
	Being involved in self-help groups and other community organisations to improve my community	26.7	89	24.7	81	38.0	69	31.5	58	28.4	178	24.6	55	13.6	79	21.2	48	25.6	67	23.2	724
	Contact or use the media to express your opinion	13.7	37	7.2	21	7.8	13	15.2	29	6.9	52	18.0	28	13.4	37	6.0	12	4.3	13	10.3	242
	Other (please specify):	.3	2	.1	2	0.0	0	0.0	0	5.7	20	.8	1	.5	2	0.0	0	.4	2	1.3	29
	(Do not know)	17.4	63	4.7	28	8.2	21	4.2	9	2.3	19	4.6	11	7.6	32	7.4	21	4.8	19	6.8	223

7.2. Factors that prevent citizens from working together with government

Multiple response table		Province																			
		WC		EC		NC		FS		KZN		NW		GT		MP		LP		Total	
		Col %	N	Col %	N	Col %	N	Col %	N	Col %	N	Col %	N	Col %	N	Col %	N	Col %	N	Col %	N
209. What do you think prevents citizens from working together with government?	Limited resources (e.g. time and money)	28.4	98	36.2	110	22.2	33	35.4	66	30.9	178	48.4	89	34.3	126	32.8	68	22.8	55	32.7	823
	I feel under-qualified to make an input	18.2	66	22.1	74	22.3	40	21.5	39	25.6	122	35.5	64	15.6	88	18.8	43	26.4	70	21.7	606
	I don't understand government processes	20.3	65	31.7	93	27.5	45	21.8	38	23.9	144	17.3	36	20.7	77	18.0	37	19.8	49	22.2	584
	I don't understand the language	5.6	16	6.6	25	15.0	15	12.3	23	11.4	49	15.3	26	6.8	43	4.0	11	10.9	28	8.7	236
	There is no information on opportunities to participate	28.8	101	25.1	80	43.6	66	31.9	66	47.9	218	33.9	67	19.0	88	38.1	78	36.8	93	31.7	857
	I don't trust my local government institutions and public officials to do the job	14.0	64	26.4	86	19.3	36	37.1	65	23.8	160	19.7	35	17.5	67	14.8	33	24.4	64	21.0	610
	My input will not make a difference	23.2	71	26.8	95	29.0	34	18.1	38	26.3	130	23.2	44	14.0	52	16.2	35	17.6	42	20.6	541
	The issues do not concern me	4.0	11	2.7	11	2.1	3	6.5	9	2.8	17	3.0	5	1.9	13	2.2	4	5.5	17	3.1	90
	It is not my responsibility	8.3	27	4.7	20	2.1	2	5.0	9	2.8	14	1.1	3	2.6	15	1.7	4	5.3	15	3.8	109
	Other (please specify):	.9	6	4.8	15	4.3	4	.7	3	9.0	53	1.3	2	10.1	29	1.0	2	4.4	10	5.7	124
	(Do not know)	16.0	50	7.3	31	15.1	34	3.2	7	3.1	19	4.4	11	6.6	26	13.5	29	7.1	26	7.6	233

7.3. Information needs on various municipal issues

Multiple response table		Province																			
		WC		EC		NC		FS		KZN		NW		GT		MP		LP		Total	
		Col %	N	Col %	N	Col %	N	Col %	N	Col %	N	Col %	N	Col %	N	Col %	N	Col %	N	Col %	N
211. Which of the following issues would you like to receive information about?	Your municipality's Integrated Development Plan (IDP)	29.1	106	40.7	135	52.3	73	61.1	111	70.9	322	35.1	69	54.2	175	29.8	61	30.9	77	47.7	1129
	Budget allocations/expenditures in your municipality	35.9	111	39.5	129	46.0	73	35.9	77	58.3	306	56.2	100	44.3	157	31.9	58	36.3	91	44.0	1102
	Big development projects in your municipality	39.2	152	31.6	109	51.6	77	45.4	88	57.3	310	54.1	97	38.1	141	38.8	86	33.9	92	42.5	1152
	The appointment of a private company to deliver basic services in your municipality	27.5	107	30.9	92	44.5	67	43.7	84	40.1	212	20.8	36	24.5	103	23.8	56	28.5	74	30.0	831
	(None of the above)	29.8	107	22.9	96	13.6	35	9.3	22	9.6	64	9.1	23	11.9	81	23.9	47	20.8	60	16.4	535
	(Do not know)	3.8	20	7.2	29	1.9	10	.6	1	1.5	14	5.2	8	5.4	25	7.8	22	2.5	9	4.3	138

7.4. Involvement in municipal issues

Multiple response table		Province																			
		WC		EC		NC		FS		KZN		NW		GT		MP		LP		Total	
		Col %	N	Col %	N	Col %	N	Col %	N	Col %	N	Col %	N	Col %	N	Col %	N	Col %	N	Col %	N
212. And now please tell me which of the following you would like to have the opportunity to be involved in?	Your municipality's Integrated Development Plan (IDP)	11.1	46	16.2	49	25.5	34	14.2	22	26.1	128	17.1	27	17.0	58	10.9	23	13.3	36	17.1	423
	Budget allocations/expenditures in your municipality	11.7	48	17.3	47	27.9	46	18.5	30	22.9	139	22.4	46	22.9	78	17.2	32	24.3	54	20.4	520
	Big development projects in your municipality	22.7	79	28.6	95	38.1	48	32.8	59	44.4	176	52.4	85	32.6	99	29.5	56	26.7	61	33.7	758
	The appointment of a private company to deliver basic services in your municipality	20.5	67	18.2	62	22.3	30	21.8	42	18.6	89	8.0	15	16.3	64	21.4	44	28.5	75	18.9	488
	(None of the above)	44.7	162	33.4	131	26.8	62	27.9	61	24.3	156	24.3	55	21.5	120	36.4	79	24.7	74	28.4	900
	(Do not know)	6.7	28	7.4	31	5.1	12	2.7	4	.8	15	4.7	8	4.3	25	9.3	25	1.1	5	4.4	153

7.5. Preferred information channels with regards to local municipality issues

		Province																			
		WC		EC		NC		FS		KZN		NW		GT		MP		LP		Total	
		N	Col %	N	Col %	N	Col %	N	Col %	N	Col %	N	Col %	N	Col %	N	Col %	N	Col %	N	Col %
213. Through which of the following would you most prefer to receive information from your local municipality?	TV	100	37.0	107	33.1	28	19.1	66	36.0	166	25.4	53	25.5	138	47.2	71	40.1	118	51.7	847	37.4
	Radio	13	4.2	34	9.3	16	8.8	26	12.3	60	17.6	51	25.4	27	7.6	23	12.3	32	11.9	282	11.5
	Cell phone (e.g SMS alerts of council meetings, service disruptions, etc.)	15	2.7	14	3.5	10	4.3	26	14.4	49	7.3	19	13.5	19	7.1	8	5.8	9	3.6	169	6.5
	Email message	4	.6	1	.9	1	.6	2	.5	14	1.3	3	2.5	22	3.5	3	1.1	1	.3	51	1.7
	internet (e.g. wikis, blogs, facebook, other social media)	6	1.7	3	1.7	3	1.9	4	2.0	26	6.1	5	1.8	8	1.9	8	2.5	2	1.0	65	2.6
	Face to face (ward meetings, imbizo, lekgotla)	36	11.2	112	32.5	61	46.9	34	20.9	78	22.9	37	19.7	54	15.0	42	19.1	56	24.7	510	20.6
	Municipal newsletter	80	23.1	12	4.9	15	8.1	12	7.0	44	5.6	6	2.8	49	6.4	16	6.8	4	1.2	238	7.5
	Local newspaper	74	16.1	30	11.4	13	7.3	5	4.0	69	9.1	11	8.3	41	7.1	10	3.2	4	1.2	257	8.2
	Other (please specify):	0	0.0	2	.4	5	2.3	1	.6	7	1.9	0	0.0	4	1.3	1	.2	0	0.0	20	.8
	(Do not know)	14	3.4	17	2.3	5	.8	4	2.3	12	2.7	3	.5	11	2.9	16	8.7	17	4.2	99	3.2
	Total	342	100.0	332	100.0	157	100.0	180	100.0	525	100.0	188	100.0	373	100.0	198	100.0	243	100.0	2538	100.0

7.6. Preferred ways of providing suggestions and giving feedback to local municipalities

Multiple response table		Province																			
		WC		EC		NC		FS		KZN		NW		GT		MP		LP		Total	
		Col %	N	Col %	N	Col %	N	Col %	N	Col %	N	Col %	N	Col %	N	Col %	N	Col %	N	Col %	N
214. What would be the best ways for you to provide suggestions and give feedback to your local municipality?	Face to face (through imbizo, ward councillor/committee)	59.6	219	87.3	305	75.6	132	83.7	160	78.6	361	83.7	158	71.2	274	71.9	155	87.3	228	76.3	1992
	Suggestion and complaints box at the relevant government department	27.8	103	24.4	65	35.4	51	30.6	58	34.2	180	36.1	68	19.1	95	21.4	46	35.5	79	27.5	745
	Customer satisfaction survey through the municipal website	7.4	21	4.5	15	8.9	10	5.6	14	18.3	102	9.5	20	5.7	28	5.6	13	1.7	4	8.0	227
	Customer satisfaction survey through the municipal call center	11.6	35	5.5	19	17.1	21	13.0	19	14.9	91	16.4	24	11.8	35	9.5	24	6.1	16	11.4	284
	Customer satisfaction survey conducted by a local Community Development Worker	20.8	69	15.2	47	23.8	39	14.6	34	20.9	135	15.9	31	8.3	59	15.6	33	8.3	20	14.8	467
	(Do not know)	17.4	63	4.7	28	8.2	21	4.2	9	2.3	19	4.6	11	7.6	32	7.4	21	4.8	19	6.8	223

Multiple response table	214. What would be the best ways for you to provide suggestions and give feedback to your local municipality?	Province																			
		WC		EC		NC		FS		KZN		NW		GT		MP		LP		Total	
		Col %	N	Col %	N	Col %	N	Col %	N	Col %	N	Col %	N	Col %	N	Col %	N	Col %	N	Col %	N
	Providing suggestions/feedback via SMS	18.3	44	11.8	42	12.7	13	41.2	72	14.4	96	28.5	42	11.8	41	10.4	24	12.4	31	15.8	405
	Providing suggestions/feedback via internet (e.g. email, wikis, blogs, facebook, other social media)	8.2	26	7.3	17	3.7	4	12.3	20	11.6	78	9.7	17	10.9	45	12.5	22	7.2	17	9.9	246
	Providing suggestions/feedback via platforms like Mxit, twitter or WhatsApp	8.4	20	5.7	15	5.4	7	9.3	12	6.5	44	7.1	11	2.1	13	2.8	7	2.2	4	5.0	133
	Giving electronic input into the IDP (e.g. email, SMS, or other)	4.3	15	2.6	9	2.2	3	9.5	19	7.0	40	9.1	17	2.9	19	3.2	8	1.5	5	4.4	135
	Participating in a competition for new ideas for local development projects	13.0	40	7.9	16	11.1	15	7.9	13	5.6	40	9.9	13	6.8	15	12.2	21	5.5	14	8.1	187
	Other (please specify):	.2	2	0.0	0	2.1	2	.5	2	2.8	12	1.7	2	.4	2	1.0	1	.7	2	1.0	25
	(None of the above)	9.9	33	2.4	17	1.6	9	.1	1	1.6	16	1.2	5	2.4	11	5.4	9	3.5	13	3.3	114

8. Results Disaggregated by Geotype (Weighted %, Unweighted N)

8.1. Most important factors in becoming an active citizen in society

Multiple response table		Geographic location									
		Urban,formal		Urban,informal		Trad. Auth. areas		Rural,formal		Total	
		Col %	N	Col %	N	Col %	N	Col %	N	Col %	N
208. Which of the following things do you think are most important for a person to become an active citizen in our society	Knowledge of leaders in government (e.g. the president, mayor, ward councillor)	43.6	799	55.6	70	56.2	314	47.5	47	47.9	1230
	Knowledge of the policies and actions of government	35.2	682	39.3	53	35.4	180	26.6	34	35.4	949
	Attending government public meetings (e.g. ward, imbizos)	30.4	522	29.9	54	46.9	286	29.9	41	34.4	903
	Voting in elections	41.2	817	37.7	55	42.7	263	30.9	51	41.0	1186
	Taking part in protests to influence government decisions	10.3	193	10.4	12	9.5	55	5.4	7	10.0	267
	Giving input to help influence government development plans	14.5	286	20.5	25	9.9	58	14.8	13	13.9	382
	Contacted, or attempted to contact, a politician or a civil servant to express your views	7.7	168	12.8	14	6.7	43	7.3	10	7.9	235
	Being involved in self-help groups and other community organisations to improve my community	22.5	507	21.1	29	25.9	162	21.8	26	23.2	724
	Contact or use the media to express your opinion	12.2	182	13.8	23	5.0	32	3.6	5	10.3	242
	Other (please specify):	.8	15	.5	1	2.9	12	3.3	1	1.3	29
	(Do not know)	7.5	162	5.9	7	5.0	33	9.2	21	6.8	223

8.2. Factors that prevent citizens from working together with government

Multiple response table		Geographic location									
		Urban,formal		Urban,informal		Trad. Auth. areas		Rural,formal		Total	
		Col %	N	Col %	N	Col %	N	Col %	N	Col %	N
209. What do you think prevents citizens from working together with government?	Limited resources (e.g. time and money)	33.1	555	26.7	48	34.0	191	31.1	29	32.7	823
	I feel under-qualified to make an input	20.5	386	19.6	31	24.9	156	25.1	33	21.7	606
	I don't understand government processes	22.2	397	18.1	26	23.7	131	22.1	30	22.2	584
	I don't understand the language	7.8	144	6.3	10	12.0	72	9.5	10	8.7	236
	There is no information on opportunities to participate	30.5	591	30.4	38	35.7	202	28.0	26	31.7	857
	I don't trust my local government institutions and public officials to do the job	22.1	454	26.3	35	17.3	105	12.4	16	21.0	610
	My input will not make a difference	19.1	353	24.6	29	23.1	129	20.6	30	20.6	541
	The issues do not concern me	3.2	59	2.2	5	3.3	23	1.7	3	3.1	90
	It is not my responsibility	3.8	74	4.5	7	3.8	25	1.8	3	3.8	109
	Other (please specify):	5.9	95	8.8	7	4.7	20	1.0	2	5.7	124
(Do not know)	7.7	148	8.1	13	6.4	51	12.9	21	7.6	233	

8.3. Information needs on various municipal issues

Multiple response table		Geographic location									
		Urban,formal		Urban,informal		Trad. Auth. areas		Rural,formal		Total	
		Col %	N	Col %	N	Col %	N	Col %	N	Col %	N
211. Which of the following issues would you like to receive information about?	Your municipality's Integrated Development Plan (IDP)	51.2	827	41.9	54	42.4	213	32.2	35	47.7	1129
	Budget allocations/expenditures in your municipality	44.1	772	50.0	61	41.9	226	42.3	43	44.0	1102
	Big development projects in your municipality	43.4	826	48.5	68	37.5	209	43.9	49	42.5	1152
	The appointment of a private company to deliver basic services in your municipality	30.3	602	42.5	46	25.0	150	28.5	33	30.0	831
	(None of the above)	15.4	350	13.6	22	18.9	125	25.4	38	16.4	535
	(Do not know)	3.7	81	3.9	8	5.7	39	5.4	10	4.3	138

8.4. Involvement in municipal issues

Multiple response table		Geographic location									
		Urban,formal		Urban,informal		Trad. Auth. areas		Rural,formal		Total	
		Col %	N	Col %	N	Col %	N	Col %	N	Col %	N
212. And now please tell me which of the following you would like to have the opportunity to be involved in?	Your municipality's Integrated Development Plan (IDP)	18.2	312	18.2	24	14.6	76	9.1	11	17.1	423
	Budget allocations/expenditures in your municipality	21.3	370	17.9	30	20.2	106	10.5	14	20.4	520
	Big development projects in your municipality	33.1	500	32.1	44	36.9	184	26.4	30	33.7	758
	The appointment of a private company to deliver basic services in your municipality	18.8	339	23.9	26	18.3	105	12.7	18	18.9	488
	(None of the above)	27.7	613	26.1	38	29.7	194	41.3	55	28.4	900
	(Do not know)	3.9	99	5.4	9	4.8	36	5.9	9	4.4	153

8.5. Preferred information channels with regards to local municipality issues

		Geographic location									
		Urban,formal		Urban,informal		Trad. Auth. areas		Rural,formal		Total	
		N	Col %	N	Col %	N	Col %	N	Col %	N	Col %
213. Through which of the following would you most prefer to receive information from your local municipality?	TV	574	38.2	51	38.2	198	36.9	24	20.6	847	37.4
	Radio	132	8.8	19	11.2	114	18.3	17	15.4	282	11.5
	Cell phone (e.g SMS alerts of council meetings, service disruptions, etc.)	125	6.3	9	11.5	29	5.5	6	4.0	169	6.5
	Email message	50	2.5	0	0.0	1	.4	0	0.0	51	1.7
	internet (e.g. wikis, blogs, facebook, other social media)	55	3.1	3	3.2	5	1.1	2	3.2	65	2.6
	Face to face (ward meetings, imbizo, lekgotla)	281	16.7	31	23.4	165	29.2	33	27.0	510	20.6
	Municipal newsletter	214	10.0	7	4.9	9	2.0	8	5.9	238	7.5
	Local newspaper	228	10.5	7	5.4	10	2.5	12	13.4	257	8.2
	Other (please specify):	13	.9	2	.9	3	.5	2	2.2	20	.8
	(Do not know)	60	3.0	4	1.3	24	3.5	11	8.3	99	3.2
	Total	1732	100.0	133	100.0	558	100.0	115	100.0	2538	100.0

8.6. Preferred ways of providing suggestions and giving feedback to local municipalities

Multiple response table		Geographic location									
		Urban,formal		Urban,informal		Trad. Auth. areas		Rural,formal		Total	
		Col %	N	Col %	N	Col %	N	Col %	N	Col %	N
214. What would be the best ways for you to provide suggestions and give feedback to your local municipality?	Face to face (through imbizo, ward councillor/committee)	70.1	1238	83.1	116	88.5	534	88.4	104	76.3	1992
	Suggestion and complaints box at the relevant government department	27.4	521	22.5	28	30.6	171	17.9	25	27.5	745
	Customer satisfaction survey through the municipal website	7.6	175	13.3	14	8.2	38	0.0	0	8.0	227
	Customer satisfaction survey through the municipal call center	12.5	221	13.4	12	8.8	48	1.6	3	11.4	284
	Customer satisfaction survey conducted by a local Community Development Worker	15.5	346	9.5	17	15.1	90	10.1	14	14.8	467
	Providing suggestions/feedback via SMS	17.3	303	16.0	21	13.0	75	3.5	6	15.8	405
	Providing suggestions/feedback via internet (e.g. email, wikis, blogs, facebook, other social media)	11.4	201	7.7	7	7.2	35	3.6	3	9.9	246
	Providing suggestions/feedback via platforms like Mxit, twitter or WhatsApp	5.6	105	4.6	5	3.9	22	1.2	1	5.0	133
	Giving electronic input into the IDP (e.g. email, SMS, or other)	4.9	106	3.1	3	3.9	23	2.3	3	4.4	135
	Participating in a competition for new ideas for local development projects	8.3	128	8.6	12	7.2	40	9.5	7	8.1	187
	Other (please specify):	1.2	20	.0	1	.8	4	0.0	0	1.0	25
(None of the above)	3.9	86	3.0	5	1.7	13	4.9	10	3.3	114	

9. Results Disaggregated by Education (Weighted %, Unweighted N)

9.1. Most important factors in becoming an active citizen in society

Multiple response table		Highest education level													
		No schooling		Primary		Some secondary, excluding matric		Matric or equivalent		Tertiary education		Other/Don't know		Total	
		Col %	N	Col %	N	Col %	N	Col %	N	Col %	N	Col %	N	Col %	N
208. Which of the following things do you think are most important for a person to become an active citizen in our society	Knowledge of leaders in government (e.g. the president, mayor, ward councillor)	44.7	51	45.1	184	50.5	507	46.0	339	48.3	134	50.2	13	48.0	1228
	Knowledge of the policies and actions of government	28.0	32	26.2	109	35.4	369	40.3	291	37.8	132	26.2	11	35.3	944
	Attending government public meetings (e.g. ward, imbizos)	39.4	57	38.1	155	35.0	367	36.0	240	22.5	73	27.9	9	34.5	901
	Voting in elections	35.9	56	32.6	154	43.5	497	38.9	314	50.7	146	37.4	15	41.0	1182
	Taking part in protests to influence government decisions	6.9	9	9.5	40	10.0	107	12.0	79	6.9	27	4.0	4	10.0	266
	Giving input to help influence government development plans	2.0	6	11.5	50	12.8	141	14.1	107	27.4	71	5.7	5	14.0	380
	Contacted, or attempted to contact, a politician or a civil servant to express your views	.8	5	8.4	34	7.0	92	8.3	61	13.0	39	2.9	2	7.9	233
	Being involved in self-help groups and other community organisations to improve my community	23.4	32	23.7	102	22.7	307	22.1	180	27.7	93	21.4	7	23.2	721
	Contact or use the media to express your opinion	13.5	9	5.2	27	9.4	96	12.2	79	15.4	28	11.2	3	10.4	242
	Other (please specify):	5.4	3	2.2	5	1.1	9	.9	8	.9	3	0.0	0	1.3	28
(Do not know)	11.0	21	7.8	60	7.5	86	4.5	38	5.4	12	14.8	5	6.7	222	

9.2. Factors that prevent citizens from working together with government

Multiple response table		Highest education level													
		No schooling		Primary		Some secondary, excluding matric		Matric or equivalent		Tertiary education		Other/Don't know		Total	
		Col %	N	Col %	N	Col %	N	Col %	N	Col %	N	Col %	N	Col %	N
209. What do you think prevents citizens from working together with government?	Limited resources (e.g. time and money)	35.4	36	36.1	128	31.4	332	32.5	227	31.7	90	44.1	9	32.8	822
	I feel under-qualified to make an input	22.5	32	30.8	129	20.8	239	21.0	157	14.8	43	10.8	3	21.6	603
	I don't understand government processes	12.8	19	23.0	100	22.8	236	22.0	163	24.3	60	14.3	5	22.3	583
	I don't understand the language	5.1	10	14.8	62	8.3	89	7.5	51	8.3	22	2.5	2	8.8	236
	There is no information on opportunities to participate	42.0	45	29.8	110	30.8	338	28.8	236	44.6	118	19.0	7	31.7	854
	I don't trust my local government institutions and public officials to do the job	14.9	23	14.5	73	21.1	240	22.1	176	28.8	87	21.6	9	21.0	608
	My input will not make a difference	15.8	21	22.1	95	21.8	219	16.7	132	26.8	65	20.1	8	20.7	540
	The issues do not concern me	2.4	6	2.2	8	3.6	41	3.4	26	2.5	8	.9	1	3.1	90
	It is not my responsibility	1.6	4	5.7	21	3.3	41	3.9	31	4.2	12	0.0	0	3.8	109
	Other (please specify):	8.9	8	1.4	6	7.0	50	6.2	35	4.3	23	4.6	1	5.7	123
(Do not know)	8.5	20	11.6	65	7.8	97	6.1	37	3.5	9	10.4	3	7.5	231	

9.3. Information needs on various municipal issues

Multiple response table		Highest education level													
		No schooling		Primary		Some secondary, excluding matric		Matric or equivalent		Tertiary education		Other/Don't know		Total	
		Col %	N	Col %	N	Col %	N	Col %	N	Col %	N	Col %	N	Col %	N
211. Which of the following issues would you like to receive information about?	Your municipality's Integrated Development Plan (IDP)	31.2	36	43.0	161	45.8	444	51.6	330	54.5	139	59.0	14	47.6	1124
	Budget allocations/expenditures in your municipality	40.3	44	41.3	151	43.9	433	43.1	305	53.7	149	33.0	15	44.0	1097
	Big development projects in your municipality	37.8	42	41.4	161	36.6	434	48.0	343	55.3	154	31.4	13	42.4	1147
	The appointment of a private company to deliver basic services in your municipality	24.4	34	27.0	118	27.4	316	31.5	232	40.2	111	39.1	15	29.9	826
	(None of the above)	23.9	38	20.5	108	18.2	212	12.3	120	13.2	51	6.7	4	16.4	533
	(Do not know)	11.0	14	6.0	42	3.7	49	3.3	23	1.0	5	14.8	3	4.1	136

9.4. Involvement in municipal issues

Multiple response table		Highest education level													
		No schooling		Primary		Some secondary, excluding matric		Matric or equivalent		Tertiary education		Other/Don't know		Total	
		Col %	N	Col %	N	Col %	N	Col %	N	Col %	N	Col %	N	Col %	N
212. And now please tell me which of the following you would like to have the opportunity to be involved in?	Your municipality's Integrated Development Plan (IDP)	5.4	7	12.2	42	16.4	155	20.4	152	21.5	61	16.0	4	17.0	421
	Budget allocations/expenditures in your municipality	12.4	17	13.6	63	19.0	198	26.3	164	22.7	72	18.3	6	20.4	520
	Big development projects in your municipality	25.8	31	34.9	115	32.3	308	35.0	216	37.6	79	37.8	8	33.8	757
	The appointment of a private company to deliver basic services in your municipality	16.3	22	14.0	61	20.8	190	20.1	146	15.2	58	22.1	8	18.9	485
	(None of the above)	40.6	55	35.3	179	29.9	361	21.2	196	30.5	99	16.9	8	28.5	898
	(Do not know)	9.8	12	5.2	36	4.1	61	4.0	34	.5	5	15.1	3	4.2	151

9.5. Preferred information channels with regards to local municipality issues

		Highest education level													
		No schooling		Primary		Some secondary, excluding matric		Matric or equivalent		Tertiary education		Other/Don't know		Total	
		N	Col %	N	Col %	N	Col %	N	Col %	N	Col %	N	Col %	N	Col %
213. Through which of the following would you most prefer to receive information from your local municipality?	TV	34	29.5	113	28.5	361	37.5	251	44.0	76	32.1	10	47.7	845	37.4
	Radio	32	22.7	87	24.1	96	11.2	52	7.8	14	4.0	1	.8	282	11.6
	Cell phone (e.g SMS alerts of council meetings, service disruptions, etc.)	1	.1	17	5.6	64	6.6	57	6.2	28	11.1	1	.2	168	6.4
	Email message	0	0.0	0	0.0	7	.5	19	2.5	20	5.3	4	9.2	50	1.6
	internet (e.g. wikis, blogs, facebook, other social media)	0	0.0	3	1.2	12	1.3	23	3.1	22	8.2	5	9.2	65	2.6
	Face to face (ward meetings, imbizo, lekgotla)	39	31.8	108	25.3	233	25.4	97	13.2	30	13.9	3	11.3	510	20.7
	Municipal newsletter	3	6.1	27	4.7	87	5.7	77	10.2	40	11.7	3	5.8	237	7.5
	Local newspaper	2	.7	31	5.9	94	7.4	85	10.1	40	10.1	4	15.8	256	8.2
	Other (please specify):	1	.0	4	1.0	9	1.1	4	.4	2	1.3	0	0.0	20	.8
	(Do not know)	10	9.0	28	3.6	38	3.3	18	2.5	5	2.2	0	0.0	99	3.2
	Total	122	100.0	418	100.0	1001	100.0	683	100.0	277	100.0	31	100.0	2532	100.0

9.6. Preferred ways of providing suggestions and giving feedback to local municipalities

Multiple response table		Highest education level													
		No schooling		Primary		Some secondary, excluding matric		Matric or equivalent		Tertiary education		Other/Don't know		Total	
		Col %	N	Col %	N	Col %	N	Col %	N	Col %	N	Col %	N	Col %	N
214. What would be the best ways for you to provide suggestions and give feedback to your local municipality?	Face to face (through imbizo, ward councillor/committee)	82.0	109	87.8	365	78.8	845	74.0	490	60.8	168	39.4	12	76.5	1989
	Suggestion and complaints box at the relevant government department	27.3	31	22.1	98	27.0	311	31.0	220	27.5	76	29.6	8	27.5	744
	Customer satisfaction survey through the municipal website	4.4	4	6.3	18	6.8	68	8.9	81	13.9	49	11.9	7	8.1	227
	Customer satisfaction survey through the municipal call center	3.8	7	8.9	30	11.3	112	12.1	85	14.8	41	19.6	7	11.4	282
	Customer satisfaction survey conducted by a local Community Development Worker	9.8	18	15.2	72	14.1	184	14.2	117	18.7	68	20.1	6	14.7	465
	Providing suggestions/feedback via SMS	2.4	6	12.2	48	15.4	152	17.4	141	22.3	53	17.5	4	15.8	404
	Providing suggestions/feedback via internet (e.g. email, wikis, blogs, facebook, other social media)	1.3	2	2.2	10	7.8	74	10.7	88	26.8	64	26.1	6	9.8	244
	Providing suggestions/feedback via platforms like Mxit, twitter or WhatsApp	.5	1	3.3	10	4.3	49	5.7	44	7.7	23	18.4	5	5.0	132
	Giving electronic input into the IDP (e.g. email, SMS, or other)	.5	1	3.3	13	3.8	48	4.6	43	9.1	27	7.6	2	4.4	134
	Participating in a competition for new ideas for local development projects	4.6	6	6.9	20	7.7	79	10.1	59	7.3	21	11.1	2	8.1	187
	Other (please specify):	3.3	1	.8	3	.6	8	1.6	11	.1	1	0.0	0	1.0	24
	(None of the above)	3.0	9	3.6	26	3.1	40	3.1	26	2.6	9	11.8	3	3.2	113



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