



eThekweni Quality of Life Household Survey
Impucuzeko mpilo eThekweni Ucwango labahlali



A Survey of Municipal Services and Living Conditions
Ucwango Lwemisebenzi Yamasipala Nesimo Senhlalo



Plain Language Edition 2010-2011 Incwadi efundekayo



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Ucwaningo Lwemisebenzi Yamasipala Nesimo Senhlalo

I n c w a d i E f u n d e k a y o

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Access to free public facilities such as sportsgrounds and beaches improves a person's quality of life. Seventy percent of people with access to sports facilities in eThekweni say that they are satisfied with the facilities provided.

Ukukwazi ukuthola izimfanelo zomphakathi ezifana nezinkundla zemidlalo nolwandle kwenza ibe ngcono impilo yomuntu. Abantu abangu 70% bayakwazi ukuthola izindawo zemidlalo futhi bagculisekile ngezimfanelo ezethulwa ngumasipala.

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This beautiful beaded map of Africa was made by the crafters from the Hillcrest Aids Centre. Fifty percent of people in eThekweni say they are very worried about HIV/Aids.

Lemephi yobuhlalo yase Afrika yenziwa abantu base Hillcrest Aids Centre. Abantu abangu 50% baseThekweni bathi bakhathazekile ngegiwane lengculazi (HIV/Aids).

1 Foreword

■ Ibika

Message from the Mayor and the City Manager

The eThekweni Quality of Life Household Survey is designed to collect public opinion on municipal services and on the conditions in which the residents of eThekweni live. The survey, which takes place every year, includes a scientific sample of the eThekweni population, and tells us much about the nearly 3.5 million who live in the area.

This plain language version of the report is designed to make the results of the survey accessible to a wide audience. This year's edition attempts to reach an even broader audience by being the first in this series to be presented in both English and isiZulu.

In addition to being a source of information about the living conditions in eThekweni, it is hoped that this document will be used as a resource for those who would like to improve their English and isiZulu.

The document was originally produced as a longer, more detailed report. By presenting it in plain, concise and accessible language, it helps to make the municipality more accountable to its citizens and its activities more transparent.

Additionally, this report plays a vital role in prioritising areas for development in the eThekweni Municipal Area. It is essentially a feedback mechanism, both to the public and to the City Council, and helps to improve the quality of life for all of eThekweni's citizens.

Councillor James Nxumalo
Mayor, eThekweni Municipality

Dr Michael Sutcliffe
City Manager, eThekweni Municipality



Umlayezo kaso-dolobha nomphathi wedolobha

Ucwaningo lwaseThekweni lwezininga lempilo ludalelwe ukuqoqa imibono yomphakathi mayelana nemisebenzi kamasipala nendlela abahlali abaphila ngayo. Lolucwaningo olwenzeka yonke iminyaka, lufaka isibalo sabantu abakhethwe ngobuchwepheshe, futhi lusitshela okuningi ngabahlali abayizigidi ezingu 3.5 abahlala eThekweni.

Lencwadi ibhalelwe ukuze ifundeke kalula kunombiko wesayenzi onezibalo eziningi, ukuze wonke umuntu akwazi ukuyifunda. Kulonyaka sizama ukwenyusa isibalo sabantu abalutholayo lolwazi njengoba ibhalwe ngesiNgisi kanye nesiZulu. Siyathemba nokuthi lencwadi izosiza nalabo abazama ukufunda isiNgisi noma isiZulu.

Lencwadi yayiqale ibhalwe njengende futhi ejulile. Njengoba siyethule imfushane, ihlangene futhi ifundeke, siyathemba ukuthi lokhu kusiza ukuba umasipala axhumane kangcono nezakhamuzi futhi kuvezwe konke obala.

Ngaphambi kwalokho, lencwadi izosiza umasipala ukukhomba izindawo ezishodayo zentuthuko esifundeni samasipala waseThekweni. Lolucwaningo lwazisa umasipala nomphakathi kabanzi ngesimo sendawo futhi lokho kuzosiza ukuphakamisa izinga lempilo eThekweni.

Ikhansela, uJames Nxumalo
Usodolobha waseThekweni

Dkt uMichael Sutcliffe
Umphathi wedolobha, kumasipala waseThekweni





Life in eThekweni

Impilo eThekweni



About 9% of people in the eThekweni Municipal Area live in rural areas, while 68% live in formal areas and 23% still live in informal settlements. Those who live in formal areas score higher on many of the indicators in this document as they have easier access to the things that impact on people's quality of life.

Kuthiwa ibonwe omunye umakhelwane iqhuba ibhala wabe eseyibuza ukuthi ithwelenLe ndoda ilandeliweebelinokuthile okumboziwe ishona ngasezihlahleni, wabe eseyibuza ukuthi ithwelenLe ndoda ilandeliwe kanti kuthe isifika kule ndawookumboziwe ishona ngasezihlahleni, wabe eseyibuza ukuthi ithwelenLe ndoda ilandeliwe kanti kuthe isifika kule ndawo

2 Finding out about quality of life in eThekweni ■ Ukuthola kabanzi ngezinga lempilo eThekweni

Introduction

The eThekweni Municipal Area extends beyond Durban's CBD and its immediate suburbs. Stretching from the city's coastline in the East to Cato Ridge in the West and from Umkomaas in the South to Tongaat in the North, the area is home to nearly 3.5 million people and includes a broad spread of cultures and economic realities. eThekweni covers 2297 square kilometres, of which nearly two-thirds is rural or semi-rural.

This document is an easy-to-read summary of the 2010-11 Quality of Life Household Survey carried out by the eThekweni Municipality. It provides a detailed picture of living conditions and satisfaction levels with municipal services. The survey is important because it tells us how far we still have to go towards building a society in which everyone has equal access to things such as electricity and water, education, economic opportunities and leisure facilities.

The municipality has been conducting these surveys since 1998. The surveys give residents a voice and help to determine what needs to be done to give everyone in eThekweni the best possible life. This year, for the first time, the plain language edition is presented in both English and isiZulu, making its contents accessible to a much broader readership.

The Municipality's Vision: "By 2020, eThekweni Municipality will enjoy the reputation of being Africa's most caring and liveable city, in which all its citizens live in harmony. This vision will be achieved through growing the economy and meeting people's needs so that all citizens will enjoy a high quality of life with equal opportunities, in a city that they are truly proud of."

Isingeniso

Indawo kamasipala wase Thekweni ifika kokwedlule idolobha lase Thekweni namajalidi asondelene nayo. Kusakela olwandle oluseduze nedolobha empumalanga kuze kufike eCato Ridge entshonalanga, sibala kusuka eMkhomazi eningizimu kuze kufike oThongathi enyakatho. Lendawo iyikhaya labantu abayela izigidi ezintathu nezingxenywe eziyisi khombisa kubalwa ingxube' vange yabantu bamasiko ahlukene. Indawo yaseThekweni inweba amakilo methile angu 2297 obubanzi (square kilometre), ukuyingxenywe ecishe ifike ezimbili kwezintathu eyindawo yasemakhaya noma ecishe ibe njalo.

Lencwajana inguhlaziyo olufundeka kalula locwaningo lwezinga lempilo emakhaya, olwenziwa ngumasipala wase Thekweni. Ibeka isithombe esinezinhlatvu zonke ngesimo sempilo nokwaneliseka ngemisebenzi kamasipala wase Thekweni. Lolucwaningo lubalulekile ngoba lusitshela ukuthi kusasele kangakani ukuthi sifike ezingeni lapho esakhe umphakathi onika wonke umuntu amathuba okuthola ugesi, amanzi, imfundo, amathuba omnotho nezimfanelo zokungcebeleka.

Umasipala uqale ukuqhuba ucwaningo olufana nalolu ngonyaka 1998. Lolucwaningo lunika abahlali izwi lusize ekuvezeni okudinga ukwenziwa ukuze wonke umakhi wase Thekweni angathola impilo engcono. Okokuqala kulonyaka, lolucwaningo olubhalwe ngokufundekayo ngesiNgesi nangesiZulu ukuze ingqokatho yalo yaziwe abantu abaningi.

Iphupho Likamasipala: "Ngokushaya konyaka wa 2020, umasipala wase Thekweni uzokwaziwa njenge dolobha elinempatho nelimnandi ukuphila kulo, lapho zonke izakhamuzi ziphila ekuthuleni okwedlula wonke eAfrika. Lenhloso inga finyelelwa ngokukhulisa umnotho noku nakelela izidingo zabantu ukuze zonke izakhamuzi ziphile ezingeni eliphakeme zibe namathuba alinganayo edolobheni ezizi ziqhayisayo ngalo."

About the survey

The Quality of Life Household Survey set out to explore how residents of eThekweni feel about various aspects of their life. A broad range of questions were asked, including questions about:

- Personal details such as marital status and languages spoken
- Various social and economic details about the household
- Housing and home improvements
- Household services and service needs
- Services and facilities available in each neighbourhood
- Personal well-being, including economic outlook and experiences of crime
- Transport
- Perceptions of Durban/eThekweni

This document provides a summary of the results of this survey. We will begin by looking at who answered the questions, and then talk about the responses, firstly in relation to municipal services, and then in relation to household living conditions.

What is gender? Gender refers to whether a person is male or female.

Kabanzi ngalolu cwaningo

Ucwaningo lwezinga lempilo emakhaya lwasuselwa ukubhekisisa indlela abahlali base Thekweni abazizwa ngayo ngezixenye ezahlukene zezimpilo zabo. Babuzwa uhla olude lwemibuzo mayelana nokulandelayo:

- Uminingwane engasese njenge simo sokugana nolimu olukhulunywayo
- Iminingwane ngesimo senhlalo nomnotho womuzi
- Okumayelana nokulungiswa kwezindlu
- Imisebenzi nezinsiza zase khaya
- Izinsiza nezimfanelo ezitholakalayo eduze nasekhaya
- Impilonhle kubalwa namathuba omnotho nesimo sobugebengu
- Ezokuthutha
- Imibono ngeTheku

Lencwajana yethula uhlaziyo olufushane ngemiphumelo yalolu cwaningo. Sizogala ngokubuka abantu abaphendule imibuzo yocwaningo, bese sikhuluma ngezimpendulo, kuqala ngemisebenzi kamasipala bese kuye ezingeni lempilo emakhaya.

Yini ubulili? Ubulili buchaza ukuthi umuntu ungowesilisa noma ungowesifazane.

Who answered the questions? This table shows the number of people who were contacted for the survey in terms of population group, employment status and gender.

Table 1 Respondents according to population group, gender and employment status

Gender	Employment Status	African	White	Coloured	Asian	Total
Male	Employed	239	46	10	96	391
	Unemployed	256	12	4	45	317
	Total	495	58	14	141	708
Female	Employed	171	40	9	59	279
	Unemployed	322	22	9	89	442
	Total	493	62	18	148	721
Total		987	120	32	289	1429

Who answered the questions?

The survey was given to respondents from 1429 households from 40 different areas in eThekweni. Each respondent provided details about all the members of their household, representing 5361 people in total. The areas were randomly selected, but had to represent the number of households in urban, informal and rural areas as well as eThekweni's racial mix.

The survey also needed to accurately represent the number of unemployed and employed people, as well as the number of men and women. For this reason these numbers were decided on beforehand. The number of people from different population groups was not decided beforehand, but the results were adjusted to account for this, using a statistical method called weighting.

How to read the tables in this book: Looking at the tables on these two pages, you will see a grid with headings at the top and on the left hand side. The headings at the top refer to the different population groups in eThekweni, and the headings on the side refer to the gender of the respondents. So, for example, if you look at where the 'Asian' column and the 'female' row meet, you will see that 59 employed females took part in the survey.

Ngubani ophendule imibuzo

Ucwaningo lwabuza imibuzo kubantu abahlala emakhaya angu 1429 avela ezindaweni ezingamashumi amane (40) eThekweni. Wonke owaphendula imibuzo wanika imininingwane ngawo wonke amalunga omndeni, okwenza kube abantu abangu 5361 sebephelele. Izindawo zakhethwa ngokuxubanisa kodwa kwakumele zimele inani labahlali basedolobheni, emikhukhwini nasemakhaya kanye nezinhlango zonke zaseThekweni.

Kulolu cwano kwabuye kwabekwa ukuthi kumele lumele inani labantu abasebenzayo nabanga sebenzi kanye nabesilisa nabesimame. Ngenxa yalokhu, lamanani abekwa ngaphambi kokuthi kuqalwe ucwaningo. Inani labantu bezinhlango ezihlukene lona alibekwanga ngaphambili kokuqala kocwaningo kodwa amanani atholwa ekugcineni acwecwa ngomkhuba wezibalo obizwa nge-weighting.

Indlela yokufunda uhla kulencwadi: Uma ubheka olunye uhla kulelikhasi uzobona izihloko emugqeni ophezulu kanye noseceleni owehlayo. Izihloko eziphezulu zisho inzingxenywe ezihlukene zomphakathi eThekweni, kanti izihloko eziseceleni zisho ubulili babantu abaphendulile. Ngomzekelo, uma ubuka isihloko sabantu bomdabu baseNdiya emugqeni wabesifazane, uzobona ukuthi bangu 59 abantu besifazane bomdabu wase-Ndiya abaphendula imibuzo yocwaningo.

Ngubani owaphendula imibuzo? Loluhlu luveza isibalo sabantu abathintwa ucwaningo ngobuhlanga, isimo somsebenzi nobulili.

Uhlu 1 Abaphendula uma behlukani swa ngobulili nesimo somsebenzi

Ubulili	Isimo somsebenzi	Abomdabu eAfrika	Abelungu	Abaxubile ngoko hlanga	Abomdabu eNdiya	Sekuhlangene
Abesilisa	Abasebenzayo	239	46	10	96	391
	Abangasebenzi	256	12	4	45	317
	Sekuhlangene	495	58	14	141	708
Abesifazane	Abasebenzayo	171	40	9	59	279
	Abangasebenzi	322	22	9	89	442
	Sekuhlangene	493	62	18	148	721
Sekuhlangene		987	120	32	289	1429

More about the respondents and their households

Age groups: According to the survey, just over half the population of eThekweni are under 30 years old, with the largest category being the 20 to 29 age groups (representing 23% of residents). The next largest category is the 10 to 19 age group (18%), followed by the 30 to 39 age group (17%). About 15% of the population are younger than 9 years of age, and another 15% older than 50 years. About 12% of the population are aged between 40 and 49.

Household composition: Households in eThekweni vary greatly, from a single person living in an urban apartment to an extended family living in an informal shack. Although the conventional modern family structure of father, mother and children is very common, many households also include grandparents, cousins, other family members and boarders or tenants. The questions were answered by a variety of household members, depending on who was at home at the time.

Household size: The average household size in eThekweni is 3.7 people. African households are the largest on average, at 3.8 people, while White households are the smallest, with slightly more than 3 people on average. Asian households average just under 3.5 people.

Gender: The gender spread of the eThekweni Municipality is very even – 49.3% of residents are men and 50.7% are women.

Population groups: Sixty-nine percent of the people surveyed were African, 8% were White, 20% were Asian and 2% were Coloured.

Employment: Of the people surveyed, 47% had some form of employment. Fifty-five percent of men and 38% of women were employed.

Kabanzi ngabantu baphendulayo namakhaya abo

Izigaba ngeminyaka: Ngokwa lolucwaningo, okwedlula ingxenye enguhafu yabantu baseThekweni baneminyaka engaphansi kuka 30, kuthi isigaba esidlula zonke kube abaneminyaka engu 20 kuya ku 29 (abamele u 23 ekhulwini (%)). Ingxenye elandelayo ngobukhulu isigaba sabantu abaneminyaka engu 10 kuya ku 19 (18%), kuze isigaba sabaneminyaka engu 30 kuya ku 39 (17%). Kucishe kube ngu 15% wabahlali abane minyaka engaphansi kwesi shiyagalolunye (9) nomunye u 15% oneminyaka edlule amashumi ayisihlanu. u-12% wabahlali uneminyaka esukela ku 40 kuya ku 49.

Ukwakheka kwamakhaya: Amakhaya aseThekweni ahlukene ngokuningi, kusukela kumuntu ophila yedwa endlini esedolobheni kuye kumndeni omkhulu ohlala ndawonye emkhukhwini. Noma uhlobo lomndeni ojwayelekile onobaba, nomama nezingane lusakhona, imindeni eminingi ibala nomkhulu, omzala nezinye izihlobo, kanye nabaqashi. Imibizo yaphendulwa yingxube vange ngokuyela ngowaye tholakele ekhaya ngaleso sikhathi.

uBungakho bomndeni: Imvama imindeni yaseThekweni inabantu abangu 3.7. Imindeni yabantu bomdabu ithanda ukubamikhulu kunayo yonke ngemvama yamalunga angu 3.8, kuthi abelungu babe nemindeni emincane kunayo yonke nemvama yamalunga amathathu. Imindeni yabantu bomdabu eNdiya inemvama yamalungu angu 3.5.

Ubulili: Ukwehlukana ngobulili kumasipala wase Thekweni kucishe kulingane – u 43% wabahlali ngabantu besilisa kanti u 50.7% ngabantu besifazane.

Izinhlanga: Amashumi ayisithupha nesishiya-galolunye ekhulwini (69%) abantu ababuzwa imibuzo kwakungabantu bomdabo, u 8% kwaku ngabelungu, u 20% kwakungabantu bomdabo eNdiya bese u 2% kube abaxubile ngoko hlanga.

Isimo somsebenzi: Kulabo abantu esababuza imibuzo, ingxenye engu 47 % yayi nomsebenzi othile. Kulabo abasebenzayo, ingxenye engu 55% kwakungabesilisa kuthi u 38% kube abesimame.



In eThekweni the gender spread of the population is very even. Approximately 49% of residents are men and 51% are women.

eThekweni ukwehlukana ngobulili kwabahlali kuyalingana. Abangu 49% ngabesilisa kanti u 51% abesifazane.





Municipal services

Izinsiza Zikamasipala

3 Housing ezeZindlu

Where a person lives has a big impact on their quality of life. Factors such as whether they own their own home, where their home is located and the amount of money they have to look after their home, all impact on their quality of life.

What kinds of houses do people live in?

More than half the people surveyed (56%) live in formal houses on individual stands, 13% live in flats and more than one in five people live in informal housing, with just 6% living in traditional housing.

Indawo lapho umuntu ahlala khona ithintana kakhulu nezinga lempilo. Izinto ezibala nokuthi umuntu uhlala emzini okungowakhe na, indawo lapho umuzi owakhiwe khona kanye nemali ekhona yokunakekela indlu, zithintelana nezinga lempilo.

Injani imizi abantu abahlala kuyona?

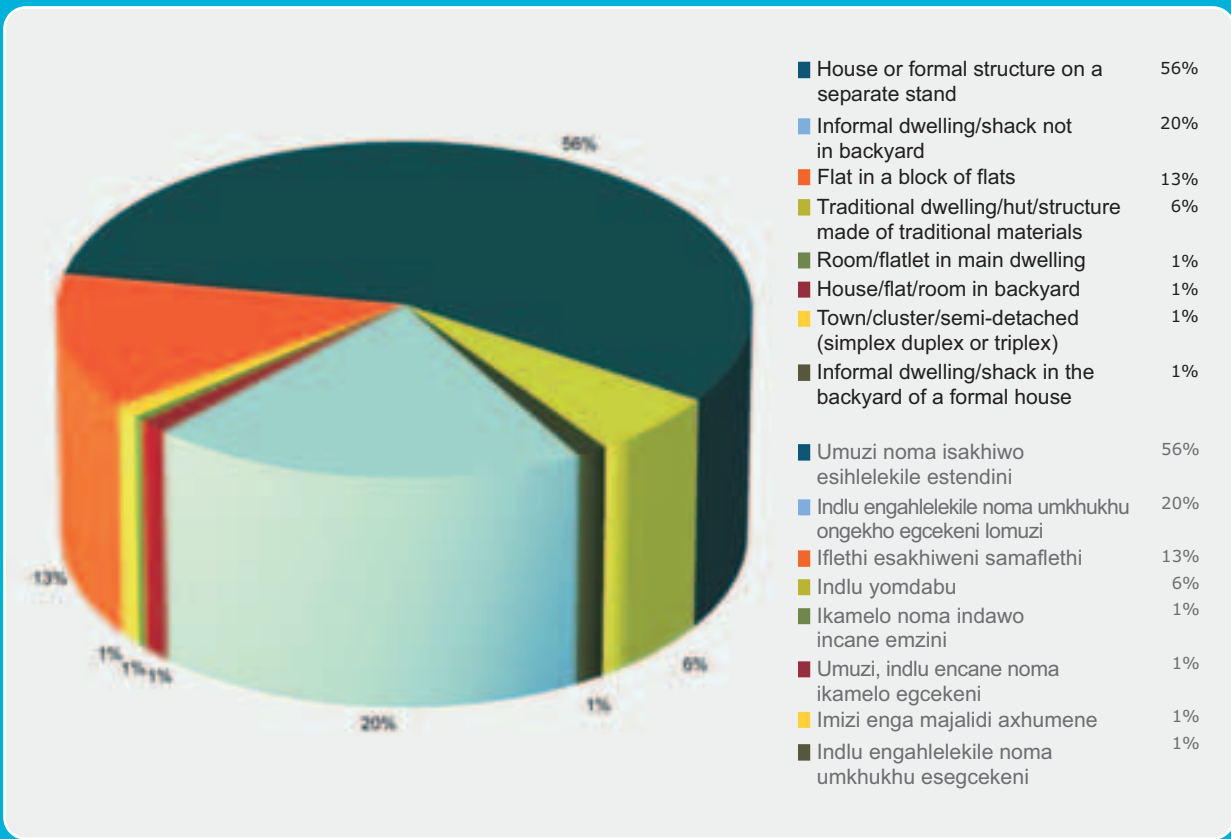
Okudlula uhafu (56%) wabantu ababuzwa imibuzo bahlala emizini noma komazakhele, u 13% uhlala emaflethini, okudlula oyedwa kwabahlanu bahlala ezindaweni ezingathuthukile bese kube u 6% wabantu ohlala emizini yomdabo.

What kinds of homes do people live in? This pie chart shows the types of homes people live in in eThekweni, from formal houses on their own plot of land to traditional dwellings and informal housing.

Injani imizi abantu abahlala kuyona? Letshathi eyindilinga iveza izinhlobo zemizi abantu abahlala kuzona eThekweni. Kusakela izindlini ezihlelekile kuye kubantu abanezintende, abanemizi yomdabu kanye nabahlala emkhukhweni.

Figure 1 Type of dwelling

Isithombe 1 Inhlobo yomuzi





Thirteen percent of eThekweni's residents live in flats. More than 50% live in houses, just over 20% live in informal dwellings and just over 6% stay in traditional dwellings.

Abangu 13% baseThekwini bahlala emaflethini. Abadlula u 50% bahlala emizini, kube abangaphezulu kuka 20 % abahla emizini angehlelekile bese kusala u 6% ohlala emizini yomdabu.

Ownership versus renting

Seventy-seven percent of the people in the survey own their house, while 20% rent and the remaining 3% have some other type of arrangement.

Sixty-two percent of people have paid off their properties, although nearly half of these people acquired their homes through government subsidies. Only 5% of people are paying off a bond on their home.

Of those who rent, only 6% do so from local government. The remaining 94% rent from private owners or housing associations.

Ubunikazi uma kuqhathaniswa nokuqasha

Bangamashumi ayisikhombisa nesikhombisa ekhulwini (77%) abantu abaphendula ucwaningo bengaba nikazi bemizi yabo, u 20% baqashile bese kusale u 3% wabanesimo esihlukile.

Abantu abanga mashumi ayisithupha nambili ekhulwini (62%) sebe yikhokhele ngokuphelele imizi yabo, noma okuyela engxenyeni enguhafu yabo bayithola ngomxhaso. Bangu 5% kuphela abantu ababe sakhokhela isikweletu sendlu.

Kulabo abaqashile, bangu 6% abaqashe kumasipala. Abasele abangu 94% baqashe kubanini abangasese nezinhlangano zemizi.



How satisfied are people with their homes?

We asked people how satisfied they were with their home and why they were satisfied or dissatisfied. Nearly half the people surveyed were either satisfied (28%) or very satisfied (15%) with their home. However 33% of people were dissatisfied and 7% very dissatisfied.

The main reason given for satisfaction was that dwellings were big enough and comfortable enough (35%). Fifteen percent were satisfied because they had no problems with their homes.

The main reason that people were dissatisfied was that their homes were in bad condition or in need of maintenance (34%). More than a quarter of people said that their houses were small or overcrowded.

Improvements made to homes

Just over half of households have made some form of improvement to their home in the past five years. Basic finishes (85%) and quality finishes (50%) are the main improvement, while 39% of people have extended their home in some way.

Those who did not make any improvements were asked why they had not done so. Twenty-nine percent said that they rent their home, 58% did not have the money to do so and 22% considered their houses to be sufficient. Twelve percent of people said there was a problem with their home or plot.

Money available for shelter

Nearly half of respondents did not always have enough money to pay for shelter.

Access to housing support services

Only 28% of households have access to housing support services. This applies mainly to those in houses and formal stand-alone structures (68%) and flats within a block of flats (21%).

Baneliseke kangakanani abantu ngemizi yabo?

Sabuza abantu ukuthi baneliseke kangakanani ngomuzi wabo nezizathu zezi mpendulo zabo. Kuye kuhafu wabantu ababuzwa baphendula ukuthi bagculisekile (28%) noma bayajabula (15%) ngomuzi wabo. Kodwa ingxenye engu 33% yaphendula ukuthi ayiqculisekile bese kuthi u 7% wathi awu jabuli nhlobo.

Isizathu esikhulu esavela sokugculiseka kwakungu bukhulu nokunethezeka kwendlu (35%). Abangu 15% babe nelisekile ngoba babengenazo izinkinga ngemizi yabo.

Isizathu esikhulu esabekwa ngabantu sokunga gculiseki kwaba ngukuthi izindlu uqobo lwazo zazise simeni sokudinga ukulungiswa (34%). Abantu abadlula ikota (25%) babika ukuthi izindlu zabo zincane noma zihlalisa abantu abanengi.

Ukulungisa okwenziwe emizini

Kuyela esibalweni esingu hafu sabantu ababenze okuthile ukulungisa imizi yabo eminyakeni eyisihlanu eyedlule. Abenza imisebenzi engatheni babengu 85%, kuthi abenza imisebenzi eminingi babengu 50% kanti abenza imisebenzi yokunweba umuzi babengu 39%.

Labo abanga kwazanga ukulungisa imizi yabo babuzwa ukuthi kudalwa yini lokho. Abantu abangu 29% bathi kwenziwa ukuthi baqashile, abangu 58% bathi yingoba bengenayo imali bese abangu 22% baphendula ukuthi banelisekile ngemizi yabo njengoba injalo. Ingxenye engu 12% yabika ukuthi kukhona izinkinga ngesimo sezindlu zabo.

Imali ekhona yendawo yokuhlala

Okuyela uhafu wabantu abaphendula imibuzo bathi bavamise ukungabi nayo imali yokukhokhela indawo yokuhlala.

Ukuba khona kwezinsiza zemizi

U28% kuphela wamakhaya othola imisebenzi yomphakathi. Lelinani libala imizi kanye nomazakhele abahlelekile (68%) kanye namaflethi asemabhilidini (21%).

Housing as a serious problem in people's lives

We asked people to tell us which problems most seriously affected the quality of their day-to-day life. Not having enough money topped the list, with 21% of the respondents saying that this was one of their most serious daily problems. Unemployment was the second most serious issue affecting residents (17%), with problems relating to crime coming a close third (15%). Issues with transport and concerns about health also made the top five list of the most serious day-to-day problems in people's lives.

Izindlu njengeninga enzima empilweni yabantu

Sabuza abantu ukuthi yiziphi izinkinga ezithinta izinga lempilo yabo mihla ngemihla. Ukungabi khona kwemali eyanele kwavela phambili, njengoba abantu abangu 21% bakhomba khona njenge nkinga enzima kunazo zonke empilweni yabo. Ukungasebenzi kwalandela endaweni yesibili ezinkingeni ezinzima ezithinta abahlali (17%) bese kuza izinkinga ezimayelana nobugebengu. Izinkinga zezokuthutha, nokuhlushwa ukugula nakho kwavela ohleni lwezinto ezinhlanu eziyi zinkinga zemihla ngemihla ezimpilweni zabantu.

Problems that affect daily life: *This table shows which areas of life people struggle with most on a daily basis. It is important to recognise that these different problems are often related to each other. Although education, for example, might just seem to represent one aspect of quality of life, it impacts on a person's chances of finding employment and has a dramatic overall effect on a person's day-to-day experience.*

Izinkinga ezithinta impilo yamihla ngemihla: *Loluhla luveza ukuthi yiziphi izinto zempilo abantu abaneninga kuzona mihla ngemihla. Kubalulekile ukuthi sikhumbule ukuthi izinto eziningi empilweni ziyathintelana. Uma ubuka ezemfundo ngomzekelo, ungase ucabange ukuthi ingxenye ezimele yodwa yempilo leyo. Iqiniso kodwa ukuthi imfundo ithintelana namathuba omsebenzi kanye nezinga lempilo ngokuphelele.*

Table 2 Most serious day-to-day problems

Uhla 2 Izinkinga ezinzima zemihla ngemihla

Most serious day-to-day problem	Izinkinga ezinzima zemihla ngemihla	Percentage
Poverty/financial/cost of living	Ukwentula/ezemali/nokubiza kwempilo	21%
Unemployment/work issues	Ukungasebenzi/izinkinga zasemsebenzini	17%
Crime/safety/corruption/policing	Ubugebengu/ukuphepha/inkohlakalo/nokulwa nenkohlakalo	15%
Roads/transport/taxis	Imigwaqo/ezokuthutha/amatekisi	8%
Health issues incl. HIV	Izinkinga zempilo kanye negciwane lengculazi (HIV/Aids)	6%
Drugs/alcohol	Izidakwa mizwa notshwala	5%
No problems	Abangenazo izinkinga	5%
House/dwelling	Umuzi/indawo yokuhlala	4%
Family problems	Izinkinga zomndeni	3%
Water	Amanzi	3%
Lack of facilities in area	Ukungabi khona kwezimfanelo endaweni	2%
Electricity	Ugesi	2%
Cleanliness area/pest/bush	Ukuhlanzeka (kwendawo, izilwane nezikhotha)	2%
Toilets/sewerage	Izindlu zangasese/ukususwa kokungcola	2%
Education	Imfundo	2%
Street lights	Amalampu omgwaqo	1%
Neighbours/noise	Omakhelwane/Umsindo	1%
Rates/taxes	Intela	1%
Refuse	Udoti	1%

Four percent of respondents mentioned their housing situation as one of their most serious day-to-day problems, with housing issues ranking eighth in the list of the most serious problems mentioned. Although most people in eThekweni have access to housing, it is important to consider the plight of those for whom housing is their most vital issue.

Abane ekhulwini abaphendula ucwaningo babala inkinga yendawo yokuhlala njengenye yezinkinga ezinzima kakhulu mihla ngemihla, kwazise ukuswela indawo kume endaweni yesishiyagalombili ohleni lwezi nkinga eziphuthumayo ezibalwa emashumini amabili nambili. Noma abantu abaningi eThekweni benayo indawo yokuhlala, kubalulekile ukuthi sikhumbule labo ababhekene nale nkinga.



4 Household services

Izinsiza khaya

In South Africa the provision of household services such as electricity, water and refuse removal are usually delivered by the local municipality. These services have been high on the national agenda since 1994, and are vital to improving the quality of life of eThekweni's residents.

Energy

In most households (86%) electricity is used for cooking. Only 11% of households use paraffin and 2% use wood, both of which are more likely to be used in informal and traditional dwellings and are linked to increased fire and health risks.

Eningizimu Afrika ukwethulwa kwezinsiza zemizi ezifana nogesi, amanzi nokuqoqwa kukadoti kwenziwa ngumasipala. Lezi zinsiza sezithathe ukuphuthuma kakhulu kuhulumeni wezwe kusukela ngo-1994, futhi zibalulekile ekunyuseni izinga lempilo labantu baseThekwini.

Amandla kagesi

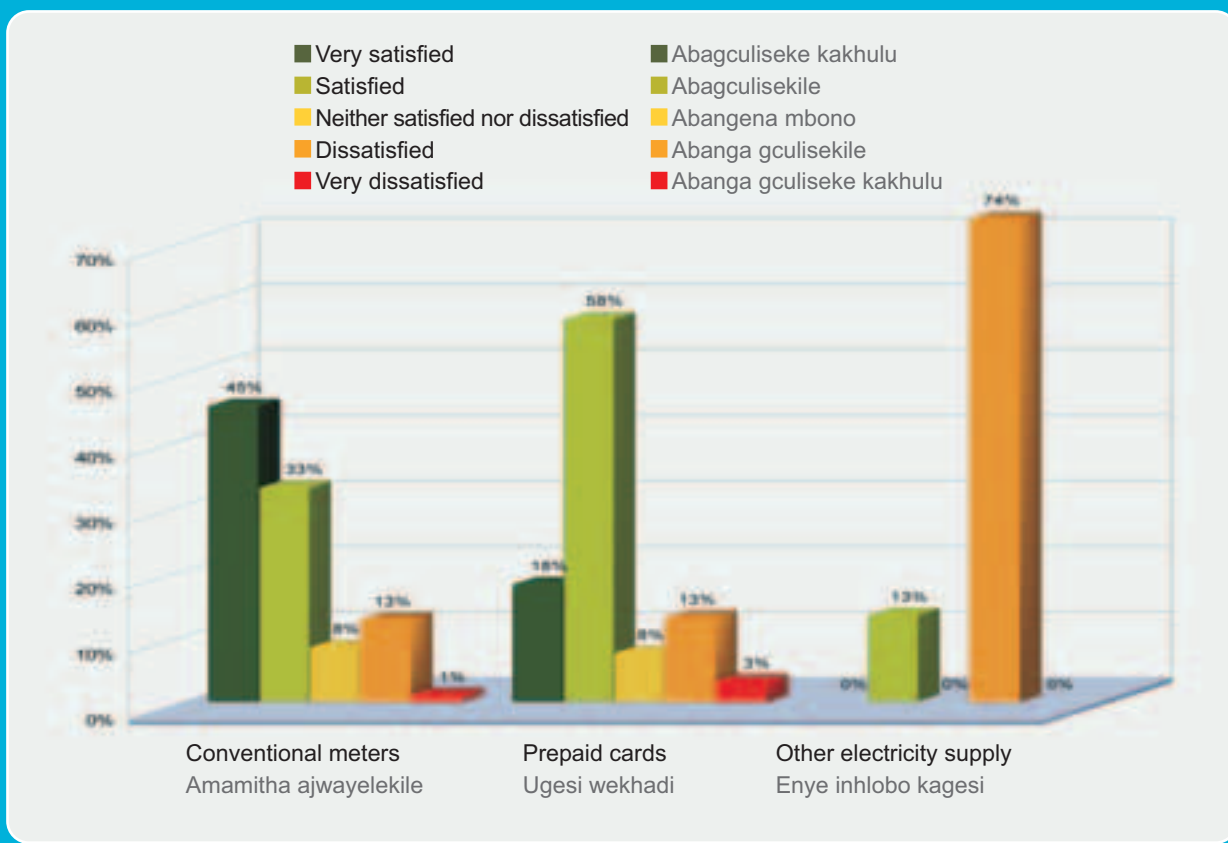
Imizi eminingi (86%) ipheka ngogesi. Ingxenye engu 11% yemizi ipheka ngesitofu sika-paraffin bese kuba u 2% osebenzisa ukhuni. Kokubili lokhu kuvamise ukuba yisimo semizi ese mkhukhwini noma imizi yomdabu futhi kunyusa ingozi yomlilo nempilo.

How satisfied are Durbanites with the type of electricity they receive? This bar chart shows the satisfaction levels associated with different types of electricity supply.

Bagculiseke kangakanani abahlali baseThekwini ngenhlobo yagesi abayitholayo? Letshathi yemigqa iveza amazinga okugculiseka aqodene nezinhlobo eziningi zokuthola ugesi.

Figure 2 Satisfaction with type of electricity supply

Isithombe 2 Ukugculiseka ngenhlobo kagesi onikezelwe



Nearly 90% of households use electricity for lighting purposes. The remaining households mainly use candles (8%), which again increases the risk of fire. Two percent of households use paraffin and less than 1% gas. Forty-seven percent of the respondents pay for their electricity with a prepaid card while 42% have conventional meters. Ten percent of households have no electricity and a small percentage use alternative sources such as generators and solar power.

Most people were satisfied or very satisfied with the type of energy that they use (77%), with only 15% indicating that they are dissatisfied or very dissatisfied. Users of conventional meters were far more likely to be very satisfied (45%) than those with prepaid cards (18%) who were nonetheless generally satisfied (58%).

Of those that had reported an electrical fault in the past year, just over half (52%) were satisfied with the repairs carried out. Only 36% of households tried to reduce their energy consumption.

Water

The RDP (Reconstruction and Development Programme) standard of water supply is to have municipal-supplied tap water available within 200 metres of a home. In eThekweni, almost two thirds of people have water in their home, 11% only have taps in their yards, and 17% obtain water from street taps.

Satisfaction levels varied greatly according to where people receive their water from. Those with water pipes in their homes were most satisfied (42% satisfied and 46% very satisfied), while those who used streams and rivers were least satisfied (77% dissatisfied and 15% very dissatisfied).

Over half of respondents (53%) said they were unhappy with repairs after they had reported a fault, indicating that more work needs to be done in this area. Only 32% of households tried to reduce their water consumption.

Kucishe kube ngu 90% wemizi okhanyisa ngogesi. Imizi eseleyo ivamise ukukhanyisa ngama khandlela (8%), nakho futhi okwenyusa ingozi yomlilo. u-2% wemizi osebenzisa u-paraffin bese kusala engaphansi kuka 1% imizi esebenzisa i-gas. Ingxenywe engu 47% yabantu abaphendula babika ukuthi basebenzisa ugesi wekhadi kanti abasele basebenzisa ugesi wemitha. Ingxenywe engu 10% yemizi ayinawo nhlobo ugesi bese kuthi laba abasele basebenzisa ezinye izinhlobo zamandla njengama-generator kanye nogesi welanga.

Abantu abaningi bathi bagculisekile noma bayajabula ngenhlobo yamandla abayi sebenzisayo (77%) kube nabangu 15% abasho ukuthi abagculisekile noma abajabule. Abantu abasebenzisa ama mitha babike ukugculiseka (45%) kakhulu kunalabo abasebenzisa ugesi wekhadi (18%), yize nabo bebengakhali kangako (58%).

Kulabo ababika inkinga kagesi ngonyaka odlule, badlula abangu hafu (52%) ababe gculisekile ngokulungiswa kwenkinga yabo. Inani lemizi ezama ukunciphisa izinga lokusebenzisa ugesi lingango 36%.

Amanzi

Uhlelo loku qondisa nentuthuko (i-RDP) luka hulumeni wezwe lubeke umthetho wokuthi yonke imizi kumele ibe namanzi kamasipala ompompi osebudeni obungadluli emamitheni angamashumi amabili (200m). Imizi ecishe ibe yingxenywe engu 60% inompompi, u 11% unompompi egcekeni kanti u 17% usebenzisa umpompi osemgwaqeni.

Amazinga okugculiseka ahlukene ngokuthi abantu bawathola kuphi amanzi abo. Labo abana manzi ahamba nge payipi babe gculisekile (u 42% waye gculisekile kanti u 46% waye jabulile), bese kuthi labo abasenzisa amanzi omfula babenga gculisekile (u 77% wayenga gculisekile kanti u 15% wayenga jabulile).

Abadlula uhafu abaphendula (53%) bathi abagculisekile ngezanga lomsebenzi owethulwa ngumasipala uma bekhononda ngokuphaza-miseka kwamanzi, okuveza ukuthi kusekuningi okumele kwenziwe kulendawo. Imizi ezama ukunciphisa izinga lokusebenzisa amanzi belime ku 32%.

Waste removal

Most of eThekweni's waste is collected by the local authority through weekly waste collection (82%). Seven percent of households have their waste collected less often than once a week, while 2% have their waste removed from community containers. Collectively, 91% of waste is collected by the local authorities.

Eighty-two percent of people who had their waste collected weekly were satisfied, while 69% of people whose waste was collected less often were also satisfied. Of those whose waste is removed from a community container, 76% were dissatisfied or very dissatisfied.

Sixty-six percent of people who reported waste removal problems in the past year were unhappy with the response received. Only 12% of people recycle their waste.

Toilets

Seventy percent of people have access to a proper flush toilet and 2% have no toilet facilities at all. Fourteen percent of people use a basic pit latrine, whilst 7% use ventilated improved pit latrines. Sixty-three percent are satisfied or very satisfied with their type of toilet. Thirty percent are dissatisfied or very dissatisfied, largely due to the use of basic pit latrines and chemical toilets.

Household services mentioned as a serious day-to-day problem

Electricity problems were mentioned by 2% of respondents as one of their most serious day-to-day problems. Water problems were mentioned by 3% and toilets/sewerage were mentioned by 2%. Water was ranked the tenth most serious day-to-day problem. (See table 2 on page 20).

Ukuthuthwa kukadoti

Iningi likadoti okhiqizwa kumasipala liqoqwa ngu hulumeni wase khaya kanye ngeviki (82%). Inani elingu 7% lamakhaya alitholi usizo lokuqoqwa kuka doti, kanti u 2% wama khaya uchitha udoti endaweni eyodwa. Sekuhlangene, u 91% kadoti uqoqwa nguhulumeni wase khaya.

Imizi engu 82% eqoqelwa udoti kanye ngeviki yabika ukuthi yanelisekile, kanti u 69% wabantu bakhala ngokuthi abaqoqelwa udoti ngokwanele. Kulabo abachitha udoti endaweni eyodwa, abangu 76% bagculisekile noma abagculisekile nhlobo.

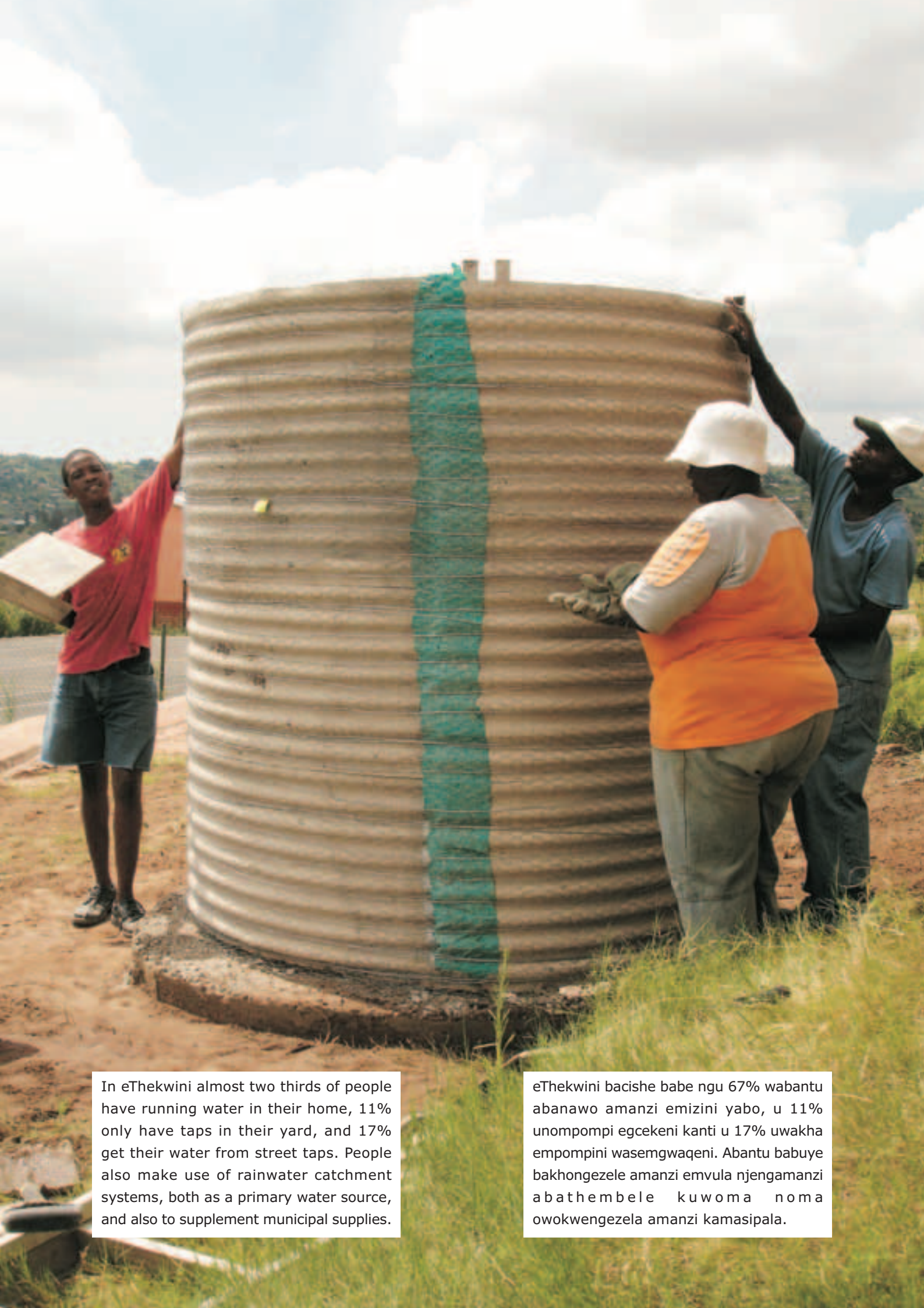
Abantu abangama 66% babika izinkinga ngokuthuthwa kuka doti ngonyaka odlule futhi abagculisekile ngosizo abalutholile. Bangu 12% kuphela abantu abanomkhuba woku sebenzisa izibi ngoku phinda pinda (recycling).

Izindlu zangasese

Abantu abangama 70% bane zindlu zangasese azinamanzi kanti u 2% awunazo izindlu zangasese. Imizi engu 14% isebenzisa ezindlu zangasese ezinomgodi, kanti u 7% we mizi usebenzisa imigodi engcono eshaya umoya. Bangu 63% abantu ababegculisekile ngendlu yangasese abanayo. Abangu 30% abagculisekile noma abajabuli, ikakhulukazi ngenxa yemigodi nemithi.

Izinsiza zemizi ezibalwa njenge nkinga enzima mihla ngemihla

Izinkinga zikagesi zabalwa ngabantu abangu 2% ababuzwa njengezinye ezinzima mihla ngemihla. Izinkinga zamanzi zabalwa ngabantu abangu 3% kanti eze zindlu zangasese zabalwa ngabantu abangu 2%. Amanzi ase sikhundleni seshumi ohleni lwezinkinga ezinzima. (Bheka uhla 2 oluse khashini 20).



In eThekweni almost two thirds of people have running water in their home, 11% only have taps in their yard, and 17% get their water from street taps. People also make use of rainwater catchment systems, both as a primary water source, and also to supplement municipal supplies.

eThekweni bacishe babe ngu 67% wabantu abanawo amanzi emizini yabo, u 11% unompompi egcekeni kanti u 17% uwakha empompini wasemgwaqeni. Abantu babuye bakhongezele amanzi emvula njengamanzi abathembele kuwoma noma owokwengezela amanzi kamasipala.

5 Community services

▪ Izinsiza Zomphakathi

Ideally all residents should have equal access to community services such as libraries, parks, schools and hospitals. We asked people which community services they had access to, whether they were satisfied with the services they received and which services they considered to be most important.

Access, satisfaction and importance of community services

People's access to community services varied greatly. Only 28% have access to housing support services, while 84% have access to public transport. Libraries, parks and recreational services, pension payout points, public phones

Ngokomthetho bonke abahlali kumele bakwazi ukuxhumana nemisebenzi yomphakathi efana nomtapo wezincwadi, ama paki, izikole kanye nezibhedlela. Sabuza abantu ukuthi yimiphi imisebenzi yomphakathi abayitholayo, nokuthi ngabe bagculisekile yini ngaleyo misebenzi abacabanga ukuthi ibaluleke kuneminye.

Ukutholakala, ukugculiseka nokubaluleka kwemisebenzi yomphakathi

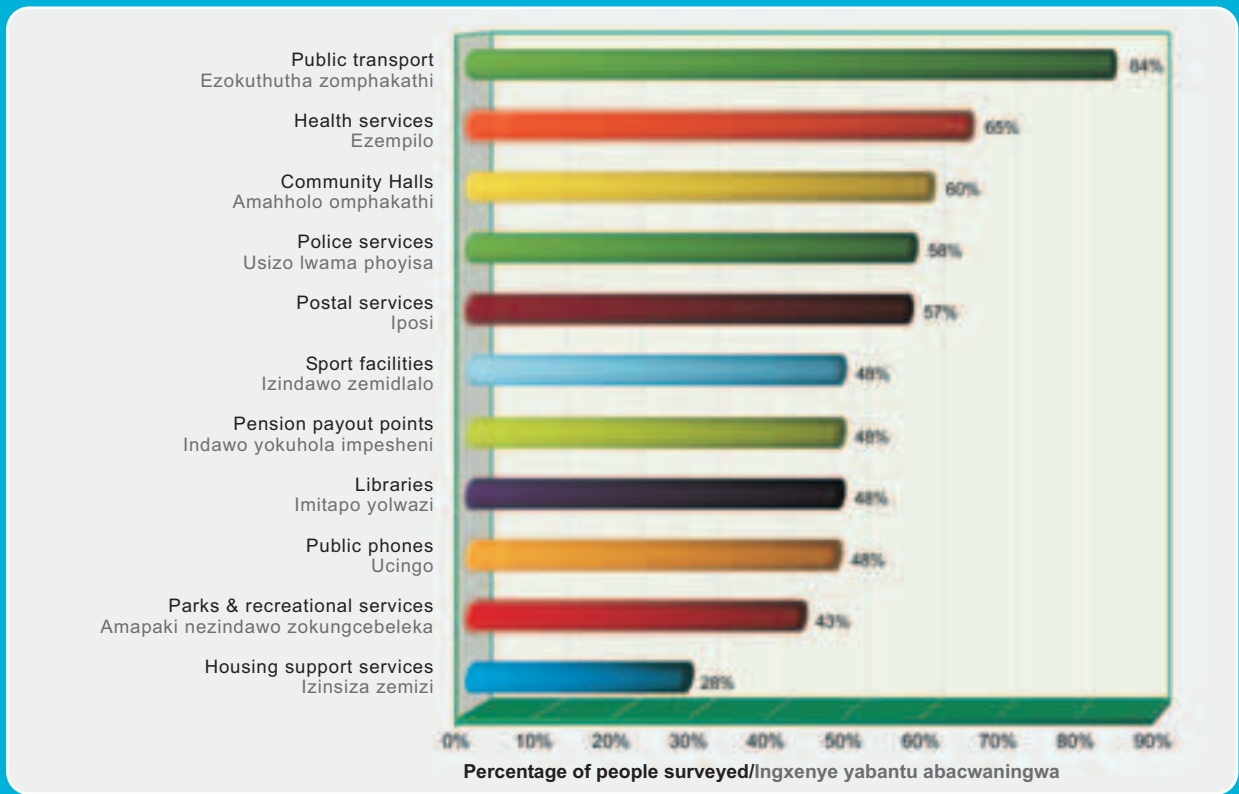
Izinga lokutholakala kwemisebenzi yomphakathi lihluka hlukeno kakhulu. Bangu 28% kuphela abanazo izinsiza zemizi, kanti bangu 84% abantu abakwazi ukuthola izithuthi zomphakathi. Imitapo yezincwadi, ama paki kanye nezi nsiza

Getting served: This graph shows what percentage of people in eThekweni have access to state-provided services such as health services, crèches, pension payout points and education facilities.

Ukuthola usizo: Lesilinganiso siveza ingxenye yabahlali baseThekwini abathulelwa imisebenzi efana nezempilo, amakheleshe, indawo yokuhola impesheni nezindawo zemfundo.

Figure 3 Access to a range of community services

Isithombe 3 Ukukwazi ukuthola imisebenzi yomphakathi





Forty-eight percent of people surveyed said they had access to sports facilities. Seventy percent of these people said that they were satisfied with these facilities.

Bangawa 48% abacwaningwa bathi bayakwazi ukuthola indawo zemidlalo. Abangu 70% balabo bathi bagculisekile.

and sports facilities were all rated as accessible by 43-48% of the population. Community halls, postal services and police services were considered to be accessible by 57-60% of the population, while health services were considered to be accessible to almost two-thirds of the population.

Most people who did have access to these services indicated that they were very satisfied or satisfied, with the lowest satisfaction level being 70% for both sports facilities and parks and recreational services. This shows that the problem is not the quality of community services but access to such services.

When asked about the importance of community services, education facilities were considered most important (27%), followed by health services (20%), police services (15%) and community halls (10%).

Improvements in residential areas

When asked about the importance of improvements in their neighbourhoods, respondents identified the work done on roads, streets and pavements as the most important

zokungcebeleka, izindawo zokuhola umhlala phansi, ucingo lomphakathi kanye nezindawo zomdlalo zitholwa ngabahlali abangu 43-48% emphakathini. Amahholo omphakathi, iposi kanye namaphoyisa kutholakala kubantu abangu 57-60%. Bacishe babe ngu 60% abantu abakwaziyo ukuthola usizo lezempilo.

Iningi labantu abakwaziyo ukuthola usizo baveza ukuthi bagculisekile noma bayajabula kanti izinsiza ezingagculisanga kakhulu zathinta abantu abangu 70% kanti futhi zazibala izindawo zomdlalo, amapaki kanye nezindawo zokungcebeleka. Lokhu kuveza ukuthi inkinga akuyona nje yezinga lemisebenzi yomphakathi kodwa ihleli ekutheni abantu abatholi ukuxhumana nale misebenzi.

Kuthe uma sibuzwa abantu ngoku baluleka kwimisebenzi yomphakathi kwavela ukuthi usizo lwezempilo yilona olubaluleke kakhulu (27%), kulandele usizo lwezempilo (20%), amaphoyisa (15%) kanye namahholo omphakathi (10%).

Ukulungiswa kwezindawo zokuhlala

Kuthe umasibuza abahlali ngokubaluleka koku lungiswa kwendawo yangasekhaya izimpendulo zakhomba imisebenzi eyenziwe ukulungisa imigwaqo njengaleyo ebaluleke kakhulu (27%),

Satisfaction with community services: *This table shows how many people have access to specific community services and how satisfied they are if they do have access to the service. The figures in the Access column are illustrated in figure 3 on page 26.*

Table 3 Access and satisfaction with community services

Community service	Access	Satisfied or very satisfied
Postal services	57%	88%
Public phones	48%	81%
Libraries	48%	80%
Community halls	60%	79%
Public transport	84%	79%
Housing support services	28%	74%
Pension payout points	48%	73%
Health services	65%	72%
Parks and recreational services	43%	70%
Sport facilities	48%	70%
Police services	58%	70%

(27%), followed by service delivery improvements (22%), housing (19%) and crime and safety (10%). Street lights (1%), cleanliness (2%) and employment (2%) were considered the least important.

When asked about community deterioration, issues relating to 'crime, security and gangs' emerged as the most important (32%). Less than 14% of people identified service delivery shortages as a problem, while 10% said more attention needed to be paid to roads and transport.

Community features

Things like friendly neighbours and access to shops make a place pleasant to live in and help to improve one's quality of life. We asked people to rate a number of these features.

Eighty percent of the respondents gave good or very good scores for co-operative neighbours. Sixty-nine percent of respondents rated their access to shops as good or very good. Although only 38% of people think their neighbourhood is good or very good in terms of safety from crime, 57% think their area is a safe place to

kulandele ukulungiswa kwezinsiza zemizi (22%), izindlu (19%) nobugebengu (10%). Amalampu asemgwaqeni (1%), ukungcola (2%) kanye noku thola umsebenzi (2%) kwaku bonakala njengokunga balulekile kangakho.

Kuthe uma sibuzwa ngokonakala komphakathi, kwavela udaba lobugebengu, ukuphepha kanye namavukana njengekinga ebalulekile (32%). Abangaphansi kuka 14% abantu bakhomba ukunganeli kokwethulwa kosizo njengenkinga, kanti abangu 10% bathi kumele sibhekane nokonakala kwemigwaqo (10%).

Izinto ezitholakalayo emphakathini

Inzinto ezifana nomakhelwane abanomusa nezitolo eziseduze zenza indawo ibe lula ukuhlala kuyo futhi zinyusa izinga lempilo. Sacela abantu ukuthi babuke ubuningi balezi zinto.

Abantu abangu 80% abaphendula bathi bakhelene nomakhelwane abanomusa. Abangu 60% bathi banezitolo maduzane. Noma bengu 38% abantu abathi izindawo zangasekhaya zilungile uma kuyela odabeni lobugebengu babalwa ku 57% abantu abathi bangakwazi ukukhulisa izingane zabo lapho behlala khona.

Ukugculiseka ngezinsiza zomphakathi: *Luluhla luveza ukuthi bangakanani abantu abathola izinsiza zomphakathi nokuthi bagculiseke kangakanani. Lezi izibalo zivezwe ngesilinganiso ekhasini elilandelayo – lika 26, isithombe 3.*

Uhla 3 Ukutholakala nokugculiseka ngemisebenzi yomphakathi

Imisebenzi yomphakathi	Abayitholayo	Abagculisekile
Iposi	57%	88%
Ucingo lomphakathi	48%	81%
Imitapo yezincwadi	48%	80%
Ezokuthutha zomphakathi	84%	79%
Amahholo omphakathi	60%	79%
Izinsiza zomphakathi	28%	74%
Inzindawo zokuhola impesheni	48%	73%
Ezempilo	65%	72%
Izindawo zomdlalo	48%	70%
Usizo lwamaphoyisa	58%	70%
Amapaki nezokungcebeleka	43%	70%

bring up children. Sixty-five percent rated their areas as peaceful while 31% rated parks and recreational amenities positively. Only 30% of people thought that they were getting good value for their rates and services, 45% thought that they were not getting value for money and a quarter of people were neutral.

Most important community features

When asked how important these community features are, 'safety from crime' was mentioned as the most important feature (31% of people), followed by 'peaceful', 'safe for children' (both mentioned by 15% of people) and 'access to shops' (13%).

Abantu abangu 65% bathi kunokuthula endaweni abahlala kuyona futhi u 31% wathi amapaki kanye nezindawo zokungce-beleka eziseduzane ziyajabulisa. Bangu 30% kuphela abantu ababona ukuthi iyaphi imali abayikhokhayo bese kusala ikota labantu aba ngenambono.

Izinto zomphakathi ezibalulekile

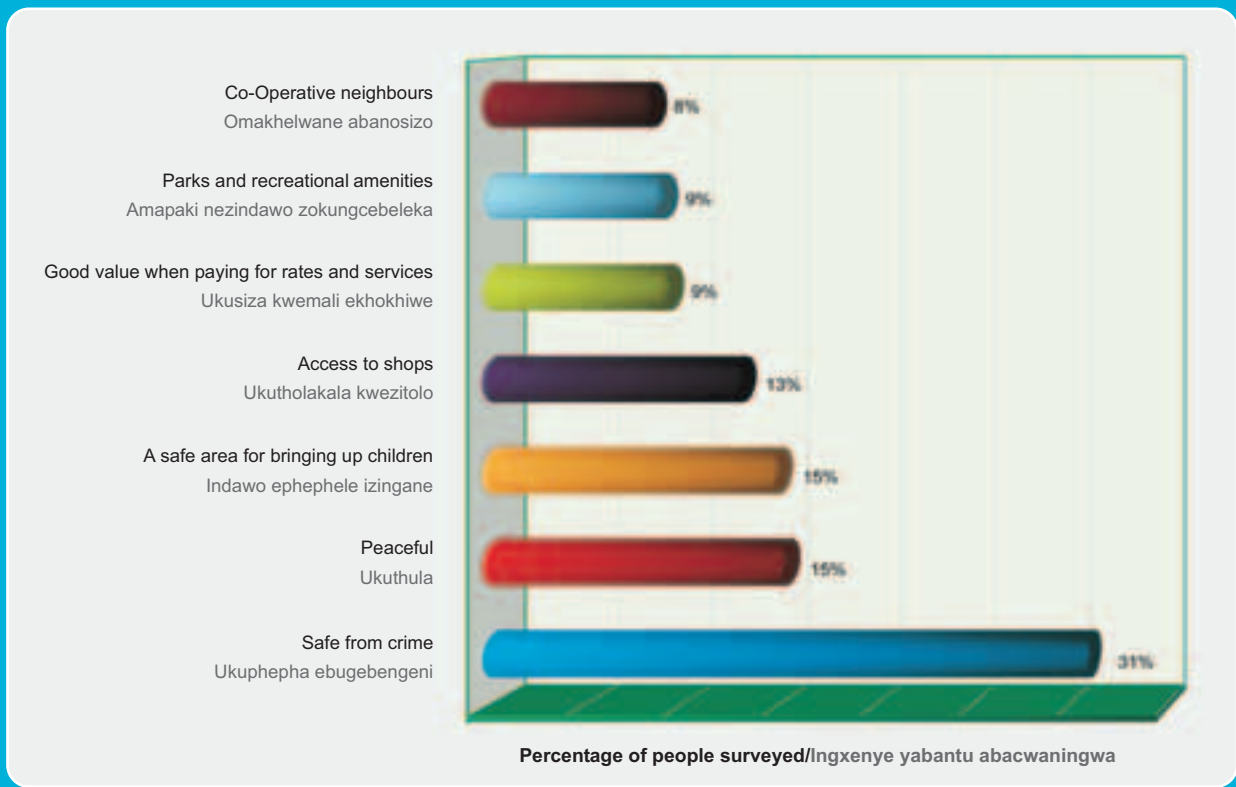
Sithe masibuza ukuthi iziphi izinto ezitholakala emphakathini ezibalulekile, kwavela ukuphepha ebugebengwini njengento ebalulekile kunazo zonke (31%) kulandele ukuba khona kokuthula nokuphepha maqondana nezingane (kokubili kushiwo abantu abangu 15%) kanye nobuduze bezitolo (13%).

What's important in a neighbourhood? This graph shows which features of a neighbourhood are considered most important by residents of eThekweni.

Yini ebalulekile endaweni yokuhlala? Lesilinganiso siveza ukuthi yiziphi izinto zasendaweni ezibalulekile kubahlali baseThekweni.

Figure 4 Most important features of a neighbourhood

Isithombe 4 Izinto ezibalulekile endaweni





Fifty-seven percent of people in eThekweni feel that their neighbourhood is a safe place to bring up children.

Bangu 57% abahlali baseThekweni ababona ukuthi izindawo abahlala kuzo ziphephele ukukhulisa abantwana.

6 Transport

Ezokuthutha

Many people in eThekweni spend a lot of time traveling, whether it's to go to work or school or for social purposes. Easy access to reliable transport can make a big difference to a person's quality of life.

Access to public transport

Almost four out of five people in eThekweni use public transport. Of those who use public transport, 59% use minibus taxis and 18% use Metro buses. Only 14% use private buses and 8% make use of trains.

Abantu abaningi eThekweni bachitha isikhathi esiningi behamba, kungaba abaya emsebenzini kuye kulabo abaya esikoleni noma nje abanye abazihambela beyovakasha. Ukukwazi ukuthola izithutha zomphakathi kwenza umahluko omkhulu empilweni yabantu.

Ukukwazi ukuthola ezokuthutha zomphakathi

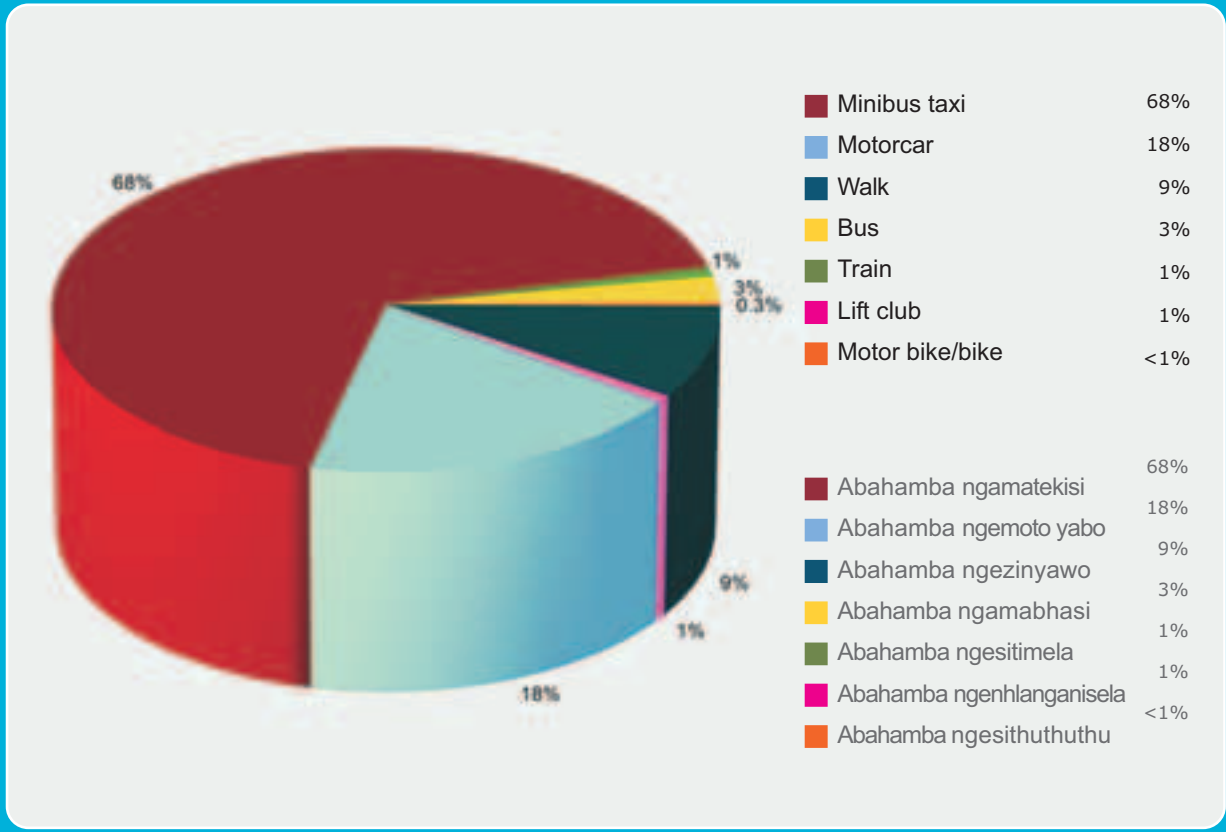
Bacishe babe bane kwabahlanu abantu abasebenzisa izokuthutha zomphathi. Kulabo u 59% usebenzisa amakhombi kanti u 18% usebenzisa amabhasi. u-14% kuphela ohamba ngamabhasi angasese kanti u 8% usebenzisa isitimela.

What is the main mode of transport used by people in eThekweni? *This pie chart shows which types of transport people in eThekweni use as their main means of getting around on a day-to-day basis.*

Iyiphi indlela yokuthutha esetshenziswa abahlali baseThekweni? *Letshathi yendilinga iveza ukuthi iziphi izinhlobo zezithutha ezisetshenziswa ngabantu eThekweni mihla ngemihla.*

Figure 5 Main mode of transport used by respondents

Isithombe 5 Inhlobo yezithutha esetshenziswa ngabantu abaningi abaphendula



Main mode of transport

We asked people about the main method of transport used by all the household members. Sixty-eight percent of people use minibus taxis compared to 18% for cars. More people walk (9%) than use buses (3%) or trains (1%).

Traffic congestion

The amount of time taken to reach one's place of work or study can be a source of stress and thus impact negatively upon one's quality of life. We asked people how long it took them to reach their place of employment or study. Seventeen percent of people spend less than

Indlela ejwayelekile yokuthutha

Sabuza abantu ngendlela ejwayelekile yokuhamba esetshenziswa yibo bonke basendlini. Abantu abangu 68% basebenzisa amakhombi, kuqhathaniswa no 18% osebenzisa izimoto. Bathe xa xa (9%) abantu abahamba ngezinyawo uma beqhathaniswa nabamabhasi (3%) kanye nabesitimela (1%).

Ukucinana kwezimoto emgwaqeni

Isikhathi osithathayo ukuze ufike emsebenzini noma esikoleni siba yinto edala ukukhathazeka sithinte nezinga lempilo yomuntu. Sabuza abantu ukuthi kubathatha isikhathi esingakanani ukufika emsebenzini noma esikoleni. Abangu 17% bachitha isikhathi esingaphansi kwemizuzu eyishumi

Main mode of transport: This table shows what percentage of people use various modes of transport as their primary means of getting around.

Indlela abantu abahamba ngayo ngenjwayelo: Loluhla luveza ingxenye yabantu nedlela abahamba ngayo.

Table 4 Main mode of transport

Main mode of transport	Percent
Minibus taxi	68%
Motorcar	18%
Walk	09%
Bus	03%
Train	01%
Lift club	<1%
Motor bike / bike	<1%

Uhla 4 Indlela abantu abahamba ngayo

Indlela ejwayelekile yokuhamba	Percent
Abahamba ngamatekisi	68%
Abahamba ngemoto yabo	18%
Abahamba ngezinyawo	09%
Abahamba ngamabhasi	03%
Abahamba ngesitimela	01%
Abahamba ngenhlanganisela	<1%
Abahamba ngesithuthuthu	<1%

Access to transport: This table shows what percentage of people have access to different modes of public transport.

Ukutholakala kwezokuhamba: Loluhla luveza ingxenye yabantu abasebenzisa izinhlobo ezehlukene zezokuthutha.

Table 5 Access to transport

Main mode of transport	Percent
Minibus taxi	59%
Metro bus	18%
Private bus	14%
Train	08%

Uhla 5 Ukutholakala kwezokuthutha

Indlela ejwayelekile yokuhamba	Percent
Abahamba ngamatekisi	59%
Abahamba ngamabhasi kamasipala	18%
Abahamba ngamabhasi angasese	14%
Abahamba ngesitimela	08%

15 minutes on a one-way trip. For 35% of people, the trip takes less than 30 minutes, and just over half of respondents take less than an hour. Very few respondents took an hour or more, although a large number of people (42%) said that they do not work or study.

Traffic congestion is the primary source of delays in getting to one's destination, and is a problem for 60% of the people who travel to their place of work or study.

Conditions of roads in the area

When the area surrounding a person's home is well looked after, it results in a better quality of life. The amenities found in front of people's houses were generally considered to be in good or average condition, but about a quarter of these features were in need of repair or maintenance, with street lights and grass verges needing maintenance or repairs in about 30% of cases.

Transport mentioned as a serious day-to-day problem

Problems with transport and roads was ranked as the fourth most serious day-to-day problem by respondents and was mentioned by 8% of people. (See table 2 on page 20).

nanhlanu ohambeni olunye. Kubantu abangu 35% uhambo luthatha imizuzu engamashumi amathathu kanti uhafu wabantu bathi lubathatha ngaphansi kwehora. Bambalwa abantu abathe kubathatha ngaphezu kwehora, noma bebaningi (42%) abenziwa ukungasebenzi noma ukungafundi.

Ukucinana kwezimoto emgwaqeni yikhona okwenza kuthathe isikhathi esiningi ukufika lapho umuntu eya khona futhi kuyinkinga ebhekana nabantu abangu 60% abaya emsebenzini noma esikoleni.

Isimo semigwaqo indaweni

Uma indawo esondele nasekhaya inakekelwa kahle, lokho kwenza izinga lempilo linyuke. Izinhlalakahle eziseduze nemizi yabantu zatholakala zigculisa kodwa ikota labantu labika ukuthi zidinga ukulungiswa kanti amalampu omgwaqo notshani obuseduze nomgwaqo yizinto ezidinga ukulungiswa kubantu abangu 30%.

Ukubalwa kwezokuthutha njenge nkinga enzima yemihla ngemihla

Izinkinga zezokuthutha nemigwaqo zisesikhundleni sesine njengeninga ebhekene nabantu kanti zabalwa ngu 8% wabantu. (Bheka Uhla 2 ekhasini 20).





welcome to Kwa Mashu Station



Almost four out of five people in eThekweni use public transport. The majority of these people use buses and taxis, with only 8% making use of trains.

Abantu abane kwabayisihlanu abahlala eThekweni basebenzisa ezokuthutha zomphakathi. Abaningi balabantu basebenzisa amabhasi namatekisi, kanti abangu 8% basebenzisa izitimela.

7 Safety and crime

▪ Ukuphepha nobugebengu

For most people it is very important that they and their family are safe from crime. We asked people how safe they felt in their homes and neighbourhoods, and whether or not they had been victims of crime recently. They were also asked about access to police services.

Victims of crime

Seventeen percent of the population has been a victim of crime in the past year, the same as last year's figure, but down dramatically from 35% in 2003. Men and women are equally likely to have experienced crime.

Of those who had been a victim of crime in the past year, 63% had been a victim of burglary. The second most common crime

Kubantu abaningi kubalulekile ukuthi umndeni wabo uhlale uphephile ebugebengwini. Sabuza abantu ukuthi bazizwa bephephe kangani emakhaya abo kanye nokuthi bake bathintwa ubugebengu maduzane. Siphinde sabuza ngokutholaka kwa maphoyisa.

Abathintwe ubugebengu

Bangu 17% abahlali abathintwe ubugebengu kulonyaka odlule, okuyi nani elifanayo nonyaka odlule kodwa okunciphile uma kuqhathaniswa no 35% ngonyaka ka 2003. Abantu besilisa nabesifazane bathintwa ubugebengu ngendlela efanayo.

Kulabo abathintwe ubugebengu ngonyaka odlule, bangu 63% abagqezelwa emizini yabo. Ubugebengu obulandelayo kuba ukubanjwa



was robbery/mugging (30%). Six percent of people experienced car theft, another 6% assault and another 5% unspecified theft. Theft out of a motor car was slightly more common at 7%, while 4% of people had been hijacked. Stock theft and fraud constituted less than 1% of crimes.

Although less than 1% of respondents mentioned rape, this is a difficult question to ask. Given the high rapes figures in South Africa, the figure is almost certainly inaccurate.

Crime reporting

Of the crimes mentioned by respondents, only two had a low rate of reporting to the police. Muggings were reported by only 49% of victims, and thefts that did not involve households, cars or stock were reported by only 28%. All cases of car theft, fraud and rape were reported. Assaults, burglaries and theft from motor vehicles were reported at least 70% of the time.

inkunzi (30%). Abantu abangu 6% bantsho-tshelwa izimoto, abangu 6% bashawa bese kuba abangu 5% abebelwa okunye okuthize. Ukwebelwa emotini kuthe ukuvamisa njengoba kume ku 7% kanti bangu 4% abantu abaphucwe izimoto beshayela. Ukwebiwa kwempahla efuyiwe nokukhwabanisa kuhlangane kube ngu 1% wobugebengu.

Noma bengaphansi kuka 1% abantu ababala ukudlwengula, lombuzo ulukhuni ukuwubuzwa. Njengoba izinga lokudlwengula laziwa ukuthi liphezulu eNingizimu Afrika, kuyacaca ukuthi lesibalo sincane kunesimo uqobo lwaso.

Ukubikwa kobugebengu

Kulobugebengu obabalwa ngabantu, lubili uhlobo lobugebengu olungabikwa kakhulu emaphoyiseni. Ukubanjwa inkunzi kwabikwa ngabantu abangu 49% kanti ukwebelwa okungahlanganisi imizi, izimoto noma kwempahla efuyiwe kwabikwa ngabantu abangu 28% kuphela. Bonke ubugebengu obuhlanganisa nokwebiwa kwezimoto, ukukhwabanisa nokudlwengulwa babikwa. Ukushaya, ukugqeka nokwebiwa kwempahla esemotweni kwabikwa ngabantu abangu 70%.

Type of crime: This table shows a breakdown of the different types of crimes that respondents have experienced in the past year.

Izinhlobo zobugebengu: Loluhla luveza izinhlobo ezahlukene zobugebengu abantu abathintwe yizo ngonyaka odlule.

Table 6 Crimes in the past year

Type of crime	Percent
Burglary – theft from home	63%
Robbery (mugging)	30%
Theft out of car	7%
Assault	6%
Theft of car	6%
Other theft	5%
Hijacking	4%
Stock theft	3%
Rape	<1%
Fraud	<1%

Uhla 6 Ubugebengu bonyaka odlule

Inhlobo yobugebengu	Percent
Ukwebelwa endlini	63%
Ukubanjwa inkunzi	30%
Ukwebelwa emotwini	7%
Ukwebiwa kwemoto	6%
Ukushayiwa	6%
Ukwebelwa okunye	5%
Ukwephucwa imoto	4%
Ukwebelwa impahla	3%
Ukudlwengulwa	<1%
Ukukhwabanisa	<1%

How safe do people feel in their neighbourhoods and homes?

Most people feel very safe (38%) or fairly safe (44%) walking in their neighbourhoods during the day. Twelve percent feel a bit unsafe and 7% feel very unsafe. After dark, these figures change dramatically. Only 13% feel very safe and 31% feel fairly safe. Twenty-eight percent feel very unsafe walking in their area after dark and 29% feel a bit unsafe.

Most respondents feel very safe (47%) or fairly safe (37%) at home during the day. At night, about one in four people feel a bit unsafe and another one in five people feel very unsafe.

Least safe areas

The ten areas in the table below constitute 70% of the areas identified as the least safe by the survey. Umlazi and KwaMashu were the most commonly reported unsafe areas, together making up 46% of 'unsafe' responses. This was followed by Inanda (6%), the Point (5%) and the CBD (4%). The other five areas each contributed 2% to reports of unsafe areas.

Top 10 least safe areas in eThekweni: *This table shows which areas in eThekweni are considered among the top 10 least safe places to live.*

Izindawo eziyishumi ezesatshwa kunazo zonke: *Luluhla luveza izindawo zaseThekweni ezesatshwa kakhulu ngezinga lobugebengu.*

Table 7 Areas considered least safe

Rank	Place	Percent
1	Umlazi	26%
2	KwaMashu	20%
3	Inanda	6%
4	Point	5%
5	Durban CBD	4%
6	Phoenix	2%
7	Pinetown/New Germany	2%
8	Chatsworth	2%
9	Inanda Congo	2%
10	Lamontville	2%

Baphephe kangakanani abantu emakhaya abo?

Abantu abaningi bazizwa bephephile (38%) noma bephephe ngokwanele (44%) ukuthi bangazihambela emini. Abangu 12% abazizwa bephephile noma bazizwa bengaphephile nhlobo. Emuva kokushona kwelanga, lezinombolo zishintsha kakhulu. Bangu 13% abazizwa bephephile babe ngu 31% abazizwa bephephe kakhulu. Abantu abangu 28% bazizwa bengaphephile kakhulu kanti abasele abangu 29% bazizwa bengaphephile.

Abantu abaningi abaphendula bathi bazizwa bephephile kakhulu (47%) noma bephephile (37%) emakhaya emini. Ebusuku omunye kwabane ubika ukuzizwa engaphephile noma engaphile kakhulu.

Izindawo ezingaphephile ukwedlula ezinye

Izindawo eziyishumi ezibhalwe ngezansi zimele amaShumi 70% wezindawo ezibikwe ukuthi aziphephile kulolu cwaningo. Amalokishi aseMlazi naKwaMashu abikwe abantu abaningi ukuthi awaphephile, sekuhlangene kwaba abantu abangu 46% abasho njalo. Lokhu kwalandelwa yiNanda (6%), iPoint (5%) nasedolobheni (4%). Lezi ezinye izindawo zimele u 2% osele wezindawo ezingaphephile.

Uhla 7 Izindawo ezisatshwa ngokungaphephi

Isikhundla	Indawo	Percent
1	Umlazi	26%
2	KwaMashu	20%
3	Inanda	6%
4	Point	5%
5	Durban CBD	4%
6	Phoenix	2%
7	Pinetown/New Germany	2%
8	Chatsworth	2%
9	Inanda Congo	2%
10	Lamontville	2%



Over 80% of respondents feel safe walking in their neighborhoods during the day. However only 44% of people are happy walking around after dark.

Abaphendulile abadlula u 80% bathi bazizwa bephephile uma behamba ngakubo emini. Kusenjalo bangu 44% kuphela abakhulekile ukuhamba ebusuku.

Access to police services

Fifty-eight percent of people have access to police services in their neighbourhood. Seventy percent of people with access were satisfied or very satisfied.

Community features: Safety from crime

Safety from crime ranks highest in the list of things that people think are important in a community (see figure 4 on page 30). However, only 37% of people viewed their own communities as safe.

Safety/crime mentioned as most serious day-to-day problem

Crime and safety featured third on the list of most serious day-to-day problems and was mentioned by 15% of respondents. (See table 2 on page 20).

Ukuthokala kosizo lwamaphoyisa

Bangu 58% abantu abakwazi ukuthola usizo lwamaphoyisa eduze nasemakhaya. Kulabo abanalo usizo lwamaphoyisa eduze, bangu 70% abagculisekile.

Izinto ezikhona emphakathini: Ukuphepha ebugebengini

Ukuphepha ebugebengwini kuhamba phambili ohleni lwezinto ezibalulekile emphakathini (Bheka umdwebo 4 ekhasini 30). Noma kunjalo, bangu 37% kuphela abantu abazizwa bephephile emphakathini yabo.

Ukuphepha/ ubugebengu kubalwa njengenkinga enzima

Ubugebengu nokuphepha kusesi khundleni sesithathu ohleni lwezinkinga ezibhekene nabantu mihla ngemihla futhi yinkinga eyabikwa ngabantu abangu 15%. (Bheka Uhla 2 ekhasini 20).





KwaMashu (pictured here) is seen to be the second least safe area in eThekweni, with Umlazi viewed as the most dangerous place to live.

KwaMashu (esesithombeni lapha) indawo yesibili engaphephile kunazo zonke eThekweni ngokubona kwabantu abacwaningwa, kanti Umlazi uhamba phambili kuleyo ndawo.

8 Municipal performance ■ Imsebenzi kamasipala

A municipality is the governing body of a specific geographic area. Its duties include the provision of services such as lights and water and waste removal, for which residents are billed. The municipality is also responsible for the development of the area. It is important that residents feel they are being well looked after by their municipality and that the municipality communicates effectively with them.

Municipal accounts

Municipal accounts were received by more than 60% of households. Nearly one in five households (18%) do not receive an account because they do not have to pay for services, either because they are renting or because their property is worth less than R120 000. Thirty-four percent say they do not receive an account, reflecting the fact that 30% of households in the survey consist of informal or traditional dwellings.

Of those who receive an account, 97% receive their account monthly and only 8% said it was not easy to understand. More than half (53%) had experienced problems with their municipal account. Ninety-seven percent of people pay their account at a post office or supermarket, 61% over the counter at municipal offices and 26% by debit order or electronic transfer. These figures do not add up to 100% since people often use more than one method to pay their accounts.

Ninety percent of people who pay their account at the post office, supermarket or municipal offices said it was easy or very easy to get there. Less than 2% said it was difficult.

Of those who pay at municipal offices, 9 out of 10 did so themselves. Thirty-one percent of people had experienced problems paying their accounts. Operating hours are convenient for 92% of people and 87% find the staff friendly and helpful.

Umasipala unguhulumeni wendawo ethize. Umsebenzi wawo ubala ukwethula kwemisebenzi efana nogesi, namanzi nokuqoqwa kukadoti okukhokhelwa ngabahlali. Umasipala uthwala nomsebenzi wokugqugquzela intuthuko. Kubalulekile ukuthi abahlali bazizwe bebhekelwe kahle ngomasipala wabo nokuthi bathole ulwazi ngezinto ezenzakalayo.

Izikweletu ezivela kumasipala

Izikweletu zemisebenzi kamasipala zithunyelwa emizini engu 60%. Kucishe kube ngoyedwa umuzi kweyisihlanu (18%) abangatholi izikweletu zikamasipala okwenziwa wukuthi baqashile noma inani lomuzi wabo lingaphansi kuka R120 000. Abangu 34% bathi abazitholi izikweletu zikamasipala, okuveza ukuthi u 30% wemizi efakwe ocwaningweni iyimizi esemkhukwhini noma yomdabu.

Kulabo abazitholayo izikweletu zabo, u 97% uzithola ngazo zonke izinyanga bese kuba u 8% okhala ngokuthi uyahluleka ikuziqonda. Badlula ku hafu (53%) abantu ababike ukuthi banenkinga nesikweletu sabo sika masipala. u-97% wabantu ukhokha izikweletu zikamasipala eposini noma esitolo, u 61% okhokhela emahovisini kamasipala bese u 26% osele ukhokha ngokufaka imali ebhanki noma nge-internet. Lezi zinombolo azihlanganisi ikhulu ngoba abantu abaningi basebenzisa izindlela ezahlukene ukukhokha izikweletu zabo.

Abantu abangu 90% abakhokhela izikweletu zikamasipala eposini, esitolo nasemahovisi kamasipala bathi kulula ukifinyelela kulezo ndawo. Bacishe bafike ku 2% abathi kuthanda ukuba lukhuni.

Kulabo abakhokha emahovisi kamasipala, abayisishiyagalunye kwabayishumi bazikhokhela ngokwabo. Abantu abangu 31% bahlangabezane nezinkinga bekhokhela izikweletu zabo. Izikhathi zokusebenza azinankinga kubantu abangu 92% kanti abangu 87% babika ukuthi abasebenzi abakhokha kubona banomusa futhi banosizo.



Only 17% of residents think that the municipality delivers services efficiently. The main reason given for dissatisfaction is mismanagement and poor practice.

Bangu 17% kuphela abantu ababona ukuthi umasipala wethula umsebenzi ngendlela. Isizathu esihamba phambili sokunga gculiseki ukuphatha noku-sebenza kabi kukamasipala.

Public participation

Public participation is important for the municipality in order to find out what kind of developments citizens would like to prioritise and to get support for such developments. In order for public participation to be effective, residents need to be aware of public meetings and workshops being held in their wards.

Only 8% of people are aware of IDP (Integrated Development Plan) workshops in their ward. Of those who were aware of the workshops, 39% said that they or someone in an organisation they belong to had attended. Encouragingly, more than 58% of people say they know their ward councillor's name.

What is the IDP? The IDP or Integrated Development Plan aims to turn the municipality's vision for the city into a long-term plan complete with budgets, time frames and mechanisms which will monitor progress. The long-term aim of the IDP is to achieve the municipality's aim of being Africa's most caring and liveable city by the year 2020.

Ukuzi bandakanya komphakathi

Ukuzi bandakanya komphakathi kubalulekile kumasipala ukuze athole ulwazi ngenhlobo yentuthuko edingwa ngabahlali, ayibeke emqoka bese athole izindlela zokuyisekela. Ukuze ukuzibandakanya komphakathi kube nohlonze, abahlali kumele baziswe ngemihlangano yomphakathi nezimbizo eyenzakalayo isifundeni.

Bangu 8% kuphela abantu abaziyo ngemikhando ye-IDP (Intergrated Development Plan) eyenzakalayo ezifundeni zabo. Kubona labo abebazi ngalemkhando, bangu 39% abathe bona noma omunye onyingxenywe yenhlangano yabo ubeyile kulomkhando. Okukhuthazayo ukuthi bangaphezu kuka 58% abantu abalaziyo igama lekhasela labo.

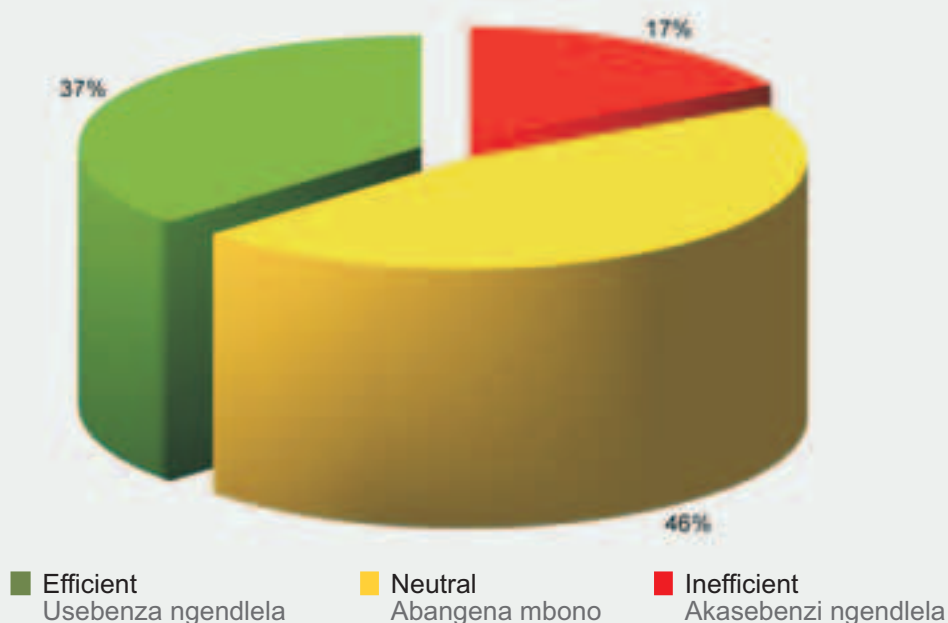
Yini I-IDP? I-Integrated Development Plan yicebo elihlose uku-guqulula amacebo kamasipala abe nguhlelo oluphelele olubhekene nezezimali, izikhathi zomsebenzi kanye nendlela yokubheka ukuthi uhlelo luhamba kanjani. Inhloso kamasipala ukuqiniseka ukuthi ngonyaka ka 2020 eThekwini kuzobe sekuyi dolobha elinempatho futhi ekuhlaleka kalula kunawo wonke eAfrika.

How efficient do people think the municipality is? This pie chart shows what proportion of people think that the eThekwini Municipality executes its responsibilities efficiently.

Ngokomphakathi, umasipala usebenza kahle kangakanani? Lelitshathi eleyindilinga livesa ukuthi ingakanani ingxenywe yabantu ababona ukuthi umasipala esebenza ngendlela.

Figure 7 Efficiency of Council

Isithombe 7 Ukusebenza kahle kuka masipala



Efficiency

Only 17% of respondents think that the municipality delivers services efficiently, 37% think services are not delivered efficiently and 46% are neutral.

When respondents viewed municipal services as being efficiently delivered, this was mainly due to the services being good overall and giving no problems (47%). Attending to problems timeously and efficiently was given as a reason by 17% of people, while 10% mentioned efficient waste removal.

When respondents viewed services as not being efficiently delivered, mismanagement and poor practice (16%) was given as the most common reason, followed by lack of development (12%) and housing problems (11%).

Satisfaction with service delivery

Thirty-five percent of respondents were satisfied with service delivery, 40% were dissatisfied and 25% were neutral.

Anti-corruption measures

Ninety-five percent of people were not aware of measures taken by the municipality to combat corruption. Of those who were aware of such measures, 43% thought they were effective, 23% thought they were ineffective and 32% were neutral.

Satisfaction with municipal-supplied information

When asked about the information that the municipality provides to the public, 37% of people were satisfied and 36% were dissatisfied. The remaining 28% were neutral.

Ukusebenza kahle

Bangu 17% abantu abacabanga ukuthi umasipala usebenza kahle, u 37% ubona ukuthi umsebenzi kamasipala awethulwa ngendlela kanti 46% awunambono.

Kulezikhathi lapho abantu bebone khona ukuthi imisebenzi yethulwa ngendlela, bekwenziwa ukuhamba kahle komsebenzi ngokuphelele nokungabi nezinkinga (47%). Ukuxazululwa kwezinkinga ngesikhathi nangedlela kube yisizathu sabantu abangu 17% kanti u 10% ubale ukuqoqwa kahle kukadoti.

Lapho abaphendulayo bebone khona ukuthi umasipala akasebenzi kahle, ukuphatha kabi nokusebenza kabi (16%) bekuyizi zathu zabantu abaningi, kulandela ukungabi khona kwentuthuko (12%) nokwentula indawo yokuhlala (11%).

Ukwaneliseka ngokwethulwa kwemisebenzi

Abantu abangu 35% banelisekile ngokwethulwa kwemisebenzi kamasipala, u 40% awanelisekile kanti u 25% awunambono.

Imithetho yokulwa nenkohlakalo

Abantu abangu 95% abazi lutho ngemi thetho yokulwa nenkohlakalo ebekwe ngumasipala. Kulabo abayaziyo lemithetho, u 43% ubona ukuthi lemithetho iyasebenza, u 23% ubona ukuthi ayisebenzi kanti u 32% awunambono.

Ukwaneliseka ngolwazi oluvela kumasipala

Abantu babuzwa ngolwazi umasipala alikhiphela umphakathi, u 37% wabantu wabika ukuthi wanelisekile, kanti u 36% awanelisekile. Abasele abangu 28% abana mbono.

Perceptions of the city

A number of statements were read out to people, who were then asked whether they agreed, strongly agreed, or disagreed with the statements.

Most of the respondents agreed with the general statements, 'Durban is a caring city' (80%), 'Durban is a city that you can easily live in' (84%), 'there is harmony between the residents of Durban' (77%), and 'Durban is a city to be proud of' (80%). There was, however, less agreement with the statements 'the rate of economic growth in Durban is high' (61%), 'the quality of life for most people in Durban is high' (55%), and 'there are equal opportunities for all' (36%). The two statements that fewest people agreed with are 'there are enough job opportunities in Durban' (22%) and 'peoples' needs are being met' (33%).

Imibono yabantu ngedolobha

Sibuye sasho izinto ezimbalwa kubantu sababuza ukuthi bayavumelana, bavumelana kakhulu noma baya phikisana nazo.

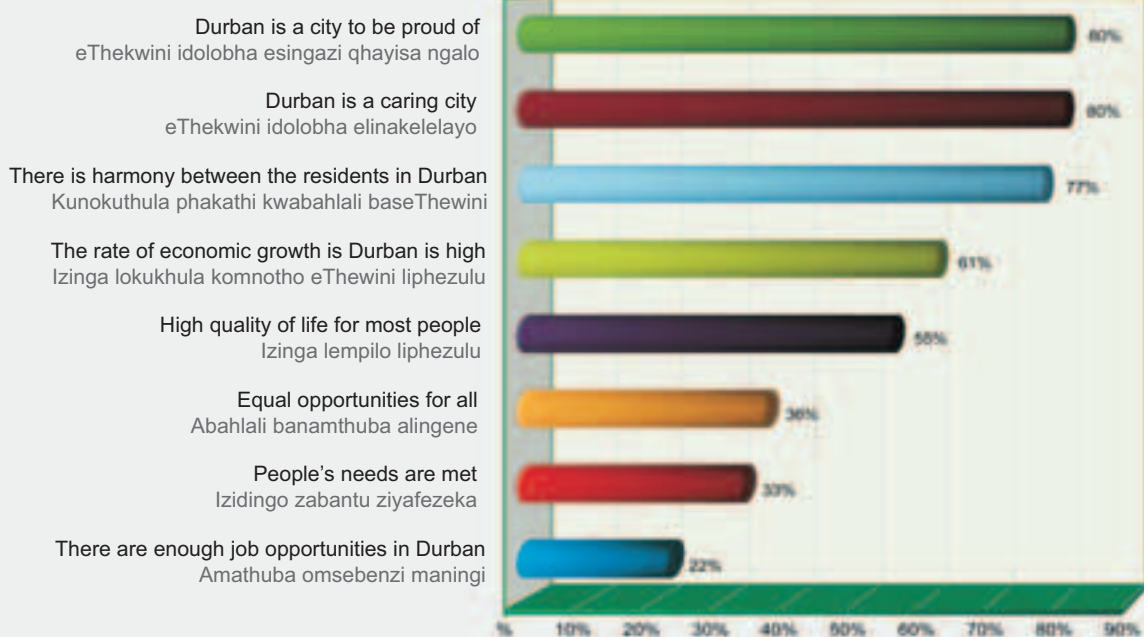
Iningi labantu liyavumelana nokuthi, 'eThekwini idolobha elinempatho' (80%), 'eThekwini idolobha okulula ukuhlala kulo' (84%), 'Kunokuthula phakathi kwabahlali baseThekwini' (77%) nokuthi 'eThekwini idolobha esingaziqhayisa ngalo' (80%). Abanengi kodwa abavumelananga ngokuthi 'izinga lokukhula komnotho eThekwini likhulu' (61%), 'izinga lempilo labantu abanengi eThekwini liphezulu' (55%) nokuthi 'kunamathuba afanayo kubo bonke abantu' (36%). Izinto ezimbili abantu abaphikisene nazo kakhulu bekungokuthi 'kunamathuba omsebenzi anele eThekwini' (22%) nokuthi 'izidingo zabantu ziyanakelelwa' (33%)

What do people think about the city? The bar chart below shows what percentage of people surveyed agree with various statements about life in eThekwini.

Bazizwa kanjani abantu ngedolobha? Lelitshathi lemigqa liveza ingxenye yabantu abacwaningwa abavumelana nalezi zinto.

Figure 8 Perceptions of the city in terms of various statements

Isithombe 8 Imicabango ngodolomba ngokwezisho ezithile





Eighty percent of residents say that they are proud of their city and believe that Durban is a caring city.

Bangu 80% abahlali baseThekwini abathi bayaziqhayisa ngedolobha futhi babona ukuthi linempatho.

Do people feel optimistic or pessimistic about the city?

At the end of the questionnaire, people were asked to say how optimistic they are that Durban will become a leading world city. Sixteen percent of respondents were very optimistic and another 17% mildly optimistic. About 3% of people were very pessimistic, 9% were mildly pessimistic and 56% were uncertain.

Reasons for optimism included the impact of improvements and developments in the city (36%), followed by tourism (14%). Twelve percent of people said that the city was beautiful and clean, while 6% mentioned the 2010 World Cup. Other reasons included business and employment opportunities (13%), beaches (3%), service delivery, cultural diversity and a reduction in crime.

Reasons for pessimism were largely related to crime and corruption, which was mentioned by 31% of people. Other reasons included lack of service delivery (18%), unemployment (19%) and 'not enough development' (12%).

Talking to citizens

Finally, it is important for the municipality to know how to talk to its citizens. We asked respondents which media types they use to receive information about developments in eThekweni. Most people follow developments on the radio (69%), in the newspaper (69%) or on TV (66%). Only 14% mentioned the internet, and only about 28% read the municipal newspaper *Ezasegasini*.

Ukuthemba nokungathembi ngedolobha?

Ekugcineni kocwaningo, abantu babuzwa ukuthi banethemba kangakanani ukuthi eThekwini kuzogcina sekuyidolobha eliphambili emhlabeni wonke. Abangu 16% babenethemba, abanye abangu 17% babenethemba elingatheni. Abantu 9% bathi ababoni ukuthi koze kube njalo kanti abangu 56% bathi bayangabaza.

Izizathu zokuba nethemba zazibala igaba elizothathwa ngenxa yentuthuko edolobheni (36%), kulandele ezokuvakasha (14%). Abantu abangu 12% bathi idolobha lihle futhi lihlanzekile kanti abangu 6% babale indebe yebhola ka-2010 (World Cup). Ezinye izizathu zibala uhwebo namathuba omsebenzi (13%), ulwandle (3%), ukwethulwa kwemisebenzi kamasipala, ukwehluka hlukana kwamasiko nokwencipha kubugebengu.

Izizathu zokungathembi zenziwa ubugebengu nenkohlakalo, okwashiwo abantu abangu 31%. Ezinye izizathu zibala ukungethulwa kahle kwemisebenzi kamasipala (18%), ukungatholi umsebenzi (19%) nokungeneli kwentuthuko (12%).

Ukukhu luma nezakhamizi

Sesiphetha lesi sihloko, kubalulekile ukuthi umasipala akwazi ukukhuluma nabahlali. Sabuza abantu ukuthi iziphi izindlela abathola ngazo ulwazi ngezinto ezenzakalayo eThekwini. Abantu abaningi balandela izindaba emsakazweni (69%), emaphepheni (69%) noma kumabonakude (66%). Bangu 14% kuphela abaphatha i-internet kanti bangu 28% kuphela abafunda iphephandaba likamasipala *Ezasegasini*.









Living Conditions

Isimo sempilo

9 Employment ■ Umsebenzi

Work is important in people's lives, not just because of the need to earn money, but also because having a job provides a sense of self-worth. We asked respondents how many people are employed in their household, how they are employed, whether they are satisfied in their jobs and what is preventing them from finding employment.

Employment status

Twenty-nine percent of household members are in some form of employment. Seventeen percent of people are permanently employed, with more than 12% being self-employed or engaged in casual or contract work.

More than a quarter of people are unemployed. Whilst 22% are looking for work, 6% of people are not. Nearly half of the residents surveyed

Umsebenzi uyinto abalulekile ezimpilweni zabantu, ngaphandle kokuthi umsebenzi usinika imali, kuyaziwa ukuthi ukuba nomsebenzi kwakha ukuzethemba emuntwini. Sabuza abantu ukuthi bangaki abasebenzayo emndenini, basebenza kanjani, banelisekile yini emsebenzini wabo nokuthi yini ebavimbela ekutholeni umsebenzi.

Isimo somsebenzi

Abantu abangu 29% emizini eyacwaningwa babambe umsebenzi othile. Abangu 17% basebenza umsebenzi wanjalo kanti abangu 13% bayazi sebenza noma babambe amatoho nemisebenzi yesikhashana (12%).

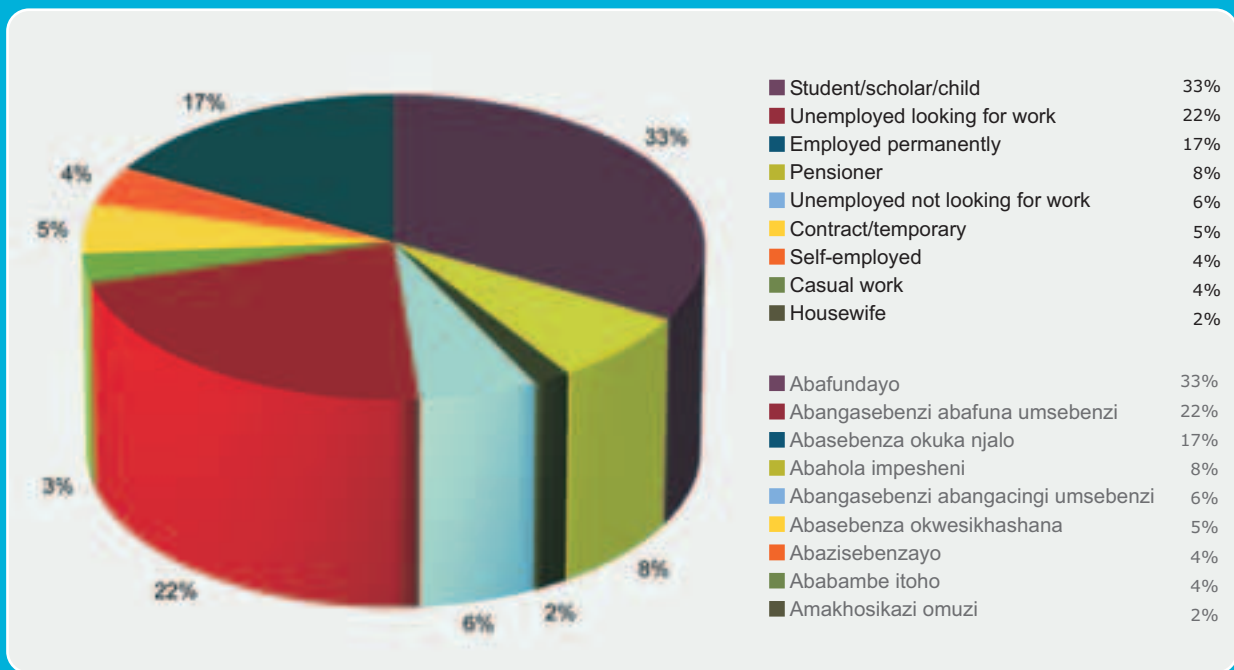
Okudlula ikota labantu abangasebenzi. Noma abantu abangu 22% befuna umsebenzi, bangu 6% abantu abangabheki umsebenzi. Kucishe

Employed and unemployed: This pie chart shows what proportion of people are employed and unemployed in eThekweni, as well as those who are studying and those who are pensioners or housewives.

Abasebenzayo nabanga sebenzi: Lelitshathi lendilinga liveza ingxenye yabantu abasebenzayo nabanga sebenzi eThekweni. Libuye liveze abantu abafundayo, abahola umhlala phansi kanye nalabo abanga makhosikazi omuzi.

Figure 9 Employment status of all household members

Isithombe 9 Isimo somsebenzi somndeni wonke





Nearly 30% of all household members are in some form of employment, with more than a quarter of people being unemployed. Forty-three percent of eThekweni's residents are pensioners, housewives and students.

Bacishe babe ngu 30% abahlala emizini abanomsebenzi othile, kanti abadlula u 25% abasebenzi. Abangu 43% abahlala eThekweni bahola impesheni, bangamakhosikazi emizi noma bayafunda.

are not economically active – pensioners account for 8% of the population, while 2% of people consider themselves to be housewives and a third are scholars or students.

Employment by age

Nearly 40% of the working-age population (those aged between 15 and 65) are employed. Twenty-two percent of the 15-27 age group are employed, as are 57% of the 28-39 age group, 55% of the 40-52 age group and 43% of the 53-65 age group.

The 28-39 and 40-52 age groups have the most people in permanent employment, which is the biggest category of employment for all age groups. Whilst there are more contract workers and temporarily employed individuals than self-employed individuals in the 28-39 age group, the opposite is true for the 40-52 and 53-65 age groups.

kube uhafu wabantu abacwaningiwe abangakhiqizi umnotho – abahola umhlala phansi bangu 8%, kanti 2% abantu aba ngamakhosikazi ahlala ekhaya bese kusala u 30% ongabafundi bezikole noma izitshudeni.

Imisebenzi ngokweminyaka

Kucishe kube u 40% wabantu abadala ngokwanele (phakathi kweminyaka engu 15 no 65) abasebenzayo. Abangu 22% abaneminyaka engu 15 kuya ku 27 banomsebenzi, ngokunjalo ngabaneminyaka engu 28 kuya ku 39, kube ngu 55% wabantu abano 40 kuya ku 52 no 43% wabantu abaneminyaka engu 53-65.

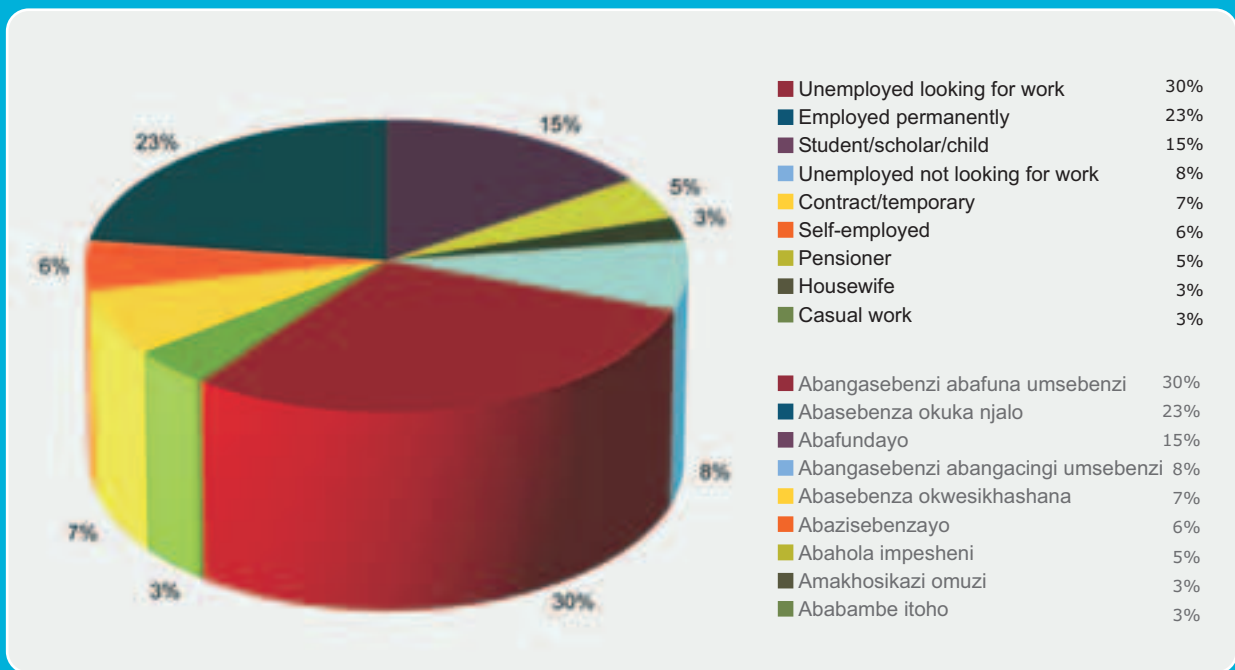
Kubantu abaneminyaka engu 28-39 no 40 kuya ku 52 baningi abanomsebenzi wanjalo, okuyingxenye enkulu kunazo zonke zabantu abasebenzayo kuyo yonke iminyaka. Njengoba isibalo sabasebenza okwesikhashana nabantu ababambe itoho sisikhulu makuqhathaniswa nabazisebenzayo eminyakeni ya 28-39, lokho kuyisimo esijikile ebantwini beminyaka 40-52 no 53-65.

Working age employed and unemployed: *This pie chart shows what proportion of people of working age are employed and unemployed, as well as those who are studying and those who are pensioners or housewives.*

Abadala abasebenzayo nabangasebenzi: *Lelitshathi lendilinga liveza ingxenye yabantu abane minyaka yokusebenza futhi abasebenzayo nabanga sebenzi eThekwini. Libuye liveze abantu abafundayo, abahola umhlala phansi kanye nalabo abanga makhosikazi omuzi.*

Figure 10 Employment status (15 to 65 year olds)

Isithombe 10 Isimo somsebenzi (15 – 65)



Nearly 40% of the 15-27 age group are scholars or students, with less than 1% of other age groups studying. There are more housewives in the 40-52 and 53-65 age groups. Thirty-seven percent of people aged 53-65 are pensioners.

Employment by gender

There was no marked difference in employment categories between men and women, except that there were more permanently employed men (25%) than women (21%) and that men were more likely to be studying (17%) than women (14%).

Job satisfaction

When people were asked about their general level of job satisfaction, 57% of people said they were satisfied. Men were slightly more satisfied than women (59% vs 55%), but results were generally similar for both genders.

Considering opening own business

Thirty-seven percent of people have considered opening their own business, 8% already have their own business, and the remaining 55% have never thought of doing so. Men were slightly more likely than women to consider opening their own business or to already have done so.

How long are people unemployed for?

Unemployed people were asked how many years they had been unemployed. The average duration was 8 years, with women unemployed for much longer than men (9 years, compared to 6.6 years). This does not mean that these periods of unemployment are constant – many people move between employment and unemployment. It is important to note that 77% of the respondents have worked before. This suggests that the problem does not lie in getting a job, but in keeping a job.

Kucishe kube ngu 40% wabantu abaneminyaka engu 15 yuka ku 27 abangaba fundi besikhole noma izitshudeni, kanti kucishe kube u 1% wabantu abakwezinye izigaba zeminyaka abafundayo. Maningi kakhulu amakhosikazi ahlala endlini kulabo abaneminyaka engu 40-52 no 53-65. Abantu abangu 37% abaneminyaka 53-65 se bathatha umhlala phansi.

Umsebenzi ngobulili

Awubanga khona umahluko omningi esimweni sokuqashwa kwabesilisa nabesifazane, ngaphandle kokuthi babe baningi abesilisa abasebenza ngokugcwele (25%) kunabesifazane (21%) nokuthi esikhathini esiningi kujwayele ukuba abesilisa abafundayo okudlula isikole (17%) kunabesifazane (14%).

Ukugculiseka ngoko msebenzi

Kuthe uma sibuzwa abantu ngezinga labo lokugculiseka emsebenzini, abangu 57% bathi bagculisekile. Abesilisa banamazinga aphakeme okugculiseka (59%) kunabesimame (55%) kodwa lemiphumelelo icishe ifane kubo bobabili.

Abacabanga ukuvula ababhizinisi okungawabo

Abantu abangu 37% sebake bacabanga ukuvula ibhizinisi labo, abangu 8% banalo ibhizinisi, kanti abangu 55% abakaze bacabange ukuvula ibhizinisi. Abesilisa yibona abavamise ukuba abacabanga ukuvula ibhizinisi noma asebenalo.

Abantu basebenza isikhathi esingakanani?

Abantu abangasebenzi babuzwa ukuthi sekudlule isikhathi esingakanani bengasebenzi. Isikhathi esivamisile bekuyi minyaka eyisishiyagalombili (8), kanti abesifazane bantula umsebenzi iminyaka emningi (9) kunabesilisa (6.6). Lokho akusho ukuthi lezi izikhathi zokungasebenzi ziyilokho kuphela – baningi abantu abasuka ekubeni nomsebenzi baye ekungabeni nawo. Kubalulekile ukuthi sikhumbule ukuthi abangu 77% ababuzwa sebake basebenza ngaphambili. Lokho kusho ukuthi inkinga akukhona ukuthola umsebenzi kodwa ukuwugcina.

Why can't people get jobs?

When we asked unemployed people about the problems they experienced when trying to find work, the most common response was that there were not enough job opportunities available (76%), followed by the need for further skills training (64%), the need for higher qualifications (60%) and lack of experience (54%). Nearly half of people said they did not have enough resources such as CVs and fax facilities to find employment, while another important reason was living too far from job opportunities (31%).

Job-hunting strategies

The most common way to find employment is through family and friends (85%). Seventy-six percent of people use newspapers and only 16% use the internet. Thirty-eight percent of unemployed people make use of Department of Labour job centres.

Sixty-two percent of male respondents think that women and men have equal work opportunities in eThekweni, while just under 60% of women agree with the statement.

Kungani abantu bengakwazi ukuthola imisebenzi?

Sithe uma sibuzwa abafuna umsebenzi ngezinkinga abahlangabezana nazo uma befuna umsebenzi, abantu abaningi bathi amathuba omsebenzi awanele (76%), kwalandela abadinga ukuqeqeshwa (64%), ulwazi (60%) nokungabi nesipiliyoni (54%). Kucishe kube ngu hafu wabantu abathe abanawo amandla okwenza iCV noku thumela izincwadi ngesikhahlamezi (fax) ukuze bathole umsebenzi, kanti esinye isizathu esibalulekile kwaba ukuhlala kude kunamathuba omsebenzi (31%).

Izindlela zokubheka umsebenzi

Indlela ejwayelekile yokuthola umsebenzi ngokusizwa abomndeni nabangani (85%). Abantu abangu 76% basebenzisa amaphephandaba kanti abangu 16% abasebenzisa I-Internet. U 38% wabantu abangasebenzi basebenzisa izizinda zemisebenzi zomnyango wezemsebenzi.

Abantu abangu 62% besilisa abaphendula kulolucwaningo bathi babona ukuthi amathuba omsebenzi ayafana kwabesimame nabelilisa eThekweni, kanti bacishe babe ngu 60% abesimame abavumelana nalombono.





Eight percent of people in eThekweni run their own business. Men are more likely to consider opening their own business, or to already have their own business than women are.

Bangu 8% abaseThekweni abaziphathele amabhizinisi abo. Abesilisa yibona abavamise ukuvula amabhizinisi noma ukuba sebenawo uma beqhathaniswa nabesilisa.

10 Income and finances

Amaholo nezemali

As is the case in most parts of South Africa, eThekweni's residents range from the very poor to the very wealthy. A person's financial situation will have a major impact on their quality of life, and will affect other aspects of their life such as education and employment. The survey looked at things such as the total household income and whether or not people were able to pay for their basic needs. We also asked people if their economic situation was improving or getting worse.

Household income

Just over 18% of households only earn between R800 and R1 500 per month, while 64% have an income of less than R3 500 per month. Thirteen percent of households earn more than R11 000 per month.

Njengazo zonke izindawo zaseNingizimu Afrika, eThekweni kunabahlali abasuka kwabantula kakhulu kuye kwabacebile kakhulu. Isimo somuntu somnotho sinomthelela omkhulu ezingeni lakhe lempilo, futhi sithinta ezinye izingxenye zempilo njenge mfundo nomsebenzi. Ucwangingo lwabuka izinto ezifana nemali eholwa umndeni wonke nokuthi abantu bayakwazi noma cha ukukhokhela izidingo zabo. Sabuye sabuza abantu ukuthi isimo sabo somnotho siyenyuka noma siyehla.

Imali yomndeni wonke

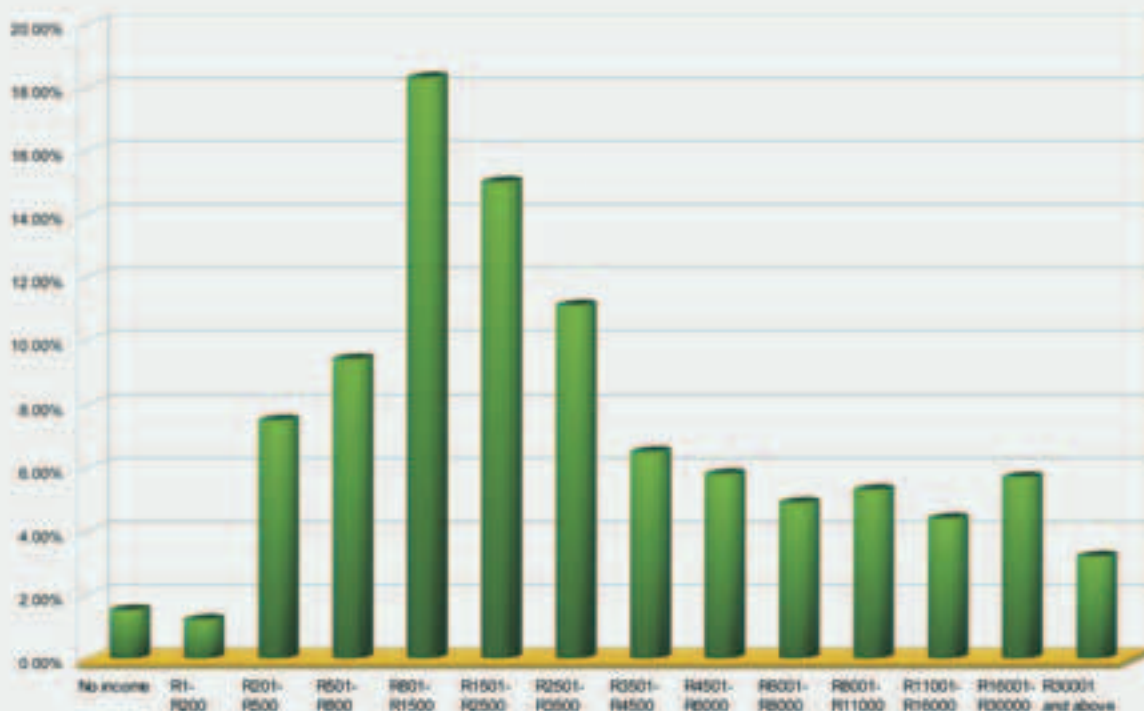
Imizi engu 18% ihola imali ephakathi kuka R800 no R1 500 ngenyanga, kanti u 64% uthola imali engaphansi kuka R3 500 ngenyanga. Imizi engango 13% ihola imali edlula u R11 000 ngenyanga.

How much money do people earn? This graph gives an idea of the distribution of income levels in eThekweni.

Abantu bahola malini: Lesi silinganiso siveza ekwehluka hlukana nokusabalala kwamaholo aholwa eThekweni.

Figure 11 Income distribution

Isithombe 11 Ukusabala kwezimali



AutoBank



Only 21% of households in eThekweni have savings. The main reason given for saving money was to pay for education.

Angu 21% amakhaya aseThekweni anemali yokonga. Isizathu esikhulu sokonga ukukhokhela imfundo.

Household assistance from various sources

In eThekweni, households often supplement their income with help from different sources. The most important source of assistance comes from government grants, which help 37% of households with their living expenses. Old age pensions and support from family also help many households (20% and 28% respectively). Interestingly, 10% listed growing their own food as a source of assistance.

Savings and savings uses

Whether households manage to save any money after they have paid all their expenses gives a good idea of how financially stable they are. Only 21% of the households in eThekweni manage to save anything at all.

Most people who save do so for education (25%), emergencies or 'rainy days' (21%), retirement or investment (13%) or to purchase or upgrade a home (also 13%). Other reasons include saving for a car, to start a business, for funerals and for holidays.

Usizo lwasekhaya oluqhamuka kwezinye izindawo

eThekweni amakhaya avamise ukunezezela emalini yawo ngokuthola kwezinye izindawo. Indawo ebalulekile kakhulu abantu abathola khona imali yokunezezela umxhaso kahulumeni, osiza imizi engu 37% ngezindleko. Umhlalaphansi wogogo nosizo lwezihlobo kujwayele ukusiza imindenani eminingi (20% no 28% ngonina). Inzindaba ezimnandi ukuthi abangu 10% babale ukuzitshalela ukudla njengenye indawo yosizo ngokwezemali.

Ukonga noku setshenjiswa kwemali eyongiwe

Ukuthi imizi iyakwazi noma cha ukonga imali emva kokukhokha zonke izindleko zayo kunika isithombe esicacile ngokuthi sime kahle noma cha isimo semali. Ingu 21% imindenani yaseThekweni ekwazile ukonga.

Abantu abaningi abongayo bongela imfundo (25%), isimo esiphuthumayo esinga qhamuka (21%), umhlala phansi nokutshala imali (13%), ukuthenga noma ukulungisa undlu (13%). Ezinye izizathu zokonga zibala imoto, ukuqala ibhizinisi, umngcwabo noma ukuvakasha.



Money for basic needs

People were asked whether their household had always had enough money over the past 12 months to pay for a variety of items. Sixty-five percent of households had always had enough money to pay for food, 50% had always been able to pay for shelter, 52% had always been able to pay for education, and 39% always had enough money to pay for leisure activities.

Economic situation and outlook

When we asked people about their household's current economic situation compared to the previous year, most people said that things had remained bad (34%) or had gotten worse (25%). While the number of responses indicating that things had remained good (24%) was almost identical to those saying that things had gotten worse, only 17% thought things were better than a year ago.

Imali yezidingo ezijwayelekile

Abantu babuzwa ukuthi imizi yabo ibihleli inayo na imali yokukhokhela izinto ezithile kulonyaka odlule. Imizi engu 65% ibihleli inayo imali yokudla, u 50% ubehlale ekwazi ukukhokhela indawo yokuhlala, u 52% ubehlale ekwazi ukukhokhela imfundo kanti u 39% ubehlale enayo imali yokukhokhela ukungcebeleka.

Isimo somnotho nekusasa

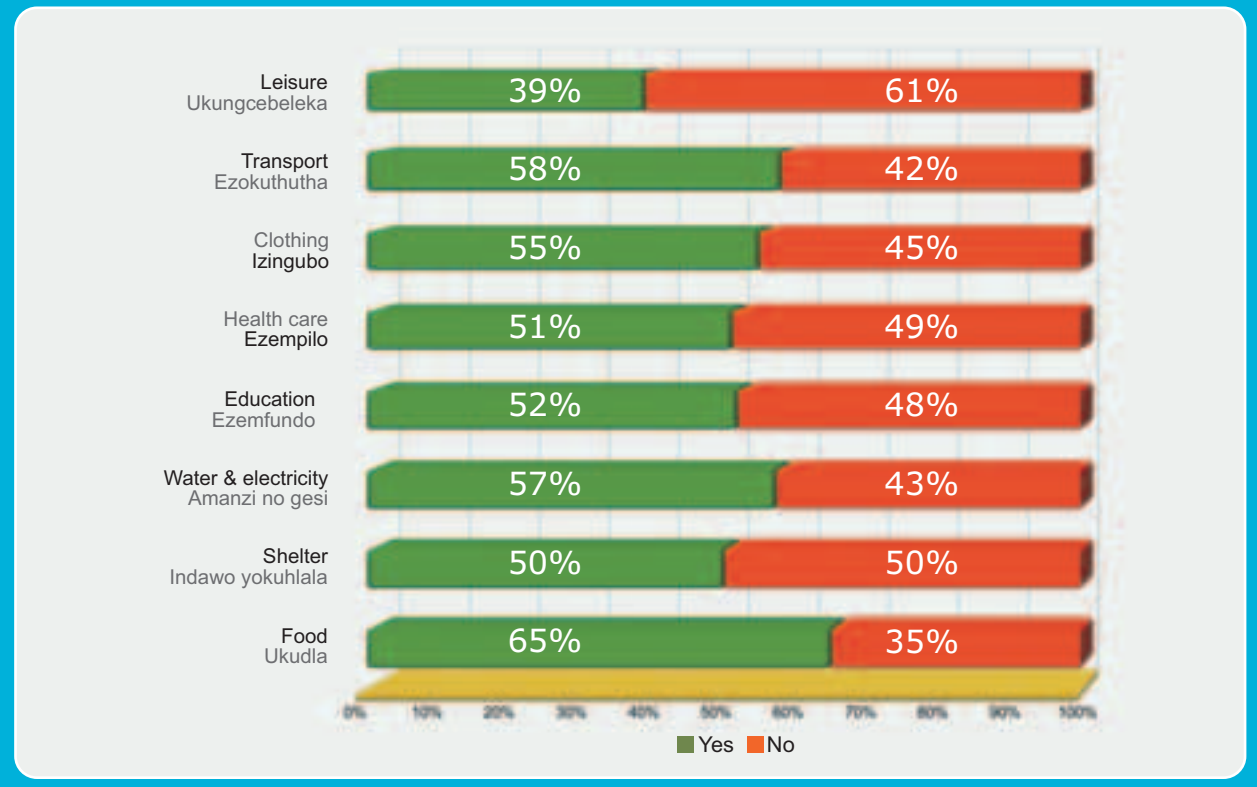
Sithe masibuza abantu ukuthi isimo sabo somnotho sinjani uma siqhathaniswa nonyaka odlule abantu abaningi bathi izinto zisahlali zime kabi (34%) noma kuyabhedha kunakuqala (25%). Isibalo esathi isimo sabo esihle sisafana (24%) sicishe silingane nabathi sekuyabhedha kunakuqala, kodwa u 17% ucabanga ukuthi izinto zingcono kunonyaka odlule.

Money for basic needs: This graph shows what percentage of people surveyed always had enough money for various basic needs such as food, shelter and education.

Abasebenzayo nabangasebenzi: Lesi silinganiso siveza ingxenye yabantu abacwanigwa abangenayo imali yezinto ezisemqoka njengo kudla, indawo yokuhlala kanye nemfundo.

Figure 12 Available funds for basic needs

Isithombe 12 Imali ekhona yezinto ezibalulekile

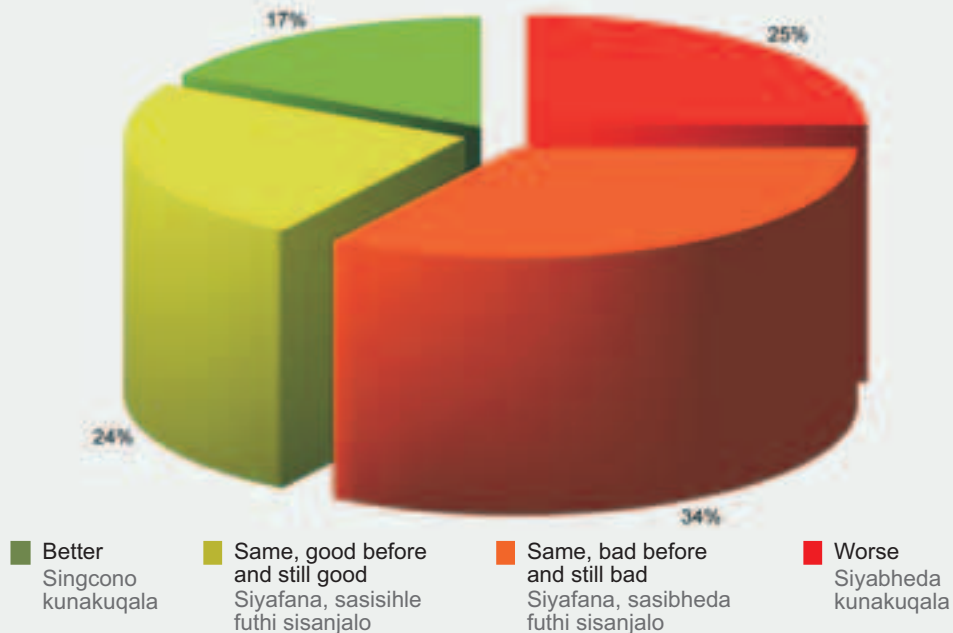


Are things better than they were a year ago? This pie chart shows what percentage of people think that their economic situation has got better or worse in the last year.

Ingabe izinto zingcono kunonyaka odlule? Lelitshathi lendilinga liveza ingxenye yabantu abakholwa ukuthi isimo somnotho sabo sesingcono noma sesiyabheda.

Figure 13 Economic situation

Isithombe 13 Isimo semali

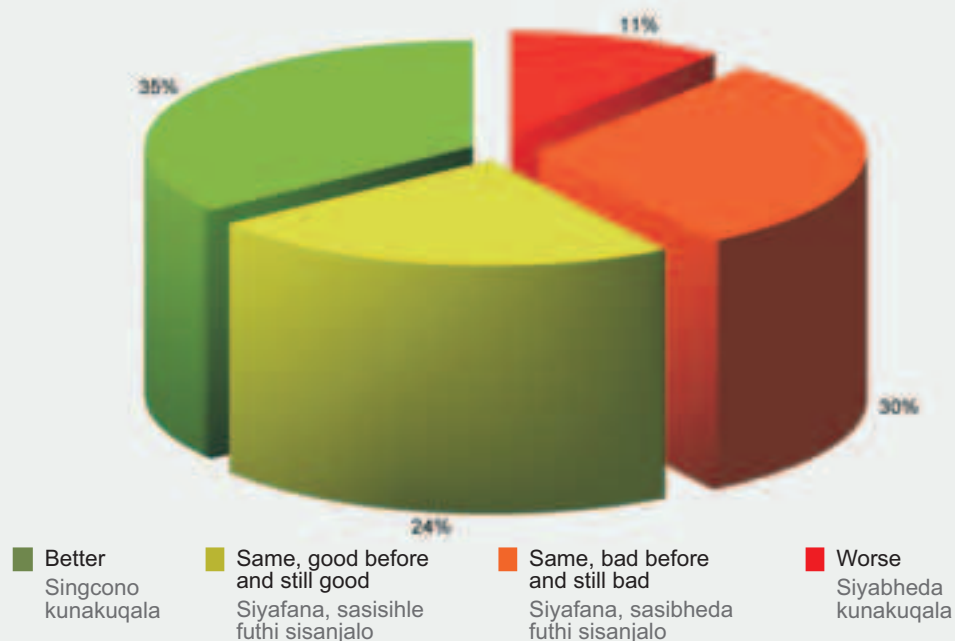


Will things be better in the future? This pie chart shows what percentage of people think that their economic situation will be better in five years time.

Ingabe izinto zizoba ngcono ngokuzayo? Lelitshathi lendilinga liveza ingxenye yabantu abacabanga ukuthi isimo sabo sizosimama eminyakeni eyisihlanu ezayo.

Figure 14 Future economic situation

Isithombe 14 Isimo semali sekusasa



Looking to the future, more than 35% of people thought their economic situation would be better in five years time, while only 11% thought it would be worse. Overall, 59% thought their situation would be good in five years time and 41% thought it would be bad. There were no major differences between the responses from men and women.

Most people who expected their economic situation to be better in five years time thought employment or business opportunities would improve (60%). Other reasons included wage increases/more money being available (9%) and government interventions/improved economic situation (7%). Respondents also offered the possibility that life in general would become better (5%) and that education and skills development (5%) would assist them in accessing better opportunities.

The main reason given for thinking that the economic situation would be worse in the future was unemployment (41%). The second most frequent reason was cost of living/inflation/not having enough money (31%).

Satisfaction with income levels and standard of living

Only 24% of people were satisfied or very satisfied with the amount of money available to them personally and as a household. Sixty-one percent were dissatisfied or very dissatisfied.

Masibheka ikusasa, abadlula ku 35% bathi isimo somnotho sizoba ngcono iminyakeni eyisihlanu ezayo, kanti bangu 10% kuphela ababona ukuthi sizobe sehlile. Sebebonke, abangu 59% babona ukuthi isimo sabo sizoba sihle iminyakeni eyisihlanu ezayo kanti u 41% uthetha obona ukuthi kuzobe kukubi kunakuqala. Awubanga khona umehluko otheni phakathi kwezimpendulo zabesilisa anabesifazane.

Abantu abalindele ukuthi isimo sabo somnotho sibe ngcono eminyakeni eyisihlanu ezayo bathi babona ukuthi amathuba omsebenzi namabhizinisi azoba ngcono (60%). Ezinye izizathu zibala ukwenyuka kwemiholo noma ukuba khona kwemali engenayo (9%) kanye nokulamula kukahulumeni nokusimama komnotho (7%). Abaphendulayo baphinde bakhomba nokuthi impilo ingase ibe ngcono ngokwayo (5%) nokuthi ulwazi nokuthola amakhono (5%) kungase kusize ekuthuleni amathuba abe angcono.

Isizathu esikhulu esanikwa sokucabanga ukuthi isimo somnotho singase sibe sibi ngokuzayo ukungabi khona kwamathuba omsebenzi (41%). Esihamba isikhundleni sesibili kwaba ukubiza kwempilo, inani lesivuthela (inflation) nokungabi namali (31%).

Ukwaneliseka nezinga lokungena kwemali nezinga lempilo

Bangu 24% kuphela abantu abanelisekile ngenani lemali abanayo ngokwabo kanye nekhaya labo. Abantu abangu 61% abanelisekile noma abanelisekile kakhulu.





Just over 30% of all households in eThekweni own at least one car, meaning that nearly 70% of the population walk or use other means of transportation.

Kucishe kube ngu 30% isibalo semizi engenayo ngisho eyodwa imoto, okusho ukuthi kuyela u 70% wabahlali abahamba ngezinyawo.

Household ownership of items

Ninety-three percent of households own at least one cellphone, while only 26% of households have land-lines. Twenty-seven percent of households own computers, and 21% have some type of internet access. Eighty-four percent have radios and another 83% have televisions. Three out of four households have fridges or freezers, and four out of five have electric stoves. About one in five households have vacuum cleaners, just over one in four have washing machines and only one in three have piped hot water. Thirty-one percent of all households have at least one car, meaning that nearly 70% of the population walks or uses other means of transportation.

Ubunikazi bezinto ezisendlini

Imizi ecishe ibe ngu 93% inawo owodwa umakhalekhukhwini, kanti imizi engu 26% inalo ucingo lwasendlini. Imizi engu 27% inayo ikhomputha futhi u 21% unohlobo oluthile lokuxhumana ne-internet. Imizi engu 84% inomsakazo bese kuthi omunye u 84% abe nomabonakude. Imizi emithathu kwemine inawo ama-fridge nama-freezer kanti abane kwabayisi hlanu banaso isitofu sikagesi. Umuzi oyedwa kwemihlanu unawo umshini wokuhlaza ukhaphethi bese kucishe kube umuzi omunye kwemine onomshini wokuwasha. Uyedwa kwemithathu umuzi onamanzi ashisayo apayini. Imizi engu 31% inemoto ngisho eyodwa, okusho ukuthi kuyela ku 70% wabahlali ohamba ngezinyawo noma usebenzisa izithuthi zomphakathi.

Table 8 Household ownership of goods

Household good	Percentage of households
Cell phone	93%
Radio	84%
Television	83%
Electric stove or microwave	80%
Fridge/freezer	76%
Piped hot water	33%
Car	31%
Electric washing machine	28%
Computer	27%
Phone (land line)	26%
Vacuum cleaner	21%
Internet access	21%

What household items do people own? *This table shows what percentage of people own various household goods. There is a very strong correlation between the number of these goods that a household owns and the overall quality of life of that household.*

Uhla 8 Ubunikazi bezinto ezisebenza ngogesi

Impahla yasendlini	Ingxenywe yemizi
Umakhala ekhukhwini	93%
Umsakazo	84%
Umabona kude	83%
Isitofu sikagesi	80%
I-Fridge ne-Freezer	76%
Amanzi ashisayo	33%
Imoto	31%
Umshini wokuwasha	28%
Ikhomputha	27%
Ucingo (lwasendlini)	26%
Umshini wokuhlaza ukhaphethi	21%
Ukutholakala kwe-Internet	21%

Ingabe abantu banaziphi izinto emizini yabo? *Loluhe luveza ingxenywe yabantu abanezinto ezihlukahlukene emizini yabo. Kunokuxhumana phakathi kwezinto abantu abanazo emizini yabo nezinga lempilo yabo.*

11 Education

Ezemfundo

A person's education level is one of the most important factors in determining their quality of life and that of their family.

Education levels

We asked people to tell us about the level of education of household members, including children who are still in school. We learned that 25% of people have completed secondary school, another 31% have some high school education and 11% have completed tertiary education. Ten percent have no education at all and 23% have either completed primary school or have some primary school education. Three percent of adult respondents have no education. Results were very similar for both men and women.

Access to crèches and education facilities

Sixty-four percent of households have access to crèches in their area, and 79% of households have access to education facilities in their area.

Satisfaction with education facilities

Access alone is not assurance of quality education. We asked people to rate the quality of crèches and education facilities in their area. Most of those with access to crèches were satisfied or very satisfied (79%). Only 6% were dissatisfied or very dissatisfied. Satisfaction with education facilities was also high – more than 80% of those with access were satisfied or very satisfied. Less than 7% were dissatisfied or very dissatisfied.

Izinga lemfundo yomuntu liyinto ebalulekile maqondana nezinga lempilo yakhe neyomndeni wakhe.

Izinga lemfundo

Sabuza abantu ngezinga lemfundo yamalunga omndeni yabo, kubalwa izingane ezisafunda. Sathola ukuthi abantu abangu 26% baqeda izifundo zesibili, abanye abangu 30% banesigaba isithile sezifundo zesibili abasiqedile bese kuthi abangu 11% baqede izifundo zesithathu. Abantu abangu 10% abanayo imfundo nhlobo kanti u 23% uqede izimfundo zokuqala noma unezigaba ezithile zezifundo zokuqala. Bangu 3% abantu abadala ocwaningeni abangenamfundo nhlobo. Imiphumelelo ibithanda ukufana kubantu besilisa nabesifazane.

Ukutholakala kwama kheleshe nezindawo zemfundo

Imizi engu 64% iseduzane namakheleshe kanti u 79% wemizi useduze nezindawo zokufunda.

Ukweneliseka ngezindawo zokufunda

Ukutholakala kuphela akuzoqiniseka izinga lemfundo eliphezulu. Sacela abantu ukuthi bachaze izinga lama kheleshe nezindawo zemfundo eziseduze. Iningi lalabo abaseduze nama kheleshe laligculisekile noma ligculiseke kakhulu. Babengu 6% kuphela ababenga gculisekile noma benga gculiseke kakhulu. Ukugculiseka nezindawo zemfundo kwakuhamba phambili – abadlula u 80% kulabo abanazo izindawo zokufunda bathi bagculisekile noma bagculiseke kakhulu. Abacishe babe ngu 7% abanga gculisekile noma abanga gculiseke kakhulu.



Twenty-five percent of people have completed high school, with 11% having completed tertiary education. Three percent of adult respondents have no education at all.

Bangu 25% abaphendula ukuthi sebeqedile esikoleni, kube ngu 11% abaqede imfundo yesigaba sesithathu. Kwabadala abaphendula bangu 3% abangena mfundo nhlobo.

Money available for education

For most people in South Africa, education is not free, and becomes increasingly expensive at tertiary level. More than 48% of households had not always had enough money to pay for education in the past 12 months.

Imali ekhona yemfundo

Kubantu abaningi eNingizimu Afrika, imfundo ibiza imali, futhi izindleko ziyanyuka uma sekufika esigabeni sesithathu. Idlule ku 48% imizi engakwazanga ukuhlale ikhokhela imfundo onyakeni odlule.



Education levels: This table shows the highest level of education reached by all household members, including children who have not yet started school or who are still at school.

Table 9 Highest level of education of those aged 18 years or older

Level of education at time of survey	Men	Women
No education	3%	4%
Some primary	8%	9%
Completed primary	3%	5%
Some secondary	34%	33%
Completed secondary	36%	33%
Tertiary	16%	16%

Izinga lemfundo: Loluhla luveza izinga lemfundo elificwe yiwo wonke amalunga omndeni ngisho nezingane ezifundayo nezingafundi.

Uhlu 9 Izinga lemfundo elificwe ngabantu

Izinga lemfundo ngesikhathi socwaningo	Abesilisa	Abesifazane
Abangafundile	3%	4%
Abafunde izifundo zokuqala	8%	9%
Abaqede izifundo zokuqala	3%	5%
Abafunde izifundo zesibili	34%	33%
Abaqede izifundo zesibili	36%	33%
Abafunde izifundo zesithathu	16%	16%



More than eighty percent of people with access to education are satisfied or very satisfied with the education they receive.

Abadlula u 80% abanawo amathuba emfundo bagculisekile noma bagculiseke kakhulu.

12. Health Ezempilo

In this chapter we look briefly at how healthy the residents of eThekweni think they are, and whether they are satisfied with their access to health facilities. Because of the rate of HIV/Aids infection in KZN, a portion of the survey examined people's attitudes to the virus.

Satisfaction with health

Sixty-five percent of people indicated that they were either very satisfied or satisfied with their health in the past 12 months. Seventeen percent were dissatisfied and less than 2% were very dissatisfied.

Access to health facilities

Access to health services is vital for a good quality of life. Sixty-five percent of households have access to health services in their area, and 72% of these people are satisfied with the services

Kulesi sihloko sibheka ukuthi abahlali baseThekweni bazibona bephilile kangakanani, nokuthi bagculisekile na ngezindawo zezempilo eziseduze. Ngenxa yokusabalala kwegciwane lengculazi (I-HIV/Aids) Kwazulu Natali, ingxenye yocwaningo yagxila endleleni abantu abalibuka ngayo ingciwane.

Ukugculiseka ngesimo sempilo

Abantu abangu 65% babika ukuthi bagculisekile noma bagculiseke kakhulu ngesimo sempilo yabo omnyakeni odlule. U-17% awugculisekile bese cishe u 2% awugculiseke kakhulu.

Ukutholakala kosizo lwezempilo

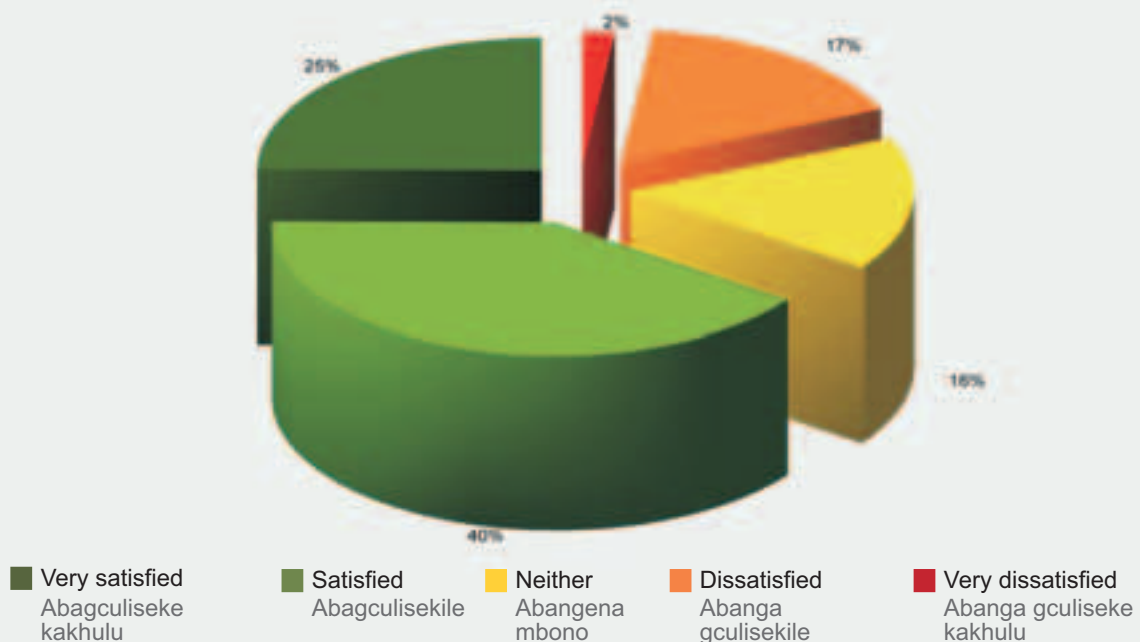
Ukutholakala kosizo lwezempilo kubalulekile ukunyuseni izinga lempilo. Imizi engu 75% inosizo lwezempilo olutholakala endaweni, kanti u 72% walabantu wanelisekile ngosizo olukhona.

Happy with your health? This graph indicates levels of health satisfaction over the course of the past year.

Ingabe abantu bayajabula ngesimo sempilo yabo? Lesi silinganiso siveza amazinga ukujabula onyakeni odlule.

Figure 15 Health satisfaction levels over the course of the past year

Isithombe 15 Amazinga okugculiseka ngempilo onyakeni odlule





Sixty-five percent of households have access to health services in their area, and 72% of these people are satisfied with the services provided.

Imizi engu 65% iseduze nosizo lwezempilo kanti u 72% walabo bagculi-sekile nosizo olutholakayo.

provided. However, this means that more than a third of respondents still do not have easy access to health services in their neighbourhood.

Concern about HIV/Aids

It is concerning that more than 20% of respondents say they are not worried about HIV/Aids. However, 30% of people are slightly worried and the remaining 50% say that they worry a lot about HIV/Aids. These figures represent a substantial increase in awareness compared to last year.

Preventing HIV/Aids

When we asked people about the most important thing that can be done to stop the spread of HIV/Aids, 41% of people mentioned condoms. Abstinence before marriage was mentioned by

Kusanjalo lokho kusho ukuthi kukhona u 30% wabantu abangenalo usizo lwezempilo maduzane.

Ikuzihlupha ngegciwane I-HIV/Aids

Kuyahlupha ukuthi ngaphezu kuka 20% wabantu abaphendula bathi abakhathazekile ngegciwane. Kusenjalo, abangu 30% abantu banakho ukukhathazeka okucance kanti abasele abangu 50% bathi bakhathazeke kakhulu ngegciwane. Lezibalo zimele ukwanda kokuqwashiseka okuningi uma kuqhathaniswa nonyaka odlule.

Ukugwema ukwanda kwegciwane

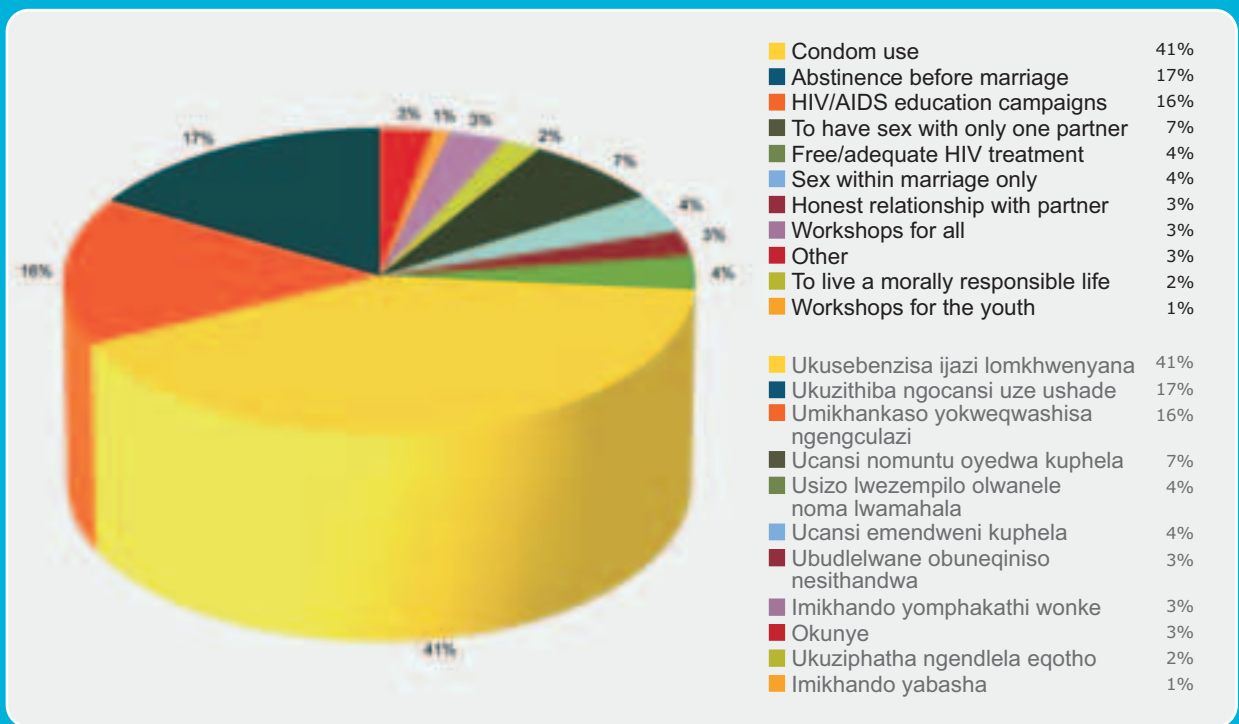
Sithe uma sibuzwa abantu ukuthi yini ebaluleke kunazo zonke ukugwema ukwanda kwegciwane, abangu 41% baphendula bathi ijazi likamkhwenyana. Ukuzila ucansi ngaphambi komshado

Stopping the virus: *This pie chart shows what respondents think is the most important single thing that can be done to stop the HIV/Aids virus from spreading.*

Ukunqanda igciwane: *Lelitshathi lendilinga liveza ukuthi iyiphi into eyodwa abantu abacabanga ukuthi ingenziwa ukunqanda igciwane lengculazi (HIV/Aids).*

Figure 16 Most important thing that can be done to stop HIV from spreading

Isithombe 16 Okusemqoka ukuze kunqandwe igciwane



17% of people and HIV/Aids education by 16%. Less than 1% of people say that nothing can be done to stop the virus from spreading, giving a clear indication that education has made an impact. People did not express much faith in the impact of workshops for the youth (1%), while 7% of people thought that a monogamous relationship was most important.

Health mentioned as a serious day-to-day problem

Health issues were mentioned by 6% of respondents as their most serious day-to-day problem and ranked as the fifth most important issue in people's lives. (See table 2 on page 20).

kwashiwo ngabantu abangu 17% kanti ulwazi nge HIV/Aids lwashiwo ngabantu abangu 16%. Abantu abacishe babe ngu 1% bathi akukho okungenziwa ukuze igciwane linqandwe, okuzeza ukuthi imizamo yokufundisa abantu ngegciwane iyasebenza. Abantu ababekanga ithemba elikhulu emikhandweni yabasha (1%) kanti abangu 7% abantu babona ukuthi ukuba nesithandwa esinye yikhona okubalulekile.

Isimo sempilo uma ibalwa njengeninga yamihla ngemihla

Izinkinga ze zempilo zibalwe ngabantu abangu 6% abaphendula ucwaningo njenge nkinga enzima yemihla ngemihla futhi ihamba esikhundleni sesihlanu ohleni lwezi nkinga ezibalulekile empilweni yabantu. (Bheka uhla 2 oluse khashini 20).







Life satisfaction

Ukwaneliseka ngempilo

13 Life satisfaction and personal well-being

Ukwaneliseka ngempilo nempilonhle

In the preceding chapters, we have looked at factors that contribute to life satisfaction in eThekweni. In this chapter, we provide a general overview of how satisfied residents are with their lives.

Life satisfaction refers to how happy and content a person is with their life. Obviously whether a person is satisfied or not depends on many factors. For the poor, the availability of money and food features high on the list of things that improve life satisfaction. For the more fortunate members of our society, other factors, such as how they spend their leisure time, might be more important.

Favourite spare time activities

The most popular spare time activity mentioned by respondents is watching TV or playing computer games (18%), followed by reading and writing (11%). Other popular activities included working on one's home (10%), listening to the radio/music/singing/dancing (5%), exercise/sports (8%), relaxing/sleeping (6%) and baking and cooking (6%). Family time, religious activities and visiting friends were all mentioned by 5% of respondents.

Men are far more likely than women to take part in sports/exercise, while women are much more likely to read, write or perform household activities. Drinking and smoking is mentioned more often by men, while shopping and church activities are mentioned more often by women.

Access to recreational facilities

Less than half of the people interviewed (43%) said they had access to a public park or recreational facility in their neighbourhood. Of those with access, 70% were either satisfied or very satisfied with the facilities.

Kulezihloko ezedlule sibheke izinto eziningi ezisiza ukuthi impilo yaneliseke eThekwini. Kulesi sihloko, siveza umbuyekozelo wezi-ndlela abantu abaneliseke ngayo ngempilo yabo.

Ukwaneliseka ngempilo kusho ukuthi umuntu ujabule futhi unethezeke kangakanani nempilo yakhe. Ukwaneliseka ngempilo kuyacaca ukuthi kuya ngezinto eziningi. Kubantu abantulayo, ukuba khona kwemali nokudla kuhamba phambili ohleni lwezinto ezenza impilo ibe ngcono. Kulabo abathe ukuba nenhlanhla emphakathini, ezinye izinto, njengokuthi basichitha kanjani isikhathi sabo kungase kube mqoka.

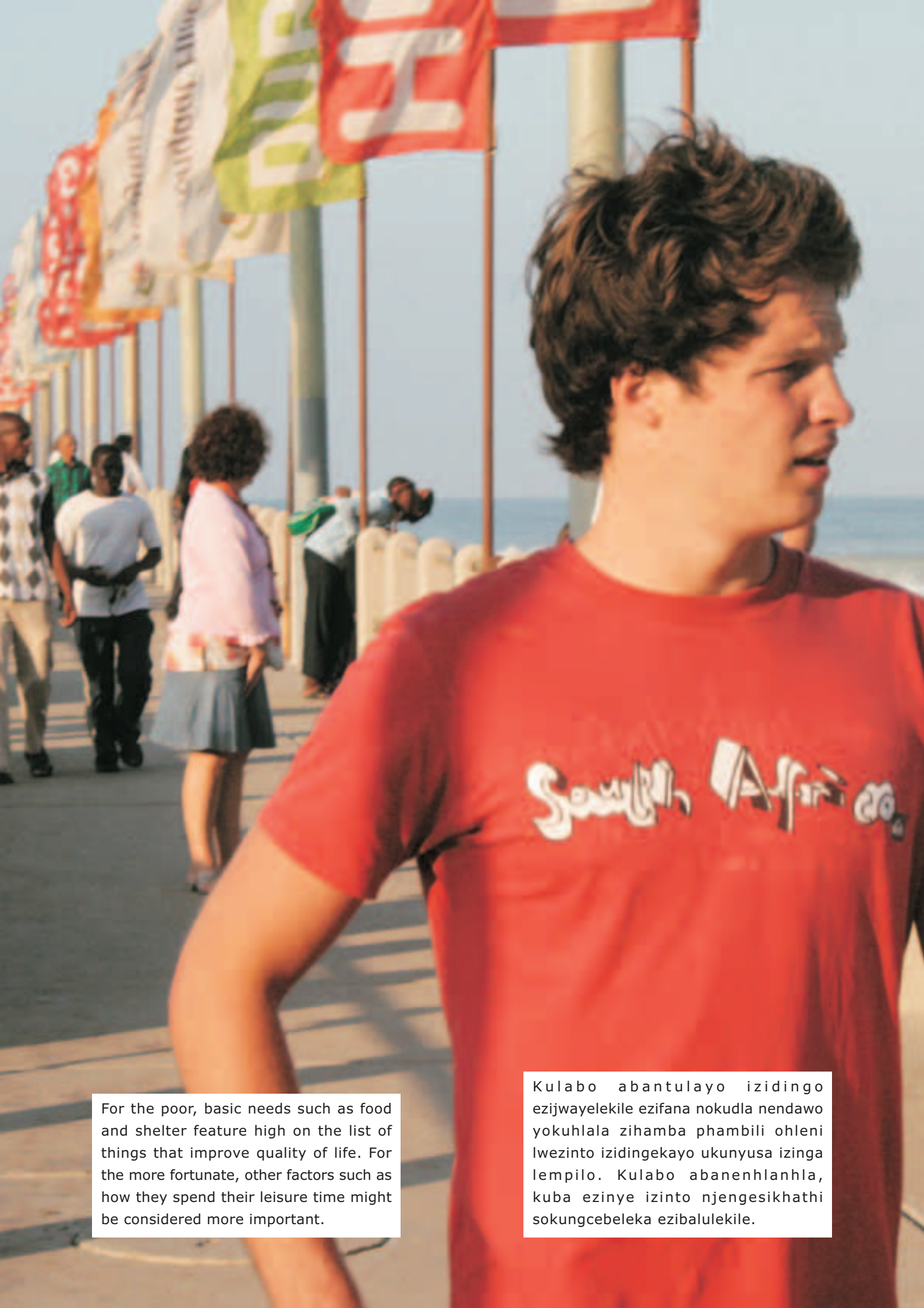
Izinto abantu abathanda ukuzenza ukhucitha isizungu

Into abantu abathanda ukuyenza kunazo konke uma benesikhathi ukubuka umabonakude noma ukudlala imidlalo yekhomputha (18%), kulandele ukufunda nokubhala (11%). Ezinye izinto eziphakamiswe kakhulu zibala ukulungisa indlu (10%), ukulalela umculo nokundansa (5%), ukuzivoca voca nezemidlalo (8%), ukuphumula noma nokulala (6%) kanye nokubhaka nokupheka (6%). Isikhathi somndeni, ukholo nokuvakashela abangani kwabalwa abantu abangu 5% abaphendula.

Abantu besilisa yibona abavamise ukuzibandakanya ekuzivocavoceni nezemidlalo kanti abesimane bavamise ukufunda, babhale noma benze imisebenzi yasendlini. Ukuphuza nokubhema kubalwa abantu besilisa abaningi, kanti ukuyothenga kubalwa abesifazane kakhulu.

Ukutholakala kwezindawo zokungcebeleka

Ingxenye engaphansi kuka 43% yathi iyakwazi ukuthola ipaki lomphakathi noma indawo yokungcebeleka maduzane. Kulabo abakwazi ukuthola lezinto, bangu 70% ababegculisekile noma ababe gculiseke kakhulu.



For the poor, basic needs such as food and shelter feature high on the list of things that improve quality of life. For the more fortunate, other factors such as how they spend their leisure time might be considered more important.

Kulabo abantulayo izidingo eziwayelekile ezifana nokudla nendawo yokuhlala zihamba phambili ohleni lwezinto izidingekayo ukunyusa izinga lempilo. Kulabo abanenhlanhla, kuba ezinye izinto njengesikhathi sokungcebeleka ezibalulekile.

Visiting public amenities

eThekwini has a variety of beaches, parks, sports grounds and galleries which everyone can use for free. We asked people to tell us which of these places they had visited in the past year and how satisfied they were with them. All facilities achieved satisfaction levels of over 85%. However, very few people answered the questions about these facilities, suggesting that many respondents might not be making use of them.

Organisations and clubs

A large proportion of people in eThekwini belong to a church, church choir or religious organisation (64%), with women more likely to be engaged in these activities than men (68% vs 59%). Burial societies (49%), political parties (30%) and savings clubs (20%) are the next most popular organisations. Men are more likely than women to join a political party or sports club, while women are more likely to belong to a church or burial society.

A sense of belonging

The sense of belonging that people feel in relation to others will affect their quality of life. We asked respondents if they felt a strong sense of belonging with their friends, family and neighbours, as well as in their workplace, their places of worship and the organisations they belong to.

It is good to note that most respondents express a strong sense of belonging with their family (93%), place of worship (88%) and organisations (83%). This sense of belonging was lowest with neighbours (67%) and in the workplace (74%). Women generally registered slightly higher scores than men, especially in their neighbourhoods, organisations and places of worship.

Ukuvakashela indawo yomphakathi

eThekwini kunezindawo eziningi ezivuleke umphakathi njengolwandle, amapaki, ezokubukela imidlalo, nezokubukisa ubuciko ezingabizi mali uma ufuna ukungena. Sabuza abantu ukuthi yiziphi izindawo ezifana nalezi abake bazivakashela kulonyaka odlule nokuthi bazizwa kanjani ngazo. Zonke izindawo zinamazinga aphezulu okugculisa (85%) kodwa bancane abantu abaphendula imibuzo ngalezindawo, okusho ukuthi abantu abaningi abazisebenzisi.

Izinhlango nomasisizane

Ingxenye enkulu yabantu baseThekwini iyilunga lesonto, ikhwaya yesonto noma inhlango yokholo (64%), abesifazane yibona abavamise (68%) ukwenza into efana naleyo kunabesilisa (59%). Omasingcwabisane (49%), amaqembu epolitiki (30%) nezitok'fela (20%) yizinhlango ezilandelayo ngokuthandwa. Abesilisa bavamise ukuba yilunga leqembu lepolitiki noma inhlango yezomdlalo kanti ebesifazane bavamise ukuba yilunga lesonto noma umasingcwabisane.

Ukuzizwa ukhululekile

Indlela umuntu akhululeke ngayo nabanye abantu inomthelela ezingeni lempilo yakhe. Sabuza abantu ukuthi bazizwa bekhululekile uma benabangani babo, abomndeni, nomakhelwane kanye nabantu basemsebenzini, enkonzweni nasezi nhlanga-nweni abayingxenye yazo.

Kuyajabulisa ukubona ukuthi abantu abaningi bazizwa bekhululekile nomndeni wabo (93%), enkonzweni (88%) nasezinhlango nweni (83%). Ukukhululeka bekungatheni komakhelwane (67%) nasemsebenzini (74%). Abesifazane bakhululeke kakhulu kunabesilisa, ikakhulukazi komakhelwane, ezinhlango nweni nasenkonzweni.



eThekwini has a variety of public spaces such as beaches, parks and art galleries that people can use for free. All of these facilities achieved satisfaction levels of 85% or higher from respondents.

eThekwini kunezindawo ezihlukene zomphakathi ezinga setshenziswa mahala ezifana nolwandle, amapaki nezindawo zobuciko. Kuzo zonke lezindawo abazi-sebenzisa ngokugculiseka badlula u 85%.

Satisfaction with various aspects of life

Quality of life is influenced by many factors, such as the amount of money people have, their relationships, their family etc. The bar chart below shows what percentage of people are satisfied or very satisfied with different parts of their life.

Money: Only 24% of respondents are satisfied with the amount of money available to them, both personally and as a household.

Standard of Living: Less than one third of respondents (31%) are satisfied with their standard of living.

Relationships: It is good to see that most people are happy with their marriages or relationships (83%), their families (75%) and their friends (64%).

Time and health: 61% of people are satisfied or very satisfied with the time they have available to themselves, and nearly two thirds of people are satisfied with their health.

Ukwaneliseka ngezingxenywe ezahlukene zempilo

Izinga lempilo lithintwa izinto eziningi, njengenani lemali umuntu analo, ubudlelwane nabanye kanye nomndeni. Itshathi lemigqa liveza ukuthi abantu baneliseke kangakanani nezingxenywe ezahlukene zempilo zabo.

Imali: Bangu 24% kuphela abantu abanelisekile ngemali ekhona kubo nasemndenini wabo.

Izinga lempilo: Abantu abacishe babe ngu 31% kuphela abagculisekile nge zinga lempilo yabo.

Ubudlelwane: Kuyajabulisa ukubona ukuthi abantu abaningi bayajabula emendweni yabo noma ngobudlelwane babo (83%), nomndeni (75%) kanye nabangani (64%).

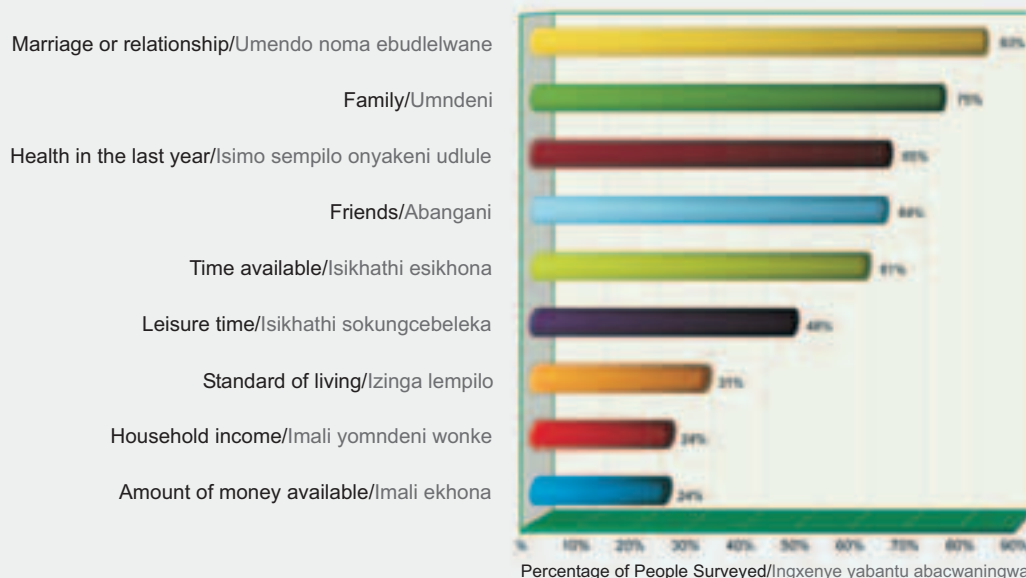
Isikhathi nempilo: Abantu abangu 61% banelisekile ngesikhathi abanaso okungesabo, kanti abantu abadlula uhafu banelisekile ngempilo yabo.

Life satisfaction: This bar chart shows how satisfied people are with various aspects of their life.

Ukwaneliseka ngempilo: Lelitshathi lemigqa liveza ukuthi abantu bagculiseke kangakanani nezimpilo zabo.

Figure 17 Satisfaction with various aspects of life

Isithombe 17 Ukwaneliseka ngendawo ezehlukene zempilo





Seventy-five percent of people are satisfied with their family, and a further 64% are satisfied with their friends. Eighty-three percent of respondents say they are happy with their marriages or relationships.

Abangu 75% bagculiseke nomdeni kanti u 64% ugculiseke ngabangani. Abangu 83% abaphendula bathi bajabulile ngomendo noma ubudlelwano abanakho.

Overall life satisfaction

In order to find out about the overall life satisfaction of people who live in eThekweni, we asked people how satisfied they have been with their life during the past 12 months. If you look at the pie chart below, you'll see that there are more people who are dissatisfied (28%) than people who are satisfied (18%), but the number of people who are very satisfied or very dissatisfied is about the same (7% for both). Forty-one percent of people were neither satisfied nor dissatisfied.

Responses from men and women were generally similar, although men were more satisfied overall (29%) than women (22%). More women than men were neither satisfied nor dissatisfied (44% vs 38%).

Ukwaneliseka ngempilo okuphelele

Ukuze sitholise ukuthi abantu baneliseke kangakanani sekuphelele eThekweni, sabuza abantu ukuthi bazithole baneliseke kangakanani ngempilo kulonyaka odlule. Uma ubhekisisa Itshathi ekhasini elilanelayo, uzobona ukuthi baningi abantu abanganelisekile (28%) kunalabo abanelisekile (18%) kodwa isibalo sabantu abanelisekile nabanga nelisekile kakhulu siyafana (7%). Abantu abangu 41% babengenambono.

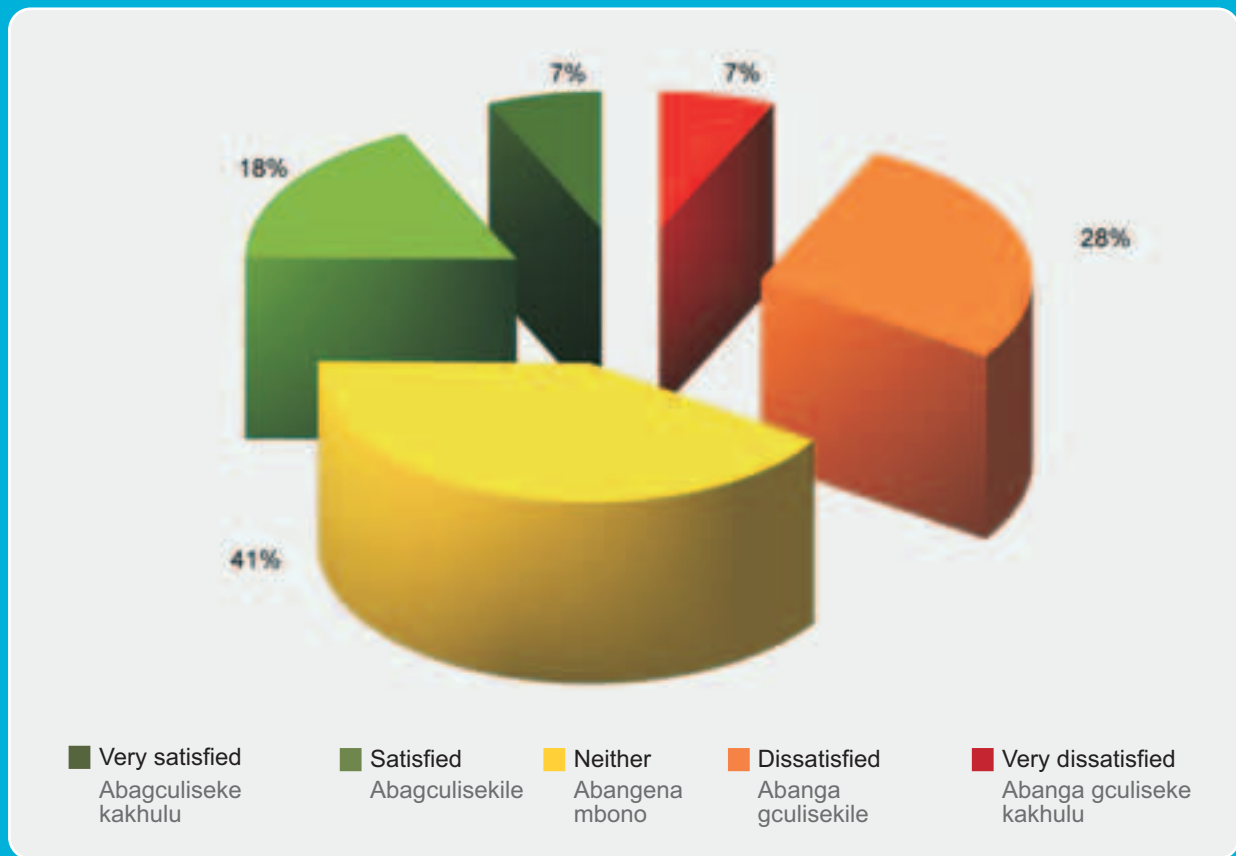
Izimpendulo zabelilisa bezifana nezabesifazane, noma khona abesilisa babegculiseke (29%) ngaphezu kwabesifazane (22%). Bani abasefazane abangenambono (38%) kunabesilisa (44%).

Satisfaction levels: This pie chart shows what proportion of people living in eThekweni are happy with their lives.

Izinga lokwaneliseka: Lelitshathi lendilinga liveza ingxenywe yabantu baseThekweni abajabulile ngempilo yabo.

Figure 18 How satisfied are Durbanites with their lives?

Isithombe 18 Bagculiseke kangakanani abantu baseThekweni ngempilo yabo?



Why are people satisfied?

Family and friends and not having any problems were the main reasons people gave for being satisfied (16% and 32% respectively). Employment and business (14%) and health and fitness (also 14%) were other common reasons for life satisfaction.

Why are people dissatisfied?

Unemployment tops the list of reasons given by people for dissatisfaction. More than 38% mentioned this as a reason. A further 20% mentioned health problems and 18% mentioned financial problems. Other reasons included family issues and personal problems, housing issues, crime and a lack of improvement in people's lives.

Kwenziwa yini abantu baneliseke

Umndeni nabangani (16%) nokungabi nezinkinga (32%) kwaba yizizathu ezashiwo abantu uma bethi banelisekile. Umsebenzi nebhizinisi (14%) kanye nempilo nhle nomzimba osesimweni (14%) kwaba ezinye izizathu zokwaneliseka ngempilo.

Kwenziwa yini abantu banganeliseki?

Ukungatholi umsebenzi kuyizizathu esinikwa abantu abaningi sokuthi banganeliseki. Abantu abangu 38% banika lesi sizathu. Abanye abangu 20% baphatha impilo nhle kanti u 18% wakhomba ezemali. Ezinye izizathu zibala izinkinga zomndeni, zangasese, zendawo yokuhlala, ubugebengu nokungathuthuki kwempilo yomuntu.

Happy? This table shows general satisfaction levels of the men and women surveyed.

Ukujabula? Loluhla luveza izinga lokujabula kubantu besilisa nabesifazane abacwaningwa.

Table 10 Satisfaction levels

Satisfaction level	Men	Women	Total
Very satisfied	8%	6%	7%
Satisfied	21%	16%	18%
Neutral	38%	44%	21%
Dissatisfied	27%	29%	28%
Very Dissatisfied	7%	6%	7%

Uhla 10 Amazinga okwaneliseka

Izinga lokwaneliseka	Abesilisa	Abesifazane	Sekuphelele
Abagculiseke kakhulu	8%	6%	7%
Abagculisekile	21%	16%	18%
Abangenambono	38%	44%	21%
Abanga gculisekile	27%	29%	28%
Abanga gculiseke kakhulu	7%	6%	7%

Aspects of happiness: This table shows how satisfied people are with various different aspects of their life.

Izinto ezijabulisayo empilweni: Loluhla luveza izinga abantu abagculiseke ngalo empilweni yabo.

Table 11 Satisfaction with aspects of life

Aspect of life	Percentage
Marriage/relationship	83%
Health in the last year	65%
Available amount of time	61%
Amount of money available	24%
Family	75%
Friends	64%
Leisure time	48%
Standard of living	31%
Household income	24%

Uhla 11 Ukwaneliseka ngezinye ezahlukene zempilo

Indima yempilo	Ingxenywe ekhulwini
IUmendo / ubudlelwane	83%
Isimo sempilo onyakeni odlule	65%
Isikhathi sokungcebeleka	48%
Umndeni	75%
Abangani	64%
Isikhathi esikhona	61%
Izinga lempilo	31%
Imali yomndeni	24%
Imali ekhona	24%

14. Conclusion and recommendations

Isiphetho nezincomo

Summary

The purpose of this survey is to understand how different factors affect the quality of life of the residents of eThekweni and their perceptions of the municipality. This information helps the municipality to determine possible areas for development in order to improve the lives of residents and attract tourists and investors to the city.

Most serious day-to-day problems

When asked about their most serious day-to-day problems, many residents mentioned poverty, the cost of living, unemployment, crime, transport and health issues. Also mentioned were drugs, housing and the provision of electricity and water.

Supply of services

In terms of services supplied, some people said that the municipality was doing a good job responding to problems, while others said that responses take too long and problems were not resolved.

Optimism and pessimism

The main reasons given for being optimistic about eThekweni were improvements and developments in the city, the huge tourist attractions, business and employment opportunities and the beauty of the environment. Reasons for being pessimistic largely related to crime and corruption, unemployment, lack of service delivery and insufficient development.

Satisfaction and dissatisfaction

Employment and business opportunities, health and fitness, family and friends, general happiness and adequate housing were the main reasons given for life satisfaction. Reasons for dissatisfaction included unemployment and financial problems, poor health, family issues and insufficient housing.

Uhlaziyo

Inhloso yalolu cwaningo bekungu kuthi siqonde indlela izinto ezehlukene ezithinta ngayo izinga lempilo yabantu baseThekweni nemibono yabo ngomasipala. Lokhu kuzosiza umasipala ukuthi abeke izindawo ezahlukene zentuthuko ukuze kwenziwe ngcono izimpilo zabahlali bese kuhehwa abavakashi nabatshali bemali edolobheni.

Izinkinga ezinzima, zemihla ngemihla

Kuthe masibuza ngezinkinga ezinzima zemihla ngemihla, abanengi abahlali babika ukuhlupheka, inani lokuphila, ukungasebenzi, ubugebengu, ezokuthutha nezempilo. Okunye okubikiwe yizidaka mizwa, imizi nokwethulwa kuka gesi namanzi.

Ukwethulwa kwezinsiza

Uma sesibheka imisebenzi ethulwa ngumasipala okwamanje, bakhona abantu abathi umasipala wenza kahle kanti abanye bathi uthatha isikhathi eside ukusukuma futhi izinkinga zabo azitholi ukuxazululwa.

Ukwethemba nokungethembi

Izizathu ezavela zokwethembela esifundeni saseThekweni kwaba ukulungiswa nentuthuko edolobheni, izindawo zokuvakasha ezinkulu, uhwebo namathuba omsebenzi kanye nobuhle bendalo. Izizathu zokungabi nathemba zazithintelene nobugebengu nenkohlakalo, ukunga sebenzi ukungathulwa kwemisebenzi kamasipala nezinga eliphansi lentuthuko.

Ukugculiseka nokungagculiseki

Imisebenzi namathuba ama bhizinisi, impilo nokuqina, umndeni nabangani, injabulo ngokuphelele kanye nemizi eyanele kwaba yizizathu eziphambili ezanikwa zokugculiseka ngempilo. Izizathu zokunga gculiseki zazibala ukungabi nomsebenzi, nezinkinga zemali, impilo entenge ntenge, izinkinga zomndeni nokwentula indawo yokuhlala.

Responding through action

Although some of these issues can be addressed by the municipality, there are many factors that fall outside of its jurisdiction. Reducing backlogs in service delivery and creating an environment in which the economy can thrive and create jobs are areas where the municipality can improve its residents' quality of life.

Feelings about the city

Lastly, the majority of people interviewed said that eThekweni is a caring city and a pleasant place to live. Four out of five residents are proud of their city and just over half think that eThekweni offers a high quality of life.

Ukusabela ngezenzo

Noma zikhona izinto ezingalungiswa ngumasipala, ziningi eziwela ezandleni zohulumeni abaphezulu. Ukwehlisa umsebenzi omningi osasele ekwethuleni komsebenzi kamasipala nokudala isimo lapho umnotho ungasimama khona kwakhiwe imisebenzi izindawo lapho umasipala angasebenza khona ukulungisa izinga lezimpilo zabantu.

Indlela abantu abazizwa ngayo ngedolobha

Okokugcina, iningi labantu ababuzwa bathi eThekweni indawo enempatho nemnandi ukuhlala kuyona. Abahlali abane kwabayi sihlanu bayaziqhayisa ngedolobha kanti abadlula uhafu babona ukuthi eThekweni indawo enika abantu izinga eliphezulu lempilo.



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