

In terms of market value for housing unit, possession of title deed, awareness of programme under the UISP, Table 6 reveal that on average, beneficiaries perceive their housing unit around R229 472. At the same time, a significant number of beneficiaries are aware that Mpumalanga Department of Human Settlements is the provider of housing unit. A surprising minority revealed that they received training prior to moving into their houses, which is worrisome.

10.2. Integrated Residential Development Programme (IRDP)

The Integrated Residential Development Program (IRDP) provides for the acquisition of land, servicing of stands for a variety of land uses, including commercial, recreational, schools, and clinics, as well as residential stands for low-, middle- and high-income groups, taking an area-wide planning approach based on the needs of the community. The implementation of the IRDP aims to facilitate the development of integrated human settlements, including all the necessary land uses, housing types, and price categories, creating social, economic, and spatial integration, situated in well-located areas (Chipingu, 2015).

The socio-economic profile of beneficiaries in this group is shown below. Most beneficiaries unlike with UISP are single and have a significantly lower income. Other than that, all other characteristics are similar. In figure respondents' views pertaining to the quality of houses they obtained from this specific programme.

Table 7: UISP respondents' demographic and socio-economic characteristics

Variable	Obs	Means	Std. Dev.	Min	Max
Gender					
Female	2377	0,629401	0,481283	0	1
Male	2377	0,370635	0,483077	0	1
Marital Status					
Legally married	2343	0,153649	0,360689	0	1
Lining together	2343	0,223645	0,416776	0	1
Divorced	2343	0,034998	0,183814	0	1

Separated but married	2343	0,02006	0,140235	0	1
Widowed	2343	0,091336	0,288148	0	1
Single	2343	0,476312	0,499545	0	1
Age of HH	2405	48,2499	15,17676	17	103
HH members	2389	4,295521	2,180637	0	1
HH<18	2008	2,732072	2,674675	0	1
HH>60	1248	1,68109	0,901337	0	1
HH Education Level					
No education	2314	0,000432	0,020788	0	1
Primary	2314	0,355661	0,478817	0	1
Secondary	2314	0,526793	0,49939	0	1
Tertiary	2314	0,117113	0,321625	0	1
Gross income					
Do not know	2455	0,449287	0,497523	0	1
Refused to answer	2455	0,10387	0,305154	0	1
3001 – 5000	2455	0,348269	0,476519	0	1
5001 – 20000	2455	0,054583	0,22721	0	1
20001 – 40000	2455	0,02444	0,154442	0	1
40001 – 75000	2455	0,010998	0,104314	0	1
>75000	2455	0,008554	0,09211	0	1
Gross income	2455	6439,815	24261,02	0	75000
Occupation					
Formal employment	2265	0,365121	0,481571	0	1
Self employed	2265	0,093598	0,291333	0	1
Student	2265	0,033996	0,181258	0	1
Retired	2265	0,115673	0,319903	0	1
Others	2265	0,381457	0,485852	0	1
Unemployed	2265	0,010155	0,100279		
Length of residency	2288	25,04502	16,91493	1	57

Figure 10 below shows that overwhelming majority are very pleased with the quality of houses they received from this programme.

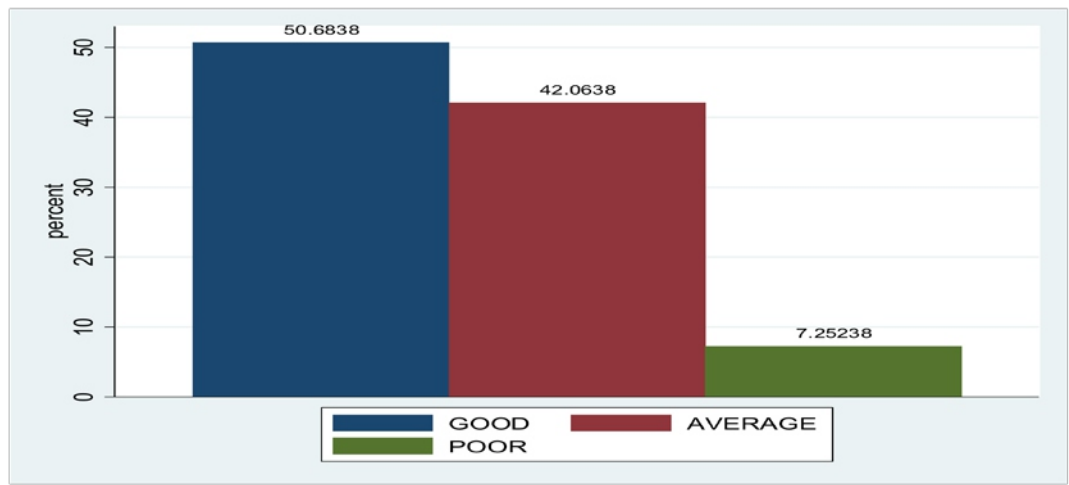


Figure 10: IRDP quality of housing

In terms of the condition of housing walls, most respondents, representing 42.4% observed the walls of their housing unit is in good condition, with about 17.8% indicating their wall is in very good condition.

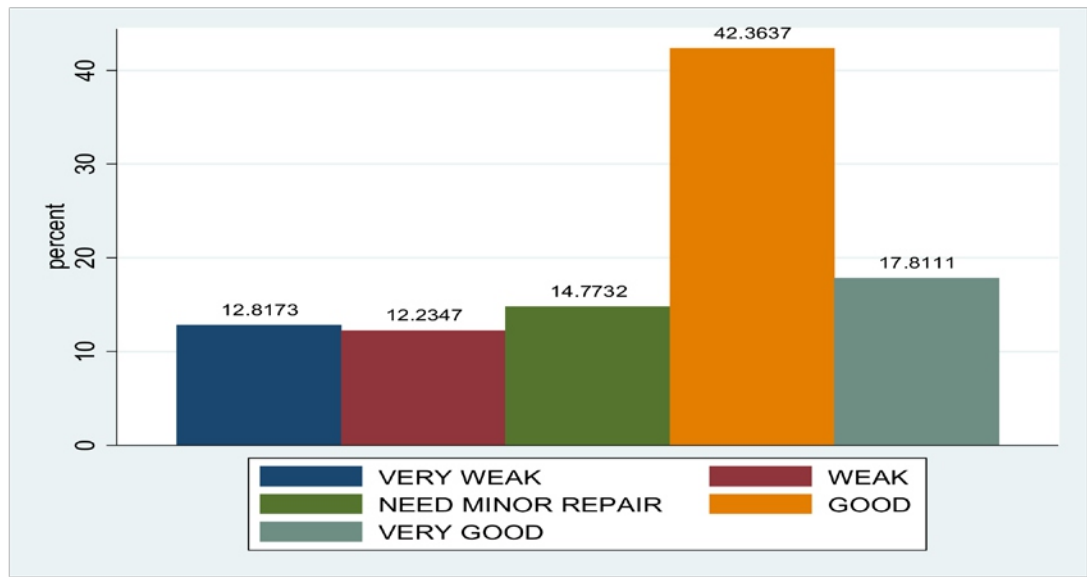


Figure 11: IRDP wall condition

More so, 14.8% of beneficiaries indicated that the wall of their housing unit needs minor repairs. At the same time, about 12. 2% and 12.8% of beneficiaries observed

either the walls of their housing unit are weak or very weak. Figure 12 presents the dwelling type under the IRDP.

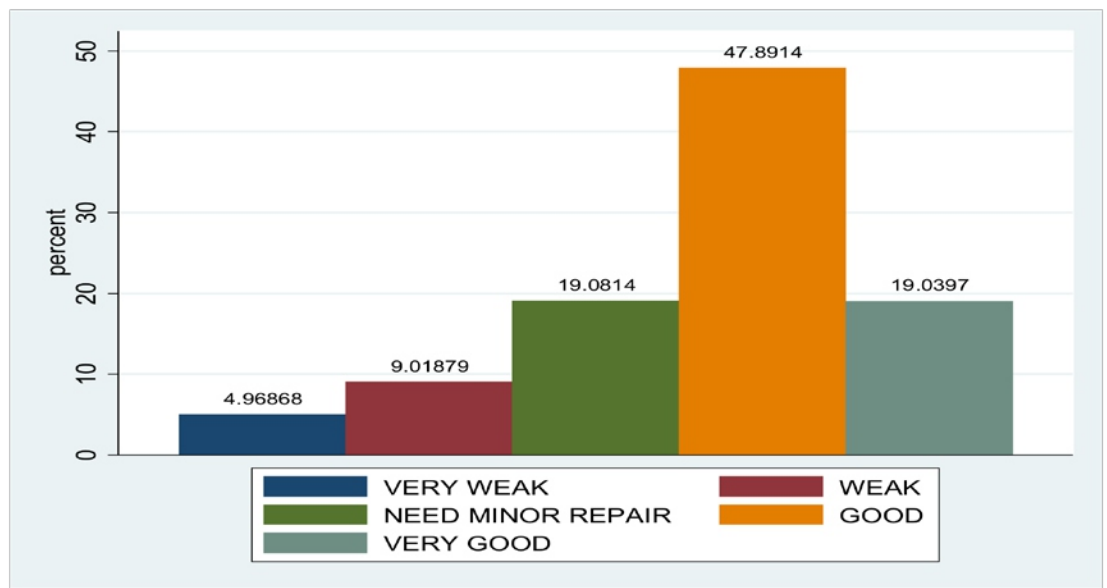


Figure 12: IRDP roof condition

Overall, a significant proportion of beneficiaries, about 88% revealed they live in formal housing units. This comprised of house or brick/concentrate block structure on a separate stand or yard. In addition, about 6.1% of beneficiaries also indicated they live in informal dwelling/shack in backyard, with about 3.9% living in formal dwelling/house/flat/room in backyard.

Figure 13 shows the floor condition of the housing units under the IRDP. The general condition of the housing floor is ranked from very good to very weak. Most beneficiaries, about 43.9% revealed their floor is in good condition with about 19.2% indicating their wall is in very good condition.

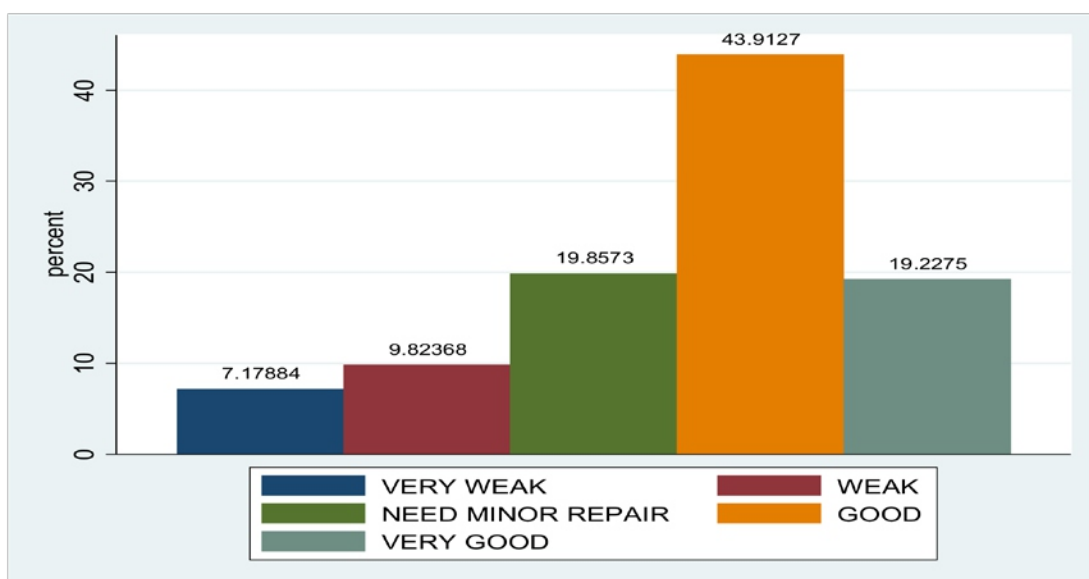


Figure 13: IRDP floor condition

In addition, about 19.9% of beneficiaries observed that their wall needs minor repairs. However, about 9.8% and 7.18% of beneficiaries revealed that their floor is either weak or very weak. Figure 14 presents beneficiaries' ratings of their experience in receiving title deed for their housing.

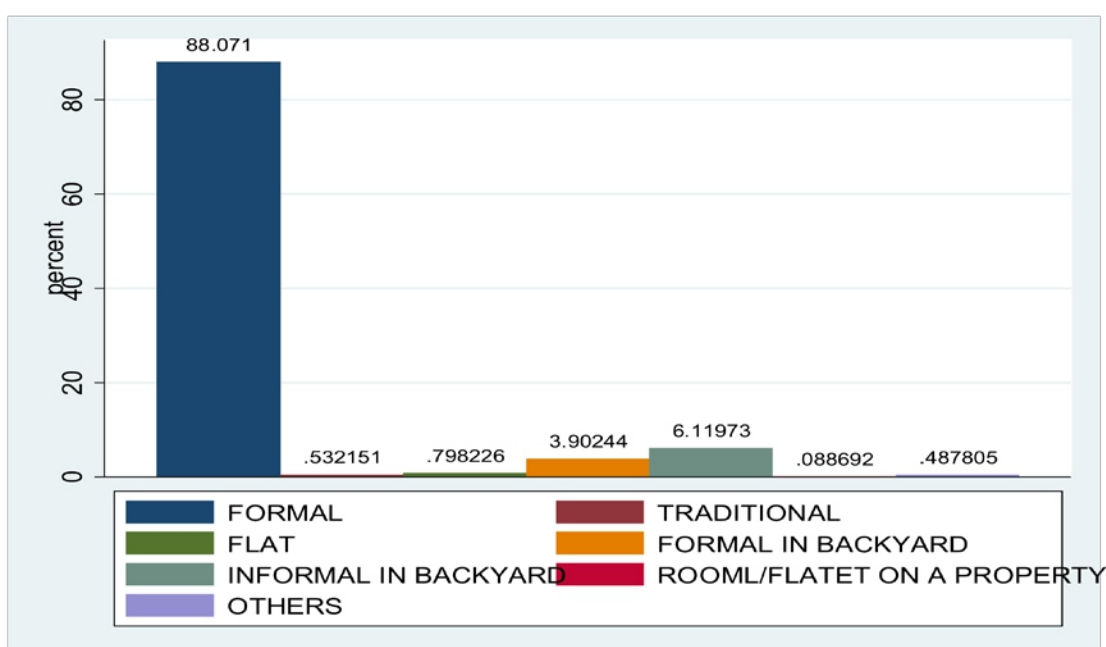


Figure 14: IRDP dwelling type

Overall, a significant proportion of beneficiaries, about 88% occupied houses they obtained, this is higher compared to the UISP programme. Formal backyard structures are common, with beneficiaries constructing them after moving in and with 10% residing there. This shows perhaps that they are either renting their main dwelling or requiring bigger houses. Figure below shows beneficiaries' ratings of their experience in receiving title deed for their housing.

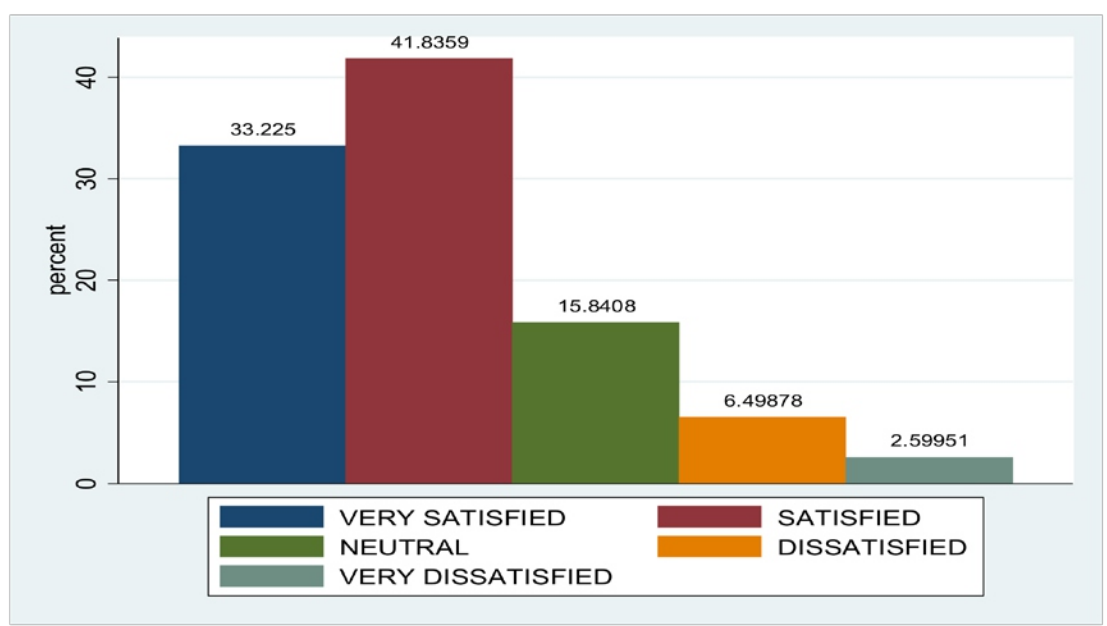


Figure 15: IRDP rating of experience

Overall, most of the IRDP beneficiaries, about 41.8% observed they were satisfied with their experience in acquiring a title deed. In the same way, about 33.2% of beneficiaries noted they are very satisfied with the process of acquiring a title deed, with about 15.84% remaining neutral regarding their experience. However, about 6.5% and 2.6% of beneficiaries indicated they are either dissatisfied or very dissatisfied with their experience.

Out of the 2 310 respondents from the IRDP, 976 have title deeds, with 1 000 respondents indicating they have no title deed. At the same time, 334 were unsure whether they possess title deed or not.

Table 8: Title deed and programme awareness, IRDP

Title Deed	Obs	Percentage
Yes	976	42.21
No	1,000	43.25
Unsure	334	14.45
Programme Awareness	2,088	87.44
Yes	197	8.25
No	97	4.06
Unsure		
First Beneficiaries	2,063	90.36
Yes	204	8.94
No	15	0.66

Regarding satisfaction with overall quality of dwelling under the IRDP, a significant number of beneficiaries were satisfied. An average score of 2.04 also indicates beneficiaries are satisfied with their experience in securing a title deed.

Table 9: Satisfaction with the implementation of IRDP

Variable	Obs	Mean	Std. Dev.	Min	Max
Unit Size	2,413	1.565686	0.625216	1	3
Title Deed Experience	1,231	2.042242	1.024815	1	9
Implementation	2,322	2.100775	0.8822093	1	5
Wellbeing Ratings	2,318	7.327869	2.371862	0	10
Neighbourhood	2,331	7.290433	2.265659	1	10
Improved Conditions	2,114	7.815516	2.123054	1	10
Prior Training	1,239	6.760291	3.025445	0	10

In terms of verbal rating of the overall satisfaction with the implementation of the IRDP, beneficiaries rated it 2 out of 10. However, in terms of quality of dwelling, beneficiaries rated the quality of housing unit within the IRDP 7 out of a scale of 10. Also, regarding the quality of neighbourhood, beneficiaries rated it 7 out of 10. Most important, in rating whether there has been improvement in their living conditions since benefitting from the housing programme (from 1-very bad to 10-excellent), a significant number of beneficiaries rated approximately 8 out of 10 signifying that the acquisition of the housing unit under IRDP has improved their living condition. More so, regarding overall training from department of human settlement prior to moving into the house, beneficiaries rated it approximately 7 (6.8) out of 10.

In Table 10, beneficiaries of IRDP perceive their housing unit on average at R174, 739.60, which is significantly lower compared to UISP beneficiaries.

Table 10: Experience with government IRDP housing programme

Variable	Obs	Mean	Std	Min	Max
Market Value	1,248	174739.6	250773.5	25000	1500000
Awareness Source	2,384	4.153943	2.448162	1	9
Beneficiary	2,283	2.916338	0.301196	1	4
Training	1,971	0.42415	0.494339	0	1

In terms of title deeds, a considerable number of beneficiaries of are aware Mpumalanga Department of Human Settlements is the institution that provided them with housing units.

10.3. Enhanced People's Housing Programme (EPHP)

The policy problem was an inadequate stock of quality houses with the program design problem of how to increase rapidly that stock through new housing solutions for lower income households rather than providing rent subsidies. Here we show descriptive for the EPHP programme, starting with socio-demographic information.

Table 11: EPHP respondents' demographic and socio-economic characteristics

Variable	Obs	Means	Std. Dev.	Min	Max
Gender					
Female	570	0,691229	0,462373	0	1
Male	570	0,308772	0,462393	0	1
Marital Status					
Legally married	564	0,118794	0,323834	0	1
Lining together	564	0,200355	0,400621	0	1
Divorced	564	0,012411	0,110811	0	1
Separated but married	564	0,019504	0,138409	0	1
Widowed	564	0,138298	0,345519	0	1
Single	564	0,510638	0,500331	15	101

Age of HH	568	51,2007	17,1505	0	1
HH members	568	4,691901	2,606153	0	1
HH<18	497	2,452716	2,895052	0	1
HH>60	312	1,538462	0,71623	0	1
HH Education Level					
No education	566	0	0	0	1
Primary	566	0,431095	0,495668	0	1
Secondary	566	0,469965	0,499539	0	1
Tertiary					
Gross income					
Do not know	579	0,253886	0,43561	0	1
Refused to answer	579	0,136442	0,343554	0	1
3001 – 5000	579	0,507772	0,500372	0	1
5001 – 20000	579	0,07772	0,267962	0	1
20001 – 40000	579	0,01209	0,109382	0	1
40001 – 75000	579	0,008636	0,092606	0	1
>75000	579	0,003454	0,058722	0	1
Gross income	579	5922,143	12992,7	0	75000
Occupation					
Formal employment	545	0,211009	0,4084	0	1
Self employed	545	0,170642	0,376542	0	1
Student	545	0,029358	0,168962	0	1
Retired	545	0,051376	0,220967	0	1
Others	545	0,530275	0,499541	0	1
Unemployed	545	0,007339	0,085434	0	1
Length of residency				1	57
	548	28,57847	16,88858		

Again, males make up majority of this sample. Like IRDP, and families headed by single parents are the majority as well. In contrast to UISP and IRDP, none of the respondents in this group had any tertiary qualifications, which is reflected by their

relatively lower household income, averaging R5 922.14. It is therefore not surprising that this group has the least formal and self-employment.

Housing satisfaction can be defined as the level of satisfaction with a particular house within a chosen residential, physical, and social environment, as well as its specific housing characteristics (Lazenby, 1988). Results from the survey indicate that in general, about 81.25% of beneficiaries believe their housing units is of good quality. At the same time, about 17.19% of beneficiaries believe their housing units is average; with about 1.56% observing that their housing unit is of poor quality.

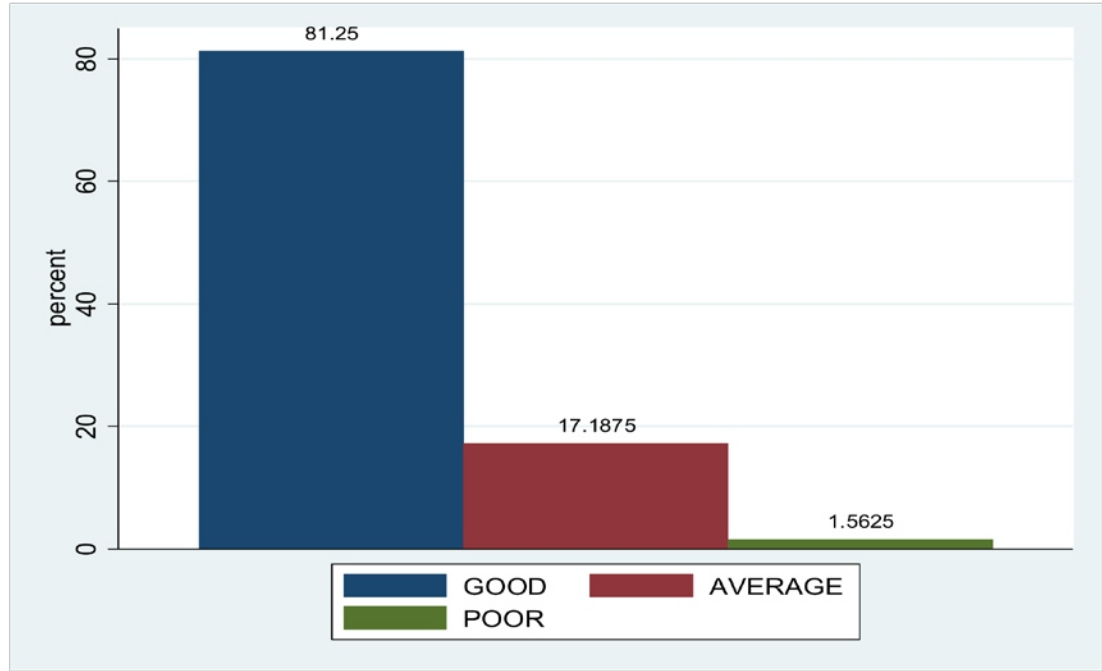


Figure 16: EPHP quality of housing

In terms of the condition of housing walls, most respondents, representing 31.25% stated the walls of their housing unit is in good condition. More so, 28.1% of them also indicated the wall of their housing unit is very good. At the same time, 10.94% and 4.69% of beneficiaries observed the walls of their housing unit are either weak or very weak. Also, 25% of beneficiaries revealed the walls of their housing unit need minor repair.

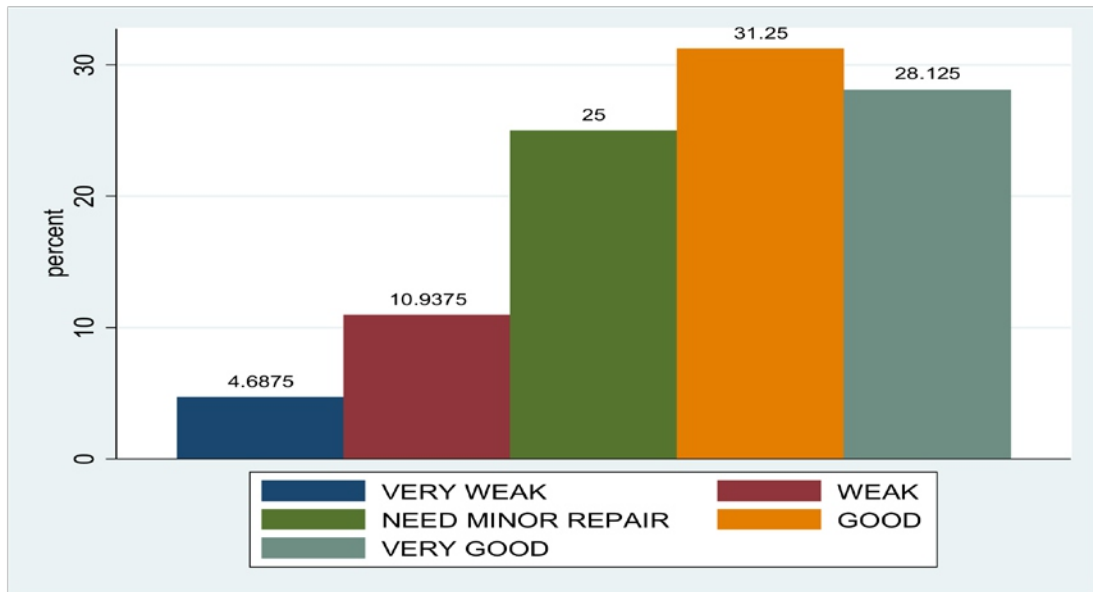


Figure 17: EPHP wall condition

Comparatively, this shows that the structural conditions of the Mpumalanga housing programme are better given that a 2008 research in Braamfischerville, Gauteng, found that most of the occupants of RDP houses had problems with the quality of their housing units. Complaints from the inhabitants ranged from roofs and walls which were poorly designed to doors that did not open or close properly due to poor craftsmanship. Like the responses on the wall condition, most beneficiaries, approximately, 59% revealed that the roofing of their housing unit is good.

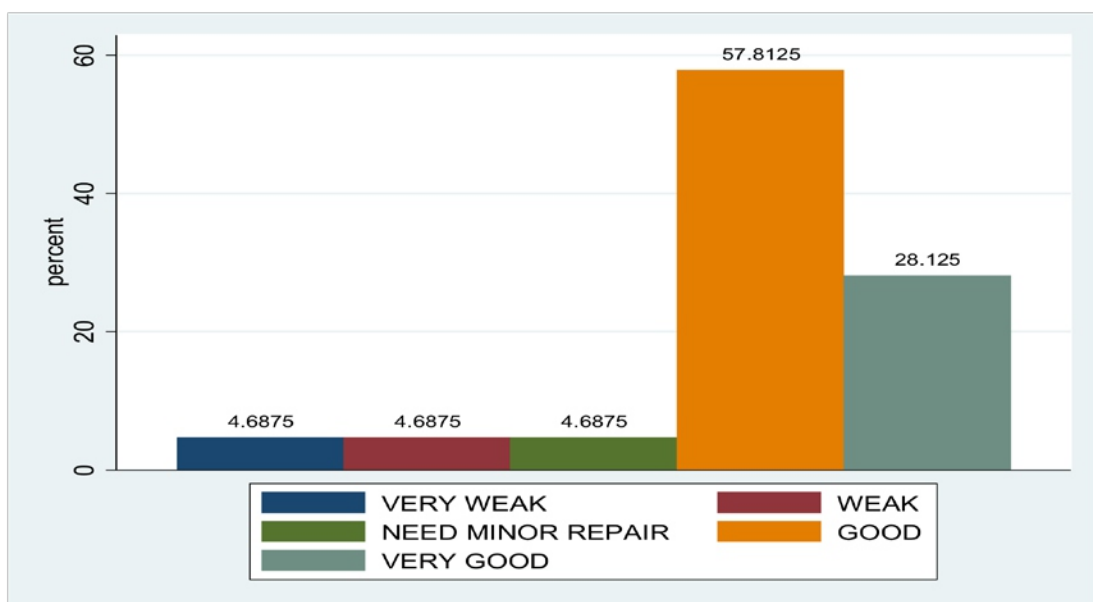


Figure 18: EPHP roof condition

In addition, about 28% of beneficiaries observed that the roofing of their housing unit is very good. However, about 4.7% of beneficiaries observed that the roofing of their housing unit is either weak, very weak or requires minor repairs. Chart 19 shows the floor condition of the housing units under the EPHP.

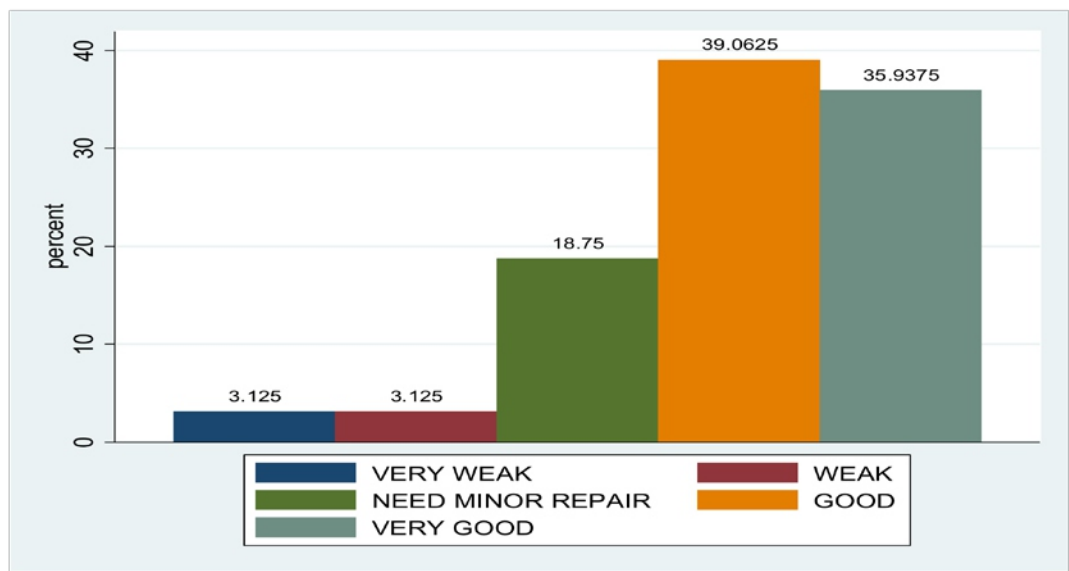


Figure 19: EPHP roof condition

General condition of the housing floor is ranked from very good to very weak. Most respondents, amounting to about 39% revealed their floor is in good condition with about 35.94% of indicating their walls is in very good condition. At the same time, about 18.8% of beneficiaries revealed their floor require minor repair with 3.13% each indicating their floor is either weak or very weak. Chart 20 presents the dwelling type under the Peoples Housing project (EPHP).

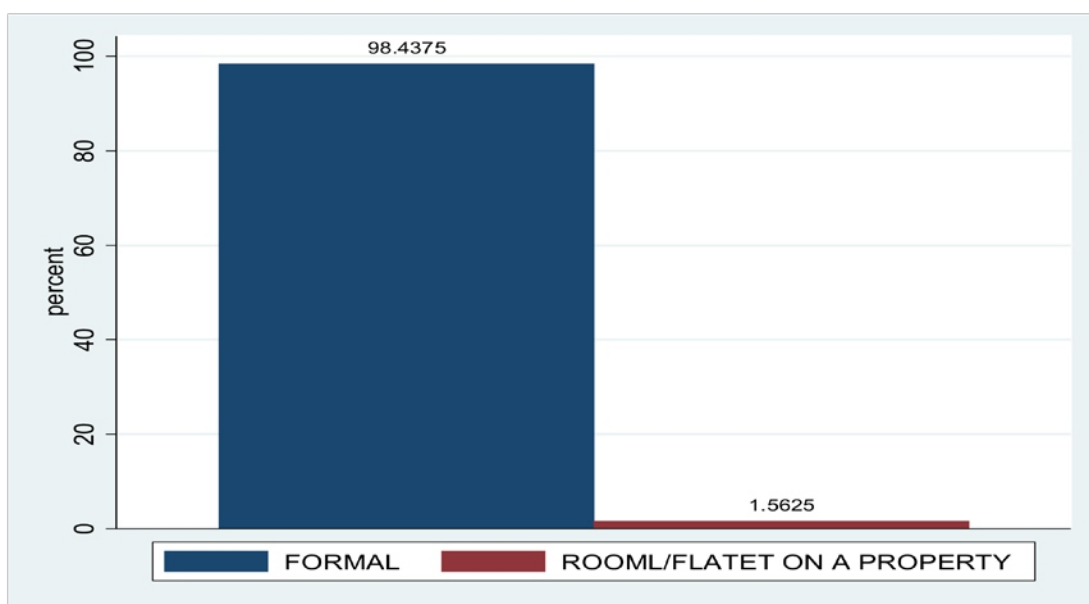


Figure 20: EPHP dwelling type

Overall, a significant proportion of beneficiaries totalling about 98.4% revealed they live in formal housing units. This comprised of house or brick/concrete block structure on a separate stand or yard. At the same time, about 1.56% of beneficiaries also indicated they live in flatlet on a property. That is, a dwelling/shack in backyard. Chart 21 shows beneficiaries' ratings of their experience in receiving title deed for their housing.

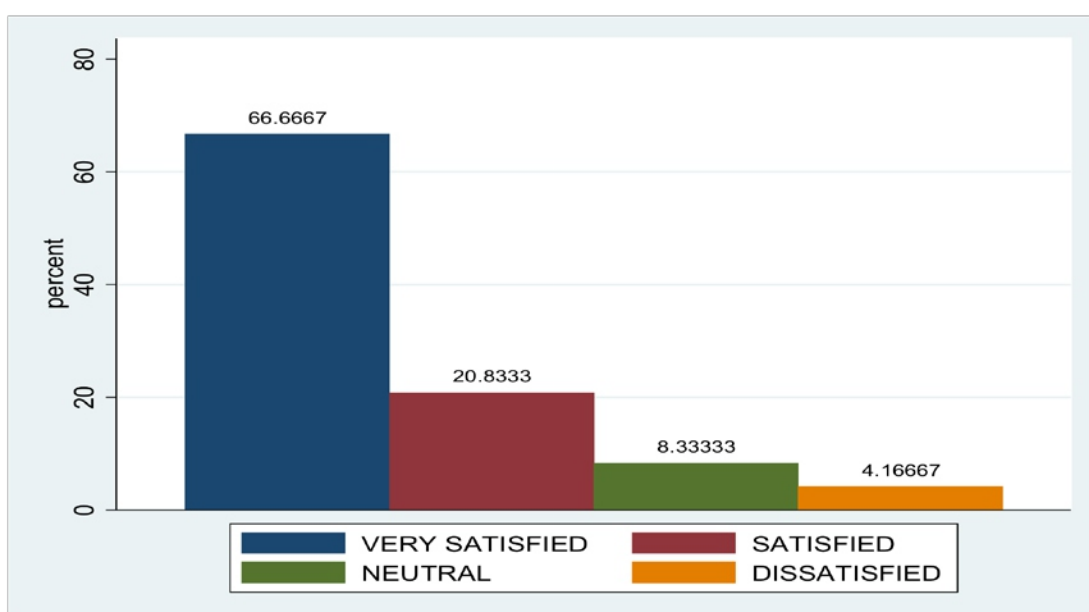


Figure 21: EPHP rating of experience

In all, majority of EPHP beneficiaries, about 67% observed they were very satisfied with their experience in acquiring a title deed. In the same way, 20.8% of beneficiaries noted they were satisfied with the process, with 8.3% and 4.1% also indicating they are either neutral or dissatisfied with their experience. In terms of beneficiaries of EPHP, 221 respondents out of 509 revealed they have title deeds. At the same time, a significant number of respondents did not.

Table 12: Title deed and programme awareness, EPHP

Title Deed	EPHP	
	Obs	Percentage
Yes	221	43.42
No	241	47.35
Unsure	47	9.23
Programme Awareness		
Yes	449	86.18
No	53	10.17
Unsure	19	3.65
First Beneficiaries		
Yes	22	4.28
No	488	94.94
Do not Know	4	0.78

From Table 13, in terms of satisfaction with overall quality of dwelling under the EPHP, beneficiaries were satisfied. At the same time, an average score of 2.2 also indicates beneficiaries are satisfied with their experience in securing a title deed under the EPHP.

Table 13: Satisfaction with the implementation of EPHP

Variable	Obs	Mean	Std. Dev.	Min	Max
Unit Size	547	1.500914	0.594156	1	3
Title Deed Experience	292	2.184932	1.305571	1	5
Implementation	520	1.182692	0.43817	1	4
Wellbeing Ratings	531	8.035782	2.432609	1	10
Neighbourhood	529	8.115312	2.374887	1	10
Improved Conditions	512	8.515625	1.997001	1	10
Prior Training	288	6.854167	3.487097	0	10

In terms of verbal rating of the overall satisfaction with the implementation of the EPHP, beneficiaries rated it 1 out of 10 implying they are not satisfied with the programme implementation. However, in terms of quality of dwelling, beneficiaries rated the quality of housing unit within the EPHP 8 out of a scale of 10 implying they are very satisfied with the quality of housing units under the EPHP. With regards to the quality of neighbourhood, beneficiaries rated it 8 out of 10. Most importantly, in rating whether there has been improvement in their living conditions since benefitting from the housing programme (from 1-very bad to 10-excellent), a significant number of beneficiaries rated it approximately 9 out of 10 signifying that the acquisition of the housing unit under EPHP has improved their living condition significantly. Furthermore, regarding overall training from the department of human settlement prior to moving into the house, beneficiaries rated it approximately 7 (6.9) out of 10.

Table 14: Experience with government EPHP housing programme

Variable	EPHP				
	Obs	Mean	Std	Max	Min
Perceived Value	374	200000	202638.4	25000	1500000
Awareness Source	545	2.124771	1.823819	1	9
Beneficiary	514	1.964981	0.222381	1	4
Training	489	0.392638	0.488838	0	1

In terms of beneficiaries of EPHP, their estimated average market value of housing unit is R200, 000. Furthermore, most of the beneficiaries revealed that they are aware that Mpumalanga Department of Human Settlements is the source of their housing units.

10.4. Rural Housing

In terms of satisfaction, the building should help beneficiaries achieve happiness and satisfaction in nurturing a family. Chart 16 shows that overall, beneficiaries are satisfied with the Rural Programme. 67.57% and 32.43% of beneficiaries observed they are very satisfied or satisfied with the RP programme. Given that a sustainable housing framework should not only cover economic aspects but also border on social issues, which include social amenities and housing quality, social status, and lifestyle, the general feedback from beneficiaries confirms the literature.

Additionally, Pullen et al. (2010) propounded that housing should be socially adaptable by ensuring that there are appropriate density and dwelling size for a decent habitation. Onibokun (1974) concluded that the house is only one link in a chain of factors, which determine people's relative satisfaction with their accommodation. Varady (1983) further argued that housing satisfaction acts as an intermediary variable between background characteristics and mobility behaviour.

Table 15: Rural respondents' demographic and socio-economic characteristics

Variable	Obs	Means	Std. Dev.	Min	Max
Gender					
Female	420	0,357143	0,479729	0	1
Male					
Marital Status					
Legally married	419	0,121718	0,327351	0	1
Lining together	419	0,150358	0,357849	0	1
Divorced	419	0,023866	0,152815	0	1
Separated but married	419	0,023866	0,152815	0	1
Widowed	419	0,100239	0,300677	0	1
Single	419	0,579952	0,494156	0	1
Age of HH	419	47,80191	16,26798	19	97
HH members	420	4,240476	2,224142	1	12
HH<18	357	5,857143	2,870674	1	14
HH>60	228	2,442982	0,745792	1	9
HH Education Level					
No education	419	0	0	0	0
Primary	419	0,548926	0,498195	0	1
Secondary	419	0,114559	0,318869	0	1
Tertiary	0	.0	0	0	0
Gross income					
Do not know	435	0,356322	0,479463	0	1
Refused to answer	435	0,126437	0,332724	0	1
3001 – 5000	435	0,344828	0,475859	0	1
5001 – 20000	435	0,16092	0,36788	0	1
20001 – 40000	435	0,009195	0,095561	0	1
40001 – 75000	435	0,002299	0,047946	0	1
>75000	435	0	0		
Gross income	435	5838,954	11154,47	0	75000

Occupation					
Formal employment	387	0,193798	0,395785	0	1
Self employed	387	0,126615	0,332972	0	1
Student	387	0,03876	0,193272	0	1
Retired	387	0,116279	0,320974	0	1
Others	387	0,516796	0,500365	0	1
Unemployed	387	0,007752	0,087817	0	1
Length of residency	416	28,02163	18,70499	2	57

With urbanization in Mpumalanga like elsewhere in South Africa, it is not surprising that this group is the smallest, simply because it only targeted at rural municipalities or municipalities with a rural component. Similarly, males make up majority of our sample. As with IRDP and EPHP, single headed households are most common. Like EPHP, none of the respondents had a tertiary education. Considering that economic activity is lower in rural areas relative to urban areas it is not a surprising that employment levels are lower, and that this group has the lowest household income.

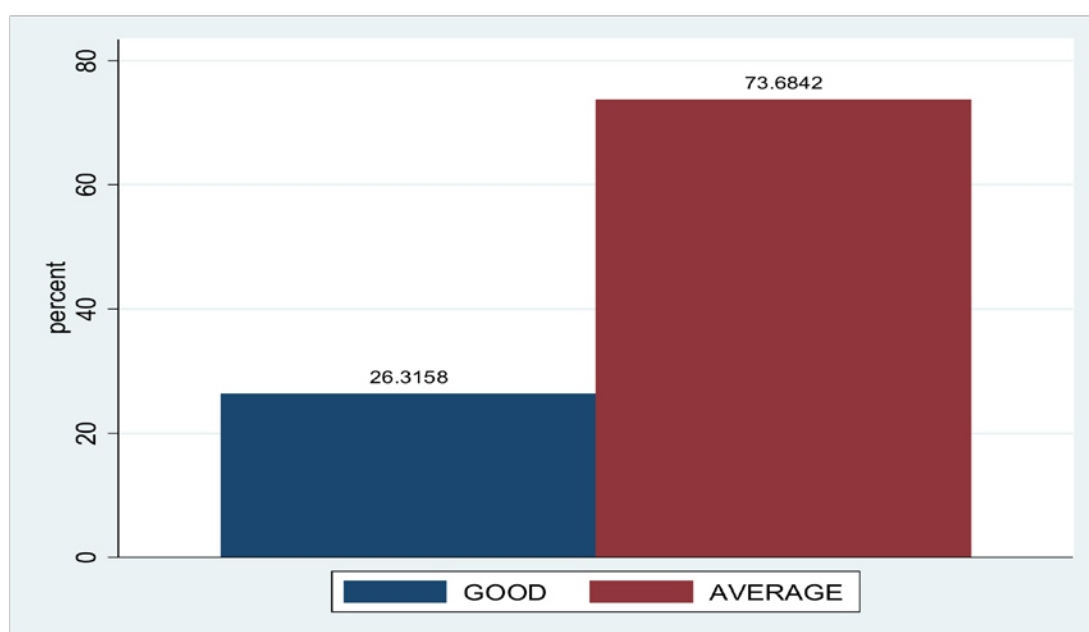


Figure 22: Quality of Rural Housing EPHP roof condition

In contrast to the other housing programmes, all the respondents under this programme were satisfied with their houses, although an overwhelming majority (around 74%) were moderately pleased. The chart below shows that most of the rural housing respondents indicated that the walls of their houses needed minor repairs. This is much higher compared to the other housing programmes where this varied between 15% (for IRDP) to 25% (for EPHP).

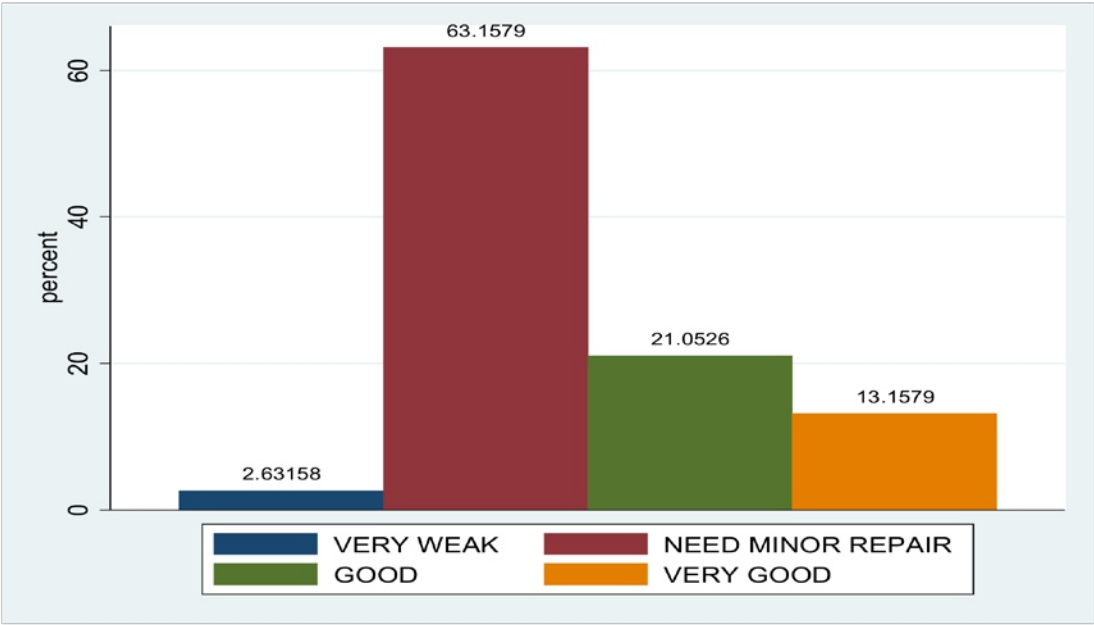


Figure 23: Wall condition of Rural Housing

In contrast to picture above, only around 24% indicated minor repairs were required for their roofs. Although this is the highest of all programmes, it is much closer to the 19% and 17% for IRDP and UISP respectively.

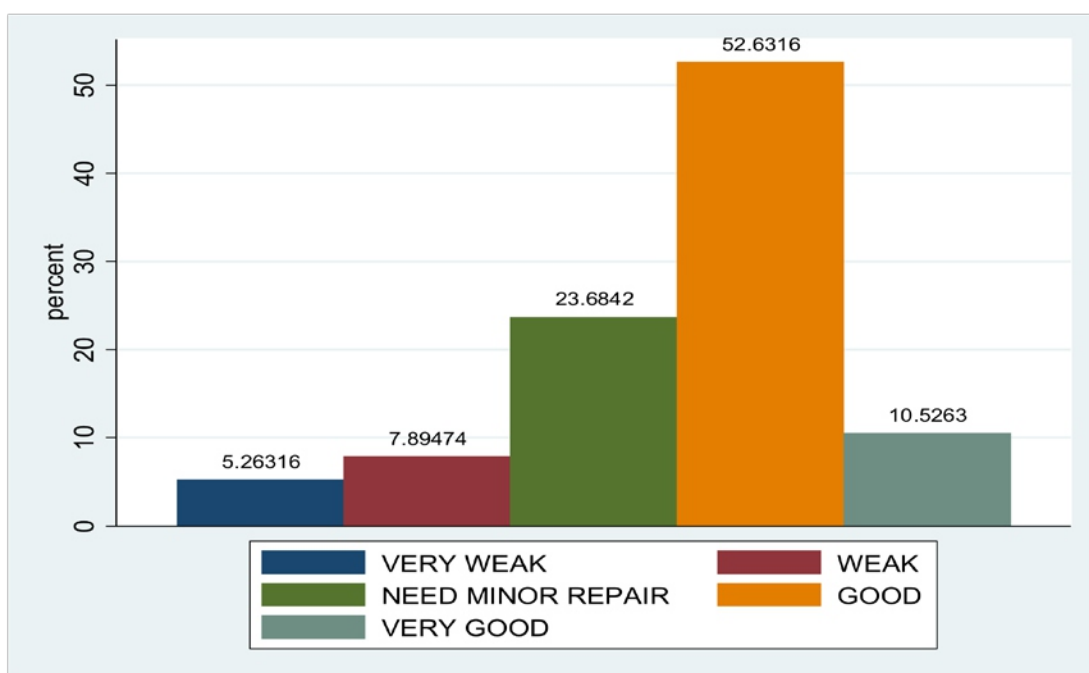


Figure 24: Roof condition of Rural Housing

The picture emerging above is that of roof conditions being relatively worse-off compared to other programmes. Significantly more respondents in rural areas indicated there was room for improvement compared to the other three programmes.

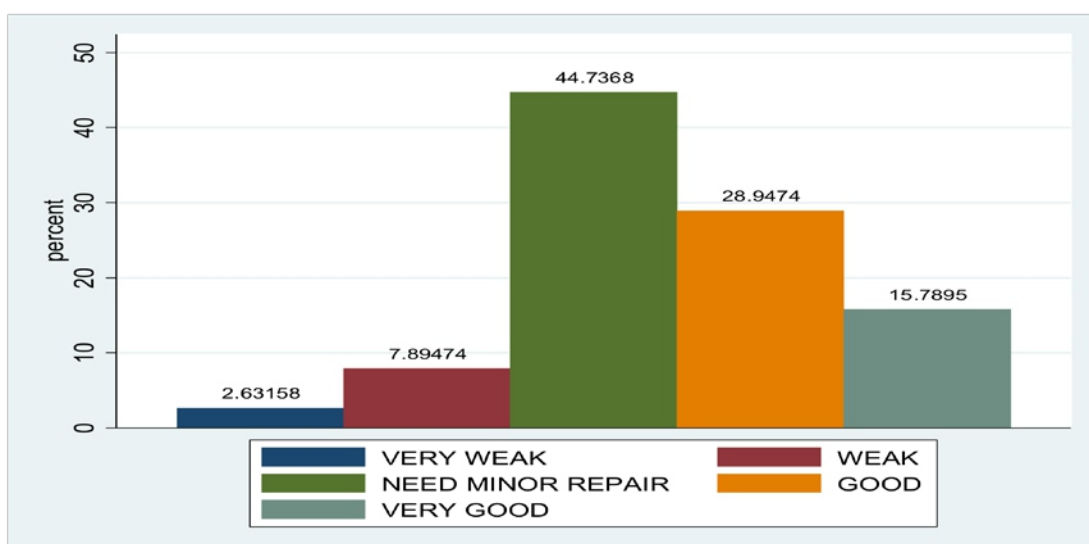


Figure 25: Floor condition of Rural Houses

This suggests that the quality of houses in the Rural Housing programme is inferior compared to other programs, and reasons for this are unclear and require investigation.

Surprisingly, despite this finding, respondents in Rural Housing schemes were relatively more satisfied with their houses.

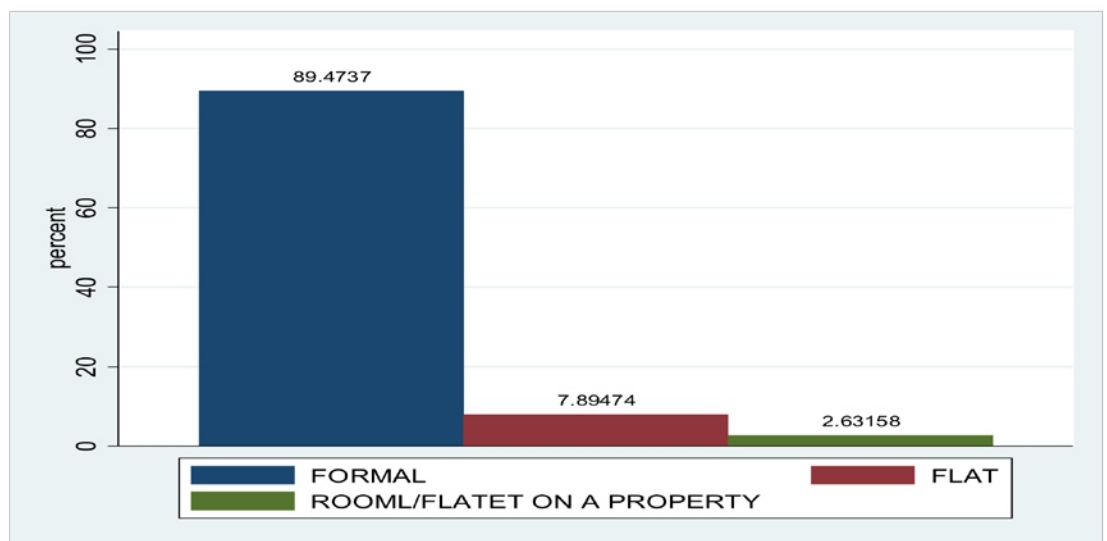


Figure 26: Rural Housing dwelling type

Building of flats and formal structures by rural beneficiaries stood at 11% of total recipients, and variation of type of back-dwelling they constructed is much smaller than in urban areas. This might be an indication that while in urban areas, the driver for backyard dwellings is income generation over and above accommodation for family and relatives. In rural areas it is more to accommodate the large household as opportunities for rental would be limited due low-income levels and high unemployment at least in the formal sector.

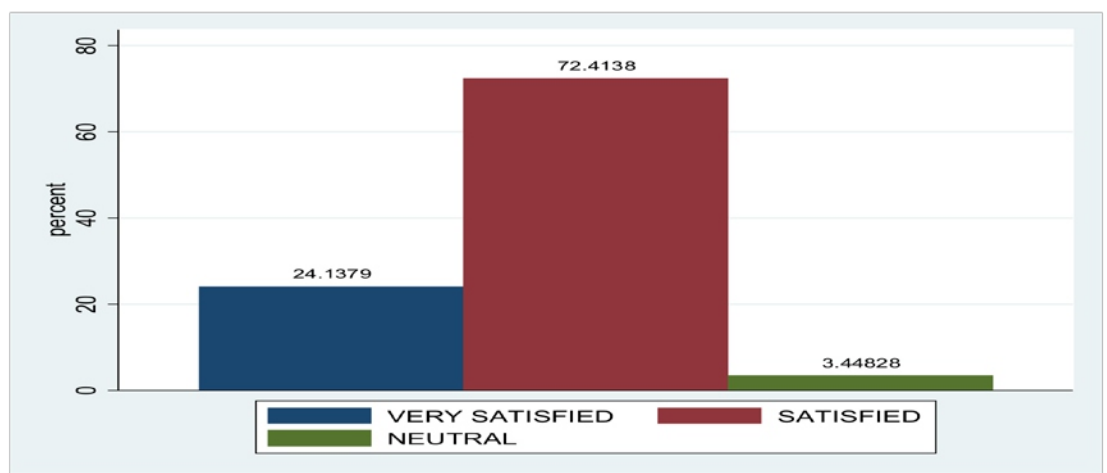


Figure 27: Rating of experience of Rural Housing

In terms of satisfaction with housing programmes experience, an overwhelming majority of 97% of beneficiaries are pleased with their experiences with this housing scheme. Most beneficiaries of the Rural Housing programme are in possession of permission to occupy (POT¹)

Table 16: PTO and programme awareness, Rural Housing

Title Deed	RH	
	Obs	Percentage
Yes	253	67.11
No	75	19.89
Unsure	48	12.73
Programme Awareness		
Yes	335	85.03
No	25	6.35
Unsure	34	8.63
First Beneficiary		
Yes	15	3.84
No	374	95.65
Do not know	2	0.51

Around 253 respondents out of 376 indicated they possess title deed. This represents 67.11% of total respondents. Also, 75 out of 376 respondents indicated they do not have title deed, with 48 respondents unsure whether they have it or not. From Table 17, the ratings were slightly lower compared with the previous programmes.

¹ **Permission to Occupy (PTO):** A PTO is granted by the government to certain rural and unsurvey land. A PTO is *not* a title deed and does *not* confer ownership. A PTO allows the person given the right to live on a particular plot of land. **Title deed:** A title deed is a legal document that says you are the owner of a particular plot of land and the buildings on it. For purposes of this study, we are using title deed as a proxy for title deeds.

Table 17: Satisfaction with the implementation of Rural Housing

	RH				
Variable	Obs	Mean	Std. Dev.	Min	Max
Unit Size	407	1.756757	0.554691	1	3
PTO Experience	298	2.449664	1.14848	1	5
Implementation	393	1.399491	0.580903	1	4
Wellbeing Ratings	405	6.760494	2.269998	1	10
Neighbourhood	405	6.748148	2.267021	1	10
Improved Conditions	392	6.908163	2.15196	1	10
Prior Training	181	4.729282	3.231559	1	10

In terms of satisfaction with overall quality of dwelling under the Rural Housing (RH) programme, beneficiaries noted they are satisfied. At the same time, an average score of 2.4 also indicates beneficiaries are satisfied with their experience in securing a PTO under the RH. In terms of verbal rating of the overall satisfaction with the implementation of the RH, beneficiaries rated it 1.3 out of 10 implying they are not satisfied with the implementation of the Rural Housing programme. However, in terms of quality of dwelling, beneficiaries rated the quality of housing unit within the EPHP approximately 7 out of a scale of 10 implying they are satisfied with the quality of housing units under the RH programme.

About the quality of neighbourhood, beneficiaries rated it at approximately 7 out of 10. In terms of rating whether there has been improvement in their living conditions since benefitting from the housing programme (from 1-very bad to 10-excellent), a significant number of beneficiaries rated it approximately 7 out of 10 signifying that the acquisition of the housing unit under RH has improved their living conditions. More so, regarding overall training from department of human settlement prior to moving into the house, beneficiaries rated it approximately 5(4.7) out of 10.

Table 18: Experience with government Rural Housing programmes

Variable	RH				
	Obs	Mean	Std	Max	Min
Perceived Value	211	134360.2	226117.7	25000	1500000
Awareness Source	398	1.653266	1.466804	1	6
Beneficiary	394	1.236041	0.594821	1	3
Training	377	1.960212	0.495735	1	3

The scenario is no different with the Rural Housing programme. The average valuation of housing unit according to beneficiaries is R134, 360.2. More so, a significant number of beneficiaries indicated they aware of the source of their housing units being Mpumalanga Department of Human Settlements.

11. Municipal Level Analysis

In this section, we present descriptive statistics from the municipal level on the average ratings of beneficiaries 'satisfaction with the implementation of the housing programme and areas they expect authorities to improve regarding the housing programme. The key variables considered in this section are improvement in living conditions, dwelling quality, neighbourhood quality, comfort, good sanitation, size of plots, consultation, communication, clean environment, support, quality finishes, unit size and interference. Table 19 shows the average from the relative satisfaction indices ranked by beneficiaries within the 16 municipalities in Mpumalanga on aspects of dwelling and neighbourhood quality.

Table 19: Satisfaction with the dwelling and neighbourhood

	Rate Dwelling Quality	Rate Neighbourhood Quality
Local Municipality	Mean rank	Mean rank
Chief Albert Luth	9.328042	8.010582
DR JS Moroka	5.755656	5.613636
Dipaleseng	6.256684	7.320856
Emakhazeni	8.774648	8.816901
Emalahleni	6.117284	6.138393
Govan Mbeki	7.720264	7.19426
Lekwa	7.098485	7.287879
Mbombela	7.729614	8.381356
Mkhondo	7.249191	7.311475
Msukaligwa	6.592417	6.838863
Nkomazi	7.423977	7.429825
Pixley KaSeme	7.375	7.637681
Steve Tshwete	8.004255	7.922414
Thaba Chweu	5.453608	6.237113
Thembisile Hani	9.690763	9.35743
Victor Khanye	7.995745	7.965665

The rankings (from 1-very bad to 10-excellent), reveals that beneficiaries in DR JS Moroka, Thaba Chweu, were dissatisfied with dwelling and neighbourhood quality. These findings affirm studies such as Charlton and Kihato (2006) and Tissington (2010) where they found that a majority of the developed low-income houses in South Africa seldom meet the expectations of beneficiaries. At the same time, beneficiaries were

very satisfied with dwelling and neighbourhood quality, within Thembisile Hani (9.6 & 9.3), Chief Albert Luth (9.3 & 8.0), Emakhazeni (8.7 & 8.8) and Steve Tshwete (8.0 & 7.9).

Table 20: Living condition and overall satisfaction

	Rate Improvement in Living Conditions	Overall Satisfaction
Local Municipality	Mean rank	Mean rank
Chief Albert Luth	8.839779	1.893617
DR JS Moroka	5.563636	2.538813
Dipaleseng	8.044444	2.167568
Emakhazeni	8.887324	2.394366
Emalahleni	6.814649	2.607576
Govan Mbeki	7.801453	2.225287
Lekwa	7.586538	2.383459
Mbombela	7.505051	2.393365
Mkhondo	8.282895	2.126214
Msukaligwa	6.881119	1.507109
Nkomazi	8.099291	1.78635
Pixley KaSeme	7.606299	1.992754
Steve Tshwete	8.175214	1.433476
Thaba Chweu	5.943396	2.2
Thembisile Hani	9.779116	2.012097
Victor Khanye	7.943966	1.846154

From Table 20, it is evident that beneficiaries at the various municipalities, with exception to DR JS Moroka (5.5) and Thaba Chweu (5.9) admit that the housing units have improved their living conditions. Significant amongst them is Thembisile Hani with a rank of 9.7 out of 10, Chief Albert Luthuli and Emakhazeni with a rank of 8.8, Mkhondo with a rank of 8.2, Steve Tshwete with a rank of 8.1, Nkomazi and Dipaleseng both with a rank of 8.0.

However, there was a general trend in the overall satisfaction with the implementation of the housing programme by beneficiaries in the 16 municipalities as the residents in the different municipalities were satisfied with the overall programme implementation. This ranking ranges from 1-very satisfied to 5-very dissatisfied. The highest level of satisfaction was experienced by the residents living in Steve Tshwete (1.4), Msukaligwa (1.5), Nkomazi (1.7), Victor Khanye (1.8), Chief Albert Luth (1.8) and Pixley KaSeme (1.9). Generally, the wall, floor and roof condition of most housing units influenced the satisfaction levels of the respondents as some beneficiaries indicated these required minor repairs. Other criteria were better sanitary systems and cleaner environment which were all expectations beneficiaries had before the houses were allocated to them. Aside that, beneficiaries observed quality of finishes of the housing unit and the size of the unit as another critical factor they consider in terms of their satisfaction.

Table 21: Expectation to Improve Housing Programme, Comfort and Sanitation

	More Comfort			Good Sanitation		
Local Municipality	No	Yes	Total	No	Yes	Total
Chief Albert Luthuli	62	127	189	33	156	189
%	1.49	3.06	4.55	0.80	3.76	4.55
DR JS Moroka	104	123	227	120	107	227
%	2.51	2.96	5.47	2.89	2.58	5.47
Dipaleseng	104	94	198	125	73	198
%	2.51	2.27	4.77	3.01	1.76	4.77
Emakhazeni	72	0	72	70	2	72
%	1.73	0	1.73	1.69	0.05	1.73
Emalahleni	638	60	698	443	255	698
%	15.37	1.45	16.82	10.67	6.14	16.82
Govan Mbeki	323	139	462	284	178	462
%	7.78	3.35	11.13	6.84	4.29	11.13
Lekwa	70	64	134	35	99	134
%	1.69	1.54	3.23	0.84	2.39	3.23
Mbombela	176	77	253	167	86	253
%	4.24	1.86	6.1	4.02	2.07	6.1
Mkhondo	114	198	312	224	88	312
%	2.75	4.77	7.52	5.40	2.12	7.52
Msukaligwa	21	195	216	86	130	216
%	0.51	4.7	5.2	2.07	3.13	5.2
Nkomazi	178	175	353	165	188	353
%	4.29	4.22	8.51	3.98	4.53	8.51

Pixley KaSeme	99	56	155	74	81	155
%	2.39	1.35	3.73	1.78	1.95	3.73
Steve Tshwete	220	21	241	163	78	241
%	5.3	0.51	5.81	3.93	1.88	5.81
Thaba Chweu	125	21	146	112	34	146
%	3.01	0.51	3.52	2.70	0.82	3.52
Thembisile Hani	229	26	255	192	63	255
%	5.52	0.63	6.14	4.63	1.52	6.14
Victor Khanye	154	85	239	221	18	239
%	3.71	2.05	5.76	5.33	0.43	5.76
Total Obs.	2,689	1,461	4,150	2,514	1,636	4,150
%	64.8	35.2	100	60.58	39.42	100

Table 21 reveal that beneficiaries in Chief Albert Luthuli would prefer more comfort and good sanitation as part of improving the housing programme. This is like DR JS Moroka, Mkhondo, and Msukaligwa where many beneficiaries hold similar opinion. However, Table 21 shows that most respondents in Dipaleseng, Emakhazeni, Emalahleni, Govan Mbeki, Lekwa, Mbombela, Nkomazi, Pixley KaSeme, Steve Tshwete, Thaba Chweu, Thembisile Hani and Victor Khanye would not prefer more comfort. Regarding good sanitation, beneficiaries in Chief Albert Luthuli, Lekwa, Msukaligwa, Nkomazi and Pixley KaSeme indicated they would prefer good sanitation in moving forward to improving the housing programme with the other 11 municipalities indication “No”.

Table 22: Expectation to improve housing programme, bigger plots, and consultation

	Bigger Plots			More Consultation		
Local Municipality	No	Yes	Total	No	Yes	Total
Chief Albert Luthuli	149	40	189	133	56	189
%	3.59	0.96	4.55	3.20	1.35	4.55
DR JS Moroka	175	52	227	137	90	227
%	4.22	1.25	5.47	3.30	2.17	5.47
Dipaleseng	165	33	198	147	51	198
%	3.98	0.80	4.77	3.54	1.23	4.77
Emakhazeni	72	0.00	72	63	9	72
%	1.73	0.00	1.73	1.52	0.22	1.74
Emalahleni	638	60	698	613	85	698
%	15.37	1.45	16.82	14.77	2.05	16.82
Govan Mbeki	294	168	462	393	69	462
%	7.08	4.05	11.13	9.47	1.66	11.13
Lekwa	102	32	134	93	41	134
%	2.46	0.77	3.23	2.24	0.99	3.23
Mbombela	184	69	253	178	75	253
%	4.43	1.66	6.10	4.29	1.81	6.1
Mkhondo	210	102	312	281	31	312
%	5.06	2.46	7.52	6.77	0.75	7.52
Msukaligwa	101	115	216	88	128	216
%	2.43	2.77	5.20	2.12	3.08	5.2
Nkomazi	216	137	353	228	125	353

%	5.20	3.30	8.51	5.49	3.01	8.51
Pixley KaSeme	120	35	155	127	28	155
%	2.89	0.84	3.73	3.06	0.67	3.73
Steve Tshwete	217	24	241	228	13	241
%	5.23	0.58	5.81	5.49	0.31	5.81
Thaba Chweu	112	34	146	64	82	146
%	2.70	0.82	3.52	1.54	1.98	3.52
Thembisile Hani	236	19	255	218	37	255
%	5.69	0.46	6.14	5.25	0.89	6.14
Victor Khanye	229	10	239	235	4	239
%	5.52	0.24	5.76	5.66	0.10	5.76
Total Obs.	3,220	930	4,150	3,226	924	4,150
%	77.59	22.41	100.00	77.73	22.27	100

From Table 22, beneficiaries in Msukaligwa, reveal that they would prefer bigger plots as part of their expectation to improving the housing programme while the remaining 15 municipalities indicated “No”. On the issue of more consultation, only beneficiaries in Msukaligwa and Thaba Chweu indicated their preference for it in improving the housing programme with the remaining 14 municipalities indicating “No”.

Table 23: Expectation to improve housing programme, communication, and interference

	Better communication			Unnecessary Interference		
Local Municipality	No	Yes	Total	No	Yes	Total
Chief Albert Luthuli	99	90	189	99	90	189
%	2.39	2.17	4.55	2.39	2.17	4.55
DR JS Moroka	109	118	227	109	118	227
%	2.63	2.84	5.47	2.63	2.84	5.47
Dipaleseng	173	25	198	173	25	198
%	4.17	0.60	4.77	4.17	0.60	4.77
Emakhazeni	49	23	72	49	23	72
%	1.18	0.55	1.73	1.18	0.55	1.73
Emalahleni	562	136	698	562	136	698
%	13.54	3.28	16.82	13.54	3.28	16.82
Govan Mbeki	321	141	462	321	141	462
%	7.73	3.40	11.13	7.73	3.40	11.13
Lekwa	84	50	134	84	50	134
%	2.02	1.20	3.23	2.02	1.20	3.23
Mbombela	179	74	253	179	74	253
%	4.31	1.78	6.10	4.31	1.78	6.10
Mkhondo	236	76	312	236	76	312
%	5.69	1.83	7.52	5.69	1.83	7.52
Msukaligwa	81	135	216	81	135	216
%	1.95	3.25	5.20	1.95	3.25	5.20
Nkomazi	235	118	353	235	118	353

%	5.66	2.84	8.51	5.66	2.84	8.51
Pixley KaSeme	123	32	155	123	32	155
%	2.96	0.77	3.73	2.96	0.77	3.73
Steve Tshwete	228	13	241	228	13	241
%	5.49	0.31	5.81	5.49	0.31	5.81
Thaba Chweu	111	35	146	111	35	146
%	2.67	0.84	3.52	2.67	0.84	3.52
Thembisile Hani	235	20	255	235	20	255
%	5.66	0.48	6.14	5.66	0.48	6.14
Victor Khanye	234	5	239	234	5	239
%	5.64	0.12	5.76	5.64	0.12	5.76
Total Obs.	3,059	1,091	4,150	3,059	1,091	4,150
%	73.71	26.29	100.00	73.71	26.29	100.00

In Table 23, beneficiaries in DR JS Moroka and Msukaligwa as part of improving the housing programme revealed they would want better communication. With respect to the other 14 municipalities the response was an overwhelming “No”. Furthermore, only beneficiaries in DR JS Moroka and Msukaligwa revealed that they would want authorities to improve on unnecessary interference from officials or government regarding improving the housing programme.

Table 24: Expectation to improve housing programme, finishes, and units

	Quality Finishes			Bigger Units		
Local Municipality	No	Yes	Total	No	Yes	Total
Chief Albert Luthuli	74	115	189	139	50	189
%	1.78	2.77	4.55	3.35	1.20	4.55
DR JS Moroka	106	121	227	153	74	227
%	2.55	2.92	5.47	3.69	1.78	5.47
Dipaleseng	164	34	198	152	46	198
%	3.95	0.82	4.77	3.66	1.11	4.77
Emakhazeni	43	29	72	66	6	72
%	1.04	0.70	1.73	1.59	0.14	1.73
Emalahleni	548	150	698	561	137	698
%	13.20	3.61	16.82	13.52	3.30	16.82
Govan Mbeki	332	130	462	325	137	462
%	8.00	3.13	11.13	7.83	3.30	11.13
Lekwa	97	37	134	103	31	134
%	2.34	0.89	3.23	2.48	0.75	3.23
Mbombela	162	91	253	100	153	253
%	3.90	2.19	6.1	2.41	3.69	6.10
Mkhondo	166	146	312	197	115	312
%	4.00	3.52	7.52	4.75	2.77	7.52
Msukaligwa	105	111	216	95	121	216
%	2.53	2.67	5.2	2.29	2.92	5.20
Nkomazi	178	175	353	127	226	353
%	4.29	4.22	8.51	3.06	5.45	8.51

Pixley KaSeme	74	81	155	86	69	155
%	1.78	1.95	3.73	2.07	1.66	3.73
Steve Tshwete	230	11	241	196	45	241
%	5.54	0.27	5.81	4.72	1.08	5.81
Thaba Chweu	103	43	146	126	20	146
%	2.48	1.04	3.52	3.04	0.48	3.52
Thembisile Hani	212	43	255	187	68	255
%	5.11	1.04	6.14	4.51	1.64	6.14
Victor Khanye	221	18	239	227	12	239
%	5.33	0.43	5.76	5.47	0.29	5.76
Total Obs.	2,815	1,335	4,150	2,840	1,310	4,150
%	67.83	32.17	100	68.43	31.57	100.00

From Table 24, on areas beneficiaries expect authorities to improve regarding the housing programme, respondents in Chief Albert Luthuli, Msukaligwa and Pixley KaSeme revealed they would want improvement in quality finishes with the remaining 13 municipalities saying otherwise. More so, beneficiaries in Mbombela, Msukaligwa and Nkomazi indicated they would want authorities to provide bigger housing units with the remaining municipalities revealing otherwise.

Table 25: Expectation to improve housing programme, environment, and support

	Clean Environment			Insufficient Support		
Local Municipality	No	Yes	Total	No	Yes	Total
Chief Albert Luthuli	54	135	189	171	18	189
%	1.30	3.25	4.55	4.12	0.43	4.55
DR JS Moroka	108	119	227	131	96	227
%	2.60	2.87	5.47	3.16	2.31	5.47
Dipaleseng	129	69	198	175	23	198
%	3.11	1.66	4.77	4.22	0.55	4.77
Emakhazeni	40	32	72	71	1	72
%	0.96	0.77	1.73	1.71	0.02	1.73
Emalahleni	515	183	698	653	45	698
%	12.41	4.41	16.82	15.73	1.08	16.82
Govan Mbeki	214	248	462	422	40	462
%	5.16	5.98	11.13	10.17	0.96	11.13
Lekwa	80	54	134	119	15	134
%	1.93	1.30	3.23	2.87	0.36	3.23
Mbombela	145	108	253	211	42	253
%	3.49	2.60	6.1	5.08	1.01	6.10
Mkhondo	196	116	312	296	16	312
%	4.72	2.80	7.52	7.13	0.39	7.52
Msukaligwa	67	149	216	202	14	216
%	1.61	3.59	5.2	4.87	0.34	5.20
Nkomazi	193	160	353	248	105	353
%	4.65	3.86	8.51	5.98	2.53	8.51

Pixley KaSeme	65	90	155	131	24	155
%	1.57	2.17	3.73	3.16	0.58	3.73
Steve Tshwete	214	27	241	239	2	241
%	5.16	0.65	5.81	5.76	0.05	5.81
Thaba Chweu	92	54	146	128	18	146
%	2.22	1.30	3.52	3.08	0.43	3.52
Thembisile Hani	140	115	255	248	7	255
%	3.37	2.77	6.14	5.98	0.17	6.14
Victor Khanye	212	27	239	237	2	239
%	5.11	0.65	5.76	5.71	0.05	5.76
Total Obs.	2,464	1,686	4,150	3,682	468	4,150
%	59.37	40.63	100	88.72	11.28	100.00

Table 25 shows that beneficiaries in Chief Albert Luthuli, DR JS Moroka, Govan Mbeki, Msukaligwa and Pixley KaSeme revealed they expected authorities to improve on clean environment regarding the housing programme with beneficiaries in the remaining 12 municipalities indicating otherwise. Furthermore, respondents in all 16 municipalities observed that they do not expect authorities would improve upon support provided to the household.

12. Empirical Results

The results of the multi-regression are presented in Tables 26 to Table 30 below. Our survey instrument had two satisfaction questions. The first question asks respondents to rate (i.e., good/average, or poor) overall quality of their dwelling. We created a quality dummy, 1 for good and zero otherwise. Considering the discrete nature of this dependent variable, a Probit model for example is appropriate. The second question asks respondents to rate quality of dwelling from 1 (very bad) to 10 (excellent). This requires running of models such as multiple regressions. Our initial plan was to run and present both, however we encountered many omitted variables when running the former models (probit). The other issue we encountered was that in some housing programmes

the sample sizes were so small that probit did not converge. This is the basis for only presenting multiple regression models.

Coefficients and P-values in regression analysis work together to tell you which relationships in your model are statistically significant and the nature of those relationships. The coefficients reflect the mathematical relationship between each independent variable and the dependent variable (satisfaction level). The p-values for the coefficients indicate whether these relationships are statistically significant.

This first column in all models shows the dependent variable at the top (**rating of dwelling**) with the predictor variables below it (**including _cons**). The results are discussed in detail below. It is expected that conditions of the house, individual and household characteristics would influence satisfaction. We also controlled for basic services and suitability of the neighbourhood since that can influence overall satisfaction. If you want to control for the effects of some variables on some dependent variable, you just include them into the model as we have done in our analysis. We make a regression with satisfaction level as a dependent variable and independent variable such as income and education level. We think that *noisy neighbourhood, lack of public transport and crime* also have an influence on satisfaction level too and we want to control for this influence. Then we add *noisy neighbourhood, lack of public transport and crime* into the model as a predictor (independent variable).

We first present modelling results for the whole sample that is assessment of satisfaction (*dependent variable*) for the whole sample, the selected sixteen Mpumalanga Municipalities.

Table 26: Multiple linear regression model of overall housing satisfaction

RATE DWELLING	Coef.	Std. Err.	t	P>t	[95% Conf.	Interval]
Independent variables						
Space sufficient	0,651102	0,0983641	6,62	0,000	0,4582181	0,8439859
Wall condition	0,6748581	0,0355174	19	0.000	0,6052115	0,7445048
Roof condition	0,1002249	0,0467715	2,14	0,032	0,0085099	0,1919398
Floor condition	0,1740836	0,0437929	3,98	0.000	0,0882093	0,2599579
HH Characteristics						
Gender	0,0611964	0,0825318	0,74	0,458	-0,1006416	0,2230343
Marital Status	0,0338829	0,0199549	1,7	0,09	-0,005247	0,0730127
Years of Education	-0,1592669	0,0733794	-2,17	0,03	-0,3031577	-0,015376
HH AGE	-0,0103096	0,0030548	-3,37	0,001	-0,0162998	- 0,0043194
HH Income	0,1232181	0,0318555	3,87	0,000	0,0607522	0,1856841
Employed	0,0902243	0,022956	3,93	0,000	0,0452096	0,135239
FIRST BENEFICIARIES						
Length of residency	0,0125537	0,0023195	5,41	0,000	0,0080054	0,0171021
HH Members	0,0366213	0,0179374	2,04	0,041	0,0014475	0,0717952
Control Variables						
Noisy around the unit	-0,6540519	0,1328821	-4,92	0,000	-0,9146226	- 0,3934813
Unit too hot	-0,9029965	0,0972767	-9,28	0,000	-1,093748	-0,712245

Difficult to access	-0,0205549	0,1482722	-0,14	0,89	-0,3113044	0,2701945
Lack of Public Transport	0,1584995	0,1402102	1,13	0,258	-0,1164411	0,4334402
Lack of Health services	-0,0581646	0,1368356	-0,43	0,671	-0,3264879	0,2101586
Poor Sanitation	-0,3790084	0,1235011	-3,07	0,002	0,1368331	0,6211838
Poor Refuse	-0,3742866	0,1072115	-3,49	0,000	0,1640538	0,5845193
Lack of Education activities	-0,06399	0,156112	-0,41	0,682	-0,37011	0,242135
Crime	-0,06916	0,13577	-0,51	0,611	-0,33539	0,197077
_cons	2,584567	0,794309	3,25	0,001	1,026994	4,14214

Results show that all the components of the conditions of the house do matter, which is reflected by their positive and significant coefficients. The satisfaction level of the dwelling is predicted to increase by 65% when size of dwelling (space sufficient variable) goes up by one. This positive relationship is also observed between satisfaction levels and various components of the house (wall, roof, and floor conditions). Our results reveal that satisfaction is predicted to increase by 67% when wall condition improves by one, increase by 10% when roof condition increases by one, and increase by 17% when roofing condition goes up one. This finding shows us that beneficiaries place more weight on size of the dwelling and condition of its walls. The fact that a significant number of beneficiaries had backyard dwelling supports this finding. The positive relationship between satisfaction and wall, roof, and floor conditions are logical considering these are some of the vital parts of a dwelling.

There is a positive and statistically significant relationship between satisfaction and socio-demographic variables except for years of education and age, although gender and being an original beneficiary of the dwelling are not statistically significant.

The education level coefficient is -0.1593. This means that for a 1 unit (every 1 year) increase in education, we expect an approximately 15.93% decrease in satisfaction levels. The negative relationship between education level and satisfaction is rational. What this implies is that satisfaction decreases with education. The preferences and tastes of educated individuals differs significantly from those with relatively lower education levels. The fact that education levels of the beneficiaries are lower is in-line with the intended target group as this programme targets primarily the poor. Those with higher educational attainment reveal different preferences and tastes.

Since **gender** is coded 0/1 (1=male, 0=female) the interpretation can be put more simply. For males the predicted satisfaction level would be 0,0611964 higher score 0.061 higher than for females. This result does not matter since the male variable is statistically not significant. Although gender (i.e., male dummy) is not statistically significant, this is still an important finding by itself. What it suggests is that the gender of the beneficiary has no influence on satisfaction levels. In other words, the satisfaction level does not differ between males and females.

So, for every unit increase in **age**, a 0.0103 unit decrease in **satisfaction** is predicted, holding all other variables constant. (It does not matter at what value you hold the other variables constant, because it is a linear model). The negative age coefficient indicates that older beneficiaries are more likely than younger beneficiaries to be satisfied with their houses received from the department. This is understandable considering that older people most likely have more demands as their family size is bigger, and therefore will demand more features in a dwelling than their younger counterparts.

The positive relationship between is also observed between satisfaction and marital status, income, employment status, original beneficiaries, length of stay and household size. For everyone Rand increase in household income, satisfaction levels are predicted to be higher by 12.32 point.

Of the nine control variables included in our regression, too noisy around the unit, unit that is too hot, poor sanitation and poor refuse were significant. The negative relationship to satisfaction levels is rationale. The model suggests that housing

residents' overall satisfaction can be enhanced by improving unit features such as soundproof, inside temperature, sanitation and refuse collection.

In Table 27 to 30 we run same models, just focusing on the four programmes of interest in this study. The remainder of the results, for specific programmes are interpreted as one above hence discussion will be brief.

Table 27: Multiple linear regression model of the USIP housing satisfaction

RATE DWELLING	Coef.	Std. Err.	t	P>t	[95% Conf.	Interval]
Independent variables						
Space sufficient	0,9085978	0,244055	3,72	0.000	0,4291782	1,388017
Wall condition	0,7212489	0,074548	9,67	0.000	0,5748074	0,8676905
Roof condition	0,3358044	0,0929587	3,61	0.000	0,1531971	0,5184116
Floor condition	0,1681988	0,0889855	1,89	0,059	- 0,0066035	0,3430011
HH Characteristics						
Gender	0,018955	0,1651683	0,11	0,909	- 0,3055002	0,3434101
Marital Status	0,0832372	0,0421557	1,97	0,049	0,0004269	0,1660474
Years of Education	-0,0378389	0,1463605	-0,26	0,796	- 0,3253482	0,2496704
HH AGE	-0,0171424	0,00658	-2,61	0,009	- 0,0300682	- 0,0042166
HH Income	0,3566349	0,0721665	4,94	0	0,2148717	0,4983981
Employed	0,0678236	0,0469753	1,44	0,149	- 0,0244544	0,1601015

FIRST BENEFICIARIES	0,3750924	0,3266945	1,15	0,251	- 0,2666634	1,016848
Length of residency	0,001323	0,0046267	0,29	0,775	- 0,0077657	0,0104116
HH Members	0,0624166	0,0420244	1,49	0,138	- 0,0201359	0,144969
Control Variables						
Noisy around the unit	-0,2313576	0,331563	-0,7	0,486	- 0,8826771	0,4199619
Unit too hot	-1,420732	0,2468046	-5,76	0,000	- -1,905553	- 0,9359116
Difficult to access	-0,1066489	0,4363212	-0,24	0,807	- 0,9637546	0,7504568
Lack of Public Transport	-0,2309085	0,3308829	-0,7	0,486	- 0,8808921	0,419075
Lack of Health services	0,2494211	0,3471801	0,72	0,473	- 0,4325764	0,9314187
Poor SANITATION	-0,4991051	0,3141465	-1,59	0,113	-1,116212	0,1180016
Poor REFUSE	-1,155112	0,2422283	-4,77	0,000	0,6792809	1,630943
Lack of Education activities	0,3171426	0,3591947	0,88	0,378	- 0,3884564	1,022742
Crime	-0,0028319	0,344253	-0,01	0,993	- 0,6790795	0,6734157
_cons	-0,1960343	1,330282	-0,15	0,883	-2,809228	2,41716

The results for size of unit, condition of house, wall, roof, and floor are like overall satisfaction results in table 26. They similar as they show a positive relationship

between satisfaction and those housing feature components. Again, size of the dwelling unit and condition of the wall carry the most weight. However, the relationship is much stronger here, with satisfaction levels predicted to rise by 90% and 72% with a one unit rise in size of household and condition of the house respectively. A more pronounced distinction pertains to the satisfaction and floor condition relationship. The predicted satisfaction level would be roughly 17% higher for a one-unit improvement in the condition of the floor. The variable **floor condition** is technically not statistically significantly different from 0, because the p-value is greater than .05. However, 0.059 is so close to 0.05 that some researchers would still consider it to be statistically significant.

The socio-demographic results for the UISP are different from the overall programme in that only age matters, while the rest do not matter. The age is as in overall model also negatively signed and significant. In other words, older people satisfaction level differs from younger people. We observe a negative relationship between older beneficiaries and satisfaction levels. As for the control variables, only temperature of unit and refuse do matter. There is a negative relationship between temperature inside the unit and poor refuse collection and satisfaction. Again, enhancement of this housing feature and supportive service will improve satisfaction with UISP housing units. IRDP results are shown below.

Table 28: Multiple linear regression model of IRDP housing satisfaction

RATE DWELLING	Coef.	Std. Err.	t	P>t	[95% Conf.	Interval]
<i>Dependent variables</i>						
Space sufficient	0,8720995	0,1327408	6,57	0,000	0,6117087	1,13249
Wall condition	0,705125	0,0461095	15,29	0,000	0,6146743	0,7955756
Roof condition	0,0406004	0,0642205	0,63	0,527	-0,0853777	0,1665785
Floor condition	0,1927574	0,058719	3,28	0,001	0,0775713	0,3079435
<i>HH Characteristics</i>						
Gender	0,1119557	0,1081193	1,04	0,301	-0,1001364	0,3240477
Marital Status	0,0298578	0,0264318	1,13	0,259	-0,0219921	0,0817077
Years of Education	-0,0884637	0,0995764	-0,89	0,374	-0,2837977	0,1068703
HH AGE	-0,0125145	0,0041592	-3,01	0,003	-0,0206734	- 0,0043555
HH Income	0,063162	0,0415701	1,52	0,129	-0,018384	0,144708
Employed	0,116867	0,0302719	3,86	0,000	0,0574841	0,1762498
FIRST BENEFICIARIES	-0,1838338	0,1882661	-0,98	0,329	-0,5531459	0,1854783
Length of residency	0,0144	0,0031519	4,57	0,000	0,008217	0,0205829
HH Members	0,0447456	0,0238427	1,88	0,061	-0,0020254	0,0915165
<i>Control Variables</i>						
Noisy around the unit	-0,7496217	0,1984717	-3,78	0,000	-1,138954	- 0,3602899
Unit too hot	-0,877839	0,1305733	-6,72	0,000	-1,133978	-0,6217
Difficult to access	-0,0295083	0,1867846	-0,16	0,874	-0,3959142	0,3368976

Lack of Public Transport	0,0766065	0,1939734	0,39	0,693	-0,3039013	0,4571143
Lack of Health services	-0,2150149	0,2130837	-1,01	0,313	-0,6330103	0,2029806
Poor SANITATION	-0,3596205	0,1663185	-2,16	0,031	0,033362	0,685879
Poor REFUSE	-0,5722096	0,1576774	-3,63	0,000	0,262902	0,8815173
Lack of Education activities	-0,2298766	0,2431777	-0,95	0,345	-0,7069059	0,2471528
Crime	-0,3607932	0,1980941	-1,82	0,069	-0,0277978	0,7493843
_cons	3,537731	0,9387662	3,77	0	1,696201	5,37926

As with the IRDP, the magnitude of the relationship between housing size and wall condition is more pronounced. Housing size and wall condition will influence satisfaction level by 87% and 71% respectively. However, unlike in the previous two models, roof condition does not matter. In other words, it is statistically not significant. As for demographics factors, only age of respondent, employment status, length at the dwelling and household size relationships mattered. However, age as in previous two models is negatively signed. Been employed is predicted to increase satisfaction of IRDP beneficiaries by 18%. Although length of stay positively impacts on satisfaction, the impact is negligible. Satisfaction level is predicted to increase by 4% with every additional member of the household.

Similar results are observed for control variables in this programme as in the overall model presented in Table 26. Perhaps this is not surprising considering the IRDP sample accounts for approximately 59% of our sample. We observe a negative relationship between noise levels inside the unit, high temperature inside unit, sanitation, and refuse.

Table 28: Multiple linear regression model of EPHP housing satisfaction

RATE DWELLING	Coef.	Std. Err.	t	P>t	[95% Conf.	Interval]
<i>Independent variables</i>						
Space sufficient	0,2842759	0,2613209	1,09	0,277	-0,2295358	0,7980877
Wall condition	0,6524845	0,1008911	6,47	0,000	0,4541114	0,8508576
Roof condition	0,1305308	0,1127701	1,16	0,248	-0,0911989	0,3522606
Floor condition	0,0642126	0,1245734	0,52	0,607	-0,1807248	0,30915
<i>HH Characteristics</i>						
Gender	0,0977985	0,2251887	0,43	0,664	-0,3449697	0,5405668
Marital Status	0,0883701	0,0534855	1,65	0,099	-0,0167936	0,1935338
Years of Education	-0,2381901	0,1991816	-1,2	0,233	-0,6298229	0,1534428
HH AGE	-0,0180136	0,0070906	-2,54	0,011	-0,0319552	-0,004072
HH Income	0,4484972	0,0987018	4,54	0,000	0,2544288	0,6425657
Employed	0,1805219	0,0645315	2,8	0,005	0,0536394	0,3074045
FIRST BENEFICIARIES	-0,3612645	0,5087714	-0,71	0,478	-1,361616	0,639087
Length of residency	0,0202883	0,0065123	3,12	0,002	0,0074837	0,0330929
HH Members	-0,0900573	0,0405522	-2,22	0,027	-0,1697915	- 0,0103231
<i>Control Variables</i>						
Noisy around the unit	-1,071582	0,4223788	-2,54	0,012	-1,902067	- 0,2410965

Unit too hot	-0,9500094	0,2699433	-3,52	0	-1,480774	- 0,4192443
Difficult to access	-0,3310384	0,4690118	-0,71	0,481	-1,253214	0,5911372
Lack of Public Transport	-0,410241	0,3629776	-1,13	0,259	-1,123931	0,3034491
Lack of Health services	0,1717773	0,3777302	0,45	0,65	-0,5709195	0,9144741
Poor SANITATION	0,7827367	0,5535726	1,41	0,158	-0,3057033	1,871177
Poor REFUSE	-0,2437042	0,3446042	-0,71	0,48	-0,9212684	0,43386
Lack of Education activities	-0,1440217	0,493062	-0,29	0,77	-1,113485	0,8254416
Crime	-1,210694	0,5345255	-2,26	0,024	-2,261684	- 0,1597048
_cons	11,8047	2,75151	4,29	0	6,394653	17,21475

EPHP results are surprisingly different from the previous whole sample, UISP with IRDP as far as the housing components variable is concerned. The only relationship that matters is between satisfaction level and conditions of the house. Surprisingly, size of the dwelling unit is not statistically significant. The impact of this significant variable is like that of whole sample, with satisfaction of EPHP residents predicted to increase by 65% for every one-unit increase in quality of dwelling wall.

The same demographic factors as those of IRDP are at play here too. That is, age, income, length of stay and household size influence on satisfaction rates. Noise inside the house, hotness of units inside and crime influenced satisfaction levels. The model implies that housing residents' satisfaction rating of their housing units can be improved by noise reductions, hot houses, and crime prevention. Satisfaction levels are predicted to increase by a massive 121% with every one-unit decline in crime. This points to massive impact crime has on quality of life.

Table 30: Multiple linear regression model of Rural housing satisfaction

RATE DWELLING	Coef.	Std. Err.	t	P>t	[95% Conf. Interval]	
<i>Independent variables</i>						
Space sufficient	1,526882	0,7847795	1,95	0,056	-0,0434577	3,097223
Wall condition	0,9206721	0,3424972	2,69	0,009	0,2353369	1,606007
Roof condition	-0,3231262	0,3284764	-0,98	0,329	-0,980406	0,3341536
Floor condition	0,2587815	0,3239088	0,8	0,428	-0,3893586	0,9069215
<i>HH Characteristics</i>						
Gender	0,2913418	0,4717557	0,62	0,539	-0,6526391	1,235323
Marital Status	-0,1310919	0,1432277	-0,92	0,364	-0,4176898	0,155506
Years of Education	0,4965174	0,4447323	1,12	0,269	-0,3933899	1,386425
HH AGE	0,0146169	0,0180624	0,81	0,422	-0,0215258	0,0507597
HH Income	0,1328263	0,2580776	0,51	0,609	-0,3835858	0,6492384
Employed	-0,256841	0,1632561	-1,57	0,121	-0,5835157	0,0698337
FIRST BENEFICIARIES	0,2477635	0,8425993	0,29	0,77	-1,438274	1,933801
Length of residency	0,0361543	0,0135224	2,67	0,01	0,009096	0,0632126
HH Members	0,1587659	0,1221547	1,3	0,199	-0,0856651	0,4031969
<i>Control Variables</i>						
Noisy around the unit	-0,690564	0,560154	-1,23	0,223	-1,81143	0,4303017
Unit too hot	-0,3604979	0,7077291	-0,51	0,612	-1,776661	1,055665
Difficult to access	3,155265	1,142585	2,76	0,008	0,8689576	5,441573
Lack of Public Transport	-1,116223	1,118504	-1	0,322	-3,354345	1,121899

Lack of Health services	1,511843	0,651226	2,32	0,024	0,2087433	2,814944
Poor SANITATION	-0,5994443	0,7329134	-0,82	0,417	-2,066001	0,8671121
Poor REFUSE	0,3988819	0,8160632	0,49	0,627	-1,234057	2,031821
Lack of Education activities	1,707797	0,7743664	2,21	0,031	0,1582935	3,257301
Crime	-0,3985065	0,653208	-0,61	0,544	-1,705573	0,9085597
_cons	-4,233335	3,858066	-1,1	0,277	-11,95331	3,486638

With respect to the size of housing unit and condition of wall there is a positive and significant relationship with satisfaction levels. However, significance levels for house size are borderline, considering significance of 0.056, marginally above the 0.05 significance threshold. The 153% rise in satisfaction following every one-unit increase in size of dwelling should be taken with caution. Satisfaction will rise by a massive 92% for every increase in the condition of the wall. Only length of stay (socio-economic category) is significantly related to satisfaction, with the latter rising by a mere 4% for every additional year of staying in the house.

Finally, difficulty in accessing street, lack of health care and education facilities are significant. The negative relationship to satisfaction level is rational. The model suggests that housing residents' satisfaction can be bettered by making roads more accessible, investing in health care and education facilities.

13. Conclusions and Recommendations

The report set out to investigate and answer five key questions, namely how beneficiaries of the four human settlements programmes perceive of or rate their satisfaction levels with the houses provided, how perceptions of satisfaction levels differ across the housing programmes, how provincial and municipal officials perceive the successes of the programmes, and what the predictor variables and factors are that can enhance the housing satisfaction levels of beneficiaries. From the analysis of the data obtained, primarily through the survey and interviews with officials, it can be concluded that the beneficiaries of the four types of social housing programmes

provided by the Department of Human Settlements have a similar rating of satisfaction with the overall quality of their dwelling. All the beneficiaries have expressed moderate satisfaction with the quality of their houses, with UISP being the most satisfied demonstrating the positive impact of improved living conditions.

Our analysis shows that the households had a differential rating of satisfaction with six components across the four housing schemes. They expressed moderate satisfaction with their experience when receiving title deeds. Moreover, while both Rural Housing residents were moderately satisfied about their PTOs experience, implementation of the programme, quality of dwelling, quality of the neighbourhood, living conditions and training received from the department, this housing group reported a lower level of satisfaction with all these components. Further, while the Rural Housing group expressed moderate satisfaction with these six components, all other groups conveyed very high levels of satisfaction with those components.

Moreover, all housing beneficiaries expressed satisfaction with general conditions (walls, roof, and floor) of their houses. However, on average they had experienced structural and maintenance problems issues. All respondents expressed satisfaction with their neighbourhood. The distribution of the regime of satisfaction shows that a moderate level of housing satisfaction predominates for most of the components, except for the rating of adequacy of heating and location enhancing their ability to seek employment.

While both UISP and IRDP beneficiary's quality of life post occupation remained the same as before, EPHP and Rural Housing group showed improved quality of life since benefiting from the housing programme. This finding is puzzling given that on average the amenities for Rural Housing are inferior to those of other programmes. According to Zenelabden and Dikgang (2021) it could be that households' evaluation of their relative satisfaction depends on whether comparisons are made to close neighbours or to more distant others. The subjective well-being literature tends to assess the effects of social comparison on public services by downplaying the significance of asymmetric comparison effects. The use of cross-sectional data makes the relative comparison very difficult.

Beneficiaries in general expect the authorities to improve among others include sanitation, the environment, unit sizes, interior finishes, communication, and less interference across all housing programmes except for the UISP housing scheme.

It appears that the Department's effort to provide housing to the poor has been successful², though only in terms of the provision of the housing unit. One indicator of this success is that 92% of all respondents were satisfied with overall quality of their homes.

An interesting finding is that a significant number of beneficiaries constructed backyard structures indicating inadequacies of the current houses. A significant number of the houses are occupied by a large-size household, generally four to six people but in some cases as high as twelve people. This challenge unfortunately cannot be solved by the Department and municipalities alone since it is linked to the national norms and standards guiding the programmes and it is also subject to the budget constraint of government. It is however a key issue that may require further interrogation since there are also incentive issues to be negotiated. For example, it may be possible that to address the problem of large households with bigger houses, the unintended consequence of people inflating household size may end up driving the resource allocation which may result in inefficient use of resources.

Rural housing appears to be successful, with residents who are satisfied about the housing unit features and public facilities, because of their location in rural areas. This shows that the tastes and preferences for rural households differ systematically with those of their urban counterparts, despite most of them pointing to number of issues in their houses that need further repairs. With respect to satisfaction about housing support services, the social environment and neighbourhood facilities, there is a need for improvement.

² Residential satisfaction is the result of how individuals perceive salient attributes of their physical environment and their consequent evaluation according to certain standards of comparison. Understanding the levers of residential satisfaction is important for any public policy aiming at enhancing people's housing opportunities. However, caution is warranted in the interpretation of our findings. Most of the patterns described above hold only for Mpumalanga housing beneficiaries and because this study observes satisfaction at one point in time, it does not capture the dynamics of residential satisfaction in the long-term. Long-term observations are indispensable for discovering changes and/or continuity over time.

The relatively higher deficiencies in rural houses (proxied by relatively higher number of respondents in that group pointing out to higher need for minor repairs) points to the need for the Department to formulate a better-quality control mechanism so that the houses that will be delivered through the Rural Housing scheme are of good physical quality. This will satisfy the social attributes of those housing unit. This should in-fact be extended to all housing schemes.

The five Multiple Linear Regression models that were estimated show that the housing residents' overall housing satisfaction can be enhanced by improving satisfaction with indoor temperature and better soundproofing inside the housing units in all programmes except for Rural Housing. However, soundproof is not an issue at the UISP housing scheme. High door temperatures and noisy houses is a sign of either poor designs and/or poor-quality construction, and it is something that the Mpumalanga Department of Human Settlements needs to pay closer attention to.

It was found that poor sanitation and poor refuse management was also an issue for IRDP respondents. The latter issue for IRDP also applied for UISP housing scheme. Crime only mattered for EPHP programme. Although crime is generally a challenge in the country, it is surprising that it only impacted negatively on the satisfaction of EPHP beneficiaries. The modelling results show a systematic difference between Rural Housing programme and other programmes. A negative relationship was found between satisfaction and access to roads, health, and education facilities. This finding shows the under-development in rural areas where houses seem to be built perhaps further away from these three facilities. It could be that those facilities are not easily accessible in rural areas.

The models further show that age of the beneficiary matters in all programmes with exception of Rural Housing programme where length of stay at residence is the only statistically significant demographic factor. The picture that emerges is that older individuals are likely to be dissatisfied with housing units. The only plausible reason is that as household's size increases, the more the current housing units become inadequate as families get grow in number. This is supported by the positive and statistically significant relationship between housing satisfaction and size of dwelling. Only, EPHP housing is an exception. This finding supports the descriptive trend

observed where size of housing unit was cited as an area where improvements should be sought by the department.

It does not seem having gone through the housing demand and supply since 1994 that programmes such as one we evaluating here will clear the housing backlog despite relative increases in housing outputs. Perhaps it is time to explore other housing models. As to whether models would replace or complement housing programmes such as ones we assessing in this study falls outside the scope of this study. In the meantime, it is vital to address and incorporate feedback such as one obtained from this study into ongoing housing programmes. Moving forward we recommend the following for the Mpumalanga Department of Human Settlements:

1. Firstly, we note that effective implementation of the Housing schemes requires systematic data collection, analysis of data, and practical indicators as well as the capacity for measuring and monitoring progress. Upon embarking on this project, it became clear that they were very little appreciation of the value of data, both at a Departmental or Municipal level. For example, the absence of the estimates of key parameters such as demand and supply Elasticities In this regard, it is recommended that efforts should be made to install a common system at both Departmental, District and Local Municipal levels that will assist in the collection and regular updating of such data.
2. The department, working together with the municipalities and other relevant stakeholders should ensure that public healthcare facilities such as clinics and hospitals, schools and roads are not only built-in rural areas but are built in such a manner that they accessible to beneficiaries of the housing programme.
3. There is a challenge across all programs that is related to the size of houses delivered relative the size of the beneficiary household. This is a matter that is not only relative to Mpumalanga but is a countrywide phenomenon and by its nature cannot be resolved by Mpumalanga alone as a province. It is recommended that Mpumalanga using the finding in this report leads a process at an intergovernmental structures level such as MinMec that will use this finding as a basis for reviewing the norms and standards and assumptions underlying them in as far as they relate to size housing units versus household sizes (i.e., trade-off between size vs number of units that can be delivered).

There will also be a need to review the incentive effects or structures in addressing this challenge.

4. With respect to the training of the beneficiaries of the programmes, a significant number indicated that there was no training provided to them before they could occupy the houses. It is thus recommended that the department working together with municipalities reviews on an annual basis the matter of training and awareness. This will ensure that beneficiary's awareness is not only created but consolidated. For campaigns to be more effective, they should involve all stakeholders, particularly municipalities and local communities
5. With respect to the matter of title deeds, the department seems to be doing very well except when it comes to the rural areas. Notwithstanding the fact that permission to occupy maybe at play here, we recommend that the department addresses this matter of the issuing of title deeds as a priority. This is particularly important given the finding that some of the beneficiaries are selling or renting out the houses. Moreover, PTO's do not transfer ownership of the land to beneficiary.

NB: The Head of Department for the Mpumalanga Department of Human Settlement approved the Municipal Evaluation Impact Report.

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Appendix A: Departmental/Municipal Human Settlement Survey

A1: Introduction

In this section we highlight perspective gleaned from an online survey administered from administrators from the municipalities that returned the questionnaire. Out of the 17 municipalities to whom the questionnaire was sent, only 10 responded with only Nkangala District returning 100% of the questionnaires. The other two districts returned four questionnaires between them. There were five responses from relevant department officials that were chosen by the client. As already indicated, the questionnaire was used as a substitute for the focus group discussions that had been planned but due to Covid 19 regulations could not be undertaken.

In evaluating the questionnaires, we used the OECD/DAC definition of evaluation which is not different from the standard evaluation method adopted by the Department of Monitoring and Evaluation in its work. The criteria are commonly used also by major international development agencies for qualitative evaluation of program. The five criteria that informed the questionnaire for the survey are relevance, efficiency, effectiveness, impact, and sustainability.

A2. Relevance

Relevance measures the extent to which development interventions meet the population's needs and the country's priorities. For purposes of this work, we assessed relevance in terms of four domains to check the rationale for human settlements delivery, namely reflecting the needs and priorities of the intended beneficiaries, the extent to which the programmes address the identified needs and priorities, the degree of alignment of the programmes with government priorities (MDHS) and the degree to which government priorities are met.

With respect to this criterion the data reflects that while there is relevance to the programme, there are some issues that need attention. This is due to the fact Mpumalanga has a lot of migrant workers since it is a mining province. There are thus a lot of migrant workers that put pressure on the demand for housing and yet there is very little in the way of rental stock. The result is that a lot of beneficiaries are perceived to be renting out their houses and this reduces the impact of the programmes. It may be

important therefore for the MDHS to follow up on beneficiaries and measure the extent of the challenge. There is a need to find resonance between the programmes and the actual needs on the ground considering the socioeconomic profile of the province.

A3. Effectiveness

Effectiveness measures the extent to which the intended outcomes or specific objectives and intermediate results are met. The domain of assessment will assess the extent to which the programmes produce worthwhile outputs/outcomes in meeting each of the objectives, the existence of externalities (positive and negative), the challenges experienced towards the achievement of desired outcomes and the particular features of human settlement programmes that made a difference.

An assessment of the data obtained from the questionnaires suggests in general the administrators are of the view that the programmes have been effectively implemented and the informal settlements upgrading programme and the social housing programmes have performed exceptionally well across the board where they have been implemented. There remains the challenge of beneficiaries selling the houses and thus misrepresenting the gains that have been made. This practice coupled with the renting out of houses highlighted above dampens the effectiveness of the programmes creating a vicious instead of a virtuous cycle that nullifies the intentions of the MDHS. Further where rental stock exists, beneficiaries driven by expectations created by politicians refuse to pay rent on the assumption (wrongly) that they are the owners of the houses. The informal settlements also keep sprouting up therefore making the achievement of the objectives a perennial moving target.

With respect to outstanding features the data from the perspectives of administrators show that there is a prioritization of the vulnerable groups at the design and implementation stages of the programmes. This will be consistent with the broader strategic posture of the policy as detailed in the department's strategic plans. The provision of basic services such as infrastructure (community), water electricity, refuse removal, etc has contributed immensely the success of the programmes, complemented by consumer education associated with the programmes.

A4. Efficiency

Efficiency is a measure of the utilization of resources and is two-fold, namely technical efficiency, and allocative efficiency. Technical efficiency measures the effective use of resources in terms of the delivery of housing at minimum cost and in line with the set deadlines. Allocative efficiency refers to the allocation of resources in accordance with the priorities and preferences of society. The criterion was assessed in terms of four domains, namely the extent to which the programmes were implemented within deadlines and cost estimates, the extent to which the programmes represent value for money, whether the implementation arrangements enable the timely delivery of activities and whether the objectives were achieved in line with the preferences of beneficiaries.

The data on the perspectives of administrators indicates the department always ensures that there is adherence to subsidy quantum cost norms and that project management principles are adhered to ensuring that all contracts are managed in terms of time, money, and quality. There are cases where challenges are experienced due to underperformance by contractors but there is a very strict accountability framework to which the department and all stakeholders subscribe. There are instances where weaknesses in intergovernmental relations presents coordination challenges especially matching priorities between the province and the local level. This is mainly because none of the municipalities in Mpumalanga have full accreditation in the delivery of human settlements. In instances where the province funds the programmes there requires to be well functioning intergovernmental relations to ensure that any information asymmetries are mitigated. For example, in one municipality we found that while there are well functioning intergovernmental relations, political interference at a local level may result in different lists emerging that distort the housing needs in the municipality. To ensure value for money, the department ensures that there is inspection at every phase of the implementation and delivery process and ensures that SABS approved building materials are utilized.

Overall, the evidence from the data indicates that there is adherence to high end engineering standards in the building of houses. Generally, there is compliance with deadline and approved subsidy quantum (cost) which means that there is indeed value for money. From an allocative efficiency point of view, the department and the

municipalities have up-to-date housing needs registers and an approved beneficiary register. This ensures that in the main strict adherence to the databases, ensures that resources are allocated in line with the needs and preferences of society. Furthermore, from the administrator's perspectives there is consistent and regular consultation among all stakeholders throughout the project implementation process.

A5. Sustainability

Sustainability measures whether the benefits of an intervention are likely to continue after external support has been completed (OECD, 1999). It measures the long-term effects of a development intervention. In respect to the current projects, we thus want to ascertain the extent to which the houses will benefit the recipients over the long term. We utilize four domains to get the information, namely the strength of ownership by the government and the beneficiaries, what systems and tools are in place to ensure sustainability, the existence of an exit strategy and how sustainability is strengthened over time.

The data from the questionnaires indicate that there are strong public participation structures (multi-stakeholder forums and committees) that are utilized from the beginning of the programmes across the province and all municipalities. This ensures that there is a culture of ownership throughout the project implementation process. Government entities and other stakeholders play an important role throughout the value chain. The ownership of the programmes is dampened however in situations where houses have been informally sold by some beneficiaries. The utilization of project management and steering committees ensures the transfer of critical skills in the programme value chain and ensures that there are long term benefits for the community and other stakeholders.

The private sector also brings skills in engineering (civil and electrical) to the table through the formal and informal structures that ensure long term benefits that are sustained. In terms exit strategy, when houses are handed over to the beneficiaries, there is five-year defects liability that comes into effect that ensures proper close out project management. This also ensures a smooth hand over of the project to the relevant authorities. Sustainability is further strengthened through communication channels that remain open between the authorities and beneficiaries. Awareness campaigns are run

with beneficiaries to ensure that they can maintain the houses over a long time. Consumer education that also brings in banks and other stakeholders is undertaken create awareness of the various options available for beneficiaries' wellbeing because of their ownership of the houses. It must be noted here that we refer to the perspectives of administrators and whether such awareness programmes are appreciated by beneficiaries is a separate question. For example, the fact that a beneficiary may sell or rent out the house maybe since they realize that they have an asset that can earn them an income due to their socioeconomic circumstances.

A6. Impacts

Impact measures all the significant effects of the intervention (positive and negative) some of which may be foreseen and unforeseen on the beneficiaries and society at large. While effectiveness focuses on intended project outcomes, impact measures the broader consequences of the programmes including social, economic, political, and environmental effects among a host of others. In assessing this criterion, we focus on the extent to which the programmes effectively develop institutional capacity, the extent to which project implementation becomes integrated and embedded in government systems and the merit, worth and value generated by the programmes.

An analysis of the data on this criterion suggest that institutional capacity was enhanced through the implementation of the programmes. Competences are enhanced using competent personnel throughout the value chain. The provincial department provides necessary and sufficient support to municipalities to effectively implement the various programmes. The evolution of the department from being a department of housing to that of human settlements ensured that deployment of resources is holistic and covers and capacitates municipalities in the fields of project management and technical (engineering).

With respect to integration to government systems, the data show that the Department works hand in hand with the various municipalities and their stakeholders in ensuring that the human settlements policies and guidelines are properly understood and implemented. Such information sharing ensures that integration of all system such that for example, before a project is approved, all the potential beneficiaries are vetted through the Housing Subsidy System which can pick up if a person has ever benefitted

before in any subsidy from government and can also pick-up employment status. It also picks up information about people that is held by the departments of Labour and the Home Affairs. This means systems are integrated across the three spheres of government.

Regarding worth, merit and value of the projects, an analysis of the data indicates there is a strong link between the programmes and the National Development Plan which among other things set targets to be met by 2050, namely that South Africa will no longer have: poverty traps in rural and urban township, workers isolated on the periphery of cities, inner city controlled by slum lords and crime, etc. The evidence obtained from the interviews indicates that indeed the human settlements programmes are creating a platform for the realization of the goals stated in the NDP. This witnessed by a movement of new human settlements towards areas that are closer to work opportunities, move towards eliminating or upgrading informal settlements while ensuring value for money.

Appendix B: Questionnaire on the Mpumalanga Departmental of Human Settlement Survey



This research is commissioned by the Mpumalanga Department of Human Settlements.

You have been randomly picked to complete this survey in Mpumalanga. The answers you and others give in the survey will provide empirical information to the Mpumalanga government, Municipalities and other stakeholders and will be used to establish better policies and programmes.

Survey responses will be treated with confidentiality. No individual responses will be released and your cooperation will be highly appreciated. Please answer all the questions as best as you can. It will take about 20 minutes.

(A) ENUMERATOR (NOT RESPONDENT): _____

(B) DATE INTERVIEW CONDUCTED: _____

(C) LOCATION INTERVIEW CONDUCTED: _____

RESPONDENT DETAILS:

FULL NAME	
COMMUNITY	
SETTLEMENT/VILLAGE/TOWN/CITY	
TELEPHONE NUMBER	
PREFERRED LANGUAGE AT HOME	

SECTION A: HOUSEHOLD ROSTER

INTERVIEWER READ OUT: WE WOULD LIKE TO START BY ASKING YOU QUESTIONS ABOUT THE PEOPLE WHO ARE PART OF YOUR HOUSEHOLD.

MEMBERSHIP CRITERIA

YOU ARE A HOUSEHOLD MEMBER IF:

- (i) YOU HAVE LIVED UNDER THIS "ROOF" OR WITHIN THE SAME COMPOUND/HOMESTEAD/STAND **AT LEAST 15 DAYS** DURING THE LAST 12 MONTHS OR YOU ARRIVED HERE IN THE LAST 15 DAYS AND THIS IS NOW YOUR USUAL RESIDENCE,
- (ii) WHEN YOU ARE TOGETHER YOU SHARE FOOD FROM A COMMON SOURCE WITH OTHER HOUSEHOLD MEMBERS,
- (iii) YOU CONTRIBUTE TO OR SHARE IN A COMMON RESOURCE POOL.

1. HOW MANY PEOPLE ARE IN YOUR HOUSEHOLD _____?

INTERVIEWER: READ OUT THE MEMBERSHIP CRITERIA BEFORE PROCEEDING.

MEMBER	HH HEAD	1	2	3	4	5	6
1.1 NAME OF HOUSEHOLD MEMBER							
1.2 RELATIONSHIP TO HH (SEE LIST)							
1.3 WAS THE HOUSEHOLD HEAD BORN IN THIS VILLAGE [1=YES & 2=NO]							
1.4 IF 'NO': HOW LONG HAS THE HOUSEHOLD HEAD LIVED IN THE VILLAGE							
1.5 WHERE DID HE/SHE COME FROM							
1.6 WHAT IS ____ MARITAL STATUS? (SEE LIST)							
1.7 WHO TAKES AND MAKES THE DECISION IN YOUR HOUSEHOLD							
1.8 IF THE HEAD OF THE HOUSEHOLD IS AWAY, WHO MAKES MOST OF THE DOMESTIC DECISIONS (SEE LIST)							
1.9 DATE OF BIRTH							
1.10 GENDER (MALE = 1; FEMALE = 2)							
1.11 QUALIFICATIONS (SEE LIST)							

2. IF THE CHILDREN ARE NOT ATTENDING SCHOOL, WHAT ARE THE REASONS FOR NOT ATTENDING?

.....

SECTION B: MIGRATION

1. HAVE ANY MEMBERS OF THIS HOUSEHOLD LEFT THE AREA FOR OVER A MONTH **IN THE PAST YEAR?** YES / NO

IF 'NO': GO TO SECTION C

NAME OF MIGRANT DESTINATION TIME INTERVAL (MONTHS) ACTIVITY / MOTIVATION AND DURATION SPENT AWAY

.....

2. IS THE MIGRANT EXPECTED TO SEND HOME FOOD OR MONEY (REMITTANCES) OR CAN HE USE ALL HIS EARNINGS FOR PERSONAL EXPENSES?

.....

3. IF YES, SPECIFY THE AMOUNT OR LIST THE ITEMS THAT THEY NORMALLY SEND HOME INCLUDING THEIR VALUES IF YOU CAN?

.....

SECTION C: HEALTH

1. DOES ANY MEMBER OF THE HOUSEHOLD HAVE ANY ILLNESS OR DISABILITY.....?

2. IF YES, WHAT ILLNESS OR DISABILITY.....

3. WHAT ARE THE FIVE MOST COMMON DISEASES IN YOUR HOUSEHOLD?

HEALTH PROBLEM	CODE	TICK
HEART RELATED DISEASES	1	
MISUSE OF ALCOHOL	2	
HIGH BLOOD PRESSURE	3	
MALARIA	4	
TB	5	
DRUG ABUSE	6	
DIARRHOEA	7	
MALNUTRITION	8	
SEXUALLY TRANSMITTED DISEASE	9	
SIGHT IMPAIRMENT	10	
HIV	11	
AIDS	12	
MENTAL DISABILITY	13	
CHRONIC RESPIRATORY (ASTHMA, BRONCHITIS)	14	
OTHER	15	

SPECIFY OTHER: _____

4. HAS ANY MEMBER OF THIS HOUSEHOLD, WHO USUALLY LIVED HERE FOR AT LEAST FOUR NIGHTS A WEEK, DIED IN THE LAST 12 MONTHS _____?(IF NOT, SKIP TO SECTION D).

MEMBER	HH HEAD	1	2	3	4	5	6
NAME OF THE DECEASED HOUSEHOLD MEMBER – STARTING WITH THE MOST RECENT DEATH							
RELATIONSHIP TO HH (SEE LIST IN SECTION A)							
WHAT WAS THE GENDER (MALE = 1; FEMALE = 2)							
DATE OF DEATH							
WHAT WAS THE AGE WHEN THEY DIED							
WHAT CAUSED THE DEATH (1=NATURAL, 2=ACCIDENT & 3=VIOLENCE)							

SECTION D: INCOME AND EMPLOYMENT STATUS

1. PLEASE SUPPLY THE FOLLOWING GENERAL INFORMATION ABOUT THE EMPLOYMENT /UNEMPLOYMENT AND INCOME GENERATION OF YOUR HOUSEHOLD MEMBERS.

MEMBER	HH HEAD	1	2	3	4	5	6
A. EMPLOYMENT STATUS (1=EMPLOYED, 2=SELF EMPLOYED & 3=UNEMPLOYED) SKIP TO B IF UNEMPLOYED; C IF SELF EMPLOYED AND/OR EMPLOYED							
IF YES, STATE THE NATURE OF THE JOB							
NAME OF EMPLOYER							
IS THE JOB FULL TIME OR PART TIME (1=FULL TIME & 2=PART TIME)							
IF EMPLOYED, PLEASE INDICATE INCOME PER MONTH: WAGES/SALARIES (TAKE HOME PAY) (R)							
HOW DID YOU GET THE JOB (SEE LIST)							
B. IF UNEMPLOYED INDICATED HOW LONG YOU HAVE BEEN UNEMPLOYED (YRS)?							
REASON FOR NOT WORKING							
WOULD YOU ACCEPT A JOB OFFER IF IT WAS OFFERED (1=YES OR 0=NO)							
MINIMUM WAGE REQUIRED TO TAKE A JOB PER MONTH (R)							
C. MONTHLY INCOME FROM SELF EMPLOYMENT (R)							
NATURE OF THE SELF EMPLOYMENT ACTIVITY							
DO YOU EMPLOY ANY OTHER PEOPLE (1=YES & 2=NO)							
IF YES, HOW MANY OTHER PEOPLE DO YOU EMPLOY							

2. PLEASE INDICATE (A) WHETHER THE HOUSEHOLD MEMBER HAS BEEN SEEKING EMPLOYMENT IN THE LAST 30 DAYS. (B) PLEASE INDICATE THE MAIN REASON FOR NOT LOOKING FOR WORK FOR ALL MEMBERS OF THE HOUSEHOLD.

MEMBER OF HH	(A)		STUDENT OR TOO YOUNG	TOO OLD	FAMILY DUTIES	SEASONAL WORK	NO WORK AVAILABLE	ILL HEALTH	OTHER PLEASE SPECIFY
	YES	NO							
HEAD OF HH									
1									
2									
3									
4									
5									
6									

3. PLEASE INDICATE WHETHER YOU OR ANY MEMBER OF YOUR HOUSEHOLD:

	YES	NO	APPROXIMATE TOTAL AMOUNT PER MONTH
RECEIVES A DISABILITY GRANT			
RECEIVES AN OLD AGE GRANT			
RECEIVES A PENSION			
RECEIVES A CHILD GRANT			
RECEIVES ANY OTHER GRANT (NOT MENTIONED ABOVE)			
RECEIVES INTEREST ON AN INVESTMENT			
OTHER INCOME SOURCE (SUCH AS POSING FOR PHOTOS - SPECIFY BELOW)			

SECTION E: HOUSEHOLD CONSUMPTION

1. WHERE DO YOU DO YOUR SHOPPING FOR FOOD, CLOTHING, AND OTHER GOODS
 _____? (EXAMPLE: COMMUNITY SHOP/SPAZA, STREET VENDOR,
 DEPARTMENTAL STORE, MEAT MARKET OR VEGETABLE MARKET)

CODES FOR QUESTION 2 & 3; (1=NEVER, 2=SELDOM, 3=SOMETIMES, 4= OFTEN, 5=ALWAYS & 0=NOT APPLICABLE)

2. IN THE PAST 12 MONTHS, HOW OFTEN DID ANY ADULT IN THIS HOUSEHOLD GO TO BED HUNGRY BECAUSE THERE WAS'NT ENOUGH FOOD_____?

3. HOW MUCH MONEY DOES YOUR HOUSEHOLD SPEND ON AVERAGE PER MONTH ON EACH OF THE FOLLOWING CONSUMABLE ITEMS? ENTER 0 IF NONE. (B) WHERE DO YOU USUALLY BUY THESE ITEMS, IN YOUR OWN TOWN OR IN ANOTHER TOWN?

PRODUCT	RAND PER MONTH	IN YOUR TOWN ✓	OUTSIDE/ OTHER TOWNS ✓
MAIZE MEAL			
BREAD			
MEAT / CHICKEN			
VEGETABLES			
MILK			
WILD MEAT			
CLEANING MATERIALS (SOAP & WASHING POWDER)			
CIGARETTES, TOBACCO, HOMEMADE BEER, BEER & SPIRITS			
OTHER			

4a) LIST THE FOOD ITEMS THAT YOU CONSIDER BASIC FOR SURVIVAL

.....

4b). WHAT IS THE COST OF A NUTRITIONAL BASKET CONSIDERED MINIMAL FOR THE HEALTHY SURVIVAL OF THIS HOUSEHOLD?.....

5. ON AVERAGE, HOW MUCH MONEY (AMOUNT IN RAND) DOES YOUR HOUSEHOLD SPEND PER MONTH ON EACH OF THE FOLLOWING? ENTER 0 IF NONE. INDICATE WHETHER YOU SPEND THE MONEY INSIDE YOUR AREA OR IN AREA TOWN(S)?

ITEM	RAND PER MONTH	IN YOUR AREA	OUTSIDE / OTHER AREAS
WATER			
CLOTHING			
SCHOOL			
MEDICAL EXPENSES			
LICENCES (E.G. TV, VEHICLE)			
TELEPHONE			
CELL PHONE			
FURNITURE			
OTHER: SPECIFY			

6. WHICH TYPES OF EXPENDITURE HAVE INCREASED MOST SHARPLY OVER TIME?
.....

7. ARE YOU SOMETIMES FORCED TO SELL POSSESSIONS BECAUSE YOU NEED THE CASH? YES / NO.....

8a) LIST THE NON-FOOD ITEMS THAT YOU CONSIDER BASIC FOR SURVIVAL
.....
.....

8b. WHAT IS THE COST FOR NON-FOOD NEEDS CONSIDERED MINIMAL FOR THE HEALTHY SURVIVAL OF THIS HOUSEHOLD.....

SECTION G: INFRASTRUCTURE

1. PLEASE INDICATE WHETHER THE FOLLOWING FACILITIES ARE AVAILABLE IN YOUR COMMUNITY?

SERVICES AND FACILITIES	HOW MANY [] SERVE THIS COMMUNITY (WRITE 5 WHEN 5 OR MORE)	HOW FAR IS THE NEAREST? [..]? (KM) (DISTANCE FROM CENTER OF COMMUNITY)
DAILY PERMANENT MARKET		
PERIODIC MARKET		
PUBLIC PHONES		
CELL PHONE SIGNAL		
RADIO AND TV SIGNAL		
SCHOOL		
CRAFT SHOP		
TOURISM ATTRACTION		
STREETLIGHT		

2. WHAT IS THE DISTANCE TO THE NEAREST MAIN ROAD USED FOR TRANSPORT TO NEARBY TOWNS, CITIES, AND BUSINESS DISTRICTS? (THIS INCLUDES A HIKING SPOT IF PUBLIC TRANSPORT IS NOT AVAILABLE) _____ KM.

3. IS THERE PUBLIC TRANSPORT IN YOUR AREA _____?

4. IS YOUR REFUSE OR RUBBISH REMOVED AT LEAST ONCE A WEEK BY LOCAL AUTHORITIES _____?

5. IF NOT, HOW DO YOU DISPOSE YOUR WASTE?.....

SECTION H: AGRICULTURE

INTERVIEWER READ OUT:

WE WOULD LIKE TO ASK SOME QUESTIONS ABOUT AGRICULTURAL PRODUCTION BY YOUR HOUSEHOLD IN THE LAST 12 MONTHS. THE QUESTIONS ARE ABOUT ANY ANIMALS THAT YOU HAVE KEPT OR TAKEN CARE OF ON LAND YOU HOUSEHOLD HAS ACCESS TO.

GENERAL

1. PLEASE INDICATE WHETHER YOU OR ANY OTHER MEMBER OF YOUR HOUSEHOLD HAS PARTICIPATED IN ANY OF THE FOLLOWING ACTIVITIES: (IF NO, SKIP TO 4)

	YES	NO
GROWING FOOD OTHER THAN AS PART OF PAID EMPLOYMENT		
ARE THESE AGRICULTURAL ACTIVITIES ALL PART OF A COMMERCIAL FARMING		

INTERVIEWER READ OUT: NOW WE WOULD LIKE TO ASK YOU SOME QUESTIONS ABOUT EVERYTHING THIS HOUSEHOLD GREW IN THE LAST 12 MONTHS EVEN IF YOU DID NOT SELL ANY OF IT. THIS INCLUDES THINGS YOU GREW IN YOUR GARDEN.

2. PRODUCTION OF LIVESTOCK

TYPE OF ANIMAL	IF YES, YES, INDICATE THE NUMBER	HOW MANY [..] DID THE HOUSEHOLD SELL?	WHAT IS THE TOTAL AMOUNT YOU GOT FROM SELLING	HOW MANY DID THE HOUSEHOLD SLAUGHTER OR USE FOR OWN OR CONSUMPTION?
CATTLE				
SHEEP				
GOATS				
CHICKENS				
PIGS				
HORSES				
DONKEYS				
OTHER				

3. ARE THERE ANY PROBLEM REGARDING LIVESTOCK PRODUCTION? *YES / NO /*

IF Y, FILL OUT TABLE

PROBLEMS	TICK	POSSIBLE SOLUTION
1. LACK OF WATER		
2. DISEASES/LACK OF DIPPING CHEMICALS		
3. THEFT		
4. LACK OF A RELIABLE MARKET		
5. OTHER SPECIFY:		

SECTION I: HOUSING, HOUSEHOLD GOODS, SERVICES AND CRIME

1. PROBLEM/DIFFICULTY IN THE SETTLEMENT

WHAT DO YOU CONSIDER TO BE THE MAIN PROBLEM/DIFFICULTY FACING THIS SETTLEMENT PRESENTLY?

- a. LACK OF SAFE AND RELIABLE WATER SUPPLY []
- b. COST OF WATER []
- c. LACK OF RELIABLE ELECTRICITY SUPPLY []
- d. COST OF ELECTRICITY []
- e. INADEQUATE SANITATION/SEWERAGE/TOILET SERVICES []
- f. INADEQUATE REFUSE/WASTE REMOVAL []
- g. INADEQUATE HOUSING []
- h. INADEQUATE ROADS []
- i. INADEQUATE STREET LIGHTS []
- j. LACK OF/INADEQUATE EMPLOYMENT OPPORTUNITIES []
- k. LACK OF/INADEQUATE EDUCATIONAL FACILITIES []
- l. VIOLENCE AND CRIME []
- m. DRUG ABUSE []
- n. ALCOHOL ABUSE []
- o. GANGSTERISM []
- p. LACK OF/INADEQUATE PARKS AND RECREATIONAL AREA []
- q. LACK OF/INADEQUATE HEALTHCARE SERVICES []
- r. LACK OF/INADEQUATE PUBLIC TRANSPORT []
- s. OTHERS (Please Specify)

2. SATISFACTION WITH BASIC SERVICES

HOW WOULD YOU RATE THE OVERALL QUALITY OF THE WATER SERVICES THAT THIS HOUSEHOLD HAS ACCESS TO OR UTILIZES?

- a. GOOD []
- b. AVERAGE []
- c. POOR []
- d. NO ACCESS []
- e. DO NOT USE []

3. HOW WOULD YOU RATE THE OVERALL QUALITY OF THE REFUSE REMOVAL SERVICES THAT THIS HOUSEHOLD HAS ACCESS TO OR UTILIZES?

- a. GOOD []
- b. AVERAGE []
- c. POOR []
- d. NO ACCESS []
- e. DO NOT USE []

4. HOW WOULD YOU RATE THE OVERALL QUALITY OF THE ELECTRICITY SUPPLY SERVICES (INCL. MAINTENANCE, METER READING, BILLING, COMPLAINT HANDLING, CONNECTION, INSTALLATION) THAT THIS HOUSEHOLD HAS ACCESS TO OR UTILISES?

- a. GOOD []
- b. AVERAGE []
- c. POOR []
- d. NO ACCESS []
- e. DO NOT USE []

5. HOW WOULD YOU RATE THE OVERALL QUALITY OF THE TOILET/SANITATION SERVICES THAT THIS HOUSEHOLD HAS ACCESS TO OR UTILIZES?

- a. GOOD []
- b. AVERAGE []
- c. POOR []
- d. NO ACCESS []
- e. DO NOT USE []

6. HOW WOULD YOU RATE THE OVERALL QUALITY OF THE LOCAL PUBLIC HOSPITAL THAT THIS HOUSEHOLD HAS ACCESS TO OR UTILIZES?

- a. GOOD []
- b. AVERAGE []
- c. POOR []
- d. NO ACCESS []
- e. DO NOT USE []

7. HOW WOULD YOU RATE THE OVERALL QUALITY OF THE LOCAL PUBLIC CLINIC THAT THIS HOUSEHOLD HAS ACCESS TO OR UTILIZES?

- a. GOOD []
- b. AVERAGE []
- c. POOR []
- d. NO ACCESS []
- e. DO NOT USE []

8. HOW WOULD YOU RATE THE OVERALL QUALITY OF THE LOCAL POLICE SERVICES THAT THIS HOUSEHOLD HAS ACCESS TO?

- a. GOOD []
- b. AVERAGE []
- c. POOR []
- d. NO ACCESS []
- e. DO NOT USE []

9. HOW WOULD YOU RATE THE OVERALL QUALITY OF THE LOCAL PUBLIC SCHOOL THAT THIS HOUSEHOLD HAS ACCESS TO?

- a. GOOD []
- b. AVERAGE []
- c. POOR []
- d. NO ACCESS []
- e. DO NOT USE []

SECTION J: IMPROVING THE STANDARD OF LIVING OF THE HOUSEHOLD

1. IN YOUR OPINION, HOW IMPORTANT IS EDUCATION FOR MAINTAINING OR IMPROVING THE STANDARD OF LIVING FOR THIS HOUSEHOLD?

- a. VERY IMPORTANT []
- b. IMPORTANT []
- c. NOT IMPORTANT AT ALL []

2. IN YOUR OPINION, HOW IMPORTANT IS HEALTH FOR MAINTAINING OR IMPROVING THE STANDARD OF LIVING FOR THIS HOUSEHOLD?

- a. VERY IMPORTANT []
- b. IMPORTANT []
- c. NOT IMPORTANT AT ALL []

3. IN YOUR OPINION, HOW IMPORTANT ARE LIVING CONDITIONS (E.G. ACCESS TO PIPED WATER IN DWELLING, ACCESS TO A SAFE AND RELIABLE TOILET FACILITY, ACCESS TO ELECTRICITY, ACCESS TO ADEQUATE HOUSING) FOR MAINTAINING OR IMPROVING THE STANDARD OF LIVING FOR THIS HOUSEHOLD?

- a. VERY IMPORTANT []
- b. IMPORTANT []
- c. NOT IMPORTANT AT ALL []

4. IN YOUR OPINION, HOW IMPORTANT IS THE OWNERSHIP OF HOUSEHOLD ASSETS FOR MAINTAINING OR IMPROVING THE STANDARD OF LIVING FOR THIS HOUSEHOLD?

- a. VERY IMPORTANT []
- b. IMPORTANT []
- c. NOT IMPORTANT AT ALL []

5. IN YOUR OPINION, HOW IMPORTANT IS EMPLOYMENT FOR MAINTAINING OR IMPROVING THE STANDARD OF LIVING FOR THIS HOUSEHOLD?

- a. VERY IMPORTANT []
- b. IMPORTANT []
- c. NOT IMPORTANT AT ALL []

6. IN YOUR OPINION, HOW IMPORTANT IS SAFETY AND SECURITY FOR MAINTAINING OR IMPROVING THE STANDARD OF LIVING FOR THIS HOUSEHOLD?

- a. VERY IMPORTANT []
- b. IMPORTANT []
- c. NOT IMPORTANT AT ALL []

SECTION K: HOUSING/DWELLING UNIT

1. WHICH OF THE FOLLOWING DESCRIBES THE MAIN DWELLING THAT THIS HOUSEHOLD CURRENTLY LIVES IN?
 - a. FORMAL DWELLING/HOUSE OR BRICK/CONCRETE BLOCK STRUCTURE ON A SEPARATE STAND OR YARD OR ON A FARM []
 - b. TRADITIONAL DWELLING/HUT/STRUCTURE MADE OF TRADITIONAL MATERIAL []
 - c. FLAT OR APARTMENT IN A BLOCK OF FLATS []
 - d. CLUSTER HOUSE IN COMPLEX []
 - e. TOWNHOUSE (SEMI-DETACHED HOUSE IN A COMPLEX) []
 - f. SEMI-DETACHED HOUSE []
 - g. FORMAL DWELLING/HOUSE/FLAT/ROOM IN BACKYARD []
 - h. INFORMAL DWELLING/SHACK IN BACKYARD []
 - i. INFORMAL DWELLING/SHACK NOT IN BACKYARD (E.G. IN AN INFORMAL/SQUATTER SETTLEMENT OR ON A FARM) []
 - j. ROOM/FLATLET ON A PROPERTY OR LARGER DWELLING/SERVANTS QUARTERS/GRANNY FLAT/COTTAGE []
 - k. CARAVAN/TENT []
 - l. OTHER (PLEASE SPECIFY) _____

2. WHAT ARE THE MAIN MATERIALS USED FOR THE ROOF, WALL, AND FLOOR?

	2(A)ROOF	2(B)WALLS	2(C)FLOOR COVERING
BRICKS			
CEMENT BLOCKS			
GRASS			
CORRUGATED IRON			
WOOD			
PLASTIC			
CARDBOARD			
MIXTURE OF MUD AND CEMENT			
WATTLE AND DAUB			
TILE			
CARPET			
MUD			
THATCHING			
OTHER (SPECIFY)			

3. HOW MANY BEDROOMS DOES THE DWELLING HAVE?-----

4. WHAT IS THE TENURE STATUS OF THE MAIN DWELLING THAT THIS HOUSEHOLD CURRENTLY OCCUPIES?
- a. RENTED FROM PRIVATE INDIVIDUAL []
 - b. RENTED FROM OTHER (INCL. MUNICIPALITY AND SOCIAL HOUSING INSTITUTIONS) []
 - c. OWNED, BUT NOT YET PAID OFF []
 - d. OWNED AND FULLY PAID OFF []
 - e. OCCUPIED RENT-FREE []
 - f. OTHER (PLEASE SPECIFY) _____
 - g. DO NOT KNOW []
5. WHEN DID HOUSEHOLD BECOME THE OWNER OF THE PROPERTY? (ENTER YEAR)

6. DID THIS HOUSEHOLD RECEIVE A GOVERNMENT-HOUSING SUBSIDY TO OBTAIN THIS DWELLING ANY OTHER DWELLING?
- a. YES []
 - b. NO []
 - c. DO NOT KNOW []
- OR
7. DID THIS HOUSEHOLD RECEIVE A GOVERNMENT LAND GRANT TO OBTAIN A PLOT OF LAND FOR RESIDENCE OR FOR FARMING?
- a. YES []
 - b. NO []
 - c. DO NOT KNOW []
8. WHAT IS THE TOTAL AMOUNT IN Rands PAID BY THIS HOUSEHOLD FOR RENT IN THE PAST MONTH?
-
9. WHAT IS THE ESTIMATED VALUE OF RENT THE HOUSEHOLD WOULD PAY IF IT HAD TO PAY RENT?
- _____
10. DOES THE TOTAL RENT (OR FREE RENTAL) INCLUDE WATER, ELECTRICITY, ETC?
- d. YES []
 - e. NO []
 - f. DO NOT KNOW []
11. DOES THIS HOUSEHOLD POSSESS A TITLE DEED FOR THIS DWELLING?
- a. YES []
 - b. NO []
 - c. DO NOT KNOW []
12. IS THE MAIN DWELLING THAT THE HOUSEHOLD CURRENTLY LIVES IN AN RDP OR GOVERNMENT SUBSIDISED DWELLING?
- a. YES []
 - b. NO []
 - c. DO NOT KNOW []

13. HOW WOULD THIS HOUSEHOLD RATE THE OVERALL QUALITY OF THE RDP OR GOVERNMENT SUBSIDISED DWELLING PROVIDED BY THE GOVERNMENT?
- a. GOOD []
 - b. AVERAGE []
 - c. POOR []
 - d. DO NOT KNOW []

SECTION L: WATER

1. WHAT IS THE HOUSEHOLD'S MAIN SOURCE OF WATER FOR DRINKING?
- a. PIPED (TAP) WATER INSIDE THE DWELLING/HOUSE []
 - b. PIPED (TAP) WATER INSIDE YARD []
 - c. PIPED WATER ON COMMUNITY STAND []
 - d. BOREHOLE IN THE YARD []
 - e. RAIN-WATER TANK IN YARD []
 - f. NEIGHBOUR'S TAP []
 - g. PUBLIC/COMMUNAL TAP []
 - h. WATER-CARRIER/TANKER []
 - i. BOREHOLE OUTSIDE THE YARD []
 - j. FLOWING WATER/STREAM/RIVER []
 - k. WELL []
 - l. SPRING []
 - m. OTHER []
2. HOW FAR IS THE MAIN SOURCE OF WATER FOR DRINKING FROM THE DWELLING OR YARD?
- a. LESS THAN 200 METRES []
 - b. 201-500 METRES []
 - c. 501 METRES-1 KILOMETRES []
 - d. MORE THAN 1 KILOMETRE []
 - e. DO NOT KNOW []
3. DOES THIS HOUSEHOLD HAVE ACCESS TO A SAFE DRINKING WATER SUPPLY SERVICE?
- a. YES []
 - b. NO []
 - c. DO NOT KNOW []
4. IS THE HOUSEHOLD'S MAIN SOURCE OF DRINKING WATER SUPPLIED BY...?
- a. A MUNICIPALITY []
 - b. OTHER WATER SCHEME (E.G. COMMUNITY WATER SUPPLY) []
 - c. A WATER VENDOR []
 - d. OWN SERVICE (E.G. PRIVATE BOREHOLE, OWN SOURCE ON A FARM, ETC.) []
 - e. FLOWING WATER/STREAM/RIVER/SPRING/RAINWATER []
 - f. DO NOT KNOW []
5. IN THE PAST 3 MONTHS, HAS THIS HOUSEHOLD'S MUNICIPAL WATER SUPPLY BEEN INTERRUPTED, EVEN THOUGH THE HOUSEHOLD PAID THEIR BILL OR BOUGHT SUFFICIENT PRE-PAID UNITS?
- a. YES []
 - b. NO []
 - c. DO NOT KNOW []

6. HOW LONG DID THIS/THESE INTERRUPTION(S) IN WATER SUPPLY LAST?
- a. LESS THAN 2 DAYS IN TOTAL OVER A THREE-MONTH PERIOD []
 - b. 2 TO 7 DAYS IN TOTAL OVER A THREE-MONTH PERIOD []
 - c. 8 TO 14 DAYS IN TOTAL OVER A THREE-MONTH PERIOD []
 - d. MORE THAN A 14 DAYS IN TOTAL OVER A THREE-MONTH PERIOD []
 - e. DO NOT KNOW []
7. THINKING ABOUT THIS/THESE INTERRUPTION(S) IN THE MUNICIPAL WATER SUPPLY, WAS ANY SPECIFIC INTERRUPTION LONGER THAN TWO CONSECUTIVE DAYS?
- a. YES []
 - b. NO []
 - c. DO NOT KNOW []
8. WHAT ALTERNATIVE WATER SOURCE DID THE HOUSEHOLD USE DURING WATER SUPPLY INTERRUPTION?
- a. BOREHOLE []
 - b. SPRING []
 - c. WELL []
 - d. RAINWATER TANK []
 - e. DAM/POOL/STAGNANT WATER []
 - f. RIVER/STREAM []
 - g. WATER VENDOR []
 - h. WATER TANKER []
 - i. OTHER []
 - j. NONE []
 - k. DO NOT KNOW []

SECTION M: SANITATION

1. WHAT IS THE MAIN TYPE OF TOILET FACILITY USED BY THIS HOUSEHOLD?
- a. FLUSH TOILET CONNECTED TO A PUBLIC SEWERAGE SYSTEM []
 - b. FLUSH TOILET CONNECTED TO A SEPTIC TANK OR CONSERVANCY TANK []
 - c. CHEMICAL TOILET []
 - d. PIT LATRINE/TOILET WITH VENTILATION PIPE []
 - e. PIT LATRINE/TOILET WITHOUT VENTILATION PIPE []
 - f. ECOLOGICAL TOILET (E.G. URINE DIVERSION, ENVIROLOO, ETC.) []
 - g. BUCKET TOILET (COLLECTED BY MUNICIPALITY) []
 - h. BUCKET TOILET (EMPTIED BY HOUSEHOLD) []
 - i. OTHER []
 - j. NONE []
2. IS THE MAIN TOILET FACILITY WHICH THE HOUSEHOLD HAS ACCESS TO IN THE DWELLING, IN THE YARD, OR OUTSIDE THE YARD?
- a. IN THE DWELLING/HOUSE []
 - b. IN THE YARD []
 - c. OUTSIDE THE YARD []
3. IS THE MAIN TOILET FACILITY SHARED WITH OTHER HOUSEHOLDS?
- a. YES []
 - b. NO []
 - c. DO NOT KNOW []

4. WHO MAINTAINS THE SANITATION FACILITY USED BY THIS HOUSEHOLD?
 - a. THE HOUSEHOLD OR HOUSEHOLDS (IN THE CASE OF MULTIPLE HOUSEHOLDS IN ONE DWELLING) []
 - b. THE COMMUNITY []
 - c. THE MUNICIPALITY []
 - d. DO NOT KNOW []

SECTION N: ELECTRICITY

1. HOW DOES THIS HOUSEHOLD PRESENTLY ACCESS ELECTRICITY?
 - a. IN-HOUSE CONVENTIONAL METER []
 - b. IN-HOUSE PREPAID METER []
 - c. CONNECTED TO OTHER SOURCE WHICH HOUSEHOLD PAYS FOR (E.G. CONNECTED TO NEIGHBOUR'S LINE AND PAYING NEIGHBOUR, PAYING LANDLORD) []
 - d. CONNECTED TO OTHER SOURCE WHICH HOUSEHOLD IS NOT PAYING FOR (E.G. CONNECTED TO NEIGHBOUR'S LINE AND NOT PAYING NEIGHBOUR) []
 - e. GENERATOR []
 - f. SOLAR HOME SYSTEM []
 - g. BATTERY []
 - h. OTHER []
 - i. NO ACCESS TO ELECTRICITY []
2. IS THIS HOUSEHOLD'S ELECTRICITY SUPPLIED BY...?
 - a. MUNICIPALITY-PREPAID []
 - b. MUNICIPALITY-RECEIVE BILL FROM MUNICIPALITY []
 - c. ESKOM-PRE-PAID []
 - d. ESKOM-RECEIVE BILL FROM ESKOM []
 - e. OTHER SUPPLIER (E.G. METERING SERVICES SUCH AS IMPACT METERS) []
 - f. DO NOT KNOW []
3. IN THE PAST THREE MONTHS, HAS THIS HOUSEHOLD'S ELECTRICITY BEEN CUT OR INTERRUPTED WITHOUT PRIOR NOTIFICATION, EVEN THOUGH THE HOUSEHOLD PAID THE BILL OR BOUGHT PRE-PAID ELECTRICITY?
 - a. YES []
 - b. NO []
 - c. DO NOT KNOW []
4. IN THE PAST 3 MONTHS, DID ANY OF THESE ELECTRICITY INTERRUPTIONS LAST FOR MORE THAN 12 HOURS?
 - a. YES []
 - b. NO []
 - c. DO NOT KNOW []

SECTION O: REFUSE DISPOSAL

1. HOW IS THE REFUSE OR RUBBISH OF THIS HOUSEHOLD MAINLY COLLECTED OR REMOVED?
- a. REMOVED BY LOCAL AUTHORITY/PRIVATE COMPANY/COMMUNITY MEMBERS AT LEAST ONCE A WEEK
[]
- b. REMOVED BY LOCAL AUTHORITY/PRIVATE COMPANY/COMMUNITY MEMBERS LESS OFTEN THAN ONCE A WEEK []
- c. COMMUNAL REFUSE DUMP []
- d. COMMUNAL CONTAINER/CENTRAL COLLECTION POINT []
- e. OWN REFUSE DUMP []
- f. DUMP OR LEAVE RUBBISH ANYWHERE (NO RUBBISH DISPOSAL) []
- g. OTHER []

SECTION P: INTERNET SERVICES

1. DO MEMBERS OF THIS HOUSEHOLD USE THE FOLLOWING INTERNET SERVICE(S)?
- a. INTERNET CONNECTION IN THE DWELLING YES [] NO []
- b. INTERNET CONNECTION FROM A LIBRARY/COMMUNITY HALL/THUSONG CENTRE YES [] NO []
- c. INTERNET FOR STUDENTS AT A SCHOOL/UNIVERSITY/COLLEGE YES [] NO []
- d. INTERNET CONNECTION AT A PLACE OF WORK YES [] NO []
- e. INTERNET CAFE 2KM OR LESS FROM THE DWELLING YES [] NO []
- f. INTERNET CAFE MORE THAN 2KM FROM THE DWELLING YES [] NO []
- g. ANY PLACE VIA A CELLPHONE YES [] NO []
- h. ANY PLACE VIA OTHER MOBILE ACCESS SERVICE YES [] NO []
- i. OTHER (PLEASE SPECIFY) _____

SECTION Q: POSTAL/MAIL SERVICES

1. HOW DOES THIS HOUSEHOLD RECEIVE MOST OF ITS MAIL/POST?
- a. DELIVERED TO THE DWELLING []
- b. DELIVERED TO A POST BOX/PRIVATE BAG OWNED BY THE HOUSEHOLD []
- c. THROUGH A FRIEND/NEIGHBOUR/RELATIVE []
- d. THROUGH A SHOP/SCHOOL []
- e. THROUGH A WORKPLACE []
- f. THROUGH A TRIBAL/TRADITIONAL/LOCAL AUTHORITY OFFICE []
- g. BY EMAIL []
- h. DO NOT RECEIVE MAIL []
- i. OTHER []

SECTION R: PERCEPTIONS OF SAFETY

1. IF YOU HAD TO WALK ALONE IN YOUR AREA DURING THE DAY, HOW SAFE WOULD YOU FEEL?
- a. VERY SAFE []
- b. FAIRLY SAFE []
- c. A BIT UNSAFE []
- d. VERY UNSAFE []
2. IF YOU HAD TO WALK ALONE IN YOUR AREA WHEN IT IS DARK, HOW SAFE WOULD YOU FEEL?
- a. VERY SAFE []
- b. FAIRLY SAFE []
- c. A BIT UNSAFE []
- d. VERY UNSAFE []

3. IN THE PAST 12 MONTHS, HAS THE HOUSEHOLD OR ANY MEMBER OF THIS HOUSEHOLD BEEN A VICTIM OF CRIME IN SOUTH AFRICA?

- a. YES []
- b. NO []
- c. DO NOT KNOW []

4. IN THE PAST 12 MONTHS, DID THE HOUSEHOLD OR ANY MEMBER OF THIS HOUSEHOLD BEEN A VICTIM OF THE FOLLOWING CRIME(S) IN SOUTH AFRICA?

- a. MURDER (UNLAWFUL AND INTENTIONAL KILLING OF ANOTHER HUMAN BEING) []
 - b. HOME ROBBERY (UNLAWFULLY TAKING PROPERTY FROM A PERSON WITH THE USE OF FORCE OR THREAT IN A RESIDENTIAL DWELLING) []
 - c. HOUSEBREAKING/BURGLARY AT A RESIDENTIAL PREMISES (GAINING UNAUTHORISED ACCESS TO A DWELLING WITH THE INTENT TO COMMIT THEFT OR WHEN ACTUALLY COMMITTING THEFT-THERE IS NO CONTACT BETWEEN VICTIM(S) AND PERPETRATOR(S)) []
 - d. ROBBERY (TAKING SOMETHING FROM A PERSON BY USE OF FORCE OR THREAT OF FORCE, EXCLUDING HOME ROBBERY AND MOTOR VEHICLE HIJACKING) []
 - e. THEFT OF LIVESTOCK, POULTRY AND OTHER ANIMALS []
 - f. THEFT OF A MOTOR VEHICLE AND/OR MOTORCYCLE []
 - g. OTHER CRIME (PLEASE SPECIFY)
-

**NGIYABONGA/ KE A LEBOGA/ NDO LIVHUWA RO/ NKOSI/ BAIE
DANKIE!!!!!!**

THANKS, YOU FOR YOUR TIME AND COOPERATION

END OF QUESTIONNAIRE

Appendix C: Scope of Work & Request for fieldwork to conduct Surveys

Below is an example of the 17 letters that Research Team wrote to the Municipalities in our sample explaining scope of the project. In the letter, we also requested for Municipalities to provide us with potential enumerators who met set criteria. These letters were only writing after the introductory meetings where Department introduced us to Municipal Officials. As reflected by date on letter below (09/11/2020) handover meeting would have taken place in October. Fieldwork typically commenced within 2 weeks after our official request.

09 November 2020

*Govan Mbeki Municipality
Horwood Street
CBD Secunda
2302*

Good Day,

Attention: Scope of Work & Request for field workers to conduct surveys

As discussed in our handover meeting last week, the Mpumalanga Department of Human Settlements to undertake research on impact of Housing Delivery. The objective of the project is to assess the levels of satisfaction amongst the beneficiaries with regards to service delivery by Human Settlements through subsidized houses. The research project focuses on the following four Housing programmes: Upgrading Informal Settlements Program (UISP); Integrated Residential Development Program (IRDP); People's Housing Process (EPHP); & Rural Housing. For purposes of our investigations, we are assessing these programmes for period 2015 – 2019.

To achieve the objective of the project, we will survey beneficiaries in your local municipality. As agreed with the Department of Human Settlements, we will source enumerators (fieldworkers) from your local municipality. Your municipality is best placed to assist us in sourcing fieldworks. We would appreciate it if you can provide us the names of nine (9) potential enumerators. Our criteria for enumerators are as follows:

- Matric, Or*
- Previous experience in conducting surveys, And*
- Ability to communicate effectively in at least two official languages,*

This research is very important for both the Department and your Municipality as it will generate the kind of information that will assist in enhancing service delivery as per Human Settlements mandate. See below detailed information pertaining to areas

where these programmes were implemented in your municipality which serves as our study site as well as our target sample.

Informal Settlements	Population	10%	IRDP	Population	10%	Rural	Population	10%
Bethal	165	17	Bethal	42	4	Bethal		
Embalenhle	2791	280	Embalenhle	6		Embalenhle		
Emzinoni	791	79	Emzinoni	103	10	Emzinoni		
Kinross	209	21	Kinross			Kinross		
Leandra	1		Leandra			Leandra		
Leboꝯang	495	50	Leboꝯang			Leboꝯang		
Leslie	1		Leslie			Leslie		
						Sakhisizwe	50	5
Total	4453	447		151	14		50	5
Total Population	4654							
Sampling	466							

As outlined in table above, we plan to survey 10 percent of beneficiaries in your area, which works out to approximately 466 households. Please find accompanying this letter, our survey instrument (questionnaire).

If you have any questions in connection with the above matter, please do not hesitate to contact the undersigned.

Yours truly,

Mpumalanga Department of Human Settlements

REPORT

MUNICIPAL LEVEL EVALUATION IMPACT ON HOUSING



2020/2021



human settlements
MPUMALANGA PROVINCE
REPUBLIC OF SOUTH AFRICA