

# SUMMARY OF FINDINGS

This is the last chapter of the book and here you can read a summary of what is most important to people.

People were asked how satisfied they were with their lives. From peoples' answers we calculated that the following contribute most to a good life:

- Health
- Standard of living
- Social well-being
- Access to Services

## Health

People were asked how satisfied they had been with their own health in the last year. Good health, according to the respondents, is the most important factor in life satisfaction,

More people were satisfied with their health in 2004 than in 2003. 67% were satisfied with their health in 2004, which was an increase of 6%. Some 21% were not satisfied with their health and 12 % were neither satisfied nor dissatisfied.

One of the major health concerns is HIV/AIDS. People were asked if they worried that they or someone close to them might be infected with the virus that causes HIV/AIDS. More people worry about this now than before. The percentage of the population who worry a lot about being infected has increased from 48% in 2003 to 56% in 2004.

The Municipality is extending its primary health care services so that public health can improve. 66.7% of residents say that they could access health services where they live and that 64.7% were satisfied with these services.

## **Standard of living**

Following good health, standard of living has the second most important influence on satisfaction with life. People were asked how satisfied they were with their standard of living including housing, cars and furniture. The number of people who were satisfied with their standard of living increased by a small percentage in the last year, from 36.8% in 2003 to 38.5% in 2004. There are many who are not satisfied with their living standards and this percentage is as much as 50% in 2004. Your standard of living is dependant on employment and income.

In 2004 the percentage of the workforce that was employed was 57.6%. If the standard of living is to improve for all then there must be greater economic growth with increases in job creation.

When unemployment is high then many households will not have sufficient income. The average number of people living in a dwelling in eThekweni is approximately 4. The smallest amount of money that a household of 4 can spend to get the minimum required for food, clothing, fuel, light, washing, cleansing, transport and rent, is R1500-00. It is of great concern that 43% of households have an income of R1500-00 or less.

During the last year 15.8% of households did not always have enough money for food and 37% did not always have enough money for shelter.

In 2001 the percentage of households that occupied informal dwellings was 19% and most of those living in informal dwellings were black. Reducing this housing backlog by improving housing conditions will increase satisfaction with dwellings and contribute to higher levels of satisfaction with life.

The assets that a household owns indicate their standard of living. The assets most owned by households are: Television - 74%, Radio - 70%, Fridge - 67%.

The assets owned least by households are: washing machines or vacuum cleaners - 41%, Computers - 35%, Cars - 29%.

## Social well-being

### Sense of belonging

A sense of belonging is very important for most people, with the most important being good relationships with family and friends as well as with people in the neighbourhood

### Leisure

As far as **leisure activities** are concerned people listed the following activities as their favorite spare time activities in order of importance:

- Home hobbies
- Home entertainment
- Reading
- Religious activities
- Staying at home

Most people find sufficient entertainment at home. However, when residents have visited the larger public amenities they have mostly been satisfied with them as seen in the table below.

How satisfied are you with	% Satisfied
Art Gallery	77.6
Beach	83.0
Library	86.9
Museum	72.3
Park	71.7
Sports Ground	70.0
Swimming Pool	66.2



## Problems

People say that their five top serious day-to-day problems are:

### Poverty:

43% of households live on less than R1 500 per month

### Crime:

25% of residents reported that they had been victims of crime in 2004 and this was down from 35% in 2003 and 34% in 2002.

### Traffic congestion:

28% said that traffic congestion was a problem to them, which is an increase from 22% in 2003.

### Disease:

Those that were dissatisfied with their own health decreased from 26.1% in 2003 to 20.9% in 2004. 56% of residents said that they worried about HIV/AIDS a lot.

### Inadequate housing:

The 2001 census reported that 19% of households are living in informal settlements. 10 000 houses are being built per year in an attempt to address the housing backlog. The municipality aims to increase the rate of delivery to 16 000 per year.

## **Access to Services**

### **Basic household services**

Access to basic household services has increased and in 2004 the average level of satisfaction was a high 71%. This is slightly down from the 2003 satisfaction level of 76%.

### **Engineering services**

Average satisfaction with roads, lights, drains, signs, pavements and verges increased from 68% in 2003 to 73% in 2004.

### **Public amenities**

These services are more accessible to people. However, there has been a decline in satisfaction from 71% in 2003 to 65% in 2004. The most notable drop was related to local parks and sport facilities. However, it needs to be noted that about 70% of people were satisfied with the larger regional parks and sports amenities that serve the entire city.

### **Transport**

Traffic congestion was a problem for 28% of commuters in 2004. Most residents said they traveled in kombi taxis and 57.6% were satisfied with them.



## Perceptions of the City

38.2 % were optimistic about their future economic situation  
23.6% believed that their situation would get worse in the future

Just over half of the population believes that Durban will become a leading world city and only 14% do not think so.

According to residents the two most important aspects of the eThekweni Municipality's vision are that there will be job opportunities and that the residents' well being is cared for.

Residents are mostly satisfied that they can live easily here, that their well-being is cared for, they are proud of the city and that there is a good level of harmony between residents.

Residents are concerned about the rate of economic growth, the lack of job opportunities, the quality of life of citizens, the level of equal opportunities for all and the rate of delivering basic services.

In 2001 life satisfaction was 35%, which was higher than the South African average of 33%, according to international research conducted in 44 countries. The same research showed that in 2001 life satisfaction in eThekweni was higher than 17 other nations in the study. Some of the nations with lower life satisfactions were Poland, Jordan, Bolivia, Philippines and India.

In 2004 the % of residents	satisfied with life was	39%.
	dissatisfied with life was	35%
	neutral about life was	26%

## WHAT'S A GOOD QUALITY OF LIFE?

The way in which people have answered the questions shows that:

for a person to be satisfied with life they must be in good health, have a reasonable standard of living, have good relationships with family, colleagues and with members of organisations that they belong to, and have access to basic services and community amenities.



Government and Civil Society decision makers in the built, natural and social environments can benefit society by ensuring that development programs deliver in ways that will have the most impact on satisfaction with life.

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