

Survey Report: Limpopo Citizen Satisfaction Survey 2008

1. Introduction

The Limpopo citizen (or customer) satisfaction survey (LCSS 2008) was conducted among citizens of the Limpopo province, to assess the level of satisfaction on a number of issues relating to government service delivery. The study was completed in March 2008. A structured questionnaire, based on existing measures and items, was constructed, tested in different contexts, and administered across the province. The results in the present report are based on this questionnaire.

The survey was restricted to services offered by the provincial government of Limpopo, although at times it was necessary to include functions and services that were outside the purview of the provincial government. We did not conceptualize service areas to be surveyed according to the respective government departments, although the groupings of questions may imply that. Also, some research areas had comparatively more items than others. The size and composition of an area was determined by aspects we felt needed to be covered and our need to be economic. A much larger survey questionnaire is desirable but not always practical. In the end we asked questions about the following issues:

- Service quality
- The use of government services
- The sacrifice participating citizens made to reach service sites
- Communications
- Schooling
- Health
- Senior citizens programs
- Playgrounds, sporting and recreational facilities
- National parks and game reserves
- Crime and safety
- Roads and traffic policing
- Housing
- Access to clean water
- Electricity
- Social services

Services to people with special needs and challenges
Economic opportunities

In addition, participating citizens were asked information that would highlight their expectations from the previous year, sacrifices they made to reach service sites, and general satisfaction with service delivery. These aspects of measurement were included to enrich the information that will be acquired. We also asked the participating citizens to provide personal background information, without asking them to disclose their personal identity.

The population of Limpopo is diverse, including a number of ethnic groupings. We followed the guidance of officialdom to restrict translations of questionnaires to officially recognized groupings only. Any smaller ethnic groupings (e.g., French, Swazi, Ndebele, Southern Sotho, Portuguese, Zulu) in the province were excluded. However, we encouraged interviewers to use the English version whenever they can. The translations were to be used in situations where the interviewee or participating citizen did not possess the working knowledge of the English language.

Results are presented item by item. Analysis of a response is followed by a tabular presentation of the actual item as it appears in the questionnaire. Thereafter, the data generated by the item is presented. The analysis section is presented in black and the item and raw data are presented in blue.

2. Sample Demographic Information.

(i) Frequencies of participants in each of the district municipalities of the Limpopo province.

The average number of participants per region (district municipality) was 639 participants (range = 414—903). The district with the largest number of participating citizens in the sample was Vhembe, and the lowest was Waterberg.

| | Frequency | % |
|-------------------|-----------|-------|
| Capricorn | 608 | 19.0 |
| Mopani | 829 | 26.0 |
| Sekhukhune | 439 | 13.7 |
| Waterberg | 414 | 13.0 |
| Vhembe | 903 | 28.3 |
| Provincial sample | 3193 | 100.0 |

(ii) Gender

There were 68.5% females and 31.5% males in the sample. The female ratio was high in all the regions.

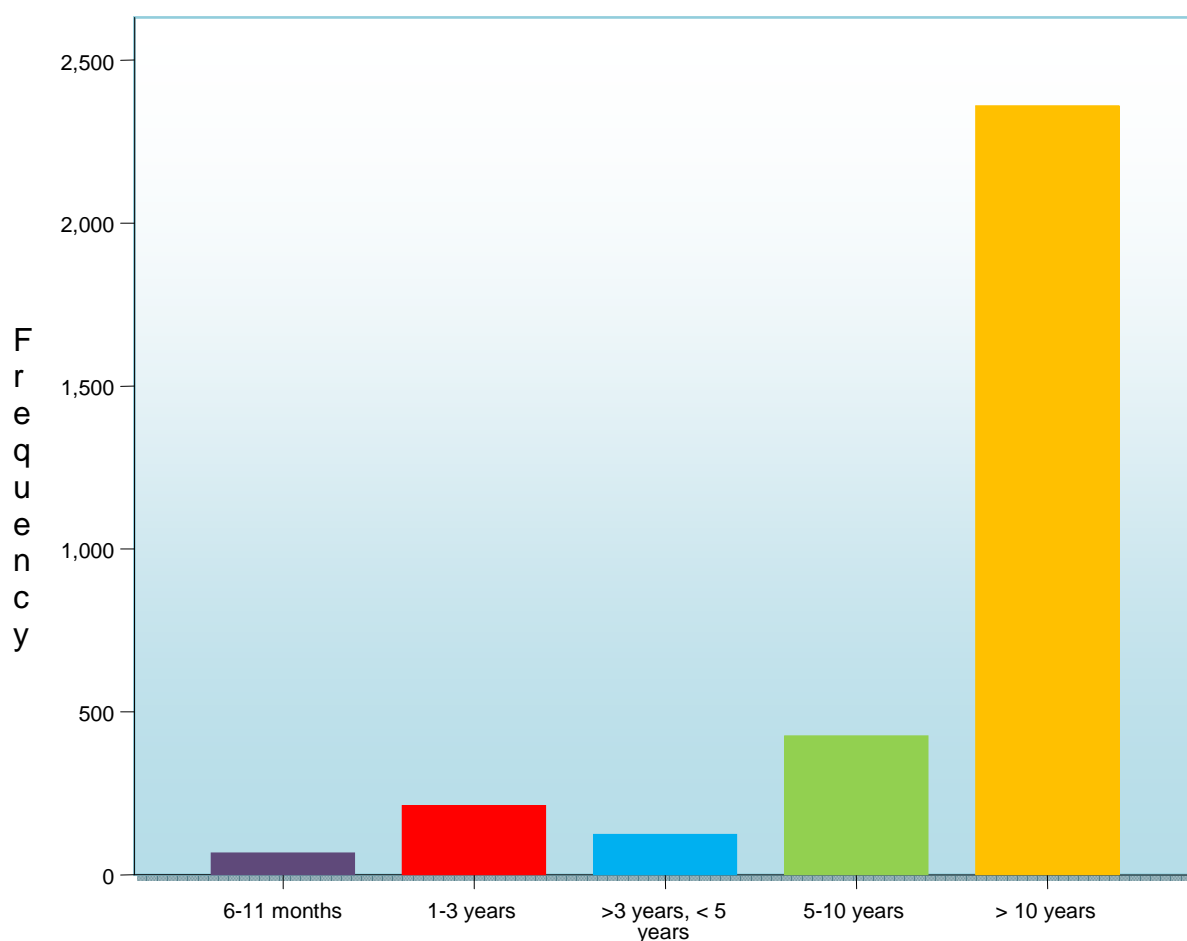
| | | Capricorn | Mopani | Sekhukhune | Waterberg | Vhembe | Limpopo Province |
|-----|--------|-----------|--------|------------|-----------|--------|------------------|
| Sex | Female | 390 | 591 | 337 | 267 | 577 | 2162 |
| | | 65.1% | 71.7% | 78.0% | 65.1% | 64.8% | 68.5% |
| | Male | 209 | 233 | 95 | 143 | 314 | 994 |
| | | 34.9% | 28.3% | 22.0% | 34.9% | 35.2% | 31.5% |
| | Total | 599 | 824 | 432 | 410 | 891 | 3156 |
| | | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% |

(ii) Participant's length of stay within the Limpopo province.

Most of the participants stayed within the province for a period more than 6 months. In fact about 87% of the participating citizens had lived in the province of Limpopo for more than 5 years, and more than 70% of them have stayed within the province for more than 10 years.

| | Frequency | % |
|---------------------|-----------|-------|
| 6-11 months | 60 | 1.9 |
| 1-3 years | 212 | 6.6 |
| >3 years, < 5 years | 124 | 3.9 |
| 5-10 years | 426 | 13.4 |
| > 10 years | 2360 | 74.0 |
| Total | 3189 | 100.0 |

Figure 1: Duration that participant has been resident in Limpopo.

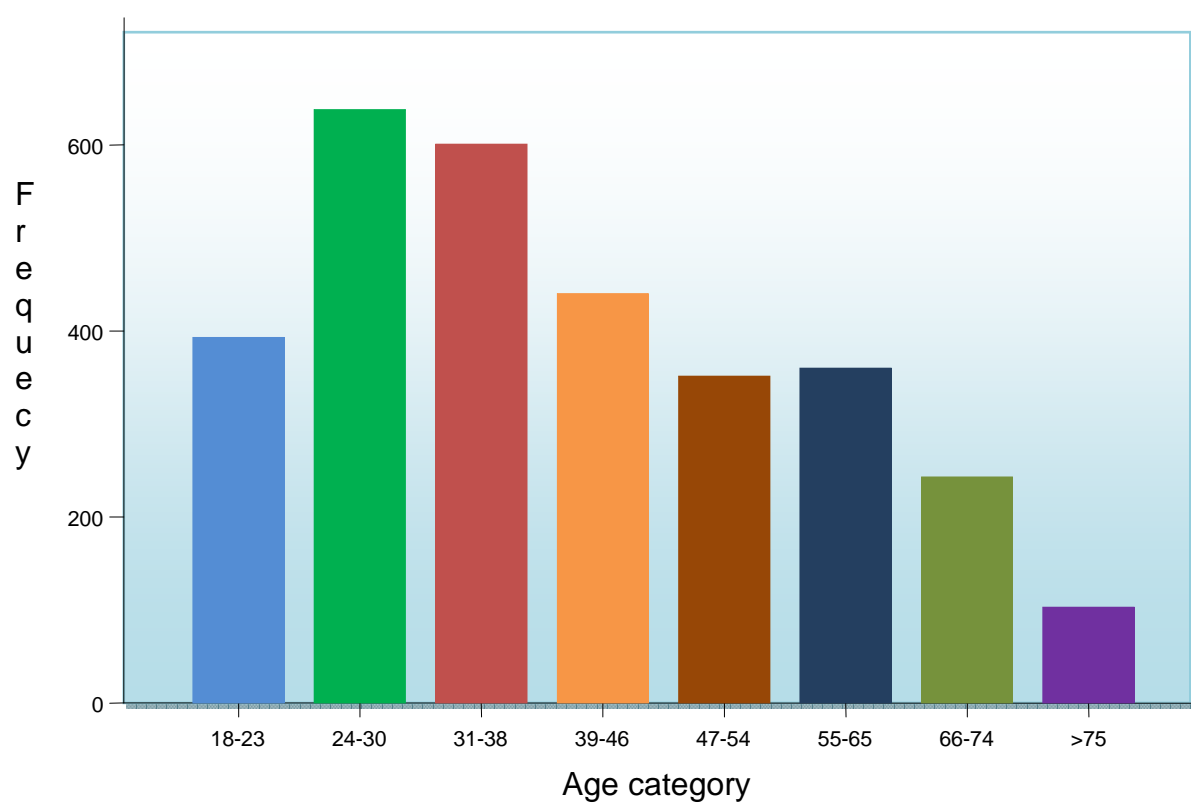


(iii) Age of the participants.

Respondents were asked to select an age category in which they belonged. The single largest number of individuals within a category occurred at the 24-30 age range. Fewer participants selected age ranges above 65 years of age (the age selections in the present sample are positively skewed; see figure 2.)

| Age category | Frequency | % |
|--------------|-----------|-------|
| 18-23 years | 393 | 12.6 |
| 24-30 years | 638 | 20.4 |
| 31-38 years | 601 | 19.2 |
| 39-46 years | 440 | 14.1 |
| 47-54 years | 351 | 11.2 |
| 55-65 years | 360 | 11.5 |
| 66-74 years | 243 | 7.8 |
| >75 years | 103 | 3.3 |
| Total | 3129 | 100.0 |

Figure 2: Age categories of all participating citizens.



3. Methodology

The 2008 Limpopo Citizen/Customer Satisfaction Survey (LCSS 2008) was an assessment of the views and opinions of Limpopo citizens with respect to the quality and extent of government's service provision. Services targeted were those that fell within the jurisdiction of the provincial government. However, this restriction was bypassed in instances where particular services tended to overlap across provincial and national government's service provision boundaries, or were of general interest. Various aspects of service delivery were identified and included in the questionnaire. Although items covered issues from almost all provincial government departments, no deliberate attempt was made to restrict item formulation to departmental issues. Items were drawn from various sources, including surveys that were conducted in large and small cities and government provinces elsewhere.

The province of Limpopo is multilingual. The questionnaire was translated to the languages commonly used in the province and recognised by the provincial government as such. They included Afrikaans, English, Sesotho sa Lebowa, Setswana, Tshivenda and Xitsonga. We used both front- and back-translation procedures to conduct each translation.

We conducted a pilot study to test the survey questionnaire, and establish its psychometric properties. Particular attention was paid to item performance. We wanted to put together and develop a questionnaire that would be easy to administer, yet capture all types of views and opinions espoused by citizens regarding the delivery of services. Thus we targeted both rural and urban contexts. In the urban areas we included both suburb and township localities. Areas covered included Polokwane and its surrounding townships, greater Mokopane, and Mailula.

Stratified random sampling was conducted to select a province-wide sample. The strata were the five official regions (district municipalities) of the province. Households were the units of analysis. A household would be represented by an adult member (> 17 years of age), identified according to a procedure predefined in the questionnaire. Sample proportions were allocated to each region based on the number of households they have.

Interviewers conducted door-to-door, individual interviews. Interviews were conducted mainly in English. However, translated questionnaires were always available, and interviewers were given strict orders to interview in the language that the interviewee was comfortable in. We ensured that interviewers were conversant with the languages they were interviewing in. In other words, Xitsonga-speaking interviewers were allocated to districts where Xitsonga was the predominant language, Tshivenda-speakers interviewed in Tshivenda-speaking areas, and so on.

The eventual sample size that was used for analysis is 3200. The estimates of population percentage, population mean and population variance (i.e. estimates for parameters at the provincial level) for relevant items were calculated using stratified

sampling techniques. The margins of error, which are a common summary for sampling error that quantifies uncertainty about a survey result, were calculated using the 95 percent confidence interval estimation of the parameters. That is, the margin of error is approximately equal to $2 \times \sqrt{\text{var}(Item)}$, where $\text{var}(Item)$ is the variance of an item for the overall sample. (The information is included in this report as appendix 1.)

4. Executive summary

The present survey evaluated the opinions and perceptions of the Limpopo province citizenry on various service-oriented issues. The following is a summary of participating citizens' responses to the Limpopo Citizen/Customer Satisfaction Survey 2008. The summary is based mainly (but not exclusively) on province-wide results, although the main report includes both region- and province-level results.

- Most of the participating citizens reported satisfaction with their place of residence, both at the local (local municipality) and regional (district municipality) levels. Most local areas were rated by the majority of participating citizens as good places to live in (average = 55% participating citizens per local area). The three highest percentages of participating citizens in a local area were 74% (Ba-Phalaborwa), 66% (Musina) and 65% (Thulamela). The lowest percentages were 32% (Greater Giyani), 35% (Greater Marble Hall), and 40% (Greater Tubatse)
- Four items measured the quality of service offered by the Limpopo provincial government. Participants rated the service quality offered as acceptable. Most participants across the province (58% of the participating citizens) agreed that government employees' spent an effort to understand the needs of the Limpopo citizens; Limpopo government employees were also rated as reliable during a service encounter (59% of the participating citizens); they were also perceived as straightforward and honest during a service encounter (59% participating citizens); and finally, there was a split on whether government employees were generally skilled and knowledgeable with their jobs or not (44% and 43% respectively).
- An aggregated score of quality service was obtained from the service quality items. The average scores obtained by the majority of participating citizens were well above the average on the scale (an average of 23 across the province; range = 4-36). This result was supported by the scores obtained on the item that measured global service quality. The scores were also high on this item.
- The global measure of service quality was related to the aggregated service quality score (composed of the items constituting the service quality scale; $r = .60$, $p < .000$.)
- Most participating citizens (48) felt that it took little effort for them to reach a service site; however it took a long time for most of them (54%) to be eventually served at a service point, and most (48%) expressed a view that the process of being served at a service point took a long while.
- Most participating citizens across the province (59%) said they were less likely to protest against poor service. However most participating citizens across the province were willing to lodge a complaint with the government employees'

- superiors (48%) although they (49% participating citizens) did not have much confidence that they (superiors) would act on their complaints.
- Participating citizens indicated that it was rather difficult for most of them (69%) to access and utilize services, although the percentages of those who reported this differ by region.
 - Only a few participating citizens (26%) reported an intention to relocate to another area. In fact most of them (50% across the province) selected a “strongly disagree” option on this item, the highest being Waterberg where the percentage was 66%.
 - Asked how much they expected from the Limpopo provincial government, most participating citizens said they expected more (about fifty six percent across the province saying from a fair amount to a great deal). The exception was Sekhukhune where most of the participating citizens (55%) said they did not expect much from the provincial government.
 - Community development workers are known by relatively fewer participating citizens across the province (34%), and the quality of their service was rated at the lower end by more of them (51%).
 - Very few participating citizens across the province (almost 23%) expressed a view that the Limpopo provincial government’s effort of disseminating information about its programs and social events was good. The ratings differed across the provinces, with Sekhukhune rating it low, and Waterberg having the majority of its participating citizens rating it high. Communication aspects, as measured by the quality of the “Imbizo” consultative forum, the website and newsletter of the province, and the “Batho Pele Day” in the province, were difficult to evaluate for most of the participating citizens. Percentages ranging from 43 to 73% of participating citizens answered that they did not know the quality of the communication aspects.
 - Several aspects of schooling were used to measure the quality of education in the province of Limpopo. Aspects measured included the quality of teachers, school curriculum, learning materials, the ratio of learners to teachers, and the physical state (cleanliness and neatness) of the schools. Measurement and analyses were conducted separately for participating citizens who have children enrolled as learners at primary and secondary or high schools run by the Limpopo provincial government. Furthermore, analyses were conducted separately for participating citizens who have children enrolled as learners at schools run by the provincial government, and those who do not.

The province consistently received high grading from participating citizens on the schooling aspects for both primary and high schools. This was especially so among participating citizens who said they had a child attending school at a

provincial government-run primary or high school. The favourable provincial percentages (rating of good or excellent for schooling aspects) of participating citizens who have children at government-run primary schools were as follows: quality of teachers = 65%, school curriculum = 60%, learning materials = 58%, the ratio of learners to teachers = 59% and the physical state (cleanliness and neatness) of the schools = 62%. The favourable provincial percentages of participating citizens who do not have children at the government-run primary schools were as follows: quality of teachers = 32%, school curriculum = 28%, learning materials = 30%, the ratio of learners to teachers = 33% and the physical state (cleanliness and neatness) of the schools = 36%. The latter percentages should be read within the context of a substantial number of this category of participating citizens not expressing an opinion.

The favourable provincial percentages on schooling aspects among participating citizens who have children at government-run secondary or high schools were as follows: quality of teachers = 62%, school curriculum = 59%, learning materials = 57%, the ratio of learners to teachers = 56%, and the physical state (cleanliness and neatness) of the schools = 57%. The favourable provincial percentages of participating citizens who do not have children at the government-run secondary or high schools were as follows: quality of teachers = 30%, school curriculum = 29%, learning materials = 27%, the ratio of learners to teachers = 28% and the physical state (cleanliness and neatness) of the schools 31%. Important to note is that Mopani is the only region that tended to have most participating citizens making unfavourable evaluations (fair or poor) on most of the schooling aspects.

- The quality of hospital service received by the participating citizens was rated as poor by the majority of participating citizens (46%), compared with 35% who rated it towards the excellent service end. The quality of hospital service was rated as poor in at least three regions (viz., Capricorn, Sekhukhune and Vhembe). Waterberg, Capricorn and Mopani's participating citizens had a high percentage in the excellent category, which is unusual in this survey. Staffing was considered adequate (54%), and physical facilities were rated by 48% as either good or poor. The provision of emergency medical services was rated by only 39% of participating citizens across the province as good or excellent.
- The efforts of the Limpopo provincial government towards senior citizens were rated as either good or excellent by 46% of participating citizens.
- There were many participating individuals (63% across the province) who said they knew about the Limpopo Youth Commission (LYC). Yet a substantial number of them could not evaluate the activities of the body when they were asked to do so (36% said they don't know about the quality of the organisation's services and programs.)

- Sporting and recreational facilities were not available in some areas. However, the majority of participating citizens (52%) in Capricorn were satisfied with their availability.
- Most participating citizens (63%) said they were satisfied with how the Limpopo provincial government tended nature parks and game reserves.
- The experience of security and safety was measured with a number of items. Most participating citizens across the province felt unsafe in their neighbourhoods during the night (53% of participating citizens) and felt safe (67% of participating citizens) during the day. Also, most participating citizens felt safe walking alone in business areas during the day (60% of participating citizens), and felt unsafe during the night (68% of participating citizens). Relatively more participating citizens (49%) felt that their properties were safe because of the presence of the police. One item was used to measure general satisfaction with the police department (South African Police Service.) Most participating citizens (56%) were not satisfied with the way the police department was executing its functions.
- The quality of roads was rated by most participating citizens (80%) across the province as fair or poor. Sekhukhune and Mopani had the highest percentages of disaffected participating citizens.
- The quality of work done by traffic police was rated low by most participating citizens (51%). (The percentage was high even when 35% of them said they don't know or refused to answer.)

There was dissatisfaction from participating citizens across the province regarding the availability and quality of housing. Only forty (40) percent expressed any satisfaction with the availability of housing, and only 43% with the quality of housing.

- Most participating citizens (55%) across the province were satisfied with access to clean water. It was only in Sekhukhune where people said they not satisfied.
- Most participating citizens (72%) across the province were satisfied with the supply of electricity.
- The global assessment of satisfaction recorded an average of 5.91 (S.D. = 2.59), on a nine-point scale. Most participating citizens (54%) tended to be satisfied with the services they receive, as they gave a rating of six (6) or higher on the item.
- Participating citizens were equally split between those who expressed satisfaction (44%) and those who did not (42%) regarding the Limpopo provincial government's services towards people with special needs and challenges. The highest percentage of

participating citizens who said they were satisfied came from Mopani (67%) and the highest percentage of those who were not satisfied was from Sekhukhune (74%). Coming from a mother-led, blended or grandparent(s)-led family types was associated with reporting satisfaction in this sample.

- Although a national competence, opinions regarding social services were included in the present survey. Most participating citizens said they or their family members were not able to access a disability (77%) or pension grant (53%). On the other hand relatively more (53%) said they or a family member were able to access a child maintenance grant.

- Participating citizens were asked to volunteer issues that they thought the provincial government of Limpopo should consider priority issues. The majority of participating citizens (48%) across the province listed the supply of running water as first priority, with Sekhukhune (64%) and Mopani (50%) contributing significantly to the average. In Capricorn, Waterberg and Vhembe (20%, 21% and 20% in that order) the construction of tarred roads was endorsed by relatively more participating citizens. The creation of jobs (14%) and the construction of roads (11%) were listed as second and third favourite first-priority issues by most participating citizens across the province.

The construction of tarred roads topped the list of second-priority issues, being listed by thirty-two (32) percent of participating citizens across the province. The building of houses was second and the repairing of roads was third, having been listed by 16% and 15% respectively. The third priority list was topped by the building of health clinics (18%), tarred roads (14%) and houses (12%).

- When participating citizens were asked to list issues which they thought should have formed part of the questionnaire, yet were left out, not many of them did so. An inspection of the issues raised led to the conclusion that whatever transpired from this qualitative information did not add any more value than what was obtained in the list of priorities (another qualitative item of the questionnaire.) Based on this conclusion, we decided not to tabulate or analyse information obtained through this item.

5. Findings of the Survey

(Item by item analyses conducted. *Please note that questionnaire items, raw data, results and headings of tables are highlighted with colour.*)

5.1 Rating of domicile by citizens of Limpopo.

Participating citizens were required to rate the desirability of their local area (local municipality) and region (district municipality) as a place to live in. Participating citizens across the province rated most of the local areas and regions as good places to live in. The average rating of the local areas was 54.54 (S.D. = 10.77; range = 32.30—74.30). The lowest percentages of positive participating citizens were recorded in six (6) local areas, namely, Greater Giyani (32.3), Greater Marble Hall (34.7), Greater Tubatse (39.8), Greater Tzaneen (42.9), Blouberg (43.7) and Thabazimbi (46.7).

5. Overall, how would you rate [INTERVIEWER MENTIONS DOMICILE] as a place to live in? Would you say it is excellent, good, fair, poor, or that you do not know?

| | |
|----------------|----------|
| Mean | 54.5364 |
| Median | 56.2000 |
| Std. Deviation | 10.76491 |
| Minimum | 32.30 |
| Maximum | 74.30 |

The region that achieved the highest percentage of endorsements as a good place to live in was Vhembe, and the lowest percentage was recorded for Mopani. Overall, the local area and the region were each considered to be good places to live in by about 44% of the participating citizens.

6. Overall, how would you rate [INTERVIEWER MENTIONS REGION'S NAME] as a place to live in? Would you say it is excellent, good, fair, poor, or that you do not know?

| | | Capricorn | Mopani | Sekhukhune | Waterberg | Vhembe | Limpopo Province |
|--------------------------------|-------------------|-----------|---------|------------|-----------|---------|------------------|
| Rating region as place to live | Refuses to answer | ?? (.2%) | (.1%) | (.0%) | (.7%) | (.2%) | (.2%) |
| | Don't know | ?? (3.2%) | (.5%) | (1.4%) | (3.7%) | (2.0%) | (2.0%) |
| | Poor | 0 (14.3%) | (9.8%) | (24.9%) | (16.4%) | (13.5%) | (14.6%) |
| | Fair | 1 (30.2%) | (39.7%) | (23.5%) | (23.1%) | (25.3%) | (29.5%) |
| | Good | 2 (41.8%) | (38.5%) | (45.6%) | (43.9%) | (48.1%) | (43.5%) |

| | | | | | | | |
|-----------|---|---------|---------|--------|---------|---------|---------|
| Excellent | 3 | (10.3%) | (11.4%) | (4.6%) | (12.2%) | (10.8%) | (10.2%) |
|-----------|---|---------|---------|--------|---------|---------|---------|

5.2 Quality of service.

Five questionnaire items were used to measure how the participating citizens perceived the quality of service offered by the Limpopo provincial government. Four questions inquired about specific quality issues and one was an overall evaluation of service quality. Participating citizens were asked to rate government employees on their (i) understanding of the needs of citizens during service delivery, (ii) capacity to provide service reliably, (iii) ability to deal with citizens with honesty and straightforwardness, and (iv) possession of knowledge and skill for their jobs. Most participating citizens in Sekhukhune and Vhembe rated the employees' understanding of the needs of citizens higher (75.3% and 63.2% respectively) compared to their counterparts in the remaining three regions (Capricorn, Mopani and Waterberg). The general trend was for participating citizens to perceive government employees as understanding of the needs of the Limpopo citizens at service points. Relatively more of the participating citizens of Limpopo rated government employees' understanding of citizen's needs relatively high (58.1% of participating citizens), with 27% of them giving the highest rating.

Regarding reliability during a service encounter, the majority (58.9%) of the participating citizens rated government employees higher. The highest number of citizens rating government employees on their reliability came from the Sekhukhune region. In that region 78.6% of citizens rated government employees higher. The same trend prevailed, where government employees were rated higher on their straightforwardness and honesty by the majority of the participating citizens in the Sekhukhune region.

The skill and knowledge of government employees was rated higher by larger numbers of participating citizens in some regions (Sekhukhune, Vhembe and Waterberg) and by a smaller number of participating citizens in Mopani (Capricorn was more or less equally split on this aspect). On the whole the knowledge and skill of government employees was rated higher and lower by a more or less equal number of participating citizens (43.5% rated the overall quality aspect higher and 43.4 rated it lower).

7. The following questions require you to comment about how you think employees of the Limpopo provincial government treat citizens who receive services from them. Please give a general impression only, even if you are not sure. Using a rating of 1 to 9, where 1 means “very low”, and 9 “very high”, how would you rate the last government department you visited on the following issues?

7(a) **Government employees’ understanding of citizens’ needs during service delivery.**

| | | Capricorn | Mopani | Sekhukhune | Waterberg | Vhembe | Limpopo Province | |
|----------------------------|-------------------|-----------|--------|------------|-----------|--------|------------------|-------|
| Understand citizens' needs | Strongly disagree | 1 | 12.3% | 13.6% | 6.0% | 14.4% | 6.7% | 10.5% |
| | | 2 | 4.8% | 11.1% | .9% | 4.1% | 3.8% | 5.5% |
| | | 3 | 7.0% | 7.7% | 4.6% | 5.9% | 4.3% | 5.9% |
| | | 4 | 7.5% | 6.7% | 4.4% | 5.9% | 8.7% | 7.0% |
| | | 5 | 18.8% | 11.9% | 8.7% | 11.5% | 13.3% | 13.1% |
| | | 6 | 7.3% | 9.3% | 8.0% | 4.9% | 10.4% | 8.5% |
| | | 7 | 9.2% | 11.0% | 14.7% | 9.0% | 14.4% | 11.9% |
| | | 8 | 6.2% | 9.0% | 17.7% | 9.5% | 12.0% | 10.6% |
| | Strongly agree | 9 | 27.0% | 19.7% | 34.9% | 34.9% | 26.4% | 27.1% |

7(b) **Government employees’ reliability during service provision.**

| | | Capricorn | Mopani | Sekhukhune | Waterberg | Vhembe | Limpopo Province | |
|-------------|-------------------|-----------|--------|------------|-----------|--------|------------------|-------|
| Reliability | Strongly disagree | 1 | 13.0% | 14.6% | 5.5% | 14.4% | 14.6% | 10.7% |
| | | 2 | 6.0% | 12.1% | .7% | 4.1% | 4.9% | 6.1% |
| | | 3 | 8.0% | 9.0% | 2.1% | 5.9% | 4.6% | 6.1% |
| | | 4 | 6.8% | 8.2% | 4.8% | 5.9% | 5.1% | 6.7% |
| | | 5 | 16.0% | 8.5% | 8.3% | 11.5% | 13.4% | 11.5% |
| | | 6 | 9.0% | 9.9% | 9.9% | 4.9% | 6.6% | 8.8% |
| | | 7 | 7.8% | 9.9% | 18.1% | 9.0% | 9.5% | 12.5% |
| | | 8 | 7.0% | 10.0% | 12.8% | 9.5% | 8.0% | 11.3% |
| | Strongly agree | 9 | 26.5% | 17.8% | 37.8% | 34.9% | 33.2% | 26.3% |

7(c) **Government employees' straightforwardness and honesty during service provision.**

| | | Capricorn | Mopani | Sekhukhune | Waterberg | Vhembe | Limpopo Province | |
|--------------------------------|-------------------|-----------|--------|------------|-----------|--------|------------------|-------|
| Straightforwardness and honest | Strongly disagree | 1 | 13.0% | 14.6% | 5.5% | 14.6% | 6.3% | 10.7% |
| | | 2 | 6.0% | 12.1% | .7% | 4.9% | 4.0% | 6.1% |
| | | 3 | 8.0% | 9.0% | 2.1% | 4.6% | 4.7% | 6.1% |
| | | 4 | 6.8% | 8.2% | 4.8% | 5.1% | 6.8% | 6.7% |
| | | 5 | 16.0% | 8.5% | 8.3% | 13.4% | 11.9% | 11.5% |
| | | 6 | 9.0% | 9.9% | 9.9% | 6.6% | 8.2% | 8.8% |
| | | 7 | 7.8% | 9.9% | 18.1% | 9.5% | 16.7% | 12.5% |
| | | 8 | 7.0% | 10.0% | 12.8% | 8.0% | 16.1% | 11.3% |
| | Strongly agree | 9 | 26.5% | 17.8% | 37.8% | 33.2% | 25.3% | 26.3% |

7(d) **Government employees' skill and knowledge in their jobs.**

| | | Capricorn | Mopani | Sekhukhune | Waterberg | Vhembe | Limpopo Province | |
|---------------------|-------------------|-----------|--------|------------|-----------|--------|------------------|-------|
| Skill and knowledge | Strongly disagree | 1 | 19.6% | 29.2% | 7.1% | 21.2% | 12.3% | 18.5% |
| | | 2 | 6.3% | 13.7% | 2.8% | 5.1% | 5.0% | 7.2% |
| | | 3 | 7.2% | 10.6% | 7.6% | 9.3% | 7.4% | 8.5% |
| | | 4 | 8.2% | 7.3% | 17.0% | 7.1% | 8.9% | 9.2% |
| | | 5 | 19.1% | 9.3% | 11.9% | 12.2% | 13.5% | 13.1% |
| | | 6 | 4.5% | 6.7% | 12.4% | 3.9% | 7.0% | 6.8% |
| | | 7 | 6.0% | 5.5% | 15.6% | 3.9% | 12.5% | 8.8% |
| | | 8 | 4.8% | 3.7% | 5.3% | 6.1% | 11.0% | 6.5% |
| | Strongly agree | 9 | 24.3% | 14.0% | 20.4% | 31.2% | 22.3% | 21.4% |

The four items measuring the quality of service are highly related. (The internal consistency of the four-item, short-version service quality scale was estimated using Chronbach's alpha; $\alpha = .88$; $N = 3199$). The items were summed to produce an overall quality of service score. Anchoring the items on a Lickert-type scale ranging from 1 to 9, the measure has a possible maximum score of 36, and a minimum score of 4. The average score across the province is 22.81 (S.D. = 9.58), falling well above the midpoint of 18 on the scale. Across the regions of the province, the lowest average was obtained in Mopani (Mean = 19.52; S.D. = 10.05) and the highest in Sekhukhune (Mean = 26.23; S.D. = 7.74).

Total Quality score

| | Capricorn | Mopani | Sekhukhune | Waterberg | Vhembe | Limpopo Province |
|--------------------|-----------|--------|------------|-----------|--------|------------------|
| N | 601 | 821 | 439 | 410 | 901 | 3172 |
| Mean | 21.920 | 19.519 | 26.228 | 23.317 | 24.488 | 22.805 |
| Std. Error of Mean | .383 | .351 | .370 | .503 | .292 | .170 |
| Std. Deviation | 9.392 | 10.046 | 7.744 | 10.194 | 8.771 | 9.577 |
| Minimum score | 4.00 | 4.00 | 4.00 | 4.00 | 4.00 | 4.00 |
| Maximum score | 36.00 | 36.00 | 36.00 | 36.00 | 36.00 | 36.00 |

Participating citizens were also asked to rate the overall quality of services offered by the Limpopo provincial government. An item was included in the questionnaire to measure participating citizens' overall perception of service, based on their past twelve months' experiences.

A high overall rating of the province's service quality was given by the majority of the participating citizens. More than fifty percent agreed that the general quality of service is high.

Based on your experiences over the past twelve (12) months, how would you rate the overall quality of services provided by the Limpopo government to the citizens? On a scale from 1, which means poor quality, to 9, meaning superior quality, where would you rate the overall quality of services provided by the Limpopo provincial government?

7(e)

| | | Capricorn | Mopani | Sekhukhune | Waterberg | Vhembe | Limpopo Province | |
|---------------------------|-------------------|-----------|--------|------------|-----------|--------|------------------|-------|
| 12 months overall quality | Strongly disagree | 1 | 10.4% | 13.6% | 2.6% | 15.0% | 6.5% | 9.7% |
| | | 2 | 5.7% | 10.4% | 2.4% | 4.2% | 4.5% | 6.0% |
| | | 3 | 7.1% | 7.8% | 2.1% | 7.4% | 6.9% | 6.6% |
| | | 4 | 9.0% | 10.7% | 2.9% | 6.1% | 5.6% | 7.3% |
| | | 5 | 20.2% | 16.3% | 12.4% | 15.4% | 19.3% | 17.2% |
| | | 6 | 7.8% | 9.2% | 11.5% | 6.4% | 12.0% | 9.7% |
| | | 7 | 9.0% | 8.4% | 8.1% | 7.1% | 15.5% | 10.3% |
| | | 8 | 4.7% | 6.1% | 13.8% | 7.4% | 11.4% | 8.5% |
| | Strongly agree | 9 | 26.1% | 17.5% | 44.2% | 31.1% | 18.2% | 24.7% |

The relationship between the summed, overall quality score was compared to the scores derived from the item that measured service quality based on the participating citizens' experiences over a 12 month period. The two scores were highly similar ($r = .60$, $p < .000$), meaning that the participating citizens have rated their service quality experience consistently across the two measurements.

5.3 The use of government services.

Participating citizens were asked a question that was a proxy for having used a government service. The item's purpose was to differentiate between individuals whose perceptions were influenced by actual experience and those that are not. On the average, 68% of the participating citizens reported that they have used a government service in the last twelve months.

8. Have you received some form of help or service from one or more of the Limpopo provincial government employees in the last twelve (12) months?

| | | Capricorn | Mopani | Sekhukhune | Waterberg | Vhembe | Limpopo Province |
|-------------|-----|-----------|--------|------------|-----------|--------|------------------|
| Service use | No | 41.0% | 24.5% | 35.3% | 33.7% | 27.1% | 31.0% |
| | Yes | 59.0% | 75.5% | 64.7% | 66.3% | 72.9% | 69.0% |

5.4 The sacrifice participating citizens made to reach service sites.

Participating citizens reported on various types of sacrifices they made to reach service sites and be served by government employees. The first item required each participating citizen to state whether it was hard or not to reach a point or site where government service is offered. Slightly more of the participating citizens reported that they needed more effort to reach service sites and receive service. However, this trend was not uniform since there were regional differences across the province. There were relatively fewer participating citizens from Capricorn, Sekhukhune and Waterberg who reported difficulty in reaching service sites. On the other hand there were more participating citizens from Mopani and Vhembe reporting difficulty in reaching service sites (46.4% and 43.4% respectively).

9. Based on your last service encounter with a department or employees of the Limpopo provincial government, please rate your experiences according to the scale below.

9 (a) Effort made to reach a service site.

| | | Capricorn | Mopani | Sekhukhune | Waterberg | Vhembe | Limpopo Province | |
|----------------|---------------|-----------|--------|------------|-----------|--------|------------------|-------|
| Effort exerted | Little effort | 1 | 29.0% | 15.7% | 31.5% | 33.3% | 15.8% | 22.6% |
| | | 2 | 9.2% | 9.5% | 11.6% | 8.9% | 6.7% | 8.9% |
| | | 3 | 4.0% | 8.8% | 7.4% | 2.5% | 11.2% | 7.6% |
| | | 4 | 7.4% | 9.5% | 12.5% | 6.4% | 9.9% | 9.3% |
| | | 5 | 14.9% | 10.2% | 8.3% | 10.1% | 13.0% | 11.6% |
| | | 6 | 4.9% | 5.8% | 3.9% | 2.7% | 7.0% | 5.3% |
| | | 7 | 4.0% | 7.6% | 8.8% | 4.4% | 9.1% | 7.1% |
| | | 8 | 2.9% | 12.9% | 6.0% | 4.2% | 12.0% | 8.7% |

| | | | | | | | |
|-----------------|---|-------|-------|-------|-------|-------|-------|
| Too much effort | 9 | 23.9% | 20.1% | 10.0% | 27.4% | 15.3% | 19.0% |
|-----------------|---|-------|-------|-------|-------|-------|-------|

Participating citizens were also asked to estimate the time it took for them to be served at a government service site they visited. At the provincial level, 54% of participating citizens reported that they spent quite a while waiting to be served at a government service site. The region with the highest number of individuals reporting to have spent a long time waiting to be served is Capricorn, and Vhembe had the lowest number of individuals reporting same (50.8% participating citizens). Apparently no region had less than half of their participating citizens reporting that they had to wait for some time for service.

9 (b) Time it took waiting to be served.

| | | | Capricorn | Mopani | Sekhukhune | Waterberg | Vhembe | Limpopo Province |
|----------------------|----------------|---|-----------|--------|------------|-----------|--------|------------------|
| Waiting to be served | Little time | 1 | 17.8% | 16.0% | 12.5% | 22.3% | 11.4% | 15.4% |
| | | 2 | 3.9% | 6.7% | 5.8% | 5.5% | 7.3% | 6.1% |
| | | 3 | 5.2% | 7.3% | 5.3% | 4.2% | 10.3% | 7.1% |
| | | 4 | 7.0% | 7.6% | 8.1% | 4.5% | 8.4% | 7.4% |
| | | 5 | 12.0% | 9.2% | 7.9% | 8.2% | 11.9% | 10.1% |
| | | 6 | 5.0% | 5.9% | 4.8% | 3.0% | 5.5% | 5.1% |
| | | 7 | 6.1% | 8.2% | 9.0% | 8.4% | 8.9% | 8.1% |
| | | 8 | 6.8% | 13.9% | 21.0% | 8.2% | 13.8% | 12.9% |
| | Very long time | 9 | 36.1% | 25.3% | 25.6% | 35.7% | 22.6% | 27.9% |

Another aspect of sacrifice evaluated is that of the time it took for the participating citizen to be served. More than 50% of the participating citizens across the province stated that service providers took a long time to serve them at the point of service. Once again, there is variation across the regions of the province. For instance, Sekhukhune's percentage of participating citizens who said it took a long while being served was 60.7%, and for Mopani it was 45.3%.

9 (c) Time it took while being served.

| | | Capricorn | Mopani | Sekhukhune | Waterberg | Vhembe | Limpopo Province | |
|-------------------------|----------------|-----------|--------|------------|-----------|--------|------------------|-------|
| Time while being served | Little time | 1 | 21.6% | 19.1% | 14.2% | 25.4% | 14.8% | 18.4% |
| | | 2 | 5.1% | 10.6% | 5.8% | 4.7% | 10.3% | 8.1% |
| | | 3 | 5.6% | 8.6% | 4.0% | 5.5% | 11.8% | 7.9% |
| | | 4 | 6.3% | 7.5% | 8.1% | 5.5% | 6.1% | 6.7% |
| | | 5 | 14.7% | 8.9% | 7.2% | 11.2% | 11.3% | 10.7% |
| | | 6 | 4.5% | 4.9% | 6.3% | 5.0% | 8.1% | 5.9% |
| | | 7 | 5.8% | 7.7% | 10.2% | 3.7% | 6.2% | 6.8% |
| | | 8 | 4.3% | 10.9% | 17.7% | 5.7% | 9.1% | 9.5% |
| | Very long time | 9 | 32.1% | 21.8% | 26.5% | 33.3% | 22.4% | 26.0% |

5.5 Complaint behaviour.

Complaint behaviour was measured to investigate the likelihood that a participating citizen will express his/her dissatisfaction with the quality of service he/she received from a service site. The first form of expressing disaffection evaluated was that of protesting at the service point. Most of the participating citizens across the province said that they were less likely to engage in this type of complaint behaviour (59.3%), and only 31.9% said they would. Sekhukhune, with a percentage of 81.8%, recorded the highest percentage of participating citizens who stated that they were less likely to protest on the service site. The region with the least percentage on this aspect of complaint behaviour was Vhembe (50.8%).

10. The following statements refer to your complaints about the quality of service you have received from the last government department you visited. Two types of action will be mentioned to you. You have to decide whether you are “less likely” or “more likely” to take the particular type of action.

Now, if you were to be dissatisfied with the quality of service you received from an employee of the Limpopo provincial government, how likely are you to engage in the following

10 (a) Protesting the treatment on the spot.

| | | | Capricorn | Mopani | Sekhukhune | Waterberg | Vhembe | Limpopo Province |
|------------------------|-------------|---|-----------|--------|------------|-----------|--------|------------------|
| Protesting on the spot | Less likely | 1 | 34.2% | 34.3% | 31.4% | 47.4% | 22.6% | 32.3% |
| | | 2 | 5.6% | 10.6% | 26.6% | 6.1% | 11.8% | 11.7% |
| | | 3 | 6.2% | 6.9% | 8.8% | 4.1% | 8.6% | 7.2% |
| | | 4 | 10.2% | 5.1% | 15.0% | 4.4% | 7.8% | 8.1% |
| | | 5 | 11.3% | 7.0% | 6.2% | 11.2% | 8.6% | 8.7% |
| | | 6 | 4.1% | 3.5% | 1.6% | 1.0% | 6.5% | 3.8% |
| | | 7 | 3.5% | 6.2% | 1.4% | 4.1% | 9.7% | 5.7% |
| | | 8 | 5.1% | 12.7% | 1.2% | 4.4% | 9.7% | 7.7% |
| | More likely | 9 | 19.8% | 13.8% | 7.9% | 17.3% | 14.6% | 14.7% |

Participating citizens were also asked to rate their likelihood of lodging a complaint with the superiors of the offending employee. Those who said they would were 48.2% and those who said they would not were 42.1%. The percentages of almost all the regions on this aspect of complaint behaviour tilted towards the likelihood of lodging a complaint, with the exception of Sekhukhune where 69.2% were less likely to do so.

10 (b) Lodging a complaint with the concerned employee's superiors.

| | | | Capricorn | Mopani | Sekhukhune | Waterberg | Vhembe | Limpopo Province |
|---------------------|-------------|---|-----------|--------|------------|-----------|--------|------------------|
| Lodging a complaint | Less likely | 1 | 23.7% | 16.7% | 21.5% | 32.8% | 17.3% | 21.0% |
| | | 2 | 3.9% | 6.9% | 25.5% | 2.9% | 8.5% | 8.9% |
| | | 3 | 5.4% | 5.0% | 8.9% | 3.2% | 9.1% | 6.6% |
| | | 4 | 5.1% | 4.8% | 13.3% | 3.2% | 4.1% | 5.6% |
| | | 5 | 13.9% | 7.4% | 7.5% | 10.5% | 9.9% | 9.7% |
| | | 6 | 6.3% | 6.3% | 4.4% | 2.4% | 7.7% | 5.9% |
| | More likely | 7 | 7.0% | 7.3% | 2.1% | 5.1% | 9.8% | 6.9% |
| | | 8 | 5.8% | 13.3% | 2.8% | 9.3% | 11.6% | 9.5% |
| | | 9 | 28.8% | 32.3% | 14.0% | 30.6% | 21.9% | 25.9% |

Participating citizens were also asked to express their confidence in senior government officials' acting on their complaints. Almost fifty percent (50%) of the participating citizens across the Limpopo province stated that they were not confident that their complaints would be acted on. The percentages within most regions followed the trend observed at the provincial level, with the largest percent of 70.8% coming from Sekhukhune. However, Mopani was characterized by a narrow split, with the percentages of those who are not confident and those who are, being 43.8% and 45.4% respectively.

11 How confident are you that senior officials at the last government department you visited will act appropriately on your complaint?

| | | | Capricorn | Mopani | Sekhukhune | Waterberg | Vhembe | Limpopo Province |
|---------------------|----------------------|---|-----------|--------|------------|-----------|--------|------------------|
| Lodging a complaint | Not at all Confident | 1 | 29.5% | 22.3% | 22.1% | 34.6% | 19.0% | 24.3% |
| | | 2 | 3.4% | 8.8% | 26.8% | 4.1% | 7.8% | 9.4% |
| | | 3 | 4.3% | 5.6% | 12.0% | 5.4% | 10.4% | 7.6% |
| | | 4 | 6.0% | 7.1% | 9.9% | 2.9% | 10.0% | 7.6% |
| | | 5 | 21.7% | 10.9% | 10.6% | 16.8% | 15.8% | 15.0% |
| | | 6 | 7.8% | 4.8% | 4.0% | 6.3% | 7.4% | 6.2% |
| | Completely Confident | 7 | 5.0% | 5.7% | 2.4% | 3.9% | 7.5% | 5.4% |
| | | 8 | 3.7% | 12.3% | 1.6% | 5.4% | 7.9% | 7.1% |
| | | 9 | 18.7% | 22.6% | 10.6% | 20.5% | 14.2% | 17.6% |

5.6 Intention to leave/exit.

The intention to leave one's locality was assessed with an item that required the participating citizens to state their agreement or disagreement with a statement that if they could, they would relocate to another area. The majority of participating citizens (68.2%) did not harbour the idea of relocating to another area. The largest percentage of those who disagreed that they would move from their present area of abode came from Sekhukhune (80.4%).

12. The following statement refers to how you feel about staying in [INTERVIEWER MENTIONS DOMICILE].

"If I could, I would relocate somewhere else."

| | | Capricorn | Mopani | Sekhukhune | Waterberg | Vhembe | Limpopo Province | |
|----------|-------------------|-----------|--------|------------|-----------|--------|------------------|-------|
| Relocate | Strongly disagree | 1 | 52.8% | 58.9% | 46.0% | 66.0% | 34.8% | 50.1% |
| | | 2 | 4.5% | 3.9% | 21.8% | 5.8% | 6.0% | 7.3% |
| | | 3 | 2.7% | 3.6% | 6.9% | 2.2% | 8.8% | 5.2% |
| | | 4 | 3.5% | 4.5% | 5.7% | 2.7% | 9.2% | 5.6% |
| | | 5 | 6.3% | 3.5% | 2.5% | 3.9% | 10.5% | 5.9% |
| | | 6 | 4.2% | 3.8% | 1.8% | 1.2% | 5.8% | 3.8% |
| | | 7 | 2.3% | 2.9% | 3.4% | 2.7% | 4.8% | 3.4% |
| | | 8 | 2.7% | 6.1% | 1.8% | 2.2% | 6.3% | 4.4% |
| | Strongly agree | 9 | 21.0% | 12.8% | 9.9% | 13.3% | 13.8% | 14.3% |

5.7 Expectations of citizens.

Expectations of citizens from the preceding year were measured with a single item. The largest number of participating citizens who expected more (from a fair amount to a great deal) from the Limpopo provincial government came from Mopani, followed by Waterberg. The percentages were 73.5 and 54.6 respectively. Most of the participating citizens from Sekhukhune (55%) did not expect much from the provincial government.

13. In terms of satisfying your needs and those of your household, would you say you expected, since last year (2007), a great deal, a fair amount, only a little, or nothing at all from the Limpopo Provincial government?

| | | Capricorn | Mopani | Sekhukhune | Waterberg | Vhembe | Limpopo Province |
|------------------|-------------------|-----------|--------|------------|-----------|--------|------------------|
| 2007 Expectation | Refuses to answer | 2.2% | .8% | 2.5% | 3.4% | 8.5% | 3.8% |
| | Don't know | 5.2% | 2.8% | 3.2% | 3.7% | 10.4% | 5.6% |
| | Nothing at all | 21.9% | 11.0% | 22.9% | 18.2% | 14.5% | 16.6% |
| | Only a little | 16.9% | 11.8% | 32.1% | 20.1% | 17.3% | 18.2% |
| | A fair amount | 25.0% | 21.6% | 27.3% | 24.1% | 26.2% | 24.7% |

| | | | | | | |
|--------------|-------|-------|-------|-------|-------|-------|
| A great deal | 28.8% | 51.9% | 11.9% | 30.5% | 23.1% | 31.2% |
|--------------|-------|-------|-------|-------|-------|-------|

5.8 Community development workers.

Participating citizens were asked if they have come into contact with Community Development Workers (CDWs) in the last 12 twelve months. There were more (58.3%) of those who responded to this question who said they have never come into contact with CDWs.

- 14 (a) Have you had some contact with employees of the Limpopo provincial government called Community Development Workers in the last twelve (12) months?

| Contact with CDW's in the last 12 months | | |
|--|-----|-------|
| Contact | No | 58.3% |
| | Yes | 34.0% |

Participating citizens were then asked to rate the quality of service they received from Community Development Workers (CDWs). About 51% of them rated the service offered by the CDWs as poor.

- 14 (b) On a scale from 1 to 9, with 1 meaning "poor service" and 9 meaning "excellent service", how would you rate the service you received from the Community Development Worker in your area?

| CDWs service quality | | | |
|----------------------|-------------------|---|-------|
| CDW Service Quality | Poor service | 1 | 18.5% |
| | | 2 | 9.2% |
| | | 3 | 10.0% |
| | | 4 | 13.1% |
| | | 5 | 21.5% |
| | | 6 | 8.5% |
| | | 7 | 9.2% |
| | | 8 | 3.8% |
| | Excellent service | 9 | 6.2% |

5.9 Communications.

The Limpopo provincial government's efforts of communicating with citizens on its programs, social functions and services were assessed. Participating citizens gave a general evaluation of the provincial government's efforts in respect of communicating its activities. Participating citizens then evaluated the quality of particular means of communication after expressing awareness of their existence.

Most participating citizens from Sekhukhune, followed by Mopani, were of the view that the provincial government's efforts of disseminating information were poor or only fair. A comparatively favourable evaluation came from Waterberg, where 31.9% thought the efforts were either good or excellent. However, this rating is done in the context of the same region recording a more than fifty percent rate of participating citizens who expressed a view that the efforts are either poor or fair.

15. How would you rate the Limpopo provincial government's efforts to disseminate information about its social functions, services and programs?

| | Capricorn | Mopani | Sekhukhune | Waterberg | Vhembe | Limpopo Province |
|-------------------|-----------|--------|------------|-----------|--------|------------------|
| Refuses to answer | 6.2% | 1.9% | .5% | 1.2% | 19.7% | 7.4% |
| Don't know | 33.9% | 7.9% | 4.9% | 15.2% | 21.0% | 17.0% |
| Poor | 15.9% | 33.1% | 42.7% | 22.7% | 16.3% | 25.1% |
| Fair | 20.2% | 33.9% | 34.1% | 28.9% | 23.7% | 27.8% |
| Good | 18.5% | 17.7% | 16.0% | 24.2% | 15.9% | 18.0% |
| Excellent | 5.2% | 5.5% | 1.9% | 7.7% | 3.4% | 4.6% |

Four items were used to evaluate the effectiveness of the Limpopo provincial government's communication effectiveness. The questionnaire sought to establish if participating citizens were aware of the Limpopo provincial government's public consultation programme of "Imbizo", the provincial website and newsletter, and the provincial service-delivery festival called "Batho Pele Day".

The Imbizo is comparatively better known among participating citizens from Mopani (48.8%) and Vhembe (44.5%). The percentages from the remaining regions are lower ($N < 30\%$). The provincial average of people who say they know about Imbizo is 37.5%.

16 (a) Imbizo.

| | | Capricorn | Mopani | Sekhukhune | Waterberg | Vhembe | Limpopo Province |
|-----------|-------------------|--|--------|------------|-----------|--------|------------------|
| | | Limpopo Province Premier's Imbizo | | | | | |
| Awareness | No | 73.2% | 51.2% | 78.5% | 71.0% | 55.5% | 62.5% |
| | Yes | 26.8% | 48.8% | 21.5% | 29.0% | 44.5% | 37.5% |
| | | | | | | | |
| | | Quality of the Limpopo Province Premier's Imbizo | | | | | |
| Quality | Refuses to answer | 1.5% | 1.7% | .0% | 1.4% | 1.3% | 1.3% |
| | Don't know | 30.4% | 23.4% | 31.8% | 57.8% | 57.0% | 43.6% |
| | Poor | 20.5% | 17.8% | 5.4% | 8.1% | 7.9% | 12.1% |
| | Fair | 18.1% | 34.6% | 14.0% | 13.7% | 14.3% | 19.2% |
| | Good | 19.3% | 15.6% | 22.5% | 15.2% | 12.9% | 15.5% |
| | Excellent | 10.2% | 6.8% | 26.4% | 3.8% | 6.7% | 8.3% |

16 (b) Website.

| | | Capricorn | Mopani | Sekhukhune | Waterberg | Vhembe | Limpopo Province |
|-----------|-------------------|---|--------|------------|-----------|--------|------------------|
| | | Limpopo Province Website | | | | | |
| Awareness | No | 87.2% | 95.7% | 89.2% | 73.0% | 84.3% | 85.5% |
| | Yes | 12.8% | 4.3% | 10.8% | 27.0% | 15.7% | 14.5% |
| | | | | | | | |
| | | Quality of the Limpopo Province Website | | | | | |
| Quality | Refuses to answer | 1.5% | 2.4% | .0% | 1.7% | .6% | 1.1% |
| | Don't know | 63.5% | 66.7% | 83.7% | 76.2% | 74.8% | 72.9% |
| | Poor | 7.0% | 5.3% | 1.1% | 3.3% | 3.8% | 4.2% |
| | Fair | 10.0% | 11.1% | 3.3% | 6.1% | 6.6% | 7.4% |
| | Good | 13.0% | 7.7% | 3.3% | 8.8% | 8.0% | 8.5% |
| | Excellent | 5.0% | 6.8% | 8.7% | 3.9% | 6.1% | 5.9% |

16 (c) Newsletter.

| | | Capricorn | Mopani | Sekhukhune | Waterberg | Vhembe | Limpopo Province |
|-----------|-------------------|--|--------|------------|-----------|--------|------------------|
| | | Limpopo Province Newsletter | | | | | |
| Awareness | No | 74.7% | 71.0% | 87.9% | 74.1% | 61.4% | 71.7% |
| | Yes | 25.3% | 29.0% | 12.1% | 25.9% | 38.6% | 28.3% |
| | | Quality of the Limpopo Province Newsletter | | | | | |
| Quality | Refuses to answer | 1.2% | 2.7% | .0% | 2.3% | 1.2% | 1.5% |
| | Don't know | 49.2% | 32.3% | 56.6% | 60.9% | 60.9% | 54.0% |
| | Poor | 7.9% | 16.7% | 3.5% | 9.1% | 5.6% | 8.1% |
| | Fair | 12.7% | 19.0% | 8.8% | 14.5% | 10.0% | 12.4% |
| | Good | 20.2% | 9.9% | 21.2% | 10.9% | 14.8% | 14.7% |
| | Excellent | 8.7% | 19.4% | 9.7% | 2.3% | 7.5% | 9.2% |

16 (d) Batho Pele Day.

| | | Capricorn | Mopani | Sekhukhune | Waterberg | Vhembe | Limpopo Province |
|-----------|-------------------|--|--------|------------|-----------|--------|------------------|
| | | Limpopo Province Batho Pele Day | | | | | |
| Awareness | No | 62.5% | 57.9% | 79.6% | 57.7% | 51.5% | 59.9% |
| | Yes | 37.5% | 42.1% | 20.4% | 42.3% | 48.5% | 40.1% |
| | | Quality of the Limpopo Province Batho Pele Day | | | | | |
| Quality | Refuses to answer | .0% | 2.3% | .7% | .8% | .7% | .9% |
| | Don't know | 34.6% | 25.6% | 42.0% | 46.5% | 52.5% | 42.8% |
| | Poor | 7.5% | 15.2% | 15.9% | 11.6% | 9.5% | 11.1% |
| | Fair | 14.7% | 27.6% | 16.7% | 8.5% | 10.5% | 14.8% |
| | Good | 27.1% | 16.8% | 17.4% | 22.9% | 14.6% | 18.2% |
| | Excellent | 16.1% | 12.4% | 7.2% | 9.7% | 12.2% | 12.1% |

5.10 Schooling conditions.

Participating citizens were asked to evaluate schooling in the province. The evaluations were limited to schools under the jurisdiction of the Limpopo Department of Education. Conditions at primary and high schools were evaluated separately. The first question in this section sought to verify if the participating citizen had a child who is enrolled at a primary school within the province. Almost sixty-six percent of the participating citizens answered in the affirmative to this question.

17. Do you have one or more child attending school at a primary school within the province of Limpopo?

| Child attends primary school | Limpopo Province | | | | | |
|------------------------------|------------------|-----------|--------|------------|-----------|--------|
| | No | Capricorn | Mopani | Sekhukhune | Waterberg | Vhembe |
| No | | 46.0% | 30.7% | 26.4% | 34.5% | 32.5% |
| Yes | | 54.0% | 69.3% | 73.6% | 65.5% | 67.5% |

Although all participating citizens were allowed to respond to the items of schooling, we suspected that their evaluations would vary as a function of whether they had a child who attends primary school or not. We conducted a series of t-test analyses to investigate whether results on the schooling items should be presented separately for participating citizens who have a child attending primary school in Limpopo and those who do not have a child in the schools. Because of the t-test results (see Appendix 2 for details) we present results separately for the two types of participating citizens on the schooling items.

The most salient pattern about the results is that participating citizens who said they have a child attending either a primary or high school run by the Limpopo provincial government tended to express an opinion about schooling in the province. On the other hand, the majority of those who did not have a child attending a government-run school in the province tended not to have a view, or refused to comment. Participating citizens were generally positive in their rating of the quality of primary-school teachers of the province, especially if they (participating citizens) had a child attending a primary school run by the Limpopo government (65.2% across the province). For instance, most of the participating citizens from Waterberg and Sekhukhune (78.5% and 73.1%, respectively) rated the quality of teachers as either good or excellent. On the other hand, there were large numbers of participating citizens who did not have a child in the primary schools of Limpopo who did not express a view regarding the quality of teachers. This was especially so in Sekhukhune, Vhembe and Waterberg where 66.3%, 57.3% and 46.8% in that order, either said they did not have an opinion or simply refused to answer. Participating citizens from four regions expressed a positive view (either good or excellent) about the quality of teachers. Mopani was the exception.

Notice also that among the ratings of participating citizens who have a child in the government-run primary schools, Mopani's was exceptional. It was the only one where participating citizens were split almost in the middle on the quality of teachers.

18. The following questions refer to your impression of government-run primary schools in the Limpopo province. State whether excellent, good, only fair, poor, or that you don't know, to the question.

18 (a) What is the quality of teachers in the primary schools run by the Limpopo Department of Education?

| | | Capricorn | Mopani | Sekhukhune | Waterberg | Vhembe | Limpopo Province |
|---------------------|-------------------|--------------------------------------|--------|------------|-----------|--------|------------------|
| | | Child attends primary school | | | | | |
| Quality of teachers | Refuses to answer | .0% | .0% | .0% | .4% | .3% | .1% |
| | Don't know | 8.6% | 3.0% | 1.6% | 3.7% | 1.5% | 3.3% |
| | Poor | 10.2% | 7.1% | 3.4% | 7.8% | 10.4% | 8.0% |
| | Fair | 13.5% | 39.2% | 21.9% | 9.7% | 20.3% | 23.3% |
| | Good | 48.3% | 34.3% | 63.1% | 59.9% | 52.3% | 49.4% |
| | Excellent | 19.4% | 16.4% | 10.0% | 18.6% | 15.2% | 15.8% |
| | | Child does not attend primary school | | | | | |
| Quality of teachers | Refuses to answer | 3.8% | 2.0% | 13.0% | 3.5% | 3.7% | 4.2% |
| | Don't know | 29.5% | 25.3% | 53.3% | 43.3% | 53.6% | 40.1% |
| | Poor | 5.8% | 6.5% | .0% | 7.1% | 6.0% | 5.7% |
| | Fair | 19.2% | 35.5% | 4.3% | 12.1% | 10.1% | 18.3% |
| | Good | 34.6% | 24.9% | 26.1% | 25.5% | 22.5% | 26.1% |
| | Excellent | 7.1% | 5.7% | 3.3% | 8.5% | 4.1% | 5.7% |

Participating citizens also evaluated the school syllabuses and learning content. Those who had a child attending school in the primary schools run by the Limpopo provincial Department of Education thought that the syllabuses and learning content were good (59.8% across the province). The highest percentage (71.7%) of participating citizens saying the syllabus and learning content were good or excellent came from Waterberg. Mopani was the only exception where participating citizens were equally split between those who gave a positive evaluation and those who did not (48.1% and 48.8% correspondingly). On the other hand, the majority (40% across the province) of those who did not have a child in these primary schools said they did not know. (In fact almost 14% of them refused to give an answer to this question.) However, when they expressed a view, the majority of them were favourable in their evaluation of the quality of the school syllabus and learning content in the primary schools of the province. In Mopani those who said the quality was fair or poor slightly edged those who said good or excellent (38.7% against 35.1%).

18 (b) What is the quality of the material or content the children are learning in class and in the school, in the primary schools run by the Limpopo provincial government?

| | | Capricorn | Mopani | Sekhukhune | Waterberg | Vhembe | Limpopo Province |
|--------------------------------|-------------------|--------------------------------------|--------|------------|-----------|--------|------------------|
| | | Child attends primary school | | | | | |
| Quality of material or content | Refuses to Answer | 11.0% | .4% | .0% | .0% | .3% | 1.9% |
| | Don't know | 15.6% | 2.7% | 1.3% | 7.8% | 2.2% | 5.0% |
| | Poor | 8.6% | 7.1% | 4.4% | 10.8% | 11.3% | 8.6% |
| | Fair | 11.3% | 41.7% | 32.3% | 9.7% | 18.4% | 24.6% |
| | Good | 42.0% | 31.4% | 54.7% | 49.3% | 53.0% | 45.2% |
| | Excellent | 11.3% | 16.7% | 7.3% | 22.4% | 14.8% | 14.6% |
| | | Child does not attend primary school | | | | | |
| Quality of material or content | Refuses to Answer | 15.4% | .8% | 13.3% | 3.5% | 3.8% | 6.9% |
| | Don't know | 44.4% | 23.4% | 55.6% | 49.6% | 52.1% | 43.0% |
| | Poor | 2.7% | 9.8% | 3.3% | 5.7% | 7.5% | 6.2% |
| | Fair | 7.7% | 29.9% | 2.2% | 10.6% | 8.7% | 13.3% |
| | Good | 24.3% | 27.5% | 23.3% | 22.0% | 24.2% | 24.6% |
| | Excellent | 5.4% | 8.6% | 2.2% | 8.5% | 3.8% | 5.9% |

Another item of the questionnaire focused on teaching aids, or learning materials, used in the primary schools run by the Limpopo provincial government. Most participating citizens who had a child in the primary schools run by the Limpopo provincial government rated the quality of teaching aids high (57.6% across the province). Regions recorded figures of more than 50% of participating citizens who rated this aspect of schooling as either good or excellent. Mopani was once more the exception. In Mopani participating citizens who said the quality was fair or poor were 54.1%. Again, there was a trend among participating citizens who did not have a child in the government-run primary schools to say do not know or refuse to answer (41.5% across the province). In four regions most of the participating citizens responding to this item considered teaching aids in the primary schools to be good or excellent. In Mopani most of them (48.4%) said poor or fair.

18 (c) What is the quality of the learning materials the children are using for their lessons in the primary schools?

| | | Capricorn | Mopani | Sekhukhune | Waterberg | Vhembe | Limpopo Province |
|-------------------------------|-------------------|--------------------------------------|--------|------------|-----------|--------|------------------|
| | | Child attends primary school | | | | | |
| Quality of learning materials | Refuses to answer | .0% | .2% | .0% | .0% | .2% | .1% |
| | Don't know | 8.3% | 3.0% | .6% | 7.5% | 2.2% | 3.8% |
| | Poor | 13.5% | 16.0% | 5.6% | 16.4% | 11.9% | 12.9% |
| | Fair | 15.0% | 38.1% | 34.7% | 9.3% | 22.0% | 25.6% |
| | Good | 48.5% | 26.1% | 49.4% | 48.1% | 50.4% | 43.0% |
| | Excellent | 14.7% | 16.7% | 9.7% | 18.7% | 13.3% | 14.6% |
| | | Child does not attend primary school | | | | | |
| Quality of learning materials | Refuses to answer | 1.6% | .4% | 14.3% | 1.4% | 3.4% | 2.9% |
| | Don't know | 26.6% | 24.0% | 53.8% | 51.1% | 51.9% | 38.6% |
| | Poor | 14.5% | 17.1% | 3.3% | 6.4% | 5.3% | 10.5% |
| | Fair | 19.5% | 31.3% | 3.3% | 14.2% | 11.7% | 18.1% |
| | Good | 28.9% | 19.9% | 23.1% | 24.1% | 23.9% | 24.1% |
| | Excellent | 9.0% | 7.3% | 2.2% | 2.8% | 3.8% | 5.7% |

Participating citizens were also asked to rate the learner-to-teacher ratio, or size of classes, in the primary schools run by the provincial government of Limpopo. Most of those who had a child in the schools considered the ratio of the classrooms to be good or excellent (59.4% across the province). In Mopani there was a split between those who were favourable and those who were not (49.0% and 48.2% correspondingly). The favourable evaluations were repeated by most participating citizens who do not have a child in the primary schools run by the Limpopo government. Again, the region with most of the participating citizens (41.1%) giving an unfavourably (32.7% against 28.4%). Across the province there were 38.8% of participating citizens without a child in the schools who said they do not know or refused to answer.

18 (d) What is your rating of the size of classes in the primary schools of the Province of Limpopo?

| | | Capricorn | Mopani | Sekhukhune | Waterberg | Vhembe | Limpopo Province |
|-----------------|-------------------|--------------------------------------|--------|------------|-----------|--------|---------------------|
| | | Child attends primary school | | | | | |
| Size of classes | Refuses to answer | .6% | .0% | .0% | .0% | .3% | .2% |
| | Don't know | 8.6% | 2.8% | 1.3% | 6.4% | 3.0% | 4.0% |
| | Poor | 17.8% | 12.7% | 6.0% | 14.7% | 14.2% | 13.2% |
| | Fair | 11.0% | 35.5% | 25.9% | 13.2% | 21.4% | 23.3% |
| | Good | 46.0% | 30.4% | 56.6% | 48.9% | 46.5% | 43.9% |
| | Excellent | 16.0% | 18.6% | 10.1% | 16.9% | 14.5% | 15.5% |
| | | Child does not attend primary school | | | | | |
| Size of classes | Refuses to answer | 1.6% | .8% | 13.0% | 1.4% | 2.6% | 2.7% |
| | Don't know | 25.1% | 23.6% | 50.0% | 41.1% | 50.9% | 36.1% |
| | Poor | 17.6% | 10.6% | 5.4% | 6.4% | 9.4% | 11.0% |
| | Fair | 17.6% | 30.5% | 2.2% | 14.2% | 12.1% | 17.4% |
| | Good | 29.4% | 25.2% | 27.2% | 31.2% | 21.5% | 26.3% |
| | Excellent | 8.6% | 9.3% | 2.2% | 5.7% | 3.4% | 6.4% |

Most participating citizens with a child in the primary schools run by the Limpopo provincial government rated their physical environment as neat and clean (61.6% across the province). The highest percentage of those who thought so came from Waterberg (69.9%), followed by Sekhukhune (67.9%). Participating citizens without a child in the schools also rated the primary schools' cleanliness and neatness favourably in four of the regions. It was in Mopani where most participating citizens (41.6%) rated the primary schools' physical environment unfavourably.

18 (e) How would you rate the physical condition, that is, the neatness and cleanliness, of the primary schools in the Province of Limpopo?

| | | Capricorn | Mopani | Sekhukhune | Waterberg | Vhembe | Limpopo Province |
|--------------------------|-------------------|--------------------------------------|--------|------------|-----------|--------|------------------|
| | | Child attends primary school | | | | | |
| Neatness and cleanliness | Refuses to answer | .0% | .0% | .6% | .0% | .2% | .1% |
| | Don't know | 7.7% | 2.3% | 1.3% | 3.3% | 2.3% | 3.1% |
| | Poor | 14.4% | 8.0% | 6.9% | 13.8% | 16.4% | 12.0% |
| | Fair | 15.0% | 34.7% | 23.4% | 13.0% | 21.1% | 23.1% |
| | Good | 42.0% | 33.3% | 56.6% | 45.0% | 43.8% | 42.8% |
| | Excellent | 20.9% | 21.8% | 11.3% | 24.9% | 16.2% | 18.8% |
| | | Child does not attend primary school | | | | | |
| Neatness and cleanliness | Refuses to answer | 1.6% | .4% | 13.0% | 1.4% | 4.1% | 3.0% |
| | Don't know | 21.8% | 22.8% | 51.1% | 33.8% | 48.1% | 33.4% |
| | Poor | 16.7% | 11.8% | 1.1% | 7.0% | 10.2% | 11.0% |
| | Fair | 16.7% | 29.7% | 4.3% | 14.1% | 10.5% | 16.7% |
| | Good | 32.3% | 25.2% | 23.9% | 33.1% | 21.8% | 27.1% |
| | Excellent | 10.9% | 10.2% | 6.5% | 10.6% | 5.3% | 8.8% |

Evaluations that were conducted for primary schools were also done for Limpopo secondary and high schools run by the provincial Department of Education. As in the primary schools, the majority of participating citizens (59.5%) had a child attending school in a secondary or high school run by the provincial department of education of Limpopo. Sekhukhune, with a percentage of 73.1%, had the highest number of participating citizens who had a child attending a secondary or high school run by the provincial government. Capricorn was the only region where there was little difference between participating citizens who had a child attending a government-run high school and those who did not have such a child.

19. Do you have one or more child attending school at a government secondary or high school run by the Limpopo Department of Education?

| | | Capricorn | Mopani | Sekhukhune | Waterberg | Vhembe | Limpopo Province |
|---------------------------|-----|-----------|--------|------------|-----------|--------|------------------|
| Child attends high school | No | 51.0% | 38.6% | 26.9% | 45.9% | 40.9% | 40.5% |
| | Yes | 49.0% | 61.4% | 73.1% | 54.1% | 59.1% | 59.5% |

Most participating citizens (61.9%) who had a child attending a secondary or high school run by the Limpopo provincial government regarded the quality of teachers as either good or excellent. Sekhukhune's 70.0% provided the highest percentage in this regard. The majority of the ratings of the participating citizens who did not have a child in the secondary or high schools were also favourable (29.7 across the province). Mopani was the only province where the majority of participating citizens (46.1%) said the quality was fair or poor. They were comparatively high within a region.

20. The following questions refer to your impression of secondary and high schools run by the Limpopo provincial government. State whether excellent, good, only fair, poor or that you don't know, to each of the questions.

20 (a) What is the quality of teachers in the secondary and high schools run by the Limpopo Department of Education?

| | | Capricorn | Mopani | Sekhukhune | Waterberg | Vhembe | Limpopo Province |
|---------------------|-------------------|--|--------|------------|-----------|--------|------------------|
| | | Child attends secondary or high school | | | | | |
| Quality of teachers | Refuses to answer | .4% | .2% | .0% | .4% | .4% | .3% |
| | Don't know | 3.5% | 1.8% | 2.2% | 1.8% | 1.6% | 2.0% |
| | Poor | 16.3% | 9.4% | 5.4% | 18.4% | 13.2% | 11.8% |
| | Fair | 14.1% | 34.9% | 22.5% | 14.3% | 22.9% | 24.0% |
| | Good | 49.8% | 36.1% | 60.8% | 48.0% | 48.6% | 47.3% |
| | Excellent | 15.9% | 17.7% | 9.2% | 17.0% | 13.4% | 14.6% |
| | | Child does not attend secondary or high school | | | | | |
| Quality of teachers | Refuses to answer | 3.3% | 1.0% | 13.9% | 3.2% | 2.1% | 3.2% |
| | Don't know | 37.4% | 28.1% | 52.5% | 43.1% | 54.4% | 42.1% |
| | Poor | 7.0% | 6.1% | 4.0% | 9.6% | 5.7% | 6.5% |
| | Fair | 15.0% | 40.0% | 3.0% | 11.2% | 9.6% | 18.5% |
| | Good | 30.8% | 17.7% | 21.8% | 28.7% | 23.4% | 24.0% |
| | Excellent | 6.5% | 7.1% | 5.0% | 4.3% | 4.8% | 5.7% |

The school syllabuses taught in the secondary or high schools of the Limpopo province were also rated high by most of the participating citizens who had a child enrolled at a provincial government-run secondary or high school (58.9% across the province). The highest percentages were recorded in Waterberg and Vhembe (63.5% and 62.9% correspondingly). The positive trend was also observed among participating citizens who did not have a child in the secondary or high schools run by the provincial government (28.6% across the province). In Mopani there were 44.2% of participating citizens without a child in the schools who rated school syllabuses as fair or poor. However, a substantial number of participating citizens without a child in the schools (42.5% across the province) did not express an opinion regarding the school syllabuses taught in the schools.

20 (b) What is the quality of the material or content the children are learning in class and in the school, in the secondary and high schools run by the Limpopo provincial government?

| | | Capricorn | Mopani | Sekhukhune | Waterberg | Vhembe | Limpopo Province |
|--------------------------------|-------------------|---|--------|------------|-----------|--------|------------------|
| | | Child attends secondary or high school | | | | | |
| Quality of material or content | Refuses to answer | .4% | .2% | .0% | .0% | .4% | .2% |
| | Don't know | 7.0% | 1.0% | 1.9% | 5.0% | 2.7% | 2.9% |
| | Poor | 13.2% | 10.8% | 4.4% | 16.2% | 12.6% | 11.2% |
| | Fair | 18.5% | 35.7% | 35.8% | 15.3% | 21.5% | 26.8% |
| | Good | 47.1% | 33.7% | 50.0% | 41.4% | 50.1% | 44.0% |
| | Excellent | 13.7% | 18.7% | 7.9% | 22.1% | 12.8% | 14.9% |
| | | Child does not attend secondary or high | | | | | |
| Quality of material or content | Refuses to answer | 6.5% | 1.0% | 12.9% | 2.7% | 2.1% | 3.7% |
| | Don't know | 35.5% | 28.4% | 54.5% | 46.8% | 54.1% | 42.5% |
| | Poor | 8.9% | 7.4% | 4.0% | 11.2% | 6.6% | 7.8% |
| | Fair | 13.6% | 36.8% | 5.0% | 9.6% | 10.2% | 17.5% |
| | Good | 27.1% | 19.4% | 19.8% | 23.4% | 22.2% | 22.3% |
| | Excellent | 8.4% | 7.1% | 4.0% | 6.4% | 4.8% | 6.3% |

Teaching aids were considered to be of a high quality by the majority of participating citizens with children in the secondary or high schools run by the provincial government of Limpopo (56.7% across the province). The largest percentage of participating citizens who were favourable was obtained in Vhembe (64.0%) followed by Capricorn (60.4%). Most participating citizens in Mopani (52.9%) considered the quality to be fair or poor. Participating citizens with no children in the government-run secondary or high schools also rated teaching aids high in almost all regions of the province, although the percentages were once more relatively low due to those who did not express an opinion. In Mopani 46.8% of participating citizens without a child in the schools said the quality of teaching aids was fair or poor.

20 (c) What is the quality of the learning materials the children are using for their lessons in the secondary and high schools?

| | | Capricorn | Mopani | Sekhukhune | Waterberg | Vhembe | Limpopo Province |
|------------------------------|-------------------|--|--------|------------|-----------|--------|------------------|
| | | Child attends secondary or high school | | | | | |
| Quality of learning material | Refuses to Answer | .0% | .2% | .0% | .0% | .4% | .2% |
| | Don't know | 6.6% | 1.0% | 2.2% | 4.1% | 2.3% | 2.7% |
| | Poor | 15.0% | 19.2% | 3.5% | 17.6% | 11.4% | 13.4% |
| | Fair | 18.1% | 33.7% | 37.5% | 18.6% | 21.9% | 27.1% |
| | Good | 44.5% | 28.7% | 49.4% | 38.5% | 50.7% | 42.0% |
| | Excellent | 15.9% | 17.2% | 7.4% | 21.3% | 13.3% | 14.7% |
| | | Child does not attend secondary or high school | | | | | |
| Quality of learning material | Refuses to Answer | 2.3% | 1.0% | 12.9% | 2.1% | 2.1% | 2.8% |
| | Don't know | 32.4% | 31.0% | 54.5% | 49.5% | 55.0% | 43.3% |
| | Poor | 13.1% | 18.7% | 2.0% | 8.0% | 4.8% | 10.4% |
| | Fair | 17.8% | 28.1% | 6.9% | 10.6% | 11.2% | 16.5% |
| | Good | 27.7% | 14.8% | 20.8% | 25.0% | 22.1% | 21.5% |
| | Excellent | 6.6% | 6.5% | 3.0% | 4.8% | 4.8% | 5.4% |

The majority of participating citizens who had a child in the secondary or high schools run by the Limpopo provincial government rated the learner-to-teacher ratio, or class size, favourably (55.8% across the province). Participating citizens from Mopani were almost equally split between those who rated the ratio favourably and those who did not (49.9% and 48.1% respectively). Provincial rating of learner-to-teacher ratio was unfavourable among participating citizens who did not have a child in the government-run secondary or high schools. More than thirty percent said the size of class sizes were either fair or poor. However, there were still many participating citizens not expressing a view in this category. The rates of those who did not know or refusing to answer were as high as 64.4% in Sekhukhune and 55.6% in Vhembe.

20 (d) What is your rating of the size of classes in the secondary and high schools of the Province of Limpopo?

| | | Capricorn | Mopani | Sekhukhune | Waterberg | Vhembe | Limpopo Province |
|-----------------|-------------------|--|--------|------------|-----------|--------|------------------|
| | | Child attends secondary or high school | | | | | |
| Size of classes | Refuses to Answer | .0% | .2% | .0% | .0% | .8% | .3% |
| | Don't know | 7.5% | 1.8% | 3.5% | 2.7% | 1.8% | 2.9% |
| | Poor | 19.9% | 15.2% | 12.1% | 19.9% | 19.1% | 17.0% |
| | Fair | 17.7% | 32.9% | 27.1% | 17.6% | 18.8% | 24.0% |
| | Good | 39.8% | 34.5% | 48.4% | 40.7% | 45.9% | 41.7% |
| | Excellent | 15.0% | 15.4% | 8.9% | 19.0% | 13.7% | 14.1% |
| | | Child does not attend secondary or high school | | | | | |
| Size of classes | Refuses to Answer | 2.3% | 1.0% | 12.9% | 2.1% | 2.1% | 2.8% |
| | Don't know | 30.4% | 27.1% | 51.5% | 38.3% | 53.5% | 39.3% |
| | Poor | 16.4% | 15.2% | 5.0% | 16.0% | 9.1% | 12.9% |
| | Fair | 15.0% | 33.9% | 6.9% | 10.6% | 10.6% | 17.4% |
| | Good | 29.9% | 15.5% | 18.8% | 27.1% | 20.4% | 21.8% |
| | Excellent | 6.1% | 7.4% | 5.0% | 5.9% | 4.3% | 5.8% |

Most participating citizens who had a child in the secondary or high schools run by the provincial department of education Limpopo rated physical conditions of the schools favourably (57.1% across the province). The highest percentages came from Capricorn (62.6%) and Waterberg (62.4%). Once again, substantial numbers (38.4%) of participating citizens who did not have a child in government-run secondary or high schools did not express an opinion. However, among those who gave an opinion, there were 31.1% of participating citizens across the province who said the physical condition of the secondary or high schools was either good or excellent. In three regions (namely, Waterberg, Vhembe and Sekhukhune) the majority of those who responded said the neatness and cleanliness of the secondary or high schools was good or excellent. In Mopani there was a large number (45.3%) of participating citizens who said it was fair or poor. In Capricorn there was even split of those who rated the physical condition favourably and those who did not (36.0% against 35.5%).

20 (e) How would you rate the physical condition, that is, the neatness and cleanliness, of the secondary and high schools in the Province of Limpopo?

| | | Capricorn | Mopani | Sekhukhune | Waterberg | Vhembe | Limpopo Province |
|----------------------------|-------------------|--|--------|------------|-----------|--------|------------------|
| | | Child attends secondary or high school | | | | | |
| Neatness and cleanliness g | Refuses to answer | .4% | .4% | .3% | .0% | .6% | .4% |
| | Don't know | 5.3% | 1.6% | 3.2% | 2.7% | 1.5% | 2.5% |
| | Poor | 18.1% | 15.0% | 12.1% | 20.2% | 18.5% | 16.6% |
| | Fair | 13.7% | 30.5% | 28.6% | 14.8% | 21.6% | 23.5% |
| | Good | 41.9% | 32.7% | 44.8% | 40.4% | 42.9% | 39.9% |
| | Excellent | 20.7% | 19.8% | 11.1% | 22.0% | 14.9% | 17.2% |
| | | Child does not attend secondary or high school | | | | | |
| Neatness and cleanliness | Refuses to answer | 2.3% | 1.3% | 12.9% | 2.1% | 2.4% | 3.0% |
| | Don't know | 26.2% | 22.7% | 51.5% | 31.4% | 50.6% | 35.4% |
| | Poor | 18.2% | 11.3% | 5.0% | 13.8% | 8.5% | 11.6% |
| | Fair | 17.3% | 34.0% | 6.9% | 12.8% | 13.0% | 18.9% |
| | Good | 27.6% | 20.4% | 17.8% | 30.9% | 21.2% | 23.5% |
| | Excellent | 8.4% | 10.4% | 5.9% | 9.0% | 4.2% | 7.6% |

5.11 Health Care.

Health care issues were evaluated. Participating citizens were asked if they have ever been to a hospital under the control of the Limpopo provincial government. Most of the participating citizens have been to a government-run hospital within the past year.

21. Did you ever visit a hospital run by the provincial government of Limpopo in the last 12 months?

| | | Capricorn | Mopani | Sekhukhune | Waterberg | Vhembe | Limpopo Province |
|-----------------|-----|-----------|--------|------------|-----------|--------|------------------|
| 12 months visit | No | 33.7% | 11.2% | 25.1% | 22.1% | 16.0% | 19.5% |
| | Yes | 66.3% | 88.8% | 74.9% | 77.9% | 84.0% | 80.5% |

Comparatively more participating citizens from Sekhukhune consulted a Limpopo government-run health institution for an emergency service or an overnight admission. In most regions the largest number of them said they visited a provincial government-run health institution to visit a patient. Fewer participating citizens from Mopani and Sekhukhune went to the health institutions for a scheduled appointment (5% and 6.8% respectively).

22. What was the nature of your visit?

| | | Capricorn | Mopani | Sekhukhune | Waterberg | Vhembe | Limpopo Province |
|------------------------------|-----------------------|-----------|--------|------------|-----------|--------|------------------|
| Nature of the hospital visit | Emergency service | 14.9% | 17.5% | 27.5% | 21.9% | 21.2% | 19.9% |
| | Overnight admission | 16.4% | 13.0% | 25.3% | 16.7% | 13.7% | 15.8% |
| | Long-term admission | 15.3% | 16.4% | 8.0% | 9.0% | 16.7% | 14.4% |
| | OP visit | 15.1% | 17.6% | 6.8% | 12.9% | 13.9% | 14.2% |
| | Scheduled appointment | 18.8% | 5.0% | 12.3% | 14.8% | 6.9% | 10.1% |
| | Visiting patient | 19.4% | 30.4% | 20.1% | 24.8% | 27.5% | 25.6% |

The provincial grading of quality of service in the hospitals was slightly slanted towards the poor service end. There was variation in terms of how participants perceived quality of service of the hospitals. The majority of participating citizens in Capricorn, Sekhukhune and Vhembe rated the quality of hospital service towards the “poor service” pole. The percentages were 61.8%, 51% and 48.7% respectively. On the other hand Mopani and Waterberg had 53.6% and 51.1%, respectively, of participating citizens rating hospital service towards the excellent end. Note that participating citizens who rated Waterberg’s service as excellent were 28.9% and for Mopani it was 24.9%.

23. On a scale from 1 to 9, with 1 meaning “poor service” and 9 meaning “excellent service”, how would you rate the service you received from the hospital you visited?

| | | Capricorn | Mopani | Sekhukhune | Waterberg | Vhembe | Limpopo Province | |
|-----------------------------|-------------------|-----------|--------|------------|-----------|--------|------------------|-------|
| Quality of hospital service | Poor service | 1 | 41.6% | 17.0% | 26.7% | 26.3% | 19.9% | 24.5% |
| | | 2 | 15.6% | 4.1% | 9.1% | 6.0% | 10.8% | 9.0% |
| | | 3 | 2.5% | 6.5% | 6.1% | 3.2% | 10.1% | 6.4% |
| | | 4 | 2.1% | 6.1% | 9.1% | 1.6% | 7.9% | 5.8% |
| | | 5 | 7.0% | 12.6% | 10.9% | 11.7% | 13.7% | 11.6% |
| | | 6 | 4.2% | 8.6% | 7.3% | 7.0% | 9.6% | 7.8% |
| | | 7 | 4.4% | 9.8% | 7.9% | 8.9% | 7.3% | 7.8% |
| | | 8 | 5.7% | 10.3% | 6.1% | 6.3% | 9.5% | 8.3% |
| | Excellent service | 9 | 16.9% | 24.9% | 17.0% | 28.9% | 11.2% | 18.9% |

Participating citizens provided names of hospitals and clinics they visited. Apparently most of the hospitals run by the provincial government of Limpopo were utilised by the participating citizens. The quality of service of each hospital was determined from the available responses.

24. What is the name of the hospital you visited?

| | | <div>←—————→</div> <div>Quality of hospital service</div> | | | | | | | | | |
|------------------|-------------------------|---|-------|-------|-------|-------|-------|-------|-------|----------------------|-------|
| | | poor service | | | | | | | | excellent service | |
| | | | 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 |
| Name of hospital | Polokwane/ Rethabile | 12.5% | .0% | .0% | .0% | .0% | .0% | 12.5% | .0% | .0% | 75.0% |
| | Mankweng | 100% | .0% | .0% | .0% | .0% | .0% | .0% | .0% | .0% | .0% |
| | Seshego | 30.0% | .0% | .0% | .0% | .0% | .0% | .0% | .0% | 10.0% | 60.0% |
| | Helen Frantz | .0% | .0% | .0% | .0% | .0% | .0% | .0% | .0% | .0% | 100% |
| | Lebowakgomo | 50.0% | .0% | .0% | .0% | .0% | .0% | 5.6% | .0% | .0% | 44.4% |
| | CN Phatudi | 50.0% | .0% | .0% | 25.0% | .0% | .0% | 25.0% | .0% | .0% | .0% |
| | St. Ritas | 21.4% | 4.8% | 2.4% | 9.5% | 7.1% | 9.5% | 7.1% | 23.8% | 14.3% | 14.3% |
| | Dilokong | 57.1% | 14.3% | .0% | .0% | 14.3% | .0% | .0% | .0% | .0% | 14.3% |
| | Jane Furse | 19.4% | 5.6% | .0% | 13.9% | 13.9% | 11.1% | 13.9% | 11.1% | 11.1% | 11.1% |
| | Hottendall | 55.6% | .0% | .0% | .0% | .0% | .0% | .0% | .0% | .0% | 44.4% |
| | Bela Bela | 75.0% | .0% | .0% | .0% | .0% | .0% | .0% | .0% | .0% | 25.0% |
| | Thabazimbi | 66.7% | .0% | .0% | .0% | .0% | .0% | .0% | .0% | .0% | 33.3% |
| | Voortrekker | 50.0% | .0% | .0% | .0% | .0% | .0% | .0% | .0% | .0% | 50.0% |
| | Tshilidzini | 12.5% | 12.5% | 12.5% | 25.0% | 25.0% | 12.5% | .0% | .0% | .0% | .0% |
| | Siloam | .0% | .0% | 100% | .0% | .0% | .0% | .0% | .0% | .0% | .0% |
| | Malamulele | .0% | .0% | 50.0% | .0% | 50.0% | .0% | .0% | .0% | .0% | .0% |

Participating citizens were asked to rate the level of staffing at the particular hospitals they visited. Most of them rated the staffing at the hospitals as either sufficiently staffed, or more than adequately staffed. Mopani had 62.6% of its participating citizens in the categories just mentioned. The second largest percentage was recorded at Waterberg (56%).

25. How would you rate staffing at [INTERVIEWER NAMES HOSPITAL LISTED IN Q24]?

| | Capricorn | Mopani | Sekhukhune | Waterberg | Vhembe | Limpopo Province |
|-----------------------|-----------|--------|------------|-----------|--------|------------------|
| Hospital staffing | | | | | | |
| Completely inadequate | 23.2% | 9.7% | 16.1% | 11.9% | 13.7% | 14.0% |
| Somewhat inadequate | 18.5% | 14.0% | 32.4% | 19.2% | 17.6% | 18.8% |
| More or less adequate | 26.4% | 21.3% | 35.4% | 30.4% | 30.7% | 27.9% |
| More than adequate | 14.8% | 41.3% | 14.9% | 25.6% | 21.6% | 25.9% |
| Unable to answer | 11.1% | 10.8% | .9% | 12.2% | 15.0% | 11.1% |
| Refuses to answer | 6.1% | 2.9% | .3% | .6% | 1.3% | 2.2% |

Ratings of physical facilities were favourable. Actually, 63.5% and 59.5% from Waterberg and Capricorn, in that order, rated the physical facilities of the hospitals as either good or excellent. In fact, the positive endorsement of the facilities as excellent at 18.1% for Waterberg, 17.6% for Capricorn and 17% for Mopani was rather high. However, there are an equally substantial number of participant citizens who also grade the hospitals low for their physical facilities. There were 38.6% and 39.5% participant citizens from Mopani and Sekhukhune respectively who rated the hospitals as fair.

26. How would you rate the physical facilities at [INTERVIEWER NAMES HOSPITAL LISTED IN Q24]?

| | Capricorn | Mopani | Sekhukhune | Waterberg | Vhembe | Limpopo Province |
|---|-----------|--------|------------|-----------|--------|------------------|
| Quality of hospital physical facilities | | | | | | |
| Refuses to answer | 1.6% | .4% | .3% | .9% | .8% | .7% |
| Don't know | 4.5% | 2.7% | 1.5% | 4.0% | 12.7% | 6.2% |
| Poor | 13.1% | 14.2% | 18.6% | 12.3% | 18.3% | 15.8% |
| Fair | 21.4% | 38.6% | 39.5% | 19.3% | 22.5% | 28.9% |
| Good | 41.9% | 27.0% | 31.7% | 45.4% | 38.9% | 35.6% |
| Excellent | 17.6% | 17.0% | 8.4% | 18.1% | 6.7% | 12.7% |

Although there was a substantial number of participating citizens who rated emergency medical rescue services as good or excellent, most participant citizens rated the availability of these services as either fair or poor. In Mopani 35.1% of participating citizens regard the services as good or excellent, yet 60.5% say that they are either fair or poor. In Sekhukhune 28.7% and 6.8% say they are good or excellent. On the other hand those who say the services are fair and poor in Sekhukhune are 27.2% and 32.2% respectively.

27. How would you rate the Limpopo provincial government's efforts of providing emergency medical rescue services?

| | | Capricorn | Mopani | Sekhukhune | Waterberg | Vhembe | Limpopo Province |
|-----------------------------------|-------------------|-----------|--------|------------|-----------|--------|------------------|
| Emergency medical rescue services | Refuses to Answer | 6.9% | .4% | 1.0% | .3% | .7% | 1.7% |
| | Don't know | 12.1% | 4.0% | 4.0% | 9.0% | 12.6% | 8.6% |
| | Poor | 21.4% | 24.0% | 32.2% | 24.5% | 26.9% | 25.5% |
| | Fair | 19.7% | 36.5% | 27.2% | 17.8% | 21.7% | 25.5% |
| | Good | 28.1% | 23.0% | 28.7% | 33.5% | 31.8% | 28.6% |
| | Excellent | 11.7% | 12.1% | 6.8% | 15.0% | 6.3% | 10.0% |

The provision of specialized medical services within the province is rated low by the participant citizens. In Mopani 69.8% rate the provision of the services as either poor or fair. In Sekhukhune the figure is 67%. Provincially the figures for those who say that the provision of specialized medical services is fair or poor are 24.3% and 34.5% respectively.

28. How would you rate the Limpopo provincial government's efforts of providing specialized, high-tech medical services within the province?

| | | Capricorn | Mopani | Sekhukhune | Waterberg | Vhembe | Limpopo Province |
|--------------------------------|-------------------|-----------|--------|------------|-----------|--------|------------------|
| specialized medical procedures | Refuses to answer | .9% | .1% | 2.0% | 1.2% | .3% | (.7% |
| | Don't know | 16.3% | 7.2% | 7.8% | 20.0% | 13.9% | 12.6% |
| | Poor | 21.9% | 38.1% | 43.4% | 35.4% | 34.6% | 34.5% |
| | Fair | 21.7% | 31.7% | 24.6% | 16.8% | 22.3% | 24.3% |
| | Good | 30.0% | 16.3% | 16.8% | 18.3% | 24.1% | 21.3% |
| | Excellent | 9.3% | 6.5% | 5.5% | 8.3% | 4.6% | 6.6% |

5.12 Programs for senior citizens.

Most participant citizens rated the efforts of the Limpopo provincial government towards senior citizens favourably. Only Mopani had a comparatively low rating by the majority of the participating citizens. In Mopani 29.1% and 20.2% rated the efforts as fair and poor respectively. Most of the participating citizens from Waterberg rated the provincial government's efforts favourably, with 31.7% rating it as good and 22% as excellent. Provincially, the rating of the government's effort stands at 32.4% for "good" and 13.7% for "excellent" categories.

29. How would you rate the Limpopo provincial government's efforts to establish programs and services for the elderly?

| | | Capricorn | Mopani | Sekhukhune | Waterberg | Vhembe | Limpopo Province |
|--------------------------|-------------------|-----------|--------|------------|-----------|--------|------------------|
| Programs for the elderly | Refuses to answer | 1.0% | 1.3% | 1.7% | 1.0% | .9% | 1.2% |
| | Don't know | 13.6% | 8.7% | 6.6% | 10.5% | 17.3% | 12.0% |
| | Poor | 17.4% | 20.2% | 24.2% | 18.5% | 18.2% | 19.4% |
| | Fair | 18.3% | 29.1% | 21.1% | 16.3% | 18.5% | 21.3% |
| | Good | 33.8% | 21.1% | 41.0% | 31.7% | 38.1% | 32.4% |
| | Excellent | 15.9% | 19.6% | 5.5% | 22.0% | 7.1% | 13.7% |

5.13 Limpopo Youth Commission.

Regarding activities of the Limpopo Youth Commission, the first question sought to establish if the participating citizens were familiar with the activities of the body for them to make evaluations of it. Apparently most of the participating citizens (62.4%) across the province were familiar with the body. The percentages of those who knew the organisation were rather high in Sekhukhune (80.4%) and comparatively less in Vhembe (50.2%).

- 30(a) Are you familiar with programs and services of the Limpopo Youth Commission for you to be able to evaluate them?

| | | Capricorn | Mopani | Sekhukhune | Waterberg | Vhembe | Limpopo Province |
|----------------------|-----|-----------|--------|------------|-----------|--------|------------------|
| Familiarity With LYC | Yes | 72.2% | 58.0% | 80.4% | 67.4% | 50.2% | 62.4% |
| | No | 27.8% | 42.0% | 19.6% | 32.6% | 49.8% | 37.6% |

Participating citizens who replied that they knew about the activities of the LYC were asked to evaluate their quality. Interestingly, most of the participating citizens (>30%) in each region opted for the "don't know" category when they were supposed to evaluate the Limpopo Youth Commission. Waterberg recorded a value of 45.8% in this category. For those who did give an evaluation, there was a split on whether the programs were of a good quality or not. In Capricorn, Waterberg and Vhembe, 36%,

27.7% and 33.4% in that order evaluated the programs as either good or excellent. In Mopani and Sekhukhune there were more people (34.3 and 29.6% respectively) rating the programs' quality as either fair or poor.

30(b) If you have answered "YES" to Q30 (a), please rate the quality of programs and services the Limpopo Youth Commission is providing to the youth of the Limpopo Province? Would you say the programs and services are excellent, good, only fair, or poor?

| | | Capricorn | Mopani | Sekhukhune | Waterberg | Vhembe | Limpopo Province |
|--------------|-------------------|-----------|--------|------------|-----------|--------|------------------|
| LYC services | Refuses to answer | .5% | 1.1% | 16.2% | 1.0% | 2.1% | 2.7% |
| | Don't know | 30.8% | 37.8% | 38.0% | 45.8% | 35.0% | 36.3% |
| | Poor | 14.0% | 12.5% | 17.3% | 10.9% | 11.8% | 12.8% |
| | Fair | 18.7% | 21.8% | 12.3% | 14.6% | 17.5% | 18.1% |
| | Good | 27.5% | 16.2% | 14.0% | 21.4% | 28.9% | 23.1% |
| | Excellent | 8.5% | 10.5% | 2.2% | 6.3% | 4.6% | 6.9% |

5.14 Sporting and Recreational Facilities.

Participating citizens were also asked to state their satisfaction with the availability of sporting grounds and facilities in their area. Most regions recorded high percentages of participating citizens who were not satisfied with the availability of sporting grounds and facilities. In Capricorn 52.4% were satisfied, and in Waterberg there was an almost even split between those who were satisfied and those who were not (43.1% and 43.8% respectively).

31. Are you satisfied with the availability of Limpopo government-sponsored sporting and recreational facilities, including children's playgrounds, in your neighbourhood?

| | | Capricorn | Mopani | Sekhukhune | Waterberg | Vhembe | Limpopo Province |
|---------------------|-----------------------|-----------|--------|------------|-----------|--------|------------------|
| Sporting facilities | very satisfied | 14.6% | 12.1% | 7.6% | 15.6% | 8.4% | 11.4% |
| | somewhat satisfied | 37.8% | 30.3% | 8.8% | 27.5% | 27.6% | 27.6% |
| | somewhat dissatisfied | 16.7% | 20.5% | 12.7% | 19.3% | 32.3% | 21.8% |
| | very dissatisfied | 21.9% | 28.4% | 46.0% | 24.5% | 17.9% | 26.2% |
| | don't know | 7.7% | 8.4% | 22.6% | 12.6% | 12.7% | 12.0% |
| | Refuses to answer | 1.4% | .4% | 2.3% | .5% | 1.1% | 1.1% |

5.15 Game reserves and national parks.

Participating citizens were asked to state whether they or members of their family visited a game reserve in the preceding year. In almost all the regions of the province most participating citizens responded that they did visit a game reserve or nature park (61% across the province). Only in Mopani was there an almost even split between those who said they did (50.1%) and those who said they did not (49.9%).

32. Have you, or anyone else in your household, visited a game reserve or nature park in the last 12 months?

| Game reserve or national park | | | | | | | Limpopo Province |
|-------------------------------|-----|-----------|--------|------------|-----------|--------|------------------|
| | Yes | Capricorn | Mopani | Sekhukhune | Waterberg | Vhembe | |
| | | 78.0% | 49.9% | 72.9% | 70.8% | 52.8% | 61.0% |
| | No | 22.0% | 50.1% | 27.1% | 29.2% | 47.2% | 39.0% |

Participating citizens in all provinces were satisfied with the manner that the Limpopo provincial government tends game reserves and nature parks of the province (64.4% across the province.)

33. How satisfied are you with the protection and upkeep of game reserves or nature parks within the control of the Limpopo provincial government?

| | | Capricorn | Mopani | Sekhukhune | Waterberg | Vhembe | Limpopo Province |
|---|-----------------------|-----------|--------|------------|-----------|--------|------------------|
| Protection of game reserves or nature parks | very satisfied | 25.0% | 58.8% | 40.0% | 31.8% | 25.6% | 36.8% |
| | somewhat satisfied | 25.8% | 26.4% | 22.0% | 31.3% | 27.2% | 26.6% |
| | somewhat dissatisfied | 11.2% | 4.0% | 1.5% | 9.7% | 12.5% | 8.6% |
| | very dissatisfied | 18.9% | 2.7% | 2.0% | 2.6% | 3.7% | 5.8% |
| | don't know | 17.3% | 7.5% | 26.0% | 24.6% | 29.8% | 20.5% |
| | Refuses to answer | 1.9% | .7% | 8.5% | .0% | 1.2% | 1.7% |
| | | | | | | | |

5.16 Crime and Safety.

A number of items asked about the feelings of protection from crime, evaluating their neighbourhood and business areas. In all the regions of the province the participating citizens expressed a view that they felt unsafe in their area during the day. It was only in Waterberg where there were a slightly higher percentage of those who felt very safe, or else, fairly safe (50.2% against 47.9% of those who felt very unsafe.)

34. The following questions refer to how safe do you feel in your neighbourhood and in business areas. State whether you feel very unsafe, somewhat unsafe, fairly safe or very safe in these areas. You may also say if you do not know.

34 (a) Do you feel that your neighbourhood is a safe place to be in at night?

| | | Capricorn | Mopani | Sekhukhune | Waterberg | Vhembe | Limpopo Province |
|-------------------------------------|-----------------|-----------|--------|------------|-----------|--------|------------------|
| Safe Neighbourhood during the night | Very unsafe | 28.3% | 43.4% | 59.9% | 32.4% | 49.1% | 43.0% |
| | somewhat unsafe | 29.6% | 14.4% | 17.7% | 15.5% | 20.4% | 19.6% |
| | fairly safe | 16.6% | 14.4% | 12.4% | 22.9% | 19.8% | 17.2% |
| | very safe | 24.8% | 25.5% | 8.3% | 27.3% | 9.4% | 18.7% |
| | don't know | .7% | 2.3% | 1.8% | 2.0% | 1.3% | 1.6% |

In contrast, in all the regions of the province the majority of participating citizens felt that their areas are safe places during the night. This view was expressed by 80% of respondents in Mopani.

34 (b) Do you feel that your neighbourhood is a safe place to be in during the day?

| | | Capricorn | Mopani | Sekhukhune | Waterberg | Vhembe | Limpopo Province |
|-------------------------------|-----------------|-----------|--------|------------|-----------|--------|------------------|
| Safe Neighbourhood during day | Very unsafe | 21.8% | 7.9% | 23.2% | 12.2% | 20.7% | 16.6% |
| | somewhat unsafe | 13.1% | 7.5% | 16.5% | 17.5% | 19.7% | 14.6% |
| | fairly safe | 20.6% | 27.9% | 41.3% | 25.1% | 38.1% | 31.3% |
| | very safe | 43.3% | 52.1% | 18.6% | 44.5% | 20.3% | 35.6% |
| | don't know | 1.2% | 4.5% | .5% | .7% | 1.2% | 1.9% |

In Capricorn, Mopani and Waterberg more participating citizens felt safe walking alone in areas of business during daytime. However there was a marginal difference in Sekhukhune and Vhembe where respondents said they felt unsafe.

34 (c) Do you feel safe walking alone in business areas during the day?

| | | Capricorn | Mopani | Sekhukhune | Waterberg | Vhembe | Limpopo Province |
|-----------------------------------|-----------------|-----------|--------|------------|-----------|--------|------------------|
| Walk in business areas during day | Very unsafe | 27.3% | 11.5% | 27.3% | 15.4% | 27.0% | 21.6% |
| | somewhat unsafe | 12.0% | 8.3% | 24.5% | 16.8% | 24.2% | 16.8% |
| | fairly safe | 23.2% | 30.3% | 35.8% | 28.8% | 33.6% | 30.4% |
| | very safe | 35.2% | 46.9% | 12.4% | 36.8% | 13.6% | 29.2% |
| | don't know | 2.3% | 3.0% | .0% | 2.2% | 1.7% | 2.0% |

Regarding feelings of safety whilst walking alone in business areas during the night, most participating citizens from four regions said they felt unsafe. In Sekhukhune and Vhembe the percentages of those who felt unsafe were 81% and 84.2% respectively. It was only in Capricorn where there was an almost equal split between those who felt safe and those who did not.

34 (d) Do you feel safe walking alone in business areas during the night?

| | | Capricorn | Mopani | Sekhukhune | Waterberg | Vhembe | Limpopo Province |
|-------------------------------------|-----------------|-----------|--------|------------|-----------|--------|------------------|
| Walk in business areas during night | Very unsafe | 33.9% | 46.7% | 60.7% | 38.8% | 62.7% | 49.7% |
| | somewhat unsafe | 14.3% | 15.5% | 20.3% | 18.0% | 21.5% | 17.9% |
| | fairly safe | 17.3% | 16.2% | 11.5% | 20.1% | 9.1% | 14.3% |
| | very safe | 30.1% | 15.0% | 6.5% | 18.9% | 4.6% | 14.3% |
| | don't know | 4.5% | 6.7% | .9% | 4.1% | 2.1% | 3.9% |

On the item asking about the protection of property, there was an equal split between those who felt that their property was well protected and those who did not. The majority of people in Sekhukhune and Vhembe were of the view that their property is not safe or protected. Participant citizens from Capricorn and Waterberg thought that their property is safe. In Mopani, where those who felt safe were 47.1% and those who did not were 48.5%, apparently there was a slight tilt towards lack of safety.

34 (e) Do you feel that your property is well protected because of police presence and visibility?

| | | Capricorn | Mopani | Sekhukhune | Waterberg | Vhembe | Limpopo Province |
|------------------------|-----------------|-----------|--------|------------|-----------|--------|------------------|
| Protection of property | Very unsafe | 21.3% | 33.0% | 45.6% | 19.9% | 32.3% | 30.6% |
| | somewhat unsafe | 10.6% | 15.5% | 17.3% | 13.4% | 21.2% | 16.2% |
| | fairly safe | 19.8% | 17.4% | 24.7% | 21.4% | 22.9% | 20.9% |
| | very safe | 44.3% | 29.7% | 11.1% | 43.3% | 18.6% | 28.5% |
| | don't know | 4.1% | 4.4% | 1.4% | 2.0% | 5.0% | 3.8% |

An item asked the participant citizens to rate their level of general satisfaction with the way the police department is executing its duties. The total (provincial) sample obtained a mean of 4.20 (S.D. = 2.88; median = 4), suggesting that there is a general trend of expressing dissatisfaction with the police department. However, endorsement of this view was not general in the regions. Capricorn, Sekhukhune and Vhembe were the regions where the majority of participant citizens reported that they were dissatisfied (56.1%, 73.3% and 57.6% percent correspondingly). In Waterberg most participating citizens said that they were satisfied. In Mopani there was an equal split (49% apiece) for those who were satisfied and those who were not.

35. How would you rate your level of satisfaction with the way the police department in general is doing its job?

| | | Capricorn | Mopani | Sekhukhune | Waterberg | Vhembe | Limpopo Province |
|---------------|---|-----------|--------|------------|-----------|--------|------------------|
| Not satisfied | 1 | 35.4% | 24.9% | 45.2% | 27.4% | 22.3% | 29.3% |
| | 2 | 5.9% | 6.7% | 10.2% | 6.7% | 11.3% | 8.3% |
| | 3 | 7.1% | 9.2% | 7.7% | 7.9% | 14.2% | 9.8% |
| | 4 | 7.7% | 8.2% | 10.2% | 3.7% | 9.8% | 8.3% |
| | 5 | 14.5% | 12.3% | 9.5% | 13.8% | 13.8% | 13.0% |
| | 6 | 4.0% | 8.4% | 2.6% | 4.7% | 7.4% | 6.0% |
| | 7 | 5.4% | 7.1% | 3.2% | 6.2% | 7.7% | 6.3% |
| | 8 | 4.2% | 6.7% | 1.6% | 8.1% | 4.4% | 5.1% |
| Satisfied | 9 | 15.8% | 16.5% | 9.7% | 21.5% | 9.1% | 14.0% |

5.17 Roads and traffic policing.

Most participating citizens graded the quality of roads in Limpopo as only fair or poor. The highest percentage of those grading the roads low came from Sekhukhune (76.8%) followed by Mopani (63.3%).

- 36 (a) Focusing only on roads and streets in your neighbourhood, and not freeways, how would you rate the condition of the road and street surfaces in your neighbourhood?

| | | Capricorn | Mopani | Sekhukhune | Waterberg | Vhembe | Limpopo Province |
|-------------------|-------------------|-----------|--------|------------|-----------|--------|------------------|
| Roads and streets | Refuses to answer | 13.4% | .2% | .5% | 1.5% | .6% | 3.0% |
| | Don't know | 3.4% | 1.0% | 1.2% | .7% | 1.4% | 1.5% |
| | Poor | 42.5% | 63.3% | 76.8% | 53.4% | 60.1% | 59.1% |
| | Fair | 24.9% | 22.7% | 15.5% | 23.2% | 18.1% | 20.9% |
| | Good | 13.6% | 9.1% | 5.8% | 18.0% | 16.3% | 12.7% |
| | Excellent | 2.2% | 3.7% | .2% | 3.2% | 3.6% | 2.9% |

Traffic police were graded low across the province. The highest percentage of those who were dissatisfied with their quality of work, rating it as only fair or poor, came from Sekhukhune (76.3%), followed by Mopani (54.9%). However there was large percentage of participating citizens who were not able to grade the sector in Capricorn, Waterberg and Vhembe (30.1%, 39.1% and 34.8% respectively).

36 (b) How would you rate the quality of how traffic police enforce traffic laws within the province of Limpopo?

| | Capricorn | Mopani | Sekhukhune | Waterberg | Vhembe | Limpopo Province |
|-----------------------|-----------|--------|------------|-----------|--------|------------------|
| Traffic police | | | | | | |
| Very satisfied | 11.6% | 1.3% | .5% | .7% | .9%) | 2.9% |
| Somewhat satisfied | 12.9% | 11.4% | 10.9% | 10.3% | 9.6%) | 10.9% |
| Somewhat dissatisfied | 17.7% | 25.1% | 56.9% | 20.4% | 22.7%) | 26.9% |
| Very dissatisfied | 19.0% | 29.8% | 19.4% | 20.1% | 25.8%) | 24.0% |
| Don't know | 30.1% | 18.3% | 10.6% | 39.1% | 34.8%) | 26.8% |
| Refuses to answer | 8.6% | 14.1% | 1.6% | 9.3% | 6.1%) | 8.5% |

5.18 Housing.

In Capricorn, Sekhukhune and Vhembe there was a relatively large number of participating citizens who expressed dissatisfaction regarding the availability of housing in Limpopo (the percentages were 47.5, 65.1 and 53.6 respectively). In Waterberg the margin between those who are satisfied and those who are not was narrow (50.9% against 48.2%) in favour of those who are satisfied. Mopani had a 61.7% of participating citizens expressing satisfaction, was the only region where there was a clear majority of participating citizens who expressed satisfaction with the availability of housing.

Again it was in Capricorn, Sekhukhune and Vhembe where most participating citizens who expressed dissatisfaction with the quality of available housing, recording 45.8%, 62.4% and 49.2% respectively. Waterberg's participating citizens were almost evenly split on the issue of housing quality. It is only in Mopani where the majority participating citizens (55.4%) expressed satisfaction with the quality of available housing.

37(a) Based on what you see, or what you hear, are you satisfied with the availability of housing within the province of Limpopo?

| | Capricorn | Mopani | Sekhukhune | Waterberg | Vhembe | Limpopo Province |
|-------------------------|-----------|--------|------------|-----------|--------|------------------|
| Availability of housing | | | | | | |
| Very satisfied | 17.8% | 37.2% | 7.1% | 24.7% | 13.9% | 21.2% |
| Somewhat satisfied | 21.0% | 24.5% | 21.6% | 26.2% | 25.0% | 23.8% |
| Somewhat dissatisfied | 27.0% | 16.6% | 32.0% | 24.9% | 34.2% | 26.7% |
| Very dissatisfied | 20.5% | 18.7% | 33.1% | 20.3% | 17.4% | 20.9% |
| Don't know | 10.5% | 2.7% | 6.2% | 3.7% | 8.7% | 6.5% |
| Refuses to answer | 3.2% | .2% | .0% | .2% | .8% | .9% |

37 (b) Based on what you see, or what you hear, are you satisfied with the quality of housing that is available within the province of Limpopo?

| | Capricorn | Mopani | Sekhukhune | Waterberg | Vhembe | Limpopo Province |
|-----------------------|-----------|--------|------------|-----------|--------|------------------|
| Quality of housing | | | | | | |
| Very satisfied | 12.8% | 26.4% | 6.7% | 18.4% | 14.8% | 16.8% |
| Somewhat satisfied | 26.0% | 29.0% | 20.2% | 29.2% | 26.2% | 26.4% |
| Somewhat dissatisfied | 24.6% | 20.7% | 32.0% | 24.9% | 32.7% | 26.9% |
| Very dissatisfied | 21.2% | 19.7% | 30.4% | 22.9% | 16.5% | 21.0% |
| Don't know | 11.1% | 3.9% | 10.7% | 4.5% | 8.9% | 7.7% |
| Refuses to answer | 4.2% | .2% | .0% | .0% | .9% | 1.1% |

5.19 Access to clean water.

Most participating citizens from four of the regions said they were satisfied with their access to clean water. It is only in Sekhukhune that the majority said they were dissatisfied (67.8%).

38. How satisfied are you with your household's access to clean water.

| | Capricorn | Mopani | Sekhukhune | Waterberg | Vhembe | Limpopo Province |
|-----------------------|-----------|--------|------------|-----------|--------|------------------|
| Access to clean water | | | | | | |
| Very satisfied | 37.2% | 45.3% | 14.0% | 43.8% | 29.6% | 34.9% |
| Somewhat satisfied | 18.8% | 14.3% | 11.5% | 20.4% | 32.0% | 20.6% |
| Somewhat dissatisfied | 17.8% | 12.4% | 17.5% | 17.7% | 23.2% | 17.9% |
| Very dissatisfied | 22.5% | 26.9% | 50.3% | 17.5% | 12.5% | 24.0% |
| Don't know | 2.5% | .7% | 6.7% | .5% | 1.8% | 2.2% |
| Refuses to Answer | 1.2% | .4% | 14.0% | .0% | .9% | .6% |

5.20 Electricity.

Participating citizens were asked to state if their homes were electrified and if they were satisfied with the supply of electricity. The majority of participating citizens (89.3%) pointed out that their homes were electrified. The majority of them (71.6% across the province) pointed out that they were satisfied with the supply of electricity. Vhembe's percentage of 76.5% (very satisfied and somewhat satisfied) was the highest within regions, followed by Capricorn's 73.8%.

39 (a) Is your home electrified?

| Electricity | | Capricorn | Mopani | Sekhukhune | Waterberg | Vhembe | Limpopo Province |
|-------------|-----|-----------|--------|------------|-----------|--------|------------------|
| | No | 10.7% | 21.2% | 6.1% | 4.9% | 4.5% | 10.3% |
| Electricity | Yes | 89.3% | 78.8% | 93.9% | 95.1% | 95.5% | 89.7% |
| | | | | | | | |

39 (b) If your home is electrified, how satisfied are you with the electricity supply service your household is receiving?

| Electricity supply | | Capricorn | Mopani | Sekhukhune | Waterberg | Vhembe | Limpopo Province |
|--------------------|-----------------------|-----------|--------|------------|-----------|--------|------------------|
| | | | | | | | |
| Electricity supply | Very satisfied | 48.9% | 51.3% | 22.8% | 39.1% | 39.7% | 42.1% |
| | Somewhat satisfied | 24.9% | 17.1% | 41.6% | 32.1% | 36.8% | 29.5% |
| | Somewhat dissatisfied | 11.3% | 8.3% | 26.5% | 18.2% | 18.0% | 15.4% |
| | Very dissatisfied | 11.3% | 19.9% | 5.8% | 9.8% | 4.2% | 10.6% |
| | Don't know | 1.2% | 3.0% | 2.1% | .8% | .6% | 1.5% |
| | Refuses to answer | 2.4% | .4% | 1.2% | .0% | .7% | .9% |

5.21 General Satisfaction with Provincial Government Services.

An item was used to assess the overall satisfaction of participating citizens with the provision of services in the province of Limpopo. The assessment covered a 12-month span. The average score obtained was 5.91 (S.D. = 2.59; median = 6.00), on a nine-point scale. This means that participating citizens tended to say that they were satisfied with the manner in which the provincial government was providing services. Participating citizens who said they were satisfied were 54.4% in the province.

40. On a scale from 1 to 9, with 1 meaning “not satisfied” and 9 meaning “satisfied”, how would you rate your general level of satisfaction with the way the Limpopo provincial government has been providing services to you for the last 12 months?

| | | | Capricorn | Mopani | Sekhukhune | Waterberg | Vhembe | Limpopo Province |
|---|---------------|---|-----------|--------|------------|-----------|--------|------------------|
| Limpopo Government General Service provision | Not satisfied | 1 | 10.2% | 11.9% | 4.3% | 12.9% | 6.1% | 9.0% |
| | | 2 | 3.1% | 4.3% | 3.6% | 5.7% | 2.7% | 3.7% |
| | | 3 | 6.1% | 6.1% | 3.8% | 7.9% | 5.7% | 5.9% |
| | | 4 | 8.8% | 10.8% | 4.0% | 7.4% | 8.7% | 8.5% |
| | | 5 | 12.9% | 23.2% | 9.5% | 18.6% | 22.4% | 18.6% |
| | | 6 | 4.6% | 13.4% | 14.3% | 6.4% | 15.2% | 11.5% |
| | | 7 | 4.2% | 6.5% | 9.3% | 6.9% | 12.3% | 8.2% |
| | | 8 | 3.4% | 6.5% | 14.5% | 7.7% | 10.6% | 8.3% |
| | Satisfied | 9 | 46.8% | 17.4% | 36.8% | 26.5% | 16.2% | 26.4% |

5.22 Citizens with special needs.

Participating citizens were asked to state their level of satisfaction with the services the Limpopo provincial government was providing to citizens with special needs (e.g., the deaf and the blind). There was an almost equal split between those who expressed satisfaction (43.7%) and those who did not (42.4%) regarding the Limpopo provincial government's services towards citizens with special challenges and needs. Within regions satisfaction was expressed more by participating citizens from Mopani (66.6%) and Waterberg (49.6%). Dissatisfaction was expressed by more participating citizens from Sekhukhune (74.1%), Capricorn (53.2%) and Vhembe (44.2%).

41. On a scale from 1 to 9, with 1 meaning "not satisfied" and 9 meaning "satisfied", how would you rate the services of the Limpopo provincial government towards people who have special needs and challenges, such as the blind and the deaf?

| | | | Capricorn | Mopani | Sekhukhune | Waterberg | Vhembe | Limpopo Province |
|--------------------------------------|---------------|---|-----------|--------|------------|-----------|--------|------------------|
| Service to people with special needs | Not satisfied | 1 | 30.8% | 7.7% | 39.7% | 21.3% | 15.6% | 20.3% |
| | | 2 | 7.5% | 4.6% | 13.4% | 3.8% | 9.2% | 7.5% |
| | | 3 | 5.3% | 3.9% | 10.5% | 5.5% | 9.6% | 6.9% |
| | | 4 | 9.6% | 5.0% | 10.5% | 3.0% | 9.8% | 7.7% |
| | | 5 | 10.1% | 12.2% | 7.2% | 17.0% | 20.1% | 13.9% |
| | | 6 | 6.7% | 5.3% | 1.2% | 3.8% | 6.5% | 5.2% |
| | | 7 | 5.5% | 8.1% | 2.2% | 6.8% | 9.6% | 7.1% |
| | | 8 | 6.0% | 12.5% | 6.0% | 9.0% | 7.7% | 8.6% |
| | Satisfied | 9 | 18.5% | 40.7% | 9.3% | 30.0% | 12.0% | 22.8% |

We proceeded to determine if satisfaction, or the lack thereof, was related to the type of family a participating citizen came from. Our description of family type was circumscribed to family structure, or composition. We managed to identify the following types in the present sample: traditional two-parent (both parents being biological progenitors; 49.1%), mother-led (single mother; 30.2%), father-led (single father; 2.6%), blended (step parent present; 6.1%) and grand-parent(s)-led (12%) family types. We also included the child-led family type in our classification, and found that it was represented by .2% of participating citizens in the present sample. This family variety was not considered any further because of its size.

Most participating citizens who expressed satisfaction with the Limpopo provincial government's services to citizens who have special challenges and needs came from mother-led (46.3%), blended (52%) and grandparent(s)-led family types.

Family type X special service

| | | | Family type | | | | |
|--------------------------------------|---------------|---|-------------|------------|--------------------------|---------|--------------|
| | | | Mother-led | Father-led | Two-parent (traditional) | Blended | Grandparents |
| Service to people with special needs | Not satisfied | 1 | 21.5% | 18.2% | 21.4% | 15.1% | 19.0% |
| | | 2 | 7.6% | 7.8% | 7.6% | 7.0% | 7.6% |
| | | 3 | 6.3% | 7.8% | 6.9% | 7.0% | 8.4% |
| | | 4 | 6.9% | 6.5% | 8.7% | 9.2% | 6.2% |
| | | 5 | 11.5% | 24.7% | 16.5% | 9.7% | 10.4% |
| | | 6 | 4.9% | 1.3% | 5.1% | 4.9% | 7.0% |
| | | 7 | 7.8% | 6.5% | 6.0% | 7.6% | 7.8% |
| | | 8 | 9.3% | 6.5% | 7.6% | 11.4% | 6.7% |
| | Satisfied | 9 | 24.3% | 20.8% | 20.2% | 28.1% | 26.9% |

5.23 Social services.

Three types of social grants were evaluated, and the participating citizens were asked to state whether they were able to access them or not. Most of them stated that they were unable to access them.

42 (a) Have you, or any member of your family, been able to successfully apply for the following?

| | | Capricorn | Mopani | Sekhukhune | Waterberg | Vhembe | Limpopo Province |
|-------------------------|--------------------------------|-----------|--------|------------|-----------|--------|------------------|
| 42a (i) | Disability grant | | | | | | |
| Disability grant | No | 71.8% | 79.8% | 66.6% | 80.4% | 80.2% | 76.8% |
| | Yes | 28.2% | 20.2% | 33.4% | 19.6% | 19.8% | 23.2% |
| 42a (ii) | Pension grant | | | | | | |
| Pension grant | No | 50.5% | 50.1% | 36.6% | 60.9% | 61.7% | 53.1% |
| | Yes | 49.5% | 49.9% | 63.4% | 39.1% | 38.3% | 46.9% |
| 42a (iii) | Child maintenance grant | | | | | | |
| child maintenance grant | No | 57.1% | 39.0% | 27.2% | 51.1% | 54.4% | 46.8% |
| | Yes | 42.9% | 61.0% | 72.8% | 48.9% | 45.6% | 53.2% |

We then attempted to find out the reasons why participating citizens responded negatively to the above question. The reasons advanced could be distilled into five categories as follows: i) Did not qualify for the grant, ii) did not know the application procedure, iii) application form was not processed, iv) did not possess the necessary documentation, and v) the grant was not applicable.

42 (b) If you have answered “**NO**” to any item in 42(a) please state in brief what the difficulties of accessing the funds are.

| | | District Municipality | | | | | |
|--------------|---|-----------------------|------|-------|-------|-------|-------|
| | | C | M | S | W | V | L |
| Difficulties | Did not qualify for the grant | 68.4% | 100% | 56.0% | 75.0% | 73.3% | 67.5% |
| | Did not know application procedure | .0% | .0% | 4.0% | .0% | .0% | 1.3% |
| | Application form was not processed | 5.3% | .0% | 20.0% | 5.0% | .0% | 8.8% |
| | Did not possess the necessary documentation | .0% | .0% | .0% | 5.0% | .0% | 1.3% |
| | Not applicable | 26.3% | .0% | 20.0% | 15.0% | 26.7% | 21.3% |
| | Total = | 100% | 100% | 100% | 100% | 100% | 100% |

Note: C = Capricorn, M = Mopani, S = Sekhukhune, W = Waterberg, V = Vhembe, L = Limpopo Province

5.24 Economic opportunities.

Participating citizens were asked to evaluate the Limpopo provincial government's efforts of developing economic opportunities within the province. This variable was analyzed according to region, sex and age. It is only in Capricorn where the majority of participating citizens rated the Limpopo provincial government's endeavour to advance economic opportunities for citizens as good or excellent. Almost 50% of Capricorn's participating citizens lauded the provincial government's economic opportunities' efforts. All the other regions said the efforts were fair or poor. Sekhukhune reported the highest percentage (81.9% in total) in these (fair and poor) categories, followed by Vhembe with a total of 63.2%. About 29% of participating citizens in Waterberg replied that they did not possess knowledge on this issue.

The percentages of males and females who said the provincial government's efforts of developing economic opportunities were good or excellent were almost the same (21.7% and 19.8% respectively). These percentages were compared to those of both sexes who said fair or poor. The trend repeats itself regarding age groups. Across the age groups there were more participating citizens who said the provincial government's efforts of creating economic opportunities were fair or poor. The highest percentage in this regard was recorded in the 39 to 46 year olds category. The highest percentage (31.3%) of participating citizens who rated the endeavour of the provincial government as excellent or fair occurred among the 18-23 years old group.

43. How would you rate the Limpopo provincial government's efforts of developing economic opportunities for citizens of the province?

| | | Economic Opportunities | | | | Don't know | Refuses to answer | n |
|--------------|----------------|------------------------|-------|-------|-------|------------|-------------------|--------|
| | | Excellent | Good | Fair | Poor | | | |
| | | Quality of effort | | | | | | |
| Region | Capricorn | 13.3% | 36.5% | 13.8% | 17.9% | 17.1% | 1.4% | 100.0% |
| | Mopani | .8% | 11.3% | 37.5% | 36.0% | 11.5% | 2.9% | 100.0% |
| | Sekhukhune | 2.9% | 9.2% | 52.6% | 29.3% | 5.7% | .3% | 100.0% |
| | Waterberg | .4% | 10.9% | 23.8% | 32.4% | 28.5% | 3.9% | 100.0% |
| | Vhembe | 1.2% | 15.7% | 34.6% | 28.6% | 17.8% | 2.1% | 100.0% |
| | Provincial | 3.4% | 16.9% | 33.1% | 28.9% | 15.7% | 2.1% | 100.0% |
| | | Quality of effort | | | | | | |
| Sex | Female | 3.1% | 16.7% | 34.7% | 27.9% | 15.7% | 1.9% | 100.0% |
| | Male | 3.7% | 17.4% | 29.6% | 31.1% | 15.7% | 2.4% | 100.0% |
| | Both sexes | 3.3% | 16.9% | 33.0% | 28.9% | 15.7% | 2.1% | 100.0% |
| | | Quality of effort | | | | | | |
| Age category | 18-23 | 10.1% | 21.2% | 21.5% | 25.0% | 19.4% | 2.8% | 100.0% |
| | 24-30 | 3.7% | 15.7% | 31.4% | 32.3% | 14.6% | 2.2% | 100.0% |
| | 31-38 | 2.7% | 13.8% | 34.7% | 29.4% | 16.5% | 2.9% | 100.0% |
| | 39-46 | 1.1% | 13.5% | 39.5% | 31.5% | 12.6% | 1.7% | 100.0% |
| | 47-54 | 1.8% | 15.4% | 37.4% | 24.9% | 19.0% | 1.5% | 100.0% |
| | 55-65 | 2.6% | 17.4% | 34.7% | 32.1% | 11.7% | 1.5% | 100.0% |
| | 66-74 | .0% | 24.8% | 31.1% | 23.6% | 19.9% | .6% | 100.0% |
| | >75 | 5.6% | 26.8% | 33.8% | 21.1% | 11.3% | 1.4% | 100.0% |
| | All age groups | 3.4% | 16.8% | 33.2% | 28.9% | 15.7% | 2.0% | 100.0% |

5.25 Priority areas

Participating citizens were asked to list issues or areas to be prioritized by the provincial government, and these were to be ordered according to their importance by the respondents. The responses are presented in three separate tables below. Issues or areas volunteered by the participating citizens, grouped by the researcher according to their similarity, are listed in three separate tables (the tables are entitled Priority issues 1, 2, and 3 based on the type of priority issues discussed.) However, the issues within each table are presented randomly, and do not follow any order.

In the first table, listed as “priority 1”, are issues or areas considered the first priority to be attended to by the provincial government of Limpopo. Although many varied issues were raised, most of them did not attract relatively large endorsements from the present sample. However, areas such as the supply of running water, the construction of tarred roads, and job creation were listed by substantial numbers of participating citizens. The majority of participating citizens from Sekhukhune and Mopani who

responded to the item (63.5% and 50% respectively) considered water supply as first priority. The construction of tarred roads was endorsed by relatively more participating citizens in Capricorn, Waterberg and Vhembe (20%, 20.7% and 20% in that order). The creation of jobs was listed by most in Waterberg and Vhembe (20.7% and 20% respectively), followed by Mopani (16.7%) and Capricorn (16%). Sekhukhune's 10% endorsement was the lowest on this issue. The building of health clinics and the introduction of street lighting were also considered first priority by relatively many in Mopani (16.7% each).

44. Priority area.

What would you regard as priority areas for the Limpopo provincial government to look into? Please state these priorities according to their order of importance, starting with the most important.

(a) Priority issues 1

| Priority area | | District municipality | | | | | |
|---------------|--|-----------------------|-------|-------|-------|-------|-------|
| | | C | M | S | W | V | L |
| 1. | Supply running water | 20.0% | 50.0% | 63.5% | 20.7% | 24.0% | 48.2% |
| 2. | Introduce street lighting | .0% | 16.7% | 3.6% | .0% | .0% | 2.7% |
| 3. | Install electrification in houses | 4.0% | .0% | 2.2% | 3.4% | 8.0% | 3.2% |
| 4. | Construct tarred roads | 20.0% | .0% | 5.8% | 20.7% | 20.0% | 10.8% |
| 5. | Repair roads | 16.0% | .0% | 1.5% | 6.9% | 8.0% | 4.5% |
| 6. | Build houses | .0% | .0% | 4.4% | 3.4% | 4.0% | 3.6% |
| 7. | Improve education | .0% | .0% | .0% | 3.4% | .0% | .5% |
| 8. | Build schools | .0% | .0% | 2.9% | .0% | .0% | 1.8% |
| 9. | Build colleges | .0% | .0% | .0% | 3.4% | 4.0% | .9% |
| 10. | Renovate/repair schools | 4.0% | .0% | .0% | .0% | .0% | .5% |
| 11. | Improve hospital services | .0% | .0% | .7% | .0% | .0% | .5% |
| 12. | Build health/medical clinics | 8.0% | 16.7% | 2.9% | 6.9% | .0% | 4.1% |
| 13. | Improve health/medical clinics | -- | -- | -- | -- | -- | -- |
| 14. | Enhance policing in the community | 8.0% | .0% | 1.5% | 3.4% | .0% | 2.3% |
| 15. | Erect sporting & recreational facilities | .0% | .0% | .0% | 3.4% | 4.0% | .9% |
| 16. | Provide parks and resting places | 4.0% | .0% | .0% | .0% | .0% | .5% |
| 17. | Create jobs | 16.0% | 16.7% | 10.2% | 20.7% | 20.0% | 13.5% |
| 18. | Promote the advancement of youth | .0% | .0% | .0% | 3.4% | .0% | .5% |
| 19. | Distribute food parcels to the poor | .0% | .0% | .7% | .0% | 8.0% | 1.4% |
| 20. | Build a shopping complex | -- | -- | -- | -- | -- | -- |
| Total: | | 100% | 100% | 100% | 100% | 100% | 100% |

Note: C = Capricorn, M = Mopani, S = Sekhukhune, W = Waterberg, V = Vhembe, L = Limpopo Province

The construction of tarred roads was considered second priority by participating citizens in Capricorn, Sekhukhune and Mopani (37.3%, 31.1% and 20% respectively). In Capricorn about 23% of participating citizens listed the repair of roads as the second

priority issue. The building of houses was advanced as the second priority issue by relatively more participating citizens in Capricorn (22.7%), Mopani (20%), and Waterberg (17.4%). The supply of running water was included as the second priority issue by many in Mopani (20%) and Vhembe (15%). In Mopani there were many (20%) participating citizens who listed the building of health clinics as second priority. Job creation was named by relatively many in Waterberg (17.4%). Vhembe had five more issues (viz. construction of tarred roads, roads repairs, building of houses, erection of sporting and recreational facilities, and the creation of jobs) listed as second priority issue by 10% of participating citizens who responded to this item.

(b) Priority issues 2

| Priority area | | District municipality | | | | | |
|---------------|--|-----------------------|-------|-------|-------|-------|-------|
| | | C | M | S | W | V | L |
| 1. | Supply running water | 1.1% | 20.0% | 3.8% | 4.3% | 15.0% | 3.3% |
| 2. | Introduce street lighting | .0% | .0% | 9.8% | 8.7% | .0% | 4.1% |
| 3. | Install electrification in houses | 7.6% | 20.0% | 9.8% | 4.3% | 30.0% | 9.6% |
| 4. | Construct tarred roads | 37.3% | 20.0% | 31.1% | 13.0% | 10.0% | 31.8% |
| 5. | Repair roads | 23.2% | .0% | 6.1% | .0% | 10.0% | 14.5% |
| 6. | Build houses | 22.7% | 20.0% | 6.1% | 17.4% | 10.0% | 15.6% |
| 7. | Improve education | 1.6% | .0% | 1.5% | 4.3% | .0% | 1.6% |
| 8. | Build schools | 3.2% | .0% | 1.5% | 4.3% | 5.0% | 2.7% |
| 9. | Build colleges | .0% | .0% | .8% | .0% | .0% | .3% |
| 10. | Renovate/repair schools | -- | -- | -- | -- | -- | -- |
| 11. | Improve hospital services | .0% | .0% | 1.5% | .0% | .0% | .5% |
| 12. | Build health/medical clinics | 1.1% | 20.0% | 9.8% | 8.7% | .0% | 4.9% |
| 13. | Improve health/medical clinics | .0% | .0% | .8% | .0% | .0% | .3% |
| 14. | Enhance policing in the community | .5% | .0% | 3.0% | .0% | .0% | 1.4% |
| 15. | Erect sporting & recreational facilities | .5% | .0% | 3.0% | 4.3% | 10.0% | 2.2% |
| 16. | Provide parks and resting places | .0% | .0% | 1.5% | .0% | .0% | .5% |
| 17. | Create jobs | 1.1% | .0% | 7.6% | 17.4% | 10.0% | 4.9% |
| 18. | Promote the advancement of youth | .0% | .0% | .0% | 4.3% | .0% | .3% |
| 19. | Distribute food parcels to the poor | .0% | .0% | .8% | 4.3% | .0% | .5% |
| 20. | Build a shopping complex | .0% | .0% | .8% | .0% | .0% | .3% |
| Total: | | 100% | 100% | 100% | 100% | 100% | 100% |

Note: C = Capricorn, M = Mopani, S = Sekhukhune, W = Waterberg, V = Vhembe, L = Limpopo Province

Fifty percent of participating citizens in Mopani who responded to this item listed the construction of tarred roads as the third priority area to be looked into by the Limpopo provincial government. The installation of electrification was listed by 37.5% and 25% participating citizens in Vhembe and Capricorn respectively, who responded to this item. The supply of running water was listed as third priority area in Waterberg and Vhembe (25% each). Twenty-five percent of participating citizens in Capricorn listed

the erection of sporting and recreational facilities as third priority area. Twenty-five percent in Mopani, and 12.5% each for Capricorn and Vhembe considered the improvement of policing in the community as the third priority area for the provincial government. The building of health clinics was named by participating citizens who responded to this item Sekhukhune, Waterberg and Capricorn (20.8%, 16.7% and 12.5% respectively.) There were 12.5% who thought the improvement of health clinics should be the third priority area for the provincial government's consideration.

(c) Priority issues 3

| Priority area | | District municipality | | | | | |
|---------------|--|-----------------------|-------|-------|-------|-------|-------|
| | | C | M | S | W | V | L |
| 1. | Supply running water | 12.5% | .0% | 3.0% | 25.0% | 25.0% | 6.8% |
| 2. | Introduce street lighting | .0% | .0% | 8.9% | 8.3% | .0% | 7.5% |
| 3. | Install electrification in houses | 25.0% | .0% | 5.0% | .0% | 37.5% | 7.5% |
| 4. | Construct tarred roads | .0% | 50.0% | 14.9% | 8.3% | .0% | 13.5% |
| 5. | Repair roads | .0% | .0% | 5.0% | 8.3% | 25.0% | 6.0% |
| 6. | Build houses | .0% | 25.0% | 12.9% | 16.7% | .0% | 12.0% |
| 7. | Improve education | .0% | .0% | 2.0% | 8.3% | .0% | 2.3% |
| 8. | Build schools | .0% | .0% | 3.0% | .0% | .0% | 2.3% |
| 9. | Build colleges | .0% | .0% | 1.0% | .0% | .0% | .8% |
| 10. | Renovate/repair schools | -- | -- | -- | -- | -- | -- |
| 11. | Improve hospital services | .0% | .0% | 1.0% | .0% | .0% | .8% |
| 12. | Build health/medical clinics | 12.5% | .0% | 20.8% | 16.7% | .0% | 18.0% |
| 13. | Improve health/medical clinics | 12.5% | .0% | .0% | .0% | .0% | .8% |
| 14. | Enhance policing in the community | 12.5% | 25.0% | 5.0% | .0% | 12.5% | 6.0% |
| 15. | Erect sporting & recreational facilities | 25.0% | .0% | 2.0% | .0% | .0% | 3.0% |
| 16. | Provide parks and resting places | -- | -- | -- | -- | -- | -- |
| 17. | Create jobs | .0% | .0% | 6.9% | 8.3% | .0% | 6.0% |
| 18. | Promote the advancement of youth | .0% | .0% | 2.0% | .0% | .0% | 1.5% |
| 19. | Distribute food parcels to the poor | .0% | .0% | 1.0% | .0% | .0% | .8% |
| 20. | Build a shopping complex | .0% | .0% | 2.0% | .0% | .0% | 1.5% |
| 21. | Old Age Homes | .0% | .0% | 1.0% | .0% | .0% | .8% |
| Total: | | 100% | 100% | 100% | 100% | 100% | 100% |

Note: C = Capricorn, M = Mopani, S = Sekhukhune, W = Waterberg, V = Vhembe, L = Limpopo Province

5.26 Sex.¹

Sex was recorded by the interviewer based on his/her observation. There were 2162 (68.5%) females and 994 (31.5%) males in the sample. (The values do not include individuals whose sex was not recorded by the interviewer.)

45. [INTERVIEWER MUST MAKE AN OBSERVATION, DETERMINES AND ENTERS THE SEX OF THE PARTICIPANT.]

| | | Capricorn | Mopani | Sekhukhune | Waterberg | Vhembe | Limpopo Province |
|-----|--------|-----------|--------|------------|-----------|--------|------------------|
| Sex | Female | 65.1% | 71.7% | 78.0% | 65.1% | 64.8% | 68.5% |
| | Male | 34.9% | 28.3% | 22.0% | 34.9% | 35.2% | 31.5% |

5.27 Family structure and related demographic information.

The size and type of family structure were evaluated. For size, participating citizens simply gave a number of persons in their family. Family structure was determined differently. Participating citizens listed all the members of their households. This information is relevant for determining family structure, that is, the composite definition of size and composition of family. Family structure is an important variable in the South African context. Limpopo is one of the areas where erstwhile *Apartheid* legislation affected family organization considerably. *Apartheid* labour regulation forced young adults to migrate to urban centres to seek employment. Subsequently, families were run by women, grandparents, and/or relatives who were either unemployed or unemployable for one reason or another (e.g., infirmity). We determined that such an important variable may have a bearing on how individuals perceive their life circumstance, and in turn, satisfactions.

A list of all possible family members (e.g., mother, father, grand-parent, uncle) was given to the participating citizens. Each individual then stated whether the particular member is present or not in his or her family. Unsurprisingly, there were more biological parents (especially biological mothers), sisters and brothers in the families. Few step-parents, grandparents, aunts and uncles were listed. None of the percentages of these members exceeded ten. Lodgers were relatively more, especially in Capricorn (22.9%) and Waterberg (21.3%).

¹ This variable is also discussed in section 2 (sample demographic information).

47. Who are the people who live in your household for the better part of the year? Please mark with a cross all the individuals who live in your household for the better part of the year?

Members present in the household

| | | Capricorn | Mopani | Sekhukhune | Waterberg | Vhembe | Limpopo Province |
|---------------------------------|-----|-----------|--------|------------|-----------|--------|------------------|
| a. Biological Mother | | | | | | | |
| present | No | 19.4% | 24.2% | 13.6% | 14.8% | 16.9% | 18.4% |
| | Yes | 80.6% | 75.8% | 86.4% | 85.2% | 83.1% | 81.6% |
| b. Step mother | | | | | | | |
| present | No | 97.6% | 91.8% | 98.4% | 98.8% | 94.9% | 95.7% |
| | Yes | 2.4% | 8.2% | 1.6% | 1.2% | 5.1% | 4.3% |
| c. Biological Father | | | | | | | |
| present | No | 54.0% | 60.6% | 46.9% | 44.0% | 33.6% | 47.4% |
| | Yes | 46.0% | 39.4% | 53.1% | 56.0% | 66.4% | 52.6% |
| d. Step-Father | | | | | | | |
| present | No | 98.1% | 98.1% | 99.3% | 99.0% | 96.1% | 97.0% |
| | Yes | 1.9% | 1.9% | .7% | 1.0% | 3.9% | 3.0% |
| e. Maternal grand-mother | | | | | | | |
| present | No | 90.9% | 81.7% | 75.4% | 89.6% | 90.3% | 86.1% |
| | Yes | 9.1% | 18.3% | 24.6% | 10.4% | 9.7% | 13.9% |
| f. Paternal grand-mother | | | | | | | |
| present | No | 98.5% | 95.5% | 96.3% | 98.3% | 97.2% | 97.0% |
| | Yes | 1.5% | 4.5% | 3.7% | 1.7% | 2.8% | 3.0% |

| | | Capricorn | Mopani | Sekhukhune | Waterberg | Vhembe | Limpopo Province |
|---------|-----|---------------------------------|--------|------------|-----------|--------|------------------|
| Present | No | g. Maternal grand-father | | | | | |
| | Yes | 98.1% | 95.5% | 92.9% | 99.3% | 96.2% | 96.4% |
| Present | No | 1.9% | 4.5% | 7.1% | .7% | 3.8% | 3.6% |
| | Yes | h. Paternal grandfather | | | | | |
| Present | No | 99.0% | 98.4% | 98.2% | 99.0% | 98.9% | 98.7% |
| | Yes | 1.0% | 1.6% | 1.8% | 1.0% | 1.1% | 1.3% |
| Present | No | i. Sisters | | | | | |
| | Yes | 21.5% | 22.8% | 16.1% | 19.3% | 28.4% | 22.8% |
| Present | No | 78.5% | 77.2% | 83.9% | 80.7% | 71.6% | 77.2% |
| | Yes | j. Brothers | | | | | |
| Present | No | 25.1% | 23.3% | 15.6% | 21.1% | 29.2% | 24.0% |
| | Yes | 74.9% | 76.7% | 84.4% | 78.9% | 70.8% | 76.0% |
| Present | No | k. Uncles | | | | | |
| | Yes | 94.2% | 92.6% | 89.9% | 96.4% | 95.2% | 93.8% |
| Present | No | 5.8% | 7.4% | 10.1% | 3.6% | 4.8% | 6.2% |
| | Yes | l. Aunts | | | | | |
| Present | No | 95.4% | 97.5% | 91.0% | 94.9% | 96.3% | 95.5% |
| | Yes | 4.6% | 2.5% | 9.0% | 5.1% | 3.7% | 4.5% |
| Present | No | m. Lodgers | | | | | |
| | Yes | 77.1% | 88.5% | 91.0% | 78.7% | 94.0% | 87.0% |
| Present | No | 22.9% | 11.5% | 9.0% | 21.3% | 6.0% | 13.0% |
| | Yes | | | | | | |

Six (6) family types were constructed from the data, namely, mother-led (single mother), father-led (single father), two-parent (traditional type, biological parents), blended (stepparent present in the marital duo), grandparent(s)(either maternal or paternal), and child-led family types. The mother-led and two-parent, traditional family types were the most dominant forms of family organization among the participating citizens (49% and 30.1% of participating citizens across the province). Families led by grandparents were also relatively well-represented in the present sample. It is interesting that child-led family types were almost non-existent.

Vhembe had the least number of participating citizens reporting to come from mother-led families, and the most from two-parent families. Mopani had the highest percentage of participating citizens saying they come from blended families.

Family types

| Family type | | | | | | | Limpopo Province |
|------------------|-----------|--------|------------|-----------|--------|--|------------------|
| | Capricorn | Mopani | Sekhukhune | Waterberg | Vhembe | | |
| Mother-led | 35.3% | 36.5% | 35.3% | 32.4% | 17.7% | | 30.1% |
| Father-led | 2.3% | 2.2% | 3.5% | 4.1% | 2.0% | | 2.6% |
| Two-parent | 43.0% | 36.3% | 49.5% | 51.9% | 62.3% | | 49.0% |
| Blended | 3.5% | 10.7% | 2.3% | 1.9% | 7.6% | | 6.1% |
| grandparents-led | 15.8% | 14.2% | 9.4% | 9.7% | 9.7% | | 12.0% |
| Child-led | .0% | .0% | .0% | .0% | .7% | | .2% |
| Total | = 100% | 100% | 100% | 100% | 100% | | 100% |

Once participating citizens provided information about the structure of their families, those whose households has grandparents were asked to give their average age. The average age of grandparents across the province was 71.87 years (S.D. = 10.71; range = 36-104). The average age was not substantially different across the regions, although there were noticeable differences regarding the age range.

48. If there are grandparents living in your household, what is their average age?

| Average age of grandparents | | | | | | |
|-----------------------------|-----------|--------|------------|-----------|--------|------------------|
| | Capricorn | Mopani | Sekhukhune | Waterberg | Vhembe | Limpopo Province |
| N | 89 | 188 | 145 | 46 | 59 | 527 |
| Mean | 71.90 | 72.17 | 71.74 | 71.07 | 71.78 | 71.87 |
| Std. Deviation | 10.71 | 8.40 | 8.32 | 9.73 | 7.65 | 8.82 |
| Range | 45-97 | 52-95 | 36-90 | 52-104 | 50-85 | 36-104 |

Participating citizens also provided information about family members who work outside of the Limpopo province. First they had to say whether there are such members or not. Most participating citizens did not have a family member who works outside of the province. The exception was Sekhukhune, where 54.9% of participating citizens reported that they have such a family member.

49 (a) Do you have one or more members of your household working outside of the Limpopo Province and only visit home on occasion?

| | | Capricorn | Mopani | Sekhukhune | Waterberg | Vhembe | Limpopo Province |
|-------------------------|-----|-----------|--------|------------|-----------|--------|------------------|
| working outside Limpopo | No | 73.1% | 62.3% | 45.1% | 78.1% | 73.8% | 67.2% |
| | Yes | 26.9% | 37.7% | 54.9% | 21.9% | 26.2% | 32.8% |

Participating citizens then went on to list the particular family members who work outside the province. They listed brothers as the ones who work outside the province (percentages range from 33.3 to 45.8 across the regions). Sisters of the participating citizens from Capricorn tended also to be named (29.5%), followed by Mopani and Vhembe (around 22%). Whereas fathers were listed by most in Vhembe (30.8%) and Waterberg (29%), mothers were the ones named in Sekhukhune.

50. Who works outside the province of Limpopo?

| | | Capricorn | Mopani | Sekhukhune | Waterberg | Vhembe | Limpopo Province |
|---------------------------------------|-------------|-----------|--------|------------|-----------|--------|------------------|
| Next-of-kin who works outside Limpopo | Mother | 7.9% | 11.9% | 31.6% | 17.7% | 9.4% | 16.1% |
| | Father | 16.5% | 18.2% | 14.6% | 29.0% | 30.8% | 20.2% |
| | Stepmother | .7% | .0% | 1.4% | .0% | 2.5% | .9% |
| | Stepfather | .0% | 1.4% | .5% | .0% | 1.9% | .9% |
| | Brothers | 43.9% | 45.8% | 38.2% | 35.5% | 33.3% | 40.6% |
| | Sisters | 29.5% | 22.4% | 13.2% | 17.7% | 22.0% | 20.9% |
| | Grandmother | 1.4% | .3% | .5% | .0% | .0% | .5% |
| | Total = | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% |

5.28 Age.

Participating citizens were given a list of age categories and were then asked to select the one in which they belong.

51. In which age category are you?

| | Capricorn | Mopani | Sekhukhune | Waterberg | Vhembe | Limpopo Province |
|--------------|-----------|--------|------------|-----------|--------|------------------|
| Age category | | | | | | |
| 18-23 years | 25.5% | 10.4% | 5.4% | 16.3% | 7.4% | 12.6% |
| 24-30 years | 21.9% | 22.3% | 18.6% | 20.2% | 18.5% | 20.4% |
| 31-38 years | 14.9% | 20.0% | 14.4% | 17.2% | 24.7% | 19.2% |
| 39-46 years | 10.0% | 13.7% | 15.1% | 12.3% | 17.5% | 14.1% |
| 47-54 years | 8.5% | 9.7% | 17.9% | 11.8% | 11.0% | 11.2% |
| 55-65 years | 8.5% | 12.1% | 16.7% | 11.1% | 10.6% | 11.5% |
| 66-74 years | 7.0% | 8.8% | 9.0% | 8.6% | 6.3% | 7.8% |
| >75 years | 3.7% | 2.9% | 2.8% | 2.5% | 4.0% | 3.3% |

5.29 Level of education.

Participating citizens were given a list of educational level options and were asked to select their own. Most participating citizens chose educational categories between grade 6 and 12 (58.8% in all for the province). The province with the largest percentage of participating citizens who graduated from a tertiary level institution was Vhembe. Sekhukhune recorded the highest percentage of participating citizens who said they had no education at all.

52. What is the highest level of education you have completed?

| | Capricorn | Mopani | Sekhukhune | Waterberg | Vhembe | Limpopo Province |
|-------------------------|-----------|--------|------------|-----------|--------|------------------|
| Highest level education | | | | | | |
| no education | 5.2% | 13.6% | 24.3% | 13.2% | 8.4% | 11.9% |
| grade 1-5 | 6.6% | 10.3% | 10.9% | 10.9% | 7.6% | 9.0% |
| grade 6-11 | 34.6% | 27.6% | 30.9% | 35.1% | 22.5% | 29.0% |
| grade 12 | 34.9% | 30.3% | 15.9% | 30.0% | 32.2% | 29.8% |
| degree/diploma | 18.3% | 17.7% | 17.7% | 10.6% | 28.0% | 19.7% |
| Postgraduate degree | .3% | .5% | .3% | .3% | 1.4% | .6% |

5.30 Proxy for socio-economic status.

Information that would further assist to determine the level of socio-economic status of the participating citizens was collected. They were asked to state whether they owned a car, TV set and/or books in the house.

53. State whether or not you have the following items in your house:

| | | Capricorn | Mopani | Sekhukhune | Waterberg | Vhembe | Limpopo Province |
|--------|-----|-----------|--------|------------|-----------|--------|------------------|
| Car | No | 62.3% | 64.7% | 69.0% | 67.6% | 53.8% | 62.1% |
| | Yes | 37.7% | 35.3% | 31.0% | 32.4% | 46.2% | 37.9% |
| TV set | No | 15.5% | 29.5% | 24.9% | 17.7% | 14.3% | 20.4% |
| | Yes | 84.5% | 70.5% | 75.1% | 82.3% | 85.7% | 79.6% |
| Books | No | 36.1% | 33.5% | 64.7% | 45.6% | 25.9% | 37.7% |
| | Yes | 63.9% | 66.5% | 35.3% | 54.4% | 74.1% | 62.3% |

5.31 Participating citizens' comments.

Item fifty-four (54) of the questionnaire prompted participating citizens to state any additional issues omitted from the questionnaire, which in their view should have been included. Most participants left this item blank. The ones who provided an answer raised issues that did not depart substantially from the priority issues. Further inspection revealed that almost all of them have been dealt with one way or another in the questionnaire. We concluded that the information tapped by item 54 was redundant and did not add any new information. For that reason, the information was not subjected to any analysis or interpretation.

54. Are there any additional issues you feel the questionnaire should have touched on, yet it did not? Please specify as many as you like?