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The participation of informal settlement communities in city-level policy-making processes in Johannesburg

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Appendix A: Community leaders' survey questionnaire

Please fill the following immediately before the start of the interview
Date: _____ Time_____ Ward _____
Location of the interview_____
Name of the Informal settlement_____

Introduction

Hello, my name is Eddie Maluleke. I am a research assistant for Mr Salah Mohamed, a PhD candidate at the School of Architecture and Planning, Wits University. Mr Mohamed is studying the participation of informal settlement communities in policy-making in Johannesburg.

During 2004 and 2005 there had been many public participation activities in ward 79. These included several ward public meetings convened by the councillor, and public meetings with Executive Mayor during his visits to Region 2. Based on your experience as a community leader in this informal settlement, I would like you to answer the following questions to the best of your knowledge.

Many thanks for agreeing to talk to us. Please be assured that this is a confidential interview. Let me begin by asking you some questions about the **ward public meetings convened by the councillor during 2004 and 2005**.

1. As a community leader, how many times did you attend these public meetings?
(a) none, (b) once, (c) two times, (d) three times (e) ……

2. Were you satisfied with the **issues** discussed in these meetings?
   (a) yes, I was very satisfied because all the issues were relevant to the needs of my community,
   (b) yes, I was generally satisfied though some of the concerns of my community were not discussed,
   (c) no, I was not satisfied at all because the issues are not relevant to my community

3. Did you make inputs in these meetings on behalf of your community?
   (a) Yes, I did
   (b) No, I wanted to make in puts but couldn't find the opportunity

(c) No, the issues discussed are not relevant to the needs of my community

4. How was the timing of the meetings?
(a) It was very suitable for the community in this informal settlement to attend
(b) It was fairly suitable
(c) It was not suitable at all

5. How were the venues for the meetings?
(a) The venues were very suitable for the community in this settlement to attend,
(b) The venues were fairly suitable
(c) The venues were not suitable at all

6. Which structures in the ward supported the demands of the community of this informal settlement?
(a) SANCO
(b) Homeless People's Federation
(c) Church groups
(d) ……..
(e) ……

7. What do you think about the ward public meetings as a mechanism for the community in this settlement to make their voice heard by the city government?
(a) These meetings were very helpful for the informal settlement communities to participate
(b) They were generally useful but the community living in this settlement did not find enough opportunity to raise the priority issues
(c) They were not suitable at all for the informal settlement communities

Let me now take you to another issue and ask you a few questions about the **mayoral road shows** and the **public meetings with the Executive Mayor**.

8. Did you attend any public meeting with the Executive Mayor during his visits to this region?

(a) None, (b) once (c) twice (d) three times (e)

9. As a leader of a community living in an informal settlement, did you find these public meetings with the Executive Mayor:
(a) Particularly useful in giving you the information you need and enable you to speak to the Mayor
(b) They are generally useful but not as much for us in the informal settlements
(c) Not sure

10. How do you see the outcomes of public participation in general?
(a) I see good results of the public participation for the community in the settlement

(b) There are results but less than our expectations
(c) There are no tangible results for these meetings

11. What are the most important five issues for your community in this settlement that should be debated during the public participation meetings?
(a)……
(b)…….
(c)……..(e)……
…
(d)…….
.

Appendix B: The supplementary survey

The supplementary survey was conducted by the 2006 first-year students studying for a master of science in the development planning programme in the School of Architecture and Planning at the University of the Witwatersrand. This survey doubled up as a requirement for a course in research methods taught by one of the co-supervisors of this thesis, Dr Karam, and was designed to cover the area of study for this thesis. Twenty students participated in administering the survey. Eighty percent of them spoke the various local languages. The survey was administered by groups of four to five students. Those not fluent in local languages were grouped with those that had the necessary language skills.

Prior to conducting the supplementary survey, I developed the survey tool (i.e. the questionnaire) and trained the students under Dr Karam's supervision. Initially, a preliminary questionnaire was introduced to the class and discussed in detail. As a result of the class discussion, a second version of the questionnaire was produced. The second version was tested in class with the students, where groups of two students interviewed each other. Based on the students' first-hand experience of being respondents and administrators of the questionnaire in the experiment, the questionnaire was refined again, and a third and a final version was produced for the field work. Some of the changes in the final version of the questionnaire dealt with clarifying some terms in order to be understood by the participants. In addition to the training value offered to students by discussing and refining the questionnaire, these amendments were also intended to ensure that the students were able to manage the questionnaire with ease. The supplementary survey was carried out on a public holiday (27 April 2006), a month after the completion of the main survey, with the aim of identifying the basic and priority needs of the communities living in Region 2, and their views regarding mechanisms of public participation. The students used *accidental* or *availability* sampling, targeting the 'general public' in Region 2 and not specifically informal settlement residents. This sampling technique has potential for

serious biases, such as over-representation of certain types of people, which makes generalisation extremely risky (Bless and Higson-Smith, 1995). However, the information obtained through this survey was only narrowly used in the thesis, specifically to compare basic needs identified by communities living in the 'formal' parts of the region, as opposed to those of their counterparts living in the informal settlements (see survey questionnaire below). The latter has been obtained in the main survey. The secondary survey was also used to establish the perception of the general public regarding the mechanisms of public participation, and the various civil society organisations that purport to be representing the various communities. The students chose convenient public places in each of the six wards of the Region where they could reach sufficient numbers of people. Examples were bus stops, entrances to super markets, and shopping malls. The total number of respondents in the supplementary survey was 245.

Supplementary Survey Questionnaire

University of the Witwatersrand

School of Architecture and Planning

TO BE FILLED BY INTERVIEWER immediately before interview starts:

Initials of Interviewer:_____ Date:_____
Location of interview:_____ Time:_____
Gender of interviewee (M/F) ___,

Introduction. Hello, my name is _____. I am a Masters student at Wits University, and I am doing a class project that includes some surveys of community needs and their priority to the people. Think about your particular ward, the one you live in, and the needs of the people living in it. Also, think of the different people, organizations, and government institutions involved in your ward to assist in achieving these needs. Answer to the best of your ability and knowledge.
Thanks for agreeing to talk to us. Please be assured that this is a confidential interview and if you feel uncomfortable, we can stop anytime.

Can you do the interview in English, (y/n) _____ **OR**
would you prefer another language (what??)_____

How long have you lived in this area? _____
The house you live in, do you

Own it, _____
Rent it, _____
live with your family,_____
or other arrangement? _____

Let me begin by asking you some questions about general concerns. Please rank each item on a 1-5 scale in terms of their importance to you, where 1 is most important, 3 is of middle importance and 5 is the least important, or not important. Think about your community needs.

Job creation	1	2	3	4	5
Poverty alleviation programmes*	1	2	3	4	5
HIV/AIDS	1	2	3	4	5
Schools	1	2	3	4	5
Adult Based Education and Training facilities	1	2	3	4	5
Libraries	1	2	3	4	5
Housing	1	2	3	4	5
Recreational facilities	1	2	3	4	5
Clinics and health facilities	1	2	3	4	5

** such as free basic service, social grants and food to vulnerable groups.*

Of the previous list, which are the three most important? ***Would you like me to read them to you again?***

1._____
2._____
3._____

Let me read you a list of specific concerns and please also rank each item on a 1-5 scale in terms of their importance to you, where 1 is most important, 3 is of middle importance and 5 is the least important, or not important.

Electricity supply	1	2	3	4	5
Water supply	1	2	3	4	5
Sanitation	1	2	3	4	5
Waste removal	1	2	3	4	5

Public transportation	1	2	3	4	5
Tarred roads	1	2	3	4	5
Traffic robots	1	2	3	4	5
Street lighting	1	2	3	4	5
Community safety	1	2	3	4	5
Public phones	1	2	3	4	5
Improve municipal billing system	1	2	3	4	5

Of the previous list, which are the three most important? ***Would you like me to read them to you again?***

1._____
2._____
3._____

Do **YOU** have any interest in participating in resolving the needs of your community through engaging the officials in the City of Johannesburg?

1. Yes _____ (go to the next question)
2. No_____

What are the reasons for not being interested in participating?

1. Do not have time
2. Venues not suitable
3. Authorities don't take participation seriously
4. I don't care
5. There are community organizations to do these things
6. Other reasons_____
_____
_____

If yes, how do you want do that? **Select all applicable**

Attend the ward public meetings and raise the issues	( )
Through the ward committee	( )
Make a written submission during the IDP consultation process	( )
Contact the regional offices	( )
Petition the City	( )
Raise the issue during the mayoral road show, the imbizo	( )
Speak to my ward councilor	( )
Speak out in the media	( )

Do you think that community organizations such as resident associations, ratepayers associations, civics such as SANCO, community development forums, community policing forums, etc. are good enough to represent the communities in public participation processes?

(a) Yes_____
(b) No _____

What are the active community organizations in your area?
……..
……..

Demographics of household composition. ***We are almost done, now we have just a few final questions about you:***

Which best describes your current house: (check one)

a) formal _____
b) informal house_____
c) traditional_____
d) other (what) _____

Your Age: (tick one) 20-29___ 30-39___ 40-49___ 50-59___ 60-69___ 70+___

Education: (tick one)

a) Less than grade 8___,
b) Some High school (standard 8)___
c) High School grad Matric)___
d) some college____
e) college grad____
f) post grad_____

Did you attend secondary school in a rural area (Y/N) _____?

How many persons including yourself lived full time in your house last week: (number)? _____

How many employed (full and part time?) people were living in your household last week? _____

Is the household head married? _____

Recent monthly income (for entire household, tick one)

Less than Rand 2500 ____
2501-3500 ____
3501-4500 ____
4501-5500 ____
5501-6500 ____

6501-7500 ____
More than Rand 7500 ____

Thank you very much for your time!

Appendix c: Example of a ward public meeting

Summary of the 4th Ward 79 Public meeting held on Sunday 13th of November 2005 at the Lord Khanyile Community Hall.

Meeting start at: 09h30
Chaired by: Councillor Petros Zitha

Agenda
Special cases, Xhasa ATC, Informal Settlements, Roads Rollout Programme, Joburg Connect, IDP, Jozi Ihlomile, Questions, comments and Responses

1. Special cases

The Chairperson congratulated the residents of Ward 79 whose applications for special cases were approved and their arrears written off. He then encouraged unemployed residents who have not yet registered to register for the special cases programme at the Revenue Office. Residents who have fraudulently registered for the special cases project will have their arrear accounts re-instated, interest and penalties added to their accounts.

2. Xhasa ATC

The Chairperson thanked residents for assisting Xhasa ATC during the subsidy registration process. The Chairperson mentioned that Xhasa intends to build two show houses in each ward: one being a 36 sqm with a bathroom and the other a 40 sqm without a bathroom.

3. Informal Settlements

The Councillor informed the meeting that the provincial MEC for Housing had a consultation meeting with councillors in which she addressed the housing backlog and efforts aimed at eradicating them. The provincial department of housing identified more land to relocate residents from informal settlements. There are 7500 applicants in the province who do not qualify for the RDP houses because some are not South African citizens, other have already benefited from the scheme whereas others are in possession of IDs belonging to deceased people.

The Chairperson also briefed the meeting that some residents who were recently allocated stands in Kaalfontein who were caught selling their properties to others. Residents were warned that the ownership of RDP houses cannot be transferred to a second owner before at least 8 years from the date of issue unless the owner is deceased.

4. Roads Rollout Programme

The tarring of gravel roads in Ivory Park commence in December 2005. Sixty women from Ivory Park are being trained as contractors to tender for the road project. Residents were encouraged to visit the Thutukani Community Centre on Mondays and Thursdays to seek employment opportunities in the roads rollout project.

5. Joburg Connect

Residents were encouraged to report all service requests at 011 375 5555 and all threatening situations at 011 375 59 11

6. IDP

Residents in attendance of the meeting agreed on the following issues to be prioritised as IDP projects:

Ward 79 projects

- Development of a swimming pool at a portion of ERF 5323
- Demolishing of all existing informal settlements and prevention of further land invasions in Ward 79
- Sidewalks needed on all upgraded main roads
- Lighting of the Ivory Park Stadium
- Traffic lights at the corner of 29 September and Masakhane drives
- Road and street name signage

City-wide projects

- Economic development, which takes into consideration the youth, through SMMEs and BEE programmes
- Promotion of tourism through the 2010 Soccer World Cup preparations
- Metrobus services to be made available to other areas within the city such as Diepsloot, Ivory Park and Orange Farm
- Identification of land suitable for farming to promote agriculture and the removal of livestock from townships
- Installation of CCTV cameras to cover all areas of Johannesburg
- Extension of municipal community courts to other areas within Johannesburg

7. Jozi Ihlomile

The representative of the NGO/CBO sector in the ward committee requested residents to cooperate with volunteers from Jozi Ihlomile in their efforts to assist the sick and destitute people. Jozi Ihlomile volunteers will embark on a door-to-door campaign which will commence on the last of November to the first week of December 2005.

8. Questions

Participants raised eight questions to the Chairperson. Some examples include:

- There are residents who have shacks in the informal settlements but do not stay there, instead they stay in rented rooms in the formal areas.
- Where does the ward committee report to and what happens to unruly and ill-disciplined ward committee members?

- Why are residents charged R5.00 in order to receive food parcels?

9. Announcements

- On Thursday 17 November, 2005, the Department of Home Affairs will be issuing ID at the Community Hall to those who have applied.
- There will be a Mayoral Public Meeting on Thursday 17 November at the Diepsloot Youth Centre.
- IEC (Independent Electoral Commission) will have a last registration window on 19-20 November.

Next meeting on Sunday 10 December 2005.
Meeting end at 12h23