



Press Release



Embargoed until
00h01 6 March 2011

Inspire Engage Create
4 March 2011

Editorial contact: TNS Research Surveys
Neil Higgs, Director: Innovation and Development
Telephone: 011-778-7500 or 082-376-6312
e-mail: Neil.Higgs@tns-global.co.za

Expect more flash-points - half of SA's metro residents are *still* not satisfied with service delivery a year later

In a survey of 2 000 residents of South Africa's metropolitan areas conducted in November 2010 and released today, TNS Research Surveys (Pty) Ltd, South Africa's leading marketing and social insights company, announced that over a half of residents - 51% - are still not happy with the service delivery they receive from their local authority or municipality. This is effectively no change compared with the figure of 52% recorded in February 2010 and means that local government has effectively achieved nothing during 2009 in terms of improving people's perceptions of their service delivery.

This figure of 51% is very high and indicates that violence over a lack of service delivery is almost a certainty. Strike negotiators say that, when 30% or more of a work force are unhappy, there will almost certainly be strike or protest action. With levels of unhappiness over service delivery exceeding half the population in metro areas, the likelihood of such protest action then becoming violent becomes highly probable.

In a study conducted in 2007, dissatisfaction levels were at an already high 27%, with Gauteng at 30% reaching the critical level. That the levels of unhappiness have risen to 51% and show no change over the past year shows that the problem of service delivery is now especially acute and that violence should not be a surprise.

On a more positive note, 41% are satisfied with the service delivery they receive whilst 7% gave a "don't know" response.

President Zuma's pledge

In his State of the nation address in 2010, the President said –

"The defining feature of this administration would be that it knows where people live, understands their concerns and respond faster to their needs."

At the recent launch of the ANC election manifesto in Rustenburg, he spoke of the need for informal settlements to be upgraded, more houses to be built and for the faster provision of water, sanitation and electricity, acknowledging that people have complained that their councillors were not delivering on ANC promises. He pledged that –

"The ANC will empower metros and large cities to play a direct role in the provision of housing, developing and managing the built environment and improving and expanding public transport networks."

Local government is where key aspects of service delivery happens

With local government elections due soon, service delivery, or the lack of it, will be a key election issue, especially in view of the President's pledge and manifesto promises. As Archbishop Desmond Tutu has said:

MORE...



“...too many people are living in grueling, demeaning, dehumanising poverty...South Africans are sitting on a powder keg – we really must work like mad to eradicate poverty.”

TNS said that the results show quite strong differences by area:

		%s	
		Unhappy with service delivery Feb 2010	Unhappy with service delivery Nov 2010
Gauteng	Johannesburg and environs	56	52
		56	53
	Johannesburg excl Soweto	47	51
	East Rand	62	48
	West Rand	66	62
	Soweto	49	49
	Vaal Triangle/South Rand	64	67
	Pretoria	57	50
Cape Town		42	39
Durban		52	57
Eastern Cape		52	62
	Port Elizabeth	42	60
	East London	75	65
Bloemfontein		40	48

From this, it is clear that all areas are well above the critical level of 30% unhappiness, with very serious flash-points likely in the West Rand and the Vaal Triangle/South Rand in Gauteng, and in both metros of the Eastern Cape. However, TNS warned that no areas are immune as dissatisfaction is high everywhere.

Other aspects of the findings

Not surprisingly, blacks, in particular, were more dissatisfied with service delivery levels (54% unhappy – the same as in February). But, as TNS noted in February last year, this does mean that the ANC’s main constituency is amongst most unhappy. Indians/Asians at 64% also expressed high levels of dissatisfaction. Amongst the unemployed, 54% are unhappy about service delivery (59% in February 2010). Amongst those in squatter camps and informal settlements, the unhappiness level rises to 77% - compared with 65% in February 2010. Also, not surprisingly, it is the poorest of the poor who are the most unhappy, with as many as 78% of these people expressing unhappiness – a powder keg indeed.

But even the most wealthy are also unhappy (45%, compared with 49% in February).

Our take-out

It is clear that there is in-going extreme dissatisfaction with service delivery from local authorities in metro areas, despite the promises made in the President’s 2010 State of the nation address. Protests can be expected almost anywhere, feelings are so strong. That this will spill over into violence in many instances should not be a surprise. It is clear that people can be expected to become restive if the process is not speeded up.

That people’s feelings on service delivery have not changed in a year suggests that it is time to move beyond words to speedy and meaningful action on the ground.

Technical note

The studies were conducted amongst a sample of 2 000 adults (1260 blacks, 385 whites, 240 coloureds and 115 Indians/Asians) in the seven major metropolitan areas: they have a margin of error of under 2.5% for the results found for the total sample. The studies were conducted by TNS Research Surveys (Pty) Ltd as part of their ongoing research into current social and political issues and were funded by TNS Research Surveys. For more details, please contact Neil Higgs on 011-778-7500 or 082-376-6312.

Website: www.tnsresearchsurveys.co.za.

MORE.....

**About TNS**

TNS is the global leader in custom market research delivering actionable insights and research-based business advice to clients around the globe so they can make more effective business decisions. TNS offers comprehensive industry knowledge within the Consumer, Technology, Finance, Automotive and Political & Social sectors, supported by a unique product offering that stretches across the entire range of marketing and business issues, specializing in product development & innovation, brand & communication, stakeholder management, retail & shopper, and qualitative research. Delivering best-in-class service across more than 80 countries, TNS is dedicated to discovering growth opportunities for its clients in an ever-changing world. Through its pioneering and innovative culture, TNS understands the latest marketing challenges and research techniques, being the first to discover and solve new marketing issues for clients.

DISCOVER – A changing world: New territories, new media, new opportunities.

TNS is part of Kantar, one of the world's largest insight, information and consultancy networks. Please visit www.tnsglobal.com for more information.

About Kantar

Kantar is one of the world's largest insight, information and consultancy networks. By uniting the diverse talents of its 13 specialist companies, the group aims to become the pre-eminent provider of compelling and inspirational insights for the global business community. Its 26,500 employees work across 95 countries and across the whole spectrum of research and consultancy disciplines, enabling the group to offer clients business insights at each and every point of the consumer cycle. The group's services are employed by over half of the Fortune Top 500 companies.

For further information, please visit us at www.kantar.com

ENDS