LANGA COMMUNITY NEEDS ASSESSMENT STUDY

Yandiswa D Mpetsheni

Thesis presented in partial fulfilment of the requirements for the degree of Master in Philosophy at the University of Stellenbosch.

Name of Supervisor: Professor Johann Mouton

Graduation date: April 2003

Declaration

I, the undersigned, hereby declare that the work contained in this thesis is my original work and that I have not previously in its entirety or in part submitted it at any university for a degree.

Signature:

Date:

Abstract

Reliable and valid methods of studying needs of communities are an essential tool in the development of those communities. This study looks at different ways in which community needs could be assessed and uses two of those methods in assessing needs of the Langa community. The findings are that for a successful needs assessment, the key is, to identify a method or a combination of methods appropriate to the issues and to one's goals and resources, and implementing it well. Queeney (1995) states that one must always choose a technique that will give accurate results of the community being studied, and resources used should be cost-effective.

Langa was chosen as a case study because of its diverse socio-economic structure. The type of housing that one occupies is indicative of the socio-economic background of that person. The housing types found in Langa are shacks, hostels, public houses and private houses.

The methods used in the Langa area for this study were the key informant approach and the survey approach. The key informant approach was used with community leaders in Langa while a survey was conducted with sampled dwelling units in the area. The reason for using the two methods was to get a more comprehensive picture of community needs in the area.

Key informant approach

Representatives of 10 of the 15 community organisations operating in the Langa area were interviewed. Priority needs for the community differed according to the organisation that key informants represented.

Survey approach

The total number of people interviewed using the survey approach was 425. Of the total number respondents living shacks, approximately 40% were in full time employment. In public housing, it was approximately 47% of the respondents. The

private houses had by far the highest number of respondents in full time employment (73%) followed by hostels at 59%. The high number for private housing was not surprising considering that the occupants were mostly government employees.

People in shacks did not have access to basic services. However, their first priority was housing. This was the same as the priority in the overcrowded migrant labour hostels. In public housing the priority need was jobs. Private housing dwellers mentioned housing for shack dwellers as their first priority. The close proximity of shack dwellers to private housing made private housing private housing dwellers aware of the conditions under which people in shacks live.

Recommendations

Most of the community organisation in the Langa area existed because of a need that was identified by the community. The priority needs cited by representatives of the various organisations were needed by the Langa community. In the survey approach housing and jobs were the main priorities. Priority needs raised by key informants as well as survey respondents need to be addressed urgently to ensure the development of the Langa community.

Opsomming

Betroubare en geldige tegnieke vir die bestudering van die behoeftes van gemeenskappe vorm 'n essensiële deel van die ontwikkeling van gemeenskappe. Hierdie studie ondersoek die verskillende wyses waarop gemeenskap behoeftes gemeet kan word en gebruik twee van hierdie metodes om behoeftes van die Langa gemeenskap te bepaal. Die bevindinge toon dat die belangrikste komponent vir 'n suksesvolle behoefte opname, die identififsering van 'n metode of kombinasie van metodes geskik vir die situasie is, as ook die suksesvolle implementering daarvan. Queeney (1995) stel dat die navorser altyd 'n tegniek moet kies wat akkurate bevindinge sal voortbring en ook koste-effektief is.

Langa is gekies as 'n gevallestudie vanweë die diverse sosio-ekonomiese struktuur. Die tipe behuising van 'n okkupant is 'n indikator van die sosio-ekonomiese agtergrond van die individu. Die behuising tipes in Langa is tydelike wonings, hostelle, losieshuise as ook privaat wonings.

Die metodes wat in Langa gebruik is vir hierdie studie is die sleutel informant metode as ook 'n opname. Die sleutel informant metode is gebruik met die gemeenskapsleiers terwyl 'n opname uitgevoer is in geselekteerde areas van Langa. 'n Kombinasie van metodes is gebruik om 'n meer omvattende beskrywing van die gemeenskapsbehoeftes in die omgewing te verskaf.

Sleutel informant tegniek

Daar is onderhoude gevoer met 10 verteenwoordigers van die 15 gemeenskapsorganisasies in Langa. Die prioritisering van behoeftes het gewissel afhangende van die organsisasie.

Opname

Daar is onderhoude gevoer met 425 persone tydens die opname. Naastenby 40% van die respondente woonagtig in tydelike behuising, het 'n voltydse betrekking. Vir respondente woonagtig in losieshuise was dit naastenby 47% van die

respondente. Respondente in privaat wonings toon die hoogste persentasie respondente met 'n voltydse betrekking (73%) gevolg deur die hostel inwoners teen 59%. Die hoë persentasie vir privaat wonings is nie verbasend aangesien die inwoners meestal regerings amptenare is.

Die inwoners van tydelike behuising het nie toegang tot basiese dienste nie. Hulle eerste prioriteit is dus behuising. Behuising is ook 'n prioriteit vir die inwoners van die oorbevolkte hostelle. In die publieke woning sector was die prioriteit behoefte werksgeleenthede. Die respondente in hierdie sector het ook aangetoon dat behuising vir die inwoners van tydelike behuising 'n prioriteit vir hulle is. Die nabyheid van die tydelike behusing het die inwoners van privaat wonings meer bewus gemaak van hulle omstandighede.

Aanbevelings

Die grootste gedeelte van die gemeenskapsorganisasie in Langa het ontwikkel uit 'n behoefte wat die gemeenskap geïdentifiseer is. Die bevindinge van die opname het getoon dat behuising en werksgeleenthede die hoofprioriteite is. Die belangrikste behoeftes wat in hierdie studie geïdentifiseer word moet dringend aangespreek word.

Acknowledgements

I would like to thank my supervisor, Professor Mouton for his guidance and assistance throughout this study. I would also like to thank all my respondents for their time and contribution, the 10 Sociology students from the University of the Western Cape for conducting interviews in Langa, Bongani Nkanyuza for assisting with the logistics around the key informant interviews and Nelius Boshoff for helping out with my data analysis. Lastly, I would like to thank Marthie van Niekerk for being such an efficient course co-ordinator.

Table of contents

List of figures

CHAPTER 1
INTRODUCTION AND BACKGROUND

1.1   Why study needs?

The study of needs is an essential feature of any democratic society. Kaufman (1979: 8) defines needs assessment as "a formal process which determines the gaps between outcomes and required or desired outcomes, places these gaps in priority order and selects the most important resolution". In other words, through needs assessment studies, service providers can close the gap between what is and what should be. The key to successful needs assessment studies is using appropriate methods that will yield useful results. Findings of needs assessments help to reinforce institutional structures and enable leadership to talk with confidence about community needs. Interest groups in a community have specific interests to the exclusion of others. Needs studies therefore help to build a consensus as they represent the needs of the broader community over and above the interests of specific groupings.

1.2   The significance of needs assessments
in the new democratic South Africa

For the new democratic South Africa, a study of needs is particularly essential because the old South Africa was peopled by individuals in positions of power who thought they knew what was best – for "Black" communities in particular. Because of this paternalistic approach, residents in those communities were never involved in identifying their own needs. Other people's opinions were imposed on them and there was little or nothing they could do about it. Planners, nutritionists, educators and other such professionals designed programs and planned *for* these communities, but never *with* them. This resulted in people from these communities being alienated

from any development processes taking place in their areas. Another result was lack of information about needs of these communities. Streeten (1984) puts this aptly when he argues that the freedom to define one's needs is itself a basic need. The study of needs is therefore worthwhile and valuable – it empowers communities and gives them a voice where they had none before.

1.3   Why study needs in Langa?

Langa is a township near Cape Town which is made up of four types of housing, namely hostels, public houses, private housing and informal housing. Half of the population in the area is housed under appalling conditions in hostels. The hostels were built for migrant labourers but with the scrapping of influx control measures, families of those migrant labourers also came to stay. There is an average of four beds per room, and each bed represents a family with an average household size of four people per bed (Van Zyl, 1995). The hostels, both public and private, are in a state of disrepair.

Public housing in Langa used to be rented from the City of Cape Town. At the time of this study, the houses were in the process of being transferred to the people who used to rent them. This type of housing is occupied by people from different socio-economic backgrounds.

Private housing dwellings are known as "subsidy houses" by those who live in townships. This type of housing is for the more affluent people in Langa – teachers, nurses, police, shebeen queens, businesspeople, and so on. The services provided in private housing are much better than services offered in hostels and public housing.

Shacks, or informal housing dwellings, came into being in approximately 1991. People living in shacks have no access to basic services. In order to obtain water, they must "steal" it from the neighbouring hostels and private houses. It is primarily

2

the poor and the unemployed who reside in shacks.

Against this background, it was deemed important that a needs assessment study be conducted in Langa so that residents in the area can express with authority what they know their needs to be and which needs should take precedence over others when funds are made available for delivery and implementation.

1.4   Objectives of this study

The objectives of this study are:
- To discuss the concept of need.
- To provide an overview of different approaches used in the assessment of needs.
- To discuss case studies in which need assessment methods were applied and then choose methods that would be appropriate to the Langa needs assessment study.
- To compare priority needs by housing type.
- To ascertain similarities and differences in the findings of the methods used to gather data in Langa.
- To highlight priority needs in the Langa area.
- To highlight key findings on community needs in Langa.

1.5   Conceptual issues

From existing and previous research, it is clear that the definition of the concept of need is not without difficulty. There are various theories pertaining to what people need, who needs it and who should satisfy it. Most writers on needs acknowledge that a need is a discrepancy between an actual condition and desired state (Pennington, 1987). Some authors see needs as playing a major role in a political discourse in which politicians use those needs to further their own political careers (Fraser, 1989). Their argument is that those in power can manipulate the poor by withholding provision of need so as to have the poor eternally in their control. Other

authors are more concerned with slotting needs into categories such as felt needs, normative needs, expressed needs and comparative needs (Bradshaw, 1972). Finally, there are authors who caution people about recognising a distinction between needs and wants (Braybrooke, 1987). Chapter 3 deals with the definition of the concept of need as well how it could be measured.

1.6   Current approaches to studying human needs

As has been mentioned, the key to a successful needs assessment study is using the appropriate method. Reviere (1996) states that needs assessments are tools designed to identify what a particular group of persons lacks to achieve more satisfactory lives. However, the writer acknowledges that there is no single standardised methodology or cohesive body of guiding theory. It is for this reason that six out of several methods used for conducting needs assessments are identified and discussed further in this study.

The six methods are the nominal group approach, the Delphi technique, the key informant approach, the community forum approach, the focus group interview approach and the survey approach. These methods, however, are not without limitations – they all have strengths and weaknesses, which are discussed in Chapter 3. These methods can be used either alone or in combination, depending on the type of information for which one is looking. Carter and Beaulieu (1992) support this by saying the quality of information about a community is only as good as the technique or combination of techniques used.

Examples of case studies in which the key informant, public forum and survey approaches were used are discussed in Chapter 4. In the same chapter more need assessment techniques are found. Unfortunately it was not possible for the author to discuss all the need assessment techniques found in the study in detail because of lack of time in some cases and lack of sufficient information in others.

1.7   Thesis outline

Chapter 1 deals with the introduction and background to the Langa needs assessment study. Chapter 2 outlines the methodology used in this study. Chapter 3 covers various ways in which needs are defined as well as some techniques used in the assessment of needs. Chapter 4 discusses case studies on need assessments that have been conducted in South Africa and abroad. Chapter 5 analyses information collected through the key informant approach. Chapter 6 analyses data gathered using the survey approach. Chapter 7 analyses the objectives of the study in relation to the methodologies used in assessing the needs of the Langa community.

<div align="right">

CHAPTER 2

METHODOLOGY

</div>

2.1   Introduction

This chapter deals with the methodology used in the study of community needs in Langa. Two approaches were chosen by the author from several techniques that are discussed in chapters 3 and 4 of this study. The author felt it would be better to use two approaches than a single approach in order to get a more comprehensive picture of the needs in the community of Langa.

2.2   Choosing the two approaches

Of all the approaches that were considered in the study, the author decided to choose the survey and key informant approaches in studying needs in the Langa community.

2.2.1 The survey approach

The survey method was used because community needs are best articulated by residents. Kretzmann and McKnight (1993) state that resident perspectives on the positive and negative characteristics defining a community, the greatest challenges and the specific service needs, are necessary to represent community needs fully. When the survey approach is technically and methodologically sound findings of the study can be generalised to the whole population in the study area. Information for the study of needs in the Langa community was elicited from a broad range of individuals residing in the area.

The type of survey method used was face to face interviews. The author decided against telephonic interviews as not everyone in Langa or any other township in

<div align="center">6</div>

South Africa has a telephone. The mail survey was decided against as not everyone can read and write. The other reason was that the post office in Langa was quite a distance from people who lived in shacks and people in the same area did not have even have postal addresses.

2.2.2 *The key informant approach*

The key informant approach was selected because key informants are usually people who are involved in issues affecting their communities. This approach has its disadvantages such as being biased towards the individual or organisation but used together with the survey approach in Langa it made it possible to ascertain what community needs were in Langa. The key informant approach aids the comparison of results of what the people *know* their needs to be and what the community leaders *perceive* people's needs to be. Key informants are more likely than other people to mention needs that go beyond the individual and the household. The other reason was that the key informant approach is less costly in terms of time and money.

The key informant approach was thereby used to complement the survey approach without costing much in terms of time and money. Together these data, provide a comprehensive and accurate picture of the Langa community needs.

2.3   Reasons for not choosing other approaches

The other approaches discussed in chapters 2 and 3 could not be used because of the logistics around implementation. The others were also costly in terms of time and money. The nominal group approach for example requires that the participants be in a workshop for at least half a day. One therefore has to consider reimbursing people for transport, appointing a good facilitator as well as providing meals. There is always a likelihood that strong personalities might dominate the discussion.

The Delphi technique could not be utilised because it is time consuming as it takes an average of 30 – 45 days to finish the process. The person using the Delphi approach

has to use a series of questionnaires and summarised feedback reports from preceding responses (Carter and Beaulieu, 1992). This approach is good in generating and clarifying ideas, reaching consensus, prioritising and making decisions. Had the author had more time this is the technique she would have used to complement the survey approach.

The public forum approach could not be used because it requires a lot of publicity on radio, TV, posters and that is costly. The other reason is that you cannot choose who should attend the meeting. It could happen that the meeting is not a cross-section of the community and the needs highlighted in that forum could be skewed towards the group that had attended the meeting.

The focus group interview approach could not be used because it usually works well with homogenous groups and would have needed special leadership skills to be able to work with a heterogeneous group such as the one in Langa.

The projective choice, forced choice and single choice approach could not be used because they were time consuming.

2.4   Questionnaire design

The questionnaires for both the survey and the key informant approaches were designed by the author in consultation with her supervisor as well the manager for the Urban Studies Unit of the Cape Town City Council where the author was employed at the time of the study. Questionnaire items came from various sources such as previous questionnaires used in assessing needs as well as issues raised in the literature review that was done prior to the development of the questionnaire.

2.4.1 The survey questionnaire

The questionnaire dealt with issues such as length of time that respondents had lived in Langa, their needs with regard to space and general community needs. It also

looked at priority needs, ranking of services and problems in the area, solutions to those problems, facilities recently upgraded, payment of services, personal values and general demographics of the household. Most of the questions in the questionnaire were open-ended and were coded at the end of the survey. The questionnaire was designed in such a way that the Cape Town City Council would be able to identify areas where service delivery was still lacking. The questionnaire also included questions on the values that people had in relation to poverty issues.

2.4.2 *The interview schedule*

Questions asked in the interview schedule dealt with issues such as the personal details of the organisation member, the length of membership in the organisation they were representing, facilities needed in the area, prioritisation of facilities, ranking of existing facilities, if any facilities were upgraded in the previous year as well as the type of problems experienced by the Langa community.

2.5   Pilot

The questionnaire for the survey was piloted on eight households with characteristics similar to the different housing types in Langa (shack, private house, public house and private house). The pilot was carried out in a township called Gugulethu by an interviewer who was going to be part of the group of people to conduct face to face interviews in the main survey. On the other hand, the questionnaire for key informants was piloted by the author on two organisations.

The respondents were told that they were participating in a test to see if the questions in the questionnaire would be suitable for a survey that was to be undertaken. The pilot was done also to check the flow, question skip patterns, questions to be read out, as well as how long the respondent would remain interested. Answers of respondents as well as the interviewer's observations were then analysed and the final set of questions was developed. While the sample for the pilot was at a very small scale it made it possible for the author to change some of the questions in the

initial questionnaire. The final questionnaire is attached as Appendix 1.

The pilot for the interview schedule took place in the last week of April 1998, while the survey one was done in the first week of May. The final questionnaire that was used in conducting the survey of needs in the Langa community and the interview schedule for key informants are also attached as appendices.

2.6   Choosing respondents for the survey approach

2.6.1 Target population

The target population was household heads or responsible adults living in the Langa area near Cape Town. Langa was chosen because it had 4 distinct housing types that were indicative of the socio-economic background of the occupants. The target population was therefore a cross-section of the community in terms of age, gender, income, educational background and access to facilities. The reason for choosing this target population was to ensure that people with different socio-economic backgrounds created a comprehensive picture of needs in the different hosueholds.

2.6.2 Sample

A land-use map of Langa obtained from the GIS section of the Cape Town City Council was used to draw the sample. The map contained the physical structures of the dwelling units as well as the migrant hostel structures. The land use map also had street names for hostels, private housing and public housing as well as names of hostels. The shack area which was also included in the map did not have street names so landmarks such a water source and names of adjacent hostels and adjacent street names in private housing were used to identify the selected shacks.

The sampling method used to select dwelling units was the multistage cluster sampling. The land use map of Langa was divided into distinct areas in Langa which are hostels, shacks, public housing and private housing. A sample was then drawn from the different areas. The selected areas were then divided into blocks and a list

of all dwellings was drawn. In each block 20 dwelling units were randomly selected. Dwellings in the different areas had an equal chance of being selected. A total of 292 dwelling units were sampled and this sample yielded a total of 425 households. In hostels dwelling units were individual rooms where an average of four households lived.

A household was defined as a group of people who shared resources (money, food, transport) and slept in the same dwelling unit for at least four nights a week. In hostels therefore people who stayed together in one room but were not sharing resources were interviewed as separate households. This definition was applied to all housing types but in the three other housing types each of the dwellings that were selected represented a household.

Because the hostels accommodate more than half of the population of Langa, a larger proportion of the sample (42% or 178 households) was made up of households from hostels. The rest was made up of households from public housing (19% or 81 households), private housing (19% or 81 households) and free-standing shacks (20% or 85 households).

In each household the interview was carried out with a household head. If the latter was not available then a responsible adult was interviewed. A responsible adult was defined as anyone who was more than 18 years of age who was capable of making decisions around the household.

2.7   Choosing respondents for the key informant approach

2.7.1 Target population
The target population for the key informant approach was community leaders who belonged to community organisations.

A list of community organisations was obtained from the Community Liaison Unit of

the Cape Town City Council. The list contained names of 15 community organisations in the Langa area as well as names of people who were active in those organisations. The list had apparently not been updated on current information about members, the author was then referred to the Chairperson of the Civic Association for contact numbers of members of the community organisations in Langa.

A meeting between the author and the chairperson of the Civic Association took place on the 2nd of April 1998. A list that contained contact numbers of chairpersons of community organisations in the area was then given to the author. The chairpersons of the organisations were then contacted and interviews were secured with representatives of 10 of the 15 organisations. This yielded a total of 11 of key informants as in one of the organisations two representatives were respondents. It was difficult to secure interviews with the representatives of the other five organisations as they had other commitments during the month of the interviews.

The interviews with key informants were conducted over a period of a month between May and June in 1998. Each interview lasted approximately an hour.

2.8   Fieldwork

Interviewer positions for the survey were advertised at the University of the Western Cape and 15 people applied 10 of whom were selected. Training on what the survey was about, as well as an explanation of the questionnaire, took place on June 15, 1998. During the training session interviewers were asked to translate the questions in Xhosa which was the language that was used for carrying out the interviews. The fieldworkers were postgraduate students in the Social Science field at the University of the Western Cape. Fieldwork commenced on June 17 and was completed on June 22, 1998. To capture the exact meaning of people's responses, these face-to-face interviews were carried out in Xhosa. The interviews lasted approximately 45 minutes each.

12

The first day of fieldwork was slow as interviewers were still trying to get used to the questionnaire as well asking questions in Xhosa and recording the responses in English but by the second day everything went well.

2.9   Data analysis

Data from the interview schedule were captured on Excel. A matrix of dissatisfaction levels was done on the question of rating of facilities. This was done by means of adding up all the satisfaction levels (very satisfied – 1, satisfied – 2, neither/nor – 3, dissatisfied – 4, very dissatisfied - 5) per facility on the question of rating of facilities and amenities. The total of the satisfaction levels per facility were then divided by the number of responses to work out an average rating for each facility. The ratings were then sorted out from highest to lowest to capture facilities with which the key informants were mostly dissatisfied.

 Although the number of number of cases for the matrix were small (11), calculating ratings was useful as general indicators of levels of dissatisfaction. The reader is therefore advised not take the absolute value of the rating to be of statistical significance but rather as an indication of the overall pattern of ratings across facilities. As Mouton (1996:166) puts it, "most qualitative researchers would not deny the value of quantitative analysis, even in so called qualitative studies". It was against this background that the interview schedule was analysed both quantitatively and qualitatively.

The qualitative analysis of the interview involved categorising key informant responses to capture what community leaders had to say about the needs of communities. The responses from key informants were interpreted in such a way that they did not lose meaning. Notes that the author had made during the key informant interviews based on the probing that was done by the author during the interview were used to qualify some of the responses from key informants. Where possible the concepts they used to describe issues were kept in their original state. The analysis

13

of the responses of key informants is presented in chapter 4.

SPSS was used for data capturing and analysis of the survey responses. The data were edited to ensure the attainment of quality information. The analysis of results included running frequencies and cross-tabulations to correlate variables. Other statistics, such as ANOVA, were used to determine the significance of the findings. Charts were drawn to illustrate some of the findings. Detailed information on the survey results and the quantitative analysis thereof are discussed in Chapter 5.

2.10   Funding of the study

The fieldwork part of the study was funded by the Cape Town City Council. The venue for training of fieldworkers was also funded by the City Council.

2.11   Limitations of the study

- The analysis done on the survey method is a basic one and might not necessarily cover most of the issues that other researchers would expect of a study of this magnitude.
- There is a likelihood of bias and personal gain in the responses given by key informants.
- The pilot that was done was not sufficient as only 8 households were interviewed for the pilot.

CHAPTER 3
LITERATURE REVIEW
Concept of need and need assessment techniques

3.1   Introduction

Defining needs is not a straightforward issue even though it may look like a simple matter of finding out what people need (Reviere et al, 1996). Assessing what need is also not easy as there are various ways in which needs assessment studies can be conducted. In this study the author discusses the concept of need as described by different authors. The basic needs approach as well as its appropriateness to the South African situation is also discussed. The last section is a discussion of six out of several techniques used in the assessment of needs. The advantages and disadvantages of the techniques are discussed.

3.2   The concept of need

Need as a discrepancy between what is and what should be

Needs are described by Monette (1977) and Pennington (1987) as discrepancies between an actual condition or state and a desired standard. The discrepancies can be between an actual state and an ideal, a norm, a minimum or an expected state. It is important, however, to distinguish needs from wants, which imply interest and perhaps motivation but may not reflect a discrepancy of any type, and from demands, which suggest a willingness to commit resources to satisfying needs in a given situation (Monette, 1977).

Reviere (1996) explains the discrepancy further by defining need as a gap between the real and ideal conditions that is acknowledged by community values which are potentially amenable to change. This definition takes into account the existing

15

differences in service delivery in affluent and poor communities. However, the positive goal of this definition is to see to it that the gap is narrowed.

Bradshaw (1972) and Ndlovu (1995) see the gap as being between normative, comparative, felt and expressed needs. Normative needs are based on "expert and professional opinion about what standards and norms ought to be". In other words, ordinary people do not take part in the higher order and top-down setting of these norms. Comparative needs are determined by aggregating the social goods and services of different communities. Planning in this instance is therefore based on the variation in these resources within communities or areas (Ndlovu, 1995).

Bradshaw (1972) describes felt needs as those "expressed in terms of people's articulated perceptions and aspirations". These needs may be equated with wants and might not be at all representative. They are derived from a process of sampling people in different strata and from applying standardised interview methods, such as quantitative surveys, to create a picture of needs.

The last category of needs mentioned by Bradshaw (1972) and Ndlovu (1995) is that of expressed needs, described as being "felt needs that have been turned into action". Of the examples of expressed needs, one that stands out concerns land invasion by squatters. Because people need shelter, they act on that need by illegally occupying land and providing shelter for themselves in the form of a house or shack. Expressed needs are much better reflections of people's genuine needs than the other level of needs described above. Ndlovu (1995) thus suggests that these needs should form the basis for "people driven" or so-called "bottom-up planning". He acknowledges that there are limitations to this approach, such as planning being more reactive than proactive, but recommends that this is a highly suitable method for crisis intervention.

Need as a value judgment
The concept of need is sometimes seen as a value judgment. Pennington (1980)

states that need is not a single empirical state but rather, to a large extent, a value judgment supported by those who establish and impose standards. McKillip (1987) takes the notion further by defining a value judgment as the belief in a certain group having a problem that can be solved. This means that communities needing additional services will likely display dysfunctional characteristics. These dysfunctions must be measured, but to do this is not without difficulty. The best way to measure them would be to identify social variables that are symptoms of social problems. Just as symptoms of physical illness indicate that all is not well in a human body, social indicators can suggest the underlying social problems that should be addressed (Carley, 1981).

These social indicators include divorce and crime rates, the proportion of citizens below poverty levels, level of education and unemployment rate. If these problems are resolved, the social indicators used should show a lower degree of distress and dysfunction.

This definition is in line with the view of recent researchers and scholars who believe that value, generally thought to be a central basis for judgment and behaviour, must be stated and addressed by social scientists (Carley, 1981).

Need as a political instrument
The concept of need can sometimes be seen as a political instrument "meticulously prepared, calculated and used" by politicians (Fraser,1989). She believes that needs are seen as an idiom in which political conflict is played out and through which inequalities are symbolically elaborated upon and challenged. In welfare societies, needs are given special emphasis; particularly basic needs because the poor are normally the people who need.

Fraser is of the opinion that the politics of need comprises three analytically distinct, but practically interrelated, moments. The first moment involves the struggle to establish or deny the political status of a given need, that is the struggle to validate

17

the need as a matter of legitimate political concern or to enclave it as a non-political matter. The second is the struggle to interpret the need, the struggle for the power to define it and so to determine what would satisfy it. The third is the struggle with the satisfaction of that need – the decision to secure or withhold provision.

Brock (1994) believes that people's claims concerning have some political force. The author argues that what is considered a need could be determined by a lot of factors. These could be cultural and other beliefs, attitudes, conventions as well as preferences.

York 1982 also joins in the concept of need as being political by commenting on social concerns that come to be defined as social problems through a political process in which various actors have stakes in divergent outcomes.

3.3   Discussion

From the various definitions of needs one can deduce that the concept of need is a complex one. Needs as Bradshaw (1972) states can be normative, comparative, felt and expressed. All these needs can sometimes be influenced according to Brock (1994), by cultural and other beliefs, attitudes, conventions and preferences. However, irrespective of what type the need is and what influences most writers agree that a need is the discrepancy between what is and what should be.

3.4   Conceptual issues on needs

Some conceptual issues arise in the definition of need and those are issues such as issues what people need, who determines this and who is supposed to have the last word on this matter (Fraser, 1989).

What people need
As has been mentioned before people need to narrow the gap between what is and

18

a desired state. The conceptual problem with this is how one can tell the difference between needs and wants. Streeten (1984) argues that there is conflicting evidence on the connection between the choices made by the poor and basic needs as determined by doctors and nutritionists. Included in the package of basic needs are nutrition, shelter, water and sanitation, and these do not necessarily coincide with the list of basic needs expressed by the people. The crucial question then is which needs should be given high priority. According to Streeten (1984) priorities differ from country to country, for example leisure is high on the priority list of the people of Sydney, whereas the Chinese put more emphasis on a decent burial.

Streeten suggests that needs can be interpreted in many ways, of which objective and subjective interpretations are an example. Objectively, needs can be interpreted in terms of minimum specified quantities of things such as food, shelter, clothing, water, sanitation – things that are necessary for the prevention of illness and under-nourishment.

Subjectively, needs can be interpreted as the satisfaction of consumers' wants (Streeten, 1984). The underlying assumption is that people will have money to pay for those basic needs and services by means of earning an income. This subjective way cannot be applied to poor countries where people are unemployed and are unable to pay for even the basic needs that they experience. Even if this is the case, people should not be left out of the decision-making process of defining basic needs

Braybrooke (1987), after listing a number of concerns, claims that it is difficult to distinguish between needs and "mere pretenders". He believes that, if needs are to be used as a reliable basis for policy formulation, we should be aware of the possibility of fraud. Braybrooke's primary concern is that there might be fraudulence in what people consider to be a need because they tend to exaggerate their claims of need. He comments that the consideration of needs might be done in a disagreeable way, and if these needs are then used in implementing social policy, the resultant social policy is guilty of fraudulence also.

Who should identify needs

Some writers are of the opinion that people should identify their own needs, while others think it should be experts who identify people's needs. There is another set of authors who believe that a combination of the affected people, experts and policy makers should identify people's needs.

Writers such as Brock (1994) believe that those affected should be given a chance of identifying their own needs. Fraser (1989) is of the same opinion. Streeten (1984) summarises this aptly by saying "whatever the process by which individual needs are expressed, whether through the market or the vote, the freedom to define one's needs is itself a basic need" (1984: 50).

Ndlovu (1995) on the other hand points out that it is extremely difficult for people to accurately express what they feel – many of their responses may be subject to distortions by both themselves and the interviewer. He also mentions that this approach is that it can sometimes create unrealistic expectations among those interviewed, because of its underlying assumption that the resources can in fact match the needs. Ndlovu would rather have planners responding to people's expressed needs even though he acknowledges that this approach is limited as it would make planning being more reactive than proactive.

On the question of who should identify needs the author is for a combination of people. There should be wider consultation. The people who are directly affected should have a say in what they need (felt need) and the experts, such as the nutritionists and doctors who are concerned about the health and welfare of the people (normative need), should also be consulted. Service providers should also form part of this consultation (comparative need). The opinions of all these parties should be combined.

3.5   The Basic Needs Approach

The Basic Needs Approach (BNA) attempts to provide opportunities for the full physical, mental and social development of the human being and derives ways of achieving this objective. It also ensures access to resources for particular groups that are deficient in those resources. Importance is placed not only on material needs but also on non-material needs such as self-determination, self-reliance and security. The Approach acknowledges the fact that the content of goods and services that satisfy basic needs varies from country to country, but it also assesses a universal bundle of needs including nutrition, sanitation, health, water, food and shelter.

Van B Weigel (1986) discusses the fundamental principle of the BNA, saying that its primary notion is that development policies must be formulated with close attention given to the alleviation of poverty or the satisfaction of basic human needs. The focus of the BNA is twofold, as it looks at the actual consumption at a micro-level perspective and focuses on the role of public goods in national development.The latter is viewed as highly problematic by BNA theorists. They argue that crucial social objectives – such education, health care, sanitation, etc. – can only be met by government investment in public goods targeted for poor communities. The rationale behind the public goods approach is that they cannot be accessed through the market system, because the poor do not have sufficient effective demand to stimulate the supply of these goods. The government thus has to see to the provision of these basic goods to targeted populations. This gives rise to the "unsettled question" identified by Paul Streeten (1984) of who is to determine the basic needs.

The BNA has been criticised as being a paternalistic development programme. The paternalism occurs at international, national and household levels. On an international scale, BNA is said to be paternalistic because it implies that the more developed countries will place pressure on elites within less developed countries to invest more in domestic expenditures for BNA objectives.

21

On the national level, BNA is said to be paternalistic because instead of giving out general subsidies which benefit everyone, it requires that targeted social programs benefit only a certain sector of the population. This could have negative implications for a democratic political system because people voting on social investments will want to benefit from general subsidies.

The BNA is said to paternalistic at the household level because instead of giving the poor direct income transfers it prefers subsidies in kind (Weigel, 1986). The child maintenance system in South Africa – in which direct income transfers could in a few years' time be changed to subsidies in kind – is an example of this paternalism.

Side-stepping the above criticism of the BNA, its disciples argue that needs should be seen as a culture-specific concept (Weigel, 1986). The approach, however, remains problematic because anything and everything could qualify as a basic need, depending on the values of the person or culture in question.

Basic needs have also been described as a combination of objective needs, identified by planners using technical criteria, and subjective needs, identified by the target population through detailed household surveys (Streeten, 1984). Weigel (1986) agrees that successful basic needs programs will be predicted upon a high degree of participation by the target community with respect to the identification and ordering of basic needs objectives, as well as terms of programs designed for the attainment of those objectives. Weigel argues that if the BNA is to be a distinctive approach in global development, it will be essential to ground the basic needs concept in some convincing, universal account of human nature which retains its credibility from one culture to the next.

3.5.1 A universal set of basic needs

Another perspective is presented by the work of socio-biologists and neuro-biologists who have provided a sufficient foundation for constructing a well-differentiated understanding of universal human needs (Weigel, 1986). They are of the opinion

that peculiar features of a human being are universal. Those features are the neurological complexity that characterises human intelligence; symbolic communication, which includes the ability to talk, or language; self-awareness; the family; sociality; aggression and satisfying behaviour, in which humans generally make decisions aimed at attaining at least a minimal return.

The core attributes of human life are existence, intelligence and sociality – in that order. The universal needs associated with existence include the provision of wood, water, food, air, retention of body heat, sleep and mechanisms for communal protection. The set of basic needs associated with intelligence comprises communication and informal education, such as the rites of passage. Regarding sociality, the set of basic needs includes freedom of expression and freedom of association. It is impossible to construct a credible basic needs bundle that is not time relative due to the impact of technical change in the satisfaction of human needs. What may have been a need 20 years ago, might not necessarily be one in this day and age.

All these are seen to be economically capable of global coverage. Now the question is: Who is to determine the minimum provision of the mentioned basic needs? Weigel (1986) argues that a minimum threshold of a particular need should set a standard for the minimum levels.

The BNA is clearly not without problems. However, this should not deter efforts of moving ahead with the approach because the fundamental principle of the BNA is the alleviation of poverty and the satisfaction of basic human needs. The BNA also acknowledges that the target population should be involved in the decision about its needs.

3.5.2 Appropriateness of the Basic Needs Approach
in the South African context

According to a South African Scientific Programmes Report (1985), the universal

bundle of needs approach also applies to South Africa. However, because this country has a vast unemployment problem, the needs package required must maximise growth employment opportunities. The report was compiled to analyse the appropriateness of the BNA approach in the South African context.

Inasmuch as basic needs have been identified, it must now be established which basic needs have priority over the others. A Third World country may not be able to deliver all the necessary basic needs, hence the importance of need prioritisation. Technocratic and democratic approaches have been suggested as ways of determining the basic needs package to be delivered (SASPR, 1985).

According to the report, the technocratic approach is the empirical investigation of the linkages between various types of basic needs to arrive at an optimal package. This is done normally by experts where an indication is given of the costs and benefits of various needs packages. The democratic approach combines basic needs determined by the poor with the survey approach in which the voices of the poor are given voice. Popular participation is the cornerstone of the BNA because it includes the definition of the basic needs items, reasonable levels of satisfaction and priorities within the universal comprehensive bundle of basic needs.

In prioritising basic needs, one should be careful not to make any trade-offs between core basic needs and those needs that constitute the foundation of a decent human existence. The combination of these approaches will shed light on the basic needs package required. In essence, this will comprise a minimum bundle of goods. Responsibility for the provision thereof will have to be divided between the private and the public sector. The required level of basic need satisfaction should be revised from time to time.

The satisfaction of basic needs is a necessary, but not sufficient, condition for economic development. It should rather be seen as an instrument for developing human resources, which plays an important role in economic development.

Based on the discussion of the definition of need in this section it is clear that that there is no generally accepted definition of need. Basic needs such as food and shelter do not seem to be a problem in terms of definition but in terms of implementation as well as who should determine what the basic community needs are. After reading all the definitions from the different authors about what the concept of need is defined as, the author decided to structure the questions in the two instruments used in the study of needs in Langa in such a way that the needs in the area would primarily be defined in terms of access to facilities and amenities. (Questionnaires attached as appendices).

3.6   Auditing needs

Percy Smith (1995) outlines the model of a social "audit" that looks at the concept of social need both for policy formulation purposes and as a criterion for policy evaluation. Smith acknowledges that the concept of need is problematic in terms of both definition and operation. For economists who argue that needs are subjective and cannot be assessed objectively because there is no "price attached to them", this is especially true.

Smith then divides social needs into three categories. In a social audit, these three dimensions of how needs are perceived must be incorporated in order to establish the extent to which the intermediate needs of a target population are being met or part of a policy under review.

Social auditing also looks at the shortfall between needs and resources. However, such auditing cannot provide a ready-made formula for making tough decisions concerning, for example, whose needs should be met and at what level. Choices by politicians will still have to be made and priorities must still be set. The positive aspect of this will be that whoever makes the choices will be better informed.

3.7   Needs assessments

Having discussed in this chapter the various ways in which the concept of need is defined and used this section deals with some of the ways in which community needs could be assessed. It is said that citizen participation is the active involvement of citizens outside the electoral process in making decisions which affect their lives (Johnson et al., 1987). Needs assessments are an essential part of any democracy because through them groups, citizens or even nations can be helped to express their concerns more accurately. Of course, this does not mean that those concerns will be addressed but it *does* mean that all groups, regardless of their differences, have an opportunity to influence decisions affecting their lives.

Communities are required to conduct needs assessments on a regular basis to allocate limited resources to the fulfilment of human services requirements (Palazzo, 1990). Needs assessments are designed as tools with which to identify what a particular group of persons lacks to achieve more satisfactory lives. Information collated from needs assessments helps service providers to make informed decisions when programs are planned and resources are allocated. Conducting needs assessments also helps in gathering information on what services are provided in a certain community and by whom, so the duplication of services is guarded against. They also aid in providing data that will assist in relating both wants and demands to the needs that are to be met (Queeney, 1995).

Motivation for conducting needs assessments is widely believed to come only from service providers and communities, but Reviere (1996) challenges this by acknowledging other "audiences" involved in needs assessment studies. These audiences are policy makers and researchers. Reviere (1996) maintains that the input of these audiences is as important as that of service providers and service beneficiaries.

Needs assessments can be conducted in a variety of ways. The approaches

discussed in detail below can be used individually or in combination, in order to be able to make comparisons. The common feature about needs assessments is that all the stakeholders have to be identified and should be allowed to give input in the study of needs. A community needs assessment allows the community to be more proactive and less reactive in its approach.

If needs assessment studies are done correctly, they can provide useful information regarding the priority needs of a community. The findings of needs assessments are a crucial element in a planning approach characterised by a product-oriented process. This will also help in showing that needs are spatially related, as areas are not homogenous.

Assessment of needs is particularly important in the relatively new democratic situation in South Africa, because they reinforce the Reconstruction and Development principle of people-centred development. It also reinforces institutional structures, thus enabling leadership to talk with confidence about community needs. Interest groups in a community have specific interests to the exclusion of others. A needs assessment survey therefore helps to build consensus, as it represents the needs of the broader community over and above specific needs and interests of various groupings.

Queeney (1995) believes that many types of needs assessments do not require a large project or substantial project expertise, but can rather be carried out effectively with minimal preparation and limited resources. The key, however, to a successful needs assessment is identifying a method appropriate to the issues and to one's goals and resources, and implementing it well. This can only happen if one chooses the appropriate technique, which is largely dependent on resources and time frames. One must always choose a technique that will give accurate results of the community being studied, and resources used should be cost-effective (Queeney, 1995).

There are several ways in which needs assessment studies could be conducted, the

following section discusses some of the techniques that are use in conducting needs assessments.

3.8   Needs assessment techniques

In this section, five techniques out of several, through which needs can be assessed, are discussed. These techniques are namely the nominal group process, the Delphi technique, key informant approach, the public forum approach and the survey approach.   As has been mentioned before, one could use only one of need assessment approaches or a combination in needs assessment studies.

3.8.1 Nominal group process approach

According to Witkin (1995) the purpose of this approach is to gather ideas from individuals in a non-threatening, face-to-face situation. The nominal group process method is conducted in a workshop setting. The workshop is a structured setting composed of a small group of people who share views and ideas regarding community needs and required programs. This can be a group from the affected community, together with experts such as social workers and other community workers. The process takes advantage of each person's knowledge and experience.

The group first discusses pre-defined questions, each of which is presented to the group separately. Steps that should be followed in employing this technique are:

- *Individual problem issue descriptions:* The leader of the meeting presents questions to the members of the group and asks them to think about each question and formulate responses. The questions are written down and kept in front of the group during the discussion.

- *Group round robin*: The leader asks each group member to present one idea in a round-robin fashion. This continues until there are no further suggestions.

28

- *Group discussion*: Each idea is clarified, discussed and evaluated by the group. The leader, with the permission of the group members, then combines suggestions that appear to be similar.

- *Selection and ranking:* Group members are then asked to vote on the five or six nominated items that they feel are the most important. Group members are given time to think about their choices.

- *Group tally*: The leader counts the votes of the group members. The final period is a general discussion of the ranking of those issues that achieved the highest priority by vote or adjustment.

This process is repeated for each major question.

Advantages

Witkin (1995) states that if this approach is carried out in a well organised manner, a heterogeneous group can move toward definite conclusions. This method can also be used to expand on data obtained from surveys or existing documents, or to generate a more specific survey. It motivates all participants to become involved, because they sense that they are personally affected. Ideas are generated in a short space of time. It is an effective way of obtaining input from people of different backgrounds and experiences. It also allows for clarification of ideas.

Disadvantages

This approach is difficult to use with large audiences, which is why big groups should be divided into smaller groups of between six and ten members. The group leader should show flexibility and respect for every idea and concern presented. Questions that are not clear might lead to inadequate group discussion. It is therefore crucial for the leader to design questions that are well conceived and clearly expressed.

Another disadvantage is that one can never be sure of how representative the group

is of the community. People who have been invited to participate might not necessarily represent the views of the broader community.

Leadership skills are extremely important. The lack thereof might result in the assertive personalities within the group dominating the discussion. This would in itself defeat the objective of acquiring input from all the participants

Lastly, this may not be a sufficient way of gathering data the results of which can be generalised across the whole community, as this process is not necessarily representative. As a result, the use of this approach should be followed up with a survey.

3.8.2 The Delphi technique

Reviera et al (1996) mention that this technique is more structured than the nominal group process approach and uses a series of questionnaires and summarised feedback reports for gathered responses. Face-to-face interaction is not a requirement here. This method could be used with groups that would not ordinarily meet together.

How to implement the Delphi technique

The first step is to devise a questionnaire focusing on identified issues: problems, causes, solutions and actions. The questionnaire is then distributed to an appropriate group of respondents. This should comprise a mix of local officials, knowledgeable individuals, citizens of the community, regional officials, etc. who can provide a broad analytical perspective on local problems and concerns. The respondents must list ideas regarding the specified issue.

Once the completed questionnaires are returned, the researcher summarises the issues raised in a feedback report and then develops another questionnaire for the same group. The second questionnaire asks the respondents to rank input from the first round of questions. The feedback summary, together with the second

questionnaire, is then distributed.

Respondents are expected to review the feedback report and independently rate priority ideas in the second questionnaire. The completed questionnaire is then returned. This process is repeated until general agreement is reached on problems, causes, solutions and actions.

A final summary and feedback report is prepared and distributed to respondents. Throughout the process, the reports allow for the exchange of opinions and priorities, and often results in individual changes in opinions and priorities after respondents evaluate the general groups' perspectives.

Advantages

The Delphi technique allows for participants to remain anonymous. It encourages the sharing of information and reasoning among participants without face-to-face interaction. This technique is conducive to independent thinking and gradual formulation. Respondents are given sufficient time to think about issues and are therefore free of social pressure, personality influence and individual dominance. This approach can be used to reach consensus among groups that are hostile to each other.

Disadvantages

Ideas presented by the selected group might not be representative of the broader community. There is also a tendency to eliminate extreme positions and force a middle-of-the-road consensus. It is more time consuming than the nominal group process. It requires adequate time and participant commitment (about 30 to 45 days to complete the entire process). When selecting participants, one must ensure that one chooses people who will have enough time and patience for the process, which also requires skill in written communication. Finally, it should not be seen as a comprehensive solution.

3.8.3 The key informant approach

According to Riviera (1996) this is a relatively simple and inexpensive approach. The purpose of this technique is to gather information from those community leaders and residents who, because of their professional training or organisational affiliation, are in a position to know what the needs of the community are likely to be.

Types of key informants

Key informants can be elected officials, such as mayors, commissioners, councillors, etc. Others can be key persons in institutional areas of the community, such as religious leaders, public safety officials, school administrators and hospital administrators. Agents in a non-governmental organisation, leaders of public service organisations, professionals in specific service areas – lawyers, doctors, teachers and so on – are also types of key informants.

Implementing the key informant approach

In this approach, one needs to select key informants who are representatives of the community likely to be knowledgeable about services. Assessment questions should be determined beforehand. They should successfully elicit the type of information needed to identify community needs. Interviews should then be conducted with key informants.

The stage of gathering data is followed by interpretation. Once the data have been interpreted, key informants are called to a meeting where the study findings will be discussed. The interpretations must be discussed together with the informants so that the researcher can hear what the interpretations of the informants will be.

Advantages

The key informant approach is one of the easiest and most inexpensive ways of assessing community needs. It provides access to an insider's view. It can be combined with other techniques. Community volunteers can use the key informant approach as a way of building citizen involvement and awareness.

This approach does not involve the high cost of data analysis and computerisation. It helps to strengthen the lines of communication between service organisations, agencies and associations. Discussion of the findings with the key informants promotes insights for all concerned. The data collection instruments are usually simpler than those associated with the survey approach, for example.

Disadvantages

The information derived from this technique may represent a biased perspective, because information is typically elicited from the providers of services. The approach therefore has a bias towards the individual or organisational perspectives of those surveyed. These perspectives may not necessarily represent the accurate needs of the community. Key informants may not be aware of people who are not clearly or immediately visible to them. This approach does not give direct voice to the consumers.

3.8.4 The public forum approach

The public form approach is according to Riviera (1996) similar to a town meeting in which all community members gather together to identify their needs. The approach is used to obtain information from a wide range of community residents concerning issues and needs via group discussion taking place at a series of public meetings. It can be adapted to identify a wide variety of needs and problems.

All members of the community are invited to attend. A special invitation is extended to key informants as well.

Implementing the public forum approach

The first thing to do is to publicise the meeting as much as possible. Publicity can be in the form of posters, announcements on community radio stations and in local newspapers, and any other media used by the community. In the same vein, one should publicise the purpose of the meeting and the venue where it will be held.

However, one should take certain precautions to strengthen this approach. These include making sure that the meeting represents a cross-section of the community or the specific group being assessed in terms of age, race, income, education and other demographic factors. Also, the meeting should be entrusted to a skilled and experienced facilitator.

The above factors are crucial to the success of this approach because everyone's opinion should be heard in an indiscriminate manner. An experienced facilitator is a necessity as he or she will guard against assertive people who might try to dominate the discussion while others are unable to make themselves heard.

The process of running the meeting should include setting ground rules agreed upon by all those present. These may include limited speaking time, giving speaking preferences to those who have not yet spoken, and gaining permission from the participants to give reminders about the purpose of the forum and pose questions which are central to the discussion.

Advantages

If carried out successfully, this approach can provide a quick, intensive picture of community concerns. This method is cost effective.

Disadvantages

A large turnout, which is a positive thing, might be negative in this instance as it could prevent some people from being heard and may limit time allowed for each speaker. It may also generate more questions than answers. If this is not well facilitated, only the vocal minorities will be heard. The major limitation is that opinions obtained are limited to those who attend the meeting.

3.8.5 The survey approach

Riviera (1996) states the purpose of surveys as being to collect information from a wide range of community residents concerning issues and needs through their responses to specific questions included in an interview schedule or questionnaire. Particular attention should be paid to the questions being asked.

After identifying issues that the survey will address in the questionnaire, one should conduct a pilot survey. This is crucial to determining the way in which the questions should be asked – what should be left out and what should be added. In the final questionnaire, one must make sure that the questions are clear, precise and unambiguous, and should be able to elicit exactly the type of information one is looking for.

The next step is the sampling procedure; one should select the most appropriate sampling design. The survey can be a face-to-face interview, personal distribution and collection, self-administered questionnaires completed by respondents in groups, telephone interviews or mailed questionnaires. If one is assessing the needs of the poor in South Africa, telephone interviews would not be appropriate as few poverty-stricken people can afford telephones. Mailed questionnaires would also be ineffectual because of the continued unreliability of the South African postal service, not to mention the fact that some people do not have postal addresses.

After questionnaires have been completed, the researcher has to code and computerise the data by using any statistical package such as the SPSS, SAS and STATICA, used for social science surveys. This will help in obtaining statistical analyses that are crucial in report writing.

Advantages

Riviera (1996) identifies the survey approach as probably the most appropriate technique to use when one wishes to study large samples. Here, one is able to elicit information from a broad range of individuals. The data obtained is reliable, more

often than not. It can be used to survey an entire population – a census – while making everyone feel part of the decision-making process.

Disadvantages

This technique is extremely costly and time consuming. It needs careful selection of the sample. Results will not be valid if the survey is not designed correctly. It requires time and expertise to develop the survey, train interviewers, conduct interviews and analyse the results.

Despite the disadvantages, this method is still the most effective in conducting an assessment of needs.

3.8.6   The focus group interview

Witkin (1995) states that the focus group interview is a structured process for interviewing a small group of individuals, usually between 8 and 12. The purpose is to obtain in-depth interviews regarding an issue of concern. This method does not seek to get consensus but rather to elicit how the participants feel about the topic and what their opinion is on the issue of concern.

Sampling should, according to Witkin, generally be done on individuals who are relatively homogenous regarding some trait or set of traits relevant to the focus of the interview. These samples are generally not determined randomly. Questions are prepared pror to the focus group interview. Participants of the focus group can be viewed by observers through a one way mirror, however participants must be informed that they are being observed.

The success of the focus group interview depends largely on the leader. The leader must be skilled, non-judgmental, create a supportive group atmosphere, be able to keep the interview going, be a good listener, be alert and must remember the general questioning route without resorting to notes. The leader must also summarise the group progresses.

Witkin mentions that immediacy is important in the analysis of results of the focus group interview. It is for that reason that the recorder and the leader should within the next two days review their notes and recordings formally before formally analysing data. Comparisons will then be made between the two independent analyses, differences will be reconciled and outcomes determined for the final written report. The author cautions that it is unwise to attempt widespread generalisations of findings especially if only one focus group interview was conducted. Generalisation can only be made if the process is repeated with two or more comparable groups and findings are similar.

Advantages of this method

One obtains perspectives on how an issue is viewed by a group of people. Themes that arise out of the discussion can be probed in depth

Disadvantages

Requires expert leadership and more than one group for reliable results.

3.9 Summary of needs assessment techniques

Table 3.1 below provides a summary of the needs assessment techniques

Table 3.1   Summary of needs assessment techniques

Approach	Advantages	Disadvantages
Nominal group process approach	• Can expand on data from other approaches • Motivates participants to become involved • Obtains input from heterogeneous groups	• Difficult to implement with large audiences • Not representative of the whole community • Data collected cannot be generalised

The Delphi technique	• Allows for participants to remain anonymous • Conducive to independent thinking • Can be used to reach consensus among hostile groups	• Not representative • Tends to eliminate extreme positions • Time consuming
Key informant approach	• Process is inexpensive • Strengthen lines of communication among service providers • Data collection instruments are simpler	• Information gathered may be biased • Not representative • Consumers have no direct voice
Public forum approach	• Inexpensive • Provides a quick, intensive picture of community concerns • Not time consuming	• Not representative • Assertive people might dominate • Opinions limited to people attending the meeting
Survey approach	• Data obtained are reliable • Representative • Information is elicited from a wide range of people	• Costly • Time consuming • Presents superficial views
Focus group interview	• Gives perspectives on how an issue of concern is viewed • There is room for probing emerging themes	• Requires expert leadership • More than one group is needed for reliable results.

3.10   Discussion

In one way or another, all the authors reviewed in this chapter agree that needs can be defined as the gap between an actual condition and a desired state. Streeten (1984) is concerned about whose responsibility it is to determine what people's needs are. Fraser (1989) in turn points out that politicians make it *their* responsibility to define what people need. In the process they can manipulate the poor by withholding provision of needs.

38

What comes out of the conceptual discussion about needs is that both professionals and individuals have the responsibility of defining and determining needs. People in power also have the responsibility of reviewing the definitions given by experts and individuals about needs in relation to an agreed minimum or affordable standard. In a nutshell, if politicians, individuals and experts or professionals work together, policy makers will be able to prioritise needs and would be better informed when choosing some needs over others.

This chapter also dealt with the various techniques through which needs can be assessed. If one intends to obtain quick results that are not necessarily representative but that could give one an overall picture of community needs, then one can use the key informant, focus group interview or public forum approaches. These approaches are easy to use, inexpensive and quick.

The other approaches that could be used to obtain an overall picture of community needs are the Delphi technique and the nominal group approach. A shortcoming of these techniques is that findings cannot be representative of the targeted community. A further limitation is that they are time consuming.

The focus group interview on the other hand, when used in assessing needs, gives one a picture of needs around a specific area of concern. The participants in this technique are usually homogenous because they are brought together for a specific concern. To be able to get meaningful results from this approach the leader must be skilled and must be knowledgeable about the area of concern.

The survey approach, by contrast, is the most representative, albeit costly. The results gained from this approach can be generalised to the entire community. Experts on needs assessment studies regularly point out that individuals should be given a forum in which to express their needs, and the survey approach is the best technique for individuals to do just that. However, for one to gain the opinion and views of experts on needs, the survey approach should be linked with one of the four other techniques discussed above. A combination of techniques will enable policy makers to make informed decisions regarding those community needs on which the government should spend the most money. In this way, both experts and individuals will be represented, and the government will be

able to allocate resources to priority needs.

3.11   Conclusion

Based on the discussion of the definition of need in this section it is clear that that there is no single accepted definition of need. Basic needs such as food and shelter do not seem to be a problem in terms of definition but in terms of implementation as well as who should determine what the basic community needs are. After reading all the definitions from the different authors about what the concept of need is defined as, the author decided to let the community of Langa decide on what their needs are and prioritise them (see chapter 6).

To find out what the community needs are in Langa the author has decided to use the survey approach where people will be able to have a say on what their needs are. As has been mentioned before this is a costly and time consuming exercise but it is worth the effort of giving people a voice (see chapter 6).

To complement the survey the author decided on the key informant approach where community leaders were interviewed on the needs of the Langa community (see chapter 5). In the chapter on methodology the author has stated reasons for excluding other needs assessment techniques mentioned in this chapter.

The next chapter – Chapter 3 – is devoted to case studies of needs assessments in which some of the approaches discussed in this chapter were used.

<div align="right">

CHAPTER 4

NEEDS ASSESSMENT CASE STUDIES

</div>

4.1   Introduction

The aim of this chapter is to discuss examples of the ways in which needs assessment techniques, of which some are discussed in the previous chapter, have been used in the assessment of needs. The examples were taken from various case studies. Some of the needs assessment studies looked at particular sectors of the community, such as education and health, while others looked at the general needs of the community. The case studies referred to in this chapter are both South African and international. They were selected because of the different methodologies they used in data collection.

The first case study on needs assessments was conducted in Venda in 1989. The aim was to determine the basic needs and problems of the people in Venda as they themselves experienced these (Olivier, 1989). People from both rural and urban areas were interviewed. Methods such as the interviewing technique, projective technique and single choice technique were used to gather data.

The second case study was done in Kalk Bay, Cape Town. The methodology included the key informant approach, participant observation, sample survey, interviewer comments and a photographic survey. The aim of the survey was to determine perceived needs of the different segments of the Kalk Bay community (Cape Town City Council, 1990).

In the third case study, a consultancy firm was commissioned by the City of Cape Town to look into the needs of communities so that the City Council would know which projects the budget should target. In areas where there were established

ratepayers associations, questionnaires were mailed through to residents. In areas where these organisations did not exist, the public forum approach was used (Nel, 1996).

The first international case study concerned community health needs assessment in which information was gathered through focus groups, key informants and a community survey (http://www.hirs.com/orgs/sunheal.html, 1995).

The second was a case study conducted in Utah County, USA, in 1988 and again in 1992. The aim of the latter was to find out whether people's needs differed from what they were four years previously (Okerlund et al., 1995). An integrated approach was used in both studies. The methodology took the form of gathering information from existing needs assessment studies, key informants, telephonic interviews and focus groups.

The third international case study focused on the health status of the young, old and immigrant populations of Santa Clara County, USA. Secondary data was collected from existing needs assessment studies and published reports on health and human services. Information was gathered through a telephone survey of sampled households stratified by age and race group (Dickman, 1996).

In the fourth case study, the educational needs of county governments in North Carolina, USA, were assessed (http://www.ces.ncsu.edu/depts/aee/abstract.html, 1997). Due to time constraints this study was limited to key informants.

The fifth international case study occurred in Rocky Flats, USA. The aim was to gather information from residents about what they perceived to be their health needs (http://www.indra.com/rfcab/newsletter/can.html, 1997). Data such as birth and mortality statistics were collected from existing records and interviews were conducted with key informants who represented all stakeholders in the area.

The in-depth discussion of the case studies below highlights the benefits of using integrated approaches in conducting needs assessment studies in comparison to using only one approach.

4.2   South African examples

4.2.1   *Case study 1: The needs and problems of the people in Venda*

In 1988, the University of Venda together with the Department of Health of Venda requested the Human Science Research Council to work with the University in conducting this study. The aim was to determine the basic needs and problems of the people in the area (Olivier et al., 1988). Prior to a sampling of respondents, a census of all the people in the rural area of Siloam and the urban area called Makwarella was conducted. Thereafter, a random sample of 20 groups of five people each was selected in Siloam, and in Makwarella 19 groups of five people each were also selected randomly. The groups were stratified by age and gender.

Three techniques were used to gather information on the needs and problems of these people.   The techniques were face-to-face interviews, the projective technique and the forced choice technique. Interviews were carried out with the selected groups in their mother tongue. An open standard question was put to each group with regard to the kinds of problems and needs they were experiencing (Olivier et al., 1989). The members of the group were then left to discuss the question between themselves for approximately an hour. In the projective technique, 34 problems and needs were identified by the research committee as a result of conversations with a number of people, as well as after consulting an anthropologist.

The problems were presented in a series of photographs. The groups were required to select the four problems in order of importance. In the single choice technique, groups were given the same list of 34 needs that was used in the projective choice technique. The needs or problems were gathered in groups of three and four, so that a specific need or problem would have three chances of

appearing but without appearing with another need or problem more than once. Members of the groups were asked each time to decide which one of the three problems or needs required urgent attention. In this way, 34 choices had to be made (Olivier et al., 1989).

Prior to fieldwork, there was a radio announcement about the survey and its purpose. Following the fieldwork, a letter was sent to each respondent informing them of their selection. The facilitators for the groups were Venda-speaking people. Each of the rural and the urban samples was divided into four groups, which consisted of males and females aged between 15 and 19 years, and males and females aged between 20 and 64 years.

According to the three techniques, the groups were asked to rate a set of needs that they had identified into two groups, namely 'most important' and 'second most important'. This study, however, mentions only what the groups identified as being the most important needs. Males aged between 15 and 19 years living in the rural Siloam area stated that their most important needs were a shopping centre, education for children eligible for school, social interaction with other population groups and housing. For males in the same age group in the Makwarella urban area, the most important needs were sport facilities and social interaction with other racial groupings.

Females aged between 15 and 19 years from the Siloam rural area listed their most important needs as education for children eligible for school, housing, sporting facilities and availability of water. Their counterparts in the urban area of Makwarella said that their most important needs were sports and water facilities, education for children eligible for school, rehabilitation of juvenile delinquents and housing.

The most important needs of males and females between 15 and 19 years are not so different. In other words, the fact that they live in rural and urban areas does not influence what they consider to be their most important needs.

44

Women aged between 20 and 64 years from the Siloam rural area indicated that their most important needs were work opportunities, school education for children and housing. In the urban Makwarella region women in the same age group mentioned street lights, education for children and housing as their most important needs. With the exception of women in urban areas wanting street lights, the needs of women in rural and urban areas are the same. One can safely assume that women in urban areas do not feel safe when walking at night if there are no street lights, while the need for work opportunities in the rural area highlights problems with work opportunities for rural women.

Males aged between 20 and 64 years in the rural Siloam area mentioned the following as being their most important needs: work opportunities, social interaction with people from other races and water facilities. Males in the same age group from the urban Makwarella region listed the following as their most important needs: street lights, school education for children and housing. It is clear that for these two groups the most important needs were different. Like the Siloam women, Siloam men viewed the need for work opportunities as crucial, while in the urban area this did not feature as an important need.

As a result of this research, one can therefore generally assume that problems and needs mentioned as being the most important were not unique to a particular area. The needs and problems listed affected the urban areas as much as they affected the rural areas. The youth in both rural and urban areas showed maturity by selecting needs and problems that would benefit not only their own age group but the whole community as well.

4.2.2   Case study 2: Kalk Bay upgradement needs assessment survey
The Urban Studies Unit of the Cape Town City Council conducted this study in 1988. The aim of the study was to determine the relative perceived needs of the different segments of the Kalk Bay community, as well as the attitudes and

preferences of residents with regard to the upgrading of the area (Urban Studies, 1990). A further objective was to obtain and maintain an information base consisting of social, economic and physical data so that area planning may be able to make informed decisions regarding the community.

A variety of data-gathering methods were used in this study, namely face-to-face interviews, participant observation, interviewer comments, in-depth interviews with community leaders and a visual method. In the face-to-face interviews, respondents were asked non-directive, open-ended questions. Interviewers also spent some weeks observing the living patterns of the different segments of the community. The participant observation method was followed by in-depth interviews with community leaders, who were questioned about what they perceive the needs of the community to be.

Interviewers also asked community leaders their opinion on the possible upgrading of the area by the Cape Town City Council. Photographs of the different housing types, as well as facilities such as sports fields and community halls, were taken. These photographs showed stark differences between private housing and council-owned housing. Interviewers also recorded what they thought would be worth mentioning in the final report.

Of the 397 total number of households, 219 were randomly selected. The sample was stratified according to whether houses were privately owned or council owned. In privately-owned dwellings, 165 households were interviewed, and a census of 54 households of council-owned dwellings was also performed.

Many respondents were concerned about the fishing community of Kalk Bay, commenting that a "tremendous wrong" had been done to this community by the Group Areas Act and thereby suggesting that some form of reparation was required. The Act divided the community into those who owned their houses and those who rented from the Council. The Council tenants are of a lower socio-economic status than the individuals residing in private homes. These tenants

were also more involved with fishing activities in the area. Survey findings revealed that the fishing community had been in the area for a considerable period and the majority intended to do so for the rest of their lives.

Lack of recreational facilities for the young was also raised as a concern. There seemed to be no place for young people to gather. Other needs identified related to that for a residents association, of revisiting the issue of the crayfish quota, of the utilisation of the fishing skills of community members, a community centre, housing and crime being addressed in the community.

Differences between private and Council occupants were reflected in differential needs and priorities, as well as their attitudes towards upgrading. The needs of Council tenants were more localised and mainly focused on the need for housing, employment opportunities and recreation for the young. By contrast, respondents in privately-owned dwellings were more concerned with overall hygiene, the environment, traffic, parking, the problem of vagrants and lack of business facilities.

On the issue of upgrading, Council tenants saw the venture as a potential social and economic benefit, while private residents were more likely to place conditions on what form the upgrading should take. Many respondents also felt that the unique character of Kalk Bay as a fishing village should be preserved and whatever upgrading that took place should take this into consideration.

As is evident in this case study, a combination of various techniques was used to acquire in-depth information on the needs of the Kalk Bay community.

4.2.3 Case study 3: Feedback report on the People's budget

Simeka TWS Communications was commissioned by the Cape Town City Council to obtain input from the residents of Cape Town about the city's 1996/1997 budget (Nel, 1996). Residents were required to state their needs in order to help the Council identify community needs and projects on which money should be spent.

The study also aimed to educate residents about the role of the City Council and to emphasise the importance of paying for municipal services. In areas where there were formal structures such as the residents- and ratepayers associations, communities were sent letters and questionnaires informing them about the process.

In other communities, such as in the iKapa area, where communities were previously excluded from municipal decision making, public workshops were set up. These were targeted through the RDP forums and civic associations. The public workshops and their purpose were advertised through the daily press, such as the *Argus*, *Cape Times*, *Die Burger*, and local newspapers such as *Tatler* and *City Vision*, and announcements were made on community radio stations. Posters were also put up in the area.

The first two months were taken up with planning and designing the various phases of the study, as well as with advertising it. In the following two months, Simeka targeted 42 areas for public workshops. Three facilitators from Simeka were trained along with 11 independent facilitators (six in predominantly Xhosa-speaking areas and five in the communities where Afrikaans was prevalent). The workshops were divided into four sessions. The first session explained the role of the Council and the services it provided. The second session concerned the concept of a budget and its constraints. The third explained how the Council spent its money and the importance of paying for services, and the fourth focused on obtaining input from the community about their needs.

The facilitators gave positive feedback from the communities. People who, up till now, had not been consulted by the City Council were eager to participate in a process which enabled them to have an impact on the development of their own community. Areas of concern that emerged regularly were housing, health and safety. The communities requested services such as safer roads and a safe environment for the youth. The areas previously known as IKapa wanted more

capital projects than did the so-called "coloured areas". There were also suggestions that the City Council should upgrade council housing.

As much as this effort was well advertised, the response rate in most areas was low. In Gugulethu, for example, where the population size was approximately 109 500, only 43 people attended the sessions. Of the 42 areas targeted for public workshops, only one had a significant turnout – KTC, with 350 people. Attendees amounted to as little as 15 people in Woodstock and 10 in Manenberg.

As was mentioned, the public forum approach has the limitation of sometimes not being a cross-section of the community. However, the contribution of the people in the sessions can be used to establish a quick and intensive picture of what people think their needs to be in a cost effective way.

This experience teaches us that careful planning is the crucial element to making these kinds of efforts successful. In areas such as Manenberg where the public meeting was attended by only 10 people, there could be several reasons why people did not attend. It could be that there was not enough publicity around their area, or negative experience with the Council or simply that on the day the public meeting was called people had other things to do

The conclusion is that there are some instances where the community forum approach *would* work and there are others where it simply *cannot*. This approach can be influenced primarily by the popularity of the organisation seeking information and the relevance of that information to the living conditions of the people. For example, in areas such as Crossroads, where people thought that some good would come out of the meeting, there was an attendance rate of 350 people.

4.3   International examples

4.3.1   Case study 4: SunHealth community needs assessment, Canada

The Ministry of Health in Canada commissioned SunHealth to conduct a needs assessment study across various provinces in the country. The aim of the study was to establish whether health systems in Canada effectively met the health needs of its communities. This information was to play a part in the dramatic restructuring process of health systems taking place at the time. The study was carried out in 1994.

The methodology for this study was designed in such a way that the needs of communities that wanted to be part of the national movement towards improved health were met (http://www.hirs.com/orgs/sunheal.html, 1995). SunHealth recognised that communities have varying characteristics and therefore differing capabilities and expertise.

The study consisted of six modules. The first module dealt with "assessing internal and external community readiness". The main aim of this module was to ensure that the community and the initiating organisation(s) were unified in their approach and ready to undertake the effort. The readiness assessment identified potential contributors to the process and additional sources of data. Internal and external readiness was assessed through a series of interviews and questionnaires.

The second module dealt with mobilising the community. Focus group discussions were conducted with community representatives and face-to-face interviews were held with selected community leaders. These were aimed at identifying barriers to collaboration, organisational self-interest, resources, potential project sponsors, sources of data and related initiatives. The project steering committee was then formed. It was made up of interview participants and people surveyed in module one. Following the formation of a steering committee, training in collaborative approaches to solving shared problems and process improvement planning was

provided. A mission statement was developed to assist in unifying the committee and to provide direction for the entire project. SunHealth worked with the committee to identify external funding sources.

Module three represented the research phase of the assessment. The project steering committee developed and tested the assessment tools which focus group interviews and town meetings used to measure health risks, perceptions of health and functional status. Focus groups were also used with defined populations or "at risk" groups to obtain in-depth information pertaining to specific conditions, including preventable illnesses.

The third module also took an inventory of community health resources and collected secondary data which was used to enhance the primary data. This was crucial in identifying gaps in delivery, as well as establishing appropriate linkages among existing programs so as to curb unnecessary duplication.

Modules four to six dealt with the findings of collected data in terms of developing the Community Health Improvement Plan, otherwise known as "CHIP". This plan incorporated a list of specific programs and services to be developed within the community. This was followed by the implementation and support of the Plan. The Plan was uniquely applied to each community, and was dependent on needs that had been identified, existing community resources and proposed solutions. SunHealth provided support throughout the implementation phase by encouraging the exchange of information and the sharing of ideas in communities about improving the status of health. Lastly, to ensure the continuation of the assessment process, a "home" for this process was found. This involved identifying an organisation that would manage the health status database.

In this case study, a combination of methods, such as focus group discussions, and secondary data, were used to identify health needs as part of the movement towards community health improvement. Because all the stakeholders were

consulted, SunHealth felt sufficiently confident to establish a health status database.

4.3.2 Case study 5: Needs assessment update: Establishing a tradition of integrated evaluation and awareness, Utah County

Needs assessments are described as the most valuable decision-making tool for human service providers and planners (Neuber, 1980). These assessments are considered to be even more vital if they are accurate and immediate, because with the passage of time what was once a top priority need in a community can become least important. It is therefore essential that needs are assessed and met over a period of time.

The case study being discussed concerns Utah County, USA, whose needs were assessed in 1988 and again in 1992. It was found out that, in just four years, the needs of the people had shifted, in some ways dramatically (Okerlund et al., 1995).

The methodology used in both these assessments was the same. It was divided into three phases. The first phase determined the information that would be relevant to decision makers, such as the listing of all human services available, and then identified all key community informants, service providers and other agencies that would be involved in the study. Once identified, these people were interviewed about perceived needs, barriers to the use of existing services and ideas and solutions pertaining to the recognised problems.

The second phase involved collecting social and economic data from existing needs assessments, state and local planning reports, public and private agency reports and the United States Census. This information was then tabulated to provide a clearer assessment.

The third phase consisted of telephonic interviews with 400 individuals from the community at large, and 100 interviews with users of community services.

52

Personal interviews were also conducted with 25 key informants and five separate focus groups – of eight to ten people – to obtain more qualitative information from providers of services.

These segments of the community provided both objective and subjective data, thus allowing researchers to draw more accurate conclusions regarding community needs. The information was divided into four categories, the first being a prioritised list of the community's perceptions of issues and problems. The second was an analysis of unmet needs, and the third was a list of barriers to the use of human services. The fourth category involved a report on the community's view on whose responsibility it was to meet the identified needs, and the relevant role that the government was expected to play.

In the discussion of the perception of issues and problems, five universal concerns were listed in order of importance: depressed wages, unemployment, affordable medical care, drug and alcohol abuse among youth, and the need to upgrade job skills.

During interviews with community members, it was discovered that the unmet needs reported often coincided closely with the five universal issues listed above. These unmet needs were money, family budgeting, adequate employment and affordable health insurance. Barriers were listed in relation to accessibility with regards to the cost of services and lack of awareness of what services were available.

When respondents were asked who should be responsible for providing the needed assistance and services, they replied that it was family, church officials, city officials, private citizens, state officials and federal officials – in that order. Government-provided human services were not picked as the first choice by the majority of respondents.

The policy implications that resulted were that the needs assessment had provided an extremely valuable channel of communication among all segments of the community. The findings and recommendations were used as a foundation for a more accurate distribution of resources by community decision makers, according to the needs identified by the people as being of highest priority.

The study conducted in 1988 was defined as a structured database process focused not only on data but also on change, based on input from all key sectors of the community, and designed to help decision makers utilise limited resources, including time, personnel and funds, and intent on specific, mutually-accepted objectives and activities (Okerlund, 1995). This definition was used again as the basis of the 1992 assessment study. Information was gathered again from the four segments of the community to ensure a balanced perspective on community issues.

The methodology used was the same, with some minor changes. Where 25 key informants were interviewed in 1988, 34 were interviewed in 1992. The 1988 questionnaires were updated for the 1992 study. The results were organised and formalised in a similar way to the 1988 study, and this culminated in recommendations for future policy procedures.

The four major issues, as well as the four chief needs, were identified by the four segments of community as job-related issues, housing issues, health issues and dysfunctional family issues. Respondents listed housing as being in the top three most serious problems in Utah County. The latter were concerned about the lack of adequate housing, as well as short-term shelter for the homeless. This issue was not raised as a priority in the 1988 assessments. This shows how needs change over time.

On the question of whose responsibility it was to meet the needs, responses on this portion of the survey were identical to the 1988 responses, which have already been cited above.

Regarding policy implications, the 1992 reassessment provided community leaders with two practical pieces of information. Firstly, three of the four chief needs identified in 1988 were still a priority in 1992. The effort and resources expended in those areas continued to be accurate. Secondly, housing issues – which had not been in the 1988 top ten priorities – had escalated to a position exceeded only by job-related issues. This indicates that the concern for basic day-to-day issues, such as employment, health care and family, was even more intense in Utah County than it had been in 1988.

From the two human needs assessments conducted in the Utah County, it is obvious that communities are forever growing and changing, thus making frequent assessments an essential element of maintaining optimal community health. It is therefore necessary for communities to conduct a needs assessment study every few years so as to remain in touch with their own most current needs.

4.3.3 Case study 6: Santa Clara County: Health needs assessment

This study was conducted under the leadership of the Hospital Conference of Santa Clara County, USA, in 1995. The aim of the study was to describe the health status of the County and present information on the availability of resources to meet the needs of the County's residents. In general, most of Santa Clara County's inhabitants enjoy a good quality of life. The household income is high, unemployment is low and education is above average, but there are pockets of poverty which disproportionately affect the young, the very old and the County's immigrant and ethnic populations.

The health status of the poor has a direct impact on those who might not be poor, because the poor might receive treatment for ill health but they seldom engage in preventive health services for treated conditions such as TB and HIV. The study therefore focused on the important aspects of the health system that can be improved.

Data relating to education, the environment, child welfare services, law enforcement and employment were considered along with statistics about prevalent rates for specific diseases. The most important variables analysed were age, gender, ethnicity, income, insurance coverage and lifestyle. Health status performance was compared to other areas in similar situations, such as California, and was measured against national goals for the year 2000.

A telephonic survey of 740 households included an over-sampling of Asian and Hispanic homes to analyse health trend specific to these population groups. Employment and level of education categories were chosen to approximate the relative socio-economic strength of the individuals surveyed.

Existing data on planning studies, needs assessments and published reports involving health and human services were used. A further host of sources, providing information relating to health issues such as disease prevalence statistics, health indicators and others, were also consulted. The information was integrated and analysed to highlight trends with specific implications for the County's health care system.

The findings of this study were presented in three major categories: access to health services, age- and illness-specific issues, and lifestyle and environmental issues. It was concluded that most minorities did not enjoy good health and had limited access to health services.

Hispanics were the most affected by lack of access to health services, with hospitalisation being the highest of these services. TB was the most prevalent disease among the minorities – Hispanics and Blacks.

The lifestyle and environment of most minorities were discovered not to be conducive to good health, the reason being regular occurrences of substance abuse associated with domestic abuse. Women and children were the most likely

victims of violence and there was a decreasing rate of action taken against the perpetrators.

The findings were shared with the advisory group and all stakeholders were represented in the meeting. The findings were then reviewed and priorities were suggested to address the needs of the community. It was recommended that:

- A community wide system for delivery of health services be enhanced.
- Health services be family based and be linked to other support services.
- Health organisations be operated in a flexible way to enhance access to services.
- Greater cultural competency in communicating with and providing services to the ethnically diverse population groups in the County be developed.
- A co-ordinate approach to health care financing and delivery, that will maximise the efficacy of health care services while maintaining equal access to primary health care for everyone in the community be implemented.

Health services must be shaped in such a way that the needs of the growing minorities – Hispanics, Asians and Blacks – are enhanced.

4.3.4 Case study 7: Assessment of the educational needs of county governments in North Carolina

This case study was conducted in 1995 with county managers and commissioners in North Carolina, USA. Its aim was to gain deeper understanding of the local government's perception of the major educational and informational needs of citizens in respective counties. Other objectives were to determine the educational needs of local governments and to identify various types of media that would be useful to local government leaders (http://www.ces.ncsu.edu/depts/aee/ abstract.html, 1997).

Due to time constraints, government leaders at the county level served as the primary source of information, and therefore the key informant approach was used

in this study. Data were collected by means of personal interviews with each participant. Of the 47 key informants, 20 were county managers and 27 were county commissioners. The majority of participants (75%) resided in rural counties, with a fair balance of counties throughout North Carolina being represented. Interviews lasted 20 to 30 minutes, and all participants were asked three questions relating to the three objectives mentioned above.

Findings related to educational and informational needs of the county were centred primarily around issues relating to the environment. County managers identified zoning, community appearance, solid waste collection and water quality as key issues requiring further attention. County commissioners indicated that environmental concerns such as waste management, soil and water conservation, recycling and solid waste were major problems facing their communities.

The majority of participants also expressed interest in having the Co-operative Extension Service provide educational programs on such topics as leadership development, economic empowerment, planning and industrial promotion. However, a small number of participants felt that their educational needs were being adequately met by other organisations such as the Council on Government, other educational institutions and their own personnel departments. The majority of respondents also agreed on what type of media would be most useful to local government leaders.

For the second and third objectives, the study specifically needed people who knew exactly what was happening at local government level – thus the key informant approach was the correct method to use in this instance. As much as decisions based on the findings would affect the whole county, and not merely officials, it was necessary that only those who are familiar with the comings and going of the county be interviewed.

This study, however, needed to be followed up by a community survey in which citizens would give input on what they think their major educational and

informational needs are in their respective counties. The perceptions of county managers and county commissioners on educational and informational needs were insufficient. These needed to be verified by input from the communities that they are serving.

4.3.5 Case study 8: Rocky Flats area needs assessment: Rocky Flats Citizens Advisory Board

The study was undertaken to establish what the Rocky Flats, USA, community perceived to be its health and safety needs (http://www.indra.com/rfcab/newsletter/ can.html, 1997). This was done during a cleanup of the site at Rocky Flats. The University of Colorado's School of Nursing and the Jefferson Community Department of Health and Environment were responsible for conducting this community needs assessment in 1996.

Groups of stakeholders were represented through a wide variety of key informants. Data were gathered through interviews. Registered nurses collected and analysed the data. The key informants were asked about the health and safety concerns and the needs of the community.

A number of issues that emerged included communication problems resulting from a lack of basic understanding of local government activities. A concern was raised about lack of information regarding an emergency plan for the public in the event of an accidental release of radiation. Another concern related to land adjacent to the Rocky Flats area. A need for impartial and appropriate environmental and health monitoring was highlighted. People were also worried about the risk of disease and potential physical defects. All these problems came about as a result of the waste dumping that was to occur at the Rocky Flats area.

There were significant outcomes from this study because the Citizen's Advisory Board took cognisance of the community's concerns and decided to incorporate some of the desired activities into its annual workplace. The Board had also solicited an independent contractor to review and analyse Rocky Flats' current

environmental monitoring. The Board applied for a new grant to formally document the community needs assessment process for future use.

4.4 Summary of data collection methods used in case studies

Table 4.1 below summarises the methods used in the cases studies discussed above. These methods are presented in chronological order as they were not used at the same time. The table also highlights the strengths and weaknesses of the methods.

Table 4.1   Summary of methods used in the case studies

Case study	Topic	Methods used	Strengths of methods	Limitations
1	The needs and problems of people in Venda	• Face to face interviews (community members) • Projective technique • Survey • Single choice technique	• Respondents allowed to voice their views in different ways representative	• Time consuming
2	Kalk Bay upgradement needs assessment survey	• Face-to-face interviews (community members) • Surveys • Participant observation • Interviewer comments • Key informants	• Views representative of the whole community • City council obtained input from community leaders and members	• Combination of many methods is time consuming and expensive.
3	Feedback report on the People's budget	• Public forum approach	• A quick overview of people' s needs	• Findings can sometimes not be generalised across communities
4	SunHealth community needs assessment, Canada	• Focus group discussion • Key informant • Use of existing data	• Perceptions of "at risk" groups sought • Input wanted from community representatives only • Inexpensive and less time consuming	• Might not be possible to generalise findings across the whole community
5	Needs Assessment update: Establishing a tradition of integrated evaluation and awareness, Utah County	• Key informant • Telephonic interviews • Use of existing data	• Findings representative of community leaders and members	• Time consuming • Costly

6	Santa Clara County: Health needs assessment	• Telephonic survey • Use of existing data	• Input wanted and received from community members	• Service providers should have had a say in this matter
7	Assessment of the educational needs of the county governments in North Carolina	• Key informant	• Specialised study, therefore input wanted from representatives of county governments only	• None
8	Rocky Flats area needs assessment: Rocky Flats Citizens Advisory Board	• Key informant	• Information sought from key informants only	• Community members should have been allowed to give their contribution

4.5   Discussion

Queeney (1995) states that the key to a successful needs assessment is identifying a method appropriate to the issues and to one's goals and resources, and implementing it well. As can be seen from the table above 3 of the 8 studies used only one method to assess needs. The feedback report on people's budget used the public forum approach because their objectives for the meeting were threefold. The City Council wanted to find out what people's needs were as well to educate residents about the role of the City Council and to emphasise the importance of paying for municipal services.

The picture of needs painted by the public forum approach could have been more enhanced if the City Council had followed up with a survey or key interviews with representatives from a cross-section of the communities that the study was aimed at.

In the studies of educational needs of the county governments in North Carolina and Rocky Flats area needs assessment: Rocky Flats Citizens Advisory Board the key informant approach was appropriate because groups of stakeholders were represented through a wide variety of key informants.

The other five needs assessment studies used a variety of approaches. As discussed in the previous chapter, those in need should be given a chance to discuss their needs (Brock,1994). In the Venda study all the approaches used were aimed at ensuring that people in the sampled areas participated in identifying their needs. The projective choice and the forced choice approaches served to compliment the face to face interviews conducted with the sampled people in Venda. The sampled individuals were given a chance to mention their own needs as well as to choose from projected needs. Apart from being costly and time consuming these approaches yielded a comprehensive picture of the areas studied in Venda.

In the Kalk Bay community needs assessment study the City of Council used a range of methods to study community needs. Key informant interviews were held with community leaders and a survey was conducted and there was also participant observation method. As has been discussed before the methods that one utilises in needs assessments depend largely on the objective of the study.

In the other three studies where more than one method was used the key informant approach was used together with other approaches such as focus group interviews as well as telephonic interviews. The aim was to gather data from a variety of sources so as to articulate the needs of the affected groups well. Carter and Beaulieu (992) state that researchers must weigh the advantages and disadvantages of several techniques before embarking on one or a combination. They also say that sometimes a combination of techniques will provide a reasonable picture of needs in particular community

4.6   Lessons learnt from these case studies are the following:

- Before embarking on needs assessment studies, it is necessary to weigh all the methods available and know the limitations of those methods.
- Look at resources at one's disposal and decide which method will give results that are needed. If the needs assessment methods are not applied

as they should be, because of a lack of resources, the results might be distorted and unusable.

- It is better to use a combination of two or more methods in order to obtain a reasonable picture of a needs assessment study.

4.7   Methodological concerns of the different methods

Of the methods that were used in the case studies, the survey method is most representative and reliable when it carried out correctly.   Findings from this method, which are reliable and credible, can be generalised over the whole population.

The key informant approach is effective in soliciting expert opinion on community needs. This method can be used with planners, social welfare workers, councillors and representatives of community organisations. It ensures that community needs are presented by people who work in the community and are exposed to its needs. The findings are usually credible because there is a degree of trust between key informants and the community at large.

Although cost effective and less time consuming, the public forum approach requires a lot of work. One would have to embark on a publicity campaign, getting a good facilitator and making sure that the venue for the meeting is located in a central place. The findings will be quick and an intensive picture of community needs. One limitation however, could be not getting a cross-section of the community to attend the meeting.

For a needs assessment study in predominantly black and poor communities in South Africa telephonic interviews would not yield reliable results because the majority of black poor people do not have telephones. Face-to-face interviews would be the most effective way of carrying out interviews in this situation.

In chapter 2 the definition of the concept of need and the advantages and disadvantages of five need assessment techniques were looked into. The list of need assessment techniques in chapter 2 is however, not an exhaustive one as can be seen from Chapter 3 where more techniques are mentioned in the case studies that are discussed in the chapter. Of the need assessment techniques that are discussed in Chapter 2 the author was unable to find case studies where the nominal and Delphi approaches had been used. Most of the case studies discussed in this chapter have used more than one approach to assess community needs. The reason for using more than one approach is to get a comprehensive and valid picture of community needs.

4.8   Conclusion

The Langa community needs assessment study was done using two approaches; the survey and the key informant approaches. The survey approach, although expensive and time consuming, was chosen because community needs can best be articulated by community residents. The key informant approach was chosen to complement the survey approach as it was conducted with representatives of community organisations. The reason the author chose the key informant approach to compliment the survey is that key informants are usually people who will have an overview of what community needs are while the survey concentrates more on individual and household needs. The other reasons are it is less time consuming and is cost effective compared to approaches such as the Delphi and the nominal group approaches even though it can at times be biased towards the individual and the organisation they are representing.

The following chapter discusses how the key informant approach was applied in Langa as well as the findings thereof.

5.1 Introduction

This chapter focuses on the data obtained through key informant interviews. The approach was used to gather data on needs from people who were members of community structures in the Langa township near Cape Town. The aim was to establish what key informants considered as community needs in the Langa area. Organisations represented by key informants ranged from a pre-school forum to the community policing forum.

5.2 Methodology

5.2.1 Why the key informant approach

There are three reasons why the author decided on the key informant approach. The first is that, according to Carter and Beaulieu (1992), the key informant approach could be used to collect information from those community residents who because of their professional training and or affiliation with a particular organisation, are in a prime position to know what the needs facing the community are likely to be. The key informants for this study were representatives of various organisations in the Langa community.

The second reason is that this approach is described by Riviera (1996), as one of the least expensive ways to conduct a needs assessment. Authors such as Queeney (1995) state that in needs assessments it is important to choose a technique that will give accurate results of the community being studied, and resources used should be cost effective. While the key informant approach does not always give representative results of needs in a community it does give an accurate picture if the key informants are people who are well versed on the needs of the community. The informants as

indicated in the next section on profiles of key informants have been in the community structures for some time.

The third reason for choosing the key informant approach is that it can be combined well with other methods. In order to get a comprehensive picture of needs the author decided that the key informant approach would be used together with the survey approach in the Langa area. The strength of the key informant approach would be giving an insider's view on the needs of the community while the survey would give individual and household needs.

5.2.2 Selection method

A list of community organisations was obtained from the Community Liaison Unit of the Cape Town City Council. Interviews were then secured with representatives of 10 of the 15 organisations. This yielded a total of 11 of key informants as one organisation had two representatives. Representatives from the other five organisations could not be interviewed as they had other commitments during the month of the interviews. Detailed discussion on the selection of key informants is in Chapter 2.

5.2.3 Interviews

The method used was face to face in-depth interviews. Even though the questionnaire was structured (see questionnaire in appendix) a lot of probing was done by the author during the interviews so as to better understand the context in which responses were given. Notes from the probe were used in the analysis.

The interviews lasted approximately an hour each and were conducted over a period of one month (May 1998) by the author. Questions asked related to basic demographics, the organisation they represented, the length of their membership and their ranking within the organisation. In relation to needs, the key informants were asked to state the facilities and amenities needed in the area to improve living conditions of the community at large. They were also asked to identify three priority

66

needs in the area. They were then required to rate the quality of existing services in Langa.

The following section is on the profiles of the informants.

5.3   Profiles of key informants

5.3.1 Informant A

Informant A is a single, middle-aged male with a post-Matric Diploma in Building and Construction. He works as a project manager in the Cape Town City Council. He represents Langa Sports Council and has been a member for more than nine years.

5.3.2 Informant B

Informant B is between 25 and 34 years. She has a post-Matric Diploma in Public Administration. Her occupation at the time of the interview was administrative assistant. She represents the Langa Youth Forum and has been a member for the past five years.

5.3.3 Informant C

Informant C is a single male between 25 and 34 years with a Matric certificate. He is a junior professional planning assistant. He represents the Community Policing Forum and has been a member for more than five years.

5.3.4 Informant D

Informant D is a single male in the youth category with a National Diploma in Tourism. He works as a youth co-ordinator for an environmental body. He represents the Langa Development Forum and has been a member for two years.

5.3.5 Informant E

Informant E is a single male in the youth category with a post-graduate degree in Education. He is a deputy principal at a high school. He represents the Langa Civic organisation and has been a member for more than three years.

5.3.6 Informant F

Informant F is a single, middle-aged businesswoman whose highest educational qualification is Matric. She owns a business in Langa. She represents Langa formal business and has been a member for more than five years.

5.3.7 Informant G

Informant G is a single male with a degree in Law. His occupation at the time of the interview was that of advocate. The organisation which he represents is the Hostel Dwellers Association. He has been a member of this organisation for three years.

5.3.8 Informant H

Informant H is a single male between the ages of 55 and 64 years. He has tertiary education and is a director of a company. He represents the Pre-school Forum and has been a member since its establishment nine years ago.

5.3.9 Informant I

Informant I is a middle-aged, married female with a Standard 8 education. Her occupation is that of a community worker and she represents an organisation that deals with the abuse of women and children. She has been a member of this organisation for more than two years.

5.3.10 Informant J

Informant J is middle-aged, widowed female whose highest educational qualification is Standard 8. She is a clerk and represents Langa Civic organisation of which she has been a member for four years.

5.3.11 Informant K

Informant K is a single male aged between 25 and 34 years. He has a degree in Education. He is a teacher at a high school. He represents an organisation known as Law and Order and has been a member for the past four years.

5.4   Discussion

From the profiles above, one can see that the key informants represented a wide spectrum of constituencies ranging from sports and development to civic issues. The length of service of the key informants in community organisations they were representing ranged between two and nine years. All the key informants were members of executive committees in their organisations. Only two of them had an educational level of less than matric.

5.5   Facilities and amenities: Identifying and prioritising needs

When asked to identify and facilities and amenities needed in the area to improve living conditions of community members as well as to prioritise them, the informants pointed out facilities and amenities and ranked them as shown in the table 5.1 below:

Table 5.1   Rank ordering of facilities and amenities by informants

Informant	Organisation	1st priority	2nd priority	3rd priority
Informant A	Sports Council	Upgrading sports facilities	Maintain sports facilities	Upgrading roads
Informant B	Youth Organisation	Recreational facilities	Housing	Swimming pools
Informant C	Community Policing Forum	Water taps for squatters	Toilets	Recreational facilities
Informant D	Langa Development Forum	Repair sewerage system	Water pressure	Recreational facilities
Informant E	Langa Civic organisation	Upgrading of hostels	Small business centre	Library
Informant F	Langa formal business	Business centre	Informal market	Cleaning of terminus
Informant G	Hostel Dwellers Association	Housing	Theatres	Playgrounds
Informant H	Pre-school Forum	Clinics	Playgrounds	Land for pre-schools

69

Informant I	Forum for abused women and children	Clinics	Playgrounds	Education centre for women
Informant J	Langa Civic organisation	Playgrounds	Old-age homes	Commercial venues
Informant K	Law and Order	Traditional theatres		

5.5.1 Discussion

The key informant approach as has been discussed in chapters 2 and 3 is liable to bias towards individuals or organisational needs. The list of priorities from the respondents was for most, directly linked to the organisations they represented. The sports council representative cited the upgrading of sports facilities as the highest priority, with his second highest priority being the education of people on how to use and maintain sports facilities. The Langa formal business representative stated the highest priority as being the development of the business centre and also mentioned the acquiring of facilities that would cater for the needs of the informal business people.

The pre-school and abuse of women and children representatives mentioned clinics as their highest priority. Most pre-schools in the area were housed in makeshift structures which rarely had facilities. The structures were prone to disrepair, which caused accidents and thus the need for clinics. The representative for abused women and children needed a clinic to deal with the results of the physical abuse. The representative also mentioned education of women about their rights as a third priority.

The youth forum mentioned recreational facilities as the highest priority. Many young people are often seen roaming the streets after school with little or nothing to do. The Youth Forum representative believed that recreational facilities would keep the youth off the streets and provide them with a place in which to use their time fruitfully.

The representative of the Hostel Dwellers Association mentioned housing for hostel dwellers as a top priority. This was not surprising considering the overcrowded conditions under which hostel dwellers lived.

The Community Policing Forum representative did not mention anything to do with community policing in the three priorities. One can only speculate that this representative felt that nothing could be done to improve the policing situation or that there were other matters that should take precedence over community policing issues. The representative identified with the plight of shack dwellers by stating that taps for squatters were the most important priority.

Representatives from Langa Civic and Development Forums were more concerned with general issues that affect the community of Langa – issues such as the upgrading of the drainage system, and of hostels and playgrounds. The poor drainage system seemed to be affecting everyone in the area. In their state of disrepair, the hostels were an eyesore for residents and visitors alike. Playgrounds were needed because some small children had been knocked over by cars while playing on the streets.

5.6 Facilities and amenities: Quality rating

Informants were also asked to rate a number of facilities listed. The rating ranged from 1 to 5 where 1 = very satisfied, 2 = satisfied, 3 = neither satisfied nor dissatisfied, 4 = dissatisfied and 5 = very dissatisfied. Although the number of cases – 11 – is small, the average ratings are nevertheless useful as general indicators of levels of dissatisfaction. The reader is advised not to take the absolute value of the rating to be of great importance, but rather to focus on the overall pattern of ratings across the facilities. For this reason, the facilities are sorted from high to low where high equals the highest degree of dissatisfaction.

71

Table 5.2   Average dissatisfaction levels of informants with facilities and amenities

Facilities/Amenities	Average dissatisfaction level	Rating
Commercial facilities	4.5	Highest dissatisfaction
Playgrounds	4.4	
Police service	4.3	
Swimming pool	4.1	
Child care amenities	3.8	Moderate dissatisfaction
Health facilities	3.5	
Sports fields	3.4	
Community centres	3.2	
Landscaping	3.1	
Traffic control	2.9	
Street lights	2.9	
Library services	2.6	Mild dissatisfaction
Roads	2.4	
Schools	2.4	
Refuse collection	2.3	
Postal/Telephone services	2.3	
Public transport	2.2	
Pavements	2.2	

Table 5.2 above presents the overall ratings on facilities and amenities. All of them have an average ranking of more than 2, which is indicative of general dissatisfaction. The dissatisfaction levels are presented in three categories. The first category deals with amenities with the highest dissatisfaction level (4.5 to 4.1). The second category looks at facilities with a moderate dissatisfaction level (3.5 to 2.9). The third category applies to amenities falling into the average rating of 2.6 to 2.1, which shows a mild dissatisfaction level.

72

5.6.1 *Amenities with highest dissatisfaction levels*

Informants were mostly dissatisfied with amenities over which the Municipality of Cape Town does not have full control, namely commercial facilities, police service and child care amenities. Of the facilities that the Municipality had control over, informants were mostly dissatisfied with swimming pools and playgrounds. The municipality has always neglected the maintenance of these facilities, it was therefore not surprising that swimming pools and playgrounds appeared in this category. The average dissatisfaction level in these facilities ranged from 4.1 to 4.5. The amenities are discussed in detail below:

- *Commercial facilities.* These facilities were regarded as non-existent by all informants due to the poor condition they were in. The informants all pointed out that there was no shopping complex in the area and suggested that the municipality should stop applying delay tactics when organisations submitted development proposals.

- *Children's playgrounds.* The high dissatisfaction level with the playgrounds was blamed on the lack of maintenance of the existing playgrounds by the Cape Town City Council. Informants also stated that the playgrounds that existed were not sufficient to cater for the needs of all Langa children. It was suggested that the Council should develop more playgrounds and should make sure that they were well looked after whether by the community or the Cape Town City Council.

- *Police service.* The informants claimed that the service from police in the area was appalling. The police were said to be late whenever they were called in and the police station was in a poor condition. In order to improve the situation, the police should become more visible and must work hand in hand with the community

- *Swimming pool.* The most common reasons given for the high dissatisfaction level were that the pool was not well maintained and that it was not easily accessible because it was not located centrally. It was suggested therefore that more swimming pools were needed in the area, and that the municipality should ensure that the existing swimming pool was well maintained.

5.6.2 Amenities with moderate dissatisfaction levels

The second group of facilities, which informants mentioned as undergoing upgrading, was included in the range of between 2.9 and 3.8 dissatisfaction level. The facilities were in the process of being improved, but the process was not complete at the time of the study. These facilities were child care amenities, health facilities, sports fields, community centres and landscaping. The reasons for dissatisfaction levels and the solutions thereof are discussed below:

- *Child care amenities.* Informants identified the poor condition of the child care amenities as being the source of their dissatisfaction. They wanted the City Council and the responsible government departments to see to it that health standards in these pre-schools are maintained. There was also a proposal that those who run these institutions should undergo training so that they know what to do in an emergency.

- *Health facilities.* Reasons for the dissatisfaction ranged from complaints about the poor service from the hospital staff to the hospital not being open 24 hours a day. There were informants who maintained that the TB and babies' clinics were highly satisfactory but a great deal needed to be done in the general services. It was suggested that the hospital should be upgraded and operate 24 hours a day.

- *Sports fields.* One of the reasons for dissatisfaction with the sports field was that the existing one was not located centrally. The other reasons related to lack of maintenance of the field as well as its substandard nature. It was

74

suggested that the municipality should build a sports field that is accessible to everyone. The municipality should also be involved in educating people about the importance of looking after public property, because by so doing a sense of ownership would be instilled in people and there would be fewer incidents of vandalism.

- *Community centres.* The general complaint about community centres was that they were substandard and were not located centrally. It was acknowledged that the centres were undergoing upgradement but believed that this improvement was still substandard.

- *Landscaping.* Landscaping was cited as being fairly new in the area, but there were complaints that it was taking place only on major routes within Langa and not in the whole area. The suggestion was that more landscaping was needed.

- *Drainage.* There was general consensus that the drainage system was being repaired but there was still the fear that this effort was not sufficient. The suggestion was that the municipality should revisit the entire drainage system, including water and sewer pipes, so that the system could deal with the ever increasing number of people in the area.

- *Traffic control.* Informants were of the opinion that, as much as there had been improvement in the enforcement of traffic control measures in the last year, there continued to be drivers who did not obey the rules of the road. As a solution, it was suggested that there should be more traffic officer visibility and that traffic should be monitored in areas where there were school-going children. It was also suggested that more traffic control measures such as traffic lights and speed humps be put in place.

- *Street lights.* Most informants agreed that street lighting had improved but a continuing problem was that they worked only occasionally. It was suggested that the municipality should revisit substandard upgrading.

5.6.3 Amenities with mild dissatisfaction levels

The following amenities were given an average rating of between 2.2 and 2.6, the reason being that some amenities, such as the library, were upgraded outside but not inside. The upgrading of roads, pavements and refuse collection seemed to be taking place in only some parts of Langa. It was suggested that the government ministries responsible for schools and public transport upgrade their security measures so that schools were not vandalised and people could safely travel on the trains. The improvement in postal and telephone services had proven that securing these facilities is not an insurmountable task. Detailed discussion on these amenities is given below:

- *Library services.* The library was said to be under-resourced although the actual building had been upgraded. Another problem was that the library was not used as much as it should be. It was therefore suggested that librarians should run outreach programs that would encourage people to use the library more. The government should also be involved in resourcing libraries in previously disadvantaged areas.

- *Roads.* Roads were said to have been upgraded, but some informants viewed the upgrading as of a poor quality. For example, roads that had been recently resealed were soon full of potholes. It was suggested that the municipality should use quality, durable upgrading material.

- *Schools.* The informants agreed that, although there were more than enough schools in the area, they were in a poor condition because they were vandalised. A solution to this problem was that the Education Department

should design measures to make it impossible for vandals to vandalise the schools.

- *Refuse collection.* Refuse collection was said to have improved in comparison to what it was before. The remaining concern was that in squatter settlements there was no refuse collection at all. Informants were of the opinion that this service should reach each and every corner of Langa.

- *Postal services/telephones.* The postal service was said to have improved to some extent, although there were still occasional irregularities such as missing letters and delayed deliveries. It was acknowledged that the post office was trying to live up to its slogan of delivering "a little more, a little faster". There was general satisfaction with public and private telephones. Informants were happy about Telkom's decision to introduce card-operated telephones because the coin-operated telephones were often vandalised.

- *Public transport.* Informants agreed that there was more than enough public transport in the form of taxis and trains, but there was a serious shortage of buses. It was suggested that bus companies should include Langa in their route – old people felt more comfortable in buses than in high-speed taxis or trains. It was also suggested that Metrorail should improve security measures on trains because people continued to fear being robbed while traveling on trains.

- *Pavements.* Pavements were said to have improved, but more were needed.

5.7 Upgrading of basic services

Key informants were asked to list basic services that were upgraded in the previous year which had made living conditions better for households. Table 4.3 below shows the list of upgraded services provided by each key informant.

Table 5.3 Basic services upgraded over the past year

List of upgraded basic services	Informant A	Informant B	Informant C	Informant t D	Informant E	Informant F
Constituency represented	Sports Council	Youth organisation	Community Policing Forum	Langa Development Forum	Langa Civic Forum	Hostel Dwellers Association
First service listed	Sewerage system	Community centre	Roads (improved)	Refuse collection	Landscaping	Roads
Second service listed	Roads	Roads	Community hall	Roads	Roads	Community hall
Third service listed				Landscaping	Refuse collection	Pavements

List of upgraded basic services	Informant G	Informant H	Informant I	Informant J	Informant K
Constituency represented	Hostel Dwellers Association	Pre–school Forum	Abuse of women and children	Civic organisation	Law and Order
First service listed	Roads	Clinics	Drainage	Basic infrastructure	Clinics
Second service listed	Drainage	Drainage	Roads		Commercial facilities
Third service listed	Refuse collection	Playgrounds			Playgrounds

5.7.1 Discussion

Informants mentioned that basic infrastructure such as pavements, roads and the sewerage system were upgraded in the past year by the Cape Town Municipality. Playgrounds and the community centre also were listed frequently as having been upgraded. Other informants noticed that refuse collection had improved. Further facilities mentioned included clinics, commercial venues and landscaping.

These upgraded basic services correspond with the comments made by informants in the levels of satisfaction in which they acknowledged that the services had improved but felt that more needed to be done in terms of maintenance and accessibility.

5.8 Problems faced by the community

The key informants were also asked to highlight major problems facing their communities and to propose solutions to those problems. They were required to list the biggest problem and the solution thereof, and then list the second biggest problem and the solution thereof. Tables 5.4 and 5.5 below summarise the results:

Table 5.4   List of biggest problems facing the community and proposed solutions

Biggest problem	Suggested solutions
Crime	Community and police must work together Education
Squatters	They must be removed
Unemployment	The public works ministry should be involved in skills transfer projects Government must be involved in creating jobs for people
Littering	The Council must provide refuse bins on the streets
Abuse of public property	Education
Dense population	They need to acquire more land

Table 5.5   List of second biggest problems and solutions proposed

Second biggest problem	Suggested solutions
Lack of laws and ordinances	Education Capacity building
Education on public policy issues	Communication strongly required
Crime	Police must work with communities Community Policing Forum should be more involved
Cleaning of the area	City Council must improve its systems
Littering	Environmental education needed to instill a sense of ownership
Youth loitering	Should be involved in recreational activities

5.8.1 Discussion

Crime, informal settlements, unemployment, littering and abuse of public property were identified as the biggest problems in the Langa area. To combat crime, it was suggested that the working relationship between the community and the police be strengthened. Another solution was that the Community Policing Forum should have more say in decision-making processes that would help alleviate crime in the area.

Regarding the problem of squatters or informal settlements, the suggested solution was for squatters to be removed. However, no one proposed where the squatters should be moved to.

The solution to the alleviation of unemployment was that the government should be involved in creating jobs for people. At the time of this study, the government had already started to address unemployment through a jobs summit organised by NEDLAC, as well as through enacted bills such as the Employment Equity Bill.

Informants complained that Langa was extremely dirty due to widespread littering. The solution proposed was that the Municipality needed to provide more waste bins on the streets, as had been done in other suburbs. It was also suggested that environmental education was needed in this community in order to instill a sense of

80

ownership of the area. The same should be done for the abuse of public property, which had also been identified as a major problem in the area.

Another reason for the dirty environment was identified as being the dense population – the more people in an area, the more difficult it is to keep that area clean. The suggestion to deal with this was to identify more land to where people could move. However, there was no vacant usable land close to Langa. The other option would be to acquire land outside Langa's jurisdiction.

Loitering youth was identified as being a further problem. Idle youth may become involved in petty criminal activities. The solution of this problem was for the youth to be involved in recreational activities, hence the need for recreational buildings.

5.9   General comments

The general comments were as follows:

- *Responsibility of the Municipality*. One informant commented, "It would be better if the Municipality could listen to and deliver people's needs. It must stop concentrating on affluent areas." This view was supported by another informant, who said that "development in Langa would have taken place a long time ago had the Municipality not delayed the endorsement of the Langa Development Framework". In 1999, the Cape Town City Council had not yet endorsed the document presented to them in mid-1998.

- *Langa was densely populated*. One of the key informants commented that "there are far too many people in Langa; the area is too congested". One can see the reasoning behind the informant's opinion because the public houses in Langa are situated close together – the inhabitants have little yard-space, if any. In the hostels the situation is even worse; there are two to three families

81

occupying each small room. The Langa area in square kilometres is much too small for the number of people inhabiting it.

- *Shopping centre is a must.* One informant supported the need for a shopping centre by saying, "Had there been a proper shopping centre, residents would have the convenience of shopping closer to home." This was supported by another key informant who felt that "commercial facilities in Langa were very poor".

- *Education and capacity building.* One interviewee expressed the opinion that education opens doors which would have otherwise been closed when she said, "Community members need education in order to be empowered." This was supported by another informant who commented that "it is through education that the emancipation of community members is possible", while another interviewee felt that "education is the only way to capacity build".

- *Shebeens and bars were detrimental to moral fibre of the community.* One respondent expressed her opposition to the development of bars and shebeens in her community. She said, "Stop the development of bars in our communities. Use the money to develop something that would be useful to the greater community."

- *Satellite police station where police and the Community Policing Forum members would have an equal say.* One respondent was of the opinion that a new police station was unnecessary; what was needed instead was a satellite station in which the Policing Forum would be as involved as the police in decision-making strategies.

5.10   Conclusion

Frequently, key informants mentioned needs that would benefit their constituencies. For example, the key informant from the Sports Council mentioned, as the first two priorities, upgrading and maintenance of sports facilities.   However, the key informants for the Pre-school Forum and that for abused women and children mentioned needs that would directly benefit their constituencies as third priorities. Those needs were land for pre-schools and an education centre for women. The first two priorities for both these key informants were clinics and playgrounds.

All informants were dissatisfied with some of the facilities and amenities that the Cape Town Municipality was supposed to be maintaining.   The levels of dissatisfaction ranged from very dissatisfied to dissatisfied.   The facilities that recorded the highest dissatisfaction levels were commercial facilities, playgrounds, police service and swimming pools. The lowest dissatisfaction levels were provided in regard to library services, roads, schools, refuse collection, public transport and pavements.

When key informants were asked about upgraded facilities, they mentioned facilities for which they had given a low dissatisfaction level. Those were services relating to basic infrastructure and included facilities such as the community centre, refuse collection, landscaping, roads, drainage, the sewerage system and clinics.

From comments made by key informants, it is clear that the Cape Town City Council was doing *something* to upgrade facilities and services in the Langa area, but that there was still more to be done.

Even though the results of the key informant approach cannot be generalised to apply to the broader Langa community, they are useful in giving an overview of community needs in the Langa area. As has been mentioned, the priority needs experienced by

key informants were those that would directly benefit the constituencies they were representing.

Most of the representatives had served their organisations for a number of years. This long service is indicative of the level of commitment they give towards serving their community as well as their constituencies. They appeared to be well informed about the needs of the people in the area. This was indicated in the section on priorities, where informants mentioned facilities that would benefit either their constituencies or the broader community.

On rating the quality of services, the informants acknowledged that upgrading had occurred, but they felt that it was insufficient. From their comments on the quality of services, it was clear that they were willing to work with anyone interested in developing their area.

Continuing the discussion on upgraded services, key informants felt that the upgrading had not happened in the whole of Langa. They gave the impression that the upgrading took place only in areas where there was much traffic – the smaller, concealed roads and pavements were not given much attention. The Municipality of Cape Town was accused by all informants of using substandard material for the upgradement.

In listing problems facing the community of Langa, the informants also devised solutions to the identified problems. Many of these solutions seem feasible and practical.

The following chapter is on the survey that was conducted in Langa to ascertain individual and household needs.

<div align="right">

CHAPTER 6

SURVEY OF HOUSEHOLDS

</div>

6.1   Introduction

A survey on needs assessment, with special reference to services provided by the City of Cape Town, was conducted in Langa in June 1998. The purpose of the survey was to determine priority needs and if people in the area had access to services. The survey also aimed to gauge satisfaction levels regarding the services provided. Respondents were asked about their personal values on issues relating to poverty.

6.2   Methodology

6.2.1 Why the survey approach

The survey approach was used because the aim of the study is to ascertain community needs in the Langa area. A straightforward way to estimate community needs is simply to ask people about their needs. The survey method was therefore used because community needs are best articulated by residents. Information for the study of needs in the Langa community was elicited from a broad range of individuals residing in the area and the collected information was applicable to both individuals and households.

6.2.2 Sampling

The method used for sampling was multi-stage cluster sampling. The sample was drawn from a 1997 land use map obtained from the Cape Town City Council GIS section. The four housing types – hostels, shacks, private and public housing – were subdivided into clusters of 20 households. The clusters were then randomly selected. The largest proportion of the sample was drawn from hostels. According to Van Zyl (1995), hostels accommodated close to half the population in Langa. Housing type stratified the sample of households. This yielded a total of 425 interviews.

<div align="center">85</div>

6.2.3 Fieldwork

Data was collected by ten Sociology students from the University of Western Cape and the author. The questionnaire dealt with issues such as services provided in the area, satisfaction levels with those services, priority services, upgraded services and the most serious problems that people in the Langa area faced. Respondents were also asked on personal values in relation to poverty issues. Interviews were conducted with a household head in the majority of households, and with a responsible adult in a household where the head was unavailable.

Each interview lasted approximately 45 minutes. The interviews took place in June 1998. They were conducted either in the early evening or at weekends in Xhosa, which is the language spoken in the Langa area. A total of 42% of households were interviewed in hostels, while in private houses, shacks and public housing the percentages were 19, 20 and 19 respectively.

The methodology is discussed in detail in Chapter 2.

6.3   Demographics

The following section reflects demographic details of the household head and household characteristics as perceived by this head.

6.3.1 Length of stay in Langa and
     origin of respondents

The majority of respondents from the shack area (82%) had been living in Langa for less than six years. This is because free-standing shacks in Langa constitute a new phenomenon that came into being only in 1991. Approximately 42% of these respondents lived in the Transkei and Ciskei before moving to the shacks in Langa, while 34% were from backyard shacks in Langa.

Regarding public housing, the majority of respondents (90%) had been living in the area for more than ten years, which is logical in light of the fact that Langa is one of

the first townships that was built for African people in Cape Town. Approximately 33% of the respondents said they had "always lived in Langa" when asked where they came from. A further 27% showed signs of internal migration, having moved from other townships in Cape Town such as Gugulethu, Nyanga, Khayelitsha and Philippi. The rest were from the Eastern Cape and Gauteng.

Private houses were developed in the area in the early eighties. This explains why 91% of the respondents had been living in the area for about ten years. Approximately 47% of the respondents said they were from the Langa area, which means that they were in the public housing sector before moving to private housing. Another 39% had migrated internally from Gugulethu, Nyanga and Khayelitsha. The rest were from towns in the Western and Eastern Cape.

Half of the hostel dwellers had been living in the hostels for less than ten years, while the other had been living there for more than ten years. Close to half – 47% – were from the Transkei and Ciskei, while 27% were from backyard shacks in the public housing sector in Langa. The rest were from other townships and small towns in the Western Cape.

6.3.2 Age

Approximately 60% of the respondents in the shack area were below 40 years of age, which shows that primarily young people occupied the area. By contrast, 21% of people younger than 40 were in public housing, 22% in private housing and 32% in hostels. Many respondents in the other housing types were 40 and older (see Figure 6.1 below). As can be seen on the chart, the most dominant age group in public housing was the 60+ group at 33%.
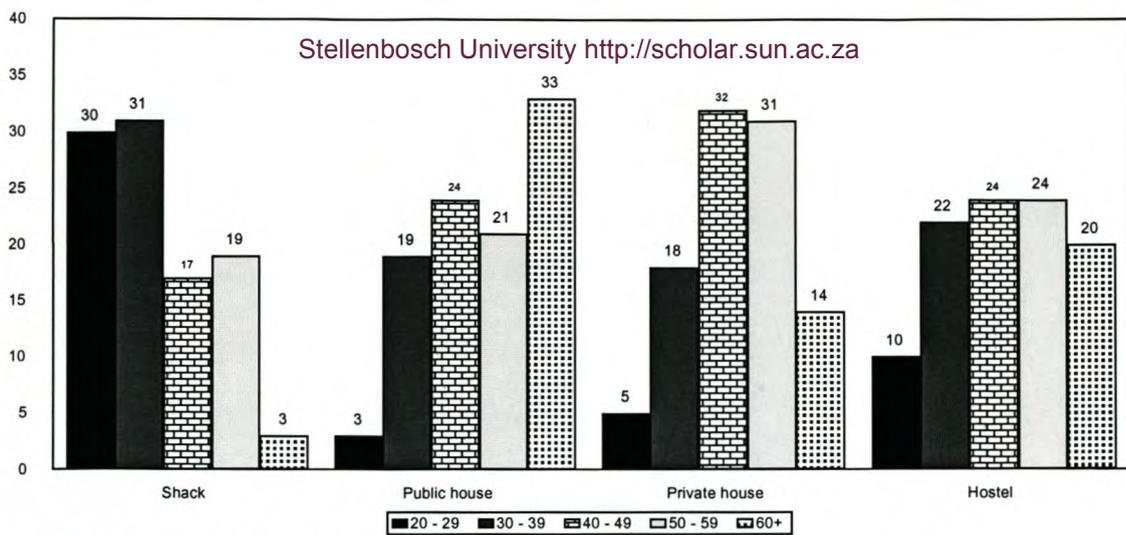
Figure 6.1Type o f housing by age group (%)

6.3.3 Gender

In looking at gender by housing type, the results showed that 87% of respondents from the hostels were male. This is logical, considering that hostels were built for male migrants and occupancy to this day continues to be predominantly male. The results show that a total of 70% of respondents in all housing types were male (see figures 6.2 and 6.3 below).
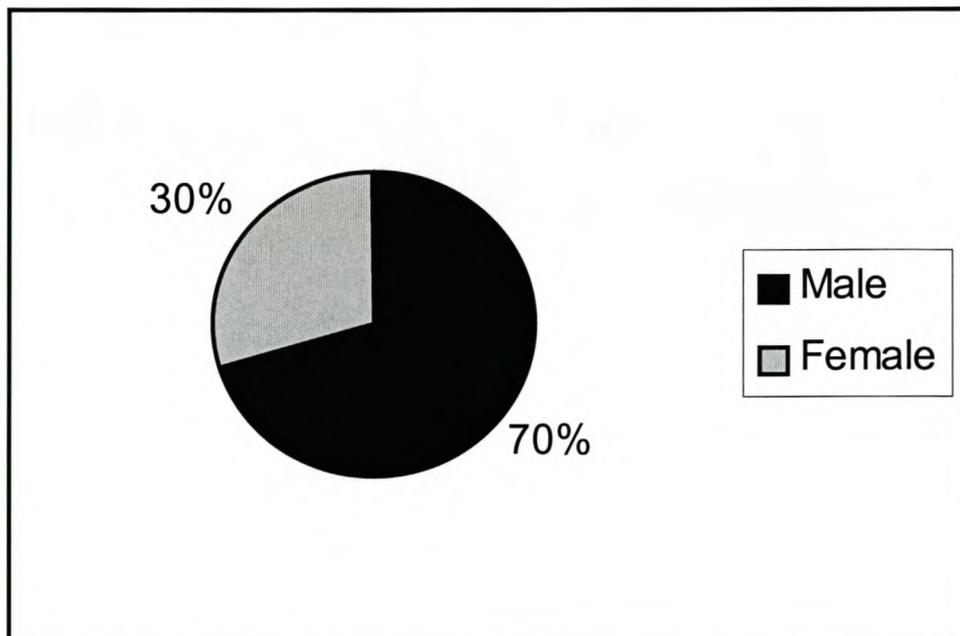
Figure 6.2   Gender distribution
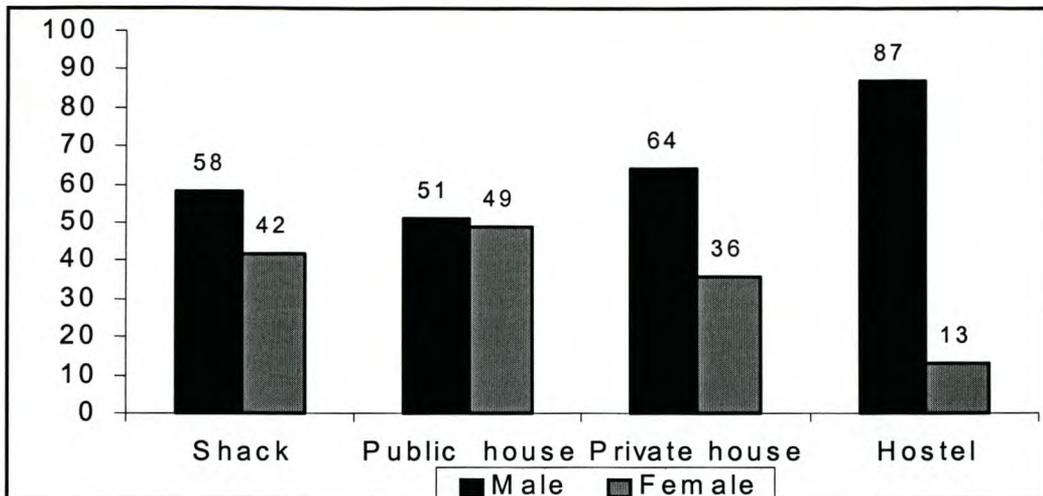
Figure 6.3 Gender distribution by housing type

The reason for such a high percentage of males is because the larger part of the sample was conducted in hostels which constitute approximately to half the total population of Langa. As had been mentioned before, the majority of household heads in hostels were male.

6.3.4 Employment

Figure 6.4 below shows employment of the household head by housing type. The results show that the highest number – 73% – of people in full-time employment was in private housing, followed by hostels at 59%, public housing at 47% and shacks at 40%. Shacks have the highest percentage, at 27%, of people who were unemployed but looking for work, followed by hostels at 13.5% and public houses at 12.3%.

The overall picture for all the household types is that 55% of the respondents were employed full time, while 13.6% were unemployed but looking for work, and 13.4% were pensioners.

89

Figure 6.4   Employment by housing type (%)

6.3.5 Household income

An ANOVA was run on the household income of the different housing types. The null hypothesis was that the mean income of these households was the same. The results of the ANOVA are presented in Table 6.1 below.

Table 6.1   Mean household income by housing type

	N	Mean	Std. deviation	Std. error	95% confidence interval for mean	
					Lower bound	Upper bound
Shack	85	722.35	668.21	72.48	578.22	866.48
Public house	81	1 330.55	987.52	109.72	1 112.20	1 548.91
Private house	81	2 970.68	1 766.45	196.27	2 580.08	3 361.27
Hostel	178	945.65	860.25	64.48	818.40	1 072.89
Average	**425**	**1 360.29**	**1 348.88**	**65.43**	**1 231.68**	**1 488.902 74**

Table 6.2 below shows that differences between the mean household incomes were significant ($p < 0.000$). This means therefore that one rejects the null hypothesis and concludes that there was a statistically significant difference in average household incomes in different housing types.

90

Table 6.2   ANOVA

Household income					
	Sum of squares	**df**	**Mean square f**	**F**	**Sig.**
Between groups	275 328 570.5	3	91 776 190.16	77.88	0.000
Within groups	496 135 767.8	421	1 178 469.757		
Total	**771 464 338.2**	**424**			

The charts below graphically illustrate the differences in average household income between the various housing types. Figure 6.5 below reveals the household income for the shack area, where the average income was R722. This is understandable, considering that only approximately half of the population living in shacks was employed – 40% was in full-time employment and 8% in part-time and self-employment.
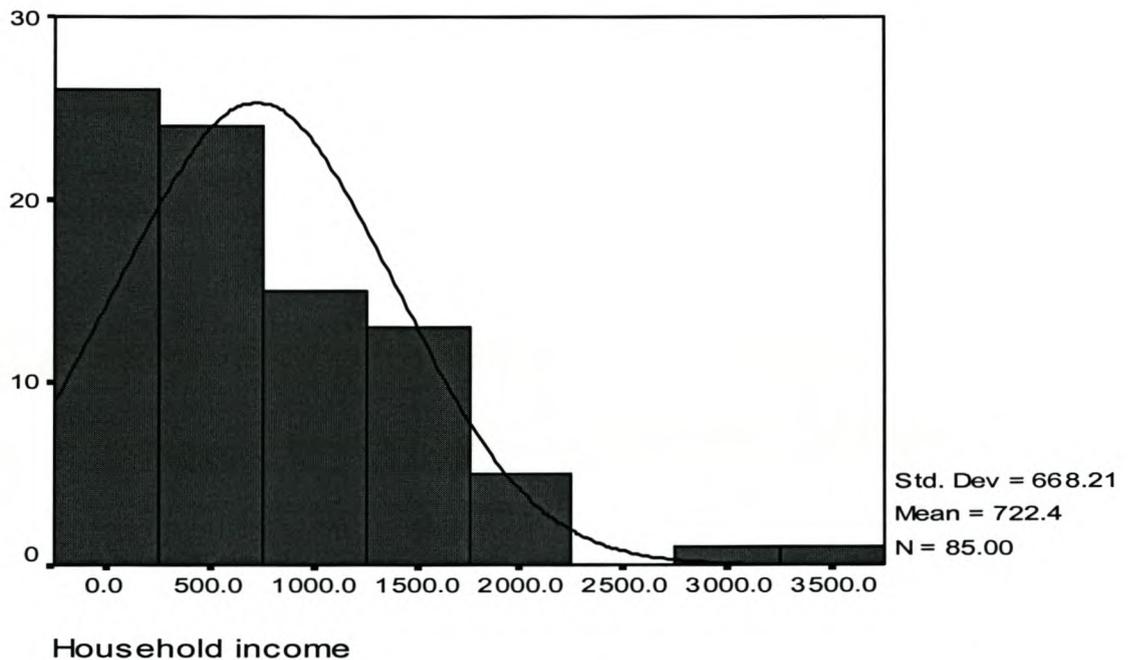
Figure 6.5 Household income for the shack area

Figure 6.6 below shows that household income in hostels was, on average, R945 per month. This can be attributed to the fact that even though full-time employment in hostels was close to 60%, most of the respondents there (67%) had not studied beyond Standard 8 at school and thereby constituted an unskilled labour force. The distribution in this chart is thus positively skewed. The skewness is 0.182.
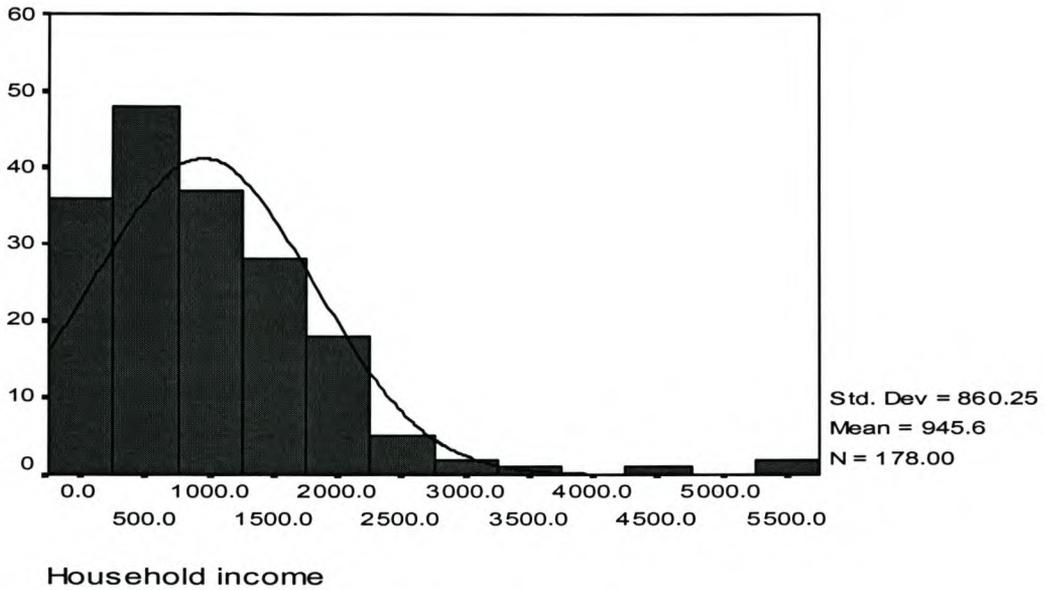
Figure 6.6 Average household income in hostels

Figure 6.7 below presents the household income of respondents living in public houses, and reveals that it was R1 330 – much higher than that of shack and hostel dwellers. Approximately 47% of the respondents were in full-time employment and 30% were pensioners, which means that there was stable income in the household.
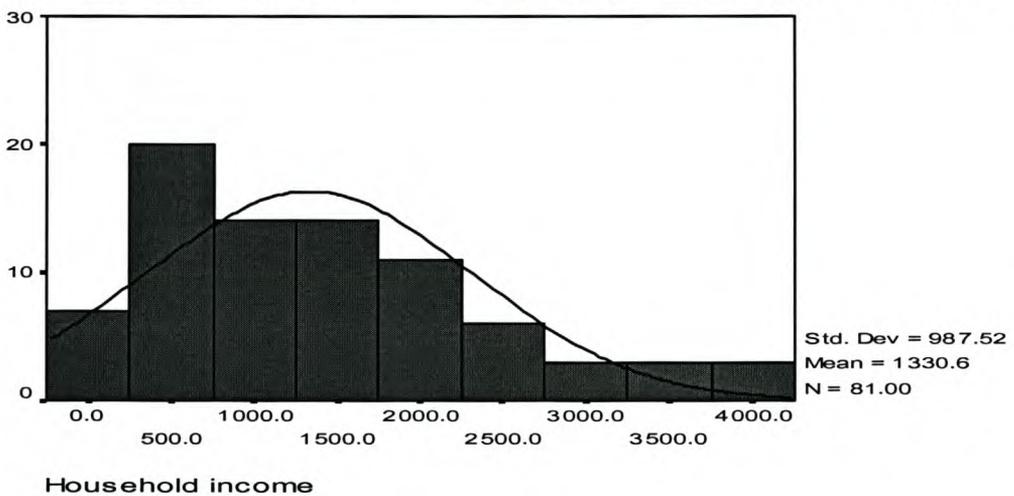
Figure 6.7 Average household income in public houses

92

The distribution of means in the above chart shows an almost normal curve. The chart in Figure 6.8 below displays the average household income for respondents living in private housing.
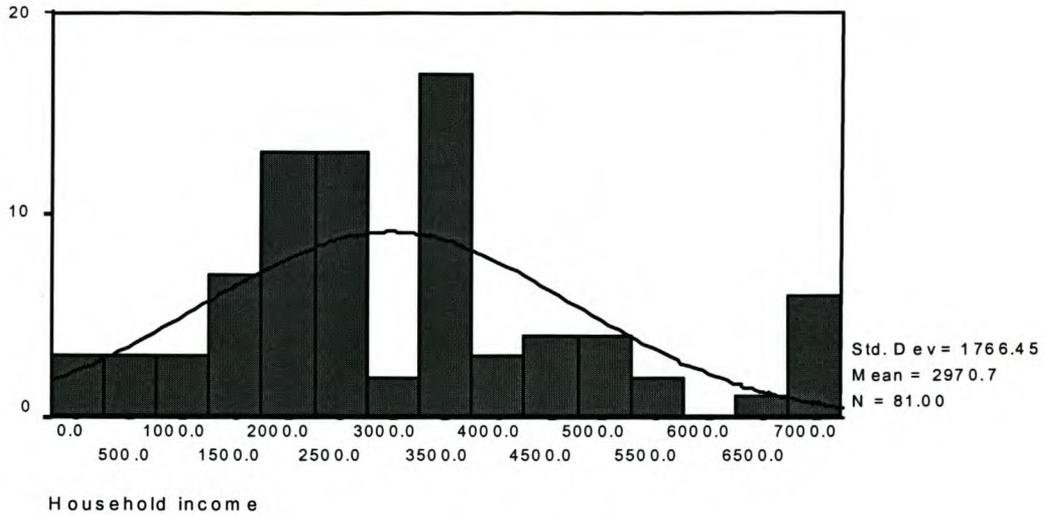
Figure 6.8 Average household income in private houses

Figure 6.8 above shows that the average household income in private housing was R2 970. The reason for this could be that 73% of the respondents in this category were employed full time, 51% had a tertiary education and almost 34% were in the Standard 9 to Matric category. The distribution of means in the above chart is also close to a normal curve. The overall picture for average household income for all housing types is shown in Figure 6.9 below:
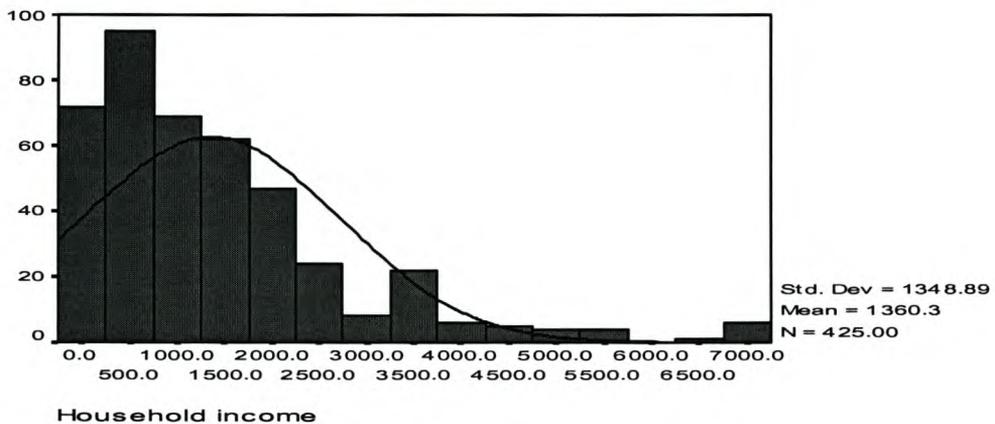
Figure 6.9 Average household income for all housing types

Because of the low average income of shack and hostel dwellers, and the high income of private house dwellers, the average household income for all housing types was R1 360. The distribution of means here is positively skewed.

6.3.6 Household expenditure

An ANOVA was run on household expenditure to test the hypothesis that people in different household spend the same amount of money on household items. The results are given in Table 6.3.

Table 6.3 Household expenditure by housing type

	N	Mean	Std. Deviation	Std. error	95% confidence interval for mean Lower bound	Upper bound
Shack	85	705.88	644.86	69.94	566.79	844.97
Public house	81	1 464.49	954.52	106.06	1 253.43	1 675.55
Private house	81	3 916.68	2 296.08	255.12	3 408.97	4 424.38
Hostel	177	1 190.85	852.10	640.47	1 064.45	1 317.25
Total	**424**	**1 666.64**	**1 676.76**	**81.43**	**1 506.58**	**1 826.70**

Table 6.4 below thus indicates that there were significant differences between the various households ($p < 0.000$). The null hypothesis is thereby rejected and the conclusion is that the household expenditure was different in the various housing types.

Table 6.4 Household expenditure

Household expenditure					
	Sum of squares	**df**	**Mean square f**	**F**	**Sig.**
Between groups	531 915 328.2	3	177 305 109.4	113.282 147	0
Within groups	657 368 773.6	420	15 651 63.747		
Total	**1 189 284 102**	**423**			

The average household expenditure for shacks was R705 (see Table 6.3), which correlates with their average household income of R722.

94

Hostel dwellers, at the average household expenditure of R1 190, seemed to be spending more than their average household income of R945.

In public housing, the results show that there was a slight gap in the average household income of R1 330 and the average household expenditure of R1 464. It seems that people spent more than what they earned.

Private housing, with an average household income of R2 970, had an average household expenditure of R3 916. The reason for spending much more than they earned could be that a large sum of their earnings went towards payment of housing loans. With the high interest rates at the time the study was conducted, the housing loans were bound to be much higher than when the market was stable. Another plausible reason could be that there was under-reporting in household income levels.

Concerning all the housing types, a large sum of money was spent on food and education. Other household expenses included medical services, funeral insurance, church contributions, furniture, transport and personal care products. Expenditure on tobacco, drinks and clothing was not high. Inhabitants of public houses, private houses and hostels also had to pay for rates and services from which shack dwellers were exempt by virtue of not having access to these. Owners of private houses were also paying housing loans.

6.4 Facilities and amenities

6.4.1 Identifying and prioritising needs

Respondents from the various housing types were asked to identify and prioritise services in their area which would improve living conditions. Each respondent was asked to name up to three priority needs. In shacks, hostels and private housing, the service or need listed under the first priority was housing. Respondents from public housing mentioned jobs and employment as being highest in their list of needs. Figures 6.10 and 6.11 show the first five services recorded under the first priority by

95

different housing-type dwellers.

SHACKS

[Pie chart with labels: 4%, 4%, 18%, 19%, 55%]
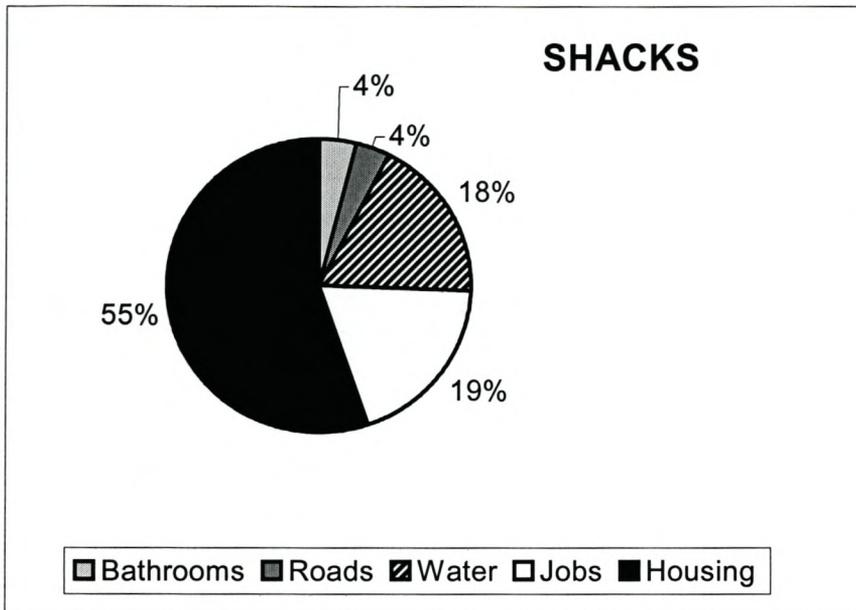
Legend: ☐ Bathrooms ▦ Roads ▨ Water ☐ Jobs ■ Housing

Figure 6.10 first five needs listed in shacks

As can be seen in the figure above, housing, jobs and water were listed under the first five needs in priority number one. Since the shack area, where the interviews took place, did not have access to these services, it is not surprising that the need for water was mentioned by approximately 18% of the respondents.
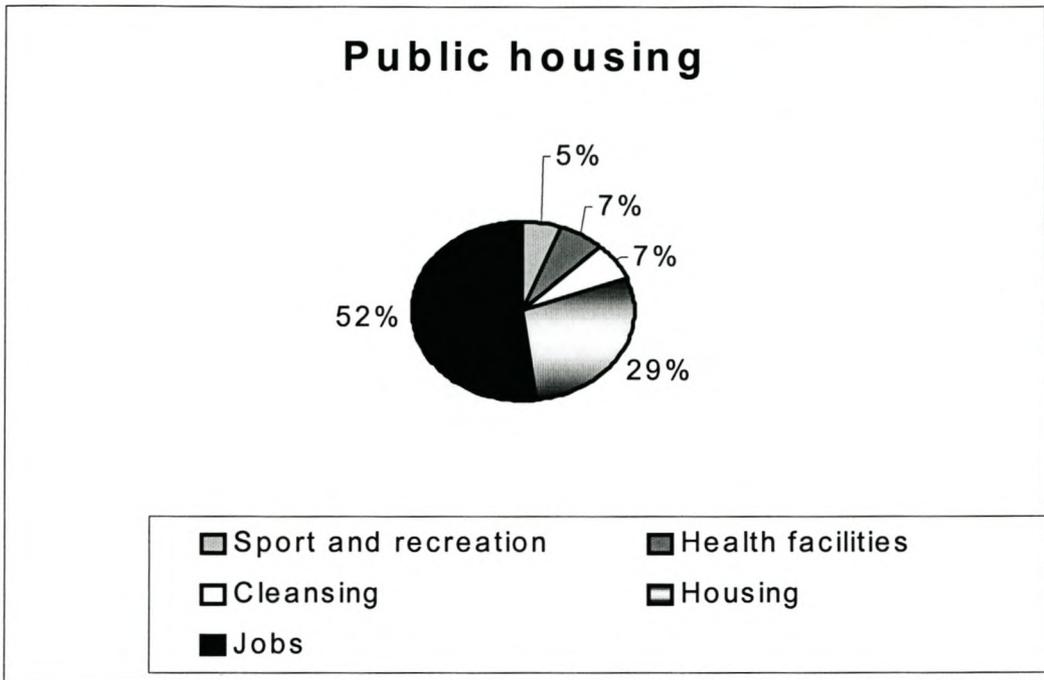
Public housing

Figure 6.11 shows pie chart with segments: 5%, 7%, 7%, 52%, 29%

Legend:
- Sport and recreation
- Health facilities
- Cleansing
- Housing
- Jobs

Figure 6.11 First five needs listed in public housing

Figure 5.11 above shows that, for respondents in public housing, employment was the main issue. In view of the fact that people built backyard shacks to compensate for a lack of space in public housing, it is logical that this main issue was closely followed by that of housing.

Private housing

Pie chart with segments: 10%, 12%, 14%, 35%, 29%

Legend:
- Health facilities
- Jobs
- Housing
- Sport and recreation
- Cleansing
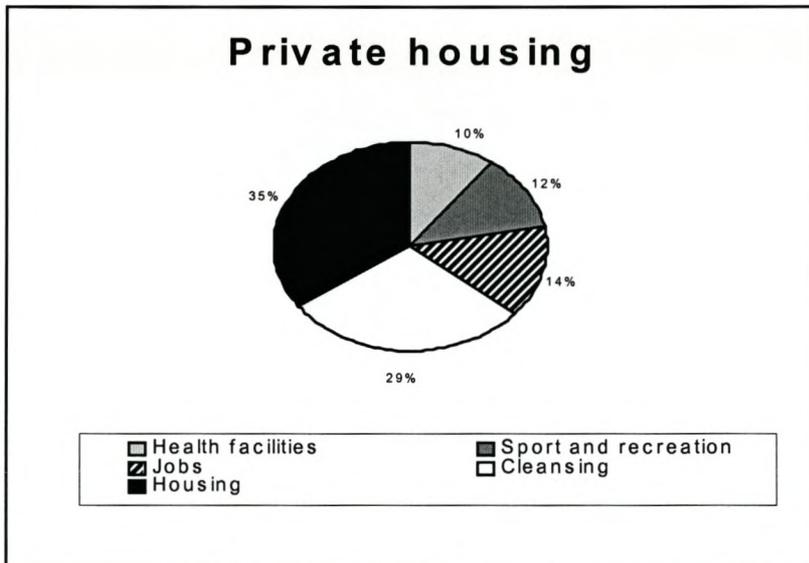
Figure 6.12 First five needs listed in private housing

97

Housing seemed to be the most important need for respondents living in private housing; the reason could be that the shack area was developed close to private houses (. Sometimes shack dwellers "stole" water from private houses. Invariably, the presence of shacks next to private housing affected property values negatively. Respondents from this area likely believed that, if shack dwellers were to be given formal housing, their own area would look better and the property prices would rise back to what they used to be. The second need listed was cleansing – desperately needed in the area because overcrowded hostels, unserviced shacks and private houses were all in close proximity to each other
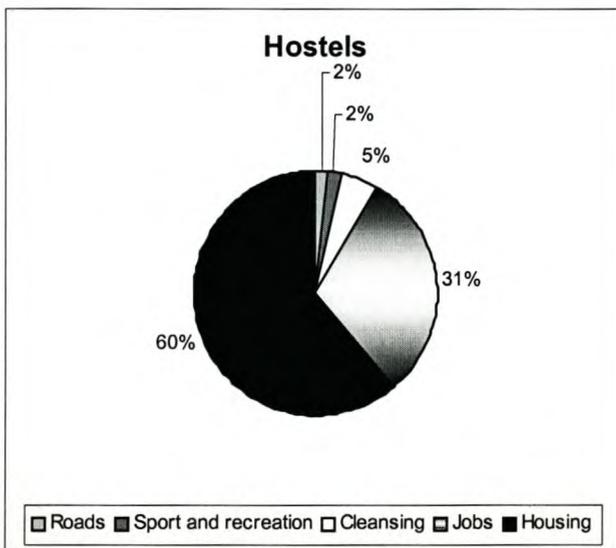
Figure 6.13: First five needs listed in hostels

Hostels were generally overcrowded as they contained three to four beds per room, with each bed representing a household (Van Zyl, 1995). Thus 58% of the respondents from hostels put housing at the top of their list of needs.

Under the second priority, results show that the majority of respondents from private houses and hostels mentioned housing as being at the top of the list. By contrast, shack dwellers mentioned electricity as a second priority. Fires caused by lit candles and paraffin stoves had left many people homeless in that area. Respondents in public housing felt that health facilities were at the top of their list under the second priority.

98

The overall picture shows that the majority of respondents mentioned housing and employment as being at the top of the list of priorities in the Langa area (see Figure 6.14 below).
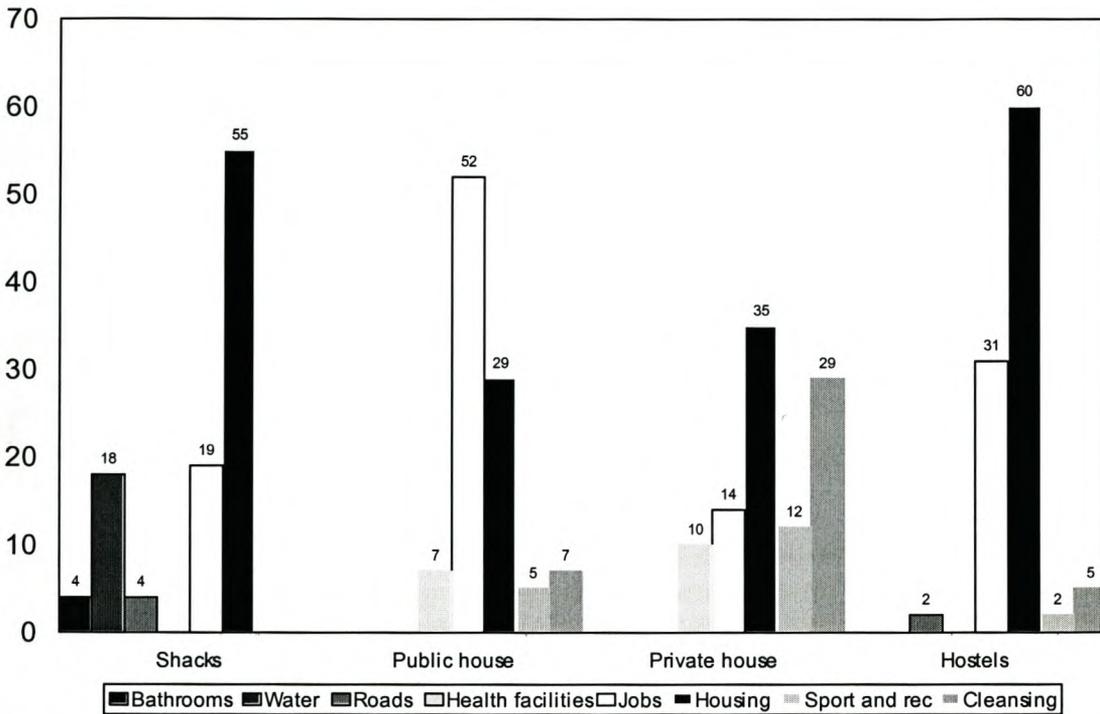

Figure 6.14   Priority needs by housing type

6.4.2   Quality rating

Respondents were asked to rate the quality of facilities and services provided in their area. Facilities such as those listed in Table 6.5 below affected individual households and neighbourhoods. The table shows the facilities listed by the highest number of dissatisfied respondents, and the reasons for the dissatisfaction.

Table 6.5   Facilities with which the most people were dissatisfied

Service	Dissatisfaction level	Reason	% of respondents
Drains	83.6	Lack of drains	77
Street lights	85	No street lights	71
Roads	82.6	No roads	53
Playgrounds	78	No playgrounds	78
Swimming pools	72.6	No swimming pools	68
Pavements	69.5	No pavements	71
Refuse collection	68.9	Refuse not collected	40
Telephones	68	No telephones	62

Household services

Table 6.6 below shows the levels of satisfaction of respondents from each housing type regarding household services.

Table 6.6   Satisfaction levels regarding household services

Service	Very dissatisfied/Dissatisfied	Neither/Nor	Very Satisfied/Satisfied
Drains	70.6	5.5	23.9
Refuse removal	69.9	6.5	23.6

There was a high level of dissatisfaction expressed by respondents about **drainage** and refuse removal. Approximately 48% of the respondents – most of whom came from hostels and public housing – mentioned that drains were continuously blocked in their area. Other complaints were that the drains were built of substandard material and poorly maintained by the Municipality.

Concerning **refuse removal**, 29% of the respondents felt that the collection of refuse once a week was insufficient. Other respondents – most of whom lived in shacks – stated that refuse was not collected from their area at all. A further complaint focused on the health risk that existed due to the dissatisfactory system of refuse collection.

However, despite the high dissatisfaction level, approximately 48% of the

100

respondents – from private housing – believed that the refuse removal was satisfactory

Services relating to maintenance of public infrastructure

Table 6.7 below shows the levels of satisfaction of respondents from each housing type regarding maintenance of the public infrastructure.

Table 6.7   Satisfaction levels regarding maintenance of the public infrastructure

Service	Very dissatisfied/Dissatisfied	Neither/Nor	Very Satisfied/Satisfied
Swimming pools	72.1	15.5	12.4
Roads	54.5	7.2	38.3
Street lighting	44	9.7	46.4
Pavements	39.6	10.8	49.6

Respondents listed a number of reasons for their dissatisfaction with **swimming pools**. Approximately 43% said that there were no swimming pools in the area. Other reasons ranged from the swimming pool being inaccessible to poorly maintained. Approximately a quarter of the respondents acknowledged that there was a swimming pool in the area, but they felt that an additional one was needed.

Of the respondents who were dissatisfied with the **roads**, 27% cited potholes as being the source of the dissatisfaction. Almost an equal number – 28% – felt that the roads were satisfactory and believed that the City of Cape Town was still working on improving the roads. However, other respondents complained that the roads were too narrow.

Regarding **street lighting**, more respondents were satisfied than dissatisfied. A total of 37% of respondents made no complaints about the street lighting, while 24% pointed out that sometimes the lights worked and sometimes they did not. A small number of respondents – most of whom were shack dwellers – stated that there was no street lighting at all in their area.

Almost 50% of respondents were satisfied with the **pavements**, commenting that many of the pavements were still under construction. From those who voiced their dissatisfaction, complaints were that the pavements were dirty, insufficient and occurring only on the main streets.

Social, educational, commercial and health services

Table 6.8 below shows the levels of satisfaction of respondents from each housing type regarding social, educational, commercial and health services.

Table 6.8   Satisfaction levels regarding social, educational, commercial and health services

Service	Very dissatisfied/Dissatisfied	Neither/Nor	Very Satisfied/Satisfied
Playgrounds	76	14.3	9.7
Swimming pools	72.1	15.5	12.4
Health services	69.9	6.5	3.6
Sports fields	68.6	8.9	22.5
Commercial facilities	60	7.5	32.6
Library	42.7	22.5	34.9
Community halls	41	10.9	48.1
Telephones/posts	37.7	3.4	58.9
Landscaping	37.1	18.4	44.5
Child care amenities	34	12.4	53.6
Public transport	29.3	6.1	64.6
Schools	16.6	5.4	78

Approximately 76% of the respondents said they were dissatisfied with the lack of children's **playgrounds** in their areas. A small number claimed that the playgrounds that existed were insufficient as well as poorly maintained. They suggested that more playgrounds should be developed and the existing ones upgraded.

Four in ten respondents stated that there were no **swimming pools** in their areas. However, 41% pointed out that there was one swimming pool in the area but felt that

102

it was inaccessible. Thus they saw a need for another swimming pool. Other comments were that the swimming pool was not up to standard; it was an old model. Only a small number of respondents (3%) felt that the pool was satisfactory.

Approximately 70% of respondents were dissatisfied with **health services**. The reason for this high level was mentioned by 57% of the respondents as being the poor service that they received at the health facility. Other respondents – 17% – were of the opinion that due to staff shortages they had to stand in long queues before being attended to. About 15% of respondents felt, however, that the medical staff was doing all it could under the circumstances.

As far as **sports fields** were concerned, approximately a quarter of the respondents were dissatisfied because they said there were no fields. Five in ten respondents felt that the one sports field that existed was in need of a great deal of repair and that an additional sports field, which would be more central, should be developed. By contrast, 13% of respondents said that they were happy with the sports fields.

Regarding the high dissatisfaction level around **shopping centres**, 45% of respondents stated that there were no shopping centres in the area. Apparently, most of the shops to be found in the area were expensive and of too little variety. However, 21% of the respondents did not have a complaint about commercial facilities in the area.

There were few, if any, strong satisfaction or dissatisfaction levels with the **library**. This could be because two in ten respondents said they did not use the library. Approximately 27% were happy with the library service, while 28% of other respondents believed that the library was not well resourced.

Close to half the number of respondents – 48% – was satisfied with the **community halls**, while only 41% were dissatisfied. Those who were satisfied stated that the hall was acceptable once had been upgraded. Of those who were dissatisfied, 23% said

that further upgrading was necessary and that the hall needed to be well maintained. A minority of 7% was of the opinion that there were no community halls in the area.

Slightly more than half the number of respondents (54%) was satisfied with the **child care amenities**. A percentage of 44 of the respondents said that there were many crèches in the area that offered quality service. But there were also complaints, from almost 15% of the respondents, that the staff in the crèches were poorly trained and that general conditions were poor. Some respondents said that there was a need for more public crèches in this area.

Close to 60% of the respondents were satisfied with the **telephone** and **postal services**. Of those, 48% said that telephones were accessible and that post was delivered regularly. A significant minority of 15%, made up mainly of shack dwellers, mentioned that they had no access to telephones or a postal delivery service in their area. Those respondents who had access to telephones complained that the instruments were sometimes vandalised and therefore did not always work.

Inasmuch as more respondents were satisfied with **landscaping** than were not, a number of them made negative comments – with 38% saying there was no evidence of landscaping in the area. Another 38% were pleased with the landscaping and believed that the City of Cape Town was busy with landscaping in other areas of Langa. Only 2% of respondents felt that there was no need for landscaping "while there were more pressing issues to be addressed".

A large number of respondents, at 65%, were satisfied with **public transport**. Approximately 63% believed that there was enough public transport in the form of taxis and trains, but that buses were scarce. Of those who criticised, some said that the public transport was inaccessible, while others mentioned the issue of violence. Specific comments about taxis were that the taxi drivers were rude and that taxis were always overloaded.

School was another facility with which respondents were satisfied. Approximately 75% of the respondents had no complaints about the schools; they said there were sufficient schools and in good condition. Of the few who were dissatisfied, their reasons ranged form the schools being vandalised and the violence that sometimes occurs in the schools.

Services relating to enforcement of standards and by-laws

Table 6.9 below shows the levels of satisfaction of respondents from each housing type regarding services relating to standards' and by-laws' enforcement.

Table 6.9   Satisfaction levels regarding the enforcement of standards and by-laws

Service	Very dissatisfied/Dissatisfied	Neither/Nor	Very Satisfied/Satisfied
Traffic control	70.8	11.5	17.8
Police service	66.9	7.7	25.4

Regarding the services listed above, seven out of ten respondents were dissatisfied with **traffic control** in their areas. Approximately 38% of the respondents – most of whom were from the shack area – said that there was no traffic control. Another 33% stated that more traffic police were needed to enforce road regulations and deal with reckless driving, especially by taxi drivers. Apparently further traffic control measures such as robots, speed humps and signage on the roads were needed desperately.

With regard to **police services**, 68% of respondents cited poor service from the police as being their primary source of the dissatisfaction. This included police taking a long time to respond to any matter reported by the public; as a result, crime was said to have escalated in the area. A small number of respondents mentioned that there was a shortage of police vehicles and that many of the police were not trained. However, 19% of the respondents were happy with police service.

6.5   Basic services upgraded over the past year

A total of 44% of the respondents – most of whom were shack dwellers – said that nothing had been upgraded in their areas. The rest of the respondents listed the following as services that had indeed been upgraded:

- pavements/roads repaired
- hostels repaired
- postal services improved
- hostels converted to homes
- electricity installed
- public bathrooms installed
- community hall built
- terminus built
- public telephones installed
- cleansing performed
- water quality improved
- landscaping performed
- health facilities improved
- schools repaired
- sports facilities improved
- water taps installed
- drainage pipes repaired
- street lights repaired.

6.6   Payment of service charges

Regarding whether or not respondents paid service charges, a total of 73% of all respondents said they did. Approximately 98% of those interviewed from private housing confirmed that they paid service charges. This was followed closely by hostel dwellers at 92%, and inhabitants of public housing at 83%. All the

respondents from the shack area said that they did not pay service charges. Table 6.10 below gives a summary of these results.

Table 6.10   Summary of service charge payment (%)

	Shack	Public house	Private house	Hostel
Yes, paid service charges		83	98	92
No, did not pay service charges	100	17	2	8
Total	100	100	100	100

Respondents who were not paying for service charges were asked to give reasons for this. Shack dwellers replied that there was "nothing to pay for" as they had no access to the services. Hostel dwellers presented themselves as living in a commune in which they had to share the most basic of facilities that more often than not were in an appalling state of disrepair. Regarding public housing, respondents commented that they were unemployed and therefore could not afford to pay service charges.

However, the respondents stated that there *were* conditions under which they were prepared to pay, as follows: Shack dwellers needed to have their own houses in which these services could be provided. They felt the need, too, for employment, in order to be able to make the payments. Respondents from public housing also mentioned that being employed would enable them to pay for service charges, on condition that the quality of services would be improved. Those in hostels felt that they would not be prepared to pay until the quality of services was improved.

6.7   Problems facing the community

6.7.1 Most serious problems in the area

Out of the long list of problems mentioned by respondents, Table 6.11 below concentrates on the first three problems listed by most respondents in each housing type.

Table 6.11   The most serious problems

Type of house	1st problem	%	2nd problem	%	3rd problem	%
Shack	Unhealthy living conditions	40	Housing	22	Crime	18
Public house	Crime	69	Unemployment	7	Violence	5
Private house	Crime	43	Shacks	27	Unhealthy living conditions	11
Hostel	Housing	29	Crime	28	Unhealthy living conditions	21

Crime, housing and unhealthy living conditions were thus indicated as the three most serious problems in the Langa area. Crime included rape, gangsterism and housebreaking. Unhealthy living conditions for shack dwellers meant inaccessibility of basic services such as water, electricity, sanitation and a hygienic environment; for hostel dwellers it meant living in squalid conditions under which basic services were shared by many families occupying small rooms. For private house dwellers, unhealthy living conditions referred to the unclean shack area adjacent to their properties. The third most serious problem that had been identified by primarily shack and hostel dwellers was housing.

Suggested solutions

With regard to solving the **crime** problem, respondents gave the following suggestions:

- The government should employ more police.
- Soldiers and police must patrol the area, especially at night.
- Police and residents must work hand in hand to alleviate crime.
- Perpetrators must be given harsh sentences.
- Police must be strict about gun licensing.
- Police must be well trained.

In order that **unhealthy living conditions** were improved, respondents gave the following suggestions:

- The City of Cape Town should take responsibility for cleaning the area.

- Electricity, sanitation and water should be provided for those who do not have access to them.
- Shacks must be removed from the area.

Concerning the problem of **housing**, respondents suggested the following:
- The City of Cape Town must build houses for the people.
- More hostels should be built.

6.7.2 Other problems in the area

From the list of problems posed as being in the second tier of the most serious in the area, Table 6.12 below shows that the following were extracted as having been mentioned by a large number of respondents:

Table 6.12   The more serious problems

Type of house	1st problem	%	2nd problem	%	3rd problem	%
Shack	Unemployment	19	Cleansing	16	Housing	11
Public house	Crime	29	Unemployment	20	Shacks	11
Private house	Crime	35	Shacks	17	Recreation	9
Hostels	Crime	16	Housing	14	Unemployment	11

As seen from the table, the three problems that fit the category of the more serious problems were crime, unemployment and housing. It is not surprising that there was an overlap with the problems listed as the *most* serious – these were basic problems that affected people on a daily basis and made living conditions in the community a hardship.

Suggested solutions

To deal with the problem of **crime**, respondents suggested that:
- more police be employed
- residents and police work together
- harsh sentencing be the order of the day
- strict policing was vital

- drug dealers be persecuted
- shebeens be criminalised.

To meet the challenge of **unemployment**, respondents suggested that the government should provide more jobs.

On the issue of a lack of **housing**, these were suggested solutions:
- squatter camps should be removed and houses built in their place
- hostels be renovated.

6.8   Personal values

In this section of the survey, respondents were asked to give their opinions on issues relating to poverty in this country. The first question dealt with whether a larger share, about the same share or a smaller share of people in this country was living in poverty than was the case ten years ago. More than 60% of all respondents, regardless of their housing type, employment status and household income were of the opinion that a larger share of people were living in poverty, as shown in Table 6.13 below.

Table 6.13   Share of people living in poverty

		A larger share	About the same share	A smaller share	Don't know
Housing type	Shack	68	18	14	
	Public house	74	14	11	1
	Private house	65	16	19	
	Hostel	74	7	19	1
Employment status	Full-time	71	13	16	
	Regular part-time	60	20	20	
	Odd jobs	79	12	10	
	Self-employed	80	10	10	
	Own business	73	27		
	Uneployed (looking)	66	10	24	
	Pensioner	71	5	20	4
	Dependent	100			
Household income	R500 and less	68	11	21	
	R501–R900	70	11	17	2
	R901–R1 700	84	9	7	
	More than R1 700	67	16	17	

Respondents were also asked to give their opinion about why there were people in this country who lived in need. A total of 87% of all respondents said people were poor because they were treated unfairly by society

111

Table 6.14   Why do some people live in need?

		Laziness	Treated unfairly	Don't know
Housing type	Shack	6	93	1
	Public house	20	79	1
	Private house	16	84	
	Hostel	6	90	5
Employment status	Full-time	12	87	1
	Regular part-time	40	60	
	Odd jobs	10	85	5
	Self-employed	10	90	
	Own business		100	
	Unemployed (looking)	5	90	5
	Pensioner	7	89	4
	Dependent		100	
Household income	R500 and less	7	88	5
	R501–R900	8	91	2
	R901–R1 700	12	86	3
	More than R1 700	15	84	1

When asked whether what the government was doing for people in poverty in this country was too much, sufficient or too little, 73% of the respondents said it was too little, as shown in Table 6.15 below.

Table 6.15   What degree of effort was the government making to help poor people?

		Too much	Sufficient	Too little	Don't know
Housing type	Shack	5	19	75	1
	Public house	1	16	81	1
	Private house	15	20	63	3
	Hostel	11	14	74	2
Employment status	Full-time	13	17	69	2
	Regular part-time	10	20	70	
	Odd jobs	2	14	81	2
	Self-employed		20	80	
	Own business	18	27	45	9
	Unemployed (looking)		18	81	2
	Pensioner	5	11	84	
	Dependent			100	
Household income	R500 and less	4	15	79	2
	R501–R900	9	14	77	1
	R901–R1 700	16	19	63	1
	More than R1 700	8	18	71	2

112

The above responses are logical in light of the fact that people had high expectations when the new democratic government first came into being. That the ills of the past cannot be redressed in just five years was a reality that has led to the disillusionment discernible in people's responses to this survey.

6.9 Government goals

Respondents were further asked to choose, from three lists of goals, which ones they thought were the most desirable. Under the first list of goals, Table 5.16 shows the results in descending order.

Table 6.16 Most desirable goals from the first list

Goal	1st most desirable	2nd most desirable	3rd most desirable	Total
Providing shelter for all	79	12	9	100
Protecting freedom of speech	24	49	27	100
Fighting inflation	14	55	31	100
Providing clean water for all	14	49	37	100
Giving people more say in government	11	33	56	100
Maintaining law and order	15	30	55	100

From this list, the first most desirable goal was chosen by 79% of respondents as providing shelter for all. Fighting inflation was the second most desirable goal, gaining 55% of the vote, while giving people more say in government was placed as the third most desirable goal, with 56%.

Table 6.17 represents the second list with other goals where respondents where asked to choose the most desirable goal.

Table 6.17   Most desirable goals from the second list

Goal	1st most desirable	2nd most desirable	3rd most desirable	Total
Making sure everyone is adequately clothed	50	22	27	100
Keeping cities and countryside beautiful	50	24	26	100
Maintaining high rate of economic growth	35	40	25	100
Making sure everyone can go to school	38	43	19	100
Giving people more say in their work/ community	14	37	49	100
Maintaining a strong defence force	23	21	56	100

Making sure that everyone is adequately clothed and keeping cities and countryside beautiful were chosen as the first most desirable combined goal from the second list, gaining 50% of the vote each. The second most desirable goal was said to be making sure that everyone goes to school, as per 43% of respondents. A higher percentage of respondents – 56 – saw the third most desirable goal as one of maintaining a strong defence force.

Table 6.18 shows the third list of goals from which respondents were asked to choose the most desirable goals.

Table 6.18   Most desirable goals from the third list

Goal	1st most desirable	2nd most desirable	3rd most desirable	Total
Providing land for everyone	51	22	27	100
Creating a society in which ideas count	50	24	26	100
Providing everyone with sufficient food	35	40	25	100
Fighting crime	37	43	20	100
Making society friendlier	14	37	49	100
Making sure everyone is fully employed	23	21	56	100

As can be seen from the table, the first most desirable goal chosen by the majority of

respondents (51%) from this third list is providing land for people. Fighting crime was chosen as the second, and the third most desirable goal, gaining 56% of the vote, was making sure that everyone is fully employed.

One can therefore conclude that respondents were highly concerned with basic issues such as shelter, land, employment and the alleviation of crime.

6.10   Summary of findings

The majority of respondents, at 90%, from private and public housing had stayed in the Langa area for more than ten years. About half the number of respondents from hostels had been in the area for more than ten years. Eight in ten respondents from the shack areas had been in the Langa area for less than six years.

Of the 30% female respondents and 70% male respondents, the majority of people in full-time employment lived in private houses (73%), hostels (59%), public houses (47%) and shacks (40%). The average household income showed itself as the lowest amongst shack dwellers at R722, followed by R945 regarding hostel dwellers, and R1330 in public house inhabitants, and the highest as R2 970 concerning private house owners. The average household expenditure patterns followed the same route, with the least expenditure being made by shack dwellers at R705, and the most being made by private house owners at R3 916.

On prioritising facilities and amenities, housing and jobs were the first two priorities in all housing types, followed by environmental cleansing and water for people living in shacks. Respondents were chiefly dissatisfied with the level of services they were receiving in the area. The level of dissatisfaction ranged from being least dissatisfied to being very dissatisfied. Facilities in the least dissatisfied category were those listed by respondents as having been upgraded in the previous year, such as schools, landscaping, street lights, sport facilities and community halls. Services that recorded the worst dissatisfaction levels were those of health services, shopping centres and

115

police services.

Regarding payment of service charges, approximately 98% of private house owners said they were paying service charges while 92% of the respondents from hostels claimed to do so too. Shack dwellers did not pay any service charges because they had nothing to pay for – the areas in which these respondents were living did not have access to services. However, the respondents mentioned that they would be willing to pay if their area had the same access to basic services as the other areas within Langa. The respondents who were not paying in other housing types said that they were prepared to pay if the level of service was improved.

When respondents were asked to list the most serious problems in the Langa area, crime and unemployment were to be found at the top of the list. Housing and unhealthy living conditions were also mentioned. As a solution to the problem of crime, it was suggested that the police and the community should work hand in hand to alleviate it. To combat the issues of housing and unhealthy living conditions, it was suggested that the government should work closely with the Cape Town City Council to see to the provision of housing, as well as to facilitate the cleaning of the area.

On questions about personal values, the responses were negative as the majority of respondents (83%) stated that more people were living in poverty now than ten years ago. They also felt that there was little chance for people to escape poverty because the government was not doing enough about trying to address the poverty problem.

6.11   Conclusion

The study managed to highlight the priority needs of people from different housing types in the Langa area. The conclusion that one can draw is that the priority needs of people are influenced by their socio-economic status. It is not surprising that hostel and shack dwellers had similar needs. Respondents from both these housing types lived in unhealthy conditions, which is why they wanted to have access to the

basic need of shelter. In public housing, the majority of respondents mentioned employment as a priority need.

Respondents from the more affluent private housing mentioned housing as a priority need, as a way of removing the shacks that were in close proximity to the private houses. People living in the private houses already had access to housing and many basic services. What they did need, however, was the cleaning of their environment. In all the housing types, the needs that featured strongly were housing, jobs and cleansing of the environment.

The needs of the shack dwellers in Langa can best be summarised by Bradshaw's concept of expressed needs (1972) because household in shacks are occupying the land illegally. They also get water illegally from neighbouring private houses and hostels. In cases such as these planners, according to Ndlovu (1995) should react t o people's expressed needs. It would therefore be more appropriate for the Cape Town City Council to provide decent accommodation for household in shacks.

The priority needs of the respondents in Langa which are housing and jobs fall under the category of basic needs. Weigel (1986) states that the fundamental principle of the basic needs approach is that development policies must be formulated with close attention given to the alleviation of poverty or the satisfaction of basic human needs. This study did not focus on poverty but judging by the monthly household income it is possible that many people are poor. That could be the reason respondents mentioned jobs as a priority need. Shelter is a basic need that has been identified by Langa respondents as being a priority. The government therefore needs to address these two priority needs so as to improve the livelihood of people living in shacks, hostels and public houses.

In highlighting facilities and amenities that respondents were not happy one can understand why some authors define a need as an actual condition and a desired state. The dissatisfaction levels with some of the facilities and amenities can be

attributed to the fact that people in Langa see better services in the neighbouring suburbs. They therefore compare what they have to facilities and amenities that neighbouring suburbs have access to. Reviere (1996) explains the discrepancy between an actual condition and a desired state as a gap between the real and ideal conditions that is acknowledged by community values which are potentially amenable to change. This definition takes into account the existing differences in service delivery in affluent and poor communities. However, the positive goal of this definition is to see to it that the gap is narrowed. This statement therefore means that the City Council as the service provider must work on narrowing the gap in service delivery between Langa and the neighbouring suburbs.

Respondents identified crime and unhealthy living conditions as being the biggest problems in the Langa community. According to McKillip (1987) communities needing additional services will likely display dysfunctional characteristics. Crime and unhealthy living conditions in Langa are examples of dysfunctional characteristics. It has been alleged that there is a relationship between crime and unemployment. It is therefore possible that if people were to be employed the rate of crime would be reduced.

The next chapter discusses whether the objectives of the Langa needs assessment study were achieved.

CHAPTER 7
CONCLUSION

The aim of this chapter is to establish whether the objectives set out in Chapter 1 were achieved. The objectives of the study were, to discuss the concept of need, to provide an overview of different approaches used in the assessment of needs, to discuss case studies in which need assessment methods were applied, to ascertain similarities and differences in the findings of the methods used to gather data in Langa and to highlight key findings on community needs in Langa. This chapter will also discuss lessons learnt from this exercise.

7.1   The concept of need

As has already been discussed in chapter 3 and elsewhere in this study the concept of need is not easy to define. Need has been described as a gap between an actual condition and a desired state. Other writers such as Fraser (1989) see the concept of need as a political tool that politicians could use to secure or withold provision.

 Most writers on needs concede that need is the gap between what people have and the desired standard. Reviere (1996) explains the discrepancy further by defining need as a gap between the real and ideal conditions that is acknowledged by community values which are potentially amenable to change. This definition takes into account the existing differences in service delivery in affluent and poor communities.

Because of all these definitions on the concept of need in Chapter 3 the author decided to define need for the purposes of this study, in terms of service delivery. This resulted in the questionnaires used for the two approaches to study needs in

119

Langa being primarily on facilities and amenities in the area. The reason for choosing this definition was because the author wanted a study that would mean something to the community of Langa. The Cape Town City Council having sponsored the fieldwork was prepared to address priority needs in Langa that fell within the municipality's jurisdiction.

Reviere's definition of need was therefore the closest that the author felt she could use to study the community needs in Langa. It is because of this reason that questions were asked about satisfaction levels with facilities and amenities in the Langa area.

7.2   Overview of different approaches used in assessment of needs

The study revealed that there were a number of ways in which needs assessment studies could be conducted. These methods depend largely on the availability of resources, as well as the nature of the results for which one is looking. For quick results that are less costly, one can use methods such as the key informant, focus group interview and the public forum approaches. However, one should be careful not use the results from such approaches to generalise to the whole population. These approaches are useful in giving an overview of the picture of needs of a community. For more representative results, the survey method is the most appropriate approach that one can use. This approach, however, is costly and time consuming.

In the case studies discussed in Chapter a single or a combination of approaches was used for needs assessment. Carter and Beaulieu (1992) are of the opinion that a single approach may be too narrow in the results it provides, however they caution against the use of too many methods as they might not achieve the desired effect. Researchers or service providers who are conducting needs assessments should choose a method or a combination that will accurately reflect the needs of the community.

The discussion in chapter 3 on needs assessment techniques that are reviewed indicates that each technique has its own advantages and disadvantages. It is therefore imperative that one chooses a method that will meet their goals and be within their budget.

7.3   Case studies in needs assessment studies

The case studies discussed in Chapter 4 employed various approaches to study needs. Half the discussed case studies used the key informant approach either singly or in combination with other methods. In the two instances where the approach was used its own expert opinion on an issue was what the researchers were looking for. This was the case of the assessment of educational needs of the county government in North Carolina where input was wanted only from representatives of county governments.

In the Kalk Bay needs assessment study the key informant approach was used together with face to face interviews with community members, a survey as well as participant observation. The key informants were members of community organisations. The combination of methods resulted in a better and comprehensive picture of community needs in the Kalk Bay area.

The case studies discussed in Chapter 4 identified and utilized methods in their needs assessment studies that were suitable for their target population. Where specialised information was needed for example the North Carolina study, the key informant approach was used and where community needs were needed a combination of approaches from focus groups to surveys were used. Carter and Beaulieu (1992) mention that before conducting a needs assessment study one must weigh the advantages and disadvantages of different techniques and choose one that will meet one's aims and objectives.

In the Langa case study discussed in Chapters 5 and 6, the key informant and the survey approaches were used in combination. The reason for choosing these two approaches is that the key informant approach was going to give a picture of needs as seen by representatives of community organizations, while the survey was going to give a picture of needs as highlighted by the individual and the household.

7.4 Comparison of needs by housing type

One of the main objectives of this study was to find out if people living in different housing types have different needs. The findings indicate that the needs of the people are largely determined by their socio-economic status. To support this statistically, a chi square test was run on different variables – priority needs, quality rating, etc. – by housing type. The findings were that, in an area such as Langa, the needs of the people from different housing types differed according to their material conditions (see Table 6.1 below).

Table 7.1   Priorities by housing type

Priorities	Shack	Public house	Hostel	Private house
Priority 1	Housing	Jobs	Housing	Housing
Priority 2	Jobs	Housing	Jobs	Cleansing

In shacks and hostels, where the living conditions were similar, the majority of respondents (60% and 55% respectively) mentioned housing as a priority need. This was followed closely by the need for jobs. This is not surprising considering that 27% of the people living in shacks are unemployed. In public housing, the need for jobs was also listed as a priority.

Respondents from private houses mentioned housing as a priority need. This was followed by cleansing of the area. One can speculate that owners of private houses, which are situated close to the informal areas, are concerned about the shacks. Their concern is likely based on the fact that shacks are prone to fires,

122

which also puts the private houses in danger. The other reason is that shacks do not have access to water and other basic services and therefore the shack-dwellers keep "bothering people from private houses" when seeking these basic services.

The South African Scientific Programs Report (1985) a needs package required in South Africa should maximise growth employment opportunities because of the vast unemployment problem in the country. When one looks at the priority needs by housing type, the low income groups (shack, hostel and public house) dwellers mentioned jobs as a priority. This is due to lack of employment opportunities. In chapter 6 of this study it is mentioned that 27% of the people in shacks were unemployed and looking for work. In hostels the figure was 14% and public houses it was 12%.

Respondents who did not have access to decent accommodation (shack and hostel dwellers) identified housing as the first priority. The shack dwellers in Langa occupied the land illegally and because of that they did not have access to basic services. This situation is analysed by Ndlovu (1995) as being felt needs that have been turned into action which now result in expressed needs. Because people need shelter, they act on that need by illegally occupying land and providing shelter for themselves in the form of a house or shack.

Housing for shack dwellers was also a surprising priority need for respondents who live in private houses. This was however, explained by the fact that the shack area was adjacent to the private houses and because shack dwellers had no access to basic services they would go and "steal" water from private houses. The priority needs therefore in the different housing types turned out to be similar.

7.5   Similarities and differences in findings of the methods used

In the key informant study, most respondents mentioned needs that would directly benefit their constituencies and the community at large. For example, the key informant for formal business stated that the development of a business centre was a priority, while the key informant for the Sports Council mentioned upgrading of sports facilities as a priority need. However, the key informant from the Community Policing Forum seemed particularly concerned with informal settlement dwellers. The three priorities that this informant mentioned were water taps for squatters, toilets and recreational facilities.

In the survey, the results on priority needs were slightly different as the section dealt with individual households. The respondents were more concerned with issues that affected their individual households and their immediate neighbourhood. Respondents from the different housing types mentioned priority needs that alternated between housing, jobs and cleansing.

7.5.1 Quality rating of services and amenities

Regarding the quality rating of existing services and amenities, children's playgrounds and swimming pools were identified as being in the highest dissatisfaction level in both the qualitative and quantitative approach. Key informants also mentioned police services and commercial facilities in the same category. By contrast, in the quantitative approach, respondents were dissatisfied with drains and street lights (see Table 7.2 below).

Table 7.2   Dissatisfaction levels by approach

Dissatisfaction levels	Qualitative	Quantitative
Highest dissatisfaction	Playgrounds	Playgrounds
	Swimming pools	Swimming pools
	Police services	Drains
	Commercial facilities	Street lights
		Roads
Lowest dissatisfaction	Schools	Schools
	Pavements	Pavements
	Public transport	Public transport
	Telephone/postal services	Telephones/postal services
	Refuse collection	Landscaping

124

As can be seen in Table 7.2, schools, pavements, public transport, and postal and telephone services were facilities with which key informants and individual respondents were relatively happy.

7.5.2 Upgradement of services

On the question of basic services that were upgraded in the area in the past year, the same services were mentioned in both the qualitative and the quantitative studies. Those were amenities such as pavements, roads, refuse removal and sport facilities. In the quality rating of services by both key informants and household respondents, amenities that were mentioned as having been upgraded were in the lower dissatisfaction level.

7.5.3 Most serious problems

Regarding problems facing the community in both the quantitative and the qualitative approaches, crime, unhealthy living conditions and a lack of housing were seen as being the biggest problems in the area. Key informants and individual respondents recommended that the community and police should work together to combat crime. A further problem mentioned was a lack of housing, especially for people living in overcrowded hostels and shacks that do not have access to basic services. The solution suggested to this problem was that the Municipality, together with the government, should try to provide houses for people.

7.6   Key findings on community needs in Langa

- Approximately 73% – of people in full-time employment was in private housing, followed by hostels at 59%, public housing at 47% and shacks at 40%. Shacks had the highest percentage, at 27%, of people who were unemployed but looking for work, followed by hostels at 13.5% and public houses at 12.3%.

- Households in the shack area were living below the poverty line as their income was less than the recommended R800 per household per month.

The average household income was R722. The hostel households were slightly better at R945, while household in public and private housing the average income was R1 330 and R2 970 respectively.

- Priority needs for individual households were primarily jobs and housing.

- Community leaders mostly highlighted needs that would directly or indirectly benefit their organizations and their constituencies. For example, the Langa Sports Council representative mentioned priority needs that would directly benefit his organization and his constituency. It was only the representative form the policing forum who did not mention anything to do with policing his priority needs were taps and toilets for squatters as well as recreational activities. These priorities could be individual needs or it could be that the representative was concerned about the shack residents.

- Respondents in individual households were dissatisfied mainly with drainage pipes, street lights, roads, refuse removal, playgrounds and swimming pools.

- Regarding whether or not respondents paid service charges, a total of 73% of all respondents said they did. Approximately 98% of those interviewed from private housing confirmed that they paid service charges. This was followed closely by hostel dwellers at 92%, and inhabitants of public housing at 83%. All the respondents from the shack area said that they did not pay service charges.

7.7 Lessons learnt

Lessons learnt from this exercise are that techniques used in the study of needs are dependent on what the study hopes to achieve as well resources that are available. The Langa needs assessment study was done using two approaches as has been mentioned before. The key informant approach was used to complement the survey approach. This approach was useful in identifying community needs from an insider's perspective. The survey approach was used to ascertain individual and household needs. However, one should make sure that

there are sufficient resources before embarking on the survey approach. Although results from it can be generalised to the whole community, this approach is costly and time consuming.

The other lesson learnt is that service providers such as the Cape Town City Council need to commission studies like these in order to assess the needs of the communities. This will enable the service providers to prioritise facilities and services that are needed in a community. When conducted on a regular basis, such studies provide valuable information about the areas on which the local government should concentrate its resources.

7.8   Conclusion

As has been discussed in the literature review (Chapter) and the case studies (Chapter 4), an accurate picture of needs assessment studies depends on the technique or techniques used. Whether one uses one or two approaches, accurate results only come about if the techniques are used well. A combination of two or more approaches often helps to view community needs from different angles. Different approaches also serve to complement each other – as was the case with the Venda study in Chapter 4. When one does not have time and money they can use approaches such as the key informant approach or the focus group interview or the public forum approach to get a quick view of the of needs in a community. The example of this scenario is the case of the "Feedback report on the People's budget" in which the public forum approach was used.

In the two methods used to study needs in Langa, an accurate picture of those needs was provided. The gaps that were found were understandable in that in listing priority needs key informants mentioned needs that were beneficial to their constituencies. By contrast, individual respondents mentioned needs that had a direct impact on their own households and their immediate neighborhoods. In conclusion, therefore, the author would like to state that a combination of two

methods in the Langa needs assessment study yielded a more comprehensive picture of needs in the area.

The author hopes that the study on needs in Langa will be used by the Cape Town City Council to address priority needs that were identified by community leaders and by respondents in sampled households. If the study is published too late fro the Cape Town City Council to do anything about the needs, they should look into this study and see if priority needs that were identified in 1998 are still valid. As Reviere (1996) puts it data do not stay current forever, the elderly get older. Reviere goes on to say that a 10 year difference in age in the target group makes for very different needs. It is therefore necessary for service providers such as the City Council to continue conducting needs assessment studies in the communities they serve.

Bradshaw J, 1972. The concept of need. *New York Society*, 30 March.

Braybrooke D, 1987. *Meeting needs.* Princeton, NJ: Princeton University Press.

Brock G, 1994. Braybrooke on Needs. *Ethics Journal* 104(4): 812–823.

Carley M, 1980. *Rational techniques in policy analysis.* Policy Studies Institute: Heinemann.

Clavijo S, 1992. Variations in the basic needs yardstick: an application to Columbia. *World Development*, 20(8): 1219–1223.

Cornia GA, et al., 1992. *Africa's recovery in the 1990s: A UNICEF study.* New York: St Martin Press.

Crankshaw O, 1993. A simple questionnaire survey method for studying migration and residential displacement in informal settlements in South Africa. *South African Sociological Review*, 6(1): 52–66.

Fernando IS, 1995. *Conducting needs assessment: A multidisciplinary approach.* United Kingdom: Sage Publications.

Fraser N, 1989. Talking about needs. *Ethics* I, 99(2): 291–313.

Grootaert C, 1994. Poverty and basic needs fulfilment in Africa during structural change: Evidence from Cote d'Ivoire. *World Development*, 22(8): 1521–1534.

Hammond O, 1988. Needs assessments and policy development: Native Hawaiians as Native Americans. *American Pyschologist*, 43(5): 383–387.

Hicks N, and Streeten P, 1979. Indicators of development: The search for a basic yardstick, *World Development,* 7(6): 567–580.

Johnson D, et al., 1987. *Needs assessment: Theory and methods.* USA: Iowa State University Press.

Kretzmann J P, McKnight JL, 1993. *Building communities from the inside out.* Evanston, IL: Centre for Urban Affairs and Policy Research, North Western University.

McKillip J, 1987. *Needs analysis: tools for the human services and education.* Mowbury Park, CA: Sage Publications.

Monnette ML, 1977. The concept of educational need: An analysis of selected literature. *Adult education* 27(2): 116-127

Mouton J, 1996. *Understanding social research,* Hatfield, Pretoria, J.L van Schaik Publishers.

Ndlovu EC, 1995. *Perceptions of development in KwaZulu-Natal.* Technical report.

Nel N, 1996. *Feedback report on People's budget. Cape Town:* Simeka TWS Communications.

Neuber K, et al., 1980. *Needs assessment: a model for community planning.* Newbury Park, CA: Sage Publications.

Nurick R, and Johnson V, 1998. Towards community-based indicators for monitoring quality of life and the impact of industry in South Durban. *Environment and Urbanisation*, 10(1): 233–250.

Okerlund VW, et al., 1995. Needs assessment update. *National Civic Review*, 12(6): 48–54.

Olivier L, et al., 1989. *The needs and problems of the people in Venda*. Pretoria: Human Sciences Research Council.

Palazzo JM, et al., 1990. Community needs assessments: An integrated approach. *National Civic Review*, 79(5): 426– 435.

Pennington FC, 1980. *Assessing educational needs of adults: New directions for continuing education*, San Francisco, Jossey-Bass Inc Publishers.

Percy-Smith J, 1992. Auditing social needs. *Policy and Politics*, 20(1) : 27-34.

Queeney S Donna, 995. *Assessing needs in continuing education: An essential tool for quality improvement*. San Francisco Jossey-Bass Inc.Publishers,.

Reviere R, (ed) et al., 1996. *Needs assessments: A creative and practical guide for social scientist*. Washington DC. Taylor and Francis.

Streeten P, 1984. Basic needs: Some unsettled questions. *World Development*, 12(9): 973–978.

The South African Scientific Programmes Report, 1985. Report no 116.

The South African Scientific Programmes Report, 1987. Basic needs in rural areas: A report on a seminar held at in Cape Town, 19 February.

Urban Studies Unit, 1990. The Kalk Bay needs assessment. Cape Town City Council.

Weigel VB, 1986. The basic needs approach: Overcoming poverty of *homo oeconomicus*, *World Development*, 14(12): 1423–1434.

Wetmore SB, and Theron F, 1998. Community development and research: Participatory learning and action – a development strategy itself. *Development Southern Africa*, 15(1)

York RO, 1982. *Human service planning: Concepts, tools and methods*. Chapel Hill, North Carolina: University of North Carolina Press.

INTERNET REFERENCES

1995. *SunHealth Community Health Needs Assessment (CHNA)*, http://www.hirs. com/orgs/sunheal.html.

1996. *Arlington community health needs*, http:www.maximus - inc.com/arling.html.

1996. Utah State University extension, *Community needs assessment survey guide: Selecting representative samples.* http://ext.usu.edu.crd/survey/ rndmsmpl.htm.

1997. *Assessment of the educational needs of county governments in North Carolina*. http://www.ces.ncsu.edu/depts/aee/abstract.html.

1997. *Community needs assessment guide*, http://ext.usu.edu/crd/survey.htm. questmst.

Carter K, Beaulieu J, 1992. *Conducting a community needs assessment. Primary data collection techniques*. Florida, Florida Cooperative Extension Service. http://128.227.103.58/txt/fairs/5598.

Co-operative extension, 1992. *Conducting community needs assessments: Primary data collection techniques*, http://hammock.ifas.ufi.edu/txt/fais/.

Dickman E, 1996. *Community health needs assessments for Santa Clara County.* http://www.jointventure.org/health/assess.html.

National Resource Centre for Respite and Crisis Care Services, 1993. *Sticky fingers: Using a needs assessment.* ARCH Fact sheet no 27, http://chtop.com/archfs27.htm.

The Advisor, 1997. *Rocky Flats area needs assessment identifies community concerns.* http:www.indra.com/rfcab/newsletter/cna.html.

APPENDIX

INTERVIEW SCHEDULE: LANGA NEEDS ASSESSMENT

1   Demographic information of the informant

1.1   Sex: Male (1) Female (2)

1.2   Age in years

Under 25	1
25 – 34	2
35 – 44	3
45 – 54	4
55 – 64	5
Over 64	6

1.3   Marital status

Married	1
Single	2
Widowed	3
Living together	4
Divorced	5
Separated	6

1.4   What is your highest educational qualification?

        ………………………………………………………………………..(   )

1.5   What is your occupation?

        ………………………………………………………………………..(   )

2   What organisation do you represent?

        ………………………………………………………………………..(   )

3   How long have you been a member of this organisation?

        ………………………………………………………………………..(   )

4   What is your portfolio in the organisation?

        ………………………………………………………………………..(   )

1

5   What facilities and amenities would you say are needed in this area to improve living conditions of community members?

....( )

....( )

....( )

....( )

....( )

....( )

6   Of the facilities and amenities you have mentioned above please list three in their order of priority.

1st...( )

2nd..( )

3rd..( )

7   Please rate the quality of the following facilities and amenities using the following rating scale:

Very satisfied	1	Satisfied	2	Neither satisfied nor dissatisfied	3	Dissatisfied	4	Very dissatisfied	5

Facilities/amenities	Level of satisfaction	Reasons
Library services		....( ) ....( ) ....( )
Halls/community centres		....( ) ....( ) ....( )
Children's playgrounds		....( ) ....( ) ....( )
Swimming pools		....( ) ....( ) ....( )

2

Sports fields		....( ) ....( ) ....( )
Health services		....( ) ....( ) ....( )
Traffic control		....( ) ....( ) ....( )
Roads in residential areas		....( ) ....( ) ....( )
Sidewalks/pavements		....( ) ....( ) ....( )
Street lighting		....( ) ....( ) ....( )
Landscaping e.g tree planting		....( ) ....( ) ....( )
Refuse collection		....( ) ....( ) ....( )
Sewerage removal		....( ) ....( ) ....( )
Drainage		....( ) ....( ) ....( )
Telephone/postal services		....( ) ....( )

		....................................( )
Schools		....................................( )
		....................................( )
		....................................( )
Childcare amenities		....................................( )
		....................................( )
		....................................( )
Police service		....................................( )
		....................................( )
		....................................( )
Commercial facilities/shopping		....................................( )
		....................................( )
		....................................( )
Public transport		....................................( )
		....................................( )
		....................................( )
Other (specify)		....................................( )
		....................................( )
		....................................( )

8   Which basic services were upgraded in this area in the past year that have made living conditions better for households?

....( )

....( )

....( )

9a   What is the biggest problem that community members are faced with in this area?

....( )

....( )

....( )

9b   What do you think could be the solution to the problem?

....( )

4

………………………………………………………………………………( )

9a   What is the second biggest problem that community members are faced with in this area?

………………………………………………………………………………( )

………………………………………………………………………………( )

………………………………………………………………………………( )

9b   What do you think could be the solution to the problem?

………………………………………………………………………………( )

………………………………………………………………………………( )

………………………………………………………………………………( )

9   Do you have any other comments?

………………………………………………………………………………( )

………………………………………………………………………………( )

………………………………………………………………………………( )

THANK YOU VERY MUCH FOR YOUR TIME!

LANGA NEEDS ASSESSMENT SURVEY

Interviewer…………….…...

Date of interview……….……

A: Type of housing

Shack	1	Public house	2	Private house	3	Hostel	4

B: Housing characteristics

1   How long have you been living in this dwelling unit?

Number of years/months…………………………….   (   )

2   How many rooms do you have in this dwelling unit? (excluding bathroom,

toilet and kitchen)?………………………………...   (   )

3   Where did you live before coming to Langa?

………………………………………………………….   (   )

4   Do you feel that you have enough space in this house? YES (1) NO (2)

4.1   If no, what are your main needs/problems with regard to space?

……………………………………………………………………(   )

……………………………………………………………………(   )

……………………………………………………………………(   )

C:SERVICES

5   What facilities and amenities are needed in this area to improve the living

conditions of your household?

Interviewer do not read out: fit response to categories below

Facilities and amenities	Codes
Jobs/employment	1
Clinics/health facilities	2
Roads	3
Electricity	4
Housing	5
Sanitation	6

Sport and recreation facilities	7
Cleaning of the area	8
Refuse bins	9
Street lighting	10
Swimming pools	11
Community centres	12
Public transport	13
Other (specify)	

6   List the three most important of the services and facilitiesyou have mentioned above in their order of priority.

Write code for 1ˢᵗ , 2ⁿᵈ and 3ʳᵈ response

1st.............................(   )

2nd..........................(   )

3rd.............................(   )

7   Please rate the quality of the following facilities and amenities (where applicable) using the following rating scale.

Very satisfied	1	Satisfied	2	Neither satisfied nor dissatisfied	3	Dissatisfied	4	Very dissatisfied	5

Facilities/amenities	Level of satisfaction	Reasons
Library services		....( ) ....( ) ....( )
Halls/community centres		....( ) ....( ) ....( )
Children's playgrounds		....( ) ....( ) ....( )
Swimming pools		....( )

2

		....( ) ....( )
Sports fields		....( ) ....( ) ....( )
Health services		....( ) ....( ) ....( )
Traffic control		....( ) ....( ) ....( )
Roads in residential areas		....( ) ....( ) ....( )
Sidewalks/pavements		....( ) ....( ) ....( )
Street lighting		....( ) ....( ) ....( )
Landscaping e.g tree planting		....( ) ....( ) ....( )
Refuse collection		....( ) ....( ) ....( )
Sewerage removal		....( ) ....( ) ....( )
Drainage		....( ) ....( ) ....( )

Telephone/postal services		....( ) ....( ) ....( )
Schools		....( ) ....( ) ....( )
Childcare amenities		....( ) ....( ) ....( )
Police service		....( ) ....( ) ....( )
Commercial facilities/shopping		....( ) ....( ) ....( )
Public transport		....( ) ....( ) ....( )
Other (specify)		....( ) ....( ) ....( )

8   Are you paying service charges at present? YES (1) NO (2)

8.1   if no, why not?

....( )

....( )

....( )

8.2   If no, on what conditions would you be prepared to pay service charges?

....( )

....( )

....( )

4

D: COMMUNITY PERCEPTIONS OF DEVELOPMENT

9   What basic services were upgraded in this area in the past year that have made conditions better for your household?

....(   )

....(   )

....(   )

E: PROBLEMS IN THE AREA

10.1a What do you think is the biggest problem you are faced with in this area?

....(   )

10.1b What solution would you propose to solve the problem?

....(   )

....(   )

10.2a What do you think is the second biggest problem you are faced with in this area?

....(   )

10.2b What solution would you propose to solve the problem?

....(   )

....(   )

F: PERSONAL VALUES

11   Now I would like to ask you questions about the problem of poverty in this country and in other countries.

11.1   Would you say that today a larger share, about the same share, or a smaller share of people in this country are living in poverty?

A larger share	1	About the same	2	A smaller share	3	*Don't know* *(do not read out)*	4

11.2   Why, in your opinion are there people in this country who live in need? Here are two opinions: which comes closest to your views? *(read out options)*

5

| They are poor because of laziness and lack of willpower | 1 | Poor because society treats them unfairly | 2 | *Don't* know *(do not read out)* | 3 |

11.3   In your opinion, do most people in this country have a chance of escaping from poverty or is there very little chance of escaping?

| They have a chance | 1 | Very little chance | 2 | *Don't* know *(do not read out)* | 3 |

11.4   Do you think what the government is doing for people in poverty in this country is too much, about the right amount or too little?

| Too much | 1 | About the right amount | 2 | Too little | 3 | *Don't know* *(do not read out)* | 3 |

12   Below are lists of goals which different pwople would give top priority. Which of these goals would you consider most desirable, second most desirable and third most desirable?

1ST List: Which goals on the next list would you say are desirable?

Goals	Most desirable	2nd most desirable	3rd most desirable
Providing shelter for all people	1	2	3
Protecting freedom of speech	1	2	3
Fighting rising prices	1	2	3
Providing clean water for all	1	2	3
Giving people more say over government	1	2	3
Maintaining law and order	1	2	3
	Choose one only	Choose one only	Choose one only

6

2nd List: Which goals on the next list would you say are desirable?

Goals	Most desirable	2nd most desirable	3rd most desirable
Making sure that everyone is adequately clothed	1	2	3
Keep cities and countryside beautiful	1	2	3
Maintain high rate of economic growth	1	2	3
Making sure that everyone can go to school	1	2	3
Giving people more say in their work and their community	1	2	3
Maintaining a strong defence force	1	2	3
	Choose one only	Choose one only	Choose one only

3rd List: Which goals on the next list would you say are desirable?

Goals	Most desirable	2nd most desirable	3rd most desirable
Providing land for all people	1	2	3
Creating society where ideas count more than money	1	2	3
Providing everyone with enough food to eat	1	2	3
Fighting crime	1	2	3
Making society friendlier and less impersonal	1	2	3
Making sure all people are fully employed	1	2	3
	Choose one only	Choose one only	Choose one only

13: DEMOGRAPHIC PROFILE/COMMUNITY CHARACTERISTICS

No. of members									
First name of member of household									
Relation to head of household 1: Head of household 2: Wife/husband 3: Partner 4: Relative 6: Non relative 7: Lodger 8: Other(....................)	( )	( )	( )	( )	( )	( )	( )	( )	( )
Sex 1: Male 2: Female	( )	( )	( )	( )	( )	( )	( )	( )	( )
Age in years	.........( )	.........( )	.........( )	.........( )	.........( )	.........( )	.........( )	.........( )	.........( )
Highest level of education completed	.........( )	.........( )	.........( )	.........( )	.........( )	.........( )	.........( )	.........( )	.........( )
Other training skills/qualifications	.........( )	.........( )	.........( )	.........( )	.........( )	.........( )	.........( )	.........( )	.........( )
Current marital status 1: never married 2: living together 3: divorced 4: widow/widower 5: not applicable	.........( )	.........( )	.........( )	.........( )	.........( )	.........( )	.........( )	.........( )	.........( )

Work status 1: Full time employment 2: Part time employment 3: Self employed 4: Unemployed but looking 5: Pensioner 6: Scholar	.........( )	.........( )	.........( )	.........( )	.........( )	.........( )	.........( )	.........( )	.........( )
Income How much is the household income per month (in Rands) 1: No income 2: 0 – 150 3: 151 – 300 4: 301 – 450 5: 451 – 600 6: 601 – 800 7: 801 – 1000 8: 1001 – 1500 9: 1501 – 2000 10: 2001 – 2500 11: 2501 – 3000 12: 3000+	.........( )	.........( )	.........( )	.........( )	.........( )	.........( )	.........( )	.........( )	.........( )

13 Expenditure patterns (monthly)

Item	Amount in rands	No response (1) Confidential (2) Don't know (3) Not applicable (4)	Total in rands (for office use)
Food			
Drinks			
Tobacco			
Clothing/footwear			
Housing			
Rates and services			
Electricity			
Furniture			
Household operations			
Telephone			
Medical services			
Transport			
Recreation, sport, etc			
Reading matter			
Education			
Personal care			
Church donations			
Insurance fund			
Savings			
Other:specify ....( )			
TOTAL			

Do you have any other comments?

....( )

....( )

....( )

THANK YOU VERY MUCH FOR YOUR TIME