



AN ANALYSIS OF THE QUALITY OF LIFE OF PEOPLE LIVING IN URBAN, FORMAL, LOW-COST HOUSING SETTLEMENTS, A CASE OF MOUNT MORIAH

**Submitted in fulfilment of the requirements of the degree of Master of
Philosophy in Quality Management in the Faculty of Management Sciences at
the Durban University of Technology**

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APPROVED FOR FINAL SUBMISSION

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January 2020
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DECLARATION

The Registrar (Academic)
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Dear Sir or Madam

I, Lydia Trisha Govender, Student No: 20608779

Hereby declare that the dissertation entitled:

**AN ANALYSIS OF THE QUALITY OF LIFE OF PEOPLE LIVING IN URBAN,
FORMAL, LOW-COST HOUSING SETTLEMENTS, A CASE OF MOUNT MORIAH**

Is the result of my own investigation and research and that it has not been submitted in part or in full, for any other degree or any other institution of higher learning. Subsequently, other sources are acknowledged and giving explicit references.

Signed:

Date: *January 2020*

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20608779

A research thesis submitted in fulfilment of the requirements of the degree of
Master of Philosophy in Quality Management in the Faculty of Management
Sciences at the Durban University of Technology

Durban, January 2020

ABSTRACT

Apartheid left a legacy of extreme poverty, high levels of unemployment, and have marred the housing context in the country. This makes South Africa a unique landscape for quality of life research. The aim of quality of life research is to advance human and social development to improve quality of life and standards of living. The aim of this study is to analyse the quality of life of people living in urban, formal, low-cost housing settlements, through a case study of Mount Moriah in Durban, Kwa-Zulu Natal. The study analysed how the Reconstruction and Development Programme (RDP) housing project improved the quality of life of RDP beneficiaries.

The study utilised a quantitative methodology approach. The quantitative design took the form of a questionnaire with close-ended questions and served as an instrument of data collection. The questionnaire was administered to the housing beneficiaries in the Mount Moriah housing project. A total of 110 participants responded to the questionnaire.

The data was analysed using the SPSS version 25.0. Descriptive statistics such as tables, frequency, percentage, bar and pie charts were utilised, and inferential statistics such as chi-square test was employed.

The findings showed that there were more female-headed households than males; and that the majority of the beneficiaries were Blacks. The findings also showed that unemployment rates and level of crime was high and the majority of the respondents earned below the upper bound poverty line. On the basis of the findings of this study, it is recommended that government implements and promotes socio-economic opportunities and programmes to promote quality of life of people living in urban, formal, low-cost housing settlements.

DECLARATION

I, Lydia Trisha Govender, declare that this research is my own, unaided work, except as indicated in the acknowledgements, the text and the references. It is submitted in fulfilment of the requirements for the Degree Master of Philosophy; Quality Management, in the Faculty of Management Sciences at the Durban University of Technology, Durban.

It has not been submitted before, either whole or in part, for any degree or examination at this or any other university.

Lydia Trisha Govender

Signed at Durban University of Technology

On the 13th day of January 2020

DEDICATION

I dedicate this to my family and loved ones for their support, motivation and prayer that has helped me through this journey; to my partner, Shiraaz Rasool for your faith in me, your encouraging words and abundant love.

“For I Know the plans I have for you,” declares the Lord, “plans to prosper you and not to harm you, plans to give you hope and a future”.

Jeremiah 29:11

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ABBREVIATIONS

ANC – African National Congress

AIDS - Acquired Immunodeficiency Syndrome

BNG – Breaking New Ground

CRU – Community Residential Units

DA – Democratic Alliance

DHS – Department of Human Settlements

FLISP – Finance Linked Individual Subsidy Programme

GDP – Gross Domestic Product

GEAR – Growth Employment and Redistribution Strategy

IDP – Integrated Development Plan

KZN – Kwa-Zulu Natal

NHSS – National Housing Subsidy Scheme

NUSP – National Upgrading Support Programme

QOL – Quality of Life

RDP – Reconstruction and Development Programme

SA – South Africa

SASSA - South Africa Social Security Agency

SHP – Social Housing Programme

SPSS – Statistical Package for Social Sciences

UISP – Upgrading of Informal Settlements Programme

WHO – World Health Organisation

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CHAPTER ONE: GENERAL OVERVIEW OF THE STUDY

1.1 INTRODUCTION

The purpose of this research is to analyse the quality of life of people living in urban, formal, low-cost housing settlements. This chapter commences with an overview of this study and focuses on the background and the problem statement of the study, the research problem, the aims and objectives, the research questions, the scope of the study, the outlines of the chapter and the methodology used to generate information, a conclusion and recommendations of the chapter.

1.2 BACKGROUND OF THE STUDY

Quality of life has become quite a popular subject of interest and is one of the main preoccupations of social development practitioners around the world. The primary objective of quality of life research is to advance human and social development to improve on the quality of life and standards of living. Quality of life presents itself in almost every dimension and aspect of life, the most important aspect is being able to meet survival needs such as physiological (water, food, air and clothing) and safety needs (shelter, security, employment).

Ramashamole (2011:29) states that “housing is a very important basic need, it provides protection, security and comfort, and is surrounded by other socialisation needs”. One of the aims of the Reconstruction and Development Programme (RDP) was to improve quality of life by growing the economy and meeting people’s needs, however, it is yet to be determined the impact it has on its beneficiaries’ quality of life.

South Africa’s colonial past provides an incomparable platform for quality of life research, where racial classification played a vital role in determining socio-economic opportunities, where the Black majority was deprived of basic services such as housing, welfare, education and job opportunities (Ramashole:2011:29).

The new democratic government was committed to restore these imbalances, and implemented the RDP, a socio-economic development framework. Most profoundly

South Africa was facing a housing crisis and the one of the major goals amongst the RDP five key programme areas was to address the housing backlog and provide shelter to the underprivileged (O' Malley: 1994).

Although the new government has made progress since South Africa's democracy through the implementation of the RDP to provide basic services, the backlog of service delivery is critically extensive. Higgs (2007:332) states, research has pointed out that lack of these basic services substantially affects one's quality of life. How much difference has the reconstruction and development programme made towards improving people's livelihoods and quality of life? This knowledge gap raises issues for investigation.

1.3 PROBLEM STATEMENT

South Africa has achieved tremendous recognition for housing millions of people since 1994 through the RDP. However, a lack of resources, high rate of unemployment, income inequality and widespread poverty, have not made it possible to meet all the objectives of the RDP initiative (Gilbert: 2002).

While many have benefitted from the reconstruction and development programme, the question that this research study seeks to address is: how has the RDP project improved quality of life of the beneficiaries of RDP housing? The raised concerns about the inadequate provisioning of amenities in the implementation of the programme, motivated the study to investigate and analyse the extent to which the RDP housing project improves the quality of life of the RDP beneficiaries.

According to Tissington (2011:11 - 12), "the right to adequate housing inherently ties up to other rights, for example, the right to public participation, equality, human dignity, as well as a range of socio-economic amenities, such as livelihoods, transport, clinics and hospitals, schools, libraries, swimming pools and religious centres". Adequate accessibility to the rights mentioned above has the ability to alleviate poverty, reduce inequality and most importantly improve the quality of life.

Therefore, this study is set out to assess the quality of life with a focus on the social and material well-being of the RDP beneficiaries of the Mount Moriah housing settlement.

The analysis will focus on social indicators such as health, education, safety and life satisfaction, and material indicators such as quality of housing, income and employment.

1.4 RESEARCH AIMS AND OBJECTIVES

The aim of this study is to analyse the quality of life of people living in urban, formal, low-cost housing settlements with the following specific objectives;

- To assess the quality of life of residents living in a low-cost housing settlement.
- To analyse how the RDP housing project improves the quality of life of RDP beneficiaries.

An analysis of the quality of life of RDP beneficiaries serves to provide valuable information and indicators for the government to progress in its continuous efforts to provide basic services to all South Africans.

1.5 RESEARCH QUESTIONS

The study sought to answer the following questions;

- What are the determinants of quality of life of urban, low-cost housing residents?
- How has the reconstruction development programme improved the quality of life of beneficiaries of RDP housing?

1.6 SIGNIFICANCE OF THE STUDY

The significance of the study is that it examines the quality of life of people benefiting from RDP low-cost housing since the democratic elections in 1994. The study explores the relationship between quality of life and beneficiaries of the housing project, and how housing has improved quality of life. It aims to provide insight into issues that surround the RDP project and these findings can prompt government and stakeholders to reorganize effective housing policies. This study is significant, as it seeks to explore and determine the quality of life of low-cost housing beneficiaries and it has the potential to guide policymakers with future recommendations to improve the lives of beneficiaries. This research may also inspire other researchers to pursue research on South Africa's housing provisions. The research findings can contribute to existing research knowledge and add to South Africa's relevant literature on RDP.

1.7 ASSUMPTIONS

The following viewpoints which have influenced this research study: ought to be investigated:

- The assumption that the RDP project on housing delivery in specific wards are not sustainable for its beneficiaries
- The assumption that the beneficiaries are dissatisfied with the location and infrastructure of the house that they have received
- The assumption that housing backlogs, poor quality housing and unsustainable livelihoods are caused by poor planning and can be addressed by implementing good planning and design practices.

1.8 DELIMITATIONS

Quality of life will be measured, analysed and discussed in terms of this study's own investigative research and to the selected indicators in this study. The study findings will refer to the Mount Moriah Reconstruction and Development Project area.

1.9 THE OUTLINE OF THE STUDY

The chapter outline of this research study is as follows:

Chapter One: General overview of the study

This chapter will provide an overview of the study, background of the study, a brief description of the research aims and objectives, as well as the scope of the study.

Chapter Two: Background to the low-cost housing settlement in South Africa

This chapter will give a brief background to the reconstruction and development programme on housing.

Chapter Three: Literature Review

This chapter will focus on reviewing literature pertaining to quality of life and social and material indicators of quality of life.

Chapter Four: Research Methodology

Research methodology will describe the research process, the design, sampling method and instrument used to collect and analyse data

Chapter Five: Data Analysis, interpretation and discussion of findings

This chapter will focus and discuss the data analysis, presentation, review of the results and interpretation of findings of the Mount Moriah housing project.

Chapter Six: Conclusion and recommendations

This section will summarise the research and make appropriate recommendations.

1.10 CHAPTER SUMMARY

The level of service provided by the RDP to its beneficiaries influenced the decision to undertake this study and to examine how the RDP housing project improves the quality of life of its beneficiaries in South Africa. The following chapter provides a historical background to the reconstruction development programme and an insight into housing provision and low-cost housing settlements in South Africa.

CHAPTER TWO: BACKGROUND TO THE LOW-COST HOUSING SETTLEMENT PROGRAMME IN SOUTH AFRICA

2.1 HISTORICAL BACKGROUND

The brutal features of apartheid left a legacy of extreme poverty, high levels of unemployment, and have marred the housing context in South Africa. Apartheid laws which enforced racial segregation continue to have repercussions on basic needs especially in the case of the poor (Ramashamole 2010:26). Under apartheid, racial discrimination was mandated by law, segregating Black South Africans from whites, resulting in the Whites monopolising the country's resources and dominating every sector of the economy (Knight 2001). Blacks on the periphery of everything were not allowed to work, live in or enter white areas without a domestic pass. This restricted movement law, forced the majority of the Blacks to dwell in congested townships and underdeveloped rural areas called Bantustans, (Nowak and Ricci 2005:2) while whites lived in well-developed suburban areas benefiting economically and socially with enough provisions to have a good quality of life (Burgoyne 2008: 12). Notably the living standard and the quality of life of the majority of the Blacks were appalling; it was a terrible and blatant disregard for human life. The designated Bantustan areas had no basic infrastructure and it presented a crucial colonial suppression that rapidly triggered poverty and deprived the majority of basic services such as adequate shelter, water, and healthcare (Manomano 2013:27).

The laws that initially restricted the movement of Black people were removed only in the 1980s. Thereafter, Black South Africans were permitted to move freely and live wherever they preferred, however, this only aggravated the housing crisis in South Africa, as millions of Black people proceeded to relocate to urban areas in search of job opportunities and better living conditions. Still many could not afford life in the cities, this rapid relocation to urban areas resulted in the creation of slums and development of squatter settlements, backyard shacks and eventually invasion of vacant lands surrounding urban areas (Moolla et al. 2011:138). Segregation also involved divisions in the economy, education, and welfare systems which led to an extreme rise in poverty levels. Many envisioned leaving behind their impoverished

lifestyle and moving to urban areas for better opportunities, however labour market issues negatively impacted on the growth of skills among Black South Africans and their dreams were shattered even more when the employment sector became congested due to the lack of skills and education (Petersson 1998:4). In 1993, an estimated 12.5 million people were illiterate, unskilled and unemployed. The majority of the population faced threatening living conditions; they had no proper housing, electricity, sanitation and running water. This left the people destitute and in need of great help.

2.2 INTRODUCTION OF THE RECONSTRUCTION AND DEVELOPMENT PROGRAMME (RDP)

In 1994, the African National Congress (ANC) came into power. It was the first democratic government, a long-awaited victory for the people and for the many icons who fought against the regime, putting an end to apartheid and segregation (O'Malley 1994). Except it was only the beginning of another struggle; they inherited all the ruins of apartheid; the country was weak and unwell, economically in recession and in political and social decline. The ANC government faced major difficulties but had confidence in the future and heroically geared to address the inequalities of apartheid by implementing socio-economic programmes which were critical for South Africa's future development. Wessels (1999:236) states that these programmes were the most comprehensive detailed plan to ever be actioned by government which prioritised the eradication of poverty and redressed the housing crisis.

The delivery of basic services and most importantly provision of housing to the poor posed a great challenge to the post-apartheid government. The ANC-led government pursued extensive policies in an effort to transform the country and society by linking reconstruction and redress development (Knight 2001). The first priority for the government was to deal with the lack of housing. Subsequently, the policy frameworks instituted a commitment to reduce the deficiency of housing in the country (Ngxubaza 2010). From such a deprived political and socio-economic background, the ANC government, under President Nelson Mandela, implemented the RDP policy framework, which efforts focuses on all aspects of transformation (Moolla et al. 2011:138).

The South African constitution section 26 (1); “Declares that everyone has the right to have access to adequate housing”. Adequate housing is one of the most important basic human rights and needs, it restores dignity and self-worth, and it provides protection, safety, security, comfort and other associated needs. At an inaugural address in parliament, the words of President Nelson Mandela echoed the government’s commitment in the statement below;

My government’s commitment to create a people-centered society of liberty binds us to the pursuit of the goals of freedom from want, freedom from hunger, freedom from deprivation, freedom from ignorance, freedom from suppression and freedom from fear. These freedoms are fundamental to the guarantee of human dignity. They will, therefore, constitute part of the centrepiece of what this government will seek to achieve, the focal point on which our attention will be continuously focused. The things we have said constitute the true meaning, the justification and the purpose of the Reconstruction and Development Programme, without which it would lose all legitimacy. (Republic of South Africa, 1994:06).

The RDP became a fundamental transformation policy for the country and incited expectations of a better life (Wessels 1999:236). It offered a unique and an equal opportunity aimed at improving the quality of life for all South Africans, focusing on the most impoverished communities and those who have been directly affected by apartheid (White Paper on RDP). The abbreviation of the RDP which stands for reconstruction and development programme, is a social and economic development strategy, a framework adopted for eliminating poverty and inequality. The implementation of this framework was designed to mobilise all people and South Africa’ resources to eradicate and redress the imbalances caused by apartheid. By this framework the government, “envisioned the commencement of a process of rebuilding, transformation and redistribution to end the National Policies prior to 1994, moving forward towards creating and building a better life for all” (Manomano 2013:15). The RDP was the government’s manifesto for a post-apartheid South Africa; all levels of government were encouraged to put their efforts into executing this policy framework.

When government took the leading role in the RDP, they involved all citizens, especially the provincial and local governments in the implementation, and recommended to strategise and plan programmes that were in line with the needs of the people (O'Malley 1994).

Manomano (2013:20) describes the key objectives of the RDP listed below:

1. Meet basic needs
2. Development of human resources
3. Build the economy
4. Democratise the state and society
5. Implement reconstruction and development.

The RDP was committed to fulfil and provide basic needs which included; housing, water, sanitation and jobs to the most disadvantaged people (White Paper of RDP: 1994). The RDP low-cost housing “was a package”, providing and granting secure tenure, land and electricity. Manomano (2013:20) states that when proper infrastructure develops this enables people to access and benefit from other associated needs such as nutrition, transport and security among others.

The government's main declaration was addressing the challenges that South Africa faced after years of underdevelopment and discrimination. South Africa undertook several developments similar to International Agenda 21 on sustainable development (United Nations Sustainable Development Rio Brazil 1992), such as creating sustainable settlements, provision of social services and infrastructure to former disadvantaged people. Within the context of Agenda 21, South Africa has focused and applied a few of the programme areas, these are: providing adequate shelter for all, improving human settlement management and promoting sustainable land-use planning and management. “In 1994, the RDP committed to transforming the country, to bring about renewal, peace, prosperity, reconciliation and stability”. Since the introduction of the 1994 White Paper on housing, the latest statistics indicate that approximately 4.3 million houses have been built, providing housing to more than 20 million people.

South Africa' housing programme has been lauded locally and internationally, ranking number one in the world for the scale of delivery and contribution to the development of housing for lower-income households (Tissington 2011:29).

In spite of the programme's success, there has been profound criticism of the RDP project, from building standards to the quality of the material used and lack of other basic services and most importantly, the lack of public amenities made available to residents to create a sustainable human settlement and quality of livelihood (Petersson1998). What has been increasingly noticeable over the years is that many RDP beneficiaries have chosen to move back to informal settlements which are close to urban areas where there is adequate access to livelihood and job opportunities, hence trading or renting out their RDP house to others (Tissington 2011:28).

2.2.1 Concerns of the RDP

Ramashamole (2010:07) and Charlton et al. (2014:20) state that the South African National Housing Policy for the RDP, did not adequately address issues around sustainability of low-cost housing programmes, as programmes did not link housing to economic development and excluded income and survival strategies for end-users. Some of the criticisms of the housing programme included; poor location, poor quality of the housing, the cost of the housing projects for the government and beneficiaries and lack of integration with other social opportunities. In a research study on "Sustainable Housing development in Post-Apartheid South Africa", Ramashamole (2010) states that even though the South African housing policy had made great quantitative achievements; the programme had no fundamental principles and had failed to ensure sustainable livelihoods. Some of the criticisms of the RDP housing units are discussed below:

- Quality – The quality of the housing units is very poor by building materials and design, and many of the housing units are small, which creates a smaller living space for larger families (Mabitsela: 2012). Beneficiaries have also criticized the poor workmanship, they say mould has built up on walls, walls are cracking, windows leak and there are problems with electrical wiring. "More than half of the houses built since 1994 - 2003 were reported to be too small, now the right

to adequate housing is recognised as a socio-economic right”. With the implementation of the BNG policy 2004, the Housing Act 107 of 1997, and the National Housing Code 2009 (NHC), it provides for the enablement of a sustainable housing development process.

The National housing code now regulates the minimum size of houses to be built with the following specifications;

- 40 square meters of floor area
 - Two Bedrooms
 - A separate bathroom with a toilet, a shower and a hand basin
 - A combined living area and kitchen space with a wash basin
 - A ready board electrical installation, where electricity supply is available.
-
- Location and development structure – The area in which housing projects are developed have not adequately addressed public amenities, and/or are situated far from schools, parks, libraries and shopping malls. Also, the area lacks infrastructure to accommodate reliable transport, making travelling difficult and costly for most beneficiaries. Ramashamole (2009) states that “adequate housing should be located in close proximity to economic opportunities and social services, as this becomes an empowering basis for the people”. Therefore, it is important to investigate whether the existing housing projects have brought its beneficiaries closer to social services or not. Many people have been inclined to relocate or build their dwellings closer to urban areas and the cities because they are in need of employment and also to access social services.
 - Municipal services – Some people have limited access to the basic services the municipality provides such as; water and electricity, waste removal, healthcare and education.
 - Social ills – Beneficiaries face robbery on a daily basis due to the high number of unemployment which thus perpetuates poverty in the area. There are a high number of school dropouts who gang up and vandalise the community

belongings. There is constant abuse of drugs and other substances by youngsters, and parents are unable to deal with their uncontrollable behaviour. There is a high percentage of; teenage pregnancy and unknown fathers, child-headed households and orphan vulnerable children through HIV/AIDS related deaths. Domestic violence also ravages family institutions within the community. Most RDP dwellers live in constant fear and distress due to these social ills. There is also a concern over the safety of old women and women in general in these housing projects, due to increase number of sexual abuse and violence towards women and children. Social ills pose immense challenges to social integration, participation and development of communities (Manomano: 2013). Unfortunately, they are negatively affecting the quality of life of citizens. Most of these social problems are linked with the issue of poverty and lack of community education. The challenge to address social ills still remains huge and need attention.

Due to the shortcomings of the RDP such as poor quality of construction material, corruption and maladministration, a decrease in housing delivery, continued growth of informal settlements and poor planning of housing projects, it redirected the national department of housing to review its housing programme. The RDP was replaced by Breaking New Ground (BNG), the idea was to create viable and sustainable livelihood communities for beneficiaries. Hence future development of low-cost housing projects will include public amenities such as schools, clinics, libraries and sports facilities (Department of Housing). The new programme began to focus on producing “quality” housing rather than just “quantity”. Other bodies such as the National Growth and Development Strategy, as well as the Growth Employment and Redistribution Strategy (GEAR) assisted the RDP in addressing the housing challenge (Manomano: 2013).

2.3 BREAKING NEW GROUND

The Breaking New Ground (BNG) housing programme was adopted in 2004, it was built on existing housing policies to accelerate the need for housing delivery and to create easily accessible public facilities in upcoming and future housing projects. The key expectations of BNG were to redirect and enhance the existing operations of RDP, to move towards a more responsive and effective way of delivery of housing, and to

integrate sustainable development, wealth creation and alleviate poverty. The BNG programme also acknowledged that informal settlements are a way of life for many South Africans and therefore aims to integrate informal settlements into mainstream society by promoting equal partnership, reducing spatial planning and the challenges of social and economic exclusion in order to achieve a non- racial and integrated society.

(Department of local government and housing, 2005).

The main objectives of the BNG housing programme are:

- To accelerate the current mechanisms of the delivery of housing;
- To alleviate poverty and to utilise housing provision as a major strategy for job creation;
- To endorse property as an asset for empowerment and wealth, therefore, influencing growth in the economy; and
- To alleviate crime,
- To promote social cohesion and to improve the quality of life for the poor and also provide community supported facilities.

The BNG programme is to also utilise housing as a co-operative tool in creating sustainable human settlements as opposed to merely providing housing. BNG primarily aims to ensure that present and future beneficiaries, will dwell in a safe and secure environment with adequate access to economic opportunities, social services and amenities, and secure housing and tenure types (Department of Local Government and Housing, 2005).

2.4 ACCESS TO ADEQUATE HOUSING LOCALLY AND INTERNATIONALLY

Access to adequate housing and other basic services remains a great challenge for most people in South Africa, particularly the once marginalized and underprivileged (Wilkinson: 2014). The vast majority of Blacks continue to live in such deplorable conditions without access to basic services or economic opportunities required to escape poverty. “The right to adequate housing is one of the seven focus areas identified by the South African Human Rights Commission in order to effectively fulfil

its mandate of promoting, protecting and monitoring the realisation of human rights in South Africa” (SAHRC: Fact sheet 3: 2).

Tissington (2011) states that adequate housing is intrinsically linked to the right to public participation, equality, human dignity, and access to information. “The provision of adequate housing ensures that the quality of life of everyone is improved, thereby upholding the inherent dignity and worth of every individual”. The right to adequate housing is guaranteed in various human rights treaties and declarations internationally (United Nations 2015:52)

The Universal declaration of human rights references the right to adequate housing: Article 25 (1)

“Everyone has the right to a standard of living adequate for the health and well-being of himself and of his family, including food, clothing, housing and medical care and necessary social services, and the right to security in the event of unemployment, sickness, disability, widowhood, old age or other lack of livelihood in circumstances beyond his control”

2.5 PROVISION OF RDP HOUSING IN SOUTH AFRICA

South Africa is considered as a welfare state, whereby the majority of its citizens, especially the underprivileged and poor depend on government for basic services, mainly the provision of housing. “The right to adequate housing in South Africa is constitutionally entrenched and recognised in Sections, 26 (the right to housing) and 28 (the right of a child) which guarantees the right of every child to a shelter”. Wilkinson (2014) reiterates the legislation that regulates housing delivery from Section 26 of the constitution of the Republic of South Africa, which states that “everyone has the right to have access to adequate housing”, this right is essential given the magnitude of poverty and unemployment, post-1994. Wilkinson (2014) states that “it is the government’s duty to take reasonable legislative and other measures, within its available resources, to achieve the progressive realization of this right”. Among other tasks, the national government is responsible for establishing a housing policy, setting broad national housing delivery objectives and monitoring the performance of

provincial and local government delivery objectives and budgets. The provincial government is required to “promote and facilitate the provision of adequate housing in its province within the framework of national housing policy”.

It must coordinate housing development in the province and support municipalities in the performance of their duties. Municipalities must ascertain that the right to housing is progressively realised in their jurisdiction and identify and designate land for housing, and ensure that; water, sanitation, electricity, roads, storm water drainage and transport are provided.

Knight (2001) explains that adequate housing became the law of the land and the housing act (1997) provided and still provides for the facilitation of a sustainable housing development process and lays down the roles, responsibilities and functions of the different spheres of government.

According to the Housing Act, “housing development” is defined as:

1(vi) “...*the establishment and maintenance of habitable, stable and sustainable public and private residential environments to ensure viable households and communities in areas allowing convenient access to economic opportunities, and to health, educational and social amenities in which all citizen and permanent residents of the Republic will, on a progressive basis, have access to:*

- (a) permanent residential structures with secure tenure, ensuring internal and external privacy and providing adequate protection against the elements; and*
- (b) Potable water, adequate sanitary facilities and domestic energy supply.’*

Since 1994, the South African government has delivered over 3 million houses and housing opportunities and continue on building new houses and sustainable human settlements for the underprivileged (Department of Human Settlements). The 2016 General Household Survey by Statistics South Africa, show that 13.5% of South African households were living in ‘RDP’ or state-subsidised dwellings. The survey also revealed that government prioritizes to give preference to individuals from vulnerable groups such as women, children, persons with disabilities and pensioners.

2.5.1 South Africa' housing projects

The South African government has implemented a few housing projects where citizens have access to several types of housing subsidies. The following national housing policy and subsidy programmes are discussed below;

(a) RDP housing

The RDP housing unit is a government subsidised project to promote creation of human settlements with easily accessible facilities, these units are owned by the beneficiary and are not rented. Beneficiaries are required to adhere to the following criteria to qualify for an RDP house;

- Being a South African citizen
- Mentally competent to sign a contract and over the age of 21.
- Married, cohabiting or single and have dependents (single military veterans or aged people without dependents also qualify)
- Monthly income per household should be less than R3,500
- A first-time government subsidy recipient
- A first-time home owner

(b) Community Residential Units and Housing Programme (CRU)

The CRU programme targets low income persons and households earning less than R3500 per month, and enables a secure and stable rental occupancy. The programme is also aimed at refurbishing hostels into community residential units to ensure social integration and provide for decent quality of living. Beneficiaries are required to adhere to the following criteria to qualify for the CRU housing programme;

- Married, cohabiting or a single and have dependents
- Being a South African citizen
- Mentally competent to sign a contract and over the age of 18
- Monthly income of between R800 to R3 500
- Must be registered on the municipal housing demand database or the national housing needs register

(c) The National Upgrading Support Programme (NUSP)

The NUSP was designed to support the Department of Human Settlements in the implementation of the Upgrading of informal settlement programme (UISP), since the greatest challenge faced by the South African government stems from the fact that informal settlements continue to grow faster than the rate of low-income housing delivery. The main objectives of the UISP is to provide clean running water, electricity, health and roads to informal settlements. To qualify for a UISP, the applicant needs to adhere to the following criteria;

- Monthly income per household greater than R3,500
- People without dependents
- Child-headed households
- People who used to own property

(d) Finance Linked Individual Subsidy Programme (FLISP)

This housing project offers to those individuals who wish to buy, build or improve their existing home. FLISP is a housing subsidy for first-time home buyers to assist with purchasing a home and offers a grant which can be used to reduce the initial loan amount, therefore assisting the applicant with lower monthly repayments. Households with an income between R3 501 to R22 000 may qualify for the FLISP if they meet all the criteria. To qualify for the FLISP subsidy, the applicant needs to adhere to the following criteria below;

- Monthly income of between R3 501 to R22 000
- A South African citizen or have permanent residency in South Africa
- People who have not received a government housing subsidy before
- People who have not owned fixed residential property before
- Mentally competent to sign a contract and over the age of 18
- Married, cohabiting or single with financial dependents

(e) Social housing programme (SHP)

The Social housing programme was introduced to accommodate for affordable rental units and ensure security of housing tenure to households which prefer the mobility provided by rental accommodation. To qualify for the SHP, the applicant needs to adhere to the following criteria;

- Does not currently own property
- Couples (married or cohabiting)
- Single people with dependents

2.6 CHAPTER SUMMARY

The delivery of housing should satisfy basics needs, however, access to housing and adequacy to amenities should simultaneously improve the quality of life (Ramashamole 2011:29). Housing is very important and should be a fixed basic asset that incorporates safety, security, comfort and other needs. It is not just about building a house; it is about transforming and developing sustainable settlements, building communities with closer access to work and to access other socio-economic amenities such as transport, clinics, hospitals, schools and recreational structures including libraries, parks and public spaces (Tshitereke 2008:01). According to Tissington (2011:9), the inadequacies of water, energy supply, sanitation, living space, location, shelter and affordability of ongoing costs have the ability to lower one's quality of life and negatively impact on their social and material well-being, therefore, this indicates the interrelatedness of housing needs and the quality of life. Whatever the flaws and failures of the RDP are; the housing project has been extremely beneficial to the poor who once struggled to have this little. The level of services provided by housing projects to its beneficiaries is an interesting subject, little is known about what happens once the housing units have been completed and handed over to their new owners. This appears to be because research has focused largely on other dimensions, such as the nature of the property market and how RDP units are traded, yet not much has been researched to determine the quality of life (Charlton et al. 2014:92). The following chapter discusses the literature related to the research on quality of life and seeks the need to analyse the extent to which the reconstruction and development housing project improves the quality of life of its beneficiaries.

CHAPTER THREE: LITERATURE REVIEW

3.1 INTRODUCTION

Literature review helps to direct a study towards solving the research problems and aims. "It provides an analysis of both current and historical events that surround the study domain and enables the researcher to present available and valuable information on the study topic from other researchers' point of view".

This chapter focuses on the theoretical framework; which elaborates on quality of life definitions, variables, dimensions and domains, and discusses the assessments and measurements of quality of life. Quality of life has a number of concepts; this study focuses on three concepts: (1) the social development concept (2) the basic needs concept (3) the human rights-based concept. Each of these concepts is discussed in turn within the conceptual framework. The variables that this study focuses on are social indicators such as health, education, safety and life satisfaction, and on material well-being indicators such as quality of housing, income and employment.

3.2 THEORETICAL FRAMEWORK: QUALITY OF LIFE

3.2.1 Defining quality of life

According to Barwais (2011), there is no universally accepted definition of quality of life; it is almost always controversial that researchers have not agreed upon a standard working definition. Researchers have engulfed the concept from different angles all with the same goal of determining what constitutes a life of quality. The concept has hence evolved accordingly to theory and literature as they have developed (Neff, 2005:07).

Researchers approach the concept from the perspective of their own research interests, therefore, resulting in more than 100 specific definitions, which makes the quality of life research more complicated and difficult. (Brown, I. Brown, R. Cummins, R.A. Felce, D. Matikka, L. Keith, K. Parmenter, T. Schalock, R. 2000).

The most common definition used is the “Overall well-being of individuals, groups and societies” (Kerce 1992). Though, Cummins (1998) reviewed 27 definitions to identify the important domains of quality of life as cited by Best (1996:13) and Bearsley (1997). Cummins (1998) reported that 85% related to emotional well-being, 70% related to health, 70% intimacy, 59% material well-being, 56% productivity, 30% community participation and 22% safety.

Therefore, Cummins (1998) presented a general definition of quality of life:

Quality of life is “both objective and subjective, each axis being the aggregate of seven domains; material well-being, health, productivity, intimacy, safety, community and emotional well-being. Objective domains comprise of objective well-being. Subjective domains comprise of satisfaction of the individual.

The definition of quality of life by the World health organization introduced in 1995 is

an individual’s perception of their position in life in the context of the culture and value systems in which they live and in relation to their goals, expectations, values and concerns incorporating physical health, psychological state, level of independence, social relations, personal beliefs and their relationship to salient features of the environment, quality of life refers to a subjective evaluation which is embedded in a cultural, social and environmental context (World Health Organization Quality of Life, WHOQOL Group, 1995).

Higgs (2007) uses the term Everyday Quality of Life (EQL), which is defined as

A function of the resources and external factors that affect how that person is able to live, the internal choices that a person makes and their effects on that person, how that person perceives her or his individual needs are being satisfied, and his or her perceived level of subjective well-being or happiness.

Evidently quality of life means something to everyone but to accurately define the term that is agreeable to all is not that simple. Sheppard-Jones (2002:04) explains that a look into the definition of each term can be considered helpful; the reference to the meaning “Quality” can be associated with human values such as wealth and success or considered as a characteristic of a standard or level and “Life” refers to the very essence of human existence. The definition can be bound to the concept of individual

preferences which perhaps will have the most meaning. Quality of life is also seen as a person's "sense of well-being", "the satisfaction or dissatisfaction with life" and "happiness or unhappiness" (Forward 2003). Well-being is noticed as the most common concept and used interchangeably with quality of life; well-being refers to the welfare of an individual or group of people. Some view it as a component of one of many dimensions of quality of life.

According to Galloway (2005:26), well-being encompasses physical, social, environmental, economic, and psychological well-being dimensions. Physical well-being relates to our health and risk towards sickness and disease. Social well-being is our interaction with family, friends and co-workers. Environmental well-being defines where we live and if the surrounding environment is clean and safe to live in. Economic well-being refers to our income and financial status, where we work and level of income. Psychological well-being determines our mental health, our behaviour and attitudes (Smith 2006). Overall, well-being reflects on an individual having adequate material resources, a sense of meaning, belonging and connection with people and a place. According to Galloway (2005:34), well-being can incorporate both objective and subjective conditions as well. However, consensus indicates subjective well-being as a more accurate definition comprised of people's perceptions and responses to their lives using cognitive and emotional factors. Objective well-being is viewed as the demographic measurements of individuals such as age, gender and income factors.

Quality of life has developed into quite a popular phrase and subject that almost everyone today regardless of race, gender, profession or education is familiar with it (Sheppard-Jones 2002). Although a person may not be able to understand or define it from a researcher's perspective, a layman's understanding may refer to one being satisfied with life and fulfilling basic needs.

Susniene and Jurkasukas (2009) state that the interests and traits about the quality of life are learned and rational. It is the result of what people have learned about life and death, health and sickness, suffering and pain, achievements and success, and the realisation that there is more to life, and the need to know more about quality of life to make future decisions.

These experiences and realisations have prompted instinctive impulses during the decision-making process, whether or not the decisions were right, it has caused a change in development and some improvement to the quality of life.

According to Cummins (1998), people have been applying quality of life indicators since the dawn of history; capturing the interest of philosophers in ancient times. As pointed out by Van Hoorn (2007) and Jackson (2007), philosophers such as Plato (c. 428 BCE – c. 348 BCE) and Aristotle (c. 384 BCE – c. 322 BCE) recognised essential parts of human life and had given their preferred accounts through their writings. These ancient philosophers explored justice and equality, and the meaning of having a “good life” and “living well”.

In the late 1980s, scientists applied theories on fundamental elements of human experience and life conditions to establish a basis on what makes human life worth living (South Africa 2013:5). The majority of these theories direct towards the quality of life and well-being. For example, hedonic theories identify the awareness or experience of an individual's happiness or pleasures (Ventegodt, Merrick and Andersen 2003). Rational preference is seen more as an objective theory as it assesses individuals' likings and satisfaction. Jennings (2002) describes human flourishing as the most developed theory which attempts to base our understanding on accounts of capacities and excellence such as being nurtured by education, forming social relations, interacting with people and involvement in the community, in addition, if these individuals use these capacities as a guide and practice it over the course of a life-time, it gains self-fulfilment. Although having more of a social and cultural environment enables an individual to gain access to various types of resources and materials to live a developing human life, meeting a basic necessity, which is similar to Abraham Maslow's theory on the hierarchy of needs raises the development of life towards happiness, life satisfaction and well-being on the concept of human needs (South Africa 2013:5).

Since the 20th century, quality of life has impressively expanded its dimensions in social research studies and has become part of the cultural and political vocabulary. Furthermore, it has become one of the most important and discussed social science concepts, where nearly, every sphere of government with delivery of services, the

public sector and policy makers has been highly influenced by quality of life and its dimensions (Forward 2003).

The attempt to define and measure the concept, stills remains a fundamental challenge to several researchers, social scientists and economists. The phrase 'quality of life' and its construct are widely used, both in academic writing and everyday life. It is a term that almost everyone takes for granted, of which we think we know its meaning (Barwais 2011). Even though there is a common understanding of what it means, we may use the term differently in our personal and professional lives. In the attempt to define quality of life, automatically one thinks about their own life and begins to associate quality of life with other terms like happiness, well-being, and satisfaction, and comfortable living which are closely related or equated to the construct (Gaibie and David 2009).

Quality of life presents itself as a broad and multidimensional construct, magnifying itself through several discourses and spanning its uses in different fields. According to Forward (2003), we can always identify quality of life and its striking features when used in advertising, marketing, medical fields and in almost every field, indirectly promoting comfortable living and improving quality of life. In economics, it calculates quality of life by GDP and standard of living; in social studies, quality of life is measured as a subjective indicator considering individual and societal perceptions and needs and in medicine, it is the comparison between good health and illness with factors influencing a healthy lifestyle. Kerce (1992) describes quality of life as an extensive concept incorporating many aspects of life. For instance, in California San Diego, quality of life variables was used as an assessment in the department of the navy to enhance programmes for military personnel. In Czechoslovakia, research began to measure quality of life in rural areas to identify the needs of the community and people, as well as to guide policymakers, (Pospech, Delin, and Spesna 2009) and in Scotland, the cultural research policy centre conceded extensive research to measure and define quality of life in the context of culture, arts and sport to identify the level of impact and to apply measures accordingly.

Though quality of life research has been most popular in health related and social studies, a large degree of literature focuses on health-related quality of life such as mental health, disabilities, psychology, medicine and patient recovery. For example,

in a holistic medical approach, physicians use the concept of quality of life to encourage patients during a recovery process, to mobilise resources to improve their quality of life and well-being.

According to Eiser (1997), a measure of quality of life may be able to assist in paediatrics, as frequent hospital visits and painful treatment procedures may compromise the quality of life of the child and the family. Health factors are often given the first priority, however, quality of life must be understood in a broader outlook, as it is determined by many factors and conditions. A few examples that influence the quality of life are dwelling, employment, income, material well-being, personal and family life, social support, relationship with the environment, crime and social security.

Mention the words “quality of life” to wealthy individuals and several other words come to mind – money, expensive house and car, best education, social status, happiness, comfortable living, job satisfaction, family and health. To poor individuals – no or less money, no proper housing or secure tenure, sickness and disease, no proper healthcare, no job or unsatisfactory jobs and the list goes on. Yet, to either, quality of life all depends on the fundamentals of human survival which are meeting and sustaining basic needs.

3.2.2 Measuring quality of Life

The term quality of life was first coined in 1889 being used in a statement “...*We must not regard the mere quantity, but also the quality of life*” (Forward 2003:5). This gained popular insight into the subject with researchers expanding attempts to measure the concept. Around 1960 – 1970 measures began to develop and grew to be widely noticeable and then a new question rose “*How can you live happily and well?*” caused extensive research on that aspect as well.

For some time, researchers dwelled on measuring material wealth as the main indicator of quality of life (Easterlin 2004). However, in the 20th century researchers recognised that quality of life of an individual was not solely fixed to material wealth but there are much more factors, such as education, housing, health, happiness, belonging, people’s feelings and welfare. According to Mojica, Gebremedhin and Schaeffer (2010), measuring economic welfare is not an exact science, as quality of

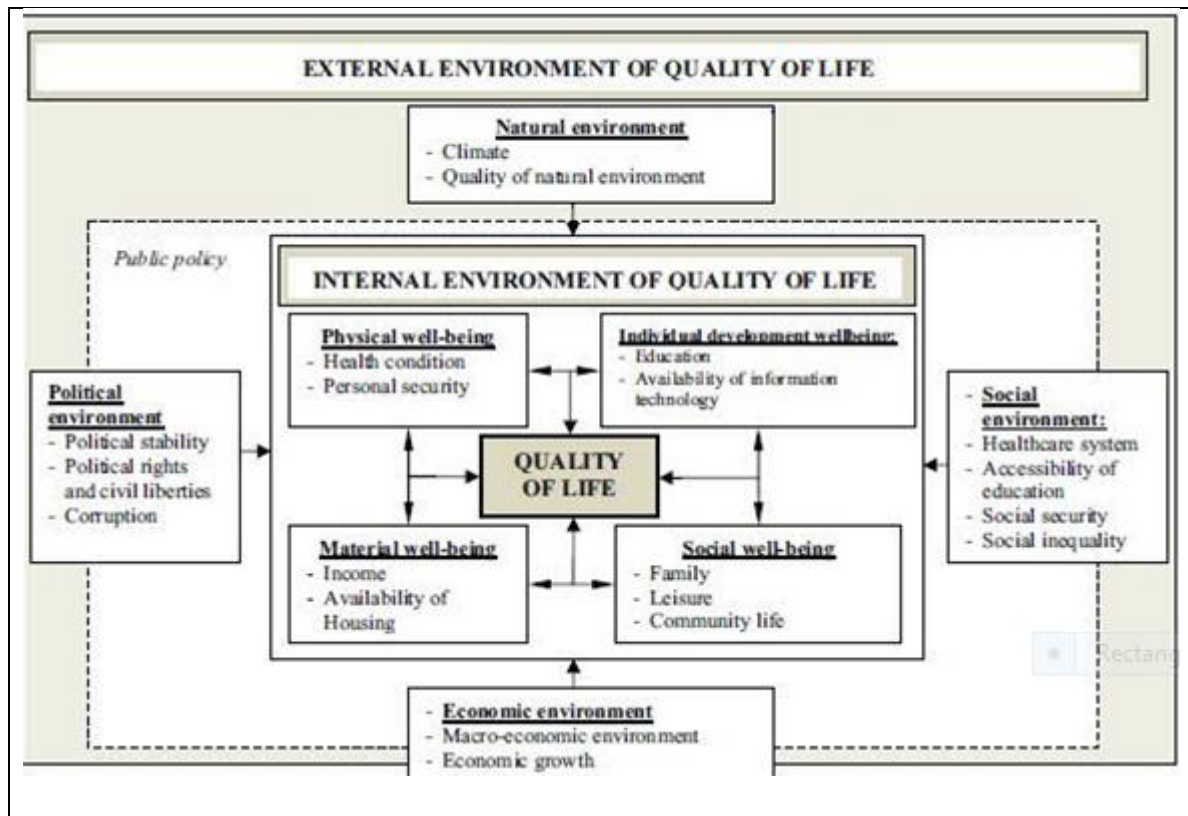
life measures are commonly related to economic activity (mainly focused on GDP), it is vital to develop indicators to measure well-being.

Galloway (2005:13) uses taxonomy to classify quality of life definitions. The three major types are global, component and focused definitions. One of the classifications which this research will focus on is called component definition type which breaks down quality of life into constituent parts, dimensions and domains; this identifies key characteristics which is essential when evaluating quality of life.

Measurement of quality of life involves a systemic approach by identifying the factors of quality of life and determining the relation to each other. The model below provides an assessment when evaluating the quality of life; it identifies the two outer environments, external and internal. The external environment is divided into four-factor groups such as natural, political, economic and social environments. The internal environment covers four domains including physical, material, social and individual development well-being, a few examples are provided under each domain. Forward (2003) states that the dimensions' influence and relate with each other and if one domain changes then the others follow, each aspect needs to be in balance to have an overall quality of life.

Quality of life models are usually developed to explain the construct and provide conceptual and measurement frameworks and assessment. Most models provide a reference to quality of life domains, indicators and measurement strategies (Wil, Buntix and Schalock 2010: 286).

The model below provides a core foundation for most quality of life research studies, it covers almost every aspect of quality of life that can be conceptually analysed.



The Model for measurement of quality of life

Source: Pukeliene and Starkauskine: 2011

Albouy, Godefroy and Lollivier (2010) discuss four main dimensions which are often used to assess “Experienced Quality of Life”:

- Well-being – satisfaction with life in general
- Satisfaction with specific aspects, such as standard of living, public service and personal relationships
- Confidence in the future – for example, trust in family, and trust in political institutions like government and political parties.
- Social Cohesion – Measures perceptions within the social groups, such as social category, income and age.

There is a consensus that quality of life is multidimensional, usually specified in the quality of life domains, though not restricted to either physical or psychological factors (Eiser 1997). Subsequently, the domains are related to activities, roles and places and interaction with people and are dependent on people's conditions and capabilities. Measures of quality of life provide key information about an individual's overall well-being in life (Pukeliene and Starkauskine 2011). According to Attwood (2013), studies on quality of life encourages people to gain knowledge and to use that knowledge to improve on their lives. Participatory methodologies are well suited to research concerned with understanding concepts that have no common definitions. It results in the community becoming more aware of their own situation, of their socio-economic problems, of their real problems and the cause of those problems and what measures they can take to begin to change their situations.

In order for measures to have value it must, therefore, represent the individual's point of view. Hence one must combine both objective and subjective approaches. The objective approach which is also referred to as socioeconomic or demographic components uses quantitative criteria to observe crime rates, health, wealth (income), housing and living conditions, and material assets (Shackman, Ya-lin Liu and Wang: 2005). The second approach is the subjective characteristic of quality of life which filters the inner experience of an individual and measures perceptions of satisfaction, happiness, feeling of safety, personal appraisals, belonging and well-being.

According to (Pukeliene and Starkauskine: 2011), there are several measuring assessments and tools to measure quality of life, and no one method that is accepted by all. However, frequently asked questions by most scholars are, can quality of life be measured? How do you know quality of life has improved? What the quality of life is? One approach to answering these questions is the use of quality of life indicators including their measurements of their dimensions (Albouy, Godefroy and Lollivier: 2010). Indicators are a way to measure outcomes of a specific variable and when viewed independently it can offer key information and provide insight into the overall quality of life, even more, it can reflect the outcomes that policymakers can accurately address within a community (Shackman, Ya-lin Liu and Wang: 2005). Since well-being is interchangeably used with the concept of quality of life, this question also arises, "What does well being consist of and can it be measured?"

According to Albouy, Godefroy and Lollivier (2010), well-being is generally measured by asking participants to choose a level of satisfaction, for example, how satisfied are you?

- Very satisfied
- Fairly satisfied
- Not very satisfied
- Not at all satisfied

A different analysis which can be used, is to measure an individual's quality of life by measuring their current status using several dimensions and a measurable criterion to assess material well-being, in terms of housing conditions, health and safety. In measuring quality of life, we attempt to measure the variable (individual, group, community, country) in terms of the level of income (GDP), working conditions, access to leisure, the degree of social interaction within the community and to determine if they are vulnerable to economic (decrease in income, inflation) and physical factors (health), (Albouy, Godefroy and Lollivier 2005)

Numerous Quality of Life indexes are used worldwide, however, many are not successful in measuring factors and are not reliable. Hagerty, Cummins, Ferriss, Land and Michalos (2001:3) review 22 of the most used indexes and developed criteria to assess their validity. The criteria were to assess if the indexes have a clear public purpose, whether it assists policymakers to assess programmes if the theory is well-established and are the components reliable and valid.

A few of the indexes listed were: The Health-related QOL index, excellent when measuring health, though, the domains do not totally cover quality of life because it has been limited only to the health domain; The Consumer Confidence Index is used when measuring subjective economics, comprising questions which address household and societal levels, however, this index is unsatisfactory as it only covers two indicators of quality of life.

The Eurobarometer index is a public opinion survey and only comprises two satisfactory questions; this index does not cover a range of domains. The Miringoffs' Social Health Index is one of the few indices that makes use of more than a few domains which includes 16 measures, to list a few: infant mortality, child abuse,

children in poverty, unemployment, poverty among those over 65, crime rates, housing affordability, teenager births and school dropout rates. The Cummins comprehensive quality of life scale (ComQoL) comprises of seven domains, such as; material well-being, health, productivity, intimacy, safety, community and emotional well-being. This scale provides a useful overall view of quality of life in a community.

The table below highlights a few indexes and includes dimensions which some of the indexes cover.

Table 3.1: The Dimensions of quality of life measures

Dimensions of QoL* included in indices	Your Better Life Index	Beyond GDP	Happiness Index of Bhutan	Canadian WB** index	Stiglitz Report	Happiness Index of the UK	World Happiness Report
Housing	x			x			
Income/GDP	x	x	x	x	x	x	x
Jobs	x	x			x	x	x
Community involvement	x		x	x	x	x	x
Education	x	x	x	x	x	x	x
Environment	x	x	x	x	x	x	x
Civic engagement/ good governance	x		x	x	x	x	x
Health	x	x	x	x	x	x	x
Life satisfaction	x	x	x		x	x	x
Safety	x				x	x	
Work-life balance	x		x	x	x	x	
Culture			x	x			
Age, gender							x
*QoL=Quality of life							
**WB=Wellbeing							

Source: (South Africa: 2013)

South Africa has a few available indices to measure quality of life and well-being such as the living standard measure (LSM), the Everyday Quality of Life Index (EQoLI) and the South African Development Index of Race Relations. The EQoLI comprises a group of measures encompassing social and economic status (poverty), urban development, health, quality of environment, satisfaction of human needs, connectivity, optimism, subjective well-being and the overall measure of well-being (Greyling 2013 and Higgs 2007). However, the “Better life index” reflects and complements most of the indicators when measuring quality of life.

Your Better life index, founded in 1961 was designed to visualize and compare key factors that contribute to quality of life and well-being (OECD 2011). The dimensions reflect what the OECD has classified quality of life, such as; community, education, environment, governance, health, life satisfaction, safety and work-life balance, and well-being as; housing, income and job opportunities.

3.2.3 The assessment of quality of life

Researchers in the 1970's recognised that economic measurements like the gross domestic product (GDP) were not adequate enough to study social development, this then directed researchers to the social indicator movement (Forward 2003:07). Researchers began to look into several indicators that could help expand, discuss in detail using objective and subjective indicators and predict on how to improve on the quality of life. (Best 1996:4).

Subjective quality of life as described by Bearsley (1997:08) “is an individual feeling good and being satisfied with things in general, and subjective indicators exist in the consciousness of a person and they can be identified only from the person's evaluation and answers to subjects that are important to the individual”. Objective quality of life is described as one obtaining adequate material wealth, a good standing social status and physical well-being.

Best (1996) states that “objective indicators are external factors that exist in the society and they can be monitored and assessed by their amount and frequency rate, however, using objective measures reveal little about people's experience of life”.

Examples of frequently used objective and subjective indicators are summarised in the table below:

Table 3.2: Frequently used objective and subjective indicators

Objective indicators	Subjective indicators
Represents social statistics	Represents appraisal and evaluation of social conditions
Life expectancy	Sense of community
Crime rate	Material possessions
Unemployment rate	Sense of safety
Gross domestic product	Happiness
Poverty rate	Satisfaction with life as a whole
School attendance	Relationships with family
Working hours per week	Job satisfaction
Perinatal mortality rate	Sex life
Suicide rate	Perception of distributional justice
	Class identification
	Hobbies and club membership

Source: Galloway 2005

In the table below, the researcher tabulated the variables that were compiled in the survey instrument, these variables are discussed at the end of this chapter.

Table 3.3: Variables used in the research survey instrument

Social Indicators	Dimension	Measuring Items
	Education	Level of Education
	Environment	Living Space
	Governance	Participation in Elections
	Health	Life expectancy, Level of Health
	Life satisfaction	Overall Satisfaction of Life
	Safety	Crime Rates
Material well-being indicators	House	Access to clean water Electricity for lighting Quality of Dwelling
	Income	Level of income
	Job/employment	Are you employed? Type: Permanent Contract Part-time

3.3 CONCEPTUAL FRAMEWORK

A conceptual framework helps to present the concepts and ideas on the research area of the study. This study has fundamentally chosen three theories which relate to the quality of life dimensions, the social developmental concept, basic needs concept and the human rights-based approach.

3.3.1 The social developmental concept

The White Paper for Social Welfare of 1997 focused its framework using the social development approach (South Africa 1997, White Paper). It consists of a range of services and programmes to achieve social and economic development. The main objective of this approach was to redress the inequalities caused by the apartheid system. The framework states that the system will distribute resources and services which will assist in improving on the quality of life of all people, directly targeting those who have been disadvantaged and those who have special needs. The welfare systems include services that are provided by the government, such as; water, health, housing and social security, and employment creation among others.

The Department of Social Development (2011), identifies five objectives central to the development of social welfare in South Africa;

The first objective enables a rights-based approach to development, which states that “everyone is entitled to the realization of economic, social and cultural rights within the limits of the resources of the state”. The approach emphasizes on fulfilling the needs of all South Africans especially the underprivileged, by providing social justice, equal and adequate access to basic services and a minimum standard of living. This approach to social welfare provides the right to social and economic assistance, reiterating the main focus of the RDP, that enables the underprivileged to access adequate housing, hence encouraging growth and development (Tissington: 2011).

The second objective is to harmonize social and economic policies, which are equally important in the development process and should be integrated to address poverty and to improve quality of life for all people. This approach also promotes people-centered initiatives and social programmes, to encourage skills development, self-employment and self-sufficiency within the society.

The third objective is to promote active citizenship in participating in society, by encouraging people to play an active role in their community and take ownership for their own development and future.

The fourth objective is to establish partnerships with stakeholders, companies and significant role players who bring in their financial resources, expertise, skills and knowledge towards successfully enhancing social development. The fifth objective is to link micro and macro interventions on service delivery by altering the structures and organisations of society that caused socio-economic inequalities. In other words, linking micro (individuals, households and families,) and macro (communities and organisations) programmes will help enhance and bring empowerment of individuals and communities.

3.3.2 The basic needs concept

A basic need refers to those essential requirements that serve as the foundation for human survival, such as food (including water), shelter and clothing (Brown et al. 2000). When one meets their basic need and is relatively satisfied, other needs take precedence. Forti and Bisogno (1981) state that it is based on a simple psychological process, once you have adequate access to the basics it enables you to build for yourself and your family a better life.

In the early 1940s and 50s, the “Maslow’s hierarchy of needs” became the most popular cited theory. Abraham Maslow was a renowned psychologist who developed the hierarchy of needs and formulated a few theories on the principles of human development. Abraham Maslow’s theory is principally based on the idea that humans are motivated by needs that are hierarchically ranked, and in order to sustain human life and access a decent standard of life, certain dimensions in life need to be fulfilled before reaching the next dimension.

Maslow developed his theory into a pyramid, ranking different dimensions which represent a five-step staircase for human achievement. Basic needs have been grouped and categorised into five different dimensions with the fundamental needs based as the foundation and most important.

The figure below describes Abraham Maslow's hierarchy of needs;



Figure 3.1: Maslow's Hierarchy of needs (Source: Shahrawat 2017: 940)

1. **Physiological Needs** – This dimension represents the most basic needs such as water, air and food which is vital for survival and should be met first.
2. **Safety Needs** – This dimension represents needs such as stability, safety and freedom, as well as personal and financial security, health and well-being.
3. **Love and belonging** – This dimension describes needs such as, love and affection, through fulfilment of personal relationships, as well through social and community engagement
4. **Self-esteem** – This dimension, (Shahrawat 2017: 941), describes two types of self-esteem. One results from internal feelings based on the confidence and feelings of being secure. The second is externally derived based on status, and social successes and all characteristics of how others think and react to people.

- 5. Self-actualization** – This dimension holds the highest level of the hierarchy. In this dimension, individuals are more self-aware and are driven towards personal growth and are less concerned with the opinions of others and interested in fulfilling their potential. “Maslow believed that these needs are inherent, innate and universal in nature. And human beings are not motivated by all five needs at the same time, rather only one need is paramount at any given moment”.

The concepts categorised below was adopted from the study on the basic need approach by Galtung (1978):

- Security needs (to avoid violence) ensure that people are free from any type of threat, danger, and violence in the environment they are in.
- Freedom needs (choice, options to avoid repression) envisions a stable and peaceful environment for all humans to dwell in, and provide accessibility to goods and services.
- Welfare needs are sufficiency needs such as; shelter, water, health and education amongst others. In this approach, Galtung (1978) interacts an independent and a dependent relationship, where the independent (government) is expected to provide the dependent (beneficiaries) with services.
- Identity needs include recreational activities, religion and political beliefs and are concerned with the empowering social responsibility and promotion of dignity and participatory in social, economic and political forums.

The basic needs approach is one of the main methods of measuring poverty in developing countries. The basic needs concept identifies poverty by two types - absolute poverty and relative poverty (Galtung: 1978). Absolute poverty is “a state or condition of poverty that occurs when a person’s income is unable to meet or afford the basic needs and services”. Absolute poverty was given a multi-dimensional outlook at the world summit for social development in Copenhagen in 1995, *“a condition characterized by severe deprivation of basic human needs, including food, safe drinking water, sanitation facilities, health, shelter, education and information”*, absolute poverty does is not entirely dependent on income but also on adequate access to social services (World Summit for Social Development, 1995).

The theory of relative poverty intrinsically links poverty to a reference group. “People are judged to be poor if they are poor in comparison to those around them, or when a person or family’s income may be able to afford the basic needs but is unable to meet the standard of life of the prevailing environment”. This view on poverty can become particularly relevant when social justice debates focus not only on the needs of bare survival, but also on inequality in society. It is also clearly recognized that the meaning of being disadvantaged will change over time and from place to place.

3.3.3 The human rights-based concept

According to UN HRBA portal, “the human rights-based approach is a conceptual framework for the process of human development that is based on international human rights standards and directed to promoting and protecting human rights”. This approach is focused on analysing the inequalities of human development, restoring prejudiced practices and unfair distributions of resources and authority that hinder the progress of human development

The human rights-based approach shows that the South African government is responsible for providing adequate housing, due to apartheid and the violation of human rights that has caused millions of people to become homeless. The constitution of South Africa states that “everyone has right to access adequate housing and the state or government must ensure the progressive realisation of this right” (Republic of South Africa, 1996).

The human rights-based approach has significant roles that it performs in the well-being of people” (UN-Habitat, 2001:01), such as to:

- Empower and protect the poor
- Provide security of tenure and residential stability
- Provide access to housing resources
- Fight against homelessness
- Stop forced evictions and discrimination in the housing sector
- Facilitate access to remedies in case of violations of these rights.

The above roles assist in the evaluation and sustaining of social programmes especially within the RDP, as well as the problems surrounding the provision of housing. In conclusion, all three theories; the social development concept, the basic needs concept and the human rights-based concept is important in analysing the effectiveness of housing under the RDP, however the basic needs concept is the main theory used in this study.

3.4 OVERVIEW OF QUALITY OF LIFE IN SOUTH AFRICA

The Republic of South Africa (RSA), is the southernmost country of the African continent, its coastline stretches 2,798 kilometres along the Atlantic and Indian oceans, the total surface area is 1.221.031 km² and is made up of urban and rural areas.

South Africa can be described as a multi-ethnic society and often referred to as the “rainbow nation” since the wake of apartheid. On the basis of statistics, South Africa is classified as an upper-middle-income economy and a newly industrialised country, however the International Monetary Fund and United Nations currently classifies South Africa as a developing country. In terms of measuring economics and purchasing power, South Africa economy is the second largest, and ranks as the seventh highest per capita income in Africa, however the country is still to overcome poverty and inequality which still remains widespread.

Concerns and foremost the significance of quality of life are of central importance throughout the history of South Africa. This study highlights the most important variables that have had an impact on people’s quality and satisfaction with life.

The variables used to generate the questionnaire are briefly summarized below;

Demographic research uses factors such as age, race and sex. Research on a country’s population is important as it assists the government in understanding socio-economic development, aids in market research and with population stability or change. According to Stats SA (2018) South Africa has a population of approximately 57.7 million people. The people are a mix of races, cultures, and classes, with strong African, Indian and European influences. More than two thirds of the population are Black (80.9%), Coloured (8.8%), White (7.8%) and Indian (2.5%). About 51% (29,5 million) is female and 49% of the population is male. South Africa is a very young country with 65.8% between the ages of 16-64 years and 28.9% under the age of 14.

Housing, electricity and water – The importance of research on basic services is vital as it seeks to better understand how these services impacts individuals, families, and communities and to understand the current status on the effectiveness of housing programmes (Tissington: 2011). South Africa’s households occupy a

variety of dwelling types, ranging from traditional homesteads in the rural areas to structured brick houses in urban areas (Department of human settlements: 2005). With regards to housing, statistics indicate that 77.7% consists of formal dwellings and 7.9% consists of traditional dwellings and shacks, nearly all of which are located in non-urban areas (Stats SA: 2017). The Department of Welfare states that approximately 13.6% of the total population live in traditional and informal dwellings. With regards to water availability, 73.7% has access to piped water (households or inside yard taps), 17.9% of the population do not have access to piped water inside their households or yards while 8.8% of the population have no access to water.

Education – In South Africa there is a significant gap in education standards between the rich and poor communities. The education system is divided by the public and private sector. The private sector is fee-paying and privately owned schools. Children who attend a public fee paying school or private school are better served and are more likely to complete their secondary education. Successfully achieving a secondary education opens channels for households to lead a better life. This also paves a way for individuals to pursue a tertiary education which corresponds to better job opportunities.

The public sector offers (1) Public non fee-paying schools which are available in poor areas and completely subsidised by the government, (2) Public fee-paying schools are subsidised by the government and parents contribute an annual fee. Although the government subsidises the public sector, most public non fee-paying schools which are located in the poorest of areas lack proper infrastructure and educators. The quality of education is poor and mainly effects the black children, this constraints poor communities and aggravates socio economic disadvantage (Manomano: 2013). It remains a struggle for individuals in poor areas to successfully achieve a secondary or tertiary education, which requires time and resources. Lack of education and unemployment only will only perpetuate household dependency on social grants.

A large percentage of spending goes towards socials grants to improve living standards. The South African government has implemented national social grants to improve the welfare, economy and social development of its citizens. The South Africa Social Security Agency (SASSA) administers social grants and is mandated by the Act of 2004 to “ensure the provision of comprehensive social security services against

vulnerability and poverty within the constitutional legislative framework". Grants are targeted at categories of people who are vulnerable to poverty and in need of state support. These among a few are older people (60 years and above), people with physical and mental disabilities and children (under 18 years).

Healthcare standards in South Africa is as same as the education system, it is divided by the public and private sector, one serving the rich and other the poor. The wealthiest 20% of the population use the private sector which are hospitals that are privately own and are better served. The public sector is subsidised by the government, where citizens do not pay for health care services and serves majority of the population. The National Health Insurance policy was established by the government with the aim of ensuring that everyone has access to efficient and quality healthcare services regardless of their socioeconomic status. The introduction of free healthcare services is provided for all citizens, mainly children, pregnant and breastfeeding women. Although the government has successfully implemented the national healthcare and provided healthcare facilities locally (district) and provincially, there are several issues that public sector faces on a daily basis, which affects the quality of services provided, such as overcrowding, lack of resources and a lack of healthcare professionals.

Employment – The unemployment rate in 2018 was 27.5%. According to Stats SA (2018), the youth are the most vulnerable and affected as an estimated 6.2 million unemployed people range between 15-64 years of age. The youth reflects the working age population, with a lack of employment this further increases poverty and crime. The fear of crime and violence greatly impacts the satisfaction and quality of life for everyone. Crime statistics is essential in order to understand the dynamics of different types of crime and to be able to provide programmes and interventions to eradicate and prevent violence and crime in all levels of society.

High levels of crime poses as one of the biggest problems in South Africa and it can affect all people either directly or indirectly. Violent crimes such as; assault, rape and murder have increased by 7% over the previous year. According to United Nations Office on Drugs and Crime (UNODC) South Africa had the fifth highest murder rate in the world, with 57 murders per 100 000 people taking place every day. Non-violent crimes such as; house breaking, burglary, theft and car hijackings are rated the highest and are commonly linked and related to unemployment and poverty. According to

Stats SA (2017/2018), house breaking or burglary is ranked the highest at 54% for household crime. Individual crime statistics rated theft of personal property the highest at 41%. Crime has different types of effects on victims, such as; anger, depression or fear, stress and sleep deprivation which negatively impacts their quality of life.

3.5 CHAPTER SUMMARY

While government efforts have been exponential in providing the poor with water and electricity, there are still high levels of inequality as far too many South Africa's still live in shacks which often lacks adequate infrastructure, including proper sanitation, safe water supply, electricity, hygienic streets, or other basic necessities to support human settlements.

Consistent evidence portrays quality of life as a multi-dimensional concept that is measured not only in quantitative data of statistics and measurement, but also in qualitative data of individuals' perceptions and personal expressions. To understand the degree to which people enjoy a good quality of life, it is essential to acknowledge the relationship between such measures which becomes an important factor in the maintenance of quality of life. In summary, quality of life is highly significant in the evaluation of public services and in the development of local and international programs, which all people, communities and nations benefit from. The following chapter will provide an overview of the methodology that was used to conduct the study.

CHAPTER FOUR: RESEARCH METHODOLOGY

4.1 INTRODUCTION

Research can be described as systematic investigation into a subject problem, breaking down the research process into a series of steps to seek answers and outcomes to the research problem (Creswell: 2009). This chapter discusses the research methodology which helped to gather information on the quality of life of people living in urban, formal, low-cost housing, it also focuses on the design of the study which was a quantitative methodology, the data collection methods and the measuring instrument that was adopted to form the questionnaire. The chapter will also further discuss the data analysis, the pilot study, reliability, validity, limitations, consent, approval and ethical considerations.

4.2 RESEARCH DESIGN

Research design is described as the strategy and the structure of conducting a research. Blanche and Durrheim (2006: 34) states that “research design is a strategic framework for action that serves as a bridge between research questions and the execution or implementation of the research”; while Creswell (2009) describes research design as, “the plan or proposal to conduct research that involves the intersection of philosophy, strategies of inquiry and specific methods”. This research study is descriptive in nature as it is intended to create an understanding of the impact of housing on the quality of life. In selecting a research paradigm, a quantitative design approach has been chosen and the reason for applying a quantitative approach for this study was to analyse the relationship between the independent variable (quality of life) and the dependent variable (RDP beneficiaries). The quantitative design took the form of a mini-survey – questionnaire with close-ended questions. Maree (2010: 145) defines “quantitative research as a process that is systematic and objective in its ways of using numerical data from only a selected subgroup of a population to generalise the findings to the population that is being studied”. Quantitative researchers collect data in the form of numbers and use statistical types of data analysis (Blanche et al. 2006: 47).

4.3 METHODS OF DATA COLLECTION

The community care givers and social workers from the study area assisted the researcher with the data collection to speed up the process. All of the respondents were interviewed in English. This section of study briefly describes the process of collecting the data. It discusses the population group to be used in the study, the sample size, the research instruments used and the sampling procedure.

4.3.1 Observations

Within the Mount Moriah area, the researcher had observed and documented the facilities, infrastructure, churches, shops and photographed the type of dwellings. The researcher also took note of the type of services and progress of development made available in the area.

4.3.2 Survey instrument/Measuring instrument

According to Brink (2006:146), in the questionnaire method, the participant who is the unit of evaluation writes down their answers in response to the questions, this enables the researcher to process a score easily. Brink (2006: 147) states that questionnaires easily obtain data, are inexpensive in terms of money and time, and is the simplest type of research instrument to test for reliability and validity and most importantly it has a standard format for all subjects.

The researcher collected data using a questionnaire survey instrument which consisted of closed-ended questions. The questionnaire was divided into three sections and used a Likert scale design to measure the variables to be studied. The first section (Section A) comprised of demographic information and collected data of the respondents, such as age, gender, and race to name a few.

Demographic information is important in analysing the stability of the population under study. The second section (Section B) comprised of questions pertaining to social information, data was collected on social indicators and is concerned with data related to the level of education, health and crime, as well as proximity to social services

provided to beneficiaries in low-cost housing projects. The third section (Section C) captured material indicators such as level of employment and income.

The survey instrument had 17 items measured in a 5-point Likert scale. The items and their sources are tabulated in Table 4.1.

Table 4.1 Describing the survey instrument

Item	Item description	Source
1	Gender	Adapted from: Mabitsela 2012 and Manomano 2013
2	Age	
3	Race	
4	Number of dependents	
5	Marital Status	
6	Level of education	Adapted from: Galloway 2005
7	Level of health	
8	Level of crime	
9	Space adequacy of housing unit	Adapted from: Manomano 2013
10	Provision of public amenities	
11	Provision of social services	
12	Do you participate in government elections	Adapted from: Pukeliene and Starkauskine: 2011
13	Has RDP unit been of any benefit	Adapted from: Manomano 2013
14	Level of satisfaction	Adapted from: Pukeliene and Starkauskine: 2011
15	Occupation status	Adapted from: Galloway 2005
16	Level of income	Adapted from: Pukeliene and Starkauskine: 2011
17	Assessment of the provision of basic services	Adapted from: Mabitsela 2012

4.4 DATA ANALYSIS

Monsen (1992: 45) defines statistical analysis as:

The art and science of interpreting quantitative data. It includes framing questions that are unanswerable, designing the study, exercising quality control of the data to reduce both variance and bias, drawing inferences from data, and generalizing results to other situations.

Analysing data involves arranging, classifying and grouping, manipulating and summarising the data after it has been collected. There are various methods in analysing data, however this will depend on the type of data. Brink (2006: 170) states that the most dominant tool in analysing quantitative data is using statistics, this research will adopt the same idea and will make use of the Statistical Package for Social Sciences (SPSS). Statistical analysis allows the researcher to summarise, organise, evaluate and interpret quantitative data. This study also used factor analysis to analyse data. This analytical tool is explained extensively in Chapter Five.

4.4.1 Factor Analysis

The information below has been provided by the study data statistician which indicates the importance of factor analysis and the technique used in the research.

“Factor analysis is a statistical technique whose main goal is data reduction”. Factor analysis is mainly applied to research studies that make use of the Likert scale in design of the research instrument. A researcher will make use of factor analysis in a survey research to represent a number of questions with a small number of hypothetical factors. For example, in this study participants answered questions regarding the provision of social services and provision of public amenities reflecting issues at the local and national level. It would be insufficient to measure each question on its own, however put together it provides a satisfactory measurement. Factor analysis therefore enables the researcher to combine measures to create a new variable, which will then contain a score for each respondent on the factor.

Table 4.2: KMO and Bartlett's Test

		Kaiser-Meyer-Olkin Measure of Sampling Adequacy.	Bartlett's Test of sphericity		
			Approx. Chi-square	Df	Sig.
Q10	Recreational amenities	0.528	56.989	10	0.000
Q11	Services	0.587	39.628	15	0.001

The Kaiser-Meyer-Olkin requirement is that the measure of sampling adequacy should be greater than 0.50 and Bartlett's Test of Sphericity less than 0.05. As per the indications above the conditions are satisfactory which allows for the factor analysis procedure.

Table 4.3: Rotated component matrix for question 10 on public amenities

Rotated Component Matrix		
Q10	Component	
	1	2
Library	0,492	-0,379
Swimming pool	0,847	0,142
Parks	0,806	0,055
Sports fields	0,031	0,797
Religious centre	0,052	0,793
Extraction Method: Principal Component Analysis. Rotation Method: Varimax with Kaiser Normalization.		
a. Rotation converged in 3 iterations.		

Table 4.4: Rotated component matrix for question 11 for social services

Rotated Component Matrix		
Q11	Component	
	1	2
Social Services	0,624	0,276
Police Services	0,681	0,202
Health Services: Doctor / Clinic / Hospital	0,694	-0,086
Primary School / High School or any academic institution	0,169	0,738
Public Transport	0,470	-0,251
Shopping Mall	-0,089	0,778
Extraction Method: Principal Component Analysis. Rotation Method: Varimax with Kaiser Normalization.		
a. Rotation converged in 3 iterations.		

“The principal component analysis was used as the extraction method, and the rotation method was Varimax with Kaiser Normalization. This orthogonal rotation method minimises the number of variables that have high loadings on each factor and simplifies the interpretation of the factors”. Factor analysis and/or loading show inter-correlations between variables. Items of questions that loaded similarly imply measurement along a similar factor. An examination of the content of items loading at or above 0.5 (and using the higher or highest loading in instances where items cross-loaded at greater than this value) effectively measured along the various components.

Once data was collected from the questionnaires, it was captured on the SPSS. The results were then analysed and interpreted, and are presented in the next chapter in the form of tables and graphs. The first section presents and analyses the demographic information of the respondents. The following section presents the basic services and analyses the data from the respondents who were satisfied or dissatisfied with the services provided, and the last section presents the data on the social indicators, this section required only a ‘yes’ or ‘no’ answer from the respondents.

4.5 TARGET POPULATION

Sampling represents a larger group which is referred to as a population. According to Brink (2006:123), a sample population is defined as the entire group of individuals or objects that is of interest to the researcher and meets the criteria for the research study. Sampling is then “the representative of a population of elements in the sample that have been randomly selected from a sampling frame listing everybody in the population” (Blanche et al. 2006: 133).

4.5.1 The Study Area

The beneficiaries from the Mount Moriah RDP housing settlement is the population under study. It is an accurate representation of the population as they are people who live in RDP houses.

The study area is Mount Moriah in Durban, Kwa-Zulu Natal Province. It is located close to the Phoenix, Mount Edgecombe and Glen Anil areas. Mount Moriah is close proximity to a primary school that is in a neighbouring RDP area (Mount Royale) however there is a river separating the two housing projects, which disables children from attending the school. A few shopping centres (Mount Edgecombe centre, The Whitehouse centre and Southgate mall), a governmental hospital (Mahatma Gandhi Hospital) and local clinic are less than 5 kilometres. Public transport (taxis and buses) is within reach, as taxis pass through the main stops in the area. The area has no community hall, primary or high school or recreational amenities. There is one crèche for small children and a mobile clinic that visits the area once a week. There are three main churches that work together with the ward councillor to provide a soup kitchen for the community and there is a community garden.

MOUNT MORIAH HOUSING PROJECT LOCATION



Google Maps (2018)

The initial Mount Moriah housing project constructed low-cost housing apartments, are often referred to as the “Mount Moriah Flats”. A few years later in 2004, around 2640 – 3000 low-cost housing units were constructed, some single units and attached units. Each unit consists of 1 bedroom, an open plan lounge and kitchen, bathroom with a toilet and wash area.



Source: Photograph by author - Mount Moriah (March 2018)

According to ANC councillor Musa (2015) and DA councillor Pete Graham and the team (2018), an estimated four people is to reside in each unit, (however, there is a possibility of more than four people living in a household) and has a population of 10560 people. Most of the beneficiaries that were allocated to the area were transferred from the Kwa-Mashu L-Section informal settlement and given a housing unit (Councillor Musa: 2015). The rest of the beneficiaries had to apply and meet the requirements of the RDP subsidy scheme.

4.6 SAMPLING METHOD

According to Maree (2010: 172), sampling makes use of two methods, a probability and non-probability sampling method. The probability method makes use of a random system based on the probability theory principles. The probability theory is to precisely simplify to the population and this is not the case with non-probability sampling method. Purposive sampling will be chosen and used in this study as it is sometimes called judgmental or theoretical sampling. It gives the researcher the ability to choose participants or objects that are representative of the phenomenon being studied (Brink 2006: 133-134).

According to Brink (2006: 146), in the questionnaire method, the participant who is the unit of analysis or evaluation writes down their answers in response to the questions which enables the researcher to process a score easily. Brink (2006: 147) states that utilizing questionnaires is one of the simplest ways to obtain data, and most importantly it has a standard format for all subjects. Further explained by Booysen (2003), closed-ended questions are specific questions that allow for quicker attainable results. A closed-ended question has an answer like yes or no and has a more structured direction.

For this study, the researcher will adopt the probability sampling method by using simple random technique for the questionnaires. "Simple random sampling is a type of probability sampling that assigns numbers to units of a population and then a set of random numbers are produced and units with those numbers are selected to be used in the study" (Brink:2006).

4.6.1 Sample size / Unit of Analysis

According to Brink (2006:136), a study with a small sample size will be scientifically useless as it will be unable to detect effects and will be unethical in the use of subjects and resources. Brink (2006:136) states that a minimum of thirty subjects per phenomenon is preferred with at least 10 subjects for each variable in the sample. The sampling frame for this study will comprise the number of houses currently constructed for the Mount Moriah RDP housing project.

In this study, the researcher used the Yaro Yamane formula to determine the sample size, (Msweli: 2015):

n = desired sample size

N = population being studied

e = acceptable margin error limit (0.05)

The number of house currently constructed in the Mount Moriah RDP settlement is 2640 units (Councillor Musa: 2015), to estimate total population an average of 4 people is to reside in each household.

Formula: $n = \frac{N}{\{1 + N(e)^2\}}$

$n = 2640$

$\{1 + 2640 (0.05)^2\}$

= **347.36** (This is the total number of units to be used in the study)

A sample size of 347.36 participants was recommended for the study, only a total of 110 participants responded.

4.6.2 Inclusion criteria

Participants had to adhere to following:

- Must be over the age of 18
- A South African citizen
- Beneficiary of an RDP housing unit

4.6.3 Exclusion criteria

- Participants were excluded from the research study if they were not South African citizens
- If they were not a beneficiary of an RDP unit

4.6.4 Sampling process and method

The researcher initially met with the ward councillor to gain permission to conduct the questionnaires in the Mount Moriah housing settlement. The councillor (Pete Graham), appointed community caregivers in February 2018 to assist the researcher in gathering the community and allocating different areas within the settlement (soup kitchens, and churches) to conduct the questionnaires. The researcher made use of these social gatherings to meet with the beneficiaries and understand their concerns, this helped to ensure the safety of the researcher, as well.

The researcher set out to complete 347 questionnaires according to the sample size, however, only 110 beneficiaries participated in the research study. There was no sampling process, any respondent that volunteered and met the inclusion criteria could participate. The researcher conducted the field study over two months (March – April 2018), and could not gather more participants due to time constraints, as well as some individuals who volunteered to participate but did not meet the inclusion criteria and some expected a form of gratuity for participating in the study.

4.7 PRETESTING / PILOT STUDY

According to Brink (2006:166), a pilot study is conducted to test the practical aspects of the research study. It is also referred to as a preliminary study; a trial run that is completed prior to the main study but on a smaller scale of participants that will not be used in the main study, this is to determine whether the research design is relative and effective (Blanche et al. 2006:94). The pilot questionnaire will be tested to verify if the questions asked are appropriate for questioning and data analysing. This will result in accurate analysis before initialising the actual study.

4.8 VALIDITY AND RELIABILITY

Selltiz, Wrightsman and Cook (1976) define reliability as: “Being concerned with the consistency, stability and repeatability of the informants’ accounts, as well as the researcher’s ability to collect and record information accurately”.

Le Compte and Goetz (1982) define validity as: “Being concerned with the accuracy and truthfulness of scientific findings”.

Validity and reliability are closely related, and according to Brink (2006:164) there is no purpose in using an instrument that is not valid even though it is reliable. Closed-ended questions were asked in the questionnaires as they required a simple yes or no answer. To ensure the accuracy of the data, a pilot test will be conducted, this will ensure if questions are understandable and can be analysed using SPSS.

4.8.1 Reliability statistics

“The two most important aspects of precision are reliability and validity”. Reliability is computed by taking several measurements on the same subjects. A reliability coefficient of 0.60 or higher is considered “acceptable” for a newly developed construct. (Selltiz, Wrightsman and Cook :1976).

Tables 4.5 and 4.6 below reflects the Cronbach's alpha score for all the items that constituted the questionnaire in this study;

Table 4.5: Cronbach's alpha score for question 10 on public amenities

Reliability Statistics	
Cronbach's Alpha	N of items
0.667	4

Table 4.6: Cronbach's alpha score for question 11 on social services

Reliability Statistics	
Cronbach's alpha	N of items
0.546	6

The reliability coefficient scores were approximately 0.70 or exceeded the minimum recommended value. This implies a level of reliable and consistent scoring for the ordinal sections of the questionnaire.

4.9 ETHICAL CONSIDERATIONS

According to Brink (2006:30), the researcher is liable for conducting research in an ethical manner to prevent the research process from failing and from any negative outcome.

There are three fundamental ethical principles that can help to guide the researcher through the process;

- ✓ Respect for persons
- ✓ Beneficence
- ✓ Justice

Brink (2006:35) states that there are various mechanisms that a researcher can use in a study to ensure that the rights of the subjects are protected and to provide anonymity and confidentiality.

The permission to study the area and engage with the residents and beneficiaries were given by councillor Musa (ANC 2015) and Councillor Graham (DA 2017). In this study, the researcher travelled to the Mount Moriah area and administered letters of invitation to participate in the study and letter of information was handed out. Confidentiality and anonymity were ensured by not disclosing any personal details and information provided by the participants. The informed consent form and participation information sheet were used on all participants. Participants were required to read all documents and sign before filling in a questionnaire and were also given the opportunity to ask any questions. All participants partook on a voluntary basis. Participants were given consent forms which informed them that they could leave the study at any time without a reason or explanation. Participants were informed that all data obtained from the study was going to be treated as private and confidential and all the data collected will be kept and stored at the Durban University of Technology. The final dissertation will be available at the Department of Management Science.

CHAPTER FIVE: DATA ANALYSIS, INTERPRETATION AND STATEMENT OF FINDINGS

5.1 INTRODUCTION

This chapter will present the results and will briefly discuss the findings. The results will also be presented using descriptive statistics in the form of graphs, cross tabulations and figures for the quantitative data, the inferential techniques include the use of correlations and chi-square test values; which are interpreted using the p-values. The primary tool that was used to collect data was a questionnaire that was distributed to the Mount Moriah RDP housing beneficiaries. The questionnaire consisted of 17 items, with a level of measurement at a nominal or an ordinal level. The data collected from the responses were analysed with SPSS version 25.0.

The researcher divided the questionnaire into 3 sections for this study, which measured various themes as illustrated below:

Section A: Biographical data

Section B: Social indicators

Section C: Material indicators

The variables that were used in Q10 and Q11 in Section B, loaded along two components (sub-themes). This means that respondents identified different trends within the section.

5.2 SECTION A: BIOGRAPHICAL DATA

Section A, focusses on the biographical characteristics of the respondents, such as age, race, gender and marital status and number of dependents.

5.2.1 The cross tabulation describes the overall distribution of gender and age

Table 5.1: Cross tabulation of gender and age

Age * Gender Cross tabulation					
			Gender		Total
			Male	Female	
Age	< 20	Count	1	0	1
		% within Age	100,0%	0,0%	100,0%
		% within Gender	3,0%	0,0%	0,9%
		% of Total	0,9%	0,0%	0,9%
	21 – 30	Count	8	18	26
		% within Age	30,8%	69,2%	100,0%
		% within Gender	24,2%	23,4%	23,6%
		% of Total	7,3%	16,4%	23,6%
	31 – 40	Count	8	19	27
		% within Age	29,6%	70,4%	100,0%
		% within Gender	24,2%	24,7%	24,5%
		% of Total	7,3%	17,3%	24,5%
	41 – 50	Count	5	20	25
		% within Age	20,0%	80,0%	100,0%
		% within Gender	15,2%	26,0%	22,7%
		% of Total	4,5%	18,2%	22,7%
	51 – 60	Count	8	8	16
		% within Age	50,0%	50,0%	100,0%
		% within Gender	24,2%	10,4%	14,5%
		% of Total	7,3%	7,3%	14,5%
	> 60	Count	3	12	15
		% within Age	20,0%	80,0%	100,0%
		% within Gender	9,1%	15,6%	13,6%
		% of Total	2,7%	10,9%	13,6%
Total		Count	33	77	110
		% within Age	30,0%	70,0%	100,0%
		% within Gender	100,0%	100,0%	100,0%
		% of Total	30,0%	70,0%	100,0%

In the application of the cross tabulation, the overall ratio of males to females is approximately 3:7 (30.0%: 70.0%). Males were 29.6% within the age category of 31 to 40 years and within the category of males only, 24.2% were between the ages of 31 to 40 years. This category of males between the ages of 31 to 40 years formed 7.3% of the total sample. Individually, the distributions for age and gender were not evenly

spread out ($p < 0.001$). That is, there were more females in the sample, with nearly three-quarters being younger than 50 years.

5.2.2 Gender of participants

The results indicated that 33% of the participants that responded to the questionnaires were males whereas 77% were females. These findings show that majority of the participants who responded are females, this primarily indicates that majority of the households are headed by females as compared to males. (Refer to Table 5.2 and Figure 5.1)

Table 5.2: Gender of Participants

No	Gender	Frequency	Percentage
1	Male	33	30,0
2	Female	77	70,0
3	Total	110	100,0

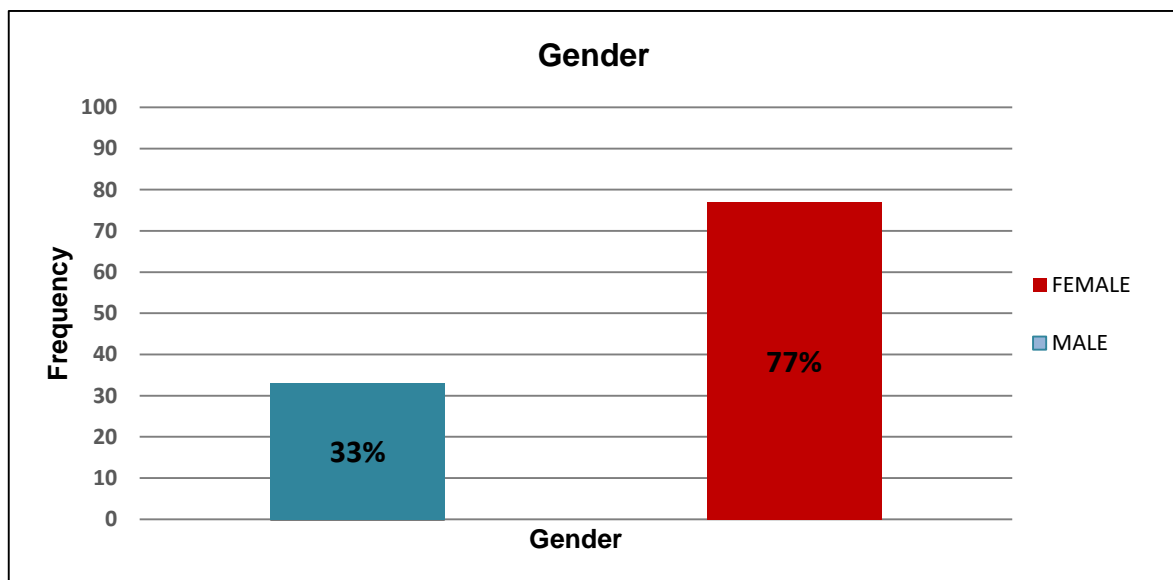


Figure 5.1: Gender of participants

5.2.3 Age of participants

Majority of the participants were in the categories of 31-40 years (24.5%); 21-30 years (23.6%); 41-50 (22.7%); 51-60 (14.5%) and >60years (13.6%) and <20 years with 0.9% (Refer to Table 5.3 and Figure 5.2)

Table 5.3: Age of Participants

No	Age range (in years)	Frequency	Percent
1	< 20	1	0,9
2	21 - 30	26	23,6
3	31 - 40	27	24,5
4	41 - 50	25	22,7
5	51 - 60	16	14,5
6	> 60	15	13,6
7	Total	110	100,0

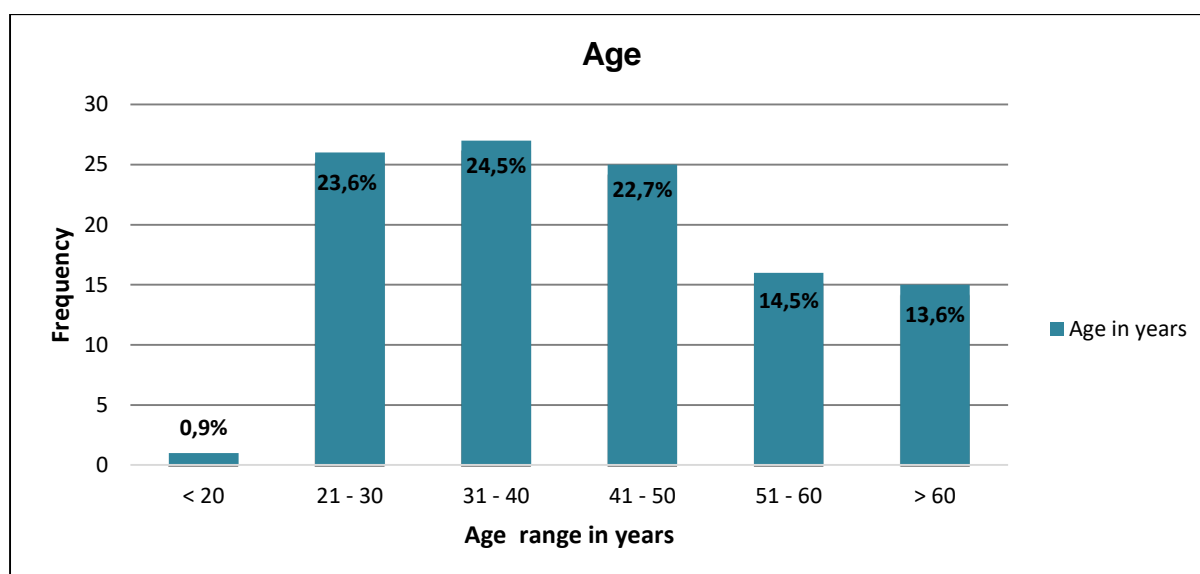


Figure 5.2: Age of participants

5.2.4 Race of participants

Table 5.4 and Figure 5.3 below indicate the racial composition of the sample. A little more than three-quarters of the respondents (78.2%) were Black, with the smallest grouping representing Whites (0.9%) ($p < 0.001$). Those participants who indicated they were Indian were 18.2% and Coloured were 2.7%, respectively.

Table 5.4: Race of Participants

No	Race	Frequency	Percent
1	Black	86	78,2
2	White	1	0,9
3	Indian	20	18,2
4	Coloured	3	2,7
5	Total	110	100,0

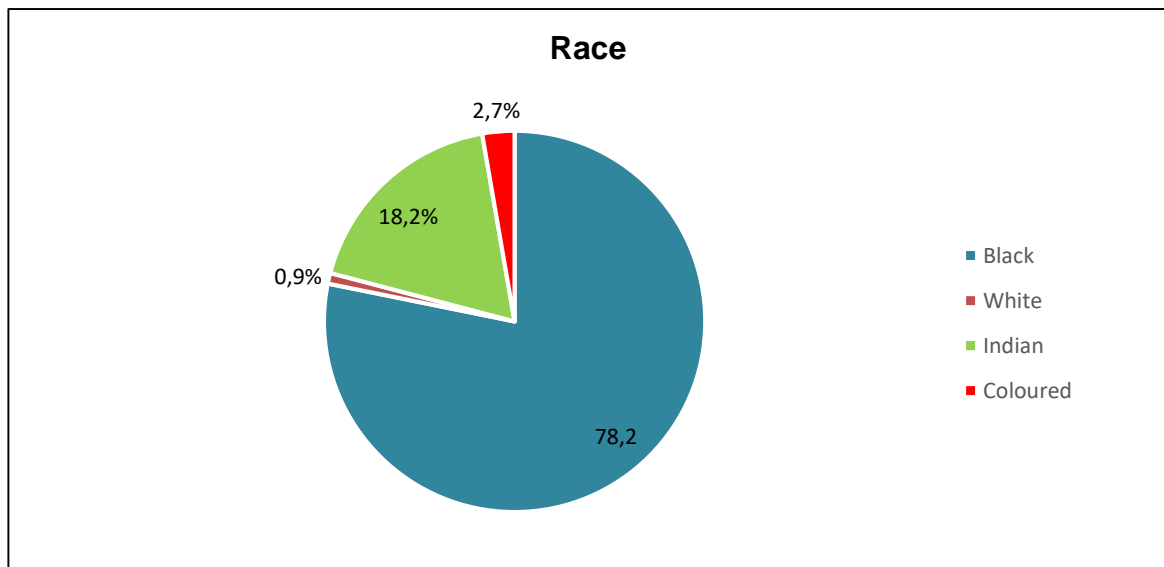


Figure 5.3: Race of participants

5.2.5 Number of dependants

Approximately 40% of the participants had 3-4 dependants; while 27.3% of participants had 5 or more dependents; close to thirty percent (26.4%) of participants had 1-2 dependants; and 6.4% had no dependants (Refer to Table 5.5 and Figure 5.4). These findings show that majority of the participants had more two dependants, which can add pressure and distress on their current living conditions, as the size of the units is too small for large families to dwell in. Adequate housing should accommodate the number of the dependants; this process can be adopted before allocating units to beneficiaries. Significantly, more respondents had fewer than 5 children ($p < 0.001$).

Table 5.5: Number of dependants

No	Number of dependants	Frequency	Percent
1	1 – 2	29	26,4
2	3 – 4	44	40,0
3	5 or more	30	27,3
4	No dependant	7	6,4
5	Total	110	100,0

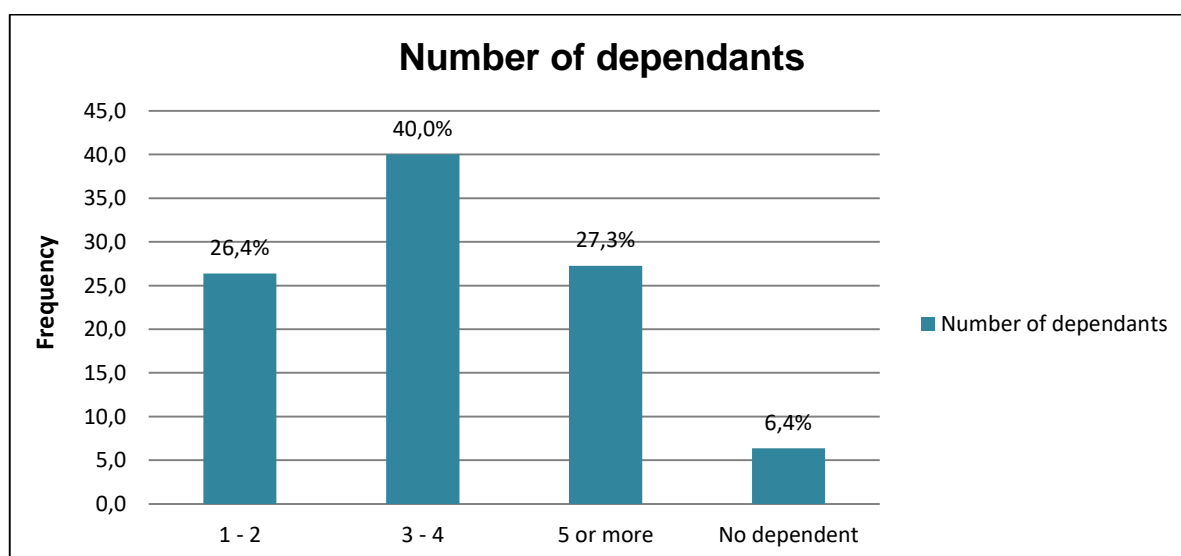


Figure 5.4: Number of dependants

5.2.6 Marital status

The results indicated that nearly 60% of the sample were single with approximately a fifth being married ($p < 0.001$), those who were married were 21.8%. The results of the widows were 5.5% and the widowers were 3.6%. Participants who indicated they were divorced were 4.5% and cohabiting were 6.4%. (Refer to Table 5.6 and Figure 5.5).

Table 5.6: Marital Status

No	Status	Frequency	Percent
1	Single	64	58,2
2	Married	24	21,8
3	Cohabiting	7	6,4
4	Divorced	5	4,5
5	Widow	6	5,5
6	Widower	4	3,6
7	Total	110	100,0

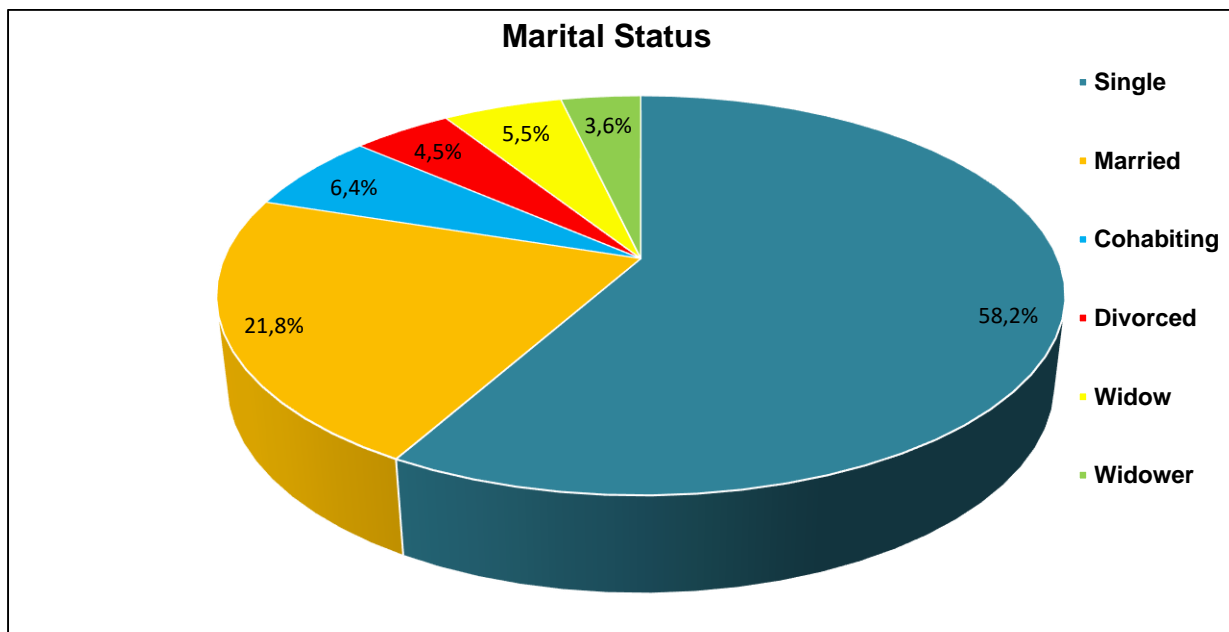


Figure 5.5: Marital Status

5.3 SECTION B: SOCIAL INDICATORS

This section summarises the social indicators of data collected from the respondents, such as education, health, level of crime and space adequacy of the RDP houses.

5.3.1 Level of education

Majority of the respondents (88.2%) had at most, a school leaving qualification, approximately 9% of respondents had a degree ($p < 0.001$). This statistic indicates that a fair proportion of the respondents have no higher qualification. The findings indicate that 34.5% had attended high school, with 25.5% completing matric/grade 12. Those who attained a primary school certificate were 17.3% and 10.9% of the respondents have no education. (Refer to Table 5.7 and Figure 5.6)

Table 5.7: The education level of the respondents

Level of education attained			
No	Level of education attained	Frequency	Percent
1	None	12	10,9
2	Primary Certificate	19	17,3
3	High School	38	34,5
4	Matric / Grade 12	28	25,5
5	University Degree/diploma	10	9,1
6	Other	3	2,7
7	Total	110	100,0

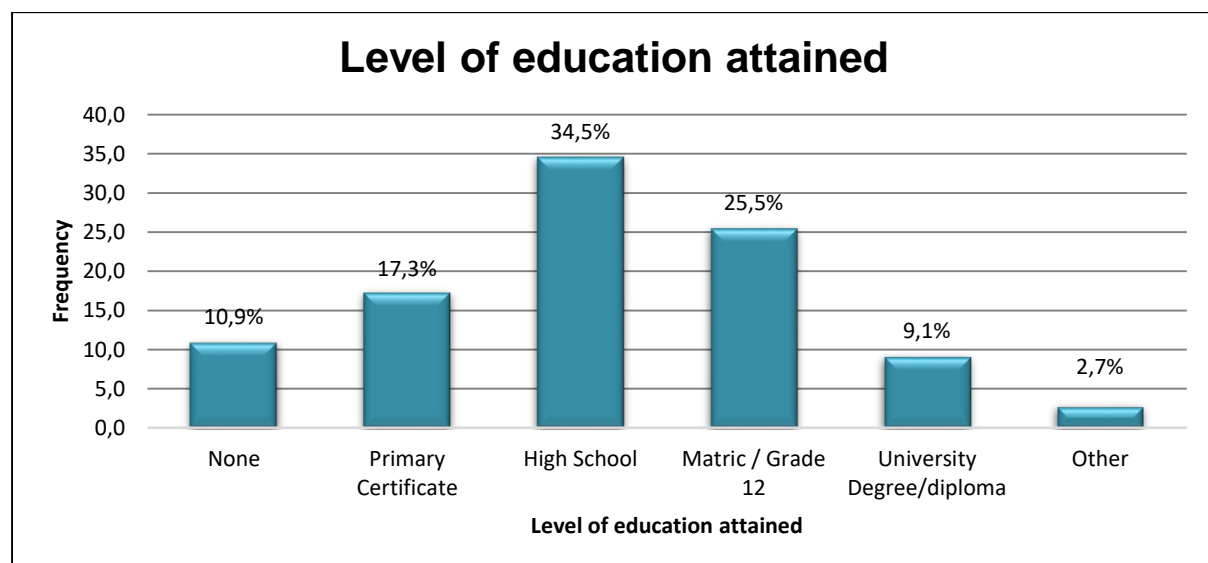


Figure 5.6: The education level of the respondents

5.3.2 Level of Health

Close to thirty percent (28.2%) of participants had good health and 24.5% had excellent health. However, nearly half of the respondents (47.3%) were in poor health ($p = 0.007$). It is the researcher's opinion that a proper health service should be provided to the beneficiaries in the Mount Moriah housing settlement. (Refer to Table 5.8 and Figure 5.7)

Table 5.8: The level of health of the respondents

No	Level of health	Frequency	Percent
1	Poor	52	47,3
2	Good	31	28,2
3	Excellent	27	24,5
4	Total	110	100,0

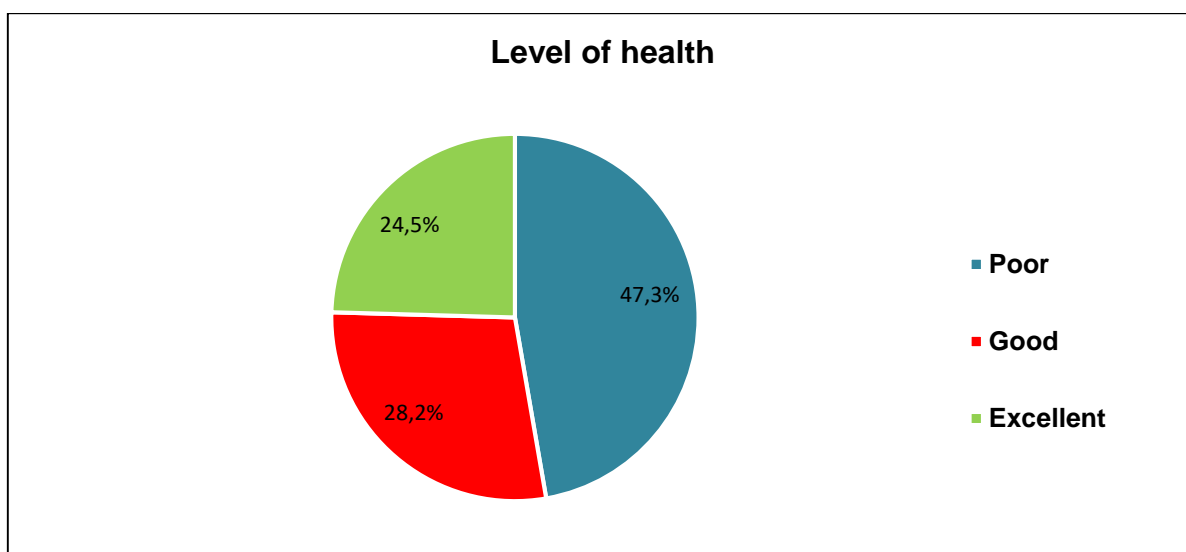


Figure 5.7: The level of health of the respondents

5.3.3 Level of crime

The findings of this study show that more than three-quarters (78.2%) ($p < 0.001$) of the respondents were not happy with the alarming level of crime in the Mount Moriah area, 16.4% indicate low levels of crime and 5.5% indicate no levels of crime. The level of crime greatly impacts the beneficiaries and it is evident that the housing project has not provided the beneficiaries of Mount Moriah with services to address these high levels of crime. (Refer to Table 5.9 and Figure 5.8)

Table 5.9: Level of crime

No	Level of Crime	Frequency	Percent
1	None	6	5,5
2	Low	18	16,4
3	High	86	78,2
4	Total	110	100,0

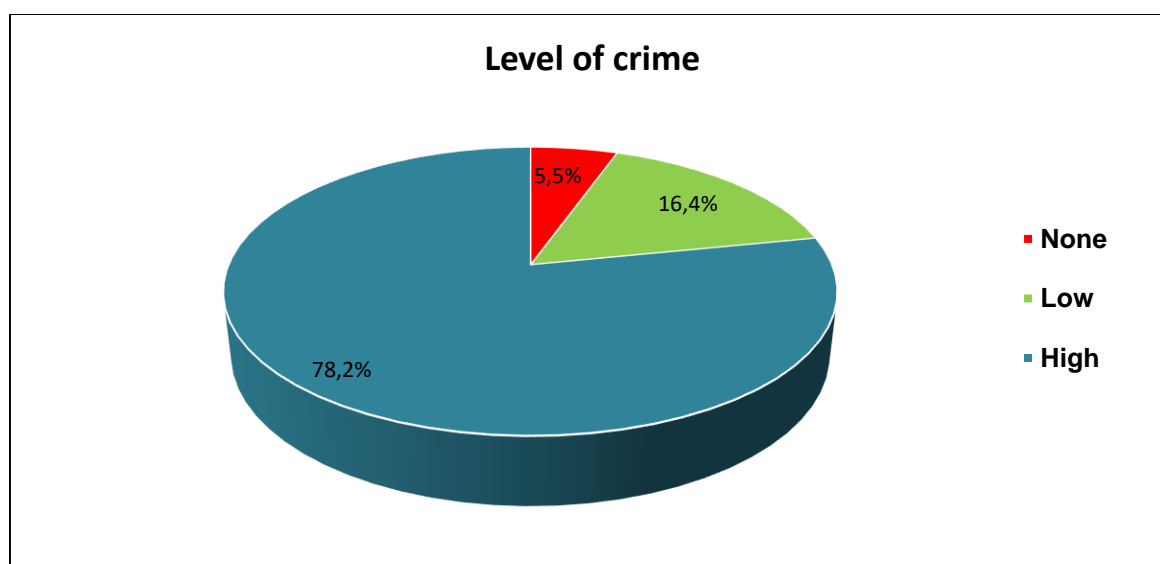


Figure 5.8: Level of crime

5.3.4 Space adequacy on the size of the RDP house

Nearly 80% of the respondents have indicated that the space in the house was inadequate ($p < 0.001$); while 14.5% indicated the space was adequate and 6.4% indicated the space was very adequate. (Refer to Table 5.10 and figure 5.9).

Table 5.10: Space adequacy on the RDP house

No	Space adequacy of the RDP houses	Frequency	Percent
1	Inadequate	87	79,1
2	Adequate	16	14,5
3	Very Adequate	7	6,4
4	Total	110	100,0

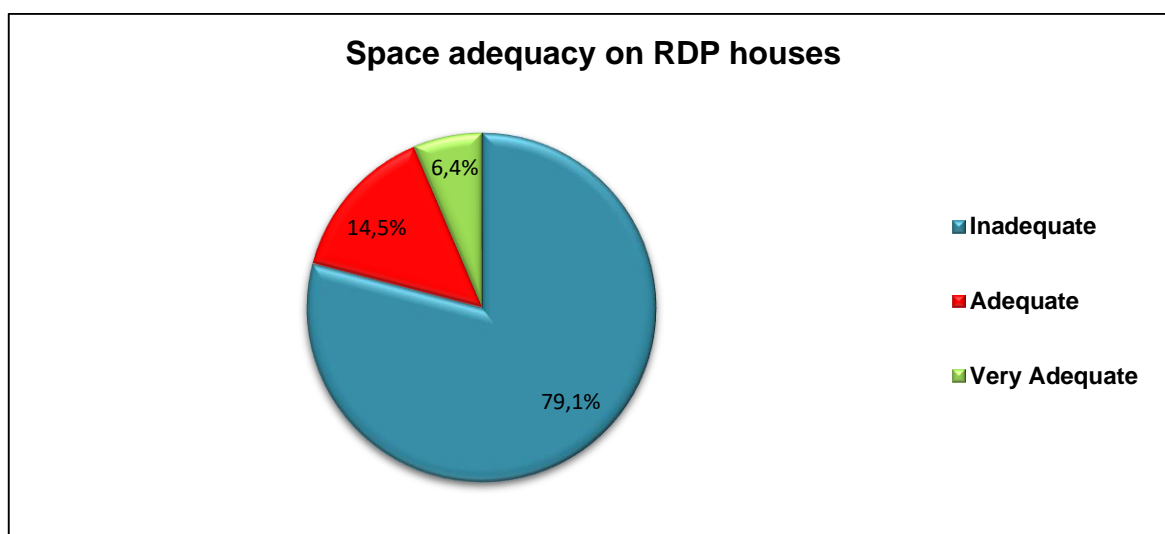


Figure 5.9: Space adequacy on the RDP house

5.3.5 Recreational Amenities

The table below summarises the scoring patterns in relation to whether recreational amenities were available, and if so, the distance to the amenities according to the respondents.

Table 5.11: Availability of recreational amenities

	Availability		Chi-Square p-value
	Yes	No	
Library	3.6	96.4	0.000
Swimming pool	3.6	96.4	0.000
Parks	7.3	92.7	0.000
Sports fields	75.5	24.5	0.000
Religious centre	53.6	46.4	0.446

Distance (only if answered Yes)		
Not far	Far	Very far
50.0		50.0
	25.0	75.0
50.0	12.5	37.5
90.4	2.4	7.2
88.1	6.8	5.1

The table above, show three (significantly) higher levels of disagreement (No) and two indicate higher levels of agreement (Yes). The significance of the differences is tested and shown in Table 5.12 and Figure 5.10. To determine whether the scoring patterns per statement were significantly different per option, a Chi-square test was done. The alternate states that there is a significant difference between the levels of agreement (Yes) and disagreement (No). The highlighted (p-values) are less than 0.05 (the level of significance), it implies that the distributions were not similar. That is, the differences between the way respondents scored (Yes, No) were significant.

The factor analysis shows that the following three statements form a sub-theme: library, swimming pool and parks. It is the researcher's thinking that these three amenities are related to facilities which are of higher maintenance to the government and the RDP project and would not be properly maintained to service the community.

The findings of the study show, 50% of participants indicate the distance to the library was not far; and 50% indicate very far., participants indicated that the distance to the swimming pool was very far 75% and 25% indicated far.

More than half of participants (50%) indicated that going to a park was not far, close to forty percent (37.5%) indicated it was very far and 12.5% indicated it was far. Approximately 90.4% of participants indicated the distance of sports fields were not far, with 7.2% indicated it was very far and 2.4% indicated it was far. The distance to religious centre show 88.1% of participants indicated not far, 6.8% indicated far and 5.1% very far.

Table 5.12: Distance to recreational amenities

No	Social Services	Not far	Far	Very far
1	Library	50,0	0	50,0
2	Swimming pool	0	25,0	75,0
3	Parks	50,0	12,5	37,5
4	Sports fields	90,4	2,4	7,2
5	Religious centre	88,1	6,8	5,1

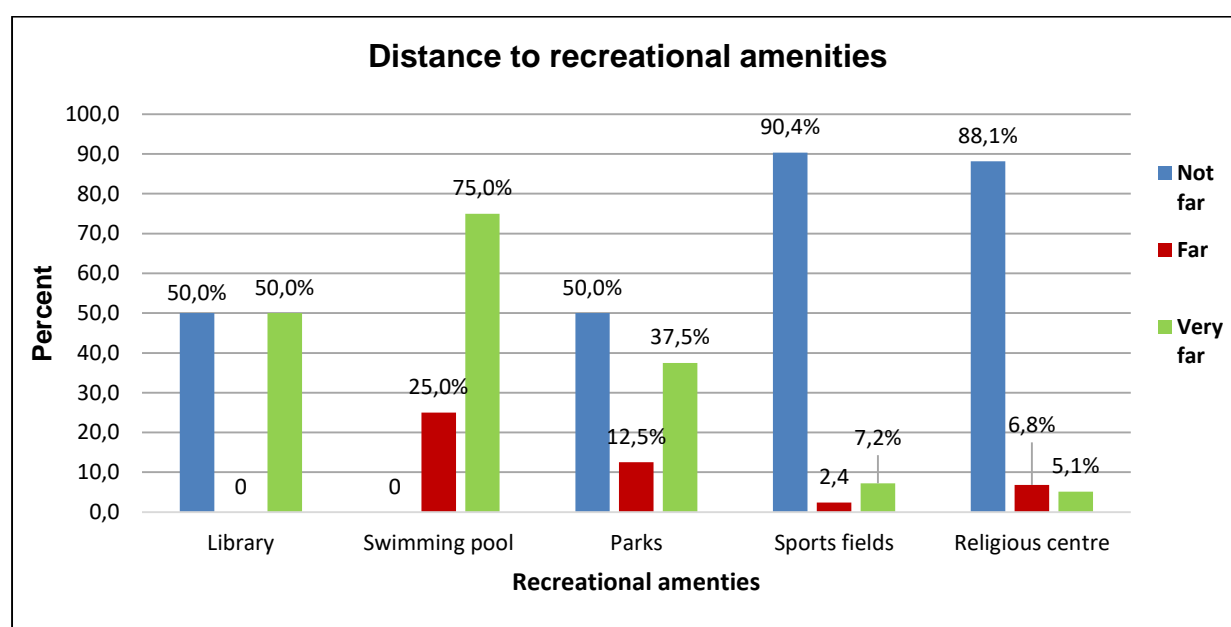


Figure 5.10: Distance to recreational amenities

5.3.6 Public services

The table below reflects whether the stated services are available and if so, the distance to the public services.

Table 5.13: Availability of public services

	Availability		Chi-Square p-value	Distance (only if answered Yes)		
	Yes	No		Not far	Far	Very far
Social Services	18.2	81.8	0.000	65.0	10.0	25.0
Police Services	7.3	92.7	0.000	12.5	12.5	75.0
Health Services: Doctor / Clinic / Hospital	35.5	64.5	0.002	87.2		12.8
Primary School / High School or any academic institution	9.1	90.9	0.000	80.0	10.0	10.0
Public Transport	83.6	16.4	0.000	92.3	4.4	3.3
Shopping Mall	7.3	92.7	0.000	71.4	28.6	

The above table shows five statements with (significantly) higher levels of disagreement (No) to the following services: social, police, health, schools and shopping malls. Only one statement, public transport indicated higher levels of agreement (Yes). The significance of the differences is tested and shown in Table 5.14. on the distance to social services.

The results above indicate that only public transport is easily available within the area. The findings from the study revealed the distance to the following amenities; 65% of participants indicated that social services were not far, with 25% indicating very far and 10% far. Approximately 75% of participants that indicated going to the police services was very far, while 12.5% indicated far, and 12.5% not far. Close to ninety percent (87.2%) of participants indicated that going to health services was not far and 12.8% very far. Majority of the participants (80%) indicated going to an academic institution were not far, 10% indicated it was far and 10% very far. For those participants that indicated taking public transport was not very far were 92.3%, with 4.4% indicating far and 3.3% very far. This study revealed for those participants going to shopping malls, 71.4% were not far and 28.6% were far (Refer to Table 5.14 and Figure 5.11).

Table 5.14 : Distance to public services

No	Availability	Not far	Far	Very far
1	Social Services	65,0	10,0	25,0
2	Police Services	12,5	12,5	75,0
3	Health Services: Doctor / Clinic / Hospital	87,2	0	12,8
4	Primary School / High School or any academic institution	80,0	10,0	10,0
5	Public Transport	92,3	4,4	3,3
6	Shopping Mall	71,4	28,6	0

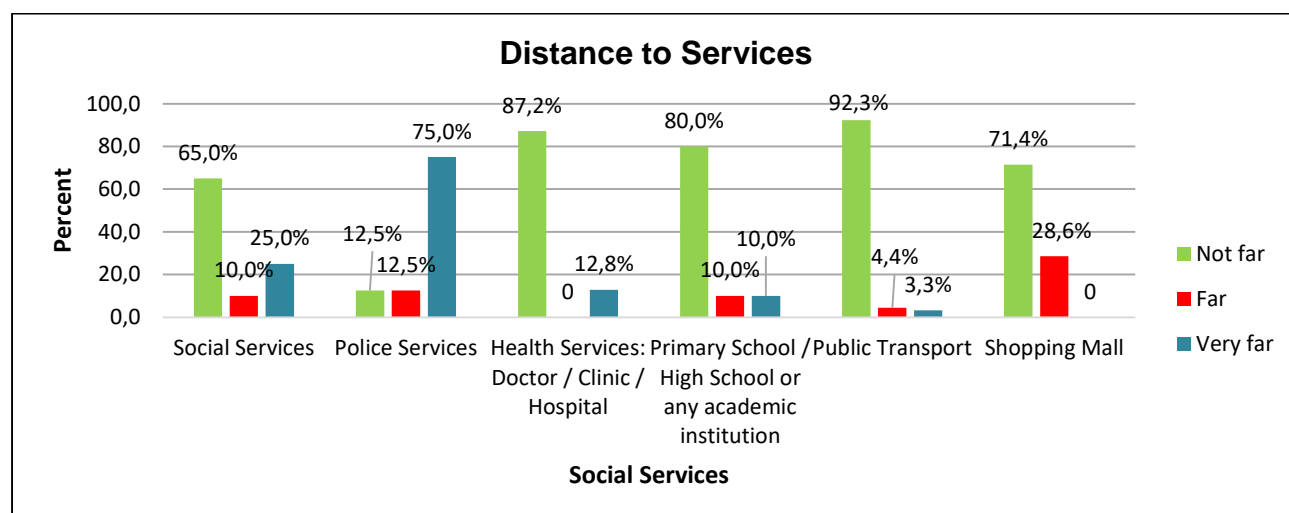


Figure 5.11: Distance to services

5.3.7 Participation in government elections

The findings of this study significantly show more respondents (90.0%) indicated that they participate in government elections ($p < 0.001$) and 10% show they did not participate in government elections.

Table 5.15: Participation in government elections

No	Do you participate in government elections?	Frequency	Percent
1	Yes	99	90,0
2	No	11	10,0
3	Total	110	100,0

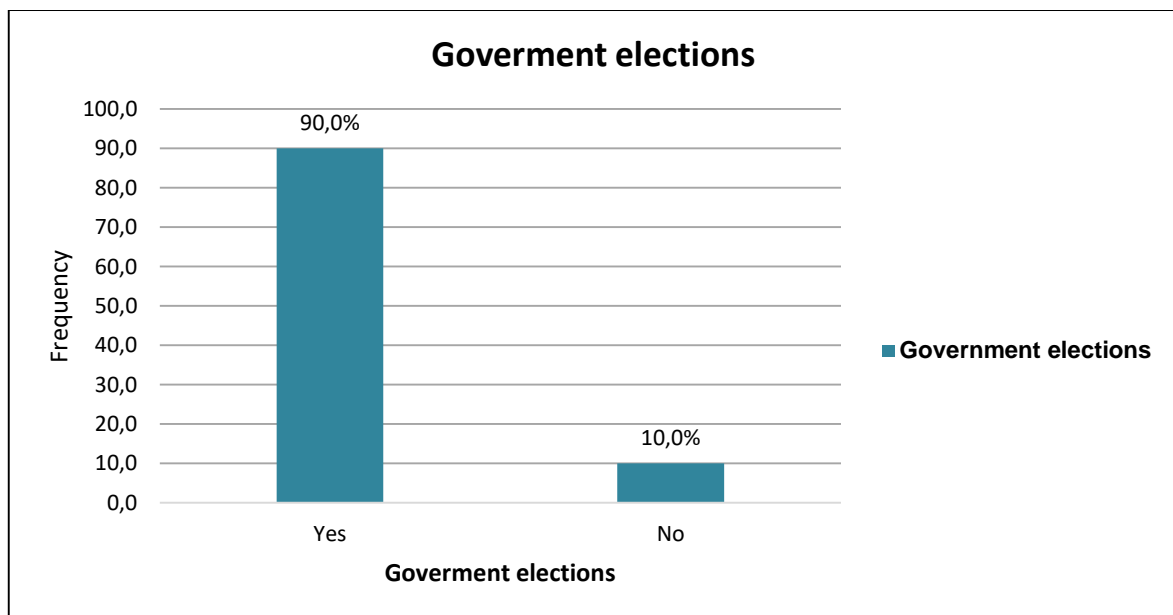


Figure 5.12: Participation in government elections

5.3.8 Benefit of RDP house to beneficiary

Most of the respondents who qualified for an RDP house indicated that the RDP house had little benefit to their lives ($p < 0.001$). The findings indicated that 67.3% of participants felt the RDP house benefited to a very little extent, 24.5% to some extent and 8.2% were benefitted to a great extent. (Refer to Table 5.16 and Figure 5.13).

Table 5.16: Benefit of RDP house to beneficiary

No		Frequency	Percent
1	To a very little extent	74	67,3
2	To some extent	27	24,5
3	To a great extent	9	8,2
4	Total	110	100,0

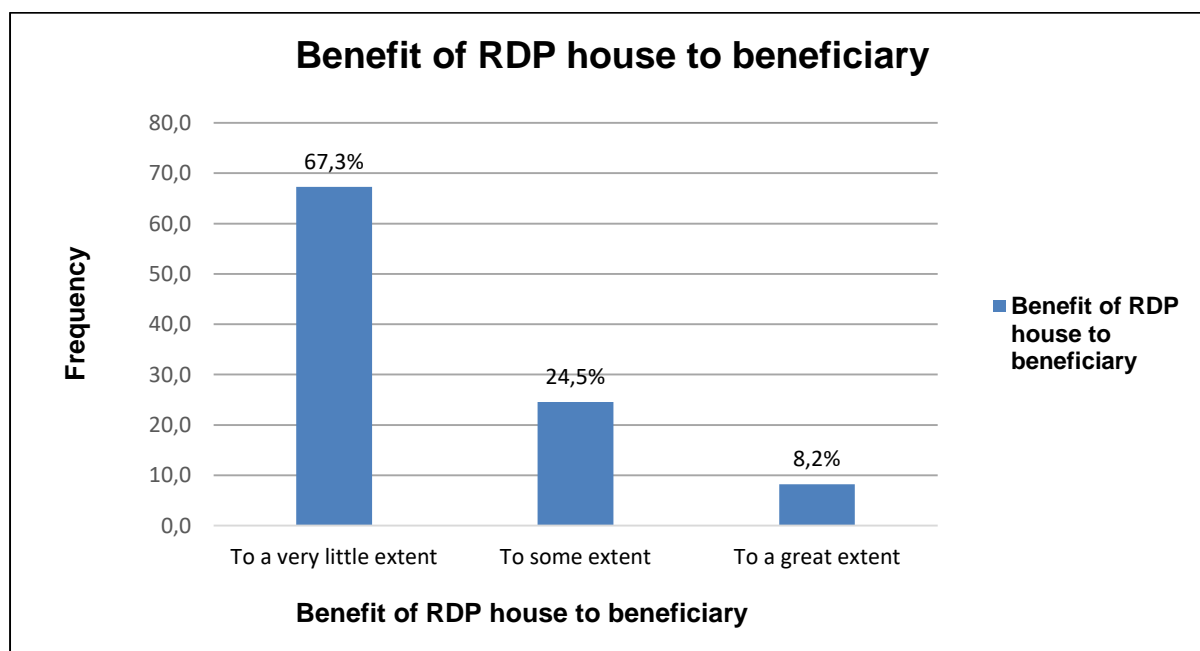


Figure 5.13: Benefit of RDP house to beneficiary

5.3.9 Overall level of satisfaction in life

Majority of the respondents (72.7%) indicated that they were not satisfied with life at all ($p < 0.001$), close to thirty percent (25.5%) indicated fairly satisfied and 1.8% indicated extremely satisfied. (Refer to Table 5.17 and Figure 5.14)

Table 5.17: Overall level of satisfaction in life of participants

No	Overall level of satisfaction	Frequency	Percent
1	Not satisfied at all	80	72,7
2	Fairly Satisfied	28	25,5
3	Extremely satisfied	2	1,8
4	Total	110	100,0

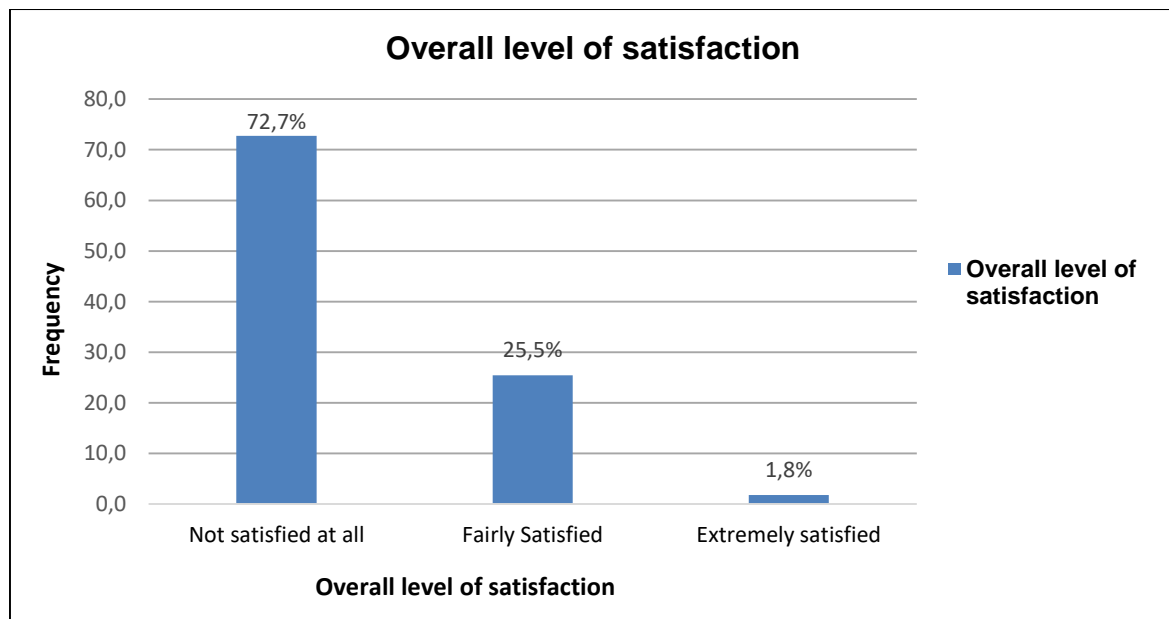


Figure 5.14: Overall level of satisfaction in life of participants

5.4 SECTION C: MATERIAL INDICATORS

This section looks at the occupation and level of income of the beneficiaries, as well as, the provision of basic services.

5.4.1 Occupation

The finding from this study revealed that nearly two-thirds of the respondents were unemployed (64.5%) ($p < 0.001$); 28.2% employed; 5.5% self-employed; 0.9% were part-time work and another form of work. Unemployment levels are high; this could also perpetuate crime in the area and also increase dependency on social grants. (Refer to Table 5.18 and figure 5.15)

Table 5.18: Occupation of participants

No	Occupation	Frequency	Percent
1	Employed	31	28,2
2	Unemployed	71	64,5
3	Part –time Work	1	0,9
4	Self-employed	6	5,5
5	Other	1	0,9
6	Total	110	100,0

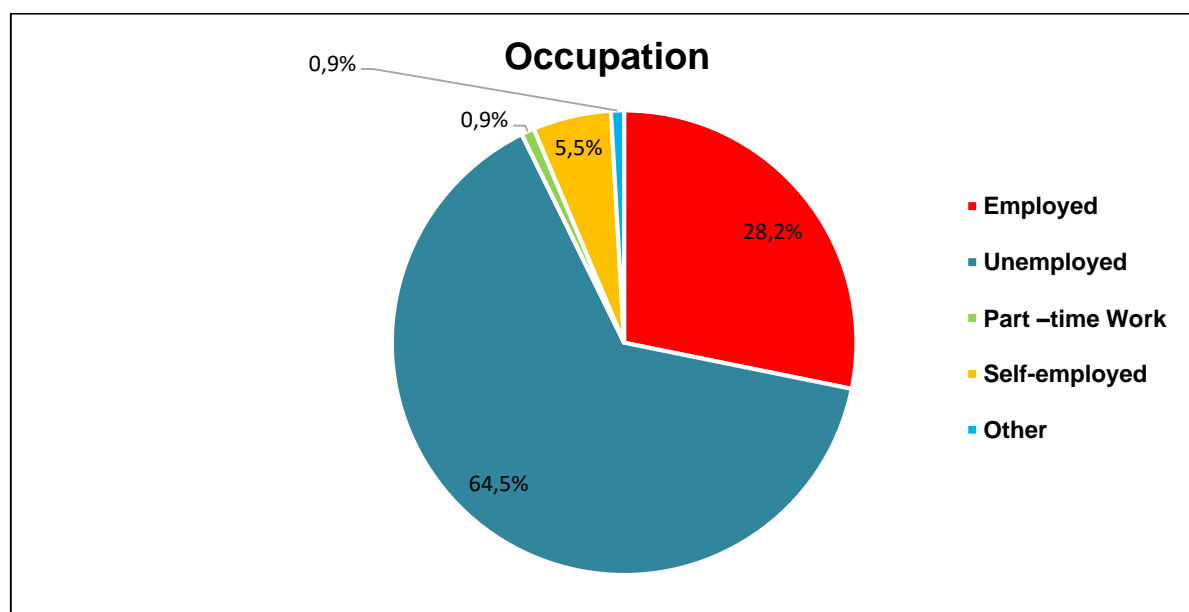


Figure 5.15: Occupation of participants

5.4.2 Level of income per month

The findings significantly indicated that more respondents earned less than R2 500 per month ($p < 0.001$). Participants who earned between 0-R500 were 43.6%, 32.7% earned between R500-R2500, 13.6% did not want to disclose income, 9.1% earned between R2500-R5000 and 0.9% earned R5000 and above. (Refer to Table 5.19 and Figure 5.16).

Table 5.19: Level of income per month of participants

No	Level of income per month	Frequency	Percent
1	0 – R500	48	43,6
2	R500 - R2500	36	32,7
3	R2500 – R5000	10	9,1
4	R5000 and above	1	0,9
5	Do not want to disclose income	15	13,6
6	Total	110	100,0

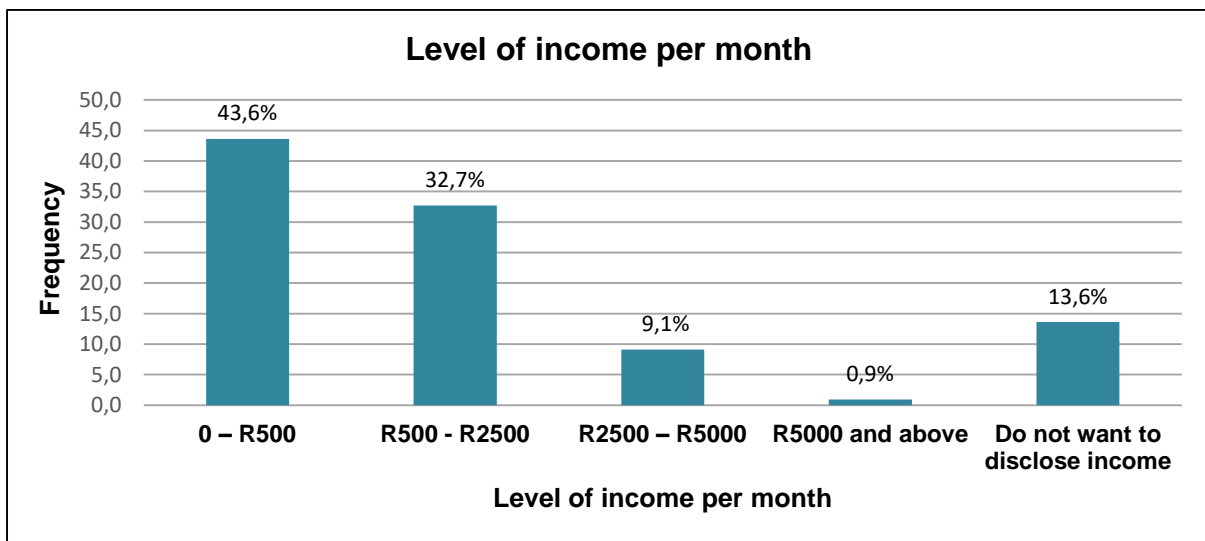


Figure 5.16: Level of income per month of participants

5.4.3 Electricity, Water and Waste Removal

The results indicate a high level of agreement regarding the provision of amenities ($p < 0.001$). For instance, 93.6% indicated that electricity was provided and 6.4% indicated not provided; 94.5% indicated that access to clean water was provided and 5.5% indicated not provided and 95.5% indicated waste removal was provided and 4.5% indicated not provided. Results clearly indicate that the beneficiaries of Mount Moriah are benefiting from basic services as such water and electricity, which is the most essential for basic human needs.

Table 5.20: Provision of Basic services

	Provided	Not provided	Chi-Square p-value
Electricity	93,6	6,4	0,000
Access to Clean water	94,5	5,5	0,000
Waste Removal	95,5	4,5	0,000

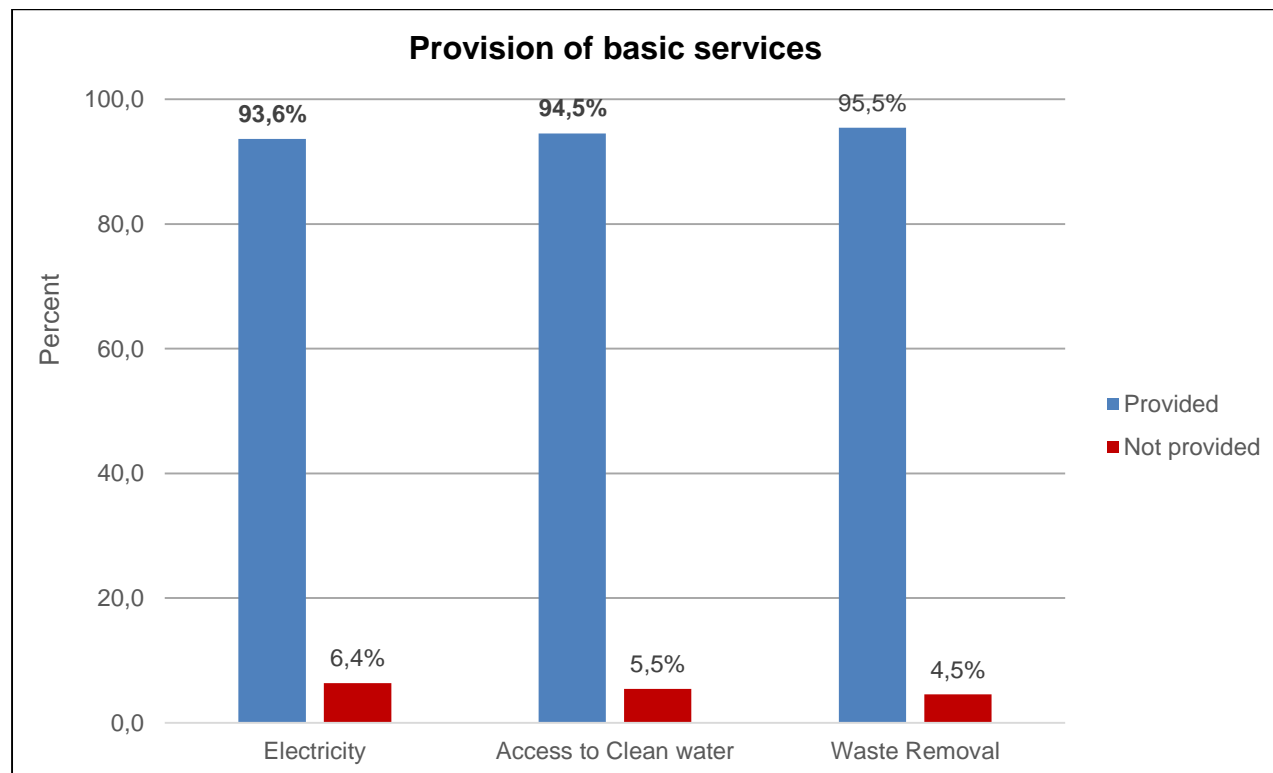


Figure 5.17: Provision of basic services

5.5 CHAPTER SUMMARY

This study set out to measure and analyse the quality of life of the beneficiaries living in the Mount Moriah low-cost housing project. The analysis focused on selected indicators of demographical, social and material data. Having presented the data analysis and interpreted the statement of findings in form of tables and graphs, the following chapter will discuss the findings and provide recommendations and conclusion.

CHAPTER SIX: DISCUSSION OF THE FINDINGS, RECOMMENDATIONS AND CONCLUSION

6.1 INTRODUCTION

This chapter will discuss and provide an overview of the results from chapter five, as well as the conclusion and recommendations for further study in order to improve socio-economic policies surrounding the RDP housing projects and its issues in South Africa.

6.2 SECTION A: BIOGRAPHICAL DATA

6.2.1 Gender of participants

The gender of participants revealed a dominance of female respondents (77%) compared to 33% of males. This indicates the prevalence of female headed households and is consistent with the South African statistics that show that females outnumber males in the country. The 2018 mid-year report indicated that the female population remained stable at 51% (Statistics SA, October 2011-2018). According to UNDP (2000), the number of households headed by females are increasing, however data reveals that female headed households are more impoverished than males in South Africa, and are more vulnerable to low standards of living and are at a high risk of increased unemployment, and dependency on social grants (Stats SA, 2018). This should improve existing projects and motivate further developments in genuine improvements in quality of life.

6.2.2 Age of participants

Majority of the respondents were in the age categories of 31-40 years (24.5%); 21-30 years (23.6%); 41-50 (22.7%); 51-60 (14.5%) and >60years (13.6%) and <20 years with 0.9%. According to Statistics SA (2018), life expectancy is 61.1 years for males and 67.3 years for females, this also shows that females have a higher life expectancy and live longer than males in South Africa.

6.2.3 Race of participants

According to statistics South Africa, there are five racial groups such as Black, White, Indian, Coloured and Other/Unspecified. The findings revealed that 78.2% of the study participants were Black, while 18.2% were Indian, 2.7% were Coloured and 0.9% were White. The results of this study correlates to the national statistics that shows the majority of South Africa's population are Black which is at 76.4% according to the census conducted in 2011. One of the main policy goals of the RDP was to address the housing crisis in South Africa and assist those who were directly affected by the apartheid regime. It is clear that Blacks who have suffered the most and who are the majority of the beneficiaries of the RDP housing projects. Although the efforts to address the housing crisis is ongoing, the researcher thinks that the government should ensure a fair distribution and allocation of housing units among all race groups that face socio-economic problems.

6.2.4 Number of dependants

The findings revealed that 40% of the participants had 3-4 dependants; 27.3% had 5 or more dependents; 26.4% had 1-2 dependants; while 6.4% had no dependants; significantly more respondents had fewer than 5 children. Overall, the findings show that the Mount Moriah housing project units are too small for big families. These one-bedroom units which are shared by parents and children are considered culturally inappropriate, and there is no adequate privacy, especially if children are of adolescent age. "The United Nations definition of a good shelter which states a house should be habitable and have more than four walls among other things (UN, Habitat, 2009)". This crisis indicates the vulnerable situation that people are in, they have no other option than to accept what is provided to them and continue to live sub humanely.

6.2.5 Marital status

Nearly 60% of the respondents were single with approximately a fifth being married ($p < 0.001$), those who were married were 21.8%. The results of widows were 5.5% and widowers were 3.6%. Participants who indicated they were divorced were 4.5% and cohabiting were 6.4%. According to Hawkins (2015), who cited a study by Statistics South Africa, single mothers generally dominate household headship, and these households are far more likely to live in poverty than households headed by single fathers. Single mothers are more likely to be raising children alone with no financial assistance from the fathers of the children. It becomes imperative to provide a support medium for single mothers and fathers and for government to empower single parents through social programmes and community upliftment projects.

6.3 SECTION B: SOCIAL INDICATORS

This section summarises the social indicators of data collected from the respondents, such as education, health, level of crime, space adequacy of the RDP houses, provision of recreational amenities and public services, overall satisfaction to life, and participation in government elections.

6.3.1 Education

Majority of the respondents, close to ninety percent (88.2%) attained a school leaving qualification. The findings show that 34.5% had attended high school with 25.5% completing matric/grade 12. Those who attained a primary school certificate were 17.3% and 10.9% of respondents had no education.

In South Africa, the only recognised schooling leaving qualification and pre-requisite to study further is to obtain a matric qualification. The findings of this study do agree with the reviewed literature which described that there is a strong link between education and decreased levels of poverty. Education alone cannot eradicate poverty and socio-economic problems; however, education paves a way and provides better economic opportunities. An article which is titled “How much you could earn based on your level of education in South Africa” (2017), states that the more educated an individual is, the double the salary is compared with those less qualified. This

highlights the urgency of maintaining a high level of education. However, Manomano (2013) states that having a higher qualification does not necessarily translate to decent prospects or even grant you with employment, as in 2009, 1 in 10 people who had some form of higher education were living in poverty. More so, South Africa has one of the highest unemployment rates in the world (Stats SA 2011). The data from this study shows that the majority of the respondents are educated, however, findings from the level of occupation from this study show that 64.5% are unemployed. More attention need to be given to the multidimensional effect education has on quality of life, with education playing such a crucial role in improving employment prospects, it is important to concentrate and grow on this indicator.

6.3.2 Level of Health

The housing project has no stationed health clinic in the area, however, there is a mobile health service with two to three health care workers which travels to the area once a week and is stationed at the local church/soup kitchen for the day, this makes it difficult for some beneficiaries to travel for treatment on the particular day.

Close to thirty percent (28.2%) of participants had good health and 24.5% had excellent health. However, majority of the participants (47.3%) are in poor health, this highly indicates that a proper health service should be provided to the beneficiaries within the area on a consistent basis and within reach.

6.3.3 Level of crime

South Africa is faced with increasingly high levels of crime and this poses as a major problem, as a large percentage of the population is exposed to various acts of crime. According to Stats SA (2018), the general level of crime has increased in 2016/2017 and 2017/2018. Crime can be characterised by different types, such as household crime, rape, murder, theft, burglary, hijackings, domestic violence to name a few, and intrinsically linked to crime are factors, such as unemployment and poverty. The findings indicated that more than three-quarters, 78.2% of the respondents were not happy with the alarming levels of crime in the area. Approximately 75% of the respondents reported that police services were very far away, this can become a

serious problem as level of crime can increase and people have less faith in police services as it is a distance for police services to immediately attend to crime reports, this only increases fear, and decreases trust in the justice system. It is important to identify the major issues pertaining to crime in the area and to urgently address it, this is where education, employment and skill development play an important role. By implementing community outreach projects, youth programmes and other, it enables the youth to be more engaged and involved, which would most likely reduce crime and at the same time improving on other quality of life indicators.

6.3.4 Space adequacy on the size of the RDP house

Close to 80% of the respondents indicated that the space in the house was inadequate, while 14.5% indicated the space was adequate; and 6.4% indicated the space was very adequate. This correlates with the findings of the number of dependants from this study, the researcher is of the opinion that the housing units do not have adequate space for bigger families. Members of the family will need to share the space, and this can restrict movement and limit privacy. According to UN-Habitat, adequate housing must provide more than four walls and a roof. One of the criteria for housing to be adequate, is habitability “housing is not adequate if it does not guarantee physical safety or provide adequate space, as well as protection against the cold, damp, heat, rain, wind, other threats to health and structural hazards”.

6.3.5 Recreational Amenities

Recreational activities such as parks, soccer grounds, swimming pools and libraries provides social benefits and overall quality of life (Petersson,1998). It is important for individuals to take time off work and other responsibilities to enjoy nature and a relaxed environment.

For family recreational amenities provide a place of enjoyment and more especially for children it provides social interaction. From the researcher’s observations of the Mount Moriah area, there are no libraries, swimming pools or parks, and the beneficiaries have created their own demarcated area as a sports field.

6.3.6 Public services

The distance of most of the services such as public transport, social services, health services, schools, and shopping malls were not very far from the area. Tshitereke (2008) states that social services are important as it provides a range of benefits and services to society and is critical in the development of sustainable communities. While the provision of basic services is vital for meeting basic human needs, services such as schools, hospitals, and public transport and shopping centres are important for human livelihoods and well-being. Enabling these services will improve quality of life and increase socio-economic opportunities in communities.

6.3.7 Participation in government elections

Participation in government elections is important, it provides a means for people to choose their leaders who will represent and head the government. This allows the people to voice out their opinions about leadership and to hold their leaders accountable for lack of service delivery and for social problems within the community. The findings of this study significantly show more respondents (90.0%) indicated that they participate in the government election and 10% show they did not participate in government elections.

6.3.8 Benefit of RDP house to beneficiary and overall level of satisfaction in life

The findings of this study show nearly three-quarters (72.7%) of the respondents indicated that they were not satisfied with life. The findings also indicated that 67.3% of participants felt the RDP house benefitted to a very little extent. There are many factors that could indicate the RDP house was of very little benefit to some participants, it could be the dissatisfaction of the availability of recreational amenities and social services, other factors could include the standard of living and financial constraints, therefore, implying that the housing provided no benefit or very little benefit to their lives. However, it is of the researcher's opinion the housing project has been extremely beneficial to the poor and those who were marginalised during the apartheid regime and struggled to have any means of a house.

6.4 SECTION C: MATERIAL INDICATORS

This section looks at occupation, level of income and provision of basic services to beneficiaries.

6.4.1 Occupation

South Africa has one of the highest unemployment rates in the world, the findings of this study only adds to the ranking as nearly two-thirds (64.5%) of the respondents were unemployed. This could indicate that most beneficiaries are living in poverty and are relying on social grants to sustain their daily needs. This calls for governments assistance as well as other sectors in addressing the unemployment needs within housing projects where it is most needed to create viable and sustainable human settlements.

6.4.2 Level of income per month

The findings indicate that 43.6% of participants earned between 0-R500, 32.7% earned between R500-R2500, 13.6% did not want to disclose income, 9.1% earned between R2500-R5000 and 0.9% earned R5000 and above. According to Stats SA (2017), the upper bound poverty line (UBPL) per person per month is R992. The findings of this study then indicates that 43.6% are living below the UBPL and are living in poverty in the Mount Moriah RDP area. It is of the researcher's opinion, that government should implement and integrate programmes to assist communities in alleviating poverty and decrease the threat of inherited poverty from parents to children.

6.4.3 Electricity, Access to Clean water and Waste Removal

As stated in Section 27 (b) of the Constitution of 1996, "water is one of the most important elements of service delivery in South Africa and is the basic necessity which every citizen is entitled to". This statement holds true, as the results revealed a high level of agreement regarding the provision of electricity, waste removal and access to clean water. Majority of the respondents, above 90% indicated that the provision of electricity, water and waste removal was provided.

6.5 CONCLUSION ON STUDY AIMS AND OBJECTIVES

This study set out to analyse the quality of life of people living in urban, formal, low-cost housing settlements. The study focused to achieve the following two objectives; to assess the quality of life of residents living in a low-cost housing settlement; and to analyse how the RDP housing project improves the quality of life of RDP beneficiaries.

The first objective was to assess the quality of life of residents living in a low-cost housing settlement. The fundamentals on quality of life is to first meet basic survival needs. From the research findings, the beneficiaries receive adequate provision of water, electricity and shelter which has the ability to improve their quality of life and positively impact on their social and material well-being. The study also utilised social and material well-being indicators to assess quality of life. From the research findings, the social indicators revealed that most beneficiaries had poor health, the level of crime in that area was high, the majority of the respondents were educated but unemployment rates were high and the area lacked social services. According to the material well-being indicators, the majority of the respondents were unemployed, and most were living in poverty.

The second objective was to analyse how the RDP housing project improves the quality of life of its beneficiaries. The main aim of the RDP was to provide basic needs and adequate housing to the poor and once marginalised people of South Africa. According to Tissington: (2011), adequate housing has the ability to tie up to other socio-economic amenities such as transport, schools, clinics and hospitals, thereby alleviating poverty and most importantly improving social and material well-being. Based on the research findings, the Mount Moriah housing project has not provided the beneficiaries with adequate housing, since the houses are very small. However, the primary objective of providing houses has been met, but the government has failed to provide adequately spaced houses for larger families. The project also lacked essential service points such as social services and recreational amenities and to access these services was not adequately met because the distance from the Mount Moriah area to these services was very far. This distinguishes the conceptual framework theories on social development, basic needs and the human rights-based approach. However, the basic needs theory is applied to this study as basic needs are to be served and the rights to be upheld. The findings indicate that beneficiaries were

unsatisfied with the availability and location of social services and recreational amenities, however were satisfied with the provision of basic services.

6.6 RECOMMENDATIONS

Based on results of the findings and view of the Mount Moriah housing project, this researcher recommends that government should provide land for sites of social services as the study identified that the area lacks provision of public amenities. The results also indicated that most respondents had a school leaving qualification, however, many participants were unemployed and the majority of the respondents are living in poverty according to the results of the level of income. This researcher recommends an immediate plan to address this crisis and action employment opportunities for the people of Mount Moriah. Government needs to strategise and implement programmes on training and skills development to further assist the beneficiaries. The researcher recommends that government should increase the number of mobile clinics provided in the area, and should properly manage the distance covered so that all beneficiaries can be assisted and receive health care. Improving quality of life in South Africa is an ongoing process. For instance, the need to improve on the level of crime does not need any more investigation given the study's results. Sustaining governments efforts such as, revisiting the RDP objectives is beneficial as it can help to reorganize the programmes implemented and bring about effective housing policies.

6.6.1 General limitations in terms of this study included the following:

- Time constraints in conducting the field work
- Lack of resources
- A small scale of participants
- A small-scale study, therefore, results could not be generalised
- Reliability and honesty of participants

6.6.2 Suggestions for further studies

The researcher suggests that there is an urgent need to implement and carry out extensive research programmes of both qualitative and quantitative approaches, using multiple variables and outcomes to further explore the quality of life and standard of living of other RDP housing project beneficiaries in South Africa. The researcher also thinks that exploring the perceptions of stakeholders, non-governmental organisations, church leaders, political leaders, ward councillors and other role players is vital as this can assist in successful achievement of the Reconstruction Development Programme and other housing projects.

6.7 CONCLUSION

While providing low cost houses has improved living conditions for its beneficiaries, it has also provided a platform upon which the housing settlement can be analysed and evaluated. To conclude, the Reconstruction and Development Programme was implemented to provide basic needs to the poor, and the beneficiaries of these basic services have been found to rate themselves as having a higher quality of life than non-beneficiaries. Research has shown that lack of these basic services substantially affects one's quality of life. It can be said that housing needs and quality of life are interrelated, as housing plays an important role in sustainable development which is linked to determinants of quality of life and well-being. Various aspects of housing like the location to services, structure and design of the house which provides a sense of safety and security, and maintenance of the house to prolong liveability, all have significant effects on one's quality of life and environment.

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APPENDIX A: QUESTIONNAIRE

Please note you are required to mark an appropriate box of choice with an X

Section A: Biographical Information

1. Gender

Male		Female	
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2. Age

Less than 20	
21 – 30 years	
31 – 40 years	
41 – 50 years	
51 – 60 years	
61 and above	

3. Race

Black	
White	
Indian	
Coloured	
Other	

4. Number of dependants

1 – 2	
3 - 4	
5 or more	
No dependants	

5. Marital status

Single	
Married	
Cohabiting	
Divorced	
Widow	
Widower	

Section B: Social indicators

6. Level of education attained

None	
Primary Certificate	
High School	
Matric / Grade 12	
University Degree/diploma	
Other : (Qualification of any course)	

7. How would you rate your level of health?

Poor	
Good	
Excellent	

8. How do you perceive the level of crime in the area?

None	
Low	
High	

9. What is your view on the space adequacy of the RDP houses?

Inadequate	
Adequate	
Very Adequate	

10. Do you have the following recreational amenities within your area? (Answer with a yes or No) If yes, what is your perception of the distance from your house to the following amenities?

	Yes	No	Not far (0 – 10km)	Far (10 – 30km)	Very far (> 30 km)
Library					
Swimming pool					
Parks					
Sports fields					
Religious centre					

11. Do you have the following services within your area? (Answer with a yes or no) If yes, what is your perception of the distance from your house to the following service areas?

	Yes	No	Not far (0 – 10km)	Far (10 – 30km)	Very far (> 30 km)
Social Services					
Police Services					
Health Services Doctor / Clinic / Hospital					
School Primary/ High School or any academic institution					
Public Transport					
Shopping Mall					

12. Do you participate in government elections?

Yes	
No	

13. If a beneficiary, to what extent has the RDP house been of any benefit in your life?

To a very little extent	
To some extent	
To a great extent	

14. What is your overall level of satisfaction in life?

Not satisfied at all	
Fairly Satisfied	
Extremely satisfied	

Section C: Material Indicators

15. Occupation

Employed	
Unemployed	
Part –time Work	
Self-employed	
Other	

16. Level of income per month

0 – R500	
R500 - R2500	
R2500 – R5000	
R5000 and above	
Do not want to disclose income	

17. How do you assess the provision of the following basic services in your house?

Electricity	Provided	
	Not provided	
Access to Clean water	Provided	
	Not provided	
Waste Removal	Provided	
	Not provided	

APPENDIX B: LETTER OF INFORMATION



Title of the research study: An analysis of the quality of life of people living in urban, formal, low-cost housing settlements. A case study of Mount Moriah.

Principal investigator/researcher: Ms. Lydia Govender

Co-Investigator/supervisor: Professor Pumela Msweli

Brief introduction and purpose of the study: The reconstruction and development programme were implemented to serve the basic needs to those that struggled under apartheid. The programme provided housing settlements to the poorest and to initiate socio-economic growth. The purpose of this study is to determine the quality of life of RDP beneficiaries.

Outline of the procedures:

The questionnaire survey comprises closed ended questions which will be handed out to participants. The questionnaire is quite straightforward; to complete the survey a mark with an X in the appropriate box is all that is required.

Risks or discomforts to the participant: None

Benefits: The findings and recommendations of this study will assist in improving the quality of life of the beneficiaries in the Mount Moriah area.

Reason/s why the participant may be withdrawn from the study:

The researcher foresees no reason for withdrawing the participant from the study. The participants may withdraw at any time as the participation is voluntary.

Remuneration: No remuneration will be received by participant for participating in this study.

Costs of the study: Participants will not bear any costs by participating in the study

Confidentiality: Names of participants will remain anonymous in this study

Research-related Injury: No injuries can be expected in this study

Persons to contact in the event of any problems or queries:

Professor P Msweli (supervisor) – 031 373 2577/2523 or pumelam@dut.ac.za

Ms. Lydia Govender (researcher) – 084 378 6061 or Lydia.gov88@gmail.com

APPENDIX C: GATE KEEPER LETTER



Faculty of Management Sciences

Department of Operations and Quality

Dear Sir/Mam

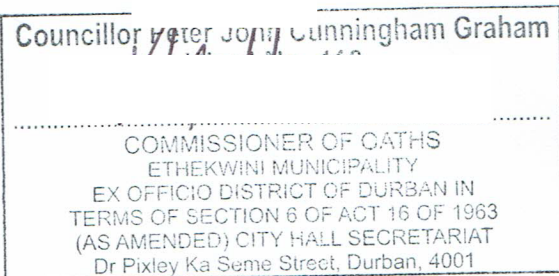
My name is Lydia Govender; I am currently completing my degree in Masters through the department of operations and quality management at the Durban University of Technology.

My research dissertation is titled, "The quality of life of residents in urban, formal, low-cost housing settlements. The aim of this study is to determine the quality of life of residents living in a low-cost housing settlement.

I seek your permission to conduct a research study in the Mount Moriah low-cost housing settlement. Part of my data collection requires me to conduct a semi-interview/questionnaire with residents; the process will take 15 – 30 minutes at a location convenient for both researcher and resident.

If you have further enquiries, please do not hesitate to contact me on 084 378 6061 or Lydia.gov88@gmail.com or my supervisor Professor Msweli on 0722718649

Yours Sincerely
Lydia Govender



Ward Councillor

APPENDIX D: PARTICIPANT LETTER



Faculty of Management Sciences

Department of operations and quality management

Invitation to participate in a research project titled: An analysis of the quality of life of people living in urban, formal, low-cost housing settlements. A case of Mount Moriah.

Dear Participant

My name is Lydia Govender, student number 20608779. I am currently completing my master's degree through the department of operations and quality management at the Durban University of Technology.

My research dissertation is titled, "An analysis of the quality of life of people living in urban, formal, low-cost housing settlements". The aim of this study is to determine the quality of life of residents living in a low-cost housing settlement, to capture their perceptions and to compare the quality of life with the perceptions of quality of life.

I will be administering questionnaires as part of my data collection. As a beneficiary of an urban, formal low-cost house you are the ideal candidate to give accurate information about this research study. The process will take 15 – 30 minutes at the community shelter venue in Mount Moriah.

The questionnaire will be transcribed and your personal details will remain anonymous during the survey. There is no compensation for participating in the study; however, your participation in this research is sincerely appreciated, you are free to ask any questions concerning anything you do not understand and you are free to withdraw from the study at any time.

If you have any further enquiries regarding this study, you can contact me on 084 378 6061 and Councillor Pete Graham on 082 881 0082 or my supervisor Prof Msweli on 072 271 8649

Thank you for your consideration

Yours Sincerely
Lydia Govender

084 378 6061
Lydia.gov88@gmail.com

APPENDIX E: INFORMED CONSENT FORM



Statement of agreement to participate in the research study:

- I confirm that I have been informed by the researcher about the nature and conduct of this study.
- I have received, read and understood the participant letter of information regarding the study.
- I am aware that the results of the study, including personal details regarding my sex, age and race will be anonymously processed into a study report.
- I may, at any stage, without prejudice, withdraw my consent and participation in the study.
- I have had sufficient opportunity to ask questions and (of my own free will) declare myself prepared to participate in the study.
- I understand that significant new findings developed during the course of this research which may relate to my participation will be made available to me.

I hereby agree to participate in research regarding, the quality of life of residents in urban, formal, low-cost housing settlements. A case of Mount Moriah

Full Name of Participant

Date

Signature