

TERMS OF REFERENCE FOR A SOLICITED WRC/SALGA PROJECT



KEY STRATEGIC AREA	Water Use, Wastewater Resources and Sanitation Futures
THRUST	1. WATER SENSITIVE AND RESILIENT SETTLEMENTS
PROGRAMME	<i>Programme 1: Smart water supply management</i>
TITLE	BAROMETER STUDY : USERS PERCEPTIONS ON THE STATE OF WATER SERVICES

Objectives

To establish the level of users satisfaction with the current provision of water services in Municipalities.

General

In 2011, the Water Research Commission commissioned a survey that investigated urban South Africans' perceptions of their drinking water quality and the variables that influence these perceptions. The response was positive: 81% of urban South Africans perceived their drinking water to be safe.

Respondents were less positive about municipal service delivery in general. They scored the quality of municipal services as follows:

Perception of service	Percentage
Very good service [5]	12%
Good service [4]	31.5%
Good and bad service [3]	23.3%
Bad service [2]	24.6%
Very bad service [1]	8.5%
Mean	3.14
Standard deviation	1.17

In 2015 this study was replicated to establish if there was any changes in perceptions of drinking water quality in the past four years and the scope of the study was broadened to include the general public's perspective on aspects of water services that SALGA has identified as relevant to investigate.

The results provide for SALGA and municipalities insight into the level of customer satisfaction or dissatisfaction with water services in South Africa, and the drivers of customers' perceptions of the quality of water services.

The methodology must cover:

- Face-to-face CAPI (Computer Aided Personal Interviewing) in home interviews
- Area stratified, probability sample and national coverage

- Up to 15 questions will be included in the syndicated study.

This should further cover a literature review, questionnaire development, data analysis, report and a presentation.

Specific

The specific objectives are to establish:

1. How South Africans evaluate the quality of water services;
2. The correlation between perception and various realities, such as the source of drinking water, Blue and Green Drop status and trust in the municipality;
3. Influence of demographic and geographic variables on perception of water services;
4. Outliers such as very positive and very negative perceptions; and
5. Drivers of perceptions: media, experience or word of mouth.

Expected outcomes and impacts:

A report giving a barometer of water services in South Africa from the perspective of the customer.

Lighthouse:

- Water-Energy-Food Nexus
- Climate Change

Impact Areas:

- Water and the Economy; Water and the Environment; Water and Society

Knowledge Tree

- Sustainable Development Solutions

Time Frame: 8 months

Total Funds Available: R 600 000.00 inclusive of VAT.