

# VULNERABILITY OF CHILDREN AND POOR FAMILIES TO THE ECONOMIC RECESSION OF 2008–2009



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Vulnerability of Children and Poor Families to the Economic Recession of 2008-2009

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# VULNERABILITY OF CHILDREN AND POOR FAMILIES TO THE ECONOMIC RECESSION OF 2008–2009



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# LIST OF ACRONYMS

AIQ	Affected Individual's Questionnaire
CGE	Computable General Equilibrium
CMMS	Car Manufacturing and Motor Spares
CSG	Child Support Grant
DoL	Department of Labour
DSD	Department of Social Development
DTI	Department of Trade and Industry
FCG	Foster Care Grant
FGD	Focus Group Discussions
GDP	Gross Domestic Product
IDC	Industrial Development Corporation
IDI	In Depth Interview
IRI	Impact Research International
KZN	KwaZulu-Natal
LSM	Living Standards Measure
MDG	Millenium Development Goals
NEF	National Economic Forum
NGO	Non Governmental Organization
PGM	Platinum Group of Minerals
SAARF	South African Advertising Foundation
SACTWU	South African Clothing and Textile Workers Union
SA-LSM	South African Living Standards Measure
SAPS	South African Police Services
SASSA	South African Social Security Agency
TCA	Thematic Content Analysis
TPP	Textile and Paper Products
UNICEF	United Nations Children's Fund
UIF	Unemployment Insurance Fund

# EXECUTIVE SUMMARY

This qualitative study assessed the impact of the global economic crisis on children and poor families in South Africa. The study also examined the coping strategies utilized by affected individuals and households as well as the adequacy of existing social protection programmes in dealing with the effects of the shock. Data were collected through a cross-sectional survey, focus group discussions, in-depth interviews and case studies that were conducted in the North West, KZN and Limpopo provinces. The LSM categorization was used as a measure of the “poverty” level in an affected individual’s household while access to grants and UIF money provided a measure of the cushioning effects of state support to affected individuals and their families.

The proportions of affected individuals varied as a function of residential area. Most of the affected individuals who fell into the lower LSM 1–4 group lived in rural areas (53.5%) while the remainder of participants were almost equally distributed between urban and peri-urban areas. In contrast, the majority of participants from the intermediate LSM 5–7 group lived in either urban areas (46.5%) or in peri-urban areas (34.2%). The proportions of affected individuals in the two LSM groups varied as a function of the highest educational level attained. Higher educational levels were clearly associated with smaller numbers of affected individuals who fell into the lower LSM 1–4 group. LSM group varied as a function of the sector from which affected individuals were retrenched. Among participants who fell into the lower LSM, the majority of affected individuals were retrenched from the mining and utilities sectors (75.9%). In contrast, the majority of affected individuals from the intermediate LSM 5–7 group were retrenched primarily from the textile and paper products (TPP) and the car manufacturing and motor spares (CMMS) industries.

State support varied as a function of LSM group. While 49.1% of the affected individuals from the lower LSM 1–4 group were receiving state support at the time of the study, close to seventy percent (68.9%) of the participants from the intermediate LSM 5–7 group were receiving state support. State support also showed a significant impact on household

expenditure levels. State support varied significantly across residential areas.

In the affected areas and sectors where the study was conducted, the nature of the shocks experienced were characterized by massive job losses as companies either scaled down their operations or closed down completely. Reduction in working hours, which could have ameliorated the impact, was quite rare. Many of the affected individuals who were retrenched in North West and Limpopo provinces tended to be general workers and semi-skilled employees who were in the lower LSM 1–4 groups. Across all the study areas, the economic shock went beyond the directly affected firms as informal sector players both upstream and downstream also experienced moderate to severe knock-on effects from the recession. The nature and extent of the shock experienced by affected individuals was moderated by trade union strength and effectiveness of union engagement with former employers and state institutions that provide state support (e.g. Department of Labour, UIF offices, etc).

Affected individuals who were not receiving state support were impacted more negatively by the recession: they were more likely to cut food expenditure, change the type of food eaten in the household and reduce the number of meals eaten per day in the household than those who were receiving state support. These negative impacts were more prevalent among affected households in the poorer LSM 1–4 group (especially those in rural areas) than in the higher LSM 5–7 group. The percentages of affected individuals whose children’s education was affected by job loss as a result of the recession were substantially higher among non-recipients of state support in terms of removal of children from school, transfer of children to a cheaper school and lack of transport money for the children to go to school. From the focus group discussions, it was clear that the fee-exemption policy is not being implemented as envisaged by the South African government in all areas. The percentages of affected individuals who had to send their children away to be looked after by a relative or someone else, or had to relocate altogether, were much higher among those who were



not receiving state support than among recipients of state support. With respect to failure to pay for medical treatment, affected individuals who were receiving state support were less affected than individuals who were not receiving state support. A substantially greater proportion of affected individuals who were not receiving state support experienced negative impacts on interpersonal relationships (especially relationships with spouses and children) compared to affected individuals who were receiving state support. Affected individuals with no state support were more highly represented in the lower expenditure categories while affected individuals with state support were more highly represented in the higher expenditure categories.

Consistent with the findings from a quantitative study by Mabugu et al (2010), the recession appears to have had significant negative impacts among the poorest, especially those who were not receiving state support. However, while the quantitative study found the Child Support Grant (CSG) to have a significant ameliorating effect during a recession, this qualitative study showed that UIF money provided a critical source of income that cushioned many of the affected individuals and their families from the adverse effects of the recession.

The most common coping strategies among affected individuals were: (i) starting a small business and (ii) own food production. However, only 20% of the affected individuals engaged in these activities, mostly in the North West province. The majority of affected individuals had neither the knowledge/skills nor the capital to venture into such activities, leaving them exposed to the shock and impacts of the recession. There was a perceived increase in prostitution among young girls as a result of the economic difficulties brought about by the recession. Crime and drug abuse were also said to have increased as communities reeled under the negative effects of the recession – behaviours that could have exposed young children to serious health risks including the risk of contracting the HI-virus, dropping out of school early due to early/unplanned pregnancy and drug addiction – all of which can have severe long-term effects.

Differences were found regarding access to the Department of Labour (DoL) services across provinces.

While 95% of the affected individuals in KZN had access to DoL services (i.e. UIF), only 22% and 30% of the affected individuals accessed DoL services in the Limpopo and North West provinces respectively. Among affected individuals who accessed DoL services, there were high approval ratings of the services offered on dimensions such as friendliness of staff, provision of correct information, helpfulness of staff, etc. However, DoL officials felt that more resources are required in order for them to offer optimal services (e.g. more staff, office space, equipment, introduction of a card system, etc). Similarly, positive ratings of services offered by SASSA and DSD were evident among affected individuals who had received support from these state institutions. However, there is a need to enhance public awareness regarding the grants and other services offered by DSD through more outreach programmes so that when a crisis hits an area, people know where to go for assistance and which grants they can apply for.

This qualitative study unearthed some shortcomings in the provision of public services which policy makers should address so as to increase preparedness in dealing with economic shocks. In particular, issues regarding school attendance, health impacts and child abuse were evaluated. One pertinent observation from this study is that the provision of free public health and schooling is not operating as optimally as it should. In general, public services are under-resourced and cannot meet public demand without the complimentary private services. The result is that job losses create a void that cannot be immediately addressed by the available public services. It is thus recommended that both the quantity and quality of public services be expanded so that they are able to cushion the poorest from adverse effects of economic shocks such as job losses emanating from recessions.

In this qualitative study, it is reported that the welfare of children is dependent on the parents or guardians receiving a constant income, either from employment or from government grants or UIF money. Increasing employment requires the creation of an environment conducive to economic growth while the expansion of various forms of state support requires the creation of fiscal space which is a product of higher economic growth.



# CHAPTER 1

# INTRODUCTION

## 1.1 Background and context

In many African countries, the 2007–2008 global economic crises and the resulting recession impacted negatively on key drivers of economic growth, especially trade inflows, capital inflows, natural resources and agricultural exports. There is a very real concern that in some countries the crisis may degenerate into a social crisis on the continent that could disrupt and, in some cases, even reverse developmental gains such as progress made to date by African countries toward achieving the Millennium Development Goals (MDG), especially those aimed at reducing poverty, hunger, maternal and child mortality and ensuring “decent work for all”.<sup>1</sup>

In South Africa, the impact of the general decline in GDP across most of the economic sectors has been characterized by job losses and shrinking disposable incomes in many households. According to government estimates, close to 900,000 jobs were lost in 2009 affecting approximately 4.8 million people.<sup>2</sup> Shrinking disposable incomes among those affected by the recession are likely to have impacted negatively on consumption patterns of poor families, compromising the health and nutritional needs of household members, including children.<sup>3</sup>

International literature suggests that during an economic crisis, the poor eat less frequently and often consume less nutritious food, which in turn could negatively impact on the nutritional needs of children.<sup>4</sup> Furthermore, existing research suggests that during an economic crisis children are pushed into work at an early age, or are pushed into engaging in illegal, criminal and/or dangerous activities (e.g. child labour and prostitution) in order to earn a living. Engaging in such activities could further endanger children in terms of emotional and physical development, as well as expose them to sexual abuse and increased likelihood of contracting the HI-virus. In addition, research suggests that economic difficulties often result in tensions between family members, drug abuse and, in some cases, excessive consumption of alcohol, which may result in rising levels of domestic violence (including violence against children).<sup>5</sup>

Qualitative studies have also shown that during an economic crisis many poor families remove their children from school, which may result in permanent impacts for some of the children as children who drop out of school because their parents cannot afford fees, books or transport are unlikely to re-enroll when the situation improves.<sup>6</sup>

1 AfDB. 2009. Africa and the global economic crisis: *Strategies for preserving the foundations of long term growth. Paper prepared for: The 2009 Annual Meetings of the African Development Bank held in May 13–14, 2009, Dakar, Senegal.*

2 Statistics South Africa. 2009. *Labour Force Survey 2009.* Retrieved from: <http://www.statssa.gov.za>

3 African Center for Gender and Social Development. 2009. *African perspective of the global economic and financial crises, including the impact on health.*

4 Harper, C, Jones, N, McKay, A & Espey, J. 2009. *Background Note: Children in times of economic crisis: Past lessons, future policies.* Overseas Development Institute, UNICEF UK and the Chronic Poverty Research Centre (CPRC).

5 Arieff, A. 2009. *The Global Economic Crises: Impact on Sub-Saharan Africa and Global Policy Responses.* Congressional Research Service.

6 Economic Justice Network of Focccisa or Open Society Initiative for Southern Africa (2009). *Social Impact of the Global Financial Crises.*

It is in this context that UNICEF commissioned Impact Research International (IRI) to conduct a qualitative study on the impact of the crisis on children and poor families. It must also be noted that there is a dearth of literature on the impact of the global economic crisis on the quality of life of children and poor families in South Africa.

The current study was conducted at a time when UNICEF was already involved in a quantitative study on modelling the impact of the crisis on economies and children. The quantitative study employed computable general equilibrium (CGE) modelling plus micro-simulation to estimate the impact of the global economic crisis on key poverty indices. It was observed that the poverty headcount ratio increased little in the moderate crisis scenario, but substantially under the severe crisis scenario. Under both scenarios, poverty sensitive measures (the poverty gap ratio and the poverty severity ratio) declined more and remained in negative territory longer, showing that the major impact of the crisis was on the poorest. However, results from a combination of macro- and micro-modelling showed that the impact of the economic crisis did not completely reverse the positive impact of social grants over time. In particular, it was observed that the country's Child Support Grant served to moderate the poverty effects of the economic crisis, both by reducing poverty levels before the impact of the grants themselves, and by also diminishing the effect of the crisis itself on child poverty.

Nevertheless, from the quantitative study, it was noted that the findings did not consider household and individual level responses to the economic crisis which might have had unknown impacts on actual poverty outcomes, particularly for children, who were the most vulnerable in the sense that they could not act to protect themselves from the impact. By focusing on the well-being of children and poor families, this qualitative study closes this research gap by examining both individual and household level responses to the crisis.

The study was informed by the following considerations:

- The need to, where possible, identify and describe possible synergies between the quantitative study and the current qualitative study;

- The need to explore in detail some of the issues arising from the variables and relationships that were examined in the quantitative study that could not be understood through econometric modelling (e.g. unique experiences, individual decision-making behaviour, unique family and community situations/dynamics, etc.); and
- The need to ensure that, in addition to complementing the quantitative study, the findings from this qualitative study are presented in the form of a standalone report that can be used for policy advocacy involving various stakeholders who are involved in ameliorating the impact of the crisis on children and poor families in South Africa.

## 1.2 Aims and objectives of the study

The overall aim of this study was to understand how the economic shock was affecting the well-being of children and poor families, and how adequate the coping strategies of families and the existing social assistance programmes are in dealing with the effects of the shock. Specifically, the key objectives of the study were to investigate:

- a. The dimensions of the recession that have affected the areas/sectors under investigation;
- b. The nature of the impacts of the crisis on children, families and communities;
- c. The coping strategies that are being employed by children, families and communities to weather the effects of the recession; and
- d. The effectiveness of available support systems for children, families and communities in the affected areas.

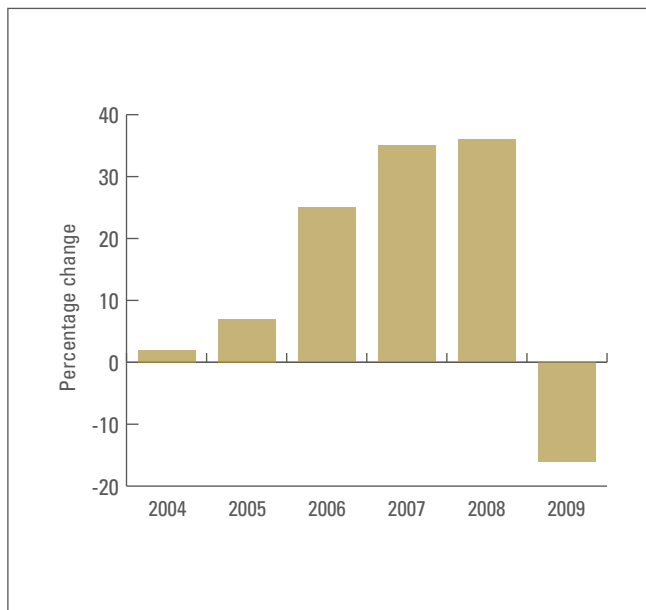
## 1.3 Overall research design and sampling strategy

A purposive sampling process was undertaken in order to reach households in which families and children were directly affected by the economic crisis.

Thus, the sampling strategy was guided by the need to locate specific communities where the impact of the economic crisis was known to have been relatively severe. In order to identify appropriate sampling areas for the empirical component of this study, an extensive analysis of the impact of the economic crisis on various sectors of the South African economy was conducted.

The analysis, which was based on Statistics South Africa Statistical Releases,<sup>7</sup> showed that among the hardest hit sectors in South Africa that could be “geographically linked” to communities were: mining and quarrying, manufacturing, agriculture, forestry and fisheries, as well as the electricity, gas and water sectors (commonly referred to as the “utilities” sector).

**Figure 1. Economic crisis impact on non-gold mineral sales**



In particular, during the first quarter of 2009, the seasonally adjusted real value added by the mining and quarrying sector decreased by an annualized rate of 32.8% compared with the fourth quarter of 2008. Most of this decrease was due to significant decreases recorded in non-gold mining industries (e.g. platinum, coal, diamonds, etc). In fact, while gold sales increased by 6.5% between April 2008 and April 2009, non-gold sales dropped by 23.8%.

Figure 1 shows the dramatic impact that the global economic crisis had on non-gold mineral sales going into the first quarter of 2009. It indicates that sales of non-gold minerals had decreased substantially between the fourth quarter of 2008 and the first quarter of 2009.

The seasonally adjusted real value added by the manufacturing sector decreased by an annualized

rate of 21.8%, compared with the fourth quarter of 2008. The contraction in the manufacturing sector occurred basically across all industries.

**Table 1. Provinces, sectors and industries from which the samples were drawn**

PROVINCE	ECONOMIC SECTOR	SPECIFIC INDUSTRY/ PRODUCT
North West	Mining	Platinum group of minerals (PGM)
KwaZulu-Natal	Manufacturing I	Car manufacturing and motor spares industry
Limpopo	Utilities	Electricity, gas, coal, petroleum and chemical products
KwaZulu-Natal	Manufacturing II	Textile and paper products

## 1.4 Economic sectors and study areas

On the basis of the reviewed statistics and the differential impacts of the economic crisis on various sectors of the South African economy, and the need to include participants from migrant families and from the second economy, empirical data were collected from three purposively selected provinces, sectors and industries that are shown in Table 1.

Figure 2 shows the specific locations of the study areas where data were collected in North West, Limpopo and KwaZulu-Natal provinces.

## 1.5 Methodology

### 1.5.1 Research instruments: questionnaire

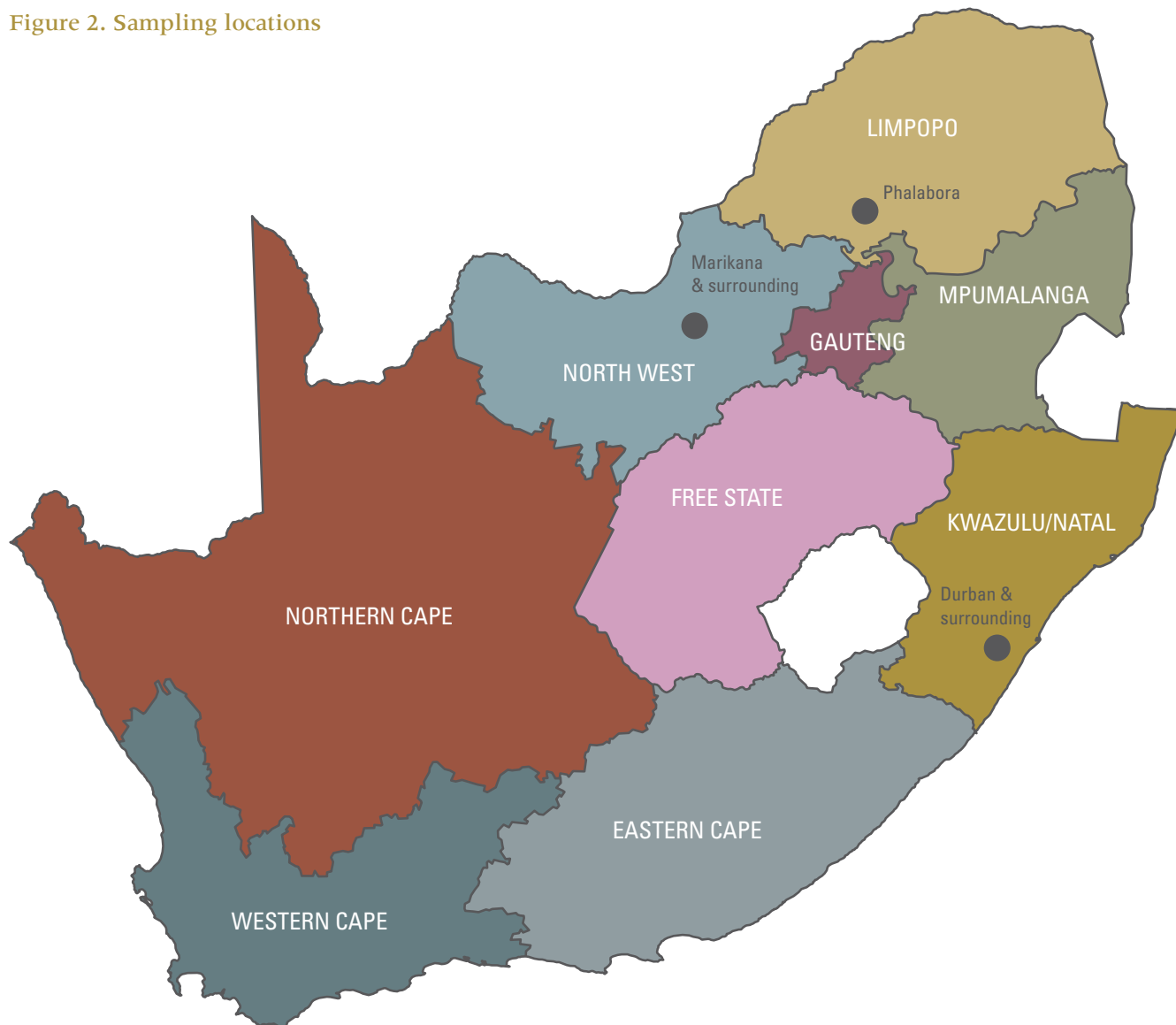
An 87-item survey questionnaire<sup>8</sup> was developed and translated into the relevant local languages spoken in the selected areas. The survey questionnaire consisted of six major sections.

Section 1 was designed to gather basic demographic information such as age, gender, race, educational level, province, marital status, number of children looked after, as well as sources of household income and expenditure patterns.

<sup>7</sup> Statistics South Africa. *Statistical Releases of May 2009*. P0441, P2041 and P3041.2.

<sup>8</sup> See Appendix B: The Affected Individual's Questionnaire.

Figure 2. Sampling locations



Section 2 of the questionnaire consisted of questions that were designed to identify the poverty levels of participants according to the South African Living Standards Measure (SA-LSM).<sup>9</sup>

Section 3 contained questions relating to participants' experiences of job loss.

Section 4 contained questions which focused on direct impacts of the recession on various members of the household, including the affected individual, the family and specifically children in the family with respect to their educational, nutritional, health and welfare needs.

Section 5 contained questions relating to coping strategies employed by individuals, families and communities. The final section contained questions relating to the effectiveness of various forms of state support.

### 1.5.2 Research instruments: FGD, IDI and case study guides

Following the survey analysis, focus group discussions, in-depth interviews and case studies were undertaken with a view to understanding dimensions of the recession in the affected areas, community-wide effects of the recession and the adequacy of existing social assistance programmes in dealing with the effects of the shock. The specific

9 South African Advertising Research Foundation (SAARF) (2010).

instruments that were used to gather this qualitative data are included in the appendices of this report.

### 1.5.3 Participants

In order to identify the affected participants, a standardized recruitment/screening questionnaire (see Appendix A) was used. The selected individual had to meet three criteria. First, the individual had to have been directly affected by the recession through either job loss or having his/her working hours reduced between the fourth quarter of 2008 and December 2009. Secondly, the household of the individual had to be categorized as poor, i.e. belonging to LSM 1–4. Finally, the individual had to either have children of his/her own or had to be looking after children under the age of 18 years, regardless of whether the children actually lived with him/her. Alternatively, the individual's household had to include child members.

Participants who took part in the FGDs, IDIs and case studies were purposively selected, based on findings from an analysis of questionnaire data. These included former employers, trade union representatives and some of the affected individuals, including migrant workers and affected individuals in the informal sector.

### 1.5.4 Questionnaire administration

Survey data were collected from between 11 January 2010 and 1 February 2010. The same team of fieldworkers and fieldwork supervisors collected data from all the study areas in order to ensure consistency. Interviewers were requested to follow the order in which questions were written in the questionnaire as closely as possible, although at times some participants did provide information requested in subsequent sections at the beginning of the session or at some point during the interview. As part of quality control, fieldwork supervisors conducted check-backs on approximately 10% of the sample during fieldwork.

### 1.5.5 In-depth interviews, focus group discussions and case studies

These were conducted simultaneously in both KZN and North West provinces, from between 8 March 2010 and 11 March 2010. All FGDs, IDIs and case studies were audio-recorded and subsequently transcribed and translated into English for analysis.

Analysis of all transcripts involved the use of a technique known as Thematic Content Analysis (TCA). The transcripts were analysed by themes, categories and codes that were developed from the data and from the questions in the guides. The emerging themes were organized into appropriate constructs and relevant information identified for inclusion in this report.

# CHAPTER 2





# CHARACTERISTICS OF THE SAMPLE

## 2.1 Introduction

In this chapter, characteristics of the sample are presented. First, demographic characteristics of participants who took part in the survey are summarized. This is followed by a brief description of the participants who took part in the FGDs, IDIs and case studies. Two important variables that could affect the nature of the impacts of a recession on individuals and families are: (i) LSM group and (ii) state support. Thus, LSM group provides a useful indication of household poverty levels, while presence/absence of state support during periods of unemployment provides a critical measure of the cushioning effect of state support to affected individuals and their families. Therefore, in 2.4 and 2.5 of this chapter, characteristics of the sample by both LSM measure and by presence/absence of state support are described.

## 2.2 Survey participants

The survey sample consisted of 301 participants, the majority of whom were Black South Africans (N=281; 93.7%). Nineteen participants (5.7%) were Indian, Coloured or White. Table 2 shows the sample composition as a function of province.

The majority of men who were interviewed were married (52.9%) while the majority of women were single (68.4%). Most of the women who participated in the study were single parents around the age of 44 years, while the majority of male participants were married men around the age of 40 years. The majority of single parents were from KZN and North West provinces. Most of the female single parents (47%) were aged between 20–29 years,

with a further 33% being aged between 30 and 39 years. In contrast, many of the affected single parent males were comparatively older (i.e. 43% were aged between 30–49 years, and a further 35% between 50–59 years). Participants' ages ranged between 23–64 years (Mean=40.51, SD=10.66).

Table 2. Characteristics of the sample by province

PROVINCE	N	%
North West	112	37.2%
KwaZulu-Natal	104	34.6%
Limpopo	85	28.2%
TOTAL	301	100%

Overall, the majority of affected individuals in the sample were below the age of 49 years (75.4%), with most of them being aged between 30–39 years. Thus, most of the affected individuals who constituted the sample for this study were people who were in their peak years of productivity and reproduction. The average period of unemployment since retrenchment was 6.89 months (SD=3.8).

## 2.3 Participants in FGDs, IDIs and case studies

Focus Group Discussions (FGDs) were conducted with single female parents, retrenched individuals from the informal sector, and retrenched individuals who had experienced specific health impacts. In-

Table 3. LSM categories

LSM	LSM 1	LSM 2	LSM 3	LSM 4	LSM 5	LSM 6	LSM 7	LSM>8	TOTAL
N	88	41	38	61	19	48	6	0	301
%	29.2%	13.6%	12.6%	20.3%	6.3%	15.9%	2.0%	0	100%

Table 4. Percentages of urban, rural and peri-urban participants by LSM group

		LSM GROUPS					
		LSM 1–4		LSM 5–7		Total	
		N	%	N	%	N	Mean %
Residential area	Rural	122	53.51%	14	19.18%	136	45.18%
	Urban	52	22.81%	34	46.58%	86	28.57%
	Peri-urban	54	23.68%	25	34.25%	79	26.25%
	Total	228	100.00%	73	100.00%	301	100.00%

depth interviews (IDIs) were conducted with officials and representatives from the following departments and organizations: the Department of Labour (DoL), the South African Social Security Agency (SASSA), the Department of Social Development (DSD), the South African Police Services (SAPS), non-governmental organizations (NGOs), and trade unions. Case studies were used to obtain information from: (i) a company in KZN that initially retrenched a large number of employees in 2009 and eventually shut down one of its main production plants (Frame Textiles); (ii) children whose families were affected by the recession; and (iii) officials from a training centre that was set up to re-train retrenched and unemployed individuals.

## 2.4 Characteristics of the sample by LSM measure

In South Africa, the most common measure that is used to segment the population into different socio-economic groups is the Living Standard Measure (LSM) which was developed by the South African Advertising Research Foundation (SAARF). Using this measure, households can be classified into ten

different living standard groups in which LSM 1 households have the lowest standard of living and LSM 10 households have the highest standard of living. The classification is done according to the amenities at the disposal of household members and the area where they live. According to the South African Advertising Research Foundation (SAARF),<sup>10</sup> households belonging to LSM 1–4 are considered to be poor while those in LSM 5 and above are considered to be progressively better off. According to Statistics South Africa, 38% of rural households in LSM 1–3 rely primarily on income received from migrant workers in the urban areas and 31% on money received from a pensioner in the household. Furthermore, the majority of unskilled labour (69%) belongs to LSM 1–4. Therefore, the LSM was used to determine the economic status of participants' households. In what follows, the sample characteristics are presented by LSM category. Table

<sup>10</sup> The SAARF LSM is a unique means of segmenting the South African market that groups people according to their living standards using criteria such as degree of urbanization and ownership of cars and major appliances. It divides the population into 10 LSM groups – LSM 10 being the highest and wealthiest category and LSM 1 being the lowest and poorest category.

Table 5. Percentages of male and female participants by LSM group

		LSM GROUPS					
		LSM 1–4		LSM 5–7		Total	
		N	%	N	%	N	Mean %
Gender of participant	Male	183	80.26%	61	83.56%	244	81.06%
	Female	45	19.74%	12	16.44%	57	18.94%
	Total	228	100.00%	73	100.00%	301	100.00%

Table 6. Participants' highest educational level as a function of LSM group

		LSM GROUPS					
		LSM 1–4		LSM 5–7		Total	
		N	%	N	%	N	Mean %
Highest educational level	Primary education	57	25.68%	12	16.44%	69	23.39%
	Secondary – no matric	58	26.13%	15	20.55%	73	24.75%
	Matric completed	65	29.28%	28	38.36%	93	31.53%
	Post-matric certificate	42	18.92%	18	24.66%	60	20.34%
	Total	222	100.00%	73	100.00%	295	100.00%

3 shows the number and percentages of participants who fell into each of the LSMs.

The majority of affected individuals who participated in this study (i.e. 29.2%) belonged to LSM 1, meaning that they were very poor and vulnerable. Over 75% of all participants belonged to LSM 1–4. None of the participants belonged to the wealthy categories of LSM 8–10. In order to examine sample characteristics as a function of LSM category, the participants were divided into two groups: lower LSM (LSM 1–4) and higher LSM (LSM  $\geq$  5). Because the two groups had different N-values, the analyses presented in this chapter utilize relative percentages within each LSM group to draw comparative inferences and conclusions. Table 4 shows the percentages of urban, rural and

peri-urban participants who fell into each of the two LSM groups.<sup>11</sup>

It can be seen from Table 4 that most of the participants who fell into the lower LSM groups lived in rural areas (53.5%) while the remainder of LSM 1–4 participants were almost equally distributed between urban and peri-urban areas. In contrast, the majority of participants from the higher LSM 5–7 group lived in either urban (47%) or in peri-urban areas (34%).

Taken together with the percentages shown in the total column in Table 4, it can be concluded that

<sup>11</sup> The term “peri-urban area” denotes the zone of transition between the clearly urban and distinctly rural.

the sample consisted of mostly rural participants (45.2%), the majority of whom were in the lower LSM category.

It must be pointed out from the outset that for the variables whose proportions are depicted in Table 4 above, there were no missing values (N=301); however, in subsequent tables there were missing values such that, at times, N<301.

Table 5 shows the percentages of male and female participants who fell into each of the two LSM groups.

It is clear from Table 5 that in the sample for this study, 81% of those who were interviewed were males and there were no significant differences in the proportions of participants who were male between

the two LSM groups. Table 6 shows the percentages of participants in each of the two LSM groups as a function of highest educational level completed.

The percentages depicted in Table 6 show that while approximately half of the participants who were from the LSM 1-4 group had primary or secondary education (51.8%), over sixty percent (63%) of participants from the higher LSM 5-7 group had either completed matric and/or completed matric plus a post-matric qualification which suggests a clear relationship between highest educational level completed and the LSM group to which the participants belonged.

In order to examine whether there were significant differences between participants who were

Table 7. Percentages of affected individuals from the different sectors by LSM group

		LSM GROUPS					
		LSM 1-4		LSM 5-7		Total	
		N	%	N	%	N	Mean %
Sector	Mining	98	42.98%	14	19.18%	112	37.21%
	Utilities	75	32.89%	10	13.70%	85	28.24%
	TPP	44	19.30%	34	46.58%	78	25.91%
	CMMS	11	4.82%	15	20.55%	26	8.64%
	Total	228	100.00%	73	100.00%	301	100.00%

Table 8. Percentages of participants in specific monthly expenditure categories by LSM group

		LSM GROUPS					
		LSM 1-4		LSM 5-7		Total	
		N	%	N	%	N	Mean %
Expenditure categories	R0 – 1,000	54	25.12%	10	18.18%	64	23.70%
	R1,001-2,000	97	45.12%	9	16.36%	106	39.26%
	R2,001-3,000	52	24.19%	14	25.45%	66	24.44%
	R3,001-4,000	12	5.58%	22	40.00%	34	12.59%
	Total	215	100.00%	55	100.00%	270	100.00%

Table 9. Percentages of affected individuals who were/were not receiving state support by LSM group

		LSM GROUPS					
		LSM 1-4		LSM 5-7		Total	
		N	%	N	%	N	Mean %
State support	Yes	111	49.12%	51	69.86%	162	54.18%
	No	115	50.88%	22	30.14%	137	45.82%
	Total	226	100.00%	73	100.00%	299	100.00%

Table 10. Expenditure categories and UIF grants

		Whether participant received state support					
		Yes		No		Total	
		N	%	N	%	N	%
Expenditure categories	R0–1,000	33	52.4%	30	47.6%	63	100%
	R1,001–2,000	60	56.6%	46	43.4%	106	100%
	R2,001–3,000	43	66.2%	22	33.8%	65	100%
	R3,001–4,000	20	58.8%	14	41.2%	34	100%
	Total	156	58.5%	112	41.5%	268	100.0%

retrenched from the different sectors in terms of their LSM categories, Table 7 was generated from the data. From the percentages shown in Table 7, it can be deduced that among participants who fell into the lower LSM, the majority of affected individuals were retrenched from the mining and utilities sectors (75.9%). In contrast, the majority of affected individuals from the higher LSM 5–7 were retrenched primarily from the textile and paper products (TPP) and the car manufacturing and motor spares (CMMS) industries.

Thus, the living standards of participants at the time of the study varied significantly by the sector from which they were retrenched. The reasons for this difference will become clearer when labour practices and experiences of job loss in the different sectors are discussed later in this report. It is generally known that expenditure patterns differ depending on household income/availability of savings in the household. In order to examine the extent to which household expenditure patterns were significantly

affected by individual LSM scores and presence of constant source of income, a multinomial logistic regression analysis was performed on the data with an individual's LSM category and presence/absence of constant source of income serving as the independent variables. Multinomial logistic regression is useful for situations in which one wants to test a set of predictor variables with two or more categories, unlike logistic regression which is restricted to two categories. This analysis showed that both factors (LSM scores and presence of constant source of income represented by Y) significantly affected expenditure patterns ( $p(Y)=0.001$ ;  $p(LSM)=0.0001$ ).

Table 8 shows the percentages of participants who fell into each of the LSM categories cross-tabulated by expenditure category.

Among the affected individuals from the lower LSM 1–4 group, the majority had a monthly expenditure of between R1,001–2,000. In contrast, among affected individuals from the higher LSM 5–7 group,

the majority had a monthly expenditure of between R3,001–R4,000.

## 2.5 Characteristics of the sample by state support

A potential factor that could affect one’s standard of living is whether or not one has a constant source of income after being retrenched. Of all the affected participants who took part in the study, 162 (54.2%) had a constant source of income in the form of UIF money or government grants while 137 (45.8%) did not. Table 9 shows the percentages of participants who fell into each of the two LSM groups, cross-tabulated by presence or absence of state support.

It is clear from the percentages shown in Table 9 that while 49% of the affected individuals from the lower LSM group were receiving state support, close to 70% of the participants from the higher LSM group were receiving state support at the time of the study. As will become clearer later, this difference is largely explained by the fact that affected individuals from the higher LSM group were retrenched from the TPP and CMMS sectors where union membership was stronger than in the mining and utilities sectors where union membership was comparatively poor.

Table 10 shows a clear pattern with respect to the impact of UIF and government grants on household expenditure patterns: across all expenditure categories there were more affected individuals who were receiving state support than those who were not receiving state support in the form of UIF or government grants.

The percentages in Table 10 show the cushioning effect of state support (UIF and government grants)

on the possible decline in standard of living among retrenched individuals: the majority of affected individuals who did not have state support after they were retrenched fell into the lower LSM group (83.9%), while approximately double the number of participants who fell in the higher LSM were receiving state support compared to those who were not. Table 10 shows a clear pattern with respect to the impact of UIF and government grants on household expenditure patterns: across all expenditure categories, a higher proportion of affected individuals were receiving state support than those who were not receiving state support in the form of UIF or government grants. Table 11 shows the percentages of affected individuals in rural, urban and peri-urban areas who were receiving state support.

Most of the affected individuals who were receiving state support resided in urban areas (44.4%) while in rural areas, 67.5% of the affected individuals were not receiving state support. A little fewer than 30% of the peri-urban participants were receiving state support.

## 2.6 Summary

From the characteristics of the sample presented in this chapter, it is clear that:

- The proportions of affected individuals in the two LSM groups varied as a function of residential area. Most of the affected individuals who fell into the lower LSM groups lived in rural areas (53.5%) while the remainder of LSM 1–4 participants were almost equally distributed between urban and rural areas. In contrast, the majority of participants from the higher LSM 5–7 group lived in either urban areas (46.5%) or in peri-urban areas (34.2%).
- The proportions of affected individuals in the

Table 11. Residential area and the presence/absence of state support

		Whether participant received state support					
		Yes		No		Total	
		N	%	N	%	N	Mean %
Residential area	Rural	42	25.93%	92	67.15%	134	44.82%
	Urban	72	44.44%	14	10.22%	86	28.76%
	Peri-urban	48	29.63%	31	22.63%	79	26.42%
	Total	162	100.00%	137	100.00%	299	100.00%

two LSM groups varied as a function of highest educational level attained. Higher educational levels were clearly associated with smaller numbers of affected individuals who fell into the lower LSM 1–4 group.

- LSM group varied as a function of the sector from which affected individuals were retrenched. Among participants who fell into the lower LSM, the majority of affected individuals were retrenched from the mining and utilities sectors (75.9%). In contrast, the majority of affected individuals from the higher LSM 5–7 were retrenched primarily from the textile and paper products (TPP) and the car manufacturing and motor spares (CMMS) industries.
- State support varied as a function of LSM group. While 49.1% of the affected individuals from the lower LSM group were receiving state support at the time of the study, close to seventy percent (68.9%) of the participants from the higher LSM group were receiving state support.
- State support also showed a significant impact on household expenditure levels. Across all expenditure categories, a higher proportion of affected individuals were receiving state support than those who were not receiving state support in the form of UIF or government grants.
- State support varied significantly across residential areas. Most of the affected individuals who were receiving state support resided in urban areas (44.4%), while in rural areas 67.5% of the affected individuals were not receiving state support. A little less than 30% of the peri-urban participants were receiving state support.

Thus, as was pointed out at the beginning of this chapter, LSM group provides a useful measure of poverty levels in a household, while presence/absence of constant source of income provides a measure of the cushioning effects of state support to affected individuals and their families. Therefore, analysis of the nature of impacts of the crisis and coping strategies will be anchored on these two critical variables.

# CHAPTER 3





# NATURE OF SHOCKS FACED BY POPULATION AND DIMENSIONS OF THE RECESSION IN AFFECTED AREAS/SECTORS

## 3.1 Introduction

Only a small number of affected individuals had had their working hours reduced as a result of the recession (7.4%, N=21). The rest of the participants in this study had lost their jobs as a direct result of the recession during 2009. In fact, those who initially had their working hours reduced eventually lost their jobs. In this chapter, the nature of the shocks experienced by affected individuals is described and the dimensions of the recession in affected areas/sectors explained.

## 3.2 North West province

The dominant economic activity in the Marikana area in the North West province is extraction of the platinum group of minerals. The key mining operations in this area are conducted by the Lonmin Group but include several other smaller mining companies scattered around the outskirts of Rustenburg. In early 2009, Lonmin shut down production at one of its major shafts (Western Plant), resulting in massive job losses in the area. At the same time, another major employer in the area (Xtrata Pty Ltd) also scaled down its production levels substantially. Several other service providers to Lonmin (i.e. contractors) and other mines were also severely affected, with many of them scaling down their operations, closing down and/or retrenching several employees. Thus, participants from the

North West province were retrenched by a total of 19 companies, many of which were directly involved in extraction of the platinum group of minerals (PGM).

At the time the study was conducted, the majority of retrenched individuals from the mining sector in the North West province had been without a job for ten or more months (60.9%). The majority of affected individuals from this area were general workers and machine/plant operators (approximately 55%), many of whom were migrant workers. The specialized nature of mine work meant that many of the affected individuals did not find it easy to change jobs or relocate to other places, preferring instead to “hang around and hope things improve” as a participant mentioned during one of the discussions.

Retrenched migrant workers in the North West appear to have experienced a number of unique problems. For example, many of them did not have official documents and, unlike their South African counterparts, were unable to access any retrenchment benefits. One of the migrant workers who was interviewed claimed that he did eventually receive money from a provident fund but that this had only been accessible with great administrative difficulty. Also, many of them said they were not members of any trade union. In fact, union membership was generally quite low in this area (67%) and much lower among migrant workers. During the qualitative interviews, the migrant workers

claimed that trade unions seemed quite incapable of addressing issues for migrant and contract employees as they are "... difficult to represent".

The migrant workers who were interviewed had families in different countries or elsewhere in South Africa whom they had to support. The recession drastically reduced the amount of remittances that they were able to send to their families. Even though less money was sent to the families of migrant workers, the qualitative data indicated that none had to remove their children from schools since their school fees were considerably cheaper in their home countries. However, some parents had to relocate their children to live with other family members in order for them to attend a cheaper school elsewhere. Some of the migrant workers said that while they were not treated differently from South Africans in terms of their wages when they still were formally employed, they were not given any benefits upon retrenchment; they just received their normal monthly wage and were asked to stop coming to work. In terms of financial assistance after retrenchments, migrant workers claimed that they had received money from churches, NGOs and family members. However, one man responded to a question about borrowing money from friends and neighbours saying: "No, even if I ask, they have their own problems. What can they do?" Even though migrant workers were able to receive free health care during the recession, many said that they had to borrow money to send to their families in other countries because they were suffering from more serious illnesses such as malaria.

In-depth interviews with senior police officials as well as members from NGOs revealed that the retrenchments in the mining sector had far-reaching effects for South African as well as migrant workers. Police officials reported that crimes such as alcohol and drug abuse had increased resulting in more incidents of domestic violence. They also stated that when a lot of migrant workers lost their jobs in the mining industry, some turned to violent crime in order to obtain scant resources. Data from interviews with SAPS officials also corroborated this view.

The economic shock experienced in the North West province went beyond just formal job losses from the mines. The informal business sector appears to have experienced severe knock-on effects as small

business owners also found themselves having to scale down their operations in construction, catering, design and decoration, sale of beverages, transport services and so on as a result of a shrinking customer base. The focus group discussions with informal business owners corroborated these findings. Many claimed that the challenges they faced when they had first started their business (e.g. unreliable staff, lack of financial knowledge, no access to marketing tools, not having a constant flow of customers etc.) had been exacerbated by the impact of the recession.

### 3.3 KwaZulu-Natal province

Affected individuals from KZN were retrenched either from the textile and paper processing (TPP) industry (N=78; 75%) or by companies in the car manufacturing and motor spares industry (N=26; 25%). The majority of affected individuals in the textile industry (approximately 30%) were machine operators. Affected individuals from the car manufacturing and motor spares industry were either general workers or "artisans" of a lower rank (e.g. colour matchers, spray painters, welders, etc). The affected individuals who were retrenched from the textile and paper products industry had been without a job for between 4–6 months (67.6%), while those retrenched from the car manufacturing and motor spares industry had been without jobs for 7 months or longer (77%).

The strongest trade union membership at the time of job loss was in the textile and paper industry where nearly 95% of the affected individuals belonged to a trade union. Indeed, a substantial percentage of the affected individuals from this industry said that they were still members of their trade unions (67%). Also, trade union membership was quite high at the time of job loss in the car manufacturing and motor spares industry (nearly 80%). Union membership does appear to have ameliorated the severity of the economic shock experienced by the affected individuals. Union membership and active engagement by union leadership were critical factors that influenced the nature and severity of the shocks faced by affected individuals. For example, the strong union membership in the textile and paper industry as well as the proactive stance taken by the unions in this sector, led to early payment of retrenchment benefits as well as ensuring that an effective collaborative system was put in place to

register retrenchees with the Department of Labour for UIF payments. No such systems were put in place by unions in the mining and car manufacturing and motor spares industries which resulted in a substantially smaller number of affected individuals receiving their benefits in time or accessing UIF money from the Department of Labour.

A representative from the textile and paper industry claimed that the recession (and the resultant retrenchments) had had detrimental financial effects on poor families. For example, retrenched workers under the age of 55 did not qualify for medical aid as was stated in their provident fund. This had huge implications for their packages, as their tax fees went up by 18 to 26 percent. In conjunction with this, the families of retrenched individuals suffered as some of them had school fees and ill spouses to take care of.

Interviews conducted with NGO members revealed that another major problem due to retrenchments in the manufacturing sector was that unemployed individuals had the added pressure of looking after the elderly. The NGO official mentioned that mental health facilities, children's homes and retirement homes had been negatively affected by the recession due to the cost-cutting strategies that came into effect. The NGO official also mentioned that crimes such as domestic abuse (especially children abusing their parents and the elderly) were on the rise. The repercussions were reported as being worse because retrenched individuals had very skill-specific talents which did not render them employable in another field. The only other option for them was to find employment in another paper mill which was near impossible.

The case study of the Vertical Pipeline division of Frame Textile Company provides some important insights into the nature of the shocks faced by the affected individuals, as well as some community-wide effects of the recession in the KZN areas where the study was conducted. For this company, the impact of the recession started towards the end of 2008, reaching its critical point in March 2009. Retrenchments were announced on 9 April 2009 and the company closed at the end of July 2009. The recession seems to have pushed the already struggling company over the edge. The qualitative data from in-depth interviews indicated that trade union members were often unable to plan

strategically for retrenchments as very little notice was given by company management. Similarly, trade union members claimed that the company did not follow correct procedures regarding retrenchments. Some members were informed either via email or over the radio of possible retrenchments. Union members felt that the recession was used as an excuse to hide the mismanagement of resources by company owners, as they felt that the lowering of wages in 2007 suggested that the company had actually used the extra money to save for employee packages (for the pre-mediated closure).

In preparation for closure, Frame Textile management approached government on both national and provincial level for help, in collaboration with the Southern African Clothing and Textile Workers Union (SACTWU). Assistance was received from the Department of Labour in terms of getting individuals who were facing retrenchment registered for UIF, a response which had significant and far reaching positive effects in terms of ameliorating the shock from job loss due to the recession. Most of the retrenched individuals from this company received their UIF money much quicker than affected individuals from other sectors and industries in the other study areas.

Besides the huge number of employees who were suddenly part of the unemployed, it was reported that the closing of the company had far-reaching effects. Raw material suppliers were greatly affected by the closure of Vertical Pipeline. These included agricultural suppliers (cotton), suppliers of machine parts and services including cleaning, transport and maintenance. Customers were also negatively affected as a result of smaller companies in the industry closing down due to an inability to survive without the Vertical Pipeline division. Thus, closure of Vertical Pipeline's textile divisions impacted negatively on affiliates both downstream and upstream with severe consequences for people whose livelihoods depended on its existence and continued operation.

### 3.4 Limpopo province

All the participants from Limpopo province were retrenched by companies in the utilities sector operating in the Phalaborwa area. These participants were retrenched by a total of nine companies,

including subcontractors. The majority of affected individuals were general workers and semi-skilled workers (approximately 41%). The majority of affected individuals who were retrenched from the utilities sector were not members of any trade union (i.e. nearly 60%). Indeed, of all affected individuals who did not receive their benefits, the majority were from the utilities sector (80%) where both union membership and union engagement were judged to have been comparatively low.

In fact, 63.9% of the affected individuals from this sector said that their trade union's engagement with company management was "not effective at all" and a further 27.8% said that the union's engagement with management was "not effective". Clearly, the nature of the shocks and the extent to which issues such as whether or not affected individuals receive their benefits, the time taken to receive one's benefits and the possibility of accessing to UIF money (all critical factors in terms of ameliorating the nature and severity of shocks faced by affected individuals) appear to be highly dependent on union strength and engagement.

In Limpopo province, community-wide effects were less visible owing to the fact that the utilities plant where most of the retrenchments took place is located in a semi-rural area where there were many other fully operational companies.

### 3.5 Summary

The findings presented in this chapter clearly show that in the affected areas and sectors where the study was conducted, the nature of the shocks experienced were characterized by massive job losses as companies either scaled down their operations or closed down completely. Reduction in working hours, which could have ameliorated the impact, was quite rare. Many of the affected individuals who were retrenched in North West and Limpopo provinces tended to be general workers and semi-skilled employees who were in the lower LSM 1-4 groups. Many of them did not find it easy to switch professions and remained unemployed for extended periods of time. Across all the study areas, the economic shock went beyond the directly affected firms as informal sector players both upstream and downstream also experienced moderate to severe knock-on effects from the recession.

The nature and extent of the shock experienced by affected individuals was moderated by trade union strength and effectiveness of union engagement with former employers and state institutions that provide state support (e.g. Department of Labour, UIF offices, etc). For example, in KZN where union membership was comparatively stronger and union engagement was judged to have been quite effective, affected individuals received better support and assistance from the DoL in terms of accessing UIF money. The weak union membership in Limpopo and North West did little to assist the affected individuals with the result that not many of the retrenched workers accessed UIF money from DoL in these areas. Besides the direct economic meltdown experienced in the different areas and sectors, the recession appears to have had a significant impact at community level in terms of other non-industry specific business activities due to a shrinking customer base.





# CHAPTER 4

# NATURE OF IMPACTS AMONG AFFECTED INDIVIDUALS

## 4.1 Introduction

This chapter presents findings regarding the nature and extent of the recession's impact on food consumption patterns, children's education, children's welfare, family health, interpersonal relationships, and the impacts at both family and community levels. Because the nature of the impacts were assumed to vary as a function of state support and LSM group, the findings that are presented in this chapter focus on comparative analyses involving these two key variables.

## 4.2 Impacts on food consumption patterns

Figure 3 shows the percentages of affected individuals who said that after losing their job, they had to cut food expenditure, change the type of food consumed in the household or reduce the number of meals eaten per day as a function of whether or not they were receiving state support.

All 301 participants answered the question regarding whether or not they had had to cut down on food expenditure after losing their job. A total of 254 affected individuals said that they had to cut down on food expenditure (84.4% of the sample). The percentages in Figure 3 show a clear pattern. More of the affected individuals who were not receiving state support were impacted negatively by the recession in that they were more likely to cut food expenditure, change the type of food eaten in the household and reduce the number of meals eaten per day in the household than those who were receiving state support. This difference was statistically significant ( $\chi^2(1)=7.42, p<0.006$ ).

Information from the focus group discussions revealed that many affected individuals and households claimed that they used to have regular meals and were able to consume a variety of foods on a daily basis. Below is what some of them said:

*"Now we are suffering. We are no longer eating like before, even cereal we cannot afford. Now I just prepare white porridge.."*

*"In families you just have to accept when you do not have this or that. I live with prayer, I just pray and when I finish I just feel satisfied. All the lettuce and cucumbers that I used to eat .... Now I just see from other people, there is hunger now."*

It can be argued that while cutting down on food expenditure, changing type of food consumed and reducing number of meals per day are expected to happen after losing one's job, not doing so is highly dependent on the existence of a constant source of income (in this case, income from UIF money and government grants).

Clearly, these results point to the cushioning effect that receiving state support provides after losing one's job. It must be pointed out that the question regarding changing type of food was specifically geared towards changing to cheaper food that is often less nutritious and forgoing many of the products that family members would afford under normal circumstances.

**Figure 3. Food consumption patterns and the presence/absence of state support**

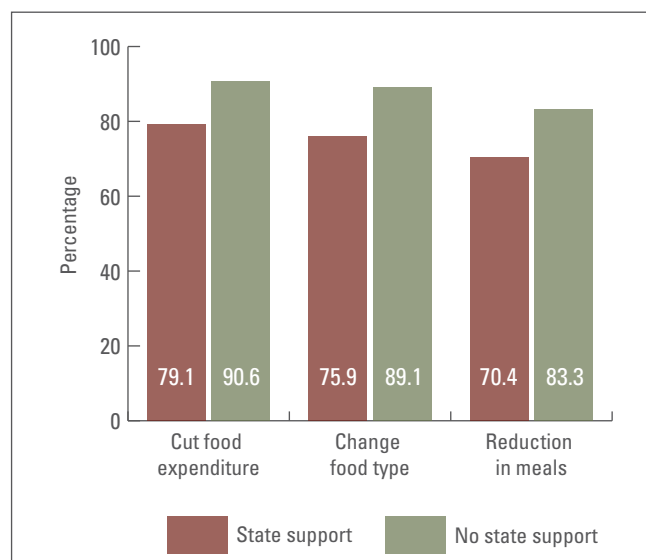
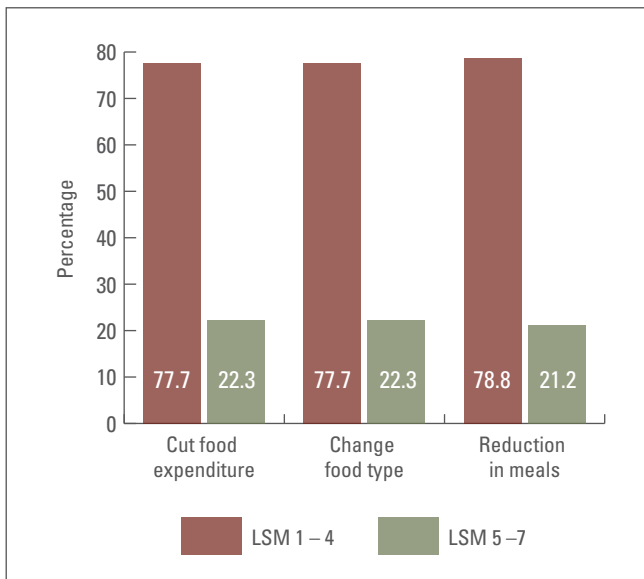


Figure 4. LSM and food consumption patterns



In order to examine whether changes in household food consumption patterns varied as a function of affected individuals' LSM group, Figure 4 was generated from the data.

It can be deduced from Figure 4 that more affected households in the poorer LSM 1-4 group than in the higher LSM 5-7 group had cut down their expenditure on food, changed the type of food consumed in the household and also reduced the number of meals eaten in the household per day. Thus, among affected households that did not implement these measures, the majority of them were in the higher LSM 5-7 group. These differences were statistically significant. Thus, taken together with the findings from the characteristics of the sample where it was found that the majority of affected individuals who did not have state support after they were retrenched fell into the lower LSM group (83.9%), it can be concluded that the lack of state support among the poorest (who tended to live in rural areas) did have a significant negative impact on household consumption patterns among affected individuals.

### 4.3 Impacts on children's education

Faced with an absence of a salary income, households may have to make some difficult decisions regarding their children's education, especially if the children are attending fee-paying schools. A number of choices may have to be made, including withdrawing one or more children from school or transferring a child/children to a cheaper school. In cases where

the child requires transport money to go to school, it is possible that on some occasions the household may fail to raise the necessary money with the result that school attendance can become irregular.

The South African government has introduced a fee exemption policy and a no-fee policy for deserving cases and schools. The questions that were asked during this study focused on the government's fee exemption policy, i.e. after performing appropriate "means testing", any child who qualifies for fee exemption can continue schooling without paying school fees. While no specific data were collected on the number of children who were exempted from paying school fees under this policy, it is possible that this policy may have assisted most of the retrenched individuals with regards to keeping their children in school as only 23.9% of the 297 respondents who responded to this question actually said that they had had to take children out of school at some point during 2009.

However, during the focus group discussions all of the participants felt that the current fee exemption policy was not working as per community expectations. Participants in the FGDs said that the schools often expected payments to be made at a later stage and often withheld report cards from the learners. There were also reported cases of children being sent home from school due to outstanding school fees.

Figure 5. State support and school attendance

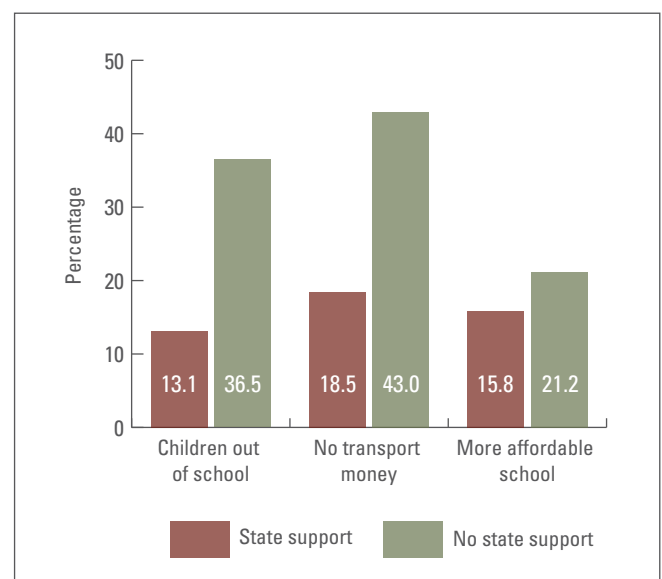


Figure 5 shows the percentages of affected individuals who said that they had taken one or more children



out of school, transferred one or more children to a cheaper/more affordable school or had failed to raise transport money for one or more children such that attendance became irregular as a function of whether or not the household was receiving state support. It can be seen from Figure 5 that the percentages of affected individuals whose children's education was affected by the job loss of the household breadwinner were substantially higher among non-recipients of state support. The differences shown in Figure 5 were statistically significant for removal of children from school ( $\chi^2(1)=22.16, p<0.0001$ ), transfer of children to a cheaper school ( $\chi^2(1)=12.23, p<0.0001$ ) and for lack of transport money for the children to go to school ( $\chi^2(1)=20.81, p<0.0001$ ).

From the findings reported above, it is clear that state support did mitigate the potential negative impacts of job loss on children's education in terms of children remaining in school, regular school attendance and less disruption by being transferred to a cheaper school. However, in spite of these generally positive outcomes, the fact that a sizeable proportion of affected individuals had taken one or more children out of school, failed to provide transport money for one or more children and, in some cases, transferred one or more children to cheaper schools should be a cause for concern.

From the focus group discussions, it was clear that the fee exemption policy is not being implemented in all areas as envisaged by the South African government. Besides, the fee exemption policy refers only to the payment of school fees as determined by a school and not the other education-related expenses such as uniforms, stationery packs, field trips and so on, for which parents/guardians are still expected to pay. In many instances, these costs may well exceed the actual school fees per child.

#### 4.4 Impacts on child welfare, family health and security

A potential risk factor for children is separation from parents, guardian or caregiver. Although cases of abuse and child neglect do at times occur in families, such cases are more likely to occur when children are sent to be looked after by "someone else" (usually relatives such as aunts, uncles, brothers and sisters). Relocation can also have significant negative impacts on children, especially if it is a downstream relocation (e.g. from a secure area to a non-secure area).

Figure 6. State support and relocation

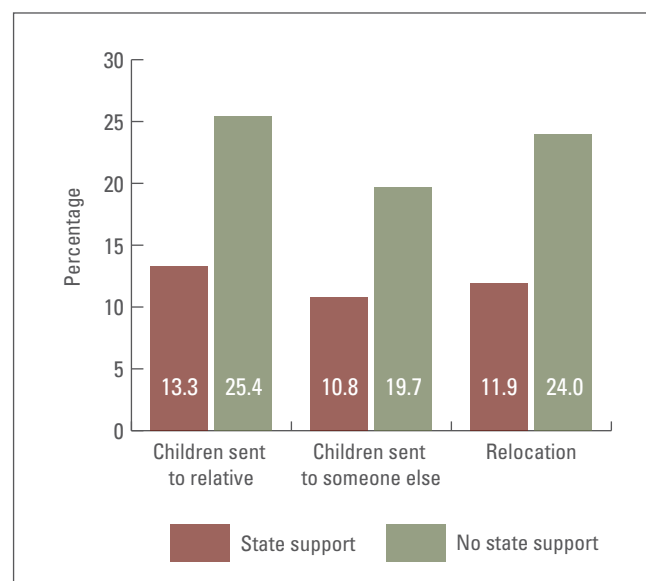


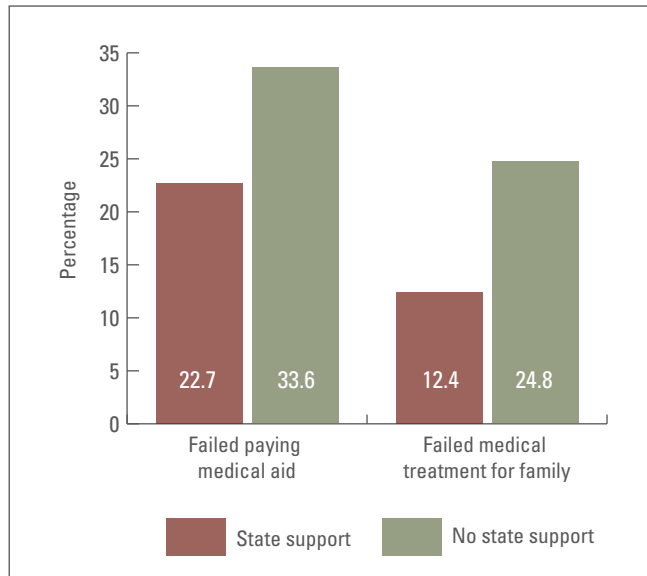
Figure 6 shows the percentages of affected individuals who said that they had to send one or more children to be looked after by a relative or someone else, as well as those who had changed place of residence following job loss as a function of whether or not they were receiving state support.

In total, 55 (18.8%) affected individuals said that they had sent one or more children to be looked after by a relative, 43 (14.8%) had sent one or more children to be looked after by someone else, and 52 (17.6%) had relocated. An examination of the percentages depicted in Figure 6 shows a clear pattern. The percentages of affected individuals who had to send their children away to be looked after by a relative or someone else or had to relocate altogether were much higher among those who were receiving state support than among non-recipients of state support. These differences were all statistically significant ( $p<0.05$ ). Comparisons regarding children being sent away to be looked after by someone and family relocation by LSM group did not yield statistically significant differences.

Failure to raise the required payments for medical treatment can negatively impact on family health. Figure 7 shows the percentages of affected individuals who said that they had themselves failed to access medical treatment because they could not raise the required money, or could not pay for medical treatment for one or more family members as a function of whether or not they were receiving state support.

It is clear from Figure 7 that affected individuals who were receiving state support were less affected than individuals who were not receiving state support.

Figure 7. State support and medical treatment



In-depth interviews and focus group discussions revealed that many families used to go to private medical doctors before being retrenched. After their retrenchment they had to turn to government clinics for health care. All of the participants claimed that the service quality was much worse in government hospitals than at private hospitals. All of the participants agreed that specialized treatment was not always available and many had to put their children on waiting lists (some as long as a year) in order for them to receive specialized treatment. There were also never guarantees that the prescribed medication was available at clinics.

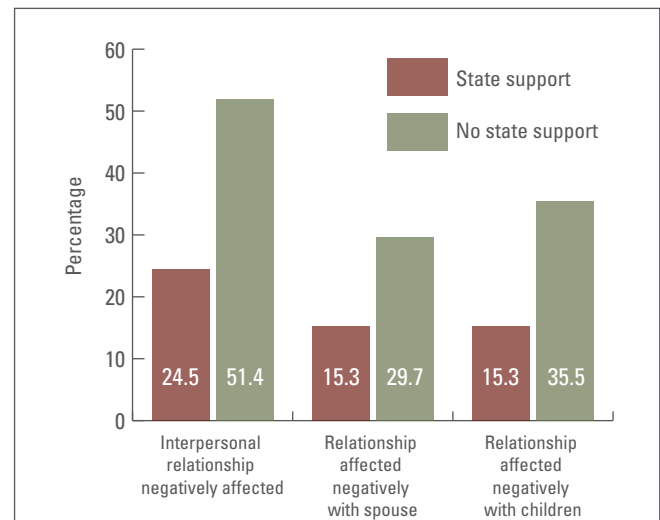
One of the follow-up questions was: *Who was the affected family member?* Of the 37 affected individuals who said the family member was actually a child, 29 (78.4%) were among those who were not receiving state support. Furthermore, among those who said children were not affected, nearly 60% were receiving state support. A similar trend was observed with respect to whether the affected family member was a spouse. Of the 33 who said that the affected member was a spouse, 26 (79%) were not receiving state support while 58% of those whose spouses were not affected were receiving state support. Both differences were statistically significant. Comparisons involving these variables by LSM group did not yield statistically significant differences.

## 4.5 Impacts on family relationships

Losing a job brings along with it financial instability in a household. Already existing tensions may be exacerbated by job loss and conflicts may occur. Participants were asked whether their relationships with family members had been negatively affected by the retrenchment. A follow up to this question was: *With whom was your relationship most affected?*

Figure 8 shows the percentages of affected individuals whose relationships were/were not affected, as well as which relationship was most affected as a function of whether or not they were receiving state support.

Figure 8. State support and interpersonal relationships



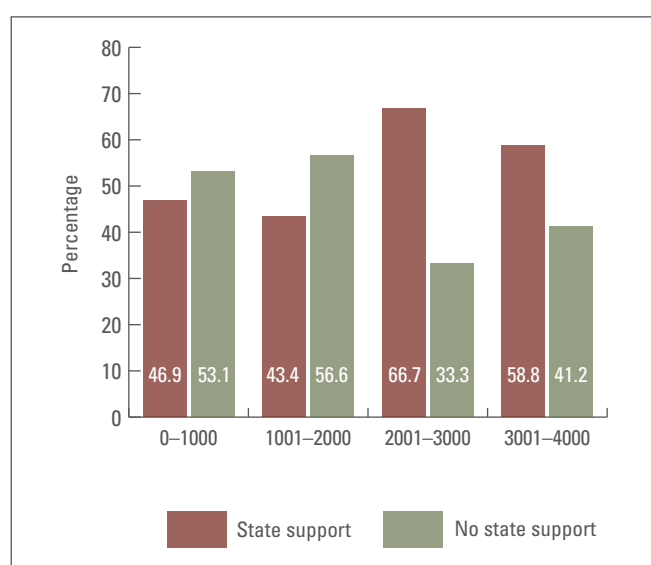
It is clear from Figure 8 that a substantially greater proportion of affected individuals who were not receiving state support experienced negative impacts on interpersonal relationships compared to affected individuals who were receiving state support. This difference was statistically significant ( $\chi^2(1)=23.12$ ,  $p<0.0001$ ).

Similarly, negative relationships with spouses and children were more prevalent among affected individuals who were not receiving state support. Comparisons involving these variables by LSM group did not yield statistically significant differences with respect to impacts on interpersonal relationships among family members.

## 4.6 Impacts on expenditure categories

The results presented thus far clearly indicate that having a constant source of income in the form of state support did provide a significant cushioning effect upon retrenchment. The results also suggest that having this income when being unemployed can significantly ameliorate the potentially negative impacts on household food consumption patterns, children's education, family health, welfare and security by making more money available in a household which, inevitably, reduces tensions and conflicts in the family.

Figure 9. State support and expenditure patterns



Therefore, using expenditure category as a proxy for availability of financial resources in households receiving state support and households not receiving state support, Figure 9 was generated from the data. The percentages depicted in Figure 9 show a clear pattern. Affected individuals with no state support were more highly represented in the lower expenditure categories (i.e. <R1,000 or between R1,000–R2,000), while affected individuals with state support were more highly represented in the higher expenditure categories (R2000–R,3000, and R3,000–R4,000).

In general, participants who were receiving state support spent more on food and groceries, children's education and family health than affected individuals who were not receiving state support. However, no significant differences in monthly expenditure on rent, rates and electricity were observed between affected individuals who were receiving state support and those who were not. Nevertheless, data from focus group discussions indicated that since the

recession and job loss, all "luxury" items were no longer affordable to many of the affected individuals who pointed out that the little money they had access to was only used to buy bare necessities.

## 4.7 Summary

A total of 254 affected individuals said that they had to cut down on food expenditure (84.4% of the sample). Further analyses showed that:

- Affected individuals who were not receiving state support were impacted more negatively by the recession: they were more likely to cut food expenditure, change the type of food eaten in the household and reduce the number of meals eaten per day in the household than those who were receiving state support. These negative impacts were more prevalent among affected households in the poorer LSM 1–4 group (especially those in rural areas) than in higher LSM 5–7 group.
- The percentages of affected individuals whose children's education was affected by job loss as a result of the recession were substantially higher among non-recipients of state support in terms of removal of children from school, transfer of children to a cheaper school and lack of transport money for the children to go to school. From the focus group discussions, it was clear that the fee exemption policy is not being implemented as envisaged by the South African government in all areas.
- The percentages of affected individuals who had to send their children away to be looked after by a relative or someone else or who had to relocate altogether were much higher among those who were receiving state support than among non-recipients of state support.
- With respect to failure to pay for medical treatment, affected individuals who were receiving state support were less affected than individuals who were not receiving state support.
- A substantially greater proportion of affected individuals who were not receiving state support experienced negative impacts on interpersonal relationships compared to affected individuals who were receiving state support. Especially affected were relationships with spouses and children.
- Affected individuals with no state support were more highly represented in the lower expenditure categories, while affected individuals with state support were more highly represented in the higher expenditure categories.

# CHAPTER 5



# COPING STRATEGIES

## 5.1 Introduction

Faced with the shock and impacts of a recession, households often have to decide on new (and often innovative) survival strategies. While it may be possible to borrow from friends and family members, such coping strategies are often unsustainable especially in affected areas where whole communities depend on continued survival of a specific sector, as was the case on the North West and Limpopo. In such situations, friends and family members are likely to be equally affected. In this chapter, findings regarding coping strategies based on utilization of savings and borrowing from financial institutions, disposal of assets, establishment of income generation projects, producing one's own food as well as community level coping strategies that were discussed with affected individuals are presented.

## 5.2 Savings and borrowing

Analysis of the data showed that while they were still employed, 91% of the affected individuals did have savings in their bank accounts, but at the time of the study nearly 60% of the participants no longer had any of these savings left. However, of the 124 affected individuals who had some money in their bank accounts, two thirds of them (66.9%) were receiving state support while 33.1% were not receiving state support. Conversely, among the 173 affected individuals who no longer had any savings in their bank accounts, more than half of them (54.3%) were not receiving state support. Only 25 affected individuals (8.3%) were able to access bank loans. Fifteen of these (60%) were receiving state support while 40% of them were not.

## 5.3 Disposal of assets as a coping strategy

Because the disposal of assets was employed as a coping strategy by a very small number of affected individuals (less than 1%), no statistical tests of significance were computed for comparative purposes. However, the data from the few participants who did sell some of their assets suggests a tendency to dispose of non-essential items such as motorbikes, bicycles, electrical goods and some furniture or clothes. None of the affected individuals sold their houses.

## 5.4 Starting income generation projects as a coping strategy

Altogether, 56 participants (18.6% of the sample) indicated that they had started some kind of "small business" to generate income after losing their jobs.

The most common type of "small business" that affected individuals embarked on was that of setting up a tuck-shop or a vegetable stall. Some of the participants also started operating "shabeens", while the rest of the participants took up a variety of other income generation projects such as brick-laying, dressing corpses in mortuaries, driving, gardening and so on.

Chi-square tests showed no statistically significant differences in the proportions of affected individuals who started small business across the three provinces, nor were there significant differences in the proportions of affected individuals who set up small businesses in urban, rural and peri-urban residents. No significant differences were found

for gender and marital status. Also, no statistically significant differences were found by state support. However, the majority of affected individuals who started income generation projects were in the lower LSM 1–4 group (66.7%).

## 5.5 Own food production as a coping strategy

A total of 63 out of 301 affected individuals (20.9% of participants) engaged in own food production after they lost their jobs. Figure 10 shows the percentages of affected individuals who engaged in various activities designed to produce their own food by type of activity.

Analysis of the data showed that of all the affected individuals who started vegetable production, over two thirds of them were from North West province (66.7%) while in both KZN and Limpopo only 16.7% started growing their own vegetables. This difference was statistically significant ( $\chi^2 (2)=9.39$ ,  $p<0.009$ ). No significant differences were found by gender, marital status or residential area with respect to vegetable production by affected individuals.

With respect to the growing of maize, statistically significant differences were found across the three provinces ( $\chi^2 (2)=31.00$ ,  $p<0.0001$ ). Only in North West did affected individuals start growing maize for household consumption; none of the affected individuals in KZN or Limpopo engaged in this form of coping strategy.

Most of the affected individuals who started producing their own food were in the lower LSM 1–4 group (87.5%) and many of them (60%) were not receiving state support.

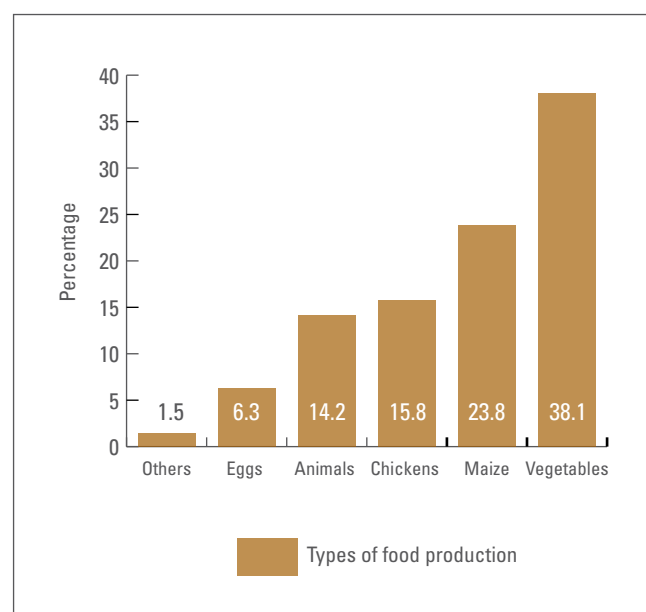
## 5.6 Community level coping strategies

### 5.6.1 Commercial sex work and sexual exploitation of children

Participants were asked whether they knew of any people in their area who had to resort to commercial sex work in a desperate attempt to provide for their needs in 2009 as a result of the recession. Of all the 86 participants who responded “yes” to this question, 41.2% were from Limpopo, 29.3% were from North West, and 21.2% were from KZN. These differences were statistically significant ( $\chi^2 (3) = 8.94$ ,  $p<0.01$ ).

Comparisons by residential area and marital status of the respondents were not statistically significant ( $p>0.05$ ). However, gender comparisons showed that male participants knew a significantly greater number of people in their respective areas who had to resort to commercial sex work as a result of the recession ( $\chi^2 (1)=3.52$ ,  $p<0.04$ ) compared with female participants.

Figure 10. Own food production



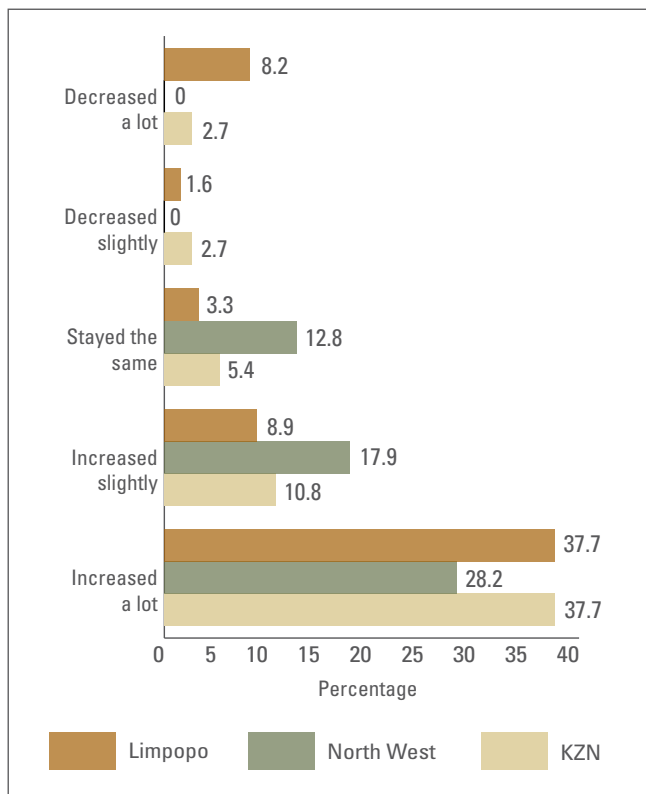
When asked whether the individuals they knew were girls under the age of 18 years, approximately a quarter of the participants ( $N=76$ ) said “yes”, with the majority of these participants being from Limpopo (37.6%). In KZN and North West, an approximately equal number of participants responded “yes” to this question (19.2% and 21.4%, respectively). These differences were statistically significant ( $\chi^2 (2)=9.39$ ,  $p<0.009$ ).

Comparisons regarding this question were not significant as a function of gender, area of residence or marital status of participants. Data regarding commercial sex work by boys was limited and did not lend itself to demographic comparisons. However, 3.7% of the participants did indicate that they knew of boys who were involved in commercial sex work in their areas.

Participants were asked whether in 2009, the levels of child commercial sex work had stayed the same, increased slightly, increased quite a lot, decreased slightly, decreased quite a lot or never existed.

The majority of participants either said that the number of girls under the age of 18 years who were involved in commercial sex work had “increased slightly” or “increased quite a lot” in their areas in 2009. This was true across all three provinces but much more so in KZN and Limpopo (see Figure 11). Higher incidences of child trafficking were also reported by NGO officials in the respective areas. However, no direct evidence was gathered during this qualitative study.

Figure 11. Reported changes in levels of commercial sex work across provinces



Police officers reported an increase in child neglect. One case in particular was mentioned in which a child had been neglected for more than three days as the unemployed mother was spending time with her boyfriend.

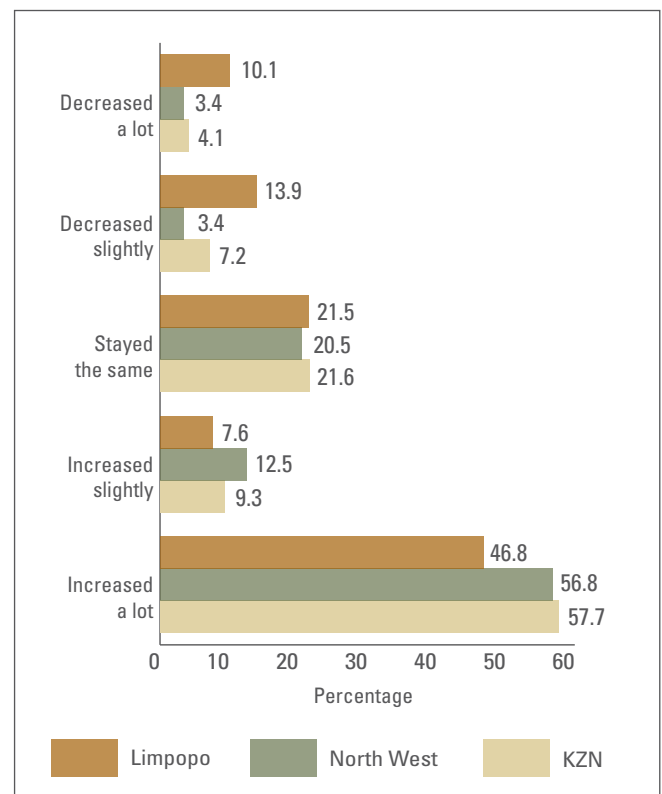
Conversely, a teenager claimed that “prostitution and drug abuse” had always been prevalent in his community and he/she had not noticed an increase due to the recession per se. Statistical tests showed significant differences by province ( $\chi^2(10)=19.26, p<0.03$ ).

### 5.6.2 Young girls developing inappropriate relationships with older men

Just over forty percent (43.8%) of the participants said that they knew of girls in their respective areas who had to resort to inappropriate sexual relationships with older men in order to provide for their needs due to household poverty brought about by the recession. Comparisons by province yielded statistically significant results ( $\chi^2(2)=15.15, p<0.004$ ).

Of the 124 participants who responded “yes” to this question, 39.5% were from North West, 34.7%

Figure 12. Reported crime levels



from Limpopo and 25.8% were from KZN. Also, comparisons by residential area were statistically significant ( $\chi^2(2)=11.00$ ,  $p<0.002$ ) with most of the girls involved in such relationships being from poor families in rural areas (52.4%), and an almost equal number of the remainder being from urban and peri-urban areas (24.4%, 23.2% respectively). None of the other demographic comparisons yielded significant differences.

### 5.6.3 Crime, and use and sale of drugs

Participants were asked whether during 2009 crime levels in their areas had decreased a lot, decreased slightly, stayed the same, increased slightly or increased a lot. Figure 12 shows the overall response patterns by province.

It is clear from Figure 12 that across all the provinces, the general perception was that of increasing crime levels with most of the participants saying that during 2009, crime levels in their areas had “increased quite a lot”, especially in North West and KZN. The prevalence and increase in crime and drug abuse was also corroborated by the qualitative data from the focus groups with police officers, NGO officials and children. Sale and use of drugs “in the area” as a way of coping with the impact of the recession and household poverty was reported by 96 participants (34.3% of the sample). Of these, 49% were from KZN while an almost equal number of affected individuals said the same from Limpopo and North West (25% and 26%, respectively). These differences were statistically significant ( $\chi^2(2)=9.22$ ,  $p<0.01$ ).

It was primarily young boys under the age of 18 years who were reported to be involved with either the sale or use of drugs, with the highest reported percentages being from KZN.

## 5.7 Summary

It must be pointed out that the majority of affected individuals actually had nowhere to turn for assistance, except relying on state support. Their poor educational levels and their specialized job experience often meant that they were unable to change to other jobs available in other areas. The picture painted by the results presented in this chapter is one of desperation among affected individuals, especially those in North West and Limpopo provinces where

union membership was weak, union engagement with company management was less effective and state support structures were not as accessible as in the KZN province. It is clear from the results that many of the affected individuals no longer had any savings in their accounts. The few affected individuals who had some savings and who could borrow money from banks were predominantly those who were receiving state support.

The findings further show that not many of the affected individuals had reached the point of selling their valued possessions such as their houses and other major assets. This could be due to the fact that such decisions take time and are often taken as a last resort. Perhaps the fact that, on average, the affected individuals had been without a job for approximately six months at the time of the study might account for the very small number of people who had disposed of their assets.

The most common coping strategies among affected individuals who ventured into alternative means of survival were: (i) starting a small business and (ii) own food production. Only 20% of the affected individuals engaged in these activities, mostly in the North West province. The majority of affected individuals had neither the knowledge or skills nor the capital to venture into such activities, leaving them exposed to the shock and impacts of the recession.

Although there was no direct data on the actual rate of commercial sex work in the affected areas, both the survey data and the findings from the focus group discussions and in-depth interviews suggests a perceived increase in commercial sex among young girls as a result of the economic difficulties brought about by the recession. Crime and drug abuse were also said to have increased in the respective areas as communities reeled under the negative effects of the recession.<sup>12</sup>

12 Arief, A. 2009. The Global Economic Crises: Impact on Sub-Saharan Africa and Global Policy Responses. Congressional Research Service.







# CHAPTER 6

# EFFECTIVENESS OF STATE SUPPORT SYSTEMS IN AFFECTED AREAS

## 6.1 Introduction

It is clear from the results presented thus far on the nature of the economic shocks experienced, the impacts of the recession on children and poor families and their coping mechanisms that state support is vital if affected individuals are to be protected from the negative impacts of a recession. Findings from the survey data and focus group discussions, in-depth interviews and case studies provide both positive and negative aspects of the effectiveness of state support in the affected areas. In this chapter, findings relating to support from the DoL, SASSA and DSD are presented. But first it is important to present the extent to which various possible sources of support were accessed by affected individuals across all the affected areas. The majority of participants had accessed services or received assistance from the DoL (51%) and a few had accessed services from DSD/SASSA (6.6%).

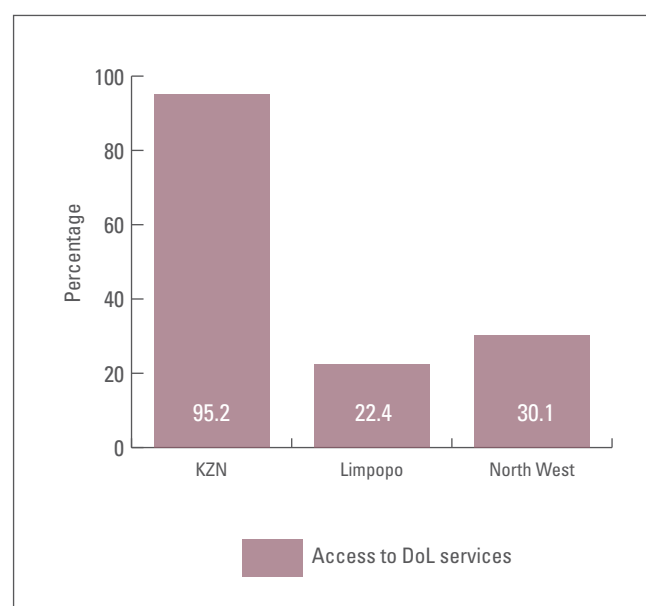
## 6.2 Assistance from the Department of Labour

Of the 51% who had received assistance from the DoL, almost all of them (98.7%) had visited DoL offices with respect to UIF payments. For most of the participants (92%), the DoL offices were quite close (5–10 km away) and the majority of them used public transport to get there. For most of the participants (73.9%), it was the employer who had informed them to apply for UIF at the DoL offices. Others had heard about the UIF from community members (10.5%).

It also became clear during focus group discussions that the UIF provided by the DoL was a major source of money which alleviated the impacts of the recession

among retrenched workers. DoL officials stated that the South African Social Plan was currently the main policy framework for dealing with the negative impacts of the recession. The DoL also provided re-trenchment counselling, assistance with information, career guidance, re-training and skills development, and placement of unemployed individuals.

Figure 13. Access to DoL services by province

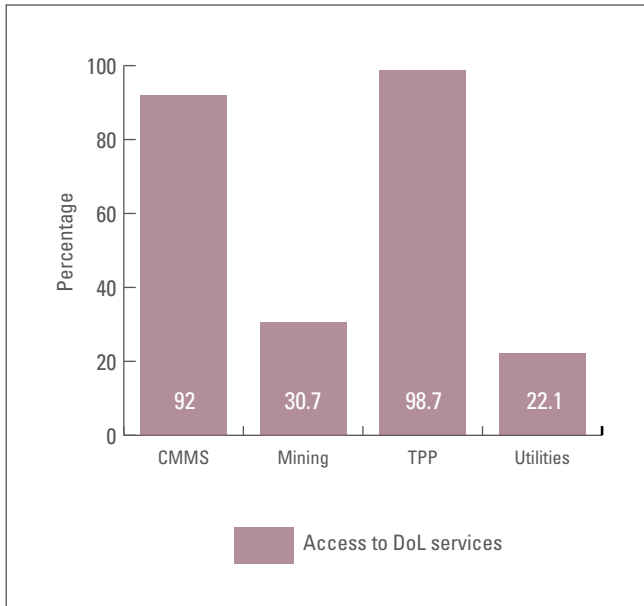


In order to see whether access to UIF differed by province and by industry, the access data were cross-tabulated by province and industry, and chi-square tests used to check the statistical significance of the differences found. Highly significant differences were found for both province ( $\chi^2(2)=128.22$ ,  $p<0.0001$ ) and industry ( $\chi^2(3)=133.45$ ,  $p<0.0001$ ). The nature of the differences by province is shown in Figure 13. It is clear from Figure 13 that in KZN

most of the affected individuals accessed DoL services, while in North West and Limpopo the percentages of people who accessed DoL services were much lower (22.4% and 30.4%, respectively).

Figure 14 shows the percentages of affected individuals who accessed DoL services by industry.

Figure 14. Access to DoL by industry

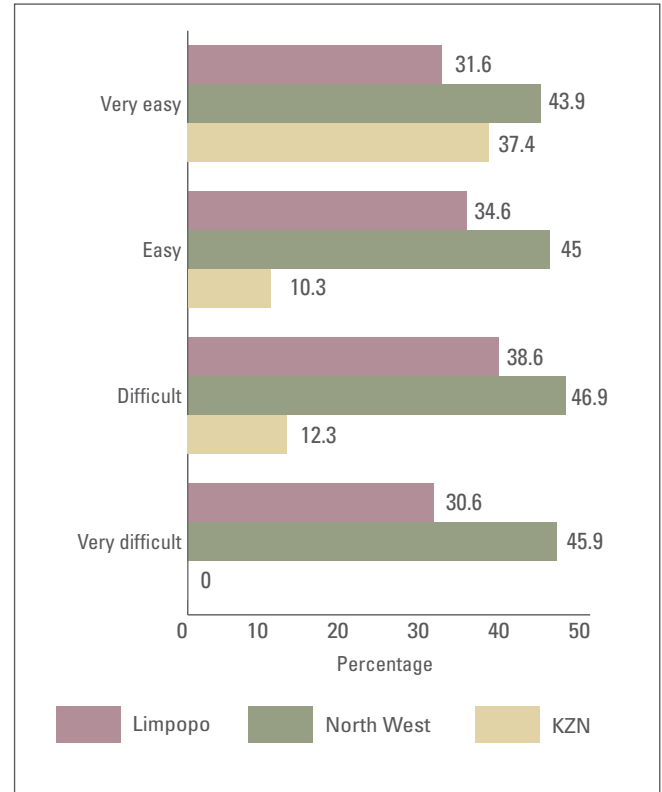


It can be seen that access to DoL services was very high among affected individuals who lost their jobs in the car manufacturing and motor spares industry (CMMS) and in the textile and paper products (TPP), both of which were located in KZN. As can be seen from Figure 13, KZN had a high number of affected individuals who accessed DoL services. Thus, the provincial differences presented in Figure 14 can be explained by differences in the number of affected individuals who worked in the different sectors. The affected individuals in the utilities sector were from Limpopo and the affected individuals from the mining sector were from North West.

There are three possible explanations for the observed differences. First, it is clear that the mining and utilities firms in the North West and Limpopo did not adequately inform the people they retrenched about UIF funds that could be accessed at the DoL. The second explanation is that many of the affected individuals from Limpopo and North West province were employed via subcontractors who, from what we gathered during fieldwork, typically avoided

employing workers on a permanent basis to avoid paying UIF. Thirdly, the DoL offices in urban KZN areas are more accessible and better staffed/equipped than in the rural areas in North West and Limpopo where data were collected.

Figure 15. Ease of access to DoL



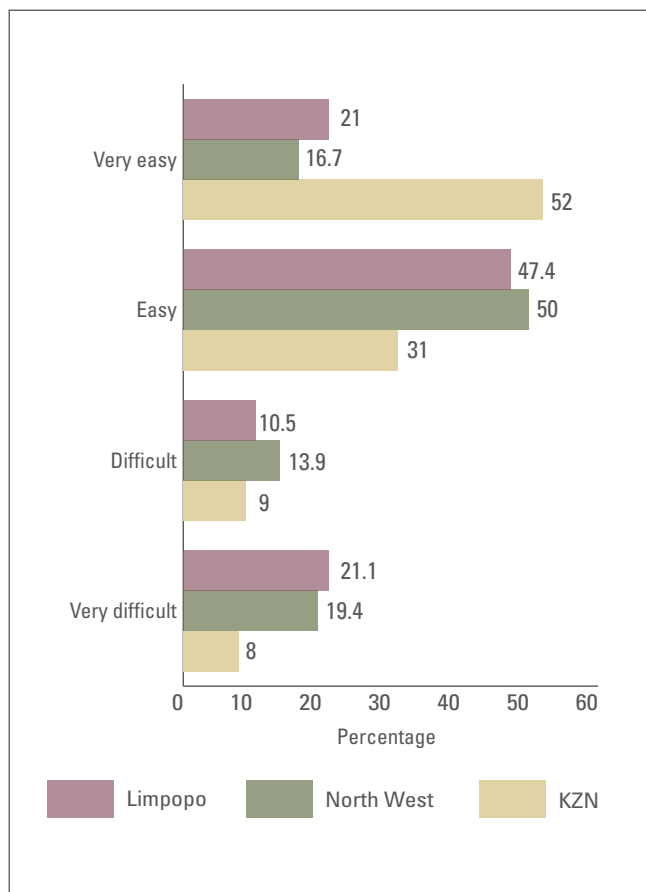
During qualitative interviews with stakeholders at the DoL, participants were asked about the possible reasons why the KZN DoL branch had been rated more favourably in providing assistance. It became evident that the KZN provincial office and the Durban Labour Centre had been far more creative and instrumental in expediting the UIF application process for a number of large scale company retrenchees. For example, a senior DoL official in KZN stated that he had been directly involved with Frame Textiles in Pinetown, where 1,400 employees had been retrenched.

When probed further about the process followed in dealing with Frame Textiles, it became clear that the DoL was informed of the impending retrenchments by the employer. Thereafter, the DoL arranged consultations with the employer to find ways to assist employees who would be retrenched. The process involved a series of briefing sessions with employees prior to

them being retrenched. These briefing sessions were aimed at educating employees about their rights in terms of UIF benefits and providing information on how to access the benefits. Therefore, employees at Frame Textiles already knew what to expect once they were retrenched. Employees were informed about the documents that they needed to bring to work so that their claims could be captured by the DoL mobile applications team on site. All 1,400 employees were assisted when they registered for UIF benefits at their company soon after being retrenched.

This approach significantly expedited the process. If retrenched employees had not been assisted by a DoL official on site, they would have had to visit the labour centres in their respective areas/localities and it would have probably taken much longer to get their applications processed considering the large number of retrenchments that had been effected. Furthermore, since employees already knew what information was required from them to apply for UIF benefits, it limited the time that would ordinarily have been spent on going back and forth to a labour centre with incomplete documentation.

Figure 16. Ease of access to DoL by province



Participants who had accessed DoL services were asked to rate how easy or difficult it was for them to access the services they required from the DoL. The results are shown in Figure 15.

In order to examine whether there were statistically significant differences in the percentages of affected individuals who rated “ease of access” to DoL services by province, the data were cross tabulated by province and a chi-square test used to check the statistical significance of the observed differences. These differences are depicted in Figure 16.

Table 12. Service quality from DoL

VARIABLE	KZN	Limpopo	NW	Significance
The staff at the office are friendly	88.70%	72.20%	79.40%	ns
The staff at the office are knowledgeable and helpful	93.90%	68.40%	86.10%	p=0.004
The staff at the office give correct information all the time	93.90%	89.50%	83.30%	ns
The time it takes to get the UIF is very long	23.30%	42.10%	62.90%	p=0.0001
The staff assist people who cannot read or write	92.90%	78.90%	81.80%	ns
I would refer other people to DoL offices	93.90%	78.90%	82.90%	p=0.05
The UIF I am receiving is adequate to cover my needs	51.00%	36.80%	54.10%	ns

The differences across provinces with respect to ease of access to DoL services were statistically significant ( $\chi^2(6)=18.14, p<0.006$ ). The results shown in Figure 16 clearly indicate that while most of the KZN participants said DoL services were very easy to access (52%), only 16.7% of affected individuals from North West and 21% from Limpopo said the same. Also, the percentage of affected individuals who said that accessing DoL services was difficult or very difficult were much higher in both Limpopo and North West provinces, compared to affected individuals who said the same in KZN. It will be

recalled that the distances to DoL offices were further in both Limpopo and North West compared to KZN.

Regarding the quality of service provided by DoL across provinces, the data showed some significant differences. Table 12 shows the percentages of affected individuals who agreed with each of the statements that were used to assess the quality of services offered by the DoL across the three provinces.

The last column in Table 12 shows the statistical significance of the percentage differences across the three provinces for each variable. Three significant differences are apparent from the data. First, while most of the affected individuals who accessed DoL services in KZN felt that the staff was knowledgeable and friendly (93.9%), the figure was lower in the North West (86.1%) and much lower in Limpopo (68.4%). Secondly, while 23% of participants from KZN said that it took a very long time to start receiving UIF money from DoL, in Limpopo the percentage was higher (42.1%) and even much higher in North West (62.9%). Finally, the data shows that for a substantial number of affected individuals, the UIF money received from DoL is inadequate to cover their needs, especially in Limpopo. These differences may be related to the salary levels of the affected individuals at the time that they were retrenched, given that UIF contributions differ depending on one's salary while one is still employed.

The qualitative data from the DoL officials revealed that, in general, all the officials agreed that the current policies/systems in place were adequate in addressing the needs of retrenched individuals at their offices. When officials were asked about the adequacy of available resources and infrastructure within DoL, the majority of them mentioned capacity problems in terms of limited space at their offices. In addition, due to the increases in the number of people accessing their services, the current staff population was said to be insufficient and they said that more staff was required. At the Durban Office, additional staff was recruited and they were expected to have started work by 1 April 2010. Also, the limited operating days at satellite offices was cited as a challenge since they would be open two or three days per week depending on the needs at the office. This would mean delays in application processes for retrenched individuals who wanted to apply for their UIF benefits.

In terms of suggested changes to the current system, one of the participants mentioned that a "cash card system" should be developed whereby a person's UIF benefits would be available on a card (electronic) which would be accessible only with the beneficiaries' fingerprints. With such a cash card system, beneficiaries could then go to any bank affiliated to DoL and access their payment from there. In order for this system to work, it was emphasized that a number of role-players have to work closely together such as the banks, Department of Home Affairs, SAPS and former employers. The current process of having to come in every month to a labour centre to fill in forms to continue receiving benefits would no longer be necessary. This approach has implications for a reduction in the DoL workforce and a more efficient UIF payment system.

### 6.3 Assistance from SASSA and DSD: government grants

None of the participants had received the Care Dependency Grant and only one participant had received a food parcel from SASSA. The Social Relief of Distress Grant was accessed by only two participants, both of whom were from KZN. Thus, of the 23 affected individuals who received government grants, 17 of them received the Child Support Grant (74%). When asked whether the grant they were getting was adequate, 79% said the grant was not adequate. In hindsight, it would have been useful to collect information on when these individuals started receiving the grant and how much they received.

The qualitative interviews with officials from the Department of Social Development revealed that since the recession hit, there had been an increase in the number of people accessing their services. In addition, it was reported that a number of social problems had been on the increase since the recession such as crime, poverty, prostitution, abuse, domestic violence and so on. It was also mentioned that there was an increase in the number of migrants who were coming to DSD offices in need of assistance. However, it was not quite clear how they were being assisted by DSD personnel. From the discussion, it became clear that one of the services provided by DSD was to assist the public by informing them of the resources at their disposal such as their access to social grants. DSD would be in a position to assist the public with certain grant applications and then

hand over responsibility to SASSA for screening, verification, capturing and processing. In terms of the Foster Care Grant (FCG), DSD is more involved with this grant since it requires an application to a children's court and this is carried out by a social worker.

In terms of the grants that are applicable to retrenched individuals, the Child Support Grant can be accessed for one's children as long as they are under the age of 15 years. Although the amount for the CSG seems quite small (R240 per child), it can at least provide some income for the family to assist with their basic needs. In cases where retrenched individuals are taking care of children that are not biologically their own, they could apply for the Foster Care Grant. The Social Relief of Distress Grant is another resource available to retrenched individuals who may not be receiving UIF income or any other source of income. It is aimed at providing temporary assistance (for a maximum period of three months) to people who are unable to meet their or their families' most basic needs.

Other services provided by DSD include the following: assistance in cases of abuse or domestic violence; assistance to street children to get them off the streets; provision of support services and/or counselling to people involved in substance abuse; assistance to the aged; provision of services to people living with disabilities; assistance to people living with HIV/AIDS; and work on youth development within communities. It must be noted that officials mentioned that social workers could assist in writing reports to schools in cases where exemption from paying school fees was required for deserving children. A number of challenges were highlighted when a question was asked about whether the resources and infrastructure within DSD are adequate to address the needs of the public. Some of the challenges mentioned were insufficient staff, IT problems (e.g. not having access to email for about a year), insufficient office space and having to work in dilapidated buildings. One of the officials conveyed a serious concern for her safety in this regard:

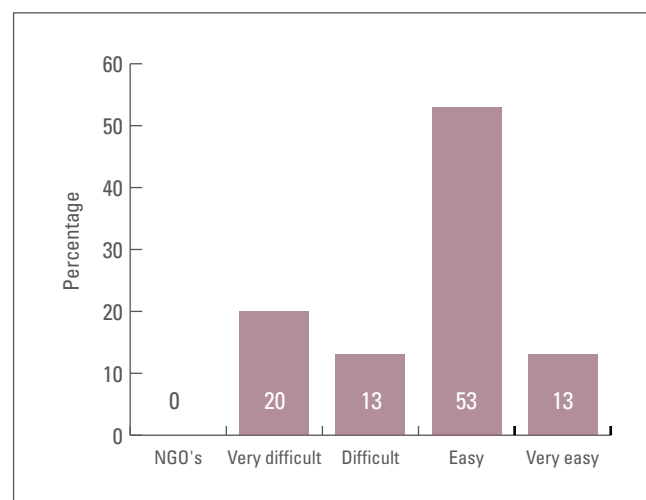
*"It has been said by the Labour Department and the Department of Public Works that this building is no longer in order for staff to remain in it but they are not doing anything to move us from these offices. You know you just don't feel safe!"*

In terms of suggested changes to improve the services provided by DSD to the public, it was mentioned that mobile services should be implemented especially for people who reside in remote areas and for those who cannot afford to visit the offices. Being provided with adequately trained personnel was another suggestion, and finally one official also shared a view that proper planning was essential for the department to operate efficiently and effectively. This is what she said in terms of planning:

*"... it is difficult to work at a department that doesn't have a planning division ... our department doesn't have a planning division; it's just trial and error, whatever that's being done."*

For most of the participants (80%) the nearest DSD/SASSA service points were located 5–20 km away, and many either walked to the offices (37.5%) or used public transport (56.3%). Although some of the affected individuals had heard about government grants through the radio or TV, the majority of them (50%) had actually heard about government grants from fellow community members. Key informants from SASSA indicated (during qualitative interviews) that there had been a significant increase in grant applications at SASSA between July 2009 and September 2009. They did claim that SASSA often provided the public with information regarding which grants are available, but admitted that there might have been many rural communities who were still unaware of the grants available.

Figure 17. Accessibility of government grants



Participants who had accessed government grants were asked to assess the accessibility of government

grants on a Likert-type scale. Figure 17 shows their ratings. The majority of them said that it was either easy (53%) or very easy (13%) to access government grants. These figures must be interpreted with caution, given the small number of participants who had accessed government grants (N=23).

In addition, participants who had accessed government grants were asked to rate the quality of service that they received from the government offices they visited on a number of dimensions. The findings are shown in Table 13.

Table 13. Service quality from government offices

Variable	% Yes
The staff at the office are friendly	83.0%
The staff at the office are helpful	84.2%
The staff at the office give correct information all the time	78.9%
The time it takes to get the grant is very long	33.0%
The staff assist people who cannot read or write	83.0%
I would refer other people in need of assistance to SW office	84.2%

Generally, participants who had accessed government grants were quite positive about the quality of services rendered by the relevant government department or agency. However, a significant proportion of them felt that the grant “takes very long to come”. These findings were corroborated by SASSA officials during qualitative interviews. It was mentioned that there are different processing periods for different grants and that it varies depending on the requirements of each grant application. However, it was expressed that the fastest processing period was for the CSG which was cited as three hours. Regarding the process involved in applying for a grant at the SASSA offices, the following was said:

*“... there is a queue-walker, then screening, taking down of the application and after the application is taken, it has to go to the next step of manual verification. At manual verification, they check if the application is complete. If it is complete, it is sent to be captured on the computer systems. Then from there, after being captured lastly it goes for electronic verification. .... the last stage is electronic verification. This is where the payment is done. An approval letter printed.”*

In addition to the grants that could be accessed by retrenched individuals, food parcels were also mentioned as being available to needy people. However, food parcels were only available to persons who qualified for Social Relief of Distress Grants. This might be the reason why only a few people from the survey accessed food parcels. Furthermore, from the information provided, it seemed as if the food parcels were only available periodically and not on a monthly basis. In terms of the contents of the food parcels, an official mentioned that they usually contain:

*“... maize meal, samp, tinned foods that is beef, fish and beans, juice that has to be diluted with water, tea bags, sugar and peanut butter.”*

Officials reported a number of challenges that were experienced in delivering adequate services to the public. They mentioned lack of sufficient staff, lack of sufficient office space and a lack of/or insufficient office equipment such as computers, telephones, fax machines, etc. It was quite surprising to hear the following from one of the officials:

*“There is no communication, it is a little weak because the resources are not available, there are no phones and there is no fax. We use the ones from the district office, even photocopying machines; the ones we use are those we brought along when we re-located to this place. They were working but the toners became worn-out.”*

However, it must be noted that despite the challenges that were reported, officials felt that the service provided to the public was effective in assisting them with their needs. They offered suggestions to improve the services provided at SASSA offices: employing additional staff, larger office space, providing more mobile services, acquiring more equipment, etc. With regards to providing better assistance to retrenched individuals, officials suggested getting involved in community development where unemployed or retrenched individuals could be provided with income-generation training or skills development in order to start their own sustainable businesses.



## 6.4 Summary

The findings presented in this chapter clearly show differences across provinces with respect to affected individuals who accessed DoL services. While 95% of the affected individuals in KZN who were retrenched from the textile and paper products and car and motor spares industry had accessed DoL services (i.e. with respect to application for and receiving UIF money), in Limpopo and North West only 22% and 30% of the affected individuals had accessed DoL services. Affected individuals in the latter two provinces were retrenched from the mining and utilities sector.

Generally, among affected individuals who accessed DoL services, there were high approval ratings of the services offered on dimensions such as friendliness of staff, provision of correct information, helpfulness of staff, etc. However, DoL officials themselves felt that more resources are required in order for them to offer optimal services to their clients (e.g. more staff, equipment, introduction of a card system, etc). Similarly, positive ratings of services offered by SASSA and DSD were evident from affected individuals who had received support from these state institutions. However, qualitative data suggests that there is a need to enhance public awareness regarding the grants and other services offered by DSD through more outreach programmes so that when a crisis hits an area, people know where to go for assistance and for which grants they can apply. For example, the Social Relief of Distress Grant was virtually unknown by most of the affected individuals.

# CHAPTER 7



# CONCLUSIONS AND RECOMMENDATIONS

This qualitative study utilized multiple methods (a cross-sectional survey, FGDs, IDIs and case studies) to assess the impact of the global economic crisis on children and poor families in South Africa, and how adequate the coping strategies of families and the existing social assistance programmes are in dealing with the effects of the shock.

Data were collected from the North West, Limpopo and KZN. The survey sample consisted of 301 retrenched, the majority of whom were Black South Africans and some were immigrants from neighbouring countries. In the North West province the affected individuals were retrenched from the mining sector, specifically in the Marikana area where the predominant economic activity is extraction of the platinum group of minerals. Participants from Limpopo province were retrenched from the utilities sector near Phalaborwa, while in KZN participants for the survey component of the study were retrenched from the manufacturing sector. Participants for the FGDs were selected from among affected individuals who had experienced specific negative impacts due to the recession. In-depth interviews were conducted with officials from the Department of Labour (DoL), the South African Police Services (SAPS), non-governmental agencies and trade union representatives. Case studies were conducted on companies that had to retrench a large number of employees and migrant workers.

Across all the study areas, the economic shock caused by the recession went beyond the directly affected firms as informal sector players (both upstream and downstream) also experienced moderate to severe knock-on effects from the recession. The nature and

extent of the shock experienced by affected individuals was moderated by trade union strength and effectiveness of union engagement with former employers and state institutions that provide state support (e.g. DoL, UIF offices, etc). For example, in KZN where union membership was comparatively stronger and union engagement was judged to have been quite effective, affected individuals received better support and assistance from the DoL in terms of accessing UIF money. The weak union membership in Limpopo and North West did little to assist the affected individuals with the result that not many of the retrenched workers accessed UIF money from DoL in these areas.

Besides the direct economic meltdown experienced in the different areas and sectors, the recession appears to have had a significant impact at household and community levels. Because the nature of the impacts were assumed to vary as a function of LSM group and state support, the findings presented in this report focused on comparative analyses involving these two variables. Thus, LSM group provided a useful measure of the “poverty” level in a household while presence/absence of constant source of income provided a measure of the cushioning effects of state support to affected individuals and their families.

Among affected individuals who lived in rural areas, nearly 90% were from the lower LSM 1–4 group. In contrast, in urban areas 60% of affected individuals belonged to the lower LSM 1–4 group. In peri-urban areas, 68.4% of the affected individuals were from the lower LSM 1–4 group. The data also showed that higher educational levels were associated with

smaller numbers of affected individuals who fell into the lower LSM 1–4 group. Most of the affected individuals who were retrenched from the mining and utilities sectors belonged to the lower LSM 1–4 group, whereas a slightly higher percentage of affected individuals who were retrenched from the textile and paper industry and the car manufacturing and motor spares industry belonged to the higher LSM 5–7 group.

Among affected individuals who were not receiving state support, 84% were from the lower LSM 1–4 group, while among participants who were receiving state support 68% belonged to the lower LSM 1–4 group. Across all expenditure categories, there were more affected individuals who were receiving state support than those who were not receiving state support in the form of UIF or government grants. Most of the affected individuals who were receiving state support resided in urban areas (83.7%) or in peri-urban areas (61%), while in rural areas 31% of the affected individuals were receiving state support. Given that 90% of the affected individuals in rural areas were in the lower LSM 1–4 group and that many of them (nearly 70%) were not receiving state support, it is imperative that the relevant government departments consider setting up effective social support systems in rural areas where state support structures are not easily accessible. Also, it is possible that in rural areas the majority of affected individuals may not be aware of the state support systems that are available to them during a recession. Low levels of education in rural areas may also be an important factor that needs to be taken into account when designing and implementing information dissemination outreach programmes.

The study's results showed that among individuals who lost their jobs between the fourth quarter of 2008 and December 2009, 84% had cut down on food expenditure, 82% had changed the type of food consumed in the household, and 76% had reduced the number of meals consumed per day in the household. The results also showed that the majority of affected individuals whose food consumption patterns were not affected were receiving state support in the form of government grants and UIF money from the DoL.

Approximately 23%–25% of the affected individuals either took one or more children out of school,

transferred their children to a cheaper school, or failed to raise school transport money resulting in irregular school attendance. The majority of affected individuals who took their children out of school or failed to raise school transport money and/or transferred their children to cheaper schools were not receiving state support, while most of the affected individuals' children who did not experience these negative impacts were receiving state support. Between 15%–18% of the affected individuals sent one or more children away to be looked after by someone else (e.g. a relative) while others relocated with their children, actions that could have exposed the children to negative impacts (e.g. risk of abuse, access to fewer resources, school transfers at critical times, psychological adjustments, etc).

Many of the affected individuals either failed to pay for medical treatment for themselves or for their family members in the private health sector where treatment is viewed as comparatively superior to that provided for free at government clinics and hospitals. Among individuals who experienced these negative health impacts, the majority were not receiving state support.

The recession and job losses of 2009 appear to have contributed to interpersonal relationship problems among household members (particularly between spouses and children) as households became financially vulnerable due to loss of income. This was especially the case among affected individuals who were not receiving state support and those in the poor LSM 1–4 categories.

The most common coping strategies among affected individuals who ventured into alternative means of survival were: (i) starting a small business and (ii) own food production. Only 20% of the affected individuals engaged in these activities, mostly in the North West province. The majority of affected individuals had neither the knowledge/skills nor the capital to venture into such activities, leaving them exposed to the shock and impacts of the recession.

Although there was no direct data on actual prostitution rates in the affected areas, the survey data, findings from the focus group discussions, in-depth interviews with NGOs and the police suggest a perceived increase in prostitution among young girls,

possibly because of the economic difficulties brought about by the recession. Crime and drug abuse were also said to have increased in the respective areas affected by the recession. While such coping strategies might be the only option available to some of the affected individuals and their family members, they expose young children to serious health risks including contracting the HI-virus, school drop outs due to early/unplanned pregnancy and drug addiction – all of which can have severe long-term effects on those involved.

With respect to the effectiveness of social support systems, differences were found regarding access to DoL services across provinces. While 95% of the affected individuals in KZN who were retrenched from the textile and paper products and car manufacturing and motor spares industry had access to DoL services (i.e. UIF), in Limpopo and North West only 22% and 30% of the affected individuals respectively accessed DoL services. Generally, among affected individuals who accessed DoL services, there were high approval ratings of the services offered on dimensions such as friendliness of staff, provision of correct information and helpfulness of staff. However, DoL officials themselves felt that more resources are required in order for them to offer optimal services to their clients (e.g. more staff, office space, equipment, introduction of a card system, etc).

Similarly, positive ratings of services offered by SASSA and DSD were evident from affected individuals who had received support from these state institutions. However, qualitative data suggests that there is a need to enhance public awareness regarding the grants and other services offered by DSD through more outreach programmes so that when a crisis hits an area, people know where to go for assistance and which grants they can apply for. For example, the Social Relief of Distress Grant was virtually unknown by most of the affected individuals.

A comparison of findings of the quantitative study<sup>13</sup> (that utilized macro- and micro- economic modeling) and the findings of this qualitative study give some useful insights. Consistent with the findings from the quantitative study, the recession appears

to have had significant negative impacts among the poorest, especially those who were not receiving state support. However, while the quantitative study found the Child Support Grant to have a significant ameliorating effect during a recession, this qualitative study showed that UIF money provided a critical source of income that cushioned many of the affected individuals and their families from the adverse effects of the recession. Considering that increasing government grants has fiscal implications, a fact noted in the quantitative study, the enforcement of contributions to the UIF should be seen as a more sustainable measure in ameliorating the effects of job losses in the event of recessions.

The quantitative study did not address household and individual responses to poverty emanating from the recession. These were addressed in this qualitative study. In particular, issues regarding school attendance, health impacts and child abuse which could not be quantified in the quantitative study were qualitatively evaluated in this study. One pertinent observation from the qualitative study is that the provision of free public health and schooling is not operating as optimally as it should. In general, public services are under-resourced. The result is that job losses create a void that cannot be immediately addressed by the available public services. Expanding both the quantity and quality of public services especially in poor areas will cushion the poorest from adverse effects of economic shocks.

In both the quantitative study and the qualitative study, it is found that the welfare of children is dependent on the parents or guardians receiving a constant income, either from employment or from government grants. Increasing employment requires the creation of an environment conducive to economic growth while the expansion of government grants requires the creation of fiscal space which is a product of higher economic growth. Government policy should continue to address these two related issues.

13 Mabugu, Van der Berg, Chitiga, et al. 2010. *The impact of the international financial crisis on child poverty in South Africa*. A report prepared for UNICEF and the Financial and Fiscal Commission. South Africa.

## Appendix A. Recruitment Guide for Affected Individuals

RECRUITMENT GUIDE									
Province:					UID no:				
RECRUITER DETAILS					RESPONDENT DETAILS				
Name:					Name:				
Surname:					Surname:				
Home add:					Home add:				
Tel:					Tel:				
Cell:					Cell:				
Sign:					Date:				
Date:					RECORD RECRUITMENT TIMES BELOW				
					Start:		Finish:		
QUALITY CONTROL									
TEAM LEADER					SUPERVISOR				
Name:					Name:				
Surname:					Surname:				
Tel:					Tel:				
Cell:					Cell:				
Sign:		Date:			Sign:		Date:		
BASIC DEMOGRAPHICS									
Place/City/Town/Village:					Area (R/U/PU):				

### RECRUITMENT GUIDELINES

*(Greet in culturally appropriate manner.)*

*(Introduce yourself and the study – please memorize this script.)*

My name is \_\_\_\_\_

I am a researcher working for a research company called Impact Research International. In early January next year, we will be conducting a study for United Nations Children’s Fund (UNICEF) in which we would like to know people’s views and experiences on a wide range of economic issues.

**Ask:** Have you ever heard about the United Nations or UNICEF? If not explain in simple terms. *(Use the brief script provided.)*

So, we are looking for people who might be willing to take part in the study. This study is going to take place in four different areas/provinces of South Africa. Similar studies are also being conducted in other African countries. The results of the study will be used to assist government, companies and aid organizations in their planning of social assistance programmes.

If you are interested in taking part in the study, I will need to ask you a few questions today, as well as obtain your contact details.

- Your participation in the study will be voluntary (i.e. it is up to you whether or not you choose to take part in the study) and you may withdraw from the study at any point without any negative consequences.
- Whatever you will share with me today and during the study itself in January next year will be treated confidentially; and your name and details will not be disclosed to anyone else except the individuals involved in this study.
- Our discussion today will take approximately 10–15 mins. If you are selected for the actual study, that discussion will take approximately 1 hour.

**Ask:** Are you OK with us going through today’s few questions? (circle) YES / NO

*(If the person declines participation, thank him/her and wish him/her a great day. (If he/she agrees ask the following before proceeding.)*

Do you have any questions before we begin? *(Try to answer all of their questions to the best of your ability before proceeding. If you do not have answers to some of the questions, please be honest; say so and suggest sources of correct information.)*

PART 1 KEY DEMOGRAPHICS					
1.1	Gender of respondent			Male	-1
				Female	-2
1.2	How old are you?			Age in years	
1.3.	Race of respondent	Black	-1	White	-2
		Coloured	-3	Asian	-4

PART 2 KEY SELECTION CRITERIA					
2.1	Some people have been talking a lot about the "recession" in SA. Have you heard anything about this recession being talked about in this area?			Yes	-1
				No	-2
2.2	If YES, what do people say? <i>(Establish the fact that the person has some degree of understanding of what recession entails, even if it is vague, it's OK.)</i> (If YES, proceed to 2.3, If NO, proceed to part 3 and close)				
2.3.	What is your current employment status? (If EMPLOYED/PENSIONER, proceed to part 3 and close; if SELF-EMPLOYED, proceed to 2.10)	Unemployed	-1	Self employed (informal)	-2
		Full-time employed	-3	Pensioner	-4
		Employed (reduced Hrs)	-5	Part-time employed	
2.4	(If unemployed/had hours reduced) When did you last hold a full-time formal job OR had your hours reduced? (If OUTSIDE period, proceed to LSM questions and close)	Year			
		Month			
2.5	What is the name of the company that you worked for? OR Which company are you working for where your working hours have been reduced?	Company name			
2.6	What are the core business activities of the company you last worked for or are currently working for where your working hours have been reduced? <i>(If OUTSIDE sector/industry, proceed to part 3 and close)</i>				
2.7	What was/is your job?				
2.8	For how many years had/have you worked for the company?	Years			
		Months			
2.9	What was the reason given by the company for your retrenchment OR reduction in your working hours?				
2.10	If SELF-EMPLOYED What do you do? <i>(If OUTSIDE sector/industry, proceed to part 3 and close)</i>				
2.11	Do you have children who live with you or whom you are looking after while they stay/live somewhere else?	Yes		-1	
		No		-2	
2.12	If YES, how many are they?	Write no. in block →			
2.13	Are you looking after any other children that are not your own? If YES, ask how many and write the number down:	Yes		-1	
		No		-2	

**PART 3 HOUSEHOLD CHARACTERISTICS (LSM MEASURE)**

3 Does your household have any of the following items in working order?								
3.1	Hot running water	Yes	-1	3.2	Fridge/freezer	Yes	-1	
		No	-2			No	-2	
3.3	Microwave/oven	Yes	-1	3.4	Flush toilet in house or plot	Yes	-1	
		No	-2			No	-2	
3.5	VCR in household	Yes	-1	3.6	Vacuum cleaner/floor polisher	Yes	-1	
		No	-2			No	-2	
3.7	Have a washing machine	Yes	-1	3.8	Have a computer	Yes	-1	
		No	-2			No	-2	
3.9	Have an electric stove	Yes	-1	3.10	Have a TV set	Yes	-1	
		No	-2			No	-2	
3.11	Have a tumble dryer	Yes	-1	3.12	Have a Telkom telephone	Yes	-1	
		No	-2			No	-2	
3.13	Hi-fi or music system	Yes	-1	3.14	Built-in kitchen sink	Yes	-1	
		No	-2			No	-2	
3.15	Home security service	Yes	-1	3.16	Have a deep freezer	Yes	-1	
		No	-2			No	-2	
3.17	Water in home or on stand	Yes	-1	3.18	Have MNet and/or DSTV	Yes	-1	
		No	-2			No	-2	
3.19	Have a dishwasher	Yes	-1	3.20	Metropolitan dweller	Yes	-1	
		No	-2			No	-2	
3.21	Have a sewing machine	Yes	-1	3.22	DVD player	Yes	-1	
		No	-2			No	-2	
3.23	House/cluster/townhouse	Yes	-1	3.24	1 or more vehicles	Yes	-1	
		No	-2			No	-2	
3.25	No domestic worker	Yes	-1	3.26	No cell-phone in household	Yes	-1	
		No	-2			No	-2	
3.27	1 or more cell-phone in household	Yes	-1	3.28	None or only one radio	Yes	-1	
		No	-2			No	-2	
3.29	Living in a non-urban area	Yes	-1	LSM SCORE _____				
		No	-2					

Thank you very much.

If you would like to participate in the study, we will contact you to update you on plans regarding when the interview teams will be in this area.

**Ask:** Would you like us to contact you to participate in the study early next year? YES / NO

If NO, thank the participant and wish them a great day. If YES, thank the participant and add the following:

When we call you, we will let you know about the venue and time of the meeting. Although you will not receive any payment for participating in the actual study, you will receive refreshments and money to cover your transport costs. Once again thank you very much. Here are my contact details, should you wish to call me for anything else (e.g. if you change your contact details).



## Appendix B. Affected Individual’s Questionnaire (AIQ)

AFFECTED INDIVIDUAL’S QUESTIONNAIRE (AIQ)									
Province:					UID no:				
INTERVIEWER DETAILS					RESPONDENT DETAILS				
Name:					Name:				
Surname:					Surname:				
Home add:					Home add:				
Tel:					Tel:				
Cell:					Cell:				
Company name:									
Sign:					RECORD RECRUITMENT TIMES BELOW				
					Start:		Finish:		
QUALITY CONTROL									
TEAM LEADER					SUPERVISOR				
Name:					Name:				
Surname:					Surname:				
Tel:					Tel:				
Cell:					Cell:				
Sign:		Date:			Sign:		Date:		
BASIC DEMOGRAPHICS									
Place/City/Town/Village:					Area (R/U/PU):				

### INTERVIEWER INSTRUCTIONS

- All questions must be answered unless told otherwise by your supervisor.
- Under no circumstances should you re-translate or re-word a question.
- Interviewers are to follow instructions on the questionnaire at all times.
- Please follow the Kish Grid provided to identify a household and the demographic matrix to determine the gender and age group of the individual to be interviewed in the selected household. If recruiting from a central point, this will not apply.
- Once this is done, please fill in the identification information BEFORE you start the interview.
- All fields in the identification details must be filled in by the interviewer before starting the interview session.
- Questionnaires must be handed to the team leader at the end of each day for quality checks.

### INTRODUCING YOURSELF AND THE PURPOSE OF THE SURVEY:

Thank you very much for agreeing to meet and talk with me today.

My name is \_\_\_\_\_ and I am a member of a research team that has been asked by UNICEF to provide information on how the recession has impacted on the quality of life of children, families and communities in South Africa.

Our discussion will take approximately ONE hour.

Although you will not receive any direct payment for participating in the study, your views will be of assistance to government, companies and aid organizations in their planning of social assistance programmes needed to assist people in your situation.

As we go through the discussion, please note that there are no right or wrong answers as experiences differ from person to person. Please share with me your views, thoughts and experiences freely as no one else except the research team will know what you will have said to me.

If you do not understand a question, please let me know so that I can explain it further. Remember that whatever discuss here will be confidential; your name and details about you will not be made available to anyone except the individuals involved in this study.

Do you have any questions before we begin?

*(Try to answer all of their questions to the best of your ability before proceeding. If you do not have answers to some of the questions, please be honest; say so and suggest sources of correct information or consult your team leader.)*

## PART 1 DEMOGRAPHICS

Gender of respondent Bong ba moarabi wa dipotso	Male		-1	
	Female		-2	
How old are you? O na le dingwaga tse kae?	Age in years			
Racial group O mothobo mang	Black	-1	White	-2
	Coloured	-3	Asian/Indian	-4
Have you ever attended school? O kile wa tsena sekolo?	Yes		-1	
	No		-2	
What is the highest level of education that you completed? O feleleditse kae ka dithuto tsa gago?	Primary (Grade 1–6)	-1	Primary (Grade 7, Std 5)	-2
	Secondary (Grade 9)	-3	Grade 10 (Std 8)	-4
	Matric	-5	Degree/diploma	-6
	Post-graduate	-7	Other	-8
What is your current marital status? O mo maemong afeng ka tsa lenyalo?	Single	-1	Married	-2
	Living with someone	-3	Widowed	-4
	Divorced/separated	-5		
Currently, are you staying in a ... Gona janong, o nna mo...	Shack	-1	RDP/Township house	-2
	Pole and mud huts	-3	Hostel	-4
	House in suburb area	-5	Other _____	-6
How many rooms do you have at your current place of residence (excluding the cooking room/hut)? Write the number in the box → O na le diphaposi tse kae mo ntlong e o nnang mo go yona, jaanong? Ngwala nomoro ka mo teng ga lebokoso →				
For how long have you lived in your current place of residence? Write the number in next box → O na le dingwaga tse kae o nna mo ntlong e o nnang no go yona gona jaanong? Ngwala nomoroka mo teng ga lebokoso →				
Do you or any member of your family own the house that you currently live in? A ntlo e o nnang mo go yona jaanong, ke ya gago kgotsa ke ya o mongwe wa ba losika lwa gago?	Yes		-1	
	No		-2	
If YES, who owns the house that you currently live in? Ge go le jalo, ke mang mong wa ntlo e o nnang mo go yona jaanong?	Myself		-1	
	Other member. Specify _____		-2	
If NO, who owns the house that you currently live in? Ge go se jalo, ke mang mong wa ntlo e o nnang mo go yona jaanong?	Employer		-1	
	Other. Specify _____		-2	
Altogether, how many children (under the age of 18 years) live in your household? Ge ba feletse, ke ba ba kae bana ba ba dingwaga tse di kwa tlase ga some le borobedi (18) ba ba nnang mo ntlong e o nnang mo go yona?	Male			
	Female			
<b>TOTAL</b>				
How many children who live in your household are your own? Ke ba ba kae bana ba ba nnang mo ntlong ya gago ba e leng ba gago?	Male			
	Female			
<b>TOTAL</b>				
Are you currently looking after children who are not your own? (If NO, skip to .....) A o tlhokomela bana ba e seng ba gago gona jaanong? (Ge go se jalo, tshelela ko.....)	Yes		-1	
	No		-2	
(If YES) How many of the children who live in this household are not your own? (Ge go le jalo) Ke bana ba ba kae ba ba nnang mo ntlong e, e se ba gago?	Male			
	Female			
<b>TOTAL</b>				
How many children do you look after but do not stay with you? Ke bana ba ba kae ba o ba tlhokometseng fela ba sa nne le wena?	Male			
	Female			
<b>TOTAL</b>				

For all the children that you look after (whether your own or not; and whether staying with you or not), please provide the following details. Start with the oldest child under the age of 18 years.  
 Bana botlhe ba o ba tlhokomelang (ba gago kgotsa nyaa, ba nna le wena kgotsa nyaa) re kgopela o re itsise tse di latelang ka ga bona. Simolola ka ngwana o mo golo a le ka fa tlase ga dinwaga tse some le borobedi (18).

Age	Gender (circle)		In school? (circle)		If in school, grade?	Fees/Yr	If dropped out, date	If dropped out, grade	Working? Y / N & as what?
	M	F	Y	N					
	M	F	Y	N		R			
	M	F	Y	N		R			
	M	F	Y	N		R			
	M	F	Y	N		R			
	M	F	Y	N		R			
	M	F	Y	N		R			
	M	F	Y	N		R			
	M	F	Y	N		R			
	M	F	Y	N		R			

For all the adults who live in your household (over 18 years), please provide the following details.  
 Bagolo botlhe ba ba nnang mo ntlong le wena (Ba ba dingwaga tse di kwa godimo ga di le some le borobedi (18), re kgopela tse di latelang ka ga bona.

Age	Sex		Relationship	Working?		If working as what?
	M	F		Y	N	
	M	F		Y	N	
	M	F		Y	N	
	M	F		Y	N	
	M	F		Y	N	
	M	F		Y	N	
	M	F		Y	N	
	M	F		Y	N	
	M	F		Y	N	
	M	F		Y	N	

Altogether, how many people live in this household (all adults and all children)? Ge ba feletse, ke ba ba kae batho ba ba nnang mo ntlong e (bagolo botlhe le bana botlhe)?	Male			
	Female			
<b>(Reconcile)</b>		<b>TOTAL</b>		
Are you the breadwinner of your household? A ke wena mothokomedi wa lelapa le?	Yes	-1		
	No	-2		
If NO, who is the breadwinner in your household? Ge go se jalo, ke mang o tlhokometseng lelapa le?				
On average, how much does your household pay for each of the following expenses per month? Ge o lebeletse, ke bokae madi a le a duelang mo dilong tse di latelang ka kgwedi?	Rent	R	Electricity	R
	Water	R	Food and groceries	R
	School fees	R	Mortgage	R
	Rates	R	Health	R
	Transport	R	Other expenses	R
<b>TOTAL HOUSEHOLD EXPENDITURE</b>			<b>R</b>	

What is your current employment status? (If unemployed, SKIP to .....) Ke eng maemo a gago a tiro gona jaanong? (Ge a sa dire, TSHELELA ko .....)?	Unemployed	-1	Self-employed (informal)	-2	
	Formally employed	-3	Pensioner	-4	
	Other (specify)	-5	Reduced working hours	-6	
If employed or self-employed, what do you do? Ge o dira kgotsa o itshimoletse tiro ya gago, o dira eng?	For how long?				
What is your CURRENT net income per month (after deductions)? [A] O amogela madi a le kana kang ka kgwedi (ge madi a a gogiwang mo mogolong wa gago a gogilwe)?	R				
Do you have any other constant sources of income? (e.g. grants, family support, etc.) A o na le madi mangwe gape, a o a amogelang ka metlha? (Madi go tswa kwa pusong, madi go tswa kwa ba losika, jalo le jalo)	Yes			-1	
	No			-2	
IF YES: What is/are your other constant source/sources of income? Ge go le jalo, BUTSISA: O a amogela go tswa go mang madi a?					
Altogether, how much do you earn/receive per month from this/these source(s)? Ge a feletse, ke bokae madi a o a dirang/amogelang ka kgwedi go tswa mo o e amogelang teng?	R				
<b>EMPLOYED/SELF-EMPLOYED RESPONDENT'S TOTAL MONTHLY INCOME (A + B)</b>			<b>R</b>		
(If unemployed) Do you have a constant source of income? (Ge go se jalo) O na le kwa o amogelang madi gona ka metlha?	Yes			-1	
	No			-2	
If YES: What is/are your constant source/sources of income? Ge go le jalo, BUTSISA: Ke eng/ke kwa kae mo o amogelang madi a?					
Altogether, how much do you earn/receive per month from this/these source(s)? Ge a feletse, ke bokae madi a o a dirang/amogelang ka kgwedi go tswa mo o e amogelang teng?	R				
<b>UNEMPLOYED RESPONDENT'S TOTAL MONTHLY INCOME</b>			<b>R</b>		
How many members of this household are currently working? (If NONE, skip to ...) Ke ba ba kae batho ba ba nnang mo ntlong e, ba ba dirang? (Ge go se ope, tshilelea ko ....)					
Who are the people in your household who are currently working? I would like to know about... Ke bo mang batho ba o nnang le bona, ba ba dirang? Ke rata go itsi ka.....					
<i>Relationship</i>	<i>Job:</i>	<i>Gender (circle)</i>		<i>Age</i>	<i>Monthly income</i>
		M	F		R
		M	F		R
		M	F		R
Altogether, how many people live in this household (all adults and all children)? Ge ba feletse, ke ba ba kae batho ba ba nnang mo ntlong e (bagolo botlhe le bana botlhe)?			Male		
			Female		
<b>(Reconcile)</b>			<b>TOTAL</b>		
Are you the breadwinner of your household? A ke wena mothokomedi wa lelapa le?			Yes	-1	
			No	-2	
If NO, who is the breadwinner in your household? Ge go se jalo, ke mang o tlhokometseng lelapa le?					
On average, how much does your household pay for each of the following expenses per month? Ge o lebeletse, ke bokae madi a le a duelang mo dilong tse di latelang ka kgwedi?	Rent	R	Electricity	R	
	Water	R	Food and groceries	R	
	School fees	R	Mortgage	R	
	Rates	R	Health	R	
	Transport	R	Other expenses	R	
<b>TOTAL HOUSEHOLD EXPENDITURE</b>			<b>R</b>		

What is your current employment status? (If unemployed, SKIP to .....) Ke eng maemo a gago a tiro gona jaanong? (Ge a sa dire, TSHELELA ko .....) Unemployed -1 Formally employed -3 Other (specify) -5	Self-employed (informal) -2
	Pensioner -4
	Reduced working hours -6
If employed or self-employed, what do you do? Ge o dira kgotsa o itshimoletse tiro ya gago, o dira eng?	For how long?
What is your CURRENT net income per month (after deductions)? [A] O amogela madi a le kana kang ka kgwedi (ge madi a a gogiwang mo mogolong wa gago a gogilwe)?	R
Do you have any other constant sources of income? (e.g. grants, family support, etc.) A o na le madi mangwe gape, a o a amogelang ka metlha? (Madi go tswa kwa pusong, madi go tswa kwa ba losika, jalo le jalo)	Yes -1
	No -2
IF YES: What is/are your other constant source/sources of income? Ge go le jalo, BUTSISA: O a amogela go tswa go mang madi a?	
Altogether, how much do you earn/receive per month from this/these source(s)? Ge a feletse, ke bokae madi a o a dirang/amogelang ka kgwedi go tswa mo o e amogelang teng?	R
<b>EMPLOYED/SELF-EMPLOYED RESPONDENT'S TOTAL MONTHLY INCOME (A + B)</b>	
<b>R</b>	
(If unemployed) Do you have a constant source of income? (Ge go se jalo) O na le kwa o amogelang madi gona ka metlha?	Yes -1
	No -2
If YES: What is/are your constant source/sources of income? Ge go le jalo, BUTSISA: Ke eng/ke kwa kae mo o amogelang madi a?	
Altogether, how much do you earn/receive per month from this/these source(s)? Ge a feletse, ke bokae madi a o a dirang/amogelang ka kgwedi go tswa mo o e amogelang teng?	R
<b>UNEMPLOYED RESPONDENT'S TOTAL MONTHLY INCOME</b>	
<b>R</b>	
How many members of this household are currently working? (If NONE, skip to ...) Where? Ke ba ba kae batho ba ba nnang mo ntlong e, ba ba dirang? (Ge go se ope, tshilelea ko ....)	
Who are the people in your household who are currently working? I would like to know about... Ke bo mang batho ba o nnang le bona, ba ba dirang? Ke rata go itsi ka.....	
<i>Relationship</i>	<i>Job</i>
	<i>Gender (circle)</i>
	<i>Age</i>
	<i>Monthly income</i>
	M F R
	M F R
	M F R
	M F R
	M F R
	M F R
	M F R
	M F R
	M F R
	M F R
<b>TOTAL MONTHLY INCOME FROM OTHER HOUSEHOLD MEMBERS</b>	
<b>R</b>	

General notes, comments and observations by the fieldworker:

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PART 2 HOUSEHOLD CHARACTERISTICS (LSM MEASURE)

PART 2 HOUSEHOLD CHARACTERISTICS (LSM MEASURE)								
2	Does your household have any of the following items in working order? A ntlo ya gago e na le dithoto tse di latelang mme di dira sentle?							
2.1	Hot running water	Yes	-1	2.2	Fridge/freezer	Yes	-1	
		No	-2			No	-2	
2.3	Microwave/oven	Yes	-1	2.4	Flush toilet in house or plot	Yes	-1	
		No	-2			No	-2	
2.5	VCR in household	Yes	-1	2.6	Vacuum cleaner/floor polisher	Yes	-1	
		No	-2			No	-2	
2.7	Have a washing machine	Yes	-1	2.8	Have a computer	Yes	-1	
		No	-2			No	-2	
2.9	Have an electric stove	Yes	-1	2.10	Have a TV set	Yes	-1	
		No	-2			No	-2	
2.11	Have a tumble dryer	Yes	-1	2.12	Have a Telkom telephone	Yes	-1	
		No	-2			No	-2	
2.13	Hi-fi or music system	Yes	-1	2.14	Built-in kitchen sink	Yes	-1	
		No	-2			No	-2	
2.15	Home security service	Yes	-1	2.16	Have a deep freezer	Yes	-1	
		No	-2			No	-2	
2.17	Water in home or on stand	Yes	-1	2.18	Have M Net and/or DSTV	Yes	-1	
		No	-2			No	-2	
2.19	Have a dishwasher	Yes	-1	2.20	Metropolitan dweller	Yes	-1	
		No	-2			No	-2	
2.21	Have a sewing machine	Yes	-1	2.22	DVD player	Yes	-1	
		No	-2			No	-2	
2.23	House/cluster/townhouse	Yes	-1	2.24	1/or more vehicles	Yes	-1	
		No	-2			No	-2	
2.25	No domestic worker	Yes	-1	2.26	No cell-phone in household	Yes	-1	
		No	-2			No	-2	
2.27	1/or more cell-phone in household	Yes	-1	2.28	None or only one radio	Yes	-1	
		No	-2			No	-2	
2.29	Living in a non-urban area	Yes	-1					
		No	-2					

General notes, comments and observations by the fieldworker:

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**PART 3 EXPERIENCES REGARDING JOB LOSS/REDUCTION IN WORKING HOURS**

During 2009, did you at any point lose your job as a result of economic/financial difficulties faced by your employer due to the recession? Ka 2009, o kile wa felelwa ke tiro ka ntlha ya mathata a madi a a neng a lebagane le mothapi wa gago?		Yes	-1
		No	-2
During 2009, did you at any point have your working hours reduced as a result of economic/financial challenges faced by your employer due to the recession? Ka 2009, o kile wa fokoletswa diura tsa tiro ka ntlha ya mathata a madi a a neng a lebagane le mothapi wag ago?		Yes	-1
		No	-2
If NO to both questions, proceed to Part 6, and close the interview. Ge go se jalo mo dipotsong ka bobedi, tshelela ko Part 6, mme o emise go botsolotsa. RETIRED: I would like to know a little bit more about what happened at the time you lost your job. ... Ke rata go itse ka botlalo gore go diragetse eng ge o sena go felelwa ke tiro ...			
<i>Name of company you worked for</i>	<i>Company core business</i>	<i>Your job at the time</i>	<i>Retrenched on (DD/MM/YYYY)</i>
			R
			R
			R
At the time you were retrenched, were you a member of a trade union? Ka nako e o neng o fokodiwa kwa tirong, o ne o le leloko la mokgatlo wa badiri?		Yes	-1
		No	-2
What is the name of the trade union to which you belonged? Ke eng leina la mokgatlo wa badiri o o neng o o tsenetse?			
Are you still a member of the trade union? A, o sa le leloko la mokgatlo wa badiri?		Yes	-1
		No	-2
Did your trade union engage the company regarding your retrenchment? A mokgatlo wa gago wa badiri o ne wa lwantshana le mothapi wa gago ka go fokodiwa mo tirong?		Yes	-1
		No	-2
In your opinion would you say that your trade union's engagement was ... Go ya ka wena, o ka re mokgatlo wa gago wa badiri twantshano ya bona le mothapi wa gago e ne e le ...		Very effective	-1
		Effective	-2
		Not very effective	-3
		Not effective at all	-4
When you were retrenched, did you receive any benefits? Ge o fokodiwa, o ne wa newa madi a gago?		Yes	-1
		No	-2
How long did it take you to get your benefits? Go go tsere nako e kang kang go newa madi ao?		1 week	-1
		2 weeks	-2
		3 weeks	-3
		1 month	-4
		More than 1 month	-4
Did any other member of your household lose his/her job last year (2009)? A go na le mongwe wa batho ba o nnang le bona, o o neng a felelwa ke tiro ka 2009?		Yes	-1
		No	-2
If YES, I would like to know a little bit more about members of your household who were retrenched ... Ge go le jalo, ke rata go itse ka botlalo ka batho ba o nnang le bona ba ba feletsweng ke tiro ...			

Who?	Worked for?	Company core business	Worked as what?	Retrenched in (month, 2009)	Reason given (if known)
Spouse/partner					
Brother/sister					
Cousin					
Brother/sister-in-law					
Child older than 18 yrs					
Other					
Other					
Other					
<p>WORKING HOURS REDUCED: I would like to know a little bit more about what happened at the time you had your working hours reduced.            DIURA TSE FUKUDITSWENG: Ke rata go itse ka botlalo gore go diragetse eng fa o sena go fokoletswa diura tsa gago tsa tiro.</p>					
Name of company you worked for	Company core business	Your job at the time	Hours reduced from ... /week	Hours reduced to ... /week	Income reduced as follows
					From: To:
					From: To:
					From: To:
At the time your working hours were reduced, were you a member of a trade union? Ka nako e o neng o fokoletswa diura tsa tiro, o ne o le leloko la mokgatho wa badiri?				Yes	-1
				No	-2
What is the name of the trade union to which you belonged? Ke eng leina la mokgatho wa badiri o o neng o o tsenetse?					
Are you still a member of the trade union? A, o sa le leloko la mokgatho wa badiri?				Yes	-1
				No	-2
Did your trade union engage the company regarding your working hours being reduced? A mokgatho wa gago wa badiri o ne wa lwantshana le mothapi wa gago ka go fokoletswa diura tsa tiro?				Yes	-1
				No	-2
In your opinion, would you say that your trade union's engagement ... Go ya ka wena, o ka re mokgatho wa gago wa badiri twantshano ya bona le mothapi wa gago e ne e le ...				Very effective	-1
				Effective	-2
				Not very effective	-3
				Not effective at all	-4
Did any other member of your household have their working hours reduced at any point last year (2009)? A go na le e mongwe wa batho ba o nnang le bona o neng a fokoletswa diura tsa tiro nako ngwe mo ngwageng o fitileng (2009)?				Yes	-1
				No	-2
If YES, I would like to know a little bit more about members of your household who had their working hours reduced ... Ge go le jalo, ke rata go itse ka botlalo ka batho ba o nnang le bona ba ba fekoleditsweng diura tsa tiro ...					
Who?	Worked for?	Company core business	Worked as what?	Retrenched in (month, 2009)	Reason given (if known)
Spouse/partner					
Brother/sister					



Cousin					
Brother/sister-in-law					
Child older than 18 yrs					
Other					
Other					
Other					

#### PART 4 NATURE OF IMPACTS OF THE RECESSION

Since losing your job or had working hours reduced: E sa le o fokodiwa mo tirong/diura tsa gago di fokoditse:	Yes	No	N/A	
Have you had to cut down on food expenditure? O ne wa fokotsa mo thekong ya dijo?	1	2	3	
Has there been a change in the type of food consumed in your household? A go ne ga nna le diphetogo mo mofuteng wa dijo tse di jewang mo lapeng?	1	2	3	
Has there been a reduction in the number of meals per day? A go ne ga nna le go fokotsa mo makgetlong a go jewang ka ona ka letsatsi?	1	2	3	
Have you had to take one or more children out of school? A o ne wa tshwanela ke go ntsa ngwana a le monwe kgotsa go feta kwa sekolong?	1	2	3	
Have your children failed to go to school because there was no transport money? A bana bag ago ba ne ba palelwa ke go ya sekolong ka ntsha ya gore ga go na madi a go duela koloi e e ba pagamisang?	1	2	3	
Did you have to take one or more of your children out of a better school and place him/her/them in a cheaper school? A o ne wa tshwanela go ntsha ngwana wa gago mo sekolong se se botokwa mme wa mo tsenya mo go se se tuelo tlase?	1	2	3	
Have you had to send one or more of your own children to be looked after by a relative elsewhere? A o ne wa romela ngwana wa gago a le mongwe kgotsa go feta gore a tlhokomelwe ke mongwe wa ba losika golo gongwe?	1	2	3	
Have you had to send away one or more children who are not your own to be looked after by someone else? A o ne wa tshwanela ke go romela ngwana a le mogwe kgotsa go feta o e seng wag ago gore a tlhokomelwe ka mongwe golo gong?	1	2	3	
Did you have to relocate from where you were staying to another place of residence? A o ne wa tshwanela ke go fuduga mo o neng o nna gona, go ya kwa lefelong le nge?	1	2	3	
Have you ever failed to pay for your own medical treatment? A o kile wa palelwa ke go duelela kalafi ya gago?	1	2	3	
Have you ever failed to pay for medical treatment for one of the family members because you did not have the required money? If YES, ask question below. A o kile wa retelelwa ke go duella kalafi ya mongwe wa ba losika ka ntsha ya gore o se na madi a a anetse?	1	2	3	
Did any member of your family die because you were unable to pay for medical treatment? If YES, ask question below. A go na le mongwe wa ba leloko la gago o neng a tlhokofala ka ntsha ya gore o reteletswe ke go mo duelela kalafi? GE GO LE JALO, botsa potso e kwa tlase.	1	2	3	
Have your relationships with members of your family been negatively affected? If YES, ask question below. A kutlwano magareng ga wena le ba losika e ile ya amega ka ntsha ya se?	1	2	3	
If YES, who was affected? (multiple-response question) Ge go le jalo, ke mang a amegileng? (potso ya dikarabo tse ntsi)	Child/children	-1	Brother	-2
	Spouse/spouses	-3	Sister	-4
	Cousin	-5	Myself	-6

If YES, who died? (multiple-response question) Ge go le jalo, go thokofetse mang? (potso ya dkarabo tse ntsi)	Spouse/spouses	-1	Brother	-2
	Cousin	-3	Sister	-4
	Child/children	-5	Other (specify)	-6
If YES, which of the following relationships have been affected negatively? Ge go le jalo, ke mango mo go ba, yo kutlwano ya lona e sa amegang sentle?	Spouse/spouses	-1	Brother	-2
	Other relative/cousin	-3	Sister	-4
	Child/children	-5	Other (specify)	-6

PART 5 COPYING STRATEGIES EMPLOYED BY INDIVIDUALS, FAMILIES AND COMMUNITIES

INDIVIDUAL LEVEL

When you were still working ... Ka nako eo, o neng o dira ...		Y	N		Y	N
	Did you have a bank account?	1	2	Did you have access to bank loans?	1	2
	Were you a member of any stokvel?	1	2	Did you have an insurance policy?	1	2
When you lost your job/had your working hours reduced ... Ka nako eo o neng o fokodiwa mo tiro/diura tsa gago tsa tiro di fukudiwa...		Y	N		Y	N
	Did you have any savings in the bank account?	1	2	Did you have access to bank loans?	1	2
Do you still ... O san a le ...		Y	N		Y	N
	Have a bank account?	1	2	Have any savings left in the bank?	1	2
If NO savings, when did you withdraw the last amount from your bank account? Ge go se jalo, o ntshitse leng madi a bofelo kwa polokelong ya gago?				Year		
				Month		
Since you lost your job/had your hours reduced, did you access funds from any of the following? E sa le o feletswe ke tiro/diura tsa gago tsa tiro di fukuditswe, o kile wa amogela madi go?		Y	N		Y	N
	Own insurance policies	1	2	Other own investment accounts	1	2
	Pension funds	1	2		1	2
Since you lost your job or had your working hours reduced, did you borrow money from any of the following? E sa le o feletswe ke tiro/diura tsa gago tsa tiro di fukuditswe, o kile wa adima madi go tswa go mongwe wa ba ba latelang?						
<i>Source</i>	Y	N	<i>Total debt</i>	<i>Amount currently owed</i>	<i>Paying/month?</i>	
Burial society fund	1	2	R	R	R	
Stokvel funds	1	2	R	R	R	
Other own investment accounts	1	2	R	R	R	
Bank loans	1	2	R	R	R	
Registered money lenders	1	2	R	R	R	
Unregistered money lenders	1	2	R	R	R	
Relatives	1	2	R	R	R	
Friends	1	2	R	R	R	
Local businessmen	1	2	R	R	R	
Since you lost your job or had your working hours reduced, did you decide to sell any of the following assets and household items? E sa le o feletswe ke tiro/diura tsa gago tsa tiro di fukuditswe, o kile wa tsaya tshwetso ya go rekisa ngwe ya dithoto tse di latelang?						
<i>Household items</i>	Y	N	<i>Household items</i>		Y	N
House	1	2	Electrical goods		1	2

Car/motorbike	1	2	Livestock	1	2
Furniture	1	2	Clothes	1	2
Others (specify)	1	2			
<p>Since you lost your job or had your working hours reduced, did you decide to start any of the following small businesses?                      E sa le o feletswe ke tiro/diura tsa gago tsa tiro di fukuditswe, o kile wa tsaya tshwetso ya go simolola engwe ya dikgwebo potlana tse di latelang?</p>					
	Y	N		Y	N
Tuck-shop	1	2	Car wash	1	2
Selling vegetables	1	2	Shebeen	1	2
Sewing/knitting	1	2	Building & maintenance	1	2
Others (specify)	1	2			
<p>Since you lost your job or had your hours reduced, did you engage in any of the following means of own food production?                      E sa le o feletswe ke tiro/diura tsa gago tsa tiro di fukuditswe, o kile wa amagana le dingwe tsa dilo tse di latelang go bona dijo?</p>					
	Y	N		Y	N
Vegetable production	1	2	Growing maize	1	2
Chicken rearing	1	2	Egg production	1	2
Animal production	1	2		1	2
Others (specify)	1	2			
<p>Since you lost your job or had your working hours reduced, did you at any point have to work on multiple part-time jobs?                      E sa le o feletswe ke tiro/diura tsa gago tsa tiro di fukuditswe, o kile wa dira ditiro potlana tse mmalwa?</p>				Yes	-1
				No	-2
<p>If YES: Specify the type of jobs:                      Ge go le jalo, bolela mothale wa ditiro tseo:</p>					
1		6			
2		7			
3		8			
4		9			
5		10			
FAMILY LEVEL					
<p>Since you lost your job or had your hours reduced, did any of the following member/s of your family decide to get a job?                      E sa le o feletswe ke tiro/diura tsa gago tsa tiro di fukuditswe, a mongwe wa ba losika ba ba latelang ba kile ba tsaya tshwetso ya go batla tiro?</p>					
	Y	N		Y	N
Spouse/s	1	2	Child/children	1	2
Brother	1	2	Sister	1	2
Cousin	1	2	Aunt	1	2
Others (specify)	1	2			

<p>Since you lost your job or had your working hours reduced, did any member of your family borrow money from any of the following? E sa le o feletswe ke tiro/diura tsa gago tsa tiro di fukuditswe, a mongwe wa ba losika lwa gago o kile a adima madi go tswa go mongwe wa ba ba latelang?</p>					
<i>Source</i>	<i>Y</i>	<i>N</i>	<i>Total debt</i>	<i>Amount currently owed</i>	<i>Paying/month?</i>
Burial society fund	1	2	R	R	R
Stokvel funds	1	2	R	R	R
Other own investment accounts	1	2	R	R	R
Bank loans	1	2	R	R	R
Registered money lenders	1	2	R	R	R
Unregistered money lenders	1	2	R	R	R
Relatives	1	2	R	R	R
Friends	1	2	R	R	R
Local businessmen	1	2	R	R	R
<p>Since you lost your job or had your working hours reduced, did any member of your family sell any of the following? E sa le o feletswe ke tiro/diura tsa gago tsa tiro di fukuditswe, a mongwe wa ba losika lwa gago o kile a rekisa ngwe ya tse di latelang?</p>					
<i>Household items</i>	<i>Y</i>	<i>N</i>	<i>Household items</i>	<i>Y</i>	<i>N</i>
House	1	2	Electrical goods	1	2
Car/motorbike	1	2	Livestock	1	2
Furniture	1	2	Clothes	1	2
Others (specify)	1	2			
<p>Since you lost your job or had your hours reduced, did any family member decide to start any of the following small businesses? E sa le o feletswe ke tiro/diura tsa gago tsa tiro di fukuditswe, a mongwe wa ba losika lwa gago o kile a tsaya tshwetso ya go bula ngwe ya dikgwebo potlana tse di latelang?</p>					
	<i>Y</i>	<i>N</i>		<i>Y</i>	<i>N</i>
Tuck-shop	1	2	Car wash	1	2
Selling vegetables	1	2	Shebeen	1	2
Sewing/knitting	1	2	Building & maintenance	1	2
Others (Specify)	1	2			
<p>Since you lost your job or had your hours reduced, did any member of your family engage in any of the following means of own food production? E sa le o feletswe ke tiro/diura tsa gago tsa tiro di fukuditswe, a mongwe wa ba losika lwa gago ba ba latelang o kile a amagana le dingwe tsa dilo tse di latelang go bona dijo?</p>					
	<i>Y</i>	<i>N</i>		<i>Y</i>	<i>N</i>
Vegetable production	1	2	Growing maize	1	2
Chicken rearing	1	2	Egg production	1	2
Animal production	1	2		1	2
Others (specify)	1	2			
<p>Since you lost your job or had your hours reduced, did any of the following members of your family have to avoid medical treatment at a hospital/ clinic to rely on traditional medicines? E sa le o feletswe ke tiro/diura tsa gago tsa tiro di fukuditswe, a mongwe wa ba losika lwa gago ba ba latelang o ile a tshwanela ke go togela kalafi ya bookelo mme a amogela kalafi ya dingaka tsa setso?</p>					
	<i>Y</i>	<i>N</i>		<i>Y</i>	<i>N</i>
Yourself	1	2	Child/children	1	2
Spouse/spouses	1	2	Brother	1	2
Mother	1	2	Father	1	2
Others (specify)	1	2	Sister		

<p>Since you lost your job/had your working hours reduced, did any of your following family members have to resort to begging? E sa le o feletswe ke tiro/diura tsa gago tsa tiro di fukuditswe, a mongwe wa losika lwa gago ba ba latelang o kile a tshwanela ke go kopa mo bathing?</p>						
	Y	N		Y	N	
Yourself	1	2	Child/children	1	2	
Spouse/spouses	1	2	Brother	1	2	
Mother	1	2	Father	1	2	
Others (specify)	1	2	Sister			
<p>Since you lost your job or had your working hours reduced, did any of the following family member/s leave the area to go and stay in another town/area or rural home? E sa le o feletswe ke tiro/diura tsa gago tsa tiro di fukuditswe, a mongwe wa ba losika lwa gago ba ba latelang o ne a tshwanela ke go fuduga mo le nnang gona go ya go nna kwa motseng setoropo/motse-selegae o mongwe?</p>						
	Y	N		Y	N	
Yourself	1	2	Child/children	1	2	
Spouse/spouses	1	2	Brother	1	2	
Mother	1	2	Father	1	2	
Others (specify)	1	2	Sister			
<b>COMMUNITY LEVEL</b>						
<p>Do you know of any people in this area who had to resort to prostitution in a desperate attempt to provide for their needs last year as a result of the recession? (DO NOT TELL ME THE NAME/S) A go na le batho ba o ba itsing mo motseng wa lona, ba ba neng ba tsaya tshwetso ya go gweba ka mmele gore ba kgone go tshela sentle mo ngwageng o o fetileng ka ntlha ya go fukudiwa ga batho mo tirong? (O SEKA WA MPOLELELA MABITSO A BONA)</p>				Yes	-1	
				No	-2	
<p>If YES, were they ...? GE GO LE JALO, e ne e le ...?</p>						
	Y	N		Y	N	
Girls under the age of 18 years	1	2	Boys under the age of 18 years	1	2	
Married women	1	2		1	2	
<p>Looking back to 2009, would you say that in this area, child prostitution ... Fa o lebelela kwa morago mo nwageng wa 2009, o ka nthaya o re go gweba ka mmela gwa bana ...</p>	Stayed the same		-1	Increased slightly		-2
	Increased quite a lot		-3	Decreased slightly		-4
	Decreased a lot		-5	Never existed		-99
<p>Do you know of any people in this area who have had to resort to selling illicit drugs in a desperate attempt to provide for their needs as a result of the difficulties caused by the recession? (DO NOT TELL ME THE NAME/S) A go na le batho ba o ba itsing mo motseng wa lona, ba ba neng ba tsaya tshwetso ya go rekisa diretibatsi gore ba kgone go ka tlamela ditlhokwa tsa bona ka ntlha ya maima a a tlhodilweng ke go fokotswa ga batho mo tirong? (O SEKA WA MPOLELELA MABITSO A BONA)</p>				Yes	-1	
				No	-2	
<p>If YES, do you know of such people who are ...? GE GO LE JALO, a o itse ka batho ba ba ...?</p>						
	Y	N		Y	N	
Girls under the age of 18 years	1	2	Boys under the age of 18 years	1	2	
Women who lost their jobs	1	2	Men who lost their jobs	1	2	
<p>Would you say that last year the use and sale of drugs by young people in this area ... A o ka ntahaya o re ngwaga o o fetileng tiriso le thekiso ya diritibatsi ka basimanyana mo motseng o e ...</p>	Stayed the same		-1	Increased slightly		-2
	Increased quite a lot		-3	Decreased slightly		-4
	Decreased a lot		-5	Never existed		-99

<p>Do you know of any young girls in this area who have had to resort to developing sexual/romantic relationships with older men in a desperate attempt to provide for their needs since? (DO NOT TELL ME THE NAME/S)</p> <p>A go na le bana ba basetsana ba o ba itseng ba ba neng ba simolola go roballana/ratana le banna ba ba golo mo go bona gore ba kgone go tlamela ditlhokwa tsa bona?</p>	Yes	-1
	No	-2

<p>Would you say last year, the number of young girls who have sexual/romantic relationships with older men in order to be helped financially...</p> <p>A o ka nthaya o re ngwaga o o fetileng nomoro ya bana ba basetsana ba ba neng ba roballana/ratana le banna ba ba golo mo go bona gore ba ba thuse ka madi e ...</p>	Stayed the same	-1	Increased slightly	-2
	Increased quite a lot	-3	Decreased slightly	-4
	Decreased a lot	-5	Never existed	-99

<p>Would you say that last year the level of crime in this area ...</p> <p>A o ka nthaya o re ngwaga o o fetileng, bosenyi mo motseng wa lona bo...</p>	Stayed the same	-1	Increased slightly	-2
	Increased quite a lot	-3	Decreased slightly	-4
	Decreased a lot	-5	Never existed	-99

<p>(If there has been an increase in crime) ASK: Who in your view is involved in these criminal activities?</p> <p>(Ge e le gore bosenyi bo ile ba oketsega) BOTSISA: Ke mang go ya ka wena o o dirang ditiro tse tsa bosenyi?</p>	Girls under the age of 18 years	-2
	Boys under the age of 18 years	-5
	Men who lost their jobs	-6
	Women who lost their jobs	-2
	Other (specify)	-6

<p>Do you know of any other things that people in this area do to deal with the problems they face given the difficult economic circumstances that they may be faced with?</p> <p>A go na le sengwe seo batho ba mo motseng o itseng ba se dirang gore ba mekamekane le mathata a ba lebaganeng nao ka ntle ya boima bo bo bakilweng ke tlaelo ya matlole?</p>	Yes	-1
	No	-2

<p>If YES, what are they?</p> <p>Ge go le jalo, ke tse difeng?</p>
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<p>From which of the following have you been able to access financial (or any other form of) assistance?</p> <p>O kile wa amogela madi go tswa mo go engwe ya tse di latela (kgota thuso ngwe le ngwe)?</p>	Government grants	-1	Former employer	-2
	NGO/aid agencies	-3	Department of Labour	-4
	Trade unions	-5	None	-6

NB: ONLY ASK RESPONDENTS ABOUT THE RELEVANT SOURCE OF FINANCIAL ASSISTANCE MENTIONED ABOVE.

### Government social assistance grants

5.1.	Since you were affected by this recession, have you ever accessed a government social grant/s?	Yes	-1
	E sa le o amilwe ke tlaelo ya matlole, o kile wa amogela madi go tswa kwa pusong?	No	-2

<p>If YES, which of the following grants have you received and/or are still receiving?</p> <p>GE GO LE JALO, ke thuso ya mothale o mo feng mo tse di latelang o e amogetseng/o e amogelang?</p>						
Grant type	Applied for in month/year	Approved		Started receiving in month/year	Amount	Still receiving?
Child Support Grant		Y	N			Y N
Relief of Social Distress Grant		Y	N			Y N
Old Age Grant		Y	N			Y N
Foster Child Grant		Y	N			Y N
Disability Grant		Y	N			Y N

Care Dependency Grant		Y	N			Y	N	
Other _____		Y	N			Y	N	
Other _____		Y	N			Y	N	
Other _____		Y	N			Y	N	
If name of grant is not known, ask: How much money do you currently receive from the grant/grants? Ge lebitso la thuso ya madi le sa itsewe, botsisa: Ke bokae madi a o a amogelang gotswa mo thusong ya puso?								
Have you ever received food parcels from SASSA? A o kile wa amogela dijo go tswa kwa SASSA?					Yes	-1	No	-2
If YES, how did you find out about the food parcels? Ge go le jalo, o itsitse jaang ka go ka dijo tse?					Social worker	-1	Community member	-4
					SASSA official	-2	Local radio	-5
					Family member	-3	Local newspaper	-6
					Television	-7	Other _____	-8
Approximately how far are the local social welfare (DSD) offices from where you live? Sentele ntle dikantor tsa puso (DSD) di bokgole bo bo kangang le kwa o nngang gona?					Less than 5 km	-1	About 5–10 km	-2
					11–20 km	-3	21 km or more	-4
					Don't know	-5	Other _____	-6
Which mode of transport do you use to get to the local social welfare offices? O dirisa mothale ofe wa dinamelwa gore o fithe kwa dikatorong tsa puso (DSD) mo motseng wa lona?					Walk	-1	Use public transport	-2
					Use own transport	-3	Other _____	-4
How did you find out about the services that are provided at the social welfare office/s? O itsitse jang ka ga diterelo tse ba di tlamelang ko dikatorong tsa puso (DSD)?					Local newspaper	-1	Community member	-2
					Television	-3	Employer	-4
					Radio	-5	Signboard	-6
					Other _____	-7		
In general, how easy/difficult was it for you to access the government social grant/s that you have accessed? A go ne go le bonolo/boima gore o fitlhelle thuso ya puso eo o e neilweng?					Very easy	-1	Easy	-2
					Difficult	-3	Very difficult	-4
I would like us to now talk about your experiences of dealing with the social welfare office regarding your grant application and processing (quality of service). Would you say that ... Ke rata gore gona janong re buisane ka maitemogelo a gago ka kwadiso ya gago ya thuso ya matlole go tswa kwa dikatorong tsa puso ka tiro e ba e direlang batho. O ka nthay o re ...						Yes	No	Cannot say
The staff at the social welfare office are friendly						1	2	3
The staff at the social welfare office are helpful						1	2	3
The staff at the social welfare office give correct information all the time						1	2	3
The time it takes to get one's grant approved is quite long						1	2	3
The social welfare office assists people who cannot read or write to access their grants						1	2	3
You would refer other people in need of assistance to the social welfare offices and be certain that they will be helped						1	2	3
The grant I am receiving now is adequate to cover my needs						1	2	3
If YES to ... What do you use the grant for? Ge go le jalo ... O dira eng ka madi a o a fiwang ke puso?								

If NO to ... What are your unmet needs? Ge go se jalo ... Ke eng ditlhokwa tsa gago tse o palelwang ke go di fithelela?
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### NGO/Aid organization

Did you receive assistance from any NGO/aid organization in this area? A o amogela thuso go tswa go engwe ya mekgathlo e e seng ya puso (NGO) mo motseng o?	Yes	-1		
	No	-2		
What is the name of the NGO/aid organization that has helped you the most? Ke eng lebitso la mokgathlo o e seng wa puso (NGO) o o go thusitseng thata?				
What form of assistance did you access from the NGO/aid organization? Ke mothale ofe wa thuso o o amogetseng go tswa go mokgathlo o e seng wa puso (NGO) o?	Financial assistance	Assistance with food	-2	
	Medical assistance	Skills training	-4	
	Assistance with job application	Medical assistance	-6	
Is the NGO/aid organization still currently assisting you? A mokgathlo o e seng wa puso (NGO) o, o sa go thusa?	Yes	-1		
	No	-2		
Approximately how far is the NGO/aid organization's office from where you live? Dikantor tsa mokgathlo o e seng wa puso (NGO) o, di bokgole bo bo kanggang le kwa o nnang gona?	Less than 5 km	-1	About 5–10 km	-2
	11–20 km	-3	21 km or more	-4
	Don't know	-5	Other _____	-6
Which mode of transport do you use to get to the NGO/aid organization's offices? O dirisa mothale o mo feng wa dipalangwa go yak o dikantorong tsa mpkgathlo o e seng wa puso (NGO) o?	Walk	-1	Use public transport	-2
	Use own transport	-3	Other _____	-4
How did you find out about the services that are provided by the NGO/aid organization? O itsitse jang ka thuso e ba e neelang batho go tswa ko mokgathlong o e seng wa puso (NGO) o?	Local newspaper	-1	Community member	-2
	Television	-3	Employer	-4
	Radio	-5	Signboard	-6
	Other _____	-7		
In general, how easy/difficult was it for you to access the assistance you requested? A go ne go le bonolo/boima go fiwa thuso eo o neng wa e kopa?	Very easy	-1	Easy	-2
	Difficult	-3	Very difficult	-4

I would like us to now talk about your experiences of dealing with the NGO/aid organization that assisted you. Would you say that ... Ke rata re buisane ka maetemogelo a gago ka go kopa thuso go tswa mo mokathlong o o go thusitseng. O ka nthaya o re ...	Yes	No	Cannot say
The staff at the NGO/aid organization office are friendly	1	2	3
The staff at the NGO/aid organization office are helpful	1	2	3
The staff at the NGO/aid organization office give correct information all the time	1	2	3
The time it takes to get one's application approved is quite long	1	2	3
The NGO/aid organization assists people who cannot read or write to access their services	1	2	3
You would refer other people in need of assistance to the NGO/aid organization's offices and be certain that they will be helped	1	2	3
The assistance I am receiving/received is/was adequate to cover my needs	1	2	3



If YES to ... How did the assistance that you are receiving/received help you with your needs? Ge go le jalo ... e go thusitse jang thuso eo o neng o e amogela?
If NO to ...Why do you say that the assistance that you are receiving/received is/was not adequate to meet your needs? Ge go se jalo ... goreng o re thuso eo o neng o e amogela e ne e sa fithelele dithokwa tsa gago tsothe?

### Department of Labour

Since you were affected by this recession, did you receive any form of assistance from the Department of Labour in your area? E sa le o amilwe ke tlhokagalo e ya matlole, o kile wa amogela thuso go tswa ko Department ya Labour mo motseng wa lona?	Yes	-1		
	No	-2		
If YES, what form of assistance did you access from the Department of Labour? Ge go le jalo, ke thuso ya mothale o fe, o e neilweng go tswa ko Department ya Labour?	Financial assistance	-1	Assistance in applying for UIF	-2
	Skills training	-3	Assistance in finding new job	-4
	Food aid	-5	Other_____	-6
Approximately how far is the local Department of Labour office from where you live? Dikantoro tsa Department ya Labour di bokgole bo bo kanggang gotswa mo o nng gona?	Less than 20 km	-1	About 20–50 km	-2
	50–100 km	-3	101 km or more	-4
	Don't know	-5	Other _____	-6
Which mode of transport do you use to get to the local social welfare offices? O dirisa mothale o few a dipalangwa go fitlha ko dikantorong tsa puso (DSD)?	Walk	-1	Use public transport	-2
	Use own transport	-3	Other _____	-4
How did you find out about the services that are provided at the Department of Labour office/s? O itsitse jaang ka thuso e ba e abelang ko Department ya Labour?	Local newspaper	-1	Community member	-2
	Television	-3	Employer	-4
	Radio	-5	Union representative	-6
	Other_____	-7		
In general, how easy/difficult was it for you to access the assistance you requested? A go ne go le bonolo/boima go fithelela thuso e o e kupileng?	Very easy	-1	Easy	-2
	Difficult	-3	Very difficult	-4

I would like us to now talk about your experiences of dealing with the Department of Labour (quality of service). Would you say that ... Ke rata gore gona jaanong re buisane ka maitemogelo a gago ka go dirisana le Department ya Labour. ...	Yes	No	Cannot say
The staff at the Department of Labour office were friendly	1	2	3
The staff at the Department of Labour office are knowledgeable and helpful	1	2	3
The staff at the Department of Labour office give correct information all the time	1	2	3
The time it takes to get one's application approved is quite long	1	2	3
The Department of Labour's office assists people who cannot read or write to access the different types of assistance the department is offering	1	2	3
You would refer other people in need of assistance to the Department of Labour's offices and be certain that they will be helped	1	2	3
The assistance you are receiving/received is/was adequate to cover your needs	1	2	3

If YES to 5.2.7. How did the assistance that you are receiving/received help you with your needs? Ge go le jalo mo 5.2.7. Thuso e o e amogelang/o neng o e amogela e go thusitse jaang go fithelela ditlhokwa tsa gago?
If NO to 5.2.7. Why do you say that the assistance that you are receiving/received is/was not adequate to meet your needs? Ge go se jalo mo 5.2.7. Goreng o re thuso eo o e amogelang/amogetseng e ne e sa fithelele ditlhokwa tsotlhe tsa gago?

Former employer

Since you were affected by this recession, have you ever received any form of assistance from your former employer? E sa le o amilwe ke tlhokagalo e ya matlole, o kile wa amogela thuso go tswa go mothapi wag gago o a go fokoditseng mo tirong?	Yes	-1	No	-2
If YES, which of the following forms of assistance did you receive from your former employer? Ge go le jalo, ke thuso ya mothale o feng mothapi wa gago wa maloba a go neileng yona mo go tse di latelang?	Financial assistance	-1	Skill training	-2
	Medical assistance	-3	Placement/finding a new job	-4
	Food aid	-5	Other _____	-6
Is your former employer still currently assisting you? A mothapi wa gago wa maloba o sa go thusa?	Yes	-1	No	-2
How did you find out about the forms of assistance your former employer is providing? O itsitse jang ka ga thuso e mothapi wa gago wa maloba a neelanang ka yona?	HR representative	-1	Union representative	-2
	Company internal circulars	-3	Newspapers	-4
	Radio	-5	Colleagues	-6
	Other _____	-7		
In general, how easy/difficult was it for you to access the assistance you requested? A go ne go le bonolo/boima go fithelela thuso e o e kupileng?	Very easy	-1	Easy	-2
	Difficult	-3	Very difficult	-4

I would like us to now talk about your experiences of dealing with the former employer's office regarding your grant application and processing (quality of service). Would you say that ... Ke rata gona jaanong re buisane ka maitemogelo a gago ka go kopa thuso mo kantorong ya mothapi wag ago wa maloba. O ka nthaya wa re ...	Yes	No	Cannot say
The staff at the former employer's office are friendly and concerned about my welfare	1	2	3
The staff at the former employer's office are helpful	1	2	3
The staff have correct information and knowledge of the types of assistance the former employer is providing	1	2	3
The time it takes to get a request approved is quite long	1	2	3
The former employer's office assists people who cannot read or write to access the types of assistance the employer is providing	1	2	3
The type of training I received/am receiving will help me find a new job	1	2	3
You would refer colleagues in need of assistance to the former employers' offices and be certain that they will be helped	1	2	3
The assistance you are receiving/received is/was adequate to cover your needs	1	2	3
If YES: How did the assistance that you are receiving/received help you with your needs? Ge go le jalo: Thuso e, e go tswetse/tswela mosola jang mo fithelleng ditlhokwa tsa gago?			
If NO: Why do you say that the assistance that you are receiving/received is/was not adequate to meet your needs? Ge go se jalo: Goreng o re thuso eo o e amogelang/amogetseng e ne e sa fithelele ditlhokwa tsotlhe tsa gago?			

During last year, did you ever access the services of your trade union? (If NO skip to ...) Mo ngwageng o o fetileng, o kile wa amogela thuso go tswa go mokgatho o o emelang badiri wa gago?			Yes	-1
			No	-2
If YES, which of the following forms of assistance are you or have you accessed? Ge go le jalo, ke thuso ya mothale o fen geo o e amogelang mo go tse di latelang?	Financial assistance	-1	Representation during retrenchment process	-2
	Skills training	-3	Placement/assisting in finding new job	-4
	Food aid	-5	Other _____	-6
Approximately how far are the local trade union's offices from where you live? Dikantoro tsa mokgatho o o emalang badiri, di bokgole bo bo kangkang le kwa o nnang gona?	Less than 5 km	-1	About 5–10 km	-2
	11–20 km	-3	21 km or more	-4
	Don't know	-5	Other _____	-6
Which mode of transport do you use to get to the local trade union office? O dirisa mothale o feng wa dipalangwa go fittha ko dikantorong tsa mokgatho o o emelelang badiri?	Walk	-1	Use public transport	-2
	Use own transport	-3	Other _____	-4
How did you find out about the services that are provided at the trade union's office? O itsitse jang ka ga thuso e e abiwang kwa dikantorong tsa mokgatho o o emelelang badiri?	Shop steward	-1	Trade union meeting	-2
	Television	-3	Union communiqué	-4
	Radio	-5	Colleagues	-6
	Other _____	-7		
In general, how easy/difficult was it for you to access the assistance that you requested? A go ne go le bonolo/boima go fithelela thuso e o e kupileng?	Very easy	-1	Easy	-2
	Difficult	-3	Very difficult	-4

I would like us to now talk about your experiences of dealing with the trade union office regarding your grant application and processing (quality of service). Would you say that ... Ke rata gore gona jaanong re buisane ka maitemogelo a gago ka go dirisana le dikantoro tsa mokgatho o o emelelang badiri, mo go kopeng thuso. O ka nthaya wa re ...	Yes	No	Cannot say
The union representatives at the office are friendly	1	2	3
The union representatives are knowledgeable and helpful	1	2	3
The union representatives at the office give correct information all the time	1	2	3
The time it takes to get one's request attended to is quite long	1	2	3
The union representatives at the office assist people who cannot read or write to access the services the union is providing	1	2	3
I am satisfied with the union's representation during retrenchments	1	2	3
You would refer other colleagues in need of assistance to the union's office and be certain that they will be helped	1	2	3
The assistance you are receiving now is adequate to cover your needs	1	2	3
If YES: How did the assistance that you are receiving/received help you with your needs? Ge go le jalo: Thuso e, e go tswetsla/tswetse mosola jang mo fithelleng ditlhokwa tsa gago?			
If NO: Why do you say that the assistance that you are receiving/received is/was not adequate to meet your needs? Ge go se jalo: Goreng o re thuso eo o e amogelang/amogetseng e ne e sa fithelele ditlhokwa tsotlhe tsa gago?			

### GENERAL/CONCLUSION

What/Who has helped you the most with your needs since you lost your job/had working hours reduced? Ke eng/Mang a go thusitseng that ka ditlhokwa tsa gago e sa le o fokodiwa mo tirong/diura tsa gago tsa tiro di fokodiwa?
---

## Appendix C. Stakeholder Interview: Former Employer

Province:		UID no:									
INTERVIEWER DETAILS						RESPONDENT DETAILS					
Name:						Name:					
Surname:						Surname:					
						Contact number/s:					
RECORD RECRUITMENT TIMES BELOW						Current position:					
Start:			Finish:			Period in current role:					
BASIC DEMOGRAPHICS											
Place/City/Town/Village:						Area (R/U/PU):					

### INTERVIEWER INSTRUCTIONS

- All fields in the identification details must be filled in by the interviewer before starting the interview session.
- Please note that this is a discussion guide and as such it should guide you through the discussion. If additional information comes up that is not mentioned in this guide, use your judgment to gauge its usefulness and probe further appropriately.

### Introduction

Hi/Good afternoon, my name is \_\_\_\_\_. Thank you once again for agreeing to meet with me/us to talk about some of the socio-economic issues that confront us all regarding the impact of the recession on companies and their employees. In order to listen carefully to what you will be saying without having to write detailed notes during our conversation, I would be grateful if you could allow me/us to record the discussion, after which I can listen to the recording and transcribe it for analysis later. Is that OK with you? (*Establish consent – verbal, or nodding is fine.*) No one else except my colleagues at Impact Research International will have access to the audio files, which will be deleted once we have finished writing up the report. Also, nowhere in the report will any of the people who are taking part in this study be mentioned by name. Thank you very much.

### Section 1

1. The recent recession has affected many companies internationally and in SA. When exactly would you say the effects of the recession began to affect operations at this company site?
2. What were some of the issues and challenges that the company had to deal with as a result of the recession affecting your operations – at the time and subsequently?
3. How did the company respond to the challenges (and possibly opportunities) that arose due to the recession?
4. Do you think that the company was adequately prepared to deal with the challenges at the time the recession hit? (If YES, in what way? If NO, why?)
5. Is there anything that you think the company could have done differently to either weather the effects of the recession, or to deal with its consequences?
6. (If company has not closed down) Would you say that the recession has ended for your company and, in particular, for the operations here? (If so, what would you say are the signs or indicators of the recession ending? If not, what is your assessment of the company's future prospects?)

### Section 2

1. How were employees informed about their retrenchment? (Who informed them? How were they informed? What reason/s were/was given for their retrenchment? Advance notice given? Length, etc.)
2. Did the union(s) get involved? (If YES, what were the unions saying? What options did they propose? How were the issues discussed by the company and the unions resolved? What were some of the challenges experienced at the time?)
3. Were there any privileges/forms of assistance (other than salaries, e.g. housing, food subsidies, etc.) that employees received from the company just before they were retrenched? Did any of these privileges/forms of assistance continue after they were laid off?
4. Have the retrenched employees from your company received their packages already? (If YES, how long did it take? If NO, do you know when they will be receiving their packages?)
5. If another recession/crisis were to occur, is there anything that you think the company could do differently for its workers in response to such a crisis/recession?
6. Did the company assist any of its retrenched employees with respect to UIF claims? (If YES, which office? By whom (i.e. rank not person)? In what way?)
7. Are there any policy recommendations that you think could make South African companies deal better with economic crises in future (at company level, labour practices, government policies, etc.)?

## Appendix D. Stakeholder Interview (DoL – Senior Personnel and UIF Office)

STAKEHOLDER INTERVIEW: DOL OFFICIAL 1		
Province:	UID no: <input type="text"/>	
INTERVIEWER DETAILS		RESPONDENT DETAILS
Name:	Name:	
Surname:	Surname:	
		Contact number/s:
RECORD RECRUITMENT TIMES BELOW		Current position:
Start:	Finish:	Period in current role:
BASIC DEMOGRAPHICS		
Place/City/Town/Village:		Area (R/U/PU):

### INTERVIEWER INSTRUCTIONS

- All fields in the identification details must be filled in by the interviewer before starting the interview session.
- Please note that this is a discussion guide and as such it should guide you through the discussion. If additional information comes up that is not mentioned in this guide, use your judgment to gauge its usefulness and probe further appropriately.

### Introduction

Hi/Good afternoon, my name is \_\_\_\_\_. Thank you once again for agreeing to meet with me/us to discuss some of the socio-economic issues that confront us all regarding the impact of the recession on companies and their employees. In order to listen carefully to what you will be saying without having to write detailed notes during our conversation, I would be grateful if you could allow me/us to record the discussion, after which I can listen to the recording and transcribe it for analysis later. Is that OK with you? (*Establish consent – verbal, or nodding is fine.*) No one else except my colleagues at Impact Research International will have access to the audio files, which will be deleted once we have finished writing up the report. Also, nowhere in the report will any of the people who are taking part in this study be mentioned by name. Thank you very much.

### Senior personnel – regional

1. Are there any specific policies/programmes/systems in place within the DoL to assist individuals who are retrenched? (If so what are they? Get copies of relevant documents if available/possible.)
2. In your view, how effective are these policies and programmes?
3. Do you think that the current policies and systems were adequate for addressing the needs of individuals who were retrenched in large numbers as does often happen in a recession? (If so, why? If not, why?)
4. Do you think that the available infrastructure and resources within the DoL are adequate for effective implementation of the policies and programmes designed to assist people who lose their jobs during an economic crisis? (e. g. probes, sufficient staff, IT, transport, timely and efficient processing of applications/claims, etc.)
5. If you could change anything within the DoL with regards to addressing the needs of retrenched individuals at policy and/or implementation level, what would you change and why?

STAKEHOLDER INTERVIEW: DOL OFFICIAL 2 UIF		
Province:	UID no:	
INTERVIEWER DETAILS		RESPONDENT DETAILS
Name:	Name:	
Surname:	Surname:	
		Contact number/s:
RECORD RECRUITMENT TIMES BELOW		Current position:
Start:	Finish:	Period in current role:
BASIC DEMOGRAPHICS		
Place/City/Town/Village:		Area (R/U/PU):

### INTERVIEWER INSTRUCTIONS

- All fields in the identification details must be filled in by the interviewer before starting the interview session.
- Please note that this is a discussion guide and as such it should guide you through the discussion. If additional information comes up that is not mentioned in this guide, use your judgment to gauge its usefulness and probe further appropriately.

### Introduction

Hi/Good afternoon, my name is \_\_\_\_\_. Thank you once again for agreeing to meet with me/us to discuss some of the socio-economic issues that confront us all regarding the impact of the recession on companies and their employees. In order to listen carefully to what you will be saying without having to write detailed notes during our conversation, I would be grateful if you could allow me/us to record the discussion, after which I can listen to the recording and transcribe it for analysis later. Is that OK with you? (*Establish consent – verbal, or nodding is fine.*) No one else except my colleagues at Impact Research International will have access to the audio files, which will be deleted once we have finished writing up the report. Also, nowhere in the report will any of the people who are taking part in this study be mentioned by name. Thank you very much.

### Regional and district/local

1. From what you have seen at this office during the past year, would you say that there has been a marked increase in the number of people coming to this office to claim UIF? From which sectors? Gender differences? Any statistics available that you can share? (Ask to be e-mailed documents if only electronic copies are available, or to be referred to relevant websites; otherwise, get hard copies.)
2. With respect to UIF claims, how does the system work from the time an individual first approaches this office to the time their application is finalized? (Obtain detailed information on what the process entails, obtain copies of the forms used, criteria used to determine eligibility, common reasons for rejection of an application, how long it takes for an application to be processed, how the amount is paid out/calculated – in general or get tables if possible and any other relevant information.)
3. Are there any challenges that people face when they come here to get their UIF claims processed? (If so, what are some of the challenges? Do you think there are things that could be done differently here in order to further improve the quality of service provided to people who come to claim their UIF money?)

4. In your opinion, how adequately resourced is this office in terms of human and material resources available to provide UIF services? (Probe staff issues, IT equipment, communication systems, call centre facilities for enquiries, transport, office space, storage systems for records and their accessibility, location of the office, etc.)
5. If you could change anything to better address the needs of retrenched individuals who come to this office to claim their UIF, what would you change and why?

## Appendix E. Stakeholder Interview: DSD Official

Province:		UID no:									
INTERVIEWER DETAILS						RESPONDENT DETAILS					
Name:						Name:					
Surname:						Surname:					
						Contact number/s:					
RECORD RECRUITMENT TIMES BELOW						Current position:					
Start:			Finish:			Period in current role:					
BASIC DEMOGRAPHICS											
Place/City/Town/Village:						Area (R/U/PU):					

### INTERVIEWER INSTRUCTIONS

- All fields in the identification details must be filled in by the interviewer before starting the interview session.
- Please note that this is a discussion guide and as such it should guide you through the discussion. If additional information comes up that is not mentioned in this guide, use your judgment to gauge its usefulness and probe further appropriately.

### Introduction

Hi/Good afternoon, my name is \_\_\_\_\_. Thank you once again for agreeing to meet with me/us to discuss some of the socio-economic issues that confront us all regarding the impact of the recession on companies and their employees. In order to listen carefully to what you will be saying without having to write detailed notes during our conversation, I would be grateful if you could allow me/us to record the discussion, after which I can listen to the recording and transcribe it for analysis later. Is that OK with you? (*Establish consent – verbal, or nodding is fine.*) No one else except my colleagues at Impact Research International will have access to the audio files, which will be deleted once we have finished writing in the report. Also, nowhere in the report will any of the people who are taking part in this study be mentioned by name. Thank you very much.

### Discussion questions

1. The recession has left many poor people in South Africa without jobs and these individuals struggle to take care of themselves and their families financially. Which grants can retrenched/unemployed individuals apply for and what is the value of the different grants? (Ask about and get tables on the different grants, the qualification criteria, amounts and any relevant information.)
2. In your own opinion, would you say that a lot of people in this area know about these grants? How do people know about the different grants? (Probe into issues around awareness programmes, DSD communication strategy, effectiveness of these programmes/strategies inadequately informing the public, resourcing of the programmes, frequency, etc.)
3. In general, how does the system work? What does the process entail? How does an individual apply for these grants? (Who do they speak to first, what forms must be filled in, what happens once the forms are submitted? How long does it take to get the grant applications processed from the time the application is submitted to the time one might start getting the grant money? Probe carefully on issues around differences between processing times for different grants, and also the different roles of DSD officials and SASSA which approves and pays the grant.)

4. Are there any challenges that you think people face when they come here to get assistance with grant applications? (If so, what are some of the challenges? Do you think there are things that could be done differently here in order to further improve the quality of service provided to grant applicants?)
5. In your opinion, how adequately resourced is this office in terms of human and material resources available to provide grant services? (Probe staff issues, IT equipment, communication systems, call centre facilities for enquiries, transport, office space, storage systems for records and their accessibility, location of the office, etc.)
6. If you could change anything to better address the needs of grant applicants who seek assistance from this office, what would you change and why?

## Appendix F. Stakeholder Interview: SASSA Official

Province:		UID no:									
INTERVIEWER DETAILS						RESPONDENT DETAILS					
Name:						Name:					
Surname:						Surname:					
						Contact number/s:					
RECORD RECRUITMENT TIMES BELOW						Current position:					
Start:			Finish:			Period in current role:					
BASIC DEMOGRAPHICS											
Place/City/Town/Village:						Area (R/U/PU):					

### INTERVIEWER INSTRUCTIONS

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- Please note that this is a discussion guide and as such it should guide you through the discussion. If additional information comes up that is not mentioned in this guide, use your judgment to gauge its usefulness and probe further appropriately.

### Introduction

Hi/Good afternoon, my name is \_\_\_\_\_. Thank you once again for agreeing to meet with me/us to discuss some of the socio-economic issues that confront us all regarding the impact of the recession on companies and their employees. In order to listen carefully to what you will be saying without having to write detailed notes during our conversation, I would be grateful if you could allow me/us to record the discussion, after which I can listen to the recording and transcribe it for analysis later. Is that OK with you? (*Establish consent – verbal, or nodding is fine.*) No one else except my colleagues at Impact Research International will have access to the audio files, which will be deleted once we have finished writing in the report. Also, nowhere in the report will any of the people who are taking part in this study be mentioned by name. Thank you very much.

### Discussion questions

1. In your own opinion, would you say that there has been a general increase during the past year in the number of people applying for social grants in this area? (Obtain any information available regarding stats, if possible.)
2. From our discussions with some of the people in this area who were retrenched recently, there appears to be a lack of knowledge among some people about the different grants that they could apply and qualify for. Why do you think this is the case?
3. In general, how does the system work? What does the grant application process entail from SASSA's point of view? How does an individual apply for these grants? (Who must they speak to?, What forms must be filled in? What happens once the forms are submitted? How long does it take to get the grant applications processed from the time the application is submitted to SASSA to the time one might start getting the grant money? Probe on issues around differences between processing times for different grants, and also the different roles of DSD officials and SASSA? Which approves and pays the grant? Does the present grant system address recession-related problems? In what way?)

4. Are there any challenges that you think people face when they come here to get assistance with their grant applications or payouts? (If so, what are some of the challenges? Do you think there are things that could be done differently here in order to further improve the quality of service provided to grant applicants and recipients?)
5. In your opinion, how adequately resourced is this office in terms of human and material resources available to provide grant services? (Probe staff issues, IT equipment, communication systems, call centre facilities for enquiries, transport, office space, storage systems for records and their accessibility, location of the office, etc.)
6. I would like to understand a little bit more about the Social Relief of Distress Grant. What is this grant for? How does one apply for it? Who qualifies for this grant? Are there many people in this area who have applied for and accessed this grant? How much? In general, how long does it take to get one's application for this grant approved?
7. Last but not least, we have heard that SASSA provides food parcels from time to time to needy families. How does one qualify/get selected to receive food parcels? What is involved? What type and quantity of food is provided in the food parcels? (Just a general description will do.)
8. If you could change anything at your office/department to better address the needs of retrenched/unemployed individuals and their families, what would you change and why?



## Appendix G: Stakeholder Interview: Health Officer

Province:		UID no:									
INTERVIEWER DETAILS						RESPONDENT DETAILS					
Name:						Name:					
Surname:						Surname:					
						Contact number/s:					
RECORD RECRUITMENT TIMES BELOW						Current position:					
Start:			Finish:			Period in current role:					
BASIC DEMOGRAPHICS											
Place/City/Town/Village:						Area (R/U/PU):					

### INTERVIEWER INSTRUCTIONS

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- Please note that this is a discussion guide and as such it should guide you through the discussion. If additional information comes up that is not mentioned in this guide, use your judgment to gauge its usefulness and probe further appropriately.

### Introduction

Hi/Good afternoon, my name is \_\_\_\_\_. Thank you once again for agreeing to meet with me/us to discuss some of the socio-economic issues that confront us all regarding the impact of the recession on companies and their employees. In order to listen carefully to what you will be saying without having to write detailed notes during our conversation, I would be grateful if you could allow me/us to record the discussion, after which I can listen to the recording and transcribe it for analysis later. Is that OK with you? (*Establish consent – verbal, or nodding is fine.*) No one else except my colleagues at Impact Research International will have access to the audio files, which will be deleted once we have finished writing up the report. Also, nowhere in the report will any of the people who are taking part in this study be mentioned by name. Thank you very much.

### Discussion questions

1. In your opinion, has the recession had an impact on health service delivery and health service uptake in this area/district/region? And if so, what has been the response by the Department of Health regarding these impacts?
2. Is medical health care available free of charge at any/some of the clinics and hospitals in this area/district/region? If so, how many medical institutions/centres provide free medical health care services in this area/district/region? Which services are free of charge and which services have to be paid for? Are there any available guideline documents which I can read later?
3. In general, how does the system work? Basis for exemption? Any forms to be filled in? What happens once the forms are submitted? Does the present system take care of the needs of children whose parents recently lost their jobs during the recession last year? Is it immediate and automatic? Any proof required? What? In your view, is the system working?
4. Are there any challenges that you think people face when they try to access free medical treatment? If so, what are some of the challenges? Do you think there are things that could be done differently here in order to make it easier for deserving people to access this service?

5. Do you think that the health care services provided in this area/district/region are adequate in meeting the needs of the public, especially the needs of poor families? (If YES, how so? If NO, why not?) In your opinion, how adequately resourced are the health care centres in terms of provision of free medical treatment to deserving people in this area? Both human and material resources? (Probe staff issues, IT equipment, communication systems, transport, space, storage systems for records and their accessibility, location of the medical centres, etc.)
6. If you could change anything in the system of “free medical treatment”, what would you change and why?

## Appendix H. Stakeholder Interview: NGO Official

Province:		UID no:									
INTERVIEWER DETAILS						RESPONDENT DETAILS					
Name:						Name:					
Surname:						Surname:					
						Contact number/s:					
RECORD RECRUITMENT TIMES BELOW						Current position:					
Start:			Finish:			Period in current role:					
BASIC DEMOGRAPHICS											
Place/City/Town/Village:						Area (R/U/PU):					

### INTERVIEWER INSTRUCTIONS

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- Please note that this is a discussion guide and as such it should guide you through the discussion. If additional information comes up that is not mentioned in this guide, use your judgment to gauge its usefulness and probe further appropriately.

### Introduction

Hi/Good afternoon, my name is \_\_\_\_\_. Thank you once again for agreeing to meet with me/us to discuss some of the socio-economic issues that confront us all regarding the impact of the recession on companies and their employees. In order to listen carefully to what you will be saying without having to write detailed notes during our conversation, I would be grateful if you could allow me/us to record the discussion, after which I can listen to the recording and transcribe it for analysis later. Is that OK with you? (*Establish consent – verbal, or nodding is fine.*) No one else except my colleagues at Impact Research International will have access to the audio files, which will be deleted once we have finished writing up the report. Also, nowhere in the report will any of the people who are taking part in this study be mentioned by name. Thank you very much.

### Discussion questions

1. What services are provided by this NGO to poor families in this area and has the organization been involved with people (or their families) who lost their jobs due to the recession during the past year? What services has the organization provided? What is the reach and coverage?
2. From what you have observed, what challenges do retrenched/unemployed people face in this area?
3. I would like us to talk a little bit about your observations regarding crime in this area. Would you say that there has been an increase in criminal activities since the recession started? (If YES, what sorts of activities are on the increase?) Who would you say is mostly involved in these criminal activities?
4. Do you think that the police force in this area is able to combat these criminal activities adequately? (Probe for what else could be done, etc.)
5. In your opinion, what do you think can be done to address the problem of criminal activities in this area?
6. In some areas that we have visited, there has also been an increase in prostitution, including child prostitution? What is the situation here and in surrounding areas? (Who is involved? How?)
7. From studies that have been done elsewhere, instances of child abuse

and domestic violence tend to be high in some communities affected by the recession. What is the situation here? Some probes: Are child abuse and domestic violence problems in this area? (Probe further, if YES to above question. Do you think that child abuse and domestic violence are on the increase as a result of the recession in this area? What services are offered to victims of abuse in this area? Who provides these services? Where are they located? Do you think a lot of victims access these services?)

8. In your opinion, what services do you think are most needed in this area and why? And who is best placed to provide these services? What needs to happen for these services to be made available to the community members of this area?
9. In your opinion, has the recession had an impact on health service delivery and health service uptake in this area/district/region? And if so, what has been the response by the Department of Health regarding these impacts?
10. Is medical health care available free of charge at any/some of the clinics and hospitals in this area/district/region? If so, how many medical institutions/centres provide free medical health care services in this area/district/region? Which services are free of charge and which services have to be paid for? Any available guideline documents which I can read later?
11. In general, how does the system work? Basis for exemption? Any forms to be filled in? What happens once the forms are submitted? Does the present system take care of the needs of children whose parents recently lost their jobs during the recession last year? Is it immediate and automatic? Any proof required? What? In your view, is the system working?
12. Are there any challenges that you think people face when they try to access free medical treatment? (If so, what are some of the challenges? Do you think there are things that could be done differently here in order to make it easier for deserving people to access this service?)
13. Do you think that the health care services provided in this area/district/region are adequate in meeting the needs of the public, especially the needs of poor families? (If YES, how so? If NO, why not?) In your opinion, how adequately resourced are the health care centres in terms of provision of free medical treatment to deserving people in this area? Both human and material resources? (Probe staff issues, IT equipment, communication systems, transport, space, storage systems for records and their accessibility, location of the medical centres, etc.)
14. If you could change anything in the system of “free medical treatment”, what would you change and why?

## Appendix I. Stakeholder Interview: SAPS Official

Province:		UID no:									
INTERVIEWER DETAILS						RESPONDENT DETAILS					
Name:						Name:					
Surname:						Surname:					
						Contact number/s:					
RECORD RECRUITMENT TIMES BELOW						Current position:					
Start:			Finish:			Period in current role:					
BASIC DEMOGRAPHICS											
Place/City/Town/Village:						Area (R/U/PU):					

### INTERVIEWER INSTRUCTIONS

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- Please note that this is a discussion guide and as such it should guide you through the discussion. If additional information comes up that is not mentioned in this guide, use your judgment to gauge its usefulness and probe further appropriately.

### Introduction

Hi/Good afternoon, my name is \_\_\_\_\_. Thank you once again for agreeing to meet with me/us to discuss some of the socio-economic issues that confront us all regarding the impact of the recession on companies and their employees. In order to listen carefully to what you will be saying without having to write detailed notes during our conversation, I would be grateful if you could allow me/us to record the discussion, after which I can listen to the recording and transcribe it for analysis later. Is that OK with you? (*Establish consent – verbal, or nodding is fine.*) No one else except my colleagues at Impact Research International will have access to the audio files, which will be deleted once we have finished writing in the report. Also, nowhere in the report will any of the people who are taking part in this study be mentioned by name. Thank you very much.

### Discussion questions

1. In your opinion, do you think that the recession has impacted negatively on the safety and security of people who live in this area/district/region? And how has the Department of Police responded to these issues?
2. I would like us to talk a little bit more about your observations regarding crime in this area. Would you say that there has been an increase in criminal activities since the recession started? (If YES, what sorts of activities are on the increase?) Who would you say is mostly involved in these criminal activities? Do you think that the police force in this area is able to combat these criminal activities adequately? (Probe for what else could be done, etc.)
3. In some areas that we have visited, there has been an increase in prostitution, including child prostitution? What is the situation here and in surrounding areas? (Who is involved? How?)
4. In your opinion, what do you think can be done to address the problem of criminal activities in this area?
5. From studies that have been done elsewhere, instances of child abuse and domestic violence tend to be high in some communities affected by the recession. What is the situation here? Some probes: Are child abuse and domestic violence problems in this area? (Probe further: If YES, do you think that child abuse and domestic violence is on the

increase as a result of the recession in this area? What services are offered to victims of abuse in this area? Who provides these services? Where are they located? Do many people access these services? Why not?)

6. In your opinion, what services do you think are most needed in this area to address safety and security issues and why?
7. If you could change anything within the police force and how it operates in this area, what would you change and why?

## Appendix J. Stakeholder Interview: Trade Union Representative

Province:		UID no:							
INTERVIEWER DETAILS				RESPONDENT DETAILS					
Name:		Name:							
Surname:		Surname:							
		Contact number/s:							
RECORD RECRUITMENT TIMES BELOW				Current position:					
Start:	Finish:	Period in current role:							
BASIC DEMOGRAPHICS									
Place/City/Town/Village:					Area (R/U/PU):				

### INTERVIEWER INSTRUCTIONS

- All fields in the identification details must be filled in by the interviewer before starting the interview session.
- Please note that this is a discussion guide and as such it should guide you through the discussion. If additional information comes up that is not mentioned in this guide, use your judgment to gauge its usefulness and probe further appropriately.

### Introduction

Hi/Good afternoon, my name is \_\_\_\_\_. Thank you once again for agreeing to meet with me/us to discuss some of the socio-economic issues that confront us all regarding the impact of the recession on companies and their employees. In order to listen carefully to what you will be saying without having to write detailed notes during our conversation, I would be grateful if you could allow me/us to record the discussion, after which I can listen to the recording and transcribe it for analysis later. Is that OK with you? (*Establish consent – verbal, or nodding is fine.*) No one else except my colleagues at Impact Research International will have access to the audio files, which will be deleted once we have finished writing in the report. Also, nowhere in the report will any of the people who are taking part in this study be mentioned by name. Thank you very much.

### Discussion questions

1. As a trade union representative, what impact has the recession had on employees since it hit your industry? (e.g. job losses, reduction in working hours, any figures, broad trends and patterns)
2. At the time when the company retrenched some of your members, how were employees informed about their retrenchment? What were you told as the reasons? Advance notice given? Length, etc? Were you as a trade union involved/consulted? At what point? Were there company-union negotiations prior to the retrenchment of employees? (If YES, what did these negotiations entail and for how long did they occur?) Do you think that the response of the union was adequate in dealing with the situation in this industry. What makes you say so?
3. What happened at the time? Did you as union members engage with company management? (If YES, what was the union's position? What options did you propose? What were some of the issues which management did not agree with you on and were these issues resolved? If so, how? What were some of the challenges experienced at the time? Would you say that your union's involvement in this industry is quite strong?

4. Were there any privileges/forms of assistance (other than salaries) that employees received from the company just before they were retrenched (e.g. housing, food subsidies, etc.)? Did any of these privileges/forms of assistance continue after they were laid off?
5. Have the retrenched employees from your company received their packages already? If YES, how long did it take? If NO, do you know when will they be receiving their packages? Does management communicate with trade unions regarding these matters?
6. What assistance/services does your trade union provide to retrenched employees? How does one go about getting the assistance required from the union? What happens to an employee's union membership once he/she is retrenched? (Does the membership end after a certain period or does it continue? For how long does one remain a member after being retrenched?)
7. If another recession/crisis were to occur, is there anything you think the company could do differently for its workers in response to such a crisis/recession? What about the unions? Is there anything that you would do differently to better serve your members? If not, why not? (Look out for instances where companies may not have been paying UIF, but be careful!)
8. Did the company assist any of its retrenched employees with respect to UIF claims? (If YES, by who? In what way?)
9. Are there any policy recommendations that you think could make South African companies and trade unions deal with the economic crises better in future (at company level, labour practices, legal provisions, etc.)?

## Appendix K. Stakeholder Interview: Training Centre Official

Province:		UID no:									
INTERVIEWER DETAILS						RESPONDENT DETAILS					
Name:						Name:					
Surname:						Surname:					
						Contact number/s:					
RECORD RECRUITMENT TIMES BELOW						Current position:					
Start:			Finish:			Period in current role:					
BASIC DEMOGRAPHICS											
Place/City/Town/Village:						Area (R/U/PU):					

### INTERVIEWER INSTRUCTIONS

- All fields in the identification details must be filled in by the interviewer before starting the interview session.
- Please note that this is a discussion guide and as such it should guide you through the discussion. If additional information comes up that is not mentioned in this guide, use your judgment to gauge its usefulness and probe further appropriately.

### Introduction

Hi/Good afternoon, my name is \_\_\_\_\_. Thank you once again for agreeing to meet with me/us to discuss some of the socio-economic issues that confront us all regarding the impact of the recession on companies and their employees. In order to listen carefully to what you will be saying without having to write detailed notes during our conversation, I would be grateful if you could allow me/us to record the discussion, after which I can listen to the recording and transcribe it for analysis later. Is that OK with you? (*Establish consent – verbal, or nodding is fine.*) No one else except my colleagues at Impact Research International will have access to the audio files, which will be deleted once we have finished writing in the report. Also, nowhere in the report will any of the people who are taking part in this study be mentioned by name. Thank you very much.

### Discussion questions

1. What services are offered at this training centre and who is your target group? Who can access the services offered at this training centre? Enrolment size? Gender differences among those enrolled at the centre? What process does one need to follow in order to be able to access the services offered at this training centre?
2. What courses are on offer here and how long does it take to complete the various courses? (Get brochures if available.) Are there any specific skills training/development programmes that you offer to retrenched individuals? Other forms of assistance provided to retrenched individuals?
3. What is the situation here regarding funding and staffing of the centre? Adequately skilled staff? Sources of funding? Fees paid? Any subsidies from government?
4. From your experience and observation, what would you say contributes towards retrenched/unemployed individuals becoming employable, and what makes it difficult (challenges) in this area? Gender differences?

5. Are there any challenges facing this training centre in rendering its services to the public? (If YES, what are these challenges? How can these challenges be addressed?)
6. From a skills development point of view, what makes some people more vulnerable than others when recession hits?

## Appendix L. Focus Group Discussions: Educational Impacts

FACILITATOR DETAILS (PRE-COMPLETE)	
Name:	Company name:
Surname:	Place:
Sign:	Date:
TIME OF FGD:	
From:	To:
Voice recording code:	

### FACILITATOR INSTRUCTIONS

- All fields in the identification details must be filled in by the FACILITATOR before starting the FGD.
- Please note that the questions in this guide will serve to guide the discussion and different probes will be used within each question, depending on the issues being discussed with the group.

Thank you all for coming to this meeting. Let us begin by sharing a little bit of information about one another. I will start, my name is \_\_\_\_\_. I am a researcher at a company called Impact Research International. My colleague here is ... (name of observer) and s/he will be helping me to take notes of our discussion and may remind me to follow up on something I may miss during the discussion.

As you know, the reason for our meeting today is to discuss further some of the issues that you discussed with our colleagues who spoke with you early January this year, remember? Specifically, we would like to know more about some of the challenges that you and your family members experienced after you lost your job last year, in particular challenges relating to children's education. Some of you said that, at times, you had to take one or more children out of school, or moved children to cheaper schools, or that your children at times failed to go to school because you had no transport money after you lost your jobs last year. Is that right? (Establish that this is indeed the case for all participants.)

### THE NEED FOR VOICE RECORDING AND GROUND RULES

Now, before we begin, there are a few things that we must all agree on in order to have a meaningful discussion:

- Explain that you will **NEED TO** record the discussion using a voice recorder so that you can capture everything that is said. (Obtain verbal consent.)
- Explain how the focus group works and "ground rules"
- A group discussion is built around certain questions.
- Session lasts for around an hour and a half.
- Because of the need to translate the voice-recorded information later, it is important that only one person talks at a time, but one can kindly ask to respond while someone is still talking.
- Explain the need to make use of name tags – write the participants' names on the name labels and give them out.

During our discussion, please feel free to share as much information as you would like to with me. If you do not understand a question or something that I have said, please let me know so that I can clarify it with you. Remember that whatever we discuss here will be confidential; your name and details will not be made available to anyone except the individuals involved in this study.

Do you have any questions before we begin? (Try to answer all of their questions to the best of your ability before proceeding. If you do not have answers to some of the questions, please be honest; say so and suggest sources of correct information.)

### Discussion questions

1. Now, let me start here, with you .... (read name from name tag) Can you please just tell us where you stay, and what you are doing at the moment, etc. (Let each and everyone introduce themselves and establish rapport in the process.)
2. (Read name from name tag.) Can you share with us what happened in your case? Who was affected? How old was he/she? How did you eventually manage to deal with the situation? (Go round the group and let everyone tell their story.)
3. So, are there many government primary and secondary schools in this area? Is there one within walking distance from where you live? (Guide the discussion until you have a clear sense of the availability of government schools in respective areas.)
4. If someone loses their job and cannot afford to pay school fees for one or more of his/her children, what happens? (Probe for the different kinds of school fees paid at different schools. If exemptions can be granted, under what circumstances are they granted? What happens to the child while the exemption application process is under way? etc.)
5. Let us talk specifically about the process of applying for exemption from paying school fees. (Probe on how easy or difficult is it to get exemption from paying school fees. What does the process entail – forms to be filled, supporting documents required, turnaround time for approval, etc?)
6. What exactly is an unemployed person exempted from paying? (Probe for what school trips, books, stationery, sports fees, school bus fares, etc.)
7. From your own experience or from what you have heard and/or seen from others, does exemption from paying school fees apply only to primary education, or does the exemption also apply to children in secondary/high schools and tertiary institutions (e.g. universities, colleges, skills training centres, etc.)?
8. If you were to be asked to suggest changes to the way in which the government's "no fees policy" is implemented in this area, what would you like to see done? (Probe on issues of accessibility, procedures followed, inclusion/exclusion criteria, etc.)
9. Is there anything else that anyone would like to raise about the issues we have been discussing? Anything that you think we have not talked about, or we have talked about but you would like to express an opinion on? (Let everyone express their views and probe appropriately.)
10. Close the discussion and thank the participants as described in the instructions.

## Appendix M. Focus Group Discussions: Health Impacts

FACILITATOR DETAILS (PRE-COMPLETE)	
Name:	Company name:
Surname:	Place:
Sign:	Date:
TIME OF FGD:	
From:	To:
Voice recording code:	

### FACILITATOR INSTRUCTIONS

- All fields in the identification details must be filled in by the FACILITATOR before starting the FGD.
- Please note that the questions in this guide will serve to guide the discussion and different probes will be used within each question depending on the issues being discussed with the group.

Thank you all for coming to this meeting. Let us begin by sharing a little bit of information about one another. I will start, my name is \_\_\_\_\_. I am a researcher at a company called Impact Research International. My colleague here is ... (name of observer) and s/he will be helping me to take notes of our discussion and may remind me to follow up on something I may miss during the discussion.

As you know, the reason for our meeting today is to discuss further some of the issues that you discussed with our colleagues who spoke with you early January this year, remember? Specifically, we would like to know more about some of the challenges that you and your family members experienced after you lost your job last year – in particular challenges relating to family health and access to medical treatment. Some of you said that, at times, you could not access medical treatment and/or pay for medical treatment for yourself, your children or other family members after you lost your jobs last year. Is that right? (Establish that this is indeed the case for all participants.)

### THE NEED FOR VOICE RECORDING AND GROUND RULES

Now, before we begin, there are a few things that we must all agree on in order to have a meaningful discussion:

- Explain that you will NEED TO record the discussion using a voice recorder so that you can capture everything that is said. (Obtain verbal consent.)
- Explain how the focus group works and “ground rules”.
- A group discussion is built around certain questions.
- Session lasts for around an hour and a half.
- Because of the need to translate the voice-recorded information later, it is important that only one person talks at a time, but one can kindly ask to respond while someone is still talking.
- Explain the need to make use of name tags – write the participants’ names on the name labels and give them out.

During our discussion, please feel free to share as much information as you would like to with me. If you do not understand a question or something that I have said, please let me know so that I can clarify it with you. Remember that whatever we discuss here will be confidential; your name and details will not be made available to anyone except the individuals involved in this study.

Do you have any questions before we begin? (Try to answer all of their questions to the best of your ability before proceeding. If you do not have answers to some of the questions, please be honest. Say so and suggest sources of correct information.)

1. Now, let me start here, with you ... (read name from name tag). Can you please just tell us where you stay, and what you are doing at the

moment, etc? (Let each and everyone introduce themselves one by one and establish rapport in the process.)

2. (Read name from name tag). Can you share with us who needed medical treatment and what the problem was? (Go round the group and let everyone tell their story.)
3. So, are there many government clinics and hospitals in this area? Is there one within walking distance from where you live? (Guide the discussion until you have a clear sense of the availability of medical facilities in their respective areas.)
4. How easy or difficult is it to get medical treatment at the government clinics and hospitals in this area? (Probe issues around: waiting times, availability of adequate staff, availability of medicines, transport to better equipped hospital if one needs specialized treatment, etc.)
5. So, as someone who lost his/her job, do you pay anything for treatment at government hospitals and clinics? (Allow participants to share their experiences with you, probing for the following: flat rates/amounts for consultations, specific payments, differences depending on type of treatment, whether one can pay later if one does not have the money but requires urgent attention. What happens at the hospital/clinic, probing for the following: form completion, documents required, processes and procedures followed. What if prescription drugs are required? Does one get given the drugs or does one have to go to the pharmacy to buy the drugs? Or is it the individual’s choice, etc?)
6. What if the sick person is a child under the age of 18 years, is there any payment that is required? (Try to establish whether there is a difference between primary health care for young children and what happens when the child does not qualify for PHC, i.e. is older than a certain age, what age? Probe for issues around flat rates, specific payments, differences depending on age. Can one pay later? What happens with prescription drugs? Is there a choice about getting free medicines at the centre or getting own medicine at the pharmacy, etc?)
7. Do you think that in this area, some people who have lost their jobs resort to using traditional medicine when they fail to pay for treatment at the hospital/clinic? (Let everyone express their views on the issue and probe issues such as: Are the charges by traditional doctors less than hospital/clinic charges, or does it vary? Payment terms with traditional doctors, can it be in kind and not necessarily money? etc.)
8. If you were asked to suggest changes to the way in which this area of medical treatment is provided at local government clinics and hospitals, what would you like to see done? (Probe on issues of service delivery, quality of services, payment terms, facilities, accessibility, etc.)
9. Is there anything else that anyone would like to raise about the issues we have been discussing ... anything that you think we have not talked about, or we have talked about but you would like to express an opinion on? (Let everyone express their views and probe appropriately.)
10. Close the discussion and thank the participants as described in the instructions.

## Appendix N. Focus Group Discussions: Informal Sector/Small Businesses

FACILITATOR DETAILS (PRE-COMPLETE)		
Name:		Company name:
Surname:		Place:
Sign:		Date:
TIME OF FGD:		Voice recording code:
From:	To:	

### FACILITATOR INSTRUCTIONS

- All fields in the identification details must be filled in by the FACILITATOR before starting the FGD.
- Please note that the questions in this guide will serve to guide the discussion and different probes will be used within each question, depending on the issues being discussed with the group.

Thank you all for coming to this meeting. Let us begin by sharing a little bit of information about one another. I will start, my name is \_\_\_\_\_. I am a researcher at a company called Impact Research International. My colleague here is ... (name of observer) and s/he will be helping me to take notes of our discussion and may remind me to follow up on something I may miss during the discussion.

As you know, the reason for our meeting today is to discuss further some of the issues that you discussed with our colleagues who spoke with you early January this year, remember? Specifically, we would like to know more about the challenges and opportunities presented by your small business that you started after you lost your jobs. Is that right? (Establish that this is indeed the case for all participants.)

### THE NEED FOR VOICE RECORDING AND GROUND RULES

Now, before we begin, there are a few things that we must all agree on in order to have a meaningful discussion:

- Explain that you will NEED TO record the discussion using a voice recorder so that you can capture everything that is said. (Obtain verbal consent.)
- Explain how the focus group works and “ground rules”.
- A group discussion is built around certain questions.
- Session lasts for around an hour and a half.
- Because of the need to translate the voice-recorded information later, it is important that only one person talks at a time, but one can kindly ask to respond while someone is still talking.
- Explain the need to make use of name tags – write the participants’ names on the name labels and give them out.

During our discussion, please feel free to share as much information as you would like to with me. If you do not understand a question or something that I have said, please let me know so that I can clarify it with you. Remember that whatever we discuss here will be confidential; your name and details will not be made available to anyone except the individuals involved in this study.

Do you have any questions before we begin? (Try to answer all of their questions to the best of your ability before proceeding. If you do not have answers to some of the questions, please be honest; say so and suggest sources of correct information.)

1. Now, let me start here, with you ... (read name from name tag). Can you please just tell us where you stay, and what you are doing at the moment, etc. (Let each and everyone introduce themselves and establish rapport in the process.)

2. So, ... (read name from name tag). How is business these days and what are some of the items you sell? (Go round the group and let everyone tell their story – allow participants to talk broadly at this stage.)
3. So, how did you get started? (Probe for: Loans/licenses? From where? Savings/package from former job? Any help from family members and were these family members also already in business,? Did he/she have any experience in running such a business,? Why this particular business? Were other options considered and why were they dropped? etc.)
4. Looking back to the time you started the business, what were some of the challenges you experienced and how did you find solutions to those challenges? (What were the solutions? How and why did you arrive at the solutions you did?)
5. So, in terms of what is happening now, what challenges are you facing and how do you think you will be able to overcome them? (Probe for issues around accessing finance to expand business, customer base, strategies for expanding the business, sustainability of the business in the short and long term, etc.)
6. Are any members of your family/friends involved in the running of the business, and what role do they play?
7. If you were offered another job either by your former employer or by another company/person, would you take it? (If YES, why? Would you stop running the business? What conditions would you want there to be met before taking up another job? Do you think your spouse/family members would support such a decision? etc.)
8. So what are your plans and prospects for your business?
9. If someone who lost their job were to consider getting into the informal sector by starting their own business, what advice would you give them?
10. Close the discussion and thank the participants as described in the instructions.



## Appendix O. Focus Group Discussions: Migrant Workers

FACILITATOR DETAILS (PRE-COMPLETE)	
Name:	Company name:
Surname:	Place:
Sign:	Date:
<b>TIME OF FGD:</b>	
From:	To:
Voice recording code:	

### FACILITATOR INSTRUCTIONS

- All fields in the identification details must be filled in by the FACILITATOR before starting the FGD.
- Please note that the questions in this guide will serve to guide the discussion and different probes will be used within each question, depending on the issues being discussed with the group.

Thank you all for coming to this meeting. Let us begin by sharing a little bit of information about one another. I will start, my name is \_\_\_\_\_. I am a researcher at a company called Impact Research International. My colleague here is ... (name of observer) and s/he will be helping me to take notes of our discussion and may remind me to follow up on something I may miss during the discussion.

The reason for our meeting today is to discuss your experiences of job loss and how this has impacted on your/your family's quality of life. Although there are many issues we could discuss, I would like us to focus today on issues around accommodation arrangements, your children's education, family health and welfare, access to different forms of assistance, and your future plans.

### THE NEED FOR VOICE RECORDING AND GROUND RULES

Now, before we begin, there are a few things that we must all agree on in order to have a meaningful discussion:

- Explain that you will **NEED TO** record the discussion using a voice recorder so that you can capture everything that is said. (Obtain verbal consent.)
- Explain how the focus group works and "ground rules".
- A group discussion is built around certain questions.
- Session lasts for around an hour and a half.
- Because of the need to translate the voice-recorded information later, it is important that only one person talks at a time, but one can kindly ask to respond while someone is still talking.
- Explain the need to make use of name tags – write the participants' names on the name labels and give them out.

During our discussion, please feel free to share as much information as you would like to with me. If you do not understand a question or something that I have said, please let me know so that I can clarify it with you. Remember that whatever we discuss here will be confidential; your name and details will not be made available to anyone except the individuals involved in this study.

Do you have any questions before we begin? (Try to answer all of their questions to the best of your ability before proceeding. If you do not have answers to some of the questions, please be honest; say so and suggest sources of correct information.)

1. Now, let me start here, with you ... (read name from name tag). Can you please just tell us where you stay, and what you are doing at the moment, etc. (Let everyone introduce themselves one by one and establish rapport in the process.)

2. So, currently, where and with whom are you staying? (Role of friends, family members, former employer, religious organizations, sources of income, etc.)
3. After you lost your job last year, did you receive your benefits from the company and were you satisfied with the benefits you received? Did the union assist you in any way to receive your benefits? Did you experience any challenges regarding the payment of your benefits from the company?
4. Did your retrenchment affect your ability to pay for your children's well-being? (Probe, gently asking participants to give concrete examples of what has been happening regarding all the three quality of life measures.)
5. Let us now talk specifically about your children's education: did any of you have to take children out of school because you could not afford to pay school fees and other school-related needs/expenses? Did any of you have to move your children to cheaper schools after you lost your jobs? (Probe for issues such as: Who was affected? In what grade? Male or female? Did anyone assist you with paying for your child's education? Who? For how long? In what way? i.e.- partial fees/all fees, etc.)
6. Now, I would like us to talk about access to and paying for medical treatment. After losing your job did you, your child or any member of your family require treatment that you could not afford? How did you deal with the problem? (Probe regarding assistance from family members, friends, NGOs, free services from government clinics/hospitals, religious organizations, etc.)
7. Do you think migrant workers and their children are treated differently in this area compared to locals especially now that you no longer have a job? (Probe for issues around acceptance, xenophobia, discrimination, remuneration for piece jobs, working conditions in part-time jobs, documentation, etc.)
8. What are your future plans and prospects in the medium to long term? If these options do not work out, what are you going to do?
9. Close the discussion and thank the participants as described in the instructions.

## Appendix P. Focus Group Discussions: Single Mothers

FACILITATOR DETAILS (PRE-COMPLETE)	
Name:	Company name:
Surname:	Place:
Sign:	Date:
<b>TIME OF FGD:</b>	
From:	To:
Voice recording code:	

### FACILITATOR INSTRUCTIONS

- All fields in the identification details must be filled in by the FACILITATOR before starting the FGD.
- Please note that the questions in this guide will serve to guide the discussion and different probes will be used within each question, depending on the issues being discussed with the group.

Thank you all for coming to this meeting. Let us begin by sharing a little bit of information about one another. I will start, my name is \_\_\_\_\_. I am a researcher at a company called Impact Research International. My colleague here is ... (name of observer) and s/he will be helping me to take notes of our discussion and may remind me to follow up on something I may miss during the discussion.

As you know, the reason for our meeting today is to discuss further some of the issues that you discussed with our colleagues who spoke with you early January this year, remember? Specifically, we would like to know more about some of the challenges that you and your family members experienced after you lost your job last year – in particular, challenges relating to providing for the needs of your children after you lost your job. Some of you said that at times after you lost your job, you had to make changes with respect to type of food eaten in your household. Some indicated that they had to take children out of school or change their schools, and others talked about difficulties paying for medical treatment of children, and so on. Is that right? (Establish that this is indeed the case for all participants.)

### THE NEED FOR VOICE RECORDING AND GROUND RULES

Now, before we begin, there are a few things that we must all agree on, in order to have a meaningful discussion:

- Explain that you will **NEED TO** record the discussion using a voice recorder so that you can capture everything that is said. (Obtain verbal consent.)
- Explain how the focus group works and “ground rules”.
- A group discussion is built around certain questions.
- Session lasts for around an hour and a half.
- Because of the need to translate the voice-recorded information later, it is important that only one person talks at a time, but one can kindly ask to respond while someone is still talking.
- Explain the need to make use of name tags – write the participants’ names on the name labels and give them out.

During our discussion, please feel free to share as much information as you would like to with me. If you do not understand a question or something that I have said, please let me know so that I can clarify it with you. Remember that whatever we discuss here will be confidential; your name and details will not be made available to anyone except the individuals involved in this study.

Do you have any questions before we begin? (Try to answer all of their questions to the best of your ability before proceeding. If you do not have answers to some of the questions, please be honest; say so and suggest sources of correct information.)

1. Now, let me start here, with you ... (read name from name tag). Can you please just tell us where you stay, and what you are doing at the moment, etc? (Depending on the group, let everyone introduce themselves one by one and establish rapport in the process.)
2. (Read name from name tag.) Can you share with us some of the challenges you had and/or are having to deal with which came about as a result of losing your job last year? (Go round the group and let everyone tell their story – allow participants to talk broadly at this stage.)
3. So, regarding what has been eaten in your household since you lost your job, has there been a change in the type of food and/or number of meals eaten in a day? (Probe for changes in type of food: which meals are often skipped and reasons for those meals being skipped; events that led to the decisions they made.)
4. Since you lost your jobs, have you had to make any changes regarding the education of your child/children? (Probe for withdrawal of children from schools, change in schools to a cheaper school or one where no transport money is required, sending children to relatives to attend school there, etc. What led to these decisions?)
5. If someone loses their job and cannot afford to pay school fees for one or more of his/her children, what happens? (Probe for the different kinds of school fees paid at different schools; if exemptions can be granted; under what circumstances are they granted; and what happens to the child while the exemption application process is under way, etc.)
6. Let us talk specifically about the process of applying for exemption from paying school fees. How easy or difficult is it to get exemption from paying school fees? What does the process entail? (Probe: forms to be filled, supporting documents required, turnaround time for approval, etc.)
7. What exactly is an unemployed person exempted from paying? Probe: school trips, books, stationery, sports fees, school bus fares, etc.
8. From your own experience or from what you have heard and/or seen from others, does exemption from paying school fees apply only to primary education or does the exemption also apply to children in secondary/high schools and tertiary institutions (e.g. universities, colleges, skills training centres)?
9. If you were to be asked to suggest changes to the way in which the government’s “no fees policy” is implemented in this area, what would you like to see done? (Probe on issues of accessibility, procedures followed, inclusion/exclusion criteria, etc.)
10. How easy or difficult is it to get medical treatment for your child/children at the government clinics and hospitals in this area? (Probe issues around: waiting times, availability of adequate staff, availability of medicines, transport to better equipped hospital if one needed specialized treatment, etc. Try to establish whether there is a difference between primary health care – for young children and what happens

when the child does not qualify for PHC, i.e. older than a certain age, and what age is that? Probe for issues around flat rates; specific payment; differences depending on age. Probe if one can pay later. What happens regarding prescription drugs –, can one choose whether to get free medicine at the centre or to go and buy own medicines at a pharmacy? etc.).

11. Is there anything else that anyone would like to raise about the issues we have been discussing ... anything that you think we have not talked about, or we have talked about but you would like to express an opinion on? (Let everyone express their views and probe appropriately.)
12. Close the discussion and thank the participants as described in the instructions.



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