

Sociology

To Whom it may Concern

In 2019, I launched into a study of how whites were responding politically and socially to the arrival of democracy, and I decided that one of the best ways I could pursue the issue was by the holding of focus group, whose material I could then use against a background of established survey findings and other data recorded in the media et cetera. Having not had any previous experience in working with focus groups, I was referred by a colleague to Citizen Surveys.

Citizen Surveys proceeded to draw up an extensive and detailed quotation which provided a very full and careful outline of their methodology. This followed from having extensive discussions with me, about what I wanted, what sort of questions should be posed, and explanations of how they would conduct focus groups. The outcome was a proposal that some eight focus groups would be held in four major centres of South Africa (Cape Town, Durban, Johannesburg and the Free State), with participants carefully selected according to criteria of language group, gender and income.

I had funding from the Konrad Adenauer Foundation and from my university research grant which enabled me to accept the proposal. I sat in on the first focus groups which were held in Cape Town, and I was very pleased with the way the discussions were conducted. Thereafter, the remaining focus groups were held (fortunately, before Covid shut the world down), enabling me to receive the coded transcripts within a matter of a few weeks. Subsequently, the focus group material provided key content for my book on *Whites and Democracy in South Africa*.

I learnt a lot from my experience with Citizen Surveys, and would have no hesitation in referring other researchers to them for assistance. Importantly, too, Washeelah and her staff consistently proved extremely helpful, friendly and efficient.

I have absolutely no hesitation in commending them to you.

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