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GOVERNANCE, PUBLIC SAFETY AND JUSTICE SURVEY
GPSJS 2018/19

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The South Africa I know, the home I understand

Governance, Public Safety and Justice Survey: 2018/19

This statistical release presents a selection of key findings from the Governance, Public Safety and Justice Survey (GPSJS) 2018/19, which was conducted by Statistics South Africa (Stats SA) from April 2018 to March 2019.

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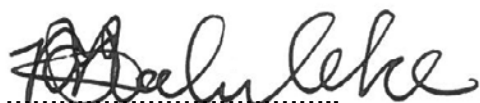
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FOREWORD

Member states of the United Nations made an important breakthrough in 2015 by adopting the Sustainable Development Goals (SDGs). SDG 16 is to "Promote peaceful and inclusive societies for sustainable development, provide access to justice for all and build effective, accountable and inclusive institutions at all levels". This goal is in line with the National Development Plan (NDP) objectives expounded in Chapters 12 and 15 of the NDP. For almost a decade now Statistics South Africa (Stats SA) recognised the gap between our surveys and emerging demands for data. The challenge was how to bridge the information gap at a time of constrained resources. Since no funding was expected for a new survey, it was decided to re-engineer the Victims of Crime Survey (VOCS) to include themes on governance, social cohesion and access to justice. The Governance, Public Safety and Justice Survey (GPSJS) is the product of the re-engineering process. In order to accommodate all themes from VOCS and new themes in one survey, it was decided to run the survey on a three-year rotation, where different themes would be covered in years 1–3 while keeping a few that have to run every year. The first GPSJS data was collected from April 2018 to March 2019. The current report is the first GPSJS report.

The GPSJS 2018/19 report provides baseline data on themes such as the Constitution, Human Rights, Discrimination, Disputes, Access to Justice, Accountability, Institutions, and Political Participation. Statistics reported in this report will assist the country in meeting its international reporting obligations as well as meeting national demand for monitoring the development agenda.

Stats SA acknowledges the contribution of the many stakeholders from government and civil society throughout the survey process. Special thanks to the Social Statistics division at Stats SA for pioneering the survey, especially during the challenging period of transition to the Computer-assisted Personal Interview (CAPI).

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Risenga Maluleke
Statistician-General
14 August 2019

Table of Contents

List of Tables

List of Figures

List of acronyms

AG	Attorney General
CDC	Continuous data collection
CJS	Criminal Justice System
CGE	Commission for Gender Equality
CPPRCRLC	Commission for the Promotion and Protection of the Rights of Cultural, Religious and Linguistic Communities
CV	Coefficient of variation
DCS	Department of Correctional Services
DoJ & CD	Department of Justice and Constitutional Development
DPME	Department of Monitoring and Evaluation
DSD	Department of Social Development
DTS	Domestic Tourism Survey
DU	Dwelling unit
EA	Enumeration area
EC	Eastern Cape
FS	Free State
GCIS	Government Communication and Information System
GHS	General Household Survey
GP	Gauteng
GPSJS	Governance, Public Safety and Justice
HSRC	Human Sciences Research Council
ICVS	International Crime Victims Survey
IEC	Independent Electoral Commission
ISS	Institute for Security Studies
JCPS	Justice and Crime Prevention and Security
KZN	KwaZulu-Natal
LP	Limpopo
MP	Mpumalanga
MRC	Medical Research Council
MS	Master sample
MTSF	Medium Term Strategic Framework
NC	Northern Cape
NDP	National Development Plan
NW	North West
PPS	Probability proportional to size
PSU	Primary sampling unit
PP	Public Protector
PSC	Public Service Commission
SA	South Africa
SAPS	South African Police Service
Stats SA	Statistics South Africa
SAHRC	South Africa Human Rights Commission
VOCS	Victims of Crime Survey
WC	Western Cape

1. EXECUTIVE SUMMARY

A healthy nation is the bedrock of economic development. Survey results show that 86% of the population in South Africa believe that their health is good, very good or excellent. About 12% of the population have difficulty or are completely unable to see, 4% have hearing difficulty or could not hear at all, 6% have difficulty or are unable to walk, 5,5% have difficulty or are unable to remember, 2% have difficulty or are unable to care for themselves and 2% have difficulty or are unable to communicate in their language. It is estimated that 88 out of every 100 000 adults, 16 years and older, in South Africa are blind and 43 out of every 100 000 people are deaf. Those who cannot walk at all are estimated to be 197 for every 100 000 people.

Assistive devices can improve the quality of life of a person with disability. Usage of assistive devices differs significantly between metro and non-metro areas. In metros, 68% of people with sight difficulties use assistive devices while in non-metros, 44% of people with sight difficulties use assistive devices. The four population groups also differ significantly in the use of sight assistive devices among people who have difficulty seeing. A total of 44% of black Africans and 96% of whites with sight difficulties use assistive sight devices.

Fulfilment and satisfaction with life is the ultimate goal of most human activity. Three-quarters of the South African population are either satisfied or very satisfied with life. Nine out of every ten people are either proud or very proud to be South African, with almost half of the population being very proud to be South African. The age group 25–54 has the least percentage of people satisfied with life. Black Africans has the smallest percentage (70%) of people satisfied with life while the white and Indian/Asian population groups have the largest percentages (89% and 87%, respectively) of people satisfied with life.

Over 80% of people in South Africa have heard about the Constitution. The age group 35–54 has the greatest proportion (83%) of people who have heard about the Constitution. Among white South Africans, 95% have heard about the Constitution while 79% of black Africans have heard about the Constitution. In Gauteng, 86% of the people have heard about the Constitution, while 75% of the people in North West have heard about the Constitution.

Perceptions of the population in respect of human rights, civic freedoms and independence of state institutions are important indicators of constitutional development. About 87% of the population think that freedom of religion is respected in South Africa, while 57% of the population think that people are treated equally by the police and in courts of law. These percentages were the highest and lowest, respectively.

Acts of kindness and absence of discrimination are indicators of social cohesion. About 25% of the population benefited from acts of kindness to a person of different race, while 30% of the population performed acts of kindness to a person of different race. About 59% of the population believe that racial discrimination exists in South Africa, but racial discrimination was experienced by 7% of the population. Just over 13% experienced one or more types of discrimination during the past two years. Males experienced racial discrimination more than females, people living in metros experienced racial discrimination more than those in non-metros, adults aged 35–54 experienced more racial discrimination than adults in other age groups, whites experienced more racial discrimination than other population groups and people in Northern Cape experienced more racial discrimination than people in other provinces. The comparison is in terms of the proportion of people in the group that experienced racial discrimination.

Massive participation in elections is an expression of democracy at work. About 67% of the population registered to vote in the national and municipal elections of 2014 and 2016, respectively. Almost 100% of people who registered to vote actually voted. The elderly are more likely to vote than the young. Whites had the highest proportion (79%) of people who registered to vote compared to other population groups. The proportion of black Africans that registered to vote was 65%. For black African people and for people in the Eastern Cape, Northern Cape, North West and Mpumalanga the main reason for not voting in the 2014 national elections was, "I was not in my voting district". For the Indian/Asian population and for people in KwaZulu-Natal the main reason was, "No candidate or political party appealed to me", while white people and people living in the Western Cape, Free State, Gauteng and Limpopo indicated that the main reason for not voting in the 2014 national elections was, "Voting does not make any difference".

The IEC is the best known (81%) Chapter 9 institution, followed by the Public Protector (68%). The least known is the Commission for the Promotion and Protection of the Rights of Cultural, Religious and Linguistic Communities (42%).

An estimated 12% of the population in South Africa experienced one or more disputes or justiciable problems during the past two years. This prevalence of justiciable problems is on the lower side compared to results from other countries. Top ten disputes for men are different from the top ten experienced by women. The most common dispute for men concerned corruption or bribery or nepotism by government officials, while for women it was disruptions of supply of utilities such as water and electricity. People get information about dispute resolution mostly (24%) from electronic media like the internet and television. People mostly (29%) use family and friends to seek help to resolve their disputes. The most common reason for not seeking help from any source was, "It would waste time or it would be useless anyway". On average it took 338 days to resolve a dispute while it took 873 days for one to give up. The average amount of money spent by individuals in the process of resolving a dispute was R1 730, but some spent as much as R200 000. More than three-quarters of the population thought that the financial impact of the process of resolving their dispute or problem was a lot. Stress, ill-health or injury were consequences of disputes experienced by 60% of the population.

Five per cent of the population in South Africa, aged 16 years and older, have been to court during the past twelve months for various reasons. Most people visit courts to support family members or friends. Self-representation in court was the most preferred way by those who go to court as witnesses, accused, litigants and for administrative services. Self-representation varied from 48% for those going to court as accused to 81% for people who go to court as witnesses. The use of private lawyers and Legal Aid lawyers were highest for those who went to court as accused, where 21% of the accused used private lawyers and 36% used Legal Aid lawyers. Paralegal officials were seldom used for any of the services. People who were represented by Legal Aid lawyers had the greatest proportion (89%) of people who were satisfied with their service. There was no significant difference in satisfaction between those who used private lawyers and those who represented themselves. The satisfaction rate was lowest (83%) for those represented by paralegal officials.

2. INTRODUCTION

The primary outcome of the NDP is to eliminate income poverty and reduce inequality. Ultimately, all government efforts will have to contribute towards this outcome, and positive change for these impact indicators will therefore reflect effective governance. One of the six priority areas of the NDP 2030 is building a capable and developmental state. The South African Constitution furthermore states that the country should be run using a system of cooperative governance. The Department of Cooperative Governance is responsible for facilitating this by supporting all spheres of government.

The ultimate outcome of effective governance is always improvement in both the outcome and impact indicators development programmes. Examples of these kinds of indicators include an increase in the percentage of literate individuals in the country, or an increase in the employment rate or a reduction in the percentage of people living below the poverty line. These kinds of indicators are relatively well catered for in our monitoring and evaluation systems associated with the various developmental outcomes as defined in our Medium Term Strategic Framework (MTSF), and can be considered as outcome indicators of good governance.

However, the situation is substantially different when we try to measure the specific good governance-related attributes that would contribute towards improvement in the delivery of positive outcomes in the fields of education, employment and poverty alleviation. It is therefore necessary to distinguish between and separate the impacts of good governance (positive developmental outcomes) from primary, secondary and tertiary outcomes more specifically and directly associated with good governance activities.

A United Nations (UN) system think-tank on governance and development within the context of the post-2015 agenda (UNDESA, UNDP, UNESCO) and which was published in 2012, considers good governance from two broad perspectives: firstly, what makes institutions and rules more effective and efficient, and secondly, the importance of democracy and rule of law. The paper also postulates that these two perspectives are essential for human development and the fight against poverty.

When one considers governance from a developmental capable state, rather than just a capable state perspective, two international frameworks appear to be more appropriate: firstly, the United Nations Development Program (UNDP) and secondly, the World Bank (WB) frameworks/principles of good governance. The UNDP framework proposes five principles: legitimacy and voice, direction, performance, accountability, and fairness (equity and rule of law) (also see Annexure A). The WB framework, on the other hand, proposes six dimensions of good governance. These are voice and accountability (democratic governance), absence of political instability and violence, government effectiveness, low regulatory burdens, rule of law, and the control of corruption (also see Annexure B).

Effective governance is of great importance, and the failure to implement good governance not only has serious immediate implications for a country and its peoples, but can typically translate itself into long-term consequences that are difficult, if not impossible, to mitigate and reverse. Efficient measurement systems are therefore essential not only to measure progress, but also to identify what can be done to take corrective action when things are not on the right track. Unfortunately, this is easier said than done, as governance-related concepts are often unobservable, complex and difficult to measure.

Should this deter us from trying to measure it? Of course not. There is a need to create the necessary administrative and survey measurement tools that would enable us to measure governance-related progress and outcomes, in order to ensure evidence-based planning and decision-making, as well as to increase accountability.

Based on the UNDP and WB dimensions of governance, the South African Constitution, the National Development Plan and the Medium-Term Strategic Framework (MTSF) (2014–2019), five governance themes relevant to the South African governance imperatives are proposed.

These themes or dimensions are:
1) Legitimacy, voice and equity
2) Direction and leadership
3) Government effectiveness and performance
4) Rule of law
5) Accountability, transparency and control of corruption

This report covers aspects of dimensions 1, 3 and 5. The other dimensions will be included in future reports.

3. METHODOLOGY

The Governance, Public Safety and Justice Survey (GPSJS) was conducted for the first time in South Africa in 2018/19. GPSJS is an updated version of the long-running Victims of Crime Survey (VOCS) to include themes on governance discussed in the introduction. The rule of law and control of corruption were the only themes or subthemes covered by VOCS prior to 2018. To achieve a reasonable balance between questionnaire length and depth of questions, a three-year rotation regime was adopted where the five themes are spread over a three-year period. Once in three years, GPSJS will measure in detail the general experience of household and individual crime in the country.

The GPSJS 2018/19 uses the master sample (MS) sampling frame which has been developed as a general-purpose household survey frame that can be used by all other Stats SA household-based surveys having design requirements that are reasonably compatible with GPSJS. The GPSJS 2018/19 collection was drawn from the 2013 master sample. This master sample is based on information collected during Census 2011. In preparation for Census 2011, the country was divided into 103 576 enumeration areas (EAs). The census EAs, together with the auxiliary information for the EAs, were used as the frame units or building blocks for the formation of primary sampling units (PSUs) for the master sample, since they covered the entire country and had other information that is crucial for stratification and creation of PSUs. There are 3 324 primary sampling units (PSUs) in the master sample with an expected sample of approximately 33 000 dwelling units (DUs). The number of PSUs in the current master sample (3 324) reflect an 8,0% increase in the size of the master sample compared to the previous (2008) master sample (which had 3 080 PSUs). The larger master sample of PSUs was selected to improve the precision (smaller coefficients of variation, known as CVs) of the GPSJS estimates.

Quality flag

In this report, every estimate will be assigned a quality level based on the coefficient of variation (CV) of the estimate. Coefficient of variation is a measure of the relative size of error defined as

$$100 \times \left(\frac{\text{Standard error}}{\text{Estimate value}} \right)$$

The South African Statistical Quality Assurance Framework (SASQAF) prescribes four quality levels based on a number of criteria, including the coefficient of variation. Each quality level will be labelled by colour (flag) as defined in the table below.

Table 1: Quality classification of estimates

Coefficient of variation range	Level	Interpretation
0 – 16,5		Quality statistics (reliable estimates)
16,6 – 33,4		Acceptable estimate (use with caution)
33,5 – 100,0		Poor estimate (not fit for use)

The survey package of the R software was used to calculate the estimates and the CVs. The package is specifically designed for analysis of data from complex surveys. Every computation using the survey package requires specification of three key design parameters, namely the strata, clusters (PSUs) and final weights.

Estimates with CVs highlighted in orange must not be used as they are of poor quality. These poor quality estimates are left in the table just for completeness. The poor estimates are also highlighted in grey as a further indication that they should not be used.

4. GENERAL HEALTH AND WELLBEING OF PEOPLE

Creating a healthy nation is a vision documented in Chapter 10 of the National Development Plan (NPC, 2010). Healthy people have the capacity to create wealth and contribute to the development of a nation. At the signing of the Presidential Health Compact at Dr George Mukhari Academic Hospital in Tshwane on July 25, 2019, President Ramaphosa said, "A healthy nation is the bedrock of economic development". This chapter begins by presenting a statistical summary of the health impact indicator, the proportion of people in various health categories based on self-assessment. This is followed by population estimates on the ability of people to perform basic functions of the body, which are presented and analysed.

Survey respondents were asked eight questions about their health. The first was about their perception of their health in general on a five-point scale: excellent, very good, good, fair, and poor. It is estimated that over 86% of the population believed that their health was in the higher three categories (good, very good, and excellent). Just over a quarter of the population thought that their health was excellent.

People from different demographic groups or from different geographical locations did not have the same perceptions of their general health status. Table 2 presents a summary of percentages of individuals aged 16 and above who thought that their health status was in the range "good to excellent".

Table 2: Percentage of the population that thought their general health status was good to excellent

Gender	Per cent	CV
Male	89	0,5
Female	85	0,5
Metro status		
Metro	89	0,5
Non-metro	86	0,5
Population group		
Black African	87	0,4
Coloured	85	1,2
Indian/Asian	85	2,6
White	87	1,2
Province		
Western Cape	88	1,1
Eastern Cape	84	1,1
Northern Cape	76	2,7
Free State	84	1,7
KwaZulu-Natal	87	0,8
North West	84	1,6
Gauteng	89	0,6
Mpumalanga	86	1,3
Limpopo	87	1,1

Table 2 shows that there is a significant difference between males (89%) and females (85%), metro and non-metro residents, population groups and provinces in the way in which they perceive their health status. A greater proportion of males than females perceived their health to be in the range "good to excellent". Gauteng had the largest percentage (89%) of people who felt good about their health while the Northern Cape had the least proportion (76%) of people who felt good about their health.

Functioning of the different parts of a person's body has an impact on the wellbeing of the individual and the ability to engage in economic activities. Respondents were asked about the levels of difficulty they had in seeing, hearing, walking, remembering, self-caring and communicating.

Table 3: Persons with disability as percentage of the population

	Seeing	Hearing	Walking	Remembering	Self-care	Communicating
Gender	Per cent	Per cent	Per cent	Per cent	Per cent	Per cent
Male	1.13	0.52	1.51	1.21	0.53	0.52
Female	1.82	0.69	1.93	1.23	0.61	0.51
Metro status						
Metro	1.35	0.43	1.28	0.92	0.44	0.31
Non-metro	1.60	0.76	2.09	1.46	0.68	0.68
Age						
16–24	0.49	.	0.48	0.71	.	0.51
25–34	0.35	.	0.37	0.65	.	0.45
35–54	1.37	0.38	1.14	0.82	0.28	0.44
55–64	3.06	1.04	3.77	2.09	1.18	0.64
65+	6.33	3.58	9.19	4.85	2.90	0.88
Population group						
Black African	1.46	0.51	1.59	1.26	0.59	0.54
Coloured	1.69	.	2.17	1.22	.	0.62
Indian/Asian	.	.	.	.	.	.
White	1.91	1.52	2.63	.	.	.
Province						
Western Cape	1.79	.	1.72	0.95	.	.
Eastern Cape	1.16	0.69	1.76	1.36	0.69	.
Northern Cape	2.25	.	4.39	1.77	.	3.06
Free State	4.20	.	2.07	2.93	.	.
KwaZulu-Natal	0.97	0.60	2.05	1.23	0.94	0.64
North West	1.73	.	1.44	2.85	.	.
Gauteng	1.12	0.53	1.26	0.80	0.44	.
Mpumalanga	1.72	0.46	2.56	.	.	.
Limpopo	1.63	0.46	1.20	0.67	0.77	2.63
SOUTH AFRICA	594 103 1,49	242 368 0,61	689 296 1,73	485 891 1,22	228 145 0,57	205 605 0,52

About 1,5% of the population have seeing disability, 0,6% have hearing disability, 1,7% have walking disability, 1,2% have remembering disability, 0,6% have self-care disability and 0,5% have communication disability. Walking disability is a major disability in South Africa affecting 689 296 adults 16 year and older followed by seeing disability affecting 594 103 adults. The overall disability prevalence in South Africa is estimated to be 4,4% of the population. Disability prevalence includes everyone with at least on dimension of disability that is classified as "a lot of difficulty" or "cannot do at all". It is further estimated that 88 out of every 100 000 adults, 16 years and older, in South Africa are blind and 43 out of every 100 000 people in South Africa are deaf. Those who cannot walk at all are estimated to be 197 for every 100 000 people in South Africa.

The quality of life of people with disabilities can be improved by using appropriate assistive devices. Table 3 provides information of the use of assistive devices in South Africa.

Table 4: Number and percentage of the population that use assistive devices

	Number	CV	Per cent	CV
Eye glasses/spectacles/contact lenses	7 082 255	2	17,76	2
Hearing aid	179 382	14	0,45	14
Walking stick/walking frame	765 270	6	1,92	6
Wheelchair	104 880	17	0,26	17
Other assistive devices	26 658	33	0,07	33

Among adults, 16 years and older, who have no difficult seeing (*including those who have no difficulty because they use assistive devices*), 13% use assistive devices such as eye glasses, spectacles and contact lenses. Among adults who have various levels of difficulty in seeing, 56% use assistive devices.

Table 5: Percentage of the population that use assistive device among people with difficulty seeing, hearing and walking

	Seeing		Hearing		Walking 1		Walking 2	
Gender	Per cent	CV	Per cent	CV	Per cent	CV	Per cent	CV
Male	56	3,5	6	26,6	25	8,8	4,5	24
Female	55	2,9	9	20,7	31	6,4	3,2	25
Metro status								
Metro	68	2,7	11	20,6	24	10,2	3,5	28
Non-metro	44	3,8	5	25,7	32	5,9	4,0	22
Population group								
Black African	43	3,5	2	29,1	30	5,8	2,7	24
Coloured	74	4,6			22	17,8		
Indian/Asian	92	4,7			25	32,3		
White	96	1,4	24	20,3	27	15,7		
Province								
Western Cape	78	4,2	18	27,7	24	15,9		
Eastern Cape	41	7,8			43	10,8		
Northern Cape	46	9,0			21	21,7		
Free State	48	8,8			33	19,1		
KwaZulu-Natal	44	8,6			30	10,7		
North West	48	9,7			37	18,7		
Gauteng	70	3,5	10	31,6	21	15,5		
Mpumalanga	43	10,8			26	19,1		
Limpopo	40	9,8			29	15,6		
SOUTH AFRICA								

Table 5 shows no significant difference between males and females in the use of assistive devices among people who have difficulty seeing. However, there is a significant difference between metro and non-metro areas, where those who live in metros tend to use sight assistive devices (68%) more than those who live in non-metros (44%). The four population groups also differ significantly in the use of sight assistive devices among people who have difficulty seeing. While 43% of black Africans with sight difficulties use assistive sight devices, 96% of whites with sight difficulties use assistive devices. In seven provinces the proportion of individuals with seeing difficulties who use assistive devices is between 40% and 48%, while in Gauteng and the Western Cape the proportions are 70% and 78%, respectively.

The number of people with hearing difficulties was not large enough to produce accurate population estimates when disaggregated by population group or province. However, the result shows that 9% of women with hearing difficulties use assistive devices compared to 6% for males. Use of hearing assistive devices in metros is more than twice prevalent compared to non-metros.

Walking 1 in Table 4 refers to the percentage of people with difficulty walking who use a walking stick or walking frame. Walking 2 refers to the percentage of people with difficulty walking who use a wheelchair. Table 4 shows that a greater percentage of females use walking sticks/frames than males. A greater percentage of people living in non-metro areas use walking sticks/frames than people in metropolitan areas. The Eastern Cape leads in the percentage of people who use walking sticks/frames, with 43% of people who have difficulty walking using these devices. The number of incidences of use of a wheelchair was not large enough to produce accurate disaggregated estimates.

5. HUMAN RIGHTS AND DEMOCRACY

A human rights culture is the cornerstone of the South African Constitution (Constitution, 1996). A wide-ranging set of human rights, including socio-economic rights, is stipulated in the Bill of Rights in Chapter 2 of the Constitution. Chapter 15 of the National Development Plan provides a roadmap for achieving these ideals by 2030. In addition, the National Action Plan provides a policy framework to combat racism, racial discrimination, xenophobia and related intolerances (NAP, 2019). This chapter focuses on measuring knowledge, perceptions and experience of human rights, the level of political participation of people, and social cohesion. Government and statutory institutions are key players in ensuring the implementation of the Constitution. Statistics on responsiveness of government structures to the general public and knowledge of Chapter 9 institutions are also presented.

5.1 Contentment with life and national identity

Satisfaction with life or happiness is ultimately the purpose of most human activity. It may be argued that a minimal requirement for happiness is access to basic necessities of life such as food and shelter. While this may be true, it is widely accepted that there is no set of conditions that guarantee happiness. It is therefore important to measure happiness directly from peoples' perceptions rather than using proxy measures of human achievement.

Survey respondents were asked to score their level of satisfaction with life on a four-point scale: very satisfied, satisfied, unsatisfied, and very unsatisfied. Table 6 gives a summary of population estimates resulting from this question.

Table 6: Number and percentage of the population satisfied with life

	Number	CV	Per cent	CV
Very satisfied	7 532 786	3	18,9	3
Satisfied	21 687 543	1	54,4	1
Unsatisfied	8 787 270	2	22,0	2
Very unsatisfied	1 781 346	5	4,5	5

Table 6 shows that almost three-quarters of the population are either satisfied or very satisfied with life.

Respondents, South African nationals, were also asked to score the extent to which they were proud to be South African on a four-point scale.

Table 7: Number and percentage of the population who are proud to be South African

	Number	CV	Per cent	CV
Very proud	19 700 571	2	49,4	1
Proud	15 120 667	2	37,9	2
Not proud	2 553 358	4	6,4	4
Not proud at all	579 574	10	1,5	10

Table 7 shows that almost nine out of every ten people are either proud or very proud to be South African, with almost half of the population being very proud to be South African.

Table 8: Percentage of the population that is satisfied with life and percentage of the population that is proud to be South African

	Satisfied with life		Proud South African	
Gender	**Per cent**	**CV**	**Per cent**	**CV**
Male	72,9	0,9	86,3	0,6
Female	73,6	1,9	88,2	0,6
Metro status				
Metro	72,9	1,1	85,5	0,7
Non-metro	73,5	0,9	88,8	0,5
Disability				
Persons without disability	74,1	0,7	87,4	0,4
Persons with disability	55,4	4,1	86,5	1,9
Age				
16–24	75,7	1,2	90,3	0,7
25–34	71,0	1,2	85,1	0,8
35–54	72,1	1,0	85,9	0,7
55–64	74,1	1,6	89,0	1,0
65+	76,8	1,6	88,6	1,0
Population group				
Black African	70,1	0,8	87,4	0,5
Coloured	81,7	1,7	90,3	1,4
Indian/Asian	88,8	2,6	91,8	1,8
White	87,1	1,3	82,2	1,7
Province				
Western Cape	77,1	1,9	83,4	1,7
Eastern Cape	75,1	1,8	93,0	0,7
Northern Cape	73,4	3,0	94,4	1,1
Free State	75,9	2,3	90,3	1,3
KwaZulu-Natal	72,1	1,9	90,9	1,0
North West	64,9	2,8	85,1	1,5
Gauteng	71,5	1,4	81,7	1,0
Mpumalanga	71,9	2,5	90,1	1,1
Limpopo	79,8	2,2	91,7	1,2

Table 8 shows that there is no significant difference between males and females on how they feel about life at the moment. A significantly lower proportion of persons with disability are satisfied with life than persons without disability. However, the prevalence of proud South Africans among persons with disability is about the same as the prevalence among persons without disability. Black Africans have the least proportion of people satisfied with life as a whole (70%) as compared to coloureds (about 82%), whites (87%) and Indians/Asians (almost 89%). The percentages of elderly persons (65+) and the youth (16–24) who were satisfied with life were higher than those for people between 25 and 64 years of age. The table also shows that those in Limpopo (about 80%) are more satisfied with life than any other province, while those living in North West (65%) are the least satisfied with life.

Table 8 also shows that a marginally greater proportion of females (88%) are proud to be South African compared to the males (86%). Indians/Asians had the highest proportion (92%) of people who were proud to be South African compared to other population groups. Whites had the least percentage (82%) of individuals who were proud to be South African. Northern Cape had the highest proportion of individuals who were proud to be South African (about 94%), while Western Cape had the lowest (about 83%). Free State, KwaZulu-Natal and Mpumalanga had almost the same proportion with nine out of ten individuals being proud to be South African. The youth (16–24) and the elderly (55+) had the highest proportion of individuals who were proud to be South African compared to the adults aged (25–54).

Satisfaction with life and proud to be South African were cross-tabulated to produce the following table.

Table 9: Satisfaction with life vs proud to be South African

	1 Very proud	2 Proud	3 Not proud	4 Not proud at all
1 Very satisfied	6 128 878	867 468	152 415	63 432
2 Satisfied	9 503 345	10 253 645	770 187	101 340
3 Unsatisfied	3 324 414	3 556 492	1 337 294	209 782
4 Very unsatisfied	743 934	443 062	293 462	205 021

Statistical test

Pearson's X^2: Rao & Scott adjustment

data: svychisq(~Q61SatWithLife + Q62ProudSA, des2)
F = 209.77, ndf = 8.7191, ddf = 25459.7349, p-value < 2.2e-16

A test of association above shows that being satisfied with life is significantly associated with being a proud South African. People who are proud South Africans tend to be satisfied with life and vice versa. No causal relationship is implied.

5.2 The Constitution and human rights

Awareness of the Constitution and some knowledge of its purpose is important in the effort to promote the human rights culture in the country.

Table 10: Population awareness and perceptions about the Constitution

	Number	CV	Per cent	CV
Heard about the South African Constitution	32 216 031	1,0	80,8	0,5
Think the Constitution protects their rights	25 065 200	1,2	77,8	0,6
Aware that the South African Bill of Rights is part of the Constitution	27 603 738	1,1	69,2	0,8
Think the Constitution protects rights of others more than theirs	17 483 438	1,5	54,3	1,3

Table 10 above shows that over 80% of the population indicated that they have heard of the South African Constitution. The table also shows that about 78% of the population are aware that the Constitution protects their rights. It also shows that just over half of the population are of the opinion that the Constitution protects the rights of others more than their own rights and 69% are aware that the South African Bill of Rights is part of the Constitution.

Table 11: Population awareness and perceptions about the Constitution by gender, location, population group and province

	Heard about the Constitution		Constitution protects your rights	
Gender	**Per cent**	**CV**	**Per cent**	**CV**
Male	82,4	0,6	77,3	0,9
Female	79,3	0,7	78,3	0,8
Metro status				
Metro	84,0	0,8	76,8	1,0
Non-metro	78,3	0,7	78,7	0,8
Disability				
Persons without disability	81,6	0,5	78,0	0,6
Persons with disability	64,0	3,2	73,5	3,3
Age				
16–24	80,0	1,1	80,3	1,2
25–34	81,7	0,9	77,5	1,1
35–54	83,3	0,7	76,8	0,9
55–64	78,7	1,3	77,8	1,6
65+	73,0	1,7	75,5	2,0
Population group				
Black African	78,6	0,7	78,8	0,7
Coloured	81,6	1,9	72,1	1,7
Indian/Asian	91,1	1,8	86,0	2,7
White	95,2	0,7	73,4	3,7
Province				
Western Cape	83,8	1,6	70,3	2,5
Eastern Cape	80,3	1,4	83,7	3,5
Northern Cape	80,4	2,5	80,3	4,5
Free State	77,6	2,3	77,9	5,5
KwaZulu-Natal	78,5	1,5	77,0	6,5
North West	75,4	2,2	75,9	7,5
Gauteng	85,8	0,9	77,0	8,5
Mpumalanga	85,6	1,5	82,2	9,5
Limpopo	69,2	2,4	82,8	10,5

Table 11 shows that a marginally greater proportion of males (82%) have heard about the Constitution compared to females (79%). Almost the same percentage of males (77%) and females (78%) indicated that the Constitution protects their rights. The table also shows that a larger proportion (84%) of the people living in metro areas have heard about the Constitution as compared to 78% living in non-metro areas. However, the opposite is true when it comes to knowledge that the Constitution protects their rights – the proportion of people living in metro areas (about 77%) knew that the Constitution protects their rights as compared to almost 79% for those living in non-metro areas. Table 11 also shows that 83% of those aged 35–54 have heard about the Constitution while 73% of pensioners aged 65 and above heard about the Constitution. There is not much difference between those aged 16–24 and those aged 25–34 both in terms of hearing about the Constitution and knowing that the Constitution protects their rights.

The trend is much clearer when it comes to knowledge that the Constitution protects their rights. Of the younger age group (16–24), 80% knew that the Constitution protects their rights as compared to about 76% of those aged 65 and above. The table further shows that 95% of whites have heard about the Constitution as compared to their black African compatriots, of whom about 79% have heard of the Constitution. Moreover, 86% Indians/Asians indicated that they knew that the Constitution protects their rights as compared to 73% for whites, 72% for coloureds and 79% for black Africans. People living in Gauteng have the highest proportion of those who have heard of the Constitution (85,8%), which is

almost equal to the proportion in Mpumalanga (85,6%), and the lowest proportion (69,2%) is recorded in Limpopo. On the other hand, the Eastern Cape has the highest proportion of people indicating that they knew that the Constitution protects their rights (84%), while Western Cape has the lowest proportion (70%).

Overall, there are significant differences among different social and geographical groupings concerning knowledge of the Constitution.

Table 12: Number and percentage of the population who thought that specified human rights were respected in South Africa

Rights	Number	CV	Per cent	CV
People are free to choose what religion to follow and worship without interference or persecution (Religious freedom)	34 474 946	0,9	86,5	0,5
People are free to join any political party (Political freedom)	33 968 548	1,0	85,2	0,5
People can cast their vote freely, without being intimidated (Free and fair elections)	33 602 323	1,0	84,3	0,5
Independent Electoral Commission (IEC) conducts elections without interference from political authorities	33 297 136	1,0	83,5	0,6
People may join any organisation they wish without government interference (Freedom of association)	33 042 193	1,0	82,9	0,6
People have access to basic education including adult basic education	32 426 002	1,0	81,3	0,6
People are free to choose where to live, work and travel without restriction (Freedom of movement)	32 172 250	1,0	80,7	0,6
People are free to say what they think (Freedom of expression)	31 341 335	1,0	78,6	0,6
People have access to health care services	30 748 707	1,1	77,1	0,7
Newspapers and other media are free to publish without fear of being shut down (Freedom of the press/media)	29 893 565	1,1	75,0	0,7
Fair hearing and assumed innocence until proven guilty	29 252 512	1,1	73,4	0,8
The Parliament is independent	26 361 102	1,3	66,1	0,9
The Judiciary is independent	26 309 463	1,3	66,0	1,0
People have access to sufficient food and water	25 809 959	1,3	64,7	1,0
People have access to information held by government	24 831 417	1,3	62,3	1,0
People are equally respected, by government officials (Absence of discrimination)	24 241 321	1,3	60,8	1,0
People are treated equally by the police and in courts of law (Equality before the law)	22 567 496	1,4	56,6	1,1

Knowledge and awareness of human rights are important as they enable citizens to live freely without fear and knowing that they are protected by the law. Table 12 gives a summary of the perceptions of the population on whether the listed human rights and freedoms are respected in South Africa or otherwise. The list is ordered according to the score received for each item from the highest to the lowest score. For each item the score is the proportion of the population that thought the particular human right or freedom is respected.

Freedom of religion scored the highest where about 87% of the population believed that in South Africa people are free to choose what religion to follow and to worship without interference or persecution. This is followed by political freedom, independence of the Electoral Commission and freedom of association in that order, all scoring above 82%. Equality before the law had the lowest score. About 57% of the population believed that in South Africa, people are treated equally by the police and in courts of law.

5.3 Responsiveness of community and political leaders

State and community institutions are there, among other things, to promote and enforce the Constitution. Peoples' perception of these institutions is an important determinant of whether or not such institutions will succeed. Negative perceptions may discourage people from using these institutions. An estimated 10% of the population thought that every one of the five institutions listed in Figure 1 never listen to or act on issues that the community raises, yet 80% of these people are proud to be South African.

Figure 1 below gives a summary of the perceptions of people on the responsiveness of five state and community institutions.

Figure 1: Percentage of time that various state and community institutions listen to and act on the issues that the community raises
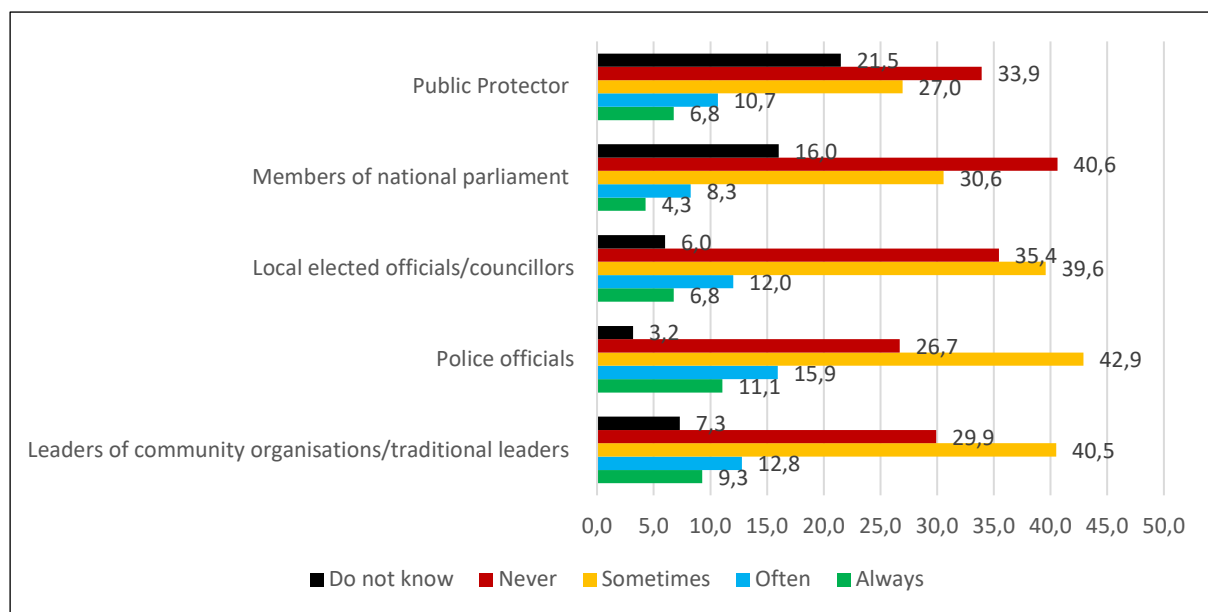
The South African police leads the pack in terms of the percentage (27%) of people who thought that they often or always listen to and act on issues raised by the community. This is followed by leaders of community organisations/traditional leaders (22%). Of the five, these two institutions are the closest and most familiar to the people. Members of parliament leads in terms of the percentage of those who say that the institution never listens to or acts on issues raised by the community. Table 13 presents estimates of the proportion of the population that think none of the institutions listen and act on the issues that the community raises disaggregated according to satisfaction with life and whether or not respondents are proud to be South African. People who think that none of the institutions listen and act on the issues that the community raises shall be referred to as people with extreme negative views.

Table 13: Proportion of the population with extreme negative views on institutions according to their satisfaction with life and whether they are proud to be South African

Satisfaction with life	Per cent	CV
Satisfied with life	8,9	4,7
Not satisfied with life	13,7	5,1
Proud or not proud		
Proud to be South African	9,3	4,1
Not proud to be South African	17,7	8,0

Table 13 shows that people who are satisfied with life and proud to be South African are less likely to have extreme negative views about state and community institutions than those who are unsatisfied and who are not proud to be South African. It may also be useful to disaggregate the extreme negative sentiment on state and community institutions by the usual demographic and spatial variables of gender, geo-type, age, population group and province.

Table 14: Number and percentage of the population who thought that neither one of the five institutions ever listens to or acts on issues raised by the community

Gender	Number	CV	Per cent	CV
Male	1 934 722	4,9	10,1	4,8
Female	2 108 435	4,7	10,2	4,6
Metro status				
Metro	2 145 488	5,4	12,0	5,3
Non-metro	1 897 669	5,5	8,6	5,4
Disability				
Persons without disability	3 886 609	3,9	10,2	3,9
Persons with disability	156 548	14,5	9,0	13,5
Age				
16–24	877 555	7,2	9,1	7,0
25–34	1 074 414	6,3	10,7	6,0
35–54	1 283 965	5,5	10,1	5,3
55–64	465 826	8,7	10,8	8,1
65+	341 396	9,5	10,5	9,0
Population group				
Black African	2 812 256	4,4	9,0	4,3
Coloured	607 997	9,9	16,8	9,5
Indian/Asian	72 521	28,9	6,3	27,9
White	550 382	11,5	14,7	10,8
Province				
Western Cape	921 341	9,0	19,1	8,7
Eastern Cape	146 720	15,4	3,5	15,3
Northern Cape	52 840	18,5	6,3	18,3
Free State	245 978	15,9	12,1	15,5
KwaZulu-Natal	467 245	10,2	6,1	10,1
North West	365 675	11,0	13,6	10,9
Gauteng	1 476 708	6,8	13,4	6,6
Mpumalanga	133 295	15,1	4,4	14,9
Limpopo	233 353	15,1	6,3	15,0

Table 14 shows that there is no significant difference in the proportion of males and females who thought that neither one of the five institutions ever listens to or acts on issues raised by the community. There was a larger proportion (12%) in metro areas than in non-metro areas (9%) who thought that neither one of the five institutions ever listens to or acts on issues raised by the community. There is no significant difference in the proportion across age groups. However, a significant difference exists among the population groups, with coloureds recording the largest percentage of people (17%) who thought that neither one of the five institutions ever listens to or acts on issues raised by the community. Whites come second with about 15%, followed by black Africans at 9%, while Indians/Asians recorded the smallest percentage (about 6%). Western Cape recorded the most negative attitudes towards state and community institutions, having the largest percentage (19%) of people who thought that neither one of the five institutions ever listens to or acts on issues raised by the community, while Mpumalanga had the least number of negative attitudes (4%).

Chapter 9 institutions play a crucial role in promoting democracy and human rights in the country. It is therefore important that people know about these institutions. Table 15 below lists Chapter 9 institutions starting with the most known to the least known.

Table 15: Number and proportion of the population that are aware of Chapter 9 institutions

State institution	Number	C V	Per cent	C V
Independent Electoral Commission (IEC)	32 215 284	1	80,8	1
Public Protector	27 252 425	1	68,3	1
South African Human Rights Commission (SAHRC)	23 552 963	1	59,1	1
Commission for Gender Equality (CGE)	20 530 770	2	51,5	1
Auditor-General (AG)	19 260 133	2	48,3	1
Independent Communications Authority of South Africa (ICASA)	19 245 668	2	48,3	1
The Public Service Commission	17 119 572	2	42,9	1
Commission for the Promotion and Protection of the Rights of Cultural, Religious and Linguistic Communities (CRL Rights Commission)	16 585 874	2	41,6	1

The Independent Electoral Commission is the best known Chapter 9 institution with over 80% of the population being aware of its existence. A distant second best-known is the Public Protector (68%), followed by the South African Human Rights Commission (59%). The least known is the Commission for the Promotion and Protection of the Rights of Cultural, Religious and Linguistic Communities (42%).

5.4 Participation in elections

This section reports on peoples' participation in national and municipal elections. The focus is on two aspects of elections, namely registration and actual voting. Legally, people are supposed to register in order to be allowed to vote.

Figure 2: Percentage of the population that registered to vote and percentage of the registered population that voted in national elections (2014, 2019) and municipal elections of 2016
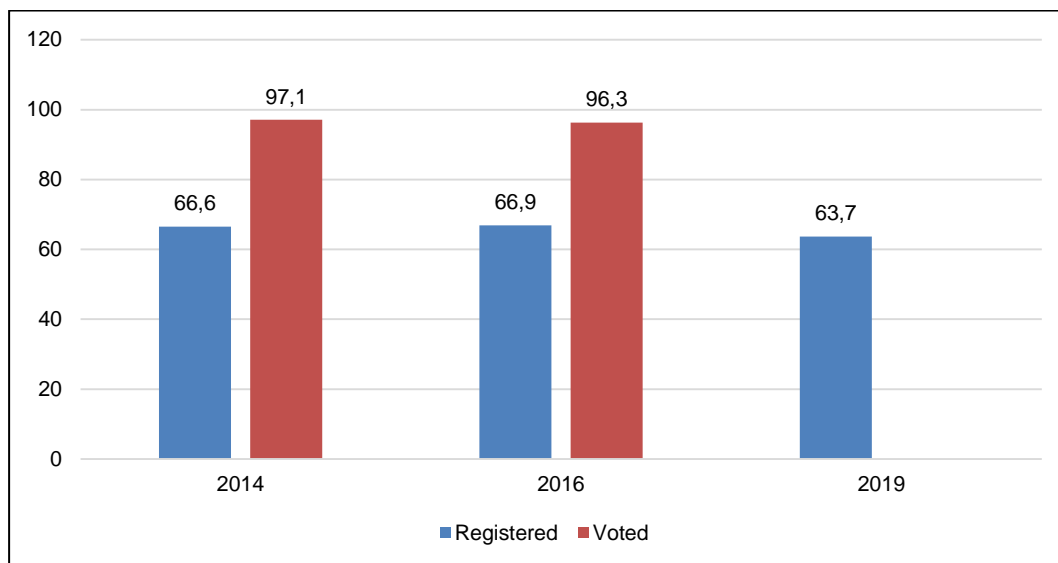
Figure 2 shows that about 67% of people registered to vote in the national and municipal elections of 2014 and 2016, respectively. The fact that registration for the 2019 national elections was still ongoing during the survey is probably the reason for the lower percentage compared to the previous years. It is clear from the 2014 and 2016 elections that the majority (over 96%) of people who had registered, also cast their vote. One of the measures for the success of an election is the proportion of eligible voters who voted – the greater the proportion, the more successful the election is considered to be. Results in Figure 2 show that it is sufficient to focus on voter registration, because almost 100% of those who had registered, cast their vote.

Results in Table 16 below may help policymakers to identify subpopulations that they need to focus on if they want to boost participation in national and municipal elections.

Table 16: Percentage of the population that registered for national and municipal elections

	2014		2016		2019	
Gender	Per cent	CV	Per cent	CV	Per cent	CV
Male	64,6	1,0	65,1	1,0	61,9	1,1
Female	68,4	0,9	68,5	0,9	65,5	1,0
Metro status						
Metro	66,7	1,2	65,3	1,3	62,2	1,4
Non-metro	66,5	0,9	68,2	0,9	64,9	1,0
Disability						
Persons without disability	66,2	0,7	66,5	0,8	63,6	0,8
Persons with disability	75,1	2,5	74,9	2,6	66,4	3,0
Age						
16–24	34,9	3,2	41,2	2,8	49,1	2,4
25–34	65,1	1,4	65,8	1,4	60,4	1,6
35–54	81,4	0,7	78,7	0,8	72,6	1,0
55–64	87,2	1,1	85,9	1,1	77,8	1,4
65+	88,7	1,1	87,6	1,1	79,9	1,5
Population group						
Black African	64,7	0,8	65,3	0,8	62,8	0,9
Coloured	67,2	2,2	66,9	2,4	58,2	3,0
Indian/Asian	75,9	4,4	69,7	5,3	73,8	4,3
White	78,6	1,9	79,2	2,0	73,8	2,3
Province						
Western Cape	66,5	2,2	65,1	2,4	57,6	3,2
Eastern Cape	71,0	1,7	72,1	1,6	65,4	2,1
Northern Cape	66,9	2,8	66,8	2,8	60,7	3,5
Free State	71,2	2,4	70,0	2,6	65,7	3,1
KwaZulu-Natal	71,6	1,7	74,1	1,7	76,5	1,6
North West	64,9	2,6	61,1	3,2	60,9	3,2
Gauteng	63,3	1,5	61,7	1,7	58,8	1,8
Mpumalanga	64,2	2,4	67,1	2,3	60,9	2,7
Limpopo	61,7	2,2	66,0	2,0	62,0	2,6

Table 16 shows that there is only a marginal difference between males and females in terms of voter registration behaviour. In each election, a greater percentage of females registered compared to males. The situation with regard to metro and non-metro areas is more or less similar, although people in non-metro areas were slightly more likely to register than those in metros. In all three elections, persons with disability had significantly greater proportion of people who registered compared to persons without disability.

Figure 3: Age group against percentage of the population registered to vote
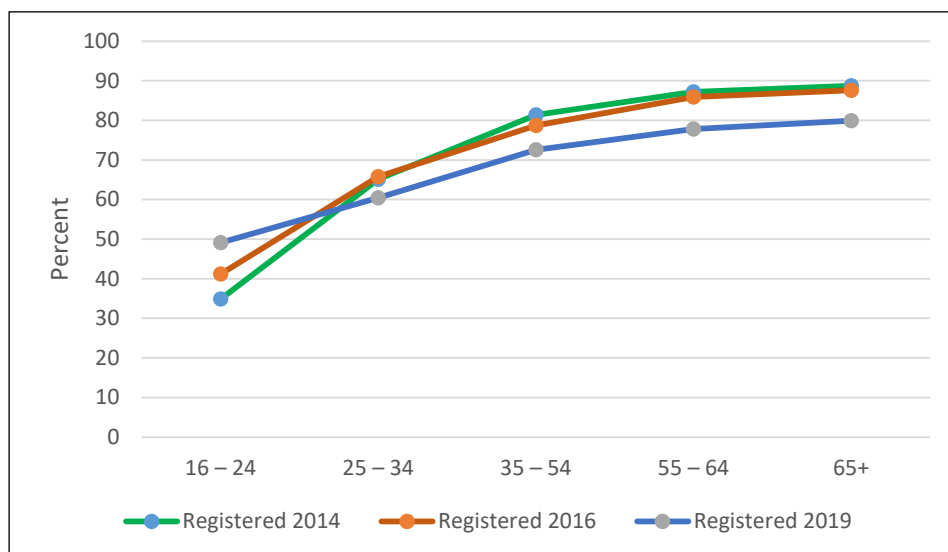
A clear pattern emerges when comparing eligible voters from different age groups. The older the person, the more likely the person is to register to vote. In 2014, the lowest registration figure was about 35% for the 16–24 age group, while the highest was almost 89% for the age group 65 and above. The pattern repeats itself during the 2016 and the 2019 registration period. Note that individuals under 18 were not included in the 16–24 age group because they were not eligible to register.

Table 16 also shows that the voter registration behaviour is different among the four population groups. In both 2014 and 2016, black Africans had the least percentage of people who registered (about 65%), while whites had the highest percentage of people who registered to vote (about 79%). The other two population groups fell in between, with Indians/Asians leading.

The provincial analysis confirms that people in non-metropolitan areas are more likely to vote than those living in metros. Western Cape and Gauteng, which are two highly metropolitan provinces, had the least percentage of people who registered to vote in 2014. Limpopo and North West were the only exceptions to the rule in 2014 and 2016, respectively.

It is important to understand the reasons that people did not cast their votes in national and municipal elections.

Table 17: Percentage of the population giving various reasons for not voting in national and municipal elections

Reason for not voting	2014 national		2016 municipal	
	Per cent	CV	Per cent	CV
Voting does not make any difference	29,2	9,9	34,6	8,2
I was not in my voting district	21,6	11,8	18,6	11,5
No candidate or political party appealed to me	12,0	19,3	11,4	17,8
Had important matters to attend to	6,6	25,3	4,5	25,8
Was sick	6,6	22,6	7,6	20,6
Had to work	6,4	25,5	8,8	15,9
Had not reached the legal voting age	4,9	27,1	2,3	35,2
Other reason (specify)	4,1	28	4,5	23,7
Not in possession of my id	3,8	31,3	4,0	25,2
Name was not in the roll in spite of registration	3,0	29	2,7	43,4
I was heavily pregnant	1,2	52,6	0,5	77
Was physically prevented from voting	0,4	72,2	0,6	68,5
My life would be in danger if I vote	0,1	100,1	0,0	n/a

The most common reason for not voting in both the 2014 national elections and 2016 municipal elections was that "Voting does not make any difference", followed by "I was not in my voting district" and then "No candidate or political party appealed to me".

For each group in Table 18 below, the main reason for not voting in the 2014 national elections listed in the second column is the one that would have been cited by the largest percentage of people in that group.

Table 18: Main reason for not voting for various subpopulations

	Main reason for not voting in 2014 national elections	Per cent
Gender		
Male	Voting does not make any difference	28
Female	Voting does not make any difference	30
Metro status		
Metro	Voting does not make any difference	31
Non-metro	Voting does not make any difference	28
Disability		
Persons without disability	Voting does not make any difference	30
Persons with disability	I was not in my voting district	29
Age group		
16–24	Had not reached the legal voting age	20
25–34	I was not in my voting district	35
35–54	Voting does not make any difference	39
55–64	Voting does not make any difference	38
65+	Was sick	27
Population group		
Black African	I was not in my voting district	27
Coloured	Voting does not make any difference	58
Indian/Asian	No candidate or political party appealed to me	46
White	Voting does not make any difference	49
Province		
Western Cape	Voting does not make any difference	33
Eastern Cape	I was not in my voting district	39
Northern Cape	I was not in my voting district	37
Free State	Voting does not make any difference	33
KwaZulu-Natal	No candidate or political party appealed to me	23
North West	I was not in my voting district	34
Gauteng	Voting does not make any difference	41
Mpumalanga	I was not in my voting district	42
Limpopo	Voting does not make any difference	23

Table 18 shows that males and females had the same most common reason for not voting in the 2014 national elections, which is "Voting does not make any difference". The same is true for metro and non-metro dwellers.

People in different age groups had different main reasons for not voting. The main reason for those in the age group 16–24 was, "Had not reached the legal voting age", as may be expected. The most cited main reason for not voting for the 25–34 age group was, "I was not in my voting district". The 35–64 age group cited, "Voting does not make any difference" and for the 65 plus age group, sickness was the main reason for not voting in the 2014 national elections.

For black Africans and people in Eastern Cape, Northern Cape, North West and Mpumalanga, the main reason for not voting in the 2014 national elections was, "I was not in my voting district", while for the Indians/Asians and people in KwaZulu-Natal, the main reason was, "No candidate or political party appealed to me". For the white people and people living in Western Cape, Free State, Gauteng and

Limpopo, the main reason for not voting in the 2014 national elections was, "Voting does not make any difference".

Participation in national political discourse also entails active engagement in discussions – at least with people who are close. Figure 4 below presents a picture of the state of this dimension of participation.

Figure 4: Percentage of time individuals discuss government or political matters with friends and family
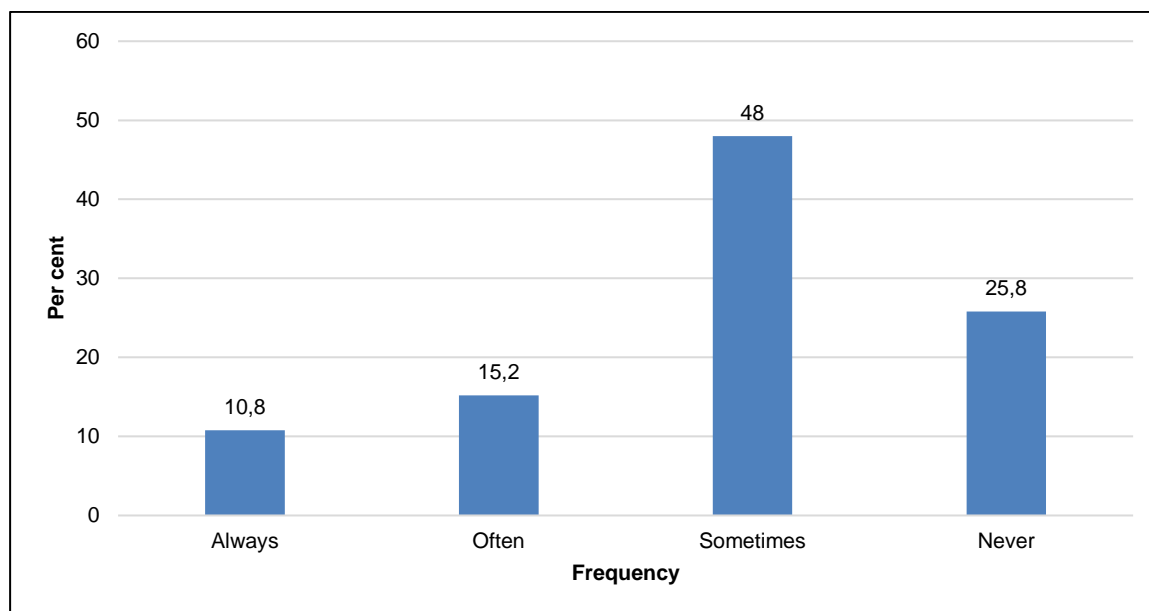
Figure 4 above shows that South Africans do not engage much in discussions about government and politics with people close to them. Just over 25% of the population engage in such discussions often or always.

5.5 A comparison with IEC data

In the previous section estimates were reported on numbers and percentages of the population and sub-populations that registered or voted in national and municipal elections. The Independent Electoral Commission (IEC) has exact data of people who registered or voted in these elections. However, the IEC statistics lack percentages of the population or sub-populations that participated in the elections. In this section GPSJS 2018/19 statistics shall be compared with IEC data from voter registration of the 2016 municipal elections.

Table 19: Actual number of registered voters in 2016 against GPSJS estimates by gender

	IEC actual data	Percent	GPSJS 2018/19 estimates	Percent
Female	14 465 896	54,9	14 141 360	53,0
Male	11 902 346	45,1	12 518 028	47,0
TOTAL	26 333 353	100,0	26 659 338	100,0

Table 19 shows that the GPSJS estimates are very close to the actual figures from IEC. In its 2016 municipal election report, the IEC also presented the following figures (IEC, 2016).

- Females represented 55% of the total registered population.

- The voters' roll recorded a net growth of 2 668 307 voters since the 2011 elections.
- The voters' roll has grown by 44.90% since its establishment in 1999 when it recorded 18 172 751 voters.
- The largest age category on the voters' roll is the "30 to 39" band with 6 435'335 voters, representing 24% of the registered population.
- The second-largest age category on the voters' roll is the "20 to 29" band with 5 776 599 voters, representing 22% of the registered population.

The growth of Voters' roll in numbers and percentage in bullets two and three above do not adequately present a picture of growth in participation of South Africans in elections. The number of registered voters may have grown simply because of growth in population. It is therefore possible for the voters' roll to grow while the proportion of the population that register to vote is dwindling. Figure 3 shows that the proportion of the population that registered to vote remained around 66% between 2014 and 2016 elections. Real progress in voter registration would be realised if this percentage grow.

In comparing various sub-populations such as gender, age groups, population groups or provinces, it is important to use proportions of the sub-populations as opposed to, for example, proportions of those registered. It would be impossible to see the pattern exhibited in Figure 3 using the proportion of the registered. It would also not be possible to see that there is a vast difference among racial groups on voter registration behaviour. This is the added value of the GPSJS estimates.

6. DISCRIMINATION AND SOCIAL COHESION

Article 9(3–4) of the Constitution states that, "The state may not unfairly discriminate directly or indirectly against anyone on one or more grounds, including race, gender, sex, pregnancy, marital status, ethnic or social origin, colour, sexual orientation, age, disability, religion, conscience, belief, culture, language and birth". It further states that, "No person may unfairly discriminate directly or indirectly against anyone on one or more grounds in terms of subsection 3. National legislation must be enacted to prevent or prohibit unfair discrimination". Moreover, part of Vision 2030 in the National Development Plan is to have increased interactions among South Africans from different social and racial groups.

6.1 Discrimination

Table 20 provides estimates on the perceptions of discrimination for people living in South Africa.

Table 20: Number and proportion of the population who think specific types of discrimination exist

Type of discrimination	Number	CV	Per cent	CV
Race	23 697 822	1,3	59,4	1,1
Nationality	16 046 928	1,8	40,2	1,6
Poverty or wealth status	12 884 336	2	32,3	1,9
Ethnic/tribal group	11 504 116	2,1	28,9	2
Language or dialect	11 442 875	2,1	28,7	2
Sex or gender	10 726 095	2,3	26,9	2,2
Political affiliation	10 513 628	2,2	26,4	2,1
Religion	10 111 652	2,3	25,4	2,1
Education status	10 064 080	2,4	25,2	2,2
Sexual orientation	9 562 836	2,4	24,0	2,3
Disability	9 252 345	2,4	23,2	2,3
Region/province of origin	8 275 227	2,7	20,8	2,6
Age	7 133 787	2,8	17,9	2,7
Other (Specify)	99 189	18,1	0,3	18,1

Table 20 shows that racial discrimination is the biggest concern of people, as the greatest proportion of the population (over 59%) believed that it exists in South Africa. This is followed by discrimination based on nationality at just over 40%. It may be helpful to disaggregate perceptions of discrimination based on nationality according to the nationality of respondents.

Table 21: Number and proportion of the population who think nationality-based discrimination exists, by nationality

Nationality	Number	CV	Per cent	CV
South African	15 039 134	1,8	39,5	1,7
Other nationality	1 007 795	5,8	54,7	3,7

About 2 in every 5 South Africans think that discrimination based on nationality exists in the country, while more than half of the people of other nationalities think that such discrimination exists. The gap between nationals and non-nationals is narrower in metropolitan areas, where 48% of South African

nationals believe that discrimination based on nationality exists while 57% of people of other nationalities believe that such discrimination exists. The convergence of views in metros is probably due to the fact that most non-nationals live in metros (66%).

Experience of discrimination among people living in South Africa is also an important indicator to monitor. The Constitution stipulates that no person should experience any form of discrimination. The National Action Plan to combat racism, racial discrimination, xenophobia and related intolerance (NAP, 2019) is the vehicle towards achieving this constitutional commitment.

Table 22: Number and proportion of the population who experienced specific types of discrimination

Type of discrimination	Number	CV	Per cent	CV
Race	2 708 924	3,9	6,8	3,8
Language or dialect	998 604	6,0	2,5	6.0
Poverty or wealth status	783 365	7,0	2,0	7,0
Ethnic/tribal group	622 782	7,4	1,6	7,4
Nationality	594 297	7,9	1,5	7,9
Religion	582 440	7,7	1,5	7,7
Education status	527 952	8,6	1,3	8,5
Political affiliation	409 714	8,7	1,0	8,6
Sex or gender	349 211	10,7	0,9	10,6
Age	345 657	9,1	0,9	9,1
Region/province of origin	266 955	10,4	0,7	10,4
Disability	184 828	14,0	0,5	14,0
Sexual orientation	50 425	21,6	0,1	21,6
Other (Specify)	16 185	38,5	0,0	38,5

It is estimated that about 13% of the population experienced one or more types of discrimination during the past 2 years. Table 22 ranks various types of discrimination according to the number of people who experienced particular types, from the highest to the lowest. The top five types of discrimination experienced by people in South Africa are the same as the top five believed to exist in the country, but not in the same order. Racial discrimination was experienced by the biggest number compared to other types of discrimination (6,8%). Discrimination based on sexual orientation is one that was experienced by the smallest proportion (0,1%) of the population. It is important, however, to note that while this type of discrimination may be least prevalent at national level, it may be very prevalent within certain communities or geographical locations. Unfortunately, the sample is not large enough to allow disaggregation based on various groupings.

Table 23: Number and percentage of the population who experienced discrimination based on nationality, by gender and nationality

Gender	Number	CV	Per cent	CV
Male	382 120	9,7	2,0	9,6
Female	212 176	12,9	1,0	12,8
Nationality				
South African	254 770	12,2	0,7	12,2
Other nationality	339 526	10,6	18,4	9,5

Males were more likely (almost twice as likely) to experience discrimination based on nationality than females. Less than 1% of South Africans have experienced discrimination based on nationality, while almost 1 in 5 people of other nationality have experienced this type of discrimination.

Table 24 focuses on racial discrimination, being the concern and experience of most people, disaggregated by gender, geo-type, age group, population group and province.

Table 24: Number and proportion of the population who experienced discrimination based on race

Gender	Number	CV	Per cent	CV
Male	1 465 864	5,2	7,6	5,0
Female	1 243 059	5,2	6,0	5,1
Metro status				
Metro	1 704 092	5,4	9,6	5,1
Non-metro	1 004 832	5,4	4,6	5,4
Age				
16–24	545 993	8,8	5,7	8,6
25–34	755 015	6,9	7,5	6,6
35–54	1 001 720	5,7	7,9	5,5
55–64	305 934	10,8	7,1	10,4
65+	100 261	18,1	3,1	17,8
Population group				
Black African	1 824 982	4,6	5,8	4,5
Coloured	351 346	10,6	9,7	10,1
Indian/Asian	75 395	29,1	6,5	28,2
White	457 200	10,3	12,2	9,9
Province				
Western Cape	518 451	8,5	10,8	8,2
Eastern Cape	157 485	12,5	3,8	12,4
Northern Cape	94 037	12,7	11,2	12,2
Free State	196 353	12,9	9,6	12,6
KwaZulu-Natal	184 804	14,6	2,4	14,6
North West	120 616	16,6	4,5	16,5
Gauteng	1 179 820	6,7	10,7	6,3
Mpumalanga	158 255	15,0	5,2	14,9
Limpopo	99 103	16,9	2,7	16,8

A greater percentage of males experienced racial discrimination than females. People who live in metros are more than twice likely to experience racial discrimination than people in non-metro areas. More interactions among various racial groups in metros is probably the reason for a greater percentage of people experiencing racial discrimination. This may also explain the high incidence of racial discrimination in the Western Cape, Northern Cape and Gauteng.

6.2 Social cohesion

In this section an attempt is made to measure achievement of this vision by estimating the proportion of the population who have benefited and those who performed acts of kindness to people from a different race, and the percentage of people who experienced discrimination. This survey has found that 85% of beneficiaries of kindness have performed acts of kindness while 69% of those who have performed acts of kindness were beneficiaries of acts of kindness. Other findings are summarised in Table 25.

Table 25: Act of kindness from or to a person of a different racial group

General population	Benefited from kindness		Performed act of kindness	
	Per cent	CV	Per cent	CV
Age 16 or above	24,9	2,3	30,4	2,0
Disability				
Persons with seeing disability	19,4	14,6	25,3	12,8
Persons with hearing disability	20,4	22,9	22,9	21,2
Persons with walking disability	24,7	11,2	26,1	10,8
Persons with self-care disability	21,6	21,4	23,1	20,7

The perceptions of people with disability on receiving and performing acts of kindness follow the same pattern as the general population. In every case a greater percentage of the disabled think they have performed acts of kindness to others more than they have received from people of a different racial group.

Table 26: Percentage of the population that benefited from or performed an act of kindness during the past 12 months

Gender	Benefited from kindness		Performed act of kindness	
	Per cent	CV	Per cent	CV
Male	25,2	2,8	31,1	2,4
Female	24,6	2,7	29,7	2,4
Metro status				
Metro	32,2	2,9	40,8	2,4
Non-metro	19,0	3,6	21,9	3,3
Disability				
Persons without disability	25,1	2,3	30,6	2,0
Persons with disability	21,9	8,2	24,8	7,8
Age				
16–24	22,7	4,2	25,8	3,9
25–34	26,4	3,5	30,4	3,2
35–54	24,3	3,1	31,9	2,6
55–64	27,9	4,6	35,5	3,8
65+	25,4	5,4	30,6	4,8
Population group				
Black African	20,3	2,9	23,2	2,7
Coloured	38,1	5,2	49,6	4,1
Indian/Asian	38,5	11,8	61,3	7,6
White	46,5	4,2	62,4	3,2
Province				
Western Cape	35,0	5,2	47,6	4,0
Eastern Cape	18,9	5,8	21,4	5,3
Northern Cape	36,2	7,6	46,0	6,7
Free State	13,2	11,2	18,0	9,8
KwaZulu-Natal	14,9	8,4	20,1	7,1
North West	16,9	9,6	21,4	8,7
Gauteng	32,0	3,6	37,8	3,3
Mpumalanga	31,1	8,0	35,7	7,3
Limpopo	22,9	9,4	22,4	9,0

There is no significant difference between males and females in the percentage of the population who benefited from acts of kindness from people of a different race. The same is true for those who performed acts of kindness. However, there is a vast difference between people in metros and those living in non-metros, both in benefiting from and performing acts of kindness to people of a different race. About 32% of the population in metros benefited from acts of kindness compared to 19% in non-metro areas. Moreover, about 41% of the population in metros performed acts of kindness compared to 22% in non-metro areas. This difference is probably due to the fact that there is a greater racial mix in metros than

in non-metros. For this reason, Figure 5 below focuses on the metropolitan areas and provides estimates disaggregated by population group (race).

Figure 5: Percentage of the population in metropolitan areas who benefited from or performed an act of kindness from/to a different racial group during the past 12 month, by population group
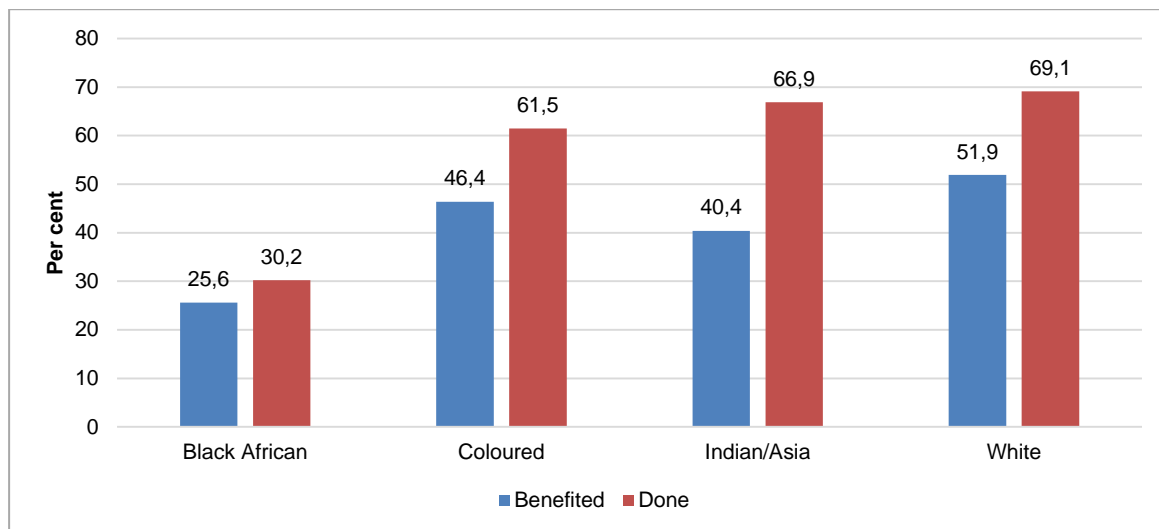
Figure 5 presents a comparison among the four population groups on the proportion of the population who benefited from or performed acts of kindness to persons of a different racial group. Black Africans scored the lowest both in terms of benefiting from and performing acts of kindness at about 26% and 30%, respectively. Whites scored the highest both in terms of benefiting from and performing acts of kindness at about 52% and 69%, respectively.

The common denominator across population groups is that a greater percentage of people believed that they have performed acts of kindness to persons of a different population group than the percentage of people who believed they benefited from acts of kindness. The inclination to be more giving than benefiting may just be perceptions rather than reality. For example, attitudes that regard acts of kindness received as rights could be reasons behind these perceptions.

7. INDIVIDUAL EXPERIENCE OF DISPUTES AND PROBLEMS

Whereas the Victims of Crime Survey focused on experiences of households and individuals on problems relating to criminal law, this chapter is concerned with disputes and problems relating to civil law or justiciable problems. According to the Organisation for Economic Co-operation and Development (OECD) and the Open Society Foundation, the term "justiciable" is used to describe problems that raise legal issues, whether or not this is recognised by those facing them, and whether or not lawyers or legal processes are invoked in any action taken to deal with them. The OECD and Open Society Foundation framework was used to guide questionnaire development and data analysis for this section. Survey results reported in this chapter will assist policymakers and non-governmental organisations to identify unmet legal and justice needs, understand the impact of these needs on the lives of affected people, and understand the working of various models of assistance.

7.1 Disputes and problems usually encountered by people in South Africa

The first question to ask is, what the magnitude of the problem was. In other words, what proportion of the population experienced disputes and problems during the past two years. Table 27 presents a summary of the number and proportion of the population that experienced various levels (number of disputes and problems) of disputes and problems during the past two years.

Table 27: Number and percentage of the population that had specified number of disputes/ problems

Number of disputes or problems	Number of people	CV	Per cent	CV
0	35 121 349	0,9	88,1	0,4
1	3 109 760	3,2	7,8	3,2
2	817 358	6,3	2,0	6,3
3	306 140	10,1	0,8	10,0
4	160 620	14,5	0,4	14,5
5	133 323	17,5	0,3	17,5
6	42 698	30,2	0,1	30,1
7	59 115	24,8	0,1	24,8
8	40 261	26,5	0,1	26,5
9 or more	85 657	20,0	0,2	20,0

An estimated 12% of the population in South Africa experienced one or more disputes or justiciable problems during the past two years. This prevalence of justiciable problems is on the lower side compared to results from other countries. The 2016 Colombian survey produced the lowest estimate, where 10% of adults experienced one problem or more over a two-year period. The highest recorded estimate was 90% from the 2015 Ugandan survey, but this was for problems experienced by adults in a four-year period. Most commonly, estimates fell in the range of 30% to 60% over a three- or four-year period (OECD/OSF, 2018).

The next question of interest concerns the nature of disputes and problems that were experienced. The questionnaire had 29 main categories of disputes/problems, including the "Other" category. Inclusion of the "Other" category is not the best practice, but it was necessary for the first round of the survey. Each category contained several detailed disputes and problems. A respondent would select from among the 29 categories and then select specific disputes/problems from selected categories. It was realised that this approach may have caused underreporting of disputes/problems. A total of 140 specific disputes and problems were available for respondents. Table 28 is a list of the top 49 disputes/problems ordered according to their prevalence.

Table 28: Number and percentage of the population that experienced specified disputes/ problems

Dispute or problem	Number	CV	Per cent	CV
Disruptions of supply of utilities (e.g. water, electricity)	262 827	12	0,66	12
Corruption or bribery or nepotism by government officials	204 396	14	0,51	14
Other dispute/problem with neighbour(s)	182 514	14	0,46	14
Lack of access to water, sanitation, electricity, housing	172 290	13	0,43	13
Unpaid debt by friends or non-family individuals	169 632	15	0,43	15
Unauthorised deductions from bank account by a business	168 060	15	0,42	15
Family property ownership (includes land, house, cars, animals, etc.)	135 976	15	0,34	15
Other poor services	129 460	16	0,32	16
Child support or maintenance	118 981	15	0,30	15
Unfair charges or fees by company, business or bank	99 069	18	0,25	18
Other unfair employment practices	98 529	21	0,25	21
Violence against women	92 972	19	0,23	19
Medical malpractice by health institution or officials	87 529	20	0,22	20
Unfair utility bills	83 077	25	0,21	25
Poor service by company or business	67 915	20	0,17	20
Difficulties accessing healthcare services	57 304	27	0,14	27
Other lack of services	57 257	28	0,14	28
Difficulties paying personal loan	52 862	29	0,13	29
Excessive noise, littering, parking spots or pets	51 426	26	0,13	26
Billing errors	49 322	29	0,12	29
Discrimination by employer	48 310	28	0,12	28
Harassment or bullying by other person	48 104	21	0,12	21
Other debt dispute/problem	47 869	28	0,12	28
Difficulties in accessing loans	46 840	23	0,12	23
Unfair blacklisting	46 364	27	0,12	27
Boundaries or fence	45 537	23	0,11	23
Violence against other family member	44 638	22	0,11	22
Inaccurate credit rating	42 924	33	0,11	33
Poor working conditions	42 302	24	0,11	24
Denied registration at school/university	40 736	31	0,10	31
Unfair insurance payout	40 221	27	0,10	27
Liabilities from road accident	40 079	25	0,10	25
Unfair dismissal by employer	39 323	32	0,10	32
Unpaid wages or benefits	39 288	28	0,10	28
Unfaithfulness by a spouse	39 282	22	0,10	22
Difficulties paying consumer goods instalments (e.g. clothing, car)	37 121	29	0,09	29
Other blacklisting & difficulty accessing loans	34 407	28	0,09	28
Unpaid debt by family/relative	32 481	24	0,08	24
Rejection of insurance claims	30 018	29	0,08	29
Access or payments of social grants	30 003	31	0,08	31
Custody of children or visitation arrangements/access to children	28 901	28	0,07	28
Harassment by family member	28 127	32	0,07	32
Difficulties getting ID or passport	26 530	32	0,07	32
Other marriage dispute/problem	26 038	32	0,07	32
Divorce or separation	24 810	28	0,06	28
Conflict about finances	23 653	31	0,06	31
Conflict about roles in the house	17 455	33	0,04	33

Table 28 above shows that disruptions of supply of utilities (e.g. water, electricity) was the type of dispute most experienced, with about 0,7% of the population having experienced that dispute or problem. Corruption or bribery or nepotism by government officials is the second most common dispute/problem, with 0,5% of the population having experienced that dispute/problem. The least common types of dispute are divorce or separation (0,06%), conflict about finances (0,06%) and conflict about roles in the house (0,05%).

Figure 6: Top 10 disputes experienced by the population
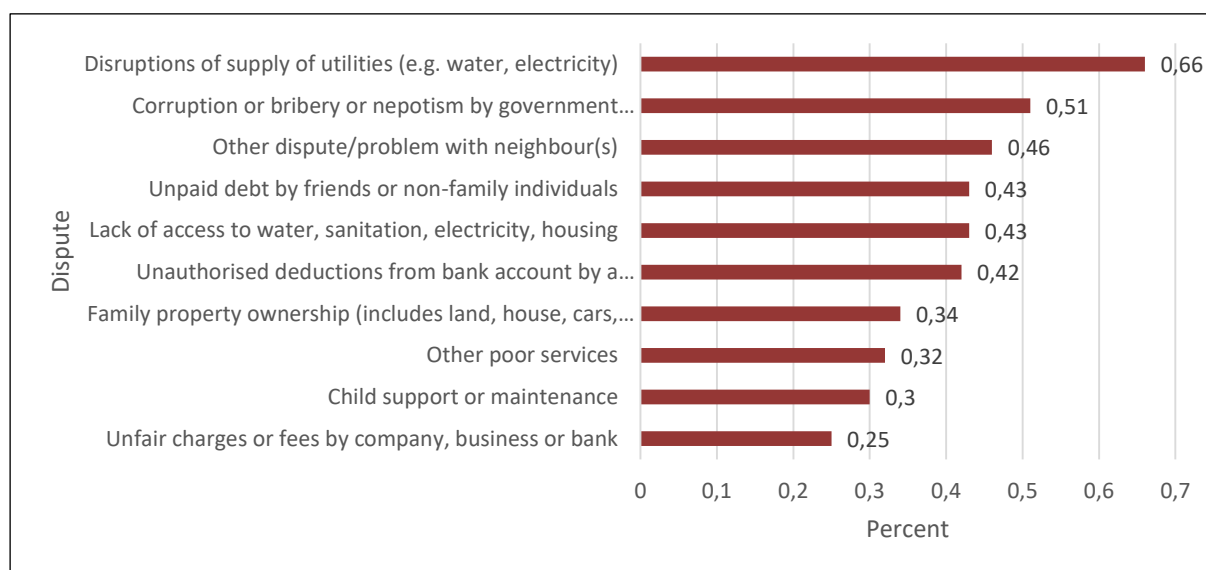
Figure 6 gives a summary of the top ten disputes or problems experienced by individuals aged 16 and above in South Africa, starting with the most common to the least common among the top ten. The first two disputes or problems have to do with relationships with government, followed by disputes on relationships with family, friends and neighbours.

The top ten may not be prominent for every subpopulation. It is therefore important to find out which disputes or problems are priority in various groupings. Unfortunately, data limitations do not allow estimation for every subpopulation of interest.

Table 29: Top 10 disputes or problems experienced by each of the two gender groups

	Most common disputes for women	Most common disputes for men
1	Disruptions of supply of utilities (e.g. water, electricity)	Corruption or bribery or nepotism by government officials
2	Other dispute/problem with neighbour(s)	Unpaid debt by friends or non-family individuals
3	Lack of access to water, sanitation, electricity, housing	Other poor services
4	Unauthorised deductions from bank account by a business	Other unfair employment practices
5	Family property ownership (includes land, house, cars, animals, etc.)	Medical malpractice by health institution or officials
6	Child support or maintenance	Poor service by company or business
7	Unfair charges or fees by company, business or bank	Difficulties accessing healthcare services
8	Violence against women	Other lack of services
9	Unfair utility bills	Billing errors
10	Difficulties paying personal loan	Harassment or bullying by other person

It is remarkable that there is no overlap between the top ten most important disputes for women and for men. Without disaggregation, violence against women, unfair utility bills, and difficulties paying personal loans would not make it in the top ten list. All these are disputes and problems that mostly affected women.

Governance, Public Safety and Justice Survey, 2018/19

7.2 How people handle disputes and problems

Problem-solving behaviour is a key focus of legal needs surveys. How do affected parties begin the journey towards resolving a dispute or problem they are facing? A natural first step would be to try to gather information about the dispute/problem. Figure 7 gives a summary of the proportions of people who sought information from each of the four categories of sources.

Figure 7: Percentage of people who experienced disputes and who used specified media to obtain information about their disputes
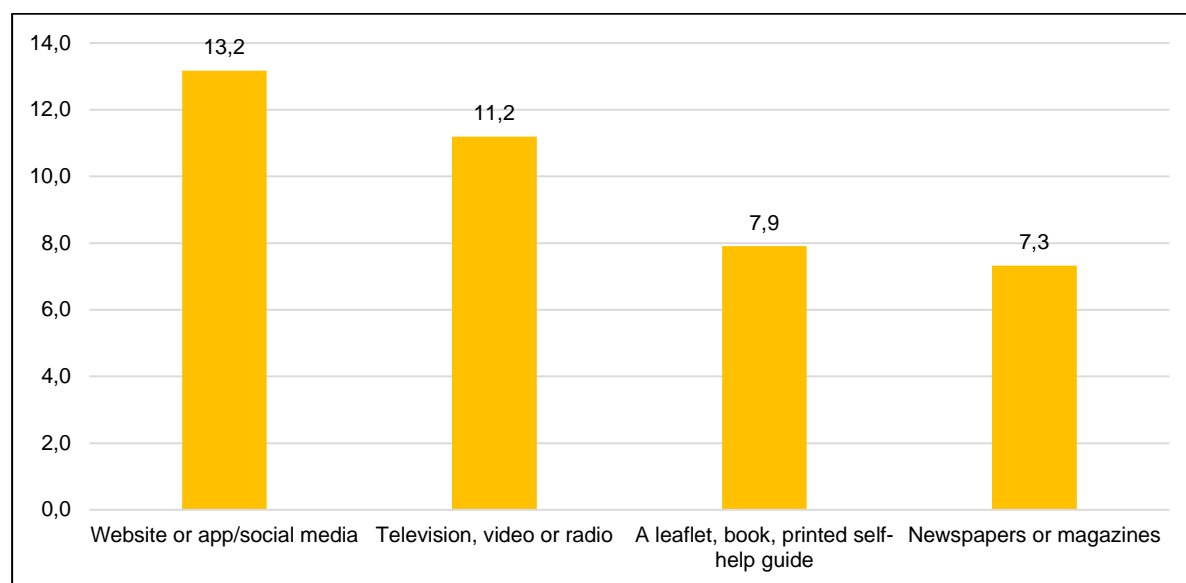
Figure 7 shows that electronic sources were more popular than print sources. Almost a quarter of the population (24%) used electronic media platforms to obtain information about the disputes they experienced. Websites and social media were the most popular sources people used to obtain information. Leaflets, books, or self-help guides and newspapers or magazines were used by about 15% of the population.

Focusing on the most recent disputes/problems, it is estimated that over 75% of individuals did not look for information from websites or app/social media platforms, leaflets, books, printed self-help guides, newspapers or magazines, television, video or radio to help them resolve disputes. There is no difference between males and females in the proportion of those who did not seek information from any source. There is, however, a significant difference among population groups, where 79% of black Africans and 57% of whites did not seek information from any of the four categories of sources.

Some may not have sought information from electronic or print media but sought information from institutions such as the police, courts or even family. Figure 8 depicts the use of various institutions as sources of information that were used in an effort to resolve disputes or problems. The percentages were calculated from all respondents who had one or more disputes/problems.

Figure 8: Percentage of people who used specified sources to obtain information concerning their disputes
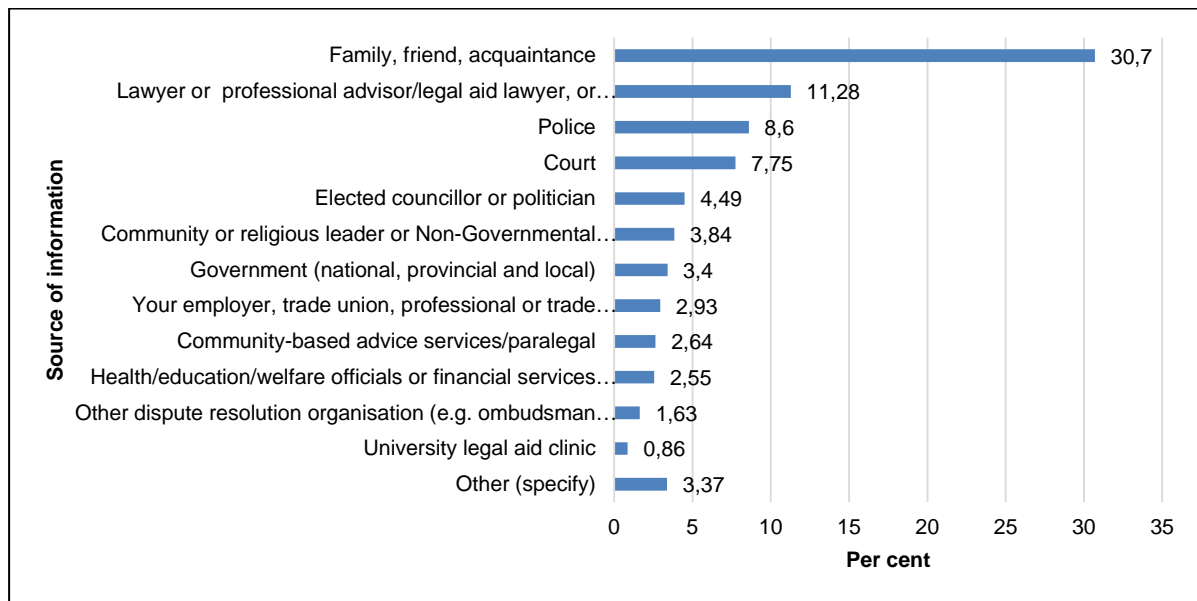
Family, friend or acquaintance was the most popular place to call for assistance to obtain information that would help to resolve the most recent dispute or problem. It is also important to find out why people did not seek information from any of the institutions depicted in Figure 8.

Figure 9: Percentage of people who would give a specific reason for not seeking information about their dispute/problem
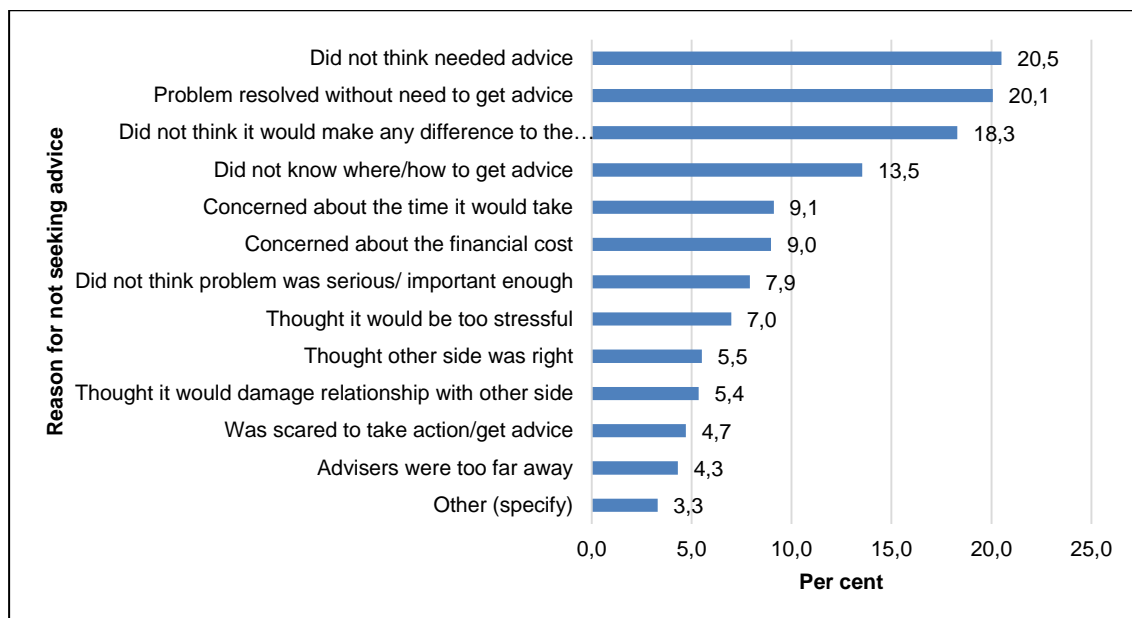
Figure 9 shows that the majority (over 20%) of people thought that they did not need advice or that the problem was resolved without the need to seek advice. About 18% thought that it would not make any difference to the outcome. Almost 14% of the population did not know where/how to obtain advice.

Beyond information about the dispute/problem, it is important to know whom or which institution they consulted to help resolve the most recent dispute or problem. Figure 10 below presents a summary of the percentage of the population who used each of the persons/institutions.

Figure 10: Percentage of people who used specified institutions to seek help to resolve their dispute
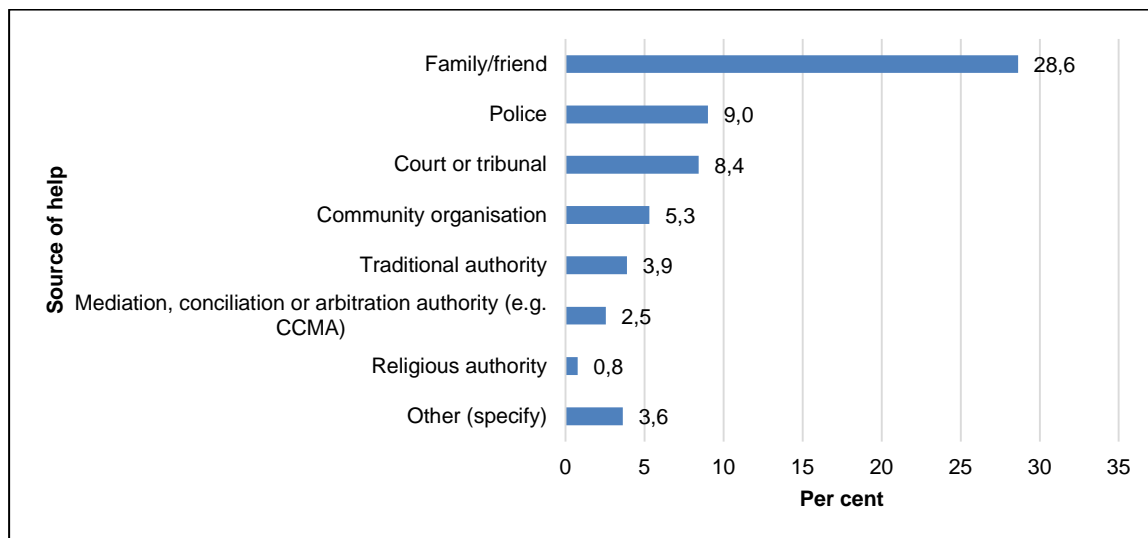
Survey results show that most people in South Africa go to family and friends for help in trying to resolve disputes. About 29% of the people experiencing disputes seek help from family and friends, 9% go to the police for help, 8% go to courts or tribunals and 5% seek help from community organisations. Other sources of help are less frequently used.

Not every person who experiences a dispute or a justiciable problem approaches a third party for help. It is useful to know what proportion of the population seek help when they experience a dispute or problem. It is also important to know the reasons for not seeking help. Table 30 below provides estimates of number and percentages of people who seek help when faced with a dispute or problem disaggregated by demographic, disability and geographic factors.

Table 30: Number and percentage of people who sought help in trying to resolve their disputes

Gender	Number	CV	Per cent	CV
Male	516 868	8,3	50,1	5,7
Female	635 068	7,0	50,3	4,9
Metro status				
Metro	525 677	8,7	46,7	6,1
Non-metro	626 258	7,0	54,1	4,6
Disability				
Persons without disability	1 074 949	5,7	50,5	3,9
Persons with disability	76 986	19,6	49,2	14,3
Age				
16–24	190 510	15.0	51.6	10.4
25–34	341 767	9.4	57.0	6.1
35–54	395 752	8.8	43.7	6.4
55–64	136 628	14.8	48.0	11.0
65+	87 279	17.2	70.3	7.8
Population group				
Black African	864 795	6.1	50.1	4.1
Coloured	140 438	14.2	50.9	9.8
Indian/Asian	30 363	54.7	78.1	16.5
White	116 340	19.8	47.8	14.2
Province				
Western Cape	149 113	16.3	51.1	11.7
Eastern Cape	110 540	13.2	49.8	9.2
Northern Cape	59 908	15.8	50.0	10.5
Free State	97 365	16.5	51.7	11.2
KwaZulu-Natal	76 149	22.6	57.1	13.3
North West	74 203	22.9	44.9	18.6
Gauteng	352 911	11.3	48.0	7.6
Mpumalanga	137 019	14.4	60.5	8.4
Limpopo	94 728	16.6	46.9	11.1
SOUTH AFRICA	1 151 935	5,5	50,4	3,7

About 50% of people who experience disputes seek help in trying to resolve the disputes. There is no significant difference between males and females in terms of the percentage of people who seek help when experiencing a dispute. Over 70% of the elderly (65 and above) seek help when they experience a dispute or problem. The percentages are significantly lower for people under 65. About 78% of Indian/Asian population group seek help compared to significantly lower percentages for other population groups. Mpumalanga (61%) and KwaZulu-Natal (57%) stands out compared to other provinces on the percentage of people who seek help when facing disputes or problems.

Figure 11 gives a summary of reasons for not seeking help in trying to resolve disputes.

Figure 11: Percentage of people who did not seek help for specified reasons
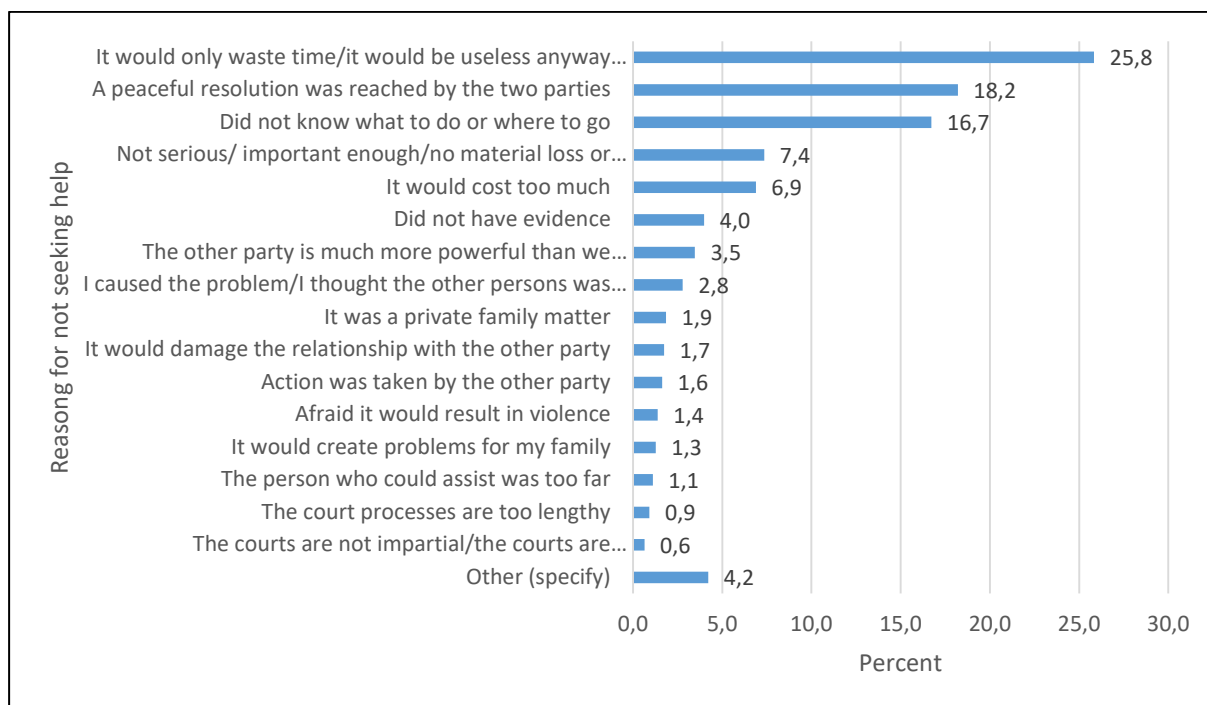
Figure 11 shows that more than a quarter of the people did not seek help because it would waste time or it would be useless anyway. A further 18% did not seek help because a peaceful resolution was reached by the two parties. About 17% of the people did not seek help because they did not know where to go. In summary, Figure 11 shows that of all the people who did not seek help, almost two-thirds did not seek help because either it would be a waste of time, or they resolved the dispute/problem amicably or they simply did not know where to go.

Figure 12: Association between source of information and source of help
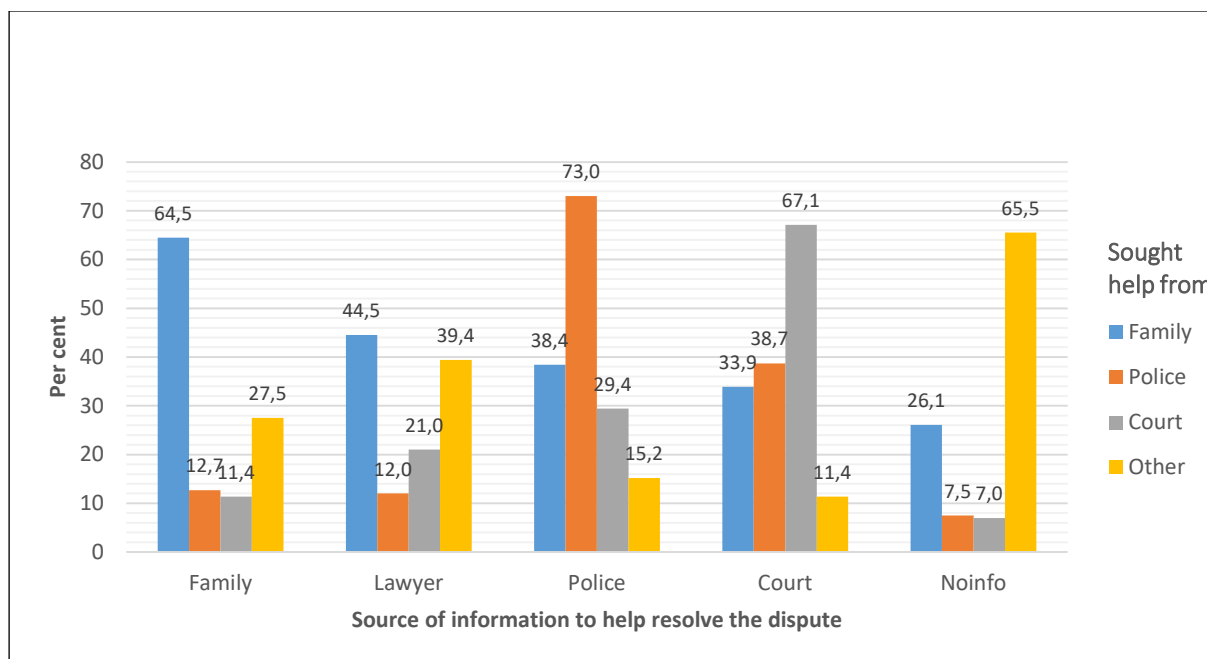
Figure 12 shows that the source of information that a person experiencing a dispute decides to use is correlated to the place the person would go to seek help in trying to resolve the dispute. For each source of information the greatest percentage of people would use the same as the source of help. About 65% of people who sought help from family, where the family was the source of information. In the case of police as the source of information, 73% of people sought help from the police. Where the court was the source of information, 67% of the people sought help from the court and where no information was sought, 66% of people used other sources of help.

Disputes or justiciable problems normally take time to resolve. It is important to try to get an idea of the length of time it takes to resolve disputes as it affects the wellbeing of the people involved in the dispute. Figure 13 presents the distribution of disputes according to the various stages in the process of resolution.

Figure 13: Percentage of people in various stages of their disputes
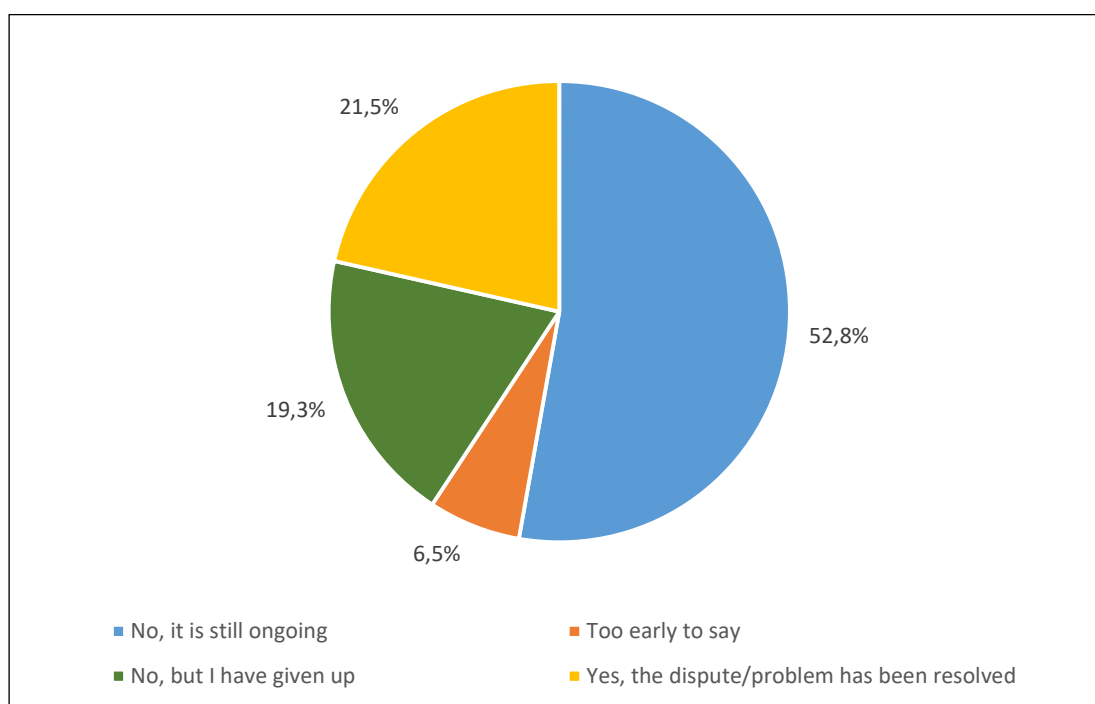
Figure 13 above shows that more than half the people (53%) have disputes that were still ongoing. One in five have disputes that had been resolved while almost the same proportion of people had given up on any hope of resolving the disputes. About 7% could not predict the possible outcome of the dispute as it was still too early to say.

It is naturally desirable that disputes do not take very long time to resolve. But what determines the time it takes to resolve a dispute. Figure 14 below replicates the distribution in Figure 13 for each of the four categories of sources of help used by people experiencing disputes. This may help to give indication of sources of help that may be associated with speedy resolution of disputes.

Figure 14: Percentage of people in various stages of their disputes by source of help
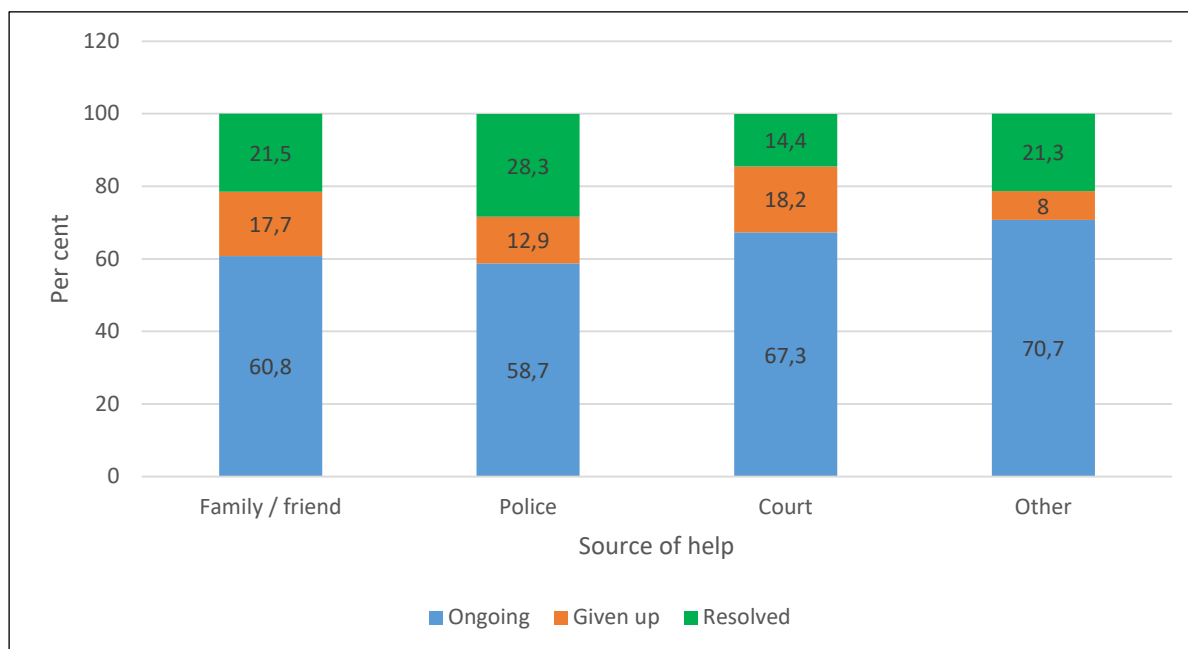
The category "Ongoing" in Figure 14 combines the categories "No, it is still ongoing" and "Too early to say" of Figure 13. People who approached the police for help had the highest percentage (28%) of cases that were resolved and those who went to court for help had the lowest percentage (14%) of resolved cases. This fact alone does mean that the police are the most effective source of help as many other possible factors may be involved. A better method to identify factors associated with resolution of disputes would be to fit a logistic regression model with many independent variables.

Figure 15: Percentage of people who resolved their disputes in a specified way
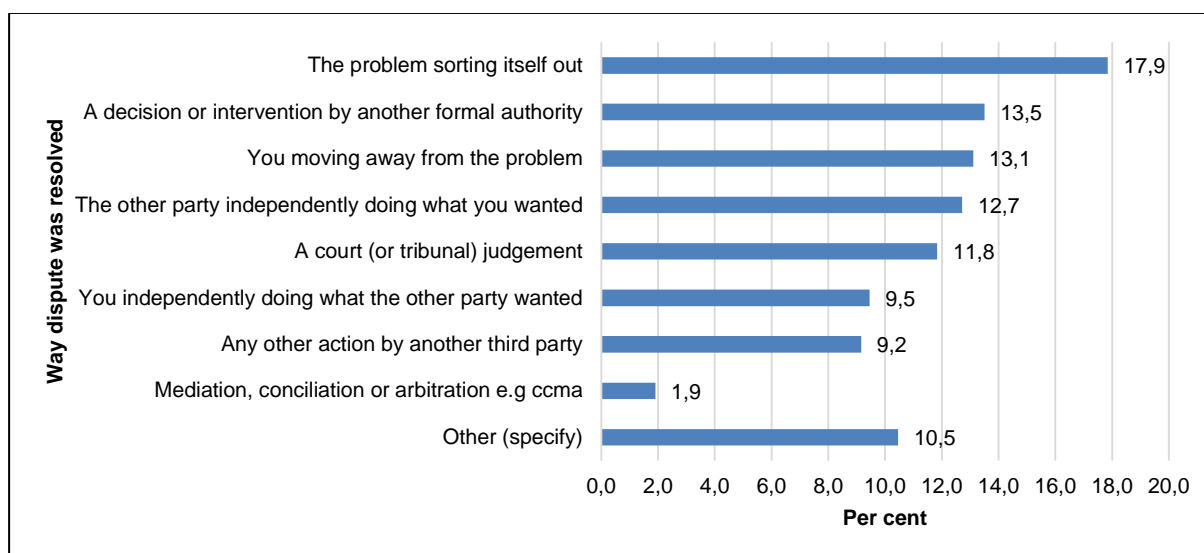
Figure 15 above shows that almost a third of the people (31%) either let the problem sort out itself or moved away from it. A further 22% had the dispute resolved by either doing what the other party wanted or the other party doing what they wanted. About a quarter (25%) had their problems resolved by a court

judgement or another formal authority. About 9% of the people had their problems resolved by some action by another party while about 2% were resolved through mediation.

Table 31: Number and percentage of people who perceived or experienced their disputes in specified ways

	Number	CV	Per cent	CV
The outcome was fair	386 495	9,9	78,8	4,6
The process was fair regardless of the outcome	371 123	10,1	75,7	5,0
I borrowed money to meet costs	119 497	17,5	42,6	12,9
I was asked to pay a bribe during the process	87 050	22,0	3,8	21,5

Table 31 shows that about 79% of the population had a fair outcome of their disputes, while 76% thought the process was fair regardless of the outcome. The table also shows that about 43% of the people had to borrow money in order to meet costs to resolve the dispute and almost 4% of the population were asked to pay a bribe in the process of resolving their dispute or problem.

7.3 Impact of disputes and problems

Figure 16: Number of days it took to resolve disputes and problems or give up
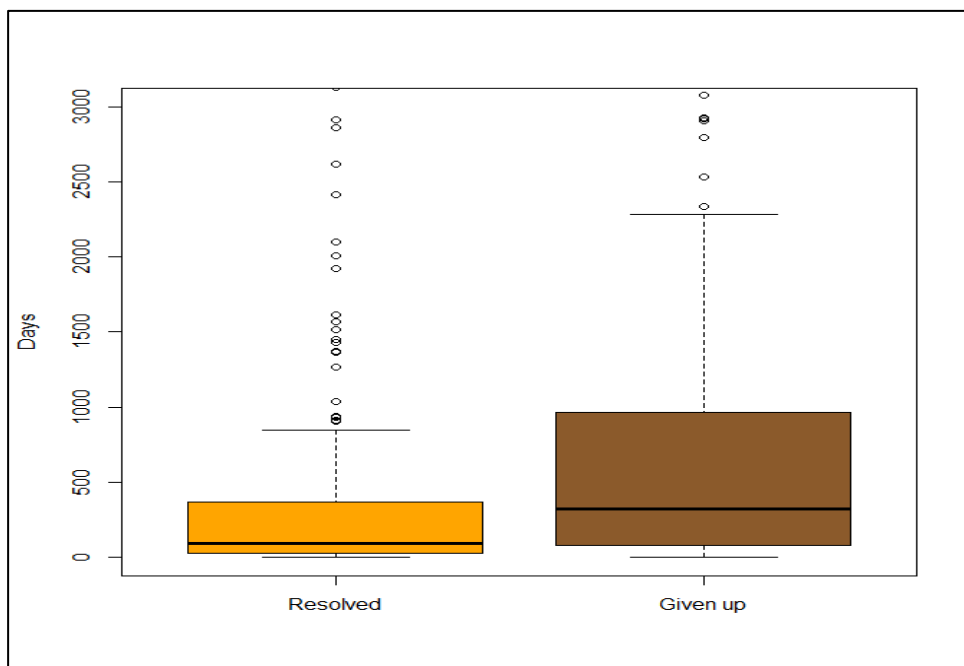
On average (median), it took 338 days to resolve a dispute while it took 873 days for one to give up. The length of time it takes to resolve a dispute or give up may depend on the subpopulation one belongs to. Table 32 presents the average time it took to resolve a dispute of give up by gender, geo-type and population group.

Table 32: Average number of days it took to resolve disputes or give up

Gender	Resolve		Give up	
	Average number of days	CV	Average number of days	CV
Male	325	18,4	783	15,3
Female	347	16,7	951	33,4
Metro status				
Metro	314	19,3	1 009	33,6
Non-metro	357	16,5	737	15,1
Population group				
Black African	330	14,4	956	25,3
Coloured	267	31,2	407	19,1
Indian/Asian			1 885	22,3
White	428	32,6	771	36,2

Table 32 shows that the average number of days it took for disputes to be resolved was higher for females (347 days) than for males (325 days). It also took, on average, more days for females (951 days) to give up on disputes than for males (783 days). The table also shows that, on average, it took more days to resolve a dispute in non-metro areas (357 days) than in metro areas (314 days). However, it took more days, on average, for people in metro areas (1 009 days) to give up on disputes than in non-metro areas (737 days). On average it took more days for whites (428 days) to resolve a dispute than blacks (330 days) and coloureds (267 days). The Indian/Asian group was the most resilient, taking on average 1 885 days to give up.

Figure 17: Amount of money (rands) spent in the process of resolving disputes
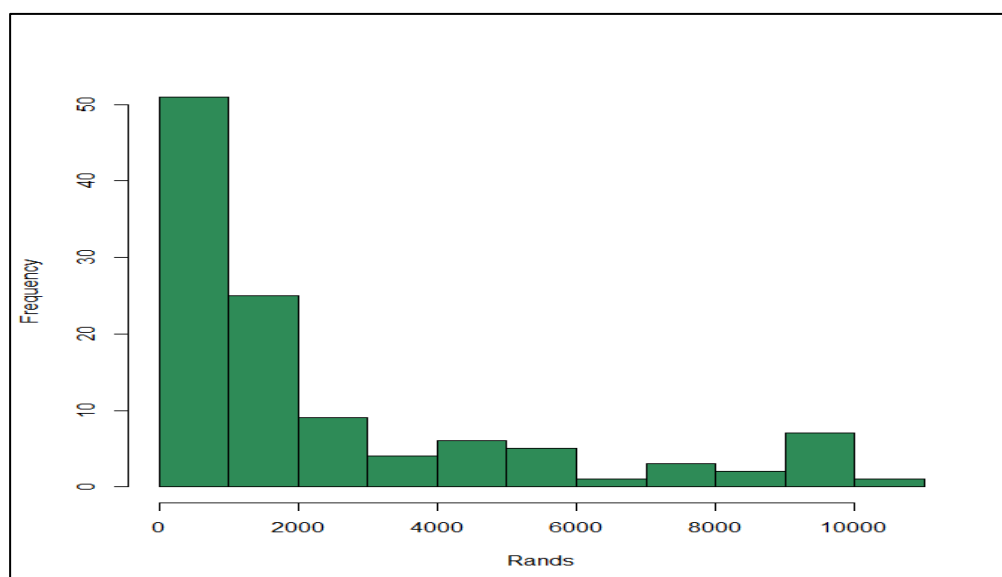
The average amount of money spent by individuals in the process of resolving a dispute was R1 730. The maximum recorded amount was R200 000.

Figure 18: Percentage of people who experienced specified financial impact of the dispute
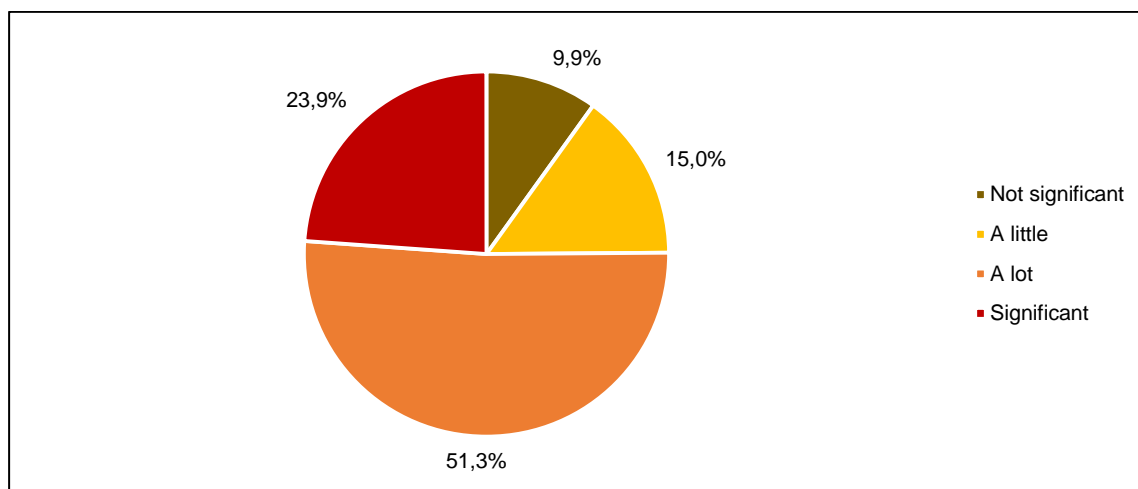
Figure 18 shows that for over three-quarters of the population the financial impact of the process of resolving their dispute or problem was a lot and significant. Less than 10% of the population felt that the financial impact was insignificant.

Figure 19: Percentage of people who experienced specified negative impact of the dispute
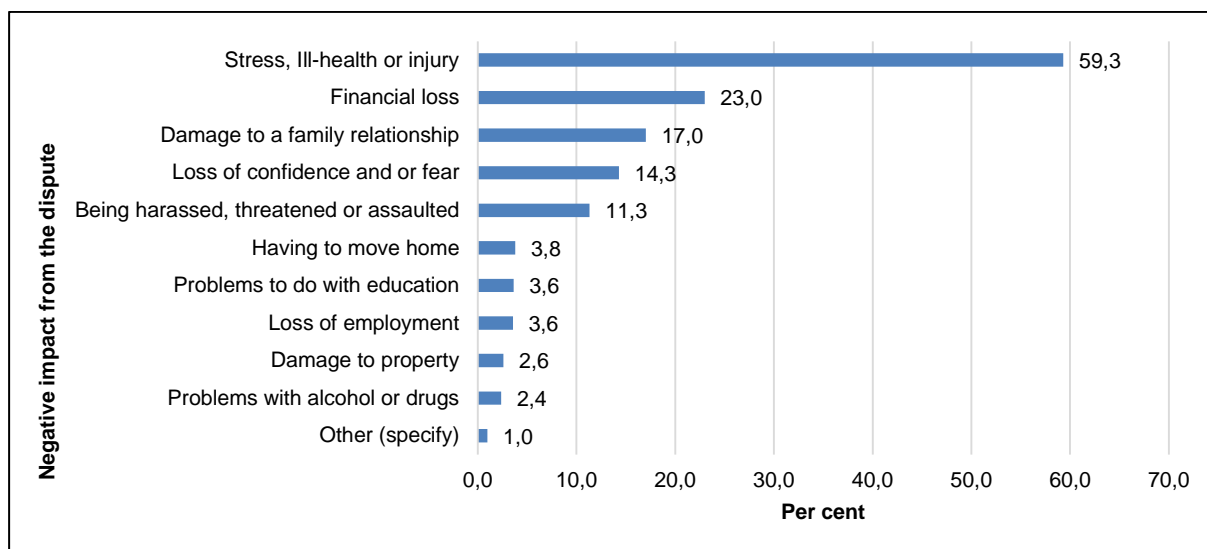
Figure 19 above shows that disputes have a negative impact on people's health, as almost 60% of the people experienced stress, ill-health or injury due to disputes. Almost a quarter of the people experienced financial loss due to disputes. From a family perspective, 17% of the people experienced damage to a family relationship due to the dispute, while 14% just lost confidence or experienced fear. A significant proportion (11%) were being harassed, threatened or assaulted due to the dispute. Furthermore, the figure shows that some people had to move homes (3,8%), some had problems regarding education (3,6%), some lost their employment (3,6%), while others had their property damaged (2,6%) and some developed problems with alcohol and drugs (2,4%).

8. ACCESS TO COURTS

Access to justice is broadly concerned with the ability of people to obtain the just resolution of justiciable problems and enforce their rights, in compliance with human rights standards, if necessary, through impartial formal or informal institutions of justice and with appropriate legal support (OECD/OSF, 2018). While Chapter 7 dealt with studying justiciable problems that people in South Africa experienced during the past two years and various methods of resolving them, this chapter focuses on one institution in the justice system, namely the court. Peoples' experience with courts and their perceptions about the quality of service can help to shed more light on how accessible justice is in the country.

8.1 Experience with courts

Five per cent of the population aged 16 years and older have been to court for various reasons during the past twelve months. The reasons people went to court are summarised in Figure 20 below.

Figure 20: Percentage of people who have been to courts for specified reasons
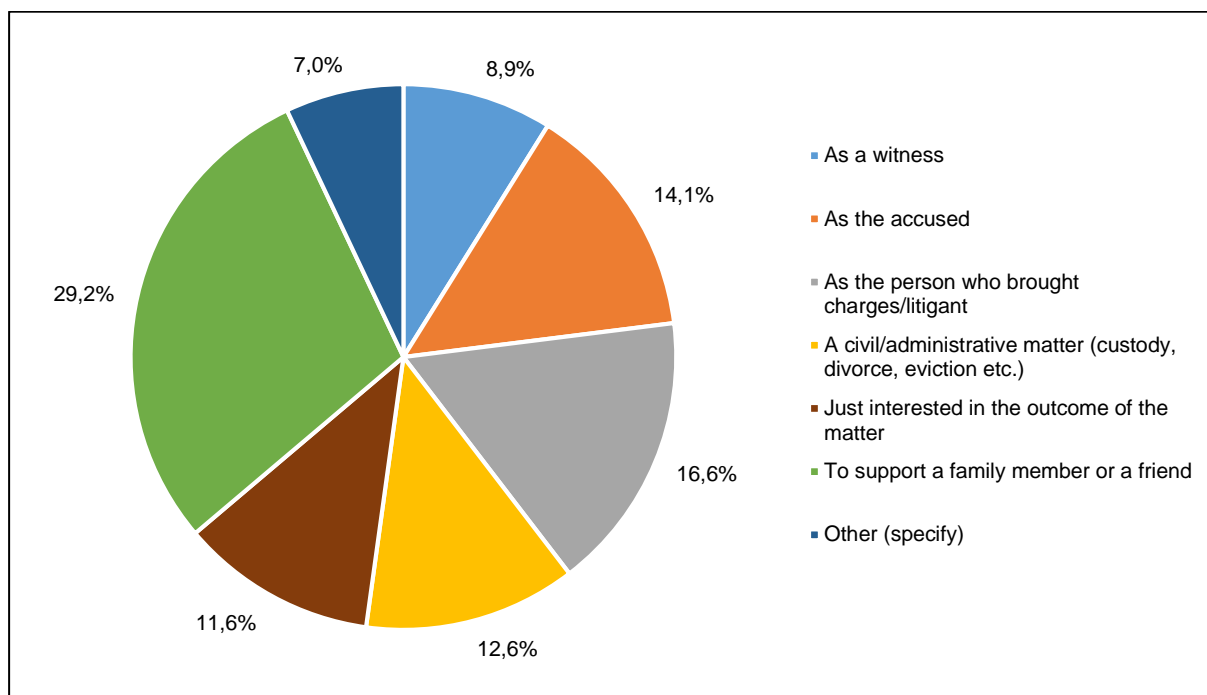
Figure 20 above shows that 29% of all people who visit courts are there to support a family member or friend. About 17% visit the courts as complainants or people who brought the charges (litigant), whilst 14% visit the courts as the accused. The figure also shows that 13% of those who visit the courts are there for administrative matters such as disputes over custody of children, divorce, or eviction. However, about 12% visit the courts just as a matter of interest (to see the outcome of the matter) and around 9% are witnesses. Other reasons for going to court were work, study and dispute resolution.

Figure 21: Percentage of the population who went to court as witnesses, accused, litigants and administrative services by gender
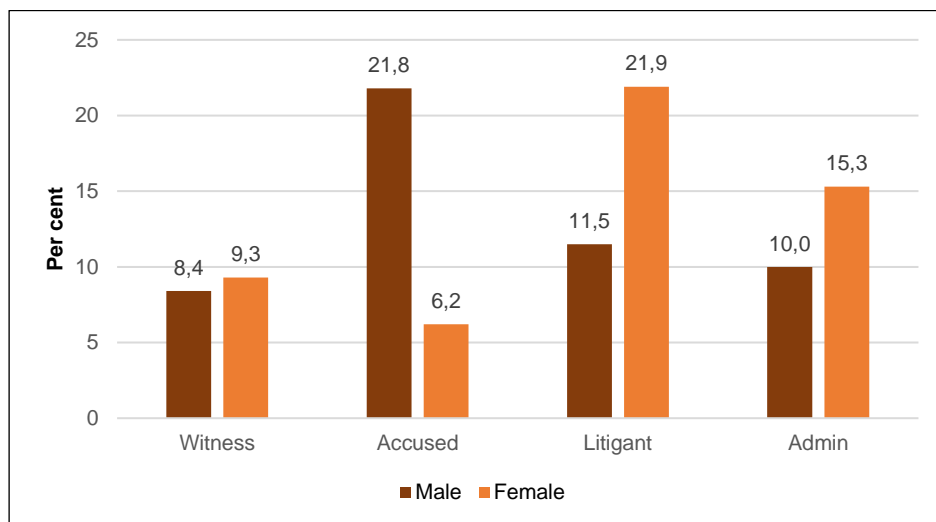
Figure 21 shows a glaring disparity between men and women on the reasons they go to court. About 22% of men who go to court go there as the accused, while only 6% of women go to court as the accused. Almost 12% of men who go to court go there as litigants, while for women the figure is 22%. A greater percentage of women than men go to court for administrative matters such as disputes over the custody of children, divorce, or eviction.

8.2 Services at the courts

The reasons "witness", "accused", "litigant" and "administrative matter" shall be referred to as substantive reasons for going to court. The quality of services in court is relevant only to those who go to court for substantive reasons.

Figure 22: Percentage of people who went to court for substantive reasons and who experienced specified services
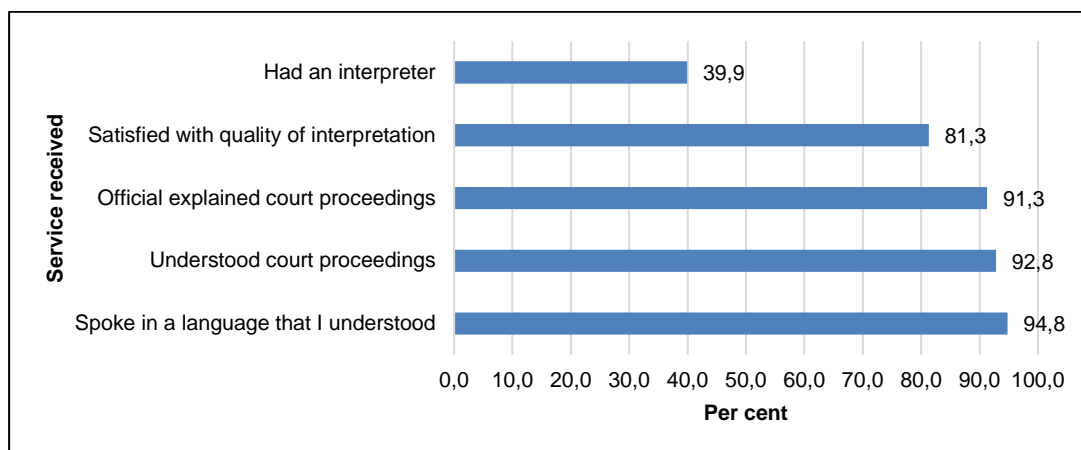
About 95% of the people were allowed to speak in a language they understood. This might be because they have access to local or nearby courts; hence, the ease in communication in their own language. About 40% of those who were not allowed to speak a language they understood had proceedings

interpreted to them and 81% of them were satisfied with the quality of interpretation. About 93% of the people understood the court proceedings. For those who did not understand the proceedings, 93,5% had court proceedings explained to them.

Figure 23: Percentage of people who used specified services in court
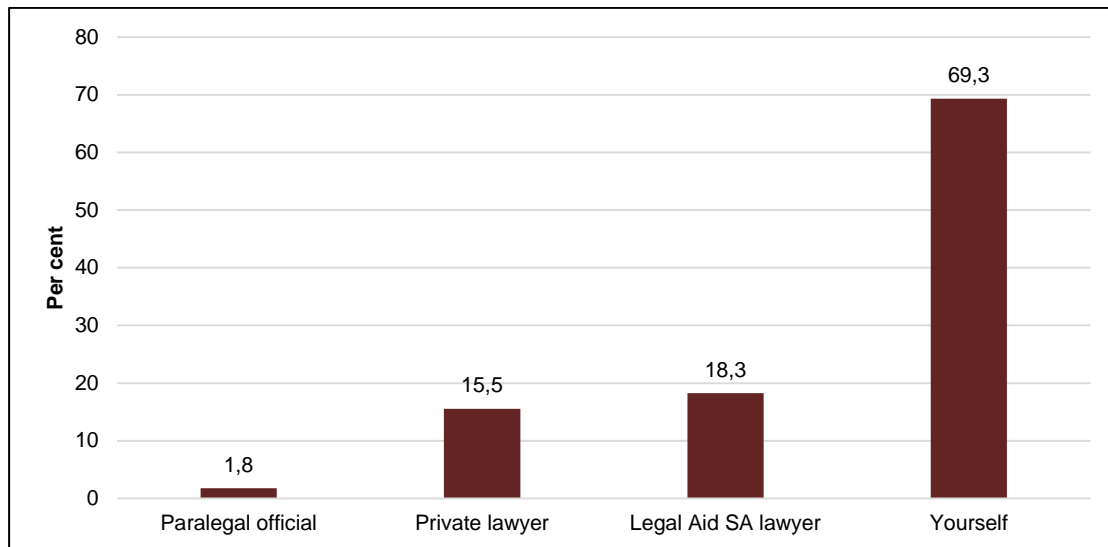
Figure 23 shows that about 70% of the people who went to court represented themselves. This is a huge proportion when compared to about 18% who were represented by a Legal Aid SA lawyer, 16% who were represented by a private lawyer and about 2% who were represented by a paralegal official. The numbers of people that used different services are given in Table 9.8 in Annexure A.

Figure 24: Representation in court according to reason for going to court
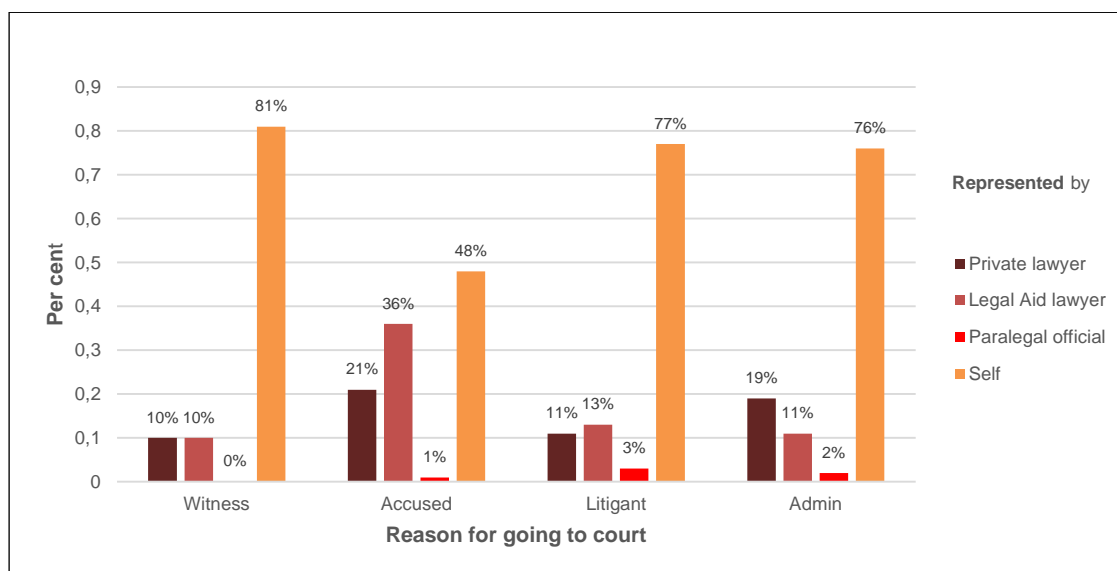
Figure 24 shows that self-representation in court was most preferred by those going to court for any reason. Self-representation varies from 48% for those going to court as accused to 81% for people who go to court as witnesses. The use of private lawyers and Legal Aid lawyers was highest for those who

went to court as accused, where 21% of the accused used private lawyers and 36% used Legal Aid lawyers. Paralegal officials were seldom used for any of the services.

8.3 Satisfaction with the courts

Two levels of satisfaction are presented in this section, namely (1) satisfaction with paralegal officials, themselves (for those who represented themselves), private lawyers and Legal Aids SA lawyers, and (2) satisfaction with court officials, including the magistrate/judge and the prosecutor.

Figure 25: Percentage of people who were satisfied with specified services
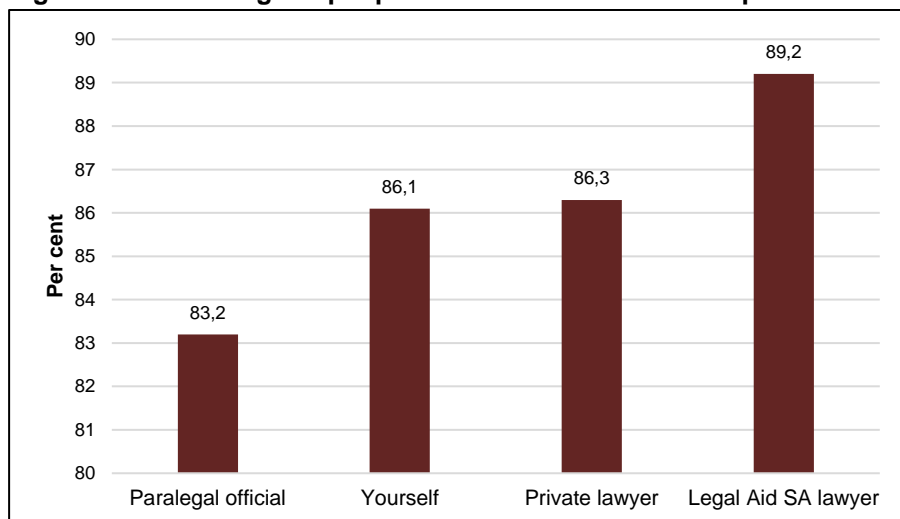
Figure 25 shows that those who were represented by Legal Aid lawyers had the greatest percentage (89%) of people who were satisfied with the service. No significant difference can be detected between those who used private lawyers and those who represented themselves; in both cases about 86% were satisfied. The satisfaction rate was lowest (83%) for those represented by paralegal officials. See Table 9.9 in Annexure A for the number of people satisfied with services.

It is also useful to determine the levels of satisfaction for groupings based on the reason for going to court. How satisfied with the private lawyer services were those who went to court either as witnesses or as the accused, and who used the services of a private lawyer? These types of questions are answered in the chart below. People who were represented by paralegal officials were left out of this analysis because the numbers were very small.

Figure 26: Percentage of people who were satisfied with the services of private lawyers, Legal Aid lawyers and themselves by reason for going to court
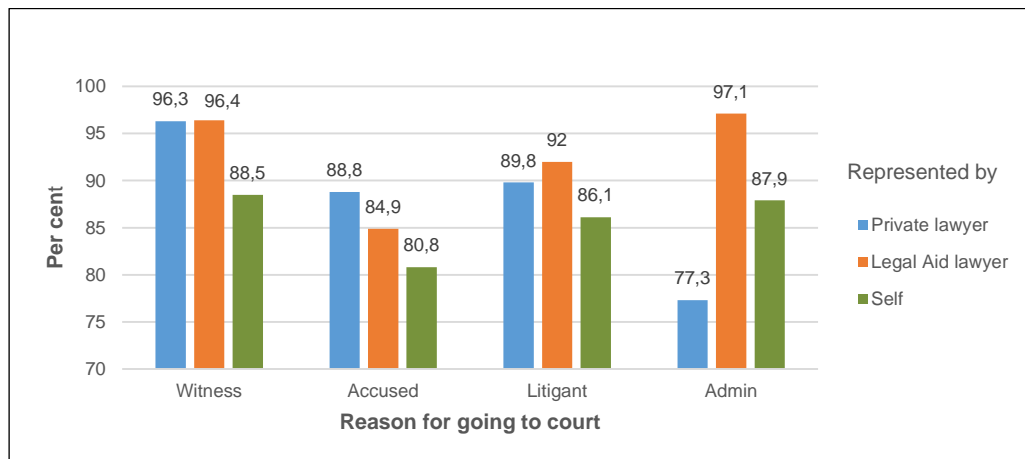
Figure 26 shows that only in cases where the client is the accused, private lawyers are ahead of other types of representation when considering the percentage of people satisfied with the service. In all other cases, representation by a Legal Aid lawyer is on top of the pack. Self-representation recorded the lowest satisfaction level in all cases, except for people who go to court for administrative matters, where almost 88% of the people were satisfied with themselves. Representation by a private lawyer in administrative matters recorded the lowest percentage (77%) of satisfied clients.

Figure 27: Percentage of people who felt they were treated fairly by specified court personnel
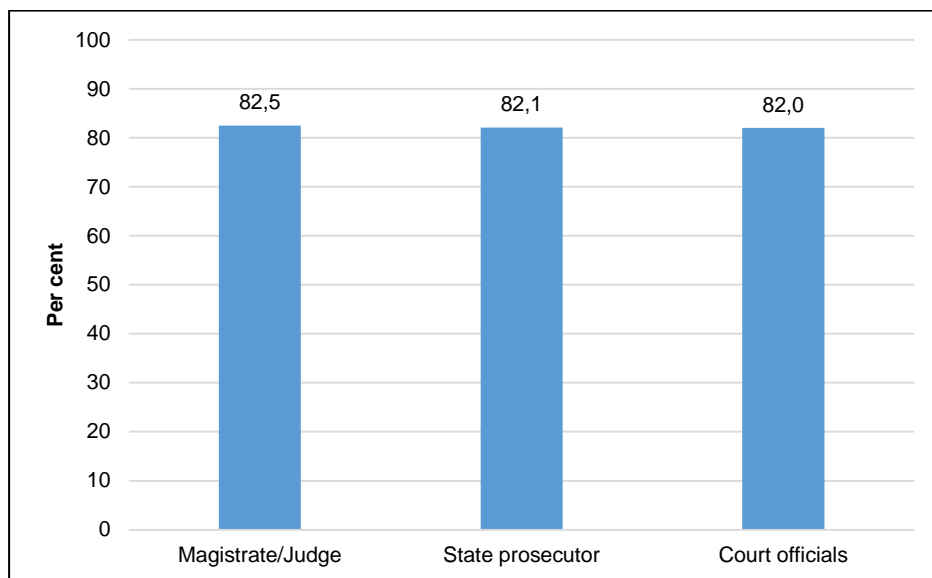
Figure 27 shows that over 82% of the population who have been to courts believed that they were treated fairly by court officials, including the magistrate or judge and the state prosecutor.

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ANNEXURE A: The questionnaire and basic statistics

1. General health and economic wellbeing of people

4.1 How would you describe your health in general?	Number	CV	Per cent	CV
Excellent	10 678 438	2	26,78	2
Very good	9 354 023	2	23,46	2
Good	14 630 078	2	36,69	2
Fair	4 156 900	3	10,42	3
Poor	967 387	6	2,43	6

4.3 Do you have difficulty in hearing (even with a hearing aid, if you wear one)?	Number	CV	Per cent	CV
No, no difficulty at all	38 193 891	1	95,78	0
Yes, some difficulty	1 350 568	5	3,39	5
Yes, a lot of difficulty	225 196	11	0,56	11
Cannot hear at all	17 172	43	0,04	43

4.4 Do you have difficulty in walking or climbing stairs?	Number	CV	Per cent	CV
No, no difficulty at all	37 458 421	1	93,94	0
Yes, some difficulty	1 639 109	4	4,11	4
Yes, a lot of difficulty	610 826	7	1,53	7
Cannot walk at all	78 470	20	0,20	20

4.5 Do you have difficulty in remembering and concentrating?	Number	CV	Per cent	CV
No, no difficulty at all	37 691 490	1	94,52	0
Yes, some difficulty	1 609 446	4	4,04	4
Yes, a lot of difficulty	449 726	9	1,13	9
Cannot remember at all	36 165	26	0,09	26

4.6 Do you have difficulty with self-care, such as washing or dressing yourself?	Number	CV	Per cent	CV
No, no difficulty at all	39 127 730	1	98,12	0
Yes, some difficulty	430 951	8	1,08	8
Yes, a lot of difficulty	181 832	13	0,46	13
Cannot do at all	46 313	26	0,12	26

4.7 Do you have difficulty in communicating in your usual language including sign language (understanding others and being understood by others)?	Number	CV	Per cent	CV
No, no difficulty at all	39 069 644	1	97,98	0
Yes, some difficulty	511 577	11	1,28	11
Yes, a lot of difficulty	86 301	20	0,22	20
Cannot communicate at all	119 303	27	0,30	27

4.8 Do you use any of the following?	Number	CV	Per cent	CV
Eye glasses/spectacles/contact lenses	7 082 255	2	17,76	2
Hearing aid	179 382	14	0,45	14
Walking stick/walking frame	765 270	6	1,92	6
A wheelchair	104 880	17	0,26	17
Other assistive devices (specify)	26 658	33	0,07	33

4.9 In the last week, Monday to Sunday, did you				
	Number	**CV**	**Per cent**	**CV**
Work for a wage, salary, commission or any payment in kind (including paid domestic work), even if it was for only one hour?	25 054 049	1	62,83	1
Run or do any kind of business, big or small, for yourself or with one or more partners, even if it was for only one hour?	36 784 527	1	92,25	0
Help without being paid in any kind of business run by your household, even if it was for only an hour?	39 591 826	1	99,29	0

4.10 In the last week, Monday to Sunday, even though you did not do any work for pay, profit or did not help without pay in a household business, do you have paid work or a business you would definitely return to?				
	Number	**CV**	**Per cent**	**CV**
Yes	501 187	8	2,25	8
No	21 762 547	1	97,75	0

4.11 Is your work				
	Number	**CV**	**Per cent**	**CV**
Permanent	9 673 291	2	24,26	2
A fixed-period contract	1 747 140	4	4,38	4
Temporary	2 052 466	4	5,15	4
Casual	1 170 313	5	2,93	5
Seasonal	89 568	21	0,22	21

2. State of human rights, participation and cohesion

6.1 Overall, how satisfied or unsatisfied are you with your life as a whole these days?				
	Number	**CV**	**Per cent**	**CV**
Very satisfied	7 532 786	3	18,89	3
Satisfied	21 687 543	1	54,39	1
Unsatisfied	8 787 270	2	22,04	2
Very unsatisfied	1 781 346	5	4,47	5

6.2 How proud are you to be South African?				
	Number	**CV**	**Per cent**	**CV**
Very proud	19 700 571	2	49,40	1
Proud	15 120 667	2	37,92	2
Not proud	2 553 358	4	6,40	4
Not proud at all	579 574	10	1,45	10

6.3 Have you heard about the South African Constitution?				
	Number	**CV**	**Per cent**	**CV**
Yes	32 216 031	1	80,79	1
No	7 572 913	2	18,99	2

6.4 Do you think the Constitution protects your rights?				
	Number	**CV**	**Per cent**	**CV**
Yes	25 065 200	1	77,80	1
No	6 212 159	3	19,28	2
Do not know	938 673	7	2,91	7

6.5 Do you think the Constitution protects the rights of others more than yours?				
	Number	**CV**	**Per cent**	**CV**
Yes	17 483 438	2	54,27	1
No	12 966 455	2	40,25	2
Do not know	1 766 138	5	5,48	5

6.6 Are you aware that the South African Bill of rights is part of the South African Constitution?				
	Number	**CV**	**Per cent**	**CV**
Yes	27 603 738	1	69,22	1
No	12 185 207	2	30,56	2

6.7 Do you think the following rights are respected in South Africa?					
		Number	**CV**	**Per cent**	**CV**
People are free to say what they think (Freedom of expression)	Yes	31 341 335	1	78,60	1
Fair hearing and assumed innocence until proven guilty	Yes	29 252 512	1	73,36	1
Newspapers and other media are free to publish without fear of being shut down (Freedom of the press/media)	Yes	29 893 565	1	74,97	1
People are treated equally by the police and in courts of law (Equality before the law)	Yes	22 567 496	1	56,59	1
People are free to join any political party (Political freedom)	Yes	33 968 548	1	85,18	1
People can cast their vote freely, without being intimidated (Free and fair elections)	Yes	33 602 323	1	84,27	1
People are free to choose what religion to follow to worship without interference of prosecution (Religious freedom)	Yes	34 474 946	1	86,45	1
People are free to choose where to live, work and travel without restriction (Freedom of movement)	Yes	32 172 250	1	80,68	1
People may join any organisation they wish without government interference (Freedom of association)	Yes	33 042 193	1	82,86	1
Independent Electoral Commission (IEC) conducts elections without interference from political authorities	Yes	33 297 136	1	83,50	1
People are equally respected, by government officials (Absence of discrimination)	Yes	24 241 321	1	60,79	1
People have access to information held by government	Yes	24 831 417	1	62,27	1
People have access to basic education including adult basic education	Yes	32 426 002	1	81,32	1
People have access to sufficient food and water	Yes	25 809 959	1	64,73	1
People have access to health care services	Yes	30 748 707	1	77,11	1
The Parliament is independent	Yes	26 361 102	1	66,11	1
The Judiciary is independent	Yes	26 309 463	1	65,98	1

6.8 Have you benefited from an act of kindness from a person(s) of a different racial group in the past 12 months?				
	Number	**CV**	**Per cent**	**CV**
Yes	9 938 932	2	24,92	2
No	29 849 229	1	74,85	1

6.9 Have you done an act of kindness towards a person(s) of a different racial group in the past 12 months, this year?				
	Number	**CV**	**Per cent**	**CV**
Yes	12 107 170	2	30,36	2
No	27 680 991	1	69,42	1

6.10 Which of the following types of discrimination do you think exist in South Africa?					
		Number	**CV**	**Per cent**	**CV**
Race	Exists	23 697 822	1	59,43	1
Ethnic/tribal group	Exists	11 504 116	2	28,85	2
Language or dialect	Exists	11 442 875	2	28,70	2
Religion	Exists	10 111 652	2	25,36	2
Region/province of origin	Exists	8 275 227	3	20,75	3
Nationality	Exists	16 046 928	2	40,24	2
Poverty or wealth status	Exists	12 884 336	2	32,31	2
Sex or gender	Exists	10 726 095	2	26,90	2
Disability	Exists	9 252 345	2	23,20	2
Political affiliation	Exists	10 513 628	2	26,37	2
Sexual orientation	Exists	9 562 836	2	23,98	2
Education status	Exists	10 064 080	2	25,24	2
Age	Exists	7 133 787	3	17,89	3
Other (Specify)	Exists	99 189	18	0,25	18

6.10.1A-N Have you personally experienced discrimination based the following during the past 12 months?					
		Number	**CV**	**Per cent**	**CV**
Race	Yes	2 708 924	4	6,79	4
Ethnic/tribal group	Yes	622 782	7	1,56	7
Language or dialect	Yes	998 604	6	2,50	6
Religion	Yes	582 440	8	1,46	8
Region/province of origin	Yes	266 955	10	0,67	10
Nationality	Yes	594 297	8	1,49	8
Poverty or wealth status	Yes	783 365	7	1,96	7
Sex or gender	Yes	349 211	11	0,88	11
Disability	Yes	184 828	14	0,46	14
Political affiliation	Yes	409 714	9	1,03	9
Sexual orientation	Yes	50 425	22	0,13	22
Education status	Yes	527 952	9	1,32	9
Age	Yes	345 657	9	0,87	9
Other (Specify)	Yes	16 185	38	0,04	38

6.11A How frequently do you think leaders of community organisations/traditional leaders listen to and act on issues that the community raises?				
	Number	**CV**	**Per cent**	**CV**
Always	3 706 377	4	9,29	4
Often	5 090 338	3	12,77	3
Sometimes	16 149 484	2	40,50	1
Never	11925429	2	29,91	2
Do not know	2 916 532	4	7,31	4

6.11B How frequently do you think the police officials listen to and act on issues that the community raises?				
	Number	**CV**	**Per cent**	**CV**
Always	4 411 590	3	11,06	3
Often	6 356 567	3	15,94	3
Sometimes	17 105 584	2	42,90	1
Never	10 645 056	2	26,70	2
Do not know	1 269 365	6	3,18	6

6.11C How frequently do you think the local elected officials/councillors listen to and act on the issues that the community raises?				
	Number	**CV**	**Per cent**	**CV**
Always	2 694 059	4	6,76	4
Often	4 789 603	3	12,01	3
Sometimes	15 781 797	2	39,58	1
Never	14 131 822	2	35,44	2
Do not know	2 390 881	4	6,00	4

6.11D How frequently do you think the members of national parliament listen to and act on issues that the community raises?				
	Number	**CV**	**Per cent**	**CV**
Always	1 709 672	6	4,29	6
Often	3 296 540	4	8,27	4
Sometimes	12 193 468	2	30,58	2
Never	16 196 092	2	40,62	2
Do not know	6 392 390	3	16,03	3

6.11E How frequently do you think the Public Protector listens to and acts on issues that the community raises?				
	Number	**CV**	**Per cent**	**CV**
Always	2 695 121	5	6,76	4
Often	4 247 242	3	10,65	3
Sometimes	10 746 200	2	26,95	2
Never	13 529 538	2	33,93	2
Do not know	8 570 060	3	21,49	3

6.12 Did you register to vote in the general/national elections of ...?				
	Number	**CV**	**Per cent**	**CV**
2014	26 545 772	1	66,57	1
2019	25 412 899	1	63,73	1

6.13 Did you vote in the 2014 general/national elections?				
	Number	**CV**	**Per cent**	**CV**
Yes	257 816 22	1	97,12	0
No	764 150	6	2,88	6

6.14 What is the main reason you did not vote?				
	Number	**CV**	**Per cent**	**CV**
No candidate or political party appealed to me	91 789	21	0,23	21
Voting does not make any difference	223 299	12	0,56	12
I was not in my voting district	165 049	13	0,41	13
Name was not in the roll in spite of registration	23 191	29	0,06	29
Had not reached the legal voting age	37 381	28	0,09	28
Not in possession of my id	28 935	32	0,07	32
My life would be in danger if I vote	492	100	0,00	100
Had important matters to attend to	50 701	26	0,13	26
Had to work	48 786	26	0,12	26
Was sick	50 350	23	0,13	23
Was physically prevented from voting	3 137	72	0,01	72
I was heavily pregnant	9 540	53	0,02	53
Other reason (specify)	31 500	28	0,08	29

6.15 Were you registered to vote in the last municipal elections (2016)?				
	Number	**CV**	**Per cent**	**CV**
Yes	26 659 388	1	66,86	1
No	13 128 773	2	32,92	2

6.16 Did you vote in the last municipal elections?				
	Number	**CV**	**Per cent**	**CV**
Yes	25 683 401	1	96,34	0
No	975 987	6	3,66	6

6.17 What is the main reason you did not vote?				
	Number	**CV**	**Per cent**	**CV**
No candidate or political party appealed to me	111 281	19	0,28	19
Voting does not make any difference	337 384	10	0,85	10
I was not in my voting district	181 275	13	0,45	13
Name was not on the roll in spite of registration	26 269	44	0,07	44
Had not reached the legal voting age	22 135	35	0,06	35
Not in possession of my ID	39 312	26	0,10	26
My life would be in danger if I vote	0		0,00	
Had important matters to attend to	43 918	26	0,11	26
Had to work	85 589	16	0,21	16
Was sick	73 883	21	0,19	21
Was physically prevented from voting	5 615	69	0,01	69
I was heavily pregnant	5 366	77	0,01	77
Other reason (specify)	43 959	24	0,11	24

6.18 Do you discuss government and or political matters with your friends or family?				
	Number	**CV**	**Per cent**	**CV**
Always	4 287 252	3	10,75	3
Often	6 054 044	3	15,18	3
Sometimes	19 156 246	1	48,04	1
Never	10 286 550	2	25,80	2

6.19 Are you aware of the following institutions that were created to support democracy?					
		Number	**CV**	**Per cent**	**CV**
Public Protector	Yes	27 252 425	1	68,34	1
South African Human Rights Commission (SAHRC)	Yes	23 552 963	1	59,07	1
Commission for the Promotion and Protection of the Rights of Cultural, Religious and Linguistic Communities (CRL Rights Commission)	Yes	16 585 874	2	41,59	1
Commission for Gender Equality (CGE)	Yes	20 530 770	2	51,49	1
Auditor-General (AG)	Yes	19 260 133	2	48,30	1
Independent Electoral Commission (IEC)	Yes	32 215 284	1	80,79	1
Independent Communications Authority of South Africa (ICASA)	Yes	19 245 668	2	48,26	1
The Public Service Commission	Yes	17 119 572	2	42,93	1

3. Individual experience of disputes and problems

7.10 Did you obtain any information to help you better understand or resolve the dispute or problem from any of the following?	Number	CV	Per cent	CV
Website or app/social media	300 828	12	13,17	11
A leaflet, book, printed self-help guide	180 657	15	7,91	14
Newspapers or magazines	167 381	15	7,33	15
Television, video or radio	255 554	12	11,19	11

7.11 Did you or someone acting on your behalf obtain information or advice from any of the following people or organisations to help with your most recent dispute or problem?	Number	CV	Per cent	CV
Family, friend, acquaintance	701 135	7	30,70	6
Lawyer or professional advisor/legal aid lawyer, or advice helpline	257 555	11	11,28	11
Court	177 091	13	7,75	13
Other dispute resolution organisation (e.g. ombudsman services)	37 269	25	1,63	25
University legal aid clinic	19 672	49	0,86	49
Community-based advice services/paralegal	60 287	23	2,64	23
Community or religious leader or Non-Governmental Organisation (NGO) or charity	87 761	15	3,84	15
Police	196 367	13	8,60	12
Health/education/welfare officials or financial services institutions (e.g. bank)	58 335	27	2,55	27
Government (national, provincial and local)	77 552	18	3,40	17
Elected councillor or politician	102 636	16	4,49	16
Your employer, trade union, professional or trade association	66 895	23	2,93	22
Other (specify)	77 048	26	3,37	25

7.12 What are the reasons you did not seek information or advice concerning the most recent dispute or problem?	Number	CV	Per cent	CV
Thought other side was right	52 941	28	5,52	27
Problem resolved without need to get advice	192 671	14	20,07	12
Did not think needed advice	196 777	14	20,50	12
Did not think problem was serious/important enough	76 003	19	7,92	18
Concerned about the time it would take	87 490	19	9,11	19
Concerned about the financial cost	86 235	20	8,98	19
Advisers were too far away	41 330	25	4,31	25
Thought it would be too stressful	67 005	22	6,98	21
Thought it would damage relationship with other side	51 438	28	5,36	27
Was scared to take action/get advice	45 222	24	4,71	23
Did not know where/how to get advice	129 891	17	13,53	15
Did not think it would make any difference to the outcome	175 689	14	18,30	12
Other (specify)	31 710	34	3,30	33

7.13 Did you or somebody acting on your behalf request any of the following institutions or any other third party individual to help resolve the dispute or problem?	Number	CV	Per cent	CV
Family/friend	653 932	7	28,63	6
Police	205 626	12	9,00	12
Court or tribunal	192 316	13	8,42	13
Traditional authority	88 600	17	3,88	17
Religious authority	17 533	33	0,77	33
Community organisation	121 236	16	5,31	16
Mediation, conciliation or arbitration authority (e.g. CCMA)	58 064	26	2,54	26
Other (specify)	82 683	20	3,62	19

7.14 What is the main reason you did not seek help to resolve the dispute or problem?	Number	CV	Per cent	CV
A peaceful resolution was reached by the two parties	206 090	12	18,20	11
I caused the problem/I thought the other persons was right	31 576	28	2,79	28
Not serious/ important enough/no material loss or damage took place	83 168	20	7,35	20
It would only waste time/it would be useless anyway (sense of powerlessness)	292 489	11	25,84	9
Did not have evidence	45 036	29	3,98	29
Did not know what to do or where to go	189 315	14	16,72	12
The person who could assist was too far	12 516	43	1,11	42
It would cost too much	77 868	21	6,88	20
The court processes are too lengthy	10 463	42	0,92	42
The courts are not impartial/the courts are incompetent	7 263	55	0,64	54
Afraid it would result in violence	15 762	46	1,39	46
The other party is much more powerful than we are/no chance of winning	39 331	31	3,47	31
It would create problems for my family	14 389	33	1,27	33
It would damage the relationship with the other party	19 741	46	1,74	45
It was a private family matter	20 964	38	1,85	38
Action was taken by the other party	18 477	36	1,63	35
Other (specify)	47 630	23	4,21	23

7.15.0 Did the other party in the dispute or someone acting on his/her behalf request anyone or institution to help resolve the dispute?	Number	CV	Per cent	CV
Yes	368 074	9	16,12	9
No	1 705 774	5	74,68	2
Do not know	210 164	13	9,20	12

7.15 Which of the following people/institutions did the other party approach for help to resolve the dispute or problem?	Number	CV	Per cent	CV
Family/friend	178 176	14	48,41	10
Police	68 940	22	18,73	20
Court or tribunal	65 552	20	17,81	19
Traditional authority	38 105	27	10,35	25
Religious authority	912	100	0,25	100
Community organisation	39 584	28	10,75	26
Mediation, conciliation or arbitration authority (e.g. CCMA)	17 381	40	4,72	39
Other (specify)	40 807	27	11,09	26

7.16 Did you participate in the process initiated by the other party to resolve the dispute or problem?				
	Number	**CV**	**Per cent**	**CV**
Yes	228 540	12	62,09	7
No	139 534	15	37,91	12

7.17 Has the dispute or problem been resolved?				
	Number	**CV**	**Per cent**	**CV**
No, it is still ongoing	1 206 247	7	52,81	7
Too early to say	147 797	7	6,47	7
No, but I have given up	439 568	7	19,25	7
Yes, the dispute/problem has been resolved	490 400	7	21,47	7

7.20 How was the most recent dispute or problem ultimately resolved?				
	Number	**CV**	**Per cent**	**CV**
A court (or tribunal) judgement	58 039	21	11,84	21
A decision or intervention by another formal authority	66 189	21	13,50	21
Mediation, conciliation or arbitration, e.g. CCMA	9 357	54	1,91	54
Any other action by another third party	44 922	27	9,16	27
The other party independently doing what you wanted	62 374	20	12,72	20
You independently doing what the other party wanted	46 370	26	9,46	26
The problem sorting itself out	87 559	18	17,85	18
You moving away from the problem	64 298	24	13,11	24
Other (specify)	51 292	25	10,46	25

7.21 Do you feel that the outcome was fair?				
	Number	**CV**	**Per cent**	**CV**
Yes	386 495	10	78,81	5
No	103 905	19	21,19	17

7.22 Regardless of the outcome do you feel that the process was fair?				
	Number	**CV**	**Per cent**	**CV**
Yes	371 123	10	75,68	5
No	119 276	18	24,32	15

7.24 What was the financial impact on you for the dispute or problem?				
	Number	**CV**	**Per cent**	**CV**
Not significant	27 868	37	9,93	35
A little	41 995	25	14,96	24
A lot	143 914	17	51,26	11
Significant	66 995	22	23,86	19

7.25 Did you have to borrow money to meet these costs?				
	Number	**CV**	**Per cent**	**CV**
Yes	119 497	17	42,56	13
No	161 275	15	57,44	10

7.26 During the process of resolving the dispute or problem were you asked to pay a bribe?				
	Number	**CV**	**Per cent**	**CV**
Yes	87 050	22	8,99	38
No	2 196 962	4	91,01	4

7.27 Did you experience any of the following as part of or as a result of the dispute or problem you experienced?				
	Number	**CV**	**Per cent**	**CV**
Stress, ill-health or injury	1 354 663	5	59,31	3
Damage to a family relationship	388 401	9	17,01	8
Being harassed, threatened or assaulted	258 784	11	11,33	10
Damage to property	59 379	19	2,60	19
Loss of employment	81 111	20	3,55	19
Having to move home	86 785	17	3,80	17
Financial loss	524 910	9	22,98	8
Loss of confidence and or fear	326 360	10	14,29	9
Problems to do with education	83 023	20	3,63	20
Problems with alcohol or drugs	54 189	23	2,37	23
Other (specify)	22 334	39	0,98	38

7.28 Please tell me if you agree with the following statements				
	Number	**CV**	**Per cent**	**CV**
I understood or came to understand my legal rights and responsibilities	1 652 712	5	72,36	2
I knew where to get information and advice about resolving the problem	1 267 237	5	55,48	3
I was able to get all the expert help I wanted	815 851	7	35,72	5
I was confident I could achieve a fair outcome	104 4023	6	45,71	4

4. Access to courts

9.1 Have you been to court (for any reason) in the past 12 months, between last year and this year?				
	Number	**CV**	**Per cent**	**CV**
Yes	1 999 008	4	5,01	4
No	37 784 582	1	94,75	1

9.2 What was the main reason?				
	Number	**CV**	**Per cent**	**CV**
As a witness	177 448	4	8,88	4
As the accused	282 510	4	14,13	4
As the person who brought charges/litigant	331 361	4	16,58	4
A civil/administrative matter (custody, divorce, eviction, etc.)	251 930	4	12,60	4
Just interested in the outcome of the matter	232 457	4	11,63	4
To support a family member or a friend	582 991	4	29,16	4
Other (specify)	140 311	4	7,02	4

9.3 Were you allowed to speak in a language that you understand well during court proceedings?				
	Number	**CV**	**Per cent**	**CV**
Yes	989 309	6	94,83	1
No	53 940	24	5,17	24

9.4 Did an interpreter interpret proceedings for you?				
	Number	**CV**	**Per cent**	**CV**
Yes	21 515	32,3	39.89	28,2
No	32 424	34	60.11	19

9.5 Were you satisfied with the quality of interpretation provided?				
	Number	**CV**	**Per cent**	**CV**
Yes	17 495	36	81,32	16
No	4 020	37	18,68	69

9.6 Did you understand the court proceedings?				
	Number	**CV**	**Per cent**	**CV**
Yes	968 457	6	92,83	1
No	74 792	19	7,17	18

9.7 Did an official explain the court proceedings to you?				
	Number	**CV**	**Per cent**	**CV**
Yes	952 537	6	91,30	2
No	90 712	19	8,70	18

9.8 Were you represented by any of the following?				
	Number	**CV**	**Per cent**	**CV**
Private lawyer	162 004	14	15,53	13
Legal Aid SA lawyer	190 649	13	18,27	11
Paralegal official	18 586	30	1,78	30
Yourself	723 307	7	69,33	4

9.9 Were you satisfied with services of the following?				
	Number	**CV**	**Per cent**	**CV**
Private lawyer	139 886	15,5	86,3	14,9
Legal Aid SA lawyer	170 232	13,4	89,2	24,1
Paralegal official	15 468	32,0	83,2	14,7
Yourself	622 480	7,0	86,1	2,9

9.10 Were you in contact with the following officials?				
	Number	**CV**	**Per cent**	**CV**
Magistrate/Judge	732 491	7	70,21	4
State prosecutor	582 001	7	55,79	5
Court officials	850 793	6	81,55	3

9.11 Did you feel that you were treated fairly by the following officials?				
	Number	**CV**	**Per cent**	**CV**
Magistrate/Judge	604 166	7	82,48	3
State prosecutor	477 721	8	82,08	4
Court officials	697 898	7	82,03	3

ANNEXURE B: The weighting process and response rates

1. Summary of the weighting process

The final step in processing survey data is the assignment of sample weights to each survey record respectively. For the Governance, Public Safety and Justice Survey (GPSJS) 2018/19, this is done at person, household and individual levels.

The weighting process involves several steps, which are described in this report. Each record has an initial design weight that corresponds to the inverse of the probability of selection. Adjustments are made to the design weight to account for primary sampling units (PSUs) that were subsampled due to growth or those that were segmented (informal PSUs), non-coverage of very small census enumeration areas (EAs) that were excluded at the design phase, and unit non-response. The extreme adjusted base weights are trimmed to limit the variation in the weights, thereby dampening large variances in the survey estimates. In the final weighting step, the trimmed adjusted base weights are adjusted such that the respective aggregate totals match with independently derived population and household estimates for various age, race and gender groups at national, provincial and metropolitan area levels for the person, household and individual level weights. One feature of the person level weighting process is the 'Integrated Household Weighting' approach that assigns all person records within a household of the same weight.

2. Preparation of the survey data for weighting

In order to construct the respective sample weights (person, household and individual level weights) for the GPSJS 2018/19, a household level dataset, a person level dataset, a "head of household" level dataset and an individual level dataset were required. The current section accounts for how these input datasets were prepared using the survey data received from the survey area and last modified on 1 July 2019.

2.1 Household dataset

The household dataset (also called cover page dataset) must account for all dwelling units (DUs) in the GPSJS sample in 2018/19. It should include all households associated with the sampled DUs, including those sampled DUs that are out of scope or without survey data. The preparation includes checks on the final result codes on the cover page dataset and the mapping of these codes to the three response categories used for weighting. A number of checks are conducted to ensure consistency between the household records on the cover page, the PSU sample, DU sample and person record datasets.

The '*GPSJS2018_19_FLAP_010719*' dataset is a household/dwelling unit level dataset. It contained 27 359 records. The dataset was checked for the following:

- That all household records had a non-missing household identifier (*uqno*). If the dataset contained household records with a missing household identifier, these records were excluded from the household dataset for weighting purposes.
- That all household records were unique on the household dataset based on the household identifier. If the dataset contained households with duplicate records, the additional records (duplicates) were excluded from the household dataset for weighting purposes, keeping only a single unique record per household.

- That all household records were associated with a survey date that is consistent with the survey period. If the dataset contained household records with survey dates that did not correspond with the survey period, the household were enumerated outside the survey period and were out of period. These records were excluded from the household dataset for weighting purposes.
- Against the PSU sample datasets, if the household dataset contained households such that the corresponding PSU is not on the respective sample dataset, the household was enumerated in error and is out of sample. These records were excluded from the household dataset for weighting purposes.

All the household records on the cover page dataset were unique with a non-missing household identifier within a valid PSU segment number corresponding to the PSU sample dataset. Further, the survey dates associated with the household records should not be validated to be consistent with the survey period of 1 April 2018 to 31 March 2019, due to the lack of an appropriate survey date variable in the data. Therefore, it was assumed that all records were enumerated within the survey period.

The cover page dataset provides the final result codes for each household. The final result codes are used to define the three response categories that are used in constructing the sample weights: 1 = Respondent, 2 = Non-respondent and 3 = Out-of-scope. Therefore, the final result code should not have any missing or invalid values. The mapping of the final result codes to the three response categories is given in Table below.

Table 30: Mapping of the final result codes to the response categories

Final result code	Label	Response category
11	Completed	1
12	Partly completed	1
21	Non-contact	2
22	Refusal	2
23	Other non-response	2
24	No usable information	2
31	Unoccupied dwelling	3
32	Vacant dwelling	3
33	Demolished	3
34	New dwelling under construction	3
35	Status change	3
36	Listing error	3
37	Non-household member	3
Missing or Invalid	Missing or invalid	3

Source: Standard classification of result codes for enumeration

Table shows the distribution of the final result codes on the household dataset after the exclusion of any invalid records.

Table 31: Distribution of the final result code on the household dataset

Final result code	Label	Frequency	Per cent
11	Completed	18 436	67,39
12	Partly completed	580	2,12
21	Non-contact	1 296	4,74
22	Refusal	613	2,24
23	Other non-response	1 392	5,09
24	No usable information	16	0,06
31	Unoccupied dwelling	1 970	7,20
32	Vacant dwelling	710	2,60
33	Demolished	598	2,19
34	New dwelling under construction	104	0,38
35	Status change	377	1,38
36	Listing error	1 228	4,49
37	Non-household member	39	0,14

The household dataset was further checked against the DU sample dataset:

- If the DU sample dataset contained sampled dwellings such that the corresponding dwelling is not on the household dataset, the sampled dwelling was either not visited or no questionnaire was completed/processed. These DU records were added onto the household dataset as non-respondents under the assumption that these DUs at least contained a single eligible household.
- If the household dataset contained households such that the corresponding DU is not on the respective sample dataset, the household was enumerated in error and is out of sample. These records were excluded from the household dataset for weighting purposes.

A total of 13 DU records, shown in Appendix 1, had no corresponding dwelling on the household dataset and were added onto the household dataset with response category equal to 2 (non-respondent) under the assumption that these DUs at least contained a single eligible household. All household records contained in the household dataset corresponded with a DU from the sample dataset and are in sample.

The household dataset was also checked against the valid person dataset. If the household dataset contained respondent households such that the corresponding respondent household was not on the valid person dataset, the response codes on the household dataset were changed from 'respondent' to 'non-respondent'. All respondent household records had a corresponding household on the valid person dataset.

The valid household dataset used in the construction of the person level sample weights contained 27 372 records.

Table below shows the distribution of the response codes on the valid household dataset nationally and provincially. A total of 5 026 household records were classified as out of scope for the GPSJS 2018/19. Since out-of-scope households do not contribute to the survey estimates, these records were excluded from the weighting process. Therefore, only the respondent and non-respondent household records were used for constructing the sample weights. Out of the 22 346 in-scope household records, 3 330 (14,90%) were non-respondent households. The non-respondent households were excluded from the household dataset after applying the non-response adjustments during weighting. The final person weighted dataset therefore contained 19 016 respondent households.

Table 32: Distribution of the response code on the final household dataset by province

Response code	WC	EC	NC	FS	KZN	NW	GP	MP	LP	RSA
Response	1 684	2 609	834	1184	3 203	1327	4 443	1 595	2 137	**19 016**
(%)	*(67,06)*	*(70,17)*	*(70,62)*	*(74,75)*	*(77,82)*	*(71,04)*	*(58,58)*	*(78,96)*	*(76,59)*	***(69,47)***
Non-response	416	146	85	99	236	140	2 043	98	67	**3 330**
(%)	*(16,57)*	*(3,93)*	*(7,20)*	*(6,25)*	*(5,73)*	*(7,49)*	*(26,94)*	*(4,85)*	*(2,40)*	***(12,17)***
Out of scope	411	963	262	301	677	401	10 98	327	586	**5 026**
(%)	*(16,37)*	*(25,90)*	*(22,18)*	*(19,00)*	*(16,45)*	*(21,47)*	*(16,48)*	*(16,19)*	*(21,00)*	***(18,36)***
Total	**2 511**	**3 718**	**1 181**	**1 584**	**4 116**	**1 868**	**7 584**	**2 020**	**2 790**	**27 372**

2.2 Person dataset

The person dataset must account for all valid persons enumerated for each of the respondent households; it should include at least one valid person record associated with each of the respondent households. The preparation includes checks on the validity of the person records and the calibration variables on the person dataset. A number of checks are conducted to ensure consistency between the person, the PSU sample and valid household record datasets.

The *'GPSJS2018_19_PERSON_FINAL_010719'* dataset is a person level dataset. It contained 68 570 records. The dataset was checked for the following:

- That all the person records had both a non-missing household identifier and person number (*personno*). If the dataset contained person records with either a missing household identifier or person number, these records were excluded from the person dataset for weighting purposes.
- That all the person records were unique on the person dataset based on the person identifier (*person_id*). If the person dataset contained persons with duplicate records, the additional records (duplicates) were excluded from the person dataset for weighting purposes, keeping a single unique record per person.
- Against the PSU sample dataset, if the person dataset contained persons such that the corresponding PSU is not on the respective sample dataset, the person was enumerated in error and is out of sample. These records were excluded from the person dataset for weighting purposes.

All the person records on the person dataset were unique with a non-missing household identifier and person number. Also, all person records had a valid PSU segment number that corresponded with the PSU sample dataset.

The survey dates associated with the person records on the person dataset should not be validated to be consistent with the survey period of 1 April 2018 to 31 March 2019, due to the lack of an appropriate survey date variable in the data. Therefore, it was assumed that all records were enumerated within the survey period.

The person dataset provides the demographic characteristics age, race, and gender of the persons in the respondent households. The demographic variables and the geographic variables (province code and metropolitan area code) are used to construct calibration weights. Therefore, these variables should not have missing or invalid values. The geographic variables are available from the DU sample dataset and cannot have missing or invalid values. The person dataset was checked for the presence and validity of all demographic variables for all person records. If the dataset contained person records with invalid or missing values for at least one of the demographic variables, these records were excluded from the person dataset for weighting purposes.

All records on the person file contained valid values for the demographic variables, resulting in a total of 68 570 valid person records. The valid person records on the person dataset were checked against the valid respondent household on the household dataset. If the person dataset contained persons whose corresponding households on the household dataset were not a valid respondent household, these records were excluded from the person dataset for weighting purposes. All valid person records had a corresponding respondent household. The final person dataset used in the construction of the person level sample weights, taken to StatMx for calibration, contained 68 570 records.

2.3 Household head dataset

The household head dataset used in constructing the household level sample weights, must account for all valid household heads associated with the respondent households, including those respondent households without a valid 'head of household'. In addition to the validity and consistency checks conducted in the preparation of the valid household and person datasets, a number of checks are conducted in preparation of the 'head of household' dataset.

The valid household dataset contained 27 372 household records, with 19 016 respondent households (

Table above). The *'GPSJS2018_19_HHOLD_FINAL_010719'* dataset is a household level dataset. It contained 19 016 records with household head information. The following additional checks were conducted:

- The respondent households on the valid household dataset were checked against the household heads contained within the valid person dataset. If the valid household dataset contained respondent households such that the corresponding respondent household on the valid person dataset did not contain a 'head of household', the response codes on the household dataset used in constructing the household level sample weights were changed from 'respondent' to 'non-respondent'.

- The 'head of household' on the valid person dataset should be 12 years and older to be considered a valid 'head of household' for the purposes of GPSJS 2018/19. If the valid household dataset contained respondent households such that the 'head of household' age was below the 12-year threshold, the responding household records would be considered without a valid 'head of household'. The response codes on the household dataset used in constructing the household level sample weights for these household records were changed from 'respondent' to 'non-respondent'.

- Furthermore, the 'head of household' on the valid person dataset should be accounted for in the household head dataset. If a 'head of household' record in the valid person dataset does not have a corresponding records in the household head dataset, the records were added into the household head dataset with response code 'non-respondent'.

All respondent household records on the valid household dataset had a corresponding 'head of household' (i.e. person record with value 1 on 'H_RELTOHEAD' variable) on the valid person dataset and were aged 12 years or older. Table shows the distribution of the response codes on the household dataset used in constructing the household level sample weights. Therefore, the final 'Head of household' dataset used in the construction of the household level sample weights, taken to StatMx for calibration, contained 19 016 respondent households with a valid 'head of household'.

Table 33: Distribution of the response on the household dataset for household weighting

Response code	Frequency	Per cent	Cumulative frequency	Cumulative per cent
Response	19 016	69,47	19 016	69,47
Non-response	3 330	12,17	22 346	81,64
Out of scope	5 026	18,36	27 372	100,00

2.4 Individual dataset

GPSJS 2018/19 has an extra level of selection where one person, 16 years or older, was selected per respondent household to complete Part 2: Sections 4 to 9 of the GPSJS 2018/19 questionnaire. The individual dataset used in constructing the individual level sample weights must account for one individual per respondent household record containing at least one eligible individual, i.e. it needs to account for all valid eligible individuals selected, but also including those respondent households with eligible individuals but no valid selected individual. In addition to the validity and consistency checks conducted in the preparation of the valid household and person datasets, a number of checks are conducted in preparation of the individual dataset, including checks on the individual result codes and the mapping of these codes to the three response categories used for weighting.

The valid person record dataset contained 68 570 valid person records from 19 016 respondent households (see section 0). The following checks were conducted:

- That all the respondent household records within the valid person dataset contained at least a single eligible individual. If the valid person dataset contained respondent household records such that all

individuals were ineligible, i.e. age below 16, the respondent household records were considered to be out of scope for Part 2: Sections 4 to 9 on the questionnaire. These records were excluded from the individual dataset for weighting purposes.

Amongst the valid person records, a total of 46 461 person records were eligible individuals aged 16 years or older, corresponding to 19 016 respondent households.

The *'GPSJS2018_19_INDIV_FINAL_010719'* dataset is a person level dataset with 19 016 records. The dataset was checked for the following:

- That all the individual records on the individual dataset had a valid person number corresponding to the person number of the selected individual in the corresponding respondent household. If the individual dataset contained individual records such that the person number did not correspond with the selected individual, the individual was enumerated in error and is out of sample. These records were excluded from the individual dataset for weighting purposes.

- That all the individual records on the individual dataset were eligible persons 16 years or older. If the individual dataset contained individual records that were ineligible, person aged below 16 years from a household with no eligible individuals, the individual response codes on the individual dataset used in constructing the individual level sample weights were changed to 'out-of-scope'. On the other hand, if the under-aged individual was from a household with eligible individuals, then the individuals' response code was changed to 'non-respondent'.

- Against the valid person record dataset, if the individual dataset contained selected individual records such that the corresponding selected individual was not on the valid person dataset, the individual response codes on the individual dataset were changed from 'respondent' to 'non-respondent'.

- Against the respondent households with eligible individuals, if there was a respondent household with eligible individuals without a corresponding respondent household on the individual dataset, the selected individual was not enumerated; another individual other than the selected individual was enumerated or no individual was selected from the respondent household. These respondent household records were added onto the individual dataset as non-respondents as the household records did contain eligible individuals but no response was obtained from them.

- Further, if the individual dataset contained selected individual records such that the corresponding household record was not on the dataset of respondent households with eligible individuals, the selected individual records did not form part of a respondent household. These records were excluded from the individual dataset for weighting purposes.

All individual records had a valid person number; however, this could not be validated to be corresponding to the person number of the selected individual in the corresponding household. This was due to inconsistencies in generating the person number of the selected person during enumeration, as confirmed by survey area. Also, all individual records were of eligible age 16 years and older. All individual records had a corresponding household record on the dataset of respondent households with eligible individuals and all respondents with eligible individuals had a corresponding respondent household on the individual dataset.

The valid individual dataset used in constructing the individual level sample weights contained 19 016 responding households with eligible individuals. Table shows the final individual level response distribution. Out of the 19 016 in-scope individual records, 46 (0,24%) were non-respondent individuals. The non-respondent individuals were excluded from the individual dataset after applying the non-response adjustments during weighting. The final individual dataset taken to StatMx for calibration contained18 970 records.

Table 34: Final individual level response distribution

Response code	Frequency	Per cent
Response	18 970	99,76
Non-response	46	0,24

ANNEXURE C: Definitions

Acting household head – any member of the household acting on behalf of the head of the household.

Accused - a person who has been arrested for or formally charged with a crime

Consumer fraud – deceptive practices that result in financial losses for consumers during seemingly legitimate business transactions. Also includes cases where someone provides misleading information and tricks a person into buying something or signing documents.

Court – an official public forum established by lawful authority to adjudicate disputes and dispense civil, labour, administrative and criminal justice under law.

Household – a group of persons who live together and provide themselves jointly with food and/or other essentials for living, or a single person who lives alone.
Note: The persons basically occupy a common dwelling unit (or part of it) for at least four nights in a week on average during the past four weeks prior to the survey interview, sharing resources as a unit. Other explanatory phrases can be 'eating from the same pot' and 'cook and eat together'.

Household head – the main decision-maker, or the person who owns or rents the dwelling, or the person who is the main breadwinner.

Litigant – A person who sues or brings a charge against another person (narrow meaning used in this document).

Metro – geographical area consisting of districts of Cape Town, Johannesburg, Ekurhuleni, Ethekwini, Nelson Mandela, Tshwane, Mangaung and Buffalo.

Non-metro – geographical areas other than metro.

Parole – early release of a prisoner who is then subject to continued monitoring as well as compliance with certain terms and conditions for a specified period.

Perpetrator – person(s) who committed the crime.

Person with disability – A person with a lot of difficulty or cannot do at all at least one of the following; seeing, hearing, walking or climbing stairs, remembering or concentrating, self-care or communicating in her/his usual language including sign language.

Paralegal official - a person trained in subsidiary legal matters but not fully qualified as a lawyer.

Physical force – bodily power, strength, energy or might.
Note: In the context of this survey, physical force includes actions where the human body is used to compel/force someone to do something or to hurt or kill someone. It can include actions such as pushing, pressing, shoving, hitting, kicking, throttling, etc.

Prosecutor/state advocate – legal specialist (lawyer/advocate) whose job it is to make a case on behalf of the State against someone accused of criminal behaviour.

Race – A population group. In South Africa four population groups are recognised; black African, Coloured, Indian/Asian or White

Social cohesion – the degree of social integration and inclusion in communities and society at large, and the extent to which mutual solidarity finds expression itself among individuals and communities.
Voter' roll – a list of names and identification details, compiled by the Independent Electoral Commission, of people who are registered to vote.
Witness - a person who sees an event, typically a crime or accident, take place.