



stats sa

Department:
Statistics South Africa
REPUBLIC OF SOUTH AFRICA

Private Bag X44, Pretoria, 0001, South Africa, ISibalo House, Koch Street, Salvokop, Pretoria, 0002
www.statssa.gov.za, info@statssa.gov.za, Tel +27 12 310 8911

STATISTICAL RELEASE

P0340 Governance, Public Safety and Justice

GOVERNANCE, PUBLIC SAFETY AND JUSTICE SURVEY GPSJS 2021/22

Embargoed until:
27 October 2022
11:00

ENQUIRIES:
User Information Services
Tel.: 012 310 8600

FORTHCOMING ISSUE:
P0340 2022/23

EXPECTED RELEASE DATE:
October 2023

Table of contents

List of tables.....	ii
List of figures	iii
Abbreviations/acronyms	iv
Summary of key findings	v
1. Introduction.....	1
1.1 Background.....	1
1.2 Objectives of the GPSJS survey	1
1.3 Purpose	1
1.4 Survey scope	2
1.5 A note on the collection of GPSJS 2021/22	2
2. Basic population statistics	3
2.1 Distribution of individuals by selected demographic characteristics	3
2.2 Distribution of households by selected household characteristics	5
2.3 Summary	6
3. Legitimacy, Voice and Equity.....	7
3.1 Introduction	7
3.2 The Constitution, human rights, and discrimination	7
3.3 Individual experience of discrimination.....	10
4. Individual experience of disputes and problems	17
4.1 Disputes and problems usually encountered by people in South Africa	17
4.2 How people handle disputes and problems	23
5. Technical notes.....	27
5.1 Survey requirements and design.....	27
5.2 Sample design	27
5.3 Data collection	27
5.4 Questionnaire	28
5.5 Response rates.....	28
5.6 Editing and imputation	29
5.7 Construction of sample weights.....	29
5.7.1 Person level weights.....	29
5.7.2 Household level weights.....	29
5.7.3 Individual level weights	30
5.8 Estimation	30
5.9 Sampling and the interpretation of the data	30
5.10 Measures of precision for selected variables of the GPSJS	30
Annexure A: The Questionnaire and basic statistics and measures of precision	32
Annexure B: Selected variables by selected demographic and location variables	36
Annexure C: Basic concepts and definitions	43

List of tables

Table 1: Number and percentage of individuals by selected demographic characteristics	3
Table 2: Distribution of households by selected household characteristics	5
Table 3: Population awareness and perceptions about the Constitution, 2018/19 and 2021/22	7
Table 4: Percentage of population regarding their awareness and perception of the Constitution by demographic characteristics, 2021/22	8
Table 5: Number and proportion of the population who feel that they personally experienced any form of discrimination or harassment during the past 5 years, 2021/22	10
Table 6: Number and proportion of the population who feel that they personally experienced any form of discrimination or harassment during the past 12 months, 2018/19 and 2021/22	11
Table 7: Number and percentage of the population who experienced discrimination based on poverty or wealth status by demographic characteristics and location, 2021/22	13
Table 8: Number and percentage distribution of those who think the Constitution protects their rights and by those who say democracy allows them to have a say in what government does, 2021/22	14
Table 9: Number and percentage of the population who say democracy in South Africa allows them to have some say in what the government does, 2021/22	14
Table 10: Number and percentage distribution of those who think the Constitution protects their rights and by those who believe that democracy allows people to have an influence on politics, 2021/22	15
Table 11: Number and percentage of the population who say that democracy allows them to have some influence on politics, 2021/22	16
Table 12: Number and percentage of the population that experienced number of disputes/ problems in the past two years, 2021/22	17
Table 13: Number and percentage of the population that experienced disputes/ problems in the past two years, 2021/22	19
Table 14: Number and percentage of the population that experienced specified disputes/ problems, 2021/22	20
Table 15: Top ten most recent disputes or problems experienced by males and females, 2021/22	21
Table 15a: Top ten most recent disputes or problems experienced by males and females, 2018/19	22
Table 16: Percentage of people who requested specified institutions to intervene in resolving their dispute by type of most recent dispute, 2021/22	24
Table 17: The structure of the GPSJS 2021/22 questionnaire	28
Table 18: Response rates per province, GPSJS 2021/22	28
Table 19: Measures of precision of Legitimacy, Voice, and Equity	32
Table 20: Measures of precision of individual experience of discrimination during the past 12 months	33
Table 21: Measures of precision of individual perception of Democracy	34
Table 22: Measures of precision of individual experience of disputes during the past 2 years	35
Table 23: Percentage of population who have heard about the Constitution by gender, location, population group and province	36
Table 24: Percentage of population who think the Constitution protects their rights by gender, location, population group and province, 2021/22	37
Table 25: Percentage of population who think the Constitution protects the rights of others more than their own, 2021/22	38
Table 26: Number and percentage of the population who experienced discrimination based on race in the past 12 months, by selected demographic and geographical characteristics, 2021/22	39
Table 27: Number and percentage of population who sought help from family or friend to help resolve most recent dispute or problem, 2021/22	40
Table 28: Number and percentage of population who sought help from police to help resolve most recent dispute or problem, 2021/22	41
Table 29: Number and percentage of population who sought help from community organisations to help resolve most recent dispute or problem, 2021/22	42

List of figures

Figure 1: Percentage of population who think the Constitution protects their rights by highest level of education, 2021/22	9
Figure 2: Percentage of population who think the Constitution protects the rights of others other than theirs by highest level of education, 2021/22	9
Figure 3: Percentage of persons who experienced discrimination or harassment based on race in the past 12 months by population group, 2021/22.	11
Figure 4: Percentage of persons who experienced discrimination or harassment based on race in the past 12 months by province, 2021/22.....	12
Figure 5: Percentage of the population who experienced discrimination based on Race, by metro-status and geo-type, 2021/22.....	12
Figure 6: Percentage distribution of the population by the extent to which they would say democracy in South Africa allows people like them to have a say in what government does, 2021/22.....	13
Figure 7: Percentage distribution of the population by the extent to which they would say democracy in South Africa allows people like them to have an influence on politics, 2021/22.	15
Figure 8: Percentage of those who experienced at least one type of dispute by marital status, 2018/19 and 2021/22.....	18
Figure 9: Percentage of those who experienced at least one type of dispute by province, 2018/19 and 2021/22	18
Figure 10: Percentage of those who experienced at least one type of dispute by urban/rural and metro status, 2018/19 and 2021/22	19
Figure 11: The top ten most recent dispute or problem, 2021/22	21
Figure 12: Percentage of people who used specified institutions to seek help to resolve their dispute, 2018/19 - 2021/22.....	23
Figure 13: Percentage of people who used specified institutions to seek help to resolve their dispute by sex, 2021/22	23
Figure 14: Percentage of people who used specified institutions to seek help to resolve their dispute by metro status, 2021/22	24
Figure 15: Percentage of people who did not seek help for specified reasons, 2018/19 - 2021/22	25
Figure 16: Percentage of people who experienced specified negative impact of the dispute, 2018/19-2021/22	26
Figure 17: Coefficient of variation thresholds	31

Abbreviations/acronyms

EC	Eastern Cape
FS	Free State
GP	Gauteng
KZN	KwaZulu-Natal
LP	Limpopo
MP	Mpumalanga
NC	Northern Cape
NW	North West
RSA	Republic of South Africa
WC	Western Cape
CAPI	Computer-Assisted Personal Interviews
CATI	Computer-Assisted Telephonic Interviews
CV	Coefficient of variance
DU	Dwelling unit
GPSJS	Governance, Public Safety and Justice Survey
MS	Master sample
NDP	National Development Plan
PPS	Probability proportional to size
PSU	Primary sampling unit
SDG	Sustainable Development Goals
Stats SA	Statistics South Africa
VOCS	Victims of Crime Survey
WB	World Bank

Summary of key findings

Awareness of the Constitution

This survey interviewed respondents aged 16 years and older to measure the awareness and perceptions of the Constitution and human rights. About 82,6% of the population aged 16 and older have heard about the Constitution, while 70,7% of the population think that the Constitution protects their rights. Less than half the population (48%) think that the Constitution protects the rights of others more than theirs.

Individual Perception of Democracy

An estimated 66% of those aged 16 years and older believe that democracy allows them to have some say in what government does. The highest proportions are observed in those who have post school level of education, and those residing in KwaZulu-Natal, resides in metro and urban areas. About 66% of those aged 16 years and older believe that democracy allows them to have some influence in politics. The highest proportions are observed in those who have post school level of education, and those residing in Mpumalanga, reside in metros and urban areas.

Individual experience of Discrimination

Racial discrimination is the most experienced type of discrimination by those aged 16 years and older followed by poverty or wealth status. An estimated 4,8% of the population experienced racial discrimination in the past 12 months. About 12,5% of the white population group indicated they experienced discrimination based on race. Those living in Western Cape (8,1%) experienced racial discrimination more than those in other provinces.

An estimated 2,7% of those aged 16 years and older experienced discrimination based on poverty or wealth status. Males (2,9%) experienced this type of discrimination more than females, the senior citizens (3,2%) followed by the youth (3,0%) experienced it more than other age groups, those living in non-metros (2,9%) and rural (3,8%) areas have the highest proportion of individuals who experienced discrimination or harassment based on poverty or wealth status.

Individual experience of Disputes

An estimated 21% of the population aged 16 years and older experienced one or more disputes/problems during the past two years. Poor service from government and business was the most experienced dispute in the past two years. Almost 4% of the individuals experienced disputes or problems related to conflict with neighbours and 2,9% experienced disputes or problems related to corruption, bribes or nepotism. The top 10 disputes are the same for males and females, except for 'corruption or bribery or nepotism by government officials' which is in the top ten disputes experienced by females and not in males, while 'unpaid debt by family or relatives' is in the top ten disputes experienced by males but not in the top ten for females. The ranking is different but both females and males ranked poor service by government as the top recent dispute experienced.

Individuals mostly (29%) sought help from family and friends to assist with resolving their most recent dispute. The most common reason for not seeking help from any source was "it would only waste time, or it would be useless anyway" followed by "did not know what to do or where to go" to seek help with a dispute /problem. There is an increase in proportions of those who did not seek help due to being afraid that it would result in violence, or it would create problems for their family. About 54% of those aged 16 years and older experienced stress, ill-health, or injury due to disputes, while 23% experienced financial loss due to disputes.

Risenga Maluleke
Statistician-General

Note to data users

Low response rates reported in GPSJS 2020/21 and other Stats SA household surveys due to the introduction of Computer-Assisted Telephone Interview (CATI) have been a point of concern for many users. Although the response rate increased slightly from 38,6% in 2020/21 to 43,5% in 2021/22, it remains low. A series of quality checks were conducted to ensure that high quality data is released.

The coefficient of variation (CV) was used to make a determination of which estimates to publish. Estimates with CVs not exceeding 30% were published and data users were advised to use such estimates with caution.

Stats SA re-introduced face-to-face interviews in 2022 and we trust that the response rates will return to pre-COVID-19 levels for GPSJS 2022/23.

1. Introduction

This statistical release presents a selection of key findings from the Governance, Public Safety and Justice Survey (GPSJS) 2021/22, conducted by Statistics South Africa (Stats SA) from April 2021 to March 2022.

1.1 Background

The Governance Public Safety and Justice Survey (GPSJS) is a countrywide household-based survey that aims to bridge the statistical information gaps in the field of governance statistics by conducting interviews with households and individuals and collecting the data items needed for planning and monitoring. GPSJS was conducted for the first time in South Africa in 2018/19 as an updated version of the long-running Victims of Crime Survey (VOCS) to include themes on governance.

The Sustainable Development Goals (SDGs), particularly Goal 16 and Africa Agenda 2063, have some targets and indicators that relate to governance, access to justice and human rights. For South Africa as a developmental state, governance statistics have to be defined in a broader sense than just government effectiveness and performance. Based on the United Nations Development Program (UNDP) and World Bank (WB) dimensions of Governance, the South African Constitution, the National Development Plan and the Medium-Term Strategic Framework, five governance themes relevant to the South African Governance imperatives emerge. These themes are:

- Legitimacy, voice and equity
- Direction and leadership
- Government effectiveness and performance
- Rule of law
- Accountability, transparency and control of corruption

The re-engineered GPSJS retained many items from the VOCS, while new content was added. 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. The GPSJS 2021/22 report provides data on themes such as the Constitution, human rights, discrimination and disputes. The estimates are based on the individual responses of randomly selected individuals that are 16 years and older.

1.2 Objectives of the GPSJS survey

The GPSJS is a countrywide household-based survey, and the objectives of the survey are to provide information on:

- Perceptions about citizen interaction/community cohesion.
- Trust in government/public institutions.
- Government's performance and effectiveness.
- Experience of corruption.
- General individual perceptions.
- Household and individual perceptions and experience of crime.

1.3 Purpose

The report focused on individuals' perception of Constitution, human rights and experiences of discrimination and disputes. While the GPSJS cannot replace police and other administrative data sources, it can be used to supplement official administrative records related to Governance statistics. The data can be used for the development of policies and strategies. Data collection is from April of the current year to March of the following year and the reference period is the 12 months preceding the interview date.

This report has three main objectives, namely:

- To explore individuals' perceptions of the Constitution and human rights
- To explore the types of discrimination and disputes experienced by the individuals
- To provide supplementary data on Governance statistics

1.4 Survey scope

Target population of the GPSJS consists of private households in all nine provinces of South Africa and residents in workers' hostels. The survey does not cover other collective living quarters such as student' hostels, old-age homes, hospitals, prisons and military barracks. It is therefore only representative of non-institutionalised and non-military persons or households in South Africa.

1.5 A note on the collection of GPSJS 2021/22

Stats SA suspended face-to-face data collection for all its surveys on 19 March 2020 as a result of the COVID-19 pandemic and restricted movement. This was to ensure that the field staff and respondents were not exposed to the risk of contracting the coronavirus and to contain its spread. It was, however, important that Stats SA continues to provide statistics in the country. In this regard, Stats SA changed the mode of data collection for GPSJS from Computer-Assisted Personal Interviews (CAPI) to Computer-Assisted Telephone Interviewing (CATI). Data collection for GPSJS CATI 2021/22 started in April 2021 and ended in March 2022.

To facilitate CATI data collection, telephone numbers for households were sourced by visiting dwelling units before data collection started. This process also assisted in identifying/verifying the status of the dwelling units. A technical report of how sampling and weighting of the data was done is provided in this report. This will also show the level of responses, non-responses and out-of-scope dwelling units.

2. Basic population statistics

2.1 Distribution of individuals by selected demographic characteristics

Table 1: Number and percentage of individuals by selected demographic characteristics

Demographic characteristic	Number (000s)	Percentage (%)
Sex		
Male	20 284	48,3
Female	21 692	51,7
Population		
Black African	33 301	79,3
Coloured	3 763	9,0
Indian/Asian	1 212	2,9
White	3 699	8,8
Age group		
16-34	19 764	47,1
35-49	8 783	20,9
50-64	9 819	23,4
65+	3 610	8,6
Marital status		
Married	12 705	30,3
Living together like husband and wife	6 449	15,4
Divorced	746	1,8
Separated but still legally married	271	0,6
Widowed	3 849	9,2
Single	17 915	42,7
Highest level of education		
No schooling	1 445	3,5
Some primary	3 111	7,6
Completed primary	1 758	4,3
Some secondary	15 006	36,7
Completed secondary	13 289	32,5
Post school	6 324	15,5
Province		
Western Cape	5 155	12,3
Eastern Cape	4 199	10,0
Northern Cape	876	2,1
Free State	2 088	5,0
KwaZulu-Natal	7 890	18,8
North West	2 841	6,8
Gauteng	11 886	28,3
Mpumalanga	3 201	7,6
Limpopo	3 839	9,1
Urban/rural		
Rural	12 805	30,5
Urban	29 170	69,5
Metro status		
Metro	19 168	45,7
Non-metro	22 808	54,3

Due to rounding, numbers do not necessarily add up to totals.

Unspecified was excluded from the denominator when calculating percentages.

Table 1 shows the number and percentage distribution of the population aged 16 years and older by selected demographic characteristics. Distribution by population aged 16 years and older by sex shows that 51,7% were female and 48,3% were male. The table also shows that almost four in five (79,3%) of the population aged 16 and older is black African, while coloureds (9,0%) and whites (8,8%) are almost of the same proportion and the Indian/Asian population is 2,9% of the total population aged 16 and older. Age pattern of individuals aged 16 years and older indicate that they typically comprised a youthful population aged 16–34 years with the highest percentage (47,1%) and those aged 65 years and older have the lowest percentage.

In terms of marital status, 42,7% of the population aged 16 years and older were single, whilst 30,3% were married. About 15,4% lived together like husband and wife, while almost 9,2% were widowed. Furthermore, the results show that 1,8% of the population aged 16 years and older are divorced and less than one percent are separated while still legally married (0,6%).

About 36,7% of the population 16 years and older had attained some secondary school education. 32,5% completed secondary, 15,5% attained some post-school qualification, 7,6% attained some primary and 4,3% completed primary.

Gauteng had the largest proportion of the population aged 16 years and older (28,3%), followed by KwaZulu-Natal with 18,8%, Western Cape (12,3%) and Eastern Cape (10,0%). Northern Cape had the smallest proportion amongst all the provinces at 2,1%. About 69,5% of the population aged 16 and older lived in urban areas, while 54,3% lived in non-metro areas.

2.2 Distribution of households by selected household characteristics

Table 2: Distribution of households by selected household characteristics

Demographic characteristics of household head	Number (000s)	Percentage (%)
Sex		
Male	10 516	57,6
Female	7 738	42,4
Population		
Black African	14 922	81,8
Coloured	1 289	7,1
Indian/Asian	444	2,4
White	1 597	8,7
Age group		
15-34	4 666	25,6
35-49	6 755	37,0
50-64	4 317	23,7
65+	2 501	13,7
Marital status		
Married	5 569	30,6
Living together like husband and wife	2 187	12,0
Separated but still legally married	504	2,8
Divorced	170	0,9
Widowed	2 263	12,4
Single	7 521	41,3
Highest level of education		
No schooling	856	4,8
Some primary	1 690	9,5
Completed primary	838	4,7
Some secondary	6 244	35,1
Completed secondary	5 328	29,9
Post school	2 845	16,0
Province		
Western Cape	2 012	11,0
Eastern Cape	1 721	9,4
Northern Cape	358	2,0
Free State	984	5,4
KwaZulu-Natal	3 237	17,7
North West	1 317	7,2
Gauteng	5 502	30,1
Mpumalanga	1 420	7,8
Limpopo	1 701	9,3
Urban/rural		
Rural	5 541	30,4
Urban	12 711	69,6
Metro status		
Metro	8 389	46,0
Non-metro	9 863	54,0

Due to rounding, numbers do not necessarily add up to totals.

Unspecified was excluded from the denominator when calculating percentages.

Table 2 shows the number and percentage distribution of the households by selected household characteristics. The table shows that most (57,6%) households were male-headed. It further shows that urban and non-metro areas accounted for most households at 69,6% and 54,0%, respectively.

Gauteng had the largest proportion of the households (30,1%), followed by KwaZulu-Natal with 17,7%, Western Cape (11,0%) and Eastern Cape (9,4%). Northern Cape and Free State had the smallest proportion of households amongst all the provinces at 2,0% and 5,4%.

2.3 Summary

Results show that for the population aged 16 years and older 51,7% were female, and 48,3% were male. Almost four in five (79,3%) of the population aged 16 and older is black African, while coloureds (9,0%) and whites (8,8%) are almost of the same proportion and the Indian/Asian population is 2,9% of the total population aged 16 and older. The demographic pattern of individuals aged 16 years and older indicates that they typically comprised a youthful population, single, and just over a third had attained some secondary school education.

Results show that most (57,6%) households were male-headed. It further shows that urban and non-metro areas accounted for most households at 69,6% and 54,0%, respectively. In terms of geographical location, Gauteng had the largest proportion of the households (30,1%), followed by KwaZulu-Natal with 17,7%, Western Cape (11,0%) and Eastern Cape (9,4%). Northern Cape and Free State had the smallest proportion of households amongst all the provinces at 2,0% and 5,4% respectively.

3. Legitimacy, Voice and Equity

3.1 Introduction

In this section, we focus on the awareness and perception about the Constitution and experience of discrimination. The experience of discrimination by individuals is measured for the past five years and in the past 12 months. The number of questions in this section was reduced to accommodate the methodological changes implemented during COVID-19 pandemic period.

3.2 The Constitution, human rights, and discrimination

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 3: Population awareness and perceptions about the Constitution, 2018/19 and 2021/22

Issue	2018/19		2021/22	
	Number (000's)	Percentage (%)	Number (000's)	Percentage (%)
Heard about the South African Constitution	32 216	80,8	34 599	82,6
Think the Constitution protects their rights	25 065	77,8	24 471	70,7
Think the Constitution protects rights of others more than theirs	17 483	54,3	16 623	48,0

Table 3 shows that about 82,6% of the population have heard about the Constitution, while 70,7% think it protects their rights. Less than half the population (48%) believe that the Constitution protects the rights of others more than theirs.

Those who have heard about the Constitution increased by 1,8 percentage points from the previous reporting period (2018/19). While the percentage of those who think the Constitution protects their rights decreased by 7,1 percentage points in 2021/22 (70,7%) compared to 2018/19 (77,8%). The results further show that those who think the Constitution protects the rights of others more than theirs decreased from 54,3% in 2018/19 to 48,0% in 2021/22.

Table 4: Percentage of population regarding their awareness and perception of the Constitution by demographic characteristics, 2021/22

Characteristic	Heard about the Constitution	Constitution protects your rights	Constitution protects the rights of others more than theirs
Sex			
Male	82,5	71,3	51,1
Female	82,4	70,2	45,2
Race			
Black African	81,3	71,6	47,6
Coloured	79,1	63,1	49,9
Indian/Asian	91,4	75,3	56,2
White	93,4	69,1	47,4
Age group			
15-34	79,9	73,3	47,9
35-49	85,2	67,5	46,8
50-64	85,2	68,5	48,6
65+	82,2	71,0	50,6
Highest Level of education			
No schooling	75,0	75,8	49,9
Some primary	87,3	65,2	48,7
Completed primary	69,2	66,4	50,2
Some secondary	95,2	71,2	47,7
Completed secondary	71,9	70,9	48,8
Post school	78,5	71,5	46,4
Province			
Western Cape	82,3	63,4	41,4
Eastern Cape	85,5	76,9	52,2
Northern Cape	74,7	73,4	43,6
Free State	81,3	67,2	54,8
KwaZulu-Natal	82,6	65,6	54,9
North West	83,0	79,9	49,1
Gauteng	82,1	67,9	46,3
Mpumalanga	84,8	77,5	44,5
Limpopo	79,9	84,6	41,7
Metro status			
Metro	82,9	67,4	45,1
Non-metro	82,0	73,6	50,5
Geo-type			
Rural	80,2	74,9	49,8
Urban	83,4	69,0	47,3

Table 4 above shows that the white population group has the highest proportion (93,4%) who have heard about the Constitution, while 79,1% of the coloured population group have heard about the Constitution. About 83% of those who live in urban areas have heard about the Constitution compared to 80,2% who live in rural areas.

Furthermore, the table shows that almost the same percentage of males (71,3%) and females (70,2%) indicated that the Constitution protects their rights. The Indian/Asian population group has the highest proportion of persons (75,3%) who think that the Constitution protects their rights, and the coloured population group has the lowest proportion (63,1%).

Limpopo province (84,6%) had the highest proportion of persons who believe the Constitution protects their rights, followed by North West (79,9%) and Mpumalanga (77,5%). Western Cape had the lowest proportion (63,4%). In general, the proportion of people who believe the Constitution protect their rights is higher in rural areas with (74,9%) and in non-metro areas (73,6%). Urban areas recorded (69,0%) and metro areas (67,4%).

Also, results show that a higher proportion of males (51,1%) indicated that the Constitution protects the rights of others more than theirs, compared to females (45,2%). There is a clear relationship between highest level of education and individuals who think the Constitution protects the rights of others more than theirs; the lower the education attained the more individuals believe this to be true.

Figure 1: Percentage of population who think the Constitution protects their rights by highest level of education, 2021/22

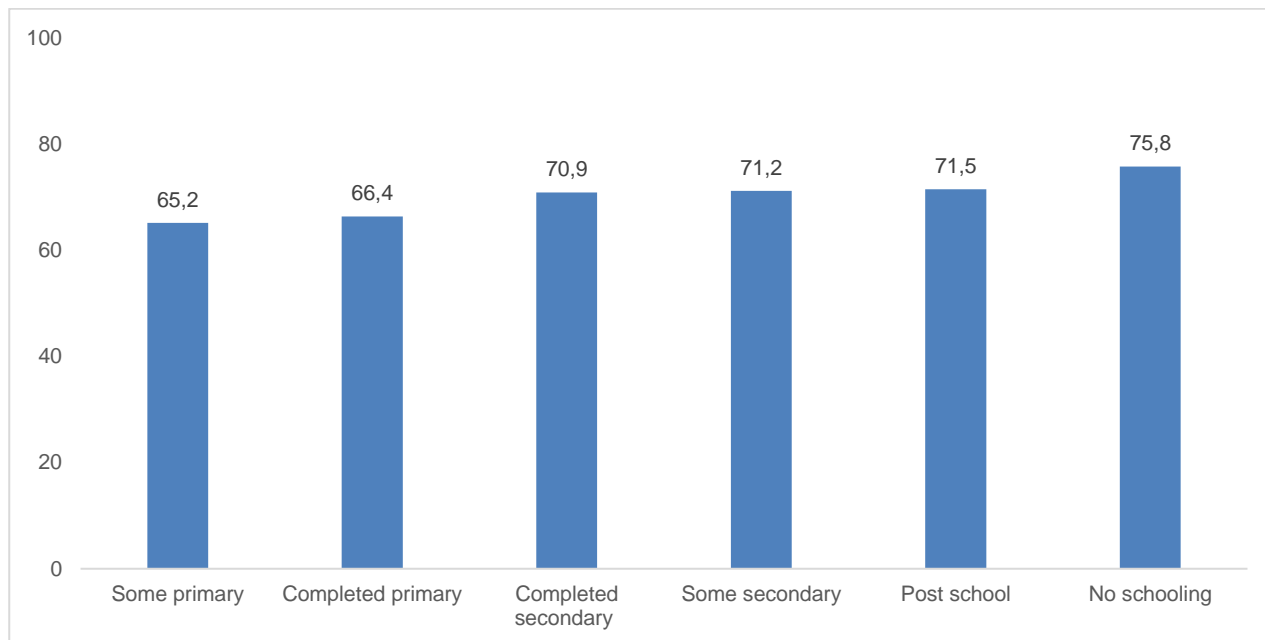


Figure 1 shows that about 75,8% of those with no schooling think that the Constitution protects their rights. The proportion increases as the level of education increases (between those with some primary education and post school level of education), with 71,5% of the population with post school level of education indicating that they think the Constitution protects their rights compared to 65,2% who have some primary education.

Figure 2: Percentage of population who think the Constitution protects the rights of others other than theirs by highest level of education, 2021/22

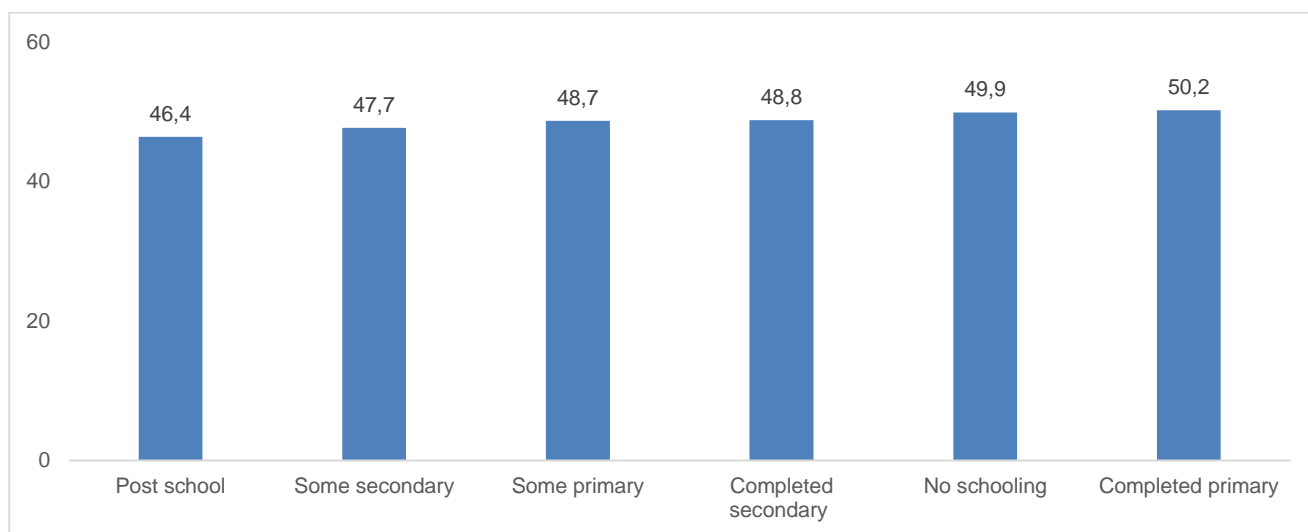


Figure 2 shows the percentage of those who think the Constitution protects the rights of others other than their own. Those who have completed primary as their highest level of education have almost the same proportion of individuals as those with no schooling. Post school level of education had the lowest proportion.

3.3 Individual experience of discrimination

In this section, the focus is on the individual experience of discrimination. The SDG Goal 16.B is to promote and enforce non-discriminatory laws and policies for sustainable development, provide access to justice for all and build effective, accountable, and inclusive institutions at all levels. According to the Handbook on Governance Statistics, under international human rights law, discrimination is any distinction, exclusion, restriction or preference or other differential treatment that is directly or indirectly based on the prohibited grounds of discrimination (e.g. colour, sex, language, religion, national or social origin, disability), and which has the intention or effect of nullifying or impairing the recognition, enjoyment or exercise, on an equal footing, of human rights and fundamental freedoms in the political, economic, social or cultural fields or any other field of public life. Table 5 and 6 below outlines the types of discrimination or harassment experienced by the individuals 16 years and older in the past five years and 12 months¹.

Table 5: Number and proportion of the population who feel that they personally experienced any form of discrimination or harassment during the past 5 years, 2021/22

Discrimination type (Past 5 years)	Number (000s)	Percentage (%)
Race	3 961	9,5
Poverty or wealth status	2 002	4,8
Political affiliation	1 693	4,0
Language or dialect	1 624	3,9
Nationality	1 598	3,8
Sex or gender	1 550	3,7
Ethnic/tribal group	1 436	3,4
Religion	1 250	3,0
Education status	1 230	2,9
Sexual orientation	690	1,6
Region/province of origin	621	1,5
Age	579	1,4
Disability	503	1,2
Other	179	0,4

Table 5 shows that race is the most common form of discrimination or harassment personally experienced by the population in the past five years with 9,5% of the population experiencing this form of discrimination or harassment. This is followed by poverty or wealth status (4,8%), political affiliation (4,0%), language and dialect (3,9%).

¹ Praia City Group, 2015. Handbook on Governance Statistics.

https://www.ohchr.org/sites/default/files/Documents/Issues/HRIndicators/handbook_governance_statistics.pdf

Table 6: Number and proportion of the population who feel that they personally experienced any form of discrimination or harassment during the past 12 months, 2018/19 and 2021/22

Type of Discrimination	2018/19		2021/22	
	Number (000s)	Percentage (%)	Number (000s)	Percentage (%)
Race	2 708	6,8	2 024	4,8
Poverty or wealth status	783	2,0	1 125	2,7
Political affiliation	410	1,0	978	2,3
Nationality	594	1,5	875	2,1
Education status	528	1,3	707	1,7
Language or dialect	999	2,5	692	1,6
Ethnic/tribal group	623	1,6	637	1,5
Sex or gender	349	0,9	591	1,4
Religion	582	1,5	500	1,2
Age	346	0,9	383	0,9
Sexual orientation	50	0,1	261	0,6
Disability	185	0,5	241	0,6
Region/province of origin	267	0,7	234	0,6
Other	16	0	97	0,2

Table 6 shows the number and percentage distribution of individuals aged 16 years and older who have experienced any type of discrimination or harassment in the past 12 months for the periods 2018/19 and 2021/22. The various types of discrimination are according to the number of people who experienced these types, from the highest to the lowest in 2021/22. The table also shows that race is the most common form of discrimination or harassment personally experienced by the population in the past 12 months in both 2018/19 (6,8%) and 2021/22 (4,8%).

The second most experienced discrimination or harassment in 2021/22 is discrimination or harassment based on poverty or wealth status (2,7%). However, discrimination or harassment based on poverty or wealth status was not the second most prevalent form of discrimination or harassment in 2018/19, instead, it was language or dialect. The top five experienced discrimination or harassment types in 2021/22 are slightly different from the top five experienced in 2018/19 period.

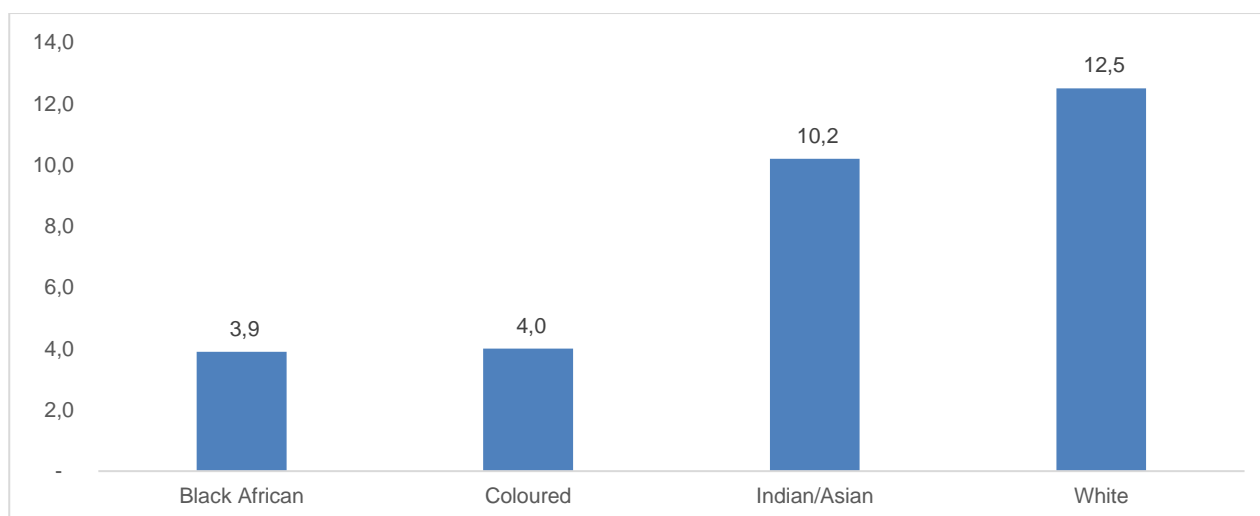
Figure 3: Percentage of persons who experienced discrimination or harassment based on race in the past 12 months by population group, 2021/22

Figure 3 shows a difference in the proportion of persons who experienced discrimination or harassment based on race in the past 12 months between population groups. About 3,9% of black Africans indicated that they

experienced discrimination based on race in the past 12 months, this is almost the same proportion as coloureds (4,0%). The proportion for Indians/Asians is about 10,2% while whites is 12,5%.

Figure 4: Percentage of persons who experienced discrimination or harassment based on race in the past 12 months by province, 2021/22

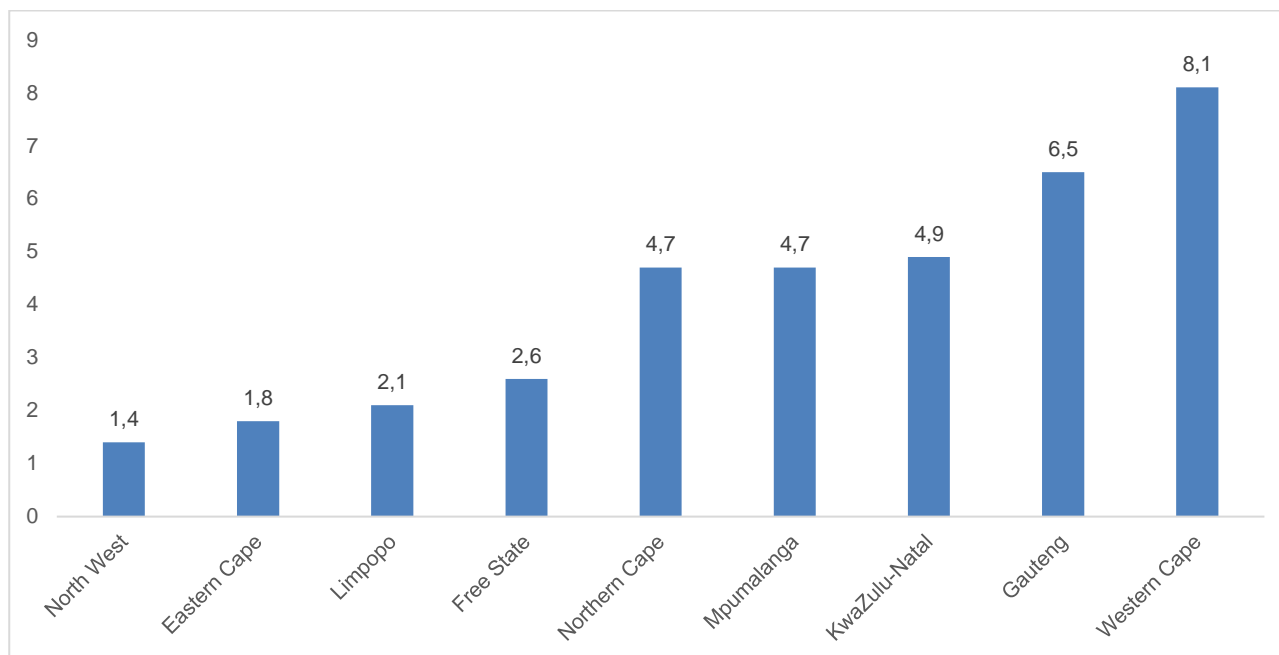


Figure 4 shows that the highest probability of experiencing discrimination or harassment based on race is in Western Cape with 8,1% of the population in that province indicating that they experienced discrimination or harassment in the past 12 months. North West has the least proportion of persons who experienced discrimination based on race (1,4%).

Figure 5: Percentage of the population who experienced discrimination based on Race, by metro-status and geo-type, 2021/22

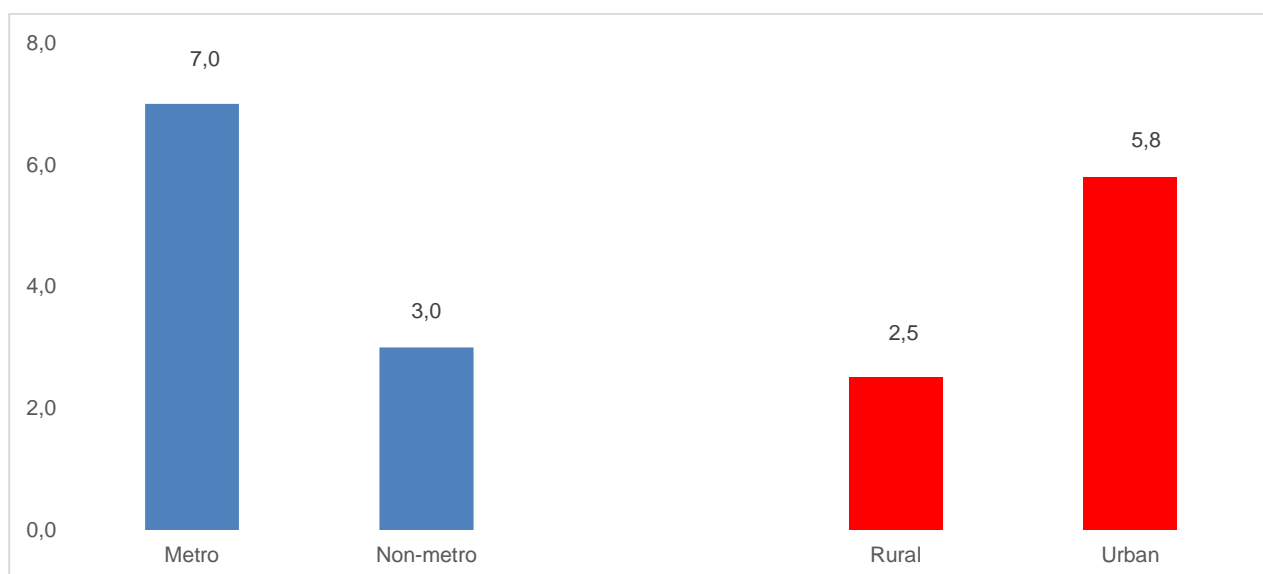


Figure 5 shows the proportion of persons who experienced discrimination based on Race, is higher in metros than in non-metros (7,0% vs 3,0%, respectively) and higher in urban areas than in rural areas (5,8% vs 2,5%, respectively).

Table 7: Number and percentage of the population who experienced discrimination based on poverty or wealth status by demographic characteristics and location, 2021/22

Characteristic	Number (000's)	Percentage (%)
Sex		
Male	593	2,9
Female	532	2,5
Age group		
15-34	596	3,0
35-49	225	2,6
50-64	190	1,9
65+	114	3,2
Metro status		
Metro	467	2,4
Non-metro	658	2,9
Geo-type		
Rural	488	3,8
Urban	637	2,2

Table 7 shows the percentage distribution of individuals who experienced discrimination based on poverty or wealth status. It shows males (2,9%), those aged 65 and older (3,2%), non-metro (2,9%) and rural (3,8%) have the highest proportion of individuals who experienced discrimination or harassment based on poverty or wealth status.

Figure 6: Percentage distribution of the population by the extent to which they would say democracy in South Africa allows people like them to have a say in what government does, 2021/22

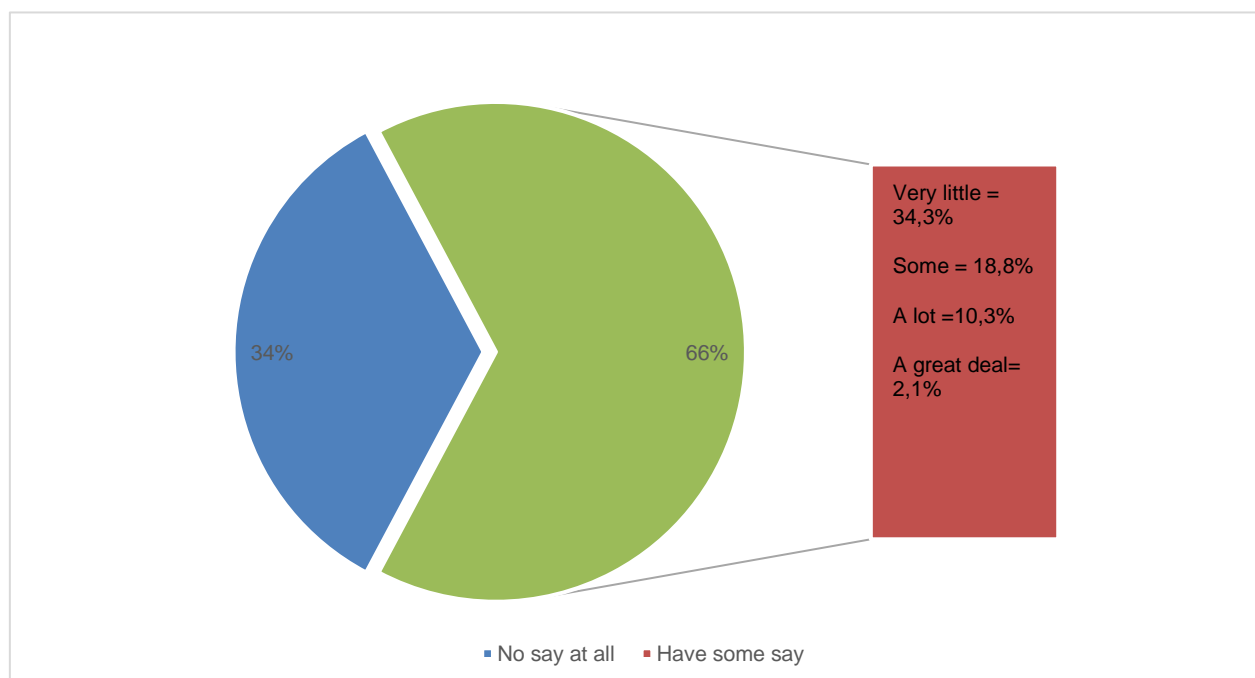


Figure 6 above shows 66% of the population says democracy in South Africa allows them to have some say (Some say being “very little”, “Some”, “A lot”, and “A great deal”) in what government does. A third of the population say democracy in South Africa does not allow them to have any say in what government does.

Table 8: Number and percentage distribution of those who think the Constitution protects their rights and by those who say democracy allows them to have a say in what government does, 2021/22

		Have a say in what government does	Have no say in what government does	Total
Constitution does protect their rights	Number (000s)	18 293	6 178	24 471
	Percentage (%)	54,8	18,5	73,3
Constitution does not protect their rights	Number (000s)	4 742	4 191	8 933
	Percentage (%)	14,2	12,6	26,7
Total	Number (000s)	23 034	10 370	33 404
	Percentage (%)	69,0	31,0	100,0

*Missing values are excluded in the calculations hence the marginal /and grand totals might differ from the universe.

Table 8 shows 54,8% of the population say the Constitution does protect their rights and at the same time agree that democracy allows them to have a say in what government does. Conversely, 12,6% of the individuals aged 16 years and older believe that the Constitution does not protect their rights and democracy does not allow them to have a say in what government does. About 18,5% of the individuals aged 16 years and above believe the Constitution does protect their rights but democracy does not allow them to have a say in what government does. Lastly, the table shows 14,2% believe the Constitution does not protect their rights and democracy allows them to have a say in what government does.

Table 9: Number and percentage of the population who say democracy in South Africa allows them to have some say in what the government does, 2021/22

Characteristic	Number (000s)	Percentage (%)
Highest level of education		
No schooling	909	62,9
Some primary	1 889	60,7
Completed primary	1 114	63,4
Some secondary	9 593	63,9
Completed secondary	8 851	66,6
Post school	4 515	71,4
Province		
Western Cape	3 449	66,9
Eastern Cape	2 472	58,9
Northern Cape	588	67,1
Free State	1 377	65,9
KwaZulu-Natal	5 596	70,9
North West	1 805	63,5
Gauteng	7 357	61,9
Mpumalanga	2 245	70,1
Limpopo	2 595	67,6
Metro status		
Metro	12 872	67,2
Non-metro	14 613	64,1
Geo-type		
Rural	8 108	63,3
Urban	19 376	66,4

Table 9 shows the highest level of education and location of individuals aged 16 years and older who believe democracy allows them to have some say in what government does. It shows the highest proportion of those who believe democracy allows them to have some say in government, have post-school education followed by those who completed secondary. Based on location, KwaZulu-Natal has the highest proportion of individuals who believe democracy allows them to have some say in what government does, followed by Mpumalanga and Limpopo provinces. The highest proportions are also observed in metros and urban areas.

Figure 7: Percentage distribution of the population by the extent to which they would say democracy in South Africa allows people like them to have an influence on politics, 2021/22

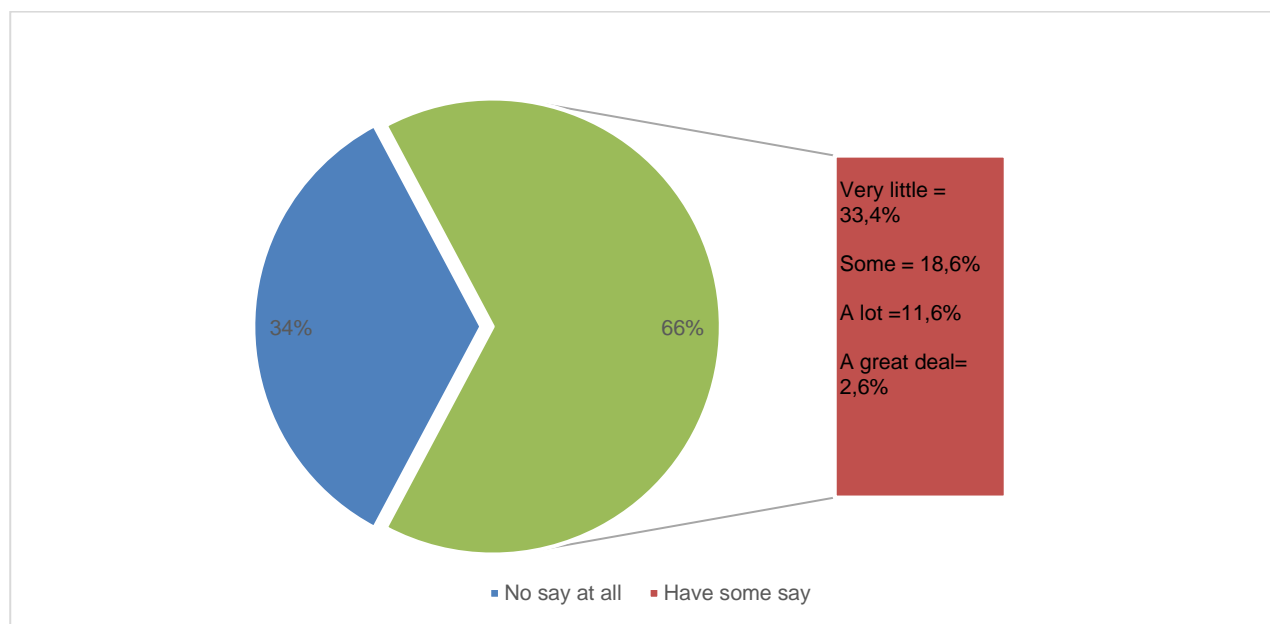


Figure 7 above shows 66% of the population say democracy in South Africa allows them to have some influence (Some influence being “very little”, “Some”, “A lot”, and “A great deal”) on politics. A third of the population say democracy in South Africa does not allow them to have any influence on what government does.

Table 10: Number and percentage distribution of those who think the Constitution protects their rights and by those who believe that democracy allows people to have an influence on politics, 2021/22

		Democracy does not allow them to have an influence on politics	Democracy allows them to have an influence on politics	Total
Constitution does protect their rights	Number (000s)	6 049	18 422	24 471
	Percentage (%)	18,1	55,2	73,3
Constitution does not protect their rights	Number (000s)	4 162	4 771	8 933
	Percentage (%)	12,5	14,3	26,7
Total	Number (000s)	10 210	23 194	33 404
	Percentage (%)	30,6	69,4	100,0

*Missing values are excluded in the calculations hence the marginal totals and grand totals might differ from the universe.

Table 10 shows 55,2% of the population say the Constitution does protect their rights and at the same time agree that democracy allows them to have an influence on politics. Conversely, 12,5% of the individuals aged 16 years and older believe the Constitution does not protect their rights and democracy does not allow them to have an influence on politics. About 18,1% of the individuals aged 16 years and older believe the Constitution does protect their rights, but democracy does not allow them to have an influence on politics. Lastly, the table shows that 14,3% believe the Constitution does not protect their rights and that democracy allows them to have an influence on politics.

Table 11: Number and percentage of the population who say that democracy allows them to have some influence on politics, 2021/22

Characteristic	Number (000s)	Percentage (%)
Age group		
15-34	13 185	66,7
35-49	5 707	65,0
50-64	6 448	65,7
65+	2 338	64,8
Highest level of education		
No schooling	862	59,7
Some primary	1 940	62,4
Completed primary	1 117	63,5
Some secondary	9 743	64,9
Completed secondary	8 891	66,9
Post school	4 498	71,1
Province		
Western Cape	3 442	66,8
Eastern Cape	2 552	60,8
Northern Cape	570	65,1
Free State	1 399	67,0
KwaZulu-Natal	5 427	68,8
North West	1 789	63,0
Gauteng	7 577	63,7
Mpumalanga	2 285	71,4
Limpopo	2 636	68,7
Metro status		
Metro	13 104	68,4
Non-metro	14 574	63,9
Geo-type		
Rural	8 158	63,7
Urban	19 519	66,9

Table 11 shows a pattern between the proportion of individuals aged 16 and older who say democracy allows them to have some influence in politics and the highest level of education. The higher the level of education, the higher the proportion of those who think that democracy allows them to have a say in politics. Based on location in provinces, Mpumalanga has the highest proportion of individuals who believe democracy allows them to have some say in politics (71,4%), followed by KwaZulu-Natal (68,8%) and Limpopo (68,7%). The proportions are also higher in metros (68,4%) than in non-metro (63,9%). Similarly, the proportions are higher in urban areas (66,9%) compared to rural areas (63,7%).

4. Individual experience of disputes and problems

Whereas the Victims of Crime Survey focused on the 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 this is recognised by those facing them and whether 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. According to the Handbook on Governance Statistics, a dispute can be understood as a justiciable problem between individuals or between individual(s) and an entity. Justiciable problems can be seen as the ones giving rise to legal issues, whether the problems are perceived as being "legal" by those who face them, and whether any legal action was taken as a result of the problem. Survey results reported in this chapter will assist policymakers and non-governmental organisations in identifying unmet legal and justice needs, understanding the impact of these needs on the lives of affected people and understanding the working of various models of assistance.

4.1 Disputes and problems usually encountered by people in South Africa

The first question to ask is the magnitude of the problem. In other words, what proportion of the population experienced disputes and problems during the past two years? Table 12 presents a summary of the number and proportion of the population that experienced various levels of disputes and problems during the past two years.

Table 12: Number and percentage of the population that experienced number of disputes/ problems in the past two years, 2021/22

Number of disputes experienced	2018/19		2021/22	
	Number (000s)	Percentage (%)	Number (000s)	Percentage (%)
0	35 121	88,1	33 160	79,0
1	3 109	7,8	5 294	12,6
2	817	2,0	1 933	4,6
3	306	0,8	806	1,9
4	161	0,4	431	1,0
5	133	0,3	193	0,5
6	43	0,1	87	0,2
7	59	0,1	47	0,1
8	40	0,1	7	0,0
9 or more	86	0,2	16	0,0

Table 12 shows an estimated 21% of the population aged 16 years and older experienced one or more disputes/problems during the past two years in 2021/22 reporting period compared to 11,8% in 2018/19. The percentage of people who experienced one dispute almost doubled between the two reporting periods (7,8%) in 2018/29 compared to 12,6% in 2021/22). The same pattern is observed for those who experienced two disputes (4,6% vs 2,0%), three disputes (1,9% vs 0,8%) four disputes (1,0% vs 0,4%), up to six disputes (0,2% vs 0,1%). The pattern changes for those who experienced seven or more disputes.

Figure 8: Percentage of those who experienced at least one type of dispute by marital status, 2018/19 and 2021/22

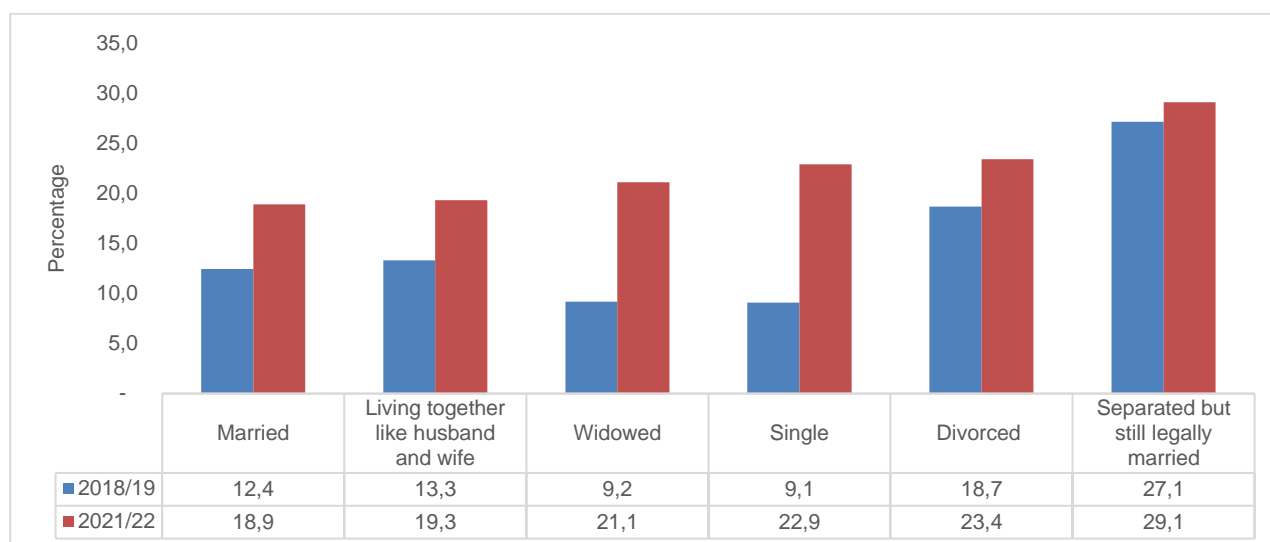


Figure 8 shows that the separated but still legally married individuals have the highest proportion of those who experienced at least one dispute in both periods, 2018/19 (27,1%) and 2021/22 (29,1%). This is followed by those who are divorced, 2018/19 (18,7%) and 2021/22 (23,4%).

Figure 9: Percentage of those who experienced at least one type of dispute by province, 2018/19 and 2021/22

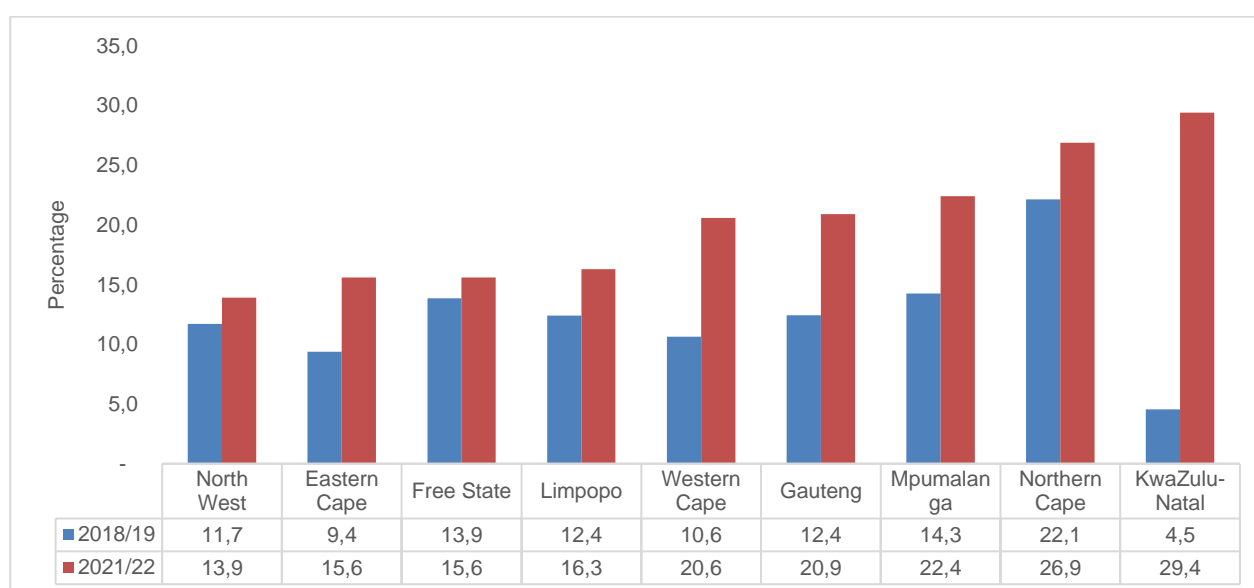


Figure 9 shows that in 2018/19, Eastern Cape province had the lowest percentage of those who experienced at least one dispute while Northern Cape had the highest proportion. The pattern is different for the 2021/22 period, with North West province having the lowest proportion (13,9%) of individuals who experienced at least one dispute, while KwaZulu-Natal has the highest proportion (29,4%).

Figure 10: Percentage of those who experienced at least one type of dispute by urban/rural and metro status, 2018/19 and 2021/22

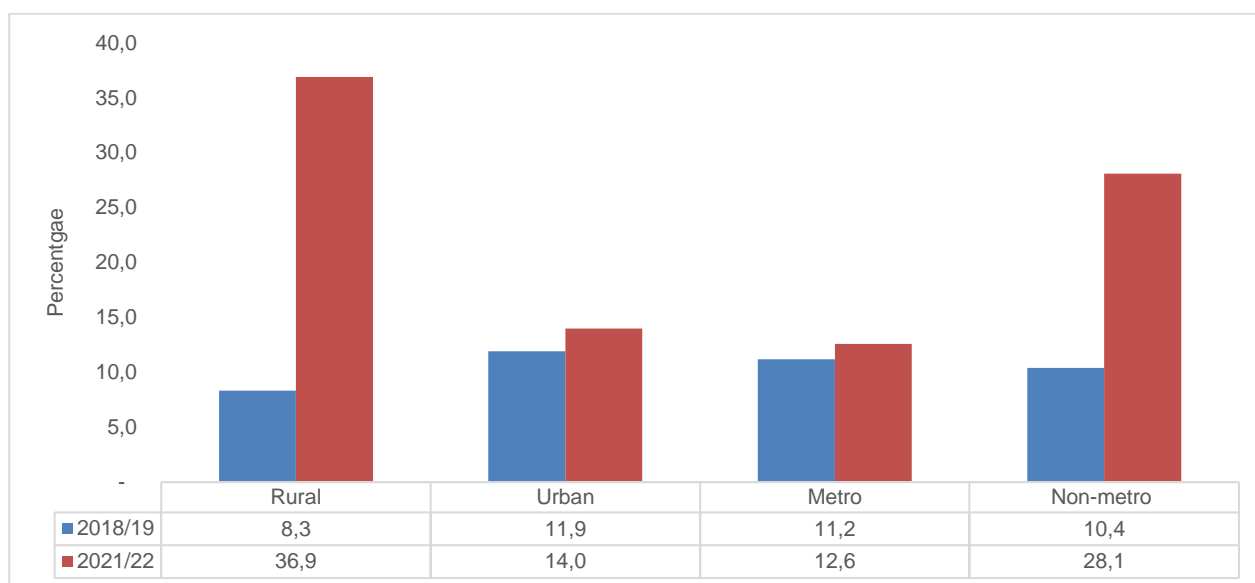


Figure 10 shows in 2018/19, residents in urban areas had a higher proportion of those who experienced at least one dispute while in 2021/22 the pattern changed and residents of urban areas have a lower proportion of individuals who experienced disputes than those in rural areas (14,0% vs 36,9%, respectively). The same is observed with metro status. In 2018/19, the proportion of those who experienced at least one dispute was slightly higher (11,2%) than in non-metro areas. In 2021/22, the pattern changed with those in metro areas having a lower proportion compared to those in non-metro areas (12,6% vs 28,1%).

Table 13: Number and percentage of the population that experienced disputes/ problems in the past two years, 2021/22

Type of dispute or problem	Number (000s)	Percentage (%)
Poor service from government and business	4 221	10,1
Conflict with neighbours	1 626	3,9
Difficulty accessing services (e.g., education, health, water, sanitation)	1 320	3,2
Corruption, bribes or nepotism	1 224	2,9
Debt, money owed to you or by you	1 096	2,6
Domestic violence	947	2,3
Unfair employment practice	885	2,1
Unfair fees/charges or & unauthorised deductions	834	2,0
Harassment or bullying	657	1,6
Inheritance/ will or family property ownership	625	1,5
Conflict on child support, visitation & guardianship	556	1,3
Blacklisting & difficulty accessing loans	436	1,0
Access or payments of social benefits	393	0,9
Land/property ownership or tenant/landlord disputes/problem	208	0,5
Marriage or partnership	205	0,5

Table 13 shows the number and percentage of individuals who experienced disputes or problems in the past two years by type of dispute or problem. The table shows that 10,1 % of individuals experienced disputes or problems related to poor service from government and business. About 3,9% experienced disputes or problems related to conflict with neighbours, 2,9% experienced disputes or problems related to corruption, bribes or nepotism. About 2,3% experienced disputes or problems related to domestic violence.

Table 14: Number and percentage of the population that experienced specified disputes/ problems, 2021/22

Specific dispute	Number (000s)	Percentage (%)
Poor services by government	3 028	7,2
Corruption or bribery or nepotism by government officials	1 041	2,5
Lack of access to water, sanitation, electricity, housing	947	2,3
Excessive noise, littering, parking spots or pets	872	2,1
Disruptions of supply of utilities (e.g., Water, electricity)	817	1,9
Violence against women	535	1,3
Unpaid debt by family/relative	533	1,3
Family property ownership (includes land, house, cars, animals, etc..)	491	1,2
Child support or maintenance	473	1,1
Boundaries or fence	440	1,0
Violence against children	412	1,0
Access or payments of social grants	367	0,9
Unfair charges or fees by company, business or bank	347	0,8
Harassment or bullying by other person	311	0,7
Other unfair employment practices	266	0,6
Unauthorised deductions from bank account by a business	265	0,6
Difficulties paying consumer goods instalments (e.g. Clothing, appliances, car)	241	0,6
Difficulties paying personal loan	239	0,6
Difficulties in accessing loans	205	0,5
Accusation of witchcraft	187	0,4
Unfair blacklisting	185	0,4
Unfair dismissal by employer	167	0,4
Poor service by company or business	163	0,4
Poor working conditions	158	0,4
Difficulties accessing healthcare services	153	0,4
Unfair disciplinary procedures	137	0,3
Other corrupt practices	132	0,3
Sexual harassment	129	0,3
Inheritance allocations	119	0,3
Unfair utility bills	117	0,3
Unpaid wages or benefits	116	0,3
Other lack of services	113	0,3
Denied registration at school/ university	108	0,3
Unfaithfulness by a spouse	108	0,3
Harassment by family member	89	0,2
Destruction of property	84	0,2
Custody of children or visitation arrangements/access to children	83	0,2
Harassment by employer	74	0,2
Conflict about relatives	59	0,1
Unfair eviction	57	0,1
Harassment by police	54	0,1
Inaccurate credit rating	47	0,1
Environmental damage	43	0,1
Overdue promotion	42	0,1
Terms & conditions of a divorce or separation	39	0,1
Unauthorised deductions from social grants (e.g. Electronic or cash)	36	0,1
Other tenant/ landlord dispute/problem	27	0,1
Difficulties paying utility bills	22	0,1

Table 14 shows poor service from government was the most experienced specific dispute with about 7,2% of the population having experienced that specific dispute. Corruption, bribery, or nepotism by government officials is the second most common specific dispute/problem, with 2,5% of the population having experienced that specific dispute/problem.

Figure 11: The top ten most recent dispute or problem, 2021/22

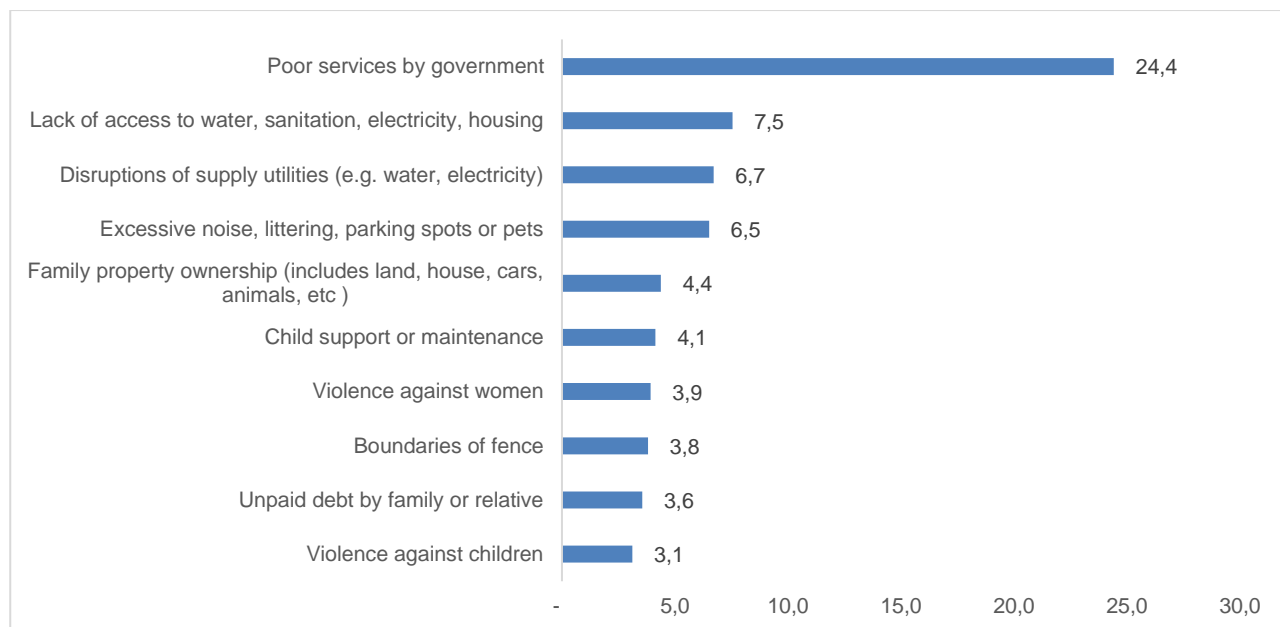


Figure 11 shows the percentage distribution of most recent disputes/problems, focusing on the top ten most recent disputes or problems. It shows that 24,4% of the individuals aged 16 years and older experienced poor services by government, followed by lack of access to water, sanitation, electricity, or housing related disputes (7,5%).

Table 15: Top ten most recent disputes or problems experienced by males and females, 2021/22

Most recent disputes or problems (Females)	Most recent disputes or problems (Males)
Poor services by government	Poor services by government
Disruptions of supply utilities (e.g., water, electricity)	Excessive noise, littering, parking spots or pets
Lack of access to water, sanitation, electricity, housing	Lack of access to water, sanitation, electricity, housing
Excessive noise, littering, parking spots or pets	Family property ownership (includes land, house, cars, animals, etc.)
Boundaries fence	Unpaid debt by family or relative
Child support or maintenance	Violence against women
Violence against women	Child support or maintenance
Family property ownership (includes land, house, cars, animals, etc.)	Disruptions of supply utilities (e.g., water, electricity)
Corruption or bribery or nepotism by government officials	Violence against children
Violence against children	Boundaries fence

Table 15 shows the most recent disputes experienced by both males and females in 2021/22. The disputes are ranked starting with the highest to the lowest for both males and females. The top 10 disputes are the same, except for 'corruption or bribery or nepotism by government officials' which is in the top ten of disputes experienced by females and not in males, while 'unpaid debt by family or relatives' is in the top ten disputes experienced by males but not in the top ten for females. The ranking of the top ten disputes is different. Both females and males ranked poor service by government as the top recent dispute experienced.

Table 15a: Top ten most recent disputes or problems experienced by males and females, 2018/19

Most recent disputes or problems (Females)	Most recent disputes or problems (Males)
Other dispute or problem with neighbours	Disruptions of supply of utilities (e.g. water, electricity)
Child support or maintenance	Lack of access to water, sanitation, electricity, housing
Disruptions of supply of utilities (e.g. water, electricity)	Unpaid debt by friends or non-family members
Family property ownership (includes land, house, cars, animals, etc.)	Other dispute or problem with neighbours
Unauthorised deductions from bank account by a business	Other poor services
Unpaid debt by friends or non-family members	Corruption or bribery or nepotism by government officials
Lack of access to water, sanitation, electricity, housing	Family property ownership (includes land, house, cars, animals, etc.)
Violence against women	Unauthorised deductions from bank account by a business
Corruption or bribery or nepotism by government officials	Unfair charges or fees by company, business, or bank
Other poor services	Excessive noise, littering, parking spots, or pets

Table 15a shows the most recent disputes experienced by both males and females in 2018/19. The disputes are ranked starting with the highest to the lowest for both males and females. The top 10 disputes are the same, except for 'Child support or maintenance' and 'Violence against women' which is in the top ten of disputes experienced by females and not in males, while 'Unauthorised deductions from bank account by a business' and 'Excessive noise, littering, parking spots or pets' is in the top ten disputes experienced by males but not in the top ten for females. Ranking of top ten disputes is different. Both females and males ranked poor service by government as the top recent dispute experienced.

Comparing table 15 and 15a indicates females have disputes that are relatively the same in both 2018/19 and 2021/22, with a few additional disputes in 2021/22. Disputes related to 'Disruptions of supply utilities (e.g. water, electricity)' is still ranking high on the list. Disputes related to 'Child support or maintenance', 'Violence against women' and 'Family property ownership' are some that have remained in the top 10 most recent disputes experienced by both males and females. The comparison also indicates that males have experienced some of the disputes that were previously experienced by females in 2018/19, such as 'Violence against women' and 'Child support or maintenance'.

4.2 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 12: Percentage of people who used specified institutions to seek help to resolve their dispute, 2018/19 - 2021/22

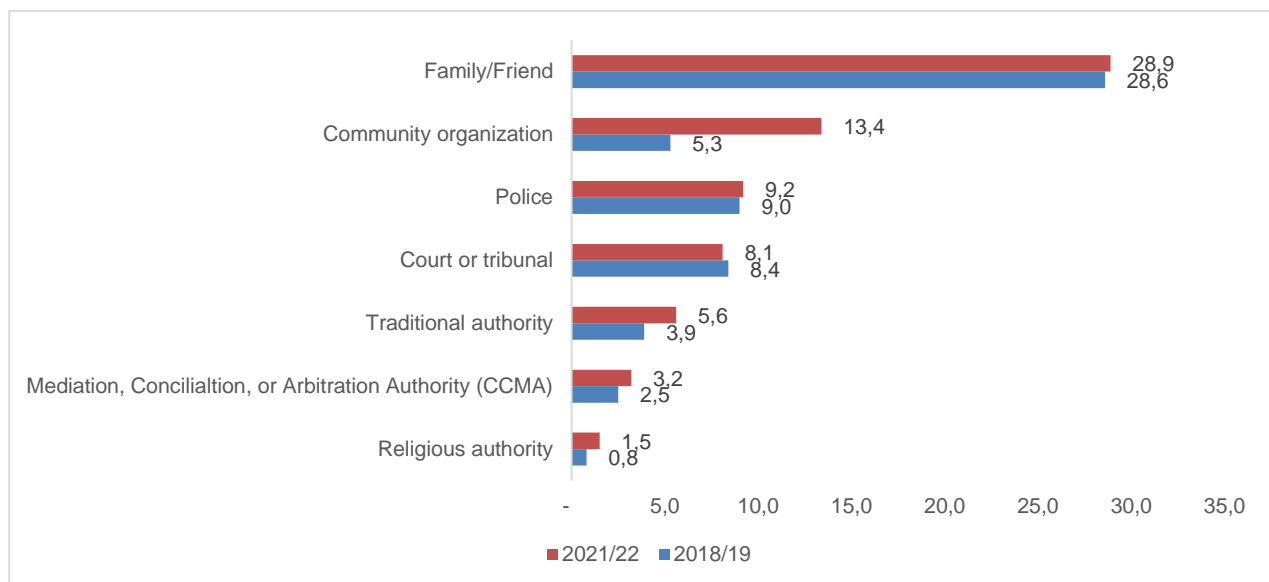


Figure 12 shows the proportion of individuals who sought help from family/friend is almost similar for 2018/19 (28,6%) and 2021/22 (28,9%). There is an 8,1 percentage point difference between 2021/22 (13,4%) and 2018/19 (5,3%) in the proportion of those who sort help from community organisations. Proportions of those who sort help from traditional, mediation, conciliation, arbitration, or religious authorities increased between 2018/19 and 2021/22.

Figure 13: Percentage of people who used specified institutions to seek help to resolve their dispute by sex, 2021/22

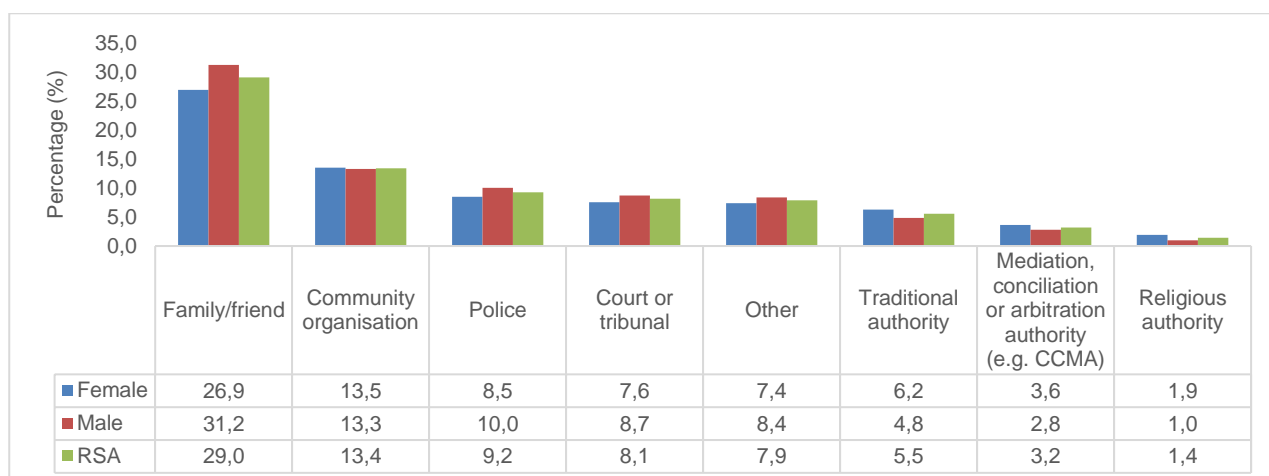


Figure 13 shows that on one hand, more males than females sought help from family/friend (31,2% vs 26,9%), from police (10,0% vs 8,5%) and from courts or tribunal authorities (8,7% vs 7,6%). On the other hand, more females than males sought help from traditional authorities (6,2% vs 4,8%), CCMA (3,6% vs 2,8%) and religious authorities (1,9% vs 1,0%).

Figure 14: Percentage of people who used specified institutions to seek help to resolve their dispute by metro status, 2021/22



Figure 14 shows the proportion of people who sought help from family/friends is higher in metro areas (31,1%) compared to the proportion for those living in non-metro areas (26,4%). The proportion of those who seek help to resolve their disputes from traditional authorities is higher in non-metro areas (11,6%) than in metro areas (0,4%). Counterintuitively, the proportion for those seeking help from the CCMA is higher in non-metros (4,5%) than in metro areas (2,1%). A proportion of those who seek help from police is higher in non-metros (10,3%) than in metro areas (8,3%).

Table 16: Percentage of people who requested specified institutions to intervene in resolving their dispute by type of most recent dispute, 2021/22

Dispute or problem experienced in the past two years	Family/Friend	Police	Court Tribunal	Traditional authority	Religious authority	Community organisation	CCMA	Other
Inheritance/will or family property ownership	52,9	12,3	27,1	9,0	1,3	12,9	1,3	4,5
Domestic violence	51,1	22,7	11,7	6,4	6,1	8,3	0,4	1,5
Conflict on child support, visitation and guardianship	47,1	13,0	37,0	4,4	0,7	5,8	0,7	5,8
Conflict with neighbours	35,0	20,4	6,4	12,9	2,2	14,4	1,3	7,5
Debt, money owed to you or by you	29,0	7,0	8,3	7,7	1,0	8,0	1,3	10,3
Unfair fees or charges or unauthorised deductions	33,7	3,6	5,2	2,6	2,1	9,3	2,1	12,9
Blacklisting and difficulty accessing loans	22,3	5,8	8,3	3,3	2,5	12,4	2,5	9,9
Access or payments of social grants	42,9	3,3	2,2	4,4	3,3	0	8,8	7,7
Difficulty access services (e.g., education, health, water, sanitation)	18,4	3,6	6,7	10,7	3,2	25,6	3,8	9,9
Poor service from government and business	21,0	6,2	6,7	10,5	3,6	23,4	4,4	7,8
Corruption, bribes, and nepotism	24,7	12,7	17,2	16,6	10,5	23,5	13,9	5,7
Unfair employment practice	19,3	9,0	13,9	7,6	6,3	18,8	23,8	11,2
Harassment or bullying	33,8	22,1	11,7	8,4	2,0	9,7	9,1	8,4
Land, property ownership or tenant/landlord disputes/problem	33,8	18,2	24,7	27,3	6,5	19,5	5,2	3,9
Marriage or partnership	48,5	16,7	19,7	7,6	7,6	7,6	1,5	9,1

Table 16 shows proportions of individuals who requested help from institutions or individuals to resolve most recent disputes they experienced in the past two years. The table shows that 52,9% of individuals who experienced inheritance/will, or family property ownership sought help of family and friends to assist them in resolving their dispute or problem. Above half (51,1%) of individuals who experienced domestic violence sought help of family and friends to assist in resolving their dispute or problem, 22,7% sought help from police. About a third (33,8%) of individuals who experienced harassment or bullying sought assistance from family and friends to help resolve their dispute or problem.

Figure 15: Percentage of people who did not seek help for specified reasons, 2018/19 - 2021/22

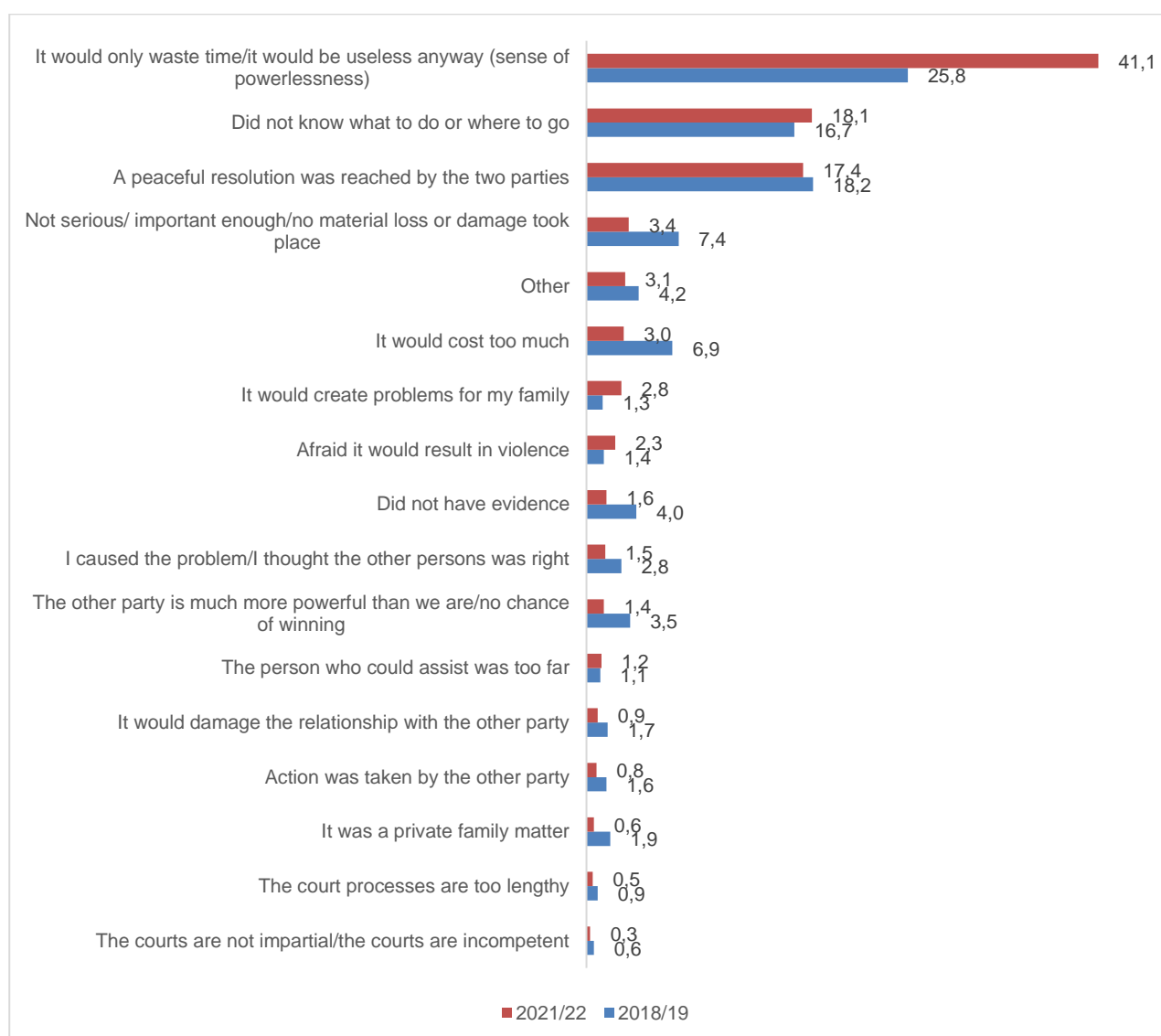


Figure 15 shows the percentage distribution of people who did not seek help for specified reasons. It shows that in 2021/22 period 41% felt that it would only waste time or it would be useless anyway, and 18,1% did not know what to do or where to go to seek help with a dispute /problem. A further 17% did not seek help because a peaceful resolution was reached by the two parties. There is an estimated 3,9 percentage point decrease in those who did not seek help due to the cost of seeking help being too much. There is an increase in proportions of those who did not seek help due to being afraid that it would result in violence, or it would create problems for their family.

Figure 16: Percentage of people who experienced specified negative impact of the dispute, 2018/19-2021/22

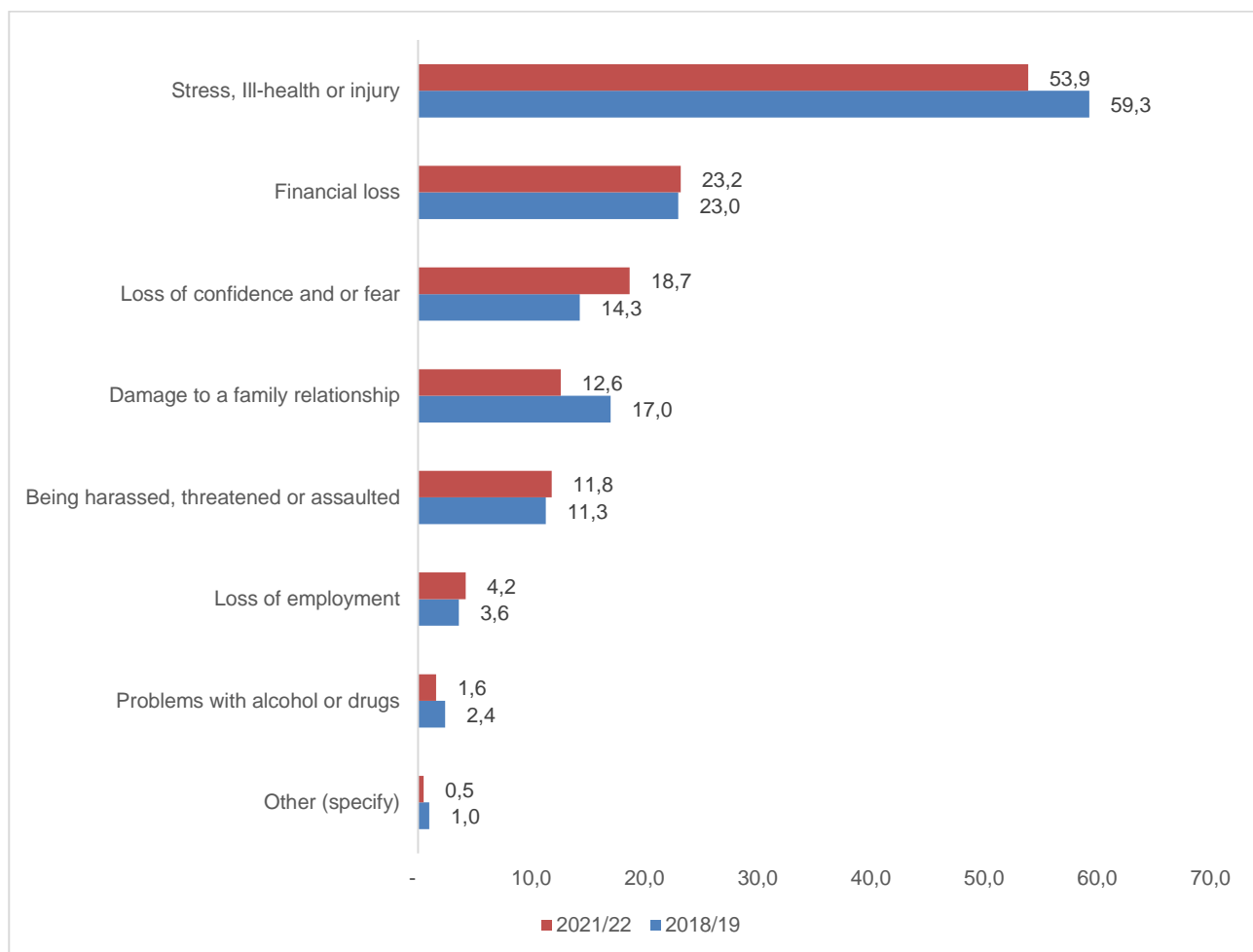


Figure 16 above shows disputes have a negative impact on people's health. Almost 54% of individuals aged 16 years and older experienced stress, ill-health, or injury due to disputes. This pattern is observed in both 2018/19 and 2021/22. In 2021/22, an estimated 23% experienced financial loss due to disputes. From a family perspective, 13% of the people experienced damage to family relationship due to dispute while 19% just lost confidence or fear. A significant proportion accounting for 12% were being harassed, threatened, or assaulted due to the dispute. Furthermore, the figure shows other people lost employment (4%), while some developed problems with alcohol and drugs (2%).

5. Technical notes

5.1 Survey requirements and design

The questionnaire design, testing of the questionnaire, sampling techniques, data collection, computer programming and weighting constituted the research methodology used in this survey, as discussed below.

5.2 Sample design

The Governance, Public Safety and Justice Survey (GPSJS) 2021/22 uses the Master Sample (MS) sampling frame which has been developed as a general-purpose household survey frame. This can be used by all other Stats SA household-based surveys that have design requirements that are reasonably compatible with GPSJS. The GPSJS 2021/22 collection was drawn from the 2013 MS. This 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 MS 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 previous (2008) master sample (which had 3 080 PSUs). Larger master sample of PSUs was selected to improve the precision (smaller coefficients of variation, known as CVs) of the GPSJS estimates.

The MS is designed to be representative at provincial level and within provinces at metro/non-metro levels. Within the metros, the sample is further distributed by geographical type. The three geography types are Urban, Tribal and Farms. This implies, for example, that within a metropolitan area, the sample is representative of the different geography types that may exist within that metro. The sample for the GPSJS is based on a stratified two-stage design with probability proportional to size (PPS) sampling of PSUs in the first stage, and sampling of dwelling units (DUs) with systematic sampling in the second stage.

5.3 Data collection

The GPSJS was conducted for the first time in South Africa in 2018/19. GPSJS is an updated version of the previous long-running Victims of Crime Survey (VOCS) designed to include themes on governance. The rule of law and control of corruption were the only themes or sub-themes 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 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.

GPSJS data collection took place from April 2018 to March 2019, with a moving reference period of 12 months. This is different from the 2011 and 2012 collections, which were done from January to March and had a fixed reference period from January to December of the previous year. The sample has been distributed evenly over the whole collection period in the form of quarterly allocations. This will provide a guarantee against possible seasonal effects in the survey estimates. It will, in future, provide an opportunity for the production of rolling estimates relating to any desired time period. It has been noted that the change of data collection methodology may cause concerns over the survey estimates, particularly upon comparisons of years before and after the change.

Victimisation questions referred to the 12 calendar months ending with the month before the interview. Stats SA is committed to meeting the highest ethical standards in its data collection processes. In addition to being bound to the Statistics Act (Act No. 6 of 1999), the GPSJS, due to its sensitive nature, required additional measures to ensure that the integrity and well-being of the households are protected.

5.4 Questionnaire

Table 17 summarises details of questions included in the GPSJS 2021/22 questionnaire. Questions are covered in 9 sections, each focusing on a particular aspect. Depending on the need for additional information, the questionnaire is adapted on an annual basis. New sections may be introduced on a specific topic for which information is needed, or additional questions may be added to existing sections. Likewise, questions that are no longer necessary may be removed.

Table 17: The structure of the GPSJS 2021/22 questionnaire

Section	Number of questions 2021/22	Details of each section
Cover page		Household information, response details, field staff information, result codes, etc.
Person information	15	Demographic information (name, sex, age, population group, etc.)
Part 01: Household Information		
Section 1	44	Experience of Household Crime
Part 02: Individual Respondent		
Section 2	8	Legitimacy, Voice, and Equity
Section 3	23	Experience of Disputes/ Problems
Section 4	9	Individual Perceptions on Crime
Section 5	32	Individual Experience of Crime
Survey Officer Questions	5	Survey officer to answer questions
All sections	136	

5.5 Response rates

Table 18: Response rates per province, GPSJS 2021/22

Province/metropolitan area	Response rates
National	43,49
Western Cape	40,83
Non-metro	56,31
City of Cape Town	33,77
Eastern Cape	57,93
Non-metro	59,45
Buffalo City	58,64
Nelson Mandela Bay	51,00
Northern Cape	46,40
Free State	41,37
Non-metro	49,75
Mangaung	22,95
KwaZulu-Natal	64,38
Non-metro	66,00
eThekweni	61,24
North West	43,98
Gauteng	23,74
Non-metro	45,65
Ekurhuleni	32,05
City of Johannesburg	12,17
City of Tshwane	21,53
Mpumalanga	53,05
Limpopo	52,37

5.6 Editing and imputation

Data editing is concerned with identification and if possible, the correction of erroneous or highly suspect survey data. Data was checked for valid range, internal logic, and consistency. Focus of editing was on clearing up skip violations and ensuring each variable only contains valid values. Very few limits to valid values were set and data were largely released as they were received from the field. When dealing with internal inconsistencies, logical imputation was used, i.e., information from other questions was compared with the inconsistent information. If other evidence was found to back up either of the two inconsistent viewpoints, the inconsistency was resolved accordingly. If the internal inconsistency remained, the question subsequent to the filter question was dealt with by either setting it to missing and imputing its value or printing a message of edit failure for further investigation, decision-making and manual editing. Hot-deck imputation was used to impute for missing age.

5.7 Construction of sample weights

5.7.1 Person level weights

Population estimates used for the calibration of trimmed adjusted base weights in constructing person level sample weights for GPSJS 2021/22 were based on the End-September population estimate for 2021 based on 2018 mid-year series. Population estimates were used in benchmarking the survey estimates to two sets of control totals:

- National level totals were defined by the cross-classification of age, race and gender. Age represents the 16 five-year age groups of 0–4, 5–9, 10–14, 15–19, 20–24, 25–29, 30–34, 35–39, 40–44, 45–49, 50–54, 55–59, 60–64, 65–69, 70–74 and 75+. Race represents the four groups of black African, coloured, Indian/Asian, and white. Gender represents two groups being male and female. The cross-classification resulted in 128 calibration cells at national level.
- Individual metropolitan and non-metropolitan area level totals were defined within the provinces by age. The country has 8 metropolitan areas: 1 in Western Cape; 2 in Eastern Cape; 1 in Free State; 1 in KwaZulu-Natal; and 3 in Gauteng. The remainder of the provinces are non-metropolitan areas. Since each province has a non-metropolitan area, the partition resulted into 17 areas (i.e., 9 non-metropolitan and 8 metropolitan areas). Age represents the four age groups of 0–14, 15–34, 35–64, and 65+. The cross-classification of 17 areas with age resulted in 68 calibration cells.

5.7.2 Household level weights

Household estimates used for calibration of the trimmed adjusted base weights in constructing household level sample weights were based on the End-September population estimate for 2021 (based on the 2018 mid-year series). Household estimates were used in benchmarking survey estimates to two sets of control totals:

- National level totals were defined by the cross-classification of the 'head of household' age, race, and gender. Age represents four age groups of 10–34, 35–49, 50–64, and 65+. Race represents four groups of black African, coloured, Indian/Asian, and white. Gender represents two groups being male and female. The cross-classification resulted in 32 calibration cells at national level.
- Individual metropolitan and non-metropolitan area level totals were defined within provinces by age. The country has 8 metropolitan areas: 1 in Western Cape; 2 in Eastern Cape; 1 in Free State; 1 in KwaZulu-Natal; and 3 in Gauteng. The remainder of the provinces are non-metropolitan areas. Since each province has a non-metropolitan area, the partition resulted into 17 areas (i.e., 9 non-metropolitan and 8 metropolitan areas). Age represents the four age groups of 10–34, 35–49, 50–64, and 65+. The cross-classification of 17 areas with age resulted in 68 calibration cells.

5.7.3 Individual level weights

Population estimates used for calibration of the trimmed adjusted base weights in constructing individual level sample weights for GPSJS 2021/22 were the End-September population estimate for 2021 based on the 2018 mid-year series. Population estimates were used in benchmarking survey estimates to two sets of control totals:

- National level totals were defined by the cross-classification of the individual age, race, and gender. Age represents three age groups of 16–34, 35–64, and 65+. Race represents four groups of black African, coloured, Indian/Asian, and white. Gender represents two groups namely male and female. The cross-classification resulted in 24 calibration cells at national level.
- Individual metropolitan and non-metropolitan area level totals were defined within provinces by age. The country has 8 metropolitan areas: 1 in Western Cape; 2 in Eastern Cape; 1 in Free State; 1 in KwaZulu-Natal; and 3 in Gauteng. The remainder of the provinces are non-metropolitan areas. Since each province has a non-metropolitan area, the partition resulted into 17 areas (i.e., 9 non-metropolitan and 8 metropolitan areas). Age represents the three age groups of 16–34, 35–64, and 65+. The cross-classification of areas with age resulted in 51 calibration cells.

5.8 Estimation

Final survey weights were used to obtain estimates for various domains of interest at a household level, for example, victimisation level in South Africa, households' perceptions of crime levels in the country, etc.




5.9 Sampling and the interpretation of the data

Caution must be exercised when interpreting results of the GPSJS at low levels of disaggregation. The sample and reporting are based on provincial boundaries as defined in 2011. These new boundaries resulted in minor changes to boundaries of some provinces, especially Gauteng, North West, Mpumalanga, Limpopo, Eastern Cape, and Western Cape. In previous reports the sample was based on provincial boundaries as defined in 2006 and there will therefore be slight comparative differences in terms of provincial boundary definitions.

5.10 Measures of precision for selected variables of the GPSJS

This section provides an overview of the standard error, confidence interval, coefficient of variation (CV) and the design effect (Deff) for a few selected person and household variables. Estimates were computed based on a complex multi-stage survey design with stratification, clustering, and unequal weighting. Standard error is the estimated measure of variability in the sampling distribution of a statistic. The design effect for an estimate is the ratio of the actual variance (estimated based on the sample design) to the variance of a simple random sample with the same number of observations (Lohr, 1999; Kish, 1965). Coefficient of variation (CV) is a measure of the relative size of error defined as $100 \times (\text{standard error} / \text{estimated value})$.

Figure 17: Coefficient of variation thresholds

<u>Alphabetic</u>	<u>CV</u>	<u>Interpretation</u>
A.	0.0% - 0.5%	 Reliable enough for most purposes
B.	0.6% - 1.0%	
C.	1.1% - 2.5%	
D.	2.6% - 5.0%	
E.	5.1% - 10.0%	
F.	10.1% - 16.5%	
G.	16.6% - 25.0%	 Use With Caution
H.	25.1% - 33.4%	
I.	33.5% +	 Data Not Published

Annexure A: The Questionnaire and basic statistics and measures of precision

Table 19: Measures of precision of Legitimacy, Voice, and Equity

2.1 Have you heard about the South African Constitution?				
Q21HeardConst	Number (000s)	CV	Percentage (%)	CV
Yes	34 599	1,8%	82,6	0,8%
No	7 292	4,4%	17,4	4,0%
2.2 Do you think the constitution protects your rights?				
Q22ConProtRigt	Number (000s)	CV	Percentage (%)	CV
Yes	24 471	2,2%	70,7	1,3%
No	8 933	3,7%	25,8	3,4%
Do not know	1 195	9,5%	3,5	9,4%
2.3 Do you think the constitution protects the rights of others more than yours?				
Q23ConProtRigtOther	Number (000s)	CV	Percentage (%)	CV
Yes	16 623	2,7%	48,0	2,1%
No	15 481	2,9%	44,7	2,3%
Do not know	2 495	6,2%	7,2	6,1%

Table 20: Measures of precision of individual experience of discrimination during the past 12 months

2.6 In South Africa, do you feel that you personally experienced any form of discrimination or harassment during the past 12 months?				
Discrimination Type	Number (000s)	CV	Percentage (%)	CV
Q26DisTypes__1				
Yes	2 024	5,9%	51,1	5,0%
No	1 937	7,1%	48,9	5,2%
Q26DisTypes__2				
Yes	637	10,1%	44,4	8,8%
No	799	9,7%	55,6	7,1%
Q26DisTypes__3				
Yes	692	9,3%	42,6	9,0%
No	932	10,2%	57,4	6,7%
Q26DisTypes__4				
Yes	500	9,6%	40,0	8,7%
No	750	8,8%	60,0	5,8%
Q26DisTypes__5				
Yes	234	15,7%	37,6	12,2%
No	388	9,0%	62,4	7,4%
Q26DisTypes__6				
Yes	875	12,6%	54,8	7,9%
No	723	9,9%	45,2	9,5%
Q26DisTypes__7				
Yes	1 125	6,6%	56,2	5,7%
No	877	10,0%	43,8	7,3%
Q26DisTypes__8				
Yes	591	11,5%	38,1	10,3%
No	959	8,8%	61,9	6,3%
Q26DisTypes__9				
Yes	241	8,9%	47,8	9,0%
No	263	13,1%	52,2	8,3%
Q26DisTypes__10				
Yes	978	8,0%	57,7	6,5%
No	715	11,0%	42,3	8,9%
Q26DisTypes__11				
Yes	261	4,9%	37,8	8,7%
No	429	12,3%	62,2	5,3%
Q26DisTypes__12				
Yes	707	8,7%	57,5	6,5%
No	523	10,6%	42,5	8,7%
Q26DisTypes__13				
Yes	383	6,7%	66,2	6,7%
No	195	15,6%	33,8	13,2%
Q26DisTypes__14				
Yes	97	3,3%	54,4	4,0%
No	81	7,4%	45,6	4,8%

Table 21: Measures of precision of individual perception of Democracy

2.7 How much would you say democracy in South Africa allows people like you to have a say in what the government does?				
Q27SayinGov	Number (000s)	CV	Percentage (%)	CV
Not at all	14 407	3,0%	34,4	2,5%
Very little	14 369	3,1%	34,3	2,4%
Some	7 894	3,7%	18,8	3,4%
A lot	4 333	5,4%	10,3	5,2%
A great deal	888	11,1%	2,1	11,1%
2.7 How much would you say democracy in South Africa allows people like you to have an influence on politics?				
Q28Influence	Number (000s)	CV	Percentage (%)	CV
Not at all	14 213	3,0%	33,9	2,6%
Very little	13 986	3,0%	33,4	2,4%
Some	7 778	3,9%	18,6	3,5%
A lot	4 839	4,9%	11,6	4,8%
A great deal	1 074	10,3%	2,6	10,3%

Table 22: Measures of precision of individual experience of disputes during the past 2 years

3.1 In the past 2 years, which of the following disputes or problems have you experienced? The dispute/problem could have started many years in the past but continued during the past 2 years.				
Dispute	Number (000s)	CV	Percentage (%)	CV
Q31DisputeProb__1				
Yes	625	14,1%	1,5	13,9%
No	41 244	1,7%	98,5	0,2%
Q31DisputeProb__2				
Yes	947	13,2%	2,3	13,0%
No	40 921	1,7%	97,7	0,3%
Q31DisputeProb__3				
Yes	556	13,2%	1,3	13,1%
No	41 312	1,7%	98,7	0,2%
Q31DisputeProb__4				
Yes	1 626	8,4%	3,9	8,2%
No	40 242	1,7%	96,1	0,3%
Q31DisputeProb__5				
Yes	1 096	9,4%	2,6	9,2%
No	40 773	1,7%	97,4	0,3%
Q31DisputeProb__6				
Yes	834	11,6%	2,0	11,4%
No	41 057	1,7%	98,0	0,2%
Q31DisputeProb__7				
Yes	436	20,3%	1,0	20,2%
No	41 432	1,7%	99,0	0,2%
Q31DisputeProb__8				
Yes	393	17,5%	0,9	17,4%
No	41 475	1,7%	99,1	0,2%
Q31DisputeProb__9				
Yes	1 320	8,7%	3,2	8,7%
No	40 548	1,7%	96,8	0,3%
Q31DisputeProb__10				
Yes	4 221	6,3%	10,1	6,1%
No	37 647	1,8%	89,9	0,7%
Q31DisputeProb__11				
Yes	1 224	10,5%	2,9	10,3%
No	40 645	1,7%	97,1	0,3%
Q31DisputeProb__12				
Yes	885	12,9%	2,1	12,7%
No	40 983	1,7%	97,9	0,3%
Q31DisputeProb__13				
Yes	657	12,5%	1,6	12,4%
No	41 211	1,7%	98,4	0,2%
Q31DisputeProb__14				
Yes	208	18,4%	0,5	18,4%
No	41 660	1,7%	99,5	0,1%
Q31DisputeProb__15				
Yes	205	18,4%	0,5	18,3%
No	41 663	1,7%	99,5	0,1%
Q31DisputeProb__16				
Yes	112	46,9%	0,3	46,8%
No	41 756	1,7%	99,7	0,1%

Annexure B: Selected variables by selected demographic and location variables

Table 23: Percentage of population who have heard about the Constitution by gender, location, population group and province

Heard about the Constitution	Number (000s)	Percentage (%)
Sex		
Male	16 728	82,5
Female	17 872	82,4
Race		
Black African	27 057	81,3
Coloured	2 978	79,1
Indian/Asian	1 108	91,4
White	3 456	93,4
Age group		
15-34	15 783	79,9
35-49	7 482	85,2
50-64	8 366	85,2
65+	2 967	82,2
Highest Level of education		
No schooling	1 000	75,0
Some primary	2 236	87,3
Completed primary	1 317	69,2
Some secondary	11 787	95,2
Completed secondary	11 607	71,9
Post school	6 023	78,5
Marital status		
Married	10 802	85,0
Cohabiting	5 045	78,2
Divorced	673	90,3
Separated	235	86,6
Widowed	3 135	81,5
Single	14 705	82,1
Province		
Western Cape	4 241	82,3
Eastern Cape	3 591	85,5
Northern Cape	655	74,7
Free State	1 697	81,3
KwaZulu-Natal	6 519	82,6
North West	2 358	83,0
Gauteng	9 757	82,1
Mpumalanga	2 716	84,8
Limpopo	3 066	79,9
Metro status		
Metro	15 885	82,9
Non-metro	18 714	82,0
Geo-type		
Rural	10 267	80,2
Urban	24 332	83,4

Table 24: Percentage of population who think the Constitution protects their rights by gender, location, population group and province, 2021/22

Constitution protects your rights	Number (000s)	Percentage (%)
Sex		
Male	11 920	71,3
Female	12 551	70,2
Race		
Black African	19 370	71,6
Coloured	1 879	63,1
Indian/Asian	834	75,3
White	2 388	69,1
Age group		
15-34	11 576	73,3
35-49	5 054	67,5
50-64	5 734	68,5
65+	2 106	71,0
Highest Level of education		
No schooling	757	75,8
Some primary	1 458	65,2
Completed primary	875	66,4
Some secondary	8 397	71,2
Completed secondary	8 226	70,9
Post school	4 309	71,5
Marital status		
Married	7 541	69,8
Cohabiting	3 554	70,4
Divorced	446	66,2
Separated	160	68,3
Widowed	2 178	69,5
Single	10 590	72,0
Province		
Western Cape	2 690	63,4
Eastern Cape	2 760	76,9
Northern Cape	480	73,4
North West	1 356	79,9
KwaZulu-Natal	4 278	65,6
Free State	1 584	67,2
Gauteng	6 625	67,9
Mpumalanga	2 104	77,5
Limpopo	2 595	84,6
Metro status		
Metro	10 703	67,4
Non-metro	13 768	73,6
Geo-type		
Rural	7 686	74,9
Urban	16 785	69,0

Table 25: Percentage of population who think the Constitution protects the rights of others more than their own, 2021/22

Constitution protects the rights of others more than theirs	Number (000s)	Percentage (%)
Sex		
Male	8 541	51,1
Female	8 082	45,2
Race		
Black African	12 877	47,6
Coloured	1 486	49,9
Indian/Asian	623	56,2
White	1 638	47,4
Age group		
15-34	7 554	47,9
35-49	3 502	46,8
50-64	4 066	48,6
65+	1 501	50,6
Highest level of education		
No schooling	499	49,9
Some primary	1 088	48,7
Completed primary	661	50,2
Some secondary	5 620	47,7
Completed secondary	5 660	48,8
Post school	2 795	46,4
Marital status		
Married	5 068	46,9
Cohabiting	2 419	47,9
Divorced	293	43,6
Separated	103	44,1
Widowed	1 624	51,8
Single	7 115	48,4
Province		
Western Cape	1 754	41,4
Eastern Cape	1 875	52,2
Northern Cape	285	43,6
North West	834	49,1
KwaZulu-Natal	3 579	54,9
Free State	1 293	54,8
Gauteng	4 516	46,3
Mpumalanga	1 209	44,5
Limpopo	1 278	41,7
Metro status		
Metro	7 167	45,1
Non-metro	9 456	50,5
Geo-type		
Rural	5 113	49,8
Urban	11 510	47,3

Table 26: Number and percentage of the population who experienced discrimination based on race in the past 12 months, by selected demographic and geographical characteristics, 2021/22

	Number (000s)	Percentage (%)
Sex		
Male	966	4,8
Female	1 058	4,9
Race		
Black African	1 289	3,9
Coloured	149	4,0
Indian/Asian	123	10,2
White	463	12,5
Age group		
15-34	986	5,0
35-49	448	5,1
50-64	428	4,4
65+	162	4,5
Highest level of education		
No schooling	42	2,9
Some primary	83	2,7
Completed primary	59	3,3
Some secondary	551	3,7
Completed secondary	609	4,6
Post school	653	10,3
Province		
Western Cape	415	8,1
Eastern Cape	77	1,8
Northern Cape	41	4,7
North West	28	1,4
KwaZulu-Natal	390	4,9
Free State	74	2,6
Gauteng	768	6,5
Mpumalanga	151	4,7
Limpopo	79	2,1
Metro status		
Metro	1 334	7,0
Non-metro	689	3,0
Geo-type		
Rural	319	2,5
Urban	1 704	5,8

Table 27: Number and percentage of population who sought help from family or friend to help resolve most recent dispute or problem, 2021/22

Characteristic	Number (000s)	Percentage (%)
Sex		
Male	1 292	31,2
Female	1 221	26,9
Population		
Black African	2 138	30,8
Coloured	155	19,4
Indian/Asian	44	20,8
White	177	24,0
Age group		
15-34	1 161	29,2
35-49	518	27,8
50-64	583	27,6
65+	250	34,5
Highest Level of Education		
No schooling	77	25,2
Some primary	166	30,6
Completed primary	124	37,1
Some secondary	1 020	31,8
Completed secondary	763	28,0
Post school	328	23,1
Marital status		
Married	584	24,5
Cohabiting	403	33,0
Divorced	58	33,1
Separated	24	30,1
Widowed	243	30,6
Single	1 202	29,8
Province		
Western Cape	216	21,2
Eastern Cape	202	31,2
Northern Cape	78	33,4
Free State	103	37,3
KwaZulu-Natal	556	24,0
North West	52	13,5
Gauteng	850	34,4
Mpumalanga	235	33,1
Limpopo	222	35,6
Metro status		
Metro	1 449	31,1
Non-metro	1 064	26,4
Geo type		
Rural	607	25,6
Urban	1 906	30,2

Table 28: Number and percentage of population who sought help from police to help resolve most recent dispute or problem, 2021/22

Characteristics	Number (000s)	Percentage (%)
Sex		
Male	414	10,0
Female	386	8,5
Population		
Black African	587	8,5
Coloured	130	16,2
Indian/Asian	23	10,8
White	61	8,3
Age group		
15-34	346	8,7
35-49	208	11,1
50-64	196	9,3
65+	50	6,9
Highest Level of Education		
No schooling	27	8,8
Some primary	52	9,6
Completed primary	29	8,6
Some secondary	377	11,8
Completed secondary	176	6,4
Post school	136	9,6
Marital status		
Married	213	8,9
Cohabiting	111	9,1
Divorced	11	6,3
Separated	15	19,0
Widowed	64	8,1
Single	387	9,6
Province		
Western Cape	198	19,4
Eastern Cape	37	5,6
Northern Cape	29	12,4
Free State	33	11,8
KwaZulu-Natal	145	6,3
North West	29	7,5
Gauteng	184	7,4
Mpumalanga	65	9,1
Limpopo	82	13,1
Metro status		
Metro	386	8,3
Non-metro	414	10,3
Geo type		
Rural	218	9,2
Urban	582	9,2

Table 29: Number and percentage of population who sought help from community organisations to help resolve most recent dispute or problem, 2021/22

Characteristics	Number (000s)	Percentage (%)
Sex		
Male	549	13,3
Female	613	13,5
Population		
Black African	1 020	14,7
Coloured	42	5,2
Indian/Asian	15	7,2
White	85	11,5
Age group		
15-34	503	12,6
35-49	271	14,5
50-64	302	14,3
65+	85	11,8
Highest level of education		
No schooling	54	17,9
Some primary	68	12,6
Completed primary	70	21,0
Some secondary	526	16,4
Completed secondary	282	10,3
Post school	133	9,4
Marital Status		
Married	313	13,1
Cohabiting	91	7,5
Divorced	27	15,4
Separated	22	27,6
Widowed	105	13,2
Single	604	15,0
Province		
Western Cape	81	7,9
Eastern Cape	124	19,1
Northern Cape	33	14,0
Free State	9	3,1
KwaZulu-Natal	317	13,7
North West	51	13,1
Gauteng	302	12,2
Mpumalanga	85	12,0
Limpopo	161	25,8
Metro status		
Metro	566	12,2
Non-metro	596	14,8
Geo type		
Rural	475	20,0
Urban	687	10,9

Annexure C: Basic concepts and definitions

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

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'.

Head of the household- A person recognised as such by the household and in most cases the key decision-maker, or the person who owns or rents the dwelling, or the person who is the main breadwinner.

Imputation – a procedure for entering a value for a specific data item where the response is missing or unusable.

Multiple households – occurs when two or more households live in the same dwelling unit.

Note: If there are two or more households in the selected dwelling unit and they do not share resources, all households are to be interviewed. The whole dwelling unit has been given one chance of selection and all households located there were interviewed using separate questionnaires.

Rural area- Is defined as any area that is not classified as urban. Rural areas may comprise one or more of the following: tribal areas, commercial farms, and rural formal areas.

Urban area- Is one which was proclaimed or classified as such (i.e. in an urban municipality under the old demarcation), or classified as such during census demarcation by Stats SA, based on its observation of aerial photographs or other information.

Derived Concepts:

Urban and rural were derived using settlement type classification according to the characteristics of a residential population in terms of urban and rural, degree of planned and unplanned (in the case of urban) and jurisdiction (in the case of rural). The four broad settlement types found in South Africa are:

- a) formal urban areas
- b) informal urban areas
- c) commercial farms
- d) tribal areas and rural informal settlements

Using the settlement type criteria, areas that are comprised of formal and informal urban areas are designated as urban. All other areas are designated as rural. Rural areas comprise commercial farms and tribal areas.

Metro- Geographical area consisting of districts of Cape Town, Johannesburg, Ekurhuleni, eThekweni, Nelson Mandela, Tshwane, Mangaung and Buffalo

Non-Metro- Geographical areas other than metro