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GOVERNANCE, PUBLIC SAFETY, AND JUSTICE SURVEY
GPSJS 2019/20

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IMPROVING LIVES THROUGH DATA ECOSYSTEMS

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Abbreviations

BUF	Buffalo City
COJ	City of Johannesburg
CPT	City of Cape Town
CV	Coefficient of variation
DCS	Department of Correctional Services
DU	Dwelling unit
EA	Enumeration area
EC	Eastern Cape
EKU	Ekurhuleni Metropolitan Municipality
ETH	City of eThekwini
FS	Free State
GHS	General Household Survey
GP	Gauteng
GPSJS	Governance, Public Safety and Justice Survey
KZN	KwaZulu-Natal
LP	Limpopo
MAN	Mangaung Municipality
MP	Mpumalanga
MS	Master sample
MTSF	Medium Term Strategic Framework
NC	Northern Cape
NDP	National Development Plan
NMB	Nelson Mandela Bay Metropolitan Municipality
NPC	National Planning Commission
NW	North West
PPS	Probability proportional to size
PSU	Primary sampling unit
RSA	Republic of South Africa
SAPS	South African Police Service
SASQAF	South African Statistical Quality Assurance Framework
Stats SA	Statistics South Africa
TSH	City of Tshwane
VOCS	Victims of Crime Survey
WB	World Bank
WC	Western Cape

Summary of key findings

Access to government services and government performance

The results of this survey show that the public's opinions varied greatly on the use of the government or public institutions. This survey interviewed respondents aged 16 years and older to gauge their levels of satisfaction with some government/public services.

Public transport services are the most commonly-used services among all government or public institutions, with more than four in ten (43,4%) of individuals aged 16 years and older using these services in the 12 months before the survey. The least used services are correctional services (1,0%).

The results show that the proportion of users who rated government services as satisfactory exceeds the proportion of those who rated government services as dissatisfactory. The levels of satisfaction ranged from 72% to 92%. The proportion of those that were satisfied with services was highest among the persons who used social security services (92,0%) and the lowest satisfaction level was amongst those who used public housing services (72,5%).

More than one-quarter (27,5%) of residents aged 16 years and older were either dissatisfied or very dissatisfied with the provision of public housing, while 23,0% were not happy with police services. When it comes to public health facilities, 22,6% said they were not happy with public clinics and 22,3% expressed dissatisfaction with public hospitals.

The results of the survey show large differences between residents in metro and non-metro areas, except with regards to public clinics and public schools, where the proportions were very similar.

Level of trust in government and public institutions

Overall, it appears that the levels of public trust in government and public institutions were high among individuals aged 16 years and older. Levels of trust were highest for education services and lowest for SAPS. Trust levels in government or public institutions differed by whether one has used the services or not. The difference is significant for all services except for SAPS services.

Limpopo (78,6%), Eastern Cape (78,3%), KwaZulu-Natal (71,2%), Mpumalanga (69,9%), Northern Cape (66,4%), and Free State (61,5%) had the highest proportions of South Africans aged 16 years and older who either trusted or strongly trusted the national government.

Regarding the local government, Limpopo (69,5%), KwaZulu-Natal (64,3%), Eastern Cape (63,8%), Western Cape (59,7%), and Gauteng (55,4%) had the highest proportions of the population who either strongly trusted or trusted local government compared to other provinces.

People in both urban and rural areas trusted the national government more than the provincial governments and local governments.

Individuals' experience of corruption

The survey shows that overall the proportion of individuals aged 16 years and older who had paid a bribe or who had to give a bribe to government officials in exchange for government services in the 12 months prior to the survey was low. Only about one per cent of the population reported that they had paid bribes for traffic offences as well as to law enforcement/ police institutions.

General perceptions of individuals on gender norms and societal issues

The study has found strong public support for women's empowerment and gender equality by males and females. There is almost universal acceptance that fathers play an important role in raising their children. This is also true across both sexes. More than nine out of ten (92,0%) South Africans aged 16 years and agreed that women should have the same chance as men to be elected to political office, although a larger proportion of females than males (94,3% compared to 89,5%) support this statement. The population also agreed that financial independence was the best way to realise female independence. Almost sixty-five per cent (64,6%) of the population felt that women who earned more money than their husbands would cause problems. This belief was more common amongst males (67,5%) than females (62,2%). Almost all persons, irrespective of marital status, agreed that employers should prefer women over men when filling posts while jobs are scarce.

Most South Africans aged 16 years or older did not believe that there is a justification for a man/ husband to hit or beat his female partner/ wife.

Although more than 90% of the population knew that corporal punishment is illegal in South Africa, more than a quarter of the population felt that is was justifiable to physically punish children if they talked back at their parents or caregivers. More than a third of the population agreed there were certain situations where it should be acceptable for a teacher/ educator to physically punish a child in their class/ school.

A larger percentage of persons in rural than in urban areas agreed with the statement that employers should give preference to locals over foreigners while employment was scarce. The highest support for this contention was noted in KwaZulu-Natal, while the lowest support was observed in Mpumalanga.

More than 80% of individuals aged 16 years and older trusted other people in their communities or neighbourhoods. Most South Africans aged 16 years and older also exhibited high acceptance of people with HIV/AIDS (89,5%), people of different religions (86,3%), people of different race groups (81,4%), and unmarried couples living together like married couples (83,8%). Most were, however, not comfortable living next to paedophiles, drug users, and drug sellers/ dealers.

1.   Introduction

This statistical release presents a selection of key findings from the Governance, Public Safety and Justice Survey (GPSJS) 2019/20, conducted by Statistics South Africa (Stats SA) from April 2019 to March 2020.

1.1   Background

The Governance Public Safety and Justice Survey (GPSJS) was developed from the erstwhile Victims of Crime Survey (VOCS) in response to a series of gaps that were identified during the strategic planning process for the organisational strategic plan and the current Medium Term Strategic Framework (MTSF). Stats SA evaluated current statistical production against the National Development Plan (NDP) and various statistical information gaps, including the absence of Governance statistics, were identified. It was found at the time that the statistical requirements for planning and measuring progress and impact, for most of these NDP targets were not at all, or only partially met. Several Chapters in the NDP 2030 deal with aspects related to Governance. These are Chapter 12 (Building safer communities – MTSF Outcome 3), Chapter 13 (An accountable developmental state), Chapter 14 (fighting corruption) in the NDP 2030, and Chapter 15 (Transforming society and uniting the country – MTSF Outcome 14 (Nation building and Social cohesion).

In addition, South Africa is a signatory to several international conventions and statutes. It reports regularly on progress towards their implementation. 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 NDP, and the MTSF, 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 Victims of Crime Survey (VOCS), while new content was added. The 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. 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 GPSJS was conducted for the first time in South Africa in 2018/19 as an updated version of the long-running VOCS 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 the five themes are spread over a three-year period. Once in three years, the GPSJS will measure, in detail the general experience (including perceptions) of crime experienced by households and individuals in the country.

This report covers aspects of dimension 3 (government effectiveness and performance), dimension 4 (rule of law) and dimension 5 (accountability, transparency, and control of corruption). The other dimensions will be included in future reports, as and when they are deemed to be areas of concern.

1.2   Objectives of the 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 & effectiveness.
- Experience of corruption.
- General individual perceptions.
- Household and individual perceptions and experience of crime.

1.3   Survey scope

The target population of the survey consists of all 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 students' hostels, old-age homes, hospitals, prisons, and military barracks – and is – therefore, the only representative of non-institutionalised and non-military persons or households in South Africa.

2.   Background characteristics

2.1   Introduction

Understanding the background characteristics of respondents in a survey is essential for three main reasons. Firstly, it enables the researcher to disaggregate according to different social demographic, economic, and spatial characteristics of respondents, which can influence the survey's outcomes. Secondly, it enables the researcher to estimate the likelihood of non-response for certain variables for different characteristics and, therefore, understand the survey's level of bias. Lastly, it is also useful in understanding and identification of the significant factors that determine or influence the fundamental indicators of governance, public safety, and justice within the population.

2.2   Distribution of population aged 16 years and older by selected background characteristics

The GPSJS 2019/20 questionnaire collected information from randomly selected individuals aged 16 years and above in the households. This section summarises the demographic and socio-economic characteristics of the individuals aged 16 years and older.

Table 1: Distribution of individuals aged 16 years and older by selected demographic characteristics, 2019/20

Demographic characteristics	Number of individuals aged 16 years and older ('000)	Per cent
Sex		
Male	19 578	48,3
Female	20 979	51,7
Age group		
16-34 (Youth)	19 684	48,5
35-49 (Young adults)	10 750	26,5
50-64 (Other Adults)	6 756	16,7
65+ (Pensioners)	3 369	8,3
Population group		
Black African	31 990	78,9
White	3 726	9,2
Coloured	3 666	9,0
Indian/Asian	1 174	2,9
Marital status		
Single	21 487	53,0
Married	11 307	27,9
Living together like husband and wife	3 895	9,6
Widowed	2 640	6,5
Divorced	913	2,3
Separated but still legally married	313	0,8
Education		
No schooling	1 326	3,3
Some Primary	3 105	7,7
Completed Primary	1 687	4,2
Some Secondary	15 942	39,3
Completed Secondary	11 942	29,4
Post-School	5 837	14,4
Other	224	0,6
Do not know	491	1,2

Unspecified was excluded from the denominator when calculating percentages.
Note: Post-school education refers to any qualification higher than Grade 12.

Table 1 presents the number and percentage distribution of the population aged 16 years and older by selected demographic characterises. The distribution by population aged 16 years and older by sex shows that 51,7% were female and 48,3% were male. The age pattern of individuals aged 16 years and older reveals that they typically comprised of a youthful population with the highest percentage (48,5%%) aged 16–34 years. Nearly twenty-seven per cent (26,5%) were persons aged 35–49 years, while persons aged 50–64 were 16,7%, and 8,3% were pensioners (aged 65 years and older).

In terms of marital status, more than half (53,0%) of the population aged 16 years and older were single, whilst just above one-quarter (27,9%) were married. About 9,6% were living together like married couples, while almost 6,5% were widowed. Furthermore, the results show that 2,3% of the population aged 16 years and older are divorced, and less than one per cent are separated while still legally married (0,8%).

About 39,3% of the population 16 years and older had attained some secondary school education, followed by those who have completed secondary education (29,4%), post-school education (14,4%), 11,9% had completed primary education or have attained some form of primary education and 3,3% are without schooling.

Table 2: Distribution of the population aged 16 years and above by province and settlement type, 2019/20

Indicator	Number of the population aged 16 years and older ('000)	Per cent
Province		
Western Cape	4 930	12,2
Eastern Cape	4 166	10,3
Northern Cape	850	2,1
Free State	2 055	5,1
KwaZulu-Natal	7 705	19,0
North West	2 735	6,8
Gauteng	11 280	27,8
Mpumalanga	3 084	7,6
Limpopo	3 749	9,3
Metro status		
Metro	18 265	45,0
Non-metro	22 293	55,0
Urban/rural areas		
Urban	27 494	67,8
Rural	13 064	32,2

Unspecified was excluded from the denominator when calculating percentages.

According to Table 2, Gauteng had the largest proportion of the population aged 16 years and older (27,8%), followed by KwaZulu-Natal with 19,0%, Western Cape (12,2%) and Eastern Cape (10,3%). Northern Cape had the smallest proportion amongst all the provinces at 2,1%.

Approximately 18,3 million (45,0%) of the population aged 16 years and older resided in metropolitan areas; while more than two-thirds (67,8%) of the population aged 16 years and older resided in urban areas.

2.3 Distribution of households by selected household characteristics

Figure 1: Percentage distribution of households by main source of household income and province, 2019/20

	WC	EC	NC	FS	KZN	NW	GP	MP	LP	RSA
■ Other Income	3,2	4,5	4,5	5,4	4,5	3,3	3,5	4,1	4,9	4,0
■ Remittances	1,1	7,6	4,5	10,4	5,2	8,7	4,4	9,0	13,1	6,3
■ Grants	12,4	36,7	31,7	26,6	24,7	24,8	10,4	24,6	30,8	21,1
■ Pension	5,9	3,3	3,2	2,7	2,4	2,5	3,2	1,9	1,8	3,0
■ Income from business	5,7	5,8	5,2	5,7	7,7	8,5	11,8	9,7	8,4	8,6
■ Salaries	71,7	42,2	51,1	49,3	55,5	52,1	66,8	50,8	41,0	56,9
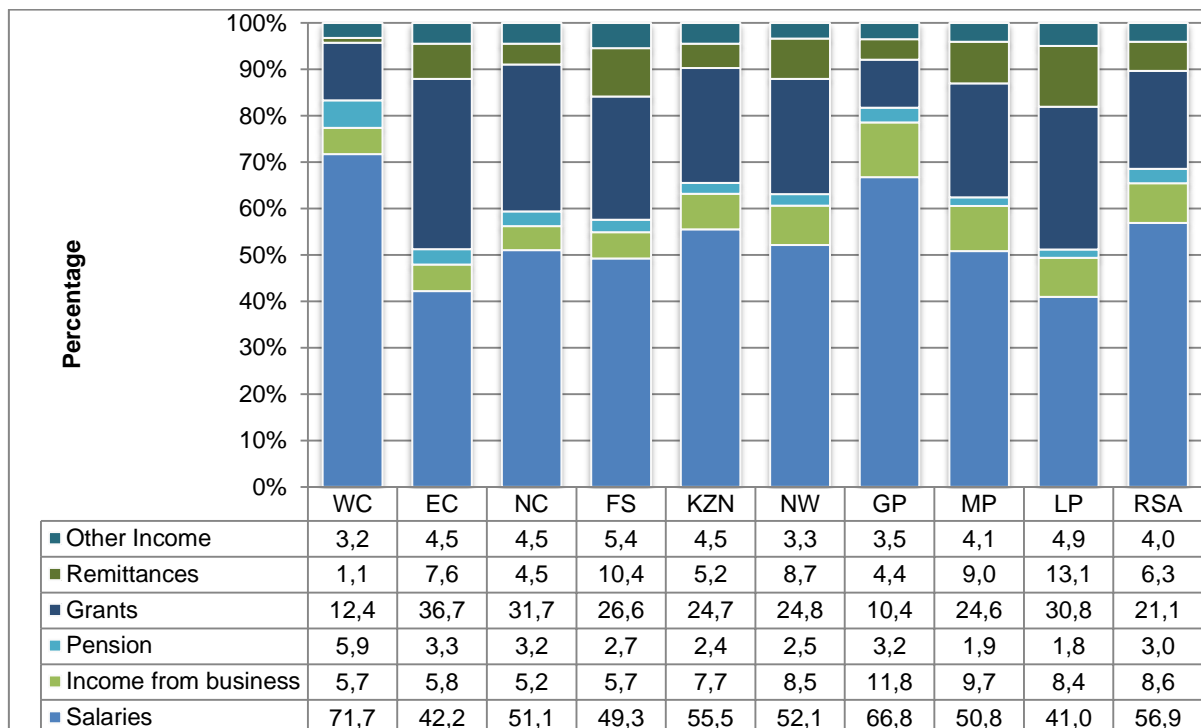
Notes: Other sources of income refers to income from rental income, interest, income from a business or sales of farming products or services.

The figure above illustrates the main source of household income by province. Nationally, 56,9% of the households indicated salaries/wages/commission as their main sources of income, followed by grants (21,1%) and income from a business (8,6%).

In terms of provincial comparisons, data shows that more than two-thirds of households in Western Cape (71,7%) and Gauteng (66,8%) reported salaries/wages/commission as their main source of income. Dependence on social grants as the main source of income was highest in Eastern Cape (36,7%), Northern Cape (31,7%) and Limpopo (30,8%); while Gauteng (10,4%) and Western Cape (12,4%) recorded the lowest proportions of households dependent on social grants as the main source of income.

Figure 2: Main source of household income by sex of the household head, 2019/20

	Male	Female	RSA
■ Pensions	2,4	3,7	3,0
■ Other sources	3,6	4,4	4,0
■ Remittances	5,9	6,7	6,3
■ Income from a business	10,5	7,0	8,6
■ Grants	16,4	25,4	21,1
■ Salaries	61,3	52,9	56,9
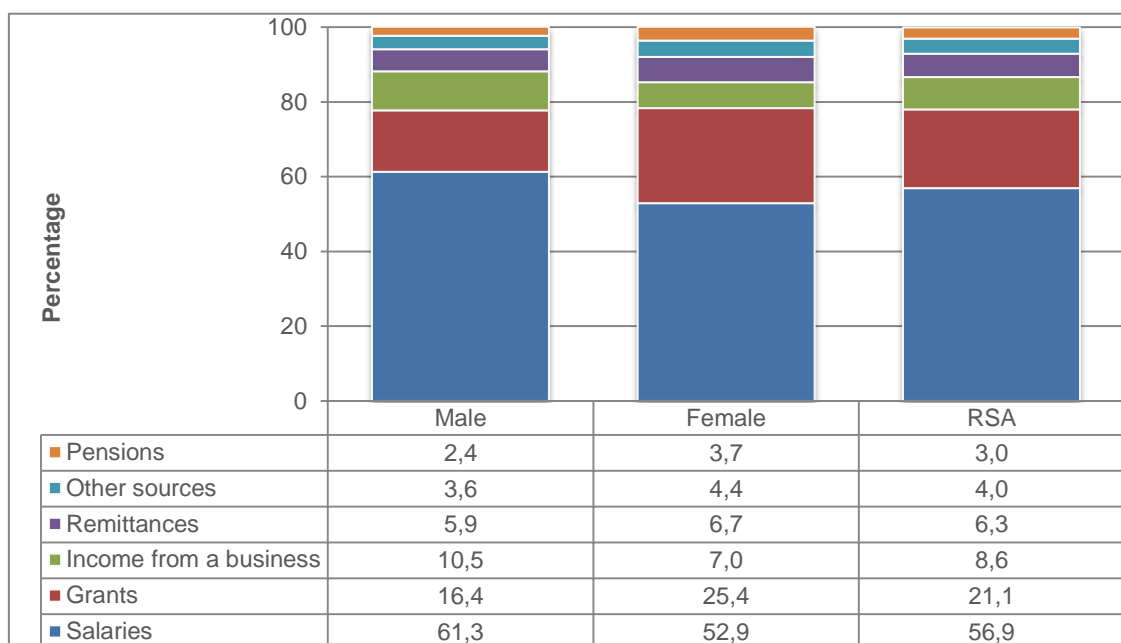
Figure 2 shows that more than sixty per cent (61,3%) of male-headed households reported salaries/wages/commission as their main source of income when compared to female-headed households (52,9%).

Dependence on social grants was highest in female-headed households (25,4%) compared to male-headed households (16,4%). By contrast, 10,5% of male-headed households reported income from a business as their main source of income compared to 7,0% of female-headed households.

2.4   Summary

The survey results show that 51,7% of the population aged 16 years and older were female, 45,7% were youth aged 16 to 34 years, 78,9% were black African, 53,0% were single, and while 39,3% had some secondary education. In terms of geographical location, less than a third (27,8%) of this population lives in Gauteng, more than half (55,0%) live in non-metropolitan areas, and more than two-thirds (67,8%) in urban areas.

Western Cape and Gauteng have the highest proportions of households with salaries as their main source of income. Eastern Cape and Northern Cape have the highest proportions of households that indicated grants as their main income source.

More than two-thirds of male-headed households (61,3%) have salaries as their main income source, while 52,9% of female-headed households indicated salary as their main income source.

3.   Government performance and effectiveness

3.1   Introduction

The state's role is to provide basic goods and services to its citizens, and the Constitution of South Africa provides for the provision of such goods and services. This part of the report looks at government performance and effectiveness by examining the use of government services in general and the satisfaction levels while using services from government or public institutions.

3.2   Use of government services and satisfaction with the services

In the GPSJS 2018/19 respondents were asked to identify government services they had used in the 12 months preceding the survey as a measure of access to services offered by the government. The section further looks at the level of satisfaction of those who have used such services.

The use of education services is measured using public schools and the use of higher learning institutions. On the other hand, public health is split into public hospitals and public clinics. Public transport services and public housing are measured as part of government services. Other services offered by the government are measured through services offered by courts, South African Police Service (SAPS), South African Social Security Agency (SASSA), and South African Revenue Service (SARS).

Table 3: Number and percentage of individuals aged 16 years and older who used government services in the 12 months preceding the survey period, 2019/20

Government services	Number of the population aged 16 years and older ('000)	Per cent
Public transport services	17 464	43,4
Public clinics	14 248	35,4
South African Police Service	8 761	21,8
Public hospitals	8 020	19,9
Home Affairs	7 826	19,4
Public schools	7 605	18,9
Social Security Services	7 256	18,0
South African Revenue Service	4 346	10,8
Higher learning institutions	2 150	5,3
Courts	1 533	3,8
Public housing services	1 428	3,6
Correctional Services	381	1,0

Table 3 shows that public transport services are the most commonly-used government service by individuals aged 16 years and older during the reference period. More than forty per cent (43,4%) of persons aged 16 years and older used public transport services, followed by those who used public clinics (35,4%), 21,8% used police services and nearly one in five (19,9%) used public hospitals.

Regarding other government services, about nineteen per cent (19,4%) of persons aged 16 years and older used services provided by the Department of Home Affairs during the reference period, 18,0% used services offered by SASSA, and 10,8% accessed and used services offered by SARS. While only one per cent used services offered by the Department of Correctional Services (1,0%).

Figure 3: Percentage of persons aged 16 years and older who used selected government services in the 12 months preceding the survey by province, 2019/20

	WC	EC	NC	FS	KZN	NW	GP	MP	LP	RSA
■ Public transport	32,0	48,9	48,7	32,0	33,8	48,8	48,5	59,5	44,3	43,4
■ SAPS	26,8	17,3	34,0	24,0	9,8	21,3	28,6	28,7	13,2	21,8
■ Public schools	15,5	23,7	26,3	22,3	13,5	20,0	19,6	21,9	18,7	18,9
■ Social Security Services	14,7	17,4	27,2	19,5	16,6	20,6	16,6	21,5	22,9	18,0
■ Public clinics	32,0	48,9	48,7	32,0	33,8	48,8	48,5	59,5	44,3	35,4
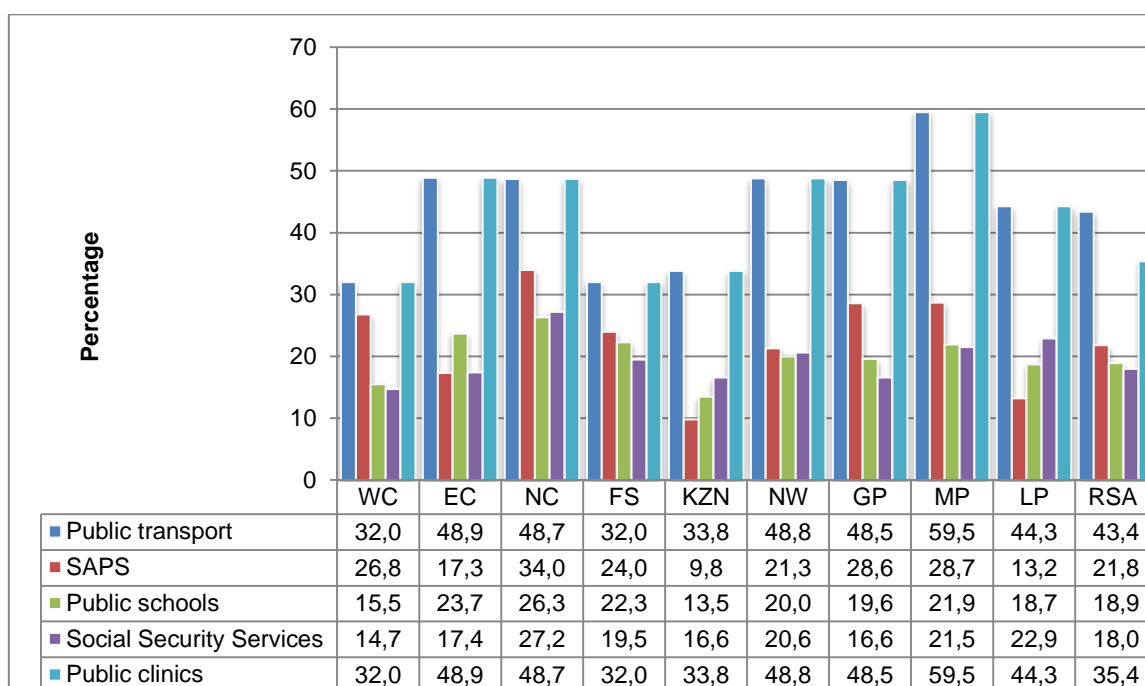
Figure 3 summarises the provincial distribution of individuals aged 16 years and older who used selected government services during the reference period. Public transport services users were more common in Mpumalanga (59,5%), Eastern Cape (48,9%), North West (48,8%), Northern Cape (48,7%), and Gauteng (48,5%).

During the 12 months preceding the survey, the users of police services were highest in Northern Cape (34,0%), Mpumalanga (28,7%), Gauteng (28,6%), Western Cape (26,8%), and Free State (24,0%). These percentages were much higher than the national proportion of 21,8%. Concerning public school services, Northern Cape recorded the highest percentage of public school users (26,3%), followed by Eastern Cape (23,7%), and Free State (22,3%).

Large variations were also observed in terms of services provided by SASSA. More than two in ten individuals aged 16 years and older in Northern Cape (27,2%), Limpopo (22,9%), Mpumalanga (21,5%), North West (20,6%), and Free State (19,5%) have high proportions of people who used Social Security Services; and these proportions are above the national average of 18,0%. The rest of the provinces are below the national proportion.

Almost sixty per cent (59,5%) of the population aged 16 years and older in Mpumalanga used public clinics. Nearly equal percentages were observed in Eastern Cape (48,9%), North West (48,8%), Northern Cape (48,7%), and Gauteng (48,5%) made use of public clinics. Free State (32,0%) and Western Cape (32,0%) had similar percentages also, but relatively low percentages compared to the national total.

Figure 4: Percentage of persons aged 16 years and older who used selected government services in the 12 months preceding the survey by urban and rural areas, 2019/20

	Urban	Rural	RSA
■ Public transport	36,0	44,9	43,4
■ Public clinics	34,4	42,3	35,4
■ SAPS	23,3	15,0	21,8
■ Public schools	18,5	20,7	18,9
■ Social Security Services	19,6	22,2	18,0
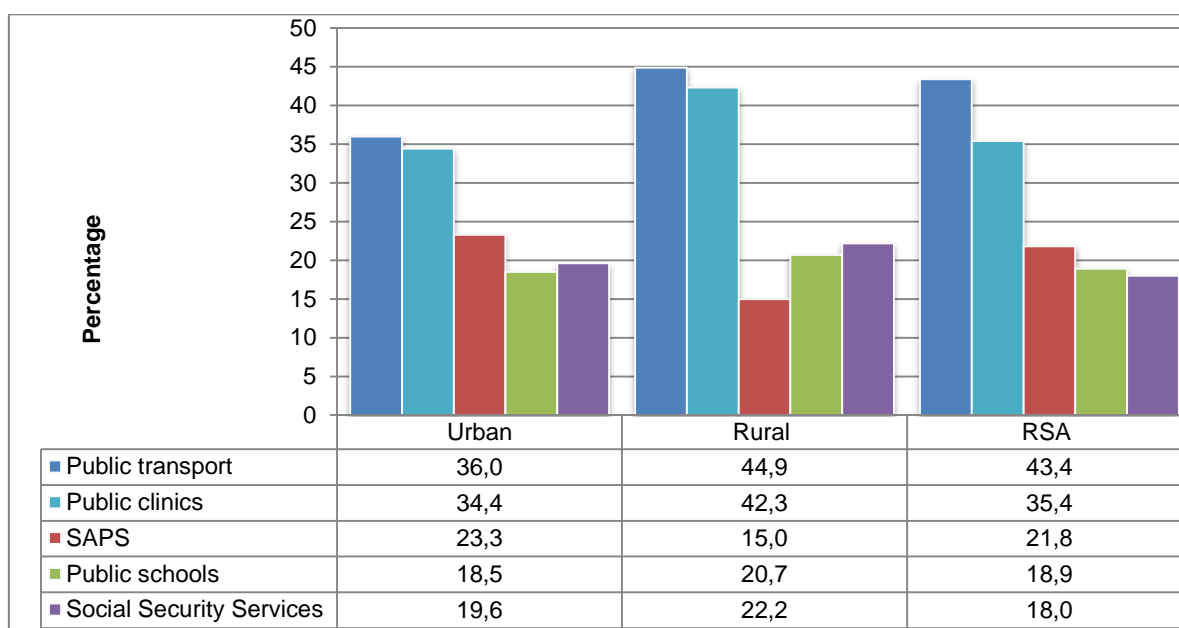
Figure 4 above displays the percentages of people aged 16 years and older who used selected government services during the reference period, by geographical location. A higher percentage of people aged 16 years and older used public transport in rural areas (44,9%) than in urban areas (36,0%). By comparison, the use of police services were more common in urban areas (23,3% compared to 15% in urban areas). A larger percentage of those who used services from SASSA was noted in rural (22,2%) compared to urban areas (19,6%). The use of public clinics was also more common in rural areas (42,3%) than in urban areas (34,4%).

3.3   Levels of satisfaction with government services

Measuring satisfaction with public services lies at the heart of a citizen-centred approach to service delivery and an important outcome indicator of overall government performance. The NDP (Chapter 13) and the SDG 16.6.2 indicator underline the importance to build effective, accountable, and inclusive institutions at all levels. While general satisfaction questions could provide meaningful information, attributes-specific questions are more informative and meaningful for policymakers.

This subsection presents the levels of satisfaction and dissatisfaction with government services. Furthermore, the subsection forms the second part of the overall examination of government performance and effectiveness mentioned in the previous section.
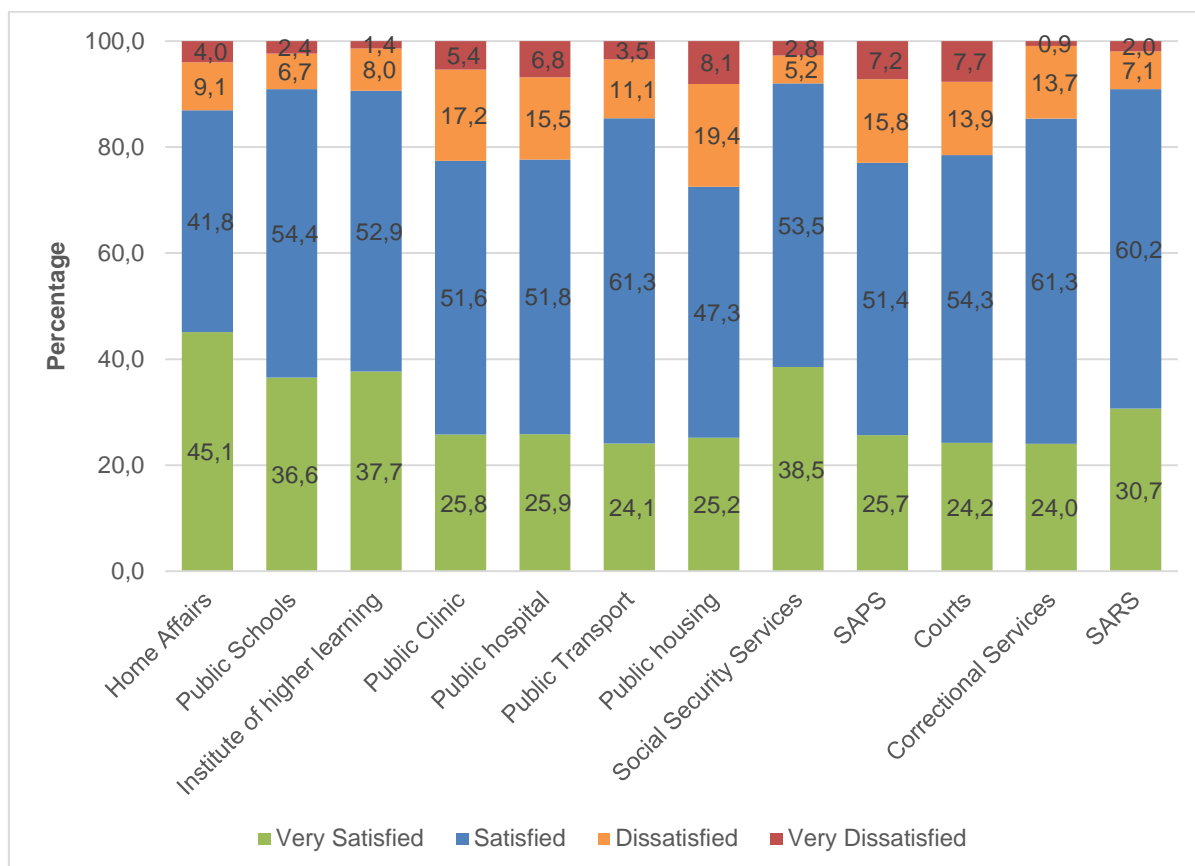
Figure 5: Levels of satisfaction with government services, 2019/20

Figure 5 shows that the proportion of people aged 16 years and older who rated government services as satisfactory exceeded the proportions of those who rated government services as dissatisfactory.

The majority (92,0%) of individuals who used services from SASSA were either satisfied or very satisfied with the services offered. In terms of education services, about nine in every ten of those who used public schools (91,0%) were either satisfied or very satisfied with the services offered, while a similar percentage was also noted for users of institutions of higher learning (90,6%). Approximately 77,7% of those who used public hospitals were either very satisfied or satisfied. A similar percentage was recorded for public clinics (77,4%).

Fewer than three in ten (27,5%) were either dissatisfied or very dissatisfied with government performance on the provision of public housing, while 23,0% were not happy with police services. Very similar percentages were dissatisfied or very dissatisfied with public clinics (22,6%) and public hospitals (22,3%).

Figure 6: Levels of satisfaction with government services by urban or rural areas, 2019/20
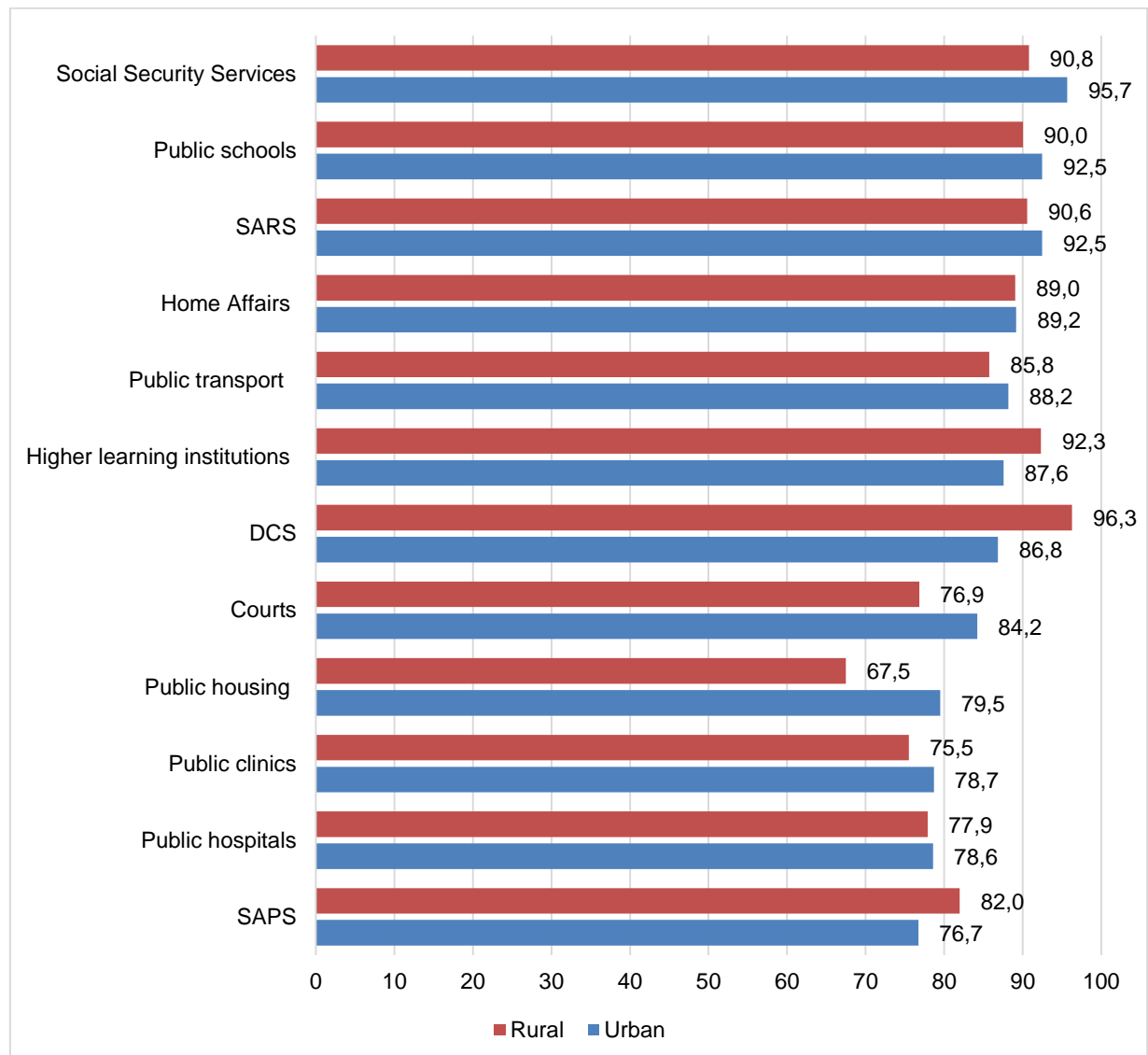
The levels of satisfaction with government services by urban or rural areas are presented in Figure 6. The figure shows that users in rural areas were less satisfied with public housing than those in urban areas (67,5% compared to 79,5%). In addition, 84,2% of urban users were satisfied with the court services compared to 76,9% of their rural counterparts.

Figure 7: Levels of satisfaction with government services by metro status, 2019/20
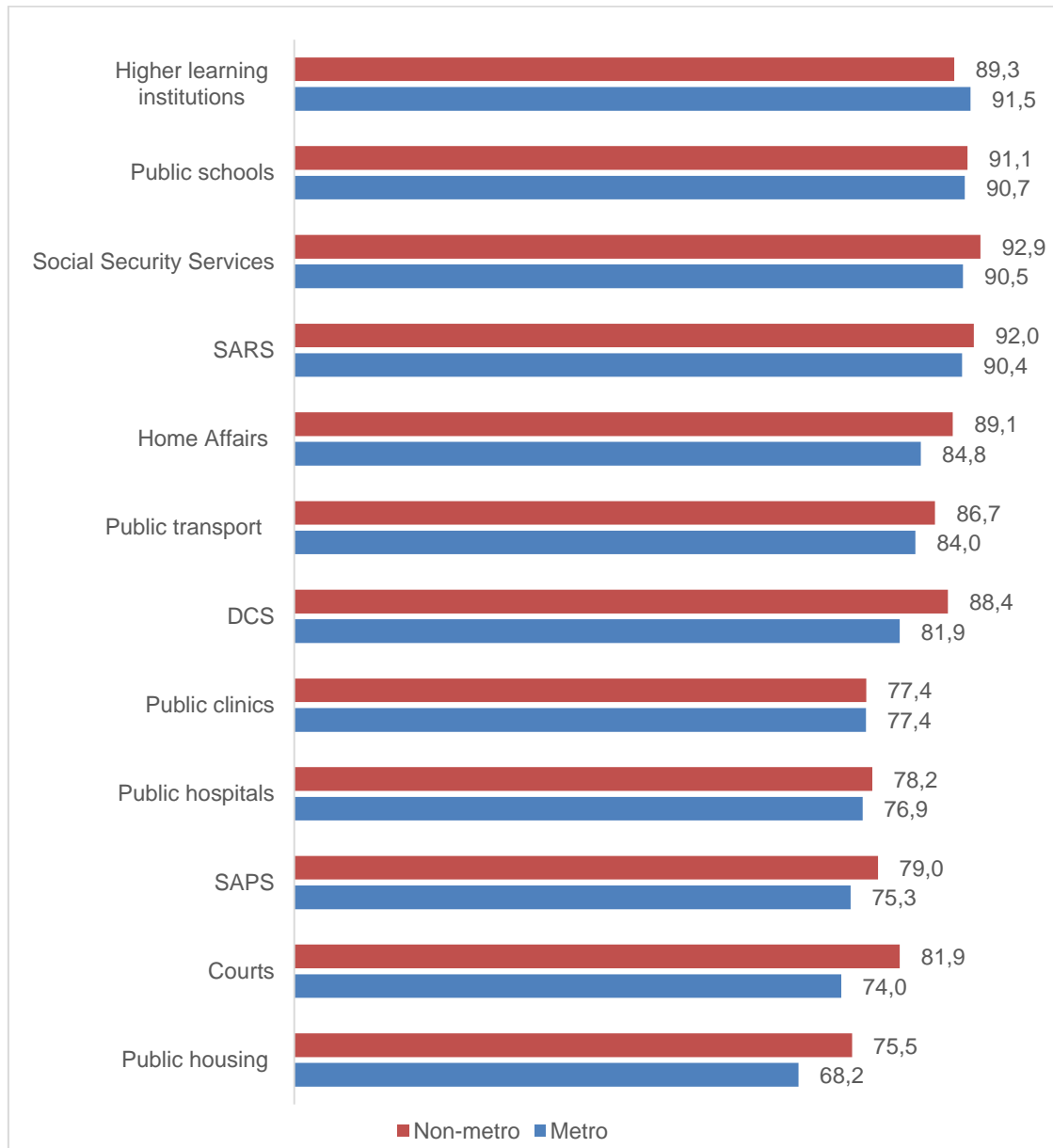
Figure 7 shows the satisfaction levels reported by those who used government services by metro status. The figure shows that, with two exceptions, users of government services in non-metro areas were more satisfied with government services than their peers in metropolitan areas. Metropolitan users were, for instance, more likely to be satisfied with services received from institutions of higher learning than those in non-metro areas, while a similar percentage of metro and non-metro users (77,4%) were satisfied with public clinics.

Table 4: Main reasons for dissatisfaction with various government services, 2019/20

Government services	The main reason for dissatisfaction	Per cent
Public clinics	Long waiting time	51,5
Correctional Services	Corrupt officers	46,6
Public hospitals	Long waiting time	40,4
Public housing	Ownership conflicts	40,4
Public transport	Rude drivers/staff	29,7
SAPS	Took long to be attended	28,0
Courts	Corrupt officials	25,6
Public schools	Crowded classrooms	25,5
Institute of higher learning	Fees / funding challenges	23,9
Home Affairs	It takes too long to get a document	23,7
SARS	Incorrect/ unfair deductions	23,5
SASSA	Grant money is not enough	21,7

Table 4 presents the main reasons why users of public services were dissatisfied with particular government services. More than half (51,5%) of those who used public clinics and 40,4% of those who used public hospitals cited long waiting times as the main reason for dissatisfaction. By comparison, 40,6% of those who used correctional services mentioned corrupt officers as the main reason why they were dissatisfied with the services. About forty per cent of those who were dissatisfied with public housing cited ownership conflicts as the main reason for their dissatisfaction. Insufficient grant money was cited as the main reason for dissatisfaction by those who received services from SASSA.

3.4   Summary

The use of government or public institutions varied widely across provided services. Public transport services are the most commonly used services among all government or public institutions, with more than four in ten (43,4%) of individuals aged 16 years and older using these services in the 12 months before the survey. The least used services are correctional services (1,0%).

The results show that the proportion of users who rated government services as satisfactory exceeded the proportions of those who rated government services as dissatisfactory. The satisfaction levels while using services from government or public institutions ranged from 72% to 92%. The proportion of those satisfied was highest among the persons who used social security services (92,0%) and lowest amongst those who used public housing services (72,5%).

In terms of the dissatisfactory levels, 27,5% felt that government performance with the provision of public housing was either very dissatisfied or dissatisfied while 23,0% were not happy with police services. About public health facilities, 22,6% said they were not happy with public clinics and 22,3% with public hospitals.

The results show a significant difference in satisfaction levels between metro and non-metro residents except for satisfaction levels with public clinics and public schools; which show similar satisfaction levels.

4. Trust in government and public institutions

4.1 Introduction

Trust in government has been identified as one of the most important foundations upon which the legitimacy and sustainability of political systems are built. It is an important and independent predictor of support for government policies and is considered to be more important than partisanship and/or ideological congruence. Also, it is an essential ingredient in the building of a competent state, condition of good governance, and a prerequisite for democratic governance (OECD, 2013; Blind, 2007).

In the GPSJS 2019/20 questionnaire, respondents were asked how much they trusted or distrusted the government or public institutions.

4.2 Level of trust in government and public institutions

Figure 8: Percentage of people aged 16 years and older by the level of trust in government and public institutions, 2019/20
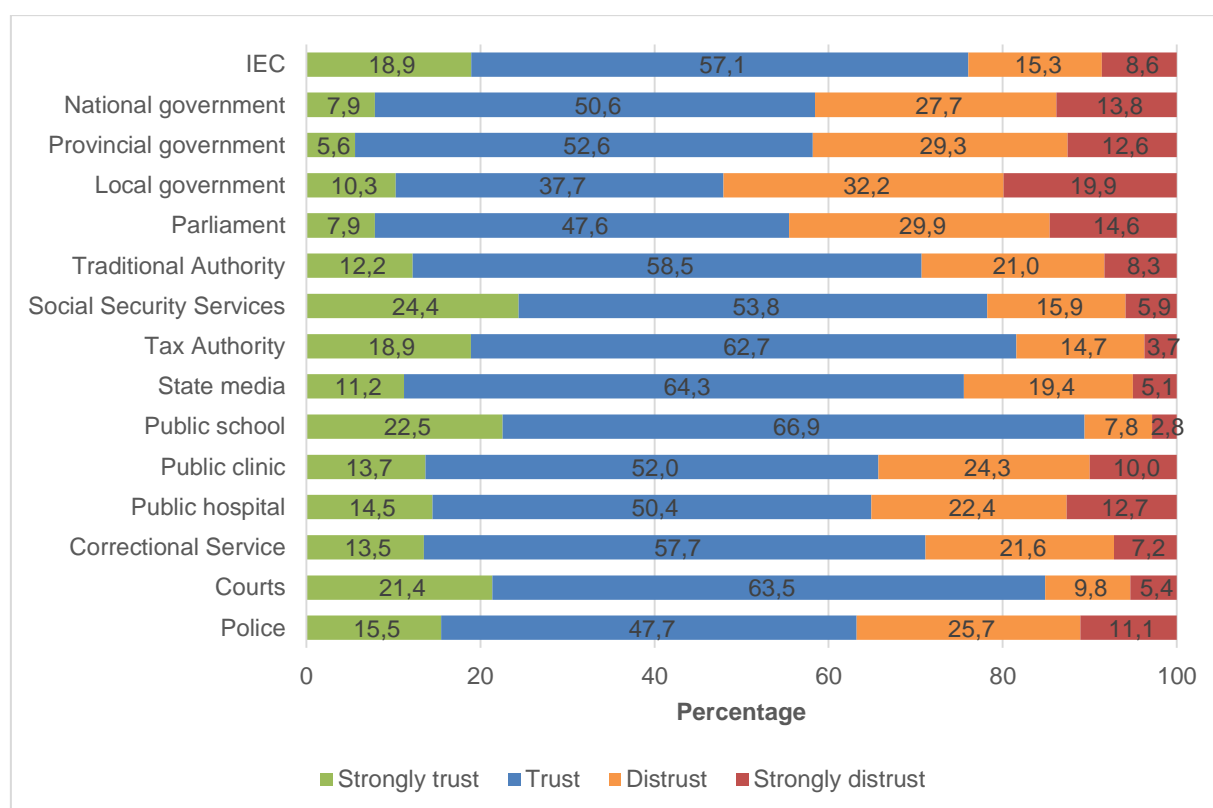
Overall, it appears that the levels of public trust in government and public institutions were high among individuals aged 16 years and older. Figure 8 shows that more than three-quarters of people aged 16 years and older indicated that they trusted or strongly trusted public schools (89,4%), courts (84,9%), SARS (81,6%), SASSA (78,2%), and the IEC (76,0%).

Furthermore, results show that more than two-thirds of the population aged 16 years and older said they have strong trust or trust in public health facilities and police. It is estimated that 65,7% of the population had trust in public clinics, 64,9% in public hospitals, and 63,2% in SAPS.

Less than half of South Africans aged 16 years and older trusted local governments (47,9%).

Figure 9: Level of trust in government institutions by those who either used or have not used selected government services in the 12 months preceding the survey, 2019/20
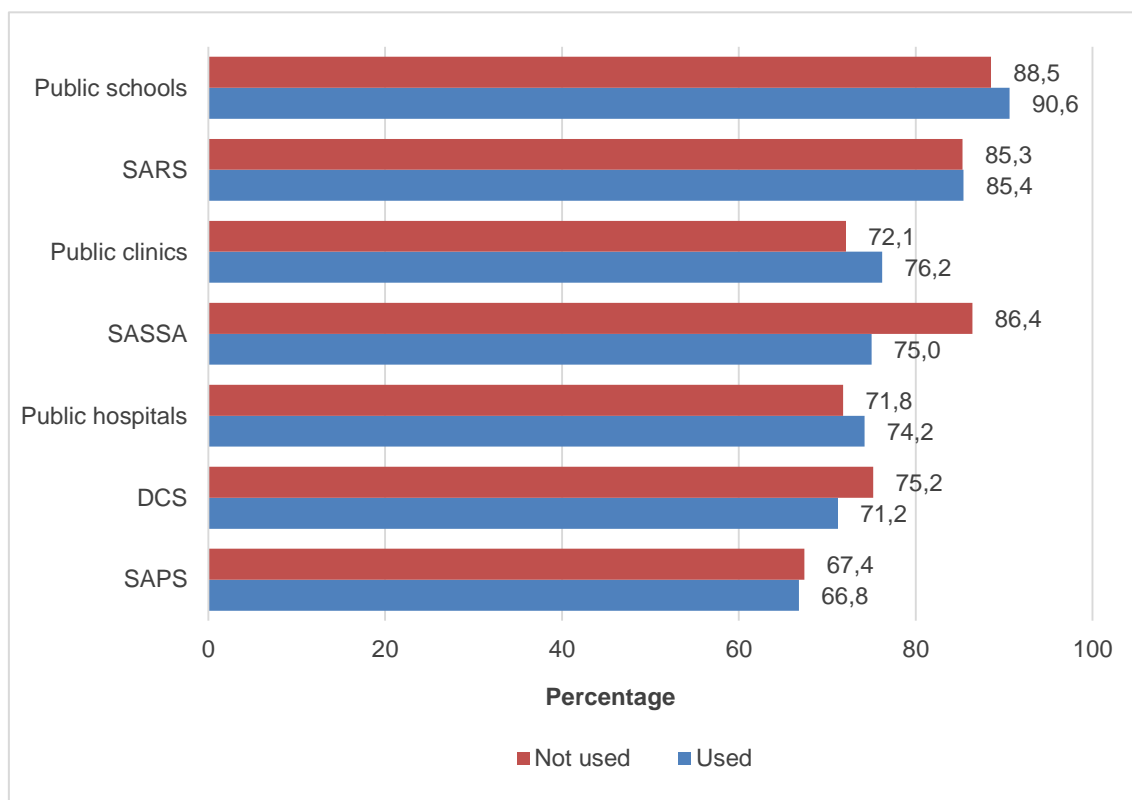
Figure 9 compares the reported levels of trust between individuals who used (or experienced) / not used (perceived) government services in the twelve months before the interview. The figure shows that those who used public schools recorded higher levels of trust (90,6%) than those who did not use public schools (88,5%). On the other hand, individuals who used services from SAPS (66,8%) were slightly less trusting than those who did not use the services (67,4%). The figure also shows that a smaller percentage of individuals that used SASSA services trusted those services (75%) as compared to those who did not use the services (86,4%).

Figure 10: Percentage of persons aged 16 and above who trusted national, provincial, and local governments by province, 2019/20

	WC	EC	NC	FS	KZN	NW	GP	MP	LP	RSA
■ National Government	51,4	78,3	66,4	61,5	71,2	58,3	58,6	69,9	78,6	58,5
■ Provincial Government	60,5	73,9	63,9	55,0	70,6	54,0	59,6	62,3	75,7	58,2
■ Local Government	59,7	63,8	46,2	45,7	64,3	42,5	55,4	46,1	69,5	47,9
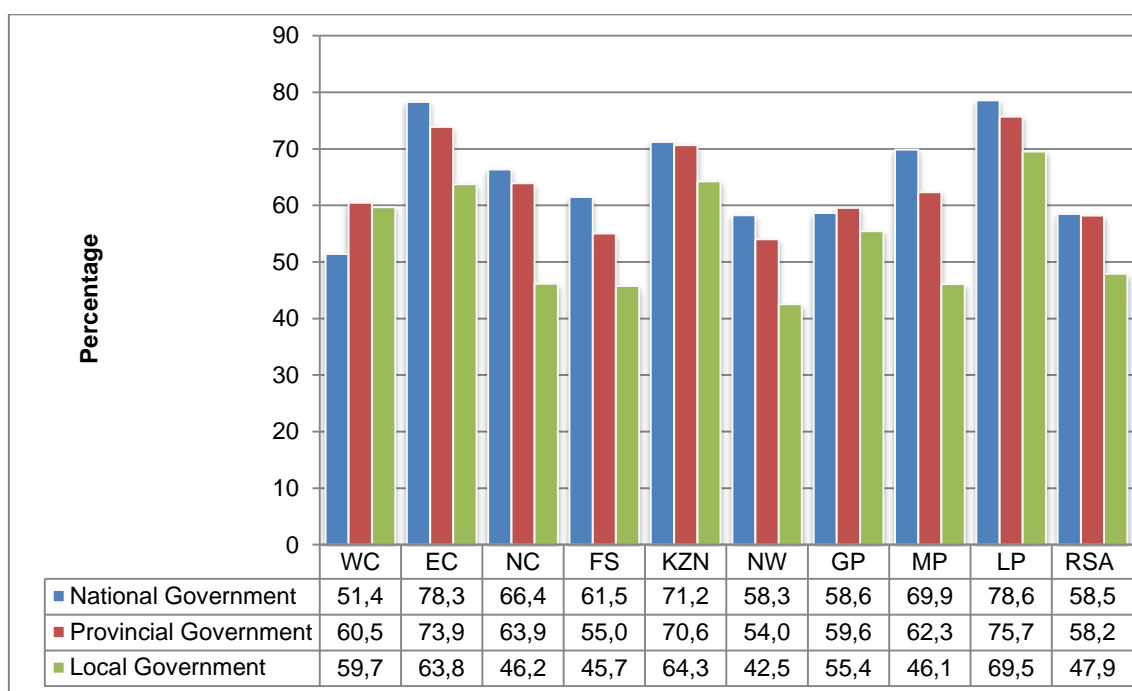
Figure 10 above shows the levels of trust respondents had in the three spheres of government nationally and by province. Nationally, the local government elicited the least trust (47,9%) followed by provincial (58,2%) and national government (58,5%).

South Africans aged 16 years and older who either trusted or strongly trusted the national government were most common in Limpopo (78,6%), Eastern Cape (78,3%), and KwaZulu-Natal (71,2%).

There is a nine percentage point difference between trust levels between the national government (51,4%) and provincial government (60,5%) in the Western Cape. These large differences were also observed in Mpumalanga (7,5 percentage point difference) and Free State (6,4 percentage point difference). However, in Gauteng, the difference is small, with just one percentage point difference.

Limpopo (69,5%), KwaZulu-Natal (64,3%), Eastern Cape (63,8%) had the highest percentage of South Africans aged 16 years and older who either trusted or strongly trusted local governments.

Figure 11: Percentage of persons aged 16 and above who trusted national, provincial, and local government by metro status, 2019/20

	Non-metro	Metro	RSA
■ National Government	68,7	61,1	58,5
■ Provincial Government	66,0	62,7	58,2
■ Local Government	55,8	59,8	47,9
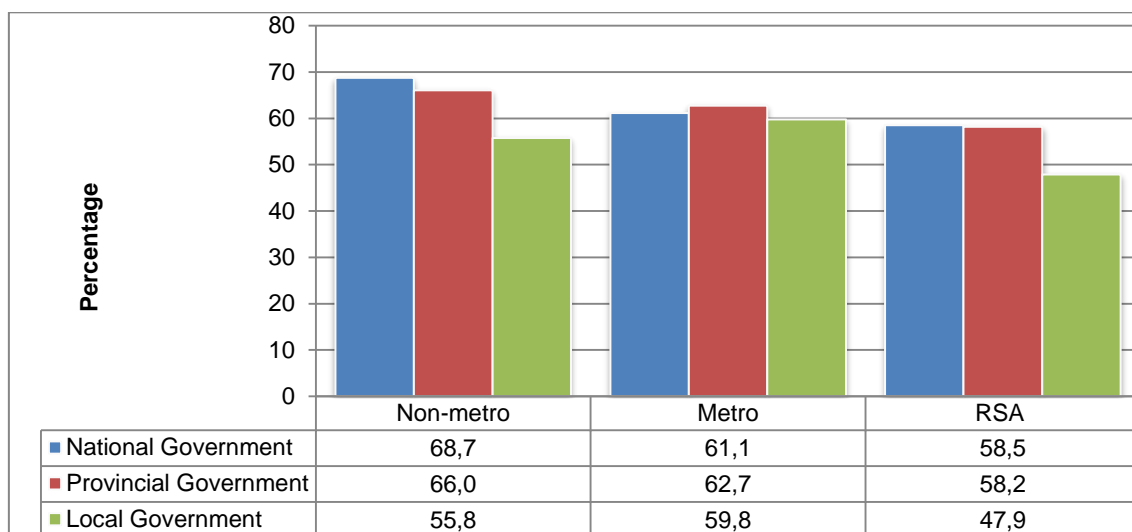
It is clear from Figure 11 that South Africans aged 16 years and older living in metro areas trusted the provincial government (62,7%) slightly more than the national government (61,1%) and local government (59,8%). However, those who resided in non-metro areas tended to trust the national government (68,7%) more than the provincial government (66,0%) and local government (55,8%).

By comparison, people who lived in metro areas (59,8%) were more likely to trust local government than those from non-metro areas (55,8%).

Figure 12: Percentage of persons aged 16 and above who trusted national, provincial and local government by metropolitan area, 2019/20

	BUF	NMB	MAN	ETH	EKU	COJ	TSH	Metros
■ National Government	74,8	81,1	54,6	73,1	62,8	59,2	55,8	61,1
■ Provincial Government	72,5	72,4	45,0	73,0	65,6	59,5	56,9	62,7
■ Local Government	54,5	68,6	39,0	73,6	61,3	56,5	51,9	59,8
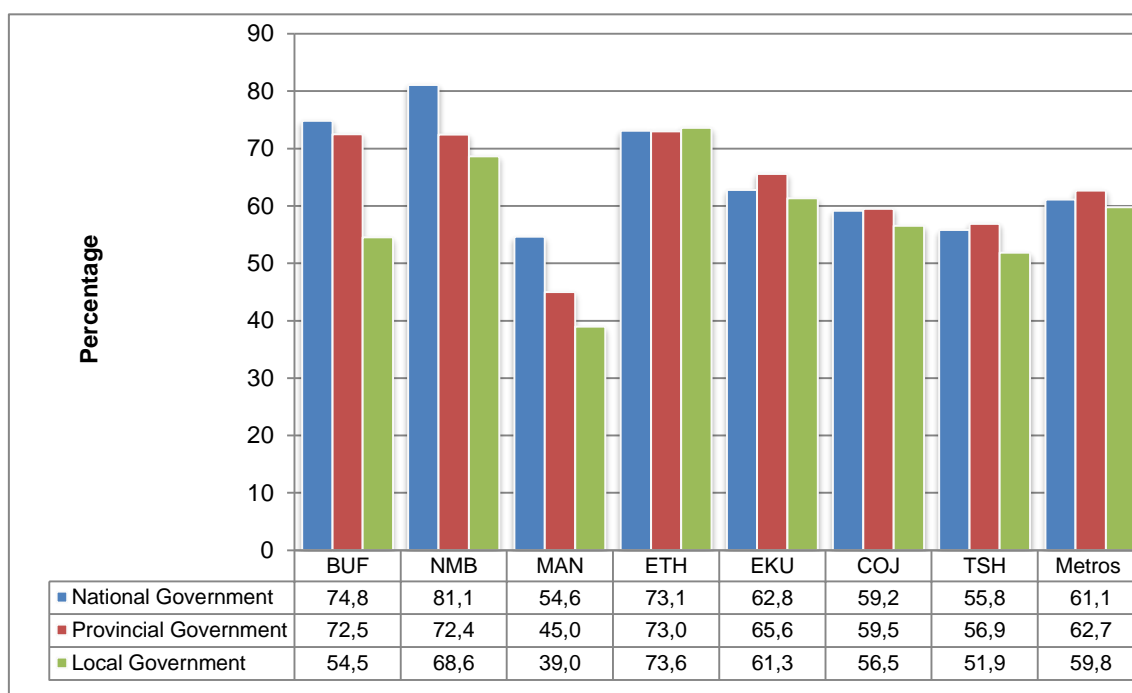
The percentage of persons aged 16 years and older who trusted national, provincial, and local government by metropolitan area is presented in Figure 12. Nelson Mandela Bay (81,1%), Buffalo City (74,8%), eThekwini (73,0%), Ekurhuleni (62,8%) had the highest percentages of South Africans aged 16 years and older who either strongly trusted or trusted the national government.

eThekwini (73,0%), Buffalo City (72,5%), Nelson Mandela Bay (72,4%), Ekurhuleni (65,6%) registered the highest percentages of those who either trusted or strongly trusted the provincial government.

With regard to local government, eThekwini (73,6%) Nelson Mandela Bay (68,6%), and Ekurhuleni (61,3%) registered the highest proportions of those who either trusted or strongly trusted the provincial government.

Figure 13: Percentage of persons aged 16 and above who trusted, national, provincial, and local government by urban and rural areas, 2019/20

	Urban	Rural	RSA
■ National Government	73,6	62,9	65,3
■ Provincial Government	70,2	61,1	64,5
■ Local Government	59,8	51,0	57,6
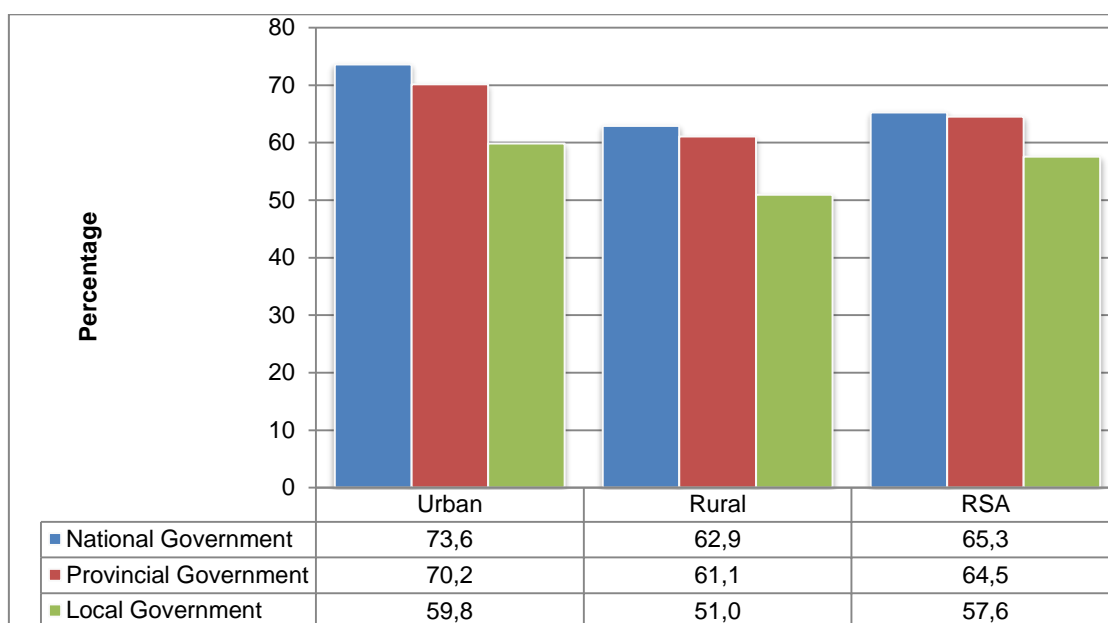
Figure 13 above shows that the level of trust people had in the three government spheres were higher in urban than in rural areas. Both residents in urban and rural areas trusted the national government more than the provincial government and local government.

4.3 Summary

Overall, it appears that the levels of public trust in government and public institutions were high among individuals aged 16 years and older. Levels of trust were highest for education services and lowest for SAPS. Trust levels in government or public institutions differed by whether people had actually used the services or not. The differences are notable for all services except for SAPS services.

Limpopo (78,6%), Eastern Cape (78,3%), KwaZulu-Natal (71,2%), Mpumalanga (69,9%), Northern Cape (66,4%), and Free State (61,5%) had the highest proportions of South Africans aged 16 years and older who either trusted or strongly trusted the national government compared to other provinces.

The percentage of residents aged 16 years or older who trusted or strongly trusted local government was highest in Limpopo (69,5%), KwaZulu-Natal (64,3%) and Eastern Cape (63,8%).

People in both urban and rural areas trusted the national government more than the provincial government and local government.

5.   Individual experiences of corruption

5.1   Introduction

Corruption can be broadly defined as abuse of power entrusted to a public or corporate sector official for private gain. The importance of reducing corruption is also recognised explicitly by the 2030 Agenda for Sustainable Development (SDG target 16.5).

Apart from a few general questions on the perceptions of corruption, the GPSJS is mainly concerned with experiences and perceptions of corruption in the public sector. This section provides statistics concerning individual experiences and perceptions on payment of bribes to public officials.

5.2   Experience of corruption

Table 5: Individual experiences with bribes, 2019/20

Government officials	Persons aged 16 years and older who were asked to give money to a government official in exchange for a favour		Persons aged 16 years and older who reported that they had to give money to a government official in exchange for a favour	
	Number ('000)	Per cent	Number ('000)	Per cent
Traffic officials (e.g. Metro Police, Traffic police)	845	2,1	412	1,0
Police officials (SAPS)	560	1,4	263	0,7
Traffic centre officials (driving licence, vehicle testing)	395	1,0	172	0,4
Local municipality officials	150	0,4	*	*
Home affairs officials	*	*	*	*
Social services officials (SASSA)	*	*	*	*
Court officials	*	*	*	*
Health services officials	*	*	*	*
Education officials	*	*	*	*
Tax or revenue officials (SARS)	*	*	*	*
Housing officials	*	*	*	*
Correctional services officials	*	*	*	*

*Values based on three or less unweighted cases are considered too small to provide accurate estimates, and values are therefore replaced with asterisks.

Table 5 presents the number and percentage of respondents who were reportedly asked to give money, and those who reported that they had to give bribes in exchange for the services they needed from a government official. The results show that the request for bribes were most commonly came from traffic officials (2,1%), police officials (1,4%) and Traffic centre officials (1,0%).

The figure shows that one per cent of respondents reportedly paid bribes to traffic officials (e.g., Metro Police, Traffic Police), followed by bribes to police officials (0,7%) and Traffic centre officials (0,4%).

Some estimates in Table 5 above are not usable due to unacceptably high coefficient of variation.

5.3   Summary

The survey shows that overall the proportion of individuals aged 16 years and older who had paid a bribe to government officials in exchange for government services in the 12 months prior to the survey was low. About one per cent of the population paid bribes in the traffic and police (1,0% and 0,7%) institutions.

6.   General perceptions of individuals on gender norms and societal issues

6.1   Introduction

This section looks at a variety of societal challenges being faced by people in South Africa. The section further looks at society's perspective on domestic violence against women and children, corporal punishment, and other social issues. The section ends with a look at social integration and inclusion in communities.

The first section looks at the general perceptions of individuals on several gender norms and societal issues. The following key statements were adjusted from the World Value Survey (WVS) questions that indicate gender norms:

• Fathers should play a role in raising children
• Women should have the same chance as men of being elected to political office
• Having an income is the best way for a woman to be an independent person
• If a woman earns more money than her man, it is almost certain to cause problems
• When jobs are scarce, employers should give preference to women over men, when filling posts

Respondents were asked the extent to which they agreed with these statements.

Figure 14: Percentage of persons aged 16 years and above who agree/ strongly agree with the following statements on gender roles and equality by sex, 2019/20

	Fathers should play a role in raising children	Women should have the same chance as men of being elected to political office	Having an income is the best way for a woman to be an independent person	If a woman earns more money than her man, it is almost certain to cause problems	When jobs are scarce, employers should give preference to women over men, when filling posts
■ Male	98,1	89,5	55,6	67,5	87,2
■ Female	98,0	94,3	72,8	62,2	91,0
■ RSA	98,1	92,0	64,3	64,7	89,2

Figure 14 shows that male and female individuals aged 16 years and older generally support women's empowerment and gender equality. The result shows that there was overwhelming support (98%) from both sexes that fathers play an important role in raising their children.

More than nine out of ten (92,0%) South Africans aged 16 years and older agreed that women should have the same chance as men to be elected to political office. A larger proportion of females (94,3%) than males (89,5%), however, supported this notion.

A larger percentage of females (72,8%) than males (55,6%) believed that earning an income was the best way for women to be truly independent.

Almost sixty-five per cent (64,7%) of the population agreed that women earning more than their partners would almost certainly cause trouble. More than two-thirds (67,5%) of males and 62,2% of females agreed with this statement.

Figure 15: Percentage of persons aged 16 years and above who agree/ strongly agree with the following statements on gender roles and equality by marital status, 2019/20

	Married	Living together like husband and wife	Divorced	Separated but still legally married	Widowed	Single
■ Fathers should play a role in raising children	92,0	91,3	94,4	92,6	92,6	91,9
■ Women should have the same chance as men of being elected to political office	98,8	98,0	99,1	94,7	98,0	97,7
■ Having an income is the best way for a woman to be an independent person	59,9	64,7	62,9	66,5	71,3	66,1
■ If a woman earns more money than her man, it is almost certain to cause problems	57,7	63,3	61,2	69,9	65,5	68,7
■ When jobs are scarce, employers should give preference to women over men, when filling posts	87,2	89,2	91,7	87,5	90,7	90,0

Figure 15 above shows the perceptions of gender roles and equality by the marital status of respondents. More than nine in every ten agreed that fathers should play a role in raising children, irrespective of the respondent's marital status.

It is almost universal that women should have the same chance as men to be elected into political office. A higher proportion of widowed persons (71,3%) agreed that having an income is the best way for a woman to be an independent person, as compared to married persons (59,9%). About 68,7% of single persons agreed that if a woman earns more money than her man, it is almost certain to cause problems, while 57,7% of married persons agree.

Almost 90% of all persons, irrespective of marital status, agreed that employers should prefer women over men when filling posts when jobs are scarce.

Figure 16: Percentage of persons aged 16 years or older who said it is not acceptable for a man/ husband to hit or beat his woman/ wife for the stated reasons, 2019/20

Figure 16 shows that more than 90% of South Africans aged 16 years or older did not believe that there is a justification for a man/ husband to hit or beat his partner/ wife.

About 5,6% of the population believes that it is justifiable for a man or husband to hit or beat his woman or wife if she has sex with another man or woman. About 3,3% said that it is justifiable for a man or husband to hit or beat his woman or wife if she neglects the children.

Table 6: Percentage of persons aged 16 years and above who are aware of the existences of social welfare based services or facilities related to violence against women and children

Indicator	Number of the population aged 16 years and older ('000)	Per cent
Medical assistance	34 015	84,5
Protection order	33 812	84,0
Counselling services	32 575	80,9
Shelter or place of safety	20 485	50,9

Table 6 shows that most persons aged 16 years and older were aware of social welfare-based services or facilities related to violence against women and children.

Furthermore, 84,5% knew where to get medical assistance in cases related to violence against women and children, followed by those that knew where to get a protection order (84,0%), and access counselling services (80,9%). A far smaller percentage (50,9%) knew of shelters or places of safety.

Figure 17: Percentage of persons aged 16 years and above who have ever seen or heard any campaigns about violence against women and children in any of the following platforms or institutions, 2019/20
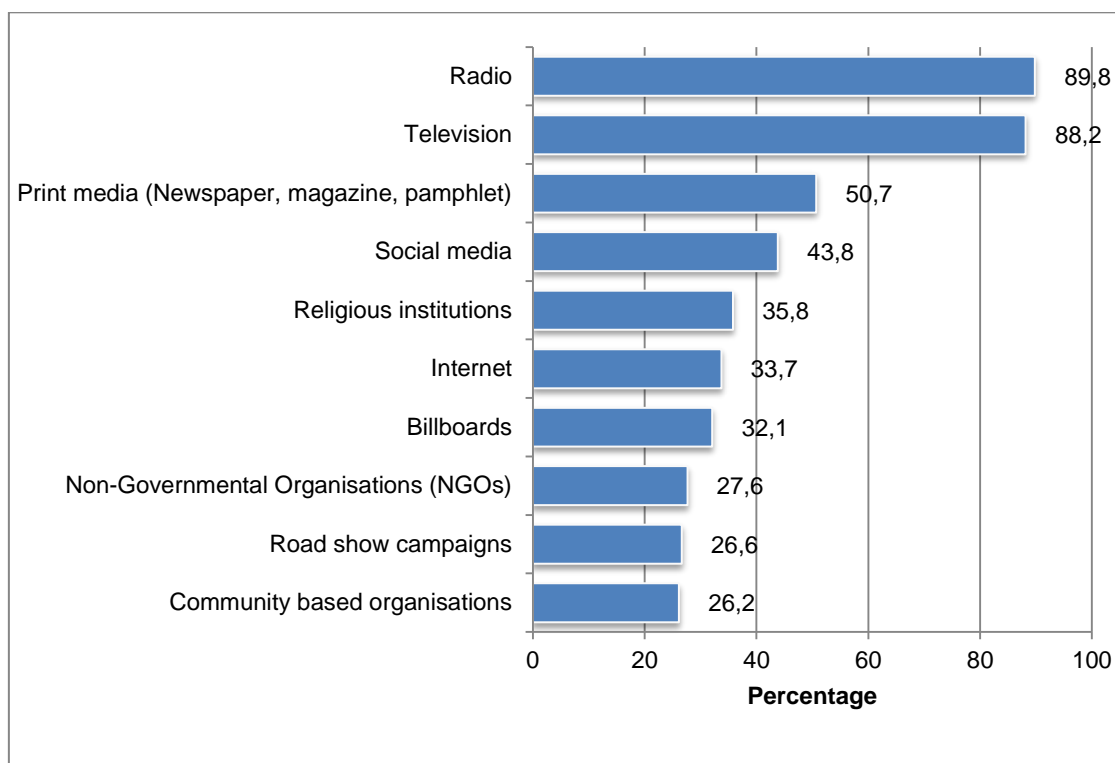
Figure 17 depicts the percentage of persons aged 16 years and above who had seen or heard of any campaigns about violence against women and children in specific platforms or institutions. Of those who had some knowledge about campaigns on violence against women and children, 89,8% heard of it on the radio, 88,2% saw it on television; while 50,7% read about it in print media. Other sources of information included social media (43,8%), religious institutions (35,8%), internet (33,7%), billboards (32,1%), NGOs (27,6%), roadshows (26,6%) and community based organisations (26,2%).

6.2   Individual perceptions and attitudes towards corporal punishment

Figure 18: Percentage of persons aged 16 years and above who are aware that corporal punishment is illegal, 2019/20
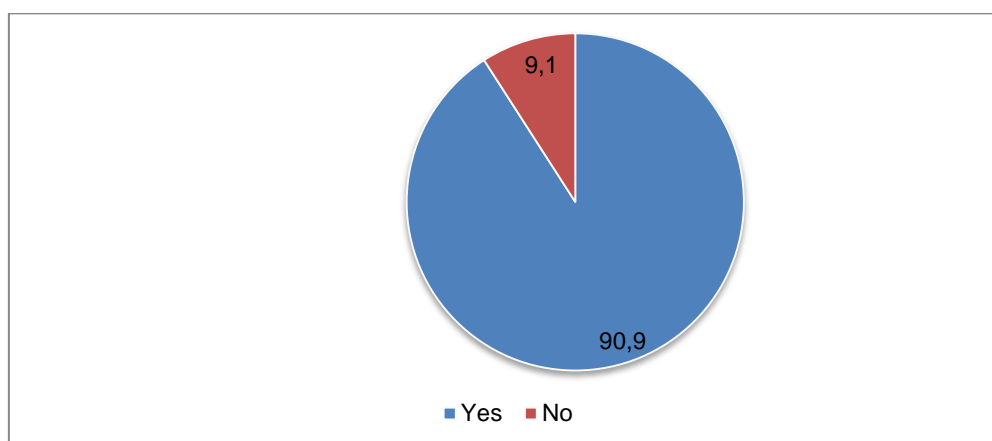
Figure 18 above depicts the percentage of persons aged 16 years and above who knew that corporal punishment is illegal in South Africa. Over 90% of South Africans are aware that corporal punishment is illegal in South Africa.

Figure 19: Perceptions of persons aged 16 years or older on acceptable situations for a parent /caregiver to spank or physically punish their child, 2019/20
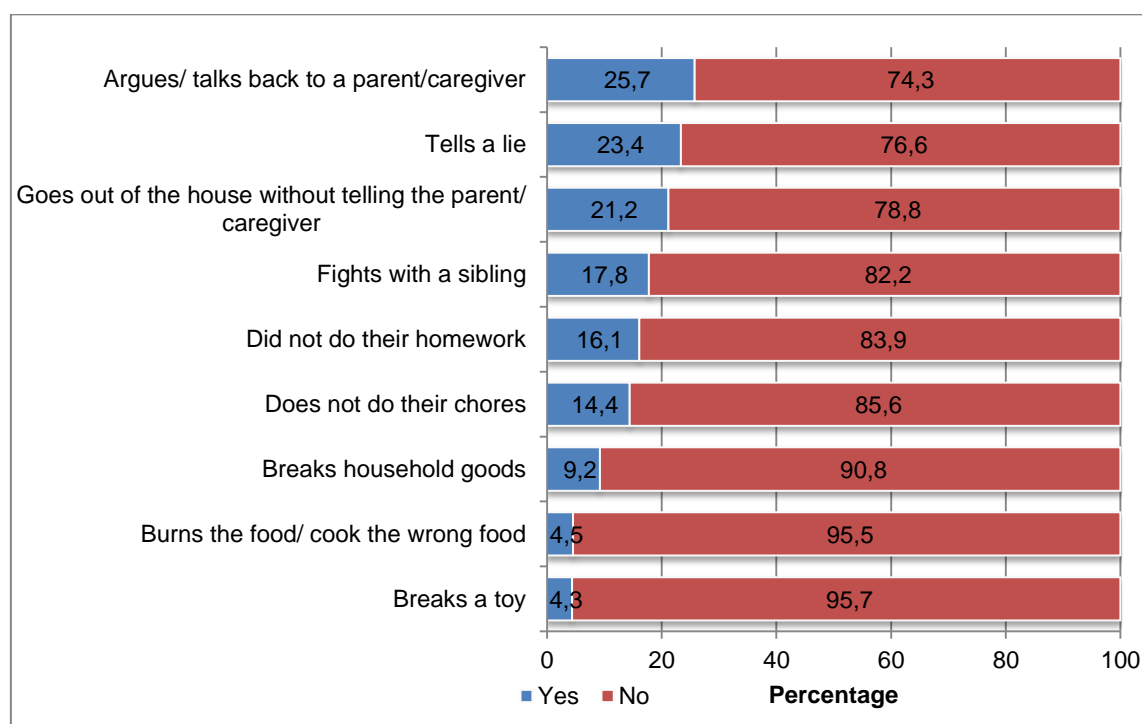
Overall, the general perception was that it was not acceptable for a parent or caregiver to spank or physically punish a child. However, more than a quarter (25,7%) of the population believed that it was justifiable to physically punish children if they talk back to their parents or caregivers as shown in Figure 19. Almost the same proportion (23,4%) believes that it is justifiable to punish children physically if they tell a lie, while 17,8% said when a child fights with siblings, or if a child did not do their homework (16,1%) it is justifiable to punish them physically.

Furthermore, less than one in ten (9,2%) said they would punish a child if they break household goods. Less than five per cent would spank a child if they either burn food or cook the wrong food as per instruction from a parent/ care giver (4,5%) or break a toy (4,3%).

Figure 20: Perceptions of persons aged 16 years or older on acceptable situations for a teacher/ educator to physically punish a child in their class/ school, 2019/20
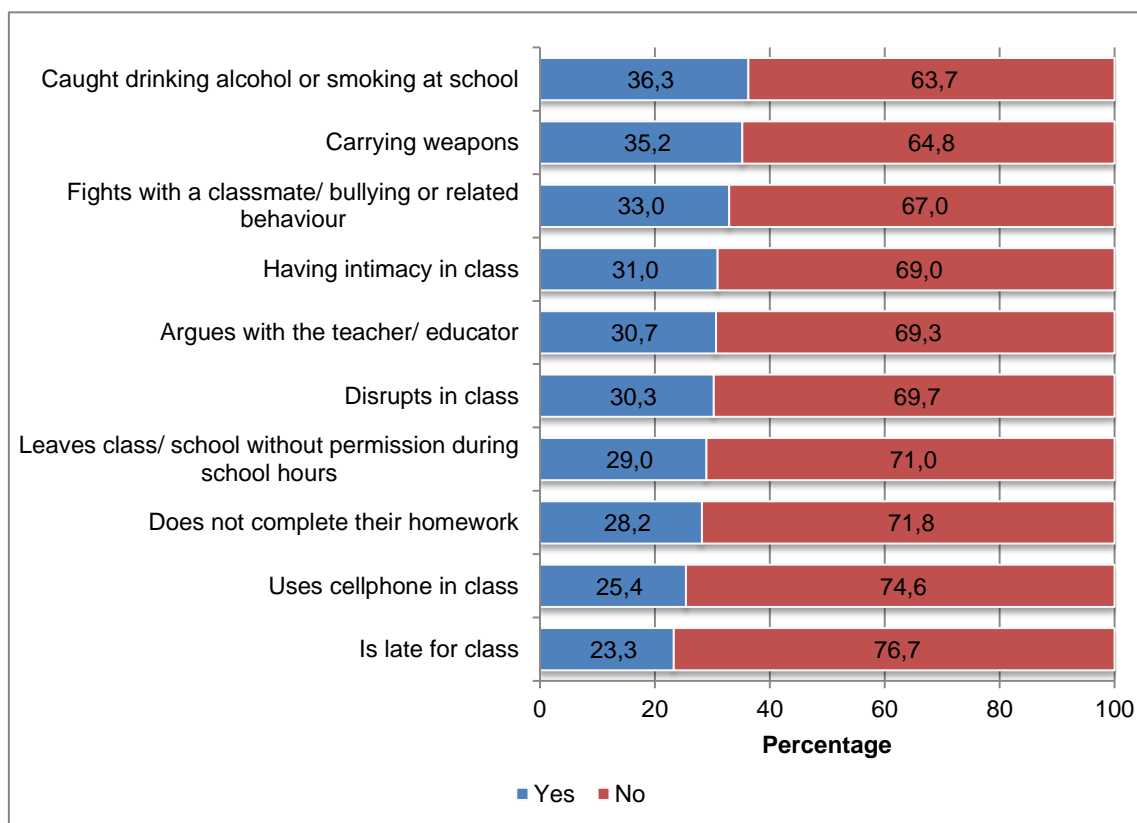
Most individuals aged 16 years and older did not believe that there were certain situations where it was acceptable for a teacher/ educator to physically punish children at school. This is shown in Figure 19. This is not surprising because the General Household Survey (GHS) 2018 results show that, nationally, the percentage of learners that have reportedly experienced corporal punishment at school has dropped from 16,6% in 2009 to 5,7% in 2018.

On the other hand, the findings show that South Africans believed that it was justifiable for a teacher/ educator to physically punish a child in their class/ school if a learner/student;

- is caught drinking alcohol or smoking at school (36,3%),

- carries a weapon (35,2%) or fights with classmates (33,0%),

- having intimacy in class (31,0%)

- Argues with the educator (30,7%).

6.3   Individual perceptions and attitudes on various societal challenges

Figure 21: Percentage of persons aged 16 years and above who agree/ strongly agree that when jobs are scarce, employers should give preference to people of this country over foreign nationals, when filling posts by geographic location, 2019/20
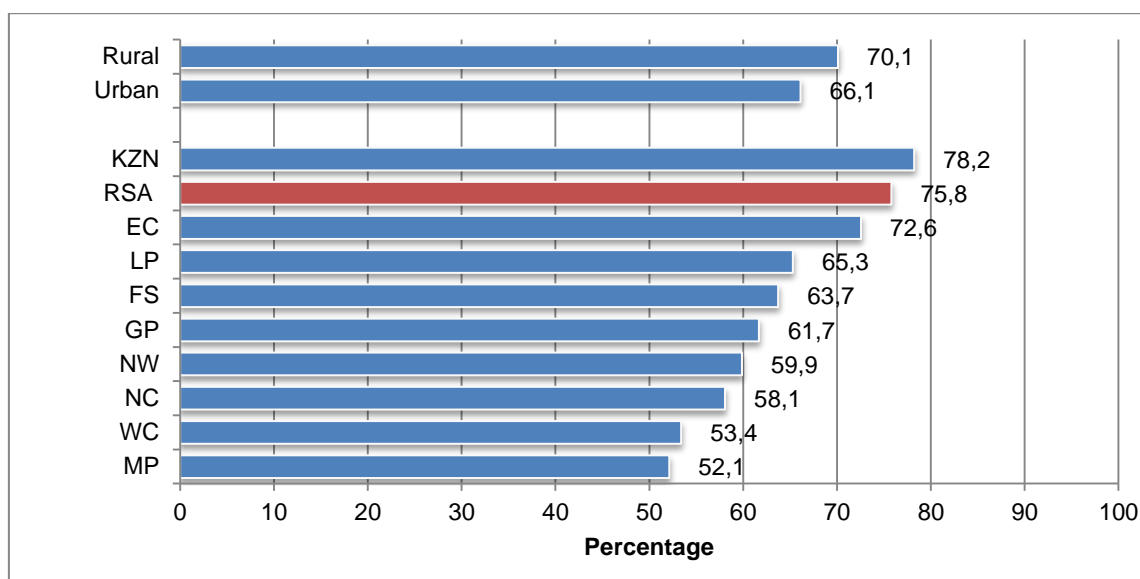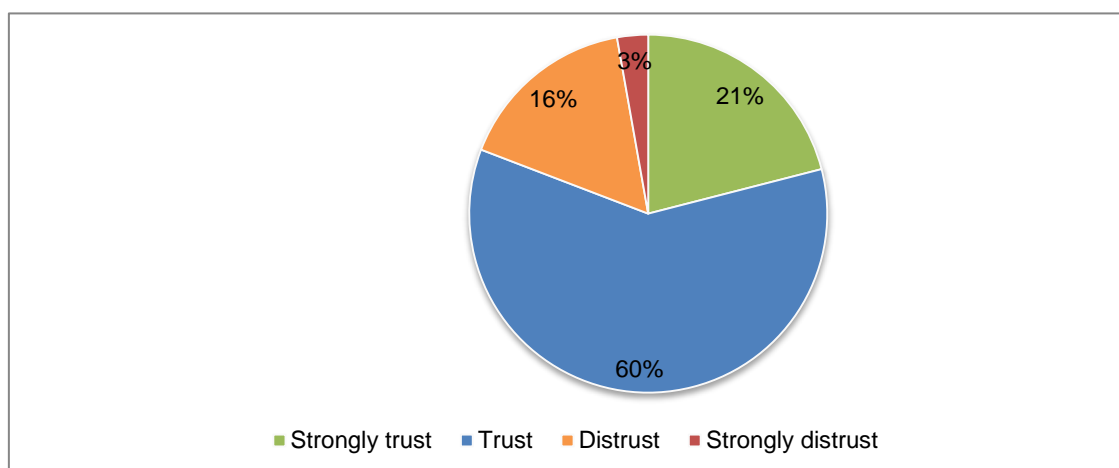
Figure 21 shows that more than seventy-five per cent (75,8%) of South Africans aged 16 years and older believed that when jobs are scarce, employers should give preference to South Africans over foreign nationals when filling posts. This view was more prominent in rural areas (70,1%) than in urban areas (66,1%).

This perceptions was most common in KwaZulu-Natal (78,2%) and lowest in Mpumalanga (52,1%). Nationally, 75,8% of respondents agreed with this statement.

Figure 22: Percentage of persons aged 16 years and above who trust or distrust people in their communities/ neighbourhoods, 2019/20

The majority (60,0%) of individuals aged 16 years and older indicated that they trusted people in their communities/neighbourhoods. More than one-fifth (21,1%) of the population said they trusted people in their communities or neighbourhoods. Only 3% indicated that they did not trust people in their communities.

Figure 23: Percentage of persons aged 16 years and older who said that they would be comfortable with different people as neighbours, 2019/20
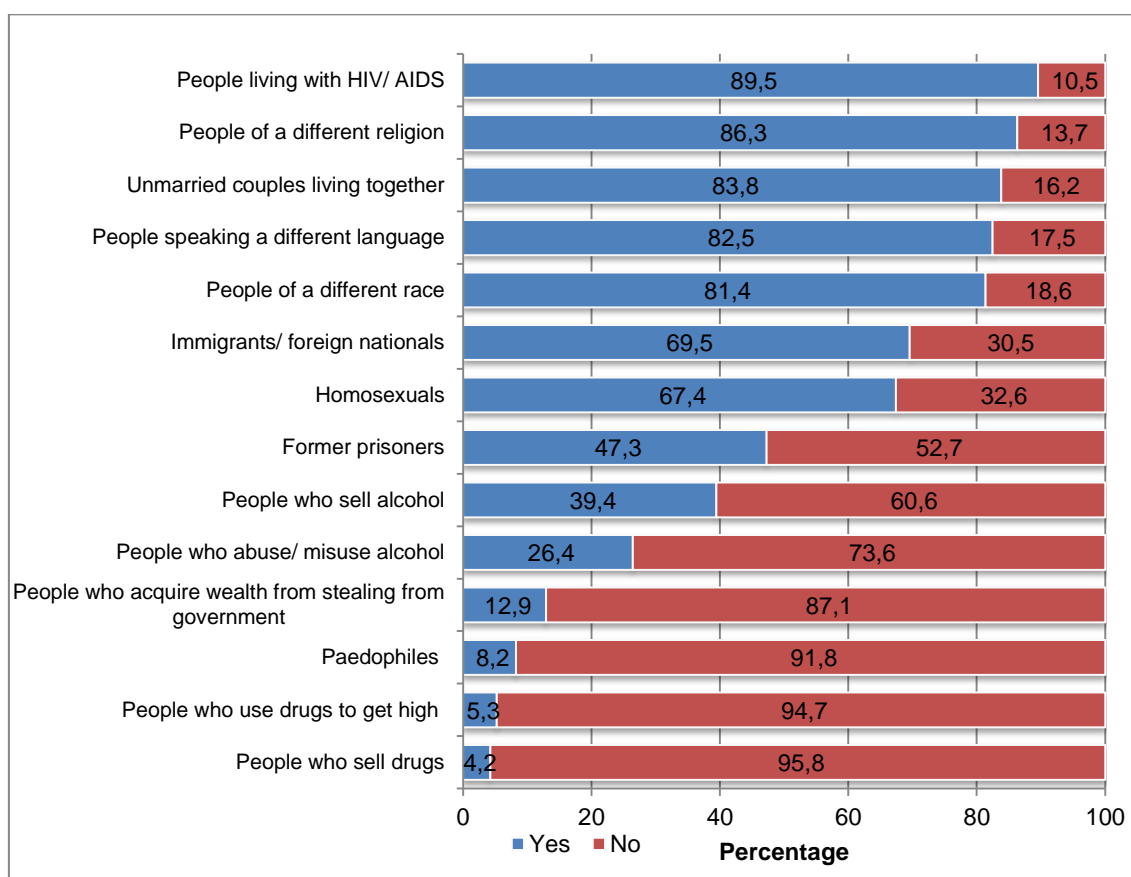
Figure 23 shows that respondents were most tolerant of people with HIV/AIDS (89,5%), people with different religious convictions (86,3%), people of a different race (81,4%), and unmarried couples living together like married couples (83,8%). Furthermore, 69,5% said they were comfortable living next to immigrants as their neighbours and 67,4% said they were comfortable having homosexual neighbours.

By contrast, most South Africans were intolerant of people who sell drugs (94,7%), people who use drugs to get high (94,7%), and paedophiles (91,8%).

Figure 24: Percentage of persons aged 16 years and older by who they would be comfortable with as their neighbours, by urban and rural areas, 2019/20
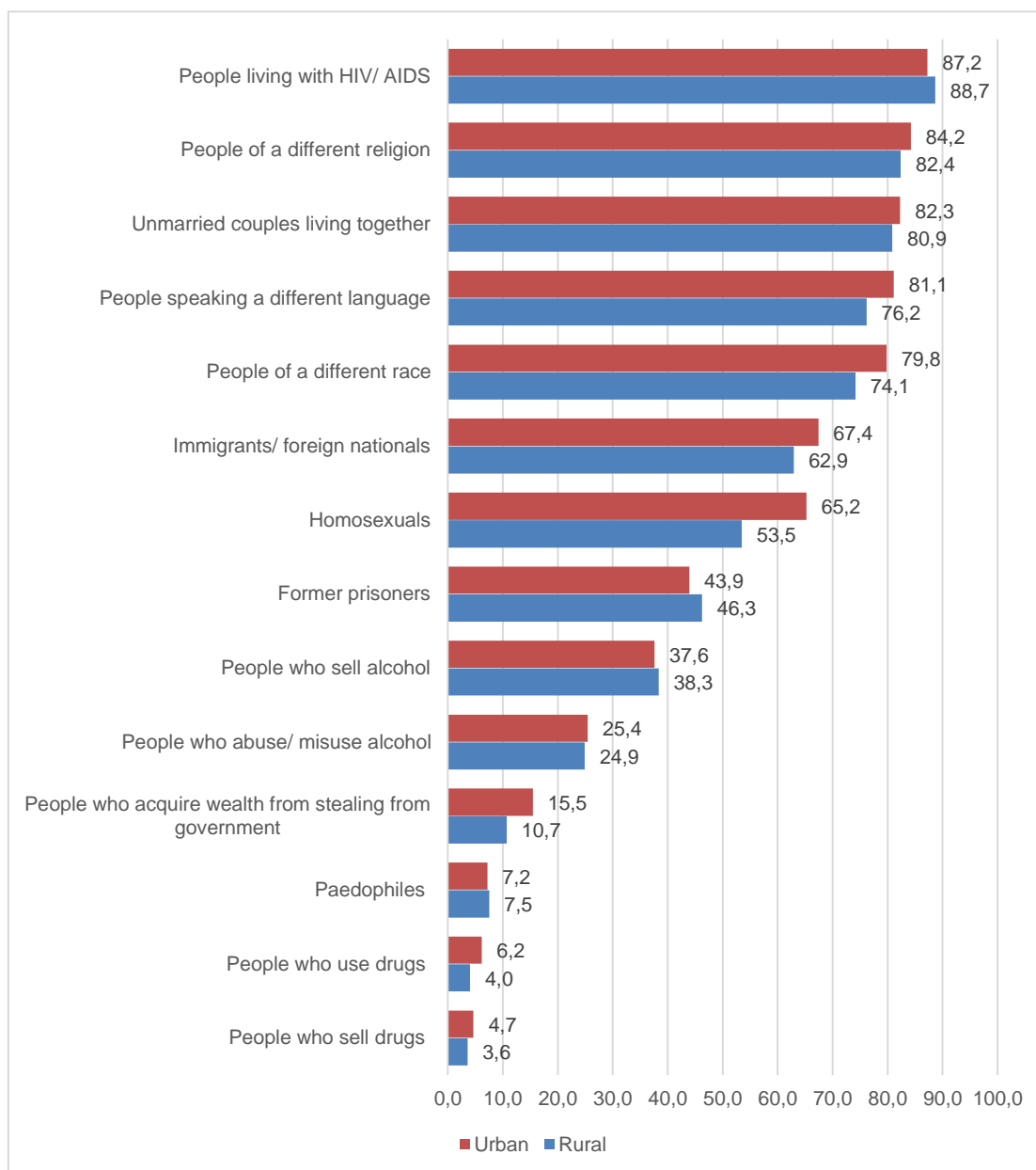
Figure 24 shows that there is no difference between those living in urban or rural areas when it comes to comfortability living next to people living with HIV/AIDS, people with different religious convictions, unmarried couples living together, people who sell alcohol, people who abuse or misuse alcohol and paedophiles.

However, a higher percentage of urban residents, as compared to rural residents, accepted people who spoke a different language (81,1% and 76,2% respectively), people of a different race (79,8% vs 74,1%), foreign nationals, (67,4% vs 62,9%), and people who acquired wealth by stealing from the government (15,5% vs 10,7%).

6.4   Summary

There is large public support for women's empowerment and gender equality by male and female respondents. Most respondents also agree that fathers play an important role in raising their children. More than nine out of ten (92,0%) South Africans aged 16 years and older also agreed that women should have the same chance as men to be elected to political office, although a larger proportion of females (94,3%) than males (89,5%) supported this statement. The population also agreed that financial independence is the best way for a woman to be independent. Almost sixty-five per cent (64,6%) of the population agreed that if a woman earns more money than her man, it is almost certain to cause problems. Not surprisingly, males (67,5%) were more likely to agree with this statement than females (62,2%). Almost all persons, irrespective of marital status, agreed that employers should prefer women over men when filling posts when jobs are scarce.
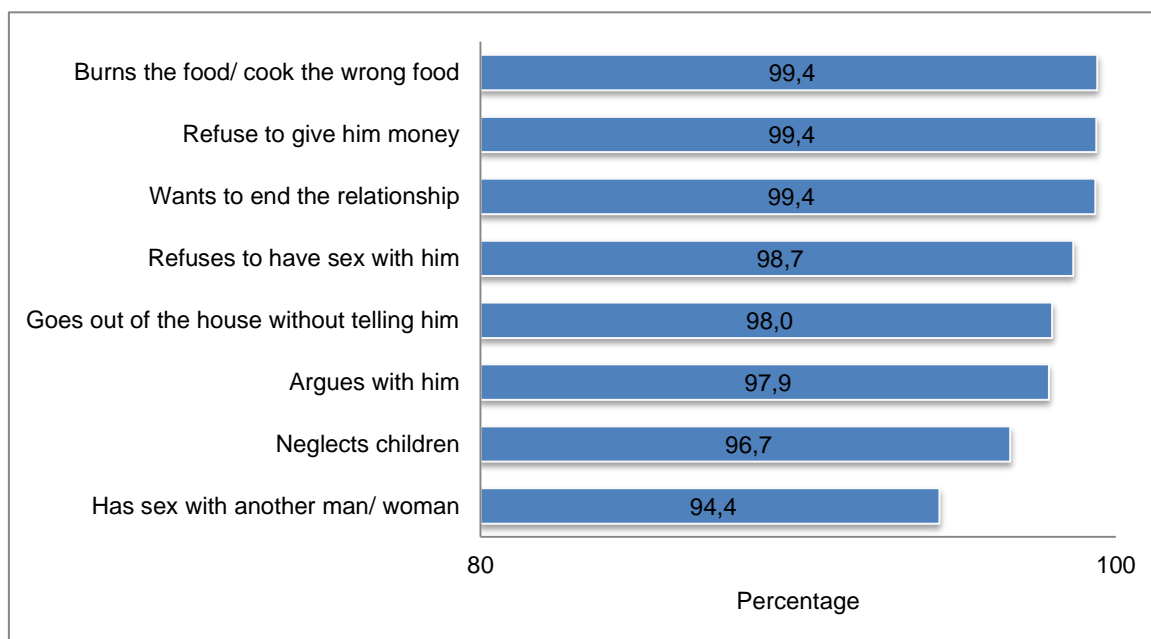
Most South Africans aged 16 years or older did not believe that there is a justification for a man/ husband to hit or beat his woman/ wife. It is encouraging to note that all the reasons that were provided by respondents for a man/ husband to hit or beat his woman/ wife were below 6%.

Although more than 90% of the population knew that corporal punishment is illegal in South Africa, more than a quarter of the population believed that it was justifiable to physically punish children if they talked back to their parents or caregivers. More than a third of the population agreed that there were certain situations where it was acceptable for a teacher/ educator to physically punish (corporal punishment) a child in their class/ school.

A larger percentage of persons in rural than urban areas agreed that employers must give preference to locals over foreigners when jobs are scarce. This feeling was most common in KwaZulu-Natal and least common in Mpumalanga.

More than eight-tenths of persons did not trust people in their communities or neighbourhoods. However, most South Africans aged 16 years and older exhibited high acceptance of people with HIV/AIDS (89,5%), people of different religions (86,3%), people of a different race (81,4%), and unmarried couples living together like married couples (83,8%). At the same time, they are not comfortable living next to paedophiles, drug users, and drug sellers/ dealers.

7.   Technical notes

7.1   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.

7.2   Sample design

The GPSJS 2019/20 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 2019/20 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.

The Master Sample 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.

7.3   Data collection

The 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, as discussed in the introduction. 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 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.

Stats SA conducted the second annual GPSJS and 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 twelve calendar months ending with the month before the interview. Statistics South Africa 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.

7.4   Questionnaire

Table 7 summarises the details of the questions included in the GPSJS questionnaire. The 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 7: The structure of the GPSJS 2019/20 questionnaire

Section	Number of questions 2019/20	Details of each section
Cover page		Household information, response details, field staff information, result codes, etc.
Person information	13	Demographic information (name, sex, age, population group, etc.)
Part 01: Household Information		
Section 1	7	Household Income Sources and Economic Activities.
Section 2	5	Citizen Interaction/ Community Cohesion
Section 3	46	Experience of Household Crime
Part 02: Individual Respondent		
Section 4	16	General Health and Functioning, Economic Activities and Information and Communication Technology.
Section 5	14	Trust in government/ public institutions
Section 6	22	Government's Performance and Effectiveness
Section 7	2	Experience of Corruption.
Section 8	14	General Individual Perceptions
Section 9	34	Individual Experience of Crime
Survey Officer Questions	5	Survey officer to answer questions
All sections	**178**	

7.5   Response rates

Table 8: Response rates per province, GPSJS 2019/20

Province / Metropolitan Area	Response Rates
Western Cape	**84,60**
Non-Metro	94,13
City of Cape Town	80,32
Eastern Cape	**93,95**
Non-Metro	96,58
Buffalo City	91,25
Nelson Mandela Bay	86,80
Northern Cape	**91,78**
Free State	**91,56**
Non-Metro	93,50
Mangaung	87,50
KwaZulu-Natal	**90,78**
Non-Metro	92,78
eThekwini	87,08
North West	88,68
Gauteng	**73,39**
Non-Metro	83,03
Ekurhuleni	79,94
City of Johannesburg	67,30
City of Tshwane	70,58
Mpumalanga	**90,70**
Limpopo	**97,38**
South Africa	**86,04**

7.6   Editing and imputation

Data editing is concerned with the identification and, if possible, the correction of erroneous or highly suspect survey data. Data was checked for valid range, internal logic and consistency. The focus of the editing process was on clearing up skip violations and ensuring that 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 consistency 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.

7.7   Construction of household sample weights

The sample weights were constructed in order to account for the following: the original selection probabilities (design weights), adjustments for PSUs that were sub-sampled or segmented, excluded population from the sampling frame, non-response, weight trimming, and benchmarking to known population estimates from the Demographic Analysis Division within Stats SA. The sampling weights for the data collected from the sampled households were constructed so that the responses could be properly expanded to represent the entire civilian population of South Africa. The design weights, which are the inverse sampling rate (ISR) for the province, are assigned to each of the households in a province.

The household sample weights for GPSJS 2019/20 were constructed in such a manner that the responses from the respondent households could be properly expanded to represent the household population. The sample weights therefore are a product of several factors, including the original selection probabilities (design weights), adjustments for PSUs that were sub-sampled or segmented, excluded population from the sampling frame, non-response, weight trimming and benchmarking to known household estimates.

The base weights for the household weighting process are the same as those for the person weighting process. The adjustments applied to the base weights to obtain the adjusted base weights for household weighting. In the final step of constructing the household sample weights, the adjusted base weights were calibrated such that the aggregate totals match with the independently derived household estimates (as determined by Stats SA Demography Division) by the head of household's age, population group and gender at national and provincial levels. The calibrated weights are constructed with a lower bound on the calibrated weights of 50 within the StatMx software from Statistics Canada.

The household estimates were used in benchmarking to two sets of control totals:

- National level totals that were defined by the cross-classification of age, population group and gender of the head of the household. Age represents the four age groups of 0–34, 35–49, 50–64 and 65+. Population group represents the four groups of black African, coloured, Indian/Asian and white. Gender represents the two groups of male and female. The cross-classification resulted in 32 calibration cells at the national level.

- Provincial level totals were defined within the provinces by age of head of household. The country has 9 provinces; Age represents the four age groups of 0–34, 35–49, 50–64 and 65+. The cross-classification of the areas with age resulted in 36 calibration cells.

7.8   Individual sample weights

The final survey weights were constructed by calibrating the non-response-adjusted design weights to the known population estimates as control totals using the 'Integrated Household Weighting' method. The GPSJS 2019/20 sample was calibrated using the Population Estimates as at the end of September 2019 (based on the 2018 series). The final weights were benchmarked to the known population estimates of 5-year age groups by population groups by gender at national level, and broad age groups

at province level. The 5-year age groups are: 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 and older. The provincial level age groups are 0–14, 15–34, 35–64; and 65 years and older. The calibrated weights are constructed such that all persons in a household would have the same final weight.

The GPSJS 2019/20 had an extra level of selection where one person, 16 years or older, was selected per household to complete sections 4 to 9 of the questionnaire. The individual weights were benchmarked to an estimated national population of age 16 and older. Records for which the age, population group or gender had item non-response could not be weighted and were therefore excluded from the dataset. No additional imputation was done to retain these records.

7.9   Estimation

The final survey weights were used to obtain the 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.

7.10   Sampling and the interpretation of the data

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

7.11   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 number of selected person and household variables. Estimates were computed based on a complex multistage survey design with stratification, clustering, and unequal weighting. The 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 X (standard error / estimated value).

Figure 25: Coefficient of variation thresholds

Table 9: Measures of precision for Income group

Income_group	Frequency	CV	Per cent	CV
R1-R1500	2 580 528	2,2	15,3	2,1
R1501-3500	4 454 015	1,5	26,5	1,4
R3501-R6000	3 026 924	1,9	18,0	1,8
R6001-R16000	2 886 418	2,1	17,2	2,0
R16000+	3 866 468	2,0	23,0	1,9
Total	**16 814 353**	**0,7**	**100,0**	

* Indicates 0% to 16,5% Coefficient of Variation for reliable enough statistics

** Indicates 16,6% to 33,4% Coefficient of Variation for statistics that should be used with caution

*** Indicates Coefficient of Variation greater than 33,5%

Table 10: Measures of precision for Age group

Age_group	Frequency	CV	Per cent	CV
16-34 (Youth)	19 683 934	1,9	48,5	1,5
35-49 (Young adults)	10 749 861	1,3	26,5	1,1
50-64 (Other Adults)	6 756 093	1,4	16,7	1,4
65+ (Pensioners)	3 368 531	1,8	8,3	1,9
Total	**40 558 419**	**0,7**	**100,0**	

* Indicates 0% to 16,5% Coefficient of Variation for reliable enough statistics

** Indicates 16,6% to 33,4% Coefficient of Variation for statistics that should be used with caution

*** Indicates Coefficient of Variation greater than 33,5%

Table 11: Measures of precision for Knowing your next-door neighbours

2.1 Do you know the name of any of your next-door neighbours?				
Q21NextNeighb	Frequency	CV	Per cent	CV
Yes	15 457 459	0,8	91,9	0,3
No	1 356 894	3,7	8,1	3,6
Total	**16 814 353**	**0,7**	**100,0**	

* Indicates 0% to 16,5% Coefficient of Variation for reliable enough statistics

** Indicates 16,6% to 33,4% Coefficient of Variation for statistics that should be used with caution

*** Indicates Coefficient of Variation greater than 33,5%

Table 12: Measures of precision for Asking your next-door neighbours

2.2 Would you ask any of your next-door neighbours to watch your house for you if you were going away?				
Q22NextNeighbWat	Frequency	CV	Per cent	CV
Yes	14 433 706	0,8	85,8	0,4
No	2 380 647	2,7	14,2	2,5
Total	**16 814 353**	**0,7**	**100,0**	

* Indicates 0% to 16,5% Coefficient of Variation for reliable enough statistics

** Indicates 16,6% to 33,4% Coefficient of Variation for statistics that should be used with caution

*** Indicates Coefficient of Variation greater than 33,5%

Table 13: Measures of precision for Level of trust in government and public institutions

5.1A How much do you trust or distrust the South African Police Service (SAPS)?				
Q51aTrustPolice	Frequency	CV	Per cent	CV
Strongly trust	5 151 333	3,1	12,8	3,0
Trust	21 597 445	1,2	53,6	1,0
Distrust	8 925 558	2,0	22,2	1,9
Strongly distrust	4 129 889	3,3	10,3	3,2
Do not know	434 089	9,8	1,1	9,8
Refuse	**	33,2	**	33,2
Total	**40 270 712**	**0,78**	**100**	
5.1B How much do you trust or distrust the courts?				
Q51bTrustCourts	Frequency	CV	Per cent	CV
Strongly trust	4 648 442	3,4	11,5	3,3
Trust	24 394 477	1,2	60,6	0,9
Distrust	6 706 665	2,4	16,7	2,2
Strongly distrust	2 333 599	4,5	5,8	4,4
Do not know	2 170 500	4,5	5,4	4,4
Refuse	***	41,3	***	41,3
Total	**40 270 712**	**0,8**	**100,0**	
5.1C How much do you trust or distrust the Department of Correctional Services (DCS)?				
Q51cTrustCs	Frequency	CV	Per cent	CV
Strongly trust	3 865 250	3,8	9,6	3,7
Trust	23 129 477	1,2	57,4	1,0
Distrust	6 631 928	2,4	16,5	2,3
Strongly distrust	2 298 152	4,8	5,7	4,7
Do not know	4 311 344	3,5	10,7	3,4
Refuse	***	34,3	***	34,3
Total	**40 270 712**	**0,8**	**100,0**	
5.1D How much do you trust or distrust the public/ government hospitals?				
Q51dTrustPublicHosp	Frequency	CV	Per cent	CV
Strongly trust	4 630 611	3,4	11,5	3,4
Trust	23 882 864	1,2	59,3	0,9
Distrust	7 469 081	2,3	18,5	2,1
Strongly distrust	3 473 146	3,5	8,6	3,4
Do not know	806 641	7,1	2,0	7,0
Refuse	***	45,5	0,0	***
Total	**40 270 712**	**0,8**	**100,0**	

* Indicates 0% to 16,5% Coefficient of Variation for reliable enough statistics

** Indicates 16,6% to 33,4% Coefficient of Variation for statistics that should be used with caution

*** Indicates Coefficient of Variation greater than 33,5%

5.1E How much do you trust or distrust the public/ government clinics?				
Q51eTrustPublicClin	Frequency	CV	Per cent	CV
Strongly trust	4 540 886	3,5	11,3	3,4
Trust	24 366 977	1,2	60,5	0,9
Distrust	7 271 899	2,3	18,1	2,2
Strongly distrust	3 111 912	3,8	7,7	3,7
Do not know	964 001	7,1	2,4	7,0
Refuse	**	34,8	**	34,8
Total	40 270 712	0,8	100,0	

5.1F How much do you trust or distrust the public/ government schools?				
Q51fTrsutPubSchl	Frequency	CV	Per cent	CV
Strongly trust	6 664 689	3,0	16,5	2,9
Trust	28 335 898	1,1	70,4	0,8
Distrust	3 300 124	3,4	8,2	3,3
Strongly distrust	1 093 779	6,4	2,7	6,4
Do not know	865 426	6,6	2,1	6,5
Refuse	***	39,5	***	39,5
Total	40 270 712	0,8	100,0	

5.1G How much do you trust or distrust the state-owned media (e.g. SABC, Vukuzenzele newspaper)?				
Q51gTrsutStateMedi	Frequency	CV	Per cent	CV
Strongly trust	3 934 226	3,9	9,8	3,8
Trust	25 546 086	1,2	63,4	0,9
Distrust	5 638 081	2,7	14,0	2,6
Strongly distrust	1 906 199	4,9	4,7	4,8
Do not know	3 213 036	4,4	8,0	4,4
Refuse	***	34,6	***	34,6
Total	40 270 712	0,8	100,0	

5.1H How much do you trust or distrust SARS (tax and customs authorities)?				
Q51hTrustTaxAuthor	Frequency	CV	Per cent	CV
Strongly trust	4 315 331	3,7	10,7	3,6
Trust	24 535 075	1,2	60,9	1,0
Distrust	3 539 121	3,4	8,8	3,3
Strongly distrust	1 439 463	5,6	3,6	5,5
Do not know	6 411 129	3,0	15,9	2,9
Refuse	**	27,7	**	27,7
Total	40 270 712	0,8	100,0	

*Indicates 0% to 16,5% Coefficient of Variation for reliable enough statistics

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*** Indicates Coefficient of Variation greater than 33,5%

5.1I How much do you trust or distrust SASSA (Social grants)?				
Q51iTrustSocSecurity	Frequency	CV	Per cent	CV
Strongly trust	6 628 668	2,9	16,5	2,9
Trust	24 609 849	1,2	61,1	0,9
Distrust	3 679 090	3,2	9,1	3,1
Strongly distrust	1 709 749	5,5	4,2	5,4
Do not know	3 626 808	3,6	9,0	3,5
Refuse	***	40,1	***	40,2
Total	**40 270 712**	**0,78**	**100**	

5.1J How much do you trust or distrust the traditional authorities?				
Q51jTrutTradAuthor	Frequency	CV	Per cent	CV
Strongly trust	3 595 280	4,1	8,9	4,0
Trust	19 600 823	1,4	48,7	1,2
Distrust	4 473 102	3,1	11,1	3,0
Strongly distrust	1 962 923	4,9	4,9	4,8
Do not know	10 558 343	2,3	26,2	2,1
Refuse	**	21,8	**	21,8
Total	**40 270 712**	**0,8**	**100,0**	

5.1K How much do you trust or distrust parliament?				
Q51kTrustPar	Frequency	CV	Per cent	CV
Strongly trust	2 995 091	4,3	7,4	4,3
Trust	21 029 548	1,3	52,2	1,1
Distrust	9 435 568	2,1	23,4	1,9
Strongly distrust	4 607 103	3,4	11,4	3,3
Do not know	2 165 466	5,2	5,4	5,2
Refuse	**	25,5	**	25,5
Total	**40 270 712**	**0,8**	**100,0**	

5.1L How much do you trust or distrust the local government (municipality)?				
Q5lkTrustLG	Frequency	CV	Per cent	CV
Strongly trust	2 698 822	4,5	6,7	4,4
Trust	20 066 678	1,4	49,8	1,1
Distrust	10 557 847	1,9	26,2	1,7
Strongly distrust	6 214 300	2,8	15,4	2,7
Do not know	701 905	7,7	1,7	7,6
Refuse	***	34,3	***	34,3
Total	40 270 712	0,8	100,0	

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*** Indicates Coefficient of Variation greater than 33,5%

5.1M How much do you trust or distrust the provincial government?				
Q51mTrustProvGov	Frequency	CV	Per cent	CV
Strongly trust	2 731 975	5	7	4
Trust	22 350 251	1	56	1
Distrust	9 458 983	2	24	2
Strongly distrust	4 334 739	4	11	3
Do not know	1 370 211	7	3	6
Refuse	**	32	**	32
Total	**40 270 712**	**0,8**	**100,0**	
5.1N How much do you trust or distrust the national government?				
Q51nTrustNatGov	Frequency	CV	Per cent	CV
Strongly trust	3 174 830	4,1	7,9	4,1
Trust	22 257 571	1,3	55,3	1,1
Distrust	9 021 173	2,2	22,4	2,0
Strongly distrust	4 516 894	3,5	11,2	3,4
Do not know	1 265 833	7,2	3,1	7,1
Refuse	**	31,3	**	31,3
Total	**40 270 712**	**0,8**	**100,0**	
5.1O How much do you trust or distrust the Independent Electoral Commission (IEC)?				
Q51oIEC	Frequency	CV	Per cent	CV
Strongly trust	5 377 936	3,3	13,4	3,2
Trust	26 059 414	1,2	64,7	0,9
Distrust	5 322 699	2,8	13,2	2,6
Strongly distrust	2 235 384	4,7	5,6	4,6
Do not know	1 253 949	6,3	3,1	6,2
Refuse	**	33,4	**	33,4
Total	**40 270 712**	**0,8**	**100,0**	

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*** Indicates Coefficient of Variation greater than 33,5%

Table 14: Measures of precision for Used government services

In the past 12 months, have you used Home Affairs (civil registration) services?				
Q61ServUsed__1	**Frequency**	**CV**	**Per cent**	**CV**
Yes	7 826 580	2,2	19,4	1,9
No	32 444 131	0,9	80,6	0,5
Total	**40 270 712**	**0,8**	**100,0**	

In the past 12 months, have you used government/ public school services?				
Q61ServUsed__2	**Frequency**	**CV**	**Per cent**	**CV**
Yes	7 605 811	2,5	18,9	2,3
No	32 664 901	0,9	81,1	0,5
Total	**40 270 712**	**0,8**	**100,0**	

In the past 12 months, have you used higher learning institutions (post school such as TVET colleges and universities, etc.)?				
Q61ServUsed__3	**Frequency**	**CV**	**Per cent**	**CV**
Yes	2 150 756	4,4	5,3	4,2
No	38 119 956	0,8	94,7	0,2
Total	**40 270 712**	**0,8**	**100,0**	

In the past 12 months, have you used government/ public clinic services?				
Q61ServUsed__4	**Frequency**	**CV**	**Per cent**	**CV**
Yes	14 248 047	1,7	35,4	1,5
No	26 022 665	1,1	64,6	0,8
Total	**40 270 712**	**0,8**	**100,0**	

In the past 12 months, have you used government/ public hospital services?				
Q61ServUsed__5	**Frequency**	**CV**	**Per cent**	**CV**
Yes	8 020 851	2,3	19,9	2,1
No	32 249 861	0,9	80,1	0,5
Total	**40 270 712**	**0,8**	**100,0**	

In the past 12 months, have you used public transport services (minibus taxis, bus, train)?				
Q61ServUsed__6	**Frequency**	**CV**	**Per cent**	**CV**
Yes	17 464 521	1,6	43,4	1,4
No	22 806 191	1,4	56,6	1,1
Total	**40 270 712**	**0,8**	**100,0**	

In the past 12 months, have you used public housing services (RDP houses, subsidised houses)?				
Q61ServUsed__7	**Frequency**	**CV**	**Per cent**	**CV**
Yes	1 428 486	6,3	3,5	6,2
No	38 842 226	0,8	96,5	0,2
Total	**40 270 712**	**0,8**	**100,0**	

In the past 12 months, have you used SASSA (social grants)?				
Q61ServUsed__8	**Frequency**	**CV**	**Per cent**	**CV**
Yes	7 256 910	2,3	18,0	2,2
No	33 013 802	0,9	82,0	0,5
Total	**40 270 712**	**0,8**	**100,0**	

*Indicates 0% to 16,5% Coefficient of Variation for reliable enough statistics

** Indicates 16,6% to 33,4% Coefficient of Variation for statistics that should be used with caution

*** Indicates Coefficient of Variation greater than 33,5%

In the past 12 months, have you used South African Police Service (SAPS)?				
Q61ServUsed__9	**Frequency**	**CV**	**Per cent**	**CV**
Yes	8 761 113	2,2	21,8	2,0
No	31 509 599	0,9	78,2	0,6
Total	**40 270 712**	**0,8**	**100,0**	
In the past 12 months, have you used court services?				
Q61ServUsed__10	**Frequency**	**CV**	**Per cent**	**CV**
Yes	1 533 351	4,8	3,8	4,7
No	38 737 360	0,8	96,2	0,2
Total	**40 270 712**	**0,8**	**100,0**	
In the past 12 months, have you used the Department of Correctional Services (DCS)?				
Q61ServUsed__11	**Frequency**	**CV**	**Per cent**	**CV**
Yes	381 518	10,3	0,9	10,2
No	39 889 193	0,8	99,1	0,1
Total	**40 270 712**	**0,8**	**100,0**	
In the past 12 months, have you used SARS (tax and customs authorities) services?				
Q61ServUsed__12	**Frequency**	**CV**	**Per cent**	**CV**
Yes	4 346 851	3,1	10,8	3,0
No	35 923 861	0,8	89,2	0,4
Total	**40 270 712**	**0,8**	**100,0**	

*Indicates 0% to 16,5% Coefficient of Variation for reliable enough statistics

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*** Indicates Coefficient of Variation greater than 33,5%

Table 15: Measures of precision for satisfaction with government services

6.11 How satisfied or dissatisfied were you with the quality of service you received when you used the service from the Department of Home Affairs (civil registration)?				
Q611SatisService	**Frequency**	**CV**	**Per cent**	**CV**
Very Satisfied	3 530 861	3,0	45,1	2,5
Satisfied	3 271 784	3,1	41,8	2,7
Dissatisfied	713 000	6,9	9,1	6,7
Very Dissatisfied	310 935	11,3	4,0	11,2
Total	**7 826 580**	**1,6**	100	
6.12 How satisfied or dissatisfied are you with the quality of government/ public school(s) in the city/neighbourhood where you live?				
Q612QualityEduc	**Frequency**	**CV**	**Per cent**	**CV**
Very Satisfied	2 779 959	3,4	36,6	3,1
Satisfied	4 136 701	3,0	54,4	2,2
Dissatisfied	509 855	8,1	6,7	7,9
Very Dissatisfied	179 297	20,7	2,4	20,5
Total	**7 605 811**	**1,8**	**100**	
6.13 How satisfied or dissatisfied are you with the higher learning institutions (post school such as TVET colleges and universities, etc.)?				
Q613SatisfactionHigher	**Frequency**	**CV**	**Per cent**	**CV**
Very Satisfied	811 045	5,6	37,7	4,9
Satisfied	1 137 771	4,5	52,9	3,8
Dissatisfied	171 113	13,4	8,0	12,9
Very Dissatisfied	30 826	30,7	1,4	30,8
Total	**2 150 756**	**0**	**100**	

*Indicates 0% to 16,5% Coefficient of Variation for reliable enough statistics

** Indicates 16,6% to 33,4% Coefficient of Variation for statistics that should be used with caution

*** Indicates Coefficient of Variation greater than 33,5%

6.14 How satisfied or dissatisfied are you in general with the government/ public clinic(s)?				
Q614SatisPubClinic	**Frequency**	**CV**	**Per cent**	**CV**
Very Satisfied	3 678 162	3,1	25,8	2,9
Satisfied	7 349 650	2,2	51,6	1,6
Dissatisfied	2 451 414	3,7	17,2	3,4
Very Dissatisfied	768 821	7,5	5,4	7,4
Total	**14 248 047**	**1,4**	**100**	
6.15 How satisfied or dissatisfied are you in general with the government/ public hospital(s)?				
Q615SatisfPubHospi	**Frequency**	**CV**	**Per cent**	**CV**
Very Satisfied	2 076 144	3,9	25,9	3,6
Satisfied	4 153 389	2,7	51,8	2,1
Dissatisfied	1 242 969	4,8	15,5	4,6
Very Dissatisfied	548 348	10	6,8	9,6
Total	**8 020 851**	**1,7**	**100**	
6.16 How satisfied or dissatisfied are you with the public transport services (minibus taxis, bus, train)?				
Q616SatisfactionPublicTrans	**Frequency**	**CV**	**Per cent**	**CV**
Very Satisfied	4 213 343	3,3	24,1	3,1
Satisfied	10 705 913	1,9	61,3	1,4
Dissatisfied	1 940 183	4,4	11,1	4,2
Very Dissatisfied	605 081	10	3,5	9,8
Total	**17 464 521**	**1,3**	**100**	
6.17 How satisfied or dissatisfied are you with public housing services (RDP houses, subsidised houses)?				
Q617SatisfactionPublicHous	**Frequency**	**CV**	**Per cent**	**CV**
Very Satisfied	360 155	9,4	25,2	8,5
Satisfied	675 335	6,5	47,3	5,3
Dissatisfied	276 871	10,9	19,4	10,1
Very Dissatisfied	116 125	18,4	8,1	17,8
Total	**1 428 486**	**4**	**100**	
6.18 How satisfied or dissatisfied are you with the Social Security Services (Social grants)?				
Q618SatisfactionSocialGrant	**Frequency**	**CV**	**Per cent**	**CV**
Very Satisfied	2 794 123	3,5	38,5	3,1
Satisfied	3 883 434	3	53,5	2,3
Dissatisfied	379 049	9,1	5,2	9
Very Dissatisfied	200 304	16,8	2,8	16,7
Total	**7 256 910**	**1,8**	**100**	
6.19 How satisfied or dissatisfied are you with the South African Police Service (SAPS)?				
Q619SatisfactionSAPS	**Frequency**	**CV**	**Per cent**	**CV**
Very Satisfied	2 247 290	4,2	25,7	3,8
Satisfied	4 503 622	2,6	51,4	2
Dissatisfied	1 380 528	4,8	15,8	4,5
Very Dissatisfied	629 672	7,5	7,2	7,3
Total	**8 761 113**	**1,7**	**100**	

*Indicates 0% to 16,5% Coefficient of Variation for reliable enough statistics

** Indicates 16,6% to 33,4% Coefficient of Variation for statistics that should be used with caution

*** Indicates Coefficient of Variation greater than 33,5%

6.20 How satisfied or dissatisfied are you with the Court(s) services?				
Q620SatisfactionCourts	**Frequency**	**CV**	**Per cent**	**CV**
Very Satisfied	371 298	7,8	24,2	7,3
Satisfied	831 918	4,8	54,3	4
Dissatisfied	212 771	11	13,9	10,5
Very Dissatisfied	117 364	14,8	7,7	14,7
Total	**1 533 351**	**2,7**	**100**	
6.21 How satisfied or dissatisfied are you with the Department of correctional Services (DCS)?				
Q621SatisfactionDCS	**Frequency**	**CV**	**Per cent**	**CV**
Very Satisfied	91 748	11,4	24	9,8
Satisfied	233 967	6,9	61,3	5,3
Dissatisfied	52 203	15,4	13,7	16,1
Very Dissatisfied	3 600	64,6	0,9	64,6
Total	**381 518**	**4,2**	**100**	
6.22 How satisfied or dissatisfied are you with the SARS (tax and customs authorities) services?				
Q622SatisfactionSARS	**Frequency**	**CV**	**Per cent**	**CV**
Very Satisfied	1 334 368	5	30,7	4,6
Satisfied	2 617 370	3,4	60,2	2,4
Dissatisfied	309 823	10,2	7,1	10
Very Dissatisfied	85 289	18,4	2	18,1
Total	**4 346 851**	**2,3**	**100**	

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Table 16: Measures of precision for Ask bribe by government officials

In the past 12 months, did police officials (SAPS) ask you for money or a gift in exchange for service or favour?				
Q71AskBribe__1	**Frequency**	**CV**	**Per cent**	**CV**
Yes	560 217	8,4	1,4	8,3
No	39 710 495	0,8	98,6	0,1
Total	**40 270 712**	**0,8**	**100,0**	
In the past 12 months, did traffic centre officials (driving licence, vehicle testing) ask you for money or a gift in exchange for service or favour?				
Q71AskBribe__2	**Frequency**	**CV**	**Per cent**	**CV**
Yes	395 970	10,2	1,0	10,1
No	39 874 742	0,8	99,0	0,1
Total	**40 270 712**	**0,8**	**100,0**	
In the past 12 months, did traffic officials (e.g. metro police, traffic police) ask you for money or a gift in exchange for service or favour?				
Q71AskBribe__3	**Frequency**	**CV**	**Per cent**	**CV**
Yes	845 346	7,0	2,1	6,9
No	39 425 365	0,8	97,9	0,2
Total	**40 270 712**	**0,8**	**100,0**	
In the past 12 months, did court officials ask you for money or a gift in exchange for service or favour?				
Q71AskBribe__4	**Frequency**	**CV**	**Per cent**	**CV**
Yes	**	23,4	**	23,4
No	40 196 597	0,8	99,8	0,0
Total	**40 270 712**	**0,8**	**100,0**	

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In the past 12 months, did local municipality officials ask you for money or a gift in exchange for service or favour?				
Q71AskBribe__5	**Frequency**	**CV**	**Per cent**	**CV**
Yes	150 394	14,6	0,4	14,5
No	40 120 317	0,8	99,6	0,1
Total	**40 270 712**	**0,8**	**100,0**	

In the past 12 months, did tax or revenue officials (SARS) ask you for money or a gift in exchange for service or favour?				
Q71AskBribe__6	**Frequency**	**CV**	**Per cent**	**CV**
Yes	**	26,9	**	26,9
No	40 228 943	0,8	99,9	0,0
Total	**40 270 712**	**0,8**	**100,0**	

In the past 12 months, did home affairs officials ask you for money or a gift in exchange for service or favour?				
Q71AskBribe__7	**Frequency**	**CV**	**Per cent**	**CV**
Yes	**	18,8	**	18,8
No	40 186 579	0,8	99,8	0
Total	**40 270 712**	**0,8**	**100**	

In the past 12 months, did health services officials ask you for money or a gift in exchange for service or favour?				
Q71AskBribe__8	**Frequency**	**CV**	**Per cent**	**CV**
Yes	**	21,3	**	21,2
No	40 201 664	0,8	99,8	0
Total	**40 270 712**	**0,8**	**100**	

In the past 12 months, did social services officials (SASSA) ask you for money or a gift in exchange for service or favour?				
Q71AskBribe__9	**Frequency**	**CV**	**Per cent**	**CV**
Yes	**	19,16	**	19,15
No	40 191 556	0,8	99,8	0
Total	**40 270 712**	**0,8**	**100**	

In the past 12 months, did education officials ask you for money or a gift in exchange for service or favour?				
Q71AskBribe__10	**Frequency**	**CV**	**Per cent**	**CV**
Yes	**	22,2	**	22,2
No	40 223 871	0,8	99,9	0
Total	40 270 712	0,8	100	

In the past 12 months, did housing officials ask you for money or a gift in exchange for service or favour?				
Q71AskBribe__11	**Frequency**	**CV**	**Per cent**	**CV**
Yes	**	29,8	**	29,8
No	40 235 919	0,8	99,9	0
Total	40 270 712	0,8	100	

In the past 12 months, did correctional services officials ask you for money or a gift in exchange for service or favour?				
Q71AskBribe__12	**Frequency**	**CV**	**Per cent**	**CV**
Yes	***	40,8	***	40,7
No	40 260 440	0,8	100	0
Total	40 270 712	0,8	100	

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Table 17: Measures of precision for Paid bribe to government officials

In the past 12 months, did you have to give money or a gift to police officials (SAPS) to obtain service or favour?				
Q72Paybribe__1	**Frequency**	**CV**	**Per cent**	**CV**
Yes	263 482	11,5	0,7	11,4
No	40 007 230	0,8	99,3	0,1
Total	**40 270 712**	**0,8**	**100,0**	

In the past 12 months, did you have to give money or a gift to traffic centre officials (driving licence, vehicle testing) to obtain service or favour?				
Q72Paybribe__2	**Frequency**	**CV**	**Per cent**	**CV**
Yes	172 613	13,6	0,4	13,5
No	40 098 098	0,8	99,6	0,1
Total	**40 270 712**	**0,8**	**100,0**	

In the past 12 months, did you have to give money or a gift to traffic officials (e.g. Metro Police, Traffic police) to obtain service or favour?				
Q72Paybribe__3	**Frequency**	**CV**	**Per cent**	**CV**
Yes	412 341	9,8	1,0	9,8
No	39 858 370	0,8	99,0	0,1
Total	**40 270 712**	**0,8**	**100,0**	

In the past 12 months, did you have to give money or a gift to court officials to obtain service or favour?				
Q72Paybribe__4	**Frequency**	**CV**	**Per cent**	**CV**
Yes	**	30,9	**	30,9
No	40 231 557	0,8	99,9	0,0
Total	**40 270 712**	**0,8**	**100,0**	

In the past 12 months, did you have to give money or a gift to local municipality officials to obtain service or favour?				
Q72Paybribe__5	**Frequency**	**CV**	**Per cent**	**CV**
Yes	**	26,1	**	26,1
No	40 218 892	0,8	99,9	0,0
Total	**40 270 712**	**0,8**	**100,0**	

In the past 12 months, did you have to give money or a gift to tax or revenue officials (SARS) to obtain service or favour?				
Q72Paybribe__6	**Frequency**	**CV**	**Per cent**	**CV**
Yes	**	32,8	**	32,8
No	40 246 164	0,8	99,9	0,0
Total	**40 270 712**	**0,8**	**100,0**	

In the past 12 months, did you have to give money or a gift to home affairs officials to obtain service or favour?				
Q72Paybribe__7	**Frequency**	**CV**	**Per cent**	**CV**
Yes	**	27,7	**	27,7
No	40 229 143	0,8	99,9	0,0
Total	**40 270 712**	**0,8**	**100,0**	

In the past 12 months, did you have to give money or a gift to health services officials to obtain service or favour?				
Q72Paybribe__8	**Frequency**	**CV**	**Per cent**	**CV**
Yes	**	26,7	**	26,7
No	40 225 580	0,8	99,9	0,0
Total	**40 270 712**	**0,8**	**100,0**	

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In the past 12 months, did you have to give money or a gift to social services officials (SASSA) to obtain service or favour?				
Q72Paybribe__9	**Frequency**	**CV**	**Per cent**	**CV**
Yes	**	25,3	**	25,3
No	40 215 100	0,8	99,9	0,0
Total	**40 270 712**	**0,8**	**100,0**	

In the past 12 months, did you have to give money or a gift to education officials to obtain service or favour?				
Q72Paybribe__10	**Frequency**	**CV**	**Per cent**	**CV**
Yes	***	35,1	***	35,0
No	40 243 491	0,8	99,9	0,0
Total	**40 270 712**	**0,8**	**100,0**	

In the past 12 months, did you have to give money or a gift to housing officials to obtain service or favour?				
Q72Paybribe__11	**Frequency**	**CV**	**Per cent**	**CV**
Yes	***	40,3	***	40,3
No	40 253 921	0,8	100,0	0,0
Total	**40 270 712**	**0,8**	**100,0**	

In the past 12 months, did you have to give money or a gift to correctional services officials to obtain service or favour?				
Q72Paybribe__12	**Frequency**	**CV**	**Per cent**	**CV**
Yes	***	37,0	***	36,9
No	40 250 829	0,8	100,0	0,0
Total	**40 270 712**	**0,8**	**100,0**	

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Table 18: Measures of precision for Questions on gender norms

8.1A Women should have the same chance as men of being elected to political office.				
Q81aHHpart	**Frequency**	**CV**	**Per cent**	**CV**
Strongly agree	16 619 718	1,8	41,3	1,5
Agree	20 418 366	1,5	50,7	1,3
Disagree	2 803 995	3,6	7,0	3,5
Strongly disagree	428 633	8,9	1,1	8,9
Total	**40 270 712**	**0,8**	**100,0**	
8.1B Fathers should play a role in raising children.				
Q81bWFathrsImpo	**Frequency**	**CV**	**Per cent**	**CV**
Strongly agree	23 814 872	1,4	59,1	1,2
Agree	15 674 076	1,9	38,9	1,8
Disagree	590 086	8,9	1,5	8,9
Strongly disagree	191 677	18,8	0,5	18,8
Total	**40 270 712**	**0,8**	**100,0**	

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8.1C When jobs are scarce, employers should give preference to women over men, when filling posts.				
Q81cMenMoreRight	**Frequency**	**CV**	**Per cent**	**CV**
Strongly agree	9 908 785	2,3	24,6	2,2
Agree	16 056 637	1,6	39,9	1,5
Disagree	12 699 414	1,9	31,5	1,7
Strongly disagree	1 605 876	5,3	4,0	5,2
Total	**40 270 712**	**0,8**	**100,0**	

8.1D When jobs are scarce, employers should give preference to people of this country over foreign nationals, when filling posts.				
Q81dJobPriority	**Frequency**	**CV**	**Per cent**	**CV**
Strongly agree	15 676 944	1,9	38,9	1,7
Agree	14 879 865	1,9	36,9	1,7
Disagree	5 708 819	3,0	14,2	2,9
Strongly disagree	4 005 083	4,0	9,9	3,9
Total	**40 270 712**	**0,8**	**100,0**	

8.1E If a woman earns more money than her man, it is almost certain to cause problems.				
Q81eWomanEarnings	**Frequency**	**CV**	**Per cent**	**CV**
Strongly agree	8 144 737	2,5	20,2	2,4
Agree	17 927 567	1,5	44,5	1,3
Disagree	12 254 565	1,8	30,4	1,6
Strongly disagree	1 943 843	5,2	4,8	5,1
Total	**40 270 712**	**0,8**	**100,0**	

8.1F Having an income is the best way for a woman to be an independent person.				
Q81fWomanIndepndt	**Frequency**	**CV**	**Per cent**	**CV**
Strongly agree	13 175 124	2,1	32,7	1,9
Agree	22 748 559	1,4	56,5	1,1
Disagree	3 560 535	3,5	8,8	3,4
Strongly disagree	785 328	9,3	2,0	9,2
Total	**40 269 546**	**0,8**	**100,0**	

Is it acceptable for a man/ husband to hit or beat his woman/ wife if she goes out of the house without telling him?				
Q82JustHitWife__1	**Frequency**	**CV**	**Per cent**	**CV**
Yes	808 425	6,9	2,0	6,9
No	39 461 121	0,8	98,0	0,1
Total	**40 269 546**	**0,8**	**100,0**	

Is it acceptable for a man/ husband to hit or beat his woman/ wife if she neglects children?				
Q82JustHitWife__2	**Frequency**	**CV**	**Per cent**	**CV**
Yes	1 338 174	5,7	3,3	5,6
No	38 931 372	0,8	96,7	0,2
Total	**40 269 546**	**0,8**	**100,0**	

Is it acceptable for a man/ husband to hit or beat his woman/ wife if she argues with him?				
Q82JustHitWife__3	**Frequency**	**CV**	**Per cent**	**CV**
Yes	849 168	6,9	2,1	6,8
No	39 420 378	0,8	97,9	0,2
Total	**40 269 546**	**0,8**	**100,0**	

Is it acceptable for a man/ husband to hit or beat his woman/ wife if she refuses to have sex with him?				
Q82JustHitWife__4	**Frequency**	**CV**	**Per cent**	**CV**
Yes	540 615	8,7	1,3	8,7
No	39 728 931	0,8	98,7	0,1
Total	**40 269 546**	**0,8**	**100,0**	

Is it acceptable for a man/ husband to hit or beat his woman/ wife if she refuse to give him money?				
Q82JustHitWife__5	**Frequency**	**CV**	**Per cent**	**CV**
Yes	248 116	14,1	0,6	14,1
No	40 021 431	0,8	99,4	0,1
Total	**40 269 546**	**0,8**	**100,0**	
Is it acceptable for a man/ husband to hit or beat his woman/ wife if she has sex with another man/ woman?				
Q82JustHitWife__6	**Frequency**	**CV**	**Per cent**	**CV**
Yes	2 235 766	4,4	5,6	4,4
No	38 033 781	0,8	94,4	0,3
Total	**40 269 546**	**0,8**	**100,0**	
Is it acceptable for a man/ husband to hit or beat his woman/ wife if she burns the food/ cook the wrong food?				
Q82JustHitWife__7	**Frequency**	**CV**	**Per cent**	**CV**
Yes	237 195	14,5	0,6	14,5
No	40 032 352	0,8	99,4	0,1
Total	**40 269 546**	**0,8**	**100,0**	
Is it acceptable for a man/ husband to hit or beat his woman/ wife if she wants to end the relationship?				
Q82JustHitWife__8	**Frequency**	**CV**	**Per cent**	**CV**
Yes	259 433	12,8	0,6	12,8
No	40 010 113	0,8	99,4	0,1
Total	**40 269 546**	**0,8**	**100,0**	

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Table 19: Measures of precision for Questions on corporal punishment

Is it acceptable for a parent/ caregiver to spank or physically punish (corporal punishment) a child, if he/she goes out of the house without telling the parent/ caregiver?				
Q83punishchild__1	**Frequency**	**CV**	**Per cent**	**CV**
Yes	8 526 408	2,5	21,2	2,4
No	31 743 138	1,0	78,8	0,6
Total	**40 269 546**	**0,8**	**100,0**	
Is it acceptable for a parent/ caregiver to spank or physically punish (corporal punishment) a child, if he/she tells a lie?				
Q83punishchild__2	**Frequency**	**CV**	**Per cent**	**CV**
Yes	9 411 691	2,4	23,4	2,2
No	30 857 855	1,0	76,6	0,7
Total	**40 269 546**	**0,8**	**100,0**	
Is it acceptable for a parent/ caregiver to spank or physically punish (corporal punishment) a child, if he/she argues/ talks back to a parent/ caregiver?				
Q83punishchild__3	**Frequency**	**CV**	**Per cent**	**CV**
Yes	10 366 393	2,3	25,7	2,1
No	29 903 153	1,1	74,3	0,7
Total	**40 269 546**	**0,8**	**100,0**	

Is it acceptable for a parent/ caregiver to spank or physically punish (corporal punishment) a child, if he/she does not do their chores?				
Q83punishchild__4	**Frequency**	**CV**	**Per cent**	**CV**
Yes	5 804 199	3,1	14,4	3,0
No	34 465 347	0,9	85,6	0,5
Total	**40 269 546**	**0,8**	**100,0**	

Is it acceptable for a parent/ caregiver to spank or physically punish (corporal punishment) a child, if he/she breaks a toy?				
Q83punishchild__5	**Frequency**	**CV**	**Per cent**	**CV**
Yes	1 750 510	5,8	4,3	5,8
No	38 519 037	0,8	95,7	0,3
Total	**40 269 546**	**0,8**	**100,0**	

Is it acceptable for a parent/ caregiver to spank or physically punish (corporal punishment) a child, if he/she breaks household goods?				
Q83punishchild__6	**Frequency**	**CV**	**Per cent**	**CV**
Yes	3 712 591	3,9	9,2	3,9
No	36 556 955	0,9	90,8	0,4
Total	**40 269 546**	**0,8**	**100,0**	

Is it acceptable for a parent/ caregiver to spank or physically punish (corporal punishment) a child, if he/she fights with a sibling?				
Q83punishchild__7	**Frequency**	**CV**	**Per cent**	**CV**
Yes	7 164 170	2,7	17,8	2,6
No	33 105 376	1,0	82,2	0,6
Total	**40 269 546**	**0,8**	**100,0**	

Is it acceptable for a parent/ caregiver to spank or physically punish (corporal punishment) a child, if he/she did not do their homework?				
Q83punishchild__8	**Frequency**	**CV**	**Per cent**	**CV**
Yes	6 486 103	3,0	16,1	2,8
No	33 783 443	0,9	83,9	0,5
Total	**40 269 546**	**0,8**	**100,0**	

Is it acceptable for a parent/ caregiver to spank or physically punish (corporal punishment) a child, if he/she burns the food/ cook the wrong food?				
Q83punishchild__9	**Frequency**	**CV**	**Per cent**	**CV**
Yes	1 822 681	5,9	4,5	5,8
No	38 446 866	0,8	95,5	0,3
Total	**40 269 546**	**0,8**	**100,0**	

Is there any other reason acceptable for a parent/ caregiver to spank or physically punish (corporal punishment) a child?				
Q83punishchild__10	**Frequency**	**CV**	**Per cent**	**CV**
Yes	127 036	17,1	0,3	17,1
No	40 142 511	0,8	99,7	0,1
Total	**40 269 546**	**0,8**	**100,0**	

Is it acceptable for a teacher/ educator to physically punish (corporal punishment) a child in their class/ school, if he/she does not complete their homework?				
Q84punishclass__1	**Frequency**	**CV**	**Per cent**	**CV**
Yes	11 361 312	2,1	28,2	2,0
No	28 908 235	1,1	71,8	0,8
Total	**40 269 546**	**0,8**	**100,0**	

Is it acceptable for a teacher/ educator to physically punish (corporal punishment) a child in their class/ school, if he/she is late for class?				
Q84punishclass__2	**Frequency**	**CV**	**Percent**	**CV**
Yes	9 391 790	2,4	23,3	2,3
No	30 877 757	1,1	76,7	0,7
Total	**40 269 546**	**0,8**	**100,0**	
Is it acceptable for a teacher/ educator to physically punish (corporal punishment) a child in their class/ school, if he/she disrupts in class?				
Q84punishclass__3	**Frequency**	**CV**	**Per cent**	**CV**
Yes	12 188 457	2,1	30,3	1,9
No	28 081 089	1,2	69,7	0,8
Total	**40 269 546**	**0,8**	**100,0**	
Is it acceptable for a teacher/ educator to physically punish (corporal punishment) a child in their class/ school, if he/she fights with a classmate/ bullying or related behaviour?				
Q84punishclass__4	**Frequency**	**CV**	**Per cent**	**CV**
Yes	13 269 363	1,9	33,0	1,8
No	27 000 183	1,2	67,0	0,9
Total	**40 269 546**	**0,8**	**100,0**	
Is it acceptable for a teacher/ educator to physically punish (corporal punishment) a child in their class/ school, if he/she argues with the teacher/ educator?				
Q84punishclass__5	**Frequency**	**CV**	**Per cent**	**CV**
Yes	12 346 149	2,0	30,7	1,9
No	27 923 397	1,1	69,3	0,8
Total	**40 269 546**	**0,8**	**100,0**	
Is it acceptable for a teacher/ educator to physically punish (corporal punishment) a child in their class/ school, if he/she leaves class/ school without permission during school hours?				
Q84punishclass__6	**Frequency**	**CV**	**Per cent**	**CV**
Yes	11 663 974	2,1	29,0	1,9
No	28 605 572	1,1	71,0	0,8
Total	**40 269 546**	**0,8**	**100,0**	
Is it acceptable for a teacher/ educator to physically punish (corporal punishment) a child in their class/ school, if he/she caught drinking alcohol or smoking at school?				
Q84punishclass__7	**Frequency**	**CV**	**Per cent**	**CV**
Yes	14 612 902	1,8	36,3	1,7
No	25 656 645	1,2	63,7	1,0
Total	**40 269 546**	**0,8**	**100,0**	
Is it acceptable for a teacher/ educator to physically punish (corporal punishment) a child in their class/ school, if he/she carrying weapons?				
Q84punishclass__8	**Frequency**	**CV**	**Per cent**	**CV**
Yes	14 181 100	1,9	35,2	1,7
No	26 088 446	1,2	64,8	0,9
Total	**40 269 546**	**0,8**	**100,0**	
Is it acceptable for a teacher/ educator to physically punish (corporal punishment) a child in their class/ school, if he/she uses cellphone in class?				
Q84punishclass__9	**Frequency**	**CV**	**Per cent**	**CV**
Yes	10 237 339	2,3	25,4	2,2
No	30 032 207	1,1	74,6	0,7
Total	**40 269 546**	**0,8**	**100,0**	

Is it acceptable for a teacher/ educator to physically punish (corporal punishment) a child in their class/ school, if he/she having intimacy in class?				
Q84punishclass__10	Frequency	CV	Per cent	CV
Yes	12 466 770	2,1	31,0	1,9
No	27 802 776	1,2	69,0	0,9
Total	**40 269 546**	**0,8**	**100,0**	
8.5 Are you aware that to physically punish (corporal punishment) a child is illegal in South Africa?				
Q85Illegal	Frequency	CV	Per cent	CV
Yes	36 595 476	0,9	90,9	0,4
No	3 674 070	3,6	9,1	3,6
Total	**40 269 546**	**0,8**	**100,0**	

Table 20: Measures of precision for Questions on neighbourhood and community

8.8 In general, how much do you trust or distrust people in your community/ neighbourhood?				
Q88TrustPeople	Frequency	CV	Per cent	CV
Strongly trust	8 456 752	2,62	21,0	2,51
Trust	24 088 655	1,24	59,8	0,98
Distrust	6 598 370	2,56	16,4	2,43
Strongly distrust	1 125 769	6,72	2,8	6,63
Total	**40 269 546**	**0,78**	**100**	
Would you be comfortable with people who sell drugs to get high (e.g. nyaope/ weed/ cocaine/ tik etc.) as your neighbours?				
Q89NotLikeNeighbrs__1	Frequency	CV	Per cent	CV
Yes	1 707 839	5,0	4,2	5,0
No	38 561 707	0,8	95,8	0,2
Total	**40 269 546**	**0,8**	**100,0**	
Would you be comfortable with people who use drugs to get high (e.g. nyaope/ weed/ cocaine/ tik etc.) as your neighbours?				
Q89NotLikeNeighbrs__2	Frequency	CV	Per cent	CV
Yes	2 118 594	4,7	5,3	4,7
No	38 150 952	0,8	94,7	0,3
Total	**40 269 546**	**0,8**	**100,0**	
Would you be comfortable with people of a different race as your neighbours?				
Q89NotLikeNeighbrs__3	Frequency	CV	Per cent	CV
Yes	32 760 490	0,96	81,4	0,54
No	7 509 056	2,5	18,6	2,4
Total	**40 269 546**	**0,8**	**100,0**	
Would you be comfortable with people living with HIV/ AIDS as your neighbours?				
Q89NotLikeNeighbrs__4	Frequency	CV	Per cent	CV
Yes	36 058 792	0,9	89,5	0,4
No	4 210 754	3,5	10,5	3,4
Total	**40 269 546**	**0,8**	**100,0**	
Would you be comfortable with immigrants/ foreign nationals as your neighbours?				
Q89NotLikeNeighbrs__5	Frequency	CV	Per cent	CV
Yes	28 003 959	1,1	69,5	0,8
No	12 265 588	1,9	30,5	1,7
Total	**40 269 546**	**0,8**	**100,0**	
Would you be comfortable with homosexuals/ LGBTQIA (Lesbian, Gay, Bisexual, Transgender, Queer, Intersexed and Asexual persons). as your neighbours?				
Q89NotLikeNeighbrs__6	Frequency	CV	Per cent	CV
Yes	27 144 742	1,2	67,4	0,9
No	13 124 804	1,9	32,6	1,8
Total	**40 269 546**	**0,8**	**100,0**	

Would you be comfortable with people of a different religion as your neighbours?				
Q89NotLikeNeighbrs__7	**Frequency**	**CV**	**Per cent**	**CV**
Yes	34 748 173	0,9	86,3	0,5
No	5 521 374	2,9	13,7	2,8
Total	**40 269 546**	**0,8**	**100,0**	

Would you be comfortable with people who sell alcohol as your neighbours?				
Q89NotLikeNeighbrs__8	**Frequency**	**CV**	**Per cent**	**CV**
Yes	15 881 009	1,6	39,4	1,4
No	24 388 537	1,2	60,6	0,9
Total	**40 269 546**	**0,8**	**100,0**	

Would you be comfortable with people who abuse/ misuse alcohol as your neighbours?				
Q89NotLikeNeighbrs__9	**Frequency**	**CV**	**Per cent**	**CV**
Yes	10 638 512	2,2	26,4	2,1
No	29 631 035	1,1	73,6	0,7
Total	**40 269 546**	**0,8**	**100,0**	

Would you be comfortable with unmarried couples living together as your neighbours?				
Q89NotLikeNeighbrs__10	**Frequency**	**CV**	**Per cent**	**CV**
Yes	33 745 546	0,9	83,8	0,5
No	6 524 000	2,7	16,2	2,6
Total	**40 269 546**	**0,8**	**100,0**	

Would you be comfortable with people speaking a different language as your neighbours?				
Q89NotLikeNeighbrs__11	**Frequency**	**CV**	**Per cent**	**CV**
Yes	33 217 100	1,0	82,5	0,5
No	7 052 446	2,6	17,5	2,5
Total	**40 269 546**	**0,8**	**100,0**	

Would you be comfortable with former prisoners as your neighbours?				
Q89NotLikeNeighbrs__12	**Frequency**	**CV**	**Per cent**	**CV**
Yes	19 039 111	1,4	47,3	1,2
No	21 230 435	1,3	52,7	1,1
Total	**40 269 546**	**0,8**	**100,0**	

Would you be comfortable with paedophiles (people who sexually attracted to children) as your neighbours?				
Q89NotLikeNeighbrs__13	**Frequency**	**CV**	**Per cent**	**CV**
Yes	3 315 522	4,2	8,2	4,1
No	36 954 025	0,9	91,8	0,4
Total	**40 269 546**	**0,8**	**100,0**	

Would you be comfortable with people who acquire wealth from stealing from government as your neighbours?				
Q89NotLikeNeighbrs__14	**Frequency**	**CV**	**Per cent**	**CV**
Yes	5 202 565	3,3	12,9	3,3
No	35 066 982	0,9	87,1	0,5
Total	**40 269 546**	**0,8**	**100,0**	

*Indicates 0% to 16,5% Coefficient of Variation for reliable enough statistics

** Indicates 16,6% to 33,4% Coefficient of Variation for statistics that should be used with caution

*** Indicates Coefficient of Variation greater than 33,5%

7.12 Definitions of terms

A household is 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'.

> Persons who occupy the same dwelling unit but do not share food or other essentials, are regarded as separate households. For example, people who share a dwelling unit, but buy food separately, and generally provide for themselves separately, are regarded as separate households within the same dwelling unit. They are generally referred to as multiple households (even though they may be occupying the same dwelling).

> Conversely, a household may occupy more than one structure. If persons on a plot, stand or yard eat together, but sleep in separate structures (e.g. a room at the back of the house for single young male members of a family), all these persons should be regarded as one household.

Multiple households occur 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.

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

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

Formal dwelling refers to a structure built according to approved plans, i.e. house on a separate stand, flat or apartment, townhouse, room in backyard, rooms or flatlet elsewhere. Contrasted with informal dwelling and traditional dwelling.

Informal dwelling is a makeshift structure not erected according to approved architectural plans, for example shacks or shanties in informal settlements or in backyards

State media or state-owned media is media for mass communication which is controlled financially and editorially by the state.

Social grant refers to grants paid by government to South African citizens who are in need of assistance. In South-Africa, social grants are administered by SASSA.

Government: The national government of SA is composed of three inter-connected branches:

- Legislative: Parliament, consisting of the National Assembly and the National Council of Provinces
- Executive: The President, who is both Head of State and Head of Government
- Judicial: The Constitutional Court, the Supreme Court of Appeal, and the High Court

Corruption **is the misuse of entrusted power, by an elected politician or appointed civil servant, for private gain.**

Bribery is a specific form of corruption where a public official receives money, gift or favour in exchange for a government service.

Corporal punishment is a punishment intended to cause physical pain on a person. It is most often practiced on minors, especially in the home and school settings.

A caregiver is someone who assists another person who cannot live fully independently due to physical, psychological, or mental disability

Paedophile is a person who is sexually attracted to children (person under the age of 18 years).