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Department:
Statistics South Africa
REPUBLIC OF SOUTH AFRICA

Governance, Public Safety and Justice Survey (GPSJS)

Governance, Public Safety and Justice Release

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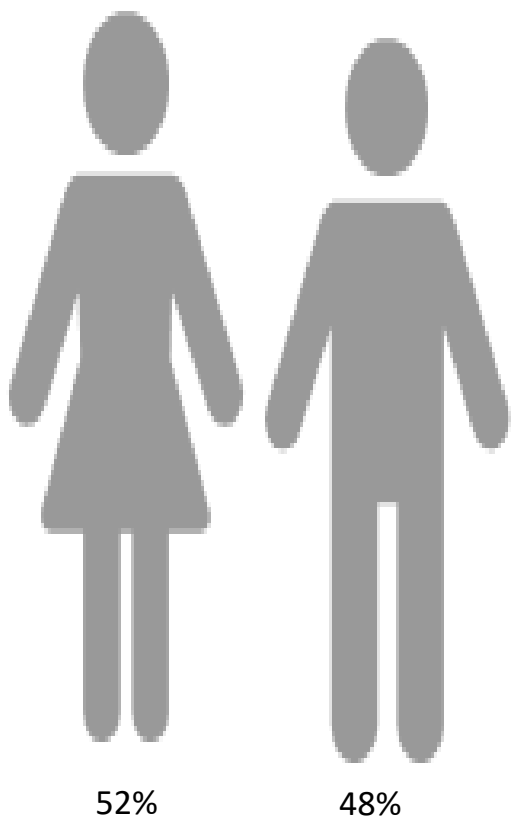


About the GPSJS and its objectives

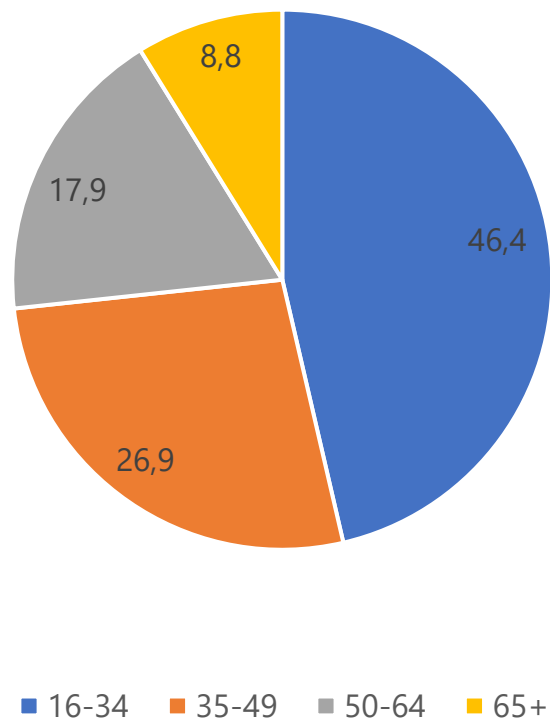
- 1** The Victims of Crime Survey (VOCS) was conducted by Statistics South Africa (Stats SA) in 1998. The Institute for Security Studies (ISS) conducted the 2003 and 2007 versions of the VOCS.
- 2** Stats SA resumed the survey from 2011 – 2017/18, based on a total sample size of approximately 30 000 households across 9 provinces of SA.
- 3** In 2017 VOCS was redesigned to make room for new information demands on governance. The redesigned survey is called **Governance, Public Safety and Justice Survey (GPSJS)**. GPSJS retains most of the VOCS content.
- 4** GPSJS 2022/23 provides supplementary data on governance themes such as the use, experience and satisfaction of government/public services, trust in government/public institutions and experience of corruption.

Background characteristics of respondents

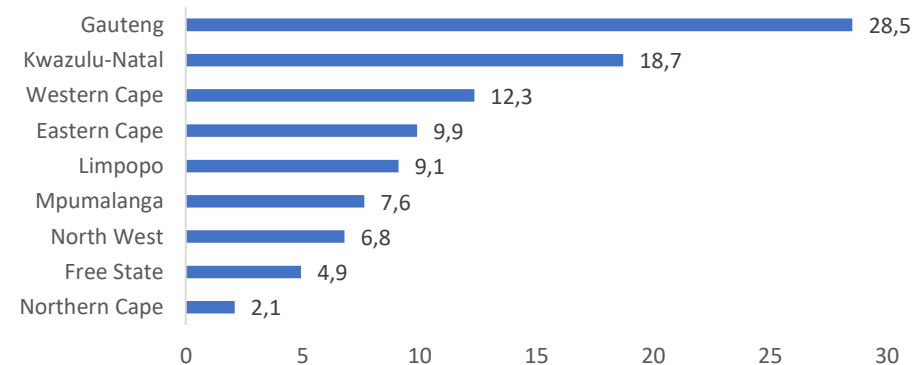
Percentage of individuals 16 years and older by sex, 2022/23



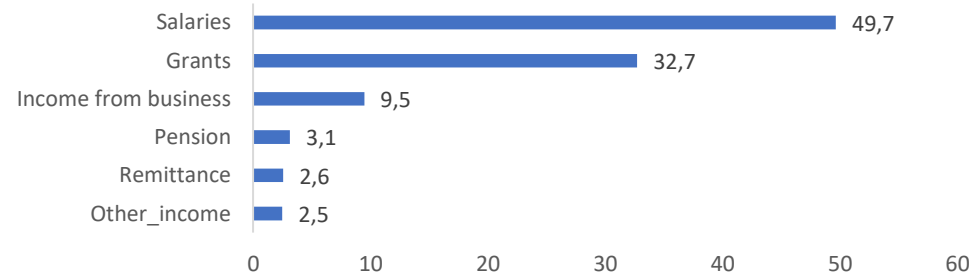
Percentage of individuals 16 years and older by age group, 2022/23



Percentage of individuals 16 years and older by province, 2022/23



Percentage of individuals 16 years and older by main source of income, 2022/23

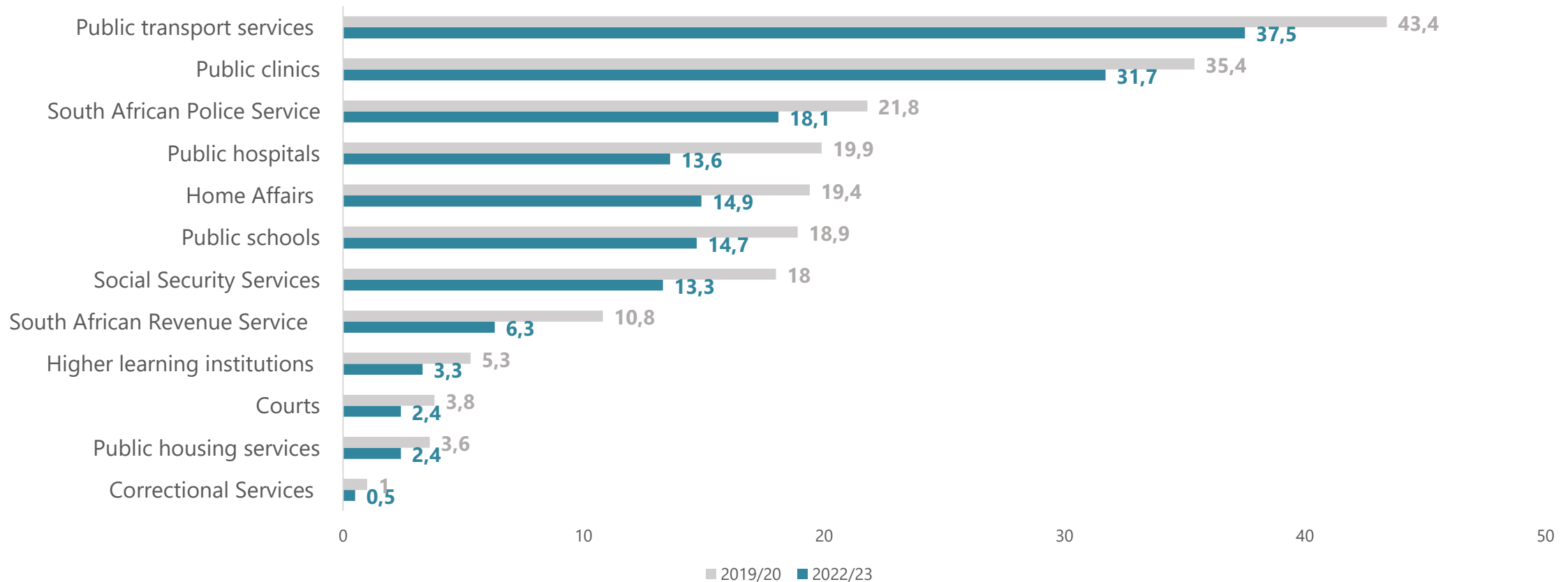


Government effectiveness and efficiency

Examined by measuring the use, experience and satisfaction of government/public services for those individuals 16 years and older.

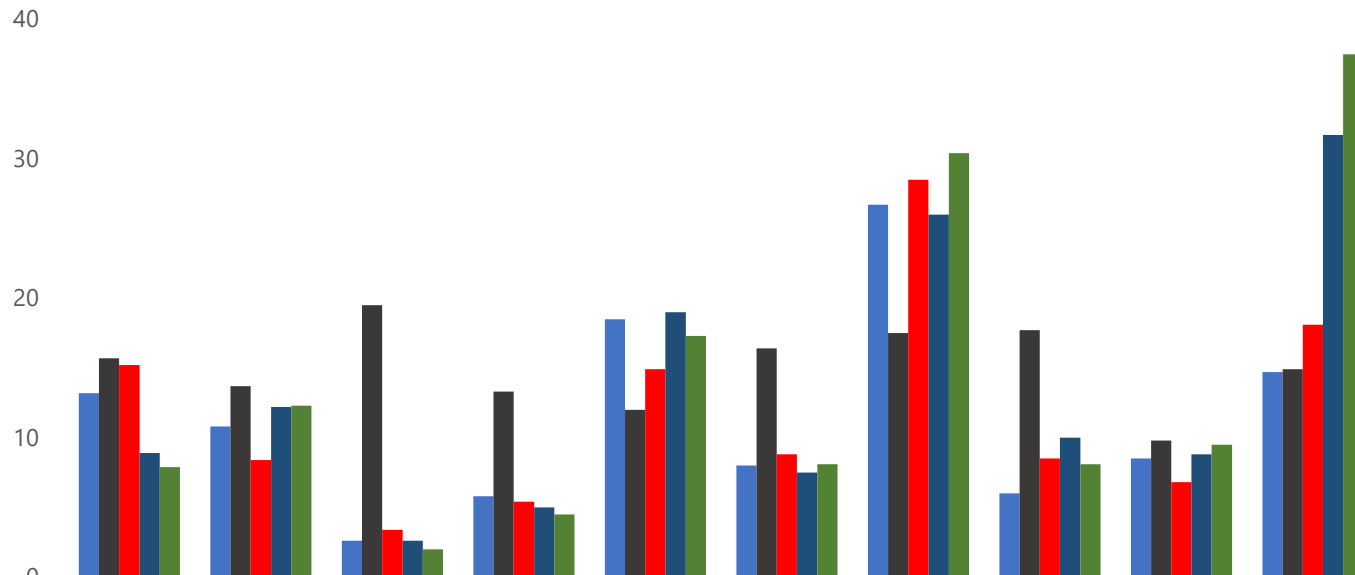
The use of government/public services by those 16 years and older decreased between 2019/20 and 2022/23. Public transport was the most used public service in both periods however there is a 5,9 percentage points decrease observed in those who used **public transport services in 2022/23**.

Percentage of individuals 16 years and older who used government services in the 12 months preceding the survey, 2019/20 and 2022/23



Gauteng province (30,4%) followed by KwaZulu-Natal (17,3%) had the highest proportion of those who used public transport, although it was the most used service nationally. Home affairs was the most used service in all provinces except Gauteng and KwaZulu-Natal.

Percentage of individuals 16 years and older who used selected government services in the 12 months preceding the survey by province, 2022/23



	WC	EC	NC	FS	KZN	NW	GP	MP	LP	RSA
Public Schools	13,2	10,8	2,6	5,8	18,5	8,0	26,7	6,0	8,5	14,7
Home affairs	15,7	13,7	19,5	13,3	12,0	16,4	17,5	17,7	9,8	14,9
South African Police Service	15,2	8,4	3,4	5,4	14,9	8,8	28,5	8,5	6,8	18,1
Public clinics	8,9	12,2	2,6	5,0	19,0	7,5	26,0	10,0	8,8	31,7
Public transport	7,9	12,3	2,0	4,5	17,3	8,1	30,4	8,1	9,5	37,5

% Use of government/public services

Public schools by province

- Gauteng accounted for the highest proportions of individuals who used public school services with 26,7% followed by KwaZulu-Natal with 18,5%.
- The lowest proportion for those who used public school services were in Northern Cape with 2,6%.

Public clinics by province

- Gauteng accounted for the highest proportions of individuals who used public clinic services with 26,0% followed by KwaZulu-Natal with 19,0%.
- The lowest proportion for those who used public clinic services were in Northern Cape with 2,6%.

South African Police by province

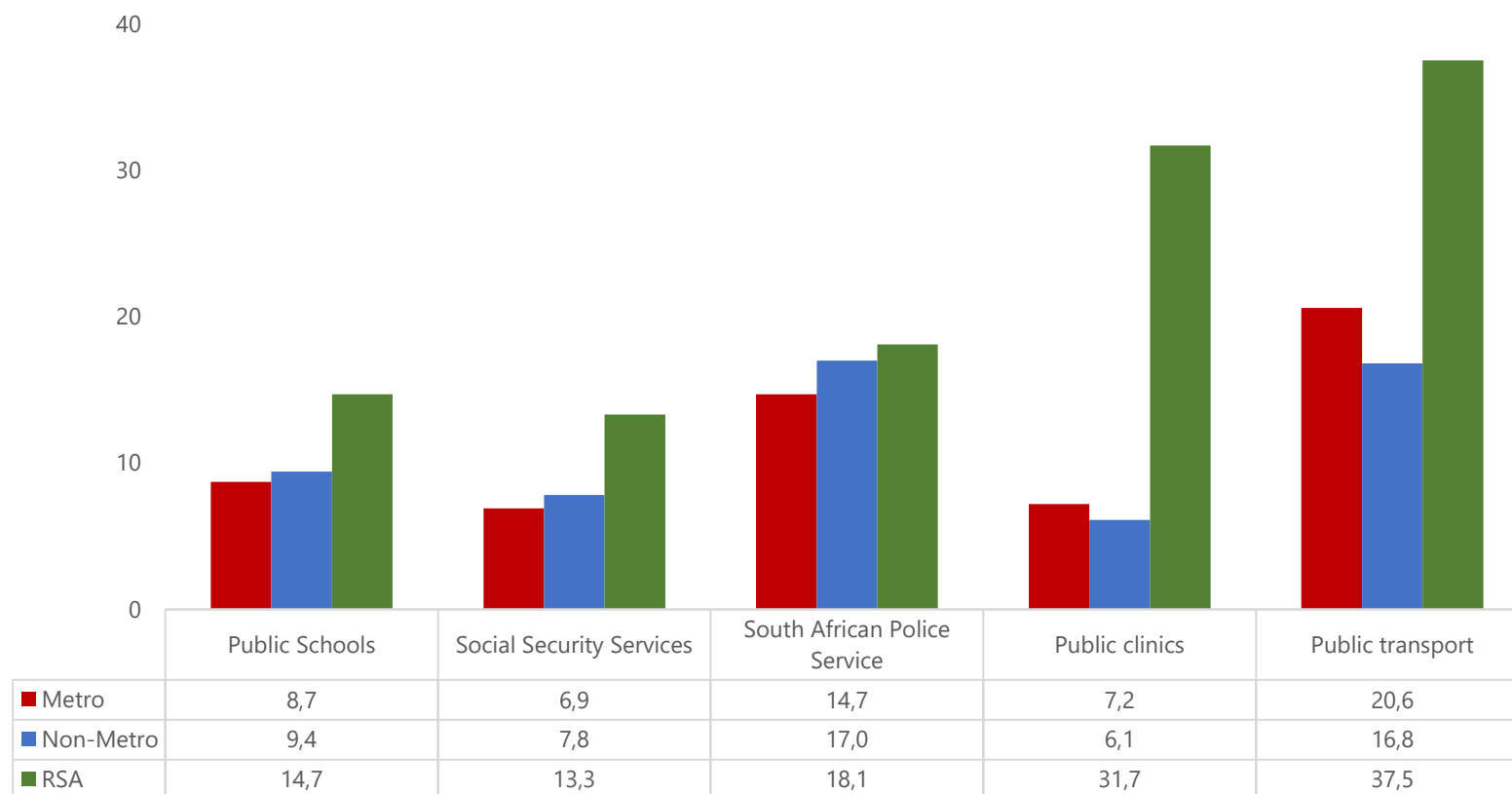
- Gauteng accounted for the highest proportions of individuals who used South African Police services with 28,5% followed by Western Cape with 15,2%.
- The lowest proportion for those who used South African Police services were in Northern Cape with 3,4%.

Home affairs by province

- Northern Cape accounted for the highest proportions of individuals who used Home affairs with 19,5% followed by Mpumalanga with 17,7%.
- The lowest proportion for those who used Home affairs were in Limpopo with 9,8%.

Those in **metros (20,6%)** accounted for the highest proportions of those who used public transport services compared to those in **non-metros (16,8%)**.

Percentage of individuals 16 years and older who used selected government services in the 12 months preceding the survey by metro status, 2022/23



% Use of government/public services

Public schools by metro status

- Those residing in non-metros accounted for the highest proportions of individuals who used public school services with 9,4% compared to those in metro with 8,7%.

Public clinics by metro status

- Those residing in metros accounted for the highest proportions of individuals who used public clinic services with 7,2% compared to those in non-metro with 6,1%.

South African Police by metro status

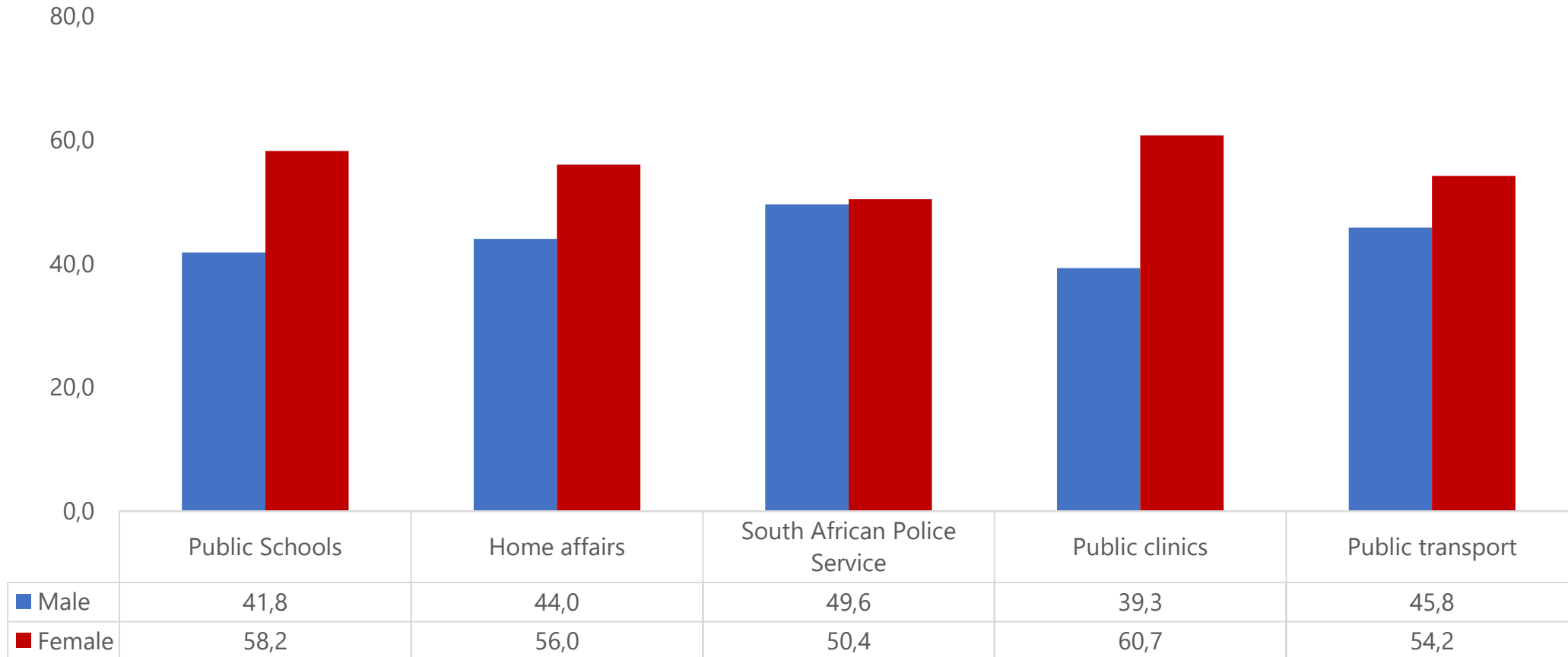
- Those residing in non-metros accounted for the highest proportions of individuals who used South African Police services with 17,0% compared to those in metro with 14,7%.

South African Social Security by metro status

- Those residing in non-metros accounted for the highest proportions of individuals who used social security services with 7,8% compared to those in metro with 6,9%.

More females used all the selected government/public services compared to males in 2022/23.

Percentage of individuals 16 years and older who used selected government services in the 12 months preceding the survey by sex, 2022/23

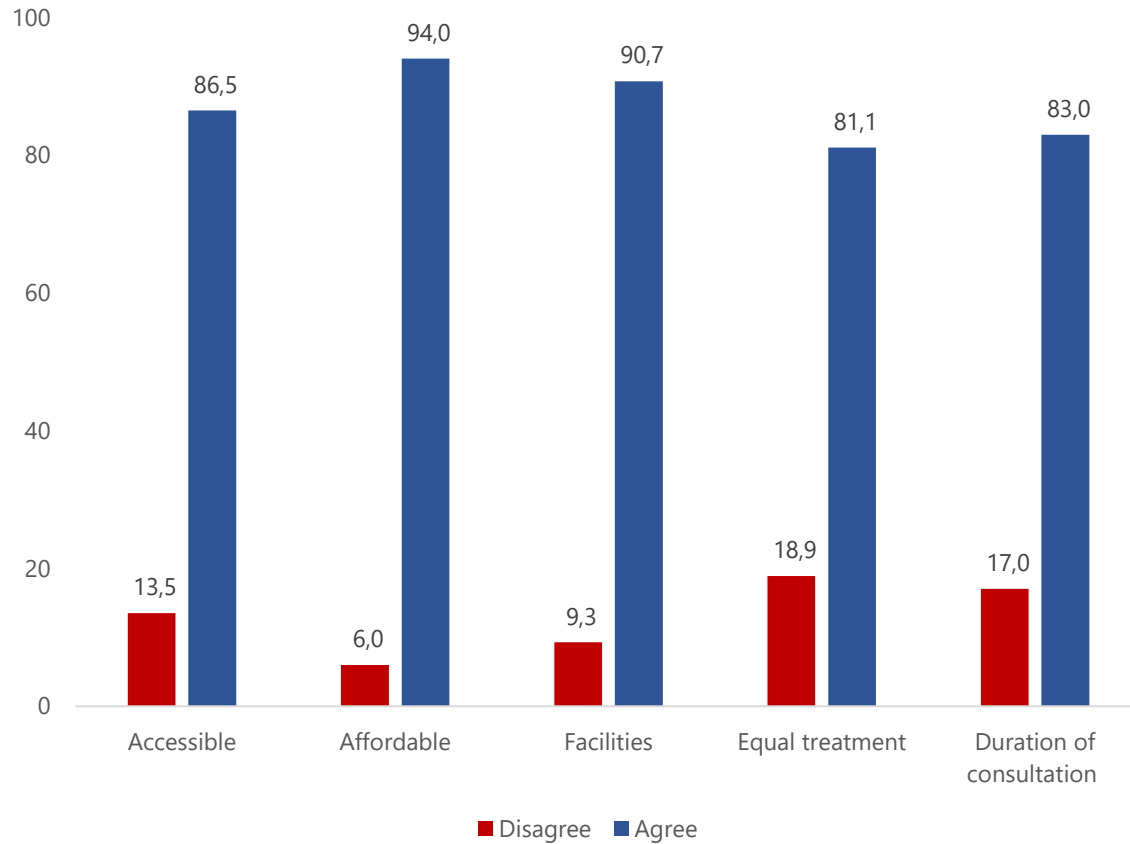


Experience of selected government services

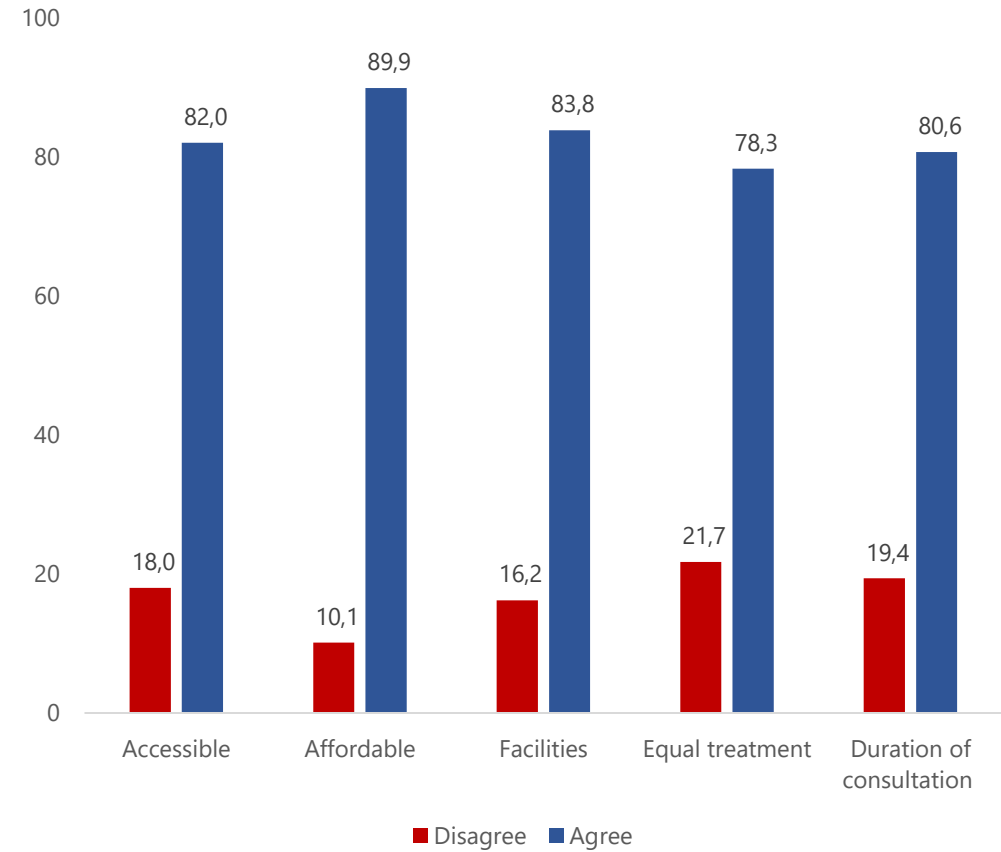
- **SDG Goal 16.6.2 measures the proportion of the population satisfied with their last experience of public services, specifically:**
 - Health-care services,
 - Education services and
 - Other government services (services to obtain government issued identification documents and services for civil registration of life events such as births, marriages, and deaths).
- **According to the Handbook on Governance Statistics, satisfaction with these services can be measured by assessing four general criteria:**
 - Accessibility
 - Affordability
 - Quality of facilities and equal treatment for everyone
 - Specific criterion for each service, e.g., courtesy and treatment for health care and effective delivery for education.

More individuals **agreed** that the government/public health services were accessible, affordable, facilities were in good condition, everyone was treated equally and the duration of a consultation with a doctor/nurse was enough. Although the agreement levels were high, **about 21,7%** of individuals **disagreed** that everyone was treated equally at public hospitals.

Percentage of individuals 16 years and older who used government/public clinic services by whether they agree/disagree that the services were accessible, affordable, facilities in good conditions, equal treatment for everyone, duration of consultation enough, 2022/23

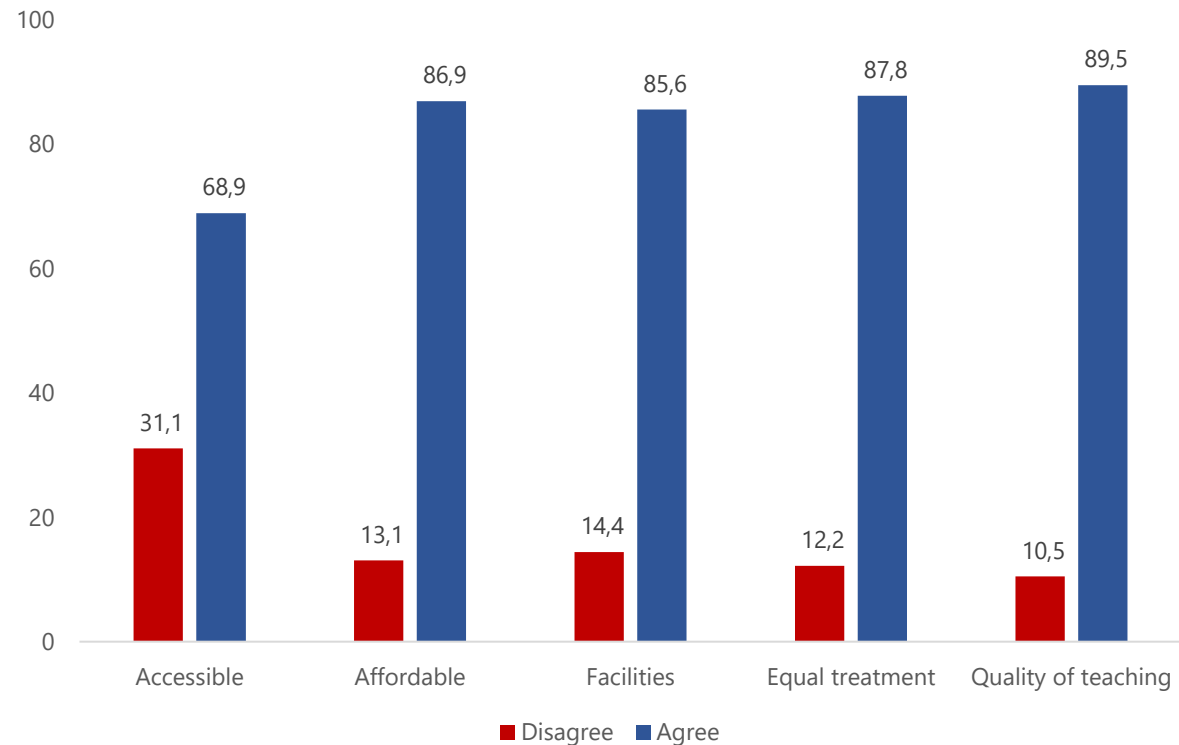


Percentage of individuals 16 years and older who used government/public hospital services by whether they agree/disagree that the services were accessible, affordable, facilities in good conditions, equal treatment for everyone, duration of consultation enough, 2022/23

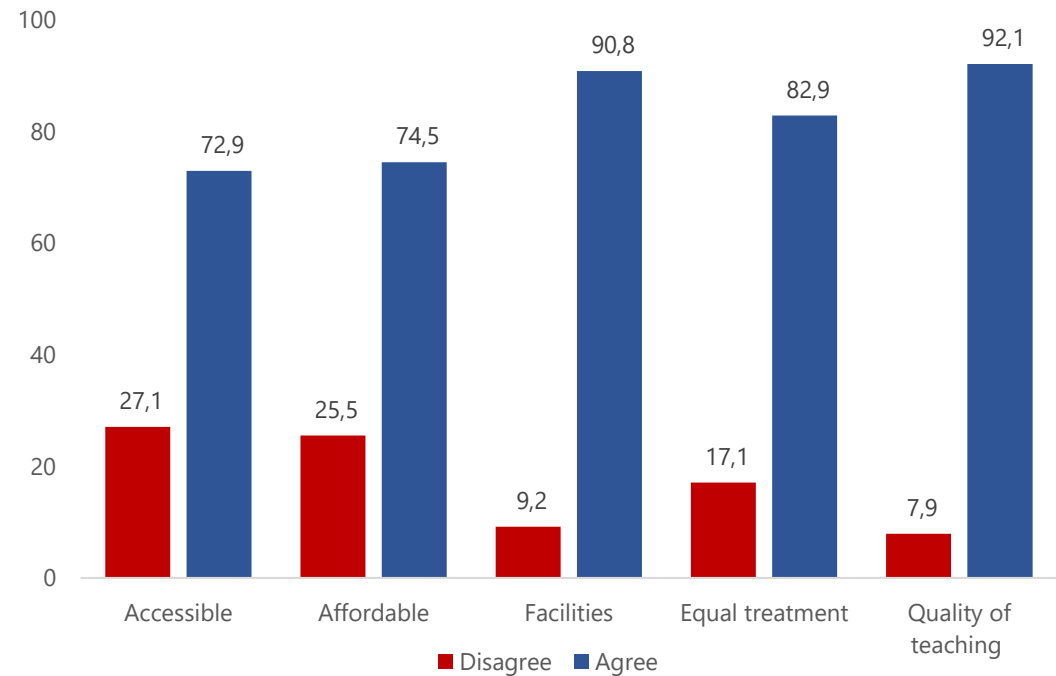


A higher proportions of individuals **agreed** that the education services (both schools and higher learning institution services) were accessible, affordable, facilities were in good condition, everyone was treated equally, and the quality of teaching is good. **About 31,1%** of individuals **did not agree** that public school services were accessible. Same trend was observed with higher learning institution services.

Percentage of individuals 16 years and older who used government/public school services by whether they agree/disagree that the services were accessible, affordable, facilities in good conditions, equal treatment for everyone, teaching of good quality, 2022/23

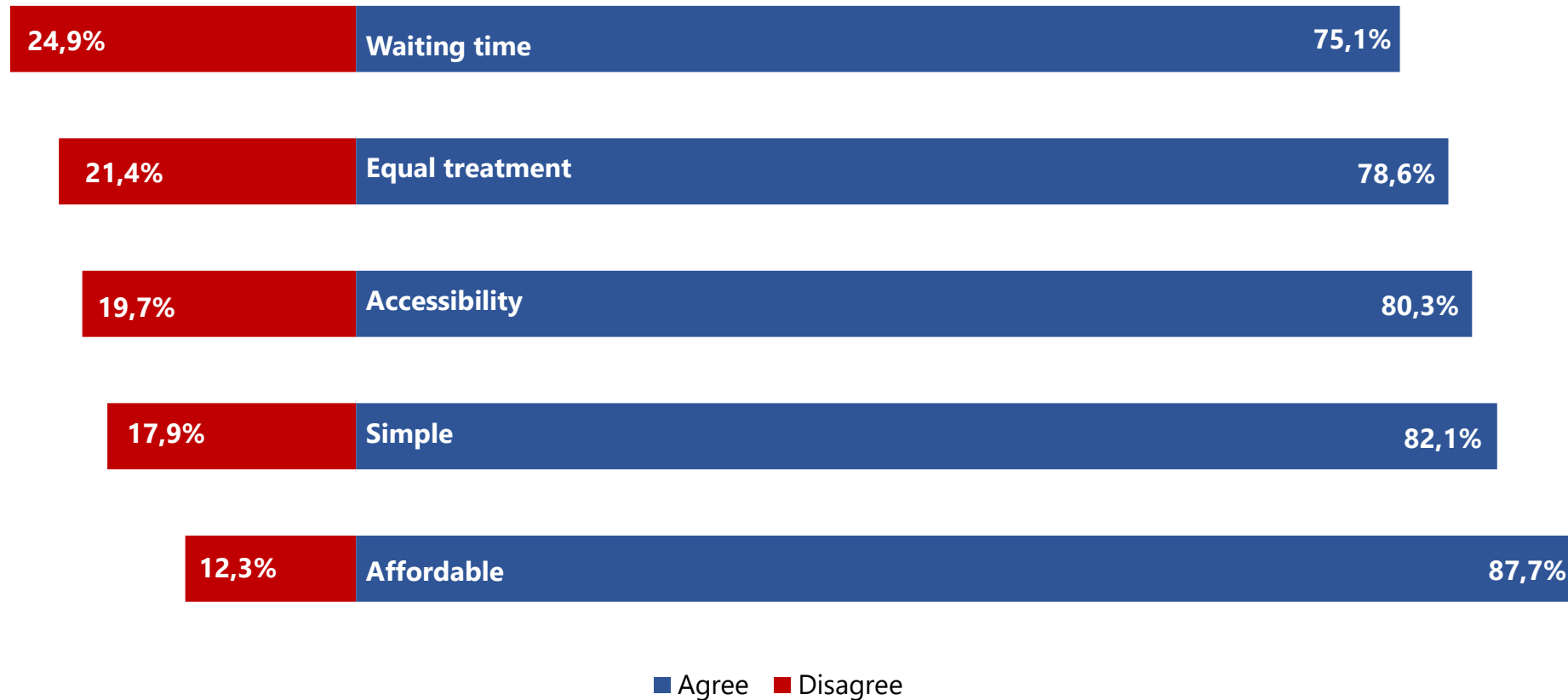


Percentage of individuals 16 years and older who used government/public higher learning institution services by whether they agree/disagree that the services were accessible, affordable, facilities in good conditions, equal treatment for everyone, teaching of good quality, 2022/23



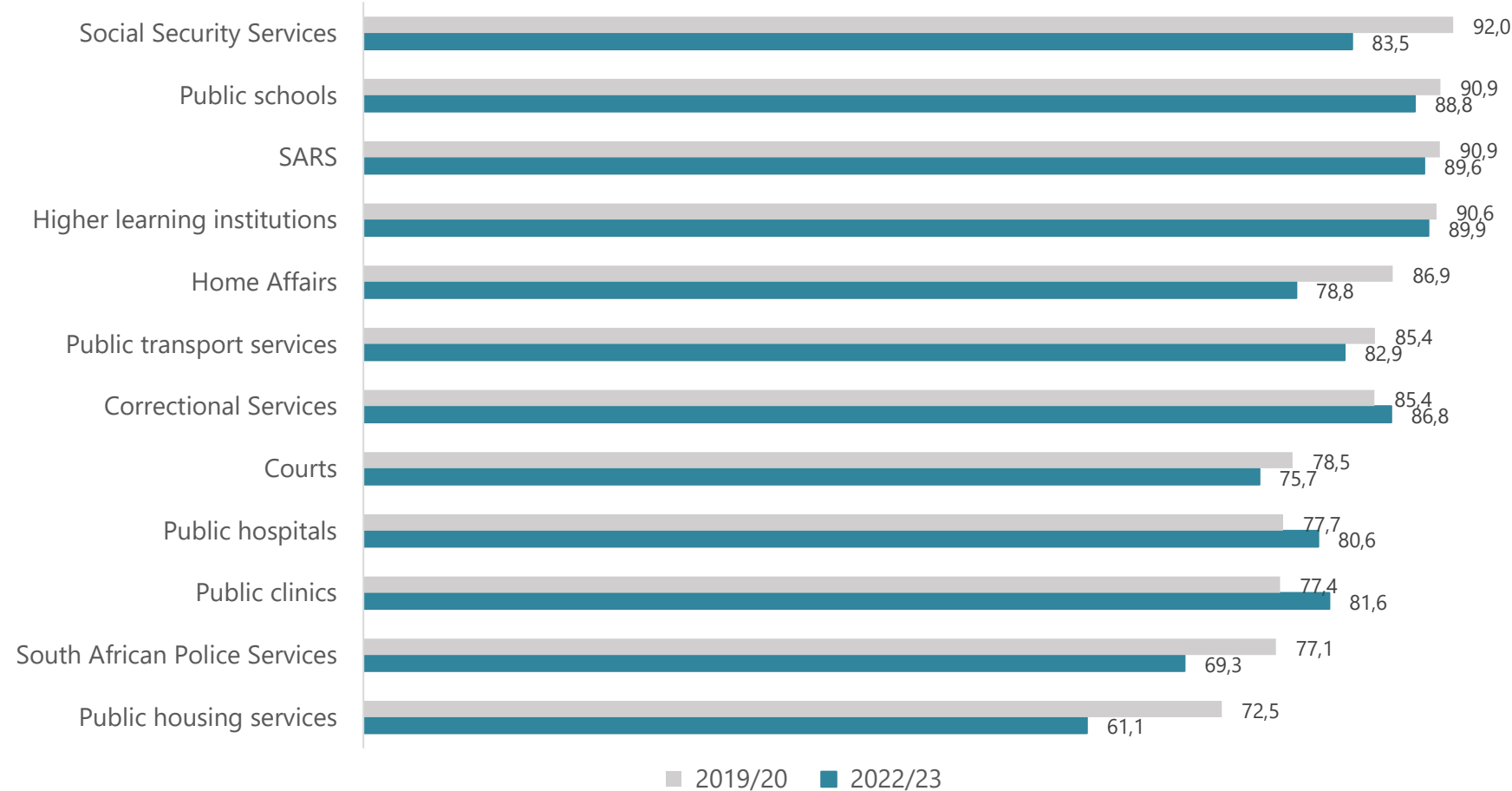
More individuals agreed that the home affairs services were accessible, affordable, process of applying and obtaining documents was simple, everyone was treated equally and waiting time for documents was reasonable. Almost a **quarter (24,9%) disagreed** that the waiting time for documents was reasonable and **21,4% did not agree** that everyone was treated equally.

Percentage of individuals 16 years and older who used home affairs services by whether they agree or disagree that the services were accessible, affordable, had simple processes, equal treatment for everyone, reasonable waiting time, 2022/23



The proportion of individuals who rated government/public services as satisfactory has declined in nine out of 12 government services between 2019/20 and 2022/23. Public housing services decreased by 11,4 percentage points in 2022/23 .

Levels of satisfaction with government services, 2019/20 and 2022/23



% Very satisfied & satisfied
Education services 2019/20 Vs 2022/23

- Public schools = 90,9% vs 88,8% ↓
- Higher learning = 90,6% vs 89,9% ↓

Public Health 2019/20 Vs 2022/23

- Public hospitals = 77,7% vs 80,6% ↑
- Public clinics = 77,4% vs 81,6% ↑

Justice, Crime Prevention & Security 2019/20 Vs 2022/23

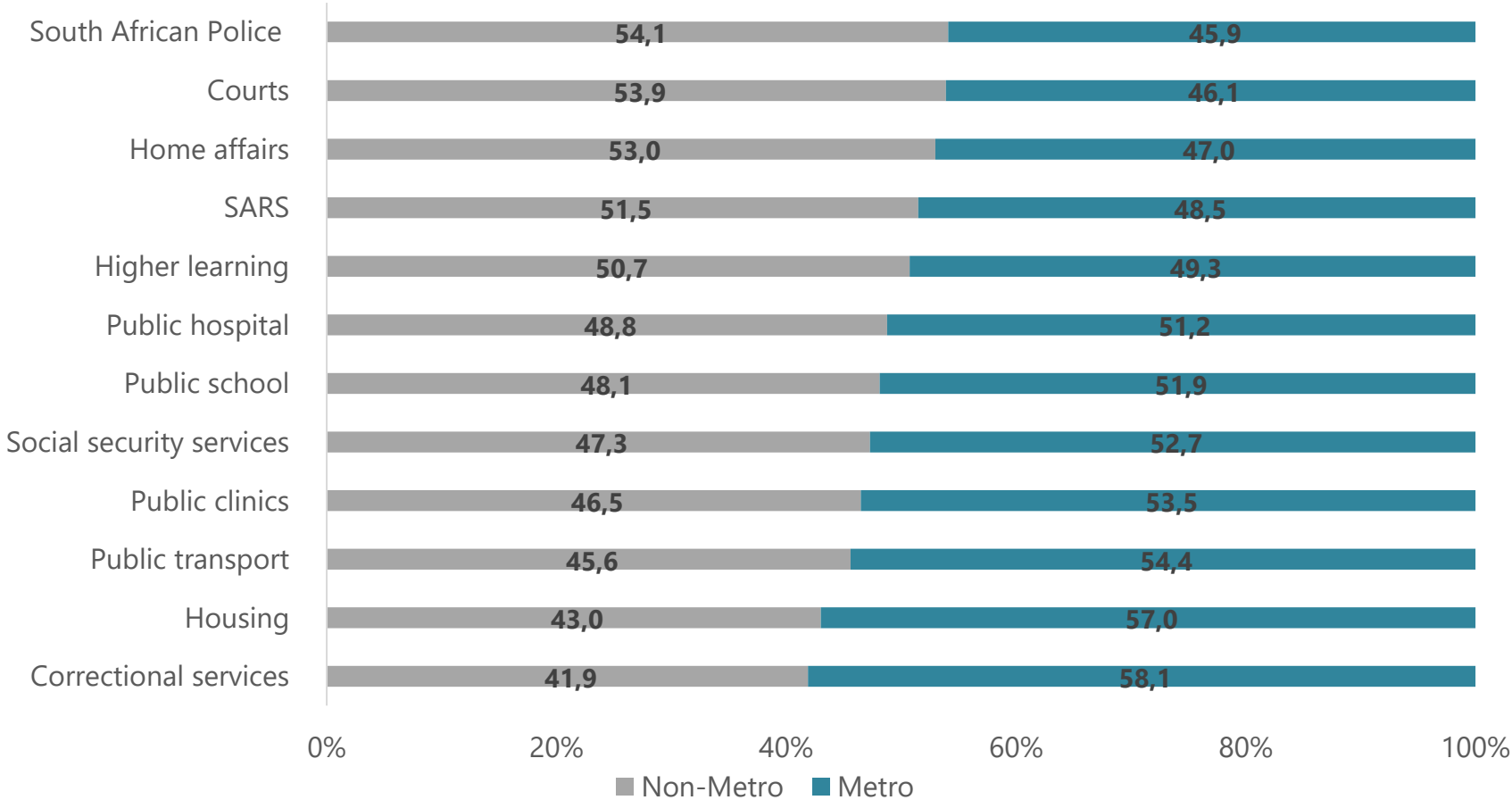
- Correctional Services = 85,4% vs 86,8% ↑
- Courts = 78,5% vs 75,7% ↓
- SAPS = 77,1% vs 69,3% ↓

Other services 2019/20 Vs 2022/23

- SASSA = 92,0% vs 83,5% ↓
- SARS = 90,9% vs 89,6% ↓
- Home Affairs = 86,9% vs 78,8% ↓

About 54% of the individuals in non-metro areas were satisfied with the South African Police Services compared to those residing in metro areas.

Levels of satisfaction with government services by metro status, 2022/23



% Very satisfied & satisfied Education services Metro Vs Non-Metro

- Public schools = 51,9% vs 48,1%
- Higher learning = 49,3% vs 50,7%

Public Health Metro Vs Non-Metro

- Public hospitals = 51,2% vs 48,8%
- Public clinics = 53,5% vs 46,5%.

Justice, Crime Prevention & Security Metro Vs Non-Metro

- Correctional services= 58,1% vs 41,9%
- Courts = 46,1% vs 53,9%
- SAPS =45,9% vs 54,1%

Other services Metro Vs Non-Metro

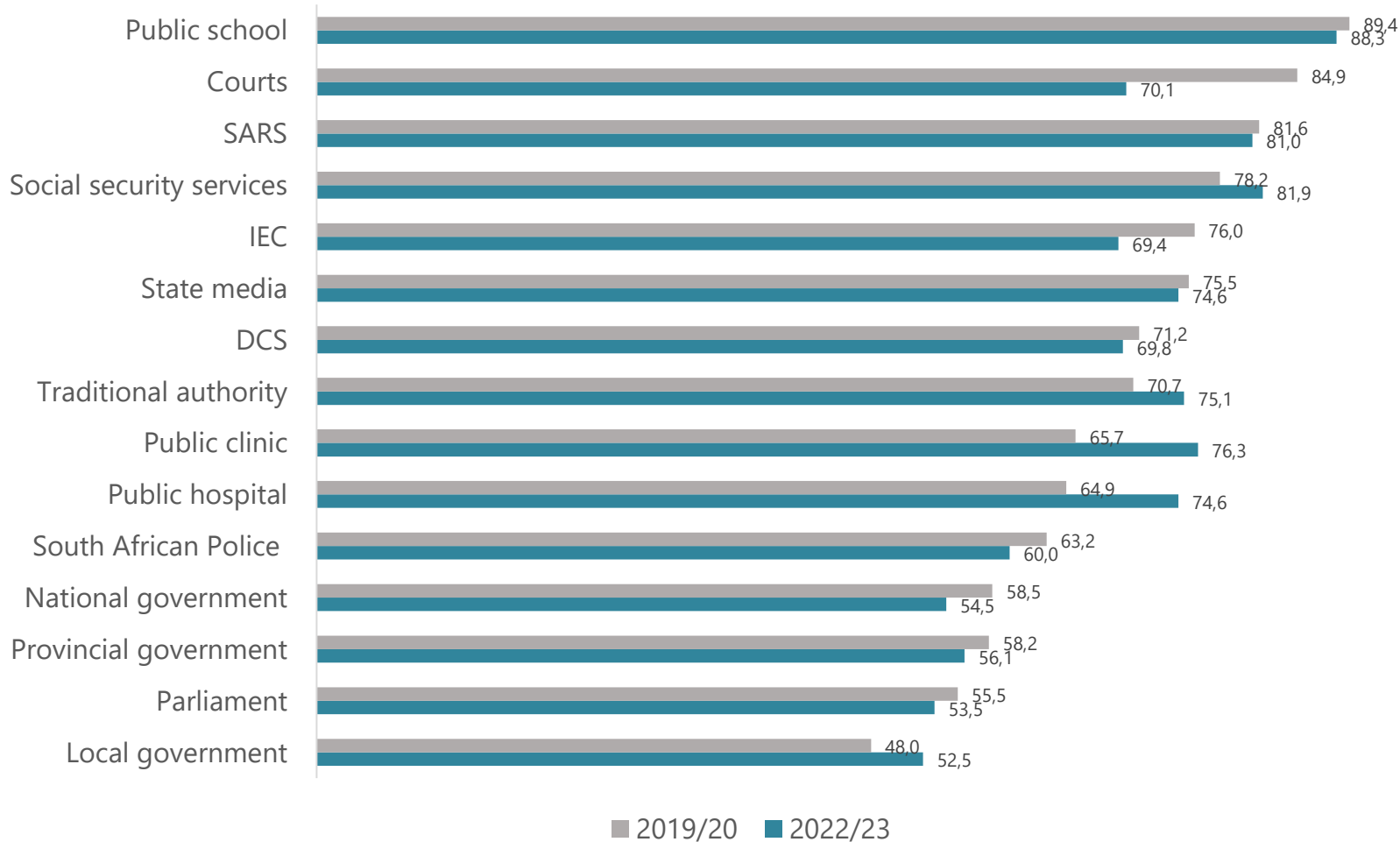
- SASSA = 52,7% vs 47,3%
- SARS = 48,5% vs 51,5%
- Home Affairs = 47,0% vs 53,0%

Trust in government & public institutions

Trust in government 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)

The level of trust in 10 of the 15 government institutions declined between 2019/20 and 2022/23. There is a 14,8 percentage points decrease in those who trusted/strongly trusted courts between 2019/20 and 2022/23. There is notable increase between 2019/20 and 2022/23 in the levels of trust in public clinics, hospitals and traditional authorities.

Levels of trust in government institutions, 2019/20 and 2022/23



% Strongly trust & Trust Education institution, 2019/20 and 2022/23

- Public schools = 89,4 % vs 88,3%



Public Health institution, 2019/20 and 2022/23

- Public hospitals = 64,9% vs 74,6%
- Public clinics = 65,7% vs 76,3%



Justice, Crime Prevention & Security institutions, 2019/20 and 2022/23

- Correctional Services (DCS) = 71,2% vs 69,8%
- Courts = 84,9% vs 70,1%
- SAPS = 63,2% vs 60,0%



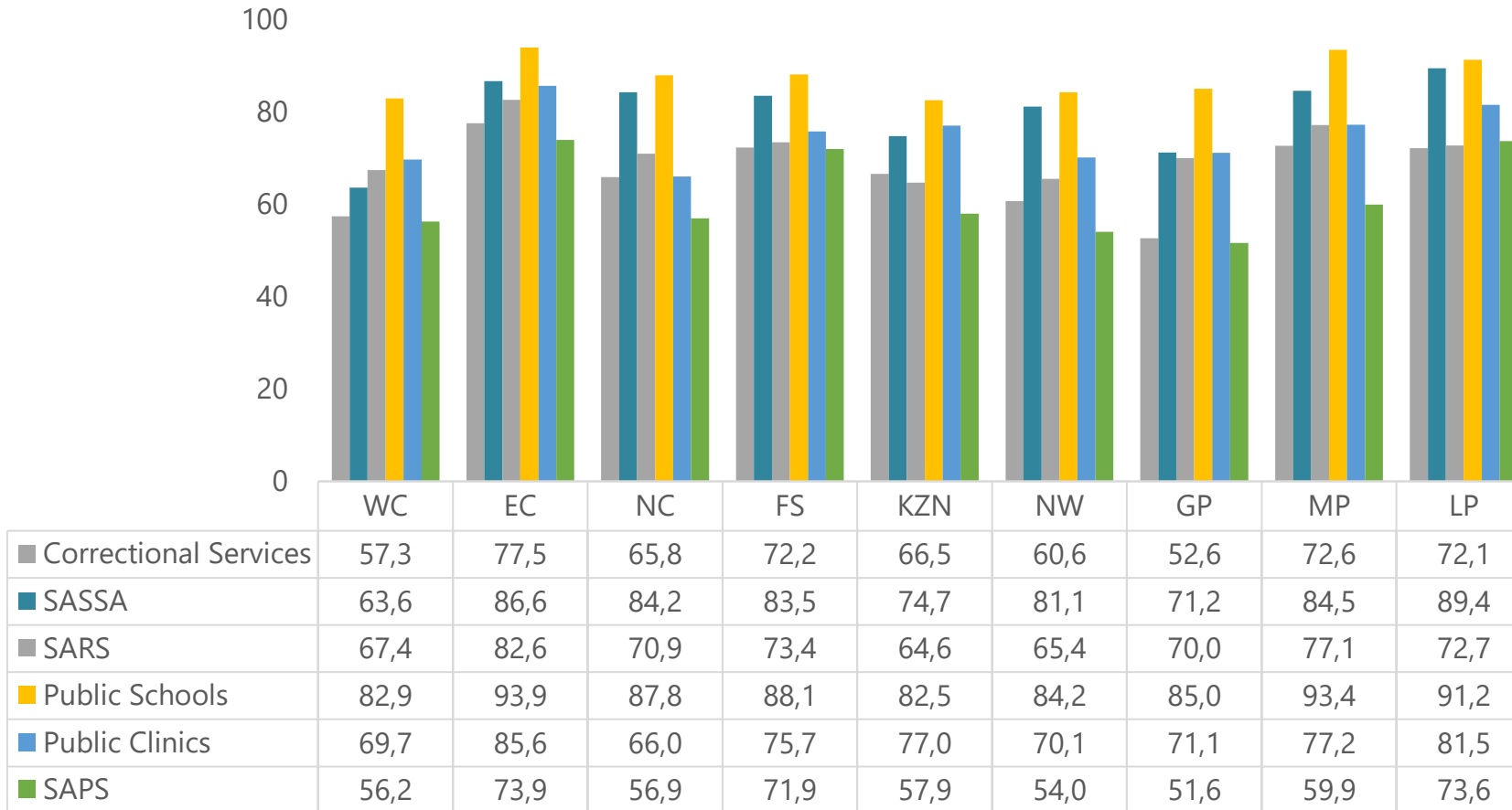
Other institutions, 2019/20 and 2022/23

- SASSA = 78,2% vs 81,9%
- SARS = 81,6% vs 81,0%
- IEC = 76,0% vs 69,4%



The level of trust in the selected government institutions was above 50%.

Levels of trust in selected government institutions by province, 2022/23



% Strongly trust & Trust

Public schools by province

- Eastern Cape province accounted for the highest proportions of individuals that trusted public school institutions with 93,9% followed by Mpumalanga with 93,4%.
- The lowest proportion for those who trusted public school institutions was in Western Cape (82,9%) and KwaZulu-Natal (82,5%).

Public clinics by province

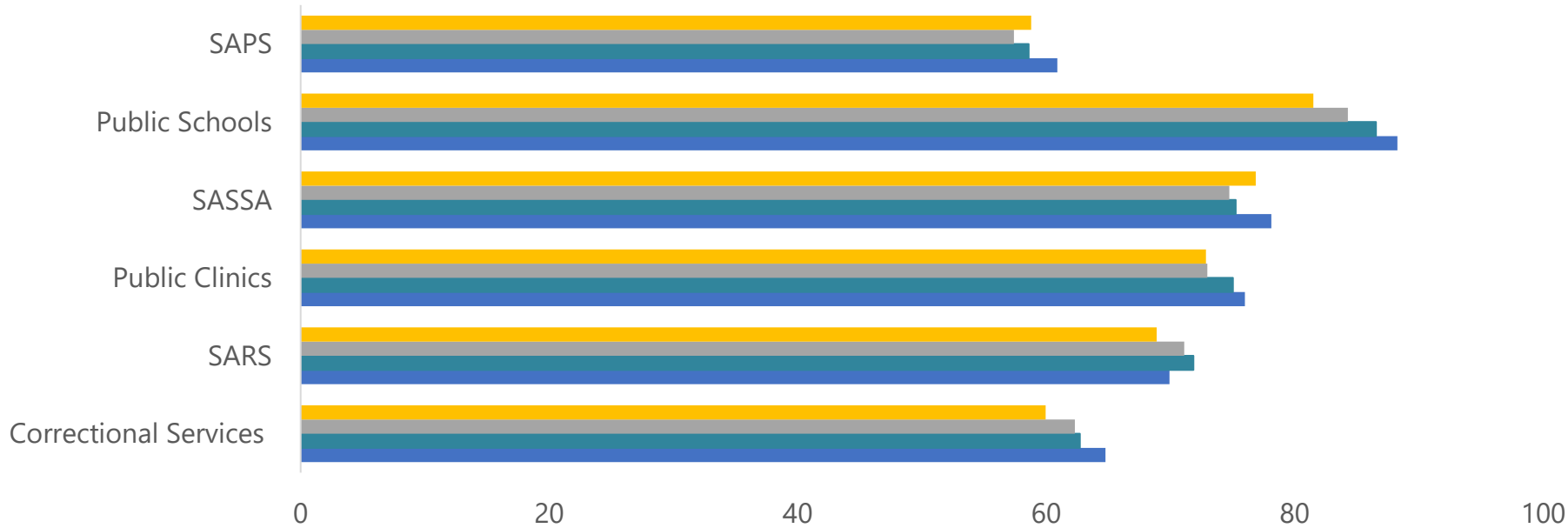
- Eastern Cape province accounted for the highest proportions of individuals that trusted public clinic institutions with 85,6% followed by Limpopo with 81,5%.
- The lowest proportion for those who trusted public clinic institutions was in Northern Cape with 66,0%.

South African Social Security Agency by province

- Limpopo province accounted for the highest proportions of individuals that trusted social security agency with 89,4% followed by Eastern Cape with 86,6%.
- The lowest proportion for those who trusted social security agency was in Western Cape with 63,6%.

Regardless of the age group, the proportion of those who trusted public school, clinic and SASSA institutions was above 70%.

Levels of trust in government institutions by age group, 2022/23



% Strongly trust & Trust

Education services

- Those aged '16-34' years trusted public schools more than the other age groups

Public Health

- Those aged '16-34' years trusted public clinics more than the other age groups followed by age group '35-49'

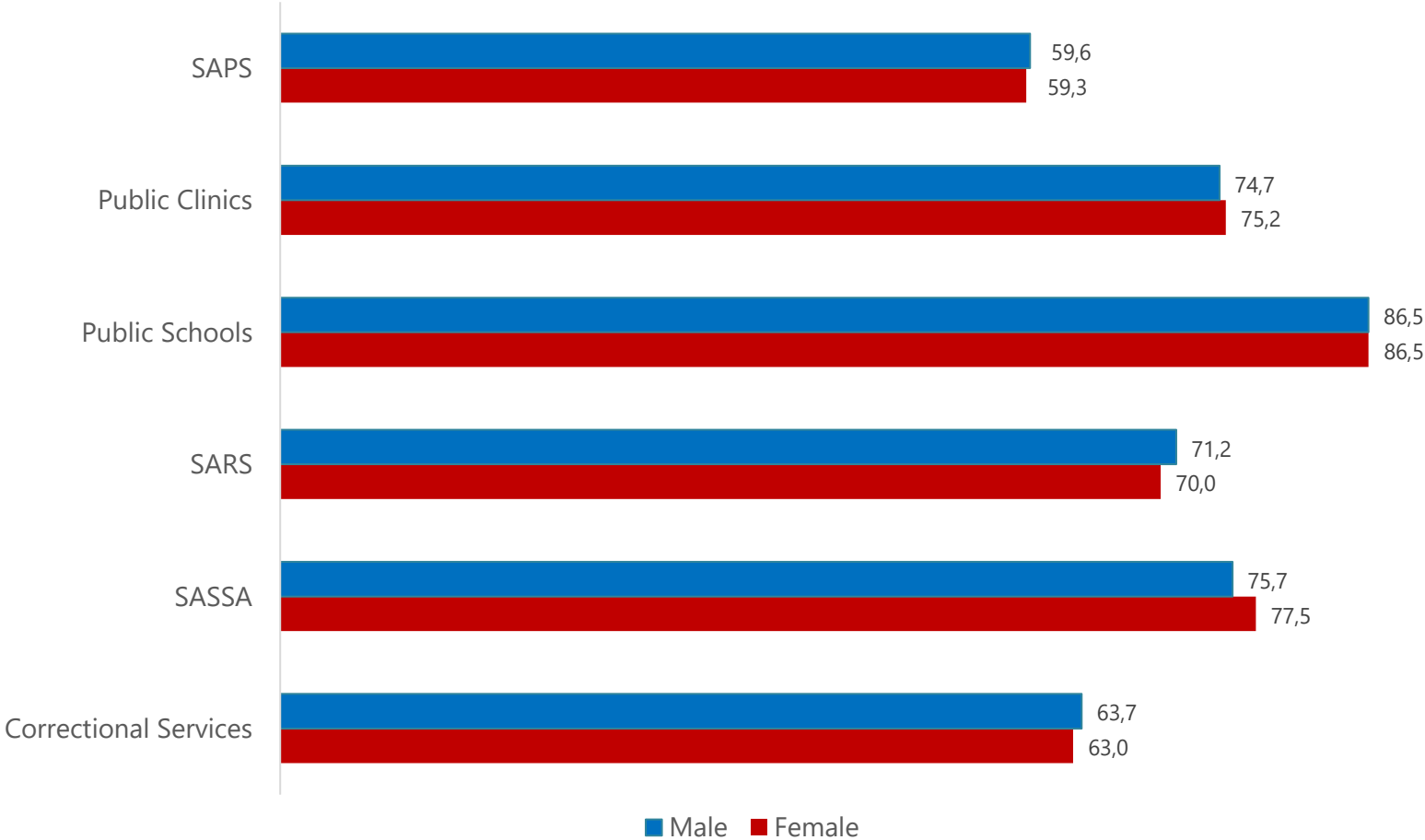
Other services

- Those aged '16-34' and '65+' years trusted SASSA institutions more than the other age groups

	Correctional Services	SARS	Public Clinics	SASSA	Public Schools	SAPS
65+	60,0	68,9	72,9	76,9	81,5	58,8
50-64	62,3	71,1	73,0	74,7	84,3	57,4
35-49	62,7	71,9	75,0	75,3	86,5	58,6
16-34	64,8	69,9	76,0	78,1	88,3	60,9

Overall, there was no notable difference in the trust levels of males and females. More females (77,5%) trusted South African Social Security Agencies (SASSA) than males (75,7%).

Levels of trust in government institutions by sex, 2022/23



% Strongly trust & Trust

Education services

- There were no differences in the levels of trust by both males and females in public school institutions

Public Health

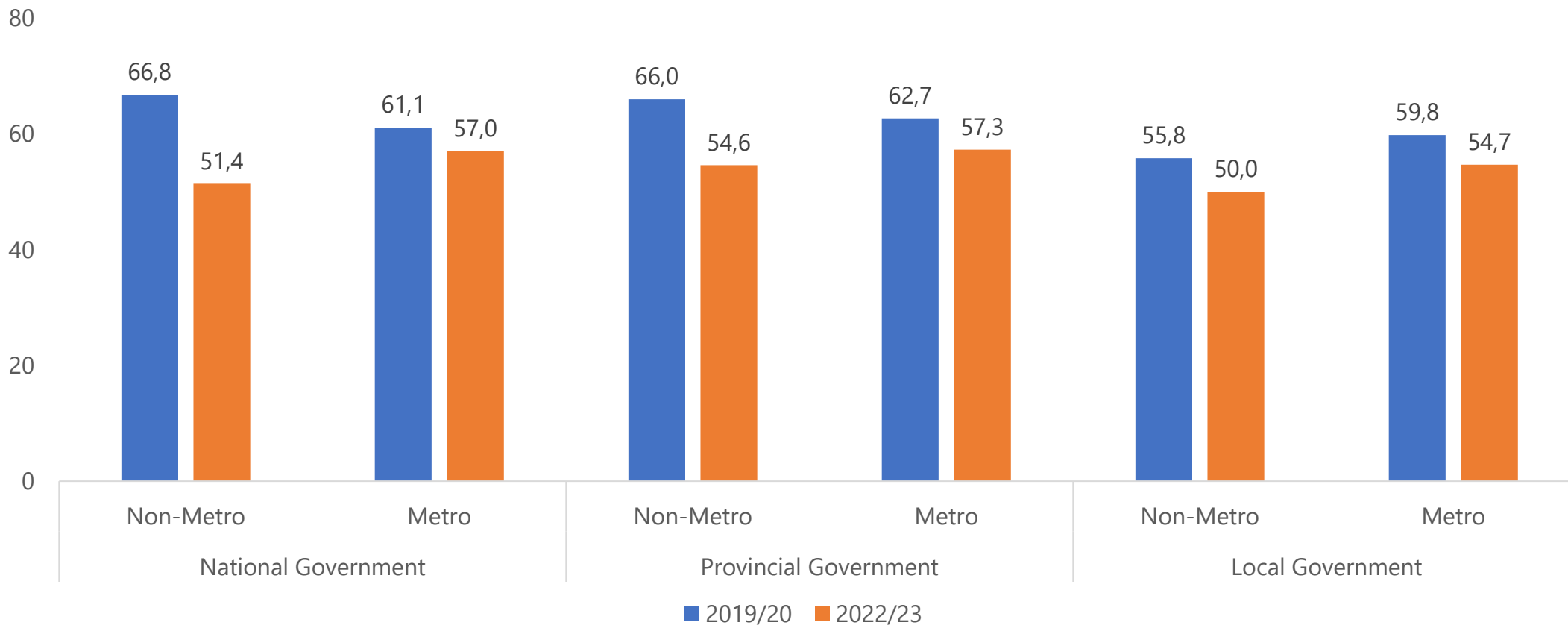
- More females (75,2%) trusted public clinics than males (74,7%)

Other services

- More males trusted SARS and Correctional services institutions more than females

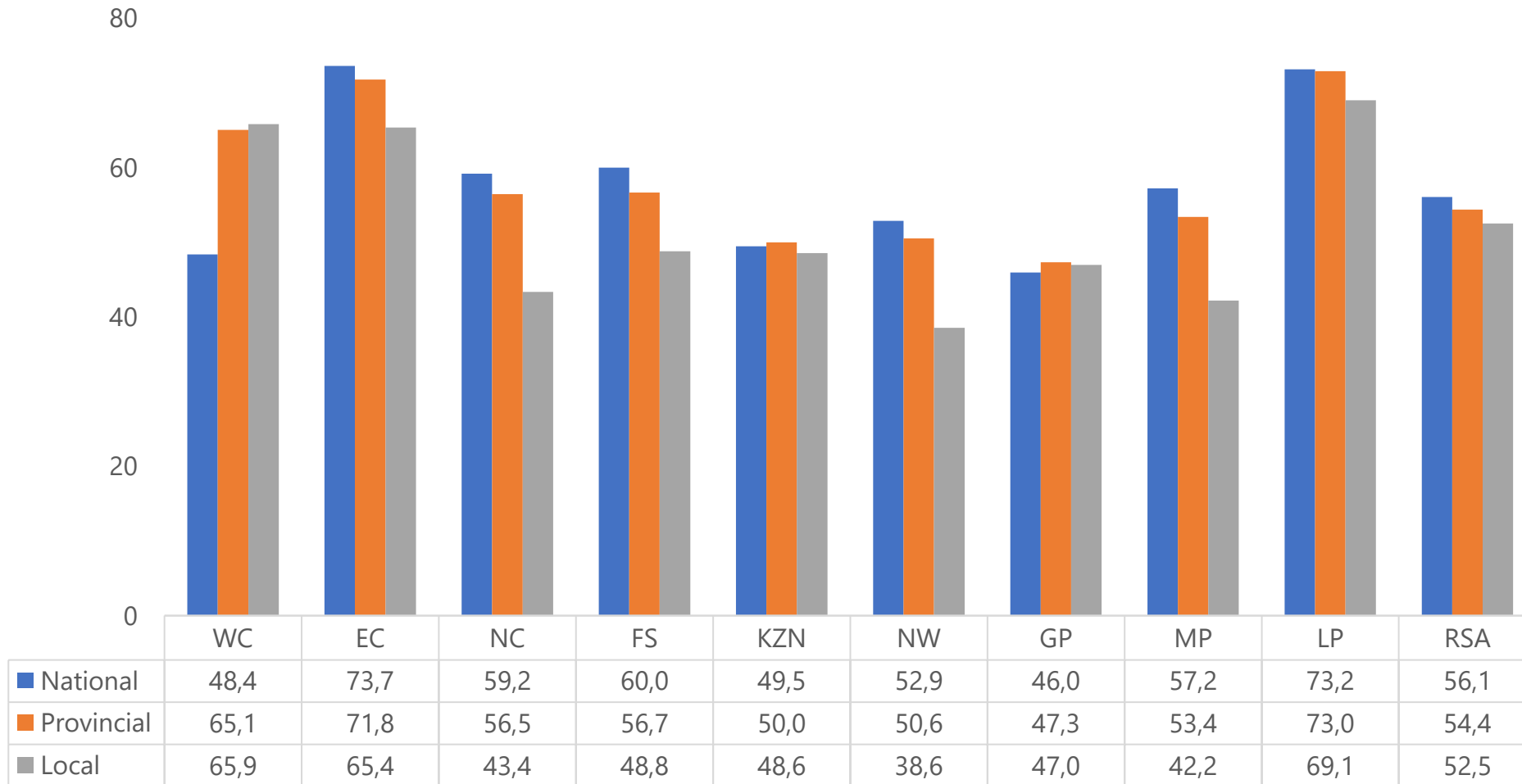
The level of trust in all three spheres of government has decreased regardless of the metro status between 2019/20 and 2022/23. The proportion of individuals in non-metros, who trusted the national government decreased by 15,4 percentage points in 2022/23.

Levels of trust in the three sphere of government by metro status, 2019/20 and 2022/23



Over 60% of those in Limpopo and Eastern Cape provinces trusted the three spheres of government. There was lower trust levels (52,5%) in the local government compared to the other spheres of government.

Level of trust in the three spheres of government by province, 2022/23



% Strongly trust & Trust

National government

- Individuals residing in Eastern Cape and Limpopo provinces trusted national government more than other provinces

Provincial government

- Individuals residing in Limpopo followed by those in Eastern Cape trusted the provincial government more than the other provinces.

Local government

- Individuals residing in Limpopo followed by those in Western Cape trusted the local government more than the other provinces.

Experience of Corruption

Examined by measuring two indicators:

- In the past 12 months, did any of the following government officials ask you for money or a gift in exchange for services or favour?
- In the past 12 months, did you have to give money or a gift to any of the following government officials to obtain services or favour?

The proportion of individuals aged 16 years and older who were asked to pay a bribe or give a gift by a government official in exchange for government services were low across all selected government officials. However, there was a 0,3 percentage point decrease in the proportions of those who were asked to pay a bribe or give a gift by the police officials.

Government official	2019/20		2022/23	
	Number ('000)	Percentage (%)	Number ('000)	Percentage (%)
Traffic officials (e.g., Metro Police, Traffic police)	845	2,1	859	2,0
Police officials (SAPS)	560	1,4	481	1,1
Traffic centre officials (driving licence, vehicle testing)	395	1,0	444	1,0
Local municipality officials	150	0,4	164	0,4
Home affairs officials	*	*	102	0,2
Social services officials (SASSA)	*	*	62	0,1
Health services officials	*	*	61	0,1
Court officials	*	*	54	0,1
Housing officials	*	*	42	0,1
Education officials	*	*	28	0,1

* Number too small and CVs are too high to make meaningful inferences

In 2022/23 less than 1% of the individuals paid a bribe to a government official. The proportion of individuals aged 16 years and older who paid a bribe to selected government officials in exchange for government services decreased for traffic officials and police officials.

Government Official	2019/20		2022/23	
	Number ('000)	Percentage (%)	Number ('000)	Percentage (%)
Traffic officials (e.g., Metro Police, Traffic police)	412	1,0	351	0,8
Police officials (SAPS)	263	0,7	189	0,4
Traffic centre officials (driving licence, vehicle testing)	172	0,4	206	0,5
Home affairs officials	*	*	59	0,1
Local municipality officials	*	*	50	0,1
Social services officials (SASSA)	*	*	36	0,1
Health services officials	*	*	36	0,1

* Number too small and CVs are too high to make meaningful inferences

Recap GPSJS 2022/23

Government
performance
&
Effectiveness

Trust in
government
institutions

Individual
experience of
corruption

- Public transport services were the most commonly-used government/public service by individuals aged 16 years and older in both 2019/20 and 2022/23.
- The proportion of users who rated government services as satisfactory exceeds the proportions of those who rated government services as dissatisfactory.
- The level of trust in 10 of the 15 government institutions declined between 2019/20 and 2022/23.
- The levels of public trust in government institutions ranged between 52,5% and 88,3% in 2022/23.
- On average less than 5% of the individuals were either asked to pay a bribe to a government official in 2022/23. Less than 1% of the individuals paid a bribe. The proportion of individuals aged 16 years and older who paid a bribe to a government official in exchange for government services decreased for traffic officials and police officials.

NOW IN THE FIELD

THANK YOU FOR YOUR PARTICIPATION IN

CENSUS 2022

- Quarterly Labour Force Survey (Collected quarterly 2023)
- General Household Survey (January – December 2023)
- Domestic Tourism Survey (January – December 2023)
- Governance, Public Safety and Justice Survey (April 2023 - March 2024)
- Consumer Price Index (January – December 2023)
- Income and Expenditure Survey for 12 months (November 2022 –November 2023)



GPSJS

2022/23

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