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GPSJS 2022/23

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Abbreviations/acronyms

EC	Eastern Cape
FS	Free State
GP	Gauteng
KZN	KwaZulu-Natal
LP	Limpopo
MP	Mpumalanga
NC	Northern Cape
NW	North West
RSA	Republic of South Africa
WC	Western Cape

CV	Coefficient of variance
DU	Dwelling unit
GPSJS	Governance, Public Safety and Justice Survey
MS	Master sample
NDP	National Development Plan
PPS	Probability proportional to size
PSU	Primary sampling unit
SAPS	South African Police Service
SDG	Sustainable Development Goals
Stats SA	Statistics South Africa
VOCS	Victims of Crime Survey
WB	World Bank

Summary of key findings

Access to government services and government performance

About 38% (37,5%) of individuals aged 16 years and older used public transport services followed by public clinics services (31,7%) and the South African Police Services (18,1%). The use of government/public services has declined between 2019/20 and 2022/23. Individuals aged 16 years and older residing in metro areas used public transport and clinics more than those in non-metro areas, whereas those in non-metro areas used South African Police Services (SAPS) and South African Social Security Agency (SASSA) more than those in metros.

A higher proportion of individuals aged 16 years or older agreed that Home Affairs services were easily accessible, affordable, process of applying and obtaining documents/certificates was simple, equal treatment for everyone and the waiting time to obtain documents or certificates was reasonable. 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.

Results show that the proportion of individuals who rated government services as satisfactory exceeds the proportion of those who rated government services as dissatisfactory in 2022/23. The levels of satisfaction ranged approximately from 61% to 90%. 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.

Level of trust in government or public institutions

The level of trust in 10 of the 15 government/public institutions declined between 2019/20 and 2022/23. The levels of trust in government/public institutions were higher than 50% among individuals aged 16 years and older in 2022/23. Levels of trust were highest for public school institutions and lowest for local government. The level of trust in government or public institutions was more in those who used services than those who did not use services except for SAPS.

Limpopo (73,0%), Eastern Cape (71,8%) and Western Cape (65,1%) had the highest proportions of individuals aged 16 years and older who either trusted or strongly trusted the provincial government.

Regarding local government, Limpopo (69,1%), Western Cape (65,9%) and Eastern Cape (65,4%) had the highest proportions of the population who either strongly trusted or trusted local government compared to other provinces.

Individuals' experience of corruption

A higher proportion of individuals indicated that they were asked to pay a bribe by a traffic official in both 2019/20 and 2022/23. Less than 5% of the individuals reported that they were asked for bribes by traffic officials (2,0%), police officials (1,1%) and traffic centre officials (1,0%). On average 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.

Risenga Maluleke
Statistician-General

Notes to data users

The household survey program at Statistics South Africa (Stats SA) uses the Master Sample frame, which has been developed as a general-purpose household survey frame that can be used by all other Stats SA household-based surveys based on information collected during the 2011 Census conducted by Stats SA.
In addition, all the household-based surveys at Stats SA are benchmarked to population estimates series preceding the 2022 Census and hence do not reflect the demographics of Census 2022. Future surveys from Stats SA will be reflective of the Census as soon as these estimates are availed from the second quarter of 2024 onwards.

1. Introduction

This statistical release presents a selection of key findings from the Governance, Public Safety, and Justice Survey (GPSJS) 2022/23, conducted by Statistics South Africa (Stats SA) from April 2022 to March 2023.

1.1 Background

The Governance Public Safety and Justice Survey (GPSJS) is a countrywide household-based survey that aims to bridge the statistical information gaps in the field of governance statistics by conducting interviews with households and individuals and collecting the data items needed for planning and monitoring. GPSJS was conducted for the first time in South Africa in 2018/19 as an updated version of the long-running Victims of Crime Survey (VOCS) to include themes on governance. The re-engineered GPSJS retained many items from the VOCS, while new content was added. To achieve a reasonable balance between questionnaire length and depth of questions, a three-year rotation regime was adopted.

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. SDG 16 promotes peaceful and inclusive societies for sustainable development, provides access to justice for all and build effective, accountable, and inclusive institutions at all levels. For South Africa, as a developmental state, governance statistics must be defined in a broader sense than just government effectiveness and performance. Based on the United Nations Development Program (UNDP) and World Bank (WB) dimensions of Governance, the South African Constitution, the National Development Plan, and the Medium-Term Strategic Framework, five governance themes relevant to the South African Governance imperatives emerge. These themes are:

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

The five themes are spread over a three-year period. The GPSJS 2022/23 governance report provides data on themes such as the “Use and Satisfaction of government/public services”, “Experience of selected government/public institutions”, “Trust in government/public institutions” and “Experience of corruption”. The estimates are based on the responses of randomly selected individuals that are 16 years and older.

1.2 Objectives of the GPSJS 2022/23

Objectives of the GPSJS are to provide information on:

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

1.3 Purpose

The purpose of this report is to provide statistics on government effectiveness and performance and the experience of corruption. While the GPSJS cannot replace police and other administrative data sources, it can be used to supplement official administrative records related to Governance statistics. The data can be used for the development of policies and strategies. Data collection is from April of the current year to March of the following year and the reference period is the 12 months preceding the interview date.

The main objective of this report is to provide supplementary data on governance statistics and to outline the results based on the individual's responses on:

- The use and satisfaction of government/public services.
- The experiences of selected government/public institutions.
- Trust in government/public institutions.
- Experiences of corruption.

1.4 Survey scope

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

2. Basic population statistics

2.1 Distribution of individuals by selected demographic characteristics

The GPSJS 2022/23 questionnaire collected information from randomly selected individuals aged 16 years and older in the households. This section summarises the demographic and socio-economic characteristics of the individuals aged 16 years and older.

Figure 1: Percentage of individuals by selected demographic characteristics, 2022/23

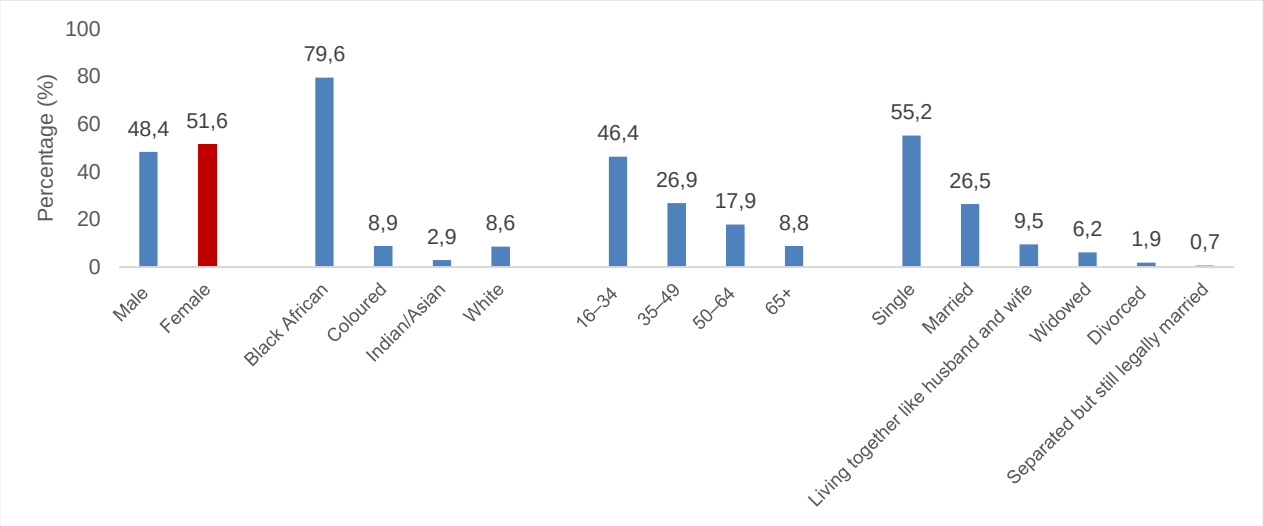


Figure 1 shows the percentage distribution of the population aged 16 years and older by selected demographic characteristics. The distribution of population aged 16 years and older by sex shows that 51,6% were females, and 48,4% were males. The figure also shows that almost four in five (79,6%) of the population aged 16 years and older are black African, while coloureds (8,9%) and whites (8,6%) are almost of the same proportion and the Indian/Asian population is 2,9% of the total population aged 16 years and older. The age pattern of individuals aged 16 years and older indicates that they typically comprised a youthful population with the highest percentage (46,4%) aged 16–34 years followed by those aged 35–49 at 26,9%.

In terms of marital status, 55,2% of the population aged 16 years and older were single, whilst 26,5% were married. About 9,5% lived together like husband and wife, while 6,2% were widowed. Furthermore, results show that 1,9% of the population aged 16 years and older are divorced, and less than one Percentage are separated while still legally married (0,7%).

Figure 2: Percentage of individuals by selected Highest Level of Education, 2022/23

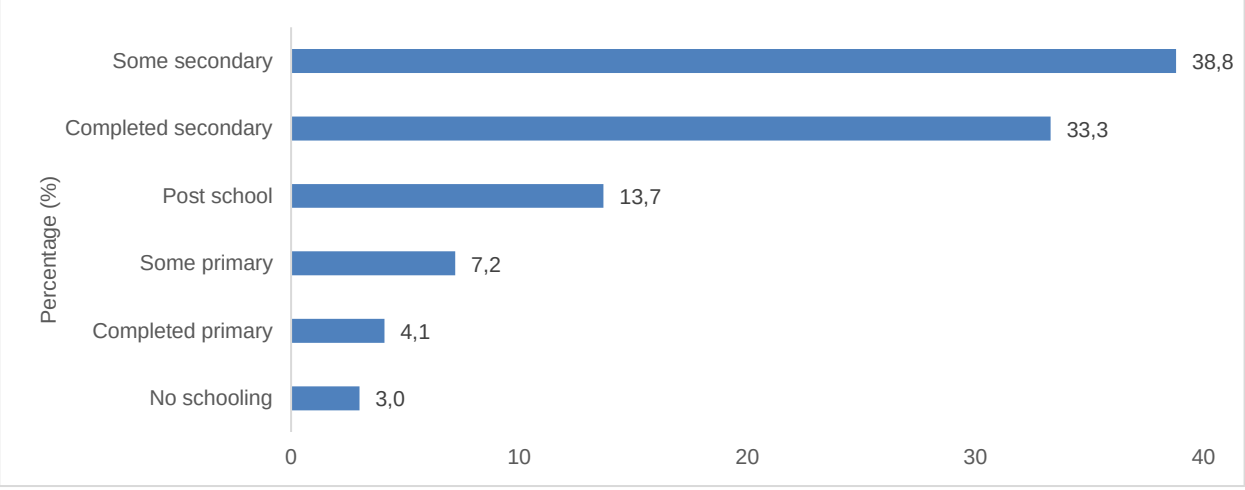


Figure 2 shows that about 38,8% of the population aged 16 years and older had attained some secondary school education, 33,3% completed secondary, 13,7% attained post school qualification, 7,2% attained some primary, and 4,1% completed primary and 3,0% had no schooling.

Figure 3: Percentage of individuals by selected geographical characteristics, 2022/23

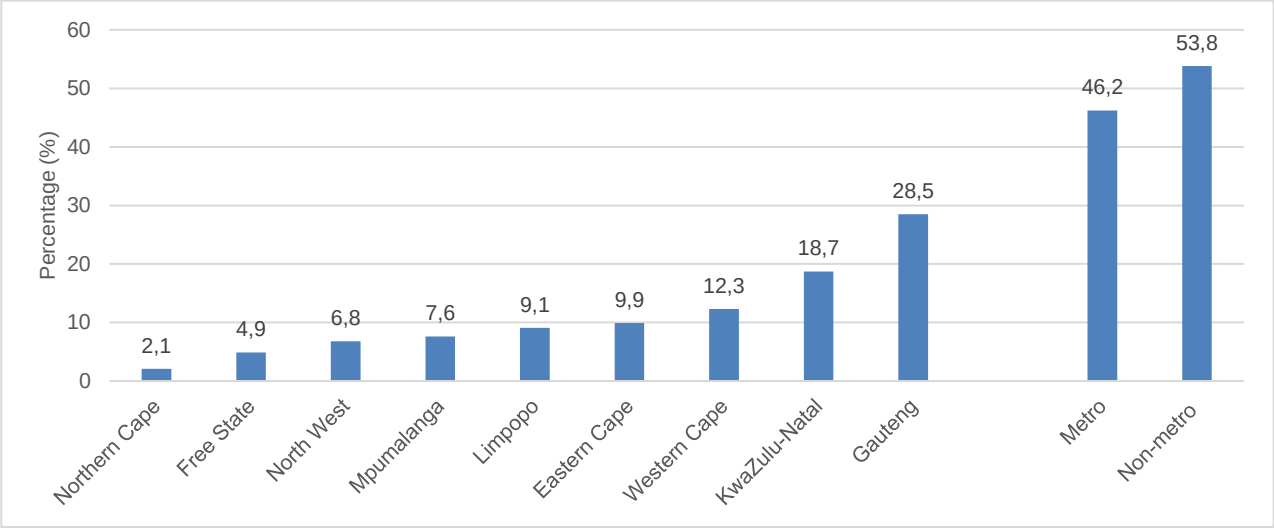
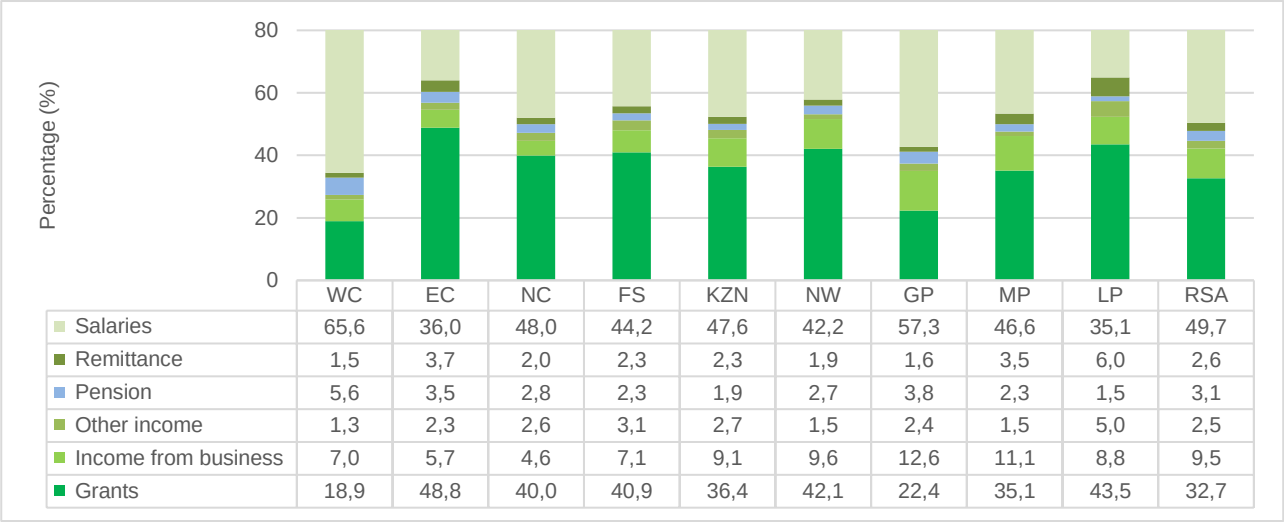


Figure 3 shows that Gauteng had the largest proportion of the population aged 16 years and older (28,5%), followed by KwaZulu-Natal with 18,7%, Western Cape (12,3%) and Eastern Cape (9,9%). Northern Cape had the smallest proportion amongst all the provinces at 2,1%. About 53,8% of the population aged 16 years and older lived in non-metro areas.

2.2 Main source of income

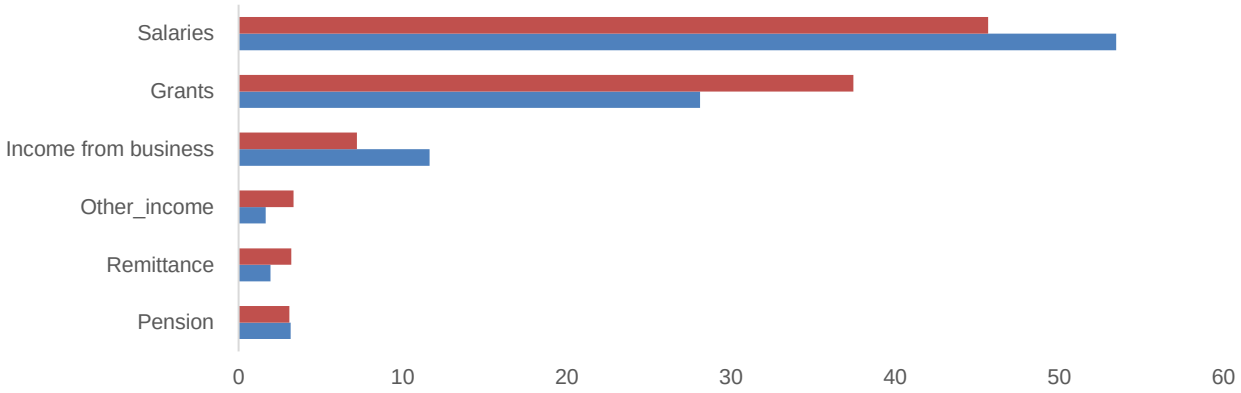
Figure 4: Percentage distribution of individuals' main source of income by province, 2022/23



	WC	EC	NC	FS	KZN	NW	GP	MP	LP	RSA
Salaries	65,6	36,0	48,0	44,2	47,6	42,2	57,3	46,6	35,1	49,7
Remittance	1,5	3,7	2,0	2,3	2,3	1,9	1,6	3,5	6,0	2,6
Pension	5,6	3,5	2,8	2,3	1,9	2,7	3,8	2,3	1,5	3,1
Other income	1,3	2,3	2,6	3,1	2,7	1,5	2,4	1,5	5,0	2,5
Income from business	7,0	5,7	4,6	7,1	9,1	9,6	12,6	11,1	8,8	9,5
Grants	18,9	48,8	40,0	40,9	36,4	42,1	22,4	35,1	43,5	32,7

Figure 4 above shows the main source of individual's income by province. Nationally, 49,7% of the individuals indicated salaries/wages/commission as their main sources of income, followed by grants (32,7%) and income from a business (9,5%). Provincially, more than half of individuals in Western Cape (65,6%) and Gauteng (57,3%) reported salaries/wages/commission as their main source of income. Social grants as the main source of income were highest in Eastern Cape (48,8%), followed by Limpopo (43,5%) and North West (42,1%), while Western Cape (18,9%) and Gauteng (22,4%) recorded the lowest proportions of individuals' that depends on social grants as the main source of income.

Figure 5: Percentage distribution of individuals' main source income by sex, 2022/23



	Pension	Remittance	Other_income	Income from business	Grants	Salaries
Female	3,1	3,2	3,3	7,2	37,5	45,7
Male	3,2	1,9	1,6	11,6	28,1	53,5

Figure 5 shows the comparison of main source of income by sex. Both males and females indicated salaries as the main source of income. However, more than half of males (53,5%) indicated salaries as their main source of income compared to females (45,7%). The pattern is the same for income from business with more males (11,6%) indicating this as a main source of income compared to females (7,2%). More females indicated grants as a main source of income compared to males (37,5% vs 28,1% respectively).

2.3 Health Status

This sub-section focuses on the general population's health status and the degree/level of difficulty in the six domains of functioning (seeing, hearing, communicating, walking, remembering and self-care).

Figure 6: Percentage distribution of individuals by their health status, 2022/23

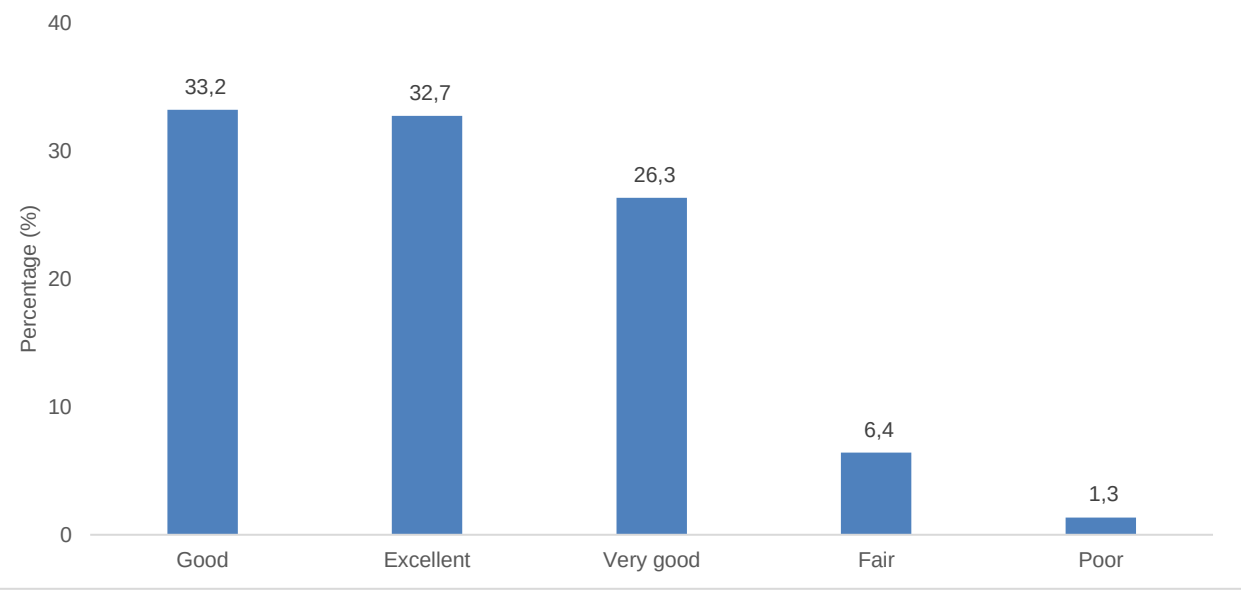


Figure 6 shows most individuals indicated their health in general is good (33,2%), excellent (32,7%) and very good condition (26,3%). There is a smaller percentage of individuals who described their health as fair (6,4%) and poor (1,3%).

Table 1: Percentage distribution of individuals by their level of difficulty in functioning, 2022/23

Type of functioning	No difficulty	Difficulty	Cannot at all
Communicating	99,0	0,9	0,1
Self-Care	98,4	1,5	0,1
Hearing	97,1	2,9	0,0
Remembering/Concentrating	96,2	3,7	0,0
Walking/Climbing	95,2	4,6	0,2
Seeing	91,5	8,4	0,1

"Difficulty" includes those that have "some difficulty" and "a lot of difficulty".

Table 1 shows most individuals have no difficulty at all when communicating (99,0%), with self-care (98,4%), hearing (97,1%), remembering/concentrating (96,2%), and walking or climbing steps (95,2%). About 8% of the individuals have difficulty (some difficulty and a lot of difficulty) in seeing followed by those who have difficulty in walking/climbing.

Table 2: Number and percentage of individuals aged 16 years and older who used an assistive device, 2022/23

	2022/23	
Assistive Device	Number ('000)	Percentage (%)
Eyeglasses /spectacles/contact lenses	6 297	14,7
Chronic medication	5 895	13,8
Walking stick/walking frame	665	1,6
Hearing aid	157	0,4
Crutches	156	0,4
Wheelchair/Scooter	108	0,3
Personal assistant	50	0,1
Artificial limb (leg/foot/arm)	33	0,1
Guide dogs/assistance dogs	*	*

* Unweighted number of 3 and below per cell are too small to provide accurate estimates.

Table 2 shows 14,7% of the individuals used eyeglasses/spectacles or contact lenses as an assistive device, 13,8% took chronic medication and 1,6% used walking stick/frame to assist with difficulty in functioning.

2.4 Summary

Results show that for the population aged 16 years and older 51,6% were female, and 48,4% were male. Almost four in five (79,6%) of the population aged 16 and older is black African, while coloureds (8,9%) and whites (8,6%) are almost of the same proportion and the Indian/Asian population is 2,9% of the total population. The demographic pattern of individuals aged 16 years and older indicates that they typically comprised a youthful population, single, and just over a third had attained some secondary school education.

Nationally, 49,7% of the individuals indicated salaries/wages/commission as their main sources of income, followed by grants (32,7%) and income from a business (9,5%). Provincially, more than half of individuals in Western Cape (65,6%) and Gauteng (57,3%) reported salaries/wages/commission as their main source of income. Most individuals have no difficulty at all when communicating (99,0%), with self-care (98,4%), hearing (97,1%), remembering/concentrating (96,2%), and walking or climbing steps (95,2%). About 14,7% of the individuals used eyeglasses/spectacles or contact lenses as an assistive device.

3. Government Performance and Effectiveness

3.1 Introduction

In this section, we focus on the performance and effectiveness of government services by examining the use and the satisfaction levels while using services from government/public institutions. In both GPSJS 2019/20 and 2022/23 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.

3.2 The use and satisfaction of government/public services

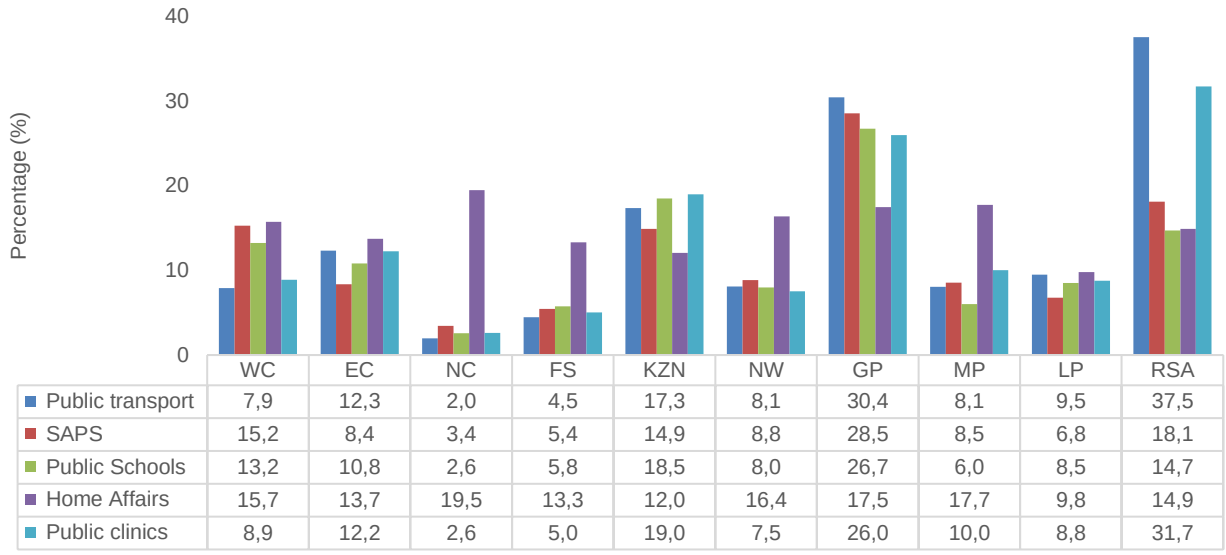
The use of education services is measured using public schools and the use of higher learning institutions. Public health is split into public hospitals and public clinics. Public transport services and public housing are measured as part of government services. Justice, crime prevention and security is split into courts and South African Police Service (SAPS). Other services offered by the government are measured through services offered by 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/public services in the 12 months preceding the survey period, 2019/20 and 2022/23

	2019/20		2022/23	
Government service	Number ('000)	Percentage (%)	Number ('000)	Percentage (%)
Public transport	17 464	43,4	16 024	37,5
Public clinics	14 248	35,4	13 547	31,7
South African Police Services	8 761	21,8	7 722	18,1
Public hospitals	8 020	19,9	5 796	13,6
Home Affairs	7 826	19,4	6 355	14,9
Public schools	7 605	18,9	6 280	14,7
Social Security Services	7 256	18,0	5 696	13,3
South African Revenue Service	4 346	10,8	2 698	6,3
Higher learning institutions	2 150	5,3	1 390	3,3
Courts	1 533	3,8	1 022	2,4
Public housing	1 428	3,6	1 021	2,4
Correctional Services	381	1,0	203	0,5

Table 3 above shows the overall use of government services decreased from 2019/20 to 2022/23 in all government/public services offered. Public transport service is the most used service by individuals aged 16 years and older in both 2019/20 and 2022/23. In 2019/20 more than forty percent (43,4%) of individuals used public transport services, which decreased to 37,5% in 2022/23, followed by those who used public clinics (35,4%) which also decreased to 31,7% in 2022/23. Courts (2,4%), public housing services (2,4%) and Correctional services (0,5%) are the least used services in 2022/23.

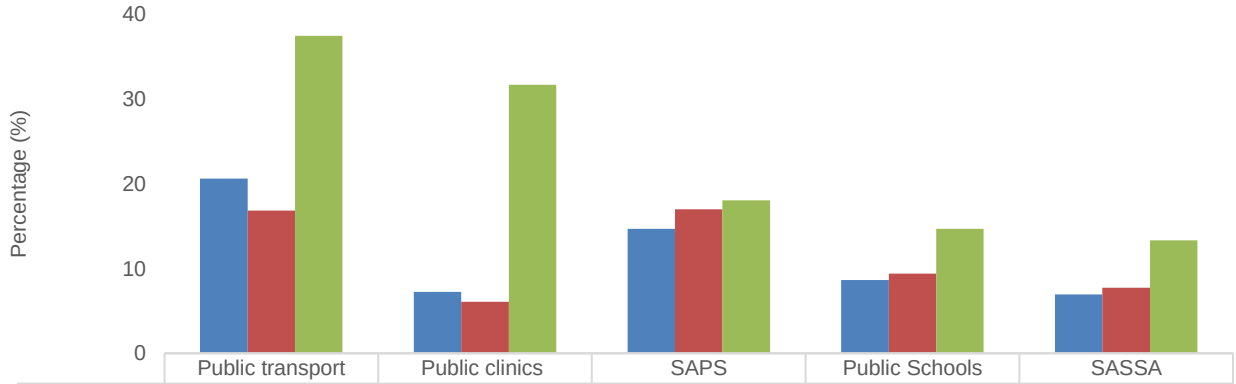
Figure 7: Percentage of individuals aged 16 years and older who used selected government/public services in the past 12 months by province, 2022/23



	WC	EC	NC	FS	KZN	NW	GP	MP	LP	RSA
Public transport	7,9	12,3	2,0	4,5	17,3	8,1	30,4	8,1	9,5	37,5
SAPS	15,2	8,4	3,4	5,4	14,9	8,8	28,5	8,5	6,8	18,1
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
Public clinics	8,9	12,2	2,6	5,0	19,0	7,5	26,0	10,0	8,8	31,7

Figure 7 above summarises the provincial distribution of individuals aged 16 years and older who used selected government services in 2022/23. Public transport was the most used service in Gauteng (30,4 %), followed by KwaZulu-Natal (17,3%) and Eastern Cape (12,3%). Northern Cape recorded the least proportions of public transport users (2,0%). The same pattern was observed with the use of public clinics. Gauteng recorded the highest proportions (26,0%), followed by KwaZulu-Natal (19,0%) and Eastern Cape (12,2%). Gauteng recorded the highest proportions (26,7 %) of those who used public schools' services, followed by KwaZulu-Natal (18,5%) while Northern Cape recorded the least proportions of users (2,6%). Northern Cape had the highest proportions (19,5%) of those who used Home Affairs services followed by Mpumalanga (17,7%) and Gauteng (17,5%).

Figure 8: Percentage of individuals aged 16 years and older who used selected government/public services in the past 12 months by metro status, 2022/23

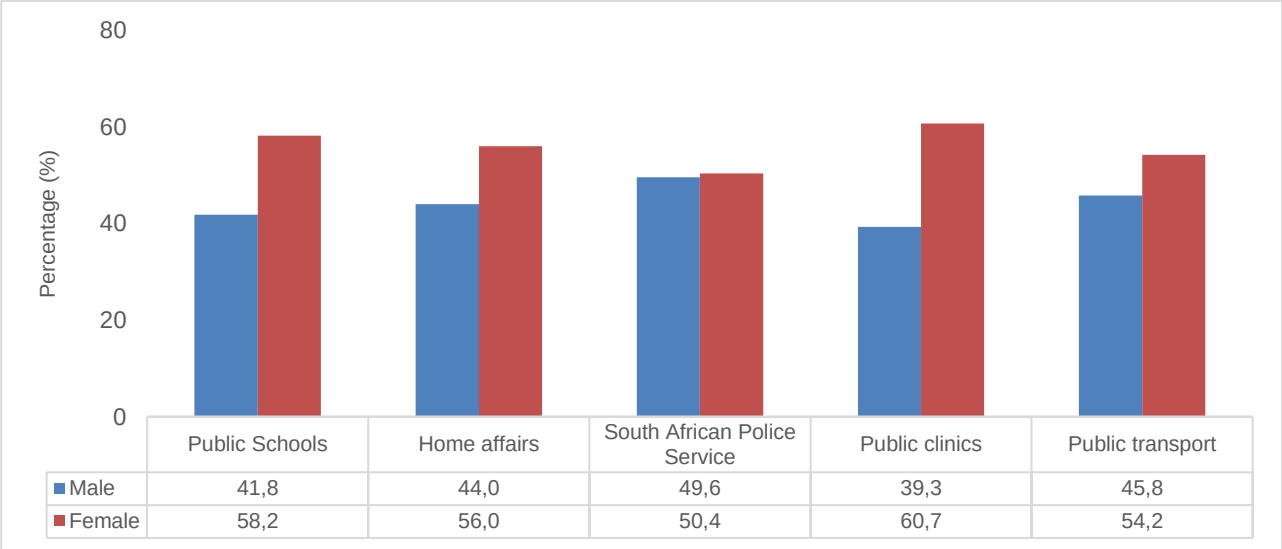


	Public transport	Public clinics	SAPS	Public Schools	SASSA
Metro	20,6	7,2	14,7	8,7	6,9
Non_metro	16,8	6,1	17,0	9,4	7,8
RSA	37,5	31,7	18,1	14,7	13,3

Figure 8 above shows the percentages of individuals aged 16 years and older who used selected government services in 2022/23, by metro status. A higher percentage of individuals aged 16 years and older used public transport in metro areas (20,6%) than in non-metro areas (16,8%). The use of police services was more common in non-metro areas compared to metro areas with 17,0% and 14,7% respectively.

A larger percentage of those who used services from SASSA was noted in non-metro (7,8%) compared to metro areas (6,9%). The use of public clinics was also more common in metro areas (7,2%) than in non-metro areas (6,1%).

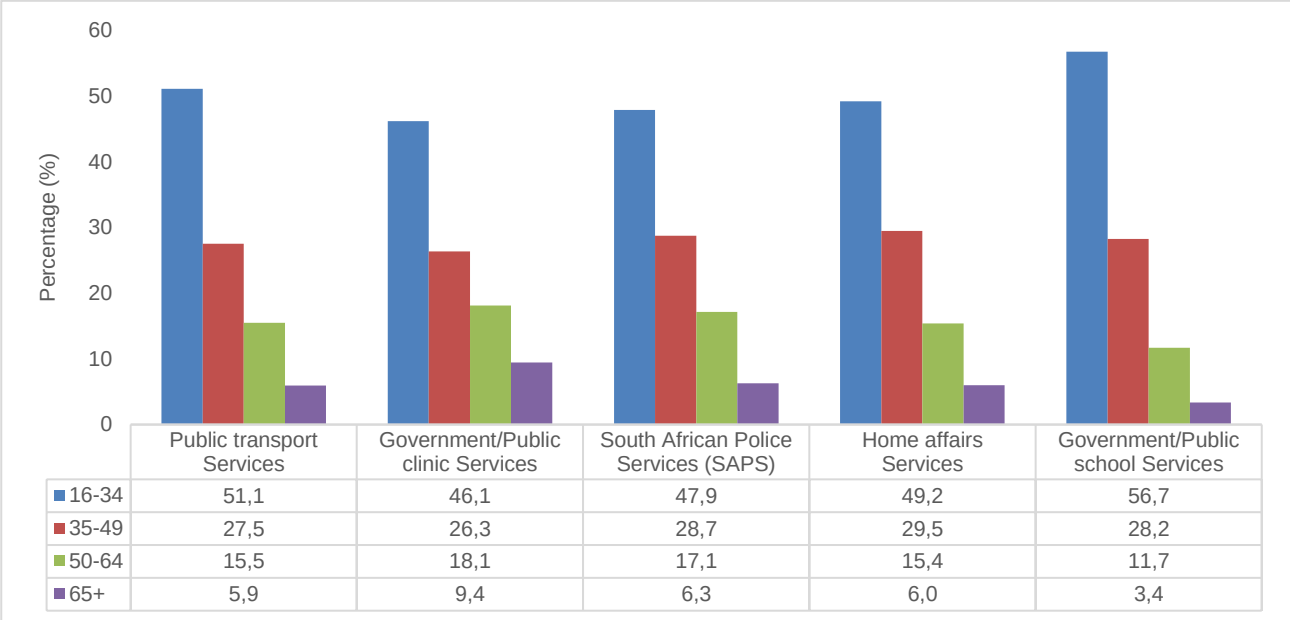
Figure 9: Percentage of individuals aged 16 years and older who used selected government/public services in the past 12 months by Sex, 2022/23



	Public Schools	Home affairs	South African Police Service	Public clinics	Public transport
Male	41,8	44,0	49,6	39,3	45,8
Female	58,2	56,0	50,4	60,7	54,2

Figure 9 above shows that females compared to males had a higher proportion of those who used selected government/public services. Females were more likely to use government/public clinics services (60,7%) compared to males (39,3%). Furthermore, the results show that 58,2% of females used government/public schools' services compared to 41,8% males in 2022/23. The use of South African Police services is about 50% for both females (50,4%) and males (49,6%).

Figure 10: Percentage of individuals aged 16 years and older who used selected government/public services in the past 12 months by age group, 2022/23



	Public transport Services	Government/Public clinic Services	South African Police Services (SAPS)	Home affairs Services	Government/Public school Services
16-34	51,1	46,1	47,9	49,2	56,7
35-49	27,5	26,3	28,7	29,5	28,2
50-64	15,5	18,1	17,1	15,4	11,7
65+	5,9	9,4	6,3	6,0	3,4

Figure 10 above shows that those aged 16–34 years recorded the highest proportions in all selected government/public services. More than 50% (56,7%) of 16-34 years' age group used government/public

schools' services in 2022/23. Furthermore, the results show about 30% (29,5%) of those aged 35–49 years used Home Affairs services provided.

3.3 Experience of selected government institutions

This section focuses on the individual experience of selected government services. The 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 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) and a specific criterion for each service, e.g., courtesy and treatment for health care and effective delivery for education[1].

3.3.1 Home Affairs

Figure 11: Percentage distribution of individuals who tried to obtain a document during their last use of Home Affairs services, 2022/23

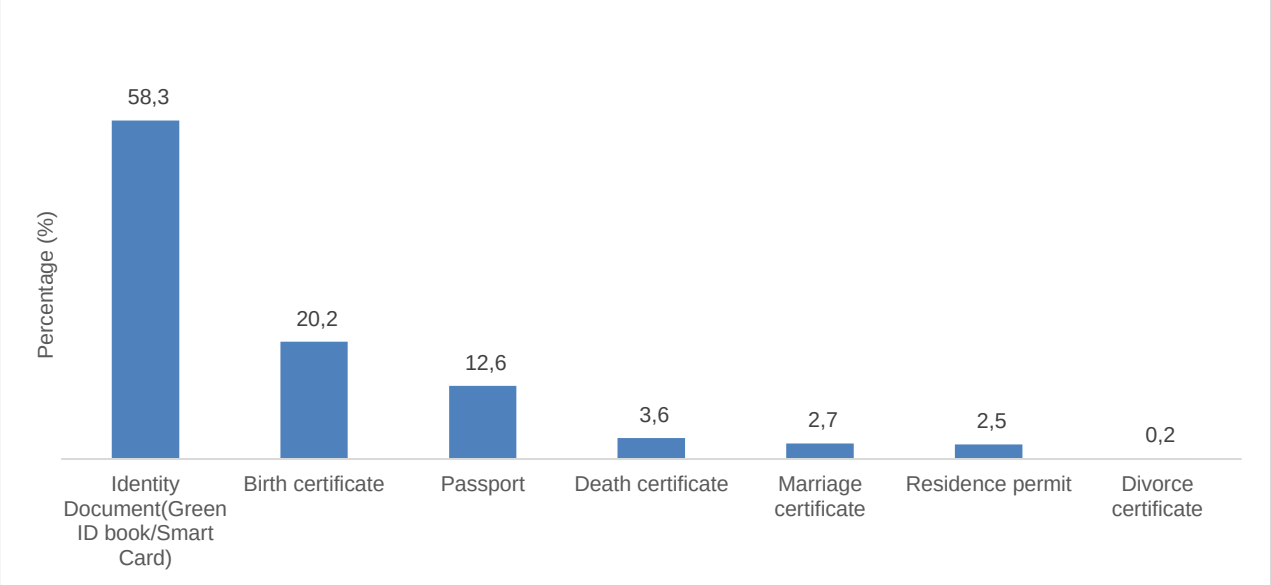
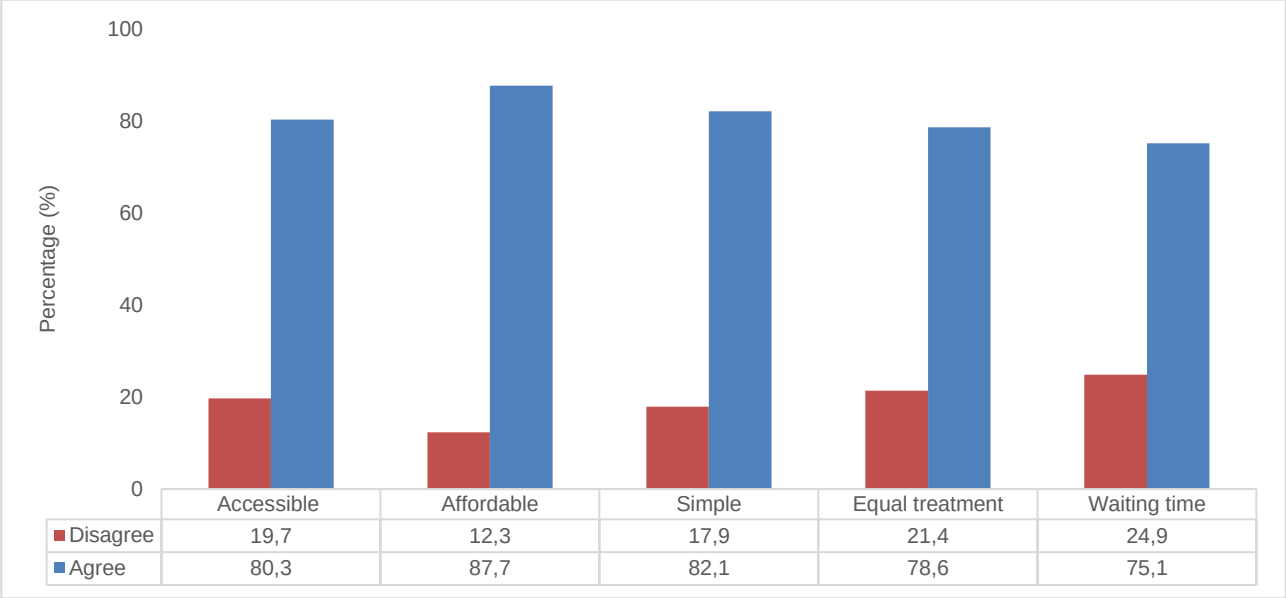


Figure 11 above shows the type of documents individuals tried to obtain from Home Affairs the last time they used the services from this institution. About 58% (58,3%) of the individuals aged 16 years and older tried to obtain an identity document from Home Affairs followed by the birth certificate (20,2%) and a passport (12,6%). The divorce certificate (0,2%) was the least obtained document.

[1] Praia City Group, 2015. Handbook on Governance Statistics.
https://www.ohchr.org/sites/default/files/Documents/Issues/HRIndicators/handbook_governance_statistics.pdf

Figure 12: Percentage distribution of those who used Home Affairs services by whether they agree or not that the services were accessible, affordable, simple, equal treatment and waiting time, 2022/23

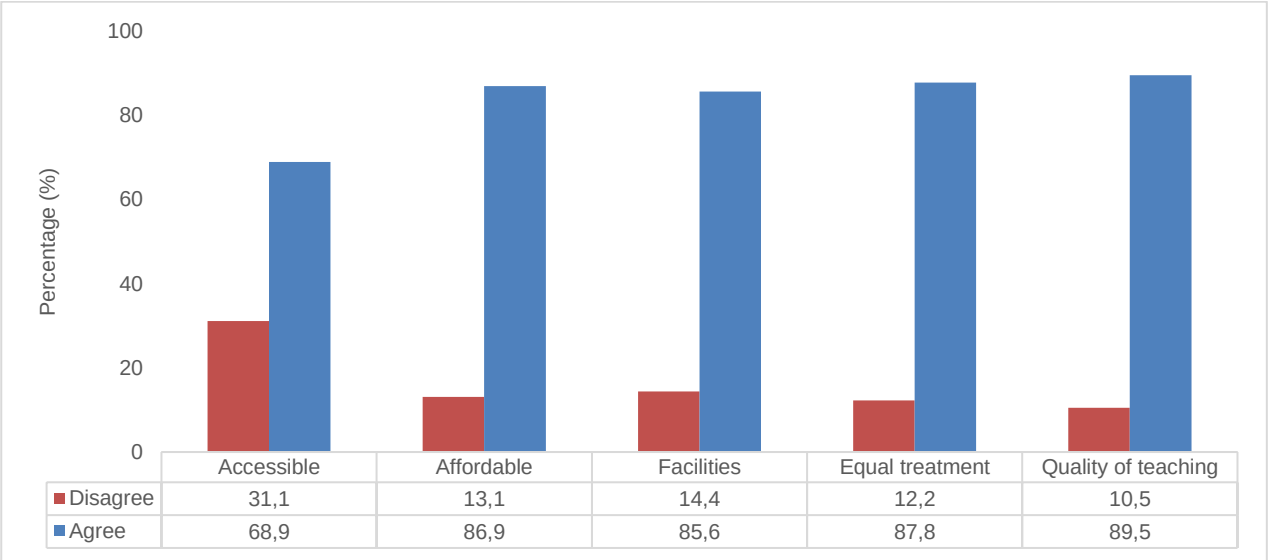


	Accessible	Affordable	Simple	Equal treatment	Waiting time
Disagree	19,7	12,3	17,9	21,4	24,9
Agree	80,3	87,7	82,1	78,6	75,1

Figure 12 above shows there was a higher proportion of individuals who agree that fees paid for documents or certificates were affordable (87,7%), the process for applying and obtaining documentation or certificates was simple (82,1%). The office, website or telephone number were easily accessible (80,3%), everyone was treated equally (78,6%) and the waiting time (75,1%) for the documents was reasonable. However, there was about a quarter (24,9%) of those who disagreed with the waiting time being reasonable.

3.3.2 Education Services

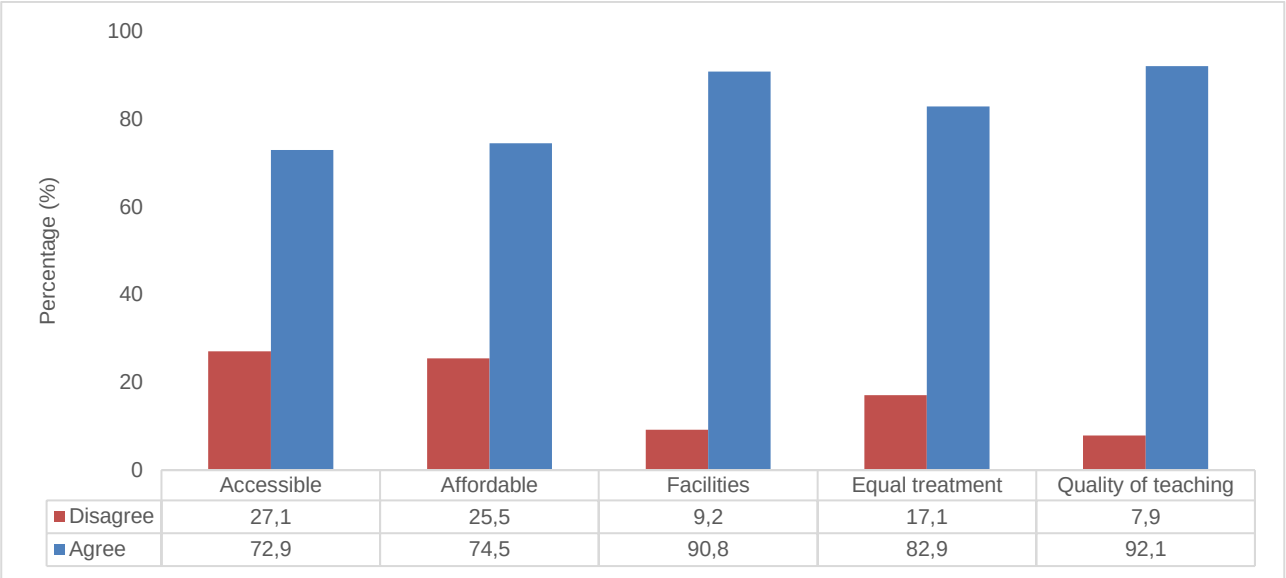
Figure 13: Percentage distribution of those who used government/public schools by whether they agree or not that the services were accessible, affordable, facilities, equal treatment, and good quality of teaching, 2022/23



	Accessible	Affordable	Facilities	Equal treatment	Quality of teaching
Disagree	31,1	13,1	14,4	12,2	10,5
Agree	68,9	86,9	85,6	87,8	89,5

Figure 13 above shows there was a higher proportion of individuals who used public schools agreed that quality of teaching is good (89,5%), all children are treated equally (87,8%), school-related expenses are affordable (86,9%), public schools are accessible (68,9%). Contrary, there was over 30% (31,1%) of those who disagreed with public school being accessible.

Figure 14: Percentage distribution of those who used public higher learning institution services by whether they agree or not that the services were accessible, affordable, facilities, equal treatment, and good quality of teaching, 2022/23



	Accessible	Affordable	Facilities	Equal treatment	Quality of teaching
Disagree	27,1	25,5	9,2	17,1	7,9
Agree	72,9	74,5	90,8	82,9	92,1

Figure 14 above shows there was a higher proportion of individuals who used higher learning institutions services agreed that quality of teaching was good (92,1%), all students were treated equally (82,9%), and school related expenses was affordable (74,5%). Higher learning institution services was accessible (72,9%) and that public school facilities were in good conditions (90,8%). Over a quarter (25,5%) of individuals disagreed with public higher learning services as affordable.

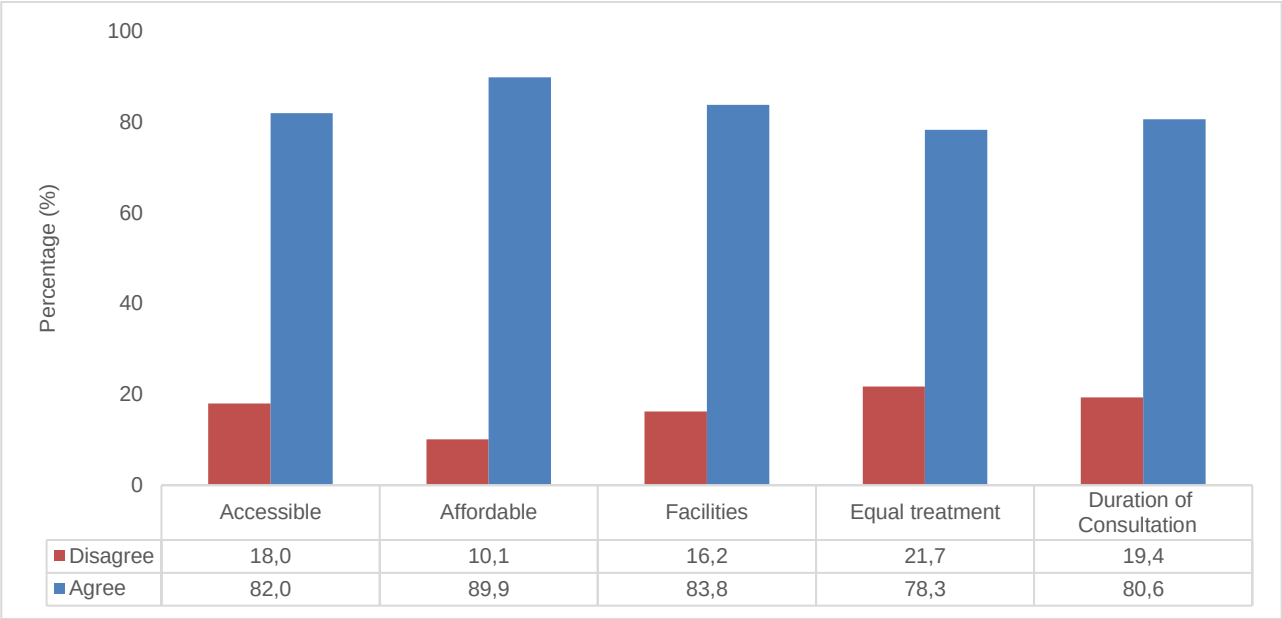
3.3.3 Health Services

Figure 15: Percentage distribution of experience of those who used public clinics by whether they agree or not that services were accessible, affordable, facilities, equal treatment, and duration of consultation, 2022/23

	Accessible	Affordable	Facilities	Equal treatment	Duration of consultation
Disagree	13,5	6,0	9,3	18,9	17,0
Agree	86,5	94,0	90,7	81,1	83,0

Figure 15 above shows there was a higher proportion of individuals who agreed that expenses for public clinic services were affordable (94,0%), were easily accessible (86,5%), everyone was treated equally (81,1%), the duration of the consultation with the doctor or nurse was enough (83,0%) and healthcare facilities were clean and in good condition (90,7%). Although the agreement levels are high, about 19% of individuals disagreed with equal treatment in receiving public health services in their area.

Figure 16: Percentage distribution of experience of those who used public hospital institutions by whether they agree or not that services were accessible, affordable, facilities, equal treatment, and duration of consultation, 2022/23



	Accessible	Affordable	Facilities	Equal treatment	Duration of Consultation
Disagree	18,0	10,1	16,2	21,7	19,4
Agree	82,0	89,9	83,8	78,3	80,6

Figure 16 above shows a higher proportion of individuals agreed that expenses for public hospital services were affordable (89,9%), services were easily accessible (82,0%), everyone was treated equally (78,3%), duration of the consultation with the doctor or nurse was enough (80,6%) and healthcare facilities were clean and in good condition (83,8%). Although the services were rated high there was about 22% who disagreed in terms of equal treatment in receiving public healthcare services and over 19% disagreed the duration of the consultation with the doctor or nurse was enough.

3.4 Satisfaction with services offered by the government/public institutions

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[2]. The National Development Plan (NDP) (Chapter 13) and the Sustainable Development Goals (SDG) 16.6.2 indicator underline the importance of building effective, accountable, and inclusive institutions at all levels.

Figure 17: Percentage of individuals aged 16 years and older satisfied with services offered by the government/public institutions, 2019/20 and 2022/23

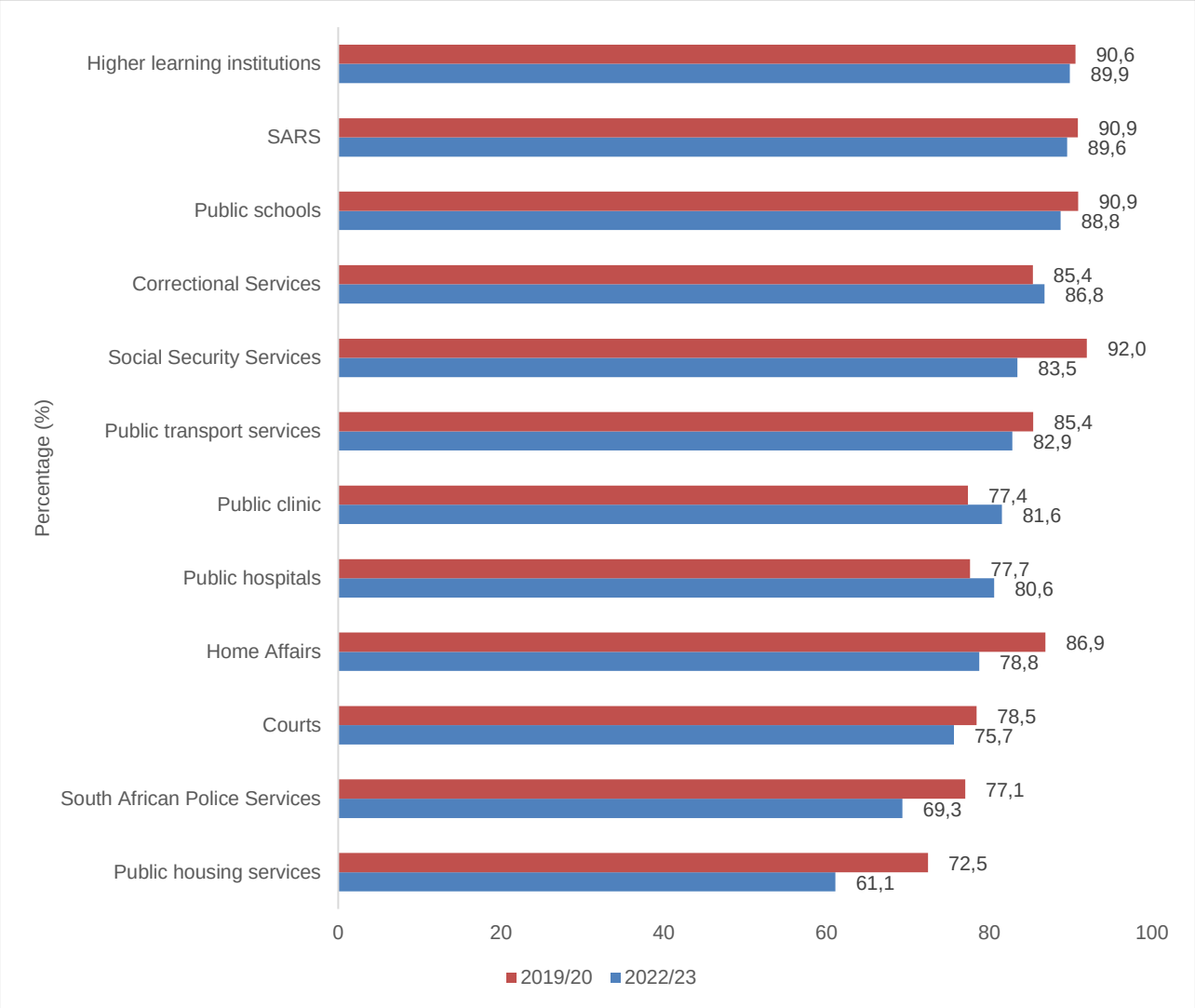


Figure 17 above shows that for each government/public service, over 60% have indicated they were satisfied with the service in 2022/23. The proportion of individuals that were satisfied with the correctional, public clinic and hospital services has increased from 2019/20 to 2022/23. Individuals satisfied with social security services declined from 92,0% in 2019/20 to 83,5% in 2022/23, Home Affairs from 86,9% in 2019/20 to 78,8% in 2022/23 and South African Police Services from 77,1% in 2019/20 to 69,3% in 2022/23.

[2]OECD (2013), "Citizen satisfaction with public services", in Government at a Glance 2013, OECD Publishing, Paris. DOI: https://doi.org/10.1787/gov_glance-2013-56-en

Figure 18: Percentage of individuals aged 16 and above who were satisfied with government services by metro status, 2022/23

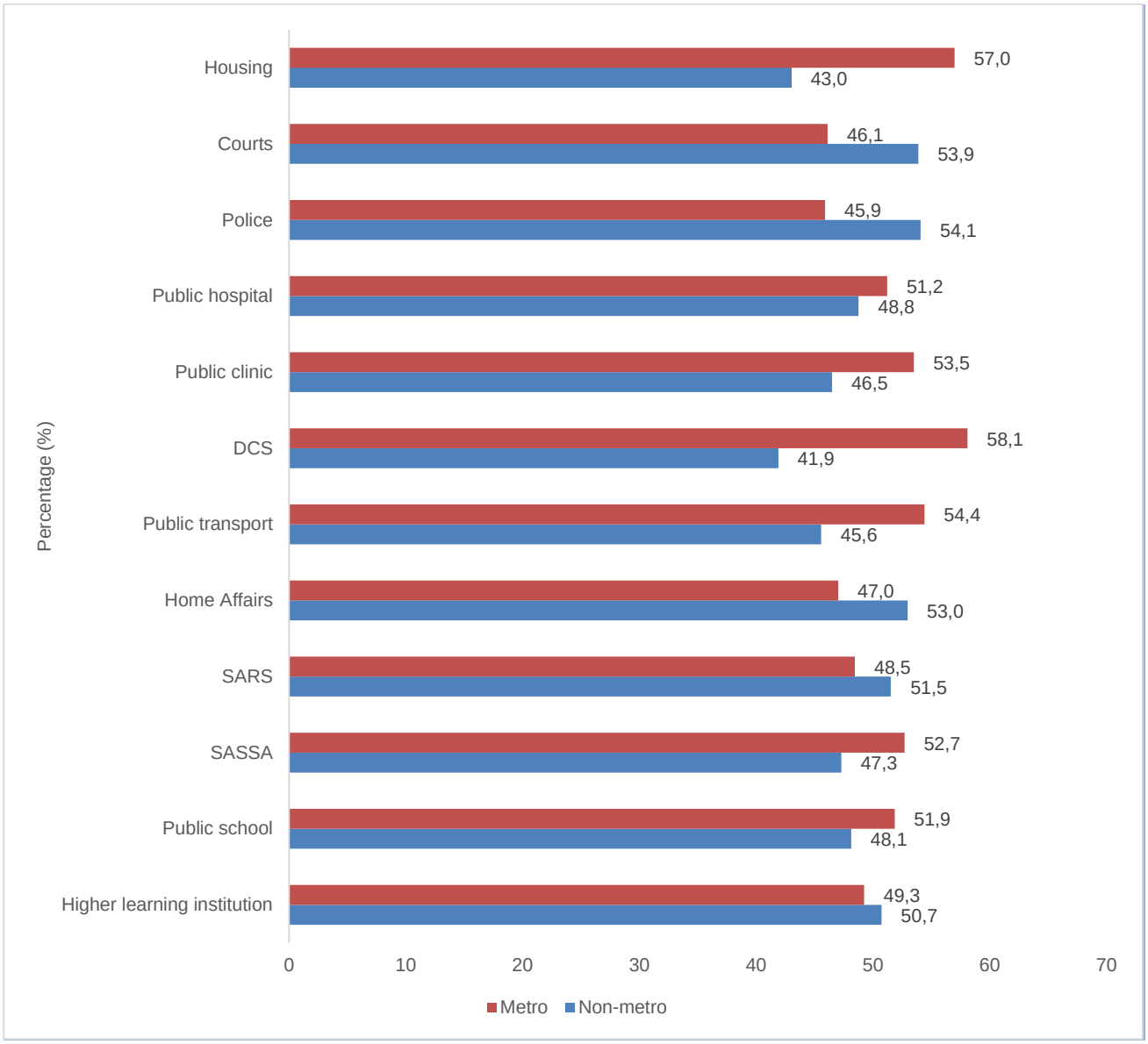


Figure 18 above shows that for each government/public service, over 40% of individuals in metro areas and non-metros have indicated they were satisfied with the service. There was a higher proportion of individuals in non-metros who were satisfied with the police, courts, Home Affairs, SARS, and higher learning institution services in 2022/23 compared to metro areas.

Figure 19: Percentage of individuals aged 16 and above who were satisfied with government services by metro status, 2019/20

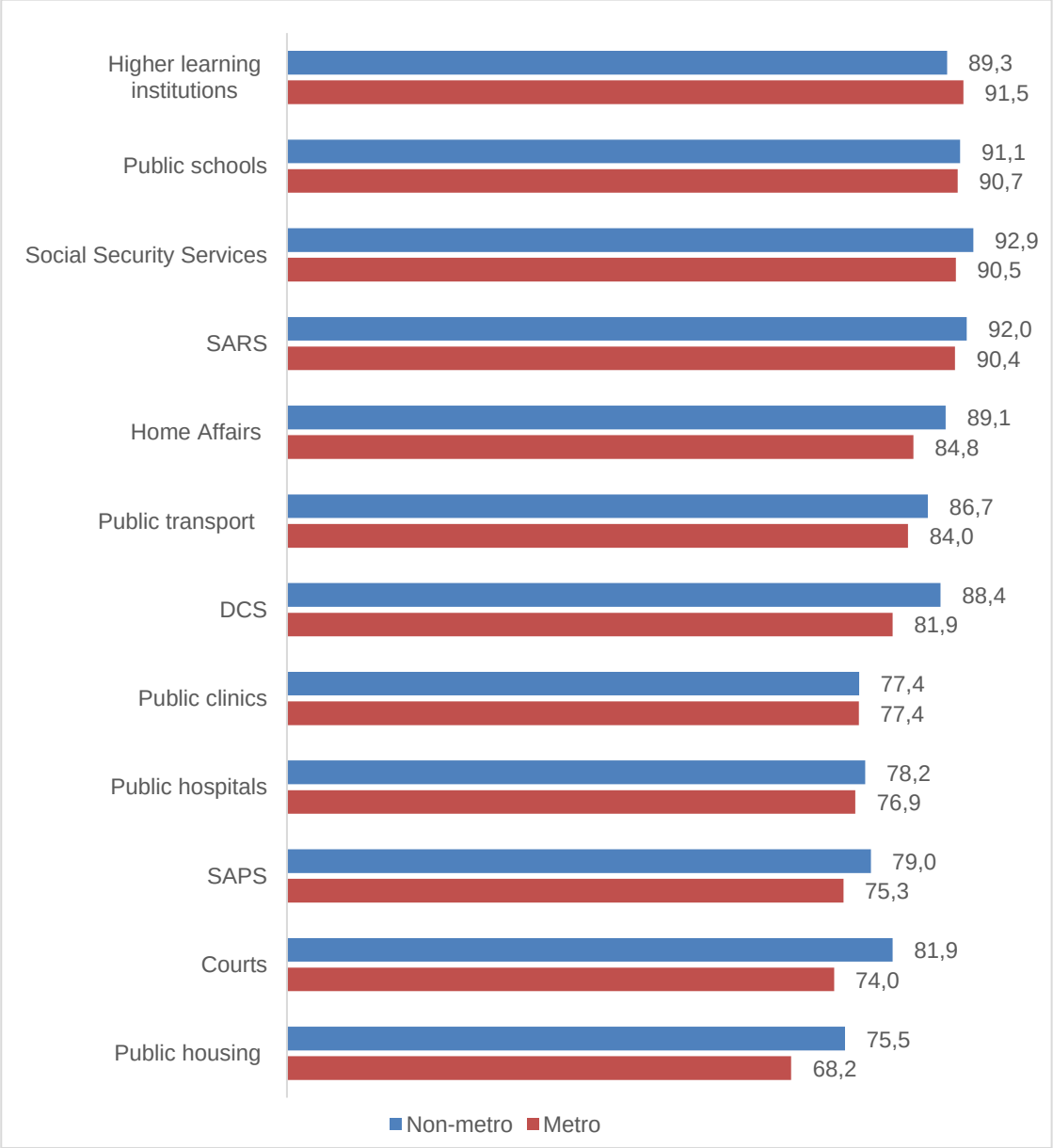


Figure 19 shows the satisfaction levels reported by those who used government services by metro status in 2019/20. The figure shows that, with two exceptions, users of government services in non-metro areas were more satisfied with government services than their peers in metropolitan areas. Metropolitan 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.

Overall, the level of satisfaction declined from 2019/20 to 2022/23 for both metros and non-metros. The level of satisfaction in 2019/20 ranges between 68,2% to 91,5% in metros while in 2022/23 ranges between 45,9% to 58,1%. The level of satisfaction in 2019/20 ranges between 75,5% to 92,9% in non-metros while in 2022/23 ranges between 41,9% to 54,1%. The satisfaction level in services from higher learning institutions decreased by 42,2 percentage points in metros between 2019/20 and 2022/23.

Table 4: Main reason for dissatisfaction with selected government services, 2019/20 and 2022/23

	2019/20		2022/23	
Government service	**Main reason**	**Percentage (%)**	**Main reason**	**Percentage (%)**
Public housing	Ownership conflicts	40,4	Poor quality of houses	55,7
SAPS	Took long to be attended to	28,0	Took long to be attended	34,2
Courts	Corrupt officials	25,6	Could not get help	24,9

*Missing values are excluded in the calculations of percentages

Table 4 shows the main reasons why users of public services were dissatisfied with a specific government service. Those who used public housing indicated “poor quality of houses” as the main reason for dissatisfaction (55,7%), and “could not get help” for courts (24,9%) as the main reason why they were dissatisfied with the services. The main reason for being dissatisfied with SAPS remained unchanged from “took too long to be attended to” in 2019/20 and 2022/23.

3.5 Summary

Public transport was the most used service among all government/public services, with almost 38% (37,5%) of individuals aged 16 years and older using these services in 2022/23. The least used service was correctional services at 0,5%.

Overall individual experience of government services was affordable for Home Affairs, public schools, and public hospitals. Higher learning institutions and public clinics facilities were in good condition. Although the services were rated high there was about 22% who disagreed in terms of equal treatment in receiving public healthcare services and over 19% disagreed the duration of the consultation with the doctor or nurse was enough.

The proportion of individuals aged 16 years and older who rated government services as satisfactory in 2022/23 mostly decreased when compared to 2019/20. Those who were satisfied with the quality of higher learning services declined from 90,6% to 89,9%, SARS from 90,9% to 89,6% and public schools from 90,9% to 88,8%.

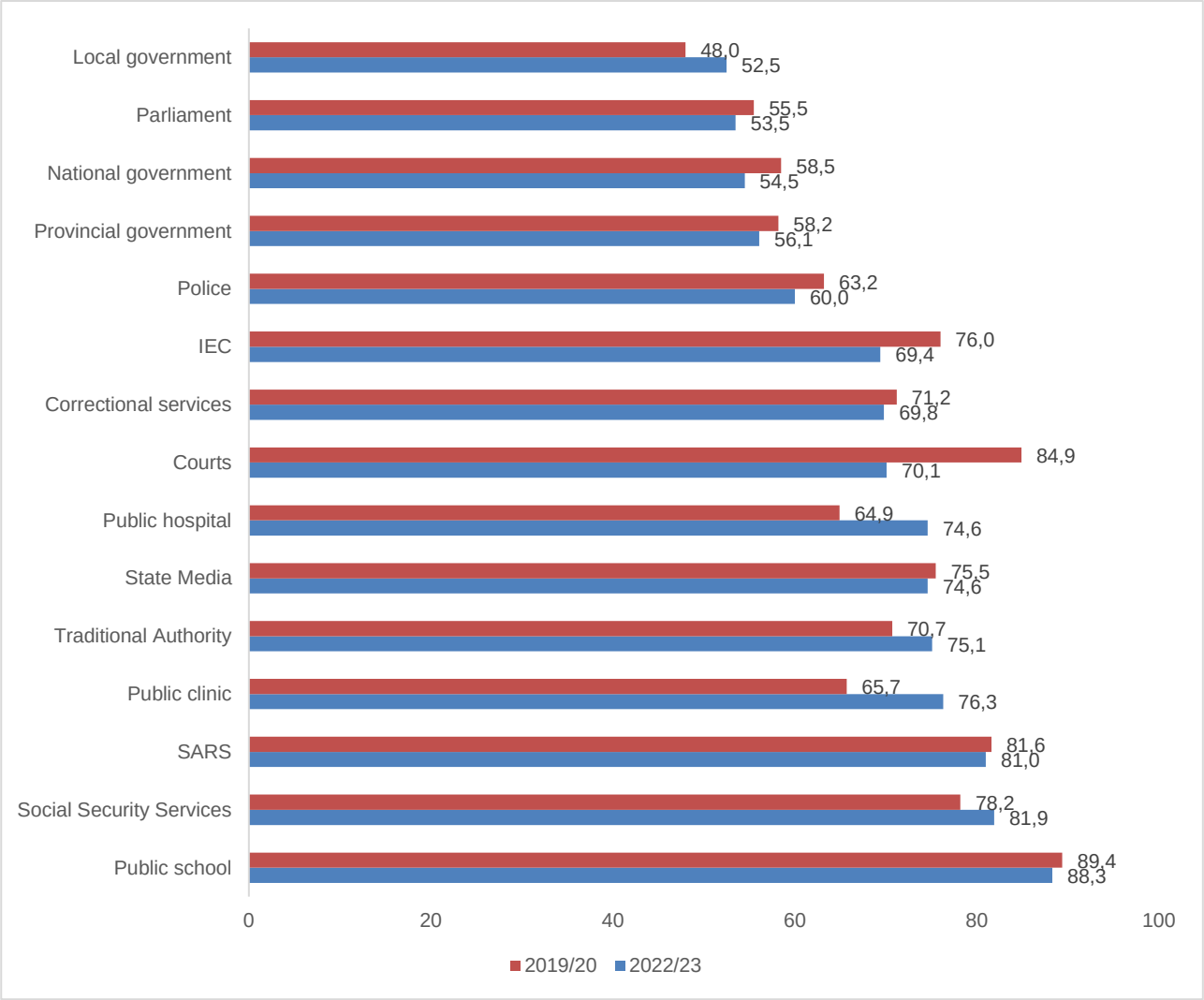
4. Trust in government and public institutions

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[3]. 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 2022/23 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 20: Percentage of individuals aged 16 years and older who trusted in government/public institutions, 2019/20 and 2022/23

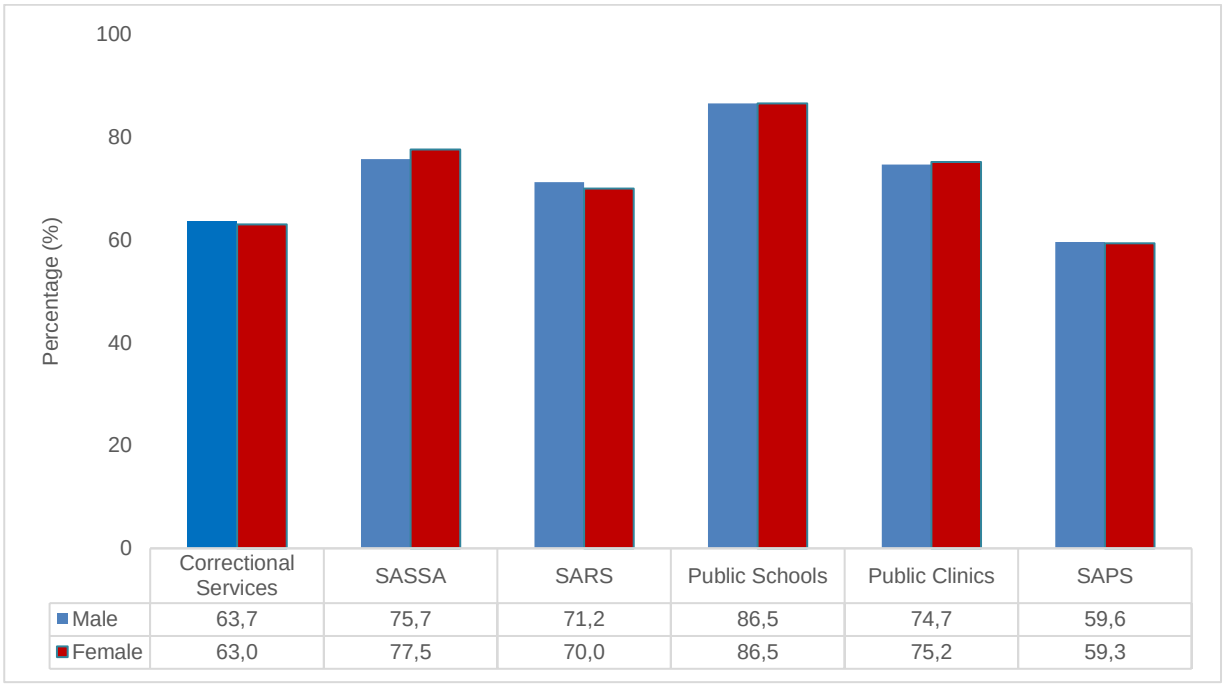


[3]**OECD (2022), Building Trust to Reinforce Democracy: Main Findings from the 2021 OECD Survey on Drivers of Trust in Public Institutions, Building Trust in Public Institutions, OECD Publishing, Paris. https://doi.org/10.1787/b407f99c-en**

Figure 20 shows individuals' level of trust declined in 10 out 15 government institutions. More than three-quarters of individuals aged 16 years and older indicated that they trusted or strongly trusted public schools (88,3%) in 2022/23 which is a 1,1 percentage point decrease from 2019/20. The level of trust in courts have decreased by 14,8 percentage points between 2019/20 and 2022/23.

There was an increase in the level of trust in individuals aged 16 years and older in public clinics, public hospitals and local government. Furthermore, results show that more than two-thirds of the population aged 16 years and older said they have strong trust or trust in SASSA (81,9%), SARS (81,0%) and public clinics facilities (76,3%) in 2022/23.

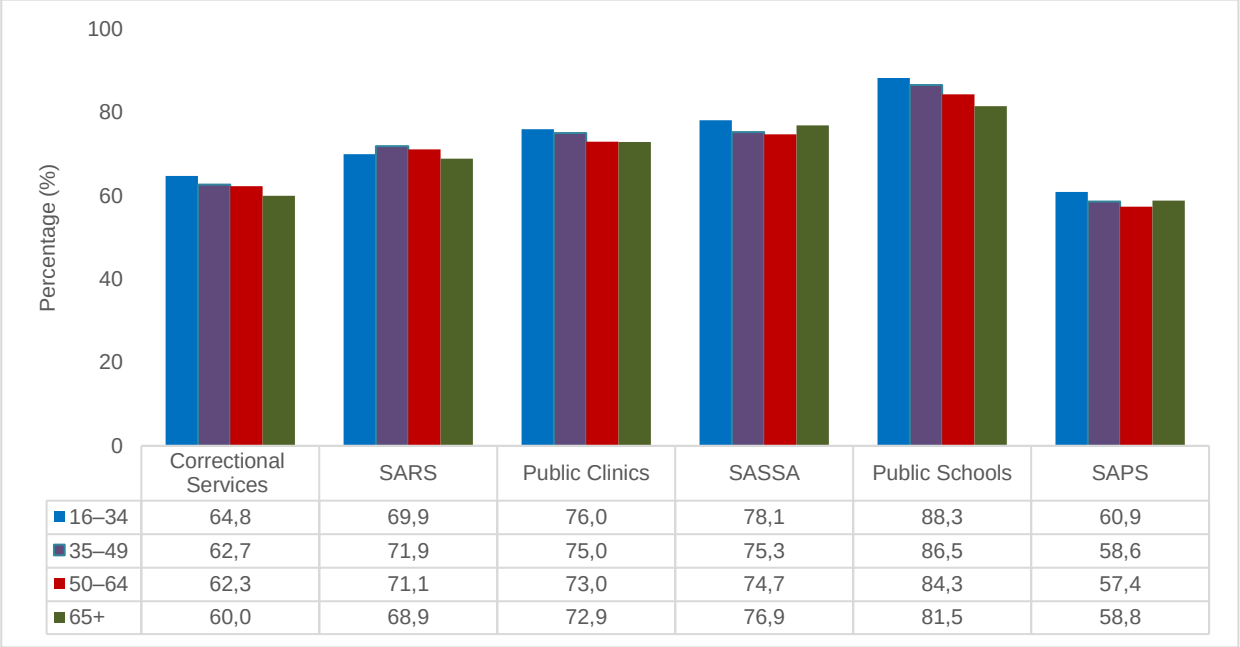
Figure 21: Percentage distribution of individuals who trust selected government/public institutions by sex, 2022/23



	Correctional Services	SASSA	SARS	Public Schools	Public Clinics	SAPS
Male	63,7	75,7	71,2	86,5	74,7	59,6
Female	63,0	77,5	70,0	86,5	75,2	59,3

Figure 21 above shows that both males and females aged 16 years and older trusted the selected government/public institutions. More females (77,5%) trusted SASSA institution more than males (75,7%). A higher proportion of males (71,2%) trusted SARS more than females (70,0%).

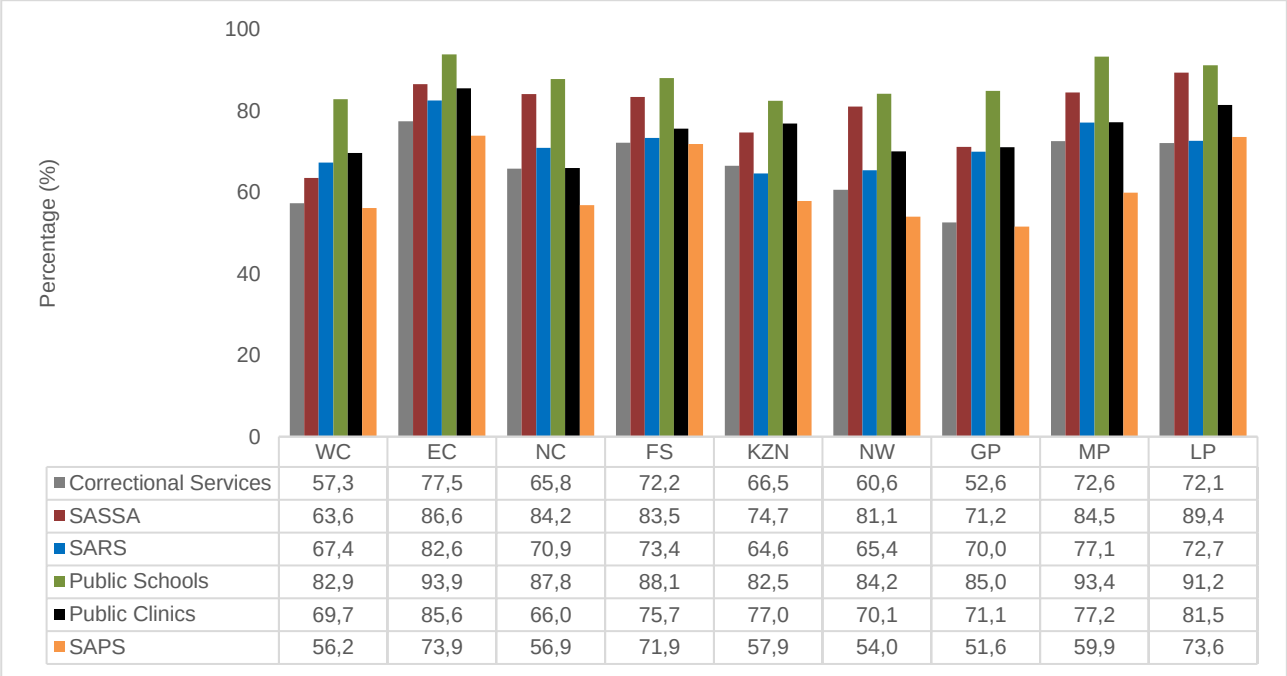
Figure 22: Percentage distribution of individuals who trust selected government/public institutions by age group, 2022/23



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

Figure 22 above shows that regardless of age, there is a higher level of trust in public schools. Those aged 16 to 34 years and 65 years and older trusted SASSA more than the other age groups, while those aged 35 to 49 years and 50 to 64 years trusted SARS more than the other age groups.

Figure 23: Percentage distribution of individuals who trust selected government/public institutions by Province, 2022/23

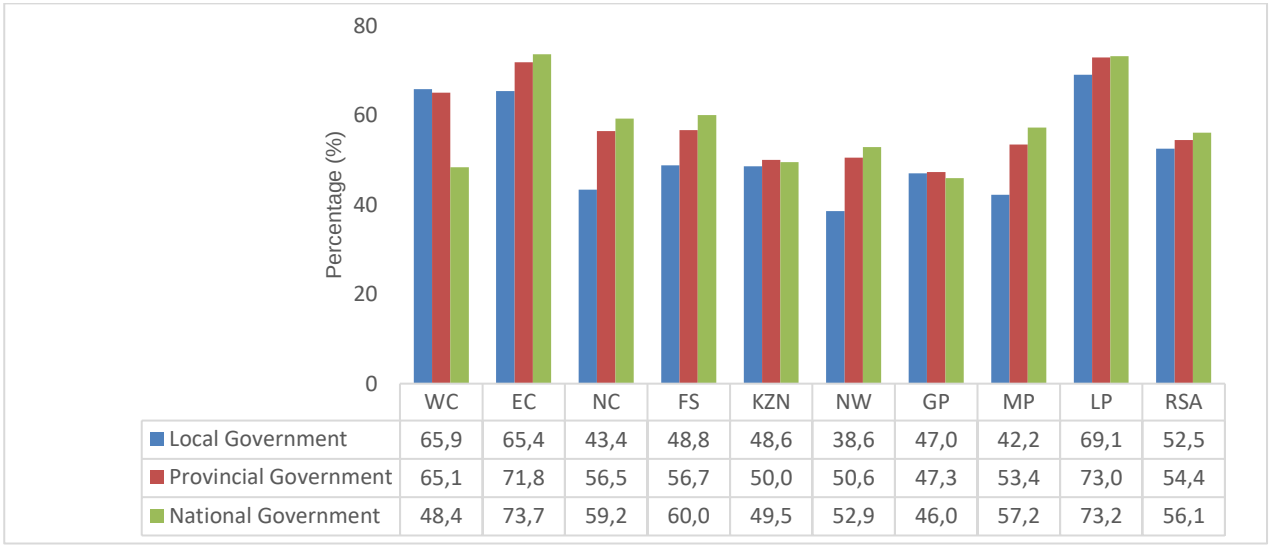


	WC	EC	NC	FS	KZN	NW	GP	MP	LP
Correctional Services	57,3	77,5	65,8	72,2	66,5	60,6	52,6	72,6	72,1
SASSA	63,6	86,6	84,2	83,5	74,7	81,1	71,2	84,5	89,4
SARS	67,4	82,6	70,9	73,4	64,6	65,4	70,0	77,1	72,7
Public Schools	82,9	93,9	87,8	88,1	82,5	84,2	85,0	93,4	91,2
Public Clinics	69,7	85,6	66,0	75,7	77,0	70,1	71,1	77,2	81,5
SAPS	56,2	73,9	56,9	71,9	57,9	54,0	51,6	59,9	73,6

Figure 23 shows distribution of level of trust for individuals aged 16 years and older for top 5 government services 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 in 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%. In terms of South African Social Security Agency 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%.

Figure 24: Percentage of individuals 16 years and older who trust national, provincial, and local government by province, 2022/23



	WC	EC	NC	FS	KZN	NW	GP	MP	LP	RSA
Local Government	65,9	65,4	43,4	48,8	48,6	38,6	47,0	42,2	69,1	52,5
Provincial Government	65,1	71,8	56,5	56,7	50,0	50,6	47,3	53,4	73,0	54,4
National Government	48,4	73,7	59,2	60,0	49,5	52,9	46,0	57,2	73,2	56,1

Figure 24 above shows the levels of trust respondents had in the three spheres of government by province. National government has recorded the highest level of trust (56,1%) followed by provincial government (54,4%) and local government (52,5%). Individuals aged 16 years and older who either trusted or strongly trusted the national government were most common in Eastern Cape (73,7%), Limpopo (73,2%), and Free State (60,0%).

There was almost equal level of trust between the national and provincial government which was over 73% (73,2% and 73,0% respectively) and local government (69,1%) in Limpopo. However, in Gauteng there was a small proportion for all 3 spheres of government which is less than 50%. Lower levels of trust at local government were observed in North West (38,6%), Mpumalanga (42,2%) and Northern Cape (43,4%).

Figure 25: Percentage of individuals aged 16 and older who trust national, provincial, and local government by metro status, 2022/23

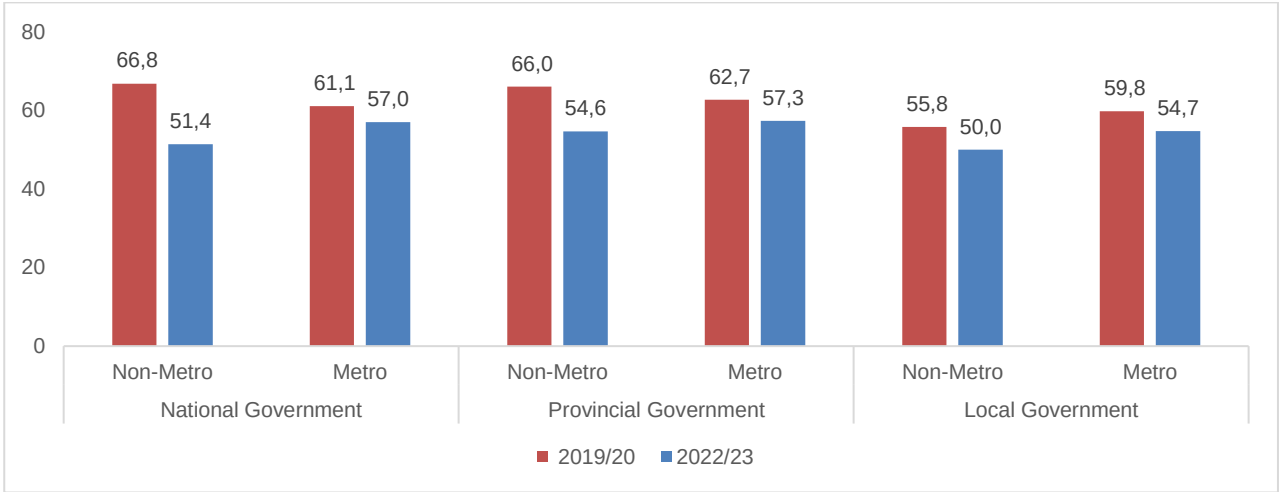
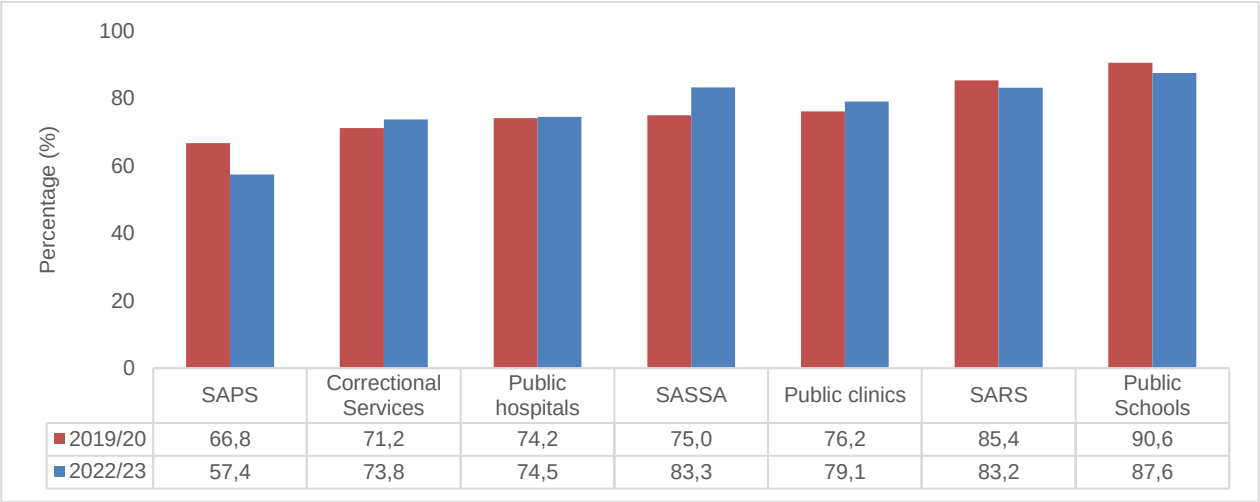


Figure 25 shows that the levels of trust in metros have decreased in all three spheres of government in individuals aged 16 years and older. Those residing in non-metro showed a decline in the levels of trust in National government and Provincial government by 15,4 and 4,1 percentage points respectively. Individuals showed more trust in metro areas in the provincial government (57,3%) slightly more than the national government (57,0%) and local government (54,7) in 2022/23. In non-metro areas, individuals trusted the provincial government (54,6%) more than the national government (51,4%) and local government (50,0%), which is a decrease compared to the 2019/20 figures. Individuals who lived in metro areas were more likely to trust local government (54,7%) than those from non-metro areas (50,0%).

Figure 26: Level of trust among those who are using government/public institutions by individual aged 16 years and older who used selected government services in the past 12 months, 2019/20 and 2022/23



	SAPS	Correctional Services	Public hospitals	SASSA	Public clinics	SARS	Public Schools
2019/20	66,8	71,2	74,2	75,0	76,2	85,4	90,6
2022/23	57,4	73,8	74,5	83,3	79,1	83,2	87,6

Figure 26 compares the levels of trust between individuals who used government services in both 2019/20 and 2022/23. Levels of trust for those who used the SARS and SAPS from 2019/20 to 2022/23 decreased by 2,2 and 9,4 percentage points respectively. The same trend is observed in those who trusted public schools, it shows decrease by 3 percentage points from 2019/20 to 2022/23. However, the levels of trust in public clinics, SASSA and correctional services also increased between 2019/20 and 2022/23.

Figure 27: Level of trust in selected government/public institutions by individual aged 16 years and older who used/did not use selected government services in the past 12 months, 2022/23

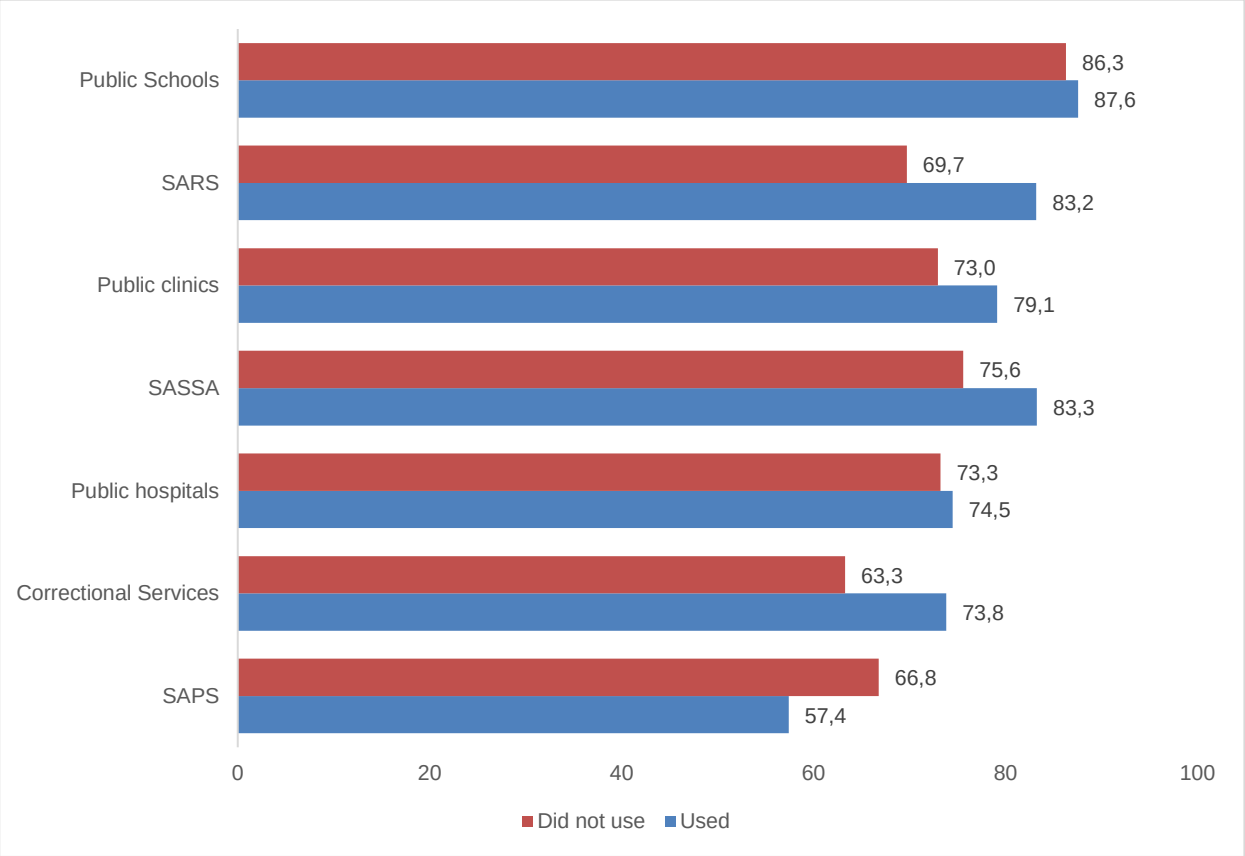


Figure 27 above shows in 2022/23, level of trust was compared between individuals who used selected government services and those who did not. The level of trust in government services was high (over 50%) regardless of whether they used or did not use the services. Those who used public schools reported higher levels of trust (87,6%) than those who did not (86,3%). Conversely, individuals who used SAPS reported lower trust levels (57,4%) than those who did not (66,8%). Additionally, those who used SASSA reported higher levels of trust (83,3%) than those who did not (75,6%)

4.3 Summary

Overall, it appears that the levels of public trust in government/public institutions were high among individuals aged 16 years and older. Levels of trust were highest for public schools and lowest for local government. Trust levels in government/public institutions differed by whether individuals had used the services or not.

National government has recorded the highest level of trust (56,1%) followed by provincial government (54,4%) and local government (52,5%). The proportion of those aged 16 years and older who either trusted or strongly trusted the provincial government were highest in Limpopo (73,0%), Eastern Cape (71,8%), and Western Cape (65,1%). Individuals in both metro and non-metro areas trusted the provincial government more than the national and local government.

5. Corruption

5.1 Experience of Corruption

The importance of reducing corruption is also recognised explicitly by the 2030 Agenda for Sustainable Development (SDG target 16.5). According to the International Classification of Crime for Statistical Purposes (ICCS, 2016), bribery is defined as: “Promising, offering, giving, soliciting, or accepting an undue advantage to or from a public official or a person who directs or works in a private sector entity, directly or indirectly, in order that the person act or refrain from acting in the exercise of his or her official duties”.

The GPSJS is mainly concerned with experiences and perceptions of corruption in the public sector. This section provides statistics concerning individual experiences on being requested and payment of bribes to public officials.

Table 5: Number and percentage of individuals who were asked to give money to a government official in exchange for a service/favour, 2019/20 and 2022/23

	2019/20		2022/23	
Government official	**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
Tax or revenue officials (SARS)	*	*	*	*
Correctional services officials	*	*	*	*

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

Table 5 above shows the number and percentage of individuals who were asked to give money or gifts in exchange for the services they needed from a government official in 2019/20 and 2022/23. The traffic officials followed by police officials and traffic centre officials had the highest proportion of officials who have asked for a bribe from individuals in both 2019/20 and 2022/23. Although the proportions have roughly stayed the same between the two periods, the absolute numbers show an increase in the number of individuals who have been asked for a bribe by government officials except for the police officials.

Table 6: Individuals aged 16 years and older who had to give money to a government official in exchange for a service/favour, 2019/20 and 2022/23

	2019/20		2022/23	
Government official	**Number ('000)**	**Percentage (%)**	**Number ('000)**	**Percentage (%)**
Traffic officials (e.g., Metro Police, Traffic police)	412	1,0	351	0,8
Police officials	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
Court officials	*	*	*	*
Correctional services officials	*	*	*	*
Housing officials	*	*	*	*
Tax or revenue officials (SARS)	*	*	*	*
Education officials	*	*	*	*

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

Table 6 above shows the number and Percentage (%) age of individuals who gave money or gifts in exchange for the services they needed from a government official in 2019/20 and 2022/23. There's a new trend of individuals who gave money or gifts in exchange for the services in 2022/23 compared 2019/20 which was traffic officials, followed by police officials and traffic centre officials which had the highest proportion. In 2022/23 it is traffic officials, followed by traffic centre officials and police officials who had the highest proportion of officials who were given a bribe by individuals. Approximately 412 000 individuals in 2019/20 paid a bribe to traffic officials which declined to 351 000 in 2022/23.

5.2 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 decreased. The traffic officials followed by police officials and traffic centre officials had the highest proportion of officials who have asked for a bribe from individuals in both 2019/20 and 2022/23.

6. Technical notes

6.1 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.

6.2 Sample design

The Governance, Public Safety, and Justice Survey (GPSJS) 2022/23 uses the Master Sample (MS) sampling frame that has been developed as a general-purpose household survey frame that can be used by all other Stats SA household-based surveys that have design requirements that are reasonably compatible with GPSJS. The GPSJS 2022/23 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.

6.3 Data collection

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

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 was 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 to produce rolling estimates relating to any desired period. It has been noted that the change of data collection methodology may cause concerns over the survey estimates, particularly upon comparisons of years before and after the change.

Victimisation questions referred to the 12 calendar months ending with the month before the interview. 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.

6.4 Questionnaire

Table 7 summarises the details of the questions included in the GPSJS 2022/23 questionnaire. The questions are covered in eight 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 2022/23 questionnaire

Section	Number of questions 2022/23	Details of each section
Cover page		Household information, response details, field staff information, result codes, etc.
Person information	16	Demographic information (name, sex, age, population group, etc.)
Part 01: Household Information		
Section 1	83	Experience of Household Crime
Section 2	5	Citizen Interaction/Community Cohesion
Part 02: Individual Respondent		
Section 3	8	General Health and Functioning
Section 4	15	Trust in Government/Public Institutions
Section 5	62	Government's performance and Effectiveness
Section 6	2	Experience of Corruption
Section 7	50	Individual Experience of Crime
Section 8	6	Individual Perceptions on Crime
Survey Officer Questions	5	Survey officer to answer questions
All sections	252	

6.5 Response rates

Table 8: Response rates per province, GPSJS 2022/23

Province / Metropolitan Area	Response Rates
National	**85,23**
Western Cape	81,12
Non-Metro	87,67
City of Cape Town	78,06
Eastern Cape	93,38
Non-Metro	95,35
Buffalo City	91,90
Nelson Mandela Bay	87,26
Northern Cape	85,00
Free State	90,93
Non-Metro	93,79
Mangaung	84,87
KwaZulu-Natal	88,99
Non-Metro	91,09
eThekwini	85,16
North West	90,87
Gauteng	74,39
Non-Metro	84,54
Ekurhuleni	86,78
City of Johannesburg	64,82
City of Tshwane	69,89
Mpumalanga	90,25
Limpopo	95,47

6.6 Editing and imputation

Data editing is concerned with identification and if possible, the correction of erroneous or highly suspect survey data. Data was checked for valid range, internal logic, and consistency. Focus of editing was on clearing up skip violations and ensuring each variable only contains valid values. Very few limits to valid values were set and data were largely released as they were received from the field. When dealing with internal inconsistencies, logical imputation was used, i.e., information from other questions was compared with the inconsistent information. If other evidence was found to back up either of the two inconsistent viewpoints, the inconsistency was resolved accordingly. If the internal inconsistency remained, the question after 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.

6.7 Construction of sample weights

6.7.1 Person level weights

Population estimates used for the calibration of trimmed adjusted base weights in constructing person level sample weights for GPSJS 2022/23 were based on the End-September population estimate for 2022 based on 2018 mid-year series. Population estimates were used in benchmarking the survey estimates to two sets of control totals:

- National level totals were defined by the cross-classification of age, race, and gender. Age represents the 16 five-year age groups of 0–4, 5–9, 10–14, 15–19, 20–24, 25–29, 30–34, 35–39, 40–44, 45–49, 50–54, 55–59, 60–64, 65–69, 70–74 and 75+. Race represents the four groups of black African, coloured, Indian/Asian, and white. Gender represents two groups being male and female. The cross-classification resulted in 128 calibration cells at national level.

- Individual metropolitan and non-metropolitan area level totals were defined within the provinces by age. The country has eight metropolitan areas: one in Western Cape; two in Eastern Cape; one in Free State; one in KwaZulu-Natal; and three in Gauteng. The remainder of the provinces are non-metropolitan areas. Since each province has a non-metropolitan area, the partition resulted into 17 areas (i.e., nine non-metropolitan and eight metropolitan areas). Age represents the four age groups of 0–14, 15–34, 35–64, and 65+. The cross-classification of areas with age resulted in 68 calibration cells.

6.7.2 Household level weights

Household estimates used for calibration of the trimmed adjusted base weights in constructing household level sample weights were based on the End-September population estimate for 2022 (based on the 2018 mid-year series). Household estimates were used in benchmarking survey estimates to two sets of control totals:

- National level totals were defined by the cross-classification of the ‘head of household’ age, race, and gender. Age represents four age groups of 10–34, 35–49, 50–64, and 65+. Race represents four groups of black African, coloured, Indian/Asian, and white. Gender represents two groups being male and female. The cross-classification resulted in 32 calibration cells at national level.

- Individual metropolitan and non-metropolitan area level totals were defined within provinces by age. The country has eight metropolitan areas: one in Western Cape; two in Eastern Cape; one in Free State; one in KwaZulu-Natal; and three in Gauteng. The remainder of the provinces are non-metropolitan areas. Since each province has a non-metropolitan area, the partition resulted into 17 areas (i.e., nine non-metropolitan and eight metropolitan areas). Age represents the four age groups of 10–34, 35–49, 50–64, and 65+. The cross-classification of areas with age resulted in 68 calibration cells.

6.7.3 Individual level weights

Population estimates used for calibration of the trimmed adjusted base weights in constructing individual level sample weights for GPSJS 2022/23 were the End-September population estimate for 2022 based on the 2018 mid-year series. Population estimates were used in benchmarking survey estimates to two sets of control totals:

- National level totals were defined by the cross-classification of the individual age, race, and gender. Age represents three age groups of 16–34, 35–64, and 65+. Race represents four groups of black African, coloured, Indian/Asian, and white. Gender represents two groups namely male and female. The cross-classification resulted in 24 calibration cells at national level.

- Individual metropolitan and non-metropolitan area level totals were defined within provinces by age. The country has eight metropolitan areas: one in Western Cape; two in Eastern Cape; 1 in Free State; one in KwaZulu-Natal; and three in Gauteng. The remainder of the provinces are non-metropolitan areas. Since each province has a non-metropolitan area, the partition resulted into 17 areas (i.e., 9 non-metropolitan and 8 metropolitan areas). Age represents the three age groups of 16–34, 35–64, and 65+. The cross-classification of areas with age resulted in 51 calibration cells.

6.8 Estimation

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

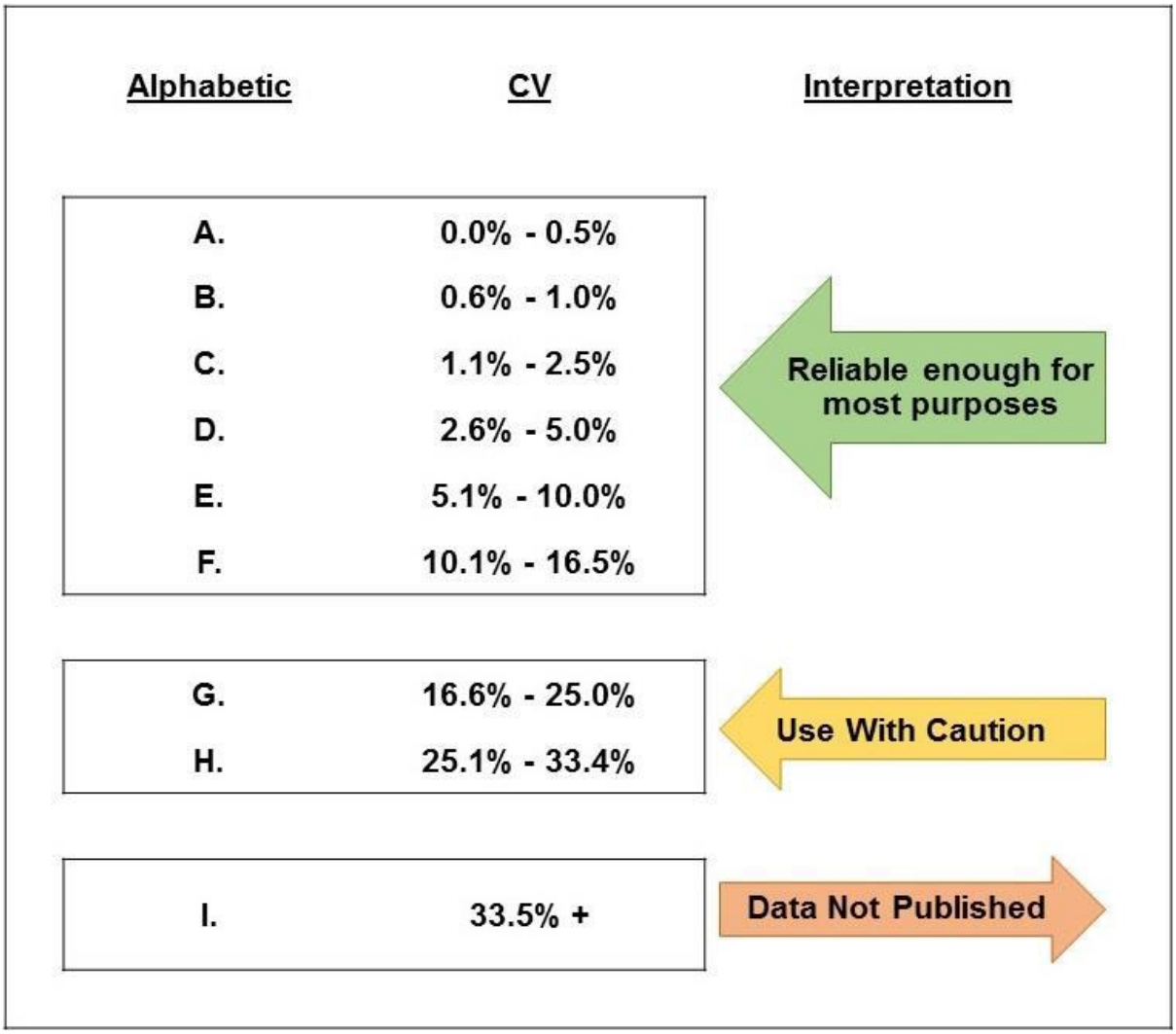
6.9 Sampling and the interpretation of the data

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

6.10 Measures of precision for selected variables of the GPSJS

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

Figure 28: Coefficient of variation thresholds



Annexure A: Measures of precision

Table 9: Measures of precision for government's performance and effectiveness

5.1 In the past 12 months have you used Home Affairs (Civil Registration) services				
GOVSERVICES__1	**Frequency**	**CV**	**Percentage (%)**	**CV**
Yes	6 354 897	2,57	14,9	2,42
No	36 391 127	0,88	85,1	0,42
5.1 In the past 12 months have you used government/public school services				
GOVSERVICES__2	**Frequency**	**CV**	**Percentage (%)**	**CV**
Yes	6 279 621	2,83	14,6905	2,67
No	36 466 403	0,89	85,3095	0,46
5.1 In the past 12 months have you used higher learning institutions (post school such as TVET colleges and universities, etc.)				
GOVSERVICES__3	**Frequency**	**CV**	**Percentage (%)**	**CV**
Yes	1 389 589	5,47	3,2508	5,4
No	41 356 436	0,8	96,7492	0,18
5.1 In the past 12 months have you used government /public clinic services				
GOVSERVICES__4	**Frequency**	**CV**	**Percentage (%)**	**CV**
Yes	13 546 510	1,85	31,6907	1,67
No	29 199 514	1,1	68,3093	0,77
Total	42 746 024	0,79	100	
5.1 In the past 12 months have you used government /public hospital services				
GOVSERVICES__5	**Frequency**	**CV**	**Percentage (%)**	**CV**
Yes	5 796 294	2,82	13,5598	2,69
No	36 949 730	0,88	86,4402	0,42
5.1.F In the past 12 months have you used public transport services (mini bus taxis, bus, train)				
GOVSERVICES__6	**Frequency**	**CV**	**Percentage (%)**	**CV**
Yes	16 024 289	1,89	37,4872	1,7
No	26 721 736	1,27	62,5128	1,02
5.1.G In the past 12 months have you used public housing services (RDP houses, subsidised houses)				
GOVSERVICES__7	**Frequency**	**CV**	**Percentage (%)**	**CV**
Yes	1 021 319	7,87	2,3893	7,83
No	41 724 705	0,81	97,6107	0,19
5.1.H In the past 12 months have you used SASSA (social grants)				
GOVSERVICES__8	**Frequency**	**CV**	**Percentage (%)**	**CV**
Yes	5 695 647	2,84	13,3244	2,71
No	37 050 378	0,88	86,6756	0,42
5.1.I In the past 12 months have you used South African Police Services (SAPS)				
GOVSERVICES__9	**Frequency**	**CV**	**Percentage (%)**	**CV**
Yes	7 721 939	2,44	18,0647	2,31
No	35 024 086	0,93	81,9353	0,51
5.1.J In the past 12 months have you used court services				
GOVSERVICES__10	**Frequency**	**CV**	**Percentage (%)**	**CV**
Yes	1 021 952	5,7	2,3908	5,68
No	41 724 072	0,8	97,6092	0,14
5.1.K In the past 12 months have you used Department of Correctional Services (DCS)				
GOVSERVICES__11	**Frequency**	**CV**	**Percentage (%)**	**CV**
Yes	202 969	12,61	0,4748	12,6
No	42 543 055	0,79	99,5252	0,06
5.1.L In the past 12 months have you used SARS (Tax and customs authorities) services				
GOVSERVICES__12	**Frequency**	**CV**	**Percentage (%)**	**CV**
Yes	2 697 616	4,37	6,3108	4,28
No	40 048 408	0,83	93,6892	0,29

Table 10: Measures of precision for overall satisfaction or dissatisfaction of quality of services

5.2.6 Overall 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)?				
DHA_SATISS	**Frequency**	**CV**	**Percentage (%)**	**CV**
Strongly Agree	1 624 215	5,2	25,6	5,1
Agree	3 381 985	3,4	53,2	3,3
Disagree	949 055	6,6	14,9	6,5
Strongly Disagree	399 643	9,8	6,3	9,7
5.3.6 Overall how satisfied or dissatisfied are you with the quality of government/ public school(s) in the city/ neighbourhood where you live?				
GOVSCHL_SATISS	**Frequency**	**CV**	**Percentage (%)**	**CV**
Strongly Agree	1 577 121	5,2	25,1	5,2
Agree	3 998 644	3,5	63,7	3,4
Disagree	626 674	10,4	10,0	10,4
Strongly Disagree	77 182	23,0	1,2	22,9
5.4.6 How satisfied or dissatisfied are you with the higher learning institutions (post school such as TVET colleges and universities, etc.)?				
TERTIARY_SATISS	**Frequency**	**CV**	**Percentage (%)**	**CV**
Strongly Agree	392 211	10,1	28,2	10,0
Agree	857 472	6,8	61,7	6,7
Disagree	127 683	17,2	9,2	17,1
Strongly Disagree	12 223	46,0	0,9	46,0
5.5.6 Overall how satisfied or dissatisfied are you in general with the government/ public clinic(s)?				
GOVCLINIC_SATIS	**Frequency**	**CV**	**Percentage (%)**	**CV**
Strongly Agree	639 085	8,0	21,3	8,0
Agree	1 812 245	4,6	60,3	4,6
Disagree	419 988	9,9	14,0	9,8
Strongly Disagree	133 862	15,5	4,5	15,5
5.6.6 Overall how satisfied or dissatisfied are you in general with the government/ public hospital(s)?				
GOVHOSP_SATISS	**Frequency**	**CV**	**Percentage (%)**	**CV**
Strongly Agree	1 317 596	5,7	22,7	5,6
Agree	3 355 830	3,6	57,9	3,5
Disagree	876 704	8,3	15,1	8,3
Strongly Disagree	246 164	12,7	4,2	12,6
5.7 How satisfied or dissatisfied are you with the public transport services (minibus taxis, bus, train)?				
PUBLICTRANS	**Frequency**	**CV**	**Percentage (%)**	**CV**
Strongly Agree	3 415 384	4,0	21,3	3,9
Agree	9 863 021	2,4	61,6	2,3
Disagree	2 361 750	5,0	14,7	4,9
Strongly Disagree	384 134	10,3	2,4	10,3
5.8 How satisfied or dissatisfied are you with public housing services (RDP houses, subsidised houses)?				
HOUSING	**Frequency**	**CV**	**Percentage (%)**	**CV**
Strongly Agree	149 380	14,6	14,6	14,6
Agree	474 648	9,9	46,5	9,9
Disagree	259 246	12,5	25,4	12,4
Strongly Disagree	138 046	23,5	13,5	23,5
5.9 How satisfied or dissatisfied are you with the SASSA (Social grants)?				
SASSA	**Frequency**	**CV**	**Percentage (%)**	**CV**
Strongly Agree	1 681 566	4,9	29,5	4,8
Agree	3 073 663	3,9	54,0	3,8
Disagree	730 278	8,5	12,8	8,4
Strongly Disagree	210 139	13,1	3,7	13,1
5.10 How satisfied or dissatisfied are you with the South African Police Service (SAPS)?				
POLICE	**Frequency**	**CV**	**Percentage (%)**	**CV**
Strongly Agree	1 506 437	5,4	19,5	5,3
Agree	3 848 689	3,3	49,8	3,3
Disagree	1 789 315	4,8	23,2	4,7
Strongly Disagree	577 499	9,0	7,5	8,9

Table 11: Measures of precision for individual experience of crime in past 5 years

4.1.A How much do you trust or distrust the South African Police Service (SAPS)?				
TRSTPOLIC	**Frequency**	**CV**	**Percentage (%)**	**CV**
Strongly trust	3 591 743	3,7	8,4	3,7
Trust	21 824 440	1,3	51,1	1,1
Distrust	11 705 985	1,9	27,4	1,7
strongly distrust	5 226 668	3,1	12,2	3,0
Do not know	376 961	9,5	0,9	9,5
Refuse	20 227	44,6	0,0	44,6
4.1.B How much do you trust or distrust the courts?				
TRSTCOURTS	**Frequency**	**CV**	**Percentage (%)**	**CV**
Strongly trust	3 422 265	3,8	8,0	3,7
Trust	25 054 490	1,2	58,6	1,0
Distrust	8 998 168	2,2	21,1	2
strongly distrust	3 106 013	4,1	7,3	4,0
Do not know	2 157 636	4,9	5,0	4,8
Refuse	7 452	62,7	0,0	62,7
4.1.C How much do you trust or distrust the Department of Correctional Services (DCS)?				
TRSTCORR	**Frequency**	**CV**	**Percentage (%)**	**CV**
Strongly trust	3 060 437	4,0	7,2	4,0
Trust	24 019 274	1,3	56,2	1,0
Distrust	8 857 045	2,2	20,7	2,0
strongly distrust	2 857 943	4,3	6,7	4,2
Do not know	3 941 550	4,0	9,2	4,0
Refuse	9 774	53,8	0,0	53,8
4.1.D How much do you trust or distrust the public/ government hospitals?				
TRSTGOVHOSP	**Frequency**	**CV**	**Percentage (%)**	**CV**
Strongly trust	4 458 239	3,4	10,4	3,3
Trust	26 927 469	1,2	63,0	0,9
Distrust	7 666 835	2,3	17,9	2,2
strongly distrust	3 028 561	4,1	7,1	4,0
Do not know	657 068	8,4	1,5	8,4
Refuse	7 853	61,7	0,0	61,7
4.1.E How much do you trust or distrust the public/ government clinic?				
TRSTGOVCLIN	**Frequency**	**CV**	**Percentage (%)**	**CV**
Strongly trust	4 610 402	3,4	10,8	3,3
Trust	27 413 992	1,2	64,1	0,9
Distrust	7 295 690	2,4	17,1	2,2
strongly distrust	2 692 886	4,4	6,3	4,3
Do not know	726 923	8,0	1,7	8,0
Refuse	6 131	53,6	0,0	53,6
4.1.F How much do you trust or distrust the public/ government school?				
TRSTGOVSCHL	**Frequency**	**CV**	**Percentage (%)**	**CV**
Strongly trust	6 477 034	3,0	15,2	2,92
Trust	30 498 849	1,1	71,3	0,78
Distrust	3 694 305	3,5	8,6	3,4
strongly distrust	1 220 588	7,1	2,9	6,99
Do not know	843 297	7,4	2,0	7,41
Refuse	11 952	62,2	0,0	62,18
4.1.G How much do you trust or distrust the state-owned media (e.g., SABC, Vukuzenzele newspaper)?				
TRSTGOVMEDIA	**Frequency**	**CV**	**Percentage (%)**	**CV**
Strongly trust	3 693 295	3,8	8,6	3,8
Trust	25 695 379	1,3	60,1	1,0
Distrust	7 480 338	2,5	17,5	2,3
strongly distrust	2 542 828	4,6	5,9	4,5
Do not know	3 324 616	4,7	7,8	4,6
Refuse	9 569	50,0	0,0	50,0
4.1.H How much do you trust or distrust SARS (tax and customs authorities)?				
TRSTSARS	**Frequency**	**CV**	**Percentage (%)**	**CV**
Strongly trust	3 790 798	4,0	8,9	3,9
Trust	26 377 097	1,3	61,7	1,0
Distrust	5 211 815	3,0	12,2	2,9
strongly distrust	1 873 643	5,5	4,4	5,5
Do not know	5 482 173	3,4	12,8	3,3
Refuse	10 498	53,7	0,0	53,7

4.1.I How much do you trust or distrust SASSA (Social grants)?				
TRSTGRANTS	**Frequency**	**CV**	**Percentage (%)**	**CV**
Strongly trust	6 387 778	3,1	14,9	3,0
Trust	26 373 462	1,2	61,7	0,9
Distrust	5 361 469	2,9	12,5	2,8
strongly distrust	1 869 713	5,4	4,4	5,4
Do not know	2 748 274	4,3	6,4	4,2
Refuse	5 329	63,5	0,0	63,5
4.1.J How much do you trust or distrust the traditional authorities?				
TRSTTRADAUTHOR	**Frequency**	**CV**	**Percentage (%)**	CV
Strongly trust	3 442 836	4,0	8,1	4,0
Trust	20 916 953	1,5	48,9	1,2
Distrust	5 639 979	3,0	13,2	2,9
strongly distrust	2 435 108	4,9	5,7	4,8
Do not know	10 283 613	2,4	24,1	2,3
Refuse	27 535	31,7	0,1	31,7
4.1.K How much do you trust or distrust parliament?				
TRUSTPARL	**Frequency**	**CV**	**Percentage (%)**	**CV**
Strongly trust	2 266 184	4,6	5,3	4,6
Trust	19 672 333	1,5	46,0	1,3
Distrust	12 140 669	1,9	28,4	1,7
strongly distrust	6 925 227	2,9	16,2	2,7
Do not know	1 715 456	5,5	4,0	5,5
Refuse	26 156	34,3	0,1	34,3
4.1.L How much do you trust or distrust the local government (municipality)?				
TRSTMUNIC	**Frequency**	**CV**	**Percentage (%)**	**CV**
Strongly trust	2 406 611	4,5	5,6	4,5
Trust	19 750 025	1,5	46,2	1,3
Distrust	12 508 502	1,9	29,3	1,7
strongly distrust	7 501 893	2,7	17,5	2,6
Do not know	562 284	8,1	1,3	8,1
Refuse	16 708	43,1	0,0	43,1
4.1.M How much do you trust or distrust the provincial government?				
TRSTPROVGOV	**Frequency**	**CV**	**Percentage (%)**	**CV**
Strongly trust	2 305 340	4,8	5,4	4,8
Trust	21 067 549	1,5	49,3	1,2
Distrust	12 108 840	1,9	28,3	1,7
strongly distrust	6 172 948	3,1	14,4	2,9
Do not know	1 082 023	7,0	2,5	7,0
Refuse	9 325	50,9	0,0	50,9
4.1.N How much do you trust or distrust the national government?				
TRSTNATGOV	**Frequency**	**CV**	**Percentage (%)**	**CV**
Strongly trust	2 373 771	4,6	5,6	4,6
Trust	20 371 782	1,5	47,7	1,3
Distrust	12 095 610	1,9	28,3	1,7
strongly distrust	6 941 664	2,9	16,2	2,7
Do not know	946 897	7,5	2,2	7,5
Refuse	16 300	52,9	0,0	52,9
4.1.O How much do you trust or distrust the Independent Electoral Commission (IEC)?				
TRSTIEC	**Frequency**	**CV**	**Percentage (%)**	**CV**
Strongly trust	3 637 674	4,0	8,5	3,9
Trust	24 962 628	1,3	58,4	1,0
Distrust	8 659 846	2,4	20,3	2,2
strongly distrust	3 922 839	3,9	9,2	3,8
Do not know	1 547 176	5,7	3,6	5,7
Refuse	15 861	41,3	0,0	41,3

Table 12: Measures of precision for individual experience of corruption

In the past 12 months, did police officials (SAPS) ask you for money or a gift in exchange for service or favour?				
ASKBRIBE__1	**Frequency**	**CV**	**Percentage (%)**	**CV**
Yes	481 074	8,9	1,1	8,84
No	42 264 950	0,8	98,9	0,1
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?				
ASKBRIBE__2	**Frequency**	**CV**	**Percentage (%)**	**CV**
Yes	444 332	10,8	1,0	10,7
No	42 301 692	0,8	99,0	0,1
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?				
ASKBRIBE__3	**Frequency**	**CV**	**Percentage (%)**	**CV**
Yes	859 362	7,1	2,0	7,0
No	41 886 662	0,8	98,0	0,1
In the past 12 months, did court officials ask you for money or a gift in exchange for service or favour?				
ASKBRIBE__4	**Frequency**	**CV**	**Percentage (%)**	**CV**
Yes	53 922	26,3	0,1	26,3
No	42 692 102	0,8	99,9	0,0
In the past 12 months, did local municipality officials ask you for money or a gift in exchange for service or favour?				
ASKBRIBE__5	**Frequency**	**CV**	**Percentage (%)**	**CV**
Yes	164 114	15,4	0,4	15,3
No	42 581 910	0,8	99,6	0,1
In the past 12 months, did tax or revenue officials (SARS) ask you for money or a gift in exchange for service or favour?				
ASKBRIBE__6	**Frequency**	**CV**	**Percentage (%)**	**CV**
Yes	22 517	39,3	0,1	39,3
No	42 723 508	0,8	99,9	0,0
In the past 12 months, did Home Affairs officials ask you for money or a gift in exchange for service or favour?				
ASKBRIBE__7	**Frequency**	**CV**	**Percentage (%)**	**CV**
Yes	102 184	16,3	0,2	16,4
No	42 643 841	0,8	99,8	0,0
In the past 12 months, did health services officials ask you for money or a gift in exchange for service or favour?				
ASKBRIBE__8	**Frequency**	**CV**	**Percentage (%)**	**CV**
Yes	60 600	16,4	0,1	21,2
No	42 685 425	0,0	99,9	0,0
In the past 12 months, did social services officials (SASSA) ask you for money or a gift in exchange for service or favour?				
ASKBRIBE__9	**Frequency**	**CV**	**Percentage (%)**	**CV**
Yes	62 430	20,4	0,1	20,4
No	42 683 594	0,8	99,9	0,0
In the past 12 months, did education officials ask you for money or a gift in exchange for service or favour?				
ASKBRIBE__10	**Frequency**	**CV**	**Percentage (%)**	**CV**
Yes	27 518	29,2	0,1	29,2
No	42 718 507	0,8	99,9	0,0
In the past 12 months, did housing officials ask you for money or a gift in exchange for service or favour?				
ASKBRIBE__11	**Frequency**	**CV**	**Percentage (%)**	**CV**
Yes	42 087	26,9	0,1	26,9
No	42 703 938	0,8	99,9	0,0
In the past 12 months, did correctional services officials ask you for money or a gift in exchange for service or favour?				
ASKBRIBE__12	**Frequency**	**CV**	**Percentage (%)**	**CV**
Yes	12 329	51,0	0,0	51,0
No	42 733 695	0,8	100,0	0,0

In the past 12 months, did you have to give money or a gift to police officials (SAPS) to obtain service or favour?				
PAYBRIBE__1	**Frequency**	**CV**	**Percentage (%)**	**CV**
Yes	188 937	13,4	0,4	13,3
No	42 557 088	0,8	99,6	0,1
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?				
PAYBRIBE__2	**Frequency**	**CV**	**Percentage (%)**	**CV**
Yes	205 725	15,1	0,5	15,1
No	42 540 299	0,8	99,5	0,1
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?				
PAYBRIBE__3	**Frequency**	**CV**	**Percentage (%)**	**CV**
Yes	351 199	11,1	0,8	11,0
No	42 394 826	0,8	99,2	0,1
In the past 12 months, did you have to give money or a gift to court officials to obtain service or favour?				
PAYBRIBE__4	**Frequency**	**CV**	**Percentage (%)**	**CV**
Yes	24 003	49,5	0,1	49,5
No	42 722 022	0,8	99,9	0,0
In the past 12 months, did you have to give money or a gift to local municipality officials to obtain service or favour?				
PAYBRIBE__5	**Frequency**	**CV**	**Percentage (%)**	**CV**
Yes	50 330	28,4	0,1	28,4
No	42 695 694	0,8	99,9	0,0
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?				
PAYBRIBE__6	**Frequency**	**CV**	**Percentage (%)**	**CV**
Yes	7 751	50,6	0,0	50,7
No	42 738 273	0,8	100,0	0,0
In the past 12 months, did you have to give money or a gift to Home Affairs officials to obtain service or favour?				
PAYBRIBE__7	**Frequency**	**CV**	**Percentage (%)**	**CV**
Yes	59 172	24,3	0,1	24,3
No	42 686 852	0,8	99,9	0,0
In the past 12 months, did you have to give money or a gift to health services officials to obtain service or favour?				
PAYBRIBE__8	**Frequency**	**CV**	**Percentage (%)**	**CV**
Yes	35 686	34,3	0,1	34,3
No	42 710 338	0,8	99,9	0,0
In the past 12 months, did you have to give money or a gift to social services officials (SASSA) to obtain service or favour?				
PAYBRIBE__9	**Frequency**	**CV**	**Percentage (%)**	**CV**
Yes	36 019	32,3	0,1	32,3
No	42 710 005	0,8	99,9	0,0
In the past 12 months, did you have to give money or a gift to education officials to obtain service or favour?				
PAYBRIBE__10	**Frequency**	**CV**	**Percentage (%)**	**CV**
Yes	6 453	58,3	0,0	58,3
No	42 739 571	0,8	100,0	0,0
In the past 12 months, did you have to give money or a gift to housing officials to obtain service or favour?				
PAYBRIBE__11	**Frequency**	**CV**	**Percentage (%)**	**CV**
Yes	9 958	49,1	0,0	49,1
No	42 736 066	0,8	100,0	0,0
In the past 12 months, did you have to give money or a gift to correctional services officials to obtain service or favour?				
PAYBRIBE__12	**Frequency**	**CV**	**Percentage (%)**	**CV**
Yes	11 897	42,5	0,0	42,5
No	42 734 127	0,8	100,0	0,0

Table 13: Main reason for dissatisfaction with government services, 2019/20 and 2022/23

	2019/20		2022/23	
Government service	**Main reason**	**Percentage (%)**	**Main reason**	**Percentage (%)**
Public clinic	Long waiting time	51,5	Long waiting time	43,0
Correctional Services	Corrupt officers	46,6	Corrupt officers	54,4
Public hospital	Long waiting time	40,4	Long waiting time	30,3
Public housing	Ownership conflicts	40,4	Poor quality of houses	55,7
Public transport	Rude drivers/staff	29,7	Rude drivers/staff	23,4
SAPS	Took long to be attended to	28,0	Took long to be attended	34,2
Courts	Corrupt officials	25,6	Could not get help	24,9
Public Schools	Crowded classrooms	25,5	Lack of discipline among learners	33,7
Institute of higher learning	Fees / funding challenges	23,9	Fees / funding challenges & inadequate support services	28,1
Home Affairs	It takes too long to get a document	23,7	Incorrect details in the documents (e.g., misspelling of surname/name)	85,2
SARS	Incorrect/ unfair deductions	23,5	Incorrect/ unfair deductions	22,7
SASSA	Grant money is not enough	21,7	Wait too long for payment	28,6

*Missing values are excluded in the calculations of percentages

Annexure B: Basic concepts and definitions

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

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

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

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

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

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

Geo-type- Census 2011 definitions for urban and rural have been applied. According to Stats SA, an urban area is defined as a continuously built-up area with characteristics such as type of economic activity and land use. Cities, towns, townships, suburbs, etc. are typical urban areas.

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

Derived Concepts:

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

Non-Metro- Geographical areas other than metro