STATISTICAL RELEASE

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GOVERNANCE, PUBLIC SAFETY AND JUSTICE SURVEY
GPSJS 2024/25

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IMPROVING LIVES THROUGH DATA ECOSYSTEMS

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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

Household access to court

Over four-fifths (84,4%) of household indicated they know the location of the nearest magistrate courts. More than three-fifths (61,4%) of households took less than 30 minutes to reach the nearest magistrate courts compared to only 37,5% in 2018/19. Less than a tenth (9,5%) of the households have been to court in the 12 months preceding the survey period. This value remained low from 9,4% in 2018/19, slightly decreased to 8,9% in 2023/24 and increased to 9,5% in 2024/25.

About 45% (44,8%) households were satisfied with how courts generally deal with perpetrators of crime. Most households in 2024/25 indicated that courts passed sentences that were appropriate to the crime (48,7%), followed by courts have a high rate of convictions (22,7%) and that courts are not corrupt (21,3%).

Individual Access to courts

Individuals 16 years and older who have been to court in the 12 months preceding the survey, decreased from 5,0% in 2018/19 to 4,5% in 2024/25. The main reason individuals stated for being to courts in the 12 months preceding the survey in both reporting periods was to support a family member or a friend, this decreased from 29,2% in 2018/19 to 23,0% in 2024/25. Paralegal, self – representation, and private lawyer representation services were most preferred by those who went to court as the person who brought the charges/litigant in 2024/25. Legal Aid lawyers had the highest percentage (89,3%) of people who were satisfied with the service in 2018/19. However, in 2024/25 people who were represented by private lawyers had the highest percentage at 94,8%.

Only about one-third (33,9%) of individuals aged 16 years and older knew about the National Prosecution Authority (NPA). Those who knew what the NPA was, said the main function of the NPA was to prosecute accused persons (48,7%) followed by those who said it is to assist police in police investigations (25,8%) and present evidence in court (13,1%). Individuals 16 years and older indicated that prosecutors should work closer with SAPS as the main thing the NPA should do to improve their services.

Correctional Services

Only 3,1% of households have been victims of crime where the perpetrator was incarcerated in 2024/25 reporting period. Approximately 45% of victims were not informed about the parole hearings while only 19,1% did not attend these hearings. The primary reason indicated by most households (21,7%) for not attending the parole hearings was their reluctance to enter prison facilities. Furthermore, 35,1% of households were satisfied with how correctional services granted parole for offenders, while 43,5% were satisfied with the rehabilitation services. Most households (82,2%) were comfortable to welcome a former prisoner into their place of worship.

Risenga Maluleke

Statistician – General

1. Introduction

This statistical release presents a selection of key findings from the Governance, Public Safety, and Justice Survey (GPSJS) 2024/25, conducted by Statistics South Africa (Stats SA) from April 2024 to March 2025.

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 four – year period. The GPSJS 2024/25 governance report provides data on themes such as the "Household access and experience of courts", "Experience and perception of correctional services" and "Individual access, perception and experience of courts". The estimates are based on the responses of households and randomly selected individuals who are 16 years and older.

1.2 Objectives of the GPSJS 2024/25

Objectives of the GPSJS are to provide information on:

- Household access to courts

- Household perceptions and experience of correctional services

- Individual access, perception and experience of courts.

1.3 Purpose

The purpose of this report is to provide statistics on experience, access and perception of courts and correctional services. 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 takes place from April 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 household and individual's responses on access, experience and perceptions of courts and correctional services.

1.4 Survey scope

The 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 2024/25 questionnaire collected information from randomly selected individuals 16 years and older in the households. This section summarises the demographic and socio – economic characteristics of the individuals 16 years and older.

Figure 1 – Percentage of individuals by selected demographic characteristics, 2024/25
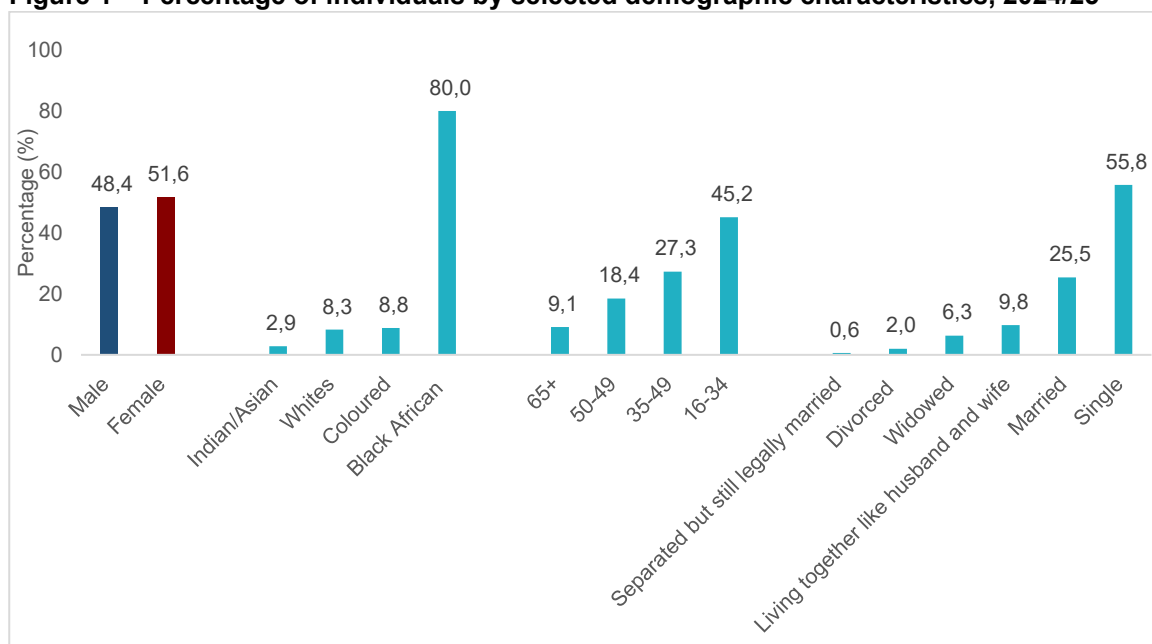
Figure 1 shows the percentage distribution of the population 16 years and older by selected demographic characteristics. The distribution of population 16 years and older by sex shows that 51,6% were females, and 48,4% were males. The figure also shows that four in five (80,0%) of the population 16 years and older were Black African, while coloureds (8,8%) and whites (8,3%) comprised almost of the same proportion. Indian/Asian population encompassed 2,9% of the total population 16 years and older. The age pattern of individuals 16 years and older indicates that they typically comprised a youthful population with the highest percentage (45,2%) 16–34 years followed by those aged 35–49 at 27,3%.

In terms of marital status, 55,8% of the population 16 years and older were single, whilst 25,5% were married. About 10% lived together like husband and wife and 6,3% were widowed.

Figure 2 – Percentage of individuals by Highest Level of Education, 2024/25
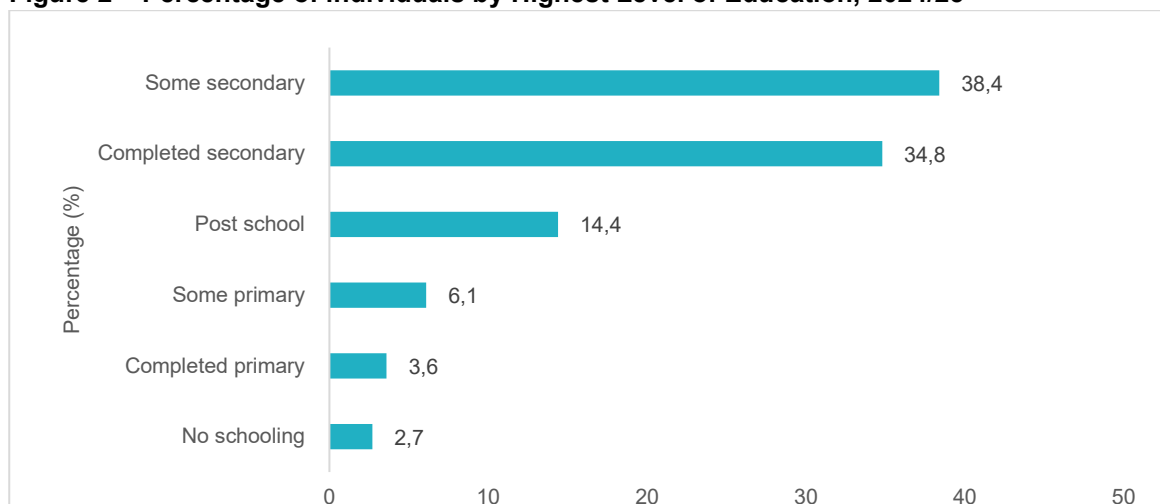
Figure 2 shows that 38,4% of the population 16 years and older had completed some secondary school education, while 34,8% completed secondary school, 14,4% completed post school qualification, 6,1% completed some primary education, and 3,6% completed primary and 2,7% had no schooling.

Figure 3 – Percentage of individuals by selected geographical characteristics, 2024/25
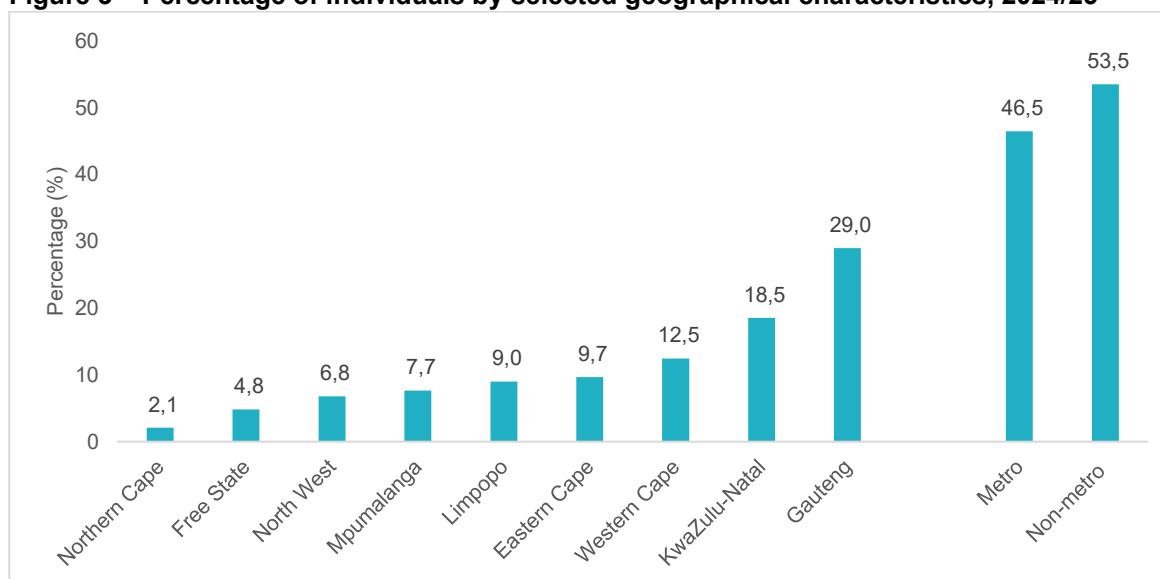
Figure 3 shows that Gauteng had the largest proportion of the population 16 years and older (29,0%), followed by KwaZulu – Natal with 18,5%, Western Cape (12,5%) and Eastern Cape (9,7%). Northern Cape had the smallest proportion amongst all the provinces at 2,1%. About 53,5% of the population 16 years and older lived in non – metro areas.

2.2 Health Status

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

Figure 4 – Percentage distribution of individuals by their self – reported health status, 2024/25
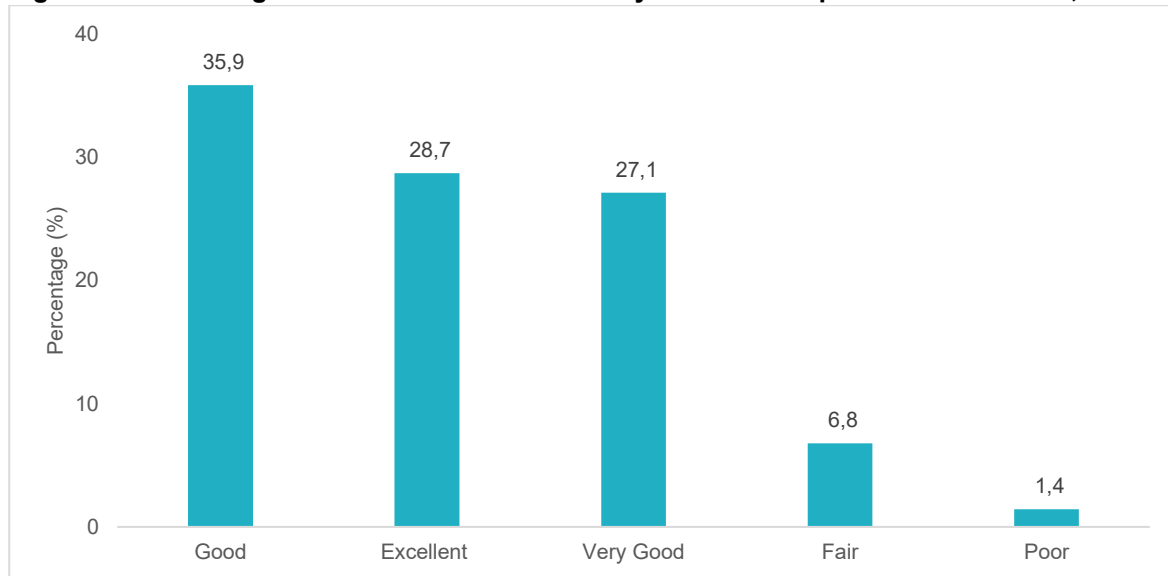
Figure 4 shows most individuals indicated their health in general was good (35,9%), excellent (28,7%) and very good condition (27,1%). A relatively small percentage of individuals described their health as fair (6,8%) or poor (1,4%).

Table 1 – Percentage distribution of individuals by their level of difficulty in functioning, 2024/25

Type of functioning	No difficulty	Difficulty	Cannot do at all
Communicating	98,8	1,0	0,1
Self – care	98,2	1,6	0,2
Hearing	96,7	3,3	0,0
Remembering/Concentrating	95,2	4,7	0,1
Walking/Climbing	94,5	5,1	0,4
Seeing	90,1	9,8	0,1

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

Table 1 shows that almost one-tenth (9,8%) of respondents were unable to or experienced difficulty seeing, followed by 5,1% for walking or climbing, and 4,7% for remembering or concentrating.

Table 2 – Number and percentage of individuals 16 years and older who used an assistive device, 2024/25

Assistive Device	2024/25	
	Number ('000)	Percentage (%)
Eyeglasses /spectacles/contact lenses	7 010	15,8
Chronic medication	7 877	17,8
Walking stick/walking frame	726	1,6
Hearing aid	192	0,4
Crutches	229	0,5
Wheelchair/Scooter	166	0.4
Personal assistant	58	0,1
Artificial limb (leg/foot/arm)	48	0,1
Guide dogs/assistance dogs	14	0,0

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

Table 2 shows that 17,8% and 15,8% of individuals aged 16 years and older respectively used chronic medication and eyeglasses/spectacles or contact lenses. A small number of persons used guide dogs or assistance dogs.

2.4 Summary

Results show that for the population aged 16 years and older 51,6% were female, while 80% were Black African, 8,8% Coloured, 8,3% White, and 2,9% Indian/Asian. 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.

Most individuals experienced no difficulty at all when communicating (98,8%), caring for themselves (98,2%), hearing (96,7%), remembering/concentrating (95,2%), or walking or climbing steps (94,5%). About 17,8% individuals used chronic medication, 15,8% of the eyeglasses/spectacles or contact lenses as an assistive device.

3. Household access to courts

3.1 Introduction

In this section, the report will focus on examining the household access and perception of court related services. In GPSJS 2018/19, 2023/24 and 2024/25 respondents were asked they had been to courts in the 12 months preceding the survey as a measure of access to court services. The section examines at the reason for being in court and the level of satisfaction of those who have used such services.

Maintaining the rule of law and good public governance, particularly in terms of policy and regulatory performance, depends on functional and efficient justice systems. A framework that ensures that every member of society is treated equally under the law and that no individual or group receives special treatment under the law because of their origins, backgrounds, socioeconomic status, or connections to the Constitution, for example, is necessary for effective anti – corruption efforts. Constitutional justice plays a crucial role in the establishment and upkeep of democratic governments by ensuring the protection of individual rights and liberties, establishing the separation of powers between government branches and bodies, and facilitating communication between the public and their government (www.oecd.org).

3.2 General knowledge about courts

Knowledge of courts is measured by access to courts, presence in courts during the 12 months preceding the survey, experience of courts and various reasons for visiting courts.

Figure 5 – Percentage of households who know the location of the nearest magistrate court 2024/25
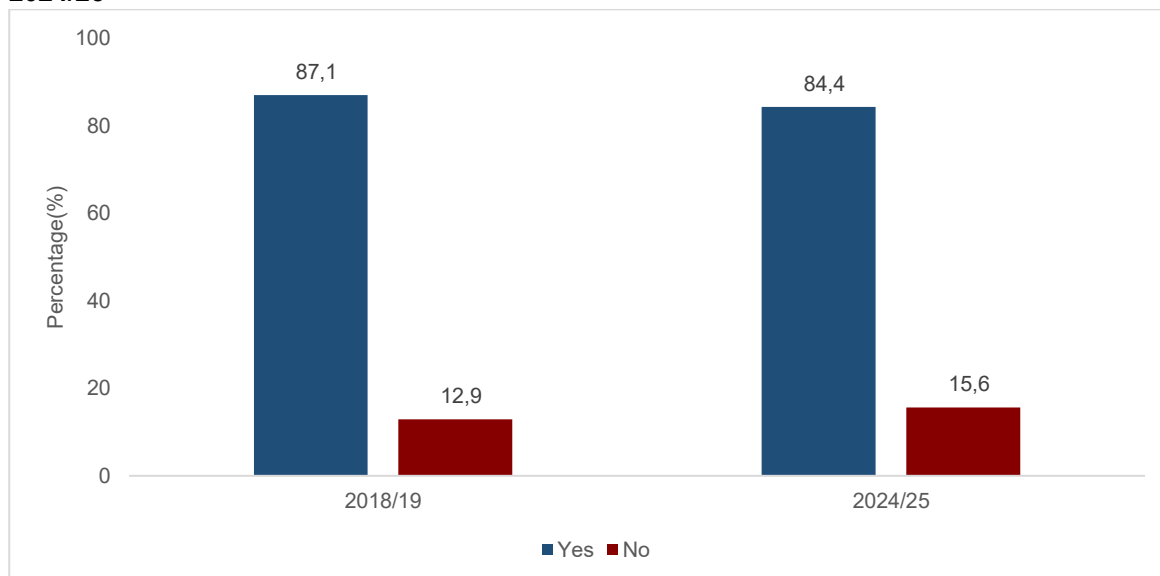
Figure 5 show that more than four – fifths (84,4%) of household heads knew where the nearest magistrate court was located in 2024/25, a decrease from 87,1% in 2018/19.

Figure 6 – Percentage of households who have been to courts in the 12 months preceding the survey period, 2018/19, 2023/24 and 2024/25
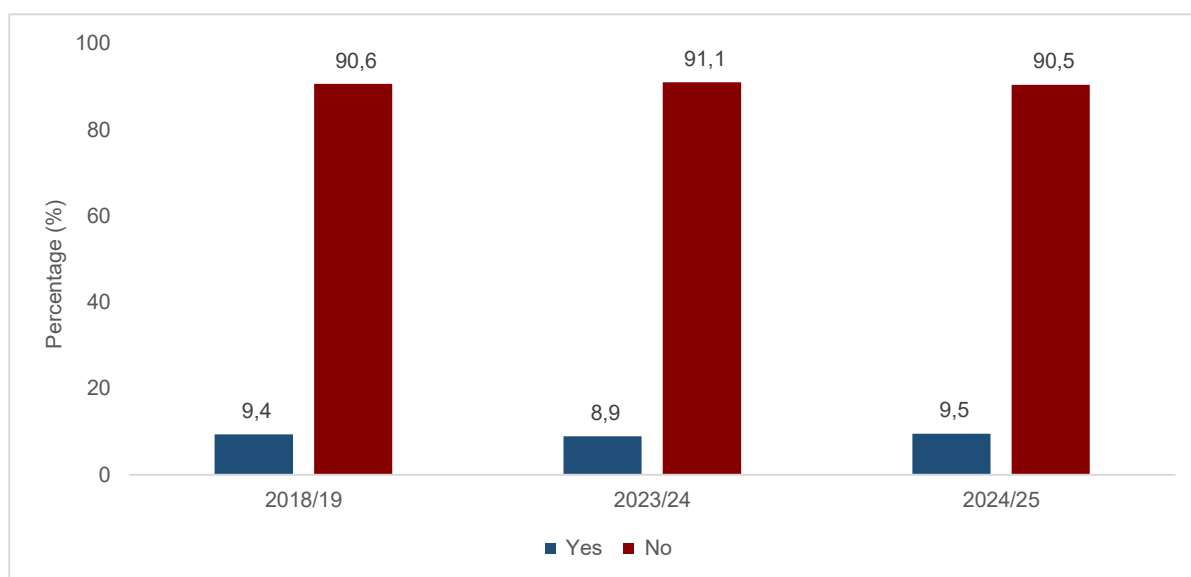
Figure 6 shows that less than one-tenth of households attended court in the 12 months before the survey in all three reporting periods (9,4% in 2018/19, 8,9% in 2023/24 and 9,5% in 2024/25).

Figure 7 – Percentage of households who have been to courts in the 12 months preceding the survey period by demographics, 2024/25
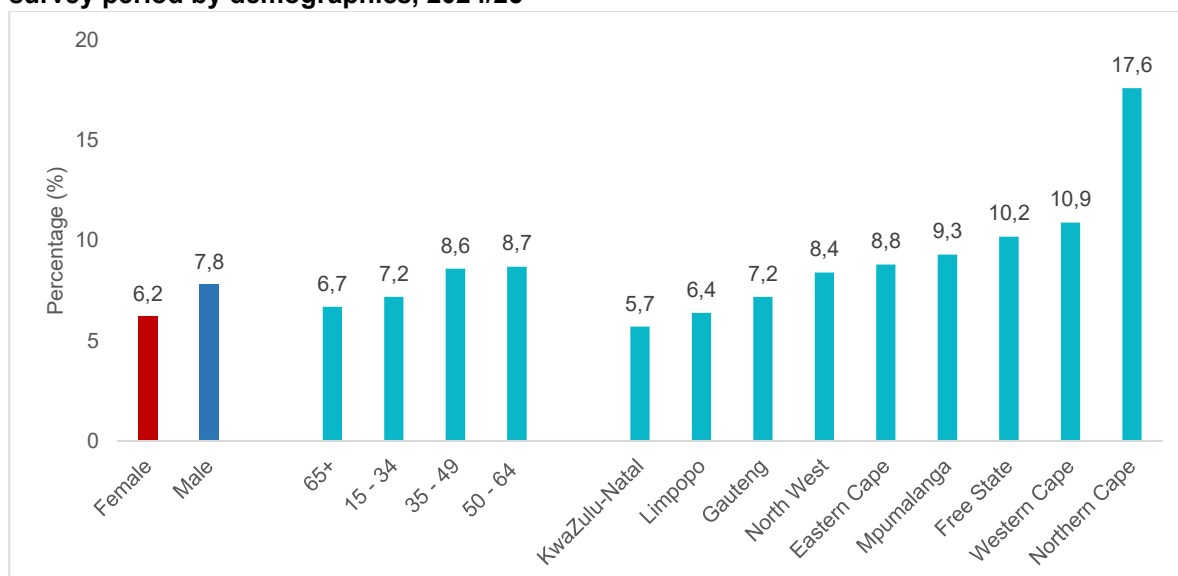
Figure 7 shows the demographic distribution of household heads that have attended courts in the 12 months preceding the survey in 2024/25. Northern Cape (17,6%) has the highest proportion of household that has been to court for the past 12 months, followed by Western Cape (10,9%) and Free – State (10,2%). Court attendance was most common for household heads in the age group '50 – 64' (8,6%) and '35–39' (8,6%). A larger percentage of male (7,8%) than female (6,3%) headed households has attended court.

Figure 8 – Percentage of average time households take to get to the nearest magistrate court by means of their usual mode of transport in the 12 months preceding the survey period, 2018/19 and 2024/25
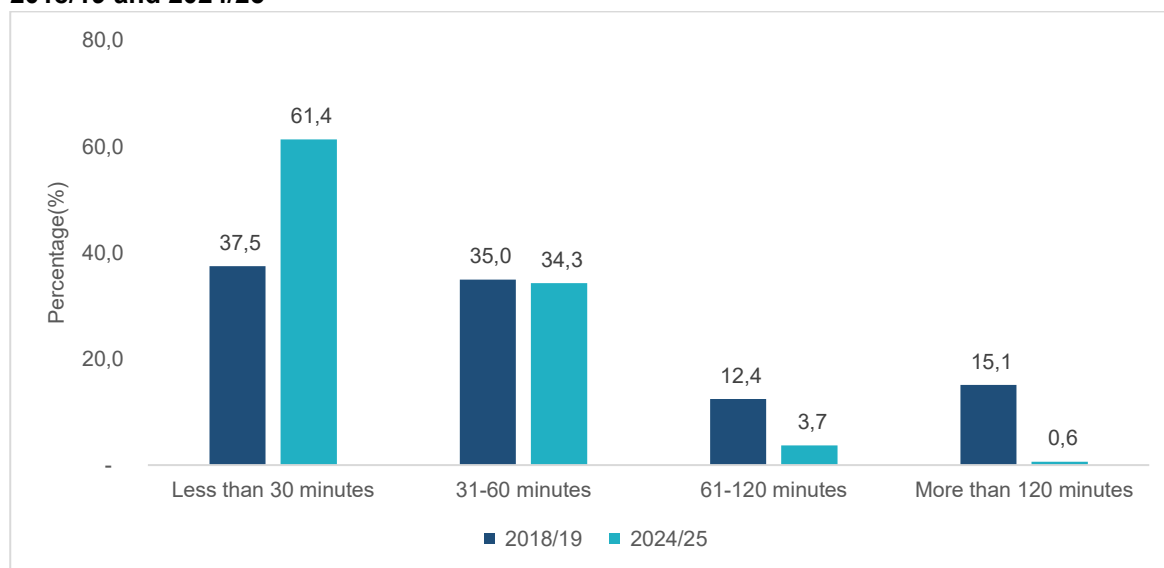
Figure 8 shows the percentage distribution of the average time households takes to get to the nearest magistrate court by means of their usual mode of transport. The figure shows that more than three-fifths (61,4%) of households took less than 30 minutes in 2024/25. This represents a significant improvement since 2018/19 when this was only true for 37,5% of households. Inversely, the percentage of households that took longer than two hours decreased from 15,1 in 2018/19 to 0,6% in 2024/25.

Figure 9 – Percentage of households that take 30 minutes or less to get to the nearest magistrate court in the 12 months preceding the survey period, 2024/25
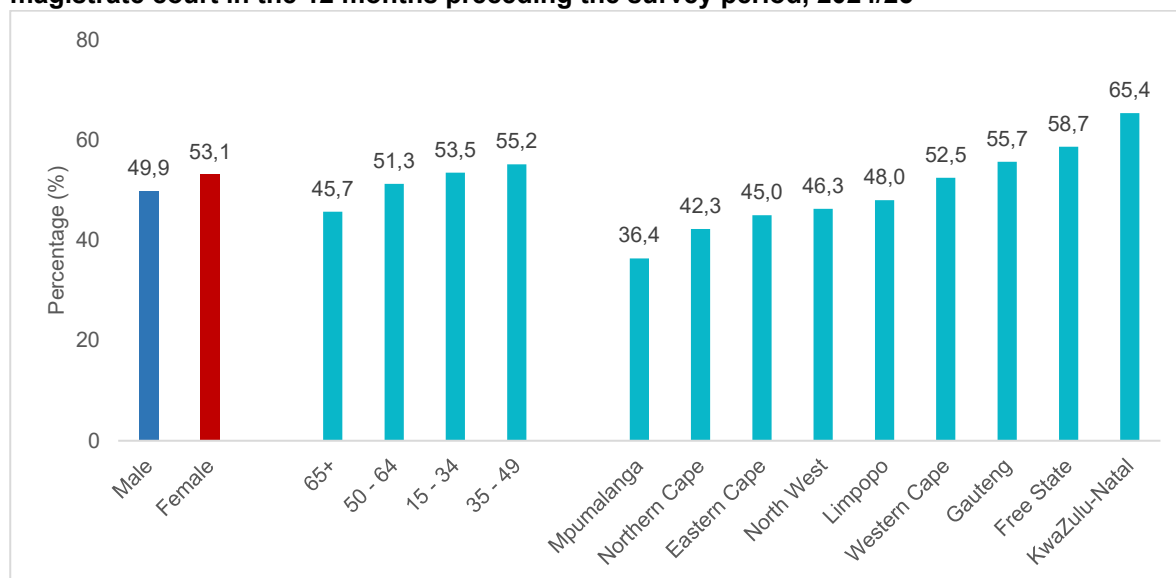
Figure 9 shows the demographic distribution of households that take 30 minutes or less to get to their nearest magistrate court in the 12 months preceding the survey in 2024/25. KwaZulu – Natal (65,4%) followed by Free State (58,7%) and Gauteng (55,7%) provinces had the highest proportion of households that took 30 minutes or less to get to the nearest courts. Those in the age groups '35 – 49' and '15 – 34' compared to the other age groups had the highest proportion of those who take 30 minutes of less to get to the nearest magistrate court. Female-headed households (53,1%) takes 30 minutes or less to get to their nearest magistrate court compared to male-headed households (49,9%).

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Figure 10 – Percentage distribution of reasons households visited court in the 12 months preceding the survey period, 2023/24 and 2024/25
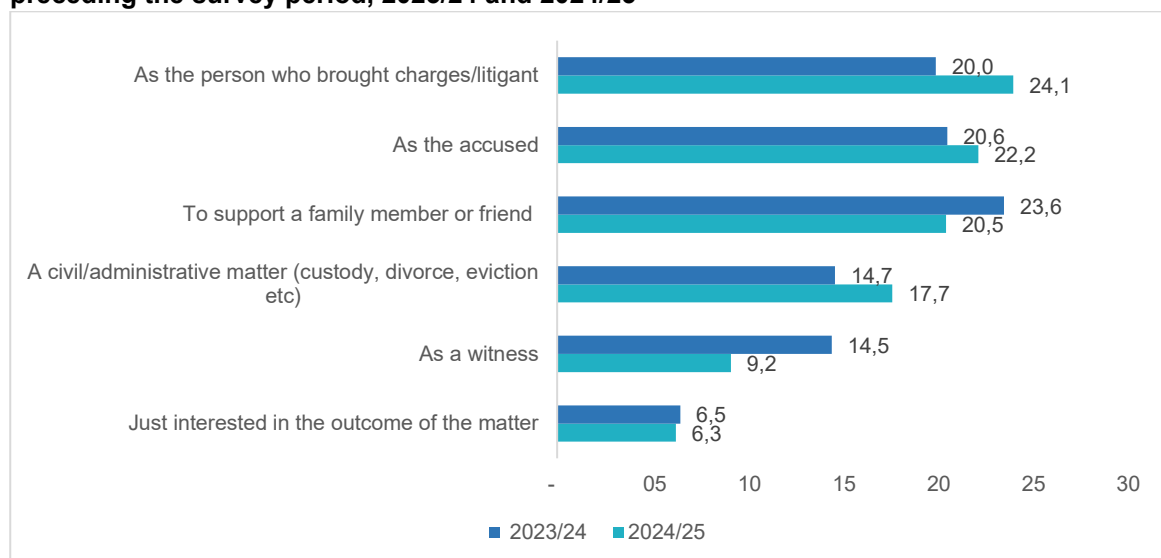
Figure 10 shows the percentage distribution of reasons why households visited courts. The most common reasons for visiting court in 2024/25 were to 'bring charges/being the litigant' (24,1%), appearing as the accused (22,2%), and supporting a family member or friend (20,5%). It is notable that supporting a family member or friend was the most common reason in 2023/24 (23,6%). A similar percentage of households in 2023/24 (6,5%) and 2024/25 (6,3%) were just interested in the outcome of the matter.

Figure 11 – Percentage of household heads that discuss court related issues with members of their household or friends in the 12 months preceding the survey period, 2018/19, 2023/24 and 2024/25
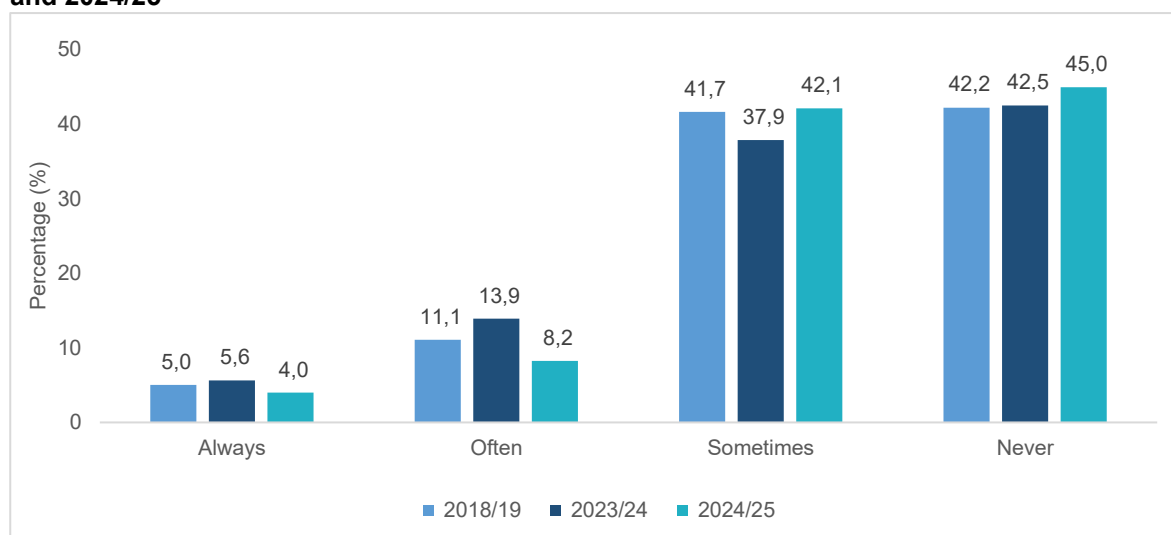
Figure 11 shows the percentage distribution of household heads that discusses court related issues with members of their households and friends in the 12 months preceding the survey period. It shows that most households (over 40%) in all three reporting periods never discussed court related issues with members of their households and friends. With the exception of 2023/24 when 37,9% of households' heads said that they 'sometimes' discussed court matter with household members or friends, more than two-fifths of household heads in 2018/19 (41,7%) and 2024/25 (42,1%) sometimes discussed court related matters with household members or friends. In all three periods less than 6% of the household heads indicated they always discuss court related issues with members of their households and friends.

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Figure 12 – Household heads level of satisfaction with the way courts generally deal with perpetrators of crime in the survey period, 2018/19, 2023/24 and 2024/25
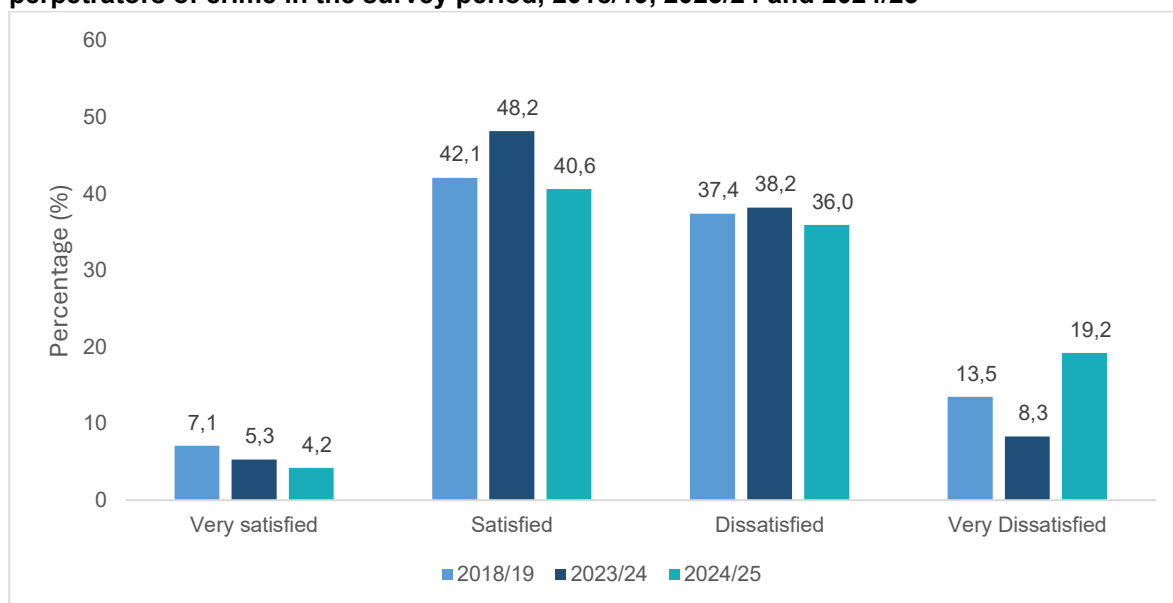
Figure 12 shows the level of satisfaction with the way courts generally deal with perpetrators of crime by household heads. It shows that there is a constant decrease in households that are ' very satisfied' with the way court generally deal with perpetrators of crime in 2018/19 , 2023/24 and 2024/25.

Figure 13 – Percentage of the level of satisfaction with the way court generally deal with perpetrators of crime in the 12 months preceding the survey period by Province, 2024/25
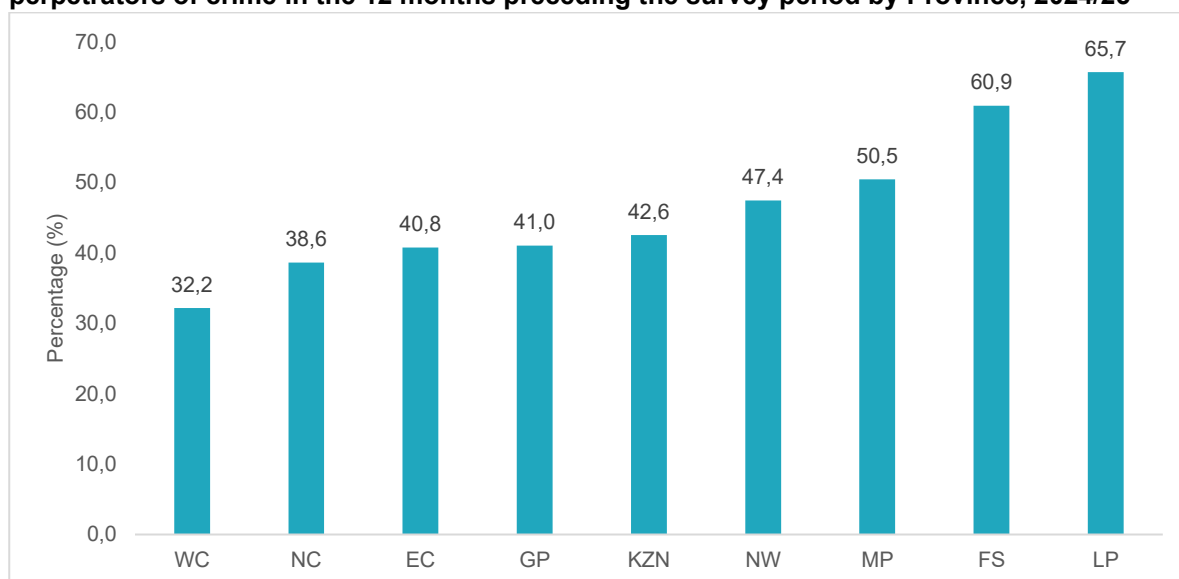
"Satisfied in figure 12 are those 'Very satisfied' and 'Satisfied'

Figure 13 shows the household heads' level of satisfaction with the way courts generally deal with perpetrators of crime by province in 2024/25. Household heads were most satisfied in Limpopo (65,7%) Mpumalanga (60,9%) and Gauteng (50,5%), and least satisfied in Western Cape (32,2%) and Eastern Cape (38,6%).

Figure 14 – Percentage of the main reason households were satisfied in the 12 months preceding the survey period, 2018/19, 2023/24 and 2024/25
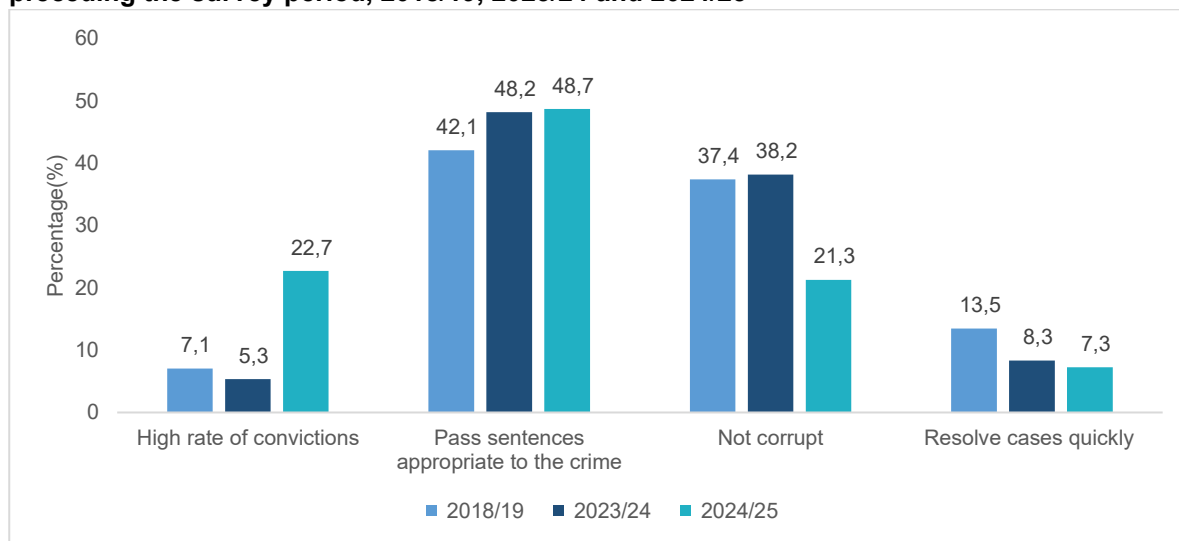
Figure 14 shows the percentage distribution of main reasons households are satisfied with the way courts generally deal with perpetrators of crime. The figure shows that an increasing percentage of household heads felt that the courts passed appropriate sentences in 2018/19 (42,1%), 2023/24 (48,2%) and 2024/25 (48,7%). In 2024/25 more than one-fifth (22,7%) of household heads felt that courts had a high conviction rate, and 21,3% felt that courts were not corrupt, down from 38,2% in 2023/24.

Figure 15 – Percentage of the main reason households were dissatisfied with courts in the 12 months preceding the survey period, 2018/19, 2023/24 and 2024/25
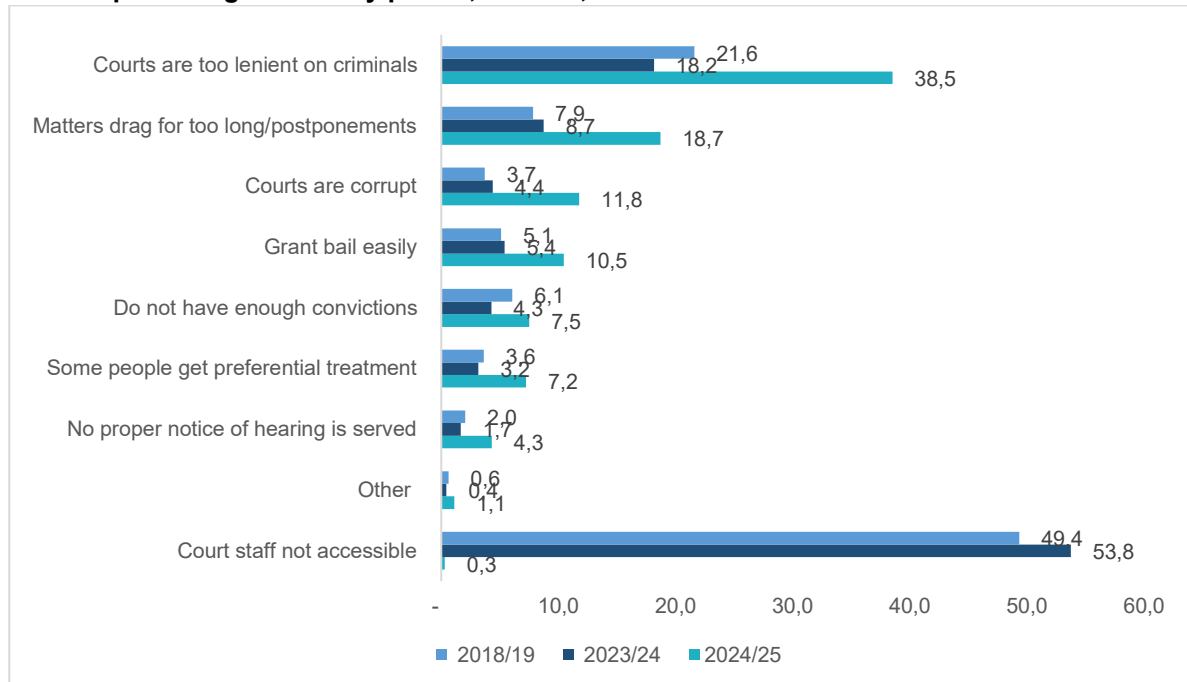
Figure 15 shows the percentage distribution of main reasons households were dissatisfied with the way courts generally deal with perpetrators of crime. It shows that 38,5% of households indicated that 'courts are too lenient on criminals' in 2024/25, followed by those that indicated that 'matters drag for too long/ postponements', and some indicated that courts are corrupt.

3.3 Violent Crime

A violent crime, violent felony, crime of violence or crime of a violent nature is a crime in which an offender or perpetrator uses or threatens to use harmful force upon a victim. This entails both crimes in which the violent act is the objective, such as murder, assault, rape and assassination, as well as crimes in which violence is used as a method of coercion or show of force, such as robbery, extortion and terrorism. Violent crimes may, or may not, be committed with weapons.

Figure 16 – Percentage of households who think sentences served for violent crimes are long enough in the 12 months preceding the survey period, 2018/19, 2023/24 and 2024/25
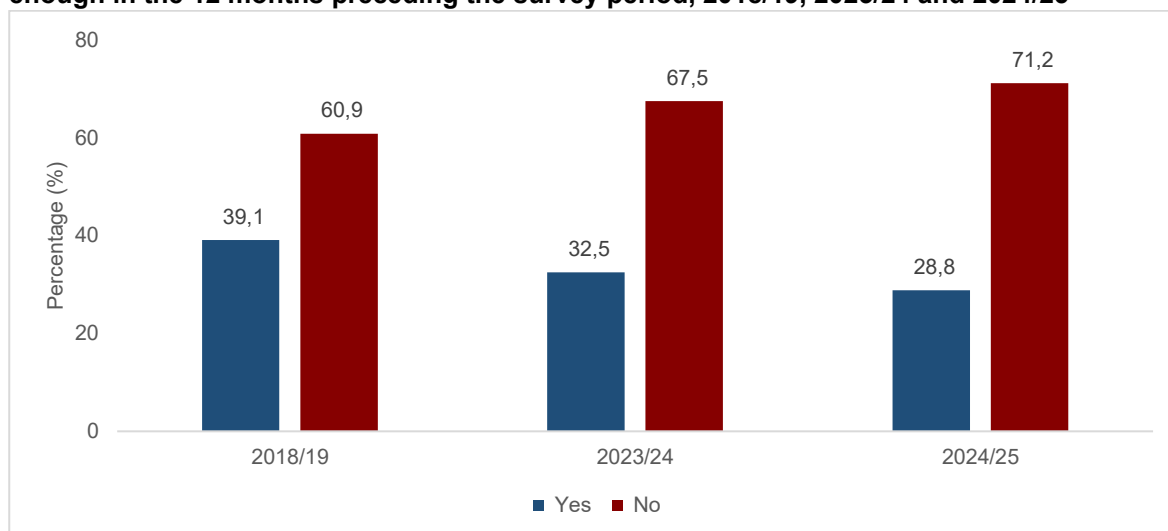
Figure 16 shows households that think sentences served for violent crimes were long enough. The trend shows that most households were not in agreement from 2018/19 with 60,9%, followed by 2023/24 with 67,5% and 2024/25 with 71,2%. This trend shows a constant increase in those who do not think sentences served for violent crimes are long enough for the three reporting periods.

Figure 17 – Percentage of households who think sentences served for violent crime are long enough by sex and age 2018/19, 2024/25
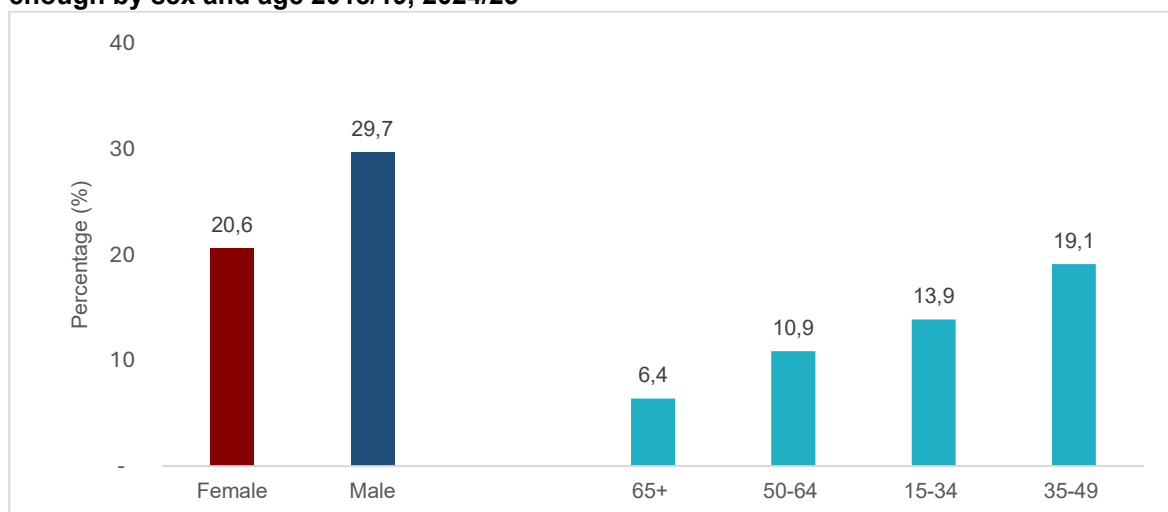
Figure 17 presents the percentage distribution of households that thought sentences served for violent crimes are long enough by demographics in 2024/25. It shows that a larger percentage of male (29,7%) than female (20,6%) headed households thought that sentences served for violence crime were long enough. Those in the age group '35 - 49' years had the highest proportion of those who thought households served for violent crimes are long enough.

Figure 18 – Percentage of household who thought sentences served for violent crimes was long enough in the 12 months preceding the survey period by Province, 2023/24 and 2024/25

	WC	EC	NC	FS	KZN	NW	GP	MP	LP
2018/19	25,3	38,2	37,2	43,0	42,9	38,2	34,1	47,4	56,9
2023/24	17,1	25,3	22,6	47,8	38,2	33,5	28,6	38,6	47,3
2024/25	19,3	22,0	24,4	41,4	25,3	27,2	28,2	37,7	43,2
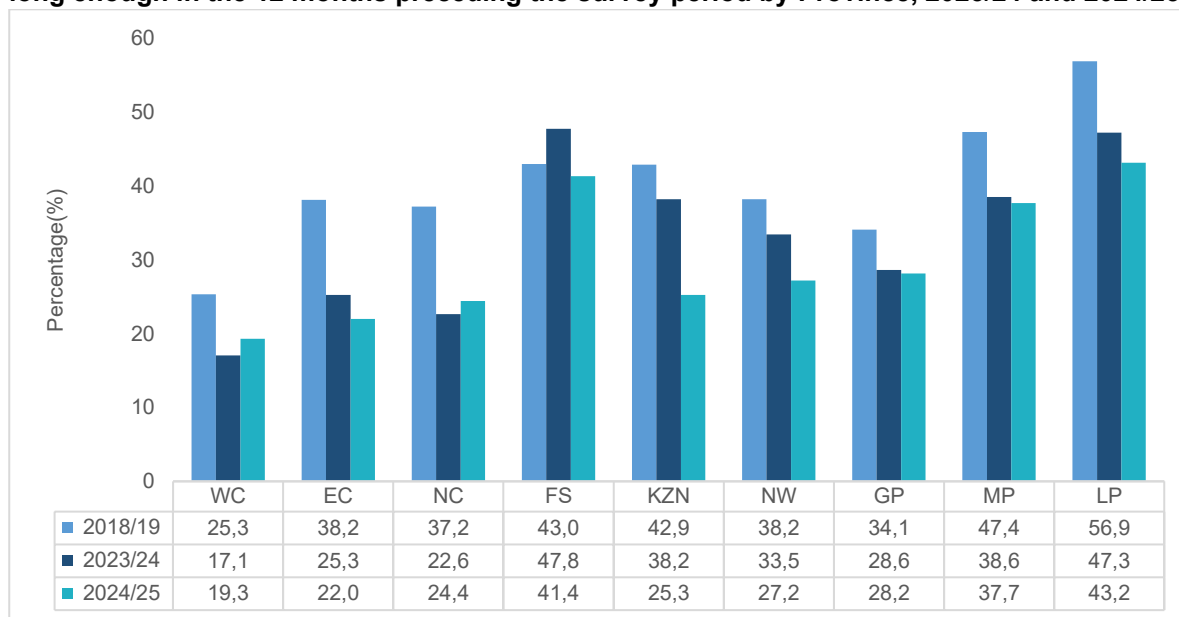
Figure 18 shows percentage distribution of households that thought sentences served for violent crimes were long enough by provinces. It shows that Limpopo province had the highest proportion of households that thought sentences served for violent crimes were long enough in both 2018/19 and 2024/25 reporting periods. Although the proportion of households in Limpopo who thought sentences served for violent crimes was long enough continued to decrease from 57% (56,9%) in 2018/19 to 47,3% in 2023/24 and a further decrease to 43,2% in 2024/25. Similar trend has been observed for other provinces except for Western Cape and Northern Cape.

Figure 19 – Percentage of households who thought sentences served for Gender Based Violence are long enough in the 12 months preceding the survey period 2023/24 and 2024/25
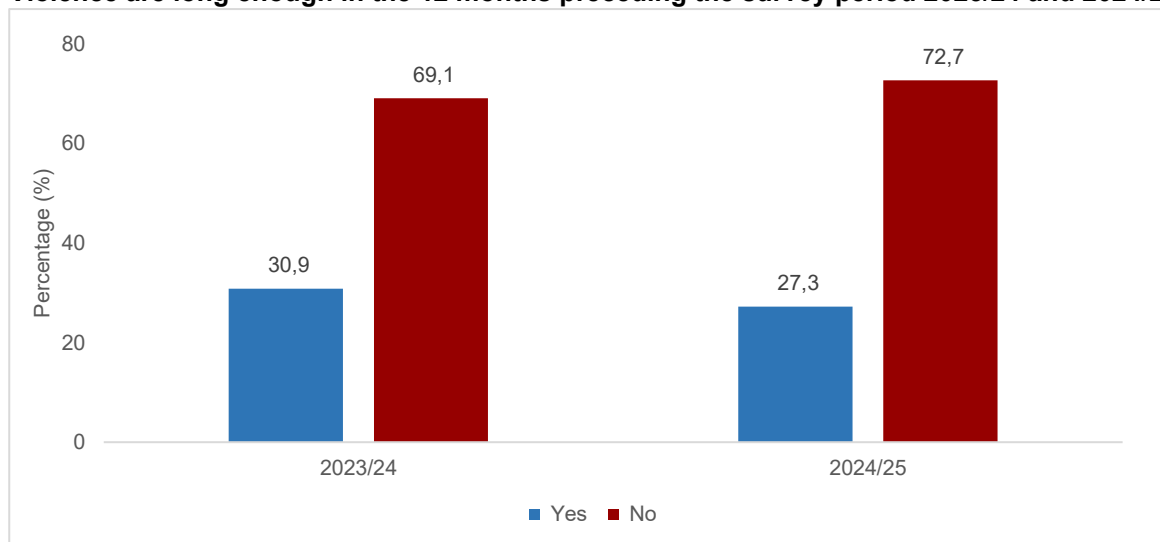
Figure 19 shows the percentage distribution of households in 2023/24 and 2024/25 who thought sentences served for gender-based violence were long enough in the 12 months preceding the survey. The figure shows that 69,1% of households in 2023/24 and 72,7% of households in 2024/25 did not think sentences served for gender-based violence were long enough.

Figure 20 – Percentage of households who think sentences served for Gender Based Violence are long enough in the 12 months preceding the survey period by sex and age, 2024/25
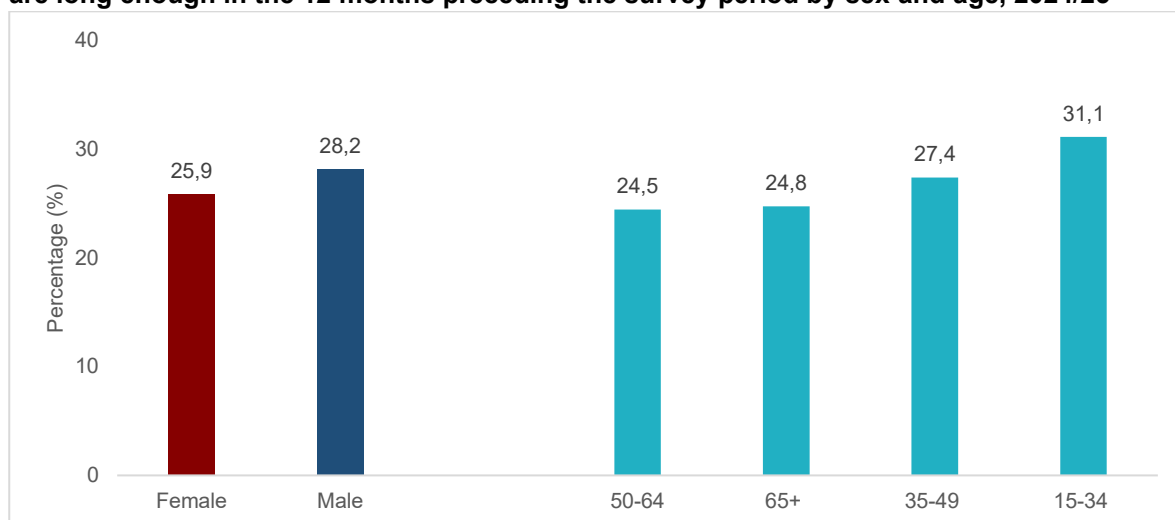
Figure 20 shows the percentage distribution of households who thought sentences served for gender-based violence were long enough by in the 12 months preceding the survey by sex and age group in both 2023/24 and 2024/25. It shows most male-headed households (28,2%) think sentences served for gender-based violence are long enough compared to female-headed households (25,9%,). Majority of households 15-34 years (31,1%) think sentences served for gender-based violence are long enough compared to other age groups.

Figure 21 – Percentage of people who think sentences served for Gender Based Violence are long enough in the 12 months preceding the survey period by Province, 2023/24 and 2024/25

	WC	EC	NC	FS	KZN	NW	GP	MP	LP
2024/25	16,7	21,2	23,8	41,1	25,5	28,1	25,2	36,1	40,5
2023/24	14,1	25,3	21,8	46,4	36,8	35,6	26,1	37,9	44,2
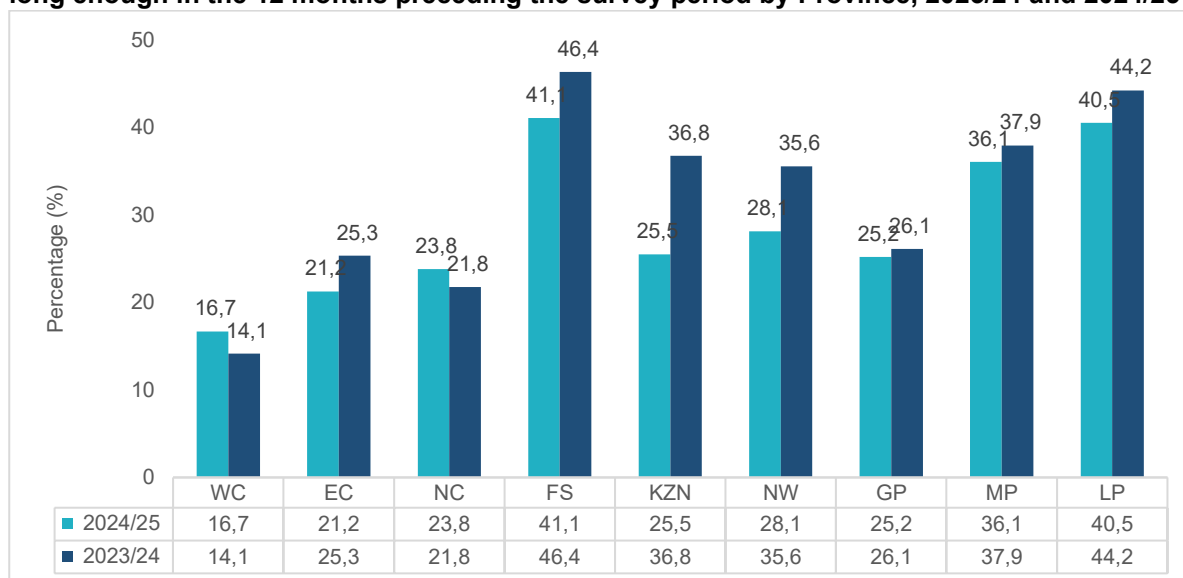
Figure 21 shows the percentage distribution of households who thought sentences served for gender-based violence were long enough by province in the 12 months preceding the survey in both 2023/24 and 2024/25. It is notable that the percentage of households that considered sentences inadequate only increased in two provinces between 2023/24 and 2024/5 (14,1% to 16,7% in Western Cape, and 21,8% to 23,8% in Northern Cape).

3.4 Summary

Approximately one – tenth of households that attended court in the 12 months preceding the survey period across all three reporting periods. These values decreased from 9,4% in 2018/19 to 8,9% in 2023/24 before bouncing back to 9,5% in 2024/25. Most household (61,4%) took less than 30 minutes to get to their nearest courts, a significant improvement from the 37,5% noted in 2018/19 About four – fifths of household heads in all three – reporting period have either never or only occasionally discussed court related issues with members of the household and friends

The main reason households were dissatisfied with court dealing with matters in general in the three – reporting periods. Most households in 2024/25 indicated that 'courts are too lenient on criminals', followed by those that indicated that 'matters drag for too long/ postponements', and some felt that courts are corrupt.

4. CORRECTIONAL SERVICES

4.1 Introduction

The Department of Correctional Services is a government agency responsible for managing the incarceration of offenders in a safe, humane, and secure environment Its mandate includes rehabilitating offenders through various programs to help them reintegrate into society as law-abiding citizens and managing the non – custodial sentences and parole of offenders. Key functions include running the prison system, detaining inmates, and providing rehabilitation services like life skills and vocational training.

This section presents findings on households' experience and perceptions of the services provided by correctional services, households' willingness to welcome a former prisoner back in their community and their willingness to provide employment to a former prisoner. The questions are based on the experiences of household heads with correctional services, if the respondent has been victim of crime and the perpetrator was jailed and there are follow up questions.

Figure 22 – Percentage of households that have been victims of crime where the perpetrator was imprisoned/ jailed in the 12 months preceding the survey period, 2018/19 and 2024/25
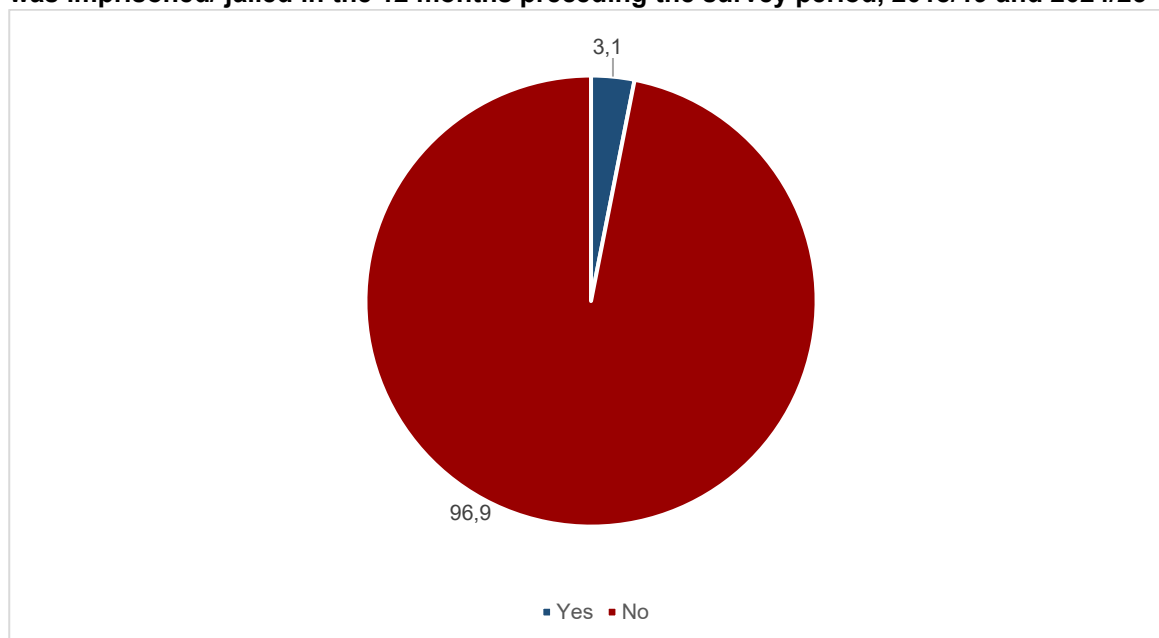
Figure 22 shows that only 3,1% of households have been victims of crime where the perpetrator was arrested and put in jail in the 12 months preceding the survey.

Figure 23 – Period when the perpetrators were sentenced to prison/jail, 2024/25
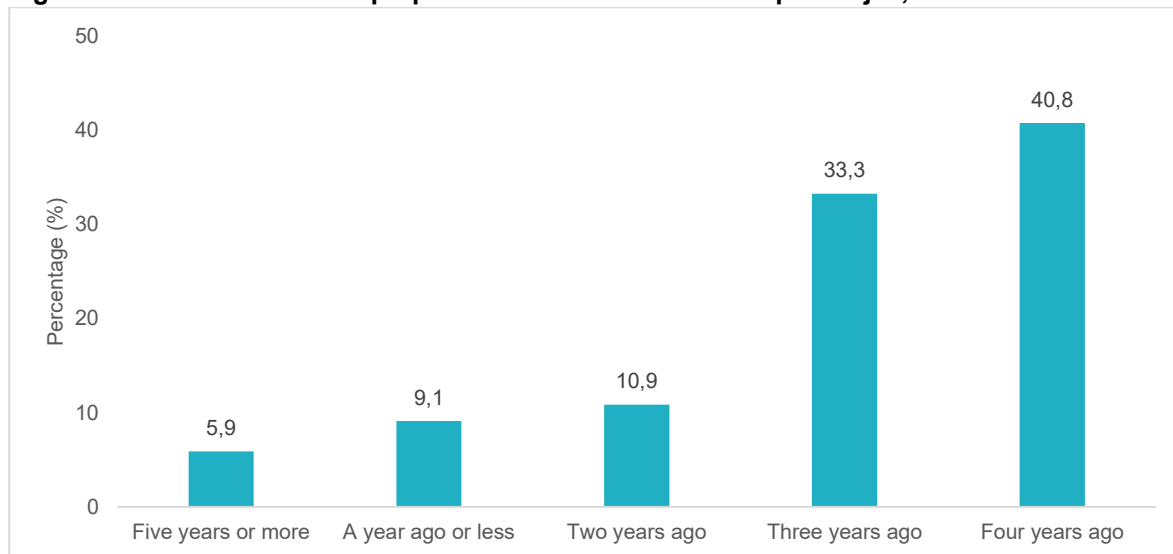
Figure 23 shows a percentage distribution when the perpetrator was sentenced to prison/jail. It shows that about 40,8% of offenders were imprisoned five years or longer ago, followed by 33,3% who were imprisoned at most a year ago and 10,9% who were imprisoned two years ago.

Figure 24 – Percentage distribution of household's participation in the parole hearing, 2024/25
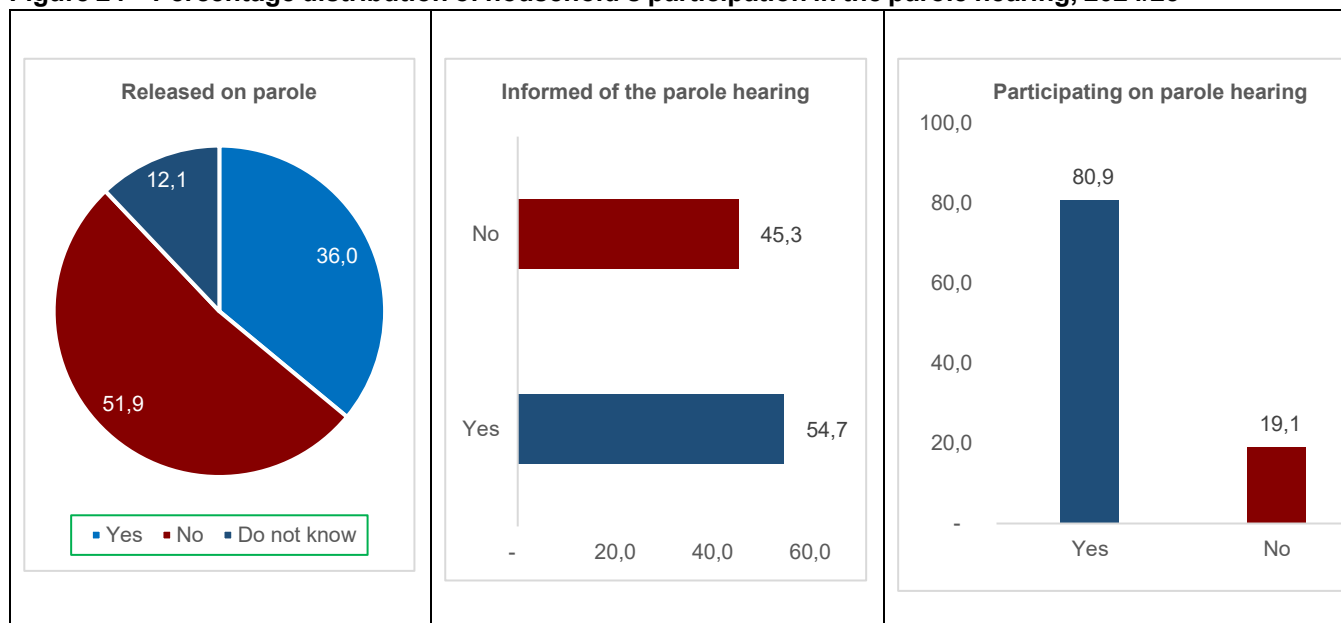
Figure 24 shows the percentage distribution of households 'participation in the parole hearing of perpetrators. It shows that 36,0% of the accused were released on parole, about 45% of victims were not notified of the parole hearing, and 80,9% of victims attended the parole hearing.

Figure 25 – Percentage distribution of reasons why households did not participate in the parole hearing, 2024/25
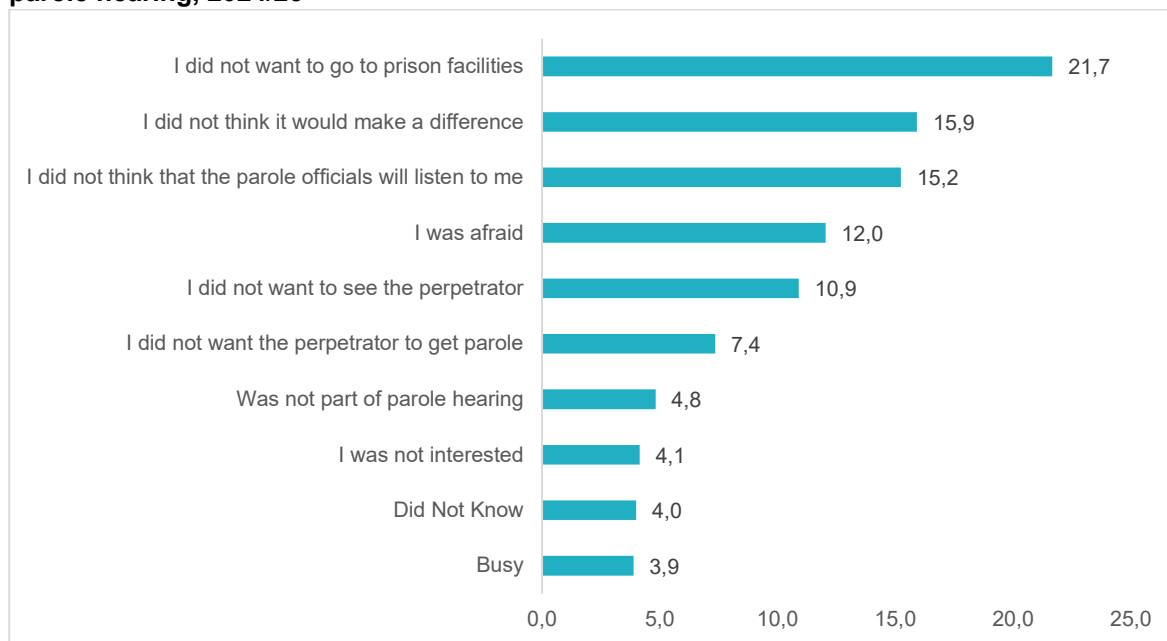
Figure 25 shows the percentage distribution of the main reasons why households did not participate in the parole hearings. It reveals one-fifth (21,7%) of households indicated the reason they did not participate in the parole hearing was because they did not want to go to prison facilities, while a further 15,9% did not think it would make a difference and 15,2% were concerned that parole officers would not listen to them. Only 3,9% of households indicated that they were "busy" as the main reason they did not attend the parole hearing.

Figure 26 – Fairness of granting parole to the offender/perpetrator, 2024/25
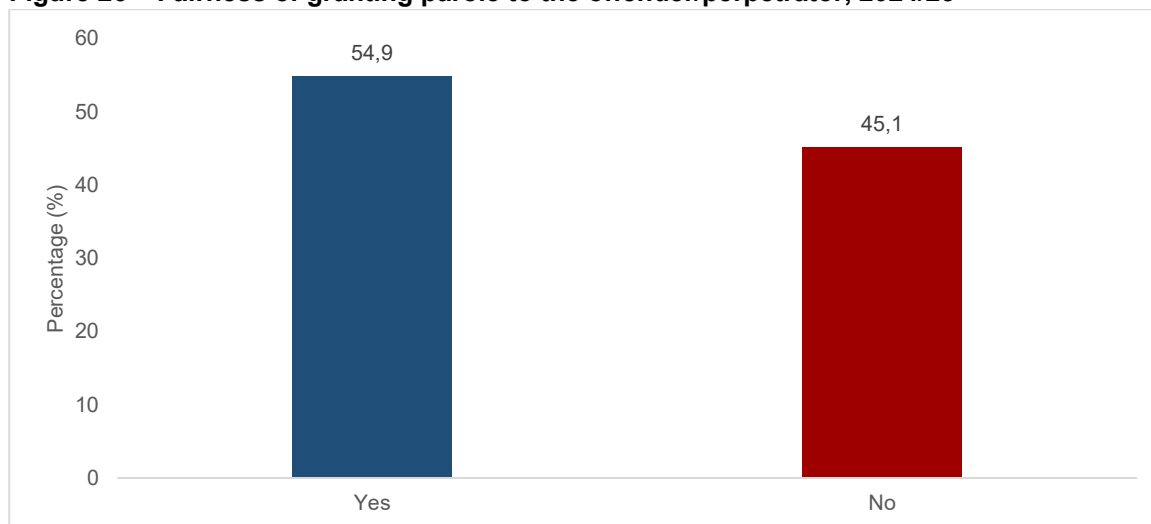
Figure 26 shows that 54,9% of households felt that the decision to grant parole to the criminal was fair, while 45,1% believe it was not fair.

Figure 27 – Knowledge of a former prisoner, 2024/25
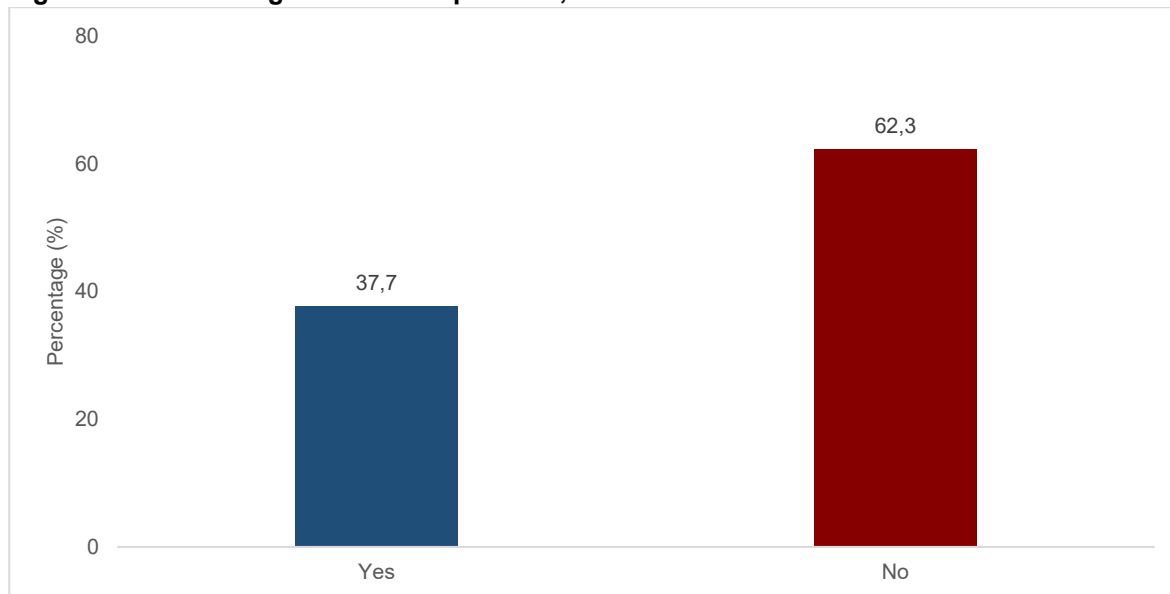
Figure 27 demonstrates that 37,7% of households personally knew someone who is a former prisoner, whereas 62,3% do not.

Figure 28 – Percentage distribution of main crime that the accused was alleged to have committed, 2024/25
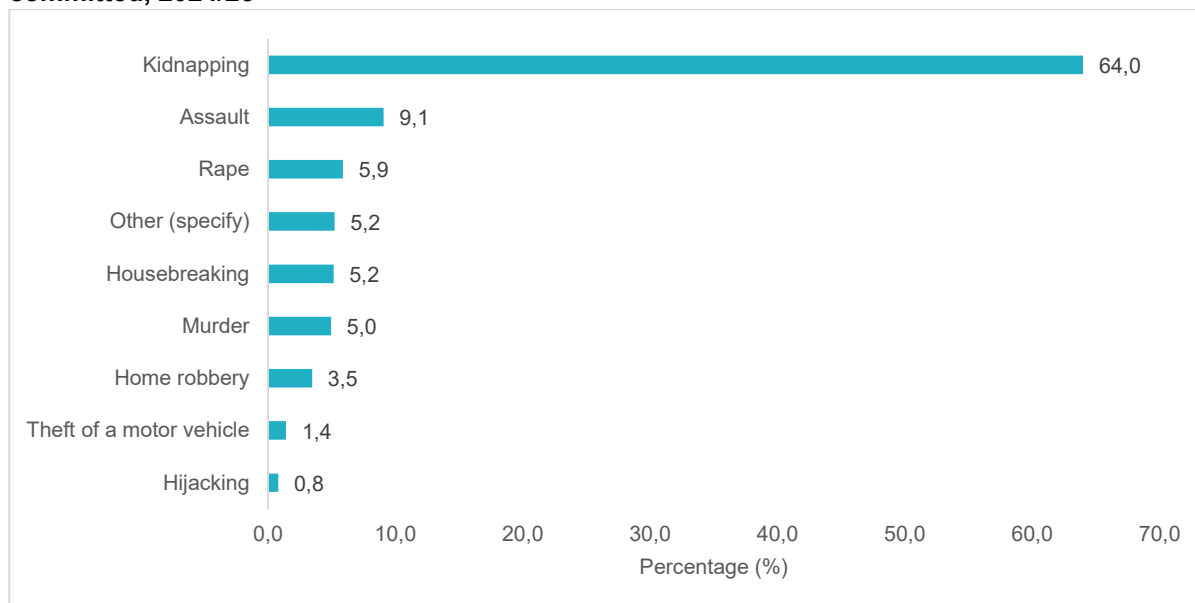
Figure 28 shows the percentage distribution of the main crime that the accused was alleged to have committed in the 2024/25 reporting period. It shows that the main crime was kidnapping (64,0%), followed by assault (9,1%) and rape (5,9%). Hijacking and theft of motor vehicle crimes were least common.

4.2 The purpose of community corrections

The purpose of community corrections is to provide services and interventions that will contribute to the reintegration of offenders as law abiding citizens into communities by ensuring that probationers are rehabilitated, monitored and accepted by communities (www.dcs.gov.za).

Figure 29 – Percentage distribution things households were comfortable to do with a former prisoner, 2017/18 and 2024/25
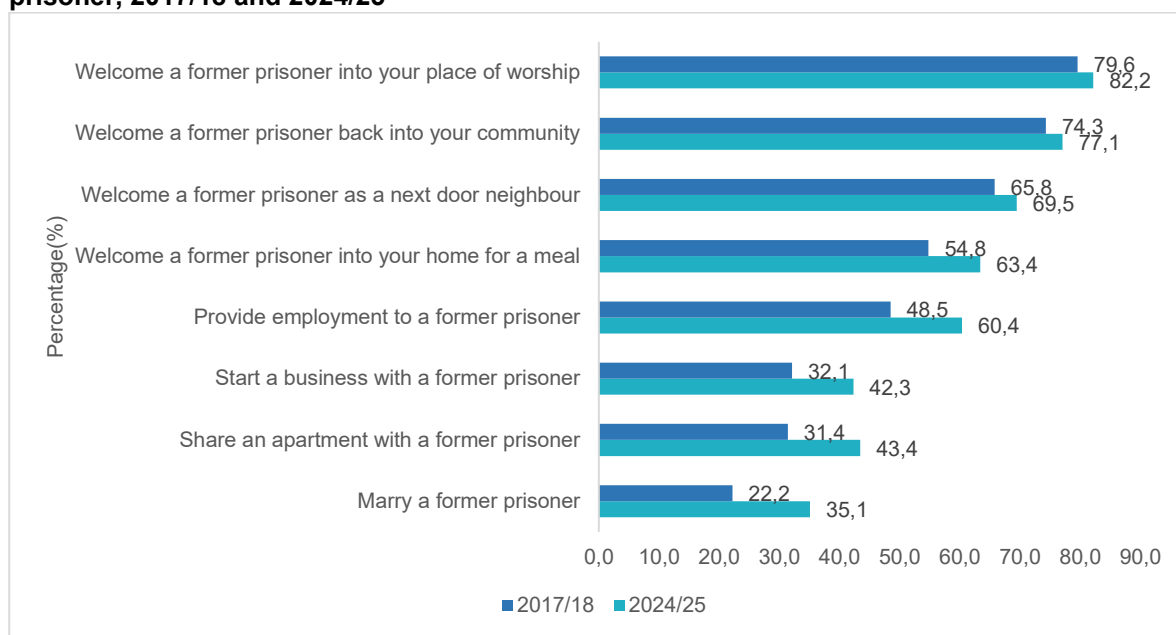
Figure 29 shows the percentage distribution of things households were comfortable to do with a former prisoner. It shows that 82,2% of households in South Africa were comfortable to welcome a former prisoner into their place of worship in 2024/25, this percentage increased from 79,6% in 2017/18. About 77,1% of household in 2024/25 were comfortable to welcome a former prisoner back in their community. More than two – thirds of households in 2024/25 (69,5%) would welcome former prisoners as a next – door neighbours.

Figure 30 – Percentage distribution things households were comfortable to do with a former prisoner, by sex, 2024/25
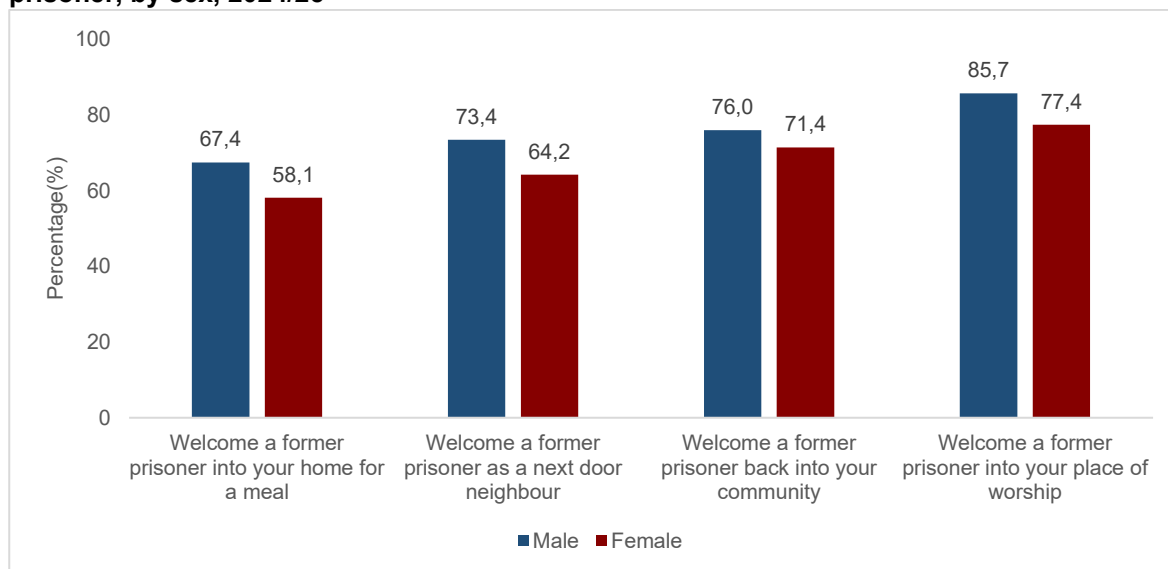
Figure 30 shows the percentage distribution of things households are comfortable to do with a former prisoner by sex in 2024/25. It shows that male headed households are more comfortable to engage with former prisoners than female headed households. Over 70% of female headed households were comfortable in welcoming a former prisoner back into their community and in their place of worship.

Figure 31 – Percentage distribution things households were comfortable to do with a former prisoner, by province, 2024/25

	WC	EC	NC	FS	KZN	NW	GP	MP	LP
Welcome a former prisoner into your place of worship	56,1	62,9	66,4	71,0	60,0	71,7	68,9	69,0	61,0
Welcome a former prisoner back into your community	68,2	74,7	78,2	78,8	71,1	77,9	76,5	78,9	67,0
Welcome a former prisoner as a next door neighbour	56,1	62,9	66,4	71,0	60,0	71,7	68,9	69,0	61,0
Welcome a former prisoner into your home for a meal	46,3	45,8	58,7	58,9	49,0	52,7	58,9	57,7	49,9
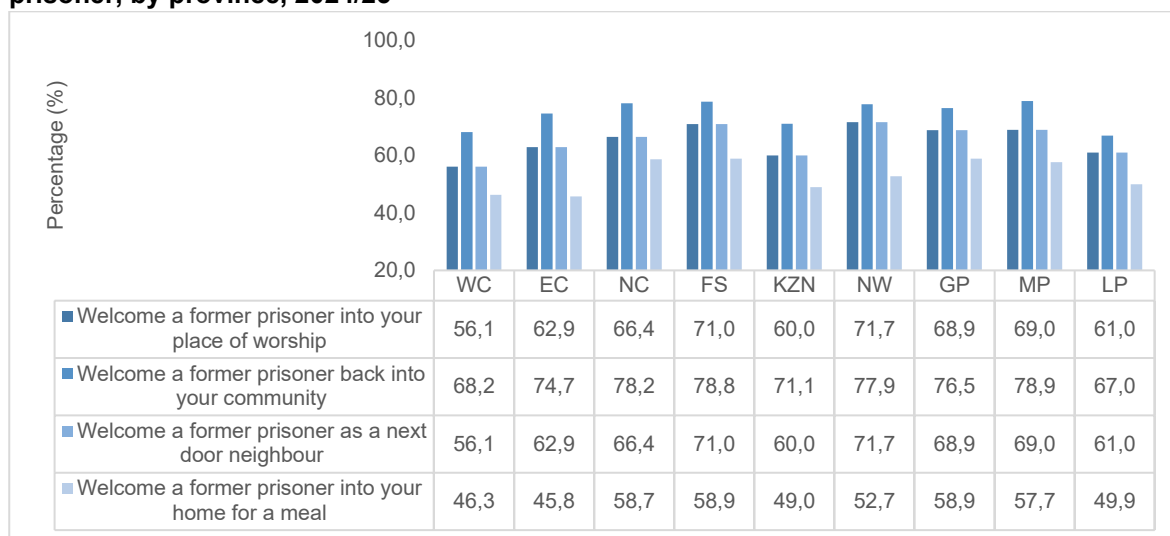
Figure 31 shows the percentage distribution of things households are comfortable to do with a former prisoner by province. The figure shows that welcoming a former prisoner into their place of worship was most common in North-West (71,7%) and Free-State (71,0%) and least common in Western Cape (56,1%). Welcoming back prisoners into their communities was most common in Mpumalanga (78,9%), Free-State (78,8%) and Northern-Cape (74,7%) and least common in Limpopo (67,0%).

Figure 32 – Percentage distribution of households willing to provide employment or marry a former prisoner by sex, 2024/25
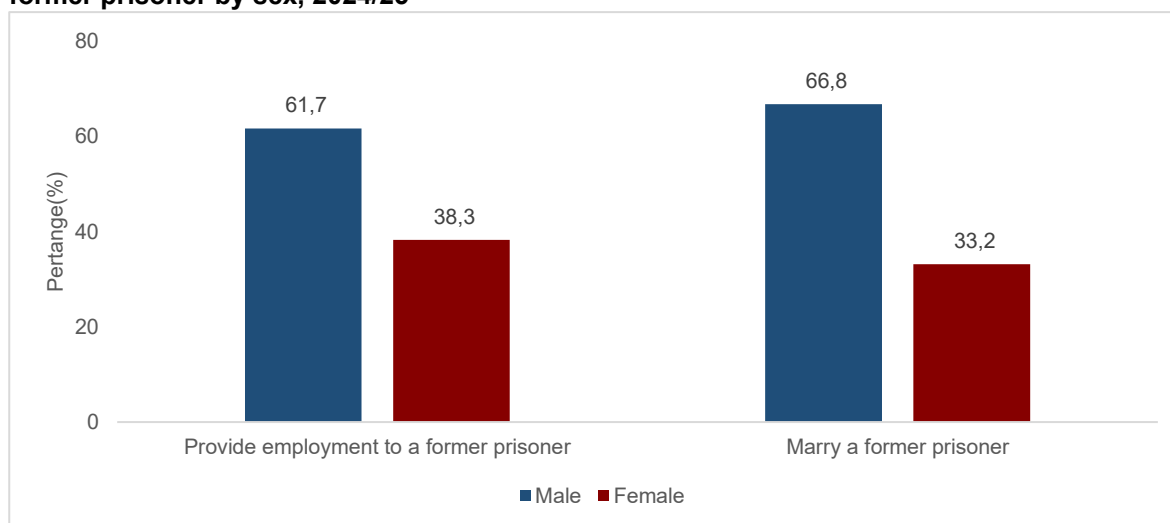
Figure 32 shows the percentage distribution of households willing to provide employment or marry a former prisoner by sex in 2024/25. It shows that male – headed households were more likely to offer employment (61,7%) and/or to marry former prisoners (66,8%) than female – headed households.

4.3 Satisfaction with services offered by the correctional services

Measuring satisfaction with public services lies at the heart of a citizen – centred approach to service delivery and an important outcome indicator of overall government performance[1]. The National

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

Figure 33 – Percentage distribution of satisfaction with correctional services with granting parole and rehabilitation services, 2024/25
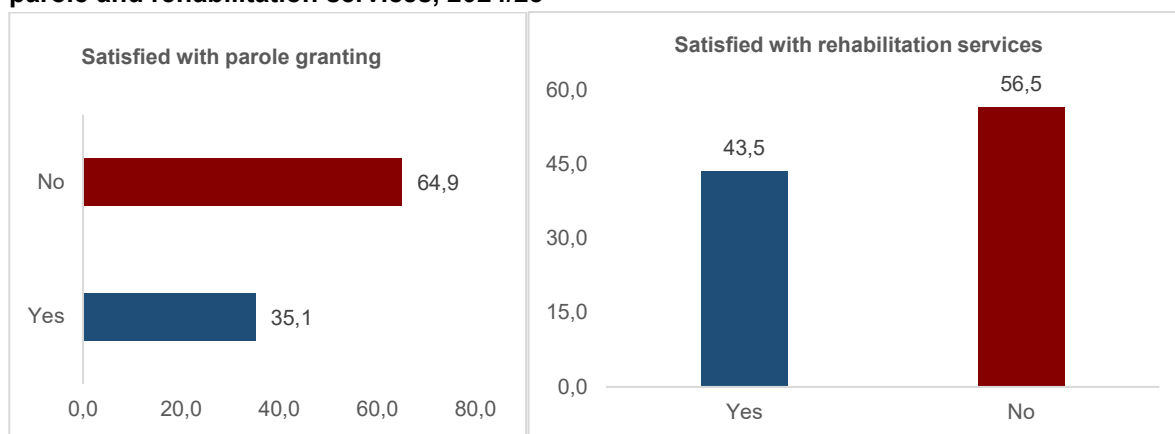
Figure 33 shows the percentage distribution of households satisfied with the way correctional services is granting parole to criminals. It shows that 35,1% of households were satisfied with the way correctional services give parole to criminals while about 44% were satisfied with the way correctional services rehabilitates criminals.

4.4 General household's understanding about prison

The following section addresses households' views and opinions on prisons and the role they play in society. Respondents were asked for their opinions and understanding of correctional services.

Figure 34 – Household's level of agreement with certain statements, 2024/25
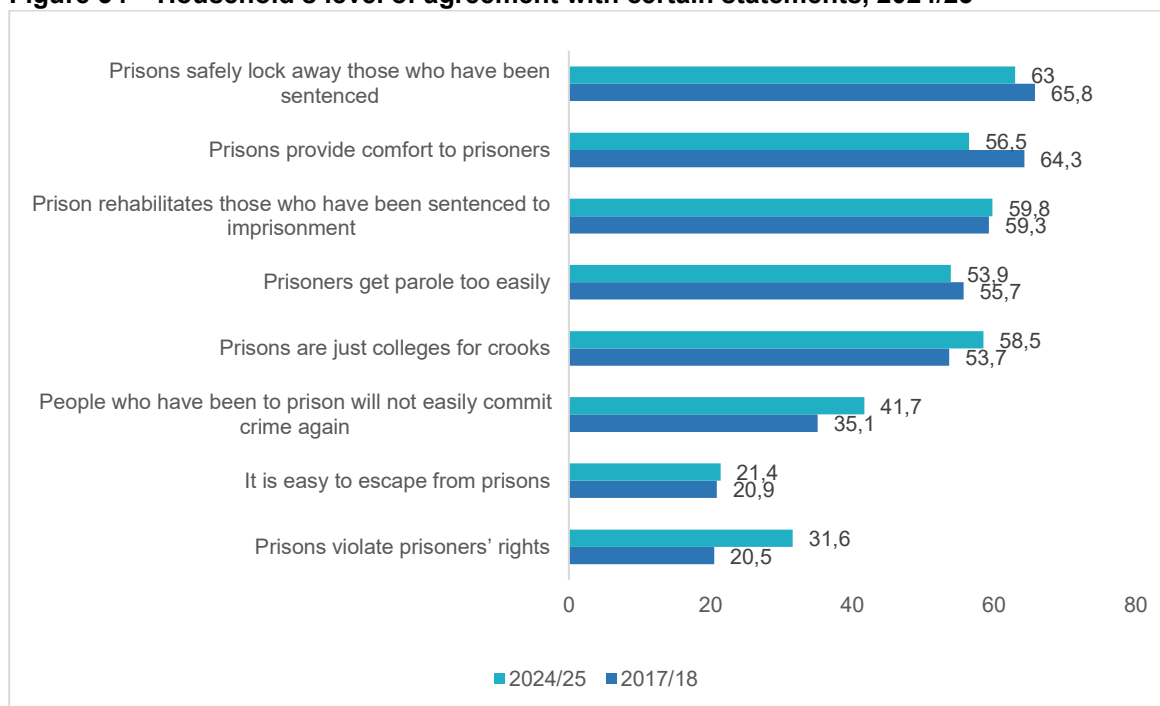
Figure 34 shows the percentage distribution of the perceptions correctional services. Households in South Africa were asked whether they agree with certain statements about correctional services. More than three-fifths (63,0%) of households were of the opinion that prisons safely lock away those who have been sentenced, down from 65,8% in 2017/18. In 2024/25, one-fifth (21,4%) of households agreed that it is easy to escape from prisons while 56,5% agreed that prisons provided comfort to prisoners, down from 64,3% in 2017/18.

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Figure 35 – Percentage distribution of statements that households agree with by province, 2024/25

	WC	EC	NC	FS	KZN	NW	GP	MP	LP
Prisoners get parole too easily	65,8	64,2	58,8	52,4	57,6	61,8	54,2	47,0	44,9
Prisons are just colleges for crooks	70,5	66,7	62,0	59,4	51,8	63,7	57,0	59,6	60,9
Prisons provide comfort to prisoners	70,2	63,7	61,5	56,8	43,4	60,9	54,0	53,0	50,8
Prisons safely lock away those who have been sentenced	52,0	59,8	71,5	57,3	50,8	57,4	62,2	72,7	62,0
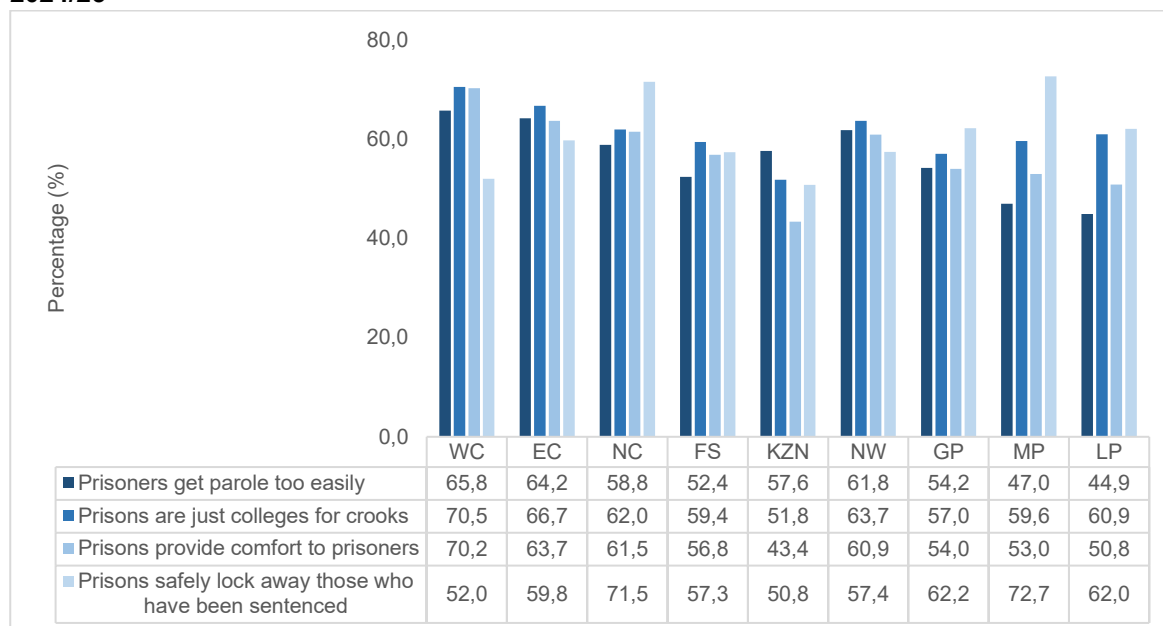
Figure 35 shows the percentage distribution of the perceptions about services correctional services by provinces. The figure shows that about 72,7% of households in Mpumalanga and 71,5% of household in Northern Cape agreed that Prisons safely lock away those who have been sentenced. Seven-tenths (70,5%) of households in Western Cape believed that prisons are just colleges for crooks while 70,2% believed that prisons provide comfort to prisoners.

4.4 Summary

Households that experienced crime with the perpetrator incarcerated in the year prior to the survey constitutes fewer than 10%. Among those accused who were granted parole, approximately 36% of victims were not informed about the parole hearings while only 15,9% attended these hearings. Participation in the hearings was seen with 57,3% of males and 42,7% of females involved. The primary reason cited by most households 21,7% for not attending the hearings was their reluctance to enter prison facilities. In South Africa, a notable 64,9% of households expressed a willingness to reintegrate former inmates into their communities. Furthermore, 35,1% of households reported satisfaction with how correctional services manage parole processes for offenders and around 43,5% were content with the rehabilitation efforts provided by these services. Most households 63% believed that prisons safely lock away those who have been sentenced.

5. Individual access to courts

5.1 Introduction

According to the Pocket Guide to South Africa (GCIS, 2014), the Department of Justice and Constitutional Development (DOJ&CD) is mandated to "ensuring an accessible justice system that promotes and protects social justice, fundamental human rights and freedoms, thus providing a transparent, responsive and accountable justice for all". Courts, therefore, have a crucial role as the country works towards a South Africa where people "are and feel safe".

Individuals who are 16 years and older were asked their experience with courts and their perceptions about the quality of service, this can help to shed more light on how accessible justice is in the country.

Figure 36 – Percentage of individuals 16 years and older who have been to courts for specified reasons in the 12 months preceding the survey period, 2024/25
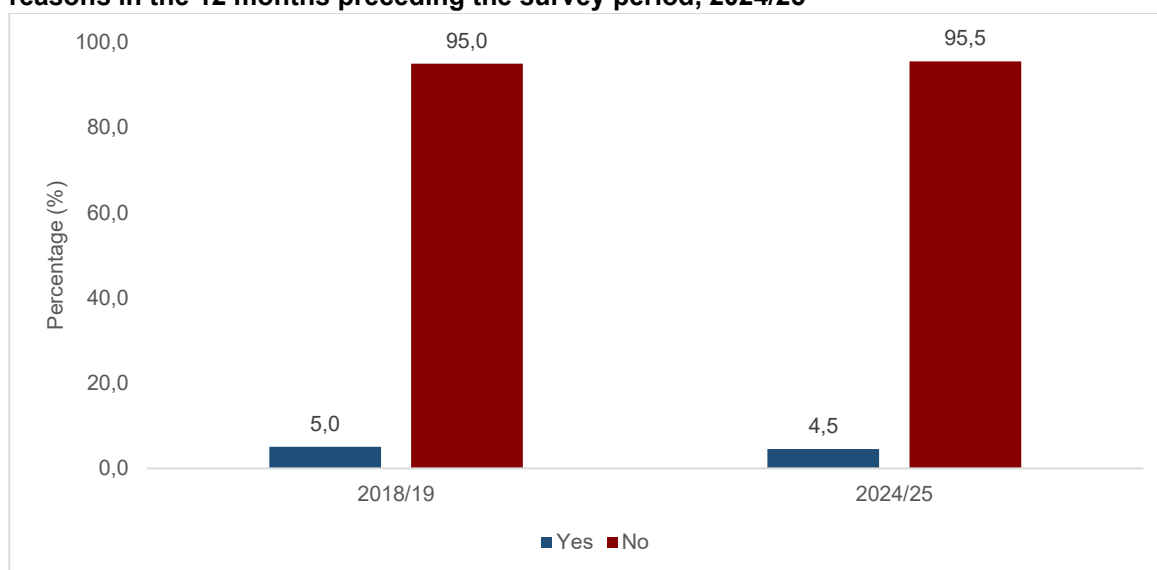
Figure 36 shows percentage of people who have been to courts in the 12 months preceding the survey comparing the 2018/19 and 2024/25 periods. The percentage of individuals who indicated they have been to courts in the 12 month preceding the survey slightly decreased from 5,0% in 2018/19 to 4,5% in 2024/25.

Figure 37 – Percentage distribution of individuals 16 years and older who have been to court by selected demographic characteristics, 2024/25

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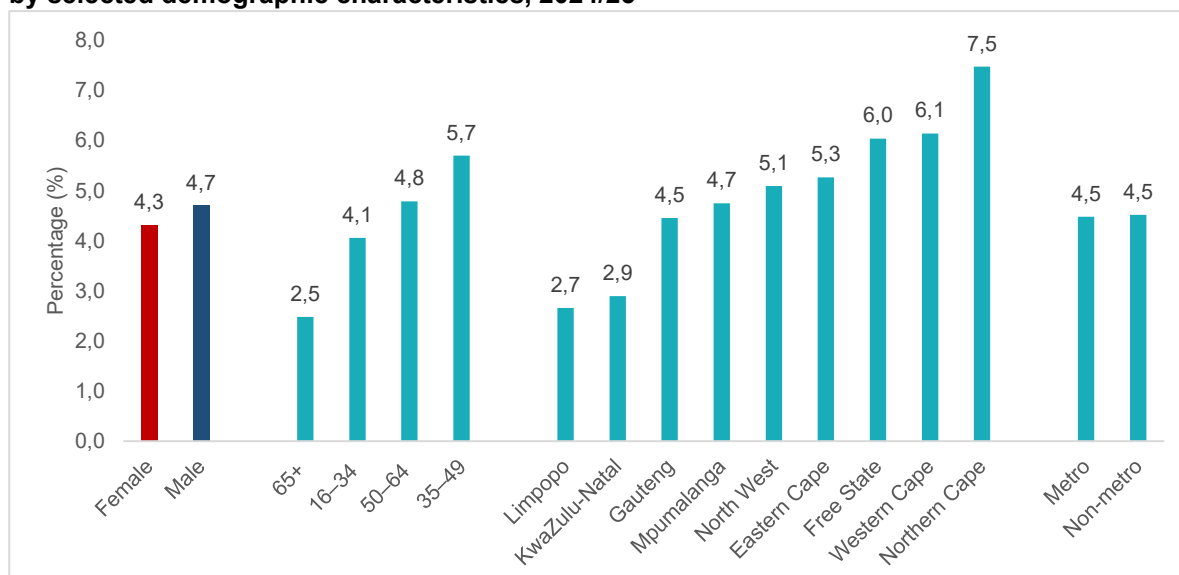
Figure 37 shows percentage of people who have been to courts in the 12 months preceding the survey in 2024/25 period by selected demographics. The figure indicates that a larger percentage of males (4,7%) than females (4,3%) have been to court in the 12 month preceding the survey compared in 2024/25. Attending court were most common for individuals in the age group 35-49 (5,7%) and the age group 50-64 (4,8%). The highest percentage of individuals who have attended court were observed in Northern Cape (7,5%), followed by Western Cape (6,1%) and Free State (6,0%).

Figure 38 – Percentage of main reasons individuals 16 years and older stated for being to courts in the 12 months preceding the survey period, 2018/19 and 2024/25
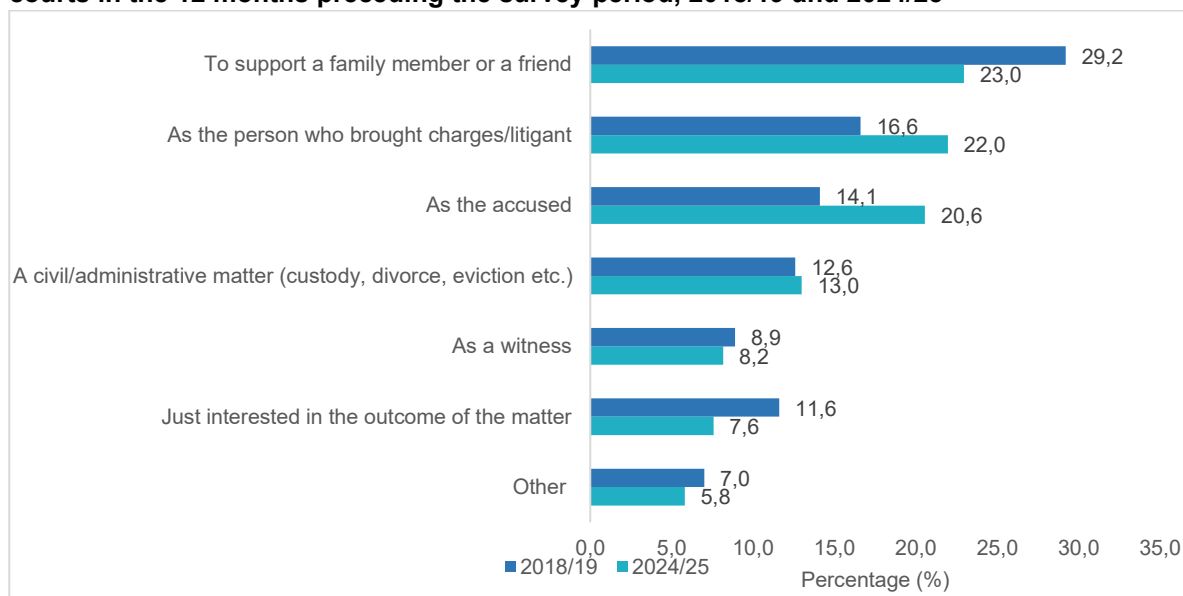
Figure 38 above shows the main reason people stated for going to courts in the 12 months preceding the survey in both reporting periods was to support a family member or a friend, this decreased from 29,2% in 2018/19 to 23,0% in 2024/25. The second main reason was as the person who brought charges/litigant; however, this reason increased from 16,6% in 2018/19 to 22,0% in 2024/25. The other reasons that increased from the 2018/19 are those who went to court the accused and as a civil/administrative matter (custody, divorce, eviction etc.).

Figure 39 – Percentage of the individuals 16 years and older who went to court as witnesses, accused, litigants and administrative services by sex, 2018/19 and 2024/25

	Male		Female	
	2018/19	2024/25	2018/19	2024/25
As a witness	8,4	10,7	9,3	5,5
As the accused	21,8	30,1	6,2	10,9
As the person who brought charges/litigant	11,5	14,0	21,9	30,0
A civil/administrative matter (custody, divorce, eviction etc.)	10,0	11,9	15,3	14,1
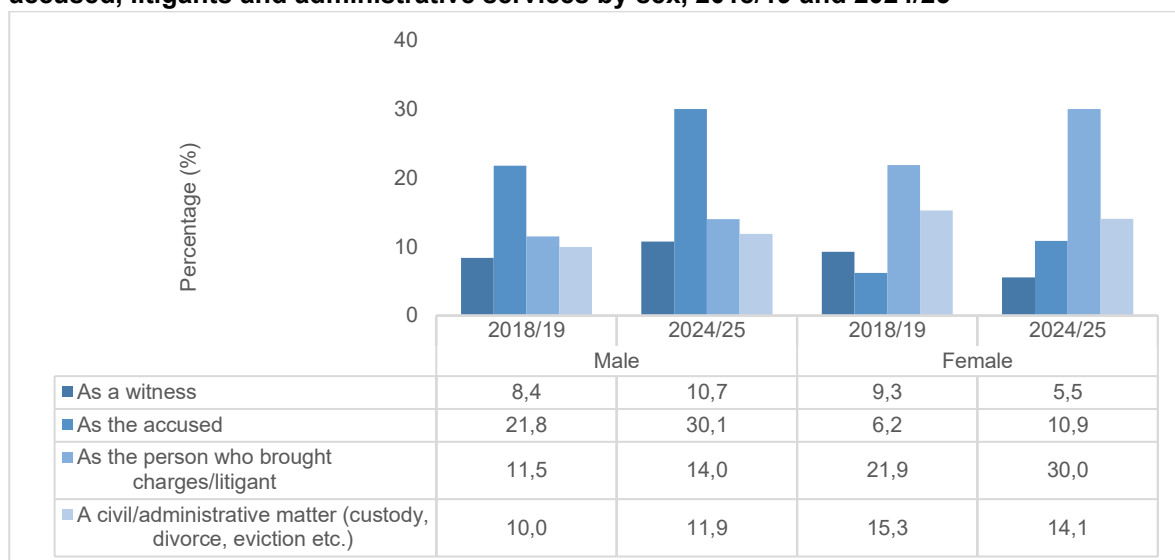
Figure 39 above shows the main reason people stated for attending courts in the 12 months preceding the survey in 2024/25 by sex. It shows a noticeable disparity between males and females on reasons they went to court. In 2018/19, more males (21,8%) went to court as the accused compared to only 6,2% females, the situation stayed the same in 2024/25. In both 2018/19 and 2024/25 periods majority of females went to court as persons who brought charges/ litigant. The percentage for both male and female who went to court as litigants increased in 2024/25.

Figure 40 – Percentage of the individuals 16 years and older who were allowed to use a language they understand, those who had an interpreter interpreting proceedings and those who understood court proceedings, 2018/19 and 2024/25
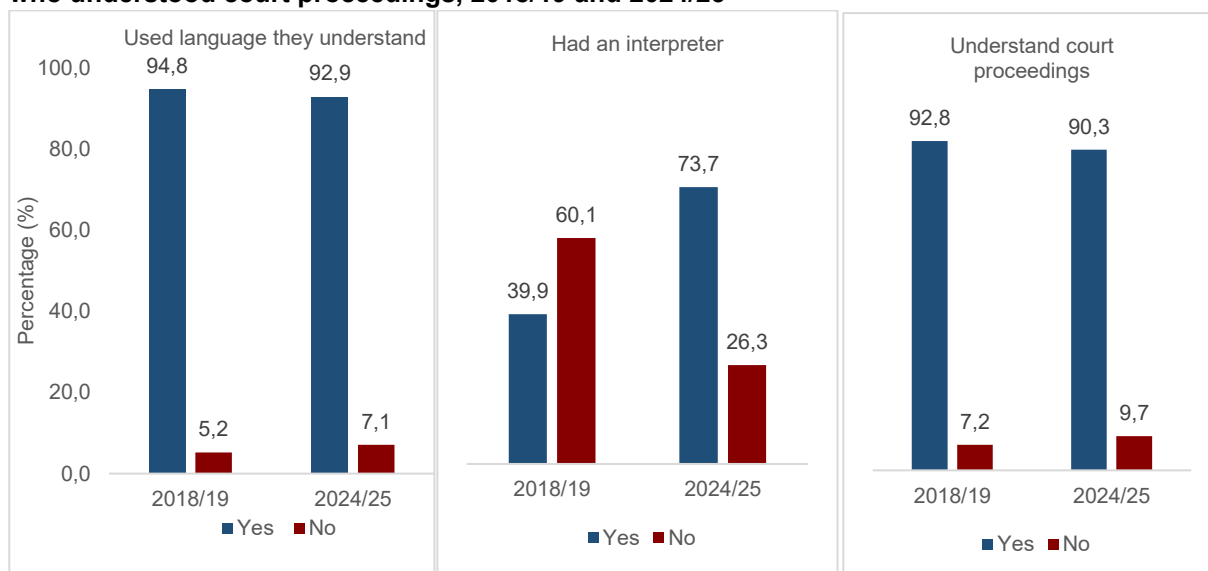
Figure 40 above shows the percentage distribution of people who were allowed to use a language they understand, those that had an interpreter interpreting proceedings, and those who understood court proceedings in2018/19 and 2024/25. More than nine-tenths the people were allowed to speak a language they understand during court proceedings in both reporting periods at 94,5% in 2018/19 and 92,9% in 2024/25. The majority of individuals aged 16 years and older understood court proceedings in both 2018/19 (92,8%) and 2024/25 (90,3%), this slight decrease is observed between the two periods.

Table 3 – Percentage of the individuals 16 years and older who used a language they understand, had an interpreter interpreting proceedings and understood court proceedings by selected demographic characteristics, 2024/25

Characteristic	Used a language they understand	Had an interpreter	Understood court proceedings
Sex			
Male	3,0	2,5	2,9
Female	2,3	1,7	2,3
Age group			
16–34	2,6	2,0	2,5
35–49	3,2	2,5	3,1
50–64	2,6	2,2	2,6
65+	1,6	1,3	1,6
Highest level of education			
No schooling	1,7	1,4	1,5
Some primary	2,9	2,4	2,9
Completed primary	4,8	4,2	4,5
Some secondary	2,6	2,3	2,6
Completed secondary	2,7	2,1	2,5
Post school	2,4	1,4	2,3
Province			
Western Cape	3,3	1,7	3,6
Eastern Cape	3,1	2,9	2,9
Northern Cape	4,0	3,0	4,0
Free State	4,3	3,8	4,1
KwaZulu – Natal	1,6	1,5	1,5
North West	3,7	2,4	3,3
Gauteng	2,7	2,2	2,6
Mpumalanga	2,4	2,1	2,1
Limpopo	1,7	1,4	1,7

Table 3 shows that the use of a language they understand in court was most common for males, those aged 35-49 and those in Free-State and Northern-Cape provinces. Similar trends are observed for having an interpreter and those who understood court proceedings.

5.2 Services at the courts

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

Figure 41 – Percentage of individuals 16 years and older who were represented by type of representation in court, 2018/19 and 2024/25
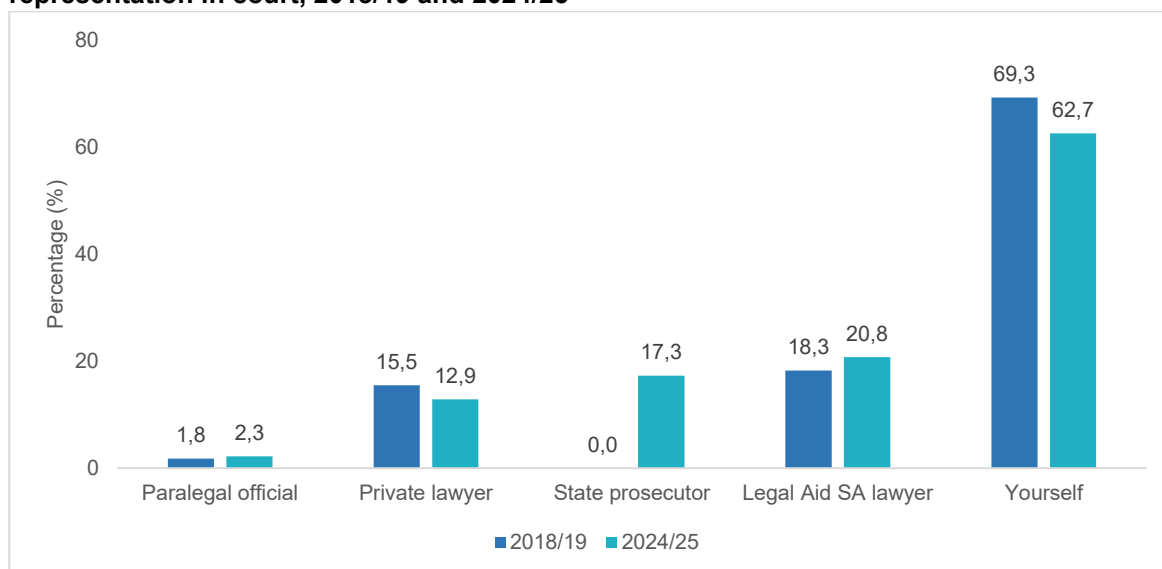
Figure 41 shows the percentage of people who were represented by type of representation in court, 2018/19 and 2024/25 reporting periods. The figure shows that three-fifths (62,7%) of people who appeared in court represented themselves, down from 69,3% in 2018/19. One-fifth (20,8%) of individuals who appeared in court were represented by a Legal Aid SA lawyer in 2024/25 compared to 18,3% in 2018/19. Conversely, those who were represented by a private lawyer were more common in 2018/19 (15,5%) compared to 12,9% in 2024/25.

Table 4 – Percentage distribution of individuals 16 years and older who were represented by type of representation in court by selected demographic characteristics, 2024/25

Characteristic	Private lawyer	Legal Aid SA lawyer	State prosecutor	Self – representation
Sex				
Male	0,5	0,8	0,5	1,7
Female	0,3	0,4	0,5	1,9
Age group				
16–34	0,2	0,7	0,5	1,8
35–49	0,6	0,7	0,5	1,9
50–64	0,6	0,4	0,5	1,8
65+	0,2	0,3	0,2	1,4
Highest level of education				
No schooling	0,3	0,3	0,8	0,9
Some primary	0,1	0,3	0,5	2,4
Completed primary	2,7	1,5	0,5	3,9
Some secondary	0,4	0,7	0,6	1,8
Completed secondary	0,3	0,6	0,5	1,7
Post school	2,6	0,3	0,3	1,4
Province				
Western Cape	0,2	0,7	0,9	2,6
Eastern Cape	0,2	0,5	0,6	2,2
Northern Cape	0,3	0,5	0,6	3,2
Free State	0,5	1,5	1,6	2,6
KwaZulu – Natal	0,2	0,6	0,4	0,9
North West	0,3	0,5	0,4	2,5

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Characteristic	Private lawyer	Legal Aid SA lawyer	State prosecutor	Self – representation
Gauteng	0,6	0,6	0,3	1,8
Mpumalanga	0,5	0,5	0,2	1,5
Limpopo	0,3	0,4	0,3	1,0

Table 4 above, shows the percentage of people who were represented in court by type of representation in court during the 2018/19 and 2024/25 reporting periods. Contrary to other services in court, females (1,9%) were slightly more likely to self-represent than males (1,7%). Those who completed primary schooling were more likely to use a private lawyer (2,7%), Legal Aid SA lawyer (1,5%) and self – represent (3,9%) in court, those using state prosecutor were more likely to have no schooling at 0,8%. Individuals in Free State were more likely to use Legal Aid SA lawyer at 1,5% and state prosecutor at 1,6%. Individuals in Northern Cape were more likely to self – represent at 3,2%.

Figure 42 – Percentage of representation in court according to reason for going to court, 2024/25

	Private lawyer	Legal Aid SA lawyer	State prosecutor	Paralegal official	Yourself
As a witness	12,7	9,1	22,2	26,1	13,8
As the accused	29,0	48,8	28,4		26,8
As the person who brought charges/litigant	30,9	28,3	36,1	46,7	37,5
A civil/administrative matter (custody, divorce, eviction etc.)	27,4	13,8	13,3	27,2	21,8
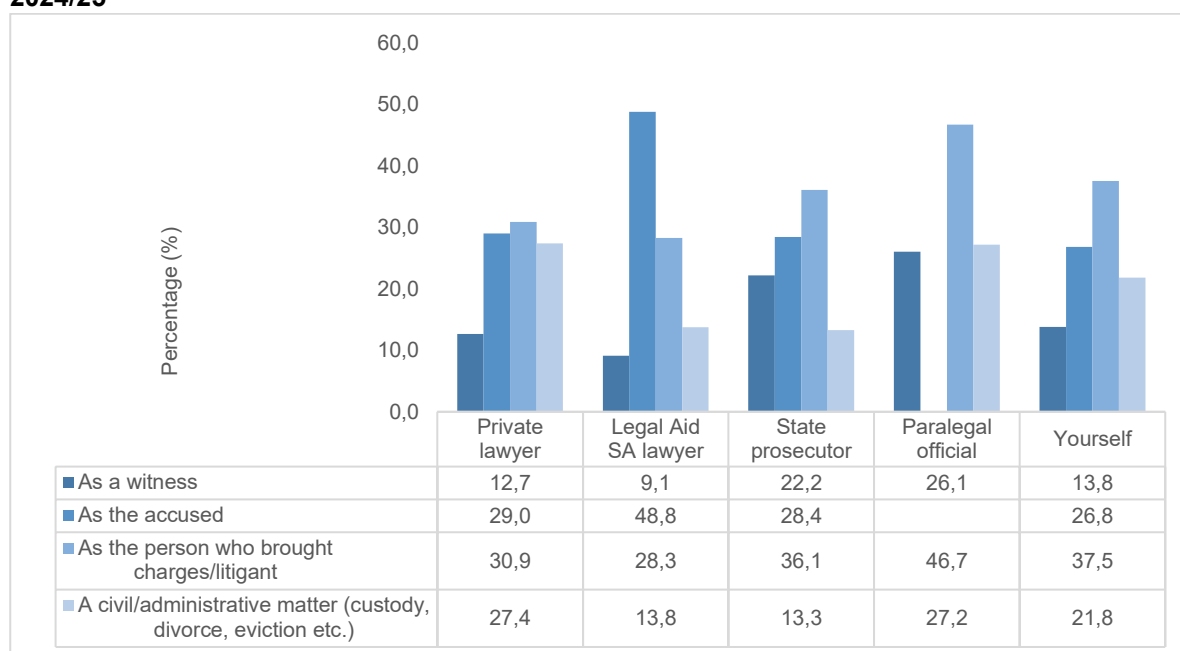
Figure 42 shows the percentage of representation in court according to reasons for going to court, 2024/25. It shows that paralegal, self-representation, state prosecutor and private lawyer representation in court was most preferred by those going to court as the person who brought the charges/litigant at 46,7%, 37,5%, 36,1% and 30,9% respectively in 2024/25. The use of Legal Aid lawyers was highest for those who went to court as accused at 48,8%.

5.3 Satisfaction with services offered by the court

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.

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[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

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

Figure 43 – Percentage of individuals 16 years and older who were satisfied with type of representation, 2018/19 and 2024/25
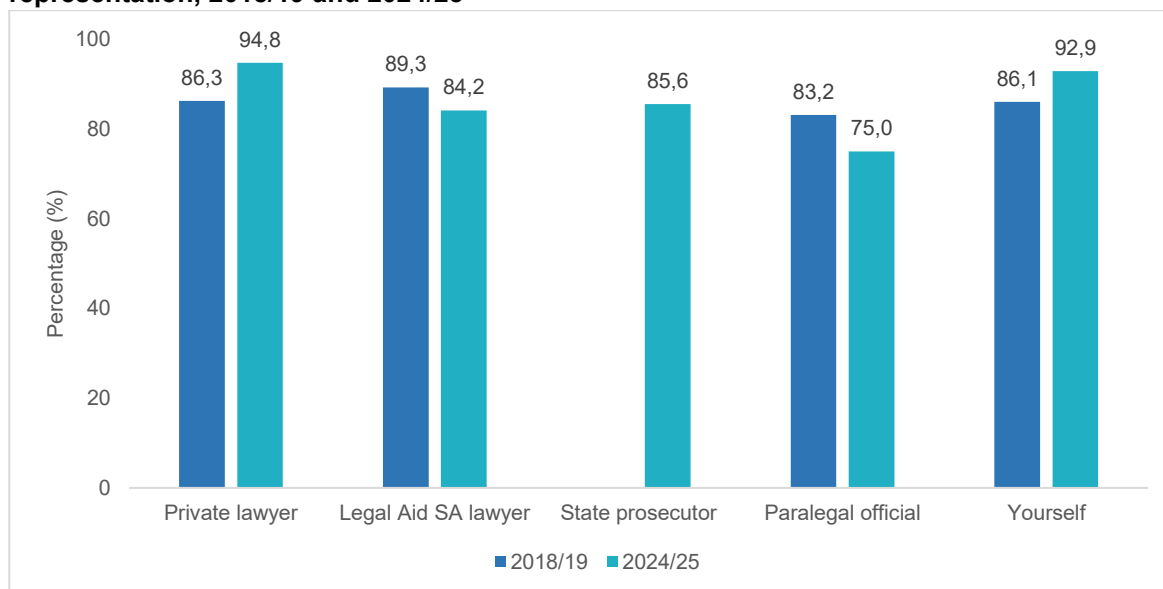
Figure 43 shows the percentage of people who were satisfied with type of representation, 2018/19 and 2024/25. It shows that those who were represented by Legal Aid lawyers had the greatest percentage (89,3%) of people who were satisfied with the service in 2018/19. However, in 2024/25 people who were represented by private lawyers had the highest percentage at 94,8%. Those who used Legal Aid SA lawyer (84,2%) and those who used state prosecutor (85,6%) had almost similar proportions. The satisfaction rate was lowest (75,0%) for those represented by paralegal officials in 2024/25. There is a 6,8 percentage point increase in those who represented themselves in court between 2018/19 (86,1%) and 2024/25 (92,9%).

Figure 44 – Percentage of individuals 16 years and older who were satisfied with type of representation in court according to reason for going to court, 2024/25

	As a witness	As the accused	As the person who brought charges/litigant	A civil/administrative matter (custody, divorce, eviction etc.)
Private lawyer	12,9	30,2	31,2	25,6
Legal Aid SA lawyer	8,6	52,5	23,2	15,7
State prosecutor	20,3	28,8	38,2	12,8
Paralegal official	31,7		62,3	6,0
Yourself	31,7		62,3	6,0
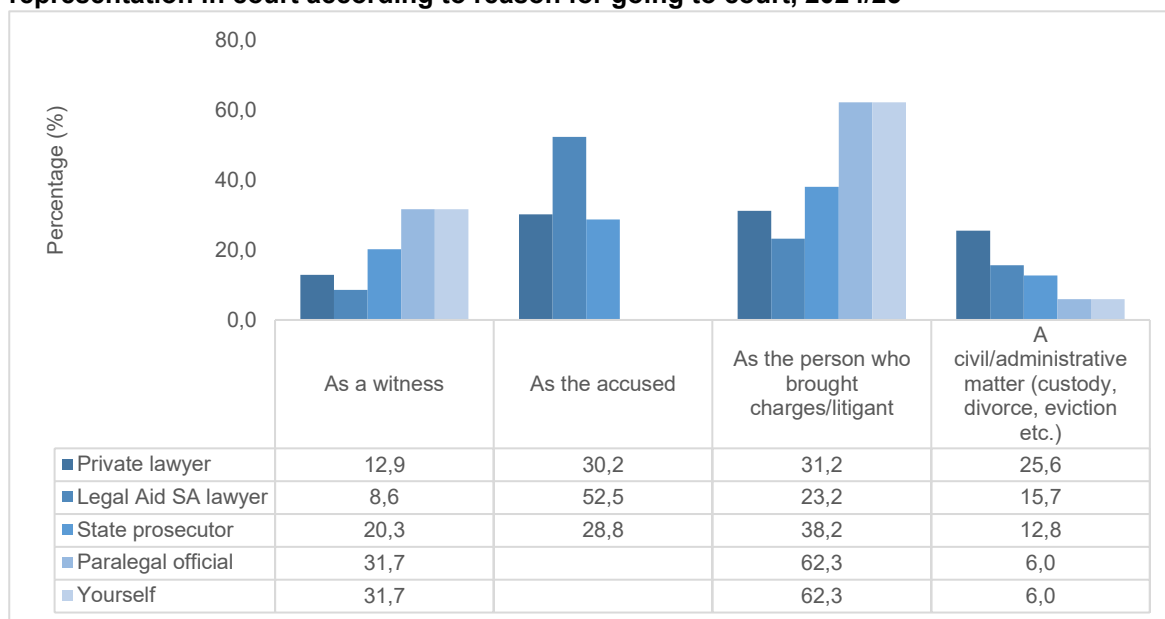
Figure 44 shows that for cases where the client is the person who brought charges/litigant, satisfaction was most common if people represented themselves (62,3%), of if they used paralegal officials (62,3%). Witnesses similarly expressed the greatest satisfaction with representing themselves (31,7%) or using paralegals (31,7%). On the other hand, individuals who were the accused as the reason for being in court, they were mostly satisfied with the legal aid SA lawyer services they received (52,5%).

Figure 45 – Percentage of the individuals 16 years and older who were in contact with officials in court, 2018/19 and 2024/25
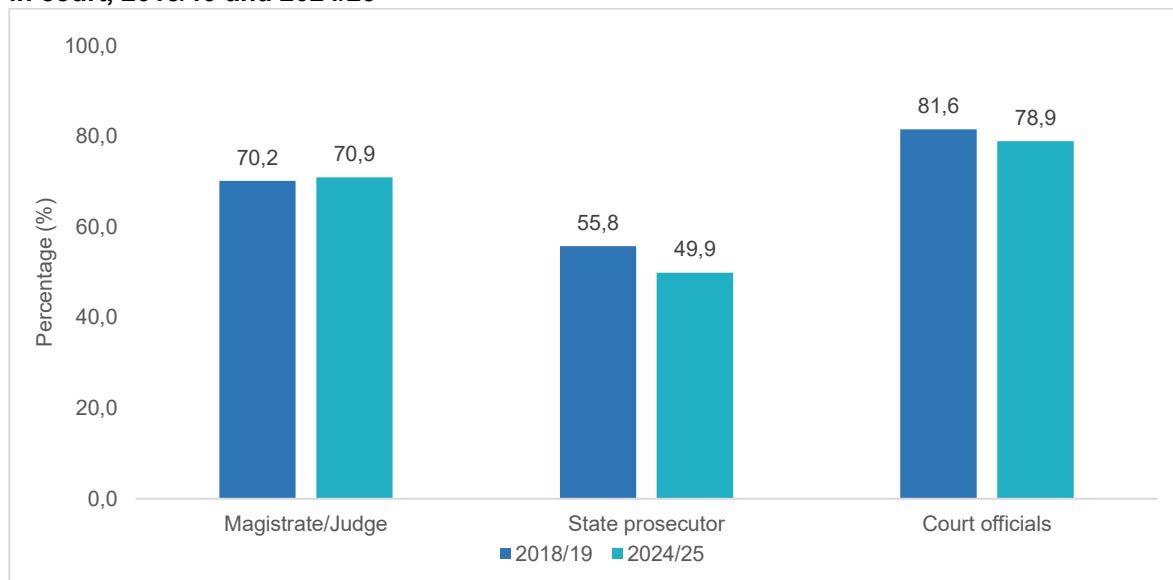
Figure 45 shows the percentage of the people who were in contact with officials in court, 2018/19 and 2024/25. It shows that 78,9% of individuals who attended court were in contact with court officials in 2024/25, down slightly from 81,6% in 2018/19. About seven-tenths of individuals were in contact with magistrates or judges in 20218/18 (70,2%) and 2024/25 (70,9%). Individuals who were in contact with state prosecutor decreased from 55,8% in 2018/19 to 49,9% in 2024/25.

Figure 46 – Percentage of fair treatment in court by officials, 2018/19 and 2024/25
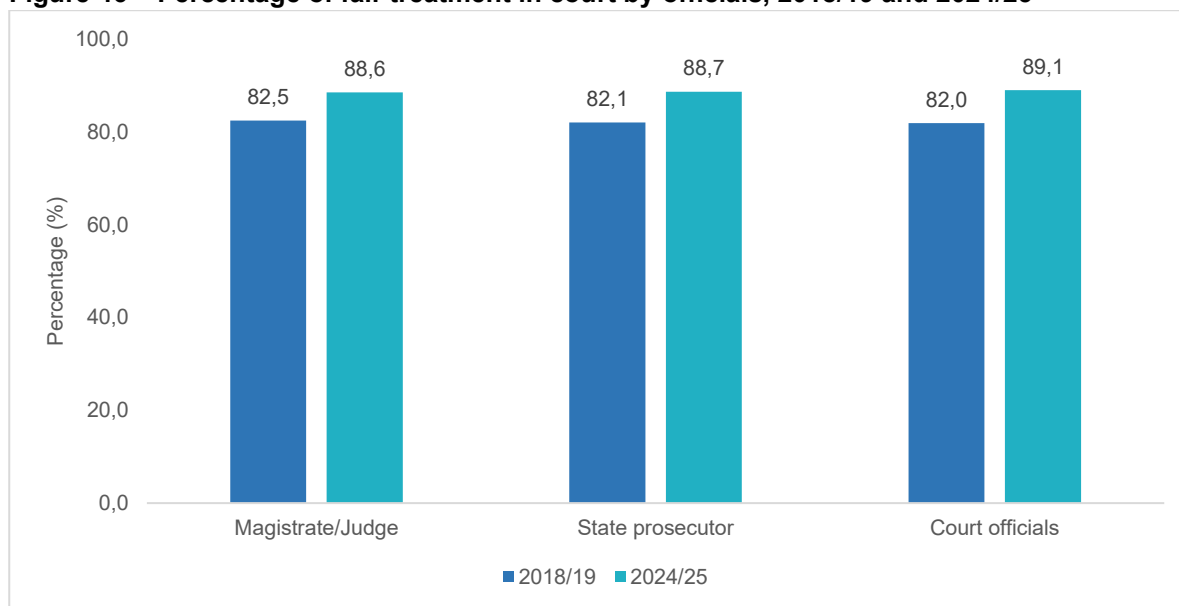
Figure 46 shows the percentage of individuals who felt they were treated fairly in court by type of officials in both 2018/19 and 2024/25 reporting periods. It shows that over four-fifths of the 16 years and older who have been to courts believed that they were treated fairly by court officials, including the magistrate or judge and the state prosecutor in 2018/19. These increased to over 88% in 2024/25.

Figure 47 – Percentage of final judgement/ Outcome of the case, 2024/25
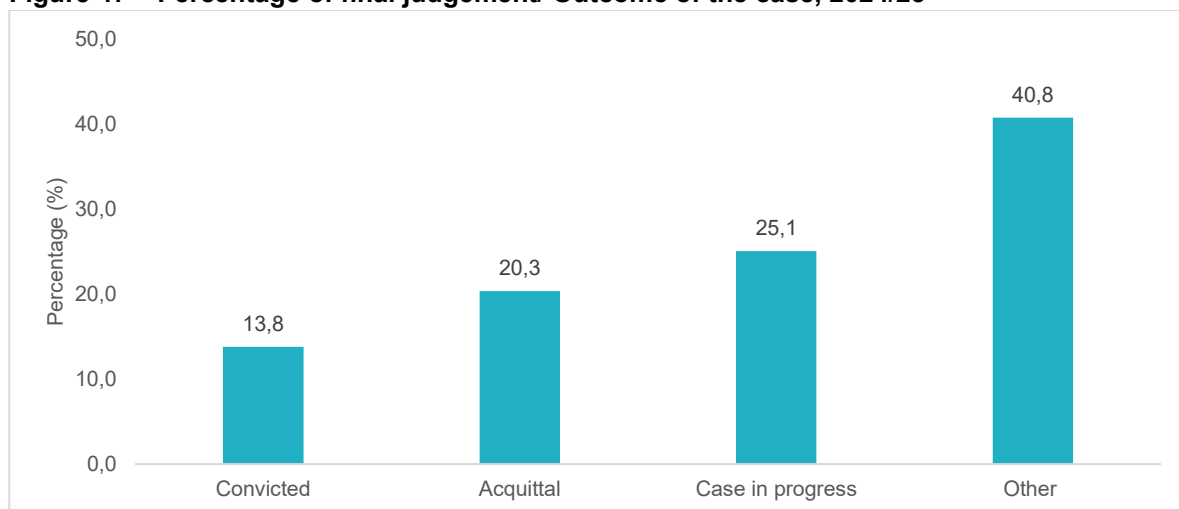
Figure 47 presents final judgement/outcome of the cases in 2024/25. Individuals 16 years and older reported that most cases were still in progress at 25,1% followed by those which were acquitted (20,3%) and convicted (13,8%).

5. 4 National Prosecuting Officer (NPA)

According to National Prosecuting Authority (NPA), all citizens have a right to enjoy a life free from fear and free from crime. As a key partner in the criminal justice system, the NPA plays a critical role in ensuring that those who commit crime are charged and held responsible for their actions. The core work of the NPA is prosecutions (www.npa.gov.za).

Figure 48 – Percentage of individuals 16 years and older knows NPA, 2024/25
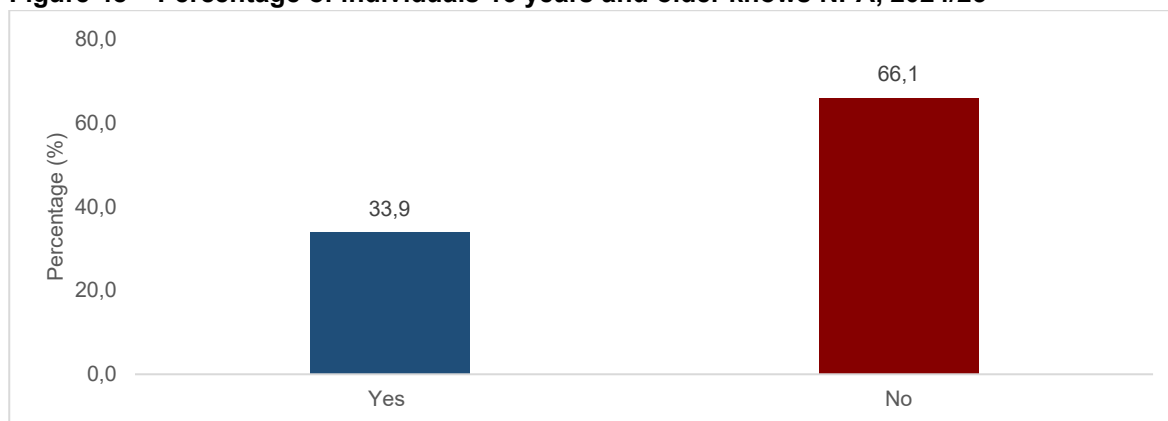
Figure 48 shows the percentage of individuals 16 years and older who knows about the NPA. The figures shows that almost two-thirds of individuals aged 16 years and older (66,1%) did not know what the NPA is in 2024/25.

Figure 49 – Percentage distribution of individuals 16 years and older who know the NPA by selected demographic characteristics, 2024/25
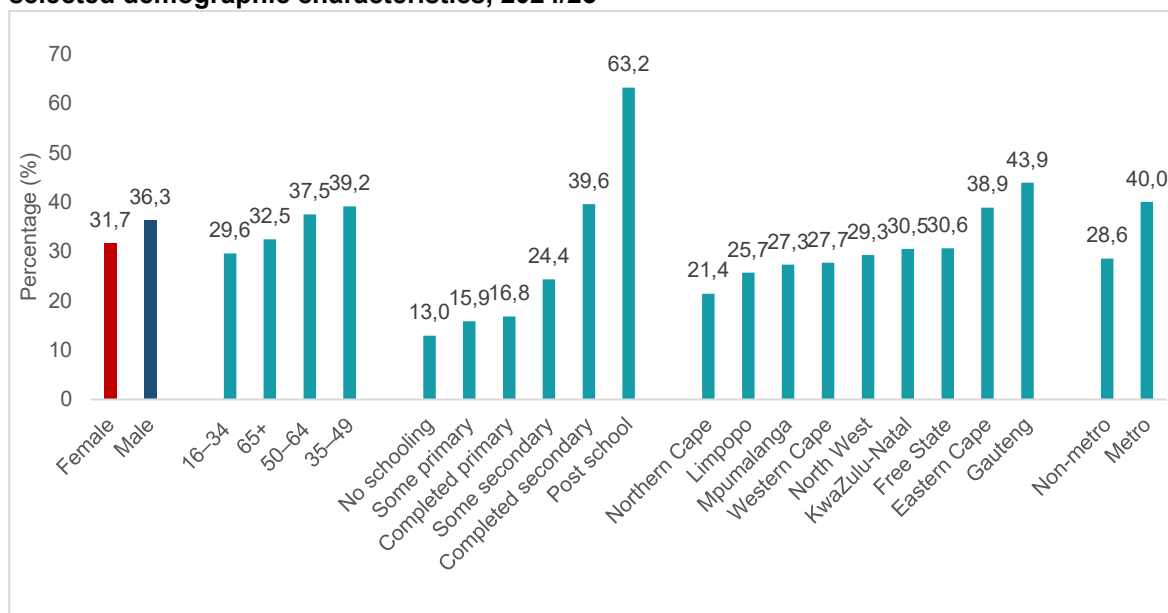

Figure 49 shows the percentage distribution of people who knew about the NPA by selected demographic characteristics, 2024/25. The figures shows that knowledge of the NPA was higher for males (36,3%) than for females (31,7%) and most common for individuals aged 35-49 (39,2%) and 50-64 (37,5%). Individuals with post school as the highest level of education had the highest proportions (63,2%) for those who knew the NPA compared to the other educational levels. Individuals in Gauteng province (43,9%), followed by Eastern Cape (38,9%) were more likely to know the NPA compared to the other provinces.

Figure 50 – Percentage of main function of NPA according to individuals 16 years and older, 2024/25
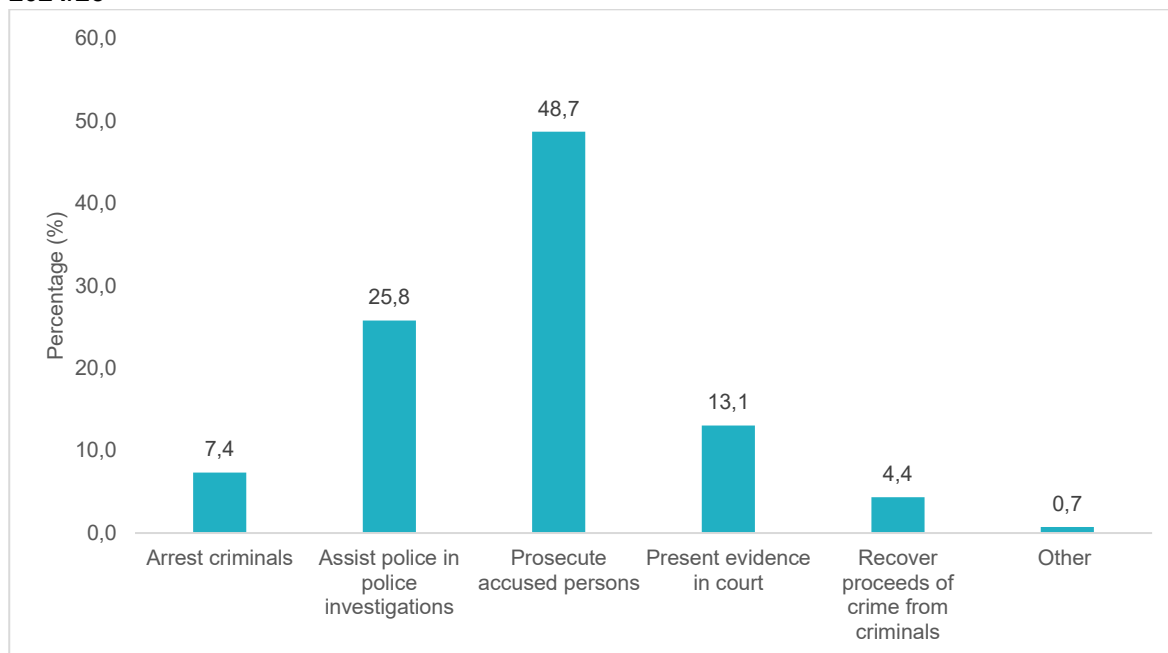
Figure 50 shows the percentage of main function of NPA according to individuals 16 years and older, 2024/25. It shows that those who know what the NPA was, said the main function of the NPA was to prosecute accused persons at 48,7% followed by those who said is to assist police in police investigation (25,8%) and present evidence in court (13,1%).

Figure 51 – Percentage of main thing the NPA should do to improve their services, 2024/25

Figure 51 shows the percentage of main thing the NPA should do to improve their services in the 2024/25 reporting period. Individuals age 16 years and older most commonly reported that NPA prosecutors should work more closely with SAPS (28,3%), employ more prosecutors (20,7%) and prioritise the needs of victims/witnesses (15,7%). Only 5,7% of respondents reported that the NPA should do nothing.

5.5 Summary

Percentage of individuals 16 years and older who have been to court in the 12 months preceding the survey decreased from 5,0% in 2018/19 to 4,5% in 2024/25. The main reason people stated for being in court in the 12 months preceding the survey in both reporting periods was to support a family member or a friend, this decreased from 29,2% in 2018/19 to 23,0% in 2024/25. Paralegal, self – representation, state prosecutor and private lawyer representation services were most preferred by those going to court as the person who brought the charges/litigant at 46,7%, 37,5%, 36,1% and 30,9% respectively in 2024/25. Legal Aid lawyers had the highest percentage (89,3%) of people who were satisfied with the service in 2018/19. However, in 2024/25 people who were represented by private lawyers had the highest percentage at 94,8%.

About 66% of individuals 16 years and older knew what the NPA is, while almost 34% knew what the NPA is. Those who knew what the NPA was, said the main function of the NPA was to prosecute accused persons at 48,7% followed by those who said is to assist police in police investigations (25,8%) and present evidence in court (13,1%). To improve their services, respondents stated that the main thing to be done was for prosecutors to work closer with SAPS at 28,3%.

6. Additional analysis
6.1 Household courts

Figure 52 – Percentage distribution of reasons households visited court by Province in the 12 months preceding the survey period, 2024/25

	WC	EC	NC	FS	KZN	NW	GP	MP	LP
As a witness	9,2	8,3	10,8	12,3	11,6	3,3	8,9	3,5	8,7
As the accused	22,8	18,1	15,7	30,5	20,3	17,3	19,6	21,3	22,6
As the person who brought charges/litigant	26,2	23,5	13,1	23,9	25,4	12,9	23,1	19,2	25,3
A civil/administrative matter (custody, divorce, eviction etc)	12,9	18,6	27,6	11,1	10,9	37,0	13,0	21,0	15,1
Just interested in the outcome of the matter	3,7	9,4	3,4	4,8	4,7	13,4	2,9	9,5	8,8
To support a family member or a friend	15,5	17,7	22,6	14,7	20,6	14,4	23,5	22,0	14,5
Other (specify)	9,7	4,3	6,8	2,7	6,4	1,7	8,9	3,6	5,0

Figure 52 shows the percentage distribution of reasons why households visited courts by province. In North West, 37% of households went to courts for a civil/administrative matter (custody, divorce, eviction etc) followed by Mpumalanga (21%). Free State had the highest percentage of households who went to court as the accused.

Figure 53 – Percentage distribution of households satisfied with the way courts generally deal with perpetrators of crime by reasons visited courts, 2024/25

Reason	Percentage
As the accused	22,8
As the person who brought charges/litigant	21,6
To support a family member or a friend	18,1
A civil/administrative matter (custody, divorce, eviction etc)	16,4
As a witness	9,2
Just interested in the outcome of the matter	6,6
Other (specify)	5,3
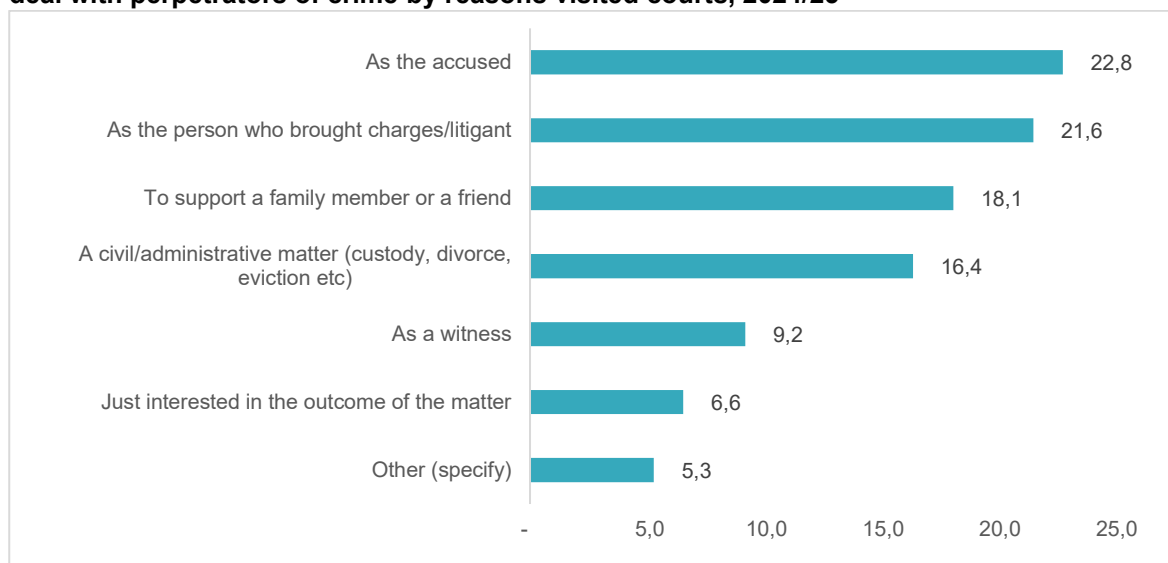
Figure 53 shows 22,8% of households that were satisfied with how courts generally deal with perpetrators of crime visited courts as the accused followed by as the person who brought charges/litigant (21,6%) and to support a family member or a friend with 18,1%.

Figure 54 – Percentage distribution of households dissatisfied with the way courts generally deal with perpetrators of crime by reasons visited courts, 2024/25
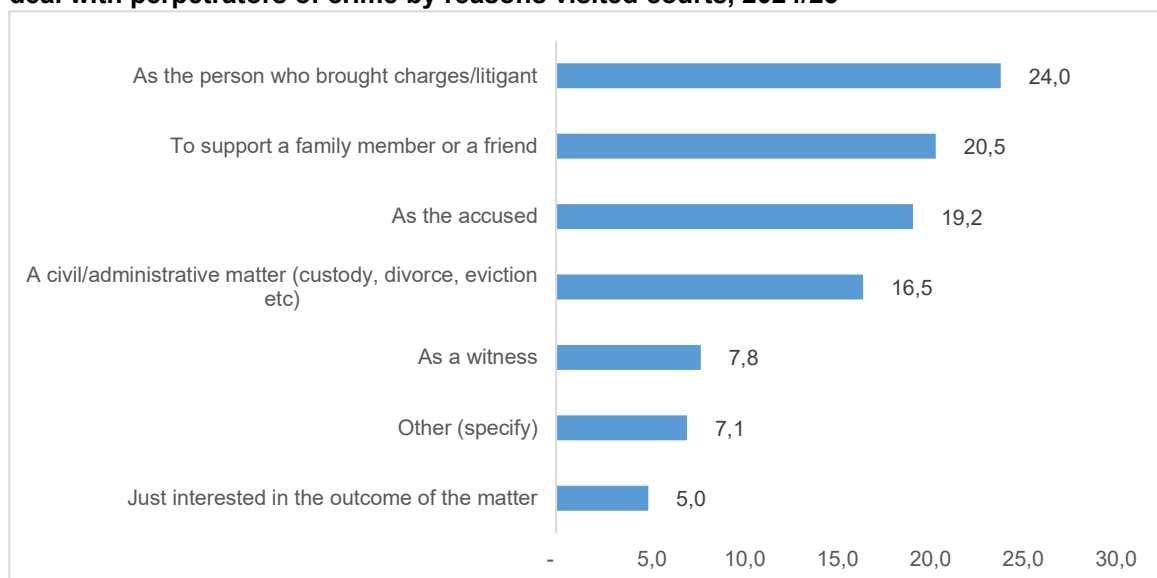
Figure 54 shows 24,0% of households that were dissatisfied with how courts generally deal with perpetrators of crime visited courts as the person who brought charges/litigant (24,0%) followed by to support a family member or a friend with 20,5%.

Table 4.1 – Households that experienced home robbery in the past five years and their perception on whether sentences served for violent crimes are long enough, 2024/25.

Violent crime sentence long enough	Number ('000)	CV for number	Percent (%)	CV for percent
Yes	108	9%	21,0	9%
No	405	3%	79,0	2%
Total	**513**	**2%**	**100,0**	

Table 4.1 shows that majority of households that experienced home robbery in the past 5 years do not think sentences served for violent crimes are long enough.

Table 4.2 – Households that experienced home robbery in the past 12 months and their perception on whether sentences served for violent crimes are long enough.

Violent crime sentence long enough	Number ('000)	CV for number	Percent (%)	CV for percent
Yes	46	14%	21,9	13%
No	166	4%	78,1	4%
Total	213	3%	100,0	

Table 4.2 shows that majority of households that experienced home robbery in the past 12 months do not think sentences served for violent crimes are long enough.

Table 4.3 – Households that experienced Assault in the past five years and their perception on whether sentences served for Gender Based Violence crimes are long enough, 2024/25.

Violent crime sentence long enough	Number ('000)	CV for number	Percent (%)	CV for percent
Yes	67	9%	25,0	9%
No	201	4%	75,0	3%
Total	**268**	**2%**	**100,0**	

Table 4.3 shows that majority of households that experienced assault in the past 5 years do not think sentences served for violent crimes are long enough.

Table 4.4 – Households that experienced Assault in the past 12 months and their perception on whether sentences served for Gender Based Violence crimes are long enough.

Violent crime sentence long enough	Number ('000)	CV for number	Percent (%)	CV for percent
Yes	24	15%	19,8	14%
No	99	4%	80,2	3%
Total	**123**	**3%**	**100,0**	

Table 4.4 shows that majority of households that experienced assault in the past 12 months do not think sentences served for violent crimes are long enough.

7. Technical notes

7.1 Survey requirements and design

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

7.2 Sample design

The Governance, Public Safety, and Justice Survey (GPSJS) 2024/25 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 2024/25 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 PSUs in the master sample with an expected sample of approximately 33 000 dwelling units (DUs). The number of PSUs in the current master sample (3 324) reflect an 8,0% increase in the size of the master sample compared to the previous (2008) Master Sample (which had 3 080 PSUs). The larger Master Sample of PSUs was selected to improve the precision (smaller coefficients of variation, known as CVs) of the GPSJS estimates.

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

7.3 Data collection

The GPSJS was conducted for the first time in South Africa in 2018/19. GPSJS is an updated version of the 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. Stats SA is committed to meeting the highest ethical standards in its data collection processes. In addition to being bound to the Statistics Act (Act No. 6 of 1999), the GPSJS, due to its sensitive nature, required additional measures to ensure that the integrity and well – being of the households are protected.

7.4 Questionnaire

Table 5 below, summarises details of the questions included in the GPSJS 2024/25 questionnaire. The questions are covered in seven 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 5 – The structure of the GPSJS 2024/25 questionnaire

Section	Number of questions 2024/25	Details of each section
Cover page		Household information, response details, field staff information, result codes, etc.
Person information	12	Demographic information (name, sex, age, population group, etc.)
Part 01: Household Information		
Section 1	54	Experience of Household Crime
Section 2	10	Citizen Interaction/Community Cohesion
Section 3	13	Correctional services
Part 02: Individual Respondent		
Section 4	8	General health and functioning
Section 5	50	Individual experience of crime
Section 6	15	Individual experience of courts
Section 7	7	Individual perception on crime
Survey Officer Questions	5	Survey officer to answer questions
All sections	174	

7.5 Response rates

Table 6 – Response rates per province, GPSJS 2024/25

Province / Metropolitan Area	Response Rates
National	**85,23**
Western Cape	81,12
Non – Metro	83,35
City of Cape Town	92,13
Eastern Cape	79,37
Non – Metro	95,30
Buffalo City	97,46
Nelson Mandela Bay	94,24
Northern Cape	88,13
Free State	89,07
Non – Metro	91,33
Mangaung	90,45
KwaZulu – Natal	93,35
Non – Metro	90,42
eThekwini	94,89
North West	82,59
Gauteng	90,59
Non – Metro	79,24
Ekurhuleni	86,61
City of Johannesburg	87,95
City of Tshwane	74,10
Mpumalanga	73,34
Limpopo	93,29

7.6 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.

7.7 Construction of sample weights

7.7.1 Person level weights

Population estimates used for the calibration of trimmed adjusted base weights in constructing person level sample weights for GPSJS 2024/25 were based on the End – September population estimate for 2024 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.

7.7.2 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 2024 (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.

7.7.3 Individual level weights

Population estimates used for calibration of the trimmed adjusted base weights in constructing individual level sample weights for GPSJS 2024/25 were the End – September population estimate for 2024 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; 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., 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.

7.8 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.

7.9 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.

7.10 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 55 – Coefficient of variation thresholds

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

Annexure A: Coefficient of variation for key indicators

A1 – Household Experience of Court

Table 7 – Household court

2.1 Do you know where the nearest magistrate court is?				
KNOWCOURT	Number ('000's)	CV for Frequency	Percent (%)	CV for Percent
Yes	16 669	1%	84,4	0%
No	3 092	3%	15,6	2%
Total	19 762	1%	100,0	
2.2 How long does it take on average to get to the nearest magistrate court by means of your usual mode of transport? (This includes periodic courts)				
TIME2COURT	Number ('000's)	CV for Frequency	Percent (%)	CV for Percent
Less than 30 minutes	10 232	1%	51,8	1%
31 – 60 minutes	5 715	2%	28,9	2%
61 – 120 minutes	614	6%	3,1	6%
More than 120 minutes	108	17%	0,5	17%
Unspecified	3 092	3%	15,6	2%
Total	19 762	1%	100,0	
2.3 Have you or any member of your household been to court (for any reason) in the past 12months?				
COURTVIS	Number ('000's)	CV for Frequency	Percent (%)	CV for Percent
Yes	1 587	3%	8,0	3%
No	15 082	1%	76,3	1%
Not applicable	3 092	3%	15,6	2%
Total	19 762	1%	100,0	
2.4 What was the main reason?				
COURTREA	Number ('000's)	CV for Frequency	Percent (%)	CV for Percent
As a witness	140	9%	0,7	9%
As the accused	340	6%	1,7	6%
As the person who brought charges/litigant	368	6%	1,9	6%
A civil/administrative matter (custody, divorce, eviction etc.)	270	7%	1,4	7%
Just interested in the outcome of the matter	96	11%	0,5	11%
To support a family member or friend	314	6%	1,6	6%
Other	105	11%	0,5	11%
Unspecified	18 128	1%	91,7	0%
Total	19 762	1%	100,0	

2.5 Do you discuss court related issues with members of your household or friends?				
COURTDIS	**Number ('000's)**	**CV for Frequency**	**Percent (%)**	**CV for Percent**
Always	787	5%	4,0	5%
Often	1 627	3%	8,2	3%
Sometimes	8 325	2%	42,1	1%
Never	8 883	1%	45,0	1%
Do not know	135	12%	0,7	12%
Refuse	3	61%	0,0	60%
Total	19 762	1%	100,0	

2.6 How satisfied or dissatisfied are you with the way courts generally deal with perpetrators of crime?				
COURTSSA	**Number ('000's)**	**CV for Frequency**	**Percent (%)**	**CV for Percent**
Very satisfied	781	5%	3,9	5%
Satisfied	7 536	2%	38,1	1%
Dissatisfied	6 670	2%	33,8	2%
Very Dissatisfied	3 565	2%	18,0	2%
Do not know	1 195	4%	6,0	4%
Refused	15	27%	0,1	27%
Total	19 762	1%	100,0	

2.7 What is the main reason you are satisfied?				
WHYSA	**Number ('000's)**	**CV for Frequency**	**Percent (%)**	**CV for Percent**
High rate of convictions	1 880	3%	9,5	3%
Pass sentences appropriate to the crime	4 027	2%	20,4	2%
Not corrupt	1 762	4%	8,9	4%
Resolve cases quickly	601	5%	3,0	5%
Other	48	17%	0,2	17%
Unspecified	11 445	1%	57,9	1%
Total	19 762	1%	100,0	

2.8 What is the main reason you are dissatisfied?				
WHYNOT	Number ('000's)	CV for Frequency	Percent (%)	CV for Percent
Do not have enough convictions	770	5%	3,9	5%
Matters drag for too long/postponements	1 916	3%	9,7	3%
No proper notice of hearing is served	441	6%	2,2	6%
Courts are too lenient	3 944	2%	20,0	2%
Courts are corrupt	1 206	4%	6,1	4%
Grant bail easily	1 072	4%	5,4	4%
Some people get preferential treatment	742	4%	3,8	4%
Court staff not accessible	31	21%	0,2	21%
Other	114	12%	0,6	12%
Unspecified	9 527	1%	48,2	1%
Total	19 762	1%	100,0	
2.9 Do you think the sentences served for violent crimes are long enough?				
LONGSENT	Number ('000's)	CV for Frequency	Percent (%)	CV for Percent
Yes	5 698	2%	28,8	2%
No	14 063	1%	71,2	1%
Total	19 762	1%	100,0	
2.10 Do you think the sentences served for gender – based violence crimes are long enough?				
GBV	Number ('000's)	CV for Frequency	Percent (%)	CV for Percent
Yes	5 386	2%	27,3	2%
No	14 375	1%	72,7	1%
Total	19 762	1%	100,0	

Households that experienced assault in the past five years thought on length for sentences on Gender Based Violence are long enough				
GBV	Number ('000)	CV for number	Percent (%)	CV for percent
Yes	67	9%	25,0	9%
No	201	4%	75,0	3%
Total	268	2%	100,0	

Households that experienced assault in the past 12 months thought on length for sentences on Gender Based Violence are long enough				
GBV	Number ('000)	CV for number	Percent (%)	CV for percent
Yes	24	15%	19,8	14%
No	99	4%	80,2	3%
Total	123	3%	100,0	

A2 – Household Experience of Correctional Services

Table 8 – Correctional Services

3.1 Have you or any member of your household been a victim of crime where the perpetrator was imprisoned/ jailed?				
JAILED	**Number ('000's)**	**CV for Frequency**	**Percent (%)**	**CV for Percent**
Yes	57	13%	5,1	12%
No	1 065	2%	94,9	1%
Total	1 122	2%	100,0	
3.2 When was the perpetrator sentenced to prison/ jail? "The most recent" incident(s)				
SENTENCE	**Number ('000's)**	**CV for Frequency**	**Percent (%)**	**CV for Percent**
A Year or Less	20	21%	1,8	20%
Two Years ago	9	33%	0,8	33%
Three Years ago	6	43%	0,5	43%
Four Years ago	3	58%	0,3	58%
Five Years or More	18	23%	1,6	23%
Total	57	2%	100,0	
3.3 Was the perpetrator/offender later released on parole?				
RELESPAROL	**Number ('000's)**	**CV for Frequency**	**Percent (%)**	**CV for Percent**
Yes	18	23%	1,6	23%
No	28	19%	2,5	19%
Do not know	11	29%	1,0	29%
Total	57	2%	100,0	
3.4 Were you informed of the parole hearing?				
INFOPAROLE	**Number ('000's)**	**CV for Frequency**	**Percent (%)**	**CV for Percent**
Yes	11	30%	1,0	30%
No	7	36%	0,6	36%
Total	18	2%	100,0	
3.5 Did you or any member of your household participate in the parole hearing?				
PATICIPAROLE	**Number ('000's)**	**CV for Frequency**	**Percent (%)**	**CV for Percent**
Yes	9	34%	0,8	34%
No	2	64%	0,2	64%
Total	11	2%	100,0	
3.6 What was the <u>main reason</u> why you did not participate in the parole hearing?				
NOTPATICIPAROL	**Number ('000's)**	**CV for Frequency**	**Percent (%)**	**CV for Percent**
I did not think it would make a difference		100%	0,0	100%
I was not interested		100%	0,1	100%
Total		2%	100,0	

3.7 What was the <u>main crime</u> that the accused was alleged to have committed?				
Crimecomit	Number ('000's)	CV for Frequency	Percent (%)	CV for Percent
Housebreaking	3	61%	0,3	61%
Home robbery	1	100%	0,1	100%
Theft of a motor vehicle	2	71%	0,1	71%
Hijacking	1	100%	0,1	100%
Assault	5	42%	0,4	42%
Rape		100%	0,1	100%
Murder	1	76%	0,1	76%
Total	14	2%	100,0	

3.8 In your opinion, do you think that the decision to grant parole to the offender/perpetrator was fair?				
GRANTPAROL	Number ('000's)	CV for Frequency	Percent (%)	CV for Percent
Yes	8	36%	0,7	36%
No	10	30%	0,9	30%
Total	18	2%	100,0	

3.9 Do you personally know anybody who is a former prisoner?				
KNOWPRISONER	Number ('000's)	CV for Frequency	Percent (%)	CV for Percent
Yes	506	4%	45,1	3%
No	616	4%	54,9	3%
Total	1 122	2%	100,0	

3.10 Which of the following would you be comfortable to do with a former prisoner?				
COMFOPRISONER__1	Number ('000's)	CV for Frequency	Percent (%)	CV for Percent
Yes	897	3%	80,0	2%
No	225	7%	20,0	6%
Total	1 122	2%	100,0	
COMFOPRISONER__2	Number ('000's)	CV for Frequency	Percent (%)	CV for Percent
Yes	831	3%	74,1	2%
No	290	6%	25,9	6%
Total	1 122	2%	100,0	
COMFOPRISONER__3	Number ('000's)	CV for Frequency	Percent (%)	CV for Percent
Yes	717	3%	63,9	3%
No	405	5%	36,1	4%
Total	1 122	2%	100,0	
COMFOPRISONER__4	Number ('000's)	CV for Frequency	Percent (%)	CV for Percent
Yes	591	4%	52,7	3%
No	531	4%	47,3	3%
Total	1 122	2%	100,0	

COMFOPRISONER__5	Number ('000's)	CV for Frequency	Percent (%)	CV for Percent
Yes	577	4%	51,4	3%
No	545	4%	48,6	3%
Total	1 122	2%	100,0	

COMFOPRISONER__6	Number ('000's)	CV for Frequency	Percent (%)	CV for Percent
Yes	339	5%	30,2	5%
No	783	3%	69,8	2%
Total	1 122	2%	100,0	

COMFOPRISONER__7	Number ('000's)	CV for Frequency	Percent (%)	CV for Percent
Yes	321	5%	28,6	5%
No	800	3%	71,4	2%
Total	1 122	2%	100,0	

COMFOPRISONER__8	Number ('000's)	CV for Frequency	Percent (%)	CV for Percent
Yes	251	6%	22,3	6%
No	871	3%	77,7	2%
Total	1 122	2%	100,0	

3.11 Are you satisfied with the way the correctional services give parole to criminals?

GIVEPAROLE	Number ('000's)	CV for Frequency	Percent (%)	CV for Percent
Yes	348	5%	31,0	5%
No	774	3%	69,0	2%
Total	1 122	2%	100,0	

3.12 Are you satisfied with the way the correctional services rehabilitate criminals?

REHABILISATIS	Number ('000's)	CV for Frequency	Percent (%)	CV for Percent
Yes	455	4%	40,6	4%
No	666	3%	59,4	3%
Total	1 122	2%	100,0	

3.13 Do you agree with the following statements?

AGREE__1	Number ('000's)	CV for Frequency	Percent (%)	CV for Percent
Yes	571	4%	50,9	3%
No	544	4%	48,5	3%
Total	1 122	2%	100,0	

AGREE__2	Number ('000's)	CV for Frequency	Percent (%)	CV for Percent
Yes	667	3%	59,5	3%
No	452	5%	40,3	4%
Total	1 122	2%	100,0	

AGREE__3	Number ('000's)	CV for Frequency	Percent (%)	CV for Percent
Yes	702	3%	62,6	3%
No	414	5%	36,9	4%
Total	1 122	2%	100,0	

AGREE__4	Number ('000's)	CV for Frequency	Percent (%)	CV for Percent
Yes	630	3%	56,2	3%
No	490	4%	43,7	4%
Total	1 122	2%	100,0	
AGREE__5	**Number ('000's)**	**CV for Frequency**	**Percent (%)**	**CV for Percent**
Yes	250	6%	22,3	6%
No	868	3%	77,4	2%
Total	1 122	2%	100,0	
AGREE__6	**Number ('000's)**	**CV for Frequency**	**Percent (%)**	**CV for Percent**
Yes	236	7%	21,1	6%
No	881	3%	78,6	2%
Total	1 118	2%	100,0	
AGREE__7	**Number ('000's)**	**CV for Frequency**	**Percent (%)**	**CV for Percent**
Yes	386	5%	34,4	4%
No	731	3%	65,2	2%
Total	1 122	2%	100,0	
AGREE__8	**Number ('000's)**	**CV for Frequency**	**Percent (%)**	**CV for Percent**
Yes	661	3%	58,9	3%
No	458	4%	40,8	4%
Total	1 122	2%	100,0	

A3 – Individual Experience of Court

Table 9 – Individual access and experience with court

Have you been to court (for any reason) in the past 12 months?				
COURTVISIND	**Number ('000's)**	**CV for Frequency**	**Percent (%)**	**CV for Percent**
Yes	1 994	4%	4,5	4%
No	42 343	1%	95,5	0%
Total	44 338	1%	100,0	
What was the main reason?				
COURTREAIND	**Number ('000)**	**CV for Frequency**	**Percent (%)**	**CV for Percent**
As a witness	163	14%	8,2	13%
As the accused	410	8%	20,6	7%
As the person who brought charges/litigant	438	7%	22,0	7%
A civil/administrative matter (custody, divorce, eviction etc.)	259	10%	13,0	9%
Just interested in the outcome of the matter	151	14%	7,6	14%
To support a family member or a friend	458	7%	23,0	7%
Other	116	14%	5,8	14%
Total	1 994	3%	100,0	
Were you allowed to speak in a language that you understand well during court proceedings?				
HLANGUAG	**Number ('000)**	**CV for Frequency**	**Percent (%)**	**CV for Percent**
Yes	1 180	3%	92,9	1%
No	90	19%	7,1	19%
Total	1 270	3%	100,0	
Did an interpreter interpret proceedings for you?				
INTERPTRA	**Number ('000)**	**CV for Frequency**	**Percent (%)**	**CV for Percent**
Yes	936	4%	73,7	3%
No	334	8%	26,3	7%
Total	1 270	3%	100,0	
Were you satisfied with the quality of interpretation provided?				
QUALTRANS	**Number ('000)**	**CV for Frequency**	**Percent (%)**	**CV for Percent**
Yes	881	3%	94,1	1%
No	55	21%	5,9	21%
Total	936	3%	100,0	
Did you understand the court proceedings?				
PROCEEDING	**Number ('000)**	**CV for Frequency**	**Percent (%)**	**CV for Percent**
Yes	1 147	3%	90,3	1%
No	123	14%	9,7	14%
Total	1 270	3%	100,0	

Did an official explain the court proceedings to you?				
EXPLAINLEGAL	**Number ('000)**	**CV for Frequency**	**Percent (%)**	**CV for Percent**
Yes	1 145	3%	90,1	2%
No	125	15%	9,9	14%
Total	1 270	3%	100,0	

Were you represented by any of the following?				
Private lawyer	**Number ('000)**	**CV for Frequency**	**Percent (%)**	**CV for Percent**
Yes	164	11%	12,9	11%
No	1 106	4%	87,1	2%
Total	1 270	3%	100,0	

Were you represented by any of the following?				
Legal Aid SA lawyer	**Number ('000)**	**CV for Frequency**	**Percent (%)**	**CV for Percent**
Yes	264	10%	20,8	9%
No	1 006	4%	79,2	2%
Total	1 270	3%	100,0	

Were you represented by any of the following?				
State prosecutor	**Number ('000)**	**CV for Frequency**	**Percent (%)**	**CV for Percent**
Yes	220	10%	17,3	9%
No	1 050	3%	82,7	2%
Total	1 270	3%	100,0	

Were you represented by any of the following?				
Paralegal official	**Number ('000)**	**CV for Frequency**	**Percent (%)**	**CV for Percent**
Yes	29	33%	2,3	33%
No	1 241	3%	97,7	1%
Total	1 270	3%	100,0	

Were you represented by any of the following?				
Yourself	**Number ('000)**	**CV for Frequency**	**Percent (%)**	**CV for Percent**
Yes	796	5%	62,7	4%
No	474	6%	37,3	6%
Total	1 270	3%	100,0	

Were you satisfied with services of the following?				
Private lawyer	**Number ('000)**	**CV for Frequency**	**Percent (%)**	**CV for Percent**
Yes	155	5%	94,8	2%
No	9	27%	5,2	30%
Total	164	4%	100,0	

Were you satisfied with services of the following?				
Legal Aid SA lawyer	**Number ('000)**	**CV for Frequency**	**Percent (%)**	**CV for Percent**
Yes	222	6%	84,2	3%
No	42	14%	15,8	14%
Total	264	4%	100,0	

Were you satisfied with services of the following?				
State prosecutor	**Number ('000)**	**CV for Frequency**	**Percent (%)**	**CV for Percent**
Yes	189	5%	85,6	4%
No	32	24%	14,4	23%
Total	220	3%	100,0	

Were you satisfied with services of the following?				
Yourself	**Frequency ('000)**	**CV for Frequency**	**Percent (%)**	**CV for Percent**
Yes	740	4%	92,9	2%
No	56	20%	7,1	20%
Total	796	4%	100,0	

Were you in contact with the following officials?				
Magistrate/Judge	**Frequency ('000)**	**CV for Frequency**	**Percent (%)**	**CV for Percent**
Yes	901	4%	70,9	3%
No	369	8%	29,1	7%
Total	1 270	3%	100,0	

Were you in contact with the following officials?				
State prosecutor	**Frequency ('000)**	**CV for Frequency**	**Percent (%)**	**CV for Percent**
Yes	634	6%	49,9	5%
No	636	5%	50,1	5%
Total	1 270	3%	100,0	

Were you in contact with the following officials?				
Court officials	**Frequency ('000)**	**CV for Frequency**	**Percent (%)**	**CV for Percent**
Yes	1 002	4%	78,9	2%
No	268	9%	21,1	9%
Total	1 270	3%	100,0	

Did you feel that you were treated fairly by the following officials?				
Magistrate/Judge	**Frequency ('000)**	**CV for Frequency**	**Percent (%)**	**CV for Percent**
Yes	798	4%	88,6	2%
No	102	15%	11,4	15%
Total	901	3%	100,0	

Did you feel that you were treated fairly by the following officials?				
State prosecutor	**Frequency ('000)**	**CV for Frequency**	**Percent (%)**	**CV for Percent**
Yes	563	4%	88,7	2%
No	71	17%	11,3	17%
Total	634	3%	100,0	

Did you feel that you were treated fairly by the following officials?				
Court officials	**Frequency ('000)**	**CV for Frequency**	**Percent (%)**	**CV for Percent**
Yes	893	4%	89,1	2%
No	109	13%	10,9	13%
Total	1 002	3%	100,0	

What was the final judgment/ Outcome of the case?				
JUDGEMENT	**Frequency ('000)**	**CV for Frequency**	**Percent (%)**	**CV for Percent**
Convicted	258	9%	20,3	9%
Acquittal	318	8%	25,1	8%
Case in progress	518	6%	40,8	5%
Other	175	12%	13,8	12%
Total	1 270	3%	100,0	

Do you know about the National Prosecuting Authority (NPA)?				
KNOWNPA	**Frequency ('000)**	**CV for Frequency**	**Percent (%)**	**CV for Percent**
Yes	15 037	2%	33,9	2%
No	29 300	1%	66,1	1%
Total	44 338	1%	100,0	

What is or should be the main function of the National Prosecuting Authority (NPA)?				
MAINFUNCTION	**Frequency ('000)**	**CV for Frequency**	**Percent (%)**	**CV for Percent**
Arrest criminals	1 106	6%	7,4	6%
Assist police in police investigations	3 877	3%	25,8	3%
Prosecute accused persons	7 322	3%	48,7	2%
Present evidence in court	1 964	5%	13,1	4%
Recover proceeds of crime from criminals	656	8%	4,4	8%
Other	112	17%	0,7	17%
Total	15 037	2%	100,0	

What is the main thing the National Prosecuting Authority (NPA) should do to improve its service?				
NPAIMPROVE	**Frequency ('000)**	**CV for Frequency**	**Percent (%)**	**CV for Percent**
Employ more prosecutors	3 108	4%	20,7	4%
Provide better training to prosecutors	2 217	4%	14,7	4%
Prosecutors should work closer with saps	4 256	3%	28,3	3%
Prosecutors should prioritize the needs of victims/ witnesses	2 362	4%	15,7	4%
Prosecutors should be professional	1 983	5%	13,2	5%
Do nothing	858	9%	5,7	9%
Other	253	13%	1,7	13%
Total	15 037	2%	100,0	

Annexure B

B1 – Profiling Household Court Section

Table 10 – Profiling those that know the nearest court

Characteristic	Number of households (000s)	Percentage (%)
Sex		
Male	9,463	83.6
Female	7,206	85.1
Population		
Black African	13,704	83.6
Colored	1,250	92.7
Indian/Asian	402	85.6
White	1,313	83.5
Total	16,669	84.2
Age group		
15 – 34	3,566	75.7
35 – 49	6,425	85.1
50 – 64	4,170	89.1
65+	2,509	88.2
Total	16,669	84.2
Marital Status		
Married	5,047	86.1
Living together as a husband and wife	1,792	79.0
Separated but still legally married	604	87.5
Divorced	197	90.6
Widowed	2,093	88.7
Single	6,938	82.8
Highest level of education		
No schooling	653	81.5
Some primary	1,472	86.1
Completed primary	662	81.0
Some secondary	5,636	84.5
Completed secondary	5,089	84.6
Post school	2,801	86.4
Province		
Western Cape	1,854	85.1
Eastern Cape	1,634	91.2
Northern Cape	355	92.6
Free State	899	86.0
KwaZulu – Natal	2,866	82.4
North West	1,226	85.0
Gauteng	4,906	80.6
Mpumalanga	1,387	89.0
Limpopo	1,542	84.3
Metro status		
Non – Metro	9,198	99.9
Metro	7,471	70.6

Table 11 – Those who think the sentences served for violent crimes are long enough

Characteristic	Number of households (000s)	Percentage (%)
Sex		
Male	3 367	29,7
Female	2 331	20,6
Age group		
15 – 34	1 573	13,9
35 – 49	2 167	19,1
50 – 64	1 233	10,9
65+	725	6,4

Table 12 – Household head of any member of your household been to court (for any reason) in the past 12 months

Characteristic	Number of households (000s)	Percentage (%)
Sex		
Male	884	7,8
Female	703	6,2
Age Group		
15 – 34	342	7,2
35 – 49	649	8,6
50 – 64	406	8,7
65+	191	6,7
Province		
Western Cape	237	10,9
Eastern Cape	157	8,8
Northern Cape	67	17,6
Free State	106	10,2
KwaZulu – Natal	197	5,7
North West	122	8,4
Gauteng	440	7,2
Mpumalanga	145	9,3
Limpopo	117	6,4

Table 13 – Those that takes on average of 60 minutes or less to get to the nearest magistrate court by means of your usual mode of transport? (This includes periodic courts)

Characteristic	Number of households (000s)	Percentage (%)
Sex		
Male	4 228	49,9
Female	6 004	53,1
Age group		
65+	2 151	45,7
50 – 64	1 457	51,3
15 – 34	4 041	53,5
35 – 49	2 582	55,2
Province		
Mpumalanga	525	36,4
Northern Cape	773	42,3
Eastern Cape	1 564	45,0
North West	484	46,3
Limpopo	860	48,0
Western Cape	818	52,5
Gauteng	213	55,7
Free State	3 570	58,7
KwaZulu – Natal	1 424	65,4

B2 – Profiling Household Correctional Services

Table 14 (a – d) – Which of the following would you be comfortable to do with a former prisoner (option 1 – 4)?

Welcome a former prisoner into your place of worship		
Characteristic	**Number of households (000)**	**Percentage**
Sex		
Male	9 021	79,7
Female	6 430	75,9
Province		
Western Cape	1 711	78,6
Eastern Cape	1 375	76,8
Northern Cape	314	81,9
Free State	882	84,4
KwaZulu – Natal	2 545	73,2
North West	1 145	79,4
Gauteng	4 939	81,2
Mpumalanga	1 305	83,8
Limpopo	1 236	67,6

Table 15(b) – Which of the following would you be comfortable to do with a former prisoner (Option 2)?

Welcome a former prisoner back into your community		
Characteristic	**Number of households (000)**	**Percentage**
Sex		
Male	6 429	56,8
Female	4 084	48,2
Province		
Western Cape	1005	46,1
Eastern Cape	818	45,7
Northern Cape	225	58,7
Free State	615	58,8
KwaZulu – Natal	1702	48,9
North West	761	52,8
Gauteng	3579	58,8
Mpumalanga	897	57,6
Limpopo	913	49,9

Table 15(c) – Which of the following would you be comfortable to do with a former prisoner (Option 3)?

Welcome a former prisoner into your home for a meal		
Characteristic	**Number of households (000)**	**Percentage**
Sex		
Male	7 690	67,9
Female	5 138	60,7
Province		
Western Cape	1218	55,9
Eastern Cape	1125	62,8
Northern Cape	254	66,4
Free State	741	70,9
KwaZulu – Natal	2084	59,9
North West	1034	71,7
Gauteng	4185	68,8
Mpumalanga	1073	68,9
Limpopo	1114	60,9

Table 15(d) – Which of the following would you be comfortable to do with a former prisoner (Option 4)?

Welcome a former prisoner into your home for a meal		
Characteristic	**Number of households (000)**	**Percentage**
Sex		
Male	8 589	75,9
Female	6 041	71,3
Province		
Western Cape	1480	68,0
Eastern Cape	1335	74,5
Northern Cape	300	78,2
Free State	822	78,7
KwaZulu – Natal	2468	71,0
North West	1124	77,9
Gauteng	4650	76,4
Mpumalanga	1228	78,8
Limpopo	1224	66,9

Table 15 (a – g) – Do you agree with the following statements? (Statement 1 – 7)?

Prisons are just colleges for crooks		
Characteristic	**Number of households ('000)**	**Percentage**
Province		
Western Cape	1432	65,8
Eastern Cape	1150	64,2
Northern Cape	225	58,8
Free State	547	52,4
KwaZulu – Natal	2004	57,6
North West	891	61,8
Gauteng	3297	54,2
Mpumalanga	732	47,0
Limpopo	822	44,9

Table 16(b) – Do you agree with the following statements? (Statement 2)?

Prisons provide comfort to prisoners		
Characteristic	**Number of households ('000)**	**Percentage**
Province		
Western Cape	1534	70,5
Eastern Cape	1195	66,7
Northern Cape	237	62,0
Free State	621	59,4
KwaZulu – Natal	1802	51,8
North West	919	63,7
Gauteng	3468	57,0
Mpumalanga	929	59,6

Table 16(c) – Do you agree with the following statements? (Statement 3)?

Prisoners get parole too easily		
Characteristic	**Number of households ('000)**	**Percentage**
Province		
Western Cape	1529	70,2
Eastern Cape	1140	63,7
Northern Cape	235	61,5
Free State	594	56,8
KwaZulu – Natal	1508	43,4
North West	879	60,9
Gauteng	3284	54,0
Mpumalanga	825	53,0
Limpopo	930	50,8

Table 16(d) – Do you agree with the following statements? (Statement 4)?

Prison rehabilitates those who have been sentenced to imprisonment		
Characteristic	**Number of households ('000)**	**Percentage**
Province		
Western Cape	939	43,1
Eastern Cape	840	46,9
Northern Cape	219	57,1
Free State	647	62,0
KwaZulu – Natal	1893	54,4
North West	702	48,6
Gauteng	3497	57,5
Mpumalanga	972	62,4
Limpopo	1189	65,0

Table 16(e) – Do you agree with the following statements? (Statement 5)?

Prisons violate prisoners' rights		
Characteristic	**Number of households ('000)**	**Percentage**
Province		
Western Cape	457	21,0
Eastern Cape	359	20,0
Northern Cape	92	24,1
Free State	238	22,8
KwaZulu – Natal	437	12,6
North West	246	17,1
Gauteng	1732	28,5
Mpumalanga	220	14,1
Limpopo	470	25,7

Table 16(f) – Do you agree with the following statements? (Statement 6)?

It is easy to escape from prisons		
Characteristic	**Number of households ('000)**	Percentage
Province		
Western Cape	519	23,9
Eastern Cape	515	28,8
Northern Cape	70	18,4
Free State	206	19,7
KwaZulu – Natal	501	14,4
North West	265	18,4
Gauteng	1427	23,5
Mpumalanga	292	18,7
Limpopo	551	30,1

Table 16(g) – Do you agree with the following statements? (Statement 7)?

People who have been to prison will not easily commit crime again		
Characteristic	**Number of households ('000)**	**Percentage**
Province		
Western Cape	455	20,9
Eastern Cape	541	30,2
Northern Cape	125	32,7
Free State	345	33,0
KwaZulu – Natal	1272	36,6
North West	478	33,1
Gauteng	2202	36,2
Mpumalanga	656	42,1
Limpopo	844	46,1

B3 – Profiling Individual Court Section

Table 16 – Have you been to court (for any reason) in the past 12 months?

Demographic characteristics	Number of Individual ('000)	Percentage (%)
Sex		
Male	1 008	4,7
Female	987	4,3
Population		
Black African	1 559	4,4
Colored	320	8,2
Indian/Asian	27	2,1
White	88	2,4
Age group		
16–34	813	4,1
35–49	690	5,7
50–64	391	4,8
65+	100	2,5
Marital status		
Married	418	3,7
Living together like husband and wife	255	5,9
Divorced	101	11,2
Separated but still legally married	30	11,3
Widowed	114	4,1
Single	1 076	0,0
Total	1 994	4,5
Highest level of education		
No schooling	27	2,3
Some primary	138	5,2
Completed primary	97	6,2
Some secondary	746	4,5
Completed secondary	660	4,4
Post school	299	4,8
Province		
Western Cape	339	6,1
Eastern Cape	225	5,3
Northern Cape	69	7,5
Free State	130	6,0
KwaZulu – Natal	238	2,9
North West	154	5,1
Gauteng	572	4,5
Mpumalanga	161	4,7
Limpopo	106	2,7
Metro status		
Metro	923	4,5
Non – metro	1 072	4,5

Table 17 – Were you satisfied with the quality of interpretation provided?

Demographic characteristics	Number of Individual ('000)	Percentage (%)
Sex		
Male	506	2,4
Female	375	1,6
Population		
Black African	785	2,2
Colored	83	2,1
Indian/Asian	3	0,2
White	10	0,3
Age group		
16–34	370	1,8
35–49	293	2,4
50–64	168	2,1
65+	49	1,2
Marital status		
Married	153	1,4
Living together like husband and wife	115	2,6
Divorced	30	3,3
Separated but still legally married	17	6,5
Widowed	52	1,9
Single	514	0,0
Highest level of education		
No schooling	16	1,3
Some primary	59	2,2
Completed primary	63	4,0
Some secondary	351	2,1
Completed secondary	304	2,0
Post school	82	1,3
Province		
Western Cape	85	1,5
Eastern Cape	117	2,7
Northern Cape	27	3,0
Free State	71	3,3
KwaZulu – Natal	113	1,4
North West	71	2,4
Gauteng	280	2,2
Mpumalanga	63	1,8
Limpopo	53	1,3
Metro status		
Metro	400	1,9
Non – metro	481	2,0

Table 18 – Do you know about the National Prosecuting Authority (NPA)?

Demographic characteristics	Number of Individual ('000)	Percentage (%)
Sex		
Male	7 784	36,3
Female	7 254	31,7
Population		
Black African	11 033	31,1
Coloured	1 184	30,2
Indian/Asian	639	50,2
White	2 182	59,6
Age group		
16–34	5 920	29,6
35–49	4 742	39,2
50–64	3 065	37,5
65+	1 311	32,5
Marital status		
Married	4 933	43,7
Living together like husband and wife	1 353	31,1
Divorced	390	43,1
Separated but still legally married	79	29,8
Widowed	746	26,7
Single	7 535	0,0
Highest level of education		
No schooling	153	13,0
Some primary	419	15,9
Completed primary	263	16,8
Some secondary	4 067	24,4
Completed secondary	5 988	39,6
Post school	3 963	63,2
Province		
Western Cape	1 530	27,7
Eastern Cape	1 665	38,9
Northern Cape	197	21,4
Free State	658	30,6
KwaZulu – Natal	2 510	30,5
North West	884	29,3
Gauteng	5 642	43,9
Mpumalanga	927	27,3
Limpopo	1 024	25,7
Metro status		
Metro	8 252	40,0
Non – metro	6 785	28,6

Annexure D: Basic concepts and definitions

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

Household – a group of persons who live together and provide themselves jointly with food and/or other essentials for living, or a single person who lives alone.

Note: The persons basically occupy a common dwelling unit (or part of it) for at least four nights in a week on average during the past four weeks prior to the survey interview, sharing resources as a unit. Other explanatory phrases can be 'eating from the same pot' and 'cook and eat together'.

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

Court – A court is a form of tribunal, often a governmental institution, with the authority to adjudicate between parties and carry out the administration of justice in civil, criminal, and administrative matters in accordance with the rule of law.

Magistrates court – Is the lowest level of the court system in South Africa. They are the courts of first instance for most criminal cases except for the most serious crimes, and for civil cases where the value of the claim is below a fixed monetary limit.

Magistrate – A magistrate presides over a local court and has similar functions to a judge.

Perpetrator(s) – Person (s) who committed the crime.

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

Paralegal – Person who is qualified by education, training or work experience to perform legal, social welfare or related work, which requires a basic knowledge of the law.

Legal aid – Legal aid is the provision of assistance to people who are unable to afford access to the court system (representation in the court system). Legal aid is regarded as central in providing access to justice by ensuring equality before the law, the right to counsel and the right to a fair trial.

Periodic court – Means a court of a magistrate sitting at some place, other than the ordinary stated place of holding of the court, appointed for the periodical holding of such court.

Magistrates court – Is the lowest level of the court system in South Africa. They are the courts of first instance for most criminal cases except for the most serious crimes, and for civil cases where the value of the claim is below a fixed monetary limit.

Prison – A place where people are held and deprived of certain liberties. It is usually linked to a country's criminal justice system. Prisons are normally surrounded by fencing, walls, earthworks, geographical features, or other barriers to prevent escape.

Parole – When prisoners are released from prison for a specific amount of time and it is based on prisoners giving their word to keep to certain restrictions. If the prisoner violates/breaks these conditions, they usually go back to prison.

Parole is an internationally accepted mechanism that provides for conditional release of offenders from correctional centres into society before they have served their entire sentence of imprisonment.

Correctional services –   The Department of Correctional Services is a department of the South African government. It is responsible for running South Africa's prison system.

Jail –   A place of confinement for persons held in lawful custody specifically such a place under the jurisdiction of a local government place (such as a county) for the confinement of persons awaiting trial or those convicted of minor crimes.

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.