



stats sa

Department:
Statistics South Africa
REPUBLIC OF SOUTH AFRICA

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

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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
CAP	Computer-Assisted Personal Interviews
CAT	Computer-Assisted Telephonic Interviews
CV	Coefficient of variance
DU	Dwelling unit
GPSJS	Governance, Public Safety and Justice Survey
MS	Master sample
NDP	National Development Plan
PPS	Probability proportional to size
PSU	Primary sampling unit
SDG	Sustainable Development Goals
Stats SA	Statistics South Africa
VOCS	Victims of Crime Survey

Summary of key findings

Awareness of the Constitution

Individuals aged 16 years and older who were aware of the Constitution increased from 80,8% in 2018/19 to 82,6% in 2021/22 then decreased to 76,6% in 2025/26. Those that thought the Constitution protects their rights decreased from 70,7% in 2021/22 to 67,0%. The percentage of individuals who think the Constitution protects the rights of others more than their own decreased from 54,3% in 2018/19 to 48,0% in 2021/22, before increasing to 52,7% in 2025/26.

Individual experience of Discrimination

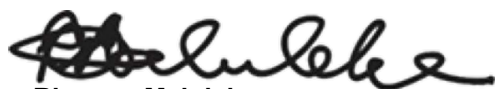
In 2025/26, racial discrimination was the most experienced type of discrimination by those aged 16 years and older, followed by discrimination based on nationality. An estimated 3,4% of individuals experienced racial discrimination in the past 12 months in 2025/26.

More individuals aged 16 and older experienced the most recent discrimination or harassment at work (25,2%) followed by on a public transportation, on the street or in other public places. Both males (46,0%) and females (42,9%) mostly experienced the most recent discrimination or harassment from an unknown person as a perpetrator, followed by employer/boss at 23,1% for males and 18,7% for females. Almost 80% of those who experienced discrimination or harassment did not report it. Of those who reported it, 7,9% reported it to the employer and 3,6% to someone in authority where the incident took place.

Individual experience of Disputes

The proportion of individuals aged 16 years and older experiencing at least one dispute or problem nearly doubled from 11,9% in 2018/19 to 21,0% in 2021/22, then increased to 27,8% in 2025/26. Disruption of the supply of utilities (e.g. water, electricity, etc.) was the most recently experienced dispute or problem in 2025/26, followed by dispute/ problem with neighbour(s) and unauthorised deductions from a bank account by a business.

Individuals seeking help with their most recent dispute or problem from community organisations increased from 5,3% in 2018/19 to 13,4% in 2021/22 before increasing to 31,3% in 2025/26. The percentage of those who sought help from family or friends remained relatively the same, with 28,6% in 2018/19 and 28,9% in 2021/22, before declining to 24,7% in 2025/26. About 36% (36,1%) of individuals in 2025/26 who did not seek help with their most recent dispute or problem indicated it would only waste time, or it would be useless anyway followed by did not know what to do or where to go.



Risenga Maluleke
Statistician-General

1. Introduction

This statistical release presents a selection of key findings from the Governance, Public Safety and Justice Survey (GPSJS) 2025/26, conducted by Statistics South Africa (Stats SA) from April 2025 to March 2026.

1.1 Background

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

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

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

The re-engineered GPSJS retained many items from the VOCS, while new content was added. To achieve a reasonable balance between questionnaire length and depth of questions, a three-year rotation regime was adopted where the five themes are spread over a three-year period. The GPSJS 2025/26 report provides data on themes such as awareness of the Constitution, human rights, participation in political and public affairs, experience of discrimination and disputes. The estimates are based on the individual responses of randomly selected individuals who are 16 years and older.

1.2 Objectives of the GPSJS survey

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

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

1.3 Purpose

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

This report has three main objectives, namely:

- To explore individuals' perceptions and awareness of the constitution and human rights
- To explore the types of discrimination and disputes experienced by the individuals
- To explore individuals' experience and perceptions of participation in political and public affairs
- To provide supplementary data on Governance statistics

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

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

Demographic characteristic	Number of individuals ('000)	Percentage
Sex		
Male	21 850	48,4
Female	23 313	51,6
Population		
Black African	36 260	80,3
Coloured	3 966	8,8
Indian/Asian	1 293	2,9
White	3 645	8,1
Age group		
16–34	20 166	44,7
35–49	12 737	28,2
50–64	8 093	17,9
65+	4 168	9,2
Marital status		
Married	11 656	25,8
Living together like husband and wife	4 124	9,1
Divorced	815	1,8
Separated but still legally married	294	0,7
Widowed	2 760	6,1
Single	25 514	56,5
Highest level of education		
No schooling	1 127	2,5
Some primary	2 670	6,0
Completed primary	1 489	3,4
Some secondary	17 052	38,4
Completed secondary	15 417	34,7
Post-school	6 644	15,0
Province		
Western Cape	5 652	12,5
Eastern Cape	4 308	9,5
Northern Cape	932	2,1
Free State	2 166	4,8
KwaZulu-Natal	8 339	18,5
North West	3 077	6,8
Gauteng	13 186	29,2
Mpumalanga	3 465	7,7
Limpopo	4 037	8,9
Metro status		
Metro	21 114	46,8
Non-metro	24 049	53,2

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

Unspecified was excluded from the denominator when calculating percentages.

Table 1 shows the number and percentage distribution of individuals aged 16 years and older by selected demographic characteristics. Distribution by individuals aged 16 years and older by sex shows that 51,6% were female and 48,4% were male. The table also shows that four in five (80,3%) individuals aged 16 and older were Black African, Coloureds comprised 8,8%, Whites were at 8,1% and the Indian/Asian individuals

made up 2,9% of the total individuals aged 16 and older. The age pattern of individuals aged 16 years and older indicates that they typically comprised a youthful population aged 16–34 years, with the highest percentage (44,7%) and those aged 65 years and older had the lowest percentage (9,2%).

In terms of marital status, more than half (56,5%) of individuals aged 16 years and older were single, while 25,8% were married. About 9,1% lived together like husband and wife, while 6,1% were widowed. Furthermore, the results show that 1,8% of individuals aged 16 years and older were divorced and less than one percent were separated while still legally married (0,7%).

About 38,4% of individuals aged 16 years and older had attained some secondary school education. Almost 35% (34,7%) completed secondary, 15,0% attained some post-school qualification, 6,0% attained some primary and 3,4% completed primary.

Gauteng had the largest proportion of individuals aged 16 years and older (29,2%), followed by KwaZulu-Natal with 18,5%, Western Cape (12,5%) and Eastern Cape (9,5%). Northern Cape had the smallest proportion amongst all the provinces at 2,1%. About 53,2% of individuals 16 and older lived in non-metro areas, while 46,8% lived in metro areas.

2.2 Distribution of households by selected household characteristics

Table 2 – Number and percentage of households by selected household characteristics

Demographic characteristic	Number of households ('000)	Percentage
Sex		
Male	11 586	57,0
Female	8 727	43,0
Population		
Black African	16 900	83,2
Coloured	1 370	6,7
Indian/Asian	479	2,4
White	1 564	7,7
Age group		
16–34	4 742	23,3
35–49	7 817	38,5
50–64	4 805	23,7
65+	2 950	14,5
Marital status		
Married	6 197	30,5
Living together like husband and wife	2 108	10,4
Divorced	670	3,3
Separated but still legally married	269	1,3
Widowed	2 344	11,5
Single	8 721	42,9
Highest level of education		
No schooling	785	4,0
Some primary	1 712	8,6
Completed primary	819	4,1
Some secondary	6 896	34,7
Completed secondary	6 161	31,0
Post-school	3 480	17,5
Province		
Western Cape	2 233	11,0
Eastern Cape	1 810	8,9
Northern Cape	391	1,9
Free State	1 065	5,2
KwaZulu-Natal	3 556	17,5
North West	1 487	7,3
Gauteng	6 295	31,0
Mpumalanga	1 605	7,9
Limpopo	1 871	9,2
Metro status		
Metro	10 815	53,2
Non-metro	9 498	46,8

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

Unspecified was excluded from the denominator when calculating percentages.

Table 2 shows the number and percentage distribution of the households by selected household characteristics. The table shows that most (57,0%) households were male-headed. It further shows that metro areas accounted for most households at 53,2%.

Gauteng had the largest proportion of households (31,0%), followed by KwaZulu-Natal with 17,5%, Western Cape (11,0%) and Limpopo (9,2%). Northern Cape and Free State had the smallest proportion of households amongst all the provinces at 1,9% and 5,2% respectively.

2.3 Summary

Results show that for individuals aged 16 years and older, 51,6% were female, and 48,4% were male. Four in five (80,3%) of individuals 16 and older are Black African, while Coloureds (8,8%) and Whites (8,1%) are almost of the same proportion, and the Indian/Asian population is 2,9% of the total population aged 16 and older. The demographic pattern of individuals aged 16 years and older indicates that they typically comprised a youthful population, were single, and just over a third had attained some secondary school education.

Results show that most (57,0%) households were male-headed. It further shows that metro areas accounted for most households at 53,2%. In terms of geographical location, Gauteng had the largest proportion of households (31,0%), followed by KwaZulu-Natal with 17,5%, Western Cape (11,0%) and Limpopo (9,2%). Northern Cape and Free State had the smallest proportion of households amongst all the provinces at 1,9% and 5,2%, respectively.

3. Legitimacy, Voice and Equity

3.1 Introduction

In this section, we focus on awareness and perception about the Constitution, human rights and experiences of discrimination. The experience of discrimination by individuals is measured for the past five years and in the past 12 months. A human rights culture is the cornerstone of the South African Constitution (Constitution, 1996). A wide-ranging set of human rights, including socio-economic rights, is stipulated in the Bill of Rights in Chapter 2 of the Constitution. Chapter 15 of the National Development Plan provides a roadmap for achieving these ideals by 2030. In addition, the National Action Plan provides a policy framework to combat racism, racial discrimination, xenophobia and related intolerances (NAP, 2019). Government and statutory institutions are key players in ensuring the implementation of the Constitution. Statistics on the responsiveness of government structures to the public and knowledge of Chapter 9 institutions are also presented.

This chapter focuses on measuring knowledge, perceptions and experience of human rights and, lastly, the level of political participation of people.

3.2 The Constitution and human rights

Awareness of the Constitution and some knowledge of its purpose is important in the effort to promote the human rights culture in the country.

Table 3 – Level of satisfaction with own life, 2018/19 and 2025/26

Satisfied or unsatisfied with life	2018/19		2025/26	
	Number (000')	Percentage	Number (000')	Percentage
Very satisfied	7 533	18,9	8 328	18,5
Satisfied	21 688	54,5	25 896	57,4
Unsatisfied	8 787	22,1	8 802	19,5
Very unsatisfied	1 781	4,5	2 097	4,7

Table 3 shows the number and percentage of individuals who were satisfied or unsatisfied with their lives. The percentage of individuals who were very satisfied decreased slightly from 18,9% in 2018/19 to 18,5% in 2025/26. Those who were satisfied increased from 54,5% in 2018/19 to 57,4% in 2025/26. The percentage of individuals who were unsatisfied decreased from 22,1% in 2018/19 to 19,5% in 2025/26, while those who were very unsatisfied increased from 4,5% in 2018/19 to 4,7% in 2025/26.

Figure 1 – Percentage distribution of individuals satisfied or unsatisfied with life by sex, 2025/26

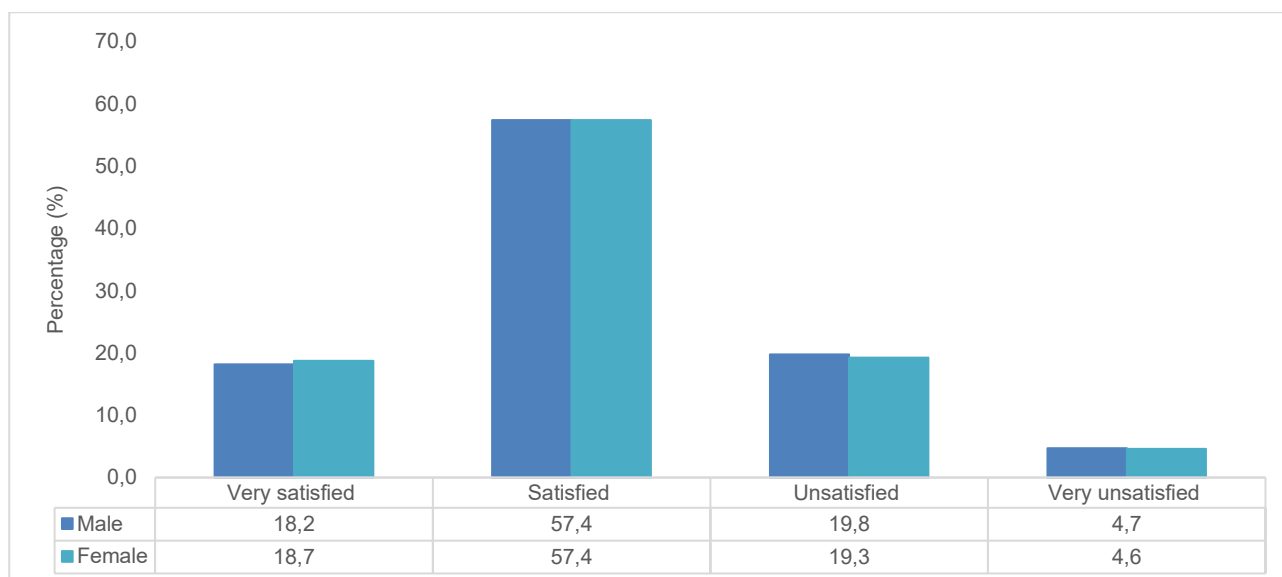


Figure 1 shows that a higher percentage of females were very satisfied with their lives compared to males. The percentage of males and females who were satisfied was the same. A higher percentage of males were unsatisfied and very unsatisfied compared to females.

Figure 2 – Percentage distribution of individuals satisfied or unsatisfied with life by highest level of education, 2025/26

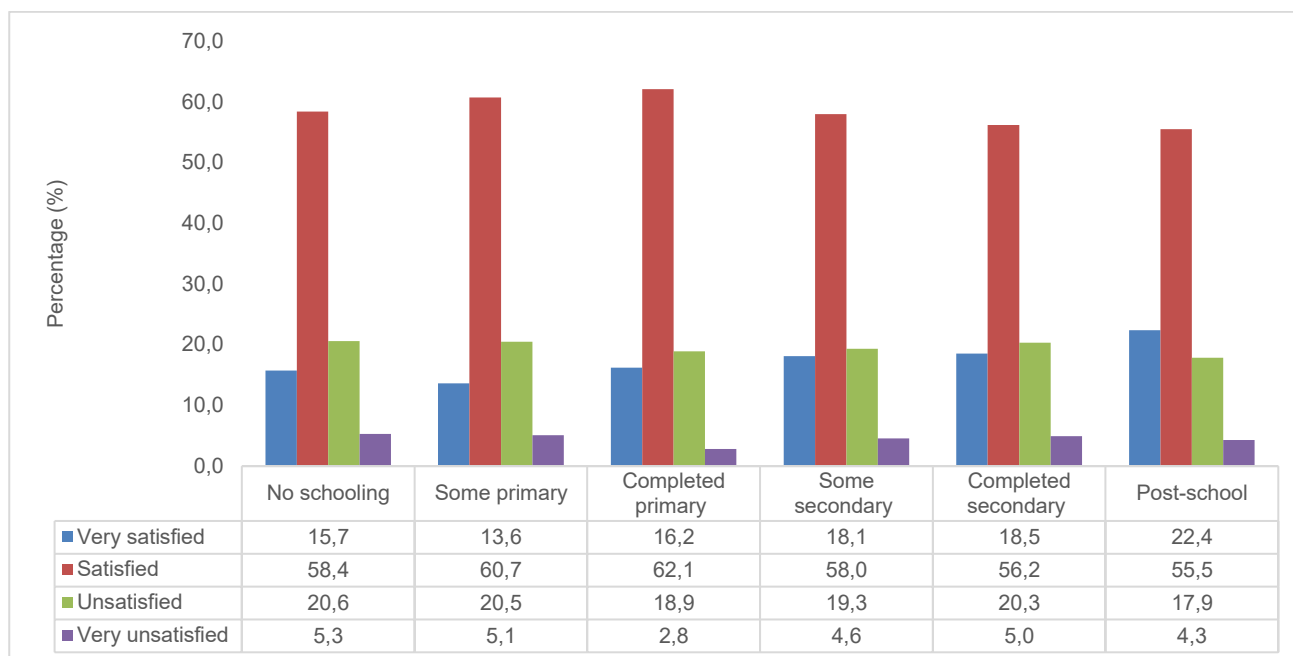


Figure 2 shows that more than 55% of individuals across all levels of education were satisfied with their lives. The highest percentage of satisfied individuals was among those who had completed primary education, at 62,1%. Very unsatisfied was highest among individuals with no schooling.

Figure 3 – Percentage distribution of individuals satisfied or unsatisfied with life by province, 2025/26

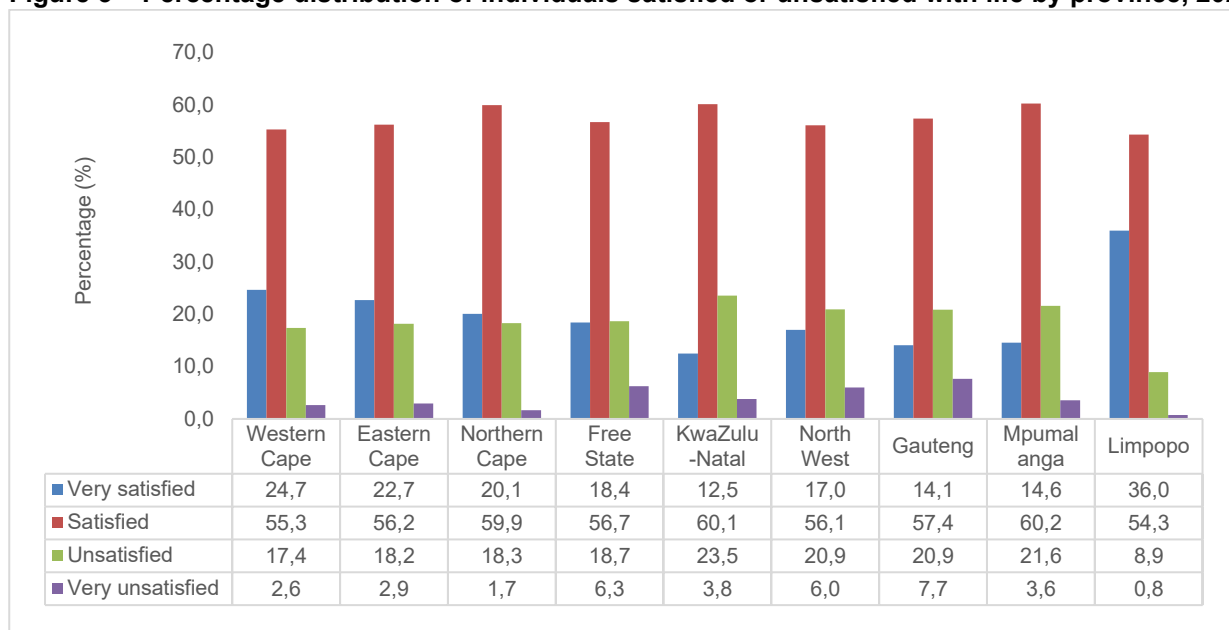


Figure 3 shows that more than 55% of individuals across all provinces were satisfied with their lives, except in Limpopo province. The highest percentage of satisfied individuals were in Mpumalanga and KwaZulu-Natal, with 60,2% and 60,1%, respectively. Limpopo (36,0%) had the highest percentage of individuals who were

very satisfied with their lives compared to other provinces. The percentage of individuals who were very unsatisfied was highest in Gauteng at 7,7% and lowest in Limpopo at 0,8%.

Table 4 – Levels of pride in being a South African, 2018/19 and 2025/26

Proud to be South African	2018/19		2025/26	
	Number (000')	Percentage	Number (000')	Percentage
Very proud	19 701	51,9	16 632	38,8
Proud	15 119	39,8	21 506	50,2
Not proud	2 553	6,7	3 406	8,0
Not proud at all	580	1,5	1 315	3,1
I am not a South African	**	**	2 264	5,0

** Indicator was not collected in the specific period

Table 4 shows the number and percentage of individuals who were proud to be South African. The percentage of individuals who were very proud to be South African decreased from 51,9% in 2018/19 to 38,8% in 2025/26. Those who were proud increased from 39,8% in 2018/19 to 50,2% in 2025/26. The percentage of individuals who were not proud and not proud at all also increased between 2018/19 and 2025/26.

Figure 4 – Percentage distribution of individuals who were proud to be South African by sex, 2025/26

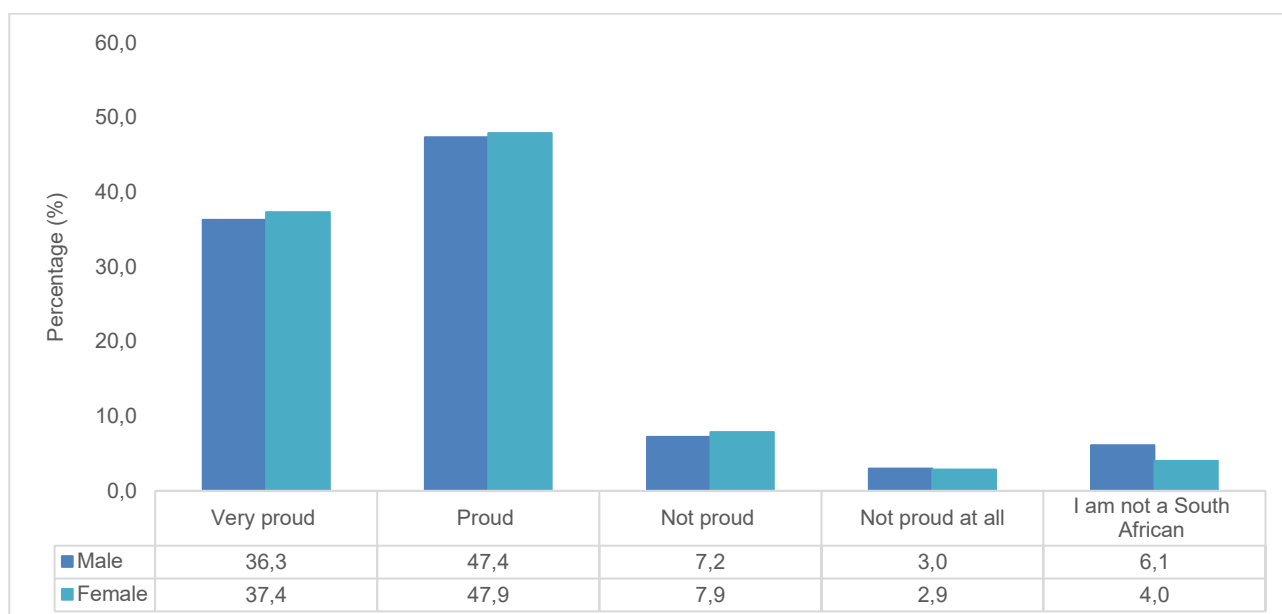


Figure 4 shows that a slightly higher percentage of females were very proud and proud to be South African compared to males. A higher percentage of females were not proud, while a higher percentage of males were not proud at all. The percentage of individuals who indicated that they were not South African was also higher among males than females.

Figure 5 – Percentage distribution of individuals who were proud to be South African by highest level of education, 2025/26

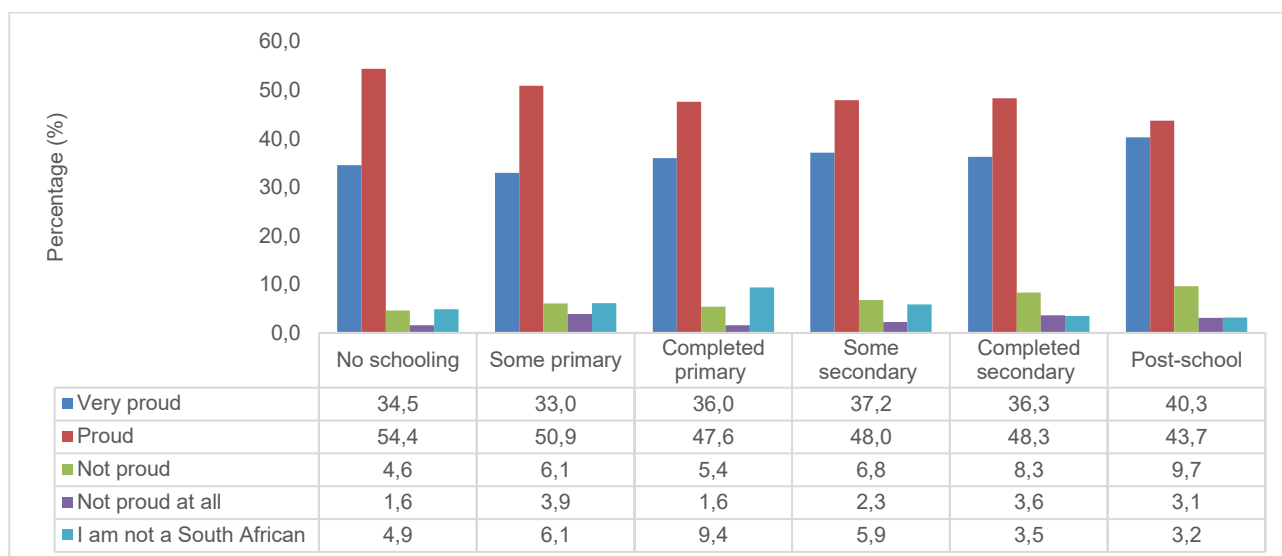


Figure 5 shows that individuals with post-school education had the highest percentage of individuals who were very proud to be South African, and those with no schooling had the highest proportion of individuals who were proud. The percentage of individuals who indicated that they were not South African was highest among those who had completed primary education at 9,4%.

Figure 6 – Percentage distribution of individuals who were proud to be South African by province, 2025/26

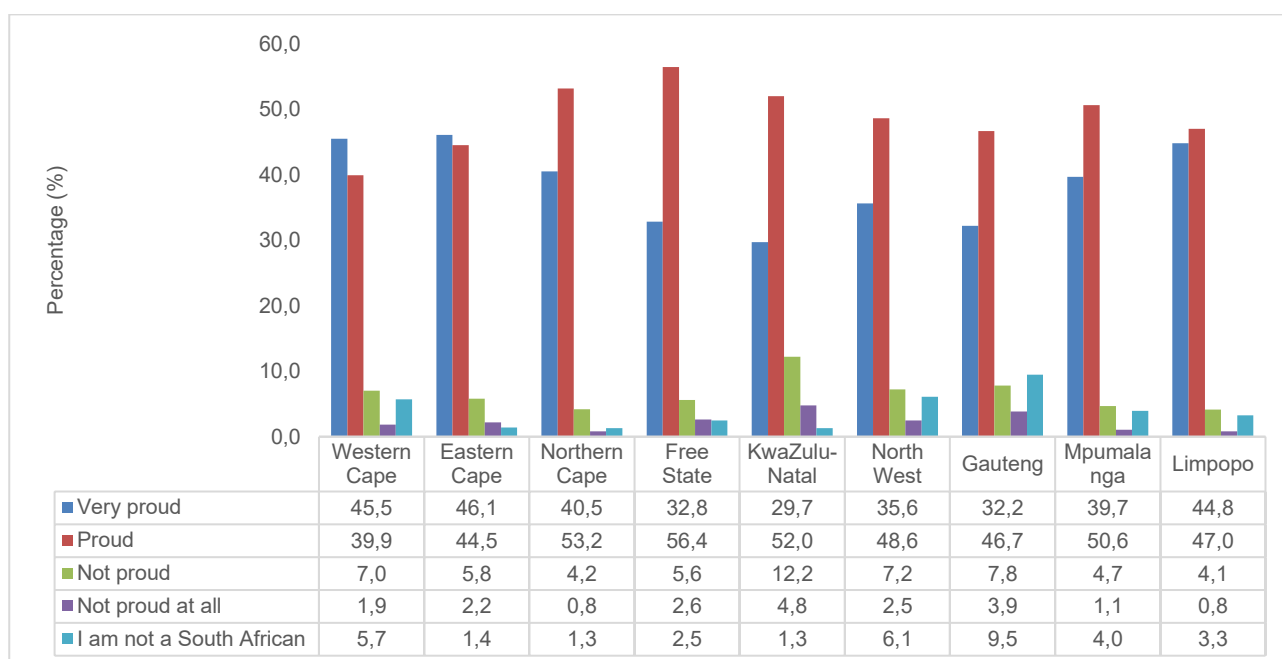


Figure 6 shows that the percentage of individuals who were very proud was highest in Eastern Cape (46,1%) and Western Cape (45,5%). Those who were proud were highest in Free State and Northern Cape, at 56,4% and 53,2%, respectively. The percentages of those who were not proud and not proud at all were highest in KwaZulu-Natal. Those who indicated that they were not South African were highest in Gauteng and North West, at 9,5% and 6,1% respectively.

Table 5 – Awareness and perceptions about the Constitution by individuals 16 years and older, 2018/19 – 2025/26

Characteristic	2018/19		2021/22		2025/26	
Awareness and Perception about the constitution	Number (000')	Percentage	Number (000')	Percentage	Number (000')	Percentage
Heard about the South African Constitution	32 216	80,8	34 599	82,6	34 580	76,6
Think the Constitution protects their rights	25 065	77,8	24 471	70,7	23 176	67,0
Aware that the South African Bill of Rights is part of the Constitution	27 604	69,4	981	13,5	29 838	66,7
Think the Constitution protects the rights of others more than theirs	17 483	54,3	16 623	48,0	18 215	52,7

Table 5 shows that the percentage of individuals who had heard about the Constitution increased from 80,8% in 2018/19 to 82,6% in 2021/22, before decreasing to 76,6% in 2025/26. Awareness of the Bill of Rights decreased sharply from 69,4% in 2018/19 to 13,5% in 2021/22, before increasing to 66,7% in 2025/26. The percentage of individuals who think that the Constitution protects the rights of others more than their own decreased from 54,3% in 2018/19 to 48,0% in 2021/22, before increasing to 52,7% in 2025/26.

Table 6 – Percentage distribution of individuals who have heard about the Constitution by demographic variables and location, 2018/19 – 2025/26

Characteristic	2018/19	2021/22	2025/26
Heard about the Constitution	Percentage	Percentage	Percentage
Sex			
Male	82,4	82,5	77,1
Female	79,3	82,4	76,2
Age Group			
16–34	80,0	79,9	74,3
35–49	83,6	85,2	79,0
50–64	80,6	85,2	79,3
65+	73,0	82,2	75,5
Population group			
Black African	78,6	81,3	74,5
Coloured	81,6	79,1	77,4
Indian/Asian	91,1	91,4	89,4
White	95,2	93,4	92,4
Province			
Western Cape	83,8	82,3	78,3
Eastern Cape	80,3	85,5	79,7
Northern Cape	80,4	74,7	75,8
Free State	77,6	81,3	78,5
KwaZulu-Natal	78,5	82,6	68,1
North West	75,4	83,0	76,2
Gauteng	85,8	82,1	81,6
Mpumalanga	85,6	84,8	71,1
Limpopo	69,2	79,9	76,9
Metro status			
Metro	84,0	82,9	78,8
Non-metro	78,3	82,0	74,7

Table 6 shows the percentage of individuals who had heard about the Constitution. The percentage of males increased slightly from 82,4% in 2018/19 to 82,5% in 2021/22, before decreasing to 77,1% in 2025/26. A similar trend was observed among females, increasing from 79,3% in 2018/19 to 82,4% in 2021/22, before decreasing to 76,2% in 2025/26. The White population group had the highest percentage across all three periods, followed by the Indian/Asian population group. Across provinces, Gauteng had the highest percentage in 2018/19 (85,8%) of those who have heard about the Constitution, while Eastern Cape had the highest percentage in 2021/22 (85,5%). In 2025/26, Gauteng had the highest percentage at 81,6%, followed by Eastern Cape at 79,7%.

Table 7 – Percentage distribution of population who think the Constitution protects their rights by demographic variables and location, 2018/19 – 2025/26

Constitution protects your rights	2018/19	2021/22	2025/26
Sex	Percentage	Percentage	Percentage
Male	77,3	71,3	66,7
Female	78,3	70,2	67,3
Age			
16–34	80,3	73,3	70,2
35–49	77,2	67,5	65,4
50–64	76,9	68,5	63,8
65+	75,5	71,0	63,8
Population group			
Black African	78,8	71,6	67,8
Coloured	72,1	63,1	64,2
Indian/Asian	86,0	75,3	60,7
White	73,4	69,1	65,2
Province			
Western Cape	70,3	63,4	65,1
Eastern Cape	83,7	76,9	71,5
Northern Cape	80,3	73,4	72,0
Free State	77,9	67,2	74,1
KwaZulu-Natal	77,0	65,6	62,9
North West	75,9	79,9	66,3
Gauteng	77,0	67,9	63,2
Mpumalanga	82,2	77,5	71,3
Limpopo	82,8	84,6	77,8
Metro status			
Metro	76,8	67,4	62,6
Non-metro	78,7	73,6	71,1

Table 7 shows the percentage of individuals who think the Constitution protects their rights. Females had the highest percentage in 2018/19 (78,3%) and 2025/26 (67,3%), while males had the highest percentage in 2021/22 (71,3%). The 16–34 age group had the highest percentage across all three periods. Eastern Cape had the highest percentage in 2018/19 (83,7%), while Limpopo had the highest percentage in 2021/22 (84,6%) and in 2025/26 (77,8%). Those residing in non-metro areas had the highest percentage of individuals who think the Constitution protects their rights across all three periods compared to metro areas.

Table 8 – Percentage distribution of population who think the Constitution protects the rights of others more than their own by demographic variables and location, 2018/19 – 2025/26

Constitution protects the rights of others more than theirs	2018/19	2021/22	2025/26
Sex	Percent	Percent	Percent
Male	56,3	51,1	52,9
Female	52,3	45,2	52,4
Age			
16–34	54,4	47,9	51,5
35–49	55,2	46,8	53,2
50–64	54,1	48,6	54,7
65+	50,5	50,6	52,3
Population group			
Black African	54,5	47,6	52,9
Coloured	58,0	49,9	51,6
Indian/Asian	35,5	56,2	52,2
White	55,1	47,4	52,0
Province			
Western Cape	50,7	41,4	44,7
Eastern Cape	54,2	52,2	46,1
Northern Cape	41,1	43,6	44,5
Free State	55,2	54,8	55,6
KwaZulu-Natal	54,3	54,9	58,7
North West	50,2	49,1	55,7
Gauteng	58,6	46,3	56,4
Mpumalanga	56,0	44,5	63,6
Limpopo	48,4	41,7	36,6
Metro status			
Metro	53,2	45,1	54,0
Non-metro	55,2	50,5	51,4

Table 8 shows the percentage distribution of individuals aged 16 years and older who think the Constitution protects the rights of others more than their own. Males had a higher percentage than females across all three periods. Across provinces, Gauteng had the highest percentage in 2018/19 (58,6%), KwaZulu-Natal in 2021/22 (54,9%), and Mpumalanga in 2025/26 (63,6%). Non-metro areas had higher percentages in 2018/19 (55,2%) and 2021/22 (50,5%), while metro areas had the highest percentage in 2025/26 (54,0%).

Figure 7 – Percentage distribution of population who have heard about the Constitution by highest level of education, 2021/22 and 2025/26

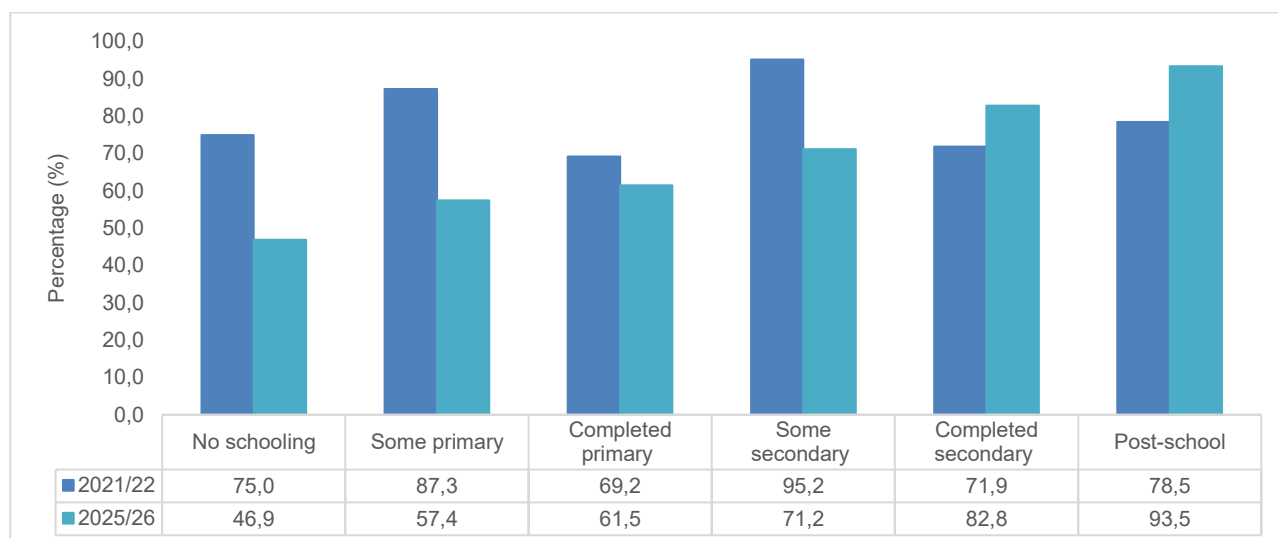


Figure 7 shows the percentage of individuals aged 16 years and older who have heard about the Constitution. Those with some secondary education decreased from 95,2% in 2021/22 to 71,2% in 2025/26. The percentage among those with post-school education increased from 78,5% in 2021/22 to 93,5% in 2025/26. A sharp decline was observed among those with no schooling from 75,0% in 2021/22 to 46,9% in 2025/26.

Figure 8 – Percentage distribution of population who think the Constitution protects their rights by highest level of education, 2021/22 and 2025/26

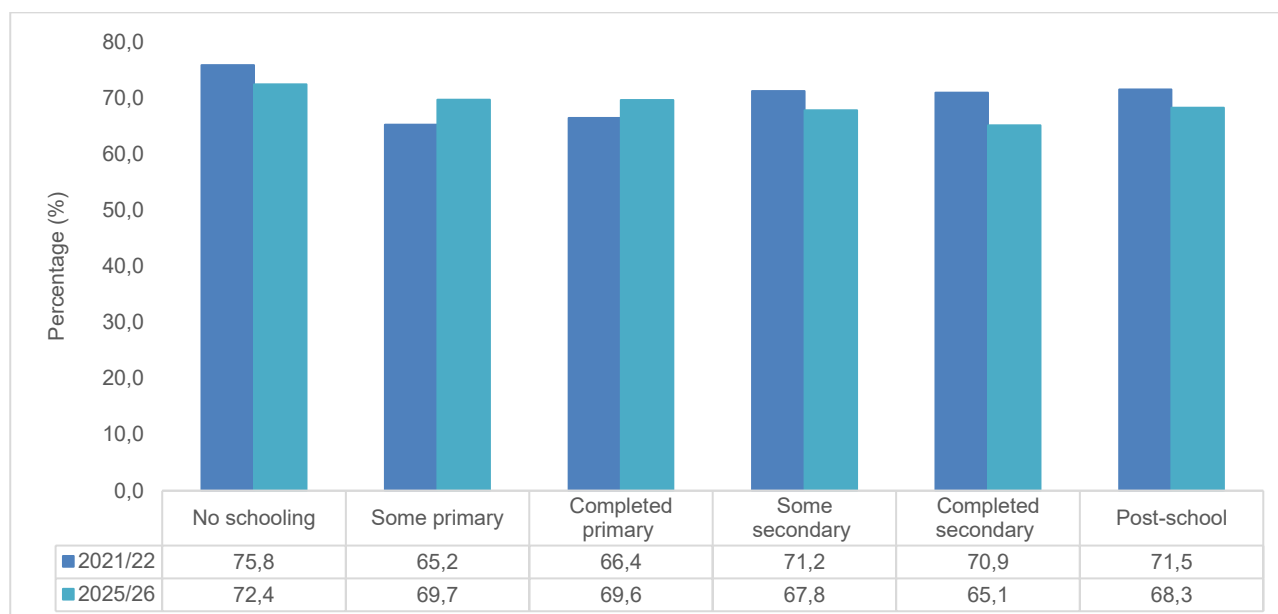


Figure 8 shows the percentage of individuals aged 16 years and older who think the Constitution protects their rights by highest level of education. Those with no schooling decreased from 75,8% in 2021/22 to 72,4% in 2025/26. The percentage among those with post-school also declined from 71,5% in 2021/22 to 68,3% in 2025/26. An increase was observed only among those with some primary and completed primary education.

Figure 9 – Percentage distribution of population who think the Constitution protects the rights of others other than theirs by highest level of education, 2021/22 and 2025/26

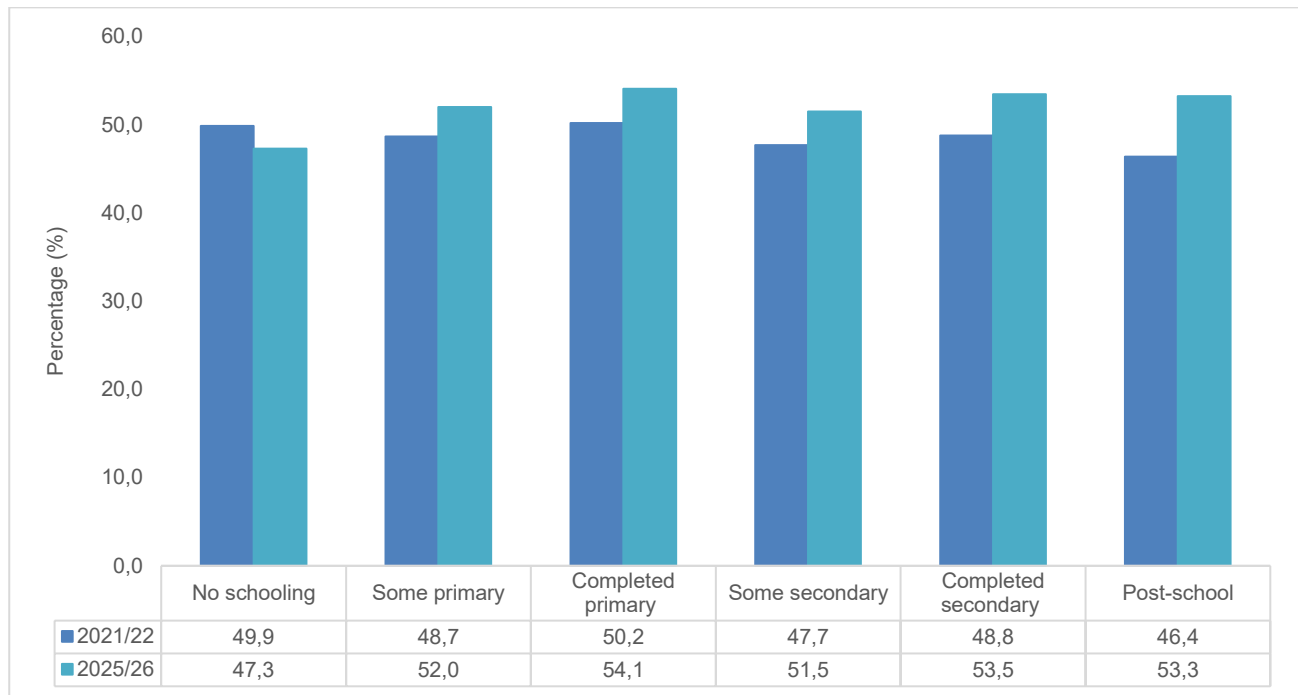


Figure 9 shows that the percentage of individuals aged 16 years and older who think the Constitution protects the rights of others more than their own by highest level of education. Those with no schooling declined from 49,9% in 2021/22 to 47,3% in 2025/26. All other education levels showed an increasing trend over the same period.

Figure 10 – Percentage distribution of population who think that rights are respected in South Africa by a specific right, 2025/26

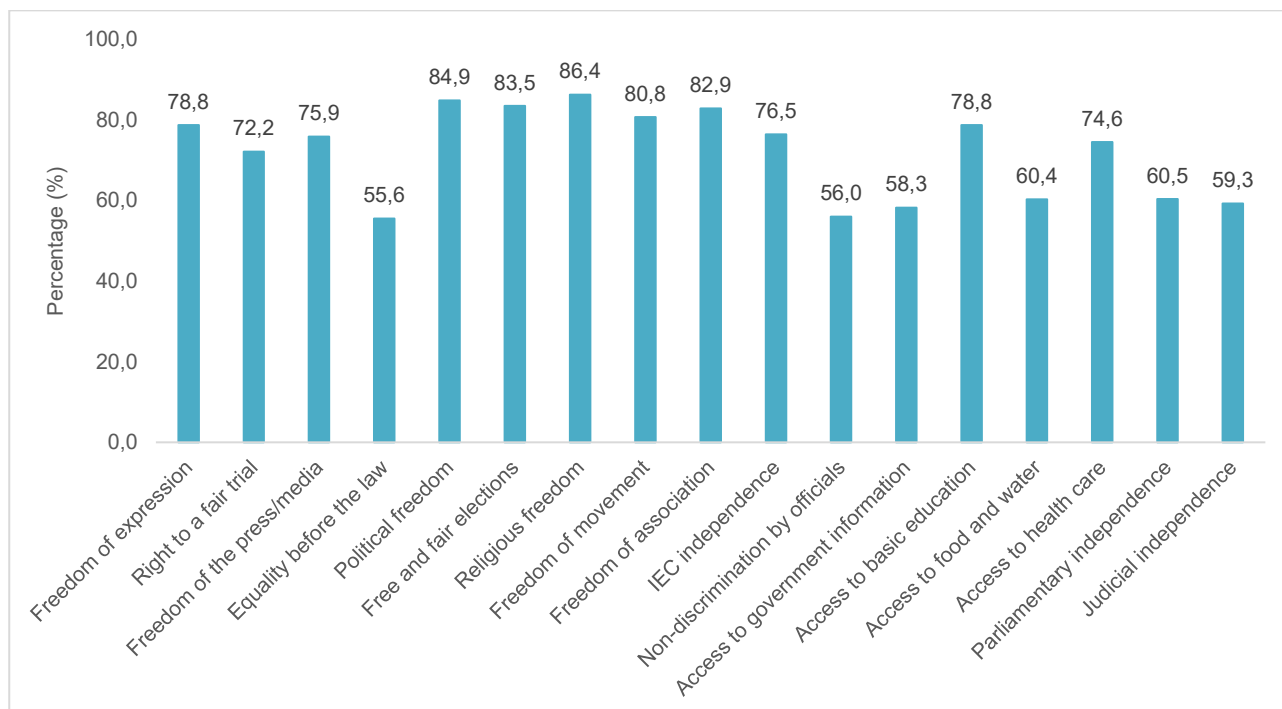


Figure 10 shows the percentage of individuals 16 years and older who think that rights were respected in South Africa by a specific right. The highest percentage of individuals thought that 'religious freedom' (86,4%), followed by 'political freedom' (84,9%) and 'free and fair elections' (83,5%) rights, were respected in South Africa. 'Equality before the law' and 'Non-discrimination by officials' rights had the lowest percentages at 55,6% and 56,0%, respectively.

Figure 11 – Percentage distribution of population who received and showed kindness towards individuals of a different racial group, 2025/26

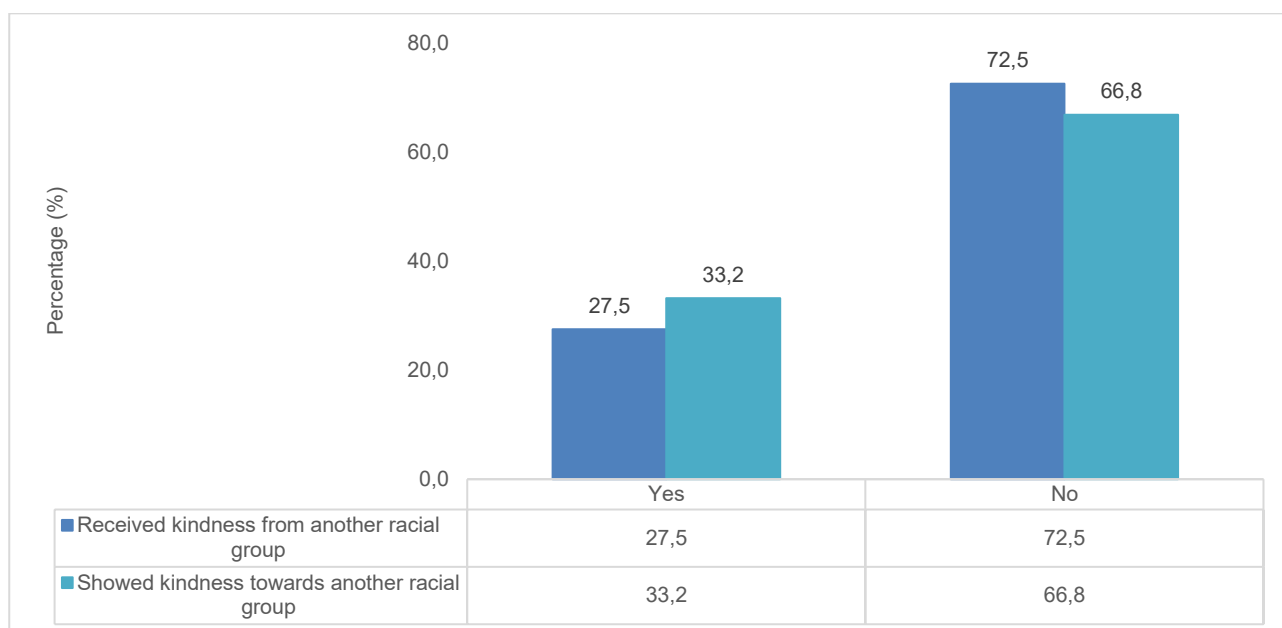


Figure 11 shows that a higher percentage of individuals showed kindness towards an individual of a different racial group (33,2%) than those who received kindness (27,5%).

3.3 Individual experience of discrimination

In this section, the focus is on the individual experience of discrimination. The SDG Goal 16.B is to promote and enforce non-discriminatory laws and policies for sustainable development, provide access to justice for all and build effective, accountable, and inclusive institutions at all levels. According to the Handbook on Governance Statistics, under international human rights law, discrimination is any distinction, exclusion, restriction or preference or other differential treatment that is directly or indirectly based on the prohibited grounds of discrimination (e.g. colour, sex, language, religion, national or social origin, disability), and which has the intention or effect of nullifying or impairing the recognition, enjoyment or exercise, on an equal footing, of human rights and fundamental freedoms in the political, economic, social or cultural fields or any other field of public life. Table 9 and 10 below outline the types of discrimination or harassment experienced by individuals 16 years and older in the past five years and 12 months¹.

Table 9 – Number and percentage of individuals who feel that they personally experienced a form of discrimination or harassment during the past 5 years, 2021/22 and 2025/26

Type of discrimination	2021/22		2025/26	
	Number (000')	Percentage	Number (000')	Percentage
Race	3 961	9,5	3 280	7,3
Language or dialect	1 624	3,9	1 515	3,4
Nationality	1 598	3,8	1 403	3,1
Poverty or wealth status	2 002	4,8	1 401	3,1
Ethnic/tribal group	1 436	3,4	1 324	2,9
Religion	1 250	3,0	922	2,0
Sex or gender	1 550	3,7	913	2,0
Education status	1 230	2,9	772	1,7
Age	579	1,4	741	1,6
Region/province of origin	621	1,5	659	1,5
Political affiliation	1 693	4,0	595	1,3
Disability	503	1,2	462	1,0
Sexual orientation	690	1,6	367	0,8

Table 9 shows that race is the most common form of discrimination or harassment personally experienced by individuals aged 16 years and older in the past five years, with 7,3% of individuals experiencing this form of discrimination or harassment in 2025/26. This form of discrimination or harassment decreased by 2,2 percentage points from 9,5% in 2021/22 to 7,3% in 2025/26. The experience of race discrimination is followed by language and dialect discrimination at 3,4%, and nationality and poverty or wealth status both at 3,1%. The least experienced discrimination or harassment is sexual orientation at 0,8%. This pattern slightly changed from the one observed in 2021/22; the second most experienced discrimination or harassment was poverty or wealth status (4,8%), followed by political affiliation (4,0%), and the least experienced was disability at 1,2%.

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

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

Table 10 – Number and percentage of individuals who feel that they personally experienced a form of discrimination or harassment during the past 12 months, 2018/19, 2021/22 and 2025/26

Type of discrimination	2018/19		2021/22		2025/26	
	Number (000')	Percentage	Number (000')	Percentage	Number (000')	Percentage
Race	2 708	6,8	2 024	4,8	1 543	3,4
Nationality	594	1,5	875	2,1	654	1,4
Language or dialect	999	2,5	692	1,6	577	1,3
Poverty or wealth status	783	2,0	1 125	2,7	477	1,1
Ethnic/tribal group	623	1,6	637	1,5	405	0,9
Age	346	0,9	383	0,9	305	0,7
Education status	528	1,3	707	1,7	305	0,7
Sex or gender	349	0,9	591	1,4	277	0,6
Religion	582	1,5	500	1,2	272	0,6
Political affiliation	410	1,0	978	2,3	173	0,4
Region/province of origin	267	0,7	234	0,6	132	0,3
Disability	185	0,5	241	0,6	118	0,3
Sexual orientation	50	0,1	261	0,6	76	0,2

Table 10 shows the number and percentage distribution of individuals aged 16 years and older who have experienced a type of discrimination or harassment in the past 12 months for the periods 2018/19, 2021/22 and 2025/26. The various types of discrimination are listed according to the number of people who experienced these types, from the highest to the lowest in 2025/26. The table also shows that race is the most common form of discrimination or harassment personally experienced by individuals in the past 12 months for all the reporting periods, at 6,8% in 2018/19 and 4,8% in 2021/22 and 3,4% in 2025/26. Although race has consistently been the most experienced type of discrimination or harassment from 2018/19 to 2025/26, it has been consistently decreasing through the three reporting periods.

The second most experienced discrimination or harassment in 2025/26 is based on nationality (1,4%), which is different from the previous period (2021/22) most experienced, which was based on poverty or wealth status at 2,7%. In 2018/19, the second most experienced discrimination or harassment was based on language or dialect at 2,5%. The top five experienced discrimination or harassment types in 2025/26 are slightly different from the top five experienced in the 2021/22 period.

Table 11 – Number and percentage of the number of times an individual experience Race, Nationality and Language discrimination during the past 12 months, 2025/26

Frequency of Discriminating experienced	Race		Nationality		Language or dialect	
	Number (000')	Percentage	Number (000')	Percentage	Number (000')	Percentage
1	690	44,7	234	35,7	238	41,2
2	290	18,8	138	21,1	117	20,3
3	186	12,1	69	10,5	51	8,8
4	81	5,2	29	4,4	35	6,0
5	99	6,4	99	15,2	55	9,6
6	22	1,4	6	0,9	11	2,0
7	13	0,9	16	2,4	10	1,7
8	11	0,7	1	0,2	8	1,3
9	6	0,4			1	0,3
10+	145	9,4	62	9,4	51	8,8
Total	1 543	100,0	654	100,0	577	100,0

Table 11 presents the frequency of discrimination or harassment in 2025/26 experienced individuals 16 years and older. Three-quarters (75,6%) of individuals experienced discrimination or harassment based on race, i.e. [1 = 44,7%, 2 = 18,8% and 3 = 12,1%] once to three times in the past 12 months. This is followed by those who experienced discrimination or harassment based on language or dialect, where 70,3% of individuals experienced it once to three times, i.e. [1 = 41,2%, 2 = 20,3% and 3 = 8,8%]. Those who experienced discrimination or harassment based on nationality were more likely to experience it more frequently than the top two discriminations, where 28,1% i.e. [5 = 15,2%, 6 = 0,9%, 7 = 2,4%, 8 = 0,2% and 10+ = 9,4%] of individuals experienced this type of discrimination five times or more in the past 12 months, while it is 18,9% for race and 23,7% for language discrimination.

Table 12 – Number and percentage of individuals who experienced discrimination based on race by demographic characteristics, 2025/26

Characteristic	2025/26	
Sex	Number (000')	Percentage
Male	859	3,9
Female	684	2,9
Population		
Black African	1 001	2,8
Coloured	211	5,3
Indian/Asian	47	3,7
White	284	7,8
Age		
16–34	652	3,2
35–49	516	4,0
50–64	303	3,7
65+	72	1,7
Marital status		
Married	566	4,9

Characteristic	2025/26	
Living together like husband and wife	172	4,2
Divorced	36	4,4
Separated but still legally married	7	2,3
Widowed	48	1,7
Single	714	2,8
Highest level of education		
No schooling	14	1,2
Some primary	39	1,5
Completed primary	42	2,8
Some secondary	389	2,3
Completed secondary	551	3,6
Post-school	479	7,2
Province		
Western Cape	385	6,8
Eastern Cape	61	1,4
Northern Cape	33	3,6
Free State	61	2,8
KwaZulu-Natal	132	1,6
North West	99	3,2
Gauteng	617	4,7
Mpumalanga	65	1,9
Limpopo	90	2,2
Metro status		
Metro	974	4,6
Non-metro	569	2,4

Table 12 shows the number and percentage distribution of individuals who experienced discrimination or harassment based on race by demographic characteristics. It shows that males (3,9%) were more likely to experience discrimination or harassment based on race compared to females (2,9%). The white population group reported higher proportions of experiencing discrimination based on race at 7,8%, followed by coloureds at 5,3%, then Indian/Asian (3,7%) and black Africans reported the lowest proportions at 2,8%. Those aged 35–49 (4,0%), married (4,9%), and those with post-school as the highest level of education reported higher proportions of race discrimination or harassment. Geographically, individuals in the Western Cape province (6,8%) reported a higher proportion of experiencing discrimination or harassment based on race, followed by those in Gauteng (4,7%) and Northern Cape (3,6). Furthermore, those in metro areas (4,6%) reported higher proportions compared to those in non-metro areas (2,4%).

Figure 12 – Percentage distribution of individuals who experienced discrimination or harassment based on race in the past 12 months by population group, 2021/22 and 2025/26

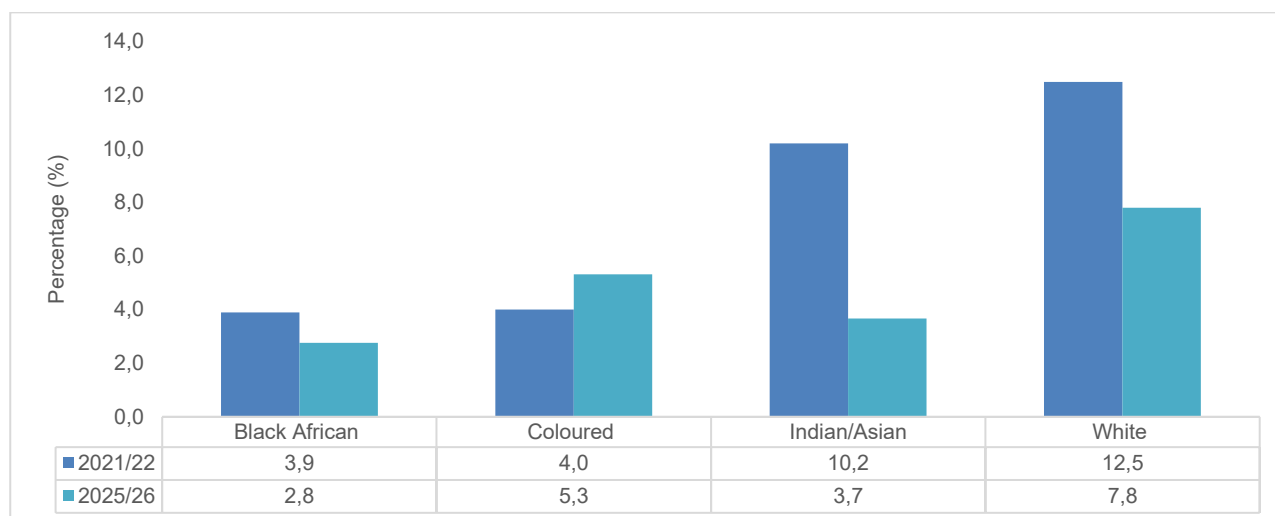


Figure 12 shows a difference in the proportion of individuals who experienced discrimination or harassment based on race in the past 12 months between population groups for the 2021/22 and 2025/26 periods. For both reporting periods, the white population group reported higher proportions of experiencing discrimination based on race compared to the other population groups. In 2021/22, they were followed by the Indian/Asian population group at 10,2% then coloured at 4,0%. In 2025/26, the order changed: the coloured (5,3%) population group reported the second-highest proportion of experiencing this type of discrimination or harassment followed by Indian/Asian at 3,7%. In both reporting periods black African population group reported lower proportions of individuals who experienced this type of discrimination or harassment.

Figure 13 – Percentage distribution of individuals who experienced discrimination or harassment based on race in the past 12 months by province, 2021/22 and 2025/26

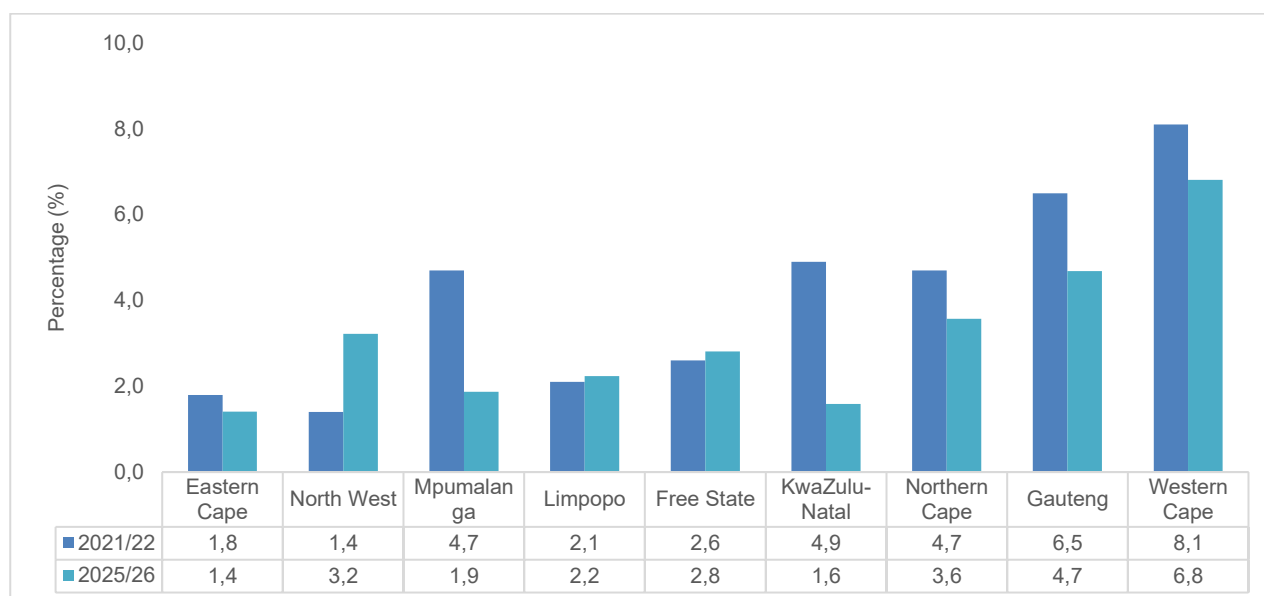


Figure 13 shows that for both reporting periods 2021/22 and 2025/26, individuals in the Western Cape reported higher proportions of experiencing discrimination or harassment based on race at 8,1% and 6,8%, respectively, followed by Gauteng. Eastern Cape province had the lowest proportions of individuals who experienced this type of discrimination in 2025/26.

Figure 14 – Percentage distribution of individuals who experienced discrimination based on Race, by metro status, 2021/22 and 2025/26

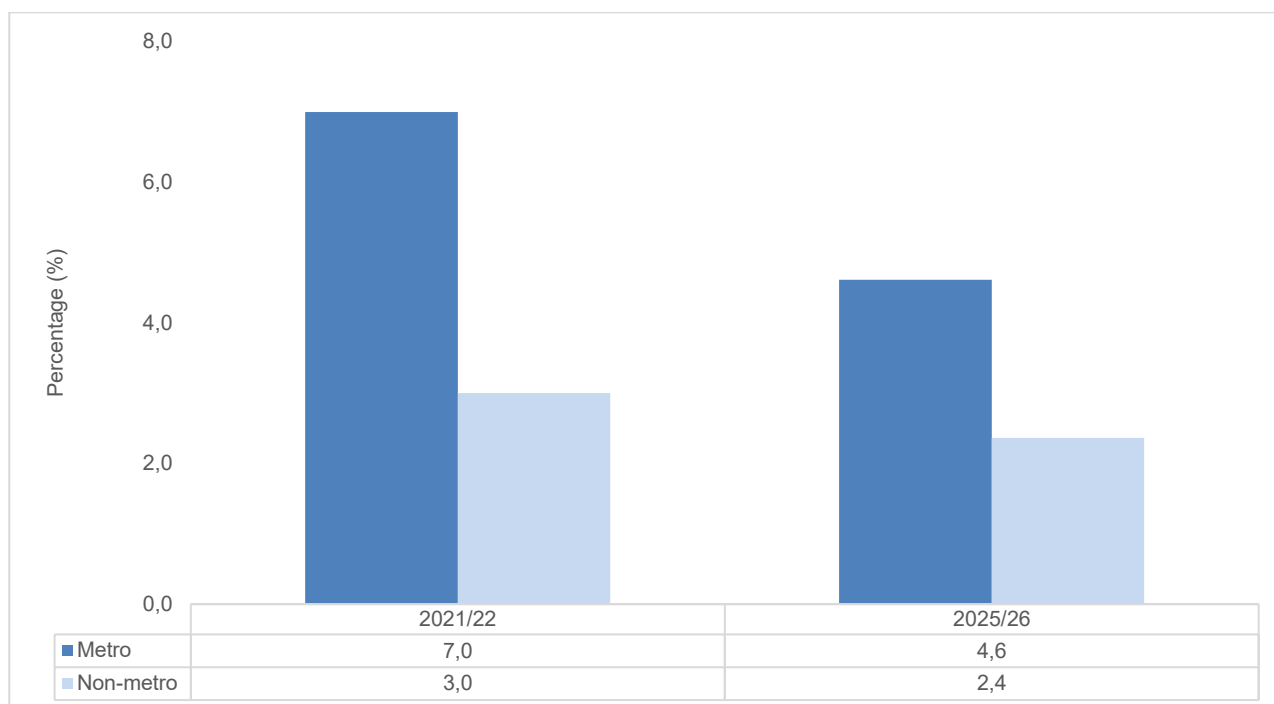


Figure 14 shows that the proportion of individuals who experienced discrimination based on race has consistently been higher in metro areas than in non-metro areas for both reporting periods. In 2021/22, individuals in metro areas who experienced this type of discrimination were at 7,0% compared to 3,0% in non-metro areas. In 2025/26, those who experienced this type of discrimination were at 4,6% in metro areas compared to 2,4% in non-metro areas.

Table 13 – Number and percentage of individuals who experienced discrimination based on nationality by demographic characteristics, 2025/26

Characteristic	2025/26	
Sex	Number (000')	Percentage
Male	369	1,7
Female	285	1,2
Population		
Black African	592	1,6
Coloured	9	0,2
Indian/Asian	28	2,1
White	26	0,7
Age		
16–34	306	1,5
35–49	271	2,1
50–64	69	0,8
65+	8	0,2
Marital status		
Married	241	2,1
Living together like husband and wife	111	2,7
Divorced	13	1,6
Separated but still legally married	3	1,0
Widowed	7	0,3

Characteristic	2025/26	
Single	279	1,1
Highest level of education		
No schooling	7	0,7
Some primary	35	1,3
Completed primary	41	2,7
Some secondary	309	1,8
Completed secondary	131	0,9
Post-school	90	1,4
Province		
Western Cape	74	1,3
Eastern Cape	20	0,5
Northern Cape	5	0,5
Free State	31	1,4
KwaZulu-Natal	35	0,4
North West	29	0,9
Gauteng	399	3,0
Mpumalanga	33	1,0
Limpopo	27	0,7
Metro status		
Metro	503	2,4
Non-metro	151	0,6

Table 13 shows the number and percentage distribution of individuals who experienced discrimination based on nationality by demographic characteristics. It shows that males (1,7%) were more likely to experience discrimination or harassment based on nationality compared to females (1,2%). The Indian/Asian population group reported higher proportions of experiencing discrimination based on nationality at 2,1%, followed by black Africans at 1,6%. Individuals aged 35–49 (2,1%), followed by those in the age group 15–34 (1,5%), were more likely to experience this type of discrimination. Individuals who have completed primary school as the highest level of qualification (2,7%) had a higher proportion of those who experienced discrimination based on nationality compared to those with other highest levels of education. Geographically, individuals in Gauteng province reported higher proportions of experiencing discrimination or harassment based on nationality at 3,0%, followed by those in Free State at 1,4%. Furthermore, those in metro areas (2,4%) reported higher proportions compared to those in non-metro areas (0,6%).

Table 14 – Number and percentage of individuals who experienced discrimination based on language by demographic characteristics, 2025/26

Characteristic	2025/26	
Sex	Number (000')	Percentage
Male	299	1,4
Female	278	1,2
Population		
Black African	463	1,3
Coloured	31	0,8
Indian/Asian	10	0,8
White	72	2,0
Age		
16–34	277	1,4
35–49	175	1,4
50–64	104	1,3
65+	20	0,5
Marital status		
Married	181	1,6
Living together like husband and wife	94	2,3
Divorced	12	1,4
Separated but still legally married	4	1,4
Widowed	15	0,6
Single	270	1,1
Highest level of education		
No schooling	11	1,0
Some primary	25	0,9
Completed primary	19	1,3
Some secondary	191	1,1
Completed secondary	176	1,1
Post-school	139	2,1
Province		
Western Cape	114	2,0
Eastern Cape	25	0,6
Northern Cape	31	3,3
Free State	15	0,7
KwaZulu-Natal	34	0,4
North West	49	1,6
Gauteng	244	1,9
Mpumalanga	37	1,1
Limpopo	29	0,7
Metro status		
Metro	346	1,6
Non-metro	231	1,0

Table 14 shows the number and percentage distribution of individuals who experienced discrimination based on language or dialect by demographic characteristics. It shows that males (1,4%) were more likely to experience discrimination or harassment based on nationality, compared to females (1,2%). The White population group reported higher proportions of experiencing discrimination based on language or dialect at 2,0%, followed by Black Africans at 1,3%. Individuals aged 35–49 and 15–34 reported higher proportions of those who experienced this type of discrimination. Those who are living together like husband and wife (2,3%), and those who completed post-school as the highest level of qualification (2,1%) had a higher proportion of

those who experienced discrimination based on language or dialect. Geographically, individuals in Northern Cape province reported a higher proportion of experiencing discrimination or harassment based on language or dialect at 3,3%, followed by those in Western Cape at 2,0%. Furthermore, those in metro areas (1,6%) reported higher proportions compared to those in non-metro areas (1,0%).

Table 15 – Number and percentage of individuals who experienced discrimination based on poverty or wealth status by sex, age group and metro status, 2021/22 and 2025/26

Characteristic	2021/22		2025/26	
	Number (000')	Percentage	Number (000')	Percentage
Sex				
Male	593	2,9	268	1,2
Female	532	2,5	208	0,9
Age group				
16–34	596	3,0	240	1,2
35–49	225	2,6	151	1,2
50–64	190	1,9	66	0,8
65+	114	3,2	20	0,5
Metro status				
Metro	467	2,4	273	1,3
Non-metro	658	2,9	204	0,8

Table 15 shows the number and percentage distribution of individuals who experienced discrimination based on poverty or wealth status for 2021/22 and 2025/26. It shows that for both periods, males were more likely to experience this type of discrimination or harassment than females. In 2021/22, those aged 65 and older (3,2%) and those in non-metro areas (2,9%) had the highest proportion of individuals who experienced discrimination or harassment based on poverty or wealth status. In 2025/26, those in age group '16–34' and '35–49' and in metro areas were more likely to experience this type of discrimination.

Figure 15 – Percentage distribution of individuals who experienced discrimination based on poverty or wealth status by highest level of education and province, 2025/26

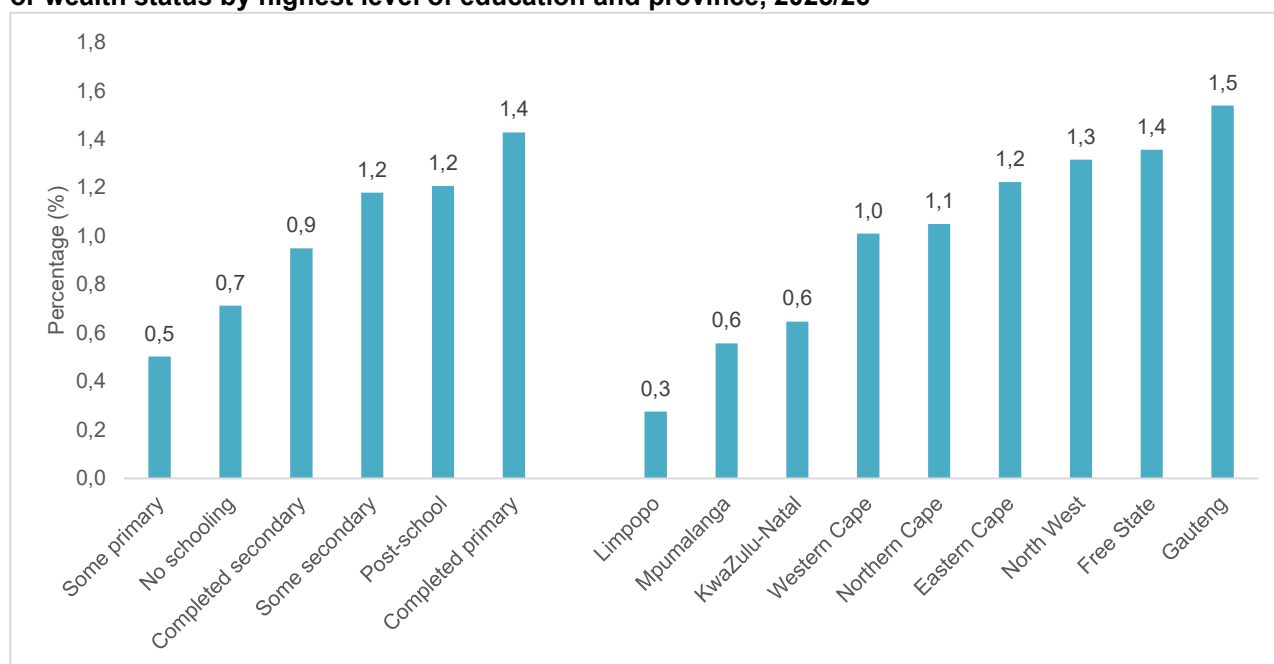


Figure 15 above shows the percentage distribution of individuals who experienced discrimination or harassment based on poverty or wealth status by highest level of education and province in 2025/26. The figure shows that individuals who completed primary (1,4%) as the highest level of education had a higher proportion of experiencing this type of discrimination compared to other levels of education, followed by those who have some secondary and post-school, both at 1,2%. Individuals in Gauteng province (1,5%) reported higher proportions of those who experienced discrimination based on poverty or wealth status, followed by those in Free State (1,4%) and North West (1,3%). Limpopo reported the lowest proportions of individuals who experienced this type of discrimination or harassment.

Figure 16 – Percentage distribution of the most recent and personally experienced type of discrimination, 2025/26

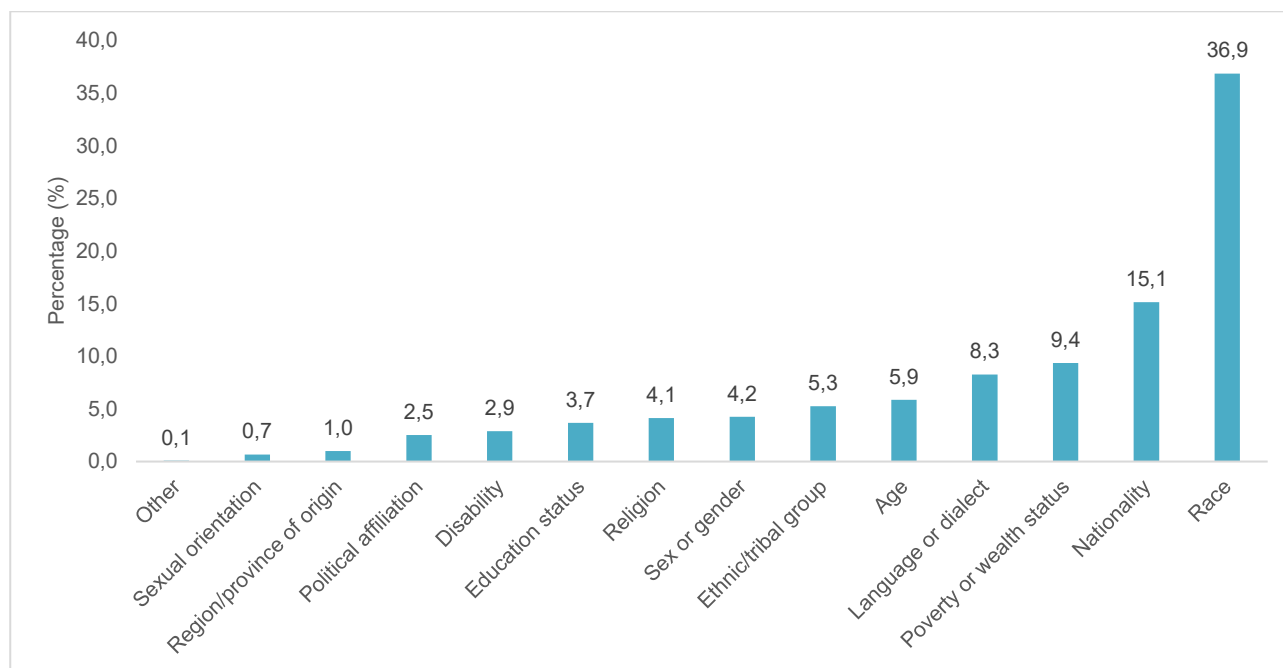


Figure 16 presents the percentage distribution of the most recent type of discrimination or harassment experienced by individuals in 2025/26. Race-based discrimination (36,9%) was the most recently experienced type of discrimination for individuals aged 16 years and older; it was more than double the proportion of the second most experienced type of recently experienced type of discrimination (nationality) at 15,1%.

Figure 17 – Percentage distribution of situation(s) where individuals experienced the most recent discrimination/harassment, 2025/26

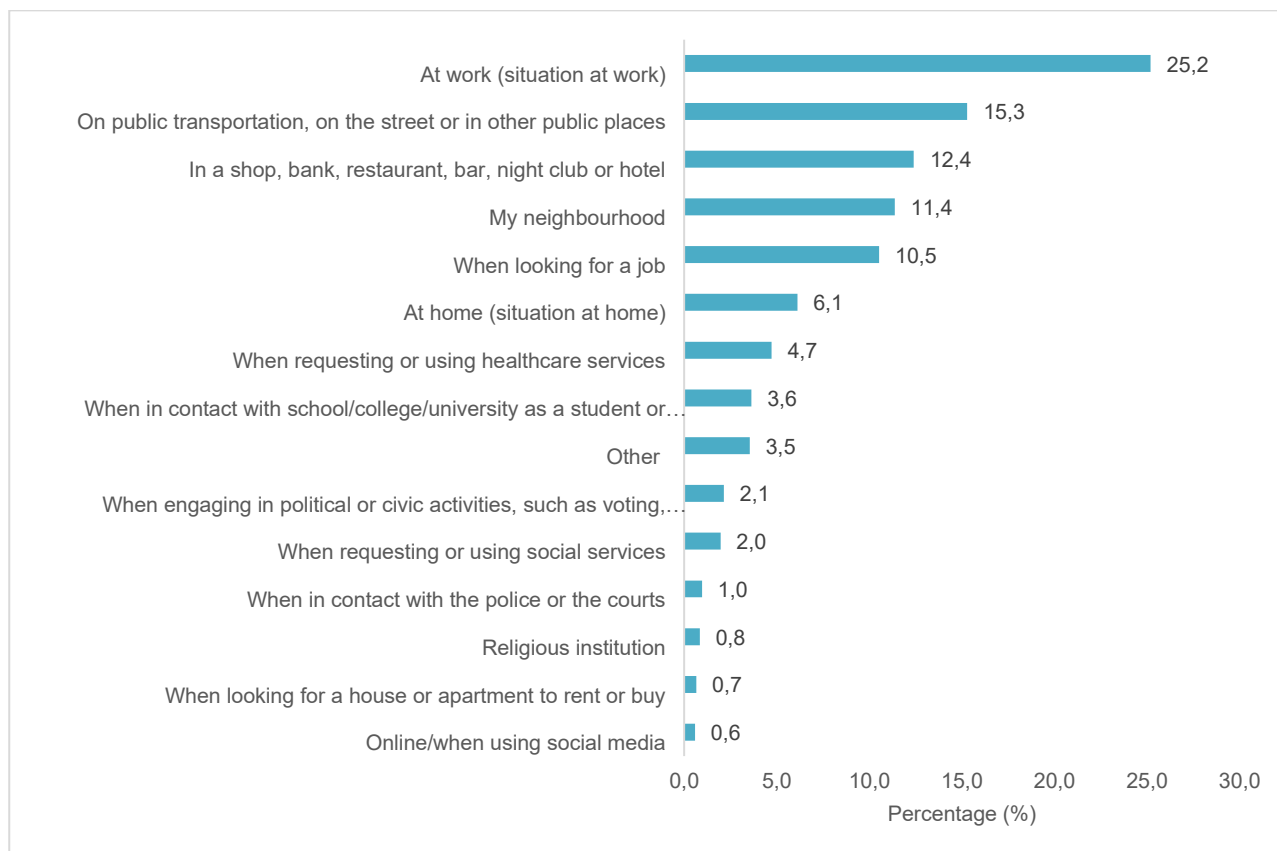


Figure 17 shows the percentage distribution of situations where individuals experienced the most recent discrimination or harassment in 2025/26. More individuals aged 16 and older experienced the most recent discrimination or harassment at work (25,2%), followed by on public transportation, on the street or in a public area (15,3%) and in a shop, bank, restaurant, bar, night club or hotel at 12,4%. The least reported place or situation where the most recent type of discrimination happened is when looking for a house or apartment to rent or buy and online/when using social media at 0,7% and 0,6% respectively.

Figure 18 – Percentage distribution of the situation(s) where individuals experienced the most recent discrimination/harassment by sex, 2025/26

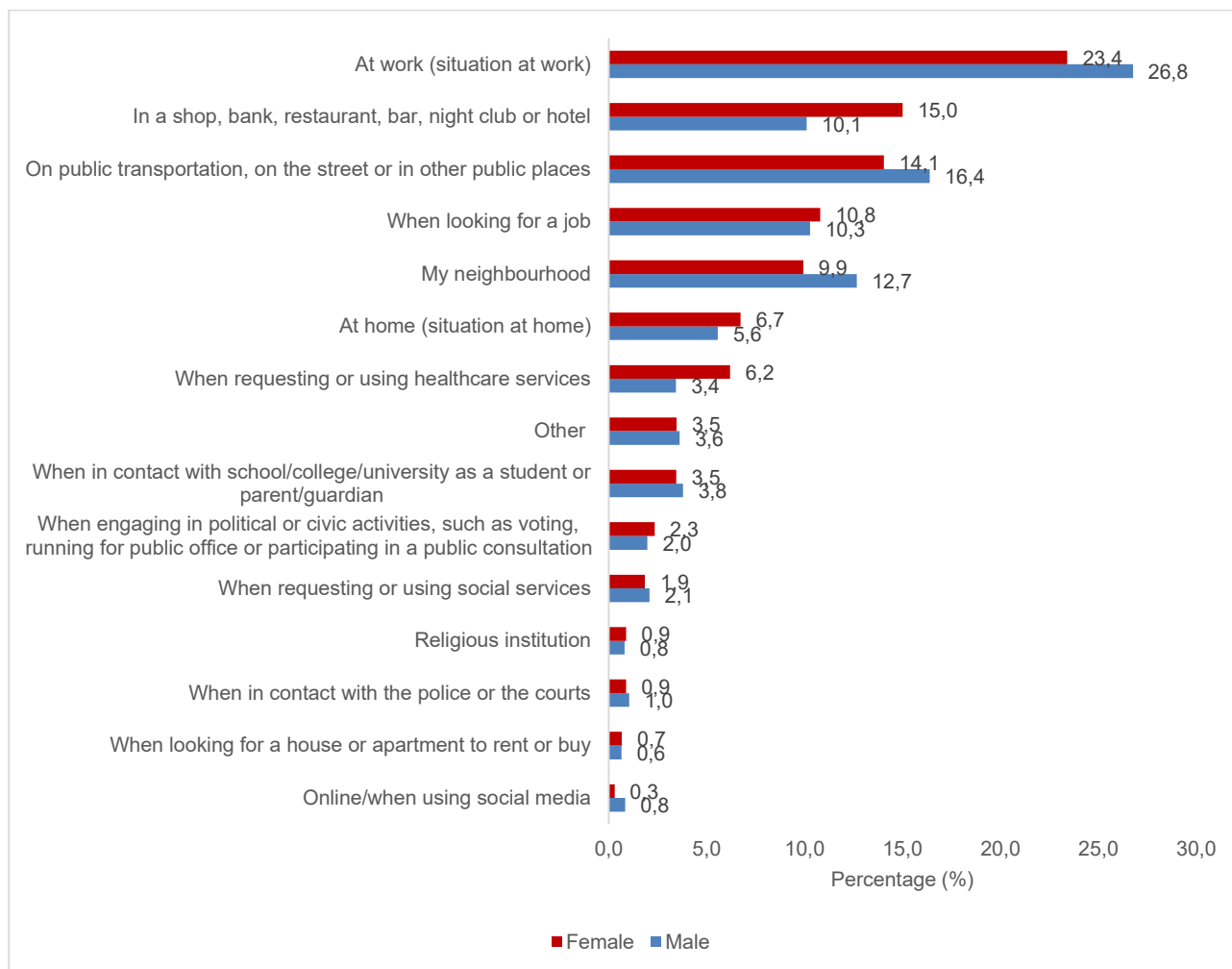


Figure 18 shows the percentage distribution of situations where the experience of the most recent discrimination occurred by sex in 2025/26. More males experienced the most recent discrimination or harassment at work (26,8%), followed by on public transportation, on the street or in other public places (16,4%) and in their neighbourhood (12,7%). Females also experienced most recent discrimination at work (23,4%), followed by in a shop, bank, restaurant, bar, night club or hotel at 15%.

Figure 19 – Percentage distribution of perpetrator(s) of the most recent discrimination experienced by individuals, 2025/26

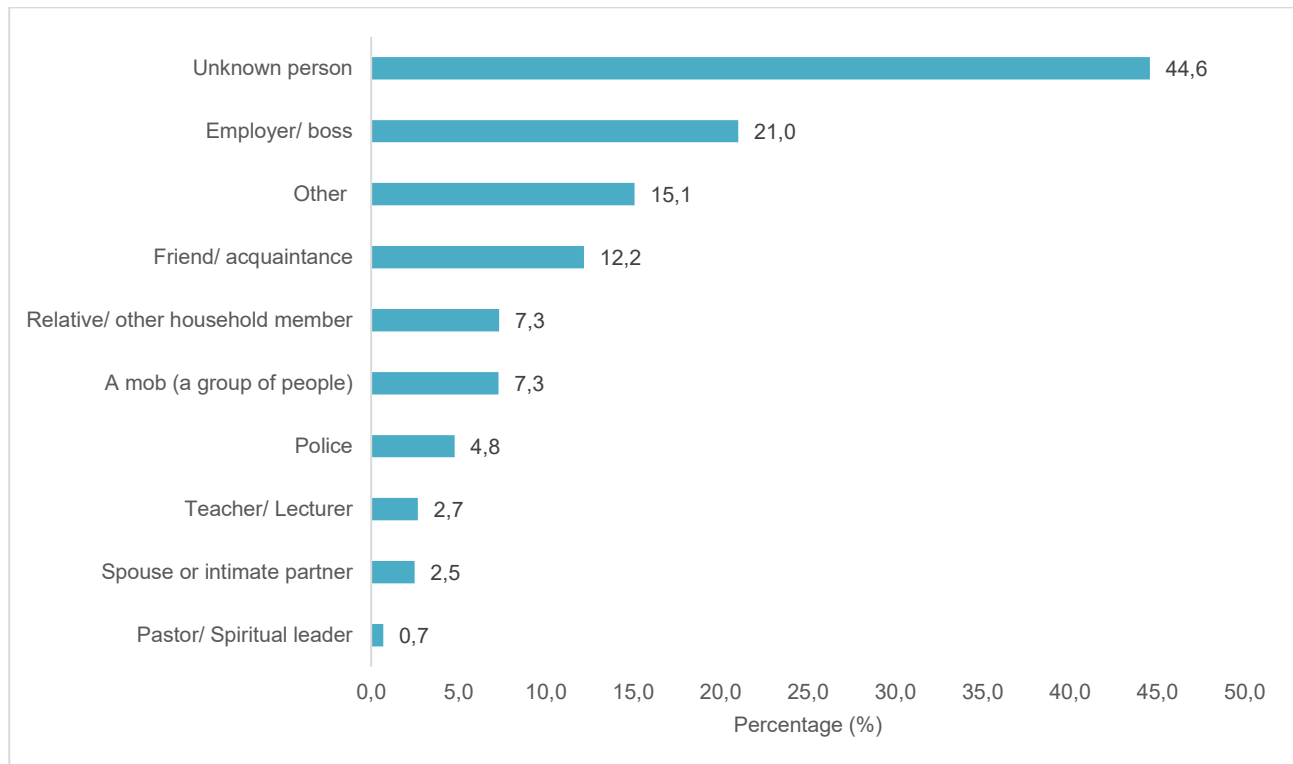


Figure 19 presents the percentage distribution of situations perpetrators of the most recent discrimination or harassment in 2025/26. Nearly 45% of perpetrators of the most recent discrimination or harassment experienced by individuals were unknown persons (44,6%), followed by employer/boss 21,0%. Pastor/spiritual leader was less likely to be reported as the perpetrator for the most recent experienced discrimination or harassment, at less than one percent (0,7%).

Figure 20 – Percentage distribution of perpetrator(s) of the most recent discrimination experienced by individuals, 2025/26

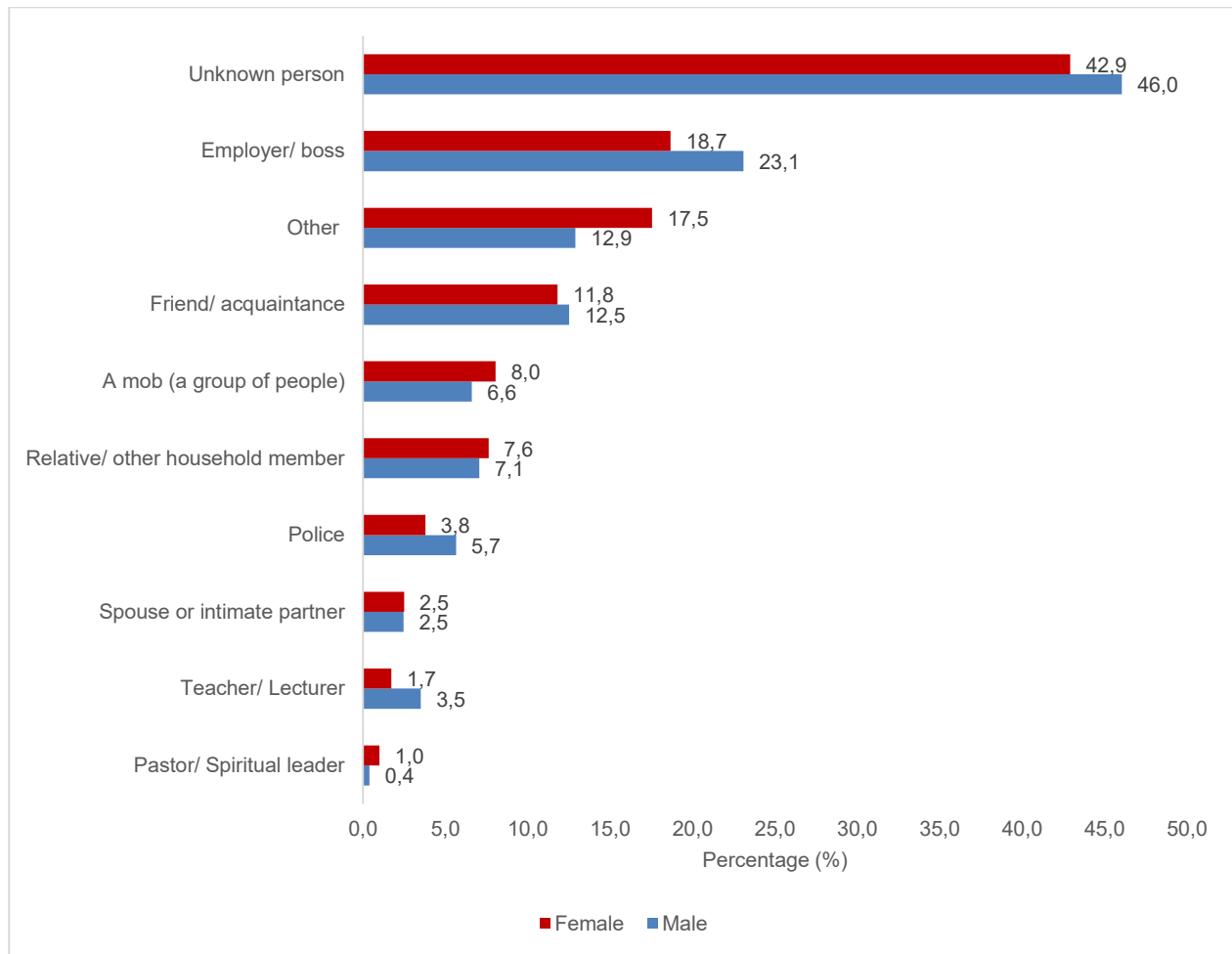


Figure 20 shows the percentage distribution of perpetrators of the most recent discrimination by sex in 2025/26. Both males (46,0%) and females (42,9%) mostly experienced the most recent discrimination or harassment from an unknown person as a perpetrator, followed by an employer/boss at 23,1% for males and 18,7% for females.

Figure 21 – Percentage distribution of institutions where the most recent experienced discrimination by individuals were reported, 2025/26

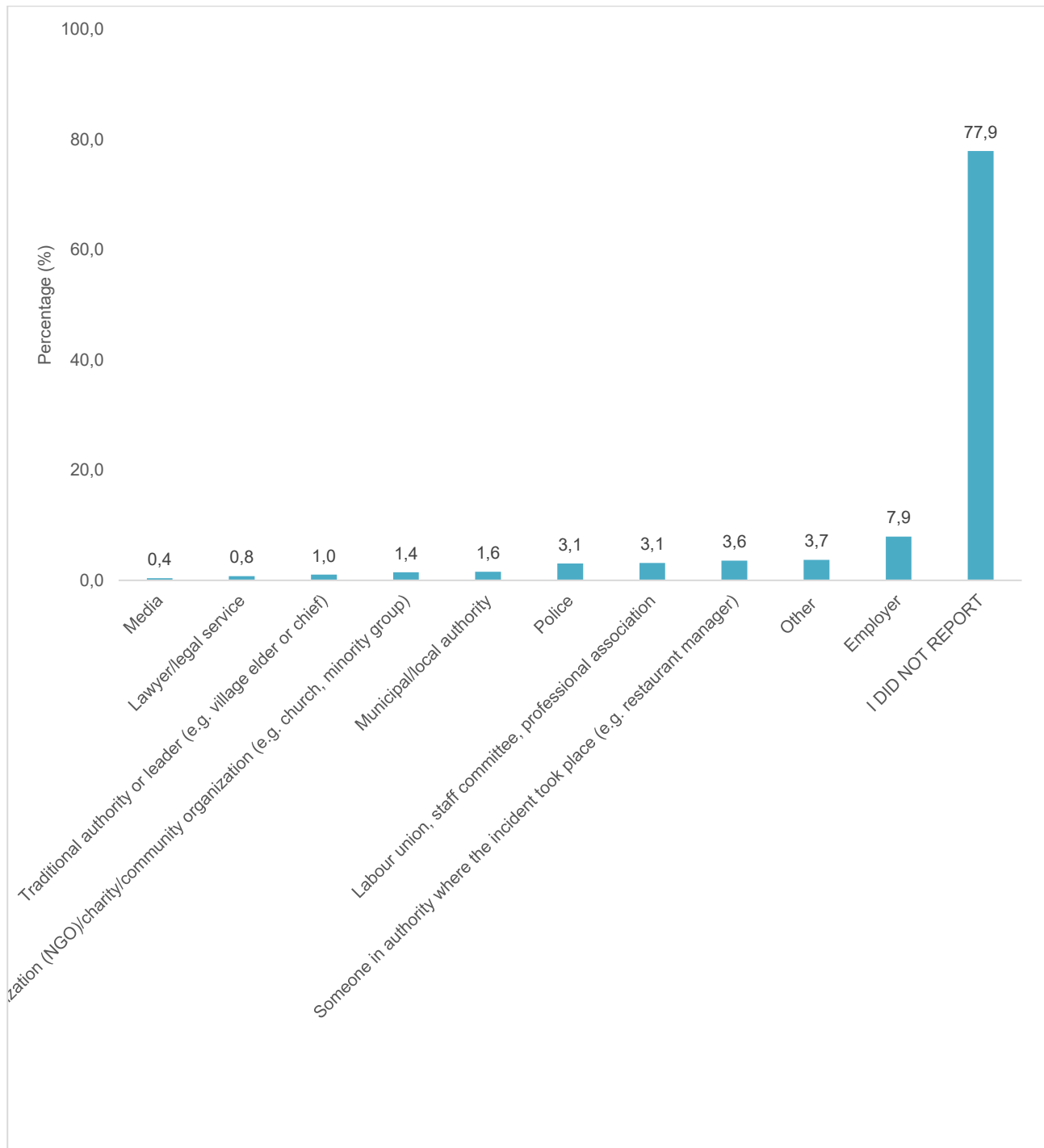


Figure 21 shows the percentage distribution of institutions where the most recent experiences of discrimination or harassment were reported by individuals in 2025/26. The majority of individuals (77,9%) did not report the most recent discrimination experienced in 2025/26. Media (0,4%) is the least mentioned institution where recent discrimination was reported, at less than one percent.

Figure 22 – Percentage distribution of reasons why the most recent experienced individual discrimination was not reported, 2025/26



Figure 22 shows the percentage distribution of reasons why individuals did not report the most recent experienced discrimination or harassment in 2025/26. The most stated reason for not reporting the most recent discrimination experienced was that 'nothing would happen or change by reporting the incident' at 31,8%, followed by 'I was afraid of not being treated properly' at 12,4% and I didn't know it was a crime at 12,2%. The least stated reason for not reporting was language difficulties at 0,3%.

Figure 23 – Percentage distribution of reasons why the most recent experienced individual discrimination was not reported by sex, 2025/26

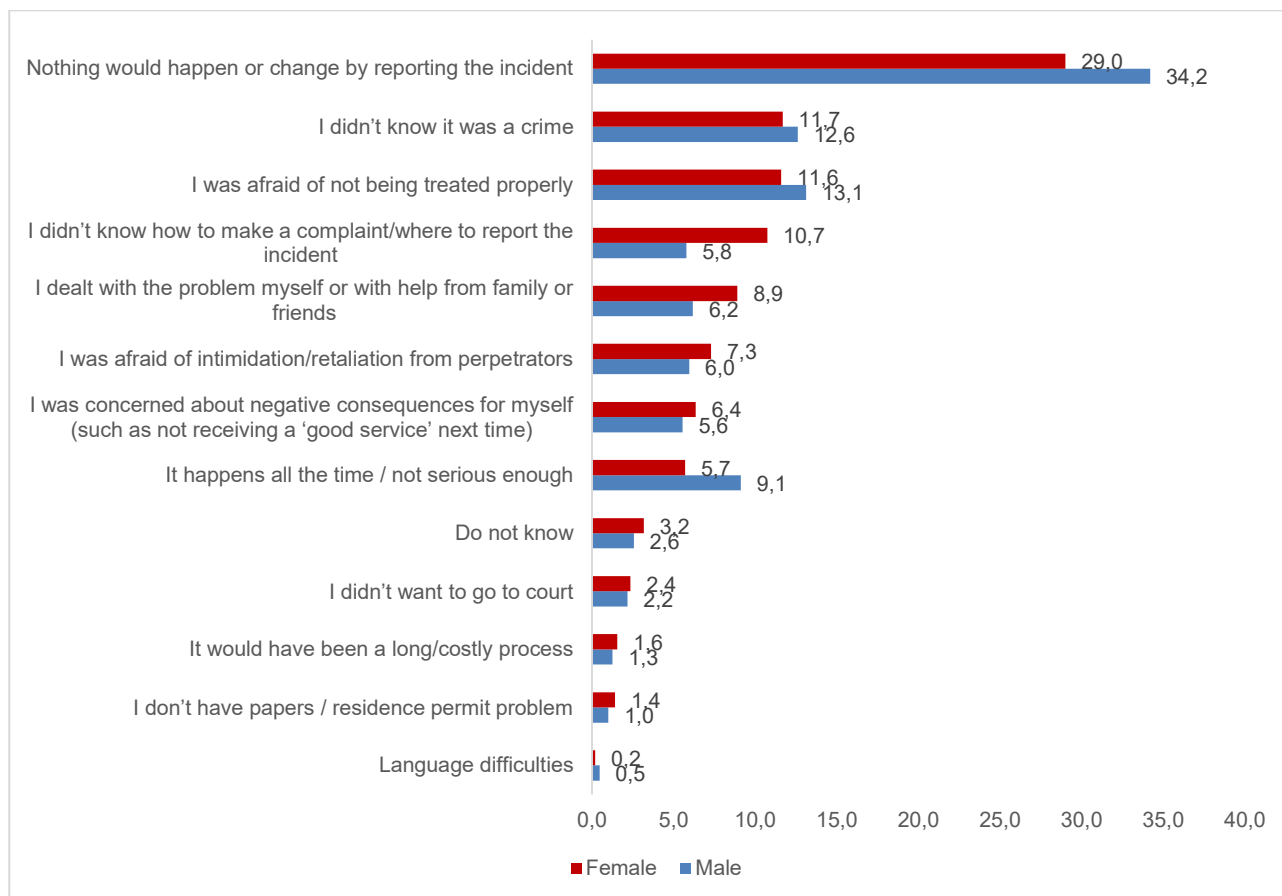


Figure 23 shows the percentage distribution of reasons why individuals did not report the most recent experienced discrimination or harassment by sex in 2025/26. More males (34,2%) reported higher proportions of those who stated the reason for not reporting the most recent discrimination or harassment was 'nothing would happen or change by reporting the incident' compared to females (29,0%). Other reasons where males had higher proportions were: 'I didn't know it was a crime', 'I was afraid of not being treated properly' and 'it happens all the time/ not serious enough'.

Figure 24 – Percentage of satisfaction with response after reporting and counselling received after experiencing most recent individual discrimination, 2025/26

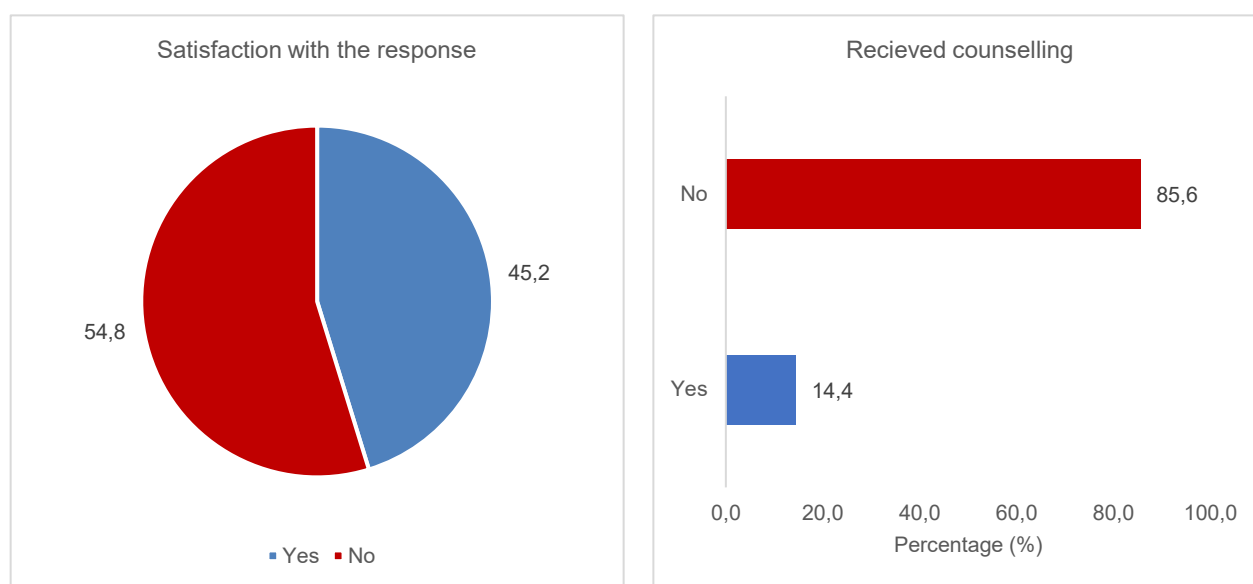


Figure 24 shows the satisfaction of individuals with the response they got after reporting the most recent experience of discrimination and whether they received counselling after the incident in 2025/26. More than half (54,8%) reported that they were not satisfied with the response after reporting the most recent discrimination experienced in 2025/26, and only 14,4% said they received counselling after experiencing the most recent type of discrimination or harassment.

3.4 Summary

The results showed that individuals aged 16 years and older were satisfied with their lives, while the percentage of individuals who were very proud to be South African decreased from 51,9% in 2018/19 to 38,8% in 2025/26. Awareness of the Constitution decreased between 2021/22 (82,6%) and 2025/26 (76,6%), while awareness of the Bill of Rights increased sharply from 13,5% in 2021/22 to 66,7% in 2025/26. Religious freedom and political freedom had the highest percentages of individuals who thought that rights were respected in South Africa, while equality before the law had the lowest. A higher percentage of individuals showed kindness towards an individual of a different racial group than those who received kindness.

Race is the most common form of discrimination or harassment personally experienced by individuals in the past 12 months for all the reporting periods, at 6,8% in 2018/19 and 4,8% in 2021/22, and 3,4% in 2025/26. Even though race has consistently been the most experienced type of discrimination or harassment from 2018/19 to 2025/26, it has been consistently decreasing through the three reporting periods. The second most experienced discrimination or harassment in 2025/26 is based on nationality (1,4%), which is different from the previous most experienced, which was based on poverty or wealth status at 2,7%. The second most experienced discrimination or harassment in 2025/26 is based on nationality (1,4%), which is different from the previous most experienced, which was based on poverty or wealth status at 2,7%.

More individuals aged 16 and older experienced the most recent discrimination or harassment at work (25,2%), followed by on public transportation, on the street or in a public area (15,3%) and in a shop, bank, restaurant, bar, night club or hotel at 12,4%. Both males (46,0%) and females (42,9%) mostly experienced the most recent discrimination or harassment from an unknown person as a perpetrator, followed by an employer/boss at 23,1% for males and 18,7% for females.

The majority of individuals (77,9%) did not report the most recent discrimination experienced in 2025/26. The most stated reason for not reporting the most recent discrimination experienced was that 'nothing would happen or change by reporting the incident' at 31,8%, followed by 'I was afraid of not being treated properly' at 12,4% and I didn't know it was a crime at 12,2%.

4. Individual experience of disputes and problems

Whereas the Victims of Crime Survey focused on the experiences of households and individuals on problems relating to criminal law, this chapter is concerned with disputes and problems relating to civil law or justiciable problems. According to the Organisation for Economic Co-operation and Development (OECD) and the Open Society Foundation, the term "justiciable" is used to describe problems that raise legal issues, whether this is recognised by those facing them and whether lawyers or legal processes are invoked in any action taken to deal with them. The OECD and Open Society Foundation framework was used to guide questionnaire development and data analysis for this section. According to the Handbook on Governance Statistics (Praia Group, 2020), a dispute can be understood as a justiciable problem between individuals or between individual(s) and an entity. Justiciable problems can be seen as the ones giving rise to legal issues, whether the problems are perceived as being "legal" by those who face them, and whether any legal action was taken as a result of the problem. Survey results reported in this chapter will assist policymakers and non-governmental organisations in identifying unmet legal and justice needs, understanding the impact of these needs on the lives of affected people and understanding the working of various models of assistance.

4.1 Disputes and problems usually encountered by people in South Africa

Section 4.1 focuses on the experience of disputes, the magnitude, the type and the dispute resolutions by individuals 16 years and older in South Africa.

Table 16 – Number and percentage of individuals who experienced number of disputes/ problems in the past two years, 2018/19, 2021/22 and 2025/26

Number of disputes experienced	2018/19		2021/22		2025/26	
	Number (000')	Percentage	Number (000')	Percentage	Number (000')	Percentage
0	35 121	88,1	33 160	79,0	32 628	72,2
1	3 109	7,8	5 294	12,6	6 000	13,3
2	817	2,0	1 933	4,6	2 714	6,0
3	306	0,8	806	1,9	1 621	3,6
4	161	0,4	431	1,0	867	1,9
5	133	0,3	193	0,5	443	1,0
6	43	0,1	87	0,2	244	0,5
7	59	0,1	47	0,1	172	0,4
8	40	0,1	7	0,0	109	0,2
9 or more	86	0,2	16	0,0	365	0,8

Table 16 presents the number and percentage of individuals aged 16 years and older who experienced one or more disputes/problems during the past three reporting periods: 2018/19, 2021/22, and 2025/26. Over these reporting periods, the overall experience of at least one or more disputes increased, with the proportion of individuals experiencing one or more disputes nearly doubling from 11,9% in 2018/19 to 21,0% in 2021/22, before reaching 27,8% in 2025/26.

Figure 25 – Percentage distribution of individuals who experienced at least one type of dispute by marital status, 2018/19, 2021/22 and 2025/26

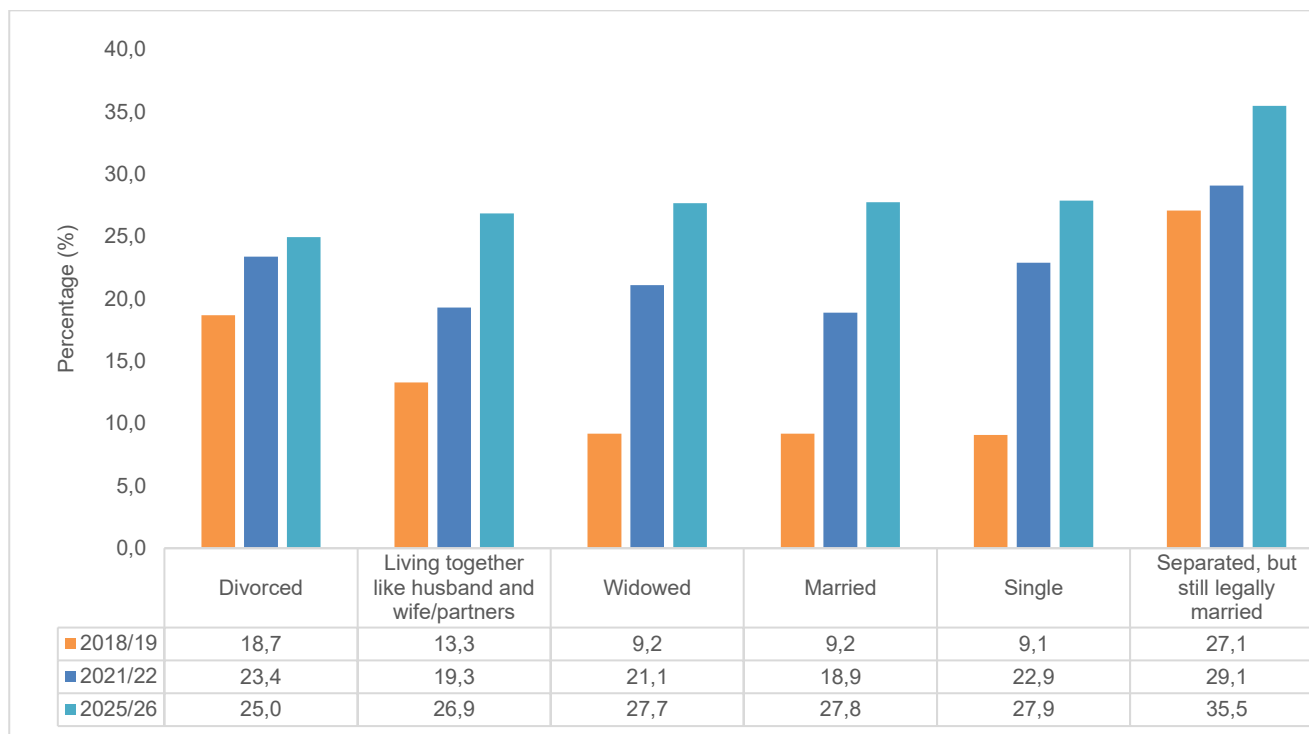


Figure 25 shows the percentage of individuals who experienced at least one dispute by marital status during 2018/19, 2021/22, and 2025/26. Individuals who are separated but still legally married consistently recorded the highest proportion of individuals experiencing at least one dispute in all three reporting periods, rising steadily from 27,1% in 2018/19 to 29,1% in 2021/22, until reaching 35,5% in 2025/26. This is followed by those who are single, from 9,1% in 2018/19 to 22,9% in 2021/22, before increasing further to 27,9% in 2025/26.

Figure 26 – Percentage distribution of individuals who experienced at least one type of dispute by province, 2018/19, 2021/22, and 2025/26

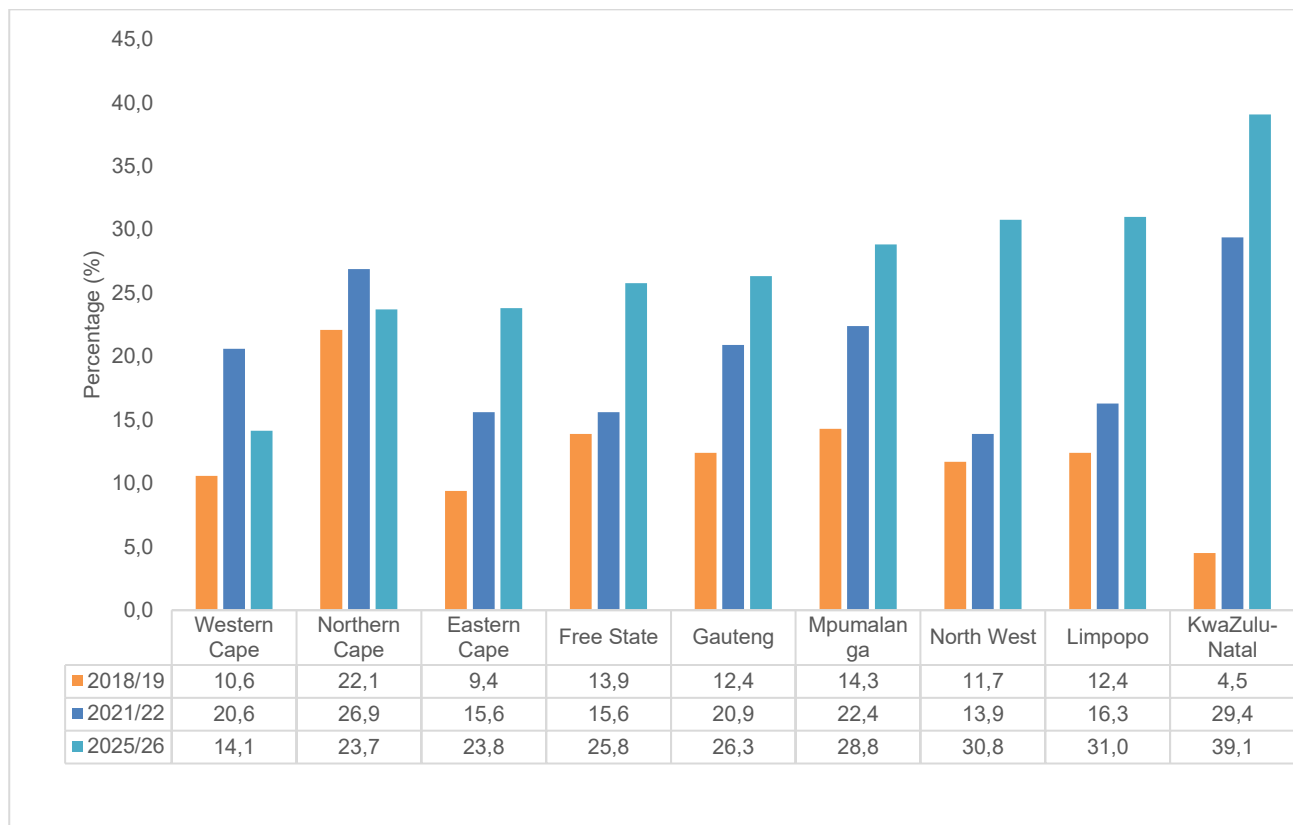


Figure 26 shows that in 2018/19, KwaZulu-Natal province had the lowest percentage of those who experienced at least one dispute, while Northern Cape had the highest proportion. The pattern was different for the 2021/22 period, with North West province having the lowest proportion (13,9%) of individuals who experienced at least one dispute, while KwaZulu-Natal had the highest proportion (29,4%). In 2025/26, Western Cape has the lowest percentage of those who experienced at least one dispute, while KwaZulu-Natal has the highest proportion (39,1%).

Figure 27 – Percentage of those who experienced at least one type of dispute by metro status, 2018/19, 2021/22 and 2025/26

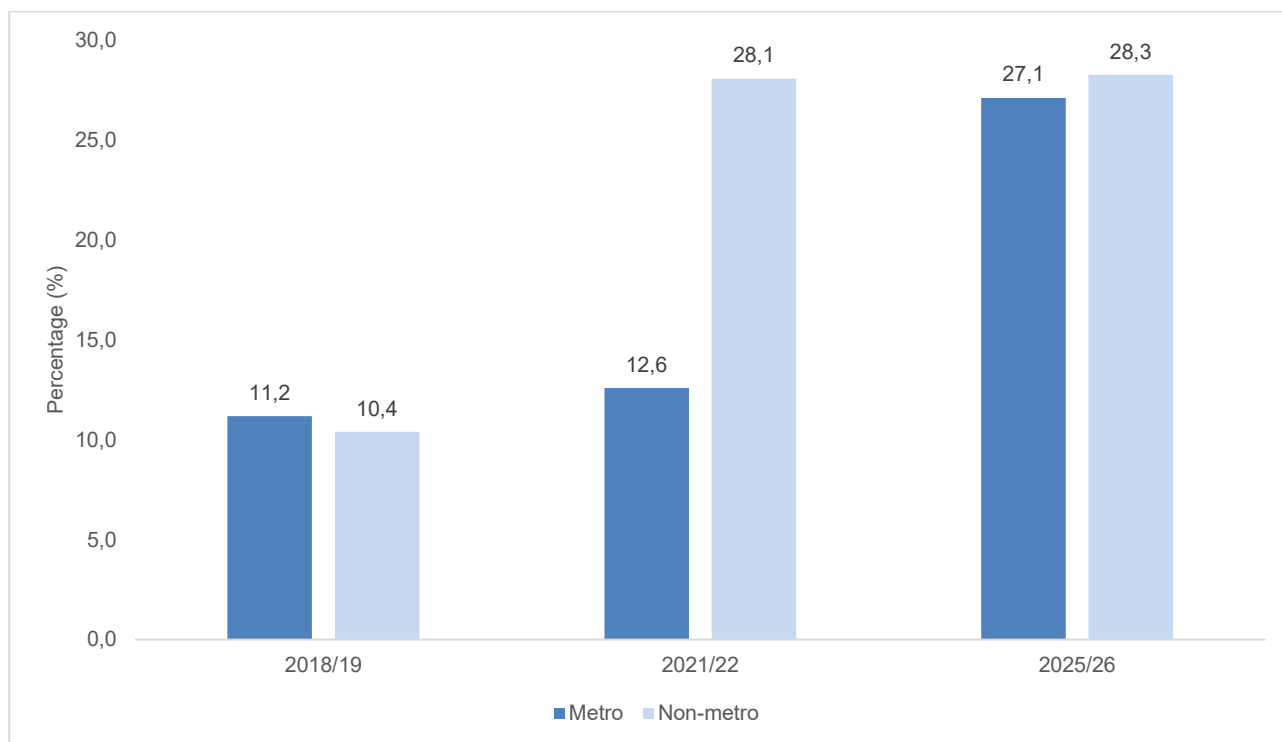


Figure 27 shows the proportion of individuals who experienced at least one dispute by metro status for 2018/19, 2021/22, and 2025/26. The proportion of individuals experiencing at least one dispute increased in both metro and non-metro areas. In non-metro areas, the experience of dispute sharply increased from 10,4% in 2018/19 to 28,1% in 2021/22 and slightly increased to 28,3% in 2025/26. In metro areas, the proportion increased from 11,2% in 2018/19 to 12,6% in 2021/22 and further sharply increased to 27,1% in 2025/26.

Figure 28 – Percentage distribution of individuals who experienced at least one type of dispute by sex, 2021/22 and 2025/26

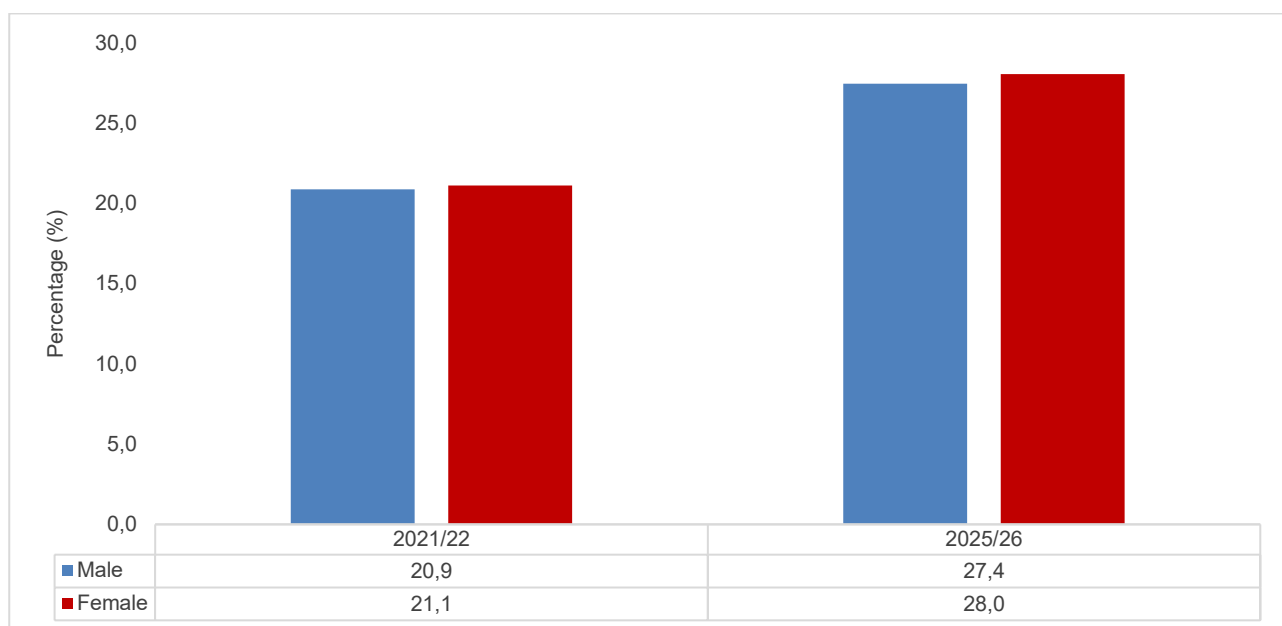


Figure 28 illustrates the proportion of individuals who experienced at least one type of dispute by sex between 2021/22 and 2025/26. The figure indicates an increase in the number of individuals who experienced at least one dispute, with male and female experiences being almost equal from 2021/22 to 2025/26. The experience

of disputes increased by over six percentage points for both sexes, increasing from 20,9% to 27,4% for males and from 21,1% to 28,0% for females.

Figure 29 – Percentage distribution of individuals who experienced at least one type of dispute by age group, 2018/19, 2021/22 and 2025/26

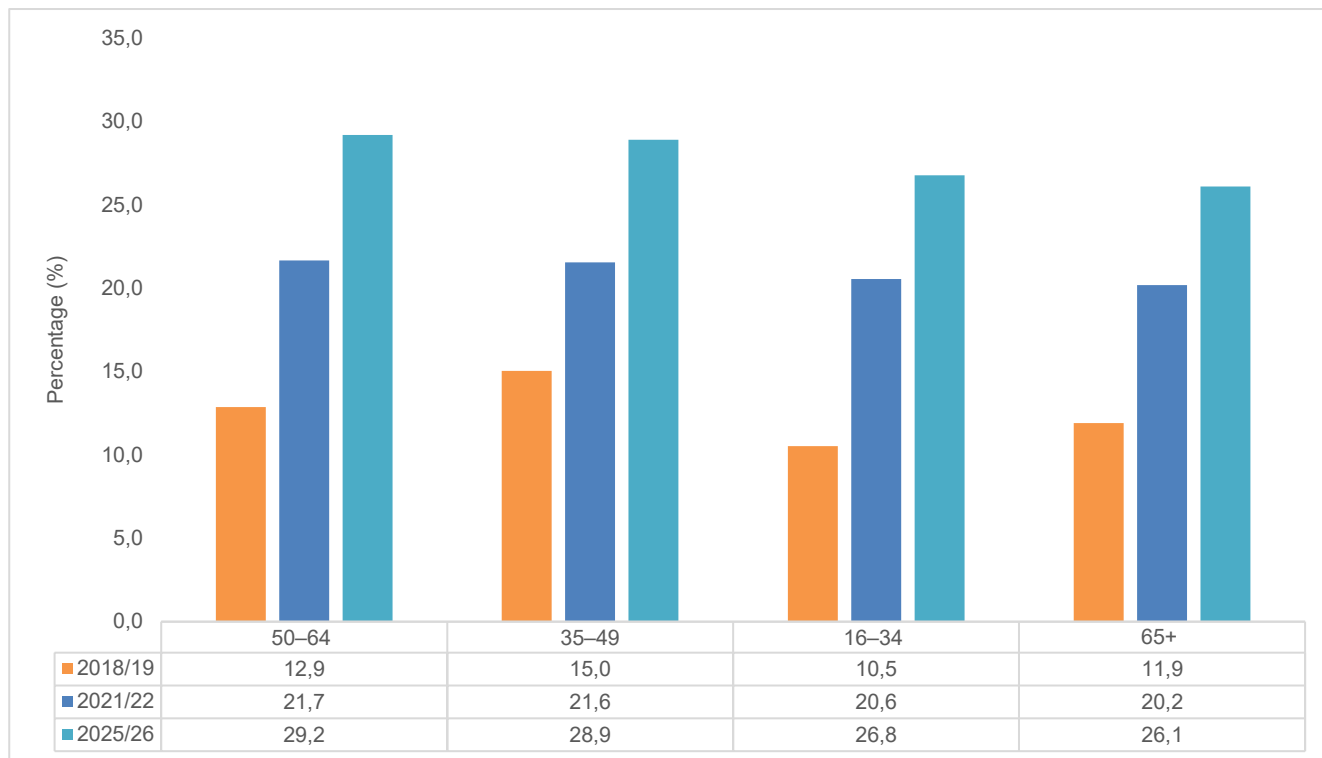


Figure 29 shows the proportion of individuals who experienced at least one dispute by age group in 2018/19, 2021/22, and 2025/26. The experience of disputes increased in all age groups over the three reporting periods. In 2025/26, those aged 50–64 recorded the highest number of disputes experienced at 29,2%, increased from 12,9% in 2018/19 and 21,7% in 2021/22. Similarly, youth aged 16–34 also recorded an increase in dispute experience in 2025/26 (26,8%), compared with 20,6% in 2021/22 and 10,5% in 2018/19).

Figure 30 – Percentage distribution of individuals who experienced at least one type of dispute by population group, 2021/22 and 2025/26

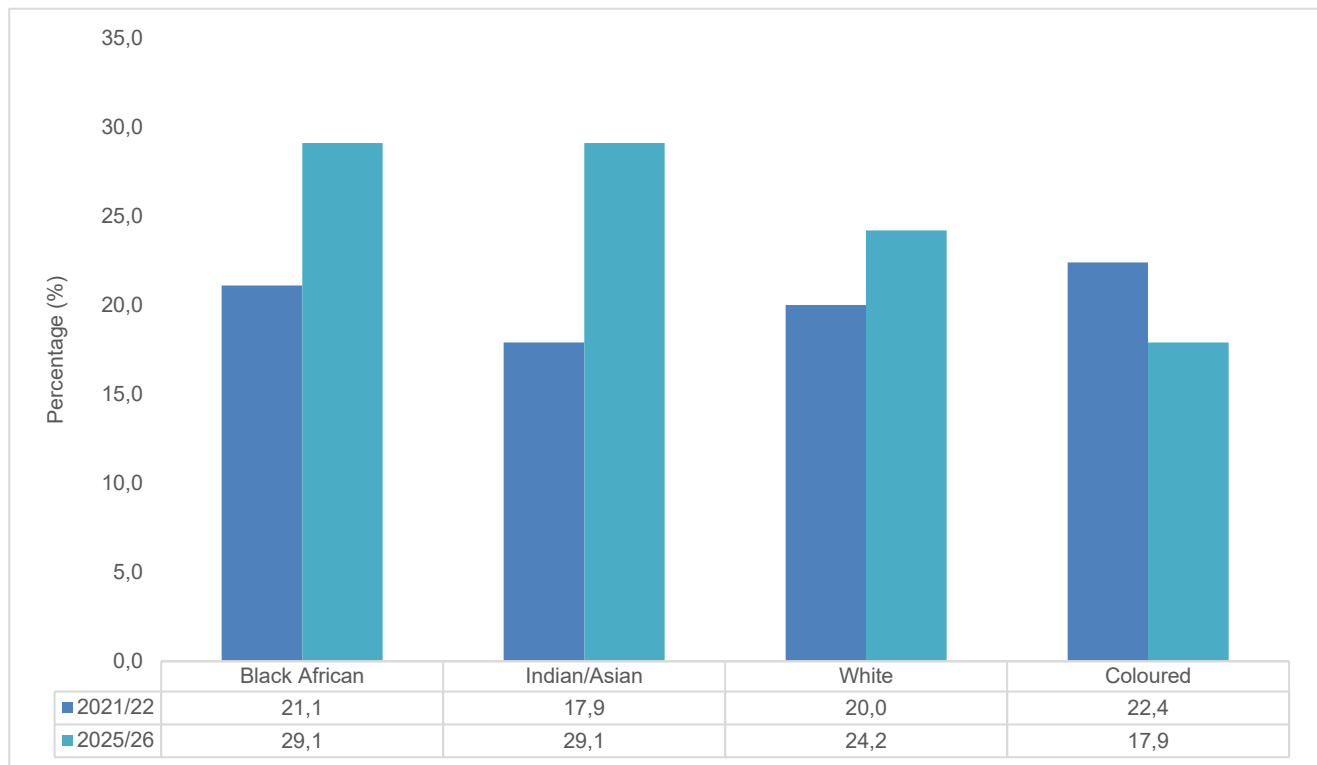


Figure 30 shows the proportion of individuals who experienced at least one type of dispute by population group for the 2021/22 and 2025/26 reporting periods. In 2025/26, the Black African and Indian/Asian population groups recorded the highest experience of disputes, both at 29,1%. A higher increase is observed for the Indian/Asian population group, increasing by 11,2 percentage points from 17,9% in 2021/22 to 29,1% in 2025/26. In contrast, the Coloured population group was the only group to experience a decrease, decreasing from 22,4% in 2021/22 to 17,9% in 2025/26.

Figure 31 – Percentage distribution of individuals who experienced at least one type of dispute by highest level of education, 2021/22 and 2025/26

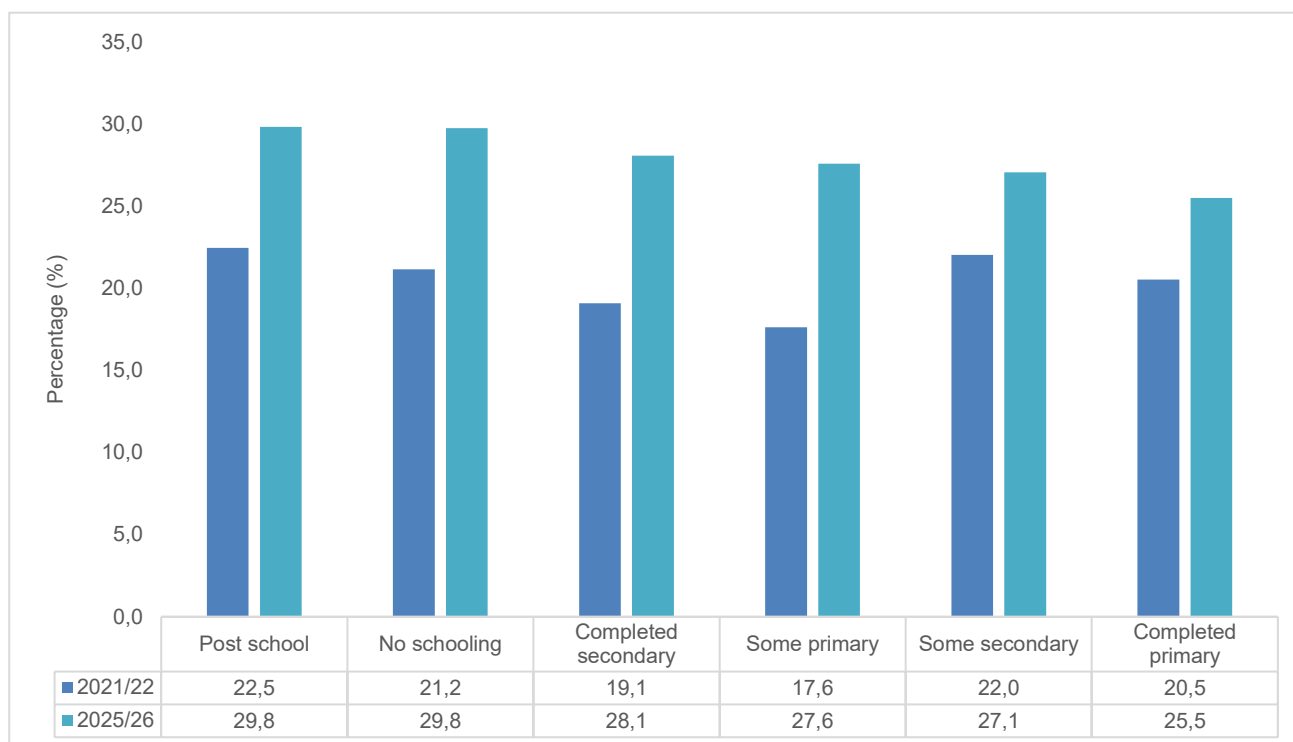


Figure 31 shows the proportion of individuals who experienced at least one type of dispute by the highest level of education in the 2021/22 and 2025/26 reporting periods. In 2025/26, those with post-school as their highest level of education and those with no schooling recorded the highest number of dispute experiences, both at 29,8%. In 2025/26, they were closely followed by individuals who completed secondary education at 28,1% (increased from 19,1% in 2021/22). Those with some primary education at 27,6% (increased from 17,6% in 2021/22), and those with some secondary education at 27,1% (increased from 22,0% in 2021/22).

Table 17 – Number and percentage of individuals who experienced disputes/ problems in the past two years, 2021/22 and 2025/26

Type of dispute or problem	2021/22		2025/26	
	Number (000')	Percentage	Number (000')	Percentage
Disruptions of supply of utilities (e.g. water, electricity)	817	1,9	7 886	17,5
Poor services from government or business	4 221	10,1	4 904	10,9
Lack of access to water, sanitation, electricity, housing	1 320	3,2	4 396	9,7
Corruption or bribery or nepotism by government	1 224	2,9	1 919	4,3
Dispute/problem with neighbour(s)	1 626	3,9	1 710	3,8
Unpaid debt by friends or non-family individuals	1 096	2,6	1 548	3,4
Unfair employment practices	885	2,1	1 244	2,8
Unauthorised deductions from bank account by a business	265	0,6	1 132	2,5
Unfair utility bills	117	0,3	1 107	2,5
Violence against women	947	2,3	1 020	2,3
Unfair charges or fees by company, business or bank	347	0,8	875	1,9

Child support or maintenance	556	1,3	807	1,8
Medical malpractice by health institution or officials	63	0,2	744	1,6
Family property ownership (includes land, house, cars)	625	1,5	738	1,6

Table 17 shows the number and percentage of individuals aged 16 years and older who experienced disputes or problems in the past two years between 2021/22 and 2025/26. The most notable increase was experiencing disputes or problems related to disruptions of the supply of utilities, rising from 1,9% in 2021/22 to 17,5% in 2025/26. This was followed by those who experienced disputes or problems related to poor service from government and business, increasing from 10,1% in 2021/22 to 10,9 in 2025/26. In 2025/26, 9,7% of individuals experienced disputes or problems related to a lack of access to water, sanitation, electricity, or housing. Furthermore, about 2,3% experienced disputes or problems related to domestic violence against women.

Figure 32 – The top ten most recent disputes or problems, 2025/26

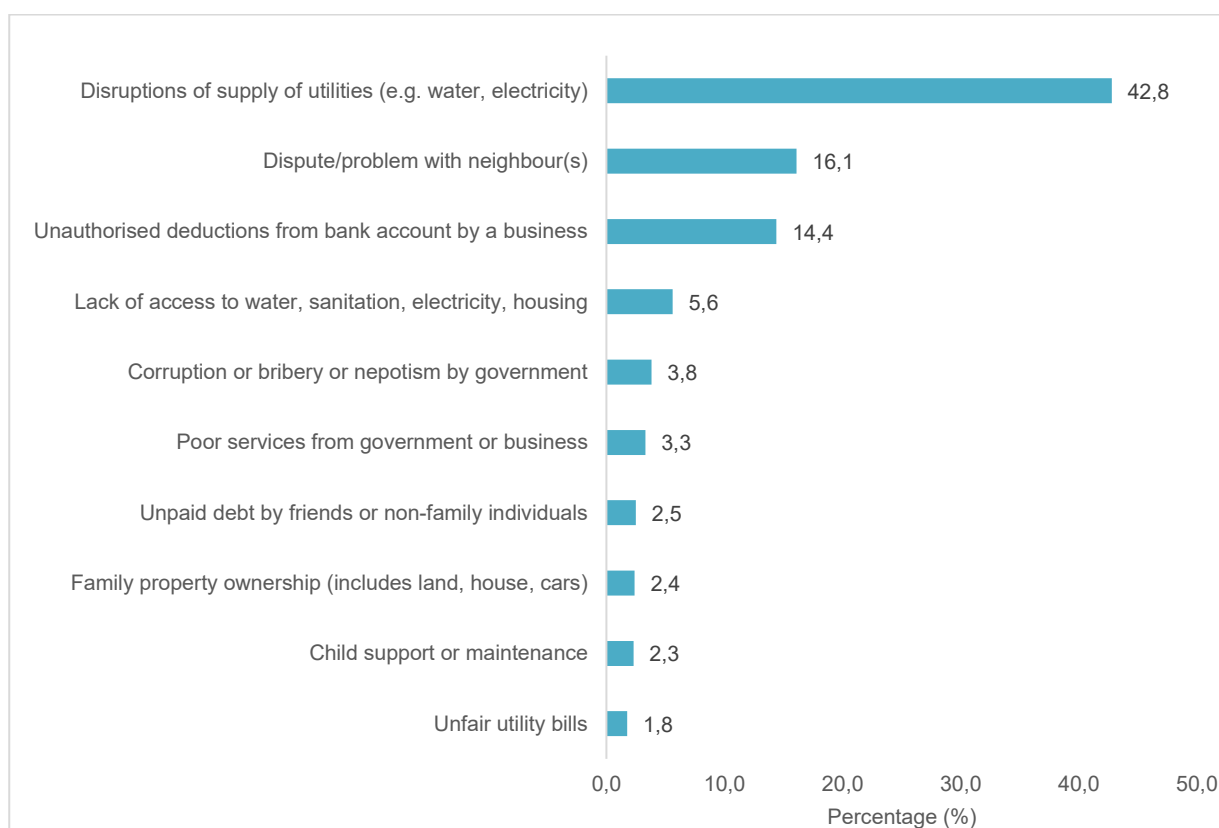


Figure 32 shows the percentage distribution of the most recent disputes/problems, focusing on the top ten most recent disputes or problems. It shows that 42,8% of the individuals aged 16 years and older experienced disruption of the supply of utilities, followed by dispute/problem with neighbour(s) 16,1% and unauthorised deductions from a bank account by a business at 14,4%.

Table 18 – Top ten most recent disputes or problems experienced by males and females, 2025/26

Most recent disputes or problems (Females)	Most recent disputes or problems (Males)
Disruptions of supply of utilities (e.g. water, electricity)	Disruptions of supply of utilities (e.g. water, electricity)
Lack of access to water, sanitation, electricity, housing	Lack of access to water, sanitation, electricity, housing
Poor services from government or business	Poor services from government or business
Dispute/problem with neighbour(s)	Dispute/problem with neighbour(s)
Unpaid debt by friends or non-family individuals	Unpaid debt by friends or non-family individuals
Corruption or bribery or nepotism by government	Corruption or bribery or nepotism by government
Unauthorised deductions from bank account by a business	Unauthorised deductions from bank account by a business
Child support or maintenance	Unfair utility bills
Unfair employment practices	Unfair employment practices
Unfair utility bills	Family property ownership (includes land, house, cars)

Table 18 shows the most recent disputes experienced by both males and females in 2018/19. The disputes are ranked from highest to lowest for both males and females. The top 10 disputes are the same, except for two: 'Child support or maintenance,' which is in the top ten disputes experienced for females but not males, and 'Family property ownership (includes land, house, cars),' which is in the top ten disputes experienced for males but not females. Both females and males ranked disruptions of supply of utilities (e.g., water, electricity) as the top recent dispute experienced.

Table 18a – Top ten most recent disputes or problems experienced by males and females, 2021/22

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

Table 18a shows the most recent disputes experienced by both males and females in 2021/22. The disputes are ranked from highest to lowest for both males and females. The top 10 disputes are the same, except for 'corruption or bribery or nepotism by government officials', which is in the top ten disputes experienced by females and not in males, while 'unpaid debt by family or relatives' is in the top ten disputes experienced by males but not in the top ten for females. The ranking of the top ten disputes is different. Both females and males ranked poor service by government as the top recent dispute experienced.

Table 18b – Top ten most recent disputes or problems experienced by males and females, 2018/19

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

Table 18b shows the most recent disputes experienced by both males and females in 2018/19. The disputes are ranked from highest to lowest for both males and females. The top 10 disputes are the same, except for 'corruption or bribery or nepotism by government officials', which is in the top ten disputes experienced by females and not in males, while 'unpaid debt by family or relatives' is in the top ten disputes experienced by males but not in the top ten for females. The ranking of the top ten disputes is different. Both females and males ranked poor service by government as the top recent dispute experienced.

4.2 How people handle disputes and problems

Problem-solving behaviour is a key focus of legal needs surveys. How do affected parties begin the journey towards resolving a dispute or problem they are facing. A natural first step would be to try to gather information about the dispute/problem.

Figure 33 – Percentage distribution of individuals who used specified institutions to seek help to resolve their dispute, 2018/19, 2021/22 and 2025/26

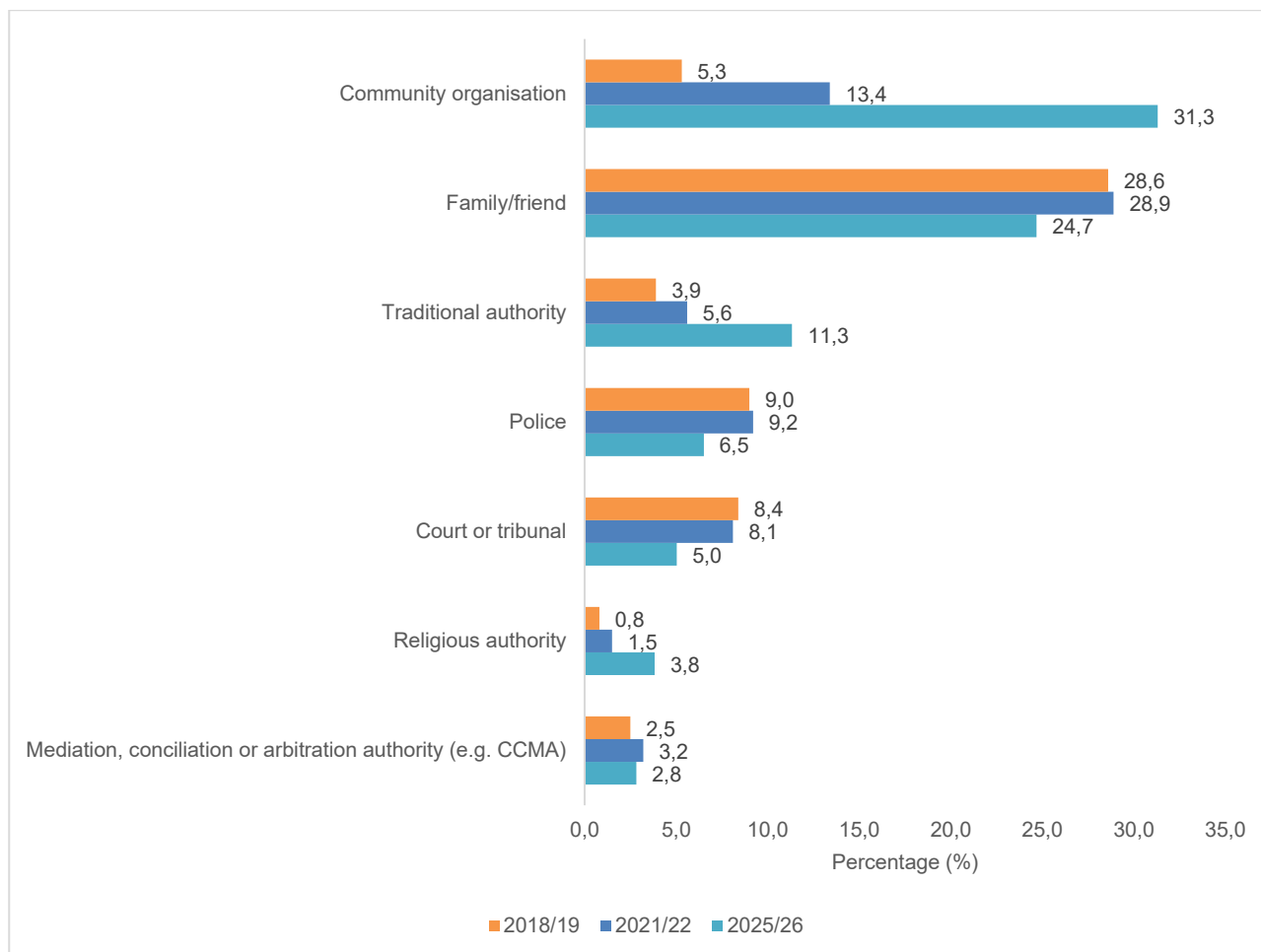


Figure 33 illustrates that the proportion of individuals seeking help from community organisations increased from 5,3% in 2018/19 to 13,4% in 2021/22 before increasing to 31,3% in 2025/26. The percentage of those seeking help from family or friends remained relatively the same, with 28,6% in 2018/19 and 28,9% in 2021/22, before declining to 24,7% in 2025/26. In contrast, the proportions of individuals seeking assistance from the police or court/tribunal decreased over the periods from 2018/19 to 2025/26.

Figure 34 – Percentage distribution of individuals who used specified institutions to seek help to resolve their dispute by sex, 2025/26

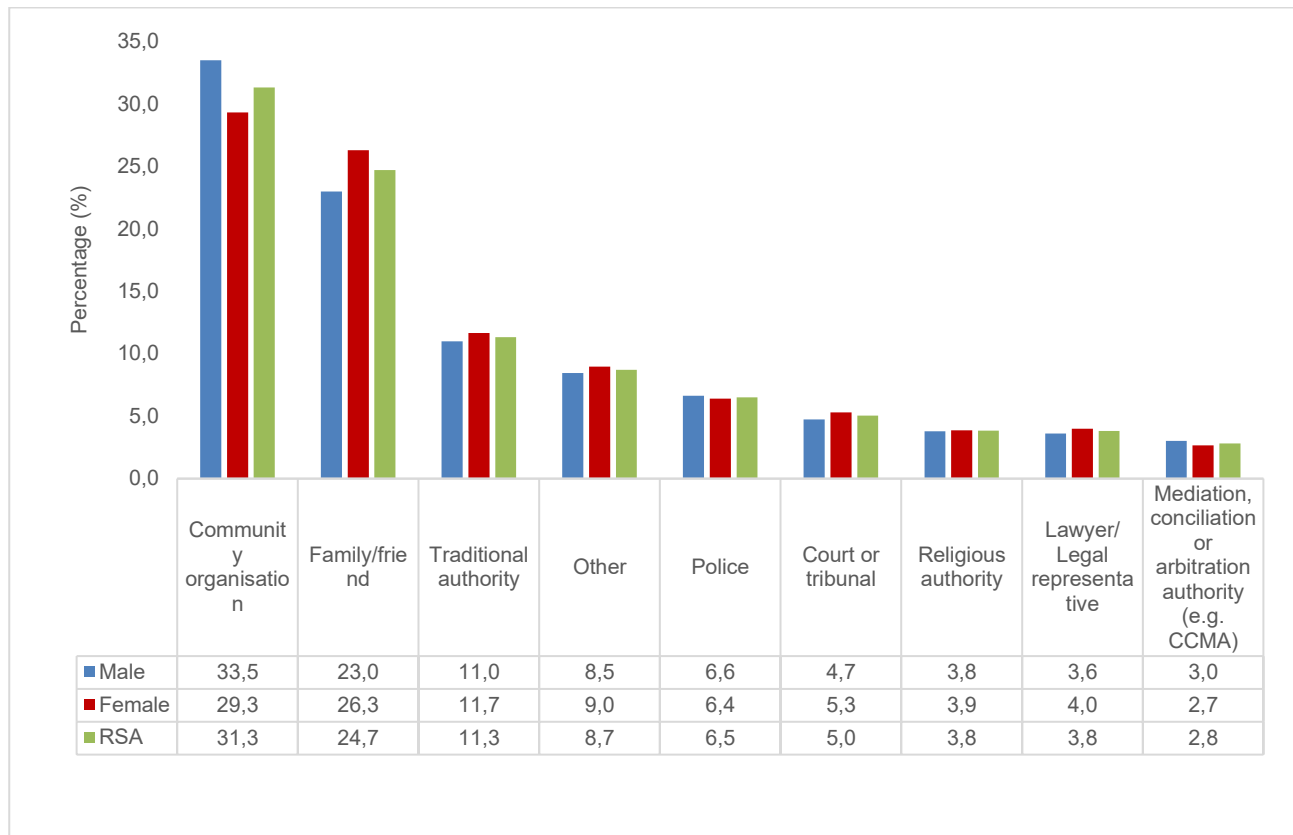


Figure 34 shows that more males than females sought help from community organisations (33,5% vs 29,3%), from the police (6,6% vs 6,4%) and from the CCMA (3,0% vs 2,7%). On the other hand, more females than males sought help from family/friends (26,3% vs 23,0%), court or tribunal (5,3% vs 4,7%) and lawyer/ legal representative (4,0% vs 3,6%).

Figure 35 – Percentage distribution of individuals who used specified institutions to seek help to resolve their dispute by province, 2025/26

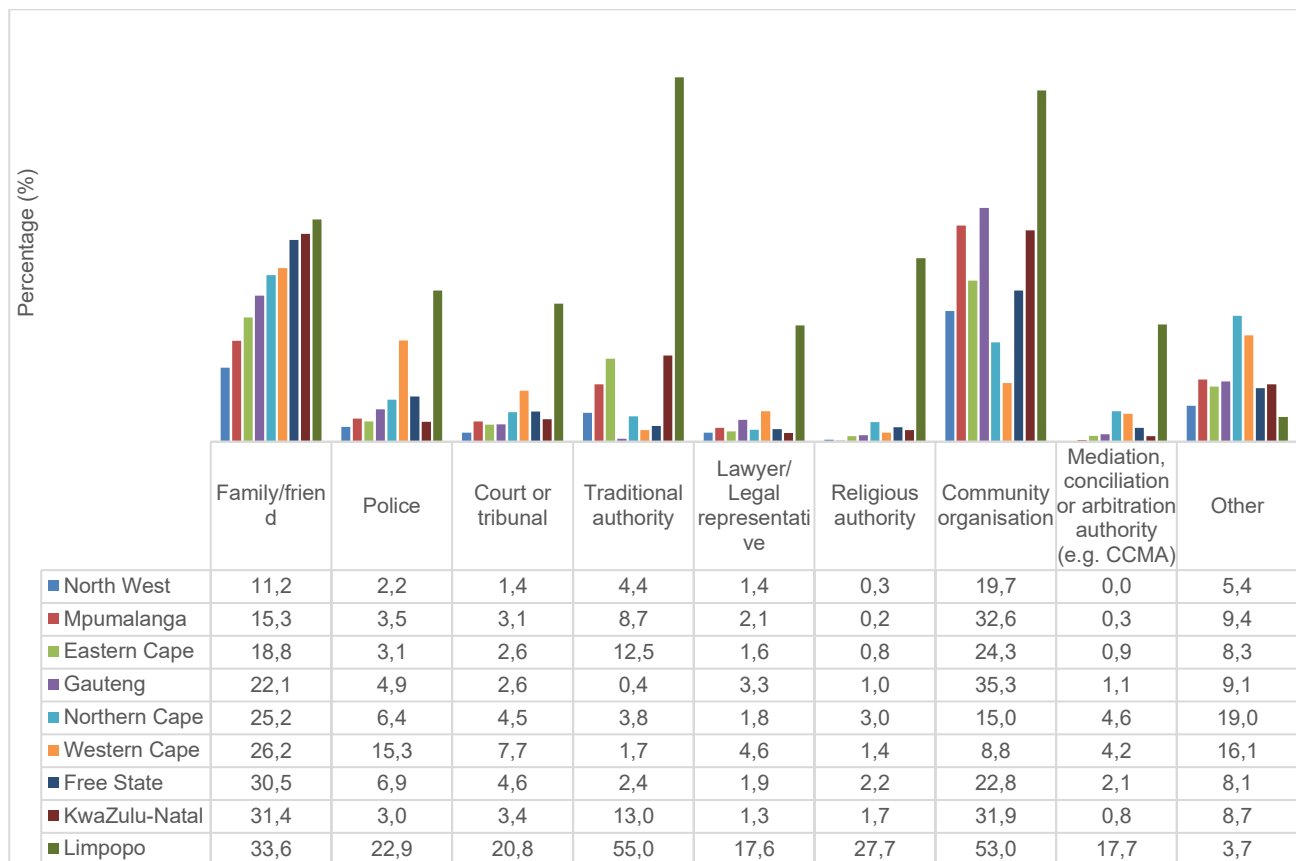


Figure 35 presents the provincial distribution of institutions used by individuals to resolve disputes in 2025/26. The figure also highlights provincial differences in how disputes are resolved across South Africa. Most individuals aged 16 years and older sought help with dispute resolution from community in several provinces, with Limpopo leading at 53,0%, followed by Gauteng at 35,3%, Mpumalanga at 32,6%, and KwaZulu-Natal at 31,9%. Conversely, traditional authorities played a major role in rural and traditional regions most prominently in Limpopo (55,0%), KwaZulu-Natal (13,0%), and the Eastern Cape (12,5%), while maintaining virtually no footprint in highly urbanised Gauteng (0,4%).

Figure 36 – Percentage distribution of people who used specified institutions to seek help to resolve their dispute by metro status, 2025/26

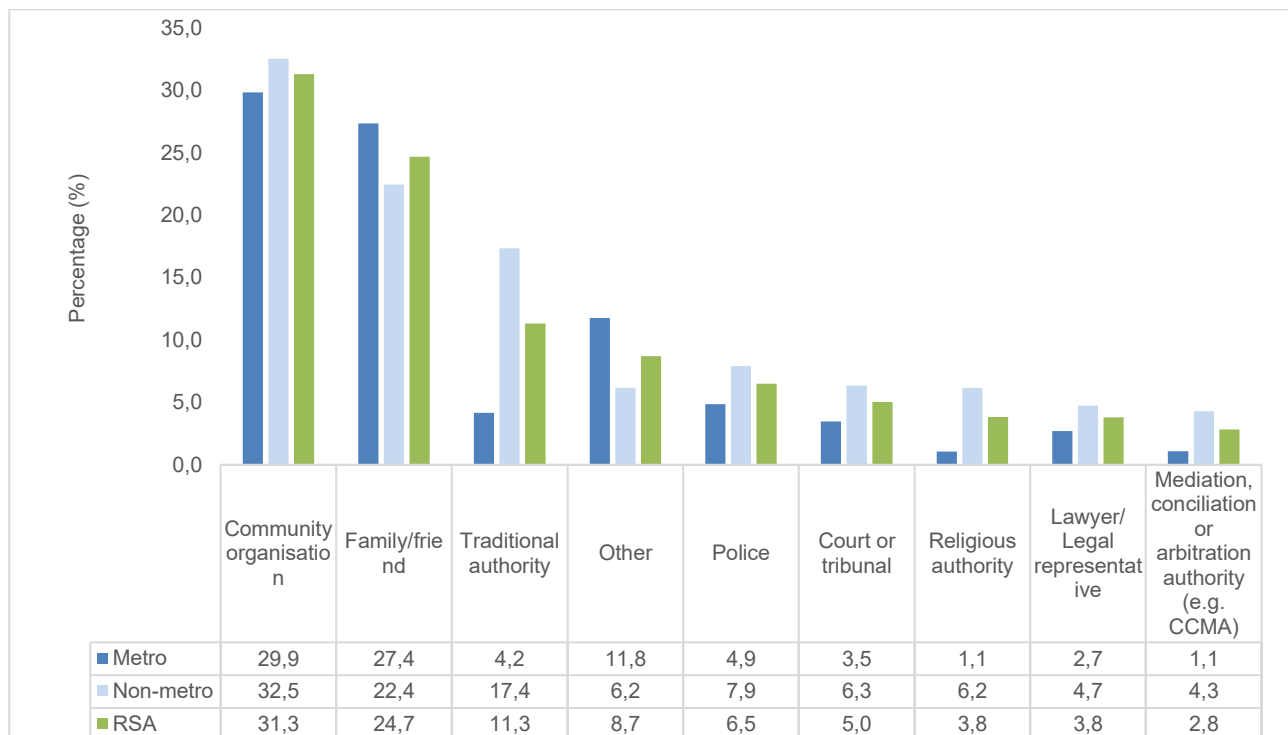


Figure 36 shows that the proportion of individuals who sought help from community organisations is higher in non-metro areas (32,5%) compared to the proportion for those living in metro areas (29,9%). More individuals sought help from traditional authorities to resolve their disputes in non-metro areas than in metro areas (4,2%). The proportion of those who sought help from the CCMA is higher in non-metro areas (4,3%) compared to metro areas.

Figure 37 – Percentage distribution of reasons why individuals did not seek help with a dispute, 2018/19, 2021/22 and 2025/26

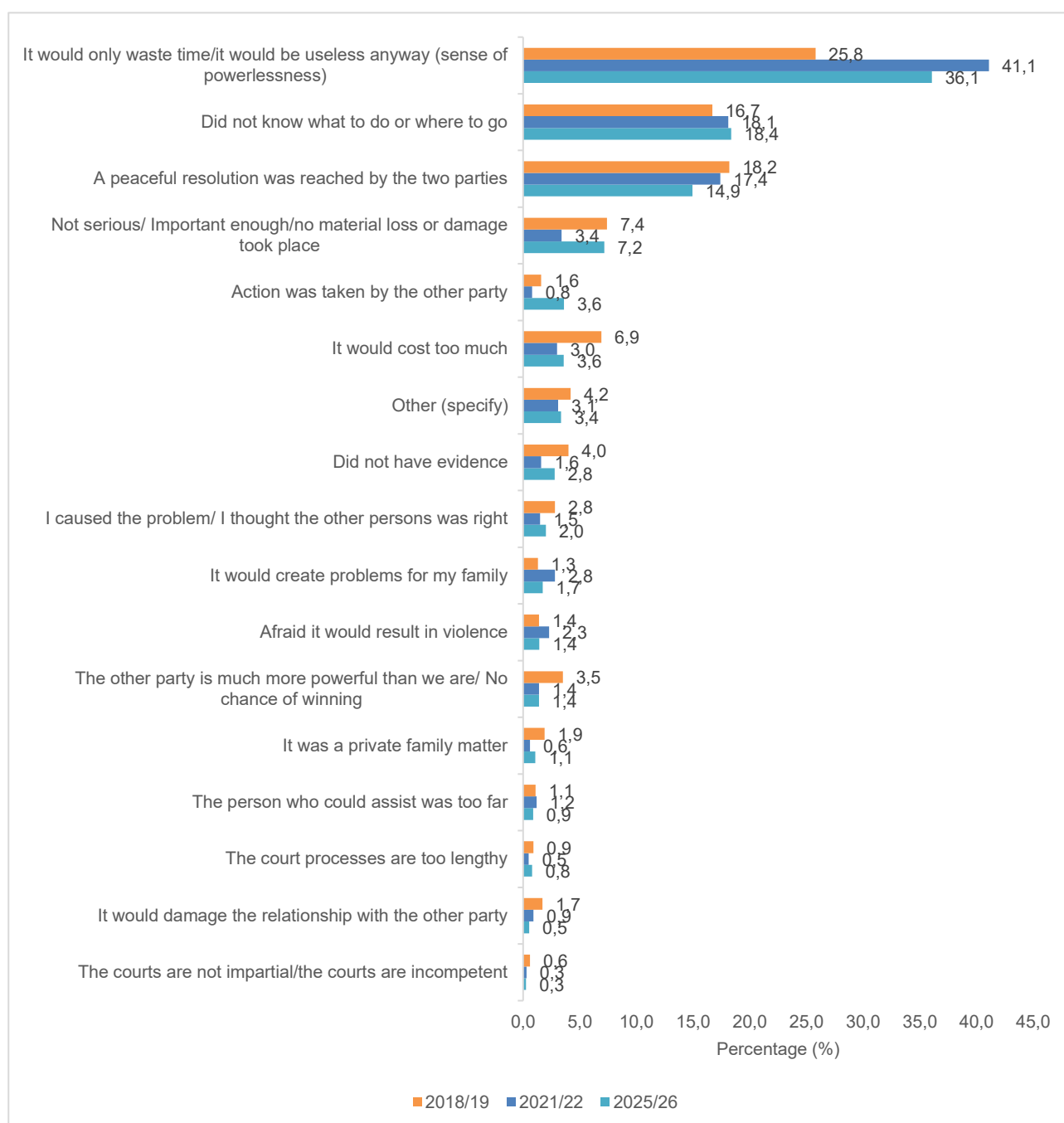


Figure 37 shows the percentage distribution of reasons individuals did not seek help for specified reasons in the 2018/19, 2021/22 and 2025/26 periods. It shows that in the 2025/26 period, 36,1% of individuals indicated that the reason they did not report a dispute was that it would only waste time or it would be useless anyway, and 18,4% did not know what to do or where to go to seek help with a dispute/problem. A further 14,9% did not seek help because a peaceful resolution was reached by the two parties. In 2025/26, there is a decrease in the proportion of those who did not seek help due to being afraid that it would result in violence or that it would create problems for their family.

Figure 38 – Percentage distribution of people who experienced specified negative impact of the dispute, 2018/19, 2021/22 and 2025/26

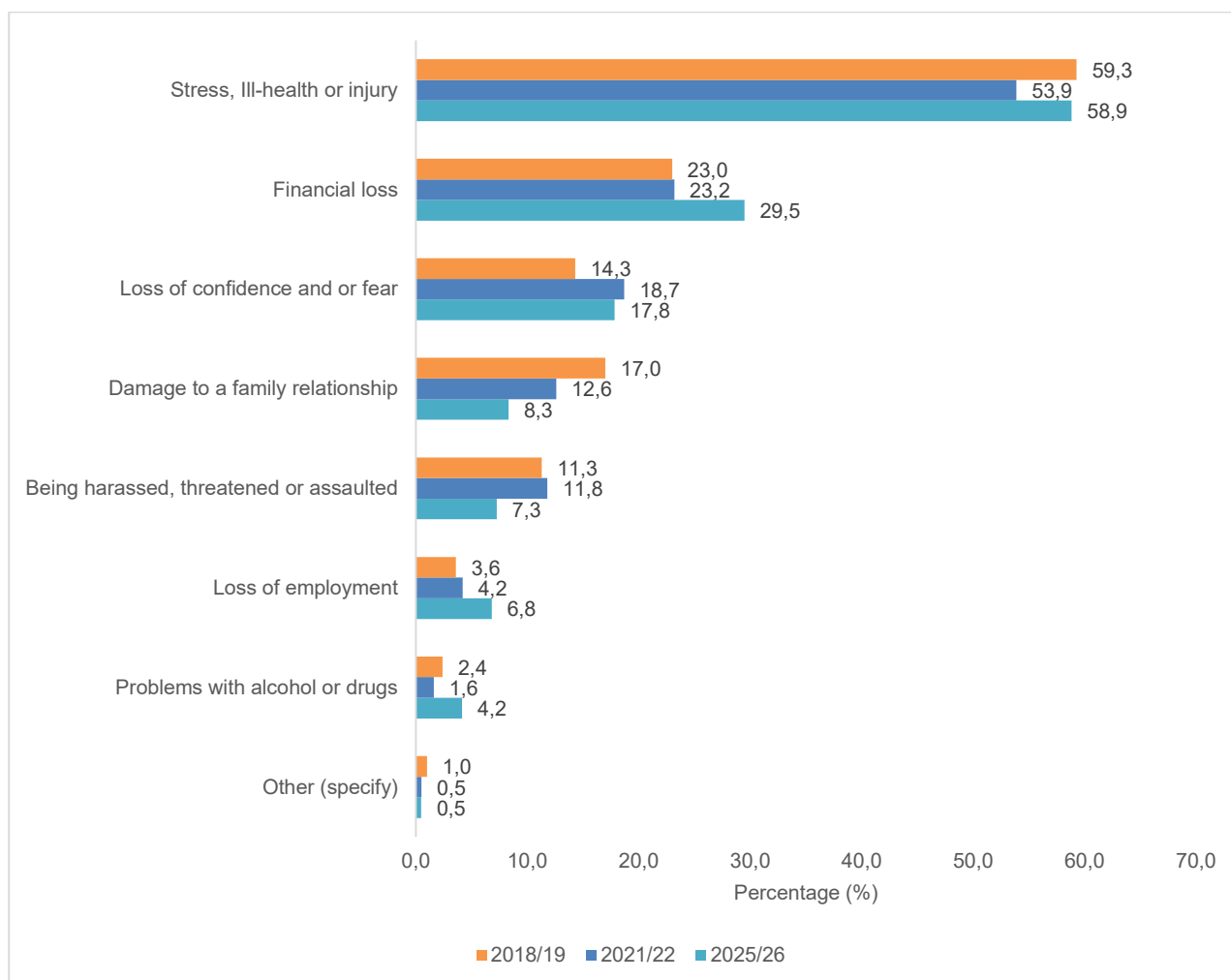


Figure 38 above shows the widespread negative impact of disputes on individual health and personal well-being among individuals aged 16 years and older. Stress, ill health, or injury was consistently the most prevalent consequence across all reporting periods, affecting nearly 60% of individuals. In 2025/26, financial hardship was also significant, with 29,5% experiencing financial loss, Psychological and social tolls were notable as well; 17,8% reported a loss of confidence or fear, while 8,3% suffered damage to family relationships. Furthermore, 7,3% faced harassment, threats, or assault, 6,8% suffered job loss, and 4,2% developed problems with alcohol or drugs because of disputes.

Figure 39 – Percentage distribution of people who experienced specified negative impact of the dispute by sex, 2025/26

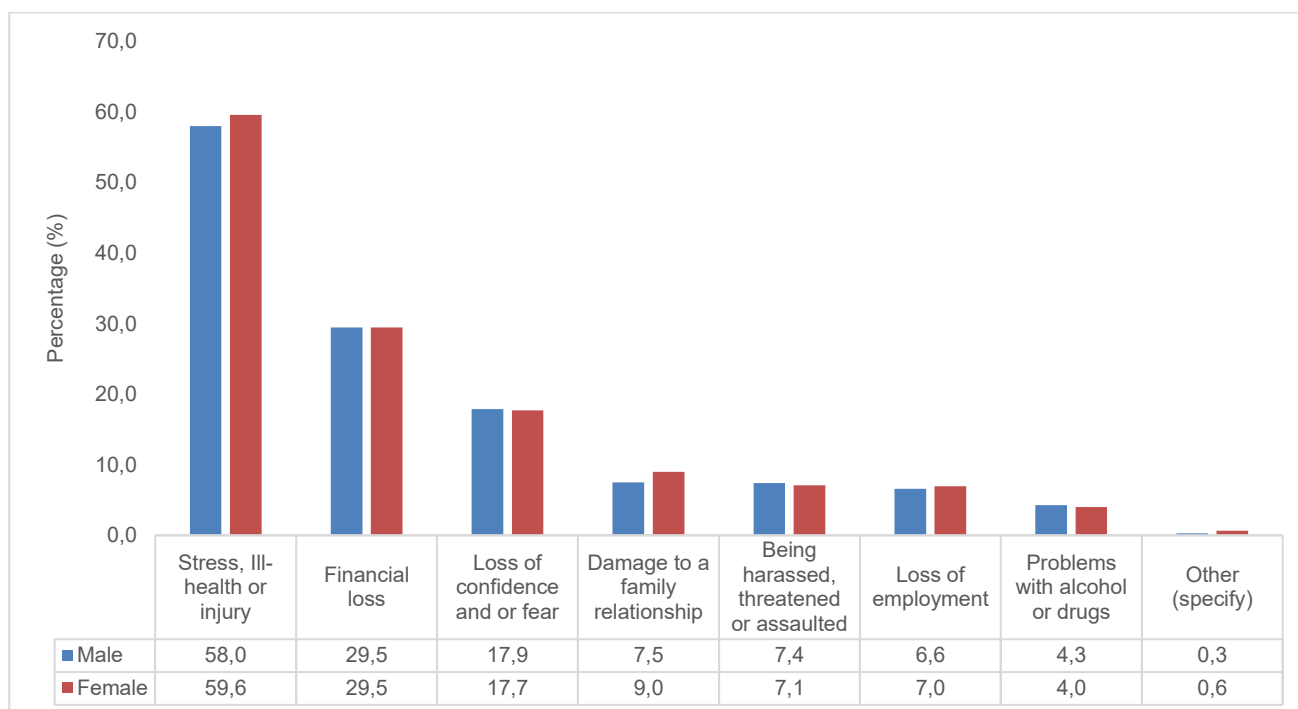


Figure 39 shows the percentage of individuals who experienced specified negative impacts of the dispute by sex in 2025/26. The figure shows similar results for both males and females. Almost 60% of both males and females experienced stress, ill health, or injury. Followed by those who experienced financial loss at 29,5% for both males and females. Furthermore, a higher percentage of females experienced damage to family relationships compared to males (9,0% vs 7,5%).

Table 19 – Percentage of people who requested specified institutions to intervene in resolving their dispute by type of most recent dispute, 2025/26

Most recent dispute experienced	Family/Friend	Police	Court Tribunal	Traditional authority	Lawyer/Legal representative	Religious authority	Community organisation	CCMA	Other
Disruptions of supply of utilities (e.g. water, electricity)	21,4	2,3	1,7	11,3	1,0	2,3	37,1	0,8	8,5
Corruption or bribery or nepotism by government	37,7	33,7	23,2	39,1	21,4	32,7	34,2	20,3	3,1
Dispute/problem with neighbour(s)	30,8	20,1	7,1	5,9	2,0	1,3	16,9	1,6	10,2
Unpaid debt by friends or non-family individuals	45,0	4,1	4,3	1,6	9,3	0,3	2,3	1,2	5,4
Lack of access to water, sanitation, electricity, housing	23,0	3,7	3,7	18,5	2,1	4,1	36,5	1,9	8,4
Unauthorised deductions from bank account by a business	15,6	10,0	1,0	1,0	4,8	1,0	2,1	1,0	31,8
Family property ownership (includes land, house, cars)	49,0	20,5	22,4	8,2	15,2	1,1	15,0	1,1	2,1
Poor services from government or business	25,8	7,4	6,1	9,6	4,9	5,1	44,3	5,7	4,5

Child support or maintenance	31,9	14,6	39,7	0,4	4,7	1,7	3,9	0,6	5,0
Unfair charges or fees by company, business or bank	10,6	2,2	5,6	1,3	12,6	0,0	7,7	1,0	28,3
Violence against women	50,1	40,0	15,3	6,5	10,6	6,5	8,8	9,1	12,5
Unfair employment practice	15,6	4,4	3,7	4,0	11,1	4,4	7,3	13,1	9,1
Medical malpractice by health institution or officials	14,4	0,0	0,0	2,0	0,0	0,0	5,2	2,2	15,3
Unfair utility bills	21,2	3,4	2,9	4,0	6,5	0,0	11,1	3,0	15,8

Table 19 shows the proportions of individuals who requested help from institutions or individuals to resolve the most recent disputes they experienced in the past two years. The table shows that 37,1% of individuals who experienced disruptions of supply of utilities sought help from community organisations to assist them in resolving their dispute or problem. About 39,1% of individuals who experienced corruption or bribery, or nepotism by the government sought help from traditional authority to assist in resolving their dispute or problem; 37,7% sought help from family and friends. More than half (50,1%) of individuals who experienced violence against women sought assistance from family and friends to help resolve their dispute or problem; 40,0% sought help from police.

4.3 Summary

The proportion of individuals aged 16 years and older experiencing at least one dispute or problem nearly doubled from 11,9% in 2018/19 to 21,0% in 2021/22, before reaching 27,9% in 2025/26. In terms of marital status, individuals who are separated but still legally married consistently recorded the highest proportion of dispute involvement across all three reporting periods, rising steadily from 27,1% in 2018/19 to 29,1% in 2021/22, until reaching 35,5% in 2025/26, followed by single individuals in 2025/26 at 27,9%. Provincially, in 2025/26, the Western Cape had the lowest percentage of those who experienced at least one dispute, while KwaZulu-Natal had the highest proportion at 39,1%. Dispute experiences among males (27,4%) and females (28,0%) were almost equal from 2021/22 to 2025/26.

The proportion of individuals seeking help from community organisations increased from 5,3% in 2018/19 to 13,4% in 2021/22, before increasing to 31,3% in 2025/26. Despite this growing willingness to seek assistance, many individuals still chose not to report their disputes; in the 2025/26 period, 36,1% of individuals felt that reporting would only waste time or would be useless anyway. This unwillingness to report may be caused by the widespread negative impact of disputes on individual health and personal well-being among individuals aged 16 years and older. Stress, ill health, or injury was consistently the most prevalent consequence across all reporting periods, affecting nearly 60% of individuals in 2025/26.

5. Participation in Political and Public Affairs

Participation in elections is a fundamental human right and an essential component of involvement in political and public affairs. This concept is rooted in internationally recognised normative frameworks and is defined in the Handbook of Governance Statistics as the active engagement of individuals in public affairs (PRAIA Group, 2020).

Such participation includes registering to vote, voting, and standing as candidates in elections; serving in legislative or executive bodies, accessing positions of power within the public service; and engaging in political activities either individually or through political parties and civil society organisations. These activities may include expressing political views, campaigning, participating in peaceful demonstrations, and taking part in other forms of collective action and civic mobilisation.

Figure 40 – Percentage distribution of individuals who had the right to vote in the 2024 general/national elections, 2025/26

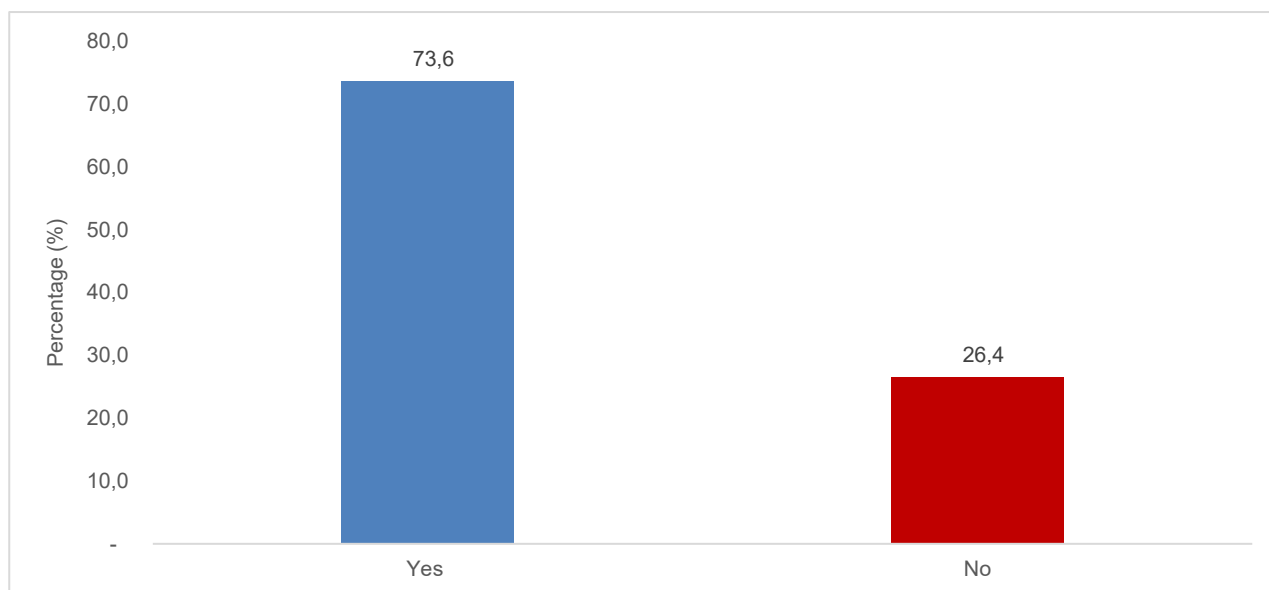


Figure 40 shows the proportion of individuals 16 years and older who had the right to vote during the 2024 general/national elections. About 74% (73,6%) of individuals had the right to vote in the 2024 general/ national elections.

Table 20 – Number and percentage of individuals who had the right to vote in the 2024 general/national elections by demographics and location, 2025/26

Characteristic	Number of individuals ('000)	Percentage
Sex		
Male	15 731	72,0
Female	17 399	74,6
Population		
Black African	25 857	71,3
Coloured	3 117	78,6
Indian/Asian	986	76,3
White	3 169	87,0
Age group		
16–34	12 376	61,4
35–49	10 010	78,6
50–64	7 010	86,6
65+	3 734	89,6
Province		
Western Cape	4 184	74,0
Eastern Cape	3 341	77,5
Northern Cape	719	77,1
Free State	1 521	70,2
KwaZulu-Natal	6 459	77,4
North West	2 084	67,7
Gauteng	9 298	70,5
Mpumalanga	2 623	75,7
Limpopo	2 901	71,9
Metro status		
Non-metro	17 645	73,4
Metro	15 485	73,3

Table 20 shows that females (74,6%) were most likely to report having the right to vote compared to their male (72,0%) counterparts. Approximately 90% (89,6%) of individuals aged 65 years and older reported having the right to vote in the 2024 general/national elections. Among the population groups, White respondents recorded the highest proportion (87,0%) of individuals who indicated that they had the right to vote.

Provincially, respondents in the Eastern Cape (77,5%) were the most likely to report having the right to vote, followed closely by those in KwaZulu-Natal (77,4%). Furthermore, a higher proportion of individuals residing in non-metro areas indicated that they had the right to vote compared to those living in metro areas.

Figure 41 – Percentage distribution of individuals who were registered to vote for the 2014 and 2024 general/national elections, 2018/19 and 2025/26

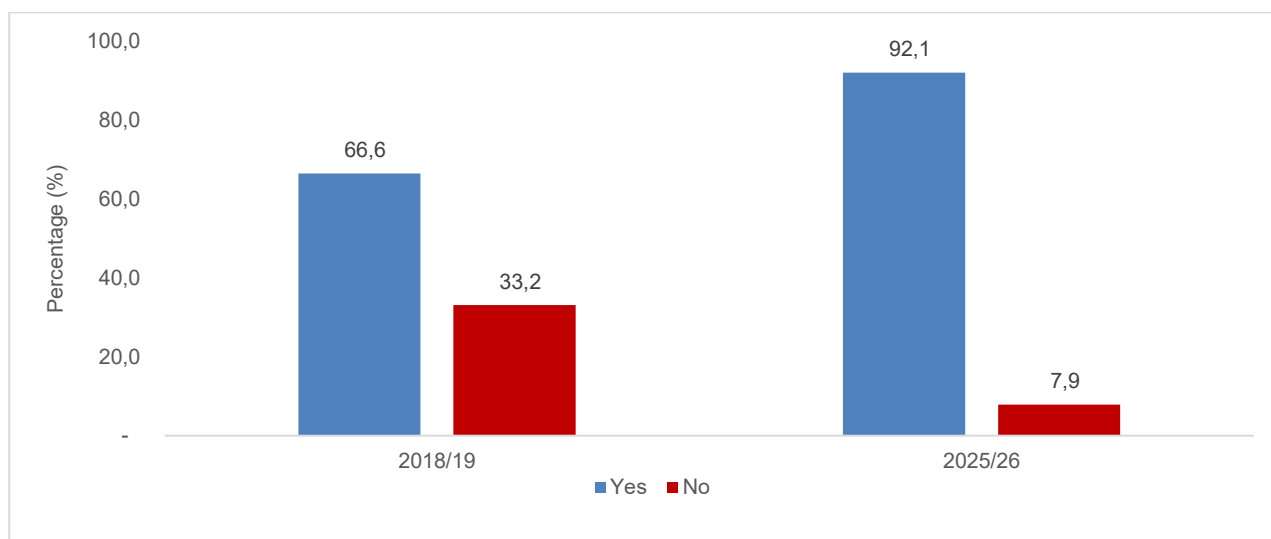


Figure 41 shows the proportion of individuals aged 16 years and older who registered to vote for the 2014 and 2024 general/national elections in the 2018/19 and 2025/26 reporting periods. Approximately 92% (92,1%) of individuals were registered to vote in the 2024 general elections, which was an increase of 25,5 percentage points from those who were registered to vote in 2014.

Table 21 – Number and percentage of individuals who registered to vote in the 2024 general/national elections by demographics, 2025/26

Characteristic	Number of individuals ('000)	Percentage
Sex		
Male	14 353	65,7
Female	16 153	69,3
Population		
Black African	23 786	65,6
Coloured	2 736	69,0
Indian/Asian	946	73,2
White	3 039	83,4
Age group		
16–34	10 681	53,0
35–49	9 412	73,9
50–64	6 762	83,6
65+	3 652	87,6
Province		
Western Cape	3 697	65,4
Eastern Cape	3 011	69,9
Northern Cape	643	69,0
Free State	1 376	63,5
KwaZulu-Natal	6 271	75,2
North West	1 837	59,7
Gauteng	8 484	64,3
Mpumalanga	2 410	69,5
Limpopo	2 778	68,8
Metro status		
Non-metro	16 251	67,6
Metro	14 255	67,5

Table 21 shows that approximately 69% (69,3%) of females were registered to vote for the 2024 general elections. Among the population groups, whites recorded the highest proportion (83,4%) of individuals who indicated that they had the right to vote.

Provincially, respondents in KwaZulu-Natal (75,2%) reported they registered to vote, followed closely by those in the Eastern Cape (70%) and Mpumalanga (69,5%). Furthermore, a higher proportion of individuals residing in non-metro areas indicated that they registered to vote compared to those living in metro areas.

Figure 42 – Percentage distribution of people who voted and did not vote amongst those who registered to vote in the 2024 general/national elections, in 2025/26

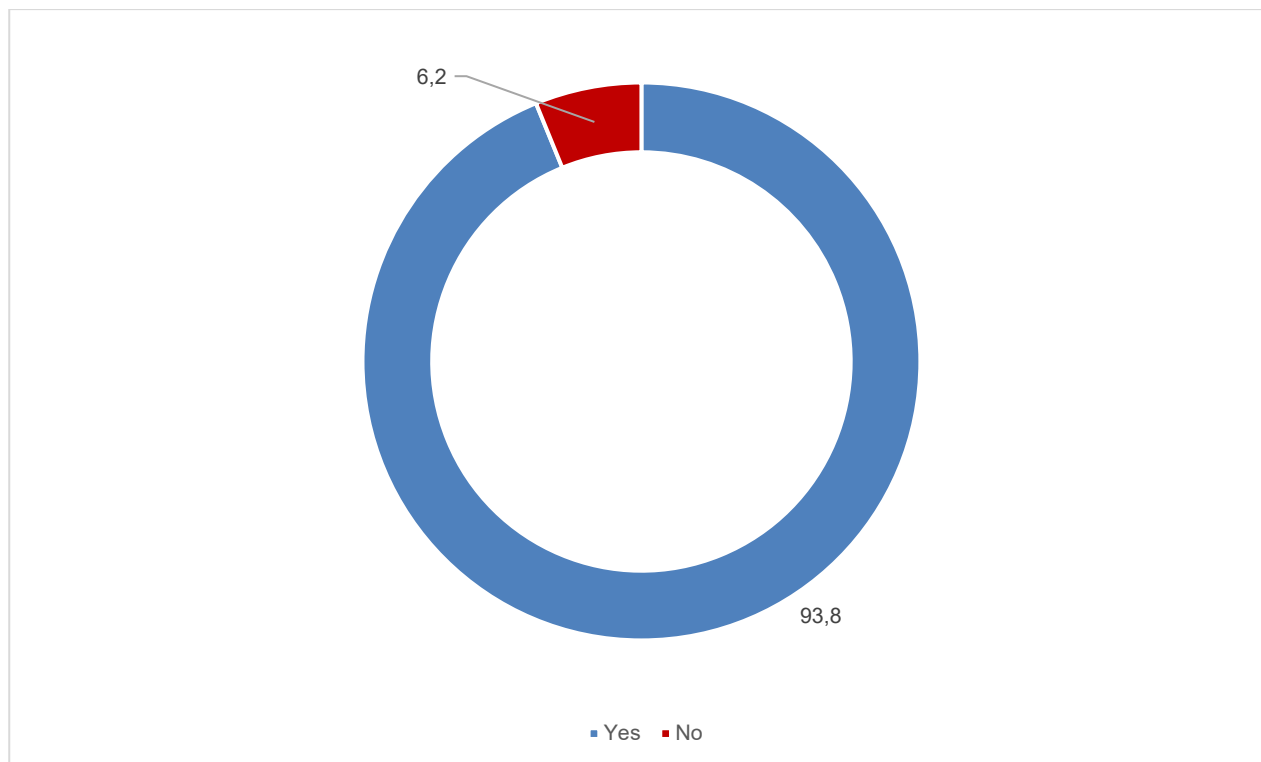


Figure 42 shows the proportion of those who voted amongst those who registered to vote during the 2024 general/national elections. About 94% (93,8%) of those who registered to vote cast their vote in the 2024 general elections.

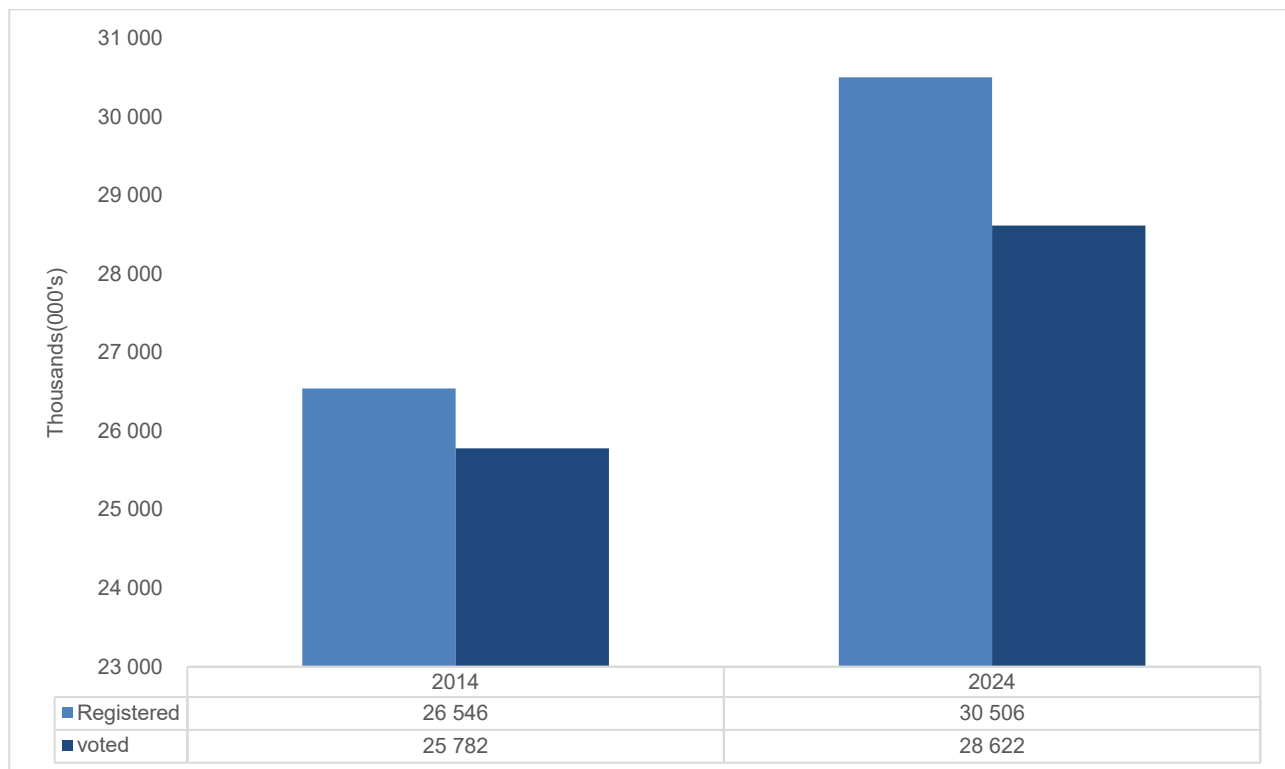
Figure 43 – Number of individuals who were registered to vote and those who voted in the 2014 and 2024 general elections

Figure 43 shows individuals 16 years and older who registered to vote and those who voted in the 2014 and 2024 general/national elections. Out of 31 million individuals who registered to vote in 2024, about 29 million cast their vote; this was an increase compared to the 2014 national election, where almost 27 million registered to vote and only 26 million cast their vote.

Table 22 – Number and percentage of individuals who were registered and voted in the general/national elections, 2025/26

Characteristic	Number of individuals ('000)	Percentage
Sex		
Male	13 405	61,4
Female	15 216	65,3
Population		
Black African	22 226	61,3
Coloured	2 558	64,5
Indian/Asian	912	70,5
White	2 926	80,3
Age group		
16–34	9 765	48,4
35–49	8 814	69,2
50–64	6 507	80,4
65+	3 536	84,9
Highest level of education		
No schooling	818	72,6
Some primary	1 872	70,1
Completed primary	939	63,1
Some secondary	9 442	55,4
Completed secondary	10 017	65,0
Post-school	5 111	76,9

Characteristic	Number of individuals ('000)	Percentage
Province		
Western Cape	3 461	61,2
Eastern Cape	2 797	64,9
Northern Cape	596	63,9
Free State	1 276	58,9
KwaZulu-Natal	5 919	71,0
North West	1 733	56,3
Gauteng	7 949	60,3
Mpumalanga	2 212	63,8
Limpopo	2 679	66,4
Metro status		
Non-metro	15 370	63,9
Metro	13 251	62,8

Table 22 above shows that more females voted (65,3%) in 2024 compared to their male (61,4%) counterparts. Whites dominated among those who voted with 80,3%, followed by Indian/Asian with 70,5%, then coloured with 64,5%. Black Africans had the lowest proportions of those who voted amongst the population groups.

KwaZulu-Natal had the most (71,0%) individuals who voted in the 2024 general/national elections, followed by Limpopo (66,4%) and Eastern Cape with 64,9%. North West had the lowest proportion of voters compared to other provinces.

Figure 44 – Percentage distribution of reasons for not registering to vote, 2025/26

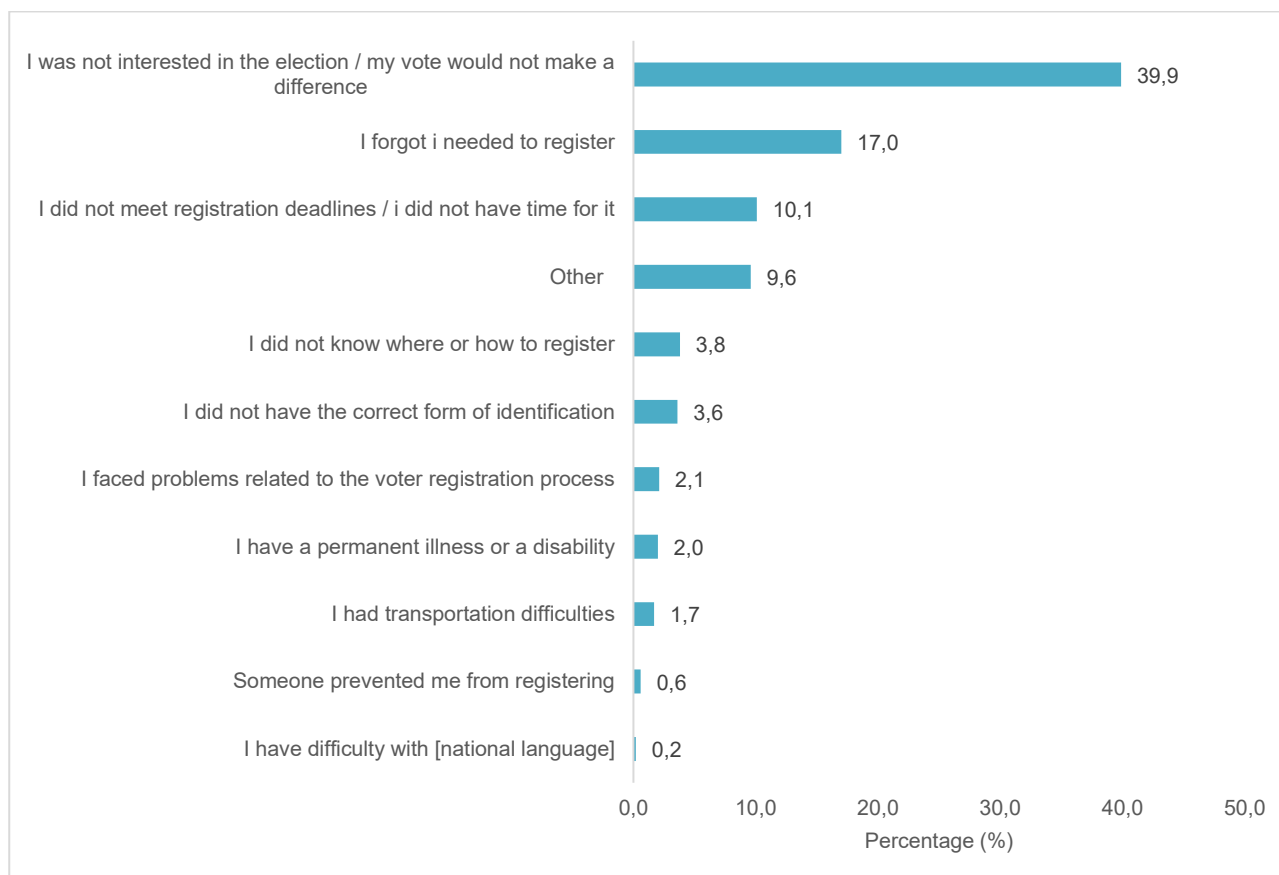


Figure 44 shows the reasons individuals indicated for not registering to vote in the 2024 national/general elections. The highest proportion of respondents (39,9%) indicated that they were not interested in the elections or believed that their vote would not make a difference. This was followed by those who reported that

they had forgotten they needed to register (17,0%), as well as those who indicated that they did not meet the registration deadlines or did not have sufficient time to register (10,1%).

Figure 45 – Percentage distribution of reasons for not registering to vote by sex, 2025/26

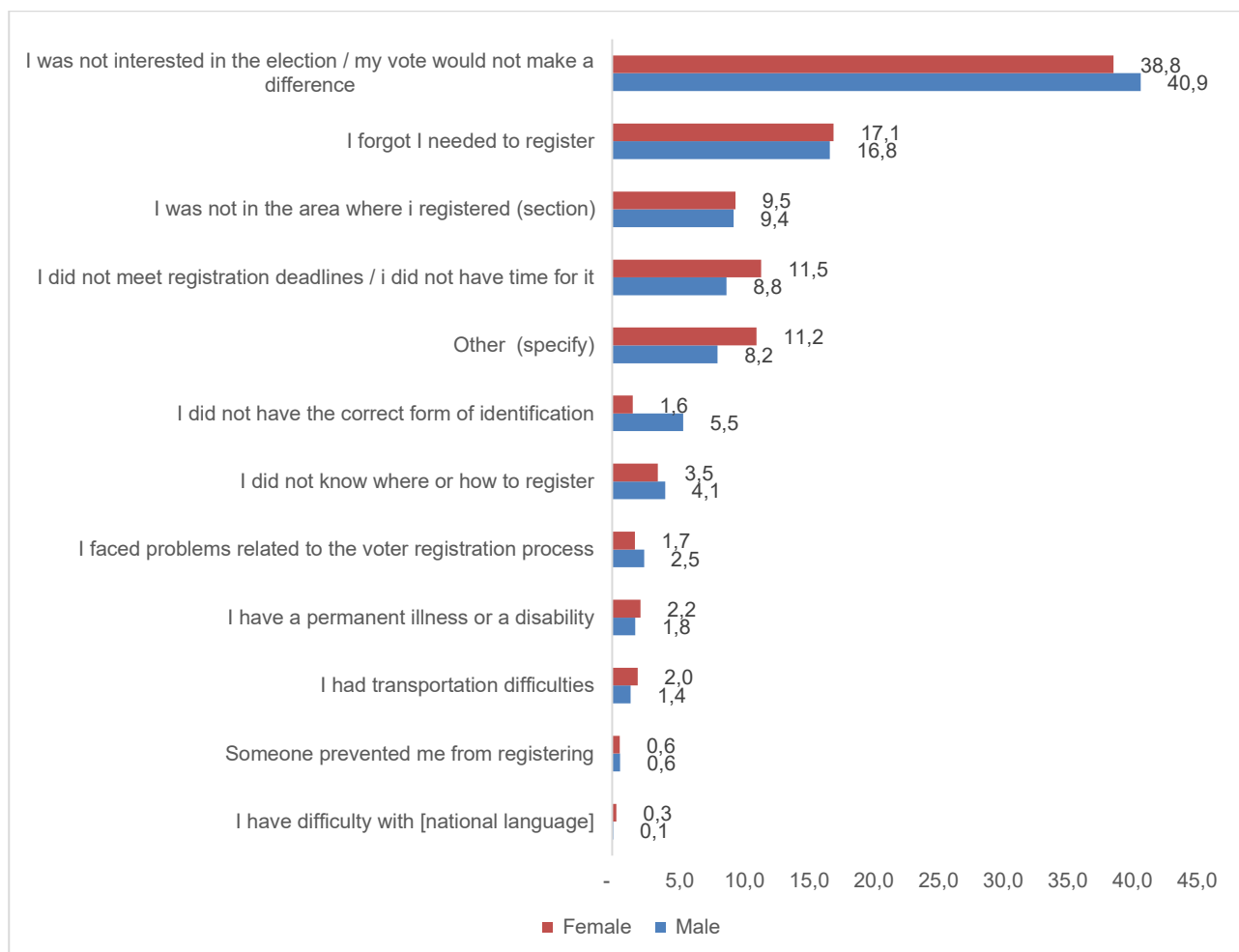


Figure 45 shows that both males (40,9%) and females (38,8%) indicated that they were not interested in the elections or their vote would not make a difference.

Figure 46 – Percentage distribution of reasons for individuals not voting in the 2024 National and Provincial Elections, 2025/26

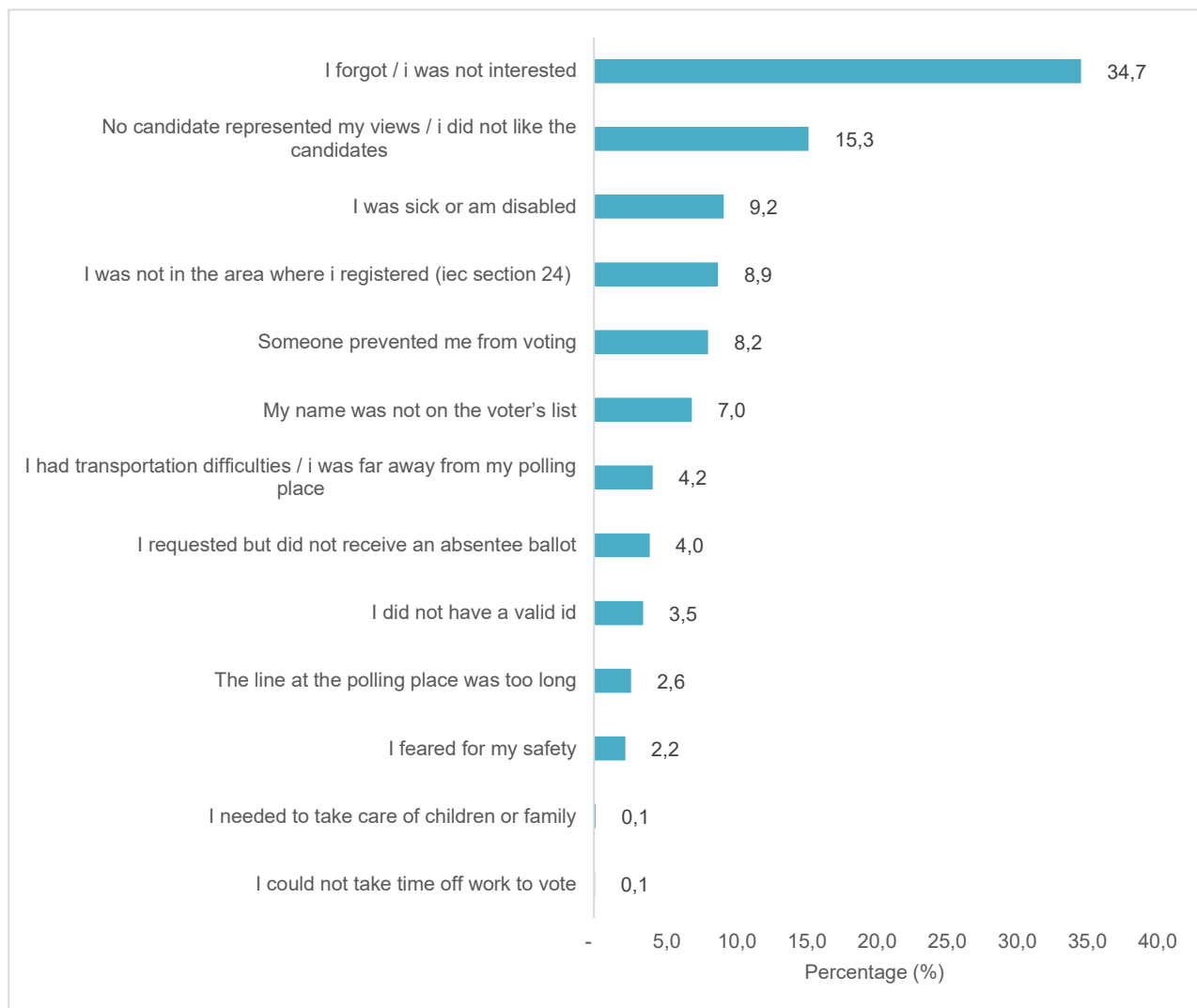


Figure 46 shows the reasons individuals indicated for not voting in the 2024 national/general elections. The highest proportion of respondents (34,7%) indicated that they either forgot to vote or were not interested in the elections. This was followed by respondents who stated that no candidate represented their views, while others reported that they were unable to vote because they were sick or living with a disability.

Figure 47 – Percentage distribution of reasons for individuals not voting in the 2024 National and Provincial elections by sex, 2025/26

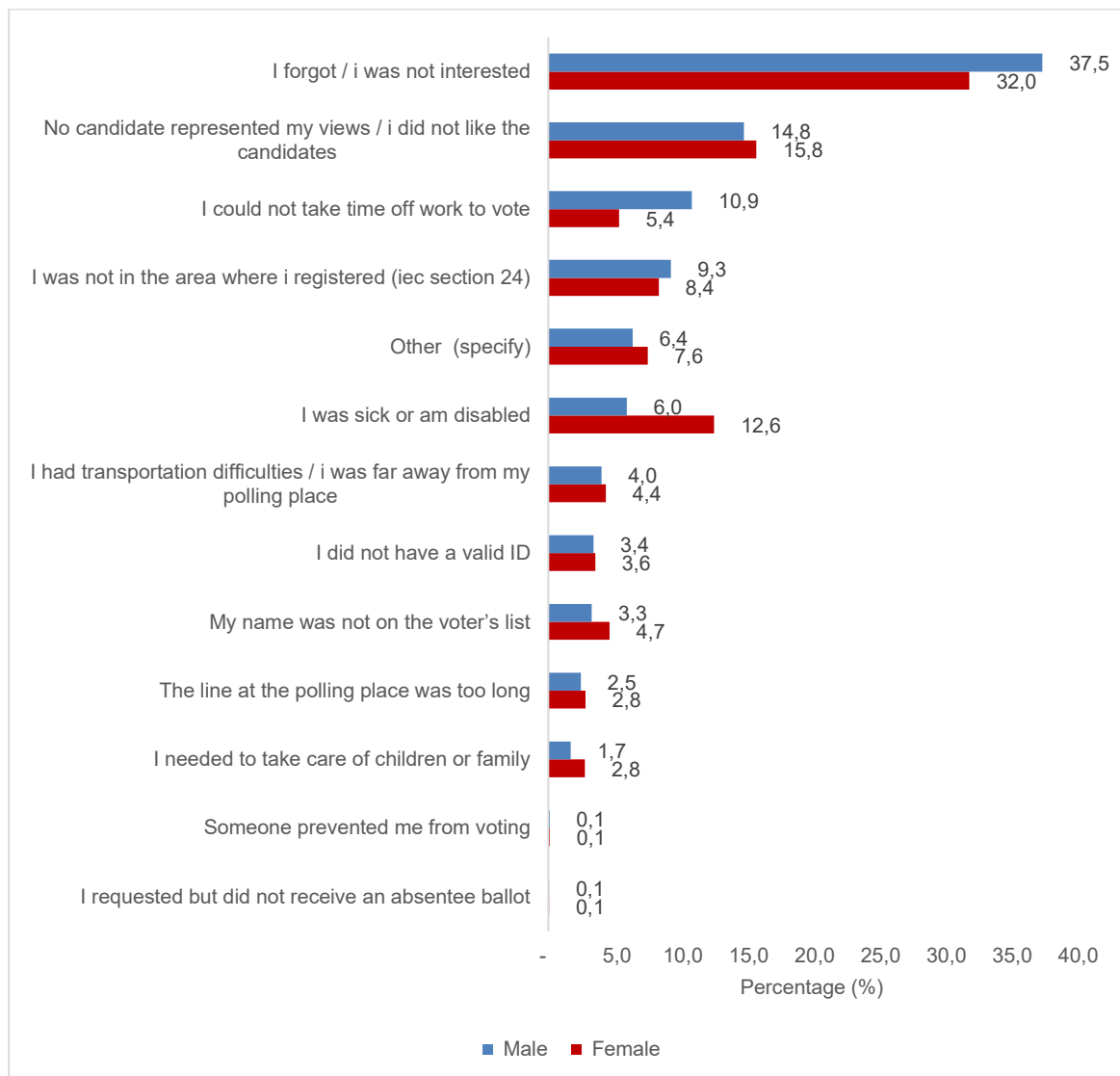


Figure 47 shows that both males (37,5%) and females (32,0%) indicated that they forgot/ were not interested.

Figure 48 – Percentage distribution of Individuals who experienced problems when accessing the polling place on the day of the 2024 general/national elections, 2025/26

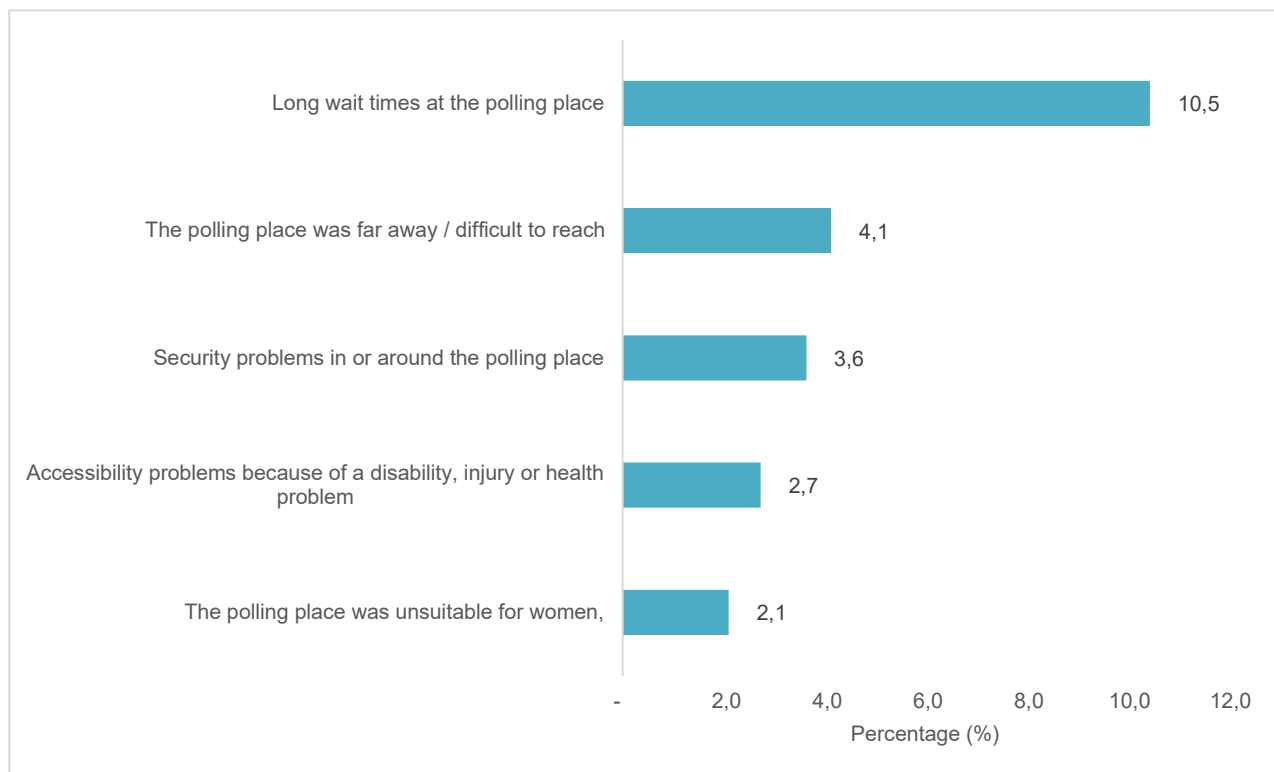


Figure 48 shows the various problems experienced by individuals when accessing polling stations during the 2024 national elections. The highest proportion of individuals (10,5%) reported long waiting times at the polling station, followed by those who indicated that the polling station was far away or difficult to reach (4,1%). Concerns about security problems in or around the polling station were also reported, with 3,6% of respondents identifying this as a challenge.

Figure 49 – Percentage distributions of individuals who experienced problems when attempting to cast their vote during the 2024 National and General Elections, 2025/26

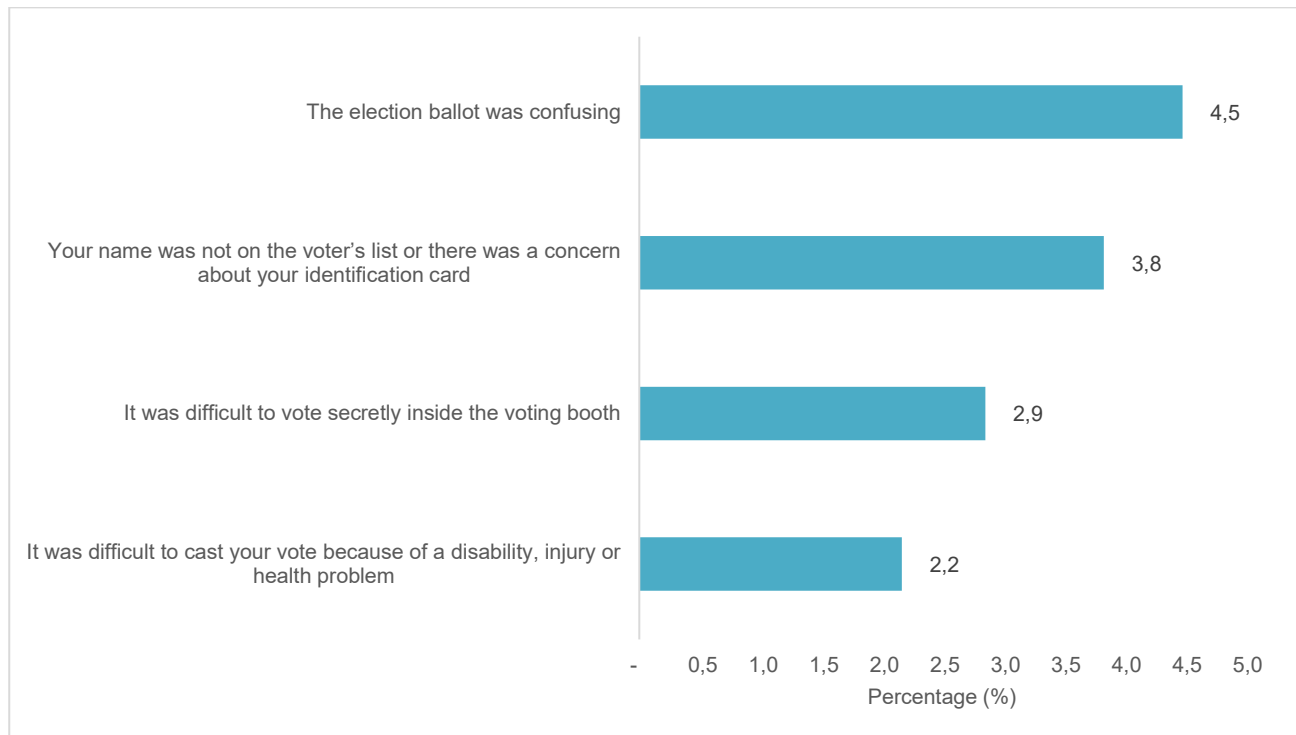


Figure 49 shows the various problems experienced by individuals when attempting to cast their vote during the 2024 national elections. A majority of voters found the election ballot confusing (4,5%), names were not on the voter list, or there was a concern about their identification card (3,8%) and some indicated that it was difficult to vote secretly inside the voting booth (2,9%).

Figure 50 – Percentage distribution of individuals who were aware of the institutions created to support democracy, 2018/19 and 2025/26

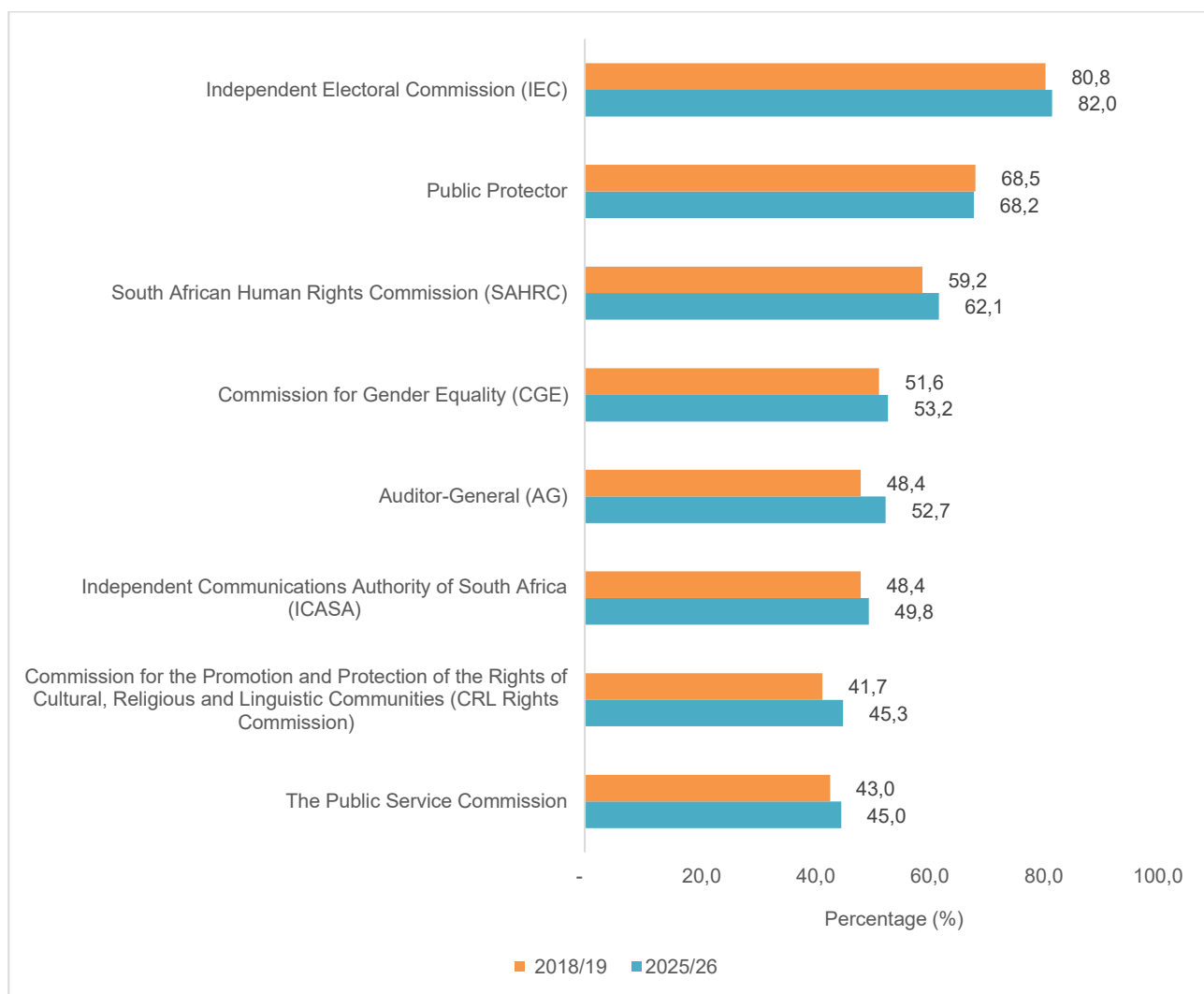


Figure 50 shows individuals who were aware of the institutions that were created to support democracy in 2018/19 and 2025/26. Over 80% of individuals in both reporting periods indicated that they were aware of the independent Electoral Commission (IEC). This was followed by over 60% of those who were aware of the Public Protector and a similar proportion (60%) of those who were aware of the South African Human Rights Commission. The least known commission is the Public Service Commission, with just over 40%.

Figure 51 – Percentage distribution of Individuals indicating their level of comfort/discomfort with having a woman as a mayor/premier/president, 2025/26

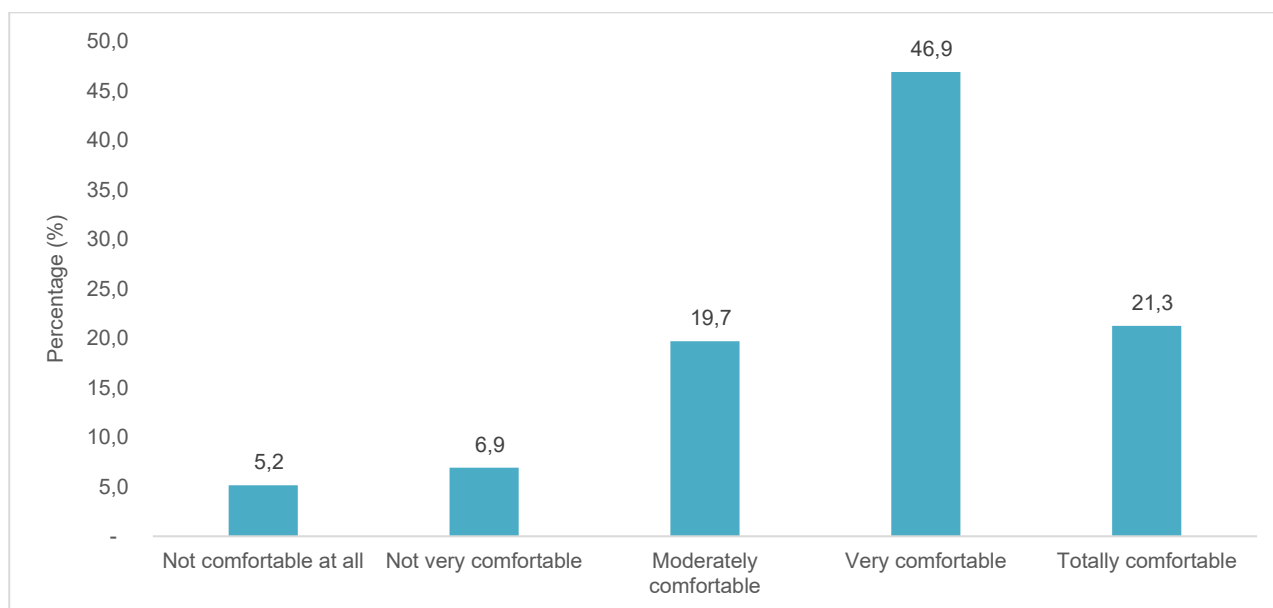


Figure 51 shows the level of comfortability/ uncomfotability of individuals aged 16 years and older with having a woman as a mayor/premier/president in 2025/26. Most (46,9%) were very comfortable with a woman as a mayor/premier/president, followed by those who felt totally comfortable (21,3%) and those who felt moderately comfortable (19,7%).

Table 23 – Number and percentage of individuals who were comfortable having a woman as a mayor/premier/president by demographic characteristics, in 2025/26

Characteristic	Number of individuals ('000)	Percentage
Sex		
Male	18 230	83,4
Female	20 862	89,5
Population		
Black African	31 115	85,8
Coloured	3 588	90,5
Indian/Asian	1 062	82,1
White	3 328	91,3
Age group		
16–34	17 643	87,5
35–49	10 875	85,4
50–64	6 898	85,2
65+	3 676	88,2
Province		
Western Cape	5 057	89,5
Eastern Cape	3 836	89,0
Northern Cape	835	89,6
Free State	1 686	77,8
KwaZulu-Natal	7 204	86,4
North West	2 753	89,5
Gauteng	11 554	87,6
Mpumalanga	2 962	85,5
Limpopo	3 204	79,4
Metro status		
Non-metro	20 810	86,5
Metro	18 282	86,6

Table 23 shows that most females (89,5%) indicated that they were comfortable with having a woman serve as a mayor, premier, or president. Among the population groups, White respondents (91,3%) reported the highest level of comfort compared to other population groups. Respondents aged 16–34 years were more comfortable with having a woman as a mayor, premier, or president than older age groups.

At the provincial level, the Northern Cape recorded the highest proportion of respondents who were comfortable with having a woman in these leadership positions (89,6%), followed closely by the Western Cape and North West, both with similar proportions (89,5%). Furthermore, respondents living in metro areas showed similar levels of comfort to those residing in non-metro areas.

Figure 52 – Percentage distribution of individuals indicating their level of comfort/discomfort with having a person from a different ethnic group as a mayor/premier/president, in 2025/26

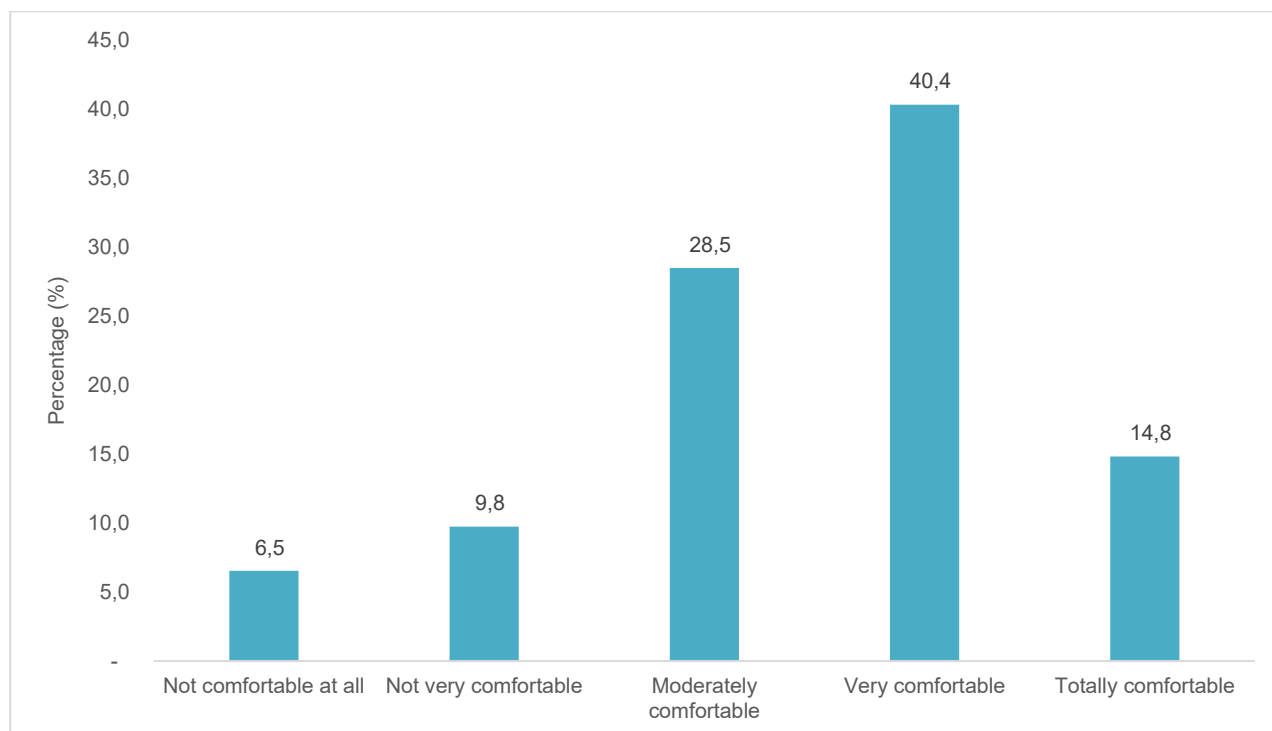


Figure 52 shows the level of comfortability/ uncomfotability of individuals aged 16 years and older with having a person from a different ethnic group in 2025/26. Most felt very comfortable (40,4%), followed by those moderately comfortable (28,5%) and totally comfortable (14,8%).

Table 24 – Number and percentage of individuals comfortable with a person from a different ethnic group as a mayor/premier/president by demographic characteristics, 2025/26

Characteristic	Number of individuals ('000)	Percentage
Sex		
Male	17 843	81,7
Female	19 287	82,7
Population		
Black African	29 473	81,3
Coloured	3 390	85,5
Indian/Asian	1 018	78,7
White	3 249	89,1
Age group		
16–34	16 605	82,3
35–49	10 421	81,8
50–64	6 614	81,7
65+	3 490	83,7
Province		
Western Cape	4 750	84,0
Eastern Cape	3 354	77,9
Northern Cape	765	82,1
Free State	1 640	75,7
KwaZulu-Natal	6 658	79,8
North West	2 588	84,1
Gauteng	11 263	85,4
Mpumalanga	2 951	85,2
Limpopo	3 160	78,3
Metro status		
Non-metro	19 675	81,8
Metro	17 454	82,7

The table shows that most females (82,7%) indicated that they were comfortable with having a different ethnic group serve as a mayor, premier, or president. Among the population groups, White respondents (89,1%) reported the highest level of comfort compared to other population groups. Respondents aged 65 years and older were more comfortable with having a different ethnic group as a mayor, premier, or president than other age groups.

At the provincial level, Gauteng recorded the highest proportion of respondents who were comfortable with having a different ethnic group in these leadership positions (85,4%), followed closely by Mpumalanga (85,2%). Furthermore, respondents living in metro areas showed similar levels of comfort to those residing in non-metropo areas.

Figure 53 – Percentage distribution of individuals indicating their level of being comfort/discomfort with having a person from a different religion as a mayor/premier/president, in 2025/26

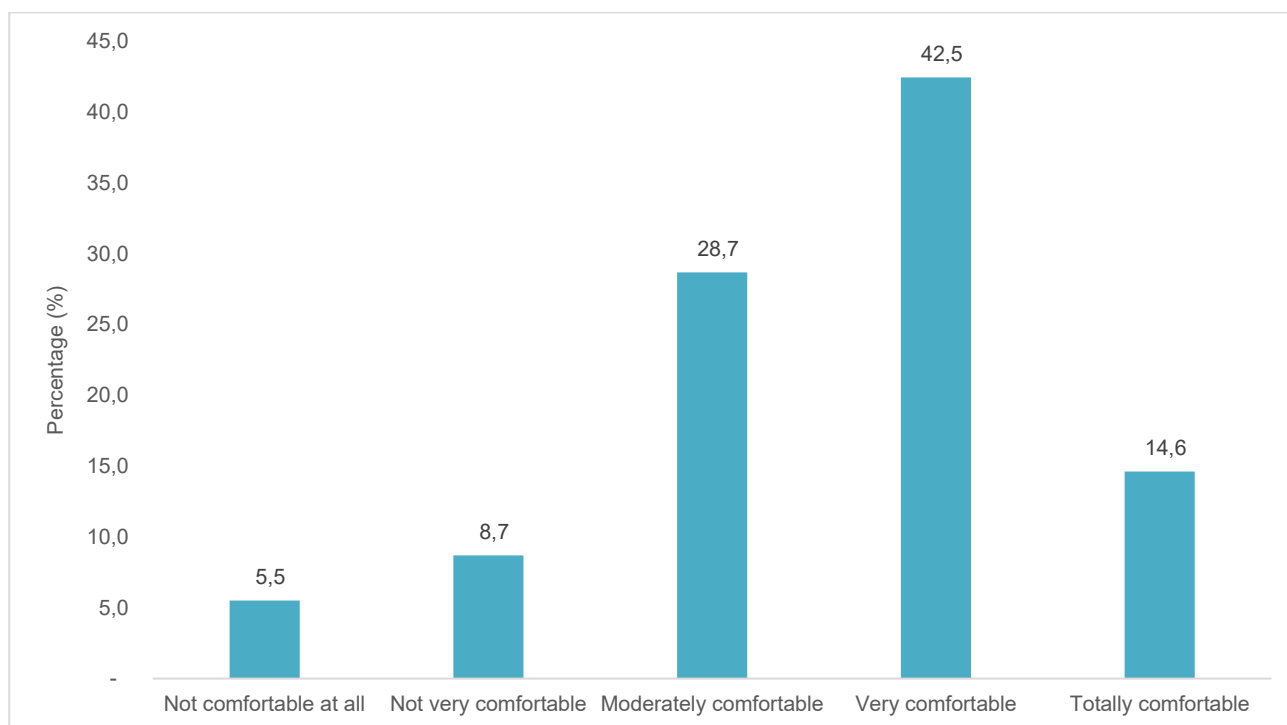


Figure 53 shows the level of comfort/discomfort of individuals aged 16 years and older with having a person of a different religion as a mayor/premier/president in 2025/26. Most felt very comfortable (42,5%), followed by those moderately comfortable (28,7%) and totally comfortable (14,6%).

Table 25 – Number and percentage of individuals comfortable with a person from a different religion as a mayor/premier/president by demographic characteristics, 2025/26

Characteristic	Number of individuals ('000)	Percentage
Sex		
Male	18 341	83,9
Female	19 779	84,8
Population		
Black African	30 632	84,5
Coloured	3 351	84,5
Indian/Asian	1 039	80,4
White	3 098	85,0
Age group		
16–34	17 206	85,3
35–49	10 711	84,1
50–64	6 650	82,2
65+	3 553	85,3
Province		
Western Cape	766	13,6
Eastern Cape	4 771	84,4
Northern Cape	3 530	81,9
Free State	757	81,2
KwaZulu-Natal	1 641	75,8
North West	7 061	84,7
Gauteng	2 754	89,5

Characteristic	Number of individuals ('000)	Percentage
Mpumalanga	11 277	85,5
Limpopo	3 032	87,5
Metro status		
Non-metro	20 378	84,7
Metro	17 742	84,0

Table 25 shows that most males (83,9%) indicated that they were comfortable with having a different religious group serve as a mayor, premier, or president. Among the population groups, White respondents (85,0%) reported the highest level of comfort compared to other population groups. Respondents aged 16–34 years and 65 years and older were more comfortable with having a different religious group as a mayor, premier, or president than other age groups.

At the provincial level, Gauteng recorded the highest proportion of respondents who were comfortable with having a different religious group in these leadership positions (89,5%), followed closely by Limpopo (87,5%). Furthermore, respondents living in non-metro areas showed more levels of comfort compared to those residing in metro areas.

Figure 54 – Percentage distribution of Individuals indicating their level of comfort/discomfort with having a person with a physical disability, such as a walking impairment, as a mayor/premier/ president, in 2025/26

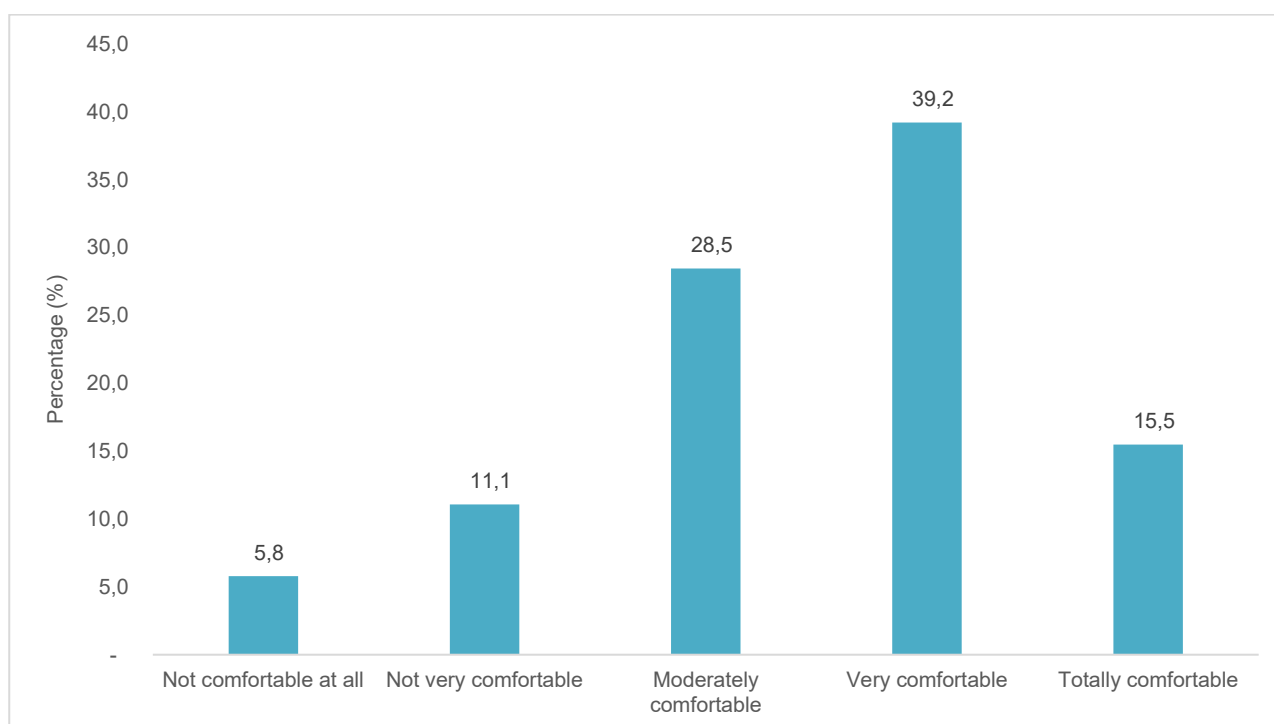


Figure 54 shows the level of comfort/discomfort of individuals aged 16 years and older with having a person with a physical disability, such as a walking impairment be mayor/premier/president in 2025/26. Most felt very comfortable (39,2%), followed by those moderately comfortable (28,5%) and totally comfortable (15,5%).

Table 26 – Number and percentage of individuals indicating their level of comfort/discomfort with having a person with a physical disability, such as a walking impairment, as a mayor/premier/president, 2025/26

Characteristic	Number of individuals ('000)	Percentage
Sex		
Male	17 662	80,8
Female	19 307	82,8
Population		
Black African	29 677	81,8
Coloured	3 134	79,0
Indian/Asian	1 019	78,8
White	3 139	86,1
Age group		
16–34	16 525	81,9
35–49	10 418	81,8
50–64	6 612	81,7
65+	3 413	81,9
Province		
Western Cape	4 357	77,1
Eastern Cape	3 473	80,6
Northern Cape	759	81,4
Free State	1 642	75,8
KwaZulu-Natal	6 970	83,6
North West	2 608	84,7
Gauteng	10 873	82,5
Mpumalanga	2 991	86,3
Limpopo	3 297	81,7
Metro status		
Non-metro	19 641	81,7
Metro	17 328	82,1

Table 26 shows that most females (82,8%) indicated that they were comfortable with having a person with a physical disability, such as a walking impairment, as a mayor, premier, or president. Among the population groups, White respondents (86,1%) reported the highest level of comfort compared to other population groups. Respondents aged 16–34 years and 65 years and older were more comfortable with having a physical disability as a mayor, premier, or president than other age groups.

At the provincial level, Mpumalanga recorded the highest proportion of respondents who were comfortable with having a physical disability in these leadership positions (86,3%), followed closely by the North West (84,7%). Furthermore, respondents living in metro areas showed more levels of comfort compared to those residing in non-metro areas.

Figure 55 – Percentage distribution of individuals indicating their level of comfort/discomfort with having a person above 80 years old as a mayor/premier/president, in 2025/26

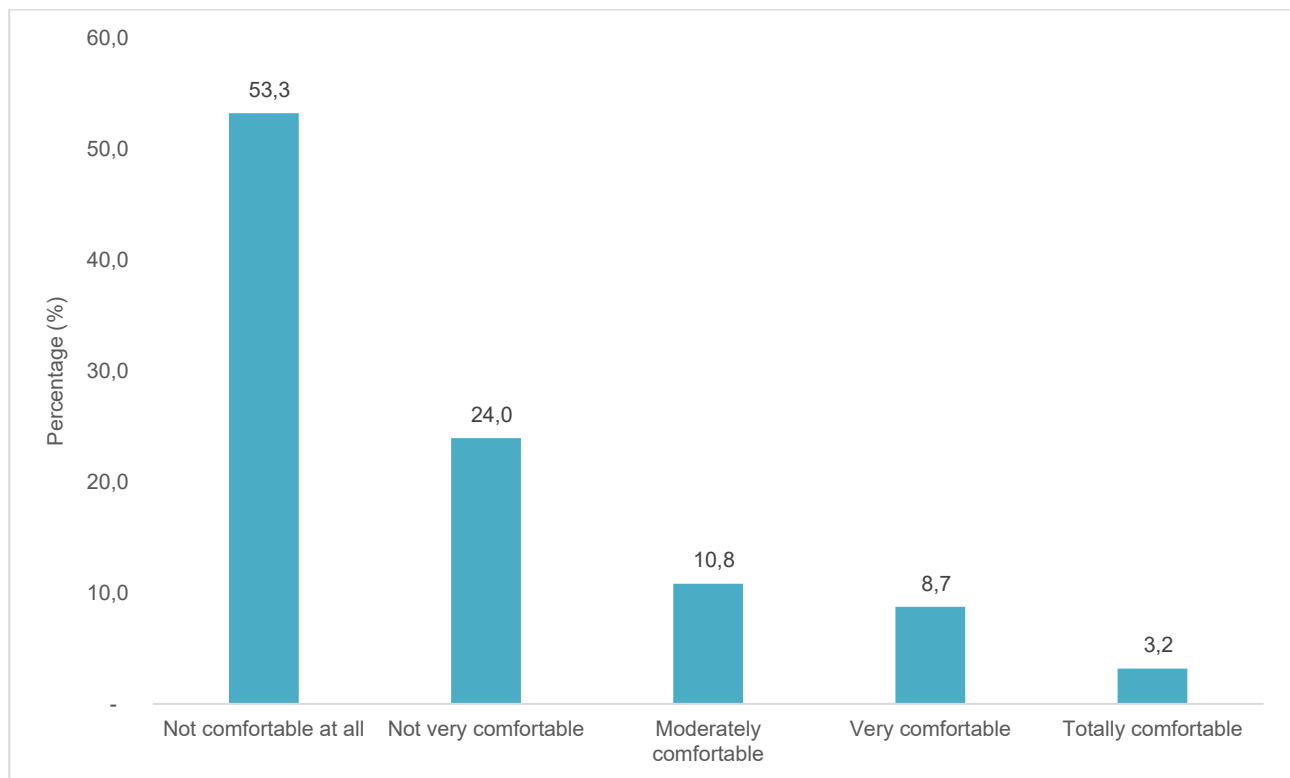


Figure 55 shows the level of comfortable/ uncomfortable of individuals aged 16 years and older with having a person above 80 years old as mayor/premier/president in 2025/26. Most felt not comfortable at all (53,3%), followed by those not very comfortable (24,0%) and moderately comfortable (10,8%).

Table 27 – Number and percentage of individuals indicating their level of comfort/discomfort with having a person above 80 years old as a mayor/premier/president, 2025/26

Characteristic	Number of individuals ('000)	Percentage
Sex		
Male	4 856	22,2
Female	5 295	22,7
Population		
Black African	8 215	22,7
Coloured	657	16,6
Indian/Asian	317	24,6
White	961	26,4
Age group		
16–34	4 499	22,3
35–49	2 701	21,2
50–64	1 854	22,9
65+	1 097	26,3
Province		
Western Cape	1 024	18,1
Eastern Cape	610	14,2
Northern Cape	188	20,2
Free State	492	22,7
KwaZulu-Natal	2 087	25,0
North West	912	29,6

Characteristic	Number of individuals ('000)	Percentage
Gauteng	2 736	20,7
Mpumalanga	733	21,2
Limpopo	1 370	33,9
Metro status		
Non-metro	6 086	25,3
Metro	4 065	19,3

Table 27 shows that most females (22,7%) indicated that they were comfortable with having a person above 80 years old as a mayor, premier, or president. Among the population groups, White respondents (26,4%) reported the highest level of comfort compared to other population groups. Respondents aged 65 years and older were more comfortable with having a person 80 years and older as a mayor, premier, or president than other age groups.

At the provincial level, Mpumalanga recorded the highest proportion of respondents who were comfortable with having those 80 years and older in these leadership positions (86,3%), followed closely by the North West (84,7%). Furthermore, respondents living in metro areas showed more levels of comfort compared to those residing in non-metro areas.

Figure 56 – Percentage distribution of individuals indicating their level of comfort/discomfort with having a person below 30 years old as a mayor/premier/president, in 2025/26

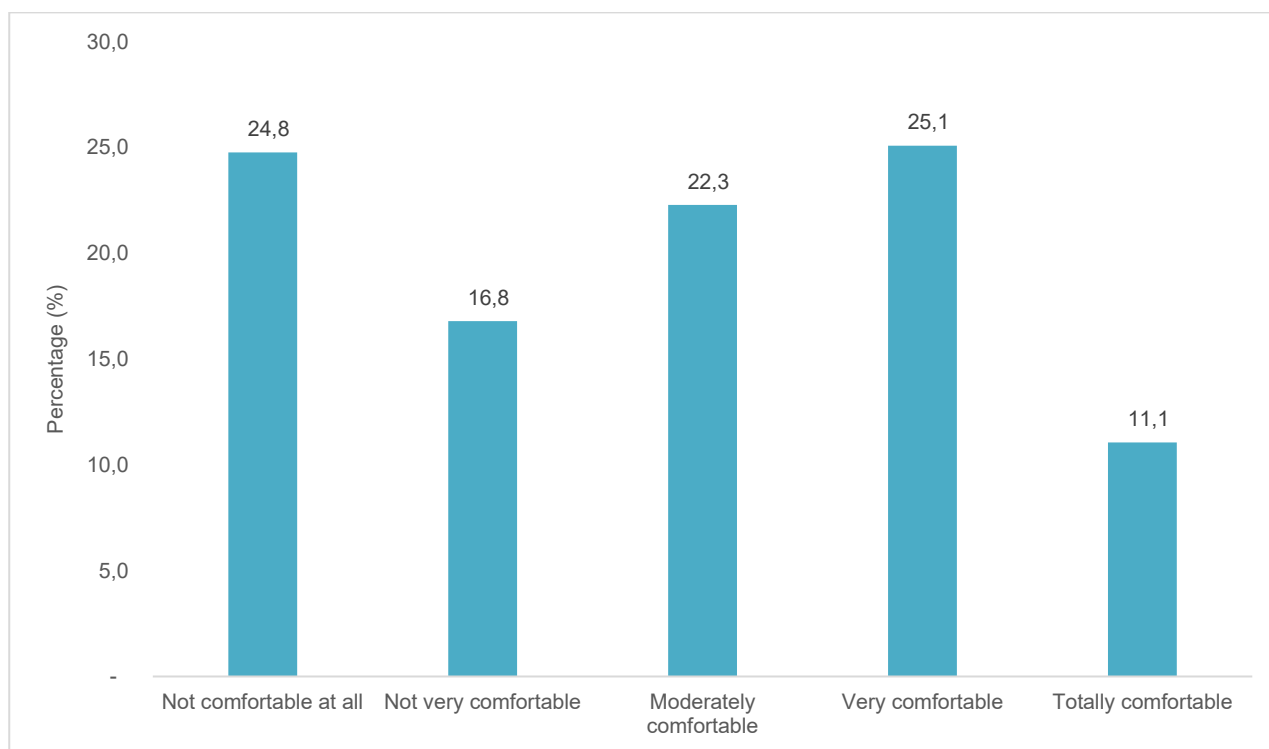


Figure 56 shows the level of comfort/discomfort of individuals aged 16 years and older with having a person above 30 years old as a mayor/premier/president in 2025/26. Most felt not comfortable at all (24,8%), followed by those very comfortable (25,1%) and moderately comfortable (22,3%).

Table 28 – Number and percentage of individuals indicating their level of comfort/discomfort with having a person below 30 years old as a mayor/premier/president, in 2025/26

Characteristic	Number of individuals ('000)	Percentage
Sex		
Male	12 585	57,6
Female	13 495	57,9
Population		
Black African	21 673	59,8
Coloured	2 003	50,5
Indian/Asian	596	46,1
White	1 808	49,6
Age group		
16–34	12 488	61,9
35–49	7 365	57,8
50–64	4 081	50,4
65+	2 146	51,5
Province		
Western Cape	2 467	43,6
Eastern Cape	2 271	52,7
Northern Cape	442	47,4
Free State	1 211	55,9
KwaZulu-Natal	5 380	64,5
North West	1 908	62,0
Gauteng	8 218	62,3
Mpumalanga	1 961	56,6
Limpopo	2 222	55,0
Metro status		
Non-metro	14 282	59,4
Metro	11 798	55,9

Table 28 shows that most females (57,9%) indicated that they were comfortable with having a person younger than 30 years old as a mayor, premier, or president. Among the population groups, Black African respondents (59,8%) reported the highest level of comfort compared to other population groups. Respondents aged 16–34 years were more comfortable with having a person below 30 years old as a mayor, premier, or president than older age groups.

At the provincial level, KwaZulu-Natal recorded the highest proportion of respondents who were comfortable with someone who is below 30 years old in these leadership positions (64,5%), followed closely by Gauteng (62,3%). Furthermore, respondents living in non-metro areas showed more levels of comfort compared to those residing in metro areas.

Figure 57 – Percentage distribution of individuals indicating which statement came closest to their opinion about men or women as a mayor/premier/president, 2025/26

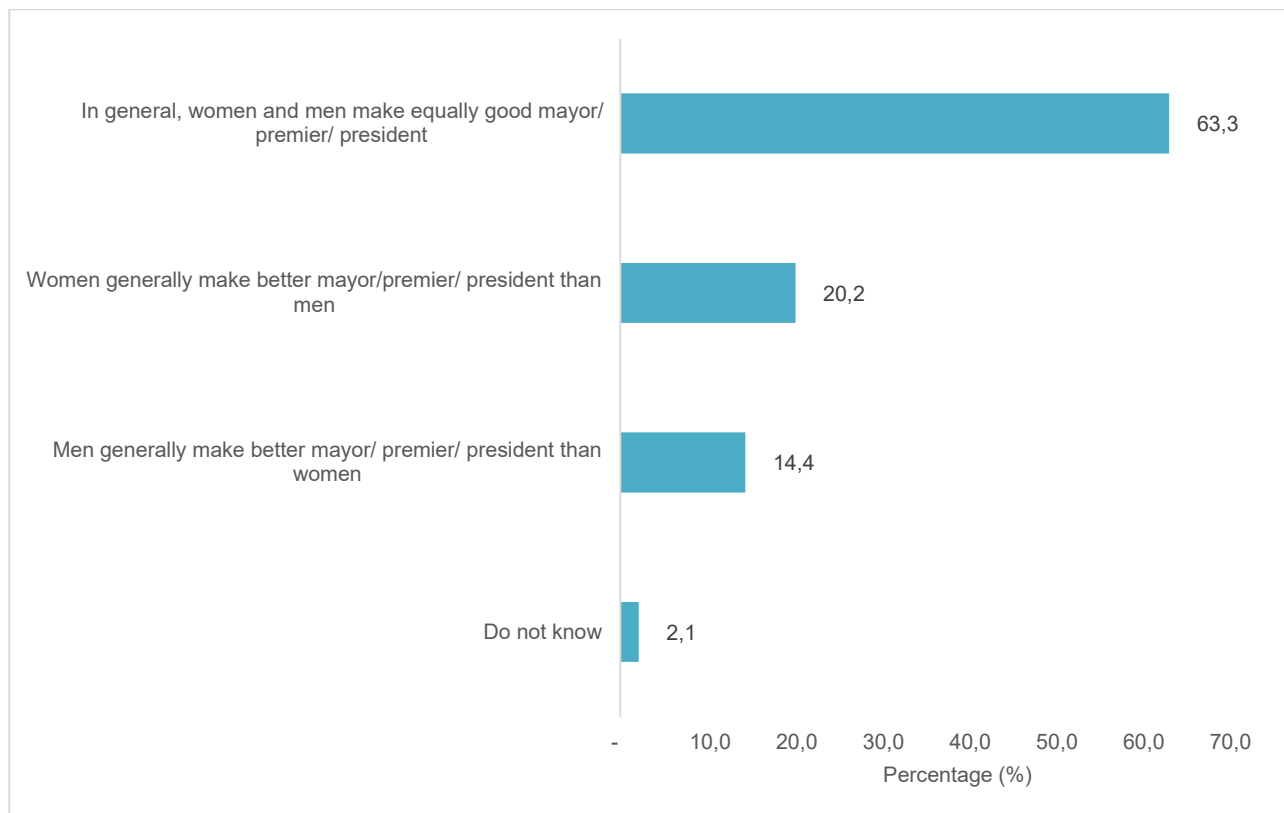


Figure 57 shows individuals aged 16 years and older indicating their opinion about men and women as a mayor/premier/president in 2025/26. The majority indicated that 'in general, women and men make equally good mayors/premiers/presidents'. This was followed by those who indicated that 'women generally make better mayor/premier/president than men' with 20,2%.

Figure 58 – Percentage distribution of individuals indicating whether the political system in South Africa allows people like them to have a say in what the government does, 2025/26

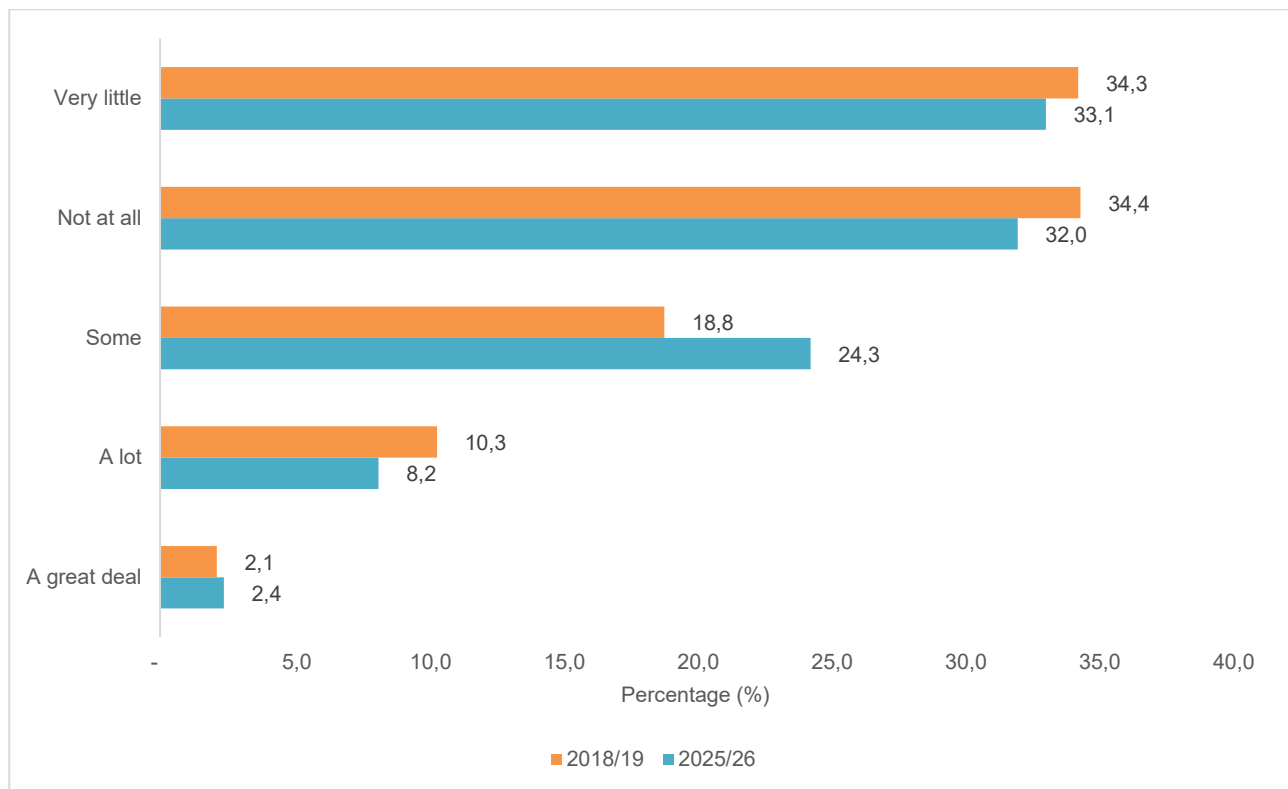


Figure 58 shows individuals aged 16 years and older indicating whether the political system in South Africa allows people like them to have a say in what the government does in both 2018/19 and 2025/26. Most felt they have very little say (33,1%) in 2025/26, which was a decrease from 2018/19 (34,3%). Conversely, there was an increase for those who felt they had some influence on what the South African government does, from 18,8% in 2018/19 to 24,3% in 2025/26.

Figure 59 – Percentage distribution of individuals indicating that the political system in South Africa allows people like them to have a say in what the government does by sex, 2025/26

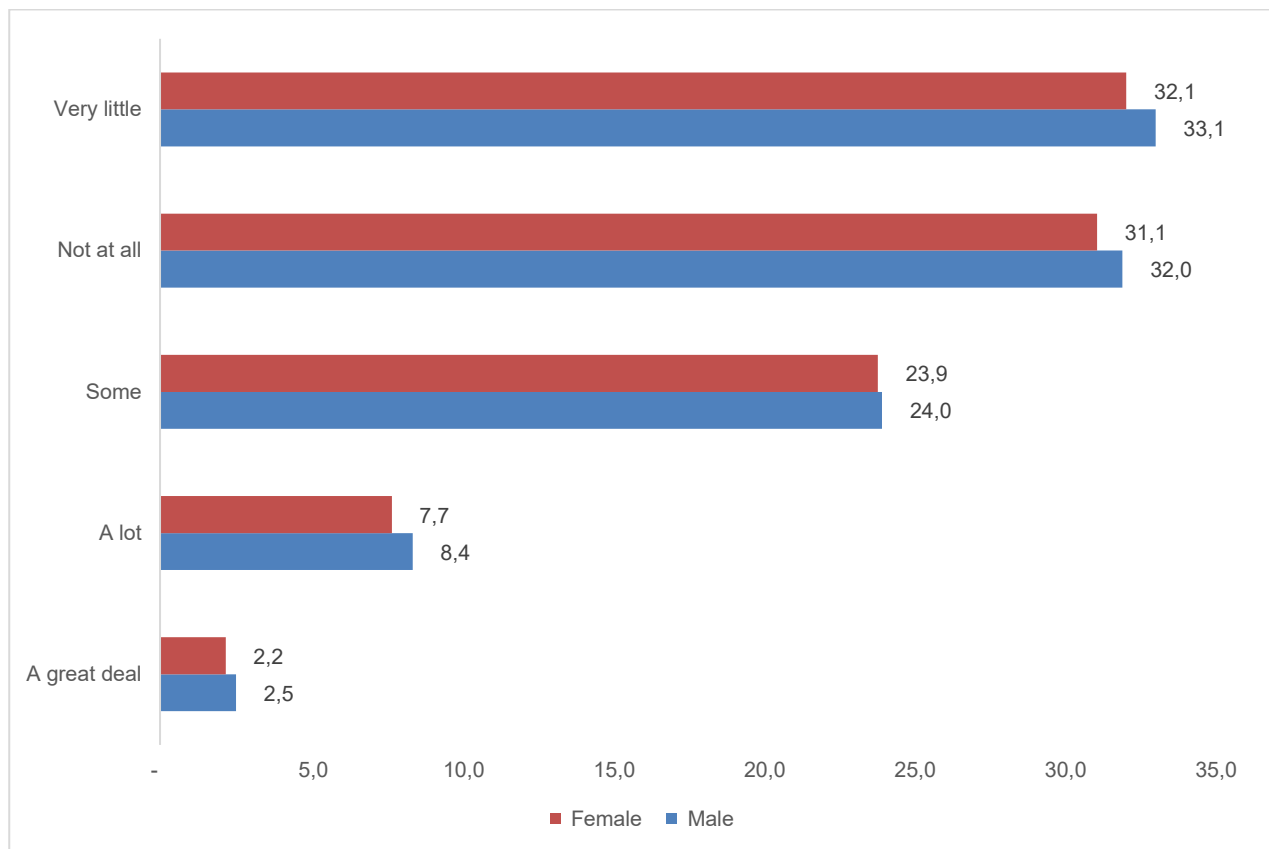


Figure 59 shows distribution of individuals indicating if the political system in South Africa allows people like them to have a say in what the government does by sex in 2025/26. Both females and males felt they have very little say (32,1% and 33,1% respectively) in 2025/26.

Figure 60 – Percentage distribution of individuals indicating political system in South Africa allows people like you to have a say in what the government does by population group, 2025/26

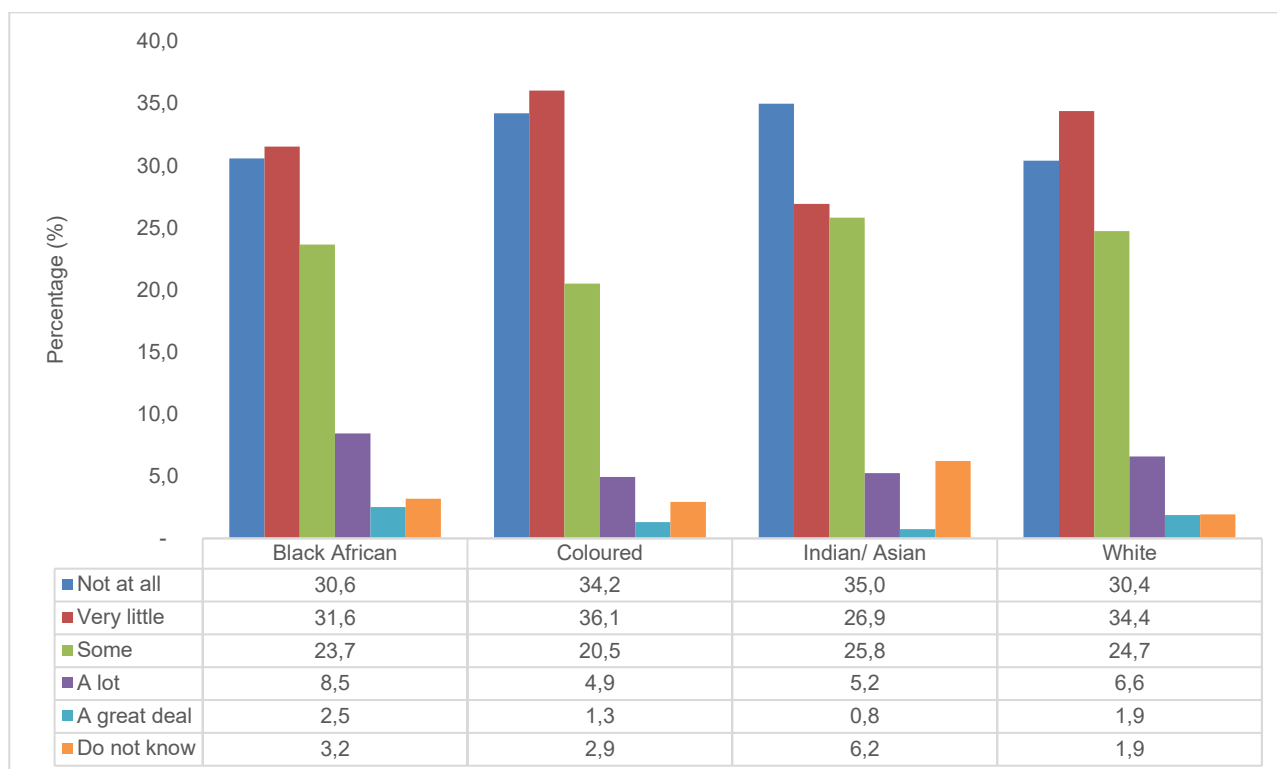


Figure 60 shows individuals aged 16 years and older indicating if the political system in South Africa allows people like them to have a say in what the government does by population group in 2025/26. The Coloured population group felt they have very little (36,1%) say in what the government does. This is followed by Indian/Asian, who felt they do not have a say at all (35,0%); a similar proportion of the White population felt they have very little (34,4%). Conversely, there was a better proportion compared to others of those who felt they have a great deal of a say (2,5%) amongst Black Africans in the political system in South Africa.

Figure 61 – Percentage distribution of individuals indicating that the political system in South Africa allows people like them to have a say in what the government does by age group, 2025/26

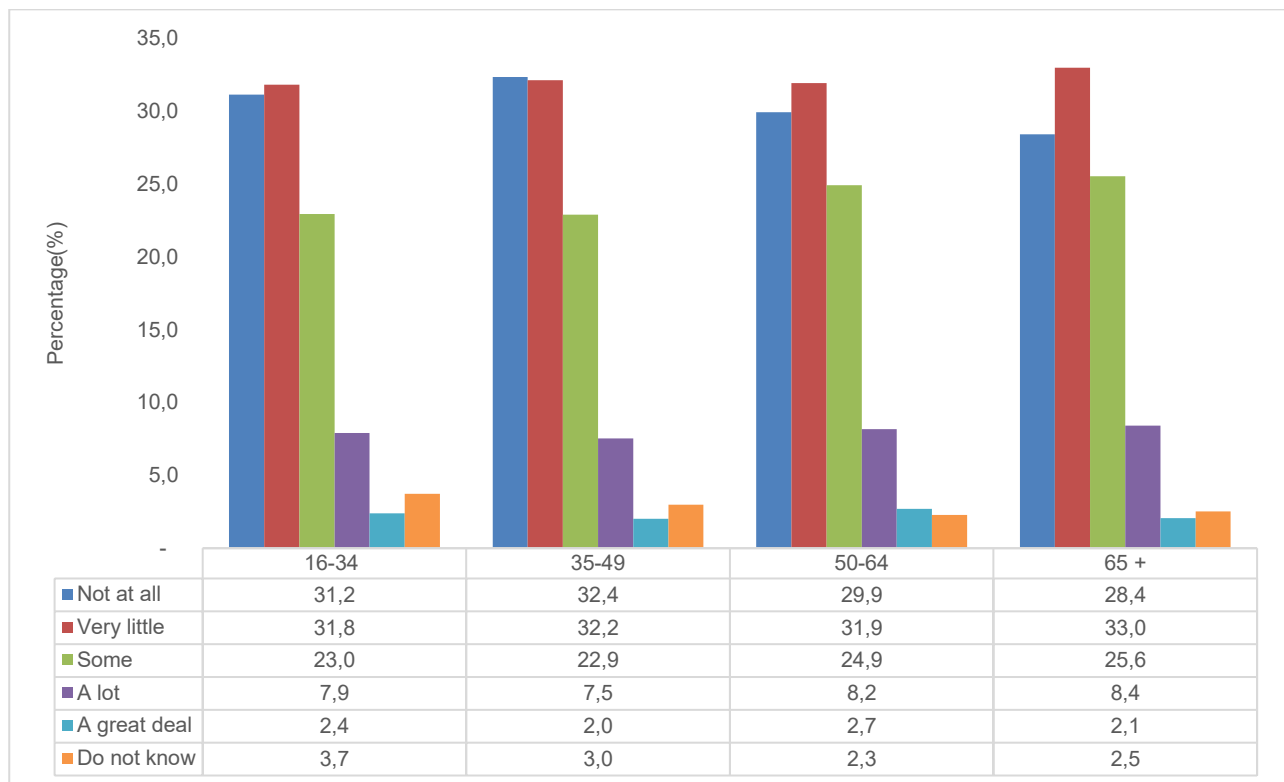


Figure 61 shows individuals aged 16 years and older indicating if the political system in South Africa allows people like them to have a say in what the government does by age group in 2025/26. Those 65 years and older felt they have very little (33,0%) say in what the government does. This is followed by 35–49 years, who felt they do not at all have a say (32,4%), and a similar proportion of 16–34 year olds who felt they have very little (31,8%).

Figure 62 – Percentage of individuals indicating that the political system in South Africa allows people like them to have an influence on politics, 2025/26

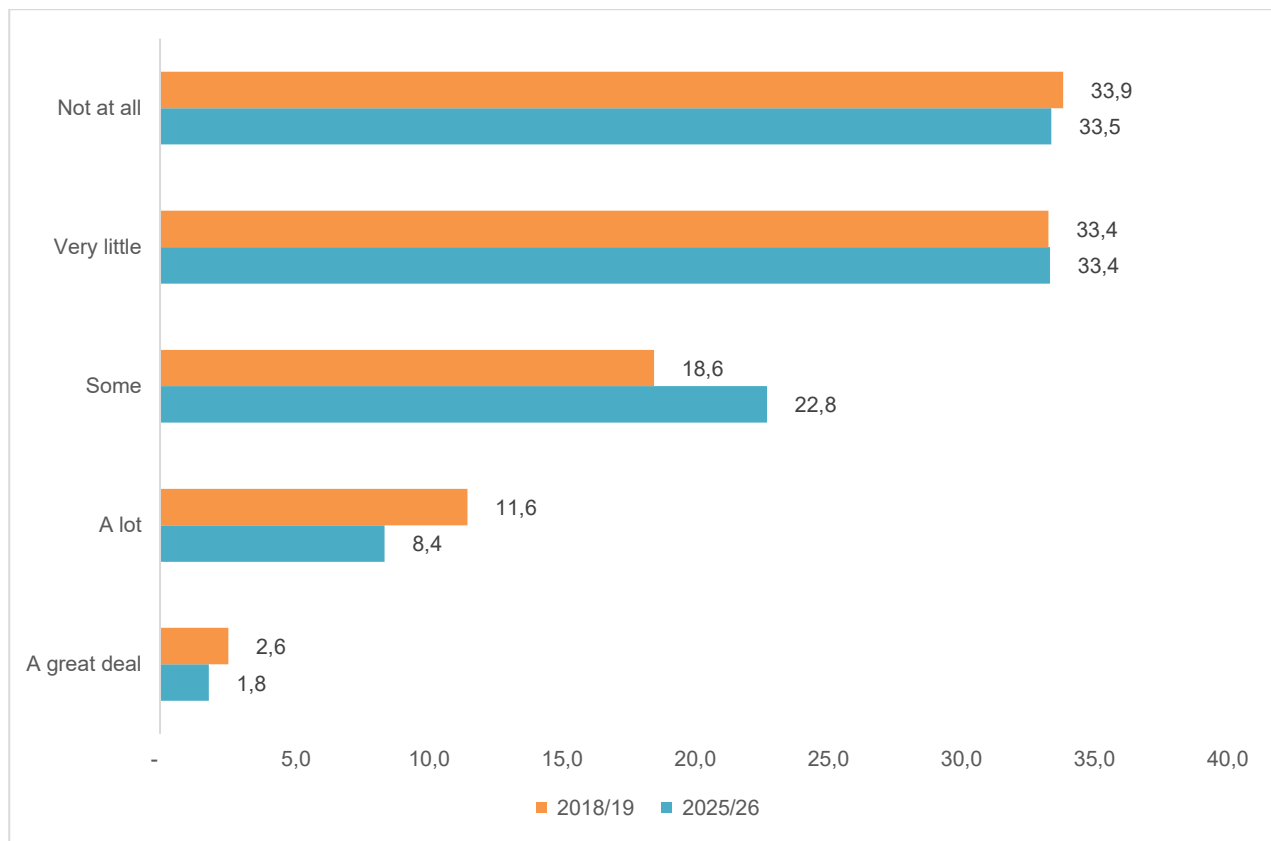


Figure 62 shows individuals aged 16 years and older indicating if the political system in South Africa allows people like them to have an influence on politics in 2018/19 and 2025/26. Most felt they have not influence at all in both reporting periods in 2018/19 (33,9%) and 2025/26 (33,5%), though there was a slight decrease of 0,5 percentage point from 2018/19. There was an equal proportion of those who felt they had very little influence on the political system in South Africa, which was 33,4% in both reporting periods. Conversely, there is an decrease for those who felt they had influence a great deal in the political system in South Africa.

Figure 63 – Percentage distribution of individuals indicating that the political system in South Africa allows people like them to have an influence on politics by sex, 2025/26

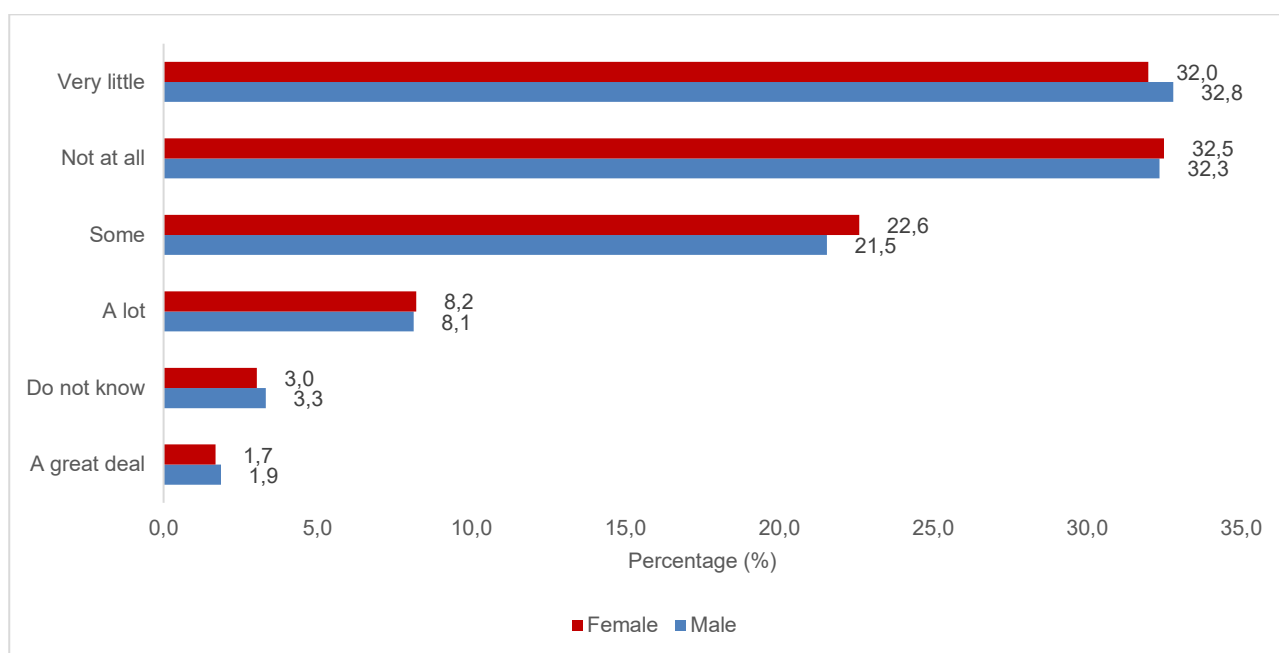


Figure 63 shows individuals aged 16 years and older indicating that the political system in South Africa allows people like them to influence politics by sex in 2025/26. Most males (32,8%) felt they do not have influence at all in 2025/26. This was followed by the proportion of females who indicated they do not have influence at all (32,5%) in the political system in South Africa.

Figure 64 – Percentage distribution of individuals indicating the political system in South Africa allows people like them to have an influence on politics by population group, 2025/26

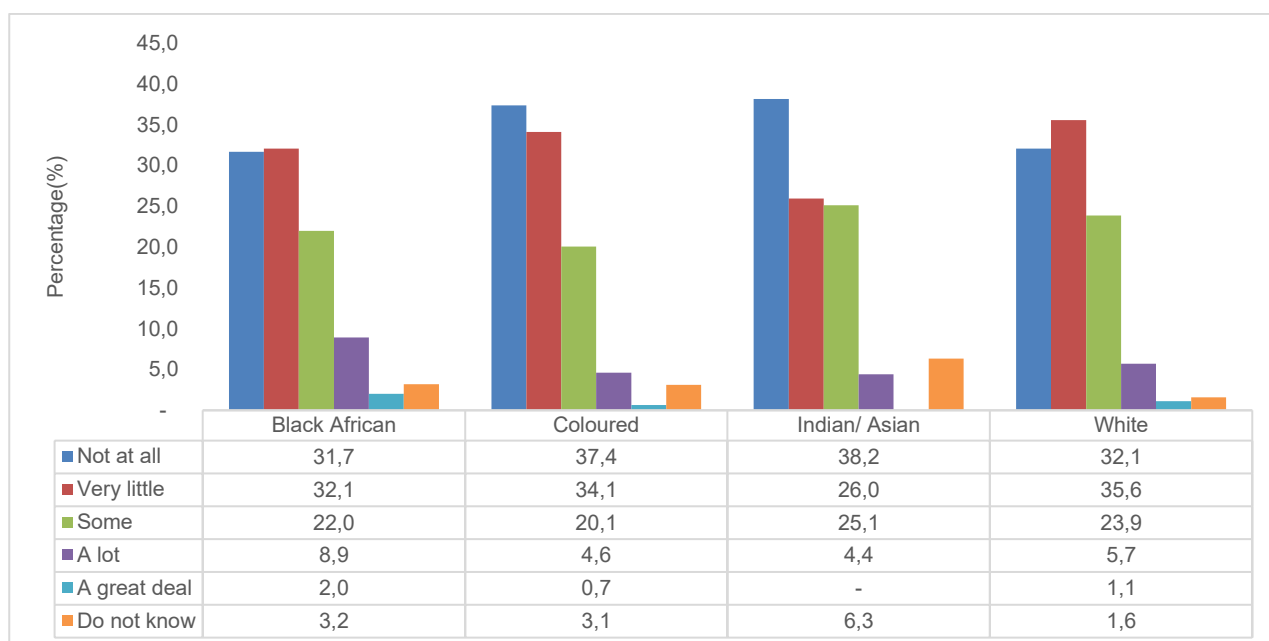


Figure 64 shows individuals aged 16 years and older indicating that the political system in South Africa allows people like them to have an influence on politics by population group in 2025/26. Most Indians/Asians (38,2%) felt they do not have influence at all in 2025/26. This was followed by the proportion of Coloured individuals who indicated they do not have influence at all (37,4%) in the political system in South Africa.

Figure 65 – Percentage distribution of individuals indicating the political system in South Africa allows people like them to influence politics by age group, 2025/26

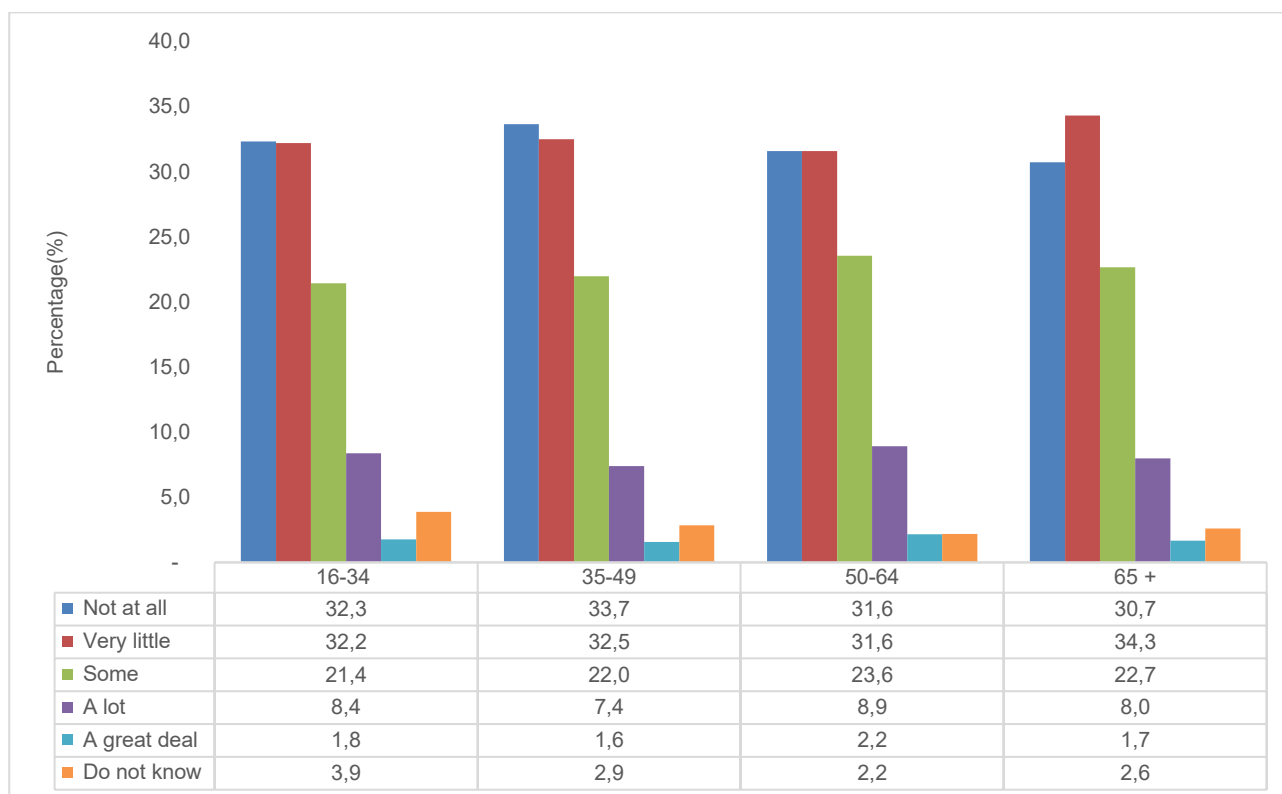


Figure 65 shows individuals aged 16 years and older indicating that the political system in South Africa allows people like them to influence politics by age group in 2025/26. Most 65+ (34,3%) indicated that they have little influence in the political system. This was followed by a similar proportion of 35–49 year olds who indicated they do not influence at all (33,7%) and those who had very little (32,5%) influence on the political system in South Africa.

5.1 Summary

About 74% (73,6%) of individuals had the right to vote in the 2024 general/national elections, and out of those who had the right to vote, approximately 92% (92,1%) of individuals were registered to vote in the 2024 general elections, which was an increase of 25,5 percentage points from those who were registered to vote in 2014.

Out of 31 million individuals who registered to vote in 2024, about 29 million cast their vote; this was an increase compared to the 2014 national election, where almost 27 million registered to vote and only 26 million cast their vote. Of those who did not vote, the highest proportion of respondents (34,7%) indicated that they either forgot to vote or were not interested in the elections.

Most females (89,5%) indicated that they were comfortable with having a woman serve as a mayor, premier, or president.

6. Additional analysis

Figure 66 – Percentage distribution of individuals who received and showed kindness towards individuals of a different racial group by sex, 2025/26

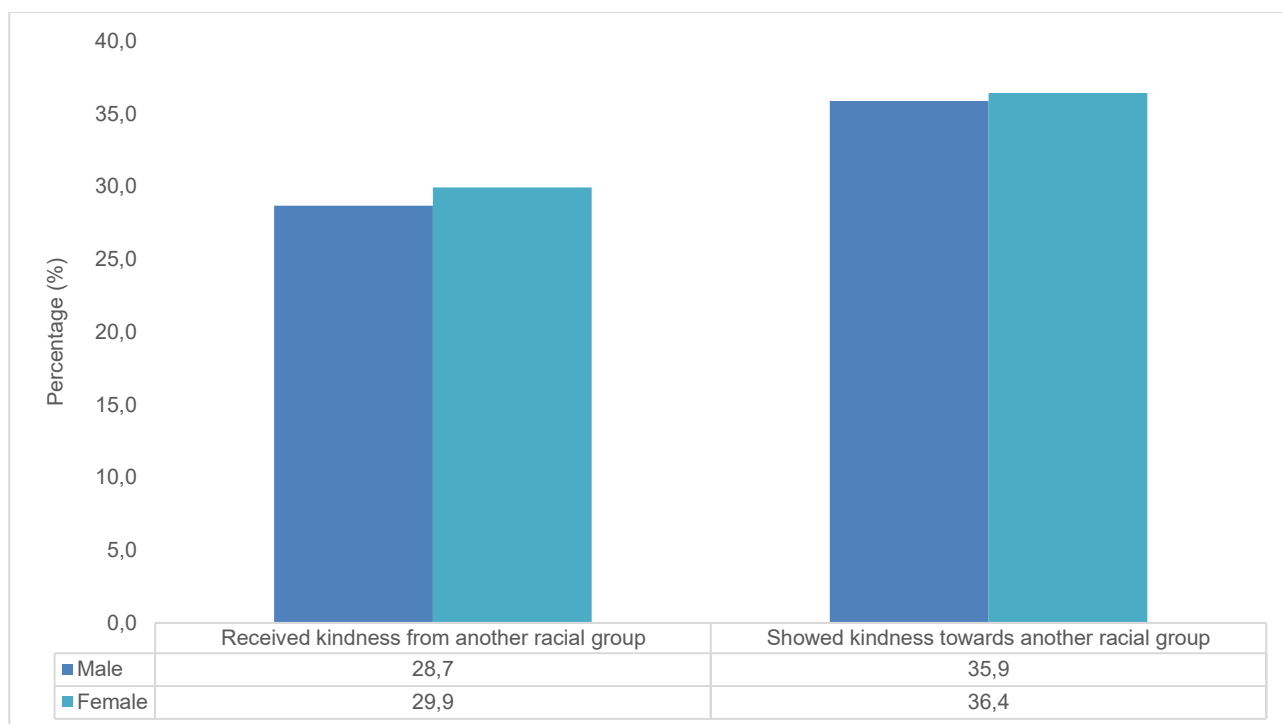


Figure 66 shows the percentage of individuals by sex who received and showed kindness towards an individual of a different racial group. A higher percentage of females received kindness (29,9%) and showed kindness (36,4%) compared to males at 28,7% and 35,9% respectively.

Figure 67 – Percentage distribution of individuals who received and showed kindness towards individuals of a different racial group by province, 2025/26

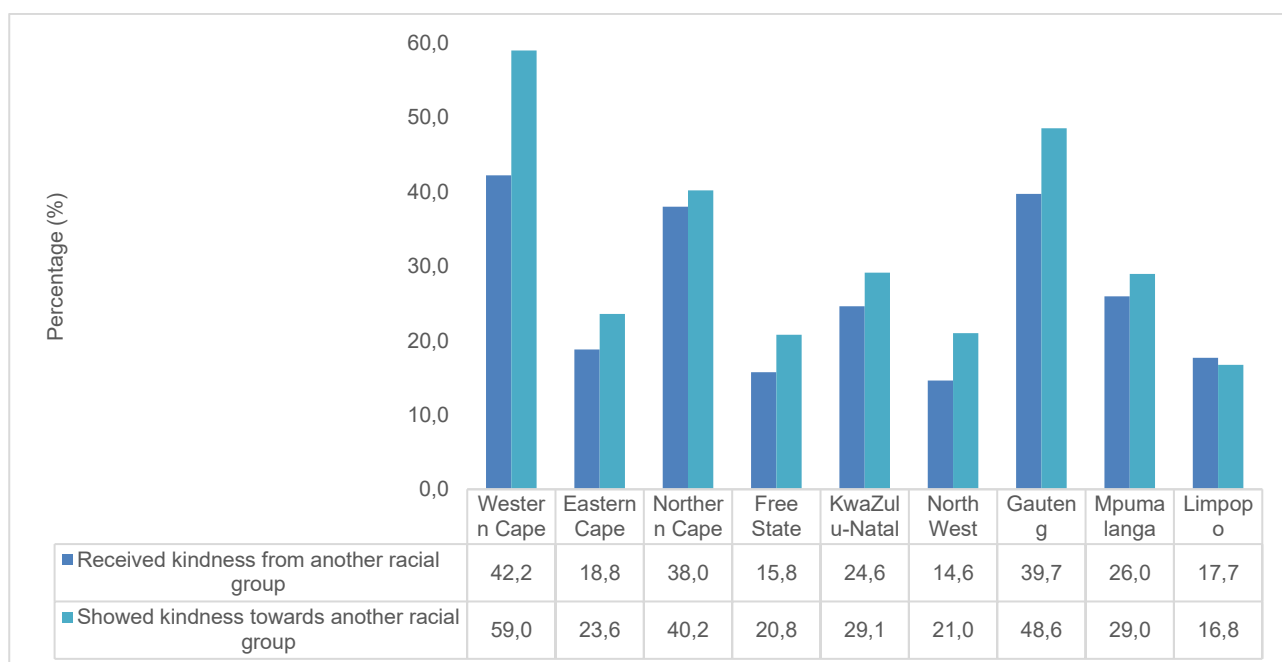


Figure 67 shows that Western Cape had the highest percentage of individuals who received kindness (42,2%) and showed kindness (59,0%) towards an individual of a different racial group. The lowest percentages for receiving and showing kindness were recorded in North West, Free State and Limpopo.

Figure 68 – Percentage distribution of individuals who are proud/ not proud to be South African and voted for 2024 general/national elections, 2025/26

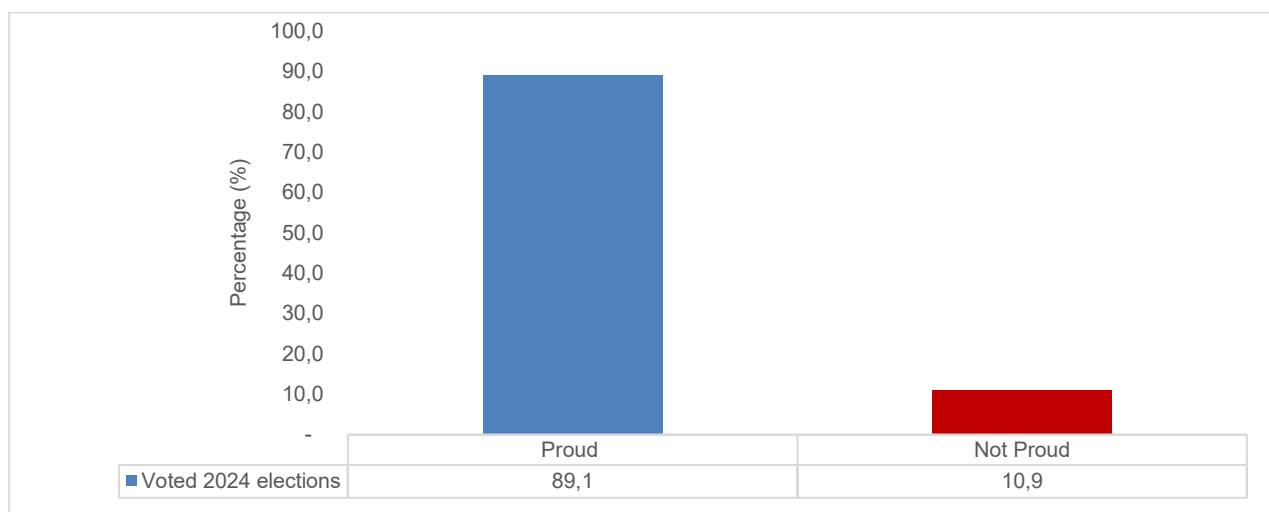


Figure 68 shows that the majority (89,1%) of individuals 16 years and older in South Africa are proud to be South African.

Figure 69 – Top five reasons young individuals (16–34 Years) gave for not voting in the 2024 National and Provincial Elections, 2025/26

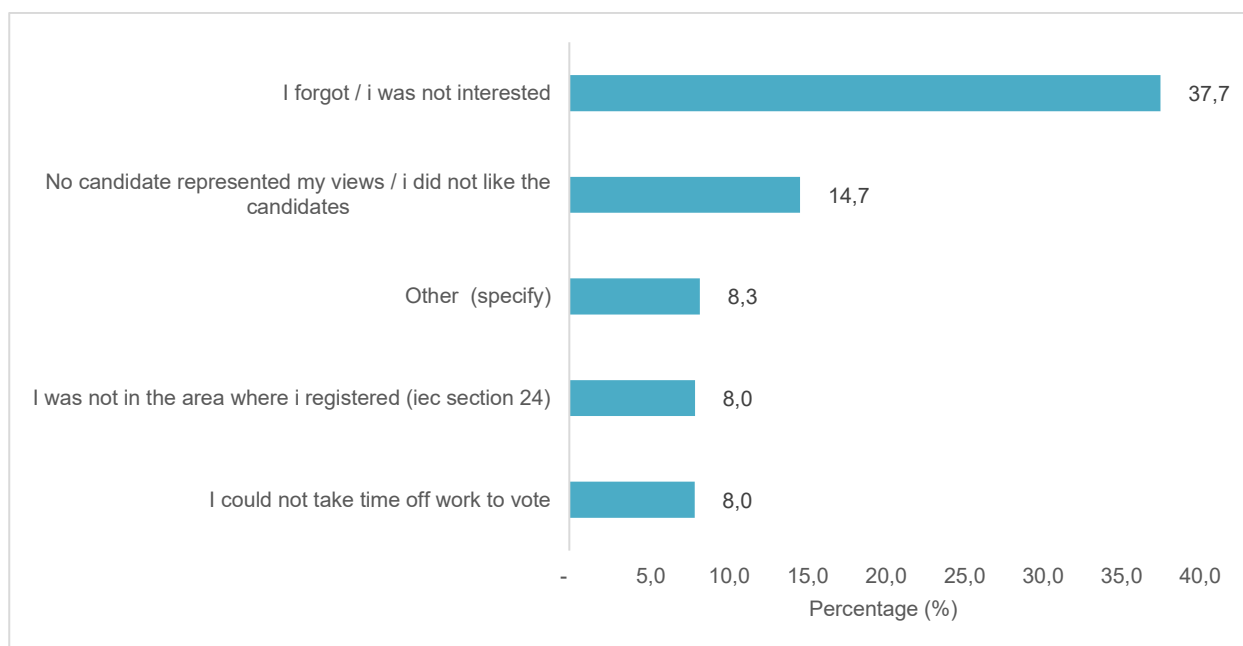


Figure 69 shows that the top reason individuals between the ages of 16–34 gave as a reason for not voting in the 2024 national elections was that I forgot/I was not interested at 37,7%. It was followed by those who said there was no candidate that represents my views/ I do not like the candidate at 14,7%.

Technical notes

7.1 Survey requirements and design

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

7.2 Sample design

The Governance, Public Safety, and Justice Survey (GPSJS) 2025/26 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 2025/26 collection was drawn from the 2013 Master Sample. This master sample is based on information collected during Census 2011. In preparation for Census 2011, the country was divided into 103 576 enumeration areas (EAs). The Census EAs, together with the auxiliary information for the EAs, were used as the frame units or building blocks for the formation of primary sampling units (PSUs) for the master sample, since they covered the entire country and had other information that is crucial for stratification and creation of PSUs.

There are 3 324 primary sampling units (PSUs) in the master sample with an expected sample of approximately 33 000 dwelling units (DUs). The number of PSUs in the current master sample (3 324) reflects 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 the 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) designed to include themes on governance. The rule of law and control of corruption were the only themes or sub-themes covered by VOCS prior to 2018. To achieve a reasonable balance between questionnaire length and depth of questions, a three-year rotation regime was adopted where five themes are spread over a three-year period. Once in three years, GPSJS will measure in detail the general experience of household and individual crime in the country.

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

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

7.4 Questionnaire

Table 28 summarises the details of the questions included in the GPSJS 2025/26 questionnaire. The questions are covered in six 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 29 – The structure of the GPSJS 2025/26 questionnaire

Section	Number of questions 2025/26	Details of each section
Cover page		Household information, response details, field staff information, result codes, etc.
Person information	15	Demographic information (name, sex, age, population group, etc.)
Part 01: Household Information		
Section 1	84	Experience of Household Crime
Part 02: Individual Respondent		
Section 2	8	General Health and Functioning
Section 3	77	Individual Experience of Crime
Section 4	55	Legitimacy, Voice, and Equity
Section 5	8	Experience of Disputes/ Problems
Section 6	10	Individual Perceptions on Crime
Section 7	21	General Individual Perceptions
Survey Officer Questions	5	Survey officer to answer questions
All sections	283	

7.5 Response rates

Table 30 – Response rates per province, GPSJS 2025/26

Province / Metropolitan Area	Response Rates
National	85,57
Western Cape	77,15
Non-Metro	91,58
City of Cape Town	70,97
Eastern Cape	94,05
Non-Metro	95,76
Buffalo City	95,10
Nelson Mandela Bay	86,93
Northern Cape	84,36
Free State	87,47
Non-Metro	87,33
Mangaung	87,83
KwaZulu-Natal	90,87
Non-Metro	95,33
eThekweni	83,50
North West	86,21
Gauteng	76,97
Non-Metro	84,90
Ekurhuleni	86,29
City of Johannesburg	73,72
City of Tshwane	67,54
Mpumalanga	90,41
Limpopo	96,95

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

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 2025/26 were based on the end-September population estimate for 2021 based on the 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 sex. 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: black African, coloured, Indian/Asian, and white. Sex 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 17 areas with age resulted in 68 calibration cells.

7.7.2 Household level weights

The household estimates used for the calibration of the trimmed adjusted base weights in constructing the household-level sample weights were for GPSJS 2025/26 based on the end-September population estimate for 2024 (based on the 2018 mid-year series). The household estimates were used in benchmarking the 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 sex. Age represents four age groups of 10–34, 35–49, 50–64, and 65+. Race represents four groups: black African, coloured, Indian/Asian, and white. Sex 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

The population estimates used for the calibration of the trimmed adjusted base weights in constructing the individual-level sample weights for GPSJS 2025/26 were the end-September population estimate for 2025 based on the 2018 mid-year series. The 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 the individual age, race, and sex. Age represents three age groups of 16–34, 35–64, and 65+. Race represents four groups: black African, coloured, Indian/Asian, and white. Sex 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., nine non-metropolitan and eight 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 person and household variables. Estimates were computed based on a complex multi-stage survey design with stratification, clustering, and unequal weighting. Standard error is the estimated measure of variability in the sampling distribution of a statistic. The design effect for an estimate is the ratio of the actual variance (estimated based on the sample design) to the variance of a simple random sample with the same number of observations (Lohr, 1999; Kish, 1965). The coefficient of variation (CV) is a measure of the relative size of error, defined as $100 \times (\text{standard error} / \text{estimated value})$.

Figure 70: Coefficient of variation thresholds

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

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

Table 31 – Measures of precision of Legitimacy, Voice, and Equity

2.1 Have you heard about the South African Constitution?				
Consti	Number ('000)	CV	Percentage	CV
Yes	34 580	0,7%	76,6	0,5%
No	10 543	1,6%	23,4	1,5%
2.2 Do you think the Constitution protects your rights?				
ConstiProt	Number ('000)	CV	Percentage	CV
Yes	23 176	0,9%	67,0	0,7%
No	10 796	1,6%	31,2	1,5%
Do not know	608	7,4%	1,8	7,4%
2.3 Are you aware that the South African Bill of Rights is part of the South African Constitution?				
BillRights	Number ('000)	CV	Percentage	CV
Yes	29 838	0,8%	66,7	0,6%
No	14 914	1,3%	33,3	1,2%
2.4 Do you think the Constitution protects the rights of others more than yours?				
ConstiFav	Number ('000)	CV	Percentage	CV
Yes	18 215	1,1%	52,7	0,9%
No	15 242	1,2%	44,1	1,1%
Do not know	1 124	5,2%	3,3	5,2%

Table 32 – Measures of precision of individual experience of discrimination during the past 12 months

4.11 In South Africa, do you feel that you personally experienced any form of discrimination or harassment during the past 12 months?				
Discrimination Type	Number	CV	Percentage	CV
Race				
Yes	1 543	4%	47,1	4%
No	1 737	5%	52,9	3%
Ethnic/tribal group				
Yes	405	7%	30,6	7%
No	919	5%	69,4	3%
Language or dialect				
Yes	577	5%	38,1	5%
No	939	5%	61,9	3%
Religion				
Yes	272	9%	29,5	9%
No	650	6%	70,5	4%
Region/province of origin				
Yes	132	10%	20,0	10%
No	528	6%	80,0	2%
Nationality				
Yes	654	6%	46,6	5%
No	749	6%	53,4	5%
Poverty or wealth status				
Yes	477	7%	34,0	6%
No	924	5%	66,0	3%

Sex				
Yes	277	9%	30,4	9%
No	636	5%	69,6	4%
Disability				
Yes	118	12%	25,6	11%
No	344	6%	74,4	4%
Political affiliation				
Yes	173	8%	29,1	8%
No	421	5%	70,9	3%
Sexual orientation				
Yes	76	12%	20,7	13%
No	291	6%	79,3	3%
Education status				
Yes	305	8%	39,5	7%
No	467	5%	60,5	5%
Age				
Yes	305	7%	41,2	6%
No	436	6%	58,8	5%
Other				
Yes	57	14%	29,3	15%
No	138	8%	70,7	6%

Table 33 – Measures of precision of individual perception of Democracy

2.7 How much would you say democracy in South Africa allows people like you to have a say in what the government does?				
Q27SayinGov	Number ('000)	CV	Percentage	CV
Not at all	14 001	2%	31	2%
Very little	14 461	2%	32	2%
Some	10 622	2%	24	2%
A lot	3 567	4%	8	4%
A great deal	1 043	8%	2	8%
DO NOT KNOW	1 425	6%	3	6%
2.7 How much would you say democracy in South Africa allows people like you to have an influence on politics?				
Q28Influence	Number ('000)	CV	Percentage	CV
Not at all	14 629	2%	32	2%
Very little	14 607	2%	32	2%
Some	9 964	2%	22	2%
A lot	3 685	4%	8	4%
A great deal	799	8%	2	8%
DO NOT KNOW	1 430	6%	3	6%

Table 34 – Measures of precision of individual experience of disputes during the past two years

5.1 In the past 2 years, which of the following disputes or problems have you experienced? The dispute/problem could have started many years in the past but continued during the past 2 years.				
Dispute	Number ('000)	CV	Percentage	CV
Q31DisputeProb__1				
Yes	7 886	3,3%	17,5	3,1%
No	37 230	1,0%	82,5	0,7%
Q31DisputeProb__2				
Yes	1 919	5,9%	4,3	5,9%
No	43 197	0,9%	95,7	0,3%
Q31DisputeProb__3				
Yes	1 710	5,8%	3,8	5,8%
No	43 406	0,9%	96,2	0,2%
Q31DisputeProb__4				
Yes	1 548	5,9%	3,4	5,9%
No	43 568	0,9%	96,6	0,2%
Q31DisputeProb__5				
Yes	4 396	4,0%	9,7	3,9%
No	40 719	0,9%	90,3	0,4%
Q31DisputeProb__6				
Yes	1 132	7,1%	2,5	7,1%
No	43 984	0,9%	97,5	0,2%
Q31DisputeProb__7				
Yes	738	9,5%	1,6	9,5%
No	44 378	0,8%	98,4	0,2%
Q31DisputeProb__8				
Yes	4 904	3,9%	10,9	3,8%
No	40 211	1,0%	89,1	0,5%
Q31DisputeProb__9				
Yes	807	9,1%	1,8	9,0%
No	44 308	0,8%	98,2	0,2%
Q31DisputeProb__10				
Yes	875	8,4%	1,9	8,4%
No	44 240	0,8%	98,1	0,2%
Q31DisputeProb__11				
Yes	1 020	8,2%	2,3	8,1%
No	44 095	0,8%	97,7	0,2%
Q31DisputeProb__12				
Yes	1 244	6,7%	2,8	6,7%
No	43 872	0,9%	97,2	0,2%
Q31DisputeProb__13				
Yes	744	9,5%	1,6	9,5%
No	44 372	0,8%	98,4	0,2%
Q31DisputeProb__14				
Yes	1 107	7,9%	2,5	7,9%
No	44 009	0,9%	97,5	0,2%
Q31DisputeProb__15				
Yes	73	21,8%	0,2	21,7%
No	45 043	0,8%	99,8	0,0

Annexure B: Selected variables by selected demographic and location variables and Additional figures

Table 35 – Number and percentage of population who sought help from family or friends to help resolve the most recent dispute or problem, 2025/26

Characteristic	Number ('000)	Percentage
Sex		
Male	1 378	6,3
Female	1 718	7,4
Population		
Black African	25 499	7,0
Coloured	199	5,0
Indian/Asian	141	10,9
White	206	5,6
Age group		
16–34	1 432	7,1
35–49	806	6,3
50–64	576	7,1
65+	281	6,7
Highest Level of Education		
No schooling	77	6,8
Some primary	158	5,9
Completed primary	84	5,7
Some secondary	1 164	6,8
Completed secondary	1 102	7,1
Post-school	464	7,0
Marital status		
Married	765	6,6
Cohabiting	255	6,2
Divorced	37	4,6
Separated	36	12,3
Widowed	239	8,7
Single	1 763	14,8
Province		
Western Cape	210	3,7
Eastern Cape	192	4,5
Northern Cape	56	6,0
Free State	170	7,9
KwaZulu-Natal	1 022	12,3
North West	106	3,4
Gauteng	767	5,8
Mpumalanga	152	4,4
Limpopo	420	10,4
Metro status		
Metro	1 568	7,4
Non-metro	1 527	6,3

Table 36 – Number and percentage of population who sought help from police to help resolve most recent dispute or problem, 2025/26

Characteristics	Number ('000)	Percentage
Sex		
Male	397	1,8
Female	419	1,8
Population		
Black African	677	1,9
Coloured	72	1,8
Indian/Asian	12	0,9
White	55	1,5
Age group		
16–34	367	1,8
35–49	221	1,7
50–64	156	1,9
65+	72	1,7
Highest Level of Education		
No schooling	20	1,8
Some primary	48	1,8
Completed primary	31	2,1
Some secondary	342	2,0
Completed secondary	235	1,5
Post-school	120	1,8
Marital status		
Married	220	1,9
Cohabiting	78	1,9
Divorced	4	0,5
Separated	15	5,1
Widowed	61	2,2
Single	437	4,2
Province		
Western Cape	122	2,2
Eastern Cape	31	0,7
Northern Cape	14	1,5
Free State	38	1,8
KwaZulu-Natal	98	1,2
North West	21	0,7
Gauteng	171	1,3
Mpumalanga	35	1,0
Limpopo	286	7,1
Metro status		
Metro	278	1,3
Non-metro	538	2,2

Table 37 – Number and percentage of population who sought help from community organisations to help resolve most recent dispute or problem, 2025/26

Characteristics	Number ('000)	Percentage (%)
Sex		
Male	2 008	9,2
Female	1 916	8,2
Population		
Black African	3 541	9,8
Coloured	79	2,0
Indian/Asian	85	6,6
White	219	6,0
Age group		
16–34	1 728	8,6
35–49	1 183	9,3
50–64	727	9,0
65+	287	6,9
Highest level of education		
No schooling	91	8,0
Some primary	243	9,1
Completed primary	145	9,7
Some secondary	1 516	8,9
Completed secondary	1 394	9,0
Post-school	503	7,6
Marital Status		
Married	968	8,3
Cohabiting	373	9,1
Divorced	39	4,8
Separated	32	11,1
Widowed	213	7,7
Single	2 299	21,4
Province		
Western Cape	71	1,3
Eastern Cape	250	5,8
Northern Cape	33	3,6
Free State	127	5,9
KwaZulu-Natal	1 040	12,5
North West	187	6,1
Gauteng	1 227	9,3
Mpumalanga	326	9,4
Limpopo	664	16,4
Metro status		
Metro	1 711	8,1
Non-metro	2 214	9,2

Additional figures

Figure 70 – Percentage distribution of individuals on satisfaction (satisfied and very satisfied) with own life by province, 2025/26

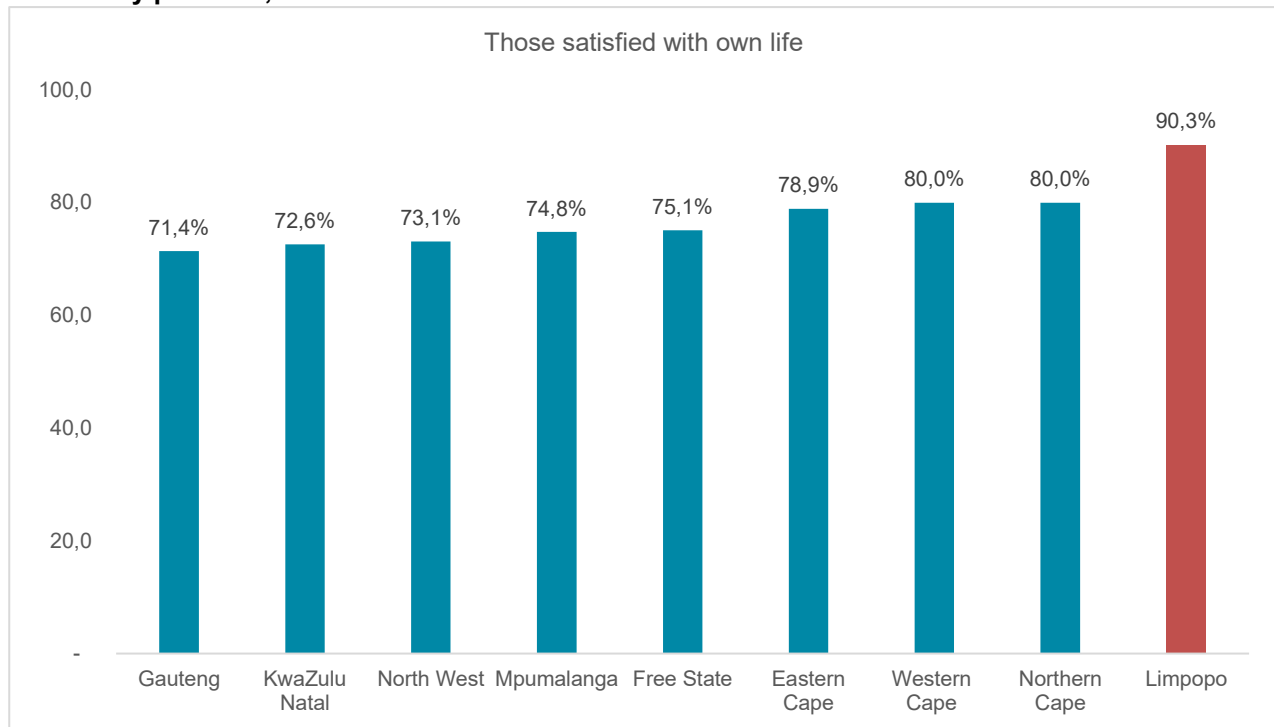


Figure 71 – Percentage distribution of individuals on the level of pride (proud and very proud) in being a South African by province, 2025/26

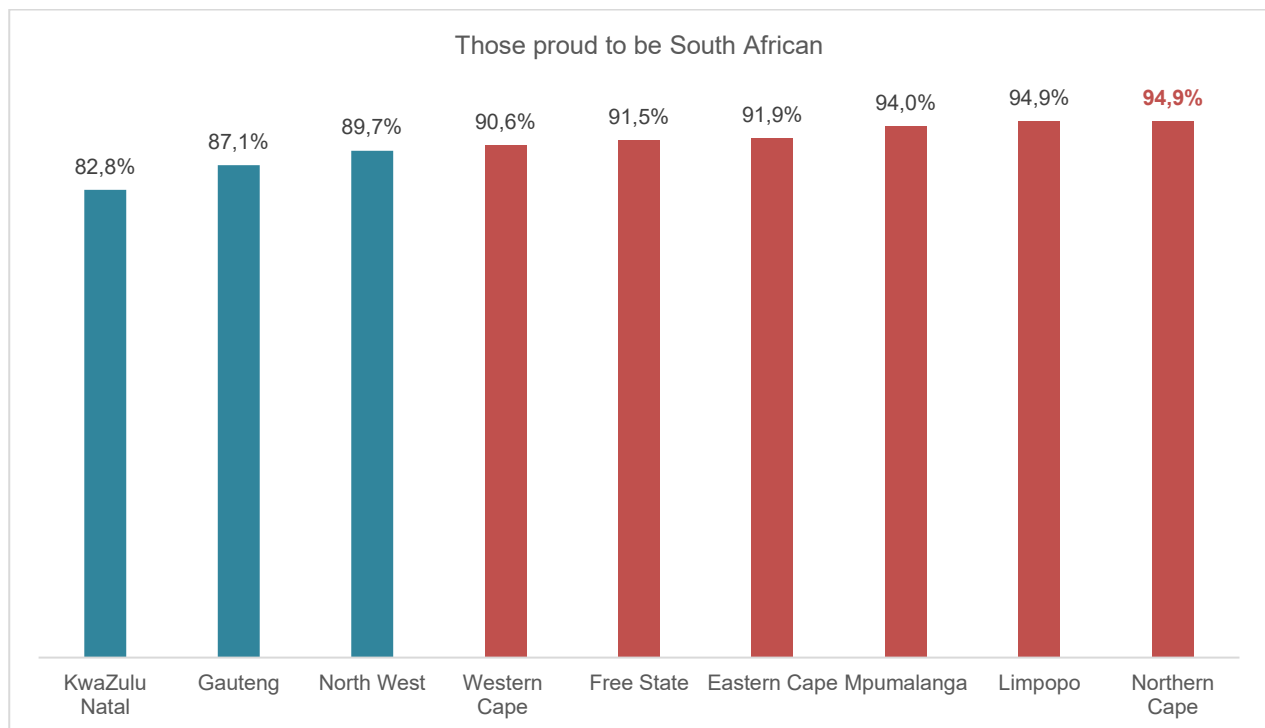


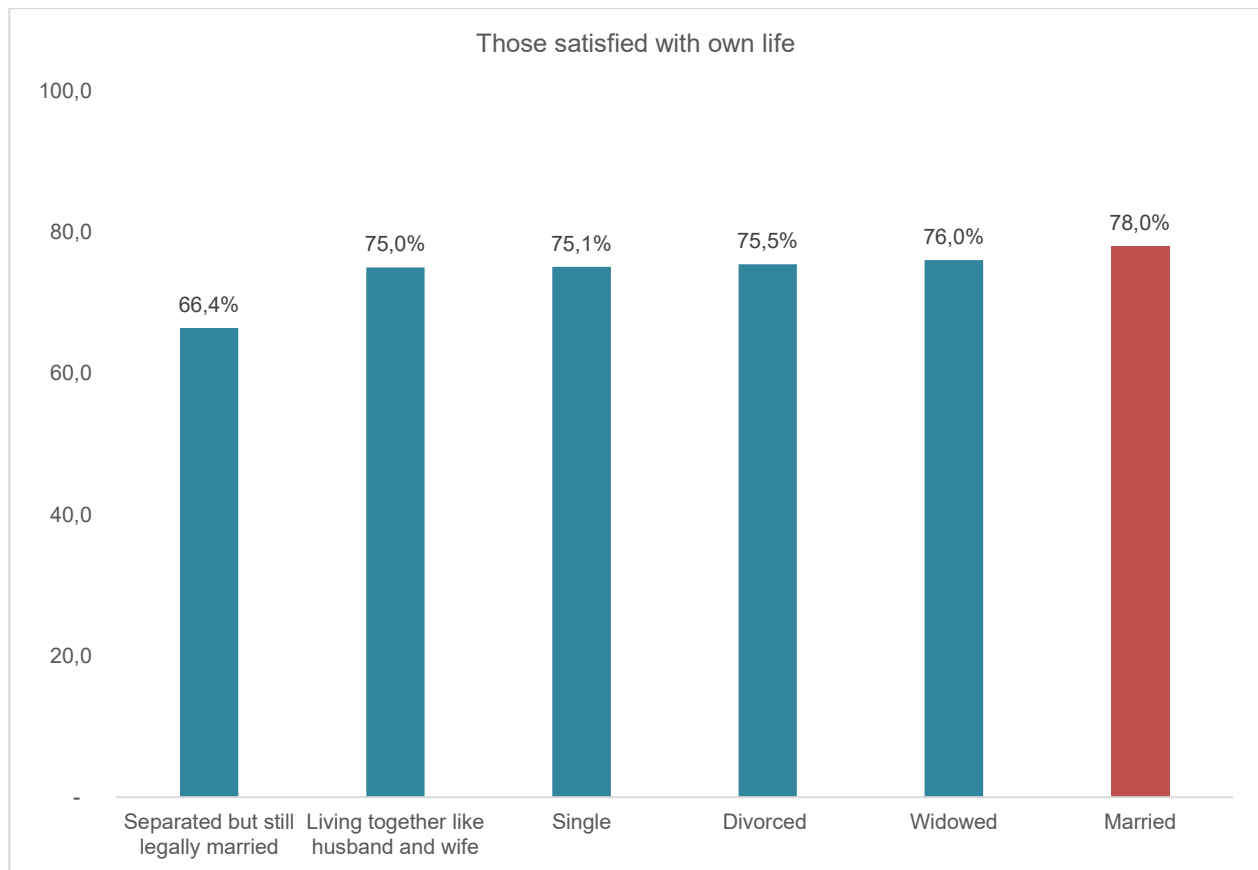
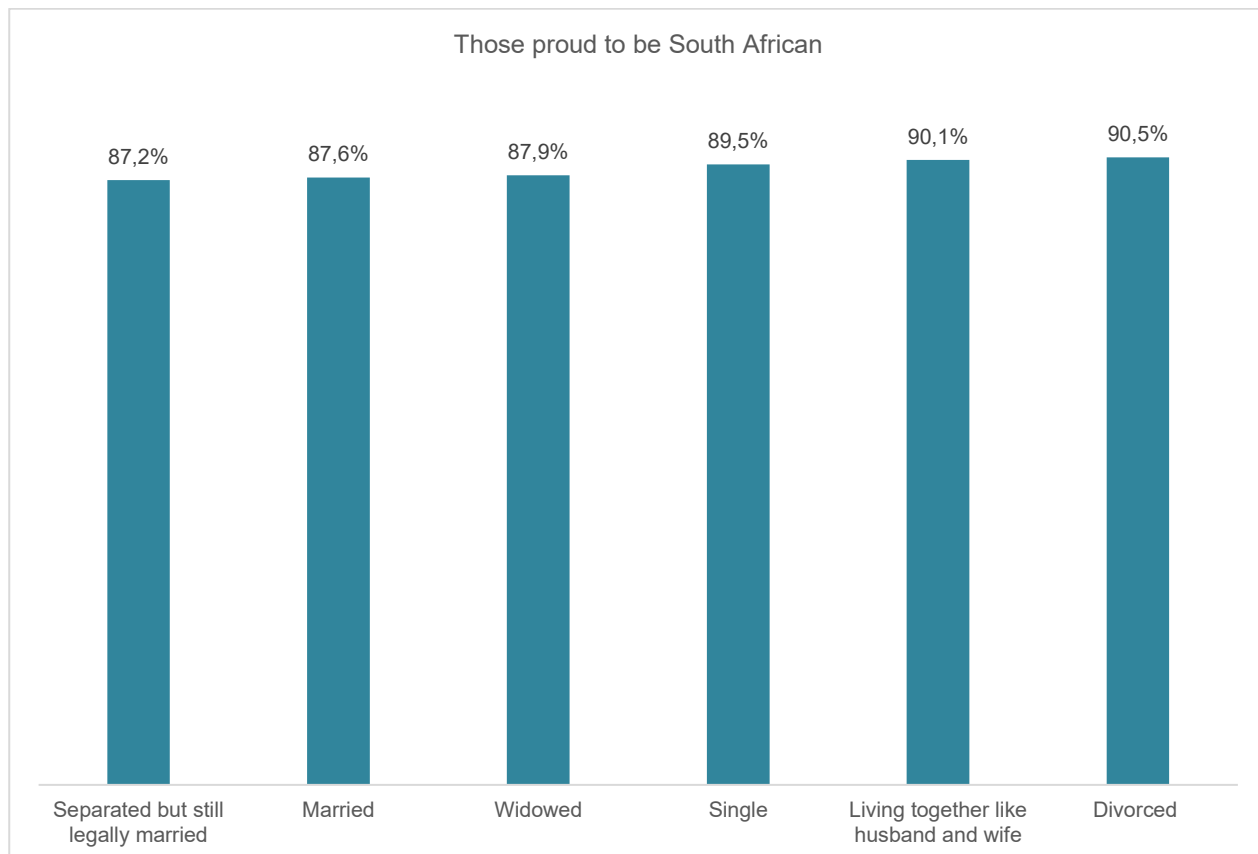
Figure 72 – Percentage distribution of individuals on satisfaction with own life by province, 2025/26**Figure 73 – Percentage distribution of individuals on the level of pride in being a South African by marital status, 2025/26**

Figure 74 – Percentage distribution of individuals who did an act of kindness towards a person of a different racial group by Province, 2025/26

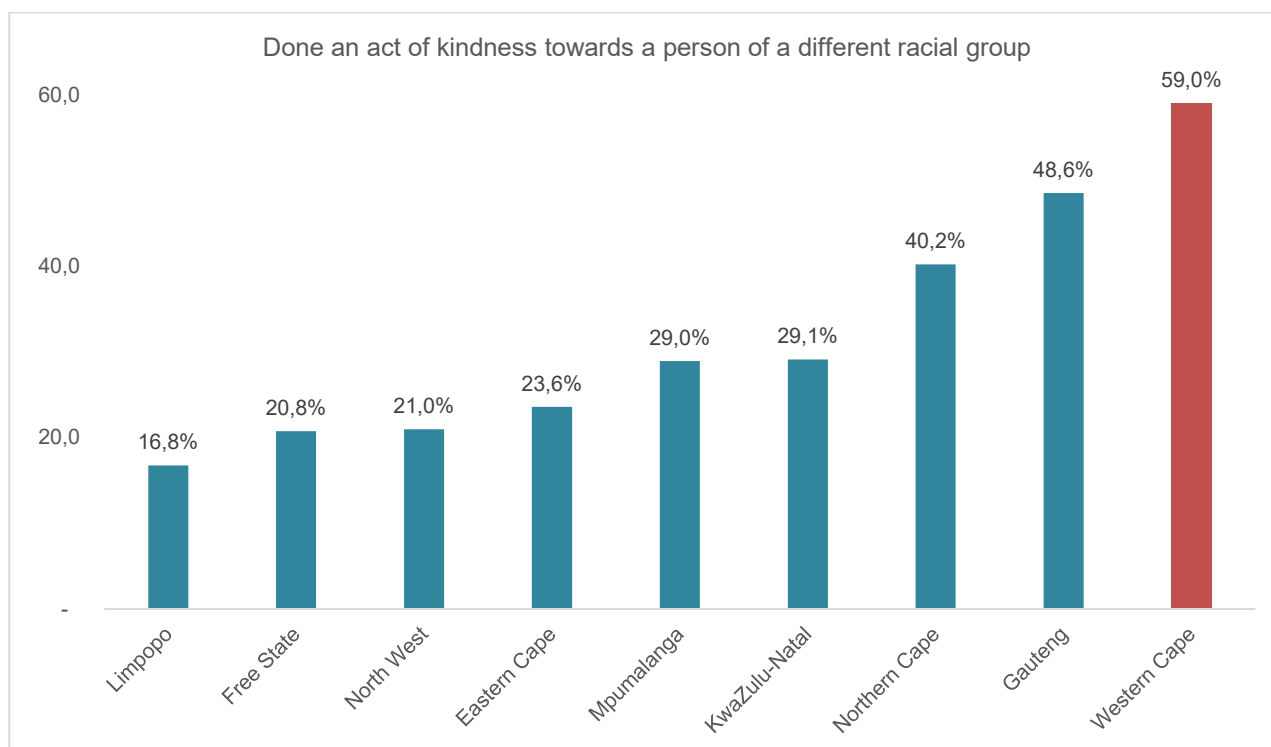


Figure 75 – Percentage distribution of individuals who benefitted from an act of kindness from a different racial group by Province, 2025/26

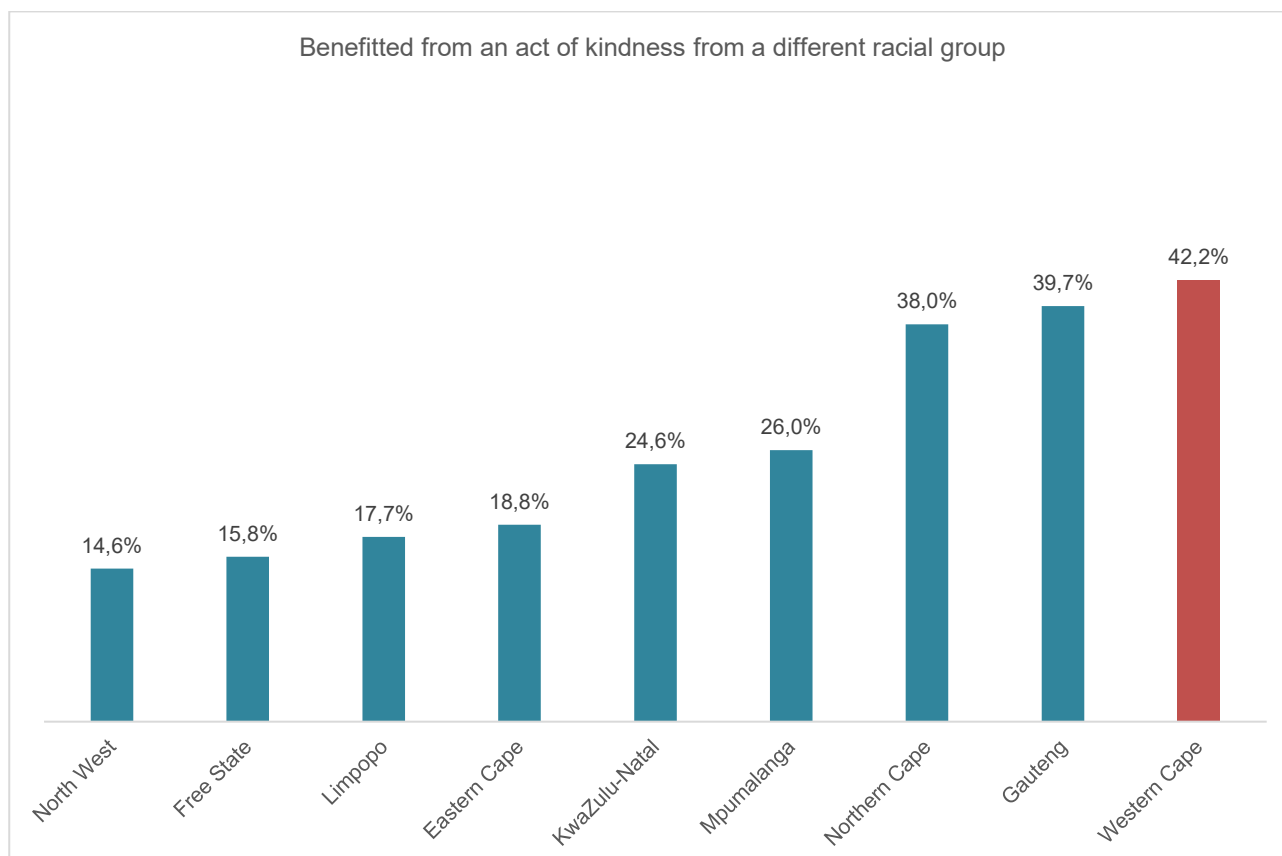


Figure 76 – Percentage of individuals who think the political system in South Africa allows people like them to have a say in what the government does by province, 2025/26

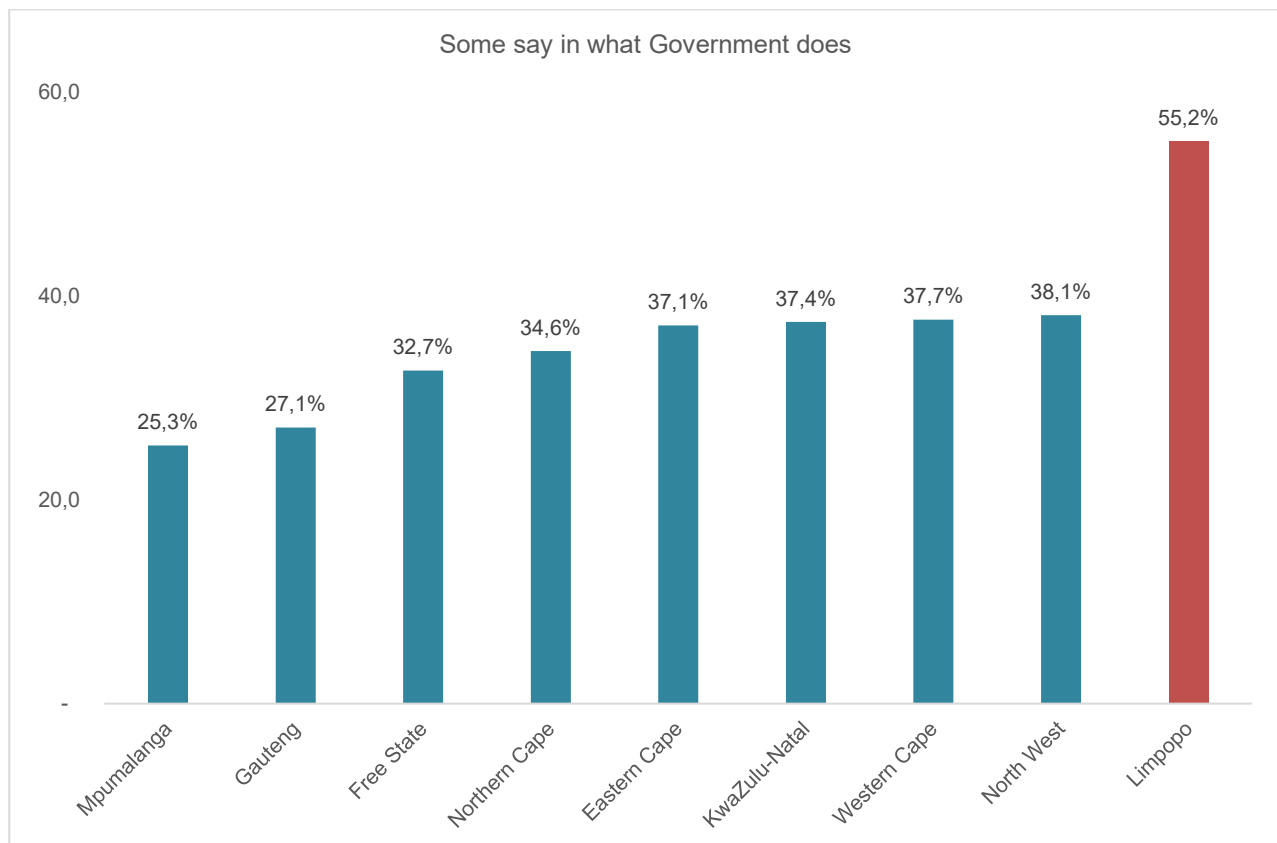
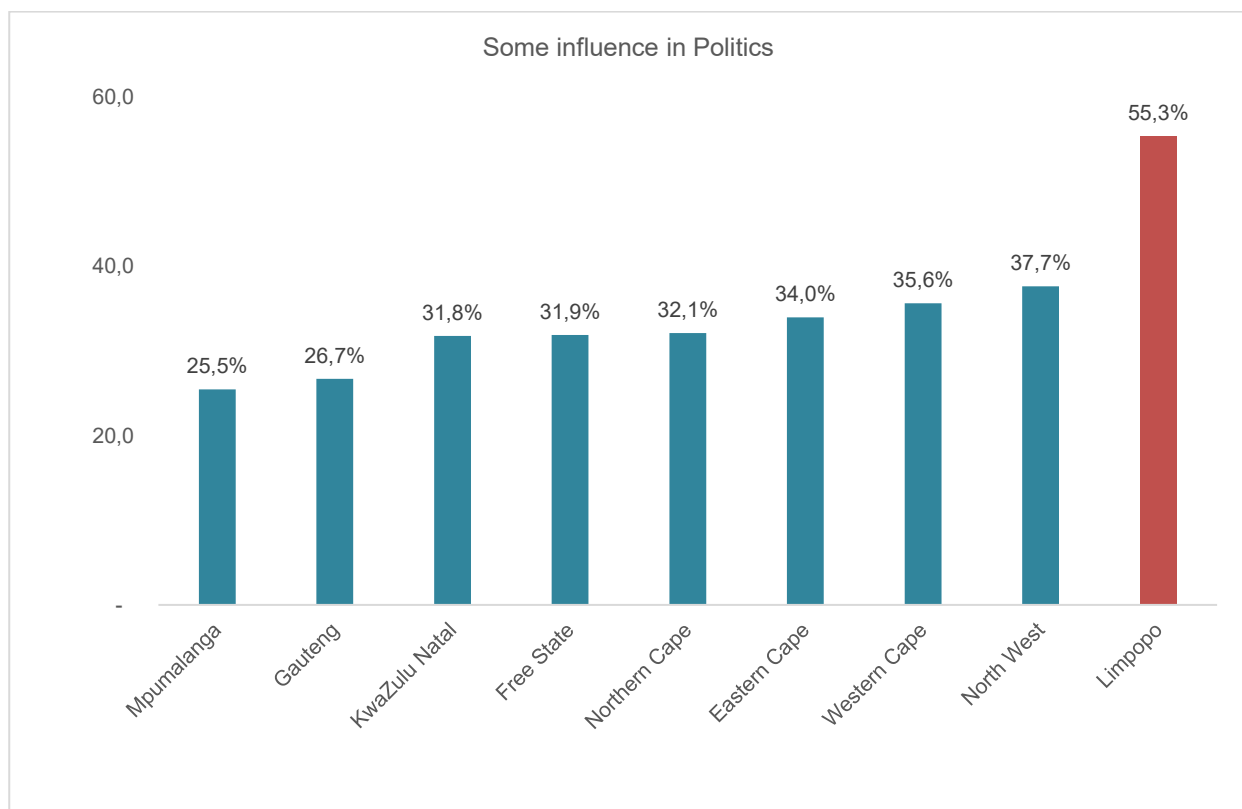


Figure 76 – Percentage of individuals who think the political system in South Africa allows people like them to have a say in what the government does by province, 2025/26



Annexure C: Basic concepts and definitions

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

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

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

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

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

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

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

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

Non-Metro- Geographical areas other than metro areas.

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Technical enquiries:	BoitumeloMo@statssa.gov.za
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Postal address	Private Bag X44, Pretoria, 0001
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