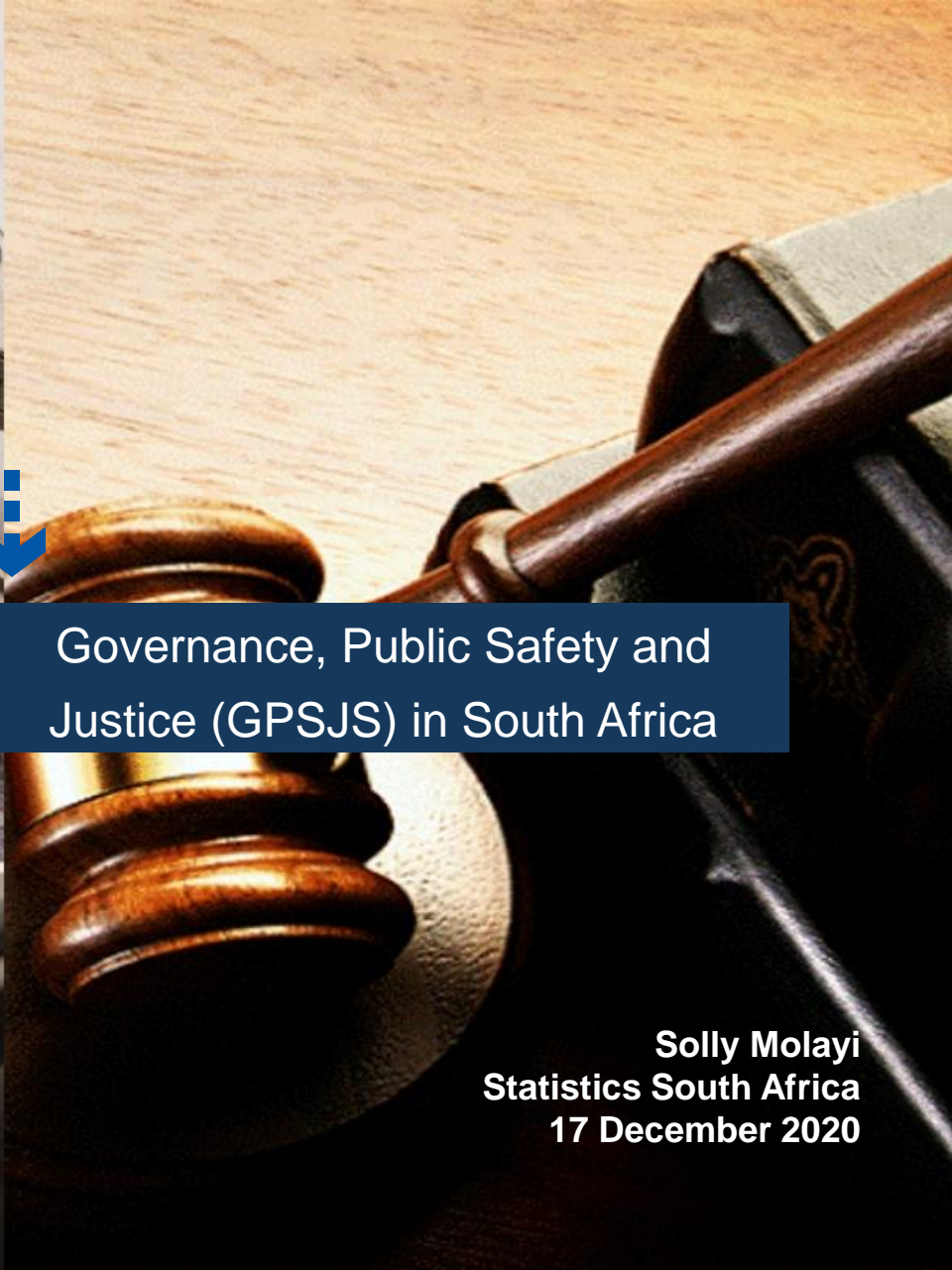




Measuring SDG Indicators



Governance, Public Safety and Justice (GPSJS) in South Africa

Regional Training on Measuring SDG 16: Prisons, Access to Justice and Strengthening the Criminal Justice System

Solly Molayi
Statistics South Africa
17 December 2020



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Department:
Statistics South Africa
REPUBLIC OF SOUTH AFRICA



Access to justice model: Consultation process

The following modules were referred to:



Two Governance related questionnaires:

- Harmonised module on democratic Governance
- Module on Peace and Security



World Justice Project

World Justice Project Module on Access to Justice



OECD-OSF guidance documents

Special thanks to:

Prof Pascoe Pleasence: University College London

Peter Chapman - Open Society Foundation

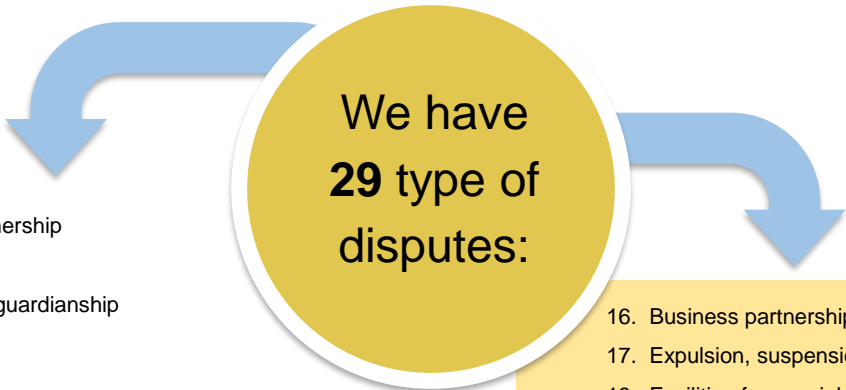
GPSJS Pilot Nov-Dec 2017

Issues raised during the pilot:

- Access to justice model: Most difficult section to complete
- Took between 25-30 mins, about 50% of the time
- Respondent fatigue
- Many legal terms which may not be familiar to ordinary people
- Translation into local languages is a challenge



Our approach in measuring access to justice



We have
29 type of
disputes:

1. Inheritance/will or family property ownership
2. Domestic violence
3. Conflict on child support, visitation & guardianship
4. Marriage or partnership
5. Conflict with neighbours
6. Debt, money owed to you or by you
7. Unfair fees or charges
8. Unauthorised deductions
9. Blacklisting & difficulty accessing loans
10. Deception on finances
11. Insurance claims
12. Access or payments of social benefits
13. Difficulty accessing services (e.g. education, health, water, sanitation)
14. Poor service from government and business
15. Corruption, bribes or nepotism

16. Business partnership
17. Expulsion, suspension or rejection of membership
18. Facilities for special needs
19. Accident/injury liabilities
20. Unfair employment practice
21. Harassment or bullying
22. Discriminatory practices
23. Tenant/landlord disputes/problem
24. Land/property ownership, titles and permits
25. Property boundaries, fences and territory of operation
26. Land grabs and squatting
27. Issuing of identification documents/certificates
28. Action by law enforcement
29. Other dispute/problem (specify)

*This approach was implemented in the current GPSJS survey that is currently in the field



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About the survey

01

Conducted by Statistics South Africa (Stats SA) in 1998. The Institute for Security Studies (ISS) conducted the 2003 and 2007 versions of the VOCS.

02

Stats SA resumed the survey from 2011 – 2017/18, based on a total sample size of approximately 30 000 households across 9 provinces of SA. Annual survey funded by Stats SA (Baseline allocation)

03

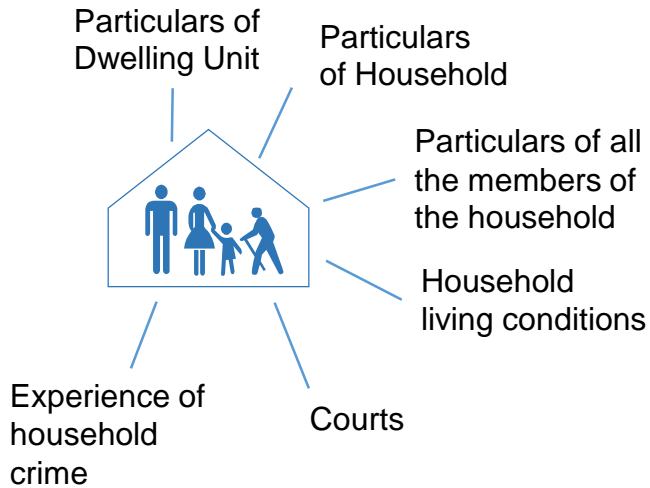
In 2017 VOCS was redesigned to make room for new information demands on governance. The redesigned survey is called GPSJS. GPSJS retains most of the VOCS content.

04

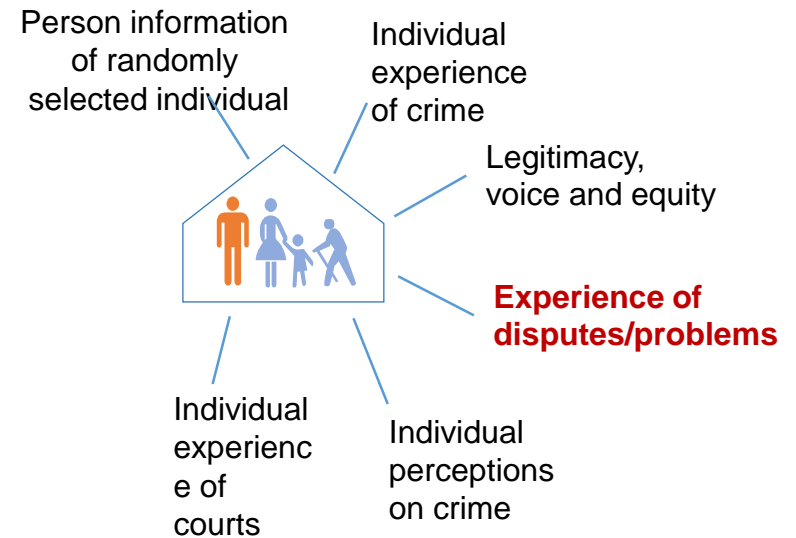
Stats SA published two reports from GPSJS, one on **governance themes published in August** and the other on **victims of crime published in September**.

Structure of the questionnaire:

Head or the acting head of the household



Randomly selected individual 16 years and older

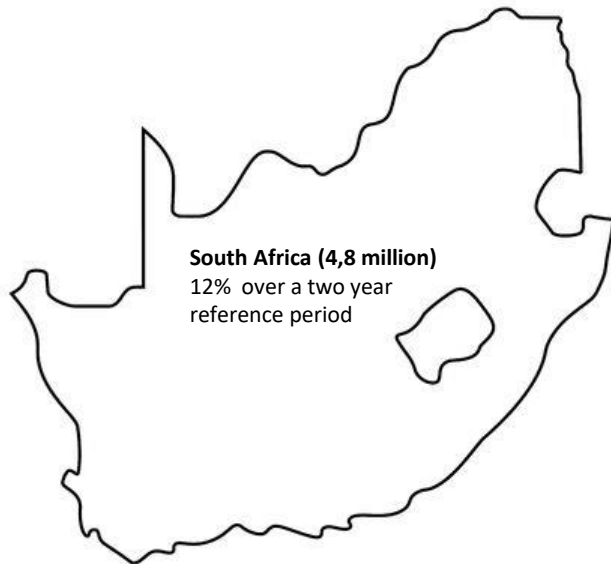




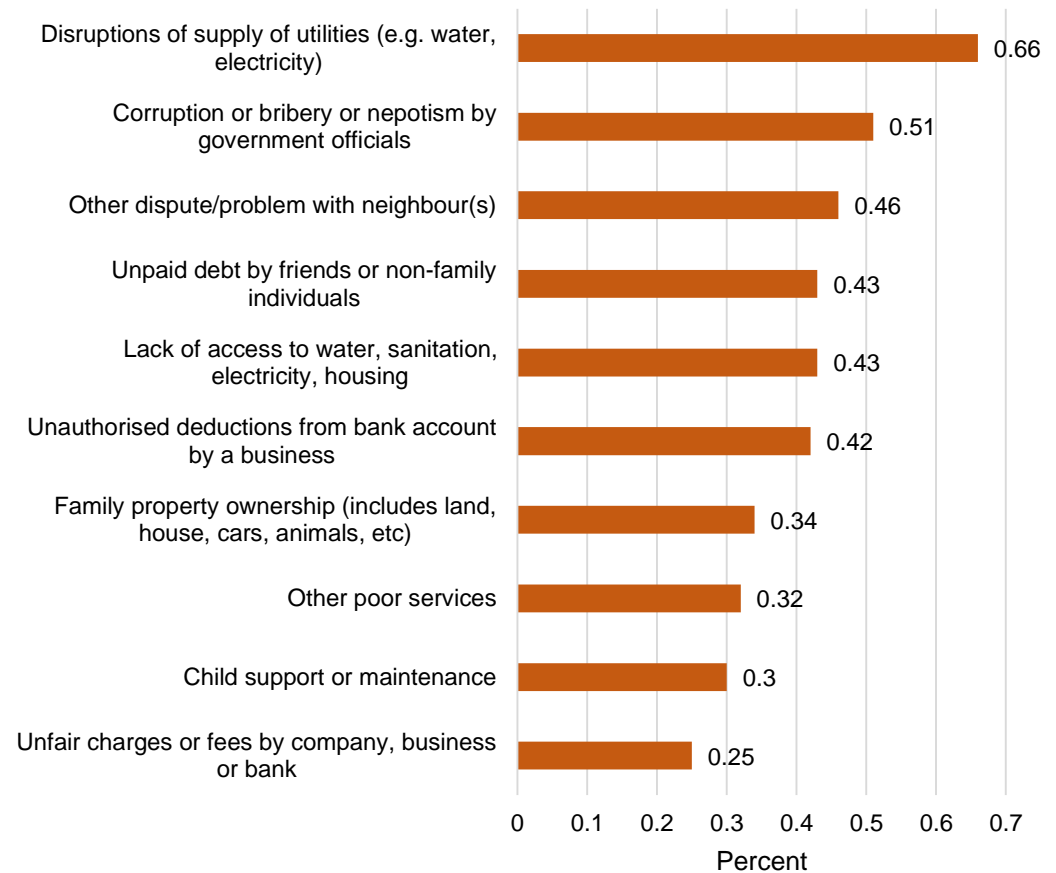
Findings from **GPSJS 2018/19**

- 16.3.3 Proportion of those who experienced a legal problem in the last two years who could access appropriate information or expert help and were able to resolve the problem.

An estimated 12% of the population in South Africa experienced one or more disputes or justiciable problems during the past two years



Top 10 disputes experienced by the population



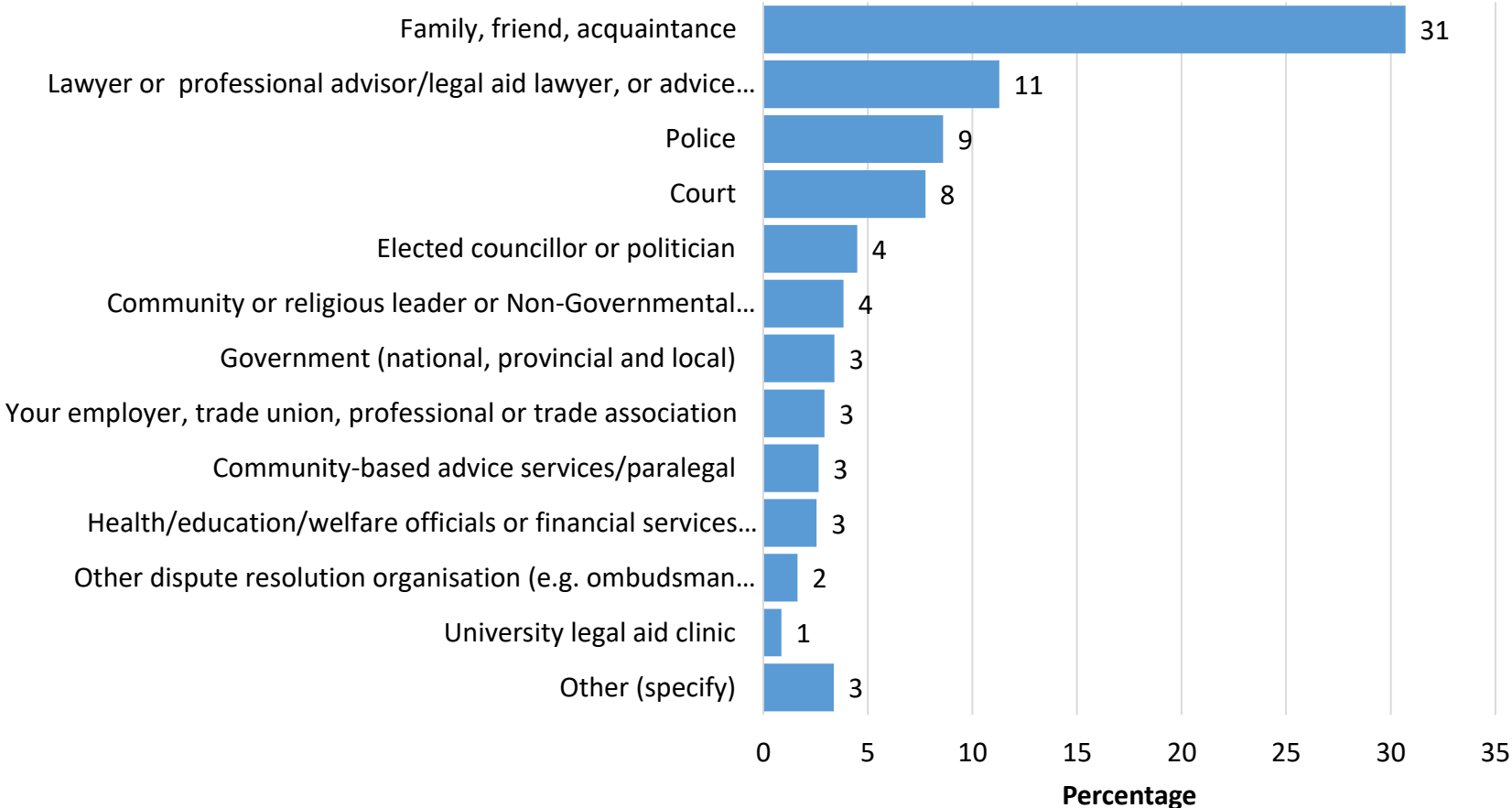
There is no overlap between the top ten most important disputes for women and for men

Top 10 disputes or problems experienced by each of the two gender groups, 2018/19

	Most recent disputes for women	Most recent disputes for men
1	Disruptions of supply of utilities (e.g. water, electricity)	Corruption or bribery or nepotism by government officials
2	Other dispute/problem with neighbour(s)	Unpaid debt by friends or non-family individuals
3	Lack of access to water, sanitation, electricity, housing	Other poor services
4	Unauthorised deductions from bank account by a business	Other unfair employment practices
5	Family property ownership (includes land, house, cars, animals, etc)	Medical malpractice by health institution or officials
6	Child support or maintenance	Poor service by company or business
7	Unfair charges or fees by company, business or bank	Difficulties accessing healthcare services
8	Violence against women	Other lack of services
9	Unfair utility bills	Billing errors
10	Difficulties paying personal loan	Harassment or bullying by other person

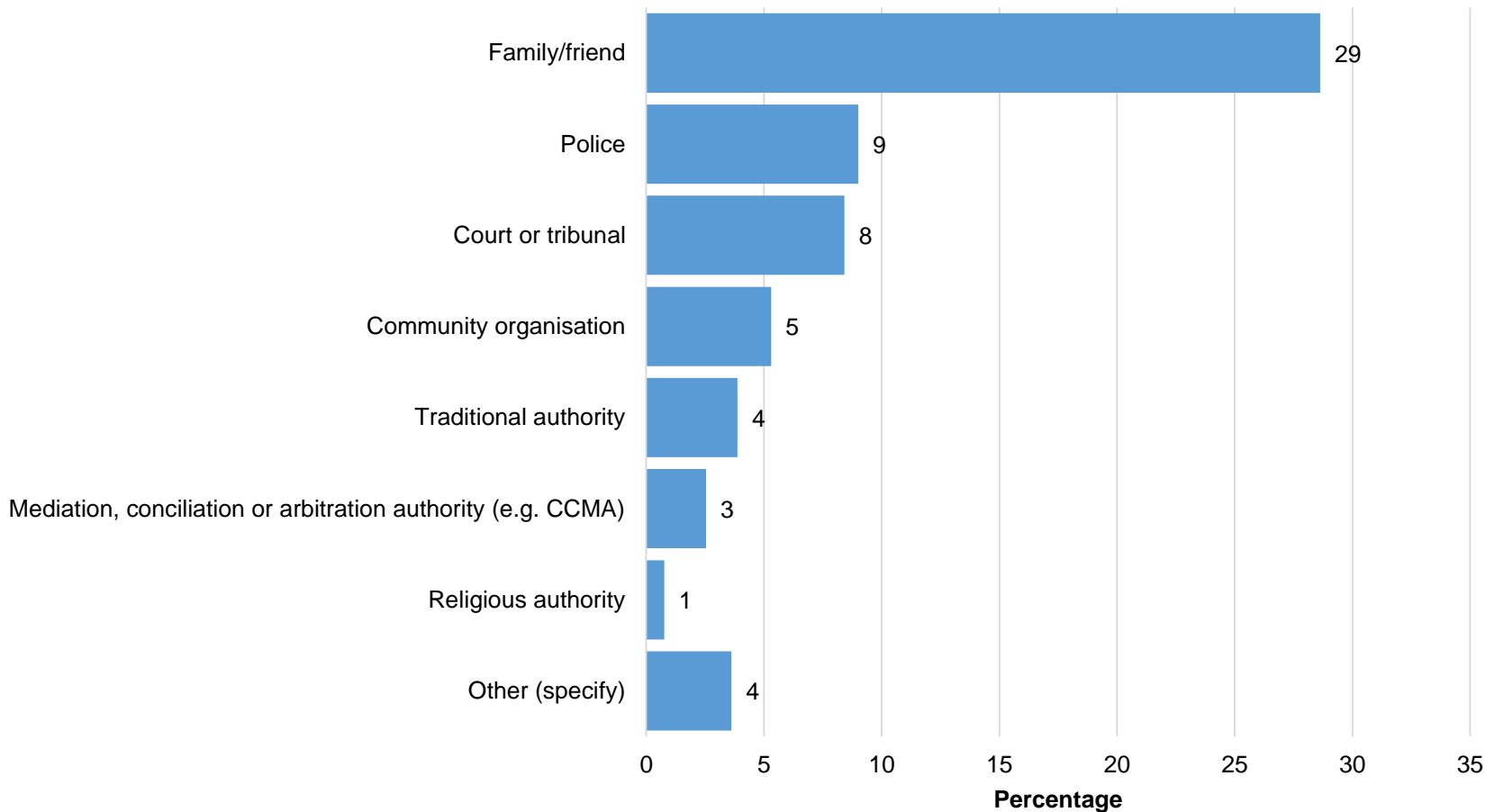
Family, friend or acquaintance was the most popular place to call for assistance to obtain information that would help to resolve the most recent dispute or problem.

Percentage of people who used specified sources to obtain information concerning their disputes, 2018/19



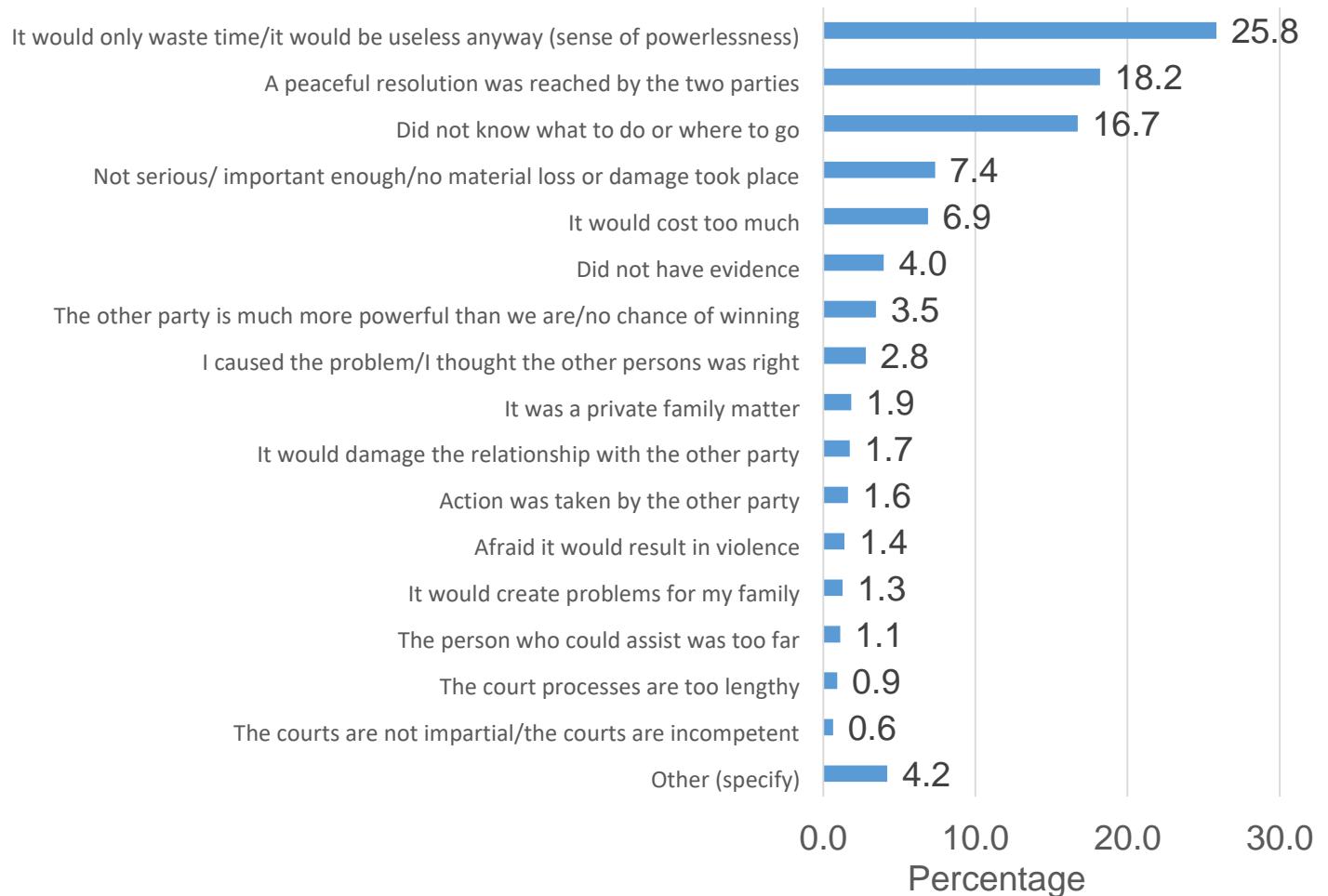
Most South Africans go to family and friends for help in trying to resolve disputes. About 29% of the people experiencing disputes seek help from family and friends, 9% go to the police for help, 8% go to courts or tribunals and 5% seek help from community organisations.

Percentage of people who used specified institutions to seek help to resolve their dispute, 2018/19



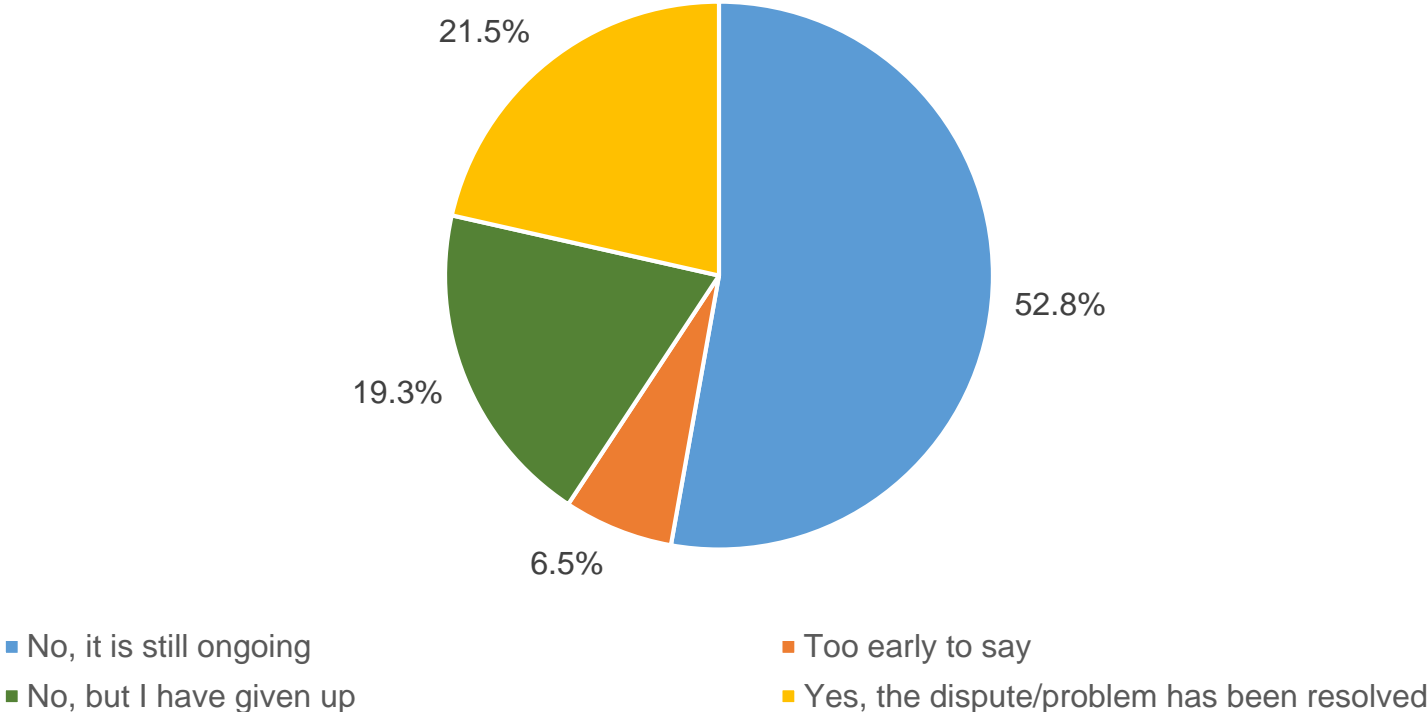
More than a quarter of the people did not seek help because it would waste time or it would be useless anyway. *About 17% of the people did not seek help because they did not know where to go.*

Percentage of people who did not seek help for specified reasons, 2018/19



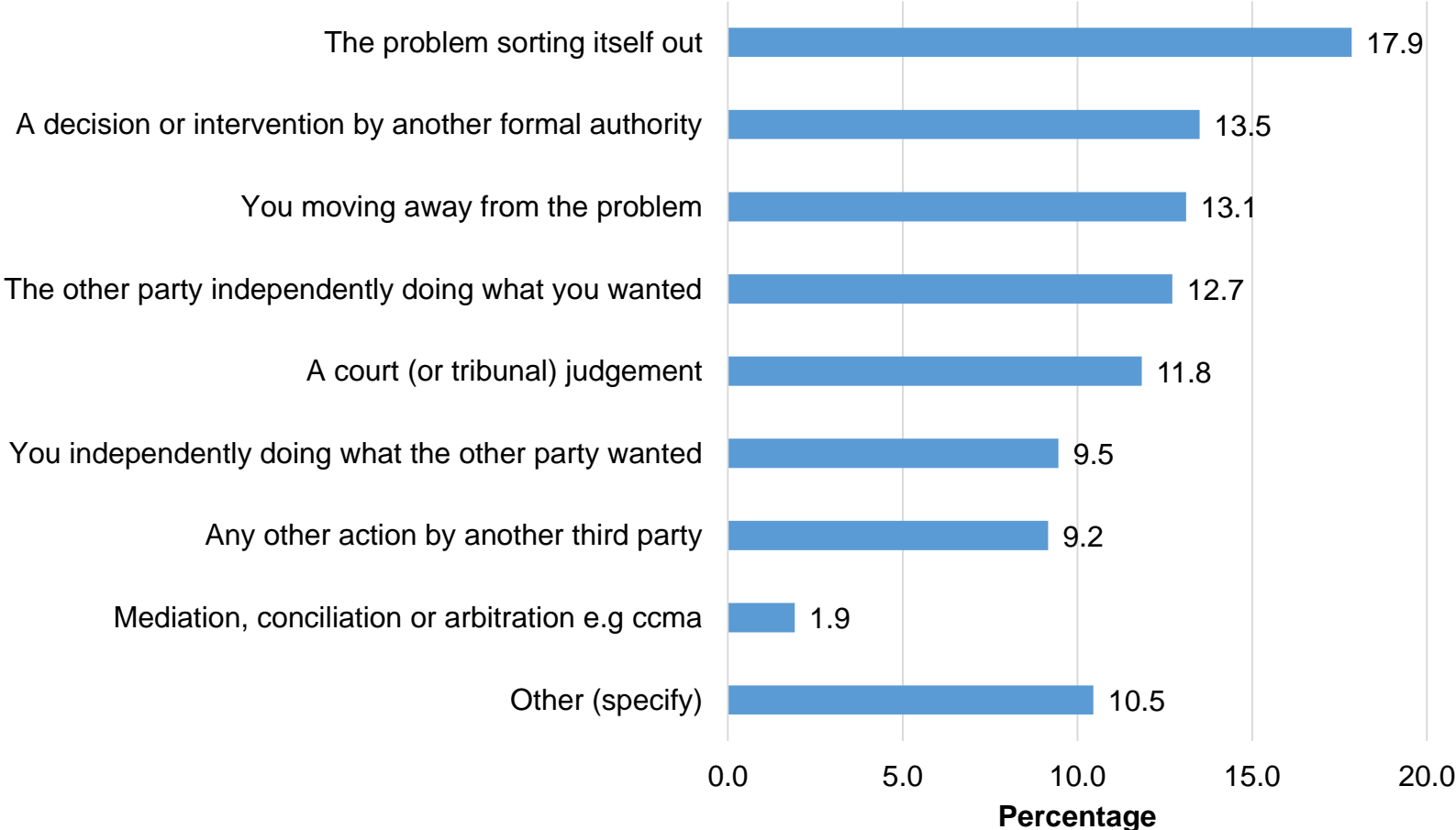
More than half the people (53%) have disputes that were still ongoing. *One in five have disputes that had been resolved while almost the same proportion of people had given up on any hope of resolving the disputes.*

Percentage of people in various stages of their disputes, 2018/19



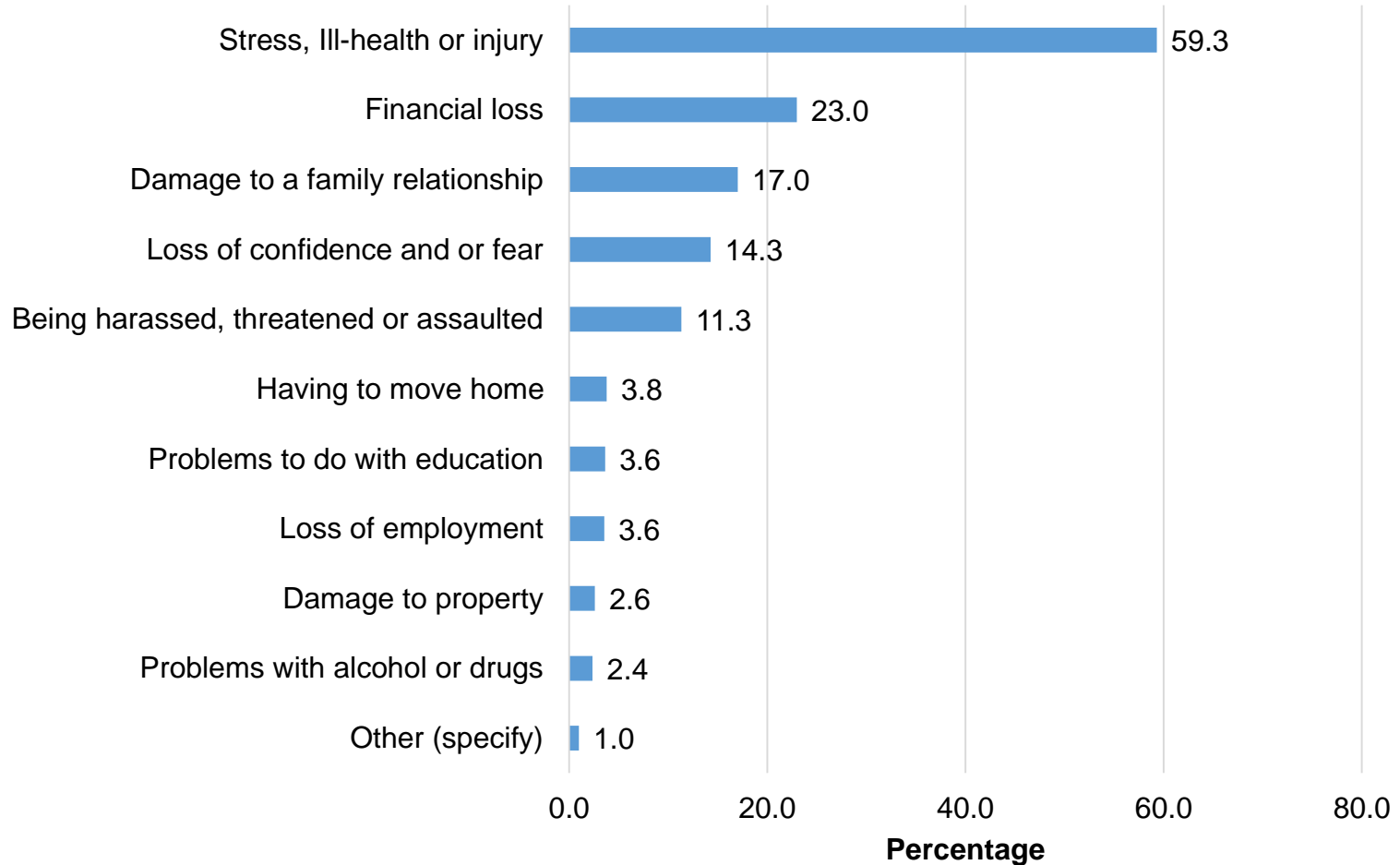
Almost a third of the people (31%) either let the problem sort out itself or moved away from it. *A further 22% had the dispute resolved by either doing what the other party wanted or the other party doing what they wanted.*

Percentage of people in various stages of their disputes, 2018/19



Disputes have a negative impact on people's health, as almost 60% of the people experienced stress, ill-health or injury due to disputes. Almost a quarter of the people experienced financial loss due to disputes.

Percentage of people who experienced specified negative impact of the dispute, 2018/19



Thank you



<http://www.statssa.gov.za/publications/P0340/P03402020.pdf>



Statistics South Africa
ISibalo House,
75 Koch St, Salvokop,
Pretoria,
0002



Solly Molayi : (083) 4407035



Sollymol@statssa.gov.za