

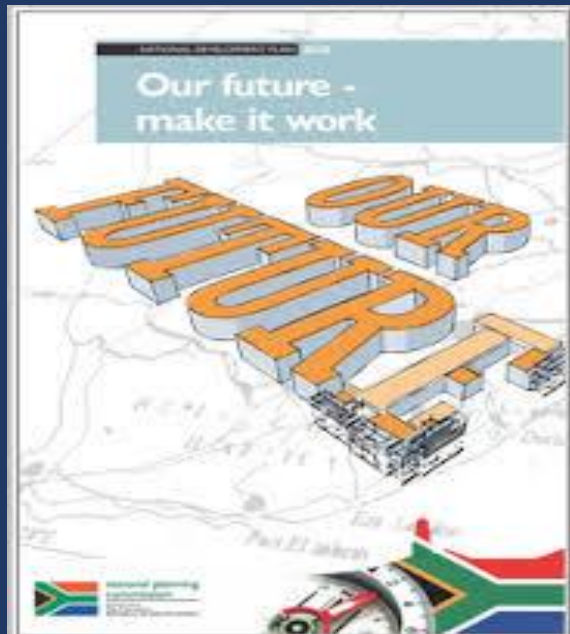
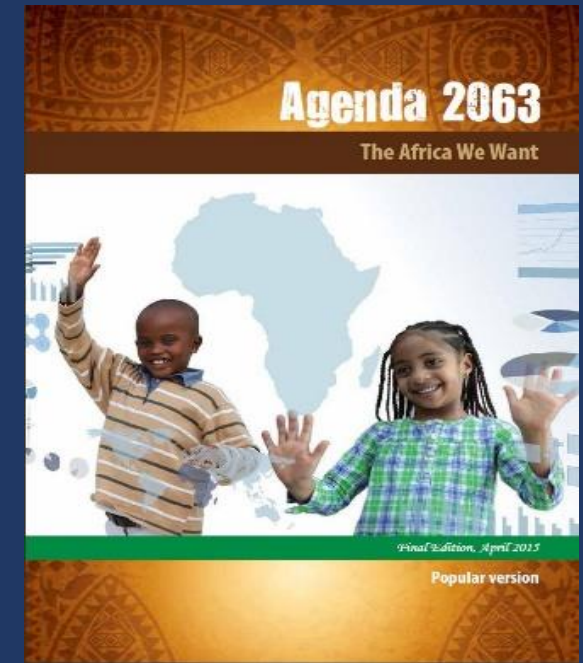
Measurement of Access to Justice by a NSO

South African Case study

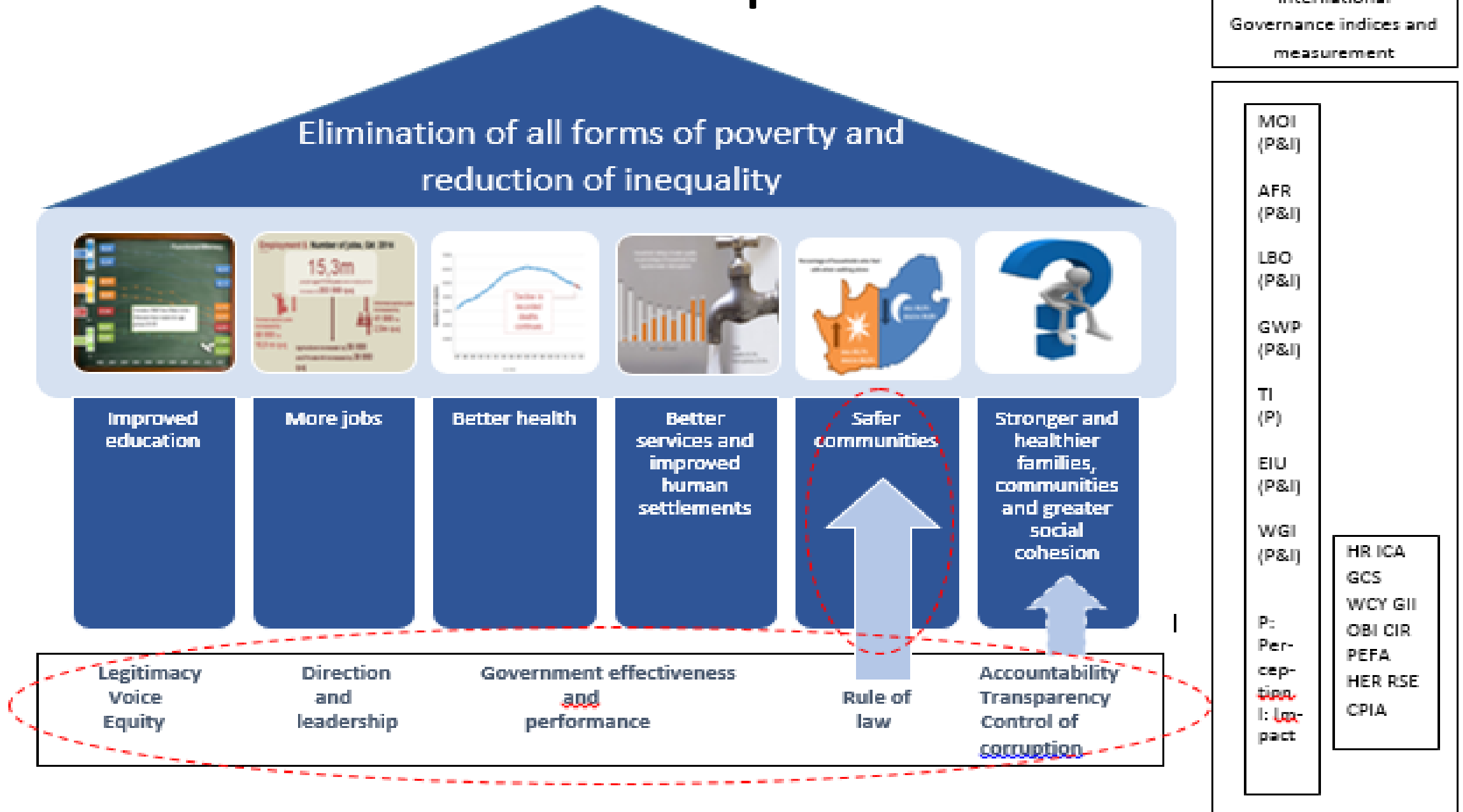
OECD Expert Roundtable
Equal Access to Justice ,
Riga 5-6 July 2018



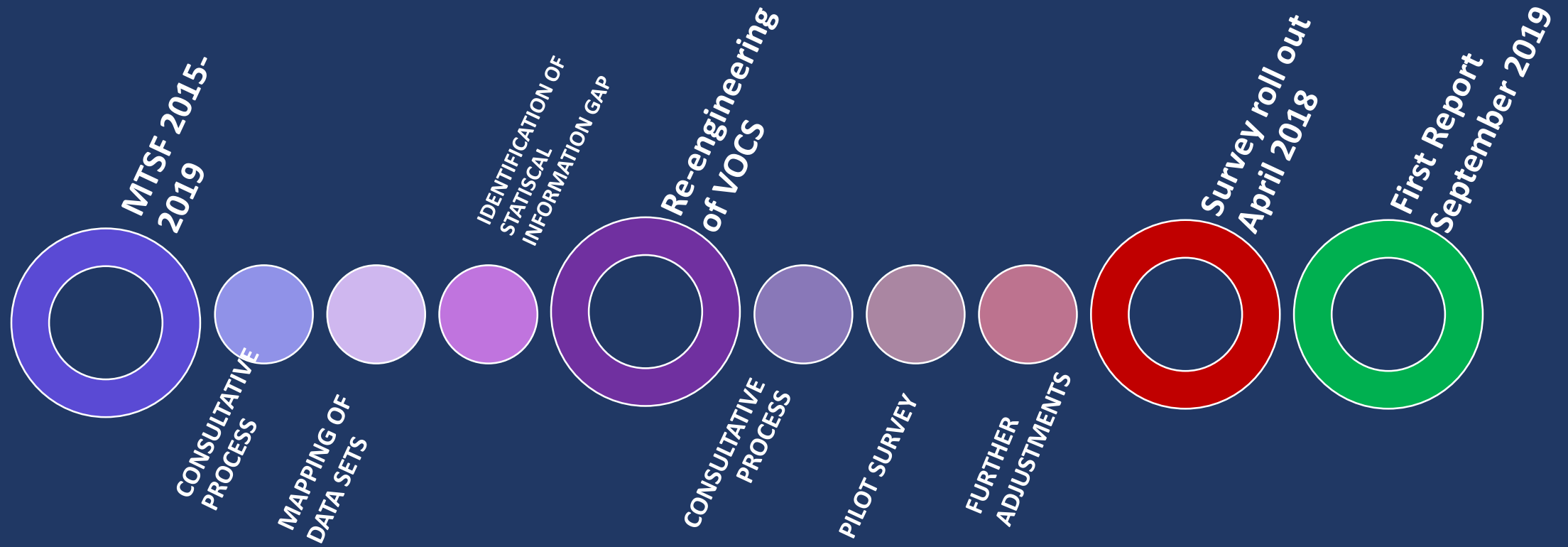
What informs us?



Governance Statistics Conceptual Framework



Sequence of Events



From Victimisation to GPSJS

Statistics South Africa

The South Africa I know, the home I understand

Victims of Crime Survey 2015/16

A: Particulars of the dwelling
 A1: PSU segment Number
 A2: Dwelling Unit Number
 A3: Physical identification of the Dwelling Unit/Household
 A4: Telephone number of enumerated household
 A5: Total number of persons in household
 A6: Questionnaire number of this household

B: Households at the selected dwelling unit
 B1: Household number for this household
 B2: Total number of households at selected dwelling

C: Field staff
 C1: Survey Officer name Assignment Number
 C2: DSC name Assignment Number
 C3: PQM name Assignment Number

Unique No.

D: Survey period

E: Response details

Visit No.	Date (actual)	Result Code	Next visit (planned)
1	d d m m y y y y		d d m m y y y y
2			
3			
4			

E2: Final result code

E3: Comments and full details for result codes 12-37

RESULT CODES	
11 Completed	31 Unoccupied dwelling
12 Partly Completed	32 Vacant dwelling
21 Non-contact	33 Demolished
22 Refusal	35 Status changed
23 Other non-response	36 Listing Error
24 New dwelling under construction	37 Non-household member



This PDF generated by kasonga, 2018-03-19 08:03:09 AM
 Questionnaire created by kasonga, 2018-03-14 12:21:15 PM
 Last modified by kasonga, 2018-03-17 05:13:02 PM

Sections: 7, Sub-sections: 34,
 Questions: 354,
 Questions with enabling conditions: 425
 Questions with validation conditions: 68
 Rosters: 2
 Variables: 2

GPSJS 2017/18 Final

SURVEY IDENTIFICATION INFORMATION
QUESTIONNAIRE DESCRIPTION

COVERPAGE : STATISTICS ACT NO.6 OF 1999 (CONFIDENTIALITY)
 No sub-sections, No rosters, Questions: 11, Static texts: 5.

PARTICULARS OF DWELLING UNIT
 No sub-sections, No rosters, Questions: 4.

PARTICULARS OF HOUSEHOLD
 No sub-sections, No rosters, Questions: 4.

PERSON INFORMATION
 No sub-sections, Rosters: 1, Questions: 18, Variables: 2.

PART 01 : HOUSEHOLD INFORMATION
 Sub-sections: 10, No rosters, Questions: 127, Static texts: 6.

PART 02 : INDIVIDUAL RESPONDENT
 Sub-sections: 18, Rosters: 1, Questions: 315, Static texts: 14.

PART 03: SURVEY OFFICER QUESTIONS: RESULT CODES AND COMMENTS
 Sub-sections: 6, No rosters, Questions: 25.

APPENDIX A — ENABLING CONDITIONS

APPENDIX B — VALIDATION CONDITIONS AND MESSAGES

APPENDIX C — INSTRUCTIONS

APPENDIX D — OPTIONS

APPENDIX E — OPTION FILTERS

LEGEND

YEAR 1
Governance modules +
VOCS light

Governance, Public Safety and Justice Survey

Survey adopted 3 years rotation plan

Questionnaire content Year 1, 2 and 3

Year 1

- Human rights.
- Courts.
- Experience of disputes.
- Experience of victimisation.

Year 2

- Capable state.
- Trust in institutions.
- Corruption.
- Experience of victimisation.

Year 3

- Experience of victimisation.
- Details about victims experiences.
- Perceptions and attitudes related to crime and safety.
- Limited courts.

Methodology

Sample

Approximately
28 000 dwelling
units

Approximately
30 000
households

Scope



Randomly
selected
individuals



16+

Measure

**Disputes started within the
past two years or those
that may have started
before and continued into
the two year period.**

Disputes of a business
you own or an
employer or disputes
where you were
helping someone else.

Recall period (problems and disputes)



Past 2 years



Details on most recent
event

Content

Nature of disputes
during the past 2
years

Duration of dispute, Nature of assistance sought; Was it resolved; costs

Reporting



3 months after
collection ended

Structure of the questionnaire: Year 1



Head or the acting head of the household.

- Particulars of Dwelling Unit.
- Particulars of Household.
- Particulars of all the members of the household.
- Household living conditions.
- Courts.
- Experience of household crime.

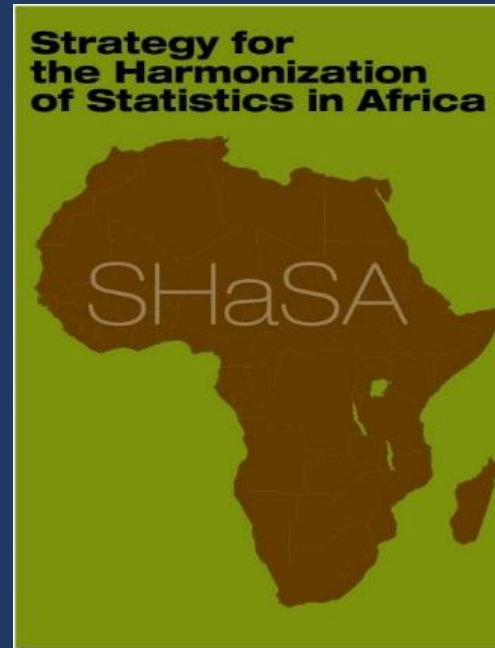


Randomly selected individual 16 years and older

- Person information of randomly selected individual.
- Individual experience of crime.
- Legitimacy, voice and equity.
- **Experience of disputes/problems.**
- Individual perceptions on crime.
- Individual experience of courts.

Primary clients: Department of Justice and Constitutional Development and Legal Aid, Human Rights Commission

Access to justice module: Consultative process



FIRST APPROACH

- ✓ Testing and comparing WJP list to collapsible list of 10 gatekeeping problems
 - Found that detailed list was best way to obtain as many problems as possible
- ✓ Minimise the number of disputes/problems by first identifying “**the other party**”, then dispute/problem.
- ✓ **Q:** In the past 2 years, have you had a dispute or problem with any of the following?

1. **Family/relatives/friends**
2. **Neighbour(s)**
3. **Individual (not family or neighbour)**
4. **Community group or civic organisation**
5. **Employer**
6. **Company or business officials (e.g. banks, shops, hotels)**
7. **Education/health institution or officials (e.g. school, universities, hospital)**
8. **Government institution or officials**
9. **Local government/municipality institution or officials**

This approach did not work well as some disputes/problems end up **uncaptured**.

GPSJS Pilot results

Comparison of general household experience of crime during the past 12 months

	Number of household crime incidences	CV%	Confidence interval (thousands)		Percentage of households experienced crime	CV%	Confidence interval	
VOCS CAPI MS	41,937	18	27,4	56,5	19,1	14	14,0	24,2
VOCS PAPI MS	36 223	17	24,3	48,1	15,7	13	11,5	19,8
VOCS CAPI GIF	52 771	20	32,2	73,3	18,3	17	12,4	24,2
GPSJS CAPI MS	49 264	23	27,5	71,0	18,4	16	12,5	24,2

- All confidence intervals for estimates of the total number of household crime incidences overlap implying that the estimates are not significantly different from each other.
- Thus, all four treatments produce estimates which do not differ significantly.

Modifications as a result of the pilot

3 year instead
of 2 year
rotation

Start with
broad
categories of
disputes/
problems then
**narrow down
to specific
disputes**

29 broad
categories:

29 broad categories...

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)

Structure of the questionnaire: Year 1

Examples of specific disputes/problems...



Top 3 broad categories

Inheritance/will or family property ownership	Domestic violence	Conflict on child support, visitation & guardianship
<ul style="list-style-type: none">• Family property ownership (includes land, house, cars, animals, e.t.c.)• Deceased estate• Curatorship• Inheritance allocations• Contestation about a will• Other inheritance/will or family property ownership	<ul style="list-style-type: none">• Violence against children• Violence against women• Violence against a domestic worker• Violence against other family member	<ul style="list-style-type: none">• Child support or maintenance• Custody of children or visitation arrangements/access to children• Adoption or guardianship• Other child related dispute/problem

These specific disputes/problems questions are followed by the question about **who the other party is**

Conclusions

- **To optimise resource use Stats SA reengineered the Victimization Survey.**
- **Survey adopted a three year rotation plan to reduce respondent fatigue.**
- **A scientifically designed pilot study did not point to significant breaks in victimisation time series if we adopt the rotation plan.**
- **The interim results seems to support the 29 broad dispute/problem categories approach in terms of measuring experience of disputes/problems.**
- **Added most of the recommended follow-up questions in guidelines albeit with some modifications.**
- **Data collection will end on 31st of March 2019. The 1st GPSJS report will be released in September 2019.**

Thank You

www.statssa.gov.za

isabelsc@statssa.gov.za

South African Human Rights Commission



THE SOUTH AFRICA I KNOW THE HOME I UNDERSTAND