

South Africa
ISSP 2020 – Environment IV
Questionnaire
(English)

SOUTH AFRICAN SOCIAL ATTITUDES SURVEY
Questionnaire 2: February 2020



RESPONDENTS AGED 16 YEARS +

Good (morning/afternoon/evening), I'm _____ and we are conducting a survey for the Human Sciences Research Council (HSRC). The HSRC regularly conducts surveys of opinion amongst the South African population. Topics include a wide range of social matters such as communications, politics, education, unemployment, the problems of the aged and inter-group relations. As a follow-up to this earlier work, we would like to ask you questions on a variety of subjects that are of national importance. To obtain reliable, scientific information we request that you answer the questions that follow as honestly as possible. Your opinion is important in this research. The area in which you live and you yourself have been selected randomly for the purpose of this survey. The fact that you have been chosen is thus quite coincidental. The information you give to us will be kept confidential. You and your household members will not be identified by name or address in any of the reports we plan to write.

PARTICULARS OF VISITS

	DAY	MONTH	TIME STARTED		TIME COMPLETED		**RESPONSE	
			HR	MIN	HR	MIN		
First visit	<input type="text"/>	<input type="text"/>	/ 2020		<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>
Second visit	<input type="text"/>	<input type="text"/>	/ 2020		<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>
Third visit	<input type="text"/>	<input type="text"/>	/ 2020		<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>

**RESPONSE CODES	
Completed questionnaire	= 01
Partially completed questionnaire (specify reason)	= 02
<u>Revisit</u>	
Appointment made	= 03
Selected respondent not at home	= 04
No one home	= 05
<u>Do not qualify</u>	
Vacant house/flat/stand/not a house or flat/demolished	= 06
No person qualifies according to the survey specifications	= 07
Respondent cannot communicate with interviewer because of language	= 08
Respondent is physically/mentally not fit to be interviewed	= 09
<u>Refusals</u>	
Contact person refused	= 10
Interview refused by selected respondent	= 11
Interview refused by parent	= 12
Interview refused by other household member	= 13
<u>OFFICE USE</u>	= 14

STRICTLY CONFIDENTIAL

Name of Interviewer

Number of interviewer

Checked by

Signature of supervisor _____

FIELDWORK CONTROL

CONTROL	YES	NO	REMARKS
Personal	1	2	
Telephonic	1	2	
Name	SIGNATURE		
.....	DATE/...../.....2020		

RESPONDENT SELECTION PROCEDURE

Number of households at visiting point

--	--

Number of persons 16 years and older at visiting point

--	--

Please list all persons at the visiting point/on the stand who are 16 years and older and were resident 15 out of the past 30 days. Once this is completed, use the Kish grid on next page to determine which person is to be interviewed.

Names of Persons Aged 16 and Older	
	01
	02
	03
	04
	05
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	09
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	19
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	21
	22
	23
	24
	25

NAME OF RESPONDENT:
ADDRESS OF RESPONDENT:
.....
.....
TEL NO.:

GRID TO SELECT RESPONDENT

NUMBER OF QUESTIONNAIRE				NUMBER OF PERSONS FROM WHICH RESPONDENT MUST BE DRAWN																								
				1	2	3	4	5	6	7	8	9	10	11	12	13	14	15	16	17	18	19	20	21	22	23	24	25
1	26	51	76	1	1	1	3	2	4	1	3	5	8	6	5	12	10	1	6	8	7	19	19	13	21	13	24	25
2	27	52	77	1	2	3	4	3	1	2	2	3	4	8	3	7	2	5	14	4	15	4	8	6	16	14	22	19
3	28	53	78	1	1	2	1	4	2	7	6	9	3	5	11	2	1	3	11	7	10	16	16	10	5	2	2	3
4	29	54	79	1	2	3	2	1	3	5	8	6	2	4	2	4	8	11	10	16	6	9	10	15	11	12	11	18
5	30	55	80	1	1	1	4	5	6	3	5	7	5	9	8	14	3	2	13	5	18	1	4	1	20	11	5	24
6	31	56	81	1	2	2	2	3	5	7	7	8	7	1	4	9	14	8	2	17	17	14	12	14	22	10	3	14
7	32	57	82	1	2	1	1	4	1	4	1	4	6	3	6	5	7	13	9	2	3	13	14	8	2	7	20	4
8	33	58	83	1	1	2	3	2	5	1	4	2	1	7	10	6	5	4	15	10	5	2	13	4	17	5	17	8
9	34	59	84	1	1	3	2	5	6	2	2	1	9	10	1	10	4	6	6	1	9	10	1	5	6	9	1	12
10	35	60	85	1	2	2	4	1	3	3	6	9	10	11	12	3	9	15	7	8	11	6	3	9	4	3	10	1
11	36	61	86	1	1	1	3	1	4	5	3	1	6	2	9	13	11	14	4	11	4	15	15	17	1	1	23	2
12	37	62	87	1	2	3	1	3	2	7	5	6	5	7	7	8	6	10	3	3	1	12	20	7	13	22	12	16
13	38	63	88	1	1	2	1	5	3	6	4	3	4	6	2	11	13	12	1	15	8	7	2	12	15	21	13	7
14	39	64	89	1	2	3	2	4	1	4	7	8	2	5	6	11	12	9	16	13	16	11	18	18	14	16	18	23
15	40	65	90	1	2	1	4	2	4	3	8	7	7	11	1	3	5	7	12	14	13	8	17	20	19	20	19	11
16	41	66	91	1	1	3	3	1	6	5	1	5	9	10	3	2	11	13	8	12	12	5	6	21	8	8	4	15
17	42	67	92	1	1	2	2	3	4	2	6	2	3	2	12	5	2	10	13	5	8	18	9	16	10	17	16	20
18	43	68	93	1	2	1	4	2	6	4	1	4	8	9	10	7	9	3	12	12	9	7	20	19	9	19	21	13
19	44	69	94	1	2	2	1	3	5	2	8	9	10	4	9	8	13	1	1	14	10	19	10	11	18	15	7	6
20	45	70	95	1	1	3	2	5	4	1	3	8	1	3	8	6	6	9	5	7	13	4	15	1	7	22	15	21
21	46	71	96	1	1	1	2	5	1	7	2	3	2	1	11	4	7	5	3	2	1	3	12	18	5	19	14	9
22	47	72	97	1	2	1	3	1	3	2	6	2	1	8	7	1	4	2	11	8	2	17	4	17	21	16	3	5
23	48	73	98	1	2	3	4	2	2	6	7	7	8	3	4	9	3	6	2	11	11	16	2	8	11	23	6	22
24	49	74	99	1	1	2	1	4	6	3	5	5	3	1	5	13	1	14	8	14	6	15	9	14	3	6	9	17
25	50	75	100	1	1	2	3	3	2	4	6	4	7	5	3	12	12	12	4	6	2	17	11	2	12	4	8	10

SASAS QUESTIONNAIRE 2: 2020

Number of persons in this household

Number of persons 16 years and older in this household

INTERVIEWER: PLEASE CIRCLE APPROPRIATE CODES

Household schedule	Write in from oldest (top) to youngest (bottom)	Person number	Household head	How old is [name]? (in completed years; less than 1 year =00)	Is [name] a male or a female? M=1 F=2	What population group does [name] belong to?	What is [name]'s relationship to the respondent
<p><i>Please list all persons in the household who eat from the same cooking pot and who were resident 15 out of the past 30 days</i></p> <p><i>Note: Circle the number next to the name of the household head.</i></p>		01	01				
		02	02				
		03	03				
		04	04				
		05	05				
		06	06				
		07	07				
		08	08				
		09	09				
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		17	17				
		18	18				
		19	19				
		20	20				
		21	21				
		22	22				
		23	23				
		24	24				
		25	25				

Population Group
1 = Black African
2 = Coloured
3 = Indian or Asian
4 = White
5 = Other (<i>specify</i>)

Relationship to respondent codes
1 = Respondent
2 = Wife or husband or partner
3 = Son/daughter/stepchild/adopted child/foster child
4 = Father/mother/ step father/step mother
5 = Brother/sister/step brother/step sister
6 = Grandchild/great grandchild
7 = Grandparent/great grandparent
8 = Mother- or father-in-law
9 = Son- or daughter-in-law
10 = Brother- or sister-in-law
11 = Other relation (e.g. aunt/uncle)
12 = Non-relation

1. Taking all things together, how satisfied are you with your life as a whole these days? Generally speaking, would you say you are very satisfied, satisfied, dissatisfied, or very dissatisfied? [*Showcard 2*]

Very satisfied	1
Satisfied	2
Neither satisfied nor dissatisfied	3
Dissatisfied	4
Very dissatisfied	5
(Do not know)	8

2. How satisfied or dissatisfied are you with the way democracy is working in South Africa? [*Showcard 2*]

Very satisfied	1
Satisfied	2
Neither satisfied nor dissatisfied	3
Dissatisfied	4
Very dissatisfied	5
(Do not know)	8

3. How satisfied are you with the general economic situation in South Africa at present? Are you... [*Showcard 2*]

Very satisfied	1
Satisfied	2
Neither satisfied nor dissatisfied	3
Dissatisfied	4
Very dissatisfied	5
(Do not know)	8

Indicate the extent to which you trust or distrust the following institutions in South Africa at present. [*Showcard 3*]

Institutions	Strongly trust	Trust	Neither trust nor distrust	Distrust	Strongly distrust	(Do not know)
4. National government	1	2	3	4	5	8
5. Provincial government	1	2	3	4	5	8

ISSP ENVIRONMENT

6. Which of these issues is the **most important** for South Africa today? [*Showcard 13*]
[*Fieldworker: Please circle ONE option only*]

Health care	01
Education	02
Crime	03
The environment	04
Immigration	05
The economy	06
Terrorism	07
Poverty	08
None of these	09
(Can't choose)	98

**7. Which is the next most important for South Africa today? [*Showcard 13*]
[*Fieldworker: Please circle ONE option only*]**

Health care	01
Education	02
Crime	03
The environment	04
Immigration	05
The economy	06
Terrorism	07
Poverty	08
None of these	09
(Can't choose)	98

How much do you agree or disagree with each of these statements? [*Showcard 1*]

	Strongly agree	Agree	Neither agree nor disagree	Dis-agree	Strongly disagree	(Can't choose)
8. Private enterprise is the best way to solve South Africa's economic problems	1	2	3	4	5	8
9. It is the responsibility of the government to reduce the differences in income between people with high incomes and those with low incomes	1	2	3	4	5	8
10. South Africa should limit the import of foreign products in order to protect its national economy	1	2	3	4	5	8
11. South Africa should limit immigration in order to protect our national way of life	1	2	3	4	5	8
12. International organizations are taking away too much power from the South African government	1	2	3	4	5	8

13. Of the following things, which one do you think should be South Africa's highest priority? The most important thing it South Africa should do is...

Maintain order in the nation	01
Give people more say in government decisions	02
Fight rising prices	03
Protect freedom of speech	04
(Can't choose)	08

14. And which one do you think should be South Africa's next highest priority? The second most important thing it South Africa should do is...

Maintain order in the nation	1
Give people more say in government decisions	2
Fight rising prices	3
Protect freedom of speech	4
(Can't choose)	8

15. Generally speaking, would you say that most people can be trusted, or that you cannot be too careful in dealing with people? Please tell me on a scale of 1 to 5, where 1 means you can't be too careful and 5 means that most people can be trusted.

[Showcard 14]

You cannot be too careful				Most people can be trusted		(Can't choose)
1	2	3	4	5		8

On a scale of 0 to 10, how much do you personally trust each of the following institutions? 0 means you do not trust an institution at all, and 10 means you trust it completely.

16. On a scale of 0 to 10, how much do you personally trust university research centers? 0 means you do not trust it at all, and 10 means you trust it completely. [Showcard 15]

No trust at all											Complete trust	(Can't choose)
0	1	2	3	4	5	6	7	8	9	10		88

17. On a scale of 0 to 10, how much do you personally trust the news media? 0 means you do not trust it at all, and 10 means you trust it completely. [Showcard 15]

No trust at all											Complete trust	(Can't choose)
0	1	2	3	4	5	6	7	8	9	10		88

18. On a scale of 0 to 10, how much do you personally trust business and industry? 0 means you do not trust it at all, and 10 means you trust it completely. [Showcard 15]

No trust at all											Complete trust	(Can't choose)
0	1	2	3	4	5	6	7	8	9	10		88

19. On a scale of 0 to 10, how much do you personally trust the South African Parliament? 0 means you do not trust it at all, and 10 means you trust it completely. [Showcard 15]

No trust at all											Complete trust	(Can't choose)
0	1	2	3	4	5	6	7	8	9	10		88

20. Generally speaking, how concerned are you about environmental issues? Please tell me on a scale of 1 to 5, where 1 means you are not at all concerned and 5 means you are very concerned. [Showcard 16]

Not at all concerned				Very concerned		(Can't choose)
1	2	3	4	5		8

21. Here is a list of some different environmental problems. Which problem, if any, do you think is the most important for South Africa as a whole? [Showcard 17]

Air pollution	01
Chemicals and pesticides	02
Water shortage	03
Water pollution	04
Nuclear waste	05
Household rubbish removal	06
Climate change	07
Genetically modified foods	08
Using up our natural resources	09
None of these	10
(Can't choose)	88

22. There has been a lot of discussion about the world's climate and the idea it has been changing in recent decades. Which of the following statements comes closest to your opinion?

The world's climate has not been changing	1	Skip to Q.25
The world's climate has been changing mostly due to natural processes	2	Ask Q.23
The world's climate has been changing about equally due to natural processes and human activity	3	Ask Q.23
The world's climate has been changing mostly due to human activity	4	Ask Q.23
(Cant choose)	8	Ask Q.23

23. On a scale from 0 to 10, how bad or good do you think the impacts of climate change will be for the world as a whole? 0 means extremely bad, 10 means extremely good. [Showcard 18]

Extremely bad											Extremely good	(Can't choose)
00	01	02	03	04	05	06	07	08	09	10		88

24. On a scale from 0 to 10, how bad or good do you think the impacts of climate change will be for South Africa as a whole? 0 means extremely bad, 10 means extremely good. [Showcard 18]

Extremely bad											Extremely good	(Can't choose)
00	01	02	03	04	05	06	07	08	09	10		88

How much do you agree or disagree with each of the following statements? [*Showcard 1*]

	Strongly agree	Agree	Neither agree nor disagree	Dis-agree	Strongly disagree	(Can't choose)
25. Modern science will solve our environmental problems with little change to our way of life	1	2	3	4	5	8
26. We worry too much about the future of the environment and not enough about prices and jobs today	1	2	3	4	5	8
27. Almost everything we do in modern life harms the environment	1	2	3	4	5	8
28. People worry too much about human progress harming the environment	1	2	3	4	5	8
29. In order to protect the environment South Africa needs economic growth	1	2	3	4	5	8
30. Economic growth always harms the environment	1	2	3	4	5	8

31. How willing would you be to pay much higher prices in order to protect the environment?

Very willing	1
Fairly willing	2
Neither willing nor unwilling	3
Fairly unwilling	4
Very unwilling	5
(Can't choose)	8

32. And how willing would you be to pay much higher taxes in order to protect the environment?

Very willing	1
Fairly willing	2
Neither willing nor unwilling	3
Fairly unwilling	4
Very unwilling	5
(Can't choose)	8

33. And how willing would you be to accept cuts in your standard of living in order to protect the environment?

Very willing	1
Fairly willing	2
Neither willing nor unwilling	3
Fairly unwilling	4
Very unwilling	5
(Can't choose)	8

34. How willing would you be to accept a reduction in the size of South Africa's protected nature areas, in order to open them up for economic development?

Very willing	1
Fairly willing	2
Neither willing nor unwilling	3
Fairly unwilling	4
Very unwilling	5
(Can't choose)	8

How much do you agree or disagree with each of these statements? [*Showcard 1*]

	Strongly agree	Agree	Neither agree nor disagree	Dis-agree	Strongly disagree	(Can't choose)
35. It is just too difficult for someone like me to do much about the environment	1	2	3	4	5	8
36. I do what is right for the environment, even when it costs more money or takes more time	1	2	3	4	5	8
37. There are more important things to do in life than protect the environment	1	2	3	4	5	8
38. There is no point in doing what I can for the environment unless others do the same	1	2	3	4	5	8
39. Many of the claims about environmental threats are exaggerated	1	2	3	4	5	8
40. I find it hard to know whether the way I live is helpful or harmful to the environment	1	2	3	4	5	8
41. Environmental problems have a direct effect on my everyday life	1	2	3	4	5	8

42. In general, do you think that air pollution caused by cars is...? [*Showcard 19*]

...extremely dangerous to the environment	1
...very dangerous	2
...somewhat dangerous	3
...not very dangerous	4
...or, not dangerous at all for the environment?	5
(Can't choose)	8

43. In general, do you think that air pollution caused by industry is...? [*Showcard 19*]

...extremely dangerous to the environment	1
...very dangerous	2
...somewhat dangerous	3
...not very dangerous	4
...or, not dangerous at all for the environment?	5
(Can't choose)	8

44. And do you think that pesticides and chemicals used in farming are...? [*Showcard 19*]

...extremely dangerous to the environment	1
...very dangerous	2
...somewhat dangerous	3
...not very dangerous	4
...or, not dangerous at all for the environment?	5
(Can't choose)	8

45. And do you think that pollution of South Africa's rivers, lakes and streams is...? [*Showcard 19*]

...extremely dangerous to the environment	1
...very dangerous	2
...somewhat dangerous	3
...not very dangerous	4
...or, not dangerous at all for the environment?	5
(Can't choose)	8

46. In general, do you think that a rise in the world's temperature caused by climate change is ...? [Showcard 19]

...extremely dangerous to the environment	1
...very dangerous	2
...somewhat dangerous	3
...not very dangerous	4
...or, not dangerous at all for the environment?	5
(Can't choose)	8

47. And do you think that modifying the genes of certain crops is ... ? [Showcard 19]

...extremely dangerous to the environment	1
...very dangerous	2
...somewhat dangerous	3
...not very dangerous	4
...or, not dangerous at all for the environment	5
(Can't choose)	8

48. And do you think that nuclear power stations are...? [Showcard 19]

...extremely dangerous to the environment	1
...very dangerous	2
...somewhat dangerous	3
...not very dangerous	4
...or, not dangerous at all for the environment	5
(Can't choose)	8

49. Which of these approaches do you think would be the best way of getting business and industry in South Africa to protect the environment?

Heavy fines for businesses that damage the environment	1
Use the tax system to reward businesses that protect the environment	2
More information and education for businesses about the advantages of protecting the environment	3
(Can't choose)	8

50. Which of these approaches do you think would be the best way of getting people and their families in South Africa to protect the environment?

Heavy fines for people who damage the environment	1
Use the tax system to reward people who protect the environment	2
More information and education for people about the advantages of protecting the environment	3
(Can't choose)	8

51. How much, if at all, do you enjoy being outside in nature?

Not at all	1
To a small extent	2
To some extent	3
To a great extent	4
To a very great extent	5
(Can't choose)	8

52. In the last twelve months how often, if at all, have you engaged in any leisure activities outside in nature, such as hiking, bird watching, swimming, skiing, other outdoor activities or just relaxing?

Daily	1
Several times a week	2
Several times a month	3
Several times a year	4
Never	5
(Can't choose)	8

53. In the last twelve months, how many trips did you make by plane? Count outward and return journeys, including transfers, as one trip.

_____ trips
(-8) Don't know

54. In a typical week, about how many hours do you spend in a car or another motor vehicle, including motorcycles, trucks, and vans, but not counting public transport? (Do not include shared rides in cars, buses, minibuses, and collective taxis.)

_____ hours
(-8) Don't know

55. In a typical week, on how many days do you eat beef, lamb/mutton, or products that contain them?

(Can't choose)

0 days	1	2	3	4	5	6	7 days	8
--------	---	---	---	---	---	---	--------	---

56. How many rooms are there in your main house (or apartment)? Do not count any kitchens, bathrooms, garages, balconies, or hallways.

_____ rooms
(-8) Don't know

57. How often do you make a special effort to sort glass or tins or plastic or newspapers and so on for recycling?

Always	1
Often	2
Sometimes	3
Never	4
(Recycling is not available where I live)	8

58. And how often do you avoid buying certain products for environmental reasons?

Always	1
Often	2
Sometimes	3
Never	4
(Recycling is not available where I live)	8

59. Are you a member of any group whose main aim is to preserve or protect the environment?

Yes	1
No	2

In the last five years, have you ...?

	Yes I have	No I have not
60. ... signed a petition about an environmental issue?	1	2
61. ... given money to an environmental group?	1	2
62. ... taken part in a protest or demonstration about an environmental issue?	1	2

Thinking about your neighbourhood, to what extent, if at all, was it affected by the following things over the last twelve months?

63. Air pollution

Not at all	1
To a small extent	2
To some extent	3
To a great extent	4
To a very great extent	5
(Can't choose)	8

64. Water pollution

Not at all	1
To a small extent	2
To some extent	3
To a great extent	4
To a very great extent	5
(Can't choose)	8

65. Extreme weather events (such as severe storms, droughts, floods, heat waves, tornados, etc.)

Not at all	1
To a small extent	2
To some extent	3
To a great extent	4
To a very great extent	5
(Can't choose)	8

Generally speaking, how concerned are you about the following?

	Very concerned	Somewhat concerned	Not very concerned	Not at all concerned	(Can't choose)
66. Rubbish and litter in <u>your area</u>	1	2	3	4	8
67. Rubbish and litter in <u>South Africa</u>	1	2	3	4	8
68. Rubbish and litter in <u>the oceans/seas</u>	1	2	3	4	8

69. How common or uncommon is rubbish and litter lying about in your area?

Very common	1
Fairly common	2
Not very common	3
Not at all common	4
(Don't know)	8

70. How often in the last 12 months have you picked up a piece of litter that someone else had dropped?

Every day or almost every day	1
At least once or twice a week	2
At least once or twice every two weeks	3
At least once or twice every month	4
At least once or twice every six months	5
Less often than this	6
Never	7
(Don't know)	8

71. How often in the last 12 months have you seen someone deliberately dropping litter?

Every day or almost every day	1	Ask Q.72
At least once or twice a week	2	Ask Q.72
At least once or twice every two weeks	3	Ask Q.72
At least once or twice every month	4	Ask Q.72
At least once or twice every six months	5	Ask Q.72
Less often than this	6	Ask Q.72
Never	7	Skip to Q.75
(Don't know)	8	Skip to Q.75

72. What, if anything, do you generally do when you see this?

Ignore the behaviour / do nothing	1	Ask Q.73
Do something about it myself	2	Skip to Q.74
Try to get someone in authority to do something about it	3	Skip to Q.74
Some other action (SPECIFY)	4	Skip to Q.74
(Don't know)	8	Skip to Q.75

73. Many people would do nothing if they saw someone deliberately dropping litter. What are your reasons for generally doing nothing? [*Showcard X*]

INTERVIEWER: MULTIPLE RESPONSES ALLOWED. CIRCLE ALL THAT APPLY.

a.	I think it is okay since everybody does it	1	Skip to Q.75
b.	It is okay since it generates jobs for people cleaning the area	2	Skip to Q.75
c.	I don't have time to do anything	3	Skip to Q.75
d.	I don't think what they are doing is wrong or that important	4	Skip to Q.75
e.	I don't think it will make a difference	5	Skip to Q.75
f.	I am worried about my own safety / too scared or frightened to do anything	6	Skip to Q.75
g.	I am too embarrassed to do anything	7	Skip to Q.75
h.	I don't think it is any of my business	8	Skip to Q.75
i.	I can't really do anything about it	9	Skip to Q.75
j.	Other (SPECIFY)	10	Skip to Q.75
k.	(Don't know)	88	Skip to Q.75

74. And what are your main reasons for doing something when you see someone deliberately dropping litter?

INTERVIEWER: MULTIPLE RESPONSES ALLOWED. CIRCLE ALL THAT APPLY.

a.	I get angry/annoyed	1
b.	I want to make sure that the person doesn't get away with it	2
c.	I think what they are doing is wrong	3
d.	I have seen it happen too often and am fed up	4
e.	I care about the environment and want to keep it clean	5
f.	Other (SPECIFY)	6
g.	(Don't know)	8

75. How often in the last 12 months have you deliberately dropped litter?

Every day or almost every day	1
At least once or twice a week	2
At least once or twice every two weeks	3
At least once or twice every month	4
At least once or twice every six months	5
Less often than this	8
Never	9
(Can't choose)	88

76. What happens to your household garbage?

Garbage removers take it away	1
We take it to a specific rubbish dump	2
We dump it over the fence	3
We burn it	4
We take into the veld	5
We throw outside the house	6
Other (specify)	8

77. Which ONE of the following community activities concerning the environment would you be interested in?

Planting trees	1
Cleaning the streets and open areas	2
Maintenance of buildings	3
Upgrading the street surfaces	4
Gardening	5
Cleaning rivers and spruits	6
Cleaning the veld	7
Other (specify)	8

TRAVEL AND TOURISM

Now I would like to ask you some questions about travel and tourism.

How interested are you in the following activities?

[*Fieldworker: Please circle ONE number on each line*]

	Very interested	Fairly Interested	Not interested	(Do not know)
78. Going to the beach	1	2	3	8
79. Visiting a museum, art gallery or historical building	1	2	3	8
80. Being in nature	1	2	3	8
81. Visiting a nature reserve	1	2	3	8
82. Visiting heritage sights such as Robben Island	1	2	3	8
83. Religious gatherings	1	2	3	8
84. Visiting a cultural village	1	2	3	8
85. Adventure activities i.e. canoeing, 4x4, etc.	1	2	3	8
86. Shopping	1	2	3	8
87. Sports events	1	2	3	8
88. Visiting a rural area	1	2	3	8
89. Visiting friends or family	1	2	3	8
90. Travelling abroad on holiday	1	2	3	8

91. During the last year, how many holiday trips did you take within South Africa?

WRITE IN NUMBER OF TRIPS:

--	--

If answer is '0': → Ask Q.92

If answer is '1' or more: → Go to Q.93

(Don't know) = 88

92. What are the main reasons why you did not take a holiday trip inside South Africa in the last year?

INTERVIEWER: PLEASE WRITE DOWN UP TO A MAXIMUM OF THREE ANSWERS PROVIDED BY THE RESPONDENT IN THE SPACE PROVIDED BELOW. IF THE RESPONDENT MENTIONS MORE THAN THREE REASONS, PLEASE ASK THEM TO NARROW IT DOWN TO THE TOP THREE REASONS. PLEASE WRITE DOWN THE ANSWER IN ENGLISH, BUT KEEPING AS CLOSE AS POSSIBLE TO THE DIRECT TRANSLATION. IF NECESSARY PROBE: ANYTHING ELSE?

There are many reasons why people travel on holiday.

93. Are any of the following important reasons why you go on holiday? [*Showcard 21*]

INTERVIEWER: MULTIPLE RESPONSES ALLOWED

94. Which of these are the most important reason why you go on holiday? [*Showcard 21*]

	Q.93 Reasons for holiday (MULTIPLE RESPONSE)	Q.94 Main reason (ONE OPTION ONLY)
a. To have fun	1	1
b. To rest and relax	2	2
c. To do things with my companion, family, friends	3	3
d. (None of the above)	4	4

95. And how about the following? Are any of these important reasons why you go on holiday? [*Showcard 22*]

INTERVIEWER: MULTIPLE RESPONSES ALLOWED

96. Which of these are the most important reason why you go on holiday? [*Showcard 22*]

	Q.95 Reasons for holiday (MULTIPLE RESPONSE)	Q.96 Main reason (ONE OPTION ONLY)
a. To view the scenery and be close to nature	1	1
b. To learn new things and discover new cultures	2	2
c. To gaining a new perspective on life	3	3
d. To develop my personal interests	4	4
e. (None of the above)	5	5

97. And finally, are any of the following important reasons why you go on holiday? [*Showcard 23*]

INTERVIEWER: MULTIPLE RESPONSES ALLOWED

98. Which of these are the most important reason why you go on holiday? [*Showcard 23*]

	Q.97 Reasons for holiday (MULTIPLE RESPONSE)	Q.98 Main reason (ONE OPTION ONLY)
a. To be independent and do things my own way	1	1
b. To explore the unknown	2	2
c. To experience peace and calm	3	3
d. To think about good times I have had in the past	4	4
e. To have romantic relationships	5	5
f. To share skill and knowledge with others	6	6
g. (None of the above)	7	7

ISSP HEALTH

I would now like to ask you some questions about your health and health care in South Africa in general.

99. In general, how much confidence do you have in the health care system in South Africa?

Complete confidence	1
A great deal of confidence	2
Some confidence	3
Very little confidence	4
No confidence at all	5
(Can't choose)	8

100. How willing would you be to pay higher taxes to improve the level of health care for all people in South Africa? [Showcard X]

Very willing	1
Fairly willing	2
Neither willing nor unwilling	3
Fairly unwilling	4
Very unwilling	5
(Can't choose)	8

To what extent do you agree or disagree with the following statements? [Showcard 1]

	Strongly agree	Agree	Neither agree nor disagree	Dis-agree	Strongly disagree	(Cant choose)
101. People should have access to publicly funded health care even if they do not hold citizenship of country.	1	2	3	4	5	8
102. People should have access to publicly funded health care even if they behave in ways that damages their health.	1	2	3	4	5	8
103. People should have access to publicly funded health care even if they cannot afford to pay their share into the system.	1	2	3	4	5	8

To what extent do you agree or disagree with the following statements? [*Showcard 1*]

	Strongly agree	Agree	Neither agree nor disagree	Dis-agree	Strongly disagree	(Cant choose)
104. In South Africa it is easier for people with higher education to get the health care they need than it is for people with lower education.	1	2	3	4	5	8
105. In South Africa it is easier for men to get the health care they need than it is for women.	1	2	3	4	5	8
106. In South Africa it is easier for rich people to get the health care they need than it is for poor people.	1	2	3	4	5	8
107. In South Africa it is easier for citizens to get the health care they need than it is for those who do not hold citizenship.	1	2	3	4	5	8

108. Suppose two equally sick people need the same heart operation. One is male, the other is female. In your opinion who should get the operation first?

The man	1
The woman	2
The gender should make no difference	3
(Cant choose)	8

How much do you agree or disagree with the following statements about doctors in general in South Africa? [*Showcard 1*]

	Strongly agree	Agree	Neither agree nor disagree	Disagree	Strongly disagree	(Can't choose)
109. All things considered, doctors can be trusted.	1	2	3	4	5	8
110. Doctors care more about their earnings than about their patients.	1	2	3	4	5	8

111. In the past 12 months, how often, if at all, did you use the Internet to look for health or medical information for yourself or someone else?

I do not have access to the internet	0	Skip to Q.117
Never	1	Skip to Q.117
Several times a year	2	Ask Q.112
Several times a month	3	Ask Q.112
Several times a week	4	Ask Q.112
Once a day	5	Ask Q.112
Several times a day	6	Ask Q.112
(Cant choose)	8	Ask Q.112

In the past 12 months, how often, if at all, have you searched the internet for information on the following topics? Have you searched for... [Showcard 24]

	Never	Rarely	Sometimes	Often	Very often	(Can't choose)
112. Information on vaccinations?	1	2	3	4	5	8
113. Information related to anxiety, stress, or similar health problems?	1	2	3	4	5	8
114. Information on a healthy lifestyle?	1	2	3	4	5	8

To what extent do you agree or disagree with the following statements? [Showcard 1]

	Strongly agree	Agree	Neither agree nor disagree	Dis-agree	Strongly disagree	(Cant choose)
115. Information I found on the internet affected my health behaviour in a positive way.	1	2	3	4	5	8
116. Health information on the internet is reliable.	1	2	3	4	5	8

To what extent do you agree or disagree with the following statements? [Showcard 1]

	Strongly agree	Agree	Neither agree nor disagree	Dis-agree	Strongly disagree	(Cant choose)
117. The internet can be useful to help people decide if their symptoms are important enough to go to the doctor.	1	2	3	4	5	8
118. The internet can be useful to check that the doctor is giving me appropriate advice.	1	2	3	4	5	8
119. The internet is a reliable resource to help me understand what a doctor tells me.	1	2	3	4	5	8

How much do you agree or disagree with the following statements about vaccine safety? [Showcard 1]

	Strongly agree	Agree	Neither agree nor disagree	Dis-agree	Strongly disagree	(Cant choose)
120. Vaccinations can lead to severe health conditions.	1	2	3	4	5	8
121. It is better to develop immunity by getting sick than by getting a vaccination.	1	2	3	4	5	8
122. I believe that vaccinations prevent the disease they are supposed to prevent.	1	2	3	4	5	8

123. In general, how satisfied or dissatisfied are you with the health care system in South Africa?

Completely satisfied	1
Very satisfied	2
Fairly satisfied	3
Neither satisfied nor dissatisfied	4
Fairly dissatisfied	5
Very dissatisfied	6
Completely dissatisfied	7
(Can't choose)	8

There are different opinions about people with different health conditions. How much do you agree or disagree with the following statements? [*Showcard 1*]

	Strongly agree	Agree	Neither agree nor disagree	Dis-agree	Strongly disagree	(Cant choose)
124. Most people with poor mental health make me feel uncomfortable.	1	2	3	4	5	8
125. Employers should not hire people with poor mental health.	1	2	3	4	5	8
126. Most people that are very overweight are lazy.	1	2	3	4	5	8
127. Employers should not hire people that are very overweight.	1	2	3	4	5	8
128. Most people who have HIV/AIDS should feel ashamed of themselves.	1	2	3	4	5	8
129. Employers should not hire people who have HIV/AIDS.	1	2	3	4	5	8

SANDF ATTITUDES TOWARDS THE DEFENCE FORCE

I am now going to ask you some questions about the South African National Defence Force (SANDF)

130. Overall, would you say you are very knowledgeable, somewhat knowledgeable, not very knowledgeable, or not at all knowledgeable about the South African National Defence Force?

Very knowledgeable	1
Somewhat knowledgeable	2
Not very knowledgeable	3
Not at all knowledgeable	4
(Don't know)	8

131. Which of the following do you think are branches of the South African National Defence Force?

INTERVIEWER: MULTIPLE RESPONSES ALLOWED. CIRCLE ALL THAT APPLY.

a.	Air Force	1
b.	Army	2
c.	Military Health Service	3
d.	Navy	4
e.	(None of the above)	5
f.	(Don't know)	8

132. When you think of the South African National Defence Force, which of the following sources would you say provide you with the best/most information? [Showcard 25]

INTERVIEWER: MULTIPLE RESPONSES ALLOWED. CIRCLE ALL THAT APPLY.

a.	Shows and exhibitions	01
b.	Radio	02
c.	TV	03
d.	Newspapers	04
e.	Magazine	05
f.	Internet and other social media (Facebook, Twitter)	06
g.	Personal experience	07
h.	Friends/family	08
i.	Other (specify)....	09
j.	(None of the above)	10
k.	(Don't know)	88

133. Have you personally ever attended any event that showcases the SANDF (such as Arms Forces Day , SANDF shows, SANDF exhibits, etc.)?

Have attended in the past year	1
Have attended it in the past 5 years	2
Have attended it in the more distant past	3
Have not attended it but would want to do it	4
Have not attended and would not want to attend it	5
(Do not know)	8

134. To what extent do you feel that it is important for the SANDF to showcase its operations through shows, exhibitions and Armed Forces Days?

Very important	1
Much needed	2
Needed	3
Neither nor	4
Unnecessary	5
Very unnecessary	8
(Don't Know)	

135. Please say whether you think the SANDF should spend more or less on shows and exhibitions?

Spend much more	1
Spend more	2
Spend the same as now	3
Spend less	4
Spend much less	5
(Can't choose)	8

136. In your view, which of the following are the most important reasons why the SANDF should hold shows and exhibitions [Showcard 26]

INTERVIEWER: MULTIPLE RESPONSES ALLOWED. CIRCLE ALL THAT APPLY.		
a.	It raises the profile of the SANDF	01
b.	It allows the SANDF an opportunity to interact with communities	02
c.	It helps South Africans to feel proud of the country	03
d.	It unites South Africans behind the SANDF	04
e.	It gives the SANDF an opportunity to showcase its latest military equipment and power	05
f.	It showcases job opportunities within the SANDF	06
g.	It helps ordinary people to gain knowledge of the SANDF	07
h.	It demonstrates military combat readiness	08
i.	It reminds us of the past	09
j.	(None of these)	97
k.	(Don't know)	98
l.	(Refused)	99

137. Have you personally ever had any military experience or training?

Yes, before 1994	1
Yes, after 1994	2
Yes, both before and after 1994	3
No, never	4
(Do not know)	8

138. Has a family member or close friend ever had any military experience or training?

Yes, before 1994	1
Yes, after 1994	2
Yes, both before and after 1994	3
No, never	4
(Do not know)	8

139. How proud are you of the South African National Defence Force?

Very proud	1
Somewhat proud	2
Not very proud	3
Not proud at all	4
(Can't choose)	8

140. Indicate the extent to which you trust or distrust the Defence Force in South Africa at present? [Showcard 3]

Strongly trust	1
Trust	2
Neither trust nor distrust	3
Distrust	4
Strongly distrust	5
(Do not know)	8

141. Compared to before 1994 and considering the degree to which the country is now threatened, to what extent does South Africa still need a strong defence force? A strong national defence force is...

Much needed	1
Needed	2
Neither nor	3
Unnecessary	4
Very unnecessary	5
(Don't know)	8

142. To what extent do you agree or disagree that there is a role for the South African National Defence Force during times of peace? [Showcard 1]

Strongly agree	1
Agree	2
Neither agree nor disagree	3
Disagree	4
Strongly disagree	5
(Don't know)	8

I'm going to read a list of possible roles that the South Africa National Defence Force (SANDF) might have. For each one please say whether you think it should be a very important role, somewhat important, not very important, or not important at all? [Showcard 27]

	Very important	Somewhat important	Not very important	Not important at all	(Don't know)
143. Helping other government departments in times of disaster or emergency	1	2	3	4	8
144. Defend and protect South Africa	1	2	3	4	8
145. Peacekeeping in other countries	1	2	3	4	8
146. Safeguard and patrol the country's borders	1	2	3	4	8
147. Assist the South African Police Service (SAPS) to uphold law and order in the country	1	2	3	4	8
148. Provide young South Africans with skills, values and discipline	1	2	3	4	8
149. Help build or repair infrastructure such as bridges, roads and clinics in rural areas	1	2	3	4	8
150. Work with the United Nations and African Union to prevent and resolve conflict in Africa	1	2	3	4	8

151. Taking into account all the things that you expect the South African National Defence Force (SANDF) to do, to what extent do you believe they are doing a good job or a bad job?

Very good job	1
Good job	2
Neither good nor bad job	3
Bad job	4
Very bad job	5
(Do not know)	8

Think about the job that the South African National Defence Force (SANDF) is doing. As far as you are concerned personally on a scale of 1 to 7, do you think that the SANDF is...? [*Showcard 28*]

152.	Fair									Unfair	(Can't Choose)
	1	2	3	4	5	6	7				88

153.	Successful									Unsuccessful	(Can't Choose)
	1	2	3	4	5	6	7				88

154.	Professional									Unprofessional	(Can't Choose)
	1	2	3	4	5	6	7				88

155.	Disciplined									Undisciplined	(Can't Choose)
	1	2	3	4	5	6	7				88

Based on what you have heard or your own experience how successful do you think the South African National Defence Force is in performing the following roles? Choose your answer from a scale where 0 is extremely unsuccessful and 10 is extremely successful. [*Showcard 29*]

		Extremely unsuccessful									Extremely successful	(Can't Choose)	
156.	Helping other countries in times of disaster or emergency	00	01	02	03	04	05	06	07	08	09	10	88
157.	Defend and protect South Africa	00	01	02	03	04	05	06	07	08	09	10	88
158.	Peacekeeping in other countries	00	01	02	03	04	05	06	07	08	09	10	88
159.	Safeguard and patrol the country's borders	00	01	02	03	04	05	06	07	08	09	10	88
160.	Provide young South Africans with skills, values and discipline	00	01	02	03	04	05	06	07	08	09	10	88

161. There are different opinions as to what it takes to be a good citizen. As far as you are concerned personally, how important is it to be willing to serve in the military at a time of need? Choose your answer from a scale of 1 to 7, where 1 is "not at all important" and 7 is "very important". [*Showcard 30*]

Not at all important									Very important	(Can't choose)
1	2	3	4	5	6	7				8

To what extent do you agree or disagree with the following statements? [*Showcard 1*]

	Strongly agree	Agree	Neither agree nor disagree	Dis-agree	Strongly disagree	(Do not know)
162. I would be proud to be a member of the Defence Force (SANDF)	1	2	3	4	5	8
163. The SANDF stands up for values that are important to people like me	1	2	3	4	5	8
164. I support how the SANDF usually performs their functions	1	2	3	4	5	8

165. To what extent would you support or oppose the SANDF being sent to patrol areas with high levels of crime and gangsterism?

Strongly support	1
Support	2
Neither support nor oppose	3
Oppose	4
Strongly oppose	5
(Don't know)	8

166. To what extent would you support or oppose the SANDF being sent to patrol your neighbourhood to help fight crime?

Strongly support	1
Support	2
Neither support nor oppose	3
Oppose	4
Strongly oppose	5
(Don't know)	8

167. If the SANDF were sent to fight crime in communities, do you think they would do a good job or a bad job?

Very good job	1
Good job	2
Neither good nor bad job	3
Bad job	4
Very bad job	5
(I do not support the SANDF being sent to fight crime in communities)	7
(Don't know)	8

168. To what extent do you agree or disagree that the Defence Force is representative of all South Africans? [*Showcard 1*]

Strongly agree	1
Agree	2
Neither agree nor disagree	3
Disagree	4
Strongly disagree	5
(Don't know)	8

169. Transformation in the Defence Force is....READ OUT**...?**

...Progressing very well	1
Progressing well	2
Progressing reasonably well	3
Progressing badly	4
Progressing very badly	5
(Don't know)	8

170. To what extent do you agree or disagree that the SANDF offers good career opportunities for people like you? [*Showcard 1*]

Strongly agree	1
Agree	2
Neither agree nor disagree	3
Disagree	4
Strongly disagree	5
(Do not know)	8

171. To what extent do you think racism or racial discrimination occurs in the Defence Force?

Not at all	1
To a small extent	2
To a fair extent	3
To a considerable extent	4
To a great extent	5
(Don't know)	8

I am now going to ask a few questions on women in the Defence Force. To what extent do you agree or disagree with the following statements? [*Showcard 1*]

	Strongly agree	Agree	Neither agree nor disagree	Dis-agree	Strongly disagree	(Do not know)
172. Women can perform as well as men in all areas of the military	1	2	3	4	5	8
173. A special attempt should be made to recruit more women into the Defence Force	1	2	3	4	5	8
174. Women should do combat duty in the front line	1	2	3	4	5	8

175. To what extent do you agree or disagree with the following statement? I support an increased/greater involvement by the South African National Defence Force (SANDF) in peace support operations in Africa. [*Showcard 1*]

Strongly agree	1
Agree	2
Neither agree nor disagree	3
Disagree	4
Strongly disagree	5
(Do not know)	8

176. Please say whether you would like to see more or less government spending in the area of military and defence. Remember that if you say "much more", it might require a tax increase to pay for it.

Spend much more	1
Spend more	2
Spend the same as now	3
Spend less	4
Spend much less	5
(Can't choose)	8

ATTITUDES TOWARDS THE CCMA

I am now going to ask you some questions about the Commission for Conciliation, Mediation and Arbitration (CCMA)

177. How much do you know about the Commission for Conciliation, Mediation and Arbitration (CCMA)?

Have not heard of the CCMA	1	→ Skip to Q.191
Have heard of the CCMA, but know very little or nothing about what it does	2	Ask Q.178
Know enough about the CCMA to explain it to a friend	3	Ask Q.178
(Refused)	7	Ask Q.178
(Don't know)	8	Ask Q.178

178. In your own words, what do you think the CCMA does?

<p>INTERVIEWER: PLEASE ENCOURAGE THE RESPONDENT TO PROVIDE AS MUCH DETAIL AS POSSIBLE.</p>

179. Have you personally ever had any contact with the CCMA?

Yes, in the last year (2019)	1	Ask Q.180
Yes, between 1 and 5 years ago (2015-2018)	2	Ask Q.180
Yes, more than 5 years ago (1995-2014)	3	Ask Q.180
No, never	4	→ Skip to Q.183
(Do not know)	8	→ Skip to Q.183

180. Please tell me what CCMA services you made use of in your last contact with the CCMA? (e.g, advice, had a matter, training programme, requested statistics, etc)

<p>INTERVIEWER: MULTIPLE RESPONSES ALLOWED. PLEASE ENCOURAGE RESPONDENT TO PROVIDE AS MUCH INFORMATION AS POSSIBLE.</p>

181. How satisfied or dissatisfied were you with your most recent experience at the CCMA? [*Showcard 2*]

Very satisfied	1
Satisfied	2
Neither satisfied nor dissatisfied	3
Dissatisfied	4
Very dissatisfied	5
(Do not know)	8

182. If you had a matter referred to the CCMA, what was the outcome of your matter?

Ruled in my favour as an employee	1
Ruled in my favour as an employer	2
Did not rule in my favour as an employee	3
Did not rule in my favour as an employer	4
There was a settlement	5
(Refuse to answer)	7

183. Has a family member or close friend ever made use of the CCMA's services?

Yes	1	Ask Q.184
No	4	→ Skip to Q.185
(Do not know)	8	→ Skip to Q.185

184. In general, was the most recent contact that the family member or friend had with the CCMA positive or negative?

Very positive	1
Somewhat positive	2
Neither positive nor negative	3
Somewhat negative	4
Very negative	5
(Don't know)	8

And now I would like to ask you a few statements about the performance of the CCMA. Please answer based on what you have heard or your own experience.

185. In general, would you say that the CCMA is doing a good job or a bad job?

Very good job	1	Ask Q.186
Good job	2	Ask Q.186
Neither good nor bad job	3	Ask Q.186
Bad job	4	Ask Q.186
Very bad job	5	Ask Q.186
(Don't know)	8	→ Skip to Q.187

186. Please explain the reasons for your evaluation of the CCMA.

INTERVIEWER: MULTIPLE RESPONSES ALLOWED. PLEASE ENCOURAGE RESPONDENT TO PROVIDE AS MUCH INFORMATION AS POSSIBLE.

Now some further questions about the CCMA. Please answer based on what you have heard or your own experience.

187. Please tell me how often you think the CCMA helps to successfully resolve or settle cases referred to it? Use this card where 0 is never and 10 is always. [*SHOWCARD 31*]

Never											Always	(Don't know)
00	01	02	03	04	05	06	07	08	09	10	88	

188. How often do you think the CCMA makes fair, impartial decisions based on the evidence made available to them? Use this card where 0 is never and 10 is always. [*SHOWCARD 31*]

Never											Always	(Don't know)
00	01	02	03	04	05	06	07	08	09	10	88	

189. Generally speaking, do you think the outcomes of CCMA cases tend to favour employers, favour employees, or do they favour employers and employees equally?

Tend to favour employers	1
Tend to favour employees	2
Employers and employees treated equally	3
(Don't know)	8

190. In your opinion, how easy or difficult would it be for workers to get help from the CCMA if they needed it? Choose your answer from a scale where 0 is extremely difficult and 10 is extremely easy. [*SHOWCARD 32*]

Extremely difficult											Extremely easy	(Don't know)
00	01	02	03	04	05	06	07	08	09	10	88	

191. How interested would you be in receiving more information about the services provided by the CCMA?

Very interested	1
Somewhat interested	2
Not very interested	3
Not at all interested	4
(Don't know)	8

192. What would be your preferred way of getting information about the CCMA?

INTERVIEWER: MULTIPLE RESPONSES ALLOWED. PLEASE CIRCLE UP TO THREE OPTIONS.

a.	Television	01
b.	Newspapers	02
c.	A radio station	03
d.	Social media (Facebook, Twitter, YouTube, Instagram etc.)	04
e.	Internet websites that are not social media (Google, News24)	05
f.	Posters	06
g.	At a CCMA office	07
h.	Educational workshops	08
i.	Training programmes	09
j.	Other (specify)	10
l.	(Don't know)	77

CONSUMER RIGHTS AND PROTECTION

I am now going to ask you some questions about consumer rights and protection.

How familiar are you with the following terms?

	Have not heard of it	Have heard of it, but know very little or nothing about it	Know enough about it to explain it to a friend	(Do not know)
193. Customer care desk in large shops such as Shoprite, Checkers, Jet and Edgars	1	2	3	8
194. National Consumer Commission (NCC)	1	2	3	8
195. Consumer Protection Act	1	2	3	8

To what extent do you agree or disagree with the following statements? [*Showcard 1*]

	Strongly agree	Agree	Neither agree nor disagree	Dis-agree	Strongly disagree	(Do not know)
196. When people have problems with products they buy, it is usually easy to resolve the matter.	1	2	3	4	5	8
197. Government needs to ensure that the interests of customers are protected and promoted.	1	2	3	4	5	8
198. Most retailers/companies make a real effort to handle complaints fairly.	1	2	3	4	5	8
199. Most retailers/manufacturers worry more about making profits than helping customers.	1	2	3	4	5	8

When people are unhappy with the treatment or service they receive from a shop or company, there are different ways they can resolve their complaint.

200. If you are unhappy about a product or service you receive from a shop or company, how often do you tend to complain about your problem?

(Not applicable – never had a complaint)	0	→ Skip to Q.202
Always	1	Ask Q.201
Often	2	Ask Q.201
Seldom	3	Ask Q.201
Never	4	→ Skip to Q.202
(Do not know)	8	Ask Q.201

201. Which of the following, if any, have you done in the past to resolve your complaint about a product or service you receive from a shop or company? [Showcard 33]

**INTERVIEWER: MULTIPLE RESPONSES ALLOWED. CIRCLE ALL THAT APPLY.
PLEASE DO NOT READ OUT.**

a.	Tried to resolve the matter directly with the customer care line or department of the shop or company	1
b.	Completed and submitting a complaint form	2
c.	Reported the matter to an Ombudsman	3
d.	The National Consumer Commission (NCC)	4
e.	Contacted the media	5
f.	Contacted a lawyer	6
g.	Contacted an industry association	7
h.	Other (specify)	8
i.	(Refused to answer)	9

202. Have you, a family member or close friend ever made use of the National Consumer Commission (NCC) services?

Yes	1	Ask Q.203
No	4	→ Skip to Q.204
(Do not know)	8	→ Skip to Q.204

203. In your own words, why did you, a family member or close friend go to the National Consumer Commission (NCC)?

**INTERVIEWER: PLEASE ENCOURAGE THE RESPONDENT TO PROVIDE AS MUCH
DETAIL AS POSSIBLE.**

The National Consumer Commission is a government entity established to protect consumer's rights and prosecute suppliers that infringe those rights.

204. To what extent do you feel that it is important to have a National Consumer Commission? [*Showcard 27*]

Very important	1
Somewhat important	2
Not very important	3
Not at all important	4
(Don't know)	8

205. What would be your preferred channels to make a complaint to the National Consumer Commission?

INTERVIEWER: MULTIPLE RESPONSES ALLOWED. CIRCLE ALL THAT APPLY. PLEASE DO NOT READ OUT.

a.	SMS or WhatsApp	01
b.	The National Consumer Commission website	02
c.	Call Centre	03
d.	Visit the National Consumer Commission branch	04
e.	Social media (Facebook, Twitter etc.)	05
f.	Email	06
g.	Other (specify)	07
h.	(None the above – never want to make a complaint)	88
i.	(Don't know)	98
j.	Refused	99

COLLECTIVE MEMORY

Now I am going to ask you some questions about South African history.

206. In your opinion, what is the most important event in the history of South Africa in last 100 years?

INTERVIEWER: PLEASE ENCOURAGE THE RESPONDENT TO PROVIDE ONLY ONE RESPONSE

South Africa used to have apartheid by law between white, black, coloured and Indian/Asian.

207. Generally speaking, how harmful would you say that apartheid was for people living in South Africa today? Please tell me on a score of 0 to 10, where 0 means not harmful at all and 10 means that extremely harmful. [*Showcard 34*]

Not harmful at all											Extremely harmful	(Do not know)
0	1	2	3	4	5	6	7	8	9	10	98	

208. Since 1994, do you think that life in the country has improved, stayed the same, or gotten worse?

Improved a lot	1
Improved a little	2
Stayed the same	3
Got a little worse	4
Got a lot worse	5
(Do not know enough about apartheid)	8
(Refused)	9

How familiar are you with the following historical events?

	Have not heard of it	Have heard of it, but know very little or nothing about it	Know enough about it to explain it to a friend	(Refused)
209. Sharpeville Massacre 1960	1	2	3	8
210. Soweto Uprising 1976	1	2	3	8
211. Freedom Charter signed in 1955 by the Congress of the People.	1	2	3	8

212. In your view, how important or unimportant do you think historical events such as the Sharpeville Massacre and Freedom Charter are for people living in South Africa today? [*Showcard 27*]

Very important	1
Somewhat important	2
Not very important	3
Not at all important	4
(Can't choose)	8

213. In the 1990s, Nelson Mandela negotiated the end of apartheid. Some people say that Nelson Mandela sold out black people in these negotiations. Do you think these people are right or wrong?

Definitely right	1
Somewhat right	2
Neither right nor wrong, mixed feelings	3
Somewhat wrong	4
Definitely wrong	5
(Can't choose)	8

214. Which ONE of the following categories BEST describes you when thinking about apartheid in South Africa?

Victim (someone who was harmed by injustices)	1
Perpetrator (someone who participated in unjust practices)	2
Bystander (someone who did nothing while injustices were happening)	3
Resister (someone who opposed injustices)	4
Beneficiary (someone who gained from the injustices)	5
(None of these terms apply to me)	6

215. To what extent do you agree or disagree with the following statement? "We should forget the past, move on and stop talking about apartheid"? [Showcard 1]

Strongly agree	1
Agree	2
Neither agree nor disagree	3
Disagree	4
Strongly disagree	5
(Do not know)	8

VOTING

I am now going to ask to a few questions about voting and elections.

216. For which party did you vote in the last national election, which was held in 2019?

217. If there were an election tomorrow, for which party would you vote?

INTERVIEWER: DO NOT READ OUT OPTIONS. CIRCLE ONE OPTION IN EACH COLUMN

	216. Last national election (2019)	217. Election tomorrow
African Christian Democratic Party (ACDP)	01	01
African Independent Congress (AIC)	02	02
African National Congress (ANC)	03	03
African Transformation Movement (ATM)	04	04
Agang South Africa	05	05
Azanian People's Organisation (AZAPO)	06	06
Congress of the People (COPE)	07	07
Democratic Alliance (DA)	08	08
Economic Freedom Fighters (EFF)	09	09
Freedom Front Plus / Vryheidsfront Plus (FF+/VF+)	10	10
GOOD	11	11
Inkatha Freedom Party (IFP)	12	12
Minority Front (MF)	13	13
New Freedom Party (NFP)	14	14
Pan-Africanist Congress (PAC)	15	15
Socialist Revolutionary Workers Party (SRWP)	16	16
United Christian Democratic Party (UCDP)	17	17
United Democratic Movement (UDM)	18	18
Other (specify)	19	19
Did not vote / Would not vote	20	20
Uncertain	21	21
(Refuse to answer)	97	97
(Do not know)	98	98

RESPONDENT CHARACTERISTICS

218. Sex of respondent [copy from contact sheet]

Male	1
Female	2

219. Race of respondent [copy from contact sheet]

Black African	1
Coloured	2
Indian/Asian	3
White	4
Other	5

220. Age of respondent in completed years [copy from contact sheet]

			Years
(Don't know) = 998			

221. What is your current marital status?

Married	1
Separated from spouse / partner	2
Divorced	3
Widowed	4
Never married but engaged	5
Never married and not engaged	6
(Refused to answer)	7
(Do not know)	8

222. Do you have a spouse/partner and if yes, do you share the same household?

Yes, I have a spouse/partner and we live in the same household	1
Yes, I have a spouse/partner but we don't live in the same household	2
No spouse/partner	3
(Refused)	9

223. What is the highest level of education that you have ever completed?

No schooling	00
Grade R/ Grade 0	01
Grade 1/ Sub A/Class 1	02
Grade 2 / Sub B/Class 2	03
Grade 3/Standard 1/ ABET 1 (Kha Ri Gude, Sanli)	04
Grade 4/ Standard 2	05
Grade 5/ Standard 3/ ABET 2	06
Grade 6/Standard 4	07
Grade 7/Standard 5/ ABET 3	08
Grade 8/Standard 6/Form 1	09
Grade 9/Standard 7/Form 2/ ABET 4	10
Grade 10/ Standard 8/ Form 3	11
Grade 11/ Standard 9/ Form 4	12
Grade 12/Standard 10/Form 5/Matric	13
NTC 1/ N1/NC (V) Level 2	14
NTC 2/ N2/ NC (V) Level 3	15
NTC 3/ N3/NC (V) Level 4	16
N4/NTC 4	17
N5/NTC 5	18
N6/NTC 6	19
Diploma	20
Advanced diploma (AD)	21
Bachelor degree	22
Post graduate diploma (PGD)	23
Honours degree	24
Master degree	25
Doctorate degree, Laureatus in Technology	26
Other (specify)	27
(Do not know)	88

224. How many years of full time education have you completed?

INTERVIEWER: INCLUDE ALL PRIMARY AND SECONDARY SCHOOLING, UNIVERSITY AND OTHER POST-SECONDARY EDUCATION, AND FULL-TIME VOCATIONAL TRAINING, BUT **DO NOT INCLUDE REPEATED YEARS**. IF RESPONDENT IS CURRENTLY IN EDUCATION, COUNT THE NUMBER OF YEARS COMPLETED SO FAR.

		years
--	--	-------

(No formal schooling) = 00
 (Don't know) = 98
 (No answer) = 99

225. Are you a citizen of South Africa?

Yes	1
No	2
(Do not know)	8

226. What language do you speak mostly at home?

Sesotho	01
Setswana	02
Sepedi	03
Siswati	04
IsiNdebele	05
IsiXhosa	06
IsiZulu	07
Xitsonga	08
Tshivenda/Lemba	09
Afrikaans	10
English	11
Other African language	12
European language	13
Indian language	14
Other (specify)	15

227. Are you currently working for pay, did you work for pay in the past, or have you never been in paid work?

I am currently in paid work	01	→ Ask Q.228
I am currently not in paid work but I had paid work in the past	02	→ Skip to Q.229
I never had paid work	03	→ Skip to Q.236
No answer	08	

228. How many hours, on average, do you usually work for pay in a normal week, including overtime?

INTERVIEWER: If the respondent works for more than one employer, or if he or she is both employed and self-employed, please count the total number of working hours that he/she does.

			Hours
--	--	--	-------

96 hours or more	96
(Do not know)	98

229. Are/were you an employee, self-employed or working for your own family's business? (Refer to your main job)

An employee	1	Ask Q.230
Self-employed without employees	2	Ask Q.230
Self-employed with employees	3	→ Skip to Q.231
Working for your own family's business	4	Ask Q.230
(No answer)	9	→ Skip to Q.231
NAP (Never had work)	0	Ask Q.230

230. Do/did you supervise other employees?

INTERVIEWER: IF NOT CURRENTLY EMPLOYED, ASK FOR MOST RECENT JOB

Yes	1	Ask Q.231
No	2	→ Skip to Q.232
(Don't know)	8	Ask Q.231
(No answer)	9	Ask Q.231
(Not applicable - never had a job)	0	Ask Q.231

231. How many other employees do/did you supervise?

			employees
--	--	--	-----------

9995 employees or more	9995
(No answer)	9999
(Not applicable)	0000

232. Do/did you work for a for profit organisation or for a non-profit organisation?

INTERVIEWER: CIRCLE ONE RESPONSE. IF NOT CURRENTLY EMPLOYED, ASK FOR MOST RECENT JOB

For-profit organisation	1
Non-profit organisation	2
(Don't know)	8
(No answer)	9
(Not applicable – never had a job)	0

233. Do/did you work for a public or private employer?

INTERVIEWER: CIRCLE ONE RESPONSE. IF NOT CURRENTLY EMPLOYED, ASK FOR MOST RECENT JOB

Public employer	1
Private employer	2
(Don't know)	8
(No answer)	9
(Not applicable – never had a job)	0

234. What is your current occupation (the name or title of your main job)?

INTERVIEWER: WRITE DOWN RESPONSE IF NOT CURRENTLY EMPLOYED, ASK FOR MOST RECENT JOB

(Refused to answer)	97	
(Don't know, inadequately described)	98	
(Not applicable – never had a job)	99	

235. What kind of activities do you do most of the time (In your main job)?

INTERVIEWER: WRITE DOWN RESPONSE IF NOT CURRENTLY EMPLOYED, ASK FOR MOST RECENT JOB

(Refused to answer)		97
(Don't know, inadequately described)		98
(Not applicable – never had a job)		99

236. What is your current employment status? (Which of the following best describes your present work situation?)

Employed full time	01
Employed part time	02
Employed less than part time (casual work/piecework)	03
Unemployed, not looking for work	04
Unemployed, looking for work	05
Student/learner	06
Apprentice or trainee	07
Permanently sick or disabled	08
Pensioner (aged/retired)	09
Doing housework, looking after the home, children or other persons	11
Other (specify)	12

237. If you are married or have a partner, is he or she currently working for pay, did he/she work for pay in the past, or has he/she never been in paid work?

Currently in paid work	1	→ Ask Q.238
Currently not in paid work, paid work in the past	2	→ Skip to Q.239
Never had paid work	3	→ Skip to Q.243
Not applicable (No partner)	0	→ Skip to Q.243

238. How many hours, on average, does your spouse /partner usually work for pay in a normal week, including overtime?

			Hours
--	--	--	-------

96 hours or more	96
(Do not know)	98
(No answer)	99
(Not applicable - not currently working)	00

239. Is/was your spouse/partner an employee, self-employed, or working for his/her own family's business?

An employee	1
Self-employed without employees	2
Self-employed with 1-9 employees	3
Self-employed with 10 employees or more	4
Working for your own family's business	5
(No answer)	9
(Not applicable - Never had a job)	0

240. Does/did your spouse/partner supervise other employees?

INTERVIEWER: IF NOT CURRENTLY EMPLOYED, ASK FOR MOST RECENT JOB

Yes	1
No	2
(Don't know)	8
(No answer)	9
(Not applicable - never had a job)	0

241. What is /was your spouse's/partner's occupation (the name or title of your main job)?

INTERVIEWER: WRITE DOWN RESPONSE IF NOT CURRENTLY EMPLOYED, ASK FOR MOST RECENT JOB

(Refused to answer)	97	
(Don't know, inadequately described)	98	
(Not applicable – never had a job)	99	

242. In his/her main job, what kind of activities does/did he/she do most of the time (in the main job)?

INTERVIEWER: WRITE DOWN RESPONSE IF NOT CURRENTLY EMPLOYED, ASK FOR MOST RECENT JOB

(Refused to answer)	97	
(Don't know, inadequately described)	98	
(Not applicable – never had a job)	99	

243. Which of the following best describes your spouse's / partner's current situation?

INTERVIEWER: IF SPOUSE/PARTNER IS TEMPORARILY NOT WORKING BECAUSE OF TEMPORARY ILLNESS / PARENTAL LEAVE / STRIKE, ETC., PLEASE ASK ABOUT HIS/HER NORMAL WORK SITUATION.

In paid work (as an employee, self-employed, or working for a family business)	1
Unemployed and looking for a job	2
In education (student / learner)	3
Apprentice or trainee	4
Permanently sick or disabled	5
Pensioner / retired	6
Doing housework, looking after the home, looking after children or other persons	7
In community service	8
Other (SPECIFY)	9

244. In which country was your mother born?

(Refused to answer)		997
(Don't know)		998
(No answer)		999

245. In which country was your father born?

(Refused to answer)		997
(Don't know)		998
(No answer)		999

246. Are you or have you ever been a paid-up member of a Trade Union?

Yes, I am currently a member	1
Yes, was once a member, but not now	2
Never a member	3
(Refused)	7

247. Do you consider yourself as belonging to any religion?

Yes	1
No	2

→ Skip to Q.249

248. If answer is yes, which one? Please specify denomination

Christian (without specification)	01
African Evangelical Church	02
Anglican	03
Assemblies of God	04
Apostle Twelve	05
Baptist	06
Dutch Reformed	07
Full Gospel Church of God	08
Faith Mission	09
Church of God and Saints of Christ	10
Jehovah's Witness	11
Lutheran	12
Methodist	13
Pentecostal Holiness Church	14
Roman Catholic	15
Salvation Army	16
Seventh Day Adventist	17
St John's Apostolic	18
United Congregation Church	19
Universal Church of God	20
Nazareth	21
Zionist Christian Church	22
Other Christian	23
Islam / Muslim	24
Judaism / Jewish	25
Hinduism / Hindu	26
Buddhism / Buddhist	27
Other (specify)	28
(Refused)	97
(Do not know)	98
(Not answered)	99

249. Regardless of whether you belong to a particular religion, how religious would you say you are? [Showcard 11]

Not at all religious										Very religious	(Do not know)
00	01	02	03	04	05	06	07	08	09	10	88

250. Apart from special occasions such as weddings, funerals and baptisms, how often do you attend services or meetings connected with your religion?

Several times a week or more often	01
Once a week	02
2 or 3 times a month	03
Once a month	04
Several times a year	05
Once a year	06
Less frequently than once a year	07
Never	08
(Refused)	77
(Don't know)	88

251. Do you or anyone in this household receive any of the following Welfare grants?

INTERVIEWER: MULTIPLE RESPONSES ALLOWED. CIRCLE ALL THAT APPLY.

a.	Old Age Grant	01
b.	Child Support Grant	02
c.	Disability Grant	03
d.	Care dependency grant	04
e.	Foster care grant	05
f.	Grant in aid	06
g.	UIF (Blue Card) or workman's compensation	07
h.	Social Relief of Distress (emergency food parcels, food vouchers or temporary cash transfer)	08
i.	(No-one in household receiving any benefits)	09
j.	(Refused to answer)	97
k.	(Do not know)	98

252. Would you say that you and your family are...

Wealthy	1
Very comfortable	2
Reasonably comfortable	3
Just getting along	4
Poor	5
Very poor	6

253. People sometimes describe themselves as belonging to the working class, the middle class, or the upper or lower class. Would you describe yourself as belonging to the...?

Lower class	1
Working class	2
Middle class	3
Upper middle class	4
Upper class	5
(Don't know)	8

254. In our society there are groups which tend to be towards the top and groups which tend to be towards the bottom. Below is a scale which runs from top to bottom. Where would you put yourself now on this scale? [*Showcard 12*]

255. In general, would you say your health is...

Excellent	1
Very good	2
Good	3
Fair	4
Poor	5
(Can't choose)	8

HOUSEHOLD CHARACTERISTICS

256. Indicate the type of main dwelling that the household occupies?

Dwelling/House or brick structure on a separate stand or yard or on farm	01
Traditional dwelling/ Hut/ Structure made of traditional materials	02
Flat or apartment in a block of flats	03
Town/cluster/semi-detached house (simplex, duplex or triplex)	04
Unit in retirement village	05
Dwelling/House/Flat/room in backyard	06
Informal dwelling/Shack in backyard	07
Informal dwelling/Shack not in backyard, e.g. in an informal/squatter settlement or on farm	08
Room/Flatlet	09
Caravan/Tent	10
Other, <i>specify</i>	11

257. How satisfied are you with your accommodation? [*Showcard 2*]

Very satisfied	1
Fairly satisfied	2
Neither satisfied nor dissatisfied	3
Slightly dissatisfied	4
Very dissatisfied	5
(Do not know)	8

258. Would you describe the state of repair of your home as good, adequate or poor?

Good	1
Adequate	2
Poor	3
(Do not know)	8

259. Do you have any of the following problems with your accommodation?

INTERVIEWER: MULTIPLE RESPONSES ALLOWED.

a.	Shortage of space	1
b.	Too dark, not enough light	2
c.	Lack of adequate heating	3
d.	Leaky roof	4
e.	Damp walls, floors, foundations, etc.	5
f.	Damaged or broken windows or doors	6
g.	Other (specify)	7
h.	None of these problems with accommodation	8

260. Has your health or the health of anyone in your household been made worse by your housing situation?

Yes	1
No	2

261. What is the most often used source of drinking water by this household?

INTERVIEWER: PLEASE CIRCLE ONE NUMBER ONLY

Piped tap water in dwelling-metered	01
Piped tap water in dwelling-pre-paid meter	02
Piped tap water on site/yard-meter	03
Piped tap water on site/yard-pre-paid meter	04
Piped tap water on site/yard-no meter	05
Public/communal tap – Free	06
Public/communal tap – Paid	07
Neighbour – Free	08
Neighbour – Paid for	09
Water carrier/tanker	10
Water carrier/tanker on site / communal	11
Borehole on site	12
Borehole off site/communal	13
Rainwater tank on site	14
Flowing river/stream	15
Dam/pool	16
Stagnant pond	17
Well	18
Spring	19
Bottled water	20
Other, specify	21

262. What type of toilet facility is available for this household?

INTERVIEWER: PLEASE CIRCLE ONE NUMBER ONLY

Flush toilet connected to a municipal sewage system	01	} Ask Q.263
Flush toilet connected to a septic tank	02	
Chemical toilet	03	
Pit latrine with ventilation pipe (long drop)	04	
Pit latrine without ventilation pipe (long drop)	05	
Bucket toilet	06	
Other, specify	07	
None	08	→ Skip to 264
(Do not know)	98	

263. Where is this toilet facility located?

In dwelling	1
On site (In yard)	2
Off site (outside yard)	3

264. Would you describe the place where you live as...

A big city	1
The suburbs or outskirts of a big city	2
A small city or town	3
A country village	4
A farm or home in the country	5

Please tell me which of the following, if any, are presently in your household (in working order). Does your household have...?

	Yes	No
265. Hot running water from a geyser	1	2
266. Fridge/freezer combination	1	2
267. Microwave oven (in working order)	1	2
268. Domestic worker (live-in / part-time)	1	2
269. Vacuum cleaner/floor polisher	1	2
270. A washing machine	1	2
271. A computer (desktop or laptop) at home	1	2
272. DVD player / Blu Ray player	1	2
273. An electric stove	1	2
274. A TV set	1	2
275. A tumble dryer	1	2
276. A home telephone (excluding cellphone)	1	2
277. No or only one radio	1	2
278. Built in kitchen sink	1	2
279. Home security service	1	2
280. A deep freezer (in working order)	1	2
281. M-Net, DStv, TopTV or other pay TV subscription	1	2
282. A dishwashing machine	1	2
283. There is a motor vehicle in our household	1	2
284. Home theatre system	1	2
285. Swimming pool	1	2
286. Air conditioner (excluding fans)	1	2

287. How many cellphones are there presently in your household in working order? Does your household have...?

None	1
Only one cellphone in household	2
2 cellphones in household	3
3 or more cellphones in household	4

288. Do you have access to the Internet?

INTERVIEWER: MULTIPLE RESPONSES ALLOWED. CIRCLE ALL THAT APPLY.

a.	Yes, at home	1
b.	Yes, at work	2
c.	Yes, at an educational institution	3
d.	Yes, at an internet cafe	4
e.	Yes, at a community centre	5
f.	Yes, through a wifi hotspot	6
g.	Yes, through a cellphone	7
h.	Yes, other (SPECIFY)	8
i.	None	9

Social media refers to websites like Facebook, Twitter and Instagram. Social media allows people to share pictures and information with friends and followers.

289. How often in the past 4 weeks have you spent time looking at social media websites like Facebook, Twitter and Instagram?

Never	1
Rarely	2
Sometimes	3
Often	4
Very often	5
(Can't choose)	8

290. Please indicate about how many friends or followers (irrespective of whether you know them or not) do you have on all social media websites like Facebook, Twitter and Instagram have contact with on a typical weekday.

0-4	1
5-19	2
20-49	3
50-99	4
100-300	5
300 or more	6
(Not applicable)	8

PERSONAL AND HOUSEHOLD INCOME

291. Please consider the income of all household members and any income which may be received by the household as a whole. What is the main source of income in your household?

Salaries and/or wages	1
Remittances	2
Pensions and/or grants	3
Sale of farm products and services	4
Other non-farm income	5
No income	6
(Refused to answer)	7
(Don't know)	8

SHOWCARD G2

292. Please give me the letter that best describes the TOTAL MONTHLY HOUSEHOLD INCOME of all the people in your household before tax and other deductions. Please include all sources of income i.e. salaries, pensions, income from investment, etc.

293. Please give me the letter that best describes your PERSONAL TOTAL MONTHLY INCOME before tax and other deductions. Please include all sources of income i.e. salaries, pensions, income from investment, etc.

		292.Household	293.Personal
	No income	01	01
K	R1 – R500	02	02
L	R501 –R750	03	03
M	R751 – R1 000	04	04
N	R1 001-R1 500	05	05
O	R1 501 – R2 000	06	06
P	R2 001 – R3 000	07	07
Q	R3 001 – R5 000	08	08
R	R5 001 – R7 500	09	09
S	R7 501 – R10 000	10	10
T	R10 001 – R15 000	11	11
U	R15 001 – R20 000	12	12
V	R20 001 – R30 000	13	13
W	R30 001 – R50 000	14	14
X	R 50 001 +	15	15
	(Refuse to answer)	97	97
	(Uncertain/Don't know)	98	98

294. What monthly income level do you consider to be minimal for your household, i.e. your household could not make ends meet with less?

Amount (In Rands)

R	
----------	--

(Don't know = 98)

295. Is the total monthly income of your household higher, lower or more or less the same as this figure?

Much higher	1
Higher	2
More or less the same	3
Lower	4
Much lower	5
(Don't know)	8

Interviewer: Record the main language that was used for the interview

296. Main language of interview?

Sesotho	01
Setswana	02
Sepedi	03
Siswati	04
IsiNdebele	05
IsiXhosa	06
IsiZulu	07
Xitsonga	08
Tshivenda/Lemba	09
Afrikaans	10
English	11
Other (specify)	12

THANK YOU FOR YOUR COOPERATION