

# Plus 94 Public Opinion Survey – July 2006

## South African's Opinions on Unequal Treatment

### 1. PREAMBLE

Plus 94 Research conducted a public opinion survey to establish the opinions of South Africans on whether they experience discrimination based on their race when seeking services in public places. The survey, conducted in July 2006, was based on a nationally representative sample of 1863 respondents.

The issue of racially based discrimination in South Africa is a hotly debated one, particularly because of the history of the country and the legacy of economic imbalances. South Africans from various different race groups show sensitivity to exclusion and bad treatment. It is however, not always clear whether exclusion and bad treatment is always based on racial criteria. It could as easily be based on other variables such as gender or education levels. Be that as it may, perceptions about racially based exclusion must surely tell us something about the state of the society we live in, and if groups of people feel excluded or discriminated against, this is something that must be addressed.

### 2. INTRODUCTION

A short, structured questionnaire was administered to a representative sample of 1863 South Africans during the month of July 2006. This questionnaire consisted of the following four (4) pre-coded questions:

1. In receiving services or buying goods from different retailers, financial institutions, cell phone companies, municipalities, hospitals, airports and other public places, how would you describe the attention that you receive taking your answer from the following:
  - i. I receive the same attention as people of other races
  - ii. I receive more attention than people of other races
  - iii. I receive less attention than people of other races

ASK QUESTIONS 2 TO 4 ONLY IF RECEIVING MORE OR LESS ATTENTION/SERVICE
2. How would you describe the quality of service that you get from these public places....?
  - i. It's the same as that given to people of other races
  - ii. It's better than that given to people of other races
  - iii. It's worse than that given to people of other races
3. At which of the following places did you experience receiving less/more attention because of your race...?
  - i. Retail/Department Stores
  - ii. Financial Institutions
  - iii. Municipalities/Local Authorities
  - iv. Government e.g. Police or Home Affairs
  - v. Hospitals/Clinics
  - vi. Cell phone stores
  - vii. Airports
  - viii. Other.... (Specify)
4. In your experience in these places, which race group discriminates against you in terms of attention given?

- i. Any race group/All discriminate
- ii. Black
- iii. White
- iv. Indian
- v. Coloured

### 3. EXECUTIVE SUMMARY

#### 3.1. Overall Findings (Total Sample findings for Question 1 to Question 4):

- ❖ Close to three quarters of the respondents (72%) indicated that they felt they received the same attention as everyone else in public places.
- ❖ Almost one in four (24%) of respondents indicated that they felt they received less attention than everyone else when seeking services in public places.
- ❖ Of those who indicated that they received an unfair level of attention in public places (i.e. either more or less), 3 out of every 4 (75%) indicated that the **quality** of service they received was **worse** than that which was received by people of other races.
- ❖ Of those who indicated they received a prejudicial level of attention in public places, almost half (49%) said they experienced such different treatment because of their race in **hospitals and clinics**.
- ❖ 2 in 5 (39%) said they experienced prejudicial treatment in **retail stores**.
- ❖ Just over one quarter (26%) were ill-treated by **Municipal authorities**.
- ❖ 1 out of every 3 (32%) said they felt they were treated prejudicially because of their race by **Government agencies such as the Police or Home Affairs**.
- ❖ Nearly 2 in 5 (38%) of people who were unhappy with race based treatment said they have experienced discrimination from people of **all race groups**.
- ❖ Almost half of them (45%) said they experienced discrimination from Blacks.
- ❖ More than a quarter (27%) said they experienced discrimination from Whites.
- ❖ Just below half of the Black respondents (44%) indicated that they have experienced discrimination from other Blacks.
- ❖ More than 3 out of every 4 Indian respondents (77%) indicated being discriminated against by Blacks.
- ❖ More than half of the Colored respondents (58%) reported being discriminated against by Blacks.
- ❖ Just below half of White respondents (46%) indicated that they have been discriminated against by Blacks.
- ❖ More than 1 out of every 3 Colored respondents (36%) indicated that Whites have discriminated against them.
- ❖ Just below a third (29%) of Blacks indicated experiencing discrimination from Whites.

### 4. FULL REPORT

#### 4.1. RESULTS AND INTERPRETATION

##### 4.1.1. QUESTION 1: Attention received in public places

*Chart 1: Attention Received in Public Places By Race:*

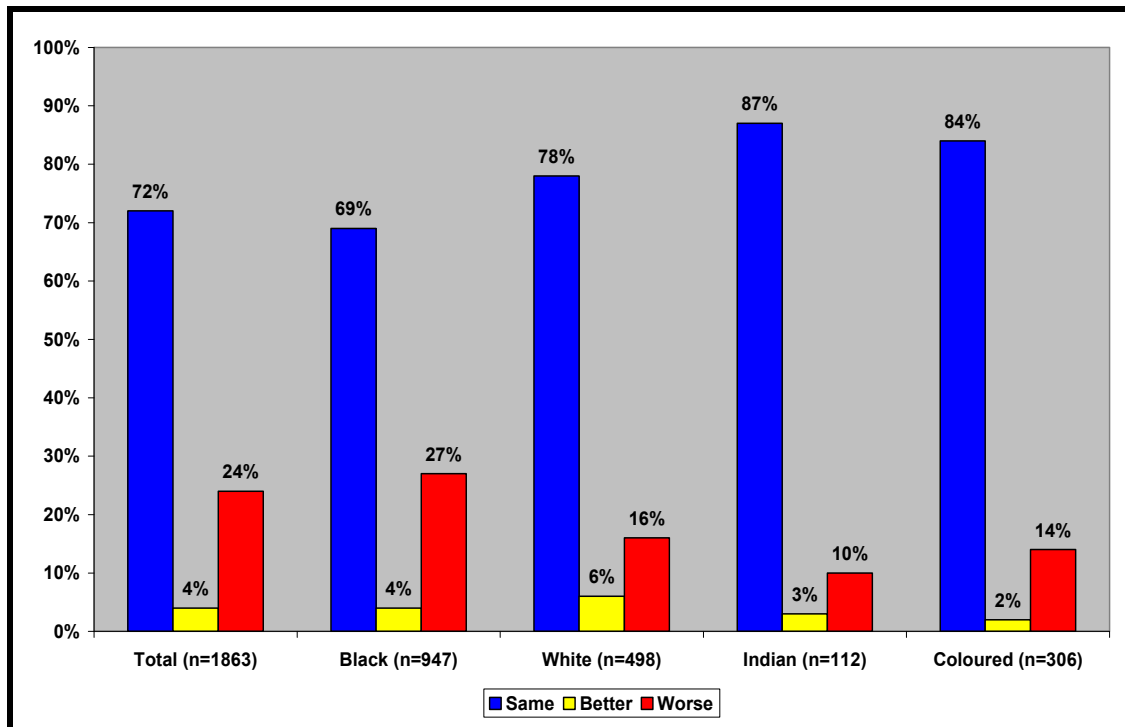


Table 1: Those receiving LESS attention in public places by LSM within Race:

		LSM 1-4	LSM 5-7	LSM 8-10
<b>Total Sample</b>	<b>1863</b>	25%	26%	13%
<b>Black</b>	<b>947</b>	25%	28%	15%
<b>White</b>	<b>498</b>	-	19%	15%
<b>Indian</b>	<b>112</b>	-	10%	10%
<b>Coloured</b>	<b>306</b>	21%	14%	8%

### Question 1 Findings:

- ❖ Almost 1 out of every 4 (72%) people surveyed indicated that they do not experience different treatment because of their race in public places.
- ❖ A small percentage (4%) of those surveyed indicated that they receive **more** attention in public places because of their race. This seemed especially true for White respondents (6%).
- ❖ 1 out of every 4 people (24%) surveyed indicated that they experience receiving **less** attention in public places because of their race.

- ❖ A quarter of more of people in the lower- (LSM 1-4) and mid- (LSM 5-7) LSM groups indicated feeling that they receive less attention because of their race.
- ❖ Higher LSM groups (LSM 8-10) seemed less affected by less attention in public places.

#### 4.1.2. QUESTION 2: Quality of service received in relation to that received by people from other races

Chart 2: Quality of Service received was the same, better or worse than that received by people of other races By Race:

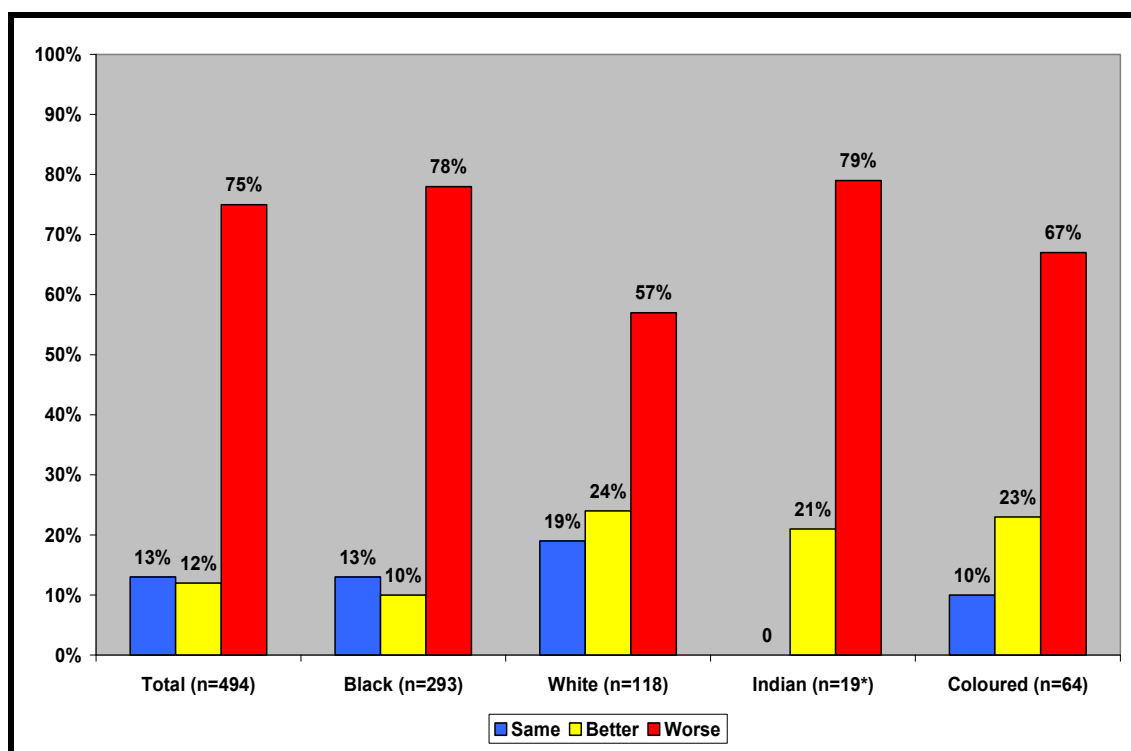


Table 2: Quality of Service received was WORSE than that received by people of other races By LSM within Race::

		LSM 1-4	LSM 5-7	LSM 8-10
<b>Total Sample</b>	<b>494</b>	70%	79%	60%
<b>Black</b>	<b>293</b>	71%	81%	54%
<b>White</b>	<b>118</b>	-	50%	61%
<b>Indian</b>	<b>19*</b>	-	82%	76%
<b>Coloured</b>	<b>64</b>	33%	74%	57%

#### Question 2 Findings:

- ❖ 3 out of 4 respondents who indicated receiving a different amount of attention because of their race furthermore indicated that they **quality** of service they receive was **worse** than that received by people of other races.
- ❖ Close to 8 out of every 10 (78%) Black respondents who indicated receiving a different level of service said that the quality of service was worse than that received by people of other races.
- ❖ Close to 8 out of every 10 (79%) Indian respondents who indicated receiving a different level of service said that the quality of service was worse than that received by people of other races.

- ❖ 2 out of every 3 Coloured respondents who indicated receiving a different level of service said that the quality of service was worse than that received by people of other races.
- ❖ Just over half (57%) of White respondents who indicated receiving a different level of service said that the quality of service was worse than that received by people of other races.
- ❖ Although people in the higher LSM groups (LSM 8-10) seemed less affected by worse quality service because of their race, the differences between the LSM groups were not as significant: 70% of those in LSM 1-4, 79% of those in LSM 5-7 and 60% of those in LSM 8-10 complained of receiving worse service because of their race.
- ❖ Whites were the only group where the highest LSM groups (LSM 8-10) were more likely to indicate that the quality of service they receive in public places is worse than that received by people of other races: 61% of LSM 8-10 in this group complained of this problem, compared to only 50% of those in LSM 5-7.

#### 4.1.3. QUESTION 3: Places where discrimination is experienced

Chart 3: Places where discrimination is experienced:

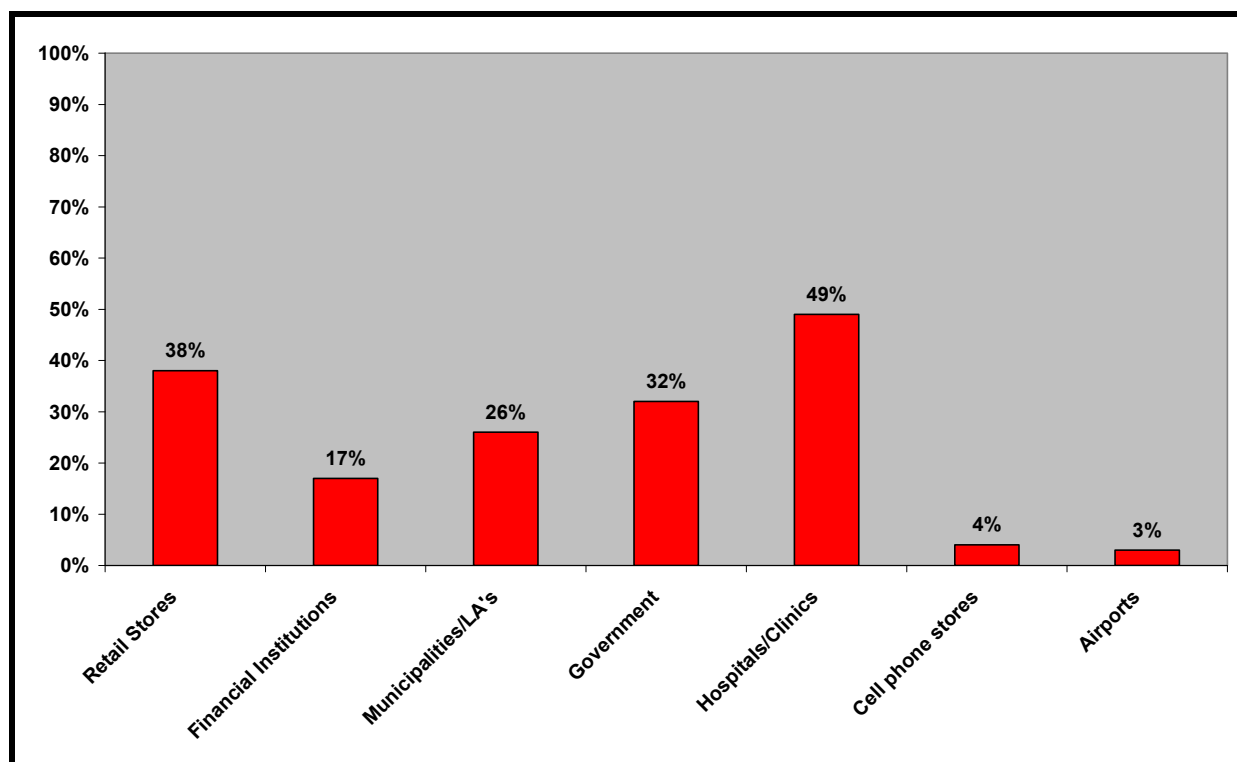


Table 3: Places where discrimination is experienced by Race:

	Total	Black	White	Indian	Coloured
--	-------	-------	-------	--------	----------

	<b>494</b>	<b>293</b>	<b>118</b>	<b>19*</b>	<b>64</b>
<b>Retail Stores</b>	<b>38%</b>	37%	50%	93%	34%
<b>Financial Institutions</b>	<b>17%</b>	17%	29%	15%	2%
<b>Municipalities/LA's</b>	<b>26%</b>	21%	58%	51%	43%
<b>Government</b>	<b>32%</b>	29%	54%	43%	41%
<b>Hospitals/Clinics</b>	<b>49%</b>	49%	42%	65%	45%
<b>Cell phone stores</b>	<b>4%</b>	3%	12%	10%	-
<b>Airports</b>	<b>3%</b>	2%	15%	-	-

Table 4: Places where discrimination is experienced by Province:

	Total	E.Cape	F.State	Gauteng	KZN	Limpopo	Mpumalanga	N.Cape	N.West	W.Cape
	<b>494</b>	<b>50</b>	<b>44</b>	<b>137</b>	<b>113</b>	<b>35</b>	<b>22*</b>	<b>5*</b>	<b>67</b>	<b>21*</b>
<b>Retail Stores</b>	<b>38%</b>	39%	65%	26%	32%	70%	22%	61%	38%	32%
<b>Financial Institutions</b>	<b>17%</b>	25%	13%	14%	22%	42%	-	-	8%	6%
<b>Municipalities/LA's</b>	<b>26%</b>	6%	22%	29%	27%	33%	30%	17%	27%	38%
<b>Government</b>	<b>32%</b>	23%	32%	36%	24%	31%	32%	39%	42%	37%
<b>Hospitals/Clinics</b>	<b>49%</b>	35%	47%	59%	47%	17%	59%	39%	68%	31%
<b>Cell phone stores</b>	<b>4%</b>	-	3%	11%	5%	-	2%	-	1%	-
<b>Airports</b>	<b>3%</b>	-	2%	4%	4%	9%	-	-	-	-

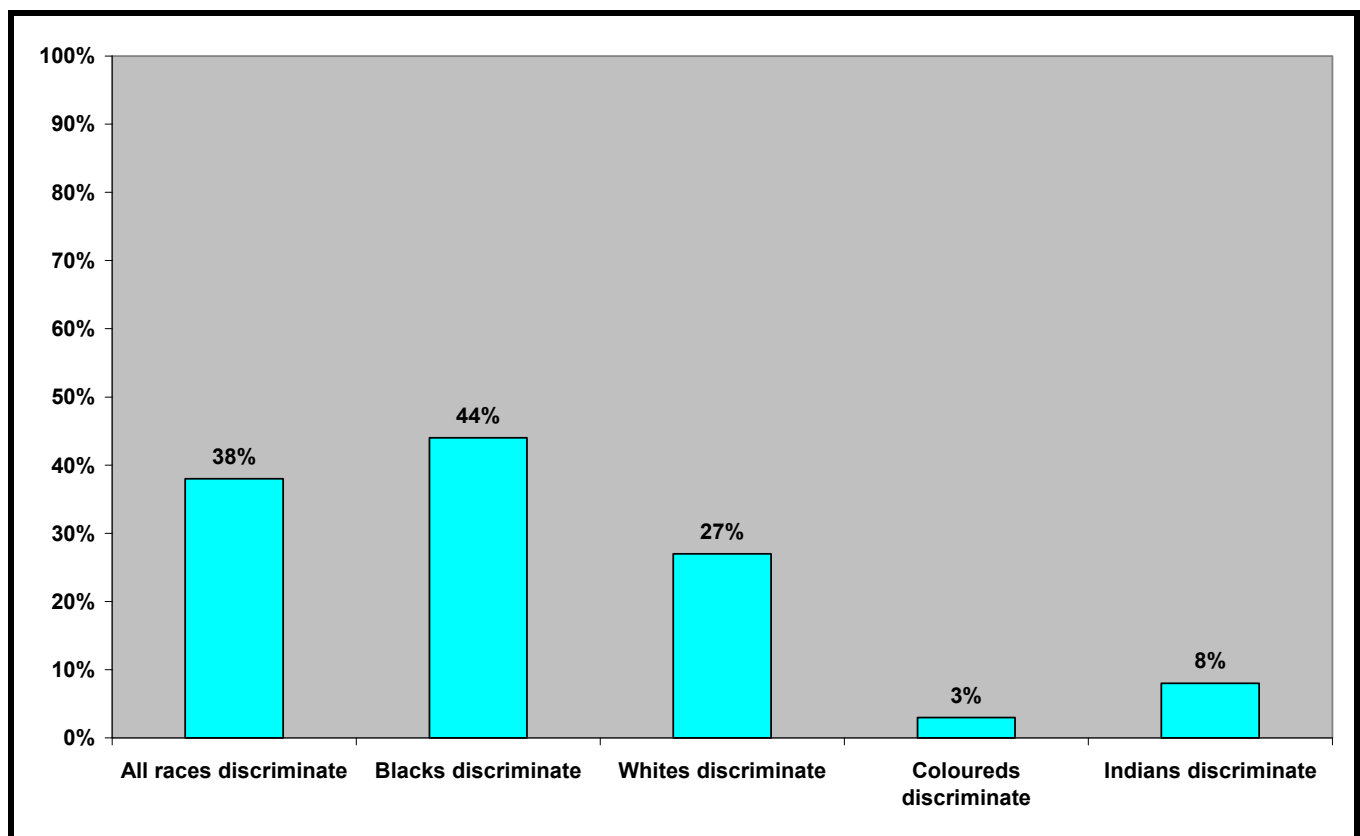
### Question 3 Findings:

- ❖ Almost half of those who indicated receiving a different level of service in public places indicated that they have experienced discrimination based on their race from Hospitals and Clinics (49%).
- ❖ Retail stores were the 2nd most commonly indicated places where respondents experienced discrimination, with more than 1 out of every 3 (38%) indicating retail stores.
- ❖ Government agencies, such as the Police or Home Affairs were the 3rd most commonly indicated places where discrimination was experienced: 32% of respondents.
- ❖ Municipal and Local Authorities got mentioned by more than 1 out of every 4 (26%) respondents as a place where discrimination is experienced.
- ❖ Financial Institutions was mentioned by close to 1 out of every 5 (17%) respondents as a place where discrimination is experienced.
- ❖ Black respondents were most likely to experience discrimination in Hospitals and Clinics (49%) as well as Retail stores (37%).
- ❖ White respondents were most likely to experience discrimination in Municipalities or Local Authorities (58%) as well as from Government agencies such as the Police and Home Affairs (54%).
- ❖ Indian respondents were most likely to experience discrimination in Retail stores (93%) and Hospitals or Clinics (65%).
- ❖ Coloured respondents were most likely to experience discrimination in Hospitals and Clinics (45%) as well as from Municipalities or Local Authorities (43%).

- ❖ Discrimination by Retail stores was experienced most acutely by people in Limpopo (70%) and the Free State (65%).
- ❖ Discrimination by Financial Institutions was experienced most acutely by people in Limpopo (42%) and the Eastern Cape (25%).
- ❖ Discrimination by Municipalities/Local Authorities was experienced most acutely by people in Limpopo (33%) and Mpumalanga (30%).
- ❖ Discrimination by Government agencies was experienced most acutely by people in North West (42%) and Gauteng (36%).
- ❖ Discrimination by Hospitals or Clinics was experienced most acutely by people in North West (68%) , Mpumalanga (59%) and Gauteng (59%).

**4.1.4. QUESTION 4: Which race groups discriminate in public places**

*Chart 4: Which race groups discriminate in public places*



*Table 5: Which race groups discriminate in public places By Race*  
 Plus 94 Poll (July 2006) - Racial Discrimination in Public Places

"n" stands for number of respondents, where an "n" lower than 30 is very small (i.e. result is less reliable).

	Total	Black	White	Indian	Coloured
	<b>494</b>	<b>293</b>	<b>118</b>	<b>19*</b>	<b>64</b>
<b>All races discriminate</b>	<b>38%</b>	36%	61%	42%	33%
<b>Blacks discriminate</b>	<b>44%</b>	44%	46%	77%	58%
<b>Whites discriminate</b>	<b>27%</b>	29%	8%	13%	36%
<b>Coloureds discriminate</b>	<b>3%</b>	3%	8%	1%	5%
<b>Indians discriminate</b>	<b>8%</b>	9%	2%	1%	4%

*\*Denotes a particularly small sample size, i.e. results should be viewed with caution*

Table 6: Which race groups discriminate in public places By Province:

	Total	E.Cape	F.State	Gauteng	KZN	Limpopo	Mpumalanga	N.Cape	N.West	W.Cape
	<b>494</b>	<b>50</b>	<b>44</b>	<b>137</b>	<b>113</b>	<b>35</b>	<b>22*</b>	<b>5*</b>	<b>67</b>	<b>21*</b>
<b>All races discriminate</b>	<b>38%</b>	50%	51%	26%	36%	74%	79%	-	11%	31%
<b>Blacks discriminate</b>	<b>44%</b>	8%	69%	72%	26%	18%	14%	39%	65%	44%
<b>Whites discriminate</b>	<b>27%</b>	66%	25%	13%	13%	49%	13%	61%	32%	38%
<b>Coloureds discriminate</b>	<b>3%</b>	-	2%	3%	3%	4%	-	-	1%	24%
<b>Indians discriminate</b>	<b>8%</b>	-	-	7%	27%	4%	-	-	-	-

#### Question 4 Findings:

- ❖ Almost half (44%) of those who indicated receiving different levels of service indicated that they experienced being discriminated against by Black people.
- ❖ More than 1 out of every 3 (38%) experienced discrimination from ALL race groups.
- ❖ More than a quarter (27%) experienced discrimination from White people.
- ❖ 44% of Black people indicated being discriminated against by other Black people.
- ❖ Less than 1 out of every 3 Black respondents (29%) indicated being discriminated against by Whites.
- ❖ Almost 2 out of every 3 White people (61%) indicated being discriminated against by ALL race groups.
- ❖ Almost half of White people (46%) indicated being discriminated against by Blacks.
- ❖ More than 3 out of every 4 Indian respondents indicated being discriminated against by Blacks.
- ❖ More than half (58%) of Coloured respondents indicated being discriminated against by Blacks.
- ❖ Just over 1 out of every 3 Coloured respondents indicated being discriminated against by Whites.
- ❖ Limpopo (74%) and Mpumalanga (79%) were most likely to indicate that ALL race groups discriminate.
- ❖ Gauteng (72%), the Free State (69%) and North West (65%) were most likely to indicate that Blacks discriminate in public places.
- ❖ The Eastern Cape (66%), and Limpopo (49%) were most likely to indicate that Whites discriminate.
- ❖ The Western Cape (24%) was most likely to indicate that Coloureds discriminate.
- ❖ Kwazulu Natal (27%) was most likely to indicate that Indians discriminate in public places.

## 5. CONCLUSION

There is a significant indication of unequal treatment within South Africa which is triggered by the race of the victim. Although admittedly there could be other considerations at play such as socio-economic status, the fact that blacks in general occupy a lower socio-economic status means that they can be identified by their race and treated unequally as a result. The fact that blacks constitute the majority of the South African population and the labour force in the country means that if they harbour such preferential views towards people of different races, race based discrimination in some form or other will remain a problem. In general it does appear that aspects of possible low self-respect and esteem among the majority of the population need to be addressed through education and other campaigns aimed at improving national pride and patriotism. What remains true is that unequal treatment will inherently perpetuate inequality and even a feeling of inferiority of both the victim and the perpetrator. A survey of this nature, barring budget limitations, with a bigger sample and more detailed questioning needs to be embarked on. Issues of transformation and inequality are a priority in South Africa however that unequal treatment is enforced.