

[Option to select English, isiZulu, isiXhosa or Setswana]

## Introduction

Good day.

Thank you for your interest in our study.

This study aims to explore reasons why people in need/living in poverty have been unable to access the COVID-19 Social Relief of Distress (SRD) grant, also known as the R350.

If you have experienced any difficulty accessing the R350 SRD grant, we encourage you to take part in our survey. Please note that your participation in this study is completely voluntary and you may choose to withdraw at any time during the survey. If you fit the criteria to take part in our study, and fill the survey to completion, compensation for data costs will be provided.

Please note that for security reasons our system will only accept one response per IP address.

Research has shown that many people in need are being excluded from receiving the R350 SRD grant. However, we don't know all of the factors that could be leading to this. Therefore, your participation in this study will assist us to have a better understanding of the reasons for exclusion from the grant.

The study's findings will be presented to leaders in government, including those at SASSA and DSD, to try to improve the systems and regulations for the SRD grant to make sure more people who need it are able to access it.

This study is conducted by the Institute for Economic Justice (IEJ)—a Johannesburg-based non-profit organisation that is committed to poverty alleviation, redistribution, and economic transformation in South Africa. The IEJ is an independent institute, and not affiliated to the South African government. The study is funded by AFD—the French Development Agency.

We will only ask for personal information where necessary for the administration of the study. Any information you provide in this survey that can be linked back to you personally will be treated with the strictest confidentiality. It will be stored securely, and it will never be shared with any third party outside the IEJ team. Your name and any other personal information will not be published anywhere, or included in the write-up of the study. Participation in this study will have no bearing on your standing with the government or on your ability to access government grants in future.

The survey will take approximately 20 minutes to complete.

If you have any questions or complaints about this study, or wish to request a copy of your responses, please contact the project leader.

## Screening questions

*Your answers to these questions will help us to determine whether you are in the target group for this study. If you are not in the target group, you will not be able to progress beyond this section.*

1. What year were you born?  
[Drop down menu]

[If younger than 18 or older than 59 = ineligible]: “Unfortunately your answer means that you are not in the target group for this study and are not eligible to take our survey. We thank you for your time”

2. Between 1 December 2023 and 29 February 2024, how many times did you receive payment of the R350 SRD grant?  
Zero times (0)  
Once (1)  
Twice (2)  
Three times (3)

[If “Three times” = ineligible]: “Unfortunately your answer means that you are not in the target group for this study and are not eligible to take our survey. We thank you for your time”

[If “Zero times”]: = Are you receiving any of the following?

- a. Child support grant
- b. An income above R1558 per month on average (including from employment, self-employment, or rent)
- c. Spousal maintenance above R1558 per month
- d. Child support from your partner or ex-partner above R1558 per month
- e. Any other funds above R1558 per month on average
- f. None of the above

[If “b-e”]: “Unfortunately your answer means that you are not in the target group for this study and are not eligible to take our survey. We thank you for your time”

## Further questions (including independent eligibility assessment)

3. What gender do you identify as?  
Female  
Male  
Prefer not to say

4. Which of the below best describes the area you live in?  
Urban (e.g. a city, a suburb or a township close to a city)  
Rural (e.g. a small town or settlement, a village, a farm)
5. What is your citizenship status?  
South African citizen  
Permanent resident  
Refugee  
Other (please specify)\_\_\_\_\_
6. What form of ID do you have?  
No ID  
South African ID card  
South African green ID book  
Refugee ID  
Other (please specify)\_\_\_\_\_
7. What is your highest educational qualification? (*The highest level of school you completed over your life*)  
No schooling  
Primary school  
Grade 10  
Grade 12  
Tertiary
8. When were you last employed/working?  
Currently working  
Less than 3 months ago  
3 to 6 months ago  
6 to 9 months ago  
9 months to 1 year ago  
1 to 3 years ago  
3 to 5 years ago  
More than 5 years ago  
Never employed

[If any of “currently working”; “less than 3 months”; “3 to 6 months”; “6 to 9 months”; “9 months to 1 year”] Do you qualify to receive UIF benefits?

Yes

No

[If “yes”] Do you currently receive UIF benefits of above R624 per month?

Yes

No

9. Do you have a disability? *(Any condition of the body or mind that makes it difficult to do certain activities and/or interact with the world around you)*

Yes

No

[if "yes"] Do you currently receive a SASSA disability grant?

Yes

No

10. Which one of the following best describes what you are doing on a daily basis?

Working for pay

Self-employed

Unpaid intern for non-family business

Working on own plot looking after livestock from which you earn a living

Working on family plot, looking after livestock, without pay

Helping a family member with their business, without pay

Helping a family member with their business, with pay

Full-time scholar or student at a school, university, college or other educational institution

Homemaker looking after children / others / home

Long term sick or disabled

Retired

Unemployed and actively searching for a job

Unemployed but not actively searching for a job

11. How do you usually obtain your basic necessities on a monthly basis or where do you get money to support yourself if there is no R350 grant? *(basic necessities include food, electricity, housing and transport)*

Paid employment

Casual work

A family member in the household supports me

A family member outside the household supports me

A friend in the household supports me

A friend outside the household supports me

I get money from a money lender

I use my savings

I receive a social grant

12. Do you receive financial support from a relative, friend or any other person of more than R624 per month?

Yes

No

13. Do you receive any payments, stipend or other support from government organisations other than SASSA, e.g. unemployment insurance, pension payments, student loan, etc

Yes

No

14. Are you a director or shareholder of an active registered public or private business from which you earn an income of more than R624 per month

Yes

No

15. Are you residing in a government institution (for instance an old age home, correctional facility, etc)?

Yes

No

Further questions (grant rejection, household situation, sentiment)

16. For the month of December 2023, my income was:

R0-R624

R624-R760

R760-R1558

17. For the month of January 2024, my income was:

R0-R624

R624-R760

R760-R1558

18. For the month of February 2024, my income was:

R0-R624

R624-R760

R760-R1558

19. [IF answer to Question 2 is “zero times”, otherwise skip to question 21]: Have you applied for the SRD grant at any time since April 2022?

Yes

No

[IF “Yes”]: was your application for the grant approved in any month since April 2022?

Yes

No

[IF “Yes”]: Skip to question 21

[IF “No”]: What was the reason given by SASSA for your applications being rejected?

Alternative\_income\_source\_identified

Identity\_verification\_failed

Existing\_sassa\_grant

Debtor

Nsfas\_registered

Uif\_registered

Gov\_payroll\_registered

Age\_outside\_range (>60)

Age\_outside\_range (<18)

Deceased Record on DHA

Other (please specify)\_\_\_\_\_

[Skip to question 24]

[IF “No”]: Why have you not applied for the grant in any month since April 2022?

I did not believe I qualified for the grant

I believed I qualified for the grant but did not believe I would receive it

I could not understand how to apply

The application process was too long or confusing

The system did not work

I did not have access to a smartphone or computer to apply

I did not have ID to apply

Another reason (please specify)\_\_\_\_\_

[Skip to question 25]

20. How did you apply for the R350 SRD grant?

On my own smartphone

On my own computer

On somebody else’s smartphone

On somebody else’s computer

21. What was your R350 SRD grant outcome in December 2023?

Declined

Approved, payment received

Approved but payment still pending

Approved but payment cancelled

[IF “Application rejected/declined”] What was the reason given by SASSA for your application being rejected?

Alternative\_income\_source\_identified  
Identity\_verification\_failed  
Existing\_sassa\_grant  
Debtor  
Nsfas\_registered  
Uif\_registered  
Gov\_payroll\_registered  
Age\_outside\_range (>60)  
Age\_outside\_range (<18)  
Deceased Record on DHA  
Other (please specify)\_\_\_\_\_

[IF "Application approved, payment received, application approved, payment pending, OR "application approved, payment cancelled"]: What was your selected payment method?

Payment into personal bank account  
Cash send  
Postbank  
Retailer (please specify)\_\_\_\_\_

[IF "application approved but payment still pending"] What do you think is delaying you from receiving the grant payment?

"Referred status"  
Incorrect bank account details  
Postbank issues  
Unable to verify identification  
I don't know  
Another reason (please specify)\_\_\_\_\_

22. What was your R350 SRD grant outcome in January 2024?

Declined  
Approved, payment received  
Approved but payment still pending  
Approved but payment cancelled

[IF "Application rejected/declined"] What was the reason given by SASSA for your application being rejected?

Alternative\_income\_source\_identified  
Identity\_verification\_failed  
Existing\_sassa\_grant  
Debtor  
Nsfas\_registered  
Uif\_registered  
Gov\_payroll\_registered

Age\_outside\_range (>60)  
Age\_outside\_range (<18)  
Deceased Record on DHA  
Other (please specify)\_\_\_\_\_

[IF "Application approved, payment received, OR application approved, payment pending, "application approved, payment cancelled"]: What was your selected payment method?

Payment into personal bank account  
Cash send  
Postbank  
Retailer (please specify)\_\_\_\_\_

[IF "application approved but payment still pending"] What do you think is delaying you from receiving the grant payment?

"Referred status"  
Incorrect bank account details  
Postbank issues  
Unable to verify identification  
I don't know  
Another reason (please specify)\_\_\_\_\_

23. What was your R350 SRD grant outcome in February 2024?

Declined  
Approved, payment received  
Approved but payment pending  
Approved but payment cancelled

[IF "Application rejected/declined"] What was the reason given by SASSA for your application being rejected?

Alternative\_income\_source\_identified  
Identity\_verification\_failed  
Existing\_sassa\_grant  
Debtor  
Nsfas\_registered  
Uif\_registered  
Gov\_payroll\_registered  
Age\_outside\_range (>60)  
Age\_outside\_range (<18)  
Deceased Record on DHA  
Other (please specify)\_\_\_\_\_



[IF "Application approved, payment received, OR application approved, payment pending, "application approved, payment cancelled"]: What was your selected payment method?

Payment into personal bank account

Cash send

Postbank

Retailer (please specify)\_\_\_\_\_

[IF "application approved but payment still pending"] What do you think is delaying you from receiving the grant payment?

"Referred status"

Incorrect bank account details

Postbank issues

Unable to verify identification

I don't know

Another reason (please specify)\_\_\_\_\_

24. [IF declined for the SRD grant in any month since April 2022] Did you appeal your rejection through the official online SASSA appeal process?

Yes, once

Yes, more than once

No

[IF "Yes once"] What was the outcome of your appeal? )

Appeal was concluded and did not result in me receiving the grant

My grant application was approved after I appealed

I have not yet received an outcome from my appeal

[IF "Yes, more than once"]: What outcomes have you had from your appeals? (select all that apply)

Appeal was concluded and did not result in me receiving the grant

My grant application was approved after I appealed

I have not yet received an outcome from my appeal

[IF "No"] Why did you not appeal the rejection?

I did not know I could appeal

I knew I could appeal but I did not know how to do so

The appeals process was too confusing or the system did not work

I didn't believe my appeal would be successful

Another reason (please explain)\_\_\_\_\_

25. Do you own a mobile phone?

Yes, a smartphone  
Yes, a mobile phone that is not a smart phone  
No

26. Do you have access to the internet?

Yes, always  
Yes, sometimes  
No

[IF “yes, sometimes”, OR “yes, always”] How do you access the internet?

I access the internet on my own device using wifi  
I access the internet on my own device using data  
I access the internet on a friend or relative’s device  
I access the internet at a public place (e.g. Ikeja network, library, internet cafe, government service)

27. Do you have an email address?

Yes  
No

28. Do you have a South African bank account in your name?

Yes  
No

[IF “Yes”]: Do you share your bank account with a friend or family member aged between 18 and 59?

Yes  
No

[IF “Yes”]: Did you open a bank account specifically in order to be eligible to receive the SRD grant?

Yes  
No

[IF “No”]: Do you use the bank account of a friend or family member?

Yes  
No

29. Do you receive the Child Support Grant for children in your care?

Yes  
No

30. How many dependents do you have? (*People who you provide for financially including children, partners, and elderly people*)

- 0
- 1
- 2
- 3
- 4
- 5
- More than 5

31. Is there anyone else in your household that provides income to cover basic expenses (e.g. food, electricity, housing, transport)?

- No, I am the only provider
- Yes, we provide equally every month
- Yes, but I provide more
- Yes, and they provide more

32. Please indicate the extent to which you agree with the following statements:

	Strongly disagree	disagree	neutral	agree	Strongly agree
"I am struggling financially"					
"I do not have enough food to eat"					
"I am in need of government help/assistance"					
"My financial situation has improved in the past twelve months"					
"My financial situation has worsened in the past twelve months"					
"Receiving the SRD grant makes/would make a difference in my life"					
"Applying for the SRD grant is relatively simple"					
"I can easily access information about government help/assistance"					

33. Do you have any further comments about the R350 SRD grant that you would like to share with us? \_\_\_\_\_