

Mpumalanga Employment and Business Survey (MEBS) February 2016



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1. Introduction

On the 17th of August 2010, an MoU was signed between the Mpumalanga Provincial Government (MPG) and Statistics South Africa (Stats SA). This MoU committed both parties to collaborate in partnership towards:

- Producing relevant quality statistics; and
- Build statistical capacity in DEDT respective mandate areas, in order to contribute credible data towards populating the national development matrix of the Government-wide Monitoring and Evaluation System.

In the implementation of this MoU, the two parties further entered into agreements on the 10th of November 2014 and on the 6th of October 2015 in relation to the implementation of the Mpumalanga Employment and Business Survey (MEBS) which will take place in phases over a number of financial years. Phase 1 of the MEBS was conducted in Mbombela Local Municipality between April and September 2015, where the existence of a complete business sampling frame was developed (see phase 1 plan). The main purpose of phase 1 was to identify and list all formal and informal businesses in the area. The listing was conducted in eight main places of the municipality, namely: **Hazyview, Kabokweni, Kanyamazane, Matsulu, Mbombela Central, Msogwaba, Swalala and White River.**

The updating of the recorded businesses during phase 1 was done during the actual data collection; this was phase 2 of the MEBS. The main purpose of phase 2 of the MEBS was to collect data from all identified businesses in Mbombela Local Municipality, analyse the collected data and report findings and build capacity within DEDT officials.

2. Purpose of the report

In order to assist businesses, especially small, medium and micro enterprises (SMME) in terms of its development and sustainability, an intervention by government and other stakeholders is required. This report serves as an information base to policy and decision-makers in relation to the objectives agreed upon between DEDT and Stats SA. The purpose of this report is to inform the outcomes of the MEBS, which are to:

- Improve ability to monitor employment levels against targets as set out in the Mpumalanga Vision 2030 Strategic Implementation Framework (2013–2030) and the MEGDP (2010–2020);
- Identify constraints affecting job creation in the province and determine interventions required to create job opportunities; and
- Enhance coherence and efficiency on efforts aimed towards economic growth and development.

The survey aim was to collect data on the activities of both formal and informal businesses. The information outlined in this report is aimed at giving a picture and status of businesses (both formal and informal) in Mbombela so that specific needs of business owners in the municipality can be addressed. Section 3 of this report outlines the survey activities and methodology while sections 4 and 5 give analysed data results and a summary, respectively. It is therefore important for users to note that data collection was conducted in February 2016 hence all data analysed bears reference between February 2015 and January 2016 (i.e. past 12 months).

3. Survey activities and methodology

Below are activities within the statistical value chain (SVC) and methodology that was adopted during the survey.

3.1 Designing outputs

Stats SA, guided by survey objectives, designed the output variables. The objectives of the MEBS are to improve the DEDT's business register in order to:

- Establish a credible output-based system that will give a detailed account of employment within the province;
- Build economic and business intelligence capacity in the provincial government to track employment activity;
- Build a foundation for scientific-based turnaround strategy development; and
- Expand the statistical information base by increasing its depth and breadth with greater differentiation by geographical sector.

These objectives and further inputs from DEDT were used to complete the consolidation of information about the data to be collected.

3.2 Building statistical outputs

The data collection questionnaire was developed to bring about answers that will help the department to address the four objectives mentioned above. The questionnaire contained 11 sections, namely: particulars of the owner/manager, particulars of the business, site of operation, business management, operations and finances, business expenditure and turnover, export and import, people employed and labour costs, business registration and affiliation, citizenship, crime committed against business and comments.

The questionnaire was designed in *World Bank Survey Solutions* and deployed to mobile devices. It was subjected to a test to determine if there are any technical or other problems that needed attention prior to the data collection stage. Adjustments were made and then adopted as the data collection template.

3.3 Training

Training was conducted by Stats SA staff, and DEDT officials were available to be capacitated and also provided support during the field training. Materials for the training were prepared by Stats SA and made available to all officials. The training covered:

- Background of the survey;
- Aims and objectives of the survey;
- Computer-Assisted Personal Interviews (CAPI);
- Questionnaire completion; and
- Field operational procedures.

A total of eight venues were acquired through the assistance of Mbombela Local Municipality and DEDT; these were town halls in various strategic areas within the municipal boundaries. A total of eight core trainers were identified from Stats SA, with two support trainers from DEDT and other provincial departments.

3.4 Data collection

The awareness campaign alerting all stakeholders and respondents about the survey was handled by DEDT, supported by Stats SA. Participation was encouraged through this campaign and assisted in the following:

- Reduced resistance encountered from respondents;
- Increased participation/assistance from the business owners;
- Ensured access to businesses;
- Got buy-in from all stakeholders in the sector; and
- Prepared business owners for the project.

The Census 2011 dwelling frame was used as the population frame, where all dwelling units with business activities were enumerated through face-to-face personal interviews. The questionnaire was deployed to mobile electronic devices which supported the use of CAPI. The household survey standards were adopted throughout the processes.

Quality monitoring was conducted on a continuous basis by a team of permanent Stats SA staff members and selected DEDT officials, to ensure compliance with all field work quality dimensions as stipulated in the quality certification framework – the South African Statistical Quality Assessment Framework (SASQAF), covering all phases of the MEBS SVC.

Data was collected between February and March 2016 using Computer-Assisted Personal Interviewing (CAPI), where all identified businesses in the EAs of Mbombela Local Municipality were visited. At the end of data collection, 13 826 records were captured as raw data. Before analysis, the raw data was taken through the process of editing and imputation and 248 records were found to be duplicates (had the same information), and were deleted.

The variables were then edited and final result codes of records with usable information were then converted. After editing, 10 203 records were captured as data that can be used for analysis. Thus, the report is based on these records. The recorded total number of businesses (10 203) does not correspond to the total number of business owners as there are business owners who own more than one business, and in some instances managers were interviewed in the place of the owners.

4. Results

4.1 Particulars of the owners/managers and employees

Table 1: Number of business owners/managers by main place, industry and sex in Mbombela Local Municipality

	Men		Women		Total	
	Number	Per cent	Number	Per cent	Number	Per cent
Mbombela Local Municipality	4 961	48,6	5 145	50,4	10 203	100,0
Hazyview	494	49,0	504	50,0	1 009	100,0
Kabokweni	1 011	49,4	1 034	50,5	2 046	100,0
Kanyamazane	476	48,9	497	51,0	974	100,0
Matsulu	430	45,3	520	54,7	950	100,0
Mbombela Central	813	44,4	949	51,8	1 833	100,0
Msogwaba	811	50,3	797	49,4	1 613	100,0
Swalala	401	51,3	378	48,4	781	100,0
White River	525	52,7	466	46,7	997	100,0
Industry	4 961	100,0	5 145	100,0	10 203	100,0
Agriculture	61	1,2	60	1,2	121	1,2
Mining	1	0,0	1	0,0	2	0,0
Manufacturing	410	8,3	346	6,7	758	7,4
Utilities	6	0,1	4	0,1	10	0,1
Construction	151	3,0	44	0,9	198	1,9
Trade	3 178	64,1	3 439	66,8	6 664	65,3
Transport	128	2,6	67	1,3	199	2,0
Finance	469	9,5	405	7,9	899	8,8
Community and social services	557	11,2	779	15,1	1 352	13,3

Note: "Total" includes those who did not specify their gender

Table 1 indicates that of the 10 203 businesses recorded in Mbombela Local Municipality, Kabokweni (2 046) recorded the highest number of businesses followed by Mbombela Central (1 833), while the lowest number was recorded in Swalala (781). In addition, the majority of the business owners/managers were women (5 145) while 4 961 business owners/managers were men; this was the case for five main places in the municipality except in Msogwaba, White River and Swalala, where more business owners were men.

Table 2: Number of businesses by place and industry

	Hazyview	Kabokweni	Kanyamazane	Matsulu	Mbombela Central	Msogwaba	Swalala	White River	Total
Industry	1 009	2 046	974	950	1 833	1 613	781	997	10 203
Agriculture	6	21	11	8	19	27	10	19	121
Mining	-	-	-	-	-	-	-	2	2
Manufacturing	44	130	67	65	171	113	93	75	758
Utilities	2	-	-	2	4	1	1	-	10
Construction	7	37	17	11	60	22	11	33	198
Trade	799	1 416	560	642	1 037	1 077	531	602	6 664
Transport	11	25	22	16	44	34	17	30	199
Finance	34	132	122	81	247	140	33	110	899
Community and social services	106	285	175	125	251	199	85	126	1 352

In relation to industry, most business owners were in the Trade industry (6 664); this was the case for all the places in the municipality. Community and social services (1 352) was the second largest industry in all the places except in Swalala, where Manufacturing (93) was found to be the second largest industry.

Table 3: Individuals owning/managing businesses

	Men		Women		Total	
	Number	Per cent	Number	Per cent	Number	Per cent
Population group	4 961	100	5 145	100	10 203	100
Black African	3 766	75,9	4 570	88,8	8 336	81,7
Coloured	52	1	59	1,1	111	1,1
Indian/Asian	417	8,4	34	0,7	451	4,4
White	492	9,9	433	8,4	926	9,1
Other	234	4,7	49	1	379	3,7
Age	4 961	100	5 145	100	10 203	100
Youth (15-34 years)	2 022	40,8	1 622	31,5	3 644	35,7
Adults (35-64 years)	2 613	52,7	3 191	62	5 804	56,9
Senior citizens (+65 years)	246	5	291	5,7	537	5,3
Unspecified	80	1,6	41	0,8	218	2,1
Highest level of education	4 961	100	5 145	100	10 203	100
No schooling	313	6,3	590	11,5	903	8,9
Primary school not completed	447	9	649	12,6	1 096	10,7
Primary school completed	198	4	238	4,6	436	4,3
Secondary school not completed	1 388	28	1 404	27,3	2 792	27,4
Secondary school completed (Matric)	1 871	37,7	1 654	32,1	3 525	34,5
Tertiary	638	12,9	539	10,5	1 177	11,5
Other	106	2,1	71	1,4	274	2,7
Citizenship	4 961	100	5 145	100	10 203	100
South African	3 859	77,8	4 849	94,2	8 711	85,4
Non-South African	1 042	21	264	5,1	1 306	12,8
Unspecified	60	1,2	32	0,6	186	1,8
Number of businesses	4 961	100	5 145	100	10 203	100
One business	4 538	91,5	4 914	95,5	9 453	92,6
More than 1 business	348	7	192	3,7	540	5,3
Unspecified	75	1,5	39	0,8	210	2,1

Note: "Other" refers to those who did not regard themselves as belonging to any of the specified population groups.

"Total" includes those who did not specify their gender.

Table 3 shows the profile of individuals owning or managing a business by their demographic variables, level of education, citizenship and number of businesses. The highest proportion of the population group that owned/managed businesses was recorded among the black African population group for both women and men (88,8% and 75,9%, respectively), followed by the white population group; men at 9,9% and women at 8,4%. The least number of business owners were recorded among the coloured population; men at 1,0% and women at 1,1%.

The highest proportion of businesses was recorded among adults (56,9%) compared to youth (35,7%), with male adults (52,7%) and female adults (62,0%) accounting for the largest proportion of business owners. The results further show that the proportion of business owners with tertiary qualifications was higher among men (12,9%) than women (10,5%), while for those with less than matric, women (56,0%) accounted for a larger proportion than men (47,3%).

More business owners were South African when compared to non-South African, with more female South African owners (94,2%) than male owners (77,8%). In terms of number of businesses owned, many individuals own one business. For those who own one business, women (95,5%) accounted for a larger proportion than men (91,5%), while men (7,0%) accounted for a larger proportion than women (3,7%) for those who own more than one business.

Table 4: Number of employees

	Paid		Unpaid		Total	
	Number	Per cent	Number	Per cent	Number	Per cent
Employees in the last week	22 195	100	181	100	22 376	100
Employees in the last month	23 547	100	217	100	23 764	100
Employees in the last year	22 425	100	153	100	22 578	100
Duration (Last week)						
Full-time workers	20 348	91,7	120	66,3	20 468	91,5
Part-time workers	1 833	8,3	61	33,7	1 894	8,5
Unspecified	14	0,1	0	0	14	0,1
Sex (Last week)						
Males	11 938	53,8	78	43,1	12 016	53,7
Females	10 108	45,5	103	56,9	10 211	45,6
Unspecified	149	0,7	0	0	149	0,7
Age (Last week)						
Youth (15-34 years)	12 672	57,1	124	68,5	12 796	57,2
Adults (35-64 years)	7 960	35,9	56	30,9	8 016	35,8
Senior citizens (65 years+)	541	2,4	3	1,7	544	2,4
Unspecified	1 022	4,6	0	0	1 022	4,6
Population group (Last week)						
Black African	18 651	84	173	93	18 824	84,1
Coloured	332	1,5	3	1,6	335	1,5
Indian/Asian	350	1,6	3	1,6	353	1,6
White	2 576	11,6	4	2,2	2 580	11,5
Other	286	1,3	3	1,6	289	1,3
Occupation (Last week)						
Managers	1 756	7,9	4	2,2	1 760	7,9
Professionals	2 903	13,1	9	5	2 912	13
Technicians	869	3,9	2	1,1	871	3,9
Clerks	1 021	4,6	5	2,8	1 026	4,6
Sales and services	3 244	14,6	38	21	3 282	14,7
Skilled agriculture	417	1,9	3	1,7	420	1,9
Craft and related trade	681	3,1	4	2,2	685	3,1
Plant and machine operator	860	3,9	0	0	860	3,8
Elementary	1 512	6,8	3	1,7	1 515	6,8
Domestic workers	930	4,2	12	6,6	942	4,2
Unspecified	8 002	36,1	101	55,8	8 103	36,2

There were 22 376 employees during the reference period (last week before the survey). The data shows that of the 22 376 employees, 20 468 were full-time employees while 1 894 were part-time employees; the remaining 14 did not specify their type of employment. More males (53,7%) were employed than females (45,6%) while 0,7% of the employees did not specify their sex.

Young people (15–34 years) accounted for the largest share of employees when compared to older people (35 years and older). Although the majority of the people did not specify their occupation, Sales (14,7%), Professionals (13,0%) and Managers (7,9%) accounted for the largest share of employment while Skilled agriculture contributed the lowest share of employees.

4.2 Particulars of the business

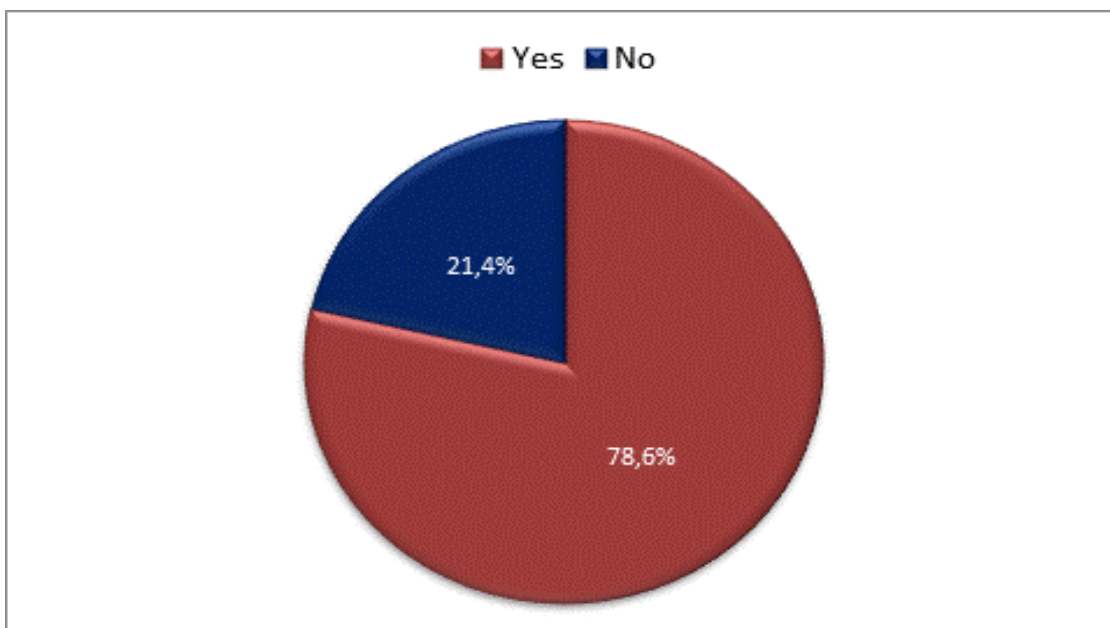
Table 5: Number of businesses by turnover

Turnover	Number of businesses
Total	10 203
None	1 282
R1-R500	1 486
R501-R1 000	1 282
R1 001-R5 000	3 162
R5 001-R10 000	993
R10 001-R50 000	1 250
R50 001-R100 000	347
R100 001-R1 000 000	336
R1 000 001+	65

Of the 10 203 businesses in the Mbombela Local Municipality, only 65 businesses are generating a monthly turnover above R1 million while the majority of businesses (3 162) indicated that they generate a turnover above R1 000 and below R5 000.

4.3 Site operation

Figure 1: Proportion of businesses using ICT equipment



Note: "ICT" refers to Information and Communication Technology and it includes equipment such as a computer, till machine, telephone/cellphone, photocopier, and fax/scanner.

Figure 1 indicates that 78,6% of businesses are using information and communication technology (ICT) equipment, while only 21,4% are not using ICT equipment in their businesses.

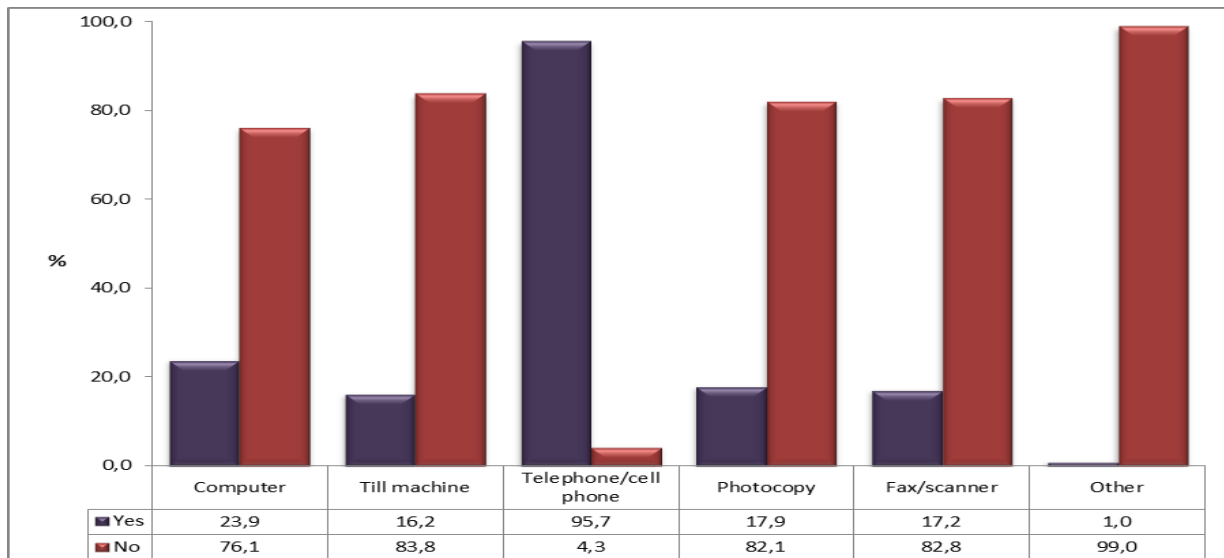
Figure 2: Proportion of businesses using ICT by type of equipment

Figure 2 shows the proportion of businesses which use different types of ICT equipment. Of all types of ICT equipment, the most used equipment was ‘telephone’ (95,7%). The least used equipment was ‘till machine’, where only 16,2% of business owners indicated that they are using this particular equipment in their business.

4.4 Business management, operation and finances

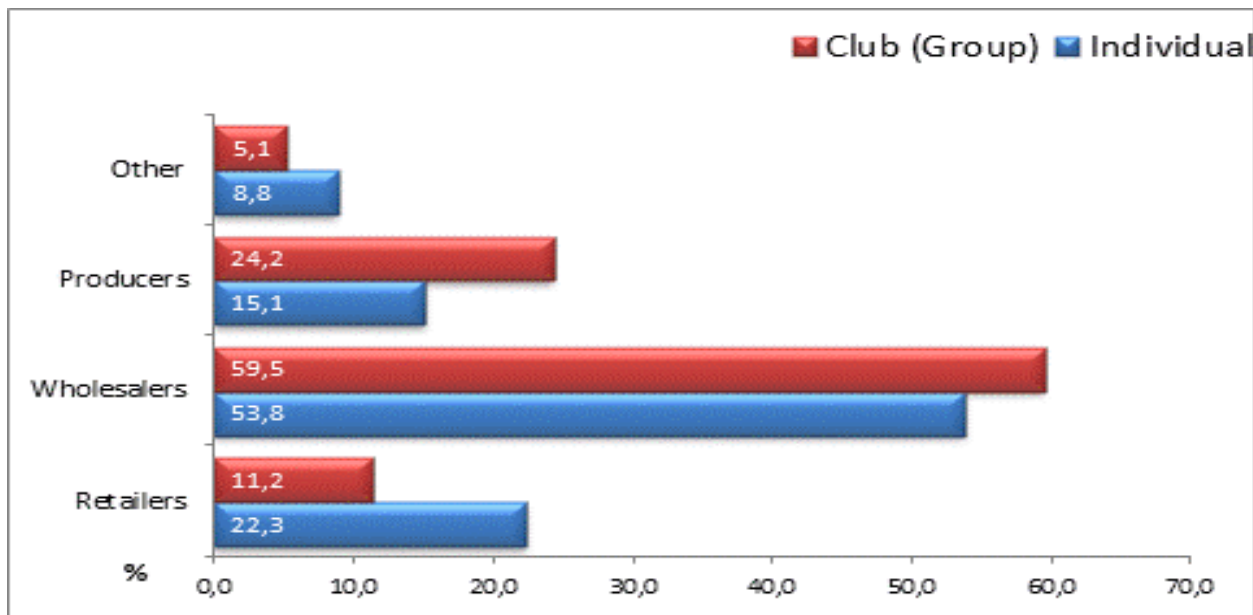
Table 6: Number of businesses receiving support from government agencies

Government agencies	Number of businesses
Total	73
Mpumalanga Economic Growth Agency (MEGA)	11
Small Enterprise Finance Agency (SEFA)	13
National Empowerment Fund (NEF)	9
National Youth Development Agency (NYDA)	12
Small Enterprise Development Agency (SEDA)	14
Other	14

Of the 10 203 businesses in the Mbombela Local Municipality, only 73 business owners indicated that they receive support from various government agencies.

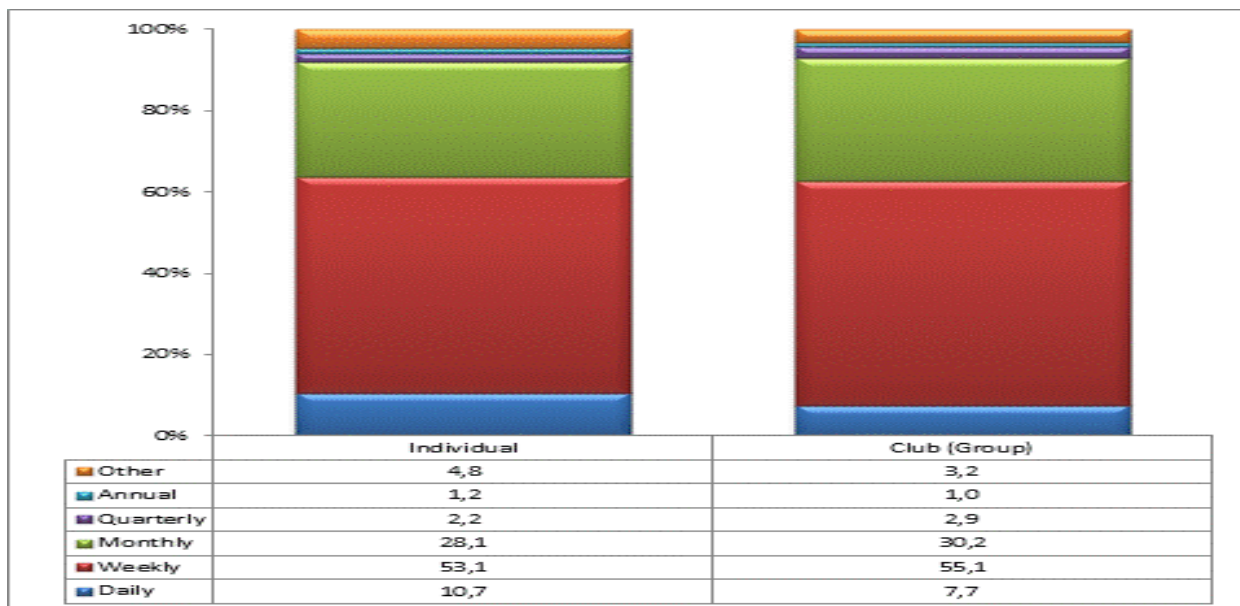
4.5 Business expenditure and turnover

Figure 3: Source of stock by type of suppliers



The majority of businesses, both individual business owners (53,8%) and groups of business owners forming a club (59,5%), indicated wholesalers as their preferred stock suppliers. The results further show that more individual business owners purchase their stock from retailers (22,3%) than do groups of businesses/clubs.

Figure 4: Frequency of stock purchase

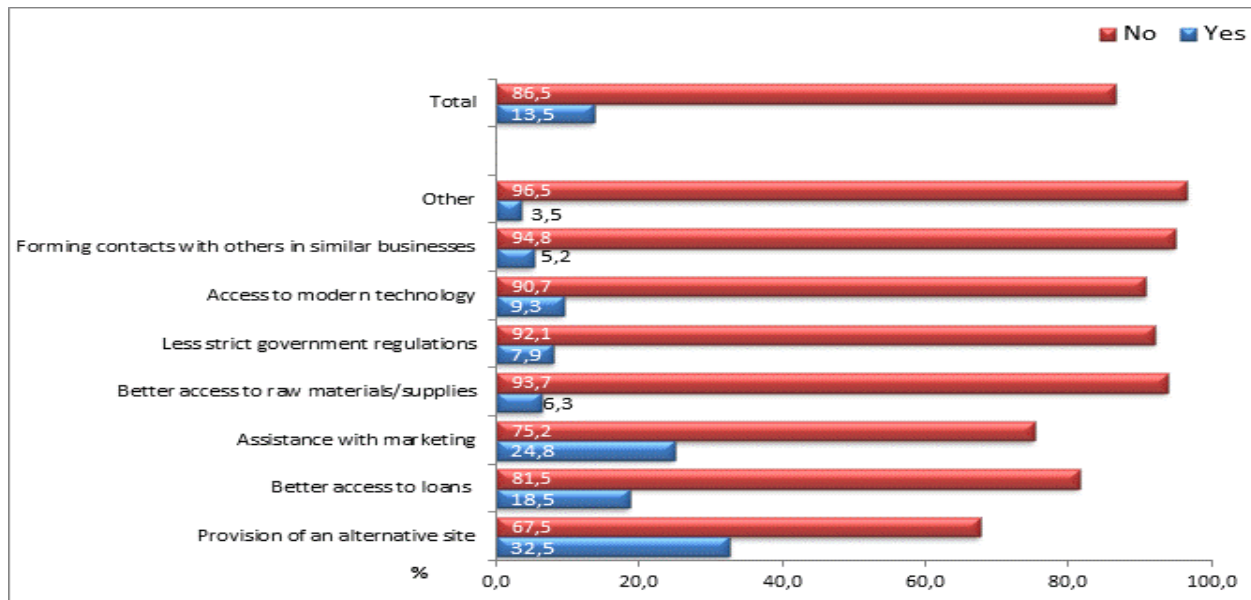


Most individual business owners (53,1%) and groups of owners/clubs (55,1%) purchase their stock weekly. Only a few business owners indicated that they purchase their stock annually; individual at 1,2% and club at 1,0%.

Table 7: Transport mode of stock

Transport mode	Individual	Club (Group)	Total
Railway	19	7	26
Air	32	10	42
Sea	18	13	31
Own car	2 635	253	2 888
Bus	618	18	636
Taxi	2 960	203	3 163
Hired transport	2 328	416	2 744
Other	350	36	386

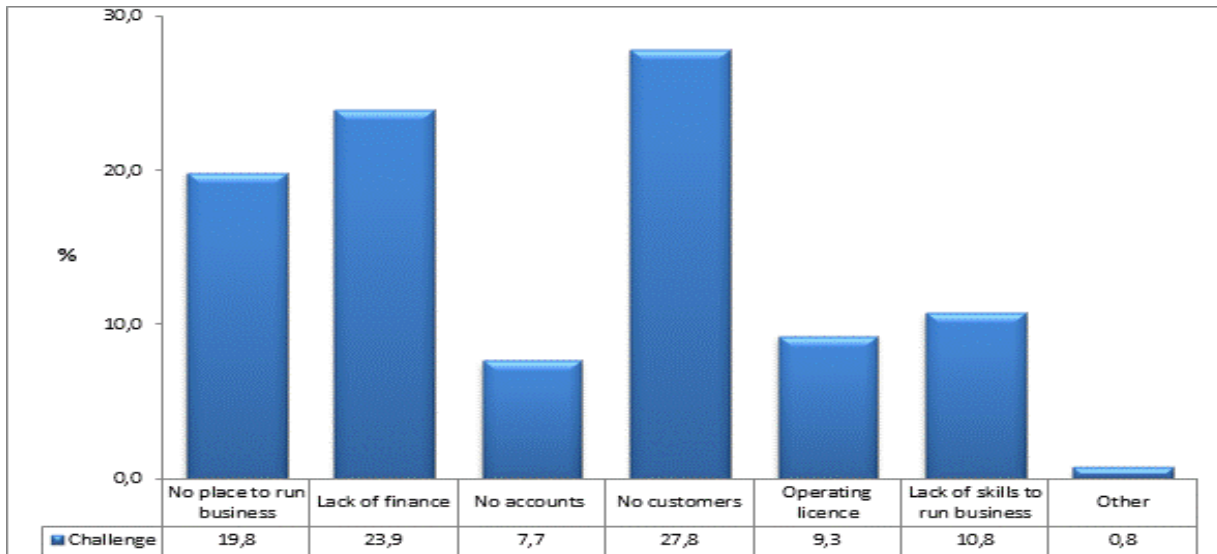
The most used mode of transport by individual businesses owners to transport their stock was taxis (2 960), while the majority of groups of business owners/clubs use hired transport (416). Sea (18) was found to be the least used mode of transport by individual business owners, while clubs indicated railway (7) as the least used mode of transport.

Figure 5: Proportion of business which requires assistance to grow by type of assistance

Most of the businesses – especially small businesses – required some form of assistance, whether financial or non-financial in order to grow; this was not the case for businesses in Mbombela, as the majority of businesses (86,5%) indicated that they do not require assistance to grow while 13,5% indicated that they require assistance.

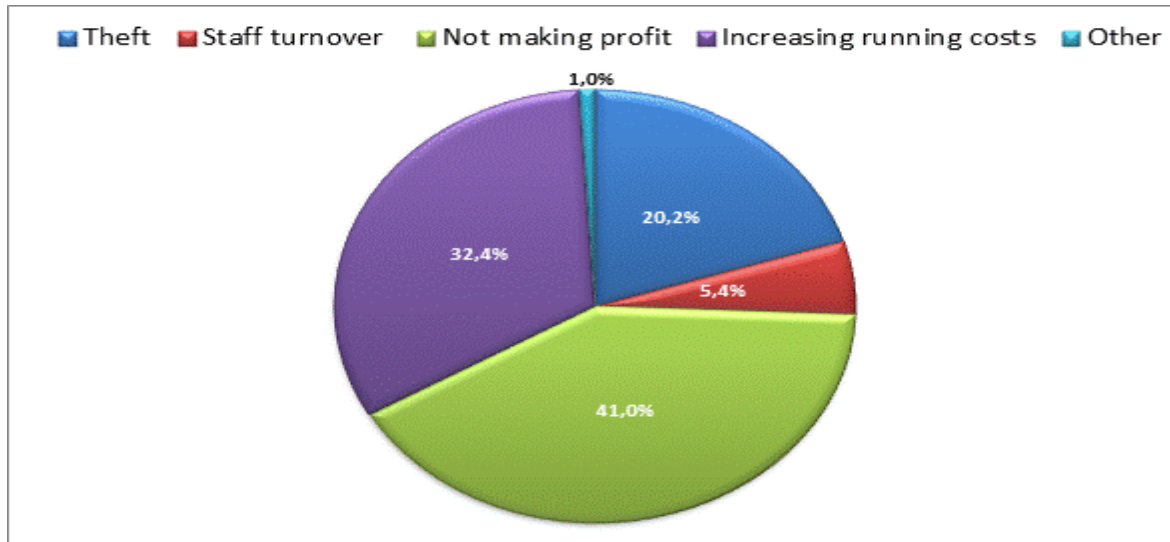
Figure 5 shows that for all types of assistance, the proportion of business owners who require assistance was less than those who indicated that they do not require assistance. Provision of an alternative site (32,5%) was considered to be the most required assistance by business owners.

Figure 6: Proportion of businesses which experience challenges when they started the business



Any business is certain to experience some challenges when it started, hence business owners experience different challenges when they start their businesses. The challenge that was experienced by most business owners when they started their business was not having customers (27,8%), the second most-experienced challenge was indicated as lack of finance (23,9%), while 7,7% of business owners indicated not having accounts as the challenge they experienced when they started their businesses.

Figure 7: Proportion of businesses which faced challenges in running the business in the last year



Most businesses indicated not making profit (41,0%) as the challenge they faced in the last year; 32,4% of the business owners experienced increasing running costs as a challenge in the last year while only 5,4% of business owners indicated staff turnover as their challenge.

4.6 Export and import

Table 8: Number of businesses that import and export products by mode of transport

Mode of Transport	Export	Import
Number of businesses	108	111
Railway	5	10
Air	22	34
Sea	27	45
Own car	21	18
Bus	3	4
Taxi	6	10
Hired transport	47	33
Other	16	11

Note: One business can use more than one mode of transport.

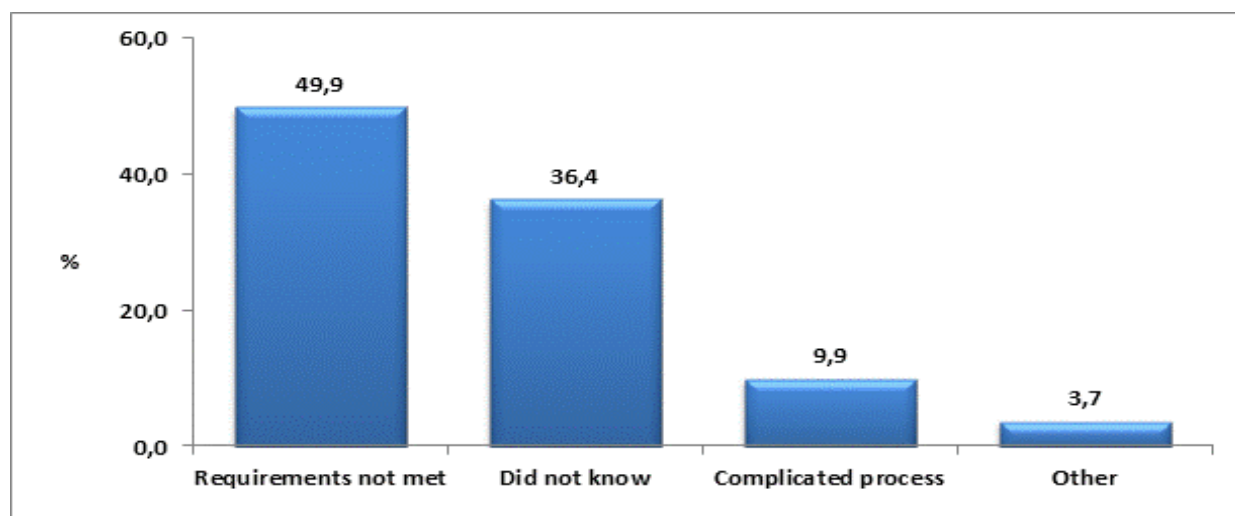
Table 8 above presents the number of businesses that export their stock to other countries and import from other countries. Of the 108 business owners who export their stock to other countries, most were using hired transport (47) to transport their stock while 45 businesses out of 111 indicated that they import their stock by sea from other countries. Bus was considered to be the least used mode of transport used by business owners for importing and exporting their business stock.

4.7 Business registration and affiliation

Table 9: Number of businesses registered

Registered	VAT	Income Tax	CIPC
	Number		
Yes	1 534	1 692	1 338
No	8 350	8 185	8 548
Unspecified	319	326	317
Total	10 203	10 203	10 203
	Per cent		
Yes	15,0	16,6	13,1
No	81,8	80,2	83,8
Unspecified	3,1	3,2	3,1
Total	100,0	100,0	100,0

Only 15,0% of the businesses in the Mbombela Local Municipality are registered for value-added tax (VAT), while 16,6% were registered for income tax and 13,1% were registered with the Companies and Intellectual Property Commission (CIPC).

Figure 8: Proportion of businesses not registered for VAT by reason

Almost 50,0% of the business owners indicated that their businesses did not meet the requirements to register for VAT, hence their businesses are not registered, while 36,4% said they did not know that they have to register their businesses and only 9,9% indicated that the process of registering their business for VAT is complicated.

Table 10: Number of businesses by type of ownership

	Type of ownership							Total
	Co-operative society	Partnership	Individual ownership	Private company	Close corporation	NGO	Other	
Gender	57	357	8 376	542	390	33	448	10 203
Male	31	216	3 971	307	230	12	194	4 961
Female	26	141	4 399	234	159	20	166	5 145
Unspecified			6	1	1	1	88	97
Age group	57	357	8 376	542	390	33	448	10 203
Youth (15-34 yrs)	28	183	2 944	224	120	11	134	3 644
Adults (35-64 yrs)	26	160	4 914	285	250	17	152	5 804
Senior citizens(+65 yrs)	2	12	483	20	9	4	7	537
Unspecified	1	2	35	13	11	1	155	218
Population group	57	357	8 376	542	390	33	448	10 203
Black African	39	234	7 375	269	170	26	223	8 336
Coloured	1	6	79	12	7	2	4	111
Indian/Asian	3	35	330	26	35		22	451
White	12	68	410	217	162	4	53	926
Other	2	14	182	18	16	1	146	379
Citizenship	57	357	8 376	542	390	33	448	10 203
South African citizen	52	276	7 256	491	357	31	248	8 711
Non-SA citizen	5	81	1 105	48	31	2	34	1 306
Unspecified			15	3	2		166	186

The majority of businesses were owned by individuals (8 376) irrespective of gender, age group, population group and citizenship, while NGOs recorded the least number of businesses (33). Men recorded a higher number of businesses in all types of ownership than women, except in businesses that are owned by individuals and NGOs. Youth reported lesser numbers of businesses than adults in all types of business ownership, except in partnerships and co-operative businesses (183 and 28, respectively).

In terms of population groups, black Africans dominate all types of businesses when compared to other population groups. About 7 375 of the businesses were individually owned by black Africans, and only 26 NGOs were owned by the same population group. The majority of businesses (8 711) were owned by South Africans irrespective of the type of ownership, while only 1 306 were owned by non-South Africans.

5. Summary and Conclusion

The results of this survey provided some insight about the nature of businesses that operate in Mpumalanga, particularly businesses in the Mbombela Local Municipality in terms of the activities they conduct, size, employment and type of assistance or support these businesses require. Intervention by different stakeholders will have to be different according to geographical areas of the businesses so that the specific needs of individual business owners can be addressed.

The analysis in this report reveals that more businesses are owned by women, although more men are employed in these businesses than women. Businesses that are operating in this municipality are mostly in the Trade industry. In addition, the majority of these businesses are owned by black Africans. Those with lower levels of education (matric and lower) own more businesses than those with higher levels of education (tertiary qualification).

Even though most businesses are owned by older people (35 years and older), young people (15–34 years) are more employed than older people. In relation to occupation, people in Sales were more likely to be employed when compared to other occupational categories. The results further reveal that the majority of businesses operating in Mbombela are considered to be small businesses, as they are not generating a turnover of more than R1 million per annum.

In terms of business registration, support and assistance required, only a small proportion of business owners indicated that their businesses are registered for VAT, income tax and with the CIPC, while another small proportion of business owners indicated that they do not get support from government agencies. The majority of business owners indicated that they do not require assistance to grow their businesses.

6. Crime perception

6.1 Key findings on crime perception

The Mpumalanga Employment and Business Survey (MEBS, 2015) investigates the extent to which businesses in Mbombela Local Municipality experienced crime in 2015. This report discusses the factors influencing feelings of safety by business owners and specifically, the nationality of the business owners (South African nationals compared to non-South Africans), their perceptions about motives behind victimisation, the measures that they took to protect themselves against crime and ultimately, the impact of crime on their businesses.

Findings of the MEBS (2015) on perceptions of the overall level of crime in Mbombela Local Municipality in the year prior to the survey show that almost 40% of businesses were of the view that crime had remained the same, while just over a quarter (26,7%) responded that crime had increased. The population group that most likely perceived that crime has increased was the Indian/Asian population group with 37,1%. About eight in ten businesses in Mbombela had never experienced crime during the period of review (January to December 2015). The black African population group had the highest percentage (82,4%) of businesses who reported that they hadn't experienced crime, followed by coloureds (74,3%).

A little over 20% of non-South African business owners experienced crime in 2015, while 18,6% of South African business owners experienced crime. In terms of residency status of foreign nationals, 23,3% of those with permanent residency status experienced crime, followed by asylum seekers/refugees (22,9%), those holding a work permit (22,1%) and other (14,5%). An enquiry into the level of reporting of crime by businesses who were victimised showed that 67,6% of businesses who were victims of crime reported it to the police.

The white population group (83,6%) had the highest percentage of businesses who reported crime incidents to the police. Businesses headed by black Africans had the highest level of satisfaction (64,6%) with police services, followed by Indians/Asians (64,5%). White-owned businesses were the least likely to be satisfied with the police (54,3%). The South African Police Service (SAPS) was rated as the most important role player in terms of crime prevention or reduction (85,8%), followed by police crime prevention officers (52,3%) and community policing forums (CPFs) (50,6%).

Burglary was the most experienced crime by clubs, welfare organisations, and associations not for gain (18,2%), followed by closed cooperations (15,3%), co-operative societies (14,6%) and partnerships (14,5%). Shoplifting mainly affected private companies (12,8%), co-operative societies (10,9%) and close cooperations (10,2%). When asked about their perceptions on possible motives for crime, businesses indicated money or other financial motives (9,0%), jealousy (7,6%), drug-related need (7,6%), influence of alcohol (6,8%), real need (such as hunger) (4,9%), and anger towards business owner/family (2,5%).

Most businesses in the Mbombela municipality installed or upgraded a security alarm (24,3%); the highest percentage amongst these was done by businesses where the owner/manager is white (70,8%). An overwhelming majority of businesses indicated that they had decided not to invest in their businesses due to fear of crime (89,2%). The black African population had the highest proportion of businesses who reported this, followed by coloureds.

7. Businesses owners' perceptions of crime

This section addresses the extent to which businesses in Mbombela feel safe and the extent to which they have experienced crime. The study further measures the impact of crime on business investments; their view about motives for business crime as well as their response to crime are also discussed.

7.1 Views on business crime levels

Table 11: Perceptions of crime levels during the period January to December 2015

Level of crime		Population group					Total
		Black African	Coloured	Indian/Asian	White	Other	
Increased	Number	2 216	26	164	217	60	2 683
	Percentage	26,7	23,6	36,8	23,8	24,6	26,8
Decreased	Number	2 827	35	124	252	83	3 321
	Percentage	34,1	31,8	27,8	27,7	34,0	33,2
Remained stable	Number	3 257	49	158	442	101	4 007
	Percentage	39,2	44,6	35,4	48,5	41,4	40,0

*Unspecified has been excluded.

Table 11 shows the percentage distribution of businesses' perceptions of crime levels in Mbombela municipality for the period 2015, by population group. Four out of ten businesses in this municipality were of the view that crime levels had stayed the same (40%). The population groups that were the most likely to think that crime had increased were the Indian/Asian population group (36,8%), followed by the black African (26,7%) and white (23,8%) population groups.

Figure 9: Perceptions of crime levels during the period January to December 2015

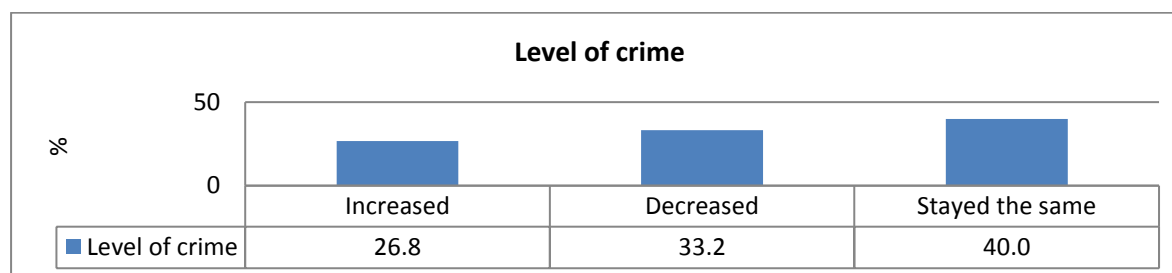
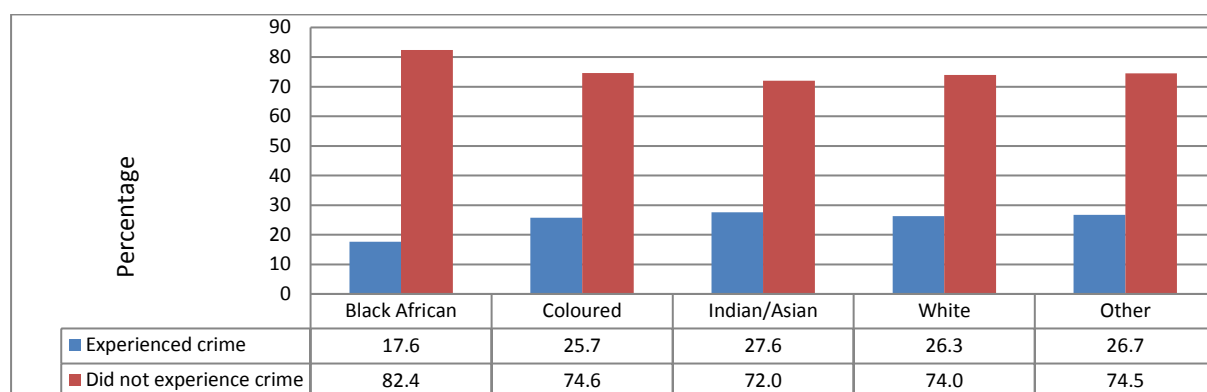


Table 12: Experience of crime during the period January to December 2015

Experienced crime		Population group					Total
		Black African	Coloured	Indian/Asian	White	Other	
Yes	Number	1 458	28	125	237	62	1 910
	Percentage	17,6	25,5	28	26	25,5	19,1
No	Number	6 842	82	321	674	181	8 100
	Percentage	82,4	74,6	72	74	74,5	80,9

Table 12 summarises the percentage distribution of experience of crime during the period 2015 by population group. The majority (80,9%) of businesses in the Mbombela municipality had never experienced crime during the period of review. The black African population group (82,4%) had the highest percentage of businesses who reported that they never experienced crime, followed by the coloured (74,6%) and white population groups (74,0%).

Figure 10: Experience of crime during the period January to December 2015 by population group**Table 13: Reporting of crime by businesses during the period January to December 2015 by population group**

Reporting of crime		Population group					Total
		Black African	Coloured	Indian/Asian	White	Other	
Yes	Number	926	21	92	200	54	1 293
	Percentage	63,5	75,0	73,6	84,4	87,1	67,7
No	Number	532	7	33	37	8	617
	Percentage	36,5	25,0	26,4	15,6	12,9	32,3

*Unspecified has been excluded.

As shown in Table 13, 67,7% of businesses who were victims of crime indicated that they had reported incidents of crime to the police during 2015 in Mbombela municipality. The white population group (84,4%) had the highest proportion of businesses who reported crime incidents to the police, followed by coloureds (75,0%) and Indians/Asians (73,6%). The highest percentage of those who did not report crime were found in the black African (36,5%) population group, followed by Indians/Asians (26,4%).

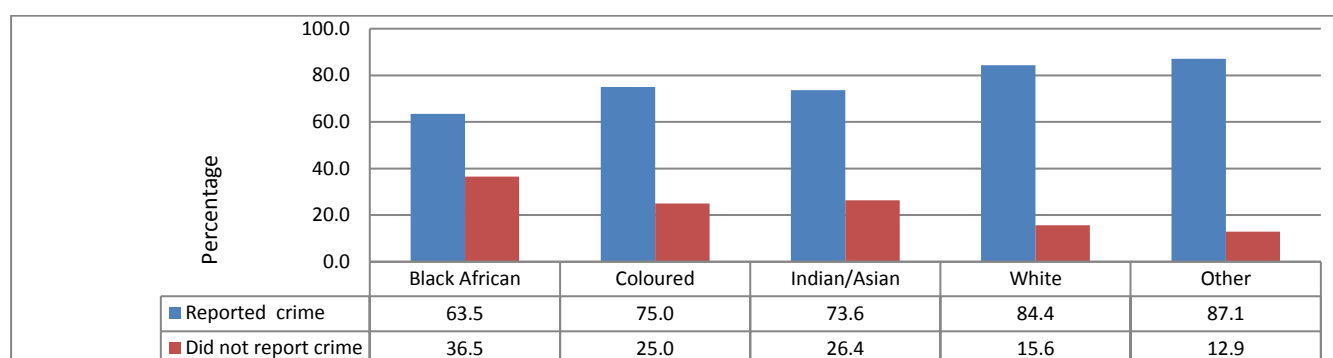
Figure 11: Percentage of crime reported by businesses during the period January to December 2015 in Mbombela municipality by population group

Table 14: Satisfaction with the service of the police by population group

Satisfaction with the police	Population group					Total
	Black African	Coloured	Indian/Asian	White	Other	
Very satisfied	1 179	18	65	118	44	1 424
	14,2	16,4	14,6	12,9	18	14,2
Satisfied	4 197	49	227	360	114	4 947
	50,6	44,6	50,9	39,5	46,7	49,4
Neither satisfied nor dissatisfied	1 515	26	77	201	44	1 863
	18,3	23,6	17,3	22	18	18,6
Dissatisfied	871	13	57	148	24	1 113
	10,5	11,8	12,8	16,2	9,8	11,1
Don't know	536	4	20	85	18	663
	6,5	3,6	4,5	9,3	7,4	6,6

Table 14 shows the changes in the levels of satisfaction with the police during 2015 in Mbombela municipality by population group. Businesses headed by black Africans (64,6%) had the highest level of satisfaction, followed by Indians/Asians (64,5%) and coloured (60,5%). White-owned businesses were the least likely to be satisfied with the police (54,3%).

Table 15: Decision by businesses not to invest due to crime, by population group

Decision not to invest due to crime		Population group					Total
		Black African	Coloured	Indian/Asian	White	Other	
Yes	Number	845	12	65	116	29	1 067
	Percentage	10,2	10,9	14,6	12,7	12	10,7
No	Number	7 453	98	381	795	213	8 940
	Percentage	89,8	89,1	85,4	87,3	88	89,3

Unspecified has been excluded.

Table 15 shows the percentage distribution of businesses who took the decision not to invest due to fear of crime, by population group. The majority (89,3%) of businesses indicated that due to fear of crime, they have decided not to invest. The black African population had the highest proportion of businesses who reported this (89,8%), followed by the coloured (89,1%) and white population groups (87,3%).

Table 16: Motive for committing crime

Motive for committing crime	Population group					
	Black African	Coloured	Indian/Asian	White	Other	All Population Groups
Jealousy	8,0	7,2	12,0	3,5	6,9	7,6
Gang or other group-related motive	7,1	10,8	15,3	7,7	9,2	7,5
Money or other financial motive	8,0	12,6	15,3	17,3	6,3	9,0
Racial, ethnic or political motivation	1,7	4,5	12,2	3,1	6,1	2,4
Real need (such as hunger)	4,7	5,4	7,5	6,5	4,2	4,9
Drug-related need	7,6	8,1	12,4	6,5	7,9	7,6
Influence of alcohol	6,7	8,1	10,4	6,7	7,4	6,8
Anger towards business owner/ family	2,2	3,6	5,3	3,2	4,0	2,5
Other	0,3	0,9	0,0	1,3	0,0	0,3

Table 16 shows the percentage distribution of the perceived motivation behind business crimes that were experienced in 2015. Reasons that were most cited were money or other financial motives (9,0%), jealousy (7,6%), and drug-related need (7,6%). Other reasons include influence of alcohol (6,8%), real need (such as hunger) (4,9%), and anger towards business owner/family (2,5%).

Table 17: Type of crime experienced by businesses

Types of crime experienced	Number	Percentage of all businesses	Percentage of businesses that experienced crime
Burglary	1092	10,7	57,2
Robbery	605	5,9	31,7
Shoplifting	414	4,1	21,7
Harassment	293	2,9	15,3
Fraud committed by employees	277	2,7	14,5
Verbal abuse	234	2,3	12,3
Criminal damage	225	2,2	11,8
Fraud committed by client	176	1,7	9,2
Assault	169	1,7	8,9
Counterfeit money	140	1,4	7,3
Threats against staff	130	1,3	6,8
Theft from a vehicle	118	1,2	6,2
Damage to a vehicle	112	1,1	5,9
Theft of vehicle	97	1,0	5,1
Cash in transit	76	0,7	4,0
Forgery	58	0,6	3,0
Cybercrime	35	0,3	1,8
Arson	23	0,2	1,2
Kidnapping	20	0,2	1,1
Other	19	0,2	1,0

*Unspecified has been excluded.

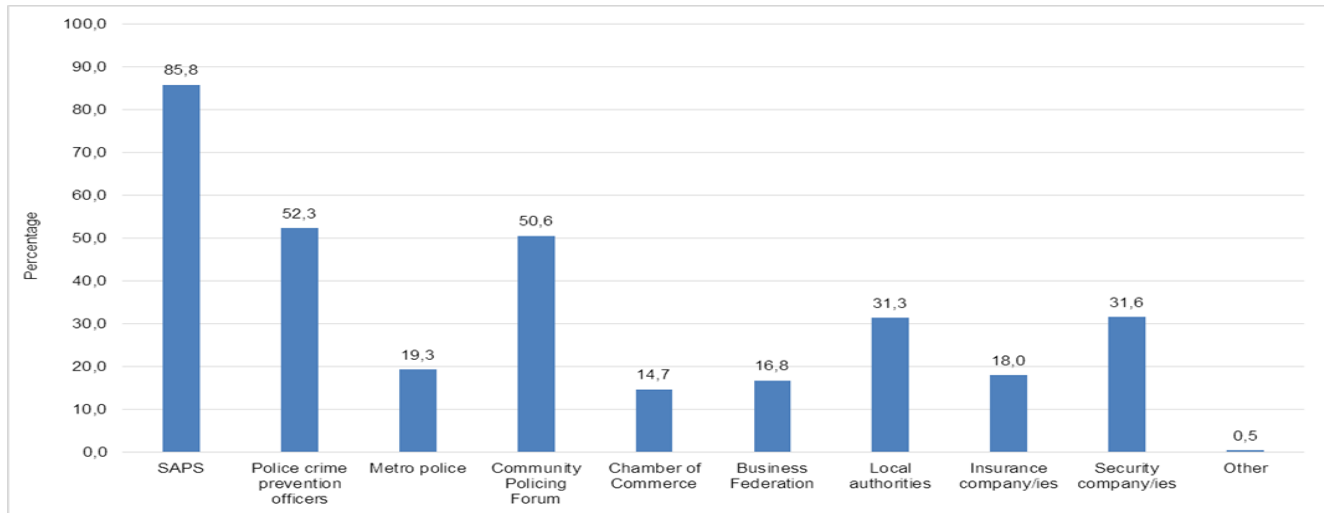
Table 17 shows that about 1 in every 10 of all businesses in the Mbombela municipality (10,7%) experienced burglary in 2015, followed by robbery and shoplifting with 5,9% and 4,1% respectively. However, if a focus is placed on the 1 910 businesses that experienced crime, more than half (57,2%) experienced burglary, followed by robbery with 31,7% and shoplifting with 21,7%. The least experienced crime was kidnapping.

Table 18: Measures to prevent/reduce crime against business by population group

Measures to prevent/reduce crime against business	Population group				
	Black African	Coloured	Indian/Asian	White	Other
Installed or upgraded a security alarm	6 793	70	279	268	292
	18,5	36,9	38,1	71,1	23,0
Installed CCTV	7 457	88	346	507	336
	10,5	20,7	23,3	45,3	11,4
Hired security firm	7 150	87	335	434	320
	14,2	21,6	25,7	53,1	15,6
Sought advice from the police	6 847	89	340	743	317
	17,9	19,8	24,6	19,8	16,4
Moved/considered moving to another area	8 027	107	428	879	369
	3,7	3,6	5,1	5,1	2,6
No measure put in place	6 596	91	377	861	348
	20,9	18,0	16,4	7,0	8,2
Other	8 142	108	435	911	377
	2,3	2,7	3,6	1,6	0,5

*Note: More than one response was possible. Percentages do not add up to 100%.

Table 18 shows the distribution of businesses who took measures to protect themselves from crime in 2015 by population group of the owner/manager. Most businesses in the Mbombela municipality installed or upgraded a security alarm (23,0%); the highest percentage amongst these was done by businesses where the owner/manager is white (71,1%), Indian/Asian (38,1%) and coloured (36,9%). About 8,2% of businesses indicated that they put no measure in place to prevent crime, with 20,9% of black African business owners/managers indicating this, followed by coloureds (18,0%) and Indians/Asians (16,4%).

Figure 12: Role players in crime prevention or reduction

The percentage distribution of important role players in crime prevention or reduction as reported by businesses in Mbombela municipality in 2015 is shown in Figure 4. SAPS was rated as the most important role player in terms of crime prevention or reduction (85,8%), followed by police crime prevention officers (52,3%) and community policing forums (50,6%).

Table 19: Experience of crime by residency status

Experienced crime	Statistics	Permanent	Work permit	Asylum seeker/refugee	Other
Yes	Number	84	120	81	9
	Percentage	23,6	22,4	23,2	14,5
No	Number	272	416	268	53
	Percentage	76,4	77,6	76,8	85,5
Total		356	536	349	62

Table 19 shows the extent of crime experienced by non-South African citizens according to their residency status. Of non-South Africans with permanent residency status, 23,6% experienced crime, followed by asylum seekers/refugees (23,2%), those with a work permit (22,4%) and other (14,5%).

8. Technical notes

Below are activities within the statistical value chain (SVC) and methodology that was adopted during the survey.

8.1 Response details

Table 20: Response by results code

Final result codes summary	Per cent
Completed	73,6
Partly completed	2,9
Non-contact	5,0
Refusal	5,1
Business closed	9,2
Demolished	0,5
Listing error	3,2
Other non-response	0,4

*394 partly completed had usable data.

8.2 Survey requirements and design

The questionnaire design, testing of the questionnaire, data collection, computer programming, data capture, and data editing constituted the methodology used in this survey, as discussed below.

8.3 Questionnaire design

Stats SA has committed itself to the highest international standards of data collection. In this regard, without compromising South African values and concepts, the MEBS survey strives to bring the questionnaire content to international standards, so that comparative analyses with other countries can be undertaken. The MEBS questionnaire was developed based on the methodology used for Computer-Assisted Personal Interview (CAPI) device standard. The Stats SA CAPI questionnaire design standard for household surveys was also used as a normative reference. In order to minimise fieldworker and capturing errors, the questionnaire was largely pre-coded.

The questionnaire represents information about the businesses for which a proxy respondent (preferably business owner/manager) answered on behalf of the business. All analysis done in this report that included demographic variables was done using the demographic characteristics of the business owner or manager.

Table 21 summarises the details of the questions included in the MEBS CAPI questionnaire. The questions are covered in 10 sections, each focusing on a particular aspect.

Table 21: Contents of MEBS CAPI questionnaire

Section	Number of questions	Details of each section
1	11	This section covers the particulars of the owner or manager
2	05	The section covers the particulars of the business
3	12	This section captures details about the site where the business operates
4	10	Business management, operations and finances
5	14	Business expenditure and turnover
6	06	Business exports and imports
7	13	People employed in a business and business labour costs
8	15	Business registration and affiliation
9	05	Owner or manager's citizenship
10	13	Crime committed against the business
Total	104	

**Most questions in all sections had compulsory options to be completed by respondents, hence the questionnaire contained more than 104 questions.*

8.4 Data collection

The Stats SA dwelling frame was used as the population frame where all dwelling units with business activities were enumerated through face-to-face personal interviews. The questionnaire was deployed to mobile electronic devices which supported the use of CAPI. The household survey standards were adopted throughout the processes.

Stats SA conducted the MEBS survey in close collaboration with other role players from Mpumalanga DEDT. MEBS collected data from all informal businesses and covered some formal businesses in Mbombela Local Municipality.

Statistics South Africa is committed to meeting the highest ethical standards in its data collection processes. In addition to being bound to the Statistics Act, the MEBS, due to its sensitive nature, required additional measures to ensure that the integrity and well-being of the businesses are protected.

8.5 Editing and imputation

Quality monitoring was conducted on a continuous basis by a team of permanent Stats SA staff members and selected DEDT officials to ensure compliance with all field work quality dimensions as stipulated in the quality certification framework – the South African Statistical Quality Assessment Framework (SASQAF) – covering all phases of the MEBS SVC.

All questionnaires were synchronised to the headquarters server where they were stored, processed and downloaded for the post-capture process of editing and imputation. At each stage of checking, data was edited to ensure consistency. Data editing is concerned with the identification and, if possible, the correction of erroneous or highly suspect survey data. Data was checked for valid range, internal logic and consistency.

The focus of the editing process was on clearing up skip violations and ensuring that each variable only contains valid values. Very few limits to valid values were set and data was largely released as received from the field.

When dealing with internal inconsistencies, logical imputation was used, i.e. information from other questions was compared with the inconsistent information. If other evidence was found to back up either of the two inconsistent viewpoints, the inconsistency was resolved accordingly. If the internal consistency remained, the question subsequent to the filter question was dealt with by either setting it to missing and imputing its value

or printing a message of edit failure for further investigation, decision-making and manual editing. Hot-deck imputation was used to impute for missing values.

8.6 Non-response adjustment

In general, editing (i.e. invalid or inconsistent responses) and imputation (i.e. blanks within the questionnaire) was used for item non-response. The eligible businesses can be divided into two response categories: businesses and non-businesses; and weight adjustment is applied to account for the non-respondent business (e.g. refusal, non-contact).

8.7 Reliability of the survey estimates

The survey estimates for questions related to businesses are reliable and provide good estimates at the level that data was collected. The general rule of thumb is that if the number of cases in a cell is less than 5, the estimates should rather not be used. Alternatively, less than 5 unweighted cases per cell should also be regarded as too small to provide reliable estimates.

8.8 Comparability with previous surveys

Since MEBS is the first of its kind, it will be used as a comparative survey for future purposes.

8.9 Limitations of the MEBS survey

The accuracy of statistics is influenced by the ability of people to recall past information. The longer the elapsed time period, the less likely it is that information will be recalled accurately.

9. List of acronyms and abbreviations

CAPI	Computer-Assisted Personal Interview
CIPC	Companies and Intellectual Property Commission
CPF	Community policing forum
DEDT	Department of Environmental Affairs and Tourism
ICT	Information and communication technology
MEBS	Mpumalanga Employment and Business Survey
SAPS	South African Police Service
SMME	Small, medium and micro enterprise
Stats SA	Statistics South Africa
VAT	Value-added tax

10. Appendix

Table 22: Number of businesses that are owned by single owners by place, industry and sex

	Men		Women		Total	
	Number	Per cent	Number	Per cent	Number	Per cent
Main place	3 971	100,0	4 399	100,0	8 376	100,0
Hazyview	382	9,6	430	9,8	812	9,7
Kabokweni	931	23,4	981	22,3	1 912	22,8
Kanyamazane	436	11,0	470	10,7	906	10,8
Matsulu	378	9,5	490	11,1	868	10,4
Mbombela Central	404	10,2	574	13,0	981	11,7
Msogwaba	729	18,4	758	17,2	1 489	17,8
Swalala	359	9,0	359	8,2	719	8,6
White River	352	8,9	337	7,7	689	8,2
Industry	3 971	100,0	4 399	100,0	8 376	100,0
Agriculture	43	1,1	52	1,2	95	1,1
Mining						
Manufacturing	323	8,1	289	6,6	613	7,3
Utilities	2	0,1	2	0,0	4	0,0
Construction	101	2,5	25	0,6	126	1,5
Trade	2 622	66,0	3 035	69,0	5 661	67,6
Transport	93	2,3	44	1,0	138	1,6
Finance	337	8,5	301	6,8	638	7,6
Community and social services	450	11,3	651	14,8	1 101	13,1

Table 23: Number of single owners

	Men		Women		Total	
	Number	Per cent	Number	Per cent	Number	Per cent
Population group	3 971	100,0	4 399	100,0	8 376	100,0
Black African	3 249	81,8	4 126	93,8	7 375	88,0
Coloured	40	1,0	39	0,9	79	0,9
Indian/Asian	309	7,8	21	0,5	330	3,9
White	218	5,5	192	4,4	410	4,9
Other	155	3,9	21	0,5	182	2,2
Age	3 971	100,0	4 399	100,0	8 376	100,0
Youth	1 619	40,8	1 325	30,1	2 944	35,1
Adults	2 121	53,4	2 793	63,5	4 914	58,7
Senior citizens (+65 yrs)	213	5,4	270	6,1	483	5,8
Unspecified	18	0,5	11	0,3	35	0,4
Highest level of education	3 971	100,0	4 399	100,0	8 376	100,0
No schooling	287	7,2	569	12,9	856	10,2
Primary school not completed	423	10,7	620	14,1	1 043	12,5
Primary school completed	186	4,7	231	5,3	417	5,0
Secondary school not completed	1 219	30,7	1 306	29,7	2 525	30,1
Secondary school completed (Matric)	1 494	37,6	1 347	30,6	2 841	33,9
Tertiary	331	8,3	292	6,6	623	7,4
Other	31	0,8	34	0,8	71	0,8
Citizenship	3 971	100,0	4 399	100,0	8 376	100,0
South African	3 108	78,3	4 146	94,2	7 256	86,6
Non-South African	858	21,6	247	5,6	1 105	13,2
Unspecified	5	0,1	6	0,1	15	0,2
Number of businesses	3 971	100,0	4 399	100,0	8 376	100,0
One business	3 681	92,7	4 223	96,0	7 904	94,4
More than 1 business	275	6,9	163	3,7	438	5,2
Unspecified	15	0,4	13	0,3	34	0,4

Table 24: Reasons for not reporting crime

Crime experience		Crime experienced		Total
		South African	Non-South African	
Experienced crime	Number	1 608	294	1 902
	Percentage	84,5	15,5	19,1
Did not experience crime	Number	7 074	1 009	8 083
	Percentage	81,5	77,4	81,0

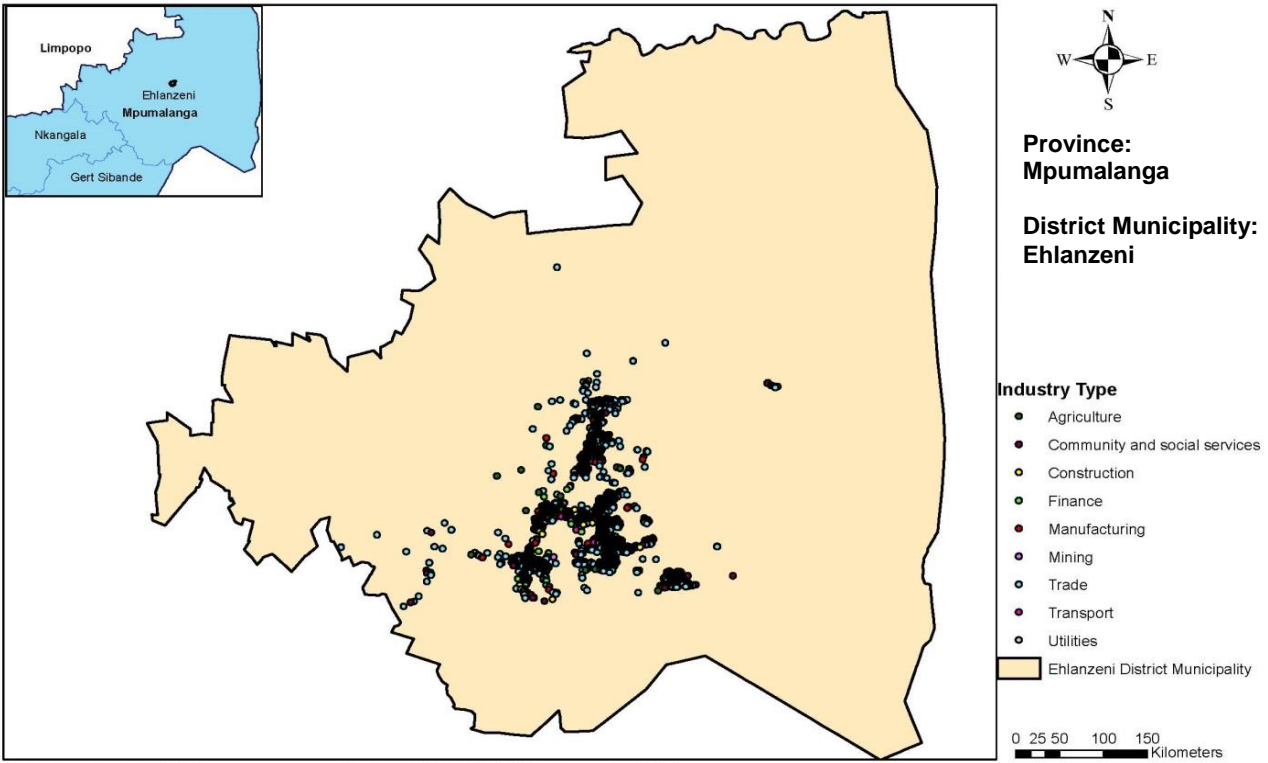
Table 25: Reasons for not reporting crime

Reasons for not reporting crime	Population group					All Population Groups
	Black African	Coloured	Indian/Asian	White	Other	
Not serious enough	24,1	42,9	15,2	37,8	37,5	24,8
Solved it myself	20,9	28,6	12,1	16,2	25,0	20,3
Inappropriate for police	6,0	.	6,1	5,4	12,5	6,0
Reported to other authorities	0,9	.	.	5,4	.	1,1
My family resolved it	5,6	.	9,1	.	.	5,3
No insurance	0,4	0,3
Police could do nothing	19,2	28,6	21,2	10,8	12,5	18,8
Police won't do anything	14,5	.	21,2	8,1	.	14,1
Fear of police	1,3	.	6,1	.	12,5	1,6
Didn't dare	0,6	.	3,0	2,7	.	0,8
Other reasons	3,6	.	6,1	8,1	.	3,9
Do not know	3,0	.	.	5,4	.	2,9

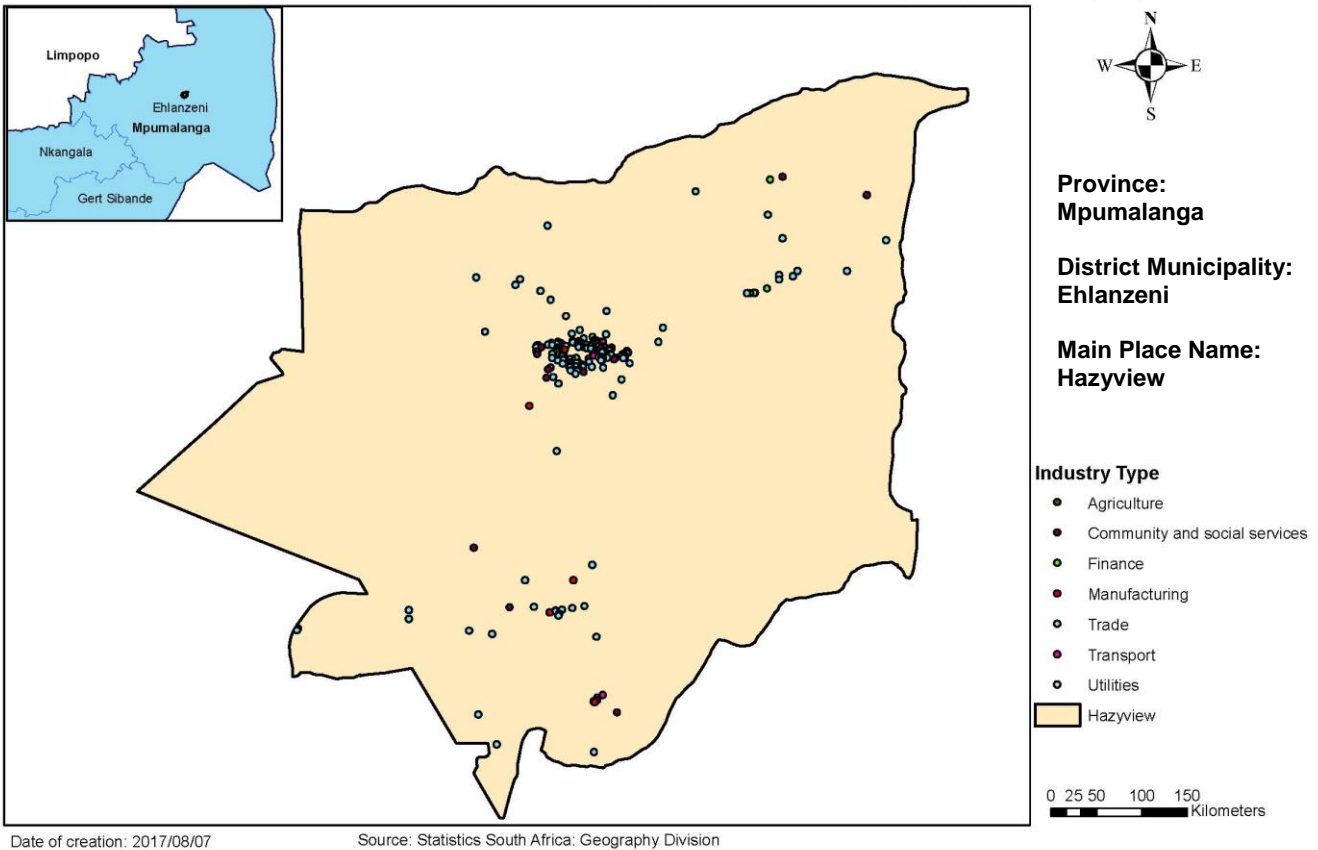
Table 26: Reasons for dissatisfaction with the service of the police

Reasons for dissatisfaction with the service of the police	Population group					All Population Groups
	Black African	Coloured	Indian/Asian	White	Other	
Police not visible enough in the area	24,1	28,2	23,9	24,7	26,5	24,3
Police involved in corruption	19,8	30,8	18,7	17,5	27,9	19,8
Police do not react in time	33,2	23,1	32,8	32,5	30,9	32,9
Police do not catch offenders	15,4	10,3	17,9	15,5	10,3	15,3
Police not interested in crimes reported by businesses	6,2	5,1	5,2	5,7	4,4	6,1
Other	1,3	2,6	1,5	4,0	.	1,6

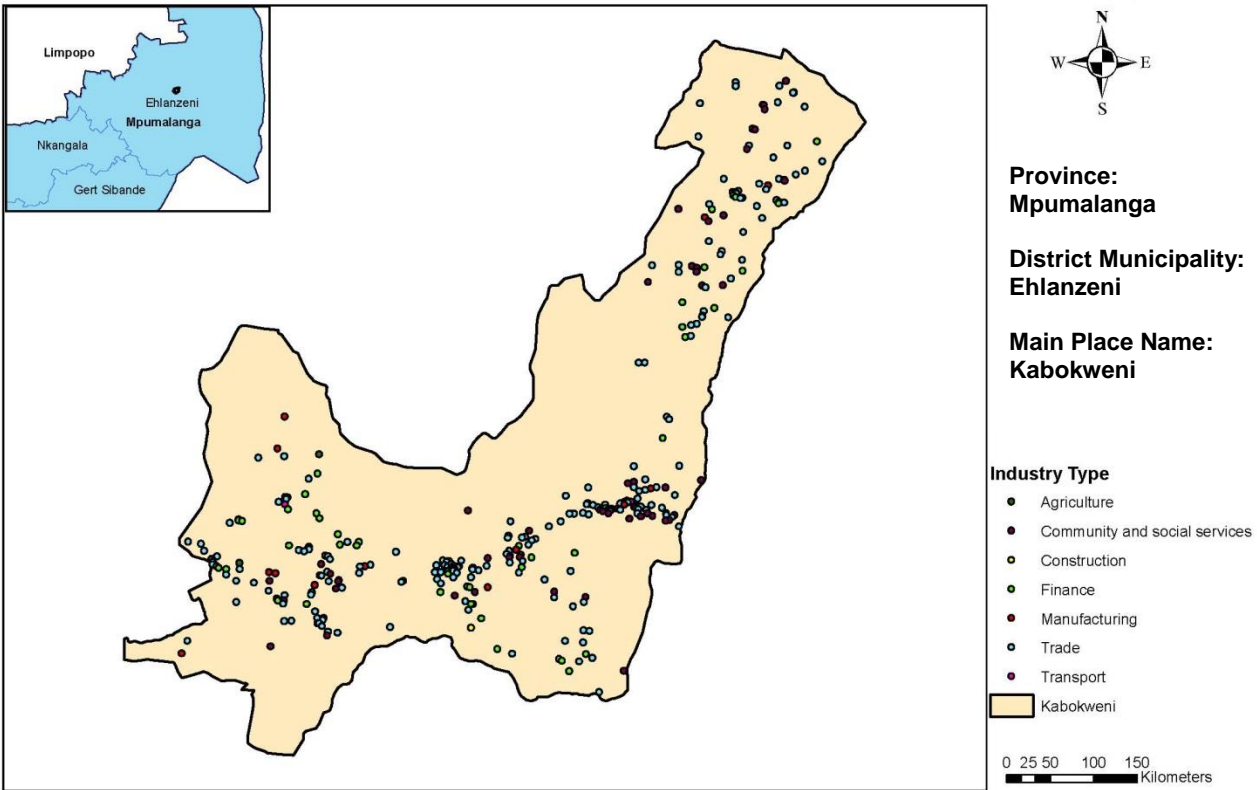
Distribution of Economic Activities in Ehlanzeni District Municipality by Industry Type



Distribution of Economic Activities in Hazyview-Mpumalanga by Industry Type



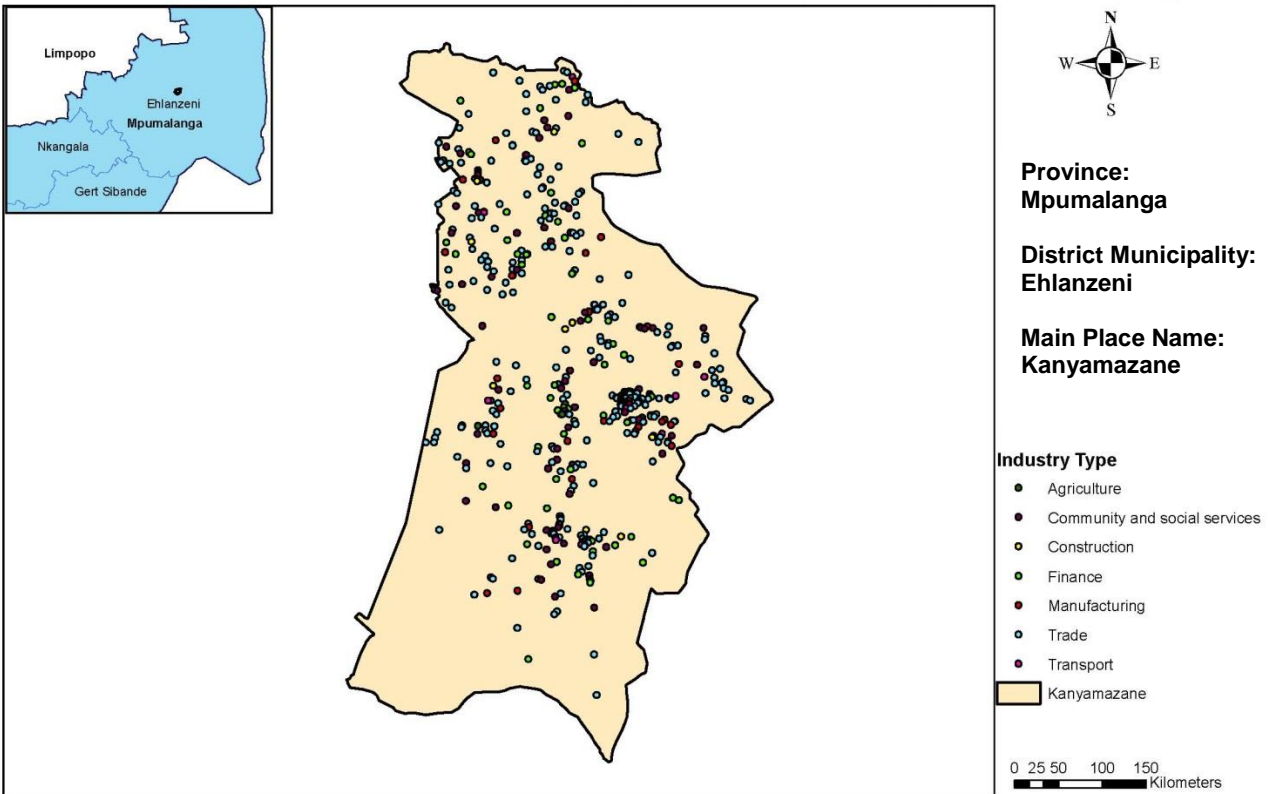
Distribution of Economic Activities in Kabokweni-Mpumalanga by Industry Type



Date of creation: 2017/08/07

Source: Statistics South Africa: Geography Division

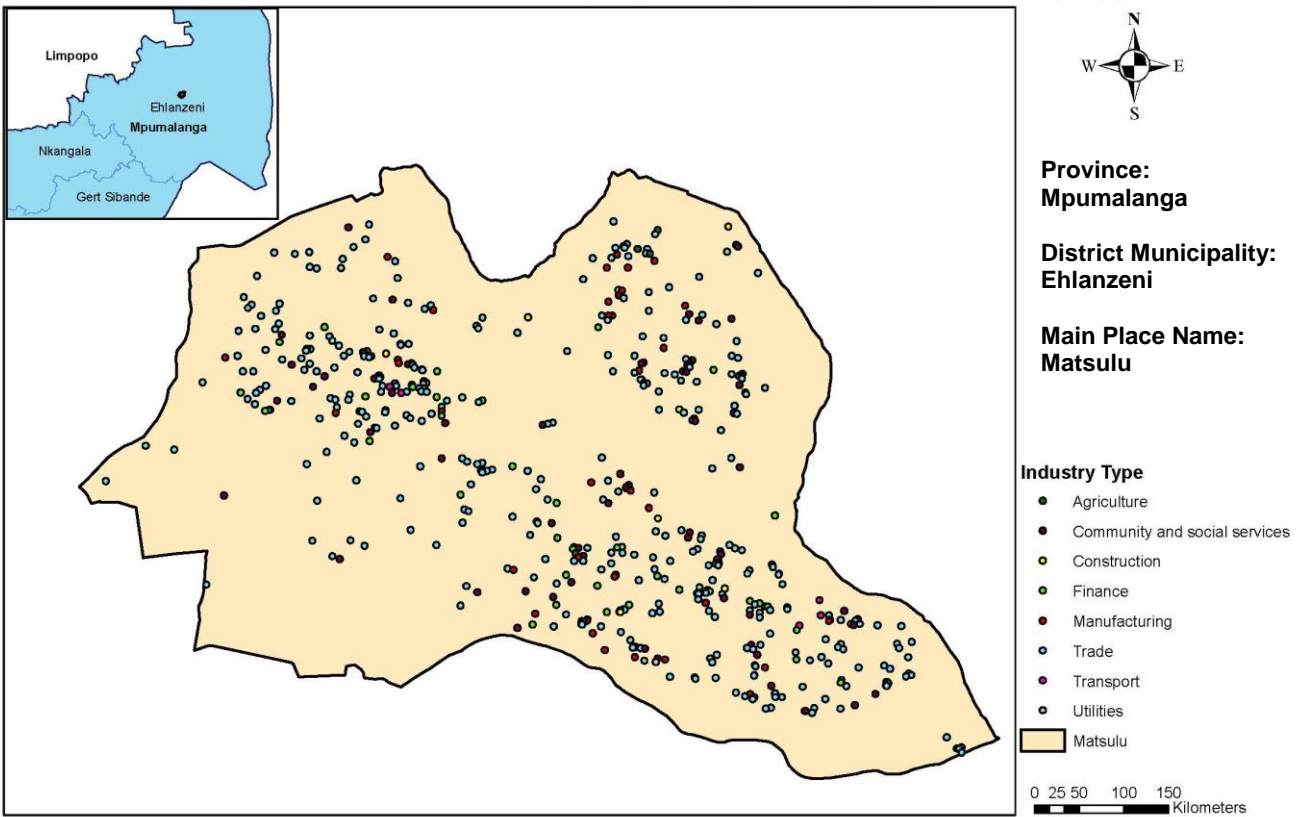
Distribution of Economic Activities in Kanyamazane-Mpumalanga by Industry Type



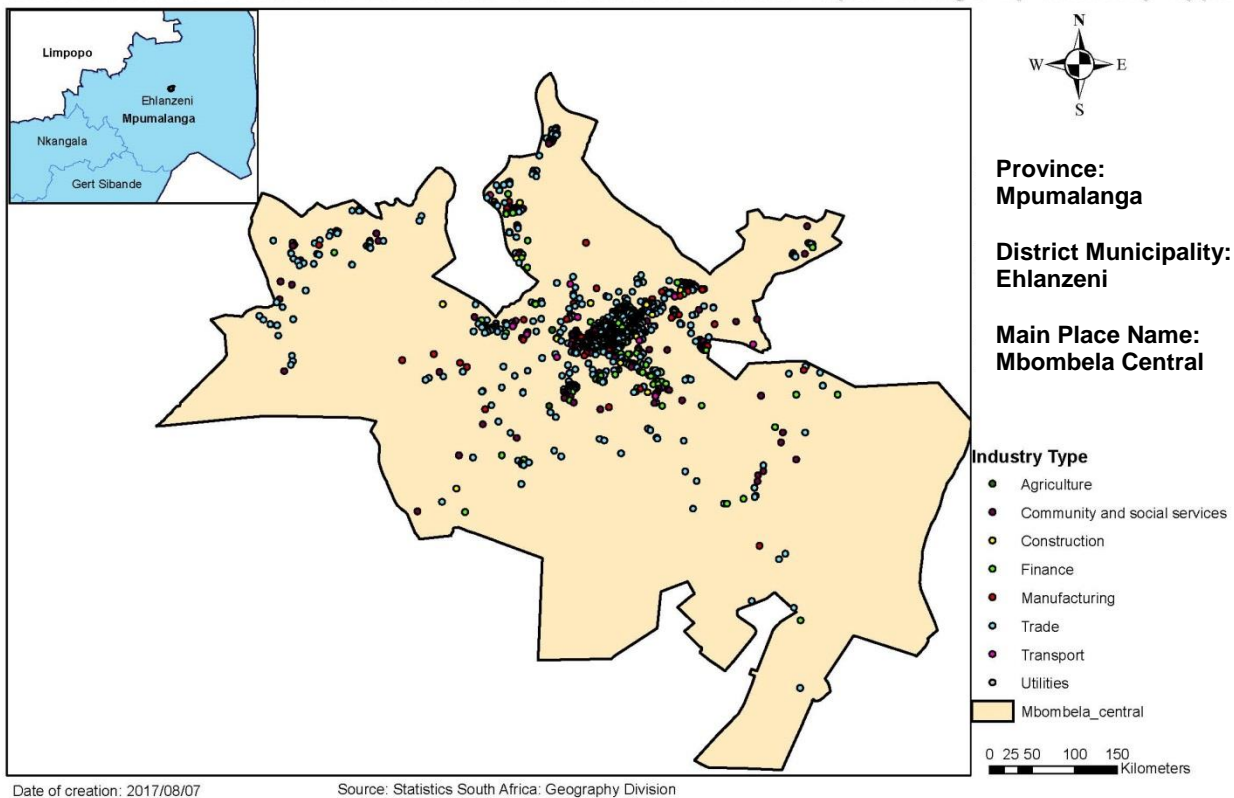
Date of creation: 2017/08/07

Source: Statistics South Africa: Geography Division

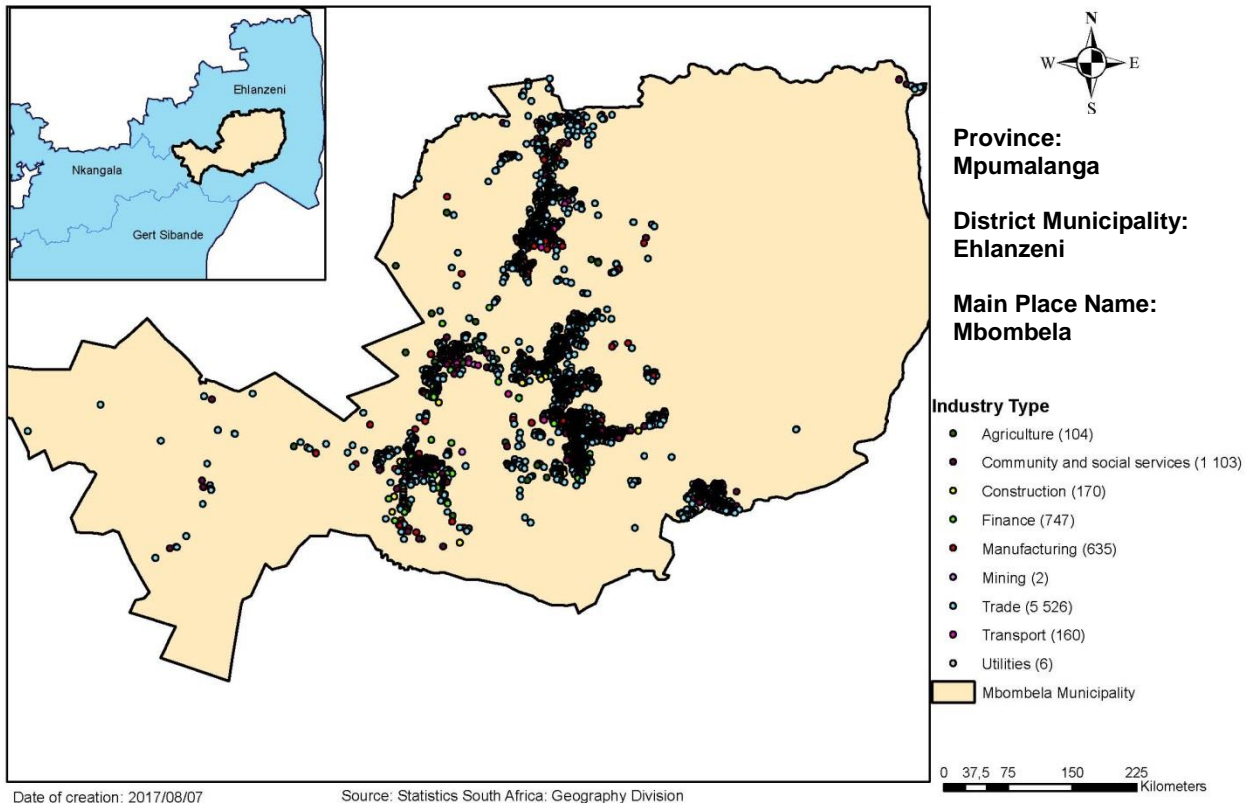
Distribution of Economic Activities in Matsulu-Mpumalanga by Industry Type



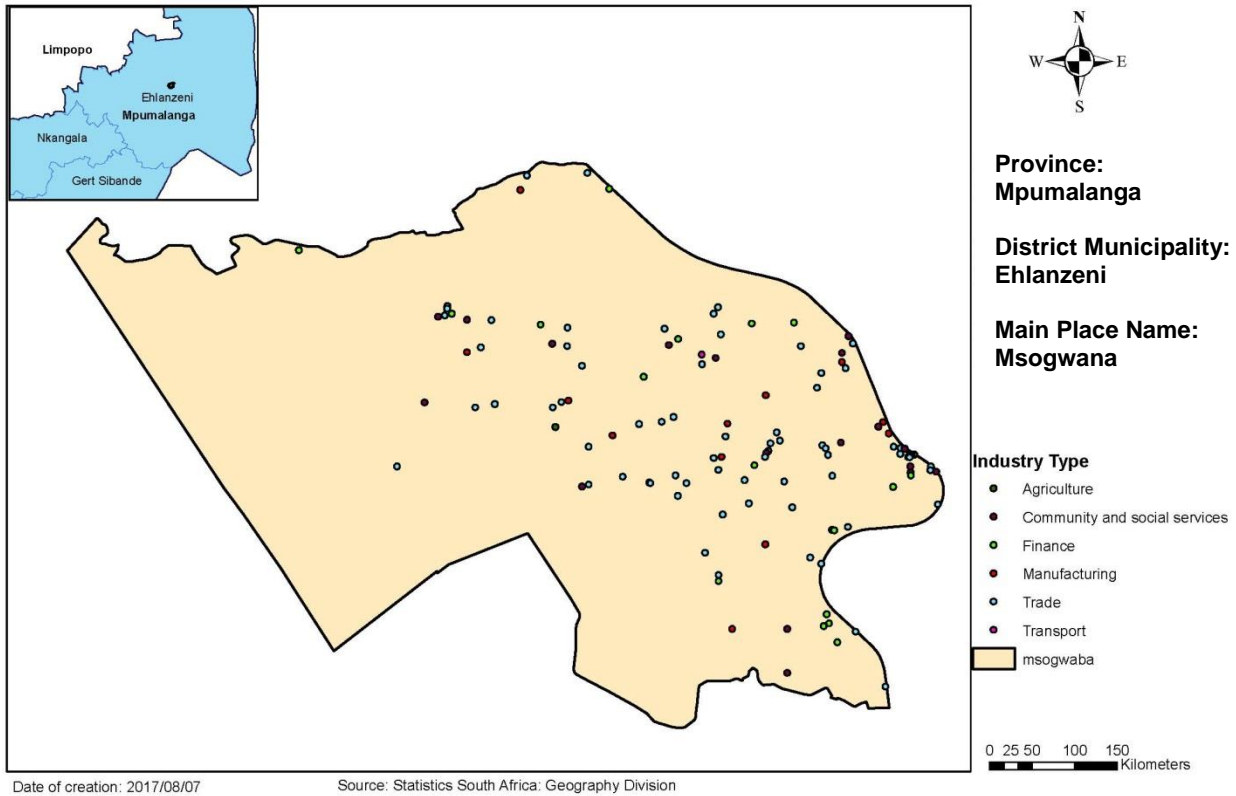
Distribution of Economic Activities in Mbombela Central-Mpumalanga by Industry Type



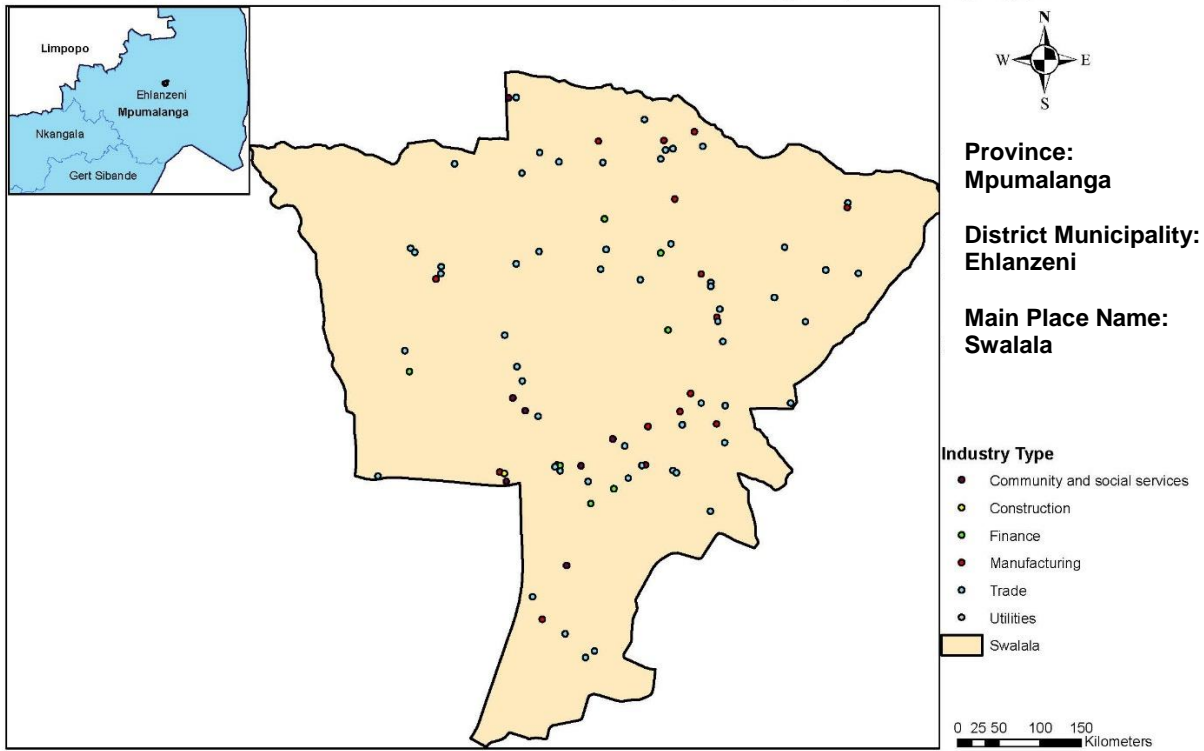
Distribution of Economic Activities Within the Mbombela Municipality by Industry Type



Distribution of Economic Activities in Msogwaba-Mpumalanga by Industry Type



Distribution of Economic Activities in Swalala-Mpumalanga by Industry Type



Distribution of Economic Activities in White River-Mpumalanga by Industry Type

