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| ***English*** | ***CUSTOMER SATISFACTION SURVEY 2020/2021*** |  |
| ***WARD No. \_\_\_\_\_\_\_\_\_\_*** | ***QUESTIONNAIRE NO.\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_*** |

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| --- | --- | --- | --- |
| **Name of**  **Interviewer** |  | **Date Of Interview *[dd/mm/yy]*** | **\_\_\_\_/\_\_\_\_/\_\_\_\_\_\_\_\_** |

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| --- | --- | --- | --- |
|  | **FIELDWORK ADMINISTRATION** | |  |
|  | ADDRESS | |  |
| **A.1 House Number** | **A1.1 Flat / Complex Name (if applicable)** | **A.2 Street Name** | **A.3 Residential Area/Ward Number** |
|  |  |  |  |

# 1) Introduction and Screening Questions

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| **INTRODUCTION:** |
| Good day. May I speak to the household head? My name is ……………. I am from Msunduzi Municipality to conduct the Customer Satisfaction Survey. The Municipality would like to hear your views and the interview will take about 20 minutes. Your household was randomly selected to participate in the survey, which is confidential.    Are you the head or Spouse and would you like to participate in the survey?  Do any of the members of this household work for the Msunduzi Municipality? |

**Could we have your telephone as Msunduzi Municipality may phone you back for quality assurance purposes?**

**Telephone Number**\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

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| **1.1** | Name of the Household Head or their husband/wife/partner answering | *Write in*  *Name:\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_* |  |
| **1.2** | What is your Occupational Status? | 1. = Employed 2. = Not Economically Active/ Unemployed / Pension | Write the code below |
| **1.3** | What is your Gender | 1. = Male 2. = Female |  |
| **1.4** | What is your Race | 1. = African 2. = White 3. = Coloured 4. = Asian |  |

**2) THIS SECTION IS ABOUT HOUSING AND HOME IMPROVEMENT**

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| --- | --- | --- | --- |
| **2.1** | **Which type of dwelling does this household occupy? (Interviewer mark from observation)** | | **Write the code below** |
| **Formal** | 1. = House or formal structure on a separate stand 2. = Formal Low cost housing provided by Government (RDP Housing) 3 = Flat in a block of flats 3. = Town/cluster/semi-detached house (simplex/duplex or triplex) 4. = Unit in retirement village 5. = Room/ flatlet in main dwelling 6. = House/flat/room, in backyard |  |
| **Informal** | 1. = Informal dwelling/shack, NOT in backyard, e.g. in a squatter settlement 2. = Informal dwelling/shack, IN the backyard of a formal house |
| **Traditional** | 10 = Traditional dwelling/hut/structure made of traditional materials |
|  | **Other** | 11 = Other (Specify)  \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ |  |

## 3) THIS SECTION IS ABOUT TOILETS

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| **3.1** | What type of toilet facility is available to this house? | 1. = Flush Toilet 2. = Ventilated Improved Pit Latrine (VIP) 3. = Basic Pit Latrine 4. = Chemical Toilet 5. = Urine diversion Toilet 6. = Communal Toilets 7. = Other | **Write the code below** |
| **3.2** | How satisfied have you been with the toilet over the past year? | 1 = Very Satisfied / 2 =Satisfied./ 3 = Slightly satisfied / 4 = Dissatisfied / 5 = Very dissatisfied |  |
| **3.3** | If dissatisfied or very dissatisfied with the toilet, why is this? |  |  |

## 4) THIS SECTION IS ABOUT REFUSE REMOVAL

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| **4.1** | How is the refuse or?  rubbish of this household disposed of? | 1. = Refuse bags removed from the house by local authority /contractors at least once a week 2. = Refuse bags removed from the house by local authority/contractors, less often 3. = Removal by local authority /contractors from community refuse container 4. = Placed on communal refuse dump but not collected by local authority/contractors 5. = Placed on own refuse dump but not collected by local authority/contractors   98 = Other means of disposal: specify: (eg burnt in pit)\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ | |  |
| **4.2** | How satisfied have you been with refuse removal over the past year? | | 1 = Very Satisfied / 2 =Satisfied  3 = Slightly satisfied / 4 = Dissatisfied  5 = Very dissatisfied |  |
| **4.3** | If dissatisfied or very dissatisfied with refuse removal, why is this? | |  |  |
| **4.4** | Over the last year has this household reused or recycled waste. | | 1. = Yes 2. = No |  |
| **4.5** | Does the area where you live have hardly any litter, moderate or extremely bad litter? | | 1. – hardly any litter 2. = moderate litter 3. = extremely bad litter |  |
| **4.6** | Does Pietermarizburg Business District have hardly any litter, moderate or extremely bad litter? | | 1. – hardly any litter 2. = moderate litter 3. = extremely bad litter |  |

**5) SECTION IS ABOUT WATER SUPPLY**

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| **5.1** | What is the main water source for this household? | 1. = Piped water in dwelling from full pressure pipes 2. = Piped water in dwelling from roof tank 3. = Ground tanks next to the house 4. = Yard Taps 5. = Street standpipes 6. = Borehole / rainwater tank / well 7. = Dam / river / stream / spring 8. = Other: ie water kiosk, tanker, from nearby house |  |
| **5.2** | How satisfied have you been with the water supply over the past year? | 1 = Very Satisfied / 2 =Satisfied  3 = Slightly satisfied / 4 = Dissatisfied  5 = Very dissatisfied |  |
| **5.3** | If dissatisfied or very dissatisfied with the water supply, why is this? |  |  |
| **5.4** | Over the last year has this household reduced the amount of water consumed | 1 = Yes / 2 = No / 3 = unsure |  |
| **5.5** | Do you know the number to call for water faults | 1. = Yes 2. = No |  |

## 6) THIS SECTION IS ABOUT ENERGY

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
|  | **What energy source is most used for:** | | |  |
| **6.1** | Cooking | 1. = Electricity 2. = Gas 3. = Paraffin 4. = Wood 5. = Coal 6. = Dung 7. = Other | | **Write the code below** |
| **6.2** | Lighting | 1= Electricity   1. = Gas 2. = Paraffin 3. = Candles 5 = Other | |  |
| **6.3** | What is the main type of electrical supply that this house has? | 1. = Electricity with conventional meters 2. = Electricity with prepaid card 3. = Renewable Electricity supply: Solar, Wind, 4. = Generators Petrol/diesel generators 5. = Dwelling does NOT have electricity | |  |
| **6.4** | How satisfied have you been with the electricity supply over the past year? | | 1. = Very Satisfied 2. =Satisfied 3. = Slightly satisfied 4. = Dissatisfied 5. = Very dissatisfied |  |
| **6.5** | If dissatisfied or very dissatisfied with electricity, why is this? |  | |  |
| **6.6** | Do you know the number to call for electricity faults? |  | |  |

## 7) THIS SECTION IS ABOUT FAULT REPORTING

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|  |  | Have you reported faults in last 12 months (Yes/No) | Were you satisfied with the Repairs |
| **7.1** | Water |  |  |
| **7.2** | Toilet/Sewer |  |  |
| **7.3** | Refuse |  |  |
| **7.4** | Electricity |  |  |

## 8) THIS SECTION IS ABOUT INFORMAL SETTLEMENTS

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|  | When it comes to **informal settlements (shack dwellings),** how would you rate the performance of Msunduzi on …? | Performance  1 = Very Good / 2 = Good  3 = Fair / 4 = Poor  5 = Very Poor / 6 = Unsure |
| **8.1** | Managing growth of informal settlements |  |
| **8.2** | Providing state subsidised housing (RDP) |  |
| **8.3** | Providing access to water in informal areas |  |
| **8.4** | Providing access to electricity in informal areas |  |
| **8.5** | Providing refuse removal services in informal areas |  |
| **8.6** | Providing sanitation in informal areas |  |

**9) THIS SECTION IS ABOUT ROADS & STREETLIGHTS**

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| --- | --- | --- |
|  |  | 1. = Very Good 2. = Good 3. = Fair 4. = Poor 5. = Very Poor |
| **9.1** | How would you rate the performance of Msunduzi on ensuring that the roads around where you live are regularly maintained and potholes are fixed |  |
| **9.2** | There being clear Road signage |  |
| **9.3** | There being clear line markings on the roads |  |
| **9.4** | There being sufficient street lighting where you live |  |
| **9.5** | Street lights being quickly fixed when they stop working |  |
| **9.6** | Traffic lights (Robots) being in working order and fixed speedily when faulty |  |
| **9.7** | Are there storm water drains in your area? | 1 = yes / 2 = no |
| **9.8** | After heavy rain does the water drain away from the area where you live? | 1= drains away quickly  2= drains away slowly |

**10) THIS SECTION IS ABOUT LAW ENFORCEMENT**

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| **10.1** | And thinking about **law enforcement,** how would you rate the performance of Msunduzi on: | 1. = Very Good 2. = Good 3. = Fair 4. = Poor 5. = Very Poor |
| **10.1.1** | There being a visible presence of traffic enforcement on roads |  |
| **10.1.2** | There being a visible presence of law enforcement officers in Public Spaces |  |
| **10.1.3** | Enforcing policy regarding illegal land settlement |  |
| **10.1.4** | Action being taken against illegal dumping |  |
| **10.1.5** | Action being taken against illegal street trading |  |
| **10.1.6** | Complaints about noise and other disturbances being acted on |  |

## 11) THIS SECTION IS ON EMERGENCY SERVICES

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| **11.1** | When it comes to **fire and emergency services,** have you utilised these services andhow would you rate the performance of Msunduzi Municipality on …? | 1. *= weekly,* 2. *= monthly,* 3. *= once a year,* 4. *= less than once a year,* 5. *= never/not aware* | 1. = Very Good 2. = Good 3. = Fair 4. = Poor 5. = Very Poor |
|  | **how often do you utilise** |  |  |
| **11.1.1** | Emergency Response |  |  |
|  | **how would you rate the performance on** |  |  |
| **11.1.2** | Emergency Call Centre contact numbers are clearly and regularly communicated |  |
| **11.1.3** | How easy it is to get through to an emergency services operator |  |
| **11.1.4** | Having Emergency Call-centre staff who speak your language |  |
| **11.1.5** | Emergency Rescue workers arrive at emergency situations quickly |  |
| **11.1.6** | Emergency Rescue workers deal with the emergency efficiently |  |
| **11.1.7** | Receiving quality and helpful service from Fire and Rescue personnel |  |
| **11.1.8** | Even if you have not had to call Emergency Services. How do you rate their performance in dealing with emergencies? |  |

## 12) THIS SECTION IS ABOUT BILLING

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| **12.1** | Does this household receive a Municipal Account? | 1. = Yes 2. = No   99= Not applicable | **Write the code below** | |
|  | If No or not applicable, ie property value <R120K, rent, etc, then **skip questions below** | | | |
| **12.1.1** | Is the Municipal Account sent to you monthly? | | 1. = Yes 2. = No |  |
| **12.1.2** | Do you receive the bill by post or electronically (eMail) | | 1. = post 2. = electronically(**skip to 6.1.4)** |  |
| **12.1.3** | Would you like to receive the bill electronically (eMail) | | 1 = Yes / 2 = No |  |
| **12.1.4** | Is the Municipal Account clear and easy to understand? | | 1 = Yes / 2 = No |  |
| **12.1.5** | Have there ever been problems with the Municipal Account? | | 1 = Yes / 2 = No |  |
| **12.1.6** | Do you personally pay the account? | | 1 = Yes / 2 = No |  |
| **12.1.7** | How is the account paid: by debit order or electronic transfer? | | 1 = Yes  **/** 2 = No |  |
| **12.1.8** | :over the counter at the Municipal Office? | | 1 = Yes  **/** 2 = No |  |
| **12.1.9** | :over the counter at a Post Office, Supermarket etc? | | 1 = Yes / 2 = No |  |

## 13) THIS SECTION IS ABOUT THE CALL CENTRE AND MUNICIPAL OFFICES

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| **13.** | Thinking about **Call Centres and Municipal Offices,** how frequently do you utilise these andhow would you rate the performance on….?. | *Frequency*   1. *= weekly,* 2. *= monthly, 3 = once a year,*   *4 = less than once a year, 5 = never/not aware.* | Performance   1. = Very   Good   1. = Good 3 = Fair 2. = Poor 3. = Very Poor   0 = Not aware |
| **13.1** | How frequently do you utilise these services? **(** |  |  |
|  |  |
| **13.2** | There being call centre operators who can personally deal with your queries or transfer you to someone who can |  |  |
| **13.3** | There being a knowledgeable person who can answer your query |  |  |
| **13.4** | There being convenient payment options for municipal services, licences and fines |  |  |
| **13.5** | The municipality having staff who speak your language |  |  |
| **13.6** | There being short queues and waiting times at its offices |  |  |
| **13.7** | Providing affordable services |  |  |
| **13.8** | Offices having convenient opening hours |  |  |
| **13.9** | You getting a prompt response when you phone or email them |  |  |
| **13.10** | Keeping you informed of initiatives and changes to services |  |  |
| **13.11** | Staff being motivated and determined to assist in resolving your query or complaint |  |  |
| **13.12** | Staff at municipal offices being friendly and helpful in dealing with people |  |  |
| **13.13** | Forms, procedures and processes being customer-friendly |  |  |
| **13.14** | Swiftly processing applications and other forms |  |  |
| **13.15** | Municipal offices being conveniently located |  |  |

## 14) THIS SECTION IS ABOUT COMMUNICATION

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| **14.** | The Municipality consults the public when drafting the Integrated Development Plan (IDP), which outlines service delivery strategies. | | **Write the code below** |
| **14.1** | Are you aware of Integrated Development Plan workshops being held in the last year? | 1. = Yes 2. = No |  |
| **14.2** | If so, did you or a member of an organisation that you belong to attend the workshop? | 1. = Yes 2. = No |  |
| **14.3** | In the last year have you attended any other consultative meeting with the Municipality? | 1. = Yes 2. = No |  |
| **14.4** | Are you satisfied with the opportunities that you have for consultation on Municipal affairs? | 1. = Yes 2. = No |  |
| **14.2** | When looking for information on Msunduzi Municipality would you use the following sources? | | **Write the code below** |
| **14.3** | Print media (newspapers, magazines) | 1. = Yes 2. = No |  |
| **14.4** | Broadcast media (Television and Radio) | 1. = Yes 2. = No |  |
| **14.5** | Online media (social networks, web sites) | 1. = Yes 2. = No |  |
| **14.6** | Msunduzi Public Meetings | 1. = Yes 2. = No |  |

**15) THIS SECTION IS ABOUT BATHO PELE PRINCIPLES**

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| **15** | Please indicate your level of agreement with each statement below | 1. = Strongly Agree 2. = Agree 3. = Slight agreement 4 = Disagree 5 = Strongly disagree |
| **15.1** | The Msunduzi Municipality consults citizens about the services they need. |  |
| **15.2** | Citizens are told what level and quality of public services they can expect to receive |  |
| **15.3** | All citizens have equal access to the services to which they are entitled. |  |
| **15.4** | Citizens are treated with courtesy and consideration. |  |
| **15.5** | Citizens are given full, accurate information about the public services they are entitled to receive. |  |
| **15.6** | Citizens are told how services / departments are run, costs and who is in charge |  |
| **15.7** | It is easy for citizens to lodge a complaint/enquiry |  |
| **15.8** | Citizens who pay for services get value for their money and Municipal funds are spent wisely |  |

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| **15.9** | How satisfied are you with Municipal service delivery over the past year?   1. = Very Satisfied 2. =Satisfied 3. = Slightly satisfied 4 = Dissatisfied   5 = Very dissatisfied. |  |
| **15.10** | If satisfied or very satisfied, why is this? |  |
| **15.11** | If dissatisfied or very dissatisfied, why is this? |  |

Completed survey must be sent to [Lacil.Pillay@msunduzi.gov.za](mailto:Lacil.Pillay@msunduzi.gov.za) or [Thandokuhle.Zuma@msunduzi.gov.za](mailto:Thandokuhle.Zuma@msunduzi.gov.za) by no later than close of day 17:00pm on the 4th of November 2020.

For enquiries please contact any of the following Staff of Msunduzi Municipality:

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