



CUSTOMER SATISFACTION SURVEY QUESTIONNAIRE

February - March 2018

QUESTIONNAIRE NUMBER	
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SECTION A: DEMOGRAPHIC PROFILE

TYPE OF AREA YOU LIVE IN

Area	Code
Formal Township	1
Inner City/Flats	2
Informal Settlement	3
Suburb	4
Rural Settlement	5

Gender	Code
Male	1
Female	2
Other	3

Race	Code
African	1
White	2
Indian	3
Coloured	4
Other	5

Age Group	Code
18 to 25	1
26 to 45	2
46 to 60	3
60+	4

Education Level	Code
None	1
Grade 1 – 7	2
Grade 8 - 10	3
Grade 11 -12	4
Diploma	5
Degree	6
Honours	7
Masters	8
Phd	9

Monthly Income	Code
None	1
R1 – R 3 000	2
R 3 500 – R 5 000	3
R 5 500 – R 10 000	4
More than R 20 000	5
N/A	6

Household Size	Code
1-3	1
4-6	2
7-8	3
More than 8	4

1. (a) Indicate whether you reside in owned or rented

Owned	1
Rented	2
Government Subsidised	3

1. (b) How long have you lived in this area?

Less than six months	1
6 months – 12 months	2
1 year – 3 years	3
3 years – 5 years	4
5 years – 10 years	5
10 years – 20 years	6
More than 20 years	7

2. (a) Do you know your Ward Number?

YES	1	NO	2
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2. (b) Do you know your Ward Councillor?

YES	1	NO	2
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3. How accessible are the Local Municipal Offices from your area?

Municipal Offices	Code
1. Easily Accessible	1
2. Not Easily Accessible	2
Is it a walkable distance? (Estimate Kilometres) Comments:	

4. (a) Does the Municipal Buildings cater for people with disabilities?

YES	1	NO	2
If response is "No" Comments:			

5. (b) Does the Municipal Buildings cater for the elderly?

YES	1	NO	2
If response is "No" Comments:			

6. Are you satisfied with the neatness and cleanliness of the municipal building:

	Satisfied	Not Satisfied	Don't Know
	1	2	3
If Not Satisfied why?			

7. Does the Municipality cater for all dominant languages?

YES	1	NO	2
If response is "No" Comments:			

SECTION B: MUNICIPAL SERVICES

Basic Household Services

1. Service Level Definitions

Service Level	Minimal (Value=1)	Basic (Value=2)	Full (Value=3)	Comments:
Water provision	Communal tap more than 200m away or no access to water (more than 2 minutes' walk)	Communal tap less than 200m away (less than 2 minutes' walk)	Metered in-house supply or yard standpipe	
Sanitation	Buckets/pit toilets (either communal or in yard)	VIP/chemical toilets (either communal or in yard)	Flush toilet (either waterborne or septic tank)	
Storm Water	No storm water drainage	Drainage ditches	Proper formal storm water drainage	

2. Indicate hereunder the level of services used and the household satisfaction levels with each of the listed basic household services types. Service level definitions are provided below.

Services	Service Level					Satisfaction: 1= Very Poor 2= Poor 3= Average 4= Good 5= Very Good	Comments
Sanitation	1	2	3	4	5		
Storm Water	1	2	3	4	5		
Water provision	1	2	3	4	5		
Electricity	1	2	3	4	5		
Housing	1	2	3	4	5		

Billing and payment

3. Rate the price/cost of each of the following tariffs/rates (Value for Money)

1= Very Poor 2= Poor 3= Average 4= Good 5= Very Good					
Tariffs/Rates	1	2	3	4	5
Water provision	1	2	3	4	5
Electricity	1	2	3	4	5
Other (please specify:					

4. (a) Do you receive an account for municipal services for example: water & electricity bills?

YES	1	NO	2	N/A	3
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4. (b) If YES, please rate your satisfaction with the following:

	Satisfied	Not Satisfied	Don't Know
	1	2	3
If Not Satisfied: Is it To High or To Low or inaccurate?			

5. If NOT, do you think the municipality provides proper channels in dealing with your account queries:

Comments:

SECTION C: CUSTOMER CARE

1. Are you aware of Sizakala Customer Care Service Centres?

YES	1	NO	2
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2. Have you ever contacted your municipal offices on any of the below

Water	Electricity	Sanitation	Other please specify:
1	2	3	4
Other:			

3. If you have contacted the Sizakala Customer Service Centres during the past 12 months, please rate your satisfaction with their handling of your enquiries.

1= Very Poor 2= Poor 3= Average 4= Good 5= Very Good					
1	2	3	4	5	If You have not Skip
Comments:					

4. Do you receive notification from the municipality on service interruption?

YES	1	NO	2
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5. If Yes what method does the municipality use?

Comment on Method Used:

6. Are you satisfied with the method used?

YES	1	NO	2
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If No Comments:

SECTION D: COMMUNICATION

1 How do you receive information about service delivery?

Methods	Code
Radio	1
Newspapers:	2
Notices in mail box at home	3
Ward Councillor	4
Imbizo	5
Loud Hailing	6
Bulk SMS	7
Other (please specify)	8
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2 Which method of communication do you prefer and why?

Comments:

3. Please rate to what extent the Municipality assists residents to participate in the budget hearings and community-based planning in your area?

1	2	3	4	5
Comments:				

4. Have you been involved in any area consultative process (eg: Integrated Development Plan, Ward Committees, Ward Meetings convened by Ward Councillor) during the past 12 months?

YES	1	NO	2
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If Yes do you benefit from that process?

SECTION E: LOCAL ECONOMIC DEVELOPMENT

1. Are you aware of any Local Economic Development Programmes within your area?

YES	1	NO	2
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2. If YES, what economic benefits are derived from the programme?

Comments:

3. Which areas need to be improved when the government create an enabling environment for economic development to thrive within your locality?

Comments:

INTERVIEWER INFORMATION

Name & Surname		Telephone number	
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I, the interviewer, was fully briefed by the coordinator regarding the survey, I worked through the questionnaire and fully understand the interview process. I conducted the interview and checked if all questions were answered.

Signature: Date:

COORDINATOR INFORMATION

Name & Surname		Telephone number	
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I, the coordinator fully briefed all interviewers and made sure that they understood the interview process. I also checked the questionnaire and made sure that all questions have been answered satisfactorily

Signature: Date:

RESPONDENT INFORMATION (OPTIONAL)

Name of respondent	
Household Address	
Ward	
Telephone Number	

Thank you for participating in the Customer Satisfaction Survey