

CUSTOMER SATISFACTION SURVEY REPORT

2004 / 2005



City of uMhlathuze

Customer Satisfaction Survey Report 2004/2005

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1. BACKGROUND

A customer satisfaction survey needs to be conducted annually to obtain statistical data for the quality indicators developed within the Performance Management Framework of the Municipality. The customer satisfaction index is further required to review annual performance targets for services delivered by the municipality.

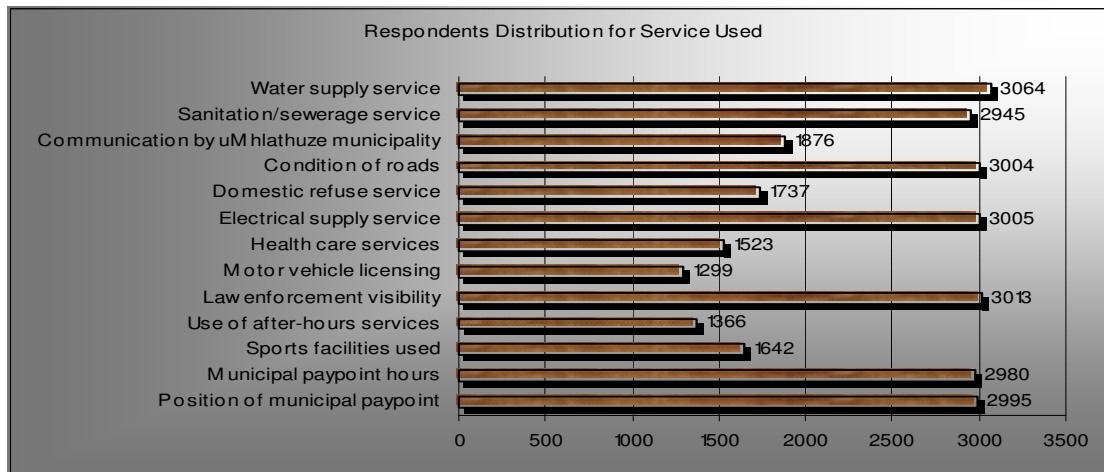
The total number of households in the uMhlathuze area of jurisdiction used for national indicators (58 377 households) according to the uMhlathuze Water Services Development Plan was used as the basis. The Geographical distribution and the following population sample size survey, as reflected in the number of questionnaires, were utilised to ensure the statistical accuracy of the survey:

Urban Areas	% to total population	Number of Questionnaires per area
Richards Bay	16.0 %	480
Empangeni	9,0 %	270
Nseleni	5.0 %	150
Esikawini	20.0 %	600
Ngwelezane	6.0 %	180
Vulindlela	1,0 %	30
	57.0 %	1 710
Tribal Areas	% to total population	Number of Questionnaires per area
Bhejane Khoza	10.0 %	300
Dube	4.0 %	120
Madlebe	16.0 %	480
Mhkwanazi	13.0 %	240
	43.0 %	1 290
Total	100%	3 000

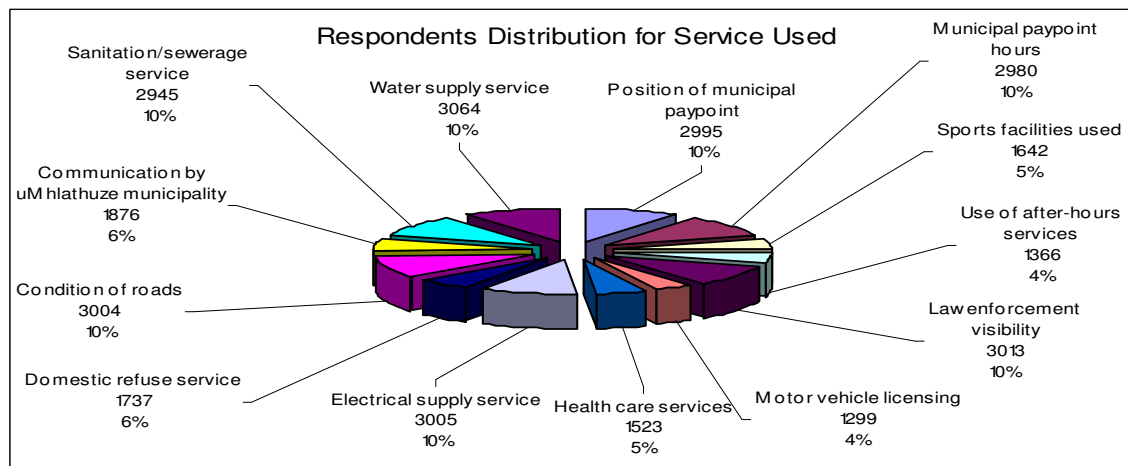
For the purpose of this report the results will be illustrated for the total area of jurisdiction as well as separate responses for the urban areas and for the Tribal areas. Information on all the questions is available on all the different areas, with a further breakdown per suburb in Richards Bay. This information is available upon request.

2. SURVEY RESPONSE

A total of 3104 households responded to the twenty survey questions. The satisfaction level of these households with regard to the services is illustrated throughout this report. The following services were regarded as high priority: water supply, health care, sanitation/sewerage, electricity supply, domestic refuse removal, condition of roads, communication with the community, municipal pay points, sports facilities, licensing services, law enforcement visibility and after-hours emergency services. Most of these services are also identified to be National Key Performance Indicators. The following figures illustrate the number of responses to the survey's thirteen questions concerning satisfaction with particular services:



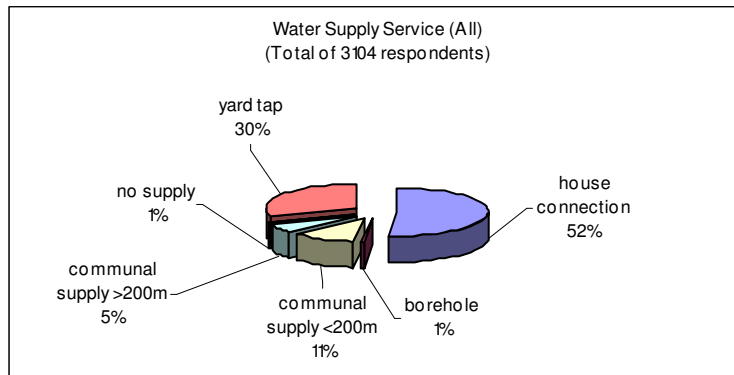
The above figure illustrates the number of respondents for each of the services as well as the percentage contributed towards the total number of the **58 377** population data.



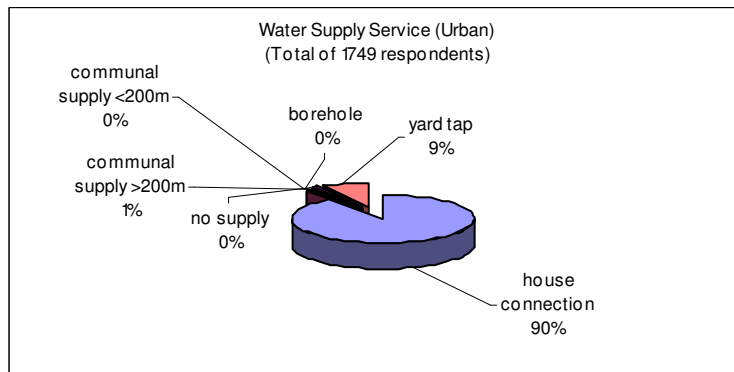
The levels of customer satisfaction with the above services are discussed and illustrated individually below.

WATER SUPPLY SERVICE

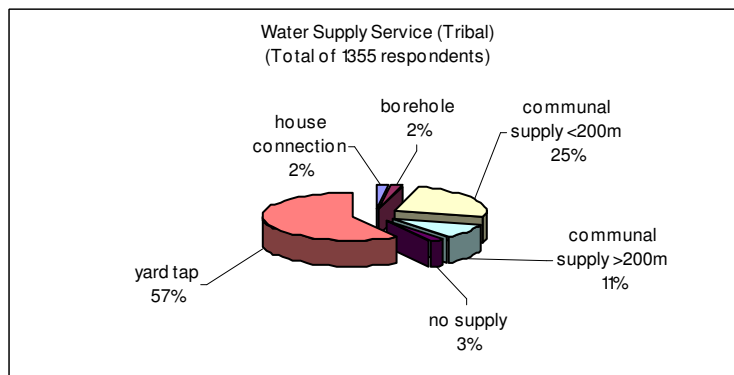
The water supply service currently delivered to the community by the City of uMhlathuze is categorized in terms of National regulations. The categories are divided and measured as follows: house connections, yard connections, communal supply within 200 metres distance (RDP level); communal supply further than 200 metres distance, boreholes. The aim is to improve and upgrade the standard of water supply services level. The survey recorded customer satisfaction with the current service delivered to the community. The following figure illustrates the type of water supply service rendered to the 3104 households that were approached during the survey.



The following figure illustrates the type of water supply service rendered to the households that were approached during the survey in the urban areas. The responses from the 1749 households currently served with water, are expressed as a percentage. 5 respondents do not have water supply.

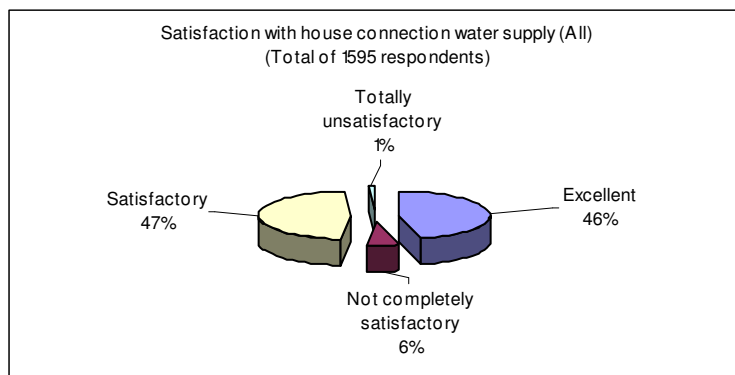


The following figure illustrates the type of water supply service rendered to the households that were approached during the survey in the tribal areas. The responses from the 1355 households currently served with water, are expressed as a percentage. 35 of the respondents do not have water supply.

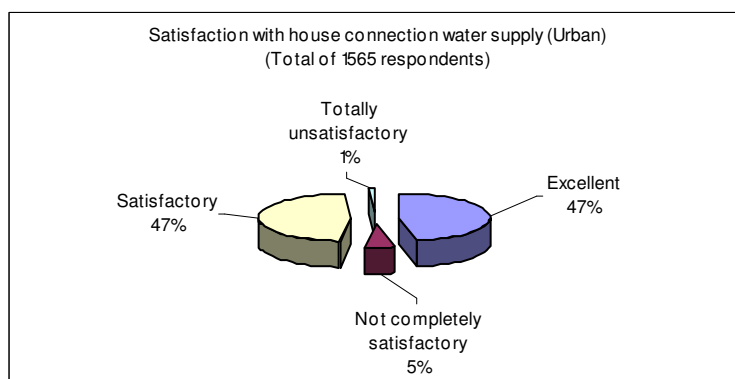


House connection water supply

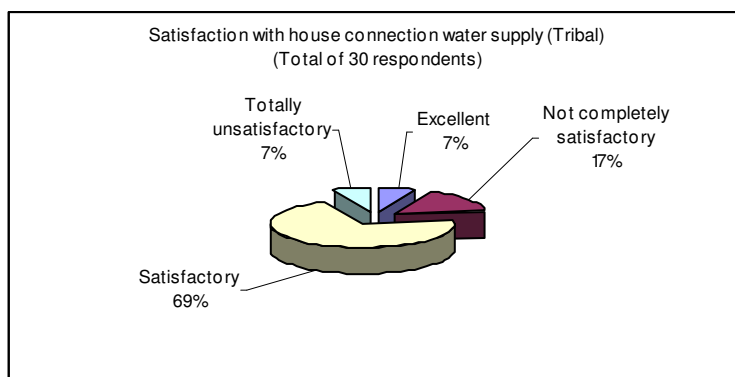
The number of households in the survey with this type of connection was 1595. The following figure illustrates a high satisfaction level among the respondents currently receiving this service.



The following figure illustrates the satisfaction level among the 1565 respondents currently receiving this service in the urban areas:-

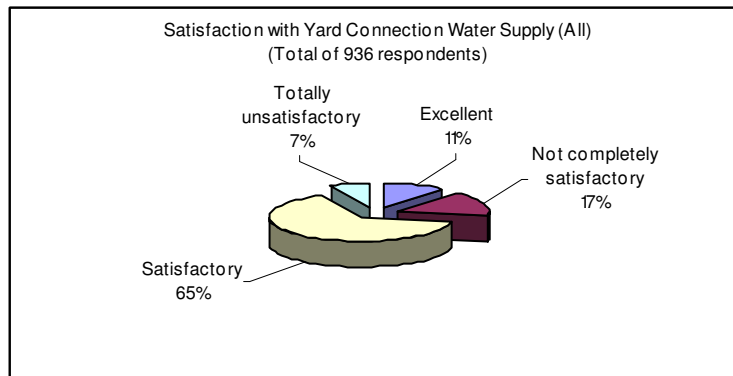


The following figure illustrates the satisfaction level among the 30 respondents currently receiving this service in the tribal areas:-

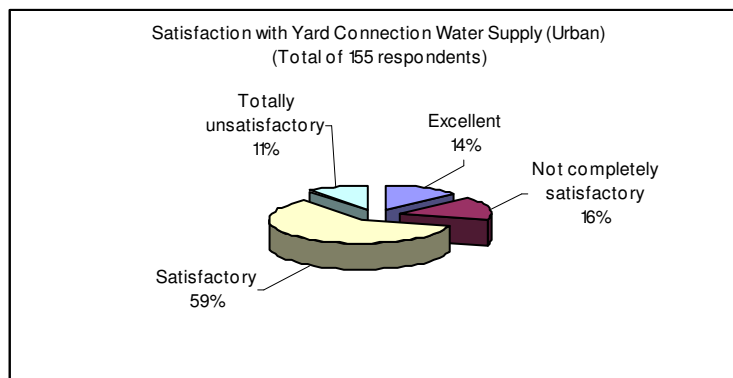


Yard Connection

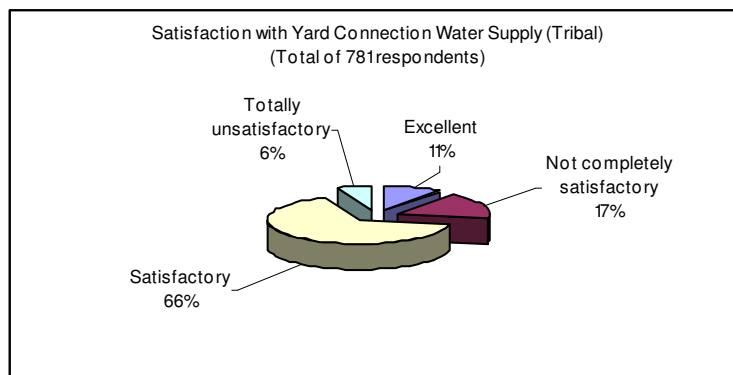
The number of households in the survey with yard connection was 936. The satisfaction level of the households currently receiving yard connection water supply is illustrated as follows:



The following figure illustrates the satisfaction level among the 155 respondents currently receiving this service in the urban areas:-

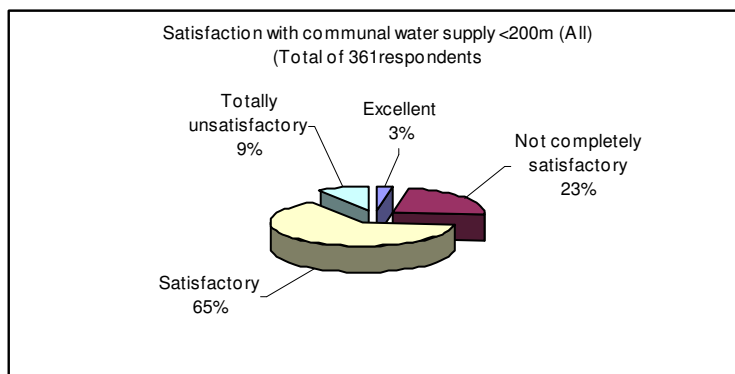


The following figure illustrates the satisfaction level among the 781 respondents currently receiving this service in the tribal areas:-

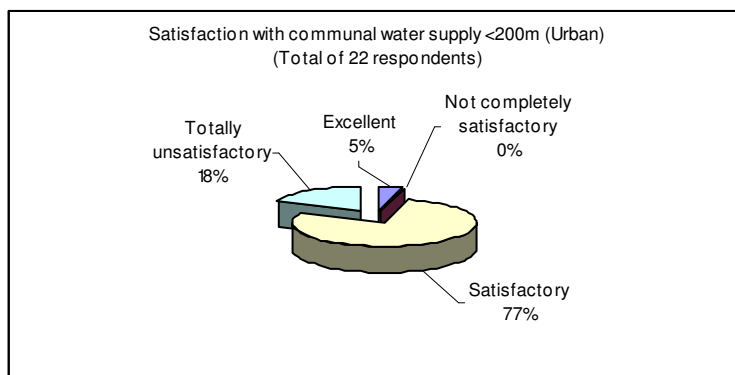


Communal Water Supply within 200metres

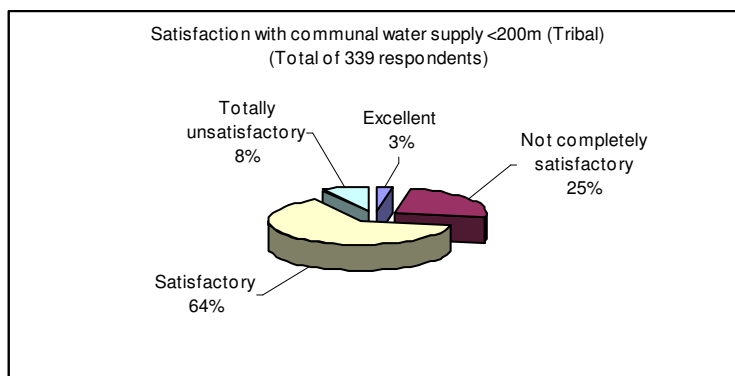
This level of service is as per RDP standard where running water is supplied via a communal water supply of a distance of no more than 200 metres from the residence. The satisfaction level of the 361 respondents currently receiving this service is illustrated as follows:



The following figure illustrates the satisfaction level among the 22 respondents currently receiving this service in the urban areas:-



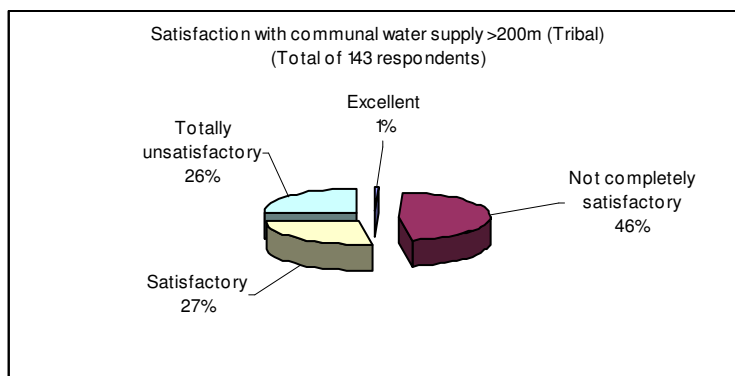
The following figure illustrates the satisfaction level among the 339 respondents currently receiving this service in the tribal areas:-



Communal water supply further than >200metres

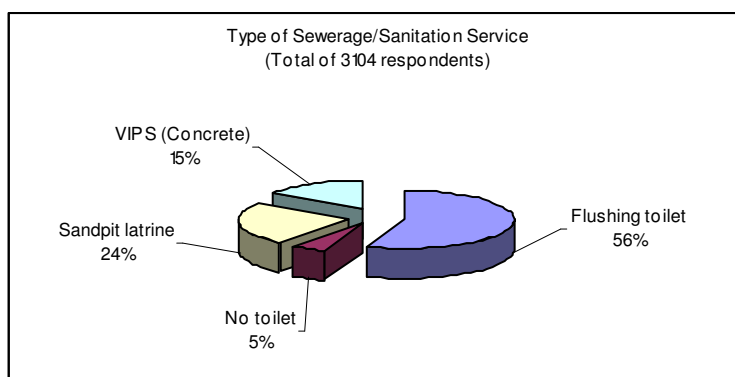
The number of households in the survey with communal water supply was 143. There is no household in an urban area with a water supply further than 200 metres.

The following figure illustrates the satisfaction level among the 143 respondents currently receiving this service:



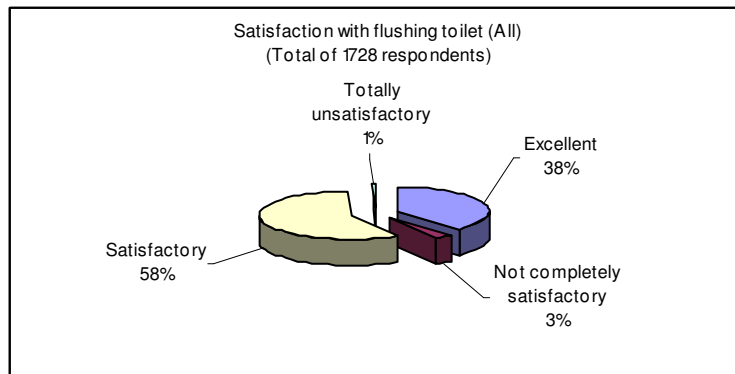
SANITATION SERVICE

The following figure illustrates the distribution of the type of sanitation service delivered to the households surveyed. The total number of respondents was 3104. The 5% of households with no sanitation service are from the tribal areas and comprise 159 respondents.

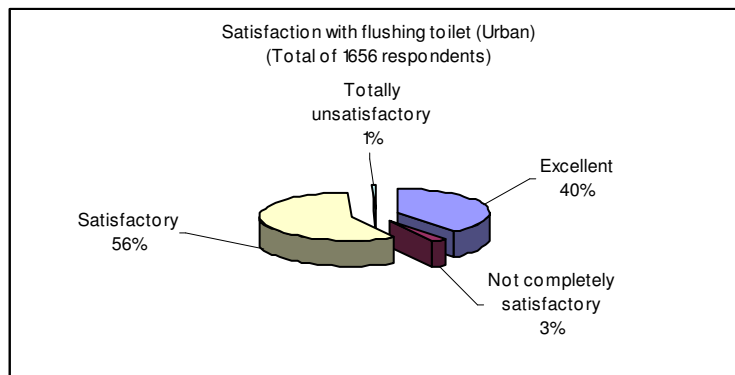


Flushing toilet service

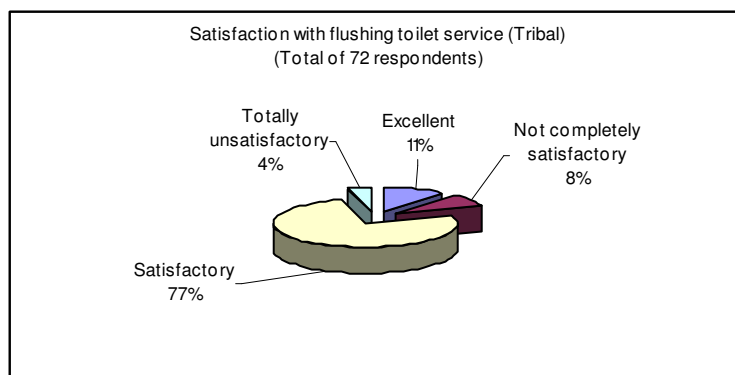
A flushing toilet service is delivered to households in the urban and developed areas. The following figure illustrates the satisfaction rating of the 1728 respondents currently receiving this service. The satisfaction level for this service is exceptionally good.



The following figure illustrates the satisfaction level among the 1656 respondents currently receiving this service in the urban areas:

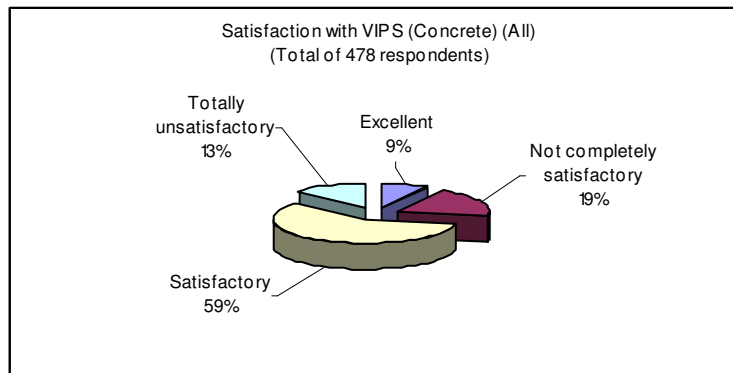


The following figure illustrates the satisfaction level among the 72 respondents currently receiving this service in the tribal areas:

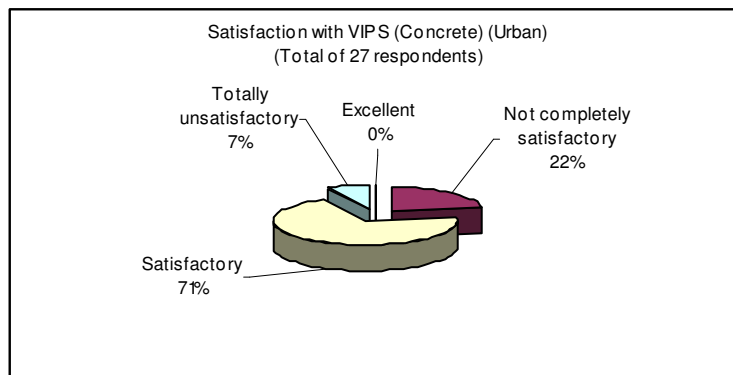


VIPs (Concrete)

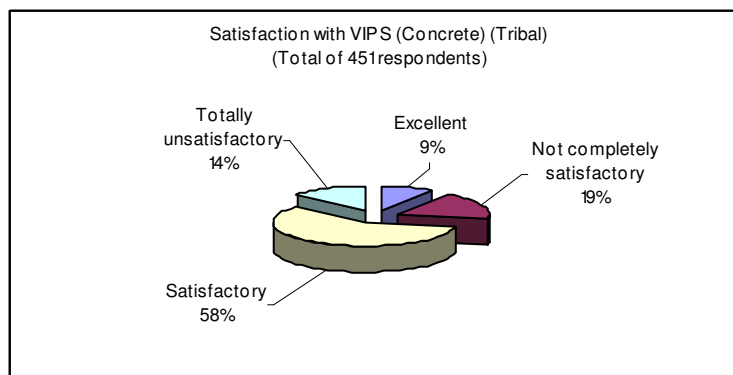
The VIPs (Concrete) service is predominantly delivered in the tribal areas. The number of respondents with this facility is 478.



The following figure illustrates the satisfaction level among the 27 respondents currently receiving this service in the urban areas:



The following figure illustrates the satisfaction level among the 451 respondents currently receiving this service in the tribal areas:

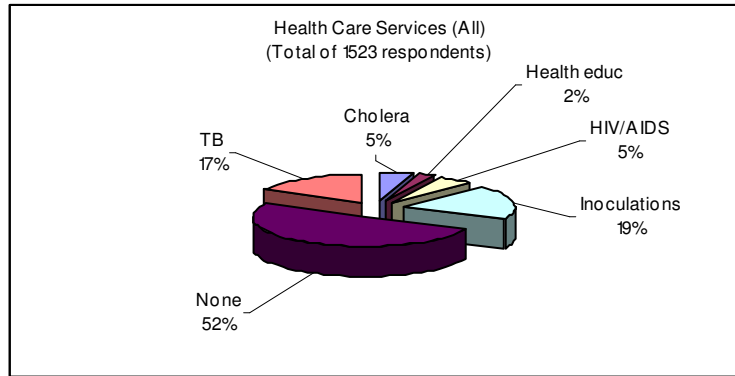


Sandpit Latrine (Own)

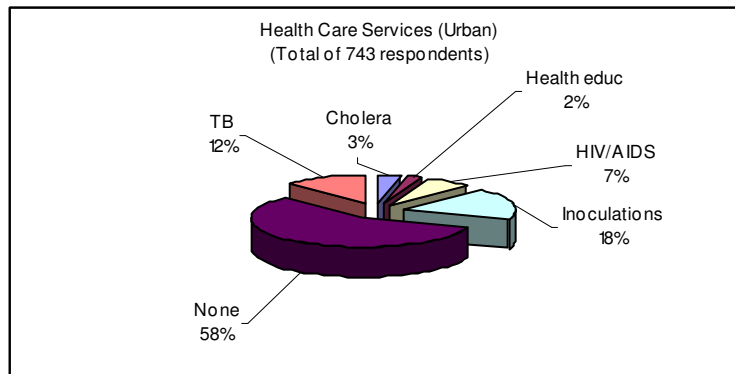
The VIPs (Concrete) service is not delivered to the whole community in the tribal and informal developed areas. Consequently, 739 respondents reported having constructed their own sandpit latrines.

HEALTH CARE SERVICE

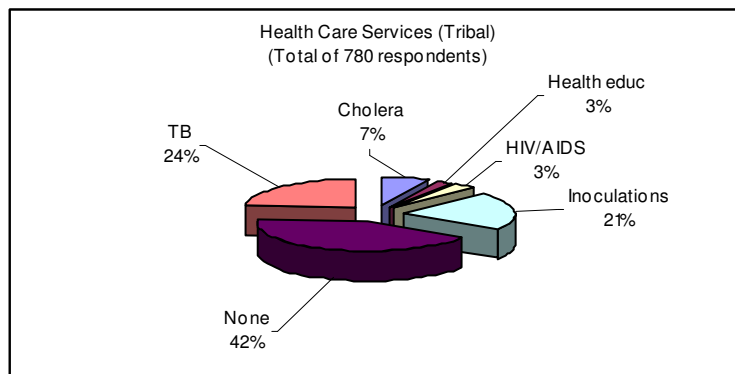
1523 households from the total number of 3104 households approached during the survey reported having made use in the previous 12 months of the health care services provided by the uMhlathuze municipality. 1581 respondents did not make use of any health care services provided by the uMhlathuze municipality. The following figure illustrates the distribution of services used by the 1523 respondents. The services reported on in the survey are TB treatment, HIV/AIDS counselling, cholera treatment, health education (other than HIV/AIDS) and inoculations. Usage of, and satisfaction levels with, these services are illustrated in the next 18 charts.



The following figure illustrates the distribution of health care services used by the 743 respondents in the urban areas.

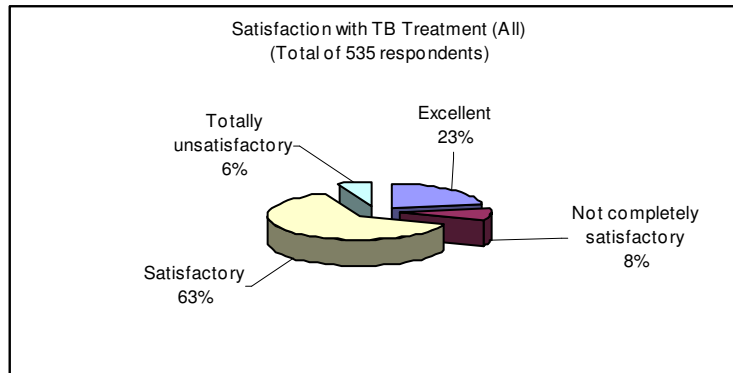


The following figure illustrates the distribution of health care services used by the 780 respondents in the tribal areas.

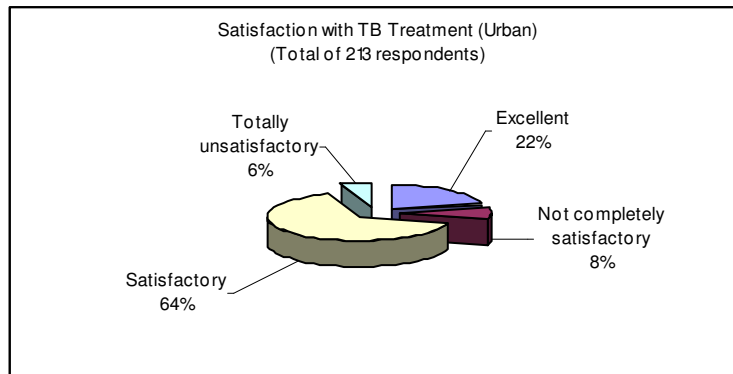


TB Treatment

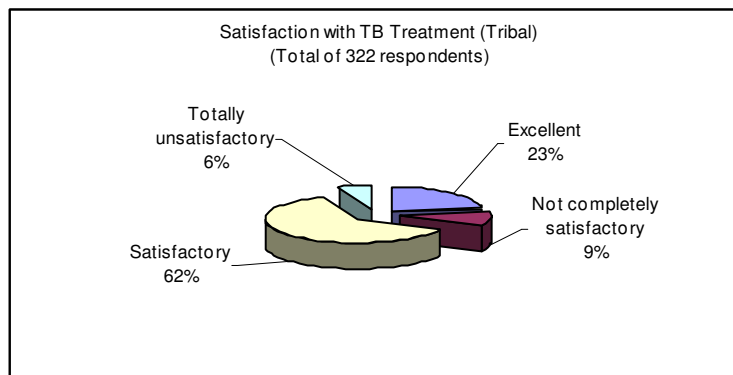
The satisfaction levels of the 535 households which reported having made use of the TB treatment service is as follows:



The following figure illustrates the satisfaction level among the 213 respondents who made use of the TB treatment service in the urban areas:

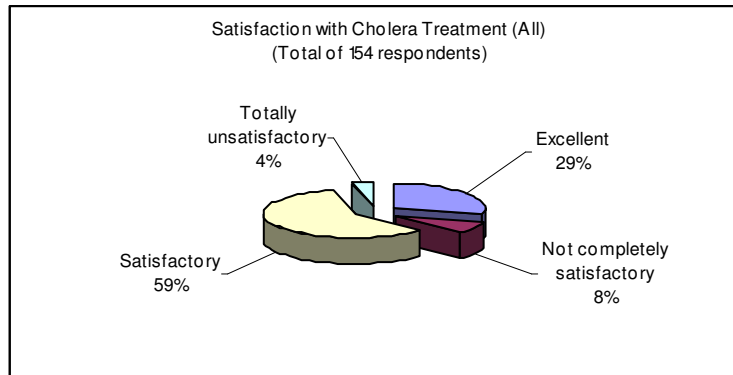


The following figure illustrates the satisfaction level among the 322 respondents who made use of the TB treatment service in the tribal areas:

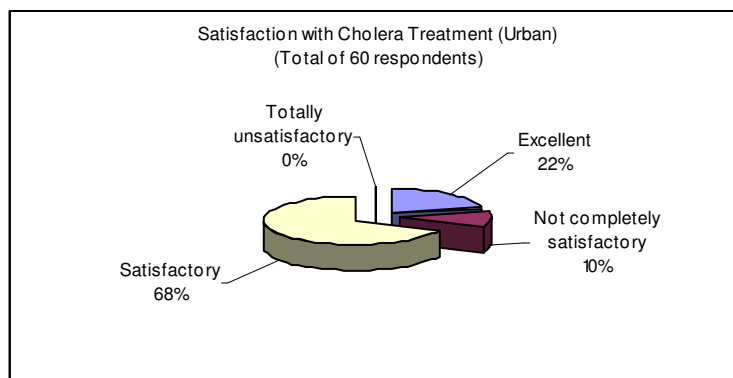


Cholera Treatment

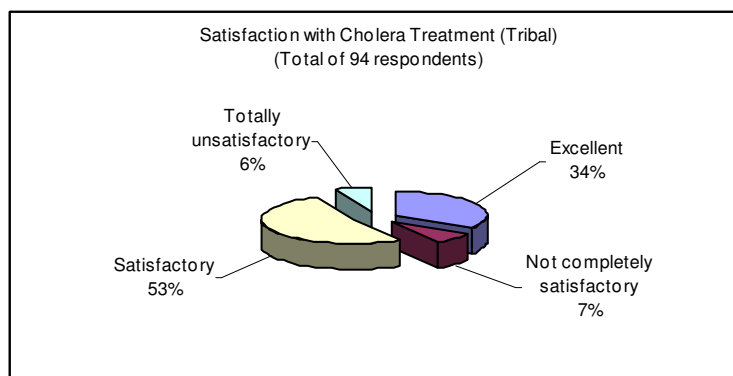
The number of households who reported having used this service was 154. Satisfaction levels are illustrated below:



The following figure illustrates the satisfaction level among the 60 respondents who made use of the cholera treatment service in the urban areas:

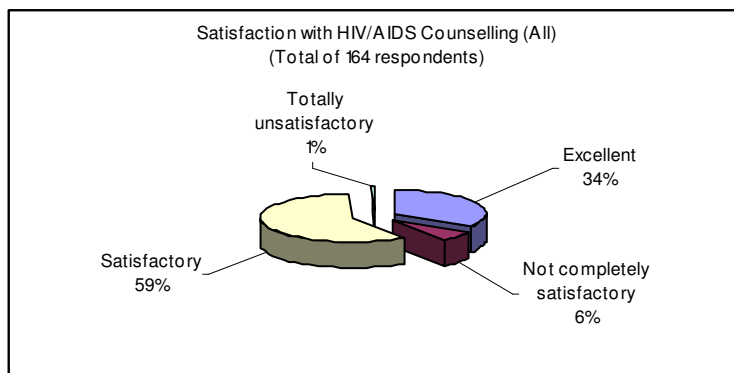


The following figure illustrates the satisfaction level among the 94 respondents who made use of the Cholera treatment service in the tribal areas:

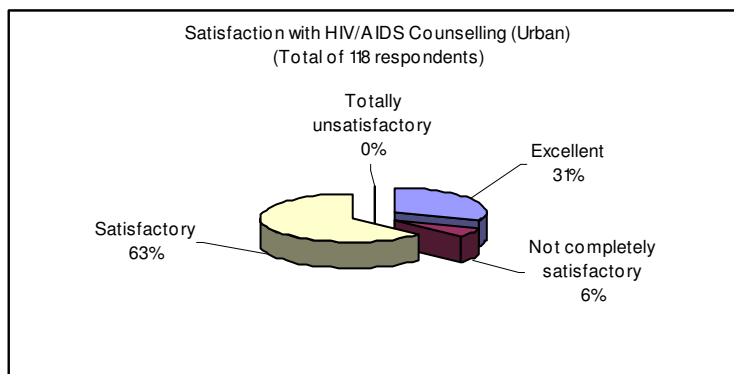


HIV/AIDS Counselling

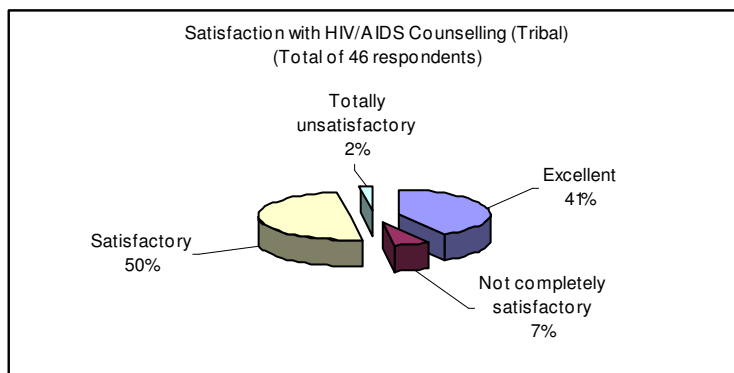
The number of households who reported having used this service was 164. Satisfaction levels are illustrated below:



The following figure illustrates the satisfaction level among the 118 respondents who made use of the HIV/AIDS counselling service in the urban areas:

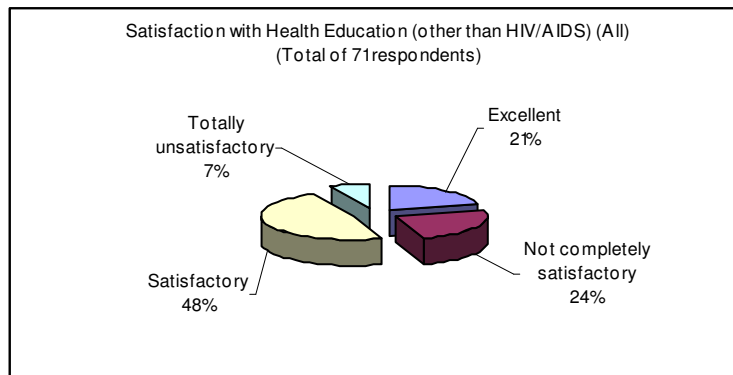


The following figure illustrates the satisfaction level among the 46 respondents who made use of the HIV/AIDS counselling service in the tribal areas:

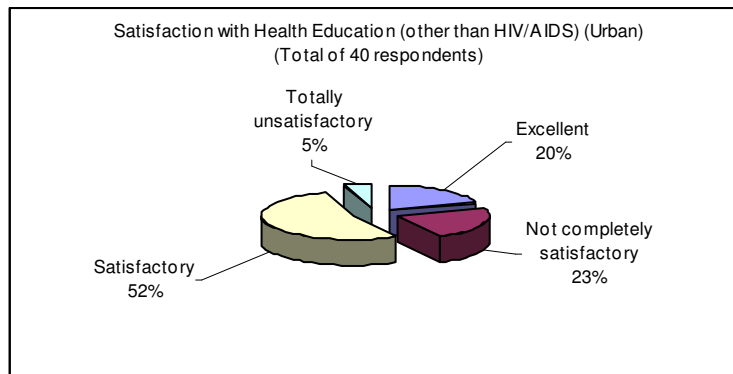


Health Education (other than HIV/AIDS)

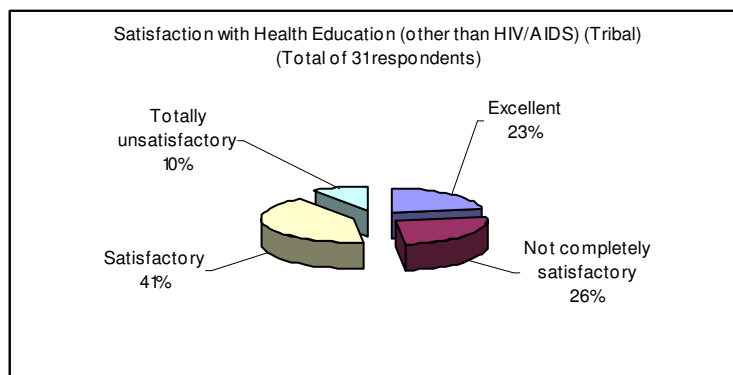
The number of households responding to this question was 71. Satisfaction levels are illustrated below:



The following figure illustrates the satisfaction levels among the 40 respondents who made use of the health education service in the urban areas:

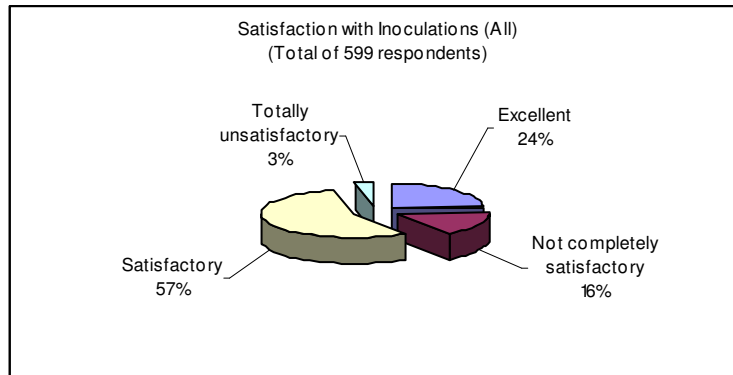


The following figure illustrates the satisfaction level among the 31 respondents who made use of the health education service in the tribal areas:

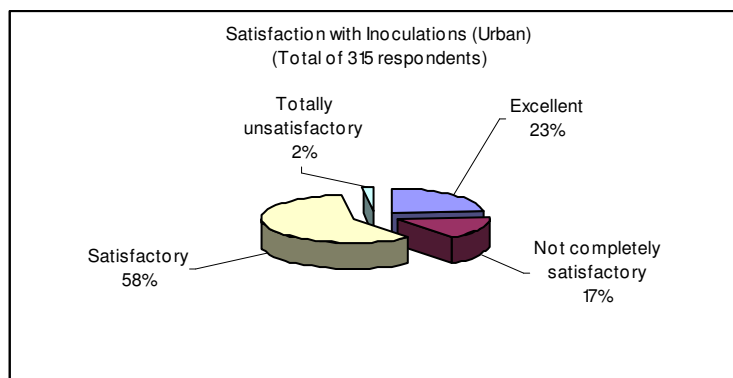


Inoculations

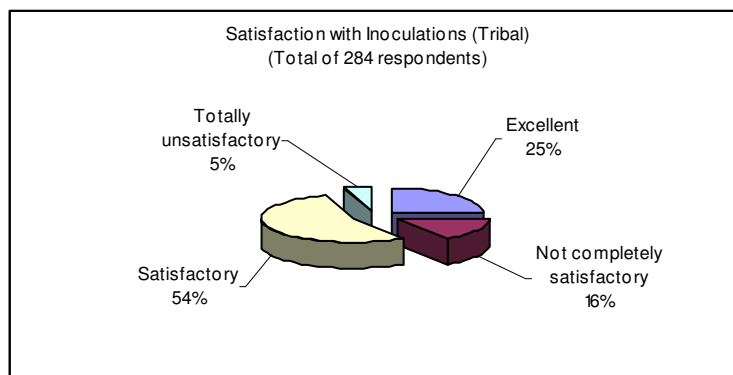
The number of households who responded to this question was 599. Satisfaction levels are illustrated below:



The following figure illustrates the satisfaction level among the 315 respondents who made use of the inoculations service in the urban areas:

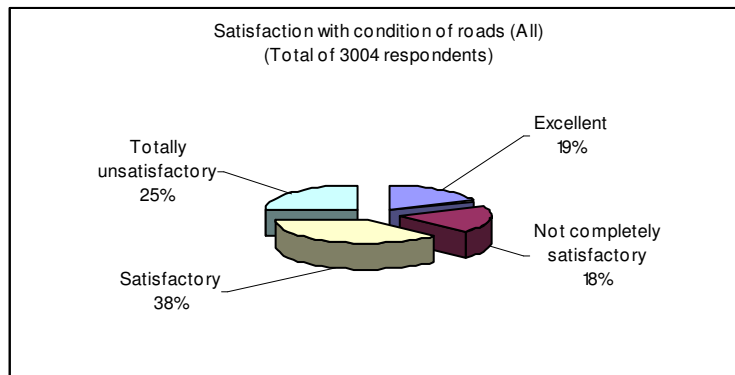


The following figure illustrates the satisfaction level among the 284 respondents who made use of the inoculations service in the tribal areas:

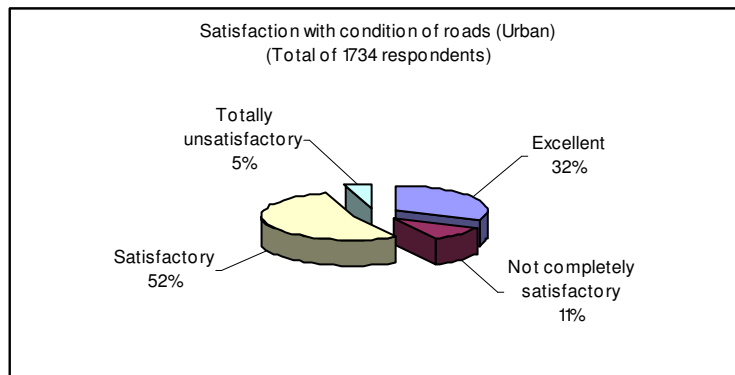


ROADS

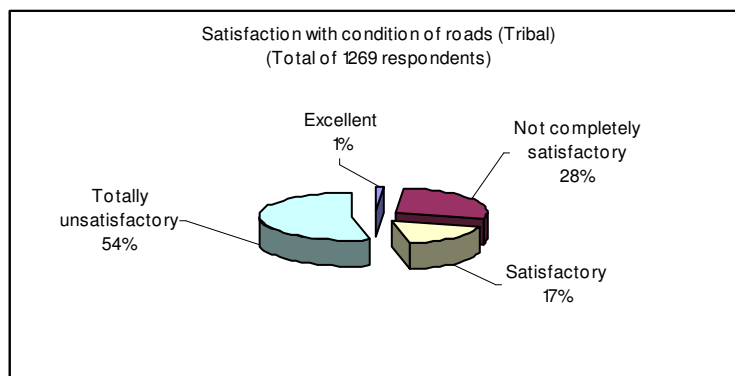
The perception of the community with regard to their satisfaction with the roads infrastructure and condition of roads in their immediate vicinity was measured in general. This included tarred as well as gravel roads and streets. The number of households which responded to this question in the survey was 3004. The following figure illustrates the satisfaction response received.



The following figure illustrates the satisfaction level among the 1734 respondents in the urban areas:



The following figure illustrates the satisfaction level among the 1269 respondents in the tribal areas:

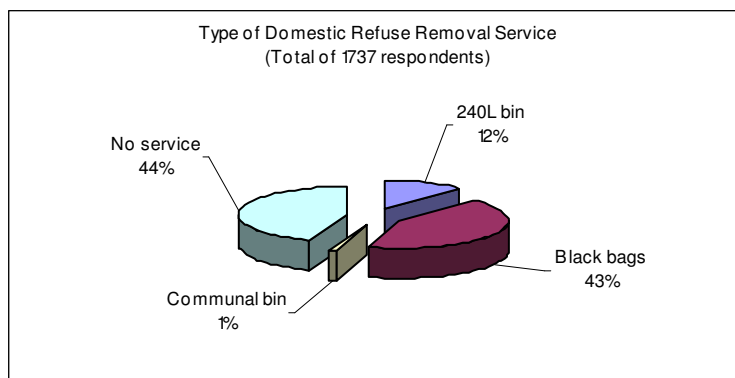


Comments

There is still a high level of dissatisfaction with roads, particularly in the tribal areas. Respondents to the survey were concerned about: poor maintenance (e.g. potholes); poor access, particularly in tribal areas, where many roads are not tarred, causing additional problems when it rains; the need for speed humps, particularly in the vicinity of schools, pedestrian crossings and sports fields.

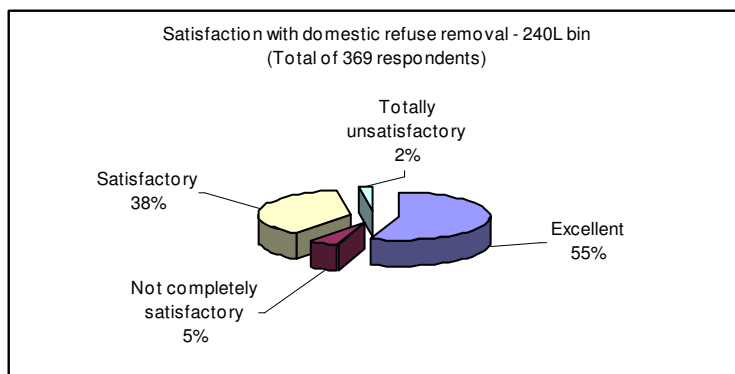
DOMESTIC REFUSE REMOVAL

The domestic refuse removal service currently delivered by the City of uMhlathuze to households in urban area is either 240 litre bins, black bags or communal bins. The total number of respondents to this question was 3104, of whom 1737 receive a domestic refuse removal service. Distribution of the type of refuse removal service received by these respondents is illustrated below:



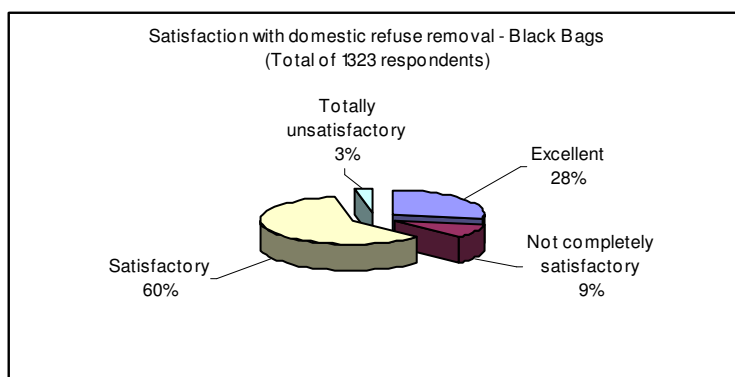
240 litre Bin service

This service is delivered predominantly in the Richards Bay area once per week. The service satisfaction level as experienced by the 369 of the 3104 respondents receiving this service is illustrated below:



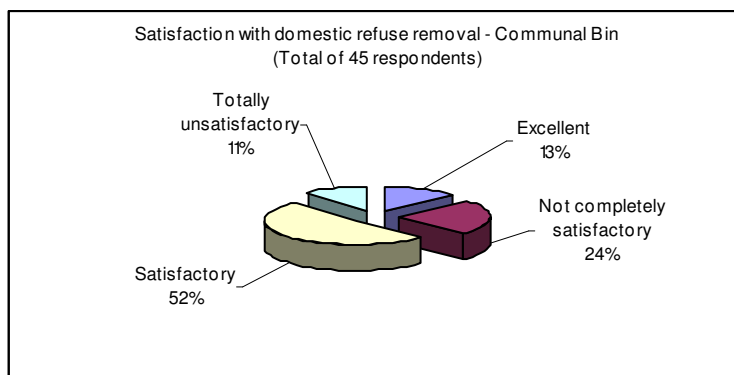
Black bag service

This service is delivered in Empangeni and other municipal areas once per week. The satisfaction level with this service as experienced by 1323 of the 3104 respondents receiving a domestic refuse service is as follows:



Communal bin service

This service is delivered in some of the tribal municipal areas once per week. The satisfaction level with service delivery as experienced by the 45 of the 3104 respondents receiving a domestic refuse service is as follows:



No Service

1367 of the households who participated in the survey receive no domestic refuse removal service. These households are in the tribal areas.

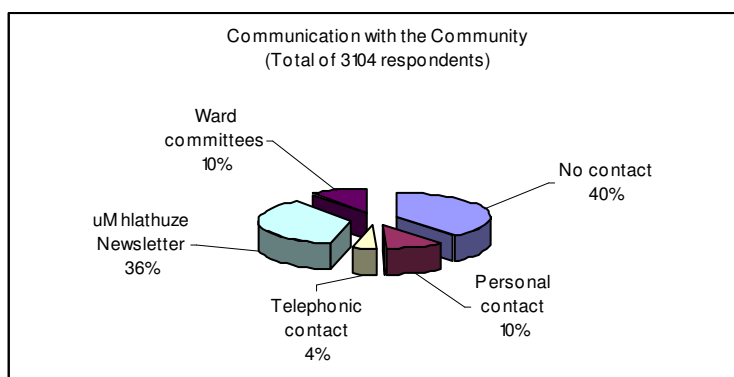
Comments

Respondents have noted that everyone should be afforded some form of domestic refuse removal. Those respondents who have no refuse removal service presently deal with the problem either by dumping it in their yards and burning it, or by digging holes and burying it.

COMMUNICATION WITH THE COMMUNITY

Communication between the City of uMhlatuze and the community is very important for public participation. The public need to be informed regularly on all issues and their inputs and participation must be obtained to make informed decisions for the future. It is therefore of some concern that 40% of respondents reported having no communication with the municipality.

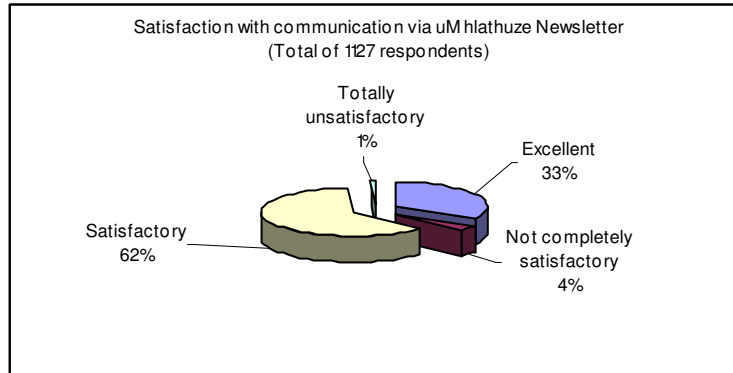
Communication between the Municipality and its inhabitants was classified in the survey as follows: personal contact; telephonic contact; ward committees; the uMhlatuze newsletter; no contact. The following chart illustrates the response distribution per category from the 3104 households which responded to the question:



uMhlathuze newsletter

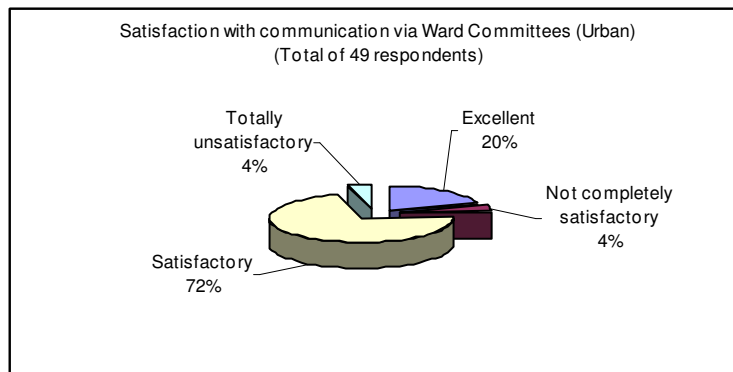
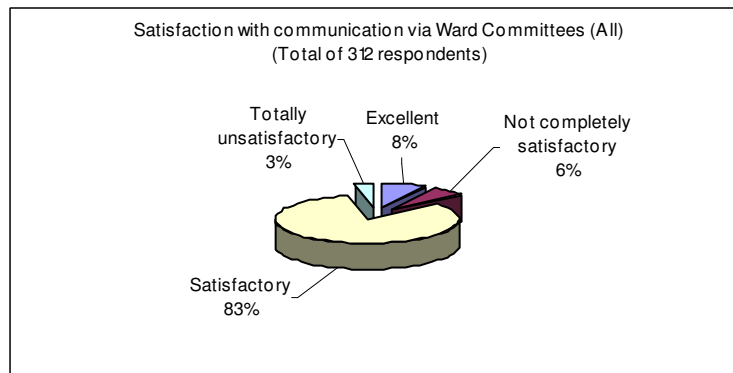
The newsletter seems to be very popular and is generally well accepted. Of the 3104 respondents, 1127 receive their communication via the newsletter. However, 1107 of these are from the urban areas, and only 20 are from the tribal areas.

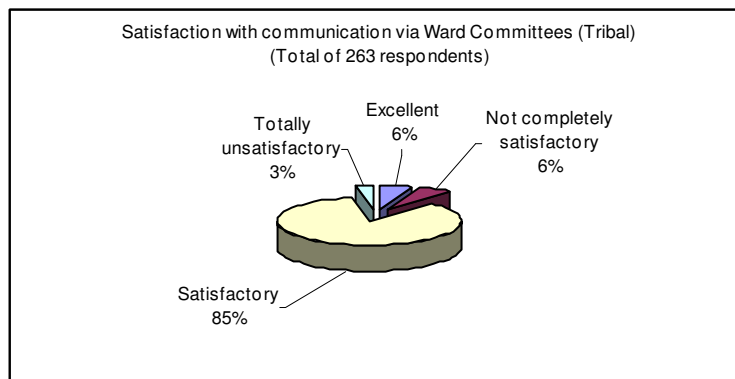
The satisfaction level of the 1127 respondents receiving the newsletter in all areas is as follows:



Ward committees

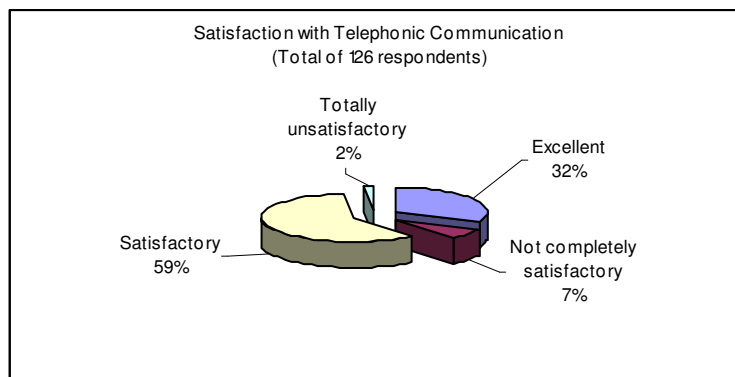
312, of those who responded to the question on communication receive information from the Municipality via the ward committee system. Of these, 49 live in urban areas and 263 live in tribal areas. Satisfaction levels with this system are as follows:





Telephonic Communication

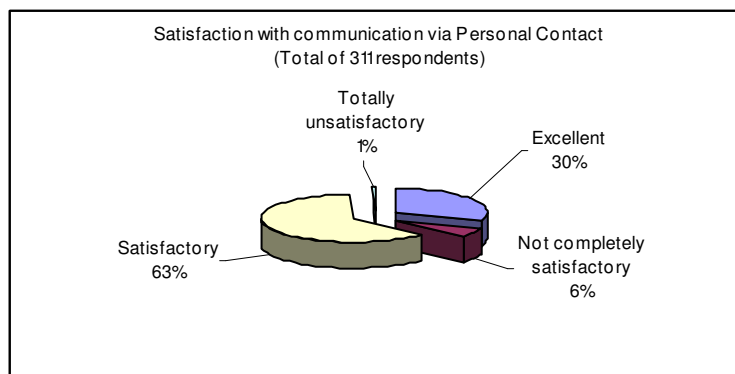
In the survey, 126 of the respondents indicated that they receive communication from the uMhlathuze Municipality telephonically. Of these, 110 live in urban areas and 16 live in tribal areas. Satisfaction levels with this form of communication are recorded below:



Personal Contact

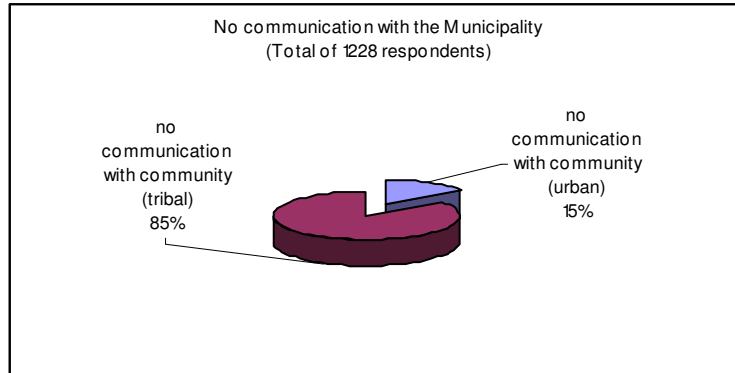
311 respondents cited “personal contact” as the means by which the Municipality keeps in touch with them. Of these, 300 live in urban areas.

Satisfaction levels with this form of communication are recorded below:



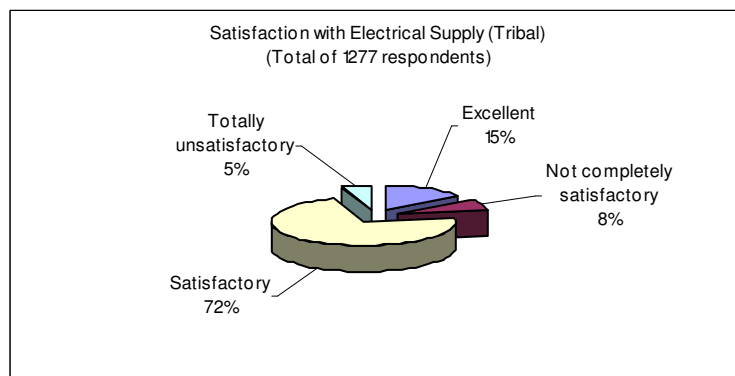
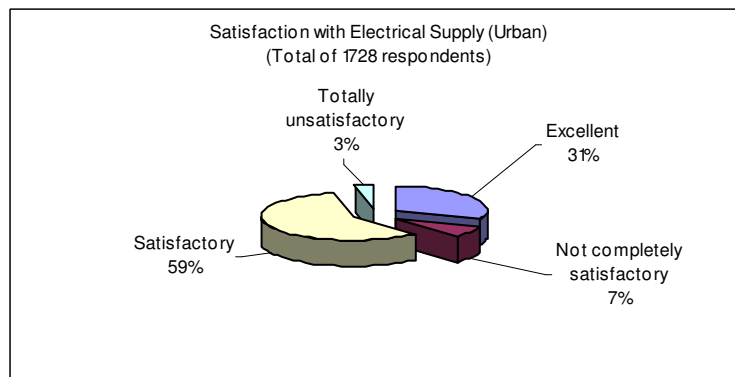
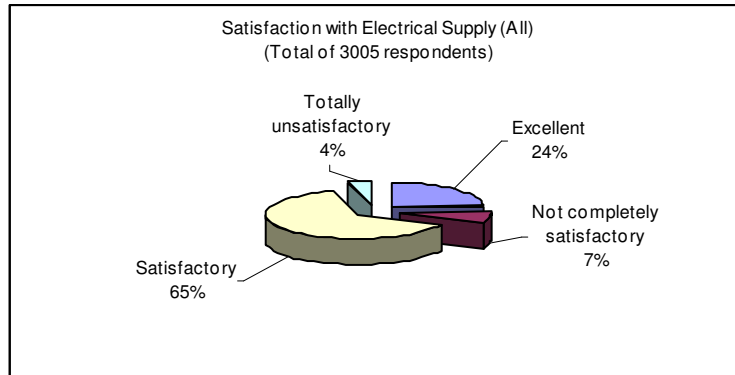
No communication with the municipality

1228 respondents do not have any communication with the municipality. Of these, 184 respondents are from urban areas and 1044 from tribal areas.



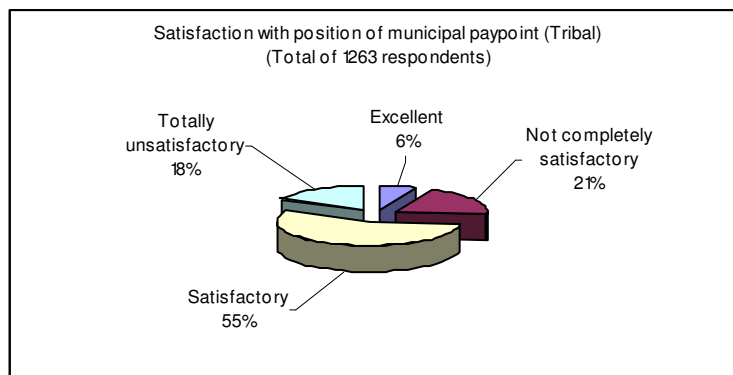
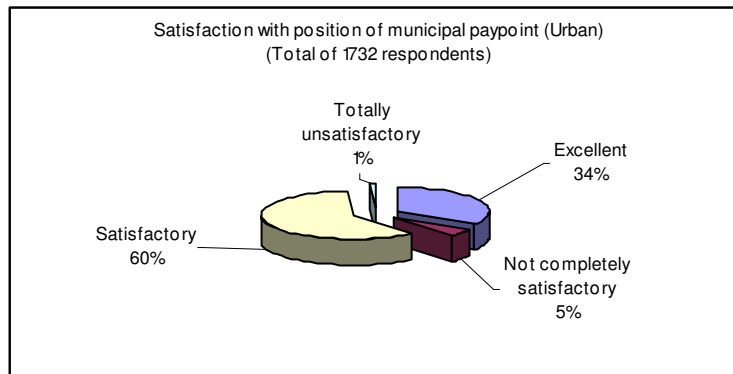
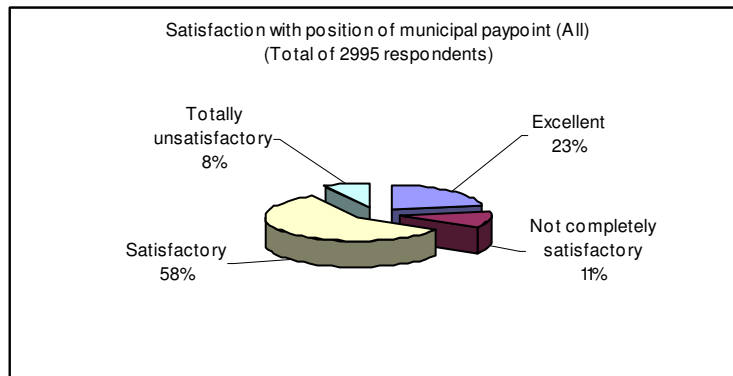
ELECTRICITY SUPPLY

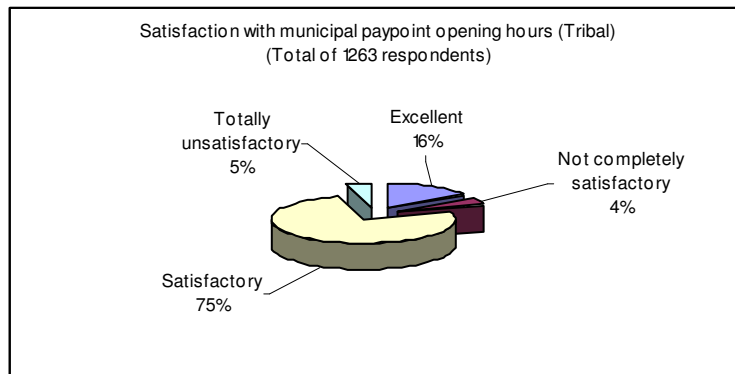
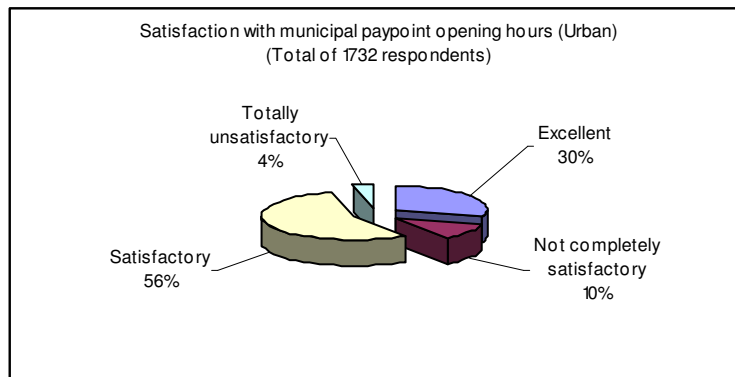
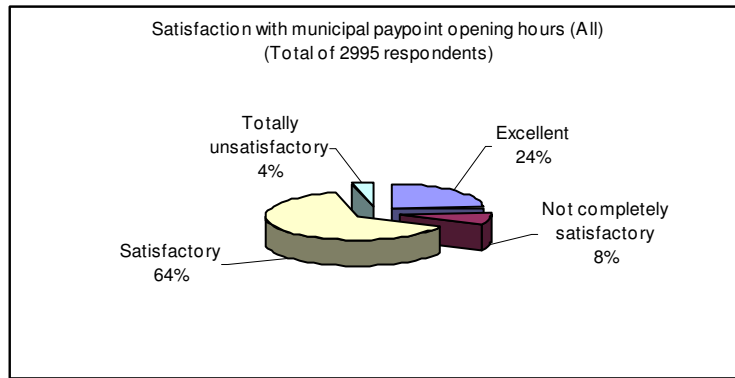
Of the 3104 households surveyed, 3005 reported having electricity. (1728 of these were in the urban areas and 1277 in the tribal areas). Customer satisfaction with the quality of their electricity supply is recorded in the three charts below:



MUNICIPAL PAYPOINTS

A majority of households surveyed, 2995, make use of Municipal paypoints. Of these, 1732 are urban dwellers. Satisfaction levels with regard to location and opening times of these paypoints are recorded in the charts below:





Comments

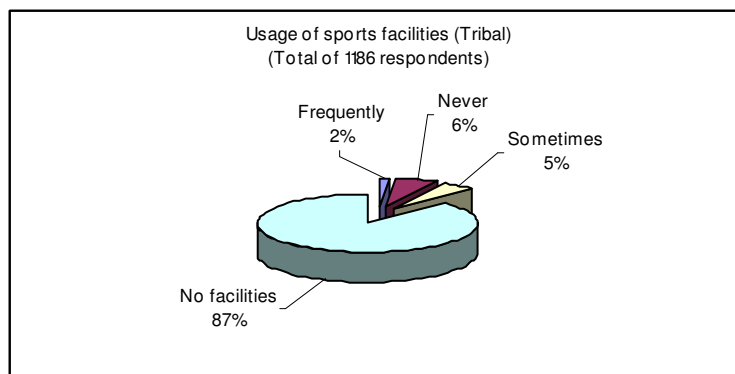
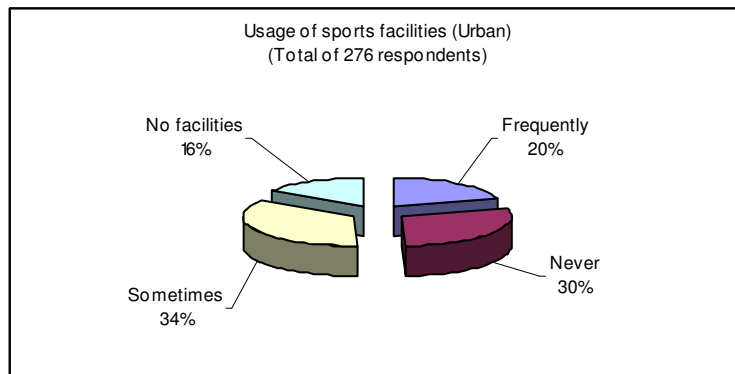
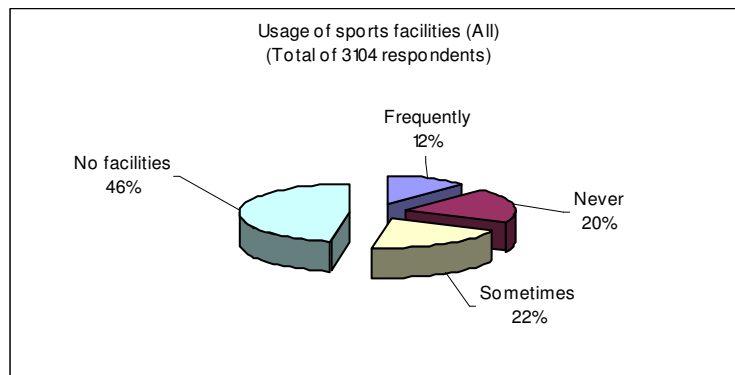
Negative comments on the position and opening times of Municipal pay points include: pay points being too far away from households, necessitating the extra expense of taking a bus or taxi; opening hours not being suitable for those who work all day and/or live far away.

SPORTS FACILITIES

The following charts illustrate levels of respondent satisfaction with the availability and quality of Municipal sports facilities, and usage thereof.

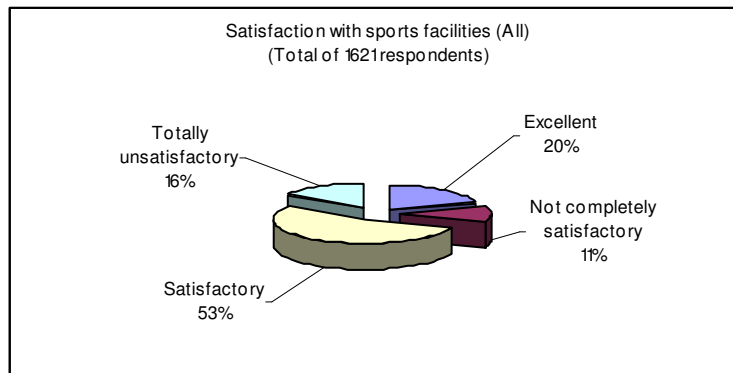
1462 of respondents indicated that there are no sports facilities in their area. Of these responses, 1186 were from the tribal areas.

Usage of sports facilities

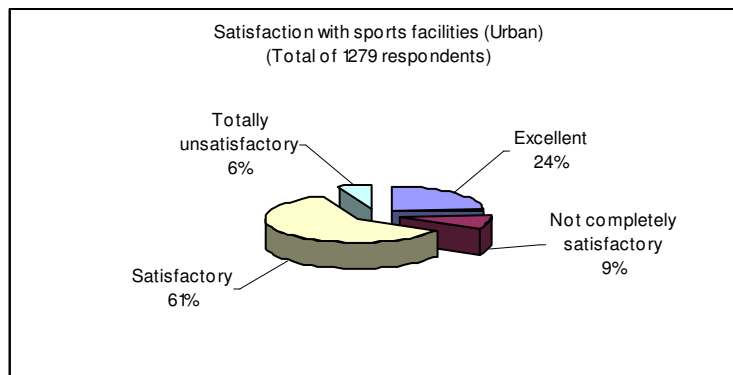


Satisfaction with sport facilities

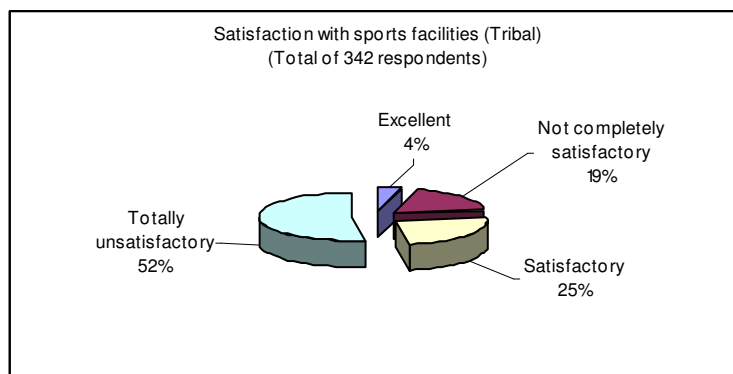
There were 1621 responses regarding the quality of sporting facilities. (1483 respondents did not offer comment, either because there are no facilities, or they do not use them).



The following figure illustrates satisfaction levels among the 1279 respondents in urban areas. (470 respondents did not offer comment, either because there are no facilities, or they do not use them):



The following figure illustrates the satisfaction level among the 342 respondents in the tribal areas. (1013 respondents did not offer comment, either because there are no facilities, or they do not use them):

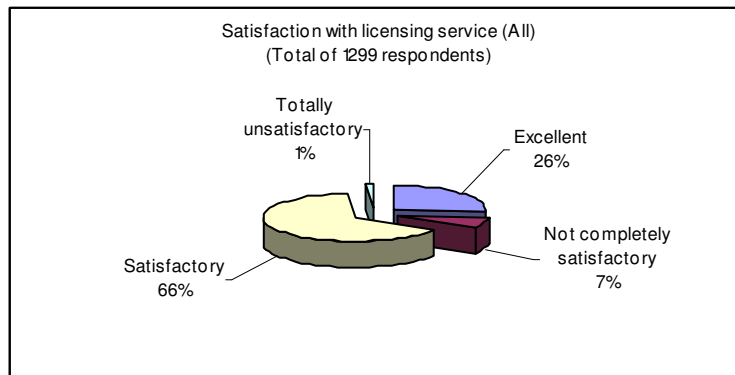


Comments

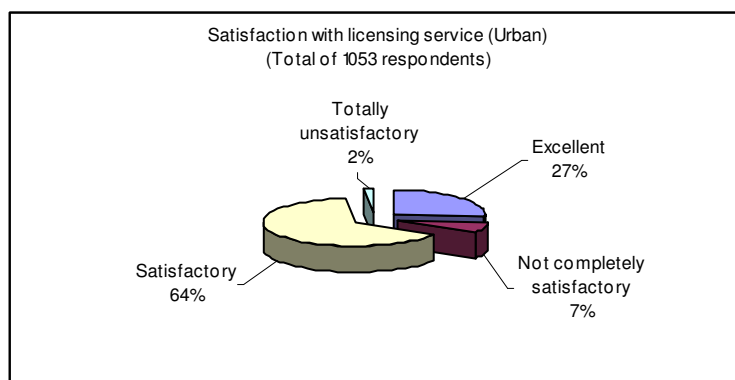
Among the complaints are that: sports grounds are not kept neat and clean and that the grass is not mowed regularly; they are not fenced in properly; they do not have toilet facilities.

LICENSING SERVICE

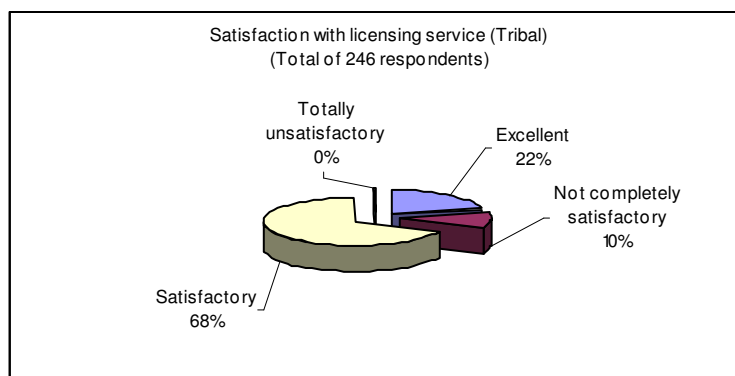
1299 respondents indicated that they had made use of the Municipality's vehicle licensing service. (1805 respondents indicated that they did not make use of the Municipality's vehicle licensing service). Their levels of satisfaction with the service are indicated in the following figure:



The following figure illustrates the satisfaction level among the 1053 respondents from the urban areas. (696 respondents did not make use of this service):

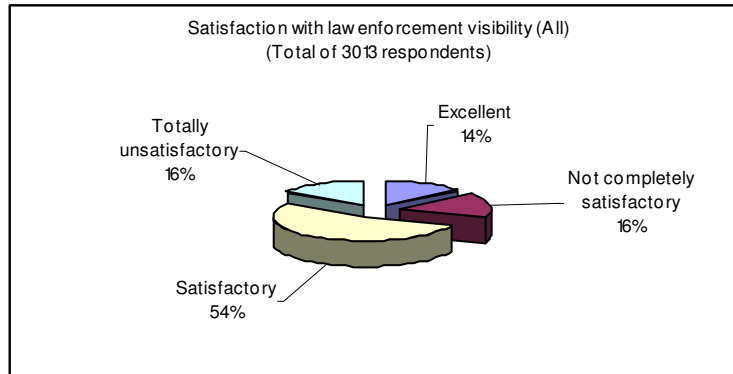


The following figure illustrates the satisfaction level among the 246 respondents from the tribal areas. (1109 respondents did not make use of this service):

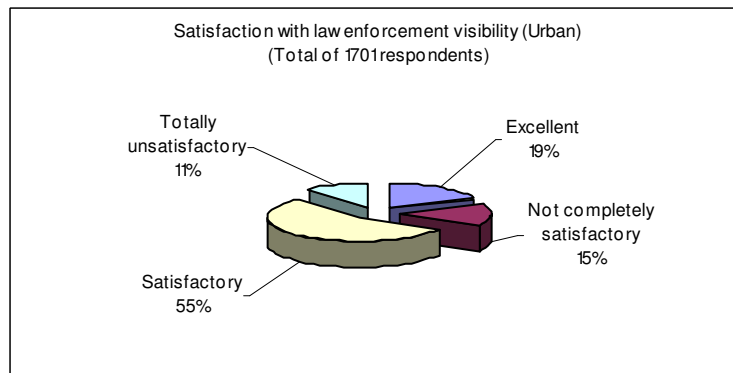


LAW ENFORCEMENT VISIBILITY

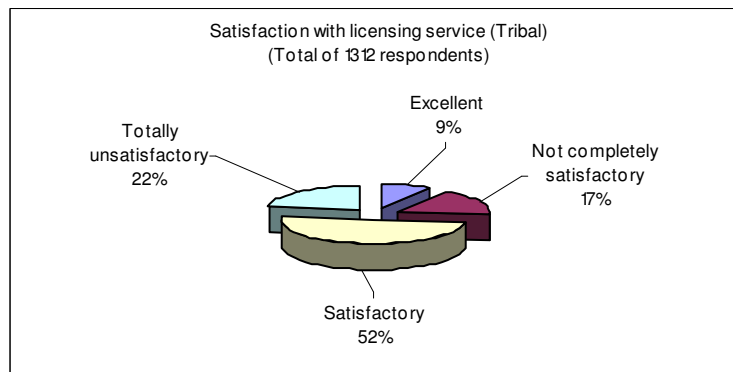
The following figure illustrates the response received from 3013 respondents from all areas expressing their satisfaction level with regard to the visibility of the Municipality's law enforcement service. It is important to note that respondents referred to SAPS personnel as well as to the Municipality's law enforcement service.



The following figure illustrates the satisfaction level among the 1701 respondents of the total above living in the urban areas (48 respondents did not make use of this service):



The following figure illustrates the satisfaction level among the 1312 respondents of the total above living in the tribal areas (43 respondents did not make use of this service):



Comments

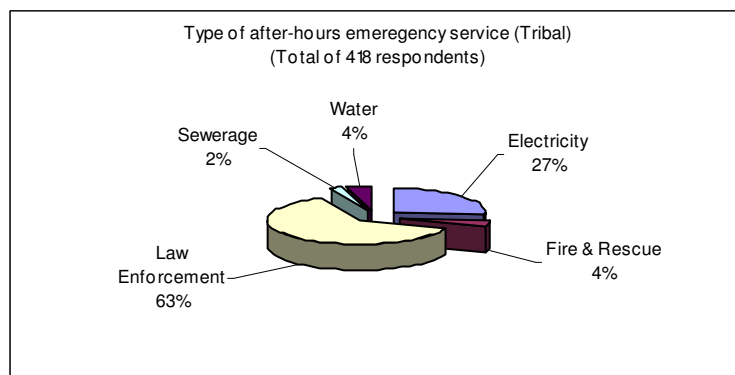
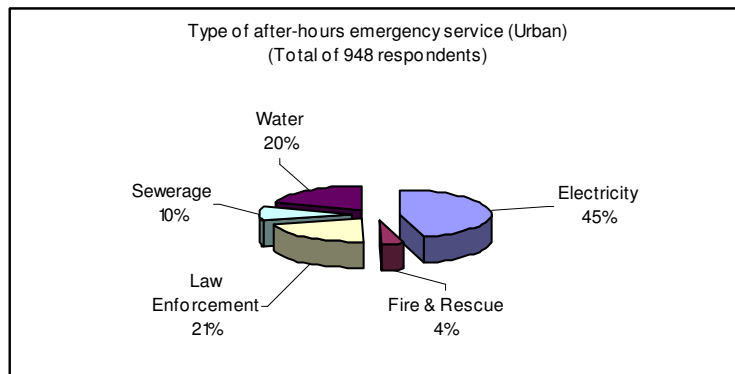
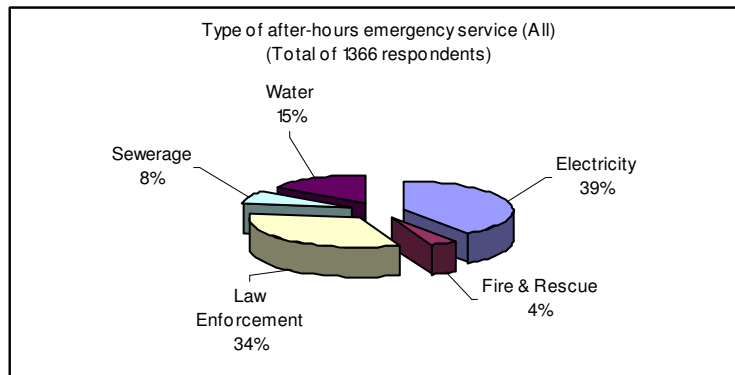
The major complaint by those respondents expressing dissatisfaction is that law enforcement visibility is virtually non-existent, particularly in the tribal areas. In cases where police assistance has been called for, dissatisfied respondents report either that police are not able to attend because of lack of contact, or that their cases are not attended to for days.

AFTER-HOUR EMERGENCY SERVICES

1366 respondents indicated that they had called upon the Municipality's after-hours emergency services in the past 12 months (1738 respondents did not make use of this service). 948 of the responses were received from the urban areas, and 418 from the tribal areas.

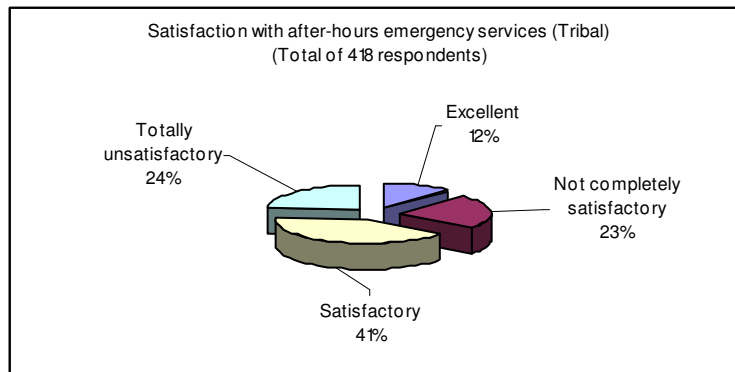
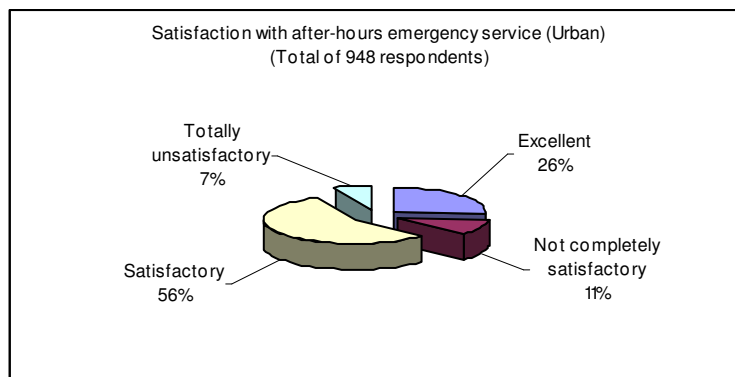
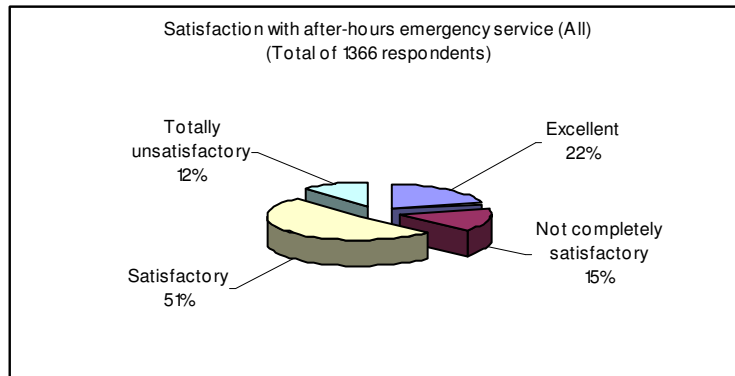
It should be noted that the vast majority, if not all, of the responses with reference to use of after-hours law enforcement emergency services refer to the SAPS rather than to the Municipality's law enforcement.

The following figures illustrate the type of after-hours emergency services called upon:



Satisfaction with after-hours emergency services

The following figures illustrate the satisfaction level of all responses received, urban and tribal.



3. COMMENTS RECEIVED

The following is a summary of the comments received during the survey and number of comments per area against each of the services in question:

	Questions and responses	Aquadene	Arboretum	Birdswood	Brackenham	Dube	Empangeni	Esikhawini	Khoza	Madlebe	Mandlazi	Meerensee	Mkhwanazi North	Mkhwanazi South	Mzingazi	Ngwelezane	Nseleni	Veldenvlei	Vulindlela	Wildenweide	Total
	Number of questionnaires per area	40	60	50	61	127	273	627	334	535	39	61	174	185	39	189	150	80	30	50	3104
1	What type of water supply service do you have?	2											1								3
2	How would you rate your water supply service?	33	30	12	27	59	12	36	74	163			45	58	23	14		16			602
	Water supply cut without notice and often for extended periods; water not clean; low pressure; too far away; expensive.																				
3	What type of sanitation/sewerage service do you have?	5				13			103	159	2		24	19		42	30				397
	Some households still have to construct their own toilets.																				
4	How would you rate your sanitation/sewerage service?	34				43		17	139	106		1	24	41		14		9			428
	VIPs falling apart; blocked pipes; poor ventilation.																				
5	What type of domestic refuse removal service do you have?		1		1		1		13						8	1					25
	No service in tribal areas, resulting in rubbish being strewn around, burnt or buried in the ground; unhygienic.																				
6	How would you rate your refuse removal service?	8	5		2		27	81		291	4	3	32	40	6	18	20		8	1	547
	In urban areas, erratic collection (sometimes early, often late, sometimes not at all); black bags not always supplied, and in insufficient quantities.																				
7	Which health care service have you made use of in the past 12 months?													1			1				2
8	How would you rate the health care service received?	5	1		7	16	1	40	42	55	1	2	24	19	10	10	9	2	2	1	247
	Absence of clinics in rural areas, necessitating long and expensive journeys to urban clinics, or use of mobile clinics; where clinics do exist, general criticism that service is poor, slow and insufficient; staff not always courteous.																				
9	How would you rate your electrical power supply service?	3	1	2	2	45	11	69	50	47	3	2	29	26	18	22	39	2	3	1	375
	Power cut off without notice; in rural areas, supply often below strength; power goes off in bad weather; too expensive.																				

	Questions and responses	Aquadene	Arboretum	Birdswood	Brackenham	Dube	Empangeni	Esikhawini	Khoza	Madlebe	Mandlazi	Meerensee	Mkhwanazi North	Mkhwanazi South	Mzingazi	Ngwelezane	Nseleni	Veldenvlei	Vulindlela	Wildenweide	Total
10	What is the condition of roads and streets in your immediate area?	10	9	7	19	86	32	54	276	652	6	1	39	21	51	46	82	2	2	7	1405
	A need for tarred roads in the rural areas, as existing roads are narrow, dusty, bumpy, and impassable in wet weather; need for road humps to reduce excessive speed.																				
11	How does uMhlathuze municipality communicate with you?		1			1	1	1	8								1				13
	Some households report having no contact at all.																				
12	How would you rate communication between the municipality and you?	12			2	14	9	32	104	105	2		16	31	2	2	12	1	1	14	360
	Complaints from the tribal areas that there is no communication from the Municipality.																				
13	How would you rate the position of the municipal pay point?	12	3			52		43	124	176		3	44	66		12	14	5	2	1	564
	For households in the tribal areas (and for some in Esikhawini, Ngwelezane and outlying parts of Empangeni and Richards Bay), paypoints are too far away.																				
14	How would you rate the times that pay points are open?	7	7	2	2	8	12	119	34	45	2	3	2	11	3	13	27	7	7	4	319
	Open too late and close too early; weekend service too limited.																				
15	To what extent do you make use of existing municipal sports facilities?			1		1			7	4									2	1	16
	No facilities in tribal areas.																				
16	How would you rate the standard of existing municipal sports facilities?	15	5	3	1	8	13	62	96	105	5	1	3	26	1	15	33	3	6	7	410
	Existing facilities need to be better maintained (repair and cleanliness)																				
17	How would you rate the standard of motor vehicle licensing services?	3	2	2	1		16	17	2	1	4	1	1	8	3	9	7	6	2	9	96
	Long queues; service sometimes poor.																				
18	How would you rate Law Enforcement visibility?	5	21	1	19	62	78	100	163	179	12	7	63	57	21	45	29	43	5	20	938
	Pervasive perception that there is no police presence; if they do respond to calls, they invariably do so late.																				
19	Have you called upon any of the following after-hours emergency services in the past 12 months?					2	1		1	1			1	1		1	1		1	3	13
20	How would you rate the after-hours emergency services received?	1	3	2	6	27	15	42	40	78	3	2	29	37	6	28	20	2	4	14	363
	Delayed, or no, response; poor service																				

4. CONCLUSION

The survey confirms that in the more developed areas of the Municipality people are, by and large, satisfied with the services they receive. In the less well-developed urban areas, levels of satisfaction drop. Dissatisfaction is greatest in the tribal areas.

A number of respondents in these areas expressed anger that (yet) another survey was being conducted when there had been no noticeable change in response to concerns raised in the previous survey.