

CUSTOMER SATISFACTION SURVEY ANALYSIS REPORT

2008



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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.

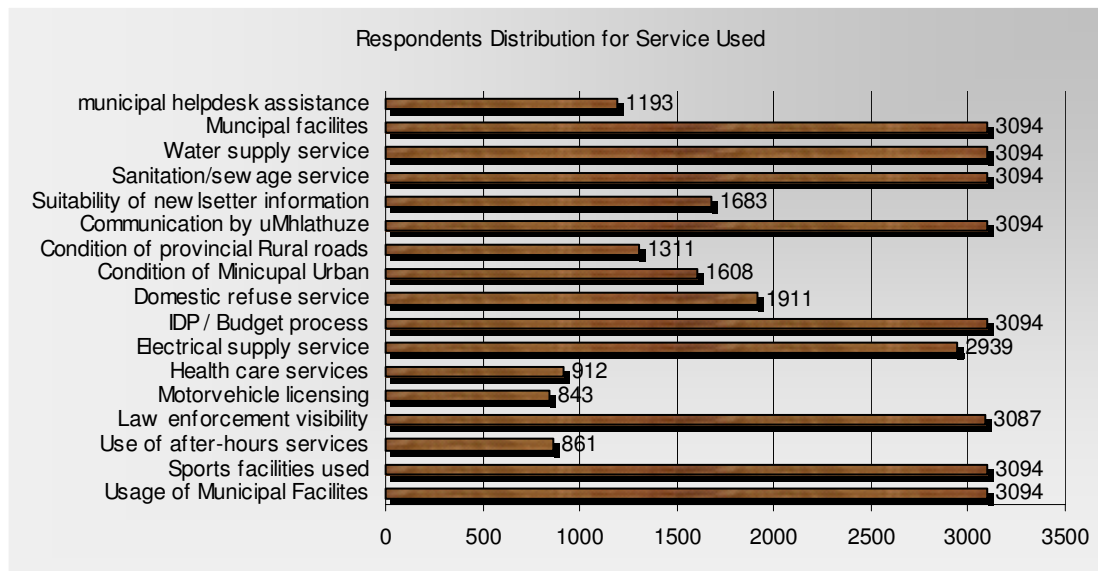
The total number of households in the uMhlathuze area of jurisdiction used for national indicators (74 269 households) according to the uMhlathuze Water Services Development Plan was used as the basis. The Geographical distribution and the following population sample size survey, as reflected in the number of questionnaires, were utilised to ensure the statistical accuracy of the survey:

Urban Areas	Number of households	% of total population	Required Number of questionnaires per area	Actual Number of questionnaires per area
Richards Bay	11883	16.0%	480	468
Empangeni	6684	9.0%	270	280
Nseleni	3713	5.0%	150	184
Esikhawini	14854	20%	600	600
Ngwelezane	4456	6.0%	180	191
Vulindlela	741	1.0%	30	30
	42333	57%	1710	1753
Rural Areas	Number of households	% of total population	Number of questionnaires per area	Actual Number of questionnaires per area
Bhejane Khoza	7426	10.0%	300	342
Dube	2971	4.0%	120	176
Madlebe	11883	16.0%	520	475
Mkhwanazi North		6.5%	175	179
Mkhwanazi South	9655	6.5%	175	169
	31935	43%	1290	1341
Total	74269	100%	3000	3094

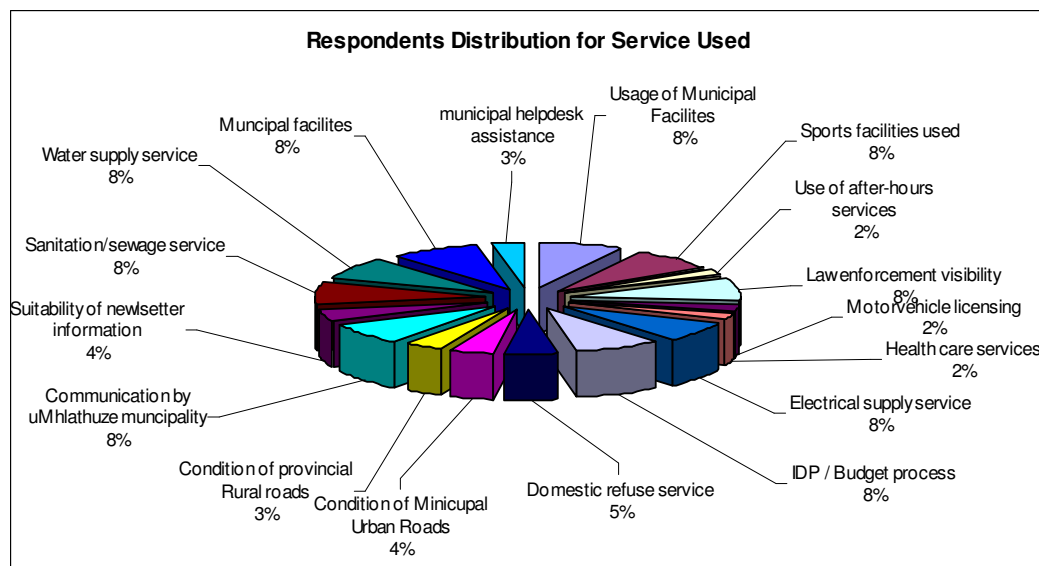
For the purpose of this report the results will be illustrated for the total area of jurisdiction as well as separate responses for the urban areas and for the rural areas. Information on all the questions is available on all the different areas, with a further breakdown per suburb in Richards Bay. This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

2. SURVEY RESPONSE

A total of 3094 households responded to the twenty-four 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 assistance, 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:



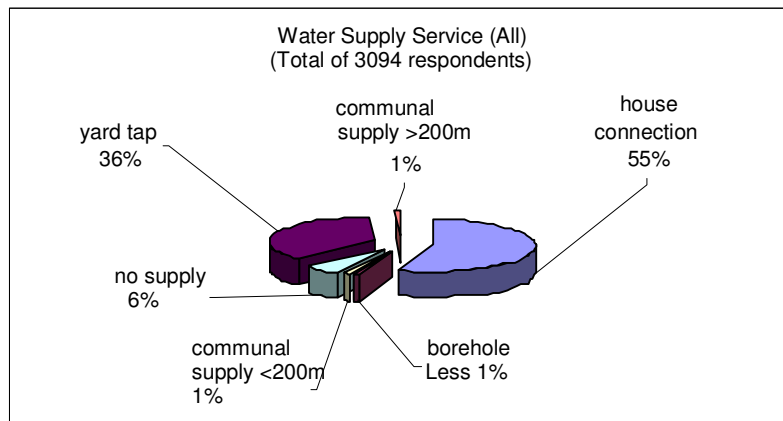
The above figure illustrates the number of respondents for each of the services as well as the percentage contributed towards the total number of the 74 269 population data.



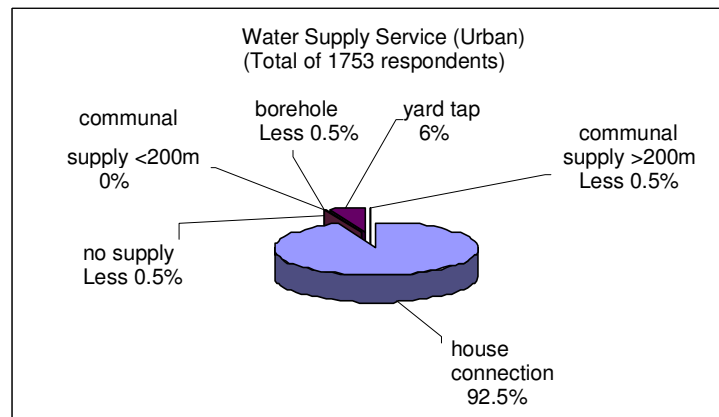
The levels of customer satisfaction with the services are discussed and illustrated individually below.

WATER SUPPLY SERVICE

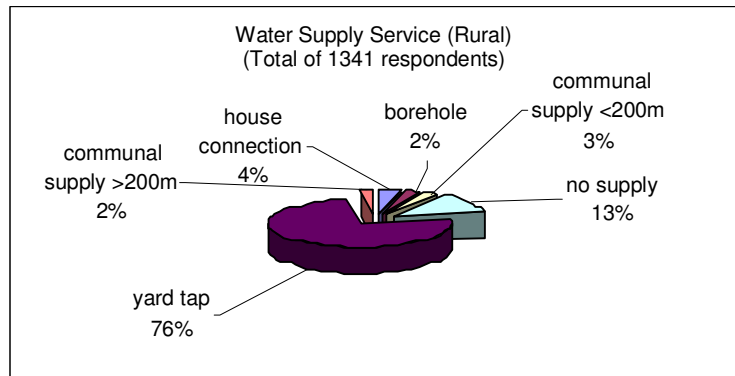
The water supply service currently delivered to the community by the City of uMhlathuze is categorized in terms of National regulations. The categories are divided and measured as follows: house connections, yard connections, communal supply within 200 metres distance (RDP level); communal supply further 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 3094 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 1753 households currently served with water, are expressed as a percentage. 2 respondents do not have water supply.

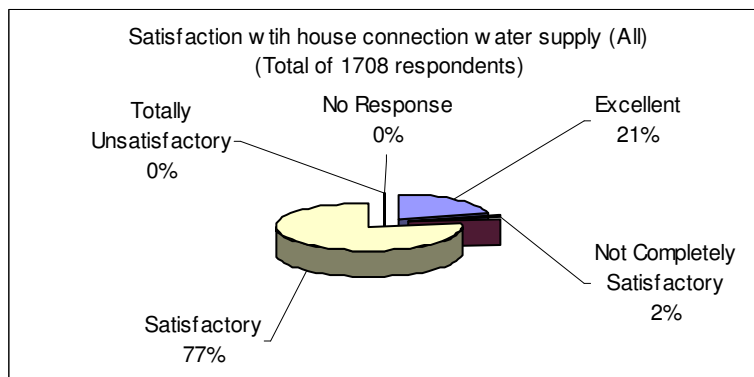


The following figure illustrates the type of water supply service rendered to the households that were approached during the survey in the Rural areas. The responses from the 1341 households currently served with water, are expressed as a percentage. 174 of the respondents do not have water supply.

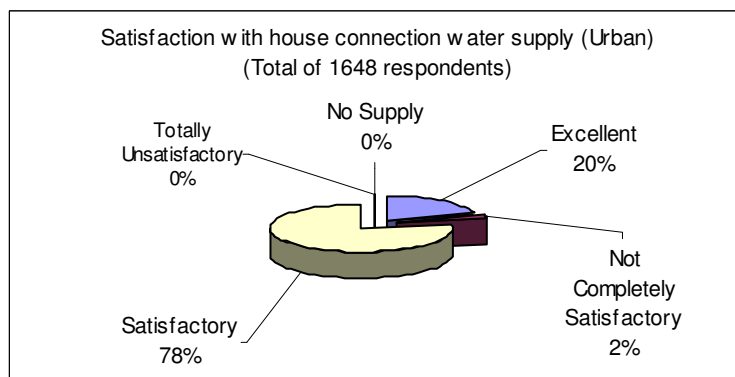


House connection water supply

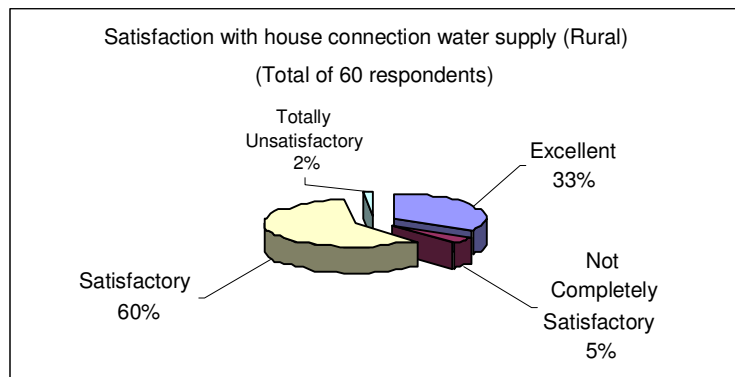
The number of households in the survey with this type of connection was 1708. The following figure illustrates a high satisfaction level among the respondents currently receiving this service.



The following figure illustrates the satisfaction level among the 1648 respondents currently receiving this service in the urban areas:-

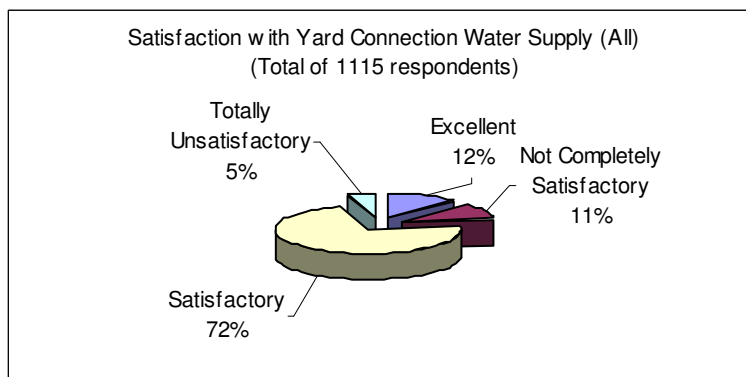


The following figure illustrates the satisfaction level among the 60 respondents currently receiving this service in the rural areas:-

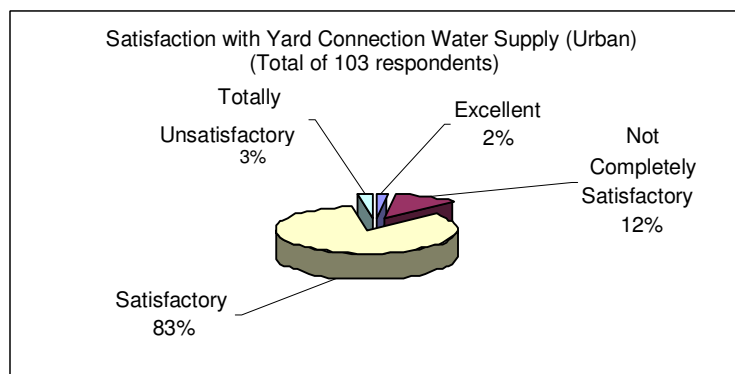


Yard Connection

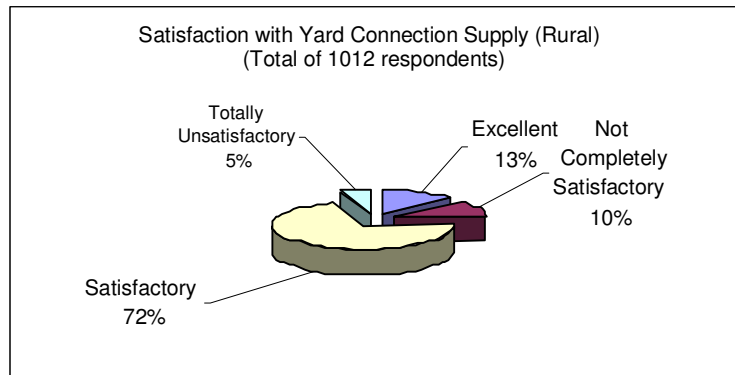
The number of households in the survey with yard connection was 1115. The satisfaction level of the households currently receiving yard connection water supply is illustrated as follows: 0 respondents gave no response.



The following figure illustrates the satisfaction level among the 103 respondents currently receiving this service in the urban areas:-

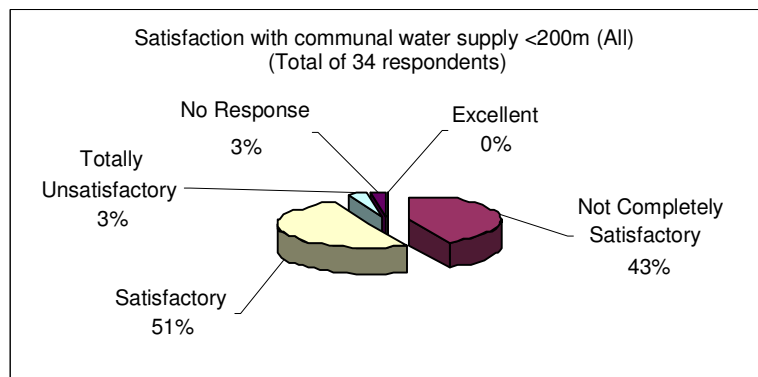


The following figure illustrates the satisfaction level among the 1012 respondents currently receiving this service in the rural areas:-

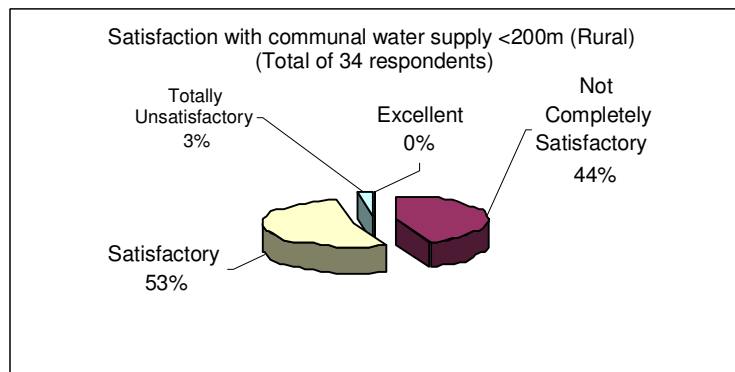


Communal Water Supply within 200metres

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 34 respondents currently receiving this service is illustrated as follows.

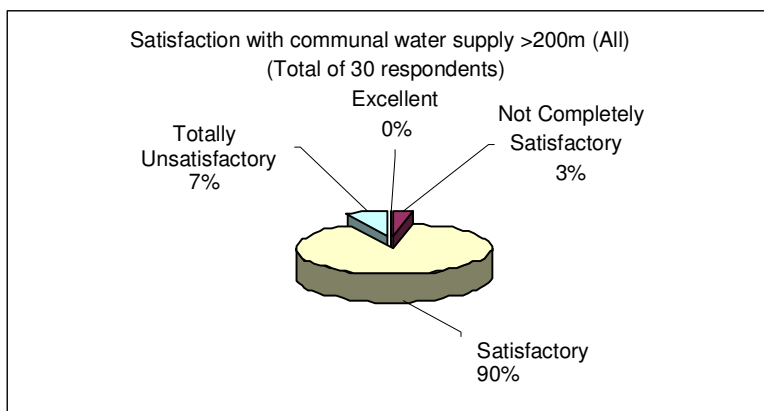


The following figure illustrates the satisfaction level among the 34 respondents currently receiving this service in the rural areas:-

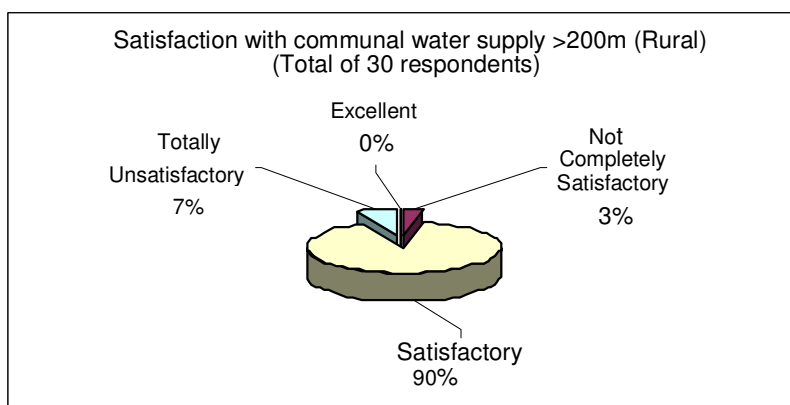


Communal water supply further than >200metres

The number of households in the survey with communal water supply was 30. There are 0 respondents in the urban area with a water supply further than 200 meters.

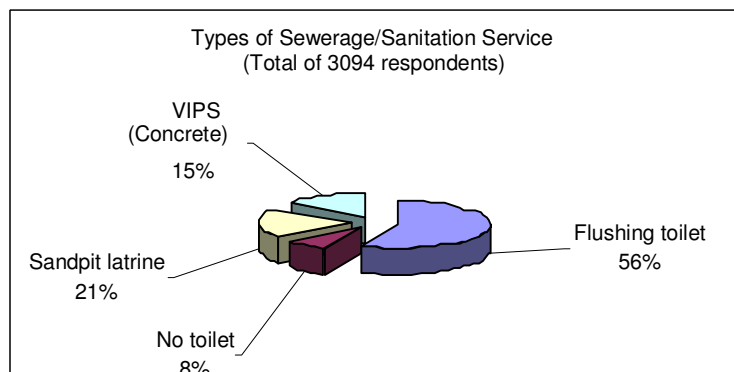


The following figure illustrates the satisfaction level among the 30 respondents currently receiving this service:



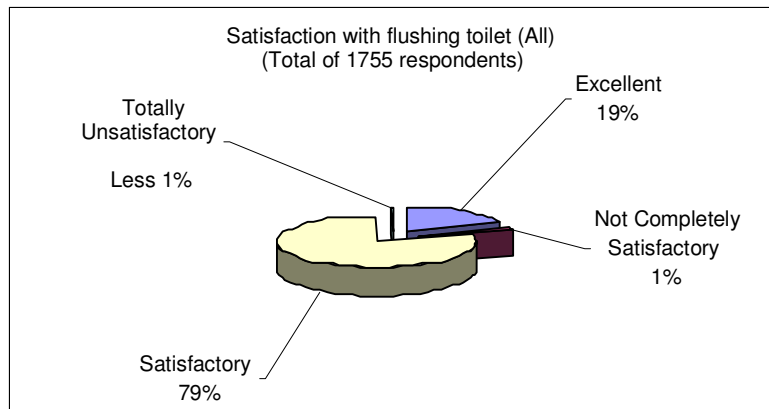
SANITATION SERVICE

The following figure illustrates the distribution of the type of sanitation service delivered to the households surveyed. The total number of respondents was 3094. The 8% of households with no sanitation service are from the rural areas and comprise 240 respondents.

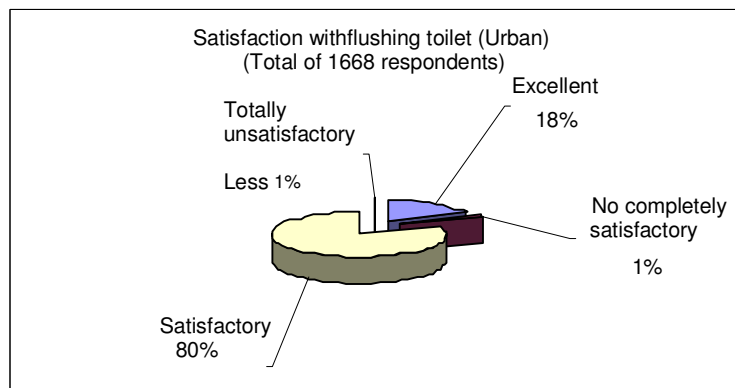


Flushing toilet service

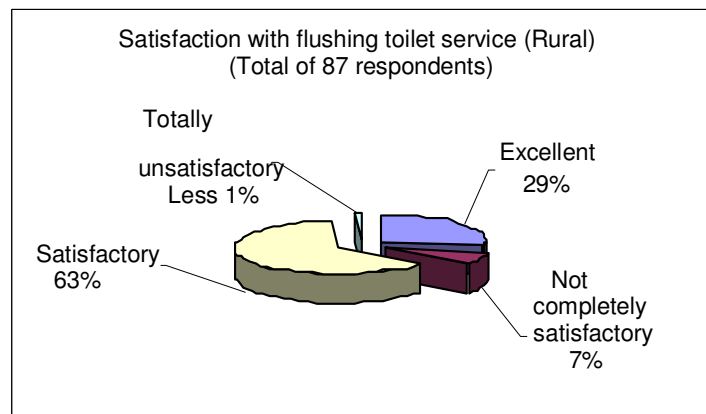
A flushing toilet service is delivered to households in the urban and developed areas. The following figure illustrates the satisfaction rating of the 1755 respondents currently receiving this service. The satisfaction level for this service is exceptionally good.



The following figure illustrates the satisfaction level among the 1688 respondents currently receiving this service in the urban areas:

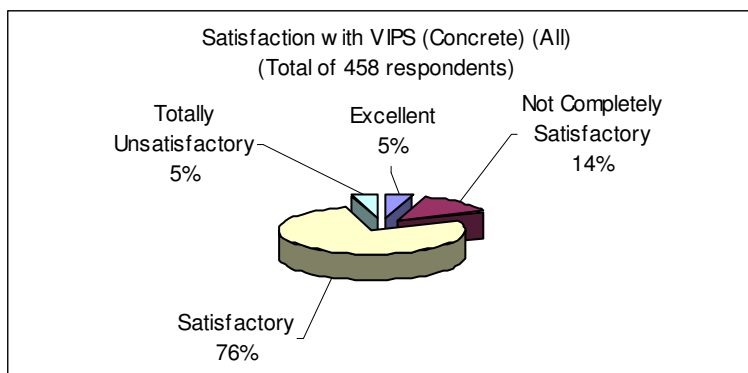


The following figure illustrates the satisfaction level among the 87 respondents currently receiving this service in the rural areas:

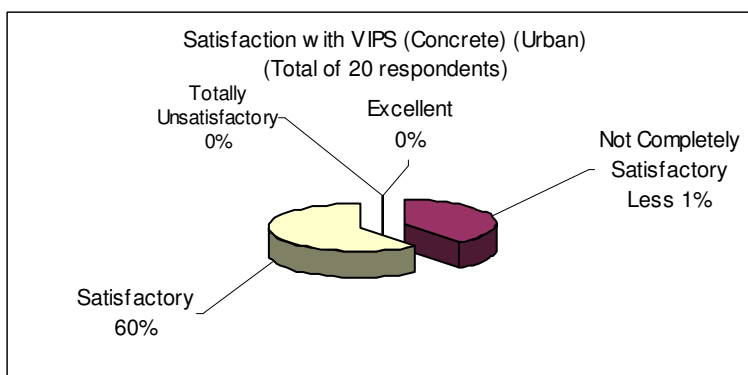


VIP's (Concrete)

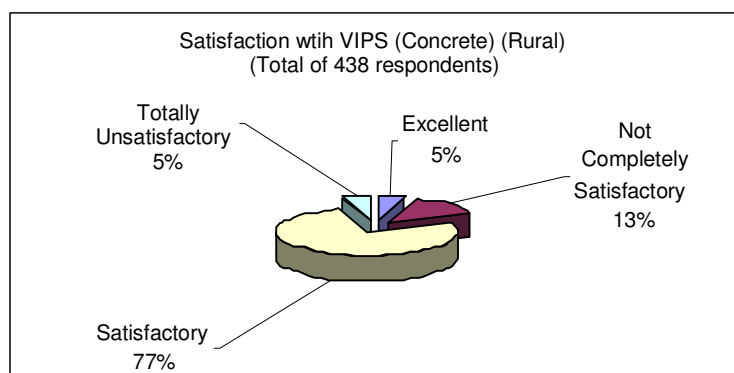
The VIPs (Concrete) service is predominantly delivered in the rural areas. The number of respondents with this facility is 458.



The following figure illustrates the satisfaction level among the 20 respondents currently receiving this service in the urban areas:



The following figure illustrates the satisfaction level among the 438 respondents currently receiving this service in the rural areas:

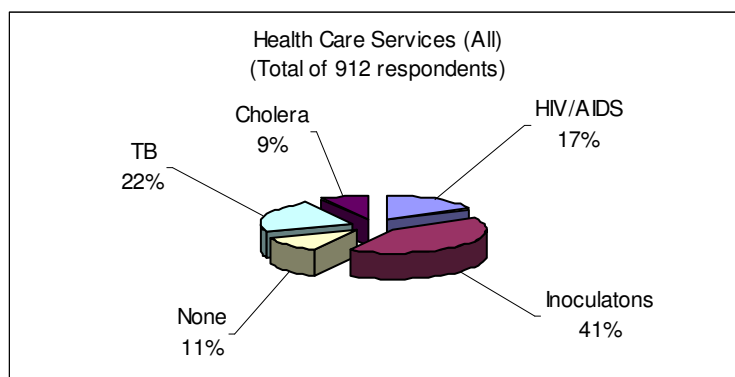


Sandpit Latrine (Own)

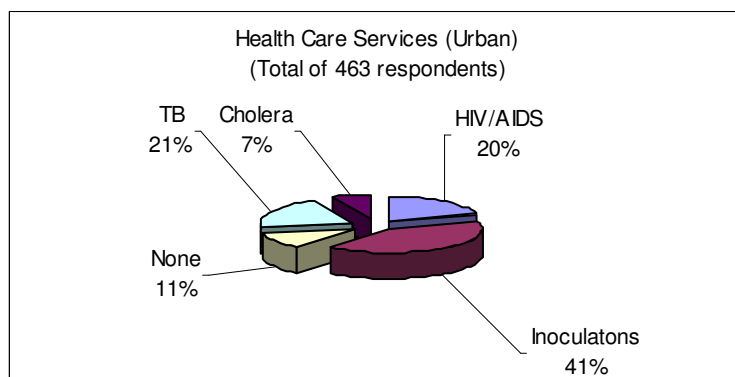
The VIPs (Concrete) service is not delivered to the whole community in the Rural and informal developed areas. Consequently, 637 respondents reported having sandpits or having constructed their own sandpit latrines.

HEALTH CARE SERVICE

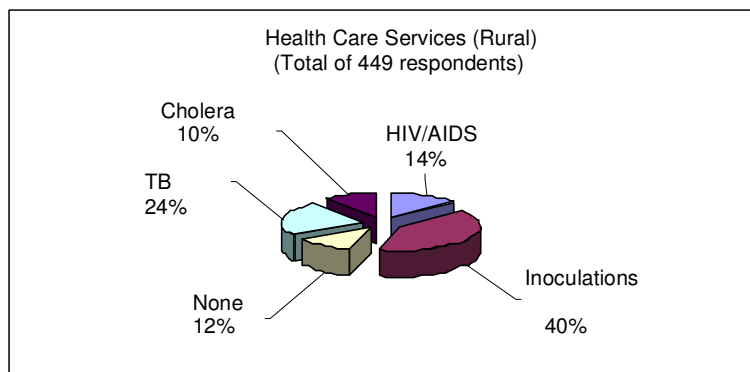
912 households from the total number of 3094 households approached during the survey reported having made use in the previous 12 months of the health care services provided by the uMhlathuze municipality. 2458 respondents did not make use of any health care services provided by the uMhlathuze municipality. The following figure illustrates the distribution of services used by the 912 respondents. The services reported on in the survey are TB treatment, HIV/AIDS counseling, 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 463 respondents in the urban areas.

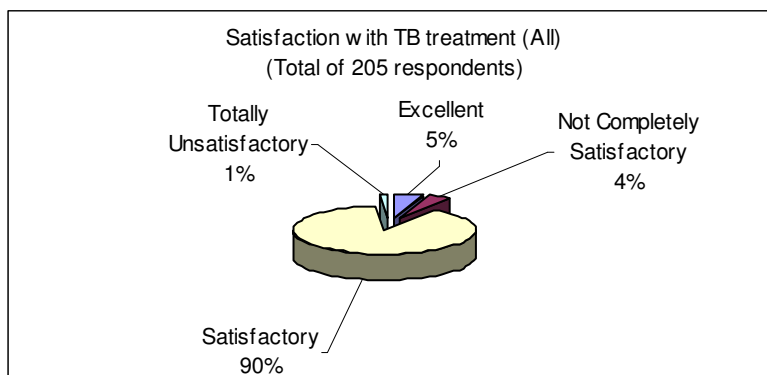


The following figure illustrates the distribution of health care services used by the 449 respondents in the rural areas.

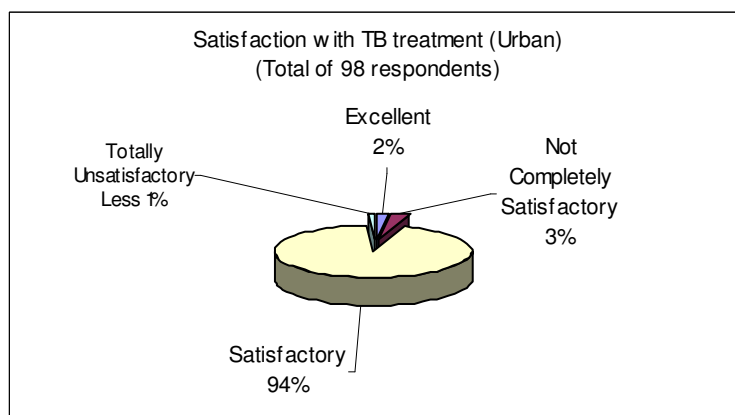


TB Treatment

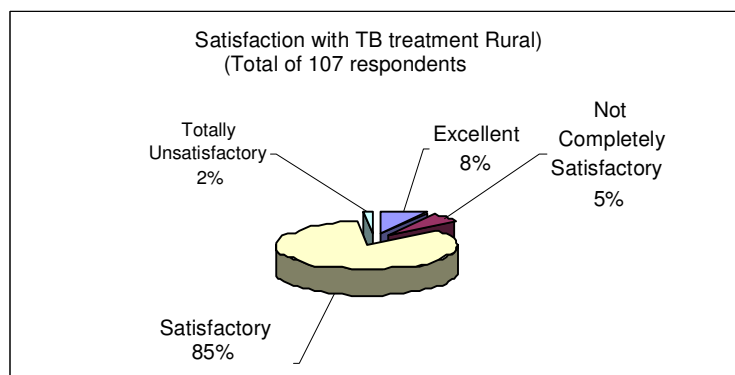
The satisfaction levels of the 205 households that reported having made use of the TB treatment service is as follows:



The following figure illustrates the satisfaction level among the 98 respondents who made use of the TB treatment service in the urban areas:

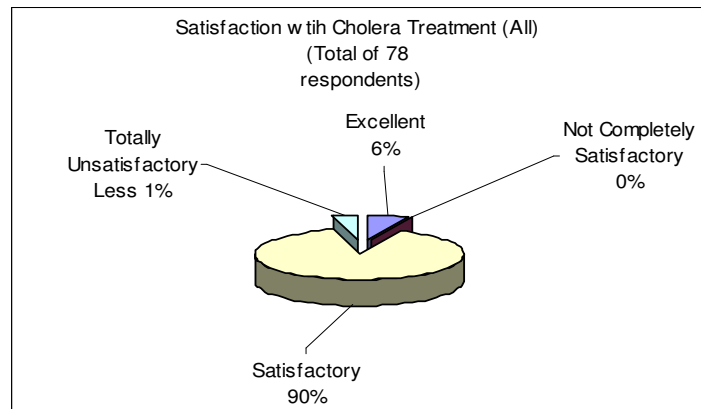


The following figure illustrates the satisfaction level among the 107 respondents who made use of the TB treatment service in the rural areas:

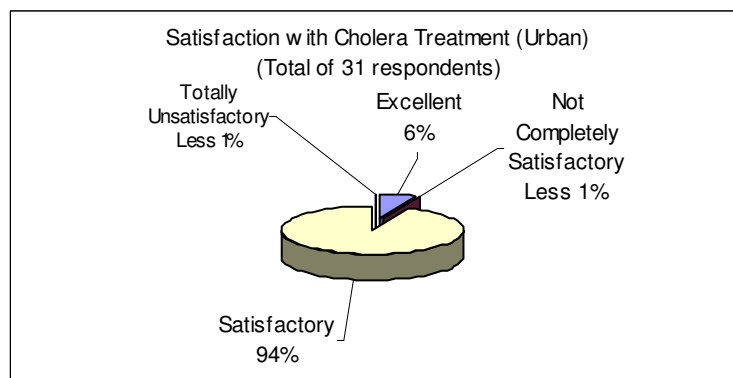


Cholera Treatment

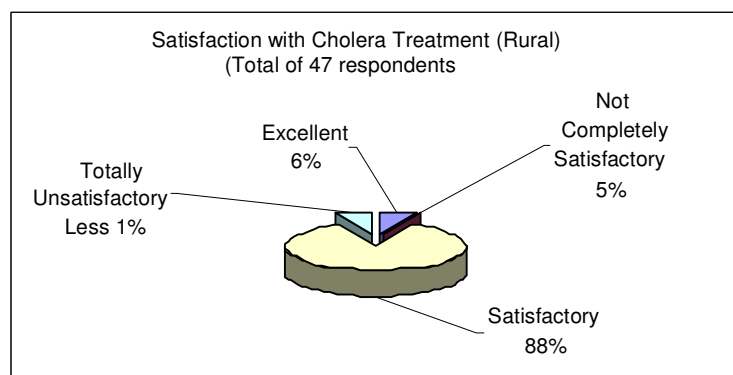
The number of households who reported having used this service was 78. Satisfaction levels are illustrated below:



The following figure illustrates the satisfaction level among the 31 respondents who made use of the cholera treatment service in the urban areas:

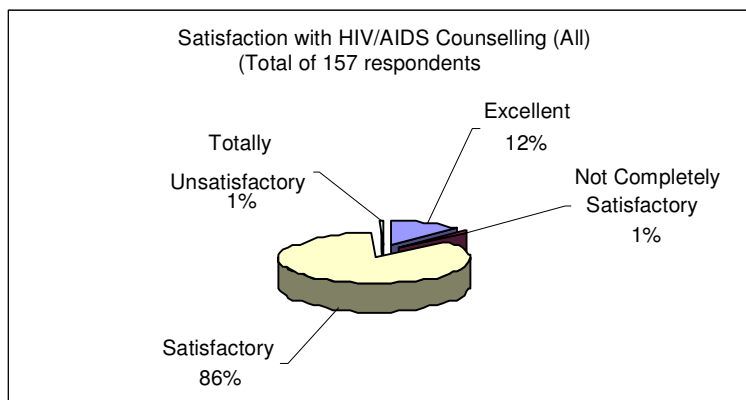


The following figure illustrates the satisfaction level among the 47 respondents who made use of the Cholera treatment service in the rural areas:

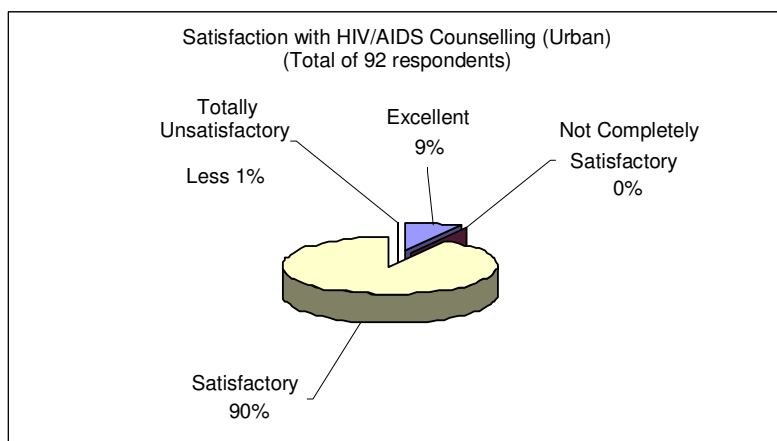


HIV/AIDS Counselling

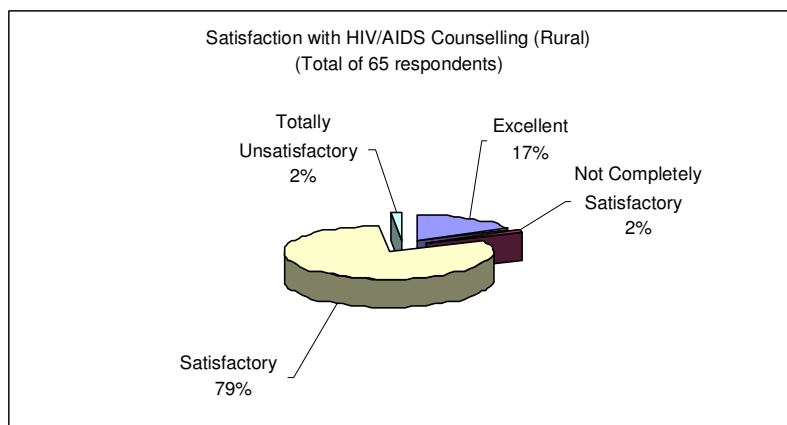
The number of households who reported having used this service was 157. Satisfaction levels are illustrated below:



The following figure illustrates the satisfaction level among the 92 respondents who made use of the HIV/AIDS counselling service in the urban areas:

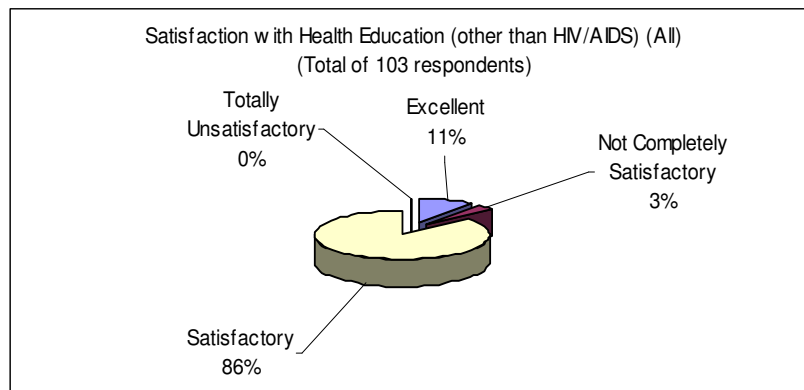


The following figure illustrates the satisfaction level among the 65 respondents who made use of the HIV/AIDS counselling service in the rural areas:

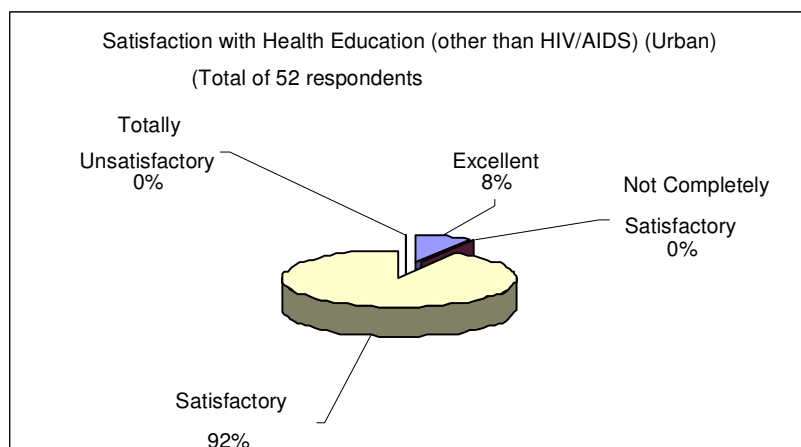


Health Education (other than HIV/AIDS)

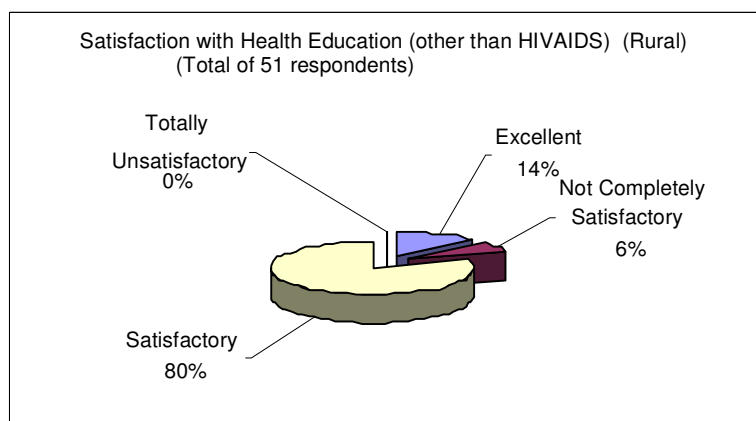
The number of households responding to this question was 103. Satisfaction levels are illustrated below:



The following figure illustrates the satisfaction levels among the 52 respondents who made use of the health education service in the urban areas:

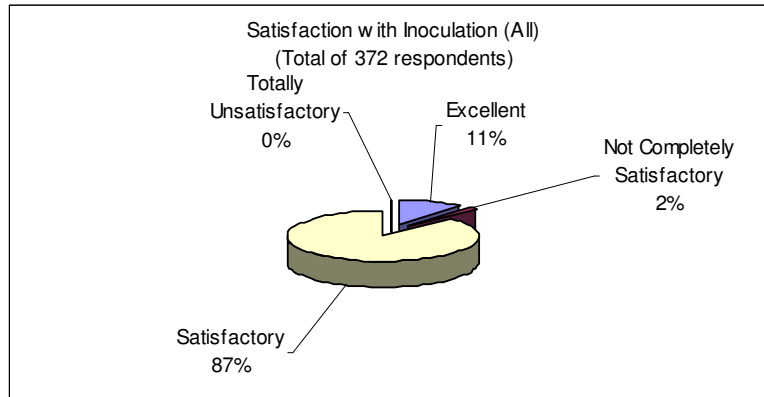


The following figure illustrates the satisfaction level among the 51 respondents who made use of the health education service in the rural areas:

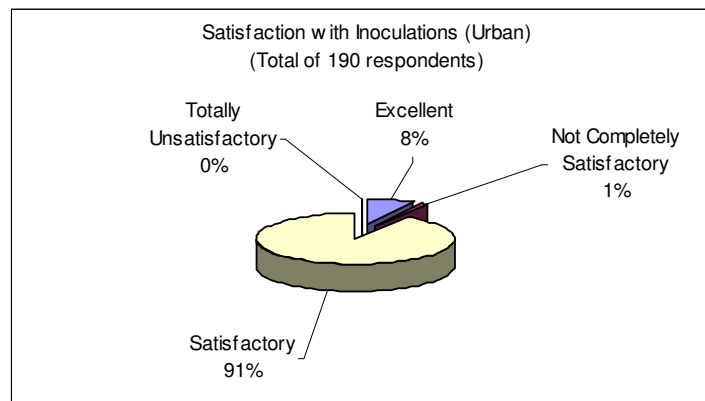


Inoculations

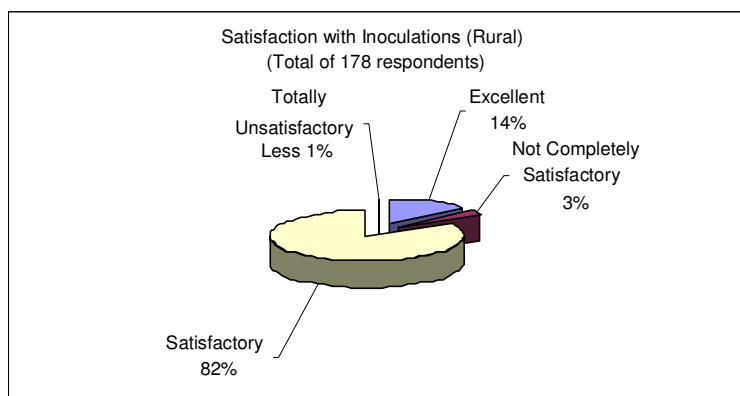
The number of households who responded to this question was 372. Satisfaction levels are illustrated below:



The following figure illustrates the satisfaction level among the 190 respondents who made use of the inoculations service in the urban areas:

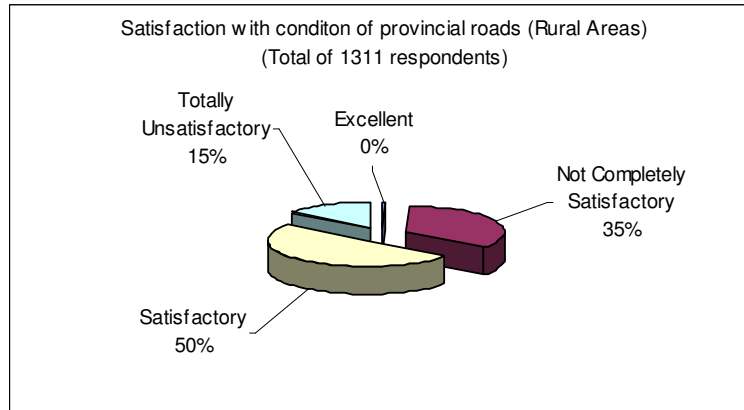


The following figure illustrates the satisfaction level among the 178 respondents who made use of the inoculations service in the rural areas:



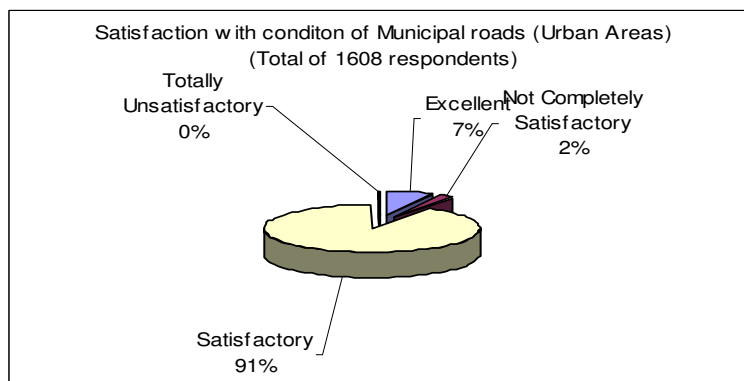
PROVINCIAL ROADS

The perception of the community with regard to their satisfaction with the provincial road infrastructure was measured in general. The number of households, which responded to this question in the survey, was 1311. The following figure illustrates the satisfaction response received.



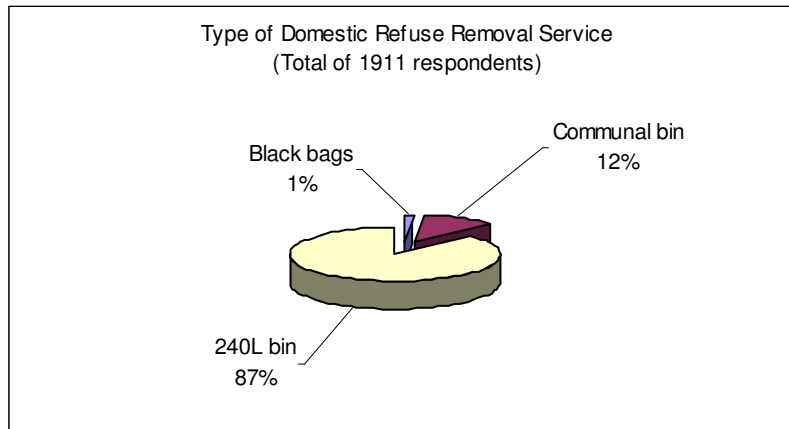
MUNICIPAL ROADS

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 1608. The following figure illustrates the satisfaction response received.



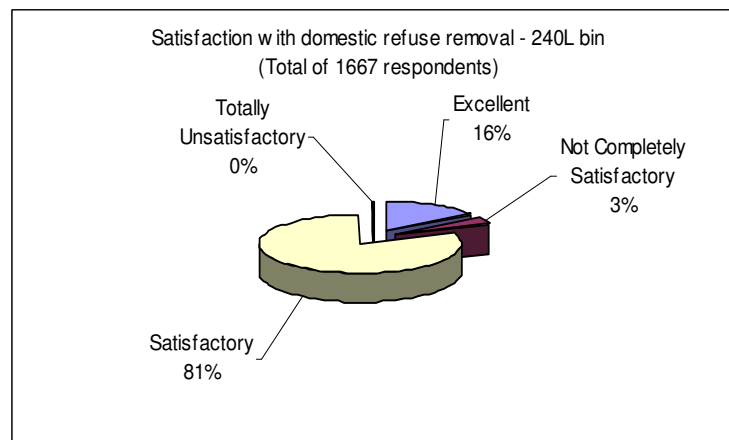
DOMESTIC REFUSE REMOVAL

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 3094, of which 1911 receive a domestic refuse removal service. Distribution of the type of refuse removal service received by these respondents is illustrated below:



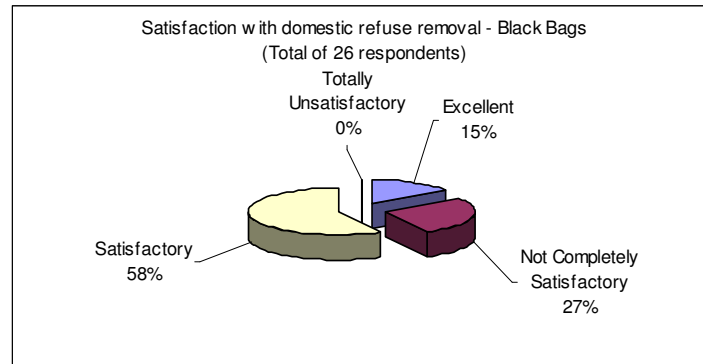
240 litre Bin service

This service is delivered predominantly in the Richards Bay/Empangeni areas once per week. The service satisfaction level as experienced by the 1667 of the 1911 respondents receiving this service is illustrated below:



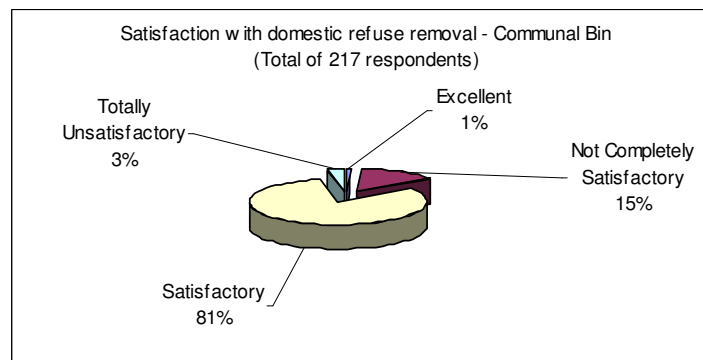
Black bag service

This service is delivered in other municipal areas once per week. The satisfaction level with this service as experienced by 26 of the 1911 respondents receiving a domestic refuse service is as follows:



Communal bin service

This service is delivered in some of the rural municipal areas once per week. The satisfaction level with service delivery as experienced by the 217 of the 1911 respondents receiving a domestic refuse service is as follows:



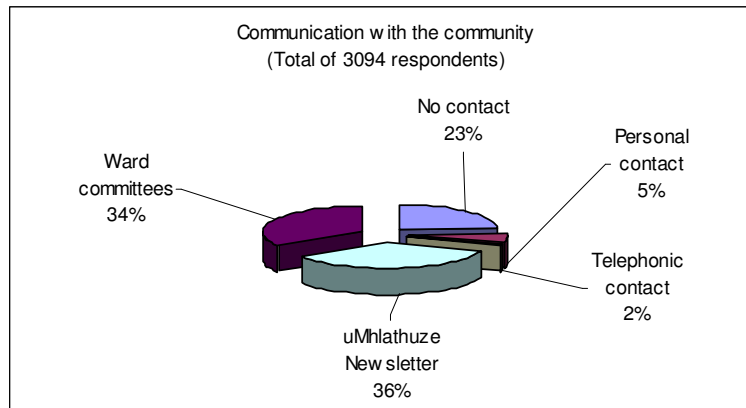
No Service

1193 of the households who participated in the survey receive no domestic refuse removal service. These households are in the rural areas.

COMMUNICATION WITH THE COMMUNITY

Communication between the City of uMhlathuze and the community is very important for public participation. The public needs to be informed regularly on all issues and their inputs and participation must be obtained to make informed decisions for the future.

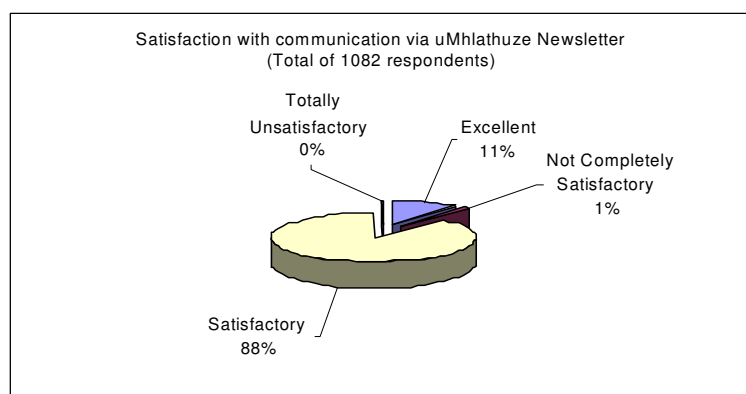
Communication between the Municipality and its inhabitants was classified in the survey as follows: personal contact; telephonic contact; ward committees; the uMhlathuze newsletter; no contact. The following chart illustrates the response distribution per category from the 3094 households, which responded to the question:



uMhlathuze newsletter

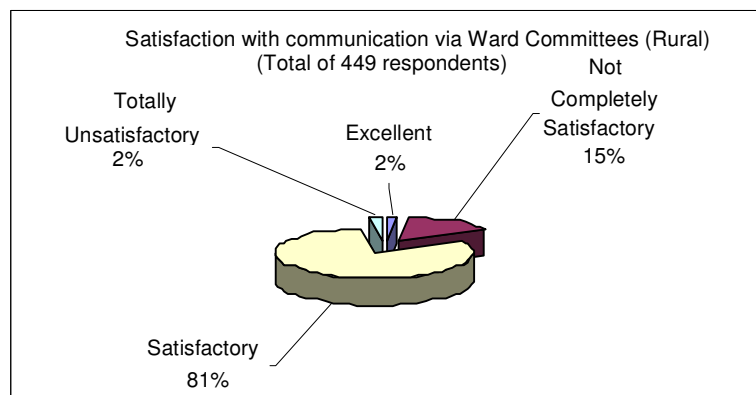
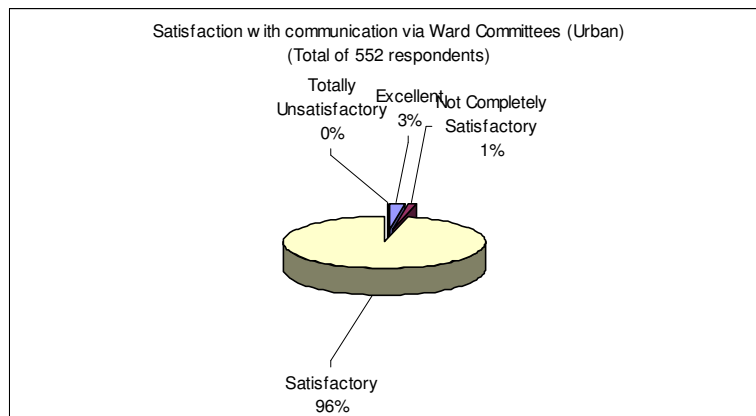
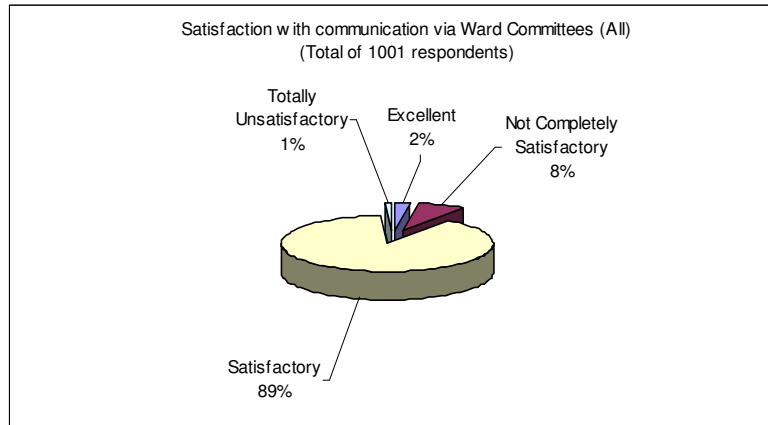
The newsletter seems to be very popular and is generally well accepted. Of the 3094 respondents who indicated that they receive communication from the Municipality, 1082, receive it via the newsletter. However, 922 of these are from the urban areas, and only 162 are from the rural areas.

The satisfaction level of the 1082 respondents receiving the newsletter in all areas is as follows:



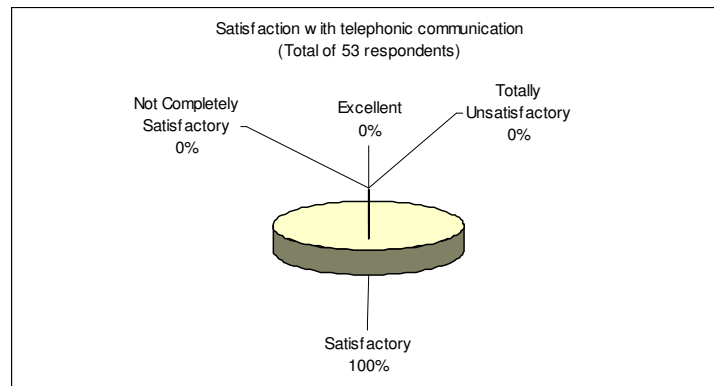
Ward committees

1001, of those who responded to the question on communication receive information from the Municipality via the ward committee system. Of these, 552 live in urban areas and 449 live in rural areas. Satisfaction levels with this system are as follows:



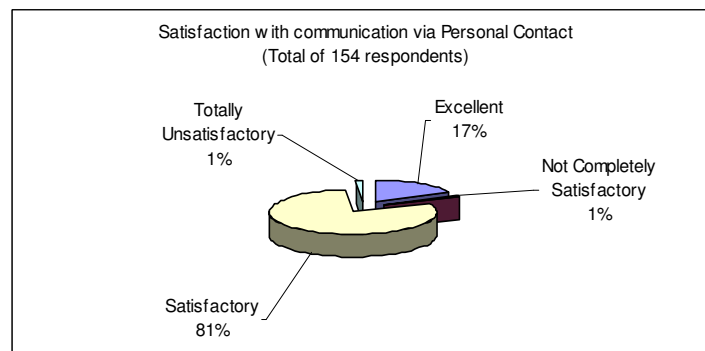
Telephonic Communication

In the survey, 53 of the respondents indicated that they receive communication from the uMhlathuze Municipality telephonically. Of these, 48 live in urban areas and 5 live in rural areas. Satisfaction levels with this form of communication are recorded below:



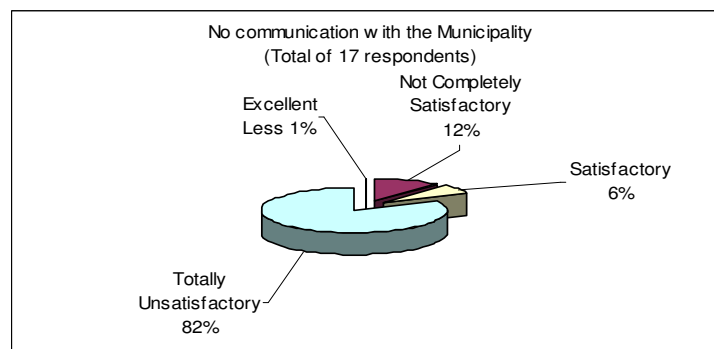
Personal Contact

154 respondents cited “personal contact” as the means by which the Municipality keeps in touch with them. Of these, 136 live in urban areas. Satisfaction levels with this form of communication are recorded below:

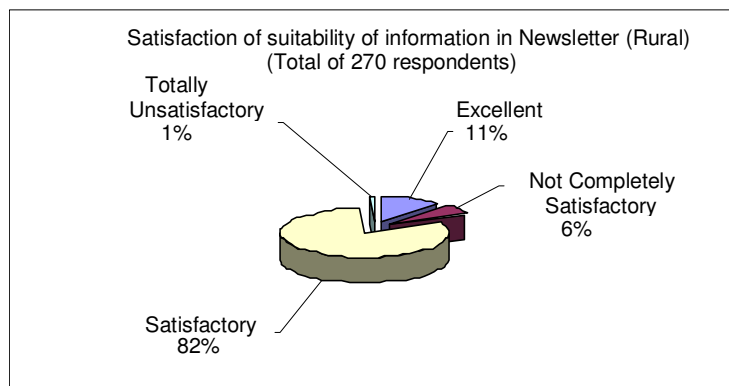
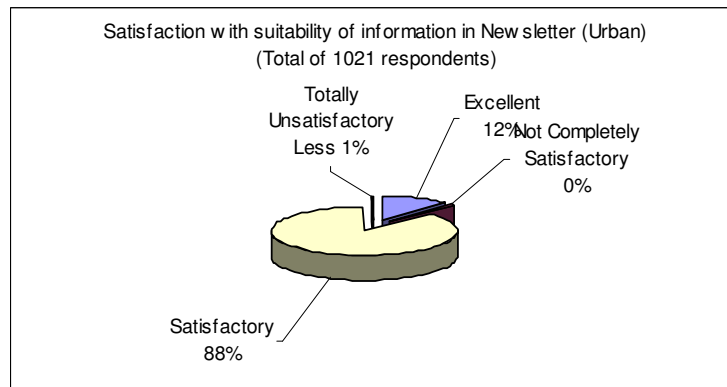
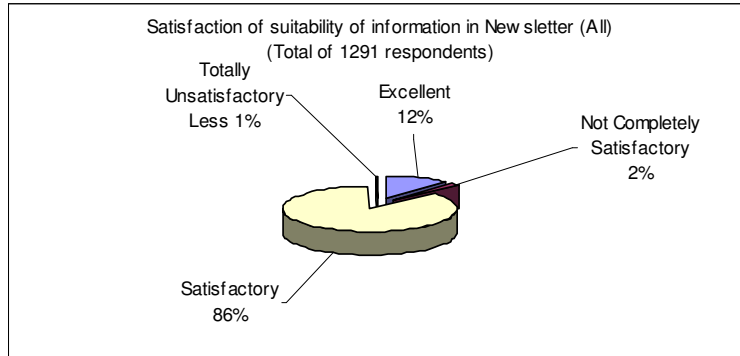


No communication with the municipality

17 respondents do not have any communication with the municipality. Of these, 4 respondents are from urban areas and 13 from rural areas.

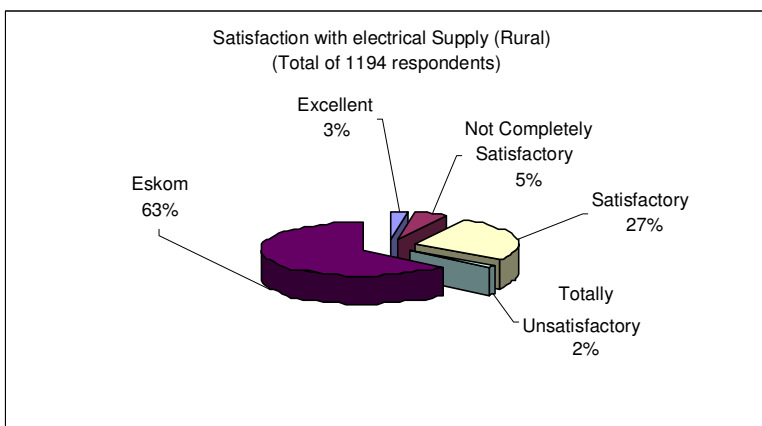
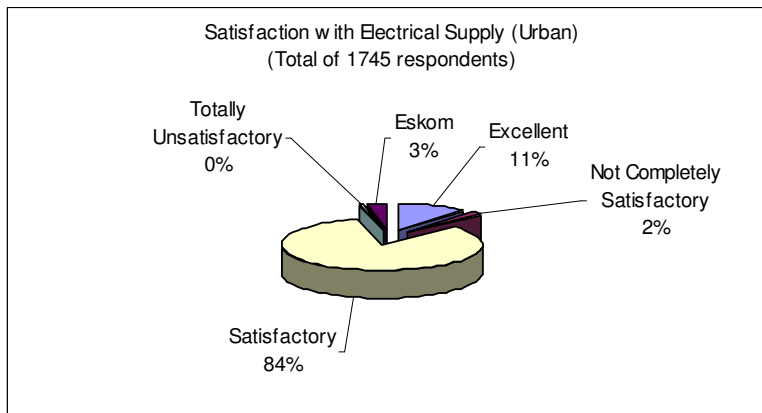
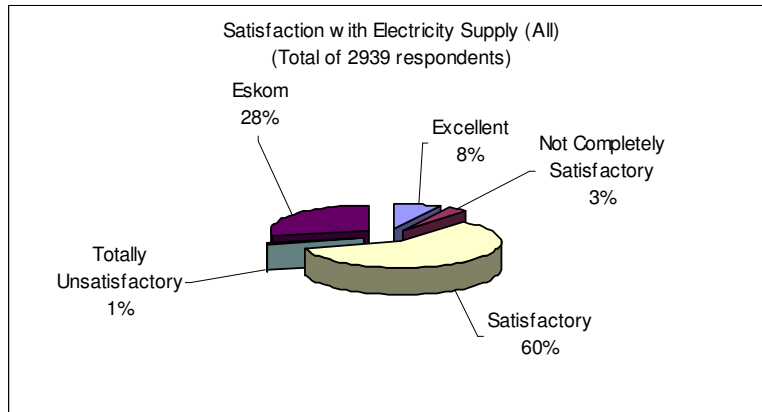


Suitability of information in the Newsletter

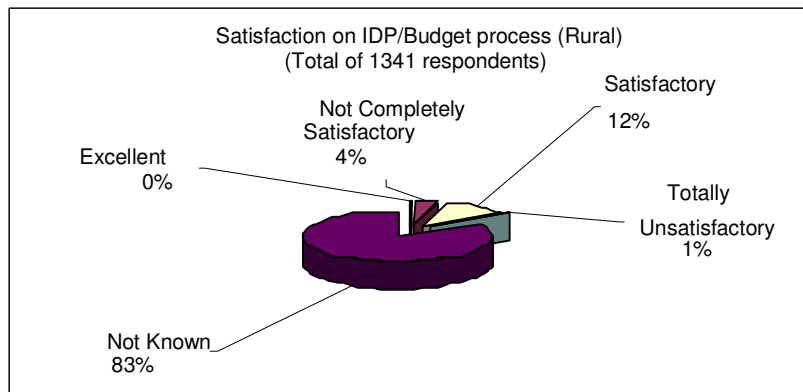
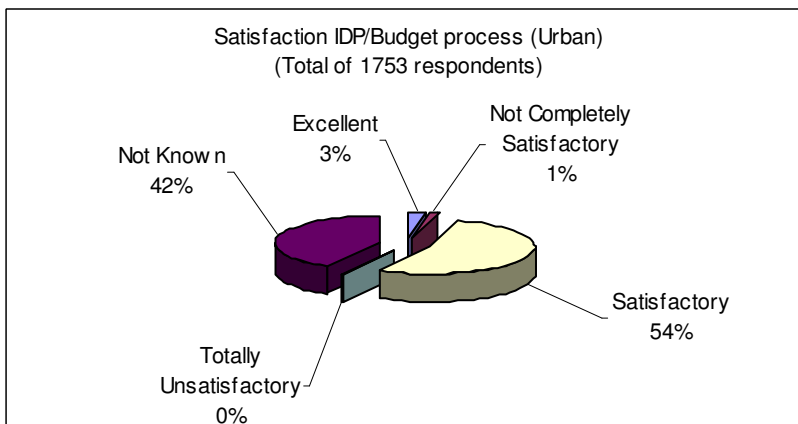
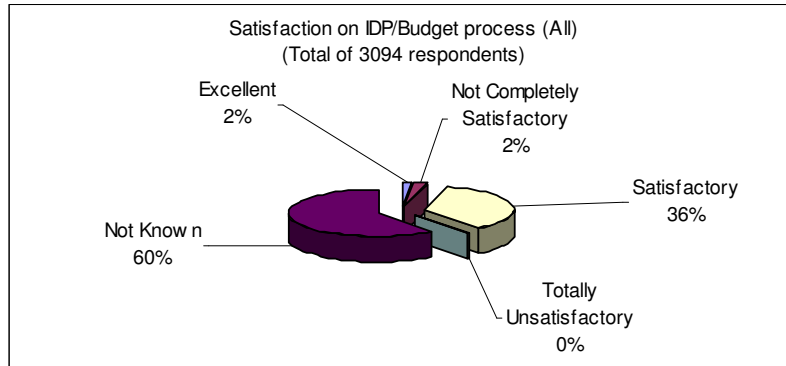


ELECTRICITY SUPPLY

Of the 3094 households surveyed, 2939 reported having electricity. (1745 of these were in the urban areas and 1194 in the rural areas). Customer satisfaction with the quality of their electricity supply is recorded in the three charts below:

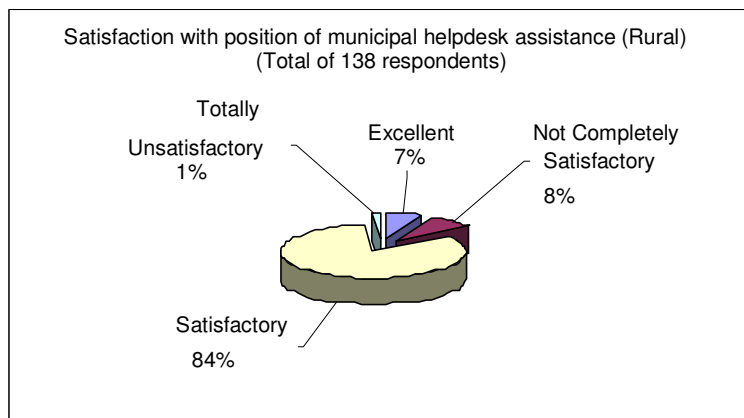
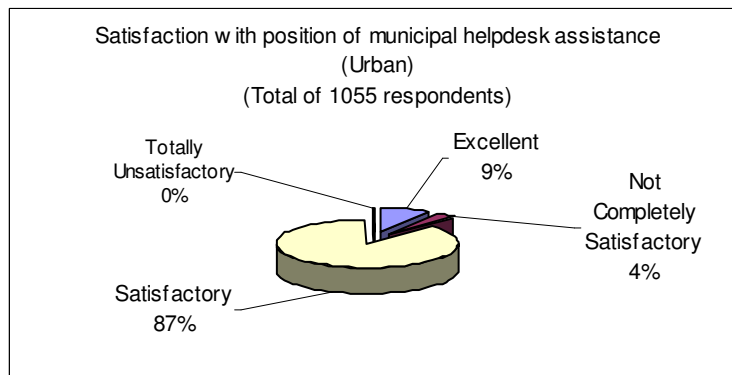
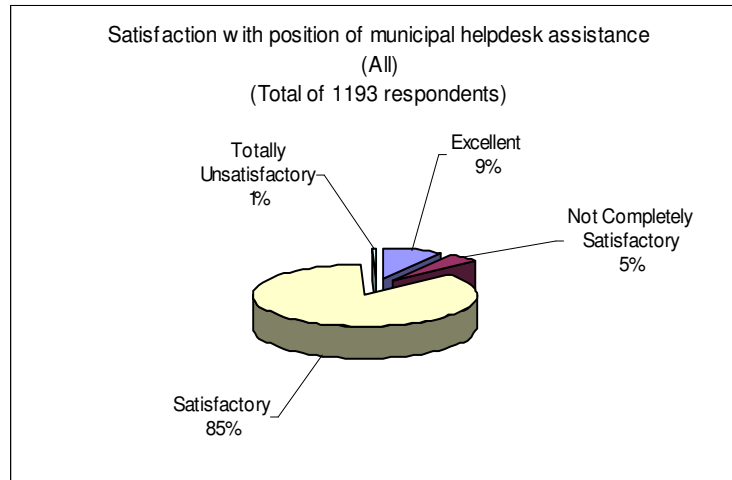


IDP / BUDGET PROCESS

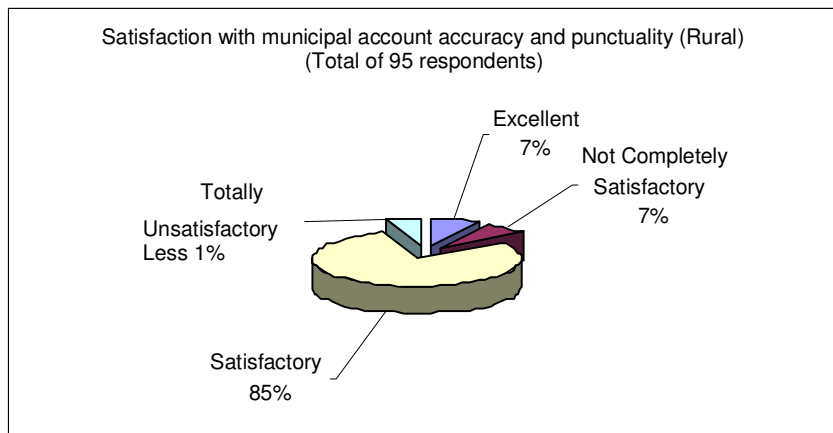
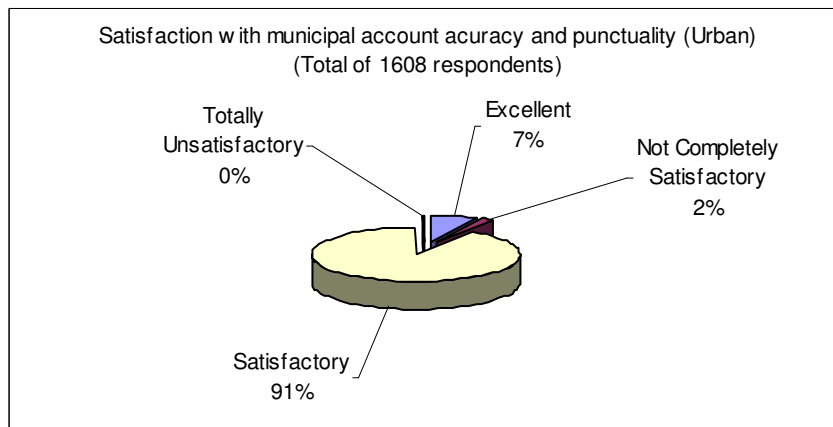
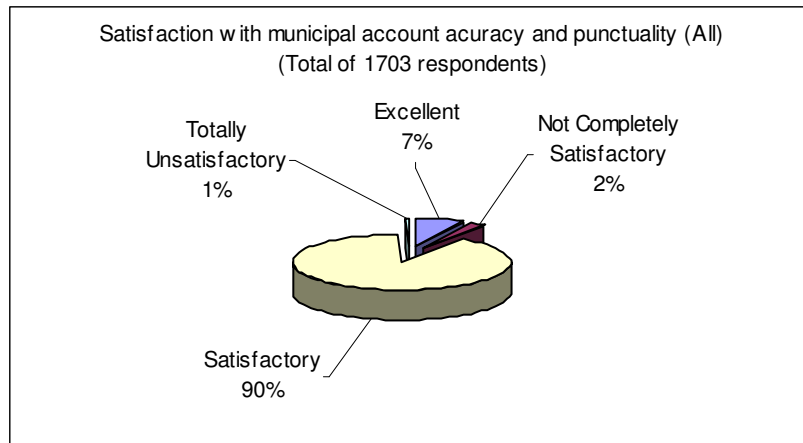


MUNICIPAL ASSISTANCE FROM HELPDESK

A majority of households surveyed 1193 make use of Municipal pay points. Of these, 1055 are urban dwellers. Satisfaction levels with regard to location and opening times of these pay points are recorded in the charts below:



MUNICIPAL ACCOUNT ACCURACY

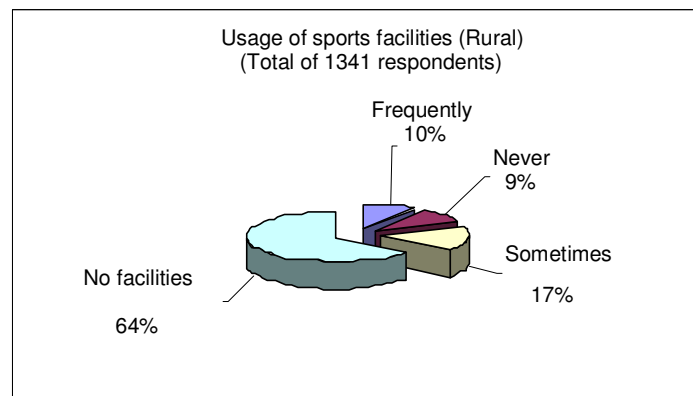
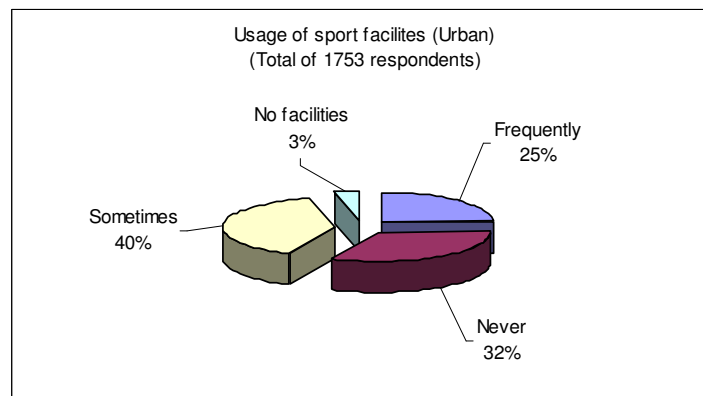
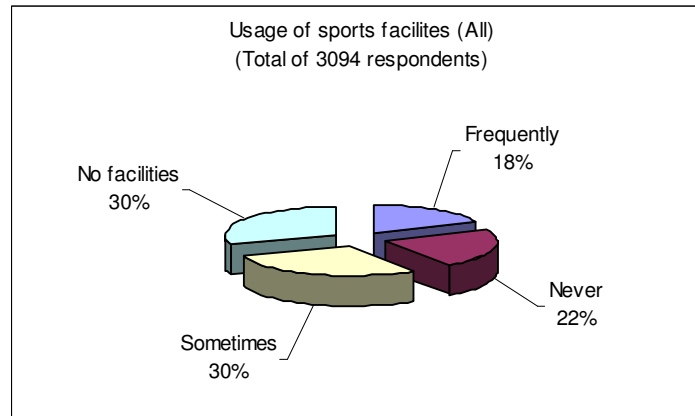


SPORTS FACILITIES

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

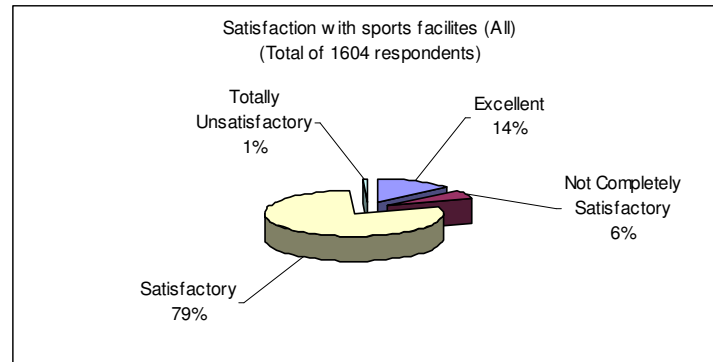
924 of respondents indicated that there are no sports facilities in their area. Of these responses, 863 were from the rural areas.

Usage of sports facilities

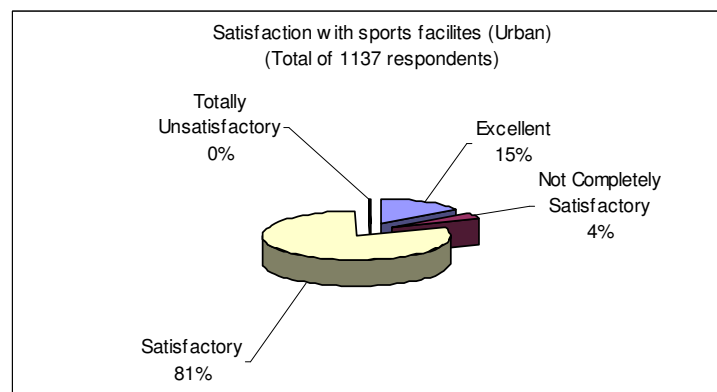


Satisfaction with sport facilities

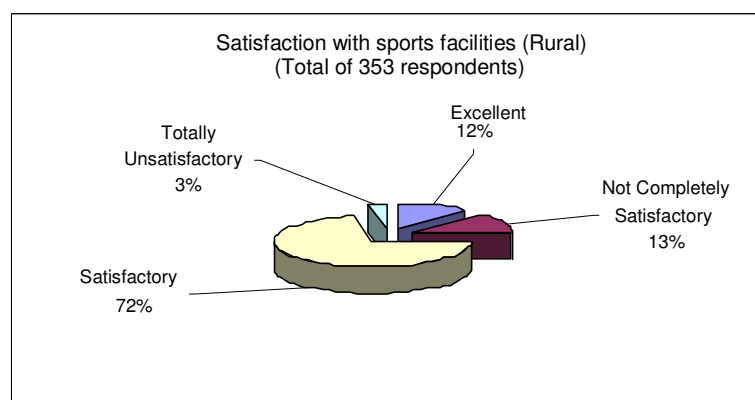
There were 1604 responses regarding the quality of sporting facilities. (1604 respondents did not offer comment, either because there are no facilities, or they do not use them).



The following figure illustrates satisfaction levels among the 1137 respondents in urban areas (616 respondents did not offer comment, either because there are no facilities, or they do not use them):

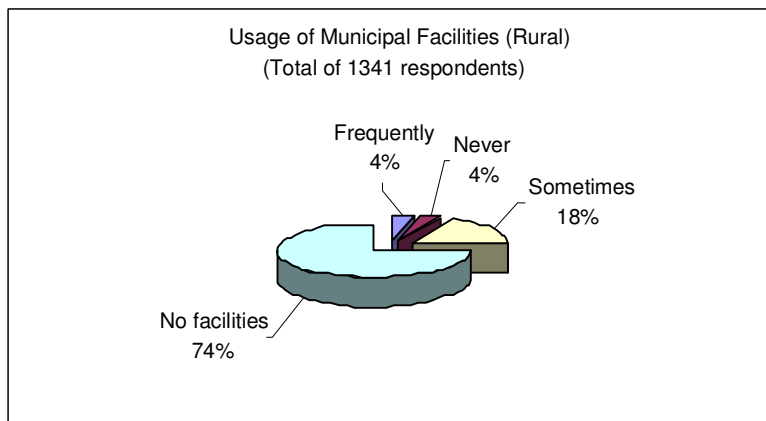
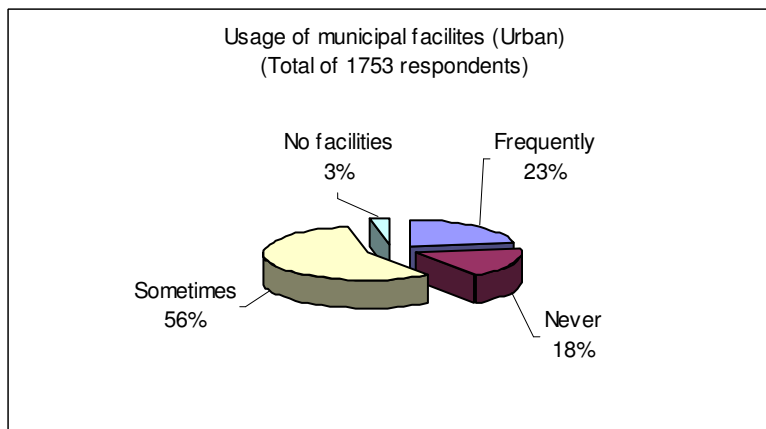
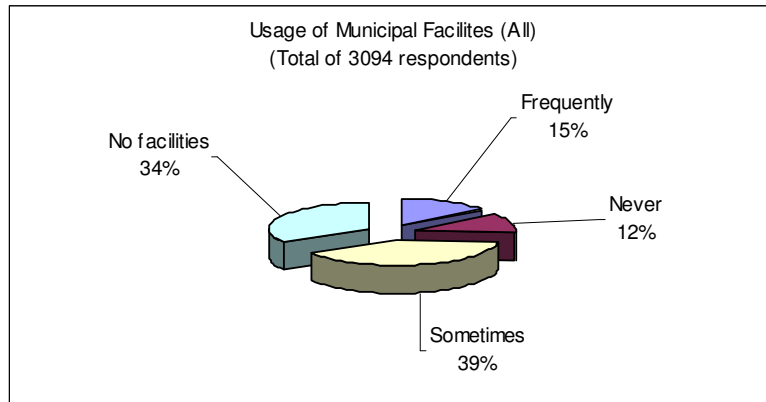


The following figure illustrates the satisfaction level among the 353 respondents in the rural areas (988 respondents did not offer comment, either because there are no facilities, or they do not use them):

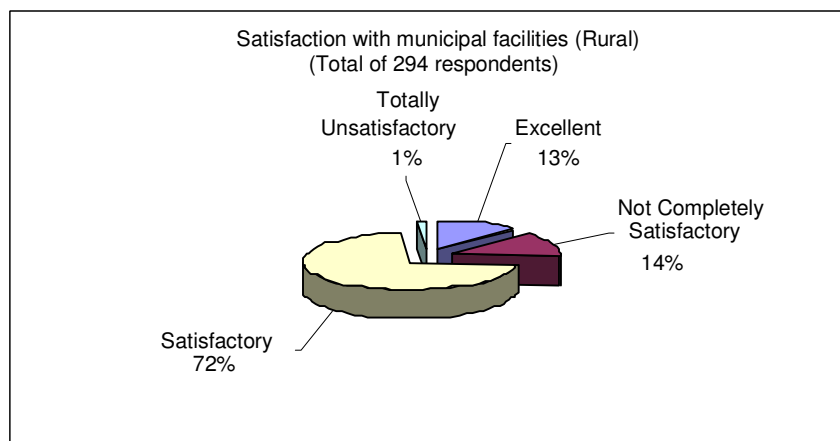
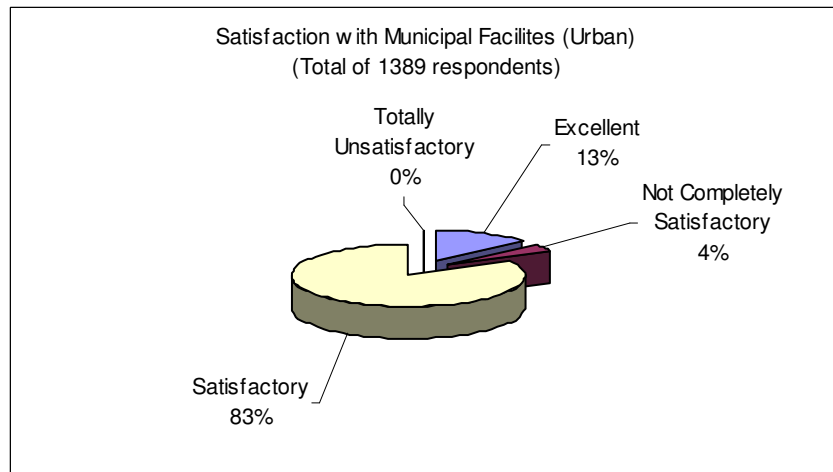
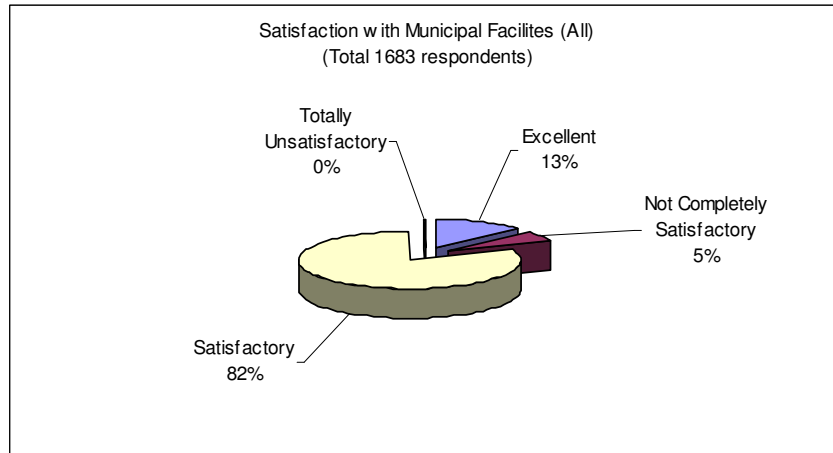


Community facilities

Usage of facilities

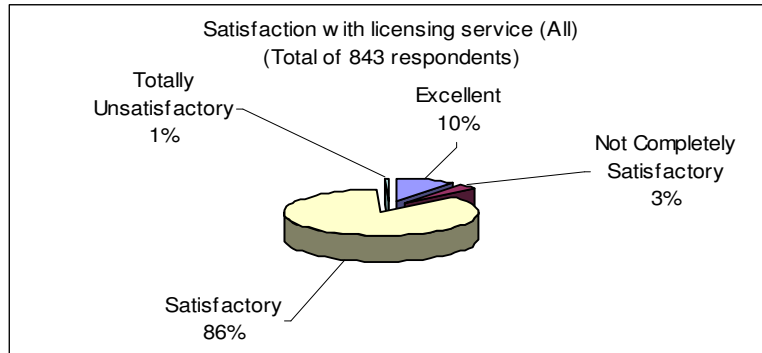


Satisfaction with municipal facilities

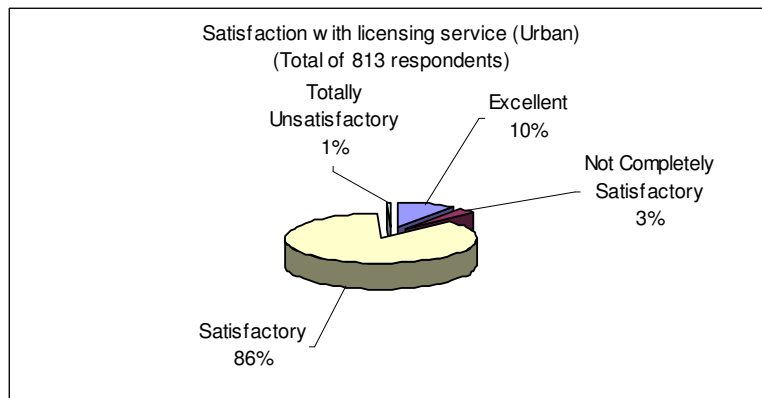


VEHICLE LICENSING SERVICE

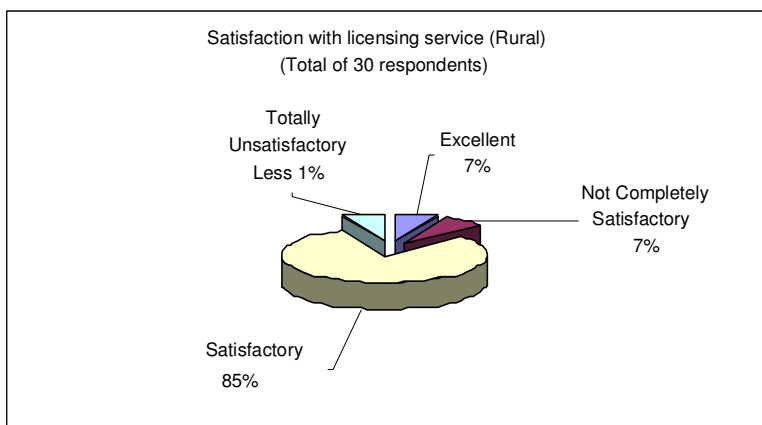
843 respondents indicated that they had made use of the Municipality's vehicle licensing service. (2251 respondents indicated that they did not make use of the Municipality's vehicle licensing service). Their levels of satisfaction with the service are indicated in the following figure:



The following figure illustrates the satisfaction level among the 813 respondents from the urban areas (940 respondents did not make use of this service):

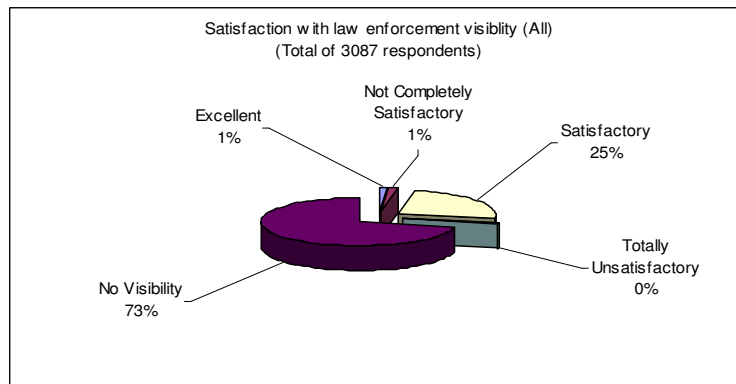


The following figure illustrates the satisfaction level among the 190 respondents from the rural areas (1311 respondents did not make use of this service):

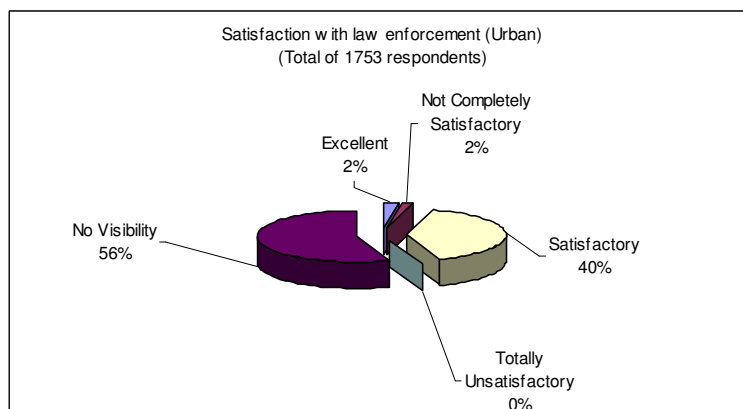


LAW ENFORCEMENT VISIBILITY

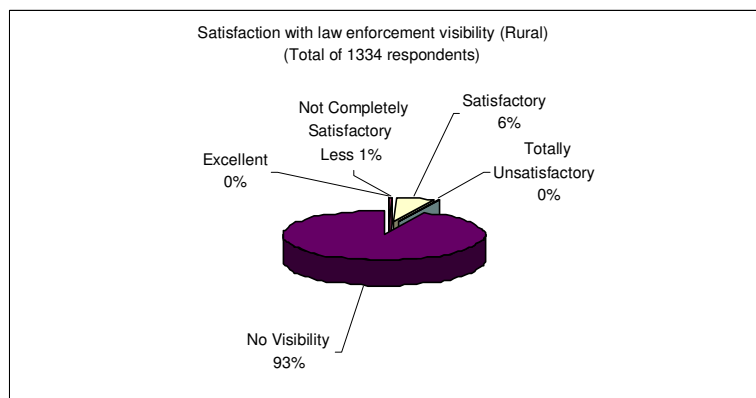
The following figure illustrates the response received from 3087 respondents from all areas expressing their satisfaction level with regard to the visibility of the Municipality's law enforcement service. It is important to note that respondents referred to SAPS personnel as well as to the Municipality's law enforcement service. 7 respondents did not respond to this question



The following figure illustrates the satisfaction level among the 1753 respondents of the total above living in the urban areas:



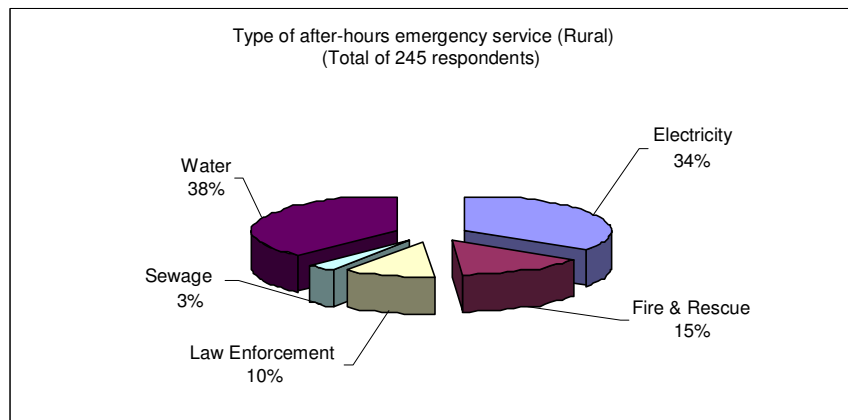
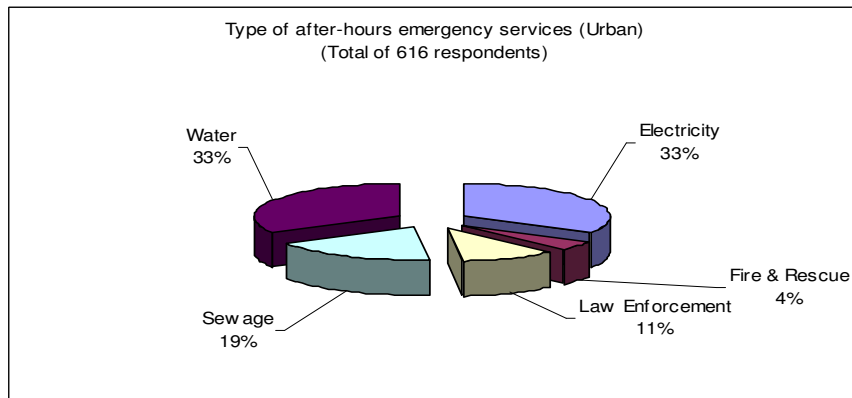
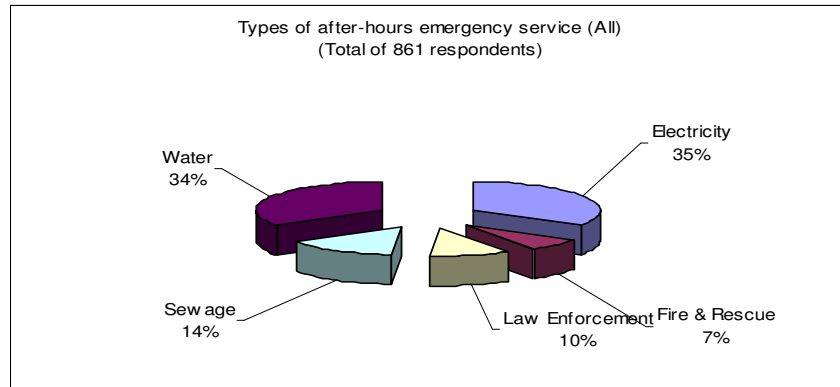
The following figure illustrates the satisfaction level among the 1334 respondents of the total above living in the rural areas. 7 respondents did not respond to this question:



AFTER-HOUR EMERGENCY SERVICES

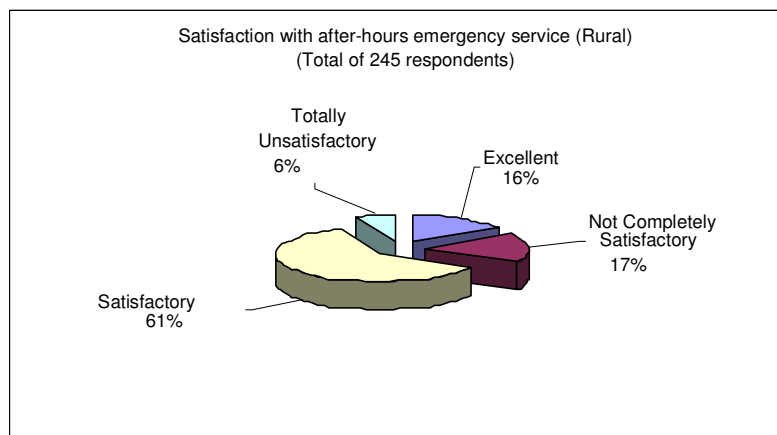
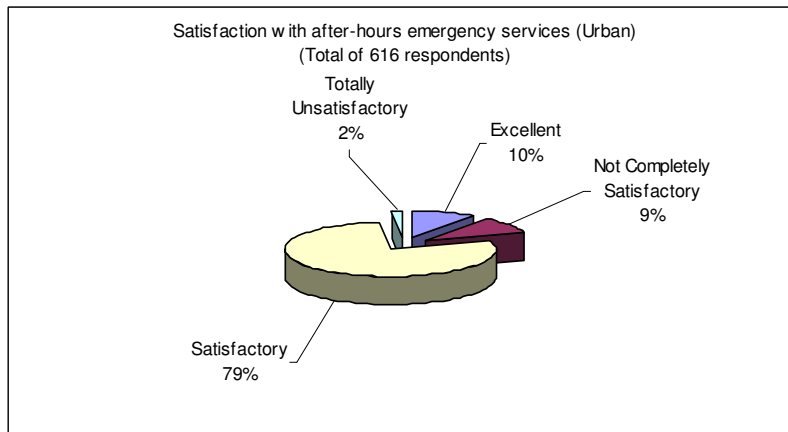
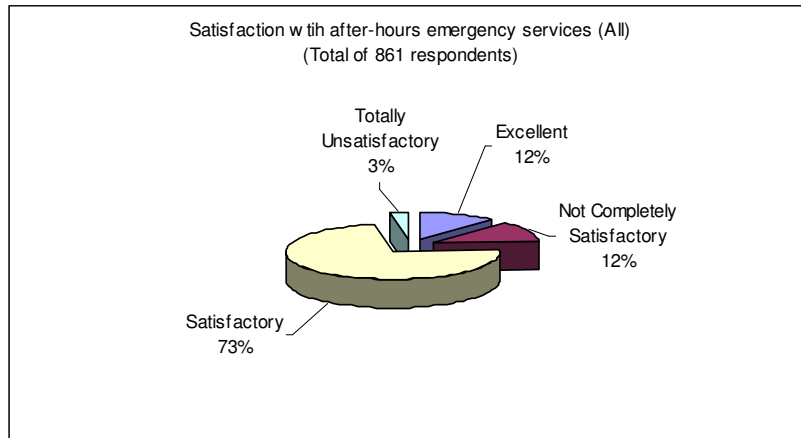
861 respondents indicated that they had called upon the Municipality's after-hours emergency services in the past 12 months (2564 respondents did not make use of this service). 1431 of the responses were received from the urban areas, and 1133 from the rural areas.

It should be noted that the vast majority, if not all, of the responses with reference to use of after-hours 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:

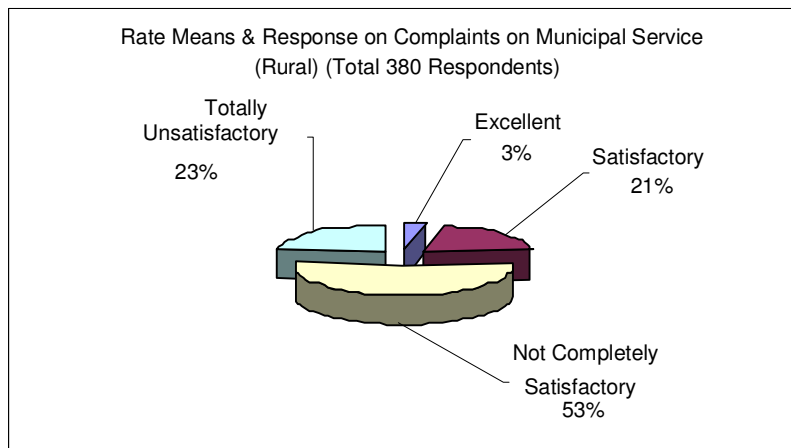
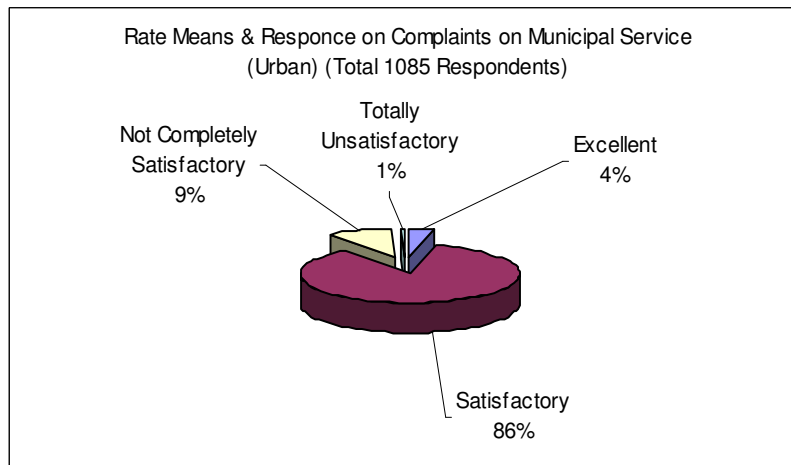
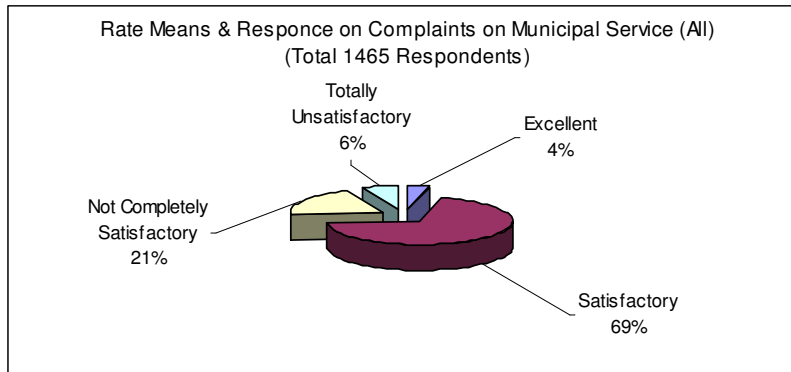


Satisfaction with after-hours emergency services

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



Means and response on dealing with complaints on municipal services



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 rural areas.

5. COMMENTS

Respondents to the questionnaire made the following additional comments.

Water supply

In rural areas, and to a lesser extent in urban areas other than Empangeni and Richards Bay, the major complaint is of a water supply, which is irregular and dirty.

Sanitation service

Major complaints in the rural areas are about the perceived poor construction of concrete VIPs.

Domestic refuse removal

In urban and rural areas, written comments concern the poor refuse collection service.

Municipal health care

Additional written comments from both urban and rural areas focus on perceived poor facilities and poor service delivery.

Electrical power supply

The major complaint, particularly in the rural areas, is of poor supply. A small number of respondents express concern about the cost of electricity.

Roads

Roads continue to attract a substantial amount of criticism, both in rural and in urban areas. In rural areas, where there are roads at all, they are narrow, and unacceptably dusty in dry periods. Many respondents complained about potholes.

In rural areas, residents complain about poor upkeep and maintenance (broken street lights, unkempt verges, dirty streets, potholes), and the absence of pavements (for pedestrian safety) and road humps (to reduce speed). Roads are felt to be too small for the volume of traffic. A number of respondents in both rural and urban areas requested road markings.

Communication

A number of respondents, particularly in the rural areas, felt that communication between the Municipality and they are poor.

Help Desk

Of those who reported using the Help Desk, only a small number made comments additional to their answer in the questionnaire itself. These respondents characterized the service as “poor”.

Accuracy and punctuality of municipal accounts

A small number of respondents made reference to tardy delivery.

Sports facilities

Satisfaction with sports facilities is not an easy item to assess. Caution should therefore be exercised in interpreting the findings of the questionnaire. Particularly in the rural areas, the term “sports facilities” might comprise a soccer field or a children’s playground. Users’ interpretations of what constitutes quality in such facilities are variable. Additionally, a number of respondents reported on facilities they use in areas other than where they are domiciled. In general, however, it still remains the case that urban areas, especially Empangeni and Richards Bay, appear to be advantaged over other urban areas and all rural areas.

Community facilities

The disparity in quality between urban and rural community facilities does not appear to be as pronounced as with sports facilities, but the same basic inequities persist.

Motor vehicle licensing services

Very few additional comments were received.

uMhlathuze traffic law enforcement visibility

A small number of respondents offered additional written confirmation of the lack of law enforcement visibility.

After-hours emergency services

Written comments on tardy or non-delivery of emergency services are particularly forthcoming from rural communities.

Concluding comments

Some comments from respondents in a rural area are heartening:

“... What we see now is that the Municipality here is now starting working and giving us what we need of which is very good to us. We thank you.”