

# CUSTOMER SATISFACTION SURVEY REPORT

2005 / 2006



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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 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 utilized to ensure the statistical accuracy of the survey:

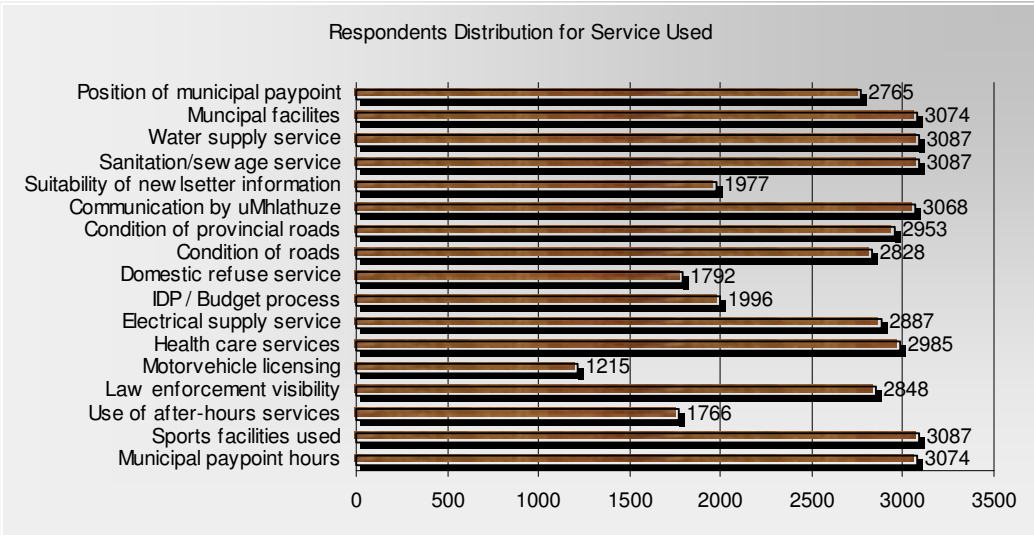
<b>Urban Areas</b>	<b>% of total population</b>	<b>Required Number of questionnaires per area</b>	<b>Actual Number of questionnaires per area</b>
Richards Bay	16.0%	480	482
Empangeni	9.0%	270	304
Nseleni	5.0%	150	155
Esikhawini	20%	600	604
Ngwelezane	6.0%	180	180
Vulindlela	1.0%	30	30
	57%	1710	1755
<b>Tribal Areas</b>	<b>% of total population</b>	<b>Number of questionnaires per area</b>	<b>Actual Number of questionnaires per area</b>
Bhejane Khoza	10.0%	300	307
Dube	4.0%	120	139
Madlebe	16.0%	520	523
Mkhwanazi North	13.0%	175	183
Mkhwanazi South		175	180
	43%	1290	1332
<b>Total</b>	<b>100%</b>	<b>3000</b>	<b>3087</b>

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.

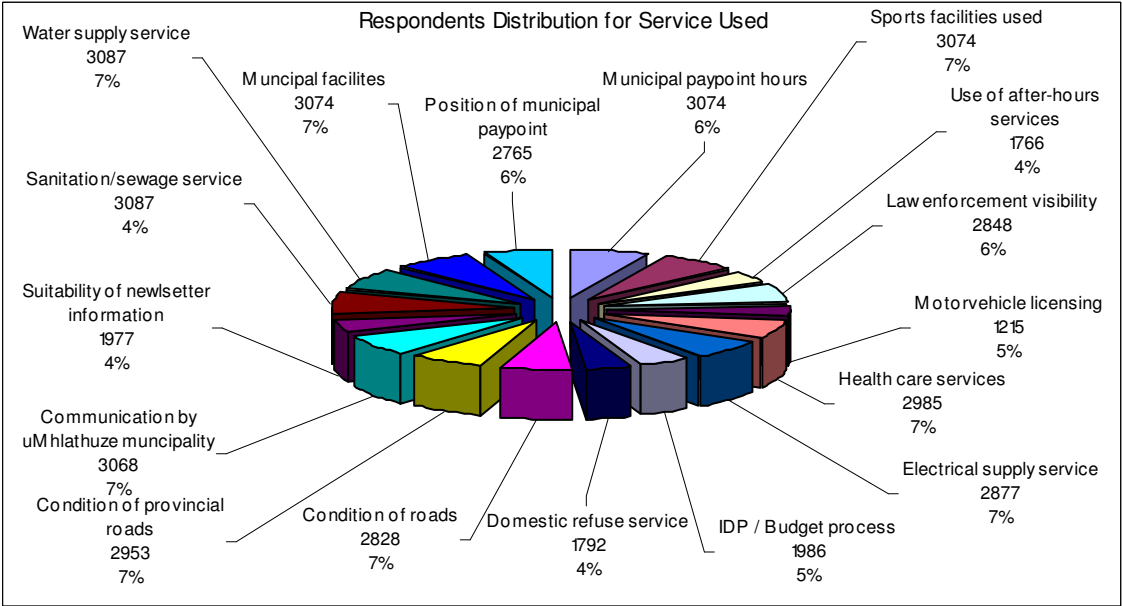
# 2. SURVEY RESPONSE

A total of 3087 households responded to the twenty five 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:



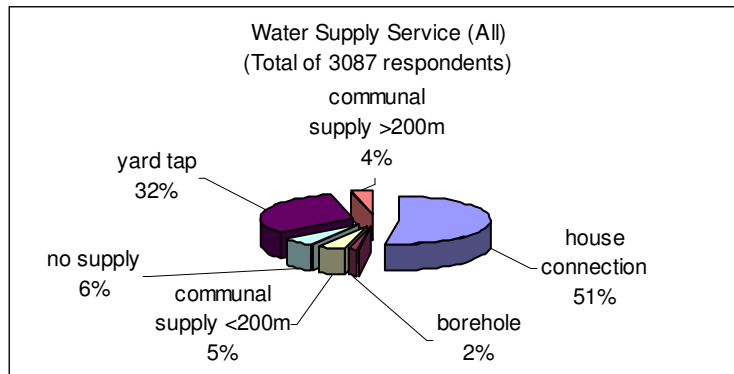
The above figure illustrates the number of respondents for each of the services as well as the percentage contributed towards the total number of the 38 023 population data.



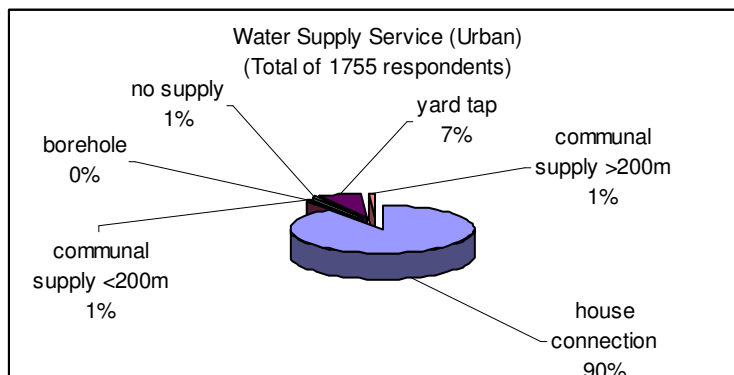
The levels of customer satisfaction with the above services are discussed and illustrated individually below.

## WATER SUPPLY SERVICE

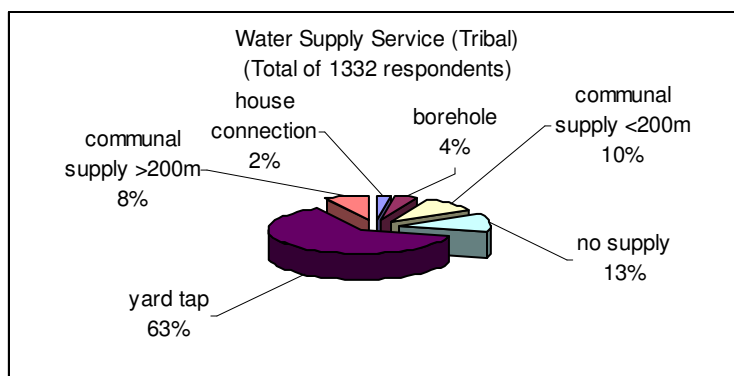
The water supply service currently delivered to the community by the City of uMhlathuze is categorized in terms of National regulations. The categories are divided and measured as follows: house connections, yard connections, communal supply within 200 metres distance (RDP level); communal supply further 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 3087 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 1755 households currently served with water, are expressed as a percentage. 10 respondents do not have water supply.

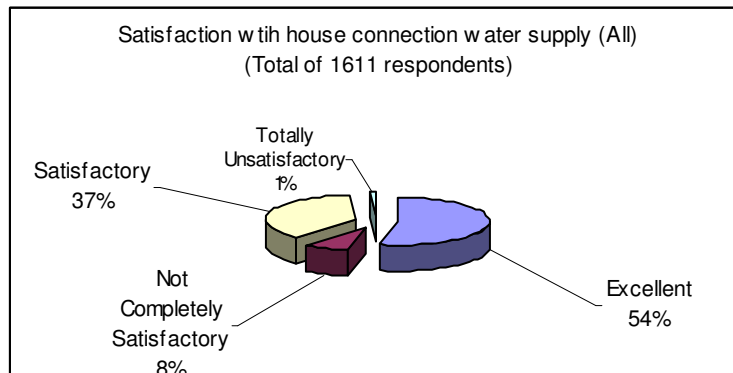


The following figure illustrates the type of water supply service rendered to the households that were approached during the survey in the tribal areas. The responses from the 1332 households currently served with water, are expressed as a percentage. 167 of the respondents do not have water supply.

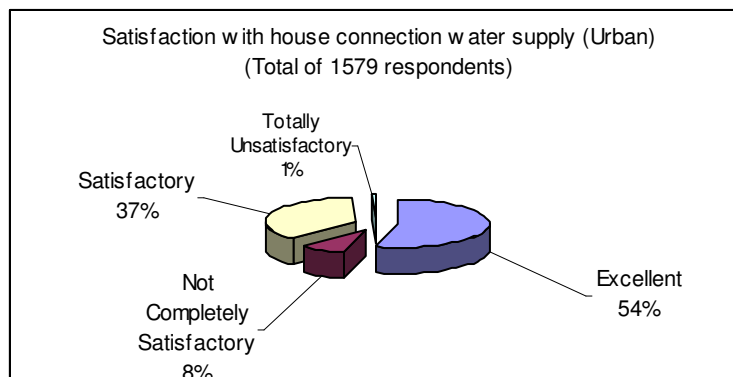


## House connection water supply

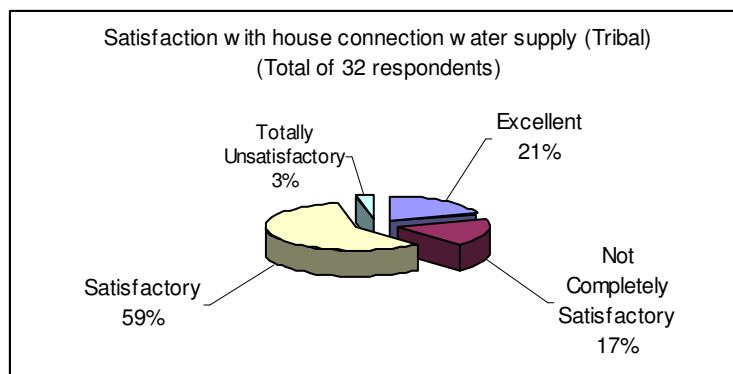
The number of households in the survey with this type of connection was 1611. The following figure illustrates a high satisfaction level among the respondents currently receiving this service. 4 respondents gave no response.



The following figure illustrates the satisfaction level among the 1579 respondents currently receiving this service in the urban areas:-

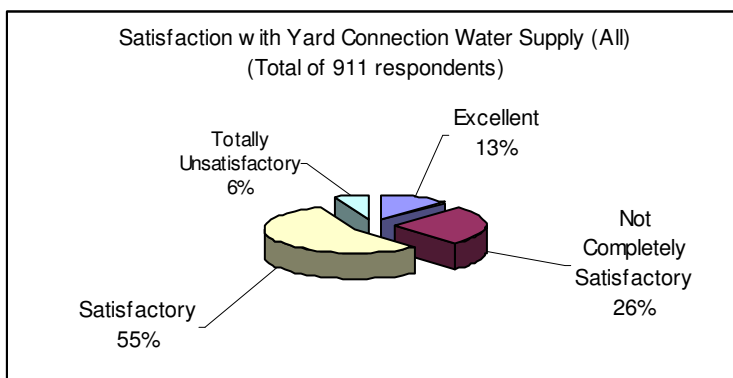


The following figure illustrates the satisfaction level among the 32 respondents currently receiving this service in the tribal areas:-

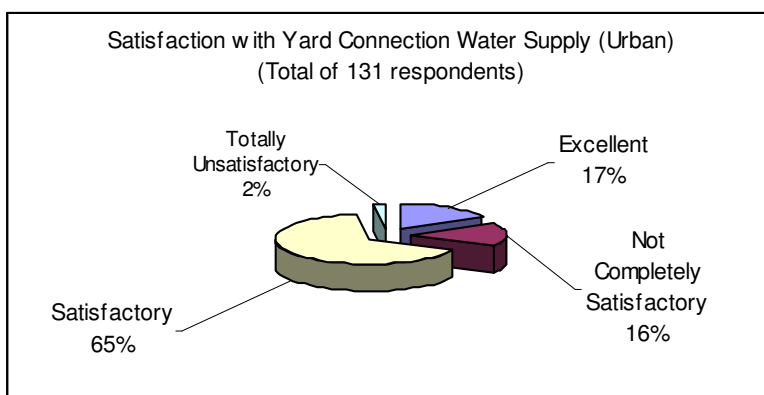


## Yard Connection

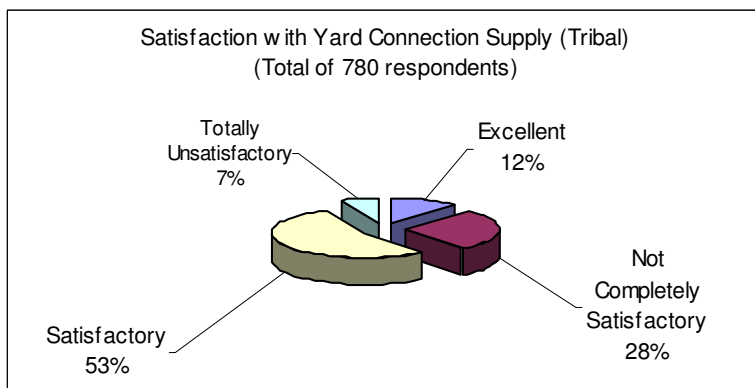
The number of households in the survey with yard connection was 911. The satisfaction level of the households currently receiving yard connection water supply is illustrated as follows: 56 respondents gave no response.



The following figure illustrates the satisfaction level among the 131 respondents currently receiving this service in the urban areas:-

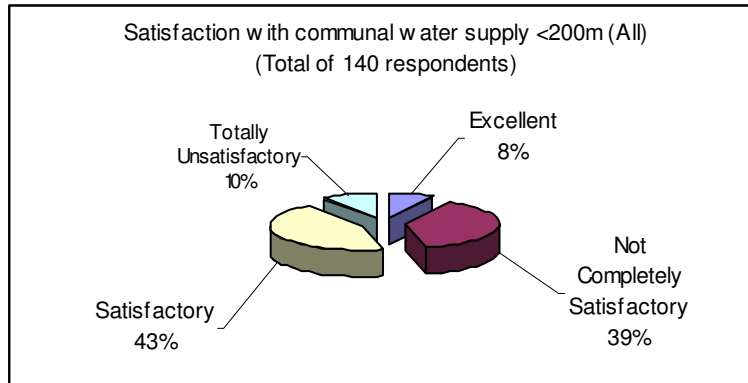


The following figure illustrates the satisfaction level among the 780 respondents currently receiving this service in the tribal areas:-

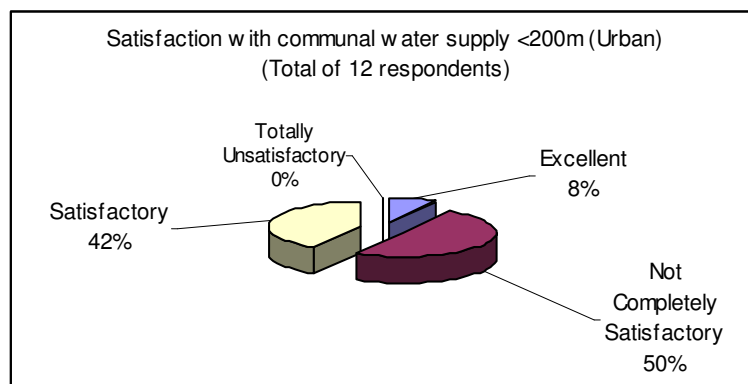


## Communal Water Supply within 200metres

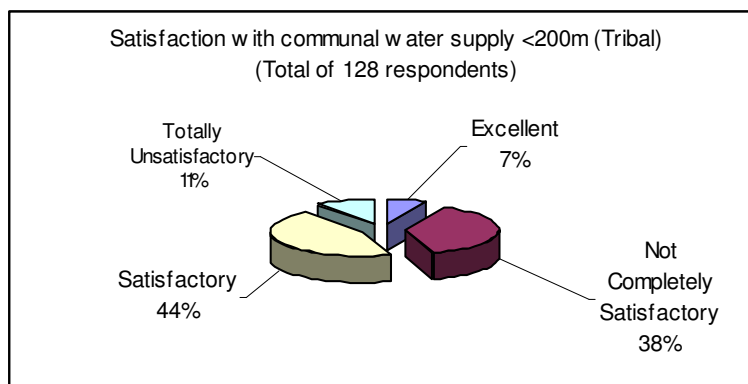
This level of service is as per RDP standard where running water is supplied via a communal water supply of a distance of no more than 200 metres from the residence. The satisfaction level of the 140 respondents currently receiving this service is illustrated as follows.



The following figure illustrates the satisfaction level among the 12 respondents currently receiving this service in the urban areas:-



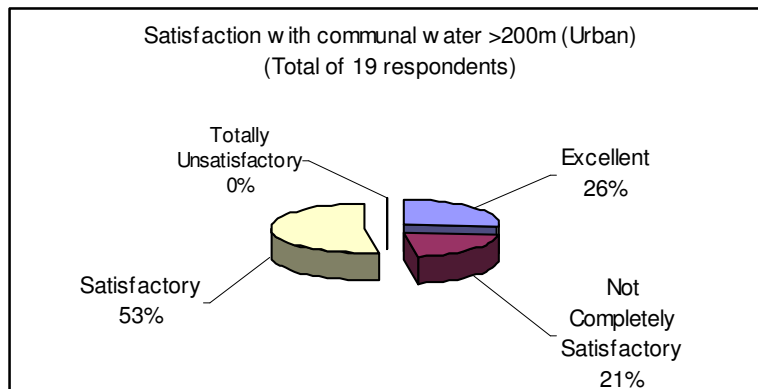
The following figure illustrates the satisfaction level among the 128 respondents currently receiving this service in the tribal areas:-



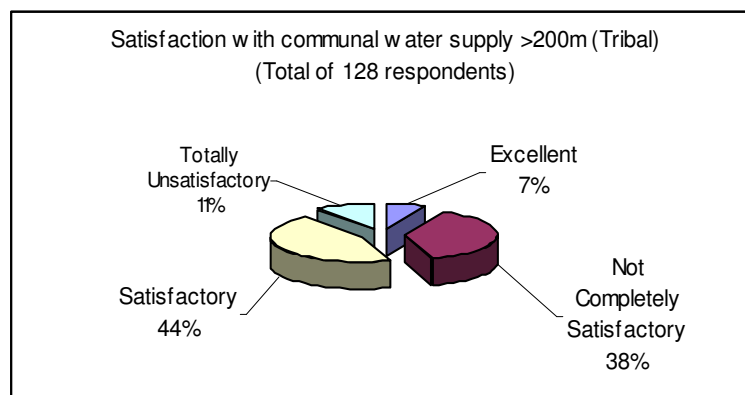


## Communal water supply further than >200metres

The number of households in the survey with communal water supply was 121. There are 19 households in the urban area with a water supply further than 200 metres. 2 respondents did not respond.

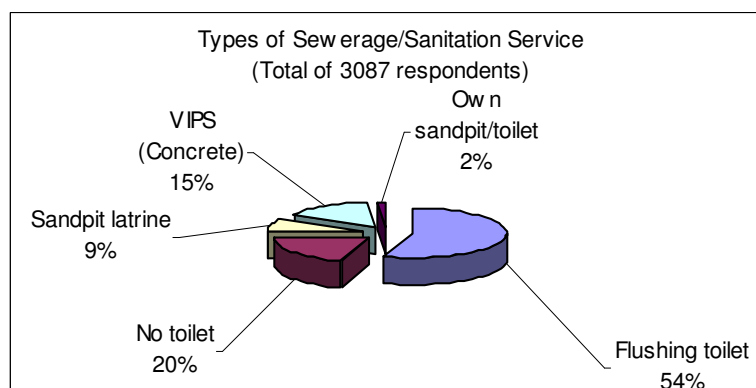


The following figure illustrates the satisfaction level among the 128 respondents currently receiving this service:



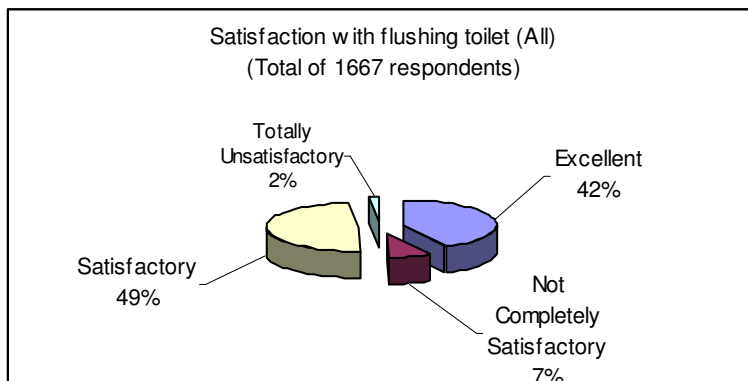
## SANITATION SERVICE

The following figure illustrates the distribution of the type of sanitation service delivered to the households surveyed. The total number of respondents was 3087. The 20% of households with no sanitation service are from the tribal areas and comprise 605 respondents.

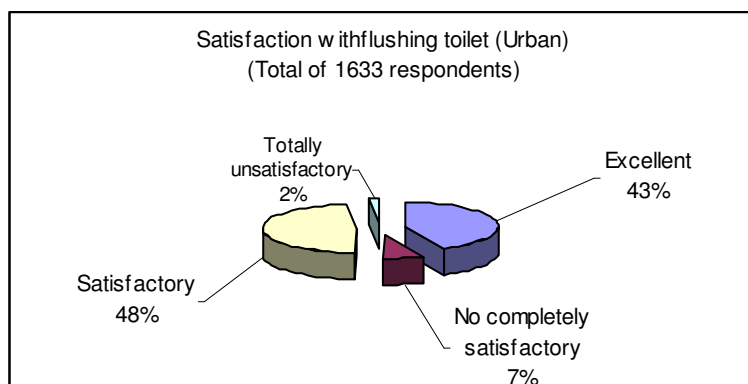


## Flushing toilet service

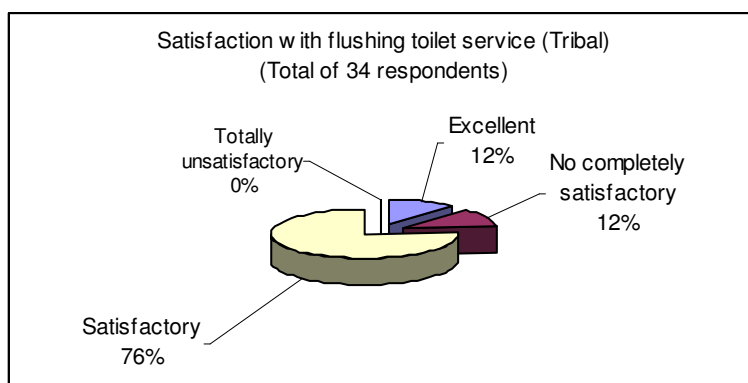
A flushing toilet service is delivered to households in the urban and developed areas. The following figure illustrates the satisfaction rating of the 1667 respondents currently receiving this service. The satisfaction level for this service is exceptionally good.



The following figure illustrates the satisfaction level among the 1633 respondents currently receiving this service in the urban areas:

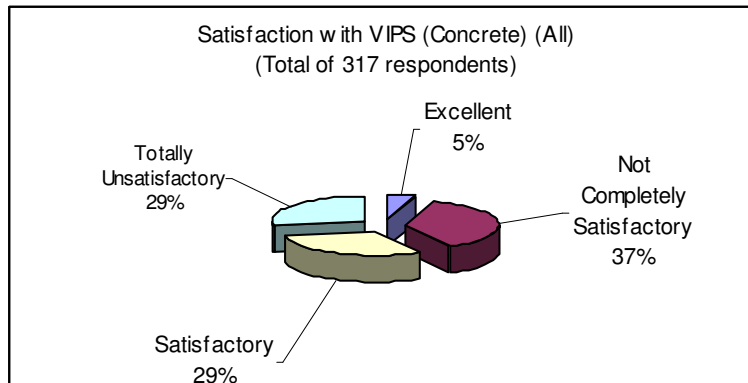


The following figure illustrates the satisfaction level among the 34 respondents currently receiving this service in the tribal areas:

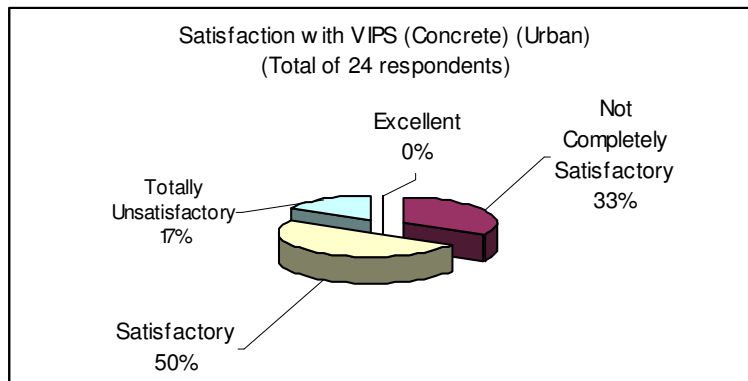


## VIPs (Concrete)

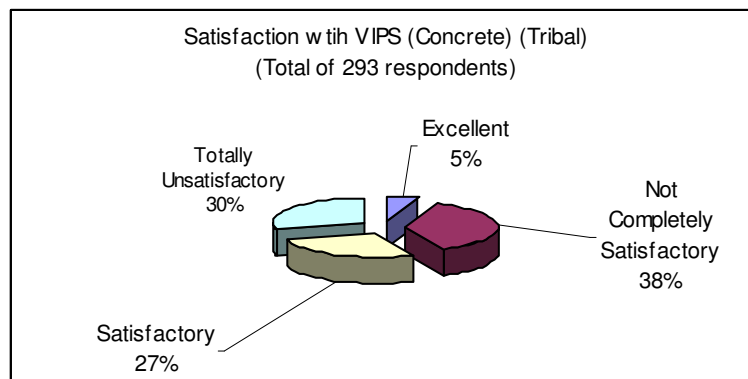
The VIPs (Concrete) service is predominantly delivered in the tribal areas. The number of respondents with this facility is 317.



The following figure illustrates the satisfaction level among the 24 respondents currently receiving this service in the urban areas:



The following figure illustrates the satisfaction level among the 293 respondents currently receiving this service in the tribal areas:

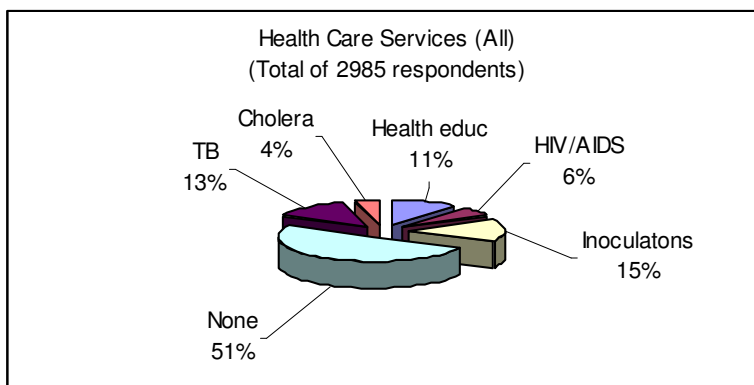


## Sandpit Latrine (Own)

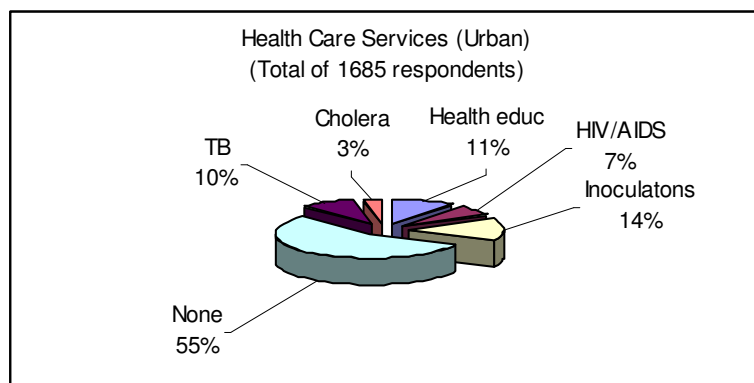
The VIPs (Concrete) service is not delivered to the whole community in the tribal and informal developed areas. Consequently, 47 respondents reported having sandpits or having constructed their own sandpit latrines.

## HEALTH CARE SERVICE

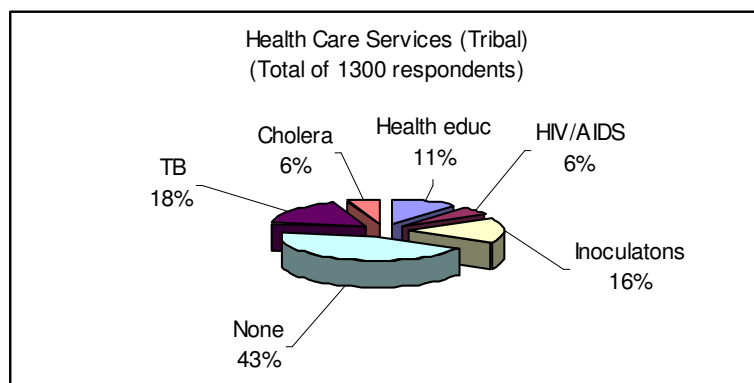
2985 households from the total number of 3087 households approached during the survey reported having made use in the previous 12 months of the health care services provided by the uMhlathuze municipality. 1498 respondents did not make use of any health care services provided by the uMhlathuze municipality. The following figure illustrates the distribution of services used by the 2985 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 1685 respondents in the urban areas.

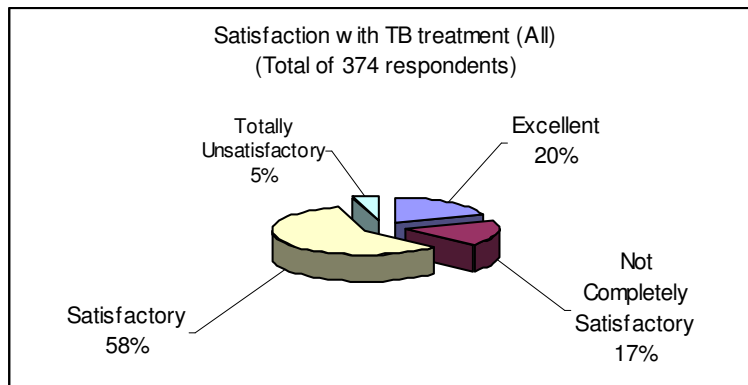


The following figure illustrates the distribution of health care services used by the 1300 respondents in the tribal areas.

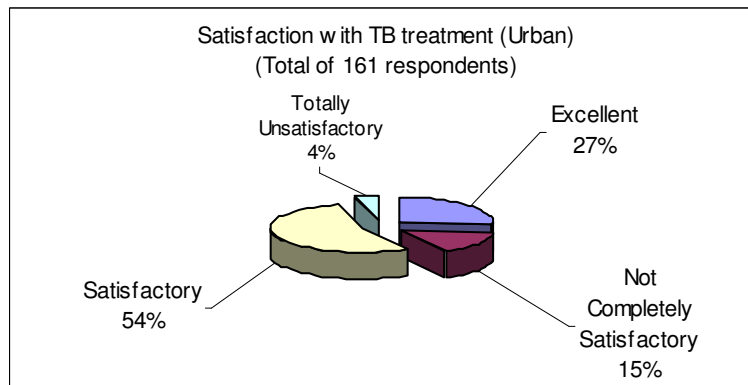


## TB Treatment

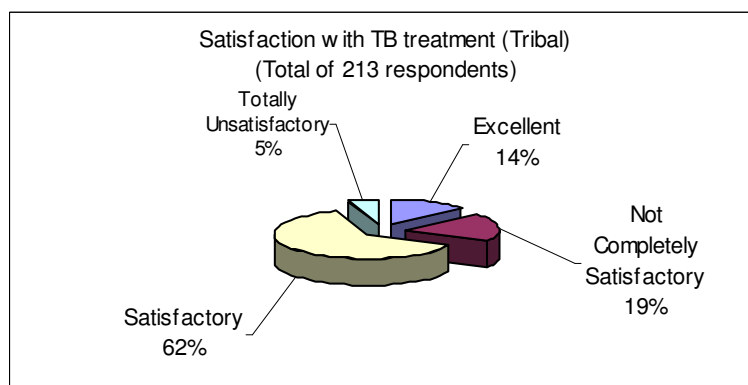
The satisfaction levels of the 374 households which reported having made use of the TB treatment service is as follows:



The following figure illustrates the satisfaction level among the 161 respondents who made use of the TB treatment service in the urban areas:

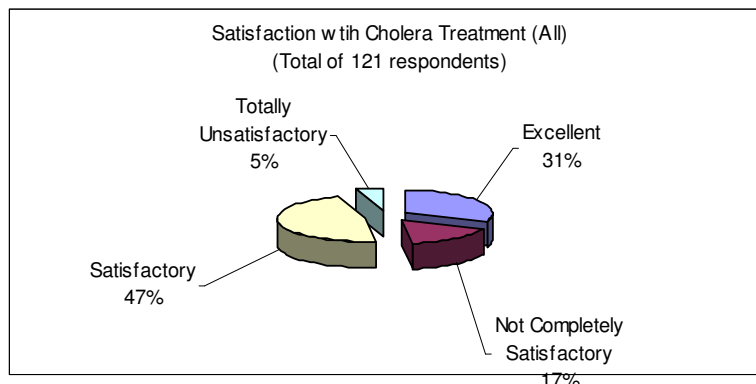


The following figure illustrates the satisfaction level among the 213 respondents who made use of the TB treatment service in the tribal areas:

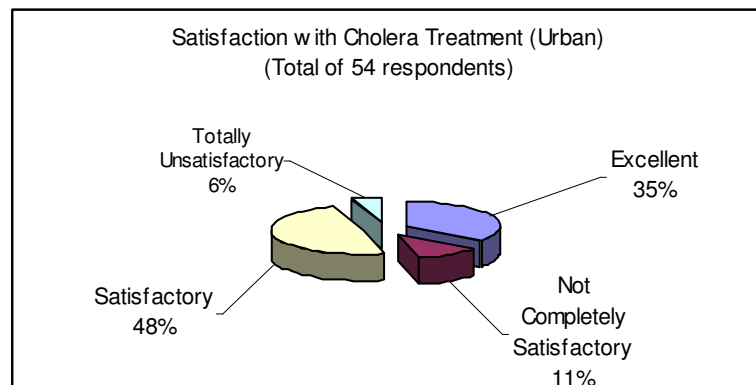


## Cholera Treatment

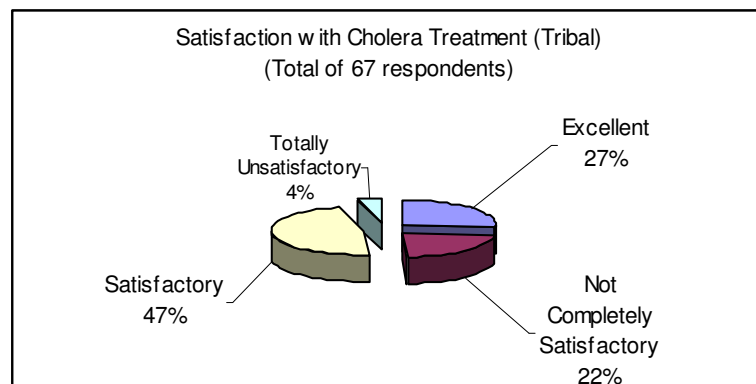
The number of households who reported having used this service was 121. Satisfaction levels are illustrated below:



The following figure illustrates the satisfaction level among the 54 respondents who made use of the cholera treatment service in the urban areas:

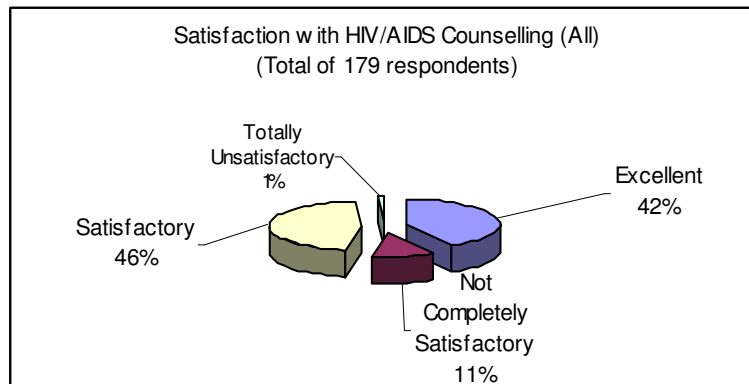


The following figure illustrates the satisfaction level among the 67 respondents who made use of the Cholera treatment service in the tribal areas:

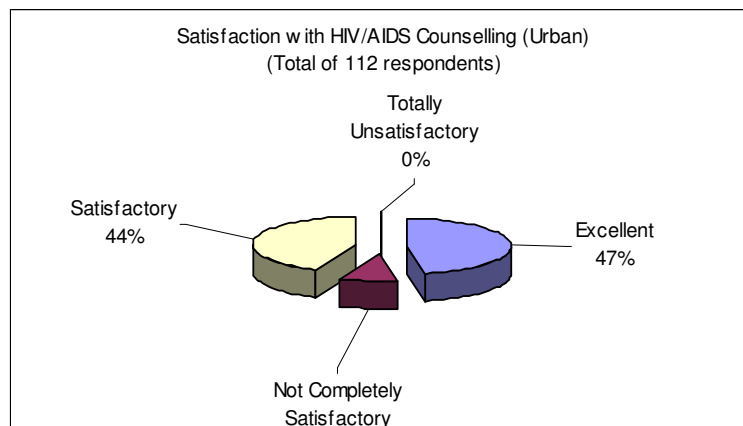


## HIV/AIDS Counselling

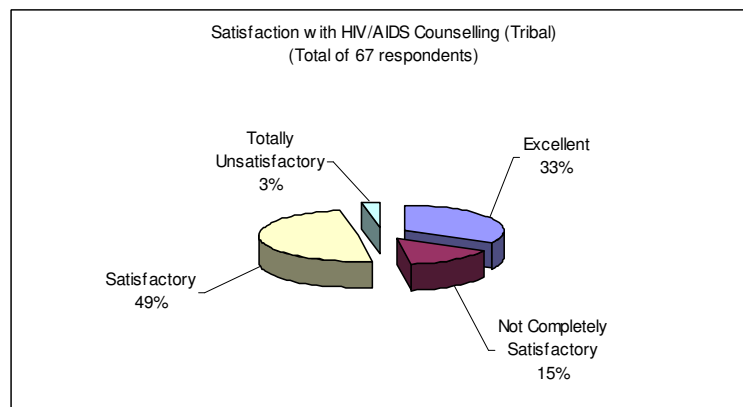
The number of households who reported having used this service was 179. Satisfaction levels are illustrated below:



The following figure illustrates the satisfaction level among the 112 respondents who made use of the HIV/AIDS counselling service in the urban areas:

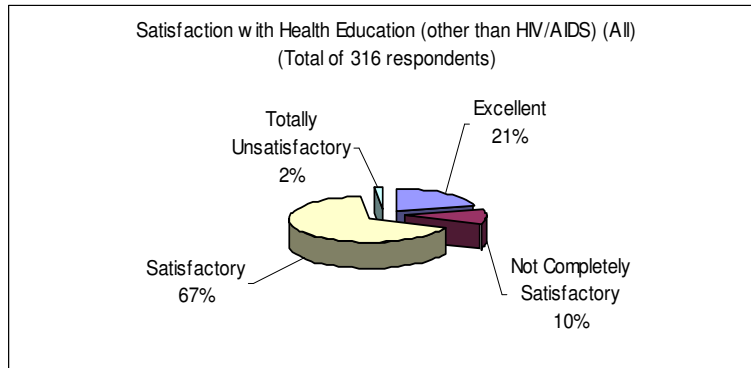


The following figure illustrates the satisfaction level among the 67 respondents who made use of the HIV/AIDS counselling service in the tribal areas:

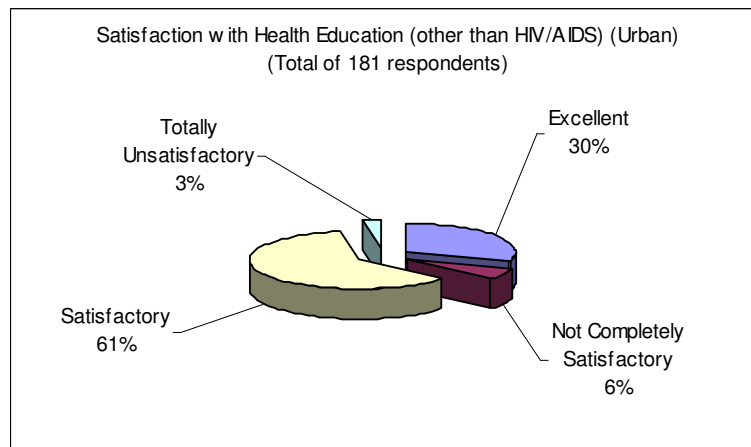


## Health Education (other than HIV/AIDS)

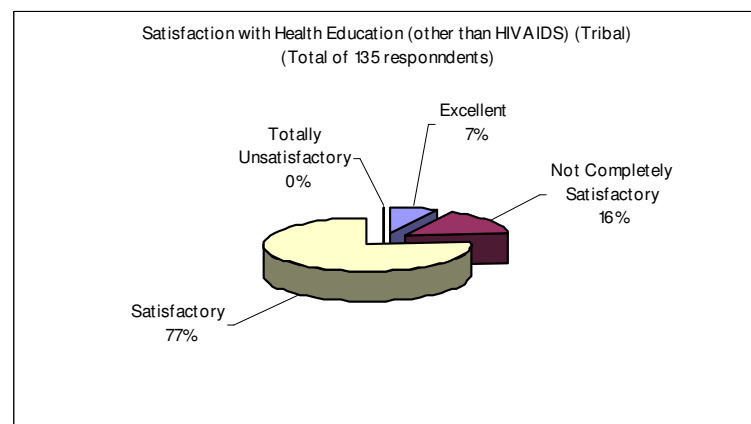
The number of households responding to this question was 316. Satisfaction levels are illustrated below:



The following figure illustrates the satisfaction levels among the 181 respondents who made use of the health education service in the urban areas:



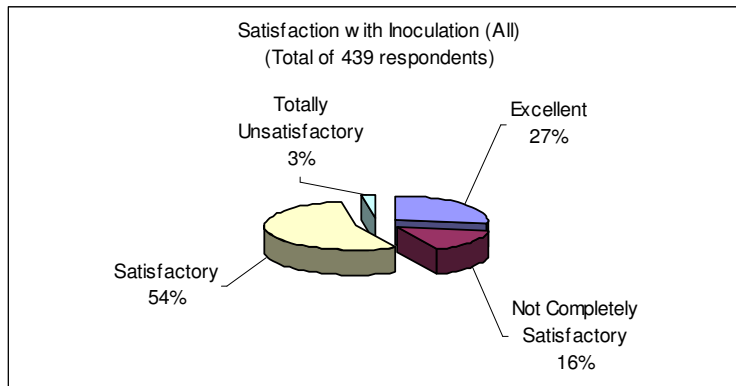
The following figure illustrates the satisfaction level among the 135 respondents who made use of the health education service in the tribal areas:



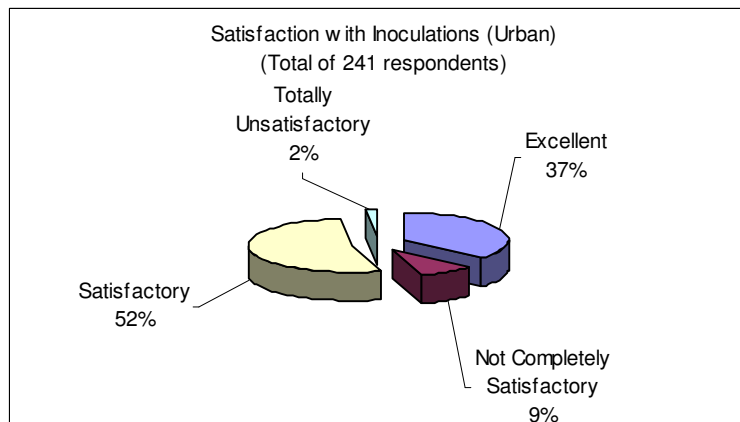


## Inoculations

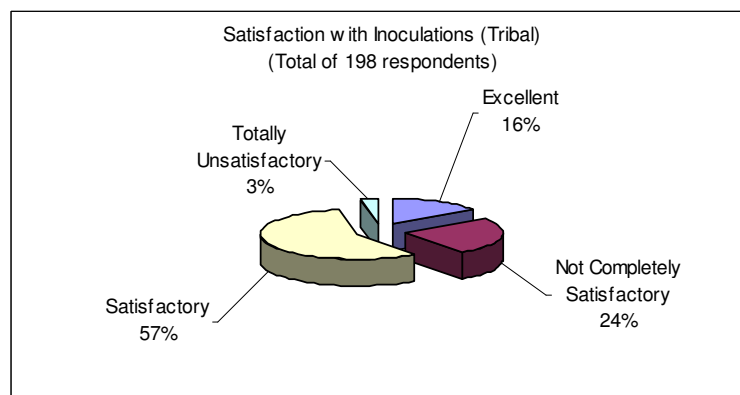
The number of households who responded to this question was 439. Satisfaction levels are illustrated below:



The following figure illustrates the satisfaction level among the 241 respondents who made use of the inoculations service in the urban areas:

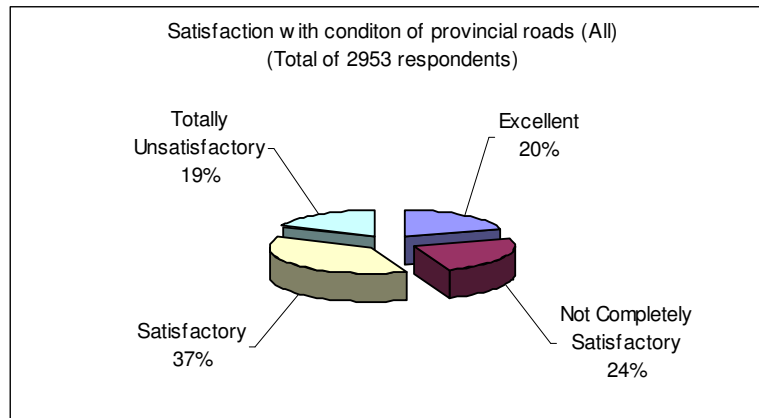


The following figure illustrates the satisfaction level among the 198 respondents who made use of the inoculations service in the tribal areas:

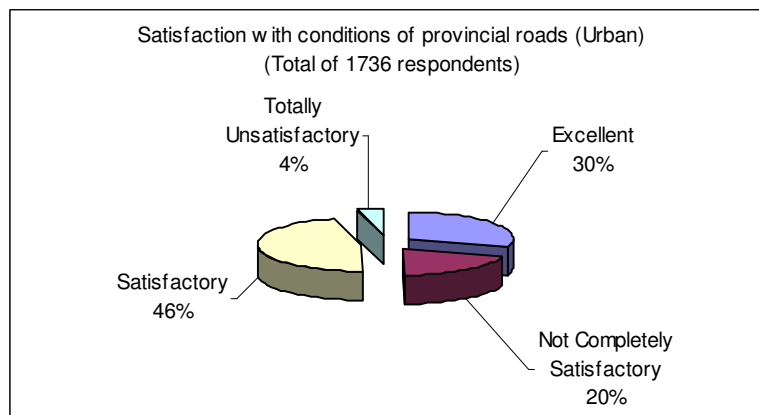


## PROVINCIAL ROADS

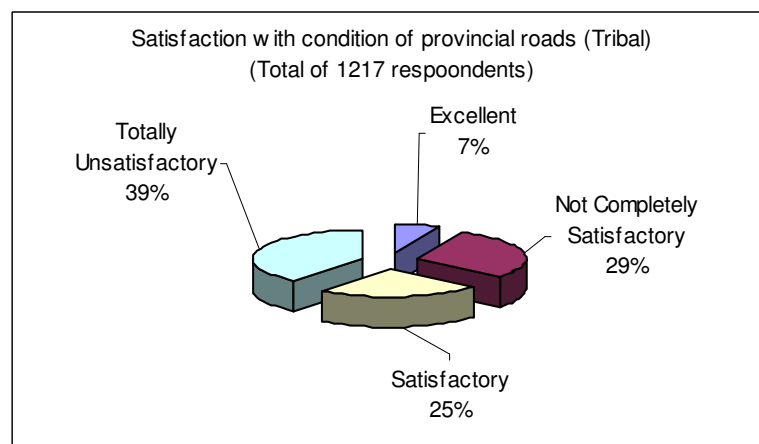
The perception of the community with regard to their satisfaction with the provincial road infrastructure was measured in general. The number of households which responded to this question in the survey was 2953. The following figure illustrates the satisfaction response received.



The following figure illustrates the satisfaction level among the 1736 respondents in the urban areas:

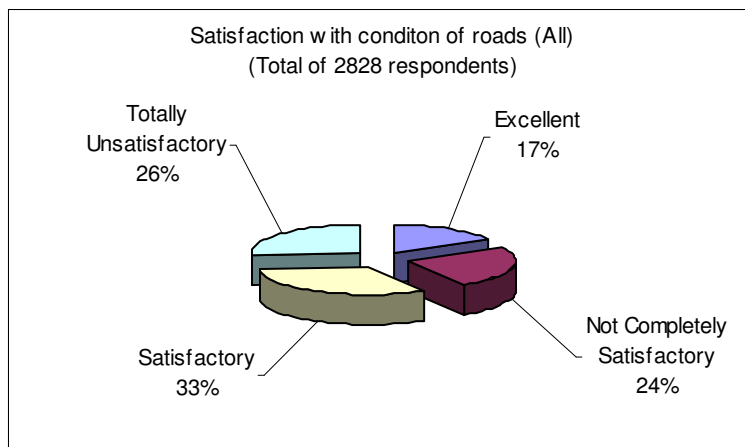


The following figure illustrates the satisfaction level among the 1217 respondents in the tribal areas:

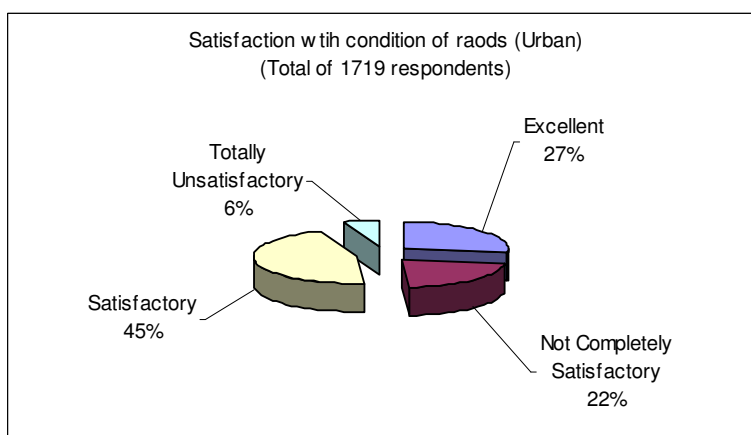


## MUNICIPAL ROADS

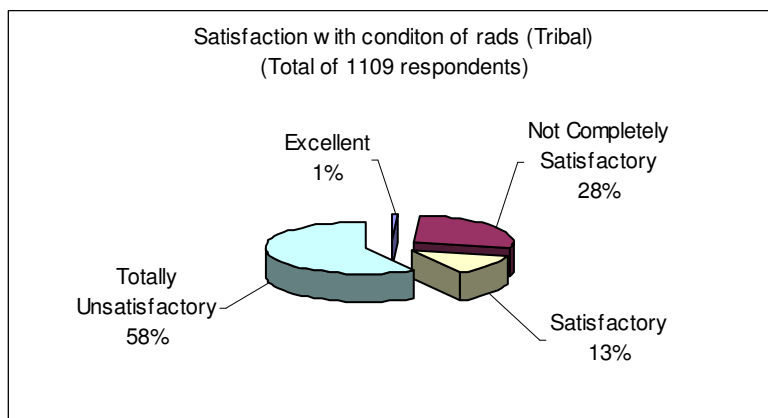
The perception of the community with regard to their satisfaction with the roads infrastructure and condition of roads in their immediate vicinity was measured in general. This included tarred as well as gravel roads and streets. The number of households which responded to this question in the survey was 2828. The following figure illustrates the satisfaction response received.



The following figure illustrates the satisfaction level among the 1719 respondents in the urban areas:

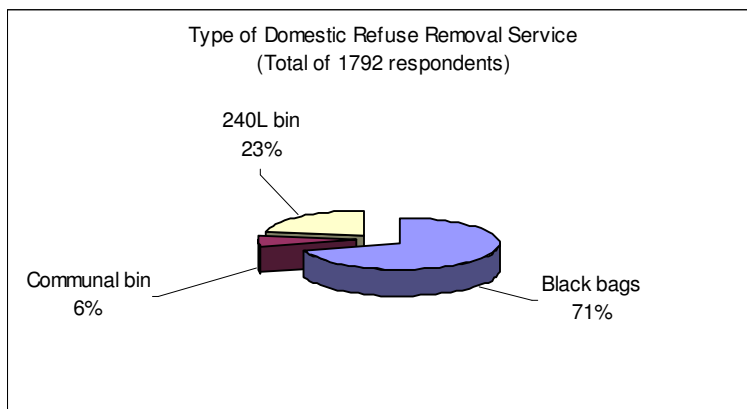


The following figure illustrates the satisfaction level among the 1109 respondents in the tribal areas:



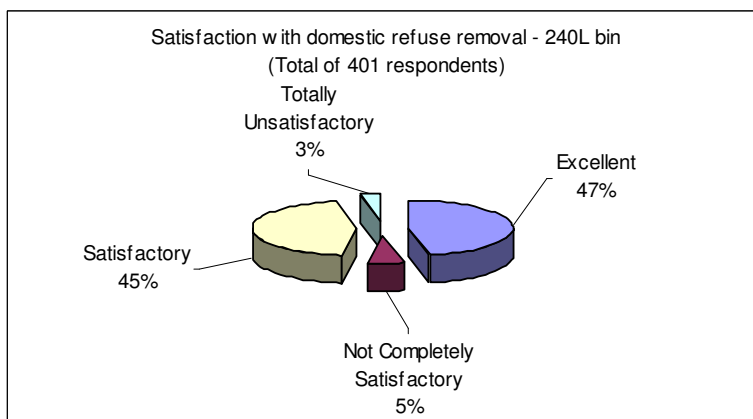
## DOMESTIC REFUSE REMOVAL

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 3087, of whom 1792 receive a domestic refuse removal service. Distribution of the type of refuse removal service received by these respondents is illustrated below:



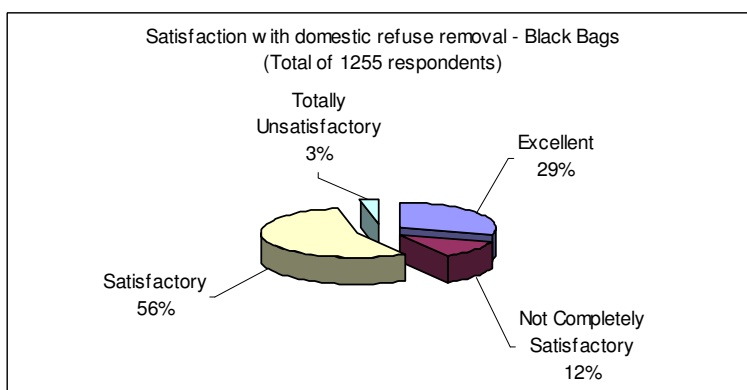
### 240 litre Bin service

This service is delivered predominantly in the Richards Bay area once per week. The service satisfaction level as experienced by the 401 of the 1792 respondents receiving this service is illustrated below:



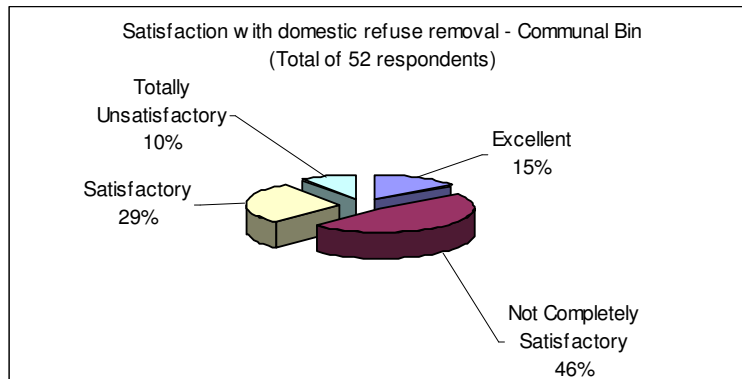
### Black bag service

This service is delivered in Empangeni and other municipal areas once per week. The satisfaction level with this service as experienced by 1255 of the 1792 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 52 of the 1792 respondents receiving a domestic refuse service is as follows:



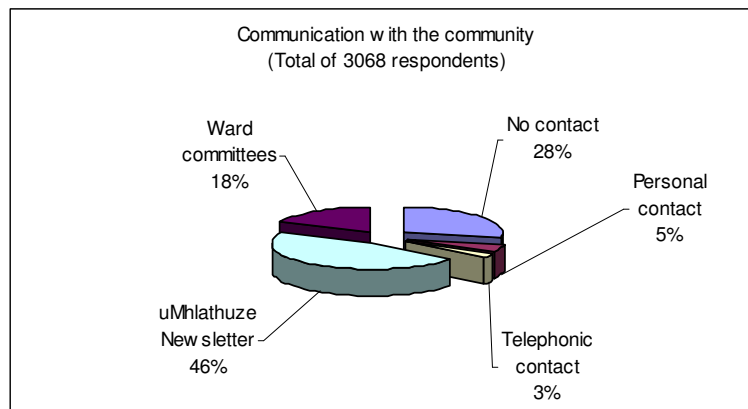
## No Service

1386 of the households who participated in the survey receive no domestic refuse removal service. These households are in the tribal areas.

## COMMUNICATION WITH THE COMMUNITY

Communication between the City of uMhlathuze 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.

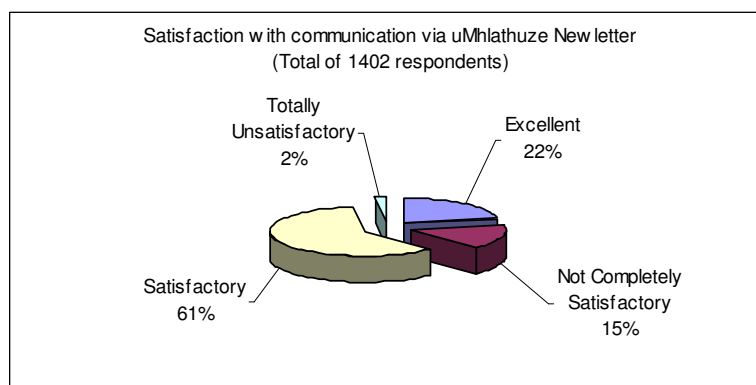
Communication between the Municipality and its inhabitants was classified in the survey as follows: personal contact; telephonic contact; ward committees; the uMhlathuze newsletter; no contact. The following chart illustrates the response distribution per category from the 3087 households which responded to the question:



### uMhlathuze newsletter

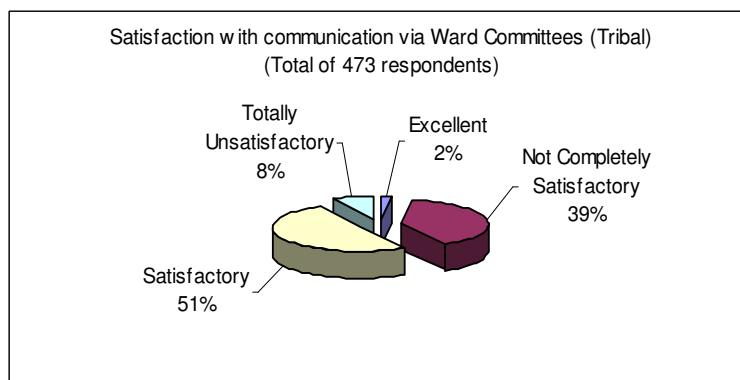
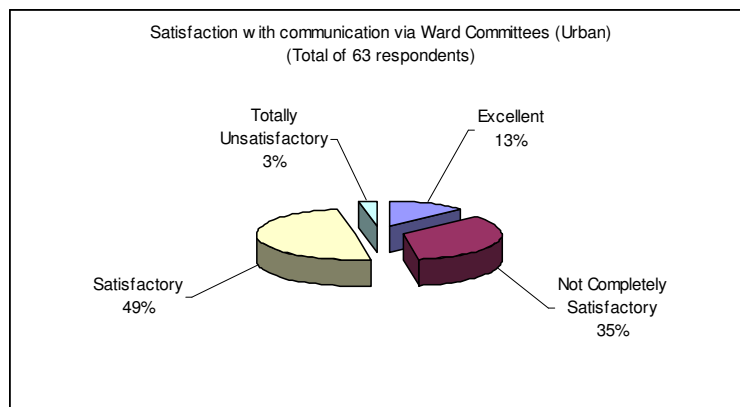
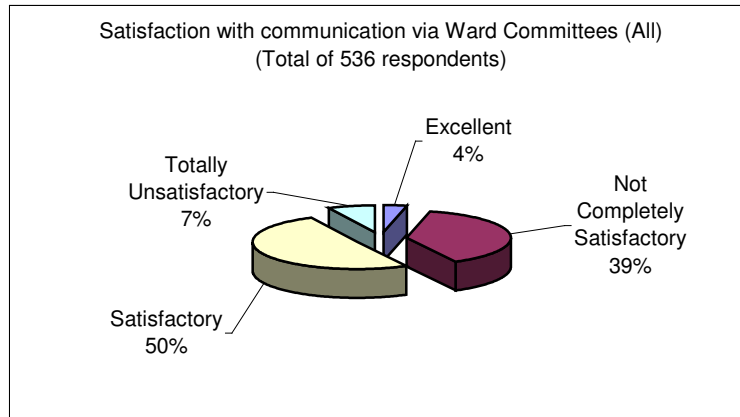
The newsletter seems to be very popular and is generally well accepted. Of the 3087 respondents who signalled that they receive communication from the Municipality, 1402, receive it via the newsletter. However, 1304 of these are from the urban areas, and only 98 are from the tribal areas.

The satisfaction level of the 1402 respondents receiving the newsletter in all areas is as follows:



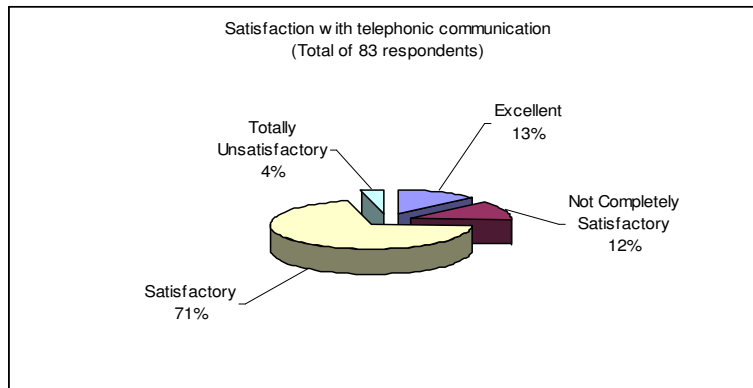
## Ward committees

536, of those who responded to the question on communication receive information from the Municipality via the ward committee system. Of these, 63 live in urban areas and 473 live in tribal areas. Satisfaction levels with this system are as follows:



## Telephonic Communication

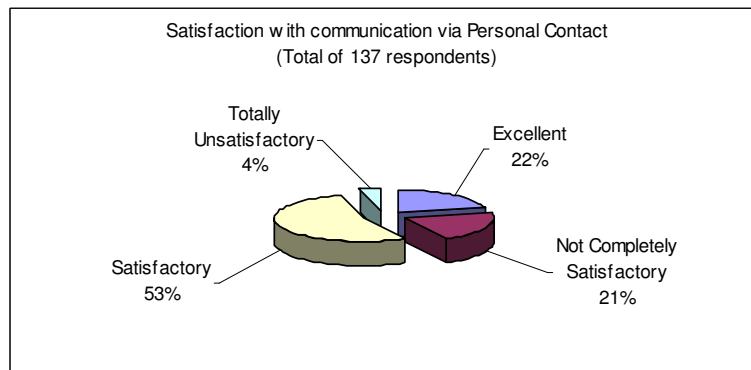
In the survey, 83 of the respondents indicated that they receive communication from the uMhlathuze Municipality telephonically. Of these, 52 live in urban areas and 31 live in tribal areas. Satisfaction levels with this form of communication are recorded below:



## Personal Contact

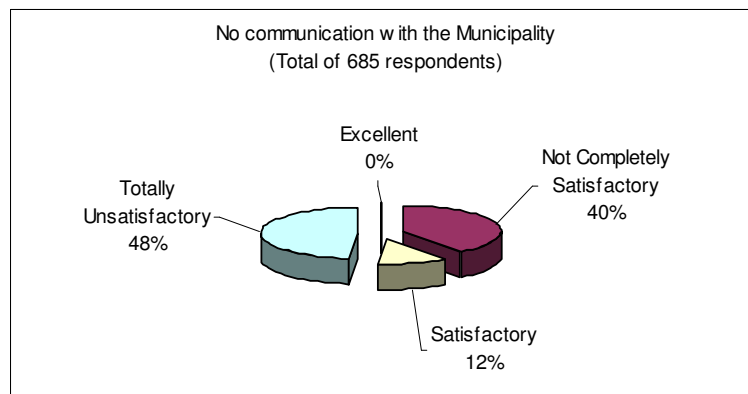
137 respondents cited "personal contact" as the means by which the Municipality keeps in touch with them. Of these, 102 live in urban areas.

Satisfaction levels with this form of communication are recorded below:



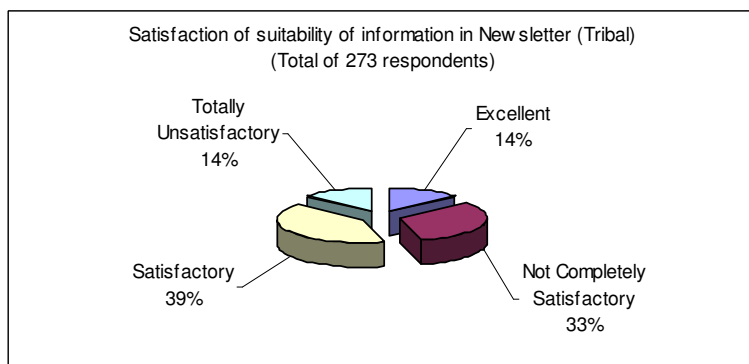
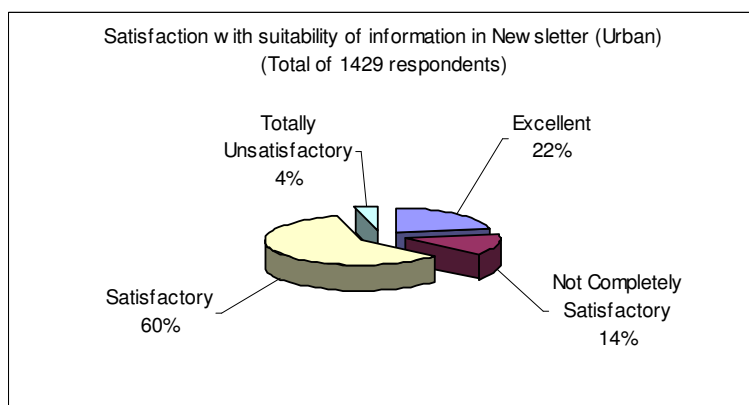
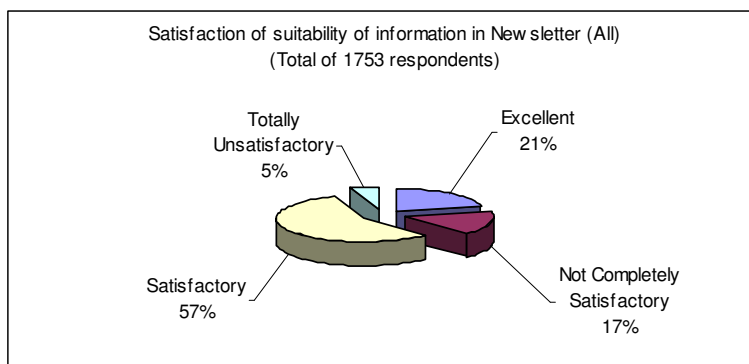
## No communication with the municipality

685 respondents do not have any communication with the municipality. Of these, 60 respondents are from urban areas and 625 from tribal areas.



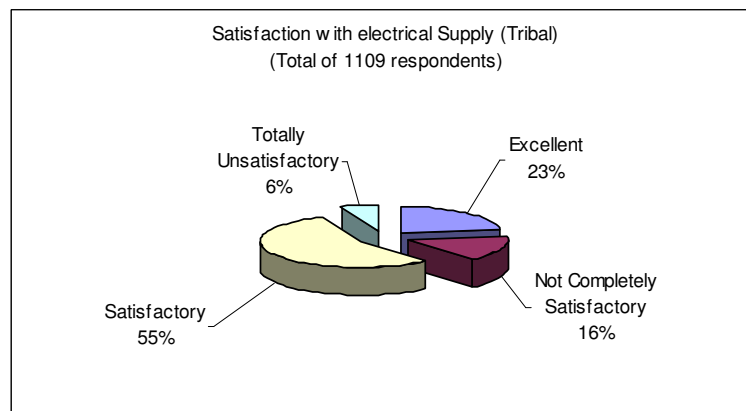
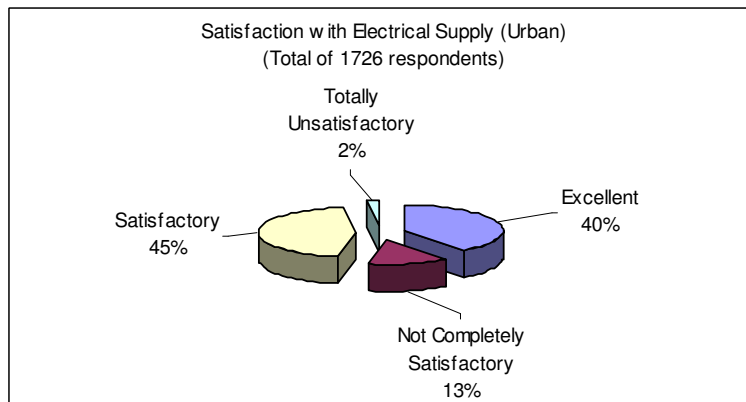
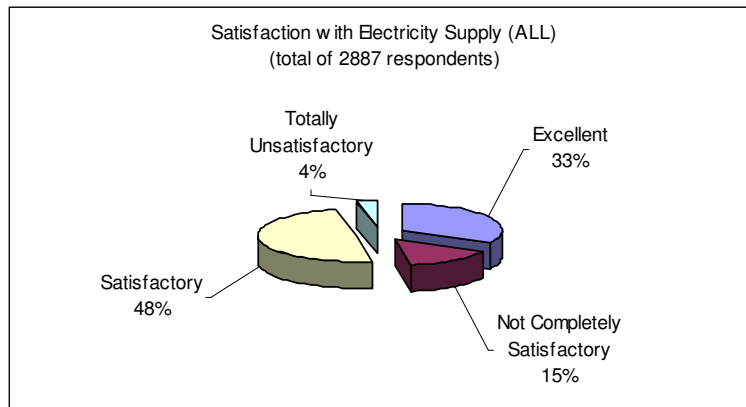


## Suitability of information in the Newsletter

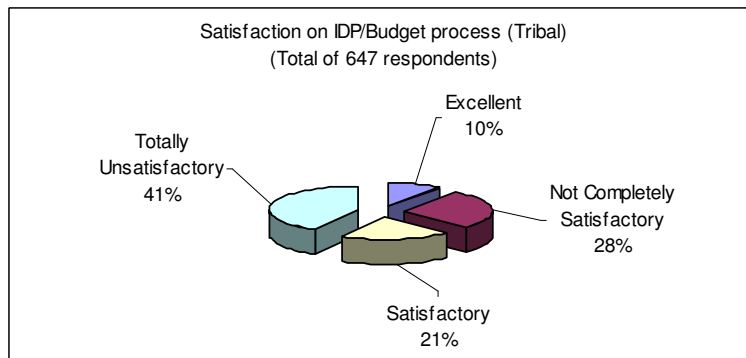
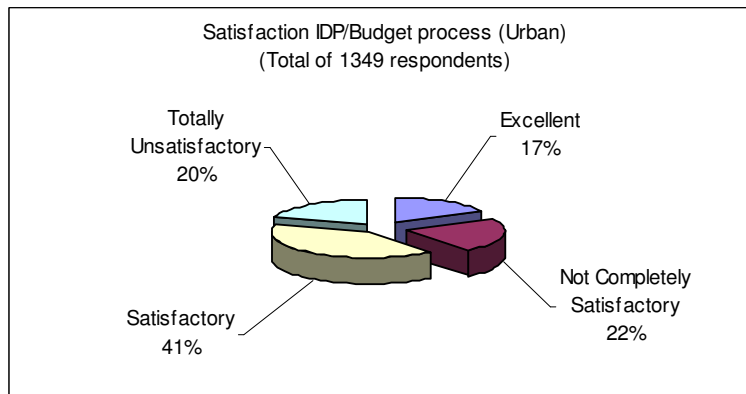
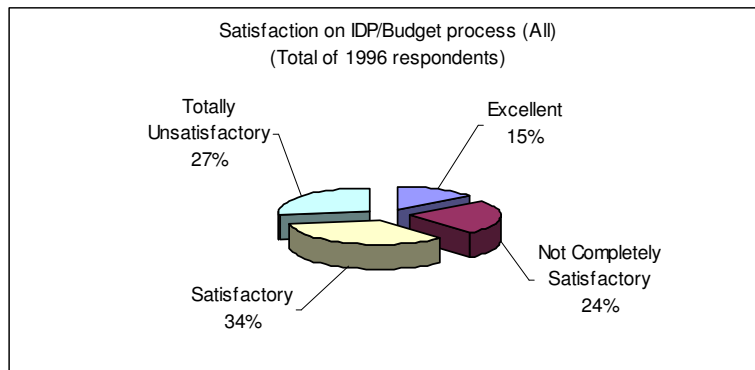


## ***ELECTRICITY SUPPLY***

Of the 3087 households surveyed, 2887 reported having electricity. (1726 of these were in the urban areas and 1109 in the tribal areas). Customer satisfaction with the quality of their electricity supply is recorded in the three charts below:

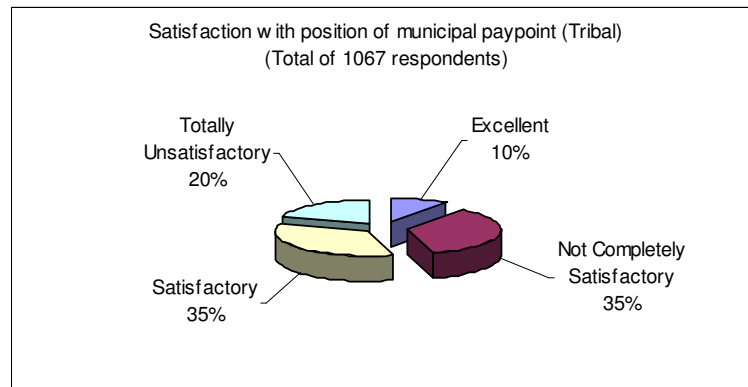
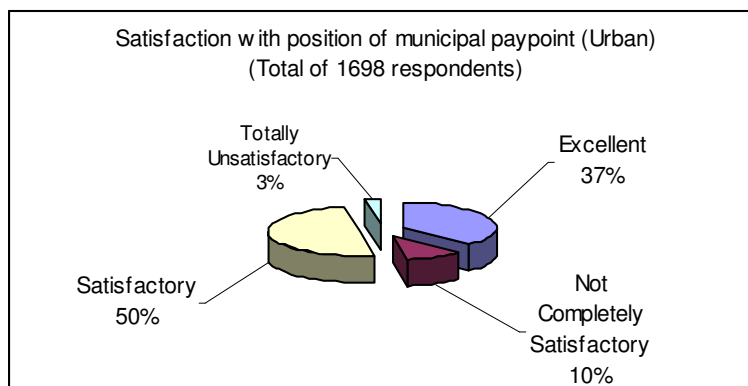
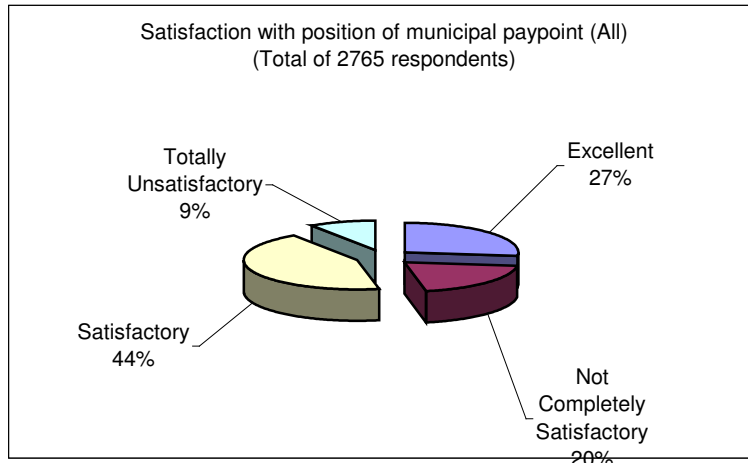


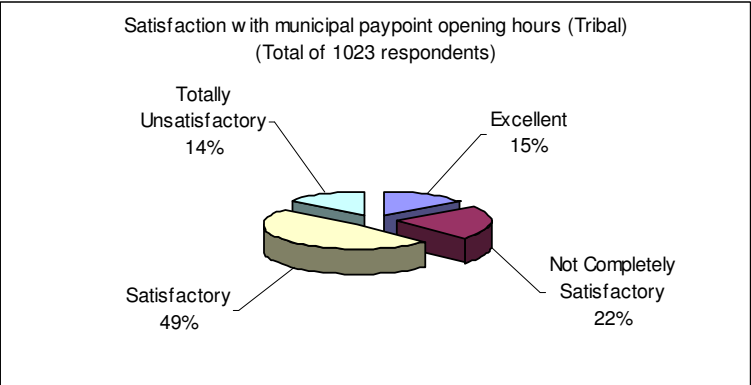
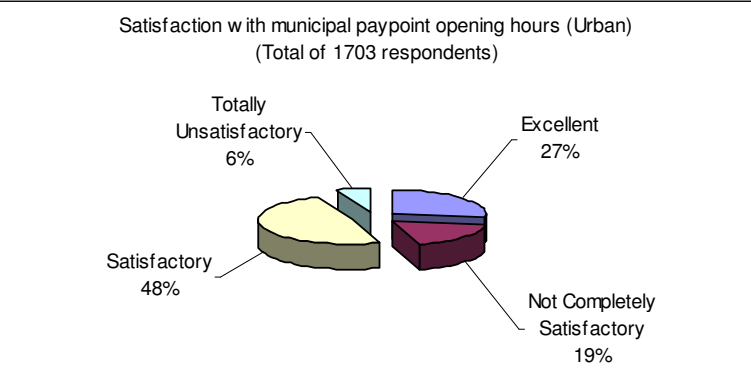
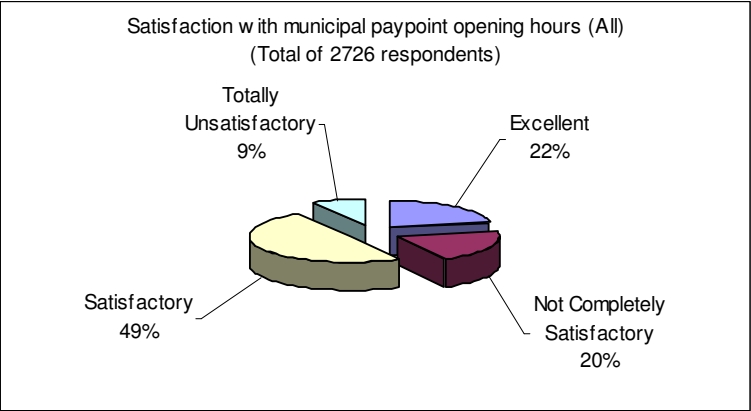
## IDP / BUDGET PROCESS



## MUNICIPAL PAYPOINTS

A majority of households surveyed 2765 make use of Municipal paypoints. Of these, 1698 are urban dwellers. Satisfaction levels with regard to location and opening times of these paypoints are recorded in the charts below:



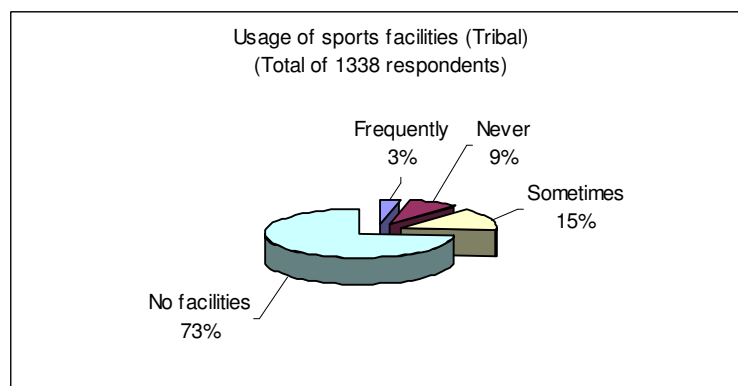
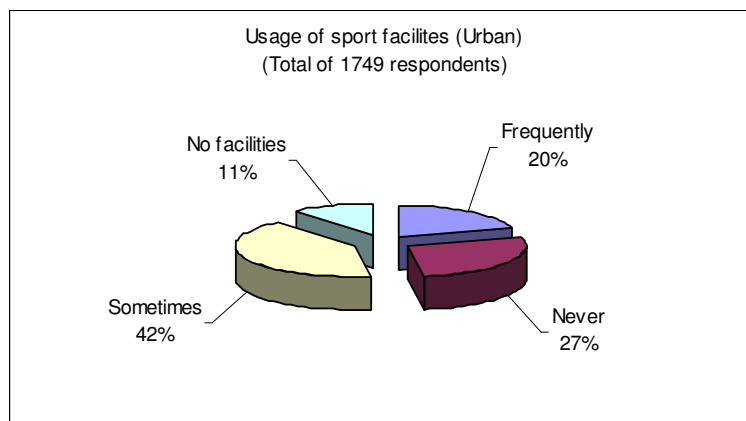
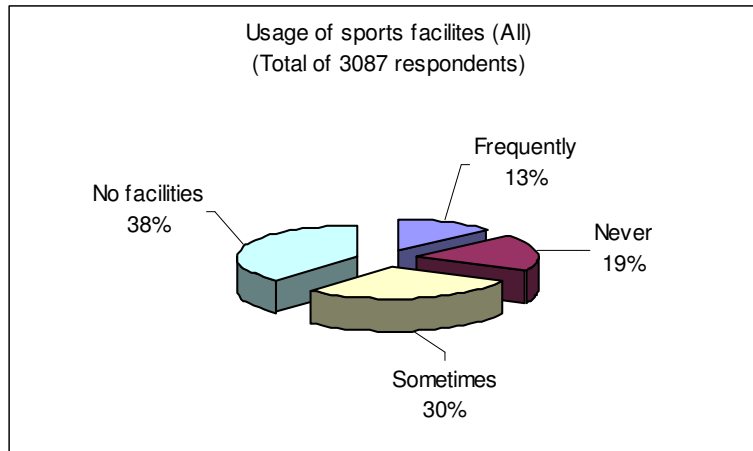


## SPORTS FACILITIES

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

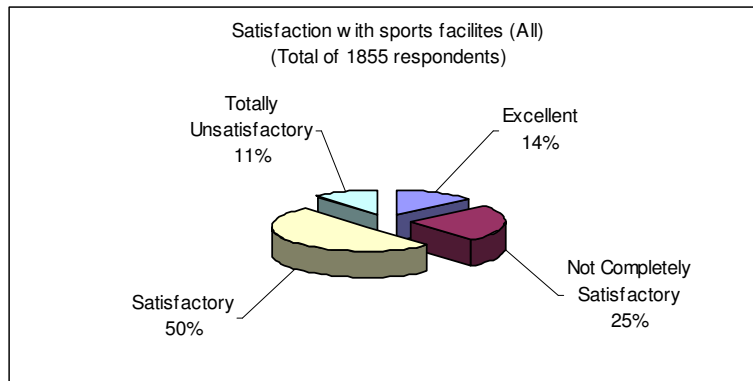
1175 of respondents indicated that there are no sports facilities in their area. Of these responses, 979 were from the tribal areas.

### Usage of sports facilities

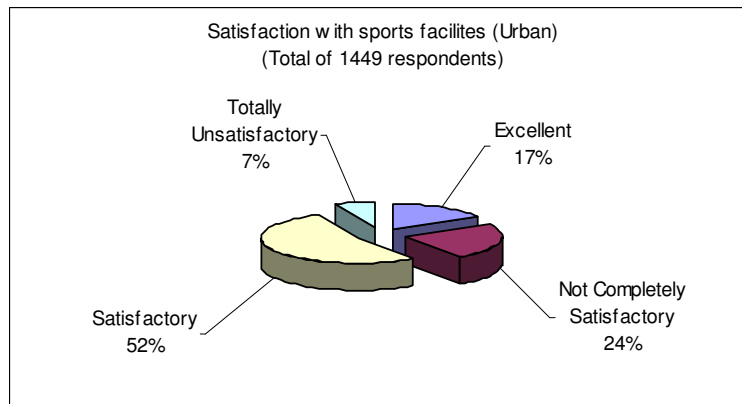


## Satisfaction with sport facilities

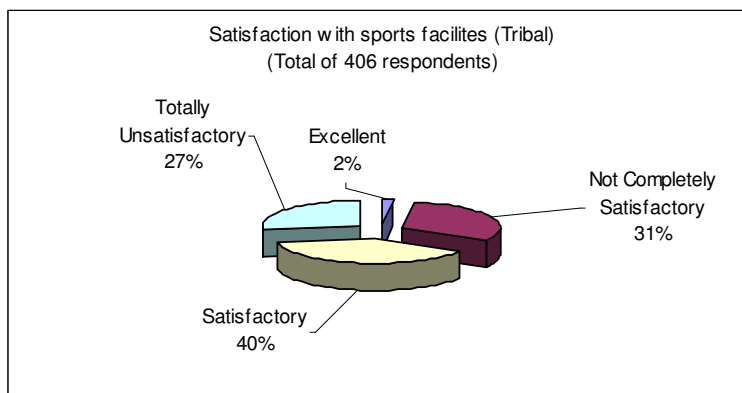
There were 1855 responses regarding the quality of sporting facilities. (1232 respondents did not offer comment, either because there are no facilities, or they do not use them).



The following figure illustrates satisfaction levels among the 1449 respondents in urban areas (304 respondents did not offer comment, either because there are no facilities, or they do not use them):

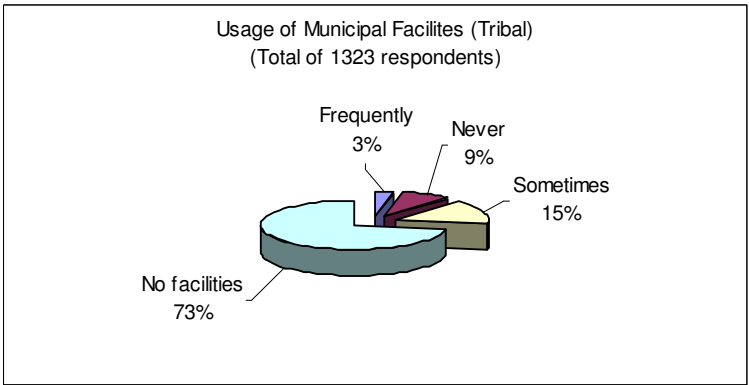
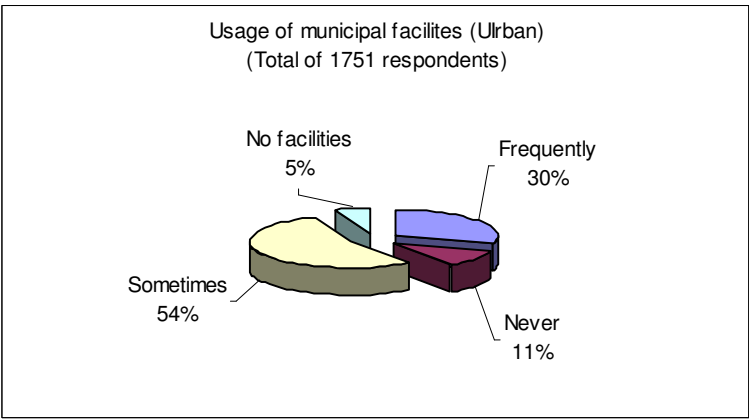
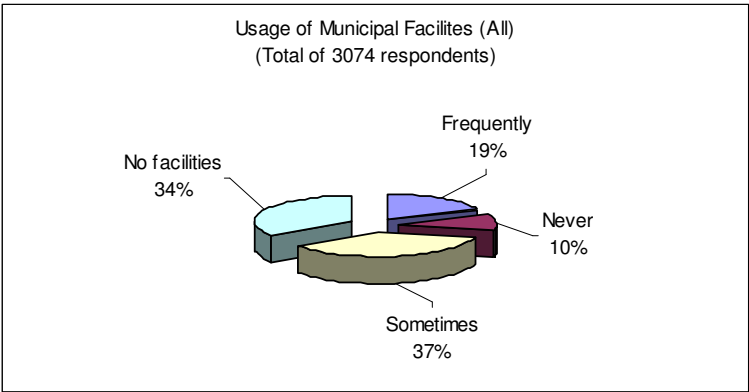


The following figure illustrates the satisfaction level among the 406 respondents in the tribal areas (928 respondents did not offer comment, either because there are no facilities, or they do not use them):



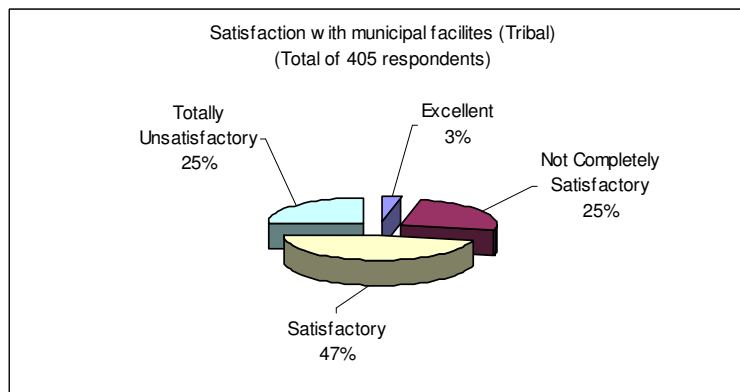
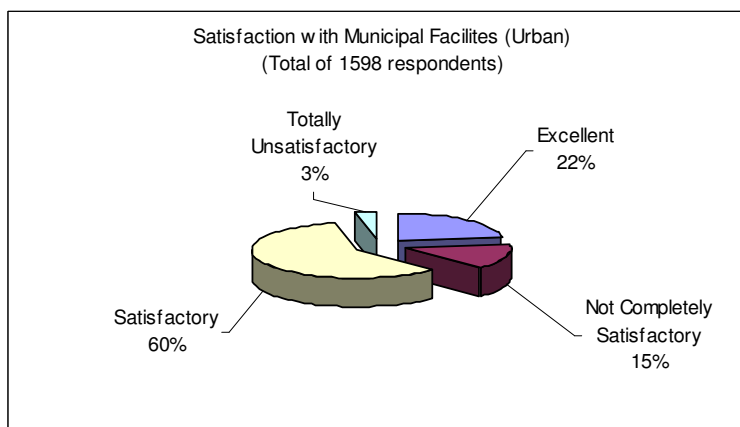
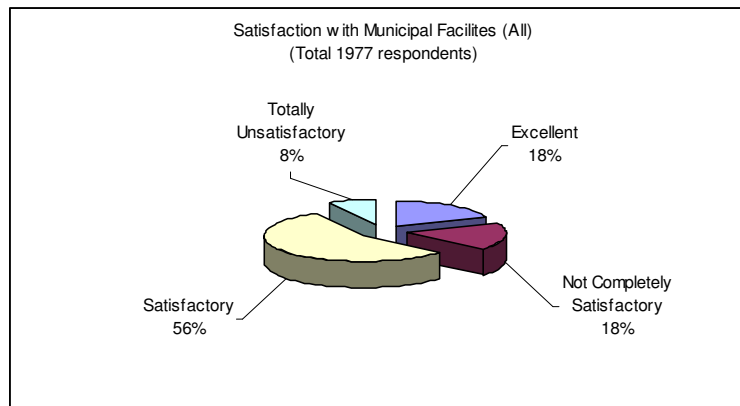
# COMMUNITY FACILITES

## Usage of facilities



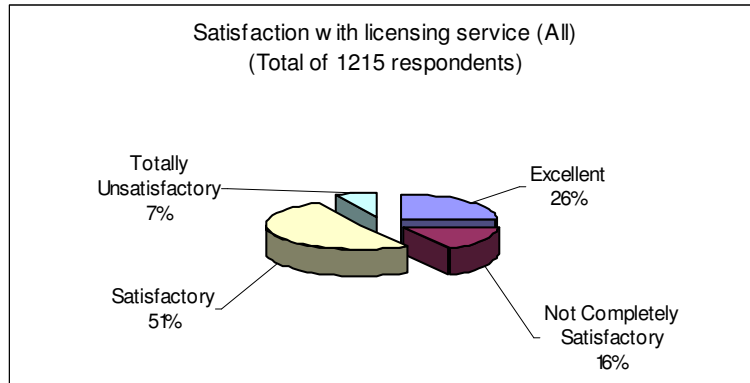


## Satisfaction with municipal facilities

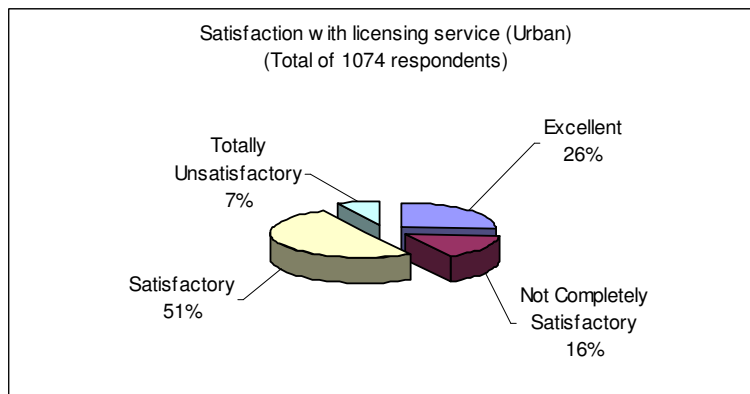


## VEHICLE LICENSING SERVICE

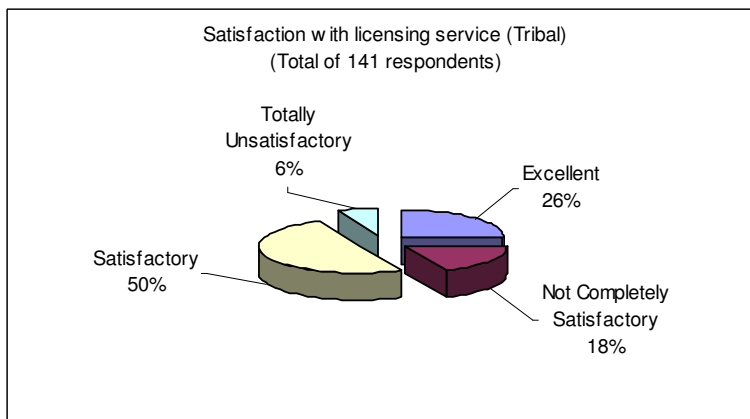
1215 respondents indicated that they had made use of the Municipality's vehicle licensing service. (1872 respondents indicated that they did not make use of the Municipality's vehicle licensing service). Their levels of satisfaction with the service are indicated in the following figure:



The following figure illustrates the satisfaction level among the 1074 respondents from the urban areas (681 respondents did not make use of this service):

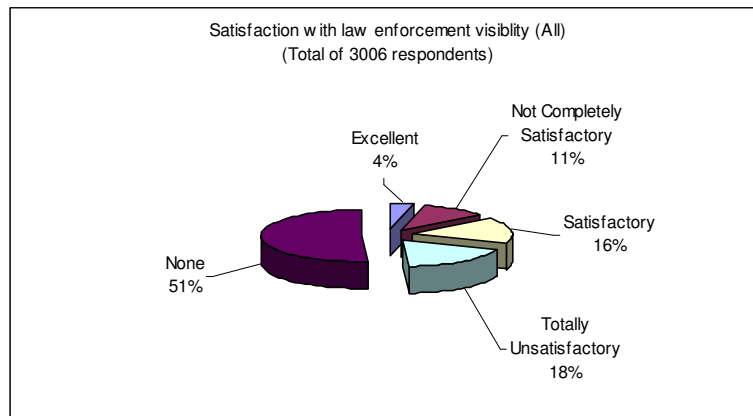


The following figure illustrates the satisfaction level among the 141 respondents from the tribal areas (1191 respondents did not make use of this service):

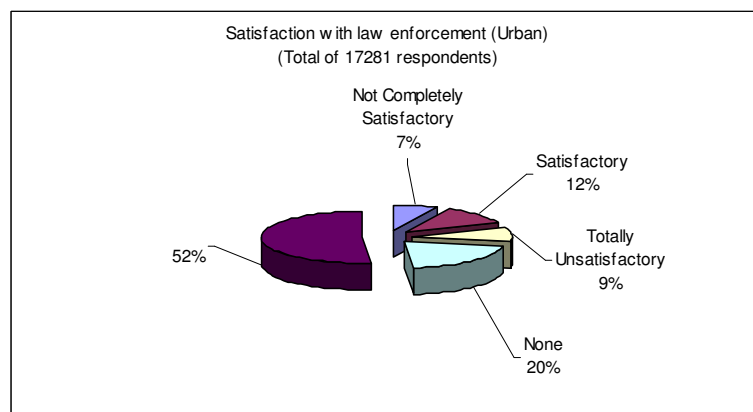


## LAW ENFORCEMENT VISIBILITY

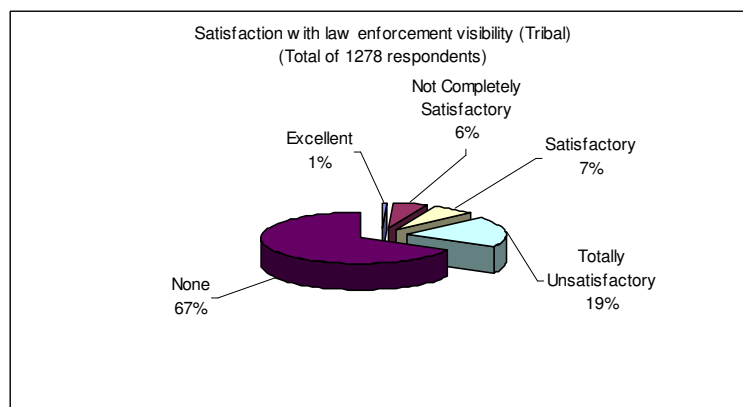
The following figure illustrates the response received from 3006 respondents from all areas expressing their satisfaction level with regard to the visibility of the Municipality's law enforcement service. It is important to note that respondents referred to SAPS personnel as well as to the Municipality's law enforcement service. 81 respondents did not respond



The following figure illustrates the satisfaction level among the 1728 respondents of the total above living in the urban areas:



The following figure illustrates the satisfaction level among the 1278 respondents of the total above living in the tribal areas. 54 respondents did not respond :

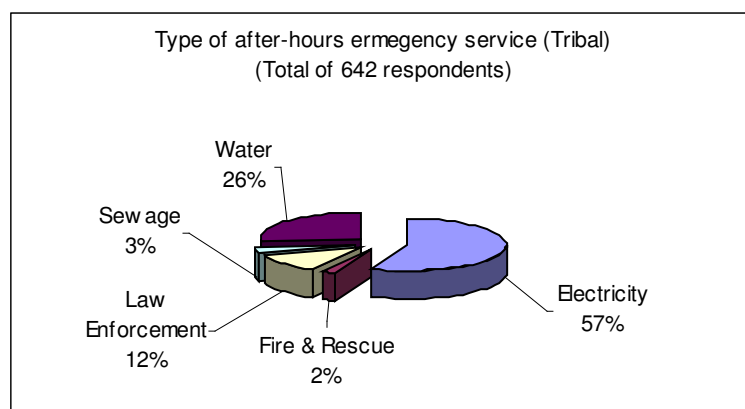
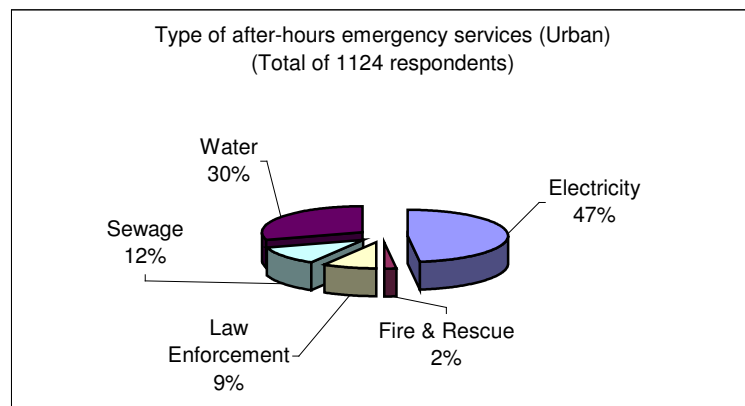
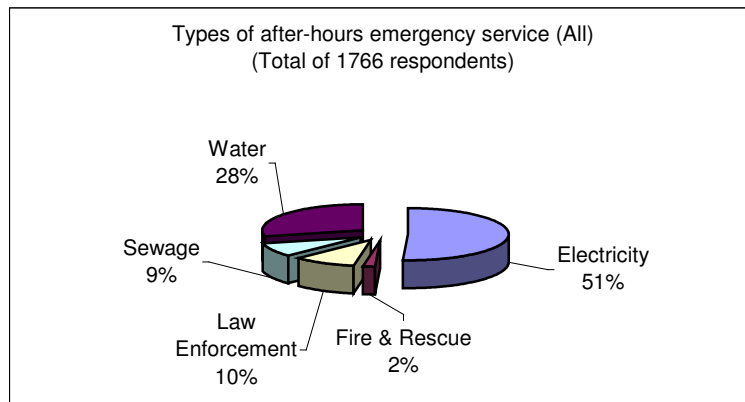


## ***AFTER-HOUR EMERGENCY SERVICES***

1766 respondents indicated that they had called upon the Municipality's after-hours emergency services in the past 12 months (1321 respondents did not make use of this service). 1124 of the responses were received from the urban areas, and 642 from the tribal areas.

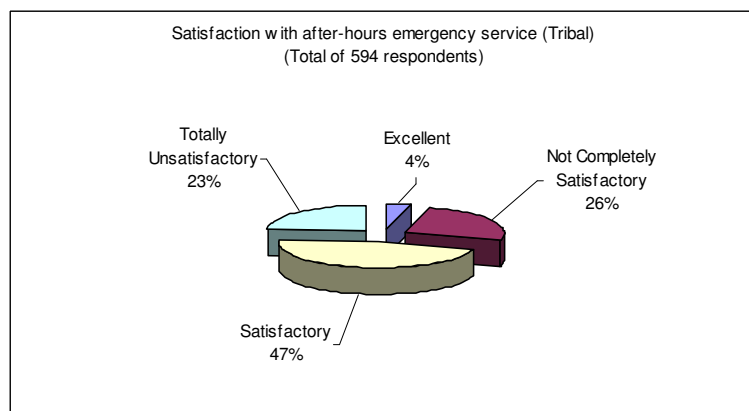
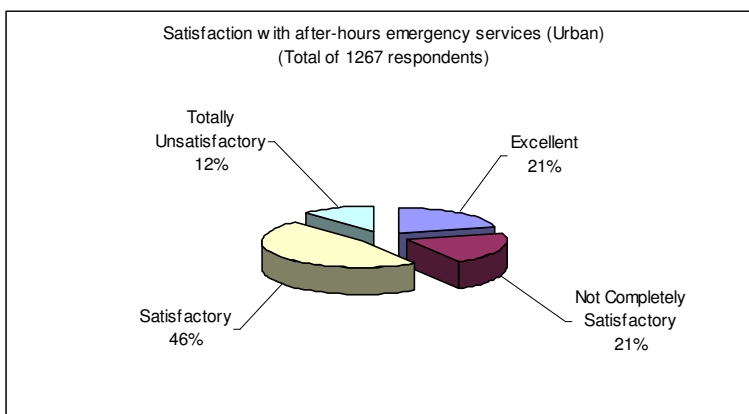
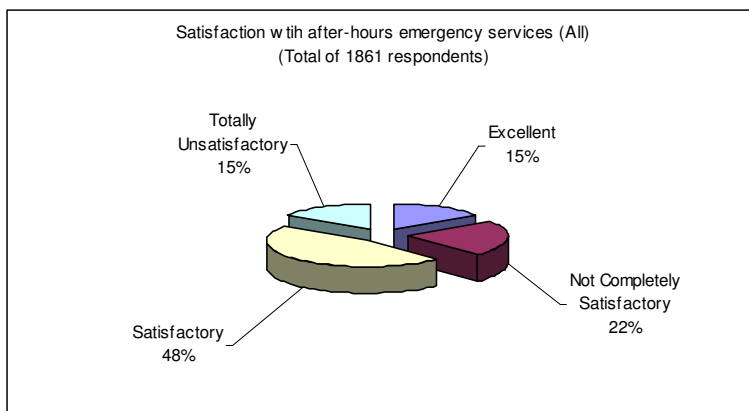
It should be noted that the vast majority, if not all, of the responses with reference to use of after-hours emergency services refer to the SAPS rather than to the Municipality's law enforcement.

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.



## 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.

## 5. COMMENTS RECEIVED

The following comments were made by respondents. (Only issues raised by a number of households, as opposed to an issue of concern to one individual, are highlighted here).

### **Richards Bay Aquadene**

1. Community hall very small
2. Storm water problem
3. No speed humps
4. Would like house refuse to be removed twice a week
5. Need a clinic
6. Sports ground not looked after
7. Need to be informed beforehand if there is going to be power interruption

### **Brackenham**

1. Need speed humps
2. Need street lights
3. Refuse not collected
4. Sports ground not taken care of

### **Weldenweide**

1. Need street humps
2. Need street lights
3. Municipal workers do not remove refuse bags which are placed next to a 240 litre bin when there is no space to put in more refuse
4. No sports facilities
5. No parks
6. No library
7. Muddy drinking water

### **Veldenvlei**

1. Open sites not looked after, hiding place for criminals
2. Need more street lights
3. Need a library

### **Birdswood**

1. No sports facilities
2. No street lights
3. Need speed pumps
4. Soil that accumulates on roads during rainy weather is not removed

### **Mandlanzini**

1. No sports facilities
2. RBM road causes chest problems for communities residing next to the road
3. VIP toilets are falling apart
4. Want household refuse to be removed by municipality
5. Water always muddy

### **Meerensee**

1. Need skip bins next to school grounds
2. Not enough sports facilities
3. Library not well stocked
4. Trees alongside the road cause problems for motorists
5. Not informed when the municipality is working on electrical power
6. Need to clear up open spaces

### **Arboretum**

1. Need speed humps
2. Water tastes bad
3. Water pipes burst all the time

### **Mzingazi**

1. No sports facilities
2. No municipal toilets
3. No community facilities e.g. hall, library etc
4. Boreholes a distance away from households
5. Poor roads
6. Never alerted when power is going to be cut

### **Empangeni**

1. House refuse remains on the streets for a long time before it is collected. Also when it is finally removed rubbish that drops off the bags is just left littering the streets
2. Muddy water from the taps
3. Electricity turned off without notice
4. Municipal contractors who mow grass alongside the streets leave piles of grass lying next to the streets.
5. Pot holes are becoming a problem for motorists
6. Toilets at the sports ground are not in a good order
7. Trees alongside the streets are not taken care of. They cause accidents on the road
8. Confusion with reading water meters caused by estimation system
9. Street lights are not always working

## **Hillview**

1. Air pollution from Ticom South Africa
2. No library
3. No sports ground
4. Need street humps
5. Empty sites with long grass becoming a hiding place for criminals
6. Pot holes

## **Nseleni**

1. VIPs are too small!
2. Some people don't know about the IDP process
3. Sometimes have to go to Richards Bay, because the local paypoint runs out of cards
4. People want more free electricity, (e.g. those households where a pensioner was the only one bringing money in, and when they die there's no income at all, so the bill can't be paid)
5. Sports facilities dirty, grass not cut
6. Lack of capacity in community halls (not enough seats for everyone)
7. Library is shared with Khoza - shortage of books

## **Esikhawini**

1. There are water cuts/ interruptions to supply; some complaints about taste of water; leaking pipes
2. Meter readings wrongly recorded; Meters located in gardens can't be read
3. Broken sewer pipes – residents told to fix them themselves
4. With reference to rubbish collection: lack of supply of black bags; poor quality of bags; if bags delivered when householder not home they get stolen
5. Need a dump for garden refuse
6. There is a Clinic, but when you go there is no medicine, long queues, nurses are rude or neglectful or ignore patients, so you end up going to the Pharmacy
7. Provincial roads are poor: potholes; humps are getting flattened, which leads to speeding; undergrowth/verges need cutting; need pavements for pedestrians
8. Municipal roads: streets too narrow; need pavements; need more humps; where there are humps, they are not signposted; no street signs; where there are street signs, the locals don't know the people they're named after; potholes
9. Some people don't receive the newsletter. It's only available in at paypoints and in the Library
10. Paypoint position is satisfactory, but people don't like having their usage estimated. Opening times are a problem if you have a job.
11. Facilities are generally not good. Soccer pitches not good quality and don't have lights; need benches and grandstands. Not safe at night. The Library is not good enough for students' study purposes. Poor quality community halls. There are only soccer fields; need facilities for other codes. No facilities for children. The swimming pool is too far away
12. Police visibility is nil
13. After-hours call-outs for electricity from the Richards Bay office is fine, but not from Esikhawini. Some people complain of tardy service



## **Ngwelezane**

1. Only one sports grounds with no facilities like toilets or changing rooms. Generally not in a good order – no maintenance
2. No swimming pool
3. Only one park, not kept well and next to the road
4. No bus shelters
5. Poor storm water drainage; problems when it rains
6. No streets lights
7. Library not well stocked; need to go to Empangeni when needing reading and other reference material
8. Crime is a big problem
9. Problems with water meters. Paying same water rates even though one has been away for a long time and has not been using water.
10. Problem with sewer for residents living next to the sewerage; overspilling
11. Need toilets inside houses. Not safe to go out in the dark and also a problem for sick people who may need to use a toilet urgently.
12. Speed humps desperately needed

## **Vulindlela**

The 30 residents of Vulindlela interviewed were largely satisfied, although there were comments made about communication from the Municipality, lack of knowledge of the IDP process, and unannounced water and electricity cuts.

## **Bhejane Khoza, Dube, Madlebe, and Mkhwanazi North and South**

Residents interviewed in these rural areas voiced the following common concerns:

1. Many households do not have water, sanitation, electricity or domestic refuse removal services to comment on.
2. With regard to electricity there are complaints about unannounced interruptions, and the cost of electricity – particularly in households with little or no income. [A number of residents spoke of a price differential in electricity between local paypoints and Richards Bay]
3. With regard to health care, the general complaint is that clinics are too far away, although service at the clinics is regarded as good.
4. Not many comments were received about provincial roads, but a common complaint about municipal roads is that they are very bad - turning to mud when it rains.
5. Sports facilities, Libraries, community halls, street lights, and bus shelters are generally lacking.
6. A common complaint is that Police are not visible.