



**Customer Satisfaction
Survey:
City of uMhlathuze**



**Analysis:
Customer Satisfaction Survey '03
City of UMhlathuze**

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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 previous Customer Satisfaction Survey for 2001\2002 financial year was done as part of the previous Socio Economic Survey whereby only the most important services in respect of National Key Performance Indicators were covered. Students from the University of Zululand were engaged in the data collection and data capturing process. As part of the fixed retainer, AST Consulting (Richards Bay) performed the data analysis and reporting function.

Although the previous survey covered the geographical area of jurisdiction of the uMhlathuze Municipality, the results of the survey were not within the required accuracy (95%) and confidence ($\pm 5\%$) levels due to a lack of sufficient funding for the statistical required sample size of the survey.

Dr. John Boughey from UNIZUL, who was involved in the previous customer satisfaction survey, was again approached to manage the data collection process, as his team of students is familiar with the total area of jurisdiction of the uMhlathuze Municipality. As part of the fixed retainer, AST Consulting (Richards Bay) again performed the data analysis and reporting function.

The total number of households in the uMhlathuze area of jurisdiction used for national indicators (38 152 households) according to the uMhlathuze Water Services Development Plan was used as basis. The geographical distribution and the following population sample size, calculated to ensure statistical accuracy of the survey, as reflected in the number of questionnaires, were utilised to ensure the statistical accuracy of the survey as follows:

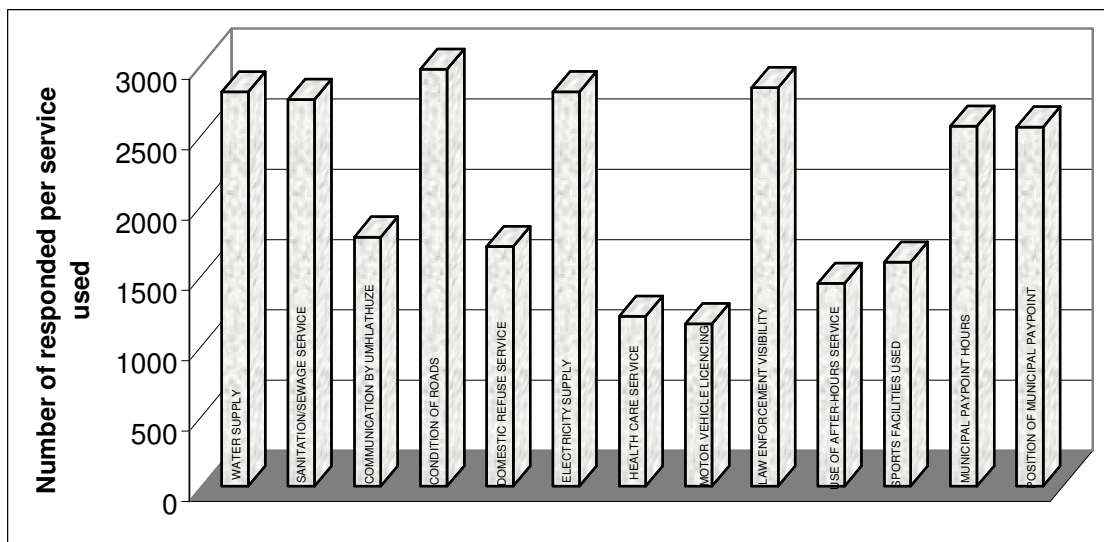
Urban Areas	Number of households	% Of total population	Number of Questionnaires per area
Richards Bay	6 142	16.0 %	480
Empangeni	3 529	9.0 %	295
Nseleni	1 872	5.0 %	150
Esikawini	7 359	19.5 %	585
Ngwelezane	2 187	6.0 %	210
Vulindlela	286	1.0 %	40
Felixton	129	0.5 %	0
	21 504	57.0 %	1 760
Tribal Areas	Number of households	% Of total population	Number of Questionnaires per area
Bhejane Khoza	3 794	10.0 %	320
Dube	1 586	4.0 %	160
Madlebe	6 209	16.0 %	500
Mhkwanzazi North	5 059	13.0 %	130
Mhkwanzazi South			130
	16 648	43.0 %	1 240
Total	38 152	100%	3 000

The previous questionnaire was amended to include questions pertaining to additional services delivered by the municipality. A further pre-requisite was that the information received be captured separately for each of the different areas and be available as per distribution table above. This will ensure management information for each service delivered per geographical area.

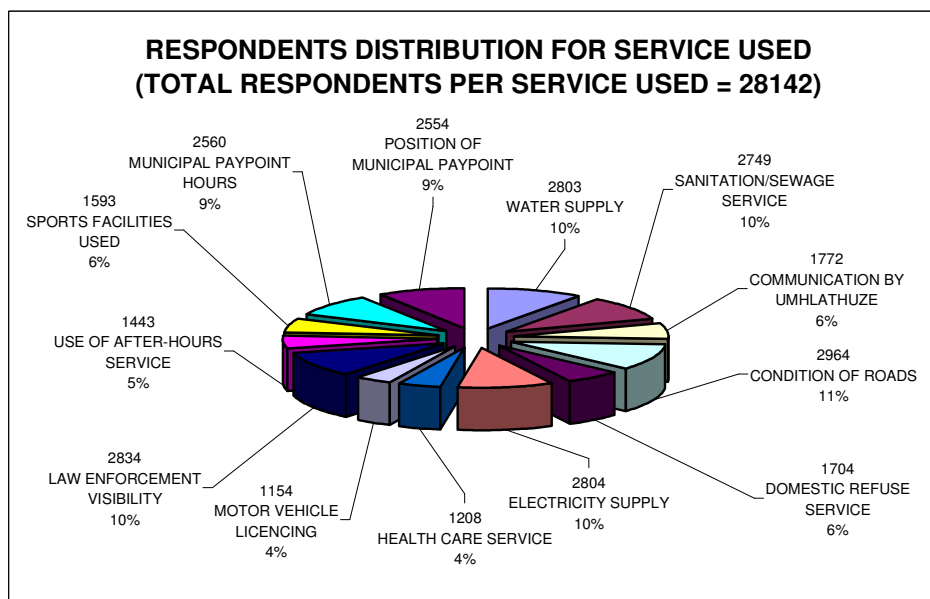
For the purpose of this report the results will be illustrated for the total area of jurisdiction as well as separate response for the urban areas and for the Tribal areas. Information on all the questions is available on all the different areas, with a further breakdown per suburb in Richards Bay. Information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

2. SURVEY RESPONSE

A total of 3000 households responded to the twenty-one 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-hour emergency services. Most of these services are also identified to be National Key Performance Indicators. The following figures illustrate the number of response received per service:



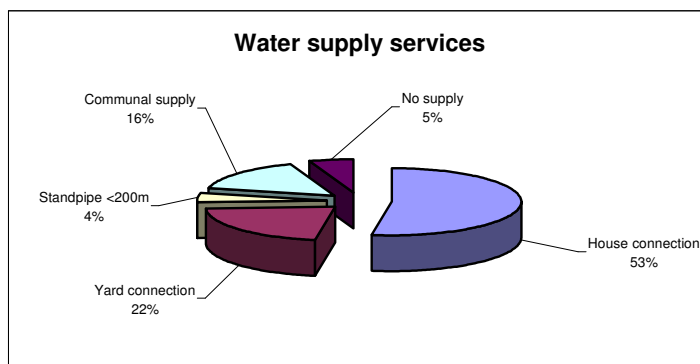
The above figure illustrates the number of respondents for each of the services as well as the percentage contributed towards the total number of 28142 population data.



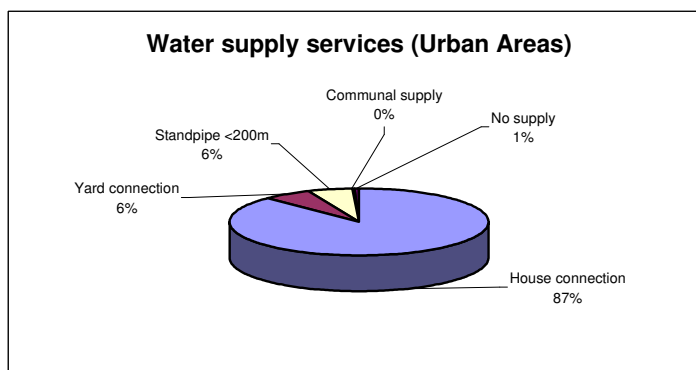
The results of customer satisfaction with the above services are discussed and illustrated individually below.

WATER SUPPLY SERVICE

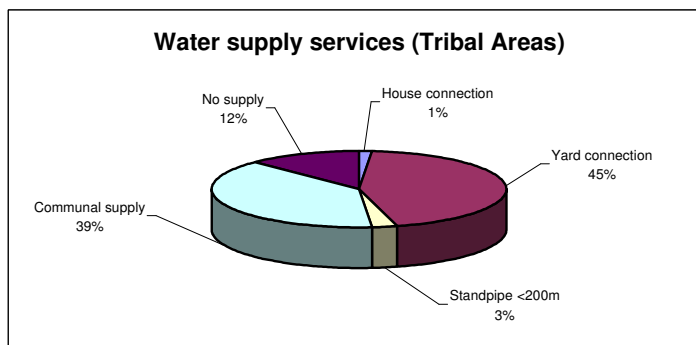
The water supply service currently delivered to the community by the City of uMhlathuze is categorized in terms of National regulations. The categories are divided and measured as follows: house connections, yard connections, standpipe within 200 metre distance (RDP level) and communal supply. The aim is to improve and upgrade the standard of water supply services level. The survey recorded customer satisfaction on the current service delivered to the community. The following figure illustrates the type of water supply service rendered to the households that were approached during the survey. The responses from the 2803 households currently served with water, are expressed in percentage as follow:-.



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 1760 households currently served with water, are expressed as a percentage. 11 respondents do not have water supply.

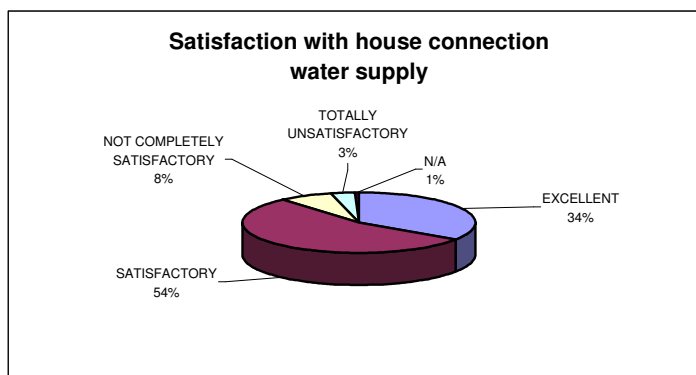


The following figure illustrates the type of water supply service rendered to the households that were approached during the survey in the tribal areas. The responses from the 1204 households currently served with water, are expressed as a percentage. 150 of the respondents do not have water supply.

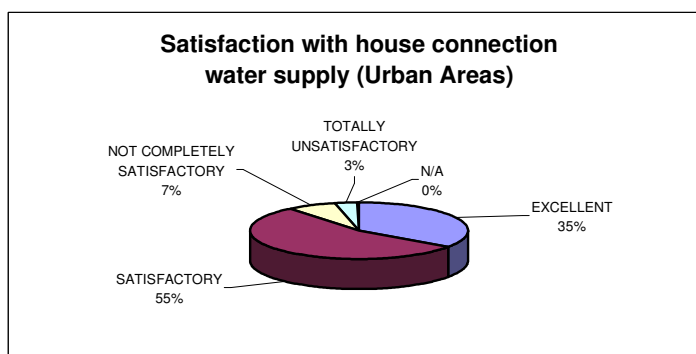


House connection water supply

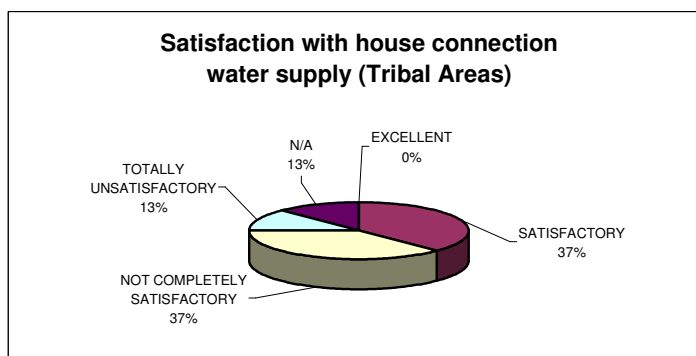
House water supply connections are predominantly found in the urban developed areas. The number of households responded during the survey was 1554. The following figure illustrates a high satisfaction level among the respondents currently receiving this service.



The following figure illustrates the satisfaction level among the 1538 respondents currently receiving this service in the urban areas:-

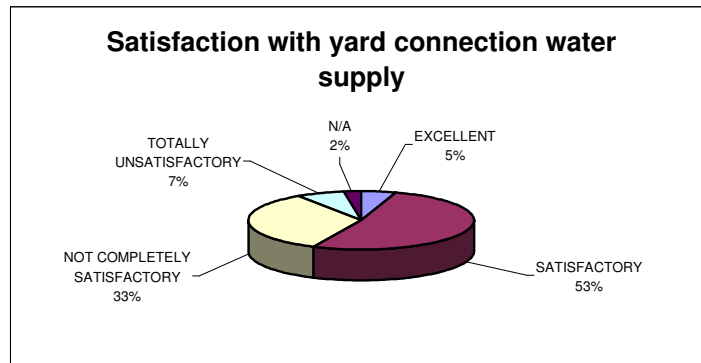


The following figure illustrates the satisfaction level among the 16 respondents currently receiving this service in the tribal areas:-

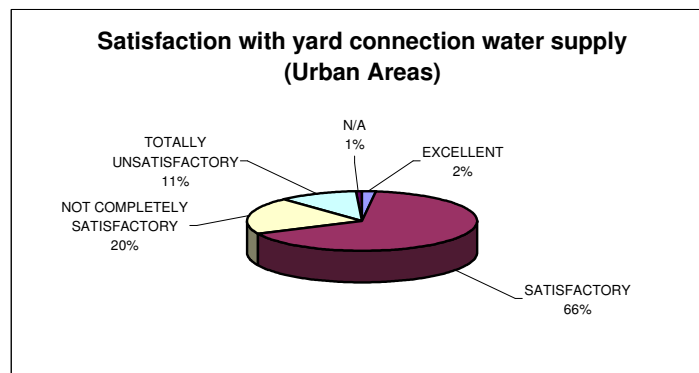


Yard Connection

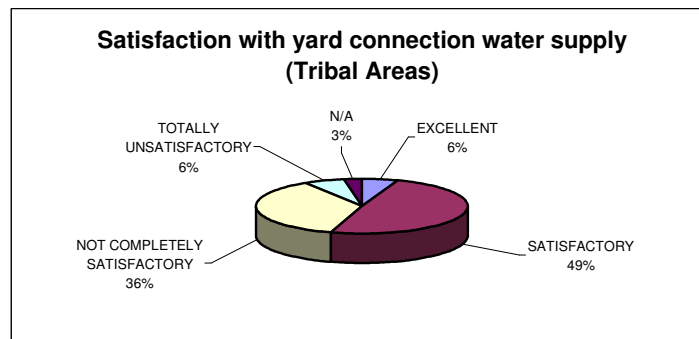
The number of households responded to this service is 645. The satisfaction level of the households currently receiving yard connection water supply is illustrated as follows:



The following figure illustrates the satisfaction level among the 110 respondents currently receiving this service in the urban areas:-

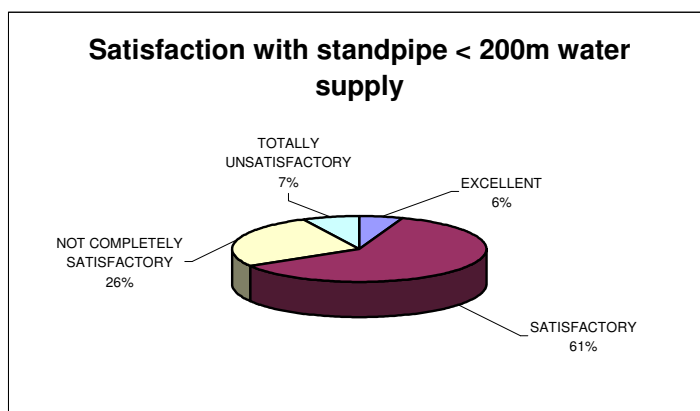


The following figure illustrates the satisfaction level among the 535 respondents currently receiving this service in the tribal areas:-

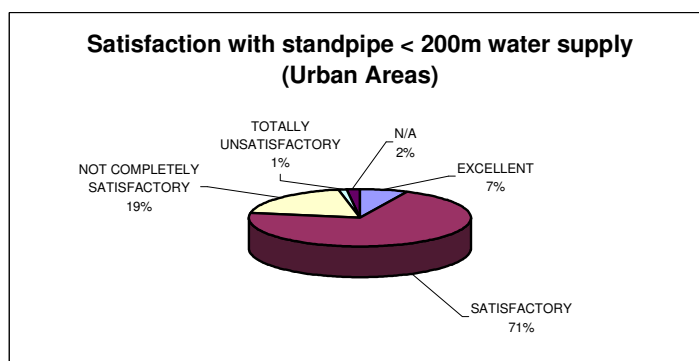


Standpipe < 200metre water supply

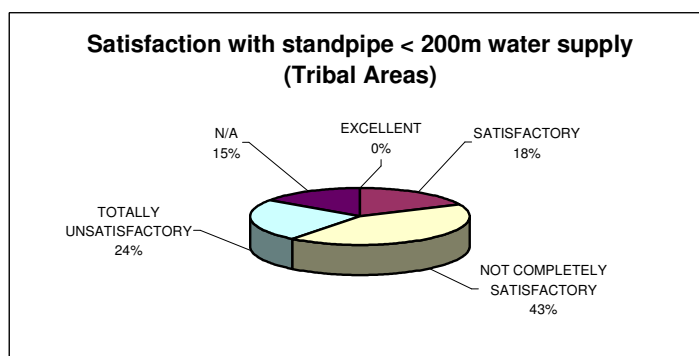
This level of service is as per RDP standard where running water is supplied via a standpipe within a distance of no more than 200 metres from the residence. The satisfaction level of the 132 respondents currently receiving this service is illustrated as follows:



The following figure illustrates the satisfaction level among the 99 respondents currently receiving this service in the urban areas:-

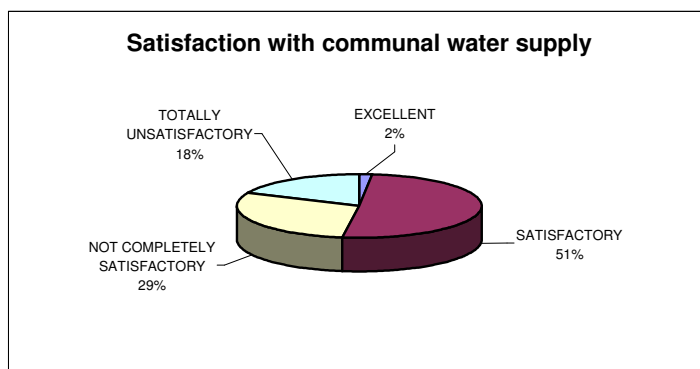


The following figure illustrates the satisfaction level among the 33 respondents currently receiving this service in the tribal areas:-

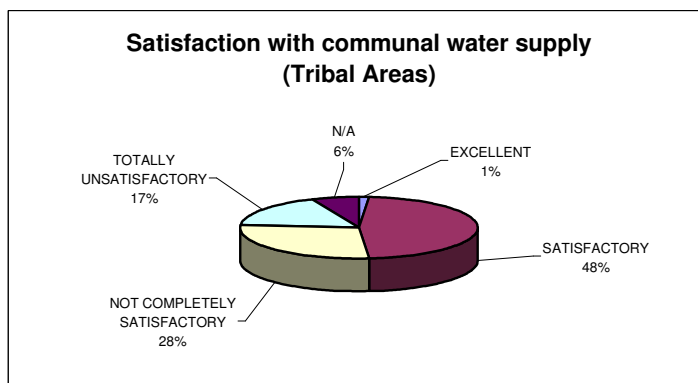


Communal water supply

The number of households responded to this service is 472. The response from the households currently making use of communal water supply is illustrated as follows:

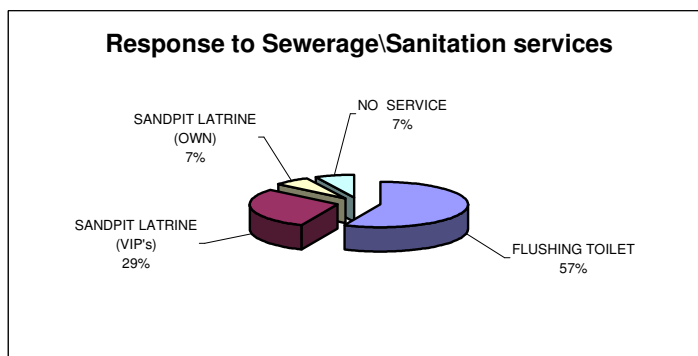


The following figure illustrates the satisfaction level among the 470 respondents currently receiving this service in the tribal areas; there are only two respondents in the urban areas currently receiving this service:-



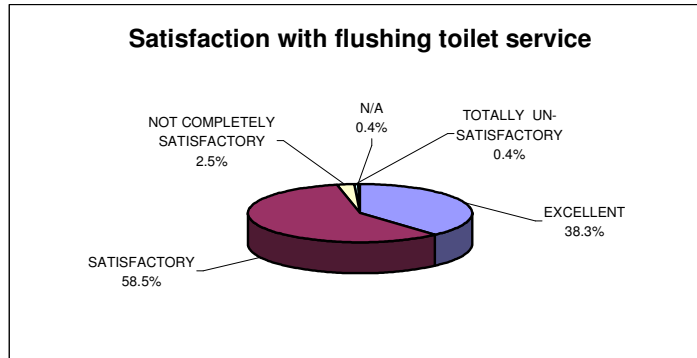
SANITATION SERVICE

The following figure illustrates the distribution of the type of sanitation service delivered to the households approached during the survey. The total number of respondents is 2 749. The seven percent of households with no sanitation service is from the tribal areas and represents 215 respondents.

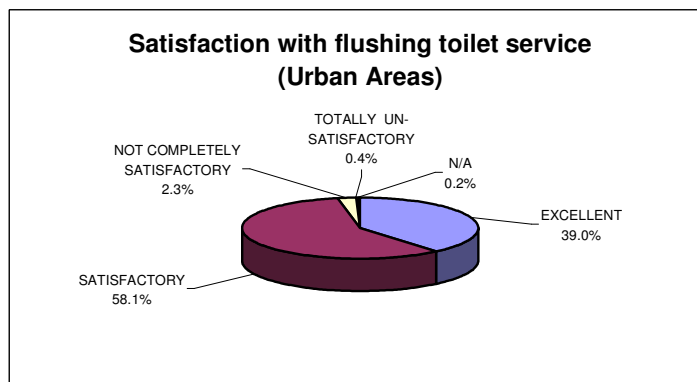


Flushing toilet service

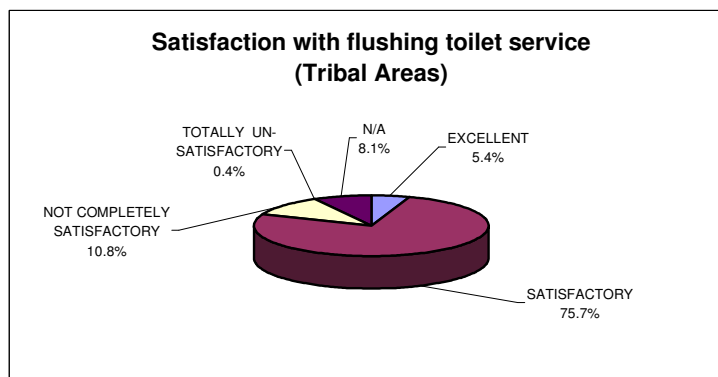
A flushing toilet service is delivered to households in the urban and developed areas. The following figure illustrates the satisfaction rating of 1 681 respondents currently receiving this service. The satisfaction level for this service is exceptional good.



The following figure illustrates the satisfaction level among the 1644 respondents currently receiving this service in the urban areas:-

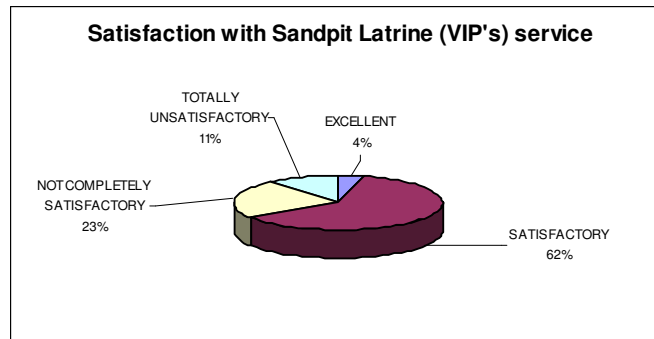


The following figure illustrates the satisfaction level among the 37 respondents currently receiving this service in the tribal areas:-

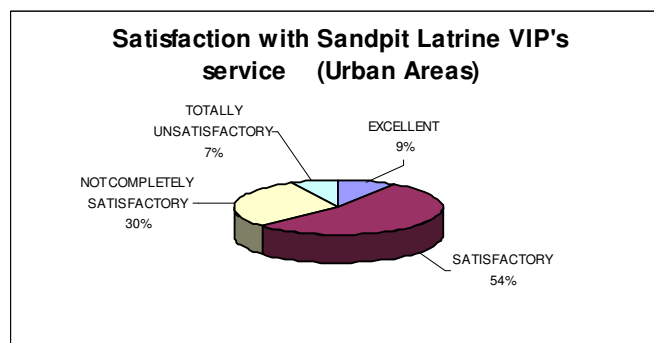


Sandpit Latrine (VIP's)

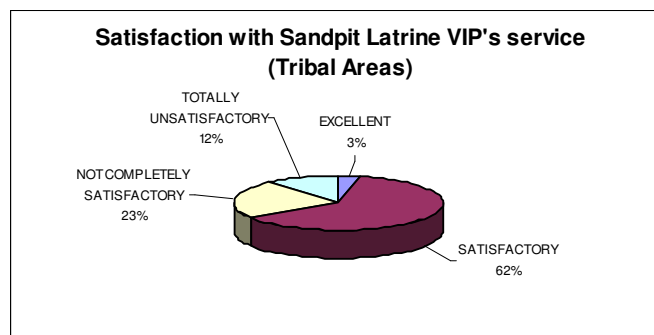
The sandpit latrine service is predominantly delivered in the tribal and informal developed areas. The number of respondents during the survey was 871. It is noteworthy that 35% the community making use of the Sandpit Latrine VIP's service is not satisfied.



The following figure illustrates the satisfaction level among the 66 respondents currently receiving this service in the urban areas:-

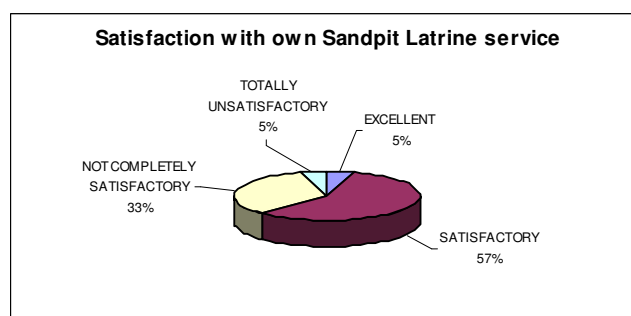


The following figure illustrates the satisfaction level among the 805 respondents currently receiving this service in the tribal areas:-



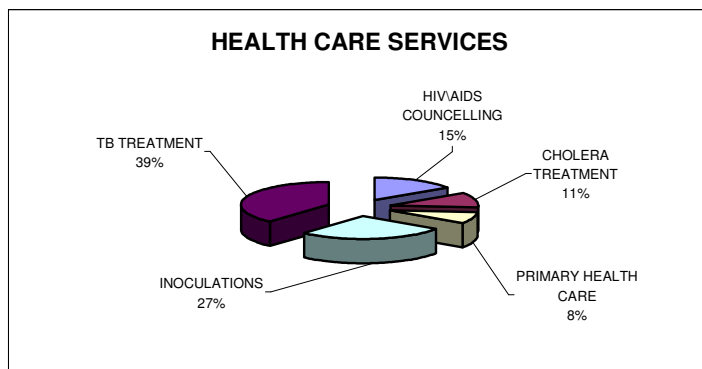
Sandpit Latrine (Own)

The sandpit latrine service is not delivered to the whole community in the tribal and informal developed areas and 197 respondents have constructed their own sandpit latrines. The following figure illustrates the respondents' satisfaction with their own constructed sandpit latrines:

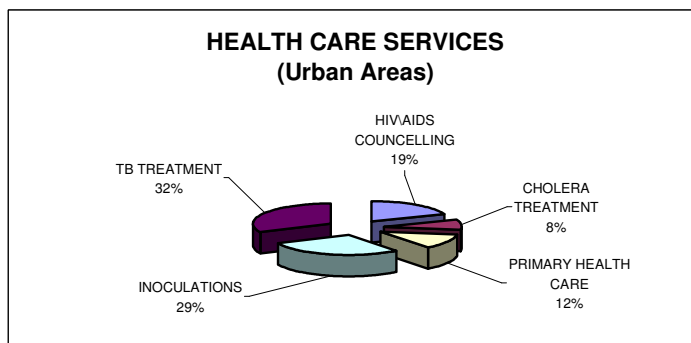


HEALTH CARE SERVICE

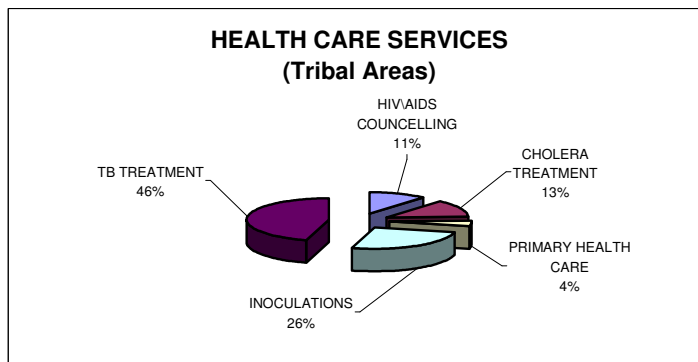
1208 households from the total number of 2954 households approached during the survey made use of the health care services provided by the uMhlathuze municipality. 1756 respondents from the 2964 households approached did not make use of any health care services provided by the uMhlathuze municipality. The following figure illustrates the distribution of services used by the 1208 respondents. The services reported on during the survey are TB treatment, HIV/AIDS counselling, cholera treatment, primary health care service and inoculations. The satisfaction level of the respondents with the service used is illustrated in the next five charts.



1119 of the 1756 respondents who did not make use of the health care services provided are from the urban areas. The following figure illustrates the distribution of health care services used by 641 respondents who did make use of this service from the urban areas.

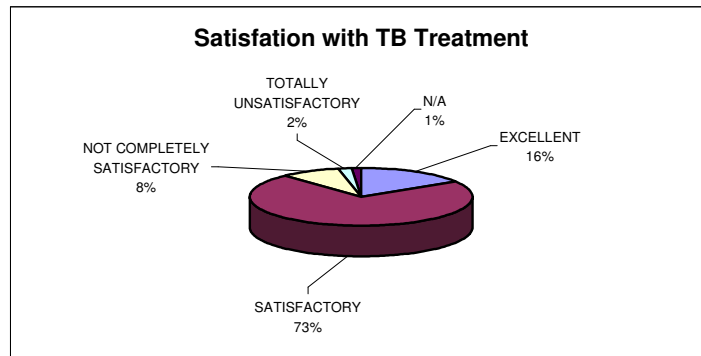


637 of the 1756 respondents who did not make use of the health care services provided are from the tribal areas. The following figure illustrates the distribution of health care services used by 567 respondents who did make use of this service from the tribal areas.

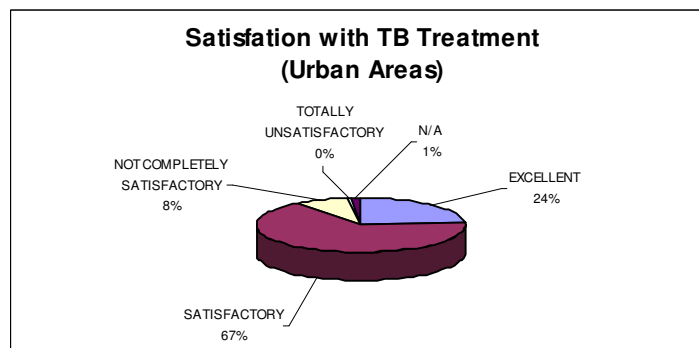


TB Treatment

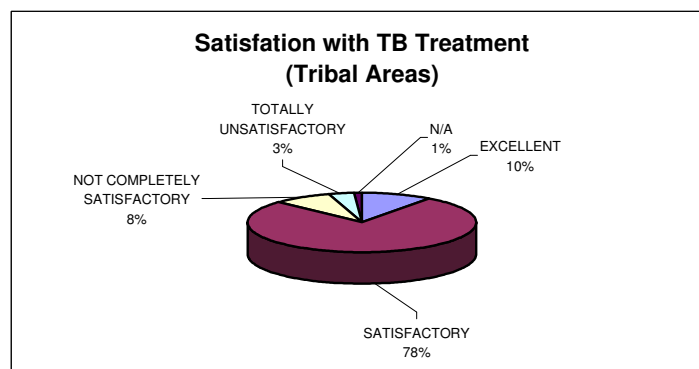
The number of households that responded to this service is 463. The satisfaction level of the households who did make use of the TB treatment service is illustrated below.



The following figure illustrates the satisfaction level among the 204 respondents who did make use of the TB treatment service in the urban areas:-

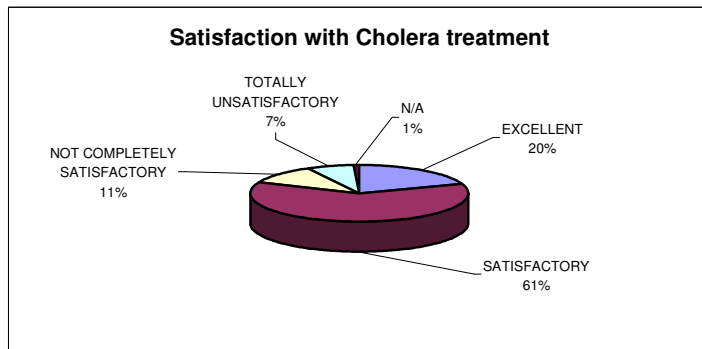


The following figure illustrates the satisfaction level among the 259 respondents who did make use of the TB treatment service in the tribal areas:-

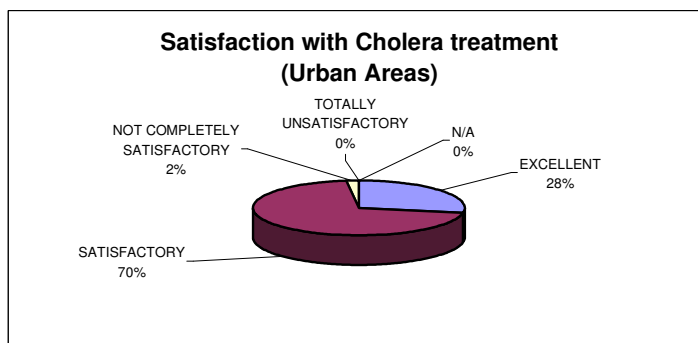


Cholera Treatment

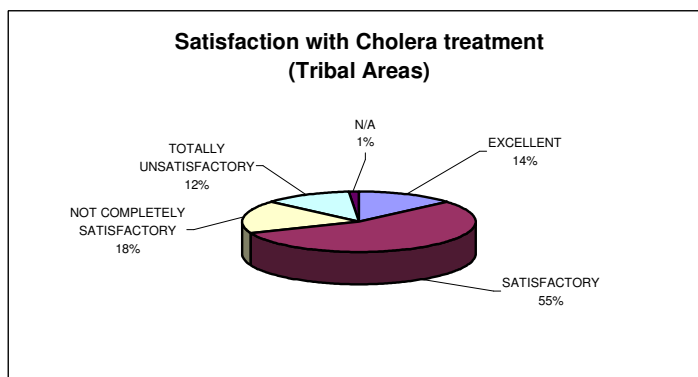
The number of households that responded on this service is 128. The satisfaction level from the households who did make use of the Cholera treatment service is illustrated below.



The following figure illustrates the satisfaction level among the 54 respondents who did make use of the Cholera treatment service in the urban areas:-

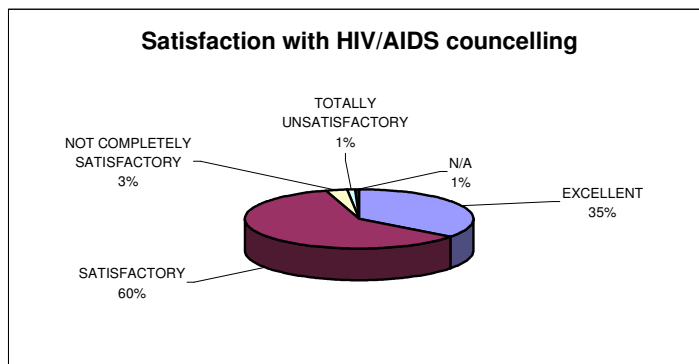


The following figure illustrates the satisfaction level among the 74 respondents who did make use of the Cholera treatment service in the tribal areas:-

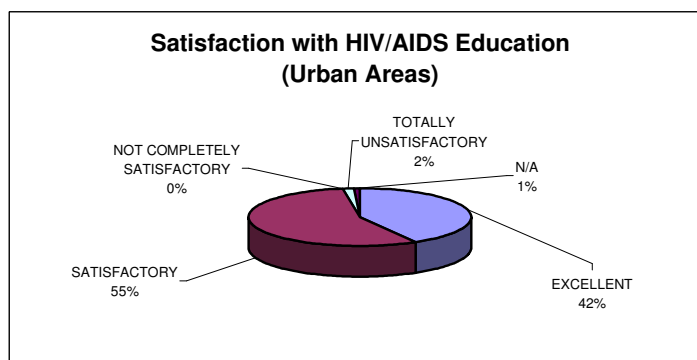


HIV/AIDS Counselling

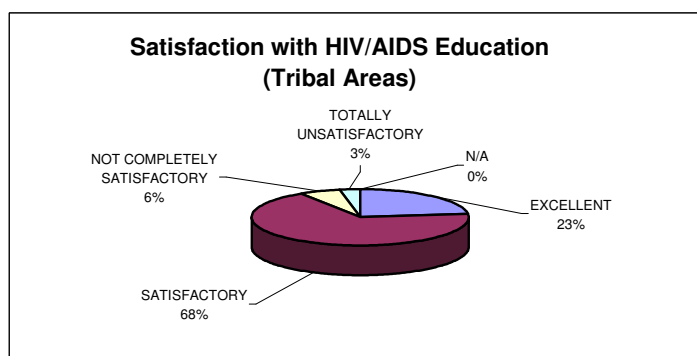
The number of households who responded to this service is 187. The satisfaction level of the households who did make use of the HIV/AIDS counselling service is illustrated below.



The following figure illustrates the satisfaction level among the 122 respondents who did make use of the HIV/AIDS counselling service in the urban areas:-

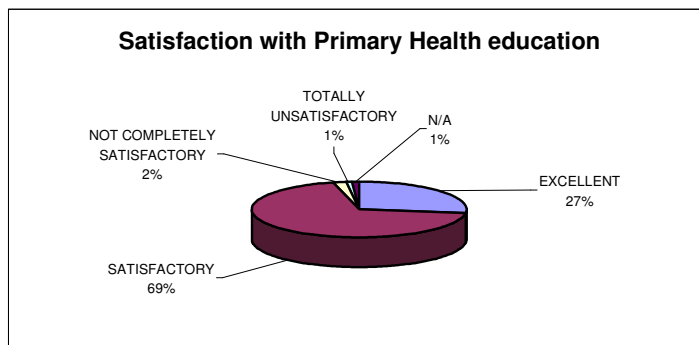


The following figure illustrates the satisfaction level among the 65 respondents who did make use of the HIV/AIDS counselling service in the tribal areas:-

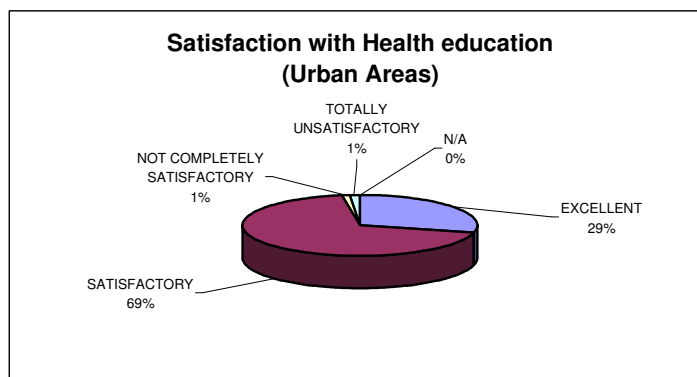


Primary Health Education

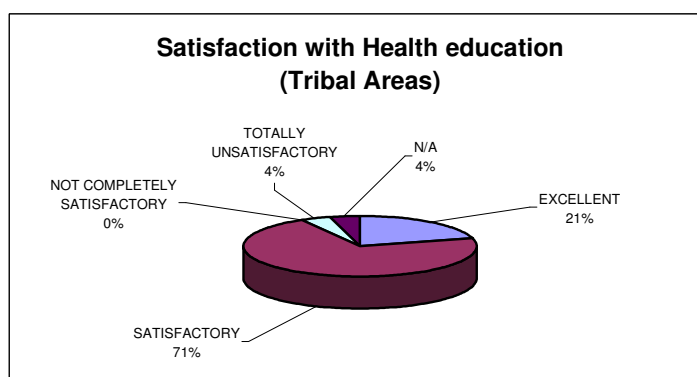
The number of households who responded to this service is 100. The satisfaction level of the households who did make use of the primary health education service is illustrated below.



The following figure illustrates the satisfaction level among the 76 respondents who did make use of the primary health education service in the urban areas:-

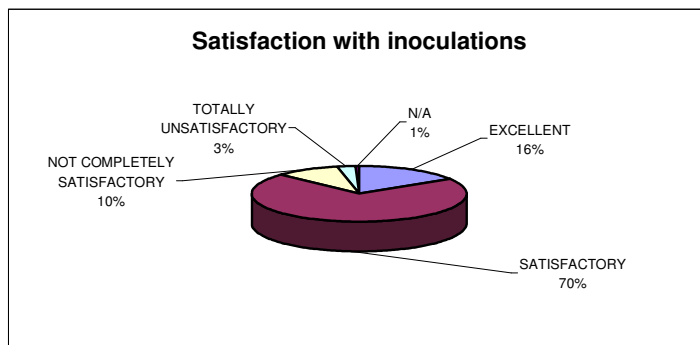


The following figure illustrates the satisfaction level among the 24 respondents who did make use of the primary health education service in the tribal areas:-

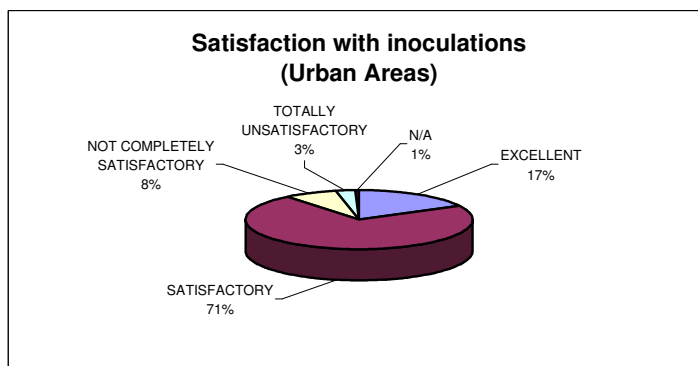


Inoculations

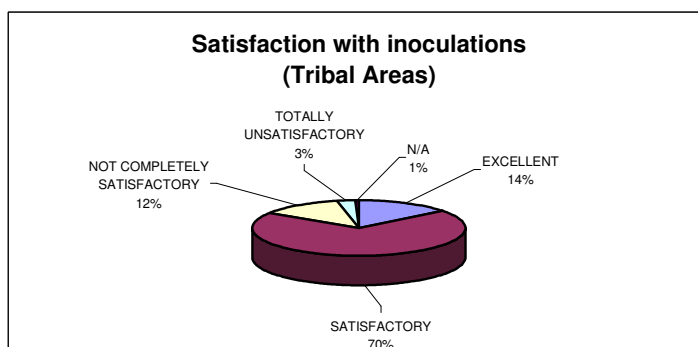
The number of households who responded to this service is 330. The satisfaction level of the households who did make use of inoculations service is illustrated below.



The following figure illustrates the satisfaction level among the 185 respondents who did make use of inoculations service in the urban areas:-

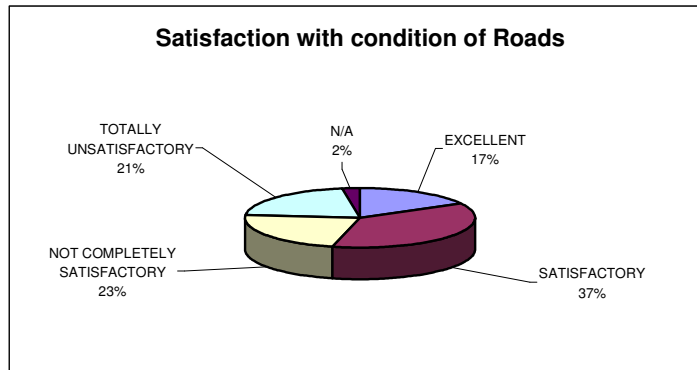


The following figure illustrates the satisfaction level among the 145 respondents who did make use of inoculations service in the tribal areas:-

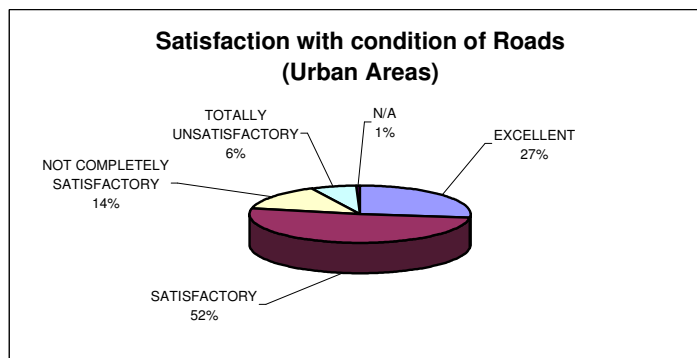


ROADS

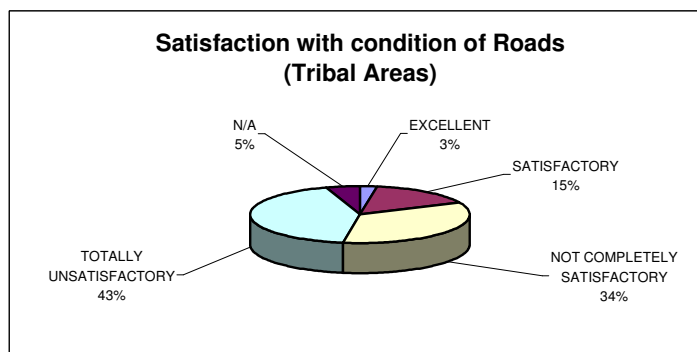
The perception of the community with regard to satisfaction of the roads infrastructure and the condition of roads was measured in general. This includes tarred as well as gravel roads and streets. The number of respondents during the survey was 2964. The following figure illustrates the satisfaction response received.



The following figure illustrates the satisfaction level among the 1760 respondents currently using the roads in the urban areas:-

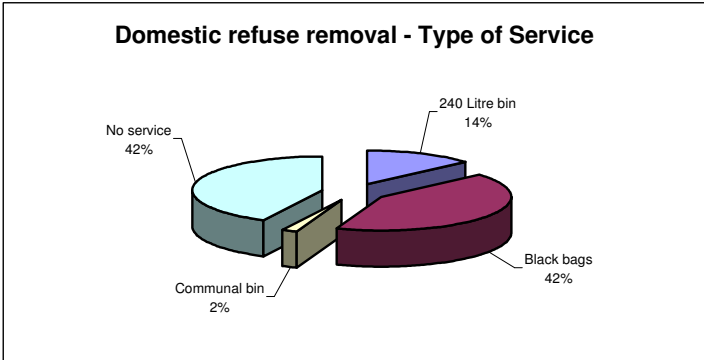


The following figure illustrates the satisfaction level among the 1204 respondents currently using the roads in the tribal areas:-



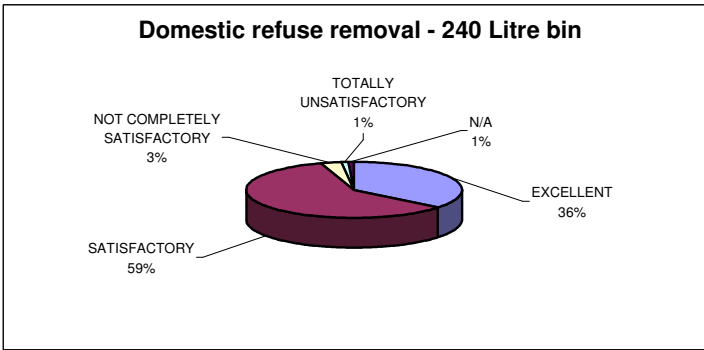
DOMESTIC REFUSE REMOVAL

The domestic service currently delivered by the City of uMhlathuze per household is either 240 litre bins, black bags or communal bins. The tribal areas are currently not receiving a refuse removal service. The total number of respondents was 2964 of which 1 704 of the respondents receive a domestic refuse removal service and 1260 respondents do not receive this service. The following figure illustrates the distribution of the response to the type of domestic refuse removal services currently delivered to the respondents who were approached during the survey.



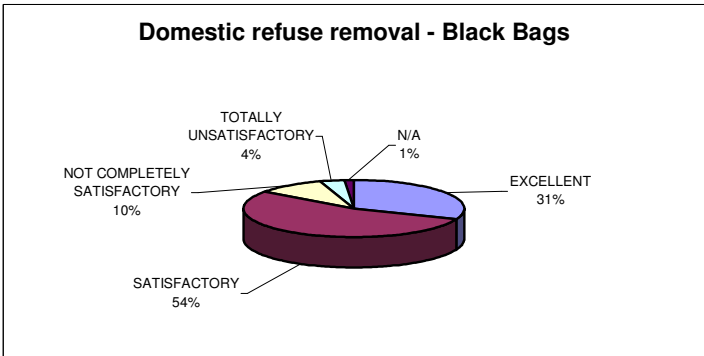
240 litre Bin service

This service is delivered predominantly in the Richards Bay area once per week. The satisfaction level with service delivery per household as experienced by 405 of the 1704 respondents receiving a domestic refuse service is illustrated as follows:



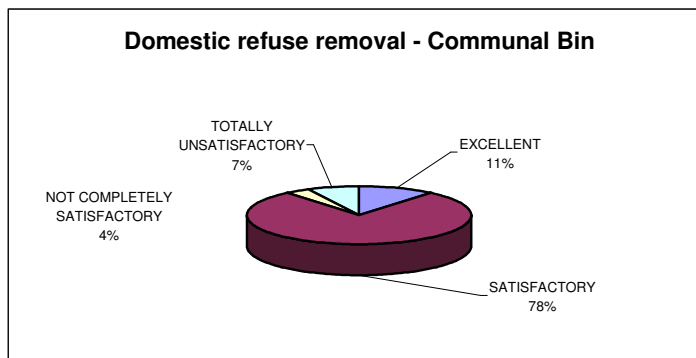
Black bag service

This service is delivered in the Empangeni and other municipal areas once per week. The satisfaction level with service delivery per household as experienced by 1245 of the 1704 respondents receiving a domestic refuse service is illustrated as follows:



Communal bin service

This service is delivered in the tribal municipal areas once per week. The satisfaction level with service delivery per household as experienced by 54 of the 1704 respondents receiving a domestic refuse service is illustrated as follows:

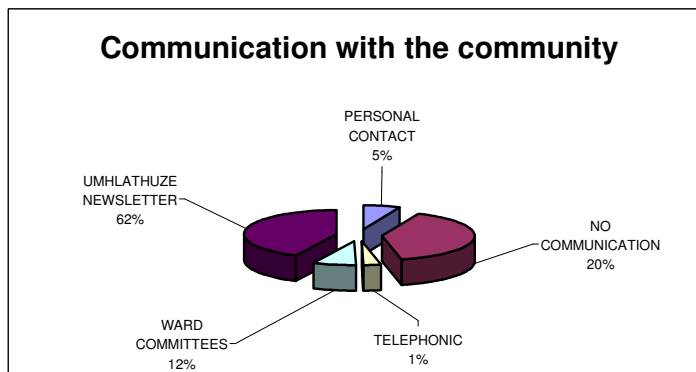


No Service

Forty two percent (42%) of the households who participated in the survey receives no domestic refuse removal service and is predominantly in the tribal areas (1260 households). 82 of the 1260 respondents are not satisfied with the situation of no domestic removal service and the majority of 1178 respondents are satisfied with the fact that this service is not delivered.

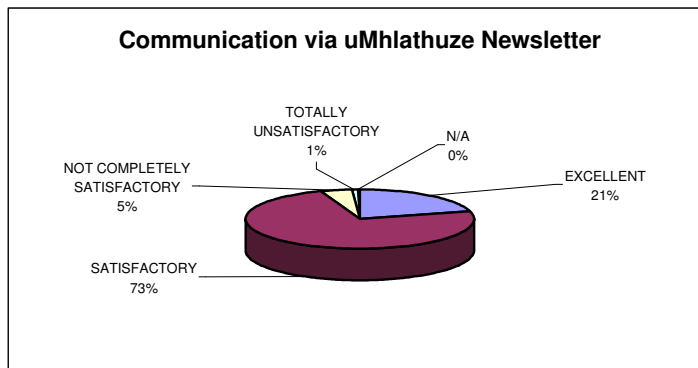
COMMUNICATION WITH THE COMMUNITY

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 is recorded in the following categories, personal contact, telephonic contact, ward committees and the uMhlathuze newsletter. The following chart illustrates the response distribution per category from 1772 of the 2964 respondents with regard to communication with the municipality.



uMhlathuze newsletter

The newsletter seems to be very popular and is generally well accepted. 1260 of the 1772 respondents to communication with the municipality are receiving the newsletter, 1255 respondents receiving the newsletter are from the urban areas and only 11 from the tribal areas. The satisfaction level of the 1260 respondents receiving the newsletter in all areas is illustrated as follows:

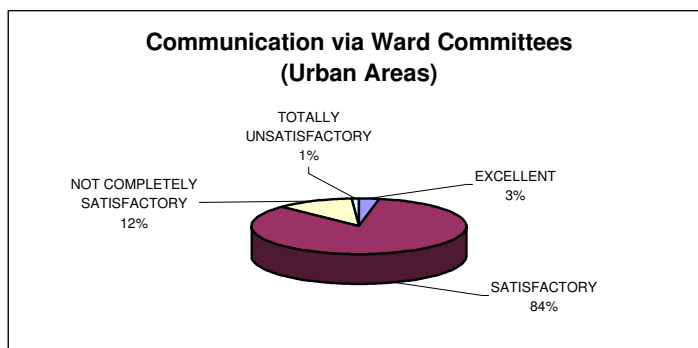


Ward committees

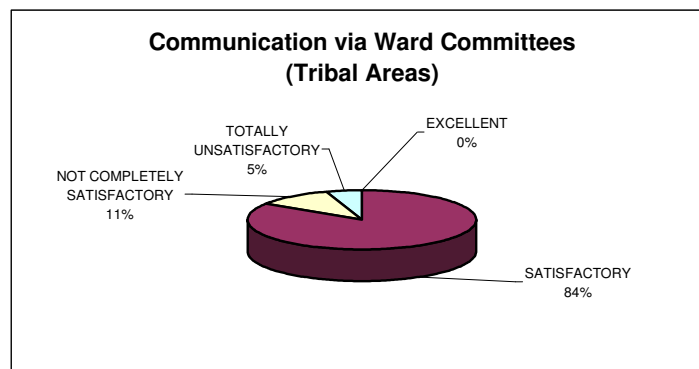
The satisfaction level on the ward committee system was recorded during the survey. 225 of the 1772 respondents to communication with the municipality in the total area have expressed their satisfaction with communication via the ward committees and are represented as follows:



The following figure illustrates the satisfaction level among the 101 of the 225 respondents currently receiving this service that are from the urban areas:-

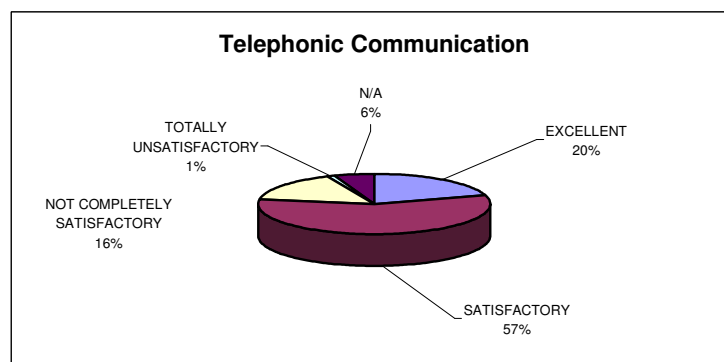


The following figure illustrates the satisfaction level among the 124 of the 225 total respondents currently receiving this service that are from the tribal areas:-



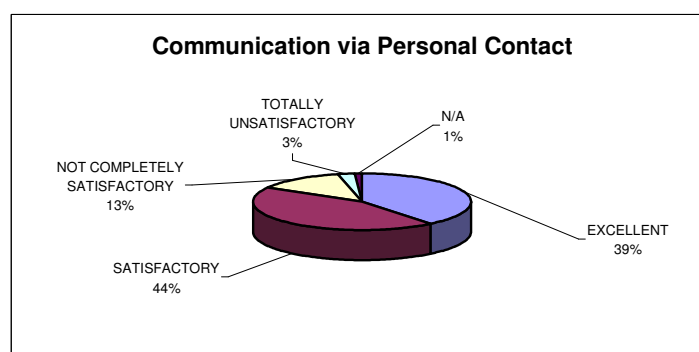
Telephonic Communication

Satisfaction levels on telephonic communication with the uMhlathuze municipality from the community were recorded during the survey from respondents making use of telephonic contact. 71 of the 89 respondents communicating via telephone to the municipality are from the urban areas and have expressed their satisfaction with communication via telephone and are represented as follows:



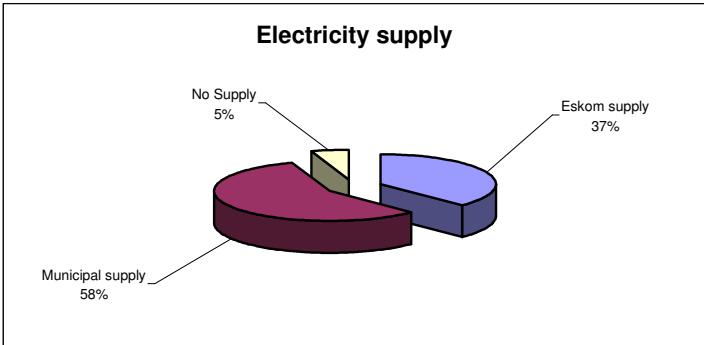
Personal Contact

Satisfaction levels on personal contact were recorded during the survey from respondents making personal contact with the uMhlathuze municipality. 172 of the 192 respondents who made personal contact with the municipality as means of communication are from the urban areas and have expressed their satisfaction with personal communication as follows:



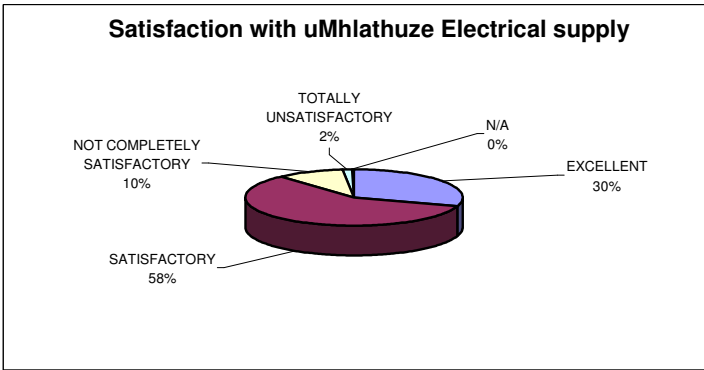
ELECTRICITY SUPPLY

Electrical supply to households within the jurisdiction of the City of uMhlathuze is presently delivered by the municipality in the urban developed areas, mainly in Richards Bay and Empangeni and electricity supply to the more tribal areas is delivered by ESKOM. The following figure illustrates the split between electricity supply from the two suppliers to the 2 804 respondents.



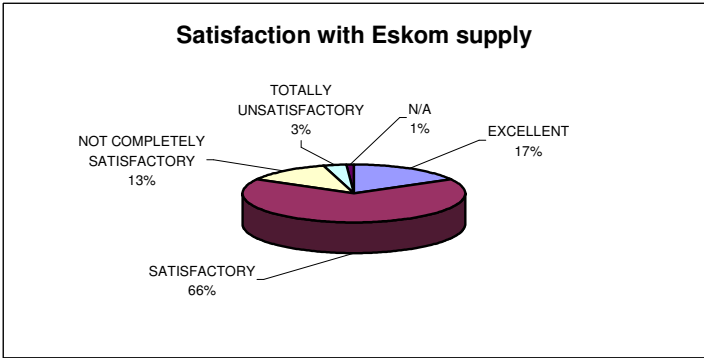
Electricity supply by the City of uMhlathuze

1695 of the 2804 households surveyed receive their electrical supply via the City of uMhlathuze. The satisfaction level in the response received from the 1695 households (1638 of the respondents are from the urban areas) with electricity supplied by the City of uMhlathuze is illustrated in the following chart. Remarks were however received referring to frequent interruption of the service as well as non-consistent current.



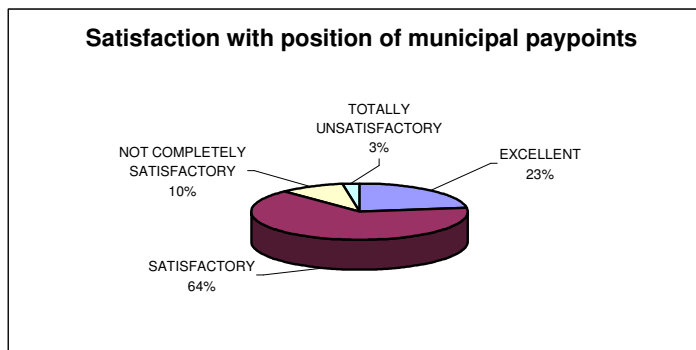
Electricity supply by ESKOM

1109 of the 2804 households surveyed receive their electrical supply via ESKOM. The satisfaction level in the response received from the 1109 households (1018 of the respondents are from the tribal areas) with electricity supplied by ESKOM is illustrated in the following chart. Remarks were received referring to frequent interruption of the service.

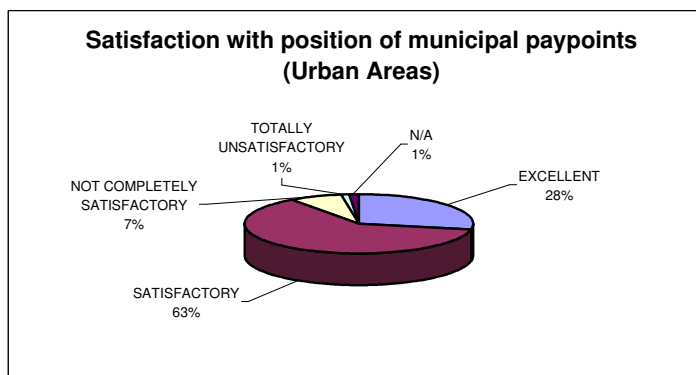


MUNICIPAL PAYPOINT POSITIONS

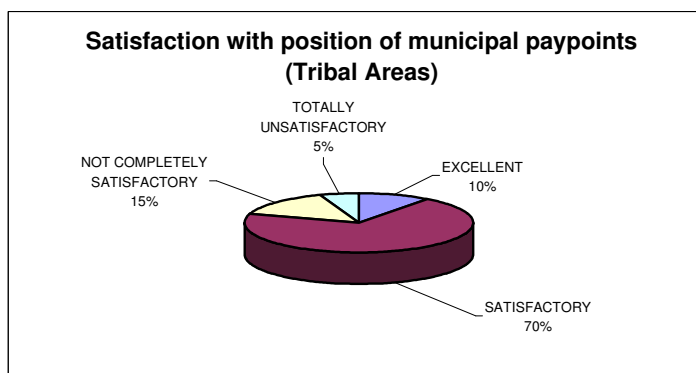
The satisfaction level in the response received from 2554 of the total of 2964 respondents (1760 respondents from the urban areas and 1204 respondents from the tribal areas) making use of this facility is illustrated in the following chart.



The following figure illustrates the satisfaction level among all 1760 respondents currently using this service in the urban areas:-

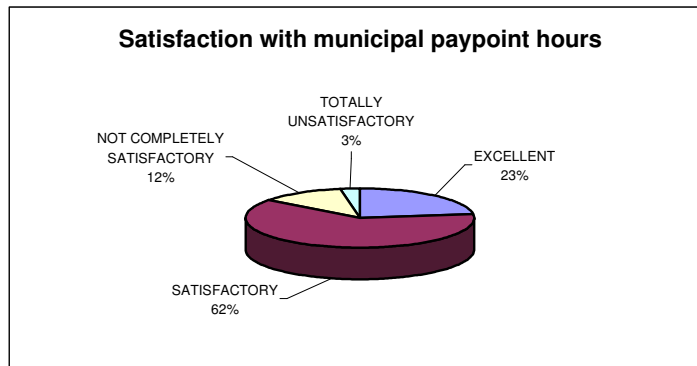


The following figure illustrates the satisfaction level among 820 of the 1204 respondents currently using this service in the tribal areas:-

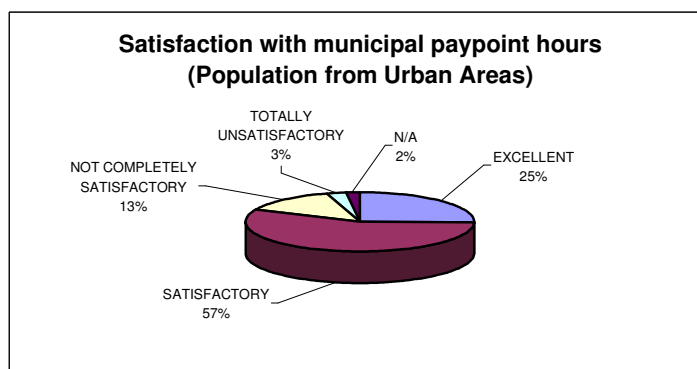


MUNICIPAL PAYPOINT HOURS

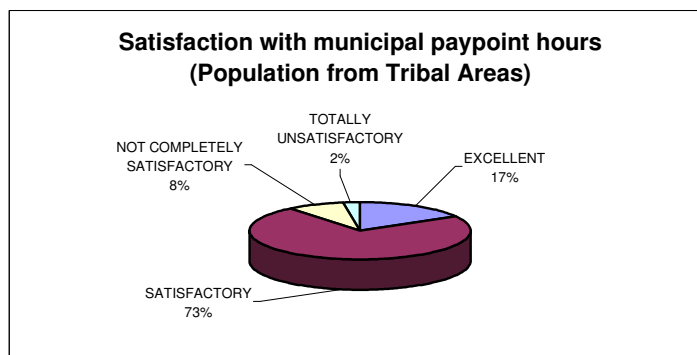
The satisfaction level in the response received from 2560 respondents making use of this facility out of the total of 2964 responded (1760 respondents from the urban areas and 1204 respondents from the tribal areas) as follows.



The following figure illustrates the satisfaction level among all 1760 respondents currently using this service in the urban areas:-

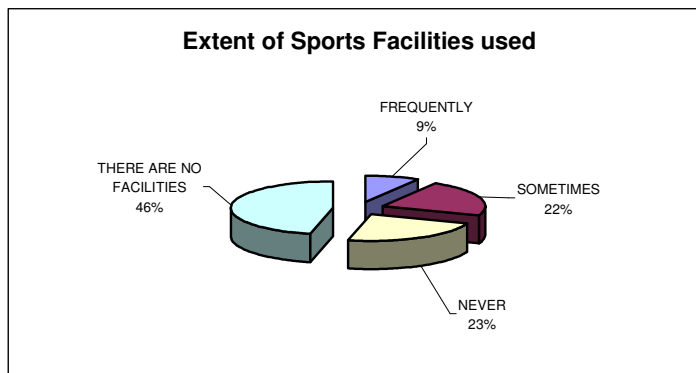


The following figure illustrates the satisfaction level among the 832 of the 1204 respondents currently using this service in the tribal areas:-

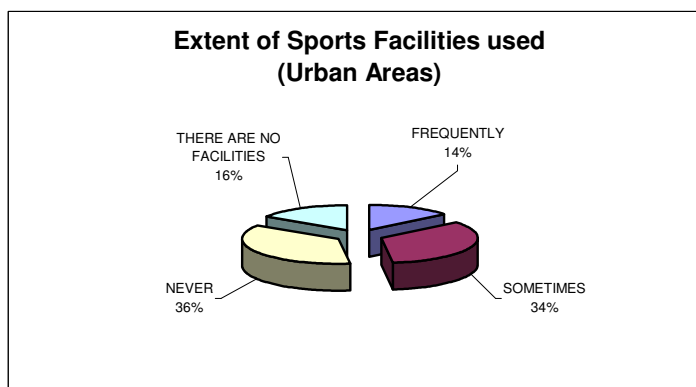


SPORTS FACILITIES

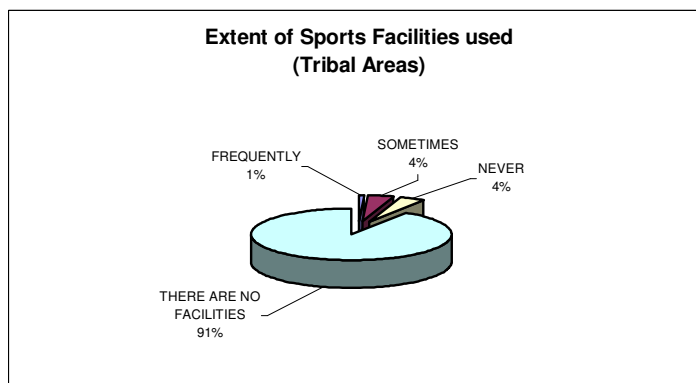
The following chart illustrates the response received from 2964 respondents pertaining the type of sports facilities used or visited as provided by the City of uMhlathuze. 1371 respondents indicated that there are no sports facilities available in their areas whereas 903 respondents did make use of municipal sports facilities and 686 respondents never made use of these facilities, although it is available.



The following chart illustrates the response received among all 1760 respondents for the use of sports facilities in the urban areas:-

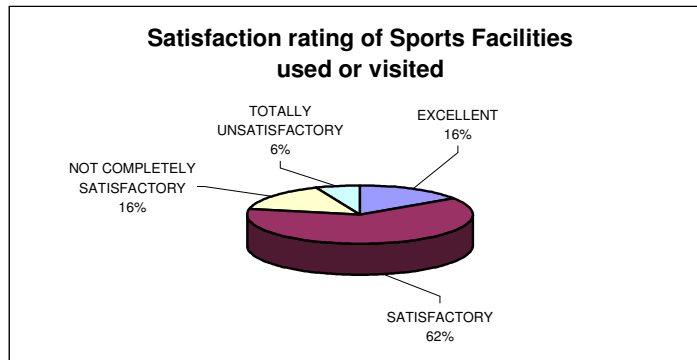


The following figure illustrates the response received among all 1204 respondents for the use of sports facilities in the tribal areas:-

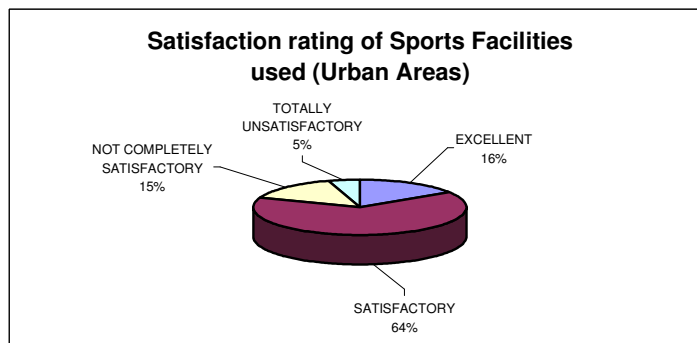


Satisfaction with sport facilities

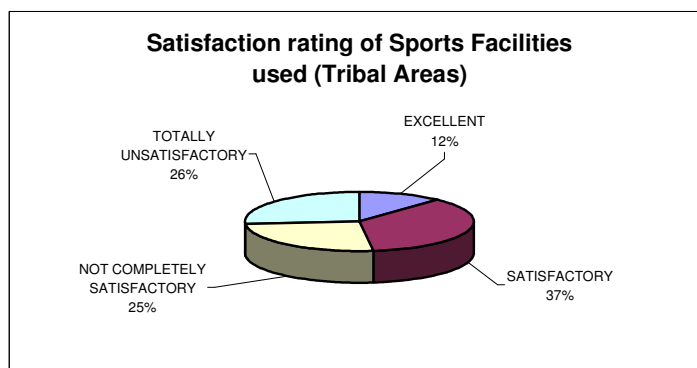
The following figure illustrates the response received from 1366 respondents (from all areas) having used or visited the sports facilities and expressing their satisfaction with the service.



The following figure illustrates the satisfaction level among 1256 of the 1366 respondents currently using or visited this service in the urban areas:-

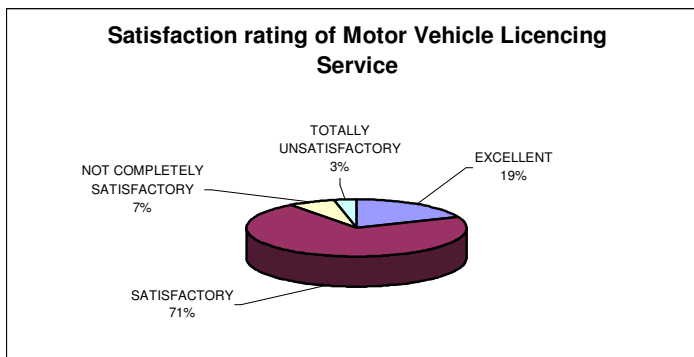


The following figure illustrates the satisfaction level among 110 of the 1366 respondents currently using or visited this service in the tribal areas:-

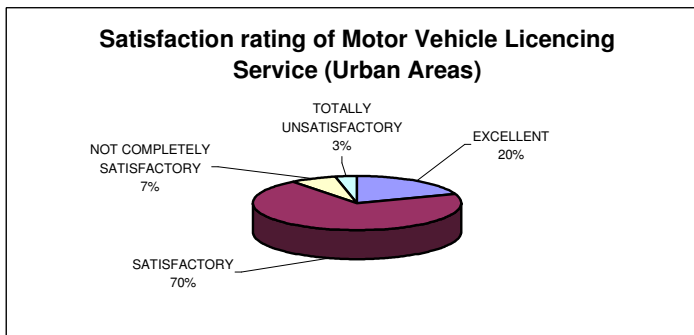


LICENSING SERVICE

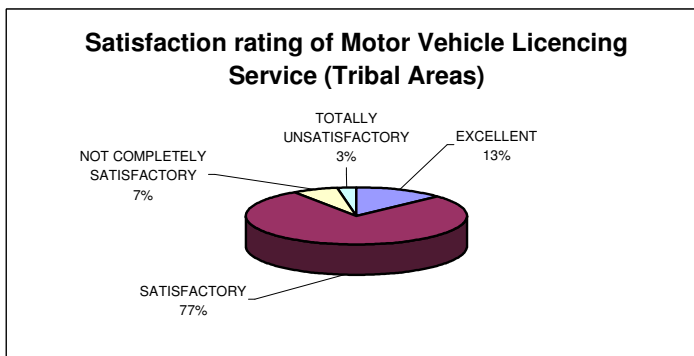
The following figure illustrates the response received from 1154 respondents having used the licensing services and expressing their satisfaction level with the service.



The following figure illustrates the satisfaction level among 1007 of the 1154 respondents currently using this service in the urban areas:-

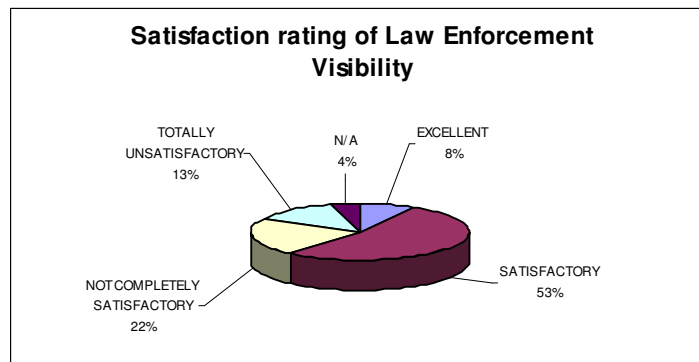


The following figure illustrates the satisfaction level among the 147 of the 1154 respondents currently using this service in the tribal areas:-

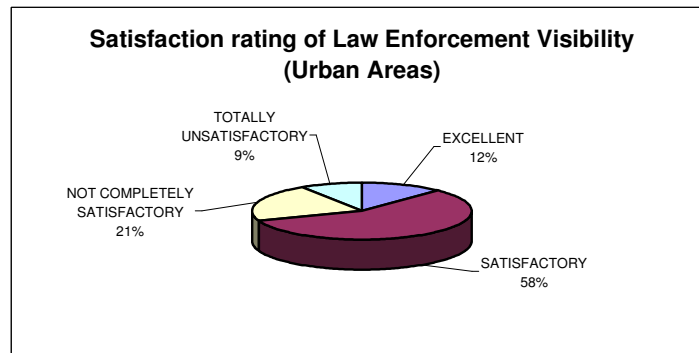


LAW ENFORCEMENT VISIBILITY

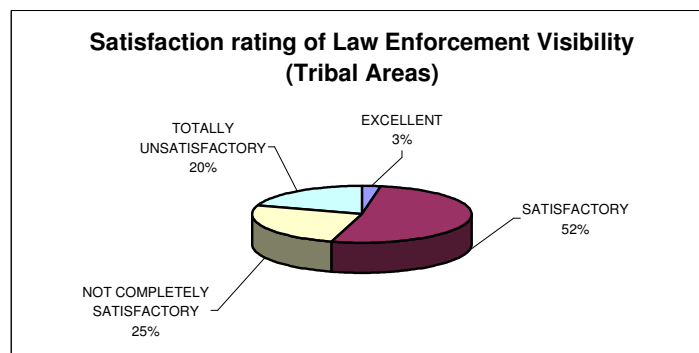
The following figure illustrates the response received from 2834 respondents from all areas expressing their satisfaction level with regard to the visibility of the law enforcement service. It is evident that the satisfaction level with this service is not up to standard.



The following figure illustrates the satisfaction level among 1712 of the 2834 respondents to this service in the urban areas:-

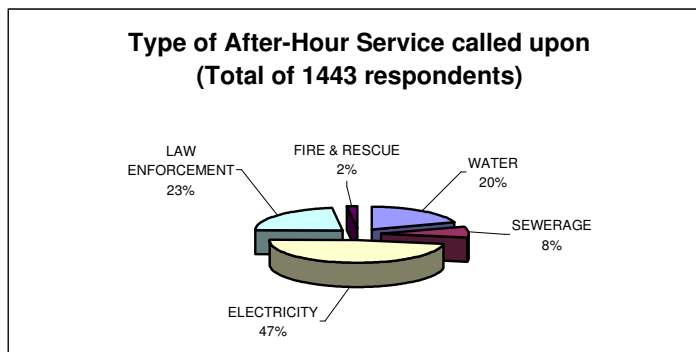


The following figure illustrates the satisfaction level among the 1122 of the 2834 respondents to this service in the tribal areas:-

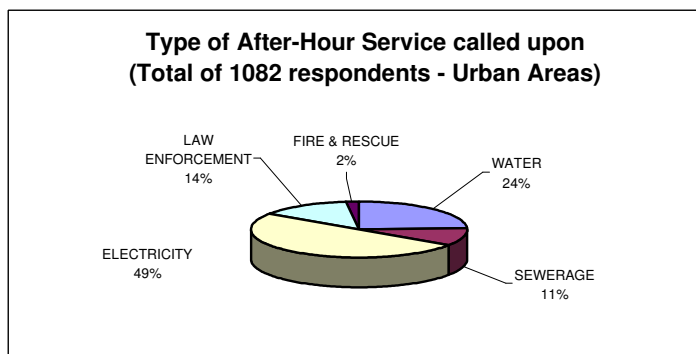


AFTER-HOUR SERVICES

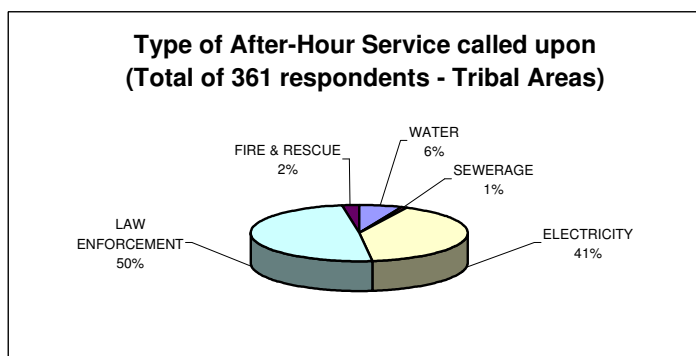
1535 respondents out of the 2964 total respondents indicated that they never called upon the after hour service provided by the uMhlathuze municipality. The following figure illustrates the response received from 1443 respondents on the type of after hour service called upon.



The following figure illustrates the type of after hour service called upon by the 1082 of the 1443 respondents in the urban areas:-

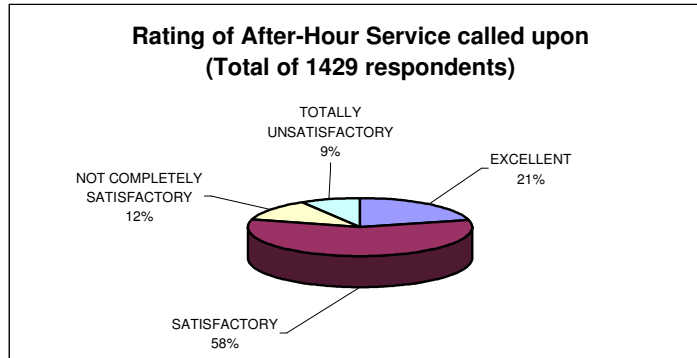


The following figure illustrates the type of after hour service called upon by the 361 of the 1443 respondents in the tribal areas:-

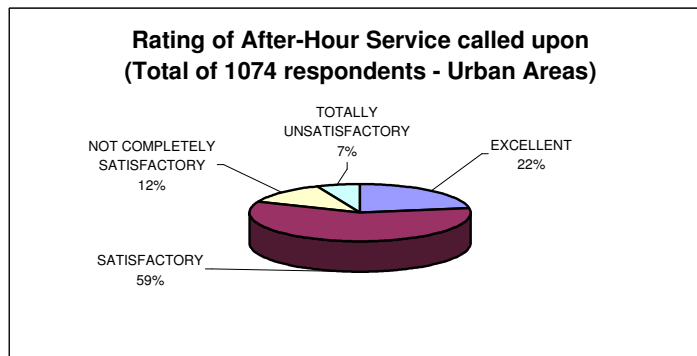


Satisfaction of after-hour services

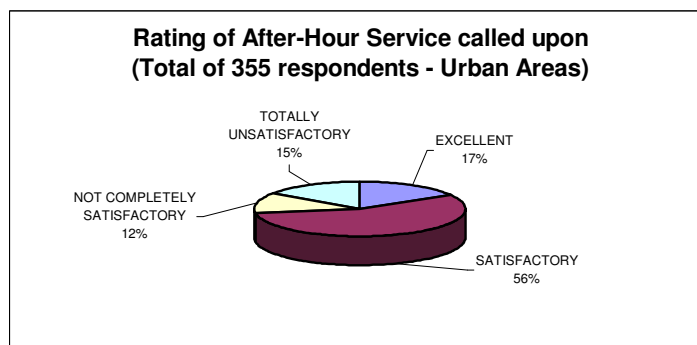
The following figure illustrates the satisfaction level of the response received from 1429 respondents from all areas having used the after hour service.



The following figure illustrates the satisfaction level among 1074 of the 1429 respondents currently responding to this service in the urban areas:-



The following figure illustrates the satisfaction level among 355 of the 1429 respondents currently using this service in the tribal areas:-



3. COMMENTS RECEIVED

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

Question and responses		Aquadene	Arboretum	Birdswood	Brackenham	Dube	Empangeni	Eshikawini	Khoza	Madlebe	Mandlazi	Meerensee	Mkhwanazi North	Mkhwanazi South	Mzingazi	Ngwelezane	Nseleni	Veldenvlei	Vulindlela	Wildenweide	Total
Number of questionnaires per area =		40	60	50	60	160	295	585	320	500	40	60	130	130	40	180	150	80	30	50	2960
1	What type of water supply do you have?																				4
2	How would you rate your water supply?																				
	Water pressure to low, notification before water is cut would be appreciated, water dirty and smelly, to far away, to expensive	2			1	58	27	64	125	245	14	14	57	52	9	41	3	2	5	2	709
3	What type of sanitation/sewerage service would you have?																				
	Own sandpits had to be built.			1		7			2				1		1	1					13
4	How would you rate your sanitation/sewerage service?																				
	Unhealthy, would like flushing toilets, poor drainage of pits, need ventilation, sanitation pipes broken				1	49	1	15	57	71	7		26	31		30	2		1		291
5	What type of domestic refuse removal service do you have?																				
	Own refuse (Dube), need more black bags (Esikaweni)				1	4	1	5													11
6	How would you rate your refuse removal service?																				
	Refuse pickups infrequent - need twice weekly, shortage of black bags, bins preferable to black bags	6	4		2	23	38	44			15	1	10	3		43	11	2	7		209
7	Which health care service have you made use of in the past 12 months?																				
8	How would you rate the health service?																				
	Clinics to far away, shortage of medicines, unfriendly service in some areas (Ngwelezane , Vulindlela, Madlebe)					12	2	16	26	38			16	2		17	2		2		133
9	From where do you receive your electricity?																				
10	How would you rate your electrical power?																				
	Electricity to expensive, power cuts without notice, Frequent power cuts	1	1			22	15	28	47	53	3	1	24	24	3	49	18	1	4		292
11	What is the condition of roads and streets in your area?																				
	Potholes, need speed humps, prefer roads to be tarred and more streetlights	3	2	4	7	108	43	48	270	402	39		69	82	14	71	68	2	5		1237
12	How does uMhlathuze municipality communicate with you?																				
13	How would you rate communication between the municipality and you?																				
	No communication (Dube), infrequent communication				2	16	12	30	10	2			7	6		38		2	1		126
14	How would you rate the position of the municipal pay point?																				
	To far, need more pay points, pay point to close to bottle store (Dube)		1	6	1	11	6	43	40	51	14		24	24	22	11	2	17	1		274
15	How would you rate the times that pay points are open?																				
	Office hours to be extended, need similar facilities as cell phone & Telkom prepaid facilities	5	1		1	3	28	91	20	31	9	7	6	10	20	32	20	15	9		308
16	To what extent do you make use of municipal sports facilities?																				
	Not clean, to far, does not exist			1		1		6					1	8		3					20

	Question and responses (Continued)	Aquadene	Arboretum	Birdswood	Brackenham	Dube	Empangeni	Eshikawini	Khoza	Madlebe	Mandlazi	Meerensee	Mkhwanazi North	Mkhwanazi South	Mzingazi	Ngwelezane	Nseleni	Veldenvlei	Vulindlela	Widenweide	Total
	Number of questionnaires per area =	40	60	50	60	160	295	585	320	500	40	60	130	130	40	180	150	80	30	50	2960
17	How would you rate the standard of sports facilities?																				
	Parks dirty, grass too long, not accessible to all, overcrowded, need Police patrols	7	3	5	3	2	13	63	5	6			12			58	24	2	9		212
18	How would you rate the standard of motor vehicle licensing services?																				
	Need more cashiers - queues too long, no public amenities	5	1				32	8		7		3				4		1			61
19	How would you rate Law Enforcement visibility?																				
	Does not exist especially near green belts	17	4	6	13	46	77	89	109	205	35	8	57	43	28	75	24	9	13	1	859
20	Have you called upon any of the following after-hours emergency services in the past 12 months?																				
	Phone lines not always answered, emergency numbers not readily available		1			1		1					3			1					7
21	How would you rate the after hour emergency services received?																				
	Do not show up in time (Law), refuse to empty sewerage pits after hours, same water pipes burst more than once, repairs not speedily done (water wastage)	4		1	4	8	26	46	33	56	11	3	5	4		31	26	3	2		263

4. CONCLUSION

- The results of the survey compared fairly good to the 2002 survey. The previous questionnaire, however, did not fall within the 95 % accuracy and ± 5 % confidence levels and wasn't completely geographically representative. It should therefore not be regarded as a 100% accurate baseline to measure the 2003 results against.
- The total area of jurisdiction of the City of uMhlathuze was covered by the survey and the detail pertaining all individual areas is available to management if required.
- The results are statistically within the required 95 % accuracy and ± 5 % confidence levels since the number of respondents in the majority of the calculations are more than required per response/question.
- The comments in paragraph 3 above be noted and used for management information to address negative perception and negative service levels in the areas where the most respondents expressed their comments.
- The response on customer satisfaction was only aimed at households and no satisfaction index was obtained for the commercial sector and will have to be included for the next annual customer satisfaction survey.

5. RECOMMENDATIONS

That the results of this customer satisfaction survey be noted and that service levels be improved and maintained on a high standard especially in the areas where the satisfaction levels are not to standard and where the levels have declined if compared to the 2002 survey in order to best serve the community.