



UMHLATHUZE CUSTOMER SATISFACTION SURVEY

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DMS 915605



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EXECUTIVE SUMMARY

The Customer Satisfaction Survey for 2013 is an initiative undertaken by the office of the municipal manager of uMhlathuze Municipality. This study is conducted on a regular basis by the Municipality to obtain statistical data aimed at determining the different levels of quality of life of citizens. This survey is a prestigious task undertaken by the uMhlathuze, which enables the Municipality to be clearly understood through the analysis of contemporary data. Most of the municipal departments use the results from this survey in their planning and delivery of services and facilities to the communities of uMhlathuze in order to ensure that the needs of these residents are adequately met.

The purpose of this report is to present and analyse the results from the 2013 Quality of Life survey conducted in order to deduce the socio-economic status of uMhlathuze's residents. This report will provide the Municipality with information indicating the areas with which its residents are satisfied or dissatisfied, with respect to the state of the economy, service provision and the general status of the living environment.

The report contributes towards gaining a greater understanding of where the quality of life problems lie as reported by uMhlathuze's residents, and what gives rise to them. Not only do the problems need to be interpreted, but also the strong points and positive factors that give rise to a good quality of life are presented in order to further enhance and develop them. This report therefore provides a backdrop against which policies should be made for the betterment of the lives of the uMhlathuze residents.

Specific objectives of the 2013 Customer Satisfaction Survey are:

- To develop a platform where the inhabitants of the municipal Area assess the service delivery performance;
- To establish the current state of development in the uMhlathuze Municipal Area.
- To ensure that the survey key results find expression in the Municipal Integrated Development Plans and Service Delivery Budget and Implementation Plan during the review of these documents.
- To ensure that service delivery successes are maintained and backlogs and challenges are expedited efficiently and effectively.

A total of 3000 households responded to the twenty four survey questions that mainly dealt with the following services that were regarded as high priority: water supply, health care, sanitation/sewerage, electricity supply, domestic refuse removal, condition of roads, communication

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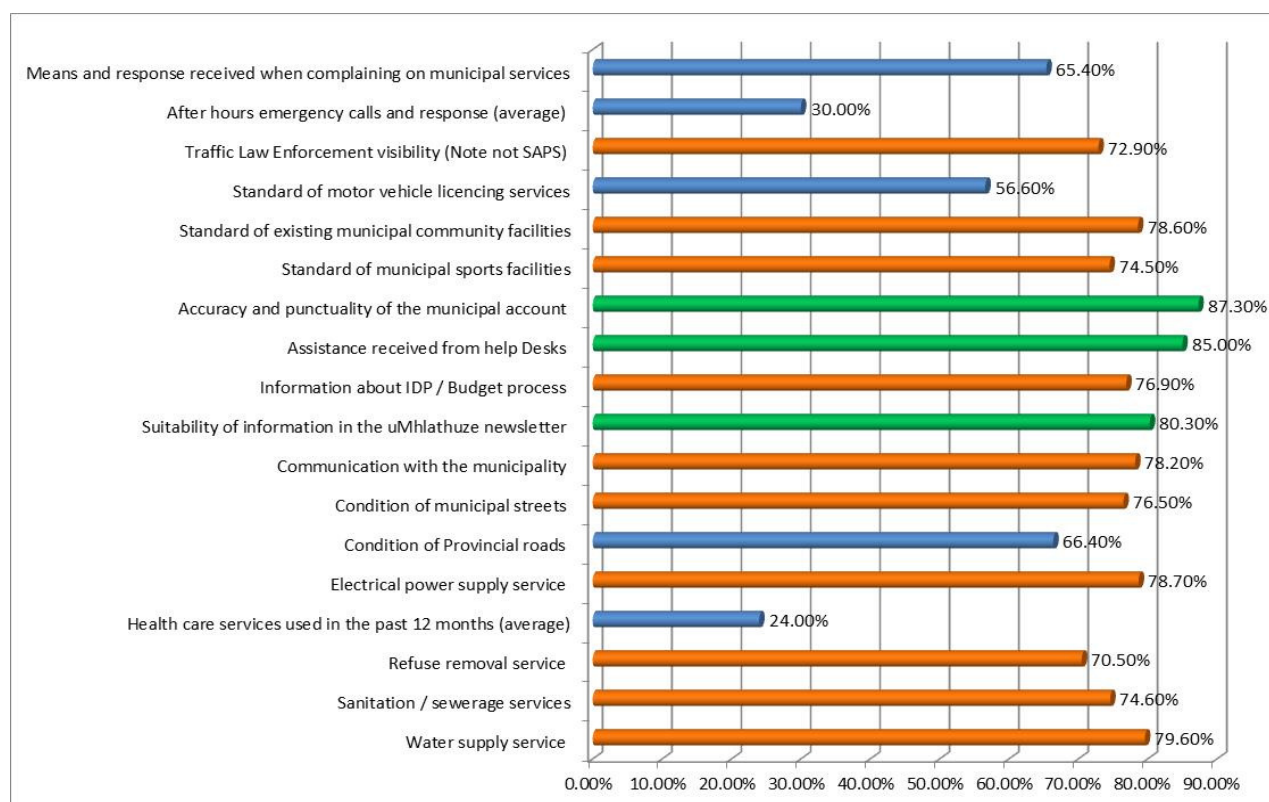
with the community, general municipal assistance, sports facilities, licensing services, law enforcement visibility and after-hours emergency services.

The following table and figure summarises the levels of satisfaction for the Municipality area as a whole. It should be noted that the report does not express an opinion on whether the perceptions of the residents are accurate or mis-directed. The report merely records the thoughts and opinions of the residents as expressed through the survey, right or wrong.

DOMINANT WATER SUPPLY CHANNELS	House connection	39.5%
	Yard tape	54.2%
DOMINANT REFUSE MEANS	240 litre Bin	39.2%
	Communal Bin	22.0%
DOMINANT SANITATION MEANS	Flushing toilet	43.7%
	VIP's (Concrete)	27.8%
DOMINANT MEANS OF COMMUNICATIONS	Ward committees	46.6%
	uMhlathuze newsletter	23.8%
THE EXTENT OF USING THE EXISTING MUNICIPAL SPORTS FACILITIES	Frequently	24.6%
	Sometimes	46.1%
THE EXTENT OF USING THE EXISTING MUNICIPAL COMMUNITY FACILITIES (LIBRARIES, COMMUNITY HALLS, ETC)	Frequently	27.8%
	Sometimes	43.7%

From the table above, out of five types of water source provided to households in the Municipality, the house connection and yard tape are the most dominant sources. The Municipality provides the refuse removal services to households through the communal bin, 240L bins and black bags; however, the most dominant means are 240L and communal bins. With regard to the sanitation service, the majority of households in the Municipality uses the flushing toilets as well as the VIPs. Most of households in the Municipality communicate with the officials through Ward Committee as well as the uMhlathuze newsletter. Further, with regard to the use of the sport facilities and Municipal community facilities such as libraries, most of households do not use it frequently.

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From the preceding figure, it is clear that basic services have been so far well provided to citizens of uMhlathuze Municipality. Information provided in the newsletter, assistance from the help desk as well as the accuracy of the municipal account are the top scorers as they have more than 80% in terms of the level of satisfaction. These are followed by the water supply service, sanitation, refuse removal, electricity supply, conditions of the municipal streets, level of communication with Municipality, budget/IDP process, municipal sport and community facilities, and traffic law enforcement visibility as they all scored around 70%.

With regard to the overall level of satisfaction, it should be noted as per the following table that the majority of citizens in the Municipality are thus far happy with different services provided to them.

Overall Level of satisfaction	%		Comments
Excellent	27	57.3	The majority of residents are satisfied with the services provided by the municipality.
Satisfactory	30.3		
Not completely satisfactory	12.3	18.3	Small portion of households, thus far are not happy with the level of services provided to them; therefore, there is a need for the municipality to increase effort and respond satisfactorily to their needs as well.
Totally unsatisfactory	6.0		
Not applicable	24.4		There were other households who were not interested or concerned with some issues topics during the interviews. E.g. question about cholera; many people will just say, we do not know about it and cannot say whether we were satisfied or dissatisfied.

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Grand Total	100	The total is for 3000 households surveyed throughout the Municipality.
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Further, with regard to the level of satisfaction per ward, the following table depicts that residents in Ward 28 are the most dissatisfied with the services delivered by the Municipality. Ward 28 is followed by Wards 29, 25, 11, 12, 5, 26, 6 as all of them scored below 55%.

FIRST CLASS			SECOND CLASS			THIRD CLASS		
Ranking	Wards	Level of Satisfaction	Ranking	Wards	Level of Satisfaction	Ranking	Wards	Level of Satisfaction
1	23	72.1%	11	24	59.9%	19	6	54.7%
2	21	68.1%	12	1	59.4%	20	26	54.6%
3	14	64.5%	13	27	58.5%	21	5	53.8%
4	15	64.1%	14	2	58.2%	22	12	52.7%
	16	64.1%		20	58.2%	23	11	52.6%
5	9	63.2%	15	3	57.9%	24	25	51.5%
6	22	62%		13	57.9%	25	29	50.6%
7	17	61.4%	16	19	56.6%	26	28	46.8%
8	18	60.6%	17	4	56.2%			
9	30	60.3%	18	7	55.1%			
10	10	60.2%		8	55.1%			

However, despite the good performance presented in the table and figure, there is a room for improvement. To this extent some residents and households interviewed in the Municipality highlighted the following concerns:

- People at the [Help Desk](#) sometimes are impatient while assisting customers,
- [Electricity bill](#) is high and some areas in the Municipality do not access this service,
- The [level of communication](#) between the Municipality and the rest of the community needs to be improved,
- For some residents, the [Traffic law enforcement officers](#) are mostly working in urban areas. Those residents suggest that traffic law enforcement officers need to find other spot zones in the rural areas of the Municipality,
- [Roads](#) need better maintenance and speed humps are needed in areas close to schools and busy vicinities,
- The [Municipality's offices closes too early](#) making it difficult for people who work;
- There is a need for [halls, parks, sport facilities and libraries in many areas/wards](#),
- [Clinics](#) close early and the service is reported as being unsatisfactory. More staff is needed at the clinics and there is a need for mobile clinics in some of the rural wards;

- [Notices about the interruption of the water or electricity supply](#) needs to be efficiently communicated to households concerned in advance;
- The [uMhlathuze newsletter](#) is not received by many of the residents and the information published are sometimes not satisfactory to some people;
- [Municipal water supply](#) is provided with limitation in the rural areas where some households do not have running water in their homes,
- Municipal [emergency services](#) need an improvement especially after-hours, because sometimes they respond late to emergency cases;
- [Sanitation and sewerage services](#) in rural areas are not satisfactorily provided as some households do not have these services,
- The [refuse removal services](#), need to be improved as some of the refuse bins are damaged by waste collectors,
- There is a need to improve services at the [Motor Vehicle Licencing Bureau](#),
- Residents would want to be involved in [IDP/budget](#) meetings but are sometimes not informed about the timing.

INTRODUCTION

1.1 BACKGROUND

The purpose of this Perception Survey is to assist in establishing the current state of development in the uMhlathuze Municipality and all areas of its jurisdiction. This Perception Survey forms only one of the components of the overall assessment of the state of development and it serves to record the perception on the residents of the Municipality. The Perception Survey tests the perception of the residents with respect to a broad range of topics from the state of services in the area to a perception of the Municipality itself and also its Council.

Since this is a perception survey it does not necessarily relate to realities on the ground. The survey records what the residents think of the state of development in uMhlathuze and does not necessarily correlated to the actual situation. It may therefore be possible that the residents are either satisfied or dissatisfied with a particular aspect of the Municipality whereas in reality significant progress could have been made with the delivery of services.

This report therefore do not express an opinion on whether the perceptions of the residents are accurate or mis-directed. The report merely records the thoughts and opinions of the residents as expressed through the survey, right or wrong.

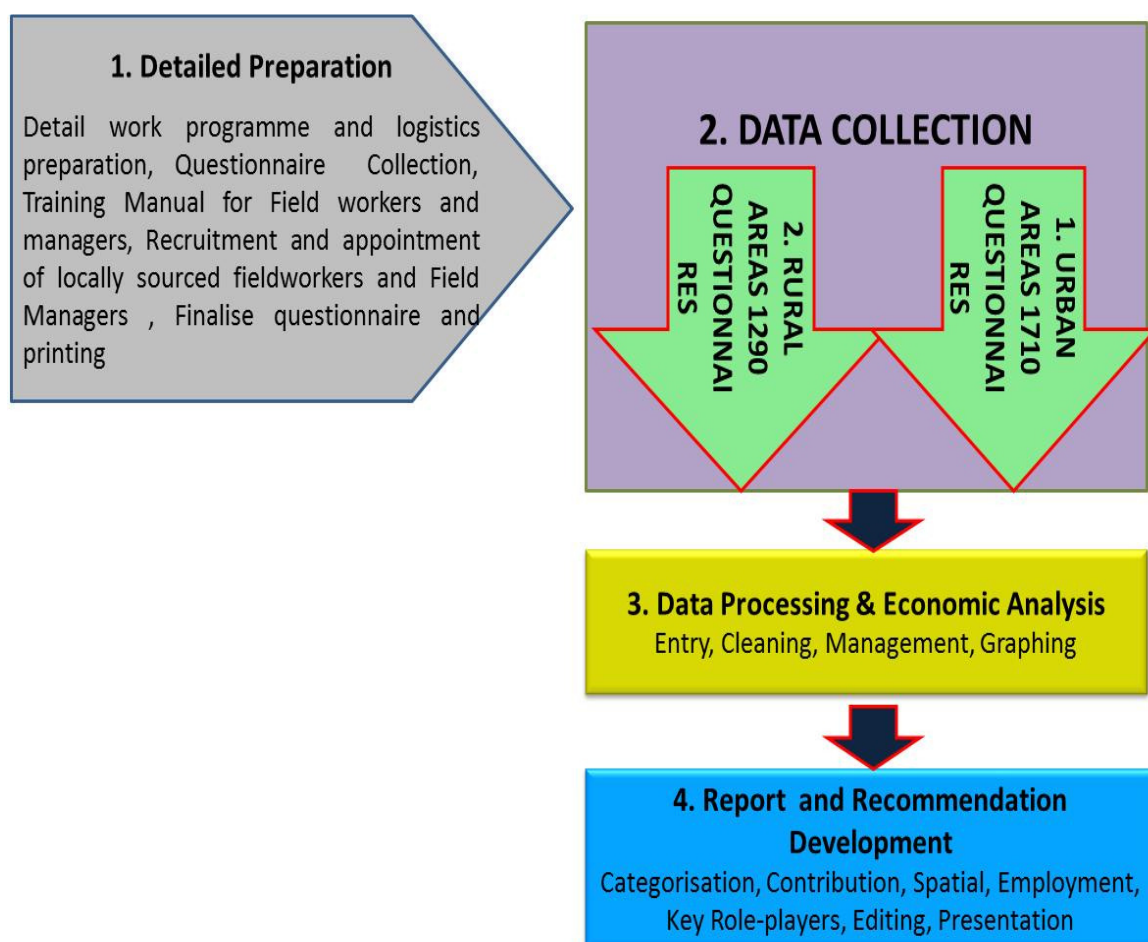
The purpose of the report is to provide the uMhlathuze Municipality with the necessary statistical information to note the perception of the people of the area in order to evaluate the Municipality's performance and it affects the life of the occupants under its jurisdiction. This will allow the Municipality to become aware of the needs of its people, thus enabling uMhlathuze to plan more effectively for the future development of the area.

The survey presents those aspects of life that uMhlathuze residents are satisfied and dissatisfied with, thus providing the Municipality with direction in formulating programmes and projects on how to improve and fulfil the needs of its people in terms of the Integrated Development Plan

It should be noted that this survey is a snapshot of what residents of uMhlathuze think and is as such indicative by nature only. It focused mostly on the disadvantaged communities of the local areas rather than on the more advantaged communities.

1.2 METHODOLOGY DIAGRAM

The design of the methodology indicated below was based on the understanding of the Urban-Econ team of the objectives, the scope and the requirements of the study.



The methodology followed a 4 phased flow indicated in the diagram above. Each phase is broken into detailed steps below in the table.

1.3 STEPS

The methodology consisted of five main phases as displayed in the table below. It should be noted that the specific detailed work plan is formulated together with the client before commencement of the project.

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PHASES OF THE PROJECT	STEPS OF THE PHASE	DELIVERABLES
PHASE 1: PREPARATION	STEP 1: Detail work programme and logistics preparation with client	INCEPTION REPORT
	STEP 2: Questionnaires (3000) Collection from the client	
	STEP 3: Collection of T-Shirts and badges from the client	
	STEP 4: Finalise transport logistics including the back-up vehicle in case of breakdown	
	STEP 5: Developing of training manual for fieldworkers,	
	STEP 6: Recruitment and appointment of fieldworkers and Field Managers	
	STEP 7: Training of Field Managers and fieldworkers	
PHASE 2: DATA COLLECTION: SURVEY	STEP 8: Logistic Preparations and Vehicle Hire	Progress Report
	STEP 9: Dropping off and picking-up of fieldworkers	
	STEP 10: Roll out Survey in urban areas	
	STEP 11: Roll out Survey in rural areas	
	STEP 12: Field survey and back checks	
	STEP 13: Fieldwork management	
	STEP 14: Fieldwork control and backups	
PHASE 3: DATA ANALYSIS	STEP 15: Quality control and post coding	Progress Report
	STEP 16: Urban-Areas Data entry	
	STEP 17: Rural Areas Data Entry	
	STEP 18: Cleaning of data	
	STEP 19: Table runs and figures generations	
	STEP 20: Analysis and interpretation	
PHASE 4: REPORT AND RECOMMENDATIONS	STEP 21: Report writing	Final Report
	STEP 22: Report editing and finalisation	
	STEP 23: Finalisation and handover of the project	

The above actions were undertaken by Urban-Econ with a sound communication with uMhlathuze Municipality.

1.4 SURVEY PARAMETERS

- The customer satisfaction questionnaires covered all services provided by uMhlathuze Municipality,
- Questionnaires were kept as comprehensive as possible and covered the services currently provided by the Municipality including trading services, community safety and development services.
- Urban-Econ collected 3000 hard copy questionnaires printed from uMhlathuze Municipality. The study was undertaken by means of structured personal interviews through the application and completion of a questionnaire. Information collected was all set out in the Municipal developed questionnaires.
- 3000 households from uMhlathuze Municipality indicated in the following table were surveyed

Ward	Area for Survey	No of Households
1	Meerensee 60 , Mzingazi 60	120
2	Meerensee (part of) 20 , Arboretum Ext. 20 , Wildenweide 50 , Veldenvlei (part of) 50	140
3	Arboretum 70: Albizia, Alberta, Acacia Canopy, Apiesdoring, Appelblaar, Bosvlier, Boerboon, Bauhinia Bend, Boekenhout, Erica, Eikeboom, Essenwood Way, Euphorbia, Enkerldoringdraai, Flametree, Figtree Forest, Gazania, Geelhoutkruin, Greyvillia, Haakdoringrug, Hardekool, Hiccup Nut, Klapperkop, Kiaatkim, Kiepersolkolk, Mkhulu Crescent, Msimbithi, Maroelamoot, Naboomnek, Nyalaberry, Ouhoutoord, Olienhoutkoppie, Quibeba, Raphia Palm, Raasblaarlaagte, Rooi Els, Rhus Lancea, Shady Syringa, Strelitzia, Soetdoringsekel, Sycamore Spread, Tambotietwyg, Tipuana, Via Richardia, Vaarlandswilg, Witstinkhout, Waterberry Wood, Wonderboom, Wag 'n Bietjie, Van Wykshout, Ysterhout; Veldenvlei (part of) 20: Buttercup Cord, Cycad, Cantua, Chinkerinchee, Coral Shower, Canterbury Bell , Clover Crevice, Croton Curve, Disa Dives, Weigelia	90
4	Mandlanzini 50 , Birdswood 40 , Veldenvlei (part of) 10	100
5	eNseleni: Mkhoma 20 , Mkhamangwe 20 , Mathunzi 20 , Mayini 20 , Bhejane 30	110
6	eNseleni: Bhejane 30 , Izikhonkwane 30 , Mazimazana 30 , eNseleni Township 30	120
7	eNseleni: Ovondlo 30 , Kwa Tsheka 30 & eNseleni Township 20	80
8	eNseleni: Ezikhaleni 30 & eNseleni Township 30	60
9	Dumisani Makhaye Village 90 , Empangeni Rail 30 , Gemini 30	150
10	Kwadlangwezwa: Mvuzemvuze 20 , Msasandla 20 , Thatha Falazi 30 , Mangezi 20	90

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Ward	Area for Survey	No of Households
11	Kwadlangwezwa: Ongoye Mission 5 , Sihuzu 5 , Matholonjeni 10 , Manzamnyama 10 , Nsiwa 10 , Nhlangenyke 10 , Thondo 10	60
12	eSikhawini: Mdlankala 20 , Mcabango 20 , eMacambini 20	60
13	eSikhawini: Madaka, Mabuyeni, Mpembeni, Gubhethuka 90	90
14	eSikhawini: Gobandlovu 40 , Dube Village 40 , Diphini 30	110
15	eSikhawini: Ndindima, Bhekizwe, Ncombo, eSikhaleni College 100	100
16	eSikhawini: H2 near Circuit Office 20 , Dube Village 20 , Mkhobosa 30	70
17	eSikhawini: H2 80 , Ediphini (Mzingwenya) 40	120
18	eSikhawini: Port Durnford 30 , Nyembe 30 , ePhayindini 40	100
19	eSikhawini: J1 Esikhaleni 25 , Nximbini 25 , Mavuka 25 , Thango 25	100
20	eSikhawini: J2 Esikhaleni 40 , Mzingwenya 50	90
21	eSikhawini: H1 Esikhawini 40 , H2 (half) 30	70
22	eSikhawini: H2 Kwa Mcwabe area 20 , Kwandaya 10 , Aquafresh 10 , Shendelembuzi 10 , Qwizumentshiso 10 , Zimele 10	70
23	Empangeni / Felixton: Zidedele 20 , Felixton 30 , Garden Clinic 20 , Empangeni airport 20 , Dover and farms 20	110
24	Empangeni / Ngwelezane: Bingoma 30 , Hillview 30 , Qalakabusha 30 , oDondolo 30 , Matshana 30	150
25	Ngwelezane: Mankwanyaneni 20 , Matshana 10 , Nkosazane 20 , Mtengu 10 , Qhubandaba 20 , Sigisi 10 , Macekeni 10 , Mhlanga 10	110
26	Brackenhams 50 , Aquadene 50	100
27	Ngwelezane B Section 100	100
28	Ngwelezane: Bomvini 20 , Mshayezafe 20 , eMabhasini 20 , Maromeni 20	80
29	Ngwelezane: Niwe 30 , Ndabayakhe 30 , Nqutshini 30 , uMhlanga 20	110
30	University Zululand Area: Vulindlela Township 50 , Unizul 50 , Nkonjane 40	140
TOTAL	uMhlathuze Local Municipality	3000

In order to avoid duplications of households as well as the clustering of all field workers in one area during the collection of data, following rules were taken into consideration:

1. Teams were distributed or disseminated according to the cardinal points or the four principal points of the compass including North, South, East, and West.
2. Field work supervisors were placed in the centre of the above four principal points of the compass to ensure an efficient surveillance of the teams.
3. Depending on the size of the area, two to four households were counted between those to be surveyed, in other words if the house No 1 was surveyed, 2 to 4 households were skipped.
4. At the household to be surveyed, questions were asked to an adult person.
5. This process continued until all 3000 households were surveyed.

1.5 PROFILE OF THE TARGETED AREAS

The survey was conducted in the uMhlathuze Municipality which consists of 30 wards. The respective populations of this local Municipality are indicated below.

uMhlathuze Demographic Snapshot Profile (2013)

CATEGORIES		UMHLATHUZE LM
Area (km ²)		796 km ²
Population		348 142
Population density (People per km ²)		437
Households		86609
Group (%)	African	90.6%
	Indian	1.4%
	Coloured	2.5%
	White	5.6%
Gender (%)	Female	50.51%
	Male	49.5%
Age (%)	0 to 4	11.3%
	5 to 19	32%
	20 to 64	51.8%
	Over 65	4.9%
Education Levels (%)	No Schooling	9.6%
	Grade 12 and above	6.3%
Unemployment rate (Narrow definition - %)		16.7%
Labour force participation rate (%)		46.9%
Annual Income (%)	No income	15.2%
	R 1R -R4 800	4.3%
	R 4 801-R 9 600	7.7%
	R 9 601-R 19 200	13.8%
	R 19 201-R 38 400	15.5%
	R 38 401-R 76 800	12.0%
	R 76 801-R 153 600	11.1%
	R 153 601-R 307 200	10.1%
	R 307 201-R 614 400	7.3%
	R 614 401-R 1 228 800	2.2%
	R 1 228 801-R 2 457 600	0.5%
	R 2 457 601 or more	0.3%
HIV Positive (%)		37%
Number of Tribal Areas		5
BASIC SERVICES PROVIDED (PERCENTAGE OF HOUSEHOLDS WITH ACCESS)JUN 2013		
Water		95,65%
Sanitation		77.15%
Electricity		99% urban
Housing		25.05%

Source: Urban-Econ Estimations based on Quantec, 2013 and uMhlathuze IDP 2013/2014

1.6 REPORT OUTLINE

Despite the executive summary and the introduction, this report has thirty and one sections representing the level of satisfaction in all 30 wards of the Municipality. In the conclusion, the report presents the overall satisfaction levels for the entire Municipality. The information in this subsection is presented as follows:

1. Types of water supply service used,
2. Level of satisfaction of the water supply service,
3. Types of sanitation/sewerage service received,
4. Level of satisfaction of the sanitation / sewerage services,
5. Types of domestic refuse removal service received,
6. Level of satisfaction of the refuse removal service,
7. Municipal health care services used in the past 12 months,
8. Level of satisfaction of the electrical power supply service,
9. Level of satisfaction with the condition of Provincial roads (rural areas) in immediate area,
10. Level of satisfaction with the condition of Municipal streets (urban areas) in immediate area,
11. Municipal means of communication,
12. Level of satisfaction of the communication with the Municipality,
13. Level of satisfaction of the suitability of information in the uMhlathuze newsletter,
14. Level of satisfaction on the information about IDP / Budget process to address the needs,
15. Level of satisfaction on the assistance received from help desks when Lodging queries,
16. Level of satisfaction of the accuracy and punctuality of the Municipal account,
17. The extent of using the existing Municipal sports facilities,
18. Level of satisfaction with the standard of Municipal sports facilities used,
19. The extent of using the existing Municipal community facilities (libraries, community halls...),
20. Level of satisfaction on the standard of existing Municipal community facilities,
21. Level of satisfaction of the standard of motor vehicle licencing services,
22. Level of satisfaction of the uMhlathuze Traffic Law Enforcement visibility (Note not SAPS),
23. Types of emergency services called after hours in the past 12 months and response time,
24. Level of satisfaction with the means and response received when complaining on Municipal services.

SECTION 1. SATISFACTION ANALYSIS IN WARD ONE

120 households were surveyed in ward one that included areas such as Meerensee and Mzingazi and the outcome of the analysis is presented below.

1 TYPE OF WATER SUPPLY SERVICE USED

The following table illustrates the dominant type of water supply service used to provide residences with water is house connection (92.8%), followed by yard tape (7.2%). It should be noted that the yard tape connection is entirely found in Mzingazi.

Types	%
House connection	92.8
Yard tape	7.2
Communal supply <200m	0.0
Communal supply >200m	0.0
Borehole	0.0
No supply	0.0

2 LEVEL OF SATISFACTION OF THE WATER SUPPLY SERVICE

88.8% of the residents surveyed in this Ward are satisfied with the level of water supply service, rating it Excellent (55.2%) and Satisfactory (33.6) respectively. However, more than 10% of the residents are not happy with the level of the provision of this service in their area.

Level of Satisfaction	%
Excellent	55.2
Satisfactory	33.6
Not completely satisfactory	8.6
Totally unsatisfactory	2.6

3 TYPES OF SANITATION/SEWERAGE SERVICE RECEIVED

The dominant sanitation or sewerage services used in the area include the flushing toilets (88.2%). The sandpit latrine (11.80%) is only found in Mzingazi area.

Types	%
Flushing toilet	88.20
VIP's (Concrete)	0.0
Sandpit Latrine	11.80
No Toilet	0.0

4 OVERALL SATISFACTION OF THE SANITATION / SEWERAGE SERVICES

The residents in this ward are satisfied with the Sanitation and Sewerage service provided; the respondents scored excellent (57.7 %) and satisfactory at (27.0 %). However, 15.3 % of the respondents are not satisfied with the provision of this service in the ward.

Level of Satisfaction	%
Excellent	57.7
Satisfactory	27.0
Not completely satisfactory	6.3
Totally unsatisfactory	9.0

5 TYPES OF DOMESTIC REFUSE REMOVAL SERVICE RECEIVED

The dominant types of the domestic refuse removal services used in this ward include the 240 litre Bins (91.70%) and the communal Bins (8.30%) in Mzingazi settlement.

Types	%
240 litre Bin	91.70
Black bags	0.0
Communal Bin	8.30
No service	0.0

6 OVERALL SATISFACTION OF THE REFUSE REMOVAL SERVICE

The satisfaction levels of the refuse removal service are rated excellent (40.4%) and satisfactory (25.7%), the majority of respondents are satisfied with this service. But more than 30% of the respondents are not satisfied with the provision of this service

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Level of Satisfaction	%
Excellent	40.4
Satisfactory	25.7
Not completely satisfactory	19.3
Totally unsatisfactory	14.6

7 MUNICIPAL HEALTH CARE SERVICES USED IN THE PAST 12 MONTHS

Residents surveyed in the areas pointed out that they visited the health care services for a number of reasons/sicknesses; however, the services provided by the municipality was largely rated excellent across the different services with HIV/AIDS education & counselling rating the highest (33.3%) followed by other sicknesses than HIV/AIDS (41.2%).

Level of Satisfaction	HEALTH CARE SERVICES				
	Cholera treatment	HIV/AIDS education & counselling	TB treatment	Inoculations	Health (other than HIV/AIDS)
Excellent	13	33.3	16.7	14.1	41.2
Satisfactory	8.7	6.7	11.1	4.8	8.8
Not completely satisfactory	3.1	5.3	4.6	0.0	10
Totally unsatisfactory	1.3	2.0	1.0	0.0	0.0
Not applicable	73.9	52.7	66.6	81.1	40

8 OVERALL SATISFACTION OF THE ELECTRICAL POWER SUPPLY SERVICE

28% of the households surveyed are currently not happy with the electricity supply services in their area. But on the other hand, 72% of households seen to be satisfied with the services offered

Level of Satisfaction	%
Excellent	43.9
Satisfactory	28.1
Not completely satisfactory	25.4
Totally unsatisfactory	2.6

9 OVERALL SATISFACTION WITH THE CONDITION OF PROVINCIAL ROADS (RURAL AREAS) IN IMMEDIATE AREA

UMHLATHUZE MUNICIPALITY CUSTOMER SATISFACTION SURVEY 2013

A total of 66.3% of respondents are satisfied with the level of service, rating it satisfactory 34.5% and excellent 31.8%. However other respondents 33.7% are not satisfied with the state of provincial roads in their immediate areas.

Level of Satisfaction	%
Excellent	31.8
Satisfactory	34.5
Not completely satisfactory	28.2
Totally unsatisfactory	5.5

10 OVERALL SATISFACTION WITH THE CONDITION OF MUNICIPAL STREETS (URBAN AREAS) IN IMMEDIATE AREA

76% of the respondent rated the condition of municipal streets in urban areas as satisfactory as presented below. However, other households 23.6% said that the municipal street are not in good conditions and need urgent attention.

Level of Satisfaction	%
Excellent	37.3
Satisfactory	39.1
Not completely satisfactory	14.5
Totally unsatisfactory	9.1

11 MUNICIPAL MEANS OF COMMUNICATION

In this ward, the highest means used to communicate with the Municipality include the uMhlathuze Newsletter at 35.7%, followed by Ward Committees at 32.2% then telephonic means, radio and personal contact are used by limited number of households as presented below.

Types	%
uMhlathuze newsletter	35.7
Personal contact	6.1
Ward committees	32.2
Telephonic	15.7
Radio	10.3
No contact	0

12 OVERALL SATISFACTION OF THE COMMUNICATION WITH THE MUNICIPALITY

The satisfaction in the level of the communication with the Municipality was rated as 37.4% satisfactory and 28.7% excellent. 25.2% of respondents were not completely satisfied with the level of communication.

Level of Satisfaction	%
Excellent	28.7
Satisfactory	37.4
Not completely satisfactory	25.2
Totally unsatisfactory	8.7

13 OVERALL SATISFACTION OF THE SUITABILITY OF INFORMATION IN THE UMHLATHUZE NEWSLETTER

34.3% of the respondents are satisfied while 32.4% rated it excellent. However, 33% of the respondents pointed out that they were not satisfied with information contained in the uMhlathuze newsletter.

Level of Satisfaction	%
Excellent	32.4
Satisfactory	34.3
Not completely satisfactory	23.1
Totally unsatisfactory	10.2

14 OVERALL SATISFACTION ON THE INFORMATION ABOUT IDP / BUDGET PROCESS TO ADDRESS THE NEEDS

Over 40% of the households surveyed in this ward pointed out that they are not informed about the budget/IDP processes. But on the other hand, an increasing 58% of respondents are satisfied.

Level of Satisfaction	%
Excellent	20.7
Satisfactory	37.1
Not completely satisfactory	31.9
Totally unsatisfactory	10.3

15 OVERALL SATISFACTION ON THE ASSISTANCE RECEIVED FROM HELP DESKS WHEN LODGING QUERIES

The level of satisfaction received on the assistance received from help desks was rated at 35.4% satisfactory and as 33.6% excellent. But 31% of the respondents are not satisfied with the service and assistance received at the help desk.

Level of Satisfaction	%
Excellent	33.6
Satisfactory	35.4
Not completely satisfactory	25.7
Totally unsatisfactory	5.3

16 OVERALL SATISFACTION OF THE ACCURACY AND PUNCTUALITY OF THE MUNICIPAL ACCOUNT

The level of satisfaction of the accuracy and punctuality of the municipal account was rated as 46.8% Excellent and at 32.4% as Satisfactory. However, more than 20% of the households surveyed said that the municipal account services are not accurate and punctual.

Level of Satisfaction	%
Excellent	46.8
Satisfactory	32.4
Not completely satisfactory	15.3
Totally unsatisfactory	5.4

17 THE EXTENT OF USING THE EXISTING MUNICIPAL SPORTS FACILITIES?

41.3% of the respondents pointed out that they never use the municipal sporting facilities, while 38.5% of them said that they rarely use them, and 19.6% of the respondents frequently use these facilities.

Level of Satisfaction	%
Frequently	19.6
Sometimes	38.5
Never	41.3
There are no facilities	0.6

18 OVERALL SATISFACTION WITH THE STANDARD OF MUNICIPAL SPORTS FACILITIES USED

For those using the Municipal sport facilities, the overall level of satisfaction indicates that 78.2% are satisfied, while the other 21.8% of households are not very happy with the standard of those facilities, as presented below.

Level of Satisfaction	%
Excellent	38.1
Satisfactory	40.1
Not completely satisfactory	20.6
Totally unsatisfactory	1.2

19 THE EXTENT OF USING THE EXISTING MUNICIPAL COMMUNITY FACILITIES (LIBRARIES, COMMUNITY HALLS...)

29.9% of the households interviewed frequently use the existing municipal community facilities, while 35.3% rarely frequent them. However, 34.5% indicated that they never used any of the municipal community facility.

Types	%
Frequently	29.9
Sometimes	35.3
Never	34.5
There are no facilities	0.3

20 OVERALL SATISFACTION ON THE STANDARD OF EXISTING MUNICIPAL COMMUNITY FACILITIES

For those using the Municipal community facilities, the overall level of satisfaction indicates that 69% are satisfied with the standard of those facilities as presented below. But more than 30% of people visiting the municipal community facilities pointed out that the level of service is unsatisfactory.

Level of Satisfaction	%
Excellent	28.0
Satisfactory	41.0
Not completely satisfactory	25.0
Totally unsatisfactory	6.0

21 OVERALL SATISFACTION OF THE STANDARD OF MOTOR VEHICLE LICENCING SERVICES

The level of satisfaction with the standard of the motor vehicle licensing services was rated as 40.9% satisfactory and 45.5% excellent. However, some households interviewed in this ward pointed out that they were totally unsatisfied with the motor vehicle licensing services.

Level of Satisfaction	%
Excellent	45.5
Satisfactory	40.9
Not completely satisfactory	11.8
Totally unsatisfactory	1.8

22 OVERALL SATISFACTION OF THE UMHLATHUZE TRAFFIC LAW ENFORCEMENT VISIBILITY (NOTE NOT SAPS)

The level of satisfaction with the visibility of the uMhlathuze Traffic Law Enforcement was rated as 39.6% excellent and 32.4% satisfactory. However, more than 27% of the respondents pointed out that the traffic law enforcement officers are not visible in their ward.

Level of Satisfaction	%
Excellent	39.6
Satisfactory	32.4
Not completely satisfactory	18.9
Totally unsatisfactory	9.1

23 TYPES OF EMERGENCY SERVICES CALLED AFTER HOURS IN THE PAST 12 MONTHS AND RESPONSE TIME

With regard to the emergency services highlighted in the table below, the overall rating for the response in time averaged mostly 42.5% Satisfactory and 25.6% Excellent.

Level of Satisfaction	MUNICIPAL EMERGENCY SERVICES				
	Water	Sewerage	Electricity	Law-enforcement	Fire& rescue Services
Excellent	22.8	14.9	22.5	17.1	10
Satisfactory	18.4	21.4	30.1	32.9	27.5
Not completely satisfactory	10.6	8.3	9.5	11.6	8.6
Totally unsatisfactory	4.2	3.1	4.7	1.3	2.9
Not applicable	44	52.3	33.2	37.1	51

24 OVERALL SATISFACTION WITH THE MEANS AND RESPONSE RECEIVED WHEN COMPLAINING ON MUNICIPAL SERVICES

The level of satisfaction with means and responses received when complaining about municipal services was rated 35.8% excellent and 33.0 satisfactory. However, more than 40% of the surveyed households pointed out that means and responses received from their complaints were not good.

Level of Satisfaction	%
Excellent	35.8
Satisfactory	33.0
Not completely satisfactory	23.9
Totally unsatisfactory	7.3

KEY REMARKS FROM THE WARD

The overall satisfactions and unsatisfactory levels of the ward can be summarised as follows:

- It was highlighted that the Municipality presented the 2013/2014 budget only in Zulu; this inconvenienced other non-speaking people who attended the meeting.
- People at the helping desk are sometimes impatient when handling the visitors.
- Sometimes refuse bins are not collected on time.
- Some urban roads are not fixed timeously, e.g. the road next to Pick n Pay is not in satisfactory conditions.
- Electricity is not satisfactorily supplied and bills are not affordable for many residents.
- There is a need for more traffic officers on urban and rural roads/ areas.

In conclusion, it should be noted that the Ward One is well provided with all major services that the Municipality is entitled to deliver; however, the high level of unsatisfactory and the existing of factors/things such as communal bins and Sandpit Latrines are all found in the rural settlement of Mzingazi (which is part of the Ward One). Therefore, here is a need for officials in the Municipality to attend to the need of residents in this part of the Ward if they want to adhere to their constitutional obligations of providing better services to all.

SECTION 2. SATISFACTION ANALYSIS FROM WARD TWO

140 households were surveyed in ward two that included areas such as part of Meerensee 20, extension of Arboretum 20, Wildenweide 50, part of Veldenvlei 50 and the outcome of the analysis is presented below.

1 TYPE OF WATER SUPPLY SERVICE USED

The following table illustrates the dominant type of water supply service used to provide residences with water is house connection (78%), followed by yard tape (22%)

Types	%
House connection	78
Yard tape	22
Communal supply <200m	0
Communal supply >200m	0
Borehole	0
No supply	0

2 OVERALL SATISFACTION OF THE WATER SUPPLY SERVICE

94.2% of the residents surveyed in Ward 2 are satisfied with the level of water supply service, rating it excellent (79.1%) and satisfactory (15.1%) respectively. On the other hand 5.8% of households were not completely satisfied

Level of Satisfaction	%
Excellent	79.1
Satisfactory	15.1
Not completely satisfactory	5.8
Totally unsatisfactory	0

3 TYPE OF SANITATION/SEWERAGE SERVICE RECEIVED

The majority of sanitation or sewerage services received by residents are by means of flushing toilets 77.3%. However, 22.7% of households refused to answer to this question.

Types	%
Flushing toilet	77.3
Refused to answer	22.7

4 OVERALL SATISFACTION OF THE SANITATION / SEWERAGE SERVICES

The residents in Ward 2 are satisfied with the Sanitation and Sewerage service provided; the respondents scored excellent 60% and satisfactory at 28.9 %. But In turn 11% of the remaining households still feel that there is a need for improvement.

Level of Satisfaction	%
Excellent	60.0
Satisfactory	28.9
Not completely satisfactory	8.1
Totally unsatisfactory	3.0

5 TYPE OF DOMESTIC REFUSE REMOVAL SERVICE RECEIVED

The dominant types of the domestic refuse removal services used in this ward include the 240 litre Bins (78.1%). However, 21.9% of households refused to answer to this question.

Types	%
240 litre Bin	78.1
Refused to answer	21.9

6 OVERALL SATISFACTION OF THE REFUSE REMOVAL SERVICE

The satisfaction levels of the refuse removal service are rated excellent (34.1%) and satisfactory (37.2%), the majority of respondents are satisfied with this service. But 29% of the respondents are not satisfied with the provision of this service.

Level of Satisfaction	%
Excellent	34.1
Satisfactory	37.2
Not completely satisfactory	20.9
Totally unsatisfactory	7.8

7 MUNICIPAL HEALTH CARE SERVICES USED IN THE PAST 12 MONTHS

Residents surveyed in the areas pointed out that they visited the health care services for a number of reasons/sicknesses; however, the services provided by the Municipality was largely rated excellent across the different services with Health (other than HIV/AIDS) rating the highest (26.4%) followed by HIV/AIDS education & counselling (8.6%).

UMHLATHUZE MUNICIPALITY CUSTOMER SATISFACTION SURVEY 2013

Level of Satisfaction	HEALTH CARE SERVICES				
	Cholera treatment	HIV/AIDS education & counselling	TB treatment	Inoculations	Health (other than HIV/AIDS)
Excellent	0	8.6	6.4	0.7	26.4
Satisfactory	0.7	2.1	2.9	0.7	17.9
Not completely satisfactory	0	0	0	0	4.3
Totally unsatisfactory	0	0	0	0	0
Not applicable	99.3	89.3	90.7	98.6	51.4

8 OVERALL SATISFACTION OF THE ELECTRICAL POWER SUPPLY SERVICE

4.4% of the households surveyed are currently not happy with the electricity supply services in their area. But on the other hand, 96% of households seen to be satisfied with the services offered.

Level of Satisfaction	%
Excellent	74.1
Satisfactory	21.5
Not completely satisfactory	2.2
Totally unsatisfactory	2.2

9 OVERALL SATISFACTION WITH THE CONDITION OF PROVINCIAL ROADS (RURAL AREAS) IN IMMEDIATE AREA

A total of 81% of respondents are satisfied with the level of service, rating it satisfactory 64.7% and excellent 16.2%. However it should be noted that a proportion of 19% of respondents are not satisfied with the state of provincial roads in their immediate areas.

Level of Satisfaction	%
Excellent	16.2
Satisfactory	64.7
Not completely satisfactory	14.7
Totally unsatisfactory	4.4

10 OVERALL SATISFACTION WITH THE CONDITION OF MUNICIPAL STREETS (URBAN AREAS) IN IMMEDIATE AREA

UMHLATHUZE MUNICIPALITY CUSTOMER SATISFACTION SURVEY 2013

10% of the households interviewed in this ward highlighted that the municipal street are not in good conditions and need urgent attention. However, other respondent (90%) rated the condition of municipal streets in urban areas as satisfactory as presented below.

Level of Satisfaction	%
Excellent	50.7
Satisfactory	39.7
Not completely satisfactory	8.1
Totally unsatisfactory	1.5

11 MUNICIPAL MEANS OF COMMUNICATION

In this ward, the highest means used to communicate with the Municipality include the uMhlathuze Newsletter at 77.4%, followed by Ward Committees at 6.0% then personal contact, radio and telephonic means are used by limited number of households as presented below.

Types	%
uMhlathuze newsletter	77.4
Personal contact	2.3
Ward committees	6.0
Telephonic	0.8
Radio	0.8
No contact	12.7

12 OVERALL SATISFACTION OF THE COMMUNICATION WITH THE MUNICIPALITY

The satisfaction in the level of the communication with the Municipality was rated as 47.8% satisfactory and 27.2% excellent. 25% of respondents were not completely satisfied with the level of communication.

Level of Satisfaction	%
Excellent	27.2
Satisfactory	47.8
Not completely satisfactory	14.0
Totally unsatisfactory	11.0

13 OVERALL SATISFACTION OF THE SUITABILITY OF INFORMATION IN THE UMHLATHUZE NEWSLETTER

The level of satisfaction with the suitability of information in the uMhlathuze Newsletter was 39.1% satisfactory and 33.6% excellent.

Level of Satisfaction	%
Excellent	33.6
Satisfactory	39.1
Not completely satisfactory	18.8
Totally unsatisfactory	8.5

14 OVERALL SATISFACTION ON THE INFORMATION ABOUT IDP / BUDGET PROCESS TO ADDRESS THE NEEDS

The level of satisfaction on the information about IDP/Budget process to address the needs was rate 35.8% satisfactory and 32.1% excellent.

Level of Satisfaction	%
Excellent	32.1
Satisfactory	35.8
Not completely satisfactory	17.2
Totally unsatisfactory	14.9

15 OVERALL SATISFACTION ON THE ASSISTANCE RECEIVED FROM HELP DESKS WHEN LODGING QUERIES

4.3% of the respondents are not satisfied with the service and assistance received at the help desk. However, for others, the level of satisfaction received on the assistance received from help desks was rated at 31.2% satisfactory and as 64.5% excellent.

Level of Satisfaction	%
Excellent	64.5
Satisfactory	31.2
Not completely satisfactory	3.6
Totally unsatisfactory	0.7

16 OVERALL SATISFACTION OF THE ACCURACY AND PUNCTUALITY OF THE MUNICIPAL ACCOUNT

UMHLATHUZE MUNICIPALITY CUSTOMER SATISFACTION SURVEY 2013

The level of satisfaction of the accuracy and punctuality of the municipal account was rated as 58.3% excellent and at 36.0% as satisfactory. However 5.7% of the households surveyed said that the municipal account services are not accurate and punctual.

Level of Satisfaction	%
Excellent	58.3
Satisfactory	36.0
Not completely satisfactory	5.7
Totally unsatisfactory	0.0

17 THE EXTENT OF USING THE EXISTING MUNICIPAL SPORTS FACILITIES?

21.7% of the respondents pointed out that they never use the municipal sporting facilities, while 51.4% of them said that they rarely use them, and 24.6% of the respondents frequently use these facilities.

Level of Satisfaction	%
Frequently	24.6
Sometimes	51.4
Never	21.7
There are no facilities	2.3

18 OVERALL SATISFACTION WITH THE STANDARD OF MUNICIPAL SPORTS FACILITIES USED

For those using the Municipal sport facilities, the overall level of satisfaction indicates that 84% are satisfied, while the other 16% of households are not very happy with the standard of those facilities, as presented below.

Level of Satisfaction	%
Excellent	23.3
Satisfactory	60.2
Not completely satisfactory	14.3
Totally unsatisfactory	2.2

19 THE EXTENT OF USING THE EXISTING MUNICIPAL COMMUNITY FACILITIES (LIBRARIES, COMMUNITY HALLS, ETC)

UMHLATHUZE MUNICIPALITY CUSTOMER SATISFACTION SURVEY 2013

23.2% of the households interviewed frequently use the existing municipal community facilities, while 62.3% rarely use them. However, 13.0% indicated that they never used any of the municipal community facility.

Types	%
Frequently	23.2
Sometimes	62.3
Never	13.0
There are no facilities	1.5

20 OVERALL SATISFACTION ON THE STANDARD OF EXISTING MUNICIPAL COMMUNITY FACILITIES

For those using the Municipal community facilities, the overall level of satisfaction indicates that 92% are satisfied with the standard of those facilities as presented below. But more than 8% of people frequenting the municipal community facilities pointed out that the level of service is unsatisfactory.

Level of Satisfaction	%
Excellent	31.8
Satisfactory	59.8
Not completely satisfactory	6.8
Totally unsatisfactory	1.4

21 OVERALL SATISFACTION OF THE STANDARD OF MOTOR VEHICLE LICENCING SERVICES

The level of satisfaction with the standard of the motor vehicle licensing services was rated as 51.1% satisfactory and 42.2% excellent. However, some households interviewed in this ward pointed out that they were totally unsatisfied with the motor vehicle licensing services.

Level of Satisfaction	%
Excellent	42.2
Satisfactory	51.1
Not completely satisfactory	5.2
Totally unsatisfactory	1.5

22 OVERALL SATISFACTION OF THE UMHLATHUZE TRAFFIC LAW ENFORCEMENT

VISIBILITY (NOTE NOT SAPS)

The level of satisfaction with the visibility of the uMhlathuze Traffic Law Enforcement was rated as 47.7% excellent and 42.4% satisfactory. However, more than 9% of the respondents pointed out that the traffic law enforcement officers are not visible in their ward.

Level of Satisfaction	%
Excellent	47.7
Satisfactory	42.4
Not completely satisfactory	9.1
Totally unsatisfactory	0.8

23 TYPES OF EMERGENCY SERVICES CALLED AFTER HOURS IN THE PAST 12 MONTHS AND RESPONSE TIME

Of the types of emergency services called after hours in the past 12 months Water was rated 10.7% excellent and satisfactory and electricity was rated 11.4% satisfactory.

Level of Satisfaction	MUNICIPAL EMERGENCY SERVICES				
	Water	Sewerage	Electricity	Law-enforcement	Fire& rescue Services
Excellent	10.7	8.6	8.6	4.3	8.6
Satisfactory	10.7	6.4	11.4	3.6	4.3
Not completely satisfactory	2.9	2.1	2.9	2.1	2.9
Totally unsatisfactory	0.7	0	0	0	0
Not applicable	75	82.9	77.1	90	84.2

24 OVERALL SATISFACTION WITH THE MEANS AND RESPONSE RECEIVED WHEN COMPLAINING ON MUNICIPAL SERVICES

The level of satisfaction with means and responses received when complaining about municipal services was rated 19.7% excellent and 65.7% satisfactory. However, more than 13% of the surveyed households pointed out that means and responses received from their complaints were not good.

Level of Satisfaction	%
Excellent	19.7
Satisfactory	65.7
Not completely satisfactory	13.9
Totally unsatisfactory	0.7

KEY REMARKS FROM THE WARD

The overall satisfactions and unsatisfactory levels of the ward can be summarised as follows:

- There is a need to improve the means of communication between residents and the Municipality,
- Electricity bill is expensive for some households,
- Emergency numbers are not working or emergency officials do not pick up the phone,
- We need police patrolling around our area to fight against crime,
- Some roads have potholes and need to be renovated,
- The Municipality closes too early, this affects people who work.
- Some of the concerns presented to the Municipality are never been addressed.

SECTION 3. SATISFACTION ANALYSIS FROM WARD 3

90 households were surveyed in ward three that included areas such as Arboretum 70: Albizia, Alberta, Acacia Canopy, Apiesdoring, Appelblaar, Bosvlier, Boerboon, Bauhinia Bend, Boekenhout, Erica, Eikeboom, Essenwood Way, Euphorbia, Enkerldoringdraai, Flametree, Figtree Forest, Gazania, Geelhoutkruin, Greyvillia, Haakdoringrug, Hardekool, Hiccup Nut, Klapperkop, Kiaatkim, Kiepersolkolk, Mkhulu Crescent, Msimbithi, Maroelamoot, Rooi Els, Naboomnek, Nyalaberry, Ouhoutoord, Olienhoutkoppie, Quibeba, Raphia Palm, Raasblaarlaagte, Rhus Lancea, Shady Syringa, Strelitzia, Soetdoringsekel, Sycamore Spread, Tambotietwyg, Tipuana, Via Richardia, Vaarlandswilg, Witstinkhout, Waterberry Wood, Wonderboom, Wag 'n Bietjie, Van Wykshout, Ysterhout; Veldenvlei (part of) 20: Buttercup Cord, Cycad, Cantua, Chinkerinchee, Coral Shower, Canterbury Bell, Clover Crevice, Croton Curve, Disa Dives, and Weigelia. The outcome of the analysis is presented below.

1 TYPE OF WATER SUPPLY SERVICE USED

The following table illustrates the dominant type of water supply service used to provide residences with water is house connection (95.6%), followed by yard tape (4.4%)

Types	%
House connection	95.6
Yard tape	4.4
Communal supply <200m	0
Communal supply >200m	0
Borehole	0
No supply	0

2 OVERALL SATISFACTION OF THE WATER SUPPLY SERVICE

97% of the residents surveyed in this Ward are satisfied with the level of water supply service, rating it Excellent (71.9%) and Satisfactory (24.7) respectively. However, more than 3% of the residents are not happy with the level of the provision of this service in their area

Level of Satisfaction	%
Excellent	71.9
Satisfactory	24.7
Not completely satisfactory	3.4
Totally unsatisfactory	0

3 TYPE OF SANITATION/SEWERAGE SERVICE RECEIVED

The dominant sanitation or sewerage service used in the area includes the flushing toilets (93.3%). However, 6.7% of households refused to answer to this question.

Types	%
Flushing toilet	93.3
VIP's (Concrete)	0
Sandpit Latrine	0
No Toilet	0
Refused to answer	6.7

4 OVERALL SATISFACTION OF THE SANITATION / SEWERAGE SERVICES

The residents in this ward are satisfied with the Sanitation and Sewerage service provided; the respondents scored Excellent 68.9% and Satisfactory at 31.1%

Level of Satisfaction	%
Excellent	68.9
Satisfactory	31.1
Not completely satisfactory	0
Totally unsatisfactory	0

5 TYPE OF DOMESTIC REFUSE REMOVAL SERVICE RECEIVED

The dominant type of domestic refuse removal services in this ward is supplied by means of 249 litre Bins (95.5%).

Types	%
240 litre Bin	95.5
Black bags	0
Communal Bin	0
No service	0
Refused to answer	4.5

6 OVERALL SATISFACTION OF THE REFUSE REMOVAL SERVICE

UMHLATHUZE MUNICIPALITY CUSTOMER SATISFACTION SURVEY 2013

The satisfaction levels of the refuse removal service are rated excellent 40% and satisfactory 35.6%, the majority of respondents are satisfied with this service.

Level of Satisfaction	%
Excellent	40.0
Satisfactory	35.6
Not completely satisfactory	18.8
Totally unsatisfactory	5.6

7 MUNICIPAL HEALTH CARE SERVICES USED IN THE PAST 12 MONTHS

The municipal Health Care Services that have been used in the past 12 months were rated 28.9 % satisfactory and 11.1% excellent for Health (other than HIV/Aids). Improvements are needed in all the services.

Level of Satisfaction	HEALTH CARE SERVICES				
	Cholera treatment	HIV AIDS education & counselling	TB treatment	Inoculations	Health (other than HIV/AIDS)
Excellent	2.2	4.4	5.6	3.3	11.1
Satisfactory	1.1	2.2	2.2	7.8	28.9
Not completely satisfactory	0	0	1.1	1.1	1.1
Totally unsatisfactory	0	0	1.1	0	1.1
Not applicable	96.7	93.4	90	87.8	67.9

8 OVERALL SATISFACTION OF THE ELECTRICAL POWER SUPPLY SERVICE

The level of satisfaction of the electrical power supply service were rated excellent 61.1% and 32.2% satisfactory. But a remaining 6.7% of respondents still feel that this service delivery still needs to improve

Level of Satisfaction	%
Excellent	61.1
Satisfactory	32.2
Not completely satisfactory	6.7
Totally unsatisfactory	0

9 OVERALL SATISFACTION WITH THE CONDITION OF PROVINCIAL ROADS (RURAL AREAS) IN IMMEDIATE AREA

The level of satisfaction with the condition of provincial roads (rural) was rated 40% satisfactory and 30.0% excellent. 30% of the respondents still see the need for improvement with regards to these roads

Level of Satisfaction	%
Excellent	30.0
Satisfactory	40.0
Not completely satisfactory	18.9
Totally unsatisfactory	11.1

10 OVERALL SATISFACTION WITH THE CONDITION OF MUNICIPAL STREETS (URBAN AREAS) IN IMMEDIATE AREA

The levels of satisfaction with the condition of urban Municipal Street were rated 38.9% satisfactory and 42.2% excellent. 19% of the residents are not satisfied with the condition of these roads.

Level of Satisfaction	%
Excellent	42.2
Satisfactory	38.9
Not completely satisfactory	11.1
Totally unsatisfactory	7.8

11 MUNICIPAL MEANS OF COMMUNICATION

The three most dominant means of communication between the Municipality and its community are by means of the uMhlathuze newsletter (63.3%) followed by radio (16.7%) and personal contact (12.2%)

Types	%
uMhlathuze newsletter	63.3
Personal contact	12.2
Ward committees	2.2
Telephonic	5.6
Radio	16.7
No contact	0

12 OVERALL SATISFACTION OF THE COMMUNICATION WITH THE MUNICIPALITY

The levels of satisfaction in the means of the communication with the Municipality were rated 38.9% satisfactory and 23.3% excellent. Judging on the 38% dissatisfaction rate, the Municipality needs to work on their means of communicating with the community.

Level of Satisfaction	%
Excellent	23.3
Satisfactory	38.9
Not completely satisfactory	25.6
Totally unsatisfactory	12.2

13 OVERALL SATISFACTION OF THE SUITABILITY OF INFORMATION IN THE UMHLATHUZE NEWSLETTER

The level of satisfaction with the suitability of the information in the newsletter was rated satisfactory 40% and 26.7% excellent. On the other hand 33% of respondents see some room for improvement with regards to information conveyed in the newsletter

Level of Satisfaction	%
Excellent	26.7
Satisfactory	40.0
Not completely satisfactory	23.3
Totally unsatisfactory	10.0

14 OVERALL SATISFACTION ON THE INFORMATION ABOUT IDP / BUDGET PROCESS TO ADDRESS THE NEEDS

The level of satisfaction on the information about IDP/ budget process to address the needs was rated 25.6% excellent, 33.3% satisfactory and 26.7% totally unsatisfactory.

Level of Satisfaction	%
Excellent	25.6
Satisfactory	33.3
Not completely satisfactory	14.4
Totally unsatisfactory	26.7

15 OVERALL SATISFACTION ON THE ASSISTANCE RECEIVED FROM HELP DESKS WHEN LODGING QUERIES

The level of the satisfaction on the assistance received from help desks when having queries was rated as 45.6% satisfactory and 39.9% excellent.

Level of Satisfaction	%
Excellent	39.9
Satisfactory	45.6
Not completely satisfactory	7.8
Totally unsatisfactory	6.7

16 OVERALL SATISFACTION OF THE ACCURACY AND PUNCTUALITY OF THE MUNICIPAL ACCOUNT

The level of satisfaction of the accuracy and punctuality of the municipal account achieved 54.4% satisfactory and 37.8% excellent from respondents.

Level of Satisfaction	%
Excellent	37.8
Satisfactory	54.4
Not completely satisfactory	6.7
Totally unsatisfactory	1.1

17 THE EXTENT OF USING THE EXISTING MUNICIPAL SPORTS FACILITIES?

36.7% of the respondents pointed out that they never use the municipal sporting facilities, while 46.7% of them said that they rarely use them, and 14.4% of the respondents frequently use these facilities.

Level of Satisfaction	%
Frequently	14.4
Sometimes	46.7
Never	36.7
There are no facilities	2.2

18 OVERALL SATISFACTION WITH THE STANDARD OF MUNICIPAL SPORTS FACILITIES USED

The level of satisfaction with the standard of municipal sports facilities used was 48.9% satisfactory and 37.8% excellent by respondents. 13% of the respondents are not satisfied with the existing standards

Level of Satisfaction	%
Excellent	37.8
Satisfactory	48.9
Not completely satisfactory	11.1
Totally unsatisfactory	2.2

19 THE EXTENT OF USING THE EXISTING MUNICIPAL COMMUNITY FACILITIES (LIBRARIES, COMMUNITY HALLS, ETC)

The extent of using the existing municipal community facilities such libraries and community halls were 46.7% sometimes and 28.9% frequently, while 23% of the residents never use these facilities

Types	%
Frequently	28.9
Sometimes	46.7
Never	23.3
There are no facilities	1.1

20 OVERALL SATISFACTION ON THE STANDARD OF EXISTING MUNICIPAL COMMUNITY FACILITIES

The level of satisfaction on the standard of municipal community services were rated 52.2% satisfactory and 37.8% excellent. The remaining 10% of respondents still see room for improvement.

Level of Satisfaction	%
Excellent	37.8
Satisfactory	52.2
Not completely satisfactory	5.6
Totally unsatisfactory	4.4

21 OVERALL SATISFACTION OF THE STANDARD OF MOTOR VEHICLE LICENCING SERVICES

The level of satisfaction with the standard of the motor vehicle licensing services was rated as 36.7% satisfactory and 46.7% excellent. However, some households interviewed in this ward pointed out that they were totally unsatisfied with the motor vehicle licensing services.

Level of Satisfaction	%
Excellent	46.7
Satisfactory	36.7
Not completely satisfactory	13.3
Totally unsatisfactory	3.3

22 OVERALL SATISFACTION OF THE UMHLATHUZE TRAFFIC LAW ENFORCEMENT VISIBILITY (NOTE NOT SAPS)

The level of satisfaction of the uMhlathuze Traffic law Enforcement visibility was rated 45.6% satisfactory and 33.3% excellent.

Level of Satisfaction	%
Excellent	33.3
Satisfactory	45.6
Not completely satisfactory	13.3
Totally unsatisfactory	7.8

23 TYPES OF EMERGENCY SERVICES CALLED AFTER HOURS IN THE PAST 12 MONTHS AND RESPONSE TIME

The types of emergency services called after hours in the past 12 months received 16.7% excellent and 15% satisfactory for Fire and rescue services and 13.3% excellent and 17.8% satisfactory for electricity.

Level of Satisfaction	MUNICIPAL EMERGENCY SERVICES				
	Water	Sewerage	Electricity	Law-enforcement	Fire& rescue Services
Excellent	11.1	10	13.3	7.8	16.7
Satisfactory	17.8	14.4	17.8	10	15.6
Not completely satisfactory	4.4	3.3	2.2	5.6	4.4
Totally unsatisfactory	2.2	1.1	2.2	2.2	1.1
Not applicable	64.5	71.2	64.5	74.4	62.2

24 OVERALL SATISFACTION WITH THE MEANS AND RESPONSE RECEIVED WHEN COMPLAINING ON MUNICIPAL SERVICES

The level of satisfaction with the means and response received when complaining on municipal services were 62.2% satisfactory and 19% excellent and not completely satisfactory.

Level of Satisfaction	%
Excellent	19
Satisfactory	62.2
Not completely satisfactory	14.4
Totally unsatisfactory	4.4

KEY REMARKS FROM THE WARD

The overall satisfactions and unsatisfactory levels of the ward can be summarised as follows:

- Some departments at the Municipality do not answer their phones when being called,
- Refuse removal services must be attended to and the damaged refuse bins need to be replaced,
- Road maintenance is needed including fixing of potholes, pavements and street lights,
- Shortage of staff at some of the clinics results in long queues.
- The communication between the residents and the Municipality is not satisfactory.
- Municipal workers need to be friendly to visitors as some of them are arrogant in handling the clients.

SECTION 4. SATISFACTION ANALYSIS FROM WARD 4

100 households were surveyed in ward four that included areas such as Mandlanzini 50, Birdwood 40, and part of Veldenvlei 10, and the outcome of the analysis is presented below.

1 TYPE OF WATER SUPPLY SERVICE USED

The following table illustrates the dominant type of water supply service used to provide residences with water is house connection (69.0%), followed by yard tape (30.0%)

Types	%
House connection	69.0
Yard tape	30.0
Communal supply <200m	1.0
Communal supply >200m	0
Borehole	0
No supply	0

2 OVERALL SATISFACTION OF THE WATER SUPPLY SERVICE

95% of the residents surveyed in Ward 4 are satisfied with the level of water supply service, rating it excellent 63% and satisfactory 32% respectively.

Level of Satisfaction	%
Excellent	63.0
Satisfactory	32.0
Not completely satisfactory	1.0
Totally unsatisfactory	4.0

3 TYPE OF SANITATION/SEWERAGE SERVICE RECEIVED

The two dominant types of sanitation or sewerage services used in this ward are by means of flushing toilets 70% and sandpit latrine 25%. But 3% of respondents do not have toilets in their homes

Types	%
Flushing toilet	70.0
VIP's (Concrete)	2.0
Sandpit Latrine	25.0
No Toilet	3.0

4 OVERALL SATISFACTION OF THE SANITATION / SEWERAGE SERVICES

The residents in this Ward are satisfied with the Sanitation and Sewerage service provided; the respondents scored excellent 44.9% and satisfactory at 36.0%.

Level of Satisfaction	%
Excellent	44.9
Satisfactory	36.0
Not completely satisfactory	3.4
Totally unsatisfactory	15.7

5 TYPE OF DOMESTIC REFUSE REMOVAL SERVICE RECEIVED

Domestic refuse removal service in this ward is supplied by means of 240 litre Bins 71.4% and 20.4% of respondents do not receive this service.

Types	%
240 litre Bin	71.4
Black bags	0.0
Communal Bin	8.2
No service	20.4

6 OVERALL SATISFACTION OF THE REFUSE REMOVAL SERVICE

The satisfaction levels of the refuse removal service are rated excellent (18.7%) and satisfactory (31.3%), the majority of respondents are satisfied with this service. But about 50% of the respondents are not satisfied with the provision of this service.

Level of Satisfaction	%
Excellent	18.7
Satisfactory	31.3
Not completely satisfactory	24.0
Totally unsatisfactory	26.0

7 MUNICIPAL HEALTH CARE SERVICES USED IN THE PAST 12 MONTHS

The municipal health care services used in the last 12 months were 20% excellent and 19% satisfactory for Health (other than HIV/AIDS).

Level of Satisfaction	HEALTH CARE SERVICES				
	Cholera treatment	HIV/AIDS education & counselling	TB treatment	Inoculations	Health (other than HIV/AIDS)
Excellent	1	4	1	1	20
Satisfactory	1	2	1	1	19
Not completely satisfactory	0	1	1	1	1
Totally unsatisfactory	0	0	0	0	5
Not Applicable	98	93	97	97	55

8 OVERALL SATISFACTION OF THE ELECTRICAL POWER SUPPLY SERVICE

The level of satisfaction of the electrical power supply service was rated 56% excellent and 21% satisfactory. But 23% of the respondents seem to think that this service could do with a little more improvement

Level of Satisfaction	%
Excellent	56.0
Satisfactory	21.0
Not completely satisfactory	4.0
Totally unsatisfactory	19.0

9 OVERALL SATISFACTION WITH THE CONDITION OF PROVINCIAL ROADS (RURAL AREAS) IN IMMEDIATE AREA

The level of satisfaction with the condition of provincial road was 37.8% satisfactory and 21.4% excellent. A large 40.8% of the people are not satisfied with the conditions and they see the need for improvement

Level of Satisfaction	%
Excellent	21.4
Satisfactory	37.8
Not completely satisfactory	20.4
Totally unsatisfactory	20.4

10 OVERALL SATISFACTION WITH THE CONDITION OF MUNICIPAL STREETS (URBAN AREAS) IN IMMEDIATE AREA

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The level of satisfaction with the condition of municipal streets was 40.4% excellent and 32.3% satisfactory.

Level of Satisfaction	%
Excellent	40.4
Satisfactory	32.3
Not completely satisfactory	12.1
Totally unsatisfactory	15.2

11 MUNICIPAL MEANS OF COMMUNICATION

The Municipalities means of communication are mainly used through the uMhlathuze newsletter 74.7% as well as the radio which was rated 17.3%

Types	%
uMhlathuze newsletter	74.7
Personal contact	3.0
Ward committees	4.0
Telephonic	1.0
Radio	17.3
No contact	0

12 OVERALL SATISFACTION IN THE OF THE COMMUNICATION WITH THE MUNICIPALITY

The satisfaction in the level of the communication with the Municipality was rated as 69.7% satisfactory and 20.2% excellent. 10.1% of respondents are not completely satisfied with the level of communication.

Level of Satisfaction	%
Excellent	20.2
Satisfactory	69.7
Not completely satisfactory	5.1
Totally unsatisfactory	5.0

13 OVERALL SATISFACTION OF THE SUITABILITY OF INFORMATION IN THE UMHLATHUZE NEWSLETTER

The level of satisfaction of the suitability of information in the uMhlathuze newsletter were rated satisfactory 66.7% and excellent 27.6%.

Level of Satisfaction	%
Excellent	27.6
Satisfactory	66.7
Not completely satisfactory	3.4
Totally unsatisfactory	2.3

14 OVERALL SATISFACTION ON THE INFORMATION ABOUT IDP / BUDGET PROCESS TO ADDRESS THE NEEDS

The level of satisfaction on the information about IDP/ budget process to address the needs was excellent 47% and satisfactory 36%.

Level of Satisfaction	%
Excellent	47.0
Satisfactory	36.0
Not completely satisfactory	8.0
Totally unsatisfactory	9.0

15 OVERALL SATISFACTION ON THE ASSISTANCE RECEIVED FROM HELP DESKS WHEN LODGING QUERIES

The level of satisfaction on the assistance received from help desks when having queries was 44.3% excellent and 50.5% satisfactory.

Level of Satisfaction	%
Excellent	44.3
Satisfactory	50.5
Not completely satisfactory	4.1
Totally unsatisfactory	1.1

16 OVERALL SATISFACTION OF THE ACCURACY AND PUNCTUALITY OF THE MUNICIPAL ACCOUNT

The level of satisfaction of the accuracy and punctuality of the municipal account was 62.1% excellent and 31.6% satisfactory.

Level of Satisfaction	%
Excellent	62.1
Satisfactory	31.6
Not completely satisfactory	5.3
Totally unsatisfactory	1.0

17 THE EXTENT OF USING THE EXISTING MUNICIPAL SPORTS FACILITIES?

21.4% of the respondents pointed out that they never use the municipal sporting facilities, while 55.1% of them said that they rarely use them, and 11.3% of the respondents frequently use these facilities.

Level of Satisfaction	%
Frequently	11.3
Sometimes	55.1
Never	21.4
There are no facilities	12.2

18 OVERALL SATISFACTION WITH THE STANDARD OF MUNICIPAL SPORTS FACILITIES USED

The level of satisfaction with the standard of municipal sports facilities used is satisfactory 55.3% and excellent 19.1%.

Level of Satisfaction	%
Excellent	19.1
Satisfactory	55.3
Not completely satisfactory	12.8
Totally unsatisfactory	12.8

19 THE EXTENT OF USING THE EXISTING MUNICIPAL COMMUNITY FACILITIES (LIBRARIES, COMMUNITY HALLS, ETC)

23.0% of the households interviewed frequently use the existing municipal community facilities, while 47.0% rarely use them. However, 15.0% indicated that they never used any of the municipal community facility.

Types	%
Frequently	23.0
Sometimes	47.0
Never	15.0
There are no facilities	15.0

20 OVERALL SATISFACTION ON THE STANDARD OF EXISTING MUNICIPAL COMMUNITY FACILITIES

The level of satisfaction on the standard of existing municipal community facilities were 55.3% satisfactory and 37.2% excellent.

Level of Satisfaction	%
Excellent	37.2
Satisfactory	55.3
Not completely satisfactory	6.4
Totally unsatisfactory	1.1

21 OVERALL SATISFACTION OF THE STANDARD OF MOTOR VEHICLE LICENCING SERVICES

The level of satisfaction with the standard of the motor vehicle licensing services was rated as 64.5% Satisfactory and 28.0% Excellent. However, some households interviewed in this ward pointed out that they were totally unsatisfied with the motor vehicle licensing services.

Level of Satisfaction	%
Excellent	28.0
Satisfactory	64.5
Not completely satisfactory	5.4
Totally unsatisfactory	2.1

22 OVERALL SATISFACTION OF THE UMHLATHUZE TRAFFIC LAW ENFORCEMENT VISIBILITY (NOTE NOT SAPS)

The level of visibility of the uMhlathuze traffic law enforcement visibility was 40.6% excellent and 50% satisfactory.

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Level of Satisfaction	%
Excellent	40.6
Satisfactory	50.0
Not completely satisfactory	8.3
Totally unsatisfactory	1.1

23 TYPES OF EMERGENCY SERVICES CALLED AFTER HOURS IN THE PAST 12 MONTHS AND RESPONSE TIME

Of the type of emergency services called after hours in the past 12 months water services scored 24% excellent and 13% satisfactory.

Level of Satisfaction	MUNICIPAL EMERGENCY SERVICES				
	Water	Sewerage	Electricity	Law-enforcement	Fire& rescue Services
Excellent	24	6	6	1	12
Satisfactory	13	3	7	2	7
Not completely satisfactory	3	0	2	1	2
Totally unsatisfactory	0	0	0	0	0
Not Applicable	60	91	85	96	79

24 OVERALL SATISFACTION WITH THE MEANS AND RESPONSE RECEIVED WHEN COMPLAINING ON MUNICIPAL SERVICES

The level of satisfaction with the means and response received when complaining on municipal services was 58.6% satisfactory and 30.3% excellent.

Level of Satisfaction	%
Excellent	30.3
Satisfactory	58.6
Not completely satisfactory	6.1
Totally unsatisfactory	5.0

KEY REMARKS FROM THE WARD

The overall satisfactions and unsatisfactory levels of the ward can be summarised as follows:

- The service at the clinic is not satisfactory.
- Roads need speed humps; street lights and pedestrians' pathways.
- There is a need for communal bins for garden refuse.
- There is little or no knowledge about the uMhlathuze newsletter.
- The community needs to be involved and informed about the IDP/ Budget process.
- There is a need for sport facilities and libraries.
- There are areas in Mandlazini where water is not provided to residents.
- There is a need for water trucks or tanks especially those in Mandlazini area.
- Sanitation services need improvement and maintenance.
- Electrical power supply needs improvement and people need to be informed about the outage of the service.

SECTION 5. SATISFACTION ANALYSIS FROM WARD 5

110 households were surveyed in ward five that included areas such as eNseleni: Mkhoma 20, Mkhamaangwe 20, Mathunzi 20, Mayini 20, Bhejane 30 and the outcome of the analysis is presented below.

1 TYPE OF WATER SUPPLY SERVICE USED

The following table illustrates the dominant type of water supply service used to provide residences with water is yard tape (64.3%), followed by communal supply <200m (22.3%)

Types	%
House connection	1.6
Yard tape	64.3
Communal supply <200m	22.3
Communal supply >200m	0
Borehole	11.2
No supply	0.6

2 OVERALL SATISFACTION OF THE WATER SUPPLY SERVICE

76.3% of the residents surveyed in Ward 5 are satisfied with the level of water supply service, rating it excellent 3.6% and satisfactory (72.7%) respectively.

Level of Satisfaction	%
Excellent	3.6
Satisfactory	72.7
Not completely satisfactory	17.3
Totally unsatisfactory	6.4

3 TYPE OF SANITATION/SEWERAGE SERVICE RECEIVED

The dominant sanitation or sewerage services used in the area includes the sandpit latrine (40.0%) followed by VIP's (Concrete) (28.2%) as well as the flushing toilets. However, the survey indicated that a shocking 24.5% of the respondents do not have toilets .

Types	%
Flushing toilet	7.3
VIP's (Concrete)	28.2
Sandpit Latrine	40.0
No Toilet	24.5

4 OVERALL SATISFACTION OF THE SANITATION / SEWERAGE SERVICES

The residents in Ward 5 are satisfied with the Sanitation and Sewerage service provided; the respondents scored Satisfactory at 45.9% and 32.1% are not completely satisfied.

Level of Satisfaction	%
Excellent	0.9
Satisfactory	49.5
Not completely satisfactory	32.1
Totally unsatisfactory	17.5

5 TYPE OF DOMESTIC REFUSE REMOVAL SERVICE RECEIVED

Domestic refuse removal service in this ward is supplied by means of Communal bin 18.5% and 73.1% do not receive this service.

Types	%
240 litre Bin	4.6
Black bags	3.8
Communal Bin	18.5
No service	73.1

6 OVERALL SATISFACTION OF THE REFUSE REMOVAL SERVICE

The level of satisfaction of the refuse removal service was scored 46.3% not completely satisfied and 31.5% satisfactory. The high rate of dissatisfaction goes to prove that the level of service provision needs to be improved.

Level of Satisfaction	%
Excellent	22.2
Satisfactory	31.5
Not completely satisfactory	46.3
Totally unsatisfactory	0

7 MUNICIPAL HEALTH CARE SERVICES USED IN THE PAST 12 MONTHS

Of the healthcare services used in the past 12 months Health (other than HIV/AIDS) received 84% satisfactory and 4% excellent.

Level of Satisfaction	HEALTH CARE SERVICES				
	Cholera treatment	HIV/AIDS education & counselling	TB treatment	Inoculations	Health (other than HIV/AIDS)
Excellent	3.6	2.7	0.9	1.8	4
Satisfactory	1.8	7.3	10	1.8	84
Not completely satisfactory	0	0	2.7	0	10
Totally unsatisfactory	0	0	0	0	2
Not Applicable	94.6	90	86.4	96.4	0

8 OVERALL SATISFACTION OF THE ELECTRICAL POWER SUPPLY SERVICE

20.2% of the households surveyed are currently not happy with the electricity supply services in their area. But on the other hand, 79.8% of households seem to be satisfied with the services offered

Level of Satisfaction	%
Excellent	18.3
Satisfactory	61.5
Not completely satisfactory	11.0
Totally unsatisfactory	9.2

9 OVERALL SATISFACTION WITH THE CONDITION OF PROVINCIAL ROADS (RURAL AREAS) IN IMMEDIATE AREA

A total of 65.4% of respondents are satisfied with the level of service, rating it satisfactory 32.7% and excellent 32.7%. However it should be noted that a large proportion of respondents 34.6% are not satisfied with the state of provincial roads in their immediate areas.

Level of Satisfaction	%
Excellent	32.7
Satisfactory	32.7
Not completely satisfactory	34.6
Totally unsatisfactory	0

10 OVERALL SATISFACTION WITH THE CONDITION OF MUNICIPAL STREETS (URBAN AREAS) IN IMMEDIATE AREA

The level of satisfaction with the condition of municipal streets was 62.3% satisfactory and 19.8% not completely satisfactory.

Level of Satisfaction	%
Excellent	2.8
Satisfactory	62.3
Not completely satisfactory	19.8
Totally unsatisfactory	15.1

11 MUNICIPAL MEANS OF COMMUNICATION

In this ward, the highest means used to communicate with the Municipality include the Ward committees at 75.2%, followed by uMhlathuze newsletter and radio at 9.2% then Personal contact, radio and telephonic means are used by limited number of households as presented below.

Types	%
uMhlathuze newsletter	9.2
Personal contact	5.5
Ward committees	75.2
Telephonic	0.9
Radio	9.2
No contact	0

12 OVERALL SATISFACTION OF THE COMMUNICATION WITH THE MUNICIPALITY

The level of satisfaction in the communication with the Municipality is 83.6% satisfactory and 11.8% not completely satisfactory.

Level of Satisfaction	%
Excellent	1.8
Satisfactory	83.6
Not completely satisfactory	11.8
Totally unsatisfactory	2.8

13 OVERALL SATISFACTION OF THE SUITABILITY OF INFORMATION IN THE UMHLATHUZE NEWSLETTER

The level of satisfaction of the suitability of information in the uMhlathuze newsletter is 75.7% satisfactory and 12.1% not completely satisfactory.

Level of Satisfaction	%
Excellent	4.7
Satisfactory	75.7
Not completely satisfactory	12.1
Totally unsatisfactory	7.5

14 OVERALL SATISFACTION ON THE INFORMATION ABOUT IDP / BUDGET PROCESS TO ADDRESS THE NEEDS

The level of satisfaction on the information about IDP/ budget process to address the needs is 73.3% satisfactory, and the remaining 24.7% of respondents are dissatisfied

Level of Satisfaction	%
Excellent	1.9
Satisfactory	73.3
Not completely satisfactory	15.2
Totally unsatisfactory	9.6

15 OVERALL SATISFACTION ON THE ASSISTANCE RECEIVED FROM HELP DESKS WHEN LODGING QUERIES

The level of satisfaction on the assistance received from help desks when having queries is 88% satisfactory. But 4.6% of the respondents still see the need for the Municipality to improve on this service

Level of Satisfaction	%
Excellent	7.4
Satisfactory	88.0
Not completely satisfactory	4.6
Totally unsatisfactory	0

16 OVERALL SATISFACTION OF THE ACCURACY AND PUNCTUALITY OF THE MUNICIPAL ACCOUNT

The level of satisfaction of the accuracy and punctuality of the municipal account is 51.4% satisfactory, and 11% dissatisfied.

Level of Satisfaction	%
Excellent	37.6
Satisfactory	51.4
Not completely satisfactory	7.3
Totally unsatisfactory	3.7

17 THE EXTENT OF USING THE EXISTING MUNICIPAL SPORTS FACILITIES?

10.9% of the respondents pointed out that they never use the municipal sporting facilities, while a large 63.6% of them said that they rarely use them, and 14.5% of the respondents frequently use these facilities.

Level of Satisfaction	%
Frequently	14.5
Sometimes	63.6
Never	11.0
There are no facilities	10.9

18 OVERALL SATISFACTION WITH THE STANDARD OF MUNICIPAL SPORTS FACILITIES USED

For those using the Municipal sport facilities, the overall level of satisfaction indicates that 60.5% are satisfied, while the other 39.4% of households are not very happy with the standard of those facilities, as presented below.

Level of Satisfaction	%
Excellent	3.8
Satisfactory	56.7
Not completely satisfactory	29.8
Totally unsatisfactory	9.7

19 THE EXTENT OF USING THE EXISTING MUNICIPAL COMMUNITY FACILITIES (LIBRARIES, COMMUNITY HALLS, ETC)

17.4% of the households interviewed frequently use the existing municipal community facilities, while 66.1% rarely use them. However, 4.6% indicated that they never used any of the municipal community facility.

Types	%
Frequently	17.4
Sometimes	66.1
Never	4.6
There are no facilities	11.9

20 OVERALL SATISFACTION ON THE STANDARD OF EXISTING MUNICIPAL COMMUNITY FACILITIES

The level of satisfaction on the standard of existing municipal community facilities is 49.1% satisfactory and it was rated 28.3% excellent.

Level of Satisfaction	%
Excellent	28.3
Satisfactory	49.1
Not completely satisfactory	15.1
Totally unsatisfactory	7.5

21 OVERALL SATISFACTION OF THE STANDARD OF MOTOR VEHICLE LICENCING SERVICES

The level of satisfaction of the standard of Motor Vehicle Licensing Services was 64.5% satisfactory and 28.0% excellent

Level of Satisfaction	%
Excellent	28.0
Satisfactory	64.5
Not completely satisfactory	5.4
Totally unsatisfactory	2.1

22 OVERALL SATISFACTION OF THE UMHLATHUZE TRAFFIC LAW ENFORCEMENT VISIBILITY (NOTE NOT SAPS)

The level of satisfaction of the uMhlathuze Traffic Law Enforcement visibility is 86.6% satisfactory and 4.5% excellent

Level of Satisfaction	%
Excellent	4.5
Satisfactory	86.6
Not completely satisfactory	4.5
Totally unsatisfactory	4.4

23 TYPES OF EMERGENCY SERVICES CALLED AFTER HOURS IN THE PAST 12 MONTHS AND RESPONSE TIME

Of the types of emergency services called after hours in the past 12 months water received the highest rating at 26.4% satisfactory and 7.3% excellent.

Level of Satisfaction	MUNICIPAL EMERGENCY SERVICES				
	Water	Sewerage	Electricity	Law-enforcement	Fire& rescue Services
Excellent	7.3	2.2	2.7	1.8	1.8
Satisfactory	26.4	2.7	10	1.8	6.4
Not completely satisfactory	5.5	4.5	2.7	0	0
Totally unsatisfactory	2.7	0.9	0.9	0	0
Not Applicable	58.1	89.7	83.7	96.4	91.8

24 OVERALL SATISFACTION WITH THE MEANS AND RESPONSE RECEIVED WHEN COMPLAINING ON MUNICIPAL SERVICES

The level of satisfaction with the means and response received when complaining on municipal services was 76.7% satisfactory.

Level of Satisfaction	%
Excellent	2.9
Satisfactory	76.7
Not completely satisfactory	12.6
Totally unsatisfactory	7.8

KEY REMARKS FROM THE WARD

The overall satisfactions and unsatisfactory levels of the ward can be summarised as follows:

- Sport field are not in good condition and there is a need to add netball court.
- Sanitation needs to be improved, as some people do not have toilets.
- Access roads are narrow, dusty and muddy and have potholes and need street lights.
- Need to be notified when the water or electricity supply will not be available.
- There are no community facilities and people need halls and a library.
- Most people are not informed about coming developments as the communication between them and the Municipality is not satisfactory.
- The uMhlathuze newsletter is not received by many.
- Water supply is limited in rural areas; many households do not have taps in their homes.
- The uMhlathuze Traffic Law enforcement officers are rarely seen in this area.
- After hour municipal emergency services respond with delay.
- Some of the complaints are never been attended to, even when reported through councillors.
- Refuse removal needs improvement.

SECTION 6. SATISFACTION ANALYSIS FROM WARD 6

120 households were surveyed in ward six that included areas such as eNseleni: Bhejane 30, Izikhonkwane 30, Mazimazana 30, eNseleni Township 30 and the outcome of the analysis is presented below.

1 TYPE OF WATER SUPPLY SERVICE USED

The following table illustrates the dominant type of water supply service used to provide residences with water is yard tape (79.2%), followed by house connection (17.5%)

Types	%
House connection	17.5
Yard tape	79.2
Communal supply <200m	0
Communal supply >200m	1.7
Borehole	1.6
No supply	0

2 OVERALL SATISFACTION OF THE WATER SUPPLY SERVICE

76.7% of the residents surveyed in Ward 6 are satisfied with the level of water supply service, rating it excellent 36.7% and satisfactory 40% respectively.

Level of Satisfaction	%
Excellent	36.7
Satisfactory	40.0
Not completely satisfactory	18.3
Totally unsatisfactory	5.0

3 TYPE OF SANITATION/SEWERAGE SERVICE RECEIVED

Sanitation or sewerage services received are by means of VIP Concrete 38.3% and sandpit latrine 13.3 % followed by flushing toilet (20.0%)

Types	%
Flushing toilet	20.0
VIP's (Concrete)	38.3
Sandpit Latrine	33.3
No Toilet	8.4

4 OVERALL SATISFACTION OF THE SANITATION / SEWERAGE SERVICES

The residents in Ward 6 are satisfied with the Sanitation and Sewerage service provided; the respondents scored Excellent 28.2% and Satisfactory at 41.9%.

Level of Satisfaction	%
Excellent	28.2
Satisfactory	41.9
Not completely satisfactory	20.5
Totally unsatisfactory	9.4

5 TYPE OF DOMESTIC REFUSE REMOVAL SERVICE RECEIVED

Domestic refuse removal service in this ward is supplied by means of Communal Bins 40.8% and 39.2% of respondents to do receive this service.

Types	%
240 litre Bin	18.3
Black bags	1.7
Communal Bin	40.8
No service	39.2

6 OVERALL SATISFACTION OF THE REFUSE REMOVAL SERVICE

The level of satisfaction of the refuse removal service is 25.6% satisfactory and 36.8% totally unsatisfactory; this large percentage reveals that this service needs more improvement.

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Level of Satisfaction	%
Excellent	21.4
Satisfactory	25.6
Not completely satisfactory	16.2
Totally unsatisfactory	36.8

7 MUNICIPAL HEALTH CARE SERVICES USED IN THE PAST 12 MONTHS

Of the healthcare services received in the last 12 months Health (other than HIV/Aids) is 29.2 excellent and 26.7% satisfactory. Cholera treatment, HIV/Aids and TB Treatment and Inoculations received not completely satisfactory and totally unsatisfactory.

Level of Satisfaction	HEALTH CARE SERVICES				
	Cholera treatment	HIV AIDS education & counselling	TB treatment	Inoculations	Health (other than HIV/AIDS)
Excellent	1.7	1.7	1.7	2.5	29.2
Satisfactory	1.7	3.3	1.7	6.7	26.7
Not completely satisfactory	0.8	1.7	0.8	0	5.8
Totally unsatisfactory	0	0	0.8	0	0
Not Applicable	95.8	93.3	95	90.8	38.3

8 OVERALL SATISFACTION OF THE ELECTRICAL POWER SUPPLY SERVICE

The level of satisfaction received from the electrical power supply is 39.5% satisfactory and 38.6% excellent; however 9.6% said it was totally unsatisfactory.

Level of Satisfaction	%
Excellent	38.6
Satisfactory	39.5
Not completely satisfactory	12.3
Totally unsatisfactory	9.6

9 OVERALL SATISFACTION WITH THE CONDITION OF PROVINCIAL ROADS (RURAL AREAS) IN IMMEDIATE AREA

The level of satisfaction with the condition of the provincial rural roads is 39.7% satisfactory and 25% excellent. 24.1% and 11.2% find this not completely satisfactory and totally unsatisfactory.

Level of Satisfaction	%
Excellent	25.0
Satisfactory	39.7
Not completely satisfactory	24.1
Totally unsatisfactory	11.2

10 OVERALL SATISFACTION WITH THE CONDITION OF MUNICIPAL STREETS (URBAN AREAS) IN IMMEDIATE AREA

The level of satisfaction with the condition 34.3% satisfactory but is matched with 17.9 not completely satisfied and totally unsatisfied respectively.

Level of Satisfaction	%
Excellent	34.2
Satisfactory	29.9
Not completely satisfactory	17.9
Totally unsatisfactory	17.9

11 MUNICIPAL MEANS OF COMMUNICATION

The means of communication in this ward is mainly through ward committees at 48.3% however telephonic means and personal contacts receive the lowest form of communication.

Types	%
uMhlathuze newsletter	40.7
Personal contact	3.4
Ward committees	48.3
Telephonic	0.8
Radio	6.8
No contact	0

12 OVERALL SATISFACTION OF THE COMMUNICATION WITH THE MUNICIPALITY

The respondents said that 9.2% of them said they were not completely satisfied and 6.7% said they were totally unsatisfied with the communication with the Municipality.

Level of Satisfaction	%
Excellent	37.0
Satisfactory	47.1
Not completely satisfactory	9.2
Totally unsatisfactory	6.7

13 OVERALL SATISFACTION OF THE SUITABILITY OF INFORMATION IN THE UMHLATHUZE NEWSLETTER

5.3% of respondents are totally unsatisfied with the suitability of information in the uMhlathuze newsletter and 9.7% are not completely satisfied either.

Level of Satisfaction	%
Excellent	43.4
Satisfactory	41.6
Not completely satisfactory	9.7
Totally unsatisfactory	5.3

14 OVERALL SATISFACTION ON THE INFORMATION ABOUT IDP / BUDGET PROCESS TO ADDRESS THE NEEDS

7.6% of respondents are totally unsatisfied with the IDP/ budget process and 12.7% are not completely satisfied however the majority find it satisfactory and excellent.

Level of Satisfaction	%
Excellent	32.2
Satisfactory	47.5
Not completely satisfactory	12.7
Totally unsatisfactory	7.6

15 OVERALL SATISFACTION ON THE ASSISTANCE RECEIVED FROM HELP DESKS WHEN LODGING QUERIES

The level of satisfaction on the assistance received from help desks when having queries is only 9.5% of not completely satisfied and the rest of the respondents find this satisfactory and excellent.

Level of Satisfaction	%
Excellent	49.1
Satisfactory	41.4
Not completely satisfactory	9.5
Totally unsatisfactory	0

16 OVERALL SATISFACTION OF THE ACCURACY AND PUNCTUALITY OF THE MUNICIPAL ACCOUNT

The totally unsatisfied and not completely satisfied respondents were 9.5% and 3.5% respectively, although there is still a majority that is satisfied.

Level of Satisfaction	%
Excellent	60.0
Satisfactory	27.0
Not completely satisfactory	3.5
Totally unsatisfactory	9.5

17 THE EXTENT OF USING THE EXISTING MUNICIPAL SPORTS FACILITIES?

The municipal sporting facilities are not used by 26.5% of the respondents and 12.8% think that there are no facilities.

Level of Satisfaction	%
Frequently	23.9
Sometimes	36.8
Never	26.5
There are no facilities	12.8

18 OVERALL SATISFACTION WITH THE STANDARD OF MUNICIPAL SPORTS FACILITIES USED

The level of satisfaction with the standard of municipal sports facilities is satisfactory to a smaller majority and unsatisfactory to 47.4% of respondents.

Level of Satisfaction	%
Excellent	20.0
Satisfactory	32.6
Not completely satisfactory	31.6
Totally unsatisfactory	15.8

19 THE EXTENT OF USING THE EXISTING MUNICIPAL COMMUNITY FACILITIES (LIBRARIES, COMMUNITY HALLS, ETC)

The usage of the existing municipal community facilities is high over 60% of respondents use them however 16.8 think there are no facilities and 14.3% have never used them.

Types	%
Frequently	33.6
Sometimes	35.3
Never	14.3
There are no facilities	16.8

20 OVERALL SATISFACTION ON THE STANDARD OF EXISTING MUNICIPAL COMMUNITY FACILITIES

The level of satisfaction on the standard of existing municipal community facilities is rated excellent and satisfactory 92.5% of respondents and 7.5% are not completely and totally unsatisfied.

Level of Satisfaction	%
Excellent	37.2
Satisfactory	55.3
Not completely satisfactory	6.4
Totally unsatisfactory	1.1

21 OVERALL SATISFACTION OF THE STANDARD OF MOTOR VEHICLE LICENCING SERVICES

A large proportion of respondents are totally unsatisfied with the standard of motor vehicle licencing at 68.1% this is a cause of concern.

Level of Satisfaction	%
Excellent	3.2
Satisfactory	25.5
Not completely satisfactory	3.2
Totally unsatisfactory	68.1

22 OVERALL SATISFACTION OF THE UMHLATHUZE TRAFFIC LAW ENFORCEMENT VISIBILITY (NOTE NOT SAPS)

The level of satisfaction of the uMhlathuze Traffic Law Enforcement is rated high by the majority of respondents and rated not completely satisfied by 12% and totally unsatisfied is 9.3%.

Level of Satisfaction	%
Excellent	20.4
Satisfactory	58.3
Not completely satisfactory	12.0
Totally unsatisfactory	9.3

23 TYPES OF EMERGENCY SERVICES CALLED AFTER HOURS IN THE PAST 12 MONTHS AND RESPONSE TIME

The two types of emergency services called in the last 12 months were mostly for water related at 39.2% and electricity 31.7%.

Level of Satisfaction	MUNICIPAL EMERGENCY SERVICES				
	Water	Sewerage	Electricity	Law-enforcement	Fire& rescue Services
Excellent	39.2	18.5	31.7	27.5	26.7
Satisfactory	11.7	2.5	7.5	8.3	10
Not completely satisfactory	4.2	2.5	9.4	0	0
Totally unsatisfactory	1.7	0	0	0	0
Not Applicable	43.2	76.5	51.4	64.2	63.3

24 OVERALL SATISFACTION WITH THE MEANS AND RESPONSE RECEIVED WHEN COMPLAINING ON MUNICIPAL SERVICES

The level of satisfaction when complaining on municipal services was 15.1% were not completely satisfied and 5% were totally unsatisfied.

Level of Satisfaction	%
Excellent	28.6
Satisfactory	51.3
Not completely satisfactory	15.1
Totally unsatisfactory	5.0

KEY REMARKS FROM THE WARD

The overall satisfactions and unsatisfactory levels of the ward can be summarised as follows:

- Access roads need to be upgraded as they currently have potholes and are dusty.
- Many areas do not have electricity especially when cables are being stolen.
- Water supply is very scarce; the bill is too expensive, and people need to be notified prior the interruption of the service.
- There is limited communication; councillors do not call meetings for community.
- Many do not receive newsletters, others do not know about it.
- Residents are not informed about budget meeting.
- Mail is not delivered on time and residents do not get enough time to pay their municipal accounts.
- uMhlathuze Traffic Law Enforcement is not seen in our area.
- Sanitation services need more improvement.
- Clinic Service is extremely poor.

SECTION 7. SATISFACTION ANALYSIS FROM WARD 7

80 households were surveyed in ward seven that included areas such as eNseleni: Ovondlo 30, Kwa Tsheka 30 & eNseleni Township 20, and the outcome of the analysis is presented below.

1 TYPE OF WATER SUPPLY SERVICE USED

The following table illustrates the dominant type of water supply service used to provide residences with water is yard tape (76.2%), followed by house connection (23.8%)

Types	%
House connection	23.8
Yard tape	76.2
Communal supply <200m	0
Communal supply >200m	0
Borehole	0
No supply	0

2 OVERALL SATISFACTION OF THE WATER SUPPLY SERVICE

91.3% of the residents surveyed in this Ward are satisfied with the level of water supply service, rating it excellent 26.3% and satisfactory 65% respectively.

Level of Satisfaction	%
Excellent	26.3
Satisfactory	65.0
Not completely satisfactory	3.7
Totally unsatisfactory	5.0

3 TYPE OF SANITATION/SEWERAGE SERVICE RECEIVED

Sanitation or sewerage services received are by means of sandpit latrine 42.5% and flushing toilet and VIP Concrete both at 23.8%.

Types	%
Flushing toilet	23.8
VIP's (Concrete)	23.8
Sandpit Latrine	42.5
No Toilet	9.9

4 OVERALL SATISFACTION OF THE SANITATION / SEWERAGE SERVICES

The residents in this ward are satisfied with the Sanitation and Sewerage service provided; the respondents scored excellent 12.5% and satisfactory at 60%

Level of Satisfaction	%
Excellent	12.5
Satisfactory	60.0
Not completely satisfactory	18.8
Totally unsatisfactory	8.7

5 TYPE OF DOMESTIC REFUSE REMOVAL SERVICE RECEIVED

Domestic refuse removal service in this ward is supplied by means of communal bins 55% and 240 litre Bins 25% which is followed by 240 litre bins at 25%

Types	%
240 litre Bin	25.0
Black bags	13.8
Communal Bin	55.0
No service	6.2

6 OVERALL SATISFACTION OF THE REFUSE REMOVAL SERVICE

The respondents that are satisfied with the refuse removal service total 79.9% and those that are not completely satisfied and totally unsatisfied represent 18.8% and 1.3% respectively. More can be done to alleviate this concern.

Level of Satisfaction	%
Excellent	17.4
Satisfactory	62.5
Not completely satisfactory	18.8
Totally unsatisfactory	1.3

7 MUNICIPAL HEALTH CARE SERVICES USED IN THE PAST 12 MONTHS

The healthcare service that was rated high is Health (other than HIV/Aids) at 20% excellent and 22.5% satisfactory. The lowest rating was for HIV/Aids education and counselling at 1.3% and 5% satisfactory. A better and improved standard in healthcare service is needed in all the relevant categories surveyed.

Level of Satisfaction	HEALTH CARE SERVICES				
	Cholera treatment	HIV AIDS education & counselling	TB treatment	Inoculations	Health (other than HIV/AIDS)
Excellent	5	1.3	2.5	2.5	20
Satisfactory	3.8	5	12.5	6.3	22.5
Not completely satisfactory	0	0	0	0	5
Totally unsatisfactory	0	0	0	0	2.5
Not Applicable	91.2	93.7	85	91.2	50

8 OVERALL SATISFACTION OF THE ELECTRICAL POWER SUPPLY SERVICE

10% of respondents are totally unsatisfied, and 27.5% are not completely satisfied with the level of electrical power service received. Although the majority is satisfied

Level of Satisfaction	%
Excellent	13.8
Satisfactory	48.7
Not completely satisfactory	27.5
Totally unsatisfactory	10.0

9 OVERALL SATISFACTION WITH THE CONDITION OF PROVINCIAL ROADS (RURAL AREAS) IN IMMEDIATE AREA

The level of satisfaction with the condition of rural provincial roads is high at 51.3% satisfactory however 33.8% are not completely satisfied with them, this means that these roads need to be improved.

Level of Satisfaction	%
Excellent	4.9
Satisfactory	61.3
Not completely satisfactory	33.8
Totally unsatisfactory	0

10 OVERALL SATISFACTION WITH THE CONDITION OF MUNICIPAL STREETS (URBAN AREAS) IN IMMEDIATE AREA

The satisfactions with the level of urban municipal streets were rate 31.3% not completely satisfactory and 7.5% totally unsatisfactory this means that they should be prioritised for upgrades and improvements.

Level of Satisfaction	%
Excellent	6.2
Satisfactory	55.0
Not completely satisfactory	31.3
Totally unsatisfactory	7.5

11 MUNICIPAL MEANS OF COMMUNICATION

The highest mean of communication with the Municipality is through ward committees 52.5%, could be done by using telephonic communication and personal contact.

Types	%
uMhlathuze newsletter	27.5
Personal contact	6.3
Ward committees	52.5
Telephonic	1.3
Radio	12.4
No contact	0

12 OVERALL SATISFACTION IN THE OF THE COMMUNICATION WITH THE MUNICIPALITY

The majority of respondents are satisfied with the communication with the Municipality however 22.5% are not happy with communication more effective means can be instituted.

Level of Satisfaction	%
Excellent	10.0
Satisfactory	67.5
Not completely satisfactory	12.5
Totally unsatisfactory	10.0

13 OVERALL SATISFACTION OF THE SUITABILITY OF INFORMATION IN THE UMHLATHUZE NEWSLETTER

Over 80% of respondents are satisfied with the suitability of information in the newsletter however 18.8% could do with an improvement in the quality and suitability of information in the newsletter.

Level of Satisfaction	%
Excellent	10.0
Satisfactory	71.2
Not completely satisfactory	18.8
Totally unsatisfactory	0

14 OVERALL SATISFACTION ON THE INFORMATION ABOUT IDP / BUDGET PROCESS TO ADDRESS THE NEEDS

The level of satisfaction on the information about IDP/Budget process to address needs is 47.5% satisfactory and 27.5% not completely satisfactory and 12.5% totally unsatisfactory. The process of IDP and Budgets could be made simpler for people to understand the information and participate fully in discussions.

Level of Satisfaction	%
Excellent	12.5
Satisfactory	47.5
Not completely satisfactory	27.5
Totally unsatisfactory	12.5

15 OVERALL SATISFACTION ON THE ASSISTANCE RECEIVED FROM HELP DESKS WHEN LODGING QUERIES

The assistance received from help desks when having queries are good only 14.9% of respondents are not satisfied. It would be useful to put in place evaluations forms for people to fill out whilst requesting assistance at help desks so changes can be put in place if something is not working.

Level of Satisfaction	%
Excellent	48.8
Satisfactory	36.3
Not completely satisfactory	11.3
Totally unsatisfactory	3.6

16 OVERALL SATISFACTION OF THE ACCURACY AND PUNCTUALITY OF THE MUNICIPAL ACCOUNT

This received a good rating only 7% respondents are not satisfied with the accuracy of the municipal account. Perhaps an introductory note on how to use such information can be made use of.

Level of Satisfaction	%
Excellent	30.0
Satisfactory	63.0
Not completely satisfactory	4.7
Totally unsatisfactory	2.3

17 THE EXTENT OF USING THE EXISTING MUNICIPAL SPORTS FACILITIES?

22.5% of respondents have never used the sports facilities. These should be marketed more efficiently for sports and recreation purposes.

Level of Satisfaction	%
Frequently	45
Sometimes	32.5
Never	22.5
There are no facilities	0

18 OVERALL SATISFACTION WITH THE STANDARD OF MUNICIPAL SPORTS FACILITIES USED

The level of satisfaction with the standard of municipal sports facilities could do with some improvements where necessary as 25% of respondents were not completely satisfied.

Level of Satisfaction	%
Excellent	33.7
Satisfactory	41.3
Not completely satisfactory	25.0
Totally unsatisfactory	0

19 THE EXTENT OF USING THE EXISTING MUNICIPAL COMMUNITY FACILITIES (LIBRARIES, COMMUNITY HALLS, ETC)

The extent of using the existing Municipality community facilities is quite high although 3.7% say that they have never used them. Promoting such facilities could boost usage.

Types	%
Frequently	47.5
Sometimes	48.8
Never	3.7
There are no facilities	0

20 OVERALL SATISFACTION ON THE STANDARD OF EXISTING MUNICIPAL COMMUNITY FACILITIES

The level of satisfaction on the standard of municipal community facilities is high only 1.3% of respondents are not satisfied. With proper maintenance and care these facilities can be kept in a good state.

Level of Satisfaction	%
Excellent	37.4
Satisfactory	61.3
Not completely satisfactory	1.3
Totally unsatisfactory	0

21 OVERALL SATISFACTION OF THE STANDARD OF MOTOR VEHICLE LICENCING SERVICES

The level of satisfaction with the standard of the Motor Vehicle Licensing services is 89.9% satisfactory and 10.1% unsatisfactory. This should be investigated so as to guarantee satisfied customers.

Level of Satisfaction	%
Excellent	38.6
Satisfactory	51.3
Not completely satisfactory	8.8
Totally unsatisfactory	1.3

22 OVERALL SATISFACTION OF THE UMHLATHUZE TRAFFIC LAW ENFORCEMENT VISIBILITY (NOTE NOT SAPS)

The level of satisfaction of the uMhlathuze Law Enforcement visibility is high at 83.7% satisfaction but 16.3% of respondents are not satisfied. Visibility should be promoted in the Municipality.

Level of Satisfaction	%
Excellent	12.4
Satisfactory	71.3
Not completely satisfactory	16.3
Totally unsatisfactory	0

23 TYPES OF EMERGENCY SERVICES CALLED AFTER HOURS IN THE PAST 12 MONTHS AND RESPONSE TIME

Of the emergency services used in the past 12 months the services received below 20% satisfaction across all services. This is a cause for concern and more can be done to improve satisfaction from emergency services.

Level of Satisfaction	MUNICIPAL EMERGENCY SERVICES				
	Water	Sewerage	Electricity	Law-enforcement	Fire& rescue Services
Excellent	5	7.5	7.5	1.3	16.3
Satisfactory	15	8.8	8.8	2.5	7.5
Not completely satisfactory	3.8	0	6.3	0	2.5
Totally unsatisfactory	0	0	0	0	0
Not Applicable	76.2	83.7	77.4	96.2	73.7

24 OVERALL SATISFACTION WITH THE MEANS AND RESPONSE RECEIVED WHEN COMPLAINING ON MUNICIPAL SERVICES

The level of satisfaction with the means and response received when complaining about municipal services was over 93% satisfaction only 6.3% were not satisfied. It is possible for problem areas to be identified and improved to guarantee proper satisfaction.

Level of Satisfaction	%
Excellent	31.2
Satisfactory	62.5
Not completely satisfactory	5.0
Totally unsatisfactory	1.3

KEY REMARKS FROM THE WARD

The overall satisfactions and unsatisfactory levels of the ward can be summarised as follows:

- Electricity is too expensive, and there are no notices on the interruption of the service.
- Refuse removal services need improvement.
- There is a need for community facilities, halls.
- Residents do not attend IDP/ budget meetings because for them there never been a tangible action that will take place after such meetings.
- Water is scarce to most areas, the bill is expensive.
- Traffic Law Enforcement officers are not visible in this area.
- After hour municipal emergency services respond late and sometimes not.
- Sanitation services need an improvement.
- Clinic service is poor, the nurses are too slow.

SECTION 8. SATISFACTION ANALYSIS FROM WARD 8

60 households were surveyed in ward eight that included areas such as eNseleni: Ezikhaleni 30 & eNseleni Township 30 and the outcome of the analysis is presented below.

1 TYPE OF WATER SUPPLY SERVICE USED

The following table illustrates the dominant type of water supply service used to provide residences with water is yard tape (90%), followed by house connection (5%)

Types	%
House connection	6.7
Yard tape	90
Communal supply <200m	0
Communal supply >200m	0
Borehole	0
No supply	3.3

2 OVERALL SATISFACTION OF THE WATER SUPPLY SERVICE

88.7% of the residents surveyed in this ward are satisfied with the level of water supply service, rating it Excellent 20% and Satisfactory 61.7% respectively.

Level of Satisfaction	%
Excellent	20.0
Satisfactory	61.7
Not completely satisfactory	11.7
Totally unsatisfactory	6.6

3 TYPE OF SANITATION/SEWERAGE SERVICE RECEIVED

Sanitation or sewerage services received are by means of sandpit latrine 40% and 45% of respondent's do not receive this service. Judging by this very large percentage of people who do not receive this service, the Municipality needs to improve on this service delivery.

Types	%
Flushing toilet	6.7
VIP's (Concrete)	7.3
Sandpit Latrine	40.0
No Toilet	45.0

4 OVERALL SATISFACTION OF THE SANITATION / SEWERAGE SERVICES

The majority of the respondents who are residents in this Ward are not satisfied with the Sanitation and Sewerage service provided; the respondents scored not completely satisfied 40% and totally unsatisfactory 30%.

Level of Satisfaction	%
Excellent	11.7
Satisfactory	18.3
Not completely satisfactory	40.0
Totally unsatisfactory	30.0

5 TYPE OF DOMESTIC REFUSE REMOVAL SERVICE RECEIVED

Domestic refuse removal service in this ward is supplied mostly by means of communal Bin 20% and black bags (8.3). a shocking 60% of the respondents do not receive this service, the Municipality needs to work on this.

Types	%
240 litre Bin	11.7
Black bags	8.3
Communal Bin	20.0
No service	60.0

6 OVERALL SATISFACTION OF THE REFUSE REMOVAL SERVICE

The level of satisfaction of the refuse removal service is low in this ward 25% and 26.74% are not completely or totally satisfied. The relevant department must say why majority of respondents in this ward are unhappy with this service.

Level of Satisfaction	%
Excellent	25.0
Satisfactory	23.3
Not completely satisfactory	25.0
Totally unsatisfactory	26.7

7 MUNICIPAL HEALTH CARE SERVICES USED IN THE PAST 12 MONTHS

The biggest proportion of healthcare used in the last 12 months in this Municipality has been for health other than HIV/Aids and this was reported as satisfactory. Other areas of treatment can improve if they are properly equipped with the resources that are needed.

Level of Satisfaction	HEALTH CARE SERVICES				
	Cholera treatment	HIV AIDS education & counselling	TB treatment	Inoculations	Health (other than HIV/AIDS)
Excellent	1.7	1.7	3.3	1.7	10
Satisfactory	0	15	0	0	36.7
Not completely satisfactory	0	1.7	3.3	1.7	5
Totally unsatisfactory	0	0	0	0	0
Not applicable	98.3	81.6	93.4	96.6	48.3

8 OVERALL SATISFACTION OF THE ELECTRICAL POWER SUPPLY SERVICE

5% of respondents are totally unsatisfied, and 23.3% are not completely satisfied with the level of electrical power service received. Although the majority is satisfied

Level of Satisfaction	%
Excellent	35.0
Satisfactory	36.7
Not completely satisfactory	23.3
Totally unsatisfactory	5

9 OVERALL SATISFACTION WITH THE CONDITION OF PROVINCIAL ROADS (RURAL AREAS) IN IMMEDIATE AREA

The level of satisfaction with the condition of rural municipal roads is low at only 36.7% not completely satisfactory and 18.3% totally unsatisfactory this is a major concern. These roads need to be maintained as a matter of urgency.

Level of Satisfaction	%
Excellent	8.3
Satisfactory	36.7
Not completely satisfactory	36.7
Totally unsatisfactory	18.3

10 OVERALL SATISFACTION WITH THE CONDITION OF MUNICIPAL STREETS (URBAN AREAS) IN IMMEDIATE AREA

The level of satisfaction in urban municipal streets is better than rural only 8.3% are not completely satisfied and 3.3% totally unsatisfied. Repairs and maintenance work must be carried out in relevant areas.

Level of Satisfaction	%
Excellent	11.7
Satisfactory	76.7
Not completely satisfactory	8.3
Totally unsatisfactory	3.3

11 MUNICIPAL MEANS OF COMMUNICATION

The highest level of communication in the Municipality is through the uMhlathuze newsletter this is good but readership can be improved as well.

Types	%
uMhlathuze newsletter	51.7
Personal contact	3.3
Ward committees	30.0
Telephonic	1.7
Radio	13.3
No contact	0

12 OVERALL SATISFACTION OF THE COMMUNICATION WITH THE MUNICIPALITY

The level of satisfaction in the communication with the Municipality is high at 76.7% satisfactory and 13.3% excellent. A low number say it is not completely satisfactory and 1.7% totally unsatisfactory, by receiving the newsletter these people will be able to know what is happening in their area.

Level of Satisfaction	%
Excellent	13.3
Satisfactory	76.7
Not completely satisfactory	8.3
Totally unsatisfactory	1.7

13 OVERALL SATISFACTION OF THE SUITABILITY OF INFORMATION IN THE UMHLATHUZE NEWSLETTER

5% of respondents are totally unsatisfied and 8.3% find the content in the newsletter not completely satisfactory. Perhaps the editors can run a survey to find out what information people would like to read about.

Level of Satisfaction	%
Excellent	36.7
Satisfactory	50.0
Not completely satisfactory	8.3
Totally unsatisfactory	5.0

14 OVERALL SATISFACTION ON THE INFORMATION ABOUT IDP / BUDGET PROCESS TO ADDRESS THE NEEDS

5% and 23.3% find the information about the IDP and budget process totally unsatisfactory and not completely satisfactory. The information in the budget process can be simplified and made user friendly so that people can understand what it means.

Level of Satisfaction	%
Excellent	16.7
Satisfactory	55.0
Not completely satisfactory	23.3
Totally unsatisfactory	5.0

15 OVERALL SATISFACTION ON THE ASSISTANCE RECEIVED FROM HELP DESKS WHEN LODGING QUERIES

The level of satisfaction on the assistance received from help desks when having queries had a good response only 6.7% and 3.3% of people find that it could benefit from improvement.

Level of Satisfaction	%
Excellent	23.3
Satisfactory	73.3
Not completely satisfactory	6.7
Totally unsatisfactory	3.3

16 OVERALL SATISFACTION OF THE ACCURACY AND PUNCTUALITY OF THE MUNICIPAL ACCOUNT

The level of satisfaction on the accuracy and punctuality of the municipal account can be improved if the information is easy to read and understand only a small number think it is unsatisfactory at 5%.

Level of Satisfaction	%
Excellent	28.3
Satisfactory	60.0
Not completely satisfactory	3.3
Totally unsatisfactory	1.7

17 THE EXTENT OF USING THE EXISTING MUNICIPAL SPORTS FACILITIES?

30% of respondents have never used sports facilities and 3.3% think there are no sports facilities more publicity about this service is needed so there are better usage rates.

Level of Satisfaction	%
Frequently	16.7
Sometimes	53.3
Never	30.0
There are no facilities	3.3

18 OVERALL SATISFACTION WITH THE STANDARD OF MUNICIPAL SPORTS FACILITIES USED

The level of satisfaction with the standard of sports facilities is 3.3% totally unsatisfactory and 16.7% not completely satisfactory.

Level of Satisfaction	%
Excellent	21.7
Satisfactory	58.3
Not completely satisfactory	16.7
Totally unsatisfactory	3.3

19 THE EXTENT OF USING THE EXISTING MUNICIPAL COMMUNITY FACILITIES (LIBRARIES, COMMUNITY HALLS, ETC)

The extent of using the existing municipal community facilities is 26.7% never and 1.7% there are no facilities. More work need to be done to persuade people to frequent those facilities.

Types	%
Frequently	14.9
Sometimes	56.7
Never	26.7
There are no facilities	1.7

20 OVERALL SATISFACTION ON THE STANDARD OF EXISTING MUNICIPAL COMMUNITY FACILITIES

The level of satisfaction on the standard of existing municipal community facilities is 11.7% not completely satisfactory and 5% totally unsatisfactory. The state of these facilities should be improved.

Level of Satisfaction	%
Excellent	30.0
Satisfactory	53.3
Not completely satisfactory	11.7
Totally unsatisfactory	5.0

21 OVERALL SATISFACTION OF THE STANDARD OF MOTOR VEHICLE LICENCING SERVICES

The level of satisfaction of the standard of Motor Vehicle Licensing service is 5% not completely satisfactory and 3.3% totally unsatisfactory.

Level of Satisfaction	%
Excellent	21.7
Satisfactory	70.0
Not completely satisfactory	5.0
Totally unsatisfactory	3.3

22 OVERALL SATISFACTION OF THE UMHLATHUZE TRAFFIC LAW ENFORCEMENT VISIBILITY (NOTE NOT SAPS)

The level of satisfaction of the uMlathuze Traffic Law Enforcement visibility is 8.3% not completely satisfactory and 1.7% satisfactory. More could be done so that visibility is increased.

Level of Satisfaction	%
Excellent	10.0
Satisfactory	80.0
Not completely satisfactory	8.3
Totally unsatisfactory	1.7

23 TYPES OF EMERGENCY SERVICES CALLED AFTER HOURS IN THE PAST 12 MONTHS AND RESPONSE TIME

The types of emergency service called after hours in the past 12 months are mostly for water and its satisfaction is 33.3%. All the categories of emergency services can use an improved standard and quality of delivering services.

Level of Satisfaction	MUNICIPAL EMERGENCY SERVICES				
	Water	Sewerage	Electricity	Law-enforcement	Fire& rescue Services
Excellent	15	5	8.3	5.0	5.0
Satisfactory	33.3	33	22.7	5.0	16.7
Not completely satisfactory	11.7	0	5	0	1.7
Totally unsatisfactory	3.3	0	0	0	1.7
Not Applicable	36.7	62	64	90	74.9

24 OVERALL SATISFACTION WITH THE MEANS AND RESPONSE RECEIVED WHEN COMPLAINING ON MUNICIPAL SERVICES

3.3% and 26.7% are totally and not completely satisfied with the level of help received when complaining on municipal services. Survey can be taken so that problem areas are identified and worked on.

Level of Satisfaction	%
Excellent	6.7
Satisfactory	63.3
Not completely satisfactory	26.7
Totally unsatisfactory	3.3

KEY REMARKS FROM THE WARD

The overall satisfactions and unsatisfactory levels of the ward can be summarised as follows:

- Clinic service is not satisfactory; staff members are arrogant and delay to treat patients.
- Electricity service is too expensive,
- Rural roads are not in good condition, they are small and do not have street lights.
- People do not know about the uMhlathuze newsletter.
- Residents are not informed about IDP/Budget meetings.
- People at the help desk seem to be impatient to handle clients.
- Municipal sports facilities and halls are not in good condition.
- Traffic law enforcement officers are rarely seen in our area.
- After hour services delay to respond or do not respond.
- Sanitation services are poor; many people do not have toilets.

SECTION 9. SATISFACTION ANALYSIS FROM WARD 9

150 households were surveyed in ward nine that included areas such as Dumisani Makhaye Village 90, Empangeni Rail 30, Gemini 30 and the outcome of the analysis is presented below.

1 TYPE OF WATER SUPPLY SERVICE USED

The following table illustrates the dominant type of water supply service used to provide residences with water is yard tape (46.7%), followed by house connection (40.0%)

Types	%
House connection	40.0
Yard tape	46.7
Communal supply <200m	5.3
Communal supply >200m	2.7
Borehole	0
No supply	5.3

2 OVERALL SATISFACTION OF THE WATER SUPPLY SERVICE

80% of the residents surveyed in this ward are satisfied with the level of water supply service, rating it excellent 37.3% and satisfactory 44.7% respectively.

Level of Satisfaction	%
Excellent	37.3
Satisfactory	44.7
Not completely satisfactory	12.7
Totally unsatisfactory	5.3

3 TYPE OF SANITATION/SEWERAGE SERVICE RECEIVED

The three dominant types of sanitation or sewerage services received are by means of flushing toilets 42.7%, VIP Concrete 35.3% and sandpit Latrine 20.0%

Types	%
Flushing toilet	42.7
VIP's (Concrete)	35.3
Sandpit Latrine	20.0
No Toilet	2.0

4 OVERALL SATISFACTION OF THE SANITATION / SEWERAGE SERVICES

The residents in Ward 9 are satisfied with the Sanitation and Sewerage service provided; the respondents scored excellent 30.7% and satisfactory at 37.3%.

Level of Satisfaction	%
Excellent	30.7
Satisfactory	37.3
Not completely satisfactory	11.3
Totally unsatisfactory	20.7

5 TYPE OF DOMESTIC REFUSE REMOVAL SERVICE RECEIVED

Domestic refuse removal service in this ward is supplied by means of 240 litre bins 29.4% however 43.3% of respondents do not receive this service.

Types	%
240 litre Bin	29.4
Black bags	0
Communal Bin	27.3
No service	43.3

6 OVERALL SATISFACTION OF THE REFUSE REMOVAL SERVICE

The level of satisfaction of the refuse removal service is low in this ward 12.7% and 26.7% are not completely or totally satisfied. The relevant department must say why majority of respondents in this ward are unhappy with this service.

Level of Satisfaction	%
Excellent	35.9
Satisfactory	24.7
Not completely satisfactory	12.7
Totally unsatisfactory	26.7

7 MUNICIPAL HEALTH CARE SERVICES USED IN THE PAST 12 MONTHS

The biggest proportion of healthcare used in the last 12 months in this Municipality has been for health other than HIV/Aids and this was reported as satisfactory. Other areas of treatment can improve if they are properly equipped with the resources that are needed.

Level of Satisfaction	HEALTH CARE SERVICES				
	Cholera treatment	HIV/AIDS education & counselling	TB treatment	Inoculations	Health (other than HIV/AIDS)
Excellent	2.7	6.7	10.7	12.7	14.0
Satisfactory	2.0	7.3	10.0	12.7	30.7
Not completely satisfactory	0.7	0.7	0.7	0.7	6.0
Totally unsatisfactory	0.7	0	0.7	0.7	2.7
Not applicable	93.9	85.3	77.9	73.2	46.6

8 OVERALL SATISFACTION OF THE ELECTRICAL POWER SUPPLY SERVICE

3.3% of respondents are totally unsatisfied, and 2.7% are not completely satisfied with the level of electrical power service received. Although the majority is satisfied

Level of Satisfaction	%
Excellent	53.3
Satisfactory	40.7
Not completely satisfactory	2.7
Totally unsatisfactory	3.3

9 OVERALL SATISFACTION WITH THE CONDITION OF PROVINCIAL ROADS (RURAL AREAS) IN IMMEDIATE AREA

The level of satisfaction with the condition of rural municipal roads is medium at only 8.7% not completely satisfactory and 3.3% totally unsatisfactory this is not acceptable. These roads need to be maintained consistently so as to keep them in good condition.

Level of Satisfaction	%
Excellent	30.7
Satisfactory	57.3
Not completely satisfactory	8.7
Totally unsatisfactory	3.3

10 OVERALL SATISFACTION WITH THE CONDITION OF MUNICIPAL STREETS (URBAN AREAS) IN IMMEDIATE AREA

The level of satisfaction in urban municipal streets is better than rural only 5.3% are not completely satisfied and 1.3% totally unsatisfied. Repairs and maintenance work must be carried out in relevant areas.

Level of Satisfaction	%
Excellent	62.7
Satisfactory	30.7
Not completely satisfactory	5.3
Totally unsatisfactory	1.3

11 MUNICIPAL MEANS OF COMMUNICATION

The highest level of communication in the Municipality is through the Ward committees this is good but attendance at meeting can be improved as well.

Types	%
uMhlathuze newsletter	4.7
Personal contact	34.0
Ward committees	51.3
Telephonic	4.7
Radio	1.3
No contact	4.0

12 OVERALL SATISFACTION OF THE COMMUNICATION WITH THE MUNICIPALITY

The level of satisfaction in the communication with the Municipality is high at 46.7% satisfactory and 41.3% excellent. A low number say it is not completely satisfactory and 3.3% totally unsatisfactory and 8.7% not completely satisfied, by receiving the newsletter these people will be able to know what is happening in their area.

Level of Satisfaction	%
Excellent	41.3
Satisfactory	46.7
Not completely satisfactory	8.7
Totally unsatisfactory	3.3

13 OVERALL SATISFACTION OF THE SUITABILITY OF INFORMATION IN THE UMHLATHUZE NEWSLETTER

8.7% of respondents are totally unsatisfied and 6% find the content in the newsletter not completely satisfactory. Perhaps the editors can run a survey to find out what information people would like to read about.

Level of Satisfaction	%
Excellent	14.0
Satisfactory	71.3
Not completely satisfactory	6.0
Totally unsatisfactory	8.7

14 OVERALL SATISFACTION ON THE INFORMATION ABOUT IDP / BUDGET PROCESS TO ADDRESS THE NEEDS

4.7% and 7.3% find the information about the IDP and budget process totally unsatisfactory and not completely satisfactory. The information in the budget process can be simplified and made user friendly so that people can understand what it means.

Level of Satisfaction	%
Excellent	40.7
Satisfactory	47.3
Not completely satisfactory	7.3
Totally unsatisfactory	4.7

15 OVERALL SATISFACTION ON THE ASSISTANCE RECEIVED FROM HELP DESKS WHEN LODGING QUERIES

The level of satisfaction on the assistance received from help desks when having queries had a good response only 5.3% and 6.7% of people find that it could benefit from improvement

Level of Satisfaction	%
Excellent	28.7
Satisfactory	59.3
Not completely satisfactory	6.7
Totally unsatisfactory	5.3

16 OVERALL SATISFACTION OF THE ACCURACY AND PUNCTUALITY OF THE MUNICIPAL ACCOUNT

The level of satisfaction on the accuracy and punctuality of the municipal account can be improved if the information is easy to read and understand only a small number think it is unsatisfactory at 8%.

Level of Satisfaction	%
Excellent	44.7
Satisfactory	47.3
Not completely satisfactory	6.7
Totally unsatisfactory	1.3

17 THE EXTENT OF USING THE EXISTING MUNICIPAL SPORTS FACILITIES?

18% of respondents have never used sports facilities and 7.3% think there are no sports facilities more publicity about this service is needed so there are better usage rates.

Level of Satisfaction	%
Frequently	22.7
Sometimes	52.0
Never	18.0
There are no facilities	7.3

18 OVERALL SATISFACTION WITH THE STANDARD OF MUNICIPAL SPORTS FACILITIES USED

The level of satisfaction with the standard of sports facilities is 1.3% totally unsatisfactory and 14% not completely satisfactory care and maintenance of facilities should be carried out regularly.

Level of Satisfaction	%
Excellent	49.3
Satisfactory	35.4
Not completely satisfactory	14.0
Totally unsatisfactory	1.3

19 THE EXTENT OF USING THE EXISTING MUNICIPAL COMMUNITY FACILITIES (LIBRARIES, COMMUNITY HALLS, ETC)

The extent of using the existing municipal community facilities is 14.7% never and 12% there are no facilities. More work need to be done to persuade people to frequent those facilities.

Types	%
Frequently	25.3
Sometimes	48.0
Never	14.7
There are no facilities	12.0

20 OVERALL SATISFACTION ON THE STANDARD OF EXISTING MUNICIPAL COMMUNITY FACILITIES

The level of satisfaction on the standard of existing municipal community facilities is 10.7% not completely satisfactory and 1.3% totally unsatisfactory. The state of these facilities should be improved.

Level of Satisfaction	%
Excellent	48.7
Satisfactory	39.3
Not completely satisfactory	10.7
Totally unsatisfactory	1.3

21 OVERALL SATISFACTION OF THE STANDARD OF MOTOR VEHICLE LICENCING SERVICES

The level of satisfaction of the standard received from the Motor Vehicle Licensing services is 2.0% totally unsatisfactory and 6.7% not completely satisfactory. This needs to be improved.

Level of Satisfaction	%
Excellent	57.3
Satisfactory	34.0
Not completely satisfactory	6.7
Totally unsatisfactory	2.0

22 OVERALL SATISFACTION OF THE UMHLATHUZE TRAFFIC LAW ENFORCEMENT VISIBILITY (NOTE NOT SAPS)

The level of satisfaction of the uMhlathuze Traffic Law Enforcement is 6% unsatisfactory and 18% not completely satisfactory.

Level of Satisfaction	%
Excellent	30.0
Satisfactory	46.0
Not completely satisfactory	18.0
Totally unsatisfactory	6.0

23 TYPES OF EMERGENCY SERVICES CALLED AFTER HOURS IN THE PAST 12 MONTHS AND RESPONSE TIME

The types of emergency service called after hours in the past 12 months are mostly for water and electricity. In terms of the satisfaction levels, the water scored 43.3% while the electricity had 40%. All the categories of emergency services can use an improved standard and quality of delivering services.

Level of Satisfaction	MUNICIPAL EMERGENCY SERVICES				
	Water	Sewerage	Electricity	Law-enforcement	Fire& rescue Services
Excellent	18.7	10.0	13.3	2.0	8.0
Satisfactory	43.3	18.0	40.0	8.7	16.0
Not completely satisfactory	8.7	2.7	5.3	2.7	1.3
Totally unsatisfactory	2.0	8.0	2.0	8.0	0.7
Not applicable	27.3	61.3	39.4	78.6	74

24 OVERALL SATISFACTION WITH THE MEANS AND RESPONSE RECEIVED WHEN COMPLAINING ON MUNICIPAL SERVICES

The level of satisfaction with the means and response received when complaining on municipal services in unsatisfactory at 5.3% and not completely satisfactory at 8%, surveys and audits can be used to find out where problems are occurring.

Level of Satisfaction	%
Excellent	28.0
Satisfactory	58.7
Not completely satisfactory	8.0
Totally unsatisfactory	5.3

KEY REMARKS FROM THE WARD

The overall satisfactions and unsatisfactory levels of the ward can be summarised as follows:

- There are electricity outages without notice; some homes do not have electricity.
- Need community facilities, sports ground, library, halls.
- Roads are narrow and need street lights.
- Water supply is not made available in some areas; and water interruptions happen without a notice.
- Motor vehicle licencing services need more improvement.
- uMhlathuze Traffic Law enforcement are not frequenting this area.
- Refuse bins needs to be collected more often.
- Clinic services are poorly provided and clinics need more friendly staff members.

SECTION 10. SATISFACTION ANALYSIS FROM WARD 10

90 households were surveyed in ward ten that included areas such as Kwadlangwezwa: Mvuzemvuzwe 20, Msasandla 20, Thatha Falazi 30, Mangezi 20, and the outcome of the analysis is presented below.

1 TYPE OF WATER SUPPLY SERVICE USED

The following table illustrates the dominant type of water supply service used to provide residences with water is yard tape (72.2%), followed by house connection (12.3%)

Types	%
House connection	12.3
Yard tape	72.2
Communal supply <200m	4.4
Communal supply >200m	2.2
Borehole	0
No supply	8.9

2 OVERALL SATISFACTION OF THE WATER SUPPLY SERVICE

76.7% of the residents surveyed in this ward are satisfied with the level of water supply service, rating it excellent 34.4% and satisfactory 46.7% respectively

Level of Satisfaction	%
Excellent	34.4
Satisfactory	46.7
Not completely satisfactory	12.2
Totally unsatisfactory	6.7

3 TYPE OF SANITATION/SEWERAGE SERVICE RECEIVED

Sanitation or sewerage services received are by means of VIP Concrete 53.3%, sandpit latrine 27.8% and Flushing toilets 10.0%

Types	%
Flushing toilet	10.0
VIP's (Concrete)	53.3
Sandpit Latrine	27.8
No Toilet	8.9

4 OVERALL SATISFACTION OF THE SANITATION / SEWERAGE SERVICES

The residents in this Ward are satisfied with the Sanitation and Sewerage service provided; the respondents scored Excellent 27.8% and Satisfactory at 40.0%.

Level of Satisfaction	%
Excellent	27.8
Satisfactory	40.0
Not completely satisfactory	12.2
Totally unsatisfactory	20.0

5 TYPE OF DOMESTIC REFUSE REMOVAL SERVICE RECEIVED

Domestic refuse removal service in this ward is supplied by means of Communal bin 24.4% and 51.1% do not receive this service.

Types	%
240 litre Bin	16.7
Black bags	7.8
Communal Bin	24.4
No service	51.1

6 OVERALL SATISFACTION OF THE REFUSE REMOVAL SERVICE

The level of satisfaction of the refuse removal service is low in this ward 15.6% and 32.2% are not completely or totally satisfied. The relevant department must say why majority of respondents in this ward are unhappy with this service.

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Level of Satisfaction	%
Excellent	24.4
Satisfactory	27.8
Not completely satisfactory	15.6
Totally unsatisfactory	32.2

7 MUNICIPAL HEALTH CARE SERVICES USED IN THE PAST 12 MONTHS

The healthcare service that was rated high TB and HIV/Aids Counselling at 24.4 and 22.2% excellent respectively. A better and improved standard in healthcare service in all the relevant categories surveyed

Level of Satisfaction	HEALTH CARE SERVICES				
	Cholera treatment	HIV AIDS education & counselling	TB treatment	Inoculations	Health (other than HIV/AIDS)
Excellent	15.6	22.2	24.4	20.0	17.8
Satisfactory	3.3	12.2	13.3	11.1	21.1
Not completely satisfactory	1.1	2.2	0	3.3	3.3
Totally unsatisfactory	0	0	0	1.1	2.2
Not applicable	80	63.4	62.3	64.5	55.6

8 OVERALL SATISFACTION OF THE ELECTRICAL POWER SUPPLY SERVICE

8.9% of respondents are totally unsatisfied, and 13.3% are not completely satisfied with the level of electrical power service received. Although the majority is satisfied more can be done to improve the service.

Level of Satisfaction	%
Excellent	48.9
Satisfactory	28.9
Not completely satisfactory	13.3
Totally unsatisfactory	8.9

9 OVERALL SATISFACTION WITH THE CONDITION OF PROVINCIAL ROADS (RURAL AREAS) IN IMMEDIATE AREA

The level of satisfaction with the condition of rural municipal roads is medium at only 16.7% not completely satisfactory and 13.3% totally unsatisfactory this is a major concern. These roads need to be maintained consistently so as to keep them in better condition.

Level of Satisfaction	%
Excellent	18.9
Satisfactory	51.1
Not completely satisfactory	16.7
Totally unsatisfactory	13.3

10 OVERALL SATISFACTION WITH THE CONDITION OF MUNICIPAL STREETS (URBAN AREAS) IN IMMEDIATE AREA

The level of satisfaction in urban municipal streets is better than rural only 12.2% are not completely satisfied and 6.7% totally unsatisfied. Repairs and maintenance work must be carried out in relevant areas.

Level of Satisfaction	%
Excellent	54.4
Satisfactory	26.7
Not completely satisfactory	12.2
Totally unsatisfactory	6.7

11 MUNICIPAL MEANS OF COMMUNICATION

The highest level of communication in the Municipality is through the Ward committees this is good but attendance at meeting can be improved as well.

Types	%
uMhlathuze newsletter	6.6
Personal contact	12.2
Ward committees	68.9
Telephonic	5.6
Radio	2.2
No contact	4.4

12 OVERALL SATISFACTION OF THE COMMUNICATION WITH THE MUNICIPALITY

The level of satisfaction in the communication with the Municipality is high at 36.7% satisfactory and 35.6% excellent. A low number say it is not completely satisfactory and 6.7% totally unsatisfactory and 18.9% not completely satisfied, by receiving regular contact these people will be able to be satisfied with communication.

Level of Satisfaction	%
Excellent	37.7
Satisfactory	36.7
Not completely satisfactory	18.9
Totally unsatisfactory	6.7

13 OVERALL SATISFACTION OF THE SUITABILITY OF INFORMATION IN THE UMHLATHUZE NEWSLETTER

18.9% of respondents are totally unsatisfied and 4.4% find the content in the newsletter not completely satisfactory. Perhaps the editors can run a survey to find out what information people would like to read about.

Level of Satisfaction	%
Excellent	20.0
Satisfactory	56.7
Not completely satisfactory	4.4
Totally unsatisfactory	18.9

14 OVERALL SATISFACTION ON THE INFORMATION ABOUT IDP / BUDGET PROCESS TO ADDRESS THE NEEDS

8.9% and 6.7% find the information about the IDP and budget process totally unsatisfactory and not completely satisfactory. The information in the budget process can be simplified and made user friendly so that people can understand what it means.

Level of Satisfaction	%
Excellent	43.3
Satisfactory	41.1
Not completely satisfactory	6.7
Totally unsatisfactory	8.9

15 OVERALL SATISFACTION ON THE ASSISTANCE RECEIVED FROM HELP DESKS WHEN LODGING QUERIES

The level of satisfaction on the assistance received from help desks when having queries had a good response only 3.3% and 6.7% of people find that it could benefit from improvement

Level of Satisfaction	%
Excellent	32.2
Satisfactory	57.8
Not completely satisfactory	6.7
Totally unsatisfactory	3.3

16 OVERALL SATISFACTION OF THE ACCURACY AND PUNCTUALITY OF THE MUNICIPAL ACCOUNT

The level of satisfaction on the accuracy and punctuality of the municipal account can be improved if the information is easy to read and understand only a small number think it is unsatisfactory at 11.1% and 5.6% think it is totally unsatisfactory.

Level of Satisfaction	%
Excellent	35.5
Satisfactory	47.8
Not completely satisfactory	11.1
Totally unsatisfactory	5.6

17 THE EXTENT OF USING THE EXISTING MUNICIPAL SPORTS FACILITIES?

27.8% of respondents have never used sports facilities and 7.8% think there are no sports facilities more publicity about this service is needed so there are better usage rates.

Level of Satisfaction	%
Frequently	17.7
Sometimes	46.7
Never	27.8
There are no facilities	7.8

18 OVERALL SATISFACTION WITH THE STANDARD OF MUNICIPAL SPORTS FACILITIES USED

The level of satisfaction with the standard of sports facilities 4.4% totally unsatisfactory and 10% not completely satisfactory care and maintenance of facilities should be carried out regularly.

Level of Satisfaction	%
Excellent	37.8
Satisfactory	47.8
Not completely satisfactory	10.0
Totally unsatisfactory	4.4

19 THE EXTENT OF USING THE EXISTING MUNICIPAL COMMUNITY FACILITIES (LIBRARIES, COMMUNITY HALLS, ETC)

The extent of using the existing municipal community facilities is 28.9% never and 15.6% there are no facilities. More marketing is need for this service.

Types	%
Frequently	16.6
Sometimes	38.9
Never	28.9
There are no facilities	15.6

20 OVERALL SATISFACTION ON THE STANDARD OF EXISTING MUNICIPAL COMMUNITY FACILITIES

The level of satisfaction on the standard of existing municipal community facilities is 10% not completely satisfactory and 7.8% totally unsatisfactory. The state of these facilities should be improved.

Level of Satisfaction	%
Excellent	46.7
Satisfactory	35.6
Not completely satisfactory	10.0
Totally unsatisfactory	7.8

21 OVERALL SATISFACTION OF THE STANDARD OF MOTOR VEHICLE LICENCING SERVICES

The level of satisfaction of the uMhlathuze Traffic Law Enforcement visibility is 6.7% not completely satisfactory and 10% totally unsatisfactory. More could be done so that visibility is increased.

Level of Satisfaction	%
Excellent	51.1
Satisfactory	32.2
Not completely satisfactory	6.7
Totally unsatisfactory	10.0

22 OVERALL SATISFACTION OF THE UMHLATHUZE TRAFFIC LAW ENFORCEMENT VISIBILITY (NOTE NOT SAPS)

The level of satisfaction of the uMhlathuze Law Enforcement visibility is moderate 27.8% of respondents are not satisfied. Visibility should be promoted in the Municipality.

Level of Satisfaction	%
Excellent	44.4
Satisfactory	27.8
Not completely satisfactory	7.8
Totally unsatisfactory	20.0

23 TYPES OF EMERGENCY SERVICES CALLED AFTER HOURS IN THE PAST 12 MONTHS AND RESPONSE TIME

The types of emergency service called after hours in the past 12 months are mostly for water and its satisfaction is 32.2%. All the categories of emergency services can use an improved standard and quality of delivering services.

Level of Satisfaction	MUNICIPAL EMERGENCY SERVICES				
	Water	Sewerage	Electricity	Law-enforcement	Fire& rescue Services
Excellent	32.2	15.6	23.3	10.0	10.0
Satisfactory	14.4	20.0	20.0	6.7	7.8
Not completely satisfactory	4.4	3.3	7.8	1.1	1.1
Totally unsatisfactory	2.2	2.2	0	1.1	0
Not Applicable	46.8	58.9	48.9	81.1	81.1

24 OVERALL SATISFACTION WITH THE MEANS AND RESPONSE RECEIVED WHEN COMPLAINING ON MUNICIPAL SERVICES

The level of satisfaction with the means and response received when complaining on municipal services is unsatisfactory at 6.7% and not completely satisfactory at 12.2%, surveys and audits can be used to find out where problems are occurring.

Level of Satisfaction	%
Excellent	42.2
Satisfactory	38.9
Not completely satisfactory	12.2
Totally unsatisfactory	6.7

KEY REMARKS FROM THE WARD

The overall satisfactions and unsatisfactory levels of the ward can be summarised as follows:

- More Communal refuse bins are needed.
- The area needs facilities i.e. Library, community halls and sports ground.
- There is a lack of water and electricity supply services and people need notice before interruptions.
- Municipal roads need maintenance; some are small and need street lights.
- There is a need for a motor vehicle licence office in this area.
- The traffic law enforcement is not visible in this area.
- After hours municipal services need improvement.
- Sanitation services are needed; some residents do not have proper toilets.
- Lack of Refuse removal services, residents resort to the burning of their refuse /dirt.
- Municipal health care services are not satisfactory and need more staff.

SECTION 11. SATISFACTION ANALYSIS FROM WARD 11

60 households were surveyed in ward eleven that included areas such as Kwadlangwezwa: Ongoye Mission 5, Sihuzu 5, Matholonjeni 10, Manzamnyama 10, Nsiwa 10, Nhlangenyke 10, Thondo 10 and the outcome of the analysis is presented below.

1 TYPE OF WATER SUPPLY SERVICE USED

The following table illustrates the dominant type of water supply service used to provide residences with water is yard tape (61.7%), followed by communal supply <200m (10.0%)

Types	%
House connection	8.3
Yard tape	61.7
Communal supply <200m	10.0
Communal supply >200m	3.3
Borehole	3.3
No supply	13.3

2 OVERALL SATISFACTION OF THE WATER SUPPLY SERVICE

68.3% of the residents surveyed in this ward are not satisfied with the level of water supply service, rating it 28.3 not completely satisfactory and 40% totally unsatisfactory.

Level of Satisfaction	%
Excellent	18.4
Satisfactory	13.3
Not completely satisfactory	28.3
Totally unsatisfactory	40.0

3 TYPE OF SANITATION/SEWERAGE SERVICE RECEIVED

Sanitation or sewerage services received are by means of VIP Concrete 38.3%, sandpit latrine 28.3% and flushing toilets 18.4%

Types	%
Flushing toilet	18.4
VIP's (Concrete)	38.3
Sandpit Latrine	28.3
No Toilet	15.0

4 OVERALL SATISFACTION OF THE SANITATION / SEWERAGE SERVICES

The residents in this ward are satisfied with the sanitation and sewerage service provided; the respondents scored excellent 44.9% and satisfactory at 16.7%.

Level of Satisfaction	%
Excellent	44.9
Satisfactory	16.7
Not completely satisfactory	16.7
Totally unsatisfactory	21.7

5 TYPE OF DOMESTIC REFUSE REMOVAL SERVICE RECEIVED

Domestic refuse removal service in this ward is supplied by means of Communal Bin 23.3%, however 61.7% of respondents said that they do not receive this service.

Types	%
240 litre Bin	10.0
Black bags	5.0
Communal Bin	23.3
No service	61.7

6 OVERALL SATISFACTION OF THE REFUSE REMOVAL SERVICE

The level of satisfaction of the refuse removal service is low in this ward 16.7% and 35% are not completely or totally satisfied. The relevant department must say why majority of respondents in this ward are unhappy with this service.

Level of Satisfaction	%
Excellent	35.0
Satisfactory	13.3
Not completely satisfactory	16.7
Totally unsatisfactory	35.0

7 MUNICIPAL HEALTH CARE SERVICES USED IN THE PAST 12 MONTHS

The healthcare service that was rated high is Inoculations and Health (other than HIV/Aids) at 36.7% and 31.7% excellent respectively. A better and improved standard in healthcare service in all the relevant categories surveyed.

Level of Satisfaction	HEALTH CARE SERVICES				
	Cholera treatment	HIV AIDS education & counselling	TB treatment	Inoculations	Health (other than HIV/AIDS)
Excellent	20.0	11.7	16.7	36.7	31.7
Satisfactory	11.7	16.7	13.3	23.3	41.7
Not completely satisfactory	5.0	3.3	5.0	5.0	5.0
Totally unsatisfactory	0	0	0	0	0.0
Not Applicable	63.3	68.3	65	35	21.6

8 OVERALL SATISFACTION OF THE ELECTRICAL POWER SUPPLY SERVICE

8.3% of respondents are totally unsatisfied, and 21.7% are not completely satisfied with the level of electrical power service received. Although the majority is satisfied the Municipality can do more to improve satisfaction.

Level of Satisfaction	%
Excellent	26.7
Satisfactory	43.3
Not completely satisfactory	21.7
Totally unsatisfactory	8.3

9 OVERALL SATISFACTION WITH THE CONDITION OF PROVINCIAL ROADS (RURAL AREAS) IN IMMEDIATE AREA

The level of satisfaction with the condition of rural municipal roads is medium at only 20% not completely satisfactory and 1.7% totally unsatisfactory this is a major concern. These roads need to be maintained consistently so as to keep them in good condition.

Level of Satisfaction	%
Excellent	40.0
Satisfactory	38.3
Not completely satisfactory	20.0
Totally unsatisfactory	1.7

10 OVERALL SATISFACTION WITH THE CONDITION OF MUNICIPAL STREETS (URBAN AREAS) IN IMMEDIATE AREA

The level of satisfaction in urban municipal streets is better than rural only 36.7% are not completely satisfied and 1.7% totally unsatisfied. Repairs and maintenance work must be carried out in relevant areas.

Level of Satisfaction	%
Excellent	28.3
Satisfactory	33.3
Not completely satisfactory	36.7
Totally unsatisfactory	1.7

11 MUNICIPAL MEANS OF COMMUNICATION

The highest level of communication in the Municipality is through the Ward committees this is good but attendance at meeting can be improved as well.

Types	%
uMhlathuze newsletter	3.3
Personal contact	15.0
Ward committees	80.0
Telephonic	1.7
Radio	0
No contact	0

12 OVERALL SATISFACTION OF THE COMMUNICATION WITH THE MUNICIPALITY

The level of satisfaction in the communication with the Municipality is high at 38.3% satisfactory and 30.0% excellent. A low number say it is not completely satisfactory 31.7%, by receiving regular contact these people will be able to be satisfied with communication.

Level of Satisfaction	%
Excellent	30.0
Satisfactory	38.3
Not completely satisfactory	31.7
Totally unsatisfactory	0.0

13 OVERALL SATISFACTION OF THE SUITABILITY OF INFORMATION IN THE UMHLATHUZE NEWSLETTER

3.3% of respondents are totally unsatisfied and 31.7% find the content in the newsletter not completely satisfactory. Perhaps the editors can run a survey to find out what information people would like to read about.

Level of Satisfaction	%
Excellent	25.0
Satisfactory	40.0
Not completely satisfactory	31.7
Totally unsatisfactory	3.3

14 OVERALL SATISFACTION ON THE INFORMATION ABOUT IDP / BUDGET PROCESS TO ADDRESS THE NEEDS

5% and 26.7% find the information about the IDP and budget process totally unsatisfactory and not completely satisfactory. The information in the budget process can be simplified and made user friendly so that people can understand what it means.

Level of Satisfaction	%
Excellent	28.3
Satisfactory	40.0
Not completely satisfactory	26.7
Totally unsatisfactory	5.0

15 OVERALL SATISFACTION ON THE ASSISTANCE RECEIVED FROM HELP DESKS WHEN LODGING QUERIES

The level of satisfaction on the assistance received from help desks when having queries had a response of only 8.3% and 36.7% of people find that it could benefit from improvement.

Level of Satisfaction	%
Excellent	20.0
Satisfactory	35.0
Not completely satisfactory	36.7
Totally unsatisfactory	8.3

16 OVERALL SATISFACTION OF THE ACCURACY AND PUNCTUALITY OF THE MUNICIPAL ACCOUNT

The level of satisfaction on the accuracy and punctuality of the municipal account can be improved if the information is easy to read and understand 13.3% and 21.7% say it needs improvement.

Level of Satisfaction	%
Excellent	26.7
Satisfactory	38.3
Not completely satisfactory	21.7
Totally unsatisfactory	13.3

17 THE EXTENT OF USING THE EXISTING MUNICIPAL SPORTS FACILITIES?

35% of respondents have never used sports facilities and 20% think there are no sports facilities more publicity about this service is needed so there are better usage rates.

Level of Satisfaction	%
Frequently	20.0
Sometimes	25.0
Never	35.0
There are no facilities	20.0

18 OVERALL SATISFACTION WITH THE STANDARD OF MUNICIPAL SPORTS FACILITIES USED

The level of satisfaction with the standard of sports facilities is 26.7% totally unsatisfactory and 28.3% not completely satisfactory care and maintenance of facilities should be carried out regularly.

Level of Satisfaction	%
Excellent	26.4
Satisfactory	28.6
Not completely satisfactory	28.3
Totally unsatisfactory	26.7

19 THE EXTENT OF USING THE EXISTING MUNICIPAL COMMUNITY FACILITIES (LIBRARIES, COMMUNITY HALLS, ETC)

The extent of using the existing municipal community facilities is 23.3% never and 28.3% there are no facilities. More work need to be done to persuade people to frequent those facilities.

Types	%
Frequently	3.4
Sometimes	45.0
Never	23.3
There are no facilities	28.3

20 OVERALL SATISFACTION ON THE STANDARD OF EXISTING MUNICIPAL COMMUNITY FACILITIES

The level of satisfaction on the standard of existing municipal community facilities is 26.7% not completely satisfactory and 26.7% totally unsatisfactory. The state of these facilities should be improved.

Level of Satisfaction	%
Excellent	13.3
Satisfactory	33.3
Not completely satisfactory	26.7
Totally unsatisfactory	26.7

21 OVERALL SATISFACTION OF THE STANDARD OF MOTOR VEHICLE LICENCING SERVICES

The level of satisfaction of the uMlathuze Traffic Law Enforcement visibility is 16.7% not completely satisfactory and 20% totally unsatisfactory. More could be done so that visibility is increased.

Level of Satisfaction	%
Excellent	48.3
Satisfactory	15.0
Not completely satisfactory	16.7
Totally unsatisfactory	20.0

22 OVERALL SATISFACTION OF THE UMHLATHUZE TRAFFIC LAW ENFORCEMENT VISIBILITY (NOTE NOT SAPS)

The level of satisfaction of the uMhlathuze Law Enforcement visibility is low 63.3% of respondents are not satisfied. Visibility should be promoted in the Municipality.

Level of Satisfaction	%
Excellent	15.0
Satisfactory	21.7
Not completely satisfactory	35.0
Totally unsatisfactory	28.3

23 TYPES OF EMERGENCY SERVICES CALLED AFTER HOURS IN THE PAST 12 MONTHS AND RESPONSE TIME

The types of emergency service called after hours in the past 12 months are mostly for water and electricity and their satisfaction levels are 46.7% and 40% respectively. All the categories of emergency services can use an improved standard and quality of delivering services.

Level of Satisfaction	MUNICIPAL EMERGENCY SERVICES				
	Water	Sewerage	Electricity	Law-enforcement	Fire& rescue Services
Excellent	23.3	11.7	11.7	8.3	10.0
Satisfactory	46.7	18.3	40.0	15.0	15.0
Not completely satisfactory	5.0	1.7	10.0	3.3	1.7
Totally unsatisfactory	3.3	0	0	0	0
Not applicable	21.7	68.3	38.3	73.4	73.3

24 OVERALL SATISFACTION WITH THE MEANS AND RESPONSE RECEIVED WHEN COMPLAINING ON MUNICIPAL SERVICES

The level of satisfaction with the means and response received when complaining on municipal services is unsatisfactory at 5% and not completely satisfactory at 26.7%, surveys and audits can be used to find out where problems are occurring.

Level of Satisfaction	%
Excellent	23.3
Satisfactory	45.0
Not completely satisfactory	26.7
Totally unsatisfactory	5.0

KEY REMARKS FROM THE WARD

The overall satisfactions and unsatisfactory levels of the ward can be summarised as follows:

- Residents are not informed about IDP/ Budget meetings.
- The community needs facilities e.g. sports field, library, halls.
- Sanitation services are not satisfactory; residents need toilets in their homes.
- Lack of motor vehicle licencing services.
- Traffic law offices are not visible in our area.
- Lack of emergency service, need improvement.
- Limited water and electricity supply, and people need to be notified about the outages.
- Poor municipal health care services.
- Poor road maintenance.

SECTION 12. SATISFACTION ANALYSIS FROM WARD 12

60 households were surveyed in ward twelve that included areas such as eSikhawini: Mdlankala 20, Mcabango 20, eMacambini 20 and the outcome of the analysis is presented below.

1 TYPE OF WATER SUPPLY SERVICE USED

The following table illustrates the dominant type of water supply service used to provide residences with water is yard tape (68.3%), followed by house connection (31.7%)

Types	%
House connection	31.7
Yard tape	68.3
Communal supply <200m	0
Communal supply >200m	0
Borehole	0
No supply	0

2 OVERALL SATISFACTION OF THE WATER SUPPLY SERVICE

73.3% of the residents surveyed in this ward are satisfied with the level of water supply service, rating it excellent 36.7% and satisfactory 36.7% respectively.

Level of Satisfaction	%
Excellent	36.7
Satisfactory	36.6
Not completely satisfactory	21.7
Totally unsatisfactory	5.0

3 TYPE OF SANITATION/SEWERAGE SERVICE RECEIVED

The three dominant types of sanitation or sewerage services received are by means of flushing toilets 46.6%, followed by VIP Concrete 25% and Sandpit Latrine 16.7%

Types	%
Flushing toilet	46.6
VIP's (Concrete)	25.0
Sandpit Latrine	16.7
No Toilet	11.7

4 OVERALL SATISFACTION OF THE SANITATION / SEWERAGE SERVICES

83.4% of respondents are satisfied with the level of the sanitation/ sewerage services and 16.6% are not completely satisfied and totally satisfied

Level of Satisfaction	%
Excellent	31.7
Satisfactory	51.7
Not completely satisfactory	13.3
Totally unsatisfactory	3.3

5 TYPE OF DOMESTIC REFUSE REMOVAL SERVICE RECEIVED

Domestic refuse removal service in this ward is supplied by means of 249 litre Bins 31.7% and 36.7% of respondents do not receive this service.

Types	%
240 litre Bin	31.7
Black bags	8.3
Communal Bin	23.3
No service	36.7

6 OVERALL SATISFACTION OF THE REFUSE REMOVAL SERVICE

The level of satisfaction of the refuse removal service is low in this ward 10% and 15% are not completely or totally satisfied. This concern needs to be addressed by the relevant department.

Level of Satisfaction	%
Excellent	50.0
Satisfactory	25.0
Not completely satisfactory	10.0
Totally unsatisfactory	15.0

7 MUNICIPAL HEALTH CARE SERVICES USED IN THE PAST 12 MONTHS

The healthcare service that was rated high is Cholera treatment at 30% excellent. A better and improved standard in healthcare service in all the relevant categories surveyed.

UMHLATHUZE MUNICIPALITY CUSTOMER SATISFACTION SURVEY 2013

Level of Satisfaction	HEALTH CARE SERVICES				
	Cholera treatment	HIV/AIDS education & counselling	TB treatment	Inoculations	Health (other than HIV/AIDS)
Excellent	30.0	13.3	20.0	11.7	8.3
Satisfactory	3.3	5.0	1.7	3.3	1.7
Not completely satisfactory	3.3	1.7	0	1.7	3.3
Totally unsatisfactory	0	1.7	21.7	0	0
Not applicable	63.4	78.3	56.6	83.3	86.7

8 OVERALL SATISFACTION OF THE ELECTRICAL POWER SUPPLY SERVICE

10% of respondents are totally unsatisfied, and 10% are not completely satisfied with the level of electrical power service received. Although the majority is satisfied the Municipality can do more for the community.

Level of Satisfaction	%
Excellent	51.7
Satisfactory	28.3
Not completely satisfactory	10.0
Totally unsatisfactory	10.0

9 OVERALL SATISFACTION WITH THE CONDITION OF PROVINCIAL ROADS (RURAL AREAS) IN IMMEDIATE AREA

The level of satisfaction with the condition of rural municipal roads is very low at only 21.7% not completely satisfactory and 36.6% totally unsatisfactory this is a major concern. These roads need to be maintained consistently so as to keep them in good condition.

Level of Satisfaction	%
Excellent	21.7
Satisfactory	20.0
Not completely satisfactory	21.7
Totally unsatisfactory	36.6

10 OVERALL SATISFACTION WITH THE CONDITION OF MUNICIPAL STREETS (URBAN AREAS) IN IMMEDIATE AREA

The level of satisfaction in urban municipal streets is better than rural only 18.3% are not completely satisfied and 1.7% totally unsatisfied. Repairs and maintenance work must be carried out in relevant areas.

Level of Satisfaction	%
Excellent	45.0
Satisfactory	35.0
Not completely satisfactory	18.3
Totally unsatisfactory	1.7

11 MUNICIPAL MEANS OF COMMUNICATION

The highest level of communication in the Municipality is through the Ward committees this is good but other means of communication need to be improved as well.

Types	%
uMhlathuze newsletter	1.7
Personal contact	16.7
Ward committees	65.0
Telephonic	6.7
Radio	1.6
No contact	8.3

12 OVERALL SATISFACTION OF THE COMMUNICATION WITH THE MUNICIPALITY

The level of satisfaction in the communication with the Municipality is high at 29.9% satisfactory and 36.7% excellent. 21.7% say it is not completely satisfactory and 11.7% totally unsatisfactory, by receiving regular contact these people will be able to be satisfied with communication.

Level of Satisfaction	%
Excellent	36.7
Satisfactory	29.9
Not completely satisfactory	21.7
Totally unsatisfactory	11.7

13 OVERALL SATISFACTION OF THE SUITABILITY OF INFORMATION IN THE UMHLATHUZE NEWSLETTER

1.7% of respondents are totally unsatisfied and 20% find the content in the newsletter not completely satisfactory. Perhaps the editors can run a survey to find out what information people would like to read about.

Level of Satisfaction	%
Excellent	38.3
Satisfactory	40.0
Not completely satisfactory	20.0
Totally unsatisfactory	1.7

14 OVERALL SATISFACTION ON THE INFORMATION ABOUT IDP / BUDGET PROCESS TO ADDRESS THE NEEDS

6.7% and 33.3% find the information about the IDP and budget process totally unsatisfactory and not completely satisfactory. The information in the budget process can be simplified and made user friendly so that people can understand what it means.

Level of Satisfaction	%
Excellent	38.3
Satisfactory	21.7
Not completely satisfactory	33.3
Totally unsatisfactory	6.7

15 OVERALL SATISFACTION ON THE ASSISTANCE RECEIVED FROM HELP DESKS WHEN LODGING QUERIES

The level of satisfaction on the assistance received from help desks when having queries had a good response only 1.7% and 15% of people find that it could benefit from improvement

Level of Satisfaction	%
Excellent	51.7
Satisfactory	31.6
Not completely satisfactory	15.0
Totally unsatisfactory	1.7

16 OVERALL SATISFACTION OF THE ACCURACY AND PUNCTUALITY OF THE MUNICIPAL ACCOUNT

The level of satisfaction on the accuracy and punctuality of the municipal account can be improved if the information is easy to read and understand only 3.3% think it is totally unsatisfactory at and 15% say not completely satisfactory.

Level of Satisfaction	%
Excellent	45.0
Satisfactory	36.7
Not completely satisfactory	15.0
Totally unsatisfactory	3.3

17 THE EXTENT OF USING THE EXISTING MUNICIPAL SPORTS FACILITIES?

8.3% of respondents have never used sports facilities and 13.3% think there are no sports facilities more publicity about this service is needed so there are better usage rates.

Level of Satisfaction	%
Frequently	13.4
Sometimes	65.0
Never	8.3
There are no facilities	13.3

18 OVERALL SATISFACTION WITH THE STANDARD OF MUNICIPAL SPORTS FACILITIES USED

The level of satisfaction with the standard of sports facilities is 6.7% totally unsatisfactory and 13.3% not completely satisfactory care and maintenance of facilities should be carried out regularly.

Level of Satisfaction	%
Excellent	35.0
Satisfactory	45.7
Not completely satisfactory	13.3
Totally unsatisfactory	6.7

19 THE EXTENT OF USING THE EXISTING MUNICIPAL COMMUNITY FACILITIES (LIBRARIES, COMMUNITY HALLS, ETC)

The extent of using the existing municipal community facilities is 5% never and 13.3% there are no facilities. More work need to be done to persuade people to frequent those facilities.

Types	%
Frequently	26.7
Sometimes	55.0
Never	5.0
There are no facilities	13.3

20 OVERALL SATISFACTION ON THE STANDARD OF EXISTING MUNICIPAL COMMUNITY FACILITIES

The level of satisfaction on the standard of existing municipal community facilities is 20% not completely satisfactory and 13.3% totally unsatisfactory. The state of these facilities should be improved.

Level of Satisfaction	%
Excellent	38.3
Satisfactory	28.7
Not completely satisfactory	20.0
Totally unsatisfactory	13.3

21 OVERALL SATISFACTION OF THE STANDARD OF MOTOR VEHICLE LICENCING SERVICES

The level of satisfaction of the standard received from the Motor Vehicle Licensing services is 3.3% totally unsatisfactory and 15% not completely satisfactory. This needs to be improved.

Level of Satisfaction	%
Excellent	43.4
Satisfactory	38.3
Not completely satisfactory	15.0
Totally unsatisfactory	3.3

22 OVERALL SATISFACTION OF THE UMHLATHUZE TRAFFIC LAW ENFORCEMENT VISIBILITY (NOTE NOT SAPS)

The level of satisfaction of the uMhlathuze Law Enforcement visibility moderate but 30% of respondents are not satisfied. Visibility should be promoted in the Municipality.

Level of Satisfaction	%
Excellent	26.7
Satisfactory	43.3
Not completely satisfactory	18.3
Totally unsatisfactory	11.7

23 TYPES OF EMERGENCY SERVICES CALLED AFTER HOURS IN THE PAST 12 MONTHS AND RESPONSE TIME

The types of emergency service called after hours in the past 12 months are mostly for water and its satisfaction is 30%. All the categories of emergency services can use an improved standard and quality of delivering services.

Level of Satisfaction	MUNICIPAL EMERGENCY SERVICES				
	Water	Sewerage	Electricity	Law-enforcement	Fire& rescue Services
Excellent	30.0	6.7	10.0	1.7	10.0
Satisfactory	13.3	8.3	11.7	3.3	3.3
Not completely satisfactory	3.3	1.7	0	0	0
Totally unsatisfactory	0	1.7	21.7	0	0
Not applicable	53.4	81.6	56.6	95	86.7

24 OVERALL SATISFACTION WITH THE MEANS AND RESPONSE RECEIVED WHEN COMPLAINING ON MUNICIPAL SERVICES

The level of satisfaction with the means and response received when complaining on municipal services is unsatisfactory at 15% and not completely satisfactory at 15%, surveys and audits can be used to find out where problems are occurring.

UMHLATHUZE MUNICIPALITY CUSTOMER SATISFACTION SURVEY 2013

Level of Satisfaction	%
Excellent	41.7
Satisfactory	28.3
Not completely satisfactory	15.0
Totally unsatisfactory	15.0

KEY REMARKS FROM THE WARD

The overall satisfactions and unsatisfactory levels of the ward can be summarised as follows:

- Lack of water and electricity supply services, and people need to be notified about interruption of services.
- Sanitation and sewerage services need improvement.
- Lack of refuse removal services.
- Poor municipal health care services, they should open on weekends.
- Provincial roads need have potholes and need maintenance.
- There is a limited communication between the Municipality and the community.
- Residents want to be involved in IDP/budget processes.
- Assistance from the front deck needs improvement.
- There is a need for new community facilities since the existing ones have been damaged.
- uMhlathuze Traffic Law enforcement officers are only seen in town.
- It is difficult to get a response from municipal emergency services after hours.

SECTION 13. SATISFACTION ANALYSIS FROM WARD 13

90 households were surveyed in ward thirteen that included areas such as eSikhawini: Madaka, Mabuyeni, Mpembeni, Gubhethuka 90 and the outcome of the analysis is presented below.

1 TYPE OF WATER SUPPLY SERVICE USED

The following table illustrates the dominant type of water supply service used to provide residences with water is yard tape (70.0%), followed by house connection (17.8%)

Types	%
House connection	17.8
Yard tape	70.0
Communal supply <200m	5.6
Communal supply >200m	1.1
Borehole	2.2
No supply	3.3

2 OVERALL SATISFACTION OF THE WATER SUPPLY SERVICE

68.9% of the residents surveyed in this ward are satisfied with the level of water supply service, rating it Excellent 25.6% and Satisfactory 43.3% respectively.

Level of Satisfaction	%
Excellent	25.6
Satisfactory	43.3
Not completely satisfactory	16.7
Totally unsatisfactory	14.4

3 TYPE OF SANITATION/SEWERAGE SERVICE RECEIVED

Sanitation or sewerage services received are by means of VIP Concrete 43.3% and sandpit latrine 18.9% and 21.1% do not receive this service.

Types	%
Flushing toilet	16.7
VIP's (Concrete)	43.3
Sandpit Latrine	18.9
No Toilet	21.1

4 OVERALL SATISFACTION OF THE SANITATION / SEWERAGE SERVICES

The residents in this ward are satisfied with the Sanitation and Sewerage service provided; the respondents scored 45.5% Satisfactory and 28.9% completely unsatisfactory.

Level of Satisfaction	%
Excellent	15.6
Satisfactory	45.5
Not completely satisfactory	10.0
Totally unsatisfactory	28.9

5 TYPE OF DOMESTIC REFUSE REMOVAL SERVICE RECEIVED

Domestic refuse removal service in this ward is supplied by means of Communal Bins 33.3% and 46.7% do not receive this service.

Types	%
240 litre Bin	11.1
Black bags	8.9
Communal Bin	33.3
No service	46.7

6 OVERALL SATISFACTION OF THE REFUSE REMOVAL SERVICE

The level of satisfaction of the refuse removal service is low in this ward 5.6% and 34.4% are not completely or totally satisfied. The relevant department will need to address this challenge as the majority of respondents in this ward are unhappy with this service.

Level of Satisfaction	%
Excellent	20.0
Satisfactory	40.0
Not completely satisfactory	5.6
Totally unsatisfactory	34.4

7 MUNICIPAL HEALTH CARE SERVICES USED IN THE PAST 12 MONTHS

The healthcare service that was rated high is HIV/Aids education and counselling at 32.2% excellent. A better and improved standard in healthcare service in all the relevant categories surveyed.

Level of Satisfaction	HEALTH CARE SERVICES				
	Cholera treatment	HIV AIDS education & counselling	TB treatment	Inoculations	Health (other than HIV/AIDS)
Excellent	14.4	32.2	23.3	26.7	18.9
Satisfactory	17.8	17.8	18.9	11.1	22.2
Not completely satisfactory	4.4	2.2	2.2	3.3	2.2
Totally unsatisfactory	2.2	0	0	0	1.1
Not applicable	61.2	47.8	55.6	58.9	55.6

8 OVERALL SATISFACTION OF THE ELECTRICAL POWER SUPPLY SERVICE

4.4% of respondents are totally unsatisfied, and 12.2% are not completely satisfied with the level of electrical power service received. Although the majority is satisfied more work can still be done to improve the levels of satisfaction.

Level of Satisfaction	%
Excellent	38.9
Satisfactory	44.5
Not completely satisfactory	12.2
Totally unsatisfactory	4.4

9 OVERALL SATISFACTION WITH THE CONDITION OF PROVINCIAL ROADS (RURAL AREAS) IN IMMEDIATE AREA

The level of satisfaction with the condition of rural municipal roads is medium at only 13.3% not completely satisfactory and 5.6% totally unsatisfactory this is a major concern. These roads need to be maintained consistently so as to keep them in good condition.

Level of Satisfaction	%
Excellent	33.3
Satisfactory	47.8
Not completely satisfactory	13.3
Totally unsatisfactory	5.6

10 OVERALL SATISFACTION WITH THE CONDITION OF MUNICIPAL STREETS (URBAN AREAS) IN IMMEDIATE AREA

The level of satisfaction in urban municipal streets is better than rural only 22.2% are not completely satisfied and 4.4% totally unsatisfied. Repairs and maintenance work must be carried out in relevant areas.

Level of Satisfaction	%
Excellent	46.7
Satisfactory	26.7
Not completely satisfactory	22.2
Totally unsatisfactory	4.4

11 MUNICIPAL MEANS OF COMMUNICATION

The highest level of communication in the Municipality is through the Ward committees this is good but attendance at meeting can be improved as well.

Types	%
uMhlathuze newsletter	6.7
Personal contact	15.6
Ward committees	74.4
Telephonic	3.3
Radio	0
No contact	0

12 OVERALL SATISFACTION OF THE COMMUNICATION WITH THE MUNICIPALITY

The level of satisfaction in the communication with the Municipality is high at 32.2% satisfactory and 36.7% excellent. 18.9% say it is not completely satisfactory and 5.6% totally unsatisfactory, by receiving regular contact these people will be able to be satisfied with communication.

Level of Satisfaction	%
Excellent	36.7
Satisfactory	38.8
Not completely satisfactory	18.9
Totally unsatisfactory	5.6

13 OVERALL SATISFACTION OF THE SUITABILITY OF INFORMATION IN THE UMHLATHUZE NEWSLETTER

21.1% of respondents are totally unsatisfied and 24.4% find the content in the newsletter not completely satisfactory. Perhaps the editors can run a survey to find out what information people would like to read about.

Level of Satisfaction	%
Excellent	18.9
Satisfactory	35.6
Not completely satisfactory	24.4
Totally unsatisfactory	21.1

14 OVERALL SATISFACTION ON THE INFORMATION ABOUT IDP / BUDGET PROCESS TO ADDRESS THE NEEDS

5.6% and 21.1% find the information about the IDP and budget process totally unsatisfactory and not completely satisfactory. The information in the budget process can be simplified and made user friendly so that people can understand what it means.

Level of Satisfaction	%
Excellent	36.6
Satisfactory	36.7
Not completely satisfactory	21.1
Totally unsatisfactory	5.6

15 OVERALL SATISFACTION ON THE ASSISTANCE RECEIVED FROM HELP DESKS WHEN LODGING QUERIES

The level of satisfaction on the assistance received from help desks when having queries had a response of 5.6% and 17.8% of people find that it could benefit from improvement

Level of Satisfaction	%
Excellent	32.2
Satisfactory	44.4
Not completely satisfactory	17.8
Totally unsatisfactory	5.6

16 OVERALL SATISFACTION OF THE ACCURACY AND PUNCTUALITY OF THE MUNICIPAL ACCOUNT

The level of satisfaction on the accuracy and punctuality of the municipal account can be improved if the information is easy to read and to understand only 23% think it is unsatisfactory at.

Level of Satisfaction	%
Excellent	38.9
Satisfactory	37.8
Not completely satisfactory	20.0
Totally unsatisfactory	3.3

17 THE EXTENT OF USING THE EXISTING MUNICIPAL SPORTS FACILITIES?

2.2% of respondents have never used sports facilities and 33.3% think there are no sports facilities more publicity about this service is needed so there are better usage rates.

Level of Satisfaction	%
Frequently	15.6
Sometimes	48.9
Never	33.3
There are no facilities	2.2

18 OVERALL SATISFACTION WITH THE STANDARD OF MUNICIPAL SPORTS FACILITIES USED

The level of satisfaction with the standard of sports facilities is 6.7% totally unsatisfactory and 16.7% not completely satisfactory care and maintenance of facilities should be carried out regularly.

Level of Satisfaction	%
Excellent	42.2
Satisfactory	34.4
Not completely satisfactory	16.7
Totally unsatisfactory	6.7

19 THE EXTENT OF USING THE EXISTING MUNICIPAL COMMUNITY FACILITIES (LIBRARIES, COMMUNITY HALLS, ETC)

The extent of using the existing municipal community facilities is 32.2% never and 1.1% there are no facilities. More work need to be done to persuade people to frequent those facilities.

Types	%
Frequently	23.4
Sometimes	43.3
Never	32.2
There are no facilities	1.1

20 OVERALL SATISFACTION ON THE STANDARD OF EXISTING MUNICIPAL COMMUNITY FACILITIES

The level of satisfaction on the standard of existing municipal community facilities is 17.8% not completely satisfactory and 5.6% totally unsatisfactory. The state of these facilities should be improved.

Level of Satisfaction	%
Excellent	48.9
Satisfactory	27.7
Not completely satisfactory	17.8
Totally unsatisfactory	5.6

21 OVERALL SATISFACTION OF THE STANDARD OF MOTOR VEHICLE LICENCING SERVICES

The level of satisfaction of the standard received from the Motor Vehicle Licensing services is 14.4% totally unsatisfactory and 16.7% not completely satisfactory. This needs to be improved.

Level of Satisfaction	%
Excellent	16.7
Satisfactory	52.2
Not completely satisfactory	16.7
Totally unsatisfactory	14.4

22 OVERALL SATISFACTION OF THE UMHLATHUZE TRAFFIC LAW ENFORCEMENT VISIBILITY (NOTE NOT SAPS)

The level of satisfaction of the uMhlathuze Law Enforcement visibility is low at 47.8% of respondents are not satisfied. Visibility should be promoted in the Municipality.

Level of Satisfaction	%
Excellent	24.4
Satisfactory	27.8
Not completely satisfactory	20.0
Totally unsatisfactory	27.8

23 TYPES OF EMERGENCY SERVICES CALLED AFTER HOURS IN THE PAST 12 MONTHS AND RESPONSE TIME

The types of emergency service called after hours in the past 12 months are mostly for water and electricity with satisfaction levels of 24.4% and 23.3% respectively. All the categories of emergency services can use an improved standard and quality of delivering services.

UMHLATHUZE MUNICIPALITY CUSTOMER SATISFACTION SURVEY 2013

Level of Satisfaction	MUNICIPAL EMERGENCY SERVICES				
	Water	Sewerage	Electricity	Law-enforcement	Fire & rescue Services
Excellent	24.4	17.8	22.2	14.4	14.4
Satisfactory	24.4	16.7	23.3	11.1	11.1
Not completely satisfactory	14.4	3.3	4.4	1.1	0
Totally unsatisfactory	2.2	1.1	1.1	3.3	25.6
Not applicable	34.6	61.1	49	70.1	48.9

24 OVERALL SATISFACTION WITH THE MEANS AND RESPONSE RECEIVED WHEN COMPLAINING ON MUNICIPAL SERVICES

The level of satisfaction with the means and response received when complaining on municipal services is unsatisfactory at 23.3% and not completely satisfactory at 14.4%, surveys and audits can be used to find out where problems are occurring.

Level of Satisfaction	%
Excellent	35.6
Satisfactory	26.7
Not completely satisfactory	23.3
Totally unsatisfactory	14.4

KEY REMARKS FROM THE WARD

The overall satisfactions and unsatisfactory levels of the ward can be summarised as follows:

- Lack of water and electricity supply and people need notice before the interruption of these services.
- Sanitation and sewerage services need to be improved for all households.
- Lack of refuse removal services and communal refuse bins.
- Lack of municipal health care services.
- Provincial roads need improvement and maintenance.
- People are not satisfied with the state of the municipal roads.
- Lack of communication between Municipality and community.
- Traffic law enforcement officers are only seen in Richards Bay.

SECTION 14. SATISFACTION ANALYSIS FROM WARD 14

110 households were surveyed in ward fourteen that included areas such as eSikhawini: Gobandlovu 40, Dube Village 40, Diphini 30 and the outcome of the analysis is presented below.

1 TYPE OF WATER SUPPLY SERVICE USED

The following table illustrates the dominant type of water supply service used to provide residences with water is yard tape (76.4%), followed by house connection (12.7%)

Types	%
House connection	12.7
Yard tape	76.4
Communal supply <200m	5.5
Communal supply >200m	0.9
Borehole	0.9
No supply	3.6

2 OVERALL SATISFACTION OF THE WATER SUPPLY SERVICE

49.1% of the residents surveyed in this ward are satisfied with the level of water supply service, rating it excellent 20.9% and satisfactory 37.3% respectively.

Level of Satisfaction	%
Excellent	20.9
Satisfactory	37.3
Not completely satisfactory	21.8
Totally unsatisfactory	20.0

3 TYPE OF SANITATION/SEWERAGE SERVICE RECEIVED

Sanitation or sewerage services received are by means of flushing toilets 27.3% and VIP Concrete 49.1%. A shocking amount of 16.4% of the respondents have no toilets, the Municipality needs to improve on this.

Types	%
Flushing toilet	29.0
VIP's (Concrete)	49.1
Sandpit Latrine	5.5
No Toilet	16.4

4 OVERALL SATISFACTION OF THE SANITATION / SEWERAGE SERVICES

The residents in this Ward are satisfied with the Sanitation and Sewerage service provided; the respondents scored satisfactory at 41.8%.

Level of Satisfaction	%
Excellent	20.0
Satisfactory	41.8
Not completely satisfactory	10.9
Totally unsatisfactory	27.3

5 TYPE OF DOMESTIC REFUSE REMOVAL SERVICE RECEIVED

Domestic refuse removal service in this ward is supplied by means of Communal Bins 30.8% and 45.5% do not receive this service. Judging by the high rate of people that do not receive this service, the Municipality need to improve on this.

Types	%
240 litre Bin	16.4
Black bags	7.3
Communal Bin	30.8
No service	45.5

6 OVERALL SATISFACTION OF THE REFUSE REMOVAL SERVICE

The level of satisfaction of the refuse removal service is low in this ward 15.5% and 37.3% are not completely or totally satisfied. The relevant department needs to address this concern as the majority of respondents in this ward are unhappy with this service.

Level of Satisfaction	%
Excellent	19.0
Satisfactory	28.2
Not completely satisfactory	15.5
Totally unsatisfactory	37.3

7 MUNICIPAL HEALTH CARE SERVICES USED IN THE PAST 12 MONTHS

The healthcare service that was rated high is Health (other than HIV/Aids) at 28.2%. A better and improved standard in healthcare service in all the relevant categories surveyed.

UMHLATHUZE MUNICIPALITY CUSTOMER SATISFACTION SURVEY 2013

Level of Satisfaction	HEALTH CARE SERVICES				
	Cholera treatment	HIV/AIDS education & counselling	TB treatment	Inoculations	Health (other than HIV/AIDS)
Excellent	19.1	23.6	20.0	22.7	28.2
Satisfactory	10.0	20.9	19.1	19.1	36.4
Not completely satisfactory	6.4	3.6	2.7	3.6	6.4
Totally unsatisfactory	0.9	0	0	1.8	2.7
Not Applicable	63.6	51.9	58.2	52.8	26.3

8 OVERALL SATISFACTION OF THE ELECTRICAL POWER SUPPLY SERVICE

14.5% of respondents are totally unsatisfied, and 8.2% are not completely satisfied with the level of electrical power service received. Although the majority is satisfied council can work to ensure supply to all people in the ward.

Level of Satisfaction	%
Excellent	41.8
Satisfactory	35.5
Not completely satisfactory	8.2
Totally unsatisfactory	14.5

9 OVERALL SATISFACTION WITH THE CONDITION OF PROVINCIAL ROADS (RURAL AREAS) IN IMMEDIATE AREA

The level of satisfaction with the condition of rural municipal roads is medium at only 15.5% not completely satisfactory and 18.2% totally unsatisfactory this is a major concern. These roads need to be maintained consistently so as to keep them in good condition.

Level of Satisfaction	%
Excellent	24.5
Satisfactory	41.8
Not completely satisfactory	15.5
Totally unsatisfactory	18.2

10 OVERALL SATISFACTION WITH THE CONDITION OF MUNICIPAL STREETS (URBAN AREAS) IN IMMEDIATE AREA

The level of satisfaction in urban municipal streets is better than rural only 15.5% are not completely satisfied and 6.4% totally unsatisfied. Repairs and maintenance work must be carried out in relevant areas.

Level of Satisfaction	%
Excellent	34.5
Satisfactory	43.6
Not completely satisfactory	15.5
Totally unsatisfactory	6.4

11 MUNICIPAL MEANS OF COMMUNICATION

The highest level of communication in the Municipality is through the Ward committees this is good but attendance at meeting can be improved as well.

Types	%
uMhlathuze newsletter	11.8
Personal contact	18.2
Ward committees	59.1
Telephonic	3.6
Radio	7.3
No contact	0

12 OVERALL SATISFACTION OF THE COMMUNICATION WITH THE MUNICIPALITY

The level of satisfaction in the communication with the Municipality is high at 67.3% satisfactory and 16.3% excellent. 10.9% say it is not completely satisfactory and 5.5% totally unsatisfactory, by receiving regular contact these people will be able to be satisfied with communication.

Level of Satisfaction	%
Excellent	16.3
Satisfactory	67.3
Not completely satisfactory	10.9
Totally unsatisfactory	5.5

13 OVERALL SATISFACTION OF THE SUITABILITY OF INFORMATION IN THE UMHLATHUZE NEWSLETTER

8.2% of respondents are totally unsatisfied and 13.6% find the content in the newsletter not completely satisfactory. Perhaps the editors will need to find out what information people would like to read about.

Level of Satisfaction	%
Excellent	14.6
Satisfactory	63.6
Not completely satisfactory	13.6
Totally unsatisfactory	8.2

14 OVERALL SATISFACTION ON THE INFORMATION ABOUT IDP / BUDGET PROCESS TO ADDRESS THE NEEDS

6.4% and 11.8% find the information about the IDP and budget process totally unsatisfactory and not completely satisfactory. The information in the budget process can be simplified and made user friendly so that people can understand what it means.

Level of Satisfaction	%
Excellent	38.2
Satisfactory	43.6
Not completely satisfactory	11.8
Totally unsatisfactory	6.4

15 OVERALL SATISFACTION ON THE ASSISTANCE RECEIVED FROM HELP DESKS WHEN LODGING QUERIES

The level of satisfaction on the assistance received from help desks when having queries had a good response only 4.5% and 11.8% of people find that it could benefit from improvement

Level of Satisfaction	%
Excellent	31.0
Satisfactory	52.7
Not completely satisfactory	11.8
Totally unsatisfactory	4.5

16 OVERALL SATISFACTION OF THE ACCURACY AND PUNCTUALITY OF THE MUNICIPAL ACCOUNT

The level of satisfaction on the accuracy and punctuality of the municipal account can be improved if the information is easy to read and understand only a small number think it is unsatisfactory at 11.8%.

Level of Satisfaction	%
Excellent	40.9
Satisfactory	47.3
Not completely satisfactory	8.2
Totally unsatisfactory	3.6

17 THE EXTENT OF USING THE EXISTING MUNICIPAL SPORTS FACILITIES?

15.5% of respondents have never used sports facilities and 1.8% thinks that there are no sports facilities more publicity about this service is needed so there are better usage rates.

Level of Satisfaction	%
Frequently	26.3
Sometimes	56.4
Never	15.5
There are no facilities	1.8

18 OVERALL SATISFACTION WITH THE STANDARD OF MUNICIPAL SPORTS FACILITIES USED

The level of satisfaction with the standard of sports facilities is 2.7% totally unsatisfactory and 8.2% not completely satisfactory care and maintenance of facilities should be carried out regularly.

Level of Satisfaction	%
Excellent	45.5
Satisfactory	43.6
Not completely satisfactory	8.2
Totally unsatisfactory	2.7

19 THE EXTENT OF USING THE EXISTING MUNICIPAL COMMUNITY FACILITIES (LIBRARIES, COMMUNITY HALLS, ETC)

The extent of using the existing municipal community facilities is 21.8% never and 4.5% there are no facilities. More work need to be done to persuade people to frequent those facilities.

Types	%
Frequently	27.8
Sometimes	45.9
Never	21.8
There are no facilities	4.5

20 OVERALL SATISFACTION ON THE STANDARD OF EXISTING MUNICIPAL COMMUNITY FACILITIES

The level of satisfaction on the standard of existing municipal community facilities is 10% not completely satisfactory and 1.8% totally unsatisfactory. The state of these facilities should be improved.

Level of Satisfaction	%
Excellent	52.7
Satisfactory	35.5
Not completely satisfactory	10.0
Totally unsatisfactory	1.8

21 OVERALL SATISFACTION OF THE STANDARD OF MOTOR VEHICLE LICENCING SERVICES

The level of satisfaction of the standard received from the Motor Vehicle Licensing services is 9.1% totally unsatisfactory and 3.6% not completely satisfactory. This will need to be improved.

Level of Satisfaction	%
Excellent	49.4
Satisfactory	37.9
Not completely satisfactory	9.1
Totally unsatisfactory	3.6

22 OVERALL SATISFACTION OF THE UMHLATHUZE TRAFFIC LAW ENFORCEMENT VISIBILITY (NOTE NOT SAPS)

The level of satisfaction of the uMhlathuze Law Enforcement visibility is high at 75.6% satisfaction but 15.4% of respondents are not satisfied. Visibility should be promoted in the Municipality.

Level of Satisfaction	%
Excellent	33.7
Satisfactory	50.9
Not completely satisfactory	11.8
Totally unsatisfactory	3.6

23 TYPES OF EMERGENCY SERVICES CALLED AFTER HOURS IN THE PAST 12 MONTHS AND RESPONSE TIME

The types of emergency service called after hours in the past 12 months concerned all services as presented below. All the categories of emergency services can use an improved standard and quality of delivering services.

Level of Satisfaction	MUNICIPAL EMERGENCY SERVICES				
	Water	Sewerage	Electricity	Law-enforcement	Fire& rescue Services
Excellent	39.1	27.3	36.4	19.1	24.5
Satisfactory	22.7	5.5	24.5	10.9	7.3
Not completely satisfactory	4.5	1.8	5.5	2.7	0.0
Totally unsatisfactory	0	0	0	0	31.8
Not Applicable	33.7	65.4	33.6	67.3	36.4

24 OVERALL SATISFACTION WITH THE MEANS AND RESPONSE RECEIVED WHEN COMPLAINING ON MUNICIPAL SERVICES

The level of satisfaction with the means and response received when complaining on municipal services is unsatisfactory at 4.5% and not completely satisfactory at 10%, surveys and audits can be used to find out where problems are occurring.

UMHLATHUZE MUNICIPALITY CUSTOMER SATISFACTION SURVEY 2013

Level of Satisfaction	%
Excellent	25.5
Satisfactory	60.0
Not completely satisfactory	10.0
Totally unsatisfactory	4.5

KEY REMARKS FROM THE WARD

The overall satisfactions and unsatisfactory levels of the ward can be summarised as follows:

- There is a need for toilet facilities.
- Sanitation services need improvement and maintenance.
- There is a need for individual refuse bins and communal refuse skips and refuse removal service.
- There is a need for Mobile clinic.
- Improvement in electricity supply.
- There is a need for a notice before the interruption of electricity.
- There is a need for roads maintenance.

SECTION 15. SATISFACTION ANALYSIS FROM WARD 15

100 households were surveyed in ward fifteen that included areas such as eSikhawini: Ndindima, Bhekizwe, Ncombo, eSikhaleni College 100 and the outcome of the analysis is presented below.

1 TYPE OF WATER SUPPLY SERVICE USED

The following table illustrates that the dominant type of water supply service used to provide residences with water is yard tape (59.0%), followed by house connection (32.0%)

Types	%
House connection	32.0
Yard tape	59.0
Communal supply <200m	3.0
Communal supply >200m	1.0
Borehole	0
No supply	5.0

2 OVERALL SATISFACTION OF THE WATER SUPPLY SERVICE

71% of the residents surveyed in this Ward are satisfied with the level of water supply service, rating it excellent (26.0%) and satisfactory (48.0) respectively. However, more than 10% of the residents are not happy with the level of the provision of this service in their area.

Level of Satisfaction	%
Excellent	26.0
Satisfactory	48.0
Not completely satisfactory	19.0
Totally unsatisfactory	7.0

3 TYPE OF SANITATION/SEWERAGE SERVICE RECEIVED

The dominant sanitation or sewerage services used in the area include the VIP's (Concrete) (44.0 %) followed by flushing toilet (33.0 %) as well as the Sandpit Latrine. however, the survey indicated that 2.0% of the respondents do not have toilets .

Types	%
Flushing toilet	33.0
VIP's (Concrete)	44.0
Sandpit Latrine	21.0
No Toilet	2.0

4 OVERALL SATISFACTION OF THE SANITATION / SEWERAGE SERVICES

The residents in this ward are satisfied with the Sanitation and Sewerage service provided; the respondents scored excellent (37.0 %) and satisfactory at (46.0%). However, 17 % of the respondents are not satisfied with the provision of this service in the ward

Level of Satisfaction	%
Excellent	37.0
Satisfactory	46.0
Not completely satisfactory	15.0
Totally unsatisfactory	2.0

5 TYPE OF DOMESTIC REFUSE REMOVAL SERVICE RECEIVED

The dominant types of the domestic refuse used in this ward include the Communal Bin (32.0%) and 240 litre Bin (31.0%). However, 29.0% of the respondent in this area pointed out that they get and use nothing for domestic refuse as presented below.

Types	%
240 litre Bin	31.0
Black bags	8.0
Communal Bin	32.0
No service	29.0

6 OVERALL SATISFACTION OF THE REFUSE REMOVAL SERVICE

The satisfaction levels of the refuse removal service are rated excellent (41.0%) and satisfactory (34.0%), the majority of respondents are satisfied with this service. But 25% of the respondents are not satisfied with the provision of this service

UMHLATHUZE MUNICIPALITY CUSTOMER SATISFACTION SURVEY 2013

Level of Satisfaction	%
Excellent	41.0
Satisfactory	34.0
Not completely satisfactory	20.0
Totally unsatisfactory	5.0

7 MUNICIPAL HEALTH CARE SERVICES USED IN THE PAST 12 MONTHS

Residents surveyed in the areas pointed out that they frequented the health care services for a number of reasons/sicknesses; however, the services provided by the Municipality was largely rated satisfactory across the different services with Health (other than HIV/AIDS) rating the highest (37.0%) followed by Inoculations (13.0%).

Level of Satisfaction	HEALTH CARE SERVICES				
	Cholera treatment	HIV/AIDS education & counselling	TB treatment	Inoculations	Health (other than HIV/AIDS)
Excellent	4.0	3.0	6.0	19.0	7.0
Satisfactory	5.0	4.0	10.0	13.0	37.0
Not completely satisfactory	1.0	0	0	5.0	5.0
Totally unsatisfactory	0	0	0	0	2.0
Not Applicable	90	93	84	63	49

8 OVERALL SATISFACTION OF THE ELECTRICAL POWER SUPPLY SERVICE

11.0% of the households surveyed are currently not happy with the electricity supply services in their area.

Level of Satisfaction	%
Excellent	40.0
Satisfactory	49.0
Not completely satisfactory	11.0
Totally unsatisfactory	0.0

9 OVERALL SATISFACTION WITH THE CONDITION OF PROVINCIAL ROADS (RURAL AREAS) IN IMMEDIATE AREA

A total of 88 % of respondents are satisfied with the level of service, rating it Satisfactory 56.0% and Excellent 36.0%. However it should be noted a proportion of respondents 8.0% are not satisfied with the state of provincial roads in their immediate areas.

Level of Satisfaction	%
Excellent	36.0
Satisfactory	56.0
Not completely satisfactory	8.0
Totally unsatisfactory	0

10 OVERALL SATISFACTION WITH THE CONDITION OF MUNICIPAL STREETS (URBAN AREAS) IN IMMEDIATE AREA

4% of the households interviewed in this ward highlighted that the municipal street are not in good conditions and need urgent attention. However, other respondent (96%) rated the condition of municipal streets in urban areas as satisfactory as presented below.

Level of Satisfaction	%
Excellent	46.0
Satisfactory	50.0
Not completely satisfactory	3.0
Totally unsatisfactory	1.0

11 MUNICIPAL MEANS OF COMMUNICATION

In this ward, the top means used to communicate with the Municipality include the ward committees at 59.0% and by personal contact at 25.0%. uMhlathuze newsletter, radio and telephonic means are used by limited number of households as presented below.

Types	%
uMhlathuze newsletter	11.0
Personal contact	25.0
Ward committees	59.0
Telephonic	4.0
Radio	1.0
No contact	0

12 OVERALL SATISFACTION OF THE COMMUNICATION WITH THE MUNICIPALITY

The satisfaction in the level of the communication with the Municipality was rated as 53.0% satisfactory and 36.0% excellent. 11.0% of respondents were not completely satisfied with the level of communication.

Level of Satisfaction	%
Excellent	36.0
Satisfactory	53.0
Not completely satisfactory	10.0
Totally unsatisfactory	1.0

13 OVERALL SATISFACTION OF THE SUITABILITY OF INFORMATION IN THE UMHLATHUZE NEWSLETTER

More than 5% of the respondents pointed out that they were not satisfied with information contained in the uMhlathuze newsletter. However, 34.0% of the respondents were satisfied while 61.0% rated it excellent.

Level of Satisfaction	%
Excellent	34.0
Satisfactory	61.0
Not completely satisfactory	2.0
Totally unsatisfactory	3.0

14 OVERALL SATISFACTION ON THE INFORMATION ABOUT IDP / BUDGET PROCESS TO ADDRESS THE NEEDS

7% of the households surveyed in this ward pointed out that they are not informed about the budget/IDP processes.

Level of Satisfaction	%
Excellent	50.0
Satisfactory	43.0
Not completely satisfactory	7.0
Totally unsatisfactory	0

15 OVERALL SATISFACTION ON THE ASSISTANCE RECEIVED FROM HELP DESKS WHEN LODGING QUERIES

6.0% of the respondents are not satisfied with the service and assistance received at the help desk. However, for others, the level of satisfaction received on the assistance received from help desks was rated at 60.0% satisfactory and as 34.0% excellent.

Level of Satisfaction	%
Excellent	34.0
Satisfactory	60.0
Not completely satisfactory	5.0
Totally unsatisfactory	1.0

16 OVERALL SATISFACTION OF THE ACCURACY AND PUNCTUALITY OF THE MUNICIPAL ACCOUNT

The level of satisfaction of the accuracy and punctuality of the municipal account was rated as 53.0% Excellent and at 44.0% as Satisfactory. However, 3.0% of the households surveyed said that the municipal account service is not accurate and punctual.

Level of Satisfaction	%
Excellent	53.0
Satisfactory	44.0
Not completely satisfactory	1.0
Totally unsatisfactory	2.0

17 THE EXTENT OF USING THE EXISTING MUNICIPAL SPORTS FACILITIES?

13% of the respondents pointed out that they never used the municipal sporting facilities, while 49.0% of households said that they use them rarely.

Level of Satisfaction	%
Frequently	33.0
Sometimes	49.0
Never	13.0
There are no facilities	5.0

18 OVERALL SATISFACTION WITH THE STANDARD OF MUNICIPAL SPORTS FACILITIES USED

For those using the Municipal sport facilities, the overall level of satisfaction indicates that 86% are satisfied with the standard of those facilities as presented below.

Level of Satisfaction	%
Excellent	47.0
Satisfactory	39.0
Not completely satisfactory	10.0
Totally unsatisfactory	4.0

19 THE EXTENT OF USING THE EXISTING MUNICIPAL COMMUNITY FACILITIES (LIBRARIES, COMMUNITY HALLS, ETC)

50.0% of the households interviewed frequently use the existing municipal community facilities, while 44.0% rarely frequent them. However, 3.0% indicated that they have never made use of any municipal community facility.

Types	%
Frequently	50.0
Sometimes	44.0
Never	3.0
There are no facilities	3.0

20 OVERALL SATISFACTION ON THE STANDARD OF EXISTING MUNICIPAL COMMUNITY FACILITIES

For those using the Municipal community facilities, the overall level of satisfaction indicates that 95% are satisfied with the standard of those facilities as presented below. But more than 5% of people frequenting the municipal community facilities pointed out that the level of service is unsatisfactory.

Level of Satisfaction	%
Excellent	58.0
Satisfactory	37.0
Not completely satisfactory	5.0
Totally unsatisfactory	0

21 OVERALL SATISFACTION OF THE STANDARD OF MOTOR VEHICLE LICENCING SERVICES

The level of satisfaction with the standard of the motor vehicle licensing services was rated as 41.0% Satisfactory and 46.0% excellent. However, some households interviewed in this ward pointed out that they were totally unsatisfied with the motor vehicle licensing services.

Level of Satisfaction	%
Excellent	46.0
Satisfactory	41.0
Not completely satisfactory	2.0
Totally unsatisfactory	1.0

22 OVERALL SATISFACTION OF THE UMHLATHUZE TRAFFIC LAW ENFORCEMENT VISIBILITY (NOTE NOT SAPS)

The level of satisfaction with the visibility of the uMhlathuze Traffic Law Enforcement was rated as 55.0% excellent and as 41.0% satisfactory. However, 4.0% of the respondents pointed out that traffic law enforcement officer are not visible in their ward.

Level of Satisfaction	%
Excellent	55.0
Satisfactory	41.0
Not completely satisfactory	3.0
Totally unsatisfactory	1.0

23 TYPES OF EMERGENCY SERVICES CALLED AFTER HOURS IN THE PAST 12 MONTHS AND RESPONSE TIME

With regard to the emergency services highlighted in the table below, the overall rating for the response in time averaged mostly 9.2% satisfactory and 10.8% excellent.

UMHLATHUZE MUNICIPALITY CUSTOMER SATISFACTION SURVEY 2013

Level of Satisfaction	MUNICIPAL EMERGENCY SERVICES				
	Water	Sewerage	Electricity	Law-enforcement	Fire& rescue Services
Excellent	14.0	9.0	19.0	9.0	3.0
Satisfactory	31.0	9.0	28.0	0	8.0
Not completely satisfactory	3.0	0	3.0	0	0
Totally unsatisfactory	1.0	0	0	0	0
Not applicable	52	82	50	91	89

24 OVERALL SATISFACTION WITH THE MEANS AND RESPONSE RECEIVED WHEN COMPLAINING ON MUNICIPAL SERVICES

The level of satisfaction with means and responses received when complaining on municipal services was rated 36.0% excellent and 53.0 satisfactory. However, 10% of the surveyed households pointed out that means and responses received from their complaints were not good.

Level of Satisfaction	%
Excellent	36.0
Satisfactory	53.0
Not completely satisfactory	10.0
Totally unsatisfactory	1.0

KEY REMARKS FROM THE WARD

The overall satisfactions and unsatisfactory levels of the ward can be summarised as follows:

- There is a need for more community projects.
- There is a lack of water and electricity supply in this area and people need improvement and notices.
- Lack of toilets in households.
- Refuse removal services need improvement and maintenance.
- Municipal health care services need improvement.
- Provincial roads need improvement and maintenance.
- Municipal streets need improvement and maintenance.
- There is a need for more interaction between the community and the Municipality.
- uMhlathuze traffic law enforcement need improvement.

SECTION 16. SATISFACTION ANALYSIS FROM WARD 16

70 households were surveyed in ward sixteen that included areas such eSikhawini: H2 near Circuit Office 20, Dube Village 20, Mkhobosa 30 and the outcome of the analysis is presented below.

1 TYPE OF WATER SUPPLY SERVICE USED

The following table illustrates the dominant type of water supply service used to provide residences with water is yard tape (62.9%), followed by house connection (25.7%)

Types	%
House connection	25.7
Yard tape	62.9
Communal supply <200m	0
Communal supply >200m	4.3
Borehole	0
No supply	7.1

2 OVERALL SATISFACTION OF THE WATER SUPPLY SERVICE

The residents surveyed in this Ward are satisfied with the level of water supply service, rating it satisfactory 32.9% and excellent 29.9%

Level of Satisfaction	%
Excellent	21.4
Satisfactory	32.9
Not completely satisfactory	12.9
Totally unsatisfactory	24.3

3 TYPE OF SANITATION/SEWERAGE SERVICE RECEIVED

The dominant sanitation or sewerage services used in the area includes the VIP's (Concrete) (34.3%) followed by flushing toilet (30%) as well as Sandpit Latrine. However, the survey indicated that 17.1% of the respondents do not have toilets.

Types	%
Flushing toilet	30.0
VIP's (Concrete)	34.3
Sandpit Latrine	18.6
No Toilet	17.1

4 OVERALL SATISFACTION OF THE SANITATION / SEWERAGE SERVICES

The residents in this Ward are not satisfied with the Sanitation and Sewerage service provided; the respondents scored totally unsatisfactory 31.4%.

Level of Satisfaction	%
Excellent	32.9
Satisfactory	24.3
Not completely satisfactory	11.4
Totally unsatisfactory	31.4

5 TYPE OF DOMESTIC REFUSE REMOVAL SERVICE RECEIVED

Domestic refuse removal service in this ward is supplied by means of 249 litre bins 29.9% however majority of the respondents do not receive this service.

Types	%
240 litre Bin	29.9
Black bags	2.9
Communal Bin	12.9
No service	54.3

6 OVERALL SATISFACTION OF THE REFUSE REMOVAL SERVICE

The level of satisfaction of the refuse removal service is low in this ward 11.4% and 38.6% are not completely or totally satisfied. The relevant department will need to address this challenge as the majority of respondents in this ward are unhappy with this service

UMHLATHUZE MUNICIPALITY CUSTOMER SATISFACTION SURVEY 2013

Level of Satisfaction	%
Excellent	17.1
Satisfactory	32.9
Not completely satisfactory	11.4
Totally unsatisfactory	38.6

7 MUNICIPAL HEALTH CARE SERVICES USED IN THE PAST 12 MONTHS

The healthcare service that was rated high is Inoculations and Health (other than HIV/Aids) at 40% and 37.1% excellent respectively. A better and improved standard in healthcare service in all the relevant categories surveyed.

Level of Satisfaction	HEALTH CARE SERVICES				
	Cholera treatment	HIV AIDS education & counselling	TB treatment	Inoculations	Health (other than HIV/AIDS)
Excellent	24.3	31.4	35.7	40.0	37.1
Satisfactory	12.9	21.4	14.3	21.4	25.7
Not completely satisfactory	4.3	2.9	2.9	4.3	11.4
Totally unsatisfactory	1.4	0	1.4	0	1.4
Not Applicable	57.1	44.3	45.7	34.3	24.4

8 OVERALL SATISFACTION OF THE ELECTRICAL POWER SUPPLY SERVICE

11.4% of respondents are totally unsatisfied, and 17.1% are not completely satisfied with the level of electrical power service received. Although the majority is satisfied council can work to ensure supply to all people in the ward.

Level of Satisfaction	%
Excellent	35.8
Satisfactory	35.7
Not completely satisfactory	17.1
Totally unsatisfactory	11.4

9 OVERALL SATISFACTION WITH THE CONDITION OF PROVINCIAL ROADS (RURAL AREAS) IN IMMEDIATE AREA

The level of satisfaction with the condition of rural municipal roads is high at only 27.1% not completely satisfactory and 12.9% totally unsatisfactory this is a major concern. These roads need to be maintained consistently so as to keep them in good condition.

Level of Satisfaction	%
Excellent	27.1
Satisfactory	32.9
Not completely satisfactory	27.1
Totally unsatisfactory	12.9

10 OVERALL SATISFACTION WITH THE CONDITION OF MUNICIPAL STREETS (URBAN AREAS) IN IMMEDIATE AREA

The level of satisfaction in urban municipal streets is better than rural only 24.3% are not completely satisfied and 4.3% totally unsatisfied. Repairs and maintenance work must be carried out in relevant areas.

Level of Satisfaction	%
Excellent	37.1
Satisfactory	34.3
Not completely satisfactory	24.3
Totally unsatisfactory	4.3

11 MUNICIPAL MEANS OF COMMUNICATION

The highest level of communication in the Municipality is through the Ward committees this is good but attendance at meeting can be improved as well.

Types	%
uMhlathuze newsletter	11.4
Personal contact	17.1
Ward committees	58.6
Telephonic	5.8
Radio	0
No contact	7.1

12 OVERALL SATISFACTION OF THE COMMUNICATION WITH THE MUNICIPALITY

The level of satisfaction in the communication with the Municipality is high at 41.4% satisfactory and 30.1% excellent. 17.1% say it is not completely satisfactory and 11.4% totally unsatisfactory, by receiving regular contact these people will be able to be satisfied with communication.

Level of Satisfaction	%
Excellent	30.1
Satisfactory	41.4
Not completely satisfactory	17.1
Totally unsatisfactory	11.4

13 OVERALL SATISFACTION OF THE SUITABILITY OF INFORMATION IN THE UMHLATHUZE NEWSLETTER

10% of respondents are totally unsatisfied and 22.9% find the content in the newsletter not completely satisfactory. Perhaps the editors can run a survey to find out what information people would like to read about.

Level of Satisfaction	%
Excellent	25.7
Satisfactory	41.4
Not completely satisfactory	22.9
Totally unsatisfactory	10.0

14 OVERALL SATISFACTION ON THE INFORMATION ABOUT IDP / BUDGET PROCESS TO ADDRESS THE NEEDS

12.9% and 20% find the information about the IDP and budget process totally unsatisfactory and not completely satisfactory. The information in the budget process can be simplified and made user friendly so that people can understand what it means.

Level of Satisfaction	%
Excellent	31.4
Satisfactory	35.7
Not completely satisfactory	20.0
Totally unsatisfactory	12.9

15 OVERALL SATISFACTION ON THE ASSISTANCE RECEIVED FROM HELP DESKS WHEN LODGING QUERIES

The level of satisfaction on the assistance received from help desks when having queries had a good response only 28.6% of people find that it could benefit from improvement

Level of Satisfaction	%
Excellent	34.3
Satisfactory	37.1
Not completely satisfactory	14.3
Totally unsatisfactory	14.3

16 OVERALL SATISFACTION OF THE ACCURACY AND PUNCTUALITY OF THE MUNICIPAL ACCOUNT

The level of satisfaction on the accuracy and punctuality of the municipal account can be improved if the information is easy to read and understand only a medium number think it is unsatisfactory at 22.8%.

Level of Satisfaction	%
Excellent	41.5
Satisfactory	35.7
Not completely satisfactory	15.7
Totally unsatisfactory	7.1

17 THE EXTENT OF USING THE EXISTING MUNICIPAL SPORTS FACILITIES?

22.9% of respondents have never used sports facilities and 7.1% think there are no sports facilities more publicity about this service is needed so there are better usage rates.

Level of Satisfaction	%
Frequently	34.3
Sometimes	35.7
Never	22.9
There are no facilities	7.1

18 OVERALL SATISFACTION WITH THE STANDARD OF MUNICIPAL SPORTS FACILITIES USED

The level of satisfaction with the standard of sports facilities is 2.9% totally unsatisfactory and 15.7% not completely satisfactory care and maintenance of facilities should be carried out regularly.

Level of Satisfaction	%
Excellent	35.7
Satisfactory	45.7
Not completely satisfactory	15.7
Totally unsatisfactory	2.9

19 THE EXTENT OF USING THE EXISTING MUNICIPAL COMMUNITY FACILITIES (LIBRARIES, COMMUNITY HALLS, ETC)

The extent of using the existing municipal community facilities is 20% never and 5.7% there are no facilities. More work need to be done to persuade people to frequent those facilities.

Types	%
Frequently	38.4
Sometimes	35.7
Never	20.0
There are no facilities	5.7

20 OVERALL SATISFACTION ON THE STANDARD OF EXISTING MUNICIPAL COMMUNITY FACILITIES

The level of satisfaction on the standard of existing municipal community facilities is 12.9% not completely satisfactory and 2.9% totally unsatisfactory. The state of these facilities should be improved

Level of Satisfaction	%
Excellent	42.8
Satisfactory	41.4
Not completely satisfactory	12.9
Totally unsatisfactory	2.9

21 OVERALL SATISFACTION OF THE STANDARD OF MOTOR VEHICLE LICENCING SERVICES

The level of satisfaction of the standard received from the Motor Vehicle Licensing services is 1.4% totally unsatisfactory and 5.7% not completely satisfactory. This needs to be improved.

Level of Satisfaction	%
Excellent	57.2
Satisfactory	35.7
Not completely satisfactory	5.7
Totally unsatisfactory	1.4

22 OVERALL SATISFACTION OF THE UMHLATHUZE TRAFFIC LAW ENFORCEMENT VISIBILITY (NOTE NOT SAPS)

The level of satisfaction of the uMhlathuze Law Enforcement visibility is high at 70.0% satisfaction but 15.7% of respondents are not satisfied. Visibility should be promoted in the Municipality.

Level of Satisfaction	%
Excellent	35.7
Satisfactory	34.3
Not completely satisfactory	20.0
Totally unsatisfactory	10.0

23 TYPES OF EMERGENCY SERVICES CALLED AFTER HOURS IN THE PAST 12 MONTHS AND RESPONSE TIME

The types of emergency service called after hours in the past 12 months concerned all services as presented below. All the categories of emergency services can use an improved standard and quality of delivering services.

Level of Satisfaction	MUNICIPAL EMERGENCY SERVICES				
	Water	Sewerage	Electricity	Law-enforcement	Fire& rescue Services
Excellent	40.0	37.1	35.7	25.7	30.0
Satisfactory	30.0	18.6	35.7	11.4	12.9
Not completely satisfactory	5.7	1.4	10.0	2.9	4.3
Totally unsatisfactory	2.9	1.4	1.4	0	0
Not applicable	21.4	41.5	17.2	60	52.8

24 OVERALL SATISFACTION WITH THE MEANS AND RESPONSE RECEIVED WHEN COMPLAINING ON MUNICIPAL SERVICES

The level of satisfaction with the means and response received when complaining on municipal services is unsatisfactory at 4.3% and not completely satisfactory at 17.1%, surveys and audits can be used to find out where problems are occurring.

Level of Satisfaction	%
Excellent	31.5
Satisfactory	47.1
Not completely satisfactory	17.1
Totally unsatisfactory	4.3

KEY REMARKS FROM THE WARD

The overall satisfactions and unsatisfactory levels of the ward can be summarised as follows:

- The ward needs better and maintained roads with speed humps.
- The ward needs sports grounds, hall and a library for community.
- The ward needs more communal refuse bins, and an improvement on refuse removal services.
- The ward needs to be notified if water and electricity will be cut off.
- There is a need for interaction between the community and the Municipality.
- Information given by the uMhlathuze newsletter needs improvement.
- Lack of clean water and often water is not available.
- The ward needs improvement on Municipal emergency services.
- Sanitation/ sewage services need improvement.
- Municipal health care services need improvement and clinics need more staff.
- Electricity is poorly supplied and bills are expensive.

SECTION 17. SATISFACTION ANALYSIS FROM WARD 17

120 households were surveyed in ward seventeen that included areas such as eSikhawini: H2 80 , Ediphini (Mzingwenya) 40 and the outcome of the analysis is presented below.

1 TYPE OF WATER SUPPLY SERVICE USED

The following table illustrates that the dominant type of water supply service used to provide residences with water is yard tape (52.5%), followed by house connection (45.8%)

Types	%
House connection	45.8
Yard tape	52.5
Communal supply <200m	0
Communal supply >200m	0
Borehole	0
No supply	1.7

2 OVERALL SATISFACTION OF THE WATER SUPPLY SERVICE

The residents surveyed in this Ward are satisfied with the level of water supply service, rating it excellent 46.7% and satisfactory 36.7% respectively.

Level of Satisfaction	%
Excellent	46.7
Satisfactory	36.7
Not completely satisfactory	14.2
Totally unsatisfactory	2.4

3 TYPE OF SANITATION/SEWERAGE SERVICE RECEIVED

The dominant sanitation or sewerage services used in the area includes the flushing toilets (43.4%) followed by VIP's Concrete (30.8%) as well as the Sandpit Latrine (23.3%). However, the survey indicated that 2.61% of the respondents do not have toilets.

Types	%
Flushing toilet	43.4
VIP's (Concrete)	30.8
Sandpit Latrine	23.3
No Toilet	2.5

4 OVERALL SATISFACTION OF THE SANITATION / SEWERAGE SERVICES

The residents in this Ward are satisfied with the Sanitation and Sewerage service provided; the respondents scored excellent 44.2% and satisfactory at 45.8%.

Level of Satisfaction	%
Excellent	44.2
Satisfactory	45.8
Not completely satisfactory	6.7
Totally unsatisfactory	3.3

5 TYPE OF DOMESTIC REFUSE REMOVAL SERVICE RECEIVED

Domestic refuse removal service in this ward is supplied by means of 249 litre Bins 47.5% and no service is received for 28.3% of respondents.

Types	%
240 litre Bin	47.5
Black bags	5.0
Communal Bin	19.2
No service	28.3

6 OVERALL SATISFACTION OF THE REFUSE REMOVAL SERVICE

The level of satisfaction of the refuse removal service is medium in this ward 13.3% and 13.3% are not completely or totally satisfied. The relevant department will need to address this challenge as the majority of the respondents in this ward are unhappy with this service.

UMHLATHUZE MUNICIPALITY CUSTOMER SATISFACTION SURVEY 2013

Level of Satisfaction	%
Excellent	37.2
Satisfactory	34.2
Not completely satisfactory	13.3
Totally unsatisfactory	13.3

7 MUNICIPAL HEALTH CARE SERVICES USED IN THE PAST 12 MONTHS

All the healthcare services received low ratings. A better and improved standard in healthcare service in all the relevant categories surveyed.

Level of Satisfaction	HEALTH CARE SERVICES				
	Cholera treatment	HIV/AIDS education & counselling	TB treatment	Inoculations	Health (other than HIV/AIDS)
Excellent	15.8	11.7	11.7	10.8	10.0
Satisfactory	7.5	10.0	10.0	10.0	14.2
Not completely satisfactory	1.7	0	0	0.8	3.3
Totally unsatisfactory	1.7	21.7	0	0	4.2
Not Applicable	73.3	56.6	78.3	78.4	68.3

8 OVERALL SATISFACTION OF THE ELECTRICAL POWER SUPPLY SERVICE

5% of respondents are totally unsatisfied, and 15.8% are not completely satisfied with the level of electrical power service received. Although the majority is satisfied more can still be done to ensure satisfaction is increased.

Level of Satisfaction	%
Excellent	52.5
Satisfactory	26.7
Not completely satisfactory	15.8
Totally unsatisfactory	5.0

9 OVERALL SATISFACTION WITH THE CONDITION OF PROVINCIAL ROADS (RURAL AREAS) IN IMMEDIATE AREA

The level of satisfaction with the condition of rural municipal roads is low at only 10% not completely satisfactory and 4.1% totally unsatisfactory this is a major concern. These roads need to be maintained consistently so as to keep them in good condition.

Level of Satisfaction	%
Excellent	31.7
Satisfactory	54.2
Not completely satisfactory	10.0
Totally unsatisfactory	4.1

10 OVERALL SATISFACTION WITH THE CONDITION OF MUNICIPAL STREETS (URBAN AREAS) IN IMMEDIATE AREA

The level of satisfaction in urban municipal streets is better than rural only 10.8% are not completely satisfied and 5% totally unsatisfied. Repairs and maintenance work must be carried out in relevant areas.

Level of Satisfaction	%
Excellent	56.7
Satisfactory	27.5
Not completely satisfactory	10.8
Totally unsatisfactory	5.0

11 MUNICIPAL MEANS OF COMMUNICATION

The highest level of communication in the Municipality is through the Ward committees this is good but attendance at meeting can be improved as well.

Types	%
uMhlathuze newsletter	1.7
Personal contact	31.7
Ward committees	55.0
Telephonic	5.0
Radio	3.3
No contact	3.3

12 OVERALL SATISFACTION OF THE COMMUNICATION WITH THE MUNICIPALITY

The level of satisfaction in the communication with the Municipality is high at 34.2% satisfactory and 49.2% excellent. 10.8% say it is not completely satisfactory and 5.8% totally unsatisfactory, by receiving regular contact these people will be able to be satisfied with communication.

Level of Satisfaction	%
Excellent	49.2
Satisfactory	34.2
Not completely satisfactory	10.8
Totally unsatisfactory	5.8

13 OVERALL SATISFACTION OF THE SUITABILITY OF INFORMATION IN THE UMHLATHUZE NEWSLETTER

None of respondents are totally unsatisfied and 5% find the content in the newsletter not completely satisfactory. Perhaps the editors can run a survey to find out what information people would like to read about.

Level of Satisfaction	%
Excellent	28.3
Satisfactory	63.3
Not completely satisfactory	5.0
Totally unsatisfactory	3.4

14 OVERALL SATISFACTION ON THE INFORMATION ABOUT IDP / BUDGET PROCESS TO ADDRESS THE NEEDS

5.8% and 4.2% find the information about the IDP and budget process totally unsatisfactory and not completely satisfactory. The information in the budget process can be simplified and made user friendly so that people can understand what it means.

Level of Satisfaction	%
Excellent	55.8
Satisfactory	34.2
Not completely satisfactory	4.2
Totally unsatisfactory	5.8

15 OVERALL SATISFACTION ON THE ASSISTANCE RECEIVED FROM HELP DESKS WHEN LODGING QUERIES

The level of satisfaction on the assistance received from help desks when having queries had a good response only 5.8% of people find that it could benefit from improvement

Level of Satisfaction	%
Excellent	38.3
Satisfactory	55.0
Not completely satisfactory	5.8
Totally unsatisfactory	0.9

16 OVERALL SATISFACTION OF THE ACCURACY AND PUNCTUALITY OF THE MUNICIPAL ACCOUNT

The level of satisfaction on the accuracy and punctuality of the municipal account can be improved if the information is easy to read and understand only a small number think it is unsatisfactory at 7.5%.

Level of Satisfaction	%
Excellent	50.0
Satisfactory	42.5
Not completely satisfactory	7.5
Totally unsatisfactory	0.0

17 THE EXTENT OF USING THE EXISTING MUNICIPAL SPORTS FACILITIES?

20% of respondents have never used sports facilities and 5.8% think there are no sports facilities more publicity about this service is needed so there are better usage rates.

Level of Satisfaction	%
Frequently	25.0
Sometimes	49.2
Never	20.0
There are no facilities	5.8

18 OVERALL SATISFACTION WITH THE STANDARD OF MUNICIPAL SPORTS FACILITIES USED

The level of satisfaction with the standard of sports facilities is 5.8% totally unsatisfactory and 5% not completely satisfactory care and maintenance of facilities should be carried out regularly.

Level of Satisfaction	%
Excellent	51.7
Satisfactory	37.5
Not completely satisfactory	5.0
Totally unsatisfactory	5.8

19 THE EXTENT OF USING THE EXISTING MUNICIPAL COMMUNITY FACILITIES (LIBRARIES, COMMUNITY HALLS, ETC)

The extent of using the existing municipal community facilities is 21.7% never and 7.5% there are no facilities. More work need to be done to persuade people to frequent those facilities.

Types	%
Frequently	27.5
Sometimes	43.3
Never	21.7
There are no facilities	7.5

20 OVERALL SATISFACTION ON THE STANDARD OF EXISTING MUNICIPAL COMMUNITY FACILITIES

The level of satisfaction on the standard of existing municipal community facilities is 5% not completely satisfactory and 3.3% totally unsatisfactory. The state of these facilities should be improved.

Level of Satisfaction	%
Excellent	57.5
Satisfactory	34.2
Not completely satisfactory	5.0
Totally unsatisfactory	3.3

21 OVERALL SATISFACTION OF THE STANDARD OF MOTOR VEHICLE LICENCING SERVICES

The level of satisfaction of the standard received from the Motor Vehicle Licensing services is 1.7% totally unsatisfactory and 6.7% not completely satisfactory. This needs to be improved.

Level of Satisfaction	%
Excellent	39.2
Satisfactory	52.4
Not completely satisfactory	6.7
Totally unsatisfactory	1.7

22 OVERALL SATISFACTION OF THE UMHLATHUZE TRAFFIC LAW ENFORCEMENT VISIBILITY (NOTE NOT SAPS)

The level of satisfaction of the uMhlathuze Law Enforcement visibility is high at 81.7% satisfaction but 15% of respondents are not satisfied. Visibility should be promoted in the Municipality.

Level of Satisfaction	%
Excellent	56.7
Satisfactory	25.0
Not completely satisfactory	10.0
Totally unsatisfactory	8.3

23 TYPES OF EMERGENCY SERVICES CALLED AFTER HOURS IN THE PAST 12 MONTHS AND RESPONSE TIME

The types of emergency service called after hours in the past 12 months are mostly for water and sewerage systems. All the categories of emergency services can use an improved standard and quality of delivering services.

UMHLATHUZE MUNICIPALITY CUSTOMER SATISFACTION SURVEY 2013

Level of Satisfaction	MUNICIPAL EMERGENCY SERVICES				
	Water	Sewerage	Electricity	Law-enforcement	Fire& rescue Services
Excellent	18.3	9.2	8.3	8.3	5.8
Satisfactory	13.3	10.0	9.2	1.7	10.8
Not completely satisfactory	4.2	0.8	2.5	0	5.0
Totally unsatisfactory	2.5	0	0.8	0	0
Not Applicable	61.7	80	79.7	90	78.4

24 OVERALL SATISFACTION WITH THE MEANS AND RESPONSE RECEIVED WHEN COMPLAINING ON MUNICIPAL SERVICES

The level of satisfaction with the means and response received when complaining on municipal services is unsatisfactory at 5% and not completely satisfactory at 5.8%, surveys and audits can be used to find out where problems are occurring.

Level of Satisfaction	%
Excellent	35.8
Satisfactory	53.4
Not completely satisfactory	5.8
Totally unsatisfactory	5.0

KEY REMARKS FROM THE WARD

The overall satisfactions and unsatisfactory levels of the ward can be summarised as follows:

- Regional and municipal roads need signs and street lights.
- Residents need a hall, library and sports facilities.
- People need to be informed when water services will not be available, the bill is always expensive.
- The communication with the Municipality is not that bad, but need improvement.
- People are informed about budget but do not see where the money is going.
- Lack of refuse removal services.
- Municipal emergency services need improvement.
- Lack of sanitation/ sewerage services.
- Lack of electricity supply.

SECTION 18. SATISFACTION ANALYSIS FROM WARD 18

100 households were surveyed in ward eighteen that included areas such as eSikhawini: Port Durnford 30, Nyembe 30, ePhayindini 40 and the outcome of the analysis is presented below.

1 TYPE OF WATER SUPPLY SERVICE USED

The following table illustrates the dominant type of water supply service used to provide residences with water is yard tape (75.0%), followed by house connection (23.0%)

Types	%
House connection	23.0
Yard tape	75.0
Communal supply <200m	0
Communal supply >200m	0
Borehole	0
No supply	2.0

2 OVERALL SATISFACTION OF THE WATER SUPPLY SERVICE

The residents surveyed in Ward 18 are satisfied with the level of water supply service, rating it excellent 42% and satisfactory 35% respectively.

Level of Satisfaction	%
Excellent	42.0
Satisfactory	35.0
Not completely satisfactory	16.0
Totally unsatisfactory	7.0

3 TYPE OF SANITATION/SEWERAGE SERVICE RECEIVED

The dominant sanitation or sewerage services used in the area includes the VIP's (Concrete) (39.0%) followed by flushing toilet (40.0%) as well as the sandpit latrine. However, the survey indicated that 11.0% of the respondents do not have toilets.

UMHLATHUZE MUNICIPALITY CUSTOMER SATISFACTION SURVEY 2013

Types	%
Flushing toilet	40.0
VIP's (Concrete)	39.0
Sandpit Latrine	10.0
No Toilet	11.0

4 OVERALL SATISFACTION OF THE SANITATION / SEWERAGE SERVICES

The residents in Ward 81 are satisfied with the sanitation and sewerage service provided; the respondents scored excellent 42%, however 24% said that it is totally unsatisfactory.

Level of Satisfaction	%
Excellent	42.0
Satisfactory	20.0
Not completely satisfactory	14.0
Totally unsatisfactory	24.0

5 TYPE OF DOMESTIC REFUSE REMOVAL SERVICE RECEIVED

Domestic refuse removal service in this ward is mostly supplied by means of 249 litre Bins 24% and 38% do not receive this service. The Municipality needs to improve on this provision of service.

Types	%
240 litre Bin	24.0
Black bags	19.0
Communal Bin	19.0
No service	38.0

6 OVERALL SATISFACTION OF THE REFUSE REMOVAL SERVICE

The level of satisfaction of the refuse removal service is medium in this ward 9% and 29% are not completely or totally satisfied. The relevant department will need to address this challenge as the majority of the respondents in this ward are unhappy with this service.

Level of Satisfaction	%
Excellent	42.0
Satisfactory	20.0
Not completely satisfactory	9.0
Totally unsatisfactory	29.0

7 MUNICIPAL HEALTH CARE SERVICES USED IN THE PAST 12 MONTHS

The healthcare service that received a high level of use was Health (other than HIV/Aids) 28% satisfactory. A better and improved standard in healthcare service in all the relevant categories surveyed.

Level of Satisfaction	HEALTH CARE SERVICES				
	Cholera treatment	HIV AIDS education & counselling	TB treatment	Inoculations	Health (other than HIV/AIDS)
Excellent	12.0	14.0	8.0	26.0	22.0
Satisfactory	5.0	6.0	7.0	5.0	28.0
Not completely satisfactory	9.0	5.0	5.0	7.0	13.0
Totally unsatisfactory	2.0	1.0	1.0	1.0	1.0
Not Applicable	72	74	79	61	36

8 OVERALL SATISFACTION OF THE ELECTRICAL POWER SUPPLY SERVICE

6% of respondents are totally unsatisfied, and 17% are not completely satisfied with the level of electrical power service received. Although the majority is satisfied more can still be done for those that do not currently receive this service.

Level of Satisfaction	%
Excellent	41.0
Satisfactory	36.0
Not completely satisfactory	17.0
Totally unsatisfactory	6.0

9 OVERALL SATISFACTION WITH THE CONDITION OF PROVINCIAL ROADS (RURAL AREAS) IN IMMEDIATE AREA

The level of satisfaction with the condition of rural municipal roads is medium at only 26% not completely satisfactory and 8% totally unsatisfactory this is a major concern. These roads need to be maintained consistently so as to keep them in good condition.

Level of Satisfaction	%
Excellent	37.0
Satisfactory	29.0
Not completely satisfactory	26.0
Totally unsatisfactory	8.0

10 OVERALL SATISFACTION WITH THE CONDITION OF MUNICIPAL STREETS (URBAN AREAS) IN IMMEDIATE AREA

The level of satisfaction in urban municipal streets is better than rural only 21% are not completely satisfied and 5% totally unsatisfied. Repairs and maintenance work must be carried out in relevant areas.

Level of Satisfaction	%
Excellent	49.0
Satisfactory	25.0
Not completely satisfactory	21.0
Totally unsatisfactory	5.0

11 MUNICIPAL MEANS OF COMMUNICATION

The highest level of communication in the Municipality is through the Ward committees this is good but attendance at meeting can be improved as well.

Types	%
uMhlathuze newsletter	8.0
Personal contact	18.0
Ward committees	68.0
Telephonic	3.0
Radio	0
No contact	3.0

12 OVERALL SATISFACTION OF THE COMMUNICATION WITH THE MUNICIPALITY

The level of satisfaction in the communication with the Municipality is high at 39% satisfactory and 35% excellent. 22% say it is not completely satisfactory and 4% totally unsatisfactory, by receiving regular contact these people will be able to be satisfied with communication.

Level of Satisfaction	%
Excellent	35.0
Satisfactory	39.0
Not completely satisfactory	22.0
Totally unsatisfactory	4.0

13 OVERALL SATISFACTION OF THE SUITABILITY OF INFORMATION IN THE UMHLATHUZE NEWSLETTER

9% of respondents are totally unsatisfied and 14% find the content in the newsletter not completely satisfactory. Perhaps the editors can run a survey to find out what information people would like to read about.

Level of Satisfaction	%
Excellent	37.0
Satisfactory	40.0
Not completely satisfactory	14.0
Totally unsatisfactory	9.0

14 OVERALL SATISFACTION ON THE INFORMATION ABOUT IDP / BUDGET PROCESS TO ADDRESS THE NEEDS

9% and 18% find the information about the IDP and budget process totally unsatisfactory and not completely satisfactory. The information in the budget process can be simplified and made user friendly so that people can understand what it means.

Level of Satisfaction	%
Excellent	34.0
Satisfactory	39.0
Not completely satisfactory	18.0
Totally unsatisfactory	9.0

15 OVERALL SATISFACTION ON THE ASSISTANCE RECEIVED FROM HELP DESKS WHEN LODGING QUERIES

The level of satisfaction on the assistance received from help desks when having queries had a good response only 5% and 12% of people find that it could benefit from improvement

Level of Satisfaction	%
Excellent	38.0
Satisfactory	45.0
Not completely satisfactory	12.0
Totally unsatisfactory	5.0

16 OVERALL SATISFACTION OF THE ACCURACY AND PUNCTUALITY OF THE MUNICIPAL ACCOUNT

The level of satisfaction on the accuracy and punctuality of the municipal account can be improved if the information is easy to read and understand only a small number think it is unsatisfactory at 17%.

Level of Satisfaction	%
Excellent	48.0
Satisfactory	35.0
Not completely satisfactory	14.0
Totally unsatisfactory	3.0

17 THE EXTENT OF USING THE EXISTING MUNICIPAL SPORTS FACILITIES?

15% of respondents have never used sports facilities and 5% think there are no sports facilities more publicity about this service is needed so there are better usage rates.

Level of Satisfaction	%
Frequently	28.0
Sometimes	52.0
Never	15.0
There are no facilities	5.0

18 OVERALL SATISFACTION WITH THE STANDARD OF MUNICIPAL SPORTS FACILITIES USED

The level of satisfaction with the standard of sports facilities is 10% totally unsatisfactory and 14% not completely satisfactory care and maintenance of facilities should be carried out regularly.

Level of Satisfaction	%
Excellent	43.0
Satisfactory	33.0
Not completely satisfactory	14.0
Totally unsatisfactory	10.0

19 THE EXTENT OF USING THE EXISTING MUNICIPAL COMMUNITY FACILITIES (LIBRARIES, COMMUNITY HALLS, ETC)

The extent of using the existing municipal community facilities is 12% never and 7% there are no facilities. More work need to be done to persuade people to frequent those facilities.

Types	%
Frequently	32.0
Sometimes	49.0
Never	12.0
There are no facilities	7.0

20 OVERALL SATISFACTION ON THE STANDARD OF EXISTING MUNICIPAL COMMUNITY FACILITIES

The level of satisfaction on the standard of existing municipal community facilities is 13% not completely satisfactory and 6% totally unsatisfactory. The state of these facilities should be improved.

Level of Satisfaction	%
Excellent	44.0
Satisfactory	37.0
Not completely satisfactory	13.0
Totally unsatisfactory	6.0

21 OVERALL SATISFACTION OF THE STANDARD OF MOTOR VEHICLE LICENCING SERVICES

The level of satisfaction of the standard received from the Motor Vehicle Licensing services is 2.0% totally unsatisfactory and 13% not completely satisfactory. This needs to be improved.

UMHLATHUZE MUNICIPALITY CUSTOMER SATISFACTION SURVEY 2013

Level of Satisfaction	%
Excellent	57.0
Satisfactory	28.0
Not completely satisfactory	13.0
Totally unsatisfactory	2.0

22 OVERALL SATISFACTION OF THE UMHLATHUZE TRAFFIC LAW ENFORCEMENT VISIBILITY (NOTE NOT SAPS)

The level of satisfaction of the uMhlathuze Law Enforcement visibility is satisfactory but 16% of respondents are not satisfied. Visibility should be promoted in the Municipality.

Level of Satisfaction	%
Excellent	42.0
Satisfactory	42.0
Not completely satisfactory	13.0
Totally unsatisfactory	3.0

23 TYPES OF EMERGENCY SERVICES CALLED AFTER HOURS IN THE PAST 12 MONTHS AND RESPONSE TIME

The types of emergency service called after hours in the past 12 months are mostly for water electricity and sewerage systems. All the categories of emergency services can use an improved standard and quality of delivering services.

Level of Satisfaction	MUNICIPAL EMERGENCY SERVICES				
	Water	Sewerage	Electricity	Law-enforcement	Fire& rescue Services
Excellent	17.0	9.0	26.0	7.0	8.0
Satisfactory	28.0	14.0	26.0	12.0	11.0
Not completely satisfactory	9.0	4.0	5.0	2.0	2.0
Totally unsatisfactory	2.0	1.0	2.0	2.0	2.0
Not Applicable	44	72	41	77	77

24 OVERALL SATISFACTION WITH THE MEANS AND RESPONSE RECEIVED WHEN COMPLAINING ON MUNICIPAL SERVICES

The level of satisfaction with the means and response received when complaining on municipal services is unsatisfactory at 12% and not completely satisfactory at 11%, surveys and audits can be used to find out where problems are occurring.

Level of Satisfaction	%
Excellent	35.0
Satisfactory	42.0
Not completely satisfactory	11.0
Totally unsatisfactory	12.0

KEY REMARKS FROM THE WARD

The overall satisfactions and unsatisfactory levels of the ward can be summarised as follows:

- Communication between community and the Municipality needs improvement.
- Information given in the uMhlathuze newsletter is not relevant people need effective news.
- People do not see any change in the IDP to help the youth and community.
- Offices where municipal bills are paid close too early.
- Need for facilities e.g. park, sports facilities, library, and community hall.
- Unsatisfactory supply of water and electricity services.
- Lack of sanitation/sewage services.
- Lack of refuse removal services.

SECTION 19. SATISFACTION ANALYSIS FROM WARD 19

100 households were surveyed in ward nineteen that included areas such as eSikhawini: J1 Esikhaleni 25, Nximbini 25, Mavuka 25, Thango 25 and the outcome of the analysis is presented below.

1 TYPE OF WATER SUPPLY SERVICE USED

The following table illustrates the dominant type of water supply service used to provide residences with water is yard tape (56.0%), followed by house connection (39.0%)

Types	%
House connection	39.0
Yard tape	56.0
Communal supply <200m	0
Communal supply >200m	0
Borehole	0
No supply	5.0

2 OVERALL SATISFACTION OF THE WATER SUPPLY SERVICE

The residents surveyed in Ward 19 are satisfied with the level of water supply service, rating it excellent 30% and satisfactory 48% respectively.

Level of Satisfaction	%
Excellent	30.0
Satisfactory	48.0
Not completely satisfactory	14.0
Totally unsatisfactory	8.0

3 TYPE OF SANITATION/SEWERAGE SERVICE RECEIVED

Sanitation or sewerage services received are by means of VIP Concrete (42.0%) followed by flushing toilets (39.0%) and sandpit latrine (13%)

Types	%
Flushing toilet	40.0
VIP's (Concrete)	42.0
Sandpit Latrine	13.0
No Toilet	5.0

4 OVERALL SATISFACTION OF THE SANITATION / SEWERAGE SERVICES

The residents in Ward 19 are satisfied with the Sanitation and Sewerage service provided; the respondents scored excellent 47% and satisfactory at 35%

Level of Satisfaction	%
Excellent	47.0
Satisfactory	35.0
Not completely satisfactory	6.0
Totally unsatisfactory	12.0

5 TYPE OF DOMESTIC REFUSE REMOVAL SERVICE RECEIVED

The dominant type of refuse removal service used is the 240 litre Bin 33%. A shocking 48 per cent of the respondent's do not receive any refuse removal service, judging by this, the Municipality needs to improve in their service provision.

Types	%
240 litre Bin	34.0
Black bags	1.0
Communal Bin	17.0
No service	48.0

6 OVERALL SATISFACTION OF THE REFUSE REMOVAL SERVICE

The level of satisfaction of the refuse removal service is low in this ward 10% and 41% are not completely or totally satisfied. The relevant department will need to address this challenge as the majority of respondents in this ward are unhappy with this service.

UMHLATHUZE MUNICIPALITY CUSTOMER SATISFACTION SURVEY 2013

Level of Satisfaction	%
Excellent	42.0
Satisfactory	7.0
Not completely satisfactory	10.0
Totally unsatisfactory	41.0

7 MUNICIPAL HEALTH CARE SERVICES USED IN THE PAST 12 MONTHS

All the healthcare services received a low satisfaction rating when it came to usage in the last 12 months. A better and improved standard in healthcare service in all the relevant categories surveyed.

Level of Satisfaction	HEALTH CARE SERVICES				
	Cholera treatment	HIV/AIDS education & counselling	TB treatment	Inoculations	Health (other than HIV/AIDS)
Excellent	4.0	2.0	4.0	8.0	14.0
Satisfactory	2.0	1.0	3.0	3.0	14.0
Not completely satisfactory	1.0	0	0	1.0	10.0
Totally unsatisfactory	1.0	0	0	1.0	2.0
Not Applicable	92	97	93	87	60

8 OVERALL SATISFACTION OF THE ELECTRICAL POWER SUPPLY SERVICE

7% of respondents are totally unsatisfied, and 4% are not completely satisfied with the level of electrical power service received. Although the majority is satisfied more can be done for those that do not receive this service.

Level of Satisfaction	%
Excellent	56.0
Satisfactory	33.0
Not completely satisfactory	4.0
Totally unsatisfactory	7.0

9 OVERALL SATISFACTION WITH THE CONDITION OF PROVINCIAL ROADS (RURAL AREAS) IN IMMEDIATE AREA

The level of satisfaction with the condition of rural municipal roads is low at only 29% not completely satisfactory and 21% totally unsatisfactory this is a major concern. These roads need to be maintained consistently so as to keep them in good condition.

Level of Satisfaction	%
Excellent	31.0
Satisfactory	19.0
Not completely satisfactory	29.0
Totally unsatisfactory	21.0

10 OVERALL SATISFACTION WITH THE CONDITION OF MUNICIPAL STREETS (URBAN AREAS) IN IMMEDIATE AREA

The level of satisfaction in urban municipal streets is better than rural only 11% are not completely satisfied and 3% totally unsatisfied. Repairs and maintenance work must be carried out in relevant areas.

Level of Satisfaction	%
Excellent	49.0
Satisfactory	37.0
Not completely satisfactory	11.0
Totally unsatisfactory	3.0

11 MUNICIPAL MEANS OF COMMUNICATION

The highest level of communication in the Municipality is through the Ward committees this is good but attendance at meeting can be improved as well.

Types	%
uMhlathuze newsletter	24.0
Personal contact	31.0
Ward committees	34.0
Telephonic	3.0
Radio	4.0
No contact	4.0

12 OVERALL SATISFACTION OF THE COMMUNICATION WITH THE MUNICIPALITY

The level of satisfaction in the communication with the Municipality is high at 39% satisfactory and 45% excellent. 9% say it is not completely satisfactory and 7% totally unsatisfactory, by receiving regular contact these people will be able to be satisfied with communication.

Level of Satisfaction	%
Excellent	45.0
Satisfactory	39.0
Not completely satisfactory	9.0
Totally unsatisfactory	7.0

13 OVERALL SATISFACTION OF THE SUITABILITY OF INFORMATION IN THE UMHLATHUZE NEWSLETTER

9% of respondents are totally unsatisfied and 11% find the content in the newsletter not completely satisfactory. Perhaps the editors can run a survey to find out what information people would like to read about.

Level of Satisfaction	%
Excellent	45.0
Satisfactory	35.0
Not completely satisfactory	11.0
Totally unsatisfactory	9.0

14 OVERALL SATISFACTION ON THE INFORMATION ABOUT IDP / BUDGET PROCESS TO ADDRESS THE NEEDS

5% and 6% of respondents find the information about the IDP and budget process satisfactory, information could be made simpler to understand and user friendly.

Level of Satisfaction	%
Excellent	46.0
Satisfactory	43.0
Not completely satisfactory	6.0
Totally unsatisfactory	5.0

15 OVERALL SATISFACTION ON THE ASSISTANCE RECEIVED FROM HELP DESKS WHEN LODGING QUERIES

The level of satisfaction on the assistance received from help desks when having queries had a good response only 7% and 8% of people find that it could benefit from improvement

Level of Satisfaction	%
Excellent	40.0
Satisfactory	45.0
Not completely satisfactory	7.0
Totally unsatisfactory	8.0

16 OVERALL SATISFACTION OF THE ACCURACY AND PUNCTUALITY OF THE MUNICIPAL ACCOUNT

The level of satisfaction on the accuracy and punctuality of the municipal account can be improved if the information is easy to read and understand only a quarter think it is unsatisfactory at 25%

Level of Satisfaction	%
Excellent	42.0
Satisfactory	33.0
Not completely satisfactory	15.0
Totally unsatisfactory	10.0

17 THE EXTENT OF USING THE EXISTING MUNICIPAL SPORTS FACILITIES?

19% of respondents have never used sports facilities and 21% think there are no sports facilities more publicity about this service is needed so there are better usage rates.

Level of Satisfaction	%
Frequently	14.0
Sometimes	46.0
Never	19.0
There are no facilities	21.0

18 OVERALL SATISFACTION WITH THE STANDARD OF MUNICIPAL SPORTS FACILITIES USED

The level of satisfaction with the standard of sports facilities is 19% totally unsatisfactory and 19% not completely satisfactory care and maintenance of facilities should be carried out regularly.

Level of Satisfaction	%
Excellent	24.0
Satisfactory	38.0
Not completely satisfactory	19.0
Totally unsatisfactory	19.0

19 THE EXTENT OF USING THE EXISTING MUNICIPAL COMMUNITY FACILITIES (LIBRARIES, COMMUNITY HALLS, ETC)

The extent of using the existing municipal community facilities is 5% never and 24% there are no facilities. More work need to be done to persuade people to frequent those facilities.

Types	%
Frequently	23.0
Sometimes	48.0
Never	5.0
There are no facilities	24.0

20 OVERALL SATISFACTION ON THE STANDARD OF EXISTING MUNICIPAL COMMUNITY FACILITIES

The level of satisfaction on the standard of existing municipal community facilities is 4% not completely satisfactory and 22% totally unsatisfactory. The state of these facilities should be improved.

Level of Satisfaction	%
Excellent	30.0
Satisfactory	44.0
Not completely satisfactory	4.0
Totally unsatisfactory	22.0

21 OVERALL SATISFACTION OF THE STANDARD OF MOTOR VEHICLE LICENCING SERVICES

The level of satisfaction of the standard received from the Motor Vehicle Licensing services is 9% totally unsatisfactory and 3% not completely satisfactory. This needs to be improved.

Level of Satisfaction	%
Excellent	50.0
Satisfactory	38.0
Not completely satisfactory	3.0
Totally unsatisfactory	9.0

22 OVERALL SATISFACTION OF THE UMHLATHUZE TRAFFIC LAW ENFORCEMENT VISIBILITY (NOTE NOT SAPS)

The level of satisfaction of the uMhlathuze Law Enforcement visibility is high but 9% of respondents are not satisfied. Visibility should be promoted in the Municipality.

Level of Satisfaction	%
Excellent	48.0
Satisfactory	43.0
Not completely satisfactory	6.0
Totally unsatisfactory	3.0

23 TYPES OF EMERGENCY SERVICES CALLED AFTER HOURS IN THE PAST 12 MONTHS AND RESPONSE TIME

The types of emergency service called after hours in the past 12 months are mostly for water electricity and sewerage systems. All the categories of emergency services can use an improved standard and quality of delivering services.

Level of Satisfaction	MUNICIPAL EMERGENCY SERVICES				
	Water	Sewerage	Electricity	Law-enforcement	Fire& rescue Services
Excellent	25.0	18.0	18.0	11.0	14.0
Satisfactory	19.0	6.0	13.0	6.0	4.0
Not completely satisfactory	12.0	3.0	3.0	0	0
Totally unsatisfactory	2.0	2.0	1.0	0	0
Not Applicable	42	71	65	83	82

24 OVERALL SATISFACTION WITH THE MEANS AND RESPONSE RECEIVED WHEN COMPLAINING ON MUNICIPAL SERVICES

The level of satisfaction with the means and response received when complaining on municipal services is unsatisfactory at 11% and not completely satisfactory at 11%, surveys and audits can be used to find out where problems are occurring.

Level of Satisfaction	%
Excellent	29.0
Satisfactory	49.0
Not completely satisfactory	11.0
Totally unsatisfactory	11.0

KEY REMARKS FROM THE WARD

The overall satisfactions and unsatisfactory levels of the ward can be summarised as follows:

- lack of refuse removal services, and people need more communal bins.
- Lack of water and electricity supply, need to be notified if it won't be available.
- Roads need to be fixed.
- There is a need for sports field, hall, and library.
- Lack of communication between Municipality and our community.
- Emergency services delay to respond.
- Lack of refuse removal services.
- Unsatisfactory with sanitation/sewage services, need proper toilets.
- The staff at the health care centres delay to treat people and they are not friendly.
- Newsletter must be written in Zulu.

SECTION 20. SATISFACTION ANALYSIS FROM WARD 20

90 households were surveyed in ward twenty that included areas such as eSikhawini: J2 Esikhaleni 40, Mzingwenya 50 and the outcome of the analysis is presented below.

1 TYPE OF WATER SUPPLY SERVICE USED

The following table illustrates the dominant type of water supply service used to provide residences with water is yard tape (56.7%), followed by house connection (42.2%)

Types	%
House connection	42.2
Yard tape	56.7
Communal supply <200m	0
Communal supply >200m	0
Borehole	0
No supply	1.1

2 OVERALL SATISFACTION OF THE WATER SUPPLY SERVICE

77.8% of the residents surveyed in this Ward are satisfied with the level of water supply service, rating it excellent (44.4%) and satisfactory (36.7%) respectively. However, more than 18% of the residents are not happy with the level of the provision of this service in their area

Level of Satisfaction	%
Excellent	44.4
Satisfactory	36.7
Not completely satisfactory	7.8
Totally unsatisfactory	11.1

3 TYPE OF SANITATION/SEWERAGE SERVICE RECEIVED

The dominant sanitation or sewerage services used in the area include the flushing toilets (48.8%) followed the VIP's (36.7 %). However, there is a need to improve on this service as the survey has indicated that 7.8% of the respondents do not have toilets .

Types	%
Flushing toilet	48.8
VIP's (Concrete)	36.7
Sandpit Latrine	6.7
No Toilet	7.8

4 OVERALL SATISFACTION OF THE SANITATION / SEWERAGE SERVICES

Some of the residents in this ward are satisfied with the sanitation and sewerage services provided; the respondents scored excellent (44.4%) and satisfactory at (18.9%). However, more than 36 % of the respondents are disappointed with the provision of these services and require an urgent intervention and improvement from the Municipality in this regard.

Level of Satisfaction	%
Excellent	44.4
Satisfactory	18.9
Not completely satisfactory	15.6
Totally unsatisfactory	21.1

5 TYPE OF DOMESTIC REFUSE REMOVAL SERVICE RECEIVED

The dominant types of the domestic refuse used in this ward include the 240 litre Bins (31.1%) and Communal Bin (26.7%). However, 41.1% of the respondent in this area pointed out that they get and use nothing for domestic refuse as presented below.

Types	%
240 litre Bin	31.1
Black bags	1.1
Communal Bin	26.7
No service	41.1

6 OVERALL SATISFACTION OF THE REFUSE REMOVAL SERVICE

The satisfaction levels of the refuse removal service are rated excellent (45.5%) and satisfactory (16.7%). But more than 37% of the respondents are not satisfied with the provision of this service in the area.

UMHLATHUZE MUNICIPALITY CUSTOMER SATISFACTION SURVEY 2013

Level of Satisfaction	%
Excellent	45.5
Satisfactory	16.7
Not completely satisfactory	7.8
Totally unsatisfactory	30.0

7 MUNICIPAL HEALTH CARE SERVICES USED IN THE PAST 12 MONTHS

Residents surveyed in the areas pointed out that they frequented the health care services for a number of reasons/sicknesses; however, the services provided by the Municipality was largely rated good across the different services with inoculations rating the highest (27.8%).

Level of Satisfaction	HEALTH CARE SERVICES				
	Cholera treatment	HIV/AIDS education & counselling	TB treatment	Inoculations	Health (other than HIV/AIDS)
Excellent	24.4	13.3	18.9	27.8	14.4
Satisfactory	3.3	6.7	13.3	10.0	16.7
Not completely satisfactory	3.3	1.1		1.1	8.9
Totally unsatisfactory	4.4	2.2	2.2	2.2	2.2
Not Applicable	64.6	76.7	65.6	58.9	57.8

8 OVERALL SATISFACTION OF THE ELECTRICAL POWER SUPPLY SERVICE

More than 22% of the households surveyed are currently not happy with the electricity supply services in their area. This matter needs more attention from all stakeholders dealing with the electricity supply.

Level of Satisfaction	%
Excellent	45.5
Satisfactory	31.1
Not completely satisfactory	7.8
Totally unsatisfactory	15.6

9 OVERALL SATISFACTION WITH THE CONDITION OF PROVINCIAL ROADS (RURAL AREAS) IN IMMEDIATE AREA

A total of 73 % of respondents are satisfied with the level of service, rating it satisfactory 31.1% and excellent 44.5%. However it should be noted that more than 24% of the respondents are not satisfied with the state of provincial roads in their immediate areas.

Level of Satisfaction	%
Excellent	44.5
Satisfactory	31.1
Not completely satisfactory	11.1
Totally unsatisfactory	13.3

10 OVERALL SATISFACTION WITH THE CONDITION OF MUNICIPAL STREETS (URBAN AREAS) IN IMMEDIATE AREA

27.8% of the households interviewed in this ward highlighted that the municipal street are not in good conditions and need urgent attention. However, other respondent (72.2%) rated the condition of municipal streets in urban areas as good as presented below.

Level of Satisfaction	%
Excellent	45.5
Satisfactory	26.7
Not completely satisfactory	21.1
Totally unsatisfactory	6.7

11 MUNICIPAL MEANS OF COMMUNICATION

In this ward, the dominant means used to communicate with the Municipality include the uMhlathuze the ward committees (57.8%) and the personal contact (20%). Other residents surveyed pointed out that they are not aware of the uMhlathuze newspaper.

Types	%
uMhlathuze newsletter	13.3
Personal contact	20.0
Ward committees	57.8
Telephonic	2.2
Radio	1.1
No contact	5.6

12 OVERALL SATISFACTION OF THE COMMUNICATION WITH THE MUNICIPALITY

The satisfaction in the level of the communication with the Municipality was rated as 37.8% satisfactory and 26.7% excellent. 32.2% of respondents were not completely satisfied with the level of communication.

Level of Satisfaction	%
Excellent	32.2
Satisfactory	37.8
Not completely satisfactory	24.4
Totally unsatisfactory	5.6

13 OVERALL SATISFACTION OF THE SUITABILITY OF INFORMATION IN THE UMHLATHUZE NEWSLETTER

More than 26% of the respondents pointed out that they were not satisfied with information contained in the uMhlathuze newsletter. However, 73.3% of the respondents were satisfied with the contents and information provided in the uMhlathuze newsletter.

Level of Satisfaction	%
Excellent	27.7
Satisfactory	45.6
Not completely satisfactory	21.1
Totally unsatisfactory	5.6

14 OVERALL SATISFACTION ON THE INFORMATION ABOUT IDP / BUDGET PROCESS TO ADDRESS THE NEEDS

Over 70% of the households surveyed in this ward pointed out that they are informed about the budget/IDP processes where their needs are addressed.

Level of Satisfaction	%
Excellent	39.9
Satisfactory	35.6
Not completely satisfactory	16.7
Totally unsatisfactory	7.8

15 OVERALL SATISFACTION ON THE ASSISTANCE RECEIVED FROM HELP DESKS WHEN LODGING QUERIES

More than 74% of the respondents are satisfied with the service and assistance received at the help desk. However, for others, the level of satisfaction received on the assistance received from help desks was below their expectations.

Level of Satisfaction	%
Excellent	39.9
Satisfactory	38.9
Not completely satisfactory	15.6
Totally unsatisfactory	5.6

16 OVERALL SATISFACTION OF THE ACCURACY AND PUNCTUALITY OF THE MUNICIPAL ACCOUNT

The level of satisfaction of the accuracy and punctuality of the municipal account was rated as 42.2% excellent and at 36.7% as satisfactory. However, more than 21% of the households surveyed said that the municipal account service is not accurate and punctual.

Level of Satisfaction	%
Excellent	42.2
Satisfactory	36.7
Not completely satisfactory	16.7
Totally unsatisfactory	4.4

17 THE EXTENT OF USING THE EXISTING MUNICIPAL SPORTS FACILITIES?

26.7% of the respondents pointed out that they never used the municipal sporting facilities, while 53.3% of households said that they use them rarely.

Level of Satisfaction	%
Frequently	20
Sometimes	53.3
Never	21.1
There are no facilities	5.6

18 OVERALL SATISFACTION WITH THE STANDARD OF MUNICIPAL SPORTS FACILITIES USED

For those using the Municipal sport facilities, the overall level of satisfaction indicates that 78.9% are satisfied with the standard of those facilities as presented below.

Level of Satisfaction	%
Excellent	37.8
Satisfactory	41.1
Not completely satisfactory	16.7
Totally unsatisfactory	4.4

19 THE EXTENT OF USING THE EXISTING MUNICIPAL COMMUNITY FACILITIES (LIBRARIES, COMMUNITY HALLS, ETC)

41.1% of the households interviewed use frequently the existing municipal community facilities, while 37.8% rarely frequent them. However, more than 21 % indicated that they never used or frequent any municipal community facility.

Types	%
Frequently	41.1
Sometimes	37.8
Never	16.7
There are no facilities	4.4

20 OVERALL SATISFACTION ON THE STANDARD OF EXISTING MUNICIPAL COMMUNITY FACILITIES

For those using the Municipal community facilities, the overall level of satisfaction indicates that 82.2% are satisfied with the standard of those facilities as presented below. But more than 17% of people frequenting the municipal community facilities pointed out that the level of service is unsatisfactory.

Level of Satisfaction	%
Excellent	40
Satisfactory	42.2
Not completely satisfactory	16.7
Totally unsatisfactory	1.1

21 OVERALL SATISFACTION OF THE STANDARD OF MOTOR VEHICLE LICENCING SERVICES

The level of satisfaction with the standard of the motor vehicle licensing services was rated as 30% satisfactory and 50% excellent. However, some households interviewed in this ward pointed out that they were totally unsatisfied with the motor vehicle licensing services.

Level of Satisfaction	%
Excellent	50
Satisfactory	30.0
Not completely satisfactory	17.8
Totally unsatisfactory	2.2

22 OVERALL SATISFACTION OF THE UMHLATHUZE TRAFFIC LAW ENFORCEMENT VISIBILITY (NOTE NOT SAPS)

The level of satisfaction with the visibility of the uMhlathuze Traffic Law Enforcement was rated as 40% excellent and as 26.7% satisfactory. However, more than 33% of the respondents pointed out that the traffic law enforcement officers are not visible in their ward.

Level of Satisfaction	%
Excellent	40
Satisfactory	26.7
Not completely satisfactory	21.1
Totally unsatisfactory	12.2

23 TYPES OF EMERGENCY SERVICES CALLED AFTER HOURS IN THE PAST 12 MONTHS AND RESPONSE TIME

With regard to the emergency services highlighted in the table below, the overall rating for the response in time averaged mostly 14.2% satisfactory and 20.6% excellent.

Level of Satisfaction	MUNICIPAL EMERGENCY SERVICES				
	Water	Sewerage	Electricity	Law-enforcement	Fire& rescue Services
Excellent	36.7	14.4	27.8	11.1	12.2
Satisfactory	21.1	13.3	16.7	7.8	12.2
Not completely satisfactory	2.2	3.3	2.2	1.1	1.1
Totally unsatisfactory	2.2	2.2	1.1	1.1	1.1
Not Applicable	37.8	66.8	52.2	78.9	73.4

24 OVERALL SATISFACTION WITH THE MEANS AND RESPONSE RECEIVED WHEN COMPLAINING ON MUNICIPAL SERVICES

The level of satisfaction with means and responses received when complaining on municipal services was rated 36.7% excellent and 37.8% satisfactory. However, more than 24% of the surveyed households pointed out that means and responses received from their complaints were not good.

Level of Satisfaction	%
Excellent	36.7
Satisfactory	37.8
Not completely satisfactory	16.7
Totally unsatisfactory	8.8

KEY REMARKS FROM THE WARD

The overall satisfactions and unsatisfactory levels of the ward can be summarised as follows:

- People are not informed about the budget meetings.
- The area needs sport facilities and library.
- Municipal account offices need to open during the weekends.
- Lack of water and electricity supply, there is a need to inform the community when services will not be available.
- Motor vehicle licencing services are not satisfactory.
- Law enforcement officers are never seen in our area.
- Lack of sanitation / sewerage services and some households do not have proper toilets.
- Refuse removal services need improvement.
- Municipal health care service is poor, nurses delay to treat patients.
- Roads need maintenance and street lights.

SECTION 21. SATISFACTION ANALYSIS FROM WARD 21

70 households were surveyed in ward twenty-one one that included areas such as eSikhawini: H1 Esikhawini 40, H2 (half) 30 and the outcome of the analysis is presented below.

1 TYPE OF WATER SUPPLY SERVICE USED

The following table illustrates the dominant type of water supply service used to provide residences with water is house connection (57.1%), followed by yard tape (42.9%).

Types	%
House connection	57.1
Yard tape	42.9
Communal supply <200m	0
Communal supply >200m	0
Borehole	0
No supply	0

2 OVERALL SATISFACTION OF THE WATER SUPPLY SERVICE

While more than 57% of the residents surveyed in this Ward are satisfied with the level of water supply service, rating it excellent (11.5%) and satisfactory (47.1%) respectively; more than 41.4% of the residents are not happy with the level of the provision of this service in their area.

Level of Satisfaction	%
Excellent	11.5
Satisfactory	47.1
Not completely satisfactory	41.4
Totally unsatisfactory	0.0

3 TYPE OF SANITATION/SEWERAGE SERVICE RECEIVED

The dominant sanitation or sewerage services used in the area include the flushing toilets (57.1%) followed the VIP's (22.9%) as well as the sandpit latrine (18.6%). However, there is a need to improve on this service as the survey has indicated that some people in this ward do not have toilets.

Types	%
Flushing toilet	57.1
VIP's (Concrete)	22.9
Sandpit Latrine	18.6
No Toilet	1.4

4 OVERALL SATISFACTION OF THE SANITATION / SEWERAGE SERVICES

Some of the residents in this ward are satisfied with the sanitation and sewerage services provided; the respondents scored excellent (42.9%) and satisfactory at (44.4%). However, more than 12 % of the respondents are disappointed with the provision of these services and require an urgent intervention and improvement from the Municipality in this regard.

Level of Satisfaction	%
Excellent	42.9
Satisfactory	44.3
Not completely satisfactory	11.4
Totally unsatisfactory	1.4

5 TYPE OF DOMESTIC REFUSE REMOVAL SERVICE RECEIVED

The dominant types of the domestic refuse used in this ward include the 240 litre Bins (31.4%) and communal bin (54.3%). However, more than 5% of the respondents in this area pointed out that they get and use nothing for domestic refuse as presented below.

Types	%
240 litre Bin	31.4
Black bags	8.6
Communal Bin	54.3
No service	5.7

6 OVERALL SATISFACTION OF THE REFUSE REMOVAL SERVICE

The satisfaction levels of the refuse removal service are rated excellent (45.7%) and satisfactory (42.9%). But more than 21% of the respondents are not satisfied with the provision of this service in the area.

UMHLATHUZE MUNICIPALITY CUSTOMER SATISFACTION SURVEY 2013

Level of Satisfaction	%
Excellent	45.7
Satisfactory	42.9
Not completely satisfactory	10.0
Totally unsatisfactory	1.4

7 MUNICIPAL HEALTH CARE SERVICES USED IN THE PAST 12 MONTHS

Residents surveyed in the areas pointed out that they frequented the health care services for a number of reasons/sicknesses; however, the services provided by the Municipality was largely rated not good across the different services; only other health sicknesses than HIV/AIDS were rated satisfactory (44.3%).

Level of Satisfaction	HEALTH CARE SERVICES				
	Cholera treatment	HIV/AIDS education & counselling	TB treatment	Inoculations	Health (other than HIV/AIDS)
Excellent	4.3	5.7	1.4	12.9	14.3
Satisfactory	0	0	0	27.1	44.3
Not completely satisfactory	0	0	0	7.1	8.6
Totally unsatisfactory	0	0	0	0	0
Not Applicable	95.7	94.3	98.6	52.9	32.8

8 OVERALL SATISFACTION OF THE ELECTRICAL POWER SUPPLY SERVICE

More than 90% of the households surveyed are currently satisfied with the electricity supply services in their area. While 10% of the households surveyed are not completely satisfied, therefore, there is a need for this matter to get more attention from all its related stakeholders.

Level of Satisfaction	%
Excellent	31.4
Satisfactory	58.6
Not completely satisfactory	10.0
Totally unsatisfactory	0

9 OVERALL SATISFACTION WITH THE CONDITION OF PROVINCIAL ROADS (RURAL AREAS) IN IMMEDIATE AREA

All households surveyed pointed out that they are satisfied with the level of service, rating it satisfactory 48.6% and excellent 51.4%.

Level of Satisfaction	%
Excellent	51.4
Satisfactory	48.6
Not completely satisfactory	0.0
Totally unsatisfactory	0

10 OVERALL SATISFACTION WITH THE CONDITION OF MUNICIPAL STREETS (URBAN AREAS) IN IMMEDIATE AREA

The majority of the households interviewed (98.6%) in this ward highlighted that the municipal street are in good conditions but a regular maintenance is required to always keep them good.

Level of Satisfaction	%
Excellent	52.9
Satisfactory	45.7
Not completely satisfactory	1.4
Totally unsatisfactory	0

11 MUNICIPAL MEANS OF COMMUNICATION

In this ward, the dominant means used to communicate with the Municipality include the uMhlathuze the ward committees (52.9%) and the personal contact (30%). Those two means of communication are followed by the uMhlathuze newspaper (12.9%) as well as the telephonic calls. Other residents surveyed pointed out that they do not have any contact with the Municipality.

Types	%
uMhlathuze newsletter	12.9
Personal contact	30.0
Ward committees	52.9
Telephonic	2.9
Radio	0
No contact	1.3

12 OVERALL SATISFACTION OF THE COMMUNICATION WITH THE MUNICIPALITY

The satisfaction in the level of the communication with the Municipality was rated as 47.1% satisfactory and 38.6% excellent. More than 10% of respondents were not completely satisfied with the level of communication.

Level of Satisfaction	%
Excellent	38.6
Satisfactory	47.1
Not completely satisfactory	11.4
Totally unsatisfactory	2.9

13 OVERALL SATISFACTION OF THE SUITABILITY OF INFORMATION IN THE UMHLATHUZE NEWSLETTER

The majority of the respondents pointed out that they were satisfied with information contained in the uMhlathuze newsletter. However, 2.9% of the respondents were not satisfied with the contents and information provided in the uMhlathuze newsletter.

Level of Satisfaction	%
Excellent	50
Satisfactory	47.1
Not completely satisfactory	2.9
Totally unsatisfactory	0

14 OVERALL SATISFACTION ON THE INFORMATION ABOUT IDP / BUDGET PROCESS TO ADDRESS THE NEEDS

Over 80% of the households surveyed in this ward pointed out that they are informed about the budget/IDP processes where their needs are addressed.

Level of Satisfaction	%
Excellent	40
Satisfactory	45.7
Not completely satisfactory	11.4
Totally unsatisfactory	2.9

15 OVERALL SATISFACTION ON THE ASSISTANCE RECEIVED FROM HELP DESKS WHEN LODGING QUERIES

More than 80% of the respondents are satisfied with the service and assistance received at the help desk. However, for others, the level of satisfaction received on the assistance received from help desks was below their expectations.

Level of Satisfaction	%
Excellent	38.6
Satisfactory	45.7
Not completely satisfactory	14.3
Totally unsatisfactory	1.4

16 OVERALL SATISFACTION OF THE ACCURACY AND PUNCTUALITY OF THE MUNICIPAL ACCOUNT

The level of satisfaction of the accuracy and punctuality of the municipal account was rated as 51.4% excellent and at 48.6% as satisfactory. However, more than 5.7% of the households surveyed said that the municipal account service is not accurate and punctual.

Level of Satisfaction	%
Excellent	51.4
Satisfactory	42.9
Not completely satisfactory	5.7
Totally unsatisfactory	0

17 THE EXTENT OF USING THE EXISTING MUNICIPAL SPORTS FACILITIES?

The majority of the respondents pointed out that they are using frequently (45.7%) or sometimes (41.4) the municipal sporting facilities, while 11.4% of households said that they never used them.

Level of Satisfaction	%
Frequently	47.2
Sometimes	41.4
Never	11.4
There are no facilities	0

18 OVERALL SATISFACTION WITH THE STANDARD OF MUNICIPAL SPORTS FACILITIES USED

For those using the Municipal sport facilities, the overall level of satisfaction indicates that more than 88% are satisfied with the standard of those facilities as presented below.

Level of Satisfaction	%
Excellent	45.7
Satisfactory	42.9
Not completely satisfactory	4.3
Totally unsatisfactory	7.1

19 THE EXTENT OF USING THE EXISTING MUNICIPAL COMMUNITY FACILITIES (LIBRARIES, COMMUNITY HALLS, ETC)

34.3% of the households interviewed use frequently the existing municipal community facilities, while 60% rarely frequent them. However, more than 5% indicated that they never used or frequent any municipal community facility.

Types	%
Frequently	34.3
Sometimes	60.0
Never	5.7
There are no facilities	0

20 OVERALL SATISFACTION ON THE STANDARD OF EXISTING MUNICIPAL COMMUNITY FACILITIES

For those using the Municipal community facilities, the overall level of satisfaction indicates that more than 98% are satisfied with the standard of those facilities as presented below. But 1.4% of people frequenting the municipal community facilities pointed out that the level of service is unsatisfactory.

Level of Satisfaction	%
Excellent	50
Satisfactory	48.6
Not completely satisfactory	1.4
Totally unsatisfactory	0.0

21 OVERALL SATISFACTION OF THE STANDARD OF MOTOR VEHICLE LICENCING SERVICES

The level of satisfaction with the standard of the motor vehicle licensing services was rated as 41.4% satisfactory and 52.9% excellent. However, some households interviewed in this ward pointed out that they were totally unsatisfied with the motor vehicle licensing services.

Level of Satisfaction	%
Excellent	52.9
Satisfactory	41.4
Not completely satisfactory	1.4
Totally unsatisfactory	4.3

22 OVERALL SATISFACTION OF THE UMHLATHUZE TRAFFIC LAW ENFORCEMENT VISIBILITY (NOTE NOT SAPS)

The level of satisfaction with the visibility of the uMhlathuze Traffic Law Enforcement was rated as 48.5% excellent and as 45.7% satisfactory. However, more than 5% of the respondents pointed out that the traffic law enforcement officers are not visible in their ward.

Level of Satisfaction	%
Excellent	48.5
Satisfactory	45.7
Not completely satisfactory	2.9
Totally unsatisfactory	2.9

23 TYPES OF EMERGENCY SERVICES CALLED AFTER HOURS IN THE PAST 12 MONTHS AND RESPONSE TIME

With regard to the emergency services highlighted in the table below, the overall rating for the response in time averaged mostly 26.8% satisfactory and 21.1% excellent.

UMHLATHUZE MUNICIPALITY CUSTOMER SATISFACTION SURVEY 2013

Level of Satisfaction	MUNICIPAL EMERGENCY SERVICES				
	Water	Sewerage	Electricity	Law-enforcement	Fire& rescue Services
Excellent	18.6	2.9	20.0	32.9	31.4
Satisfactory	50.0	32.9	48.6	1.4	0
Not completely satisfactory	7.1	2.9	5.7	0	0
Totally unsatisfactory	0.0	1.4	1.4	0	0
Not Applicable	24.3	59.9	24.3	65.7	68.6

24 OVERALL SATISFACTION WITH THE MEANS AND RESPONSE RECEIVED WHEN COMPLAINING ON MUNICIPAL SERVICES

The level of satisfaction with means and responses received when complaining on municipal services was rated 21.4% excellent and 54.3% satisfactory. However, more than 24% of the surveyed households pointed out that means and responses received from their complaints were not good.

Level of Satisfaction	%
Excellent	21.4
Satisfactory	54.3
Not completely satisfactory	21.4
Totally unsatisfactory	2.9

KEY REMARKS FROM THE WARD

The overall satisfactions and unsatisfactory levels of the ward can be summarised as follows:

- Electric bill is too expensive,
- Municipal health care services are not satisfactory and clinics need more staff,
- There is a lack of refuse removal services, there is a need for communal bins,
- There is a lack of sanitation/sewerage services,
- There is a lack of water supply and electricity supply, community need to be informed when supply will not be available,
- After hour emergency services need improvement,
- Community facilities need improvement,
- Community need to be informed about IDP/Budget meetings.

SECTION 22. SATISFACTION ANALYSIS FROM WARD 22

70 households were surveyed in ward twenty-two that included areas such as eSikhawini: H2 Kwa Mcwabe area 20, Kwandaya 10, Aquafresh 10, Shendelembuzi 10, Qwizumentshiso 10, Zimele 10 and the outcome of the analysis is presented below.

1 TYPE OF WATER SUPPLY SERVICE USED

The following table illustrates the dominant type of water supply service used to provide residences with water is yard tape (57.1%), followed by house connection (40.0%).

Types	%
House connection	40.0
Yard tape	57.1
Communal supply <200m	0
Communal supply >200m	0
Borehole	0
No supply	2.9

2 OVERALL SATISFACTION OF THE WATER SUPPLY SERVICE

More than 91% of the residents surveyed in this Ward are satisfied with the water supply service, rating it excellent (41.4%) and satisfactory (50%) respectively. However, more than 8% of the residents are not happy with the current provision of this service in their area.

Level of Satisfaction	%
Excellent	41.4
Satisfactory	50.0
Not completely satisfactory	8.6
Totally unsatisfactory	0.0

3 TYPE OF SANITATION/SEWERAGE SERVICE RECEIVED

The dominant sanitation or sewerage services used in the area include the flushing toilets (55.7%) followed the VIP's (30%) as well as the VIP's. However, there is a need to improve on this service as the survey has indicated that 4.3% of the respondents do not have toilets.

Types	%
Flushing toilet	55.7
VIP's (Concrete)	30.0
Sandpit Latrine	10.0
No Toilet	4.3

4 OVERALL SATISFACTION OF THE SANITATION / SEWERAGE SERVICES

The majority residents in this ward are satisfied with the sanitation and sewerage services provided; the respondents scored excellent (44.2%) and satisfactory at (38.6%). However, more than 17% of the respondents are disappointed with the provision of these services and require an urgent intervention and improvement from the Municipality in this regard.

Level of Satisfaction	%
Excellent	44.2
Satisfactory	38.6
Not completely satisfactory	4.3
Totally unsatisfactory	12.9

5 TYPE OF DOMESTIC REFUSE REMOVAL SERVICE RECEIVED

The dominant types of the domestic refuse used in this ward include the 240 litre Bins (37.2%) and communal bin (30%). However, 15.7% of the respondent in this area receive the black bags while 17.1% pointed out that they get and use nothing for domestic refuse as presented below.

Types	%
240 litre Bin	37.2
Black bags	15.7
Communal Bin	30.0
No service	17.1

6 OVERALL SATISFACTION OF THE REFUSE REMOVAL SERVICE

The satisfaction levels of the refuse removal service are rated excellent (45.7%) and satisfactory (34.3%). But more than 20% of the respondents are not satisfied with the provision of this service in the area.

UMHLATHUZE MUNICIPALITY CUSTOMER SATISFACTION SURVEY 2013

Level of Satisfaction	%
Excellent	45.7
Satisfactory	34.3
Not completely satisfactory	5.7
Totally unsatisfactory	14.3

7 MUNICIPAL HEALTH CARE SERVICES USED IN THE PAST 12 MONTHS

Residents surveyed in the areas pointed out that they frequented the health care services for a number of reasons/sicknesses; however, the services provided by the Municipality was largely rated good across the different services with other sicknesses than HIV/AIDS rating the highest (24.3%).

Level of Satisfaction	HEALTH CARE SERVICES				
	Cholera treatment	HIV/AIDS education & counselling	TB treatment	Inoculations	Health (other than HIV/AIDS)
Excellent	2.9	11.4	8.6	27.1	15.7
Satisfactory	1.4	2.9	4.3	10.0	24.3
Not completely satisfactory	0	0	4.3	1.4	2.9
Totally unsatisfactory	0	0	0	0	0
Not Applicable	95.7	85.7	82.8	61.5	57.1

8 OVERALL SATISFACTION OF THE ELECTRICAL POWER SUPPLY SERVICE

Generally residents in this ward are happy with the electricity supply services with 90% of them being satisfied. But 10% of the respondents pointed out that this service needs more improvement as it is not so far well supplied.

Level of Satisfaction	%
Excellent	52.9
Satisfactory	37.1
Not completely satisfactory	5.7
Totally unsatisfactory	4.3

9 OVERALL SATISFACTION WITH THE CONDITION OF PROVINCIAL ROADS (RURAL AREAS) IN IMMEDIATE AREA

More than 76 % of respondents are satisfied with the conditions of the provincial roads, rating it satisfactory 44.3% and excellent 35.7%. However it should be noted that more than 20% of the respondents are not satisfied with the state of provincial roads in their immediate areas.

Level of Satisfaction	%
Excellent	35.7
Satisfactory	44.3
Not completely satisfactory	18.6
Totally unsatisfactory	1.4

10 OVERALL SATISFACTION WITH THE CONDITION OF MUNICIPAL STREETS (URBAN AREAS) IN IMMEDIATE AREA

20% of the households interviewed in this ward highlighted that the municipal street are not in good conditions and need urgent attention. However, other respondent (80%) rated the condition of municipal streets in urban areas as good as presented below.

Level of Satisfaction	%
Excellent	41.4
Satisfactory	38.6
Not completely satisfactory	17.1
Totally unsatisfactory	2.9

11 MUNICIPAL MEANS OF COMMUNICATION

In this ward, the dominant means used to communicate with the Municipality include the ward Committees (62.9%) and the personal contact (21.4%). Other residents surveyed pointed out that they are not aware of the uMhlathuze newspaper and do not have any contact with the Municipality.

Types	%
uMhlathuze newsletter	11.4
Personal contact	21.4
Ward committees	62.9
Telephonic	2.9
Radio	1.4
No contact	0

12 OVERALL SATISFACTION OF THE COMMUNICATION WITH THE MUNICIPALITY

The satisfaction in the level of the communication with the Municipality was rated as 48.6% satisfactory and 38.5% excellent. 12.9% of respondents were not completely satisfied with the level of communication.

Level of Satisfaction	%
Excellent	38.5
Satisfactory	48.6
Not completely satisfactory	10.0
Totally unsatisfactory	2.9

13 OVERALL SATISFACTION OF THE SUITABILITY OF INFORMATION IN THE UMHLATHUZE NEWSLETTER

10% of the respondents pointed out that they were not satisfied with information contained in the uMhlathuze newsletter. However, 90% of the respondents were satisfied with the contents and information provided in the uMhlathuze newsletter.

Level of Satisfaction	%
Excellent	48.6
Satisfactory	41.4
Not completely satisfactory	7.1
Totally unsatisfactory	2.9

14 OVERALL SATISFACTION ON THE INFORMATION ABOUT IDP / BUDGET PROCESS TO ADDRESS THE NEEDS

90% of the households surveyed in this ward pointed out that they are informed about the budget/IDP processes where their needs are addressed.

Level of Satisfaction	%
Excellent	50
Satisfactory	40.0
Not completely satisfactory	5.7
Totally unsatisfactory	4.3

15 OVERALL SATISFACTION ON THE ASSISTANCE RECEIVED FROM HELP DESKS WHEN LODGING QUERIES

More than 87% of the respondents are satisfied with the service and assistance received at the help desk. However, for others, the assistance received from help desks was below their expectations.

Level of Satisfaction	%
Excellent	44.2
Satisfactory	42.9
Not completely satisfactory	10.0
Totally unsatisfactory	2.9

16 OVERALL SATISFACTION OF THE ACCURACY AND PUNCTUALITY OF THE MUNICIPAL ACCOUNT

The level of satisfaction of the accuracy and punctuality of the municipal account was rated as 50% excellent and at 41.4% as satisfactory. However, more than 8% of the households surveyed said that the municipal account service is not accurate and punctual.

Level of Satisfaction	%
Excellent	50
Satisfactory	41.4
Not completely satisfactory	4.3
Totally unsatisfactory	4.3

17 THE EXTENT OF USING THE EXISTING MUNICIPAL SPORTS FACILITIES?

12.8% of the respondents pointed out that they never used the municipal sporting facilities, while 82.9% of households said that they use them.

Level of Satisfaction	%
Frequently	44.3
Sometimes	42.9
Never	7.1
There are no facilities	5.7

18 OVERALL SATISFACTION WITH THE STANDARD OF MUNICIPAL SPORTS FACILITIES USED

For those using the Municipal sport facilities, the overall level of satisfaction indicates that 78.6% are satisfied with the standard of those facilities as presented below.

Level of Satisfaction	%
Excellent	42.9
Satisfactory	35.7
Not completely satisfactory	20.0
Totally unsatisfactory	1.4

19 THE EXTENT OF USING THE EXISTING MUNICIPAL COMMUNITY FACILITIES (LIBRARIES, COMMUNITY HALLS, ETC)

41.4% of the households interviewed use frequently the existing municipal community facilities, while 42.9% rarely frequent them. However, more than 11 % indicated that they never used or frequent any municipal community facility.

Types	%
Frequently	45.6
Sometimes	42.9
Never	8.6
There are no facilities	2.9

20 OVERALL SATISFACTION ON THE STANDARD OF EXISTING MUNICIPAL COMMUNITY FACILITIES

For those using the Municipal community facilities, the overall level of satisfaction indicates that 84.3% are satisfied with the standard of those facilities as presented below. But more than 15% of people frequenting the municipal community facilities pointed out that the level of service is unsatisfactory.

Level of Satisfaction	%
Excellent	40
Satisfactory	44.3
Not completely satisfactory	12.9
Totally unsatisfactory	2.8

21 OVERALL SATISFACTION OF THE STANDARD OF MOTOR VEHICLE LICENCING SERVICES

The level of satisfaction with the standard of the motor vehicle licensing services was rated as 24.3% satisfactory and 64.2% excellent. However, some households interviewed in this ward pointed out that they were totally unsatisfied with the motor vehicle licensing services.

Level of Satisfaction	%
Excellent	64.2
Satisfactory	24.3
Not completely satisfactory	8.6
Totally unsatisfactory	2.9

22 OVERALL SATISFACTION OF THE UMHLATHUZE TRAFFIC LAW ENFORCEMENT VISIBILITY (NOTE NOT SAPS)

The level of satisfaction with the visibility of the uMhlathuze Traffic Law Enforcement was rated as 63% excellent and as 18.6% satisfactory. However, more than 18% of the respondents pointed out that the traffic law enforcement officers are not visible in their ward.

Level of Satisfaction	%
Excellent	63
Satisfactory	18.6
Not completely satisfactory	10.0
Totally unsatisfactory	8.4

23 TYPES OF EMERGENCY SERVICES CALLED AFTER HOURS IN THE PAST 12 MONTHS AND RESPONSE TIME

With regard to the emergency services highlighted in the table below, the overall rating for the response in time averaged mostly 15.7% satisfactory and 10.6% excellent.

UMHLATHUZE MUNICIPALITY CUSTOMER SATISFACTION SURVEY 2013

Level of Satisfaction	MUNICIPAL EMERGENCY SERVICES				
	Water	Sewerage	Electricity	Law-enforcement	Fire& rescue Services
Excellent	22.9	8.6	12.9	2.9	5.7
Satisfactory	38.6	1.4	31.4	7.1	0
Not completely satisfactory	5.7	0	10.0	0	0
Totally unsatisfactory	2.9	0	1.4	0	0
	29.9	90	44.3	90	94.3

24 OVERALL SATISFACTION WITH THE MEANS AND RESPONSE RECEIVED WHEN COMPLAINING ON MUNICIPAL SERVICES

The level of satisfaction with means and responses received when complaining on municipal services was rated 40% excellent and 48.6% satisfactory. However, more than 11% of the surveyed households pointed out that means and responses received from their complaints were not good.

Level of Satisfaction	%
Excellent	40
Satisfactory	48.6
Not completely satisfactory	7.1
Totally unsatisfactory	4.3

KEY REMARKS FROM THE WARD

The overall satisfactions and unsatisfactory levels of the ward can be summarised as follows:

- Need maintenance of existing communal facilities, sports facilities, Library,
- Roads need to be maintained with street lights, speed humps and need to be widened,
- Information given by the newsletter needs to improve,
- The community need to be informed about IDP/budge meetings,
- Lack of water supply and electricity supply, need installation of taps in households , bill is too expensive,
- Lack of motor vehicle licencing services,
- uMhlathuze traffic law enforcement officers are never seen in our areas,
- After hour emergency services need improvement,
- Sanitation/sewage services need improvement, need VIP toilets,
- Need refuse removal service improvements,
- Clinics need more staff.

SECTION 23. SATISFACTION ANALYSIS FROM WARD 23

110 households were surveyed in ward twenty-three that included areas such Empangeni / Felixton: Zidedele 20, Felixton 30, Garden Clinic 20, Empangeni airport 20, Dover and farms 20 and the outcome of the analysis is presented below.

1 TYPE OF WATER SUPPLY SERVICE USED

The following table illustrates the dominant type of water supply service used to provide residences with water is house connection (66.4%), followed by yard tape (21.8%)

Types	%
House connection	66.4
Yard tape	21.8
Communal supply <200m	4.5
Communal supply >200m	3.6
Borehole	3.7
No supply	0

2 OVERALL SATISFACTION OF THE WATER SUPPLY SERVICE

77.8% of the residents surveyed in this Ward are satisfied with the level of water supply service, rating it excellent (51.9%) and satisfactory (23.6%) respectively. However, more than 24% of the residents are not happy with the level of the provision of this service in their area.

Level of Satisfaction	%
Excellent	51.9
Satisfactory	23.6
Not completely satisfactory	20.9
Totally unsatisfactory	3.6

3 TYPE OF SANITATION/SEWERAGE SERVICE RECEIVED

The dominant sanitation or sewerage services used in the area include the flushing toilets (75.4%). However, there a need to improve on this service as the survey has indicated that 10% of the respondents do not have toilets.

Types	%
Flushing toilet	75.4
VIP's (Concrete)	7.3
Sandpit Latrine	7.3
No Toilet	10.0

4 OVERALL SATISFACTION OF THE SANITATION / SEWERAGE SERVICES

Residents in this ward are satisfied with the sanitation and sewerage services provided; the respondents scored excellent (56.4%) and satisfactory at (29.2%). However, more than 14% of the respondents are disappointed with the provision of these services and require an urgent intervention and improvement from the Municipality in this regard.

Level of Satisfaction	%
Excellent	56.4
Satisfactory	29.1
Not completely satisfactory	10.9
Totally unsatisfactory	3.6

5 TYPE OF DOMESTIC REFUSE REMOVAL SERVICE RECEIVED

The dominant types of the domestic refuse used in this ward include the 240 litre Bins (78.2%) followed by black bags (11.8%). However, 4.5% of the respondents in this area pointed out that they get and use nothing for domestic refuse as presented below.

Types	%
240 litre Bin	78.2
Black bags	11.8
Communal Bin	5.5
No service	4.5

6 OVERALL SATISFACTION OF THE REFUSE REMOVAL SERVICE

The satisfaction levels of the refuse removal service are rated excellent (64.6%) and satisfactory (23.6%). But more than 11% of the respondents are not satisfied with the provision of this service in the area.

UMHLATHUZE MUNICIPALITY CUSTOMER SATISFACTION SURVEY 2013

Level of Satisfaction	%
Excellent	64.6
Satisfactory	23.6
Not completely satisfactory	8.2
Totally unsatisfactory	3.6

7 MUNICIPAL HEALTH CARE SERVICES USED IN THE PAST 12 MONTHS

Residents surveyed in the areas pointed out that they frequented the health care services for a number of reasons/sicknesses; however, the services provided by the Municipality was largely rated good across the different services with inoculations rating the highest (39.1%), followed by TB treatment and other sicknesses than HIV/AIDS with 30% each.

Level of Satisfaction	HEALTH CARE SERVICES				
	Cholera treatment	HIV/AIDS education & counselling	TB treatment	Inoculations	Health (other than HIV/AIDS)
Excellent	28.2	27.3	30.0	39.1	30.0
Satisfactory	16.4	19.1	20.0	23.6	29.1
Not completely satisfactory	1.8	0	0	0	0.9
Totally unsatisfactory	0	0	0	0	0
	53.6	53.6	50	37.3	40
	46.4	46.4	50	62.7	60

8 OVERALL SATISFACTION OF THE ELECTRICAL POWER SUPPLY SERVICE

More than 75% of the households surveyed are currently happy with the electricity supply services in their area. However, this matter still need more attention from all other related stakeholders as more than 24% of the households surveyed pointed out that the service is not good.

Level of Satisfaction	%
Excellent	54.6
Satisfactory	20.9
Not completely satisfactory	22.7
Totally unsatisfactory	1.8

9 OVERALL SATISFACTION WITH THE CONDITION OF PROVINCIAL ROADS (RURAL AREAS) IN IMMEDIATE AREA

A total of 70.9% of respondents are satisfied with the level of service, rating it satisfactory 23.6% and excellent 47.3%. However it should be noted that more than 16% of the respondents are not satisfied with the state of provincial roads in their immediate areas.

Level of Satisfaction	%
Excellent	59.2
Satisfactory	23.6
Not completely satisfactory	14.5
Totally unsatisfactory	2.7

10 OVERALL SATISFACTION WITH THE CONDITION OF MUNICIPAL STREETS (URBAN AREAS) IN IMMEDIATE AREA

19.1% of the households interviewed in this ward highlighted that the municipal street are not in good conditions and need urgent attention. However, other respondent (80.9%) rated the condition of municipal streets in urban areas as good as presented below.

Level of Satisfaction	%
Excellent	53.6
Satisfactory	27.3
Not completely satisfactory	18.2
Totally unsatisfactory	0.9

11 MUNICIPAL MEANS OF COMMUNICATION

In this ward, the dominant means used to communicate with the Municipality include the ward committees (27.3%) and the personal contact (42.7%). Other residents surveyed pointed out that they use uMhlathuze newsletter as well as telephonic contact.

Types	%
uMhlathuze newsletter	24.5
Personal contact	42.7
Ward committees	27.3
Telephonic	5.5
Radio	0
No contact	0

12 OVERALL SATISFACTION OF THE COMMUNICATION WITH THE MUNICIPALITY

The satisfaction in the level of the communication with the Municipality was rated as 28.2% satisfactory and 57.3% excellent. More than 14% of respondents were not completely satisfied with the level of communication.

Level of Satisfaction	%
Excellent	57.3
Satisfactory	28.2
Not completely satisfactory	12.7
Totally unsatisfactory	1.8

13 OVERALL SATISFACTION OF THE SUITABILITY OF INFORMATION IN THE UMHLATHUZE NEWSLETTER

More than 12% of the respondents pointed out that they were not satisfied with information contained in the uMhlathuze newsletter. However, 86.4% of the respondents were satisfied with the contents and information provided in the uMhlathuze newsletter.

Level of Satisfaction	%
Excellent	45.5
Satisfactory	40.9
Not completely satisfactory	12.7
Totally unsatisfactory	0.9

14 OVERALL SATISFACTION ON THE INFORMATION ABOUT IDP / BUDGET PROCESS TO ADDRESS THE NEEDS

Over 84% of the households surveyed in this ward pointed out that they are informed about the budget/IDP processes where their needs are addressed.

Level of Satisfaction	%
Excellent	54.6
Satisfactory	30.0
Not completely satisfactory	12.7
Totally unsatisfactory	2.7

15 OVERALL SATISFACTION ON THE ASSISTANCE RECEIVED FROM HELP DESKS WHEN LODGING QUERIES

More than 83% of the respondents are satisfied with the service and assistance received at the help desk. However, for others, the assistance received from help desks was below their expectations.

Level of Satisfaction	%
Excellent	48.2
Satisfactory	35.5
Not completely satisfactory	14.5
Totally unsatisfactory	1.8

16 OVERALL SATISFACTION OF THE ACCURACY AND PUNCTUALITY OF THE MUNICIPAL ACCOUNT

The level of satisfaction of the accuracy and punctuality of the municipal account was rated as 51% excellent and at 32.7% as satisfactory. However, more than 16% of the households surveyed said that the municipal account service is not accurate and punctual.

Level of Satisfaction	%
Excellent	51
Satisfactory	32.7
Not completely satisfactory	14.5
Totally unsatisfactory	1.8

17 THE EXTENT OF USING THE EXISTING MUNICIPAL SPORTS FACILITIES?

25.5% of the respondents pointed out that they never used the municipal sporting facilities, while more than 67% of households said that they use them.

Level of Satisfaction	%
Frequently	22.7
Sometimes	44.5
Never	25.5
There are no facilities	7.3

18 OVERALL SATISFACTION WITH THE STANDARD OF MUNICIPAL SPORTS FACILITIES USED

For those using the Municipal sport facilities, the overall level of satisfaction indicates that 73.7% are satisfied with the standard of those facilities as presented below.

Level of Satisfaction	%
Excellent	41.7
Satisfactory	35.5
Not completely satisfactory	15.5
Totally unsatisfactory	7.3

19 THE EXTENT OF USING THE EXISTING MUNICIPAL COMMUNITY FACILITIES (LIBRARIES, COMMUNITY HALLS, ETC)

24.5% of the households interviewed use frequently the existing municipal community facilities, while 40% rarely frequent them. However, more than 35% indicated that they never used or frequent any municipal community facility.

Types	%
Frequently	24.5
Sometimes	40.0
Never	19.1
There are no facilities	16.4

20 OVERALL SATISFACTION ON THE STANDARD OF EXISTING MUNICIPAL COMMUNITY FACILITIES

For those using the Municipal community facilities, the overall level of satisfaction indicates that 81.8% are satisfied with the standard of those facilities as presented below. But more than 18% of people frequenting the municipal community facilities pointed out that the level of service is unsatisfactory.

Level of Satisfaction	%
Excellent	43.6
Satisfactory	38.2
Not completely satisfactory	10.0
Totally unsatisfactory	8.2

21 OVERALL SATISFACTION OF THE STANDARD OF MOTOR VEHICLE LICENCING SERVICES

The level of satisfaction with the standard of the motor vehicle licensing services was rated as 35.5% satisfactory and 53.6% excellent. However, some households interviewed in this ward pointed out that they were totally unsatisfied with the motor vehicle licensing services.

Level of Satisfaction	%
Excellent	53.6
Satisfactory	35.5
Not completely satisfactory	8.2
Totally unsatisfactory	2.7

22 OVERALL SATISFACTION OF THE UMHLATHUZE TRAFFIC LAW ENFORCEMENT VISIBILITY (NOTE NOT SAPS)

The level of satisfaction with the visibility of the uMhlathuze Traffic Law Enforcement was rated as 51.8% excellent and as 36.4% satisfactory. However, more than 11% of the respondents pointed out that the traffic law enforcement officers are not visible in their ward.

Level of Satisfaction	%
Excellent	51.8
Satisfactory	36.4
Not completely satisfactory	10.0
Totally unsatisfactory	1.8

23 TYPES OF EMERGENCY SERVICES CALLED AFTER HOURS IN THE PAST 12 MONTHS AND RESPONSE TIME

With regard to the emergency services highlighted in the table below, the overall rating for the response in time averaged mostly 22.5% satisfactory and 34% excellent.

UMHLATHUZE MUNICIPALITY CUSTOMER SATISFACTION SURVEY 2013

Level of Satisfaction	MUNICIPAL EMERGENCY SERVICES				
	Water	Sewerage	Electricity	Law-enforcement	Fire& rescue Services
Excellent	40.0	41.8	39.1	26.4	22.7
Satisfactory	27.3	20.9	22.7	20.0	21.8
Not completely satisfactory	3.6	1.8	4.5	1.8	1.8
Totally unsatisfactory	0	0	0	0	0
Not Applicable	53.6	53.6	50	37.2	40

24 OVERALL SATISFACTION WITH THE MEANS AND RESPONSE RECEIVED WHEN COMPLAINING ON MUNICIPAL SERVICES

The level of satisfaction with means and responses received when complaining on municipal services was rated 46.4% excellent and 32.7% satisfactory. However, more than 20% of the surveyed households pointed out that means and responses received from their complaints were not good.

Level of Satisfaction	%
Excellent	46.4
Satisfactory	32.7
Not completely satisfactory	18.2
Totally unsatisfactory	2.7

KEY REMARKS FROM THE WARD

The overall satisfactions and unsatisfactory levels of the ward can be summarised as follows:

- The ward needs a library, hall and sports facilities.
- Roads need maintenance, need street lights and signs,
- Sanitation services needed ,
- Lack of water and electricity supply and people need to be notified when these services are not available,
- The health centres are not satisfactory,
- The offices for municipal accounts should close later
- Poor refuse removal services, refuse bins are damaged,
- Traffic law enforcement officers are not often seen in this ward,
- After hour services need to improve.

SECTION 24. SATISFACTION ANALYSIS FROM WARD 24

150 households were surveyed in ward twenty-four that included areas such as Empangeni / Ngwelezane: Bingoma 30, Hillview 30, Qalakabusha 30, oDondolo 30, Matshana 30 and the outcome of the analysis is presented below.

1 TYPE OF WATER SUPPLY SERVICE USED

The following table illustrates the dominant type of water supply service used to provide residences with water is yard tape (51.3%), followed by house connection (46.7%)

Types	%
House connection	46.7
Yard tape	51.3
Communal supply <200m	0
Communal supply >200m	0
Borehole	0
No supply	2.0

2 OVERALL SATISFACTION OF THE WATER SUPPLY SERVICE

90% of the residents surveyed in this Ward are satisfied with the level of water supply service, rating it excellent (44.7%) and satisfactory (46.0) respectively. However, more than 10% of the residents are not happy with the level of the provision of this service in their area

Level of Satisfaction	%
Excellent	44.7
Satisfactory	46.0
Not completely satisfactory	7.3
Totally unsatisfactory	2.0

3 TYPE OF SANITATION/SEWERAGE SERVICE RECEIVED

The dominant sanitation or sewerage services used in the area include the flushing toilets (43.3%) followed by sandpit latrine (36.7%) as well as the VIP's. however, the survey indicated that 2.61% of the respondents do not have toilets .

UMHLATHUZE MUNICIPALITY CUSTOMER SATISFACTION SURVEY 2013

Types	%
Flushing toilet	43.3
VIP's (Concrete)	18.7
Sandpit Latrine	36.7
No Toilet	1.3

4 OVERALL SATISFACTION OF THE SANITATION / SEWERAGE SERVICES

The residents in this ward are satisfied with the Sanitation and Sewerage service provided; the respondents scored excellent (48.0%) and satisfactory at (32.0%). However, 20 % of the respondents are not satisfied with the provision of this service in the ward

Level of Satisfaction	%
Excellent	48.0
Satisfactory	32.0
Not completely satisfactory	14.0
Totally unsatisfactory	6.0

5 TYPE OF DOMESTIC REFUSE REMOVAL SERVICE RECEIVED

The dominant types of the domestic refuse used in this ward include the 240 litre Bins (39.3%) and communal bin (32.7%). However, 18.7% of the respondent in this area pointed out that they get and use nothing for domestic refuse as presented below.

Types	%
240 litre Bin	39.3
Black bags	9.3
Communal Bin	32.7
No service	18.7

6 OVERALL SATISFACTION OF THE REFUSE REMOVAL SERVICE

The satisfaction levels of the refuse removal service are rated excellent (32.0%) and satisfactory (36.3%), the majority of respondents are satisfied with this service. But 33% of the respondents are not satisfied with the provision of this service.

UMHLATHUZE MUNICIPALITY CUSTOMER SATISFACTION SURVEY 2013

Level of Satisfaction	%
Excellent	36.0
Satisfactory	31.3
Not completely satisfactory	20.0
Totally unsatisfactory	12.7

7 MUNICIPAL HEALTH CARE SERVICES USED IN THE PAST 12 MONTHS

Residents surveyed in the areas pointed out that they frequented the health care services for a number of reasons/sicknesses; however, the services provided by the Municipality was largely rated satisfactory across the different services with Health (other than HIV/AIDS) rating the highest (11.3%) followed by TB treatment (6.7%).

Level of Satisfaction	HEALTH CARE SERVICES				
	Cholera treatment	HIV/AIDS education & counselling	TB treatment	Inoculations	Health (other than HIV/AIDS)
Excellent	4.0	0.7	4.7	1.3	12.0
Satisfactory	6.0	3.3	6.7	4.7	11.3
Not completely satisfactory	0.7	0.7	1.3	0.7	3.3
Totally unsatisfactory	0.7	0	0	0	0
Not Applicable	88.6	46.4	87.3	93.3	73.4

8 OVERALL SATISFACTION OF THE ELECTRICAL POWER SUPPLY SERVICE

More than 12% of the households surveyed are currently not happy with the electricity supply services in their area. But on the other hand, 87.3% of households seen to be satisfied with the services offered

Level of Satisfaction	%
Excellent	57.3
Satisfactory	30.0
Not completely satisfactory	8.0
Totally unsatisfactory	4.7

9 OVERALL SATISFACTION WITH THE CONDITION OF PROVINCIAL ROADS (RURAL AREAS) IN IMMEDIATE AREA

A total of 51 % of respondents are satisfied with the level of service, rating it satisfactory 34.7% and excellent 16.6%. However it should be noted a large proportion of respondents 49% are not satisfied with the state of provincial roads in their immediate areas.

Level of Satisfaction	%
Excellent	16.6
Satisfactory	34.7
Not completely satisfactory	10.7
Totally unsatisfactory	38.0

10 OVERALL SATISFACTION WITH THE CONDITION OF MUNICIPAL STREETS (URBAN AREAS) IN IMMEDIATE AREA

26% of the households interviewed in this ward highlighted that the municipal street are not in good conditions and need urgent attention. However, other respondent (74%) rated the condition of municipal streets in urban areas as satisfactory as presented below.

Level of Satisfaction	%
Excellent	24.0
Satisfactory	50.0
Not completely satisfactory	21.3
Totally unsatisfactory	4.7

11 MUNICIPAL MEANS OF COMMUNICATION

In this ward, the top means used to communicate with the Municipality include the ward committees at 38.7% and by personal contact at 24.7%. uMhlathuze newsletter, radio and telephonic means are used by limited number of households as presented below.

Types	%
uMhlathuze newsletter	24
Personal contact	24.7
Ward committees	38.7
Telephonic	3.3
Radio	3.3
No contact	6.0

12 OVERALL SATISFACTION OF THE COMMUNICATION WITH THE MUNICIPALITY

The satisfaction in the level of the communication with the Municipality was rated as 74.0% satisfactory and 21.4% excellent. 4.4% of respondents were not completely satisfied with the level of communication.

Level of Satisfaction	%
Excellent	21.4
Satisfactory	74.0
Not completely satisfactory	3.3
Totally unsatisfactory	1.3

13 OVERALL SATISFACTION OF THE SUITABILITY OF INFORMATION IN THE UMHLATHUZE NEWSLETTER

4% of the respondents pointed out that they were not satisfied with information contained in the uMhlathuze newsletter. However, 69.3% of the respondents were satisfied while 26.7% rated it excellent

Level of Satisfaction	%
Excellent	26.7
Satisfactory	69.3
Not completely satisfactory	2.0
Totally unsatisfactory	2.0

14 OVERALL SATISFACTION ON THE INFORMATION ABOUT IDP / BUDGET PROCESS TO ADDRESS THE NEEDS

15% of the households surveyed in this ward pointed out that they are not informed about the budget/IDP processes.

Level of Satisfaction	%
Excellent	30.7
Satisfactory	54.7
Not completely satisfactory	11.3
Totally unsatisfactory	3.3

15 OVERALL SATISFACTION ON THE ASSISTANCE RECEIVED FROM HELP DESKS WHEN LODGING QUERIES

2% of the respondents are not satisfied with the service and assistance received at the help desk. However, for others, the level of satisfaction received on the assistance received from help desks was rated at 70.0% satisfactory and as 28% excellent.

Level of Satisfaction	%
Excellent	28
Satisfactory	70.0
Not completely satisfactory	1.3
Totally unsatisfactory	0.7

16 OVERALL SATISFACTION OF THE ACCURACY AND PUNCTUALITY OF THE MUNICIPAL ACCOUNT

The level of satisfaction of the accuracy and punctuality of the municipal account was rated as 32% excellent and at 64.0% as satisfactory. However, 4% of the households surveyed said that the municipal account service is not accurate and punctual.

Level of Satisfaction	%
Excellent	32
Satisfactory	64.0
Not completely satisfactory	3.3
Totally unsatisfactory	0.7

17 THE EXTENT OF USING THE EXISTING MUNICIPAL SPORTS FACILITIES?

13.3% of the respondents pointed out that they never used the municipal sporting facilities, while 50.7% of households said that they rarely use them.

Level of Satisfaction	%
Frequently	31.3
Sometimes	50.7
Never	13.3
There are no facilities	4.7

18 OVERALL SATISFACTION WITH THE STANDARD OF MUNICIPAL SPORTS FACILITIES USED

For those using the Municipal sport facilities, the overall level of satisfaction indicates that 86.7% are satisfied with the standard of those facilities as presented below.

Level of Satisfaction	%
Excellent	29.4
Satisfactory	57.3
Not completely satisfactory	10.0
Totally unsatisfactory	3.3

19 THE EXTENT OF USING THE EXISTING MUNICIPAL COMMUNITY FACILITIES (LIBRARIES, COMMUNITY HALLS, ETC)

32.7% of the households interviewed frequently use the existing municipal community facilities, while 56.7% rarely use them. However, 9.3% indicated that they never used any municipal community facility.

Types	%
Frequently	32.7
Sometimes	56.7
Never	9.3
There are no facilities	1.3

20 OVERALL SATISFACTION ON THE STANDARD OF EXISTING MUNICIPAL COMMUNITY FACILITIES

For those using the Municipal community facilities, the overall level of satisfaction indicates that more than 94% are satisfied with the standard of those facilities as presented below. But more than 5% of people frequenting the municipal community facilities pointed out that the level of service is unsatisfactory.

Level of Satisfaction	%
Excellent	40.7
Satisfactory	54.0
Not completely satisfactory	4.0
Totally unsatisfactory	1.3

21 OVERALL SATISFACTION OF THE STANDARD OF MOTOR VEHICLE LICENCING SERVICES

The level of satisfaction with the standard of the motor vehicle licensing services was rated as 50.7% satisfactory and 40% excellent. However, some households interviewed in this ward pointed out that they were totally unsatisfied with the motor vehicle licensing services.

Level of Satisfaction	%
Excellent	40
Satisfactory	50.7
Not completely satisfactory	2.0
Totally unsatisfactory	7.3

22 OVERALL SATISFACTION OF THE UMHLATHUZE TRAFFIC LAW ENFORCEMENT VISIBILITY (NOTE NOT SAPS)

The level of satisfaction with the visibility of the uMhlathuze Traffic Law Enforcement was rated as 62.6% excellent and as 34.7% satisfactory. 2.7% of the respondents pointed out those traffic law enforcement officers are not visible in their ward.

Level of Satisfaction	%
Excellent	62.6
Satisfactory	34.7
Not completely satisfactory	2.7
Totally unsatisfactory	0

23 TYPES OF EMERGENCY SERVICES CALLED AFTER HOURS IN THE PAST 12 MONTHS AND RESPONSE TIME

With regard to the emergency services highlighted in the table below, the overall rating for the response in time averaged mostly 15% satisfactory and 8% excellent.

UMHLATHUZE MUNICIPALITY CUSTOMER SATISFACTION SURVEY 2013

Level of Satisfaction	MUNICIPAL EMERGENCY SERVICES				
	Water	Sewerage	Electricity	Law-enforcement	Fire& rescue Services
Excellent	14.0	4.7	14.7	4.0	3.3
Satisfactory	28.7	12.7	16.0	8.0	12.0
Not completely satisfactory	1.3	4.0	4.0	0.7	0.7
Totally unsatisfactory	1.3	0.0	4.7	0	0
Not Applicable	54.7	46.4	60.6	87.3	84

24 OVERALL SATISFACTION WITH THE MEANS AND RESPONSE RECEIVED WHEN COMPLAINING ON MUNICIPAL SERVICES

The level of satisfaction with means and responses received when complaining on municipal services was rated 30.6% excellent and 64.7% satisfactory. However, more than 4% of the surveyed households pointed out that means and responses received from their complaints were not good.

Level of Satisfaction	%
Excellent	30.6
Satisfactory	64.7
Not completely satisfactory	2.0
Totally unsatisfactory	2.7

KEY REMARKS FROM THE WARD

The overall satisfactions and unsatisfactory levels of the ward can be summarised as follows:

- Roads need maintenance with pedestrian pavement, signs and bus shelters,
- Need notifications for electricity and water outages, electricity bill is too expensive,
- Poor refuse removal service,
- Need community facilities, sports ground and a library,
- Motor vehicle licence service need improvement,
- Need improved sanitation service.

SECTION 25. SATISFACTION ANALYSIS FROM WARD 25

110 households were surveyed in ward twenty-five that included areas such as Ngwelezane: Mankwanyaneni 20, Matshana 10, Nkosazane 20, Mtengu 10, Qhubandaba 20, Sigisi 10, Macekeni 10, Mhlanga 10 and the outcome of the analysis is presented below.

1 TYPE OF WATER SUPPLY SERVICE USED

The following table illustrates the dominant type of water supply service used to provide residences with water is yard tape (80.9%), followed by house connection (17.3%)

Types	%
House connection	17.3
Yard tape	80.9
Communal supply <200m	0
Communal supply >200m	0
Borehole	0
No supply	1.8

2 OVERALL SATISFACTION OF THE WATER SUPPLY SERVICE

67.2% of the residents surveyed in this Ward are satisfied with the level of water supply service, rating it excellent (22.7%) and satisfactory (44.5%) respectively. However, more than 27.2% of the residents are not happy with the level of the provision of this service in their area

Level of Satisfaction	%
Excellent	28.3
Satisfactory	44.5
Not completely satisfactory	22.7
Totally unsatisfactory	4.5

3 TYPE OF SANITATION/SEWERAGE SERVICE RECEIVED

The dominant sanitation or sewerage services used in the area include the sandpit latrine (32.07 %) followed by flushing toilet (24.05 %) as well as the VIP's (19.1) however, the survey indicated that 23.6% of the respondents do not have toilets .

Types	%
Flushing toilet	24.5
VIP's (Concrete)	19.1
Sandpit Latrine	32.7
No Toilet	23.7

4 OVERALL SATISFACTION OF THE SANITATION / SEWERAGE SERVICES

The residents in this ward are satisfied with the Sanitation and Sewerage service provided; the respondents scored excellent (26.4 %) and satisfactory at (34.05 %). However, 38.6 % of the respondents are not satisfied with the provision of this service in the ward.

Level of Satisfaction	%
Excellent	26.4
Satisfactory	34.5
Not completely satisfactory	31.8
Totally unsatisfactory	7.3

5 TYPE OF DOMESTIC REFUSE REMOVAL SERVICE RECEIVED

The dominant types of the domestic refuse used in this ward include the 240 black bags (49.1%) and communal bin (42.7%). However, 0.9% of the respondent in this area pointed out that they get and use nothing for domestic refuse as presented below.

Types	%
240 litre Bin	7.3
Black bags	49.1
Communal Bin	42.7
No service	0.9

6 OVERALL SATISFACTION OF THE REFUSE REMOVAL SERVICE

The satisfaction levels of the refuse removal service are rated excellent (12.8%) and satisfactory (22.7%), the majority of respondents are not satisfied with this service. 64.5% of the respondents are not satisfied with the provision of this service

UMHLATHUZE MUNICIPALITY CUSTOMER SATISFACTION SURVEY 2013

Level of Satisfaction	%
Excellent	12.8
Satisfactory	22.7
Not completely satisfactory	30.9
Totally unsatisfactory	33.6

7 MUNICIPAL HEALTH CARE SERVICES USED IN THE PAST 12 MONTHS

Residents surveyed in the areas pointed out that they frequented the health care services for a number of reasons/sicknesses; however, the services provided by the Municipality was largely rated satisfactory across the different services with Health (other than HIV/AIDS) rating the highest (43.6%) followed by Inoculations (29.1%).

Level of Satisfaction	HEALTH CARE SERVICES				
	Cholera treatment	HIV/AIDS education & counselling	TB treatment	Inoculations	Health (other than HIV/AIDS)
Excellent	8.2	6.4	13.6	24.5	17.3
Satisfactory	21.8	25.5	26.4	29.1	43.6
Not completely satisfactory	1.8	1.8	0.9	1.8	3.6
Totally unsatisfactory	0.9	0	0	0	0.9
	67.3	46.4	59.1	44.6	34.6

8 OVERALL SATISFACTION OF THE ELECTRICAL POWER SUPPLY SERVICE

38.2% of the households surveyed are currently not happy with the electricity supply services in their area. But on the other hand, 60% of households seem to be satisfied with the services offered

Level of Satisfaction	%
Excellent	22.7
Satisfactory	39.1
Not completely satisfactory	35.5
Totally unsatisfactory	2.7

9 OVERALL SATISFACTION WITH THE CONDITION OF PROVINCIAL ROADS (RURAL AREAS) IN IMMEDIATE AREA

A total of 31.8 % of respondents are satisfied with the level of service, rating it satisfactory 18.2% and excellent 16.4%. However it should be noted a large proportion of respondents 65.4% are not satisfied with the state of provincial roads in their immediate areas.

Level of Satisfaction	%
Excellent	16.4
Satisfactory	18.2
Not completely satisfactory	61.8
Totally unsatisfactory	3.6

10 OVERALL SATISFACTION WITH THE CONDITION OF MUNICIPAL STREETS (URBAN AREAS) IN IMMEDIATE AREA

50.9% of the households interviewed in this ward highlighted that the municipal street are not in good conditions and need urgent attention. However, other respondent (49.1%) rated the condition of municipal streets in urban areas as satisfactory as presented below.

Level of Satisfaction	%
Excellent	32.7
Satisfactory	16.4
Not completely satisfactory	50.0
Totally unsatisfactory	0.9

11 MUNICIPAL MEANS OF COMMUNICATION

In this ward, the top means used to communicate with the Municipality include the Ward committees at 63.6% and by personal contact at 26.4%. uMhlathuze newsletter, radio and telephonic means are used by limited number of households as presented below.

Types	%
uMhlathuze newsletter	2.7
Personal contact	26.4
Ward committees	63.6
Telephonic	1.8
Radio	3.6
No contact	1.9

12 OVERALL SATISFACTION OF THE COMMUNICATION WITH THE MUNICIPALITY

The satisfaction in the level of the communication with the Municipality was rated as 29.1% satisfactory and 20.0% excellent. 46.4% of respondents were not completely satisfied with the level of communication.

Level of Satisfaction	%
Excellent	24.5
Satisfactory	29.1
Not completely satisfactory	45.5
Totally unsatisfactory	0.9

13 OVERALL SATISFACTION OF THE SUITABILITY OF INFORMATION IN THE UMHLATHUZE NEWSLETTER

More than 36% of the respondents pointed out that they were not satisfied with information contained in the uMhlathuze newsletter. However, 30.0% of the respondents were satisfied while 33.7% rated it excellent.

Level of Satisfaction	%
Excellent	33.7
Satisfactory	30.0
Not completely satisfactory	34.5
Totally unsatisfactory	1.8

14 OVERALL SATISFACTION ON THE INFORMATION ABOUT IDP / BUDGET PROCESS TO ADDRESS THE NEEDS

Over 40% of the households surveyed in this ward pointed out that they are not informed about the budget/IDP processes.

Level of Satisfaction	%
Excellent	34.6
Satisfactory	22.7
Not completely satisfactory	39.1
Totally unsatisfactory	3.6

15 OVERALL SATISFACTION ON THE ASSISTANCE RECEIVED FROM HELP DESKS WHEN LODGING QUERIES

34.5% of the respondents are not satisfied with the service and assistance received at the help desk. However, for others, the level of satisfaction received on the assistance received from help desks was rated at 30.9% satisfactory and as 34.6% excellent.

Level of Satisfaction	%
Excellent	34.6
Satisfactory	30.9
Not completely satisfactory	33.6
Totally unsatisfactory	0.9

16 OVERALL SATISFACTION OF THE ACCURACY AND PUNCTUALITY OF THE MUNICIPAL ACCOUNT

The level of satisfaction of the accuracy and punctuality of the municipal account was rated as 32.7% excellent and at 31.8% as satisfactory. However, more than 33% of the households surveyed said that the municipal account service is not accurate and punctual.

Level of Satisfaction	%
Excellent	34.6
Satisfactory	31.8
Not completely satisfactory	30.0
Totally unsatisfactory	3.6

17 THE EXTENT OF USING THE EXISTING MUNICIPAL SPORTS FACILITIES?

12.7% of the respondents pointed out that they never used the municipal sporting facilities, while 45.5% of households said that they use them rarely.

Level of Satisfaction	%
Frequently	14.5
Sometimes	45.5
Never	12.7
There are no facilities	27.3

18 OVERALL SATISFACTION WITH THE STANDARD OF MUNICIPAL SPORTS FACILITIES USED

For those using the Municipal sport facilities, the overall level of satisfaction indicates that 39.10% are satisfied with the standard of those facilities as presented below

Level of Satisfaction	%
Excellent	12.7
Satisfactory	29.1
Not completely satisfactory	31.8
Totally unsatisfactory	26.4

19 THE EXTENT OF USING THE EXISTING MUNICIPAL COMMUNITY FACILITIES (LIBRARIES, COMMUNITY HALLS, ETC)

13.6% of the households interviewed use frequently the existing municipal community facilities, while 28.2% rarely frequent them. However, 16.4% indicated that they never used or frequent any municipal community facility.

Types	%
Frequently	13.6
Sometimes	28.2
Never	16.4
There are no facilities	41.8

20 OVERALL SATISFACTION ON THE STANDARD OF EXISTING MUNICIPAL COMMUNITY FACILITIES

For those using the Municipal community facilities, the overall level of satisfaction indicates that 35.5% are satisfied with the standard of those facilities as presented below. But more than 68% of people frequenting the municipal community facilities pointed out that the level of service is unsatisfactory.

Level of Satisfaction	%
Excellent	20.0
Satisfactory	15.5
Not completely satisfactory	34.5
Totally unsatisfactory	30.0

21 OVERALL SATISFACTION OF THE STANDARD OF MOTOR VEHICLE LICENCING SERVICES

The level of satisfaction with the standard of the motor vehicle licensing services was rated as 18.2% satisfactory and 63.6% excellent. However, some households interviewed in this ward pointed out that they were totally unsatisfied with the motor vehicle licensing services.

Level of Satisfaction	%
Excellent	63.6
Satisfactory	18.2
Not completely satisfactory	17.3
Totally unsatisfactory	0.9

22 OVERALL SATISFACTION OF THE UMHLATHUZE TRAFFIC LAW ENFORCEMENT VISIBILITY (NOTE NOT SAPS)

The level of satisfaction with the visibility of the uMhlathuze Traffic Law Enforcement was rated as 66.3% excellent and as 16.4% satisfactory. However, more than 17% of the respondents pointed out that the traffic law enforcement officers are not visible in their ward.

Level of Satisfaction	%
Excellent	66.3
Satisfactory	16.4
Not completely satisfactory	17.3
Totally unsatisfactory	0.0

23 TYPES OF EMERGENCY SERVICES CALLED AFTER HOURS IN THE PAST 12 MONTHS AND RESPONSE TIME

With regard to the emergency services highlighted in the table below, the overall rating for the response in time averaged mostly 24% satisfactory and 14.18% excellent.

UMHLATHUZE MUNICIPALITY CUSTOMER SATISFACTION SURVEY 2013

Level of Satisfaction	MUNICIPAL EMERGENCY SERVICES				
	Water	Sewerage	Electricity	Law-enforcement	Fire& rescue Services
Excellent	21.8	11.8	21.8	8.2	7.3
Satisfactory	25.5	23.6	28.2	18.2	24.5
Not completely satisfactory	3.6	0.9	7.3	3.6	4.5
Totally unsatisfactory	3.6	0.9	2.7	0	0
Not Applicable	45.5	46.4	40	70	63.7

24 OVERALL SATISFACTION WITH THE MEANS AND RESPONSE RECEIVED WHEN COMPLAINING ON MUNICIPAL SERVICES

The level of satisfaction with means and responses received when complaining on municipal services was rated 11.8% excellent and 57.3 satisfactory. However, more than 30% of the surveyed households pointed out that means and responses received from their complaints were not good.

Level of Satisfaction	%
Excellent	11.8
Satisfactory	57.3
Not completely satisfactory	29.1
Totally unsatisfactory	1.8

KEY REMARKS FROM THE WARD

The overall satisfactions and unsatisfactory levels of the ward can be summarised as follows:

- There is no clear road and housing development projects in the ward,
- Poor water supply, need notification if services will not be available,
- Lack of sanitation/sewage services,
- Poor refuse removal services,
- Lack of communication between community and Municipality,
- residents want to be involved in IDP/budget meetings but they are not informed,
- Clinic services need improvement,
- Need sport facilities, a library and community hall,
- Lack of electricity supply, electrical bill is not affordable.

SECTION 26. SATISFACTION ANALYSIS FROM WARD 26

100 households were surveyed in ward twenty-six that included areas such as Brackenham 50, Aquadene 50 and the outcome of the analysis is presented below.

1 TYPE OF WATER SUPPLY SERVICE USED

The following table illustrates the dominant type of water supply service used to provide residences with water is the house connection (59.0%).

Types	%
House connection	59.0
Yard tape	0
Communal supply <200m	0
Communal supply >200m	0
Borehole	0
No supply	0
Refused to answer	41

2 OVERALL SATISFACTION OF THE WATER SUPPLY SERVICE

83% of the residents surveyed in this Ward are satisfied with the level of water supply service, rating it excellent (55.0%) and satisfactory (33.0%) respectively. However, more than 10% of the residents are not happy with the level of the provision of this service in their area

Level of Satisfaction	%
Excellent	55.0
Satisfactory	33.0
Not completely satisfactory	11.0
Totally unsatisfactory	1.0

3 TYPE OF SANITATION/SEWERAGE SERVICE RECEIVED

The dominant sanitation or sewerage services used in the area include the flushing toilets (62.0%).

Types	%
Flushing toilet	62.0
VIP's (Concrete)	0.0
Sandpit Latrine	0.0
No Toilet	0.0
Refused to answer	38.0

4 OVERALL SATISFACTION OF THE SANITATION / SEWERAGE SERVICES

The residents in this ward are satisfied with the Sanitation and Sewerage service provided; the respondents scored excellent (51%) and satisfactory at (35.0%). However, 14 % of the respondents are not satisfied with the provision of this service in the ward.

Level of Satisfaction	%
Excellent	51
Satisfactory	35
Not completely satisfactory	11
Totally unsatisfactory	3

5 TYPE OF DOMESTIC REFUSE REMOVAL SERVICE RECEIVED

The dominant types of the domestic refuse used in this ward include the 240 litre Bins (62.0%) and black bags (21.0%). However, 8.0% of the respondent in this area pointed out that they get and use nothing for domestic refuse as presented below.

Types	%
240 litre Bin	62.0
Black bags	0.0
Communal Bin	0.0
No service	0.0
Refused to answer	38.0

6 OVERALL SATISFACTION OF THE REFUSE REMOVAL SERVICE

The satisfaction levels of the refuse removal service are rated excellent (43.0%) and satisfactory (27.0%), the majority of respondents are satisfied with this service. But 30% of the respondents are not satisfied with the provision of this service.

UMHLATHUZE MUNICIPALITY CUSTOMER SATISFACTION SURVEY 2013

Level of Satisfaction	%
Excellent	43.0
Satisfactory	27.0
Not completely satisfactory	19.0
Totally unsatisfactory	11.0

7 MUNICIPAL HEALTH CARE SERVICES USED IN THE PAST 12 MONTHS

Residents surveyed in the areas pointed out that they frequented the health care services for a number of reasons/sicknesses; however, the services provided by the Municipality was largely rated Excellent across the different services with Health (other than HIV/AIDS) rating the highest (21.0%) followed by cholera treatment (15.0%).

Level of Satisfaction	HEALTH CARE SERVICES				
	Cholera treatment	HIV/AIDS education & counselling	TB treatment	Inoculations	Health (other than HIV/AIDS)
Excellent	15.0	3.0	1.0	5.0	21.0
Satisfactory	1.0	14.0	11.0	13.0	18.0
Not completely satisfactory	0	1.0	1.0	1.0	11.0
Totally unsatisfactory	0	0	0	0	2.0
Not Applicable	84	82	87	81	48

8 OVERALL SATISFACTION OF THE ELECTRICAL POWER SUPPLY SERVICE

23% of the households surveyed are currently not happy with the electricity supply services in their area. But on the other hand, 77% of households seem to be satisfied with the services offered.

Level of Satisfaction	%
Excellent	52.0
Satisfactory	25.0
Not completely satisfactory	14.0
Totally unsatisfactory	9.0

9 OVERALL SATISFACTION WITH THE CONDITION OF PROVINCIAL ROADS (RURAL AREAS) IN IMMEDIATE AREA

A total of 49 % of respondents are satisfied with the level of service, rating it satisfactory 22.0% and excellent 35.0%. However it should be noted a large proportion of respondents 43 % are not satisfied with the state of provincial roads in their immediate areas.

Level of Satisfaction	%
Excellent	35.0
Satisfactory	22.0
Not completely satisfactory	28.0
Totally unsatisfactory	15.0

10 OVERALL SATISFACTION WITH THE CONDITION OF MUNICIPAL STREETS (URBAN AREAS) IN IMMEDIATE AREA

29% of the households interviewed in this ward highlighted that the municipal street are not in good conditions and need urgent attention. However, other respondent (71%) rated the condition of municipal streets in urban areas as satisfactory as presented below.

Level of Satisfaction	%
Excellent	49.0
Satisfactory	22.0
Not completely satisfactory	18.0
Totally unsatisfactory	11.0

11 MUNICIPAL MEANS OF COMMUNICATION

In this ward, the top means used to communicate with the Municipality include the uMhlathuze newsletter at 48.0% and by ward committees at 20.0%. Telephonic means, personal contact and Radio are used by limited number of households as presented below.

Types	%
uMhlathuze newsletter	48.0
Personal contact	6.0
Ward committees	20.0
Telephonic	13.0
Radio	5.0
No contact	8.0

12 OVERALL SATISFACTION OF THE COMMUNICATION WITH THE MUNICIPALITY

The satisfaction in the level of the communication with the Municipality was rated as 41.0% satisfactory and 36.0% excellent. 23% of respondents were not completely satisfied with the level of communication.

Level of Satisfaction	%
Excellent	36.0
Satisfactory	41.0
Not completely satisfactory	19.0
Totally unsatisfactory	4.0

13 OVERALL SATISFACTION OF THE SUITABILITY OF INFORMATION IN THE UMHLATHUZE NEWSLETTER

19% of the respondents pointed out that they were not satisfied with information contained in the uMhlathuze newsletter. However, 35.0% of the respondents were satisfied while 46.0% rated it excellent.

Level of Satisfaction	%
Excellent	46.0
Satisfactory	35.0
Not completely satisfactory	16.0
Totally unsatisfactory	3.0

14 OVERALL SATISFACTION ON THE INFORMATION ABOUT IDP / BUDGET PROCESS TO ADDRESS THE NEEDS

Over 34% of the households surveyed in this ward pointed out that they are not informed about the budget/IDP processes.

Level of Satisfaction	%
Excellent	40.0
Satisfactory	26.0
Not completely satisfactory	23.0
Totally unsatisfactory	11.0

15 OVERALL SATISFACTION ON THE ASSISTANCE RECEIVED FROM HELP DESKS WHEN LODGING QUERIES

16% of the respondents are not satisfied with the service and assistance received at the help desk. However, for others, the level of satisfaction received on the assistance received from help desks was rated at 32.0% satisfactory and as 50.0% excellent.

Level of Satisfaction	%
Excellent	50.0
Satisfactory	32.0
Not completely satisfactory	14.0
Totally unsatisfactory	4.0

16 OVERALL SATISFACTION OF THE ACCURACY AND PUNCTUALITY OF THE MUNICIPAL ACCOUNT

The level of satisfaction of the accuracy and punctuality of the municipal account was rated as 65.0% excellent and at 28.0% as satisfactory. However, 7% of the households surveyed said that the municipal account service is not accurate and punctual.

Level of Satisfaction	%
Excellent	65.0
Satisfactory	28.0
Not completely satisfactory	6.0
Totally unsatisfactory	1.0

17 THE EXTENT OF USING THE EXISTING MUNICIPAL SPORTS FACILITIES?

34.0% of the respondents pointed out that they never used the municipal sporting facilities, while 27.0% of households said that they use them rarely and 20% of them frequently use these facilities.

Level of Satisfaction	%
Frequently	20.0
Sometimes	27.0
Never	34.0
There are no facilities	19.0

18 OVERALL SATISFACTION WITH THE STANDARD OF MUNICIPAL SPORTS FACILITIES USED

For those using the Municipal sport facilities, the overall level of satisfaction indicates that 60% are satisfied with the standard of those facilities as presented below.

Level of Satisfaction	%
Excellent	38.0
Satisfactory	22.0
Not completely satisfactory	27.0
Totally unsatisfactory	13.0

19 THE EXTENT OF USING THE EXISTING MUNICIPAL COMMUNITY FACILITIES (LIBRARIES, COMMUNITY HALLS, ETC)

13.0% of the households interviewed use frequently the existing municipal community facilities, while 24.0% rarely use them. However, 33.0% indicated that they never used or frequent any municipal community facility.

Types	
Frequently	13.0
Sometimes	24.0
Never	33.0
There are no facilities	30.0

20 OVERALL SATISFACTION ON THE STANDARD OF EXISTING MUNICIPAL COMMUNITY FACILITIES

For those using the Municipal community facilities, the overall level of satisfaction indicates that 64% are satisfied with the standard of those facilities as presented below. But 36% of people frequenting the municipal community facilities pointed out that the level of service is unsatisfactory.

Level of Satisfaction	%
Excellent	31.0
Satisfactory	33.0
Not completely satisfactory	24.0
Totally unsatisfactory	12.0

21 OVERALL SATISFACTION OF THE STANDARD OF MOTOR VEHICLE LICENCING SERVICES

The level of satisfaction with the standard of the motor vehicle licensing services was rated as 42.0% satisfactory and 43.0% excellent. However, some households interviewed in this ward pointed out that they were totally unsatisfied with the motor vehicle licensing services.

Level of Satisfaction	%
Excellent	43.0
Satisfactory	42.0
Not completely satisfactory	11.0
Totally unsatisfactory	4.0

22 OVERALL SATISFACTION OF THE UMHLATHUZE TRAFFIC LAW ENFORCEMENT VISIBILITY (NOTE NOT SAPS)

The level of satisfaction with the visibility of the uMhlathuze Traffic Law Enforcement was rated as 47.0% excellent and as 28.0% satisfactory. However, 25% of the respondents pointed out that the traffic law enforcement officers are not visible in their ward.

Level of Satisfaction	%
Excellent	47.0
Satisfactory	28.0
Not completely satisfactory	23.0
Totally unsatisfactory	2.0

23 TYPES OF EMERGENCY SERVICES CALLED AFTER HOURS IN THE PAST 12 MONTHS AND RESPONSE TIME

With regard to the emergency services highlighted in the table below, the overall rating for the response in time averaged mostly 63% satisfactory and 47% excellent.

UMHLATHUZE MUNICIPALITY CUSTOMER SATISFACTION SURVEY 2013

Level of Satisfaction	MUNICIPAL EMERGENCY SERVICES				
	Water	Sewerage	Electricity	Law-enforcement	Fire& rescue Services
Excellent	12.0	6.0	17.0	3.0	9.0
Satisfactory	18.0	8.0	17.0	10.0	10.0
Not completely satisfactory	6.0	5.0	6.0	5.0	5.0
Totally unsatisfactory	0	0	0	0	0
Not applicable	64	81	60	82	76

24 OVERALL SATISFACTION WITH THE MEANS AND RESPONSE RECEIVED WHEN COMPLAINING ON MUNICIPAL SERVICES

The level of satisfaction with means and responses received when complaining on municipal services was rated 36.0% excellent and 40.0% satisfactory. However, more than 24% of the surveyed households pointed out that means and responses received from their complaints were not good.

Level of Satisfaction	%
Excellent	36.0
Satisfactory	40.0
Not completely satisfactory	17.0
Totally unsatisfactory	7.0

KEY REMARKS FROM THE WARD

The overall satisfactions and unsatisfactory levels of the ward can be summarised as follows:

- Some roads are small and need signs and pavements,
- Need parks for children,
- Traffic law enforcement are only seen when they penalise drivers,
- Municipal emergency services delay to respond,
- Poor refuse removal services,
- Lack of communication between community and Municipality, rates statement are not received,
- Newsletter is not received buy community,
- Community is not informed about IDP/Budget meetings,
- Offices for municipal accounts should open during weekends,
- Electrical bill is not affordable and people need notice about electricity outages,
- People need to be notified when water services are not going to be available,

SECTION 27. SATISFACTION ANALYSIS FROM WARD 27

100 households were surveyed in ward twenty-seven that included areas such as Ngwelezane B Section 100 and the outcome of the analysis is presented below.

1 TYPE OF WATER SUPPLY SERVICE USED

The following table illustrates the dominant type of water supply service used to provide residences with water is house connection (64.0%), followed by yard tape (31.0%). But 5% of the respondents receive no service.

Types	%
House connection	64.0
Yard tape	31.0
Communal supply <200m	0
Communal supply >200m	0
Borehole	0
No supply	5.0

2 OVERALL SATISFACTION OF THE WATER SUPPLY SERVICE

87% of the residents surveyed in this Ward are satisfied with the level of water supply service, rating it excellent (42.0%) and satisfactory (45.0%) respectively. However, more than 10% of the residents are not happy with the level of the provision of this service in their area

Level of Satisfaction	%
Excellent	42.0
Satisfactory	45.0
Not completely satisfactory	9.0
Totally unsatisfactory	4.0

3 TYPE OF SANITATION/SEWERAGE SERVICE RECEIVED

The dominant sanitation or sewerage services used in the area include the flushing toilets (75.0%) followed by VIP's (Concrete) (14.0%) as well as the sandpit Latrine. however, the survey indicated that 4.0% of the respondents do not have toilets .

Types	%
Flushing toilet	75.0
VIP's (Concrete)	14.0
Sandpit Latrine	7.0
No Toilet	4.0

4 OVERALL SATISFACTION OF THE SANITATION / SEWERAGE SERVICES

The residents in this ward are satisfied with the Sanitation and Sewerage service provided; the respondents scored excellent (49.0%) and satisfactory at (38.0%). However, 13 % of the respondents are not satisfied with the provision of this service in the ward.

Level of Satisfaction	%
Excellent	49.0
Satisfactory	38.0
Not completely satisfactory	11.0
Totally unsatisfactory	2.0

5 TYPE OF DOMESTIC REFUSE REMOVAL SERVICE RECEIVED

The dominant types of the domestic refuse used in this ward include the 240 litre Bins (68.0%) and black bags (9.0%). However, 21.0% of the respondent in this area pointed out that they get and use nothing for domestic refuse as presented below.

Types	%
240 litre Bin	68.0
Black bags	9.0
Communal Bin	2.0
No service	21.0

6 OVERALL SATISFACTION OF THE REFUSE REMOVAL SERVICE

The satisfaction levels of the refuse removal service are rated excellent (35.0%) and satisfactory (26.0%), the majority of respondents are satisfied with this service. But 39% of the respondents are not satisfied with the provision of this service.

UMHLATHUZE MUNICIPALITY CUSTOMER SATISFACTION SURVEY 2013

Level of Satisfaction	%
Excellent	35.0
Satisfactory	26.0
Not completely satisfactory	23.0
Totally unsatisfactory	16.0

7 MUNICIPAL HEALTH CARE SERVICES USED IN THE PAST 12 MONTHS

Residents surveyed in the areas pointed out that they frequented the health care services for a number of reasons/sicknesses; however, the services provided by the Municipality was largely rated Excellent across the different services with Health (other than HIV/AIDS) rating the highest (16.0%) followed by Inoculations (5.0%).

Level of Satisfaction	HEALTH CARE SERVICES				
	Cholera treatment	HIV/AIDS education & counselling	TB treatment	Inoculations	Health (other than HIV/AIDS)
Excellent	1.0	1.0	2.0	5.0	16.0
Satisfactory	1.0	1.0	5.0	4.0	11.0
Not completely satisfactory	0	1.0	0	1.0	16.0
Totally unsatisfactory	0	0	0	0	2.0
Not Applicable	98	97	93	90	55

8 OVERALL SATISFACTION OF THE ELECTRICAL POWER SUPPLY SERVICE

40% of the households surveyed are currently not happy with the electricity supply services in their area. But on the other hand, 60% of households seem to be satisfied with the services offered.

Level of Satisfaction	%
Excellent	27.0
Satisfactory	33.0
Not completely satisfactory	32.0
Totally unsatisfactory	8.0

9 OVERALL SATISFACTION WITH THE CONDITION OF PROVINCIAL ROADS (RURAL AREAS) IN IMMEDIATE AREA

A total of 63 % of respondents are satisfied with the level of service, rating it satisfactory 57.0% and excellent 7.0%. However it should be noted a proportion of respondents 36% are not satisfied with the state of provincial roads in their immediate areas.

Level of Satisfaction	%
Excellent	7.0
Satisfactory	57.0
Not completely satisfactory	25.0
Totally unsatisfactory	11.0

10 OVERALL SATISFACTION WITH THE CONDITION OF MUNICIPAL STREETS (URBAN AREAS) IN IMMEDIATE AREA

17% of the households interviewed in this ward highlighted that the municipal street are not in good conditions and need urgent attention. However, other respondent (83%) rated the condition of municipal streets in urban areas as satisfactory as presented below.

Level of Satisfaction	%
Excellent	42.0
Satisfactory	41.0
Not completely satisfactory	17.0
Totally unsatisfactory	0

11 MUNICIPAL MEANS OF COMMUNICATION

In this ward, the top means used to communicate with the Municipality include the uMhlathuze newsletter at 59.0% and by ward committees at 25.0%. Personal contact, radio and telephonic means are used by limited number of households as presented below.

Types	%
uMhlathuze newsletter	59.0
Personal contact	12.0
Ward committees	25.0
Telephonic	1.0
Radio	0
No contact	3.0

12 OVERALL SATISFACTION OF THE COMMUNICATION WITH THE MUNICIPALITY

The satisfaction in the level of the communication with the Municipality was rated as 48.0% satisfactory and 40.0% excellent. 12% of respondents were not completely satisfied with the level of communication.

Level of Satisfaction	%
Excellent	40.0
Satisfactory	48.0
Not completely satisfactory	10.0
Totally unsatisfactory	2.0

13 OVERALL SATISFACTION OF THE SUITABILITY OF INFORMATION IN THE UMHLATHUZE NEWSLETTER

8% of the respondents pointed out that they were not satisfied with information contained in the uMhlathuze newsletter. However, 53.0% of the respondents were satisfied while 39.0% rated it excellent.

Level of Satisfaction	%
Excellent	39.0
Satisfactory	53.0
Not completely satisfactory	5.0
Totally unsatisfactory	3.0

14 OVERALL SATISFACTION ON THE INFORMATION ABOUT IDP / BUDGET PROCESS TO ADDRESS THE NEEDS

6% of the households surveyed in this ward pointed out that they are not informed about the budget/IDP processes. But on the other hand, an increasing 92% of respondents are satisfied.

Level of Satisfaction	%
Excellent	46.0
Satisfactory	48.0
Not completely satisfactory	5.0
Totally unsatisfactory	1.0

15 OVERALL SATISFACTION ON THE ASSISTANCE RECEIVED FROM HELP DESKS WHEN LODGING QUERIES

10% of the respondents are not satisfied with the service and assistance received at the help desk. However, for others, the level of satisfaction received on the assistance received from help desks was rated at 41.0% satisfactory and as 49.0% excellent.

Level of Satisfaction	%
Excellent	49.0
Satisfactory	41.0
Not completely satisfactory	8.0
Totally unsatisfactory	2.0

16 OVERALL SATISFACTION OF THE ACCURACY AND PUNCTUALITY OF THE MUNICIPAL ACCOUNT

The level of satisfaction of the accuracy and punctuality of the municipal account was rated as 56.0% excellent and at 31.0% as satisfactory. However, 13% of the households surveyed said that the municipal account service is not accurate and punctual.

Level of Satisfaction	%
Excellent	56.0
Satisfactory	31.0
Not completely satisfactory	6.0
Totally unsatisfactory	7.0

17 THE EXTENT OF USING THE EXISTING MUNICIPAL SPORTS FACILITIES?

19.0% of the respondents pointed out that they never used the municipal sporting facilities, while 44.0% of households said that they use them rarely and 30% of them frequently use these facilities.

Level of Satisfaction	%
Frequently	30.0
Sometimes	44.0
Never	19.0
There are no facilities	7.0

18 OVERALL SATISFACTION WITH THE STANDARD OF MUNICIPAL SPORTS FACILITIES USED

For those using the Municipal sport facilities, the overall level of satisfaction indicates that 66% are satisfied, but on the other hand 24% of the respondents are not happy with the standard of those facilities as presented below.

Level of Satisfaction	%
Excellent	38.0
Satisfactory	38.0
Not completely satisfactory	18.0
Totally unsatisfactory	6.0

19 THE EXTENT OF USING THE EXISTING MUNICIPAL COMMUNITY FACILITIES (LIBRARIES, COMMUNITY HALLS, ETC)

29.0% of the households interviewed use frequently the existing municipal community facilities, while 43.0% rarely use them. However, 15.0% indicated that they never used or frequent any municipal community facility.

Types	%
Frequently	29.0
Sometimes	43.0
Never	15.0
There are no facilities	13.0

20 OVERALL SATISFACTION ON THE STANDARD OF EXISTING MUNICIPAL COMMUNITY FACILITIES

For those using the Municipal community facilities, the overall level of satisfaction indicates that 83% are satisfied with the standard of those facilities as presented below. 17% of people frequenting the municipal community facilities pointed out that the level of service is unsatisfactory.

Level of Satisfaction	%
Excellent	37.0
Satisfactory	46.0
Not completely satisfactory	10.0
Totally unsatisfactory	7.0

21 OVERALL SATISFACTION OF THE STANDARD OF MOTOR VEHICLE LICENCING SERVICES

The level of satisfaction with the standard of the motor vehicle licensing services was rated as 49.0% satisfactory and 43.0% excellent. However, some households interviewed in this ward pointed out that they were totally unsatisfied with the motor vehicle licensing services.

Level of Satisfaction	%
Excellent	43.0
Satisfactory	49.0
Not completely satisfactory	7.0
Totally unsatisfactory	1.0

22 OVERALL SATISFACTION OF THE UMHLATHUZE TRAFFIC LAW ENFORCEMENT VISIBILITY (NOTE NOT SAPS)

The level of satisfaction with the visibility of the uMhlathuze Traffic Law Enforcement was rated as 36.0% excellent and as 55.0% satisfactory. However, 9% of the respondents pointed out those traffic law enforcement officers are not visible in their ward.

Level of Satisfaction	%
Excellent	36.0
Satisfactory	55.0
Not completely satisfactory	7.0
Totally unsatisfactory	2.0

23 TYPES OF EMERGENCY SERVICES CALLED AFTER HOURS IN THE PAST 12 MONTHS AND RESPONSE TIME

With regard to the emergency services highlighted in the table below, the overall rating for the response in time averaged mostly 10% satisfactory and 20% excellent.

UMHLATHUZE MUNICIPALITY CUSTOMER SATISFACTION SURVEY 2013

Level of Satisfaction	MUNICIPAL EMERGENCY SERVICES				
	Water	Sewerage	Electricity	Law-enforcement	Fire& rescue Services
Excellent	33.0	29.0	9.0	15.0	13.0
Satisfactory	10.0	1.0	10.0	12.0	17.0
Not completely satisfactory	3.0	0	19.0	2.0	2.0
Totally unsatisfactory	2.0	0	1.0	0	0
Not Applicable	52	70	61	71	68

24 OVERALL SATISFACTION WITH THE MEANS AND RESPONSE RECEIVED WHEN COMPLAINING ON MUNICIPAL SERVICES

The level of satisfaction with means and responses received when complaining on municipal services was rated 20.0% excellent and 70.0% satisfactory. However, 10% of the surveyed households pointed out that means and responses received from their complaints were not good.

Level of Satisfaction	%
Excellent	20.0
Satisfactory	70.0
Not completely satisfactory	10.0
Totally unsatisfactory	0

KEY REMARKS FROM THE WARD

The overall satisfactions and unsatisfactory levels of the ward can be summarised as follows:

- Roads need improvement especially speed humps and pavements,
- Municipal offices close too early,
- Need community hall and library. Current sports facilities need maintenance,
- Lack of refuse removal services, community end up burying their own refuse bags,
- Law enforcement officers are rarely seen in this ward,
- After hour municipal services are reluctant to respond to calls,
- Lack of water supply and people need to be notified before the interruption of the service,
- Poor service at clinics and nurses do not have a sense of urgency when treating patients,
- Need notice before shutting down electricity supply.

SECTION 28. SATISFACTION ANALYSIS FROM WARD 28

80 households were surveyed in ward twenty-eight that included areas such as Ngwelezane: Bomvini 20, Mshayezafe 20, eMabhasini 20, Maromeni 20 and the outcome of the analysis is presented below.

1 TYPE OF WATER SUPPLY SERVICE USED

The following table illustrates the dominant type of water supply service used to provide residences with water is house connection (65%), followed by yard tape (35%).

Types	%
House connection	65
Yard tape	35
Communal supply <200m	0
Communal supply >200m	0
Borehole	0
No supply	0

2 OVERALL SATISFACTION OF THE WATER SUPPLY SERVICE

88% of the residents surveyed in this Ward are satisfied with the level of water supply service, rating it excellent (18.8%) and satisfactory (68.7) respectively. However, more than 10% of the residents are not happy with the level of the provision of this service in their area.

Level of Satisfaction	%
Excellent	18.8
Satisfactory	68.7
Not completely satisfactory	10.0
Totally unsatisfactory	2.5

3 TYPE OF SANITATION/SEWERAGE SERVICE RECEIVED

The dominant sanitation or sewerage services used in the area include the flushing toilets (71.3%) followed by VIP's (Concrete) (23.8%) as well as the Sandpit Latrine (2.5%). However, the survey indicated that 2.4% of the respondents do not have toilets.

Types	%
Flushing toilet	71.3
VIP's (Concrete)	23.8
Sandpit Latrine	2.5
No Toilet	2.4

4 OVERALL SATISFACTION OF THE SANITATION / SEWERAGE SERVICES

The residents in this ward are satisfied with the Sanitation and Sewerage service provided; the respondents scored excellent (23.7%) and satisfactory at (52.5%). However, 23.8% of the respondents are not satisfied with the provision of this service in the ward.

Level of Satisfaction	%
Excellent	23.7
Satisfactory	52.5
Not completely satisfactory	20.0
Totally unsatisfactory	3.8

5 TYPE OF DOMESTIC REFUSE REMOVAL SERVICE RECEIVED

The dominant types of the domestic refuse used in this ward include the 240 litre Bins (60.0%) and communal Bin (15.0%). However, 17.5% of the respondent in this area pointed out that they get and use nothing for domestic refuse as presented below.

Types	%
240 litre Bin	60.0
Black bags	7.5
Communal Bin	15.0
No service	17.5

6 OVERALL SATISFACTION OF THE REFUSE REMOVAL SERVICE

The satisfaction levels of the refuse removal service are rated excellent (10.2%) and satisfactory (35.0%), the majority of respondents are satisfied with this service. But 54% of the respondents are not satisfied with the provision of this service.

UMHLATHUZE MUNICIPALITY CUSTOMER SATISFACTION SURVEY 2013

Level of Satisfaction	%
Excellent	10.2
Satisfactory	35.0
Not completely satisfactory	37.5
Totally unsatisfactory	16.3

7 MUNICIPAL HEALTH CARE SERVICES USED IN THE PAST 12 MONTHS

Residents surveyed in the areas pointed out that they frequented the health care services for a number of reasons/sicknesses; however, the services provided by the Municipality was largely rated satisfactory across the different services with Health (other than HIV/AIDS) rating the highest (33.8%) followed by TB treatment (7.5%).

Level of Satisfaction	HEALTH CARE SERVICES				
	Cholera treatment	HIV/AIDS education & counselling	TB treatment	Inoculations	Health (other than HIV/AIDS)
Excellent	1.3	5.0	5.0	12.5	10.0
Satisfactory	1.3	1.3	7.5	1.3	33.8
Not completely satisfactory	1.3	2.5	0	0	3.8
Totally unsatisfactory	1.3	0	0	0	0
Not Applicable	94.8	91.2	87.5	86.2	52.4

8 OVERALL SATISFACTION OF THE ELECTRICAL POWER SUPPLY SERVICE

41.3% of the households surveyed are currently not happy with the electricity supply services in their area. But on the other hand, 58.7% of households seem to be satisfied with the services offered.

Level of Satisfaction	%
Excellent	23.7
Satisfactory	35.0
Not completely satisfactory	40.0
Totally unsatisfactory	1.3

9 OVERALL SATISFACTION WITH THE CONDITION OF PROVINCIAL ROADS (RURAL AREAS) IN IMMEDIATE AREA

A total of 61.3% of respondents are satisfied with the level of service, rating it satisfactory 60.0% and excellent 1.3%. However it should be noted a large proportion of respondents 38.7% are not satisfied with the state of provincial roads in their immediate areas.

Level of Satisfaction	%
Excellent	1.3
Satisfactory	60.0
Not completely satisfactory	32.5
Totally unsatisfactory	6.2

10 OVERALL SATISFACTION WITH THE CONDITION OF MUNICIPAL STREETS (URBAN AREAS) IN IMMEDIATE AREA

49% of the households interviewed in this ward highlighted that the municipal street are not in good conditions and need urgent attention. However, other respondent (51.2%) rated the condition of municipal streets in urban areas as satisfactory as presented below.

Level of Satisfaction	%
Excellent	11.2
Satisfactory	40.0
Not completely satisfactory	42.5
Totally unsatisfactory	6.3

11 MUNICIPAL MEANS OF COMMUNICATION

In this ward, the top means used to communicate with the Municipality include the ward committees at 50.0% and by personal contact at 25.0%. uMhlathuze newsletter, radio and telephonic means are used by limited number of households as presented below.

Types	%
uMhlathuze newsletter	12.5
Personal contact	25.0
Ward committees	50.0
Telephonic	3.7
Radio	2.5
No contact	6.3

12 OVERALL SATISFACTION OF THE COMMUNICATION WITH THE MUNICIPALITY

The satisfaction in the level of the communication with the Municipality was rated as 43.6% satisfactory and 13.8% excellent. 43% of respondents were not completely satisfied with the level of communication.

Level of Satisfaction	%
Excellent	13.8
Satisfactory	43.6
Not completely satisfactory	38.8
Totally unsatisfactory	3.8

13 OVERALL SATISFACTION OF THE SUITABILITY OF INFORMATION IN THE UMHLATHUZE NEWSLETTER

More than 22% of the respondents pointed out that they were not satisfied with information contained in the uMhlathuze newsletter. However, 67.5% of the respondents were satisfied while 10.0% rated it excellent.

Level of Satisfaction	%
Excellent	10.0
Satisfactory	67.5
Not completely satisfactory	22.5
Totally unsatisfactory	0.0

14 OVERALL SATISFACTION ON THE INFORMATION ABOUT IDP / BUDGET PROCESS TO ADDRESS THE NEEDS

Over 36% of the households surveyed in this ward pointed out that they are not informed about the budget/IDP processes. But on the other hand, an increasing 63.8% of respondents are satisfied.

Level of Satisfaction	%
Excellent	10.0
Satisfactory	53.8
Not completely satisfactory	26.2
Totally unsatisfactory	10.0

15 OVERALL SATISFACTION ON THE ASSISTANCE RECEIVED FROM HELP DESKS WHEN LODGING QUERIES

14% of the respondents are not satisfied with the service and assistance received at the help desk. However, for others, the level of satisfaction received on the assistance received from help desks was rated at 65.0% satisfactory and as 21.2% excellent.

Level of Satisfaction	%
Excellent	21.2
Satisfactory	65.0
Not completely satisfactory	12.5
Totally unsatisfactory	1.3

16 OVERALL SATISFACTION OF THE ACCURACY AND PUNCTUALITY OF THE MUNICIPAL ACCOUNT

The level of satisfaction of the accuracy and punctuality of the municipal account was rated as 15.0% excellent and at 76.3% as satisfactory. However, 8.7% of the households surveyed said that the municipal account service is not accurate and punctual.

Level of Satisfaction	%
Excellent	15.0
Satisfactory	76.3
Not completely satisfactory	7.5
Totally unsatisfactory	1.2

17 THE EXTENT OF USING THE EXISTING MUNICIPAL SPORTS FACILITIES?

15.0% of the respondents pointed out that they never use the municipal sporting facilities, while 47.5% of them said that they rarely use them, and 23.7% of the respondents frequently use these facilities.

Level of Satisfaction	%
Frequently	23.7
Sometimes	47.5
Never	15.0
There are no facilities	13.8

18 OVERALL SATISFACTION WITH THE STANDARD OF MUNICIPAL SPORTS FACILITIES USED

For those using the Municipal sport facilities, the overall level of satisfaction indicates that 58.7% are satisfied with the standard of those facilities as presented below.

Level of Satisfaction	%
Excellent	13.7
Satisfactory	45.0
Not completely satisfactory	26.3
Totally unsatisfactory	15.0

19 THE EXTENT OF USING THE EXISTING MUNICIPAL COMMUNITY FACILITIES (LIBRARIES, COMMUNITY HALLS, ETC)

31.2% of the households interviewed use frequently the existing municipal community facilities, while 43.8% rarely use them. However, 10.0% indicated that they never used or frequent any municipal community facility.

Types	%
Frequently	31.2
Sometimes	43.8
Never	10.0
There are no facilities	15.0

20 OVERALL SATISFACTION ON THE STANDARD OF EXISTING MUNICIPAL COMMUNITY FACILITIES

For those using the Municipal community facilities, the overall level of satisfaction indicates that 52.4% are satisfied with the standard of those facilities as presented below. But more than 48% of people frequenting the municipal community facilities pointed out that the level of service is unsatisfactory.

Level of Satisfaction	%
Excellent	24.9
Satisfactory	27.5
Not completely satisfactory	36.3
Totally unsatisfactory	11.3

21 OVERALL SATISFACTION OF THE STANDARD OF MOTOR VEHICLE LICENCING SERVICES

The level of satisfaction with the standard of the motor vehicle licensing services was rated as 35.0% satisfactory and 17.4% excellent. However, some households interviewed in this ward pointed out that they were totally unsatisfied with the motor vehicle licensing services.

Level of Satisfaction	%
Excellent	17.4
Satisfactory	35.0
Not completely satisfactory	21.3
Totally unsatisfactory	26.3

22 OVERALL SATISFACTION OF THE UMHLATHUZE TRAFFIC LAW ENFORCEMENT VISIBILITY (NOTE NOT SAPS)

The level of satisfaction with the visibility of the uMhlathuze Traffic Law Enforcement was rated as 29.9% excellent and as 35.0% satisfactory. However, more than 35% of the respondents pointed out those traffic law enforcement officers are not visible in their ward.

Level of Satisfaction	%
Excellent	29.9
Satisfactory	35.0
Not completely satisfactory	33.8
Totally unsatisfactory	1.3

23 TYPES OF EMERGENCY SERVICES CALLED AFTER HOURS IN THE PAST 12 MONTHS AND RESPONSE TIME

With regard to the emergency services highlighted in the table below, the overall rating for the response in time averaged mostly 7% satisfactory and 8% excellent.

UMHLATHUZE MUNICIPALITY CUSTOMER SATISFACTION SURVEY 2013

Level of Satisfaction	MUNICIPAL EMERGENCY SERVICES				
	Water	Sewerage	Electricity	Law-enforcement	Fire& rescue Services
Excellent	11.3	11.3	7.5	1.3	6.3
Satisfactory	7.5	1.3	20.0	2.5	5.0
Not completely satisfactory	8.8	3.8	13.8	1.3	0
Totally unsatisfactory	2.5	0	0	0	0
Not applicable	69.9	83.6	58.7	94.9	88.7

24 OVERALL SATISFACTION WITH THE MEANS AND RESPONSE RECEIVED WHEN COMPLAINING ON MUNICIPAL SERVICES

The level of satisfaction with means and responses received when complaining on municipal services was rated 9.9% excellent and 71.3 satisfactory. However, 19% of the surveyed households pointed out that means and responses received from their complaints were not good.

Level of Satisfaction	%
Excellent	9.9
Satisfactory	71.3
Not completely satisfactory	17.5
Totally unsatisfactory	1.3

KEY REMARKS FROM THE WARD

The overall satisfactions and unsatisfactory levels of the ward can be summarised as follows:

- There is a lack of water and electricity supply and people need notice when services will not be available,
- Poor refuse removal services and refuse bins are damaged by waste collectors,
- Roads need maintenance, street lights and speed humps,
- Need sports facilities, halls and library,
- Interaction is needed between community and Municipality,
- Community wants to be involved in IDP meetings,
- After hour municipal services need improvement,
- Poor services at clinics,

SECTION 29. SATISFACTION ANALYSIS FROM WARD 29

110 households were surveyed in ward twenty-nine that included areas such as Ngwelezane: Niwe 30, Ndabayakhe 30, Nqutshini 30, uMhlanga 20 and the outcome of the analysis is presented below.

1 TYPE OF WATER SUPPLY SERVICE USED

The following table illustrates the dominant type of water supply service used to provide residences with water is yard tape (66.4%), followed by house connection (18.2%) and communal supply <200m (5.5%).

Types	%
House connection	18.2
Yard tape	66.4
Communal supply <200m	5.5
Communal supply >200m	1.8
Borehole	0
No supply	8.1

2 OVERALL SATISFACTION OF THE WATER SUPPLY SERVICE

71% of the residents surveyed in this Ward are satisfied with the level of water supply service, rating it excellent (22.7%) and satisfactory (50.9%) respectively. However, more than 10% of the residents are not happy with the level of the provision of this service in their area.

Level of Satisfaction	%
Excellent	22.7
Satisfactory	50.9
Not completely satisfactory	19.1
Totally unsatisfactory	7.3

3 TYPE OF SANITATION/SEWERAGE SERVICE RECEIVED

The dominant sanitation or sewerage services used in the area include the VIP's (Concrete) (60.9%) followed by flushing toilet (23.6%) as well as the Sandpit Latrine (8.2%). however, the survey indicated that 7.3% of the respondents do not have toilets .

UMHLATHUZE MUNICIPALITY CUSTOMER SATISFACTION SURVEY 2013

Types	%
Flushing toilet	23.6
VIP's (Concrete)	60.9
Sandpit Latrine	8.2
No Toilet	7.3

4 OVERALL SATISFACTION OF THE SANITATION / SEWERAGE SERVICES

The residents in this ward are satisfied with the Sanitation and Sewerage service provided; the respondents scored excellent (18.2%) and satisfactory at (51.8%). However, 30 % of the respondents are not satisfied with the provision of this service in the ward.

Level of Satisfaction	%
Excellent	18.2
Satisfactory	51.8
Not completely satisfactory	19.1
Totally unsatisfactory	10.9

5 TYPE OF DOMESTIC REFUSE REMOVAL SERVICE RECEIVED

The dominant types of the domestic refuse used in this ward include the Communal Bin (23.6%) and 240 litre Bin (15.4%). However, 55.5% of the respondent in this area pointed out that they get and use nothing for domestic refuse as presented below.

Types	%
240 litre Bin	15.4
Black bags	5.5
Communal Bin	23.6
No service	55.5

6 OVERALL SATISFACTION OF THE REFUSE REMOVAL SERVICE

The satisfaction levels of the refuse removal service are rated excellent (10.9%) and satisfactory (30.9%), the majority of respondents are satisfied with this service. But 58% of the respondents are not satisfied with the provision of this service.

UMHLATHUZE MUNICIPALITY CUSTOMER SATISFACTION SURVEY 2013

Level of Satisfaction	%
Excellent	10.9
Satisfactory	30.9
Not completely satisfactory	18.2
Totally unsatisfactory	40.0

7 MUNICIPAL HEALTH CARE SERVICES USED IN THE PAST 12 MONTHS

Residents surveyed in the areas pointed out that they frequented the health care services for a number of reasons/sicknesses; however, the services provided by the Municipality was largely rated Excellent across the different services with inoculations rating the highest (19.1%) followed by Health (other than HIV/AIDS) (16.4%).

Level of Satisfaction	HEALTH CARE SERVICES				
	Cholera treatment	HIV/AIDS education & counselling	TB treatment	Inoculations	Health (other than HIV/AIDS)
Excellent	4.5	6.4	5.5	19.1	16.4
Satisfactory	1.8	1.8	3.6	9.1	15.5
Not completely satisfactory	1.8	0.9	0.9	1.8	2.7
Totally unsatisfactory	2.7	1.8	0.9	0.9	1.8
Not applicable	89.2	89.1	89.1	69.1	63.6

8 OVERALL SATISFACTION OF THE ELECTRICAL POWER SUPPLY SERVICE

26.3% of the households surveyed are currently not happy with the electricity supply services in their area. But on the other hand, more than 70% of households seen to be satisfied with the services offered

Level of Satisfaction	%
Excellent	36.4
Satisfactory	37.3
Not completely satisfactory	14.5
Totally unsatisfactory	11.8

9 OVERALL SATISFACTION WITH THE CONDITION OF PROVINCIAL ROADS (RURAL AREAS) IN IMMEDIATE AREA

A total of 47 % of respondents are satisfied with the level of service, rating it satisfactory 36.4% and excellent 14.5%. However it should be noted a large proportion of respondents 49% are not satisfied with the state of provincial roads in their immediate areas.

Level of Satisfaction	%
Excellent	14.5
Satisfactory	36.4
Not completely satisfactory	13.6
Totally unsatisfactory	35.5

10 OVERALL SATISFACTION WITH THE CONDITION OF MUNICIPAL STREETS (URBAN AREAS) IN IMMEDIATE AREA

21.8% of the households interviewed in this ward highlighted that the municipal street are not in good conditions and need urgent attention. However, other respondents (78.2%) rated the condition of municipal streets in urban areas as satisfactory as presented below.

Level of Satisfaction	%
Excellent	33.2
Satisfactory	45.0
Not completely satisfactory	15.9
Totally unsatisfactory	5.9

11 MUNICIPAL MEANS OF COMMUNICATION

In this ward, the top means used to communicate with the Municipality include the Ward committees at 53.6% and by personal contact at 26.4%. uMhlathuze newsletter, radio and telephonic means are used by limited number of households as presented below.

Types	%
uMhlathuze newsletter	7.2
Personal contact	26.4
Ward committees	53.6
Telephonic	4.6
Radio	0.9
No contact	7.3

12 OVERALL SATISFACTION OF THE COMMUNICATION WITH THE MUNICIPALITY

The satisfaction in the level of the communication with the Municipality was rated as 47.8% satisfactory and 24.9% excellent. 27% of respondents were not completely satisfied with the level of communication.

Level of Satisfaction	%
Excellent	24.9
Satisfactory	47.8
Not completely satisfactory	19.1
Totally unsatisfactory	8.2

13 OVERALL SATISFACTION OF THE SUITABILITY OF INFORMATION IN THE UMHLATHUZE NEWSLETTER

More than 24% of the respondents pointed out that they were not satisfied with information contained in the uMhlathuze newsletter. However, 76.3% of the respondents were satisfied.

Level of Satisfaction	%
Excellent	19.0
Satisfactory	57.3
Not completely satisfactory	18.2
Totally unsatisfactory	5.5

14 OVERALL SATISFACTION ON THE INFORMATION ABOUT IDP / BUDGET PROCESS TO ADDRESS THE NEEDS

14.5% of the households surveyed in this ward pointed out that they are not informed about the budget/IDP processes.

Level of Satisfaction	%
Excellent	27.3
Satisfactory	58.2
Not completely satisfactory	13.6
Totally unsatisfactory	0.9

15 OVERALL SATISFACTION ON THE ASSISTANCE RECEIVED FROM HELP DESKS WHEN LODGING QUERIES

21% of the respondents are not satisfied with the service and assistance received at the help desk. However, for others, the level of satisfaction received on the assistance received from help desks was rated at 60.9% satisfactory and as 18.1% excellent.

Level of Satisfaction	%
Excellent	18.1
Satisfactory	60.9
Not completely satisfactory	15.5
Totally unsatisfactory	5.5

16 OVERALL SATISFACTION OF THE ACCURACY AND PUNCTUALITY OF THE MUNICIPAL ACCOUNT

The level of satisfaction of the accuracy and punctuality of the municipal account was rated as 30.1% excellent and at 43.6% as satisfactory. However, 26% of the households surveyed said that the municipal account service is not accurate and punctual.

Level of Satisfaction	%
Excellent	30.1
Satisfactory	43.6
Not completely satisfactory	11.8
Totally unsatisfactory	14.5

17 THE EXTENT OF USING THE EXISTING MUNICIPAL SPORTS FACILITIES?

10.9% of the respondents pointed out that they never used the municipal sporting facilities, while 51.8% of households said that they rarely use them and 13.7% use them frequently

Level of Satisfaction	%
Frequently	13.7
Sometimes	51.8
Never	10.9
There are no facilities	23.6

18 OVERALL SATISFACTION WITH THE STANDARD OF MUNICIPAL SPORTS FACILITIES USED

For those using the Municipal sport facilities, the overall level of satisfaction indicates that 47.3% are satisfied with the standard of those facilities as presented below.

Level of Satisfaction	%
Excellent	30.0
Satisfactory	17.3
Not completely satisfactory	31.8
Totally unsatisfactory	20.9

19 THE EXTENT OF USING THE EXISTING MUNICIPAL COMMUNITY FACILITIES (LIBRARIES, COMMUNITY HALLS, ETC)

26.4% of the households interviewed use frequently the existing municipal community facilities, while 21.8% rarely use them. However, 7.3% indicated that they never used or frequent any municipal community facility.

Types	%
Frequently	26.4
Sometimes	21.8
Never	7.3
There are no facilities	44.5

20 OVERALL SATISFACTION ON THE STANDARD OF EXISTING MUNICIPAL COMMUNITY FACILITIES

For those using the Municipal community facilities, the overall level of satisfaction indicates that 49.1% are satisfied with the standard of those facilities as presented below. 51% of people frequenting the municipal community facilities pointed out that the level of service is unsatisfactory.

Level of Satisfaction	%
Excellent	28.2
Satisfactory	20.9
Not completely satisfactory	22.7
Totally unsatisfactory	28.2

21 OVERALL SATISFACTION OF THE STANDARD OF MOTOR VEHICLE LICENCING SERVICES

The level of satisfaction with the standard of the motor vehicle licensing services was rated as 58.2% satisfactory and 31.8% excellent. However, some households interviewed in this ward pointed out that they were totally unsatisfied with the motor vehicle licensing services.

Level of Satisfaction	%
Excellent	31.8
Satisfactory	58.2
Not completely satisfactory	9.1
Totally unsatisfactory	0.9

22 OVERALL SATISFACTION OF THE UMHLATHUZE TRAFFIC LAW ENFORCEMENT VISIBILITY (NOTE NOT SAPS)

The level of satisfaction with the visibility of the uMhlathuze Traffic Law Enforcement was rated as 54.5% excellent and as 40.1% satisfactory. However, 5% of the respondents pointed out those traffic law enforcement officers are not visible in their ward

Level of Satisfaction	%
Excellent	54.5
Satisfactory	40.1
Not completely satisfactory	4.5
Totally unsatisfactory	0.9

23 TYPES OF EMERGENCY SERVICES CALLED AFTER HOURS IN THE PAST 12 MONTHS AND RESPONSE TIME

With regard to the emergency services highlighted in the table below, the overall rating for the response in time averaged mostly 6% satisfactory and 12% excellent.

UMHLATHUZE MUNICIPALITY CUSTOMER SATISFACTION SURVEY 2013

Level of Satisfaction	MUNICIPAL EMERGENCY SERVICES				
	Water	Sewerage	Electricity	Law-enforcement	Fire& rescue Services
Excellent	26.4	6.4	12.7	3.6	11.8
Satisfactory	17.3	3.6	2.7	3.6	2.7
Not completely satisfactory	5.5	0	0.9	0.9	0.9
Totally unsatisfactory	1.8	0	0.9	0	0
Not applicable	49	90	82.8	91.9	84.6

24 OVERALL SATISFACTION WITH THE MEANS AND RESPONSE RECEIVED WHEN COMPLAINING ON MUNICIPAL SERVICES

The level of satisfaction with means and responses received when complaining on municipal services was rated 30.1% excellent and 53.6% satisfactory. However, 16% of the surveyed households pointed out that means and responses received from their complaints were not good.

Level of Satisfaction	%
Excellent	30.1
Satisfactory	53.6
Not completely satisfactory	13.6
Totally unsatisfactory	2.7

KEY REMARKS FROM THE WARD

The overall satisfactions and unsatisfactory levels of the ward can be summarised as follows:

- There is a need in this ward for community hall, sport facilities and library,
- There is a need in this ward for sewerage service and sanitation,
- There is in this ward a lack of good refuse removal service,
- Municipal clinics do not treat people from rural areas,
- Lack of electricity and water supply need a notice when service will be unavailable,
- Roads need improvement with pedestrian crossing bridges,
- Residents are not aware of the newsletter,
- Residents need to be informed about IDP meeting,
- There is a poor assistance from the help desk,
- There is a need motor vehicle licencing service in this ward,
- Emergency service need improvement,
- Residents have not seen law enforcement officers in their area.

SECTION 30. SATISFACTION ANALYSIS FROM WARD 30

140 households were surveyed in ward thirty that included areas such as University Zululand Area: Vulindlela Township 50, Unizul 50, Nkonjane 40 and the outcome of the analysis is presented below.

1 TYPE OF WATER SUPPLY SERVICE USED

The following table illustrates the dominant type of water supply service used to provide residences with water is yard tape (75.0%), followed by communal supply <200m (9.3%) and house connection (10.7%).

Types	%
House connection	10.7
Yard tape	75.0
Communal supply <200m	9.3
Communal supply >200m	2.9
Borehole	0
No supply	2.1

2 OVERALL SATISFACTION OF THE WATER SUPPLY SERVICE

64% of the residents surveyed in this Ward are satisfied with the level of water supply service, rating it excellent (29.4%) and satisfactory (42.1%) respectively. However, 29% of the residents are not happy with the level of the provision of this service in their area.

Level of Satisfaction	%
Excellent	29.4
Satisfactory	42.1
Not completely satisfactory	26.4
Totally unsatisfactory	2.1

3 TYPE OF SANITATION/SEWERAGE SERVICE RECEIVED

The dominant sanitation or sewerage services used in the area include the VIP's Concrete (44.3%) followed by sandpit latrine (23.6%) as well as the flushing toilet (20.0%). However, the survey indicated that 12.1% of the respondents do not have toilets.

Types	%
Flushing toilet	20.0
VIP's (Concrete)	44.3
Sandpit Latrine	23.6
No Toilet	12.1

4 OVERALL SATISFACTION OF THE SANITATION / SEWERAGE SERVICES

The residents in this ward are satisfied with the Sanitation and Sewerage service provided; the respondents scored excellent (29.6%) and satisfactory at (42.6%). However, 27.8 % of the respondents are not satisfied with the provision of this service in the ward.

Level of Satisfaction	%
Excellent	29.6
Satisfactory	42.6
Not completely satisfactory	16.4
Totally unsatisfactory	11.4

5 TYPE OF DOMESTIC REFUSE REMOVAL SERVICE RECEIVED

The dominant types of the domestic refuse used in this ward include the 240 litre Bins (15.0%) and Communal Bin (14.3%). However, 50.7% of the respondent in this area pointed out that they get and use nothing for domestic refuse as presented below.

Types	%
240 litre Bin	15.0
Black bags	20.0
Communal Bin	14.3
No service	50.7

6 OVERALL SATISFACTION OF THE REFUSE REMOVAL SERVICE

The satisfaction levels of the refuse removal service are rated excellent (13.6%) and satisfactory (37.8%), the majority of respondents are satisfied with this service. But 49% of the respondents are not satisfied with the provision of this service.

UMHLATHUZE MUNICIPALITY CUSTOMER SATISFACTION SURVEY 2013

Level of Satisfaction	%
Excellent	13.6
Satisfactory	37.8
Not completely satisfactory	15.7
Totally unsatisfactory	32.9

7 MUNICIPAL HEALTH CARE SERVICES USED IN THE PAST 12 MONTHS

Residents surveyed in the areas pointed out that they frequented the health care services for a number of reasons/sicknesses; however, the services provided by the Municipality was largely rated Excellent across the different services with Health (other than HIV/AIDS) rating the highest (34.3%) followed by Inoculations (32.9%).

Level of Satisfaction	HEALTH CARE SERVICES				
	Cholera treatment	HIV/AIDS education & counselling	TB treatment	Inoculations	Health (other than HIV/AIDS)
Excellent	15.7	14.3	13.6	32.9	34.3
Satisfactory	12.9	15.7	18.6	25.0	30.0
Not completely satisfactory	1.4	0.7	0.7	4.3	7.1
Totally unsatisfactory	0.7	0	1.4	2.1	1.4
Not applicable	69.3	69.3	65.7	35.7	27.2

8 OVERALL SATISFACTION OF THE ELECTRICAL POWER SUPPLY SERVICE

Over 30% of the households surveyed are currently not happy with the electricity supply services in their area. But on the other hand, 69.3% of households seem to be satisfied with the services offered.

Level of Satisfaction	%
Excellent	28.6
Satisfactory	40.7
Not completely satisfactory	26.4
Totally unsatisfactory	4.3

9 OVERALL SATISFACTION WITH THE CONDITION OF PROVINCIAL ROADS (RURAL AREAS) IN IMMEDIATE AREA

A total of 61% of respondents are satisfied with the level of service, rating it satisfactory 37.2% and excellent 30.7%. However it should be noted a proportion of respondents 32% are not satisfied with the state of provincial roads in their immediate areas.

Level of Satisfaction	%
Excellent	30.7
Satisfactory	37.2
Not completely satisfactory	26.4
Totally unsatisfactory	5.7

10 OVERALL SATISFACTION WITH THE CONDITION OF MUNICIPAL STREETS (URBAN AREAS) IN IMMEDIATE AREA

25% of the households interviewed in this ward highlighted that the municipal street are not in good conditions and need urgent attention. However, other respondent (75%) rated the condition of municipal streets in urban areas as satisfactory as presented below.

Level of Satisfaction	%
Excellent	37.9
Satisfactory	37.1
Not completely satisfactory	21.4
Totally unsatisfactory	3.6

11 MUNICIPAL MEANS OF COMMUNICATION

In this ward, the top means used to communicate with the Municipality include the Ward committees at 63.6% and by personal contact at 21.4%, uMhlathuze newsletter, and telephonic means are used by limited number of households as presented below.

Types	%
uMhlathuze newsletter	10.1
Personal contact	21.4
Ward committees	63.6
Telephonic	2.5
Radio	1.0
No contact	1.4

12 OVERALL SATISFACTION OF THE COMMUNICATION WITH THE MUNICIPALITY

The satisfaction in the level of the communication with the Municipality was rated as 40.0% satisfactory and 25.0% excellent. 35% of respondents were not completely satisfied with the level of communication.

Level of Satisfaction	%
Excellent	25.0
Satisfactory	40.0
Not completely satisfactory	32.1
Totally unsatisfactory	2.9

13 OVERALL SATISFACTION OF THE SUITABILITY OF INFORMATION IN THE UMHLATHUZE NEWSLETTER

More than 27% of the respondents pointed out that they were not satisfied with information contained in the uMhlathuze newsletter. However, 41.4% of the respondents were satisfied while 31.4% rated it excellent.

Level of Satisfaction	%
Excellent	31.4
Satisfactory	41.4
Not completely satisfactory	18.6
Totally unsatisfactory	8.6

14 OVERALL SATISFACTION ON THE INFORMATION ABOUT IDP / BUDGET PROCESS TO ADDRESS THE NEEDS

29.3% of the households surveyed in this ward pointed out that they are not informed about the budget/IDP processes; the Municipality needs to improve on this.

Level of Satisfaction	%
Excellent	32.8
Satisfactory	37.9
Not completely satisfactory	17.9
Totally unsatisfactory	11.4

15 OVERALL SATISFACTION ON THE ASSISTANCE RECEIVED FROM HELP DESKS WHEN LODGING QUERIES

29% of the respondents are not satisfied with the service and assistance received at the help desk. However, for others, the level of satisfaction received on the assistance received from help desks was rated at 40.7% satisfactory and as 30.0% excellent.

Level of Satisfaction	%
Excellent	30.0
Satisfactory	40.7
Not completely satisfactory	16.4
Totally unsatisfactory	12.9

16 OVERALL SATISFACTION OF THE ACCURACY AND PUNCTUALITY OF THE MUNICIPAL ACCOUNT

The level of satisfaction of the accuracy and punctuality of the municipal account was rated as 36.9% excellent and at 45.9% as satisfactory. However, 17% of the households surveyed said that the municipal account service is not accurate and punctual.

Level of Satisfaction	%
Excellent	36.9
Satisfactory	45.9
Not completely satisfactory	13.6
Totally unsatisfactory	3.6

17 THE EXTENT OF USING THE EXISTING MUNICIPAL SPORTS FACILITIES?

20.7% of the respondents pointed out that they never used the municipal sporting facilities, while 35.7% of households said that they use them rarely.

Level of Satisfaction	%
Frequently	37.9
Sometimes	35.7
Never	20.7
There are no facilities	5.7

18 OVERALL SATISFACTION WITH THE STANDARD OF MUNICIPAL SPORTS FACILITIES USED

For those using the Municipal sport facilities, the overall level of satisfaction indicates that 68.6% are satisfied with the standard of those facilities as presented below.

Level of Satisfaction	%
Excellent	28.6
Satisfactory	40.0
Not completely satisfactory	20.0
Totally unsatisfactory	11.4

19 THE EXTENT OF USING THE EXISTING MUNICIPAL COMMUNITY FACILITIES (LIBRARIES, COMMUNITY HALLS, ETC)

18.6% of the households interviewed frequently use the existing municipal community facilities, while 34.3% rarely use them. However, 18.6% indicated that they never any municipal community facility.

Types	%
Frequently	23.5
Sometimes	34.3
Never	18.6
There are no facilities	23.6

20 OVERALL SATISFACTION ON THE STANDARD OF EXISTING MUNICIPAL COMMUNITY FACILITIES

For those using the Municipal community facilities, the overall level of satisfaction indicates that 60.7% are satisfied with the standard of those facilities as presented below. But 39% of people frequenting the municipal community facilities pointed out that the level of service is unsatisfactory.

Level of Satisfaction	%
Excellent	24.3
Satisfactory	36.4
Not completely satisfactory	19.3
Totally unsatisfactory	20.0

21 OVERALL SATISFACTION OF THE STANDARD OF MOTOR VEHICLE LICENCING SERVICES

The level of satisfaction with the standard of the motor vehicle licensing services was rated as 47.1% Satisfactory and 33.6% Excellent. However, some households interviewed in this ward pointed out that they were totally unsatisfied with the motor vehicle licensing services.

Level of Satisfaction	%
Excellent	33.6
Satisfactory	47.1
Not completely satisfactory	14.3
Totally unsatisfactory	5.0

22 OVERALL SATISFACTION OF THE UMHLATHUZE TRAFFIC LAW ENFORCEMENT VISIBILITY (NOTE NOT SAPS)

The level of satisfaction with the visibility of the uMhlathuze Traffic Law Enforcement was rated as 32.9% Excellent and as 42.1% Satisfactory. However, 25% of the respondents pointed out those traffic law enforcement officers are not visible in their ward.

Level of Satisfaction	%
Excellent	32.9
Satisfactory	42.1
Not completely satisfactory	14.3
Totally unsatisfactory	10.7

23 TYPES OF EMERGENCY SERVICES CALLED AFTER HOURS IN THE PAST 12 MONTHS AND RESPONSE TIME

With regard to the emergency services highlighted in the table below, the overall rating for the response in time averaged mostly 28% Satisfactory and 18% Excellent.

UMHLATHUZE MUNICIPALITY CUSTOMER SATISFACTION SURVEY 2013

Level of Satisfaction	MUNICIPAL EMERGENCY SERVICES				
	Water	Sewerage	Electricity	Law-enforcement	Fire& rescue Services
Excellent	30.0	16.4	25.7	10.0	9.3
Satisfactory	38.6	23.6	36.4	22.1	21.4
Not completely satisfactory	7.9	2.1	6.4	2.9	3.6
Totally unsatisfactory	1.4	0	0.7	0	0
Not applicable	22.1	57.9	30.8	65	65.7

24 OVERALL SATISFACTION WITH THE MEANS AND RESPONSE RECEIVED WHEN COMPLAINING ON MUNICIPAL SERVICES

The level of satisfaction with means and responses received when complaining on municipal services was rated 31.4% Excellent and 36.4% Satisfactory. However, 32% of the surveyed households pointed out that means and responses received from their complaints were not good.

Level of Satisfaction	%
Excellent	31.4
Satisfactory	36.4
Not completely satisfactory	23.6
Totally unsatisfactory	8.6

KEY REMARKS FROM THE WARD

The overall satisfactions and unsatisfactory levels of the ward can be summarised as follows:

- There is an unsatisfactory water and electricity supply services in this ward, and people need to be notified when there is interruptions,
- There is a lack of refuse removal services,
- With regard to the health care: clinics close early while providing unsatisfactory services. The area needs a mobile clinic,
- There is a lack in sanitation services,
- Roads in this ward need more improvement with street lights and speed humps,
- Communication between the community and the Municipality needs improvement,

CONCLUSION: THE OVERALL SATISFACTION FOR UMHLATHUZE MUNICIPALITY

This is the overall perception of the 3000 households surveyed in all wards that included urban as well as rural areas and the outcome of the analysis is presented below.

1 TYPE OF WATER SUPPLY SERVICE USED

The following table illustrates the dominant types of water supply service used to provide residences with water is yard tape (54.2%), followed by house connection (39.5%)

Types	%
House connection	39.5
Yard tape	54.2
Communal supply <200m	2.1
Communal supply >200m	0.9
Borehole	0.3
No supply	3.0

2 OVERALL SATISFACTION OF THE WATER SUPPLY SERVICE

77% of the residents surveyed in the Municipality are satisfied with the level of water supply service, rating it Excellent (38.3%) and Satisfactory (41.3%) respectively. However, 20% of the residents are not happy with the level of the provision of this service in their area.

Overall Satisfaction	%
Excellent	38.3
Satisfactory	41.3
Not completely satisfactory	14.2
Totally unsatisfactory	6.2

3 TYPE OF SANITATION/SEWERAGE SERVICE RECEIVED

The dominant sanitation or sewerage services used in the Municipality include flushing toilet (43.7%) followed by VIP's Concrete (27.8%) as well as the sandpit latrine (19.6%). however, the survey indicated that 8.9% of the respondents do not have toilets .

Types	%
Flushing toilet	43.7
VIP's (Concrete)	27.8
Sandpit Latrine	19.6
No Toilet	8.9

4 OVERALL SATISFACTION OF THE SANITATION / SEWERAGE SERVICES

Residents are satisfied with the Sanitation and Sewerage service provided; the respondents scored excellent (39.8%) and satisfactory at (34.8%). However, 25% of the respondents are not satisfied with the provision of this service in the Municipality.

Level of Satisfaction	%
Excellent	39.8
Satisfactory	34.8
Not completely satisfactory	13.7
Totally unsatisfactory	11.7

5 TYPE OF DOMESTIC REFUSE REMOVAL SERVICE RECEIVED

The dominant types of the domestic refuse used in the Municipality include the 240 litre Bins (39.2%) and Communal Bin (22.0%). However, 32.5% of the respondent in the Municipality pointed out that they get and use nothing for domestic refuse as presented below.

Types	%
240 litre Bin	39.2
Black bags	6.3
Communal Bin	22.0
No service	32.5

6 OVERALL SATISFACTION OF THE REFUSE REMOVAL SERVICE

The satisfaction levels of the refuse removal service are rated excellent (43.7%) and satisfactory (26.8%), the majority of respondents are satisfied with this service. But 40% of the respondents are not satisfied with the provision of this service.

Level of Satisfaction	%
Excellent	43.7
Satisfactory	26.8
Not completely satisfactory	16.8
Totally unsatisfactory	22.7

7 MUNICIPAL HEALTH CARE SERVICES USED IN THE PAST 12 MONTHS

Residents in the Municipality pointed out that they frequented the health care services for a number of reasons/sicknesses; however, the services provided by the Municipality was largely rated satisfactory across the different services with Health (other than HIV/AIDS) rating the highest (24.7%) followed by Inoculations (11.2%).

Level of Satisfaction	HEALTH CARE SERVICES				
	Cholera treatment	HIV/AIDS education & counselling	TB treatment	Inoculations	Health (other than HIV/AIDS)
Excellent	8.1	9.5	9.8	14.4	18.2
Satisfactory	6.6	8.8	9.6	11.2	24.7
Not completely satisfactory	1.8	1.1	1.0	1.9	5.5
Totally unsatisfactory	0.6	0.2	0.3	0.4	1.4
Not applicable	82.9	80.4	79.3	72.1	50.2

8 OVERALL SATISFACTION OF THE ELECTRICAL POWER SUPPLY SERVICE

21% of the households surveyed are currently not happy with the electricity supply services in their area. But a large number (78%) of the residents seem to be satisfied.

Level of Satisfaction	%
Excellent	43.9
Satisfactory	34.8
Not completely satisfactory	14.9
Totally unsatisfactory	6.4

9 OVERALL SATISFACTION WITH THE CONDITION OF PROVINCIAL ROADS (RURAL AREAS) IN IMMEDIATE AREA

A total of 63% of respondents are satisfied with the level of service, rating it Satisfactory 39.6% and Excellent 26.8%. However it should be noted that a proportion of 34% of respondents are not satisfied with the state of provincial roads in their immediate areas.

Level of Satisfaction	%
Excellent	26.8
Satisfactory	39.6
Not completely satisfactory	21.0
Totally unsatisfactory	12.6

10 OVERALL SATISFACTION WITH THE CONDITION OF MUNICIPAL STREETS (URBAN AREAS) IN IMMEDIATE AREA

24% of the households interviewed in the Municipality highlighted that the municipal street are not in good conditions and need urgent attention. However, other respondent (76%) rated the condition of municipal streets in urban areas as satisfactory as presented below.

Level of Satisfaction	%
Excellent	41.7
Satisfactory	34.8
Not completely satisfactory	18.0
Totally unsatisfactory	5.5

11 MUNICIPAL MEANS OF COMMUNICATION

In the Municipality, the top means used to communicate with the Municipality include the Ward committees at 46.6% and by uMhlathuze newsletter at 23.8%. Personal contact, radio and telephonic means are used by limited number of households as presented below.

Types	%
uMhlathuze newsletter	23.8
Personal contact	18.1
Ward committees	46.6
Telephonic	3.6
Radio	1.9
No contact	6.0

12 OVERALL SATISFACTION OF THE COMMUNICATION WITH THE MUNICIPALITY

The satisfaction in the level of the communication with the Municipality was rated as 47.0% satisfactory and 31.2% excellent. 22% of respondents were not completely satisfied with the level of communication.

Level of Satisfaction	%
Excellent	31.2
Satisfactory	47.0
Not completely satisfactory	16.8
Totally unsatisfactory	5.0

13 OVERALL SATISFACTION OF THE SUITABILITY OF INFORMATION IN THE UMHLATHUZE NEWSLETTER

19.7% of the respondents pointed out that they were not satisfied with information contained in the uMhlathuze newsletter. However, 49.6% of the respondents were satisfied while 30.7% rated it excellent.

Level of Satisfaction	%
Excellent	30.7
Satisfactory	49.6
Not completely satisfactory	13.8
Totally unsatisfactory	5.9

14 OVERALL SATISFACTION ON THE INFORMATION ABOUT IDP / BUDGET PROCESS TO ADDRESS THE NEEDS

23% of the households surveyed in the Municipality pointed out that they are not informed about the budget/IDP processes, but a great percentage of 76.9% respondents seem to be satisfied

Level of Satisfaction	%
Excellent	35.9
Satisfactory	41.0
Not completely satisfactory	15.7
Totally unsatisfactory	7.4

15 OVERALL SATISFACTION ON THE ASSISTANCE RECEIVED FROM HELP DESKS WHEN LODGING QUERIES

15% of the respondents are not satisfied with the service and assistance received at the help desk. However, for others, the level of satisfaction received on the assistance received from help desks was rated at 47.6% satisfactory and as 37.4% excellent.

Level of Satisfaction	%
Excellent	37.4
Satisfactory	47.6
Not completely satisfactory	11.6
Totally unsatisfactory	3.4

16 OVERALL SATISFACTION OF THE ACCURACY AND PUNCTUALITY OF THE MUNICIPAL ACCOUNT

The level of satisfaction of the accuracy and punctuality of the municipal account was rated as 46% Excellent and at 41.3% as Satisfactory. However, 14% of the households surveyed said that the municipal account service is not accurate and punctual.

Level of Satisfaction	%
Excellent	46.0
Satisfactory	41.3
Not completely satisfactory	9.9
Totally unsatisfactory	3.8

17 THE EXTENT OF USING THE EXISTING MUNICIPAL SPORTS FACILITIES

20.7% of the respondents pointed out that they never used the municipal sporting facilities, while 46.1% of households said that they use them rarely and 24.6% use them frequently.

Level of Satisfaction	%
Frequently	24.6
Sometimes	46.1
Never	20.7
There are no facilities	8.6

18 OVERALL SATISFACTION WITH THE STANDARD OF MUNICIPAL SPORTS FACILITIES USED

For those using the Municipal sport facilities, the overall level of satisfaction indicates that 74.5% are satisfied with the standard of those facilities as presented below. But the remaining 25.5% still see the need for improvement.

Level of Satisfaction	%
Excellent	36.5
Satisfactory	38.0
Not completely satisfactory	17.3
Totally unsatisfactory	8.2

19 THE EXTENT OF USING THE EXISTING MUNICIPAL COMMUNITY FACILITIES (LIBRARIES, COMMUNITY HALLS, ETC)

27.8% of the households interviewed frequently use the existing municipal community facilities, while 43.7% rarely use them. However, 16.0% indicated that they never used or frequent any municipal community facility.

Types	%
Frequently	27.8
Sometimes	43.7
Never	16.0
There are no facilities	12.5

20 OVERALL SATISFACTION ON THE STANDARD OF EXISTING MUNICIPAL COMMUNITY FACILITIES

For those using the Municipal community facilities, the overall level of satisfaction indicates that 78.6% are satisfied with the standard of those facilities as presented below. But 21.4% of people frequenting the municipal community facilities pointed out that the level of service is unsatisfactory.

Level of Satisfaction	%
Excellent	41.0
Satisfactory	37.6
Not completely satisfactory	13.1
Totally unsatisfactory	8.3

21 OVERALL SATISFACTION OF THE STANDARD OF MOTOR VEHICLE LICENCING SERVICES

The level of satisfaction with the standard of the motor vehicle licensing services was rated as 31.4% Satisfactory and 25.2% Excellent. However, some households interviewed in the Municipality pointed out that they were totally unsatisfied with the motor vehicle licensing services.

Level of Satisfaction	%
Excellent	25.2
Satisfactory	31.4
Not completely satisfactory	27.3
Totally unsatisfactory	16.1

22 OVERALL SATISFACTION OF THE UMHLATHUZE TRAFFIC LAW ENFORCEMENT VISIBILITY (NOTE NOT SAPS)

The level of satisfaction with the visibility of the uMhlathuze Traffic Law Enforcement was rated as 34.6% Excellent and as 38.3% Satisfactory. However, 27.1% of the respondents pointed out those traffic law enforcement officers are not visible in their area.

Level of Satisfaction	%
Excellent	34.6
Satisfactory	38.3
Not completely satisfactory	20.7
Totally unsatisfactory	6.4

23 TYPES OF EMERGENCY SERVICES CALLED AFTER HOURS IN THE PAST 12 MONTHS AND RESPONSE TIME

With regard to the emergency services highlighted in the table below, the overall rating for the response in time averaged mostly 15% Satisfactory and 14% Excellent.

Level of Satisfaction	MUNICIPAL EMERGENCY SERVICES				
	Water	Sewerage	Electricity	Law-enforcement	Fire& rescue Services
Excellent	22.5	12.6	17.5	8.2	10.8
Satisfactory	23.6	11.4	20.2	9.5	11.8
Not completely satisfactory	5.7	2.1	5.4	1.9	2.0
Totally unsatisfactory	1.7	1.2	1.1	0.9	0.2
Not applicable	46.5	72.7	55.8	79.5	75.2

24 OVERALL SATISFACTION WITH THE MEANS AND RESPONSE RECEIVED WHEN COMPLAINING ON MUNICIPAL SERVICES

The level of satisfaction with means and responses received when complaining on municipal services was rated 14.3% Excellent and 51.1% Satisfactory. However, 19% of the surveyed households pointed out that means and responses received from their complaints were not good.

Level of Satisfaction	%
Excellent	14.3
Satisfactory	51.1
Not completely satisfactory	29.4
Totally unsatisfactory	5.2

KEY REMARKS FROM THE COMMUNITY

The overall satisfactions and unsatisfactory levels of the Municipality can be summarised as follows:

- People at the helping desk are sometimes impatient in dealing with clients,
- Electricity bill is expensive and some areas in the Municipality do not access to electricity ,
- The communication between the Municipality and the rest of the community needs more improvement,
- The uMhlathuze Traffic Law Enforcement Officers are mostly working in urban areas,
- Roads need maintenance and speed humps are needed in busy areas and close to schools,
- The Municipal offices close early, this affects people who work,
- There is a need for a hall, a park, sports facilities and a library in many areas/wards,
- Clinics close early while most of them have limited staff members; the service is reported as in general not satisfactory. In some rural wards there is a need for mobile clinics,
- People need to be notified when the water or electricity supply will not be available,
- The uMhlathuze newsletter is not accessible to many and information published needs to be improved to be more relevant for local citizens,
- Water supply is very limited in rural areas, many households do not have taps in their homes,
- After hour municipal emergency services delay to respond or simply do not respond,
- Lack of sanitation and sewerage services is severe in rural areas where some households do not have these services,
- The refuse removal services, need to be improved as some of the refuse bins are damaged by waste collectors,
- There is a need to improve services at the Motor vehicle Licencing Bureau,
- The Residents would want to be involved in IDP/budget meetings but need to be well informed in advance.