



Ndlambe Municipality
Customer Satisfaction Survey
2011

Table of Contents

1. Introduction
2. Structure of Questions
3. Questionnaires

1. Introduction

Ndlambe Municipality is embarking in the process of identifying the stand with the residents and the community at large in the area of its jurisdiction. The municipality wants to offer the communities of Ndlambe to express their feelings in a form of answering and providing the council with their honest responses to this Survey.

2. Structure of the Questionnaire

Ndlambe Municipality currently provides four broad types of services to the community; namely, Finance, Community Protection, Infrastructural development, Corporate Services.

Questions were first framed within these three divisions to reflect the clustering approach.

A. Infrastructural Development Services

- Water
- Sanitation
- Electricity Supply
- Residential Streets, Roads, Sidewalks and Pavements
- Stormwater
- Housing
- Building Plans and Land Use Applications

B. Community Protection services

- Refuse Removal
- Municipal Parks and Playgrounds
- Municipal Sports Fields and Stadiums
- Complaints Regarding Community Service
- Fire Department
- Traffic Services
- Civic Protection
- Environmental Protection
- Protection of Historical Heritage

C. Corporate Services

- Community Halls
- Libraries
- Local Economic Development

D. Finance Services

- Complaints Regarding Trading Services

E. Overall Rating of Ndlambe Municipality

F. Personal Details

G. Communication

Other sections of the questionnaire sought a detailed rating of the Ndlambe Municipality, its staff and services, to determine the overall level of satisfaction with services rendered by the Council (Municipality)

A. INFRASTRUCTURAL DEVELOPMENT SERVICES

1. Water

1(a) Do you have clean piped municipal water in your property?

Yes	No
1	2

1(b) In your opinion, how satisfied are you with the water service provided by the municipality?

Extremely Dissatisfied	Poor Service with room for improvement	Neutral – No Opinion	Satisfied, but room for improvement	Extremely satisfied – no problems
1	2	3	4	5

1(c) Do you have a water meter that is read regularly?

Yes	No
1	2

1(d) Do you trust the cleanliness of the water for human consumption?

Yes	No
1	2

1(e) Is the water supply to your home regular or does it get interrupted on a regular basis?

Yes	No
1	2

1(f) In your opinion, is your water consumption accurately measured and is the account correct?

Yes	No
1	2

1(g) Have you have recent water breakages or major leakages?

Yes	No
1	2

1(h) Have you had a complaint in the last 3 months regarding your water supply?

Yes	No
1	2

If yes, do you have any suggestions on how to improve water provision to your home?

.....

.....

.....

.....

1(i) Are you aware of the emergency number to call when you have problems with water leakages?

Yes	No
1	2

2. Sanitation

2(a) What kind of toilet (sanitation) service does your household have access to?

Flush toilet / chemical	PIT (VIP)	Bucket Latrine	No sanitation – self provided
1	2	3	4

2(b) In your opinion, how satisfied are you with the sanitation services provided by the municipality?

Extremely Dissatisfied	Poor Service with room for improvement	Neutral – No Opinion	Satisfied, but room for improvement	Extremely satisfied – no problems
1	2	3	4	5

2(c) Have you had a recent blockages or overflow of sewerage outside your property / in your street?

Yes	No
1	2

2(d) Have you had a complaint in the last 3 months regarding sanitation provision or your sewerage system?

Yes	No
1	2

If yes, do you have any suggestion on how to improve sanitation services to you household?

.....

.....

.....

.....

3. Electricity Supply

3(a) Do you have electricity supplied to your house and is the electricity supplied by Ndlambe Municipality (Non- Prepaid) or Eskom (prepaid)? (if Eskom, ignore the following questions)

Yes, Ndlambe Municipality	No. Eskom
1	2

3(b) In your opinion, how satisfied are you with the electricity service provided by the municipality?

Extremely Dissatisfied	Poor Service with room for improvement	Neutral – No Opinion	Satisfied, but room for improvement	Extremely satisfied – no problems
1	2	3	4	5

3(c) Do you have an electricity meter that is read regularly?

Yes	No
1	2

3(d) Is the electricity supply to your home regular or does it get interrupted often?

Regular	Interrupted
1	2

3(e) In your opinion, is your electricity regularly and accurately measured and is the account correct?

Yes	No
1	2

3(f) Have you had electricity supply interruptions within the last 3 months?

Yes	No
1	2

3(g) Have you had a complaint in the last 3 months regarding your electricity supply?

Yes	No
1	2

If yes, do you have any suggestions on how to improve electricity provision to your home?

.....

.....

.....

4. Residential Streets, Roads, Sidewalks and Pavements

4(a) Are the streets and roads in your area predominately tarred?

Yes	No
1	2

4(b) In your opinion, are the streets and roads in your area in a good condition or are they often damaged, broken or have potholes?

Good Condition	Bad Condition
1	2

4(c) Does your municipality respond quickly to damages by repairing the damaged roads and bridges quickly?

Yes	No
1	2

4(d) If you think about the conditions of streets, roads and bridges generally (not only in your area), does the municipality keeps them in a:

Totally inadequate / very poor condition	Inadequate / poor condition	Adequate condition	Good condition but roads deteriorate before they are repaired	Excellent condition
1	2	3	4	5

4(e) Have you had a complaint in the last 3 months regarding roads, street and bridges?

Yes	No
1	2

If yes, do you have any suggestions on how to improve the residential streets and roads in your area?

.....

.....

5. Stormwater

5(a) Are the often flooding streets and houses in your area?

Yes	No
1	2

5(b) In your opinion, how would you rate the provision and the maintenance of the storm water drainage system by the municipality? Is the storm water drainage system:

Totally Inadequate/cannot cope at all	Inadequate/cannot struggle to cope	Adequate/cope most of the time	Good/ struggle with extreme situations	Excellent/ cope with all situations
1	2	3	4	5

5(c) Have you had a complaint in the last 3 months regarding storm water?

Yes	No
1	2

If yes, do you have any suggestion on how to improve the storm water drainage in your area?

.....

.....

.....

.....

6. Housing

6(a) What kind of house do you stay in:

A rental house that belong to the council?	1
A rental house that belong to a private person?	2
A house that has been provided by a housing subsidy?	3
Do you own the house that you are living in?	4
A mud house inherited from my parents?	5
A shack dweller in an informal settlement?	6
RDP / low cost house provided by municipality?	7

6(b) In your opinion, how do you rate the Ndlambe municipality on the priority they put with regards to the provision of low cost houses?

High	Medium	Average	Low
1	2	3	4

Any suggestion with regards to housing in the Ndlambe area?

.....

.....

.....

.....

.....

7. Building Plans and Land Use Applications

7(a) Have you submitted a building plan / land use application in the last six (6) months?

Yes	No
1	2

7(b) How will you rate the way the municipality approves and enforces building plans and regulations? In terms of approving and enforcing building plans and regulations, does your municipality do a;

Excellent job/Strict control and react immediately to complaints	Good job/good control and enforcement	Adequate job / reasonable control	Inadequate job / should exert more control	Totally inadequate job / need to be far stricter
1	2	3	4	5

7(c) How do you rate the standard of service delivery of the municipality in respect of building plans and land use application?

Excellent	Good	Adequate	Inadequate job	Totally inadequate
1	2	3	4	5

7(d) In your contact with building control or land use planning staff. How would you rate the capability of the staff?

Incapable: They were very unprofessional (they did not seem to know what they were doing)	Adequately capable: They were reasonably professional and were able to help you but you would like to see the service improved.	Highly / very capable: They were professional and helped you immediately
1	2	3

7(e) Are there any suggestions that you would like to make regarding improving service delivery in terms of building plans and land use applications?

.....

.....

.....

B. COMMUNITY PROTECTION SERVICES

1. Refuse Removal

1(a) Does the municipality conduct refuse collection/rubbish removal at your home at least once a week?

Yes	No
1	2

1(b) In your opinion, how satisfied are you with the refuse removal service provided by the municipality?

Extremely Dissatisfied	Poor Service with room for improvement	Neutral – No Opinion	Satisfied, but room for improvement	Extremely satisfied – no problems
1	2	3	4	5

1(c) Have you had incidences where refuse was not collected in the last 3 months?

Yes	No
1	2

1(d) Have you had a complaint in the last 3 months regarding your refuse collection?

Yes	No
1	2

If yes, do you have any suggestions on how to improve refuse removal provision to your home?

.....

.....

.....

2. Municipal Parks and Playgrounds

2(a) How often did a member of your household make use of parks and playgrounds in the last two months?

Never	Once	Twice	Atleast 3 Times	More than 5 times
1	2	3	4	5

2(b) In your opinion, are there sufficient parks and playgrounds in your area?

Sufficient	Insufficient
1	2

2(c) In your opinion; are the parks/playgrounds well situated/located, and are they accessible to the majority of the community?

Yes	No
1	2

2(d) Do you think the parks/playgrounds are safe for children to play in?

Yes	No
1	2

2(e) How would you rate the extent to which parks and playgrounds in your area are maintained by the Municipality?

Totally Inadequate	Inadequate / could be improved	Adequate	Good	Excellent
1	2	3	4	5

2(f) Have you had a complaint in the last 3 months regarding parks and playgrounds?

Yes	No
1	2

If yes, do you have any suggestions on how to improve the provision and maintenance of parks and playgrounds in your area?

.....

.....

.....

3. Municipal Sports Fields and Stadiums

3(a) How often did a member of your household make use of municipal sports fields, or stadiums in the last two months?

Never	Once	Twice	At-least 3 Times	More than 5 times
1	2	3	4	5

3(b) In your opinion, are there sufficient municipal sports fields, swimming pools or stadiums in your area?

Sufficient	Insufficient
1	2

3(c) In your opinion, are the sports fields, swimming pools and stadiums well situated/located and are they accessible to the majority of the community?

Yes	No
1	2

3(d) How would you rate the maintenance of municipal sports fields, swimming pools and stadiums by your Municipality?

Totally Inadequately maintained	Inadequately maintained	Adequately maintained	Well maintained	Excellently maintained
1	2	3	4	5

3(e) Have you had a complaint in the last 3 months regarding a municipal sports fields, swimming pools or stadiums?

Yes	No
1	2

If yes, do you have any suggestions on how to improve municipal sports fields, swimming pools and stadiums in your area?

.....

.....

.....

4. Complaints Regarding Community Service

4(a) Have you had any complaint regarding a Community Service?

Yes	No
1	2

4(b) If yes, what was the response from the municipality? For example was the complaint satisfactorily addressed and were you called with follow up to let you know the problem has been addressed?

Incapable: They were very unprofessional (they did not seem to know what they were doing)	Adequately capable: They were reasonably professional and were able to help you but you would like to see the service improved.	Highly / very capable: They were professional and helped you immediately
1	2	3

4(c) Should you have any complaints, how would you rate the capability of the staff to deal with your problem:

Incapable: They were very unprofessional (they did not seem to know what they were doing)	Adequately capable: They were reasonably professional and were able to help you but you would like to see the service improved.	Highly / very capable: They were professional and helped you immediately
1	2	3

5. Fire Department

5(a) How would you rate the provision of fire protection service provided by the fire department?
In terms of fire protection, does your fire department provide a

Totally Inadequate service	Inadequate service / could react quicker	Adequately service	Good service/quick response	Excellent service / immediate response
1	2	3	4	5

5(b) Have you had any contact with the fire department over the last 3 months?

Yes	No
1	2

If yes, for what reason?

.....

.....

5(c) In your contact with the fire department, how would you rate the capability of the staff?

Incapable: They were very unprofessional (they did not seem to know what they were doing)	Adequately capable: They were reasonably professional and were able to help you but you would like to see the service improved.	Highly / very capable: They were professional and helped you immediately
1	2	3

5(d) Are there any suggestions that you would like to make regarding improving service delivery by the fire department?

.....

.....

6. Traffic Services

6(a) How would you rate the traffic control provided by the Traffic Department? Would you say that your Traffic Department is:

Totally Inadequate/poor and does not enforce regulations effectively at all.	Inadequate / does not do very good job.	Adequate/does a reasonable job of enforcing regulations.	Good/ generally does a good job in enforcing regulations.	Excellent/ well trained, highly visible and enforces road regulations.
1	2	3	4	5

6(b) Have you had any contact with the traffic department over the last 3 months?

Yes	No
1	2

If yes, for what reasons?

.....

.....

.....

6(c) In your contact with the traffic department, how would you rate the capability and friendliness of the staff?

Incapable: They were very unprofessional (they did not seem to know what they were doing)	Adequately capable: They were reasonably professional and were able to help you but you would like to see the service improved.	Highly / very capable: They were professional and helped you immediately
1	2	3

6(d) Are there any suggestions that you would like to make regarding improving service delivery by the traffic department?

.....

.....

.....

7. Civic Protection

7(a) How would you rate the management of civic protection (provision of beach constables, dealing with civic offences, and so on) by your Municipality? In terms of managing civic protection, does your municipality provide a:

Totally inadequate service / provide no response to complaints	Inadequate service / service needs improvement	Adequately service / response to complaints could be improved	Good service/generally respond quickly to public complaints	Excellent service / respond quickly & efficiently to public complaints.
1	2	3	4	5

7(b) Have you had any contact with the municipality over the last 3 months regarding civic protection?

Yes	No
1	2

If yes, for what reasons?

.....

.....

.....

7(c) In your contact with civil protection staff, how would you rate the capability of the staff?

Incapable: They were very unprofessional (they did not seem to know what they were doing)	Adequately capable: They were reasonably professional and were able to help you but you would like to see the service improved.	Highly / very capable: They were professional and helped you immediately
1	2	3

7(d) Are there any suggestions that you would like to make regarding improving civic protection?

.....

.....

.....

8. Environmental Protection

8(a) In your opinion, does the municipality sufficiently protect the natural environment in areas under its control (beach, and rivers)?

Yes	No
1	2

8(b) Are there any suggestions that you would like to make regarding improving environmental protection?

.....

.....

9. Protection of Historical Heritage

9(a) In your opinion, is the municipality protecting historical buildings and cultural assets in your area?

Yes	No
1	2

9(b) Are there any suggestions that you would like to make regarding improving protection of historical and cultural assets?

.....

.....

C. CORPORATE SERVICES

1. Community Halls

1(a) How often did a member of your household make use of community halls in the last two months?

Never	Once	Twice	At-least 3 Times	More than 5 times
1	2	3	4	5

1(b) In your opinion; are there sufficient community halls in your area?

Sufficient	Insufficient
1	2

1(c) In your opinion, are the community halls well situated/located and are they accessible to the majority of the community?

Yes	No
1	2

1(d) How would you rate the maintenance of community halls by your Municipality?

Totally Inadequately maintained	Inadequately maintained	Adequately maintained	Well maintained	Excellently maintained
1	2	3	4	5

1(e) Have you had a complaint in the last 3 months regarding community halls?

Yes	No
1	2

If yes, do you have any suggestions on how to improve the provision and maintenance of community halls in your area?

.....

.....

.....

2. Libraries

2(a) How often did a member of your household make use of a municipal library in the last 3 months?

Never	Once	Twice	At-least 3 Times	More than 5 times
1	2	3	4	5

2(b) In your opinion, are there sufficient libraries in your area?

Sufficient	Insufficient
1	2

2(c) In your opinion; are the libraries well situated/located and are they accessible to the majority of the community?

Yes	No
1	2

2(d) How would you rate the municipal public library service?

Totally Inadequate	Inadequate / could be improved	Adequate	Good	Excellent
1	2	3	4	5

2(e) Are you satisfied with the quality of service delivery in your library?

Yes	No
1	2

2(f) Are you satisfied with the way in which the library staff deals with your requests and enquiries?

Yes	No
1	2

2(g) Have you had a complaint in the last 3 months regarding the library?

Yes	No
1	2

If yes, do you have any suggestions on how to improve the provision and maintenance of libraries in your area?

.....

.....

.....

3. Local Economic Development

3(a) In your opinion, is your municipality sufficiently supporting and promoting economic development of Ndlambe Municipality?

Yes	No
1	2

3(b) Do you think Council should do more for job-creation?

Yes	No
1	2

3(c) Do you have specific ideas on how the Municipality should grow the economy and create jobs?

.....

.....

.....

3(d) Can you think of an example of an economic development initiative in Ndlambe Municipality?

.....

.....

.....

D. FINANCE SERVICES

1. Complaints Regarding Trading Services

1(a) Have you had any complaints regarding water, sanitation, electricity or removal bills?

Yes	No
1	2

If yes, how did you go about resolving your complaint? (Describe the steps/process followed)

.....

.....

.....

.....

.....

.....

1(b) What was the response from the municipality? For example was the complaint satisfactorily addressed and were you called with follow up to let you know the problem has been addressed?

Incapable: They were very unprofessional (they did not seem to know what they were doing)	Adequately capable: They were reasonably professional and were able to help you but you would like to see the service improved.	Highly / very capable: They were professional and helped you immediately
1	2	3

1(c) Should you have any complaints, how would you rate the capability of the staff to deal with your problem?

Incapable: They are very unprofessional (they did not seem to know what they are doing)	Adequately capable: They are reasonably professional and are able to help you but you would like to see the service improved.	Highly / very capable: They are professional and helped you immediately
1	2	3

E. OVERALL RATING OF NDLAMBE MUNICIPALITY

1. Have you dealt with Ndlambe Municipality during the past six months, either personally, telephonically, via internet / e-mail or regular mail?

Yes	No
1	2

2. How did you have your last interaction with Ndlambe Municipality? Did you:

Phone Them	1
Visit their offices in town	2
Visit a municipal service centre near your home	3
Make use of online (internet) Services	4
Use regular email	5
Other [Please specify]	6

Specify Other:

.....

3. In your dealings with the staff of Ndlambe Municipality what was your experience?

STAFF	NO	YES
Have you found that staff are attentive	1	2
Have you found that staff are available to help at all times	1	2
Have you found that staff are competent	1	2
Have you found that staff are courteous	1	2
Have you found that staff are efficient	1	2
Have you found that staff are friendly	1	2
Have you found that staff are honest	1	2
Have you found that staff are punctual	1	2
Have you found that staff are responsible	1	2
Have you found that staff go out of their way to help	1	2
Have you found that staff have a positive attitude	1	2
Have you found that staff listen to your problems	1	2
Have you found that staff make you feel important	1	2
Have you found that staff treat you with respect	1	2
Have you found that staff understand your problem(s)	1	2

QUERIES	YES	NO
Have you found that you are helped with minimal referrals	1	2
Have you found that correspondence is answered promptly	1	2
Have you found that queries are resolved to your satisfaction	1	2
Have you found that queries are resolved in time	1	2

MUNICIPAL OFFICES	YES	NO
--------------------------	------------	-----------

Have you found that municipal facilities are clean and neat (e.g: Offices, libraries, halls etc)	1	2
Have you found that municipality working hours are acceptable	1	2
Have you found that parking facilities are adequate	1	2
Have you found that queues are short	1	2
Have you found that security around municipal offices is adequate	1	2
Have you found that municipality facilities are accessible	1	2

ACCOUNTS	YES	NO
Have you found that municipality communicates about the interruption of services in advance	1	2
Have you found that payment of accounts is easy	1	2
Have you found that account statements are accurate	1	2
Have you found that account statements are received on time	1	2
Have you found that flexibility of account payments (i.e., different options are available)	1	2
Have you found that municipality facilities are accessible	1	2

COMMUNICATION	YES	NO
Does your municipality keep you informed about services?	1	2
Is your municipality honest in its communications?	1	2
Does your municipality provide you with all the facts you need to make informed decisions?	1	2
Is your municipality's advertising truthful and accurate?	1	2
Does your municipality ensure that its facilities are safe for the public?	1	2
Does your municipality offer services at competitive rates?	1	2
Does your municipality resolve queries / disputes in a fair manner?	1	2
Has your municipality establish ways for you to complain?	1	2
Does your municipality ensure that information that you are entitled to is accessible?	1	2
Does your municipality offer quality service?	1	2

4. Using a rating scale of 1 to 10 where 1 is Very Poor and 10 is Excellent, how would you rate the overall value for money you receive from Ndlambe Municipality?

1	2	3	4	5	6	7	8	9	10
Poor				Neutral					Excellent

5. If the performance of this Municipality is a reflection of the current government, how happy are you with the performance of the government, where 1 is "Very disappointed" and 10 is "Excellent".

1	2	3	4	5	6	7	8	9	10
Very disappointed				Neutral					Excellent

6. How satisfied would you say you are with the overall performance of your Municipality in providing services to residents? Would you say you are;

Not Sure	Very Dissatisfied	Dissatisfied	Somewhat satisfied	Very Satisfied
1	2	3	4	5

7. Would you say that the Municipality has improved in the past 2-3 years?

No – have become a great deal worse	No – have deteriorated	Stayed the same	Yes – somehow.	Yes – a great deal
1	2	3	4	5

8. Which of the following statements best describes your knowledge of the Municipality?

I know nothing at all about the council	I know very little about the council	I know quite a lot about the council	I know a great deal about the council
1	2	3	4

9. How would you rate the Municipality's communications with the residents?

They do not communicate with the residents at all	They communicate quite poorly with the residents	They communicate adequately with the residents	They communicate quite well with the residents	They communicate very well with the residents
1	2	3	4	5

10. Have you seen or heard about the Municipality's publication or pamphlet about their services in the last 6 months?

Yes	No
1	2

11. Do you have any suggestions on how to improve communication between yourself and the municipality?

.....

F. PERSONAL DETAILS

1(a) Can you please tell me how old your are?

0-18 years	19-34 years	35-60 years	61 + years
1	2	3	4

2. Gender?

Male	Female
1	2

3. Race?

White	Black	Coloured	Other (specify)
1	2	3	4

Specify:

G. COMMUNICATION

1(a) Do you have access to a radio? If yes, to what radio station do you listen regularly?

Kowie FM	Umhlobo Wenene FM	Algoa FM	5 FM	Other (Specify)
1	2	3	4	

Specify:

1(b) What newspaper do you read regularly? (Atleast once a week)

Daily Dispatch	Herald	Talk of the Town	Other (Specify)
1	2	3	

Specify:

1(c) Do you always, sometimes, never read pamphlets dropped in your post-box at home?

Yes	No
1	2

1(d) Do you always, occasionally, never attend public meetings organized by the municipality?

Never	Occasionally	Always
1	2	3

1(e) Can you name you ward Councilor's name?

Yes	No
1	2

1(f) Do you know the number of the municipal ward in which you are currently living?

Yes	No
1	2

1(g) Do you read information that comes with your municipal account?

Yes	No
1	2

1(h) Do you belong to a rate-payer or civic organisation?

Yes	No
1	2

1(i) Do you attend public participation / civic meeting and events regularly?

Yes	No
1	2

1(j) If you want to find out more about your municipality's services, would you get the information;

Meetings	Pamphlets	Website	Newspapers	Posters	Radio
1	2	3	4	5	6