NDLAMBE MUNICIPALITY – FINANCE DIRECTORATE

INTERNAL CUSTOMER SURVEY

In order to enable the Finance Directorate of the Ndlambe Municipality to supply our customers with excellent service we need to know from you, our internal customer, what you expect from us as a support directorate.

Therefore, it would be appreciated if you would take the time to complete the following questionnaire and return it to: Director: Financial Management, at one of the finance offices situated in Port Alfred, Kenton-on-Sea or Alexandria.

STAFF CONDUCT:

1 Are the finance staff friendly and helpful? Yes / No
If NO, please supply reasons: .....
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2 Are you satisfied with the way your queries are dealt with? Yes / No
If NO please supply reasons: .....
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3 Do the finance staff have the necessary knowledge to assist you? Yes / No
If NO please supply reasons: .....
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GENERAL:

1 Do you receive the necessary support from the finance staff? Yes / No

2 Are you kept updated on all finance related matters? Yes / No
If NO please supply reasons: .....
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3 Are you satisfied with the supply chain management unit (including stores)? Yes / No
If NO please supply reasons: .....
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4 Are you satisfied with all pay-related work done by the finance staff? Yes / No
If NO please supply reasons: .....
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5 Are you satisfied with budget related support you receive from finance staff? Yes / No
If NO please supply reasons: .....
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4 Are there any suggestions you would like to make that will make your interaction and/or contact with the finance directorate staff more acceptable? .....
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THANK YOU FOR ASSISTING THE FINANCE DIRECTORATE TO IMPROVE ON THE SERVICES THAT WE DELIVER TO YOU.