



CITY OF MATLOSANA

Customer Satisfaction Survey

2015

City of people ON THE MOVE

A. INFRASTRUCTURAL DEVELOPMENT SERVICES

1. Water

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

Yes	No
1	2

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

Yes	No
1	2

1(e) Have you have recent water breakages or major 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

3. Electricity Supply

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

Yes, Matlosana 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) In your opinion, is your electricity regularly and accurately measured and is the account correct?

Yes	No
1	2

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

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

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 Matlosana municipality on the priority they put with regards to the provision of low cost houses?

High	Medium	Average	Low
1	2	3	4

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

2. Municipal Parks and Playgrounds

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

Sufficient	Insufficient
1	2

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

Yes	No
1	2

2(d) 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

3. Municipal Sports Fields and Stadiums

1(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

1(b) 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	Excellent maintained
1	2	3	4	5

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

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

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

C. CORPORATE SERVICES

1. Community Halls

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

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

D. LOCAL ECONOMIC DEVELOPMENT

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

Yes	No
1	2

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

Yes	No
1	2

E. 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

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

F. OVERALL RATING OF MATLOSANA MUNICIPALITY

1. Have you dealt with Matlosana 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 Matlosana 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:

MUNICIPAL OFFICES	YES	NO
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
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 Matlosana 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 1 year/6 months?

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. How would you rate the Municipality's communication 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

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

Yes	No
1	2

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

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G. 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:

H. COMMUNICATION

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

Star FM	Motsweding FM	O FM	Lesedi FM	Other (Specify)
1	2	3	4	

Specify:

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

Klerksdorp Record	Lentswe	Sowetan	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) In which Ward are you located in ?

Answer:

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

Meetings	Pamphlets	Website	Newspapers	Posters	Radio	SMS
1	2	3	4	5	6	7