

**KOUGA MUNICIPALITY**  
**CUSTOMER SATISFACTION SURVEY 2014/2015**

Note: This survey is conducted for purposes of measuring customer satisfaction with the services delivered by Kouga Municipality and to identify and address shortcomings. Completion of this survey form is voluntary.

**Please indicate the area in which you reside: (Mark with an X)**

**Jeffreys Bay**

Aston Bay		C-Place		Central Town	
Kabeljous		Marina Martinique		Ocean View	
Paradise Beach		Pellsrus		Tokyo Sexwale	
Wavecrest		Farm		Other	

**Humansdorp**

Boskloof		Industrial		Greater Kruisfontein	
Kwanomzamo		Matmelville		Town	
Farm		Other			

**St Francis Bay/Cape St Francis**

Cape St Francis		Canals		Kromme River	
Santareme		Sea Vista		St Francis Bay Town	
Port St Francis		Farm		Other	

**Oyster Bay**

Town		Umzamuwethu		Farm	
Informal		Other			

**Gamtoos Mouth**

Gamtoos Mouth		Farm		Other	
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**Hankey**

Centerton		Hankey Town		Phillipsville	
Rosedale		Stofwolk (Informal)		Weston	
Farm		Extension 4		Other	

**Loerie**

Greenfields		Loerie Heuwel		Loerie Town	
Farm		Informal		Other	

**Patensie**

Patensie Town		Ramaphosa Village		Informal	
Farm		Other			

**Thornhill**

Thornhill Town		New Extension		Farm	
Informal		Other			

**Rating: 1 = Extremely Poor; 2 = Poor; 3 = Satisfactory, 4 = Good; 5 = Excellent (Please mark with an X)**

<b>Service Experience</b>					
Service points are easily accessible	1	2	3	4	5
There are sufficient staff to provide an effective service	1	2	3	4	5
Staff are helpful and friendly	1	2	3	4	5
Staff are competent and knowledgeable	1	2	3	4	5
Office hours of service points are suitable	1	2	3	4	5
Areas in and around the offices are clean and neat	1	2	3	4	5
I found it easy to reach the municipality telephonically	1	2	3	4	5
Switchboard staff are friendly and courteous	1	2	3	4	5
<b>Service delivery</b>					
<b>Water</b>					
The water is of a good quality	1	2	3	4	5
The water supply is not often interrupted	1	2	3	4	5
Water breaks are attended to quickly	1	2	3	4	5
<b>Electricity</b>					
The electricity supply is constant	1	2	3	4	5
The electricity supply is not often interrupted	1	2	3	4	5
Electricity interruptions are attended to quickly	1	2	3	4	5
Faulty streetlights are repaired quickly	1	2	3	4	5
<b>Sanitation</b>					
Waterborne sewerage systems work effectively	1	2	3	4	5
Sewerage suction tanker services are effective	1	2	3	4	5
Sewer bucket removals are effective	1	2	3	4	5
<b>Roads and Storm Water</b>					
Roads are well maintained	1	2	3	4	5
Potholes are repaired quickly	1	2	3	4	5
There are sufficient street signs and roads are clearly marked	1	2	3	4	5
Rain water is diverted effectively	1	2	3	4	5
<b>Refuse Removal</b>					
Refuse are always removed once a week	1	2	3	4	5
Areas are cleaned where refuse have been removed	1	2	3	4	5
<b>Parks and Open Spaces</b>					
Parks are neat, clean and accessible	1	2	3	4	5
Road verges are clean and neat	1	2	3	4	5
Beaches are clean and accessible	1	2	3	4	5
There are sufficient lifesaving services	1	2	3	4	5
Public toilets are clean and neat	1	2	3	4	5
Caravan parks are clean and neat	1	2	3	4	5
<b>Halls and sports fields</b>					
Halls are clean and neat	1	2	3	4	5
Sports fields are clean and neat	1	2	3	4	5

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<b>Service delivery</b>					
<b>Fire and rescue services</b>					
My area is provided with an effective Fire Service	1	2	3	4	5
<b>Law enforcement and Traffic Services</b>					
Law enforcement and traffic services are visible in my area	1	2	3	4	5
There are sufficient traffic services in my area	1	2	3	4	5
The Traffic licensing offices is effective	1	2	3	4	5
<b>Rates and Accounts</b>					
Accounts are accurate	1	2	3	4	5
There are sufficient pay points available	1	2	3	4	5
Property valuations are reasonable	1	2	3	4	5
Service subsidies to the poor are easily available	1	2	3	4	5
<b>Good governance</b>					
<b>Ward Committees</b>					
My ward committee is functional	1	2	3	4	5
I know how to get hold of my Ward Councillor	1	2	3	4	5
<b>Access to information</b>					
The municipal website is user friendly and up to date	1	2	3	4	5
I find it easy to obtain information I have requested	1	2	3	4	5
<b>Council Meetings</b>					
I always know when meetings of Council are held	1	2	3	4	5
I am always welcome to attend meetings of Council	1	2	3	4	5
I always receive feedback on matters submitted to Council	1	2	3	4	5
<b>Administration</b>					
My letters are always responded to	1	2	3	4	5
<b>IDP and Performance Management</b>					
I can give input on the IDP	1	2	3	4	5
IDP performance is reported back with IDP public meetings	1	2	3	4	5
The Municipal Performance Management System is effective	1	2	3	4	5

**GENERAL COMMENTS:** \_\_\_\_\_  
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**Thank you for your time in completing this survey questionnaire. Please return the completed form to your nearest municipal office , mail it to Customer Satisfaction Survey, Kouga Municipality, PO Box 21, Jeffreys Bay, 6330, fax it to 042 200 8606 or email it to msobe@kouga.gov.za by 13 February 2015.**