

Customer Satisfaction Survey

2016 / 2017

Note: This survey is conducted annually for purposes of measuring customer satisfaction with the services delivered by Kouga Municipality in order to identify and address shortcomings. Completion of this survey form is voluntary. The closing date for submissions is 31 July 2017.

Please indicate in which area you live (street, suburb and town): (eg, Renonkel Street, Philipsville, Hankey):

Please indicate your satisfaction level with the following services (please mark with an X):

RATING: 1 = Extremely poor; 2 = Poor; 3 = Satisfactory; 4 = Good; 5 = Excellent (Please mark with an X)					
SERVICE EXPERIENCE	Extremely poor	Poor	Satisfactory	Good	Excellent
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
SERVICE DELIVERY					
Water					
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
Electricity					
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
Sanitation					
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
Roads and Storm Water					
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 clearly marked	1	2	3	4	5
Rain water is diverted effectively	1	2	3	4	5
Refuse Removal					
Refuse is always removed once a week	1	2	3	4	5
Areas are cleaned where refuse has been removed	1	2	3	4	5

PLEASE TURN THE PAGE TO COMPLETE THE FINAL SECTION OF THE SURVEY.

RETURNING THE FORM:

Please place completed forms in the boxes provided for them at the following municipal offices or libraries:

- Jeffreys Bay main office
- Humansdorp main office
- St Francis Bay main office
- Hankey main office
- Loerie office/library

Forms can also be submitted at the following ward councillor offices:

- Oyster Bay
- Patensie
- Hankey
- Weston
- Thornhill

Completed forms can also be posted to: Customer Satisfaction Survey, Kouga Municipality, PO Box 21, Jeffreys Bay, 6330, or emailed to msobele@kouga.gov.za.

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**Customer Satisfaction Survey
Kouga Local Municipality 2016/2017**

Please indicate your satisfaction level with the following services (please mark with an X):

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

	Extremely poor	Poor	Satisfactory	Good	Excellent
Parks and Open Spaces					
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
Halls and Sports Fields					
Halls are clean and neat	1	2	3	4	5
Sports fields are clean and neat	1	2	3	4	5
Fire and Rescue Services					
My area is provided with an effective Fire Service	1	2	3	4	5
Law enforcement and Traffic Services					
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 are effective	1	2	3	4	5
Rates and Accounts					
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
GOOD GOVERNANCE					
Ward Committees					
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
Access to Information					
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
Council Meetings					
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
Administration					
My letters are always responded to	1	2	3	4	5
IDP and Performance Management					
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 COMMENT:

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