



## CUSTOMER SATISFACTION SURVEY

**Note:** A customer satisfaction survey needs to be conducted annually to obtain statistical data for the quality indicators developed within the Performance Management Framework of the Municipality

This survey is conducted for purposes of measuring customer satisfaction with the services delivered by Kgatelopele Local Municipality in order to identify and address shortcomings. Completion of this survey form is voluntary.

Please indicate in which area/ward you live

**Ward 1** 
**Ward 2** 
**Ward 3** 
**Ward 4**

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
<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
<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 clearly marked	1	2	3	4	5
Rain water is diverted effectively	1	2	3	4	5
<b>Refuse Removal</b>					
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
<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
<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
<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 are 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 indigents are easily available	1	2	3	4	5
<b>GOOD GOVERNANCE</b>					
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
<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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