

KOUGA MUNICIPALITY
CUSTOMER SATISFACTION SURVEY 2013/2014

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	
Kabeljouws	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)

Service Experience					
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 are clearly marked	1	2	3	4	5
Rain water is diverted effectively	1	2	3	4	5
Refuse Removal					
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
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

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Service delivery					
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 is 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 COMMENTS: _____

Thank you for your time in completing this survey questionnaire. The results of the survey will be submitted to Council. 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 msobele@kouga.gov.za by 7 February 2014.