



CHRIS HANI
DISTRICT MUNICIPALITY
SUSTAINING GROWTH
THROUGH OUR PEOPLE



CUSTOMER SATISFACTION STUDY

JULY 2015

METHODOLOGY

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HH study
- Sample 1001



Business
- Sample 89

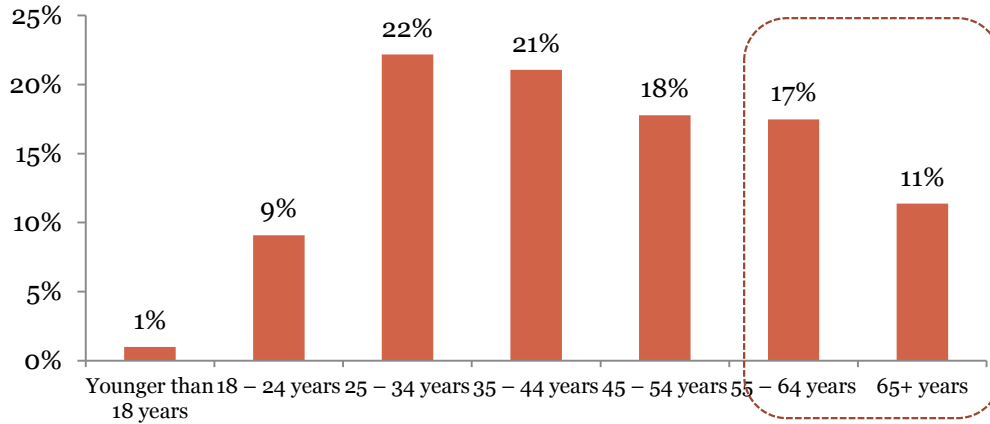


Stakeholders
- 5 IDIs

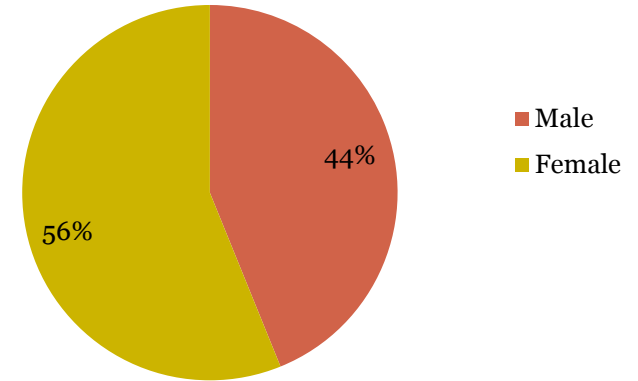
- Face to face interviews
- Covered 79 wards
- Focused on
 - Economic Development and planning (EDP)
 - Community Services
 - Infrastructure Development
 - Budget and Finance
 - Overall Rating of CHDM

Demographics

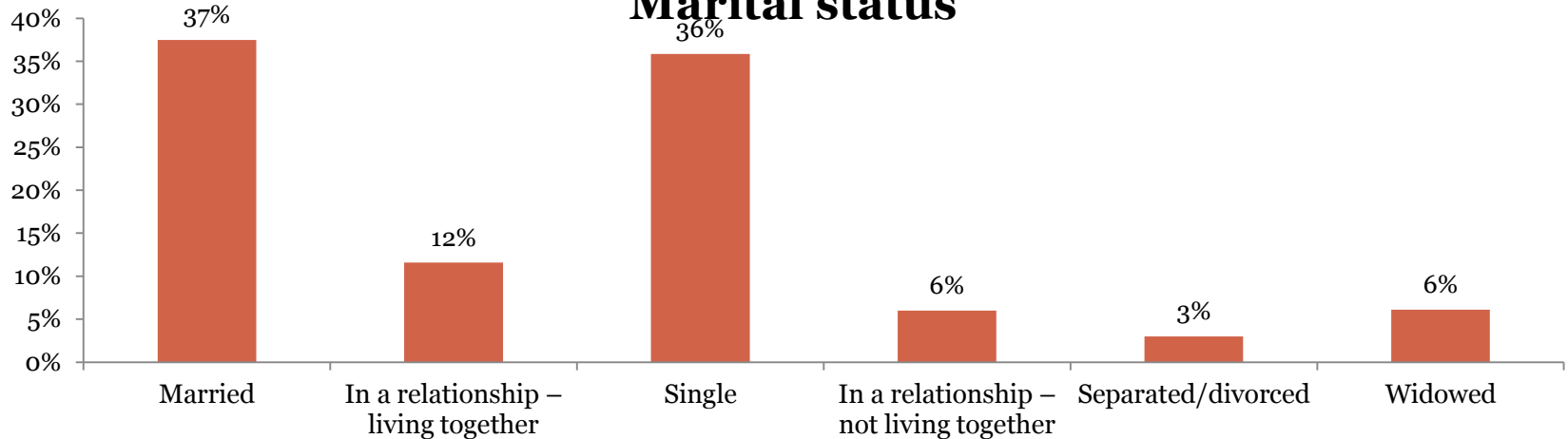
Age group



Gender

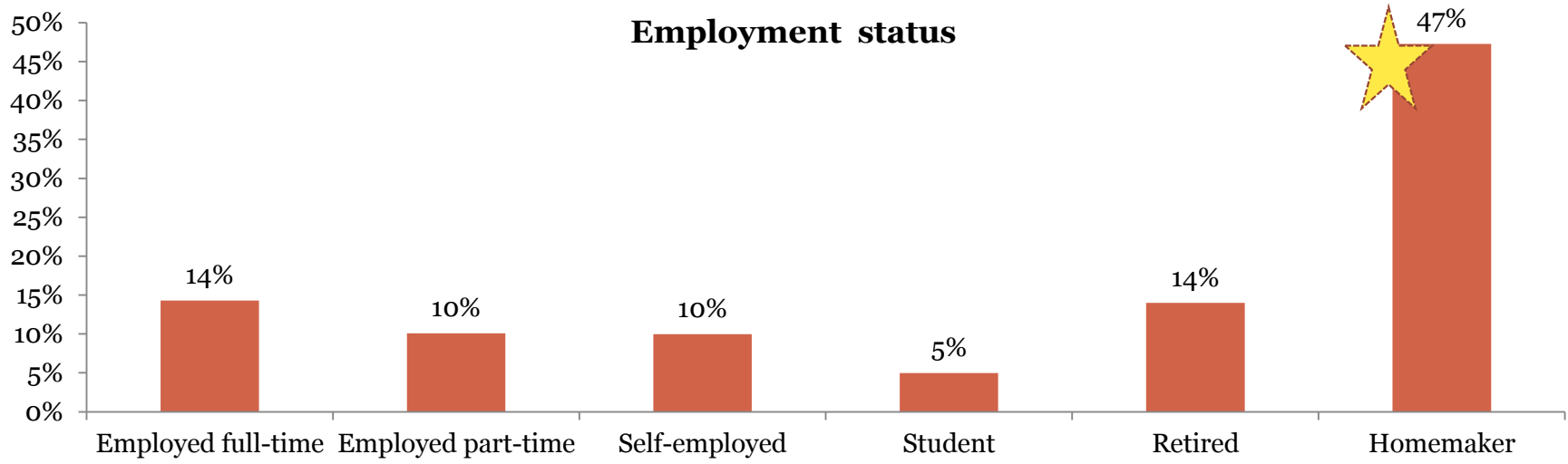


Marital status

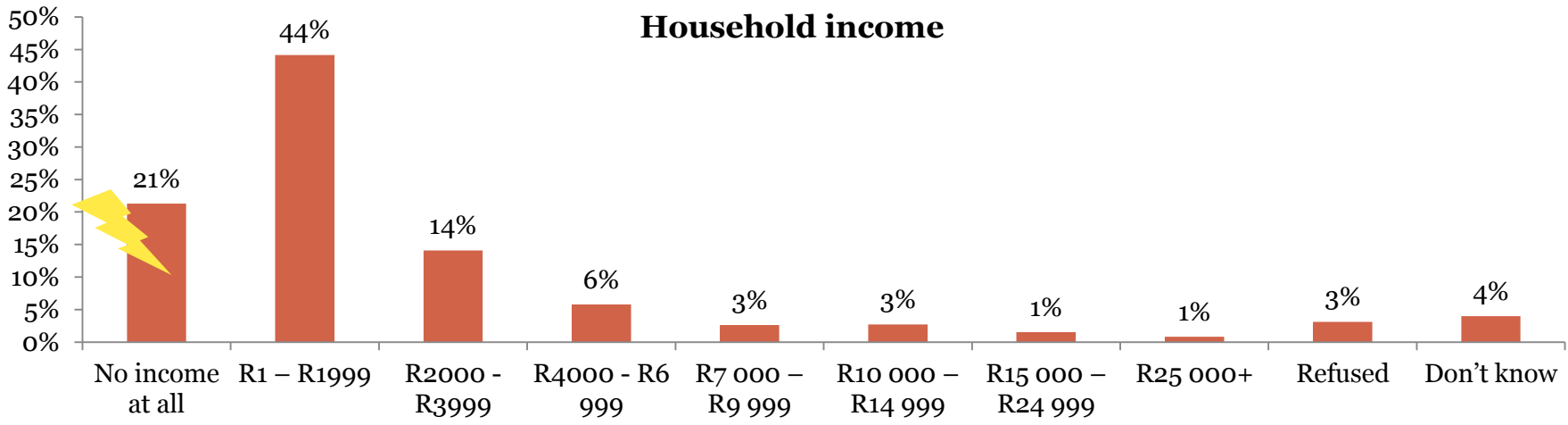


Demographics

Employment status



Household income

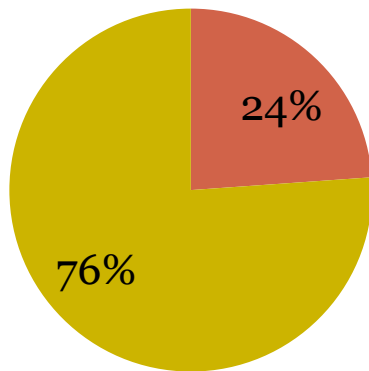


EDP ECONOMIC DEVELOPMENT: Local Economic Development

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In your opinion, is the District Municipality sufficiently supporting and promoting economic development of the District?

■ Yes
■ No



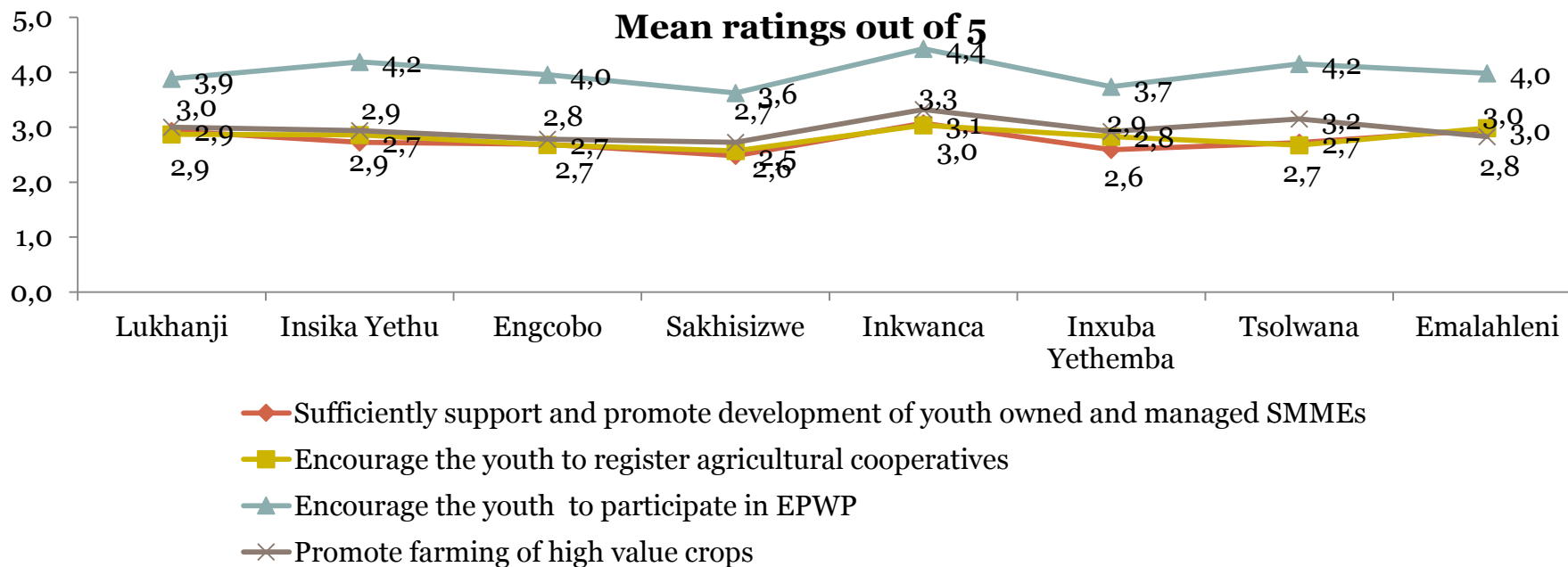
Just 1 in 4 respondents attested that their district municipality was sufficiently supporting and promoting economic development..

Insika Yethu respondents were more likely to say that their district municipality was not doing enough to support and promote economic development

SMALL BUSINESS ENTERPRISE DEVELOPMENT

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On a scale of 1 to 5 where 1 means strongly disagree and 5 means strongly agree, to what extent would you say the District Municipality ...

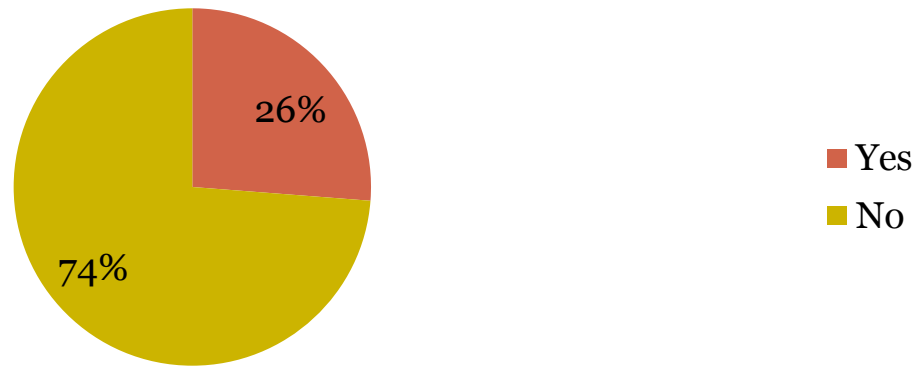


The highest rating for the four attributes was that the district municipality was encouraging the youth to take part in EPWP. Respondents indicate that there has been little done by the district municipality to encourage the youth to do farming.

DISASTER MANAGEMENT

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Are you aware of the District Municipality's Disaster Management Programme?

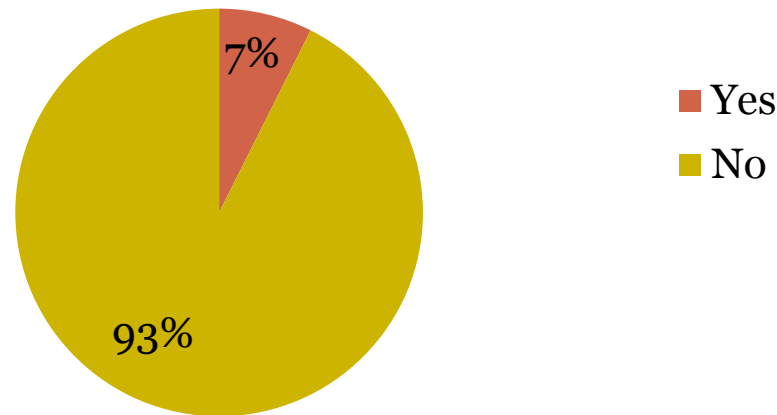


Three quarters of respondents were not aware of the disaster management programmes.

INFRASTRUCTURE

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Do you live in Cradock area?

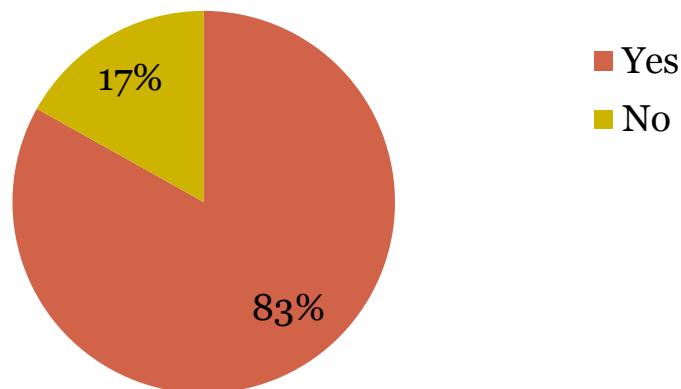


Just 7% of respondents were from Cradock Area. The state of roads in Cradock was rated as good by more than half of the residents there (53%) while 47% stated that the state was bad. Forty nine percent attested that the municipality responds quickly to repairing the damaged roads while 51% stated otherwise.

WATER SUPPLY

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Do you have access to clean piped water?



Eighty three percent of households had access to clean piped water.

Engcobo had the least number of households with access to clean piped water followed by Emalahleni. Complaints were that water infrastructure had not been repaired for a long time after breaking down and in some instances there was no piped water at all.

SANITATION

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What kind of toilet (sanitation) service does your household have access to?

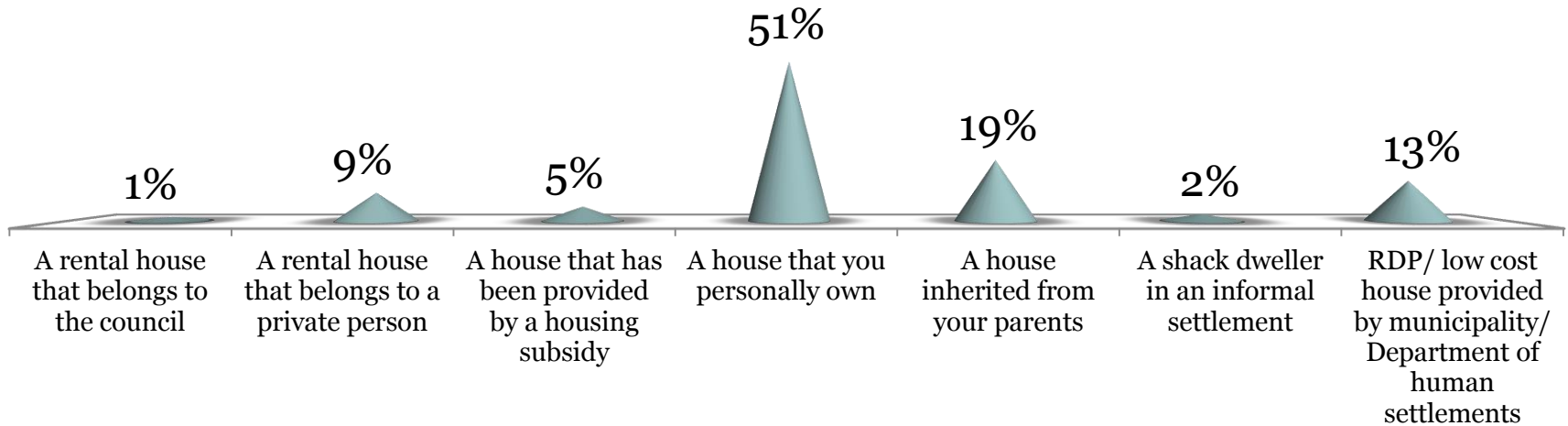
Flush Toilet/ Chemical	PIT (VIP)	Bucket Latrine	No Sanitation- self provided
44%	43%	1%	12%

Twelve percent of households had no access to proper sanitation, 1% was using a bucket latrine. Flash and Pit toilets were high at 87%. There were cases where the toilets were installed inside the house like Cala but not connected to the main sewer system, some would then resort to providing toilets for themselves. The toilets provided by the municipality were either too old for use or none had been provided at all.

HOUSING

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Which one of the following best describes your housing tenure?

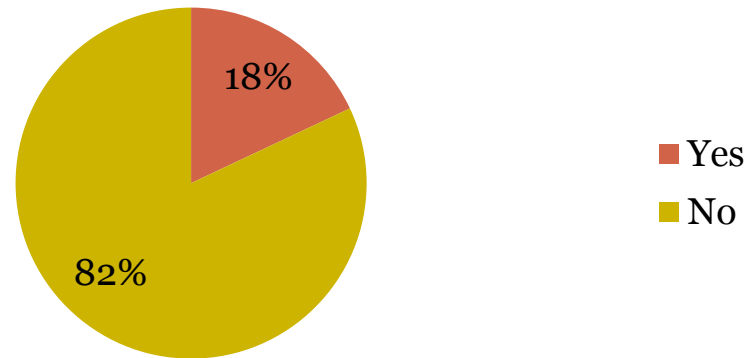


Fifty one percent of participating households owned the houses they were staying in while 5% had a housing subsidy, 13% RDP housing, 10% renting and 2% were in informal settlements.

INTERACTION WITH THE MUNICIPALITY

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Have you dealt with CHDM Municipality during the past six months, either personally, telephonically, via email or regular mail?

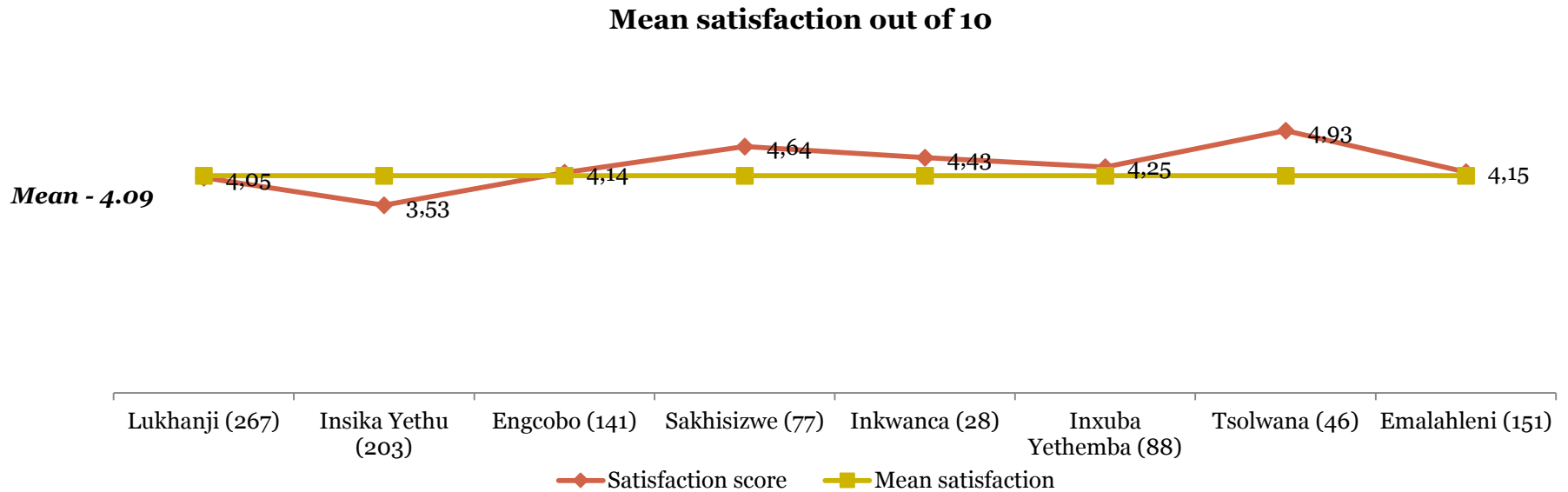


There were significantly higher proportions of respondents contacting the CHDM from Lukhanji (41%), Sakhisizwe (10%) and Inxuba Yethemba (13%).

SATISFACTION

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Using a rating scale of 1 to 10 where 1 means Very dissatisfied and 10 means very satisfied, how satisfied are you with the overall performance of your Municipality in providing services to residents?



The average satisfaction score was 4.09 which was well-below average and so are the respective satisfaction scores for the individual municipalities

Business

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BASED ON A SAMPLE OF 89 BUSINESSES

Small Business Enterprise Development

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On a scale of 1 to 5 where 1 means strongly disagree and 5 means strongly agree, to what extent would you say the District Municipality programmes ...

	Completely disagree	Disagree	Neither disagree nor agree	Agree	Completely agree	Don't know
Sufficiently support and promote development of youth owned and managed SMMEs	25%	17%	24%	21%	6%	8%
Creates an environment conducive for business development and growth	26%	16%	26%	21%	4%	7%

Businesses were of the idea that more could be done by the CHDM to support and promote development of youth owned and managed SMMEs as well as to create a conducive environment for business development and growth.

WASTE MANAGEMENT: REFUSE REMOVAL

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Are you aware of the District Municipality's efforts to assist local municipalities in waste management programmes?

	Yes	No
Recycling	60%	40%
Street sweeping	69%	31%
Landfill sites management	64%	36%

Knowledge and awareness of recycling, street sweeping and landfill sites management was moderately high among businesses.

The general protection of the environment was fairly known, but efforts to preserve alien species or to control soil erosion were not well known.

WATER SUPPLY

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Access to water

	Yes	No
a) Do you access clean piped water?	93%	7%
b) Do you trust the cleanliness of water for human consumption?	70%	30%
c) Is water supply reliable?	71%	29%
d) Are there business interruptions due to lack of water?	50%	50%
e) Are there any water interruptions due to scheduled maintenance?	40%	60%
f) Are you informed of impending maintenance in advance?	35%	65%

Access to clean water was high at 93% but there was no communication from the district municipality on maintenance schedules.

SATISFACTION

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Using a rating scale of 1 to 10 where 1 means Very dissatisfied and 10 means very satisfied, how satisfied are you with the overall performance of your Municipality in providing services to residents?

1	2	3	4	5	6	7	8	9	10
12%	6%	9%	6%	21%	21%	17%	6%	1%	1%

Satisfaction was rated as at least 5 out of 10 by 67% of respondents.

KEY FINDINGS

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- There were very low levels of employment among communities, residents have no jobs and there are huge concerns with the rate and efforts of the municipal abilities to create employment. Just 1 in 4 respondents attested that their district municipality was sufficiently supporting and promoting economic development. Opportunities lie in extending agricultural activities across all working age groups. This is likely to lessen the burden caused by high dependency among the communities where almost 2/3 of households had no working adults. Social grants were the main source of income and youth were more likely to be engaging in gambling activities.
- There were mixed emotions among businesses on the efforts by the district municipality in supporting and promoting economic development, with 45% of business respondents supporting the motion and 55% stated there could be more that can be done in this regard.
- Businesses were of the idea that more could be done by the CHDM to support and promote development of youth owned and managed SMMEs as well as to create a conducive environment for business development and growth.
- Satisfaction levels with the municipal offerings were low for both segments.

END

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THANK YOU

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