



**LIMPOPO**  
PROVINCIAL GOVERNMENT  
REPUBLIC OF SOUTH AFRICA

**DEPARTMENT OF LOCAL GOVERNMENT  
AND HOUSING**

**REPORT ON THE CUSTOMER  
SATISFACTION SURVEY**

**SUMMARY**

**JANUARY 2011**

**LGDP 14/2010**





**DEPARTMENT OF LOCAL GOVERNMENT AND HOUSING**  
**THE SUMMARY REPORT ON THE CUSTOMER SATISFACTION SURVEY FOR**  
**JANUARY 2011**

**INTRODUCTION**

This report for **Summary of Performance** provides feedback / results following a Customer Satisfaction Survey conducted by Endurance Capital during November and December of 2010. It was undertaken in the ten growth points and five additional prioritised municipalities in Limpopo Province, namely **Ba-Phalaborwa, Polokwane, Greater Tubatse, Lephalale, Greater Tzaneen, Ephraim Mogale, Elias Motsoaledi, Thabazimbi, Mokgalakwena, Fetakgomo, Lepelle-Nkumpi, Thulamela, Bela-Bela, Musina and Greater Giyani.**

The results of the survey will be used to assess the extent of customer satisfaction with service delivery in municipalities in general and, in particular, to identify areas where the community required improvement with regard to functionality of the municipality.

The objectives of the survey are summarised as follows:

- To determine overall community satisfaction with the performance of the municipalities with regard to service delivery.
- To determine overall community satisfaction with regard to municipal planning and budgeting process.
- To determine overall community satisfaction with specific services provided by the municipalities.
- To provide recommendations for the customer care strategy.
- To assist the municipalities with the development of service charters.
- To assist the municipalities with the development of service delivery improvement programmes.
- To identify drivers for community satisfaction or dissatisfaction in the municipalities.

The municipalities involved and their population, household, ward, sampling and survey information are presented below:



Municipality	Population	Households	Wards	Research Sample (Households)	Research Sample (Businesses & NGO's)	Total Number of Surveys
Polokwane	561,772	130,361	37	518	28	546
Ba-Phalaborwa	127,308	33,792	16	224	28	252
Tubatse	343,468	66,611	29	406	28	434
Tzaneen	349,087	89,831	34	476	28	504
Thabazimbi	60,039	23,872	10	140	28	168
Lephalale	80,141	23,745	12	168	28	196
Ephraim Mogale (Marble Hall)	124,510	28,215	14	196	28	224
Elias Motsoaledi	247,488	46,840	29	406	28	434
Mogalakwena	330,087	75,313	32	448	28	476
Lepelle-Nkumpi	241,414	58,483	27	378	28	406
Thulamela	602,819	137,852	38	532	28	560
Fetakgomo	112,232	28,409	13	182	28	210
Bela-Bela	???	???	8	112	28	140
Giyani	547,565	57,868	30	420	28	448
Musina			6	84	28	112
<b>Total</b>	<b>3,727,930</b>	<b>801,192</b>	<b>335</b>	<b>4,690</b>	<b>420</b>	<b>5,110</b>

Fetakgomo = Pilot Location

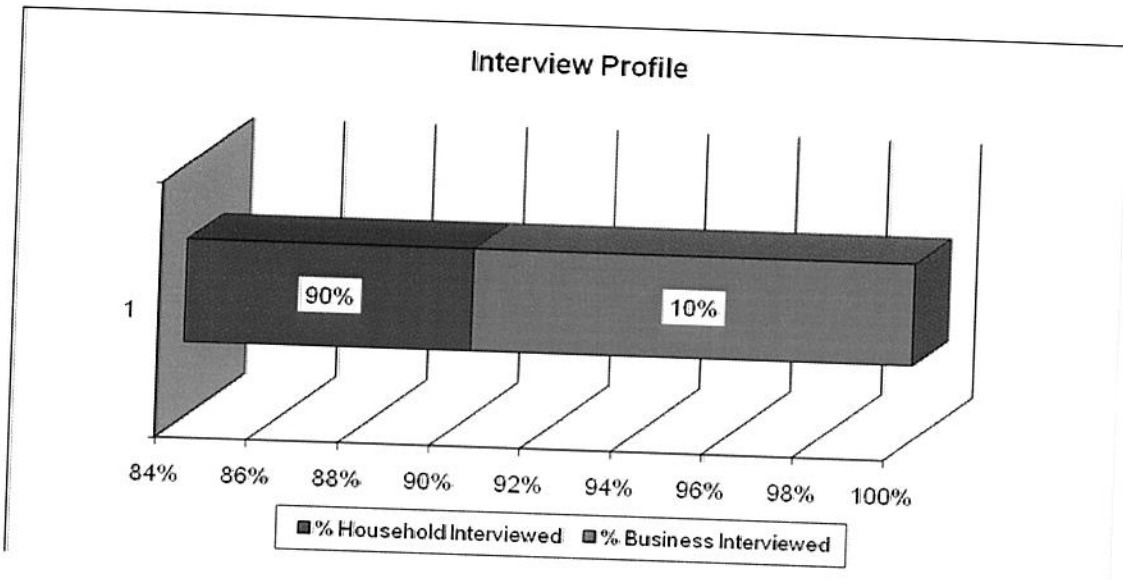
The 15 municipalities involved in this customer satisfaction survey have a **total** population of 3,727,930, and there are 801,192 households and 335 wards. In total 4690 households and 420 businesses / NGOs were sampled, with a total sample in this customer satisfaction survey equalling 5,110.

The important elements of the survey results for **Overall Summary** are presented and discussed below with supporting graphs. The tables supporting the graphs are provided separately.



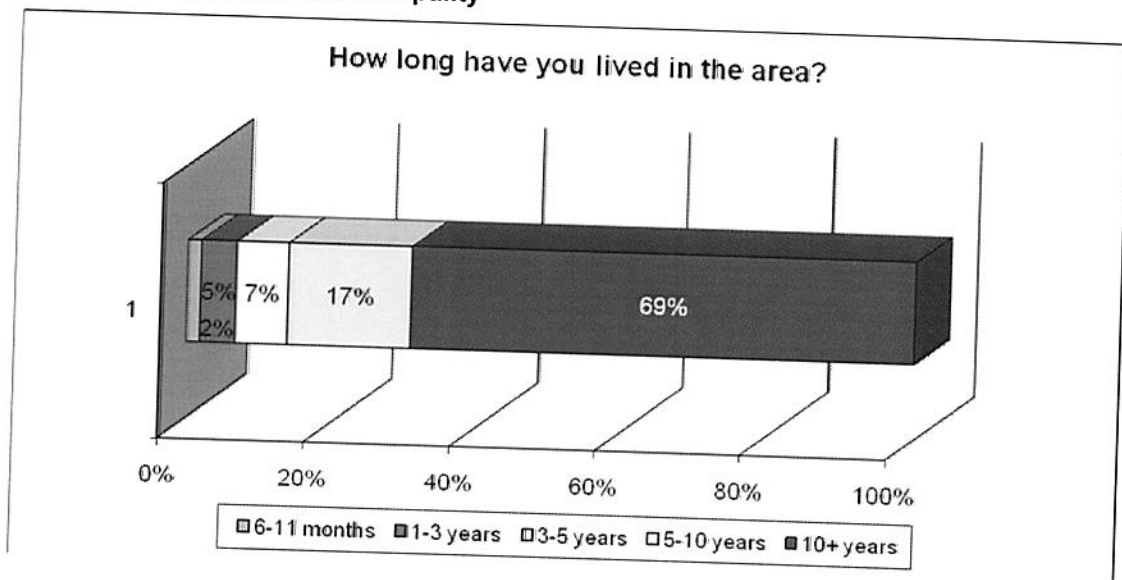
## 1. DEMOGRAPHICS

### Composition of Research Sample - Household or Business



Of those interviewed, 90% were households and 10% were businesses.

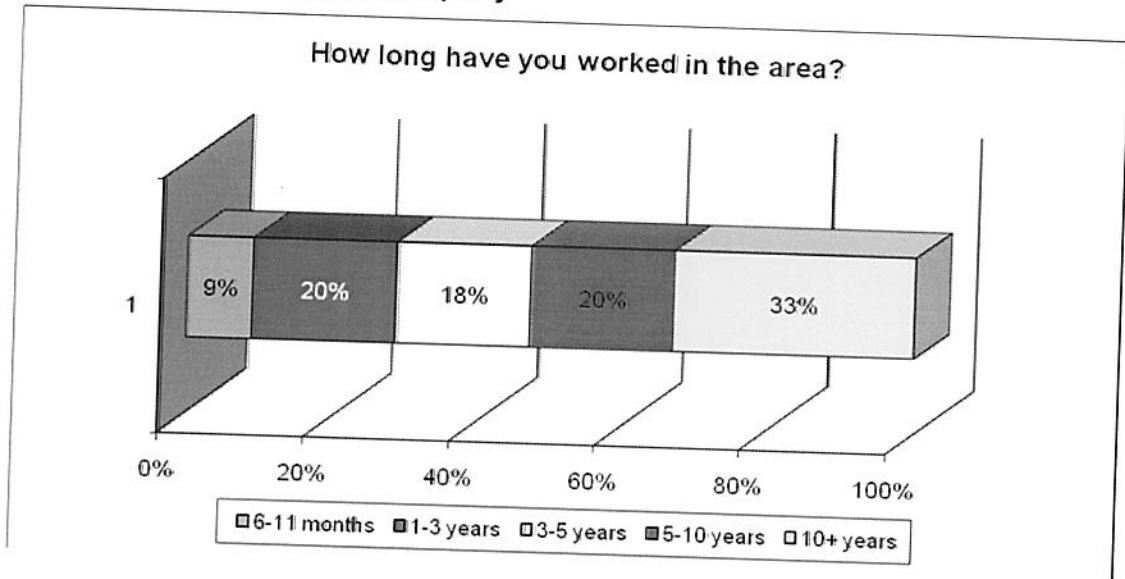
### Length of Time Lived in the Municipality



The 2% of the sample lived in the municipality from 6 to 11 months, 5% (the least) from 1 to 3 years, 7% for more than 3 but less than 5 years, 17% from between 5 to 10 years, and 69% (the most) for more than 10 years.

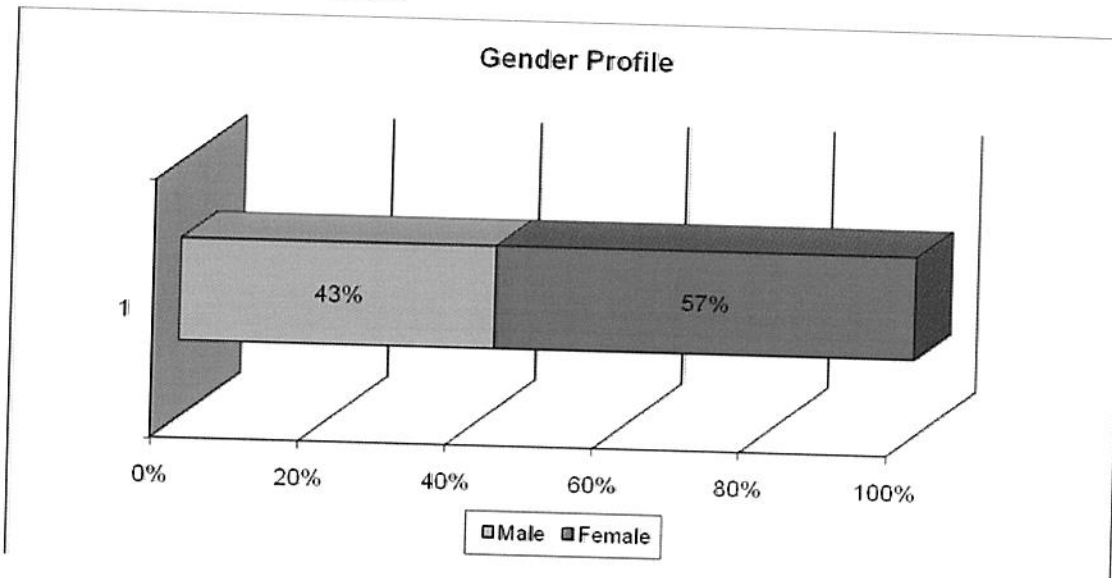


### Length of Time Worked in the Municipality



9% of the sample has worked in the area from 6 to 11 months, 20% from 1 to 3 years, 18% for more than 3 but less than 5 years, 20% from between 5 to 10 years, and 33% for more than 10 years.

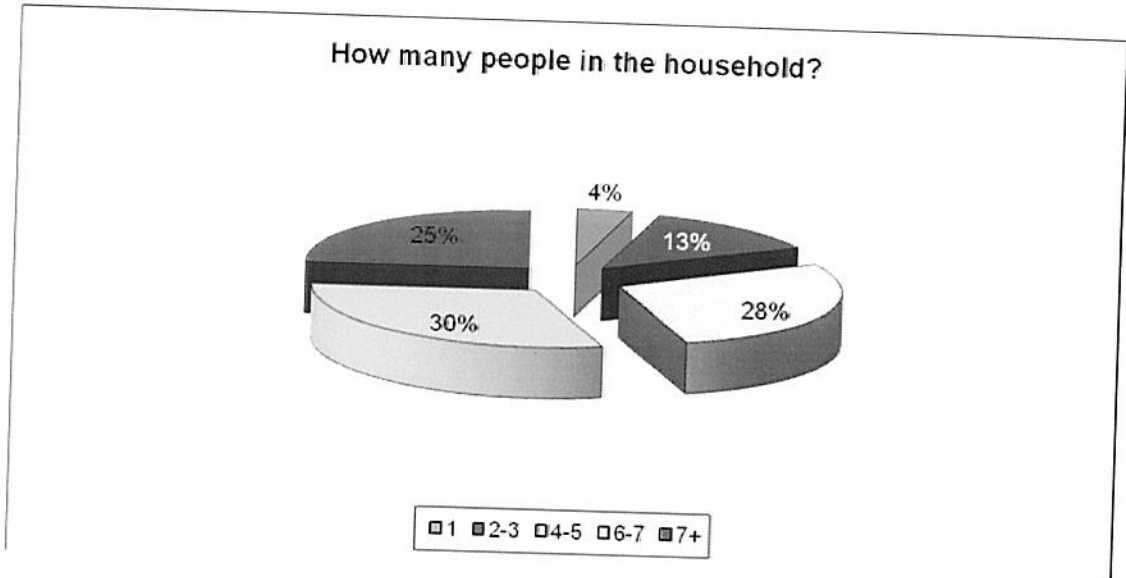
### Gender Distribution of Sample



Of those interviewed in the research sample, 43% were male interviewees and 57% were female.

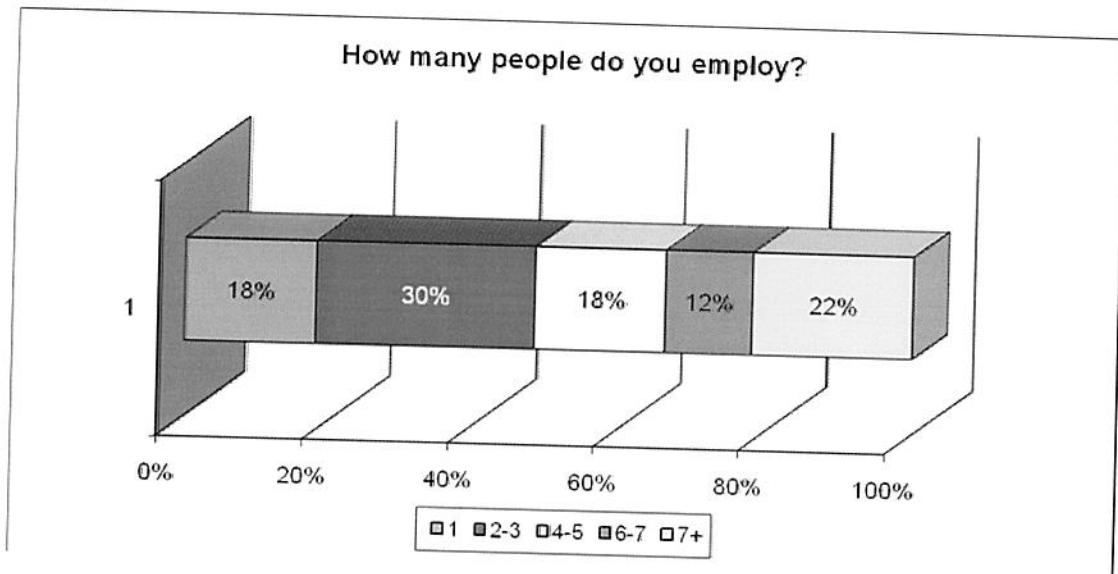


**Number of People Belonging to a Household**



4% of households / businesses in the sample have 1 member, 13% have 2 to 3 members, 28% (the most) have more than 3 but less than 5 members, 30% have between 5 and 7 members, and 25% have more than 7 members.

**Employment Profile of businesses**

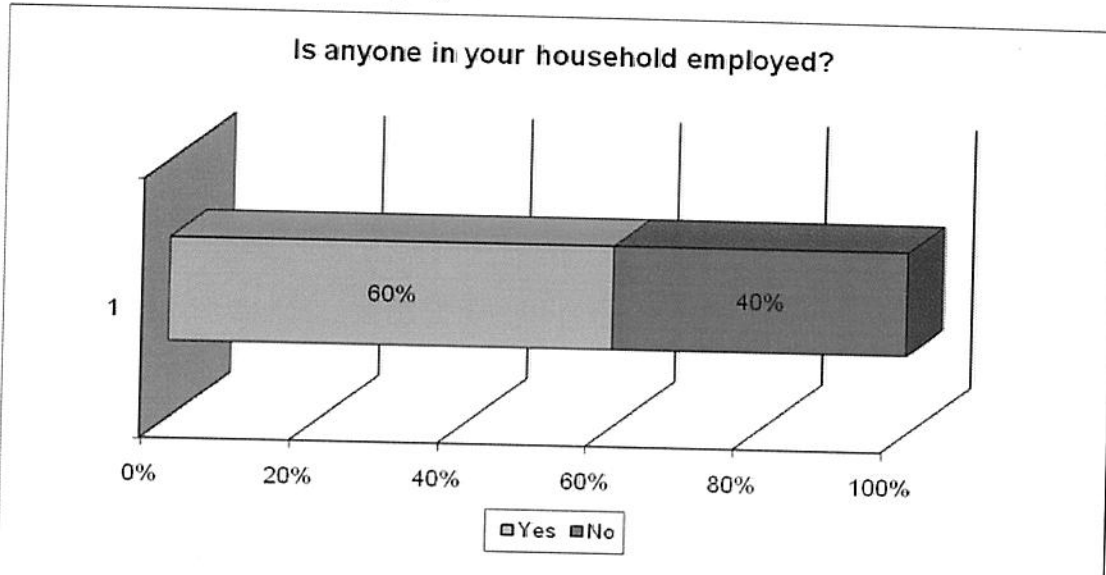


18% of businesses in the sample employed 1 person, 30% employ 2 to 3 people, 18% employ more than 3 but less than 5 people, 12% employ between 5 and 7 people, and 22% have more than 7 employees.

More that 50% of the respondents in Bela Bela employ more than 7 people in their business.



**Percentage in Households Employed**



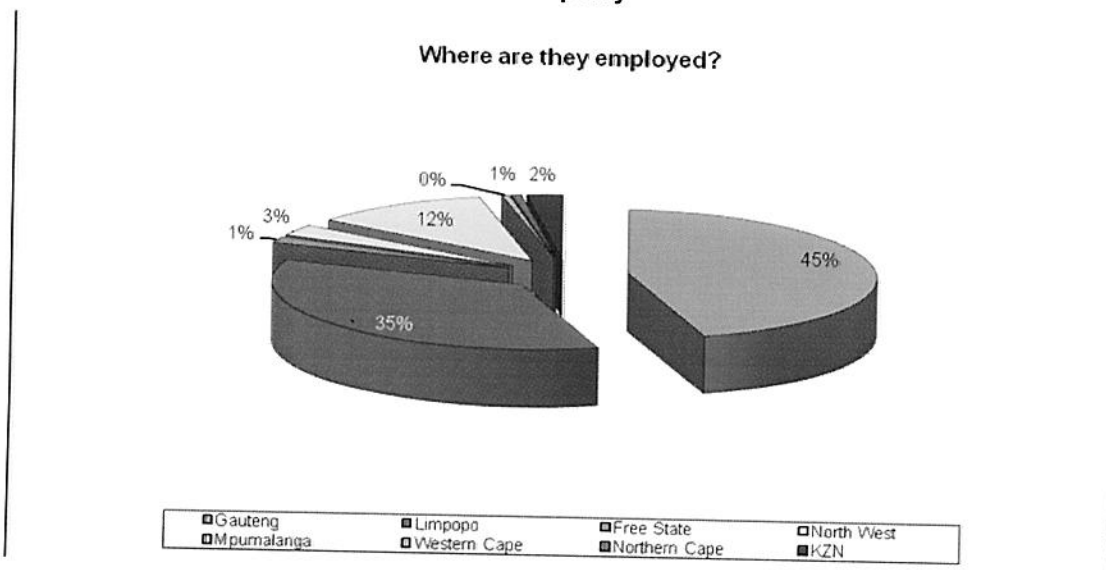
Of those interviewed, 60% responded with Yes – they did have someone in the household employed, and 40% responded with a No.

The highest employment municipal areas are; Lepelle Nkumpi, Ba-Phalaborwa and Polokwane. The highest unemployed area is Fetakgomo

**Percentage of the Households Where Members Work Outside of the Municipality**

Of those households interviewed, 39% responded that they did have members working outside of the area, and 61% responded that they did not.

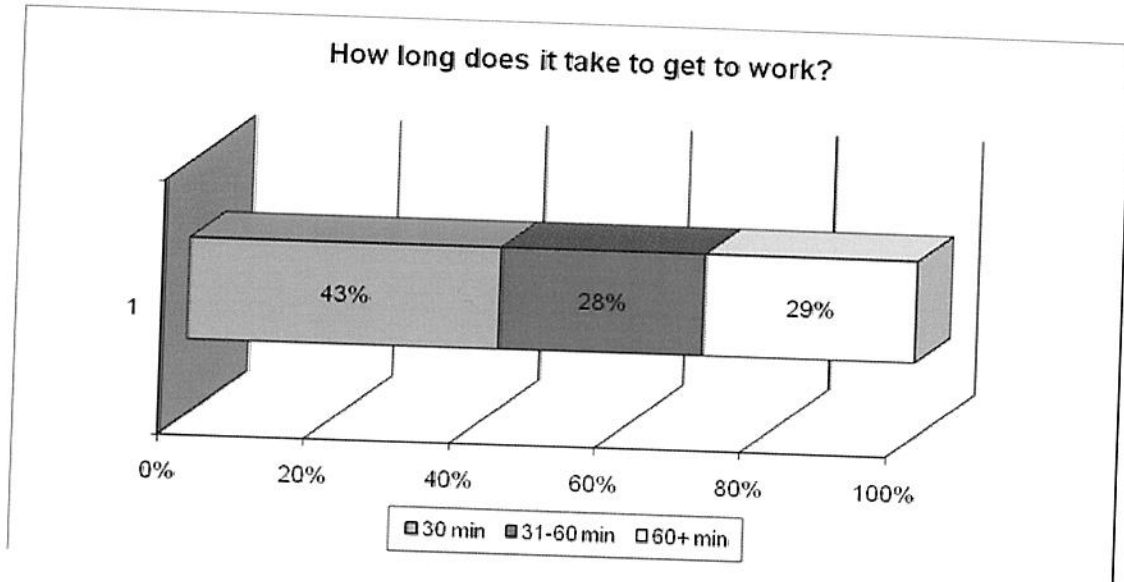
**Area Where People Work Outside of the Municipality**





Of the people who work outside of the municipality, 45% work in Gauteng, next 35% in Limpopo, and 12% work in Mpumalanga.

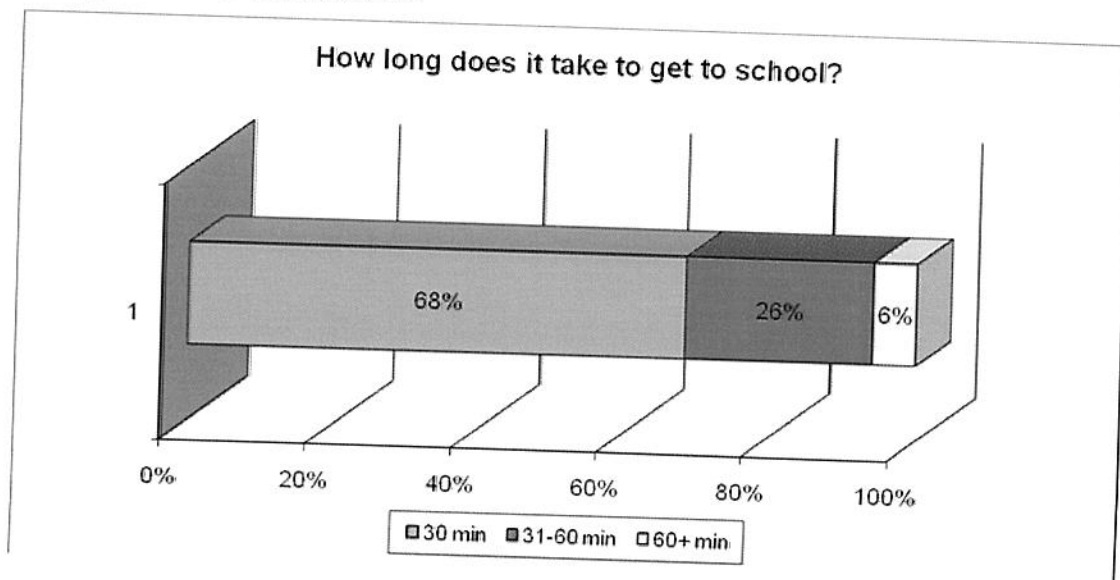
### How Long It Takes to Get to Work



Of those interviewed, 43% (the most) take 30 minutes or less to get to work, 28% take more than 30 minutes up to 60 minutes, and 29% take more than 60 minutes.

The 56% of respondents in Musina indicated that it took longer than 60 minutes to get to work

### How Long It Takes to Get to School



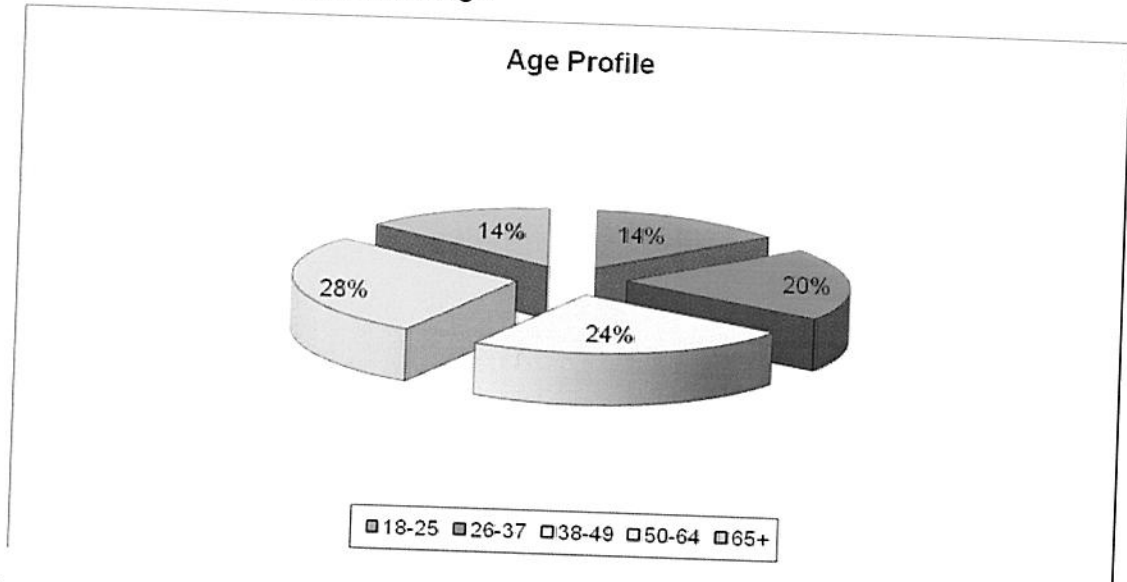
Of those interviewed, 68% (the most) take 30 minutes or less to get to school, 26% take more than 30 minutes up to 60 minutes, and 6% (the least) take more than 60 minutes.





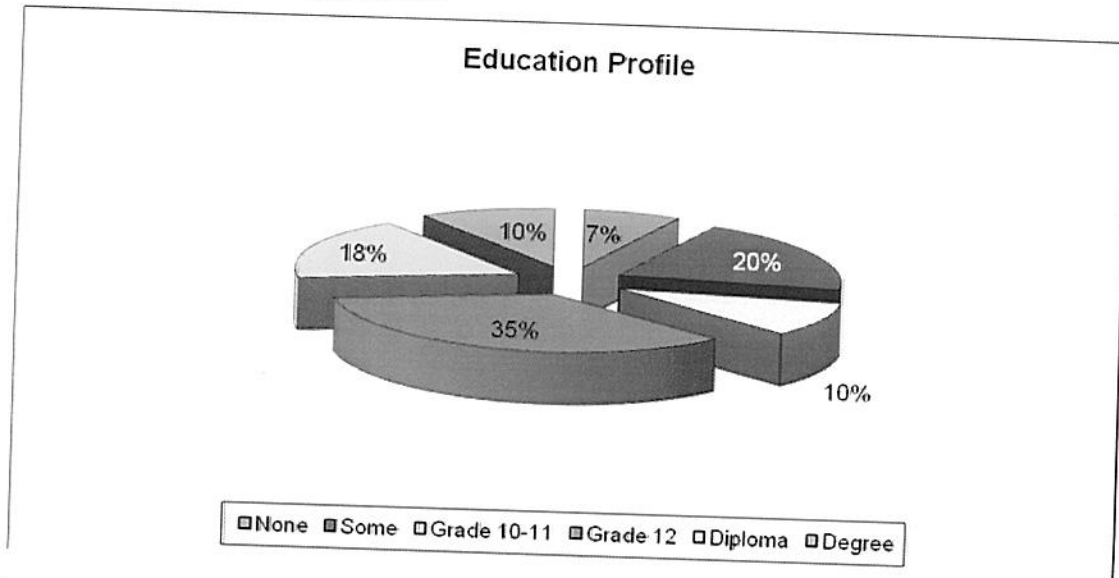
16% of the respondents in Tubatse indicated that it took longer than 60 minutes to get to school.

**Distribution of Sample According to Age**



Of those interviewed, 10% are 18 to 25 years of age, 22% are 26 to 37, 32% are 38 to 49, 25% are 50 to 64, and 11% are 65 plus years of age.

**Highest Level of Education Achieved**



Of those interviewed, 7% have no education, 20% have some education 10% have between Grades 10 – 11, 35% have Grade 12, 18% have a Diploma, and 10% have a degree.

The 16% respondents with the most degrees are in Tubatse. 55% of the respondents in Tubatse indicated that they were unemployed.

28% of the respondents in Lephalale and Ephraim Mogale have diplomas.

## **2. ROADS AND ROAD MAINTENANCE**

The overall performance across the 15 municipalities is 42%.

The best performing municipality is Bela-Bela with an overall performance level of 61%.

The worst performing municipality is Tubatse with an overall performance of 27%.

The primary issues for the none performance is:

- 79% of the respondents indicated that the upkeep of gravel roads was poor
- 73% of the respondents indicated that the access to bridges was poor
- 72% of the respondents indicated that the road signage was poor
- 74% of the respondents indicated that the sidewalks and paving was poor

## **3. TRANSPORT**

The overall performance across the 15 municipalities is 51%

Polokwane and Bela-Bela were the best performing municipalities scoring 60% and 67% respectively.

Tubatse and Elias Motsoaledi were the worst performing municipalities scoring and overall 42% performance

The primary area of concern is the availability of transport and the transport facilities.

## **4. WATER**

The overall performance across the 15 municipality is 56%.

Musina, Bela-Bela and Polokwane were the best performing municipalities with an average performance level of 76%.

Lepelle Nkumpi and Elias Motsoaledi were the worst performing municipalities with an average overall performance of 42%.

The primary reasons for the non performance are:

- Access to free water
- Water quality
- Regularity of water



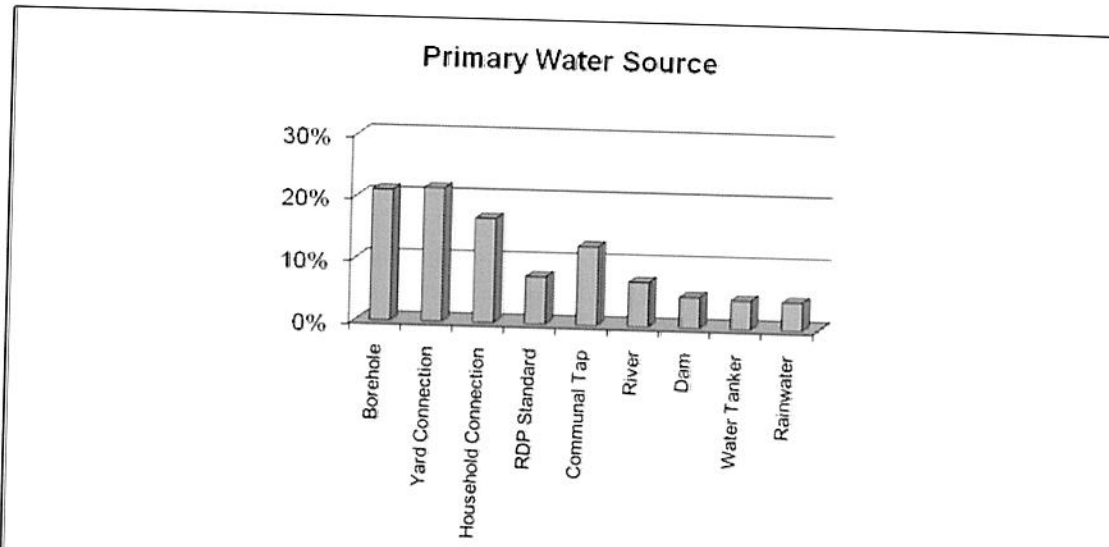
**Water Sources: Within Reach and Primary Source**

**Water Sources Within Reach**

SOURCE	%
Borehole	16
Yard Connection	18
Household Connection	14
RDP Standard	11
Communal Tap	15
River	7
Dam	6
Water Tanker	7
Rainwater Harvest	6

The overall water sources within reach are Yard Connection (18%), Borehole (16%) and Communal Tap (15%).

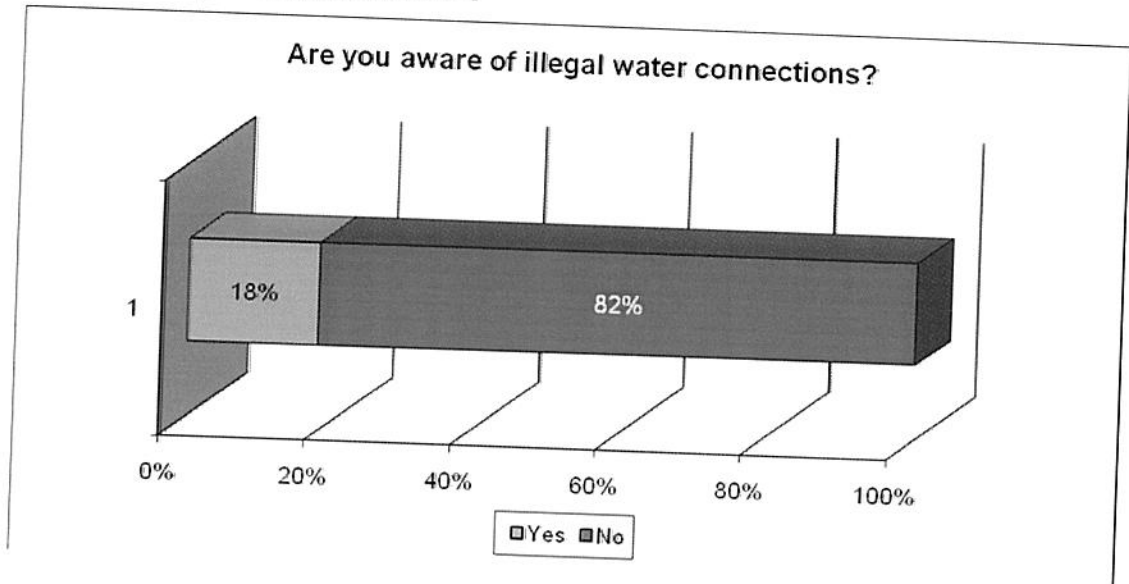
**Primary Water Source**



The overall primary water sources are Borehole (21%), Yard Connection (21%), Household (17%), RDP Standard (7%), Community Tap (13%), River (7%), Dam (5%), Water Tanker (5%), Rainwater (4%).



### Awareness of Illegal Water Connections



Of those interviewed 18% indicated that they were aware of illegal water connections. The highest awareness was of illegal water connections are:

- Tzaneen (43%)
- Giyani (39%)

### 5. SANITATION

The overall performance across the 15 municipality is 45%.

Bela-Bela and Musina were the best performing municipalities with an overall score 65%.

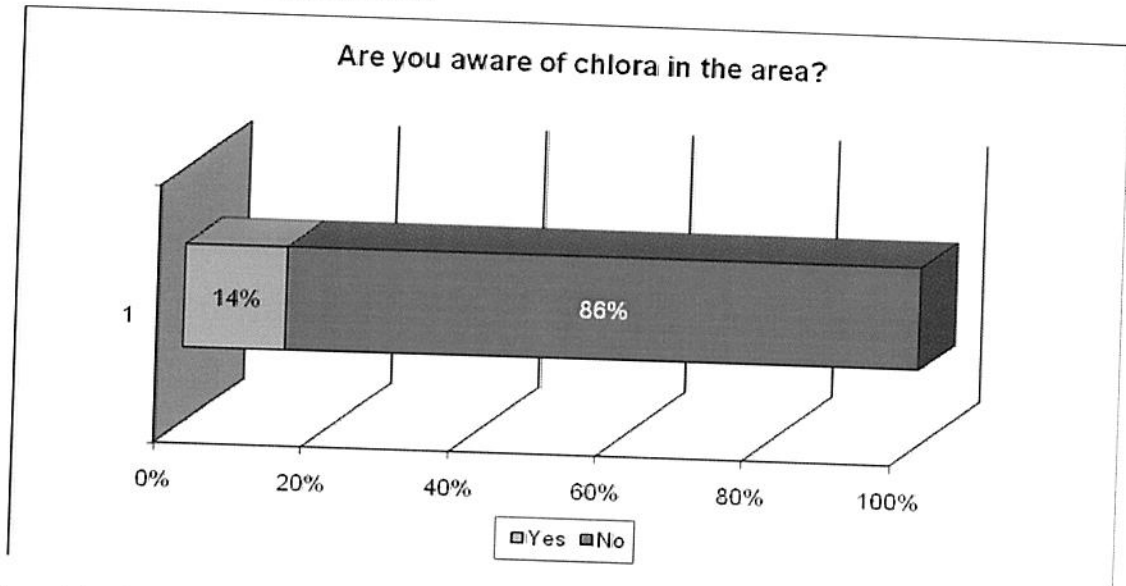
Elias Motsoaledi and Tubatse recorded the worst performance - the average score was 27%.

The primary reasons for the non performance are:

- 86% indicated the access to sanitation was poor
- 85% of the respondents indicated that the maintenance was poor.



### Awareness of Cholera Cases in Area



Of those interviewed 14% indicated they were aware of cholera in their area. Musina and Tubatse indicated a 42% awareness of cholera in the area.

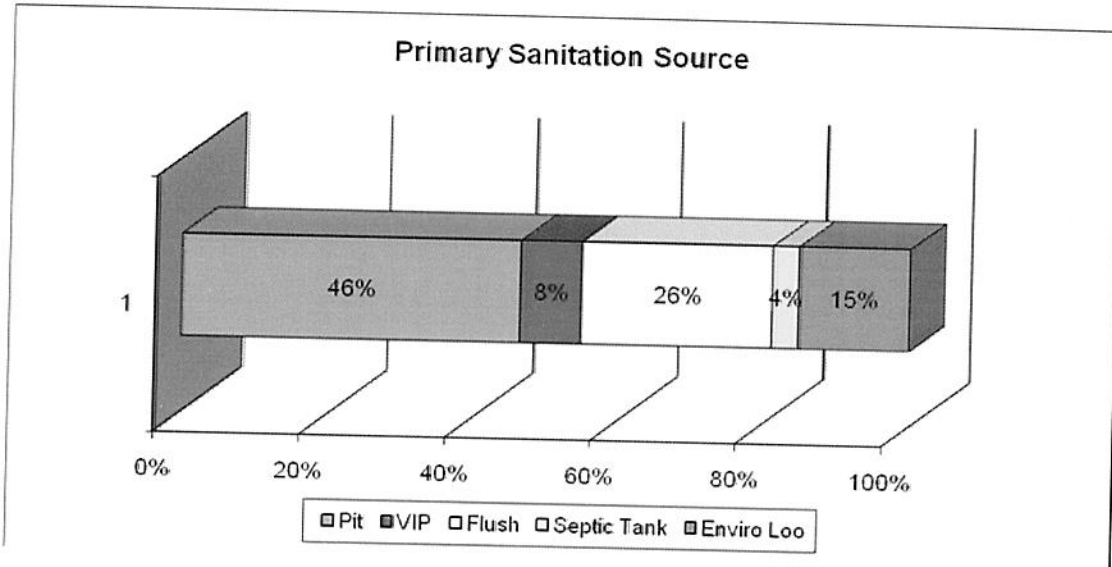
### Sanitation Facilities: Within Reach and Primary Source

#### Sanitation Facilities Within Reach

Pit	40%
VIP	14%
Flush	26%
Septic Tank	4%
Enviro Loo	15%



### Primary Source



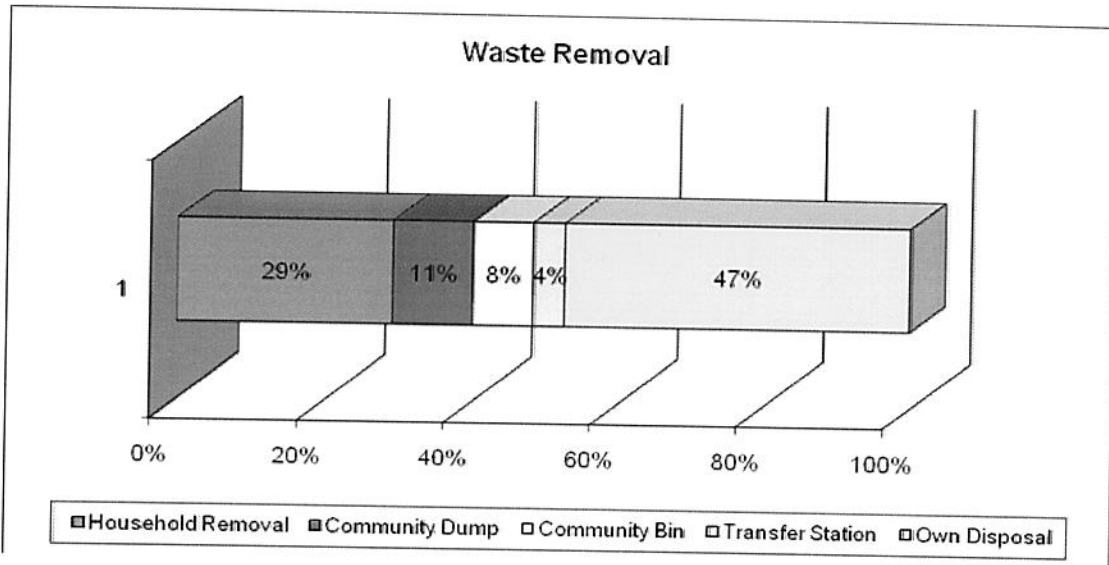
The primary sanitation source is the Pit Toilet (46%) followed by the Flush Toilet (26%). Thulamela and Tubatse both indicated the primary sanitation means is a pit toilet (70% and 75% respectively) Bela-Bela and Thabazimbi (59% and 62% respectively) use a flush toilet as their primary sanitation.

### 6. WASTE REMOVAL

The overall performance of waste removal across the 15 municipalities is 40%  
The best performing municipality regarding waste removal is Bela-Bela (72%)

The overall primary reason for the poor performance of waste removal is:

- Street cleanness – 80% of the respondents indicated it was poor
- Access to rubbish collection – 68% indicated it was poor.



The primary waste removal source is the household collection (29%) followed by own disposal (47%).

99% of the respondents indicated that their primary waste removal source is household collection.

Elias Motsoaledi (83%), Lepelle- Nkumpi (79%), Tubatse (81%) and Fetakgomo (100%) indicated "own disposal" as their primary sanitation source.

**7. ELECTRICITY**

Of the total respondents interviewed 98% have/ use electricity.

The overall performance across all the municipalities is 55%.

Musina and Bela-Bela recorded the best performance (65%)

The primary concerns regarding the electricity are the following:

- Reliability
- Street Lighting
- Access to free electricity

75% of the respondents have access to pre-paid electricity

22% of the respondents have access to basic electricity

**Primary electricity access**

**Conventional account**

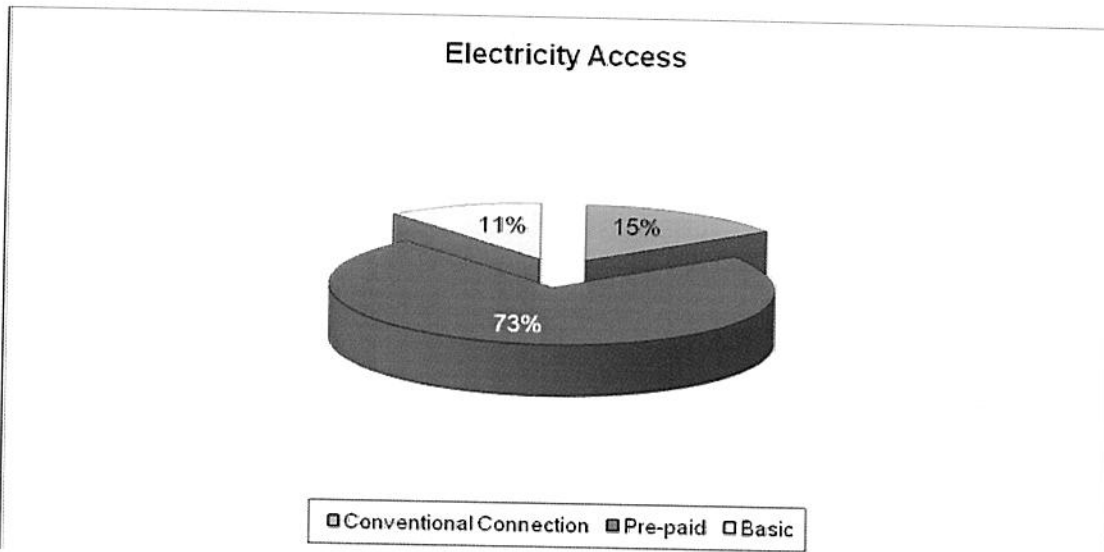
Tzaneen	31%
Ba-Phalaborwa	26%
Ephraim Mogale	22%
Thabazimbi	26%
Thumala	24%



Pre-paid	
Musina	99%
Bela-Bela	88%
Elais Motsoaledi	91%
Lepelle Nkumpi	78%
Mokgalakwena	93%
Tubatse	84%
Fetakgomo	100%

Basic	
Ephraim Mogale	27%
Polokwane	33%

### Primary Source of Electricity

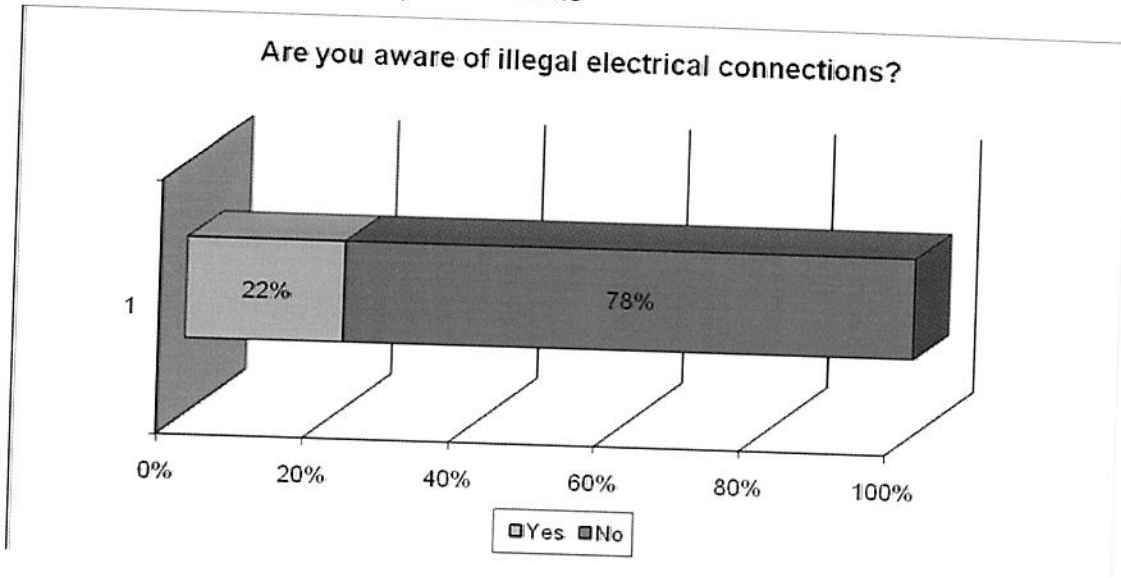


The primary source of electricity is the prepaid meter (73%) followed by the conventional account (15%). The basic service is least used (11%).





### Awareness of Illegal Electricity Connections



Of those interviewed 22% indicated that they were aware of illegal electricity connections.

Tzaneen (52%) and Bela-Bela (54%) indicated a high awareness of illegal connections.

### 8. PARKS

The overall performance across the 15 municipalities is 33%

The reason for the poor performance of parks is the following:

- Access to parks – 80%
- Maintenance of parks – 80%
- Facilities – 79%
- Cleanliness of parks – 78%
- Security at parks – 79%

### 9. SPORT

The overall performance across the 15 municipalities is 40%

The reason for the below average performance are:

- Access to facilities – 84%
- Cleanliness of facilities – 80%
- Security at facilities – 81%



### Recreation Facilities Requirements

Facility	% Requirement
Rugby Field	2
Swimming Pool	2
Tennis Court	3
Golf Course	5
Soccer Field	62
Netball Court	11
Athletics Track	2
Boxing	2
Gymnasium	2
Squash Court	1
Cycle Track	1
Cricket	5
Hockey	1

The highest requirements are for soccer fields (62%), and netball courts (11%). All municipalities indicated these two activities as their primary requirements.

### 10. RECREATION

The overall performance across all the municipalities is 41%

The reason for the below average performance are:

- Access to facilities – 72%
- Security at facilities – 71%

### 11. COMMUNITY SERVICES

The overall performance across all 15 municipalities is 43%

The primary reason for the below average performance is related to the access, upkeep, safety and availability of Tsusong Service Centre.

### 12. HOUSING

The overall performance across all 15 municipalities is 55%

Phalaborwa recorded the best performance – 61%

Tubatse recorded the worst performance – 39%. The reason for the poor performance is issues surrounding the beneficiary list (70%) and the quality of housing (72%)



### 13. COMMUNITY SAFETY AND PROTECTION

The overall performance across the 15 municipalities is 50%

Mussina is perceived to be the safest municipality and Lepelle the least safe municipality.

The reason for the below average performance is:

- Business safety at night – 78%
- Neighbourhood security – 67%

### 14. COMMUNITY HEALTHCARE

The overall performance across all the municipalities is 55%

#### Health Care Facilities Within Reach and Mostly Used

Facility	% Within Reach
Mobile Clinic	21
Fixed Clinic	38
Home Based Care	10
Health Centres	9
Private Hospital	4
Provincial Hospital	14
Social Welfare	2
Centre for Community Disabled	1
Emergency Medical Services	1

#### Facility most used

##### Mobile Clinic

Lepelle Nkumpi 39%

##### Fixed Clinics

Tzaneen 62%

Bela-Bela 59%

##### Home Based Care

Elais Motsoaledi 26%

##### Health Centres

Musina 22%

##### Private Hospitals

Polokwane 13%



**Provincial Hospital**

Bela-Bela	21%
Elais Motsoaledi	22%
Thabazimbi	36%

**Social Welfare**

Ba-Phalaborwa	11%
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**15. LOCAL ECONOMIC DEVELOPMENT**

The overall performance across the 15 municipalities is 40%.

Bela-Bela was the best performing municipality with an overall rating of 60% and Tubatse was the worst performing municipality with 27%.

The primary areas of concern are:

- LED Support - 91%
- Business Support – 86%
- Employment opportunities – 82%

**16. COMMUNITY PARTICIPATION AND FEEDBACK**

The overall performance across the 15 municipalities is 43%.

Musina – 54%

Elias Motsoaledi – 25%

**Contribution to IDP Process**

	Musina	Tzaneen	Bele Bele	Giyani	Ba Phalaborwa	Elias Motsoaledi	Ephraim Mogale	Lepelle Nkumpi	Lephalale	Mokgalakwena	Polokwane	Thabazimbi	Thulamela	Tubatse	Fetakgomo
Below Ave (%)	23	59	19	41	66	74	85	66	68	60	67	75	50	74	58
Above Ave (%)	24	10	17	20	50	0	2	9	27	19	7	8	10	7	4



**The IDP Process**

	Musina	Tzaneen	Bele Bele	Giyani	Ba Phalaborwa	Elias Motsoaledi	Ephraim Mogale	Lepelle Nkumpi	Lephalale	Mokgalakwena	Polokwane	Thabazimbi	Thulamela	Tubatse	Fetakgomo
Below Ave (%)	25	59	21	42	67	75	83	67	53	65	63	78	56	77	50
Above Ave (%)	37	13	15	23	8	0	6	8	29	15	6	9	10	7	6

**Input in the IDP**

	Musina	Tzaneen	Bele Bele	Giyani	Ba Phalaborwa	Elias Motsoaledi	Ephraim Mogale	Lepelle Nkumpi	Lephalale	Mokgalakwena	Polokwane	Thabazimbi	Thulamela	Tubatse	Fetakgomo
Below Ave (%)	39	63	26	37	61	74	66	59	44	58	43	74	53	67	39
Above Ave (%)	27	13	14	23	8	1	10	9	29	26	6	9	12	10	13

**Feedback**

	Musina	Tzaneen	Bele Bele	Giyani	Ba Phalaborwa	Elias Motsoaledi	Ephraim Mogale	Lepelle Nkumpi	Lephalale	Mokgalakwena	Polokwane	Thabazimbi	Thulamela	Tubatse	Fetakgomo
Below Ave (%)	65	66	50	44	67	77	76	74	54	58	51	77	64	70	58
Above Ave (%)	19	12	24	21	7	0	4	9	29	16	19	11	10	6	5

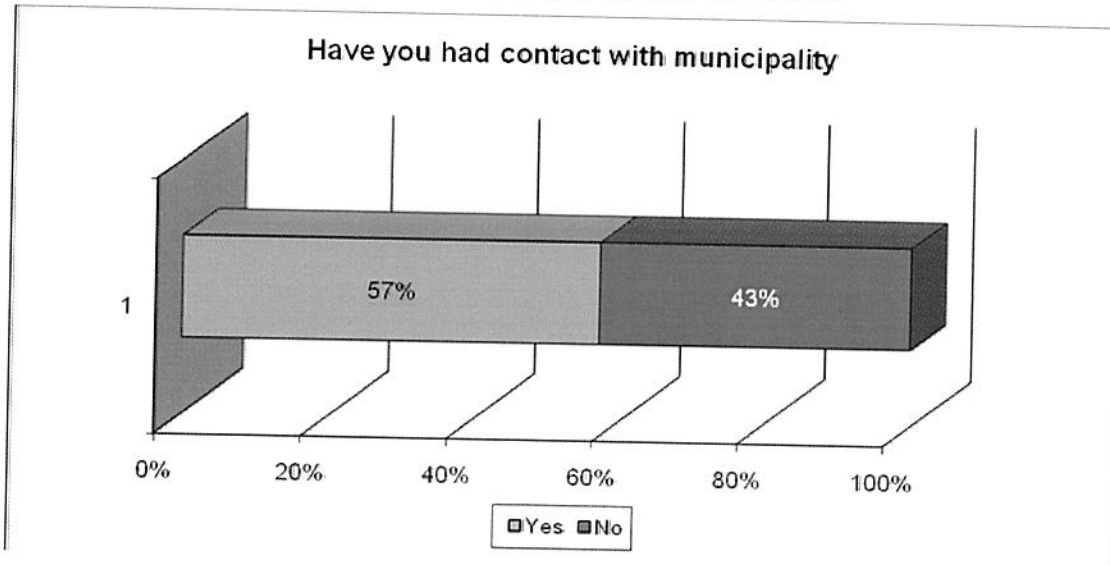


**17. QUALITY OF SERVICE**

The overall performance across the 15 municipalities is 51%

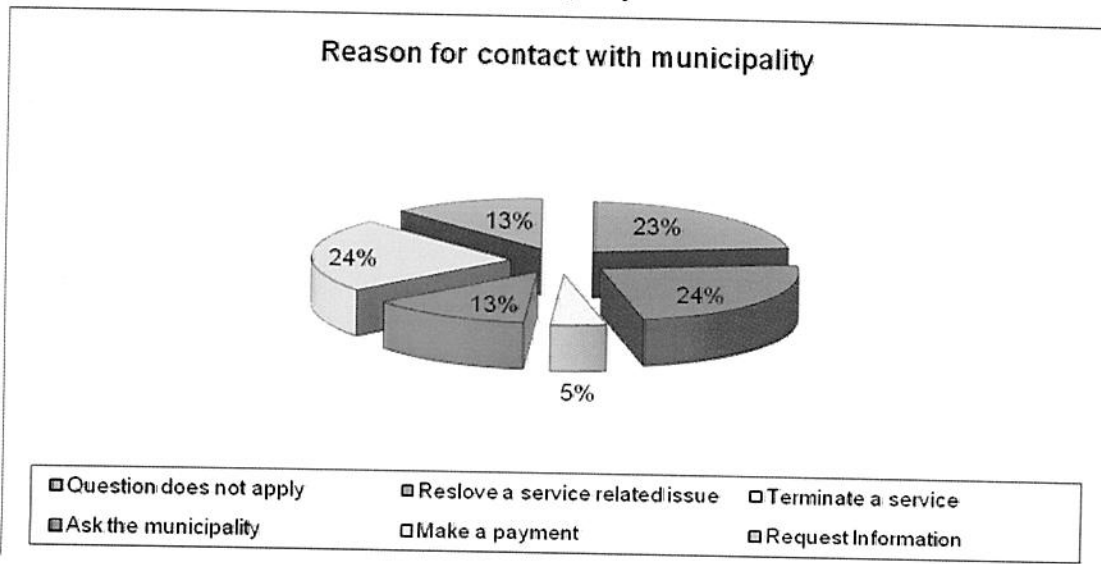
60% of the municipalities rated the quality of service above 51%

**Have you had contact with the municipality in the last 12 months?**



Of those interviewed 57% responded with a Yes.

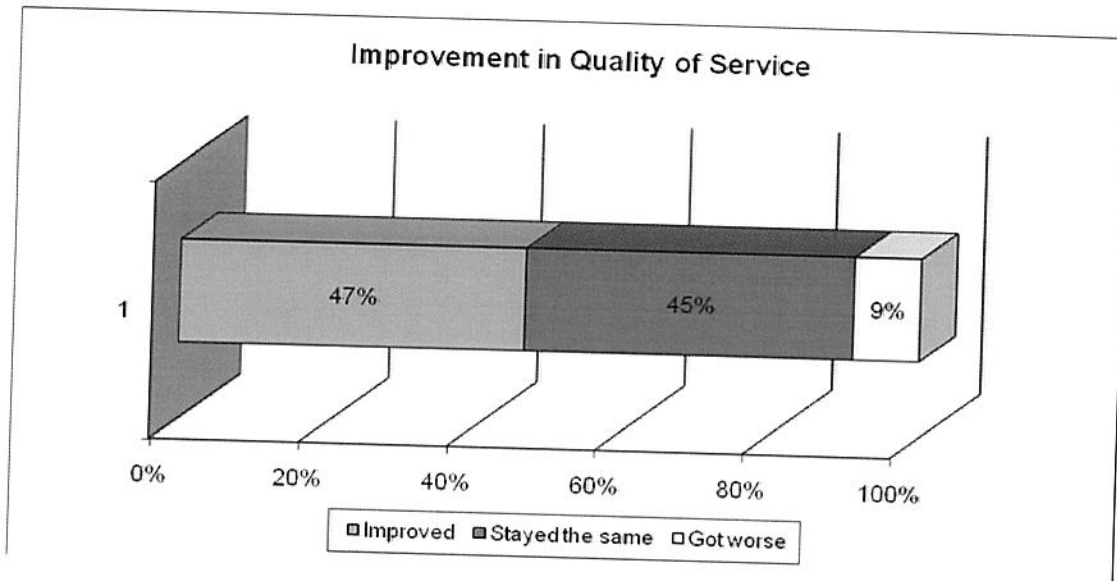
**Reason for the Last Contact with the Municipality**



Of those interviewed the main reason for contact to resolve a service related issue (24%), to make a payment (24%) and to request information 13%



### Has Service Quality Improved?



Of those interviewed 47% indicated that quality of service had improved, 45% indicated that it had stayed the same, and 9% thought it had become worse.

Municipalities that indicated that the quality of service had improved:

- Bela-Bela 69%
- Mussina 64%

Municipalities that indicated that the quality of service had stayed the same:

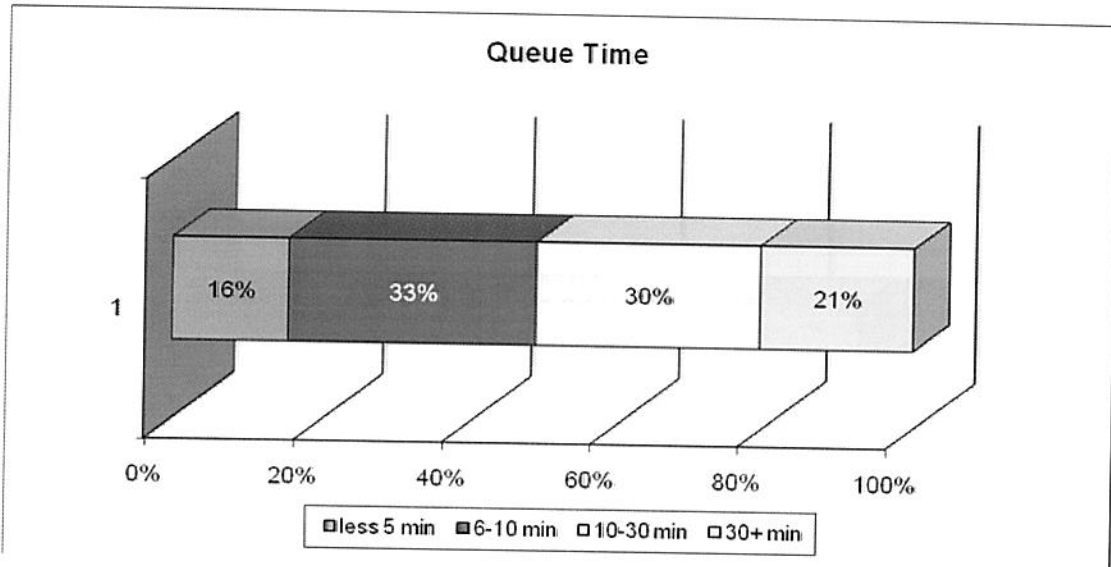
- Tzaneen 62%
- Elias Motsoaledi 61%

Municipalities that indicated that the quality of service has got worse:

- Polokwane 19%
- Elia Motsoaledi 17%



**Time Waiting to Be Served**



16% of those interviewed queued for less than 5 minutes, 33% for 5 to 10 minutes, 30% queued for more than 10 minutes up to 30 minutes, and 21% queued for more than 30 minutes.

**Time Spent While Being Served**

21% of those interviewed spent less than 5 minutes being served, 32% spent 5 to 10 minutes, 27% spent more than 10 minutes up to 30 minutes being served, and 20% spent more than 30 minutes.

**Would encourage people from other municipalities to come and settle in this municipality?**

Of those interviewed 75% responded with a Yes.

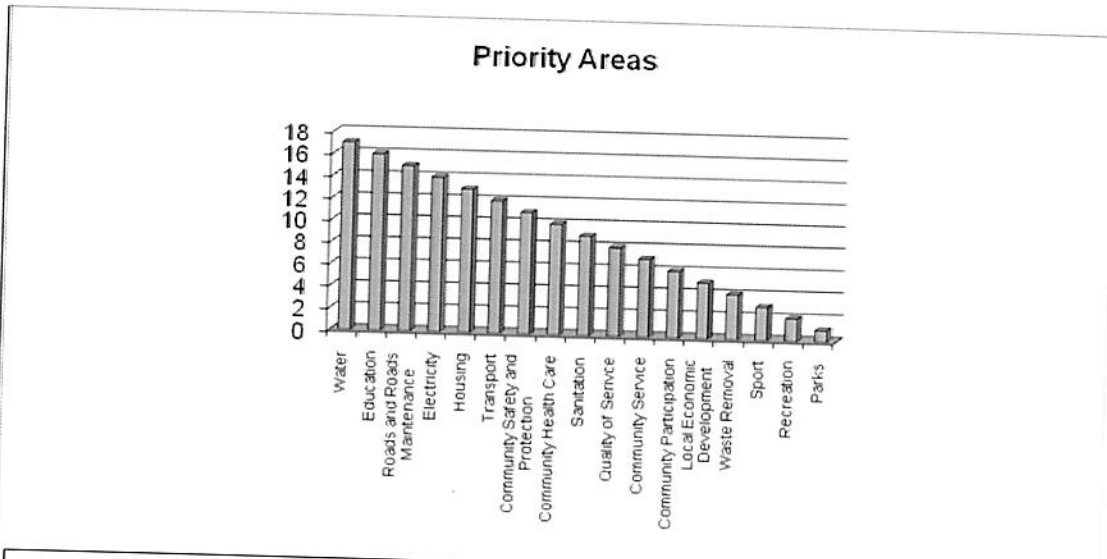
The municipalities that would invite others to settle within the municipalities are:

- Giyani 75%
- Ba-Phalaborwa 75%
- Lephalale 81%
- Polokwane 71%





**19. PRIORITY AREAS THAT THE MUNICIPALITY SHOULD LOOK INTO**

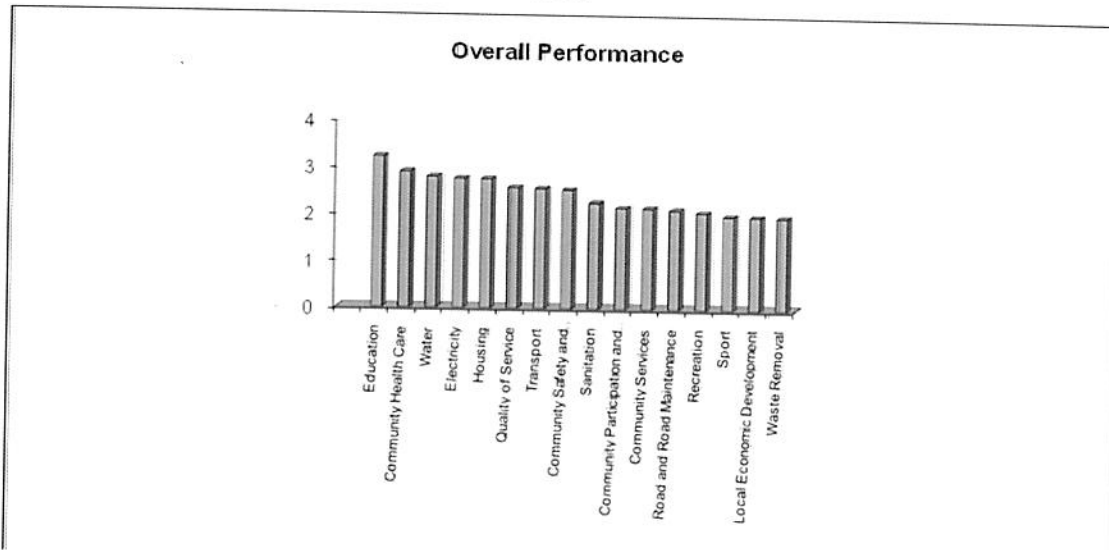


Service	Priority	
Water	17	High
Education	16	
Roads and Roads Maintenance	15	
Electricity	14	
Housing	13	
Transport	12	
Community Safety and Protection	11	
Community Health Care	10	
Sanitation	9	
Quality of Service	8	
Community Service	7	Low
Community Participation	6	
Local Economic Development	5	
Waste Removal	4	
Sport	3	
Recreation	2	
Parks	1	

Based on the results of the interviews, overall, the priority areas for consideration across municipalities are as above. The area of highest priority is Water, with parks ranked lowest.



**20. SUMMARY OF OVERALL PERFORMANCE**



Performance Area	Order (17 = Best Performance)	Priority / Order of Importance from Section 19
Education	17	16
Community Health Care	16	10
Water	15	17
Electricity	14	14
Housing	13	13
Quality Service	12	8
Transport	11	12
Community Safety and Protection	10	11
Sanitation	9	9
Community Participation and Feedback	8	6
Community Services	7	7
Roads and Road Maintenance	6	15
Recreation	5	2
Sport	4	3
LED	3	5
Waste Removal	2	4
Parks	1	1

Based on the interviewees' responses, the top performing area was Education and the lowest was Parks. Performance must not be viewed in isolation. It must be matched with what is important to the citizens. In practice the Municipalities/ Province should be delivering on what is of high importance to the citizens.



## Overall Performance

	Ave	Musina	Tzaneen	Bele Bele	Giyani	Ba Phalaborwa	Elias Motsoaledi	Ephraim Mogale	Lepelle Nkumpi	Lephalale	Mokgalakwena	Polokwane	Thabazimbi	Thulamela	Tubatse	Fetakgomo
Education	3.21	3.14	2.91	3.83	3.44	3.77	2.68	3.24	2.56	2.60	3.36	3.89	3.11	3.11	3.11	3.41
Community Health Care	2.89	3.37	2.82	3.37	2.55	2.97	2.60	2.07	2.27	3.07	2.96	3.78	2.88	2.80	2.22	2.67
Water	2.79	3.81	2.33	3.68	2.23	3.11	2.13	2.83	2.09	2.05	2.95	2.62	2.56	2.46	2.19	2.82
Electricity	2.75	3.12	2.44	3.37	2.83	2.91	2.23	2.67	2.55	2.81	2.91	2.88	2.77	2.76	2.36	2.69
Housing	2.75	3.41	2.52	2.97	2.34	3.03	2.62	3.07	2.57	2.75	2.49	3.31	2.53	2.88	1.95	2.82
Quality of Service	2.56	3.29	2.51	3.15	2.24	2.67	1.87	2.72	2.09	2.40	2.82	2.67	2.58	2.55	2.11	2.73
Transport	2.55	2.97	2.58	3.35	2.53	2.81	1.99	2.16	2.06	2.91	2.68	3.01	2.60	2.50	1.71	2.34
Community Safety and Protection	2.52	3.09	2.36	3.04	2.74	2.51	2.04	2.56	1.83	2.87	2.86	2.27	2.99	2.15	2.84	2.71
Sanitation	2.26	2.75	1.96	3.74	2.02	2.61	1.38	1.88	1.35	2.35	2.19	2.12	2.69	2.60	1.37	1.89
Community Participation and Feedback	2.16	2.72	2.15	2.76	2.61	2.00	1.27	1.94	1.95	2.46	2.15	2.18	2.84	2.16	1.94	2.28
Community Services	2.15	2.61	2.27	2.97	2.35	2.29	1.33	1.86	1.87	1.66	2.82	2.40	2.25	2.15	1.50	2.98
Road and Road Maintenance	2.12	2.90	2.40	3.07	1.91	2.34	1.82	1.88	1.58	2.08	2.79	2.52	2.46	2.11	1.35	2.61
Recreation	2.07	3.09	2.26	3.35	2.28	2.43	1.22	1.63	1.17	2.50	2.79	2.06	2.62	2.02	1.29	2.37
Sport	2.00	3.19	2.06	3.36	2.46	2.17	1.18	1.54	1.47	2.22	2.62	2.00	2.47	2.80	1.13	2.29
Local Economic Development	1.99	2.84	2.00	3.01	2.14	2.97	1.20	1.76	1.67	2.46	2.56	2.99	2.96	2.08	1.35	2.82
Waste Removal	1.98	3.17	1.86	3.59	2.76	2.41	1.30	1.57	1.51	2.89	2.45	2.19	2.67	2.68	1.23	2.40
Parks	1.66	1.68	2.02	3.41	2.50	2.59	1.05	1.47	1.31	2.08	2.11	2.82	2.89	2.44	1.06	1.03

The green indicates the best performing municipality

The red indicates the worst performing municipality



Municipality	Score
Ave	40.42
Bele Bele	56.02
Musina	51.15
Polokwane	44.71
Ba Phalaborwa	43.59
Thabazimbi	42.87
Lephalale	42.16
Giyani	39.93
Mokgalakwena	39.92
Tzaneen	39.45
Thulamela	39.25
Ephraim Mogale	37.85
Fetakgomo	36.86
Lepelle Nkumpi	32.90
Elias Motsoaledi	29.91
Tubatse	29.71

