

**RESEARCH REPORT ON A CUSTOMER
SATISFACTION SURVEY IN 11 LIMPOPO GROWTH
POINT MUNICIPALITIES AMONGST HOUSEHOLDS,
BUSINESSES AND NGO'S
2011
(ALL MUNICIPALITIES)**

17th February 2012

Dear Mr DJ Moshwana

2011 Limpopo Provincial Growth Points Customer Satisfaction Survey report

Thank you for affording LBMC Consulting the opportunity to conduct the 2011 Limpopo Provincial Growth Points Customer Satisfaction survey.

This report outlines the background, methodology and sample used to gather the data and the findings and the conclusion to the research.

If you have any queries, please do not hesitate to contact us.

Sincerely

Bonang Moletsane

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Executive Summary

The Limpopo Provincial Government Department of Co-operative Governance, Human Settlements and Traditional Affairs (“The Department”) conducted a survey to evaluate customer satisfaction of the services provided by the 11 Provincial Growth Point (PGP) municipalities in the Limpopo province. International best practices on service delivery customer satisfaction surveys were adopted in designing a questionnaire that meets the requirements of the South African context. In particular the South African – specific drivers of customer satisfaction as succinctly encapsulated in the Batho-Pele principles were incorporated into the questionnaire as a basis for determining the customers’ level of satisfaction with the services provided.

The key points covered by the survey included the assessing the following:

1. The general perception of local municipalities and the municipal staff by the citizens
2. The citizens’ attitudes to municipal services provided and
3. Future priorities that the citizens feel that the municipalities need to urgently address over the next twelve months.

The findings of the survey on key findings were:

1. The local municipalities are perceived to be inaccessible to the citizens, and in particular the municipal buildings do not cater for the elderly and the disabled. This and other factors outlined in the report and the fact that the municipal staff was perceived as lacking in certain attributes, resulted in citizens having little confidence in their local municipalities being able to provide a good quality of life compared to other municipalities.
2. There was a general sense of indifference or apathy to the services provided by the municipalities as well as to who actually provides the services. Access to basic services remains very low especially to citizens in the deeper rural settlements. However, those with access to services, tended to rate the services offered positively.
3. Throughout the municipalities, access to water and road infrastructure remain a big challenge that citizens wish to have addressed as a matter of urgency over the next twelve months.

It is recommended that should the municipalities address the problematic issues outlined herein, the customers' overall satisfaction with service delivery will be greatly enhanced. Increased public participation in processes such as the Integrated Development Process will increase the citizens' appreciation of the challenges the municipalities face in delivering on their mandates.

1 Introduction

1.1 Background

The first principle of Batho Pele is that of **consultation**, where *'citizens should be consulted about the level and quality of the public services they receive and, wherever possible, should be given a choice about the services that are offered'* (<http://www.socdev.ecprov.gov.za>). In order to strive to this, there is need for a clear picture on how municipalities are performing and an understanding of the perceptions and expectations residents and businesses have of their respective municipalities. There is therefore the need to conduct customer satisfaction surveys as the essential feedback component of the service delivery life cycle.

"The Department" commissioned LBMC Consulting (Pty) Ltd to conduct the 2011 customer satisfaction survey to evaluate customer satisfaction levels of service delivered by the following 11 provincial growth point (PGP) municipalities in the Limpopo province:

- Capricorn
 - Polokwane
- Mopani
 - Greater Tzaneen
 - Ba-Phalaborwa
- Sekhukhune
 - Elias Motsoaledi,
 - Ephraim Mogale,
 - Greater Tubatse,
- Vhembe
 - Musina
 - Makhado
- Waterberg
 - Thabazimbi
 - Laphalale
 - Mogalakwena

1.2 Objectives:

The main objectives of the customer satisfaction survey included:

- Determining the overall community satisfaction with the performance of the municipalities with regards to service delivery
- Determining the overall community satisfaction with regard to municipal planning and budgeting process
- Determining the overall community satisfaction with specific services such as water, sanitation and electricity as provided by the municipalities

The purpose of this report is to outline the findings from the customer satisfaction survey in order to:

- Provide recommendations for updating the customer care strategy
- Assist municipalities with the development of service charters
- Assist municipalities with the development of the service delivery improvement plans
- Identify drivers for community satisfaction or dissatisfaction in the 11 municipalities targeted in the survey

1.3 Methodology

Skills transfer: One of the key criteria in the terms of reference for this customer satisfaction survey was to transfer skills to unemployed individuals living in the 11 PGP municipalities. The main objective was to ensure that meaningful skills transfer occurred. Field workers were therefore selected by each municipality to conduct surveys in their respective municipalities. The skills transfer included:

- Training the field workers
 - Market research
 - Field worker training
- Supervising field workers as they conducted the surveys in households
- Teaching field workers on how to upload surveys conducted onto the main server
- Teaching the field workers on how to download survey updates from the main server

Data collection: Previous customer satisfaction surveys for the Limpopo Province have been pen and paper based. This year the methodology was changed to electronic cellphone technology. This included conducting the surveys using handheld devices (cellphones). The key benefits of changing research methodology from pen and paper based to electronic cellphone technology included:

- real-time quality control and data collection,
- lead time reduced between time interview is conducted to when data is converted into tabular format and
- easier supervision of surveys submitted onto a central location.

LBMC Consulting (Pty) Ltd designed the Household and Business & NGO's questionnaires which were converted into electronic surveys and uploaded on to the cellphone devices.

1.4 Sample

All surveys were conducted **face-to-face**. The sample included two components:

- 3 803 Household sample and
- 310 Business & NGO's sample.

Household interviews were done at ward level. A total of 267 wards were included in the survey. It was imperative that each ward included in the survey have 14 Household completed interviews. Therefore the sample breakdown was as follows:

Municipality	Business	Households	
	Number of interviews:	Number of wards:	Number of interviews:
Ephraim Mogale	17	16	225
Elias Motsoaledi	36	30	423
Greater Tubatse	40	31	490
Thabazimbi	8	12	188
Mogalakwena	51	32	488
Laphalale	9	12	164
Polokwane	45	38	531
Ba-Phalaborwa	24	18	190
Greater Tzaneen	36	34	517
Musina	10	6	87
Makhado	34	38	500
Total	310	267	3 803

All the participants (respondents) interviewed for the household survey were South African by birth and were residing in the municipality in question for at least four out of the seven days of the week. No respondent was given an incentive for participating in the survey. Field workers were instructed to use random sampling technique to choose households and businesses to include in the survey.

1.5 Limitations of the Research

One of the key limitations during field work was being able to access every ward in some municipalities. For example, the majority of the respondents lived in rural areas resulting in the field workers having difficulties in accessing some wards, as they were too far apart. Field work therefore took much longer than anticipated as field workers spent more time travelling from one household to the next and even more so to the next ward.

Another limitation was the length of the questionnaire. This we believe led to us achieving a “response rate” (95.2%) that was lower than the desired 100%. Most of the respondents opted to choose and/or respond to questions strictly relating to basic services, with sections such as Community Services being omitted. For the purposes of the study, we feel that this rate was high enough to yield quality results from the survey.

Adapting to using cellphones as a research tool also created problems, but these were overshadowed by the benefits outlined above.

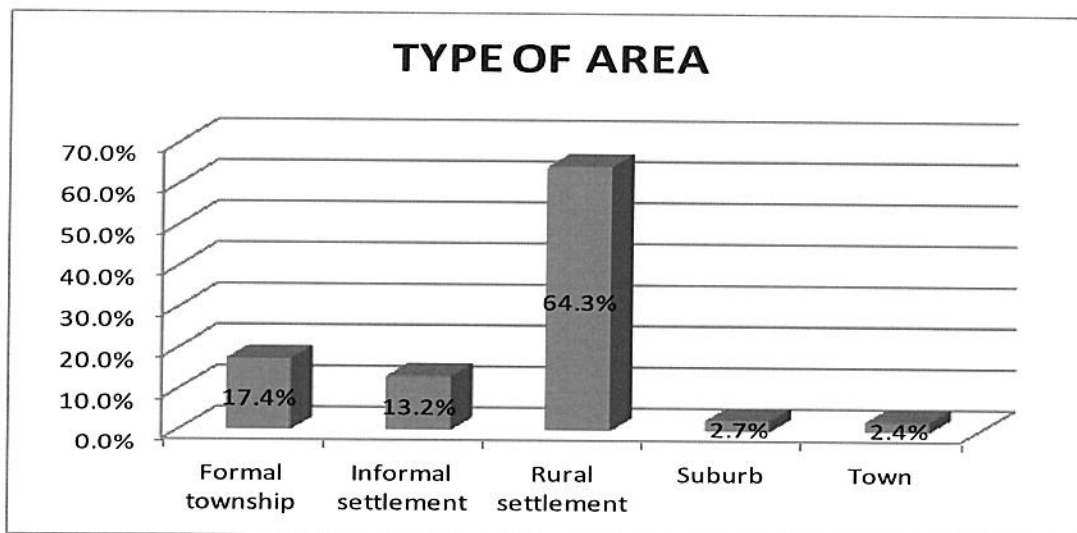
2 Research findings

2.1 PGP Municipalities

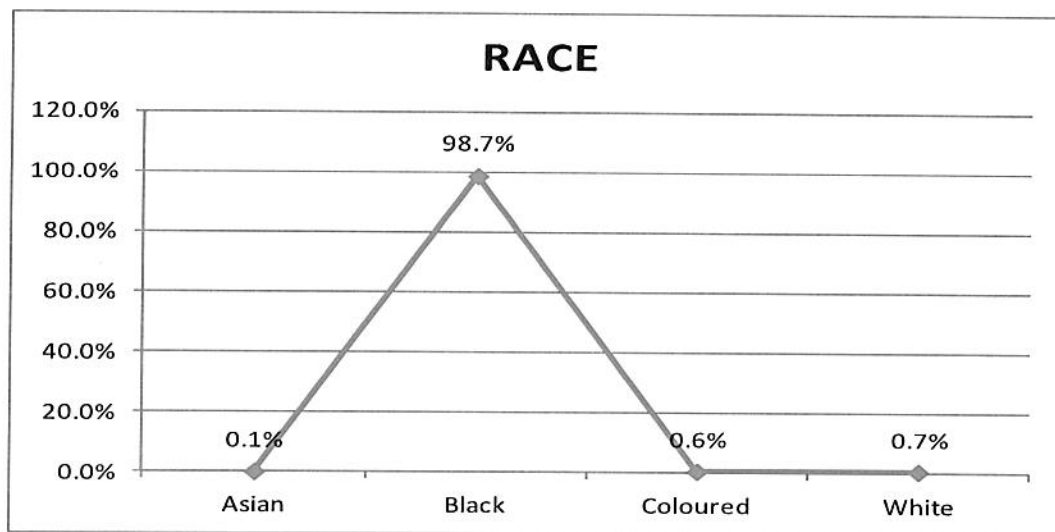
2.1.1 Main Findings Section – Household

2.1.1.1 Demographic and household profile:

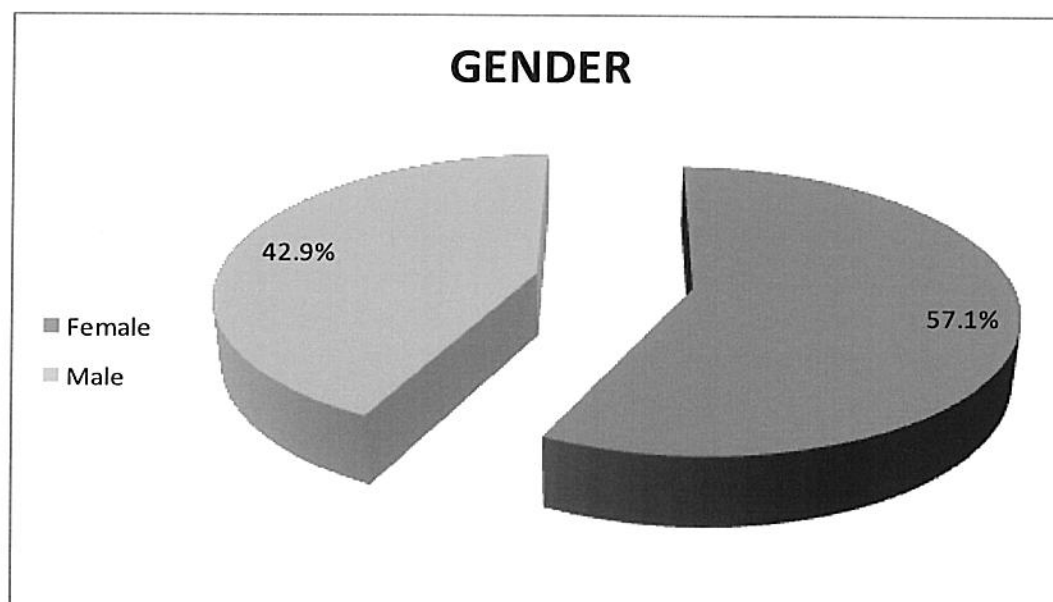
Type of area: 20.1% of the respondents interviewed lived in formal settlements (formal township (17.4%) or suburb (2.7%)). The majority (64.3%) of the respondents lived in rural settlements. 13.2% lived in informal settlements and only 2.4% lived in town.



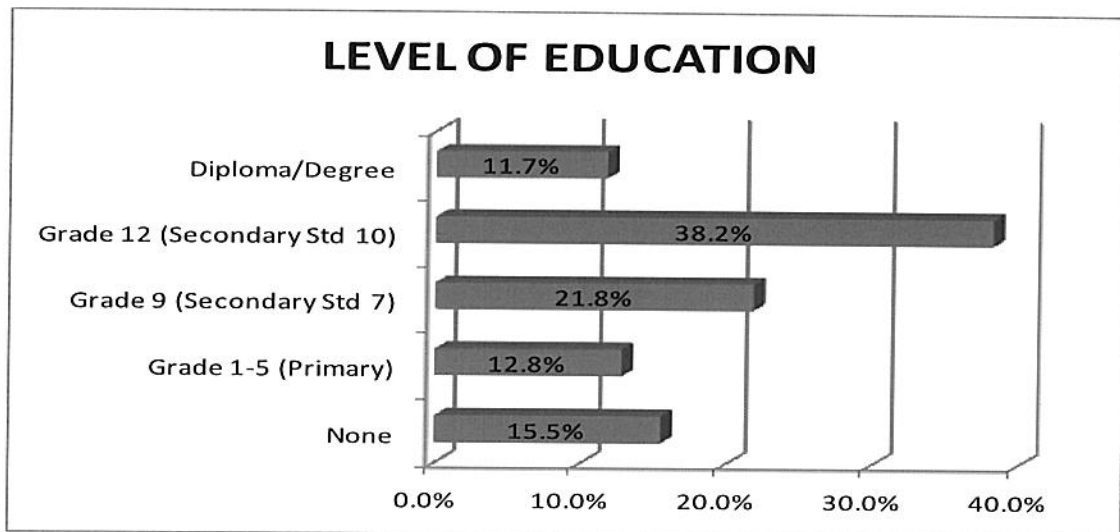
Race: The majority (98.7%) of the respondents were black, with 0.7% being white, 0.6% coloured and 0.1% of the respondents were Asian. We specifically asked field workers to skew their sample towards black respondents as the 2010 AMPS data shows that 97% of the population in the Limpopo province is black.



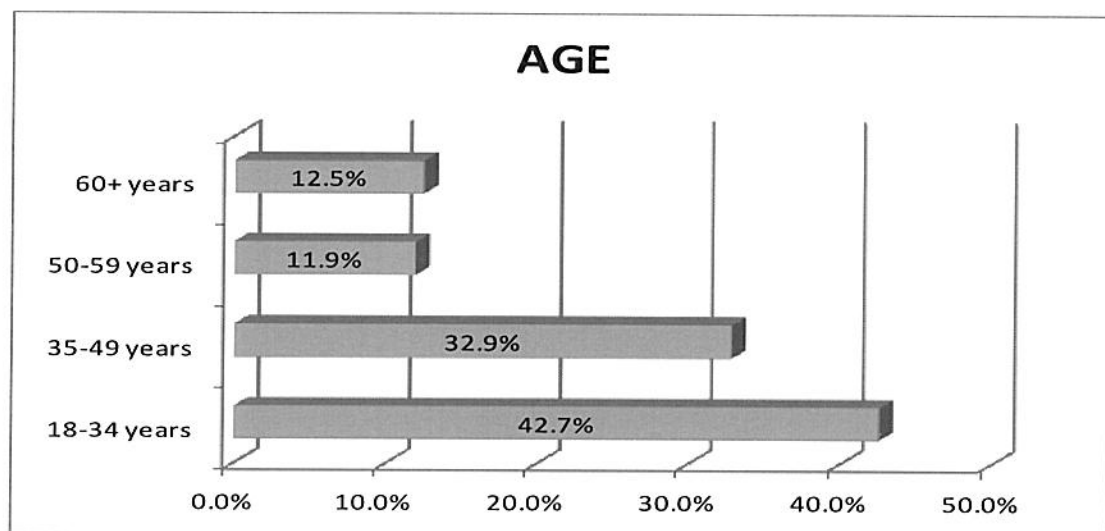
Gender: As each ward had 14 interviews we asked field workers to split their male: female respondents in the ratio 6:8, to ensure an overall slight skew towards females as 2010 AMPS data shows that 56% of the population in the Limpopo province is female (national average is 50%). The resulting sample was therefore 57.1% female and 42.9% male.



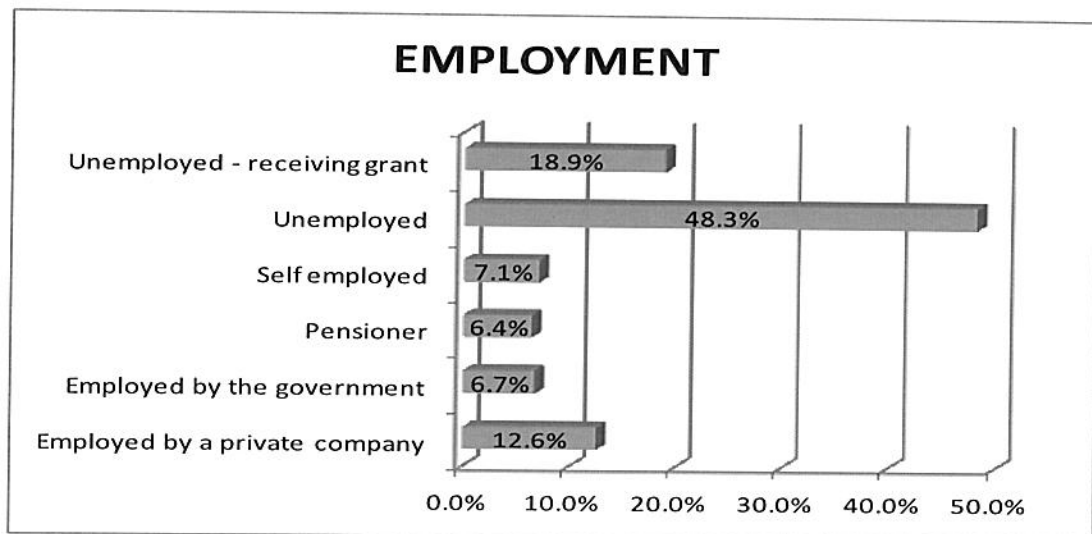
Education: About half (49.9%) of the respondents had completed Grade 12 (Standard 10) or higher. 21.8% had completed Grade 9 (Standard 7), whilst 12.8% had completed Grades 1 – 5 (Primary). 15.5% of the respondents had no formal education.



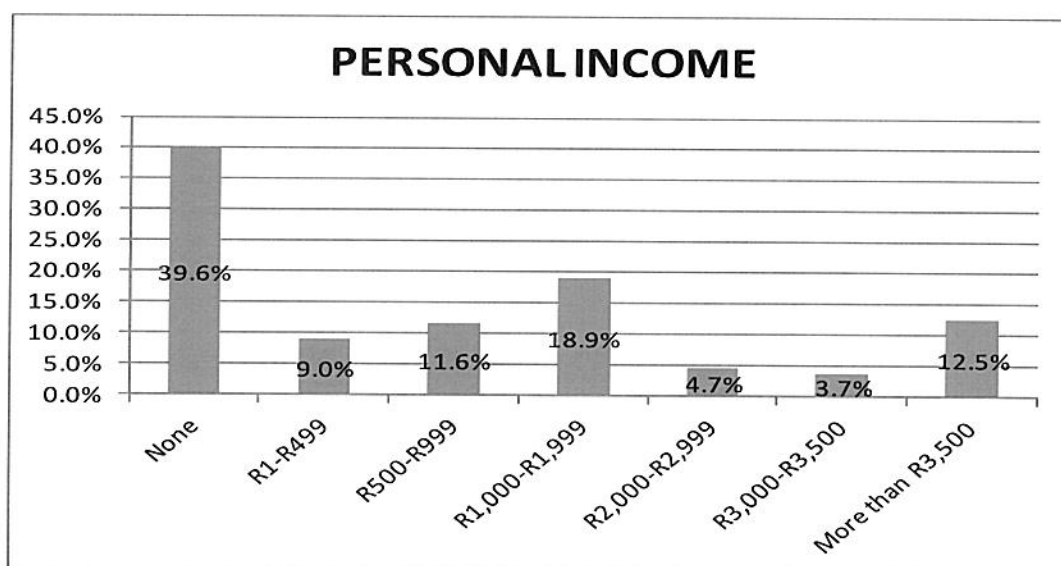
Age: 42.7% of the respondents were between the ages of 18 and 34 years, with 32.9% between the ages of 35 and 49 years. 24.4% were aged 50 years and older.



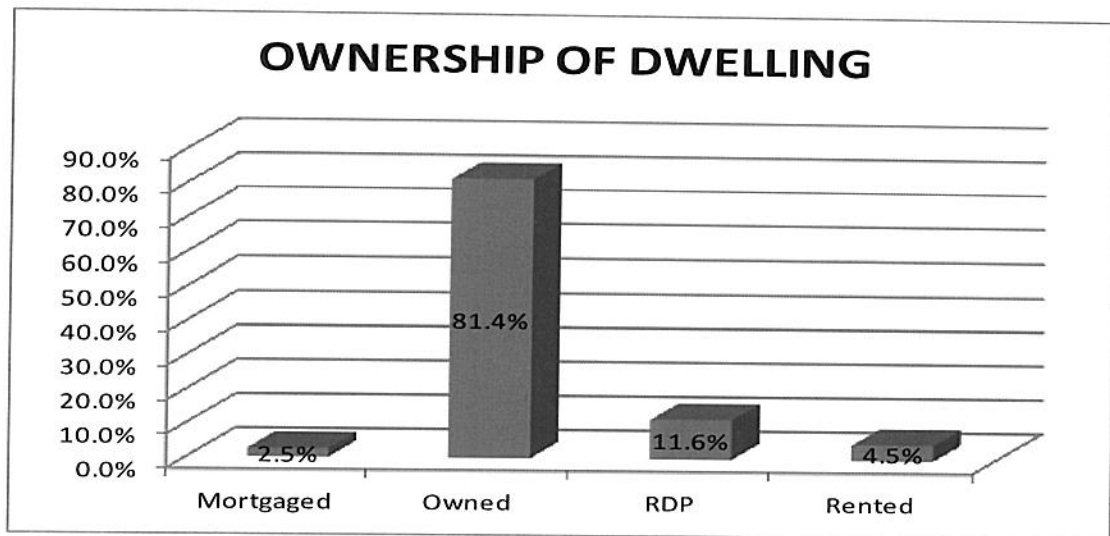
Employment: The majority (67.2%) of the respondents were unemployed with 18.9% of this group receiving a government grant. 7.1% of the respondents were self-employed with 12.6% being employed by a private company and 6.7% of those employed being employed by the government. 6.4% of the respondents were retired individuals.



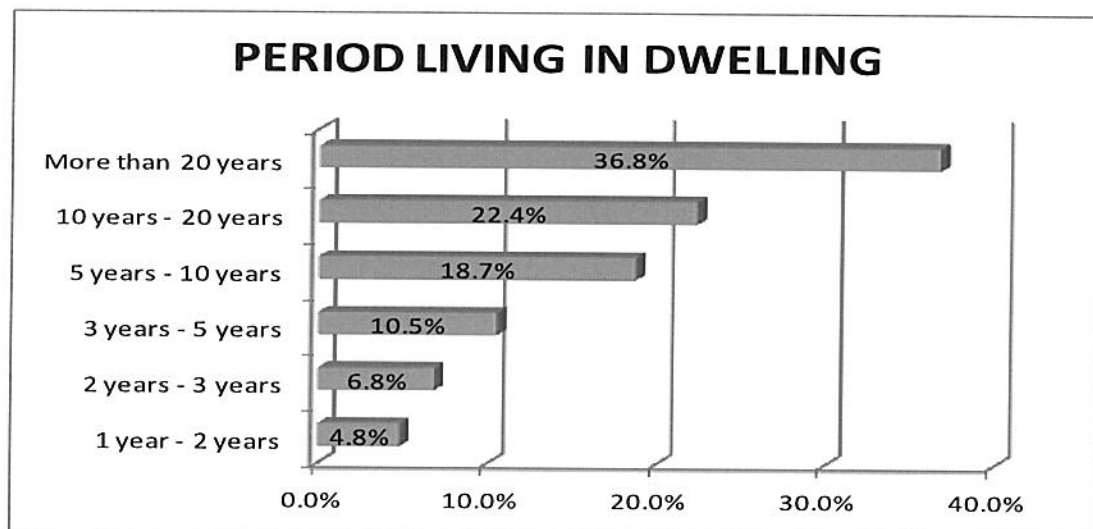
Monthly Personal Income: 20.6% of the respondents earned monthly income less than R 999. 18.9% earned an income between R1 000 and R2 000, with 4.7% earning an income of between R2 000 and R3 000. 16.2% of the respondents earned an income of R3 000 and higher. The majority (39.6%) were not receiving any income whatsoever.



Ownership of dwelling: The majority (81.4%) of the respondents lived in an owned property, with 2.5% living in a mortgaged property. 4.5% of the respondents lived in a rented property and 11.6% lived in an RDP house.

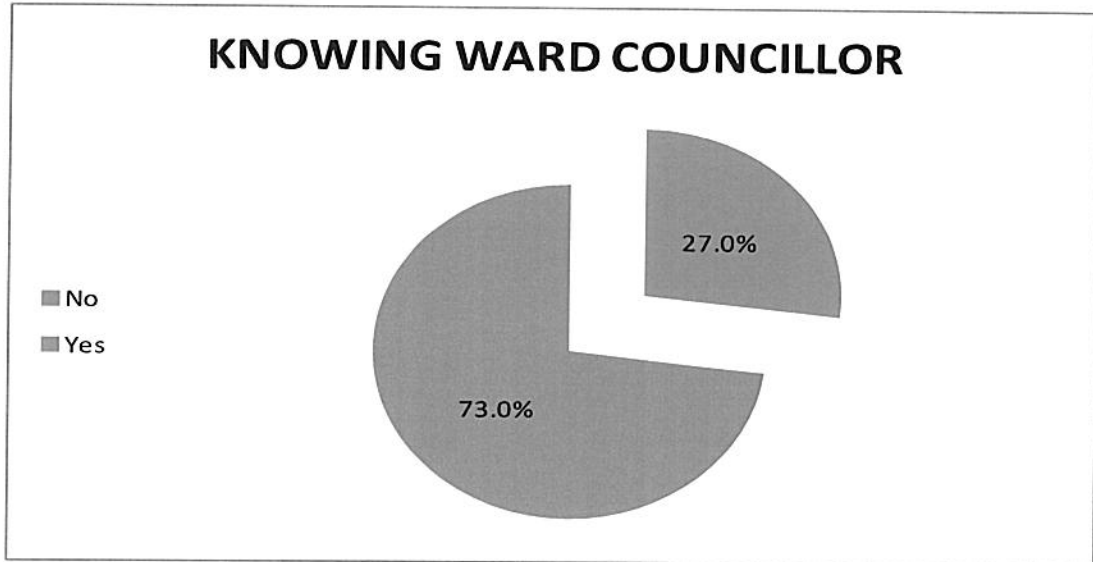


Period living in dwelling: The majority (77.9%) of the respondents had been living in the area for more than 5 years, with the rest (22.1%) having lived in the area less than 5 years at the time the survey was conducted.



2.1.1.2 General Perceptions of local municipalities

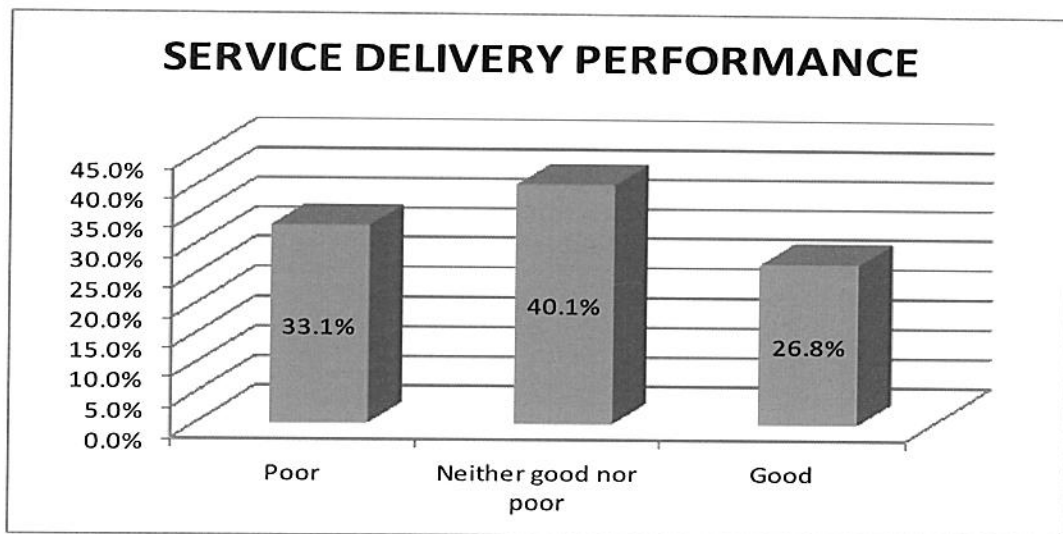
Municipal councillor: A significant majority of the respondents (73.0%) knew who their ward councillor was and only 27.0% did not know their ward councillors.



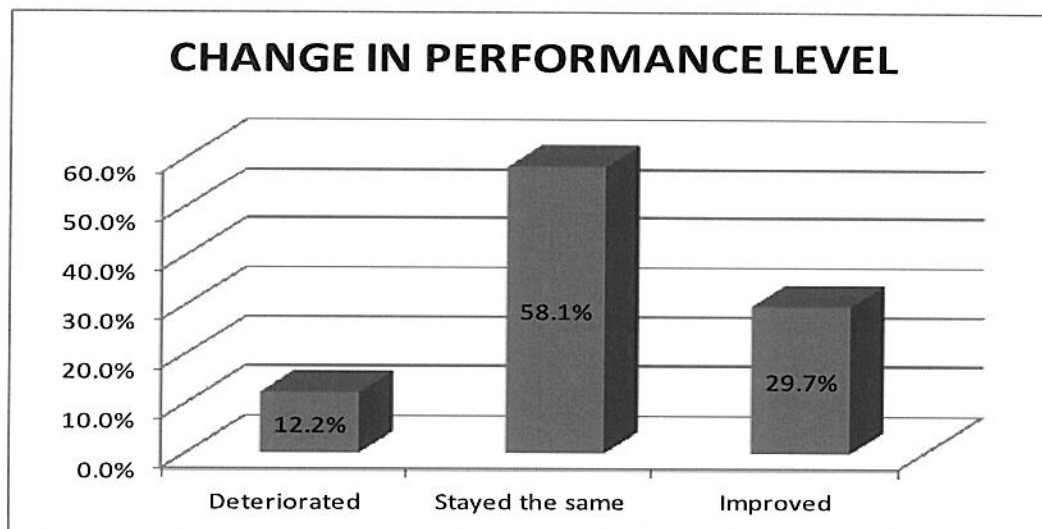
Municipality in general: Generally, the respondents were unlikely to agree that their local municipality was accessible (48.3% agreed) or that the municipal buildings catered for the disabled (30.5% agreed) and the elderly (34.9% agreed).

Municipality staff: The majority of the respondents rated municipality staff "average" in terms of attitude (41.8%), approachability (42.0%) and competency (40.9%). In terms of the other attributes, the majority rated the staff "good" with respect to the ability to speak in local languages (43.6%) and working hours (46.1%).

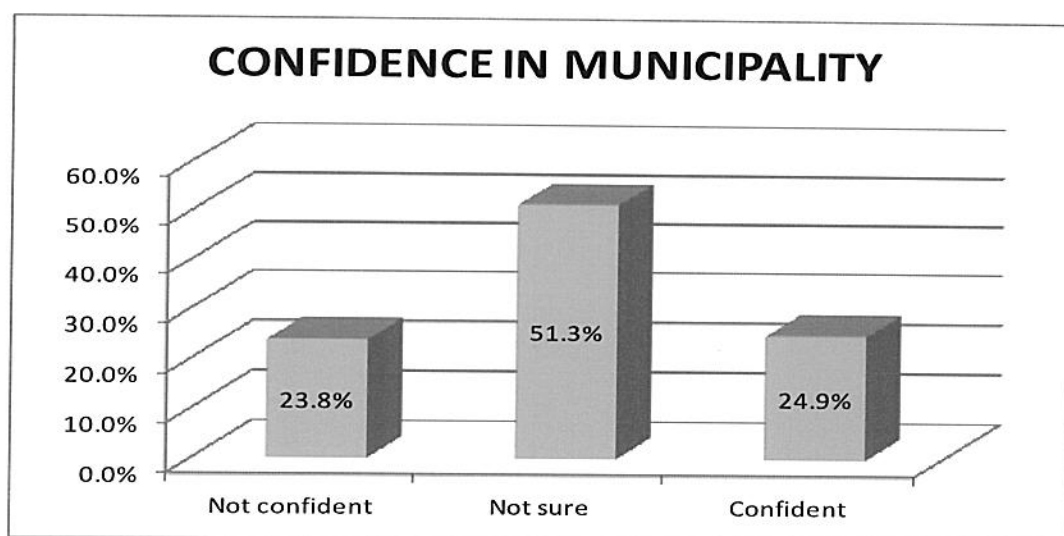
Overall service delivery performance rating: Only 26.8% of the respondents rated their local municipality "good" in terms of overall service delivery performance, with 33.1% of the respondents rating their local municipalities "poor". The majority (40.1%) rated their local municipality "neither good nor poor" in terms of service delivery performance.



Change in service performance: The majority (58.1%) of the respondents felt that the service performance level of their local municipality had remained the same over the past 12 months. 29.7% of the respondents felt that it had improved whilst the other 12.2% felt that it had deteriorated.



Confidence in municipality compared to other municipalities: The majority (51.3%) of the respondents were not sure if their local municipality was providing people with good quality of life compared to other municipalities. Only 24.9% of the respondents had confidence in their local municipalities whilst 23.8% were not confident at all.

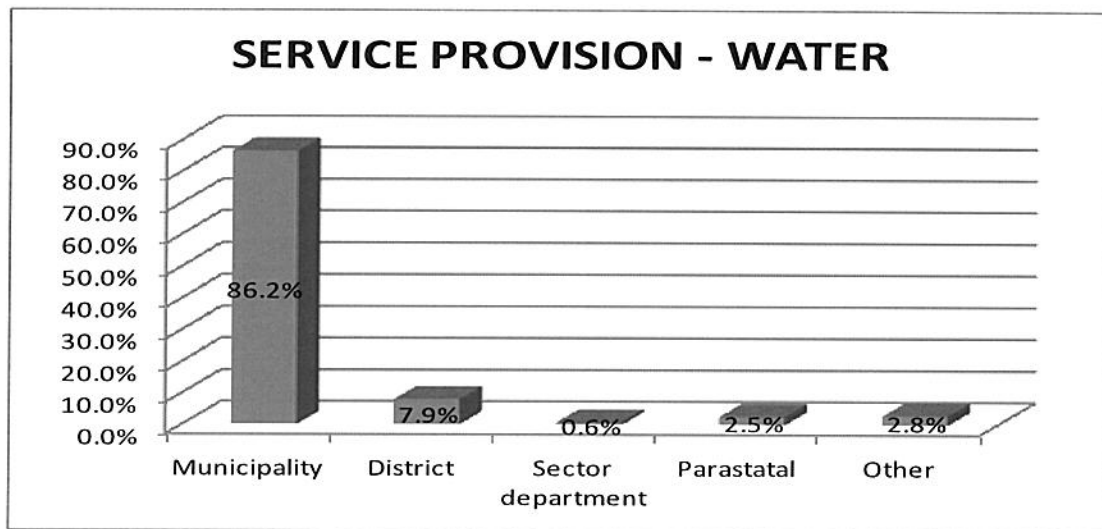


2.1.1.3 Attitude to Municipal Services:

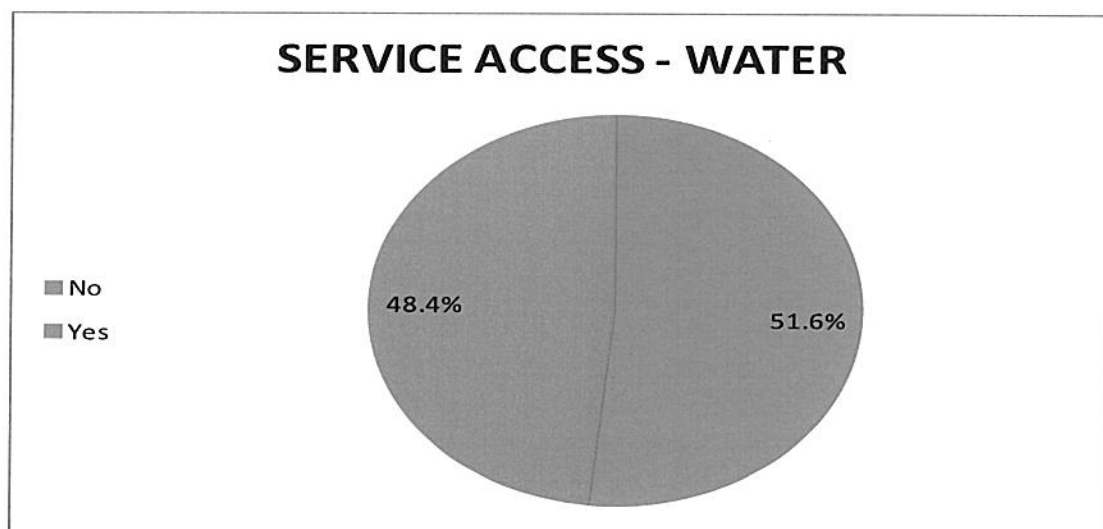
Basic Household Services

Do you know who provides the following services?	Yes (Total)
1. Water	45.6%
2. Housing	42.5%
3. Sanitation	36.7%
4. Waste removal	36.7%
5. Roads and Storm Water	30.0%
6. Electricity	56.9%
7. Health	50.4%
8. Education	54.4%

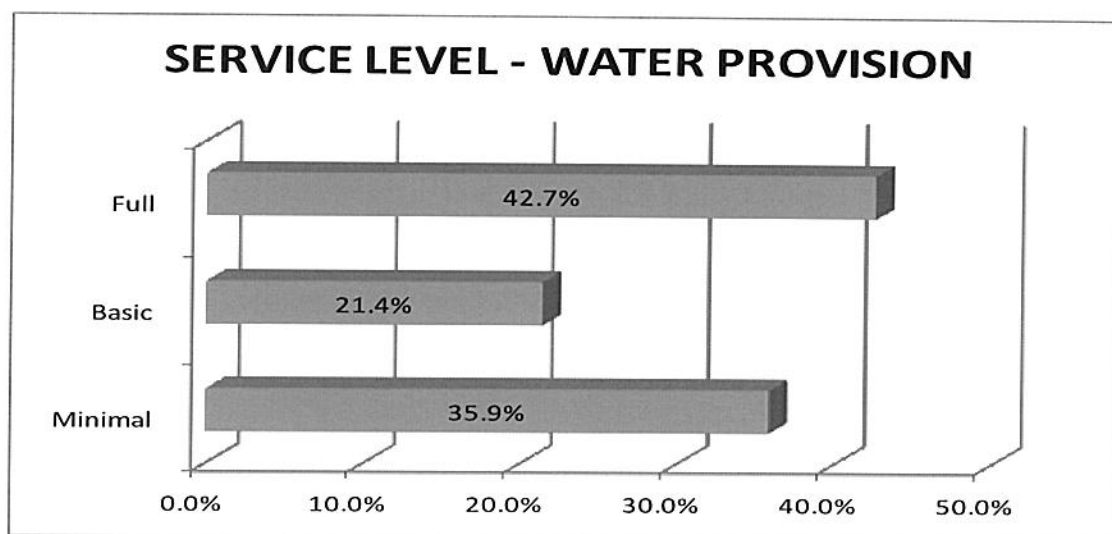
Water: The respondents that knew who the service provider for water was, were likely to mention the municipality as the water service provider (65%). 7.9% mentioned the District, 0.6% mentioned a sector department, 2.5% mentioned a Parastatal and 2.8% mentioned “other” service providers for water provision.



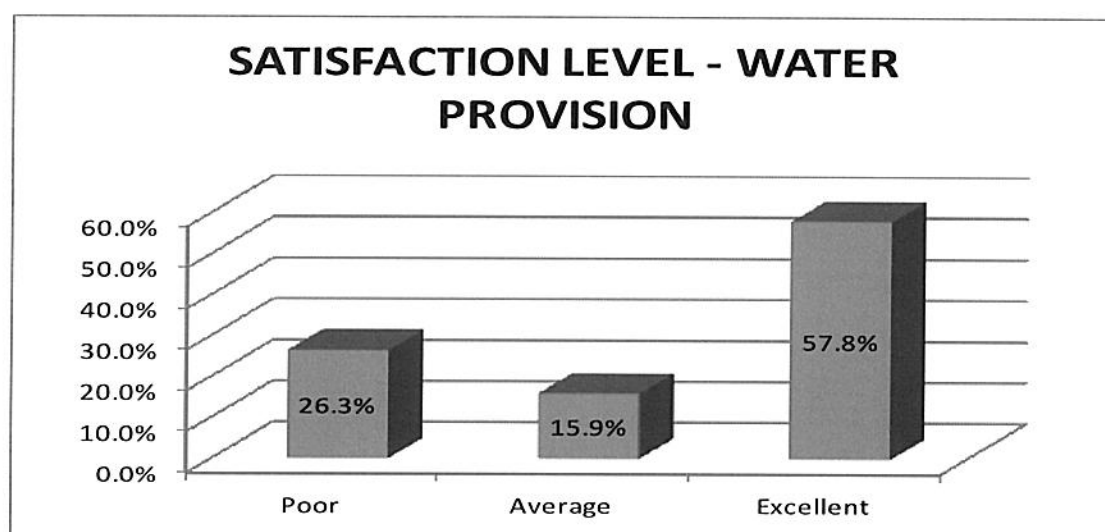
Less than half (48.4%) of the respondents had access to water provision, with the majority (51.6%) not having access to water provision.



Of those respondents that has access to water provision, 35.9% had access to a communal tap more than 200m away or borehole more than 200m or access to a tanker at least once a week. 21.4% had access to borehole water and the majority (42.7%) had access to metered in-house supply or yard standpipe.



57.8% of those respondents that had access to water provision rated the service as “excellent”. 15.9% rated the service “average”. Those that rated the water as “poor” (26.3%) stated that it was because *“they did not get water everyday”, “the tap goes dry” or “they delivered water with a lorry only once a week”*.



Water bill understandable:

32.0% of the billable respondents (i.e. those with access to water and metered in-house supply or yard stand pipe) rated their water bill as “excellent” in terms of being clear and understandable (easy to read). 25.7% of these respondents rated their water bill as “poor” in terms of being understandable.

Water bill correctness:

27.5% of the billable respondents rated the correctness of their water bills as “excellent”. 28.9% of these respondents rated their water bill as “poor” in terms of correctness.

Efficiency of the municipality in dealing with an incorrect account:

In as far as an incorrect water account, 18.2% of the billable respondents rated the local municipality’s efficiency in dealing with the situation as “excellent”. 21.7% rated the municipality’s efficiency in dealing with an incorrect water account as “poor”.

Water infrastructure maintenance (no leaks or burst pipes):

31.8% of the billable respondents rated their local municipality’s maintenance of water infrastructure as “excellent”. 18.5% rated the municipality’s maintenance of water infrastructure as “poor”.

Frequency of water supply:

39.3% of the billable respondents rated the municipality’s frequency of water supply as “excellent”. 21.0% rated the frequency of water supply as “poor”.

Responsiveness of municipality to sort out problems – water:

22.6% of the billable respondents rated the municipality’s responsiveness to sort out water infrastructure problems as “excellent”. 26.1% of these respondents rated the municipality’s responsiveness to sort out water infrastructure problems as “poor”.

Housing:

The respondents that knew who the service provider for housing was, were more likely to identify their local municipality as the service provide for housing (78.9%). 5.7% of these respondents identified the District, 10.2% identified a sector department, 1.9% identified a Parastatal and 3.3% identified “other” service providers for housing.

Overall 43.9% of the respondents had access to housing. 60.7% of these respondents lived in either a rented or owned dwelling. 33.9% of these respondents rated the service level for housing quality at the level of RDP housing, whilst 5.4% rated the service level for housing quality at that of a shack.

71.3% of the respondents that had access to housing rated it “excellent”, with 12.5% rating the housing as “average” and 16.2% rating housing as “poor”. The reasons provided included “*house too small for family*” or maintenance problems (“*roof leaks during rainfall*”).

Sanitation:

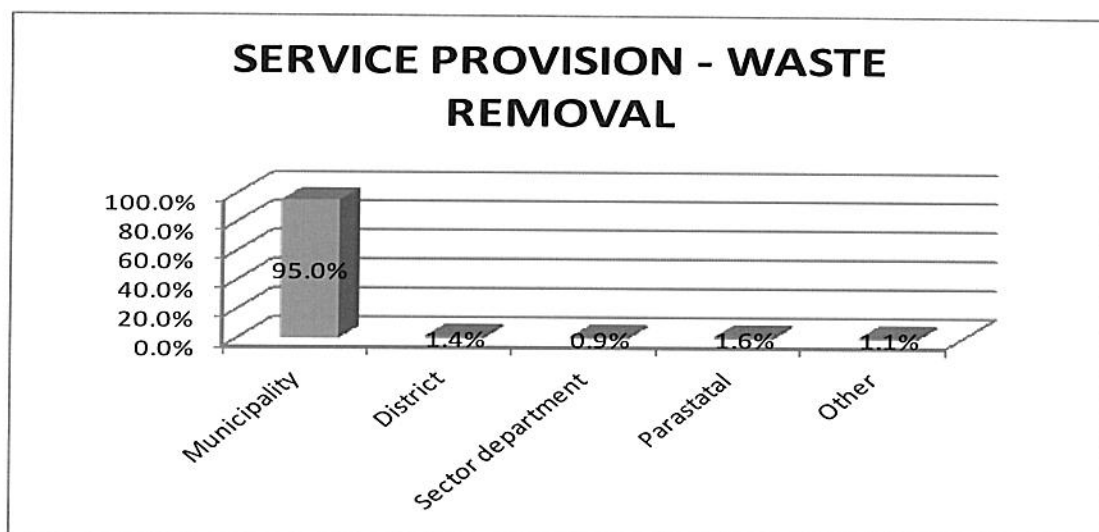
Of those respondents that knew who the service provider for sanitation was, the majority (85.6%) identified their local municipality, whilst 7.2% identified the District. 2.4% identified a sector department, 2.3% identified a Parastatal and 2.6% identified “other” service providers for sanitation services.

Only 38.6% of the respondents had access to sanitation. 40.6% of these respondents had a flush toilet (either waterborne or septic tank) in their households. Of the respondents who had access to sanitation, 40.5% used the bucket/pit toilet system (either communal or in yard), whilst the remainder (18.9%) used ventilated improved pit (VIP) toilets or chemical toilets (either communal or in yard).

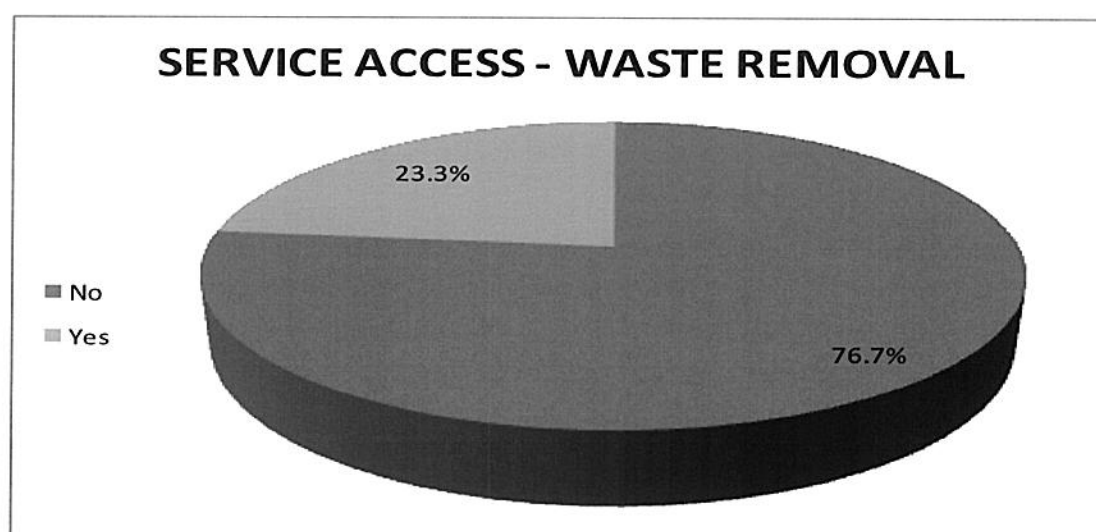
The majority (71.2%) of the respondents with access to sanitation rated the service as “excellent”. 11.2% rated the service as “average”, whilst 17.5% rated the service as “poor” because “*toilet smelt bad and was too close to the house*” or “*toilet has not been working since installation*”.

Waste removal:

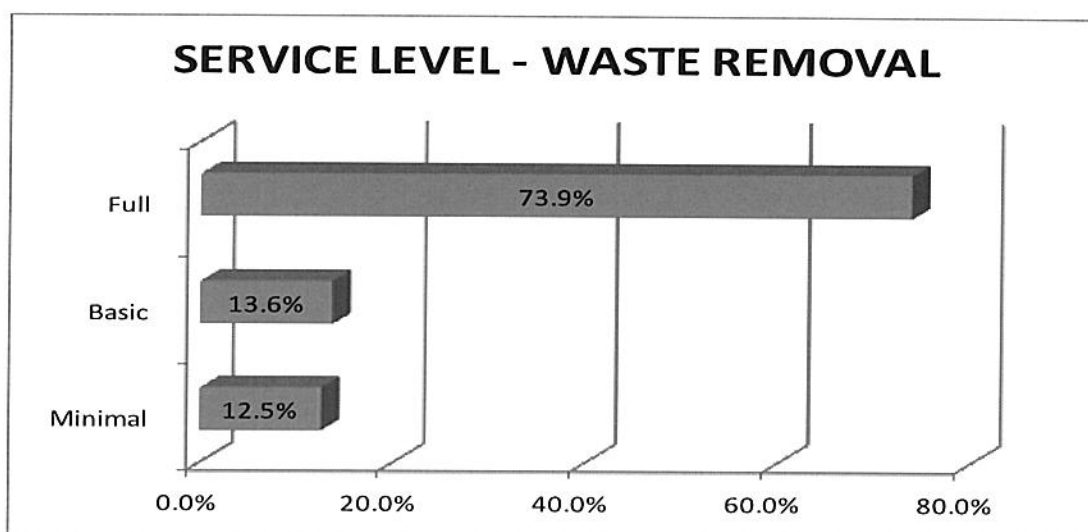
Across all the municipalities a very significant number of the respondents that knew who the service provider for waste removal was, (95.0%) identified the local municipality as the service provider. 1.4% associated the service with the District, 0.9% associated the service with a sector department, 1.6% with a Parastatal and 1.1% with “other” service providers.



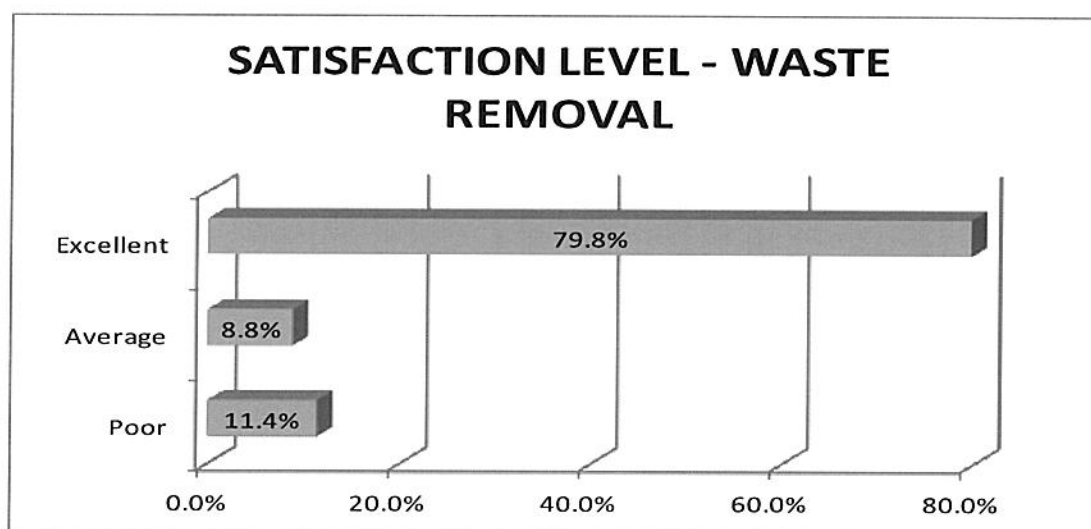
Only 23.3% of the respondents across all the municipalities had access to waste removal services. The majority (76.7%) did not have access to waste removal service.



Of those respondents that had access to waste removal, 73.9% of these respondents had access to regular weekly collection from their dwelling. 13.6% that had access to regular refuse removal from a communal collection point and 12.5% had no formal collection of refuse.



In terms of rating, 79.8% of the respondents that had access to waste removal, rated the service “excellent”. 8.8% rated the service as “average” and 11.4% rated it “poor” with reasons including “waste not being collected as frequently as it should be”.



Sanitation, waste and property rates bill understandable:

34.2% of the billable respondents (i.e. those who have access to waste removal and to regular weekly collection from dwelling) rated their waste (rates) bill as “excellent” in terms of being understandable (easy to read). 20.3% rated their waste bill as “poor” in terms of being understandable.

Sanitation, waste and property rates bill incorrectness:

In terms of correctness of the waste bill, 32.0% of the billable respondents rated the service as “excellent”. 20.7% rated their waste bill as “poor” in terms of correctness.

Efficiency of the municipality in dealing with an incorrect account:

22.0% of the billable respondents rated the local municipality’s efficiency in dealing with an incorrect waste bill as “excellent”. 17.6% of these respondents rated the municipality’s efficiency in dealing with an incorrect bill as “poor”.

Collection of waste regularly

40.7% of the billable respondents rated the local municipality’s regular collection of waste as “excellent”. Only 12.2% of these respondents rated the municipality’s collection of waste regularly as “poor”.

Frequency of collection of waste”

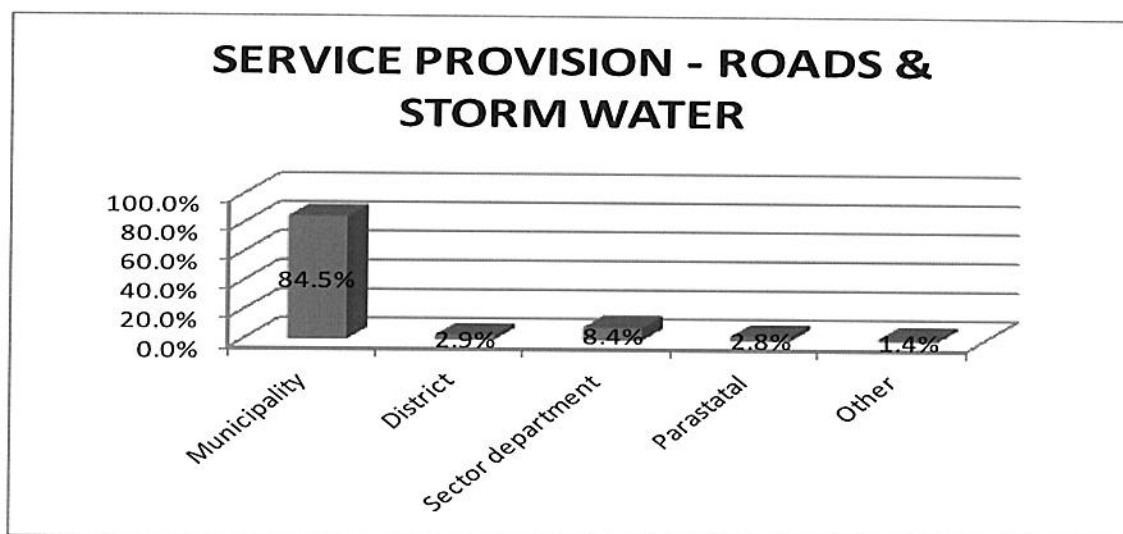
39.8% of the billable respondents rated the local municipality’s frequency of collection of waste as “excellent”. 13.7% of these respondents rated the service “poor”.

Responsiveness of municipality to sort out problems – waste

22.7% of the billable respondents rated the municipality’s responsiveness to sort out waste infrastructure problems as “excellent”. 21.3% rated the municipality’s responsiveness as “poor”

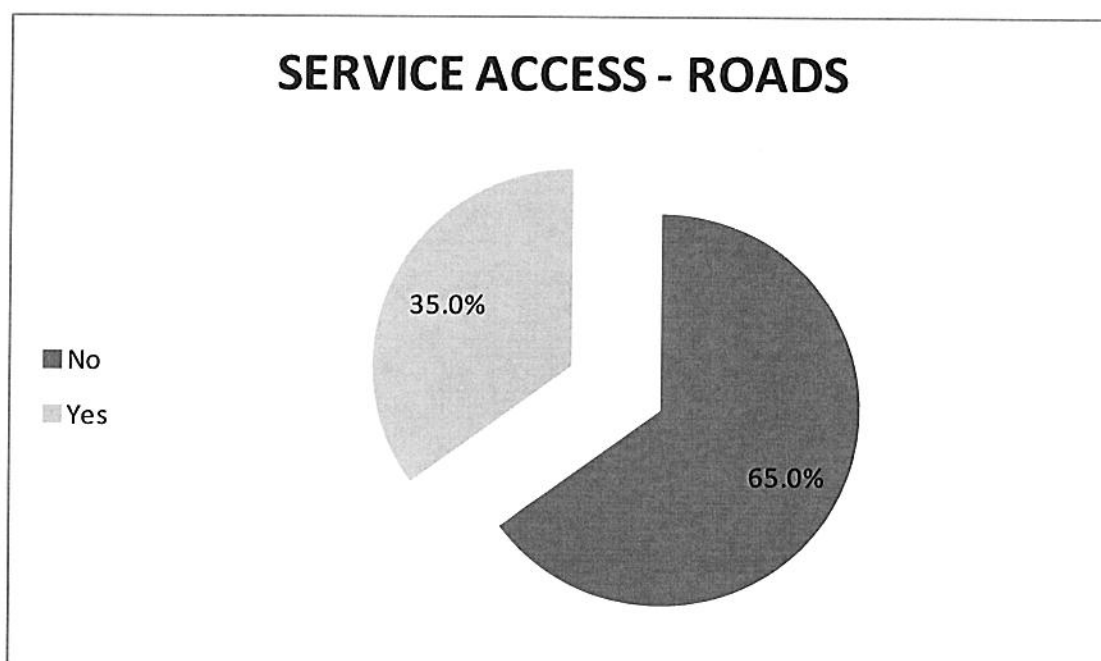
Roads and Storm Water

A significant majority (84.5%) the respondents that knew who the service provider for roads and storm water was, mentioned their local municipality as the service provider. 2.9% mentioned the District, whilst 8.4% mentioned a sector department, 2.8% a Parastatal and 1.4% mentioned “other” service providers for roads and storm water.

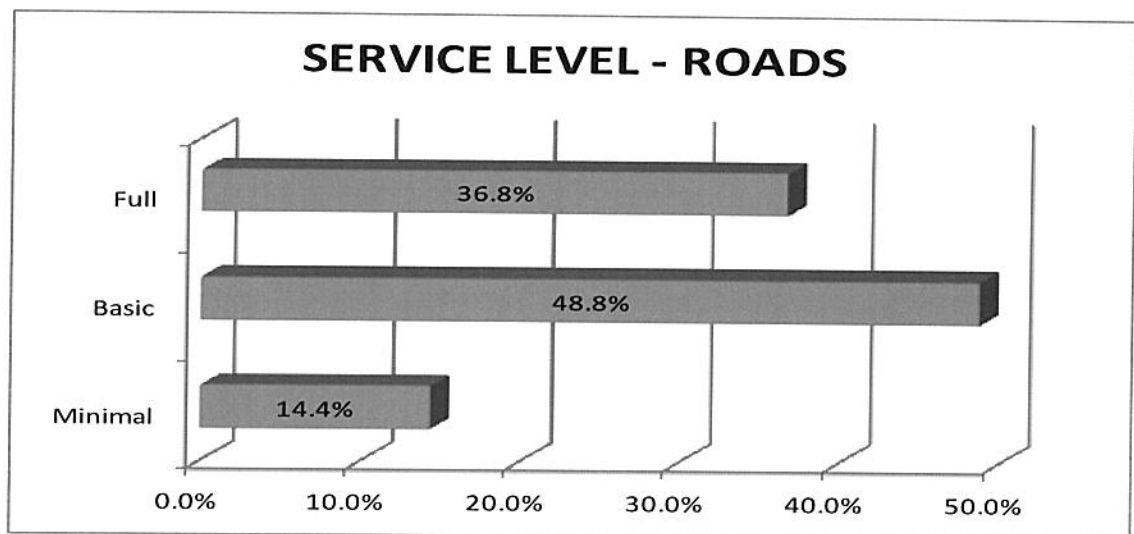


Roads:

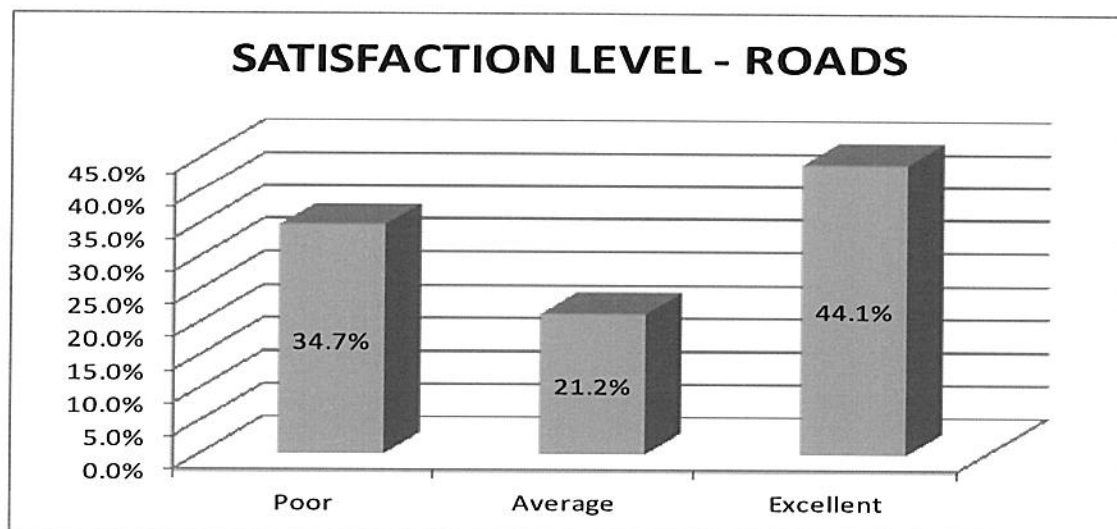
Only 35.0% of the respondents had access to a road (neighbourhood street) and the majority and the majority (65.0%) had no access to a road.



Of those respondents that said they had access to a road, 36.8% had access to a road most likely to be tarred or paved, 48.8% had access a gravel road, whilst 14.4% had access to paths or sand roads.

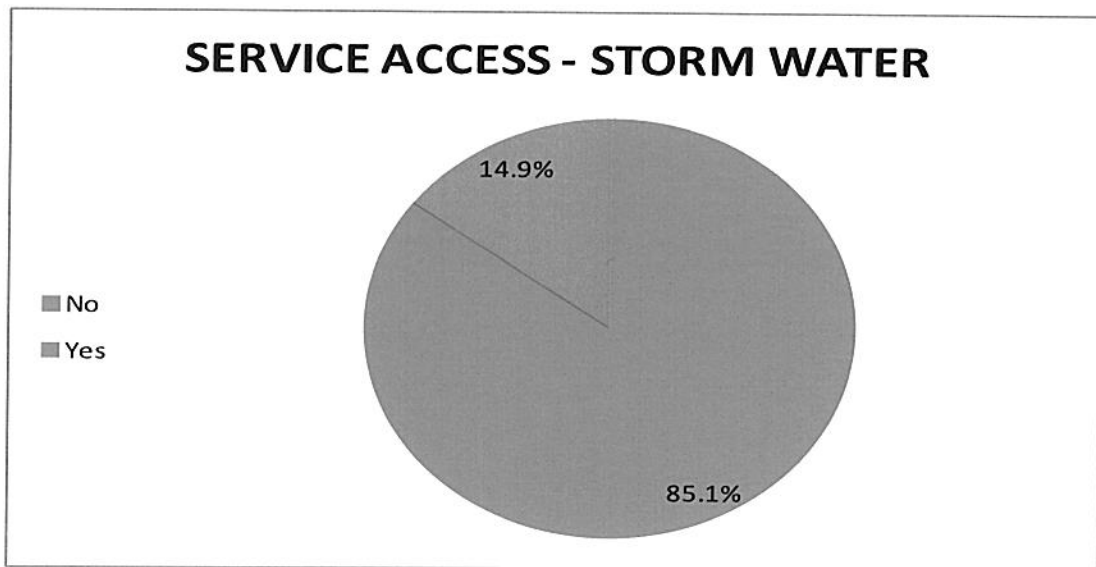


44.1% of the respondents that had access to roads, rated the roads as “excellent”. 21.2% rated the roads as “average” and 34.7% of these respondents rated the roads as “poor”. The reasons cited included “the roads were not paved” or “the roads had too many potholes”.

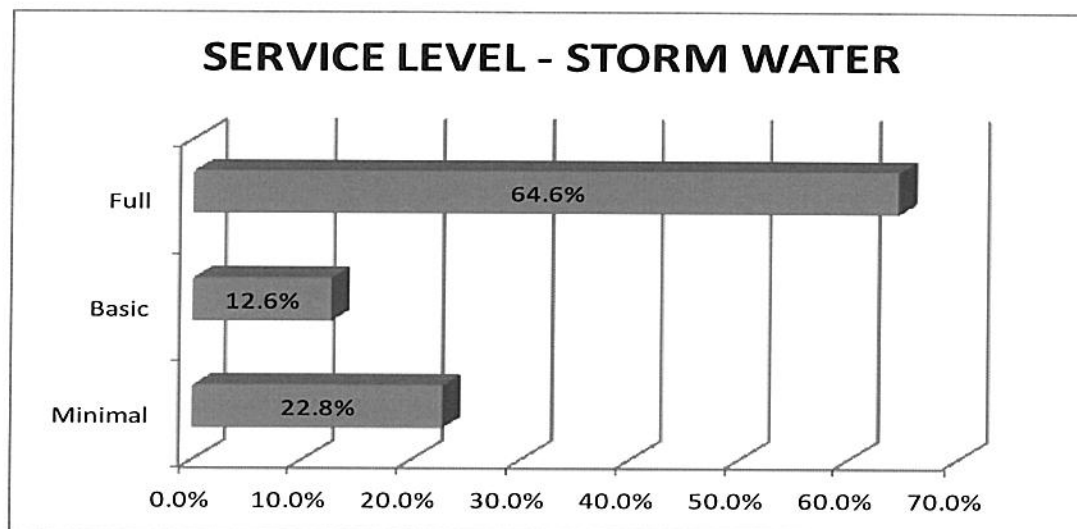


Storm Water:

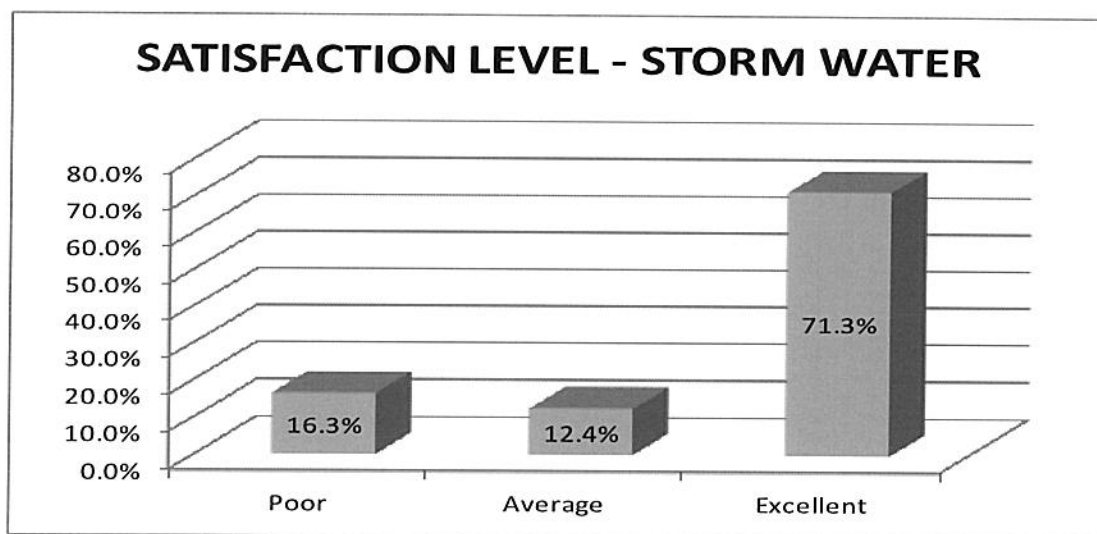
Only 14.9% of the respondents had access to a storm water system, with a significant 85.1% having no access to a storm water system.



64.6% of these respondents had access to a proper formal storm water drainage system with piping, 12.6% had access drainage ditches and 22.8% had no storm water drainage.

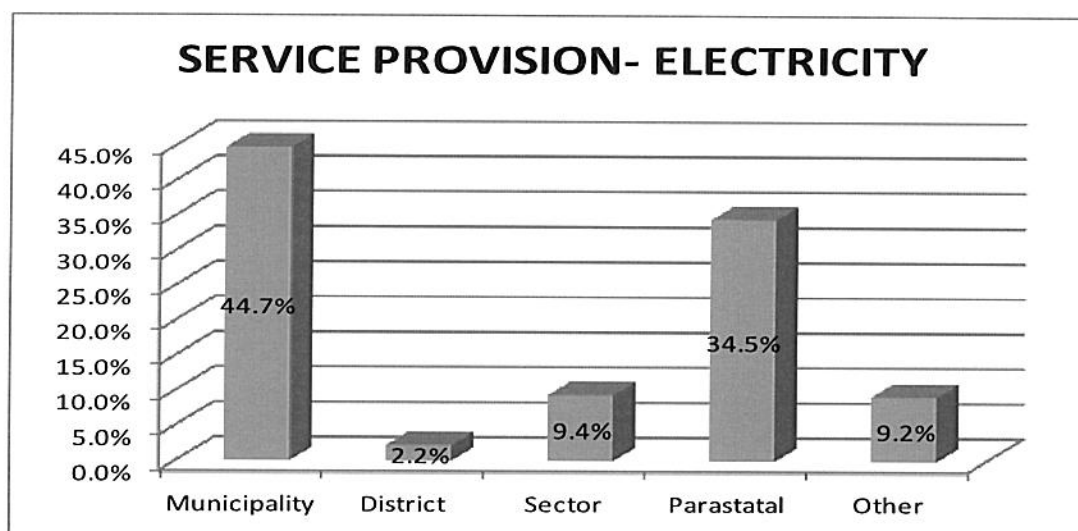


The majority (71.3%) of those that had access to a storm water system rated the system "excellent", with 12.4% rating the system as "average" and 16.3% rated it "poor".

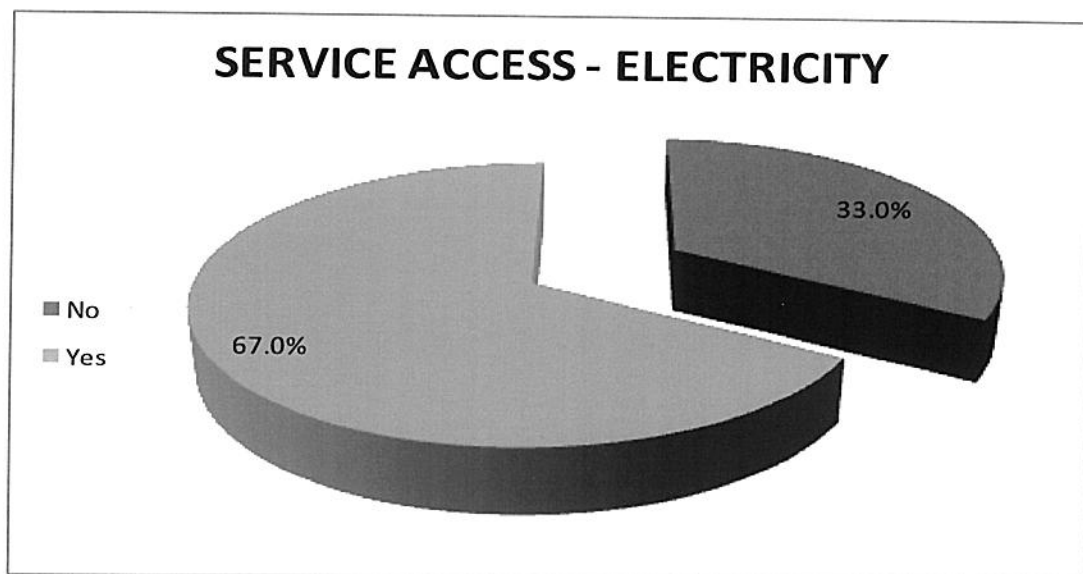


Electricity:

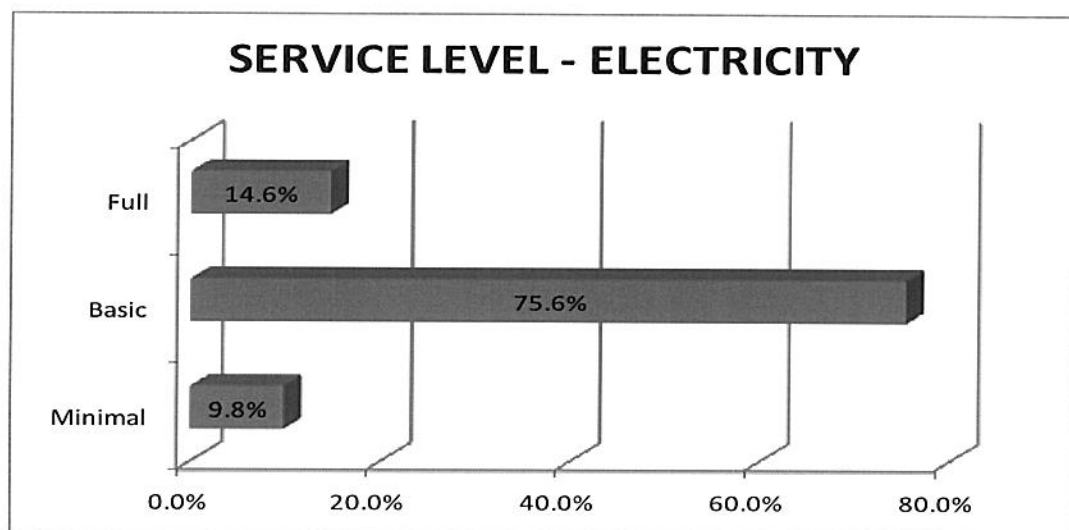
The majority (44.7%) of the respondents that knew who the service provider for electricity was, were most likely to mention their local municipality as the service provider for, whilst 34.5% mentioned a Parastatal. 9.4% mentioned a sector department, 2.2% the District and 9.2% mentioned "other" as the service provider for electricity.



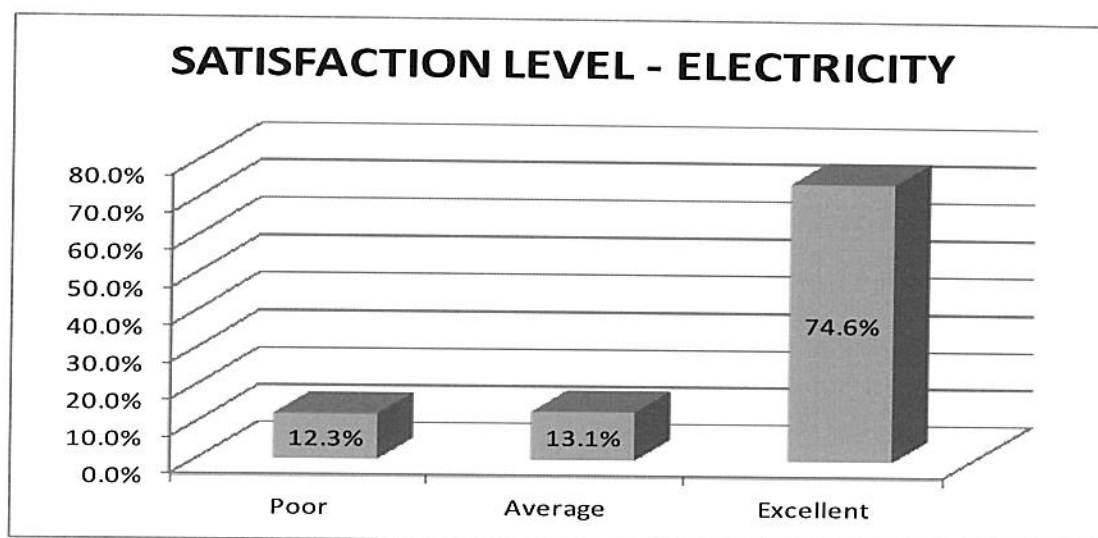
The majority (67.0%) of the respondents across all the municipalities had access to electricity, with just 33.0% not having access



Of the respondents that had access to electricity, only 14.6% had normal metered electricity (not pre-paid), whilst 75.6% were using a pre-paid meter and 9.8% were receiving free basic electricity (50KW per month per household).



74.6% of those who had access to electricity rated it "excellent". 13.1% rated the electricity as "average". 12.3% that rated it "poor" did so because they felt that *"the tariffs were too high"*.



Electricity bill understandable:

39.0% of the billable respondents (i.e. those who had access to electricity and had normal metered electricity (not pre-paid)), rated their electricity bill as “excellent” in terms of being understandable (easy to read). 26.0% of these respondents their electricity bill as “poor” in terms of being understandable.

Electricity bill correctness:

36.1% of the billable respondents rated the correctness of their electricity bills as “excellent”, whilst 28.5% rated the correctness of their electricity bill as “poor”.

Efficiency of the municipality in dealing with an incorrect account:

20.1% of the billable respondents rated the municipality’s ability to deal efficiently with an incorrect electricity bill as ‘excellent’. 24.7% of these respondents rated the service as “poor”.

Electricity infrastructure maintenance (electricity lines, transformers etc.):

42.2% of the billable respondents rated the municipality’s maintenance of electricity infrastructure as “excellent”, whilst 22.1% rated the service as “poor”.

Electricity interruptions and frequency of power supply:

32.2% of the billable respondents rated the municipality's electricity interruptions and frequency of power supply as "excellent", whilst 25.6% of these respondents rated the service as "poor".

Responsiveness of municipality to sort out problems – electricity:

25.3% of the billable respondents rated the municipality's responsiveness to electricity problems as 'excellent'. 30.1% of these respondents rated the municipality's responsiveness as "poor".

Streetlights:

Only 19.1% of the respondents across all the municipalities had access to street lighting. 59.0% of these respondents had street pole lighting, whilst 22.9% had high mast lighting within 300m radius of their household and 18.1% had a high mast more than 300m from their households.

75.9% of those that had access to street lighting rated the service "excellent", whilst only 10.9% rated the service "average". Those (13.2%) that rated it "poor", cited reasons such as *"the street lights were dim and far"* or *"sometimes the globes switch off"*.

Health:

37.6% of the respondents that knew who provides health services, mentioned the local municipality as the service provider for health. 23.8% of these respondents mentioned the District, 23.5% mentioned a sector department, 2.4% mentioned a Parastatal and 12.7% mentioned "other" service providers for health.

The majority (59.3%) of the respondents had access to health services. Of those that had access to a health facility, 55.8% said the nearest clinic was within 5 kilometres of their households, whilst 22.8% said the nearest clinic was between 5 kilometres – 10 kilometres from their households, 21.4% lived over 10 kilometres away from the nearest clinic.

In terms of rating, 69.1% of the respondents that had access to a health facility rated the facility as "excellent", whilst 15.4% rated the facility "average". The 15.5% of these respondents that rated it "poor" cited reasons such as *"clinics have no medication"*, *"clinics do not have enough space"*, *"long queues"* or that *"staff were unfriendly"*.

Education:

31.0% of those respondents that knew who the service provider for education was, mentioned the local municipality as the service provider for education. 27.9% mentioned the District, 27.5% mentioned a sector department, 1.6% mentioned a Parastatal and 12.0% mentioned “other” service providers for education.

In terms of access, 70.4% of the respondents had access to an education facility. 64.3% of these respondents said they had access to an education facility within 5km of their households, whilst 21.2% had access to a facility between 5km and 10km within their household and 14.5% said the nearest school was over 10km from their household.

Of the respondents who had access to an education facility, 82.9% rated the facility as ‘excellent’, whilst 9.8% rated it “average” and 7.3% rated it “poor” citing reasons such as “*not enough teachers*”, “*most schools have one class of English and whole classes of Afrikaans*” or “*need libraries in schools*”.

*Community Services***Community halls and recreation centres:**

24.7% of the respondents had access to a community hall/recreation centre.

In terms of usage, 44.4% of the respondents visited a community hall/recreation centre weekly, 26.3% visited the facilities monthly, 10.1% visited such facilities once a year, 3.6% less than once a year and 15.6% had never visited a community hall/recreation centre.

47.6% of those that had access to community halls/recreation centres rated them “excellent” whilst 17.4% rated them “poor”.

Fire and ambulance services:

33.8% of the respondents had access to fire and ambulance services. 39.5% of these respondents used the facilities at least every week, whilst 18.2% used the facilities monthly, 16.7% used the facilities once a year, 7.0% less than once a year and 18.6% said they have never used the facilities.

In terms of rating, 44.2% of those who had access to fire and ambulance services rated the services as ‘excellent’, whilst 15.0% of those respondents rated the services as “poor”.

Grass cutting:

Only 15.8% of the respondents had access to grass cutting. 49.2% of these respondents said that grass cutting occurs on a weekly basis, whilst 27.3% said the service is provided on a monthly basis, 10.8% said the service is provided once a year, 8.0% less than once a year and 4.7% of the respondents said they had never seen any grass cutting.

53.1% of those who had access to grass cutting services, rated the service “excellent”, whilst 12.0% rated the service “poor”.

Public transport (bus services):

61.2% of the respondents had access to public transport (bus services).

In term of utilization, 76.1% of these respondents used bus services on a weekly basis, whilst 16.7% said they used bus services on a monthly basis, 3.0% used bus services once a year, 1.3% less than once a year and 2.9% said they had never used bus services.

Of the respondents that had access to bus services, 51.9% rated the service “excellent” whilst 16.6% rated the service “poor”.

Municipal cemeteries:

34.7% of the respondents had access to municipal cemeteries. 59.0% used the facilities on a weekly basis, with 23.9% on a monthly basis, 7.0% once a year, 3.4% less than once a year and 6.7% never having used the facilities.

In terms of rating, those who had access the municipal cemeteries, 43.9% rated the facilities “excellent”, whilst 14.9% rated the facilities “poor”.

Municipal clinics:

35.5% of the respondents had access to a municipal clinic, with 45.1% utilizing the facilities on a weekly basis, 38.4% on a monthly basis, 8.6% once a year, 2.1% less than once a year and 5.8% never having used such facilities.

In terms of rating, 39.2% of those respondents that had access to a municipal clinic, rated the facility “excellent”, whilst 17.1% rated the facility “poor”.

Municipal museums:

Only 8.0% of the respondents had access to a municipality museum. 47.5% of these respondents said they visited the facilities weekly, 20.5% visited the facilities on a monthly basis, 17.8% once a year, 5.1% less than once a year and 9.1% said they had never visited such facilities.

63.0% of these respondents rated the facilities “excellent”, whilst 17.8% rated the facilities “poor”.

Parks:

Only 13.5% of the respondents had access to municipality parks. 57.4% of these respondents said they utilized these facilities weekly, whilst 28.7% used the parks on a monthly basis, 7.0% utilized the facilities once a year, 2.0% less than once a year and 5.0% said they had never utilized the facilities.

In terms of rating, 46.2% of the respondents that had access rated the municipality parks “excellent”, whilst 11.4% rated them “poor”.

Pedestrian walkways:

Only 16.8% of the respondents said they have access to pedestrian walkways. 79.7% of these respondents said they utilized the walkways weekly, 14.5% utilized the walkways on a monthly basis, 3.4% once a year, 1.0% less than once a year and 1.4% said they have never used pedestrian walkways.

46.6% of the respondents that had access to pedestrian walkways rated them “excellent”, whilst 16.9% rated them “poor”.

Public libraries:

Only 15.9% of the respondents had access to public libraries. 56.7% of these respondents said they used libraries on a weekly basis, 29.5% said they visited libraries monthly, 5.9% used the libraries once a year, 1.5% less than once a year and 6.4% said they have never visited a public library.

In terms of rating, 54.2% of the respondents that had access to public libraries rated them “excellent”, whilst 12.5% rated them “poor”.

Public sports facilities (eg. soccer fields etc.)

32.4% of the respondents had access to public sports facilities. 64.8% of these respondents said they utilized the facilities weekly, 15.3% utilized the facilities monthly, 6.3% once a year, 1.6% utilized the facilities less than once a year and 12.1% said they had never used public sporting facilities.

43.9% of those that had access to public sports facilities, rated them ‘excellent’, and 18.0% rated the public sports facilities “poor”.

Public toilets:

Only 12.5% of the respondents had access to public toilets. 58.6% of these respondents said they utilized the toilets weekly, 18.0% monthly, 6.0% once a year, 4.5% less than once a year and 12.9% said they have never utilized public toilets.

In terms of rating 43.8% of the respondents that had access to public toilets rated them “excellent” and 24.2% rated them “average” with none rating the public toilets “poor”.

Road maintenance (eg. pothole repairs, signage)

22.0% of the respondents said they had seen roads being maintained. 39.0% said the maintenance occurred weekly, whilst 17.7% said the maintenance occurred monthly, 26.3% said the maintenance occurs once a year, 10.5% said it occurred less than once a year and 6.5% said they have never seen any maintenance of roads. 39.8% of those that had seen roads being maintained rated the service “excellent”, whilst 20.9% rated it “poor”.

Social housing:

Only 14.9% of the respondents had access to social housing. 43.4% of these respondents rated the houses “excellent” with 17.2% rating them “poor”.

Street sweeping and litter control:

15.5% of the respondents said they have seen municipality street sweeping and litter control. 59.7% of these respondents said the street sweeping and litter control occurs weekly, 22.7% said it occurred on a monthly basis, 4.8% said it occurs once a year, 7.6% said that it occurred less than once a year and 5.2% said that the service never takes place. Of those that had seen street sweeping and litter control, 51.4% rated it 'excellent' whilst 13.0% rated it "poor".

Traffic lights:

Only 10.2% of the respondents had access to traffic lights. 76.1% of these respondents said they used traffic lights weekly, 16.1% monthly, 1.1% once a year, 0.5% less than once a year and 6.3% said they have never used traffic lights.

Of those that had access to traffic lights, 57.4% rated them "excellent" whilst 10.8% rated them "poor".

Thusong Centres:

Only 7.9% respondents had access to Thusong centres. 58.4% said they utilized the facilities on a weekly basis, 14.2% made use of the centres on a monthly basis, 8.4% once a year, 1.4% less than once a year and 17.6% said they had never made use of the centres.

55.4% of these respondents rated the centres "excellent", whilst 15.5% rated the centres "poor".

Other Youth Centres (not Thusong Centres):

10.0% of the respondents said they had access to other youth centres (not Thusong Centres). 53.3% of these respondents made use of the youth centres on a weekly basis, 16.8% made use of the youth centres monthly, 7.8% once a year, 1.3% less than once a year and 21.0% said they have never used these youth centres. In terms of rating 49.8% of these respondents rated the centres "excellent" whilst 17.3% rated them "poor".

Public Safety and by-law enforcement

Safety in municipality area:

39.5% of the respondents rated their safety in their local municipality area as “unsafe”. 30.4% of the respondents rated their safety in their municipality area as “safe”.

Safety after dark:

61.6% of the respondents across the municipalities rated their safety after dark as “unsafe”. 18.7% of the respondents rated their safety after dark as “safe”.

Safety in town:

40.7% of the respondents rated their safety in their towns as “unsafe”. 33.6% rated their safety in town as “safe”.

Safety in neighbourhood:

40.9% of the respondents rated the safety in their neighbourhood as “unsafe”. Only 29.6% of the respondents rated their safety in their neighbourhoods as “safe”.

Building by-law control:

29.5% of the respondents rated the control of by-laws by law enforcement as “poor”. Only 12.9% rated the service as “excellent”.

Squatting control:

31.4% of the respondents rated the control of squatting by law enforcement as “poor”. 11.8% of the respondents rated the control of squatting by law enforcement as “excellent”.

Land invasion control:

30.5% of the respondents rated the control of land invasion by law enforcement as “poor”. 11.3% of the respondents rated the control of land invasion by law enforcement as “excellent”.

Street trade control:

30.8% of the respondents rated the control of street trading by law enforcement as “poor”, whilst 13.5% of the respondents rated the service as ‘excellent’.

Dumping control:

39.0% of the respondents rated the control of dumping by law enforcement as “poor”. 11.0% of the respondents rated the service “excellent”.

Electricity connection control:

32.0% of the respondents rated the control of illegal electricity connection by law enforcement as “poor”, whilst 15.4% of the respondents rated the service as ‘excellent’.

Land use control:

32.0% of the respondents rated the control of land use by law enforcement as “poor”, whilst 12.5% rated the service as “excellent”.

Water connection control:

31.9% of the respondents rated the control of water connection by law enforcement as “poor”. 12.3% of the respondents rated the service as “excellent”.

Traffic control satisfaction:

29.8% of the respondents rated traffic control by law enforcement as “poor”, whilst only 16.6% of the respondents rated traffic control by law enforcement as ‘excellent’.

Police service satisfaction:

34.8% of the respondents rated the police services as “poor”. 26.2% of the respondents rated the service as “excellent”.

Access to police services:

52.1% of the respondents lived over 10 kilometres away from the nearest police station, 21.2% lived somewhere between 5 kilometres to 10 kilometres of the nearest police station. 26.7% of the respondents lived within 5kms of the nearest police station.

Access to fire station:

72.4% of the respondents lived over 10 kilometres from the nearest fire department, whilst 11.7% lived somewhere between 5 kilometres to 10 kilometres of the nearest fire department. 15.9% of the respondents lived within 5kms of the nearest fire department.

Billing and Payments

ATM and Internet:

Of the respondents that use an ATM or the internet to pay for their accounts, 20.0% were totally satisfied with this payment channel, whilst 15.6% were totally dissatisfied with this payment channel.

Retail outlets (Pick 'n Pay, Post Office etc.):

25.7% of the respondents that pay for their municipal services through retail outlets were totally satisfied with this payment channel, whilst 11.4% were totally dissatisfied.

Council pay points (in offices):

20.3% of the respondents that pay for services at the council pay points were totally satisfied with this payment channel, with 13.6% of these respondents totally dissatisfied with this payment channel.

Vending machines:

15.11% of the respondents that pay for services using vending machines were totally satisfied with this payment channel, with 14.2% of these respondents totally dissatisfied with this payment channel.

Beneficiary list:

Only 33.2% of the respondents across all the municipalities were aware of the beneficiary list. 39.1% of those who are aware of the beneficiary list were totally satisfied with the beneficiary list, whilst 23.0% were totally dissatisfied.

Complaints and reporting

Contact with local municipality:

Only 24.3% of the respondents across all the municipalities had been in contact with their municipality in the past 12 months for any reason other than making a complaint. 29.0% of these respondents were totally satisfied with how the enquiry was handled, with 35.7% totally dissatisfied.

Complaints system:

32.5% of the respondents believe their municipality has a functional accessible complaints system. 41.4% of the respondents that are aware of such a system have lodged a complaint with the municipality over the past 12 month. 31.4% of these respondents rated the system as “excellent” with 39.1% rating it as “poor”.

Presidential hotline:

Only 20.1% of the respondents were aware of and knew the toll free Presidential hotline.

Reporting crime:

64.5% of the respondents were aware of and knew the toll free number to report crime.

Reporting corruption:

33.0% of the respondents were aware of and knew the toll free number to report corruption.

Communication

Communication from the local municipality:

The majority (43.6%) of the respondents across the municipalities received information from the local municipality through their ward councillors. 40.9% received information through the radio, whilst 23.3% received information from the local news, 22.5% through newspapers, 9.2% by notices in mailboxes at home and 9.0% of the respondents received municipality information through “other” means.

14.3% of the respondents said had never received any communication from their local municipality.

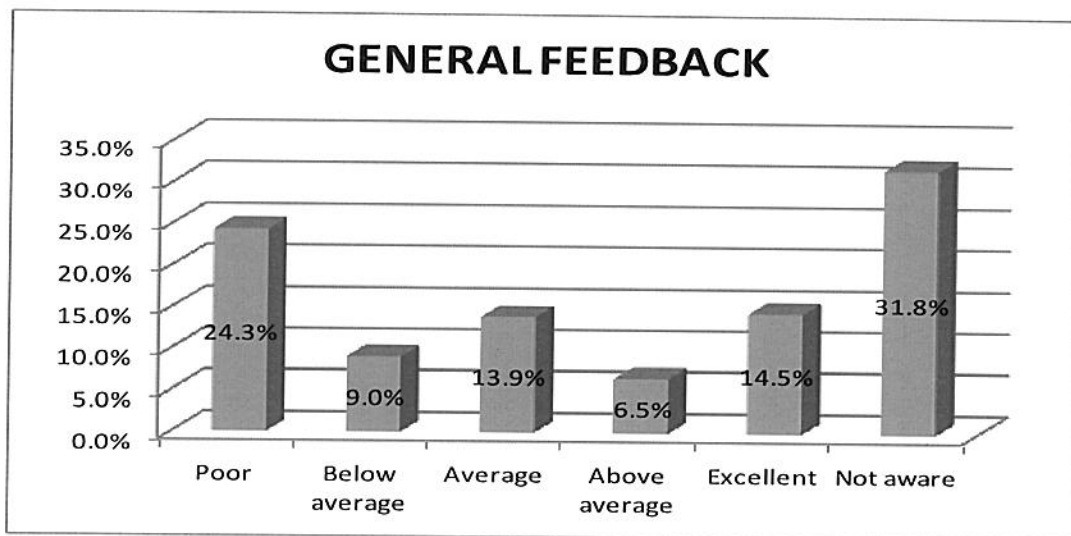
How do you get/receive information from the municipality?	Result
Ward councillor	43.6%
Radio	40.9%
Local news	23.3%
Newspaper	22.5%
No communication has ever been received	14.3%
Notices in mail box at home	9.2%
Other	9.0%

Issues/Policies/Activities:

15.5% of the respondents in all the municipalities rated their municipality’s effectiveness in communicating issues/policies/activities as “excellent”. 22.0% of the respondents rated the municipality “poor” in terms of effectively communicating the above.

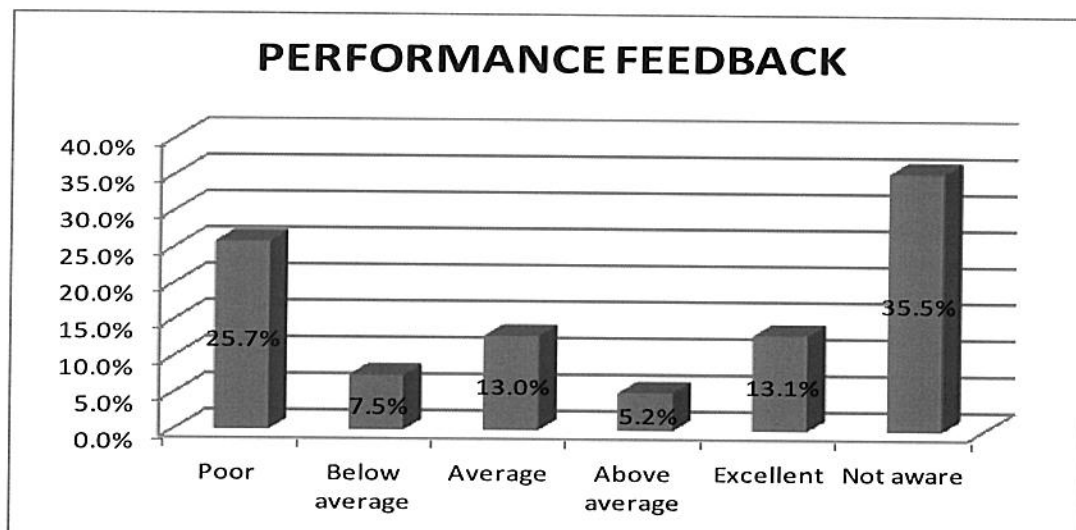
General feedback:

14.5% of the respondents in all the municipalities rated their municipality “excellent” in terms of effectiveness in communicating general feedback. 29.4% of the respondents rated their municipality “average” and 24.3% rated the municipality “poor”. 31.8% were unaware of any communication with regard to general feedback by their municipality.



Performance feedback:

13.1% of the respondents rated their municipality “excellent” in terms of effectiveness of communicating performance feedback, 25.7% of the respondents rated their municipality “average”, whilst 25.7% rated it “poor”. 35.4% of the respondents were unaware of any communication by their municipality with regard to performance feedback.



Encouraging participation by residents:

Only 13.4% of the respondents in all the municipalities rated the municipality “excellent” in terms of encouraging participation when it is time for budget, tariffs and planning in their area. 24.1% of the respondents rated their municipality “poor” in terms of encouraging participation by residents.

Opportunity to participate:

Only 12.8% of the respondents rated their municipality “excellent” in terms of giving citizens an opportunity to participate when it comes to budget, tariffs and planning in the area. 23.8% rated their municipality “average” and 26.0% of the respondents rated their municipality “poor”. 37.4% were not aware of their municipality giving citizens the opportunity to participate when it comes to budget, tariffs and planning in the area.



Consultative process involvement:

Only 23.1% of the respondents across all the municipalities had been involved in an area consultative process in the past 12 months

Local Economic Development

LED programmes:

Only 21.1% of the respondents across all the municipalities were aware of some SMME or BEE programme implemented in their area.

LED Job Opportunities:

78.2% of the respondents that are aware of some SMME or BEE programme implemented in the area, were also aware of job opportunities created through the SMME or the BEE programme.

LED Municipal Support:

33.4% of the respondents that were aware of some SMME or BEE programme implemented in their area, rated the municipality's support for LED programmes as "good".

Sector Department Programmes:

23.1% of the respondents were aware of some form of municipal or sector department programmes that were implemented in the area.

Sector Department Programmes Job Opportunities:

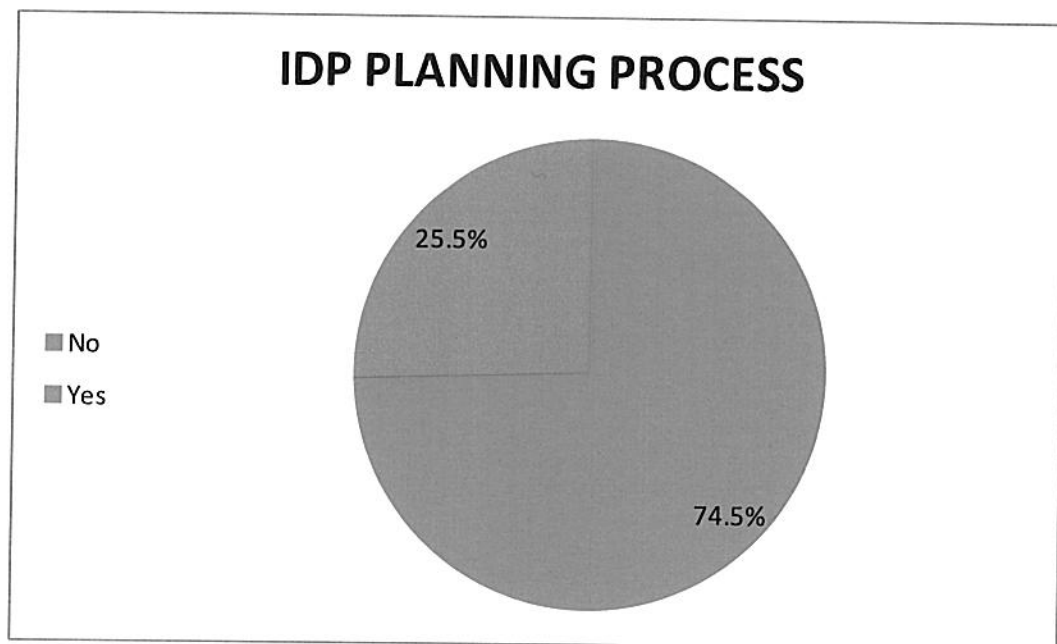
84.0% of the respondents that were aware of some municipal or sector department programmes implemented in their area, were also aware of job opportunities created through the sector department programmes.

Public/Private partnerships:

Only 16.6% of the respondents rated public/private partnerships as "good", with 28.3% rating the partnership as "poor".

IDP Planning Process Awareness:

Only 25.5% of the respondents across all the municipalities were aware of the IDP planning process being implemented in their area, with the majority (74.5%) not aware of the process.



Tender Process Awareness:

Only 20.6% of the respondents in across all the municipalities knew the procurement/tender processes/criteria implemented in their municipality.

2.1.1.4 Future Priorities

Spontaneous mention: At a spontaneous level, the respondents were most likely to mention Water (60.0%), Road infrastructure (58.1%), Unemployment (37.3%), Education (23.5%), and Crime and corruption (22.5%) as the top priorities that the municipalities need to address during the next 12 months

Top 5 priorities that urgently need to be addressed during the next twelve months?	Result
1. Water	60.0%
2. Road infrastructure	58.1%
3. Unemployment	37.3%
4. Education	23.5%
5. Crime and corruption	22.5%
6. Housing	21.7%
7. Electricity	21.3%
8. Sanitation and refuse collection	20.7%
9. Streetlights	18.5%
10. Public facilities	17.5%
11. Health care system	16.1%
12. Social development	7.5%
13. Transport	3.3%

Aided mention: At an aided level, Access to basic service (65.2%), Crime (50.4%), Unemployment (48.2%), Health care (45.0%) and Education (42.7%), were the top priorities mentioned across all the municipalities.

Top priorities to be addressed by the municipalities over the next twelve months	Result
1. Access to basic services like water/toilets/electricity/refuse collection	65.2%
2. Crime	50.4%
3. Unemployment	48.2%
4. Health care (e.g., clinics, hospitals)	45.0%
5. Education	42.7%
6. Housing	39.4%
7. Corruption	32.2%
8. Nepotism	31.9%
9. Public transport	29.6%
10. Economic development	28.1%
11. Environmental protection (e.g., littering, noise/water/air pollution)	22.9%
12. Road infrastructure	22.1%
13. Street lights	21.4%
14. HIV/AIDS	14.6%
15. Small business development	14.4%
16. Disaster management	5.8%

3 Conclusions and recommendations:

Demographic profile:

The majority of the respondents lived in rural areas, followed by those living in formal settlements (i.e. formal townships and suburbs). In the formal settlements it is expected that citizens will have a higher access to services than in the rural areas and in the informal settlements.

The majority of the respondents were black in line with the demographic profile of the province.

The gender profile of our sample reflected that of the Limpopo province as per the TOR. The majority of the respondents had completed Grade 12 (Standard 10). We believe that the questions asked in the survey were therefore clearly understood and interpreted in the correct manner by the majority of those sampled.

The majority of the respondents were youth (i.e. those aged 35 and below). This is consistent with the fact that the majority of those sampled were unemployed, with a significant proportion of these individuals living off government grants. High youth unemployment is an acute macro-economic challenge facing the country and requires strategies and initiatives beyond the scope of this exercise. That being said, it presents opportunities to be addressed through a well-designed LED strategy that seeks to optimize the productive capacity of the local economy, and hence effectively deal with job creation and poverty alleviation at the local level.

General Perceptions of local municipalities:

Municipality in general:

The majority of the respondents had been living in their respective municipal areas for longer than 5 years. There seems (as per our findings) to be a positive correlation between the length of the period the individual has been living in the area, and knowing their ward councilors. However, there seems to be a detachment between the citizens and the municipality. This extends to the accessibility of municipal buildings as well and in particular the accessibility of the buildings by the elderly and the disabled.

The municipal staff were rated “average” overall, with only the attributes “ability to speak all languages” and “working hours” attaining an overall “good” rating.

Service delivery:

Only a small proportion of the respondents rated their municipality “good” in terms of the current service delivery performance, whilst the majority felt that service delivery was neither good nor bad. Similarly not many felt that service delivery was improving, with a fairly significant proportion feeling that it had actually deteriorated over the past twelve month.

In terms of confidence in the municipality, the majority of the respondents were not sure if their local municipality was providing its citizens with a good quality of life compared to other municipalities.

Attitudes to Municipal Services:

Basic Household Services:

On average, less than half of the respondents knew who provided the different basic services together with the other services included in the survey. This signified a general sense of indifference and apathy towards the services provided and the relevant service providers.

1. Water

The respondents in the survey that knew who the service provider for water was, were more likely to mention the local municipality. About half of the respondents had access to water provision and just under half of these respondents, had access to metered in-house supply or yard standpipe.

In terms of rating water provision, generally the respondents gave the service an “excellent” rating. Those that rated the service “poor” complained amongst other things, about the general lack of consistency in water provision. In line with that, the frequency of water supply was rated as “average”.

Overall the maintenance of water infrastructure by the municipalities (i.e. no leaks or burst water pipes) and the responsiveness of the municipality to sort out water provision problems were rated as “average” by the majority of the respondents.

On the billing side, the majority of the billable respondents were not entirely happy (rated “average”) with the water bill both in terms of being easy to read and its correctness. The tariffs on water provision were also seen as “too high”.

2. Housing

The majority of the respondents associated the local municipality with the provision of housing. About one-tenth of the respondents lived in RDP houses. Generally housing quality was rated as “excellent”.

3. Sanitation

The majority of the respondents were more likely to associate the provision of sanitation services with their local municipality. Just over a third of the respondents had access to sanitation services. The proportion of these respondents that had access to a flush toilet (either waterborne or septic tank) almost equaled that of those that used a bucket/pit toilet system. Access to and usage of VIP/chemical toilets (either communal or in yard) was fairly low, in spite of the fact that the survey covered mostly rural areas and these toilets had been designed for the rural and peri-urban communities.

In terms of rating, those that had access to sanitation, rated the service ‘excellent’.

4. Waste removal

The majority of the respondents associated the provision of waste removal services with their local municipality. Similar to sanitation services, a very low proportion of the respondents had access to waste removal services. Of those that had access, the majority enjoyed regular weekly collection of waste from own dwelling and hence rated the service “excellent”.

Generally the frequency of waste collection and the municipalities’ responsiveness to waste collection problems were rated “average”.

In terms of billing, the majority rated the sanitation, waste and property rates bill as “average” in terms of being easy to read and its correctness.

5. Roads and Storm Water

The majority of the respondents associated the provision of a roads and storm water system with their local municipality.

Roads:

About a third of the respondents had access to a road (neighbourhood street), the majority of which had access to a gravel road. A sizable proportion of these individuals rated the roads as “poor”.

Storm Water:

The majority of the respondents had no access to a storm water system. Of those that had access, the majority enjoyed proper formal storm water drainage with piping. To this end the system was generally rated “excellent”.

6. Electricity

Although the majority of the respondents mentioned their local municipality as the service provider for electricity, a significant proportion mentioned a Parastatal. Unlike the other services surveyed, the majority of the respondents had access to electricity. A small proportion of these respondents had access to normal metered electricity, with an even smaller proportion receiving free basic electricity (50kW per month per household). The majority had access to pre-paid electricity.

Generally the municipalities’ maintenance of electricity infrastructure (electricity lines, transformers etc.) and the frequency of supply with no interruptions were rated “excellent”. However, the municipalities’ responsiveness to electricity problems received an overall “poor” rating.

The majority of the billable respondents rated their electricity bill “excellent” in terms of being easy to read and its correctness. In terms of overall rating, the majority rated the service “excellent”.

7. Street lights

A very low proportion of the respondents had access to street lighting, the majority of which had access to street pole lighting. The service was generally rated “excellent” by those that had access.

8. Health

The respondents were equally likely to mention their local municipality, the District or sector departments as service providers for health. Just like electricity, the majority of the respondents had access to a health facility. Generally respondents lived within 5 kilometers of the nearest clinic.

In terms of rating, the majority rated health services “excellent”.

9. Education

Just as with health, the respondents were equally likely to mention their local municipality, the District or sector departments as service providers for education. A significant majority of the respondents had access to education, and with the education facility within 5 kilometers of their households. In terms of rating, the education facilities were generally rated “excellent”.

Community Services:

High access and high usage services or facilities:

- Public transport (bus services)

Medium access and medium usage services or facilities:

- Community halls/recreation centers
- Fire and ambulance services
- Municipal cemeteries
- Municipal clinics
- Public sports facilities
- Road maintenance

Low access and low/medium usage:

- Grass cutting
- Traffic lights
- Parks
- Pedestrian walkways
- Public libraries
- Public toilets
- Social housing
- Street sweeping and litter control
- Thusong centers

- Other Youth centers (not Thusong centers)

These services/facilities, regardless of utilization, were generally rated “excellent” by those that had access to them.

Public safety and by-law enforcement:

The respondents tended to feel “unsafe” in their municipal area, neighbourhood and in town. An even bigger proportion felt “unsafe” after dark. This may be related with the low access to street lighting and the low proximity and access to police services (the majority of the respondents lived over 10 kilometers of the nearest police station).

Although both services were rated “poor”, police services were rated better than traffic control.

The majority of the respondents rated the control of by-laws by law-enforcement as “poor”.

Billing and Payments

Over a quarter of the respondents were totally satisfied with retail outlets (Pick ‘n Pay, Post office etc.) as a payment channel. The majority of the respondents were not entirely satisfied with the other payment channels.

The majority of the respondents were not aware of the beneficiary list and the majority of those that were aware, were totally satisfied with the list.

Complaints and Reporting

About one-third of the respondents were aware of a functional accessible complaints system. Of those that have either lodged a complaint or had been in contact with their municipalities in the past twelve months for any reason other than to lodge a complaint, the majority were not entirely happy with how their complaint/enquiry was handled by the municipality in question.

Generally respondents were aware of and knew the toll free number to report crime, with a low proportion of the respondents knowing the corruption toll free number or the Presidential hotline number.

Communication

The majority of the respondents received communication from their local municipalities through their ward councilors and the radio. A worrisome statistic though was the number of respondents that had never received any communication from their local municipalities. This extended to areas such as receiving information on issues/policies/activities, general feedback and performance feedback.

In terms of rating, those that were aware rated the municipalities' efficiency of communicating the above-mentioned items as "average" to "poor".

On the issue of the budget, tariffs and planning in the respective municipal areas, the majority of the respondents were not entirely satisfied with the extent to which their municipality encourages and gives citizens ample opportunity to participate in the process.

A very small proportion of the respondents had participated in any area consultative process (eg. the Integrated Development Plan, ward committees etc.) during the past twelve months.

Local Economic Development (LED)

There was generally a low level of awareness of the LED programmes, the role that sector departments play in the service delivery life cycle or the job opportunities created by the programmes / initiatives. The municipal's support for such programmes though, was commendable.

Public/Private partnerships were generally rated "average" to "poor".

About a quarter of the respondents were aware of the IDP planning process and just as many knew the procurement/tender processes/criteria in their municipal areas.

Future Priorities

Differentiating priorities:

The top priorities are priorities that if attended to, will make citizens generally have a positive perception of their local municipality. Road infrastructure (75.2%) and Water provision (64.4%) prove to be a challenge for most respondents. This does suggest that the municipalities are generally not providing basic services adequately, or that there is a lack of service delivery of some basic services. The speedy delivery of these basic needs will have a positive impact towards the citizens' overall perception of their local municipality.

The least mentioned priorities:

Priorities such as HIV/AIDS and Social development, are priorities that a municipality is expected to deliver on and will have little impact on overall service delivery satisfaction of citizens when implemented. However, it is critical for the municipalities to address such priorities as they have a potential to impact negatively on the citizens' overall perception of a municipality's ability to deliver services.

Recommendations

1. General Perception of local municipalities	
<ul style="list-style-type: none">Improving perception about the municipality and municipal staff	<ul style="list-style-type: none">Ensure that staff receives ongoing training to enable them to improve their competence and hence deliver on the customer needs and expectations.Set up suggestion boxes in the municipal building reception areas wherein customers can place any suggestions/issues they wish to bring to the attention of the municipalitySet up minimum standards of service to which all municipal staff members need to adhere e.g. ensuring that suggestions/enquiries/complaints are attended to within a stipulated time period.Provide staff incentives (e.g. bonuses) to well performing staff or those that go beyond the call of duty to meet their customer needs. To this end mechanisms should be put in place that will ensure a continual assessment/measurement of staff performance against the set targets.Staff should at all times be courteous and polite when addressing customers.
<ul style="list-style-type: none">About the accessibility of the municipal buildings to the elderly and those living with disabilities	<ul style="list-style-type: none">It is worthwhile to note that in South Africa anti-discrimination legislation forms the basis of government approaches to removing barriers to access. The National Building Regulations set national requirements for an accessible built environment. The Code of Practice requires that accessibility should be provided from the outside of any building to at least the ground floor. Unfortunately the regulations are not always enforced, resulting in a somewhat haphazard standard of accessibility provision.¹

¹ www.globalride-sf.org

2. Perceptions about service delivery	
<ul style="list-style-type: none"> Attitudes to Municipal Services 	<ul style="list-style-type: none"> The municipalities have to find a way of increasing awareness about the services they provide and clarifying the roles that other relevant stakeholders play in the provision of services. Greater clarity on who provides which services will result in the municipality and/or the relevant stakeholders being appropriately held to account.
<ul style="list-style-type: none"> Basic Household Services 	<ul style="list-style-type: none"> Water : Access to water provision remains a big challenge across all the municipalities, but an even bigger challenge is the consistent provision of water. This may be partially addressed through increased maintenance of water infrastructure as well as a prompt response by the municipalities to any water provision problems that arise. Sanitation : Installation of VIP toilets across most of the municipalities, especially those that are largely rural such as Tubatse, Makhado etc. will greatly improve the delivery of services. Waste Removal: Setting up a proper and efficient waste management system will not only increase access but will improve the frequency of waste collection. The service should be extended to the rural areas as well, where access to and provision of the service is greatly needed. Electricity : Extending provision of this basic need to all remains a challenge to be addressed. The municipalities should also reduce the response time to sort out any electricity provision problems and reduce the frequency of power interruptions and supply. Roads and storm water : Road infrastructure continues to be a challenge in most municipalities. Increased public/private partnerships may help reduce the financial constraints associated with road infrastructure programmes.
<ul style="list-style-type: none"> Community Services 	<ul style="list-style-type: none"> Focus should be placed on increasing the accessibility of most of the community services provided by the municipalities e.g. grass cutting, traffic lights etc.
<ul style="list-style-type: none"> Public safety and by-law enforcements 	<ul style="list-style-type: none"> Addressing the low access to street lighting may result in citizens feeling safer in their neighbourhoods and in particular after dark. Increasing the visibility of policing even though most respondents lived more than 10 kms from the nearest police station. Increasing law enforcement measures taken to curb the violation of by-laws e.g. illegal street trading etc.
<ul style="list-style-type: none"> Billing and Payments 	<ul style="list-style-type: none"> Tariffs for services are generally seen as being too high. Continuous monitoring of prices will ensure their competitiveness. Billing statements should be easy to read and as accurate as possible.
<ul style="list-style-type: none"> Communication 	<ul style="list-style-type: none"> Municipal information should be made accessible to

	<p>customers and in line with the Promotion of Access to information Act no. 2 of 2000.</p> <ul style="list-style-type: none"> • The information should be clear, reviewed regularly and sent out timeously. • The municipalities should encourage and give sufficient opportunity for citizens to participate when it is time for the budget, tariffs and planning in their respective areas.
<ul style="list-style-type: none"> • Complaints and Reporting 	<ul style="list-style-type: none"> • There should be a drive by the municipalities to increase awareness and accessibility of the complaints system. • Publish the toll free number to report corruption extensively. • Increased efficiency of staff (through proper training) will ensure that issues/enquiries/complaints are handled in an appropriate manner and addressed within the minimum stipulated time. • Employing staff that is dedicated to dealing with complaints may reduce the turnaround time taken to resolve a complaint.
<ul style="list-style-type: none"> • Local Economic Development 	<ul style="list-style-type: none"> • Municipalities decide on LED strategies as part of the IDP process (i.e. the vision for the LED is outlined in the IDP).² Therefore increasing awareness and participation of citizens in the IDP process will increase the citizens' appreciation of not only the process itself, but the challenges the municipalities face in addressing their service delivery mandates. This will also go a long way in increasing the citizens' confidence in the ability of a municipality to deliver a good quality of life compared to other municipalities.

² www.etu.org.za

