



# LIMPOPO

PROVINCIAL GOVERNMENT  
REPUBLIC OF SOUTH AFRICA

DEPARTMENT OF PUBLIC WORKS

CLIENT SATISFACTION SURVEY  
Expanded Public Works Programme

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## **ACRONYMS**

LDPW : LIMPOPO DEPARTMENT OF PUBLIC WORKS  
SDI : SERVICE DELIVERY INITIATIVE  
EPWP: EXPANDED PUBLIC WORKS PROGRAMME

## **ACKNOWLEDGEMENT**

The following officials formed part of the Research Team

Maponya DJ	Head Office
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## **ABSTRACT**

The SDI Unit conducted customer survey targeting EPWP customers at Municipality level. The objective of the survey was to ascertain if the departmental services that are provided by EPWP directorate are provided efficiently and effectively to the beneficiaries. The survey was drawn from EPWP list of coordinators at municipalities across Limpopo province. In conclusion EPWP performance with its customers is of a satisfactory level. EPWP initiatives are according to phase II guidelines of National Public Works mandate.

## **1. INTRODUCTION**

Service Delivery Improvement Directorate is mandated to conduct customer surveys on quarterly basis annually to comply with the provincial transversal standards. Customer survey is incorporated in the Annual Performance Plan as the key result area annually. The financial year under review is 2009/10. The scope of the survey covered the directorate EPWP. The Directorate EPWP performs the following functions namely:

- Coordination, support, and monitoring of provincial EPWP
- Implementation of Public Works EPWP

The survey objectives are intended to address the following service delivery questions:

- Are the services provided equitably?
- Are the provided services of good quality?
- Are the services provided economically?
- Are the provided services serving their intended purpose?
- Are services provided in accordance with transformation legislation: Batho Pele White Paper, the 3-belief set and PAIA and PAJA?

## **2. METHOD**

### **2.1 Design**

The survey methodology was quantitative. It was quantitative because empirical data was captured from field raw data to arrive at arithmetical solutions. The survey technique was questionnaire interview combination. The interviewers physically visit respondents and gather information through face to face contact with the respondents /interviewees.

The survey is investigating the following variables: service delivery as the independent variable and customer satisfaction as the dependent variable. In other words satisfaction will vary according to the effective implementation of government programmes to services recipients. Effective implementation should yield improved customer satisfaction whereas poor implementation will give average or low satisfaction level.

### **2.2 Participants**

The total number of participants interviewed was 21 from the population of 28. The participants were technical managers (EPWP coordinators) at municipality level.

### **2.3 Resources**

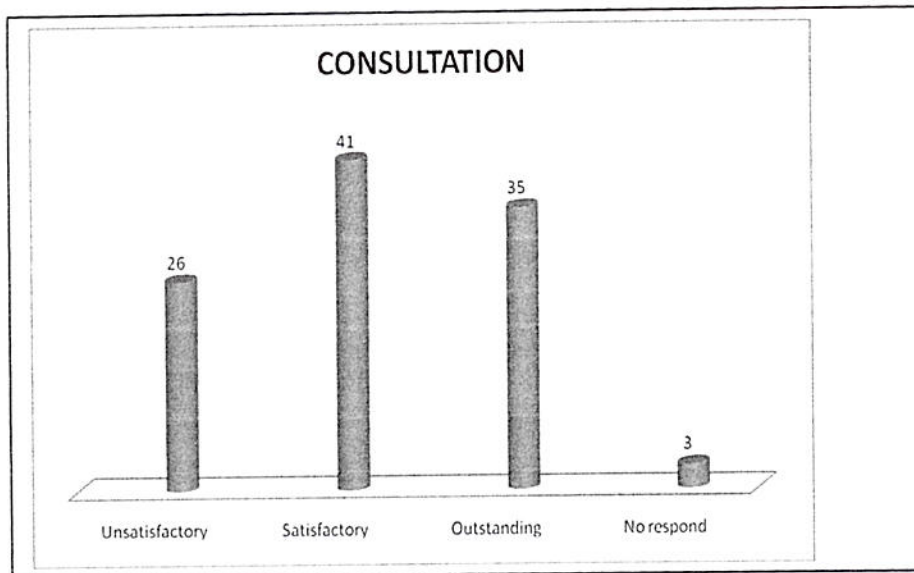
- Stationery was used to design the questionnaire
- copies machines
- Field workers were provided ( Manager, Deputy Manager and Admin Officers)
- Government vehicles and one subsidized to visit survey sites.

## 2.4 Procedure Followed:

The Annual Performance Plan indicates that survey should be conducted for EPWP 2009/10 financial year in third quarter. The questionnaire was designed and a team consisting of the Manager, Deputy Managers and Administrative officers from head office conducted the survey. The survey started in Mopani District and finished at Capricorn District.

## 3. RESULTS AND DISCUSSIONS

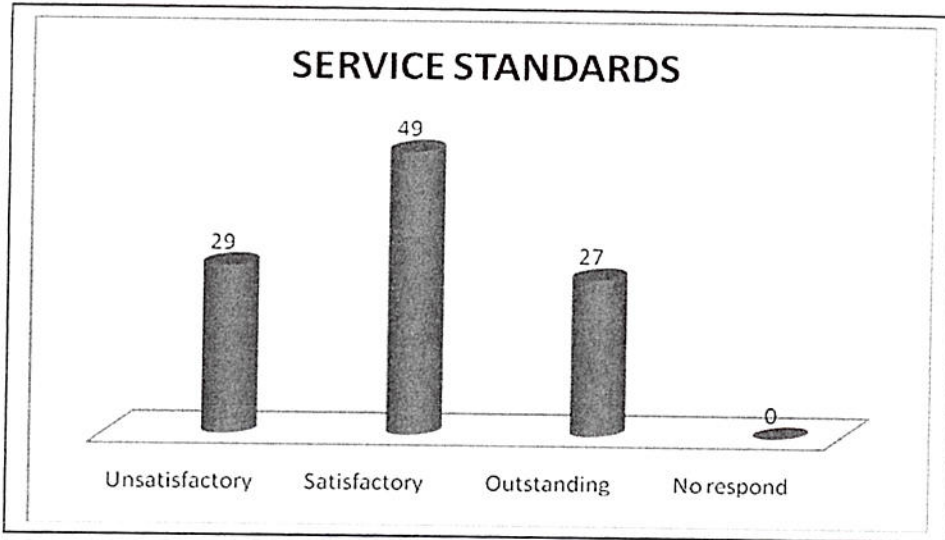
### 3.1. CONSULTATION



The chart indicates that (76/105) 72 % of the EPWP respondents reacted positively to the way in which EPWP consults with its stakeholders at Municipality level. (35/105) 33% indicated that the consultation process is of an outstanding level. (26/102) 24% still indicated that there is a lack of consultation.

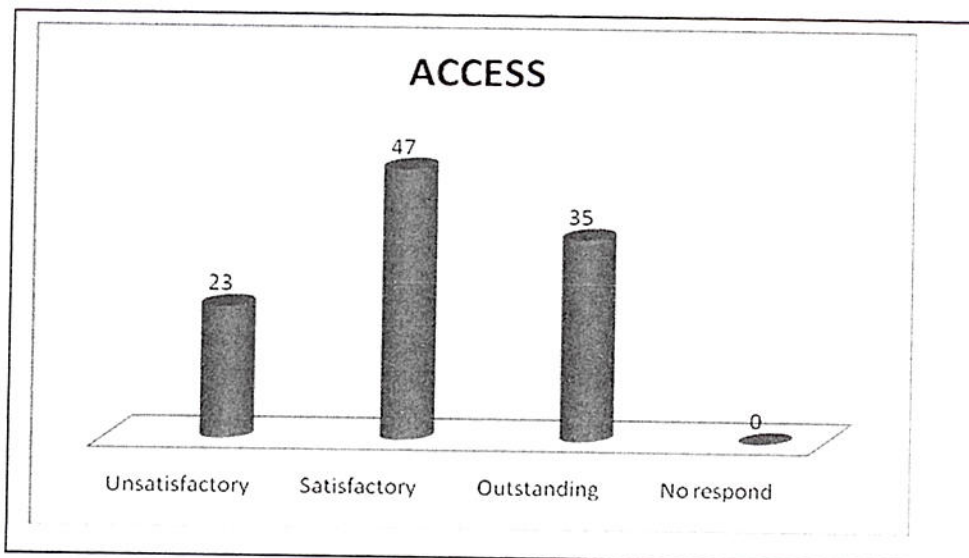


### 3.2. SERVICE STANDARDS



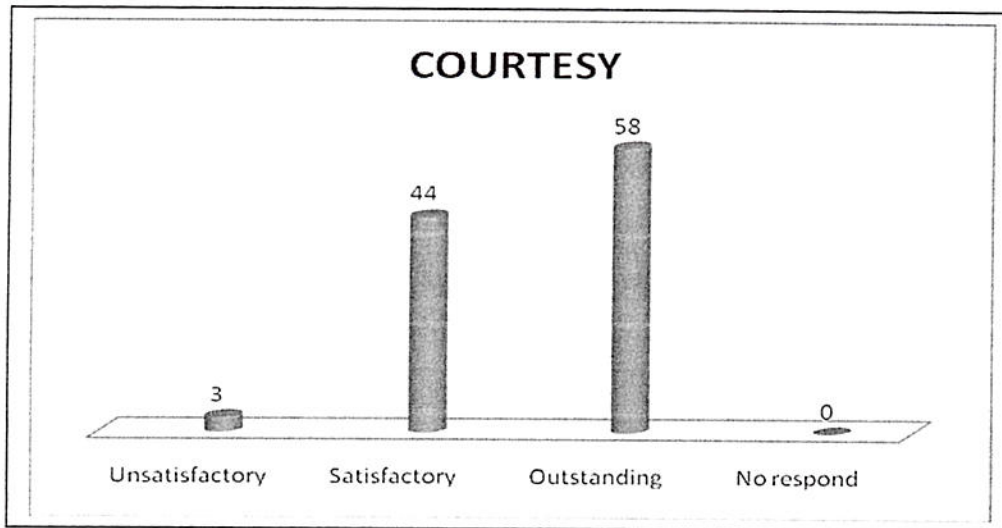
The chart indicates that (76/105) 72% of respondents indicated that with regard to service standards EPWP are performing satisfactory. (49/105) 46% EPWP is performing satisfactory, (27/105) 25, 7% indicated an outstanding performance, and (29/105) 27% indicated unsatisfactory to service standards.

### 3.3. ACCESS



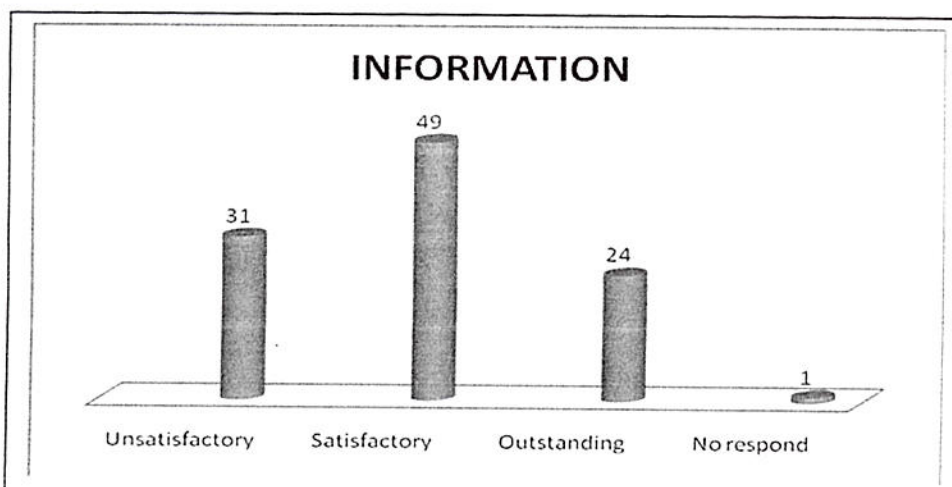
The chart indicates that (82/105) 78% of respondents indicated that EPWP are performing satisfactory and above. (35/105) 33% indicated outstanding accessibility. Only (23/105) 22% indicated unsatisfactory accessibility.

### 3.4. COURTESY



The chart indicates (102/105) 97% performance with regard to courtesy. (58/105) 55% indicated outstanding response to EPWP courtesy towards their organization. Only (3/15) 0.3% was unsatisfied which is a very low percentage. The EPWP should be commended for their efforts with regard to the manner in which they present themselves to clients

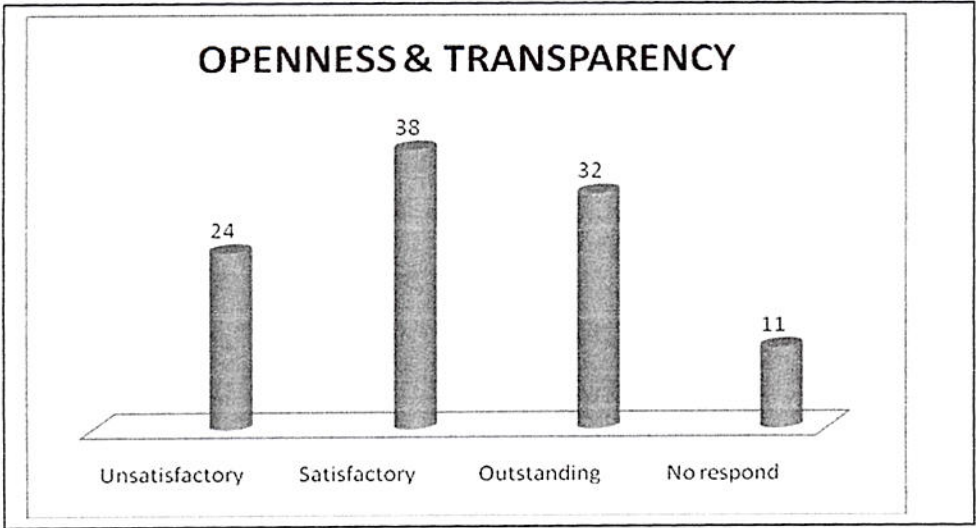
### 3.5. INFORMATION





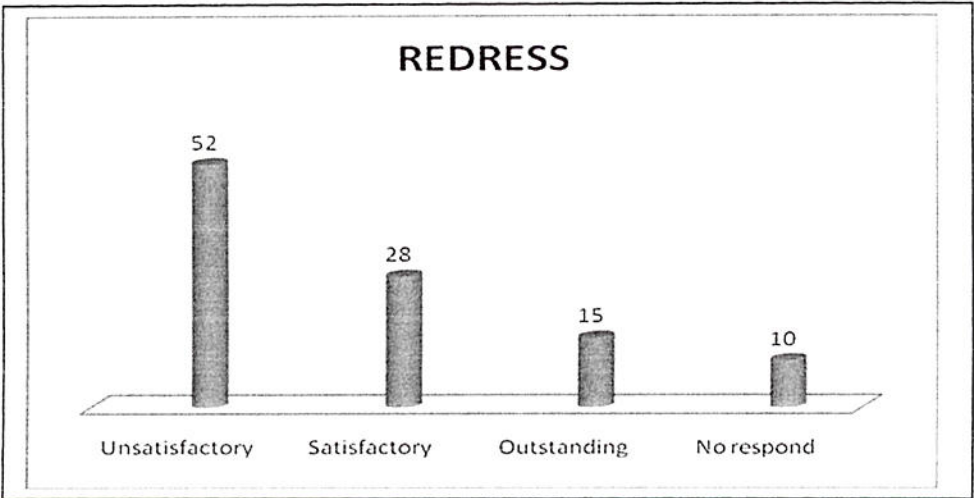
The chart indicates that (73/105) 69% of respondents indicated that with regard to information EPWP are performing satisfactory and above. From the 69% performed (24/105) 23% indicated an outstanding performance. There is still much to do as (31/105) 30% are not satisfied with information they receive from EPWP.

**3.6. OPENNESS AND TRANSPARENCY**



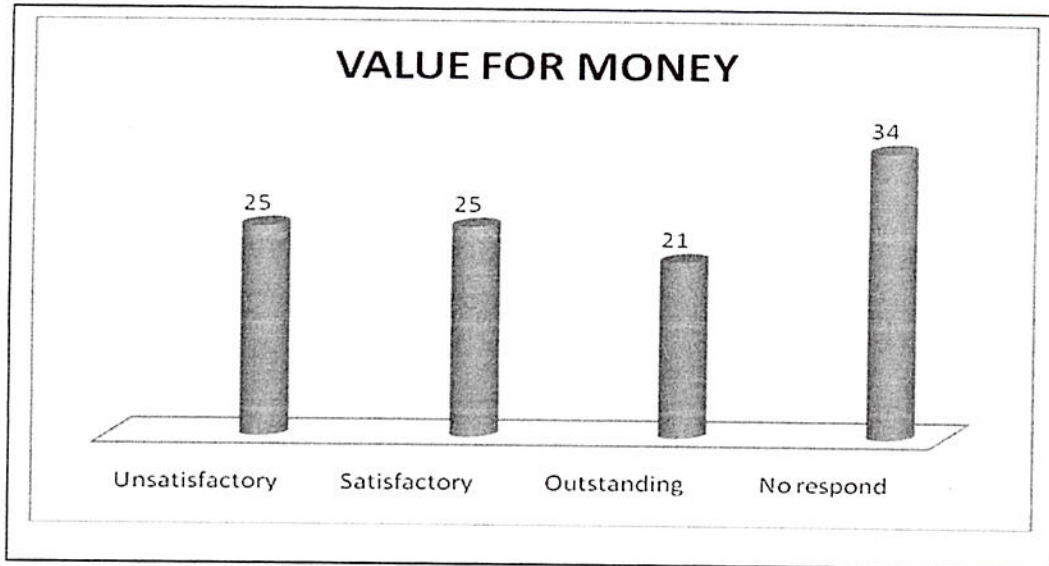
(70/105) 67% indicated that EPWP display openness and transparency above satisfactory levels. (24/105) 23% still indicate lack of openness and transparency.

**3.7. REDRESS**



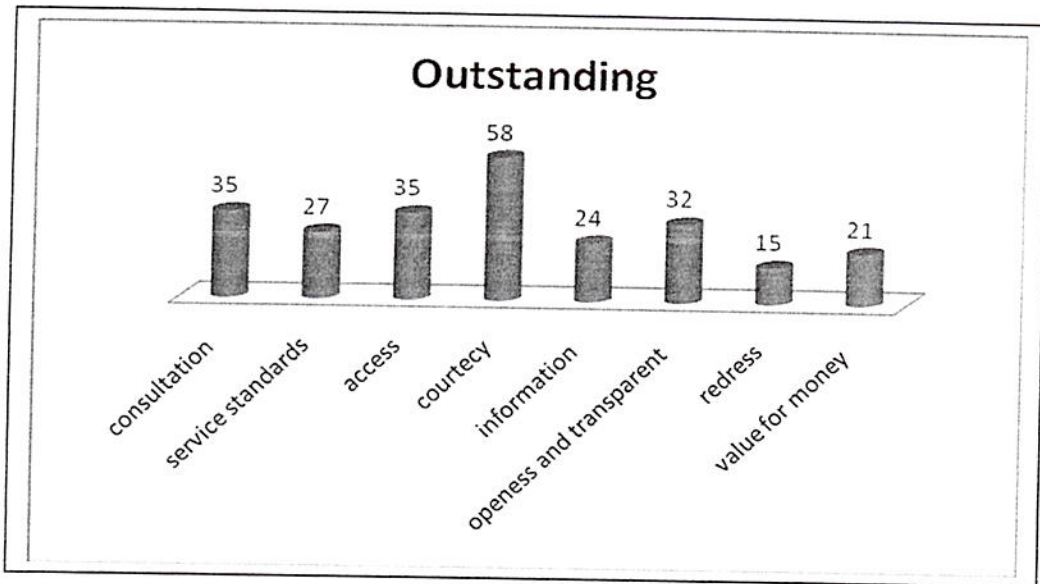
The chart indicates that (43/105) 41% level of satisfactory and above. 50% is not satisfied with redress mechanism of EPWP. This indicates that the EPWP unit should come up with mechanisms in consultation with SDI to breach the gap.

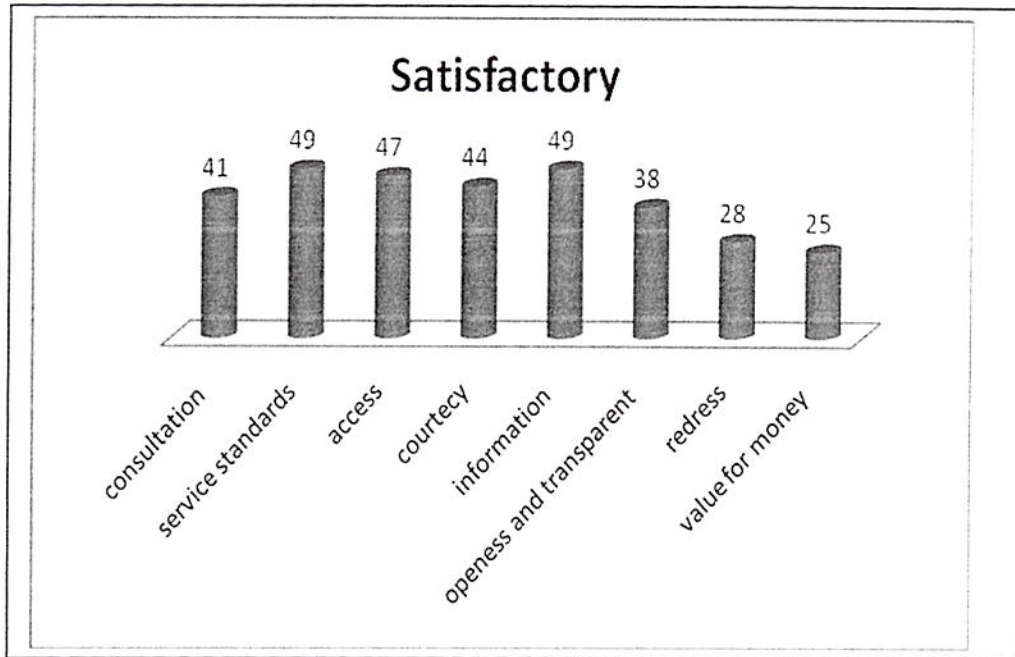
### 3.8. VALUE FOR MONEY



The chart indicates that (46/105) 43% of respondents indicated performing of satisfactory and above. From the 43% performed (21/105) 20% indicated an outstanding performance. There is still much to be done as (25/105) 23% is not satisfied with information they receive from EPWP. 34/105) 32% did not respond to this set of questions.

### 3.9 SUMMARIZED RESULTS





The total satisfaction level for all eight Batho Pele principles is 68% of which 30% is outstanding. The data also indicate 25% unsatisfactory level and 7% non responsiveness from respondents.

#### 4. CONCLUSION

The right culture is emerging within the department as shown in the total satisfaction level. Although much can still to be done to improve level of satisfaction within EPWP and the department a positive motivated, effective and efficient workforce with the necessary support from management can play an significant role in addressing many of the challenges and gaps that still subsist within EPWP and the department as a whole to improve service delivery.

## 5. RECOMMENDATIONS

Recommendations	Unit Responsible	Time Frames
EPWP to provide more information on NYS and Contractor development to Municipalities	GM: EPWP	End of 2 <sup>nd</sup> quarter
Timorously consultation	GM: EPWP	End of 1 <sup>st</sup> quarter
Training on projects to coordinators	GM: EPWP	End of 2 <sup>nd</sup> quarter
Web based system for EPWP monitoring and evaluation.	GM: EPWP	3rd quarter
EPWP unit should come up with mechanisms in consultation with SDI to ensure this gap can be breach.	GM: EPWP, Snr. Manager SDI	2 <sup>nd</sup> quarter

~~APPROVED/NOT APPROVED~~

  
 .....  
 HEAD OF DEPARTMENT

21.07.2010  
 .....  
 DATE



## **6. REFERENCES**

- 5.1 Batho Pele Handbook
- 5.2 Batho Pele revitalization
- 5.3 Batho Pele White Paper

## Annexure A

1.	CONSULTATION	Unsatisfactory	Satisfactory	Outstanding	No respond
1.1	Is your municipality informed about our EPWP programmes within your municipal area?	1	10	10	0
1.2	Are the departmental EPWP programmes in line with your municipality's priorities?	4	9	7	1
1.3	Is your municipality consulted in terms of the development of targets in the EPWP Provincial Business Plan	1	12	8	0
1.4	How do you get to know of the National Youth Service	13	5	2	1
1.5	Is your municipality involved in the monitoring & Evaluation of EPWP programmes & projects?	7	5	8	1
<b>TOTAL</b>		<b>26</b>	<b>41</b>	<b>35</b>	<b>3</b>

2.	SERVICE STANDARDS	Unsatisfactory	Satisfactory	Outstanding	No respond
2.1	How often does the department evaluate the performance of EPWP contractors within your municipal area?	7	11	3	0
2.2	How often does the department co-ordinate EPWP meetings at your level?	2	9	10	0
2.3	Is your municipality allowed to take part in the progress review meetings?	6	6	9	0
2.4	How can you rate the jobs created through the EPWP?	4	13	4	0
2.5	How can you rate the training offered to beneficiaries who are attached to the EPWP projects?	10	10	1	0
<b>TOTAL</b>		<b>29</b>	<b>49</b>	<b>27</b>	<b>0</b>

3.	ACCESS	Unsatisfactory	Satisfactory	Outstanding	No respond
3.1	Indicate the ease with which our services are accessible to your municipality through use of ICT.	8	9	4	0
3.2	Indicate the ease with which our buildings are accessible?	4	10	7	0
3.3	Indicate the ease with which our EPWP programmes are accessible?	5	8	8	0
3.4	Indicate the ease with which our personnel are identifiable?	3	11	7	0
3.5	Indicate the ease with which information in relation to Expanded Public Works Programmes is accessible?	3	9	9	0
<b>TOTAL</b>		<b>23</b>	<b>47</b>	<b>35</b>	<b>0</b>

4.	COURTESY	Unsatisfactory	Satisfactory	Outstanding	No respond
4.1	Indicate the level of courtesy you receive when calling our EPWP offices?	0	8	13	
4.2	Indicate the level of courtesy you receive from official of EPWP when visiting our department	1	8	12	
4.3	Indicate the level of courtesy you receive from our EPWP officials.	0	9	12	
4.4	Indicate the level of our response time to your job requests?	2	8	11	
4.5	Can you encourage other organizations to do business with our department	0	11	10	
<b>TOTAL</b>		<b>3</b>	<b>44</b>	<b>58</b>	



		Unsatisfactory	Satisfactory	Outstanding	No respond
5.	INFORMATION				
5.1	Indicate the level with which your municipality is informed about Expanded Public Works Programme?	2	8	11	0
5.2	Is your municipality furnished with information regarding National Youth Service?	14	5	2	0
5.3	Is your municipality furnished with information regarding contractor development programmes?	6	12	2	1
5.4	Is our method of providing information adequate to your municipality?	5	13	4	0
5.5	Is the information given to your municipality, accurate, honest and useful?	4	11	6	0
<b>TOTAL</b>		<b>31</b>	<b>49</b>	<b>24</b>	<b>1</b>

6.	OPENNESS AND TRANSPARENCY	Unsatisfactory	Satisfactory	Outstanding	No respond
6.1	Is your municipality given access to information in the event it is requested?	0	12	7	2
6.2	Is your municipality given the freedom to attend site meeting for the project we implement within your municipal area?	8	3	7	3
6.3	If there is discrepancy in-between the implementation of projects is your municipality given access to required information?	8	5	5	3
6.4	Is EPWP Senior Management accessible to your municipality?	5	8	7	1
6.5	Is our department complying with Promotion of Access to Information Act?	3	10	6	2
<b>TOTAL</b>		<b>24</b>	<b>38</b>	<b>32</b>	<b>11</b>

7.	REDRESS	Unsatisfactory	Satisfactory	Outstanding	No respond
7.1	Is your municipality informed of our complaint / redress mechanism procedure?	13	4	3	1
7.2	Is your municipality furnished with our complaint procedure and flowchart?	17	1	2	1
7.3	In case our EPWP departmental actual performance does not meet the predetermined service standards level, is your municipality informed about the reasons and the possible remedial action to be taken?	8	8	4	1
7.4	How will you rate our response time to complaints?	6	8	4	3
7.5	Is your municipality updated of progress regarding a lodged complaint?	8	7	2	4
<b>TOTAL</b>		<b>52</b>	<b>28</b>	<b>15</b>	<b>10</b>

8.	VALUE FOR MONEY	Unsatisfactory	Satisfactory	Outstanding	No respond
8.1	Does our department utilize good quality material ?	3	6	5	7
8.2	Do our personnel conduct material quality test on arrival to site?	8	3	3	7
8.3	Indicate the level of quality of workmanship to our services?	4	6	6	5
8.4	After repair or construction work, does the structure last long before showing defects?	4	5	4	8
8.5	Indicate level of satisfaction with regard to the completed projects in line with the allocated expended budget?	6	5	3	7
<b>TOTAL</b>		<b>25</b>	<b>25</b>	<b>21</b>	<b>34</b>

## Annexure B

### GUIDE:

Dear valued customer:

- The aim of this questionnaire is to obtain information regarding our departmental performance and relationship with customers. The data gathered through this questionnaire will be utilized to identify weaknesses, strengths and remedial action to be taken to effect improvement.
- How to complete the questionnaire :  
This questionnaire is based on the Eight Batho-Pele principles. You are requested to rate our performance in relation to these principles.
- May you please answer all questions, where you do not understand request the interviewer for clarity?

The rating scale will be as follows:

- 1     Unsatisfactory
- 3     Satisfactorily
- 5     Outstanding

At the end of each principle there is space provided for inputs that will help the department to improve service delivery.

Thanks



RESPONDENT	
ORGANIZATION	
WORKSTATION	
POSITION	
SIGNATURE	
DATE	

1.	<b>CONSULTATION</b>	
1.1	Is your municipality informed about our EPWP programmes within your municipal area?	
1.2	Are the departmental EPWP programmes in line with your municipality's priorities?	
1.3	Is your municipality consulted in terms of the development of targets in the EPWP Provincial Business Plan	
1.4	How do you get to know of the National Youth Service	
1.5	Is your municipality involved in the monitoring & Evaluation of EPWP programmes & projects?	

**Remarks**

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2.	<b>SERVICE STANDARDS</b>	
2.1	How often does the department evaluate the performance of EPWP contractors within your municipal area?	
2.2	How often does the department co-ordinate EPWP meetings at your level?	
2.3	Is your municipality allowed to take part in the progress review meetings?	
2.4	How can you rate the jobs created through the EPWP?	
2.5	How can you rate the training offered to beneficiaries who are attached to the EPWP projects?	

**Remarks**

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3.	<b>ACCESS</b>	
3.1	Indicate the ease with which our services are accessible to your municipality through use of ICT.	
3.2	Indicate the ease with which our buildings are accessible?	
3.3	Indicate the ease with which our EPWP programmes are accessible?	
3.4	Indicate the ease with which our personnel are identifiable?	
3.5	Indicate the ease with which information in relation to Expanded Public Works Programmes is accessible?	

**Remarks**

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4.	<b>COURTESY</b>	
4.1	Indicate the level of courtesy you receive when calling our EPWP offices?	
4.2	Indicate the level of courtesy you receive from official of EPWP when visiting our department	
4.3	Indicate the level of courtesy you receive from our EPWP officials.	
4.4	Indicate the level of our response time to your job requests?	
4.5	Can you encourage other organizations to do business with our department	

**Remarks**

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5.	<b>INFORMATION</b>	
5.1	Indicate the level with which your municipality is informed about Expanded Public Works Programme?	
5.2	Is your municipality furnished with information regarding National Youth Service?	
5.3	Is your municipality furnished with information regarding contractor development programmes?	
5.4	Is our method of providing information adequate to your municipality?	
5.5	Is the information given to your municipality, accurate, honest and useful?	

Remarks

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6.	<b>OPENNESS AND TRANSPARENCY</b>	
6.1	Is your municipality given access to information in the event it is requested?	
6.2	Is your municipality given the freedom to attend site meeting for the project we implement within your municipal area?	
6.3	If there is discrepancy in-between the implementation of projects is your municipality given access to required information?	
6.4	Is EPWP Senior Management accessible to your municipality?	
6.5	Is our department complying with Promotion of Access to Information Act?	

**Remarks**

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7.	<b>REDRESS</b>	
7.1	Is your municipality informed of our complaint / redress mechanism procedure?	
7.2	Is your municipality furnished with our complaint procedure and flowchart?	
7.3	In case our EPWP departmental actual performance does not meet the predetermined service standards level, is your municipality informed about the reasons and the possible remedial action to be taken?	
7.4	How will you rate our response time to complaints?	
7.5	Is your municipality updated of progress regarding a lodged complaint?	

**Remarks**

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8.	VALUE FOR MONEY	
8.1	Does our department utilize good quality material ?	
8.2	Do our personnel conduct material quality test on arrival to site?	
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8.4	After repair or construction work, does the structure last long before showing defects?	
8.5	Indicate level of satisfaction with regard to the completed projects in line with the allocated expended budget?	

Remarks

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WE BELONG

WE CARE

WE SERVE

*We are at 43 Church Street, Polokwane*  
015-284 7000

THANKS

INTERVIEWER: .....DATE:.....