



LIMPOPO

PROVINCIAL GOVERNMENT
REPUBLIC OF SOUTH AFRICA

DEPARTMENT OF PUBLIC WORKS

CLIENT SATISFACTION SURVEY

Building Maintenance

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1. OBJECTIVES

- To investigate the effective response time of the building maintenance teams with regard to maintenance requests by user departments.
- To examine the current relationship between the government departments and the Maintenance Directorate.
- To determine whether the department is conducting satisfactory maintenance to government department.

2. INTRODUCTION

The aim of this document is not to be a comprehensive review of the current maintenance systems used by the Department of Public Works, but is based on a single survey with a limited amount of research. This report has a very limited scope regarding the current maintenance system used by the Department of Public Works.

The limited scope of this research includes the following:

- No in-depth look into the RCC system used by the department, general look at the maintenance service supplied by the department. Furthermore it does not include a specific look at inspections done by the department on buildings that it maintains although it was mentioned by users in this report.

The findings in this report indicates that although the department maintenance section is not performing to its maximum capacity it is doing well with regard to ensuring that its client department does receive maintenance that are of a high standard. This is evident in the number of users that indicated that there are satisfied with the services that are rendered by the department. There is also an indication that the department is using material that of good quality to repair maintenance request. User departments that buy their own material indicated that in doing this it hampers service delivery as they have to first acquire them and after acquiring the department of public works maintenance team might engage in other project at the time which means that their problem only is adhered to at a later stage.

To mitigate this problem user departments have recommended that the department should acquire material and invoice their respective departments. Whether this will be possible it will only be realized through planned and interaction between user departments and Public works and the understanding of PFMA.

Before this report is delivered to the relevant authorities it will be subjected to approval by Head of Department and Building Maintenance management.

3. METHOD

3.1 Design

The qualitative research methodology was used. The survey questionnaire was drafted and emailed to all SDI officials for their inputs. Inputs were received and the questionnaire was finally prepared for utilization.

The survey consisted of a questionnaire of three sections (3) Sections: Section A , B and C. Section A deals with three (3) Batho Pele principles namely Access, Service Standards and value for money. Section B dealt with two Batho Pele principles,

Courtesy and Information. In Section C respondents were given the opportunity to generally remark on their experiences with the department of public works. We embarked on the combination of stratified and random sampling techniques. The target population was to be taken from district asset register and 10% of the population to be included in the sample. Then the 4-digit random sampling electronic calculator was utilized for all districts. During the implementation phase in Vhembe district it became apparent that the use of the district asset register for buildings will not give the required results.

It also become clear that maintenance are only done on a request from the user department and that if the user does not request any maintenance the department will not do maintain work on the building. The unit was then phased with a major challenge and a decision was made to target Public Works Portfolios, Roads and Transport, Department of Health (Hospitals and clinic within the districts).

3.2 Participants

The participants in the survey were officials from different departments dealing with maintenance request to the department of Public Works. Schools were only included in this survey in Vhembe District. The number of participants as per district:

District	No of participants that did not completed the questionnaire	No of participants
Vhembe District	9	39
Waterberg District	8	40
Sekhukhune District	6	15
Mopani District	0	32
Capricorn District	0	13
TOTAL	23	139

3.3 Resources Utilized

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

3.4 Procedure followed

The Annual Performance Plan indicates that Customer Satisfaction Survey should be conducted for Building Maintenance and Real Estate for 2009/10 financial year in fourth quarter. The questionnaire was designed and a team consisting of the Manager, Deputy Managers and Customer Care officers from Districts and Head Office to conducted the survey. The survey started in Vhembe District and was finalized with Capricorn District. Participants completed the questionnaires willingly and were given that liberty to decline if they so wish. The survey schedule was as below:

District	Scheduled Dates	Dates used to Conduct Survey
Vhembe District	23-25February 2010	23- 26 February 2010
Waterberg District	02-04 March 2010	02 -04 March 2010
Sekhukhune District	09- 11 March 2010	09-11 March 2010
Mopani District	16-18 March 2010	12-24 March 2010
Capricorn District	22-24 March 2010	31March - 09 April 2010

4. SURVEY RESULTS

SECTION A

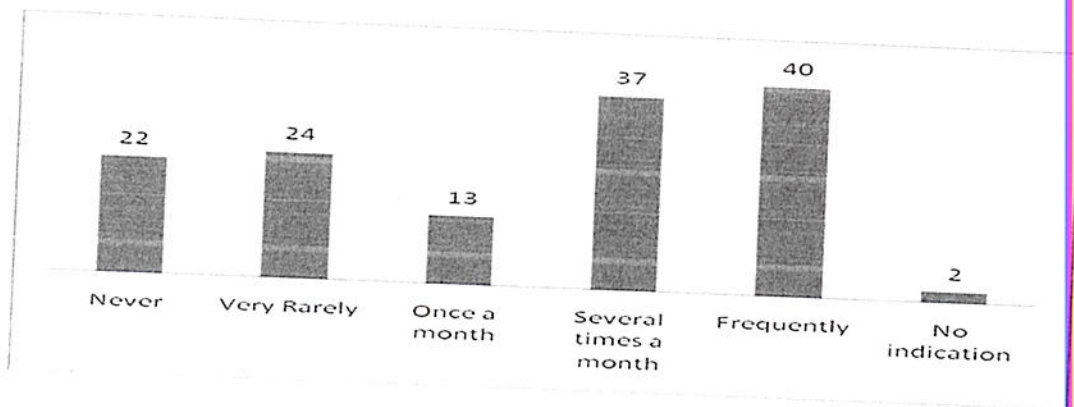
ACCESS

How often does your organization submit maintenance requests to the Department of Public Works?

Table 1

District	Never	Very Rarely	Once a month	Several times a month	Frequently	No indication
Mopani	5	2	1	13	11	0
Vhembe	11	10	4	4	9	1
Sekhukhune	4	4	0	4	2	1
Waterberg	4	8	3	12	13	0
Capricorn	1	2	1	5	4	0
Total	22	24	13	37	40	2

Chart 1



This chart indicate that 77/139 people submit request frequently and several times a month which indicates a 55% request rate per month. On the surface it might appear that 55% of government buildings are slowly decaying.

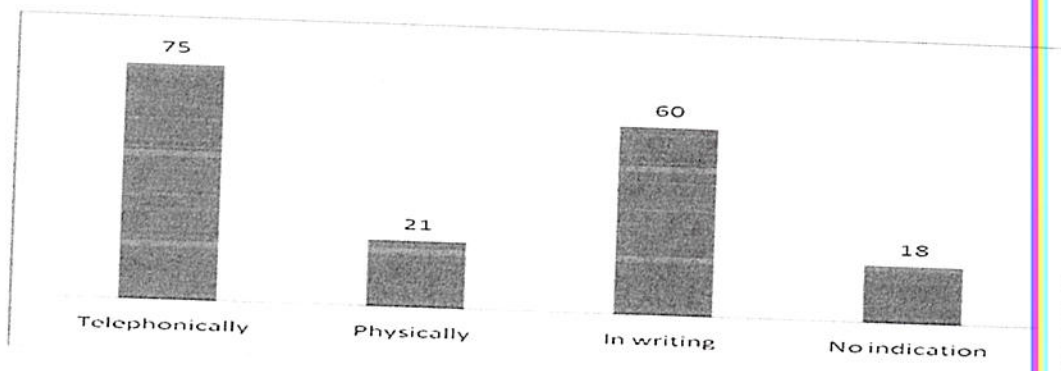
Respondents that indicated that they never requested maintenance are not because of their buildings does not need maintenance services but the fact that they have put in place their own maintenance departments to deal with general maintenance issues.

How does your organization usually submit requests to the Department of Public Works?

Table 2

District	Telephonically	Physically	In writing	No indication
Mopani	17	9	20	2
Vhembe	10	6	20	9
Sekhukhune	8	3	6	3
Waterberg	30	1	12	4
Capricorn	10	2	2	0
Total	75	21	60	18

Chart 2



How would you like to submit your request to the Department of Public Works?

Table 3

District	Telephonically	Physically	In writing	Online	No indication
Mopani	16	5	17	0	2
Vhembe	18	7	17	1	1
Sekhukhune	10	1	3	2	3
Waterberg	28	1	12	3	1
Capricorn	11	0	2	0	0
Total	83	14	51	6	7

Chart 3

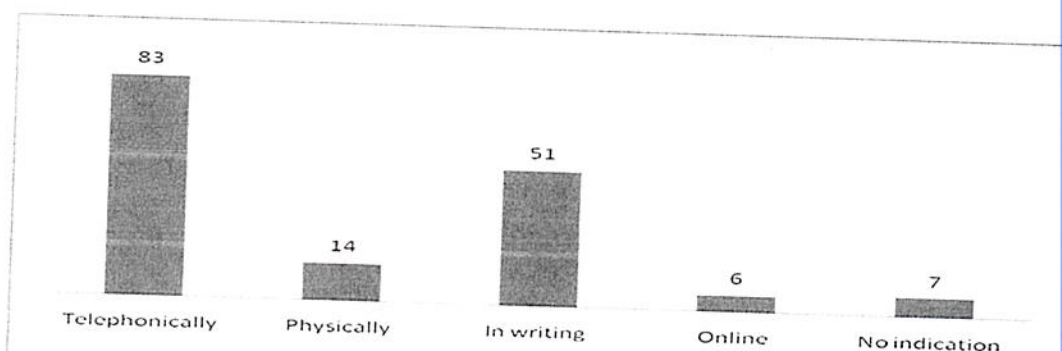


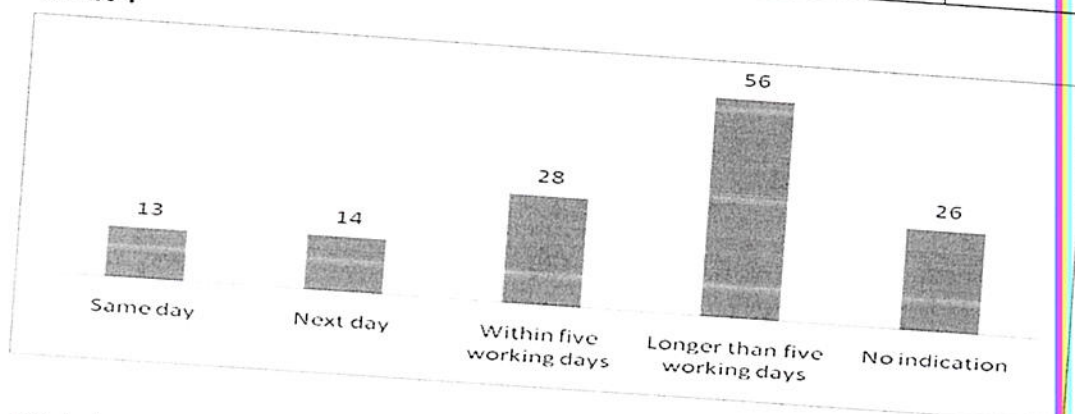
Chart 2 and 3 indicate that the majority of requests are submitted telephonically and in writing and users still prefer to use the same methods to communicate their maintenance needs to the department. It is clear that the lack of computers at institutions respondents' is likely not to use online way of requesting services.

How quickly are your requests normally completed, on average by the Department of Public Works?

Table 4

District	Same day	Next day	Within five working days	Longer than five working days	No indication
Mopani	5	2	11	11	3
Vhembe	0	3	5	22	9
Sekhukhune	1	0	3	5	6
Waterberg	6	6	7	13	8
Capricorn	1	3	2	5	0
Total	13	14	28	56	26

Chart 4

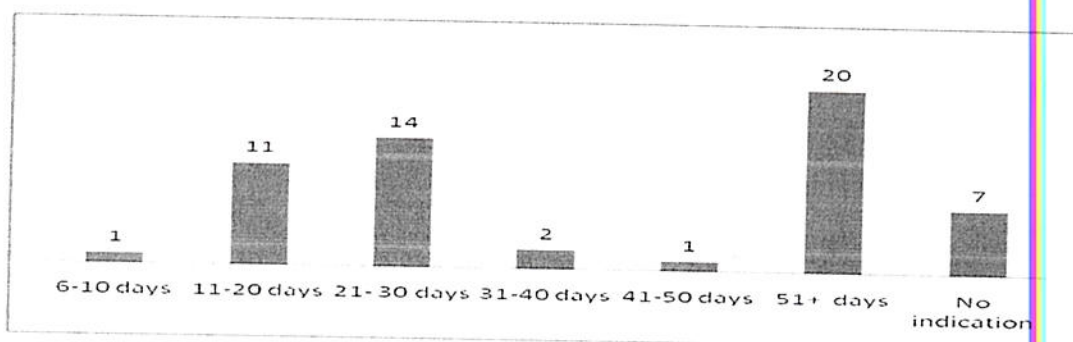


If it is longer than a five working days indicate how long?

Table 5

District	6-10 days	11-20 days	21-30 days	31-40 days	41-50 days	51+ days	No indication
Mopani	0	4	4	0	0	2	1
Vhembe	0	2	5	1	0	12	2
Sekhukhune	0	3	0	0	0	2	0
Waterberg	1	2	5	0	0	1	4
Capricorn	0	0	0	1	1	3	0
Total	1	11	14	2	1	20	7

Chart 5



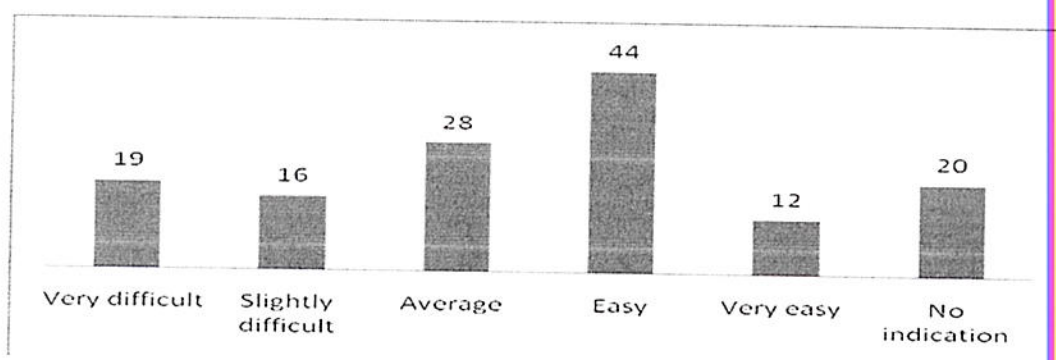
The chart indicates that 52/107 respondents indicated that their request on average is within five working days and that 55/107 indicated that takes longer than five working days. The later can be as a result of the correlation between in-writing way of requesting assistance and quick response. In-writing response take time as the request still has to be submitted to their department's district or head offices. It is clear that when clients make use of the Regional Call Center for request a prompt response by the department is done. Officials respond as quickly as possible to the request as job cards are generated.

Indicate the ease with which our services are accessed.

Table 6

District	Very difficult	Slightly difficult	Average	Easy	Very easy	No indication
Mopani	2	1	9	10	7	3
Vhembe	14	4	7	7	2	5
Sekhukhune	0	2	0	7	1	5
Waterberg	2	8	11	12	2	5
Capricorn	1	1	1	8	0	2
Total	19	16	28	44	12	20

Chart 6



This chart indicates that 56/119 (47%) respondents find that our services are easily accessible and only 35/119 (29%) indicated difficulties in accessing services. 28/119 (24%) users indicated that accessibility is average. The department should ensure that it puts in place mechanisms to ensure a higher percentage of accessibility.

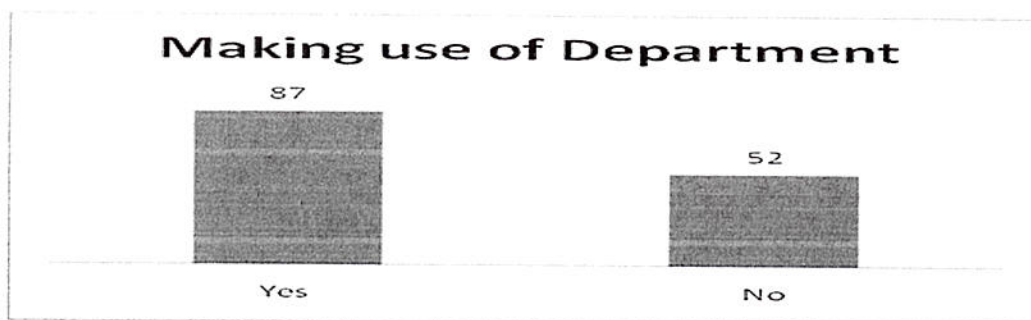
STANDARDS & VALUE FOR MONEY

Are you making use of the Department of Public works for your maintenance?

Table 7

District	Yes	No
Mopani	23	9
Vhembe	14	25
Sekhukhune	7	8
Waterberg	31	9
Capricorn	12	1
Total	87	52

Chart 7



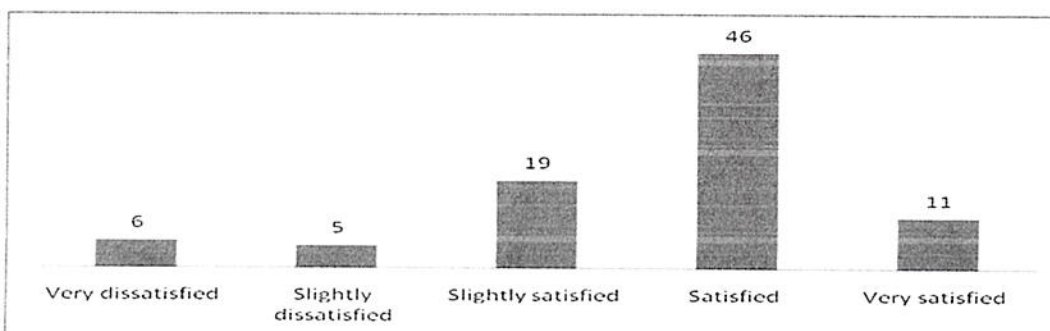
The Respondents that are making use of the department is 87/139 which is 63%.

How satisfied are you with the level of service you receive from the maintenance department?

Table 8

District	Very dissatisfied	Slightly dissatisfied	Slightly satisfied	Satisfied	Very satisfied
Mopani	1	2	3	11	6
Vhembe	1	0	4	6	3
Sekhukhune	0	0	2	3	2
Waterberg	2	1	9	19	0
Capricorn	2	2	2	6	0
Total	6	5	19	46	11

Chart 8



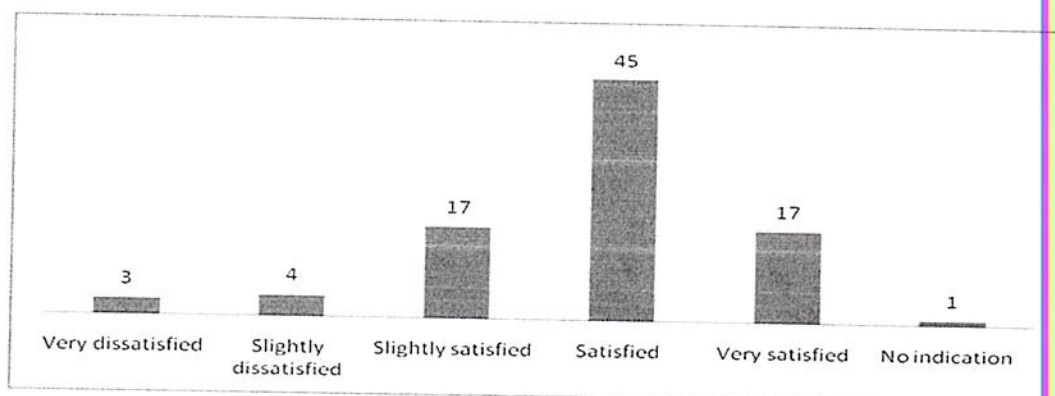
This chart indicates most respondents 57/87(65%) are satisfied with the level of service they receive from our department (maintenance). Only 11/87 (13%) are dissatisfied while 19/87(22%) are slight satisfied. 11/87(13%) only indicated their dissatisfaction with the services rendered by the department.

How satisfied are you with the quality of the maintenance work done (Workmanship)?

Table 9

District	Very dissatisfied	Slightly dissatisfied	Slightly satisfied	Satisfied	Very satisfied	No indication
Mopani	1	2	3	11	6	0
Vhembe	0	1	2	6	5	0
Sekhukhune	0	0	1	4	2	0
Waterberg	0	0	8	18	4	1
Capricorn	2	1	3	6	0	0
Total	3	4	17	45	17	1

Chart 9



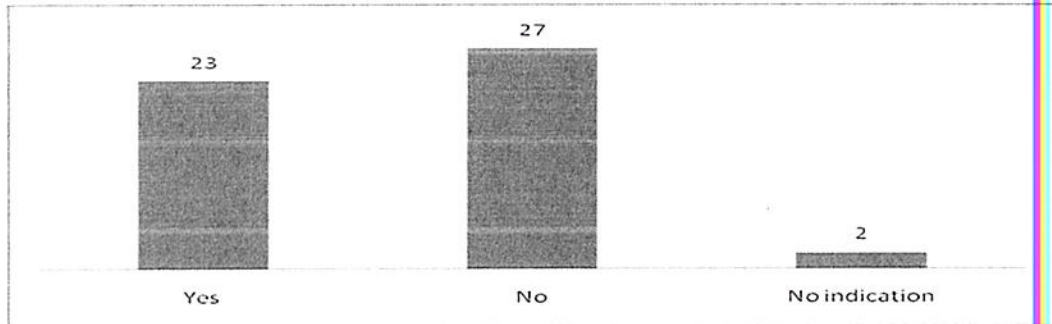
This chart indicates most respondents 62/87(71%) are satisfied with the workmanship they receive from our department (maintenance). Only 7/87 (8%) are dissatisfied while 17/87(20%) are slight satisfied.

Is your organization aware that the Department of Public Works is mandated to supply your organization with a maintenance service?

Table 10

District	Yes	No	No indication
Mopani	3	5	1
Vhembe	10	15	0
Sekhukhune	4	3	1
Waterberg	5	4	0
Capricorn	1	0	0
Total	23	27	2

Chart 10



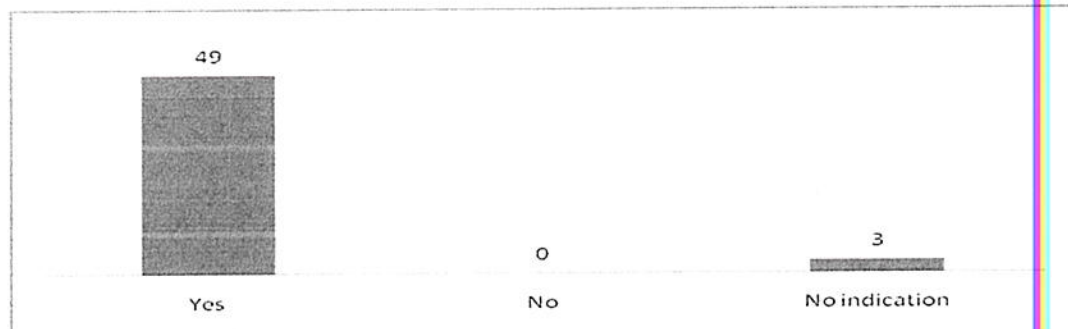
27/51(52%) of respondents indicated that they are not aware that the department is mandated to supply maintenance services to government owned buildings. It is clear that more should be done to educate and inform departments about the services that the department is rendering to it clients.

Is your organization willing to make use of public works in future to address your maintenance needs?

Table 11

District	Yes	No	No indication
Mopani	8	0	1
Vhembe	25	0	0
Sekhukhune	6	0	2
Waterberg	9	0	0
Capricorn	1	0	0
Total	49	0	3

Chart 11



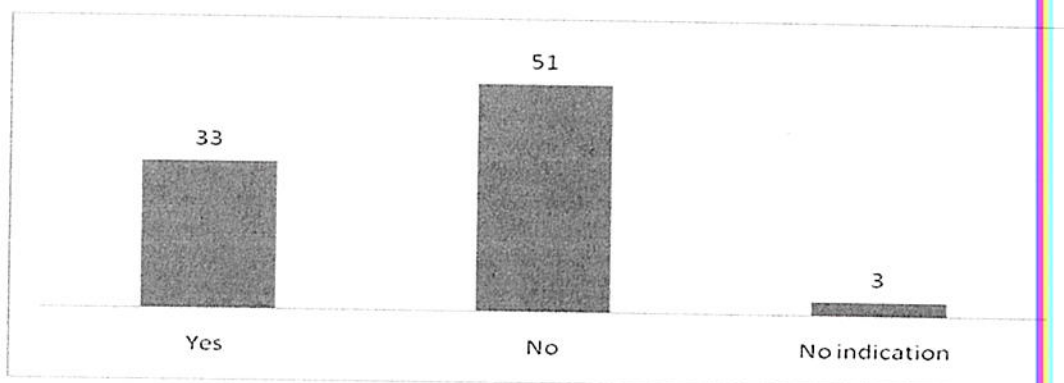
This chart indicated that all (49/51) (96%) respondents are willing to make use of the department of Public Works for their maintenance request. This indicates there is a need for the department to ensure that it expands its services.

Does the department supply the material to be used for the maintenance work?

Table 12

District	Yes	No	No indication
Mopani	10	12	1
Vhembe	1	13	0
Sekhukhune	2	3	2
Waterberg	15	16	0
Capricorn	5	7	0
Total	33	51	3

Chart 12



How satisfied are your organization regarding the quality of materials that the Department of Public Works use for maintenance work?

Table 13

District	Very dissatisfied	Slightly dissatisfied	Slightly satisfied	Satisfied	Very satisfied	No indication
Mopani	1	1	0	4	4	0
Vhembe	0	0	1	1	0	0
Sekhukhune	0	0	1	1	0	0
Waterberg	0	2	2	10	1	0
Capricorn	0	0	0	5	0	0
Total	1	3	4	20	5	0

Chart 13



The chart in 2.5 and 2.5(a) indicates that 33/87(38%) respondents are supplied with materials for maintenance work and, 51/87(59%) procure their own materials. In the case where the departments of public works supply the materials 25/33 are satisfied with the quality of the material which indicates that building maintenance are ensuring that specifications are adhered to by its suppliers of goods. 4/33 indicated dissatisfaction.

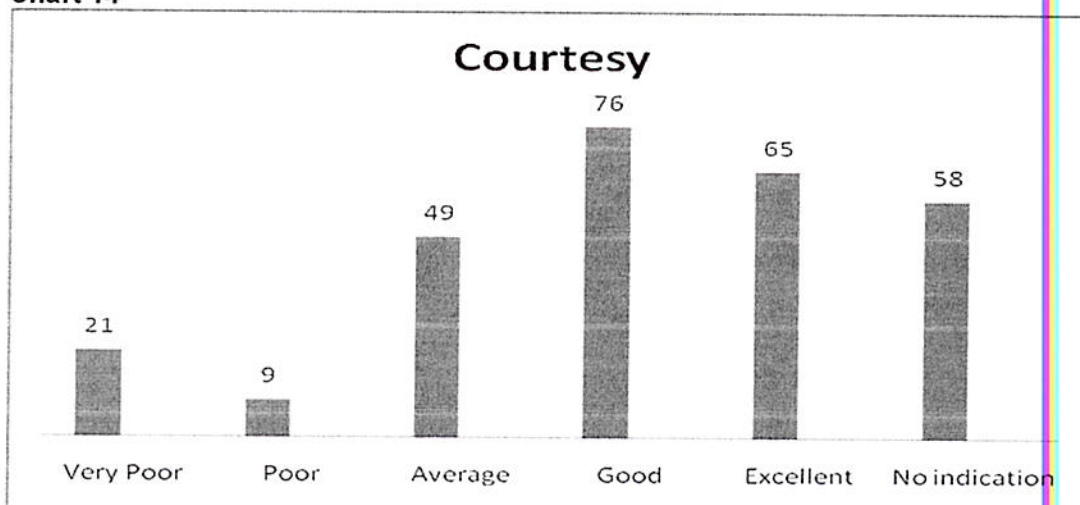
SECTION B

COURTESY

Table 14

Question	Rating					
	Very Poor	Poor	Average	Good	Excellent	No indication
Indicate the level of courtesy you receive when calling our Regional Call Centre office (RCC)?	10	5	24	34	32	34
Indicate the level of courtesy you receive from official of building Maintenance and Real Estate when visiting or visited by our department.	11	4	25	42	33	24
Total	21	9	49	76	65	58

Chart 14



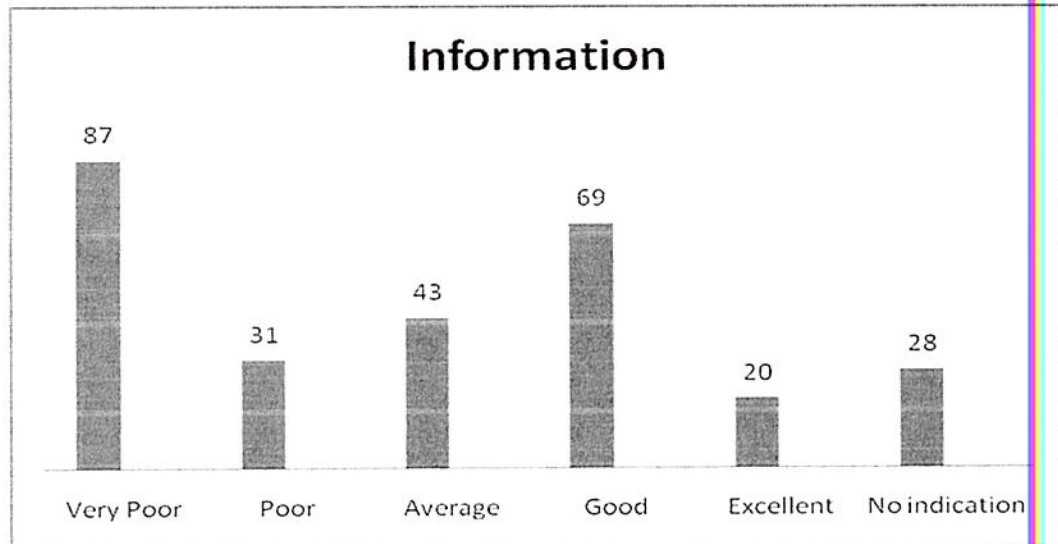
141/220 (64%) respondents indicated that the department are doing well with regard to courtesy. 49/220 (22%) is of the opinion that the courtesy they receive is average. 65 out of 141 respondents indicated an excellent courtesy rating of 46%. The way in which we treat our customers seems to be of high standards. This only needs to be put into actual effective service delivery

INFORMATION

Table 15

Question	Rating					
	Very Poor	Poor	Average	Good	Excellent	No indication
Is the Department informing your organization of what services are being provided	46	17	21	31	9	15
Is the department informing your organization of where to obtain services	41	14	22	38	11	13
Total	87	31	43	69	20	28

Chart 15



With regard to information 89/250 (36%) respondents responded positively and 43/250 (17%) indicated that it's of average. 118/250(47%) indicated that as users are not informed sufficiently. The department has put in place a communication strategy and it should be strengthened and implemented vigorously to ensure educated and informed users.

NARRATIVE

How best can the Department of Public Works improve its service to your organization?

- Department to use its material for maintenance and send invoices to relevant department
- Regular maintenance on buildings.
- Maintenance budget to be controlled by department of Public Works
- Public works to employ more artisans.

Indicate how the department of Public Works can improve its courtesy towards your organization?

- The department of public works officials to understand the work done in nature reserves so that can prioritize work
- Generally user departments are happy with the courtesy they receive from the department

Indicate how the department of Public Works can improve its information sharing with your organization?

- Regular maintenance meetings between departments
- Consultative meeting to share policies, services and other updating information
- Regular circulars
- Regular contact secessions with institutions
- Information booklets be provided to institutions
- Information to be provided through service standards and service charter
- The department to improve their service by awareness sessions on maintenance services

SECTION C

GENERAL REMARKS

- No reliable response time
- Hospitals have been doing their own maintenance
- The building is gradually improving and the department to make regular visits/ inspections
- Ownership of the building to be clarified as different departments are utilizing its own maintenance budget get private companies. (Sekgosese Central Circuit Matoks)
- Notham Road and Transport Camp has plumbing problems
- Dwaalboom Roads and Transport has problems with water pump and security lights and fencing
- Atherstone nature reserve receives good quality work from Thabazimbi cost center but experience a challenge with the mechanically section at the District office regarding water pump.
- St Ritas Hospital the following was commended on:

- ✓ The request for re-roofing was never attended to
- ✓ Building is used for all services
- ✓ The building is a health harassed to both employees and clients
- In general the services received by user departments are good and, more should be done in relation to toilets, blockages and other maintenance works.
- Public schools to be informed about services rendered by public works and schools must have direct access to regional offices
- Matlala Hospital recommended the following:
 - Lack of personnel from the department of public works to complete the painting work
 - Inspection was last done on the 1 September 2008
- SASSA Nebo indicated that they would like the department to repair air-conditioners.
- To appoint inspectors from different trades(Thabazimbi Hospital)
- Mokopane EMPC Education indicated that the service is poor because they have collect technicians or public works officials to assist them.
- Dwaalboom clinic indicated that toilets are not working and department should buy material and submit payment to department of health to ensure quick services.
- GaSeleka Traditional Council indicated does not visit traditional council offices and therefore the offices are not aware of what services are not be rendered
- Nylstroom Circuit office indicated inspection by the department as to indicate the kind of maintenance is needed.
- Shongoane clinic indicated that the pit toilets are full, cupboards are broken and pipes needs pipes to be connected to basin.
- Tshikhudini Primary School (Vhembe) indicated the following:
 - Late arrival by officials
 - Slow pace of work
 - Long break times
 - Unable to reach target dates
 - Shifting of workers during projects

Limitations

- During the implementation phase in Vhembe district it became clear that the use of the district asset register for buildings will not give the required results.
- Maintenance is only done on a request from the user department and that if the user does not request any maintenance the department will not do maintain work on the building.
- A decision was made to target Public Works Portfolios, Roads and Transport, Department of Health (Hospitals and clinic within the districts).
- The questionnaire did not address issues related to inspections
- Hospitals and clinics have their own maintenance teams and only make use of the department when they do not skilled artisans

- RCC system reports used only at Capricorn District to identify user departments for the survey.
- Inspections are not done randomly.
- Lack of consultation and awareness campaigns are not conducted by the department.

5. CONCLUSION

Most clients are satisfied with the level of service they receive from the department. It is clear that most if not all organization making use of government owned building are willing to make use of Public Works maintenance service in future to address their maintenance needs. The department should employ more qualified and skilled staff in the Regional Call Center (RCC) that deals with maintenance request to ensure that calls locked are allocated to relevant people timeously, and to be able to make follow ups on locked calls. It is also important that the maintenance department put in place mechanisms to ensure that the high number of respondents that still feels the department takes longer than the standard number of days is addressed and job cards opened for a long time be followed up with client departments and redress belief principle be used to rectify the matter.

6. RECOMMENDATIONS

Recommendations	Unit Responsible	Time Frame
An integrated approach to planning and execution, to enable a synergy between the department and its end users	GM: Project Management	End of 2 nd quarter
Awareness campaigns with end user departments to ensure all services that are offered by the department of Public Works is clear without any ambiguities.	GM: Maintenance Snr. Manager: SDI	
Regular inspections to government owned and rented buildings be done as per departmental core standards	GM: Maintenance	Quarterly
The expansion of maintenance services to rural schools that are finding it difficult to maintain government owned buildings.	GM: Maintenance	End of 3 rd quarter
Upgrading of the telephone and computer system (RCC) for maintenance request to ensure prompt and easy access to its clients that has to report defects.	GM: Maintenance GM: Gito	End of 2 nd quarter
Regular interaction with user departments regarding the quality of the service that the department offered to them be implemented through satisfaction leaflets	Snr. Manager: SDI	Quarterly
Monitoring and evaluation unit to ensure that information gathered by this satisfaction leaflets be reported quarterly to management to ensure that remedial action are taken to rectify any gaps.	Snr. Manager: SDI	Quarterly

7 APPROVAL

Approval are sought to publish the findings and recommendations of this survey report.

Approved/ ~~Not Approved~~



 HEAD OF DEPARTMENT

21.07.10

 DATE

ANNEXURE

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 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?

Thanks