



LIMPOPO
PROVINCIAL GOVERNMENT
REPUBLIC OF SOUTH AFRICA

Limpopo Citizen Satisfaction Survey 2009

Submitted to:

Office of the Premier
Limpopo Provincial Government
Mowaneng Building
40 Hans van Rensburg Street
Polokwane, Limpopo

in collaboration with

Deutsche Gesellschaft für Technische Zusammenarbeit [GTZ],
GmbH
GTZ Office, Block C, Ground Floor
333 Grosvenor Street
Hatfield, Pretoria



Prepared by:

Psychology, School of Social Sciences
University of Limpopo (Turfloop Campus)
University Road
Mankweng, Polokwane



Compiled by S Mashegoane

Office № 1015 First Floor M Block, Psychology, School of Social Sciences, University of
Limpopo (Turfloop Campus), University Road, Mankweng, Polokwane 0727

Tel: (015) 268 2317/3505 Fax: (015) 268 2320/2688

email: solomonm@ul.ac.za

Acknowledgements:

The project leader, S Mashegoane, thanks the following for their various invaluable contributions to the project:

The Director-General, Dr. N.H. Manzini, members of the Batho Pele unit, and the LCSS 2009 steering committee, all at the Office of the Premier, Limpopo Provincial Government, Polokwane

Maleka Mokgapi, Deutsche Gesellschaft für Technische Zusammenarbeit [GTZ], GmbH, Hatfield

Office of the Vice Chancellor (Prof. N.M. Mokgalong), University of Limpopo, Polokwane

Dr. L.K. Debusho (UP), for statistical consultation

G. Mabale (UNIVEN), coordination

Dr. S. Moripe (UL), coordination

N. Moseya (UL), group leader, research intern on the project

A.N. Negota (UL), translations, research intern on the project

Senior students from the Universities of Limpopo (Turfloop Campus) and Venda who participated in different capacities throughout the project

Table of contents

	Content	Page
	Acknowledgements.....	iii
	Summary tables.....	vi
	Figures.....	ix
	Abbreviations and definitions of selected concepts.....	xii
	Executive Summary	
I	Background and overview of the LCSS 2009.....	1
II	Summary of findings.....	3
III	Sample demographic characteristics.....	9
IV	Methodology.....	13
V	The validity and reliability of results.....	14
	Main findings of the survey	
1.	Rating of residential area and region.....	17
2.	Service quality.....	21
3.	The sacrifice participating citizens made to reach service sites.....	27
4.	Complaint behavior.....	29
5.	Intention to leave/exit.....	32
6.	Expectation regarding the satisfaction of needs by government.....	34
7.	Service satisfaction.....	35
8.	Community development workers (CDWs).....	42
9.	Communication.....	44
10.	Education.....	53
11.	Health care.....	71
12.	Programs for senior citizens.....	81
13.	Limpopo Youth Commission.....	82
14.	Sporting and recreational facilities.....	84
15.	Game reserves and national parks.....	85
16.	Crime and safety.....	87
17.	Roads and traffic policing.....	93
18.	Housing.....	95
19.	Access to clean water.....	97
20.	Electricity.....	98
21.	General satisfaction with provincial government services.....	100
22.	Government services to citizens with special needs.....	101
23.	Social grants.....	102
24.	Economic opportunities.....	106
25.	Priority issues.....	108
26.	Conclusions and general recommendations.....	112
	Appendices	
Appendix A:	Structural causal models of the LCSS 2009.....	A1—A4
Appendix B:	Detailed LCSS 2009 tables.....	B1—B44
Appendix C:	LCSS 2009 English version questionnaire.....	C1—C11

Summary Tables

Table №	Table	Page
Table I:	Sample distribution across the district municipalities and margins of error.....	9
Table II:	Distribution of gender by district municipalities of the Limpopo province.....	11
Table III:	Demographic characteristics of the 2009 sample.....	12
Table 1a:	Overall, how would you rate [INTERVIEWER MENTIONS DOMICILE] as a place to live in? Would you say it is excellent, good, fair, poor, or that you do not know?.....	18
Table 1b:	Overall, how would you rate [INTERVIEWER MENTIONS REGION'S NAME] as a place to live in? Would you say it is excellent, good, fair, poor, or that you do not know?	20
Table 2a:	The employees make an effort to understand the needs of a citizen during a service encounter.....	21
Table 2b:	The employees are reliable in providing the service they are supposed to render to citizens.....	22
Table 2c:	The employees are straightforward and honest in their dealings with citizens	23
Table 2d:	The employees are skilled and knowledgeable in what they are supposed to do.....	24
Table 2e:	Means and standard deviations of the service quality scores across the district municipalities and province.....	24
Table 2f:	Based on your experiences over the past twelve (12) months, how would you rate the overall quality of services provided by the Limpopo government to the citizens?	25
Table 2g:	The impact of demographic factors on service quality evaluations.....	26
Table 3a:	The effort you think you had to make to reach the last government department you visited.....	27
Table 3b:	The time you perceived to have spent waiting to be served at the last government department you visited.....	28
Table 3c:	The time you perceived to have spent being served at the last government department you visited.....	29
Table 4a:	Protesting the treatment on the spot.....	30
Table 4b:	Lodging a complaint with the concerned employee's superiors.....	31
Table 4c:	How confident are you that senior officials at the last government department you visited would act appropriately on your complaint if you were to lodge it?	32
Table 5:	If I could, I would relocate somewhere else.....	33
Table 6:	In terms of satisfying your needs and those of your household, would you say you expected, since last year (2008), a great deal, a fair amount, only a little, or nothing at all from the Limpopo provincial government?.....	34
Table 7a:	I am satisfied with the way I was treated.....	35
Table 7b:	I am satisfied with the whole service experience.....	36
Table 7c:	I am satisfied with the full attention I was given.....	37
Table 7d:	I am satisfied with the care I received.....	38
Table 7e:	Service satisfaction groupings across district municipalities.....	40
Table 7f:	Service satisfaction groupings across the local and district municipalities of the province.....	41
Table 8a:	Have you had some contact with employees of the Limpopo provincial government called Community Development Workers (CDWs) in the last twelve (12) months?.....	42
Table 8b:	On a scale from 1 to 9, with 1 meaning "poor service" and 9 meaning "excellent service", how would you rate the service you received from the Community Development Worker (CDW) in your area?.....	43
Table 9a:	How would you rate the Limpopo provincial government's efforts to disseminate information about its social functions, services and programs?.....	44
Table 9b(i):	Limpopo Province premier's imbizo—AWARENESS.....	45
Table 9b(ii):	Limpopo province premier's imbizo—QUALITY.....	46
Table 9c(i):	Limpopo province website (http://www.premier.limpopo.gov.za)—AWARENESS.....	47
Table 9c(ii):	Limpopo province website (http://www.premier.limpopo.gov.za)—QUALITY....	48
Table 9d(i):	Limpopo province newsletter (Limpopo news)—AWARENESS	49

Table №	Table	Page
Table 9d(ii):	Limpopo province newsletter (Limpopo news)—QUALITY.....	50
Table 9e(i):	Limpopo province Batho Pele day—AWARENESS.....	51
Table 9e(ii):	Limpopo province Batho Pele day—QUALITY.....	52
Table 10a(i):	Do you have one or more child attending school at a primary school within the province of Limpopo?.....	53
Table 10a(ii):	What is the quality of <u>teachers</u> in the primary schools run by the Limpopo Department of Education?.....	54
Table 10a(iii):	What is the quality of the <u>material or content</u> the children are learning in class and in the school, in the primary schools run by the Limpopo provincial government?.....	56
Table 10a(iv):	What is the quality of the <u>learning materials</u> the children are using for their lessons in the primary schools?	58
Table 10a(v):	What is your rating of the <u>size of classes</u> in the primary schools of the Province of Limpopo?	59
Table 10a(vi):	How would you rate the physical condition, that is, the neatness and cleanliness, of the primary schools in the province of Limpopo?.....	61
Table 10b(i):	Do you have one or more child attending school at a government secondary or high school run by the Limpopo Department of Education?.....	62
Table 10b(ii):	What is the quality of <u>teachers</u> in the secondary and high schools run by the Limpopo Department of Education?.....	63
Table 10b(iii):	What is the quality of the <u>material or content</u> the learners are learning in class and in the school, in the secondary and high schools run by the Limpopo provincial government?.....	65
Table 10b(iv):	What is the quality of the <u>learning materials</u> the children are using for their lessons in the secondary and high schools?.....	66
Table 10b(v):	What is your rating of the <u>size of classes</u> in the high schools of the Province of Limpopo?	68
Table 10b(vi):	How would you rate <u>the physical condition, the neatness and cleanliness</u> , of the secondary and high schools?.....	69
Table 11a:	Did you ever visit a hospital run by the provincial government of Limpopo in the last 12 months?	71
Table 11b:	What was the nature of your (hospital) visit?.....	72
Table 11c(i):	On a scale from 1 to 9, with 1 meaning “poor service” and 9 meaning “excellent service”, how would you rate the service you received from the hospital you visited?.....	73
Table 11c(ii):	On a scale from 1 to 9, with 1 meaning “poor service” and 9 meaning “excellent service”, how would you rate the service you received from the hospital you visited?	74
Table 11d:	Hospital service quality evaluation in various Limpopo local areas.....	75
Table 11e:	How would you rate staffing at <u>[INTERVIEWER NAMES HOSPITAL LISTED IN THE PRECEDING QUESTION]</u> ?	77
Table 11f:	How would you rate the physical facilities at <u>[INTERVIEWER NAMES HOSPITAL LISTED IN THE PRECEDING QUESTION]</u> ?.....	78
Table 11g:	How would you rate the Limpopo provincial government's efforts of providing emergency medical rescue services?.....	79
Table 11h:	Some of the patients with complicated diseases are sent for specialized medical procedures in Gauteng hospitals. How would you rate the Limpopo provincial government's efforts of providing specialized, high-tech medical services within the province?	80
Table 12:	How would you rate the Limpopo provincial government's efforts to establish programs and services for the elderly?.....	81
Table 13a:	Are you familiar with programs and services of the Limpopo Youth Commission for you to be able to evaluate them?.....	82
Table 13b:	If you have answered “YES” to Q31 (a), please rate the quality of programs and services the Limpopo Youth Commission is providing to the youth of the Limpopo Province? Would you say the programs and services are excellent, good, only fair, or poor?	83
Table 14:	Are you satisfied with the availability of Limpopo government-sponsored sporting and recreational facilities, including children's playgrounds, in your neighbourhood?	84
Table 15a:	Have you, or anyone else in your household, visited a game reserve or nature	85

Table №	Table	Page
	park in the last twelve (12) months?.....	
Table 15b:	How satisfied are you with the protection and upkeep of game reserves or nature parks within the control of the Limpopo provincial government?.....	86
Table 16a(i):	Do you feel that your neighbourhood is a safe place to be in at night?.....	87
Table 16a(ii):	Do you feel that your neighbourhood is a safe place to be in during the day?...	88
Table 16a(iii):	Do you feel safe walking alone in business areas during the day?.....	89
Table 16a(iv):	Do you feel safe walking alone in business areas during the night?.....	90
Table 16a(v):	Do you feel that your property is well protected because of police presence and visibility?	91
Table 16b:	On a scale from 1 to 9, with 1 meaning “not satisfied” and 9 meaning “satisfied”, how would you rate your level of satisfaction with the way the police department in general is doing its job?.....	92
Table 17a:	Focusing only on roads and streets in your neighbourhood, and not freeways, how would you rate the condition of the road and street surfaces in your neighbourhood?	93
Table 17b:	How would rate the quality of how traffic police enforce traffic laws within the province of Limpopo?	94
Table 18a:	Based on what you see, or what you hear, are you satisfied with the availability of housing within the province of Limpopo?.....	95
Table 18b:	Based on what you see, or what you hear, are you satisfied with the quality of housing that is available within the province of Limpopo?.....	96
Table 19:	How satisfied are you with your household’s access to clean water?.....	97
Table 20a:	Is your home electrified?	98
Table 20b:	If your home is electrified, how satisfied are you with the electricity supply service your household is receiving?.....	99
Table 21:	On a scale from 1 to 9, with 1 meaning “not satisfied” and 9 meaning “satisfied”, how would you rate your general level of satisfaction with the way the Limpopo provincial government has been providing services to you for the last 12 months?	100
Table 22:	On a scale from 1 to 9, with 1 meaning “not satisfied” and 9 meaning “satisfied”, how would you rate the services of the Limpopo provincial government towards people who have special needs and challenges, such as the blind and the deaf?	101
Table 23a:	Have you, or any member of your family, been able to successfully apply for a disability grant?	103
Table 23b:	Have you, or any member of your family, been able to successfully apply for an old age grant?	103
Table 23c:	Have you, or any member of your family, been able to successfully apply for a child support grant?	104
Table 23d:	If you have answered “NO” to any item in 44(a) please state in brief what the difficulties of accessing the funds are.....	105
Table 24	How would you rate the Limpopo provincial government’s efforts of developing economic opportunities for citizens of the province?.....	106
Table 25a:	Issues government is expected to focus on as a matter of priority in 2010: First priority.....	109
Table 25b:	Issues government is expected to focus on as a matter of priority in 2010: Second priority.....	110
Table 25c:	Issues government is expected to focus on as a matter of priority in 2010: Third priority.....	111

Figures

Figure No	Figure	Page
Figure I	Sample distribution across the district municipalities.....	9
Figure II	Distribution of gender by district municipalities of the Limpopo province.....	11
Figure 1a:	Overall, how would you rate [INTERVIEWER MENTIONS DOMICILE] as a place to live in? Would you say it is excellent, good, fair, poor, or that you do not know?	17
Figure 1b:	Overall, how would you rate [INTERVIEWER MENTIONS REGION'S NAME] as a place to live in? Would you say it is excellent, good, fair, poor, or that you do not know?	19
Figure 2a:	The employees make an effort to understand the needs of a citizen during a service encounter.....	21
Figure 2b:	The employees are reliable in providing the service they are supposed to render to citizens.....	22
Figure 2c:	The employees are straightforward and honest in their dealings with citizens.....	23
Figure 2d:	The employees are skilled and knowledgeable in what they are supposed to do.....	24
Figure 2e:	Based on your experiences over the past twelve (12) months, how would you rate the overall quality of services provided by the Limpopo government to the citizens?	25
Figure 3a:	The effort you think you had to make to reach the last government department you visited.....	27
Figure 3b:	The time you perceived to have spent waiting to be served at the last government department you visited.....	28
Figure 3c:	The time you perceived to have spent being served at the last government department you visited.....	29
Figure 4a:	Protesting the treatment on the spot.....	30
Figure 4b:	Lodging a complaint with the concerned employee's superiors.....	31
Figure 4c:	How confident are you that senior officials at the last government department you visited would act appropriately on your complaint if you were to lodge it?.....	32
Figure 5:	If I could, I would relocate somewhere else.....	33
Figure 6:	In terms of satisfying your needs and those of your household, would you say you expected, since last year (2008), a great deal, a fair amount, only a little, or nothing at all from the Limpopo provincial government?.....	34
Figure 7a:	I am satisfied with the way I was treated.....	35
Figure 7b:	I am satisfied with the whole service experience.....	36
Figure 7c:	I am satisfied with the full attention I was given.....	37
Figure 7d:	I am satisfied with the care I received.....	38
Figure 7e:	Service satisfaction groupings across district municipalities.....	40
Figure 8a:	Have you had some contact with employees of the Limpopo provincial government called Community Development Workers (CDWs) in the last twelve (12) months?.....	42
Figure 8b:	On a scale from 1 to 9, with 1 meaning "poor service" and 9 meaning "excellent service", how would you rate the service you received from the Community Development Worker (CDW) in your area?.....	43
Figure 9a:	How would you rate the Limpopo provincial government's efforts to disseminate information about its social functions, services and programs?.....	44
Figure 9b(i):	Limpopo Province premier's imbizo—AWARENESS.....	45
Figure 9b(ii):	Limpopo province premier's imbizo—QUALITY.....	46
Figure 9c(i):	Limpopo province website (http://www.premier.limpopo.gov.za)—AWARENESS.....	47
Figure 9c(ii):	Limpopo province website (http://www.premier.limpopo.gov.za)—QUALITY.....	48
Figure 9d(i):	Limpopo province newsletter (Limpopo news)—AWARENESS.....	49
Figure 9d(ii):	Limpopo province newsletter (Limpopo news)—QUALITY.....	50
Figure 9e(i):	Limpopo province Batho Pele day—AWARENESS.....	51
Figure 9e(ii):	Limpopo province Batho Pele day —QUALITY.....	52
Figure 10a (i):	Do you have one or more child attending school at a primary school within the province of Limpopo?.....	53

Figure №	Figure	Page
Figure 10a(ii):	What is the quality of <u>teachers</u> in the primary schools run by the Limpopo Department of Education?.....	55
Figure 10a(iii):	What is the quality of the <u>material or content</u> the children are learning in class and in the school, in the primary schools run by the Limpopo provincial government?.....	57
Figure 10a(iv):	What is the quality of the <u>learning materials</u> the children are using for their lessons in the primary schools?.....	58
Figure 10a(v):	What is your rating of the <u>size of classes</u> in the primary schools of the Province of Limpopo?	60
Figure 10a(vi):	How would you rate the physical condition, that is, the neatness and cleanliness, of the primary schools in the province of Limpopo?.....	61
Figure 10b(i):	Do you have one or more child attending school at a government secondary or high school run by the Limpopo Department of Education?.....	62
Figure 10b(ii):	What is the quality of <u>teachers</u> in the secondary and high schools run by the Limpopo Department of Education?.....	64
Figure 10b(iii):	What is the quality of the <u>material or content</u> the learners are learning in class and in the school, in the secondary and high schools run by the Limpopo provincial government?.....	65
Figure 10b(iv):	What is the quality of the <u>learning materials</u> the children are using for their lessons in the secondary and high schools?.....	67
Figure 10b(v):	What is your rating of the <u>size of classes</u> in the high schools of the Province of Limpopo?.....	68
Figure 10b(vi):	How would you rate <u>the physical condition, the neatness and cleanliness</u> , of the secondary and high schools?.....	70
Figure 11a:	Did you ever visit a hospital run by the provincial government of Limpopo in the last 12 months?	71
Figure 11b:	What was the nature of your (hospital) visit?.....	72
Figure 11c:	On a scale from 1 to 9, with 1 meaning "poor service" and 9 meaning "excellent service", how would you rate the service you received from the hospital you visited?	74
Figure 11d:	Hospital service quality evaluation in various Limpopo local areas.....	76
Figure 11e:	How would you rate staffing at <u>[INTERVIEWER NAMES HOSPITAL LISTED IN THE PRECEDING QUESTION]</u> ?.....	77
Figure 11f:	How would you rate the physical facilities at <u>[INTERVIEWER NAMES HOSPITAL LISTED IN THE PRECEDING QUESTION]</u> ?.....	78
Figure 11g:	How would you rate the Limpopo provincial government's efforts of providing emergency medical rescue services?.....	79
Figure 11h:	Some of the patients with complicated diseases are sent for specialized medical procedures in Gauteng hospitals. How would you rate the Limpopo provincial government's efforts of providing specialized, high-tech medical services within the province?.....	80
Figure 12:	How would you rate the Limpopo provincial government's efforts to establish programs and services for the elderly?.....	81
Figure 13a:	Are you familiar with programs and services of the Limpopo Youth Commission for you to be able to evaluate them?.....	82
Figure 13b:	If you have answered "YES" to Q31 (a), please rate the quality of programs and services the Limpopo Youth Commission is providing to the youth of the Limpopo Province? Would you say the programs and services are excellent, good, only fair, or poor?.....	83
Figure 14:	Are you satisfied with the availability of Limpopo government-sponsored sporting and recreational facilities, including children's playgrounds, in your neighbourhood?	84
Figure 15a:	Have you, or anyone else in your household, visited a game reserve or nature park in the last twelve (12) months?.....	85
Figure 15b:	How satisfied are you with the protection and upkeep of game reserves or nature parks within the control of the Limpopo provincial government?.....	86
Figure 16a(i):	Do you feel that your neighbourhood is a safe place to be in at night?.....	87
Figure 16a(ii):	Do you feel that your neighbourhood is a safe place to be in during the day?.....	88
Figure 16a(iii):	Do you feel safe walking alone in business areas during the day?.....	89
Figure 16a(iv):	Do you feel safe walking alone in business areas during the night?.....	90

Figure №	Figure	Page
Figure 16a(v):	Do you feel that your property is well protected because of police presence and visibility?	91
Figure 16b:	On a scale from 1 to 9, with 1 meaning "not satisfied" and 9 meaning "satisfied", how would you rate your level of satisfaction with the way the police department in general is doing its job?	92
Figure 17a:	Focusing only on roads and streets in your neighbourhood, and not freeways, how would you rate the condition of the road and street surfaces in your neighbourhood?	93
Figure 17b:	How would rate the quality of how traffic police enforce traffic laws within the province of Limpopo?	94
Figure 18a:	Based on what you see, or what you hear, are you satisfied with the availability of housing within the province of Limpopo?.....	95
Figure 18b:	Based on what you see, or what you hear, are you satisfied with the quality of housing that is available within the province of Limpopo?.....	96
Figure 19:	How satisfied are you with your household's access to clean water?.....	97
Figure 20a:	Is your home electrified?	98
Figure 20b:	If your home is electrified, how satisfied are you with the electricity supply service your household is receiving?.....	99
Figure 21:	On a scale from 1 to 9, with 1 meaning "not satisfied" and 9 meaning "satisfied", how would you rate your general level of satisfaction with the way the Limpopo provincial government has been providing services to you for the last 12 months?	100
Figure 22:	On a scale from 1 to 9, with 1 meaning "not satisfied" and 9 meaning "satisfied", how would you rate the services of the Limpopo provincial government towards people who have special needs and challenges, such as the blind and the deaf?	101
Figure 23a:	Have you, or any member of your family, been able to successfully apply for a disability grant?	103
Figure 23b:	Have you, or any member of your family, been able to successfully apply for an old age grant?	103
Figure 23c:	Have you, or any member of your family, been able to successfully apply for a child support grant?	104
Figure 23d:	If you have answered "NO" to any item in 44(a) please state in brief what the difficulties of accessing the funds are.	105
Figure 24:	How would you rate the Limpopo provincial government's efforts of developing economic opportunities for citizens of the province?.....	107

Abbreviations and definitions of selected concepts

This section presents both definitions of concepts and abbreviations encountered in the document. Note that all attempts are made to explain concepts and/or give the full-name version of almost all abbreviations in the text. However, these are rendered again in this section for the convenience of the reader. Some of them, for instance, *df.*, *p*, *ns* and *r*, are statistical abbreviations commonly left unexplained or rendered in their full names.

\bar{X}	:	Mean, or arithmetic average.
C	:	Capricorn district municipality.
CDW	:	Community Development Worker.
Citizen satisfaction	:	An evaluative judgment of service experiences by citizens, developed over a period of time in dealings with various public offices.
DLG & H	:	Department of Local Government and Housing.
<i>df.</i>	:	Degrees of freedom.
DK	:	“Don’t know”, a response option in some of the measurement scales used in the Limpopo Citizen Satisfaction Surveys.
F	:	A statistic measured in analysis of variance.
Government service	:	The concept is equivalent to public service in this document.
GTZ	:	Deutsche Gesellschaft für Technische Zusammenarbeit. The English alternative of this name, as appears on the communications of the organization, is German Development Corporation.
L	:	Limpopo province.
LCSS	:	Limpopo Citizen Satisfaction Survey. “Citizen” replaces “customer”, a term used by many researchers and practitioners in the area traditionally considered an assessment of customers. In surveys evaluating government or public service delivery not all services entail the exchange of cash or are directly paid for.
LYC	:	Limpopo Youth Commission. The organization was in the process of restructuring at the time of surveying. The results of this survey relate to it before restructuring, and not its successor.
M	:	Mopani district municipality.
<i>ns</i>	:	Statistically not significant. The concept of statistical significance refers to the probability that the results of an analysis in a sample occurred by chance. This means that whatever the researcher was analyzing, be it differences between means or an association between two variables, will not be found in the population from which the sample was drawn. The level of significance is indicated by the size of the p-value.
<i>p</i>	:	Probability or p-value. The higher the value of the p-value, the less likely the researcher will accept that the observed relations between variables are a true reflection of their relation in a particular population. This happens when the value of the p-value exceeds .05.
<i>r</i>	:	Pearson product-moment correlation coefficient; also simply called correlation coefficient, or Pearson <i>r</i> . A measure of the association between two variables. A Pearson product-moment correlation coefficient is expressed as any value from -1 to 1.
RA	:	“Refuses to answer”, a response option in some of the measurement scales used in the LCSS.
“RDP houses”	:	State-subsidized housing units built to accommodate certain categories of low-wage earners and deserving citizens. The acronym “RDP house” is a carry-over expression from the full-fledged implementation of the Reconstruction and Development Programme, an erstwhile government social welfare project.
S	:	Sekhukhune district municipality.
SEM	:	Structural equation modeling.
Standardization	:	The concept refers to a survey condition where measures and procedures are nearly the same for different survey rounds.
<i>t</i>	:	T-test analysis.
UA	:	“Unable to answer”, a response option in some of the measurement scales used in the LCSS.

V	:	Vhembe district municipality.
W	:	Waterberg district municipality.
α	:	Cronbach's alpha. It is used to express the reliability or internal consistency of a scale. It refers to how much, or to what extent, do items of a scale measure the same latent variable. A higher Cronbach's alpha (approaching 1.00) indicates that a scale is reliable.

Executive Summary

I. Background and overview of the LCSS 2009

The Batho Pele programme, enshrined in the White Paper on the Transformation of the Public Sector, encourages a commitment to public service improvement and excellence among government employees. One way this objective can be realized is to engage in a process of continuous public service evaluation. The assessment of citizens' satisfaction with service provision is an aspect of public service evaluation involving external service recipients. In 2008 a provincial survey entitled the Limpopo Citizen Satisfaction Survey (LCSS) 2008 was launched by the Limpopo Office of the Premier to solicit opinions from citizens regarding government service delivery. The survey was a successor to previous evaluations by the Office of the Premier, and was envisaged to be a periodic exercise. Thus the Office of the Premier of Limpopo, in 2009 partnering with the Deutsche Gesellschaft für Technische Zusammenarbeit [GTZ], GmbH continues to evaluate how citizens perceive the service efforts of various units of government.

All instances of evaluation by the Office of the Premier of Limpopo cover varied aspects of service delivery and service-related issues. Services involved are mostly those offered by the provincial government. However, those offered by other levels of government (that is, local and national) are also considered whenever need arises. Areas covered by the survey, as in the LCSS 2008, include the following: (a) perceptions of living in particular localities and districts in Limpopo, (b) the use of government services, (c) Service quality, (d) sacrifice required of citizens to access service sites, (e) service by the Community Development Workers (CDWs), (f) government communications of its programmes, (g) the schooling of learners in the province, (h) government health efforts, (i) programmes to senior citizens, (j) government sporting and recreational facilities, (k) national parks and game reserves, (l) safety and crime in residential business areas, (m) the state local roads, and traffic policing, (n) housing issue, (o) availability of clean water, (p) electricity, (q) social services, (r) services to people with special needs and challenges, and (s) the creation of economic opportunities. Furthermore, respondents were asked to say whether they had any expectations from government, and to state what they

considered to be priority areas to be focused on by the Limpopo provincial government

The Limpopo Citizen Satisfaction Survey (LCSS) 2009 is a replication study of the LCSS 2008, retaining all features of its format. Almost all items used in the LCSS 2008 interview schedule were fielded in 2009 to allow for comparison between the two survey rounds. A new addition to the LCSS 2009 is a group of items forming a global satisfaction measure. The items were added to the LCSS 2009 interview schedule based on experience in other surveys. The particular scale used was previously used in a survey conducted by the Limpopo Province Department of Local Government and Housing (DLG & H) in 2009. The subsequent global satisfaction scale used does not necessarily replace the satisfaction item previously used. It compliments it.

Analysis is conducted item by item, and when necessary, a sum score is provided and relationships between variables are computed. A summary of the LCSS 2008 provincial-level data is presented together with current results. In addition, a model of satisfaction hypothesized for Limpopo is tested. The results of the model test are presented for both district municipalities and the province. Model testing is used in this survey mainly as a way of evaluating the validity of the results. That is why the results are discussed primarily in the validity and reliability section of the report.

Results are tilted mostly towards negative ratings by most respondents. However, among areas that can be considered strategically important for government, the majority of respondents were sometimes positive and at other times the ratings were indeterminate or indecisive. Schooling was rated well. Some aspects of health were rated well and some were not. Service quality, one of the key focuses of government, did not generally fare well. Recommendations are provided, chief among which is to target the service delivery aspect of service quality. It is recommended that a programme to improve service quality be instituted. Service quality is one of the cornerstones of the Batho Pele initiative. The service quality scale used in the LCSS 2009 and previous (LCSS 2008) survey, should be considered a basis and yardstick of service quality improvement. It was adapted and developed from credible studies and hinge on sound theory. Moreover, the perspective that guided its development is highly compatible with the logic of the Batho Pele service delivery principles.

II. Summary of findings

The Limpopo Citizen Satisfaction Survey (LCSS) 2009 is a follow-up to the 2008 survey. Thus the structure and content of the survey is more-or-less the same as that of its predecessor (namely, the LCSS 2008). The sequence of results is the same for both years of the surveys (viz., 2008 and 2009), to the extent that many of the headings of the summary of findings are retained from the previous survey.

Results are presented first and foremost for the province. However, it should be noted that sometimes there are variations between district municipalities, such that the overall results of the province may not apply to each one of them equally. In those instances, analysis does not do justice to one or more district municipality. Nevertheless, provincial reality, in the sense of being an average view of respondents across the province, stands. Also important is that in this summary positive results are called “good” and negative ones are called “poor”. These designations were chosen because of their affinity to everyday language. Moreover, they are easy to understand for most readers. It means that in this report the response categories “poor” and “fair” are lumped together, and the same applies to “good” and “excellent”.

- Regions and areas as places to live in: Overall, there were more *citizens who were surveyed* in 2009 having negative perceptions about their region and local area as places to live in. The results are different from 2008. However, *citizens who were surveyed* still did not have any intention to resettle from where they were. This result was consistent with the 2008 outcome.
- Service quality: *Citizens who were surveyed* evaluated service quality offered by employees of the Limpopo provincial government negatively. The results obtained using the four individual items were corroborated by another item where the *surveyed citizens* were asked to make a general evaluation of service quality as observed over a twelve (12) month period. Evaluations were not influenced by the educational background and sex of the *citizens who were surveyed*. However, the age of the *citizens who were surveyed* tended to influence their evaluations, with the younger age groups rating service quality more favourably than the older ones.

- Sacrifice: The views of *citizens who were surveyed* were almost split in the middle regarding the effort it took to reach service sites. In 2009 most *citizens who were surveyed* were agreed that reaching sites of service was difficult. However, there was consensus when it came to the time spent waiting to be served. All respondents across the five districts of the province were of the view that service was slow. This applied to both the time it took to be served and the actual service.
- Complaint behaviour: Regarding the poor quality of service they received *citizens who were surveyed* were less likely to lodge a formal complaint. The most likely reason was that they did not have confidence that those in authority would act on it.
- Needs satisfaction expectations: *Citizens who were surveyed* said they did not, over a year's period, have any expectations regarding government meeting their needs.
- Service satisfaction: The overall service satisfaction, as measured with four items, showed that across the province, *citizens who were surveyed* were satisfied with the service they received from the Limpopo provincial government.
- Community development workers (CDWs): *Citizens who were surveyed* had not had any contact with CDWs. However, those who did evaluated the service they were offering as poor. These results did not differ much from what they were in 2008.
- Communication: *Citizens who were surveyed* did not think that the provincial government communicated its activities sufficiently. In addition to that, *citizens who were surveyed* were not aware of the premier's "imbizo", the provincial website and newsletter, and the "Batho Pele" day organized in the province. A large majority of them were unable to comment about these objects and events. Those who were aware of each of these communication efforts rated their quality negatively. This pattern is consistent with the results of 2008.

- Education: *Perceptions of schooling* were measured separately for the levels of primary school and secondary or high school education. As in 2008, *citizens who were surveyed* made a positive valuation of the quality of teachers, teaching content, learning materials used, and the physical condition (that is the cleanliness) of the primary schools. However, there were an unusually large number of *citizens who were surveyed* who did not express a view on the issue of teaching content. The percent was even larger for primary school learning content.

The results were more-or-less the same for high schools as they were for primary schools, as patterns of scores did not change in important ways. That is, *citizens who were surveyed* gave positive ratings of the quality of teachers, teaching content, learning materials used, and the physical condition of the high schools in the province. Once more, there were large proportions of *surveyed citizens* who did not commit to an answer. In the case of high schools, the non-committed were approaching thirty percent all round.

- Health care: *Citizens who were surveyed* said they had visited a government-run hospital recently. They visited all the hospitals within their respective vicinities. The visits were mostly for emergency service, but almost equally for scheduled appointments and visiting admitted patients. They rated the service they received as poor. However, the provincial percent was elevated by the proportions in Sekhukhune. Also, there were many *citizens who were surveyed* who preferred not to express an opinion. Further analysis based on service quality evaluation and the particular hospital visited showed that almost half of the hospitals visited could be considered to have offered service that did not please citizens who participated in this survey.

The performance of the hospitals could not, as far as the survey could tell, be based on staffing problems or physical facilities. *Citizens who were surveyed* considered staffing to be adequate and the condition of the physical facilities to be good.

Citizens who were surveyed said emergency medical rescue services in the province were good. However, specialized medical services were considered to be poor.

- Senior Citizen programmes: Again in 2009 as in the last survey *citizens who were surveyed* said programmes and services for senior citizens in Limpopo were good.
- Limpopo Youth Commission (LYC): The results of *citizens who were surveyed* in 2009 did not change from those of 2008 regarding their familiarity with the LYC. Again they did not know about services and programmes of the body. Furthermore, those who evaluated the commission's services and programmes were negative about the services and programmes of the LYC as in the last survey.
- Sporting and recreation facilities: *Citizens who were surveyed* were not satisfied with the availability of sporting and recreational facilities.
- Game reserves and national parks: *Citizens who were surveyed* said they, or a member of their household, had not visited a nature park or game reserve recently. Although there were many of them who did not express themselves on the issue, most of those who did said that the nature parks and game reserves in the province were well looked after.
- Safety and crime concerns: *Citizens who were surveyed* seem to worry about crime in their neighbourhoods and in business precincts mainly during the night. Otherwise, they are not concerned about crime in these areas during daytime. Police presence and visibility was considered important in the protection of their belongings.

Citizens who were surveyed were also asked to give a global evaluation of their satisfaction with the police department. They were generally dissatisfied with the service the police were giving. Whilst most district municipalities in the province were either dissatisfied or reserved their opinion, Sekhukhune stood

out in that dissatisfaction was expressed by a large majority of the *citizens who were surveyed*.

- Roads and traffic policing: *Citizens who were surveyed* generally concluded that the condition of local roads and streets was poor. The policing of roads was also considered to be inadequate.
- Housing: *Citizens who were surveyed* said they were dissatisfied with both the availability and quality of housing in the province.
- Access to clean water: *Citizens who were surveyed* said they were not satisfied with their access to clean water. In the case of this item, it is important to note that actually, two district municipalities were satisfied with their access to clean water and two were not, and the remaining one's surveyed citizens were split in the middle on the issue.
- Electricity: As in 2008, an overwhelming majority of *citizens who were surveyed* said their homes were electrified, and a large number of them were satisfied with the supply service of electricity offered them.
- Government services offered to citizens with special needs: *Citizens who were surveyed* said they were not satisfied with the services offered citizens with special needs.
- Social grants: *Citizens who were surveyed* were asked to say if they were able to access social grants, and if they were unsuccessful, to state the reasons for failure. They were interviewed about three social grants, namely, disability, old age and child support grants. It turned out that not many had themselves or members of their households applied or were successful with their application for a disability grant. However, citizens surveyed said they or members of their households were successful with their applications for a child support grant. Regarding old grant applications, *citizens who were surveyed* were evenly split between those who succeeded and those who did not.

Citizens who were surveyed were asked to state reasons why their applications were not successful. There were two main reasons advanced. *Citizens who were surveyed* mainly said the grant did not apply to them, or that they did not qualify. The other reasons, such as not knowing the correct procedure to apply, applications not processed, and lack of correct documentation, were not given by a substantial number of *surveyed citizens*.

- Economic opportunities: *Citizens who were surveyed* evaluated the provincial government's endeavours to create economic opportunities as poor. Although the assessment was generally negative, some of the demographic characteristics of the *citizens who were surveyed* tended to influence their economic outlook. The evaluation was not influenced by gender. Both males and females tended to rate the item in the same way. However, relatively older and more educated *citizens who were surveyed* were more inclined to rate government economic effort positively.
- Priority areas: *Citizens who were surveyed* named access to clean water as both first and second priority issues, and job creation as third priority issue. Many issues were also mentioned but the proportions of respondents mentioning them were too small.

III. Sample demographic characteristics

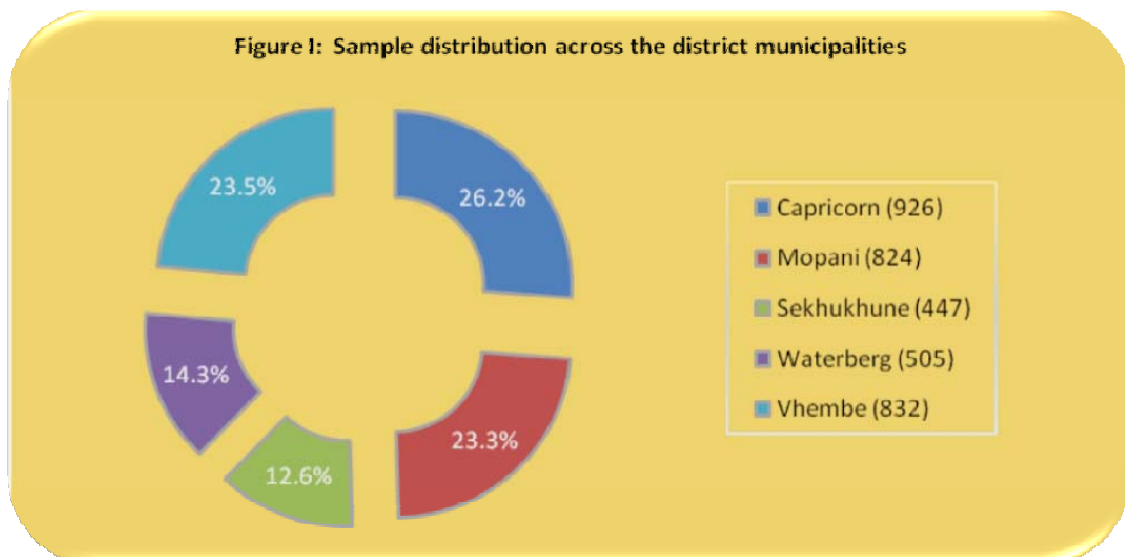
This section is concerned with the description of the sample drawn for the Limpopo Citizen Satisfaction Survey (LCSS) 2009. Items pertaining to demographic characteristics of the sampled households were asked at the closing stages of the interview, and covered all aspects of description. Further details of the sample will be provided within the report, as and when they are applied during analysis.

The sample consisted of 3536 households within Limpopo, and was drawn from all five district municipalities of the province. The district municipalities are Capricorn, Mopani, Sekhukhune, Waterberg and Vhembe. The percentage and number of households in each participating district municipality are provided in table 1(a) below. Note that table 1(a) also includes the total sample figure of the 2008 survey.

Table 1: Sample distribution across the district municipalities and margins of error

	Capricorn	Mopani	Sekhukhune	Waterberg	Vhembe	Limpopo 2009	Limpopo 2008
Frequency	926	824	447	505	832	3536	3193
Percent	26.2%	23.3%	12.6%	14.3%	23.5%	100.0%	100.0%
Margins of error	3.22%	3.41%	4.64%	4.36%	3.40%	1.65%	

Note: Confidence interval = 95%.
N = 3536



The largest number of the participating households was drawn from Capricorn (26.2%), followed by Vhembe (23.5). Sekhukhune had the lowest number of participating households (12.6%) compared to the rest (see figure I). These were the values used to calculate the margins of error for the present survey. The results of the analysis, conducted for the provincial sample and the district municipality sub-samples, are included in table I. The level of confidence for the results of this sample and the district municipality sub-samples was each set at 95%, and has a precision of at least $\pm 1.65\%$ at the provincial level.

The total number of participating households is just under ten percent higher than the number drawn in 2008 (3536 vs. 3193). This value does not include individuals considered a special population. The special population group, consisting of individuals with some type of physical challenge, was drawn separately. A decision was taken not to include them in the eventual analysis because they were derived separately, concentrated in one district municipality (viz., Capricorn), and limited. Moreover, preliminary analysis indicated that they did not differ from the main sample in the manner that they responded to major variables of the survey such as service quality and satisfaction, evaluations of life in the regions and local areas, and health.

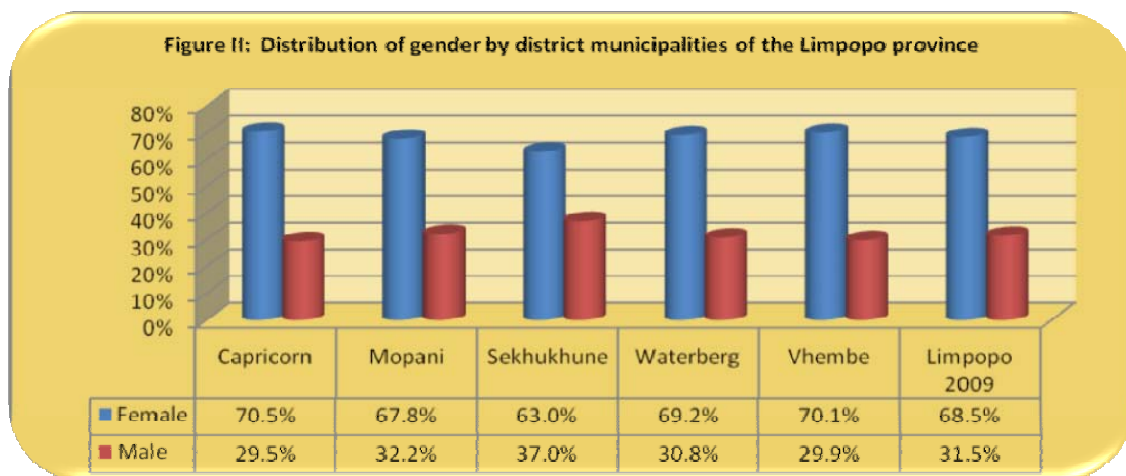
Further demographic questions were included to provide additional information about the sample. About 78% of the individuals interviewed on behalf of sampled households said they lived in Limpopo for more than ten years, about 12% lived in the province for 5—10 years, and about 4% lived in the province for more than three years but less than five years. Only about 6% lived in the province for either 6—11 months, or 1—3 years (to be exact, 1.4% and 4.5 respectively). The majority of the respondents (76%) in this survey have always lived in the area where they were interviewed. Among those who came from other areas, 89% of them came from areas within the province. Therefore, the individuals interviewed had lived long enough in the province to be able to give what we can presume to be knowledgeable comments.

The researchers also recorded the gender of the household member interviewed. The gender distribution is provided in table 1(b) and figure 1(b) immediately hereafter. Notice that the proportions of males and females interviewed per household were exactly the same for 2008 and 2009 respectively. These proportions were reached not

by design, but accidentally since no attempt was made to interview a particular number of males and females within the sampled households. The proportion of males interviewed in the Sekhukhune households was relatively higher (37%) compared to the rest of the districts.

Table II: Distribution of gender by district municipalities of the Limpopo province

	Capricorn	Mopani	Sekhukhune	Waterberg	Vhembe	Limpopo 2009	Limpopo 2008
Female	70.5%	67.8%	63.0%	69.2%	70.1%	68.5%	68.5%
Male	29.5%	32.2%	37.0%	30.8%	29.9%	31.5%	31.5%



Further demographic characteristics of the sampled households were taken. These included the size of the household, the number of brothers and sisters in the household, and the age category and educational level of the person interviewed. The values are presented in table 1(c). Regarding the number of people in the household, the average for each year (2009 and 2008) was six family members. Although the averages may be similar in the number of persons in the household in both instances, there are however some slight variations in respect of the range. The range in 2009 is higher, at thirty. The number of brothers and sisters in each household is two, respectively. (This variable was included for the first time in LCSS 2009.) We did not compare the age categories since age intervals used in 2009 and 2008 were different. Respondents in 2009 were relatively less educated compared to those interviewed in 2008. For instance, there were eight percent more graduates interviewed in 2008 than

was the case in 2009. Similarly, there were an equal number of respondents in both groups who listed grade 12 and the “no formal education” categories as their highest educational level. However, there were more respondents in 2009 reporting grades 1 to 11 as their highest educational level.

Table III: Demographic characteristics of the 2009 sample

	Capricorn	Mopani	Sekhukhune	Waterberg	Vhembe	Limpopo 2009	Limpopo 2008
<u>How many people belong to your household?</u>							
Mean (S.D)	5.7 (2.97)	5.8 (2.94)	5.8 (2.63)	5.6 (2.83)	5.8 (2.80)	5.8 (2.86)	5.5 (2.45)
Range	24	27	16	16	30	30	22
<u>Number of sisters</u>							
Mean (S.D)	2.1(1.30)	2.1 (1.30)	2.20	2.0 (1.25)	1.7 (1.18)	2.0 (1.28)	
Range	7	7	8	7	5	8	
<u>Number of brothers</u>							
Mean (S.D)	2.0 (1.30)	2.0 (1.30)	2.0 (1.16)	2.0 (1.20)	1.8 (1.35)	2.0 (1.28)	
Range	10	10	6	6	9	10	
<u>Age category</u>							
18-23	20.0	16.4	8.2	18.8	11.1	15.5	
24-29	13.9	16.8	13.0	13.9	16.8	15.1	
30-35	12.2	19.0	18.0	14.9	21.1	17.0	
36-41	10.5	11.5	9.3	12.2	12.7	11.4	
42-47	9.8	9.8	11.6	10.4	8.3	9.8	
48-53	7.4	10.2	9.3	12.0	9.9	9.5	
54-59	8.8	6.5	10.5	4.5	6.0	7.2	
60-65	5.2	4.4	5.2	4.7	4.7	4.8	
66-71	6.1	2.6	7.3	4.3	4.5	4.8	
72-77	2.6	2.1	5.2	3.1	2.8	2.9	
>78	3.6	.7	2.3	1.2	2.1	2.0	
<u>Highest educational level</u>							
No formal schooling	7.4	11.4	15.8	10.0	14.1	11.2	11.9
Grade 1-5	13.2	10.3	12.1	17.0	9.9	12.2	9.0
Grade 6-11	34.6	35.0	36.6	37.8	34.0	35.2	29.0
Grade 12	30.7	31.0	29.6	24.9	31.2	29.9	29.8
University Degree/Diploma	14.0	11.5	5.6	9.8	10.7	11.1	19.7

Table III: Demographic characteristics of the 2009 sample

	Capricorn	Mopani	Sekhukhune	Waterberg	Vhembe	Limpopo 2009	Limpopo 2008
<u>How many people belong to your household?</u>							
Mean (S.D)	5.7 (2.97)	5.8 (2.94)	5.8 (2.63)	5.6 (2.83)	5.8 (2.80)	5.8 (2.86)	5.5 (2.45)
Range	24	27	16	16	30	30	22
Postgraduate degree	.1	.8	.3	.6	0.0	.3	.6

Note: Values in brackets are standard deviations

IV. Methodology

The Limpopo Citizen Satisfaction Survey (LCSS) 2009 is a follow-up to the LCSS 2008. The Office of the Premier in Limpopo has conducted a number of citizen surveys to tap perceptions regarding service-related issues. These surveys have taken varied forms. The current approach was begun in 2008. Its focus is on the citizenry of the province and evaluates various aspects of service delivery.

The unit of analysis was a household within the province. Sampling ensured that each of the five districts of the province was adequately and proportionally represented. Most important, households were randomly selected, ensuring that each household within the province had an equal chance of being selected to participate in the survey. Eventually, an individual who is eighteen years and older was interviewed on behalf of each of the selected households. However, the eventual respondent was identified by asking for a household member who's birthday was the most recent to pass. This method of selection is known to ensure that respondents are selected without bias, since there is no relationship whatsoever between birth-date and citizen satisfaction items.

Particular care was taken to ensure a high participation rate. The researchers observed that methods such as random dialling and "mail out and mail in" increase participation, yet actual participation is known to be around thirty percent (30%) using some of them in more industrialized countries, including South African metropolitan areas. This meant that in Limpopo, the situation could be worse for a number of

reasons. Although studies have been conducted in the province, the culture of responding to questionnaires independently is not common. The length of the questionnaire makes it unlikely that most individuals would complete it alone. Furthermore, most households do not own a land line, meaning that their chances of participation in a sample selected through the random-dialling method are curtailed. To increase the rate of participation, all respondents were approached and interviewed in their homes. Opting for a face-to-face, home interview format is strategic in the context of the province. Most noteworthy about the strategy is that refusal rates are restricted to less than two percent.

Analysis was conducted at both district and provincial level. Whenever necessary, demographic variables were used for further analysis. For every variable, there are at least six scores. These are scores for all five district municipalities and the province. Note that in surveys conducted abroad, reports do not always include the “don’t know” and “refuses/unable to answer” respondent categories in tables and/or figures. However, it should be noted that in those surveys, respondents in these categories are rarely more than 3% in proportion. In the surveys conducted in Limpopo, the proportions are usually large, reaching two digits in many instances. Although comments will be made occasionally regarding these categories, they are included here for the benefit of the reader and to present a full picture of the Limpopo Citizen Satisfaction Survey (LCSS) response patterns.

V. **The validity and reliability of results**

The important variables of service quality and service satisfaction were measured in several ways. Individual items were used to measure them. However, scales, or multiple-item measures were also used. All possible means were done to increase the validity, and therefore rigour and usefulness of the survey. A strategy was devised to test the validity of the responses. Individual items tapping the same construct as the scales were used and usually placed at different points of the survey schedule to minimize biased response patterns and effects such as response set. Thereafter, analytical strategies were used to investigate validity. Scores from the scales and the individual items were subjected to correlation analysis. Additionally, a standard method of evaluating the reliability of the scales was utilized. Using a standard

method of measuring reliability, the scales were as highly reliable in this sample as they were in the 2008 one. Total service quality achieved a Chronbach's alpha (α) of 0.919 ($N = 3513$), and total service satisfaction reached $\alpha = 0.934$ ($N = 3239$). Important to note is that when the scale was developed in 2008, acceptable procedures of constructing measures were observed. Additionally, the final survey schedule itself was pilot tested in three different contexts (townships, villages, and suburbs) seemingly characteristic of the Limpopo population.

The primary scales of the survey schedule were also used in a structural equation model (SEM) analysis. The analysis investigated the antecedents and consequences of service satisfaction in Limpopo. It was reckoned that the results of SEM would indirectly shed light on the usefulness of the primary variables used in this survey. In other words, if the model fitted the data well, then the researchers shall have developed a clue about how the variables operate in the context in which analysis was conducted. Ideally, relationships between variables should be context-bound, influenced by prevailing trends and values in different contexts. Taking this point into account, the researchers made analysis even more relevant by conducting it at both provincial and district municipality levels. The results of SEM are presented in appendix A, listed as table 26 and figures 25a—f, respectively.

The results showed that the expected relationship between service quality and citizen satisfaction did indeed occur. Apparently, the satisfaction of citizens who were surveyed tended to depend on how satisfied they were with the quality of service offered to them, and this was consistently observed across the provincial and district municipality analyses (figures 25a—f). At the provincial level, perceived service quality did not only influence the satisfaction of citizens directly, but also did so indirectly through how complaints were handled. However, a closer examination of the results at the district municipality level showed that this applied to four district municipalities, with the exception of Waterberg. In the latter the satisfaction of *citizens who were surveyed* was not related to how complaints were handled by seniors of the respective government employees.

At the provincial level, perceived sacrifice did not appear to influence how service quality was evaluated by *citizens who were surveyed*. This result was seen at the

Capricorn and Mopani district municipalities. In the district municipalities where the association between perceived sacrifice and service quality was observed (Waterberg and Vhembe), it seemed like whenever citizens who were surveyed thought that they made too much sacrifice to reach service points they tended to rate the service they received unfavourably. The results for Sekhukhune in this regard were different. *Citizens who were surveyed* in that district municipality tended to regard service quality received as good when they exerted too much effort in reaching service points.

Surprisingly, service quality, satisfaction and customer complaints either failed to influence the decision to migrate (“intention-to-leave”), or did so weakly at the provincial level. However, taking a look at the results of district municipalities, the decision to migrate was indeed related to the quality of service offered by government employees in Capricorn and Mopani. The results regarding migration should be looked at against the finding that *citizens who were surveyed* did not express the desire to relocate to another area, although they were not entirely satisfied with living conditions in the respective areas and regions where they resided. The results of SEM largely supported the expectations of the researchers.

Main findings of the survey

1. Rating of residential area and region

The very first interest in analysis was to have a sense of how citizens would rate their regions (more precisely, their respective districts) and localities within it as places to live in. Analysis was first conducted for local areas. Table 1a and figure 1a show that it was only in Mopani and Vhembe where most respondents (54% in each district municipality) replied in a favourable manner about living in their respective local areas (see figure 1a). In Capricorn, Sekhukhune and Waterberg, most respondents (60%, 67% and 59%, respectively) rated living in their respective local areas negatively. The provincial percents show that relatively more respondents in 2009 were negative in how they evaluate living in their local areas (54% vs. 45%). These values were the opposite of what they were in 2008.

Analysis was also conducted at the level of district municipalities. Positive ratings of localities as places to live in were given by the majority of respondents in nine municipalities only, and respondents from one municipality were split in the middle (see table 1a). Notice that most respondents in almost all local municipalities of Mopani and Vhembe were positive in their assessment, and most respondents in almost all local municipalities of Capricorn and Sekhukhune were negative.

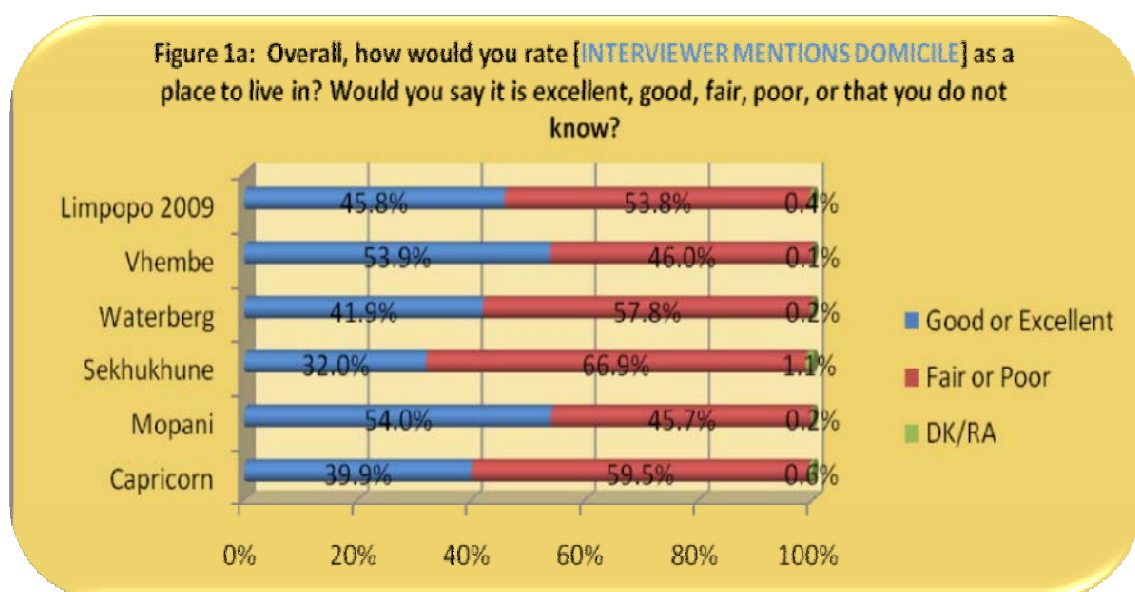


Table 1a Overall, how would you rate [\[INTERVIEWER MENTIONS DOMICILE\]](#) as a place to live in? Would you say it is excellent, good, fair, poor, or that you do not know?

		Fair or poor	Good or excellent	RA/DK	provincial proportion **
Capricorn	Aganang	51.8%	47.5%	0.7%	4.0%
	Blouberg	50.0%	50.0%	0.0%	3.1%
	Lepelle-Nkumpi	67.1%	31.8%	1.2%	4.9%
	Molemole	51.8%	48.2%	0.0%	3.1%
	Polokwane	63.2%	36.0%	0.8%	10.6%
	District total:	59.5%	39.9%	0.6%	
Mopani	Ba-Phalaborwa	41.6%	57.5%	1.0%	2.9%
	Greater Giyani	41.3%	58.7%	0.0%	4.9%
	Greater Letaba	42.0%	58.1%	0.0%	4.9%
	Greater Tzaneen	49.7%	50.3%	0.0%	9.0%
	Maruleng	56.7%	41.7%	1.7%	1.7%
	District total:	45.7%	54.0%	0.2%	
Sekhukhune	Elias Motsoaledi	66.0%	33.9%	0.0%	1.5%
	Fetakgomo	94.0%	4.0%	2.0%	1.4%
	Greater Marble Hall	52.7%	47.4%	0.0%	1.6%
	Greater Tubatse	64.4%	35.7%	0.0%	2.9%
	Makhuduthamaga	76.9%	21.4%	1.6%	3.6%
	District total:	66.9%	32.0%	1.1%	
Waterberg	Bela-Bela	60.4%	37.9%	1.7%	1.6%
	Lephalale	40.0%	56.4%	3.6%	1.6%
	Modimolle	48.1%	52.0%	0.0%	2.2%
	Mogalakwena	59.3%	40.6%	0.0%	6.5%
	Mookgopong	51.8%	48.1%	0.0%	1.5%
	Thabazimbi	66.0%	34.0%	0.0%	2.8%
	District total:	57.8%	41.9%	0.2%	
Vhembe	Makhado	44.2%	55.8%	0.0%	9.3%
	Musina	52.0%	48.0%	0.0%	1.4%
	Mutale	48.1%	51.9%	0.0%	1.5%
	Thulamela	46.5%	53.2%	0.2%	11.5%
	District total:	46.0%	53.9%	0.1%	
Provincial total:		53.8%	45.8%	0.4%	100.0% (3525)

Note: Total number of respondents across the district municipalities is not equal to actual sample size because of missing values.

* RA/DK = "refuses to answer" or "don't know" response categories.

** Provincial proportion = proportion of respondents contributing to the total sample of the province.

Analysis subsequently focused on how respondents considered living in their regions. Most respondents in Capricorn, Sekhukhune and Waterberg (57%, 67% and 55%, respectively) rated living in their respective regions negatively. Most respondents (57% and 55%, respectively) in Mopani and Vhembe replied in a favourable manner about living in their respective regions (see figure 1b and table 1b). Again, there were relatively more respondents who were negative in 2009 than there were in 2008.

Analysis was conducted to investigate patterns of responses in local municipalities. It turned out that the majority of respondents in all the Vhembe local municipalities evaluated living in their region favourably, and most of the respondents in all the Sekhukhune local municipalities gave unfavourable ratings. In Capricorn there was only one local municipality giving a positive rating of living in their region, and only one Mopani local municipality gave an unfavourable rating.

Note that the results for both local areas and regions were then related to willingness to leave the province. As in 2008, respondents were critical about life in their respective areas and regions, yet, importantly, they were not willing to migrate as we will see in section 5 below.

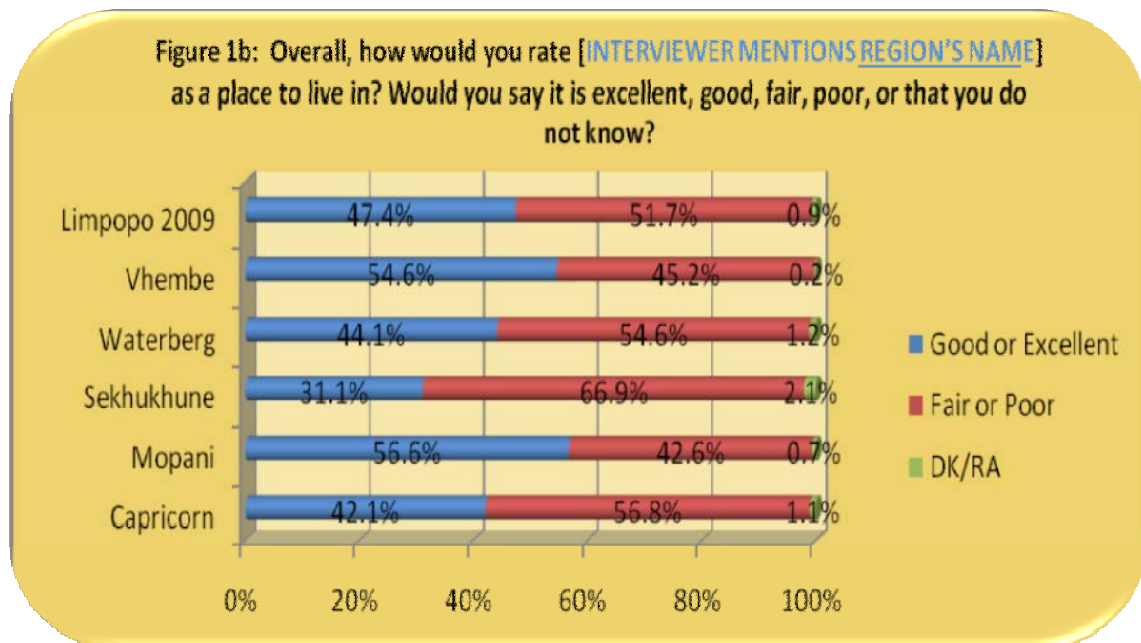


Table 1b Overall, how would you rate [INTERVIEWER MENTIONS REGION'S NAME] as a place to live in? Would you say it is excellent, good, fair, poor, or that you do not know?

		Fair or poor	Good or excellent	RA/DK	provincial proportion **
Capricorn	Aganang	49.0%	50.4%	0.7%	4.0%
	Blouberg	51.3%	46.8%	1.8%	3.1%
	Lepelle-Nkumpi	59.5%	38.1%	2.3%	4.9%
	Molemole	46.3%	52.7%	0.9%	3.1%
	Polokwane	62.0%	37.4%	0.5%	10.6%
	District total:	56.8%	42.1%	1.1%	
Mopani	Ba-Phalaborwa	44.5%	54.5%	1.0%	2.9%
	Greater Giyani	36.6%	62.8%	0.6%	4.9%
	Greater Letaba	35.6%	63.2%	1.1%	4.9%
	Greater Tzaneen	45.4%	54.2%	0.3%	9.0%
	Maruleng	63.4%	35.0%	1.7%	1.7%
	District total:	42.6%	56.6%	0.7%	
Sekhukhune	Elias Motsoaledi	67.9%	32.1%	0.0%	1.5%
	Fetakgomo	88.9%	6.7%	4.4%	1.4%
	Greater Marble Hall	54.4%	43.9%	1.8%	1.6%
	Greater Tubatse	71.0%	29.0%	0.0%	2.9%
	Makhuduthamaga	75.2%	22.4%	2.4%	3.6%
	District total:	66.9%	31.1%	2.1%	
Waterberg	Bela-Bela	56.9%	37.9%	5.1%	1.6%
	Lephalale	35.7%	59.0%	5.4%	1.6%
	Modimolle	48.1%	50.7%	1.3%	2.2%
	Mogalakwena	57.2%	42.3%	0.4%	6.5%
	Mookgopong	44.5%	55.6%	0.0%	1.5%
	Thabazimbi	62.0%	37.0%	1.0%	2.8%
	District total:	54.6%	44.1%	1.2%	
Vhembe	Makhado	42.8%	57.2%	0.0%	9.3%
	Musina	42.0%	58.0%	0.0%	1.4%
	Mutale	50.0%	50.0%	0.0%	1.5%
	Thulamela	47.1%	52.5%	0.5%	11.5%
	District total:	45.2%	54.6%	0.2%	
Provincial total:		51.7%	47.4%	.9%	100.0% (3519)

Note: Total number of respondents across the district municipalities is not equal to actual sample size because of missing values.

* RA/DK = "refuses to answer" or "don't know" response categories.

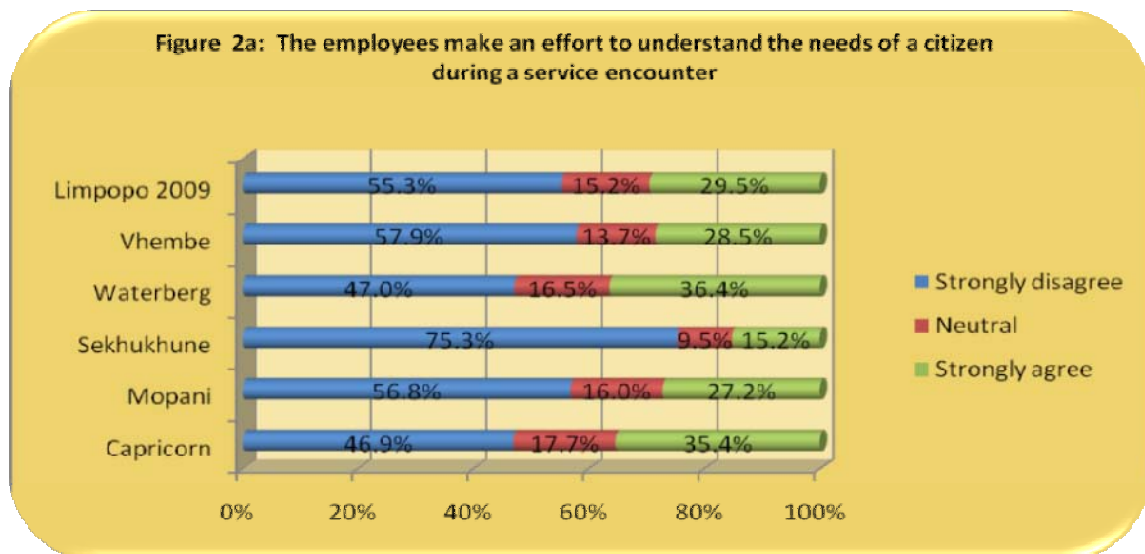
** Provincial proportion = proportion of respondents contributing to the total sample of the province.

2. Service quality

Service quality was evaluated with four items, each delineating a specific dimension of the construct. In addition, another item was used to make a global evaluation of service quality based on experiences accumulated over a period of twelve (12) months. With respect to whether employees try to understand citizens' needs when giving them service, there was a general view among the majority of respondents in all district municipalities that this was not the case (see table 2a). Sekhukhune had most respondents (eight out of ten) disagreeing with the statement. Capricorn and Waterberg also had most respondents disagreeing, yet their proportions were below the fifty percent mark. Interestingly, a relatively large proportion of the respondents (10—18%) in almost all district municipalities did not have a clear view on the issue.

Table 2a: The employees make an effort to understand the needs of a citizen during a service encounter

	Capricorn	Mopani	Sekhukhune	Waterberg	Vhembe	Limpopo 2009
Strongly disagree	46.9%	56.8%	75.3%	47.0%	57.9%	55.3%
Neutral	17.7%	16.0%	9.5%	16.5%	13.7%	15.2%
Strongly agree	35.4%	27.2%	15.2%	36.4%	28.5%	29.5%

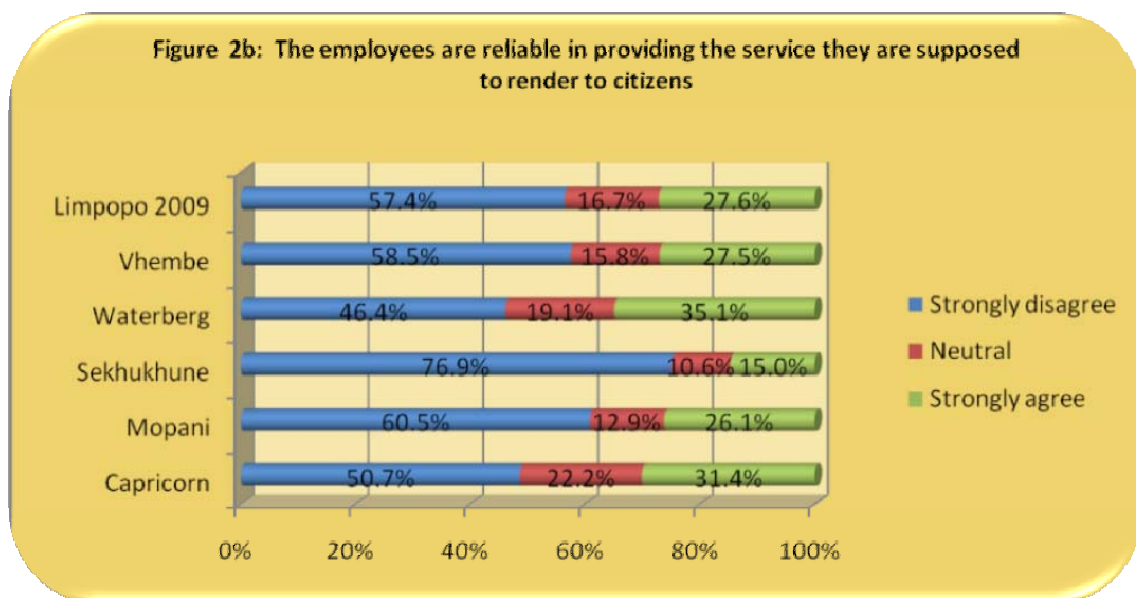


Respondents were also requested to state their views regarding the reliability of government employees. Most respondents (46—77%) from all district municipalities

said that government employees were unreliable (see table 2b). Once more, Sekhukhune had the highest proportion of respondents (eight out of ten) disagreeing with the statement, and the lowest proportion was recorded in Waterberg (five out of ten respondents). However, a large proportion of respondents in Capricorn and Waterberg did not express a view regarding employees' endeavour to understand the citizens they service (22% and 19%, respectively).

Table 2b: The employees are reliable in providing the service they are supposed to render to citizens

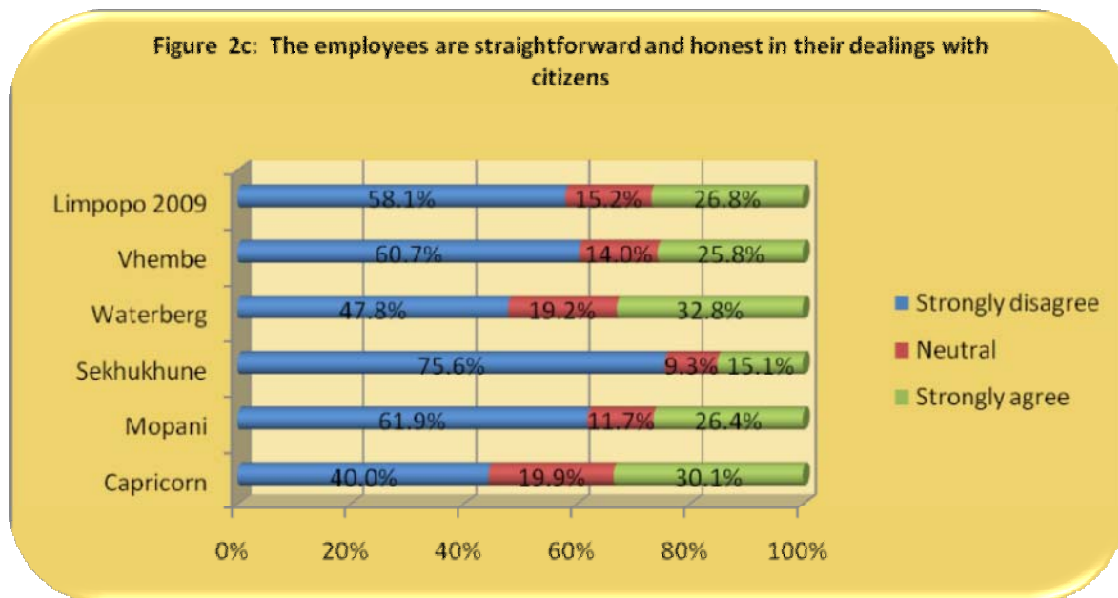
	Capricorn	Mopani	Sekhukhune	Waterberg	Vhembe	Limpopo 2009
Strongly disagree	50.7%	60.5%	76.9%	46.4%	58.5%	57.4%
Neutral	22.2%	12.9%	10.6%	19.1%	15.8%	16.7%
Strongly agree	31.4%	26.1%	15.0%	35.1%	27.5%	27.6%



Furthermore, most respondents (48—76%) in all district municipalities were of the view that government employees did not deal with honesty and straightforwardness when offering service to citizens. Again, Capricorn and Waterberg had the lowest percentages (50% and 48%, correspondingly) of respondents who disagreed with the statement, and also had large proportions of respondents who did not have a view (20% and 19%, respectively). Sekhukhune's 76% of respondents was the largest among those who disagreed with the statement.

Table 2c: The employees are straightforward and honest in their dealings with citizens

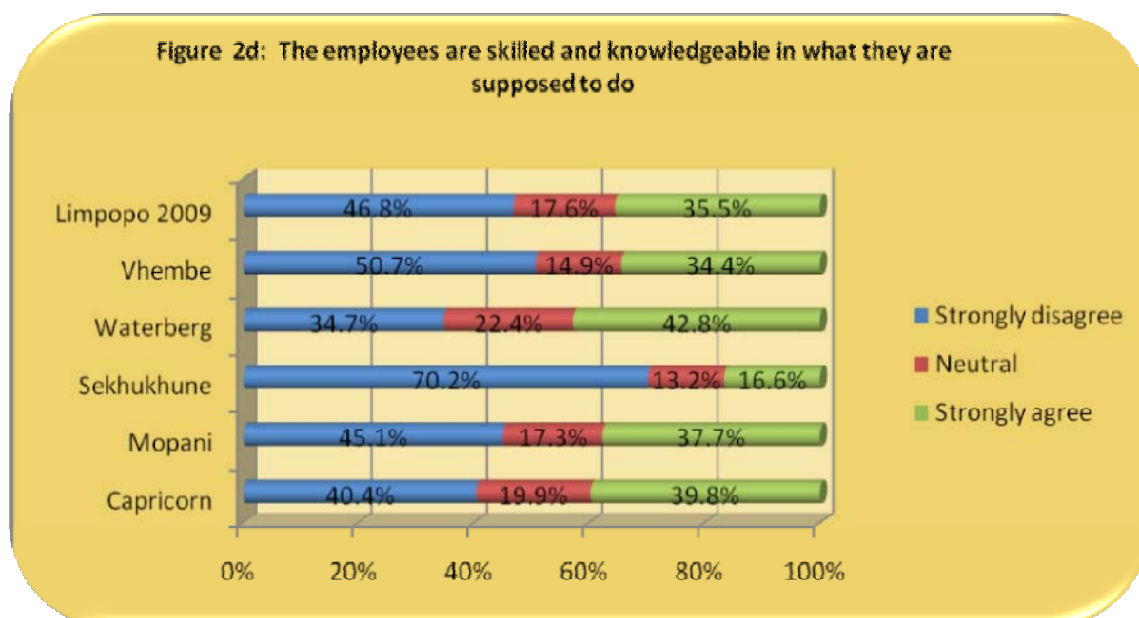
	Capricorn	Mopani	Sekhukhune	Waterberg	Vhembe	Limpopo 2009
Strongly disagree	40.0%	61.9%	75.6%	47.8%	60.7%	58.1%
Neutral	19.9%	11.7%	9.3%	19.2%	14.0%	15.2%
Strongly agree	30.1%	26.4%	15.1%	32.8%	25.8%	26.8%



Respondents were also asked to express an opinion regarding the skills and knowledge of government employees. Most respondents (45—70%) in the majority of district municipalities (Mopani, Sekhukhune and Vhembe) did not agree that the employees were knowledgeable and skilled with their jobs. Sekhukhune, as in previous instances, had the largest proportion of respondents who did not agree (seven out of ten). Respondents in Capricorn were evenly split between those who agreed with the statement and those who did not (40% apiece), and in Waterberg most respondents (43%) agreed with the statement. However, it is interesting that once more, the proportion of respondents who did not commit themselves to any answer was relatively large. For instance, non-committed respondents in Waterberg were slightly more than 22%, and in Capricorn it was two out of ten respondents.

Table 2d: The employees are skilled and knowledgeable in what they are supposed to do

	Capricorn	Mopani	Sekhukhune	Waterberg	Vhembe	Limpopo 2009
Strongly disagree	40.4%	45.1%	70.2%	34.7%	50.7%	46.8%
Neutral	19.9%	17.3%	13.2%	22.4%	14.9%	17.6%
Strongly agree	39.8%	37.7%	16.6%	42.8%	34.4%	35.5%



The four items regarding service quality were lifted from a comparatively longer service quality scale. They have a definite relationship between them (empirically demonstrated in the LCSS 2008 survey). Their scores were summed to derive a total service quality score. Average scores of respondents in each district municipality were calculated and the results are presented in table 2(e) immediately hereafter.

Table 2e: Means and standard deviations of the service quality scores across the district municipalities and province

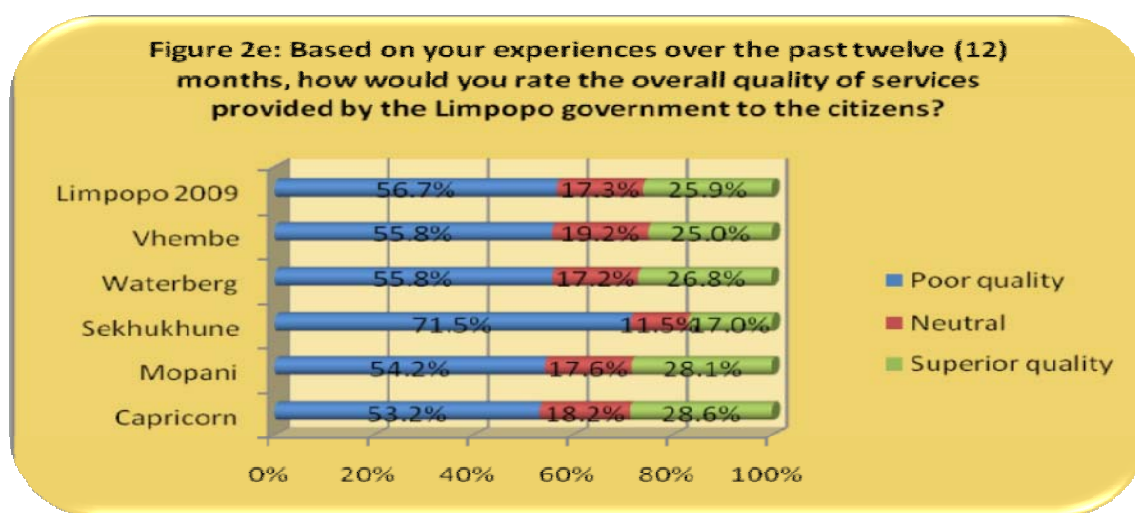
	Capricorn	Mopani	Sekhukhune	Waterberg	Vhembe	Limpopo 2009
Mean (S.D)	18.3 (8.63)	17.0 (8.92)	14.01 (6.84)	18.8 (9.03)	16.4 (9.01)	17.1 (8.77)
Note:	Range = 32 for both district and provincial scores					

The four combined items have a potential maximum score of 36 and a midpoint of 18. According to the results of table 2e, the average rating of respondents is either average or close to average. It would seem that those who agreed with the statements did so in a manner that eventually elevated the average ratings across some of the district municipalities. However, note that Sekhukhune's score is three points below the provincial average.

Respondents were also asked to give an opinion regarding Limpopo government's service quality in general, as observed over a twelve (12) month period. This can be seen as an overall measure of service quality, where respondents base their evaluation on their accumulated experience with service from various service points of the Limpopo provincial government. Most respondents (54—72%) in all district municipalities rated the general service quality as poor. The district municipality with the highest proportion of respondents in this regard was Sekhukhune with seven out of ten respondents considering the overall service quality to be of a poor standard.

Table 2f: Based on your experiences over the past twelve (12) months, how would you rate the overall quality of services provided by the Limpopo government to the citizens?

	Capricorn	Mopani	Sekhukhune	Waterberg	Vhembe	Limpopo 2009
Poor quality	53.2%	54.2%	71.5%	55.8%	55.8%	56.7%
Neutral	18.2%	17.6%	11.5%	17.2%	19.2%	17.3%
Superior quality	28.6%	28.1%	17.0%	26.8%	25.0%	25.9%



The overall quality item just analyzed is included to serve as a cross-check on the service quality scale. The alternative procedure of investigating the relationship between single-item and multi-item measures of service quality is to subject them to correlation analysis. The researchers concluded on the basis of correlation analysis results that service quality could have been successfully measured. The two approaches of measuring it (viz., single- and multi-item measures) were highly related ($r = .607$, $p < .000$). The magnitude of the coefficient is more-or-less the same as in 2008.

Previous surveys have highlighted the importance of demographic variables such as gender, age, and educational background in surveys of this nature. Therefore, the influence of these variables on service quality evaluations was also investigated. The results are presented in table 2g below. Apparently, the educational background of the respondents did not seem to play a role in how they evaluated service quality ($p > .05$). However, the age of the respondents did influence their evaluations ($F = 6.363$, $df = 3477, 3$, $p < .000$). Respondents who were younger than 30 years of age were more positive in their evaluation of service quality than all the other age groups. The gender of the respondents was also investigated as a factor influencing the evaluations of respondents. It was found that the scores of the respondents did not differ according to gender on the total service quality score ($t = 1.648$, $df = 3480$, ns).

Table 2g: The impact of demographic factors on service quality evaluations

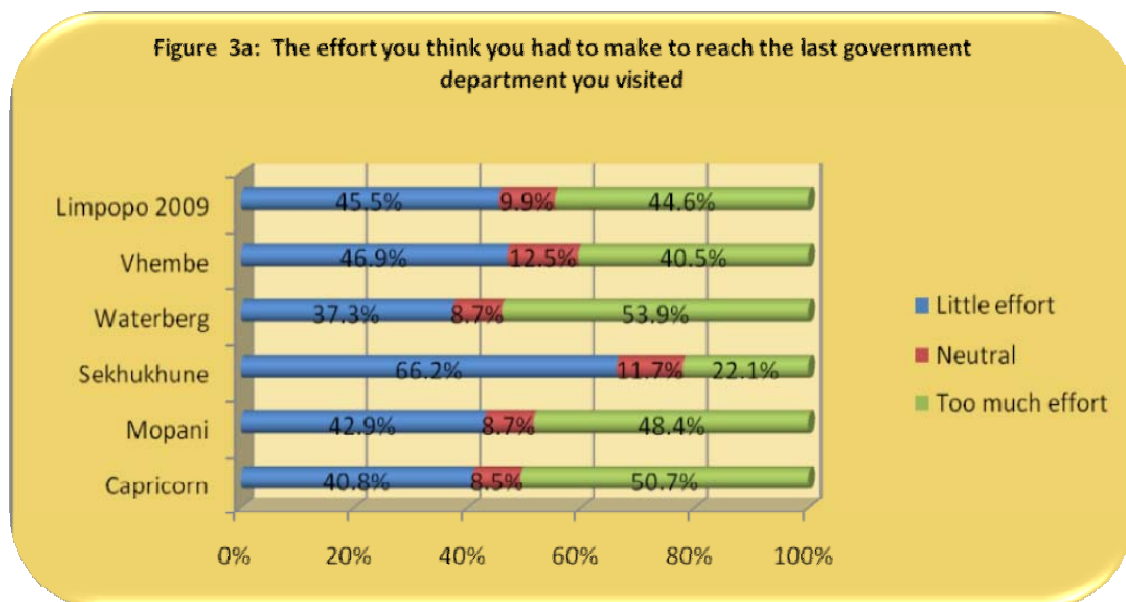
	Mean	Standard Deviation	N
Respondent education			
Grade 0-5	16.95	8.760	754
Grade 6-11	17.45	8.628	1135
Grade 12	17.29	8.606	963
University degree(s)	16.92	9.491	369
Age categories			
Age 18-29	18.02	8.522	1052
Age 30-47	16.75	8.844	1322
Age 48-65	16.82	8.674	754
>65	16.11	8.981	353
Gender			
Female	17.26	8.855	2439
Male	16.73	8.577	1043

3. The sacrifice participating citizens made to reach service sites

The following items refer to the rating of various aspects of sacrifice respondents think they have made with respect to receiving government service. They range from effort made to reach a service site, to the amount of time spent being served by a government employee at a service point. Most respondents (48—54%) from three of the district municipalities (namely, Capricorn, Mopani and Waterberg) were of the view that service sites were difficult to reach. However, most respondents from Sekhukhune and Vhembe (seven and five out of ten, respectively) said that it took minimal effort. Across the province, respondents were almost split on this issue, with results tending towards supporting the idea that respondents spent little effort in reaching service sites. Although the results were in the same direction, those who said they spent less effort were comparatively less in 2009 than they were in 2008.

Table3a The effort you think you had to make to reach the last government department you visited

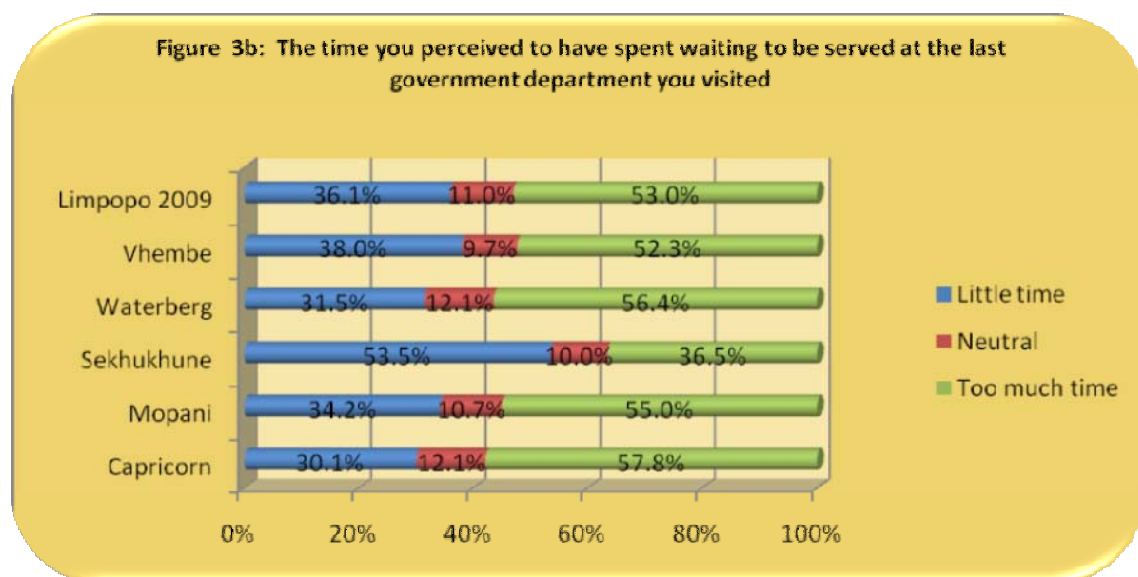
	Capricorn	Mopani	Sekhukhune	Waterberg	Vhembe	Limpopo 2009	Limpopo 2008
Little effort	40.8%	42.9%	66.2%	37.3%	46.9%	45.5%	48.4%
Neutral	8.5%	8.7%	11.7%	8.7%	12.5%	9.9%	11.6%
Too much effort	50.7%	48.4%	22.1%	53.9%	40.5%	44.6%	40.1%



Respondents were also asked to comment about the time they think it took for them to be served. Most respondents (five to six out of ten) from almost all district municipalities considered the time they spent waiting to be served to have been long. Only Sekhukhune had most respondents (53%) saying they did not spend substantial time waiting to be served. At the provincial level, the results are more or less the same as in 2008. However, in 2008 Sekhukhune's respondents were the same as the remaining four district municipalities.

Table 3b: The time you perceived to have spent waiting to be served at the last government department you visited

	Capricorn	Mopani	Sekhukhune	Waterberg	Vhembe	Limpopo 2009	Limpopo 2008
Little time	30.1%	34.2%	53.5%	31.5%	38.0%	36.1%	36.0%
Neutral	12.1%	10.7%	10.0%	12.1%	9.7%	11.0%	10.1%
Too much time	57.8%	55.0%	36.5%	56.4%	52.3%	53.0%	54.0%

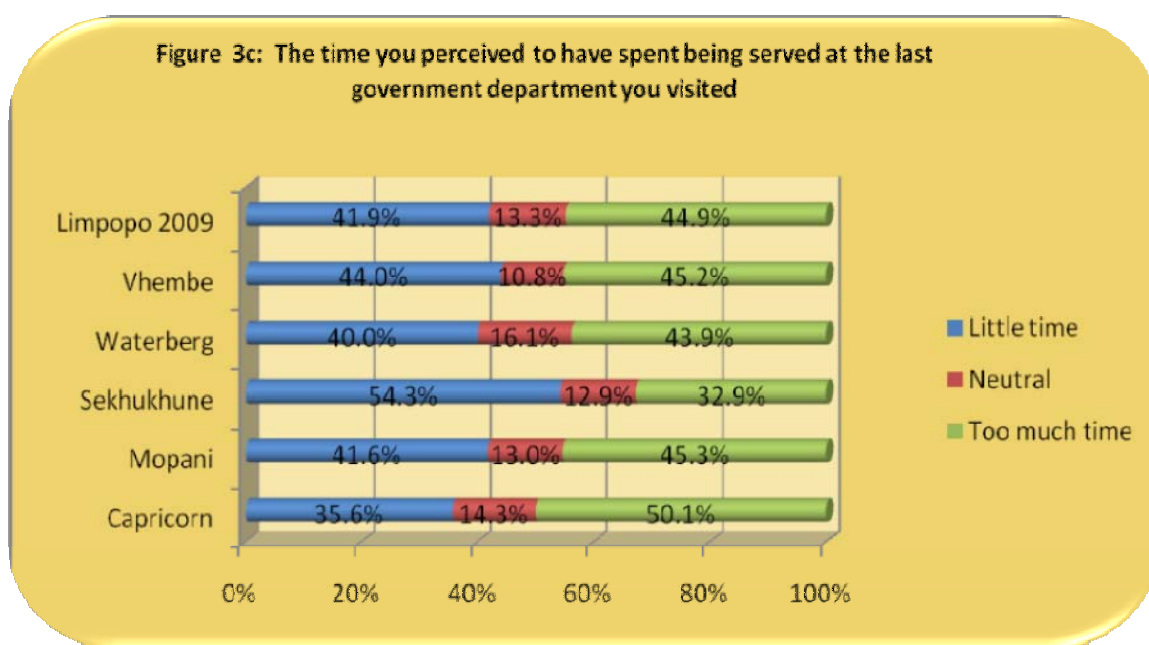


Again, most respondents (43—50%) from almost all district municipalities, with the exception of Sekhukhune, were of the view that it took a lot of time for them to actually be served. However, the margin of difference between those who think it took long and those who did not think so was narrow (45% vs. 44%) among Vhembe

respondents. Most respondents (54%) in Sekhukhune thought it took a short time for them to be served. A provincial analysis showed that in 2009 there was some slight (3%) decrease of respondents who were of the view that it took too much time being served at the last government department they visited. The results imply that there was an improvement toward positive perceptions in this regard.

Table 3c: The time you perceived to have spent being served at the last government department you visited

	Capricorn	Mopani	Sekhukhune	Waterberg	Vhembe	Limpopo 2009	Limpopo 2008
Little time	35.6%	41.6%	54.3%	40.0%	44.0%	41.9%	41.1%
Neutral	14.3%	13.0%	12.9%	16.1%	10.8%	13.3%	10.7%
Too much time	50.1%	45.3%	32.9%	43.9%	45.2%	44.9%	48.2%



4. Complaint behaviour

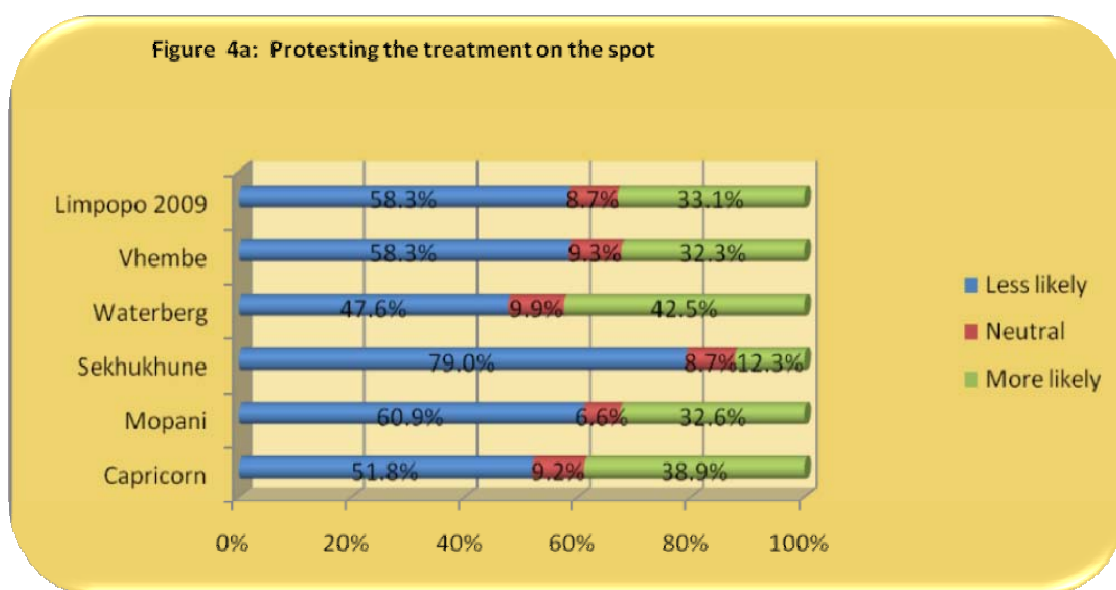
Citizens have many ways available to them to express their dissatisfaction with poor service. Complaining about it is but one method. Regarding the issue of how respondents would express their disaffection with the quality of service provided to them at a point of service, three particular types of comments were sought.

Respondents were asked to say whether they were capable of an immediate protest, lodging a formal complaint, and expectation of appropriate action from the responsible authorities.

When asked if they would protest instantaneously if served in a poor manner, most respondents (48—79%) from all municipalities said they were less likely to do so. Waterberg had the lowest proportion of respondents (five out of ten) who said they would not, and Sekhukhune had the largest proportion (eight out of ten). At the provincial level, the 2009 results were more-or-less the same as those of 2008.

Table 4a: Protesting the treatment on the spot

	Capricorn	Mopani	Sekhukhune	Waterberg	Vhembe	Limpopo 2009	Limpopo 2008
Less likely	51.8%	60.9%	79.0%	47.6%	58.3%	58.3%	59.3%
Neutral	9.2%	6.6%	8.7%	9.9%	9.3%	8.7%	8.7%
More likely	38.9%	32.6%	12.3%	42.5%	32.3%	33.1%	31.9%

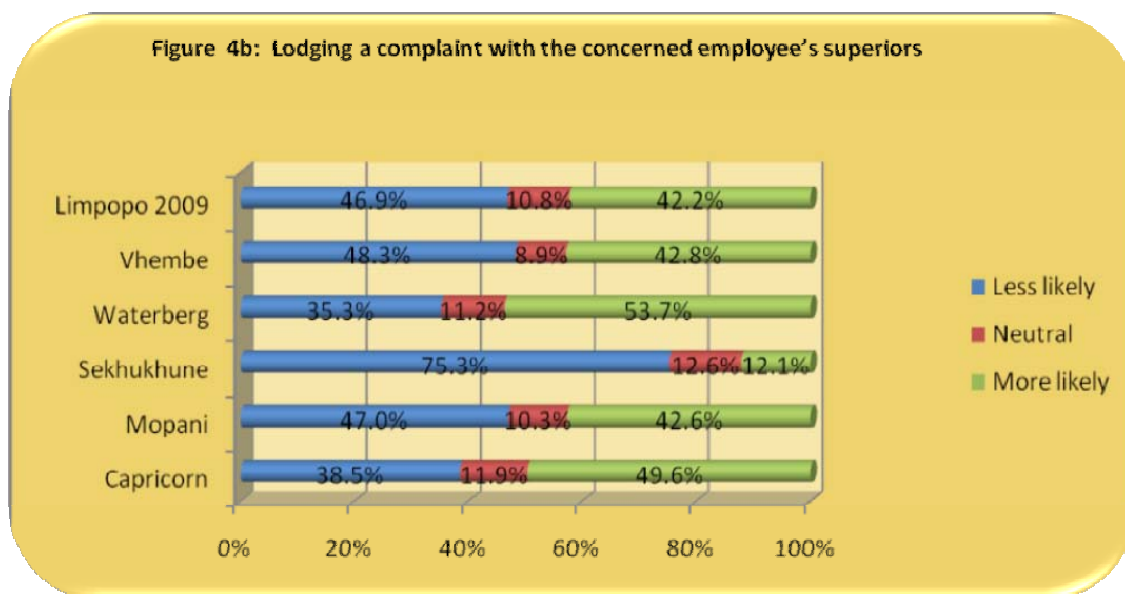


Respondents were also asked if they were likely to protest poor service quality instantaneously. Most respondents from Mopani (47%), Sekhukhune (75%) and Vhembe (48%) said they were less likely to do so. Yet most respondents from

Capricorn and Waterberg (50% and 54%, respectively) said they would. Across the province, respondents were less likely in 2009 to lodge a complaint right away. This was a reversal of the 2008 opinion, when most respondents were more likely to do so.

Table 4b: Lodging a complaint with the concerned employee's superiors

	Capricorn	Mopani	Sekhukhune	Waterberg	Vhembe	Limpopo 2009	Limpopo 2008
Less likely	38.5%	47.0%	75.3%	35.3%	48.3%	46.9%	42.1%
Neutral	11.9%	10.3%	12.6%	11.2%	8.9%	10.8%	9.7%
More likely	49.6%	42.6%	12.1%	53.7%	42.8%	42.2%	48.2%

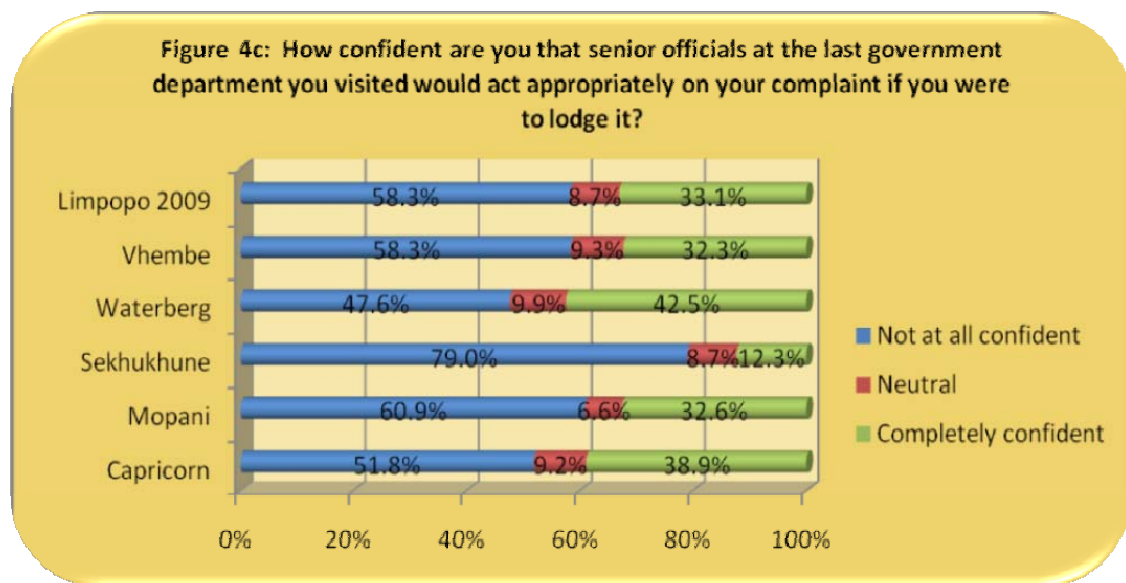


Respondents were asked to comment about disciplinary measures in government service centers. They were asked to state whether they trusted that officials who supervised or managed others in government service centers would be willing to act on customer complaints. Most respondents (an average of 51% across the province) from all district municipalities across the province were not confident that responsible authorities would act on their complaint. Sekhukhune had the highest proportion (63%) of respondents who did not have confidence, followed by Mopani (54%). The lowest percent was recorded for Waterberg (43%). The percent of respondents who

were not confident that seniors will act increased slightly (2%) in 2009 from what it was in 2008.

Table 4c: How confident are you that senior officials at the last government department you visited would act appropriately on your complaint if you were to lodge it?

	Capricorn	Mopani	Sekhukhune	Waterberg	Vhembe	Limpopo 2009	Limpopo 2008
Not at all confident	48.2%	53.8%	63.3%	43.0%	50.7%	51.1%	48.9%
Neutral	18.2%	11.2%	10.7%	21.0%	10.0%	14.1%	15.0%
Completely confident	33.6%	35.0%	26.0%	35.9%	39.2%	34.7%	36.3%



5. Intention to leave/exit

A statement was included in the questionnaire asking respondents to state their willingness to leave the province and resettle elsewhere. Responses to this statement are considered to represent the behavioural outcomes of service delivery. Whereas in a longitudinal survey, where respondents are followed over time, it is possible to observe how they would eventually act in respect of their satisfaction with service delivery, in a cross-sectional survey it is not possible to conduct such long-term observations. However, asking respondents to state their intentions makes up for the

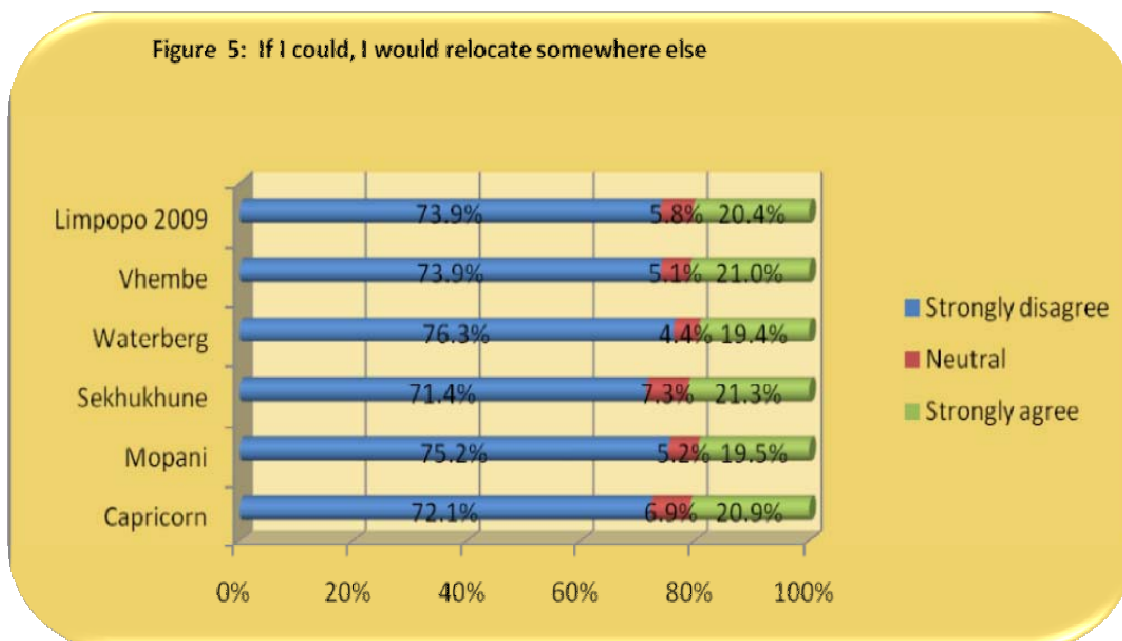
short-coming of not being able to observe actual behaviour. Fortunately, there usually is a correspondence between people's intentions and their ultimate behaviours.

When asked to state whether they would relocate if they could, the majority of respondents (74%) across the province had no intention to move to another area of abode. Recall that these are respondents who generally did not consider their regions and local areas as good places to live in. It would seem that the respondents remain loyal to their areas of abode. Although the proportion of respondents who disagreed that they would migrate rose by about six percent, the pattern nevertheless remained the same in 2009 from what it was in 2008. Most respondents seemingly want to stay in their respective areas, in spite of their negative valuations of them.

Table 5: If I could, I would relocate somewhere else

	Capricorn	Mopani	Sekhukhune	Waterberg	Vhembe	Limpopo 2009	Limpopo 2008
Strongly disagree	72.1%	75.2%	71.4%	76.3%	73.9%	73.9%	68.2%
Neutral	6.9%	5.2%	7.3%	4.4%	5.1%	5.8%	5.9%
Strongly agree	20.9%	19.5%	21.3%	19.4%	21.0%	20.4%	25.9%

Figure 5: If I could, I would relocate somewhere else

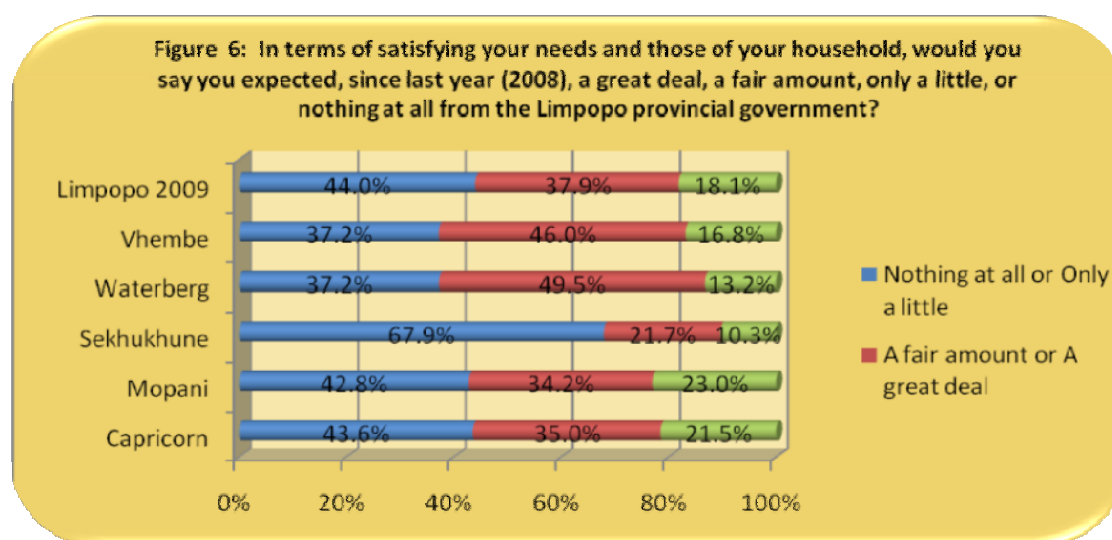


6. Expectation regarding the satisfaction of needs by government

Respondents were asked to say what their expectations were, since the preceding year (2008), regarding government meeting their needs. Most respondents in Capricorn (44%), Mopani (43%) and Sekhukhune (68%), said they did not expect more from the government. Notice however that in some district municipalities the proportion of respondents who did not express a view topped the twenty percent (20%) mark. There were many respondents from Waterberg and Vhembe (50% and 46%, respectively) who were of the opposite view, saying that they expected government to meet their needs. In 2009, respondents across the province said they expected little from the Limpopo provincial government. This was a reverse of what respondents said in 2008, when the majority of them said they expected more.

Table 6: In terms of satisfying your needs and those of your household, would you say you expected, since last year (2008), a great deal, a fair amount, only a little, or nothing at all from the Limpopo provincial government?

	Capricorn	Mopani	Sekhukhune	Waterberg	Vhembe	Limpopo 2009	Limpopo 2008
Nothing at all or Only a little	43.6%	42.8%	67.9%	37.2%	37.2%	44.0%	34.8%
A fair amount or A great deal	35.0%	34.2%	21.7%	49.5%	46.0%	37.9%	55.9%
DK/RA	21.5%	23.0%	10.3%	13.2%	16.8%	18.1%	9.4%



7. Service satisfaction

In this section, the focus is on the evaluation of satisfaction in general. Four items were used. The items were meant to capture a general sense of satisfaction. The researchers regarded this level of administration as the most likely point of service delivery and/or reception for most citizens. Although it is possible that some may have used services at other levels of government, the local municipality level was targeted to ensure wider coverage.

With the first item, asking respondents to state their satisfaction with the way they were treated by a government official at a local service point, most respondents (52—55%) from Capricorn (52%), Mopani (54%) and Sekhukhune (55%) said they were satisfied with the treatment given to them. However, most respondents (53%) from Waterberg were not satisfied, and respondents from Vhembe were evenly split (50% each) on the matter.

Table 7a: I am satisfied with the way I was treated

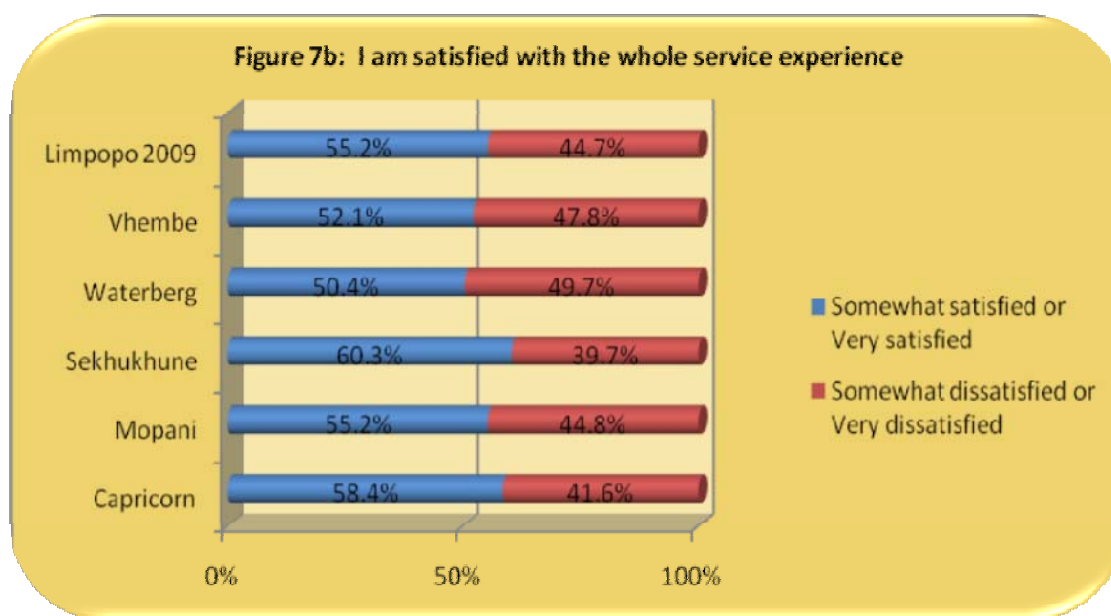
	Capricorn	Mopani	Sekhukhune	Waterberg	Vhembe	Limpopo 2009
Somewhat satisfied or Very satisfied	51.6%	54.2%	55.2%	46.6%	50.1%	51.6%
Somewhat dissatisfied or Very dissatisfied	48.5%	45.7%	44.8%	53.3%	50.0%	48.5%



Respondents were also asked to comment about how they perceived service experience in its entirety. Most respondents (52—60%) from all district municipalities of the province expressed satisfaction with the entire experience of service. The highest percents of respondents who were satisfied were recorded in Sekhukhune (60%) and Capricorn (58%).

Table 7b: I am satisfied with the whole service experience

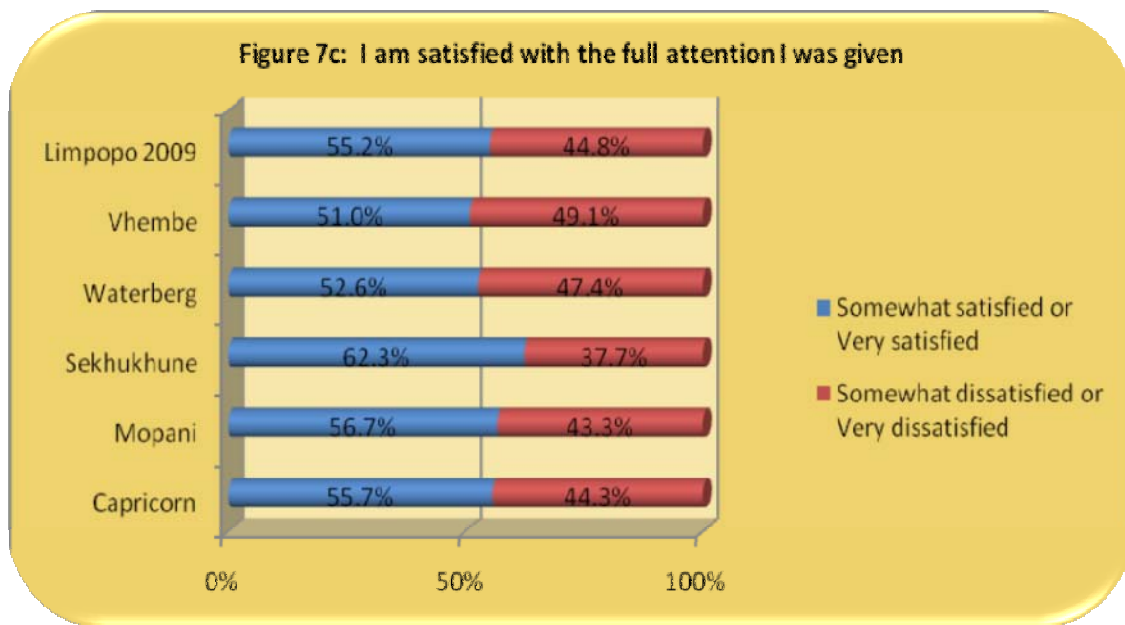
	Capricorn	Mopani	Sekhukhune	Waterberg	Vhembe	Limpopo 2009
Somewhat satisfied or Very satisfied	58.4%	55.2%	60.3%	50.4%	52.1%	55.2%
Somewhat dissatisfied or Very dissatisfied	41.6%	44.8%	39.7%	49.7%	47.8%	44.7%



Regarding the attention they received when being serviced by a government employee, most respondents (51—62%) from all district municipalities said they were satisfied with it. Sekhukhune reported the highest percentage of respondents who expressed satisfaction.

Table 7c: I am satisfied with the full attention I was given

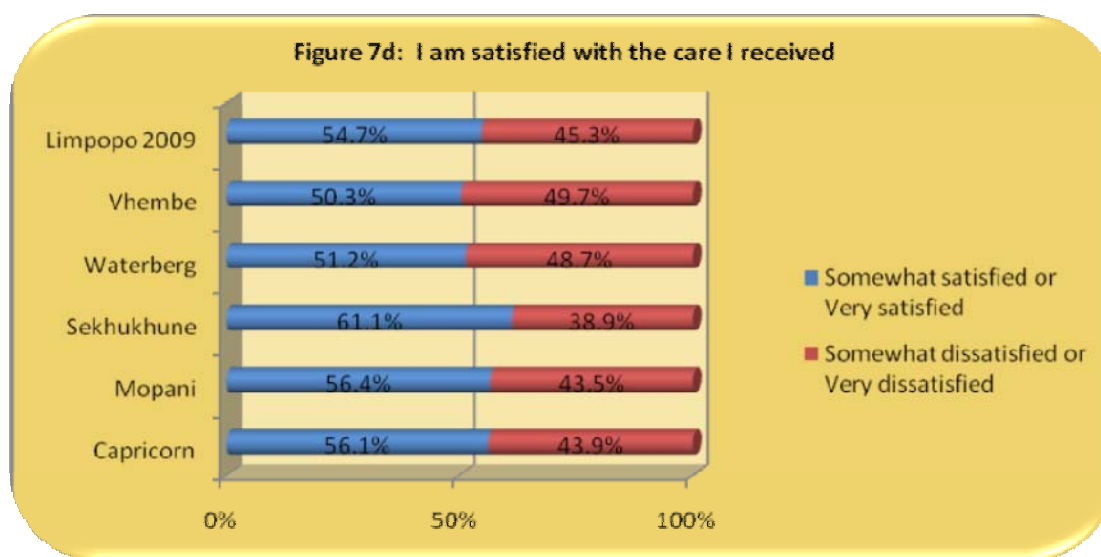
	Capricorn	Mopani	Sekhukhune	Waterberg	Vhembe	Limpopo 2009
Somewhat satisfied or Very satisfied	55.7%	56.7%	62.3%	52.6%	51.0%	55.2%
Somewhat dissatisfied or Very dissatisfied	44.3%	43.3%	37.7%	47.4%	49.1%	44.8%



In the final item focusing on treatment, most respondents (51—61%) from almost all district municipalities (except Vhembe), reported that they were satisfied with the care they received from government employees. Respondents in Vhembe were split in the middle (50% each) on this item. Sekhukhune had the highest percentage of respondents who said they were satisfied.

Table 7d: I am satisfied with the care I received

	Capricorn	Mopani	Sekhukhune	Waterberg	Vhembe	Limpopo 2009
Somewhat satisfied or Very satisfied	56.1%	56.4%	61.1%	51.2%	50.3%	54.7%
Somewhat dissatisfied or Very dissatisfied	43.9%	43.5%	38.9%	48.7%	49.7%	45.3%



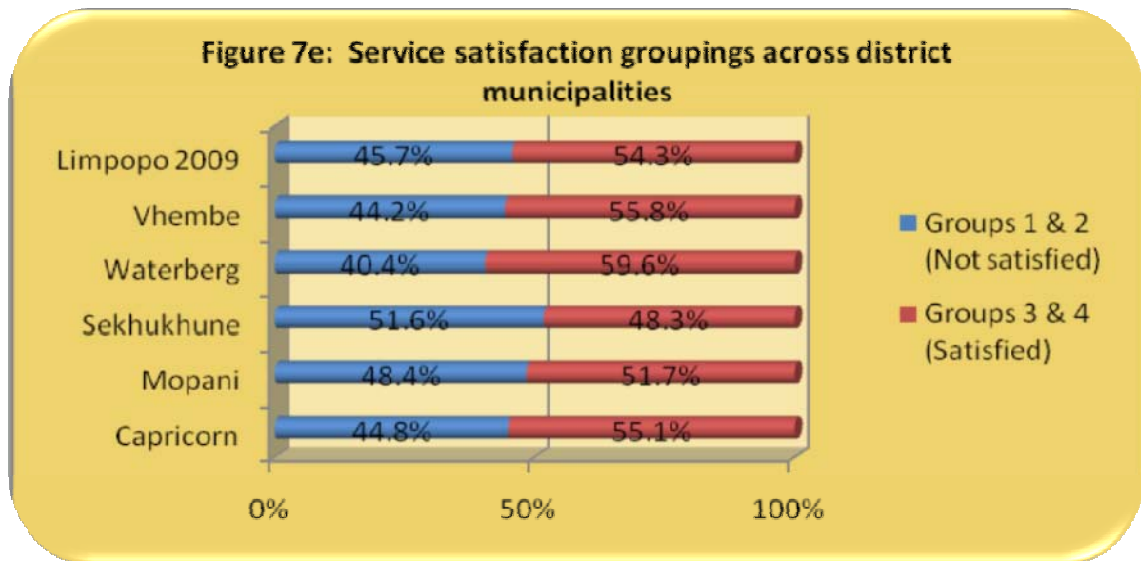
The four (4) service satisfaction items just presented constitute a global satisfaction scale. A reliability analysis conducted among them reached a high of $\alpha = .93$, almost in the regions it was in the survey where it was created. A sum score was calculated from the four items. Scores from the scale range from a minimum of four to a possible maximum score of sixteen. Once the total of the four items was obtained, the scores were then grouped into four levels ranging from 1—4. Scores from 1 to 4 fell into group 1, scores from 5 to 8 became group 2, scores from 9 to 12 constituted group 3

and scores from 13 to 16 became group 4. Groups 1 and 2 are scores below the mid-point and therefore denote less satisfaction, and scores 3 and 4 express satisfaction. Table 7e and figure 7e below, show that most respondents (five to six out of ten) from almost all district municipalities obtained an overall score above 8, suggesting that they are generally satisfied with the service they are receiving from the employees of the Limpopo provincial government. Note that Sekhukhune was the only district municipality where the majority of respondents (51.6% versus 48.3%) expressed dissatisfaction.

Service satisfaction scores are not available from the LCSS 2008. However, the same items were used in a survey conducted on behalf of the Limpopo Department of Local Government and Housing (DLG & H) in 2009. That survey was limited to an identified group of municipalities classified as “growth point” municipalities. The present authors conducted the survey in five of the ten “growth point” municipalities. These included Elias Motsoaledi, Greater Marble Hall, Lephalale, Mogalakwena and Thabazimbi local municipalities. Although the two scores are dissimilar in that the scope covered by the two surveys was different, the pattern of results is of interest here. The aggregate results of the Limpopo DLG and H are included in table 7e. In both surveys, respondents expressed satisfaction with the service they received from municipal employees. Interestingly, the two local municipalities surveyed from Sekhukhune, namely, Elias Motsoaledi and Greater Marble Hall, also recorded higher proportions of respondents (53% and 58%, respectively) who said they were satisfied in the Limpopo DLG and H survey. However, the scores from the two local municipalities were the lowest among the five “growth point” municipalities surveyed.

Table 7e: Service satisfaction groupings across district municipalities

	Capricorn	Mopani	Sekhukhune	Waterberg	Vhembe	Limpopo 2009	DLG&H 2009
Groups 1 & 2	44.8%	48.4%	51.6%	40.4%	44.2%	45.7%	39.7%
Groups 3 & 4	55.1%	51.7%	48.3%	59.6%	55.8%	54.3%	60.3%



Service quality analysis using demographic variables has partially demonstrated this in this survey. Demographic and related variables were again used in analysis to investigate their impact on service quality evaluations. Gender did not influence how respondents rated service satisfaction ($t = .516$, $[df = 3311]$, $p > .05$). In other words, there was no particular pattern in which males or females expressed their satisfaction with government service provision. Age was grouped into four age levels, namely, less than 30 years, 30 years to 47 years, 48 years to 65 years, and over 65 years old. Age too did not influence respondents' evaluation of service satisfaction ($F = .721$, $[df = 3, 3293]$, $p > .05$). Analysis shifted to educational background. Four groups of respondents' educational categories were created. These were less than grade 6, grade 6 to 11, grade 12, and university education. The respondent's educational level did not have an impact on how they evaluated service satisfaction. The evaluations of respondents who have had contact with government employees were compared to those who have never had contact. Respondents who made contact with government

employees tended to report more satisfaction ($\bar{X} = 9.66$) compared to those who did not ($\bar{X} = 8.65$)($t = -7.102$ [df = 3299], $p < .001$). Having approached government employees somehow improved how the citizens evaluated service encounters. This finding raises a possibility that some of the judgmental evaluations that citizens make are not based entirely on actual experience. However, the cumulative aspect of satisfaction provides part of the answer, that if service delivery flounders in other areas, there may be a ripple effect on general evaluation.

Table 7f Service satisfaction groupings across the local and district municipalities of Limpopo

		Not satisfied	Satisfied
Capricorn	Aganang	33.3%	66.7%
	Blouberg	51.8%	48.1%
	Lepelle-Nkumpi	50.9%	49.1%
	Molemole	48.0%	52.0%
	Polokwane	43.3%	56.7%
	District level	45.2%	55.1%
Mopani	Greater Giyani	50.9%	49.1%
	Greater Letaba	48.7%	51.3%
	Greater Tzaneen	46.7%	53.4%
	Maruleng	64.4%	35.6%
	District level	49.0%	51.4%
Sekhukhune	Elias Motswaledi	43.4%	56.6%
	Feta-Kgomo	76.6%	23.4%
	Greater Marble Hall	42.1%	57.9%
	Greater Tubatse	51.0%	49.0%
	Makhuduthamaga	52.5%	47.5%
	District level	51.6%	48.3%
Waterberg	Bela-Bela	53.4%	46.5%
	Lephalale	48.3%	51.8%
	Modimolle	33.8%	66.2%
	Mogalakwena	40.0%	60.0%
	Mookgophong	35.3%	64.8%
	Thabazimbi	44.8%	55.2%
	District level	40.8%	59.5%
Vhembe	Makhado	47.8%	52.2%
	Musina	55.1%	44.9%
	Mutale	48.0%	52.0%
	Thulamela	38.5%	61.4%
	District level	44.3%	55.7%
	Provincial Average	46.0%	54.1%

Note: Total number of respondents across the district municipalities is not equal to actual sample size because of missing values.

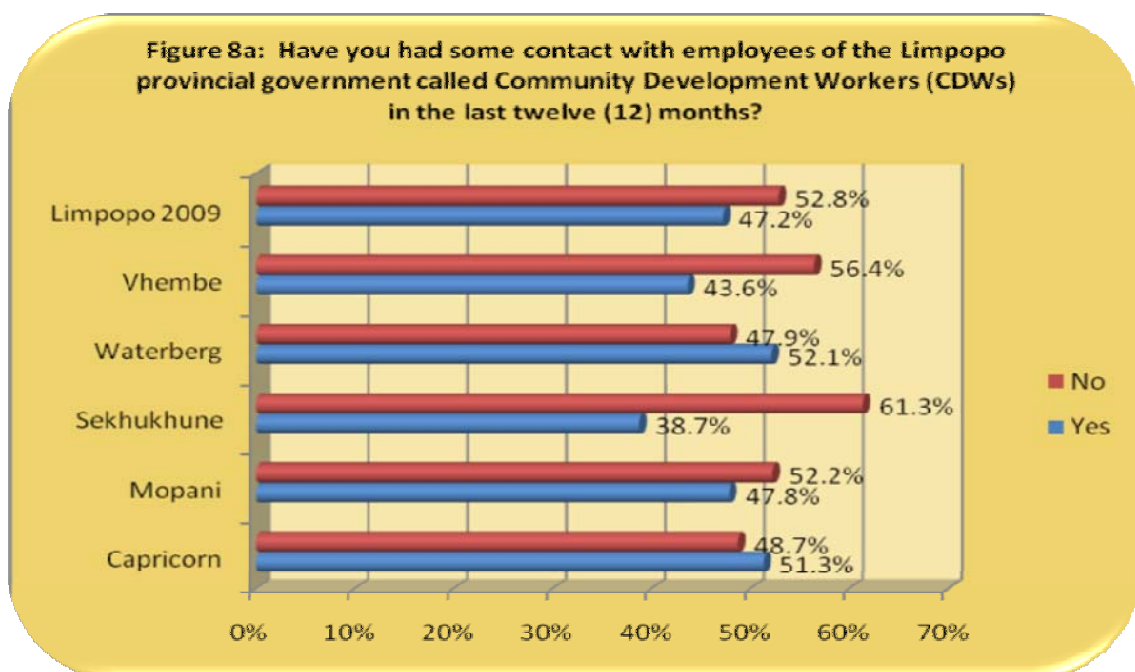
* All rows with values coloured blue are the local municipalities where the majority of respondents gave a negative service rating.

8. Community Development Workers (CDWs)

Respondents were asked to rate the quality of service provided by CDWs. We however first had to establish whether they had any contact with them. There were more respondents in Mopani (52%), Sekhukhune (61%) and Vhembe (56%) who said they have never had contact with CDWs. It was respondents in Capricorn (51%) and Waterberg (52%) who said they had some contact with them. At the provincial level, there were more respondents who said they have never had contact with CDWs. The pattern of outcomes was the same as in 2008. However, in 2009 there were about four percent more respondents who had some contact with CDWs, reducing the number of those who did not have any contact with them.

Table 8a: Have you had some contact with employees of the Limpopo provincial government called Community Development Workers (CDWs) in the last twelve (12) months?

	Capricorn	Mopani	Sekhukhune	Waterberg	Vhembe	Limpopo 2009	Limpopo 2008
Yes	51.3%	47.8%	38.7%	52.1%	43.6%	47.2%	41.7%
No	48.7%	52.2%	61.3%	47.9%	56.4%	52.8%	58.3%

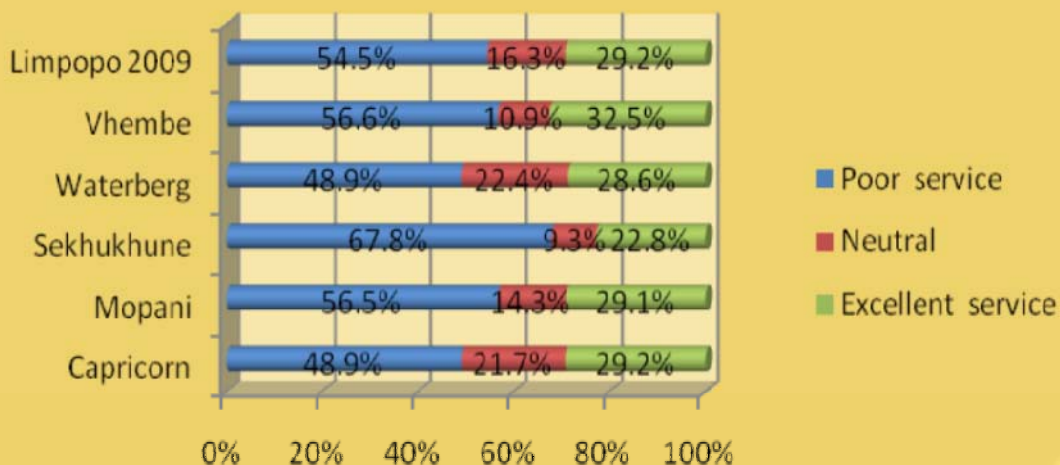


When asked to rate the service quality of CDWs, most respondents (49—68%) across all district municipalities were of the view that the service is of a poor quality. However, the percents of respondents who said so in Capricorn and Waterberg were below the 50% mark (49% each) and respondents who were not committed to any view on the issue were 29% each. Note further that uncommitted respondents were in fact many across the district municipalities, with Vhembe reaching 33% in that respect.

Table 8b: On a scale from 1 to 9, with 1 meaning “poor service” and 9 meaning “excellent service”, how would you rate the service you received from the Community Development Worker (CDW) in your area?

	Capricorn	Mopani	Sekhukhune	Waterberg	Vhembe	Limpopo 2009	Limpopo 2008
Poor service	48.9%	56.5%	67.8%	48.9%	56.6%	54.5%	50.8%
Neutral	21.7%	14.3%	9.3%	22.4%	10.9%	16.3%	21.5%
Excellent service	29.2%	29.1%	22.8%	28.6%	32.5%	29.2%	27.7%

Figure 8b: On a scale from 1 to 9, with 1 meaning “poor service” and 9 meaning “excellent service”, how would you rate the service you received from the Community Development Worker (CDW) in your area?

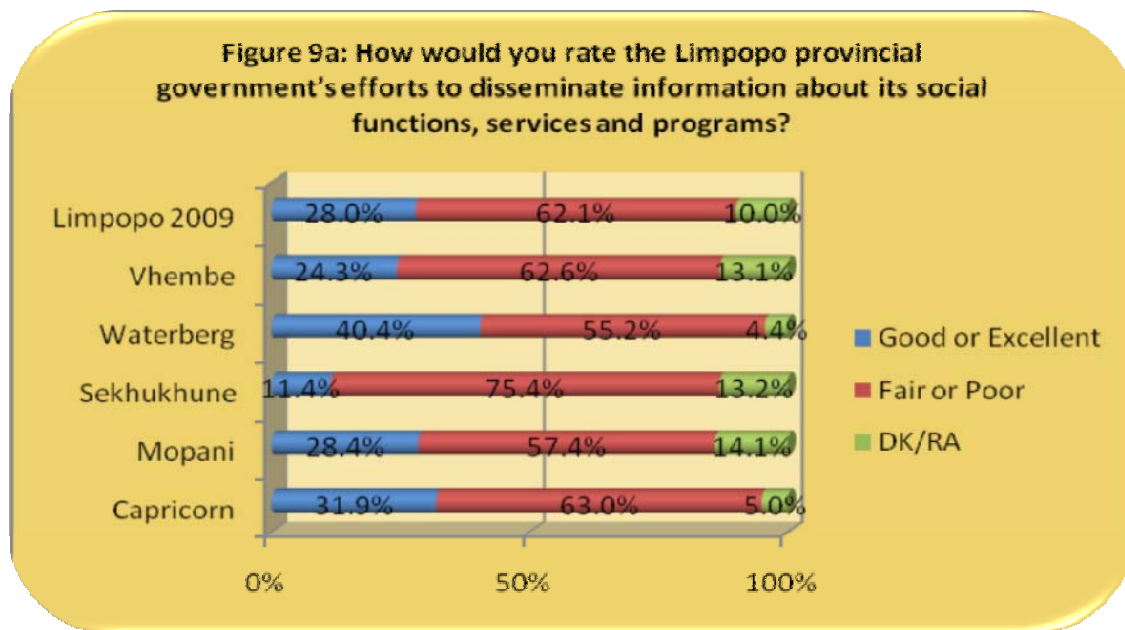


9. Communication

Respondents were asked to evaluate the efforts of the Limpopo provincial government to communicate about its social functions, programs and services. The majority of respondents in Sekhukhune (75%), Waterberg (55%) and Vhembe (63%) were of the view that communication was not efficient. On the other hand, most respondents from Capricorn (63%) and Mopani (57%) rated the effort positively.

Table 9a: How would you rate the Limpopo provincial government's efforts to disseminate information about its social functions, services and programs?

	Capricorn	Mopani	Sekhukhune	Waterberg	Vhembe	Limpopo 2009	Limpopo 2008
Good or Excellent	31.9%	28.4%	11.4%	40.4%	24.3%	28.0%	52.9%
Fair or Poor	63.0%	57.4%	75.4%	55.2%	62.6%	62.1%	22.6%
DK/RA	5.0%	14.1%	13.2%	4.4%	13.1%	10.0%	24.4%



Subsequent to respondents commenting about provincial government communication, they were provided with a number of events and service assumed to promote and enhance communication between government and citizenry. These included Imbizo, website, government newsletter and Batho Pele day. Respondents were asked to

declare their awareness of the events and services, and then their quality. With respect to the “Imbizo” gathering, most respondents (67—76%) from all district municipalities said that they were not aware of it. The district municipality with the largest percent of respondents in this regard came from Waterberg (76%) followed by Capricorn (73%). Regarding the quality of “Imbizo”, the majority of respondents (43—73%) did not express an opinion regarding its quality. This is consistent with the fact that there were relatively few respondents (27—33%) who said that they were aware of the event (see table 9b[i]). Nonetheless, respondents in Capricorn (16%), Sekhukhune (34%) and Vhembe (15%) were negative about the quality of the event. Sekhukhune recorded the largest percentage (34%) of those who expressed a negative view. This is so because Sekhukhune had the lowest proportion of respondents who did not express a view regarding the quality of “Imbizo”. Respondents in Mopani and Waterberg were evenly split (14% each) regarding the quality of the event.

Table 9b(i): Limpopo Province premier's imbizo—AWARENESS

	Capricorn	Mopani	Sekhukhune	Waterberg	Vhembe	Limpopo 2009	Limpopo 2008
Yes	26.8%	29.5%	32.7%	24.5%	30.6%	28.7%	37.5%
No	73.2%	70.5%	67.3%	75.5%	69.4%	71.3%	62.5%

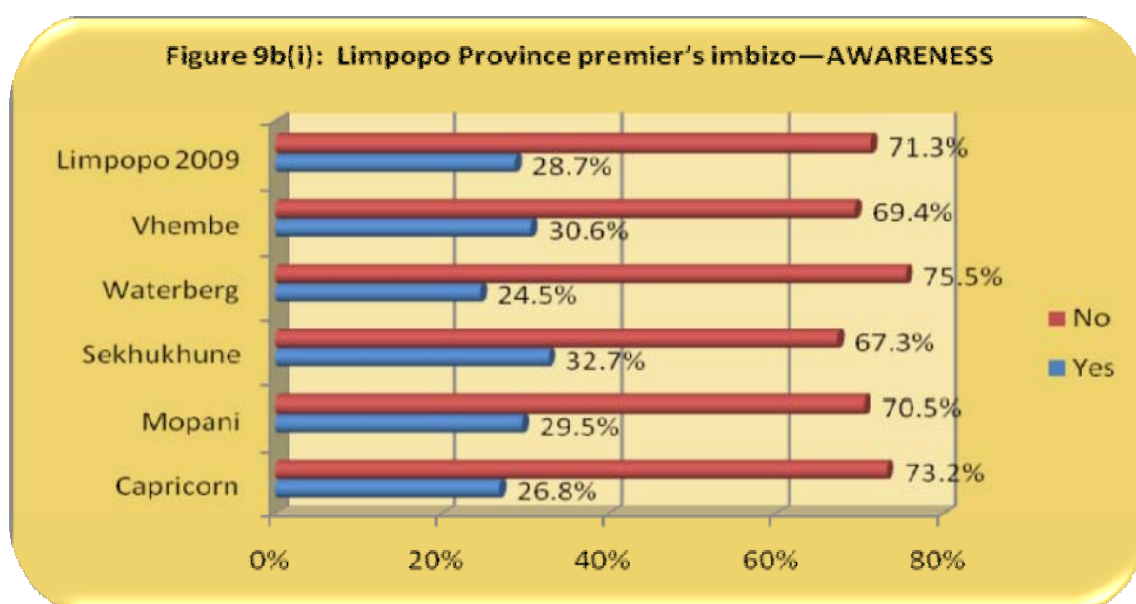
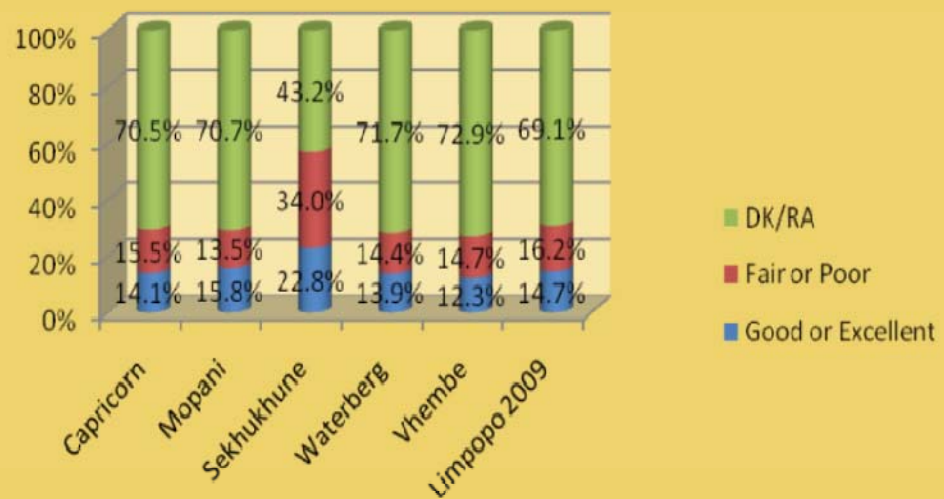


Table 9b(ii): Limpopo province premier's imbizo—QUALITY

	Capricorn	Mopani	Sekhukhune	Waterberg	Vhembe	Limpopo 2009	Limpopo 2008
Good or Excellent	14.1%	15.8%	22.8%	13.9%	12.3%	14.7%	23.8%
Fair or Poor	15.5%	13.5%	34.0%	14.4%	14.7%	16.2%	31.3%
DK/RA	70.5%	70.7%	43.2%	71.7%	72.9%	69.1%	44.9%

Figure 9b(ii): Limpopo province premier's imbizo—QUALITY



Concerning the provincial website, the percentages of those who were not aware of it were even larger (83—96%). Considering that Limpopo is largely rural and poor, the result is not surprising. Most respondents in this survey would not have access to the internet. Likewise, most of them (63—92%) across the province did not express a view with regards the quality of the Limpopo province website (refer to table 9c[i]). The few who did express a view generally regarded the quality of the website as poor. Sekhukhune had the largest percentage (20%) of those who said the quality was poor. Again, that is because Sekhukhune had the lowest percentage of respondents who did not have a view concerning the quality of the website.

Table 9c(i): Limpopo province website (<http://www.premier.limpopo.gov.za>)—AWARENESS

	Capricorn	Mopani	Sekhukhune	Waterberg	Vhembe	Limpopo 2009	Limpopo 2008
Yes	8.0%	6.8%	16.6%	4.2%	8.3%	8.3%	14.5%
No	92.0%	93.2%	83.4%	95.8%	91.7%	91.6%	85.5%

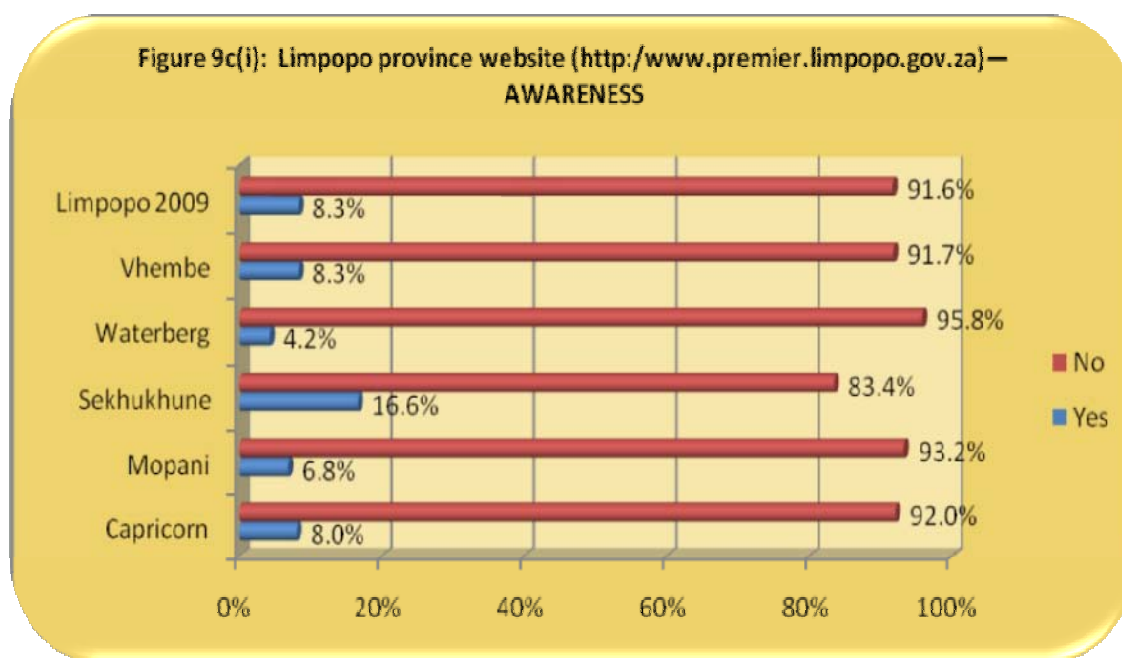
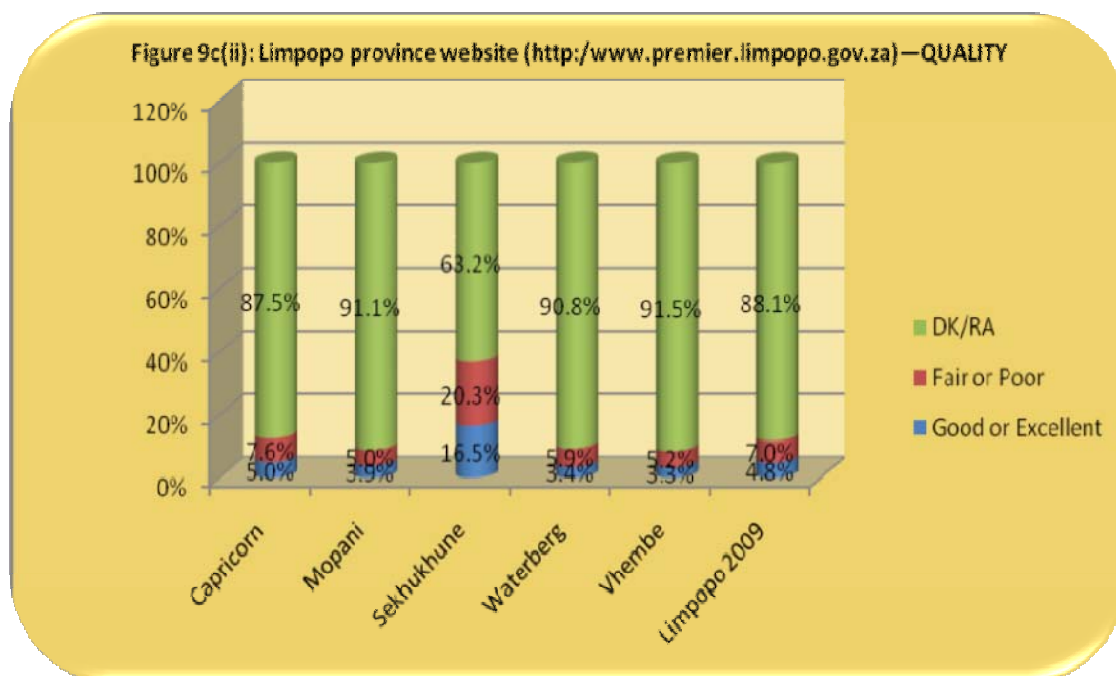


Table 9c(ii): Limpopo province website (<http://www.premier.limpopo.gov.za>)—QUALITY

	Capricorn	Mopani	Sekhukhune	Waterberg	Vhembe	Limpopo 2009	Limpopo 2008
Good or Excellent	5.0%	3.9%	16.5%	3.4%	3.3%	4.8%	14.4%
Fair or Poor	7.6%	5.0%	20.3%	5.9%	5.2%	7.0%	11.6%
DK/RA	87.5%	91.1%	63.2%	90.8%	91.5%	88.1%	74.0%



Respondents were asked to state whether they were aware of the official Limpopo province newsletter. Large percentages (73—85%) of them across the district municipalities were not aware of it. And once more, most respondents (51—80%) from all district municipalities did not express a view concerning the quality of the provincial newsletter (table 9c[iii]). Among the respondents who expressed any view, most of them in Capricorn (15%) and Waterberg (11%) considered the quality poor; most of them in Mopani (13%), Sekhukhune (25%) and Vhembe (11%) said the quality was good, although the margin of difference in Sekhukhune was very narrow (24% vs. 25%).

Table 9d(i): Limpopo province newsletter (Limpopo news)—AWARENESS

		Capricorn	Mopani	Sekhukhune	Waterberg	Vhembe	Limpopo 2009	Limpopo 2008
Yes		18.2%	21.5%	27.4%	15.5%	19.8%	20.1%	28.3%
No		81.8%	78.5%	72.6%	84.5%	80.2%	79.9%	71.7%

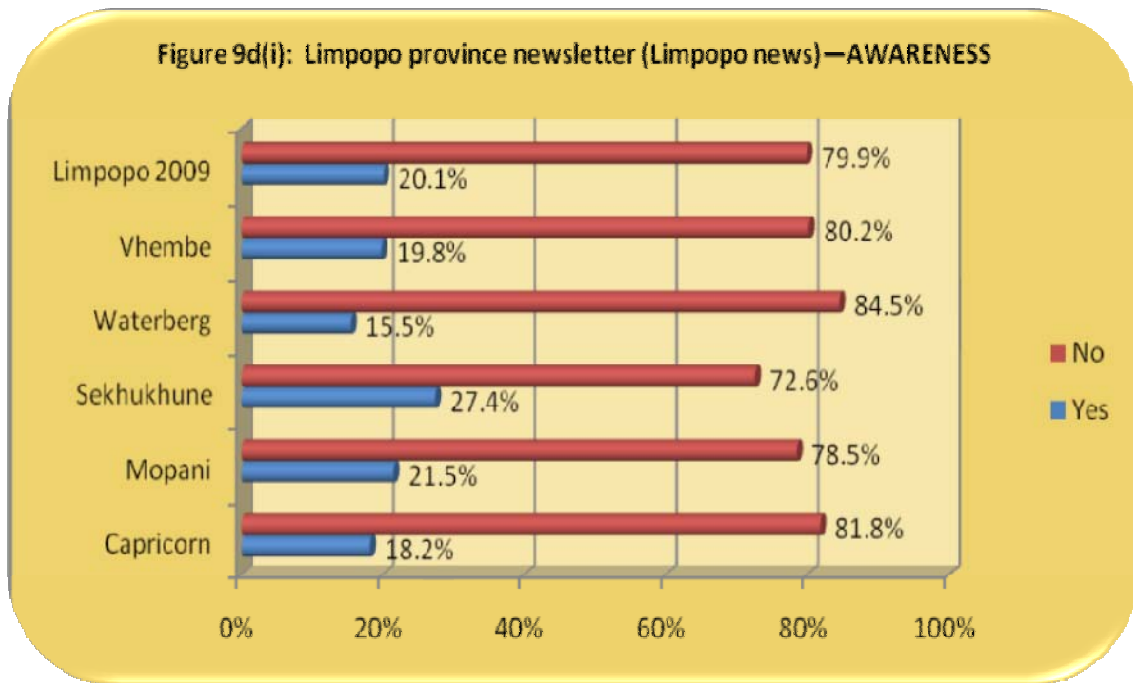
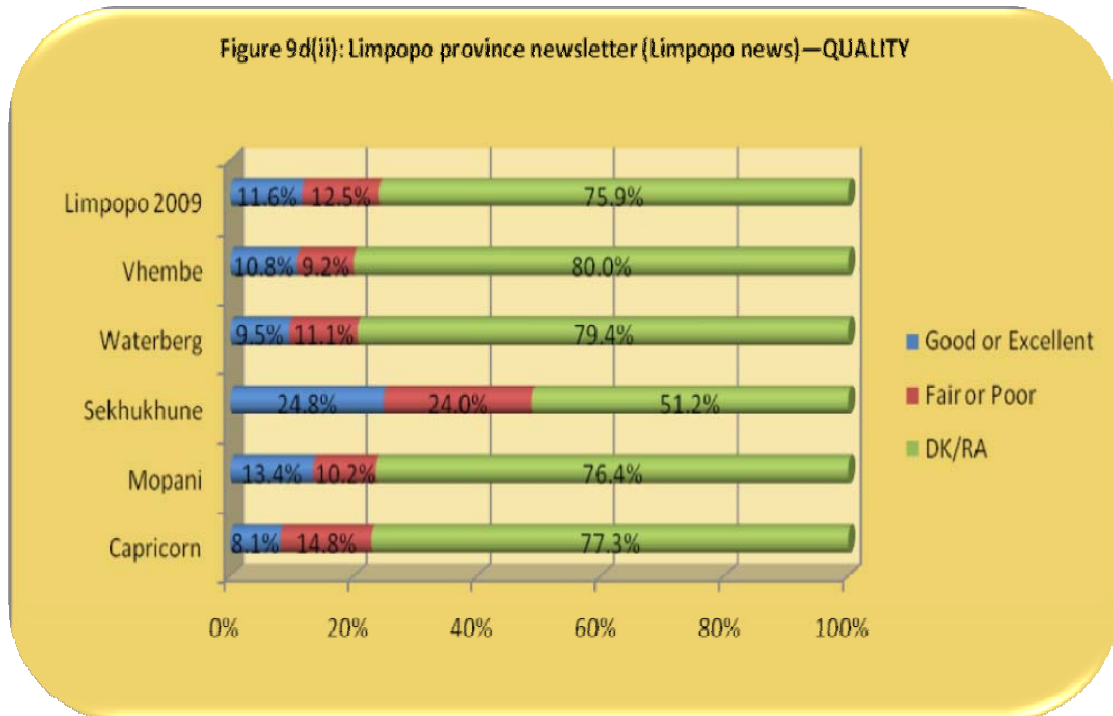


Table 9d(ii): Limpopo province newsletter (Limpopo news)—QUALITY

	Capricorn	Mopani	Sekhukhune	Waterberg	Vhembe	Limpopo 2009	Limpopo 2008
Good or Excellent	8.1%	13.4%	24.8%	9.5%	10.8%	11.6%	23.9%
Fair or Poor	14.8%	10.2%	24.0%	11.1%	9.2%	12.5%	20.5%
DK/RA	77.3%	76.4%	51.2%	79.4%	80.0%	75.9%	55.5%



Finally, respondents were asked to state if they are aware of the “Batho-Pele” day. As was the case with previous events, most respondents (68—72%) across the district municipalities were not aware of the event. When asked to comment about the quality of “Batho-Pele” day, most respondents (48—72%) across the district municipalities thought that the quality of the event was poor (table 9e[iii]). However, Sekhukhune had the lowest percent of those who thought so, compared to the other district municipalities. Note that Sekhukhune had the largest percent of those who thought the quality was good.

Table 9e(i): Limpopo province Batho Pele day—AWARENESS

	Capricorn	Mopani	Sekhukhune	Waterberg	Vhembe	Limpopo 2009	Limpopo 2008
Yes	30.1%	29.4%	28.1%	29.0%	31.6%	29.9%	40.1%
No	69.9%	70.6%	71.9%	71.0%	68.4%	70.1%	59.9%

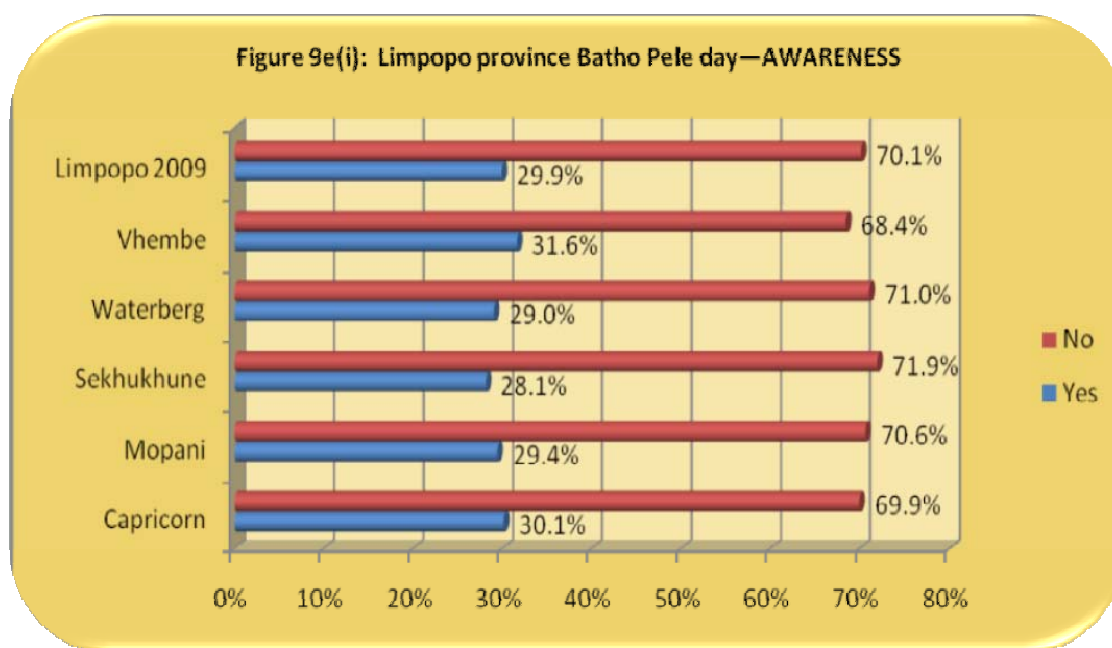
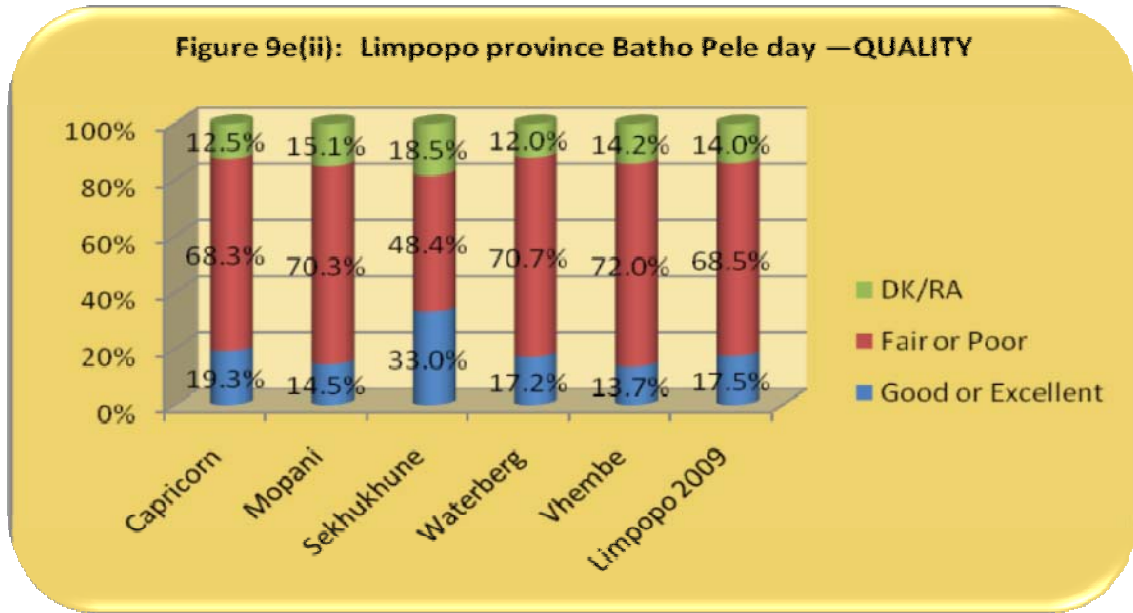


Table 9e(ii): Limpopo province Batho Pele day —QUALITY

	Capricorn	Mopani	Sekhukhune	Waterberg	Vhembe	Limpopo 2009	Limpopo 2008
Good or Excellent	19.3%	14.5%	33.0%	17.2%	13.7%	17.5%	30.3%
Fair or Poor	68.3%	70.3%	48.4%	70.7%	72.0%	68.5%	25.9%
DK/RA	12.5%	15.1%	18.5%	12.0%	14.2%	14.0%	43.7%



10. Education

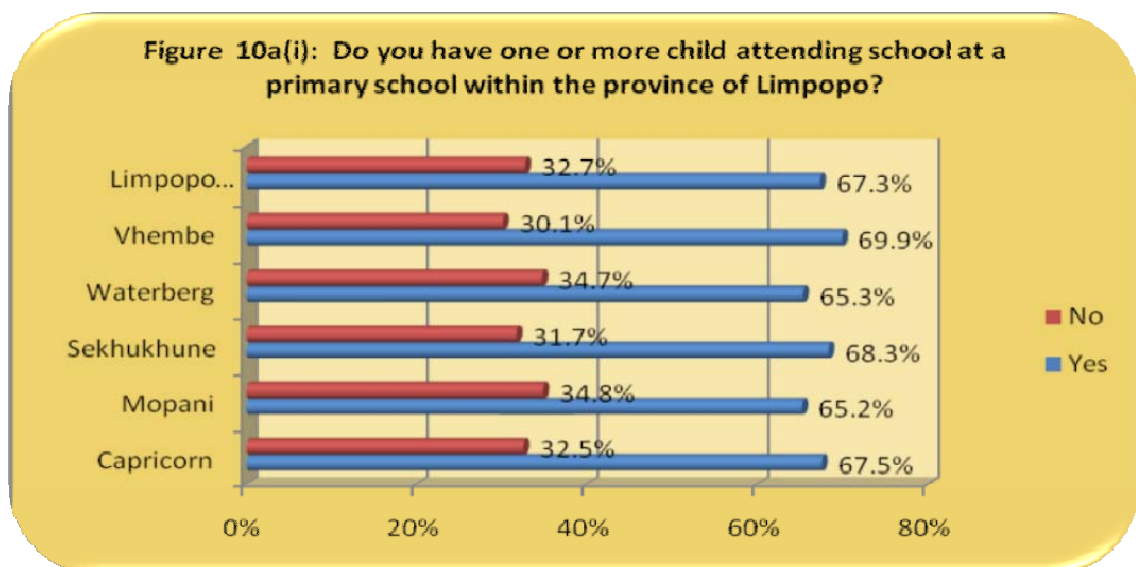
Respondents were asked to rate aspects of education in Limpopo. They commented separately for both primary and secondary level education. For each level, the researchers first determined if the respondent has a child attending a primary or secondary school in Limpopo. Thereafter, the respondent was asked to evaluate various aspects of education. Separate results for respondents who have a child in a primary or high school, and those who do not, are presented in tables. Figures show outcomes based on all respondents.

10a. Primary level schooling

Respondents were first asked to state if they had a child enrolled in a primary school within the province. As it turned out, most respondents (65—70%) reported that they had a child attending a primary school in Limpopo.

Table 10a (i): Do you have one or more child attending school at a primary school within the province of Limpopo?

	Capricorn	Mopani	Sekhukhune	Waterberg	Vhembe	Limpopo 2009	Limpopo 2008
Yes	67.5%	65.2%	68.3%	65.3%	69.9%	67.3%	65.9%
No	32.5%	34.8%	31.7%	34.7%	30.1%	32.7%	34.1%

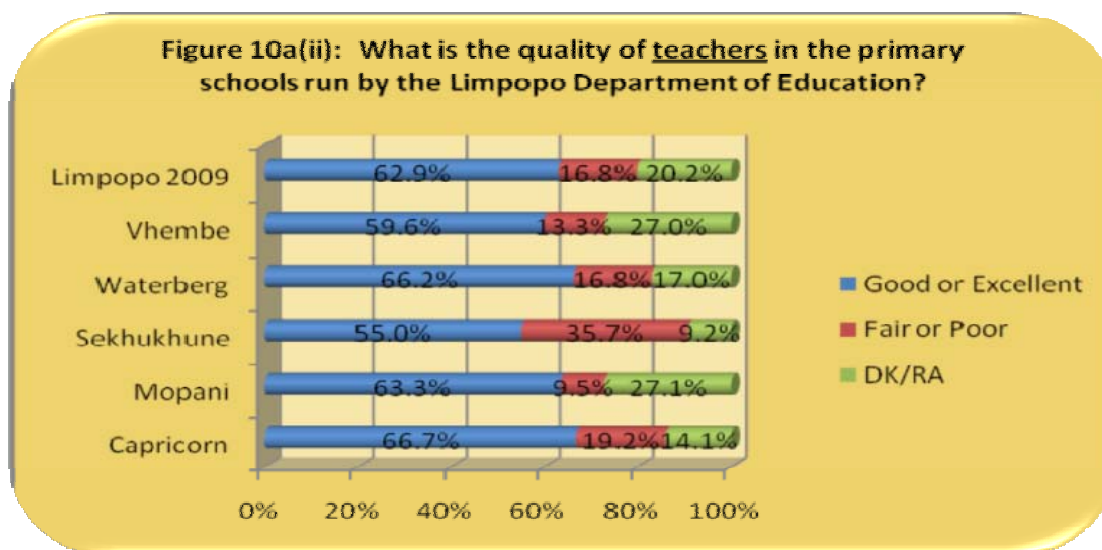


Quality of teachers:

Most respondents (59—86%) who had a child enrolled in a primary school regarded the quality of teachers in schools under the auspices of the Department of Education of the Limpopo provincial government to be good. The highest percentage in this regard was recorded for Mopani and the lowest for Sekhukhune. Among respondents who did not have a child in a primary school and expressed a view on the matter, most of them from all district municipalities said the quality of teachers was good. The overall view on this issue is positive in all district municipalities (see figure 10a[ii]).

Table 10a(ii): What is the quality of teachers in the primary schools run by the Limpopo Department of Education?

		Excellent or Good	Fair or Poor	DK/RA
		Child attends primary school		
District municipality	Capricorn	74.9%	22.0%	3.2%
	Mopani	85.6%	12.0%	2.4%
	Sekhukhune	58.6%	38.4%	3.0%
	Waterberg	78.9%	18.4%	2.8%
	Vhembe	79.4%	17.0%	3.6%
	Limpopo 2009	76.9%	20.1%	3.1%
	Limpopo 2008	65.2%	31.3%	3.4%
		Child does not attend primary school		
District Municipality	Capricorn	49.6%	13.3%	37.1%
	Mopani	13.3%	4.1%	82.5%
	Sekhukhune	25.0%	16.7%	58.4%
	Waterberg	41.7%	14.1%	44.1%
	Vhembe	12.1%	4.2%	83.7%
	Limpopo 2009	29.3%	9.1%	61.6%
	Limpopo 2008	26.8%	24.0%	44.3%



Learning content:

Interestingly, most respondents (40—61%) did not express a view regarding the content or material being disseminated in the schools. To be able to express an opinion in relation to teaching material or content, one requires an intimate knowledge of what is going on inside the classroom. In addition, it could be argued that some level of scholastic sophistication is necessary too. A large proportion (59%) of the sample in this survey did not reach grade 12 in their schooling, and only 11% have studied at university (refer to table 1c above). This then suggests that respondents were largely uncomfortable commenting on a topic as pedagogic as teaching content or material. It could be that for the quality of teachers or learning materials, which may demand similar expertise to comment about, most respondents rely on non-pedagogic aids such as personal or physical characteristics respectively. If we are right, then it is understandable why most respondents in this sample did not have a view regarding the quality of teaching content.

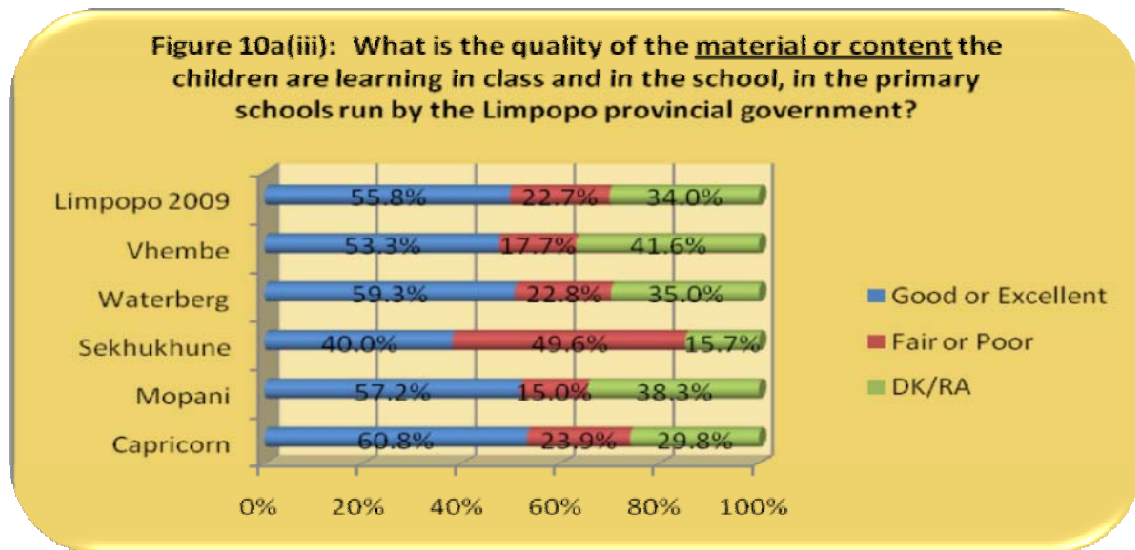
Most respondents (65—72%) who have had a child in a Limpopo primary school, from almost all district municipalities, were content with the quality of the material the children were taught in the primary schools. Only Sekhukhune had most of its respondents (54%) rating the quality of taught material as poor. The pattern was the same for respondents who did not have a child enrolled at the primary schools, except

that the Sekhukhune respondents who expressed a view were evenly divided on the matter. Provincial averages for 2009 do not vary much from those of 2008.

Analysis was also conducted combining both respondents who have a child and those who did not have a child enrolled in a Limpopo primary school (see figure 10a[iii]). At the provincial level, it would appear that among respondents who formulated a view on teaching content, the difference between those who were negative and those who were positive was small (23% versus 21%). However, the picture is clearer when analysis is reduced to the level of district municipalities. At that level, most respondents from Capricorn (24%), Sekhukhune (50%) and Waterberg (23%) were of the view that teaching content was good. Most respondents from Mopani (28%) and Vhembe (23%) were of the opposite view.

Table 10a(iii): What is the quality of the material or content the children are learning in class and in the school, in the primary schools run by the Limpopo provincial government?

		Excellent or Good	Fair or Poor	DK/RA
		Child attends primary school		
District Municipality	Capricorn	65.3%	28.8%	5.8%
	Mopani	74.3%	18.5%	7.2%
	Sekhukhune	42.1%	53.5%	4.3%
	Waterberg	71.6%	24.1%	4.3%
	Vhembe	71.6%	23.3%	5.0%
	Limpopo 2009	66.8%	27.7%	5.6%
	Limpopo 2008	59.8%	33.2%	6.9%
		Child does not attend primary school		
District Municipality	Capricorn	51.6%	13.6%	34.9%
	Mopani	20.0%	7.7%	72.4%
	Sekhukhune	20.0%	20.0%	60.0%
	Waterberg	36.3%	19.9%	43.9%
	Vhembe	9.6%	3.8%	86.7%
	Limpopo 2009	29.7%	11.1%	59.3%
	Limpopo 2008	30.5%	19.5%	49.9%



Learning materials or classroom props:

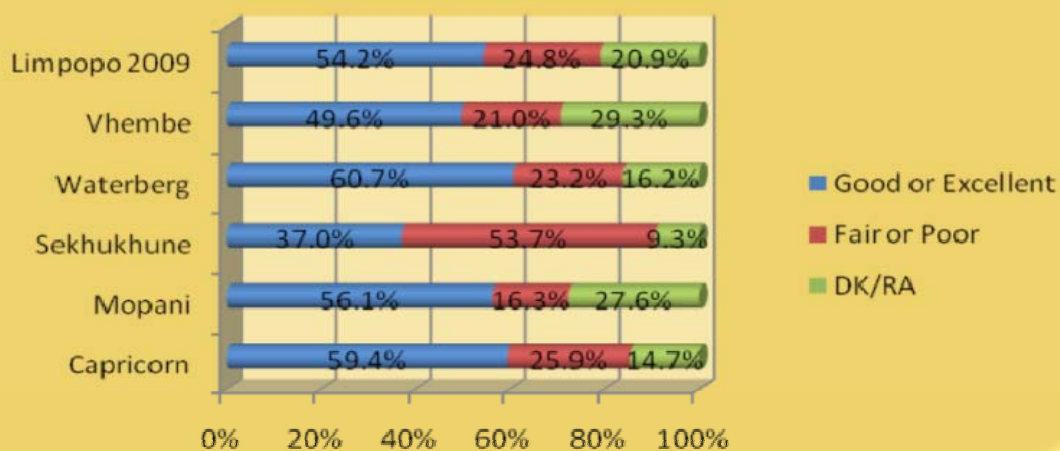
Most respondents (64—72%) who had a child enrolled in a Limpopo primary school, from almost all district municipalities (Capricorn, Mopani, Waterberg and Vhembe), rated the learning materials used by the children as good. Only in Sekhukhune did most respondents (58%) say that the learning materials were of a poor quality. The overall results of 2009 were in the same direction as those of 2008. Results for respondents who did not have a child in the Limpopo primary schools were once more explored. In this group, the majority of respondents who expressed a view about learning materials said they were of a good quality.

Again, analysis was conducted combining all classes of respondents (figure 10a[iv]). Most respondents (50—61%) from most of the municipalities (Capricorn, Mopani, Waterberg and Vhembe) were of the view that the quality of the learning materials in the primary schools was good. Only in Sekhukhune were there many respondents (54%) who thought the learning materials were not of a good quality.

Table 10a(iv): What is the quality of the learning materials the children are using for their lessons in the primary schools?

		Excellent or Good	Fair or Poor	DK/RA
		Child attends primary school		
District Municipality	Capricorn	64.3%	30.8%	4.9%
	Mopani	72.4%	20.6%	7.0%
	Sekhukhune	38.3%	58.4%	3.3%
	Waterberg	71.5%	26.6%	1.8%
	Vhembe	66.8%	27.7%	5.5%
	Limpopo 2009	64.4%	30.6%	4.9%
	Limpopo 2008	57.6%	38.5%	3.9%
		Child does not attend primary school		
District Municipality	Capricorn	49.2%	15.6%	35.3%
	Mopani	20.3%	7.3%	72.4%
	Sekhukhune	22.9%	17.2%	60.0%
	Waterberg	40.3%	16.4%	43.3%
	Vhembe	8.3%	5.0%	86.7%
	Limpopo 2009	29.6%	11.1%	59.3%
	Limpopo 2008	29.8%	28.6%	41.5%

Figure 10a(iv): What is the quality of the learning materials the children are using for their lessons in the primary schools?



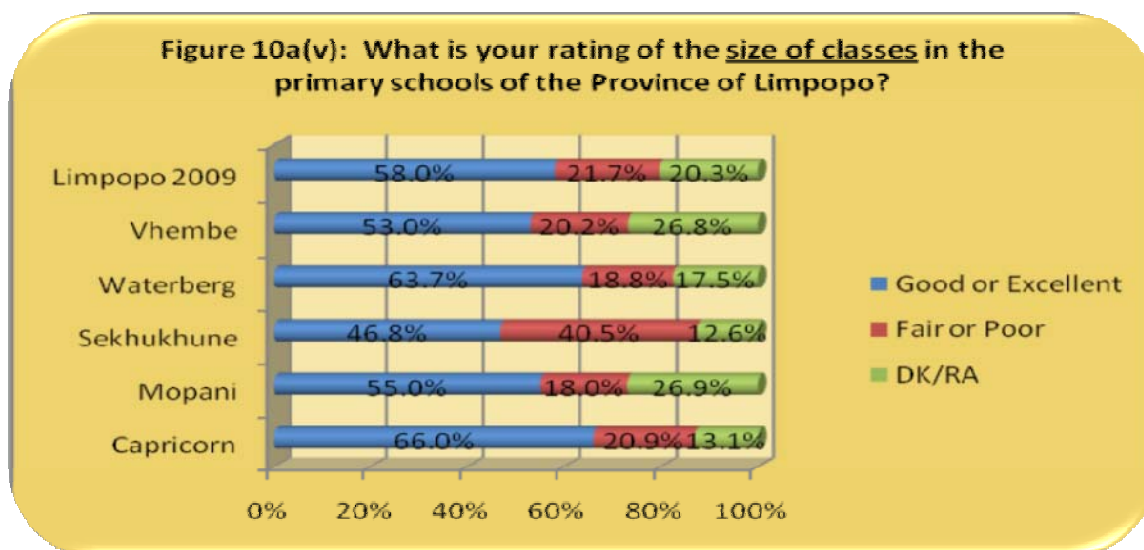
Classroom size or learner-teacher ratio:

Most respondents (49—74%) who had a child enrolled in a Limpopo primary school, from all district municipalities, rated class size positively. The lowest proportion (49%) of these respondents came from Sekhukhune, and the rest of the district municipalities had proportions of about 70% or more. Similarly, responses of respondents who did not have a child attending a provincial primary school were analyzed. The majority of those who expressed a view gave a positive rating on this aspect. The results for 2009 are the same as in 2008.

Combining all respondents, most of them (48—66%) from all district municipalities rated the size of classes in the primary schools favourably (see figure 10a[v]) below.

Table 10a(v): What is your rating of the size of classes in the primary schools of the Province of Limpopo?

		Excellent or Good	Fair or Poor	DK/RA
		Child attends primary school		
District Municipality	Capricorn	72.0%	23.8%	4.2%
	Mopani	69.8%	23.7%	6.5%
	Sekhukhune	49.0%	43.9%	7.0%
	Waterberg	74.4%	21.1%	4.6%
	Vhembe	71.0%	25.6%	3.3%
	Limpopo 2009	68.7%	26.4%	4.8%
	Limpopo 2008	59.4%	36.5%	4.2%
		Child does not attend primary school		
District Municipality	Capricorn	53.7%	14.9%	31.4%
	Mopani	22.8%	6.1%	71.1%
	Sekhukhune	28.6%	11.4%	60.0%
	Waterberg	43.8%	14.0%	42.1%
	Vhembe	9.6%	6.7%	83.8%
	Limpopo 2009	32.7%	10.5%	56.9%
	Limpopo 2008	32.7%	28.4%	38.8%



Cleanliness and neatness of the school premises:

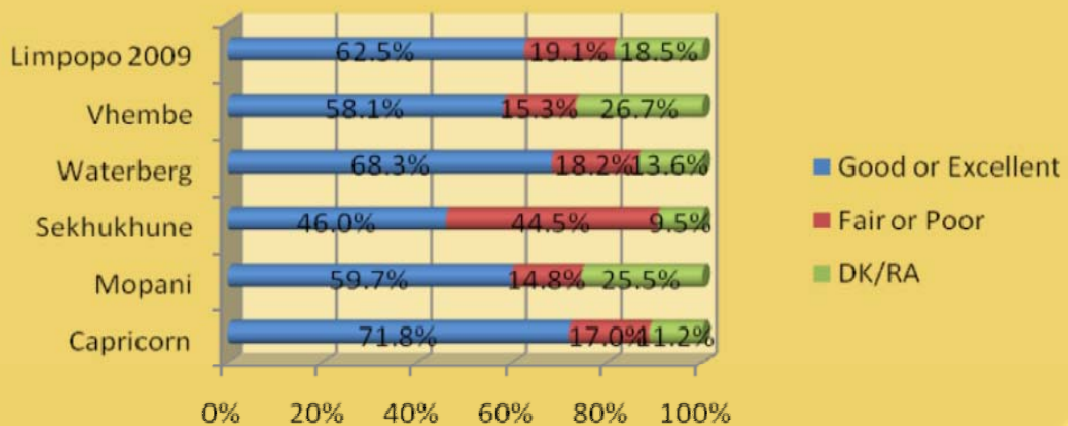
Most respondents (49—77%) who had a child enrolled in a Limpopo primary school, from all district municipalities, considered the physical state of the primary schools to be clean. The proportions of positive respondents in almost all district municipalities were 73% and higher. Sekhukhune was the exception. There, the difference between those who gave a positive rating and those who did not was narrow (49% versus 48%). A similar pattern regarding the neatness of facilities was observed with respondents who did not have a child enrolled at a Limpopo primary school. The overall pattern of responses in 2009 was more-or-less in the same direction as the results of 2008.

Again, all respondents were combined and analyzed as one group (see figure 10a[vi]). Most respondents (46—72%) from all district municipalities considered the physical state of the primary schools to be neat and clean. Sekhukhune's difference between the proportions of those who were positive and those who were negative was once more minimal (46% versus 45%). The same observation was made earlier with respondents who had a child in the primary schools.

Table 10a(vi): How would you rate the physical condition, that is, the neatness and cleanliness, of the primary schools in the province of Limpopo?

		Excellent or Good	Fair or Poor	DK/RA
		Child attends primary school		
District Municipality	Capricorn	77.0%	19.1%	4.0%
	Mopani	74.2%	19.8%	5.9%
	Sekhukhune	48.9%	47.8%	3.3%
	Waterberg	77.1%	19.9%	3.1%
	Vhembe	77.1%	19.3%	3.6%
	Limpopo 2009	72.8%	23.0%	4.1%
	Limpopo 2008	61.6%	35.1%	3.2%
		Child does not attend primary school		
District Municipality	Capricorn	61.1%	12.8%	26.0%
	Mopani	28.0%	4.1%	67.9%
	Sekhukhune	22.9%	17.1%	60.0%
	Waterberg	52.0%	14.6%	33.3%
	Vhembe	12.1%	5.4%	82.5%
	Limpopo 2009	38.0%	9.4%	52.6%
	Limpopo 2008	35.9%	27.7%	36.4%

Figure 10a(vi): How would you rate the physical condition, that is, the neatness and cleanliness, of the primary schools in the province of Limpopo?

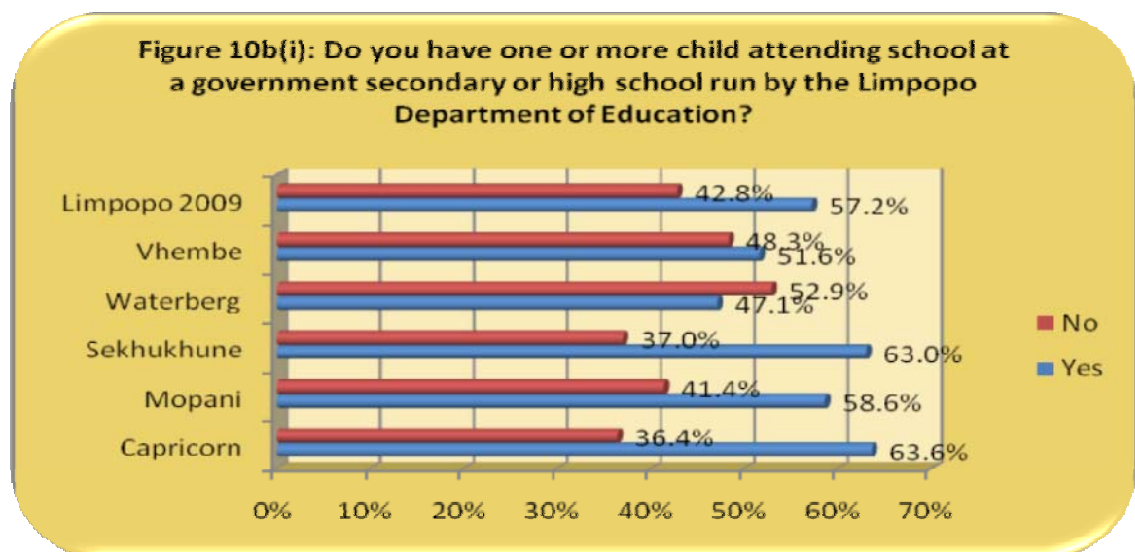


10b. *Secondary level schooling*

The analytic strategy followed with regards primary level schooling was also applied to items of schooling at secondary or high school level. Respondents were first asked if they had children attending school in one of the government-run post-primary schools. According to table 10b(i), most respondents (52—64%) in almost all district municipalities had a child attending a high school within the jurisdiction of the Limpopo Department of Education. The exception was Waterberg, where there were more respondents (53%) who did not have a child in a school run by the provincial education authority.

Table 10b(i): Do you have one or more child attending school at a government secondary or high school run by the Limpopo Department of Education?

	Capricorn	Mopani	Sekhukhune	Waterberg	Vhembe	Limpopo 2009	Limpopo 2008
Yes	63.6%	58.6%	63.0%	47.1%	51.6%	57.2%	59.5%
No	36.4%	41.4%	37.0%	52.9%	48.3%	42.8%	40.5%



Quality of teachers:

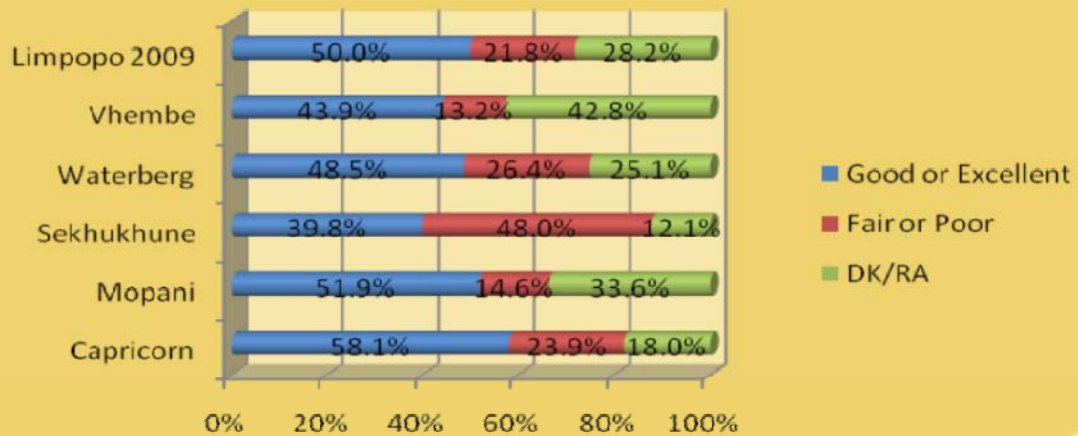
Respondents who had a child in a Limpopo high school were asked to rate the quality of teachers in those schools. Most respondents (63—74%) in almost all district municipalities considered the quality of teachers to be good. However, most respondents (52%) in Sekhukhune did not agree with the view. The pattern of results almost repeated itself with respondents who did not have a child attending school in a public high school. The exception was results from Sekhukhune. In that district municipality respondents were evenly split in their rating of the quality of teachers. The results of 2008 were in the same direction as those of 2009.

Respondents who had a child in the Limpopo high schools and those who did not were asked to rate the quality of teachers in the schools. The results showed that when respondents are combined, most of them (44—58%) in almost all district municipalities considered the teachers to be of a good quality. Only in Sekhukhune were there more respondents (48%) rating the quality of teachers as poor.

Table 10b(ii): What is the quality of teachers in the secondary and high schools run by the Limpopo Department of Education?

		Excellent or Good	Fair or Poor	DK/RA
		Child attends high school		
District Municipality	Capricorn	69.8%	26.6%	4.0%
	Mopani	74.3%	21.3%	5.9%
	Sekhukhune	42.7%	51.9%	3.3%
	Waterberg	63.4%	34.0%	3.1%
	Vhembe	74.4%	21.4%	3.6%
	Limpopo 2009	67.4%	28.6%	4.1%
	Limpopo 2008	61.9%	35.8%	3.2%
		Child does not attend high school		
District Municipality	Capricorn	37.6%	19.0%	43.4%
	Mopani	13.6%	3.4%	82.9%
	Sekhukhune	23.9%	23.9%	52.1%
	Waterberg	35.4%	19.8%	44.9%
	Vhembe	9.7%	4.2%	86.2%
	Limpopo 2009	23.2%	11.6%	65.2%
	Limpopo 2008	29.7%	25.0%	45.3%

Figure 10b(ii): What is the quality of teachers in the secondary and high schools run by the Limpopo Department of Education?



Learning content:

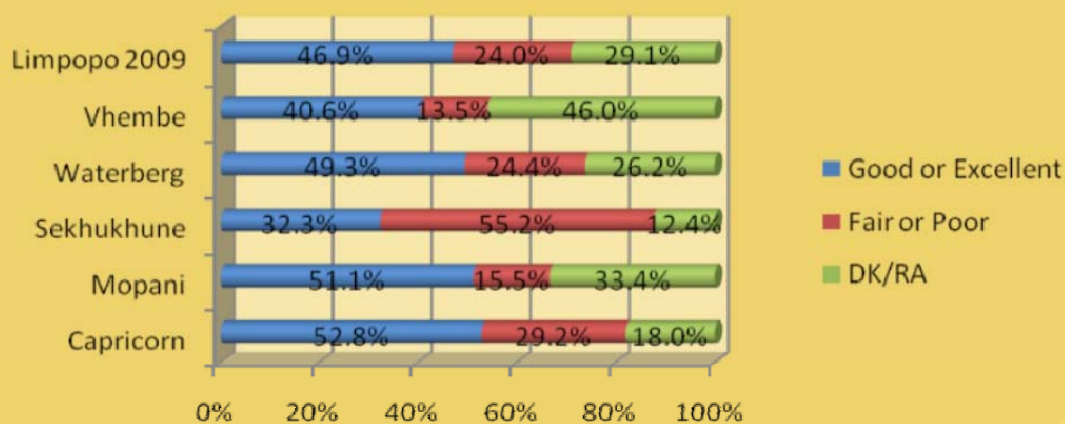
Most respondents (62—73%) who had a child in a Limpopo high school, in almost all district municipalities, considered the material learned by learners in the province's high schools to be good. A similar pattern of results was obtained for respondents who did not have a child enrolled in the high schools, and gave a view. Once more, most respondents (28%) from Sekhukhune, in this category of respondents, rated the material learned negatively.

The procedure of combining all respondents and analyzing the responses together was followed again in this instance. Most respondents (41—53%) in almost all district municipalities considered the teachers to be of a good quality (figure 10b[iii]). Again it was only in Sekhukhune where there were more respondents (55%) rating the quality of teaching content or material as poor.

Table 10b(iii): What is the quality of the material or content the learners are learning in class and in the school, in the secondary and high schools run by the Limpopo provincial government?

		Excellent or Good	Fair or Poor	DK/RA
		Child attends high school		
District Municipality	Capricorn	61.9%	34.4%	3.7%
	Mopani	73.2%	22.2%	4.6%
	Sekhukhune	34.4%	59.7%	5.9%
	Waterberg	68.1%	27.3%	4.6%
	Vhembe	70.0%	22.0%	7.9%
	Limpopo 2009	63.2%	31.5%	5.1%
	Limpopo 2008	58.9%	38.0%	3.1%
		Child does not attend high school		
District Municipality	Capricorn	37.2%	19.8%	43.0%
	Mopani	13.6%	4.5%	81.8%
	Sekhukhune	21.3%	27.7%	51.1%
	Waterberg	32.3%	21.7%	46.0%
	Vhembe	8.1%	3.4%	88.5%
	Limpopo 2009	21.9%	12.3%	65.7%
	Limpopo 2008	28.6%	25.3%	46.2%

Figure 10b(iii): What is the quality of the material or content the learners are learning in class and in the school, in the secondary and high schools run by the Limpopo provincial government?



Learning materials or classroom props:

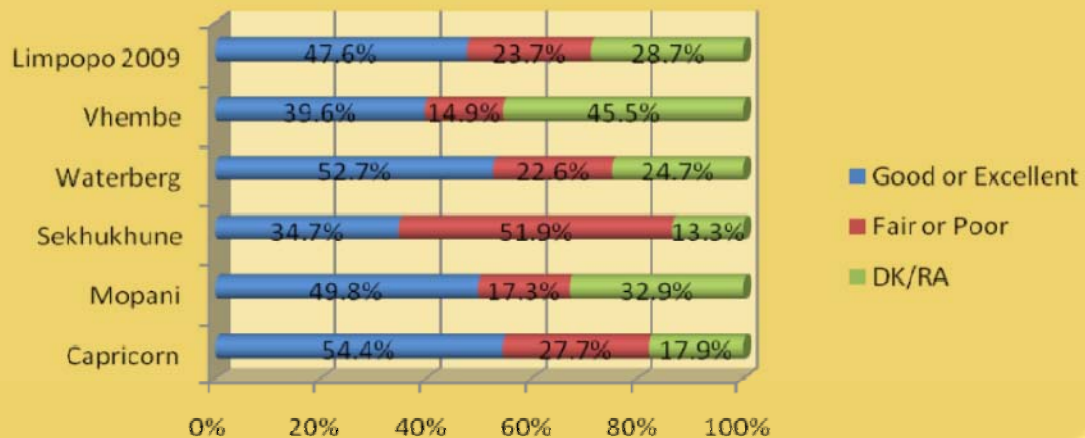
With respect to learning materials, most respondents (63—71%) who had a child in a Limpopo high school, in almost all district municipalities, considered the materials used for learning by learners in high schools of the province to be good. A similar pattern of results was obtained for respondents who did not have a child attending school in the high schools, and gave a view. Again, most respondents who have a child in high school (56%) and those who did not (28%), from Sekhukhune, considered the materials used for learning to be of a poor quality.

Conducting analysis with a combined group of respondents who had a high school-enrolled child and those who did not, most respondents (40—54%) in almost all district municipalities rated learning materials to be of a good quality (see figure 10b[iv]). In Sekhukhune there were 52% respondents who said learning materials were of a poor quality.

Table 10b(iv): What is the quality of the learning materials the children are using for their lessons in the secondary and high schools?

		Excellent or Good	Fair or Poor	DK/RA
		Child attends high school		
District Municipality	Capricorn	63.0%	33.8%	3.2%
	Mopani	70.5%	25.7%	3.7%
	Sekhukhune	37.6%	55.8%	6.6%
	Waterberg	69.3%	27.8%	2.9%
	Vhembe	67.8%	25.6%	6.6%
	Limpopo 2009	63.1%	32.4%	4.6%
	Limpopo 2008	56.7%	40.5%	2.9%
		Child does not attend high school		
District Municipality	Capricorn	39.6%	16.7%	43.6%
	Mopani	14.3%	3.4%	82.2%
	Sekhukhune	19.1%	27.7%	53.2%
	Waterberg	37.3%	18.3%	44.5%
	Vhembe	8.6%	2.9%	88.5%
	Limpopo 2009	23.8%	10.5%	65.7%
	Limpopo 2008	26.9%	26.9%	46.1%

Figure 10b(iv): What is the quality of the learning materials the children are using for their lessons in the secondary and high schools?



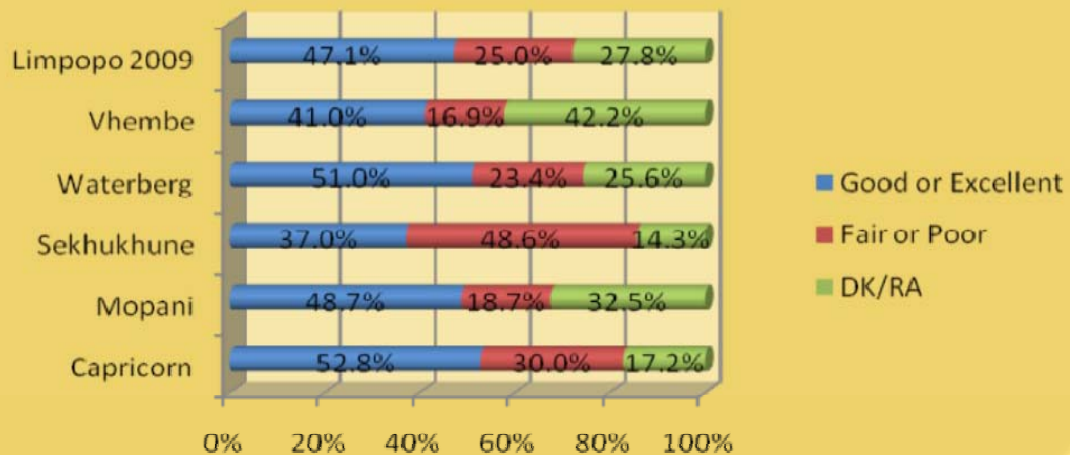
Classroom size or learner-teacher ratio:

Most respondents (61—69%) who had a child in a Limpopo high school, in almost all district municipalities, rated the size of classes in the province's high schools positively. Once more, it was most respondents (28%) from Sekhukhune, in this category of respondents, who rated the size of classes negatively. The direction of the 2009 results is the same as those of 2008. A similar pattern of results was found when considering the results for respondents who did not have a child enrolled in a provincial high school, and gave a view. However, in this category of respondents all five district municipalities gave positive ratings, although the ratings of Sekhukhune's groups were markedly narrow.

When considering all categories of respondents simultaneously, most of them (41—53%) in all but one district municipality considered the size of classes in the high schools of the province to be good (figure 10b[v]). In Sekhukhune there were 49% respondents who rated the quality of class sizes unfavourably.

Table 10b(v): What is your rating of the size of classes in the high schools of the Province of Limpopo?

		Excellent or Good	Fair or Poor	DK/RA
		Child attends high school		
District Municipality	Capricorn	60.8%	35.6%	3.6%
	Mopani	68.7%	27.1%	4.2%
	Sekhukhune	39.2%	52.8%	8.1%
	Waterberg	66.8%	29.0%	4.2%
	Vhembe	69.1%	27.5%	3.3%
	Limpopo 2009	62.2%	33.4%	4.5%
	Limpopo 2008	55.8%	41.0%	3.2%
		Child does not attend high school		
District Municipality	Capricorn	39.1%	20.1%	40.9%
	Mopani	14.6%	4.9%	80.4%
	Sekhukhune	25.5%	23.4%	51.0%
	Waterberg	36.4%	18.5%	45.1%
	Vhembe	9.4%	5.2%	85.4%
	Limpopo 2009	24.1%	12.3%	63.6%
	Limpopo 2008	27.6%	30.3%	42.1%

Figure 10b(v): What is your rating of the size of classes in the high schools of the Province of Limpopo?

Cleanliness and neatness of the school premises:

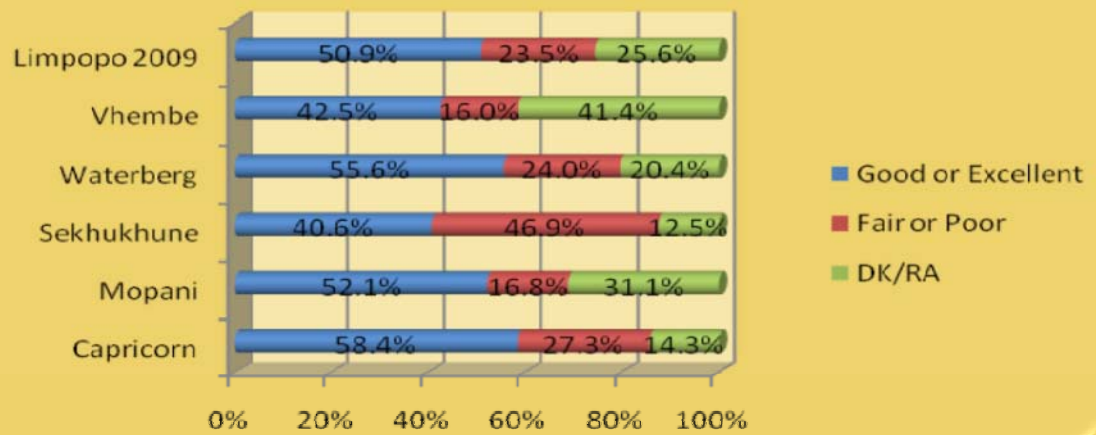
Most respondents (66—72%) who had a child in a Limpopo high school, in almost all district municipalities, rated the physical conditions in the high schools of the province as good. Most Sekhukhune respondents (52%) in this category gave a negative rating. Respondents who did not have a child in the schools were also considered. Most respondents who did not have a child in a Limpopo high school, in all district municipalities, evaluated the site or physical conditions in the provincial high schools positively.

All respondents who had a child in the high schools and those who did not were considered as one group, and their ratings of the physical conditions of the high schools were analyzed. Most respondents (43—58%) in Capricorn, Mopani, Waterberg and Vhembe rated the physical conditions as good, whilst most respondents (47%) in Sekhukhune said the sites were not neat (see figure 10b[vi]). The proportions of non-committed respondents in each district municipality almost resembled previous figures regarding the other aspects of high school education.

Table 10b(vi): How would you rate the physical condition, the neatness and cleanliness, of the secondary and high schools?

		Excellent or Good	Fair or Poor	DK/RA
		Child attends high school		
District Municipality	Capricorn	65.9%	30.8%	3.2%
	Mopani	71.6%	25.7%	2.7%
	Sekhukhune	43.7%	51.5%	4.8%
	Waterberg	65.5%	31.5%	2.9%
	Vhembe	70.7%	27.1%	2.1%
	Limpopo 2009	65.2%	31.7%	3.1%
	Limpopo 2008	57.1%	40.1%	2.9%
		Child does not attend high school		
District Municipality	Capricorn	45.7%	20.8%	33.5%
	Mopani	18.6%	2.1%	79.3%
	Sekhukhune	23.4%	19.1%	57.5%
	Waterberg	46.2%	17.4%	36.3%
	Vhembe	11.6%	3.6%	84.8%
	Limpopo 2009	29.2%	10.9%	59.9%
	Limpopo 2008	31.1%	30.5%	38.4%

Figure 10b(vi): How would you rate the physical condition, the neatness and cleanliness, of the secondary and high schools?

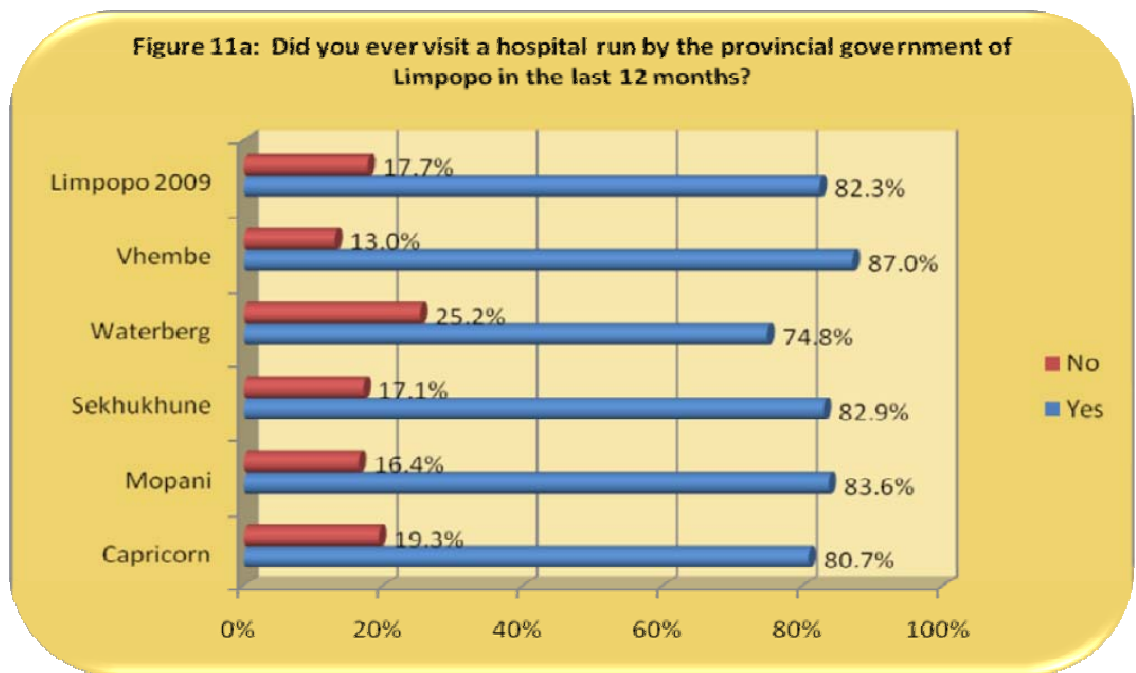


11. Health Care

The issue of health care in the province of Limpopo was also entertained in this survey. Respondents were first asked to state if they ever visited a government-run hospital in the Limpopo province. The majority of respondents (75—87%) in all district municipalities of the province said they did.

Table 11a: Did you ever visit a hospital run by the provincial government of Limpopo in the last 12 months?

	Capricorn	Mopani	Sekhukhune	Waterberg	Vhembe	Limpopo 2009	Limpopo 2008
Yes	80.7%	83.6%	82.9%	74.8%	87.0%	82.3%	80.5%
No	19.3%	16.4%	17.1%	25.2%	13.0%	17.7%	19.5%



Reason for hospital visit

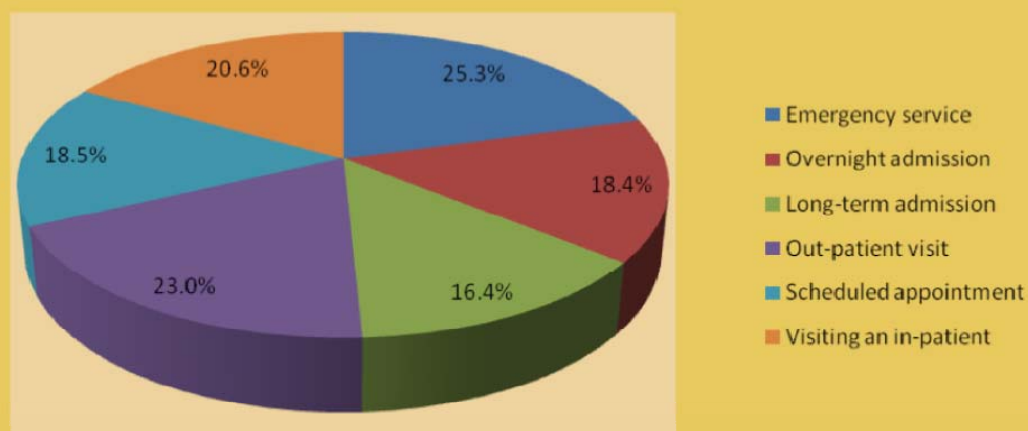
Respondents were then asked to state the reason for their hospital visit. They were given a list of options to select from. Across the province, it would seem that visits to the hospitals were done for emergency service (21%) followed by scheduled appointments and visiting patients (20% each; see figure 11b). However, the reasons

for hospital visits varied according to district municipalities. In Capricorn scheduled appointments were the main reason for visiting hospitals (26%), followed by emergency services (25%). In Mopani visiting patients in hospital was the main reason for going to hospitals (20%) followed by scheduled appointments. Sekhukhune respondents went to hospitals mostly to visit patients (21%), followed by overnight and long-term admissions (18% respectively). In Waterberg the main reason for visiting hospitals were scheduled appointments and emergency visits (28% and 23%, respectively). Finally, in Vhembe visiting patients came first, followed by emergency service, as reasons for visiting hospitals (22% and 19%, respectively).

Table 11b: What was the nature of your (hospital) visit?

		Capricorn	Mopani	Sekhukhune	Waterberg	Vhembe	Limpopo 2009	Limpopo 2008
Nature of visit	Emergency service	25.3%	18.4%	16.4%	23.0%	18.5%	20.6%	19.9%
	Overnight admission	12.1%	17.5%	18.3%	9.8%	13.3%	14.1%	15.8%
	Long-term admission	6.2%	12.8%	18.1%	6.6%	15.7%	11.7%	14.4%
	Out-patient visit	13.3%	13.1%	14.7%	12.7%	13.9%	13.5%	14.2%
	Scheduled appointment	25.9%	18.7%	11.4%	28.2%	16.0%	20.2%	10.1%
	Visiting an in-patient	17.3%	19.5%	21.1%	19.0%	22.4%	19.9%	25.6%

Figure 11b: What was the nature of your (hospital) visit



Respondents were divided into two groups, namely, those who have been to a government hospital in the last twelve months and those who have not been. Table 11c below shows responses of both groups, across the district municipalities. Results for respondents who have been to a government-run hospital show that most of them in Capricorn and Waterberg (46% and 48%, respectively) were of the view that the service they received was excellent. Most respondents in Sekhukhune (65%) and Vhembe (44%) have however rated the quality of the hospital service they received as poor, and in Mopani they were split in the middle (42% each) on the issue. However, the majority of respondents who had not been to a government-run hospital in Capricorn (35%), Sekhukhune (54%) and Vhembe (63%) were of the view that the service they received was poor. Most respondents in Mopani (44%) and Waterberg (36%) who have not been to any government hospital rated the service as good.

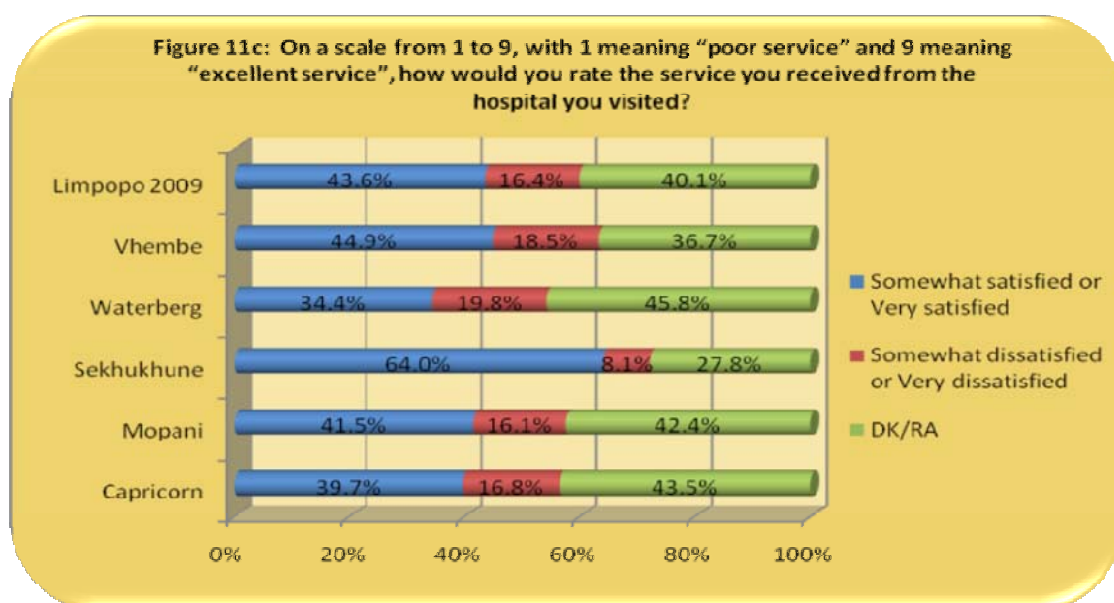
The two groups were combined and evaluated as one. The pattern of results seen for respondents who had been to a government-run hospital were repeated (see table 11c[iii]). At the provincial level the results of 2009 were in the same direction as those of 2008, where most respondents were of the view that the service they received was of a poor quality.

Table 11c(i): On a scale from 1 to 9, with 1 meaning "poor service" and 9 meaning "excellent service", how would you rate the service you received from the hospital you visited?

	Capricorn	Mopani	Sekhukhune	Waterberg	Vhembe	Limpopo 2009
Visited a government-run hospital						
Poor service	40.6%	42.3%	64.8%	35.4%	44.3%	44.1%
Neutral	10.3%	10.4%	7.9%	13.1%	9.2%	10.1%
Excellent service	46.4%	42.2%	27.0%	47.7%	37.1%	40.8%
Did not visit a government-run hospital						
Poor service	34.8%	30.4%	53.8%	28.8%	62.6%	36.0%
Neutral	40.7%	26.1%	7.7%	34.8%	12.5%	32.0%
Excellent service	24.6%	43.5%	38.4%	36.4%	25.1%	32.0%

Table 11c(ii): On a scale from 1 to 9, with 1 meaning “poor service” and 9 meaning “excellent service”, how would you rate the service you received from the hospital you visited?

	Capricorn	Mopani	Sekhukhune	Waterberg	Vhembe	Limpopo 2009	Limpopo 2008
Poor service	39.7%	41.5%	64.0%	34.4%	44.9%	43.6%	45.7%
Neutral	16.8%	16.1%	8.1%	19.8%	18.5%	16.4%	11.6%
Excellent service	43.5%	42.4%	27.8%	45.8%	36.7%	40.1%	42.8%



Hospitals visited

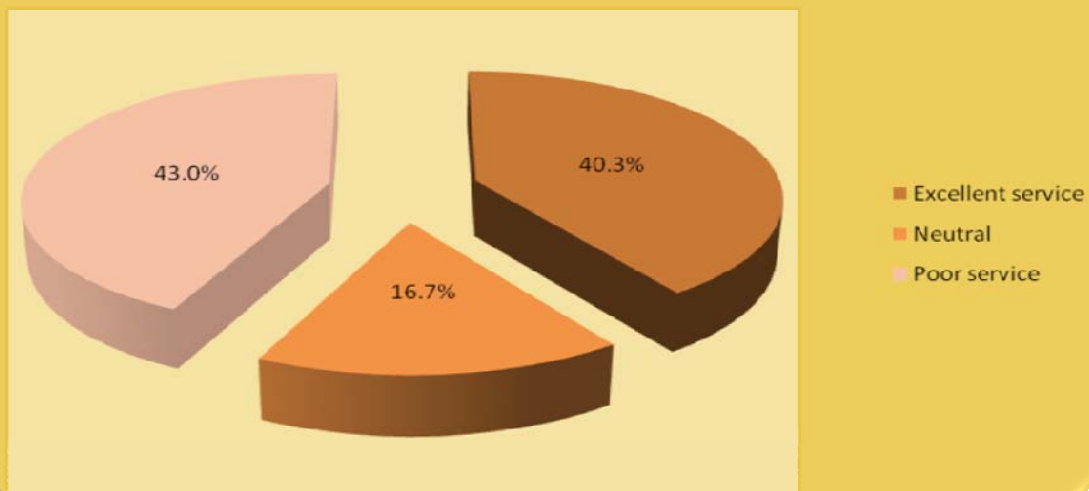
Respondents were asked to list a hospital they visited. Almost all hospitals within the various district municipalities were named. A cross-tabulation analysis was conducted to determine how respondents rated the service quality of particular hospitals. The scale of measurement used for the rating was a nine-step Likert-type scale. Once more, the ratings were collapsed to three steps to facilitate reading. The final list and related ratings are presented in table 11d below. From a total of 26 hospitals, the service of a total 13 hospitals was considered to be poor by the respondents. The average rating for the province is repeated in figure 11d.

Table 11d: Hospital service quality evaluation in various Limpopo local areas

			Quality of hospital service			
			Poor service		Neutral	Excellent service
Hospital visited	Polokwane/Rethabile Hospital		40.4%	21.2%	38.5%	
	Mankweng Hospital		30.9%	20.2%	48.9%	
	Seshego Hospital		39.3%	17.9%	42.9%	
	Helen Frantz Hospital		60.7%	11.5%	27.9%	
	Lebowakgomo Hospital		38.1%	15.7%	46.3%	
	Kgapane Hospital		52.7%	17.3%	30.0%	
	CN Phatudi Hospital		42.9%	17.1%	40.0%	
	Letaba Hospital		30.7%	16.7%	52.6%	
	Maphutha Hospital		41.0%	6.4%	52.6%	
	Mkhensani Hospital		42.2%	15.6%	42.2%	
	St. Ritas Hospital		56.5%	6.5%	37.0%	
	Dilokong Hospital		75.8%	9.1%	15.2%	
	Jane Furse Hospital		76.5%	7.8%	15.7%	
	Bela Bela Hospital		35.5%	16.1%	48.4%	
	Thabazimbi Hospital		41.7%	26.2%	32.1%	
	Voortrekker Hospital		37.8%	14.9%	47.3%	
	Tshilidzini Hospital		49.8%	18.7%	31.5%	
	Donald Frazer Hospital		30.5%	21.1%	48.4%	
	Mutale Health Center		14.3%	28.6%	57.1%	
	Louis Trichardt Memorial Hospital		45.8%	15.3%	39.0%	
	Elim Hospital		34.2%	22.5%	43.2%	
	Siloam Hospital		47.7%	19.3%	33.0%	
	Malamulele Hospital		45.8%	18.6%	35.6%	
	Mokopane Hospital		35.2%	16.4%	48.5%	
	WF Knobel Hospital		45.7%	14.3%	40.0%	
	Odendaal Hospital		35.8%	11.9%	52.2%	
	All hospitals		2009	43.0%	16.7%	40.3%
			2008	54.7%	6.9%	38.4%

Note: Rows sum up to hundred percent, and "all hospitals" refers to the average for the entire sample.
All rows with a broken line at the bottom are those with a "poor service" rating.

Figure 11d: Hospital service quality evaluation in various Limpopo local areas



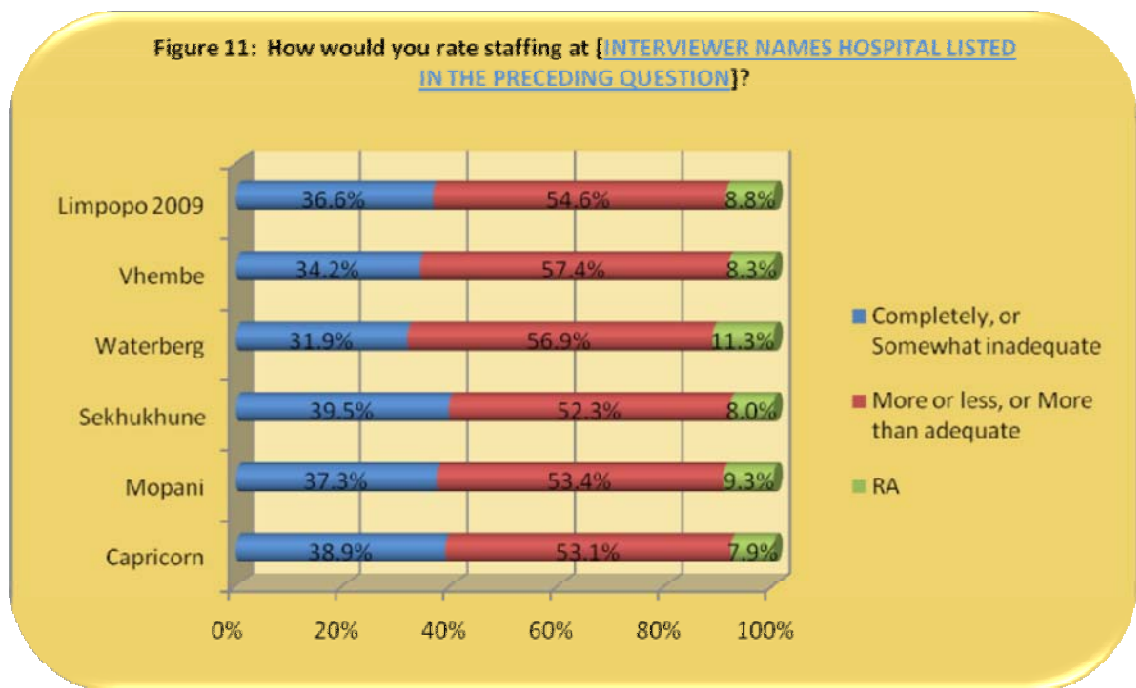
Subsequent to naming the hospitals and giving global ratings of the service they offered, respondents rated the hospitals on various aspects of functioning.

Hospital staffing

Regarding staffing, most respondents (52—57%) in all district municipalities said that the hospitals were adequately staffed.

Table 11e: How would you rate staffing at [INTERVIEWER NAMES HOSPITAL LISTED IN THE PRECEDING QUESTION]?

	Capricorn	Mopani	Sekhukhune	Waterberg	Vhembe	Limpopo 2009	Limpopo 2008
Completely, or Somewhat inadequate	38.9%	37.3%	39.5%	31.9%	34.2%	36.6%	32.8%
More or less, or More than adequate	53.1%	53.4%	52.3%	56.9%	57.4%	54.6%	53.8%
UA/RA	7.9%	9.3%	8.0%	11.3%	8.3%	8.8%	13.3%

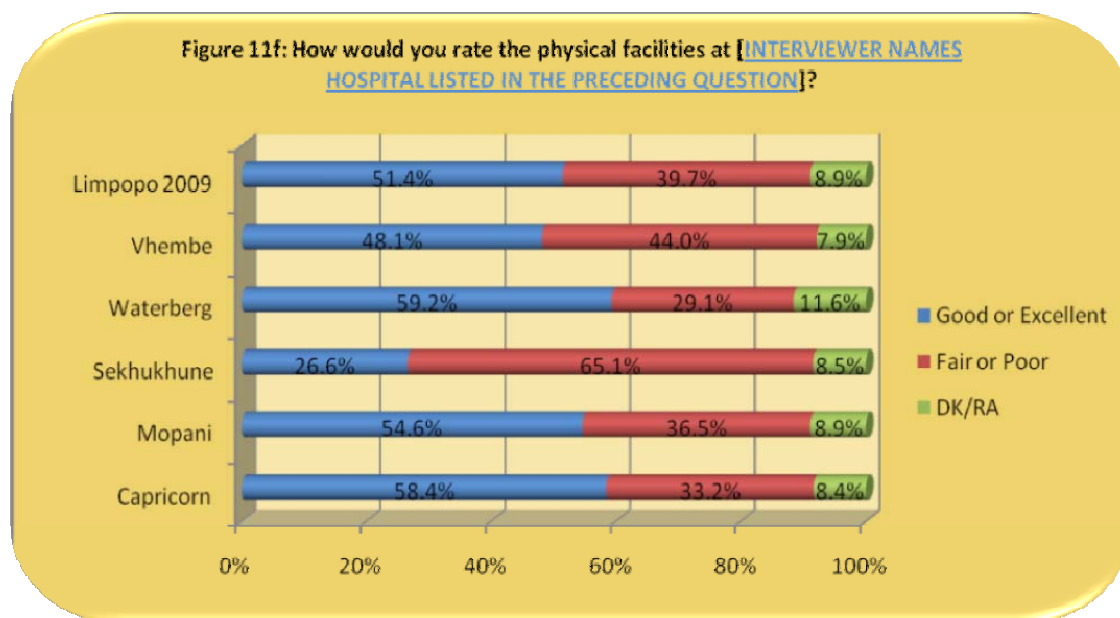


Adequacy of hospital physical facilities

When asked to rate the physical facilities of their respective government-run hospitals, most respondents (48—59%) from almost all district municipalities were of the view that they were good. Only in Sekhukhune were there a majority of respondents saying that the physical facilities of their respective hospitals were poor. At the provincial level, the results follow the pattern of 2008, although in 2009 there are slightly more respondents evaluating physical facilities positively, and relatively less saying they are of a poor standard.

Table 11f: How would you rate the physical facilities at [INTERVIEWER NAMES HOSPITAL LISTED IN THE PRECEDING QUESTION]?

	Capricorn	Mopani	Sekhukhune	Waterberg	Vhembe	Limpopo 2009	Limpopo 2008
Good or Excellent	58.4%	54.6%	26.6%	59.2%	48.1%	51.4%	48.3%
Fair or Poor	33.2%	36.5%	65.1%	29.1%	44.0%	39.7%	44.7%
DK/RA	8.4%	8.9%	8.5%	11.6%	7.9%	8.9%	6.9%

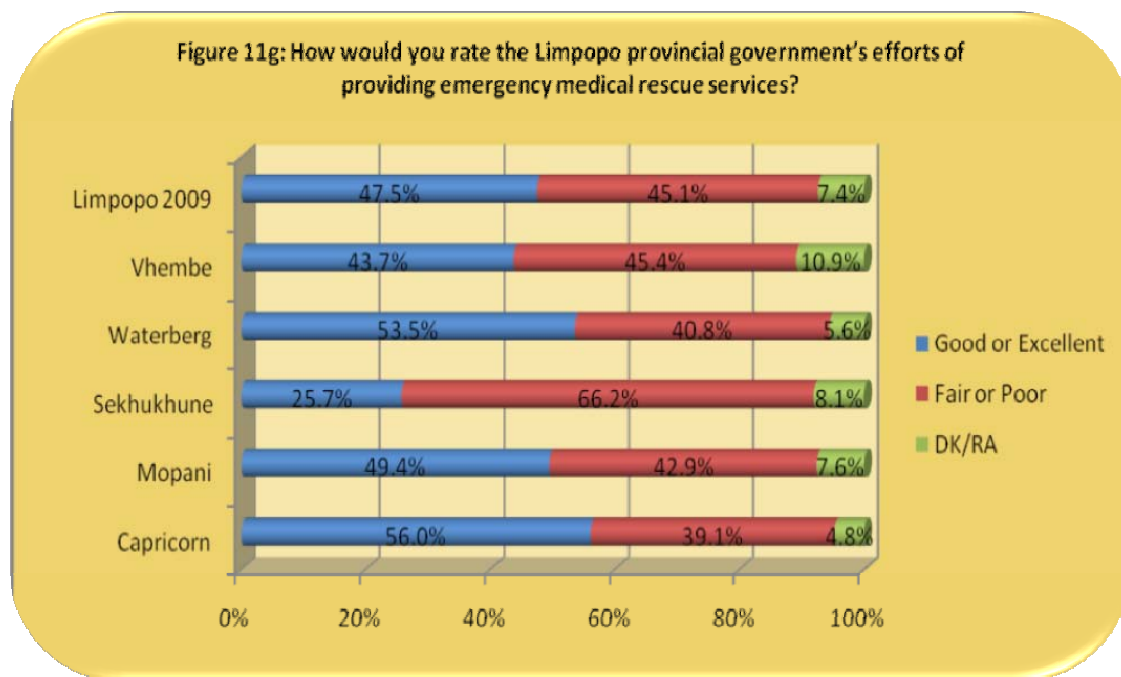


Emergency medical rescue service in Limpopo

Most respondents in Capricorn (56%), Mopani (49%) and Waterberg (54%) were of the view that the government's provision of emergency medical rescue service is good. Most respondents (66%) in Sekhukhune and Vhembe (45%) considered the service to be poor, although in the latter the proportion of the majority was only slight. The provincial proportions are a reversal of what the results were in 2008. In 2009 the overall results show that there are more respondents saying emergency medical rescue services in Limpopo are good.

Table 11g: How would you rate the Limpopo provincial government's efforts of providing emergency medical rescue services?

	Capricorn	Mopani	Sekhukhune	Waterberg	Vhembe	Limpopo 2009	Limpopo 2008
Good or Excellent	56.0%	49.4%	25.7%	53.5%	43.7%	47.5%	38.6%
Fair or Poor	39.1%	42.9%	66.2%	40.8%	45.4%	45.1%	51.0%
DK/RA	4.8%	7.6%	8.1%	5.6%	10.9%	7.4%	10.3%

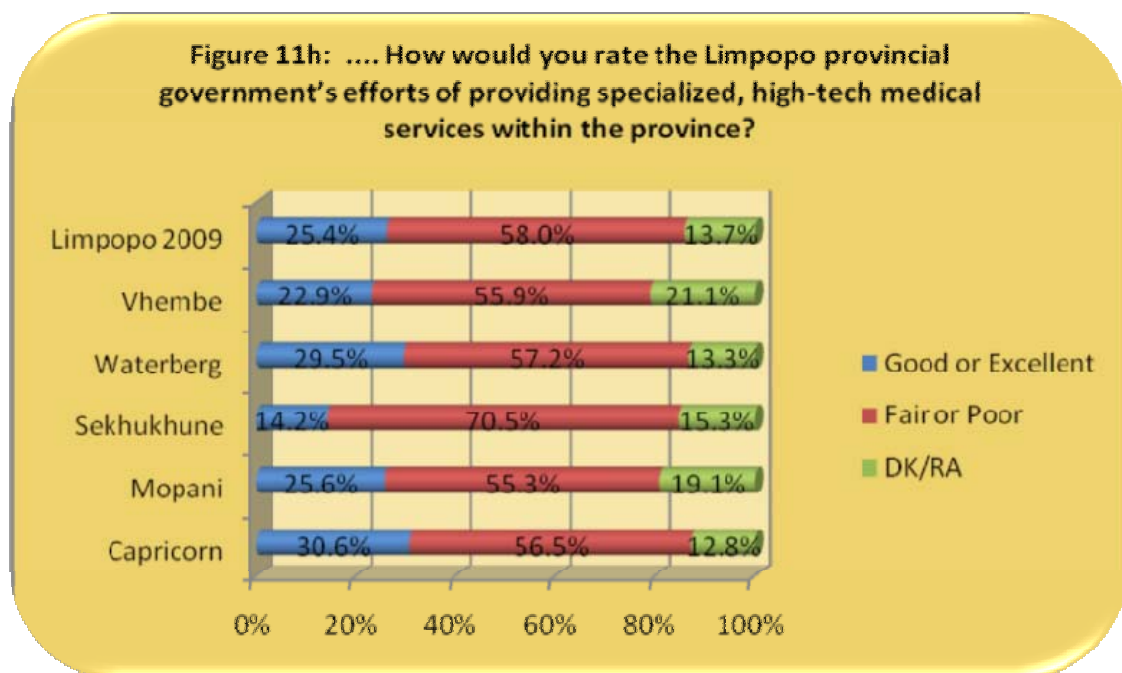


Specialist medical services in Limpopo

Respondents were also asked to comment about the provision of specialized, sophisticated medical services in the province. Most respondents (55—71%) in all district municipalities thought that the provision of specialized medical services by the Limpopo provincial government was poor.

Table 11h: Some of the patients with complicated diseases are sent for specialized medical procedures in Gauteng hospitals. How would you rate the Limpopo provincial government's efforts of providing specialized, high-tech medical services within the province?

	Capricorn	Mopani	Sekhukhune	Waterberg	Vhembe	Limpopo 2009	Limpopo 2008
Good or Excellent	30.6%	25.6%	14.2%	29.5%	22.9%	25.4%	27.9%
Fair or Poor	56.5%	55.3%	70.5%	57.2%	55.9%	58.0%	58.8%
DK/RA	12.8%	19.1%	15.3%	13.3%	21.1%	13.7%	13.3%

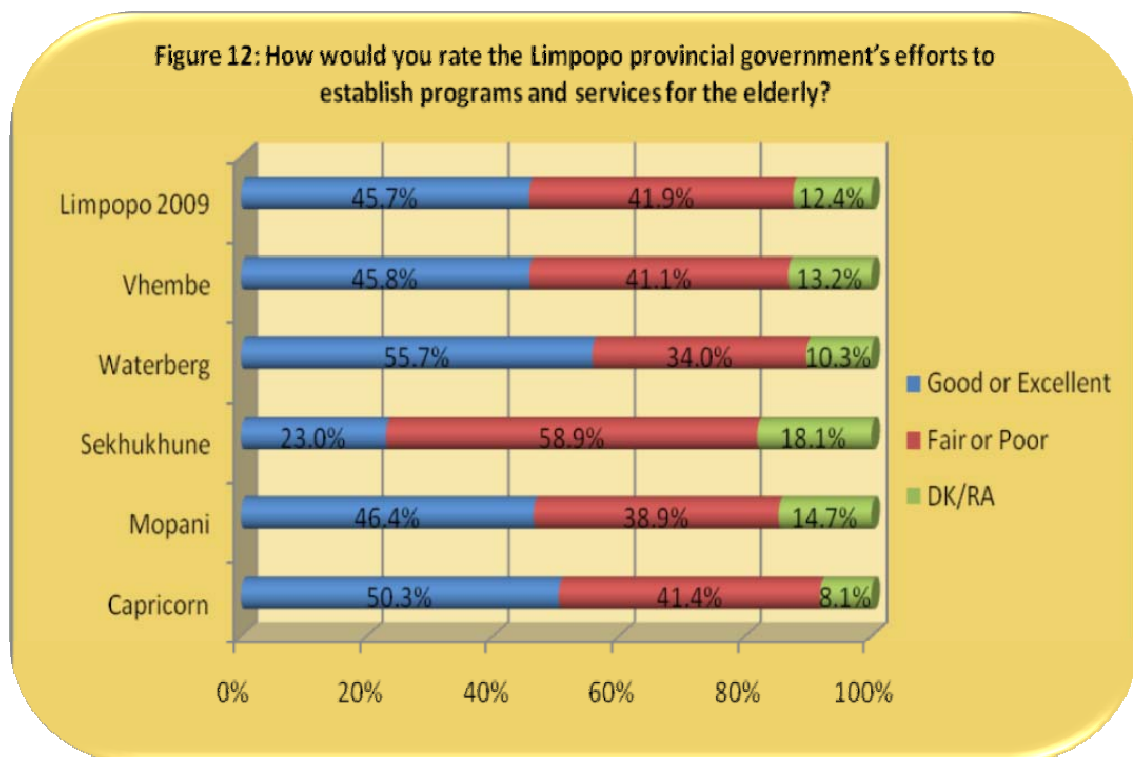


12. Programmes for senior citizens

Most respondents (46—56%) in almost all district municipalities, except Sekhukhune, were of the view that the Limpopo provincial government's senior citizen services and programmes were good. The evaluation regarding services to senior citizens was almost unchanged from that of the previous survey (viz., LCSS 2008).

Table 12: How would you rate the Limpopo provincial government's efforts to establish programs and services for the elderly?

	Capricorn	Mopani	Sekhukhune	Waterberg	Vhembe	Limpopo 2009	Limpopo 2008
Good or Excellent	50.3%	46.4%	23.0%	55.7%	45.8%	45.7%	46.1%
Fair or Poor	41.4%	38.9%	58.9%	34.0%	41.1%	41.9%	40.7%
DK/RA	8.1%	14.7%	18.1%	10.3%	13.2%	12.4%	13.2%

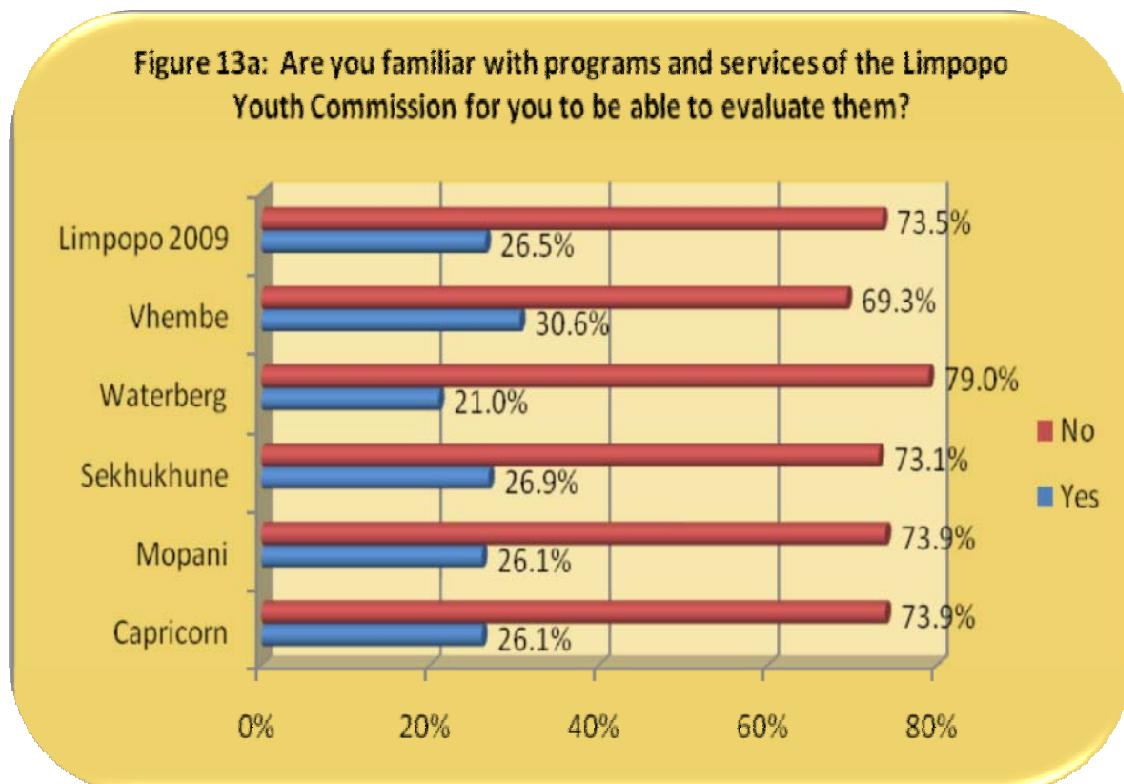


13. Limpopo Youth Commission (LYC)

Respondents were asked to comment about the services offered by the Limpopo Youth Commission (LYC). Before doing so, they had to say whether they were knowledgeable or not with the LYC services and programmes. Most respondents (69—79%) from all district municipalities said they were not familiar with activities of the commission.

Table13a: Are you familiar with programs and services of the Limpopo Youth Commission for you to be able to evaluate them?

	Capricorn	Mopani	Sekhukhune	Waterberg	Vhembe	Limpopo 2009	Limpopo 2008
Yes	26.1%	26.1%	26.9%	21.0%	30.6%	26.5%	62.4%
No	73.9%	73.9%	73.1%	79.0%	69.3%	73.5%	37.6%

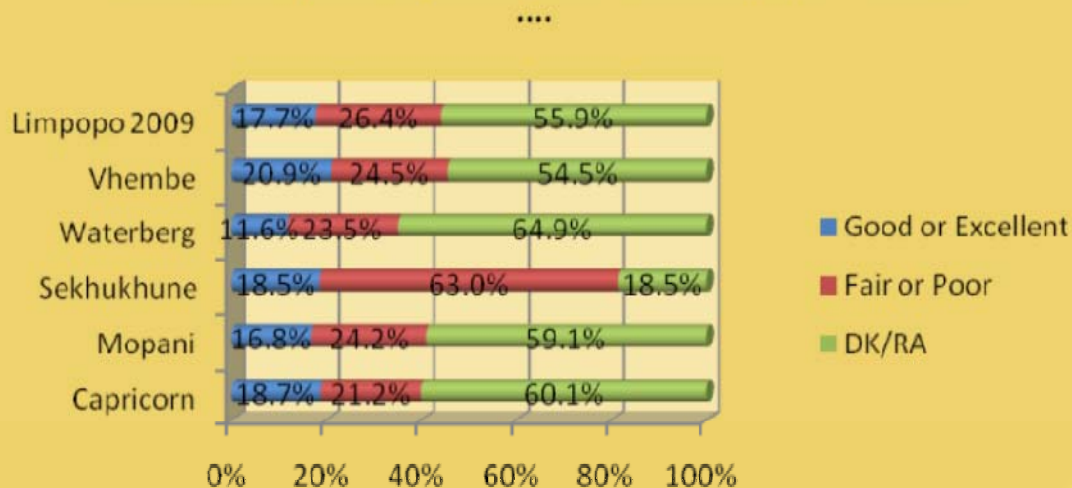


Respondents who said they knew about the LYC services and programmes were then asked to rate those services and programmes. As it turned out most of those who did the rating in all district municipalities considered the quality of the programmes and services to be poor. However, there were many respondents (55—65%) in almost all district municipalities, except Sekhukhune, who did not express an opinion. Actually, the percent of Sekhukhune respondents who rated the quality of LYC services and programmes as poor was 63%, far larger than the percents of all the other district municipalities.

Table 13b: If you have answered “YES” to Q31 (a), please rate the quality of programs and services the Limpopo Youth Commission is providing to the youth of the Limpopo Province? Would you say the programs and services are excellent, good, only fair, or poor?

	Capricorn	Mopani	Sekhukhune	Waterberg	Vhembe	Limpopo 2009	Limpopo 2008
Good or Excellent	18.7%	16.8%	18.5%	11.6%	20.9%	17.7%	30.0%
Fair or Poor	21.2%	24.2%	63.0%	23.5%	24.5%	26.4%	30.9%
DK/RA	60.1%	59.1%	18.5%	64.9%	54.5%	55.9%	39.0%

Figure 13b: If you have answered “YES” to Q31 (a), please rate the quality of programs and services the Limpopo Youth Commission is providing to the youth of the Limpopo Province?



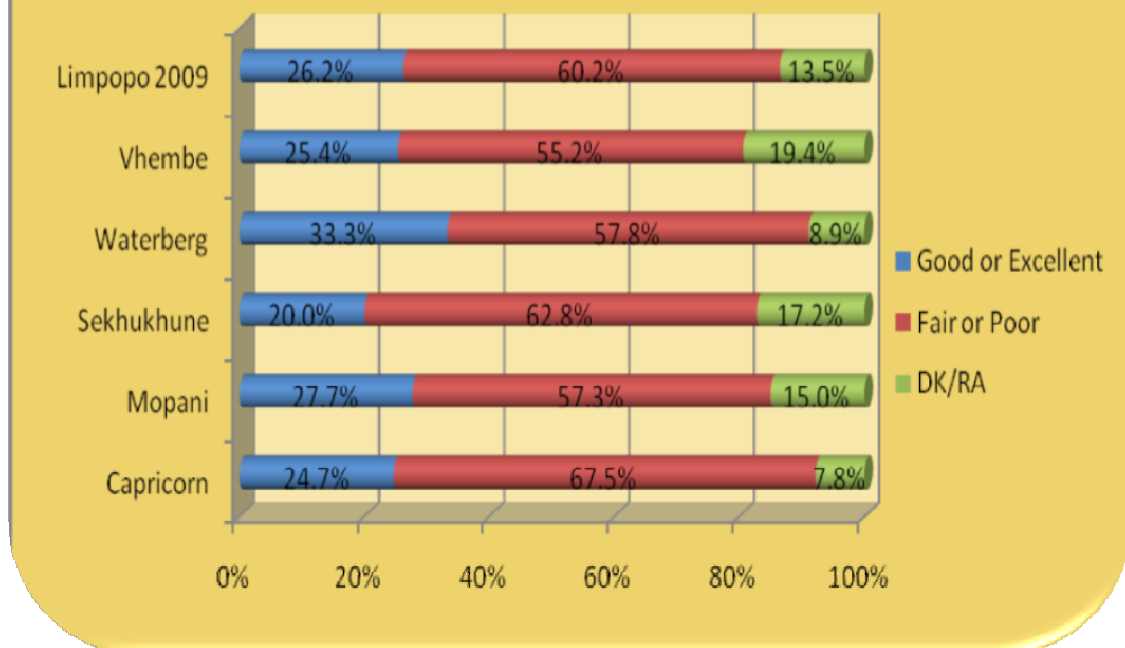
14. Sporting and Recreational Facilities

Most respondents (55—68%) from all district municipalities across the province said they were not satisfied with the availability of recreational facilities provided by the Limpopo provincial government.

Table 14: Are you satisfied with the availability of Limpopo government-sponsored sporting and recreational facilities, including children's playgrounds, in your neighbourhood?

	Capricorn	Mopani	Sekhukhune	Waterberg	Vhembe	Limpopo 2009	Limpopo 2008
Somewhat satisfied or Very satisfied	24.7%	27.7%	20.0%	33.3%	25.4%	26.2%	39.9%
Somewhat dissatisfied or Very dissatisfied	67.5%	57.3%	62.8%	57.8%	55.2%	60.2%	48.0%
DK/RA	7.8%	15.0%	17.2%	8.9%	19.4%	13.5%	13.1%

Figure 14: Are you satisfied with the availability of Limpopo government-sponsored sporting and recreational facilities, including children's playgrounds, in your neighbourhood?

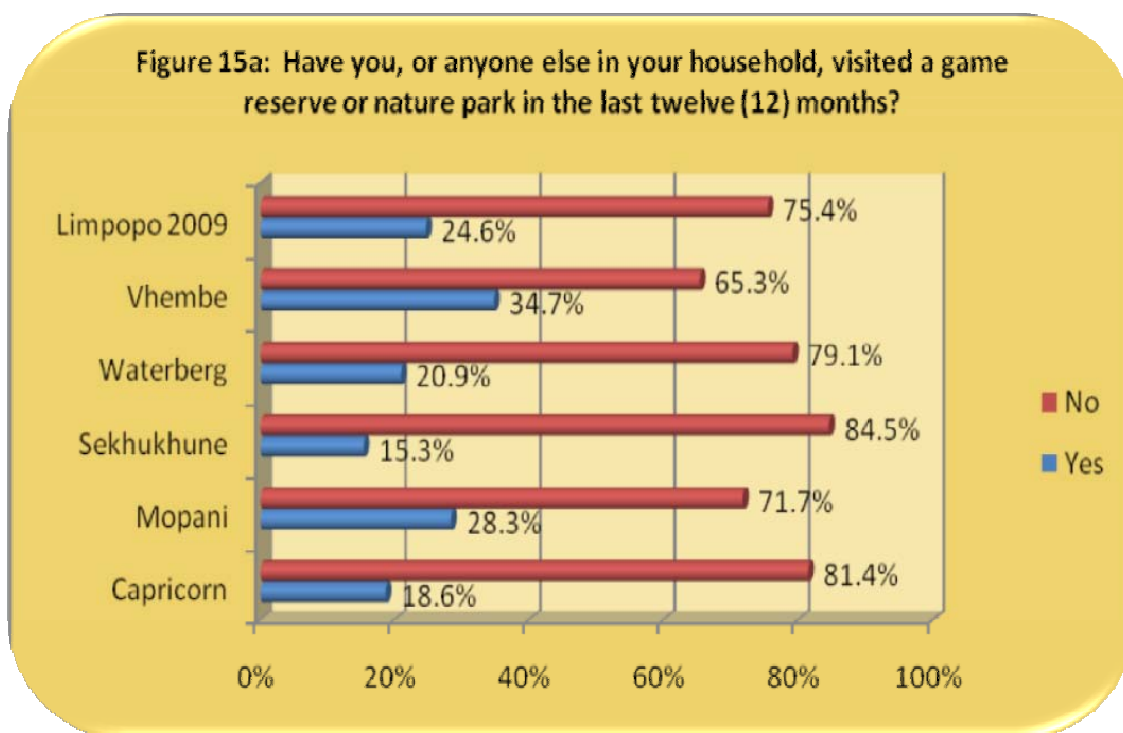


15. Game reserves and national parks

Respondents stated their satisfaction with the care given to nature parks or game reserves within the province. Because some of them may not have visited these places, they were first asked to say if they did or not. It turned out that most of them (65—85%) across the district municipalities of the province had not visited nature parks or game reserves.

Table 15a: Have you, or anyone else in your household, visited a game reserve or nature park in the last twelve (12) months?

	Capricorn	Mopani	Sekhukhune	Waterberg	Vhembe	Limpopo 2009	Limpopo 2008
Yes	18.6%	28.3%	15.3%	20.9%	34.7%	24.6%	39.0%
No	81.4%	71.7%	84.5%	79.1%	65.3%	75.4%	61.0%

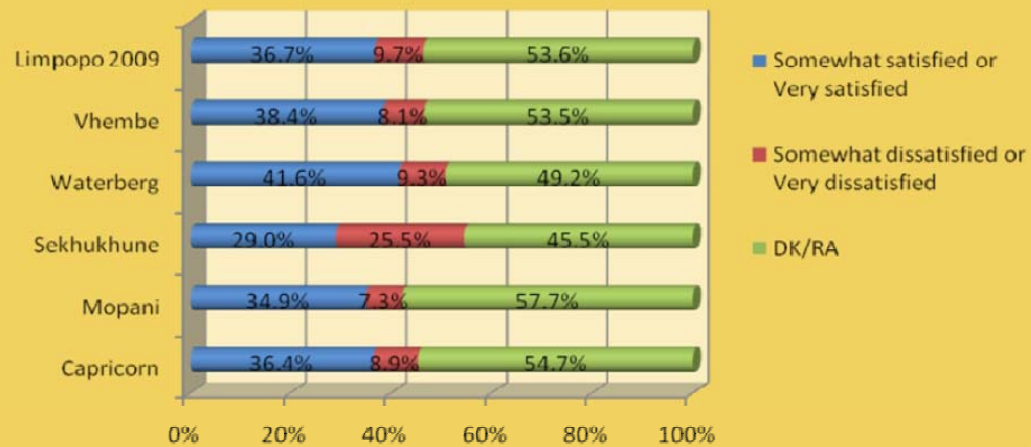


Subsequent to stating if they visited a nature park or game reserve, respondents then stated their satisfaction with their care. Although most of them (46—58%) in all district municipalities did not express a view, there were more respondents (29—38%) in each of the district municipalities who expressed satisfaction with the care given to the facilities.

Table 15b: How satisfied are you with the protection and upkeep of game reserves or nature parks within the control of the Limpopo provincial government?

	Capricorn	Mopani	Sekhukhune	Waterberg	Vhembe	Limpopo 2009	Limpopo 2008
Somewhat satisfied or Very satisfied	36.4%	34.9%	29.0%	41.6%	38.4%	36.7%	63.4%
Somewhat dissatisfied or Very dissatisfied	8.9%	7.3%	25.5%	9.3%	8.1%	9.7%	14.4%
DK/RA	54.7%	57.7%	45.5%	49.2%	53.5%	53.6%	1.4%

Figure 15b: How satisfied are you with the protection and upkeep of game reserves or nature parks within the control of the Limpopo provincial government?

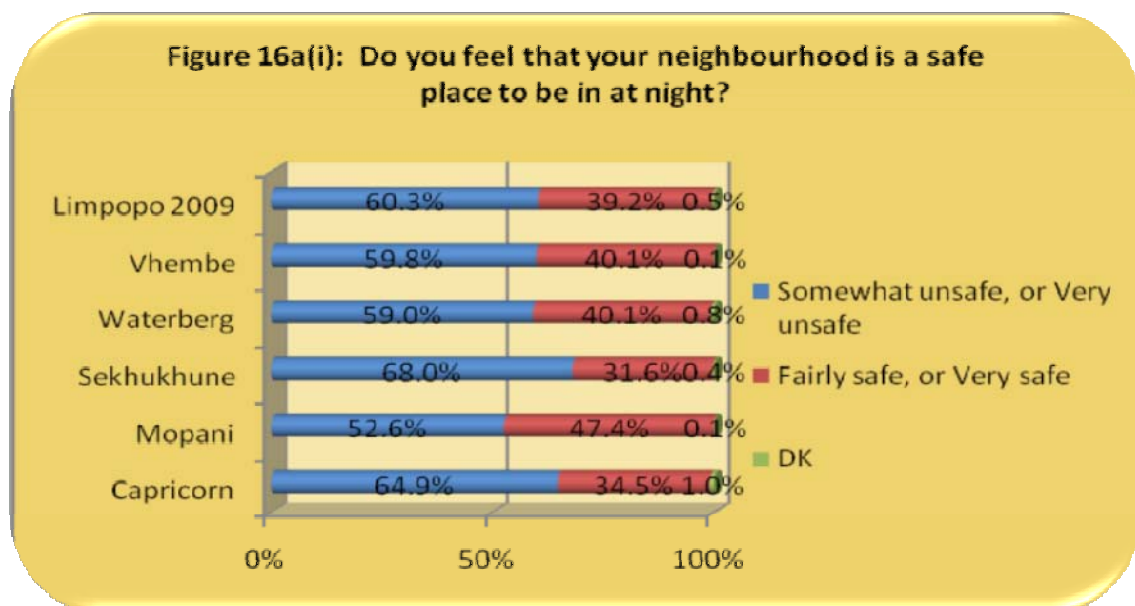


16. Crime and Safety

A number of items inquired about feelings of safety. Respondents were asked to comment about how safe they feel in various areas in their environment, and then give a general view of how satisfied they felt with the police department. First, they were asked to comment about how safe they felt in their neighbourhood during the night. Most respondents (52—68%) from all district municipalities said they felt unsafe in their neighbourhood during the night.

Table 16a(i): Do you feel that your neighbourhood is a safe place to be in at night?

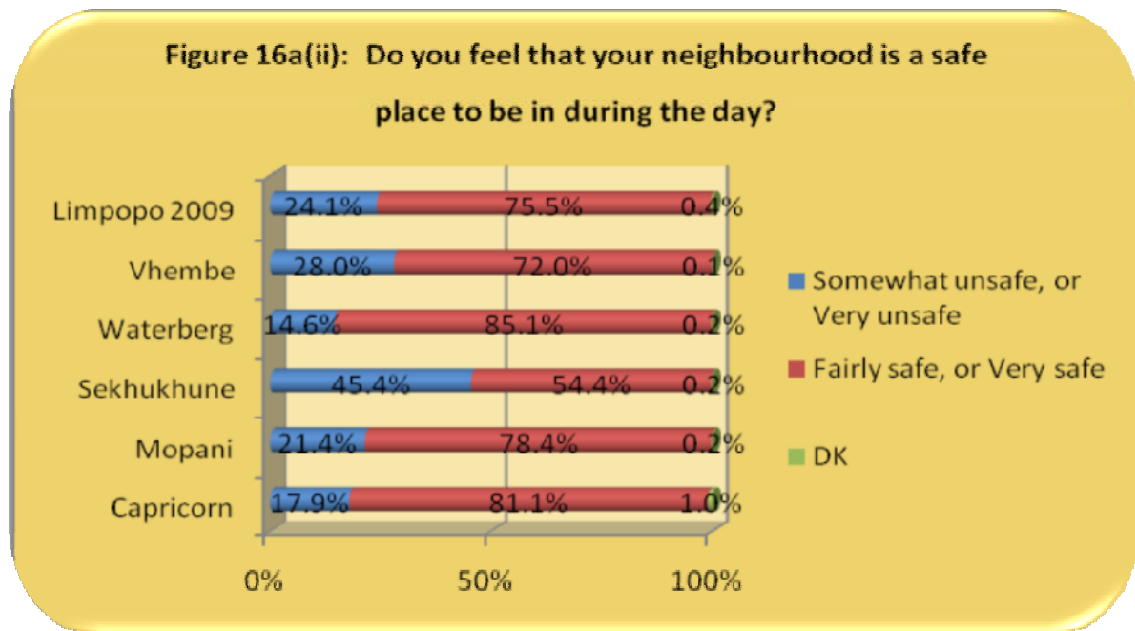
	Capricorn	Mopani	Sekhukhune	Waterberg	Vhembe	Limpopo 2009	Limpopo 2008
Somewhat unsafe, or Very unsafe	64.9%	52.6%	68.0%	59.0%	59.8%	60.3%	62.6%
Fairly safe, or very safe	34.5%	47.4%	31.6%	40.1%	40.1%	39.2%	35.9%
DK	1.0%	.1%	.4%	.8%	.1%	.5%	1.6%



Most respondents (54—85%) from all district municipalities felt safe in their neighbourhoods during the day. Capricorn recorded the highest percent (81%) and Sekhukhune the lowest (54%) among those who said they felt safe.

Table 16a(ii): Do you feel that your neighbourhood is a safe place to be in during the day?

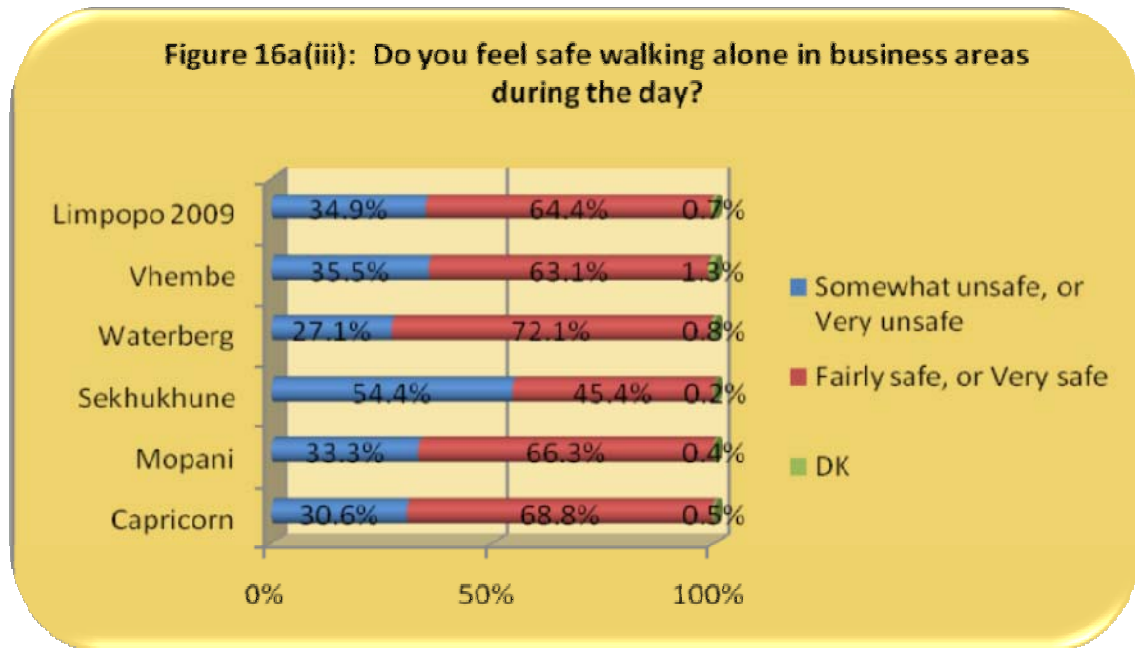
	Capricorn	Mopani	Sekhukhune	Waterberg	Vhembe	Limpopo 2009	Limpopo 2008
Somewhat unsafe, or Very unsafe	17.9%	21.4%	45.4%	14.6%	28.0%	24.1%	31.2%
Fairly safe, or very safe	81.1%	78.4%	54.4%	85.1%	72.0%	75.5%	66.9%
DK	1.0%	0.2%	0.2%	0.2%	0.1%	0.4%	1.9%



Most respondents (63—69%) in almost all district municipalities felt safe walking alone in business areas during the day. However, most respondents (54%) in Sekhukhune responded that they felt unsafe.

Table 16a(iii): Do you feel safe walking alone in business areas during the day?

	Capricorn	Mopani	Sekhukhune	Waterberg	Vhembe	Limpopo 2009	Limpopo 2009
Somewhat unsafe, or Very unsafe	30.6%	33.3%	54.4%	27.1%	35.5%	34.9%	38.4%
Fairly safe, or very safe	68.8%	66.3%	45.4%	72.1%	63.1%	64.4%	59.6%
DK	0.5%	0.4%	0.2%	0.8%	1.3%	0.7%	2.0%



Most respondents (65—75%) from all district municipalities felt unsafe walking alone in business areas during the night. Sekhukhune and Vhembe recorded the highest proportions (75% each).

Table 16a(iv): Do you feel safe walking alone in business areas during the night?

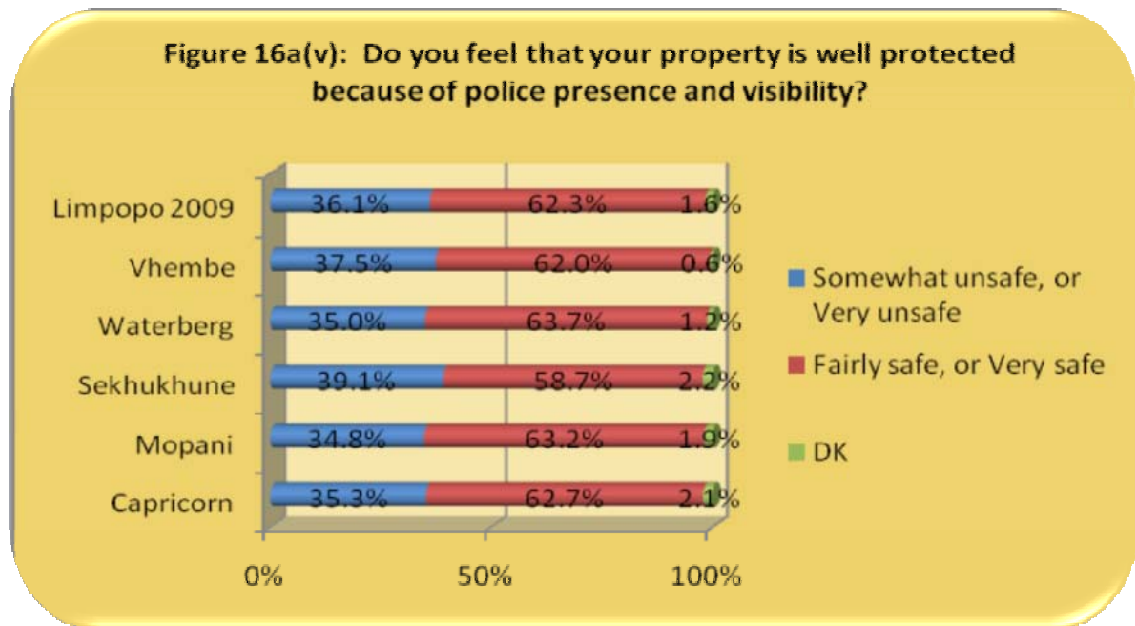
	Capricorn	Mopani	Sekhukhune	Waterberg	Vhembe	Limpopo 2009	Limpopo 2008
Somewhat unsafe, or Very unsafe	66.7%	65.1%	74.5%	64.4%	75.2%	69.0%	67.6%
Fairly safe, or very safe	31.0%	32.4%	23.5%	33.0%	22.0%	28.6%	28.6%
DK	2.3%	2.4%	2.0%	2.6%	2.8%	2.4%	3.9%



Most respondents (59—64%) from all district municipalities felt that police visibility and presence protected their properties.

Table 16a(v): Do you feel that your property is well protected because of police presence and visibility?

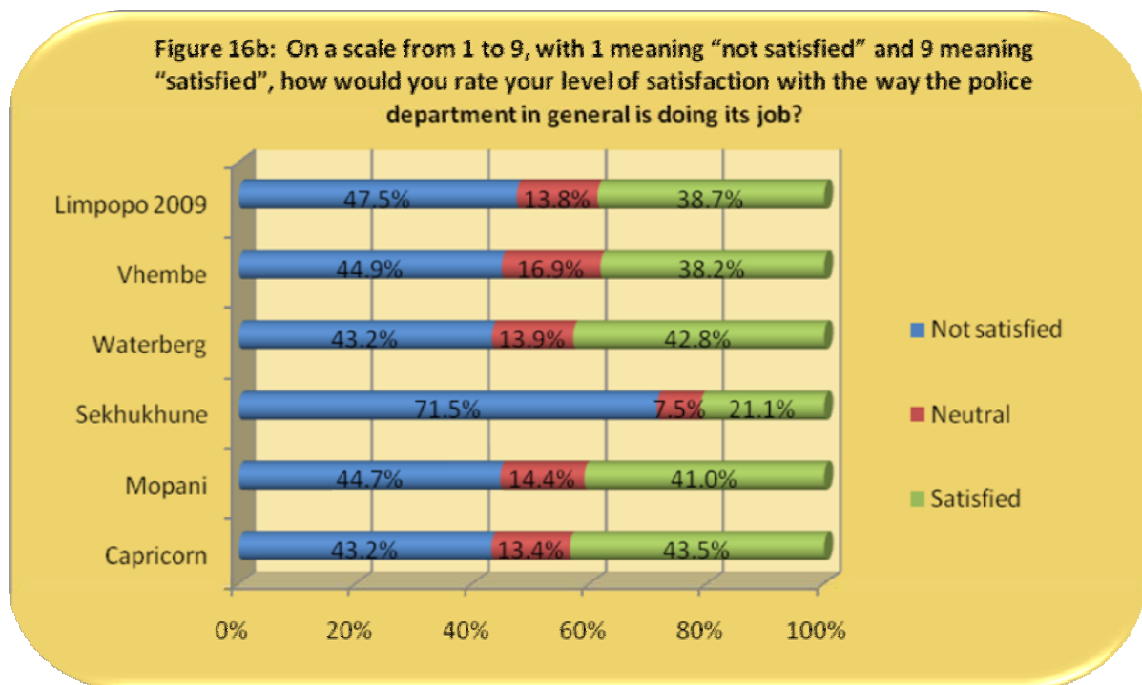
	Capricorn	Mopani	Sekhukhune	Waterberg	Vhembe	Limpopo 2009	Limpopo 2008
Somewhat unsafe, or Very unsafe	35.3%	34.8%	39.1%	35.0%	37.5%	36.1%	46.8%
Fairly safe, or very safe	62.7%	63.2%	58.7%	63.7%	62.0%	62.3%	49.4%
DK	2.1%	1.9%	2.2%	1.2%	.6%	1.6%	3.8%



Finally, respondents stated their general satisfaction with the police department. Most respondents from Mopani (45%), Sekhukhune (72%) and Vhembe expressed dissatisfaction with the police department. On the other hand, there were slightly more respondents (43%) from Capricorn who said they were satisfied with the department. Respondents from Waterberg were split in the middle on the issue, recording 43% for each group.

Table 16b: On a scale from 1 to 9, with 1 meaning "not satisfied" and 9 meaning "satisfied", how would you rate your level of satisfaction with the way the police department in general is doing its job?

	Capricorn	Mopani	Sekhukhune	Waterberg	Vhembe	Limpopo 2009	Limpopo 2008
Not satisfied	43.2%	44.7%	71.5%	43.2%	44.9%	47.5%	55.7%
Neutral	13.4%	14.4%	7.5%	13.9%	16.9%	13.8%	13.0%
Satisfied	43.5%	41.0%	21.1%	42.8%	38.2%	38.7%	31.4%

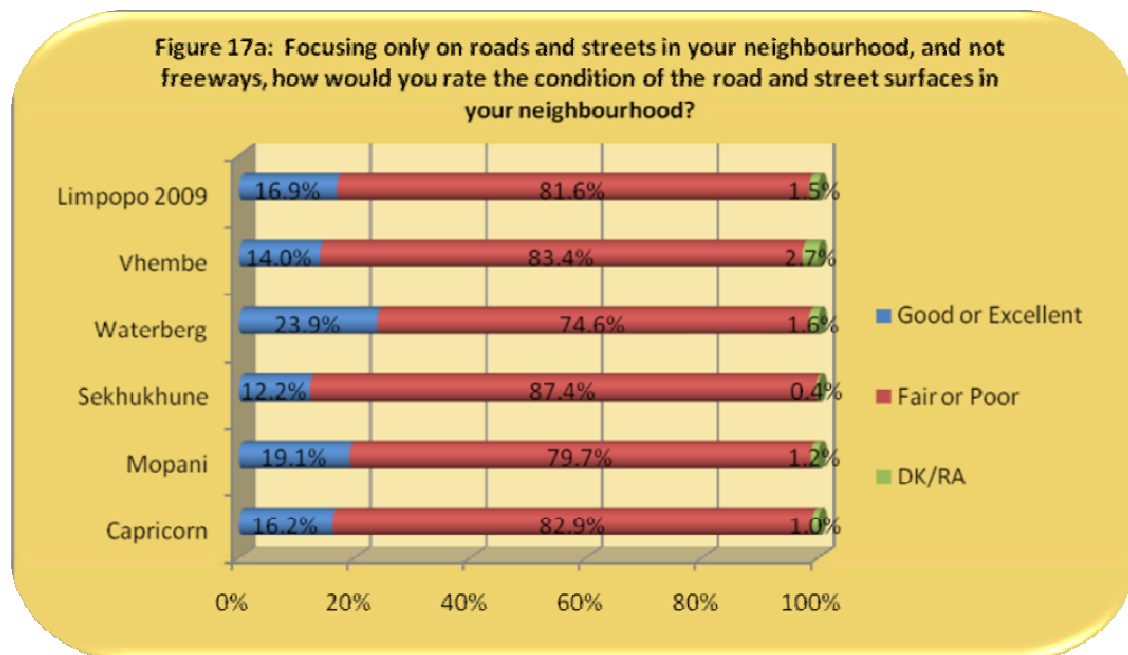


17. Roads and traffic policing

Most respondents (75—87%) were of the view that the condition of their local streets and roads is poor. All district municipalities recorded very high proportions of respondents who held this view, with most of them recording percents in the 80s.

Table 17a: Focusing only on roads and streets in your neighbourhood, and not freeways, how would you rate the condition of the road and street surfaces in your neighbourhood?

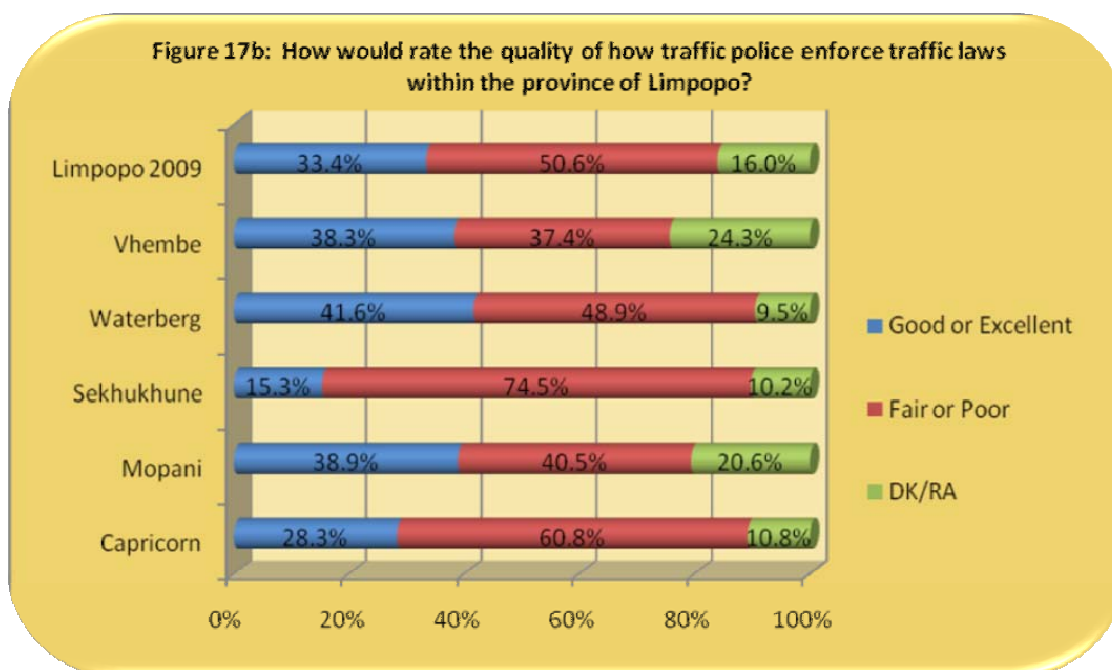
	Capricorn	Mopani	Sekhukhune	Waterberg	Vhembe	Limpopo 2009	Limpopo 2008
Good or Excellent	16.2%	19.1%	12.2%	23.9%	14.0%	16.9%	15.6%
Fair or Poor	82.9%	79.7%	87.4%	74.6%	83.4%	81.6%	80.0%
DK/RA	1.0%	1.2%	0.4%	1.6%	2.7%	1.5%	4.5%



Respondents then had to express a view regarding the quality of traffic policing in the province. Most respondents (41—75%) in most of the district municipalities thought that the way traffic laws were enforced was inadequate. Sekhukhune recorded the highest percent of those who thought so. Respondents in Vhembe were almost evenly split on the matter (a 38% and 37% split). However, that district municipality also reported the highest proportion of respondents who did not express a view (24%).

Table 17b: How would rate the quality of how traffic police enforce traffic laws within the province of Limpopo?

	Capricorn	Mopani	Sekhukhune	Waterberg	Vhembe	Limpopo 2009	Limpopo 2008
Good or Excellent	28.3%	38.9%	15.3%	41.6%	38.3%	33.4%	35.3%
Fair or Poor	60.8%	40.5%	74.5%	48.9%	37.4%	50.6%	50.9%
DK/RA	10.8%	20.6%	10.2%	9.5%	24.3%	16.0%	13.8%

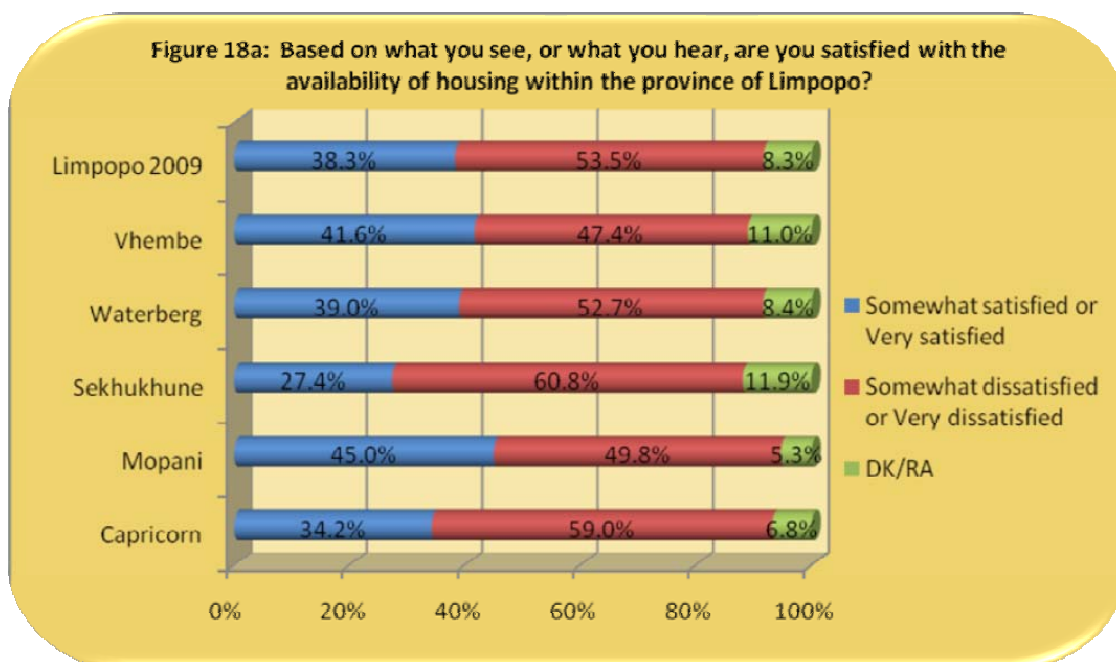


18. Housing

Respondents were asked to evaluate their satisfaction with the availability and the quality of housing in the province of Limpopo. As far as housing availability was concerned, most respondents (47—61%) in all district municipalities of the province said they were dissatisfied.

Table 18a: Based on what you see, or what you hear, are you satisfied with the availability of housing within the province of Limpopo?

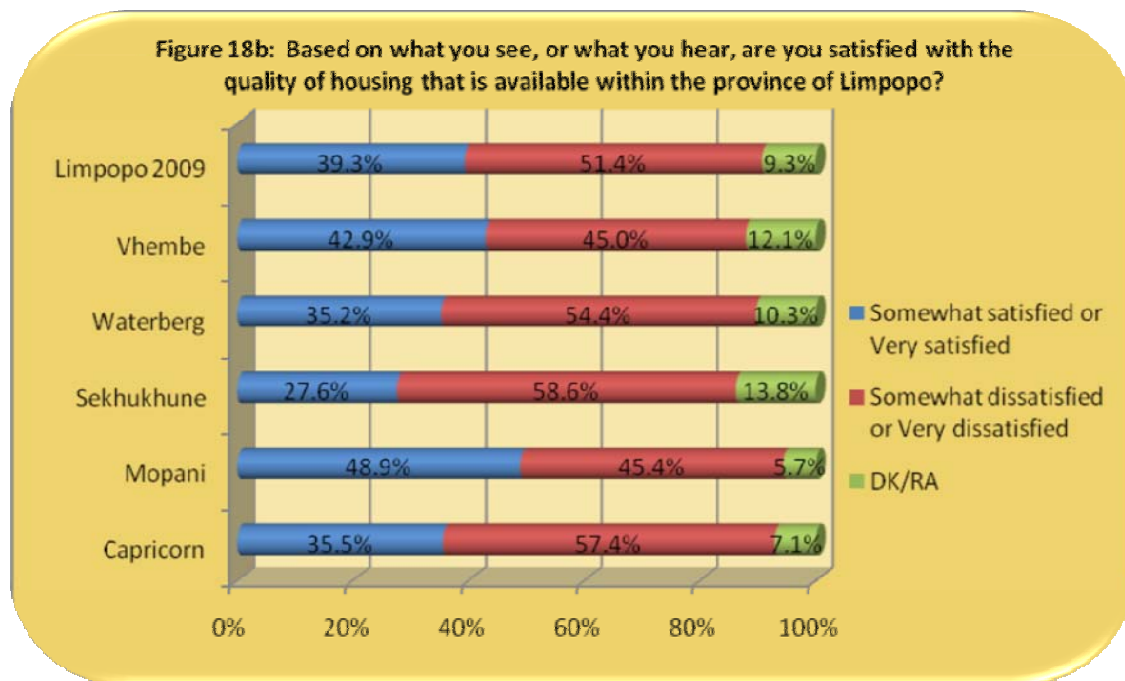
	Capricorn	Mopani	Sekhukhune	Waterberg	Vhembe	Limpopo 2009	Limpopo 2008
Somewhat satisfied or Very satisfied	34.2%	45.0%	27.4%	39.0%	41.6%	38.3%	45.0%
Somewhat dissatisfied or Very dissatisfied	59.0%	49.8%	60.8%	52.7%	47.4%	53.5%	47.6%
DK/RA	6.8%	5.3%	11.9%	8.4%	11.0%	8.3%	7.4%



Next, respondents focused on the quality of housing in the province. Most respondents (45—59%) from almost all district municipalities said they were dissatisfied with the quality of available housing in the province. Mopani was the only district municipality where most respondents (49%) said they were satisfied with available housing.

Table 18b: Based on what you see, or what you hear, are you satisfied with the quality of housing that is available within the province of Limpopo?

	Capricorn	Mopani	Sekhukhune	Waterberg	Vhembe	Limpopo 2009	Limpopo 2008
Somewhat satisfied or Very satisfied	35.5%	48.9%	27.6%	35.2%	42.9%	39.3%	43.2%
Somewhat dissatisfied or Very dissatisfied	57.4%	45.4%	58.6%	54.4%	45.0%	51.4%	47.9%
DK/RA	7.1%	5.7%	13.8%	10.3%	12.1%	9.3%	8.8%

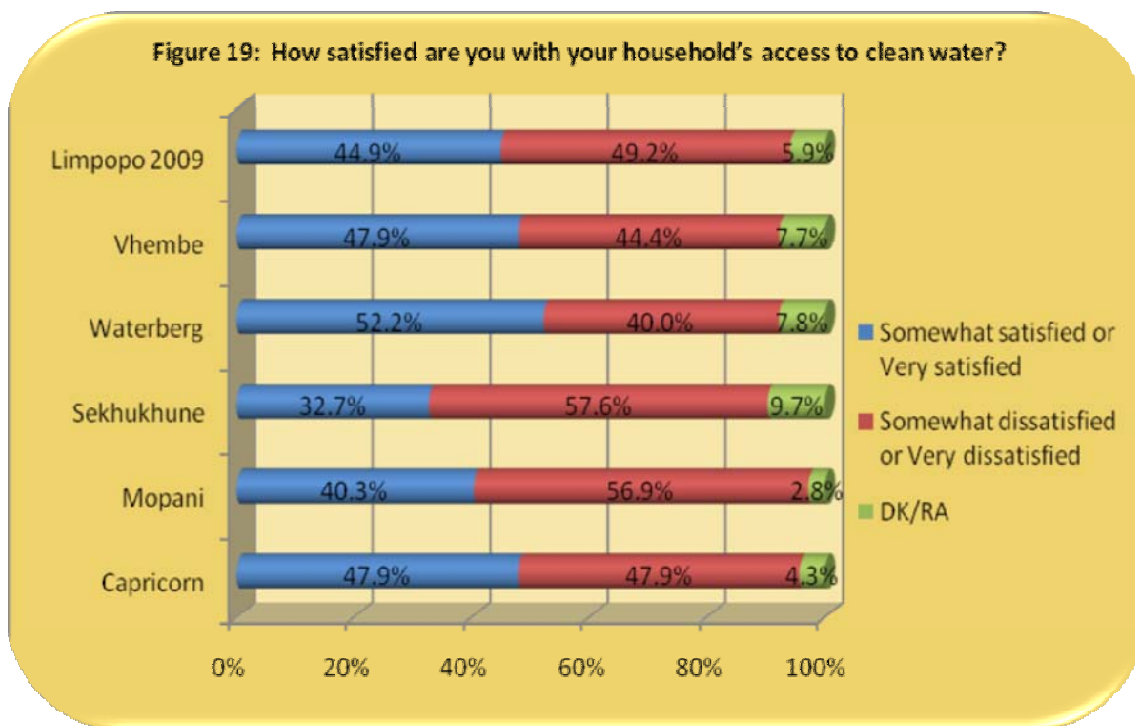


19. Access to clean water

Regarding the accessibility of clean water to homes, respondents from two district municipalities were satisfied, two were not, and one was undecided. That is, the majority of respondents from Waterberg (52%) and Vhembe (48%) were satisfied with households' access to clean water, and most respondents from Mopani (57%) and Sekhukhune (58%) were dissatisfied. Respondents from Capricorn were split in the middle on the issue of the availability of clean water.

Table 19: How satisfied are you with your household's access to clean water?

	Capricorn	Mopani	Sekhukhune	Waterberg	Vhembe	Limpopo 2009	Limpopo 2008
Somewhat satisfied or Very satisfied	47.9%	40.3%	32.7%	52.2%	47.9%	44.9%	55.5%
Somewhat dissatisfied or Very dissatisfied	47.9%	56.9%	57.6%	40.0%	44.4%	49.2%	41.9%
DK/RA	4.3%	2.8%	9.7%	7.8%	7.7%	5.9%	2.8%

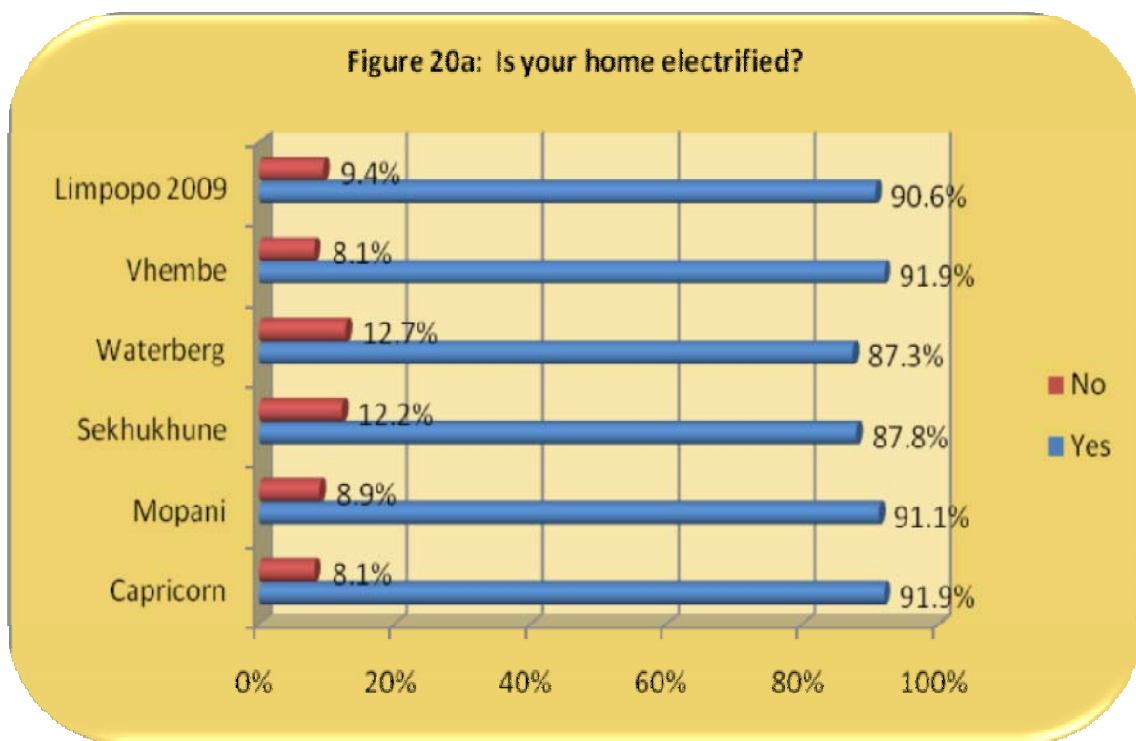


20. Electricity

Respondents were asked to first say if their households were electrified and to comment about electricity services. It turned out that a vast number of households across the five districts of the province were electrified. Percents of respondents who said so in each of the district municipalities were in the 90s.

Table 20a: Is your home electrified?

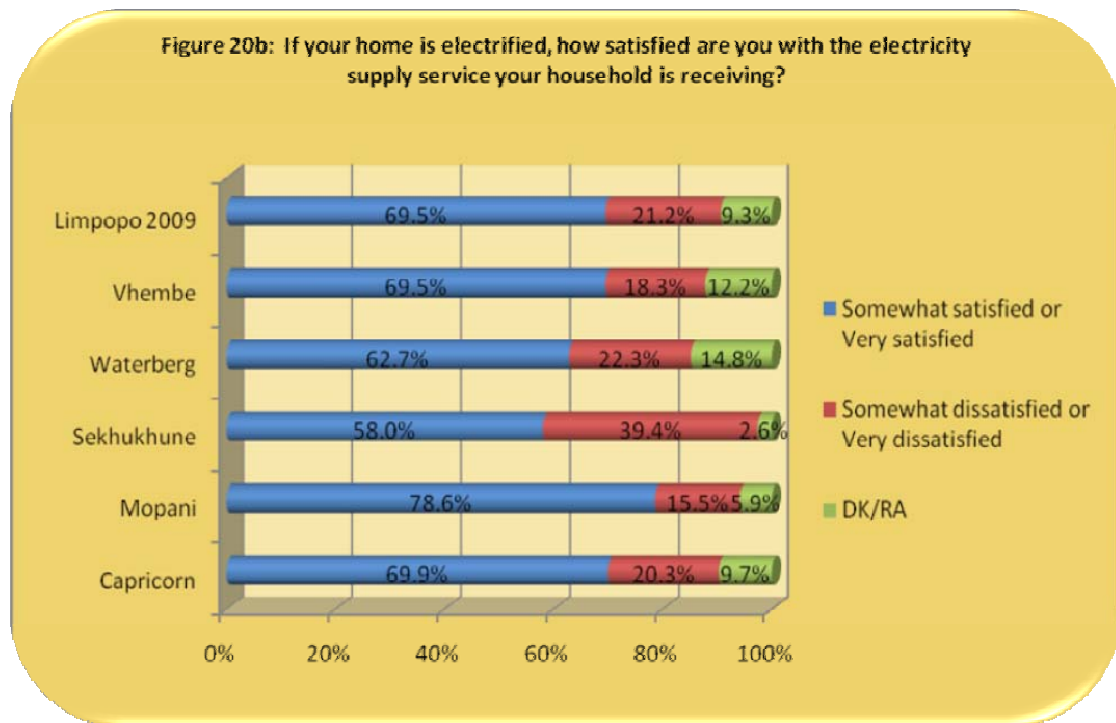
	Capricorn	Mopani	Sekhukhune	Waterberg	Vhembe	Limpopo 2009	Limpopo 2008
Yes	91.9%	91.1%	87.8%	87.3%	91.9%	90.6%	89.7%
No	8.1%	8.9%	12.2%	12.7%	8.1%	9.4%	10.3%



Respondents were subsequently asked to give an evaluation of the supply of electricity to their households. The majority of respondents (58—79%) in all the five district municipalities of the province were satisfied with the supply service of electricity. Mopani (79%) recorded the highest percent of respondents who were satisfied and the lowest percent (58%) was in Sekhukhune.

Table 20b: If your home is electrified, how satisfied are you with the electricity supply service your household is receiving?

	Capricorn	Mopani	Sekhukhune	Waterberg	Vhembe	Limpopo 2009	Limpopo 2008
Somewhat satisfied or Very satisfied	69.9%	78.6%	58.0%	62.7%	69.5%	69.5%	71.6%
Somewhat dissatisfied or Very dissatisfied	20.3%	15.5%	39.4%	22.3%	18.3%	21.2%	26.0%
DK/RA	9.7%	5.9%	2.6%	14.8%	12.2%	9.3%	2.4%

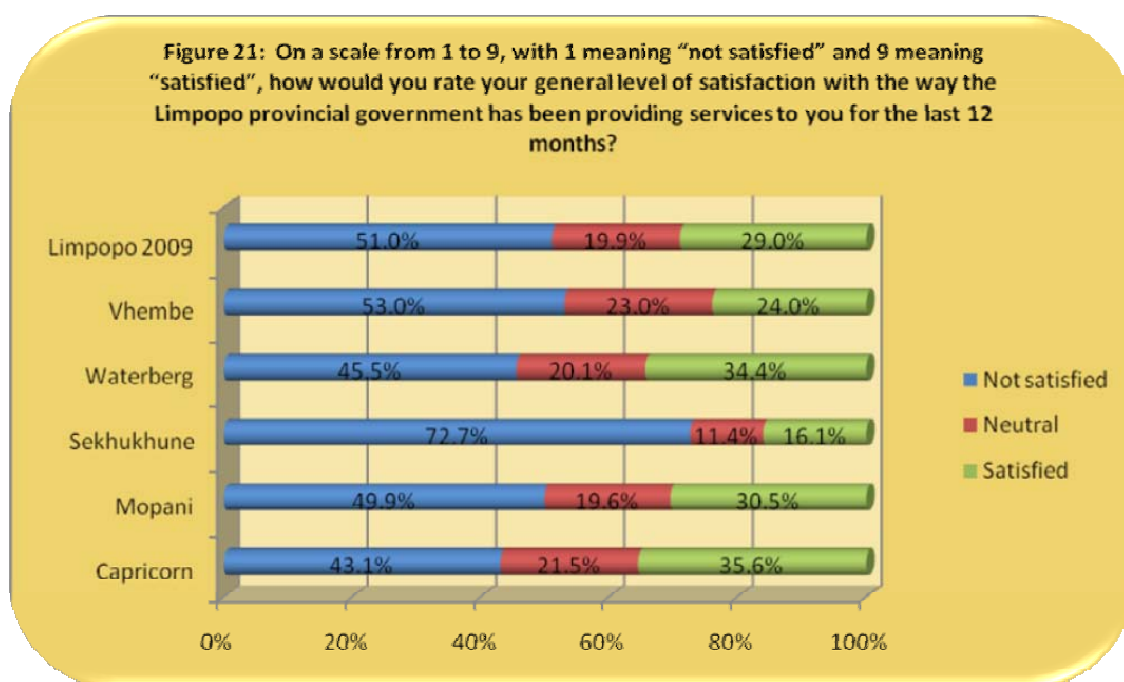


21. General satisfaction with provincial government services

Satisfaction was measured in different ways in this survey. The researchers even introduced a scale consisting of four items to measure satisfaction during a service encounter. This item was included as an additional measure of general satisfaction. Respondents were asked to give their general satisfaction evaluation of how services were provided by the provincial government in the last twelve (12) months. Most respondents (43—73%) in all the district municipalities indicated that they were not satisfied with service provision. There were many respondents who were neither satisfied nor dissatisfied (11—23%).

Table 21: On a scale from 1 to 9, with 1 meaning “not satisfied” and 9 meaning “satisfied”, how would you rate your general level of satisfaction with the way the Limpopo provincial government has been providing services to you for the last 12 months?

	Capricorn	Mopani	Sekhukhune	Waterberg	Vhembe	Limpopo 2009	Limpopo 2008
Not satisfied	43.1%	49.9%	72.7%	45.5%	53.0%	51.0%	27.1%
Neutral	21.5%	19.6%	11.4%	20.1%	23.0%	19.9%	18.6%
Satisfied	35.6%	30.5%	16.1%	34.4%	24.0%	29.0%	54.4%

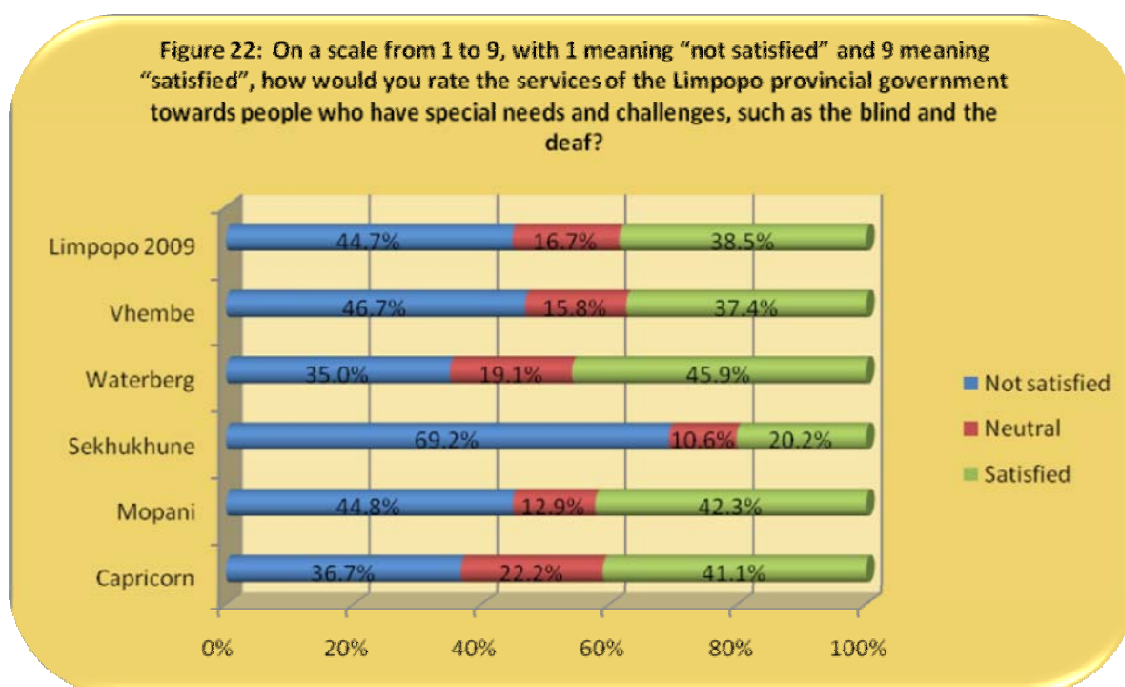


22. Government services to citizens with special needs

Respondents were asked to state whether they were satisfied with government services to people who are variously challenged. Most respondents in Mopani (45%), Sekhukhune (69%) and Vhembe (47%) said they were not satisfied with the services, and respondents in Capricorn (41%) and Waterberg (46%) said they were satisfied. However, respondents who did not express a view were also many. Capricorn and Waterberg had the largest percents of non-committed respondents (22% and 19%, respectively).

Table 22: On a scale from 1 to 9, with 1 meaning “not satisfied” and 9 meaning “satisfied”, how would you rate the services of the Limpopo provincial government towards people who have special needs and challenges, such as the blind and the deaf?

	Capricorn	Mopani	Sekhukhune	Waterberg	Vhembe	Limpopo 2009	Limpopo 2008
Not satisfied	36.7%	44.8%	69.2%	35.0%	46.7%	44.7%	36.7%
Neutral	22.2%	12.9%	10.6%	19.1%	15.8%	16.7%	18.6%
Satisfied	41.1%	42.3%	20.2%	45.9%	37.4%	38.5%	43.7%



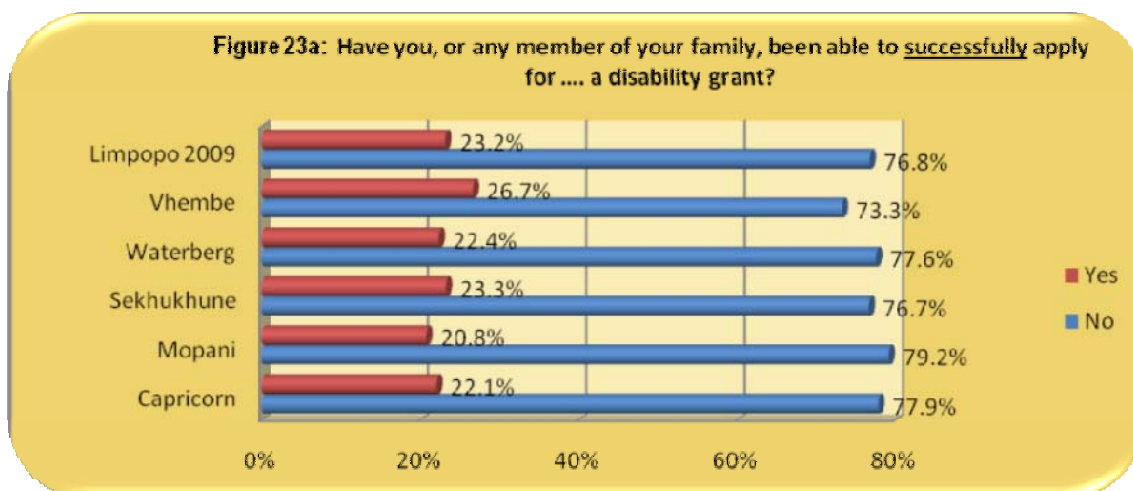
23. Social grants

The survey also focused on social grants. Although these are the responsibility of national government, we thought that they may influence citizens' perceptions of government in Limpopo. Respondents were presented with three types of grants and were asked to state if they had applied for each and succeeded. It was hoped that if the respondents gave a "no" answer, that would suggest that their application was unsuccessful. Unfortunately, the format of the items was problematic, in that the response scale omitted the "does not apply" option. This meant that respondents who were unsuccessful with their applications were lumped with those who did not apply at all. We use the results bearing in mind the possible distortions and limitations. To minimize the impact, our interpretations make it clear that the "no" responses are loaded with both unsuccessful applicants and those to whom the particular question/item does not apply.

Most respondents (73—79%) either did not apply successfully or had not applied for a disability grant (see table 22a). As far as applying for an old age grant, most respondents from Sekhukhune (52%) and Vhembe (53%) said they, or a member of their family, successfully applied for it (see table 22b). Most respondents in Capricorn (51%) and Waterberg (54%) gave a "no" answer, and those in Mopani were split in the middle between those who said "yes" and those who said "no". Regarding an application for a child support grant, most respondents from all district municipalities said they or a family member successfully applied for it (see table 22c).

Table 23a: Have you, or any member of your family, been able to successfully apply for a disability grant?

	Capricorn	Mopani	Sekhukhune	Waterberg	Vhembe	Limpopo 2009	Limpopo 2008
No	77.9%	79.2%	76.7%	77.6%	73.3%	76.8%	76.8%
Yes	22.1%	20.8%	23.3%	22.4%	26.7%	23.2%	23.2%

**Table 23b:** Have you, or any member of your family, been able to successfully apply for an old age grant?

	Capricorn	Mopani	Sekhukhune	Waterberg	Vhembe	Limpopo 2009	Limpopo 2008
No	50.6%	50.3%	48.2%	54.0%	47.2%	49.8%	53.1%
Yes	49.4%	49.7%	51.8%	46.0%	52.8%	50.2%	46.9%

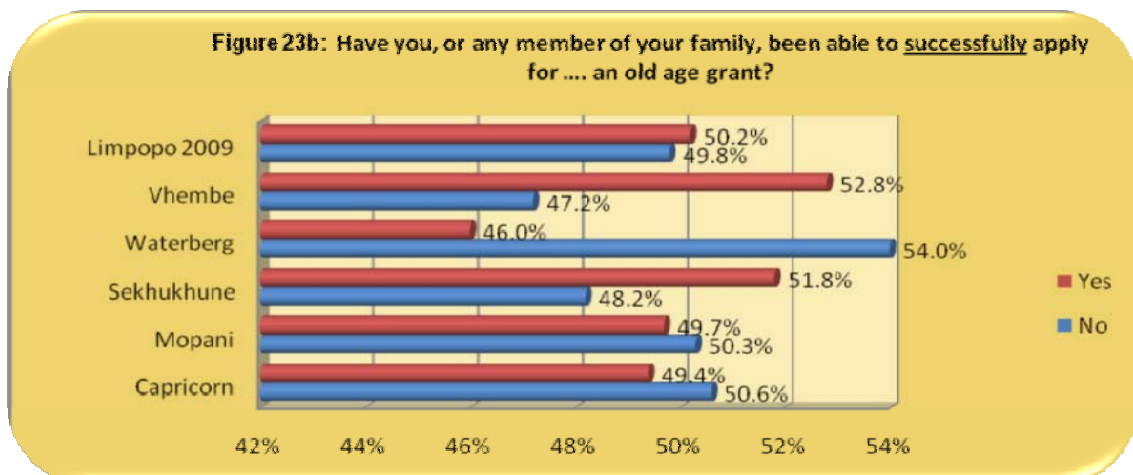
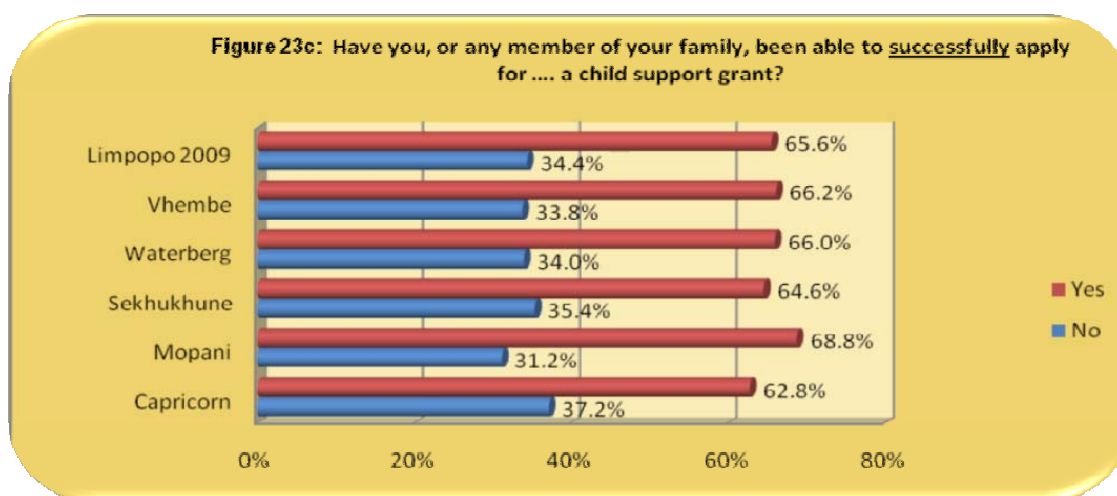


Table 23c: Have you, or any member of your family, been able to successfully apply for a child support grant?

	Capricorn	Mopani	Sekhukhune	Waterberg	Vhembe	Limpopo 2009	Limpopo 2008
No	37.2%	31.2%	35.4%	34.0%	33.8%	34.4%	46.8%
Yes	62.8%	68.8%	64.6%	66.0%	66.2%	65.6%	53.2%



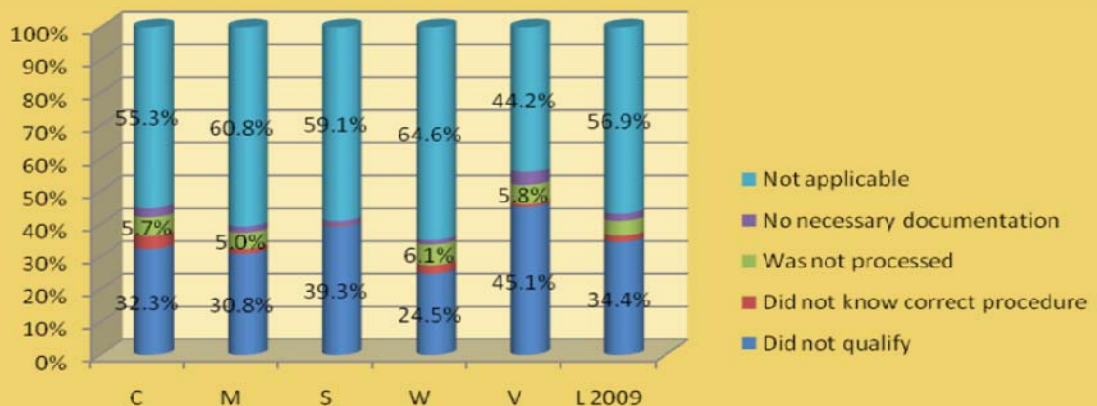
Respondents who gave a “no” response were then requested to give reasons why the particular application did not succeed. Respondents’ free responses were then grouped according to five types. It turned out that the response types were similar to those found in 2008, although the major values were reversed in 2009. These are shown in table 23d and figure 23d below. As in the previous survey, the “not applicable” category reflects the proportion of respondents who said they or a member of their family did not apply for the grant. This response was given by most respondents (59—65%) in almost all district municipalities. The second most common response given by the respondents (25—45%) was the “did not qualify” category. However, note that those who said they did not qualify for the grants were less than half the proportion of what they were in 2008, and those who said they did not apply were more than the 2008 percentage. The other reasons for not succeeding with an application were not given by more than six (6) percent of respondents in each of the respective district municipalities.

Table 23d: If you have answered "NO" to any item in 43(a) please state in brief what the difficulties of accessing the funds are.

	Difficulties	District Municipality					L 2009	L 2008
		C	M	S	W	V		
	Did not qualify for the grant	32.3%	30.8%	39.3%	24.5%	45.1%	34.4%	67.5%
	Did not know application procedure	4.0%	1.5%	.4%	2.8%	.9%	2.0%	1.3%
	Application form was not processed	5.7%	5.0%	.0%	6.1%	5.8%	4.5%	8.8%
	Did not possess the necessary documentation	2.7%	1.9%	1.2%	1.4%	4.0%	2.2%	1.3%
	Not applicable	55.3%	60.8%	59.1%	64.6%	44.2%	56.9%	21.3%
	Total =	100%	100%	100%	100%	100%	100%	100%

Note: C = Capricorn, M = Mopani, S = Sekhukhune, W = Waterberg, V = Vhembe, L = Limpopo Province

Figure 23d: If you have answered "NO" to any item in 44(a) please state in brief what the difficulties of accessing the funds are.



Note: Data label values below 5.0% are not shown to enhance readability.
C = Capricorn, M = Mopani, S = Sekhukhune, W = Waterberg,
V = Vhembe, L = Limpopo.

24. Economic opportunities

Respondents were also asked to give a rating of the Limpopo provincial government's endeavor to develop economic opportunities for citizens. Most respondents (63—77%) in all five district municipalities considered the economic efforts as poor. The pattern remained the same to that of 2008. However, an interesting change happened with the Capricorn proportions. Respondents in that district municipality had rated government economic effort positively in the last survey. But the rating in 2009 is negative (see table 24a). The effect of various demographic variables on how respondents rated government economic endeavour was investigated. It did not appear that participant gender influenced rating ($p < .05$). Regarding age, the number of positive ratings improved as age increased, although the majority of respondents still rated government economic effort unfavourably. As for education, the pattern repeats, where most respondents once more rated economic efforts negatively, yet the proportion of respondents who rate positively increase with higher educational attainment.

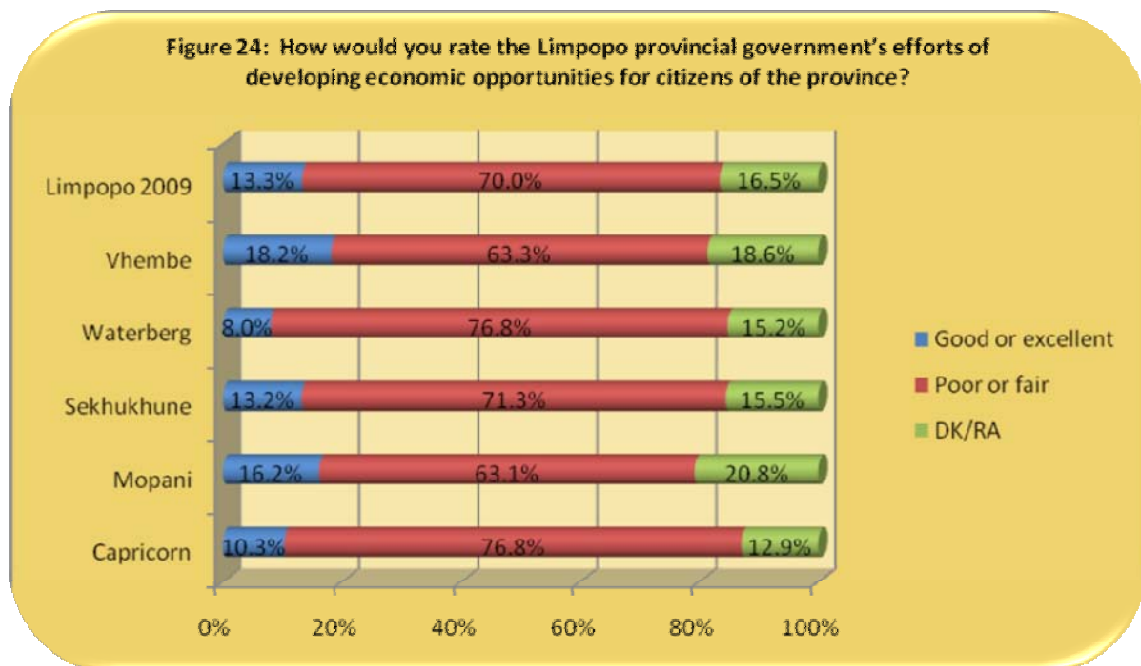
Table 24 How would you rate the Limpopo provincial government's efforts of developing economic opportunities for citizens of the province?

		Good or Excellent	Fair or Poor	DK/RA	N
		Quality of economic effort			
District municipality	Capricorn	10.3% (49.8%)*	76.8% (31.7%)	12.8% (18.5%)	100.0%
	Mopani	16.2% (12.1%)	63.1% (73.5%)	20.8% (14.4%)	100.0%
	Sekhukhune	13.2% (12.1%)	71.3% (81.9%)	15.5% (6.0%)	100.0%
	Waterberg	8.6% (11.3%)	76.8% (56.2%)	14.8% (32.4%)	100.0%
	Vhembe	18.3% (16.9%)	63.3% (63.2%)	18.4% (19.9%)	100.0%
	Limpopo 2009	13.5% (20.3%)	70.1% (62.0%)	16.5% (17.8%)	100.0%
		Quality of economic effort			
Sex	Female	13.3% (19.8%)	70.5% (62.6%)	16.3% (17.6%)	100.0%
	Male	13.7% (21.1%)	69.2% (60.7%)	17.1% (18.1%)	100.0%
	Both sexes	13.4% (20.2%)	70.1% (61.9%)	16.5% (17.8%)	100.0%

		Good or Excellent	Fair or Poor	DK/RA	N
Quality of economic effort					
Age category	18-23	10.2%	71.9%	17.9%	100.0%
	24-29	12.5%	69.5%	17.9%	100.0%
	30-35	14.1%	69.3%	16.5%	100.0%
	36-41	12.8%	71.7%	15.5%	100.0%
	42-47	10.4%	74.0%	15.6%	100.0%
	48-53	16.4%	63.4%	20.2%	100.0%
	54-59	13.6%	69.9%	16.6%	100.0%
	60-65	13.5%	72.9%	13.6%	100.0%
	66-71	16.6%	71.4%	12.0%	100.0%
	72-77	19.7%	63.0%	17.3%	100.0%
	>78	22.6%	67.7%	9.7%	100.0%
	All age categories	13.4%	70.0%	16.7%	100.0%

		Quality of economic effort			
Highest education	No formal schooling	21.2%	65.2%	13.5%	100.0%
	Grade 1—5	14.4%	72.4%	13.2%	100.0%
	Grade 6—11	13.5%	71.1%	15.4%	100.0%
	Grade 12	10.8%	71.2%	18.0%	100.0%
	University education	10.6%	70.1%	19.3%	100.0%

* = All blue, bracketed values are the LCSS 2008 proportions.



25. Priority areas

Respondents were asked to independently come up with, and rank according to order of importance, three issues they regarded as priority areas for the Limpopo provincial government to focus on. They volunteered issues and ranked them, and the results are in the three tables below. Table 1a, 1b and 1c are lists of first, second and third priority issues, presented according to the number of people who mentioned them.

Access to clean water seemed to be an issue that respondents generally consider to be the provincial government's first priority. Sekhukhune had the largest percent of respondents in this regard, and was followed by Mopani. Job creation was the second most popular issue considered by respondents to be a first priority issue. Important to note is that the percent of respondents who selected clean water as a first priority is more than twice that of those who named job creation. Building roads and RDP houses were the third common issues to be considered government's first-priority issue.

Access to clean water was the most common issue to be considered second priority-issue. Building roads and RDP houses were the second most common issue to be considered a second-priority issue. Road repair and job creation were third to be named by respondents as second-priority issue. Job creation was stated by most respondents to be an issue to be considered third priority by the provincial government. Building RDP houses was also stated by an almost equal number of respondents as the top third priority issue for the provincial government to attend to. Making clean water accessible was the third most common issue to be considered third priority.

Table 25a: Issues government is expected to focus on as a matter of priority in 2010 : First priority

	Capricorn	Mopani	Sekhukhune	Waterberg	Vhembe	Limpopo 2009
Provide access to clean water	36.7%	46.4%	51.6%	24.3%	38.7%	39.6%
Electrify houses	5.0%	4.4%	3.2%	3.9%	4.8%	4.4%
Build roads	10.2%	6.2%	6.5%	11.1%	4.5%	7.6%
Repair roads	8.5%	3.0%	7.1%	11.3%	11.4%	8.1%
Build RDP houses	7.6%	9.2%	7.8%	12.1%	8.4%	8.8%
Build schools	.8%	1.1%	.5%	2.1%	1.7%	1.2%
Improve or repair schools	.2%	.2%	.0%	.2%	.4%	.2%
Improve hospital services	.8%	.4%	.5%	.2%	.5%	.5%
Increase policing in the community	2.6%	1.1%	.2%	1.2%	1.1%	1.4%
Introduce policing in the community	.5%	.6%	1.8%	.4%	1.6%	1.0%
Build or introduce sports & recreational facilities	2.7%	2.2%	3.0%	2.9%	2.0%	2.5%
Build parks	.4%	.1%	.0%	.4%	.0%	.2%
Improve education standards	1.0%	1.7%	.9%	1.0%	1.3%	1.2%
Build hospitals	.2%	.4%	.9%	.2%	.2%	.3%
Improve hospital services	.4%	.1%	1.2%	1.2%	.6%	.6%
Build primary health clinic(s)	2.4%	2.1%	5.1%	1.2%	1.7%	2.3%
Improve clinic	.9%	.9%	.9%	.8%	.2%	.7%
Create jobs	12.5%	16.0%	5.8%	19.5%	15.6%	14.2%
Improve youth opportunities	.8%	.0%	.0%	.6%	.2%	.3%
Build a local shopping complex	.5%	.5%	.7%	.6%	.9%	.6%
Provide food parcels for the poor	1.2%	1.4%	.0%	.2%	1.0%	.9%
Build old age homes	.1%	.0%	.0%	.2%	.1%	.1%
Introduce street lighting	2.0%	1.2%	1.4%	2.7%	1.5%	1.7%
Build colleges	.0%	.1%	.0%	.0%	.0%	.0%
Build preschools	.1%	.1%	.0%	.0%	.1%	.1%
Build toilets	1.6%	.4%	.9%	1.2%	1.5%	1.2%
Maintain graveyards	.1%	.1%	.0%	.2%	.0%	.1%
Total respondents (100%)	913	812	434	486	819	3464

Table 25b: Issues government is expected to focus on as a matter of priority in 2010 : Second priority

	Capricorn	Mopani	Sekhukhune	Waterberg	Vhembe	Limpopo 2009
Provide access to clean water	15.1%	14.7%	17.4%	11.7%	18.1%	15.6%
Electrify houses	6.5%	6.4%	8.3%	9.0%	9.4%	7.7%
Build roads	16.2%	12.5%	14.1%	13.5%	8.3%	12.8%
Repair roads	10.4%	9.6%	13.4%	7.4%	12.8%	10.7%
Build RDP houses	10.8%	15.6%	14.1%	13.1%	11.9%	12.9%
Build schools	1.4%	1.7%	.8%	3.2%	2.1%	1.8%
Improve or repair schools	.3%	.3%	.0%	1.1%	.4%	.4%
Improve hospital services	.8%	.9%	.8%	.7%	1.0%	.9%
Increase policing in the community	3.1%	1.3%	.8%	5.0%	3.0%	2.6%
Introduce policing in the community	1.2%	1.8%	1.0%	1.8%	1.8%	1.5%
Build or introduce sports & recreational facilities	7.2%	5.3%	4.8%	5.0%	4.0%	5.4%
Build parks	.8%	.3%	.0%	1.1%	.1%	.5%
Improve education standards	2.3%	2.9%	1.3%	2.7%	1.8%	2.2%
Build hospitals	.1%	1.4%	1.5%	1.4%	.5%	.9%
Improve hospital services	.3%	.3%	1.8%	1.6%	1.4%	.9%
Build primary health clinic(s)	2.3%	3.5%	6.3%	2.3%	2.1%	3.0%
Improve clinic	1.7%	1.4%	.0%	.7%	.5%	1.0%
Create jobs	8.2%	11.6%	6.3%	11.3%	13.8%	10.5%
Improve youth opportunities	1.2%	.1%	.5%	.9%	.8%	.7%
Build a local shopping complex	1.3%	1.3%	.5%	1.1%	.5%	1.0%
Provide food parcels for the poor	.9%	1.8%	.8%	1.4%	1.2%	1.2%
Build old age homes	.2%	.3%	.0%	.2%	.0%	.2%
Introduce street lighting	4.4%	2.9%	4.3%	2.3%	2.7%	3.3%
Build colleges	.1%	.0%	.0%	.2%	.0%	.1%
Build preschools	.2%	.3%	.0%	.2%	.0%	.2%
Build toilets	2.9%	1.8%	1.3%	1.1%	1.7%	1.9%
Maintain graveyards	.0%	.3%	.0%	.0%	.0%	.1%
Total respondents (100%)	865	770	396	443	773	3247

Table 25c: Issues government is expected to focus on as a matter of priority in 2010 : Third priority

	Capricorn	Mopani	Sekhukhune	Waterberg	Vhembe	Limpopo 2009
Provide access to clean water	9.8%	8.6%	10.0%	9.9%	11.6%	10.0%
Electrify houses	5.6%	5.1%	7.6%	8.8%	7.2%	6.5%
Build roads	9.6%	13.0%	12.3%	8.6%	6.6%	9.8%
Repair roads	7.8%	7.5%	8.3%	6.7%	11.2%	8.4%
Build RDP houses	11.2%	12.6%	11.3%	8.8%	10.7%	11.1%
Build schools	2.9%	3.1%	1.7%	3.5%	2.8%	2.8%
Improve or repair schools	.5%	.5%	.7%	.5%	.9%	.6%
Improve hospital services	1.8%	.5%	.3%	1.3%	.8%	1.0%
Increase policing in the community	5.6%	1.8%	2.7%	2.9%	2.9%	3.4%
Introduce policing in the community	1.0%	2.3%	2.3%	2.1%	1.7%	1.8%
Build or introduce sports & recreational facilities	10.5%	5.4%	7.3%	7.8%	6.3%	7.5%
Build parks	2.2%	.5%	.3%	1.9%	.0%	1.0%
Improve education standards	2.9%	3.4%	3.0%	2.1%	4.4%	3.3%
Build hospitals	1.2%	1.4%	1.0%	1.1%	.6%	1.1%
Improve hospital services	1.4%	1.4%	2.0%	2.9%	1.2%	1.6%
Build primary health clinic(s)	3.4%	5.1%	10.6%	3.7%	3.8%	4.8%
Improve clinic	2.5%	2.9%	1.7%	1.3%	.3%	1.8%
Create jobs	8.6%	12.7%	7.6%	12.6%	15.0%	11.6%
Improve youth opportunities	1.2%	1.2%	.3%	1.6%	1.4%	1.2%
Build a local shopping complex	1.9%	1.7%	.3%	.8%	1.1%	1.3%
Provide food parcels for the poor	1.5%	2.9%	1.3%	1.1%	2.6%	2.0%
Build old age homes	.3%	.8%	.3%	.0%	.2%	.3%
Introduce street lighting	4.0%	3.7%	5.0%	4.5%	4.1%	4.1%
Build colleges	.1%	.2%	.0%	.5%	.2%	.2%
Build preschools	.3%	.3%	.0%	.3%	.2%	.2%
Build toilets	2.2%	1.8%	2.0%	4.3%	2.3%	2.4%
Maintain graveyards	.0%	.0%	.0%	.3%	.0%	.0%
Total respondents (100%)	731	653	301	374	653	2712

Conclusions and General Recommendations

(i) Conclusions

The researchers posit, in line with government policy, that the efficacy of the Batho Pele principles to guide (a) the redress of service-delivery inequities and inefficiencies, (b) constant transformation of service-delivery systems, and (c) the sustenance of ideal service standards, requires apt and consistent monitoring. Monitoring in this context is much less a policing mechanism, but a way of keeping one's ears to the ground.

A citizen satisfaction survey, one aspect of monitoring, is efficacious as an objective process of determining whether government efforts of delivering service to citizens has any impact whatsoever. This may leave an impression that a citizen satisfaction survey is equivalent to a service audit. But it is not. The researchers view a service audit as a related but different process. It (service audit) can even be executed without leaving the confines of the office or soliciting the views of citizens at all. On the other hand, a survey of the views and opinions of citizens, and the attitudes they have developed or accumulated over time regarding government service, cannot be known or comprehended unless citizens themselves divulge them. It is a strategy of tapping people's views and opinions. Obvious to say is that views and opinions are complex human processes. They may or may not always be based on service delivery reality. However, in most cases some aspect of service delivery shall have helped to shape them. It is this view that must guide the understanding of this report.

In the Limpopo Citizen Satisfaction Surveys (LCSS) an important and germane distinction was made between service quality and satisfaction. The two scales used to measure each of the variables yielded different results. Whilst citizens were happy with the various facets of government service they were receiving, the same did not apply regarding the quality of service. Theoretically, service quality is expected to influence service satisfaction positively, such that a positive perception of service by citizens would translate to higher satisfaction levels and negative perceptions would have an opposite effect. Yet that was not the case among citizens of Limpopo. Service quality was rated low, and service satisfaction was high. Specialized analysis

(SEM) showed that service quality was positively related to service satisfaction. The phenomenon is puzzling. The researchers interpret it as an expression of goodwill towards government.

Education is one of the few areas of government function that are seen in a positive light by citizens of Limpopo. It is another surprise finding, given that the province's last (2009) matriculation results are among the poorest in the country. A closer scrutiny of the items that were used to tap feelings towards education is rather informative. Citizens were less likely to comment about teaching content, and this was a departure from how they responded to the rest of the teaching aspects in the survey. The researchers argue that this is proof that citizens were doing their best to give what appeared to them as honest answers. There was no attempt on their part to deliberately give misleading answers. The contradictions observed between the rating of schooling by citizens and reality (official matric results) should be explained by something else rather than conscious distortion of answers on the part of citizens.

One of the plausible explanations could, once more, be the goodwill or gratitude of citizens. Education for the poor represents a gateway to a better life. Teachers are seen as people who sacrifice themselves for the betterment of others. Thus citizens show their gratitude by not being overcritical of them or the system as a whole. Furthermore, certain aspects of schooling require a certain type of sophistication in their evaluation. For instance, to be able to accurately assess the quality of teaching materials or content, one requires specialized knowledge. An evaluation of this aspect would depend, in the view of the researchers, on the feeling state of the citizens at the time that they participate in the survey. Given that there was no malice on the part of the citizens, most of them would rather not give an answer at all, or be positive. Notice, however, that the majority of citizens who had children in either primary or secondary schools, in Sekhukhune, tended to give negative evaluations of schooling in that area. Yet those who did not have children in the schools would rate schooling aspects positively or would be evenly divided in their evaluations.

Another interesting set of results are those of health. Citizens were of the view that staffing and physical facilities of hospitals were adequate. Yet they considered the quality of service offered as poor. This means then that something else is responsible

for the poor quality of service. The researchers can tentatively rule out issues of long queues and overcrowding, since citizens think staff and facilities are sufficient. The problem could be in the processes of health service delivery. The candidate for closer investigation is service quality. This means that service process must be subjected to closer scrutiny. What is the service model adopted and applied by staff in the various Limpopo health centres? Do they consider service encounters as once-off dealings, or service relationships? Are they aware of the service-relationship concept? Service quality needs a further evaluation in the health sector, and in the following recommendations this issue will be touched on.

ii) **General Recommendations**

Issues that have been covered in this survey are far ranging. Each one of them requires a recommendation specific to it. The researchers hope that government departments will isolate issues specific to them and intervene appropriately. Other issues apply to all departments at all times and may not be isolated for special mention here. For instance, the accessibility of service points and the speed of service are considered to be areas where government employees and planners should consistently strive to better conditions. However, certain issues seem to stand out and require special attention. The researchers limit themselves to those in this set of recommendations.

- **Focused intervention:** At this point it should be clear that the pattern of results, especially in instances where citizens gave negative valuations, is not going to change unless some kind of intervention is instituted. Departments need to take stock, and devise strategies of changing the perceptions of citizens. The approach is to consider perceptions as products of experience. The best way to start is to change the nature and dynamics of the service relationship between citizens and government employees. The Batho Pele effort has set the ground rules. Yet it appears that the momentum of implementation fluctuates. At this point citizens have rated aspects of service quality negatively.

Of course there are many reasons why the service relationship, or service quality in particular, is poor. Some of them can be found in the work environment itself, which environment can essentially be conceptualized as a culture. Organizational culture must be understood as a process in constant flux. Outcomes themselves change as organizational culture evolves. This issue requires intensive, focused investigation. External players have expressed themselves. It probably is necessary to shift attention to internal players. What is it that can be done to change the culture of service provision that has failed to impress citizens this time around? Service quality relies more on personal dynamics such as attitudes and affect. They must be factored in as important contributors to service delivery. For instance, there may be dynamics impacting on employees and making it difficult for them to render a type of service that will impress the citizens who are in contact with them. This is not to cast doubt on personal effort and commitment, but simply to state a fact of organizational life. Any description of service delivery that does not encompass the emotions or feeling states of internal players is incomplete.

Of course the process of investigation at the internal level is completely different. Once citizens have expressed themselves, attention should then focus on organizational processes such as management systems, business process and organizational culture. In other words, evaluation should shift, at least for a while, from seeking opinions, to the **diagnosis** of the problem.

A few government departments can be targeted for experimental purposes. These must be departments dealing directly with citizens on a regular basis. For instance, the Department of Health and Social Development can be used as an example. In that department, citizens have stated that issues such as hospital staffing and facilities are adequate. What was it then that lead them to be dissatisfied with hospital service? The survey investigated only a few aspects. Yet we know that service quality and the concomitant overall satisfaction depend on a multiplicity of service related dimensions, or business functions. Are there other business functions that may have influenced evaluation besides the ones the survey asked about? A diagnosis and an experimental intervention may be appropriate in that department.

To pinpoint finer details and institute an intervention entails the application of a change model, following steps from (i) diagnosis, (ii) setting targets for the required change, to the (iii) implementation phase. This is a more involved exercise, requiring time, resources, involvement and commitment by internal players, namely, government employees. External consultants, who will bring an element of objectivity and technical expertise to the process, should be knowledgeable about the intervention strategy and the commensurate technical detail of it.

- o **Scope of surveys:** Large scale, generalized surveys are useful in that they give a general impression about the views and opinions of citizens. However, these can be supplemented by somewhat brief surveys. These surveys can be conducted at more regular intervals and can largely be managed internally. The idea is to make them localized, inexpensive, and focused. The surveys should be conducted in the context of the change model referred to above. Once a “diagnostic” survey has been conducted, and a programme of change instituted, change can be monitored with shorter (size-wise) and more frequent surveys. The surveys should act as an interaction tool, keeping departments and units in touch with citizens. The interaction should be meaningful, in the sense that the views ought to actually influence policy. The input from both internal and external players should be systematically incorporated, as the recommended monitoring and change model implies. In any case, this aspect is in line with government policy regarding governance and stakeholder participation.

A point about shorter surveys is that their intervals are determined by the type of business a department is involved in. Some may require very brief periods, whereas others may find that a year-long or even a much longer interval is meaningful.

The researchers envisage a situation where global surveys are conducted with less frequency, localized surveys gain popularity, and local municipalities take on the responsibility of conducting localized, specialized surveys. Under the circumstance, there can only be a proliferation of surveys. The office of the

premier can work more closely with the Provincial Department of Local Government and Housing (DLG & H) on surveying. There should be minimal overlap of effort. The two can complement their efforts by cooperating closely. The Office of the premier should retain the responsibility of conducting a provincial survey which should gradually become a provincial index, and coordinate diagnostic surveys of provincial departments. The DLG and H should in the meantime focus on enhancing skills to conduct localized, specialized surveys. These are surveys directed to functions of district and/or local municipalities. It should be recognized that specialized expertise is required to conduct and continue to improve the quality of the surveys. Formalized, in-depth training should be organized for individuals from dedicated offices. The training should be intense and practical, and go beyond a standard workshop. It should not only expose, but acquaint trainees to all aspects of a citizen satisfaction survey. The idea is to familiarize them with the concept to the extent that if they do not conduct the surveys themselves, they should at least make appropriate decisions when organizing them. For instance, they should decide with more precision on issues of scope, expense, duration, quality, models, and so on. It is possible to do this with minimal training. However, it is even better when decision makers are inclined to fundamental theory.

- **Standardization of procedures and storage of surveys:** The surveys should be standardized in most respects, ensuring that they are comparable. There may be situations where some local municipality may find it necessary to measure something unique to its situation. This usually happens during assessment. However, standardization is important and desirable, and makes scientific sense. The underlying model to the surveys should be more or less the same. This will advance the development of knowledge about service satisfaction and its associated concepts. There is still more to be learnt about how South Africans, and citizens of Limpopo in particular, see issues of service and what drives their satisfaction. A library or storage facility of the surveys should be established to store instruments and results. At this point it is essential to track trends and standardize procedures.

- **District-level peculiarities:** The results from structural equation modeling (SEM) are interesting in that they demonstrate that whilst there are similarities in the manner that government can approach issues in the province, distinctiveness of each district exists. The “one-size-fits-all” approach to intervention may not be generally successful. For instance, provincially, the sacrifice that one makes to reach areas where service is offered does not seem to influence how citizens eventually evaluate service quality, which in turn influences service satisfaction. However, in Sekhukhune this did not hold true, as they (citizens) seemed to be positively influenced by their sacrifice in evaluating service quality. In Vhembe, sacrifice had a negative effect on service quality evaluations. Moreover, there is no uniformity in how complaints influence behavioural intentions across the district municipalities. What this means is that models of intervention development for the province should be sensitive to local trends.
- **Context and evaluations:** The researchers have consistently intimated that the results should be contextualized. An important point that needs to be made is that the current Limpopo provincial administration is less than twelve months in office, meaning that it is at the beginning phases of its administrative life-span. It is essentially at the point of initiation. Naturally, certain aspects of administration and governance are undergoing change. In turn, the impact of the changes is expected to eventually affect processes of service delivery. Time factor is important here. The duration needed for some organizational or administrative changes to have any effect can be relatively long. Processes unfold slowly. Thus, the present results should be considered a “start point” of service evaluation for the administration, rather than a terminal evaluation.

Furthermore, certain aspects of service delivery problems have a historical origin. Neglect of infrastructure in villages and townships formerly classified as “non-White” by the erstwhile Apartheid regime would certainly take a while before it is completely corrected. Yet this legacy will continue to haunt any evaluation of service delivery in the present. For instance, major roads have been built in many villages and townships, and these were costly projects. Yet a survey such as the LCSS requires respondents to comment about the

condition of virtually all roads in the locality. This means that the one major road built may not sway opinion about the condition of road infrastructure in the whole village or township, in spite of its considerable cost and probable social and economic impact.

Appendix A: Structural causal models of the LCSS 2009

Table 26: Goodness-of-fit measures for all best fitting models

Goodness-of-fit measure	Model					
	Level of analysis					
	a	b	c	d	e	f
Absolute fit measures						
Likelihood-Ratio Chi-Square (χ^2)	5.34	7.87	2.08	1.65	8.21	2.28
	(p > 0.05)	(p > 0.05)	(p > 0.05)	(p > 0.05)	(p > 0.05)	(p > 0.05)
Degrees of Freedom	4	4	4	2	4	4
Goodness-of-Fit Index (GFI)	0.999	0.997	0.999	0.999	0.994	0.999
Comparative Fit Index (CFI)	0.999	0.991	1.000	1.000	0.978	1.000
Root Mean Square Error of Approximation (RMSEA)	0.010	0.034	0.000	0.000	0.047	0.000
Incremental fit measures						
Adjusted Goodness-of-Fit Index (AGFI)	0.997	0.983	0.994	0.986	0.970	0.995
Normed Fit Index (NFI)	0.996	0.983	0.993	0.996	0.961	0.993
Non-Normed Fit Index (NNFI)	0.996	0.967	1.020	1.007	0.918	1.020

Note: a = Limpopo province, b = Capricorn, c = Mopani, d = Sekhukhune, e = Waterberg, f = Vhembe

Figure 25a: Provincial model: Structural causal model of the LCSS 2009

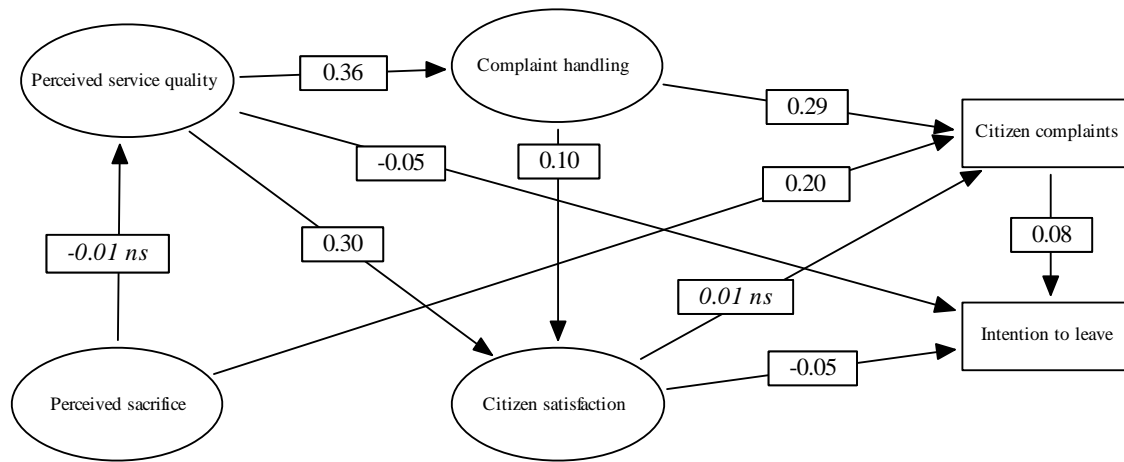


Figure 25b: Capricorn district model: Structural causal model of the LCSS 2009

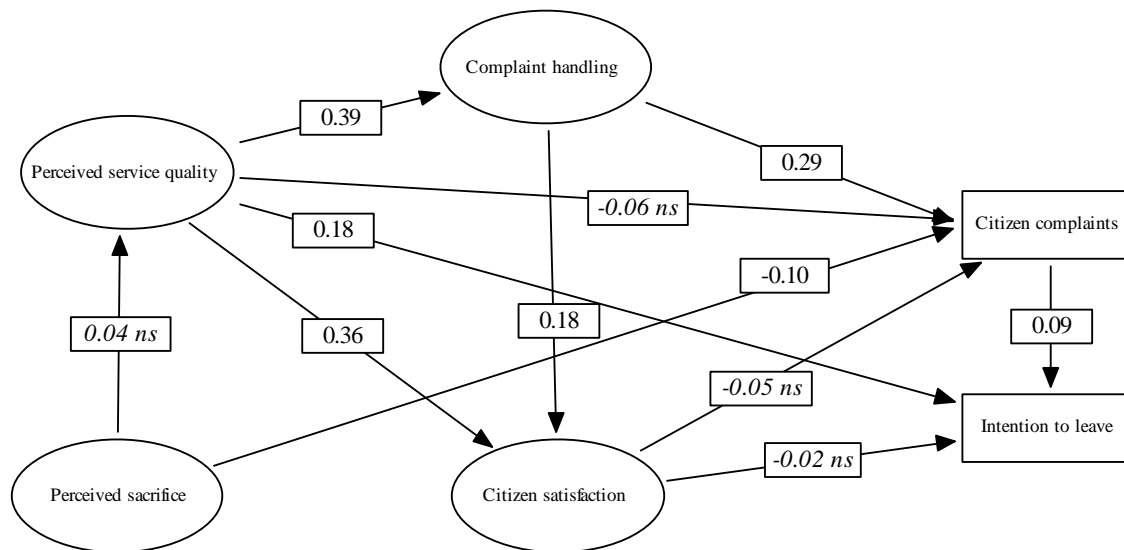


Figure 25c: Mopani district model: Structural causal model of the LCSS 2009

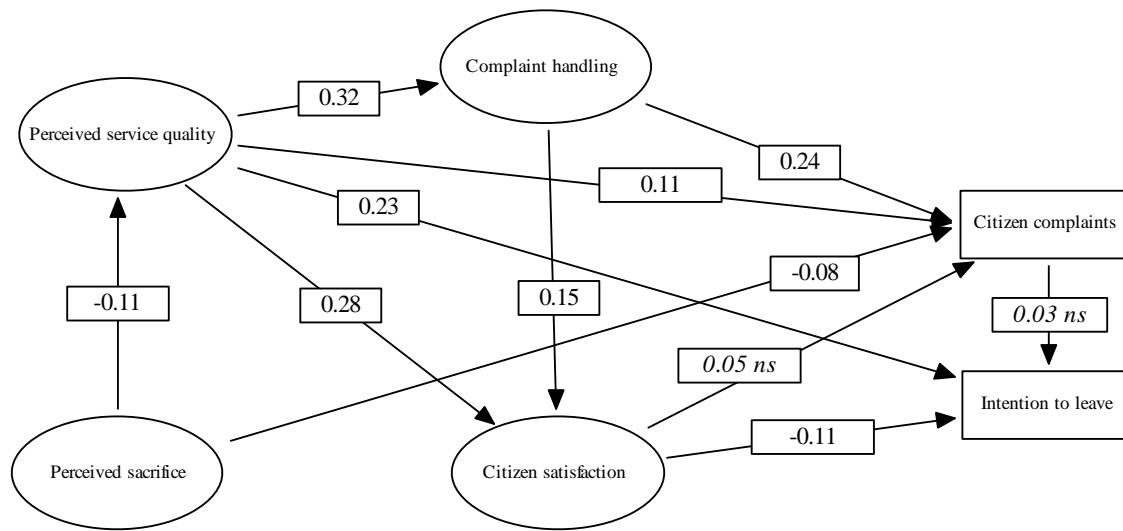


Figure 25d: Sekhukhune district model: Structural causal model of the LCSS 2009

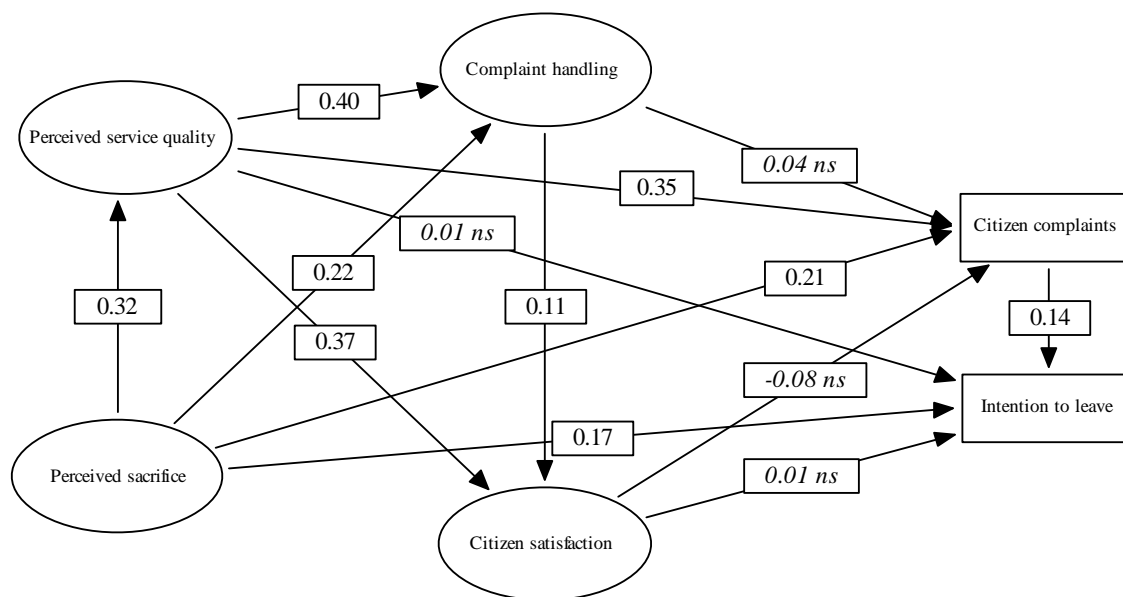


Figure 25e: Waterberg district model: Structural causal model of the LCSS 2009

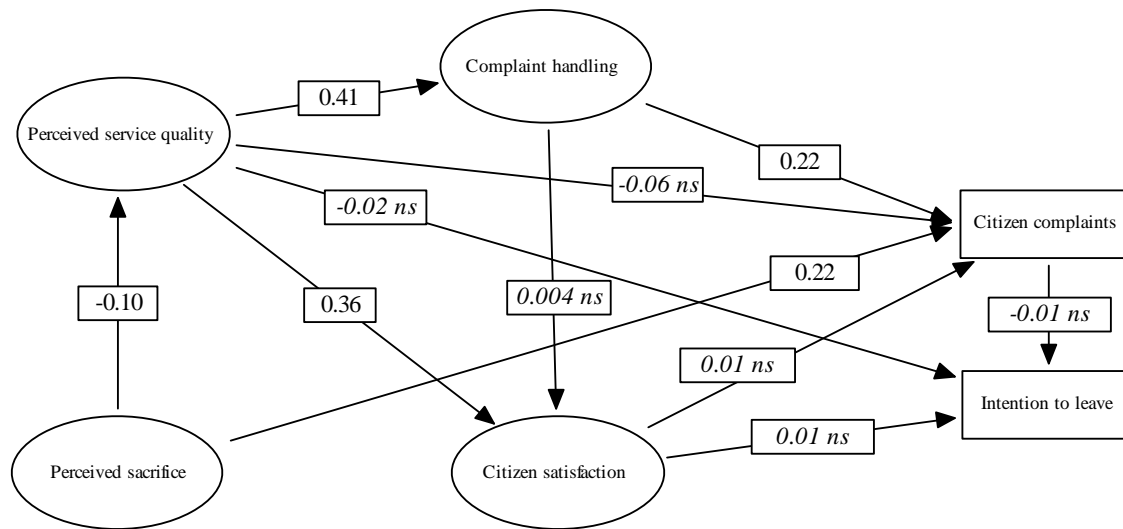
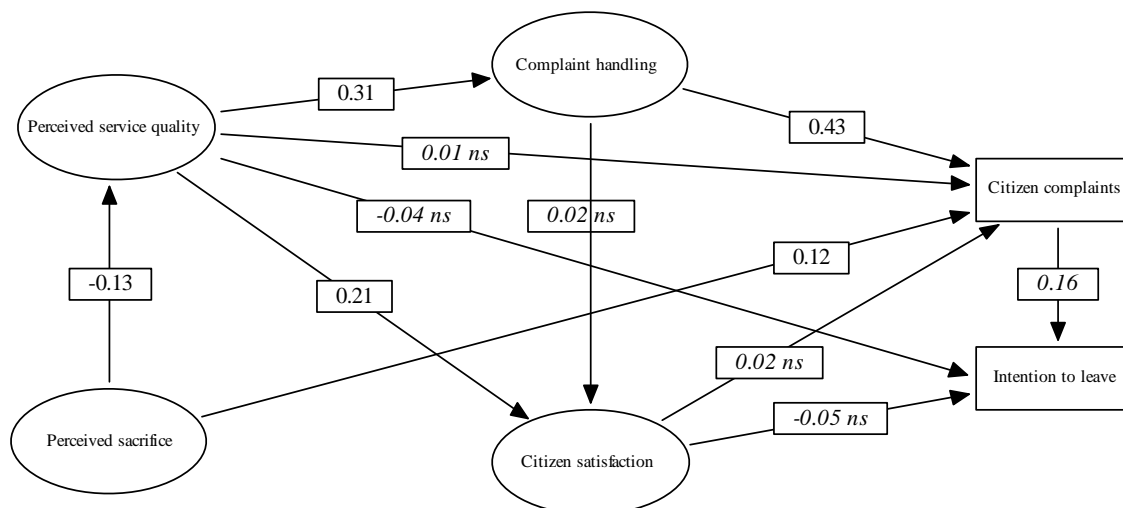


Figure 25f: Vhembe district model: Structural causal model of the LCSS 2009



Appendix B: Detailed LCSS 2009 Tables

Table 1a Overall, how would you rate [\[INTERVIEWER MENTIONS DOMICILE\]](#) as a place to live in? Would you say it is excellent, good, fair, poor, or that you do not know?

		poor	fair	good	excellent	DK	RA	provincial proportion *
Capricorn	Aganang	14.9%	36.9%	44.0%	3.5%	.7%	.0%	4.0% (141)
	Blouberg	27.3%	22.7%	45.5%	4.5%	.0%	.0%	3.1% (110)
	Lepelle-Nkumpi	32.4%	34.7%	30.6%	1.2%	1.2%	.0%	4.9% (173)
	Molemole	28.7%	23.1%	46.3%	1.9%	.0%	.0%	3.1% (108)
	Polokwane	31.7%	31.5%	34.1%	1.9%	.5%	.3%	10.6% (372)
	<i>District average:</i>	<i>28.4%</i>	<i>31.1%</i>	<i>37.6%</i>	<i>2.3%</i>	<i>.1%</i>	<i>.1%</i>	
Mopani	Ba-Phalaborwa	19.8%	21.8%	44.6%	12.9%	.0%	1.0%	2.9% (101)
	Greater-Giyani	24.4%	16.9%	51.7%	7.0%	.0%	.0%	4.9% (172)
	Greater Letaba	21.3%	20.7%	50.6%	7.5%	.0%	.0%	4.9% (174)
	Greater Tzaneen	23.3%	26.4%	44.0%	6.3%	.0%	.0%	9.0% (318)
	Maruleng	36.7%	20.0%	36.7%	5.0%	1.7%	.0%	1.7% (60)
	<i>District average:</i>	<i>23.7%</i>	<i>22.0%</i>	<i>46.6%</i>	<i>7.4%</i>	<i>.1%</i>	<i>.1%</i>	
Sekhukhune	Elias Motsoaledi	22.6%	43.4%	22.6%	11.3%	.0%	.0%	1.5% (53)
	Fetakgomo	48.0%	46.0%	4.0%	.0%	2.0%	.0%	1.4% (50)
	Greater Marble Hall	21.1%	31.6%	45.6%	1.8%	.0%	.0%	1.6% (57)
	Greater Tubatse	39.6%	24.8%	32.7%	3.0%	.0%	.0%	2.9% (101)
	Makhuduthamaga	32.5%	44.4%	20.6%	.8%	.8%	.8%	3.6% (126)
	<i>District average:</i>	<i>30.6%</i>	<i>36.3%</i>	<i>28.8%</i>	<i>3.2%</i>	<i>.2%</i>	<i>.2%</i>	
Waterberg	Bela-Bela	34.5%	25.9%	34.5%	3.4%	1.7%	.0%	1.6% (58)
	Lephalale	12.7%	27.3%	50.9%	5.5%	3.6%	.0%	1.6% (55)
	Modimolle	14.3%	33.8%	46.8%	5.2%	.0%	.0%	2.2% (77)
	Mogalakwena	31.4%	27.9%	35.4%	5.2%	.0%	.0%	6.5% (229)
	Mookgopong	29.6%	22.2%	40.7%	7.4%	.0%	.0%	1.5% (54)
	Thabazimbi	43.0%	23.0%	31.0%	3.0%	.0%	.0%	2.8% (100)
	<i>District average:</i>	<i>31.3%</i>	<i>26.5%</i>	<i>36.8%</i>	<i>5.1%</i>	<i>.0%</i>	<i>.0%</i>	
Vhembe	Makhado	22.6%	21.6%	43.9%	11.9%	.0%	.0%	9.3% (328)
	Musina	16.0%	36.0%	46.0%	2.0%	.0%	.0%	1.4% (50)
	Mutale	21.2%	26.9%	34.6%	17.3%	.0%	.0%	1.5% (52)
	Thulamela	23.6%	22.9%	40.6%	12.6%	.2%	.2%	11.5% (406)
<i>District average</i>		<i>22.5%</i>	<i>23.5%</i>	<i>42.0%</i>	<i>11.9%</i>	<i>.0%</i>	<i>.1%</i>	
Provincial Total		26.6% (938)	27.2% (958)	39.5% (1393)	6.3% (221)	.3% (11)	.1% (4)	100.0% (3525)

Table 1b: Overall, how would you rate [\[INTERVIEWER MENTIONS REGION'S NAME\]](#) as a place to live in? Would you say it is excellent, good, fair, poor, or that you do not know?

		poor	fair	good	excellent	DK	RA	provincial proportion *
Capricorn	Aganang	12.1%	36.9%	46.1%	4.3%	0.7%	0.0%	4.0% (141)
	Blouberg	23.4%	27.9%	39.6%	7.2%	0.9%	0.9%	3.2% (111)
	Lepelle-Nkumpi	23.7%	35.8%	32.9%	5.2%	1.7%	0.6%	4.9% (173)
	Molemole	15.7%	30.6%	48.1%	4.6%	0.0%	0.9%	3.1% (108)
	Polokwane	28.8%	33.2%	35.0%	2.4%	0.5%	0.0%	10.5% (371)
	<i>District average:</i>	<i>23.3%</i>	<i>33.5%</i>	<i>38.0%</i>	<i>4.1%</i>	<i>0.8%</i>	<i>0.3%</i>	
Mopani	Ba-Phalaborwa	16.8%	27.7%	44.6%	9.9%	0.0%	1.0%	2.9% (101)
	Greater Giyani	18.6%	18.0%	58.1%	4.7%	0.6%	0.0%	4.9% (172)
	Greater Letaba	17.8%	17.8%	58.6%	4.6%	1.1%	0.0%	4.9% (174)
	Greater Tzaneen	19.1%	26.3%	49.5%	4.7%	0.3%	0.0%	9.1% (319)
	Maruleng	31.7%	31.7%	31.7%	3.3%	1.7%	0.0%	1.7% (60)
	<i>District average:</i>	<i>19.4%</i>	<i>23.2%</i>	<i>51.4%</i>	<i>5.2%</i>	<i>0.6%</i>	<i>0.1%</i>	
Sekukhune	Elias Motsoaledi	30.2%	37.7%	26.4%	5.7%	0.0%	0.0%	1.5% (53)
	Fetakgomo	42.2%	46.7%	6.7%	0.0%	4.4%	0.0%	1.3% (45)
	Greater Marble							
	Hall	15.8%	38.6%	42.1%	1.8%	1.8%	0.0%	1.6% (57)
	Greater Tubatse	36.0%	35.0%	26.0%	3.0%	0.0%	0.0%	2.8% (100)
	Makhuduthamaga	39.2%	36.0%	20.0%	2.4%	0.8%	1.6%	3.6% (125)
	<i>District average:</i>	<i>30.3%</i>	<i>36.6%</i>	<i>28.3%</i>	<i>2.8%</i>	<i>1.6%</i>	<i>0.5%</i>	
Waterberg	Bela-Bela	25.9%	31.0%	29.3%	8.6%	3.4%	1.7%	1.6% (58)
	Lephalale	7.1%	28.6%	55.4%	3.6%	5.4%	0.0%	1.6% (56)
	Modimolle	20.8%	27.3%	48.1%	2.6%	1.3%	0.0%	2.2% (77)
	Mogalakwena	28.8%	28.4%	36.2%	6.1%	0.4%	0.0%	6.5% (229)
	Mookgopong	24.1%	20.4%	42.6%	13.0%	0.0%	0.0%	1.5% (54)
	Thabazimbi	43.0%	19.0%	35.0%	2.0%	1.0%	0.0%	2.8% (100)
	<i>District average:</i>	<i>29.3%</i>	<i>25.3%</i>	<i>38.2%</i>	<i>5.9%</i>	<i>1.0%</i>	<i>0.2%</i>	
Vhembe	Makhado	22.9%	19.9%	46.8%	10.4%	0.0%	0.0%	9.3% (327)
	Musina	14.0%	28.0%	56.0%	2.0%	0.0%	0.0%	1.4% (50)
	Mutale	19.2%	30.8%	42.3%	7.7%	0.0%	0.0%	1.5% (52)
	Thulamela	23.9%	23.2%	43.1%	9.4%	0.5%	0.0%	11.5% (406)
	<i>District average:</i>	<i>22.5%</i>	<i>22.7%</i>	<i>45.4%</i>	<i>9.2%</i>	<i>0.2%</i>	<i>0.0%</i>	
Provincial average:		24.0% (843)	27.7% (976)	41.7% (1468)	5.7% (199)	.7% (26)	.2% (7)	100.0% (3519)

Table 2a: The employees make an effort to understand the needs of a citizen during a service encounter

	Capricorn	Mopani	Sekhukhune	Waterberg	Vhembe	Limpopo 2009
Strongly disagree	13.6%	19.5%	12.5%	13.7%	24.0%	17.3%
↕	9.1%	13.3%	22.4%	9.9%	9.4%	11.9%
	11.0%	11.7%	26.3%	14.3%	11.8%	13.7%
↕	13.2%	12.3%	14.1%	9.1%	12.7%	12.4%
Neutral	17.7%	16.0%	9.5%	16.5%	13.7%	15.2%
↕	12.7%	7.4%	5.2%	7.3%	8.0%	8.6%
	10.2%	7.2%	5.9%	12.3%	8.1%	8.8%
↕	7.0%	5.5%	3.4%	9.7%	5.7%	6.3%
Strongly agree	5.5%	7.1%	.7%	7.1%	6.7%	5.8%

Table 2b: The employees are reliable in providing the service they are supposed to render to citizens

	Capricorn	Mopani	Sekhukhune	Waterberg	Vhembe	Limpopo 2009
Strongly disagree	14.6%	20.4%	10.5%	15.7%	23.1%	17.6%
↕	8.7%	12.4%	19.1%	10.5%	12.0%	11.9%
	15.2%	13.9%	29.8%	11.7%	12.3%	15.5%
↕	12.2%	13.8%	17.5%	8.5%	11.1%	12.4%
Neutral	18.0%	13.5%	8.2%	18.5%	14.0%	14.9%
↕	11.0%	7.7%	6.1%	10.1%	8.8%	9.0%
	8.3%	7.6%	4.8%	10.9%	7.0%	7.7%
↕	5.9%	3.7%	2.5%	7.9%	5.8%	5.2%
Strongly agree	6.2%	7.1%	1.6%	6.2%	5.9%	5.7%

Table 2c: The employees are straightforward and honest in their dealings with citizens

	Capricorn	Mopani	Sekhukhune	Waterberg	Vhembe	Limpopo 2009
Strongly disagree	16.0%	22.2%	12.5%	16.3%	28.0%	19.9%
↕	9.9%	12.4%	22.0%	8.7%	11.0%	12.1%
	12.0%	14.0%	25.2%	11.9%	11.7%	14.0%
↕	12.1%	13.3%	15.9%	10.9%	9.6%	12.1%
Neutral	19.9%	11.7%	9.3%	19.2%	14.0%	15.2%
↕	10.0%	7.8%	4.8%	8.7%	6.4%	7.8%
	8.4%	6.0%	7.3%	10.3%	7.6%	7.8%
↕	5.4%	4.8%	1.4%	7.1%	5.2%	5.0%
Strongly agree	6.3%	7.8%	1.6%	6.7%	6.6%	6.2%

Table 2d: The employees are skilled and knowledgeable in what they are supposed to do

	Capricorn	Mopani	Sekhukhune	Waterberg	Vhembe	Limpopo 2009
Strongly disagree	12.4%	15.1%	16.6%	12.3%	20.5%	15.5%
↕	7.9%	7.3%	18.2%	6.2%	8.9%	9.0%
	8.6%	11.5%	21.1%	7.9%	10.7%	11.2%
↕	11.5%	11.2%	14.3%	8.3%	10.6%	11.1%
Neutral	22.2%	12.9%	10.6%	19.1%	15.8%	16.7%
↕	13.4%	9.4%	6.4%	10.9%	8.3%	10.0%
	10.7%	5.9%	5.7%	13.3%	7.0%	8.4%
↕	7.4%	8.7%	2.7%	9.1%	8.0%	7.5%
Strongly agree	8.3%	13.7%	1.8%	9.5%	11.1%	9.6%

Table 2e: Based on your experiences over the past twelve (12) months, how would you rate the overall quality of services provided by the Limpopo government to the citizens? On a scale from 1, which means poor quality, to 9, meaning superior quality, where would you rate the overall quality of services provided by the Limpopo provincial government?

	Capricorn	Mopani	Sekhukhune	Waterberg	Vhembe	Limpopo 2009
Poor quality	13.6%	16.1%	13.1%	15.4%	22.7%	16.5%
	10.2%	12.0%	19.9%	11.2%	8.4%	11.6%
	15.2%	12.4%	22.9%	14.8%	12.4%	14.8%
Neutral	14.2%	13.7%	15.6%	14.4%	12.3%	13.8%
	18.2%	17.6%	11.5%	17.2%	19.2%	17.3%
	10.3%	9.5%	7.5%	10.0%	8.3%	9.2%
	9.5%	7.9%	3.4%	8.0%	7.9%	7.8%
Superior quality	4.0%	5.1%	4.5%	5.4%	4.2%	4.6%
	4.8%	5.6%	1.6%	3.4%	4.6%	4.3%

Table 3a: The effort you think you had to make to reach the last government department you visited

	Capricorn	Mopani	Sekhukhune	Waterberg	Vhembe	Limpopo 2009
Little effort	10.4%	12.0%	10.2%	11.5%	14.1%	11.8%
	9.7%	8.5%	18.3%	11.3%	8.5%	10.5%
	12.3%	12.3%	22.8%	8.5%	14.1%	13.5%
Neutral	8.4%	10.1%	14.9%	6.0%	10.2%	9.7%
	8.5%	8.7%	11.7%	8.7%	12.5%	9.9%
	9.5%	8.8%	6.3%	8.9%	8.9%	8.7%
	11.7%	12.5%	6.3%	9.9%	8.5%	10.2%
Too much effort	9.7%	9.6%	4.3%	9.1%	7.0%	8.3%
	19.8%	17.5%	5.2%	26.0%	16.1%	17.4%

Table 3b: The time you perceived to have spent waiting to be served at the last government department you visited

	Capricorn	Mopani	Sekhukhune	Waterberg	Vhembe	Limpopo 2009
Little time	7.4%	8.8%	11.1%	5.8%	13.1%	9.3%
↕	6.0%	7.3%	12.7%	9.1%	5.9%	7.6%
	8.6%	10.8%	17.5%	8.9%	11.2%	10.9%
↕	8.1%	7.3%	12.2%	7.7%	7.8%	8.3%
Neutral	12.1%	10.7%	10.0%	12.1%	9.7%	11.0%
↕	8.4%	9.9%	8.4%	5.6%	5.8%	7.7%
	15.5%	10.2%	7.5%	11.5%	9.3%	11.2%
↕	13.4%	14.1%	7.9%	15.9%	11.0%	12.7%
Too much time	20.5%	20.8%	12.7%	23.4%	26.2%	21.4%

Table 3c: The time you perceived to have spent being served at the last government department you visited

	Capricorn	Mopani	Sekhukhune	Waterberg	Vhembe	Limpopo 2009
Little time	8.6%	9.7%	12.4%	9.5%	15.8%	11.2%
↕	8.7%	11.2%	12.4%	11.1%	8.8%	10.1%
	9.8%	10.5%	17.5%	11.7%	11.7%	11.6%
↕	8.5%	10.2%	12.0%	7.7%	7.7%	9.0%
Neutral	14.3%	13.0%	12.9%	16.1%	10.8%	13.3%
↕	8.7%	8.8%	6.4%	5.0%	6.9%	7.5%
	15.6%	10.2%	7.4%	10.5%	9.1%	11.1%
↕	9.4%	8.3%	9.0%	11.3%	7.8%	9.0%
Too much time	16.4%	18.0%	10.1%	17.1%	21.4%	17.3%

Table 4a: Protesting the treatment on the spot

	Capricorn	Mopani	Sekhukhune	Waterberg	Vhembe	Limpopo 2009
Less likely	25.0%	29.2%	18.5%	23.6%	30.8%	26.3%
↕	15.5%	14.6%	23.2%	14.9%	12.2%	15.4%
	5.3%	8.7%	19.1%	5.3%	8.1%	8.5%
↕	6.0%	8.4%	18.2%	3.8%	7.2%	8.1%
Neutral	9.2%	6.6%	8.7%	9.9%	9.3%	8.7%
↕	10.0%	6.0%	4.1%	7.5%	4.7%	6.7%
	7.6%	5.3%	2.7%	7.7%	4.3%	5.7%
↕	6.7%	6.2%	2.1%	10.3%	7.4%	6.7%
More likely	14.6%	15.1%	3.4%	17.0%	15.9%	14.0%

Table 4b: Lodging a complaint with the concerned employee's superiors

	Capricorn	Mopani	Sekhukhune	Waterberg	Vhembe	Limpopo 2009
Less likely	14.2%	20.8%	18.9%	15.5%	27.8%	19.7%
↕	10.7%	11.1%	16.1%	9.2%	6.9%	10.3%
	6.9%	8.5%	22.1%	7.0%	8.1%	9.5%
↕	6.7%	6.6%	18.2%	3.6%	5.5%	7.4%
Neutral	11.9%	10.3%	12.6%	11.2%	8.9%	10.8%
↕	10.5%	7.4%	3.2%	8.8%	6.3%	7.6%
	10.3%	6.9%	3.9%	8.0%	6.3%	7.4%
↕	9.3%	8.5%	1.8%	10.0%	10.1%	8.5%
More likely	19.5%	19.8%	3.2%	26.9%	20.1%	18.7%

Table 4c: How confident are you that senior officials at the last government department you visited would act appropriately on your complaint if you were to lodge it?

	Capricorn	Mopani	Sekhukhune	Waterberg	Vhembe	Limpopo 2009
Not at all confident	16.2%	20.1%	11.9%	17.5%	24.1%	18.6%
↕	9.5%	12.2%	17.6%	8.7%	7.5%	10.5%
↕	10.9%	12.2%	18.5%	9.1%	9.4%	11.5%
↕	11.6%	9.3%	15.3%	7.7%	9.7%	10.5%
Neutral	18.2%	11.2%	10.7%	21.0%	10.0%	14.1%
↕	10.7%	7.1%	5.9%	12.5%	9.0%	9.1%
↕	9.7%	9.2%	2.7%	9.3%	6.4%	7.9%
↕	6.7%	6.6%	7.8%	5.8%	7.2%	6.8%
Completely confident	6.5%	12.1%	9.6%	8.3%	16.6%	10.9%

Table 5: If I could, I would relocate somewhere else

	Capricorn	Mopani	Sekhukhune	Waterberg	Vhembe	Limpopo 2009
Strongly disagree	44.2%	51.2%	23.7%	44.6%	57.9%	46.6%
↕	14.3%	11.2%	23.5%	18.7%	6.4%	13.5%
↕	10.4%	9.2%	14.2%	10.2%	6.6%	9.7%
↕	3.2%	3.6%	10.0%	2.8%	3.0%	4.1%
Neutral	6.9%	5.2%	7.3%	4.4%	5.1%	5.8%
↕	1.8%	2.8%	3.9%	3.0%	2.1%	2.5%
↕	4.2%	3.4%	3.7%	5.2%	4.3%	4.1%
↕	6.6%	5.8%	5.3%	5.4%	4.1%	5.5%
Strongly agree	8.3%	7.5%	8.4%	5.8%	10.5%	8.3%

Table 6: In terms of satisfying your needs and those of your household, would you say you expected, since last year (2008), a great deal, a fair amount, only a little, or nothing at all from the Limpopo provincial government?

	Capricorn	Mopani	Sekhukhune	Waterberg	Vhembe	Limpopo 2009
Nothing at all	19.4%	20.9%	28.1%	17.2%	17.3%	20.0%
Only a little	24.2%	21.9%	39.8%	20.0%	19.9%	24.0%
A fair amount	13.5%	18.6%	13.7%	19.4%	16.0%	16.2%
A great deal	21.5%	15.6%	8.0%	30.1%	30.0%	21.7%
Don't know	9.0%	11.1%	7.6%	5.9%	9.7%	9.0%
Refuses to answer	12.5%	11.9%	2.7%	7.3%	7.1%	9.1%

Table 7a: I am satisfied with the way I was treated

	Capricorn	Mopani	Sekhukhune	Waterberg	Vhembe	Limpopo 2009
Very satisfied	28.8%	31.9%	25.8%	23.3%	27.3%	28.0%
Somewhat satisfied	22.8%	22.3%	29.4%	23.3%	22.8%	23.6%
Somewhat dissatisfied	32.0%	30.3%	27.8%	30.0%	27.7%	29.8%
Very dissatisfied	16.5%	15.4%	17.0%	23.3%	22.3%	18.7%

Table 7b: I am satisfied with the whole service experience

	Capricorn	Mopani	Sekhukhune	Waterberg	Vhembe	Limpopo 2009
Very satisfied	28.3%	31.8%	22.4%	27.6%	29.4%	28.5%
Somewhat satisfied	30.1%	23.4%	37.9%	22.8%	22.7%	26.7%
Somewhat dissatisfied	27.6%	31.7%	29.9%	29.2%	27.1%	28.9%
Very dissatisfied	14.0%	13.1%	9.8%	20.5%	20.7%	15.8%

Table 7c: I am satisfied with the full attention I was given

	Capricorn	Mopani	Sekhukhune	Waterberg	Vhembe	Limpopo 2009
Very satisfied	25.6%	31.0%	25.4%	24.4%	28.6%	27.4%
Somewhat satisfied	30.1%	25.7%	36.9%	28.2%	22.4%	27.8%
Somewhat dissatisfied	28.2%	28.5%	25.2%	26.3%	24.4%	26.7%
Very dissatisfied	16.1%	14.8%	12.5%	21.1%	24.7%	18.1%

Table 7d: I am satisfied with the way I was treated

	Capricorn	Mopani	Sekhukhune	Waterberg	Vhembe	Limpopo 2009
Very satisfied	28.2%	33.0%	22.9%	25.4%	28.6%	28.3%
Somewhat satisfied	27.9%	23.4%	38.2%	25.8%	21.7%	26.4%
Somewhat dissatisfied	28.3%	29.9%	26.6%	27.9%	26.9%	28.1%
Very dissatisfied	15.6%	13.6%	12.3%	20.8%	22.8%	17.2%

Table 7e: Service satisfaction groupings

	Capricorn	Mopani	Sekhukhune	Waterberg	Vhembe	Limpopo 2009	DLG&H 2009
1	18.7%	23.6%	15.4%	17.1%	19.8%	19.4%	20.2%
2	26.1%	24.8%	36.2%	23.3%	24.4%	26.3%	19.5%
3	36.1%	33.9%	32.9%	33.8%	30.4%	33.5%	35.6%
4	19.0%	17.8%	15.4%	25.8%	25.4%	20.8%	24.7%

Table 7f Service satisfaction groupings across the local and district municipalities of Limpopo

		1--4	5--8	<i>Not satisfied</i>	9--12	13--16	<i>Satisfied</i>	
Capricorn	Aganang	15.5%	17.8%	(33.3%)	50.4%	16.3%	(66.7%)	129
	Blouberg	19.4%	32.4%	(51.8%)	25.9%	22.2%	(48.1%)	108
	Lepelle-Nkumpi	24.9%	26.0%	(50.9%)	32.5%	16.6%	(49.1%)	169
	Molemole	17.0%	31.0%	(48.0%)	34.0%	18.0%	(52.0%)	100
	Polokwane	17.1%	26.2%	(43.3%)	36.5%	20.2%	(56.7%)	351
Mopani	District level	19.1%	26.1%	(45.2%)	36.1%	19.0%	(55.1%)	879
	Greater Giyani	32.9%	18.0%	(50.9%)	32.3%	16.8%	(49.1%)	167
	Greater Letaba	28.2%	20.5%	(48.7%)	31.4%	19.9%	(51.3%)	156
	Greater Tzaneen	19.8%	26.9%	(46.7%)	36.4%	17.0%	(53.4%)	283
	Maruleng	10.2%	54.2%	(64.4%)	27.1%	8.5%	(35.6%)	59
Sekhukhune	District level	24.3%	24.7%	(49.0%)	33.7%	17.7%	(51.4%)	879
	Elias Motswaledi	11.3%	32.1%	(43.4%)	45.3%	11.3%	(56.6%)	53
	Feta-Kgomo	25.5%	51.1%	(76.6%)	19.1%	4.3%	(23.4%)	47
	Greater Marble Hall	14.0%	28.1%	(42.1%)	28.1%	29.8%	(57.9%)	57
	Greater Tubatse	13.5%	37.5%	(51.0%)	36.5%	12.5%	(49.0%)	96
Waterberg	Makhuduthamaga	14.2%	38.3%	(52.5%)	34.2%	13.3%	(47.5%)	120
	District level	15.4%	36.2%	(51.6%)	32.9%	15.4%	(48.3%)	879
	Bela-Bela	22.4%	31.0%	(53.4%)	29.3%	17.2%	(46.5%)	58
	Lephalale	17.9%	30.4%	(48.3%)	28.6%	23.2%	(51.8%)	56
	Modimolle	12.2%	21.6%	(33.8%)	37.8%	28.4%	(66.2%)	74
Vhembe	Mogalakwena	19.5%	20.5%	(40.0%)	34.4%	25.6%	(60.0%)	215
	Mookgophong	9.8%	25.5%	(35.3%)	27.5%	37.3%	(64.8%)	51
	Thabazimbi	19.8%	25.0%	(44.8%)	34.4%	20.8%	(55.2%)	96
	District level	17.5%	23.3%	(40.8%)	33.7%	25.8%	(59.5%)	481
	Makhado	23.0%	24.8%	(47.8%)	26.7%	25.5%	(52.2%)	318
Vhembe	Musina	26.5%	28.6%	(55.1%)	24.5%	20.4%	(44.9%)	49
	Mutale	28.0%	20.0%	(48.0%)	36.0%	16.0%	(52.0%)	50
	Thulamela	15.7%	22.8%	(38.5%)	33.6%	27.8%	(61.4%)	381
	District level	20.0%	24.3%	(44.3%)	30.4%	25.3%	(55.7%)	793
	Provincial Average	19.8%	26.2%	(46.0%)	33.4%	20.7%	(54.1%)	3343

Note: Total number of respondents across the district municipalities is not equal to actual sample size because of missing values.

* All rows with values coloured blue are the local municipalities where the majority of respondents gave a negative service rating.

Table 8a: Have you had some contact with government employees known as community development workers?

	Capricorn	Mopani	Sekhukhune	Waterberg	Vhembe	Limpopo 2009	Limpopo 2008
No	48.7%	52.2%	61.3%	47.9%	56.4%	52.8%	58.3%
Yes	51.3%	47.8%	38.7%	52.1%	43.6%	47.2%	34.0%

Table 8b: On a scale from 1 to 9, with 1 meaning "poor service" and 9 meaning "excellent service", how would you rate the service you received from the Community Development Worker (CDW) in your area?

	Capricorn	Mopani	Sekhukhune	Waterberg	Vhembe	Limpopo 2009	Limpopo 2008
Poor service	17.6%	24.5%	20.6%	17.5%	31.2%	22.6%	18.5%
↕	8.8%	10.2%	17.4%	10.6%	8.7%	10.3%	9.2%
↕	13.4%	10.2%	18.1%	11.3%	7.8%	11.6%	10.0%
↕	9.1%	11.6%	11.7%	9.5%	8.9%	10.0%	13.1%
Neutral	21.7%	14.3%	9.3%	22.4%	10.9%	16.3%	21.5%
↕	7.8%	6.7%	7.5%	6.4%	7.0%	7.1%	8.5%
↕	9.5%	8.1%	8.2%	10.6%	9.4%	9.2%	9.2%
↕	6.4%	6.9%	5.0%	5.9%	6.7%	6.4%	3.8%
Excellent service	5.5%	7.4%	2.1%	5.7%	9.4%	6.5%	6.2%

Table 9a: How would you rate the Limpopo provincial government's efforts to disseminate information about its social functions, services and programs?

	Capricorn	Mopani	Sekhukhune	Waterberg	Vhembe	Limpopo 2009	Limpopo 2008
poor	25.8%	27.8%	34.4%	26.2%	33.3%	29.2%	25.1%
fair	37.2%	29.6%	41.0%	29.0%	29.3%	32.9%	27.8%
good	25.0%	23.0%	10.5%	31.3%	20.2%	22.5%	18.0%
excellent	6.9%	5.4%	.9%	9.1%	4.1%	5.5%	4.6%
don't know	4.8%	13.4%	11.4%	4.2%	12.4%	9.3%	17.0%
refuses to answer	.2%	.7%	1.8%	.2%	.7%	.7%	7.4%

Table 9bi: Limpopo Province premier's imbizo—AWARENESS

	Capricorn	Mopani	Sekhukhune	Waterberg	Vhembe	Limpopo 2009	Limpopo 2008
Yes	26.8%	29.5%	32.7%	24.5%	30.6%	28.7%	37.5%
No	73.2%	70.5%	67.3%	75.5%	69.4%	71.3%	62.5%

Table 9bii: Limpopo province premier's imbizo—QUALITY

	Capricorn	Mopani	Sekhukhune	Waterberg	Vhembe	Limpopo 2009	Limpopo 2008
Good or Excellent	14.1%	15.8%	22.8%	13.9%	12.3%	14.7%	23.8%
Fair or Poor	15.5%	13.5%	34.0%	14.4%	14.7%	16.2%	31.3%
DK/RA	70.5%	70.7%	43.2%	71.7%	72.9%	69.1%	44.9%

Table 9ci: Limpopo province website (<http://www.premier.limpopo.gov.za>)—AWARENESS

	Capricorn	Mopani	Sekhukhune	Waterberg	Vhembe	Limpopo 2009	Limpopo 2008
Yes	8.0%	6.8%	16.6%	4.2%	8.3%	8.3%	14.5%
No	92.0%	93.2%	83.4%	95.8%	91.7%	91.6%	85.5%

Table 9cii: Limpopo province website (<http://www.premier.limpopo.gov.za>)—QUALITY

	Capricorn	Mopani	Sekhukhune	Waterberg	Vhembe	Limpopo 2009	Limpopo 2009
Poor	4.5%	2.6%	10.4%	4.4%	2.2%	3.8%	4.2%
Fair	3.1%	2.4%	9.9%	1.5%	3.0%	3.2%	7.4%
Good	2.9%	2.6%	13.2%	2.4%	1.9%	3.2%	8.5%
Excellent	2.1%	1.3%	3.3%	1.0%	1.4%	1.6%	5.9%
Don't know	85.9%	90.7%	63.2%	90.8%	91.4%	87.5%	72.9%
Refuses to answer	1.6%	.4%	.0%	.0%	.1%	.6%	1.1%

Table 9di: Limpopo province newsletter (Limpopo news)—AWARENESS

	Capricorn	Mopani	Sekhukhune	Waterberg	Vhembe	Limpopo 2009	Limpopo 2008
Yes	18.2%	21.5%	27.4%	15.5%	19.8%	20.1%	71.7%
No	81.8%	78.5%	72.6%	84.5%	80.2%	79.9%	28.3%

Table 9dii: Limpopo province newsletter (Limpopo news)—QUALITY

	Capricorn	Mopani	Sekhukhune	Waterberg	Vhembe	Limpopo 2009	Limpopo 2008
Poor	10.8%	5.2%	11.0%	8.3%	3.5%	7.2%	8.1%
Fair	4.0%	5.0%	13.0%	2.8%	5.7%	5.3%	12.4%
Good	5.9%	9.1%	20.1%	7.1%	7.2%	8.3%	14.7%
Excellent	2.2%	4.3%	4.7%	2.4%	3.6%	3.3%	9.2%
Don't know	75.7%	75.1%	51.2%	79.4%	79.9%	75.1%	54.0%
Refuses to answer	1.6%	1.3%	.0%	.0%	.1%	.8%	1.5%

Table 9ei: Limpopo province Batho Pele day—AWARENESS

	Capricorn	Mopani	Sekhukhune	Waterberg	Vhembe	Limpopo 2009	Limpopo 2008
Yes	30.1%	29.4%	28.1%	29.0%	31.6%	29.9%	40.1%
No	69.9%	70.6%	71.9%	71.0%	68.4%	70.1%	59.9%

Table 9eii: Limpopo province Batho Pele day—QUALITY

	Capricorn	Mopani	Sekhukhune	Waterberg	Vhembe	Limpopo 2009	Limpopo 2009
Poor	1.9%	.8%	.0%	.2%	.6%	.9%	11.1%
Fair	66.4%	69.5%	48.4%	70.5%	71.4%	67.6%	14.8%
Good	10.7%	7.5%	17.7%	11.8%	8.9%	10.2%	18.2%
Excellent	8.6%	7.0%	15.3%	5.4%	4.8%	7.3%	12.1%
Don't know	8.8%	9.8%	14.1%	7.8%	7.4%	9.0%	42.8%
Refuses to answer	3.7%	5.3%	4.4%	4.2%	6.8%	5.0%	.9%

Table 10a (i): Do you have one or more child attending school at a primary school within the province of Limpopo?

	Capricorn	Mopani	Sekhukhune	Waterberg	Vhembe	Limpopo 2009	Limpopo 2008
No	32.5%	34.8%	31.7%	34.7%	30.1%	32.7%	34.1%
Yes	67.5%	65.2%	68.3%	65.3%	69.9%	67.3%	65.9%

Table 10a(ii): What is the quality of teachers in the primary schools run by the Limpopo Department of Education?

		excellent	good	fair	poor	don't know	refuses to answer
Child attends primary school							
District Municipality	Capricorn	20.7%	54.2%	15.1%	6.9%	2.9%	.3%
	Mopani	20.2%	65.4%	7.3%	4.7%	2.4%	.0%
	Sekhukhune	12.1%	46.5%	28.6%	9.8%	3.0%	.0%
	Waterberg	26.0%	52.9%	10.1%	8.3%	2.8%	.0%
	Vhembe	22.4%	57.0%	10.4%	6.6%	3.6%	.0%
	Limpopo 2009	20.6%	56.3%	13.2%	6.9%	3.0%	.1%
	Limpopo 2008	15.8%	49.4%	23.3%	8.0%	3.3%	.1%
Child does not attend primary school							
District Municipality	Capricorn	11.2%	38.4%	9.2%	4.1%	36.4%	.7%
	Mopani	2.5%	10.8%	3.3%	.8%	82.5%	.0%
	Sekhukhune	2.8%	22.2%	13.9%	2.8%	55.6%	2.8%
	Waterberg	8.8%	32.9%	5.9%	8.2%	44.1%	.0%
	Vhembe	1.3%	10.8%	3.8%	.4%	82.9%	.8%
	Limpopo 2009	5.9%	23.4%	6.0%	3.1%	61.1%	.5%
	Limpopo 2008	.7%	26.1%	18.3%	5.7%	40.1%	4.2%
Combined							
	Capricorn	17.6%	49.1%	13.2%	6.0%	13.7%	.4%
	Mopani	15.0%	48.3%	6.0%	3.5%	27.1%	.0%
	Sekhukhune	11.0%	44.0%	26.8%	8.9%	8.9%	.3%
	Waterberg	20.0%	46.2%	8.6%	8.2%	17.0%	.0%
	Vhembe	16.4%	43.2%	8.4%	4.9%	26.8%	.2%
	Limpopo 2009	16.4%	46.5%	11.0%	5.8%	20.0%	.2%

Table 10a(iii): What is the quality of the material or content the children are learning in class and in the school, in the primary schools run by the Limpopo provincial government?

		excellent	good	fair	poor	don't know	refuses to answer
		Child attends primary school					
District Municipality	Capricorn	15.1%	50.2%	18.2%	10.6%	5.6%	.2%
	Mopani	13.2%	61.1%	12.3%	6.2%	7.0%	.2%
	Sekhukhune	6.0%	36.1%	34.4%	19.1%	4.3%	.0%
	Waterberg	21.4%	50.2%	12.2%	11.9%	4.0%	.3%
	Vhembe	17.8%	53.8%	16.4%	6.9%	4.8%	.2%
	Limpopo 2009	15.1%	51.7%	17.7%	10.0%	5.4%	.2%
	Limpopo 2008	14.6%	45.2%	24.6%	8.6%	5.0%	1.9%
		Child does not attend primary school					
District Municipality	Capricorn	13.6%	38.0%	9.2%	4.4%	34.9%	.0%
	Mopani	4.1%	15.9%	5.3%	2.4%	72.4%	.0%
	Sekhukhune	2.9%	17.1%	11.4%	8.6%	57.1%	2.9%
	Waterberg	9.4%	26.9%	10.5%	9.4%	43.9%	.0%
	Vhembe	.8%	8.8%	2.5%	1.3%	86.7%	.0%
	Limpopo 2009	7.0%	22.7%	6.9%	4.2%	59.2%	.1%
	Limpopo 2008	5.9%	24.6%	13.3%	6.2%	43.0%	6.9%
		Combined					
	Capricorn	14.6%	46.2%	15.3%	8.6%	15.2%	14.6%
	Mopani	10.7%	46.5%	10.0%	5.0%	27.6%	10.7%
	Sekhukhune	5.6%	34.4%	31.8%	17.8%	10.1%	5.6%
	Waterberg	17.2%	42.1%	11.8%	11.0%	17.8%	17.2%
	Vhembe	12.8%	40.5%	12.5%	5.2%	28.8%	12.8%
	Limpopo 2009	12.7%	43.1%	14.5%	8.2%	21.3%	12.7%

Table 10a(iv): What is the quality of the learning materials the children are using for their lessons in the primary schools?

		excellent	good	fair	poor	don't know	refuses to answer
		Child attends primary school					
District Municipality	Capricorn	12.5%	51.8%	19.7%	11.1%	4.7%	.2%
	Mopani	13.0%	59.4%	15.3%	5.3%	7.0%	.0%
	Sekhukhune	6.4%	31.9%	39.9%	18.5%	2.7%	.6%
	Waterberg	22.9%	48.6%	15.6%	11.0%	1.8%	.0%
	Vhembe	16.6%	50.2%	19.7%	8.0%	5.5%	.0%
	Limpopo 2009	14.3%	50.1%	20.7%	9.9%	4.8%	.1%
	Limpopo 2008	14.6%	43.0%	25.6%	12.9%	3.8%	.1%
		Child does not attend primary school					
District Municipality	Capricorn	11.9%	37.3%	11.2%	4.4%	35.3%	.0%
	Mopani	5.7%	14.6%	6.1%	1.2%	72.4%	.0%
	Sekhukhune	2.9%	20.0%	14.3%	2.9%	57.1%	2.9%
	Waterberg	7.6%	32.7%	9.4%	7.0%	42.7%	.6%
	Vhembe	.8%	7.5%	2.9%	2.1%	86.7%	.0%
	Limpopo 2009	6.6%	23.0%	7.7%	3.4%	59.1%	.2%
	Limpopo 2008	5.7%	24.1%	18.1%	10.5%	38.6%	2.9%
		Combined					
	Capricorn	12.3%	47.1%	17.0%	8.9%	14.6%	.1%
	Mopani	11.1%	45.0%	12.3%	4.0%	27.6%	.0%
	Sekhukhune	6.0%	31.0%	37.0%	16.7%	8.7%	.6%
	Waterberg	17.6%	43.1%	13.6%	9.6%	16.0%	.2%
	Vhembe	11.9%	37.7%	14.7%	6.3%	29.3%	.0%
	Limpopo 2009	12.1%	42.1%	16.8%	8.0%	20.8%	.1%

Table 10a(v): What is your rating of the size of classes in the primary schools of the Province of Limpopo?

		excellent	good	fair	poor	don't know	refuses to answer
		Child attends primary school					
District Municipality	Capricorn	18.4%	53.6%	14.3%	9.5%	4.0%	.2%
	Mopani	16.1%	53.7%	15.0%	8.7%	6.3%	.2%
	Sekhukhune	6.8%	42.2%	28.7%	15.2%	5.7%	1.3%
	Waterberg	22.6%	51.8%	9.5%	11.6%	4.6%	.0%
	Vhembe	23.2%	47.8%	13.5%	12.1%	3.3%	.0%
	Limpopo 2009	18.2%	50.5%	15.4%	11.0%	4.6%	.2%
	Limpopo 2008	15.5%	43.9%	23.3%	13.2%	4.0%	.2%
		Child does not attend primary school					
District Municipality	Capricorn	15.2%	38.5%	7.8%	7.1%	31.1%	.3%
	Mopani	6.5%	16.3%	2.0%	4.1%	71.1%	.0%
	Sekhukhune	5.7%	22.9%	.0%	11.4%	57.1%	2.9%
	Waterberg	11.1%	32.7%	6.4%	7.6%	42.1%	.0%
	Vhembe	.4%	9.2%	3.8%	2.9%	83.8%	.0%
	Limpopo 2009	8.4%	24.3%	4.9%	5.6%	56.7%	.2%
	Limpopo 2008	6.4%	26.3%	17.4%	11.0%	36.1%	2.7%
		Combined					
	Capricorn	17.3%	48.7%	12.2%	8.7%	12.9%	.2%
	Mopani	13.4%	41.6%	10.8%	7.2%	26.8%	.1%
	Sekhukhune	6.6%	40.2%	25.8%	14.7%	11.4%	1.2%
	Waterberg	18.5%	45.2%	8.4%	10.4%	17.5%	.0%
	Vhembe	16.6%	36.4%	10.6%	9.6%	26.8%	.0%
	Limpopo 2009	15.3%	42.7%	12.3%	9.4%	20.1%	.2%

Table 10a(vi): How would you rate the physical condition, that is, the neatness and cleanliness, of the primary schools in the province of Limpopo?

		excellent	good	fair	poor	don't know	refuses to answer
		Child attends primary school					
District Municipality	Capricorn	25.2%	51.8%	11.1%	8.0%	3.7%	.3%
	Mopani	24.2%	50.0%	13.4%	6.4%	5.7%	.2%
	Sekhukhune	11.4%	37.5%	34.4%	13.4%	3.0%	.3%
	Waterberg	24.5%	52.6%	9.2%	10.7%	3.1%	.0%
	Vhembe	29.0%	48.1%	10.8%	8.5%	3.1%	.5%
	Limpopo 2009	24.0%	48.8%	14.2%	8.8%	3.8%	.3%
	Limpopo 2008	18.8%	42.8%	23.1%	12.0%	3.1%	.1%
		Child does not attend primary school					
District Municipality	Capricorn	17.2%	43.9%	5.4%	7.4%	26.0%	.0%
	Mopani	8.1%	19.9%	3.7%	.4%	67.9%	.0%
	Sekhukhune	.0%	22.9%	11.4%	5.7%	54.3%	5.7%
	Waterberg	14.0%	38.0%	5.8%	8.8%	32.7%	.6%
	Vhembe	1.3%	10.8%	2.1%	3.3%	82.1%	.4%
	Limpopo 2009	9.9%	28.1%	4.5%	4.9%	52.2%	.4%
	Limpopo 2008	8.8%	27.1%	16.7%	11.0%	33.4%	3.0%
		Combined					
	Capricorn	22.6%	49.2%	9.2%	7.8%	11.0%	.2%
	Mopani	19.0%	40.7%	10.3%	4.5%	25.4%	.1%
	Sekhukhune	10.1%	35.9%	32.0%	12.5%	8.6%	.9%
	Waterberg	20.8%	47.5%	8.0%	10.2%	13.4%	.2%
	Vhembe	20.9%	37.2%	8.3%	7.0%	26.3%	.4%
	Limpopo 2009	19.8%	42.7%	11.4%	7.7%	18.2%	.3%

10a. *Secondary level schooling***Table 10b(i):** Do you have one or more child attending school at a government secondary or high school run by the Limpopo Department of Education?

	Capricorn	Mopani	Sekhukhune	Waterberg	Vhembe	Limpopo 2009	Limpopo 2008
No	36.4%	41.4%	37.0%	52.9%	48.3%	42.8%	40.5%
Yes	63.6%	58.6%	63.0%	47.1%	51.6%	57.2%	59.5%

Table 10b(ii): What is the quality of teachers in the secondary and high schools run by the Limpopo Department of Education?

		excellent	good	fair	poor	don't know	refuses to answer
Child attends primary school							
District Municipality	Capricorn	14.7%	55.1%	15.2%	11.4%	3.1%	.5%
	Mopani	18.8%	55.5%	9.8%	11.5%	4.0%	.4%
	Sekhukhune	6.2%	36.5%	31.8%	20.1%	5.1%	.4%
	Waterberg	15.1%	48.3%	15.5%	18.5%	2.5%	.0%
	Vhembe	20.4%	54.0%	10.8%	10.6%	4.2%	.0%
	Limpopo 2009	15.8%	51.6%	15.3%	13.3%	3.7%	.2%
	Limpopo 2008	14.6%	47.3%	24.0%	11.8%	2.0%	.3%
Child does not attend primary school							
District Municipality	Capricorn	7.0%	30.6%	9.2%	9.8%	43.1%	.3%
	Mopani	1.7%	11.9%	1.7%	1.7%	82.2%	.7%
	Sekhukhune	8.7%	15.2%	17.4%	6.5%	47.8%	4.3%
	Waterberg	5.7%	29.7%	8.0%	11.8%	44.1%	.8%
	Vhembe	2.4%	7.3%	3.9%	.3%	85.9%	.3%
	Limpopo 2009	4.3%	18.9%	6.1%	5.5%	64.6%	.6%
	Limpopo 2008	5.7%	24.0%	18.5%	6.5%	42.1%	3.2%
Combined							
	Capricorn	11.9%	46.2%	13.0%	10.9%	17.6%	.4%
	Mopani	12.4%	39.5%	6.8%	7.8%	33.2%	.4%
	Sekhukhune	6.5%	33.3%	29.6%	18.4%	11.2%	.9%
	Waterberg	10.1%	38.4%	11.5%	14.9%	24.5%	.6%
	Vhembe	11.9%	32.0%	7.5%	5.7%	42.7%	.1%
	Limpopo 2009	11.2%	38.8%	11.6%	10.2%	27.8%	.4%

Table 10b(iii): What is the quality of the material or content the learners are learning in class and in the school, in the secondary and high schools run by the Limpopo provincial government?

		excellent	good	fair	poor	don't know	refuses to answer
		Child attends primary school (n = 2003)					
District Municipality	Capricorn	13.3%	48.6%	22.0%	12.4%	3.4%	.3%
	Mopani	12.2%	61.0%	12.6%	9.6%	4.4%	.2%
	Sekhukhune	4.0%	30.4%	34.8%	24.9%	5.9%	.0%
	Waterberg	14.7%	53.4%	12.6%	14.7%	4.6%	.0%
	Vhembe	13.4%	56.6%	15.0%	7.0%	7.7%	.2%
	Limpopo 2009	11.9%	51.3%	18.9%	12.6%	5.0%	.1%
	Limpopo 2008	14.9%	44.0%	26.8%	11.2%	2.9%	.2%
		Child does not attend primary school (n = 1306)					
District Municipality	Capricorn	8.2%	29.0%	11.3%	8.5%	43.0%	.0%
	Mopani	2.4%	11.2%	2.4%	2.1%	81.8%	.0%
	Sekhukhune	4.3%	17.0%	12.8%	14.9%	46.8%	4.3%
	Waterberg	6.1%	26.2%	11.8%	9.9%	45.2%	.8%
	Vhembe	1.6%	6.5%	2.9%	.5%	88.5%	.0%
	Limpopo 2009	4.4%	17.5%	7.0%	5.3%	65.4%	.3%
	Limpopo 2008	6.3%	22.3%	17.5%	7.8%	42.5%	3.7%
		Combined					
	Capricorn	11.4%	41.4%	18.1%	11.1%	17.8%	.2%
	Mopani	8.5%	42.6%	8.7%	6.8%	33.4%	.0%
	Sekhukhune	4.0%	28.3%	31.8%	23.4%	11.8%	.6%
	Waterberg	10.1%	39.2%	12.1%	12.3%	25.8%	.4%
	Vhembe	7.8%	32.8%	9.4%	4.1%	45.8%	.2%
	Limpopo 2009	8.9%	38.0%	14.2%	9.8%	28.9%	.2%

Table 10b(iv): What is the quality of the learning materials the children are using for their lessons in the secondary and high schools?

		excellent	good	fair	poor	don't know	refuses to answer
		Child attends primary school (n = 1998)					
District Municipality	Capricorn	13.2%	49.8%	22.3%	11.5%	2.9%	.3%
	Mopani	12.3%	58.2%	17.1%	8.6%	3.5%	.2%
	Sekhukhune	4.4%	33.2%	32.8%	23.0%	5.5%	1.1%
	Waterberg	16.4%	52.9%	18.1%	9.7%	2.9%	.0%
	Vhembe	13.9%	53.9%	16.1%	9.5%	6.6%	.0%
	Limpopo 2009	12.3%	50.8%	20.7%	11.7%	4.2%	.4%
	Limpopo 2008	14.7%	42.0%	27.1%	13.4%	2.7%	.2%
		Child does not attend primary school (n = 1306)					
District Municipality	Capricorn	6.4%	33.2%	9.1%	7.6%	43.6%	.0%
	Mopani	3.1%	11.2%	2.4%	1.0%	82.2%	.0%
	Sekhukhune	2.1%	17.0%	23.4%	4.3%	51.1%	2.1%
	Waterberg	6.5%	30.8%	9.9%	8.4%	43.7%	.8%
	Vhembe	2.1%	6.5%	2.1%	.8%	88.5%	.0%
	Limpopo 2009	4.3%	19.5%	6.3%	4.2%	65.5%	.2%
	Limpopo 2008	5.4%	21.5%	16.5%	10.4%	43.3%	2.8%
		Combined					
	Capricorn	10.7%	43.7%	17.5%	10.2%	17.7%	.2%
	Mopani	8.8%	41.0%	11.6%	5.7%	32.9%	.0%
	Sekhukhune	4.0%	30.7%	31.7%	20.2%	12.1%	1.2%
	Waterberg	11.1%	41.6%	13.7%	8.9%	24.3%	.4%
	Vhembe	8.3%	31.3%	9.6%	5.3%	45.5%	.0%
	Limpopo 2009	9.1%	38.5%	15.0%	8.7%	28.5%	.2%

Table10b(v): What is your rating of the size of classes in the high schools of the Province of Limpopo?

		excellent	good	fair	poor	don't know	refuses to answer
		Child attends primary school (n = 1998)					
District Municipality	Capricorn	13.6%	47.2%	18.9%	16.7%	3.3%	.3%
	Mopani	14.8%	53.9%	12.5%	14.6%	4.0%	.2%
	Sekhukhune	4.4%	34.8%	34.1%	18.7%	7.0%	1.1%
	Waterberg	16.8%	50.0%	14.7%	14.3%	4.2%	.0%
	Vhembe	19.5%	49.6%	13.9%	13.6%	3.3%	.0%
	Limpopo 2009	14.3%	47.9%	17.9%	15.5%	4.1%	.4%
	Limpopo 2008	14.1%	41.7%	24.0%	17.0%	2.9%	.3%
		Child does not attend primary school (n = 1307)					
District Municipality	Capricorn	10.1%	29.0%	11.3%	8.8%	40.9%	.0%
	Mopani	2.4%	12.2%	2.1%	2.8%	80.4%	.0%
	Sekhukhune	2.1%	23.4%	6.4%	17.0%	48.9%	2.1%
	Waterberg	8.7%	27.7%	8.3%	10.2%	44.3%	.8%
	Vhembe	2.6%	6.8%	4.7%	.5%	85.1%	.3%
	Limpopo 2009	5.7%	18.4%	6.6%	5.7%	63.4%	.2%
	Limpopo 2008	5.8%	21.8%	17.4%	12.9%	39.3%	2.8%
		Combined					
	Capricorn	12.3%	40.5%	16.1%	13.9%	17.0%	.2%
	Mopani	10.1%	38.6%	8.6%	10.1%	32.5%	.0%
	Sekhukhune	4.0%	33.0%	30.2%	18.4%	13.1%	1.2%
	Waterberg	12.5%	38.5%	11.3%	12.1%	25.2%	.4%
	Vhembe	11.5%	29.5%	9.5%	7.4%	42.2%	.0%
	Limpopo 2009	10.8%	36.3%	13.4%	11.6%	27.6%	.2%

Table 10b(vi): How would you rate the physical condition, the neatness and cleanliness, of the secondary and high schools?

		excellent	good	fair	poor	don't know	refuses to answer
		Child attends primary school					
District Municipality	Capricorn	16.6%	49.3%	14.8%	16.0%	2.7%	.5%
	Mopani	17.3%	54.3%	13.2%	12.5%	2.5%	.2%
	Sekhukhune	5.5%	38.2%	33.1%	18.4%	4.4%	.4%
	Waterberg	14.7%	50.8%	11.3%	20.2%	2.9%	.0%
	Vhembe	19.3%	51.4%	15.3%	11.8%	2.1%	.0%
	Limpopo 2009	15.6%	49.6%	16.6%	15.1%	2.8%	.3%
	Limpopo 2008	17.2%	39.9%	23.5%	16.6%	2.5%	.4%
		Child does not attend primary school					
District Municipality	Capricorn	12.5%	33.2%	10.1%	10.7%	33.5%	.0%
	Mopani	4.6%	14.0%	1.4%	.7%	79.3%	.0%
	Sekhukhune	6.4%	17.0%	10.6%	8.5%	53.2%	4.3%
	Waterberg	10.6%	35.6%	6.8%	10.6%	34.8%	1.5%
	Vhembe	2.9%	8.7%	3.1%	.5%	84.0%	.8%
	Limpopo 2009	7.4%	21.8%	5.5%	5.4%	59.2%	.7%
	Limpopo 2008	7.6%	23.5%	18.9%	11.6%	35.4%	3.0%
		Combined					
	Capricorn	15.0%	43.4%	13.1%	14.2%	14.0%	.3%
	Mopani	12.5%	39.6%	8.7%	8.1%	31.1%	.0%
	Sekhukhune	5.6%	35.0%	30.0%	16.9%	11.6%	.9%
	Waterberg	12.5%	43.1%	8.9%	15.1%	19.6%	.8%
	Vhembe	11.5%	31.0%	9.6%	6.4%	41.0%	.4%
	Limpopo 2009	12.3%	38.6%	12.2%	11.3%	25.2%	.4%

Table 11a: Did you ever visit a hospital run by the provincial government of Limpopo in the last 12 months?

	Capricorn	Mopani	Sekhukhune	Waterberg	Vhembe	Limpopo 2009	Limpopo 2008
Yes	80.7%	83.6%	82.9%	74.8%	87.0%	82.3%	80.5%
No	19.3%	16.4%	17.1%	25.2%	13.0%	17.7%	19.5%

Table 11b: What was the nature of your (hospital) visit?

		Capricorn	Mopani	Sekhukhune	Waterberg	Vhembe	Limpopo 2009	Limpopo 2008
Nature of visit	Emergency service	25.3%	18.4%	16.4%	23.0%	18.5%	20.6%	19.9%
	Overnight admission	12.1%	17.5%	18.3%	9.8%	13.3%	14.1%	15.8%
	Long-term admission	6.2%	12.8%	18.1%	6.6%	15.7%	11.7%	14.4%
	Out-patient visit	13.3%	13.1%	14.7%	12.7%	13.9%	13.5%	14.2%
	Scheduled appointment	25.9%	18.7%	11.4%	28.2%	16.0%	20.2%	10.1%
	Visiting an in-patient	17.3%	19.5%	21.1%	19.0%	22.4%	19.9%	25.6%

Table 11c: On a scale from 1 to 9, with 1 meaning "poor service" and 9 meaning "excellent service", how would you rate the service you received from the hospital you visited?

	Capricorn	Mopani	Sekhukhune	Waterberg	Vhembe	Limpopo 2009	Limpopo 2008
Visited a government-run hospital							
Poor service	11.7%	16.7%	17.9%	10.1%	21.3%	15.8%	
↕	8.9%	8.0%	15.2%	8.7%	5.9%	8.7%	
↕	10.4%	8.6%	20.8%	8.2%	9.2%	10.6%	
↕	9.6%	9.0%	10.9%	8.4%	7.9%	9.0%	
Neutral	12.9%	15.5%	8.2%	16.9%	18.7%	14.9%	
↕	10.6%	10.1%	6.5%	7.6%	10.4%	9.5%	
↕	15.1%	13.0%	7.3%	15.3%	8.6%	12.0%	
↕	10.4%	8.7%	5.3%	11.7%	8.9%	9.2%	
Excellent service	10.3%	10.4%	7.9%	13.1%	9.2%	10.1%	
Did not visit a government-run hospital							
Poor service	9.3%	6.5%	26.9%	6.1%	37.5%	11.4%	
↕	6.8%	4.3%	3.8%	3.0%	6.3%	5.1%	
↕	8.5%	10.9%	15.4%	12.1%	6.3%	10.3%	
↕	10.2%	8.7%	7.7%	7.6%	12.5%	9.2%	
Neutral	40.7%	26.1%	7.7%	34.8%	12.5%	32.0%	
↕	8.5%	23.9%	7.7%	15.2%	.0%	12.1%	
↕	6.8%	8.7%	23.1%	9.1%	6.3%	9.2%	
↕	5.1%	.0%	3.8%	4.5%	12.5%	4.4%	
Excellent service	4.2%	10.9%	3.8%	7.6%	6.3%	6.3%	

Table 11d: Hospital service quality evaluation in various Limpopo local areas

	Poor service		Neutral		Excellent service		Total*	
Polokwane/Rethabile								
Hospital	21	(40.4%)	11	(21.2%)	20	(38.5%)	52	(100.0%)
Mankweng Hospital	87	(30.9%)	57	(20.2%)	138	(48.9%)	282	(100.0%)
Seshego Hospital	22	(39.3%)	10	(17.9%)	24	(42.9%)	56	(100.0%)
Helen Frantz Hospital	74	(60.7%)	14	(11.5%)	34	(27.9%)	122	(100.0%)
Lebowakgomo Hospital	51	(38.1%)	21	(15.7%)	62	(46.3%)	134	(100.0%)
Kgapane Hospital	58	(52.7%)	19	(17.3%)	33	(30.0%)	110	(100.0%)
CN Phatudi Hospital	60	(42.9%)	24	(17.1%)	56	(40.0%)	140	(100.0%)
Letaba Hospital	35	(30.7%)	19	(16.7%)	60	(52.6%)	114	(100.0%)
Maphutha Hospital	32	(41.0%)	5	(6.4%)	41	(52.6%)	78	(100.0%)
Mkhensani Hospital	54	(42.2%)	20	(15.6%)	54	(42.2%)	128	(100.0%)
St. Ritas Hospital	26	(56.5%)	3	(6.5%)	17	(37.0%)	46	(100.0%)
Dilokong Hospital	25	(75.8%)	3	(9.1%)	5	(15.2%)	33	(100.0%)
Jane Furse Hospital	88	(76.5%)	9	(7.8%)	18	(15.7%)	115	(100.0%)
Bela-Bela Hospital	11	(35.5%)	5	(16.1%)	15	(48.4%)	31	(100.0%)
Thabazimbi Hospital	35	(41.7%)	22	(26.2%)	27	(32.1%)	84	(100.0%)
Voortrekker Hospital	28	(37.8%)	11	(14.9%)	35	(47.3%)	74	(100.0%)
Tshilidzini Hospital	101	(49.8%)	38	(18.7%)	64	(31.5%)	203	(100.0%)
Donald Frazer Hospital	29	(30.5%)	20	(21.1%)	46	(48.4%)	95	(100.0%)
Mutale Health Center	1	(14.3%)	2	(28.6%)	4	(57.1%)	7	(100.0%)
Louis Trichardt Memorial								
Hospital	27	(45.8%)	9	(15.3%)	23	(39.0%)	59	(100.0%)
Elim Hospital	38	(34.2%)	25	(22.5%)	48	(43.2%)	111	(100.0%)
Siloam Hospital	42	(47.7%)	17	(19.3%)	29	(33.0%)	88	(100.0%)
Malamulele Hospital	27	(45.8%)	11	(18.6%)	21	(35.6%)	59	(100.0%)
Mokopane Hospital	58	(35.2%)	27	(16.4%)	80	(48.5%)	165	(100.0%)
WF Knobel Hospital	32	(45.7%)	11	(14.3%)	28	(40.0%)	70	(100.0%)
Odendaal Hospital	24	(34.3%)	11	(15.7%)	35	(50.0%)	70	(100.0%)
Total	1086	(43.0%)	421	(16.7%)	1017	(40.3%)	2529	(100.0%)

Note: The total number of respondents is not equivalent to the actual number of the sample due to missing values.

* Total = The total number of respondents per hospital

Table 11e: How would you rate staffing at [\[INTERVIEWER NAMES HOSPITAL LISTED IN THE PRECEDING QUESTION\]](#)?

	Capricorn	Mopani	Sekhukhune	Waterberg	Vhembe	Limpopo 2009	Limpopo 2008
Completely inadequate	16.6%	12.3%	14.8%	13.6%	10.5%	13.6%	14.0%
Somewhat inadequate	22.3%	25.0%	24.7%	18.3%	23.7%	23.0%	18.8%
More or less adequate	29.6%	34.6%	37.2%	29.3%	38.7%	33.7%	27.9%
More than adequate	23.5%	18.8%	15.1%	27.6%	18.7%	20.9%	26.9%
Unable to answer	7.6%	8.5%	7.0%	9.8%	7.9%	8.1%	11.1%
Refuses to answer	.3%	.8%	1.0%	1.5%	.4%	.7%	2.2%

Table 11f: How would you rate the physical facilities at [\[INTERVIEWER NAMES HOSPITAL LISTED IN THE PRECEDING QUESTION\]](#)?

	Capricorn	Mopani	Sekhukhune	Waterberg	Vhembe	Limpopo 2009	Limpopo 2008
Poor	9.3%	11.3%	25.8%	11.0%	15.9%	13.5%	15.8%
Fair	23.9%	25.2%	39.3%	18.1%	28.1%	26.2%	28.9%
Good	45.6%	46.2%	22.8%	48.2%	39.8%	42.0%	35.6%
Excellent	12.8%	8.4%	3.8%	11.0%	8.3%	9.4%	12.7%
Don't know	8.2%	8.8%	8.0%	11.2%	7.5%	8.6%	6.2%
Refuses to answer	.2%	.1%	.5%	.4%	.4%	.3%	.7%

Table 11g: How would you rate the Limpopo provincial government's efforts of providing emergency medical rescue services?

	Capricorn	Mopani	Sekhukhune	Waterberg	Vhembe	Limpopo 2009	Limpopo 2008
Poor	20.4%	19.4%	31.5%	22.5%	25.9%	23.2%	1.7%
Fair	18.7%	23.5%	34.7%	18.3%	19.5%	21.9%	8.6%
Good	41.8%	41.0%	22.7%	37.8%	33.7%	36.8%	25.5%
Excellent	14.2%	8.4%	3.0%	15.7%	10.0%	10.7%	25.5%
Don't know	4.7%	7.5%	8.1%	5.2%	10.4%	7.2%	28.6%
Refuses to answer	.1%	.1%	.0%	.4%	.5%	.2%	10.0%

Table 11h: Some of the patients with complicated diseases are sent for specialized medical procedures in Gauteng hospitals. How would you rate the Limpopo provincial government's efforts of providing specialized, high-tech medical services within the province?

	Capricorn	Mopani	Sekhukhune	Waterberg	Vhembe	Limpopo 2009	Limpopo 2008
Poor	29.7%	29.9%	38.7%	26.6%	33.7%	31.4%	.7%
Fair	26.8%	25.4%	31.8%	30.6%	22.2%	26.6%	12.6%
Good	24.3%	22.5%	12.6%	22.9%	18.8%	20.9%	34.5%
Excellent	6.3%	3.1%	1.6%	6.6%	4.1%	4.5%	24.3%
Don't know	12.6%	19.1%	14.4%	13.1%	20.9%	16.4%	21.3%
Refuses to answer	.2%	.0%	.9%	.2%	.2%	.3%	6.6%

Table 12: How would you rate the Limpopo provincial government's efforts to establish programs and services for the elderly?

	Capricorn	Mopani	Sekhukhune	Waterberg	Vhembe	Limpopo 2009	Limpopo 2008
Poor	22.0%	17.8%	28.3%	16.9%	20.3%	20.7%	1.2%
Fair	19.4%	21.1%	30.6%	17.1%	20.8%	21.2%	12.0%
Good	34.7%	37.0%	19.1%	39.8%	37.9%	34.8%	19.4%
Excellent	15.6%	9.4%	3.9%	15.9%	7.9%	10.9%	21.3%
Don't know	7.9%	14.7%	17.2%	10.1%	12.5%	12.0%	32.4%
Refuses to answer	.2%	.0%	.9%	.2%	.7%	.4%	13.7%

Table 13a: Are you familiar with programs and services of the Limpopo Youth Commission for you to be able to evaluate them?

	Capricorn	Mopani	Sekhukhune	Waterberg	Vhembe	Limpopo 2009	Limpopo 2008
Yes	26.1%	26.1%	26.9%	21.0%	30.6%	26.5%	62.4%
No	73.9%	73.9%	73.1%	79.0%	69.3%	73.5%	37.6%

Table 13b: If you have answered "YES" to Q31 (a), please rate the quality of programs and services the Limpopo Youth Commission is providing to the youth of the Limpopo Province? Would you say the programs and services are excellent, good, only fair, or poor?

	Capricorn	Mopani	Sekhukhune	Waterberg	Vhembe	Limpopo 2009	Limpopo 2008
Poor	11.6%	10.4%	21.4%	12.8%	11.7%	12.3%	15.8%
Fair	9.6%	13.8%	41.6%	10.7%	12.8%	14.1%	28.9%
Good	15.7%	14.9%	17.9%	10.1%	17.7%	15.3%	35.6%
Excellent	3.0%	1.9%	.6%	1.5%	3.2%	2.4%	12.7%
Don't know	59.9%	58.3%	18.5%	64.6%	54.0%	55.5%	15.8%
Refuses to answer	.2%	.8%	.0%	.3%	.5%	.4%	28.9%

Table 14: Are you satisfied with the availability of Limpopo government-sponsored sporting and recreational facilities, including children's playgrounds, in your neighbourhood?

	Capricorn	Mopani	Sekhukhune	Waterberg	Vhembe	Limpopo 2009	Limpopo 2008
very satisfied	7.4%	8.4%	4.8%	10.5%	6.1%	7.4%	11.4%
somewhat satisfied	17.3%	19.3%	15.2%	22.8%	19.3%	18.8%	27.6%
somewhat dissatisfied	15.9%	12.1%	25.3%	17.8%	16.5%	16.6%	21.8%
very dissatisfied	51.6%	45.2%	37.5%	40.0%	38.7%	43.6%	26.2%
don't know	7.5%	14.3%	15.6%	7.5%	17.9%	12.5%	12.0%
Refuses to answer	.3%	.7%	1.6%	1.4%	1.5%	1.0%	1.1%

Table 15a: Have you, or anyone else in your household, visited a game reserve or nature park in the last twelve (12) months?

	Capricorn	Mopani	Sekhukhune	Waterberg	Vhembe	Limpopo 2009	Limpopo 2008
Yes	18.6%	28.3%	15.3%	20.9%	34.7%	24.6%	39.0%
No	81.4%	71.7%	84.5%	79.1%	65.3%	75.4%	61.0%

Table 15b: How satisfied are you with the protection and upkeep of game reserves or nature parks within the control of the Limpopo provincial government?

	Capricorn	Mopani	Sekhukhune	Waterberg	Vhembe	Limpopo 2009	Limpopo 2008
very satisfied	12.1%	19.1%	8.5%	11.6%	21.5%	15.9%	36.8%
somewhat satisfied	24.3%	15.8%	20.5%	30.0%	16.9%	20.8%	26.6%
somewhat dissatisfied	1.4%	2.0%	10.8%	3.7%	3.8%	3.3%	8.6%
very dissatisfied	7.5%	5.3%	14.7%	5.6%	4.3%	6.4%	5.8%
don't know	53.2%	56.8%	44.0%	46.8%	51.4%	51.9%	20.5%
Refuses to answer	1.5%	.9%	1.5%	2.4%	2.1%	1.7%	1.7%

Table 16a: Do you feel that your neighbourhood is a safe place to be in at night?

	Capricorn	Mopani	Sekhukhune	Waterberg	Vhembe	Limpopo 2009	Limpopo 2008
very unsafe	49.1%	37.3%	46.9%	46.9%	48.7%	45.7%	43.0%
somewhat unsafe	15.5%	15.3%	21.1%	12.1%	11.1%	14.6%	19.6%
fairly safe	12.9%	20.5%	20.4%	15.0%	14.9%	16.4%	17.2%
very safe	21.6%	26.7%	11.2%	25.1%	25.2%	22.8%	18.7%
don't know	1.0%	.1%	.4%	.8%	.1%	.5%	1.6%

Table 16b: Do you feel that your neighbourhood is a safe place to be in during the day?

	Capricorn	Mopani	Sekhukhune	Waterberg	Vhembe	Limpopo 2009	Limpopo 2008
very unsafe	9.4%	10.2%	17.7%	9.5%	17.0%	12.4%	16.6%
somewhat unsafe	8.5%	11.2%	27.7%	5.1%	11.0%	11.7%	14.6%
fairly safe	31.4%	27.5%	32.0%	27.7%	24.0%	28.3%	31.3%
very safe	49.7%	50.9%	22.4%	57.4%	48.0%	47.2%	35.6%
don't know	1.0%	.2%	.2%	.2%	.1%	.4%	1.9%

Table 16c: Do you feel safe walking alone in business areas during the day?

	Capricorn	Mopani	Sekhukhune	Waterberg	Vhembe	Limpopo 2009	Limpopo 2008
very unsafe	14.1%	18.8%	26.1%	14.7%	21.0%	18.4%	21.6%
somewhat unsafe	16.5%	14.5%	28.3%	12.4%	14.5%	16.5%	16.8%
fairly safe	30.3%	28.4%	29.0%	28.3%	25.5%	28.3%	30.4%
very safe	38.5%	37.9%	16.4%	43.8%	37.6%	36.1%	29.2%
don't know	.5%	.4%	.2%	.8%	1.3%	.7%	2.0%

Table 16d: Do you feel safe walking alone in business areas during the night?

	Capricorn	Mopani	Sekhukhune	Waterberg	Vhembe	Limpopo 2009	Limpopo 2008
very unsafe	55.4%	51.9%	51.6%	55.0%	62.4%	55.7%	49.7%
somewhat unsafe	11.3%	13.2%	22.9%	9.4%	12.8%	13.3%	17.9%
fairly safe	14.5%	17.7%	15.7%	16.0%	10.0%	14.6%	14.3 %
very safe	16.5%	14.7%	7.8%	17.0%	12.0%	14.0%	14.3%
don't know	2.3%	2.4%	2.0%	2.6%	2.8%	2.4%	3.9%

Table 16e: Do you feel that your property is well protected because of police presence and visibility?

	Capricorn	Mopani	Sekhukhune	Waterberg	Vhembe	Limpopo 2009	Limpopo 2008
very unsafe	22.0%	21.2%	20.9%	19.2%	25.2%	22.0%	30.6%
somewhat unsafe	13.3%	13.6%	18.2%	15.8%	12.3%	14.1%	16.2%
fairly safe	28.7%	25.1%	21.7%	27.7%	25.7%	26.1%	20.9%
very safe	34.0%	38.1%	37.0%	36.0%	36.3%	36.2%	28.5%
don't know	2.1%	1.9%	2.2%	1.2%	.6%	1.6%	3.8%

Table 16f: On a scale from 1 to 9, with 1 meaning "not satisfied" and 9 meaning "satisfied", how would you rate your level of satisfaction with the way the police department in general is doing its job?

	Capricorn	Mopani	Sekhukhune	Waterberg	Vhembe	Limpopo 2009	Limpopo 2008
Not satisfied	15.5%	15.0%	16.7%	12.7%	16.7%	15.4%	29.3%
↕	7.9%	9.3%	21.3%	9.9%	5.7%	9.7%	8.3%
	10.6%	11.4%	19.2%	11.5%	10.7%	12.0%	9.8%
↕	9.2%	9.0%	14.3%	9.1%	11.8%	10.4%	8.3%
Neutral	13.4%	14.4%	7.5%	13.9%	16.9%	13.8%	13.0%
↕	9.3%	9.5%	5.9%	7.1%	10.5%	8.9%	6.0%
	14.2%	10.5%	4.1%	14.1%	7.9%	10.5%	6.3%
↕	10.3%	10.4%	5.2%	11.3%	6.2%	8.8%	5.1%
Satisfied	9.7%	10.6%	5.9%	10.3%	13.6%	10.5%	14.0%

Table 17a: Focusing only on roads and streets in your neighbourhood, and not freeways, how would you rate the condition of the road and street surfaces in your neighbourhood?

	Capricorn	Mopani	Sekhukhune	Waterberg	Vhembe	Limpopo 2009	Limpopo 2008
Poor	63.3%	59.9%	60.3%	55.1%	62.3%	60.7%	59.1 %
Fair	19.6%	19.8%	27.1%	19.5%	21.1%	20.9%	20.9 %
Good	14.0%	15.8%	9.7%	20.3%	12.2%	14.3%	12.7 %
Excellent	2.2%	3.3%	2.5%	3.6%	1.8%	2.6%	2.9 %
Don't know	.9%	1.2%	.2%	1.4%	2.7%	1.4%	1.5 %
Refuses to answer	.1%	.0%	.2%	.2%	.0%	.1%	3.0 %

Table 17b: How would you rate the quality of how traffic police enforce traffic laws within the province of Limpopo.

	Capricorn	Mopani	Sekhukhune	Waterberg	Vhembe	Limpopo 2009
Poor	37.1%	21.0%	46.7%	28.1%	15.3%	28.1%
Fair	23.7%	19.5%	27.8%	20.8%	22.1%	22.5%
Good	24.1%	33.0%	12.4%	33.3%	33.8%	28.3%
Excellent	4.2%	5.9%	2.9%	8.3%	4.5%	5.1%
Don't know	10.5%	20.5%	8.8%	9.1%	24.1%	15.6%
Refuses to answer	.3%	.1%	1.4%	.4%	.2%	.4%

Table 18a: Based on what you see, or what you hear, are you satisfied with the availability of housing within the province of Limpopo?

	Capricorn	Mopani	Sekhukhune	Waterberg	Vhembe	Limpopo 2009	Limpopo 2008
very satisfied	15.8%	17.1%	9.6%	18.2%	15.5%	15.6%	21.2%
somewhat satisfied	18.4%	27.9%	17.8%	20.8%	26.1%	22.7%	23.8%
somewhat dissatisfied	16.5%	17.1%	27.1%	16.6%	19.4%	18.7%	26.7%
very dissatisfied	42.5%	32.7%	33.7%	36.1%	28.0%	34.8%	20.9%
don't know	5.3%	3.7%	9.8%	4.8%	7.9%	6.0%	6.5%
Refuses to answer	1.5%	1.6%	2.1%	3.6%	3.1%	2.3%	.9%

Table 18b: Based on what you see, or what you hear, are you satisfied with the quality of housing that is available within the province of Limpopo?

	Capricorn	Mopani	Sekhukhune	Waterberg	Vhembe	Limpopo 2009	Limpopo 2008
very satisfied	14.3%	16.2%	7.8%	17.0%	14.7%	14.4%	16.8%
somewhat satisfied	21.2%	32.7%	19.8%	18.2%	28.2%	24.9%	26.4%
somewhat dissatisfied	17.1%	14.8%	23.9%	15.6%	18.0%	17.4%	26.9%
very dissatisfied	40.3%	30.6%	34.7%	38.8%	27.0%	34.0%	21.0%
don't know	5.6%	4.5%	12.2%	6.9%	9.2%	7.2%	7.7%
Refuses to answer	1.5%	1.2%	1.6%	3.4%	2.9%	2.1%	1.1%

Table 19: How satisfied are you with your household's access to clean water?

	Capricorn	Mopani	Sekhukhune	Waterberg	Vhembe	Limpopo 2009	Limpopo 2008
very satisfied	27.5%	24.5%	16.8%	36.1%	26.9%	26.6%	16.8%
somewhat satisfied	20.4%	15.8%	15.9%	16.1%	21.0%	18.3%	26.4%
somewhat dissatisfied	15.5%	14.2%	23.3%	14.5%	12.1%	15.2%	26.9%
very dissatisfied	32.4%	42.7%	34.3%	25.5%	32.3%	34.0%	21.0%
don't know	1.9%	1.6%	7.4%	2.8%	3.1%	2.9%	7.7%
Refuses to answer	2.4%	1.2%	2.3%	5.0%	4.6%	3.0%	1.1%

Table 20a: Is your home electrified?

	Capricorn	Mopani	Sekhukhune	Waterberg	Vhembe	Limpopo 2009	Limpopo 2008
Yes	91.9%	91.1%	87.8%	87.3%	91.9%	90.6%	89.7%
No	8.1%	8.9%	12.2%	12.7%	8.1%	9.4%	10.3%

Table 20b: If your home is electrified, how satisfied are you with the electricity supply service your household is receiving?

	Capricorn	Mopani	Sekhukhune	Waterberg	Vhembe	Limpopo 2009	Limpopo 2008
very satisfied	44.5%	47.8%	31.4%	44.1%	39.6%	42.6%	
somewhat satisfied	25.4%	30.8%	26.6%	18.6%	29.9%	26.9%	
somewhat dissatisfied	11.2%	7.3%	26.6%	8.5%	9.3%	11.2%	
very dissatisfied	9.1%	8.2%	12.8%	13.8%	9.0%	10.0%	
don't know	4.6%	3.1%	1.8%	4.1%	5.7%	4.1%	
Refuses to answer	5.1%	2.8%	.8%	10.7%	6.5%	5.2%	

Table 21: On a scale from 1 to 9, with 1 meaning "not satisfied" and 9 meaning "satisfied", how would you rate your general level of satisfaction with the way the Limpopo provincial government has been providing services to you for the last 12 months?

	Capricorn	Mopani	Sekhukhune	Waterberg	Vhembe	Limpopo 2009	Limpopo 2008
Not satisfied	7.7%	13.4%	11.6%	8.2%	17.0%	11.8%	
↕	7.0%	8.6%	16.4%	9.1%	8.0%	9.1%	
	13.0%	14.1%	23.7%	11.3%	11.7%	14.0%	
↕	15.4%	13.8%	21.0%	16.9%	16.3%	16.1%	
Neutral	21.5%	19.6%	11.4%	20.1%	23.0%	19.9%	
↕	13.4%	13.7%	3.2%	10.7%	9.2%	10.8%	
	10.5%	7.9%	6.2%	11.9%	7.4%	8.8%	
↕	6.9%	5.6%	4.6%	6.6%	3.9%	5.5%	
Satisfied	4.8%	3.3%	2.1%	5.2%	3.5%	3.9%	

Table 22: On a scale from 1 to 9, with 1 meaning "not satisfied" and 9 meaning "satisfied", how would you rate the services of the Limpopo provincial government towards people who have special needs and challenges, such as the blind and the deaf?

	Capricorn	Mopani	Sekhukhune	Waterberg	Vhembe	Limpopo 2009	Limpopo 2008
Not satisfied	10.1%	11.4%	11.0%	10.0%	17.7%	12.3%	
↕	6.2%	8.6%	19.2%	6.3%	8.0%	8.8%	
	8.9%	13.3%	18.8%	7.7%	10.3%	11.3%	
Neutral	11.5%	11.5%	20.2%	11.0%	10.7%	12.3%	
↕	22.2%	12.9%	10.6%	19.1%	15.8%	16.7%	
	8.9%	9.3%	3.1%	8.5%	8.6%	8.1%	
	12.2%	13.0%	6.3%	10.6%	12.5%	11.5%	
	9.5%	9.3%	6.6%	12.8%	7.6%	9.1%	
Satisfied	10.5%	10.7%	4.2%	14.0%	8.7%	9.8%	

Table 23a: Have you, or any member of your family, been able to successfully apply for a disability grant?

	Capricorn	Mopani	Sekhukhune	Waterberg	Vhembe	Limpopo 2009	Limpopo 2008
Yes	21.9%	20.7%	23.2%	22.4%	26.6%	23.1%	
No	77.3%	79.3%	76.6%	77.6%	73.4%	76.8%	

Table 23b: Have you, or any member of your family, been able to successfully apply for an old age grant?

	Capricorn	Mopani	Sekhukhune	Waterberg	Vhembe	Limpopo 2009	Limpopo 2008
Yes	49.4%	49.7%	51.8%	46.0%	52.8%	50.2%	
No	50.6%	50.3%	48.2%	54.0%	47.2%	49.8%	

Table 23c: Have you, or any member of your family, been able to successfully apply for a child support grant?

	Capricorn	Mopani	Sekhukhune	Waterberg	Vhembe	Limpopo 2009	Limpopo 2008
Yes	62.8%	68.7%	64.6%	65.7%	66.1%	65.5%	
No	37.2%	31.2%	35.4%	34.2%	33.8%	34.5%	

Table 23d: If you have answered "NO" to any item in 44(a) please state in brief what the difficulties of accessing the funds are.

Difficulties	District Municipality					L 2009	L 2008
	C	M	S	W	V		
Did not qualify for the grant	32.3%	30.8%	39.3%	24.5%	45.1%	34.4%	34.4%
Did not know application procedure	4.0%	1.5%	.4%	2.8%	.9%	2.0%	2.0%
Application form was not processed	5.7%	5.0%	.0%	6.1%	5.8%	4.5%	4.5%
Did not possess the necessary documentation	2.7%	1.9%	1.2%	1.4%	4.0%	2.2%	2.2%
Not applicable	55.3%	60.8%	59.1%	64.6%	44.2%	56.9%	56.9%
Total =	100%	100%	100%	100%	100%	100%	100%

Note: C = Capricorn, M = Mopani, S = Sekhukhune, W = Waterberg, V = Vhembe, L = Limpopo Province

Table 24a: How would you rate the Limpopo provincial government's efforts of developing economic opportunities for citizens of the province?

	Capricorn	Mopani	Sekhukhune	Waterberg	Vhembe	Limpopo 2009	Limpopo 2008
Fair	53.6%	35.0%	37.9%	55.6%	30.0%	42.7%	
Poor	23.2%	28.1%	33.4%	21.2%	33.3%	27.3%	
Good	9.2%	14.6%	11.9%	6.8%	16.2%	11.9%	
Excellent	1.1%	1.6%	1.3%	1.2%	2.0%	1.4%	
Don't know	12.2%	17.9%	12.9%	13.7%	17.2%	14.8%	
Refuses to answer	.7%	2.9%	2.6%	1.5%	1.4%	1.7%	

Table 24b How would you rate the Limpopo provincial government's efforts of developing economic opportunities for citizens of the province?

		Excellent	Good	Fair	Poor	Don't know	Refuses to answer	n
		Quality of economic effort						
District Municipality	Capricorn	1.1%	9.2%	53.6%	23.2%	12.1%	.7%	100.0%
	Mopani	1.6%	14.6%	35.0%	28.1%	17.9%	2.9%	100.0%
	Sekhukhune	1.3%	11.9%	37.9%	33.4%	12.9%	2.6%	100.0%
	Waterberg	1.5%	7.1%	55.6%	21.2%	13.3%	1.5%	100.0%
	Vhembe	2.1%	16.2%	30.0%	33.3%	17.0%	1.4%	100.0%
	Limpopo 2009	1.5%	12.0%	42.7%	27.4%	14.8%	1.7%	100.0%
	Limpopo 2008	3.4%	16.9%	33.1%	28.9%	15.7%	2.1%	100.0%
		Quality of economic effort						
Sex	Female	1.6%	11.7%	42.7%	27.8%	14.7%	1.6%	100.0%
	Male	1.3%	12.4%	42.7%	26.5%	15.2%	1.9%	100.0%
	Both sexes	1.5%	11.9%	42.7%	27.4%	14.8%	1.7%	100.0%
		Quality of economic effort						
Age category	18-23	.8%	9.4%	46.7%	25.2%	15.6%	2.3%	100.0%
	24-29	2.3%	10.2%	45.0%	24.5%	15.9%	2.0%	100.0%
	30-35	2.0%	12.1%	40.4%	28.9%	14.5%	2.0%	100.0%
	36-41	.6%	12.2%	42.4%	29.3%	13.7%	1.8%	100.0%
	42-47	2.0%	8.4%	46.6%	27.4%	14.9%	.7%	100.0%
	48-53	1.1%	15.3%	34.2%	29.2%	17.4%	2.8%	100.0%
	54-59	.5%	13.1%	39.2%	30.7%	15.6%	1.0%	100.0%
	60-65	1.4%	12.1%	43.6%	29.3%	13.6%	.0%	100.0%
	66-71	2.3%	14.3%	46.6%	24.8%	12.0%	.0%	100.0%
	72-77	1.2%	18.5%	38.3%	24.7%	14.8%	2.5%	100.0%
	>78	1.6%	21.0%	37.1%	30.6%	9.7%	.0%	100.0%
	All age categories	1.5%	11.9%	42.6%	27.4%	15.0%	1.7%	100.0%
		Quality of economic effort						
Highest education	No formal schooling	3.0%	18.2%	40.5%	24.7%	12.5%	1.0%	100.0%
	Grade 1—5	1.8%	12.6%	43.7%	28.7%	12.3%	.9%	100.0%
	Grade 6—11	1.1%	12.4%	43.4%	27.7%	14.3%	1.1%	100.0%
	Grade 12	1.1%	9.7%	42.9%	28.3%	16.5%	1.5%	100.0%
	University education	2.5%	8.1%	43.9%	26.2%	15.6%	3.7%	100.0%

Table 25a: Issues government is expected to focus on as a matter of priority in 2010 : First priority

	Capricorn	Mopani	Sekhukhune	Waterberg	Vhembe	Limpopo 2009
Provide access to clean water	36.7%	46.4%	51.6%	24.3%	38.7%	39.6%
Electrify houses	5.0%	4.4%	3.2%	3.9%	4.8%	4.4%
Build roads	10.2%	6.2%	6.5%	11.1%	4.5%	7.6%
Repair roads	8.5%	3.0%	7.1%	11.3%	11.4%	8.1%
Build RDP houses	7.6%	9.2%	7.8%	12.1%	8.4%	8.8%
Build schools	.8%	1.1%	.5%	2.1%	1.7%	1.2%
Improve or repair schools	.2%	.2%	.0%	.2%	.4%	.2%
Improve hospital services	.8%	.4%	.5%	.2%	.5%	.5%
Increase policing in the community	2.6%	1.1%	.2%	1.2%	1.1%	1.4%
Introduce policing in the community	.5%	.6%	1.8%	.4%	1.6%	1.0%
Build or introduce sports & recreational facilities	2.7%	2.2%	3.0%	2.9%	2.0%	2.5%
Build parks	.4%	.1%	.0%	.4%	.0%	.2%
Improve education standards	1.0%	1.7%	.9%	1.0%	1.3%	1.2%
Build hospitals	.2%	.4%	.9%	.2%	.2%	.3%
Improve hospital services	.4%	.1%	1.2%	1.2%	.6%	.6%
Build primary health clinic(s)	2.4%	2.1%	5.1%	1.2%	1.7%	2.3%
Improve clinic	.9%	.9%	.9%	.8%	.2%	.7%
Create jobs	12.5%	16.0%	5.8%	19.5%	15.6%	14.2%
Improve youth opportunities	.8%	.0%	.0%	.6%	.2%	.3%
Build a local shopping complex	.5%	.5%	.7%	.6%	.9%	.6%
Provide food parcels for the poor	1.2%	1.4%	.0%	.2%	1.0%	.9%
Build old age homes	.1%	.0%	.0%	.2%	.1%	.1%
Introduce street lighting	2.0%	1.2%	1.4%	2.7%	1.5%	1.7%
Build colleges	.0%	.1%	.0%	.0%	.0%	.0%
Build preschools	.1%	.1%	.0%	.0%	.1%	.1%
Build toilets	1.6%	.4%	.9%	1.2%	1.5%	1.2%
Maintain graveyards	.1%	.1%	.0%	.2%	.0%	.1%
Total respondents (100%)	913	812	434	486	819	3464

Table 25b: Issues government is expected to focus on as a matter of priority in 2010 : Second priority

	Capricorn	Mopani	Sekhukhune	Waterberg	Vhembe	Limpopo 2009
Provide access to clean water	15.1%	14.7%	17.4%	11.7%	18.1%	15.6%
Electrify houses	6.5%	6.4%	8.3%	9.0%	9.4%	7.7%
Build roads	16.2%	12.5%	14.1%	13.5%	8.3%	12.8%
Repair roads	10.4%	9.6%	13.4%	7.4%	12.8%	10.7%
Build RDP houses	10.8%	15.6%	14.1%	13.1%	11.9%	12.9%
Build schools	1.4%	1.7%	.8%	3.2%	2.1%	1.8%
Improve or repair schools	.3%	.3%	.0%	1.1%	.4%	.4%
Improve hospital services	.8%	.9%	.8%	.7%	1.0%	.9%
Increase policing in the community	3.1%	1.3%	.8%	5.0%	3.0%	2.6%
Introduce policing in the community	1.2%	1.8%	1.0%	1.8%	1.8%	1.5%
Build or introduce sports & recreational facilities	7.2%	5.3%	4.8%	5.0%	4.0%	5.4%
Build parks	.8%	.3%	.0%	1.1%	.1%	.5%
Improve education standards	2.3%	2.9%	1.3%	2.7%	1.8%	2.2%
Build hospitals	.1%	1.4%	1.5%	1.4%	.5%	.9%
Improve hospital services	.3%	.3%	1.8%	1.6%	1.4%	.9%
Build primary health clinic(s)	2.3%	3.5%	6.3%	2.3%	2.1%	3.0%
Improve clinic	1.7%	1.4%	.0%	.7%	.5%	1.0%
Create jobs	8.2%	11.6%	6.3%	11.3%	13.8%	10.5%
Improve youth opportunities	1.2%	.1%	.5%	.9%	.8%	.7%
Build a local shopping complex	1.3%	1.3%	.5%	1.1%	.5%	1.0%
Provide food parcels for the poor	.9%	1.8%	.8%	1.4%	1.2%	1.2%
Build old age homes	.2%	.3%	.0%	.2%	.0%	.2%
Introduce street lighting	4.4%	2.9%	4.3%	2.3%	2.7%	3.3%
Build colleges	.1%	.0%	.0%	.2%	.0%	.1%
Build preschools	.2%	.3%	.0%	.2%	.0%	.2%
Build toilets	2.9%	1.8%	1.3%	1.1%	1.7%	1.9%
Maintain graveyards	.0%	.3%	.0%	.0%	.0%	.1%
Total respondents (100%)	865	770	396	443	773	3247

Table 25c: Issues government is expected to focus on as a matter of priority in 2010 : Third priority

	Capricorn	Mopani	Sekhukhune	Waterberg	Vhembe	Limpopo 2009
Provide access to clean water	9.8%	8.6%	10.0%	9.9%	11.6%	10.0%
Electrify houses	5.6%	5.1%	7.6%	8.8%	7.2%	6.5%
Build roads	9.6%	13.0%	12.3%	8.6%	6.6%	9.8%
Repair roads	7.8%	7.5%	8.3%	6.7%	11.2%	8.4%
Build RDP houses	11.2%	12.6%	11.3%	8.8%	10.7%	11.1%
Build schools	2.9%	3.1%	1.7%	3.5%	2.8%	2.8%
Improve or repair schools	.5%	.5%	.7%	.5%	.9%	.6%
Improve hospital services	1.8%	.5%	.3%	1.3%	.8%	1.0%
Increase policing in the community	5.6%	1.8%	2.7%	2.9%	2.9%	3.4%
Introduce policing in the community	1.0%	2.3%	2.3%	2.1%	1.7%	1.8%
Build or introduce sports & recreational facilities	10.5%	5.4%	7.3%	7.8%	6.3%	7.5%
Build parks	2.2%	.5%	.3%	1.9%	.0%	1.0%
Improve education standards	2.9%	3.4%	3.0%	2.1%	4.4%	3.3%
Build hospitals	1.2%	1.4%	1.0%	1.1%	.6%	1.1%
Improve hospital services	1.4%	1.4%	2.0%	2.9%	1.2%	1.6%
Build primary health clinic(s)	3.4%	5.1%	10.6%	3.7%	3.8%	4.8%
Improve clinic	2.5%	2.9%	1.7%	1.3%	.3%	1.8%
Create jobs	8.6%	12.7%	7.6%	12.6%	15.0%	11.6%
Improve youth opportunities	1.2%	1.2%	.3%	1.6%	1.4%	1.2%
Build a local shopping complex	1.9%	1.7%	.3%	.8%	1.1%	1.3%
Provide food parcels for the poor	1.5%	2.9%	1.3%	1.1%	2.6%	2.0%
Build old age homes	.3%	.8%	.3%	.0%	.2%	.3%
Introduce street lighting	4.0%	3.7%	5.0%	4.5%	4.1%	4.1%
Build colleges	.1%	.2%	.0%	.5%	.2%	.2%
Build preschools	.3%	.3%	.0%	.3%	.2%	.2%
Build toilets	2.2%	1.8%	2.0%	4.3%	2.3%	2.4%
Maintain graveyards	.0%	.0%	.0%	.3%	.0%	.0%
Total respondents (100%)	731	653	301	374	653	2712

Appendix C: LCSS 2009 English version questionnaire



LIMPOPO
PROVINCIAL GOVERNMENT
REPUBLIC OF SOUTH AFRICA

Limpopo Citizen Satisfaction Survey 2009

For further information, or questions regarding this survey, please contact:

The Chief Researcher
Limpopo Citizen Satisfaction Survey 2009
University of Limpopo (Turfloop Campus)
Private Bag X1106
Sovenga, 0727

Cell: 082 200 5417
Tel.: (015) 268 2317 work
e-mail: <solomonm@ul.ac.za>

Good day, my name is [NAME OF INTERVIEWER]. May I speak to an adult who is over 17 years old, who has had the most recent birthday?

[IN THE EVENT THAT AN ADULT WITH THE MOST RECENT BIRTHDAY IS NOT AVAILABLE, AND MAY NOT BE ANY TIME SOON, THE INTERVIEWER MUST ASK FOR THE ADULT WHO HAS HAD THE SECOND MOST RECENT BIRTHDAY.]

I am a researcher collecting information about the opinions and views of citizens regarding services they are receiving from the provincial government of Limpopo. A similar study was conducted last year. Your household was randomly selected to participate. Only a few people in the province of Limpopo are asked to participate in this study, so your participation is important.

You are not required to identify yourself. So, we will not ask you to give us your name, and we are not going to state anywhere on this questionnaire which household completed it.

We would like you to know that although we are conducting this study on behalf of the Office of the Premier, Limpopo Provincial Government, we are independent. We are not in any way attached to the Limpopo provincial government.

For official use only:

District Municipality

Local Municipality

Interviewer name:

1. Do you agree to participate in this study?

Yes ☐

No ☐

[IF THE PARTICIPANT ANSWERS "NO" TO Q1 THANK HIM OR HER, AND DISCONTINUE THE INTERVIEW. IF THE PARTICIPANT ANSWERS "YES", MOVE ON TO Q2.]

2. About how long have you lived in [MENTION DOMICILE—SUBURB, VILLAGE OR TOWNSHIP WHERE THE PARTICIPANT CURRENTLY RESIDES.]?

- a. ☐ Less than 6 months. [DISCONTINUE THE INTERVIEW AND THANK THE PARTICIPANT.]
- b. ☐ 6 to 11 months.
- c. ☐ 1 to 3 years.
- d. ☐ More than 3 years, but less than 5 years.
- e. ☐ 5 to 10 years.
- f. ☐ More than 10 years.

3. Have you always been resident in [INTERVIEWER MENTIONS DOMICILE; VILLAGE, TOWNSHIP OR SUBURB WHERE THE PARTICIPANT CURRENTLY RESIDES.]

Yes ☐

No ☐

[IF THE PARTICIPANT ANSWERS "YES" TO Q3 CONTINUE TO Q5. IF THE PARTICIPANT ANSWERS "NO" CONTINUE TO Q4.]

4. Where else have you lived?

- a. ☐ [PARTICIPANT MENTIONS A SUBURB, VILLAGE OR TOWNSHIP WITHIN THE BOUNDARIES OF THE LIMPOPO PROVINCE.]
- b. ☐ [PARTICIPANT MENTIONS A SUBURB, VILLAGE OR TOWNSHIP WITHOUT THE BOUNDARIES OF THE LIMPOPO PROVINCE.]

5. Overall, how would you rate [INTERVIEWER MENTIONS DOMICILE] as a place to live in? Would you say it is excellent, good, fair, poor, or that you do not know?

☐ excellent ☐ good ☐ fair ☐ poor ☐ don't know ☐ refuses to answer

6. Overall, how would you rate [INTERVIEWER MENTIONS REGION'S NAME] as a place to live in? Would you say it is excellent, good, fair, poor, or that you do not know?

☐ excellent ☐ good ☐ fair ☐ poor ☐ don't know ☐ refuses to answer

7. Have you received some form of help or service from one or more of the Limpopo provincial government employees in the last twelve (12) months?

Yes ☐

No ☐

[IF THE PARTICIPANT IS UNSURE, EXPLAIN THAT THE QUESTION REFERS TO EMPLOYEES OF THE PROVINCIAL GOVERNMENT'S DEPARTMENTS AND INDIVIDUALS EMPLOYED BY THEM, ALTHOUGH THEY WORK IN THE FIELD. THE INTERVIEWER MUST LIST SOME OF THE

GOVERNMENT DEPARTMENTS REFERRED TO, AND REFER TO GOVERNMENT EMPLOYEES SUCH AS COMMUNITY DEVELOPMENT WORKERS, LIBRARIANS, COMMUNITY-BASED SOCIAL WORKERS AND PRIMARY HEALTH-CARE WORKERS, TO THE PARTICIPANT.]

8. The following questions require you to comment about how you think employees of the Limpopo provincial government treat citizens who receive services from them. Please give a general impression only, and so even if you are not sure. Using a rating of 1 to 9, where 1 means “very low”, and 9 is “very high”, how would you rate the last government department you visited on the following issues?

	<div style="display: flex; justify-content: space-between; align-items: center;"> strongly disagree ← → strongly agree </div>								
a. The employees make an effort to understand the needs of a citizen during a service encounter.....	1	2	3	4	5	6	7	8	9
b. The employees are reliable in providing the service they are supposed to render to citizens.....	1	2	3	4	5	6	7	8	9
c. The employees are straightforward and honest in their dealings with citizens.....	1	2	3	4	5	6	7	8	9
d. The employees are skilled and knowledgeable in what they are supposed to do.....	1	2	3	4	5	6	7	8	9

8. e. Based on your experiences over the past twelve (12) months, how would you rate the overall quality of services provided by the Limpopo government to the citizens? On a scale from 1, which means poor quality, to 9, meaning superior quality, where would you rate the overall quality of services provided by the Limpopo provincial government?

overall poor quality →

1	2	3	4	5	6	7	8	9
---	---	---	---	---	---	---	---	---

 ← **overall superior quality**

9. Based on your last service encounter with a department or employees of the Limpopo provincial government, please rate your experiences according to the scales below

- a. The effort you think you had to make to reach the last government department you visited.

little effort →

1	2	3	4	5	6	7	8	9
---	---	---	---	---	---	---	---	---

 ← **too much effort**

- b. The time you perceived to have spent waiting to be served at the last government department you visited.

little time →

1	2	3	4	5	6	7	8	9
---	---	---	---	---	---	---	---	---

 ← **very long time**

- c. The time you perceived to have spent being served at the last government department you visited.

little time →

1	2	3	4	5	6	7	8	9
---	---	---	---	---	---	---	---	---

 ← **very long time**

10. The following statements refer to your complaints about the quality of service you have received from the last government department you visited. Two types of action will be mentioned to you. You have to decide whether you are “less likely” or “more likely” to take the particular type of action.

Now, if you were to be dissatisfied with the quality of service you received from an employee of the Limpopo provincial government, how likely are you to engage in the following?

	<div style="display: flex; justify-content: space-between; align-items: center;"> less likely ← → more likely </div>								
a. Protesting the treatment on the spot.....	1	2	3	4	5	6	7	8	9
b. Lodging a complaint with the concerned employee's superiors.....	1	2	3	4	5	6	7	8	9

11. How confident are you that senior officials at the last government department you visited would act appropriately on your complaint if you were to lodge it?

Not at all confident →

1	2	3	4	5	6	7	8	9
---	---	---	---	---	---	---	---	---

 ← completely confident

12. The following statement refers to how you feel about staying in [INTERVIEWER MENTIONS DOMICILE].

If I could, I would relocate somewhere else.

strongly disagree →

1	2	3	4	5	6	7	8	9
---	---	---	---	---	---	---	---	---

 ← strongly agree

13. In terms of satisfying your needs and those of your household, would you say you expected, since last year (2008), a great deal, a fair amount, only a little, or nothing at all from the Limpopo provincial government?

a great deal	a fair amount	only a little	nothing at all	don't know	refuses to answer
--------------	---------------	---------------	----------------	------------	-------------------

14. Based on your experiences over the past twelve (12) months, state your satisfaction with the overall service that you received from [INTERVIEWER MENTIONS THE NAME OF THE LOCAL MUNICIPALITY], using the statements below. You may say you are very satisfied, somewhat satisfied, somewhat dissatisfied, or very dissatisfied.

	I am satisfied with ...	Very satisfied	Somewhat satisfied	Somewhat dissatisfied	Very dissatisfied	Don't know	Refuses to answer
a.	the way I was treated.	4	3	2	1	66	99
b.	the whole service experience.	4	3	2	1	66	99
c.	the full attention I was given.	4	3	2	1	66	99
d.	the care I received.	4	3	2	1	66	99

15. a. Have you had some contact with employees of the Limpopo provincial government called Community Development Workers in the last twelve (12) months?

Yes ☐ No ☐

15. b. On a scale from 1 to 9, with 1 meaning "poor service" and 9 meaning "excellent service", how would you rate the service you received from the Community Development Worker (CDW) in your area?

Poor service →

1	2	3	4	5	6	7	8	9
---	---	---	---	---	---	---	---	---

 ← **Excellent service**

16. How would you rate the Limpopo provincial government's efforts to disseminate information about its social functions, services and programs?

excellent	good	only fair	poor	don't know	refuses to answer
-----------	------	-----------	------	------------	-------------------

17. Are you aware of the following initiatives of the Limpopo provincial government which are meant to facilitate communication with citizens of the province? For each initiative you are aware of please state your impression of its quality.

	AWARENESS		ASSESSMENT OF QUALITY				
	Aware	not aware	excellent	good	fair	poor	don't know
Limpopo Province premier's imbizo	→ <input type="text" value="1"/>	<input type="text" value="0"/>	<input type="text" value="4"/>	<input type="text" value="3"/>	<input type="text" value="2"/>	<input type="text" value="1"/>	<input type="text" value="0"/>
Limpopo Province Web site (http://www.premier.limpopo.gov.za)	→ <input type="text" value="1"/>	<input type="text" value="0"/>	<input type="text" value="4"/>	<input type="text" value="3"/>	<input type="text" value="2"/>	<input type="text" value="1"/>	<input type="text" value="0"/>
Limpopo Province Newsletter (Limpopo News)	→ <input type="text" value="1"/>	<input type="text" value="0"/>	<input type="text" value="4"/>	<input type="text" value="3"/>	<input type="text" value="2"/>	<input type="text" value="1"/>	<input type="text" value="0"/>
Limpopo Province Batho Pele day	→ <input type="text" value="1"/>	<input type="text" value="0"/>	<input type="text" value="4"/>	<input type="text" value="3"/>	<input type="text" value="2"/>	<input type="text" value="1"/>	<input type="text" value="0"/>

18. Do you have one or more child attending school at a primary school within the province of Limpopo?

Yes No

19. The following questions refer to your impression of government-run primary schools in the Limpopo province. State whether excellent, good, only fair, poor, or that you don't know, to the question.

- a. What is the quality of teachers in the primary schools run by the Limpopo Department of Education?

excellent	good	only fair	poor	don't know	refuses to answer
-----------	------	-----------	------	------------	-------------------

- b. What is the quality of the material or content the children are learning in class and in the school, in the primary schools run by the Limpopo provincial government?

excellent	good	only fair	poor	don't know	refuses to answer
-----------	------	-----------	------	------------	-------------------

- c. What is the quality of the learning materials the children are using for their lessons in the primary schools?

excellent	good	only fair	poor	don't know	refuses to answer
-----------	------	-----------	------	------------	-------------------

- d. What is your rating of the size of classes in the primary schools of the Province of Limpopo?

excellent	good	only fair	poor	don't know	refuses to answer
-----------	------	-----------	------	------------	-------------------

- e. How would you rate the physical condition, that is, the neatness and cleanliness, of the primary schools in the Province of Limpopo?

excellent	good	only fair	poor	don't know	refuses to answer
-----------	------	-----------	------	------------	-------------------

20. Do you have one or more child attending school at a government secondary or high school run by the Limpopo Department of Education?

Yes No

21. The following questions refer to your impression of secondary and high schools run by the Limpopo

provincial government. State whether excellent, good, only fair, poor or that you don't know, to each of the questions.

- a. What is the quality of teachers in the secondary and high schools run by the Limpopo Department of Education?

excellent	good	only fair	poor	don't know	refuses to answer
-----------	------	-----------	------	------------	-------------------

- b. What is the quality of the material or content the learners are learning in class and in the school, in the secondary and high schools run by the Limpopo provincial government?

excellent	good	only fair	poor	don't know	refuses to answer
-----------	------	-----------	------	------------	-------------------

- c. What is the quality of the learning materials the children are using for their lessons in the secondary and high schools?

Excellent	good	only fair	poor	don't know	refuses to answer
-----------	------	-----------	------	------------	-------------------

- d. What is your rating of the size of classes in the high schools of the Province of Limpopo?

Excellent	good	only fair	poor	don't know	refuses to answer
-----------	------	-----------	------	------------	-------------------

- e. How would you rate the physical condition, the neatness and cleanliness, of the secondary and high schools?

excellent	good	only fair	poor	don't know	refuses to answer
-----------	------	-----------	------	------------	-------------------

22. Did you ever visit a hospital run by the provincial government of Limpopo in the last 12 months?

Yes ☐ No ☐

23. What was the nature of your visit?

Emergency service	Overnight admission	Long-term admission	Routine outside patient visit	Once-off scheduled appointment	Visiting a Patient
-------------------	---------------------	---------------------	-------------------------------	--------------------------------	--------------------

24. On a scale from 1 to 9, with 1 meaning "poor service" and 9 meaning "excellent service", how would you rate the service you received from the hospital you visited?

Poor service →

1	2	3	4	5	6	7	8	9
---	---	---	---	---	---	---	---	---

 ← **Excellent Service**

25. What is the name of the hospital you visited?

Name of hospital: _____

26. How would you rate staffing at [\[INTERVIEWER NAMES HOSPITAL LISTED IN Q25\]](#)?

completely inadequate	somewhat inadequate	more or less adequate	more than adequate	unable to answer	refuses to answer
-----------------------	---------------------	-----------------------	--------------------	------------------	-------------------

27. How would you rate the physical facilities at [\[INTERVIEWER NAMES HOSPITAL LISTED IN Q25\]](#)?

excellent	good	only fair	poor	don't know	refuses to answer
-----------	------	-----------	------	------------	-------------------

28. How would you rate the Limpopo provincial government's efforts of providing emergency medical rescue services?

excellent	good	only fair	poor	don't know	refuses to answer
-----------	------	-----------	------	------------	-------------------

29. Some of the patients with complicated diseases are sent for specialized medical procedures in Gauteng hospitals. How would you rate the Limpopo provincial government's efforts of providing specialized, high-tech medical services within the province?

excellent	good	only fair	poor	don't know	refuses to answer
-----------	------	-----------	------	------------	-------------------

30. How would you rate the Limpopo provincial government's efforts to establish programs and services for the elderly?

excellent	good	only fair	poor	don't know	refuses to answer
-----------	------	-----------	------	------------	-------------------

31. a. Are you familiar with programs and services of the Limpopo Youth Commission for you to be able to evaluate them?

Yes ☐ No ☐

31. b. If you have answered "YES" to Q31 (a), please rate the quality of programs and services the Limpopo Youth Commission is providing to the youth of the Limpopo Province. Would you say the programs and services are excellent, good, only fair, or poor?

excellent	good	only fair	poor	don't know	refuses to answer
-----------	------	-----------	------	------------	-------------------

32. Are you satisfied with the availability of Limpopo government-sponsored sporting and recreational facilities, including children's playgrounds, in your neighbourhood?

very satisfied	somewhat satisfied	somewhat dissatisfied	very dissatisfied	don't know	refuses to answer
----------------	--------------------	-----------------------	-------------------	------------	-------------------

33. Have you, or anyone else in your household, visited a game reserve or nature park in the last twelve (12) months?

Yes ☐ No ☐

34. How satisfied are you with the protection and upkeep of game reserves or nature parks within the control of the Limpopo provincial government?

very satisfied	somewhat satisfied	somewhat dissatisfied	very dissatisfied	don't know	refuses to answer
----------------	--------------------	-----------------------	-------------------	------------	-------------------

35. The following questions refer to how safe do you feel in your neighbourhood and in business areas. State whether you feel very unsafe, somewhat unsafe, fairly safe or very safe in these areas. You may also say if you do not know.

	very unsafe	somewhat unsafe	fairly safe	very safe	don't know
a. Do you feel that your neighbourhood is a safe place to be in at night?.....	1	2	3	4	5
b. Do you feel that your neighbourhood is a safe place to be in during the day?.....	1	2	3	4	5
c. Do you feel safe walking alone in business areas during the day?.....	1	2	3	4	5
d. Do you feel safe walking alone in business areas during the night?.....	1	2	3	4	5
e. Do you feel that your property is well protected because of police presence and visibility?.....	1	2	3	4	5

36. On a scale from 1 to 9, with 1 meaning "not satisfied" and 9 meaning "satisfied", how would you rate your level of satisfaction with the way the police department in general is doing its job?

not satisfied →

1	2	3	4	5	6	7	8	9
---	---	---	---	---	---	---	---	---

 ← satisfied

37. a. Focusing only on roads and streets in your neighbourhood, and not freeways, how would you rate the condition of the road and street surfaces in your neighbourhood?

excellent	Good	only fair	poor	don't know	refuses to answer
-----------	------	-----------	------	------------	-------------------

37. b. How would rate the quality of how traffic police enforce traffic laws within the province of Limpopo.

excellent	Good	only fair	poor	don't know	refuses to answer
-----------	------	-----------	------	------------	-------------------

38. a. Based on what you see, or what you hear, are you satisfied with the availability of housing within the province of Limpopo?

very satisfied	somewhat satisfied	somewhat dissatisfied	very dissatisfied	don't know	refuses to answer
----------------	--------------------	-----------------------	-------------------	------------	-------------------

38. b. Based on what you see, or what you hear, are you satisfied with the quality of housing that is available within the province of Limpopo?

very satisfied	somewhat satisfied	somewhat dissatisfied	very dissatisfied	don't know	refuses to answer
----------------	--------------------	-----------------------	-------------------	------------	-------------------

39. How satisfied are you with your household's access to clean water?

very satisfied	somewhat satisfied	somewhat dissatisfied	very dissatisfied	don't know	refuses to answer
----------------	--------------------	-----------------------	-------------------	------------	-------------------

40. a. Is your home electrified?

Yes ☐ No ☐

40. b. If your home is electrified, how satisfied are you with the electricity supply service your household is receiving?

very satisfied	somewhat satisfied	Somewhat Dissatisfied	very dissatisfied	don't know	refuses to answer
----------------	--------------------	-----------------------	-------------------	------------	-------------------

41. On a scale from 1 to 9, with 1 meaning "not satisfied" and 9 meaning "satisfied", how would you rate your general level of satisfaction with the way the Limpopo provincial government has been providing services to you for the last 12 months?

not satisfied →

1	2	3	4	5	6	7	8	9
---	---	---	---	---	---	---	---	---

 ← satisfied

42. On a scale from 1 to 9, with 1 meaning "not satisfied" and 9 meaning "satisfied", how would you rate the services of the Limpopo provincial government towards people who have special needs and challenges, such as the blind and the deaf?

not satisfied →

1	2	3	4	5	6	7	8	9
---	---	---	---	---	---	---	---	---

 ← satisfied

43. a. Have you, or any member of your family, been able to **successfully** apply for the following?

Disability grant	Yes <input type="checkbox"/>	No <input type="checkbox"/>
Old age grant	Yes <input type="checkbox"/>	No <input type="checkbox"/>
Child support grant	Yes <input type="checkbox"/>	No <input type="checkbox"/>

43. b. If you have answered “NO” to any item in 43(a) please state in brief what the difficulties of accessing the funds are.

Answer : _____

44. How would you rate the Limpopo provincial government's efforts of developing economic opportunities for citizens of the province?

excellent	Good	only fair	poor	don't know	refuses to answer
-----------	------	-----------	------	------------	-------------------

45. What would you regard as priority areas for the Limpopo provincial government to look into? Please state these priorities according to their order of importance, starting with the most important.

Priority 1: _____

Priority 2: _____

Priority 3: _____

46. [INTERVIEWER MUST MAKE AN OBSERVATION AND ENTER THE SEX OF THE PARTICIPANT.]

Female ☐

Male ☐

47. How many people belong to your household?

Number of persons in the household: _____ persons.

48. Who are the people who live in your household for the better part of the year? Please mark with a cross all the individuals who live in your household for the better part of the year?

☐ Biological Mother

☐ Step-Mother

☐ Maternal Grandmother

☐ Paternal Grandmother

☐ Biological Father

☐ Step-Father

☐ Maternal Grandfather

☐ Paternal Grandfather

☐ Sisters

☐ Brothers

☐ Uncles

☐ Aunts

☐ Lodgers

49. If there are grandparents living in your household, what is their average age?

Average age of grandparents: _____ years old.

50. a. Do you have one or more members of your household working outside of the Limpopo Province and only visit home on occasion?

Yes ☐

No ☐

50. b. Where do the family members referred to in Q51 (a) work?

Place of work: _____

51. If you answered YES to Q50 (a), please list the member or members of your household who work away from home?

Answer (e.g., father, sister, etc.):

52. In which age category are you?

<input type="checkbox"/> 18-23 yrs.	<input type="checkbox"/> 24-29 yrs.	<input type="checkbox"/> 30-35 yrs.	<input type="checkbox"/> 36-41 yrs.
<input type="checkbox"/> 42-47 yrs.	<input type="checkbox"/> 48-53 yrs.	<input type="checkbox"/> 54-59 yrs.	<input type="checkbox"/> 60-65 yrs.
<input type="checkbox"/> 66-71 yrs.	<input type="checkbox"/> 72-77 yrs.	<input type="checkbox"/> 78 yrs. and above	

53. What is the highest level of education you have completed?

Highest educational level: _____

54. State whether or not you have the following items in your house.

If "YES" how many?

a.	Do you own a car in your household?	Yes <input type="checkbox"/>	No <input type="checkbox"/>	_____
b.	Do you have a television set in your house?	Yes <input type="checkbox"/>	No <input type="checkbox"/>	_____
c.	Do you have books in the house?	Yes <input type="checkbox"/>	No <input type="checkbox"/>	_____

55. In your own words, how would you generally describe service delivery as provided by the Limpopo Provincial Government?

[INTERVIEWER LISTENS CAREFULLY; ONLY PROBES OR ASKS QUESTIONS OF CLARIFICATION WITHOUT BEING DIRECTIVE. THE INTERVIEWEE MUST BE ALLOWED TO EXPRESS HIS/HER VIEWS FREELY.]

[illegible]

[INTERVIEWER POINTS OUT TO THE PARTICIPANT THAT THE INTERVIEW IS COMPLETE, AND THANKS HIM OR HER FOR TAKING PART IN THE STUDY.]