

CONFIDENTIAL



**LIMPOPO**

**PROVINCIAL GOVERNMENT**  
REPUBLIC OF SOUTH AFRICA

**DEPARTMENT OF PUBLIC WORKS**

Ref: 2/7/5/1

CUSTOMER SATISFACTION SURVEY

**PROPERTY AND FACILITY MANAGEMENT**

**VHEMBE DISTRICT**

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## **1. ABSTRACT**

The Monitoring and Evaluation Unit conducted customer survey targeting tenants staying in State owned housed/flats. The objective of the survey was to ascertain if the Properties and Facilities Management Directorate provides efficient and effective services to external clients. The data gathered will be utilized to identify weaknesses, strengths and come up with remedial action for better service delivery.

The following limitations were identified:

- Most respondents at road camps found it difficult to interpret the questions due to English not being their mother tongue. Officials from M & E had to use local vernacular to interpret item questions in the questionnaire.
- The digital random calculator does not differentiate between genders.

## **2. INTRODUCTION**

Monitoring and Evaluation Directorate is mandated to conduct customer surveys on bi-quarterly basis annually to comply with the provincial transversal standards. Customer survey is incorporated in the Annual Performance Plan as a key result area. The financial year under review is 2011/12. The scope of the survey is Property and Facility Management Directorate within the Limpopo Department of Public Works. The objective of the survey was to ascertain if Property and Facility Management Directorate provides efficient and effective services to external clients. The Customer Survey was conducted at Vhembe District by Monitoring & Evaluation Team from the 13, and 27 to 28 September 2011.

## **3. METHOD**

### **3.1 Design**

The quantitative research methodology was used. The survey questionnaire was drafted and compiled by Monitoring and Evaluation Unit officials. The questionnaire was implemented at Capricorn, Waterberg, Sekhukhune, Mopani and Vhembe district and a report for each selective entity were produced.

The survey consisted of a questionnaire of six (6) sections A to F, section A to F dealt with the eight Batho Pele on tenant's experiences with Property and Facility Management Directorate.

The sampling technique used for this survey was a combination of stratified and random sampling techniques. The target population was taken from the Departmental House Register. The list was numbered starting from one for each stratum. The specific category of the tenants was excluded from the survey namely: Tenants working for the Department of Public Works. Ten percent of the target

population was then drawn to be included in the sample. A three-digit random sampling electronic calculator from Star Trek was used to draw numbers randomly.

### 3.2 Participants

The participants in the survey were tenants from all five districts in the province. i.e. Vhembe, Mopani, Sekhukhune and Capricorn Districts.

District	Scheduled Dates	Dates used to Conduct Survey
Mopani District	23 – 25 August 2011	23- 25 August 2011
Waterberg District	29 – 31 August 2011	29 – 31 August 2011
Capricorn District	06 – 08 September 2011	06 – 08 September 2011
Vhembe District	13 – 15 September 2011	13 & 27 – 28 September 2011
Sekhukhune District	20 – 23 September 2011	20 – 23 September 2011

### 3.3 Resources Utilized

- Stationery was used to design the questionnaire
- Photocopy machines
- Selected Tenants
- Vehicles

### 3.4 Procedure followed

Monitoring and Evaluation drafted a schedule to conduct the survey. A short presentation on the questionnaire was done to participants. The participants were given an opportunity to complete the questionnaire willingly in the presence of Monitoring and Evaluation officials as it was to be handled as confidential. The completed forms were collected on the day of the scheduled visit.

The visiting schedule was as follows:

District	Scheduled Dates
<ul style="list-style-type: none"> <li>• Khoroni</li> <li>• Musina Reserve</li> <li>• Musina Hospital</li> <li>• Matopi</li> <li>• Sibasa</li> </ul>	13 September 2011
<ul style="list-style-type: none"> <li>• Langja</li> <li>• Makhado</li> <li>• Hlanganani</li> </ul>	27 September 2011
<ul style="list-style-type: none"> <li>• Mutale</li> <li>• Sibasa</li> </ul>	28 September 2011
<ul style="list-style-type: none"> <li>• Thohoyandou</li> <li>• Makwarela</li> </ul>	29 September 2011

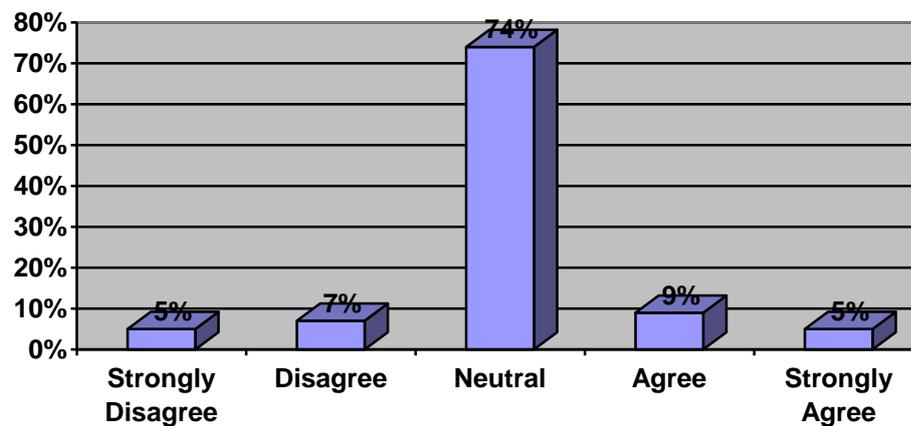
#### 4. SURVEY RESULTS

##### SECTION A

**A1 Can you rate the level of satisfaction in relation to how your application for accommodation was handled?**

Table A1	Very Dissatisfied	Dissatisfied	Neutral	Satisfied	Very Satisfied
Score	2	3	32	4	2
Percentage	5%	7%	74%	9%	5%

**Chart A.1.**

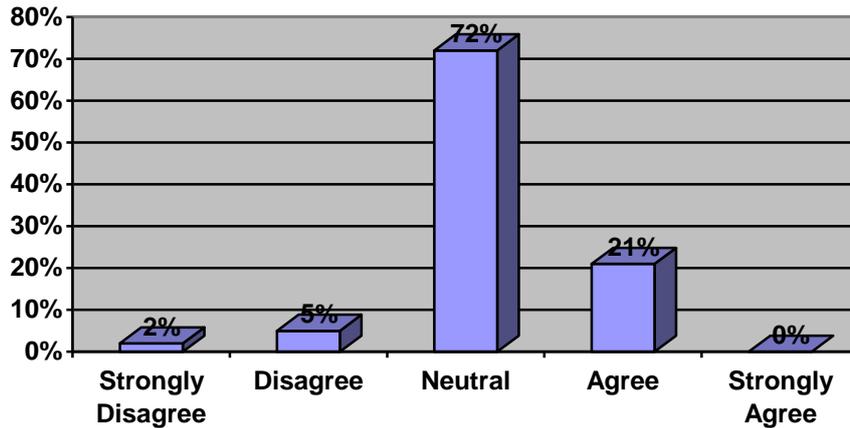


*11% of participants responded positively, while 74% was neutral and 12% negatively to the statement made.*

**A2 Can you rate the level of satisfaction at which the department was responsive to your request/ application?**

Table A2	Very Dissatisfied	Dissatisfied	Neutral	Satisfied	Very Satisfied
Score	1	2	31	9	0
Percentage	2%	5%	72%	21%	0%

**Chart: A.2**

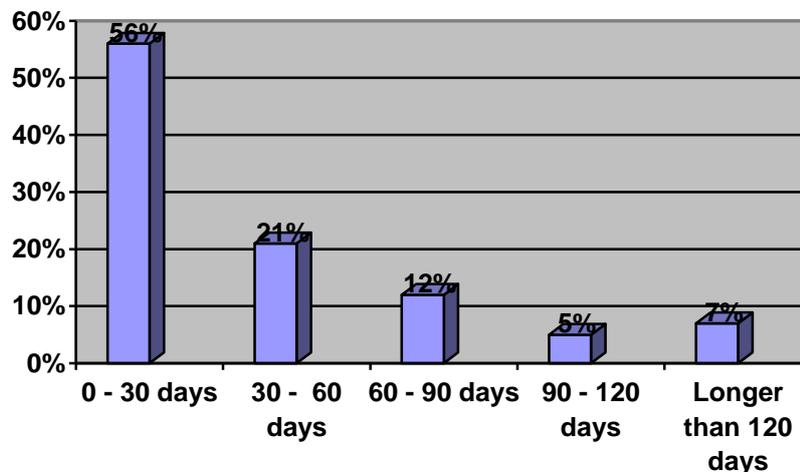


21% of participants responded positively, while 72% was neutral and 7% negatively to the statement made.

**A3 How long did it take the department to finalize your request?**

Table A3	0 - 30 days	30 – 60 days	60 – 90 days	90 – 120 days	Longer than 120 days
Score	24	9	5	2	3
Percentage	56%	21%	12%	5%	7%

**Chart:A.3**

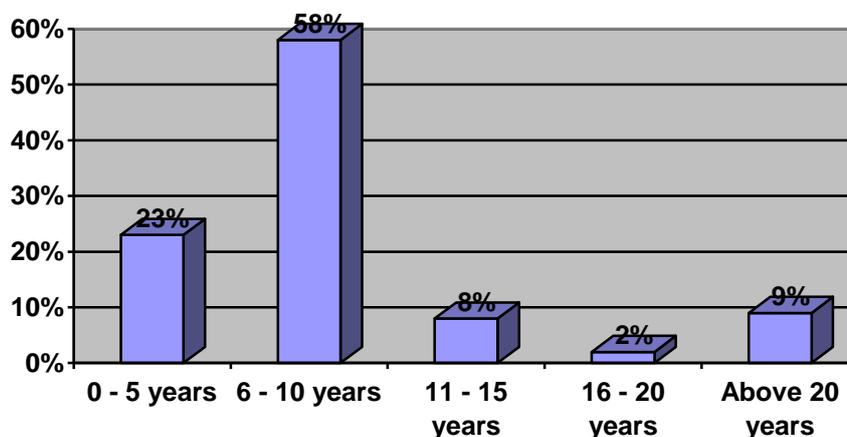


80% participants indicated that their request took lesser time to finalize, while 12% indicated that the department took between 60 – 90 days to finalize their request, 5% indicated that the department took 90 – 120 days to finalize their request and 7% indicated that the department took more than 120 days to finalize their request.

**A4 How long have you been staying in this flat/house?**

Table A4	0-5 years	6 to 10 years	11 to 15 years	16 to 20 years	Above 20 years
Score	10	25	3	1	4
Percentage	23%	58%	8%	2%	9%

**Chart: A.4**

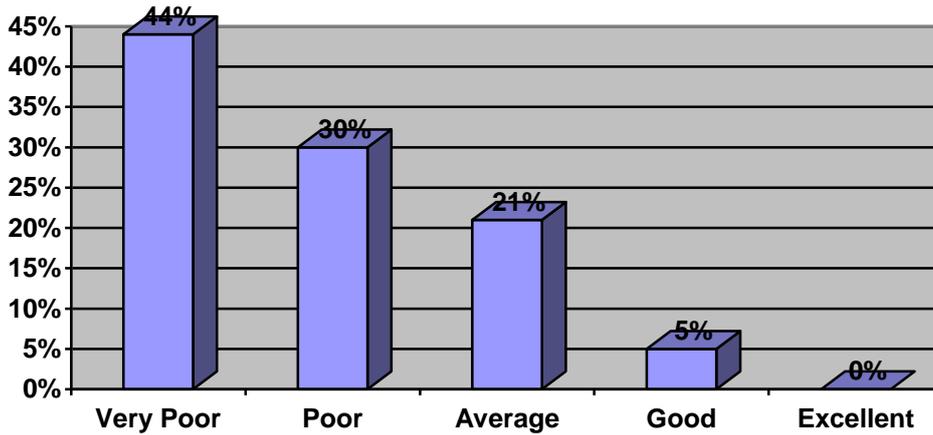


*23% of participants indicated that they have been staying in these houses between 0 to 5 years, 58% of respondents indicated that they have been staying in these houses between 6 and 10 years, 8% of respondents indicated that they have been staying in these houses between 11 and 15 years, 2% of respondents indicated that they have been staying in these houses between 16 and 20 years while 9% of respondents indicated that they have been staying in these houses for more than 20 years.*

**A5 Please rate the level of satisfaction with regard to general conditions of your flat/house.**

Table A5	Very Poor	Poor	Average	Good	Excellent
Score	19	13	9	2	0
Percentage	44%	30%	21%	5%	0%

**Chart: A.5**

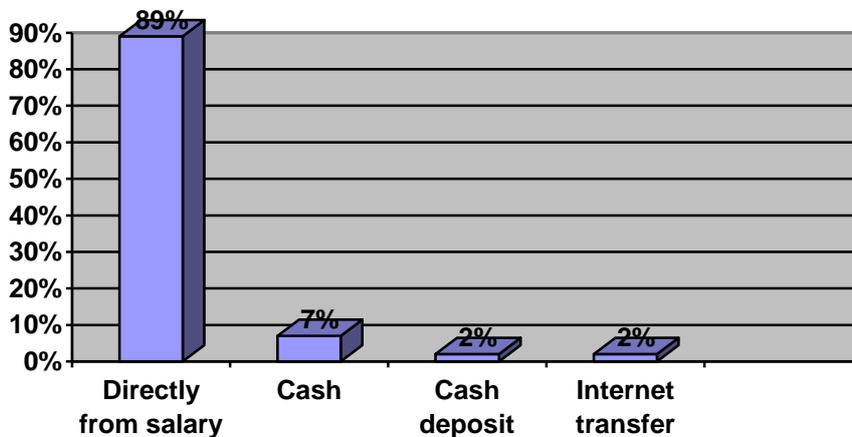


5% of participants responded positively, while 24% was neutral and 74% negatively to the statement made.

**A6 Which method of payment do you use to pay your rent?**

Table A6	Directly from salary	Cash	Cash Deposit	Internet Transfer
Score	38	3	1	1
Percentage	89%	7%	2%	2%

**Chart: A.6**

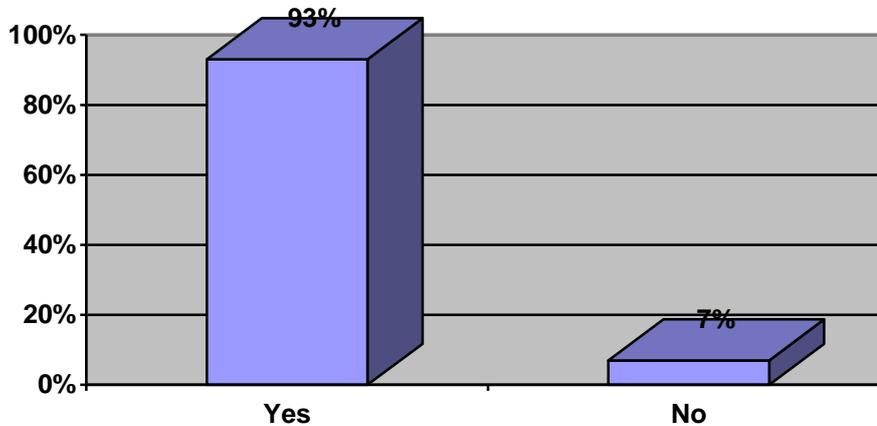


89% participants indicated that payment for the houses is directly withdrawn from their salary, while 7% of respondents indicated that they make cash payments for their houses. 2% indicated that they make use of cash deposit and another 2% indicated that they make use of internet transfer.

**A7 Is this method of payment convenient to you?**

Table A7	Yes	No
Score	40	3
Percentage	93%	7%

**Chart: A.7**

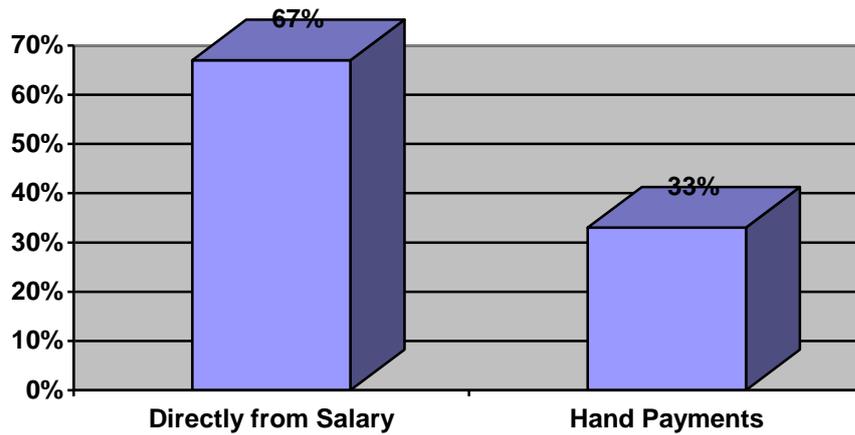


*93% of participants indicated that the method of payment they are using is convenient for them, while 7% of respondents indicated that the method of payment they are using is not convenient for them.*

**A8 If no, which method would be convenient to you?**

Table A7	Directly from Salary	Hand Payment
Score	2	1
Percentage	67%	33%

**Chart: A.8**

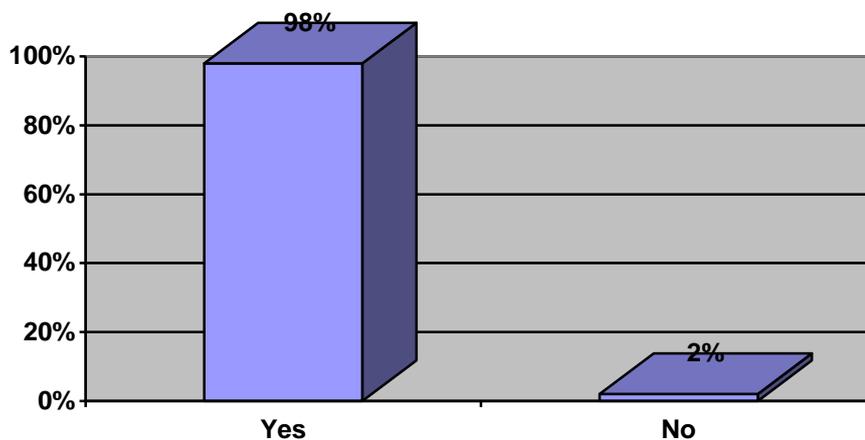


67% of participants indicated that they would prefer debit orders or stop orders as method of payment and 33% indicated that they would prefer direct or hand payments.

**A9 Did you ever reported, defect in your flat/house to the department.**

Table A9	Yes	No
Score	42	1
Percentage	98%	2%

**Chart: A.9**

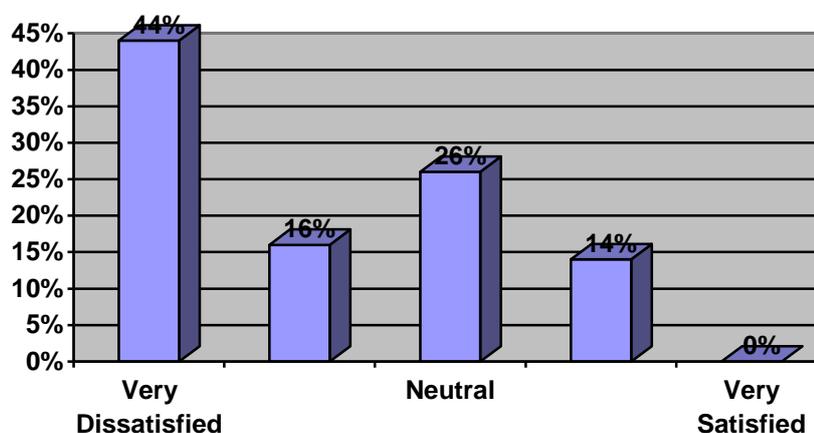


98% of participants indicated they do report defects in their flats or houses while 2% of respondents indicate that they have never reported defects in their flats or houses.

**A10 If yes rate the level of satisfaction with regard to services rendered?**

Table A10	Very Dissatisfied	Dissatisfied	Neutral	Satisfied	Very Satisfied
Score	19	7	11	6	0
Percentage	44%	16%	26%	14%	0%

**Chart: A.10**



14% of participants indicated they are satisfied with services rendered by the department, 26% of respondents were neutral while 60% of respondents indicated negative.

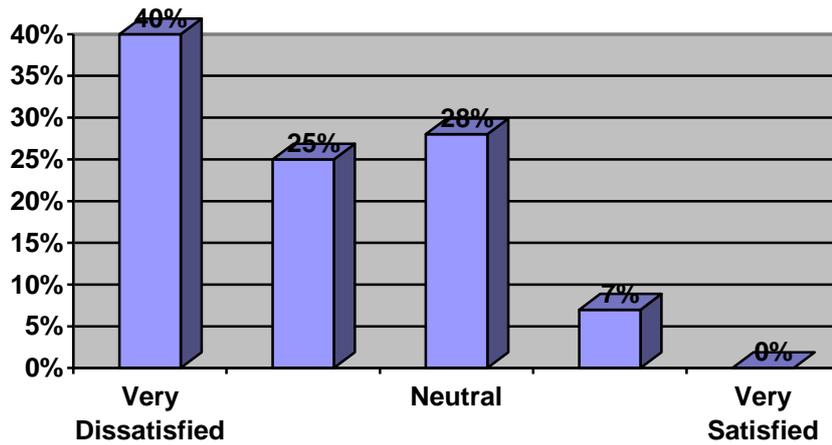
**SECTION B**

**B OPENNESS AND TRANSPERANCY**

**B1 Can you rate the level at which the department provide you with information regarding your flat/house.**

Table B1	Very Dissatisfied	Dissatisfied	Neutral	Satisfied	Very Satisfied
Score	17	11	12	3	0
Percentage	40%	25%	28%	7%	0%

**Chart: B.1**

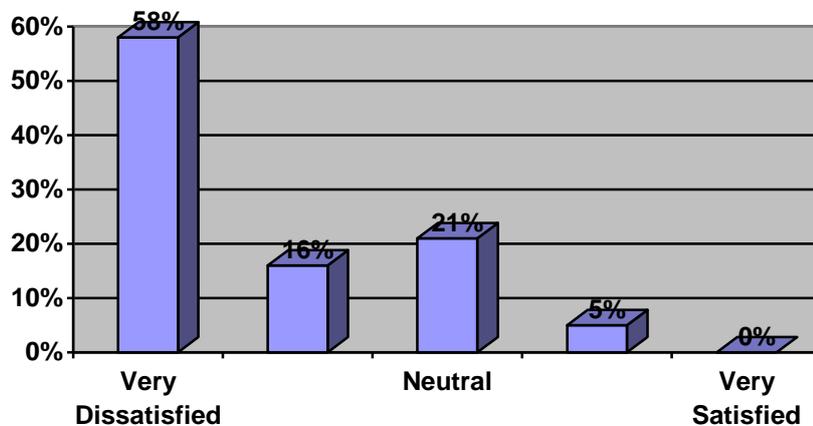


7% of participants responded, while 28% was neutral and 65% responded negatively to the statement made.

**B2** Can you rate the level at which the department senior management in Property Management are accessible to you.

Table B2	Very Dissatisfied	Dissatisfied	Neutral	Satisfied	Very Satisfied
Score	25	7	9	2	0
Percentage	58%	16%	21%	5%	0%

**Chart: B.2**



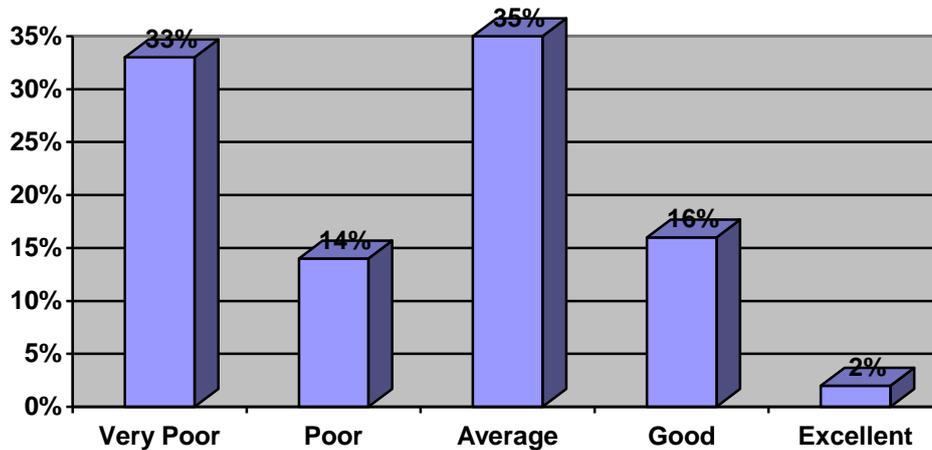
5% of participants responded positively, while 21% was neutral and 74% responded negatively to the statement made.

## COURTESY

**C1** Indicate the level of courtesy you receive when calling the department.

Table C1	Very Poor	Poor	Average	Good	Excellent
Score	14	6	15	7	1
Percentage	33%	14%	35%	16%	2%

**Chart: C.1**

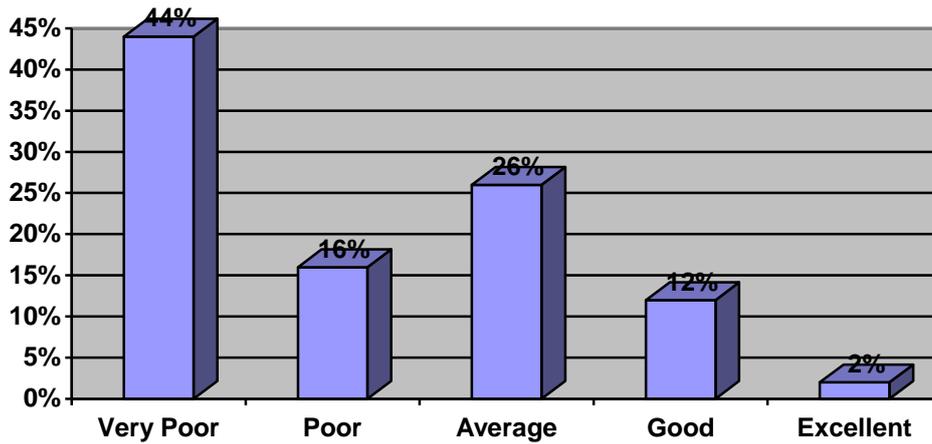


*18% of participants responded positively, while 35% is average and 47% of responded negatively to the statement made.*

**C.2** Indicate the level of courtesy you receive from officials from Property Management.

Table C.2	Very Poor	Poor	Average	Good	Excellent
Score	19	7	11	5	1
Percentage	44%	16%	26%	12%	2%

Chart: C.2



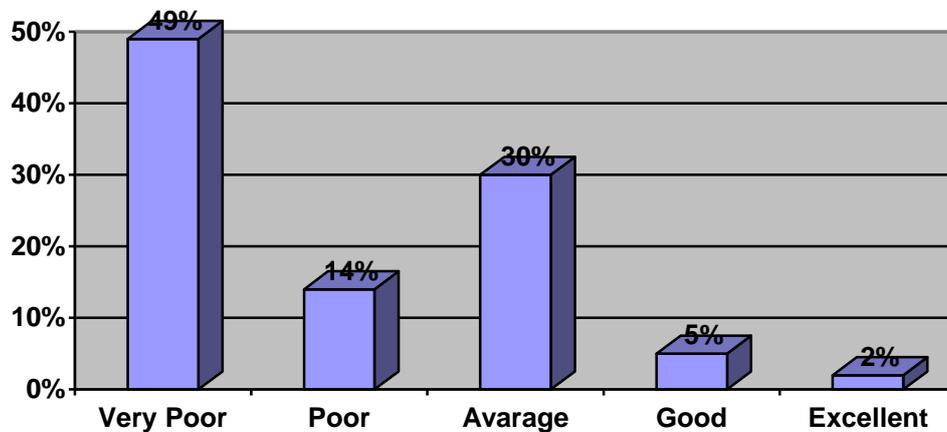
14% of participants responded positively, while 26% was average and 60% of responded negatively to the statement made.

**INFORMATION**

**D.1 Please rate the level at which the department keeps you informed with issues relating to your flat/house.**

Table D.1	Very Poor	Poor	Average	Good	Excellent
Score	21	6	13	2	1
Percentage	49%	14%	30%	5%	2%

Chart: D.1

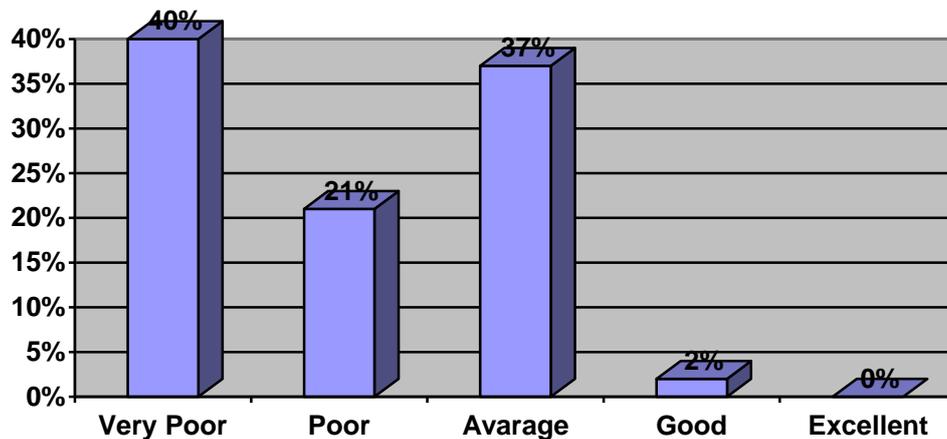


7% of participants responded positively, while 30% of respondents were neutral and 63% responded negatively to the statement made.

**D.2 Please rate the level at which the department provides you with information as to whom and how to contact the department should you experience problems.**

Table D.2	Very Poor	Poor	Average	Good	Excellent
Score	17	9	16	1	0
Percentage	40%	21%	37%	2%	0%

**Chart: D.2**

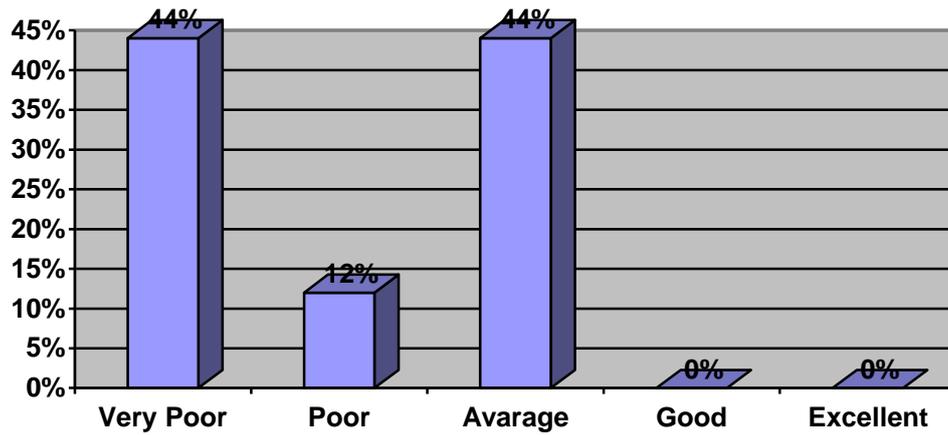


*2% of participants responded positively, while 37% was neutral and 61% responded negatively to the statement made.*

**D.3 Please rate the level at which the department is informing you about services covered by the contract**

Table D.3	Very Poor	Poor	Average	Good	Excellent
Score	19	5	19	0	0
Percentage	44%	12%	44%	0%	0%

**Chart: D.3**

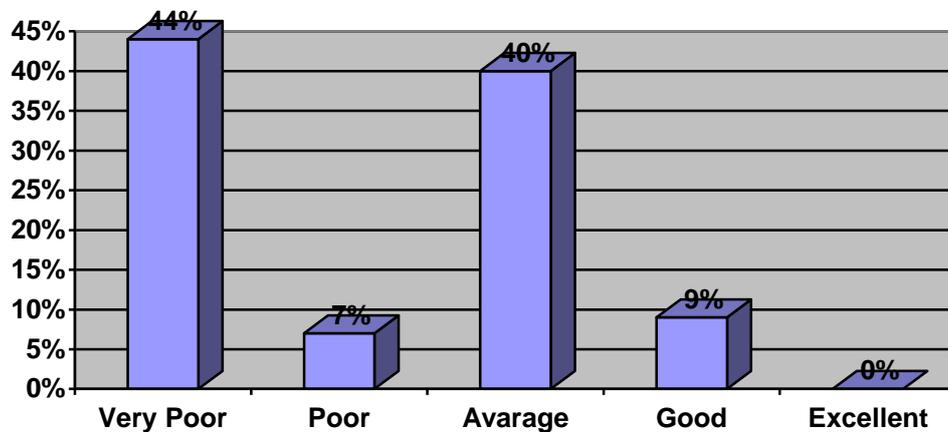


0% of participants responded positively, while 44% was neutral and 56% responded negatively to the statement made.

**D.4 Is the department informing your organization of where to obtain services.**

Table D.4	Very Poor	Poor	Average	Good	Excellent
Score	19	3	17	4	0
Percentage	44%	7%	40%	9%	0%

**Chart: D.4**



9% of participants responded positively, while 40% was neutral and 51% responded negatively to the statement made.

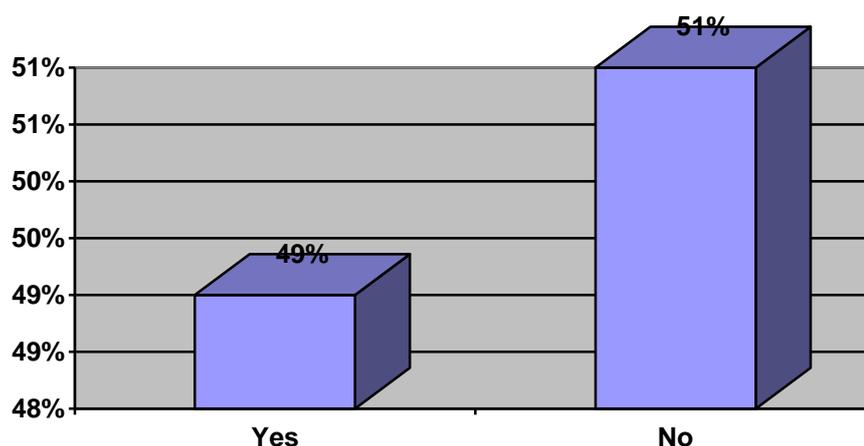
## SECTION E

### E Consultation

E.1. Does the department consult you in case there are changes in your monthly rate?

Table E.1	Yes	No
Score	21	22
Percentage	49%	51%

Chart: E.1

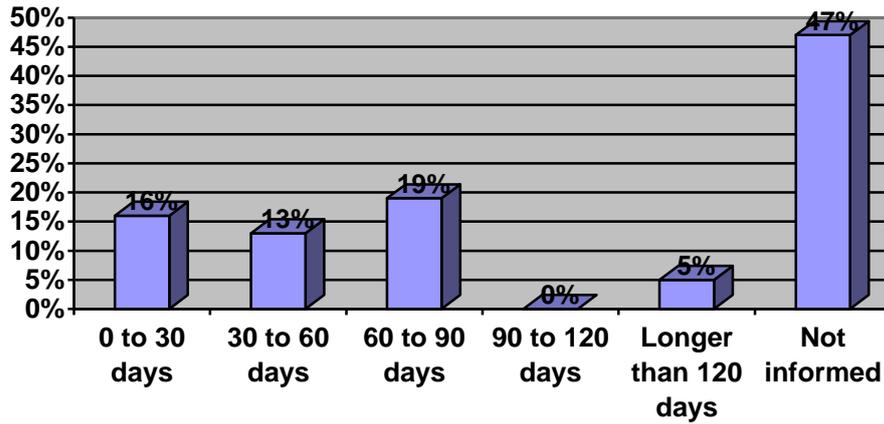


49% of participants responded positively, while 51% responded negatively to the statement made.

E.2. If yes, how long before changes are effected.

Table E.2	0 to 30 days	30 – 60 days	60 to 90 days	90 to 120 days	Longer than 120 days	Not informed
Score	7	6	8	0	2	20
Percentage	16%	13%	19%	0%	5%	47%

**Chart: E.2**



48% of participants indicated that they are informed between first months to four months before changes, while 60% indicate that they are informed long after four months or they are never informed of any changes in their monthly rates.

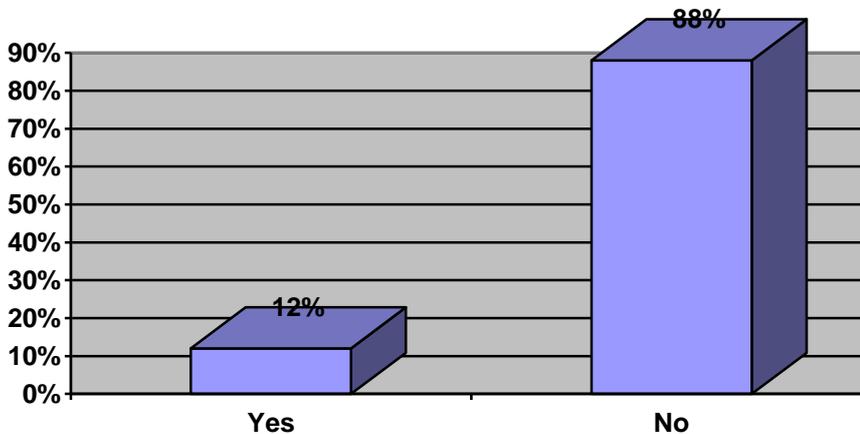
**SECTION F**

**F SERVICE STANDARDS**

**F.1. Are you provided with departmental service standards?**

Table F.1	Yes	No
Score	5	38
Percentage	12%	88%

**Chart:F.1**

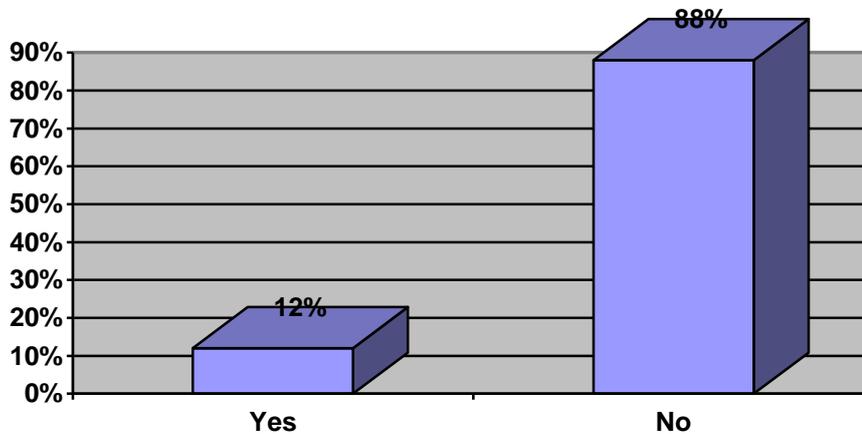


12% of participants indicated that they were provided with the departmental service standards, while 88% indicated that they were not provided with the departmental service standards.

**F.2 If yes, were they explained to you?**

Table F.2	Yes	No
Score	5	38
Percentage	12%	88%

**Chart: F.2**

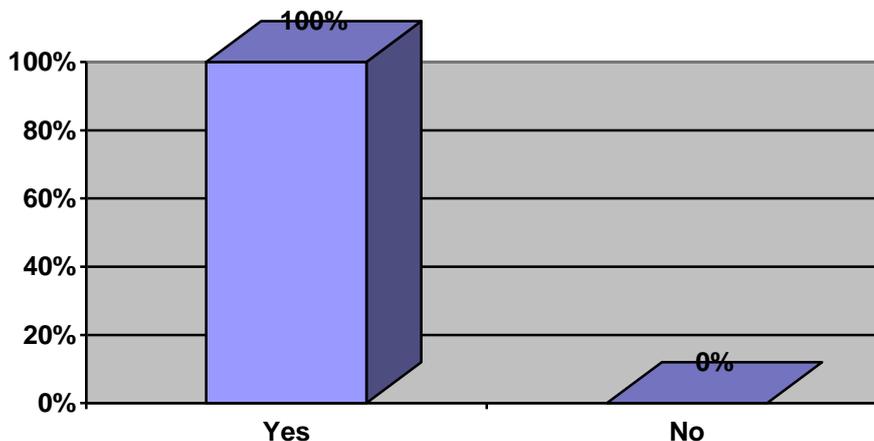


*12% of participants indicated that service standards were explained to them, while 88% indicated that service standards were not explained to them.*

**F.3 Did you sign the contract with the department?**

Table F.3	Yes	No
Score	43%	0
Percentage	100%	0%

**Chart: F.3**

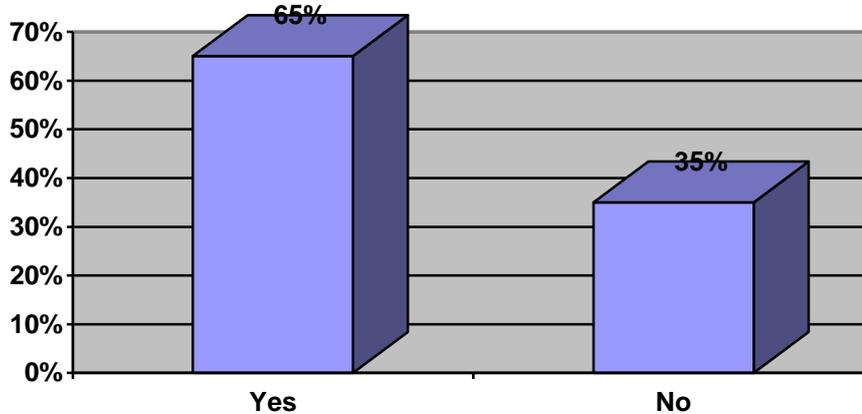


*100% of participants indicated that they did sign the contract with the department.*

#### F.4 Do you understand the content of the contract?

Table E.2	Yes	No
Score	28%	15
Percentage	65%	35%

Chart: F.4



*65% of participants indicated that they do understand the content of the contract, while 35% do not understand the content of the contract.*

#### Narrative remarks by clients

- Most tenants indicated that they want to buy these houses.
- Most of these houses do not have running water.
- More should be done to maintain these houses as they are not properly maintained.
- Reported defects are not taken into consideration.
- Tenants indicated that they would like of the department do annual inspections of these houses.
- No consultation between the tenants and the department.

## **DISCUSSIONS**

### **Section A:**

From the data one may assume that tenants in Waterberg are satisfied the level of service they receive from the department with regard to the time it took for their application to be processed and timeous respond to their request.

### **Section B: Openness and Transparency**

Openness and transparency by Property and Facility Management is not practiced at all. The rating indicates that there is not enough openness and transparency between Property and Facility Management Directorate as most tenants all rating are below ten percent for questions asked in the survey.

### **Section C: Courtesy**

“The courtesy principle goes beyond a polite smile, 'please' and 'thank you'. It requires service providers to empathize with the citizens and treat them with as much consideration and respect, as they would like for themselves” (Batho Pele Principles DPSA). The figure indicates that courtesy principle is at eighteen and fourteen percentage mark. This indicates that the overall courtesy in the district towards external customers should be considerably improved.

### **Section D: Information**

Data received indicates that there is no full information provided to tenants', as most clients do not know where to obtain services, who to contact and also what services covered in the contract. The ratings are all below ten percent mark.

### **Section E: Consultation**

The ratings indicate that there is not enough consultation between Property and Facility Management the rating are below fifty percent. This indicates that the overall consultation in the district should be improved.

### **Section F: Service Standards**

Service Standards implementation with regards to ensuring that tenants' are provided with the departmental service standard is not adhered too, as only 12% of tenants' indicated that they were provided with the departmental service standards. With regard to signing a contract or lease agreements 100% indicated that they did sign the contract and 65% does understand the content of the contract.

**5. Limitations**

- Most respondents at road camps found it difficult to interpret the questions due to English not being their mother tongue. Officials from M & E then had to use local vernacular to interpret item questions in the questionnaire.
- The digital random calculator does not differentiate between genders.

**7. Recommendations**

- It is recommended that Real Estate
- Always treat tenants with courtesy, apply openness and transparency principles in providing services, that is, with respect, consideration and responsiveness to their needs.
- Embrace the 8 Batho Pele Principles and the believe sets in executing their services.
- Attend Change Management Engagement Workshop and other workshops relevant to their scope of work.
- Improve on bad culture of providing services and adopt best practice.
- Give full, accurate and up-to-date information regarding lease agreements.
- Always offer apology where they failed to meet clients' expectations.
- Improve the level of consultation.

**8. APPROVAL**

- 8.1 That the acting HoD approves the findings of the external customer survey for Property and Facility Management for Mopani District.
- 8.2 That the findings be published on the departmental intranet.

**Approved/ Not Approved**

.....  
**HEAD OF DEPARTMENT**

.....  
**DATE**

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# Annexure

**ANNEXURE A**

**Questionnaire**

Can you rate the level of satisfaction in relation to how your application was handled?

Very dissatisfied	Dissatisfied	Neutral	Satisfied	Very Satisfied
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Can you rate the level of satisfaction at which the department was responsive to your request/application?

Very dissatisfied	Dissatisfied	Neutral	Satisfied	Very Satisfied
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How long did it take the department to finalize your request?

0 – 30 days	30 – 60 days	60 – 90 days	90 – 120 days	Longer than 120 days
-------------	--------------	--------------	---------------	----------------------

How long have you been staying in this flat/house?

Days/Months/ Years
--------------------

Please rate the level of satisfaction with regard to general conditions of your flat/house

Very poor	Poor	Average	Good	Excellent
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Which Method of payment do you use to pay your rent?

Directly from Salary	Cash	Cash deposit	Internet Transfer
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Is this method of payment convenient to you?

Yes	No
-----	----

If NO, answer the below question

Which method would be convenient to you?

.....  
 .....  
 .....

Did you ever reported defects in your flat/house to the department?

Yes	No
-----	----

If yes, please rate the level of satisfaction with regard to services rendered?

Very dissatisfied	Dissatisfied	Neutral	Satisfied	Very Satisfied
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### **OPENNES AND TRANSPERANCY**

Can you rate the level at which the department provide you with information regarding your flat/house.

Very dissatisfied	Dissatisfied	Neutral	Satisfied	Very Satisfied
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Can you rate level at which the department senior management in Property Management are accessible to you.

Very dissatisfied	Dissatisfied	Neutral	Satisfied	Very Satisfied
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### **COURTESY**

**Use the rating scale 1 to 5**

**1= very poor, 2= poor, 3= average, 4= good, 5 = excellent**

Indicate the level of courtesy you receive when calling the department?	1	2	3	4	5
Indicate the level of courtesy you receive from official Property Management	1	2	3	4	5

### **INFORMATION**

**Use the rating scale 1 to 5**

**1= very poor, 2= poor, 3= average, 4= good, 5 = excellent**

Please rate the level at which the department keeps you informed with issues relating to your flat/house?	1	2	3	4	5
Please rate the level at which the department provides you with information as to whom and how to contact the department should you experience problems?	1	2	3	4	5
Please rate the level at which the department is informing you about services covered by the contract.					

	Is the department informing your organization of where to obtain services					
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**CONSULTATION**

Does the department consult you in case there are changes in your monthly rates?

Yes	No
-----	----

If yes, how long before changes are effected?

0 – 30 days	30 – 60 days	60 – 90 days	90 – 120 days	Longer than 120 days
-------------	--------------	--------------	---------------	----------------------

**SERVICE STANDARDS**

Are you provided with departmental service standards?

Yes	No
-----	----

If yes, were they explained to you?

Yes	No
-----	----

Did you sign the contract with the department?

Yes	No
-----	----

Do you understand the content of the contract?

Yes	No
-----	----

If no, do you know the reason why you did not sign the contract? Explain

.....

.....

.....

.....

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