

Private Bag 6615
NEWCASTLE
2940

B9356, Amajuba
Building, Section 1,
Madadeni



Tel: (034) 329 7200
Fax: (034) 314 3785

Web page: www.amajuba.gov.za

AMAJUBA DISTRICT MUNICIPALITY - CUSTOMER SATISFACTION SURVEY FORM

1. PERSONAL DETAILS:

a. Please provide your age:

- 0 - 18 years
- 19 - 34 years
- 35 - 60 years
- 61 + years

b. Gender:

- Male
- Female

c. Race:

- White
- African
- Coloured
- Asian
- Other

2. WATER:

a. Do you have clean piped municipal water in your property?

- YES
- NO

b. Do you have a water meter that is read and monitored regularly?

- YES
- NO

c. Is the water supply to your property regular or does it get interrupted regularly?

- YES
- NO

d. In your own opinion is your water consumption accurately measured and is your account correct?

- YES
- NO



e. Have you recently had a major water breakages or major leakages?

- YES NO

f. Are you aware of an emergency number to call when you have water related problems?

- YES NO

g. Do you have any suggestions on how best we can improve water provision?

3. **SANITATION:**

a. What kind of toilet (sanitation) service does your household have access to?

- Flush toilet
 PIT (VIP)
 Bucket system
 No toilet

b. How satisfied are you with the sanitation services provided by Amajuba DM?

- Extremely dissatisfied
 Dissatisfied
 Neutral
 Satisfied
 Extremely satisfied

c. Have you had a recent blockage or overflow of sewerage outside your property/in your street?

- YES NO

d. Have you had a complaint in the last three months regarding sanitation provision or your sewerage system?

- YES NO

e. If Yes, are you satisfied with the manner in which your complaint was handled?

- YES NO N/A



4. **DISASTER MANAGEMENT SERVICES:**

a. **How would you rate the provision of protection and safety services by our Disaster Management Section?**

- Totally inadequate service
- Inadequate service
- Adequate service
- Good service
- Excellent service

b. **Have you had any contact with our Disaster Management Section over the last three months?**

- YES
- NO

c. **If Yes, for what reason and how were you assisted?**

d. **In your contact with our Disaster Management Section, how would you rate the capability of our staff?**

- Incapable: Very unprofessional
- Adequately capable: Reasonably professional
- Highly capable: Professional

e. **Do you have any suggestions on how we can improve service delivery within our Disaster Management Section?**



5. **ENVIRONMENTAL HEALTH:**

- a. In your own view, does the municipality sufficiently protect the natural environment in areas under its jurisdiction?

YES

NO

- b. What are your areas of interest regarding the protection of the environment you would want the municipality to prioritize?

6. **LOCAL ECONOMIC DEVELOPMENT:**

- a. In your opinion, is your municipality sufficiently supporting and promoting economic development of Amajuba District Municipality?

YES

NO

- b. Do you think Amajuba DM Council should do more for job creation?

- c. Do you have specific ideas on how Amajuba DM should grow the economy and create jobs?



7. **FINANCIAL SERVICES:**

a. Have you had any complaints regarding tenders or water bills?

- YES NO

b. If Yes, how was your complaint handled by Amajuba DM?

c. What are the main challenges you had dealing with Amajuba DM Supply Chain Management Section?

d. Would you recommend other business people to consider doing business with Amajuba DM?

- YES NO

8. **GENERAL RATING OF AMAJUBA DM:**

a. Have you dealt with Amajuba DM over the past three months, either personally, telephonically, via email or social media?

- YES NO

b. How did you have your last interaction with Amajuba DM?

- Phoned them
 Visited their offices
 Made use of their social media platforms
 Used email



c. In your dealings with the staff of Amajuba DM what was your experience?

- I. Have you found that staff is attentive?**
 YES NO
- II. Have you found that staff is available to help at all times?**
 YES NO
- III. Have you found that staff is competent?**
 YES NO
- IV. Have you found that staff is courteous?**
 YES NO
- V. Have you found that staff is efficient?**
 YES NO
- VI. Have you found that staff is friendly?**
 YES NO
- VII. Have you found that staff is honest?**
 YES NO
- VIII. Have you found that staff is punctual?**
 YES NO
- IX. Have you found that staff is responsible?**
 YES NO
- X. Have you found that staff goes out of their way to help?**
 YES NO
- XI. Have you found that staff has a positive attitude?**
 YES NO
- XII. Have you found that staff listens to your problems?**
 YES NO
- XIII. Have you found that staff makes you feel important?**
 YES NO
- XIV. Have you found that staff treats you with respect?**
 YES NO
- XV. Have you found that staff understands your problem(s)?**
 YES NO



d. Queries

- I. Have you found that you are helped with minimal referrals?
 YES NO
- II. Have you found that correspondence is answered promptly?
 YES NO
- III. Have you found that queries are resolved to your satisfaction?
 YES NO
- IV. Have you found that queries are resolved in time?
 YES NO

e. Municipal Offices:

- I. Have you found that municipal facilities are clean and neat (e.g: Offices)?
 YES NO
- II. Have you found that municipality working hours are acceptable?
 YES NO
- III. Have you found that parking facilities are adequate?
 YES NO
- IV. Have you found that queues are short?
 YES NO
- V. Have you found that security around municipal offices is adequate?
 YES NO
- VI. Have you found that municipality facilities are accessible?
 YES NO

f. Accounts:

- I. Have you found that municipality communicates about the interruption of services in advance?
 YES NO
- II. Have you found that payment of accounts is easy?
 YES NO
- III. Have you found that account statements are accurate?
 YES NO
- IV. Have you found that account statements are received on time?
 YES NO
- V. Have you found that flexibility of account payments (i.e., different options are available)?
 YES NO



g. Communication:

I. Does your municipality keep you informed about services?

YES NO

II. Is your municipality honest in its communications?

YES NO

III. Does your municipality provide you with all the facts you need to make informed decisions?

YES NO

IV. Is your municipality's advertising truthful and accurate?

YES NO

V. Does your municipality ensure that its facilities are safe for the public?

YES NO

VI. Does your municipality offer services at competitive rates?

YES NO

VII. Does your municipality resolve queries / disputes in a fair manner?

YES NO

VIII. Has your municipality established ways for you to complain?

YES NO

IX. Does your municipality ensure that information that you are entitled to is accessible?

YES NO

X. Does your municipality offer quality service?

YES NO

h. Using a rating scale between 1-10 (1 is very poor and 10 is excellent), how would you rate the overall value for money you receive from Amajuba DM?:

1 - Poor

2

3

4

5 - Neutral

6

7

8

9

10 - Excellent



- i. **How satisfied would you say you are with the overall performance of Amajuba DM in providing services to its residents? Would you say you are**
- Not sure
 - Very dissatisfied
 - Dissatisfied
 - Somewhat satisfied
 - Very satisfied
- j. **Would you say the municipality has improved in the last 5 years?**
- No – have become a great deal
 - No – have deteriorated
 - Stayed the same
 - Yes – somehow
 - Yes – a great deal
- k. **Which of the following statements best describes your knowledge of the Municipality?**
- I know nothing at all about the Council
 - I know very little about the Council
 - I know quite a lot about the Council
 - I know a great deal about the Council
- l. **Have you seen or heard about the Municipality's publication or pamphlet about their services over the last 6 months?**
- YES NO
- m. **Do you have any suggestions on how to improve communication between yourself and the municipality?**