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Enquiries: W Conrad

Business Strategy and Stakeholder Management Minute: 0001/2019

To: Deputy Directors-General, Chief Directors, Directors, Heads: IMG Coordination and Advice, Circuit Managers, Curriculum Support Officials, Principals of ordinary and special public schools and Members of governing bodies

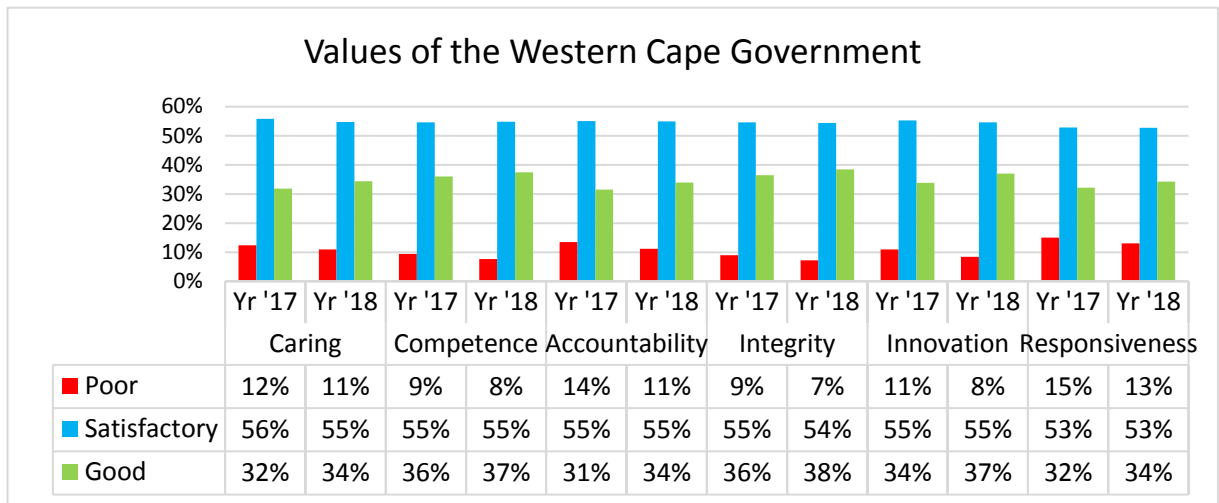
**Subject: 2018 Customer Satisfaction Survey Report**

1. The Customer Satisfaction Survey Report offers the Western Cape Education Department (WCED) management the opportunity each year to reflect on the WCED's service delivery and plan strategically to improve current levels.
2. For 2018 the survey was offered for the third time to all ordinary and special public schools and required a maximum of 10 institutional staff members per school to complete. With 2018 celebrated as the year of "Values Driven Learning", WCED used the 6 Values adopted to reflect upon perceptions and plan for further improvements.
3. The participants rated services offered by the WCED Head Office and District Offices to schools using a 5-point rating scale, where 1 = Exceptionally Poor; 2 = Poor; 3 = Satisfactory; 4 = Good and 5 = Excellent. Participants were also invited to comment on, compliment and/or criticise service delivery elements.
4. 5 394 completed surveys were captured online through CEMIS with a marginal increase from 72% (2017) to 72.4% (2018) of all targeted schools. These ratings and/or inputs culminated in a full report available as feedback; for reflection and encouragement for future participation towards continuous service delivery improvement. The schools in the Metros North and South Education Districts continue to participate the least (less than 40%) in the annual Customer Satisfaction Survey. Although voluntary, at this stage, full participation to the survey offers a more accurate and realistic perspective of service delivery to our schools.

5. The following highlights of the report are tabulated, where ratings of 1 and 2 = Poor, Satisfactory = 3 and 4 and 5 = Good.

Survey Area	Year 2016			Year 2017			Year 2018		
	Poor	Satisfactory	Good	Poor	Satisfactory	Good	Poor	Satisfactory	Good
Admin of 3, 6 & 9	7%	53%	40%	7%	44%	48%	5%	43%	52%
Admin of Labour Relations	10%	58%	32%	13%	58%	29%	12%	57%	30%
Admin of Salaries	9%	41%	50%	10%	41%	49%	10%	42%	48%
Admin of Service Conditions	10%	49%	41%	11%	52%	37%	10%	54%	37%
Apologise for Errors	21%	54%	25%	24%	51%	25%	23%	52%	25%
Attend to Queries Promptly	10%	56%	34%	15%	52%	33%	12%	52%	35%
CEMIS Support	3%	37%	60%	5%	40%	54%	5%	42%	53%
CM Support	3%	31%	66%	5%	34%	61%	5%	32%	63%
Communications to Schools	6%	43%	51%	7%	43%	49%	7%	45%	48%
ED Office Support	4%	37%	59%	6%	39%	55%	5%	38%	57%
E-Learning	15%	56%	29%	17%	51%	32%	8%	49%	43%
E-Learning Strat	15%	56%	29%	17%	51%	32%	14%	53%	33%
E-Recruitment	12%	55%	32%	12%	52%	36%	10%	53%	37%
Exams Support	7%	53%	40%	9%	50%	40%	10%	59%	31%
Finance Managem. Supp.	8%	51%	41%	10%	49%	40%	9%	49%	42%
Furniture & Equipment Supply	22%	49%	29%	21%	49%	29%	21%	51%	28%
HIV/AIDS Support	20%	54%	26%	23%	51%	25%	16%	54%	30%
HO Support	8%	53%	39%	13%	52%	35%	10%	53%	37%
HR Support	12%	52%	36%	15%	53%	32%	14%	53%	33%
Infrastructure & Maint. Support	32%	47%	21%	28%	48%	23%	27%	48%	25%
Lang & Maths Strategy	9%	49%	42%	10%	49%	41%	9%	51%	40%
LSA Support to Learners	12%	45%	43%	12%	42%	47%	9%	43%	47%
LTS Support	15%	48%	37%	17%	46%	37%	16%	48%	36%
Matric Support Programme	7%	47%	46%	10%	48%	42%	10%	49%	41%
Mod Centres	17%	54%	29%	15%	55%	29%	13%	56%	31%
NSNP Support	6%	32%	62%	6%	31%	63%	6%	33%	61%
Online Support to Learner Placement	8%	49%	43%	10%	51%	40%	8%	52%	40%
Process Requests in 14 Days	19%	54%	26%	19%	53%	28%	17%	54%	29%
Progress Reports	27%	52%	21%	25%	53%	22%	24%	53%	22%
Safe School Support	17%	50%	33%	18%	49%	33%	17%	51%	32%
Safe Schools Call Centre	17%	50%	33%	11%	52%	37%	11%	55%	34%
School Visits	10%	43%	47%	10%	42%	48%	7%	44%	49%
Specialised Support by Psychologists	27%	44%	29%	28%	44%	29%	22%	45%	33%
Specialised Support by Social Workers	22%	47%	30%	24%	46%	30%	19%	47%	34%
SPMDS	7%	48%	45%	9%	49%	42%	8%	50%	42%
Support SBST: Learners with special needs	22%	50%	29%	20%	50%	30%	17%	51%	32%
Telephonic Queries	14%	50%	36%	17%	49%	34%	15%	48%	36%
Text Book Supply	6%	39%	55%	9%	42%	49%	9%	47%	44%
Training at CTLI	5%	42%	52%	8%	44%	48%	6%	44%	50%
WCED Call Centre	7%	53%	40%	9%	44%	46%	6%	52%	41%
WCED Walk-In Centre (HR and Finances)	4%	56%	40%	7%	55%	38%	4%	57%	39%
Website	3%	37%	59%	5%	43%	52%	5%	43%	53%
Written Queries	25%	51%	24%	25%	50%	25%	22%	51%	27%

6. Reflection on the WCED's Values, participants' ratings illustrated the following improvements:



7. The WCED wishes to express its appreciation to all who participated in the survey – the administrative clerks for their role and the principals for administering the exercise. We will endeavour to investigate complaints recorded, share the compliments received with staff and implement any feasible suggestions made. You are reminded that the WCED's official Complaints Mechanism is managed by the Directorate: Communications and can be accessed at <https://wcedonline.westerncape.gov.za/home/webmaster.html> on the WCED website.
8. Please access the full 2018 Customer Satisfaction Report on the WCED website and share the contents of this minute with all institutional staff.

**SIGNED:** BK SCHREUDER  
**HEAD: EDUCATION**  
**DATE:** 2019-05-15