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Enquiries: W Conrad

Business Strategy and Stakeholder Management Minute: 0002/2019

To: Deputy Directors-General, Chief Directors, Directors, Heads: Management and Governance, Circuit Managers, Heads: Curriculum Support, Principals of ordinary and special needs public schools and Members of governing bodies

**Subject: 2019 Customer Satisfaction Survey Report**

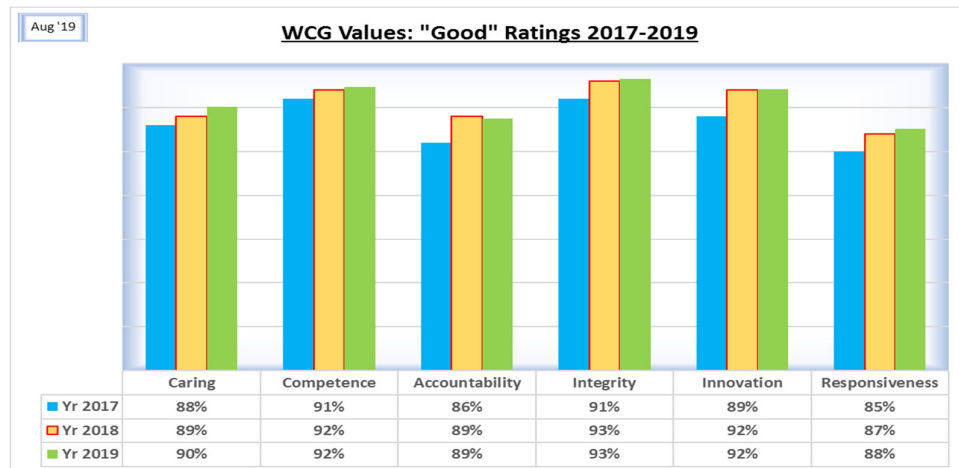
1. Each year, the Customer Satisfaction Survey (CSS) Report offers the Western Cape Education Department (WCED) management the opportunity to reflect on the WCED's service delivery and plan strategically to improve current levels.
2. In 2019, the survey was offered for the fourth time to all ordinary and special needs public schools and a maximum of ten institutional staff members per school were required to complete it. With 2019 being celebrated as "The Year of the Learner" with the subtext, "Developing a Values Mindset", the WCED used the six adopted values to reflect upon perceptions and plan for further improvements.
3. The CSS, along with the Barrett Survey, is used to monitor perceptions of the improvement/development of the values driven by the organisation and its culture.
4. The participants rated services offered by the WCED Head Office and district offices to schools using a five-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.
5. A total of 6 303 staff members at the institutions completed the survey, which is an increase of 16,9% on the 2018 survey. The participants are representative of 1 146 (75,6%) of our ordinary and special needs public schools. These ratings and/or inputs culminated in a full report available as feedback and for reflection and encouragement for future efforts towards continuous service delivery improvement. Although voluntary, schools should be encouraged to participate as an increased number of participants give a more accurate and realistic perspective of service delivery to schools.

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

Survey area	Year 2017			Year 2018			Year 2019		
	Poor	Satis- factory	Good	Poor	Satis- factory	Good	Poor	Satis- factory	Good
Admin of 3, 6 & 9	7%	44%	48%	5%	43%	52%	6%	47%	47%
Admin of labour relations	13%	58%	29%	12%	57%	30%	13%	57%	30%
Admin of salaries	10%	41%	49%	10%	42%	48%	12%	42%	46%
Admin of service conditions	11%	52%	37%	10%	54%	37%	10%	54%	36%
Apologise for errors	24%	51%	25%	23%	52%	25%	23%	52%	25%
Attend to queries promptly	15%	52%	33%	12%	52%	35%	14%	54%	32%
CEMIS support	5%	40%	54%	5%	42%	53%	6%	44%	51%
CM support	5%	34%	61%	5%	32%	63%	5%	34%	62%
Communications to schools	7%	43%	49%	7%	45%	48%	8%	46%	46%
Ed office support	6%	39%	55%	5%	38%	57%	5%	39%	56%
eLearning	17%	51%	32%	8%	49%	43%	7%	51%	42%
eLearning strategy	17%	51%	32%	14%	53%	33%	14%	53%	33%
eRecruitment	12%	52%	36%	10%	53%	37%	10%	55%	35%
Exams support	9%	50%	40%	10%	59%	31%	9%	62%	29%
Finance management support	10%	49%	40%	9%	49%	42%	9%	50%	41%
Furniture and equipment supply	21%	49%	29%	21%	51%	28%	18%	52%	30%
HIV/Aids support	23%	51%	25%	16%	54%	30%	21%	54%	25%
HO support	13%	52%	35%	10%	53%	37%	10%	55%	35%
HR support	15%	53%	32%	14%	53%	33%	14%	55%	31%
Infrastructure and maintenance support	28%	48%	23%	27%	48%	25%	29%	50%	22%
Languages and Mathematics strategy	10%	49%	41%	9%	51%	40%	8%	51%	41%
LSA support to learners	12%	42%	47%	9%	43%	47%	10%	43%	47%
LTS support	17%	46%	37%	16%	48%	36%	16%	48%	36%
Matric support programme	10%	48%	42%	10%	49%	41%	9%	51%	40%
Mod centres	15%	55%	29%	13%	56%	31%	14%	56%	30%
NSNP support	6%	31%	63%	6%	33%	61%	6%	34%	60%
Online support to learner placement	10%	51%	40%	8%	52%	40%	14%	53%	33%
Process requests within 14 days	19%	53%	28%	17%	54%	29%	18%	55%	27%
Progress reports	25%	53%	22%	24%	53%	22%	25%	53%	22%
Safe Schools support	18%	49%	33%	17%	51%	32%	18%	51%	32%
Safe Schools call centre	11%	52%	37%	11%	55%	34%	11%	53%	36%
School visits	10%	42%	48%	7%	44%	49%	7%	43%	51%
Specialised support by psychologists	28%	44%	29%	22%	45%	33%	22%	46%	33%
Specialised support by social workers	24%	46%	30%	19%	47%	34%	20%	46%	34%
Staff performance management	9%	49%	42%	8%	50%	42%	7%	51%	42%
Support SBST: Learners with special needs	20%	50%	30%	17%	51%	32%	16%	49%	35%
Telephonic queries	17%	49%	34%	15%	48%	36%	16%	50%	34%
Textbook supply	9%	42%	49%	9%	47%	44%	9%	45%	46%
Training at CTLI	8%	44%	48%	6%	44%	50%	6%	45%	49%

WCED Call Centre	9%	44%	46%	6%	52%	41%	6%	54%	39%
WCED Walk-In Centre (HR and Finances)	7%	55%	38%	4%	57%	39%	6%	54%	39%
Website	5%	43%	52%	5%	43%	53%	4%	44%	52%
Written queries	25%	50%	25%	22%	51%	27%	21%	52%	27%

7. The graph below illustrates school staff's perception of how the WCED is measuring up to the values of the Provincial Government of the Western Cape.



8. The WCED wishes to express its appreciation to all who participated in the survey – the educators and administrative personnel who set aside time to participate 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.

9. You are reminded that the WCED's official complaints mechanism is managed by the Directorate: Communications and can be accessed via <https://wcedonline.westerncape.gov.za/give-us-your-feedback> on the WCED website. See below for details of the WCED's feedback facility.

**Working hours:**

**Client Services:** 07:00–17:00 (weekdays)

**Office staff:** 07:30–16:00 (weekdays)

After-hours call answer service offered by our call centre.

**Feedback facility (centrally managed)**

This is **our complaints-compliments facility** through which you may:

- express your appreciation to an individual or institution that has provided you with efficient service;
- pay a **compliment** to the WCED for a service;
- **complain** about poor service; or
- **seek redress** because your complaint has been forgotten, received no attention or been treated as unimportant by WCED employees.
- Every complaint registered will receive a **written response within 14 days**.

**Write to us:** WCED Feedback, Directorate:

**Communication, Private Bag X9114, Cape Town, 8000** or

<http://wcedonline.westerncape.gov.za/home/webmaster.html>

10. Please access the full 2019 Customer Satisfaction Survey Report on the WCED website at <https://wcedonline.westerncape.gov.za/z-index/c> and share the contents of this minute with all institutional staff.

**SIGNED:** BK SCHREUDER

**HEAD: EDUCATION**

**DATE:** 2019-11-13