



Isalathiso: 20190927-9728
Inombolo yefayili: 9/7/2019 Customer Satisfaction Survey Report
Imibuzo: W Conrad

INGcaciso eMfutshane yeCandelo loLawulo lokuCwangcisela uKwenziwa koMsebenzi naBathathi-nxaxheba: 0002/2019

Iya: KumaSekela Balawuli-Jikelele, kuBalawuli abaziiNtloko, kuBalawuli, kwiiNtloko zoLawulo noKuphathwa kwamaZiko, kuBaphathi beeSekethe, kwiiNtloko zoKunika iNkxaso kwiKharityhulam, kwiiNqununu zezikolo eziqhelekileyo nezezikolo zikarhulumente nezezikolo zemfundo eneemfundo ezizodwa nakuMalungu amabhunga olawulo

Isihloko: Ingxelo i-*Customer Satisfaction Survey Report* ka-2019

1. Ingxelo i-*Customer Satisfaction Survey (CSS) Report* inika abaphathi beSebe leMfundo leNtshona Koloni (iWCED) kunyaka ngamnye, ithuba lokuzikisa ukucinga ngokwenziwa kweenkonzo kwiSebe iWCED nokuba benze izicwangciso zobuchule ukuphucula amanqanaba angoku okwenziwa kwenkonzo.
2. Ngo-2019, isaveyi yaqhutywa okwesine kuzo zonke izikolo eziqhelekileyo nezikolo zikarhulumente zemfundo eneemfundo ezizodwa nekwakucelwa ukuba izaliswe ngabasebenzi abalishumi abona baninzi abakumaziko ngesikolo ngasinye. Kuba unyaka ka-2019 ububhiyozelwa njengoNyaka woMfundi, unomxholwana othi "UkuPhuhlisa iNdlela yoKucinga eGxininisa kwiiMfundiso eziSisiseko", iSebe iWCED lamkela iimfundiso ezisisiseko ezintandathu ukuzikisa ukucinga ngezicwangciso ezizezinye zokuphucula umgangatho.
3. I-CSS, ehamba ne-Barett Survey, isetyenziselwa ukubeka esweni iindlela zokucinga zokuphucula/zokuphuhlisa iimfundiso ezisisiseko ezikhokelwa liziko nendlela yokwenza izinto kwizinto.
4. Abathathi-nxaxheba bahlele ngokwamanqanaba iinkonzo ezinikwa nguNdlunkulu weSebe iWCED nazii-ofisi zezithili ezikolweni besebenzisa isikali sereyithingi samanqanaba amahlanu (*five-point rating scale*), apho u-1=Inkonzo ekumgangatho ophantsi ngokugqithisileyo (*exceptionally poor*); 2=Inkonzo ekumgangatho ophantsi (*poor*); 3=Inkonzo ekumgangatho owanelisayo (*satisfactory*); 4=Inkonzo ekumgangatho onguwo (*Good*) no-5=Inkonzo ekumgangatho ogqwesileyo (*excellent*.) Abathathi-nxaxheba babecelwe nokuba benze amagqabantshintshi, bancome kunye/okanye bagxeke inkonzo abayenzelweyo.
5. Bayi-6 303 bebonke abasebenzi abakumaziko abazalisa iisaveyi, yaye oku kukukunyuka okuncinane ngo-16,9% kwisaveyi yango-2018. Abathathi-nxaxheba bangabameli bezikolo

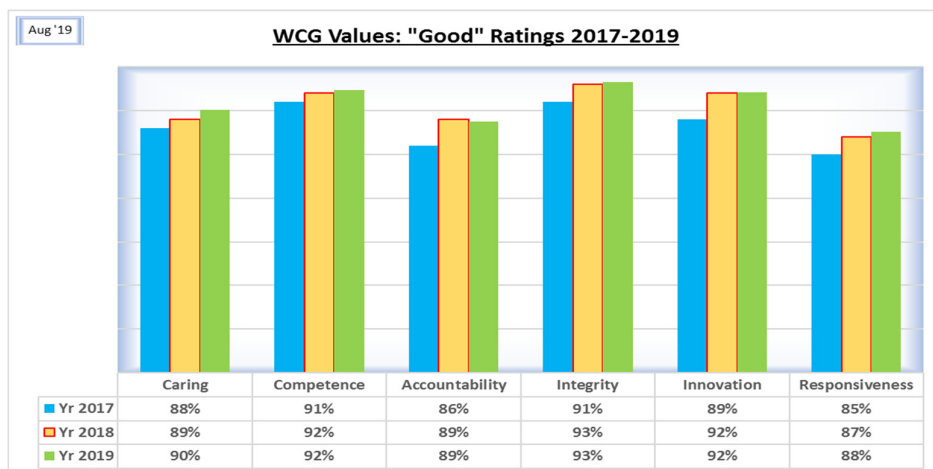
eziyi-1 146 (75,6%) zikarhulumente eziqhelekileyo nezemfundo eneemfuno ezizodwa. Ezi reyithingi kunye/okanye amagalelo akhokelele ekubhalweni kwengxelo epheleleyo efumanekayo eyinkcazo ngokuqhubekayo nenokusetyenziselwa ukuzikisa ukucinga nokukhuthaza uthatho-nxaxheba kwixa elizayo ekuphuculeni umgangatho wokwenziwa kwenkonzo rhoqo. Nakuba kunganyanzelekanga, izikolo zimele ukukhuthazwa ukuba zithathe inxaxheba, kuba inani elandileyo labathathi-nxaxheba linika iimbono ngemiba echanekileyo ngokungaphezulu nenako ukwenzeka malunga nokwenzela izikolo iinkonzo.

6. Oku kulandelayo yimiba yengxelo ethe yaqaqamba, ngezi reyithingi: engu:1-2=umgangatho ophantsi (poor), engu-3=umgangatho owanelisayo (satisfactory) kwaye engu-4-5=umgangatho onguwo (good).

Survey area	Year 2016			Year 2017			Year 2018		
	Poor	Satis- factory	Good	Poor	Satis- factory	Good	Poor	Satis- factory	Good
Admin of 3, 6 and 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%
eLearning	15%	56%	29%	17%	51%	32%	8%	49%	43%
eLearning strategy	15%	56%	29%	17%	51%	32%	14%	53%	33%
eRecruitment	12%	55%	32%	12%	52%	36%	10%	53%	37%
Exams support	7%	53%	40%	9%	50%	40%	10%	59%	31%
Finance management support	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 and maintenance support	32%	47%	21%	28%	48%	23%	27%	48%	25%
Languages & Mathematics 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 within 14 days	19%	54%	26%	19%	53%	28%	17%	54%	29%
Progress reports	27%	52%	21%	25%	53%	22%	24%	53%	22%
Safe Schools 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%
Staff performance management	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%
Textbook 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 & 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%

7. Igrafu elapha ngezantsi ibonisa iimbono neendlela zokucinga zabasebenzi besikolo malunga nokuba lizilinganisela njani na iSebe iWCED ukukhangela ukufikelela kwalo kwiimfundiso ezisisiseko zikaRhulumente wePhondo leNtshona Koloni.



8. ISebe iWCED linqwenela ukuvakalisa umbulelo walo kubo bonke abathathe inxaxheba kule saveyi abangootitshala nabasebenzi bezolawulo abathe babeka ixesha lokuthatha inxaxheba nakwinqununu ngokuwusingatha lo msebenzi. ISebe liya kwenza iinzame zokuphanda ngezikhazazo ezirekhodiweyo, labelane nabasebenzi ngemiyalezo eyinkuthazo yaye liphumeze naziphi na iingcebiso ezenziweyo.
9. Uyakhunjuzwa ukuba inkqubo yokufaka izikhazazo esemthethweni yeSebe iWCED (WCED's official complaints mechanism) ilawulwa liCandelo lezoNxibelelwano yaye unokuyifumana apha <https://wcedonline.westerncape.gov.za/give-us-your-feedback> kwiziko lewebhu leSebe iWCED. Makujongwe kwakhona apha ngezantsi ukufumana iinkcukacha ngefasilithi enika inkcazo yeSebe iWCED.

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.htm>

10. Kucelwa ningene kwingxelo *i-Customer Satisfaction Survey Report* ka-2019 ephelileyo kwiziko lewebhu <https://wcedonline.westerncape.gov.za/z-index/c>. ISebe iWCED ukuze nabelane ngokukule ngcaciso imfutshane nabo bonke abasebenzi abakumaziko.

ISAYINWE: NGU-BK SCHREUDER

INTLOKO YESEBE LEMFUNDO

UMHLA: 2019-11-13