



Isalathiso: 20190514-4641
Inombolo yefayili: 9/7 (2018-2019)
Imibuzo: W Conrad

INGcaciso eMfutshane yeCandelo loLawulo lokuCwangcisela uKwenziwa koMsebenzi naBathathi-nxaxheba: 0001/2019

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

Isihloko: Ingxelo i-*Customer Satisfaction Report* ka-2018

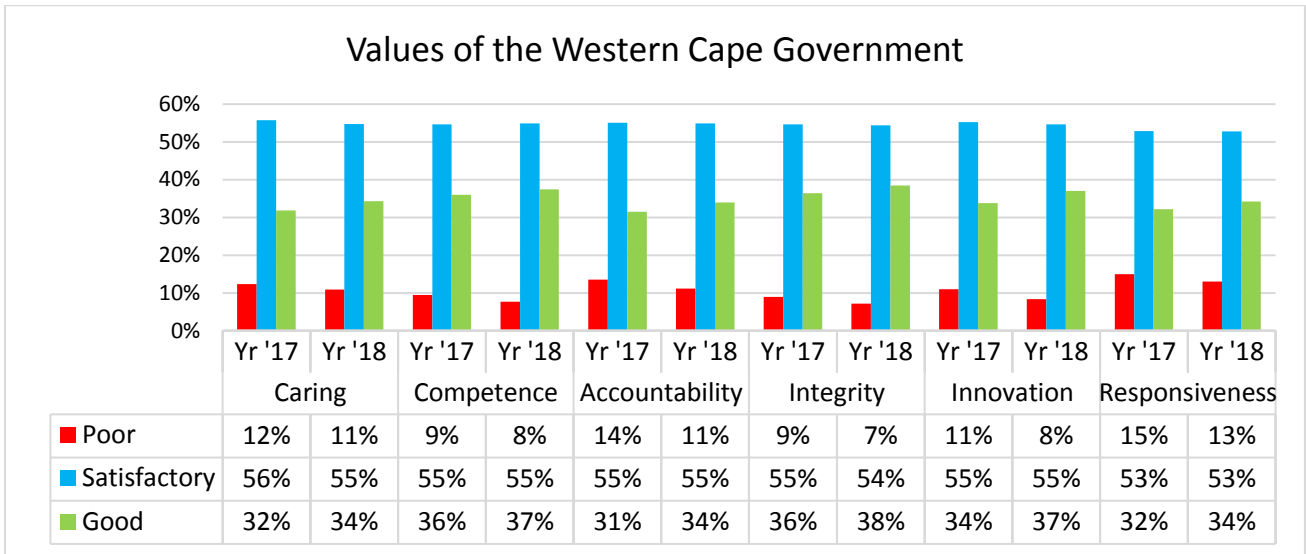
1. Ingxelo i-*Customer Satisfaction Report* inika abaphathi beSebe leMfundo leNtshona Koloni (iWCED) kunyaka ngamnye, ithuba lokuzikisa ukucinga ngokwenziwa kweenkonzo kwiSebe iWCED nokuba benze izicwangciso zobuchule ukuphucula amanqanaba angoku okwenziwa kweenkonzo.
2. Ngo-2018, zonke izikolo eziqhelekileyo nezikolo zikarhulumente zemfundo eneemfundo ezizodwa zanikwa isaveyi okwesithathu nekwakucelwa ukuba izaliswe ngabasebenzi abayi-10 abona baninzi abakumaziko ngesikolo ngasinye. Kuba unyaka ka-2018 ububhiyozelwa njengoNyaka woKufunda oKhokelwa ziiMfundiso ezisiSiseko, iSebe iWCED lamkela iimfundiso ezisisiseko ezintandathu ukuzikisa ukucinga ngezicwangciso ezizezinye zokuphucula umgangatho.
3. 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.
4. Ziyi-5394 zizonke iisaveyi ezizaliswe ngokupheleleyo ezafakwa kwikhompyutha kusetyenziswa i-Central Education Management Information System (CEMIS), zinokunyuka okuncinane ngo-04% ukususela kwi-72% ngo-2017 ukuya kwi-72,4% ngo-2018. Ezi reyithingi kunye/okanye amagalelo akhokelele ekubhalweni kwengxelo ephelileyo efanekayo eyinkcazo ngokuqhubekayo nenokusetyenziselwa ukuzikisa ukucinga nokukhuthaza uthatho-nxaxheba kwixa elizayo ekuphuculeni umgangatho wokwenziwa kweenkonzo

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.

5. Olu ludwe lulandelayo yimiba yengxelo ethe yaqaqamba, apho iireyithingi ezingu-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%

6. Ukuzikisa ukucinga ngeemfundiso ezisisiseko zeSebe iWCED, iireyithingi zabathathi-nxaxheba zibonise oku kuphuculwa komgangatho kulandelayo:



7. ISebe iWCED linqwenela ukuvakalisa umbulelo walo kubo bonke abathathe inxaxheba kule saveyi ekungaba- ootitshala nabasebenzi bezolawulo abathe babeka ixesha lokuthatha inxaxheba neenqununu ngokuwusingatha lo msebenzi. ISebe liya kwenza iinzame zokuphanda ngezikhhalazo ezirekhodiweyo, labelane nabasebenzi ngemiyalezo eyinkuthazo kwaye liphumeze naziphi na iingcebiso ezenziweyo. Uyakhunjuzwa ukuba iNkqubo yokufaka izikhhalazo esemthethweni yeSebe iWCED (*WCED's official complaints mechanism*) ilawulwa liCandelo lezoNxibelelwano yaye unokuyifumana apha <https://wcedonline.westerncape.gov.za/home/webmaster.html> kwiziko lewebhu leSebe iWCED.
8. Kucelwa ningene kwingxelo i-*Customer Satisfaction Report* ka-2018 ephelileyo kwiziko lewebhu leSebe iWCED yaye nabelane ngokukule ngcaciso imfutshane nabo bonke abasebenzi abakumaziko.

ISAYINWE: NGU-BK SCHREUDER
INTLOKO YESEBE LEMFUNDO
UMHLA: 2019-05-15