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Enquiries: W Conrad

Business Strategy and Stakeholder Management Minute: 0002/2020

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

Subject: 2020 Customer Satisfaction Survey Report

1. The Customer Satisfaction Survey Report offers the Western Cape Education Department (WCED) the opportunity each year to reflect on its service delivery and plan strategically to improve current levels.
2. For 2020, the survey was to all ordinary public schools and special schools and required a maximum of ten institutional staff members per school to complete. The theme is 2020: The Year of Functional Schools with the sub-theme: Developing a values-driven team. The WCED included a new section to track the progress of the Transform to Perform (T2P) strategy. It covered from extended specific corporate functional areas to more specific service delivery areas to the target audiences.
3. 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.
4. The 2020 Customer Satisfaction Survey (CSS) was completed by 1 129 (74%) of the 1 520 ordinary public schools and special schools. A total of 6 522 staff members at the said institutions completed the survey, marking an increase of 8,3% on the 2019 survey. These ratings and/or inputs culminated in a full report which is available as feedback for reflection and encouragement for future participation towards continuous service delivery improvement. Although voluntary, schools should be encouraged to participate as an increased number of participants make for a more accurate and realistic perspective of service delivery to our schools.

5. Highlights of the responses are captured in **Table 1**, where ratings of 1 and 2 = Poor, Satisfactory = 3 and 4 and 5 = Good.

Survey Area	Year 2018			Year 2019			Year 2020		
	Poor	Satisfactory	Good	Poor	Satisfactory	Good	Poor	Satisfactory	Good
Admin of 3, 6 & 9	5%	43%	52%	6%	47%	47%	7%	48%	45%
Admin of Labour Relations	12%	57%	30%	13%	57%	30%	21%	57%	22%
Admin of Salaries	10%	42%	48%	12%	42%	46%	17%	45%	38%
Admin of Service Conditions	10%	54%	37%	10%	54%	36%	14%	56%	30%
Apologise for Errors	23%	52%	25%	23%	52%	25%	24%	51%	24%
Attend to Queries Promptly	12%	52%	35%	14%	54%	32%	14%	52%	34%
CEMIS Support	5%	42%	53%	6%	44%	51%	7%	46%	47%
CM Support	5%	32%	63%	5%	34%	62%	6%	33%	61%
Communications to Schools	7%	45%	48%	8%	46%	46%	7%	42%	51%
ED Office Support	5%	38%	57%	5%	39%	56%	5%	38%	57%
eLearning	8%	49%	43%	7%	51%	42%	5%	40%	55%
eLearning Strategy	14%	53%	33%	14%	53%	33%	13%	52%	35%
recruitment	10%	53%	37%	10%	55%	35%	11%	51%	38%
Exams Support	10%	59%	31%	9%	62%	29%	8%	51%	41%
Finance Management Support	9%	49%	42%	9%	50%	41%	11%	52%	37%
Furn. & Equipment Supply	21%	51%	28%	18%	52%	30%	20%	52%	28%
HIV/AIDS Support	16%	54%	30%	21%	54%	25%	23%	57%	20%
HO Support	10%	53%	37%	10%	55%	35%	11%	55%	34%
HR Support	14%	53%	33%	14%	55%	31%	10%	53%	37%
Infrastructure and Maintenance Support	27%	48%	25%	29%	50%	22%	28%	50%	22%
Lang & Maths Strategy	9%	51%	40%	8%	51%	41%	8%	51%	41%
LSA Support to Learners	9%	43%	47%	10%	43%	47%	10%	46%	45%
LTS Support	16%	48%	36%	16%	48%	36%	17%	52%	32%
Matric Support Programme	10%	49%	41%	9%	51%	40%	8%	47%	45%
Mod Centres	13%	56%	31%	14%	56%	30%	15%	57%	27%
NSNP Support	6%	33%	61%	6%	34%	60%	5%	33%	62%
Online Support: Learner Placement	8%	52%	40%	14%	53%	33%	12%	53%	35%
Process Requests within 14 Days	17%	54%	29%	18%	55%	27%	21%	52%	28%
Progress Reports	24%	53%	22%	25%	53%	22%	28%	52%	20%
Safe School Support	17%	51%	32%	18%	51%	32%	16%	50%	35%
Safe Schools Call Centre	11%	55%	34%	11%	53%	36%	11%	52%	36%
School Visits	7%	44%	49%	7%	43%	51%	6%	41%	53%
Specialised Support - Psychologists	22%	45%	33%	22%	46%	33%	23%	48%	29%
Specialised Support - Social Workers	19%	47%	34%	20%	46%	34%	20%	49%	31%
Staff Performance Management	8%	50%	42%	7%	51%	42%	9%	52%	39%
Support SBST: Special Learners	17%	51%	32%	16%	49%	35%	15%	52%	33%
Telephone Queries	15%	48%	36%	16%	50%	34%	18%	50%	32%
Textbook Supply	9%	47%	44%	9%	45%	46%	10%	48%	43%
Training At CTLI	6%	44%	50%	6%	45%	49%	7%	47%	45%
WCED Call Centre	6%	52%	41%	6%	54%	39%	8%	57%	35%
Walk-In Centre (HR & Finances)	4%	57%	39%	4%	59%	38%	5%	61%	33%
Website	5%	43%	53%	4%	44%	52%	4%	40%	56%
Written Queries	22%	51%	27%	21%	52%	27%	22%	50%	27%

6. New Corporate Services elements included within the 2020 CSS, offered the following scores with no previous year's comparison available.

Category	Exceptionally Poor	Poor	Satisfactory	Good	Excellent
Administration of leave including PILIR	2%	6%	58%	30%	3%
Employee Wellness Support	6%	14%	54%	24%	3%
eRecruitment system	3%	8%	51%	34%	5%
Information provided during pandemic	1%	6%	39%	43%	12%
Labour Relations Training Interventions	5%	16%	57%	20%	2%
Management of Misconduct	3%	10%	60%	25%	2%
Online Feedback to complaints logged	4%	14%	59%	21%	2%
Pension service / Exit management	4%	10%	56%	27%	3%
Governing Body Development support	3%	11%	55%	28%	3%
Staff Performance Systems (SPMDS, PMDS, IQMS)	2%	7%	52%	34%	5%
Staff Provisioning incl. contract appointments	3%	10%	52%	30%	4%
The functionality/usefulness of PMPS	3%	7%	53%	33%	4%
Vacancy management	4%	10%	57%	26%	3%

7. The feedback on the T2P strategy and newly included indicators offered the results below. We look forward to the feedback emanating from the roll-out over the next few years.

Transform to Perform elements				
Question	Completely Disagree	Partially Disagree	Partially Agree	Fully Agree
VIE: positive impact on learner-behaviour	4,1%	11,4%	65,2%	19,4%
Improved school atmosphere & culture	4,3%	11,5%	61,9%	22,4%
Satisfactory support from WCED T2P Champions	4,8%	13,6%	57,2%	24,4%
T2P Webpage information & resources very useful	3,5%	10,3%	58,5%	27,8%
Satisfactory support from the HO T2P team.	6,0%	15,2%	58,2%	20,6%

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 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 at <https://wcedonline.westerncape.gov.za/home/webmaster.html> on the WCED website.

10. Please access the full 2020 Customer Satisfaction Report on the WCED website and share the contents of this minute with all staff.

SIGNED: BK SCHREUDER

HEAD: EDUCATION

DATE: 2020-11-24