



Isalathiso: 20201105-9323  
Inombolo yefayili: 9/7  
Imibuzo: W Conrad

INgcaciso eMfutshane yeCandelo loLawulo lokuCwangcisela uKwenziwa koMsebenzi naBathathi-nxaxheba: 0002/2020

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

### **ISihloko: INgxelo i-Customer Satisfaction Survey Report ka-2020**

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. Ukulungiselela u-2020, isaveyi yenziwa kuzo zonke izikolo zikarhulumente eziqhelekileyo nezikolo zemfundo eneemfuno ezizodwa yaye kwacelwa ukuba izaliswe ngabasebenzi abalishumi abona baninzi abakumaziko ngesikolo ngasinye. Umxholo uthi: 2020: "UNyaka weZikolo eZisebenzayo: unomxholwana othi: UKuseka iKomiti eQhutywa ziiMfundiso ezisiSiseko. ISebe iWCED libandakanye icandelo elitsha ukulandelela inkqubela eyenziweyo kwisicwangciso se-Transform to Perform (T2P) strategy. Isicwangciso siquke iinkalo zokusebenza kweziko ezithe ngqo ezandisiweyo ukuya kwiinkalo ezithe ngqo zokwenziwa kwenkonzo kwabo benzelwa iinkonzo bathagehiweyo.
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 banike inkcazo, bancome kunye/okanye bagxeke inkonzo abayenzelweyo

4. ISaveyi i-*Customer Satisfaction Survey (CSS)* yango-2020 yazaliswa zeziyi-1 129 (74%) kweziyi-1 520 izikolo zikarhulumente eziqhelekileyo nezemfundo eneemfundo ezizodwa. Yitotali engu-6 522 yabasebenzi kumaziko akhankanyiweyo abazalise le saveyi, ebonisa ukunyuka ngo-8,3% kwisaveyi yango-2019. 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 elinyukileyo labathathi-nxaxheba linika iimbono ngemiba echanekileyo ngokungaphezulu nenako ukwenzeka malunga nokwenzela izikolo zethu iinkonzo.
5. Imiba eqaqambileyo kwiimpendulo ifakwe **kwiTheyibhli 1**, apho iireyithingi: engu:1 no-2 = UMgangatho oPhantsi (Poor), engu-3 = UMgangatho oWanelisayo (*Satisfactory*) yaye u-4 no-5 = UMgangatho onguwo 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. Ikhomponenti zeeNkonzo zeZiko ezintsha ezibandakanywe kwi-CSS yango-2020, zinike le milanginiso yamanqaku ilandelayo kungekho luthlekiso lonyaka ongaphambili lufumanekayo.

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. Inkcazo ngokuqhubekayo ngesicwangciso se-T2P nezalathi ezitsha ezibandakanyiweyo ibe nezi ziphumo zingezantsi. Sijonge ngethemba kwinkcazo ngokuqhubekayo esusela ekuqalisweni kwesicwangciso kule minyaka imbalwa izayo.

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. ISebe iWCED linqwenela ukuvakalisa umbulelo walo kubo bonke abathathe inxaxheba kule saveyi: abangootitshala nabasebenzi bezolawulo abathe babeka ixesha lokuthatha inxaxheba nakwinqununu ngokuwusingatha lo msebenzi. Siya kwenza iinzame zokuphanda ngezikhhalazo ezirekhodiweyo, sabelane nabasebenzi ngemiyalezo eyinkuthazo yaye siphumeze naziphi na iingcebiso ezenziweyo.
9. Niyakhunjuzwa ukuba inkqubo yokufaka izikhhalazo esemthethweni yeSebe iWCED (WCED's official complaints mechanism) ilawulwa liCandelo lezoNxibelelwano yaye ninokuyifumana kwiziko lewebhu leSebe iWCED apha: <https://wcedonline.westerncape.gov.za/home/webmaster.html>
10. Kucelwa nifumane i-*Customer Satisfaction Survey Report* ka-2020 ephelileyo kwiziko lewebhu leSebe iWCED yaye nabelane ngokuqulethwe kuyo nabo bonke abasebenzi.

**ISAYINWE:** NGU-BK SCHREUDER

**INTLOKO YESEBE LEMFUNDO**

**UMHLA:** 2020-11-24