

File no.: 2/7/1/1/ Customer Satisfaction Survey Report (2022/23)

Reference: 20230720-6636

Business Strategy and Stakeholder Management Minute: 0001/2024

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

**Subject: 2022 Customer Satisfaction Survey Report**

1. Annually, the Customer Satisfaction Survey (CSS) Report offers the Western Cape Education Department (WCED) the opportunity to reflect on its service delivery and plan to improve current levels.
2. The 2022 CSS Report was completed by 1 398 (91%) of all public schools. A total of 8 839 staff members at the said institutions completed the survey, marking an increase of 244 participants in comparison to the 2021 response.
3. The following table represents school and individual participation per district, comparing 2022 and 2021 CSS responses.

The 2022 response rates – Public schools					2021 Responses			2022 vs 2021 Individuals
Districts	Total schools	Schools' rate	Rate	Individuals	Total schools	School rate	Individuals	
Cape Winelands	282	173	61%	1083	280	77%	1297	<b>-214</b>
Eden & Central Karoo	202	195	97%	1065	203	100%	1158	<b>-93</b>
Metro Central	220	217	99%	1199	220	97%	1269	<b>-70</b>
Metro East	191	191	100%	1363	191	100%	1318	<b>45</b>
Metro North	212	212	100%	1660	204	99%	1378	<b>282</b>
Metro South	215	203	94%	1285	213	86%	1022	<b>263</b>
Overberg	84	83	99%	477	84	100%	430	<b>47</b>
West Coast	125	124	99%	707	125	98%	723	<b>-16</b>
<b>Grand Total</b>	<b>1531</b>	<b>1398</b>	<b>91%</b>	<b>8839</b>	<b>1520</b>	<b>93%</b>	<b>8595</b>	<b>244</b>

4. 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, the principals for administering the exercise and the district officials for their contributions to improve the participation of schools. Increased participation will ensure more accurate and realistic perspective of services are delivered. We endeavour to investigate complaints recorded, share the compliments received with staff and implement any feasible suggestions made.
5. Below are the highlights from the findings of the report:
- **Evaluation of services used:** Frontline services were rated satisfactory to good by more than 90% of the participants. Support received from district offices, circuit managers and Curriculum Support teams was rated satisfactory to good by more than 95% of participants whilst 92% of participants rated support from Head Office similarly.
  - **Evaluation support provided by Special Needs Education (SNE):** Learning Support Adviser visits to schools were rated satisfactory or good by more than 94% of the participants and the availability of psychologists when needed received this rating from 85% of participants.
  - **Evaluation of specialised services (Academic):** Administration of Assessment and Examinations received a rating of satisfactory and good from about 95% of the participants.
  - **Evaluation of specialised services (Provisioning):** The services rendered by the directorate responsible for Learning and Teaching Support Material once again received a rating of satisfactory to excellent from 87% of the participants while Infrastructure and Maintenance Support received that same rating from 80% of the participants.
  - **Evaluation of specialised services (Social Support):** The nutrition support received a satisfactory to excellent rating from over 90% of the participants while HIV Aids support received a similar rating from 80% of the participants.
  - **Responses to items related to service delivery charter:** 90% of the participants rated the item “attend to queries with promptness, professionalism and courtesy” as satisfactory to excellent.
  - **Responses to Western Cape Government values and Batho Pele Principle:** Nearly all the *Batho Pele* Principles received a satisfactory rating of  $\geq 90\%$  of the participants except for Redress and Openness and Transparency.
  - **Items placed for the first time:** All the items placed in the survey for the first time in the 2022 CSS Report received satisfactory to excellent ratings from over 80% of the participants, except for Gender-based Violence, obtaining a lesser rating.
  - **Feedback/comments:** As in previous years, districts received compliments for good service.
6. Please access the full 2022 CSS Report on the WCED website using the following link [WCED Customer Satisfaction Survey 2022.pdf](#) and share the contents of this minute with all staff.

**SIGNED:** B WALTERS  
**HEAD: EDUCATION**  
**DATE:** 2024-01-12