



Inombolo yefayili: 2/7/1/1/Customer Satisfaction Survey Report (2022/23)  
Isalathiso: 20230720-6636

INGcaciso eMfutshane yeCandelo loLawulo lokuCwangcisela uKwenziwa koMsebenzi  
naBathathi-nxaxheba: 0001/2024

Iya: KumaSekela Balawuli-Jikelele, kuBalawuli abaziiNtloko, kuBalawuli, kwiiNtloko zoLawulo  
noKuphathwa kwamaZiko, kwiiNtloko zoKunika iNkxaso kwiKharithulam, kuBaphathi  
beeSekethe, kwiiNqununu zezikolo zikarhulumente nakuMalungu amabhunga olawulo

**Isihloko: INgxelo i-*Customer Satisfaction Survey Report ka-2022***

1. Qho ngonyaka, iNgxelo i-*Customer Satisfaction Survey (CSS) Report* inika abaphathi beSebe leMfundo leNtshona Koloni (iSebe iWCED), ithuba lokuzikisa ukucinga ngokwenziwa kweenkonzo kwiSebe iWCED nokuba benze izicwangciso zobuchule ukuphucula amanqanaba angoku okwenziwa kwenkonzo.
2. INgxelo i-CSS yango-2022 yazaliswa zeziyi-1 398 (91%) kuzo zonke izikolo zikarhulumente. Yitotali engu-8 839 yabasebenzi kumaziko akhankanyiweyo abazalise le saveyi, ebonisa ukunyuka ngo-244 kwabathathi-nxaxheba xa kuthelekiswa kwiimpendulo zango-2021.
3. Le theyibhile ilandelayo ibonisa ukuthatha inxaxheba kwesikolo nokomntu ngamnye kwisithili ngasinye, apho kuthelekiswa iimpendulo zeSaveyi i-CSS zango-2022 kwezika-2021.

Ireyithi yeempendulo zango-2022- Izikolo zikarhulumente					Iimpemulo zango-2021			Abantu abathatha-inxaxheba ngo-2022 bathelekiswa nabantu abathatha-inxaxheba ngo-2021
Izithili	Itotali yezikolo	Ireyithi yesikolo	Ireyithi	Abantu abathatha inxaxheba	Itotali yezikolo	Ireyithi yesikolo	Abantu abathatha inxaxheba	
<i>Cape Winelands</i>	282	173	61%	1083	280	77%	1297	<b>-214</b>
<i>Eden &amp; Central Karoo</i>	202	195	97%	1065	203	100%	1158	<b>-93</b>
<i>Metro Central</i>	220	217	99%	1199	220	97%	1269	<b>-70</b>
<i>Metro East</i>	191	191	100%	1363	191	100%	1318	<b>45</b>
<i>Metro North</i>	212	212	100%	1660	204	99%	1378	<b>282</b>
<i>Metro South</i>	215	203	94%	1285	213	86%	1022	<b>263</b>
<i>Overberg</i>	84	83	99%	477	84	100%	430	<b>47</b>
<i>West Coast</i>	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. ISebe iWCED liinqwenela ukuvakalisa umbulelo walo kubo bonke abathathe inxaxheba kule saveyi: abangootitshala nabasebenzi bezolawulo abathe babeka ixesha lokuthatha inxaxheba, iinqununu ngokuwusingatha lo msebenzi namagosa ezithili zemfundo ngegalelo lawo lokuphucula intatho-nxaxheba yezikolo. Ukwanda kwentatho-nxaxheba kuya kuqinisekisa imbono echaneke ngakumbi neyinyani yeenkonzo ezenziweyo. Sizimisele ukwenza iinzame zokuphanda ngezikhhalazo ezirekhodiweyo, sabelane nabasebenzi ngemiyalezo eyinkuthazo efunyenwe ngabasebenzi nokuba siphumeze naziphi na iingcebiso ezinako ukwenziwa.
5. Apha ngezantsi yimiba eqaqambileyo kwiziphumo zengxelo:
  - **Ukuvavanywa kweenkonzo ezisetyenziweyo:** linkonzo zikarhulumente ezenziwayo (*Frontline services*) zireyithwe njengezanelisayo ukuya kukureyithwa njengezilungileyo ngabathathi-nxaxheba abangaphezulu kwe-90%. Inxaso efunyenwe kwii-ofisi zezithili, kubaphathi beesekethe, nakwiikomiti zokuNika iNkxaso kwikharithulam yareyithwa njengeyanelisayo ukuya kukureyithwa njengelungileyo ngabathathi-nxaxheba abangaphezulu kwe-95%, lo gama i-92 % yabathath-nxaxheba ireyithe inkxaso evela kwaNdlunkulu ngokufanayo.
  - **Ukuvavanywa kokunikwa kwenkxaso kwiMfundo eneeMfuno eziZodwa (SNE):** Ukundwendwelwa kwezikolo nguMcebisi wokuNika iNkxaso kwiziFundo kureyithwe njengokwanelisayo okanye njengokulungileyo ngabathathi-nxaxheba abangaphezulu kwe-94% kunye nokufumaneka kweesayikholoji xa zifuneka kufumene le reyithi kubathathi-nxaxheba abayi-85%.

- **Ukuvavanywa kweenkonzo ezineemfuno ezizodwa (ezeMfundo):** Ukulawulwa koVavanyo neeMviwo kufumene ukureyithwa njengokwanelisayo nanjengokulungileyo okuvela kubathathi-nxaxheba abayi-95%.
  - **Ukuvavanywa kweenkonzo ezineemfuno ezizodwa (iziBonelelo):** linkonzo ezenziwa licandelo elijongene neziXhobo zokuXhasa ukuFunda nokuFundisa kwakhona lifumene ukureyithwa njengelanelisayo ukuya kweligqwesileyo okuvela kubathathi-nxaxheba abayi-87% ngelixa ukuXhaswa kweziSeko-zophuhliso nokuGcinwa kwazo kufumene ukureyithwa okufanayo okuvela kubathathi-nxaxheba abayi-80%.
  - **Ukuvavanywa kweenkonzo ezineemfuno ezizodwa (ukuNika iNkxaso kwezeNtlalo):** Ukuxhaswa kwesondlo kufumene ukureyithwa njengokwanelisayo ukuya kokugqwesileyo okuvela kubathathi-nxaxheba abangaphezulu kwe-90% ngelixa ukuxhaswa kwe-HIV Aids kufumene ukureyithwa okufanayo okuvela kubathathi-nxaxheba abayi-80%
  - **Iimpendulo ezimalunga nee-ayithem ezinxulumene nezibhalwe kumqulu wokwenziwa kweenkonzo:** Abathathi-nxaxheba abayi-90% bareyithe i-ayithem ethi “ukujongana nemibuzo ngokukhawuleza, ngobuchule nangembeko” njengokwanelisayo ukuya kokugqwesileyo.
  - **Iimpendulo ezimalunga neemfundiso ezisisiseko zikaRhulumente weNtshona Koloni neMigaqo ii-Batho Pele Principles:** Phantse yonke iMigaqo ii-Batho Pele Principles ifumene ukureyithwa njengeyonelisayo ngo-≥ 90% ngaphandle kwemigaqo eyi-Redress and Openness and Transparency.
  - **Ii-ayithem ezifakwe okokuqala:** Zonke ii-ayithem ezifakwe kwisaveyi okokuqala kwiNgxelo i-CSS Report ngo-2022 zifumene ukureyithwa njengezonelisayo ukuya kwezigqwesileyo okuvela kubathathi-nxaxheba abangaphezulu kwe-80%, ngaphandle kwe-Gender-based Violence (GBV).
  - **Iimpendulo/izimvo:** Njengakwiminyaka edlulileyo, izithili zifumene ukunconywa ngokwenza inkonzo elungileyo.
6. Kucelwa nifumane iNgxelo i-CSS Report yango-2022 epholeleleyo kwiziko lewebhu leSebe iWCED nisebenzisa le linki ilandelayo [WCED Customer Satisfaction Survey 2022.pdf](#) yaye nabelane ngokuqulethwe yile ngcaciso imfutshane nabo bonke abasebenzi.

**ISAYINWE:** NGU-B WALTERS

**INTLOKO YESEBE LEMFUNDO**

**UMHLA:** 2024-01-12