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MEDIA STATEMENT

To: All Media

Attention: News Desk

Date: 22 August 2005

SURVEY RESULTS PRESENTED TO SENIOR MANAGEMENT

The results of the Customer Care Survey were officially presented to the City Manager Mxolisi Tsika and his five directors here today. The survey was undertaken in May this year by an outside service provider on behalf of the municipality to gauge customer satisfaction about municipal services. 2000 questionnaires were administered with 500 for commercial and industrial properties and 1 500 for residential properties. This sample was based on the municipal billing list and selected randomly.

The survey came up with a BCM satisfaction index of 59%. This involved weighting up the answers with plus 5 points for very satisfied customers and minus for every dissatisfied customer with proportional weighting in between. The 59% index is better than a pass mark but it leaves room for improvement.

The results also indicated the following,

- BCM staff are rated highly for friendliness and competence with 80% scoring
- Queries handled effectively only in 61% of cases
- 85% found that BCM facilities are clean and well maintained
- Water services and refuse collection got 77% rating
- 59% of respondents complained about long queues at municipal offices
- Customer satisfaction was lowest with municipal parks and play grounds got 45% index rating
- Fire and traffic control received a 67% satisfaction rating, and
- 70% of respondents called on BCM to do more about job creation and the development of local economy. Respondents saw the two as priorities.

The following are some of the over 1 500 comments recorded;

“Account high investigate” resident from Greenfields.

“Continuously keep the drains clean,” resident from Milner road.

“My problem was fixed after three days,” resident from Ginsberg township

“Reported but no response,” resident from Duncan village.

“Chicken projects (for economic development initiatives),” Ginsberg resident.

59% of black respondents say the municipality has improved its overall performance in the past two to three years compared with 51% of whites

The survey results would be forwarded to all the directorates of the municipality for discussion and incorporation into their plans for the future. Also through the survey BCM hopes to come up with a Customer Service Charter and Customer Care Strategy. This exercise would be repeated annually as mechanism of keeping in touch with our citizens and also listening to what they have to say about service delivery and where we also need to make some improvements.

Thank you.

Issued by

Communications Department

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