Western Cape Government

FOR YOU

Department of the Premier

WESTERN CAPE: SPATIAL INFORMATION FORUM
Service Delivery Index (SDI): First Baseline Study

Provincial Data Office
August 2023

SERVICE DELIVERY INDEX **RESULTS**

PLACING CITIZENS AT THE HEART OF THE WESTERN CAPE GOVERNMENT (WCG) SERVICE DELIVERY AGENDA IS CENTRAL TO GOVERNMENT'S EFFICIENCY.

In 2021/22, the WCG piloted a Service Delivery Index (SDI) to measure its service delivery performance based on the views of citizens. The results and learnings from the pilot were incorporated into the 2022/23 phase of implementation and the first baseline study was completed in March 2023. Here, we provide a snapshot of the results illustrating the story of government service delivery in the Western Cape.

WHAT IS THE SDI?

The SDI is a quantitative tool that measures how well the WCG is meeting its policy priorities and delivering core values to citizens in the province. The SDI captures citizens' opinions and experiences through a comprehensive telephonic survey, providing insights into government performance and contextualising the survey data using performance and outcome indicators.

1 WHY AN SDI?

The creation of the SDI was driven by the need for improved accountability and transparency in government service delivery, while also recognising the lack of reliable data and evidence for effectively targeting services across the province. The results of the SDI can be leveraged to drive improvements in all aspects of service delivery, offering a better understanding of the target audience.

2 COMPONENTS OF THE SDI

The SDI utilised three data sources - the 'Voice of the Citizen' Citizen Satisfaction Survey, Government Performance Indicator data, and Community Outcome data - to evaluate service delivery across four key focus areas, or domains:

- Accessibility of services and information (access),
- Quality of interaction with staff (reliability),
- Ability to respond to the needs of citizens (responsiveness) and
- Fairness and equality of services (integrity).

Various statistical techniques were employed to standardise and analyse the data, resulting in the construction of a composite SDI.

The analysis helped shape the narrative associated with the key focus areas.

3 WHAT DOES THE SDI TELL US?

The SDI offers insights into various dimensions of service delivery, including:

1. The performance of the WCG in each focus area/domain,
2. The variation in citizens' opinions based on their profile and location (age, demographics, education level, etc.),
3. The priorities that the WCG can emphasise to make a greater impact on citizens' perceptions.

For additional information on the SDI, contact pdo@westerncape.gov.za

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The following list presents the top 10 priority areas that have been identified for the WCG to focus on:

1. Unemployment
2. Electricity supply
3. Crime
4. Poverty/destitution
5. Roads
6. Education
7. Management for the economy
8. Housing
9. Basic health services
10. Water supply

5

The pilot study conducted in 2021/22 revealed the need to increase the sample size of the Citizen Satisfaction Survey from 900 to 2 000 citizens. This facilitated the disaggregation of the results by district municipality.

It was thus possible to determine which core values and socio-economic priorities the WCG should focus on in each district municipality to achieve the most significant positive change in citizen perception. The map below showcases the top three core values and top two socio-economic priorities identified. The core value of accountability was present in all district municipalities, except for the Overberg. Competency emerged as a key core value, being represented in five districts.

Citizen satisfaction and community outcomes are interrelated, as citizen perceptions impact on government outputs. By comparing government performance indicators with citizen views, areas for service delivery improvement and performance gaps can be identified.

KEY PREDICTORS TO SEE A SHIFT IN CITIZEN PERCEPTION

- Improving the economy
- Promoting an accountable government
- Addressing fraud and corruption
- Managing disasters such as fires, droughts and floods
- Managing the electricity crisis
- Providing basic education
- Creating jobs
- Improving social welfare
- Providing safety and security
- Providing health care

SUCCESS

- Reliability
- Access

AREAS OF IMPROVEMENT

- The WCG should concentrate on the responsiveness domain specifically for citizens in the following profiles:
  - A household monthly income of less than R12 000
  - Age: 18-59
  - Gender: Males
  - Areas: CoCT & Central Karoo

6 NEXT STEPS

LEVERAGING BASELINE RESULTS FOR ADVOCACY AND DECISION-MAKING

The SDI serves as a vital avenue for incorporating citizens' perceptions into the decision-making processes of the WCG. With these baseline results, the focus now shifts towards utilising the findings and engaging in advocacy efforts. The Provincial Data Office has compiled a comprehensive report and presentation on the SDI results. These results will be shared on several advocacy platforms, including at the Provincial Data Forum and the Western Cape Spatial Information Forum. Consultations will be held with service delivery experts to provide guidance on how citizens' views can shape the strategic priorities of the WCG.

Introduction to the SDI

Key findings in relation to the domains

Approach to the SDI construction

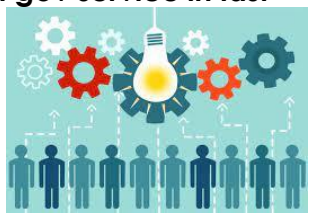
Insights per District Municipality

Contextualisation

Key takeaways

Introducing the Service Delivery Index (SDI)

1 **Voice of the Citizen – sample 2000 via CATI, living in the WC and used a gov service in last 6 months**

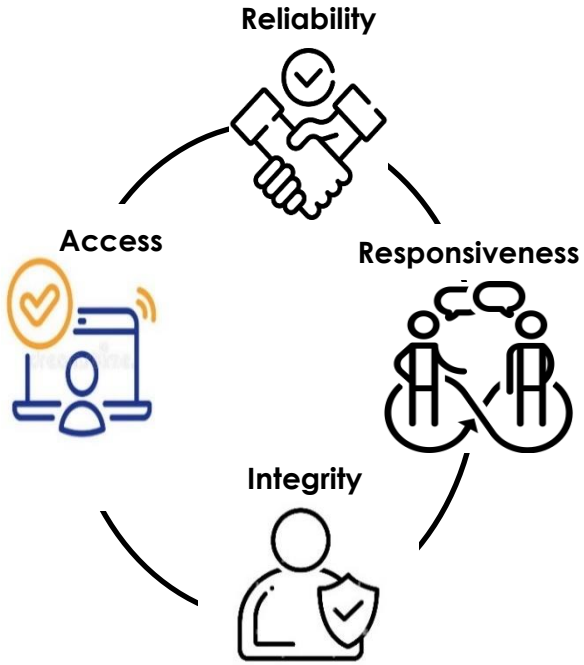


2 **Performance indicator data**

630 SDI indicators

3 **Community outcome data**

Three sources of data



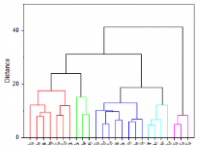
SDI Focus areas

Linear regression

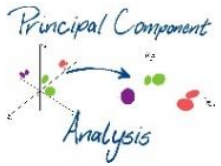
Data contextualisation

Cronbach's Alpha

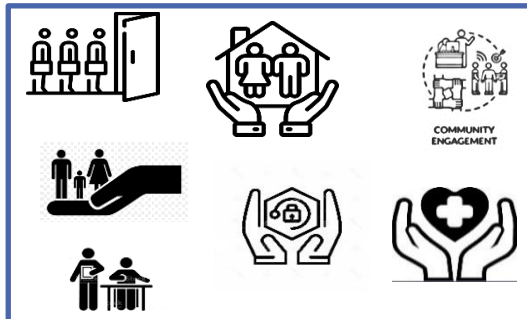
Cluster Analysis



Principal Component Analysis



Statistical techniques



What does the SDI give you?

1. An understanding on how WC citizens view government
2. It inputs into predictive modelling that helps us to understand how to shift the SDI score. This relates to:
   - Key thematic priorities to focus on
   - Core values of government
3. It tells if WCG performance data matches citizen perceptions

Telling the Story

The SDI framework is a quantitative measurement tool that paints a holistic picture in establishing the opinion and experience of government services, more specifically the delivery of WCG services to citizens in the Western Cape

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Profile of Respondents

The employed: (fulltime, part time, self employed) 56%

60% earn less than R12 000pm

22% have not completed high school

Metro: 66% Non metro: 34%

Top 5 ALL Government services used

Day hospital or clinic	54%
SAPS	51%
Provincial hospital	38%
Home Affairs	34%
Education Dept	32%

Knowledgeable 85%

Professional 85%

Competent 84%

Efficient 77%

Ease of reaching the following government services /places

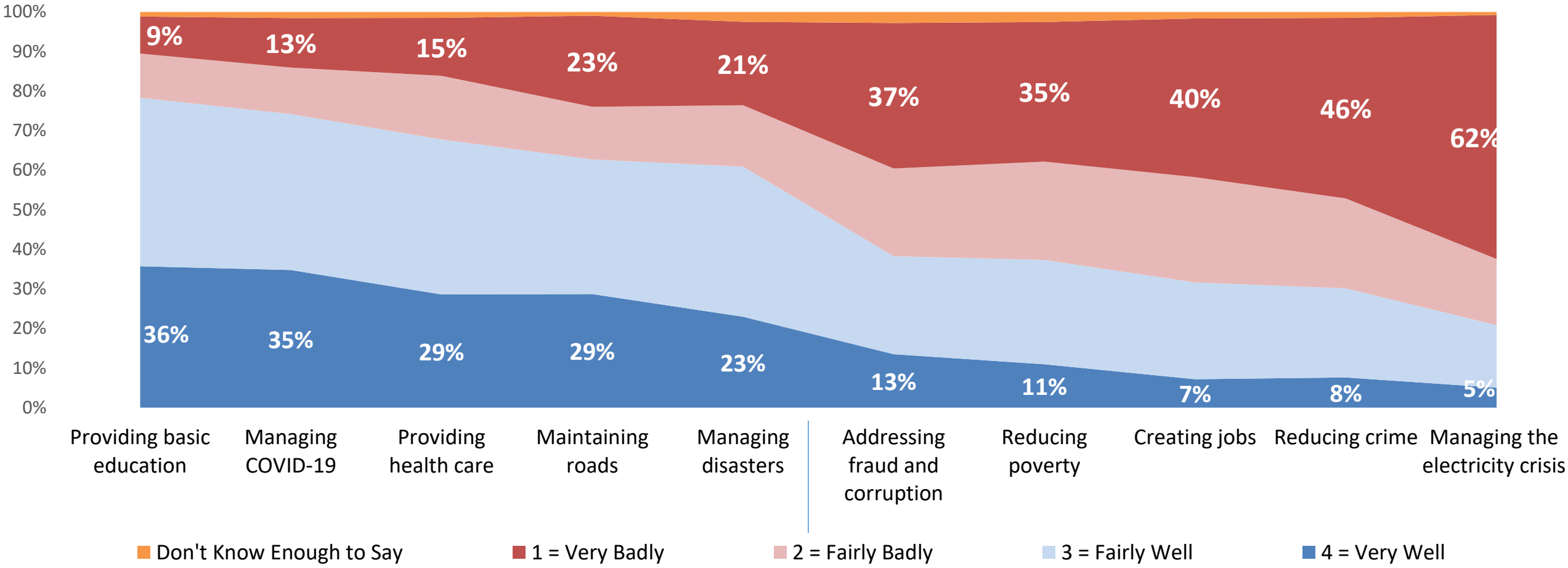
	Government services	Very easy/ fairly easy	Significant differences observed
	Nearest government school	**87%**	No significant differences observed between sub-groups
	Nearest public transport	**84%**	No significant differences observed between sub-groups
	Nearest clinic or day hospital	**84%**	Significant differences between **HH income categories**; with HH income R20 000p/m plus findings it easiest
	Provincial government hospital	**76%**	Significant differences **between population groups** with white population finding it easiest; Significant differences on **HH income**, more than R20 000p/m plus finding it easiest
	Social services centre	**69%**	Significant differences between **population groups** with white population finding it easiest
	Nearest Thusong Centre	**60%**	Significant differences are observed between **population** groups

- 68% said it is very easy/ fairly easy to find information regarding government services
- Significant differences on HH income categories, with HH income more than R20 000 p/m finding it easiest

Satisfaction with government services

Satisfied or Dissatisfied with turnaround time to receive the service/information or resolve query	Did government meet your expectations?	Overall satisfaction with service received
		
81% very satisfied/somewhat satisfied With turnaround time	**79%** Completely/somewhat met your expectations	**80%** very satisfied/somewhat satisfied with overall service
Significant differences between **population groups** for satisfaction ratings on 'turnaround time' with whites having the highest satisfaction	Significant differences between **population groups** on 'government met your expectations' with whites being most satisfied	Significant differences between **population groups** for levels on 'overall satisfaction with service' with whites being most satisfied

Performance of the WCG in *providing* the following services (top 5 and bottom 5)

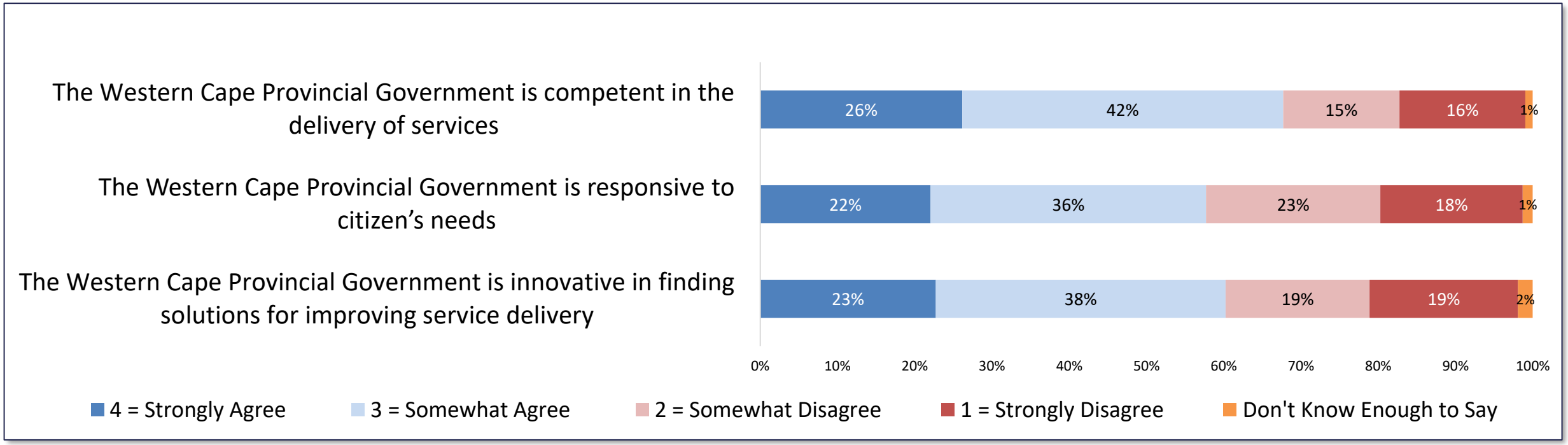


- Providing basic education
- Managing COVID-19
- Providing health care

- Managing the electricity crisis
- Reducing crime
- Creating jobs

WCG adheres to the following aspects on service delivery

Responsiveness



Service delivery: strongly agree/somewhat agree; Across all 3 statements significant differences observed between population groups

WCG is competent in service delivery

68%

Significant differences between HH income

WCG is responsive to citizen needs

58%

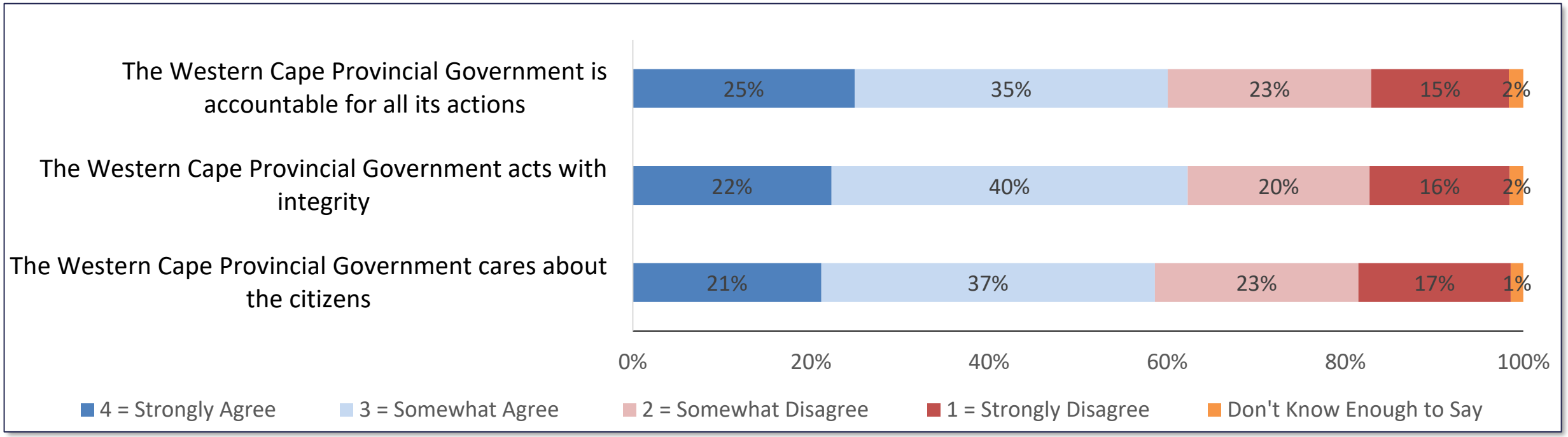
Significant differences between HH income

WCG is innovative in service delivery

61%

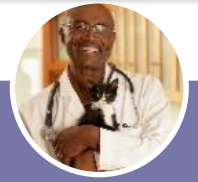
WCG adheres to the following core values

Integrity



Core values: strongly agree/somewhat agree. Across all three statements, significant differences observed between population groups

WCG is accountable
60%



WCG acts with integrity
62%

WCG cares about citizens
58%

Performance of government leaders and tiers

Additional

Performing very well/fairly well;

Western Cape Government
67%

Local Government
58%

National Government
47%

Performing very well/fairly well*;

Premier of the WC
60%

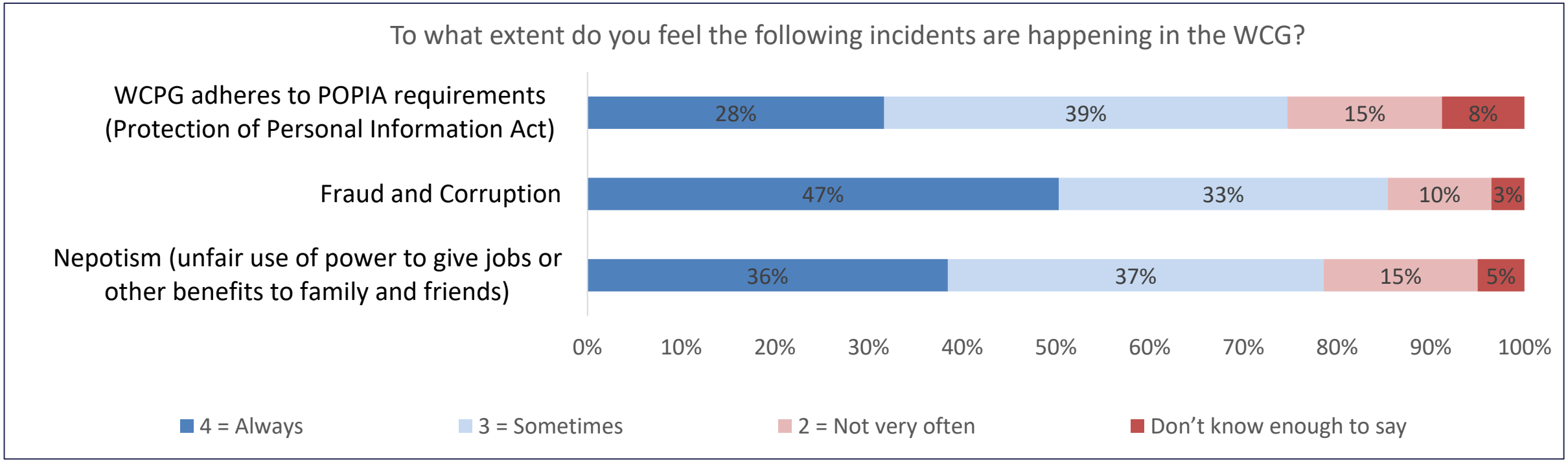
Local Mayor
51%

President of SA
43%

* Significant differences between population groups

To what extent do the following incidents happen in WCG

Additional



WCG adheres to POPIA
Always 28%

Fraud and corruption
Always 47%

Nepotism
Always 36%

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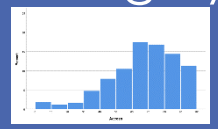
SDI distribution

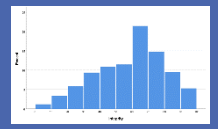
Data validation and standardization; item analysis → Conduct Principal Component Analysis (PCA) → Cluster analysis

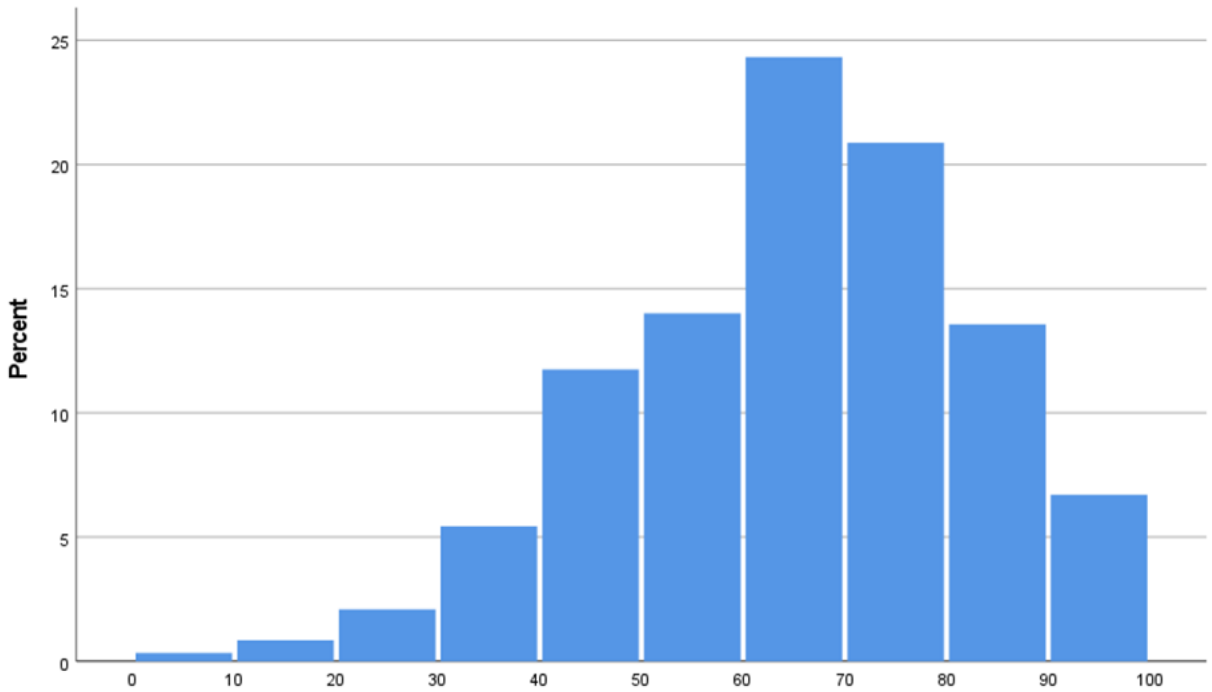
SDI outputs: What does the SDI give you? How is government viewed by citizens?

Integrity

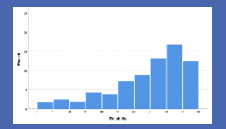


Reliability

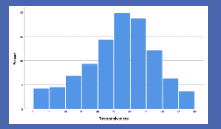




Access



Responsiveness



The ranges for the SDI are:

0 – 35% – Very poor

35.1% - 55% – Poor

55.1% - 70% – Moderate

70.1% - 85% – Good

85.1% - 100% – Very Good

Composite SDI: Demographic profile

Subgroup	Category	Integrity	Reliability	Responsive	Access	SDI
Age	18 to 29	61.626	77.455	53.208	70.186	64.956
	30 to 39	59.598	75.589	52.117	72.183	64.617
	40 to 49	63.304	74.552	53.312	71.876	65.091
	50 to 59	57.061	74.686	50.028	69.388	63.413
	60 to 69	63.548	79.513	57.746	69.65	65.967
	70+	67.531	85.217	61.169	70.844	69.701
Gender	Male	59.699	74.799	51.678	69.486	62.982
	Female	62.921	78.519	55.071	72.316	67.034
Population group	Black African	58.497	76.049	49.893	67.983	62.439
	Coloured	60.667	75.018	53.988	70.582	64.804
	White	69.965	83.718	59.565	80.911	73.57
	Indian / Asian	56.42	71.721	49.487	70.219	61.978
District Mun	City of Cape Town	59.765	75.842	52.254	69.346	63.624
	Cape Winelands	65.419	75.775	55.797	73.229	67.235
	Central Karoo	62.681	76.684	52.145	68.992	64.922
	Eden	62.611	80.212	55.099	76.539	67.391
	Overberg	64.481	77.844	58.104	72.126	69.146
	West Coast	65.139	82.188	54.984	73.944	68.807
Metro/Not	Metro	59.765	75.842	52.254	69.346	63.624
	Non-Metro	64.448	78.436	55.652	73.958	67.738
Household Income	Less than R6 000	59.522	74.613	51.173	67.931	63.257
	R6 000-R12 000	60.143	75.431	52.13	69.724	63.448
	R12 000-R20 000	63.159	79.288	57.545	74.305	68.472
	More than R20 000	63.916	79.455	55.713	74.649	67.755

SDI Category	Interval
1. Very Poor	[0 ; 35]
2. Poor	(35 ; 55]
3. Moderate	(55 ; 70]
4. Good	(70 ; 85]
5. Very Good	(85 ; 100]

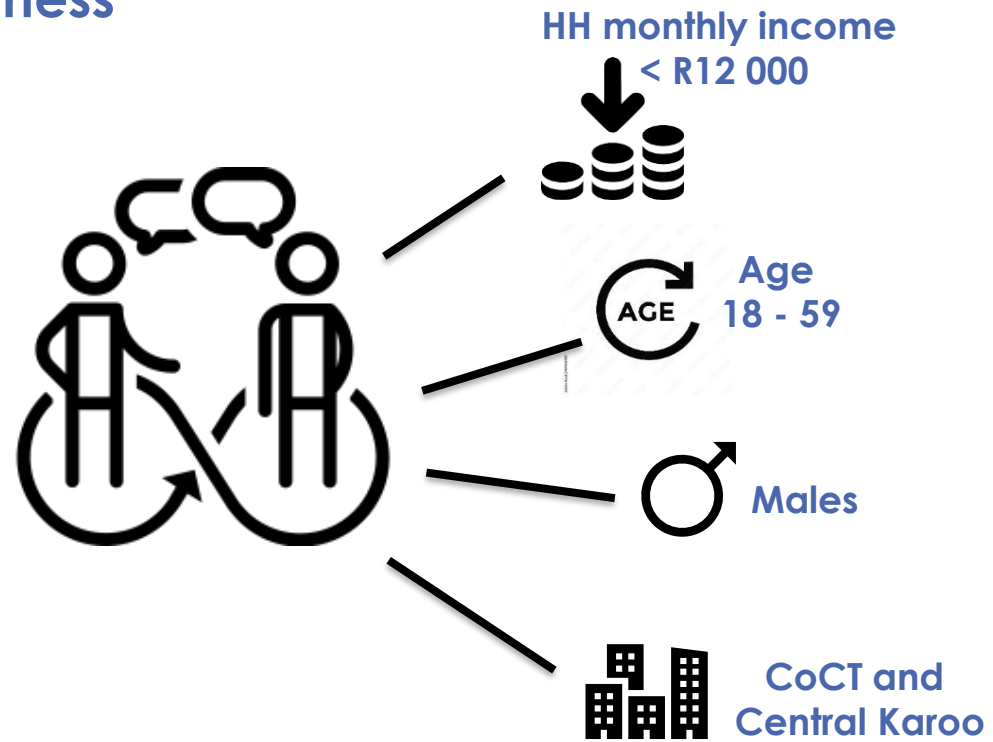
Composite SDI: Demographic profile

How citizens view government

Reliability

Access

Responsiveness



SUCCESS

AREAS OF IMPROVEMENT

Moderate on the integrity of government in WC

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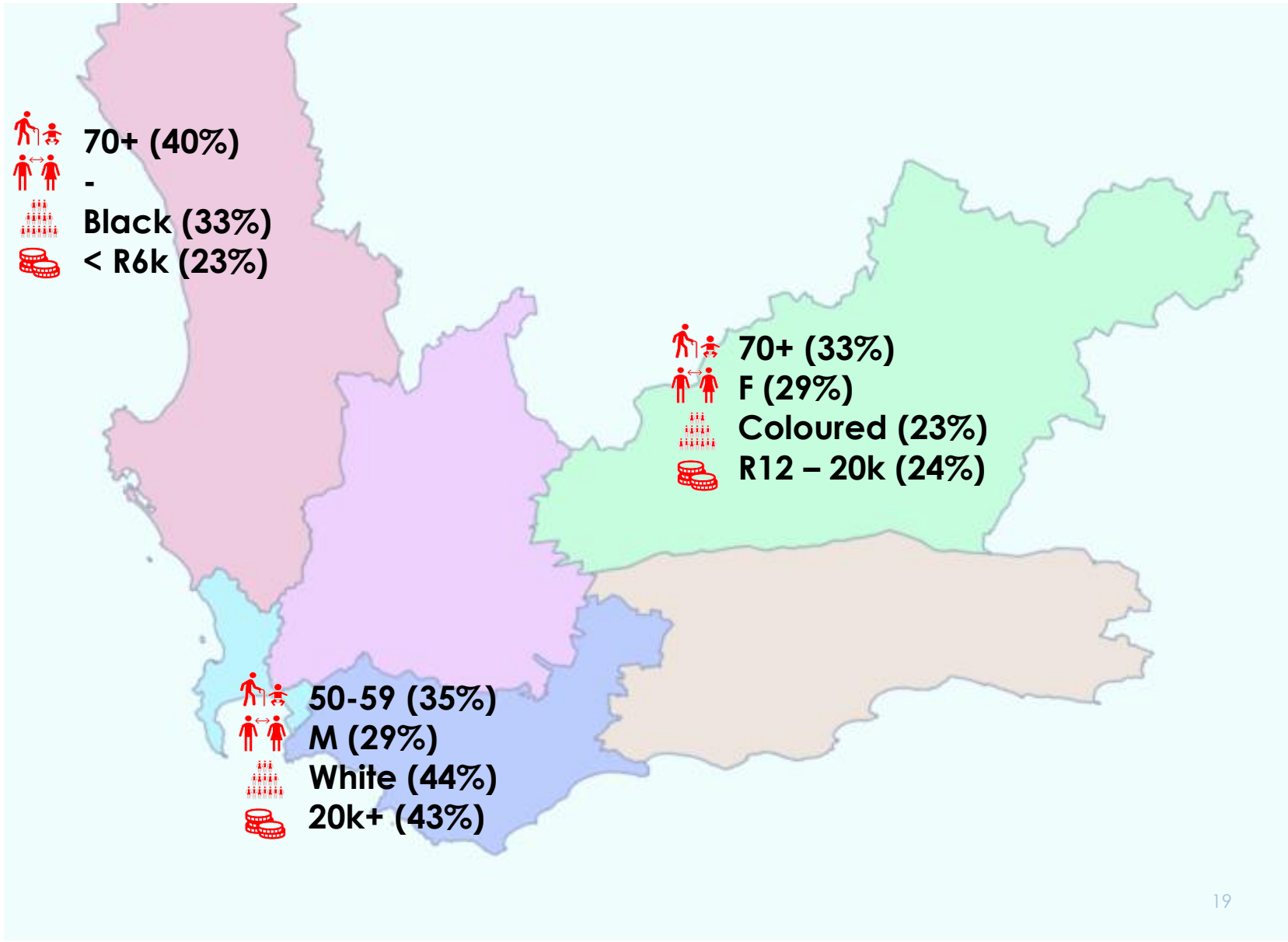
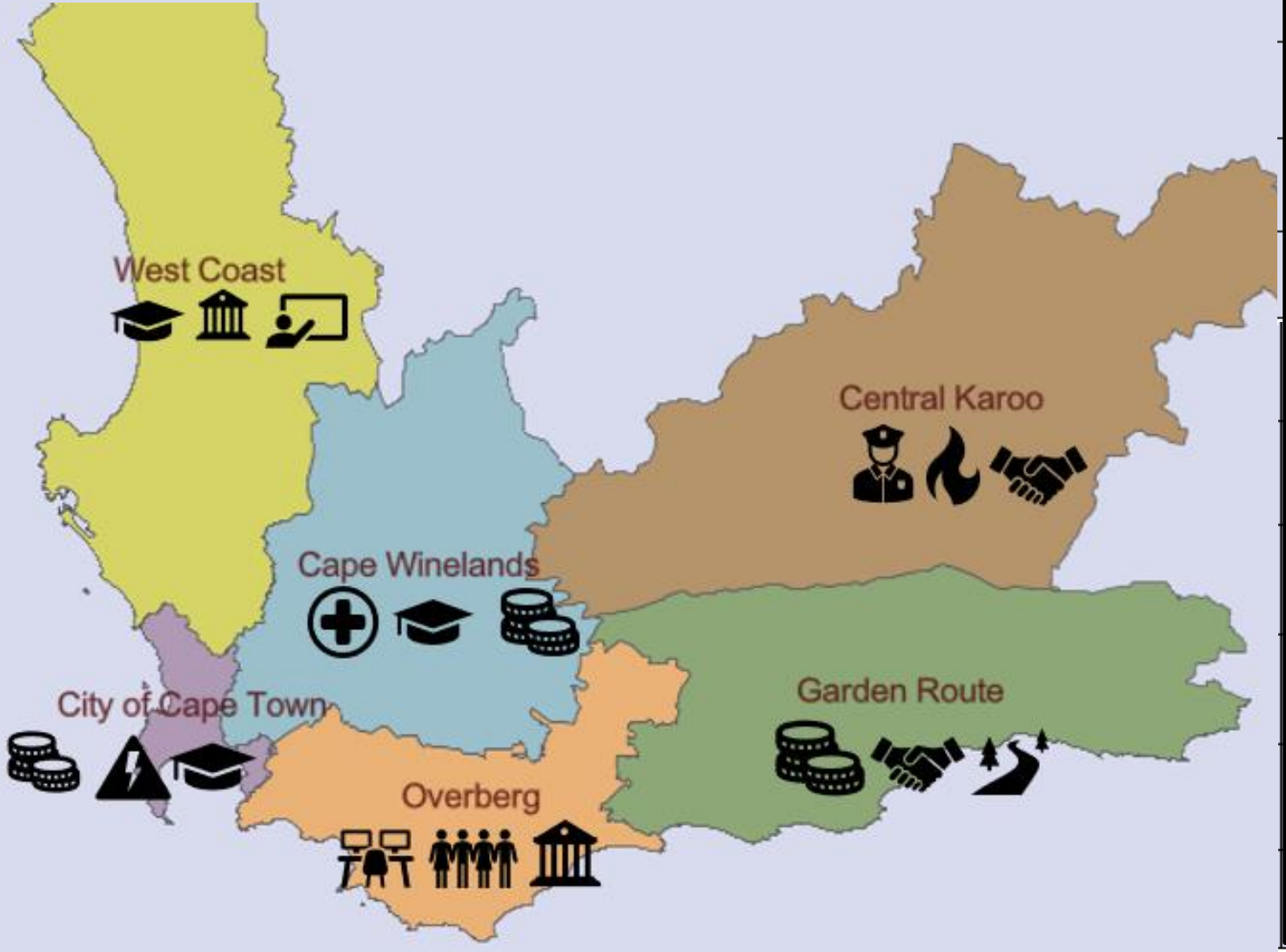
Key takeaways

Percentage of population by profile who feel WCG is performing very poorly (SDI < 35)



Regression Analysis – socio-economic factors



Improving the economy	
Managing the electricity crisis	
Addressing fraud and corruption	
Managing disasters such as fires, droughts and floods	
Promoting an accountable government	
Providing skills training	
Providing basic education	
Improving social welfare	
Maintaining the national roads/ highways in this province	
Creating jobs	
Providing safety and security	
Providing health care	

Regression Analysis – core values

Competent in the delivery of services.	Co
Accountable for all its actions	A
Acts with integrity	I
Responsive to citizen's needs.	R
Cares about the citizens	C
Innovative in finding solutions for improving service delivery.	In

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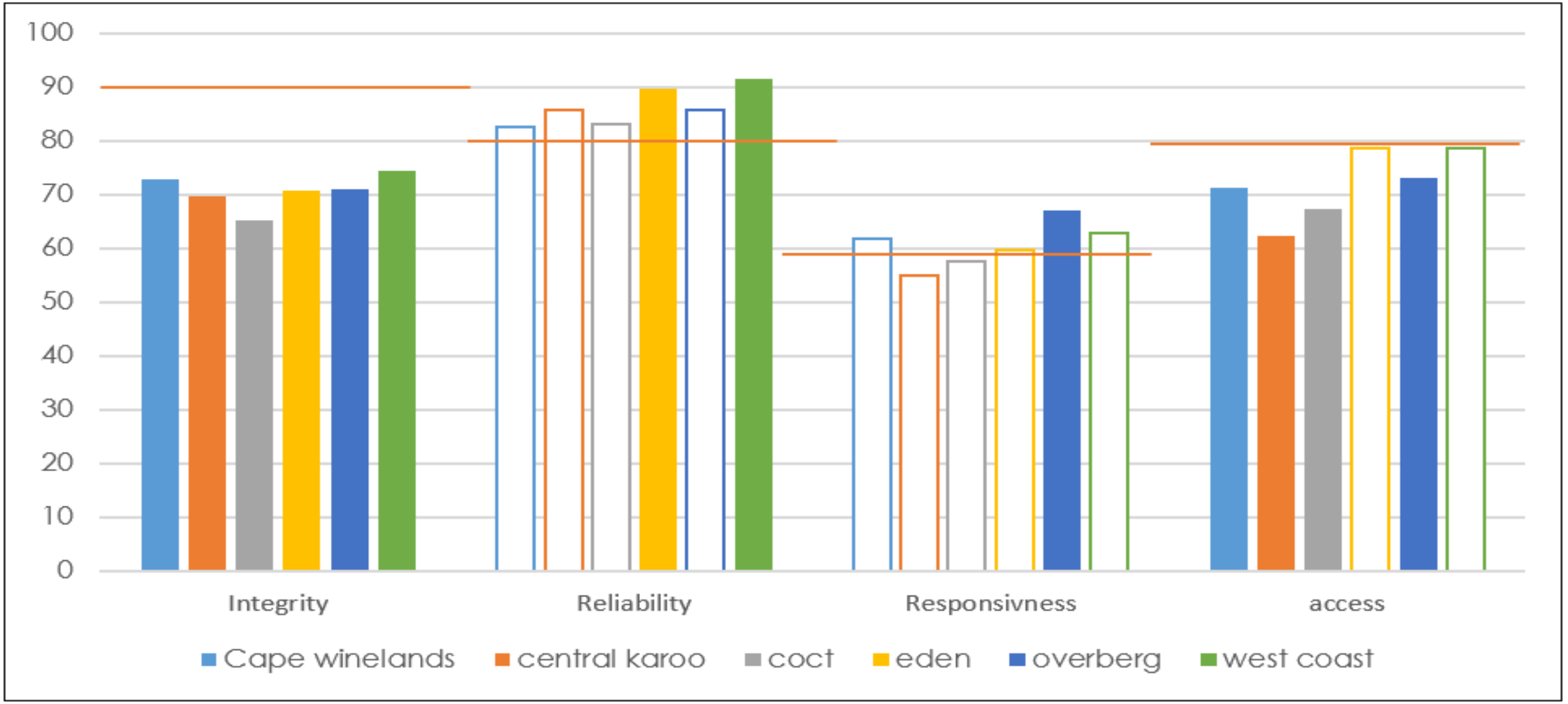
Comparison of statistically significant differences of SDI to performance indicators by district municipality



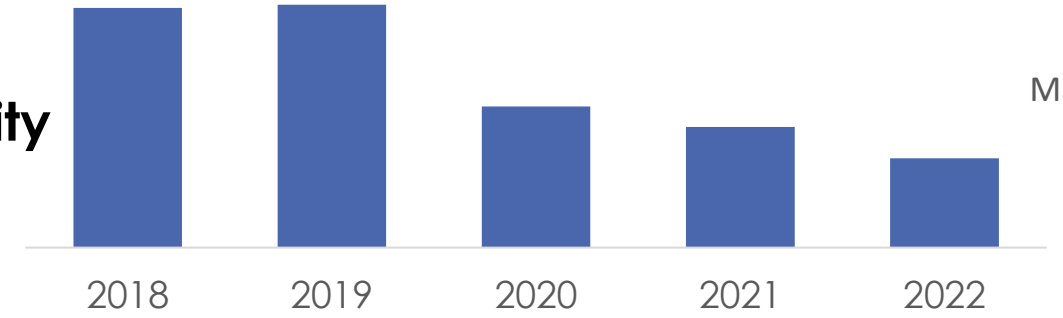
Western Cape Government

**Unfilled bars relate to indicators which are not significantly different from the performance.*

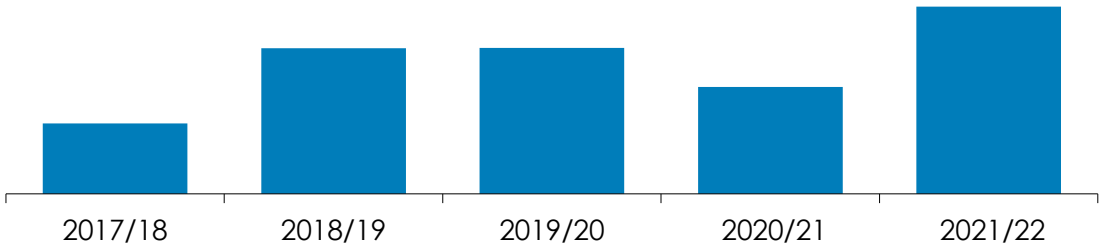
Data contextualisation

1. Unemployment

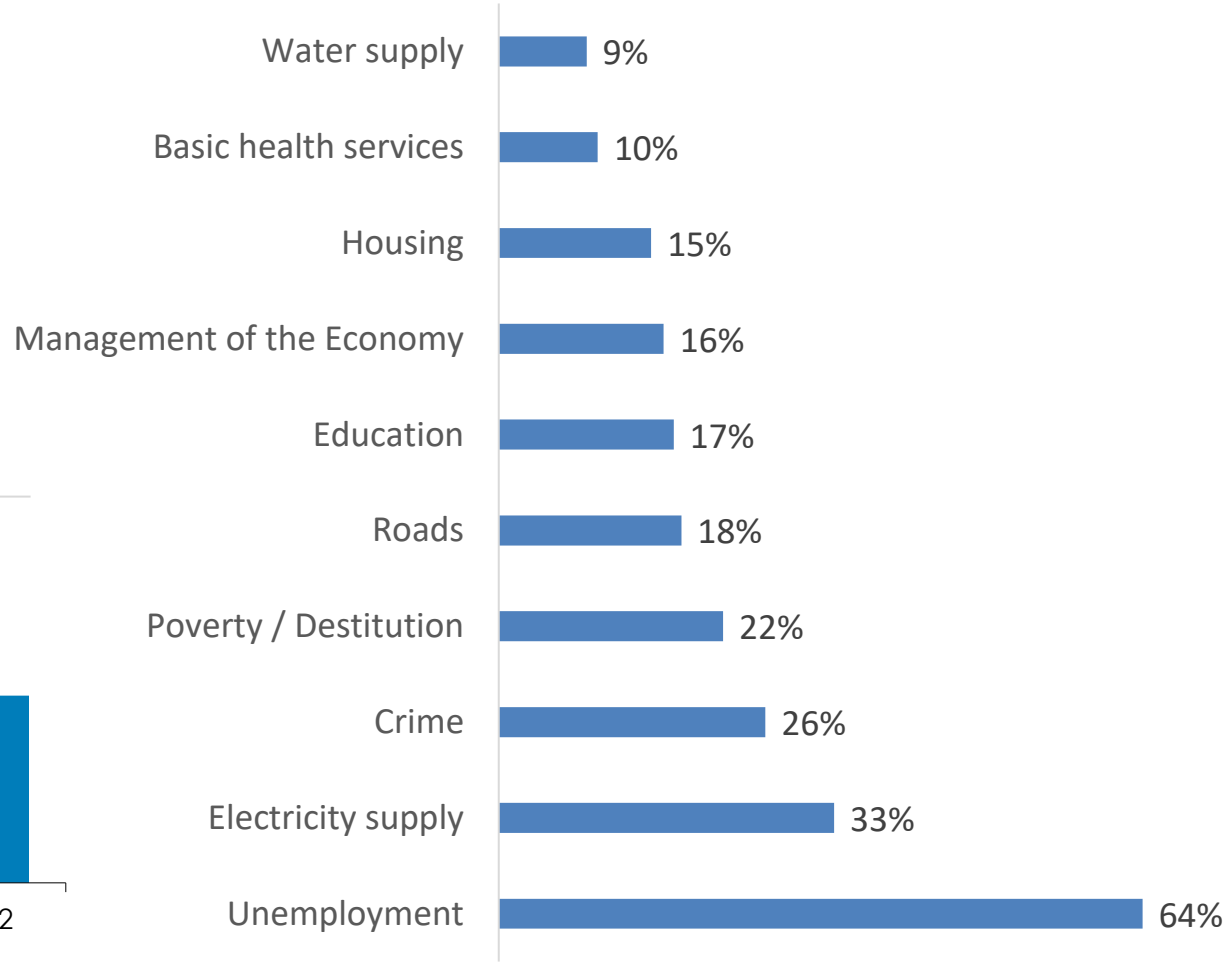
2. Electricity Supply



3. Crime



What are the most important priorities that the WCG should focus on



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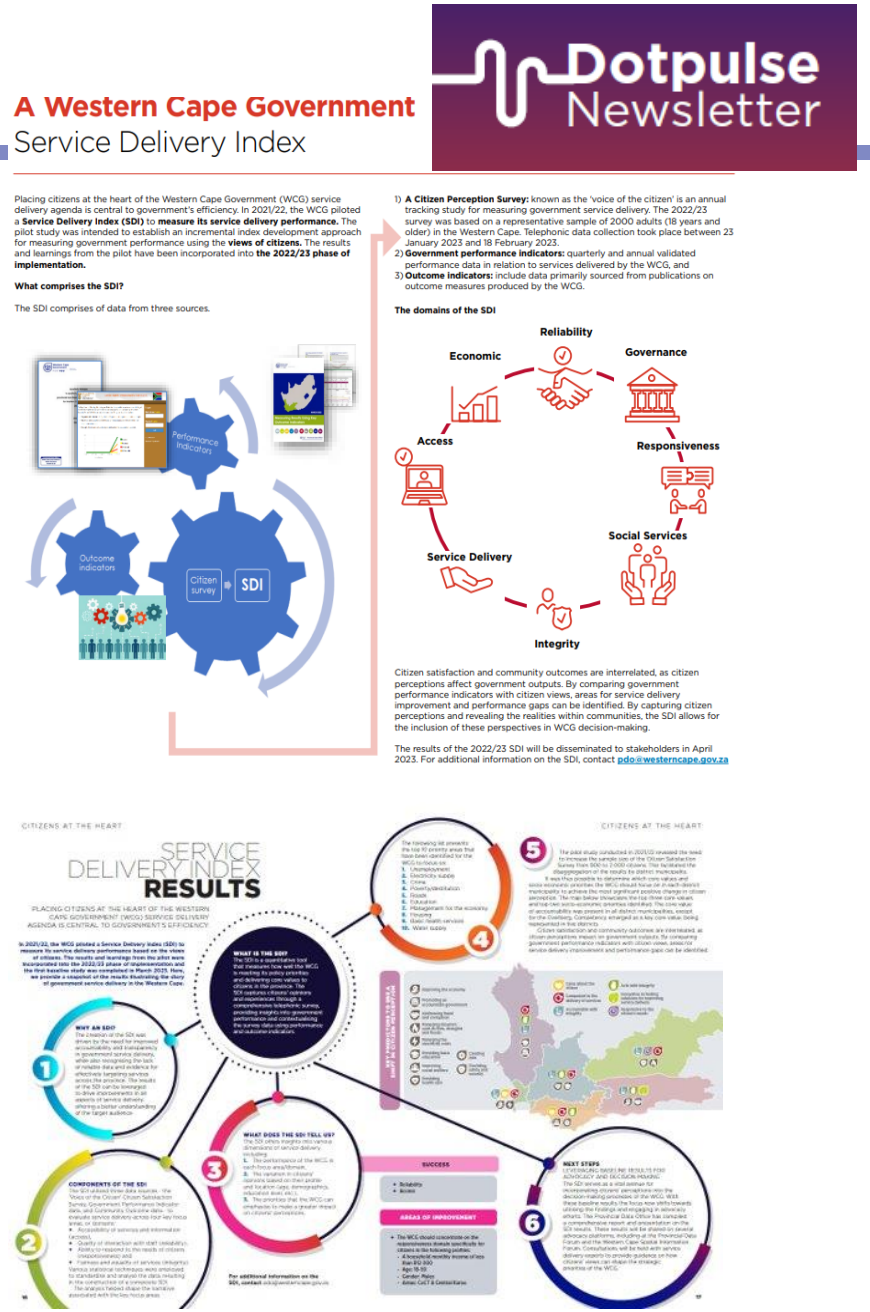
Conclusions: A few points to note

- There are differences in opinion between the **population groups** and **HH income groups**
- Over 40% of citizens rate the performance of the WCG very badly on *providing the following services* **: managing the electricity crisis, reducing crime and creating jobs**
- Citizens feel the WCG should *focus on* **unemployment, electricity and crime reduction**
- Focusing on **economy, electricity and education** will have a greater influence on citizen perception of WCG services
- WCG low performance linked to responsiveness, similarly for the SDI
- Biggest discrepancy between SDI and WCG performance is for integrity

Going forward…

- SDI provides a channel for citizens' perspectives to be onboarded in WCG decision-making
- Now that we have baseline results, going forward the focus will be on the **Use of the Results** and **Advocacy**:
  - Consultative engagements with service delivery experts in sharing the results
  - Discussions are required on how the results can guide and shape strategic priorities for WCG
  - Sharing the results of the SDI via different advocacy platforms



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