



**Western Cape
Government**

Education



Customer Satisfaction Survey

Report 2017

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CUSTOMER SATISFACTION SURVEY 2017

1. Executive Summary

The Customer Satisfaction Survey (CSS) has been conducted since 2009 and 2017 is the second year in which **ALL** Public schools were invited to respond. The Survey provides staff at schools the opportunity to (i) indicate the frequency of using certain of the District and Head Office services; (ii) rate the quality of these services, and also (iii) comment briefly on any of the elements covered in the survey.

The survey sent to schools is attached as **Annexure A**. This report summarises the findings of the survey.

1.1 The Respondents

A total of **5644** institution-based personnel from **1077** (72%) of public schools responded. Compared to 2016, this is an increase of more than 2000 responses. With 2017 celebrated as the Year of the Teacher, the number of respondents per school has been increased from 5 to 10, a proactive attempt to expand opportunity for responses from our institution staff. Respondents ranged from post level 1-6 with most respondents in the range of 20-30 years' experience.

1.2 Summary of the Responses

There is a marginal overall drop in the Good and Satisfactory ratings. Telephone and Written queries still attract of the highest negative responses and the frustration of school personnel can be read in the many comments. There is also a substantial difference in the positive response to Education District Office (55%) support when compared to that of Head Office (35%).

For convenience of reporting, the 5 point scale has been converted into 3 categories, (1) Poor [*Exceptionally Poor & Poor*], (2) Satisfactory, and (3) Good [*Good & Excellent*].

1.2.1 Summary of Ratings – Selected Elements

Item	Year 2015			Year 2016			Year 2017		
	Poor	Satisfactory	Good	Poor	Satisfactory	Good	Poor	Satisfactory	Good
Call Centre	9%	44%	46%	7%	53%	40%	9%	44%	46%
Walk-In Centre	6%	28%	66%	4%	56%	40%	6%	28%	66%
Safe Schools	11%	52%	37%	17%	50%	33%	11%	52%	37%
Website	5%	43%	52%	3%	37%	59%	5%	43%	52%
Teleph. Response	17%	49%	34%	14%	50%	36%	17%	49%	34%
Written Response	25%	50%	25%	25%	51%	24%	25%	50%	25%
HO Support	13%	52%	35%	8%	53%	39%	13%	52%	35%
ED Office Support	6%	39%	55%	4%	37%	59%	6%	39%	55%
Finances	9%	47%	44%	8%	51%	41%	9%	47%	44%
HR Support	14%	50%	36%	12%	52%	36%	14%	50%	36%
CM Support	5%	34%	61%	3%	31%	66%	5%	34%	61%

1.3 Comments of Respondents

Respondents had opportunity to place a comment on any of the questions of the CSS and a large number of comments was offered. Below is a summary of those elements that attracted the most comments. The categorization (Comment, Compliment or Complaint) is done by respondents themselves.

Question	Comment	%	Complaint	%	Compliment	%
Education District Offices support	81	23%	41	12%	224	65%
Head Office support	111	34%	73	22%	141	43%
WCED call centre [HR & Finances]*	0	0%	297	100%	0	0%
telephonic enquiries Response to	74	28%	117	44%	73	28%
Circuit Manager Support	35	13%	14	5%	213	81%
Curriculum School Visit Support	73	31%	36	15%	126	54%
School Nutrition Programme Support	46	25%	22	12%	117	63%
Specialised Support by psychologists	72	41%	81	46%	23	13%
Admin of Salaries and Pay slip matters	49	28%	81	47%	42	24%
Safe Schools Support	53	31%	79	46%	40	23%

* As per AG request, any rating below "Satisfactory" had to be explained, and might therefore be why this number is high

1.4 Concluding Remarks

- 1.4.1 Response rate: The notable increase in responses would seem to indicate that schools do regard the CSS as a tool that could effectively address issues they might raise. This increase in attention could perhaps be partly contributed to the fact that, in 2016, a summary of responses had been sent to schools for the first time.
- 1.4.2 Overall drop: although marginal, the overall drop should be of concern and necessary remedial steps be initiated. Especially if we consider that staff in rural EDs do not have the advantage of a quick visit to Head Office, special attention should be paid to issues that complicate their queries.
- 1.4.3 "Diagnostic" to views of clients: although only a survey probing perception of the quality of services rendered to schools, comments by school staff and the fact that the same types of challenges are faced across the WCED are vital indicators of the areas that need redress.
- 1.4.4 Special Schools: staff bemoan the shortage of psychologists and social workers, a theme recurring over the last few years. Considering that learners at Special schools already are disadvantaged, this matter should receive attention and be monitored.
- 1.4.5 Positive responses: despite the marginal drop in the good to satisfactory ratings, the overall feedback is still a vote of confidence and in certain instances individuals are commended for excellence. Respondents appreciate feedback and confirmation that a matter is receiving attention. The value of this practice cannot be over-rated and we should consider putting in place and enforcing appropriate procedures in this regard.
- 1.4.6 Service Charter Responses: this is the second year that this is surveyed on we are now in a position to start making comparisons. There is a marginal improvement in all areas except for "Provide Progress Report If There Are Delays" and "Apologise for errors and take corrective action". We should have a special lens on these all the time to ensure we are on an upward trajectory.
- 1.4.7 Values of the WCED: overall the values the WCED staff display are deemed satisfactory. Accountability and Responsiveness are important values and require further unpacking.

2. The 2017 Survey

Introduction

The Customer Satisfaction Survey (CSS) has been conducted annually since 2009 and investigates the opinions and perceptions of school personnel on the support services rendered by (i) Head Office and (ii) the District Offices. All public schools are invited to respond to the survey that is made available on the Centralised Educational Management Information System (CEMIS). The 2017 Survey is largely a repeat of the ones sent out previous years, with a few additions. This year questions on the Values advocated by the Western Cape Government are included. The survey is a combination of (i) closed-ended questions and (ii) sections to provide feedback on any of the areas covered in the survey.

The CSS serves as an important exercise in evaluating service levels and planning interventions. Considering that the WCED has declared 2017 as the year of the teacher, the CSS could be used as a useful instrument through which to access needs as expressed by our teaching corps.

This report is divided into three sections: (1) the profile of respondents; (2) detailed overall ratings; (3) comments of the respondents.

2.1 Profile of Respondents

2.1.1 The Schools: ALL public schools were invited to respond.

School Type	Period	Schools Selected	Actual Schools Responding	Actual Respondents	% Schools Responding
LSEN	Yrs. '14 & '15	73	32	139	44%
	Yr '16	68	27	102	40%
	Yr '17	64	38	238	59%
Primary School	Yrs. '14 & '15	1083	544	1983	50%
	Yr '16	1076	681	2286	63%
	Yr '17	1064	789	3960	74%
Secondary School	Yrs. '14 & '15	372	184	733	49%
	Yr '16	374	210	743	56%
	Yr '17	376	250	1446	66%
Grand Total	Yrs. '14 & '15	1528	760	2855	50%
	Yr '16	1518	918	3131	60%
	Yr '17	1504	1077	5644	72%

2.1.2 Responses per Education District

District	CSS 2017 Total Schools	2017 Responses	2017 % Responses	2017 Nr of Respondents	CSS 2016 Total Schools	2016 Responses	2016 % Responses	2016 Nr of Respondents
Cape Winelands	282	225	79.8%	1120	282	263	93%	919
Eden & Central Karoo	203	182	89.7%	875	216	122	56%	418
Metro Central	214	120	56.1%	694	216	108	50%	339
Metro East	185	172	93.0%	1031	183	79	43%	302
Metro North	198	117	59.1%	647	198	108	55%	378
Metro South	208	104	50.0%	564	208	110	53%	339
Overberg	86	83	96.5%	335	86	43	50%	141
West Coast	128	74	57.8%	378	129	85	66%	295
Grand Total	1504	1077	71.6%	5644	1518	918	60%	3131

2.1.3 Respondents per job-title

Job Title	Yr 2017	Yr 2017 % of ALL	Yr 2016	Yr 2016 % of ALL	Yr 2014 & 2015	Yr '14 & '15 of ALL
Principal	876	16%	722	23%	649	23%
Deputy Principal	493	9%	360	11%	392	14%
HOD	901	16%	541	17%	559	20%
Senior Educator	326	6%	191	6%	268	9%
Educator	2360	42%	885	28%	878	31%
Other	688	12%	432	14%	109	4%
	5644	100%	3131	100%	2855	100%

2.1.4 Respondents per Years of Experience

Experience Category	Yr 2017	Yr 2017 % of ALL	Yr 2016	Yr 2016 % of ALL	Yr 2014 & 2015	Yr '14 & '15 of ALL
Less than 5 years	839	15%	421	13%	252	9%
5 - 10 years	982	17%	462	15%	280	10%
11 - 19 years	941	17%	492	16%	421	15%
20 - 30 years	1909	34%	1134	36%	1165	41%
More than 30 years	973	17%	622	20%	737	26%
Grand Total	5644	100%	3131	100%	2855	100%

2.1.5 Services Used - Frequency

In this category, respondents were asked to indicate utilization levels of the support services offered at Head and District Offices. The table below summarises the responses for 2015-2017. The responses are largely similar across the years.

No	Area	Period	Never	1 - 2 times	3 - 5 times	6 - 10 times	11 + times
1.	Visited the walk-in/visitors' centre at Head Office	2015	47%	25%	15%	6%	7%
		2016	57%	22%	11%	4%	5%
		2017	59%	22%	10%	4%	4%
2.	Called the WCED Call Centre	2015	29%	23%	17%	12%	19%
		2016	26%	21%	18%	11%	24%
		2017	32%	23%	17%	10%	18%
3.	Telephoned an official at Head Office	2015	28%	21%	18%	11%	22%
		2016	24%	22%	17%	12%	24%
		2017	33%	24%	16%	9%	18%
4.	Telephoned an official at the District Office	2015	21%	16%	17%	15%	31%
		2016	18%	17%	18%	14%	33%
		2017	27%	20%	17%	12%	25%
5.	Consulted the WCED website	2015	9%	13%	17%	17%	45%
		2016	9%	13%	17%	17%	45%
		2017	12%	16%	21%	17%	34%

3. Overall Responses

In the survey, respondents could select their responses from one of the following:

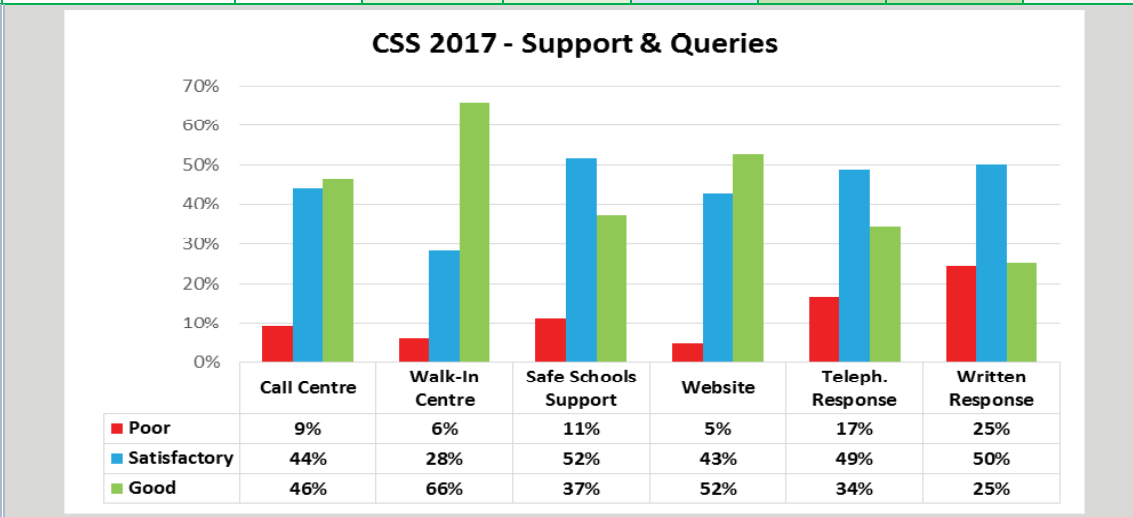
(i) Exceptionally Poor; (ii) Poor; (iii) Satisfactory; (iv) Good; (v) Excellent.

3.1 Service Levels

3.1.1 Communication: Support Centres and Enquiries

Table 8: Responses – Support to schools and communication to Head and ED Offices

Question	Period	Exceptionally Poor	Poor	Satisfactory	Good	Excellent	Grand Total
WCED call centre [corporate (personnel & finance) matters]	Yr2015	2%	10%	46%	38%	5%	100%
	Yr2016	1%	6%	53%	34%	6%	100%
	Yr2017	2%	6%	53%	34%	6%	100%
WCED walk-in centre (corporate and exam matters)	Yr2015	1%	5%	49%	40%	5%	100%
	Yr2016	1%	3%	56%	34%	6%	100%
	Yr2017	1%	3%	56%	34%	6%	100%
WCED website	Yr2015	1%	3%	36%	50%	9%	100%
	Yr2016	0%	3%	37%	49%	10%	100%
	Yr2017	1%	4%	43%	46%	7%	100%
Response to telephonic enquiries	Yr2015	2%	11%	50%	33%	4%	100%
	Yr2016	2%	12%	50%	31%	4%	100%
	Yr2017	3%	13%	49%	31%	4%	100%
Response to written enquiries	Yr2015	3%	19%	48%	27%	4%	100%
	Yr2016	5%	20%	51%	22%	2%	100%
	Yr2017	6%	19%	50%	22%	3%	100%
Safe Schools Support	Yr2015	8%	20%	46%	23%	3%	100%
	Yr2016	4%	14%	50%	29%	4%	100%
	Yr2017	4%	14%	49%	29%	4%	100%



3.1.2 Support by Head Office and ED Managers

Category	Period	Exceptionally Poor	Poor	Satisfactory	Good	Excellent
Head Office	Yr2015	1%	10%	52%	33%	3%
	Yr2016	2%	7%	53%	35%	4%
	Yr2017	2%	10%	52%	32%	3%
Education District Offices	Yr2015	0%	3%	38%	50%	9%
	Yr2016	0%	3%	37%	49%	10%
	Yr2017	1%	5%	39%	45%	10%
Curriculum School Visit Support	Yr2015	3%	11%	36%	42%	9%
	Yr2016	1%	6%	41%	44%	8%
	Yr2017	2%	7%	42%	42%	8%
CM Support	Yr2015	1%	4%	28%	48%	19%
	Yr2016	0%	3%	31%	46%	20%
	Yr2017	2%	4%	34%	43%	18%

	CM Support	Head Office Support	ED Office Support	CM Support	School Visit Support
■ Poor	5%	35%	6%	5%	10%
■ Satisfactory	34%	52%	39%	34%	42%
■ Good	61%	13%	55%	61%	48%

3.1.3 Special Schools

Category	Period	Exceptionally Poor	Poor	Satisfactory	Good	Excellent
SE Needs Support Social Worker	Yr2015	7%	23%	41%	25%	4%
	Yr2016	5%	17%	47%	26%	4%
	Yr2017	6%	18%	46%	26%	5%
SE Needs Support Psychologists	Yr2015	8%	27%	38%	23%	4%
	Yr2016	6%	20%	44%	25%	4%
	Yr2017	7%	20%	44%	24%	4%
Learning Support Advisor: visits to schools*	Yr2016	2%	8%	43%	40%	7%
	Yr2017	2%	8%	42%	40%	8%
Learning Support Teacher: support to learners*	Yr2016	3%	9%	45%	35%	7%
	Yr2017	3%	9%	42%	38%	8%
Support to SBST*	Yr2016	4%	18%	50%	25%	4%
	Yr2017	4%	17%	50%	27%	3%

* These items appear for the first time in 2016

3.1.4 Educator Training, LitNum Support & Assessments

Category	Period	Exceptionally Poor	Poor	Satisfactory	Good	Excellent
Educator Training at the CTLI	Yr2015	2%	7%	34%	49%	9%
	Yr2016	1%	4%	42%	44%	9%
	Yr2017	2%	6%	44%	39%	8%
Admin of Assessments/ Exams	Yr2015	1%	5%	46%	43%	6%
	Yr2016	1%	5%	49%	39%	5%
	Yr2017	2%	8%	50%	36%	4%
Administration of Gr 3, 6 & 9 Testing*	Yr2016	1%	4%	42%	45%	8%
	Yr2017	2%	6%	44%	42%	6%
Language And Mathematics Strategy Support*	Yr2016	1%	8%	49%	37%	5%
	Yr2017	2%	8%	49%	36%	5%
Matric Support Programme*	Yr2016	1%	6%	47%	39%	7%
	Yr2017	3%	7%	48%	36%	6%
E-Learning Strategy Support*	Yr2016	3%	12%	56%	26%	2%
	Yr2017	4%	13%	51%	29%	3%

* These items appear for the first time in 2016

3.1.5 HR, Finance , CEMIS and Communication

Category	Period	Exceptionally Poor	Poor	Satisfactory	Good	Excellent
HR Management Support	Yr2015	2%	12%	51%	32%	3%
	Yr2016	2%	10%	52%	33%	3%
	Yr2017	4%	11%	53%	29%	3%
E-Recruitment Management	Yr2015	4%	15%	47%	31%	4%
	Yr2016	3%	10%	55%	29%	3%
	Yr2017	3%	9%	52%	32%	4%
Admin & Financial Management Support	Yr2015	2%	8%	47%	38%	5%
	Yr2016	2%	6%	51%	37%	5%
	Yr2017	3%	8%	49%	36%	5%
E Info Management CEMIS Support	Yr2015	1%	5%	39%	46%	9%
	Yr2016	0%	3%	37%	48%	12%
	Yr2017	1%	4%	40%	45%	10%
Communication Schools	Yr2015	1%	6%	44%	41%	7%
	Yr2016	1%	5%	43%	44%	7%
	Yr2017	1%	6%	43%	43%	7%
Online system for Learner Placement*	Yr2016	1%	7%	49%	37%	6%
	Yr2017	2%	7%	51%	35%	4%
Administration of Salaries matters*	Yr2016	2%	7%	41%	41%	9%
	Yr2017	2%	8%	41%	40%	9%
Admin of service conditions*	Yr2016	2%	8%	49%	37%	4%
	Yr2017	3%	9%	52%	33%	4%
Admin of Employee Relations*	Yr2016	2%	8%	58%	29%	3%
	Yr2017	3%	10%	58%	27%	3%
Staff Performance Systems*	Yr2016	1%	6%	48%	39%	6%
	Yr2017	2%	7%	49%	37%	5%

* These items appeared in 2016 for the first time

3.1.6 LTSM, Infrastructure & Equipment/Furniture

Category	Period	Exceptionally Poor	Poor	Satisfactory	Good	Excellent
Infrastructure Maintenance Support	Yr2015	12%	29%	38%	19%	2%
	Yr2016	9%	22%	47%	20%	2%
	Yr2017	8%	20%	48%	22%	2%
Equipment/Furniture Supply Support	Yr2015	8%	23%	45%	22%	3%
	Yr2016	4%	18%	49%	26%	3%
	Yr2017	5%	16%	49%	27%	3%
Textbook Supply [<i>Textbooks Material Support</i>]	Yr2015	3%	9%	42%	40%	6%
	Yr2016	1%	5%	39%	46%	9%
	Yr2017	2%	7%	42%	41%	7%

3.1.7 Social Support: Nutrition, LTS and HIV/Aids & MOD Centres

Category	Period	Exceptionally Poor	Poor	Satisfactory	Good	Excellent
Nutrition Programme Support	Yr2015	3%	3%	27%	52%	16%
	Yr2016	2%	4%	32%	48%	14%
	Yr2017	2%	4%	31%	49%	14%
LTS Support	Yr2015	8%	12%	39%	36%	4%
	Yr2016	5%	11%	48%	32%	5%
	Yr2017	6%	11%	46%	33%	4%
HIV Aids Project Support	Yr2015	7%	20%	50%	22%	1%
	Yr2016	4%	16%	54%	23%	2%
	Yr2017	6%	17%	51%	23%	2%
MOD Centre Programme*	Yr2016	4%	13%	54%	26%	3%
	Yr2017	4%	11%	55%	26%	3%

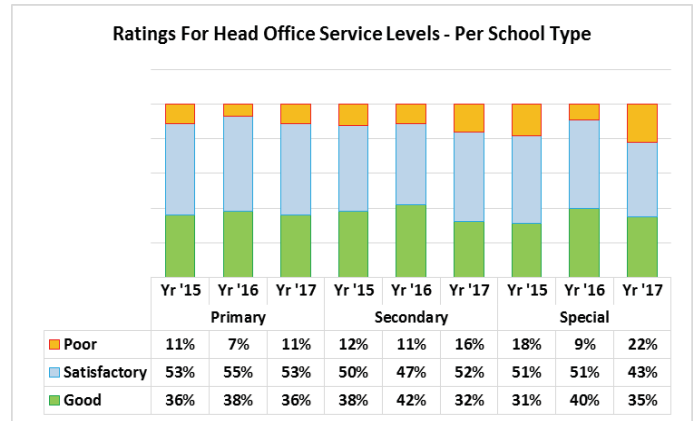
* This item appears for the first time in 2016

3.2 Responses to elements of the current WCED Head-Office Service Delivery Charter

Category	Period	Exceptionally Poor	Poor	Satisfactory	Good	Excellent
Response To Written Enquiries Within 5 Days	Yr2016	5%	20%	51%	22%	2%
	Yr2017	6%	19%	50%	22%	3%
Process Requests Within 14 Days	Yr2016	4%	16%	54%	24%	3%
	Yr2017	5%	15%	53%	25%	3%
Provide Progress Report If There Are Delays	Yr2016	6%	21%	52%	19%	1%
	Yr2017	7%	18%	53%	20%	1%
Attend to queries with promptness professionalism & courtesy	Yr2016	2%	8%	56%	30%	4%
	Yr2017	4%	11%	52%	30%	3%
Apologise for errors and take corrective action	Yr2016	5%	16%	54%	23%	2%
	Yr2017	7%	17%	51%	23%	2%

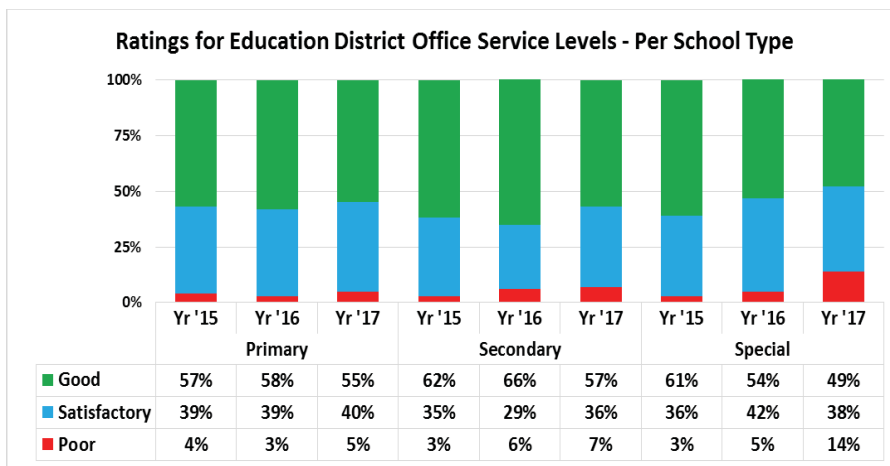
3.3 Rating Service Levels of Head Office – by School Type

School Type	Period	Poor	Satisfactory	Good
Primary	Yr2015	11%	53%	36%
	Yr2016	7%	55%	38%
	Yr2017	11%	53%	36%
Secondary	Yr2015	12%	50%	38%
	Yr2016	11%	47%	42%
	Yr2017	16%	52%	32%
Special	Yr2015	18%	51%	31%
	Yr2016	9%	51%	40%
	Yr2017	22%	43%	35%

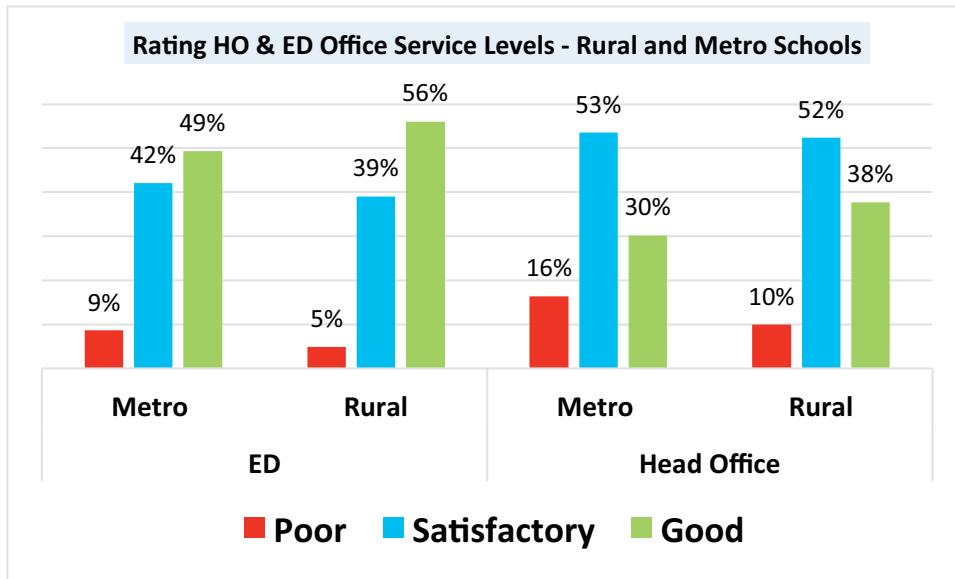


3.4 Responses per school type of ED Offices Service Levels

School Type	Period	Poor	Satisfactory	Good
Primary	Yr2015	4%	39%	57%
	Yr2016	3%	39%	58%
	Yr2017	5%	40%	55%
Secondary	Yr2015	3%	35%	62%
	Yr2016	6%	29%	66%
	Yr2017	7%	36%	57%
Special	Yr2015	3%	36%	61%
	Yr2016	5%	42%	54%
	Yr2017	14%	38%	49%

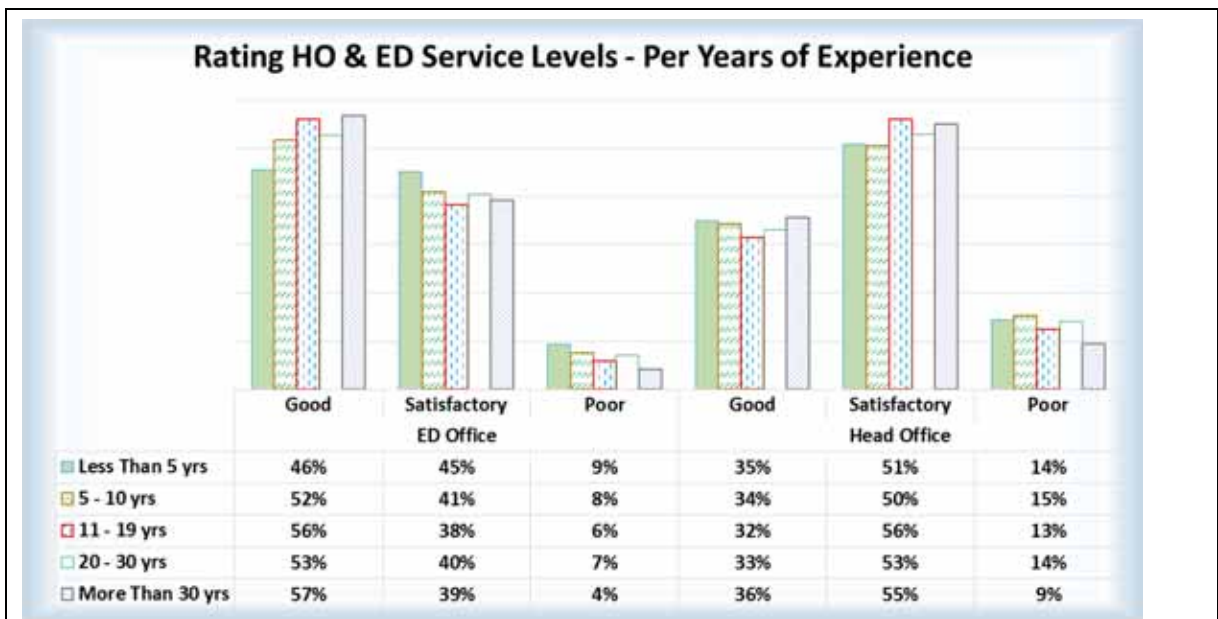


3.5 Difference between Ratings of Rural and Metro Schools



3.6 Differences between Ratings of Service Levels – per Years of Experience

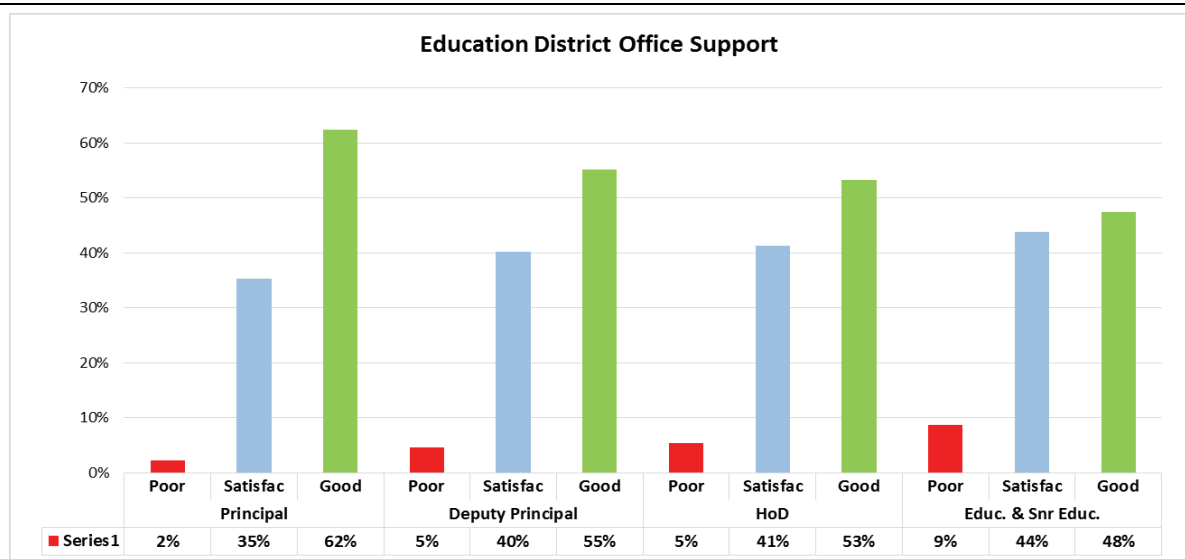
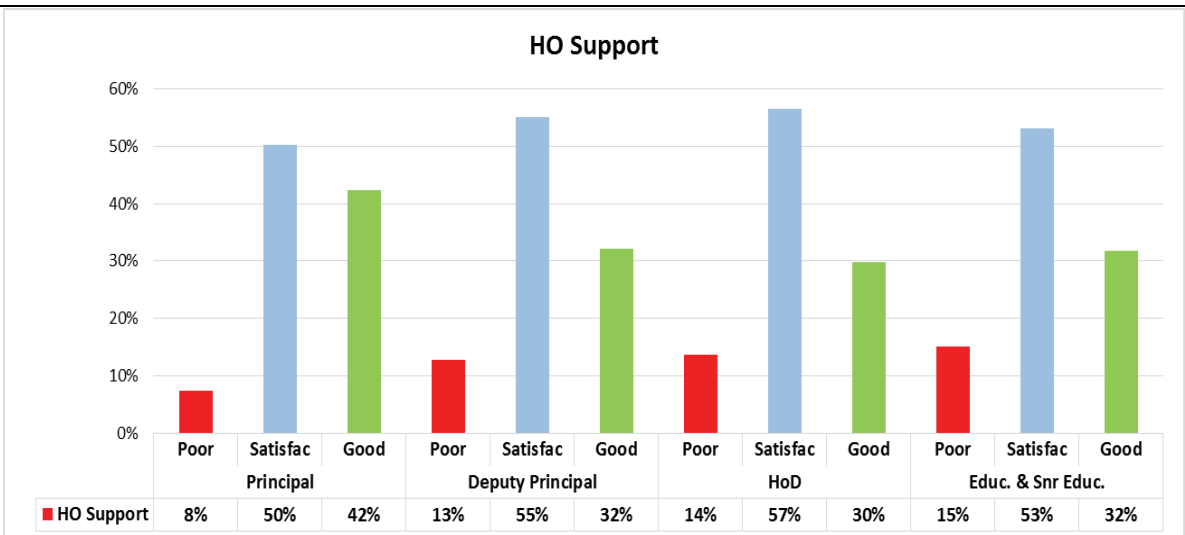
3.6.1 Rating Head Office and ED Office Service Levels



1. Generally the ED Offices enjoy a more favourable rating than Head Office. This was the same pattern last year. Are any specific plans afoot to identify exactly what it is that happens differently at ED offices and specific remedial action to be initiated?
2. The group with more than 30 years' service notably are less inclined to rate services of EDs and HO as "poor". *Have they developed more patience and tolerance to the challenges of the bureaucracy?*
3. Less than 5 years' experience: care should be taken of how Head Office is perceived since these are the teachers with their entire career ahead of them and our services should not be a source of frustration. Many complaints are levelled at the handling of correspondence, frustrating telephone calls and the apparent lack of definitive professional assistance. What are we going to do about it?

3.7 Responses per Job Type – Selected Items

Item	Principal			Deputy Principal			HoD			Educ. & Snr Educ.		
	Poor	Satisfac	Good	Poor	Satisfac	Good	Poor	Satisfac	Good	Poor	Satisfac	Good
HO support	8%	50%	42%	13%	55%	32%	14%	57%	30%	15%	53%	32%
ED Offices support	2%	35%	62%	5%	40%	55%	5%	41%	53%	9%	44%	48%
CM Support	2%	27%	71%	5%	31%	64%	5%	38%	57%	9%	40%	51%
Safe Schools Support	10%	59%	31%	23%	51%	27%	19%	49%	31%	16%	50%	33%
Curric. School Visits	1%	51%	48%	9%	40%	51%	9%	43%	48%	10%	42%	48%
E-learning Support	10%	58%	32%	22%	51%	27%	16%	56%	28%	18%	49%	33%
Matric Support	5%	48%	48%	8%	53%	39%	9%	53%	38%	11%	50%	40%
Admin: Gr 3 6 & 9 tests	3%	43%	54%	9%	44%	47%	9%	47%	44%	10%	48%	42%
LTS Support	5%	55%	40%	21%	42%	37%	20%	46%	33%	21%	46%	33%
Infrast. & maint.	23%	54%	23%	35%	45%	20%	27%	52%	21%	27%	49%	24%
HRM Services	7%	56%	37%	15%	57%	28%	18%	55%	27%	18%	54%	28%
Admin of serv. Cond.	9%	53%	39%	11%	58%	31%	11%	56%	34%	14%	52%	34%
Admin of E'e Relations	7%	66%	27%	16%	58%	26%	14%	63%	22%	15%	56%	29%
E-recruit. management	9%	60%	31%	11%	55%	34%	12%	54%	34%	14%	52%	34%
Admin of Salaries	7%	47%	46%	11%	42%	47%	11%	44%	45%	11%	43%	45%



4. Feedback/Comments

4.1 Summary of Survey Elements with Highest Response Rates

As in 2016, Head Office Support, and Education Office Support attracted the most comments. The 10 areas most commented on are:

Table 18: the areas receiving the most comments

Nr	Survey Element	Comment	Complaint	Compliment	Tot. Comments
1	Education District Offices support	23%	12%	65%	346
2	Head Office support	34%	22%	43%	325
3	WCED call centre [HR and Finance matters]#	0%	100%	0%	297
4	Response to telephonic enquiries	28%	44%	28%	264
5	Circuit Manager Support	13%	5%	81%	262
6	Curriculum School Visit Support	31%	15%	54%	235
7	School Nutrition Programme Support	25%	12%	63%	185
8	Specialised Support by psychologists	41%	46%	13%	176
9	Administration of Salaries and Pay slip matters	28%	47%	24%	172
10	Safe Schools Support	31%	46%	23%	172

#The AG Office requested that any negative rating should be substantiated and perhaps therefore this phenomenon

4.2 Random Selection of Comments

Below is a random selection from the many comments, the categorization as done by respondents

Survey Element	Category	Comment
Head Office support	Compliment	The values shown by the department encourages the educators to do likewise, in whatever they are doing.
Safe Schools Support	Complaint	Totally not helpful in this unsafe area.
Curriculum School Visit Support	Comment	We need support for learners whose academically challenged
Language and Mathematics Strategy Support	Comment	Appreciate all the workshops to improve teaching strategies and thus enhances learning in the class.
Learning Support Advisor: Visits to Schools	Comment	No support
Training at CTLI	Compliment	Trainings was always helpful
School Nutrition Programme Support	Compliment	Good support from the NSNP team and meaningful trainings. Good monitoring of the nutrition program.
Staff Performance Systems (SPMDS, PMDS, IQMS)	Comment	I am not impressed with IQMS. It is a farce. There is also poor implementation of the SPMDS.
E-recruitment Management	Complaint	Frustrating when uploading information and it is not saved.
Administration of Salaries and Pay slip matters	Comment	Communication on bonus month changes was very weak before a choice of changing was made by individuals. The effect of this was that I received about R10 000 (SARS) less than the previous year.

5. Concluding Comments

The 2017 Survey has attracted a substantially larger number of responses than previous surveys, a fact that might suggest that it is perceived to be an effective tool in addressing issues. Simultaneously it highlights the obligation of head office and district offices to ensure that their support services should always be of good quality.

Points for discussion:

The 2016-Survey has raised several questions geared at pinpointing what lies at the heart of certain processes and procedures that are sources of frustration to clients. Some of these, as important fundamental questions are raised again:

- 5.1 Which structured plans can be introduced for an overall improvement of the quality of services?
- 5.2 Is the WCED realistic in their targets for turnaround times?
- 5.3 In respect of the differences in the ratings of services by the staff on different levels and ages [See 3.6 and 3.7]:
 - 5.3.1 Do officials provide better service when the principal him- or herself calls or makes requests?
 - 5.3.2 Does the WCED render enough support to new or young teachers?
 - 5.3.3 Are officials responsive enough to the needs of teachers irrespective of age or rank?
 - 5.3.4 Do we take into consideration that physically visiting Head Office might

ANNEXURE A: Responses per Municipality – Selected Stats

CSS 2017 Responses per Local Municipality. [For convenience of presentation, the rates reflected below are a combination of the categories (1) Excellent, (2) Good, and (3) Satisfactory]

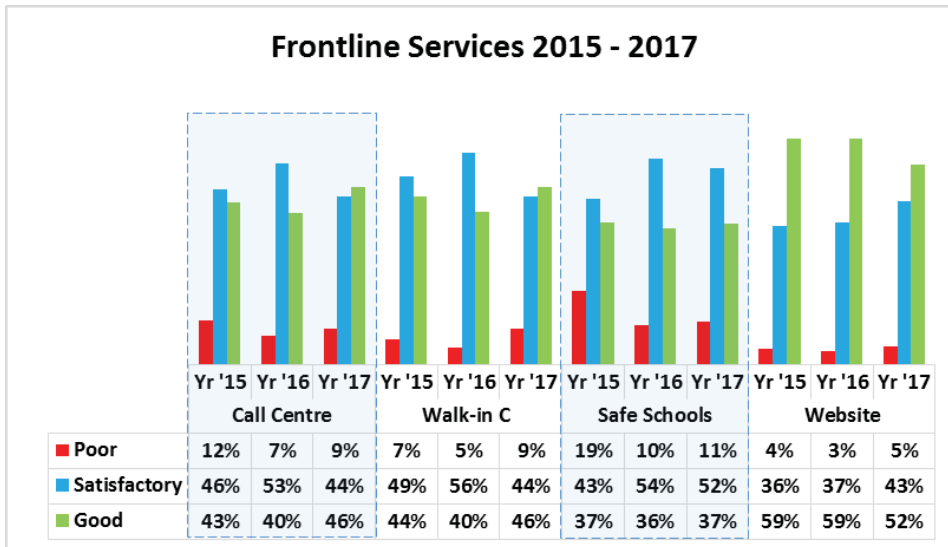
ED	Municipality	HO Support	EDO Support	Telep. Queries	Call back in 24 hrs	Written Enquiries	Safe Schools	School Visit	E-learning Strategy	Lang. & Maths	Matric Support	CM Support	LSA Support	NSNP	LTS
Cape W	Breede Valley	81%	94%	81%	64%	70%	75%	85%	67%	80%	94%	96%	86%	100%	73%
Cape W	Drakenstein	100%	98%	85%	76%	77%	94%	98%	94%	97%	95%	98%	98%	98%	86%
Cape W	Langeberg	85%	92%	81%	66%	73%	81%	91%	82%	89%	88%	94%	90%	92%	71%
Cape W	Stellenbosch	92%	95%	91%	78%	82%	86%	89%	87%	92%	93%	95%	89%	96%	88%
Cape W	Witzenberg	90%	90%	88%	71%	75%	83%	88%	86%	91%	92%	89%	87%	94%	81%
C Karoo	Beaufort West	89%	99%	93%	82%	83%	78%	98%	87%	98%	94%	95%	92%	96%	91%
C Karoo	Laingsburg	86%	97%	84%	69%	67%	84%	93%	84%	87%	83%	98%	84%	100%	96%
C Karoo	Prince Albert	98%	98%	93%	84%	90%	79%	100%	97%	98%	100%	98%	95%	97%	96%
Metro	City Of Cape Town	89%	97%	83%	75%	81%	85%	90%	84%	90%	88%	96%	89%	90%	91%
Eden	Bitou	90%	94%	84%	76%	77%	96%	91%	82%	89%	100%	96%	91%	98%	76%
Eden	George	92%	96%	85%	77%	82%	85%	96%	84%	92%	94%	100%	98%	90%	84%
Eden	Hessequa	95%	93%	88%	83%	90%	94%	96%	93%	97%	98%	99%	96%	95%	92%
Eden	Kannaland	100%	100%	95%	70%	69%	81%	100%	100%	100%	90%	100%	100%	95%	100%
Eden	Knysna	83%	95%	80%	69%	74%	77%	92%	82%	91%	90%	92%	89%	96%	92%
Eden	Mossel Bay	72%	97%	77%	67%	73%	80%	97%	81%	82%	81%	97%	84%	97%	88%
Eden	Oudtshoorn	91%	98%	77%	69%	79%	79%	97%	88%	88%	87%	99%	94%	97%	89%
Overb	Cape Agulhas	89%	96%	83%	76%	72%	84%	91%	85%	88%	93%	95%	87%	97%	96%
Overb	Overstrand	89%	97%	83%	73%	72%	83%	97%	83%	93%	89%	96%	99%	98%	92%
Overb	Swellendam	95%	96%	91%	79%	77%	80%	100%	86%	95%	95%	92%	92%	92%	62%
Overb	Theewaterskloof	88%	95%	82%	68%	68%	82%	89%	87%	90%	89%	95%	87%	93%	89%
W Coast	Bergivier	88%	93%	93%	80%	83%	81%	89%	87%	88%	89%	95%	84%	98%	93%
W Coast	Cederberg	94%	94%	80%	59%	72%	88%	90%	82%	91%	93%	94%	89%	100%	96%
W Coast	Matzikama	94%	96%	82%	71%	88%	82%	100%	71%	94%	95%	96%	93%	100%	93%
W Coast	Saldanha Bay	85%	97%	72%	65%	68%	84%	95%	64%	93%	92%	96%	95%	96%	90%
W Coast	Swartland	94%	98%	93%	84%	86%	84%	93%	89%	97%	100%	98%	90%	99%	92%
Overall	Overall	87%	94%	83%	70%	75%	82%	92%	83%	90%	90%	95%	90%	94%	83%

Appendix B – Summary of Responses over years

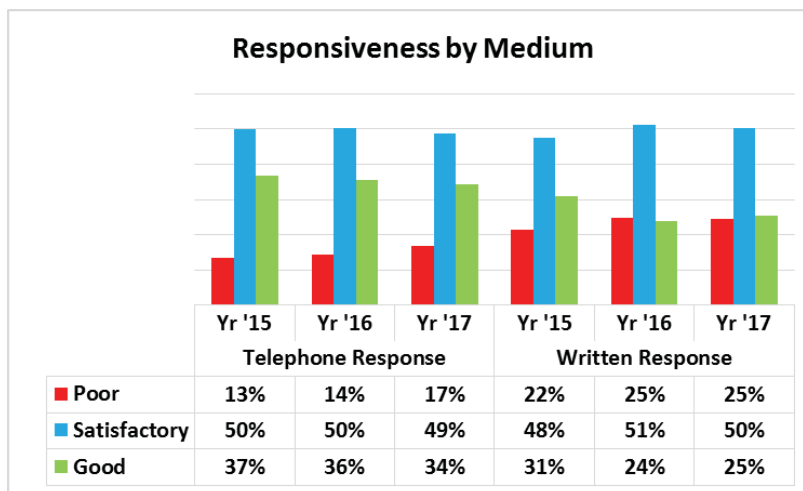
Survey Area	Year 2015			Year 2016			Year 2017			15-'17
	Poor	Satisfac	Good	Poor	Satisfac	Good	Poor	Satisfacto	Good	
WCED_CallCentre	12%	46%	43%	7%	53%	40%	9%	44%	46%	
WCED_Walkincentre	7%	49%	44%	4%	56%	40%	7%	55%	38%	
WCED_SafeSchools	19%	43%	37%	17%	50%	33%	11%	52%	37%	
WCED_Website	4%	37%	59%	3%	37%	59%	5%	43%	52%	
Telephone Response	13%	50%	37%	14%	50%	36%	17%	49%	34%	
Written Response	22%	48%	31%	25%	51%	24%	25%	50%	25%	
Head_Office	11%	52%	36%	8%	53%	39%	13%	52%	35%	
Education_District	4%	38%	59%	4%	37%	59%	6%	39%	55%	
Curriculum_Schoolvisit	13%	36%	51%	7%	41%	52%	8%	42%	49%	
CTM_Support	8%	39%	53%	3%	31%	66%	5%	34%	61%	
School_Visit	32%	39%	29%	10%	43%	47%	10%	42%	48%	
SE_Needs_Support_Social	30%	41%	29%	22%	47%	30%	24%	46%	30%	
SE_Needs_Support_Psych	35%	38%	27%	27%	44%	29%	28%	44%	29%	
Admin_Assessments	6%	46%	48%	7%	53%	40%	9%	50%	40%	
Educ_Training_CTLI	8%	34%	57%	5%	42%	52%	8%	44%	48%	
Financial_Management	9%	47%	44%	8%	51%	41%	10%	49%	40%	
HR_Management	14%	50%	36%	12%	52%	36%	15%	53%	32%	
E_Recruitment_Man	19%	47%	35%	12%	55%	32%	12%	52%	36%	
E_Info_Man_CEMIS	19%	47%	35%	3%	37%	60%	5%	40%	54%	
Infrast_Maintenance	41%	38%	21%	32%	47%	21%	28%	48%	23%	
Equip_Furniture	30%	45%	25%	22%	49%	29%	21%	49%	29%	
Textbooks_Material	12%	42%	46%	6%	39%	55%	9%	42%	49%	
NSNP	12%	45%	42%	6%	32%	62%	6%	31%	63%	
LTS	20%	39%	40%	15%	48%	37%	17%	46%	37%	
HIV_Aids	20%	39%	40%	20%	54%	26%	23%	51%	25%	
SafeSchools	28%	46%	26%	17%	50%	33%	18%	49%	33%	
Communication	28%	46%	26%	6%	43%	51%	7%	43%	49%	
MOD Centre support				17%	54%	29%	15%	55%	29%	
Return Telephone Call Within 24 Hours				27%	48%	25%	30%	46%	24%	
Process Requests Within 14 Days				19%	54%	26%	19%	53%	28%	
Provide Progress Report If There Are Delays				27%	52%	21%	25%	53%	22%	
E-Learning Strategy Support				15%	56%	29%	17%	51%	32%	
Language And Mathematics Strategy Support				9%	49%	42%	10%	49%	41%	
Matric Support Programme				7%	47%	46%	10%	48%	42%	
Learning Support Teacher: Support To Learners				12%	45%	43%	12%	42%	47%	
Support SBST For Learners With Moderate To High Support Needs				22%	50%	29%	21%	50%	30%	
Administration Of Gr 3 6 And 9 Testing				7%	53%	40%	7%	44%	48%	
Online System To Support Learner Placement				8%	49%	43%	10%	51%	40%	
Admin Of Service Conditions (e.g. Leave, Housing, Pension, etc)				10%	49%	41%	11%	52%	37%	
Admin Of Employee/Labour Relations Matters				10%	58%	32%	13%	58%	29%	
Staff Performance Systems (SPMDS, PMDS, IQMS)				7%	48%	45%	9%	49%	42%	
Administration Of Salaries And Pay Slips Matters				9%	41%	50%	10%	41%	49%	
Attend To Queries With Promptness Professionalism & Courtesy				10%	56%	34%	15%	52%	33%	
Apologise For Errors And Take Corrective Action				21%	54%	25%	24%	51%	25%	

ANNEXURE C – Ratings Over Years

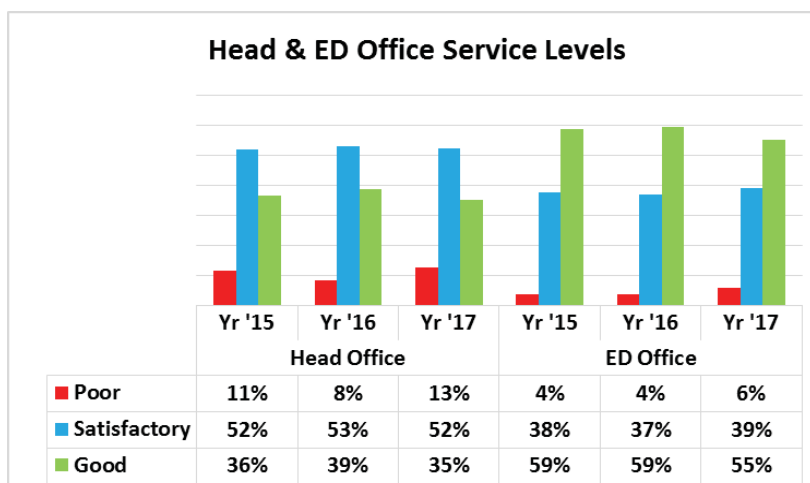
C1 Frontline Services – Call and Walk-In Centres, Website and Safe Schools Call Centre



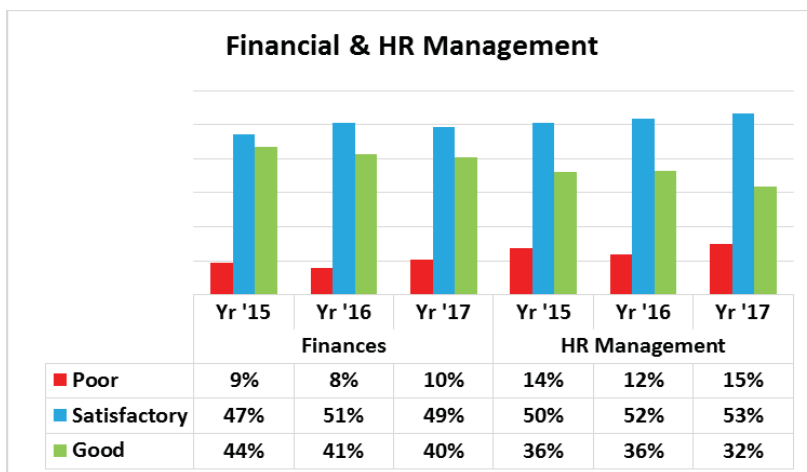
C2 Responsiveness by medium – telephonic and written enquiries



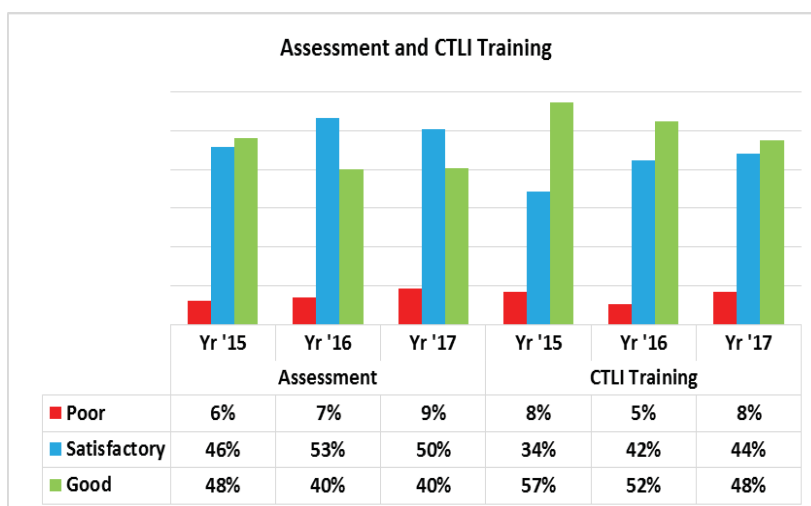
C3 Head Office and Education Districts



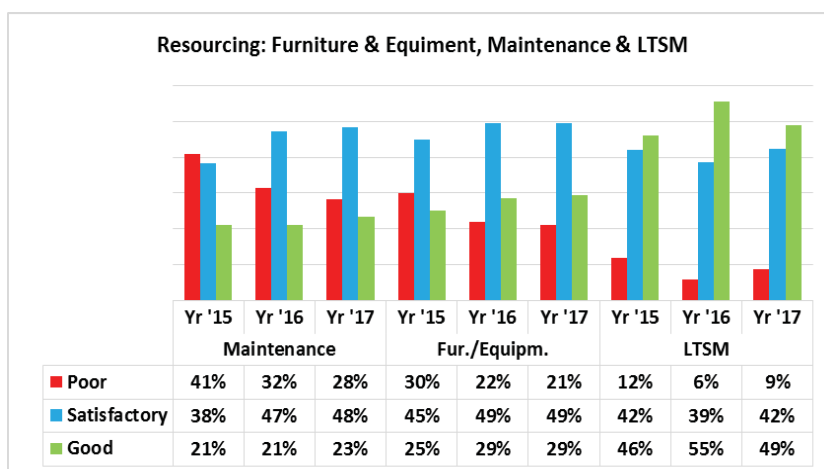
C4 Corporate Services – Financial Management and HR Management Support



C5 Systems to support teaching – Assessment & CTLI

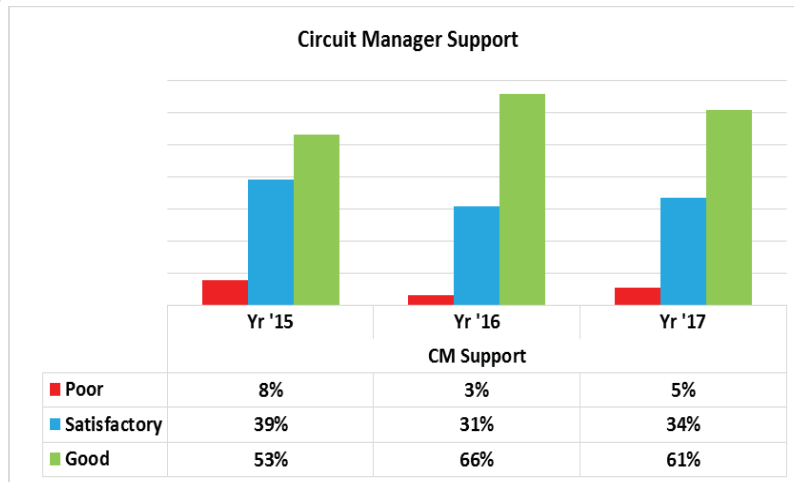


C6 Resourcing – Infrastructure & Maintenance, Equipment & Furniture & LTSM

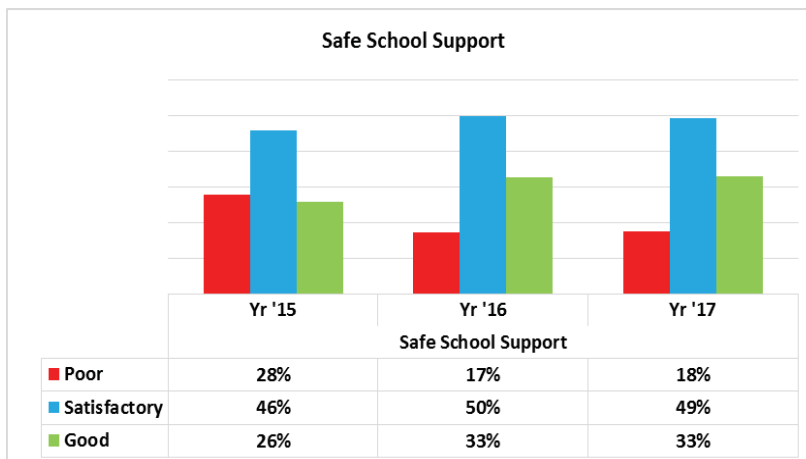


C7 Ratings for CM Support

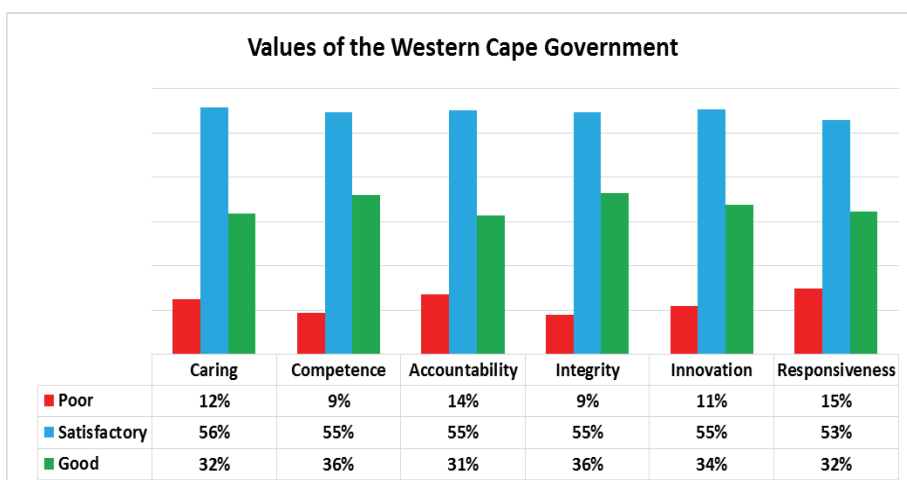
Reminder: In 2016 there has been a function shift in Districts with the posts of both Circuit Team Managers and Institutional Management and Governance Managers (IMGGM) being discontinued. The historical figures of the IMGGM for Yr 2015 are included for the purposes of gaining an understanding of the impact of the Circuit Manager posts introduced in Yr 2016.



C8 Safe School Support



C9 The Values of the Western Cape Education Department – Overall Ratings [first appearance in 2017]



CUSTOMER SATISFACTION SURVEY 2017

This survey invites WCED school personnel to air their perceptions of various services provided by the employer. Each of your ratings should be based on your current overall impression. We thank you for investing time and effort into helping us improve the overall standard of services.

Position: (Mark X)	Principal	Deputy-Principal	Head of Department	Senior Educator	Educator	Admin staff	Other
Years of teaching/public service experience:						Post Level:	

A. Frequency of Services Used Please mark the appropriate frequency box with an X.						
No.	In 2013 – 2017 I have	Frequency of Services Used				
		Never	1-2 times	3-5 times	5-10 times	11+ times
1.	Visited Head Office					
2.	Visited District Office					
3.	Visited the walk-in centre at Head Office					
4.	Visited the H/O Examinations walk-in centre					
5.	Called the WCED Call Centre					
6.	Called the WCED Safe School call Centre					
7.	Called the WCED Examinations help line					
8.	Telephoned an official at Head Office					
9.	Telephoned an official at the District Office					
10.	Consulted the WCED website					
11.	Used WCED Education Portal					

Rating Scale: 0 = Not applicable; 1 = Exceptionally poor; 2 = Poor; 3 = Satisfactory; 4 = Good; 5 = Excellent.

B. Frontline Service: WCED Client Services. For this section, will you please provide detail where your rating is "2" or "1"					
No.	Question	Rating	No.	Question	Rating
12	WCED call centre [corporate (personnel & finance) matters]		13	WCED walk-in centre (Human Resources and Finance matters)	
Detail:			Detail:		

C. The values of the Provincial Government of the Western Cape: How do you rate WCED's display and application of these values during delivery of services?					
No.	Values	Rating	No.	Values	Rating
1	Caring		4	Integrity	
2	Competence		5	Innovation	
3	Accountability		6	Responsiveness	

D. Strategies, Programmes, Systems and or Services offered					
No.	Question	Rating	No.	Question	Rating
1.	Head Office support		23.	Specialised Support by social workers	
2.	Education District Offices support		24.	Specialised Support by psychologists	
3.	Response to telephonic enquiries		25.	Support to School-based support team (SBST) for learners with moderate to high support needs	
4.	Return telephone calls within 24 hours		26.	Training at Cape Teaching and Leadership Institution	
5.	Response to written enquiries within 5 days		27.	Mass participation opportunity and access Development and growth (MOD) Programme	
6.	Process requests within 14 days		28.	School Nutrition Programme Support	
7.	Provide progress report if there are delays		29.	HIV/AIDS Project Support	
8.	Attend to queries with promptness, professionalism & courtesy		30.	Examinations and assessment support	
9.	Apologise for errors and take corrective action		31.	Administration of Gr 3, 6 and 9 testing	
10.	Communication to Schools		32.	Learner Transport Scheme Support	
11.	WCED E-learning portal		33.	Infrastructure and maintenance support	
12.	WCED website		34.	Text Book supply	
13.	WCED Safe Schools Call Centre		35.	Equipment & Furniture Supply Support	
14.	Safe Schools Support		36.	Online system to support Learner Placement	
15.	H/O Examinations walk-in centre		37.	E-information Management – CEMIS Support	
16.	Curriculum School Visit Support		38.	Human Resource Management Services (e.g. Staff Provisioning, Employee Wellness, Staff Exits)	
17.	E-learning Strategy support		39.	Administration of service conditions (e.g. leave, housing, etc.)	
18.	Language and Mathematics Strategy Support		40.	Administration of Employee Relations matters, i.e. misconduct, grievances and disputes	
19.	Matric Support Programme		41.	Staff Performance Systems (SPMDS, PMDS, IQMS)	
20.	Circuit Manager Support		42.	E-recruitment Management	
21.	Learning Support Advisor: Visits to Schools		43.	Financial Management Support	
22.	Learning Support Teacher: Support to Learners		44.	Administration of Salaries and Pay slip matters	

This section is for brief feedback on any of the points in the questionnaire. You are provided with space for commenting and/or complaining and/or providing a compliment.

Firstly indicate whether you want to provide a comment, complaint or compliment by ticking in the appropriate box and then you need **only indicate the category number** on the questionnaire that you wish to write about.

N.B.: The questionnaire will be captured electronically and there is a **limit of ±30 words (±180 characters)** per comment.

1. Provide the relevant category number (Only D, 1 - 44):

Comment: <input type="checkbox"/>	Complaint <input type="checkbox"/>	Compliment <input type="checkbox"/>
<hr/> <hr/> <hr/> <hr/>		

2. Provide the relevant category number (Only D, 1 - 44):

Comment: <input type="checkbox"/>	Complaint <input type="checkbox"/>	Compliment <input type="checkbox"/>
<hr/> <hr/> <hr/> <hr/>		

3. Provide the relevant category number (Only D, 1 - 44):

Comment: <input type="checkbox"/>	Complaint <input type="checkbox"/>	Compliment <input type="checkbox"/>
<hr/> <hr/> <hr/> <hr/>		