

Johannesburg Municipality Customer Satisfaction survey results

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Statement by the Executive Mayor of Johannesburg, Clr Amos Masondo, at the media briefing on the 2009 Johannesburg Municipality Customer Satisfaction survey results, Metropolitan Centre, Mayoral Palour, Braamfontein – Johannesburg

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The Media

The results of the City of Johannesburg 2009 customer satisfaction survey indicate improved service delivery in all areas since 2006. The results are based on satisfaction perceptions measured on a scale from 1 (poor service delivery) to 10 (excellent service delivery). Based on this scale, the total household satisfaction mean score increased by 10 percentage points between 2006 and 2009 reflecting positive perceptions of service delivery.

For the first time in 2009, the survey also measured satisfaction levels with City developments such as readiness for FIFA 2010 World Cup, Greening the City, Reya Vaya/ Bus Rapid Transit (BRT), Inner City Regeneration and informal settlement upgrading. The satisfaction with all the new City developments was positive with a score of 7,13.

The City of Johannesburg has for the last seven years been conducting surveys to measure satisfaction levels with service delivery amongst households and businesses residing and operating in Johannesburg's area of jurisdiction. These surveys enable the City to identify key challenges and priority areas related to service delivery.

This year, 2009, a satisfaction survey of all service delivery was done among 3 000 City residents and 750 business establishments by an independent institution – the Bureau of Market Research at the University of South Africa (UNISA).

It is important to contextualise the research landscape at the time of conducting this 2009 study. The study was conducted during a period of adverse macroeconomic developments such as the unstable interest rate environment and global recession. Other factors that might have had an impact on perceptions about service delivery were the build-up towards the elections in April 2009, flooding in some areas of the City, the build up toward the FIFA 2009 Confederations Cup and FIFA 2010 World Cup, and some concerns about the Reya Vaya/ Bus Rapid Transit (BRT) system.

In 2006, the City of Johannesburg redefined its core priorities in line with the ANC manifesto. These priorities were incorporated into Growth & Development Strategy (GDS) and Integrated Development Plan (IDP). We believe that the work we have done in the last three years is a reflection of positive outcome on the ground.

Core household services satisfaction results

The overall satisfaction with all core household services reflects a consistent increase since 2007. Core services include provision of electricity, sanitation, refuse collection, stormwater, neighbourhood streets, water and streetlights. The following are specific findings about the core services mentioned:

Refuse collection recorded the highest satisfaction rating of 7,57. Respondents that were dissatisfied with refuse collection cited that refuse is seldom collected and that bins are not available or are not being returned.

The provision of water recorded a high rating of 7,46. The households that were dissatisfied with water provision cited no running water as the major reason.

Sanitation and waste water recorded a high rating of 6,76 and show consistent increases since 2007.

The provision of electricity recorded a high rating of 6,60. This rating is also highest since 2005. Households that indicated dissatisfaction with the provision of electricity cited service interruptions as their main reason.

Satisfaction score on storm water system was 5,93. This rating is an increase from 5,57 since 2006. The City however acknowledges that more work need to be done to improve our storm water systems. Households who indicated dissatisfaction with stormwater systems cited lack of drainage as their main reason.

Neighbourhood roads received a satisfaction rating of 5,83. This rating is a consistent increase since from 5,65 in 2006. Despite this notable increase in satisfaction, the City believes more work has to be done to improve the rating.

Households that indicated that they were not satisfied with neighbourhood roads cited poor maintenance and that in some areas roads are not tarred.

Street/public lights recorded a rating of 5,74. This is a marginal improvement since the previous survey.

Households that indicated that they were dissatisfied with street/public lights were mostly in Region D (Greater Soweto). Major reasons for their dissatisfaction were poor maintenance.

Other results

Satisfaction with all community services increased by 3 percentage points between 2006 and 2009. Amongst the most utilized are:

Pedestrian, walkways, clinics, cemeteries, taxi ranks and informal trading areas. The City recognises that there is a need to increase the utilisation of museums, theatres and garden refuse sites.

Satisfaction with public safety and by-law enforcement increased by five (5) percentage points since 2006. The City however, noted concerns of safety after dark and the Inner City despite marginal improvements since the previous survey.

In terms of traffic control, the level of satisfaction remained fairly consistent and high over the last four (4) years. However, some notable dissatisfaction was recorded in Region B and C. In order to mitigate this, the City realises amongst other things the need for more police visibility.

Approximately about 75% of the respondents received regular, clear, understandable and correct accounts. Generally there is a high satisfaction with payment methods used. The City notes that more efficiency is required to deal with incorrect accounts.

Only 7% of the respondents used the call centre facility during the last year and 6% used the walk in centres in the same period.

The City notes that a margin (11%) of its customers utilise the City of Johannesburg website. More needs to be done to ensure access to information.

Corruption awareness and satisfaction with City addressing corruption is still very low. The City will, amongst other things, need to ensure that corruption cases are urgently addressed.

In conclusion, the customer satisfactions surveys provides the City with an instrument to measure the progress made and help us to identify weaknesses in service delivery. There is obviously room for improvement. In the coming period we will lift the bar and continue to strive for excellence. We will be seeking to ensure that we are more effective and efficient in the work that we do.

Thank you