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MAY / NOVEMBER 2018

# COMMUNITY MONITORING

## SASSA Cash Preference

MAKING ALL VOICES COUNT

**BLACKSASH**  
MAKING HUMAN RIGHTS REAL

South Africa

The SASSA Cash Preference Monitoring Survey is administered to social grant beneficiaries

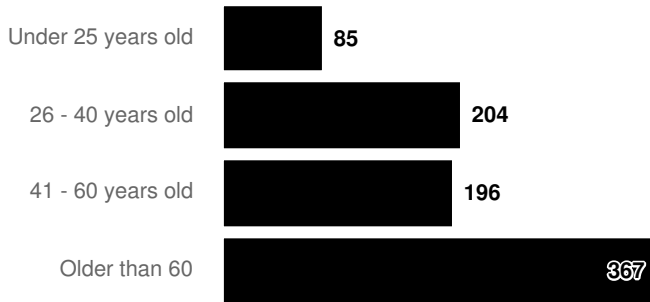
	Participants	Female	Male
Cathcart	0	0	0
Delft	21	10	11
Elukwatini	54	30	24
Howick	62	43	19
Humansdorp	143	100	43
JHB Metro	135	104	31
Johannesburg Central	0	0	0
Khayelitsha	128	97	31
Khutsong	93	58	35
Lavender Hill	30	19	11
Limehill	129	87	42
Nelson Mandela Bay	0	0	0
Phatsima	159	108	51
Pietermaritzburg	35	31	4

	<b>Participants</b>	<b>Female</b>	<b>Male</b>
Port Shepstone	48	40	8
Port St Johns	0	0	0
Taaibos	101	84	17
Themba, Hammanskraal	0	0	0
Uitenhage	0	0	0
Villiersdorp	65	40	25
Witzenberg Municipality	2	1	1
<b>South Africa</b>	<b>1205</b>	<b>852</b>	<b>353</b>

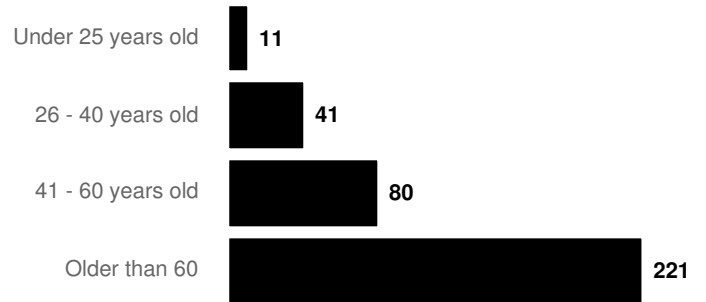
## Demographics

### Age

#### Female

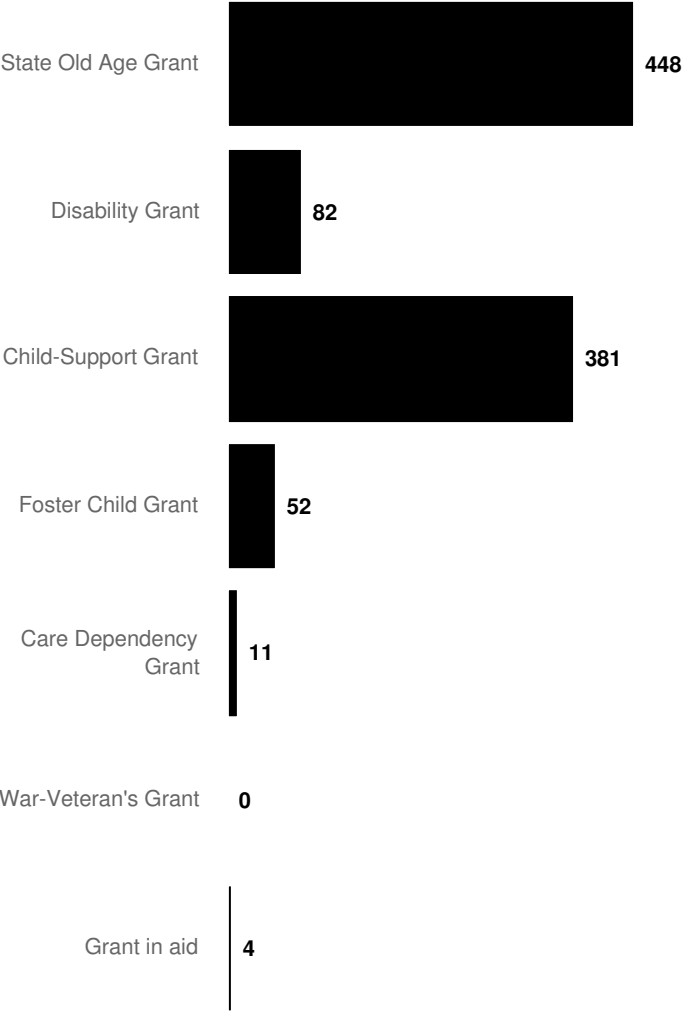


#### Male

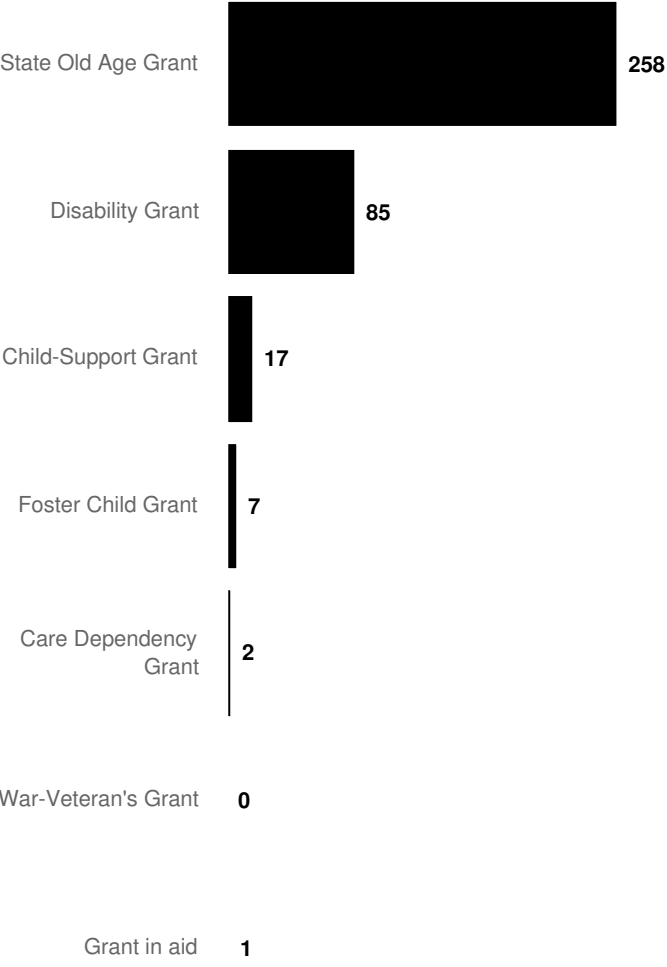


# What kind of grant/s do you receive? (Select all those that apply)

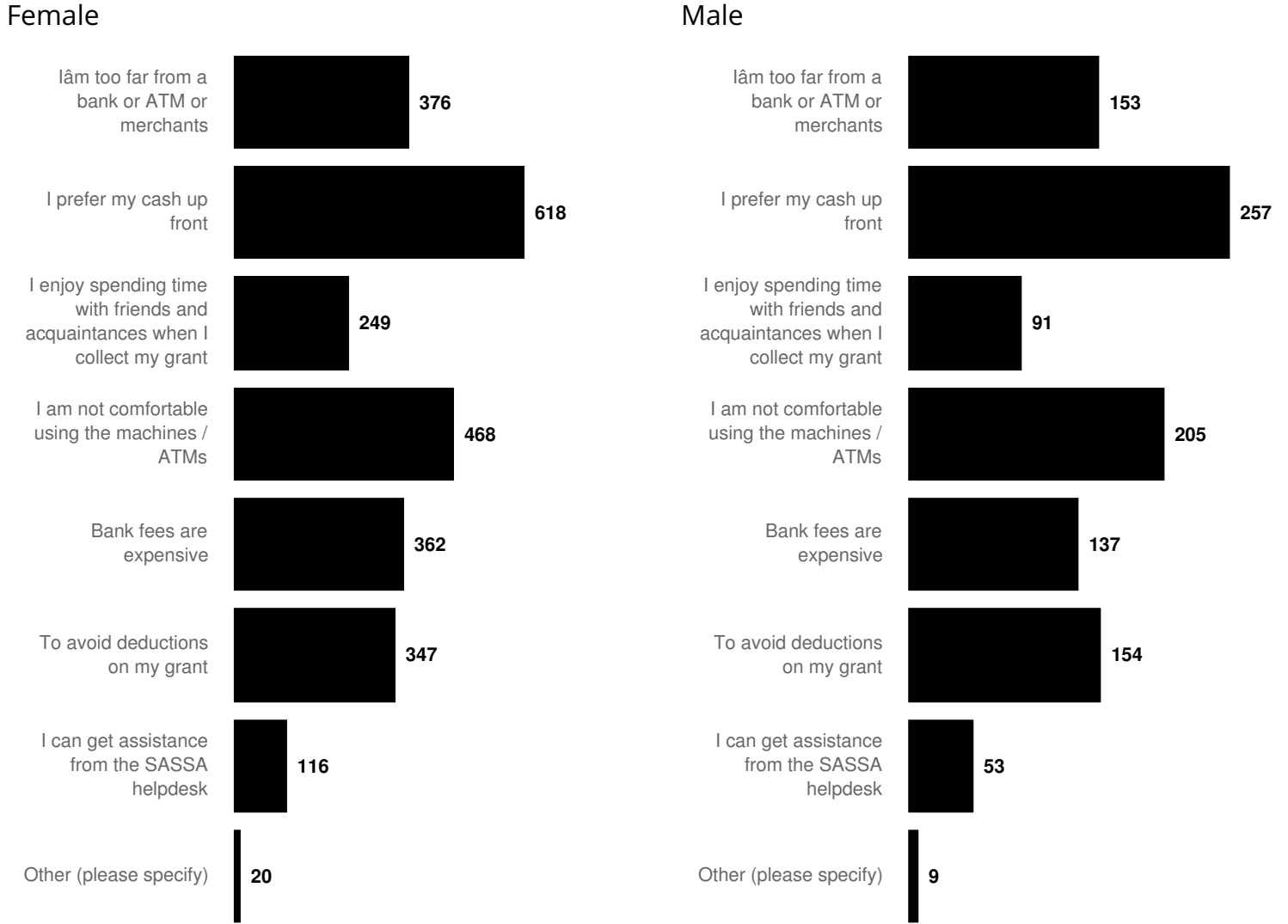
## Female



## Male



# Why do you choose to get your grant in Cash? (Please pick 3 choices)



# Would you switch to another method of payment?

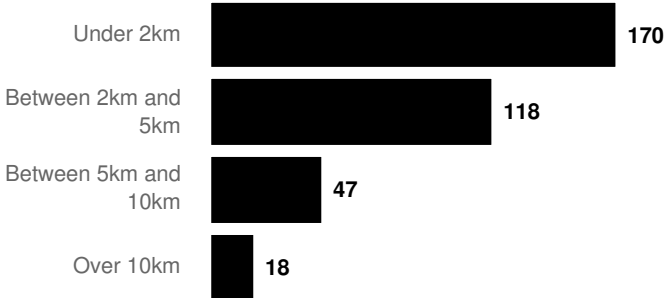


# How far do you have to travel to get to this facility?

## Female

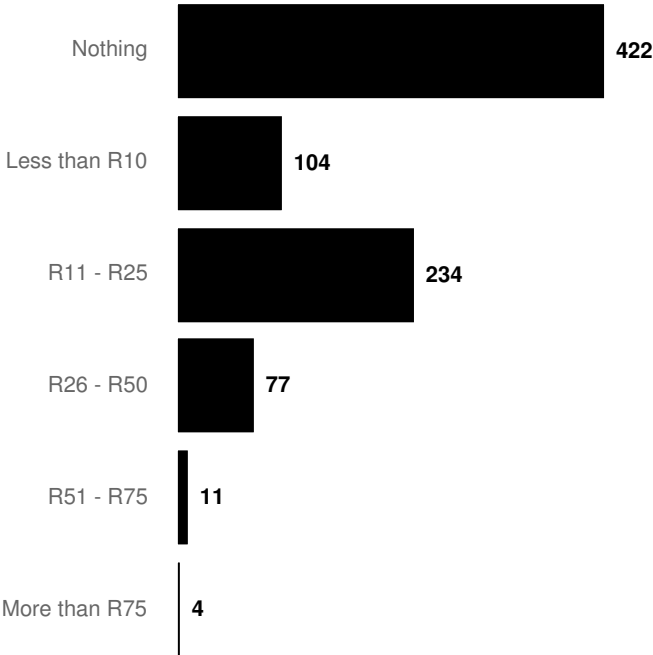


## Male

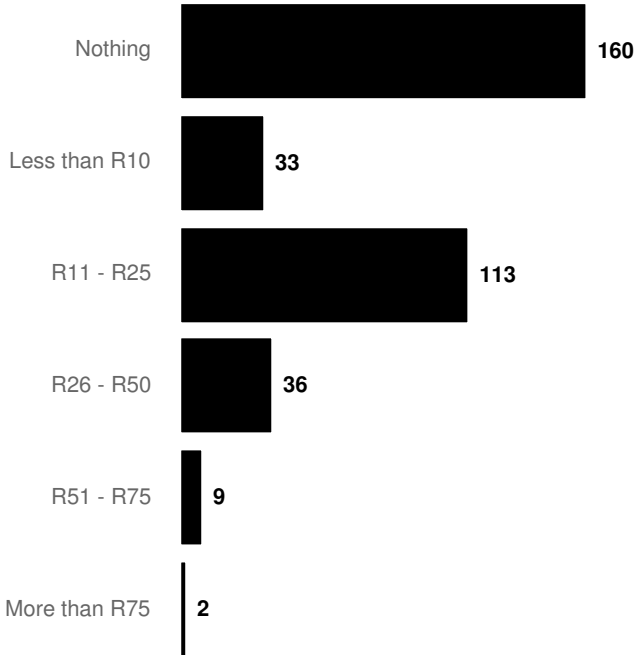


# What was the total amount you had to pay for the transport to get to this facility?

## Female

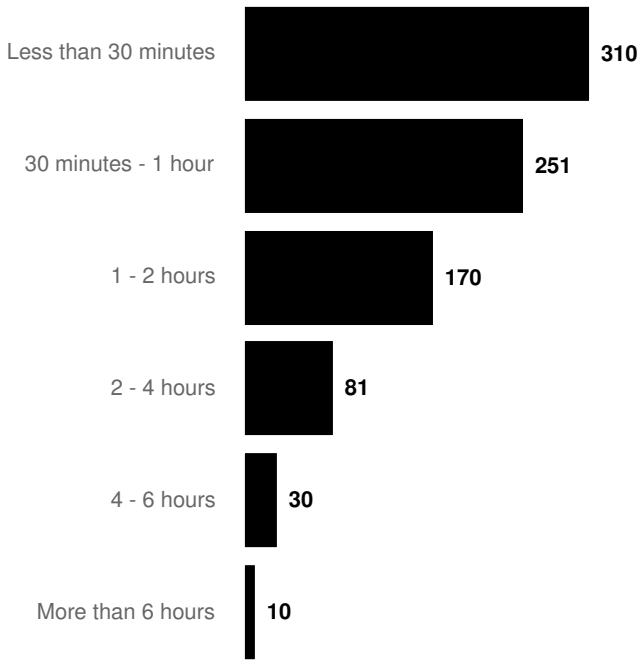


## Male

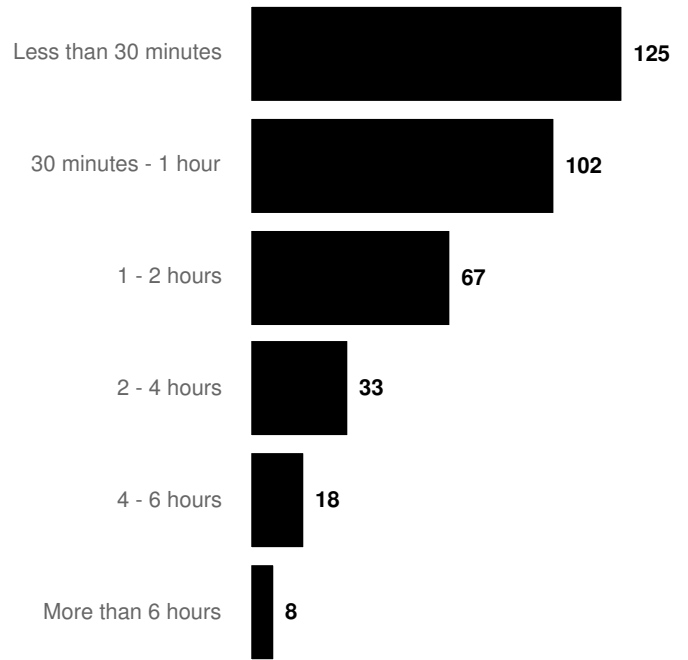


## How long did you stand in queue for?

### Female

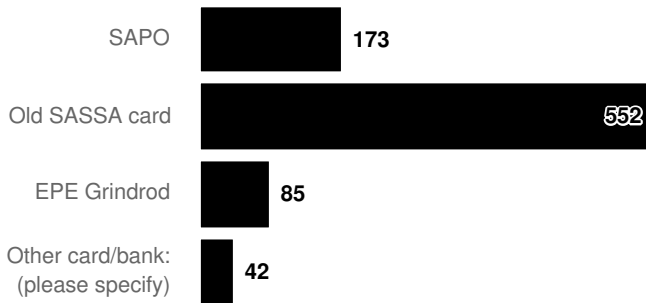


### Male

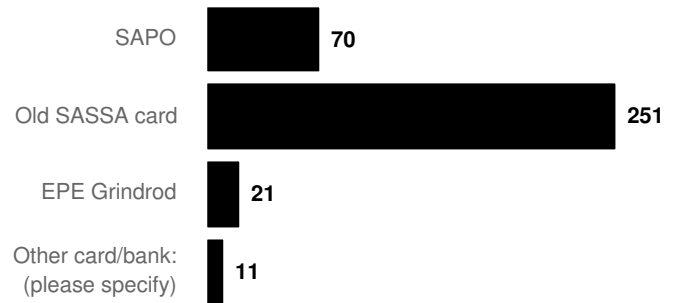


## What card do you use to collect your grant?

### Female

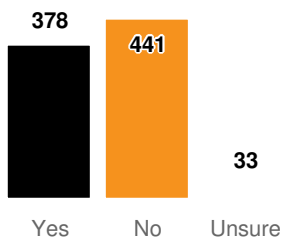


### Male

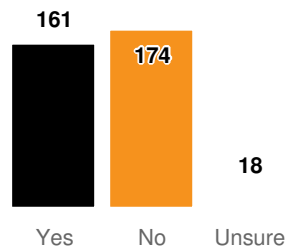


## Has anyone approached you to try to get you to change your card to a commercial bank, including EPE Grindrod?

### Female

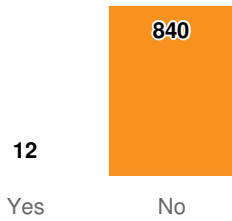


### Male

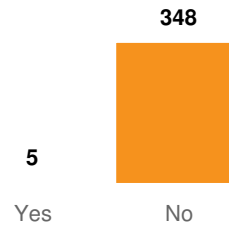


## Did anyone ask you for money or a favour in order to help you?

Female

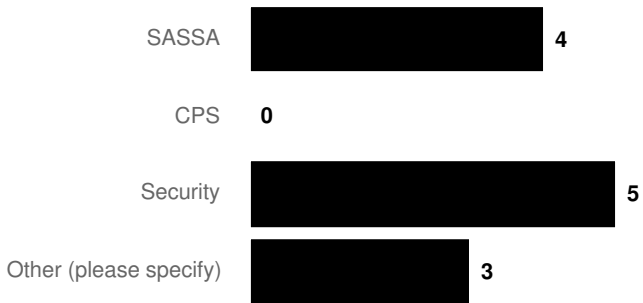


Male



## Who asked you for money or a favour?

Female



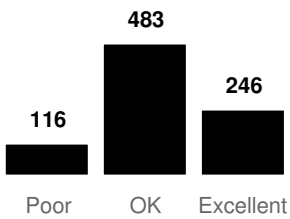
Male



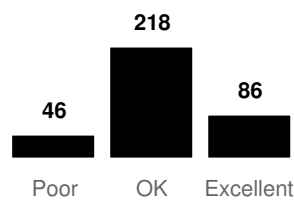
## What do you think about the service provided at this pay point? How would you rate the standard of performance in the following area?

### What was the level of safety at the pay point?

Female

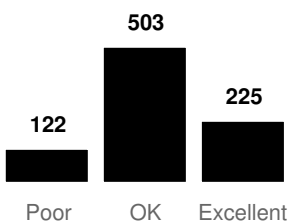


Male

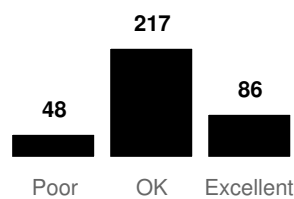


## How satisfied were you with the security inside and outside the pay point?

Female

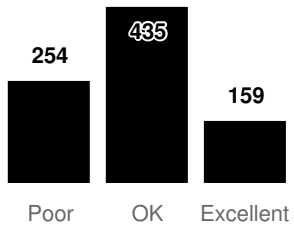


Male

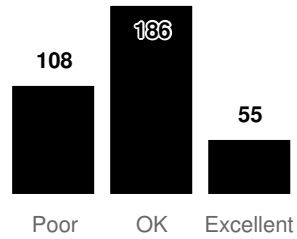


## What was the state of the waiting area?

Female

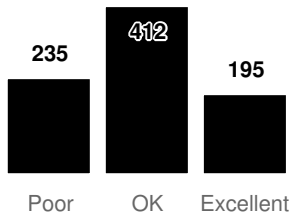


Male

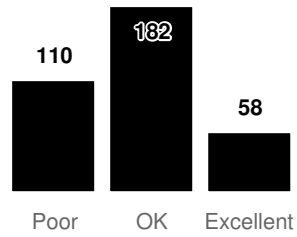


## Is there adequate shelter?

Female

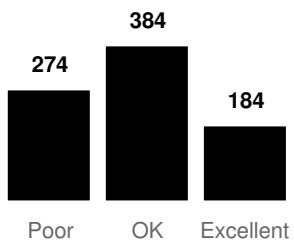


Male

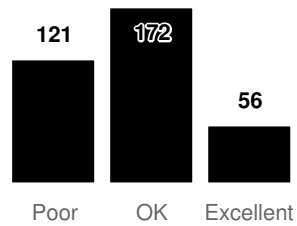


## Is there adequate seating?

Female

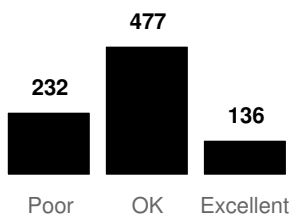


Male

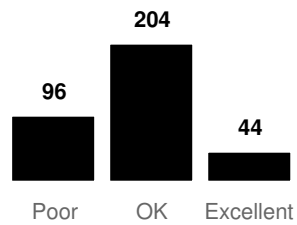


## Are there adequate toilets?

Female



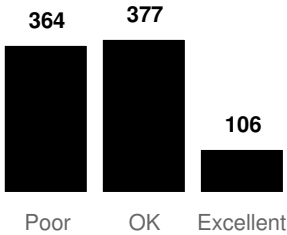
Male



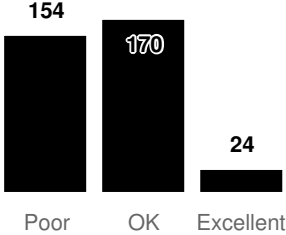


### Is there disability access?

Female

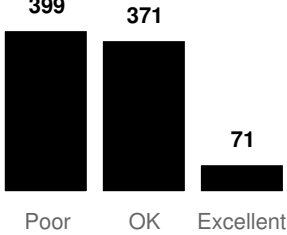


Male

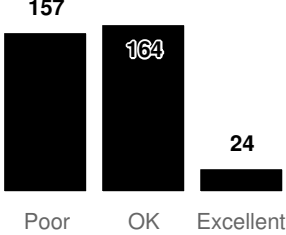


### Is there access to clean water and cups?

Female

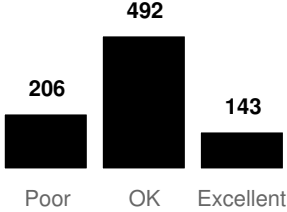


Male

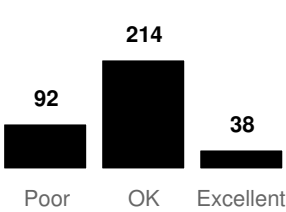


### Is there adequate ventilation?

Female

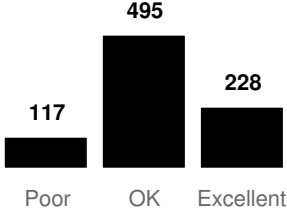


Male

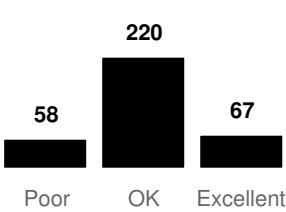


### Were queues managed well?

Female

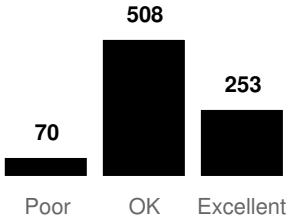


Male

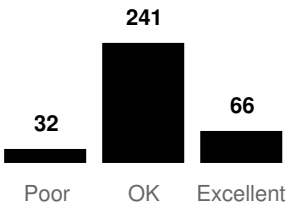


# Were you treated respectfully?

Female



Male



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