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COMMUNITY MONITORING

SASSA / SAPO Card Swap

MAY / NOVEMBER 2018

MAKING ALL VOICES COUNT

BLACKSASH
MAKING HUMAN RIGHTS REAL

South Africa

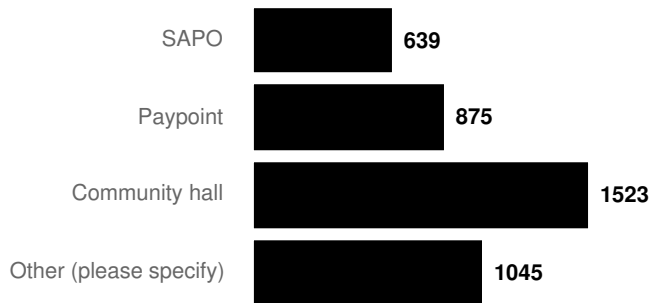
The SASSA / SAPO Card Swap Transition Monitoring Survey is administered to social

	Participants	Female	Male
Cathcart	280	214	66
Delft	229	164	65
Elukwatini	282	213	69
Howick	410	353	57
Humansdorp	0	0	0
JHB Metro	850	640	210
Johannesburg Central	6	5	1
Khayelitsha	119	85	34
Khutsong	268	169	99
Lavender Hill	264	195	69
Limehill	236	182	54
Nelson Mandela Bay	258	198	60
Phatsima	194	139	55
Pietermaritzburg	134	99	35

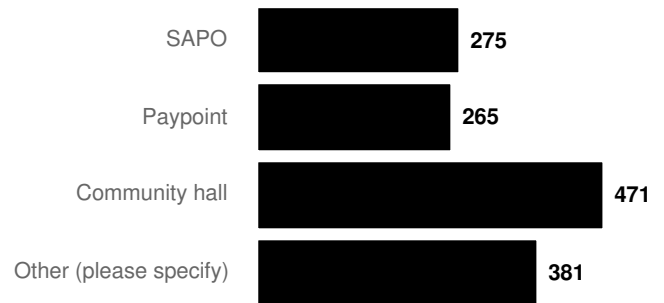
	Participants	Female	Male
Port Shepstone	439	351	88
Port St Johns	237	176	61
Taaibos	244	179	65
Themba, Hammanskraal	201	131	70
Uitenhage	276	208	68
Villiersdorp	154	71	83
Witzenberg Municipality	393	310	83
South Africa	5474	4082	1392

Facility type

Female



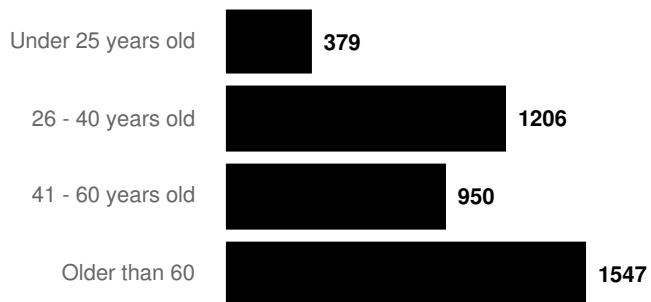
Male



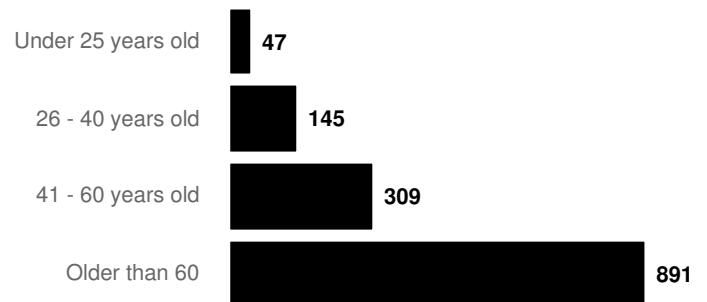
Group

Age

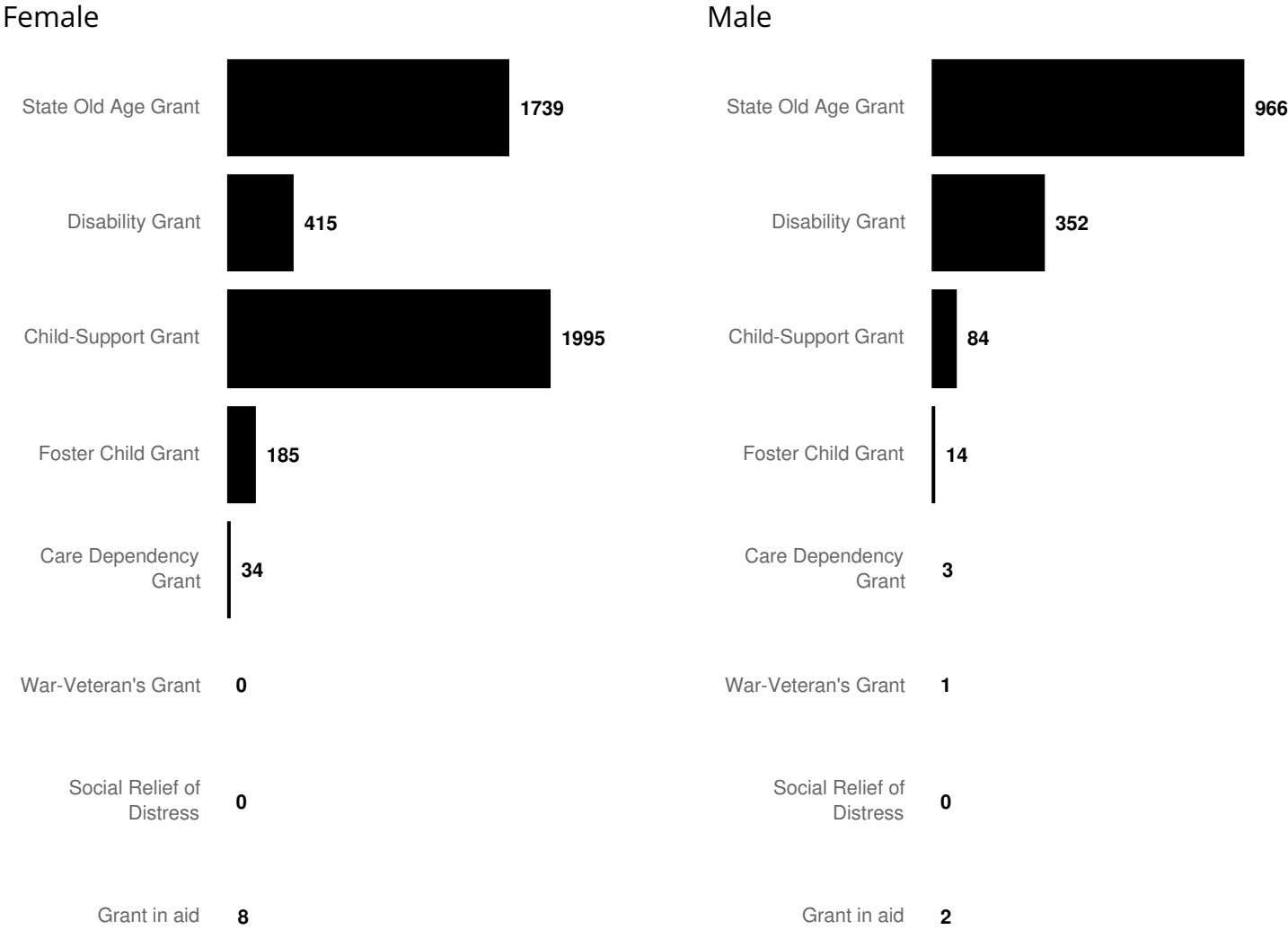
Female



Male



What kind of grant/s do you receive - or are you applying for? (Select all those that apply)



How did you know that you had to do a card swap?



Which documents were you told to bring with?

Female

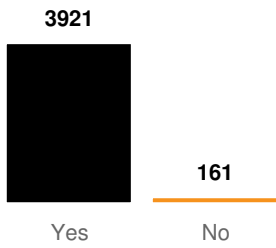


Male

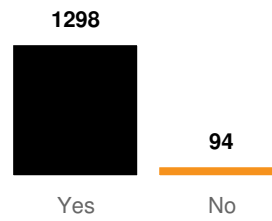


Was your card swop successful?

Female

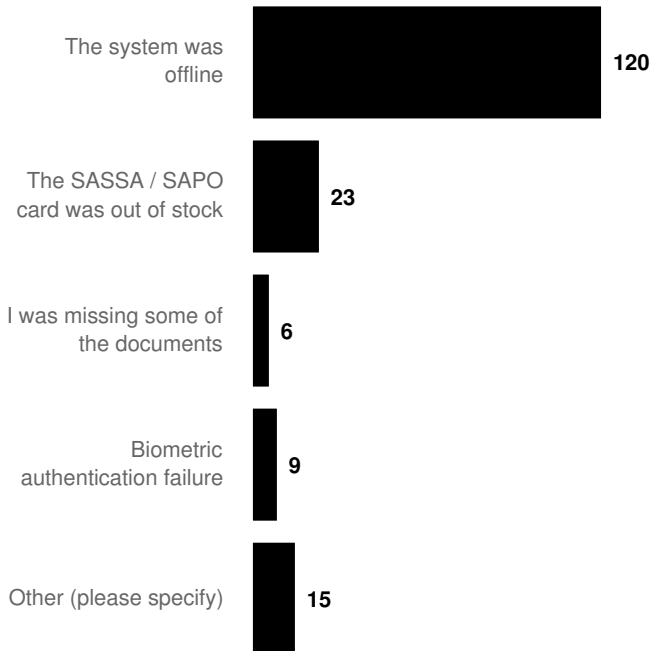


Male

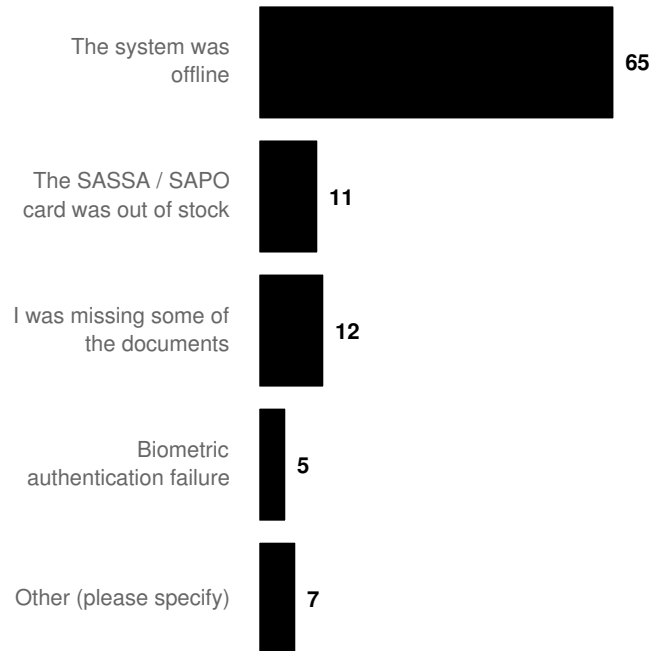


Why did you need to come back? (Select all those that apply)

Female

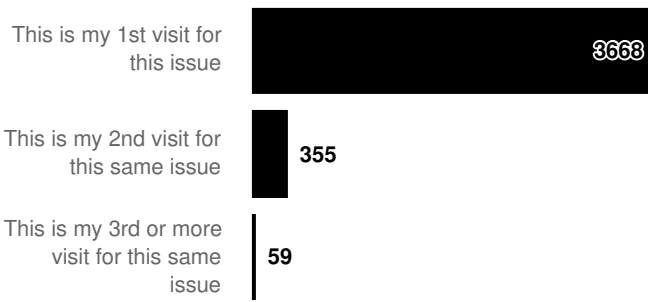


Male

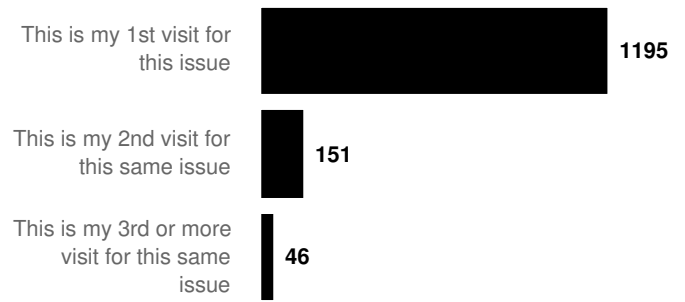


How many times have you come to this office for the same issue - because it was not resolved the first time?

Female



Male

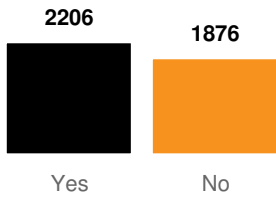


Group

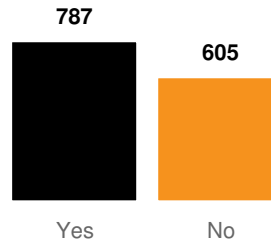
Note: SAPO Bank Account - Did you receive all of the following documents?

Description of bank account?

Female

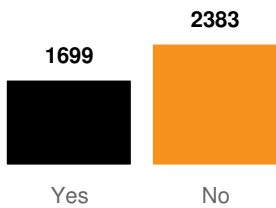


Male

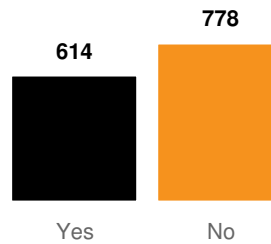


Rates and fees?

Female

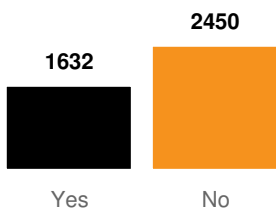


Male

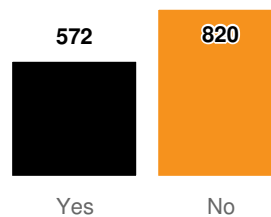


Terms and conditions?

Female

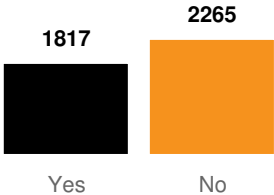


Male

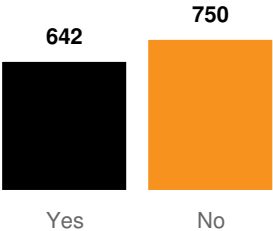


Were the documents explained in a way you could understand?

Female

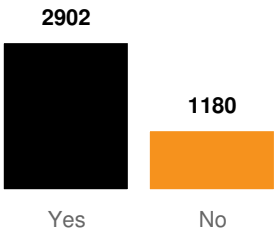


Male

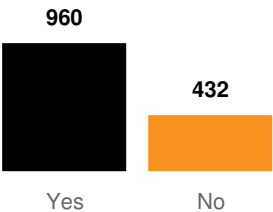


Did you set your new card up with a fingerprint?

Female

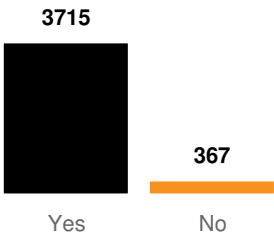


Male

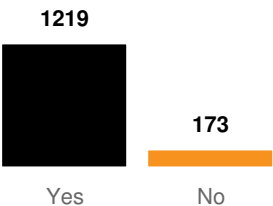


Did you set your new card up with a pin?

Female

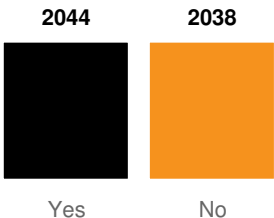


Male

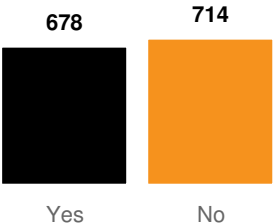


Are you aware of the complaints procedure?

Female

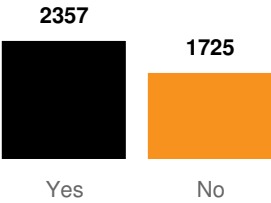


Male

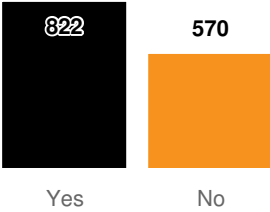


Did you know that if you use your card at a commercial ATM you will pay bank charges?

Female

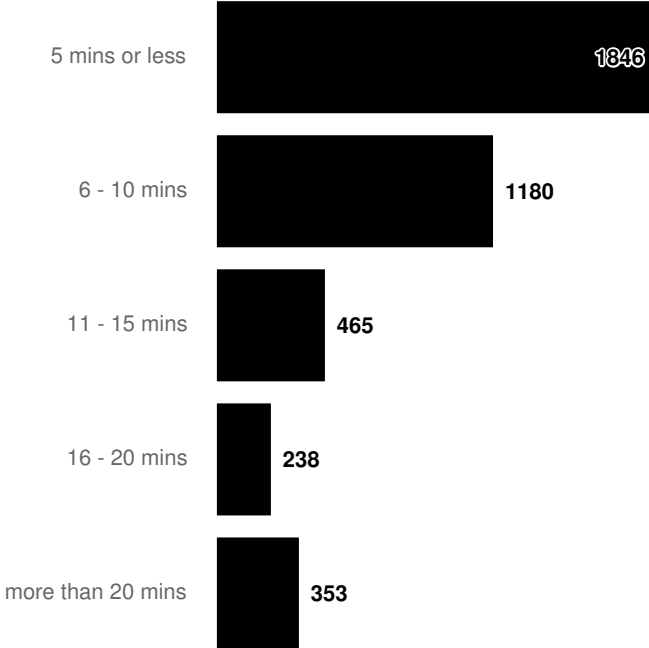


Male

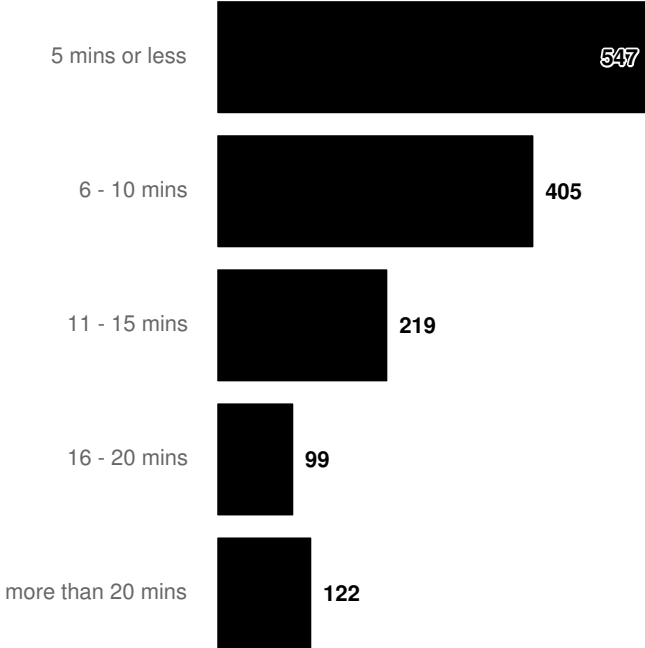


Excluding queue time, how long did it take for the process to be completed once you were at the counter?

Female

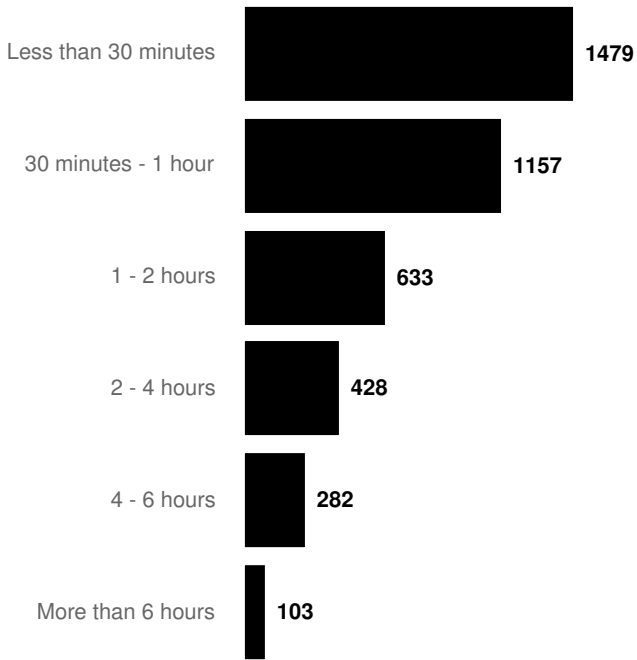


Male

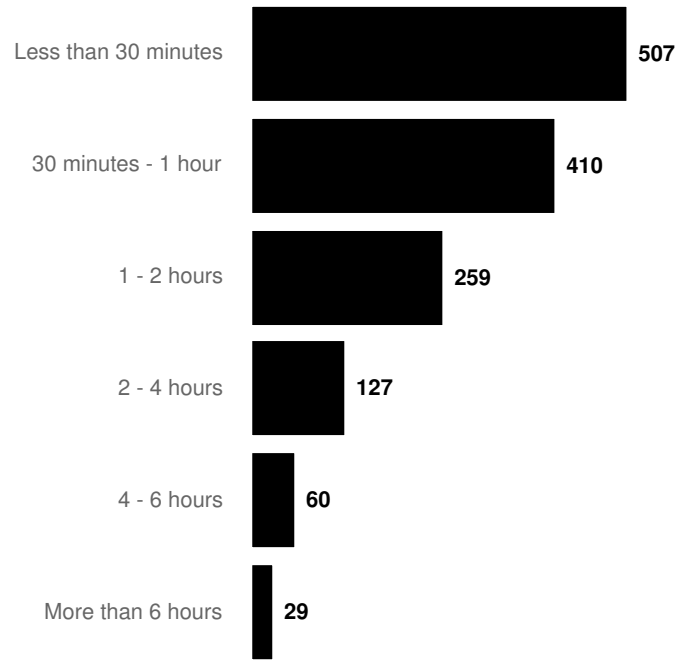


How long did you stand in queue for?

Female



Male

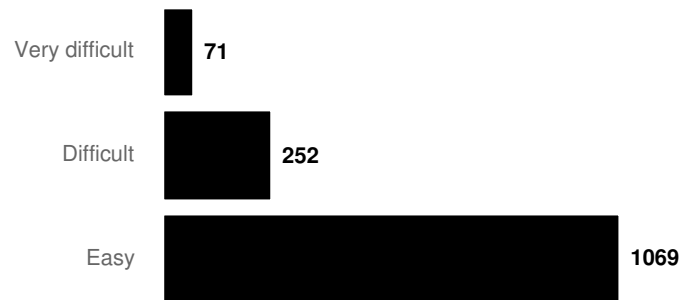


How easy is it for you to get to this facility?

Female

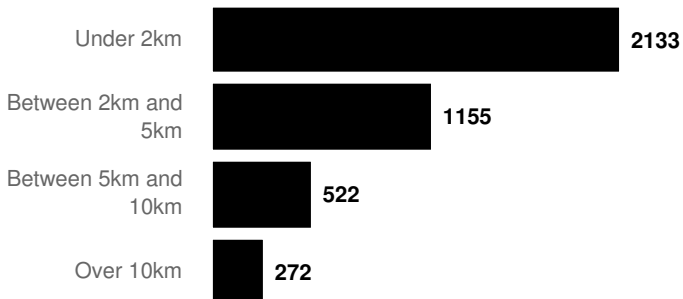


Male

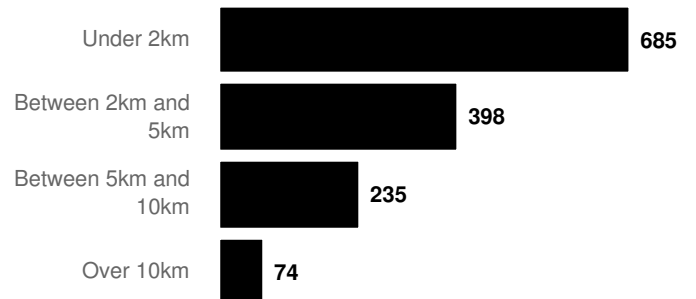


How far do you have to travel to get to this facility?

Female

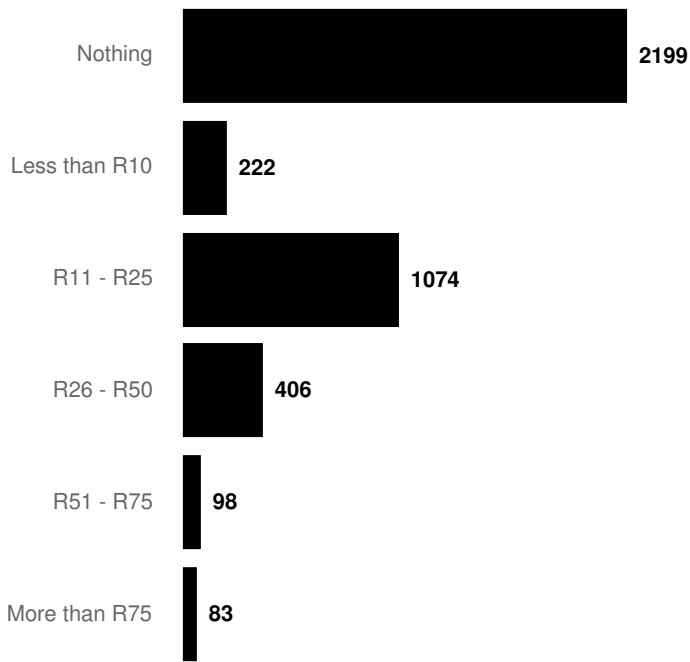


Male

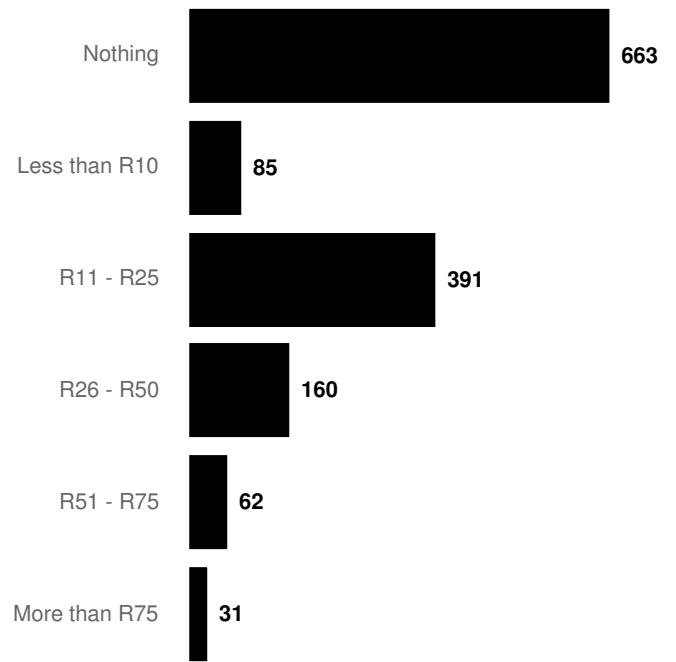


What was the total amount you had to pay for the transport to get to this facility?

Female



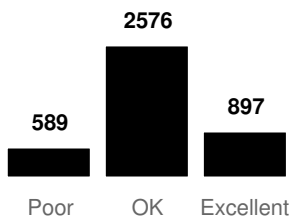
Male



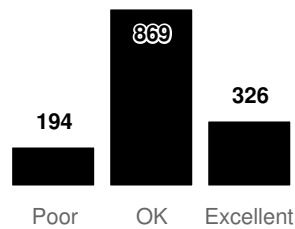
What do you think about the service provided at this facility?

What was the state of the waiting area?

Female

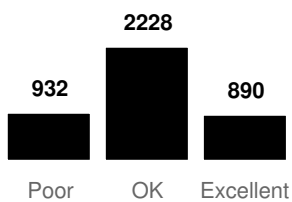


Male

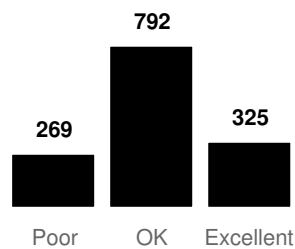


Is there adequate shelter, seating, toilets, disability access, clean water and cups, good ventilation?

Female

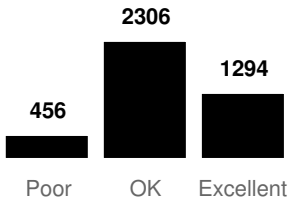


Male

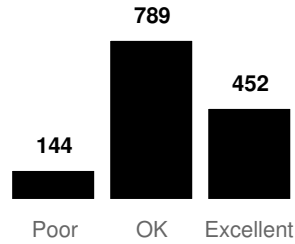


Were queues managed well?

Female

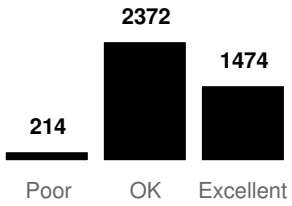


Male

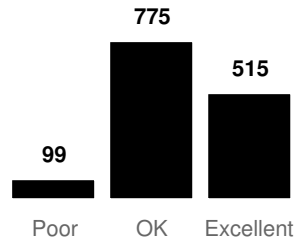


Were you treated respectfully?

Female

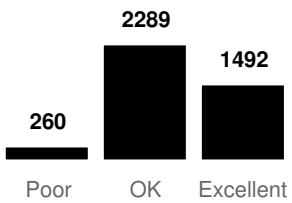


Male

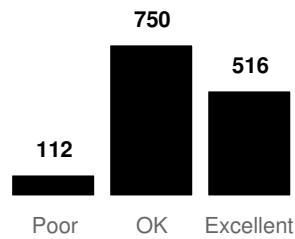


Did the staff work hard to help people?

Female

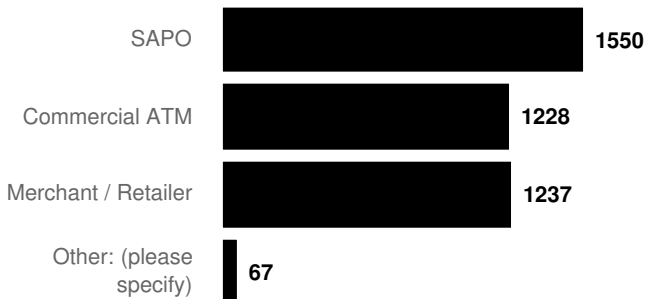


Male

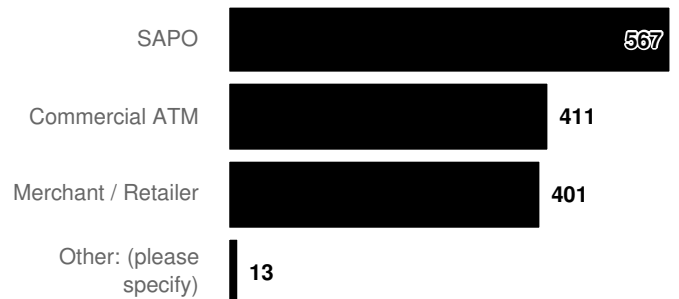


Do you know where to receive your next payout?

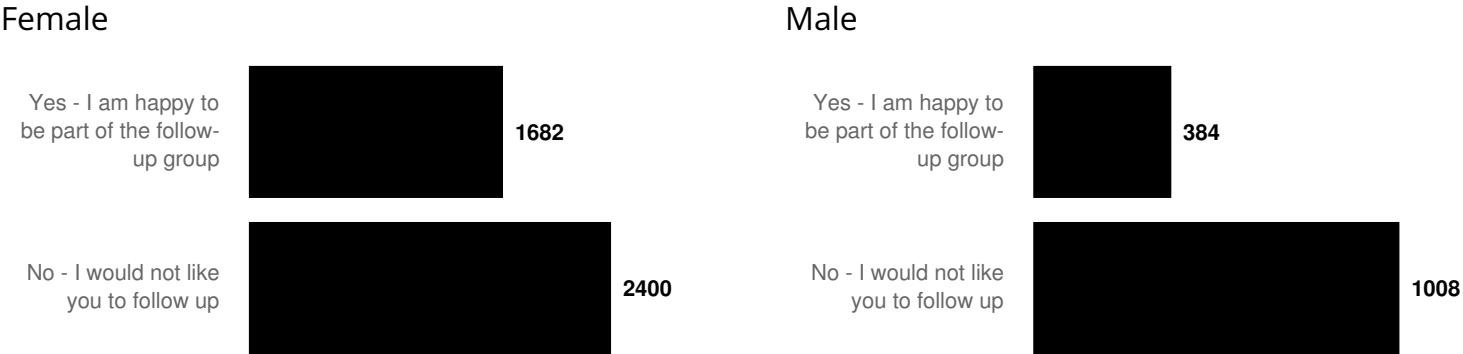
Female



Male



Please indicate if you would be happy for us to potentially follow-up within in the upcoming months



Note: If you are happy to continue and be part of this research, please provide your consent by giving us some of your details

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MT**

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