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MAY / NOVEMBER 2018

# COMMUNITY MONITORING

## SASSA / SAPO Card Swap

**MAKING ALL  
VOICES COUNT****B L A C K S A S H**  
MAKING HUMAN RIGHTS REAL

South Africa

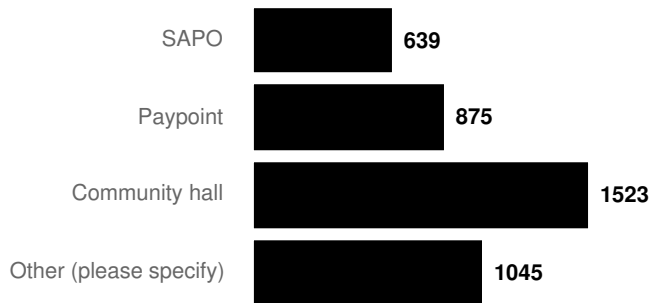
## The SASSA / SAPO Card Swap Transition Monitoring Survey is administered to social

	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

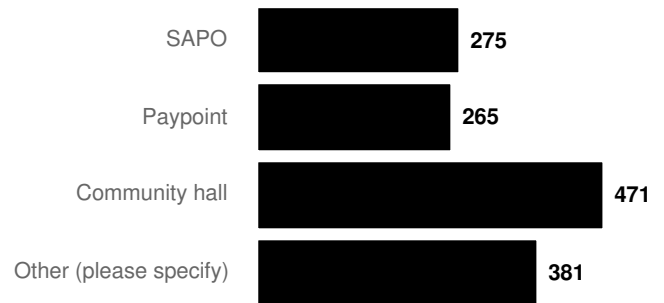
	<b>Participants</b>	<b>Female</b>	<b>Male</b>
Port Shepstone	439	351	88
Port St Johns	237	176	61
Taaibos	244	179	65
Themba, Hammanskraal	201	131	70
Uitenhage	276	208	68
Villiersdorp	154	71	83
Witzenberg Municipality	393	310	83
<b>South Africa</b>	<b>5474</b>	<b>4082</b>	<b>1392</b>

## Facility type

Female



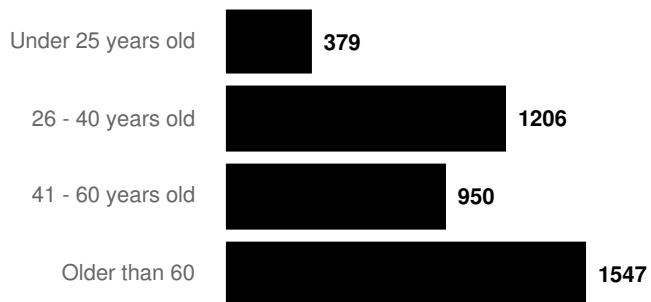
Male



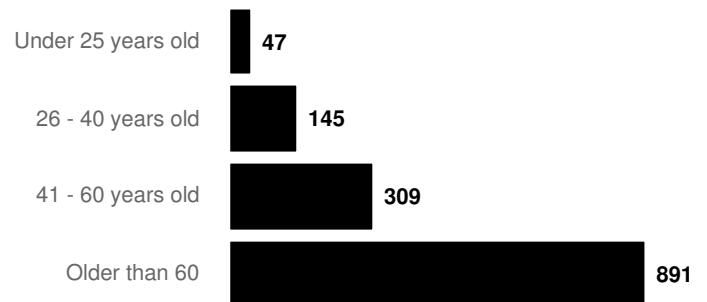
## Group

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

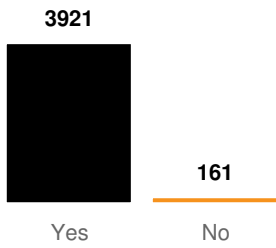


## Male

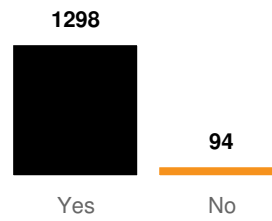


# Was your card swop successful?

## Female

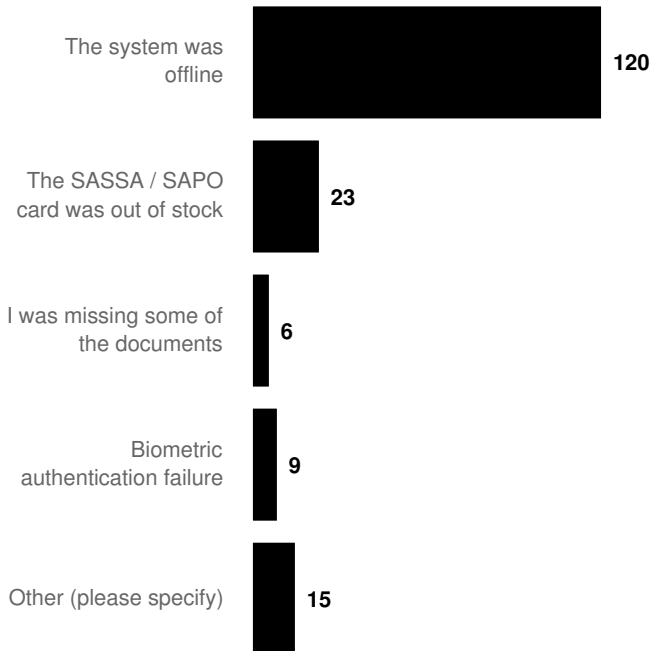


## Male

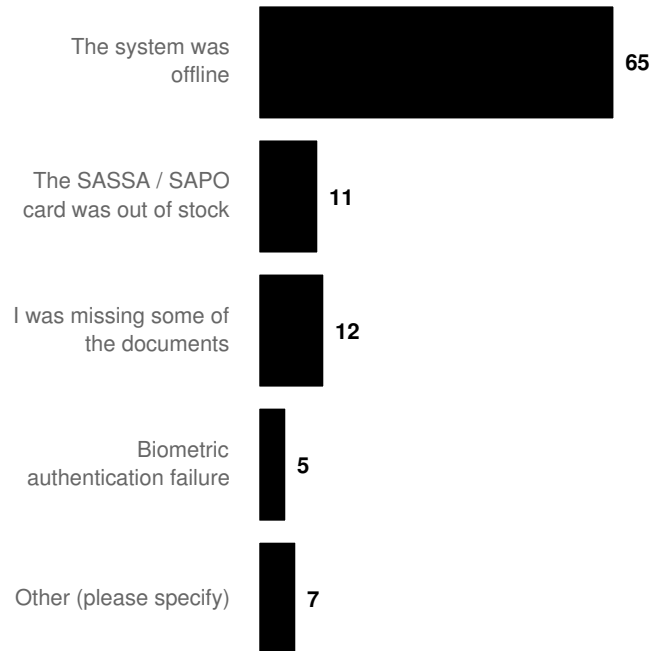


# Why did you need to come back? (Select all those that apply)

## Female

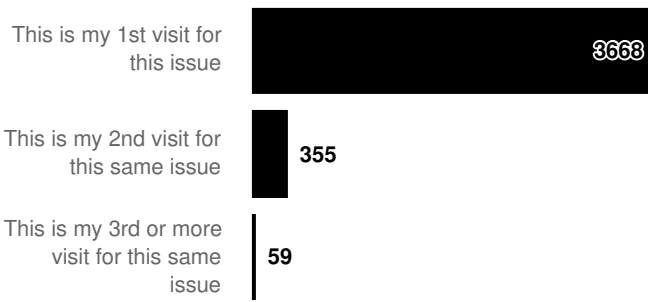


## Male

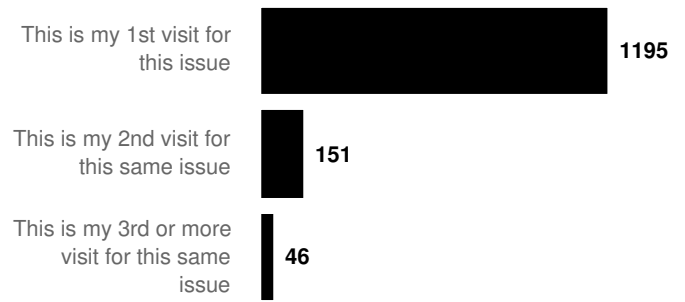


# How many times have you come to this office for the same issue - because it was not resolved the first time?

## Female



## Male

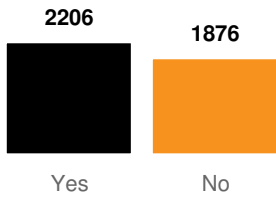


## Group

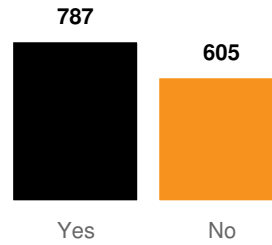
Note: SAPO Bank Account - Did you receive all of the following documents?

### Description of bank account?

#### Female

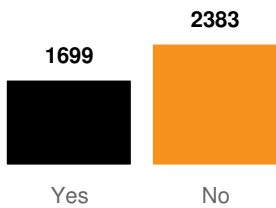


#### Male

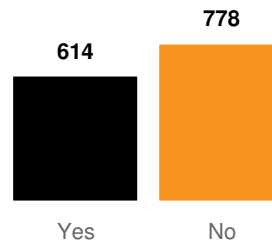


### Rates and fees?

#### Female

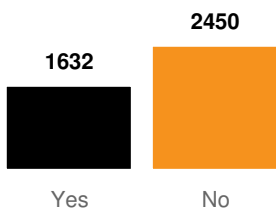


#### Male

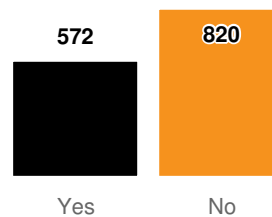


### Terms and conditions?

#### Female

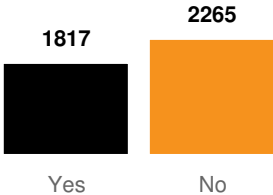


#### Male

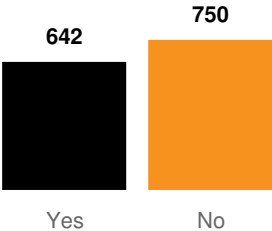


# Were the documents explained in a way you could understand?

Female



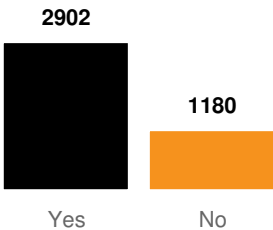
Male



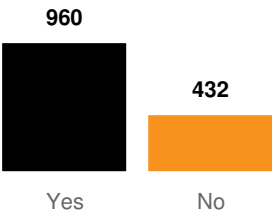
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# Did you set your new card up with a fingerprint?

Female



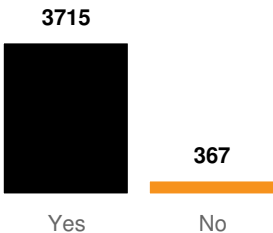
Male



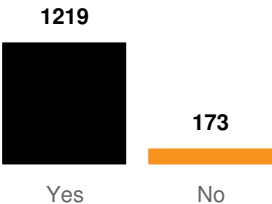
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# Did you set your new card up with a pin?

Female



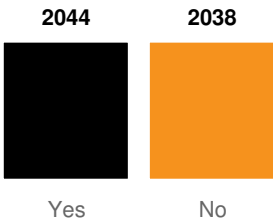
Male



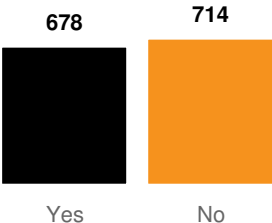
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# Are you aware of the complaints procedure?

Female

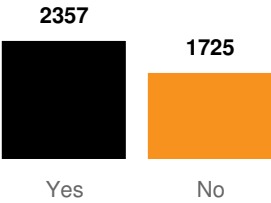


Male

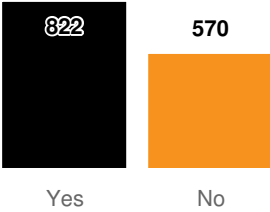


# Did you know that if you use your card at a commercial ATM you will pay bank charges?

Female

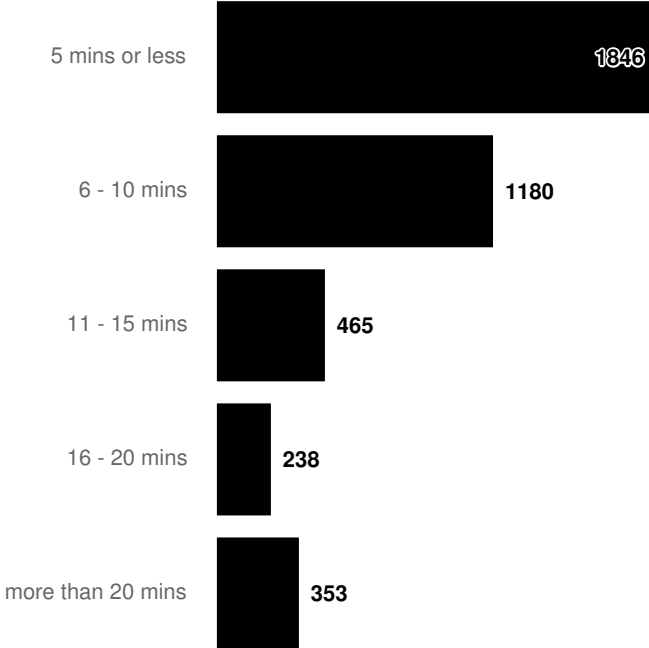


Male

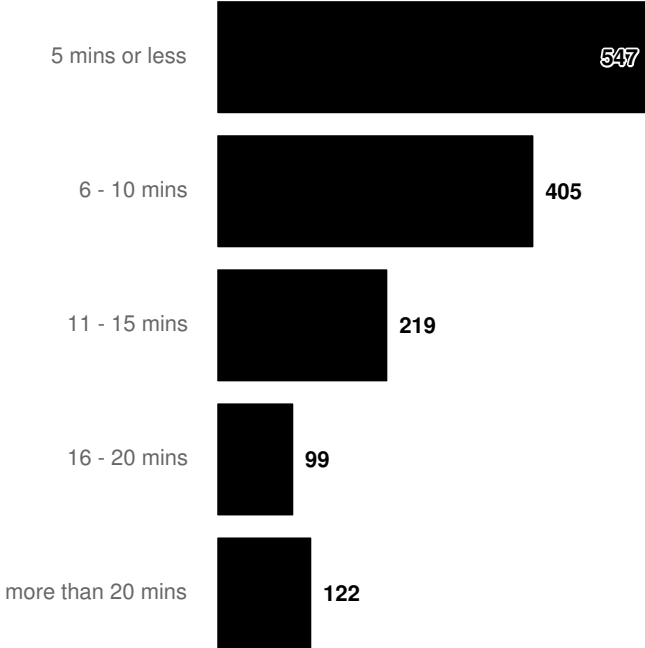


# Excluding queue time, how long did it take for the process to be completed once you were at the counter?

Female

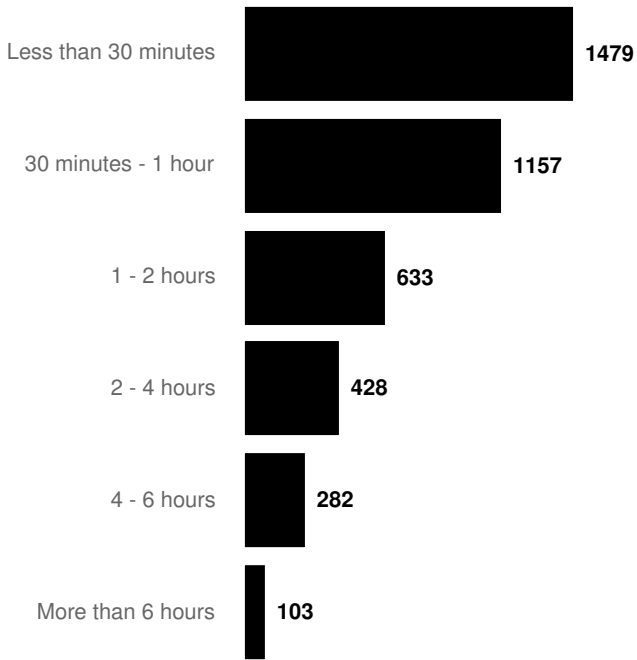


Male

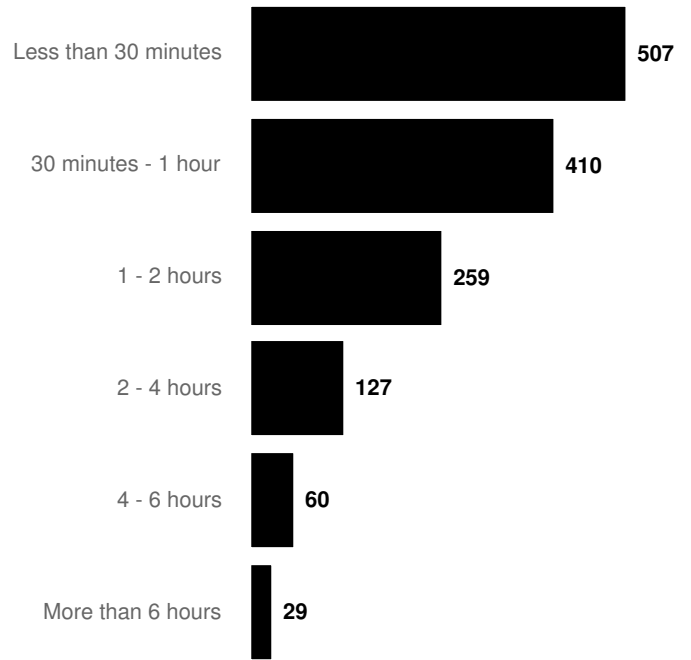


## How long did you stand in queue for?

### Female



### Male

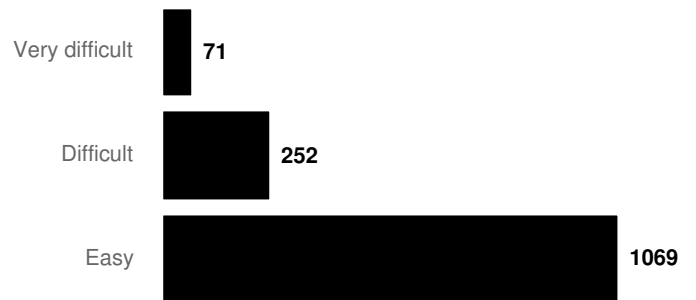


## How easy is it for you to get to this facility?

### Female

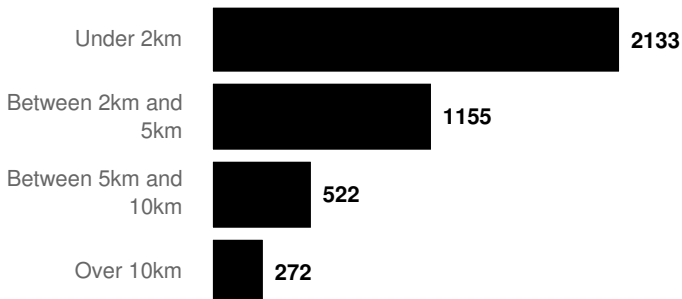


### Male

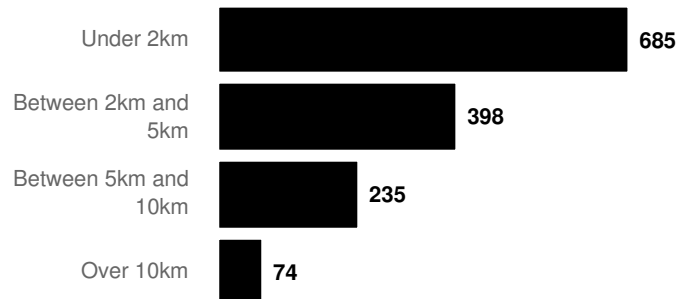


## How far do you have to travel to get to this facility?

### Female



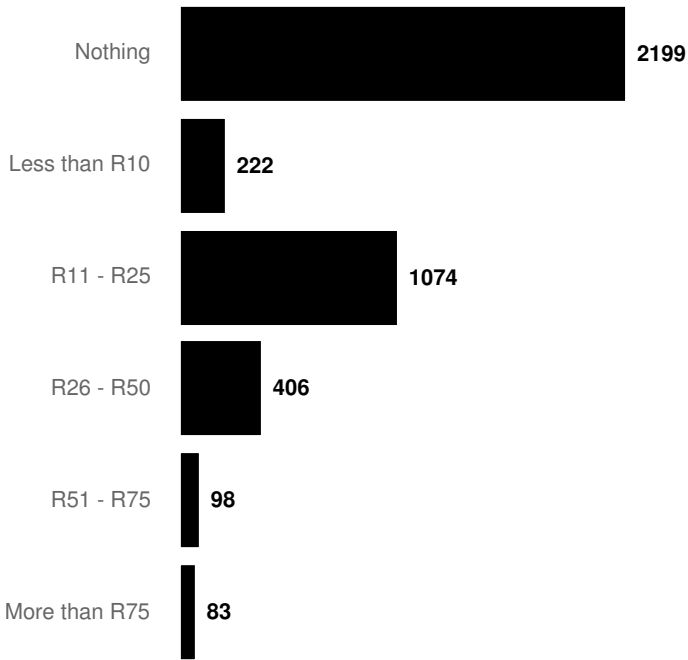
### Male



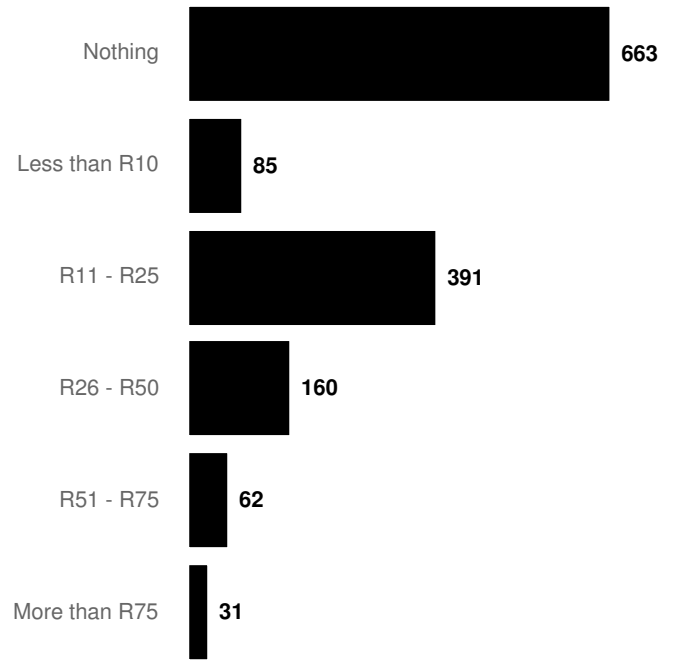


# What was the total amount you had to pay for the transport to get to this facility?

Female



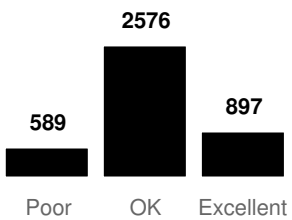
Male



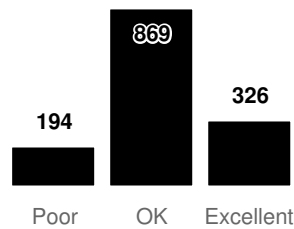
# What do you think about the service provided at this facility?

## What was the state of the waiting area?

Female

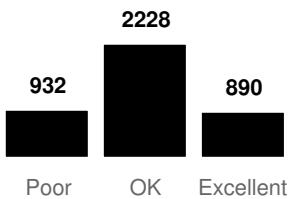


Male

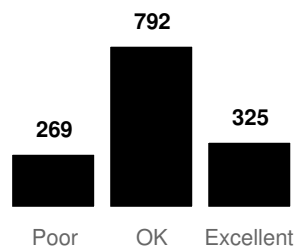


# Is there adequate shelter, seating, toilets, disability access, clean water and cups, good ventilation?

Female

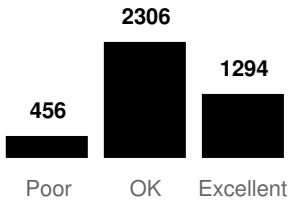


Male

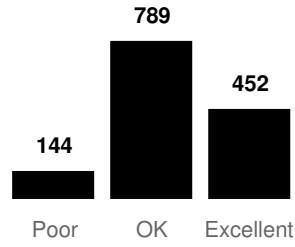


## Were queues managed well?

Female

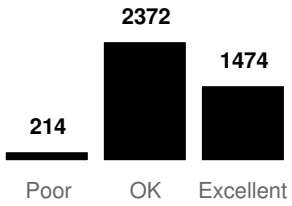


Male

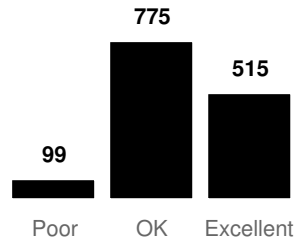


## Were you treated respectfully?

Female

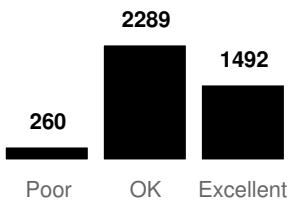


Male

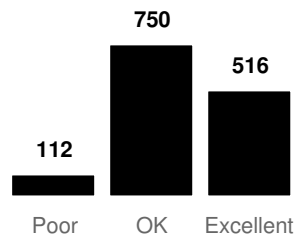


## Did the staff work hard to help people?

Female

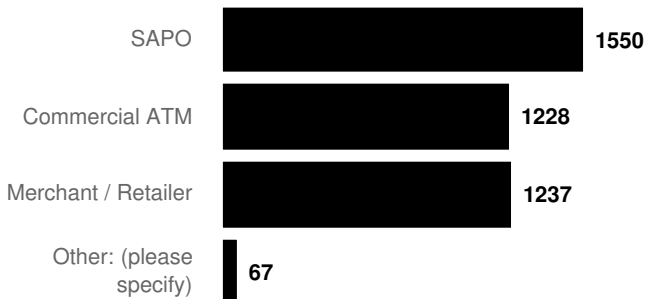


Male

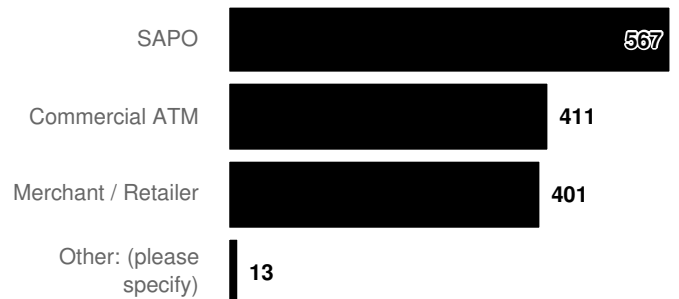


## Do you know where to receive your next payout?

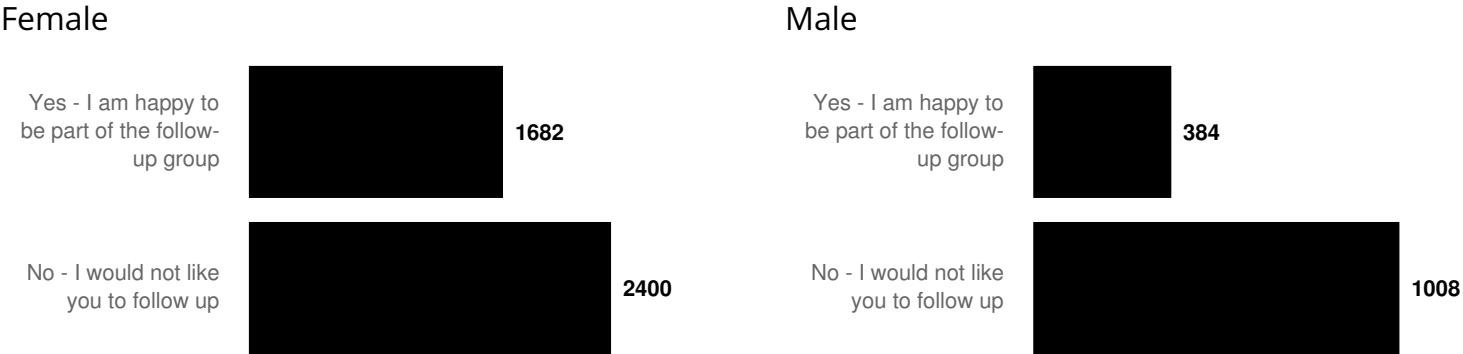
Female



Male



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



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*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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