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JUNE / JULY 2014

COMMUNITY MONITORING

SASSA Service Office - Citizen

MAKING ALL VOICES COUNT

BLACK SASH
MAKING HUMAN RIGHTS REAL

Western Cape

Feedback of users of SASSA Service Offices

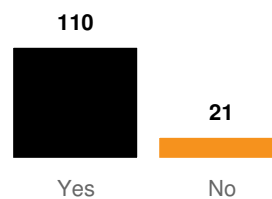
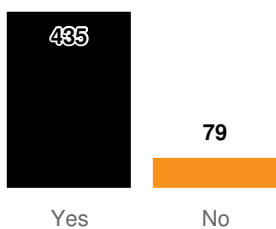
	Participants	Female	Male
SASSA Service Office: Gugulethu	309	259	50
SASSA Service Office: Paarl	342	261	81
Western Cape	651	520	131

Please answer yes or no to the following questions

Did you know before you came what documents you had to bring with you?

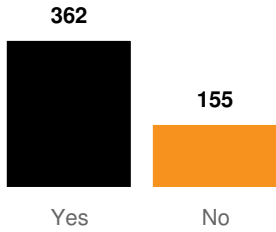
Female

Male

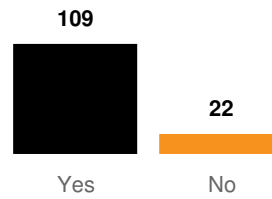


Did the person serving you tell you their name or wear a name tag?

Female

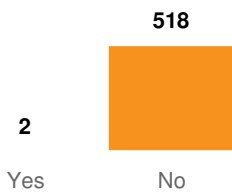


Male

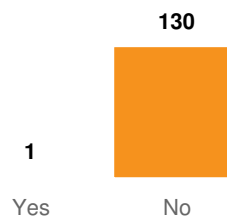


Did any official (including security) ask you for money or a favour in order to help you?

Female

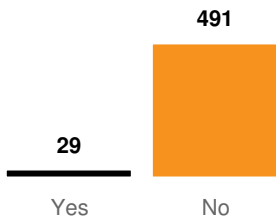


Male

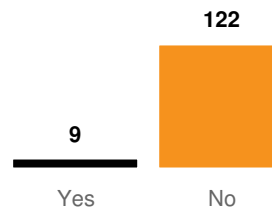


Are you aware that you can apply for a grant even if you do not have an ID book, using alternative identification methods? (Regulation 11)

Female



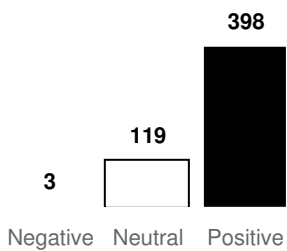
Male



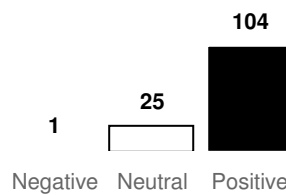
How would you rate the performance of the staff in the following areas?

What was the state of the waiting area?

Female

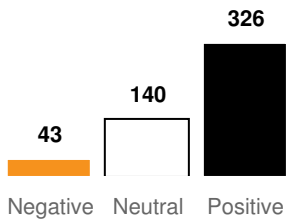


Male

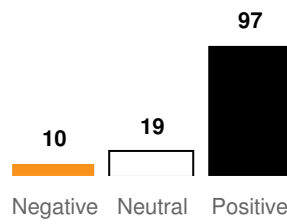


How well did the staff manage queues?

Female

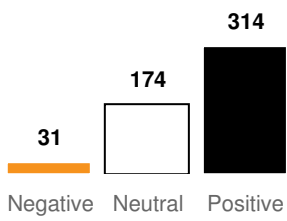


Male

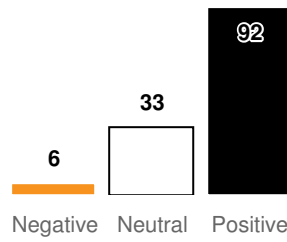


How respectful were the staff to you?

Female

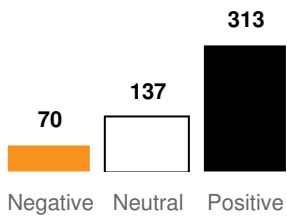


Male

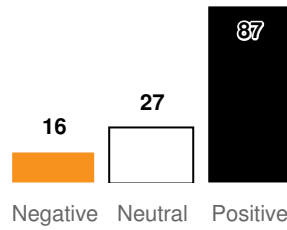


Did the staff answer your questions clearly and give you the correct information that you needed?

Female

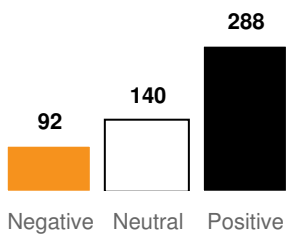


Male

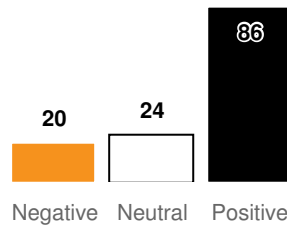


Were you satisfied with the service that you received?

Female



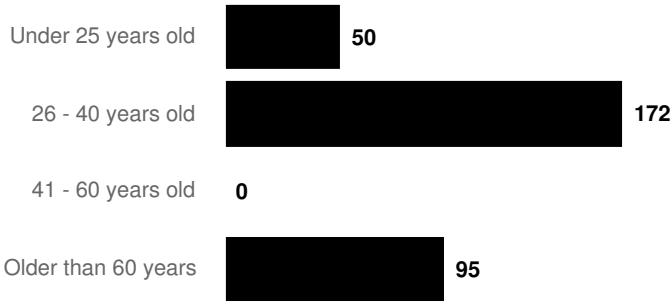
Male



Some questions about you

How old are you?

Female

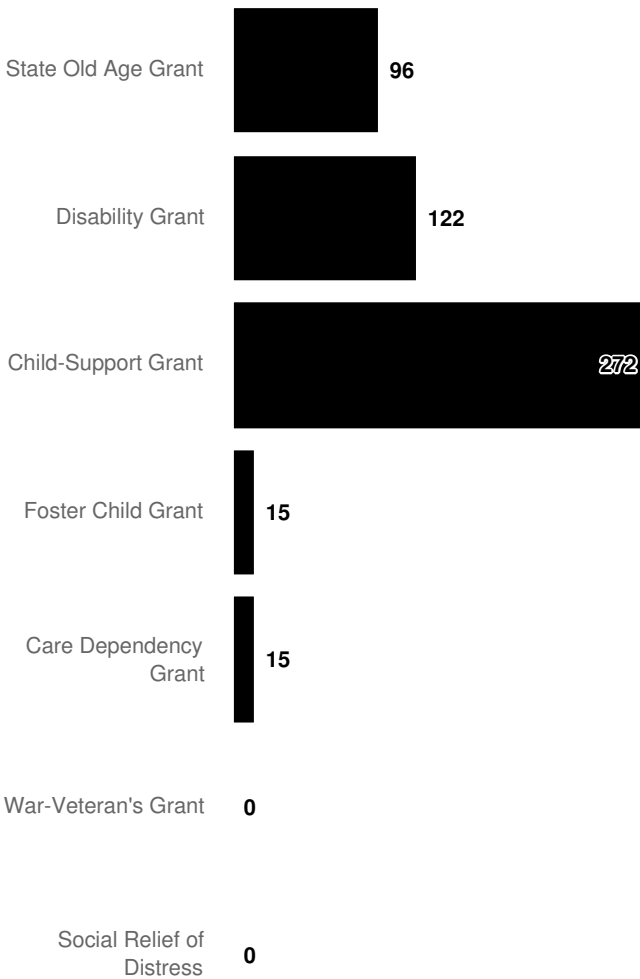


Male

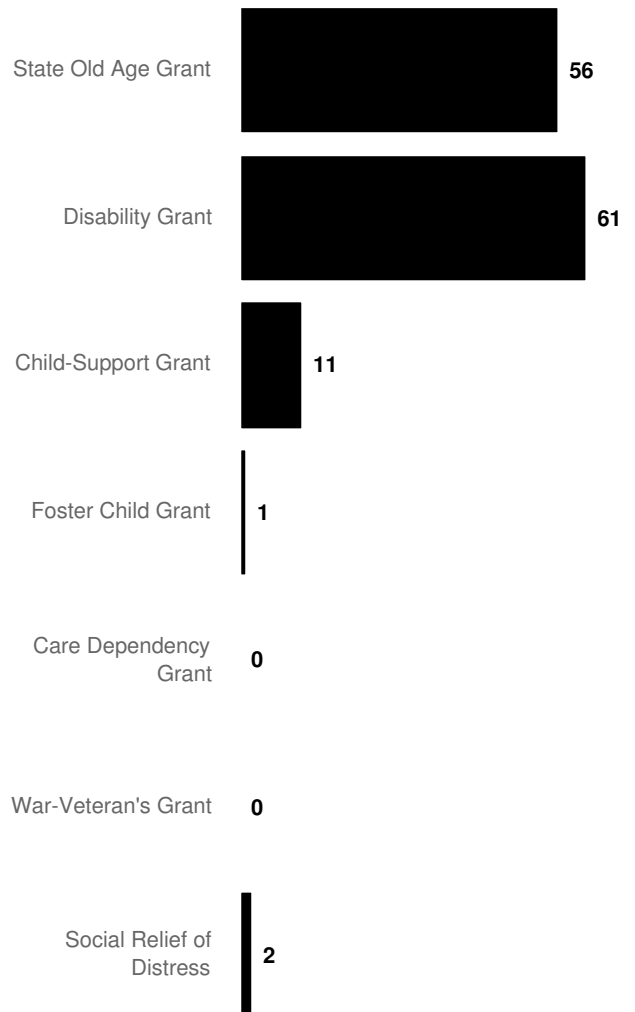


What kind of grant/s do you receive - or are you applying for?

Female

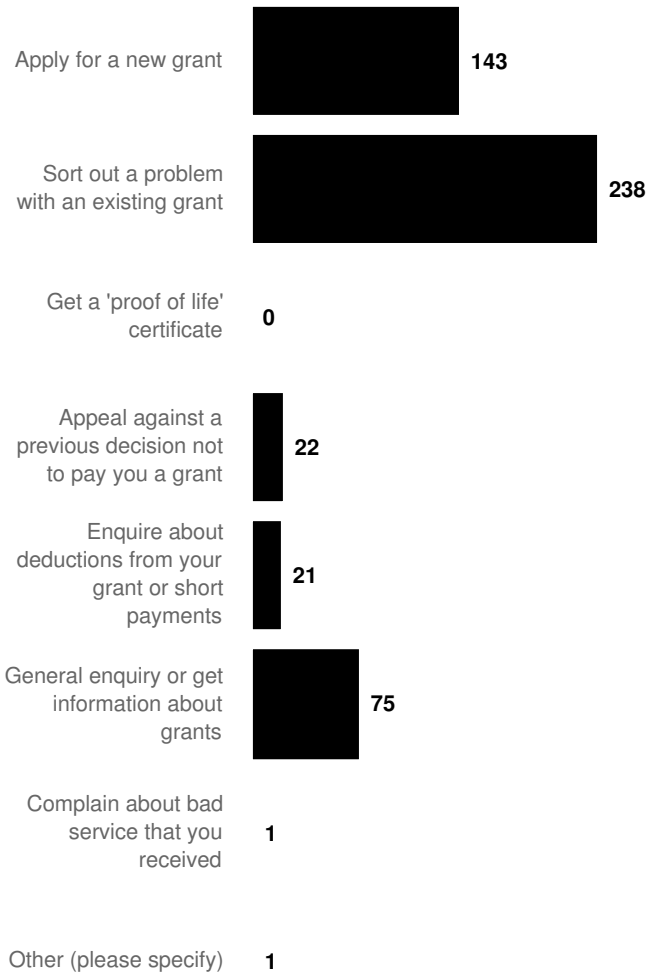


Male

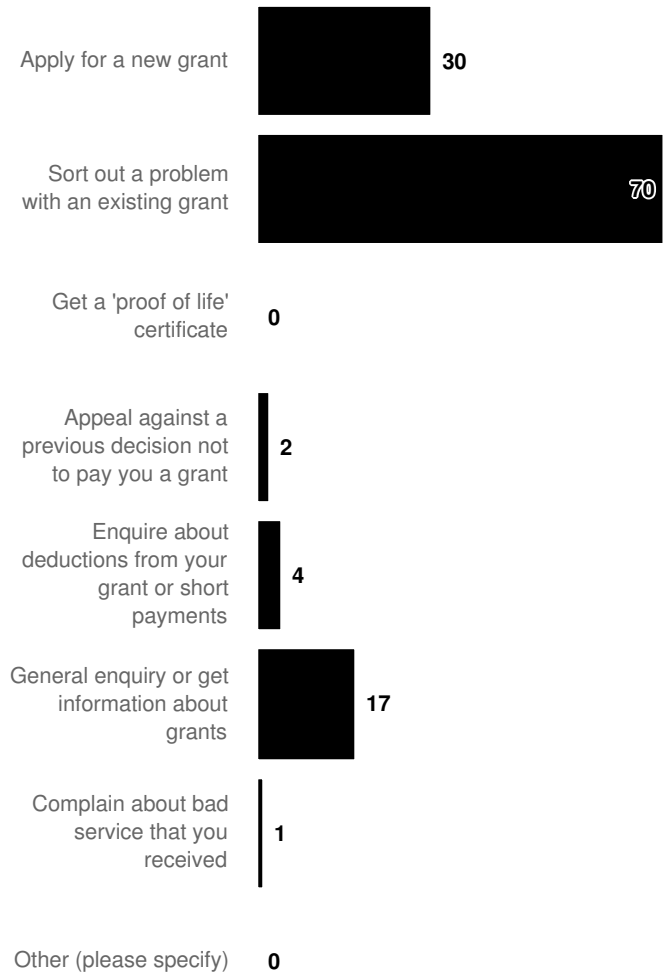


What kind of service did you come here for?

Female

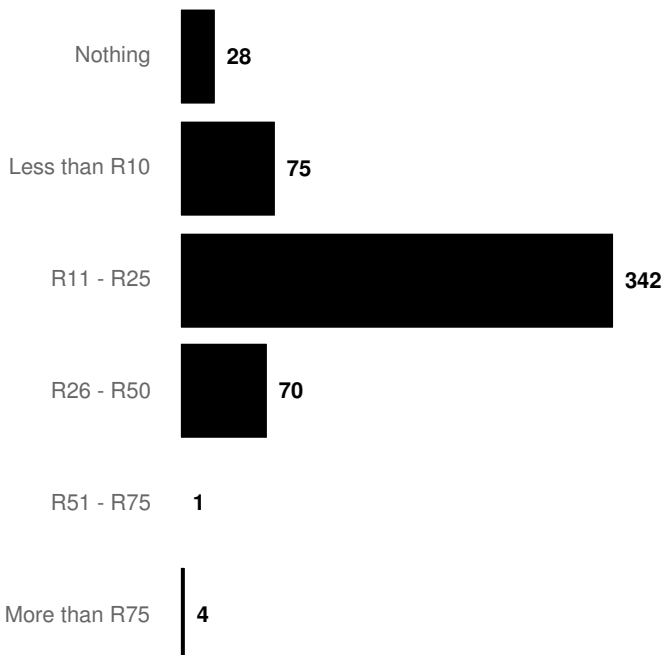


Male

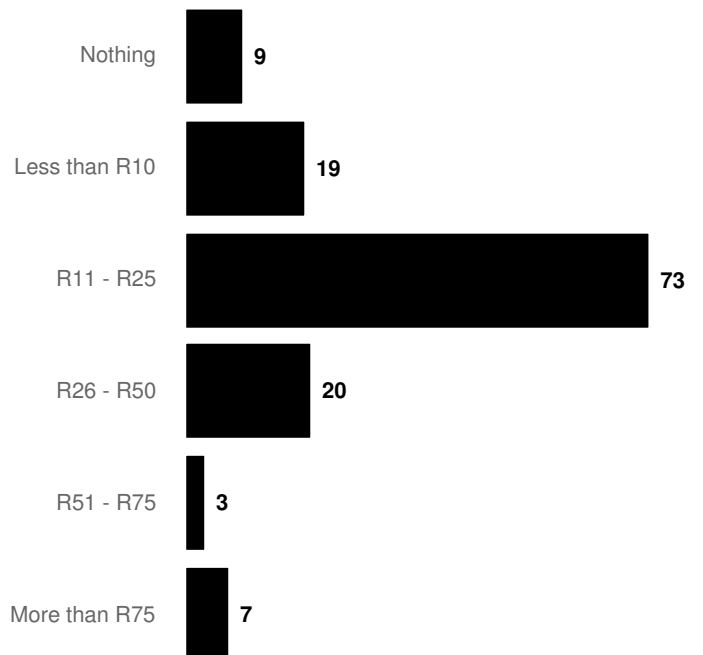


What was the total amount you had to pay for transport to the service office?

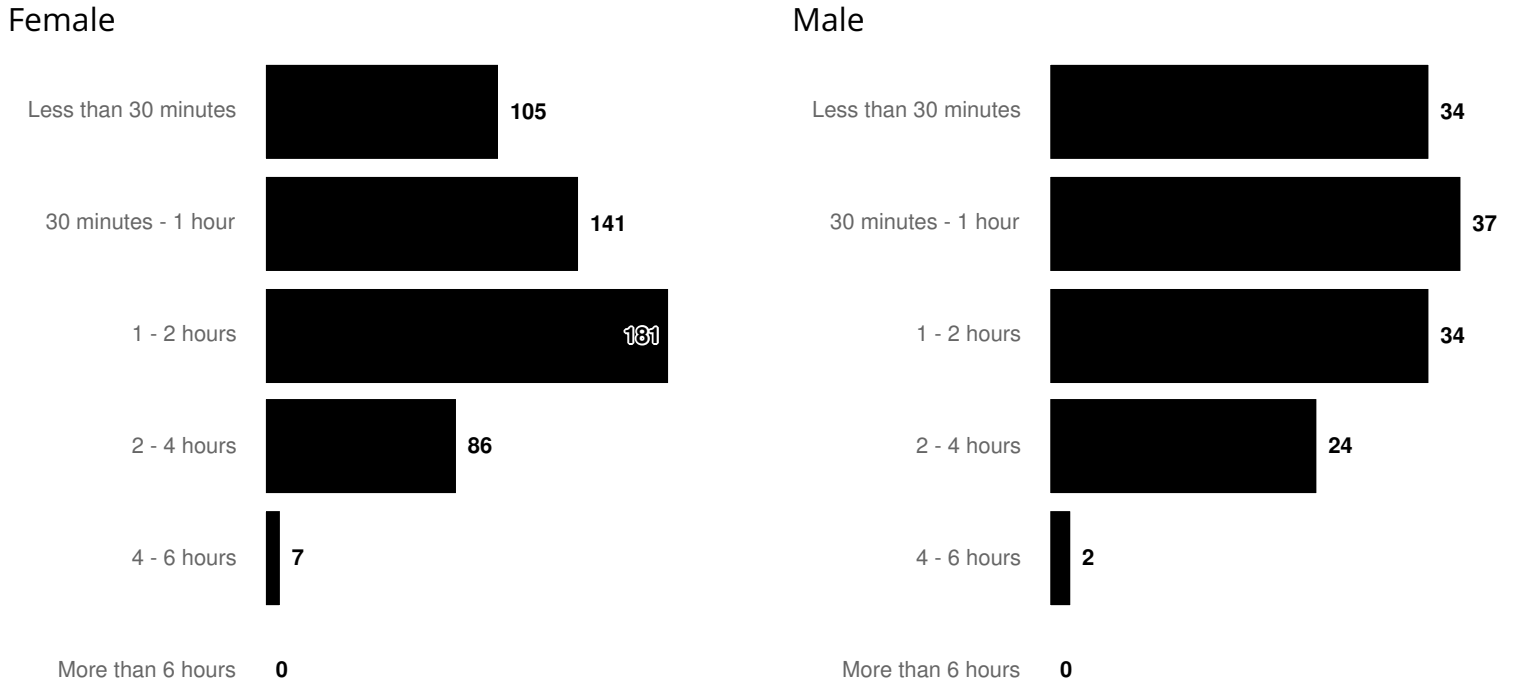
Female



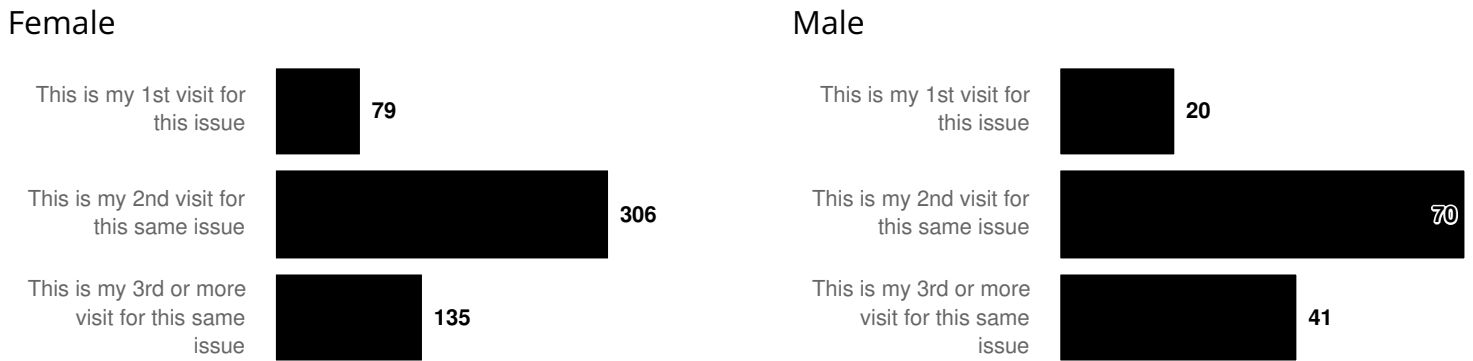
Male



How long did you wait in the queue before you were attended to?



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



Do you think that this service office will learn from this survey and improve their services?



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Hivos
people unlimited

MAKING ALL
VOICES COUNT
A GRAND CHALLENGE
FOR DEVELOPMENT

**DG
MT**

 OpenUp