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JUNE / JULY 2014

# COMMUNITY MONITORING

SASSA Service Office - Citizen

MAKING ALL  
VOICES COUNT

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

South Africa

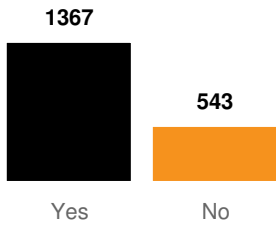
## Feedback of users of SASSA Service Offices

	Participants	Female	Male
SASSA Service Office: Dr CN Phatudi Hospital (Lephepane)	308	248	60
SASSA Service Office: Gugulethu	309	259	50
SASSA Service Office: KwaMhlanga	277	222	55
SASSA Service Office: Mahube	251	145	106
SASSA Service Office: Mthatha	292	250	42
SASSA Service Office: Paarl	342	261	81
SASSA Service Office: Uitenhage	296	252	44
SASSA Service Office: Utrecht	416	293	123
<b>South Africa</b>	<b>2491</b>	<b>1930</b>	<b>561</b>

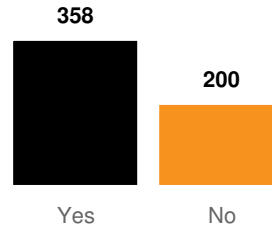
Please answer yes or no to the following questions

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

Female

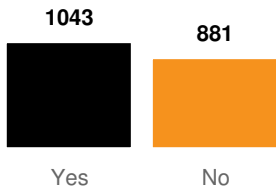


Male

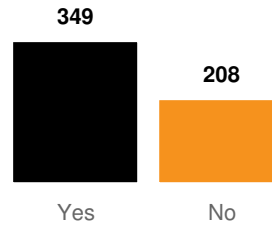


Did the person serving you tell you their name or wear a name tag?

Female

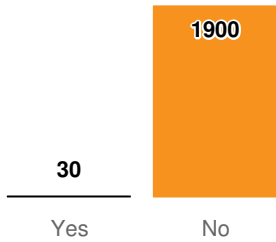


Male

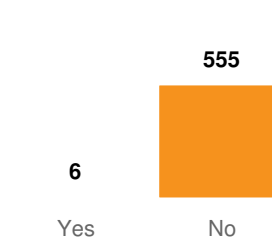


Did any official (including security) ask you for money or a favour in order to help you?

Female

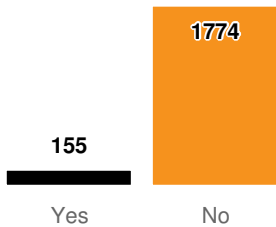


Male

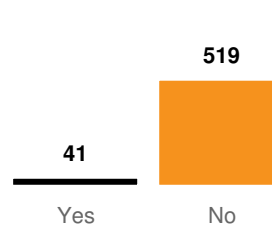


Are you aware that you can apply for a grant even if you do not have an ID book, using alternative identification methods? (Regulation 11)

Female



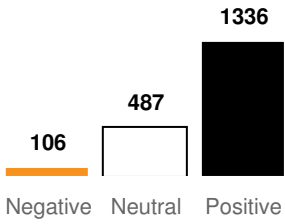
Male



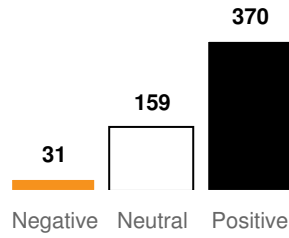
How would you rate the performance of the staff in the following areas?

## What was the state of the waiting area?

Female

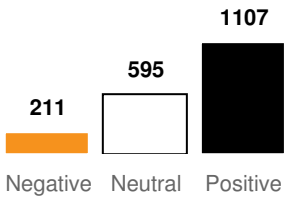


Male

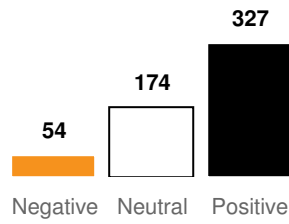


## How well did the staff manage queues?

Female

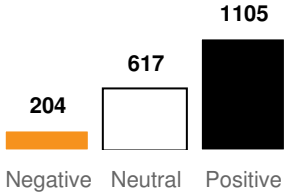


Male

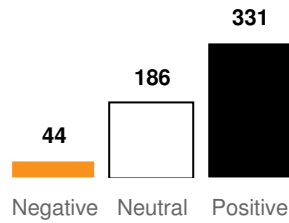


## How respectful were the staff to you?

Female

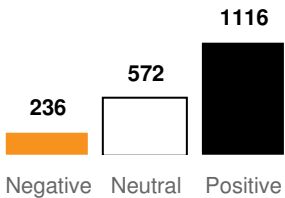


Male

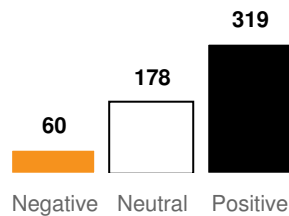


## Did the staff answer your questions clearly and give you the correct information that you needed?

Female

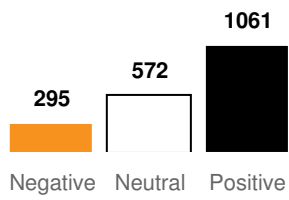


Male

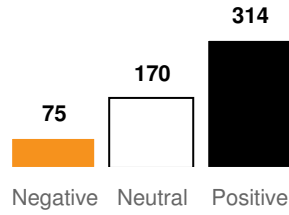


# Were you satisfied with the service that you received?

Female



Male



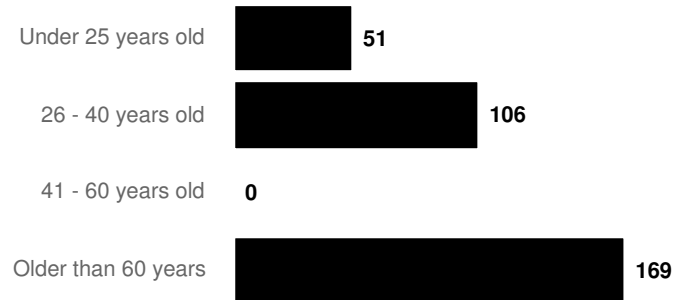
# Some questions about you

## How old are you?

Female

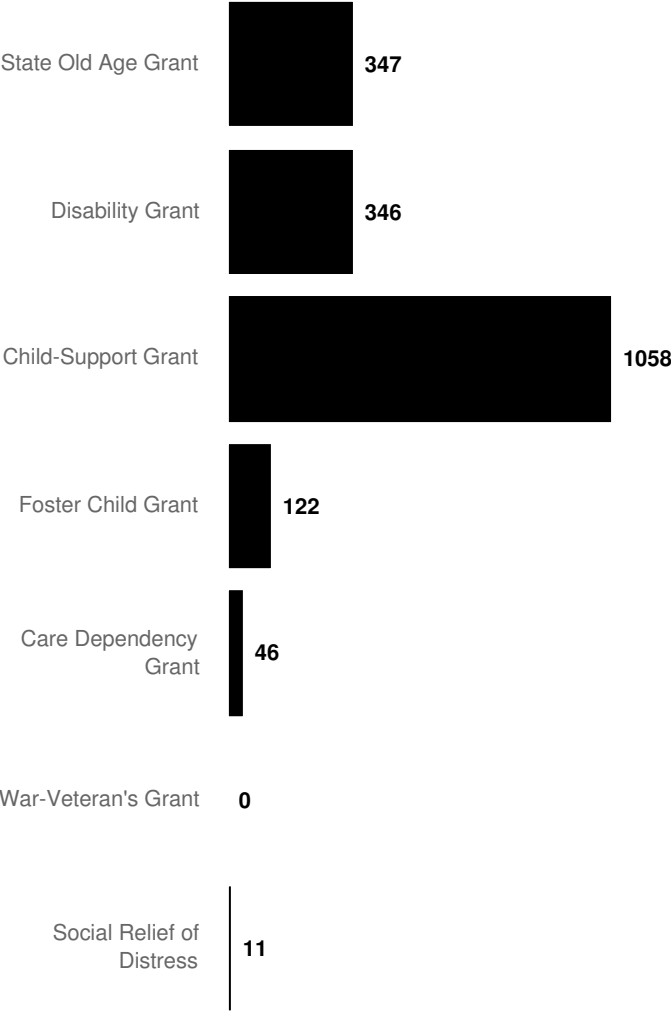


Male

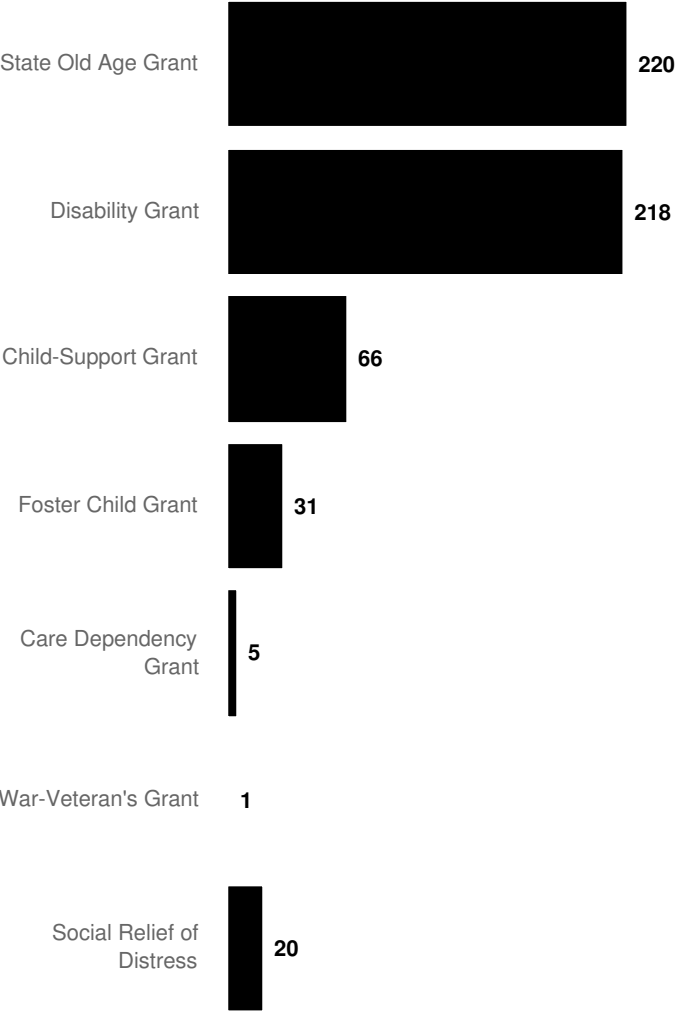


# What kind of grant/s do you receive - or are you applying for?

## Female

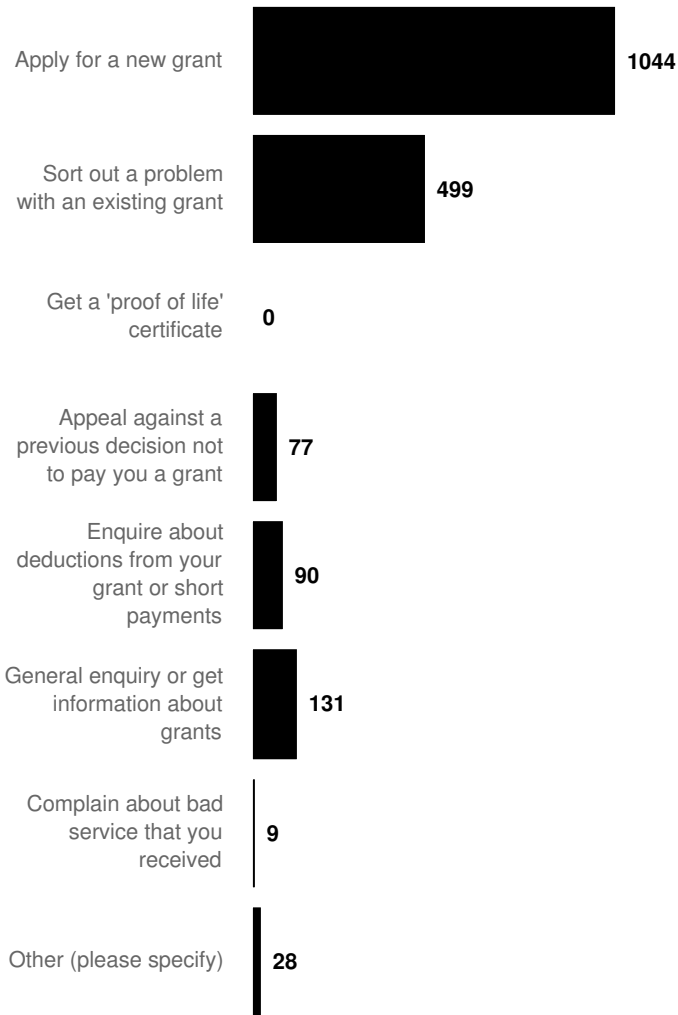


## Male

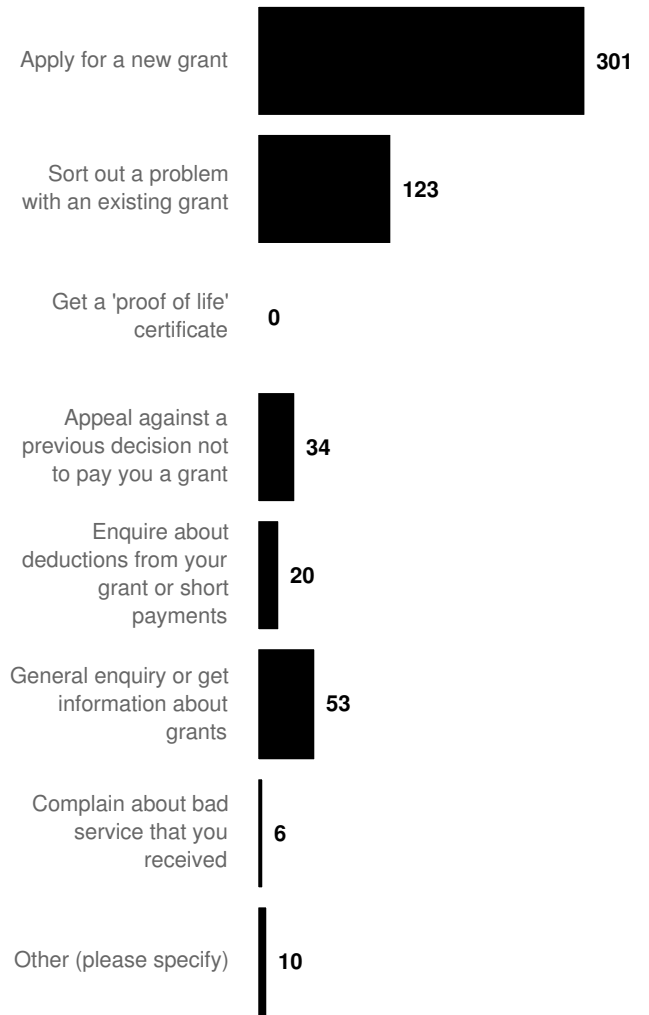


## What kind of service did you come here for?

### Female

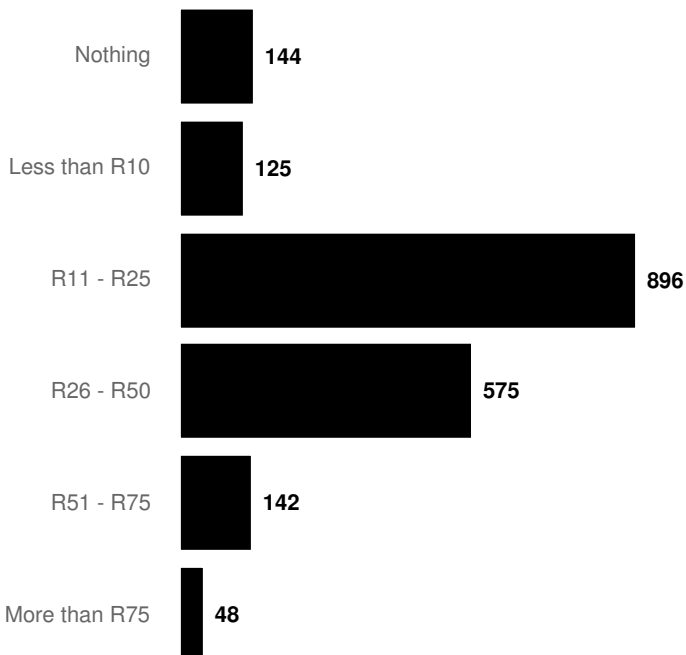


### Male

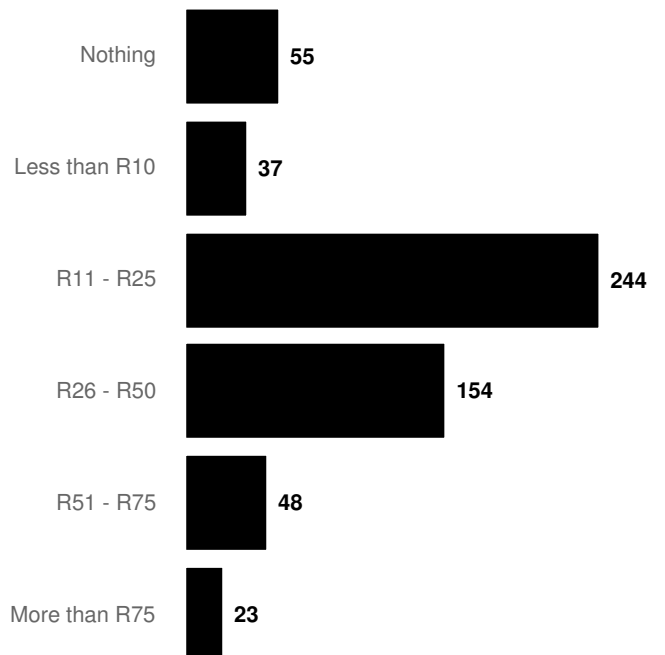


## What was the total amount you had to pay for transport to the service office?

### Female

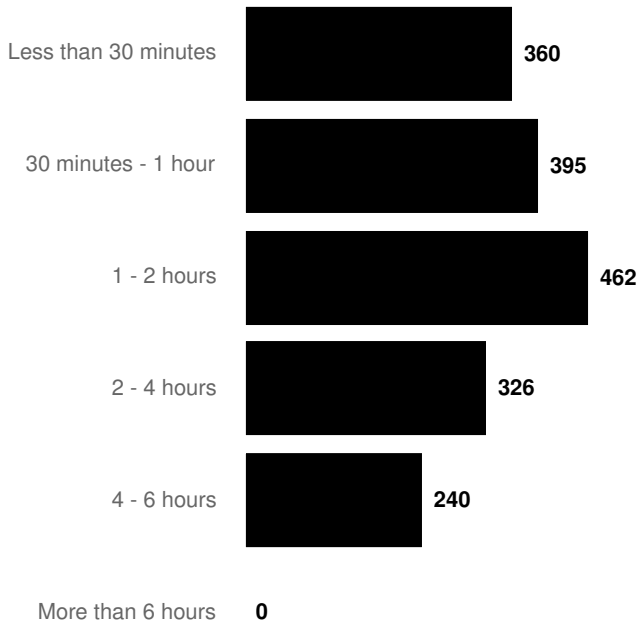


### Male



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

Female



Male



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

Female

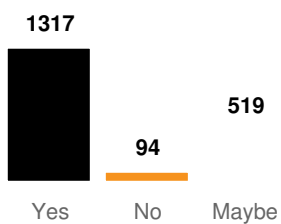


Male

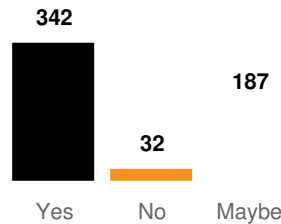


## Do you think that this service office will learn from this survey and improve their services?

Female



Male



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MAKING ALL  
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