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COMMUNITY MONITORING

SASSA Service Office - Citizen

OCTOBER / NOVEMBER 2016

MAKING ALL VOICES COUNT

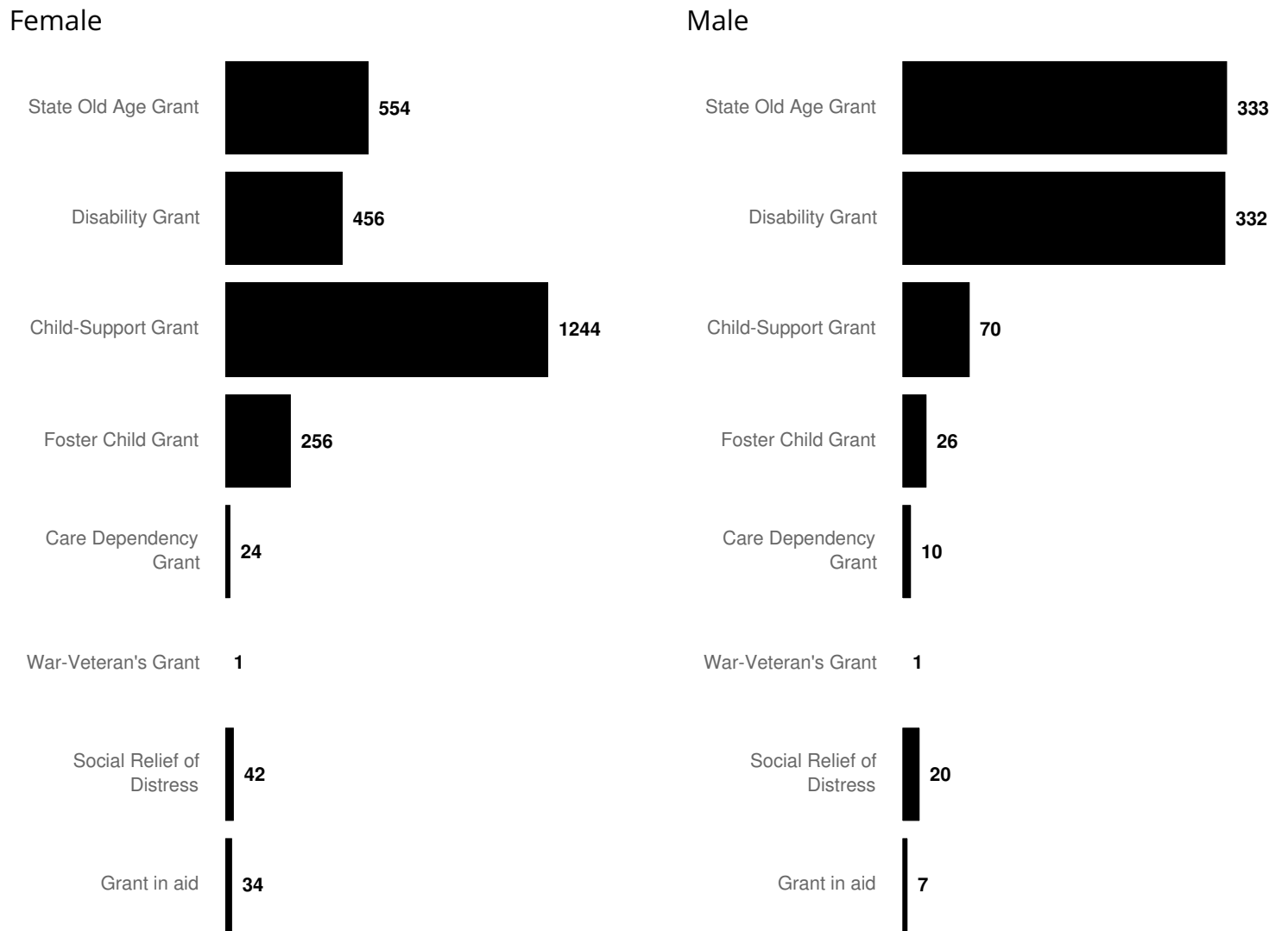
BLACKSASH
MAKING HUMAN RIGHTS REAL

South Africa

Feedback of users of SASSA Service Offices

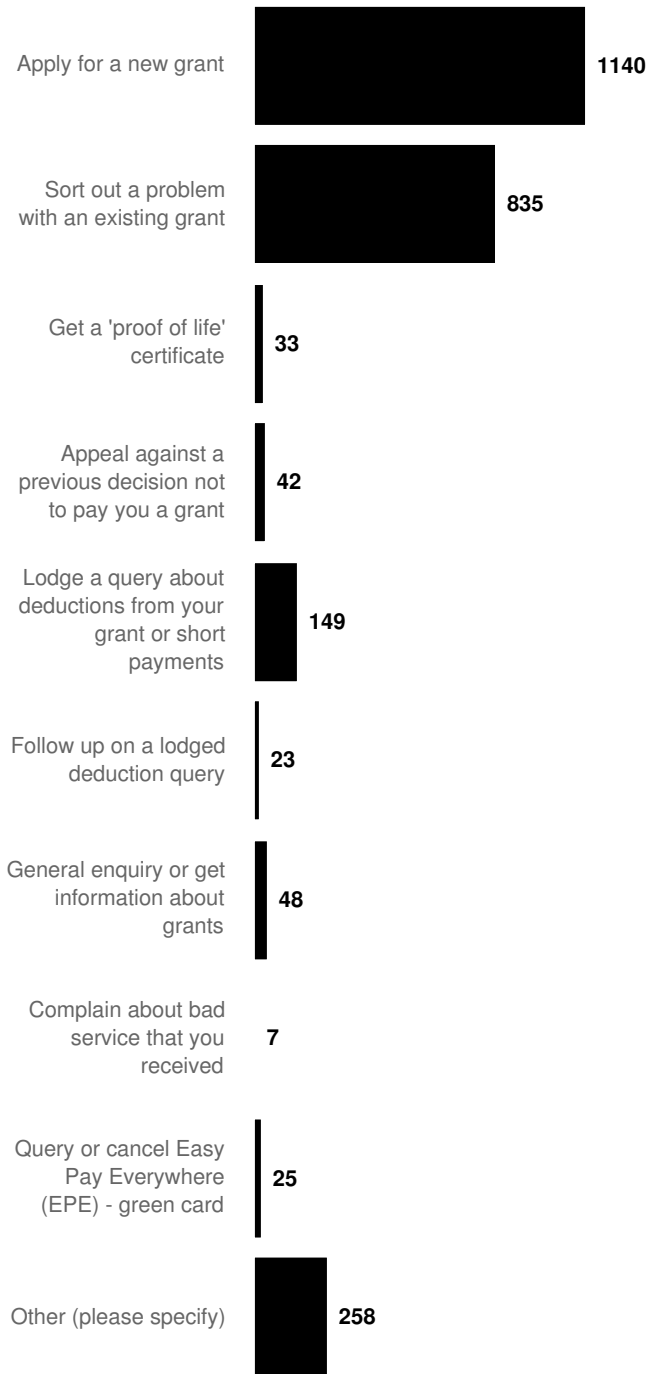
	Participants	Female	Male
SASSA Service Office: Bushbuckridge	211	156	55
SASSA Service Office: Dr CN Phatudi Hospital (Lephepane)	348	289	59
SASSA Service Office: Ekuvukeni	162	122	40
SASSA Service Office: Graafwater Sports Ground	119	95	24
SASSA Service Office: Gugulethu	200	117	83
SASSA Service Office: Howick	299	216	83
SASSA Service Office: Khayelitsha Site B	163	119	44
SASSA Service Office: Lotus River	271	235	36
SASSA Service Office: Mahube	303	183	120
SASSA Service Office: Paarl	308	237	71
SASSA Service Office: Port St Johns	300	239	61
SASSA Service Office: Themba	367	319	48
SASSA Service Office: Uitenhage	302	233	69
South Africa	3353	2560	793

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

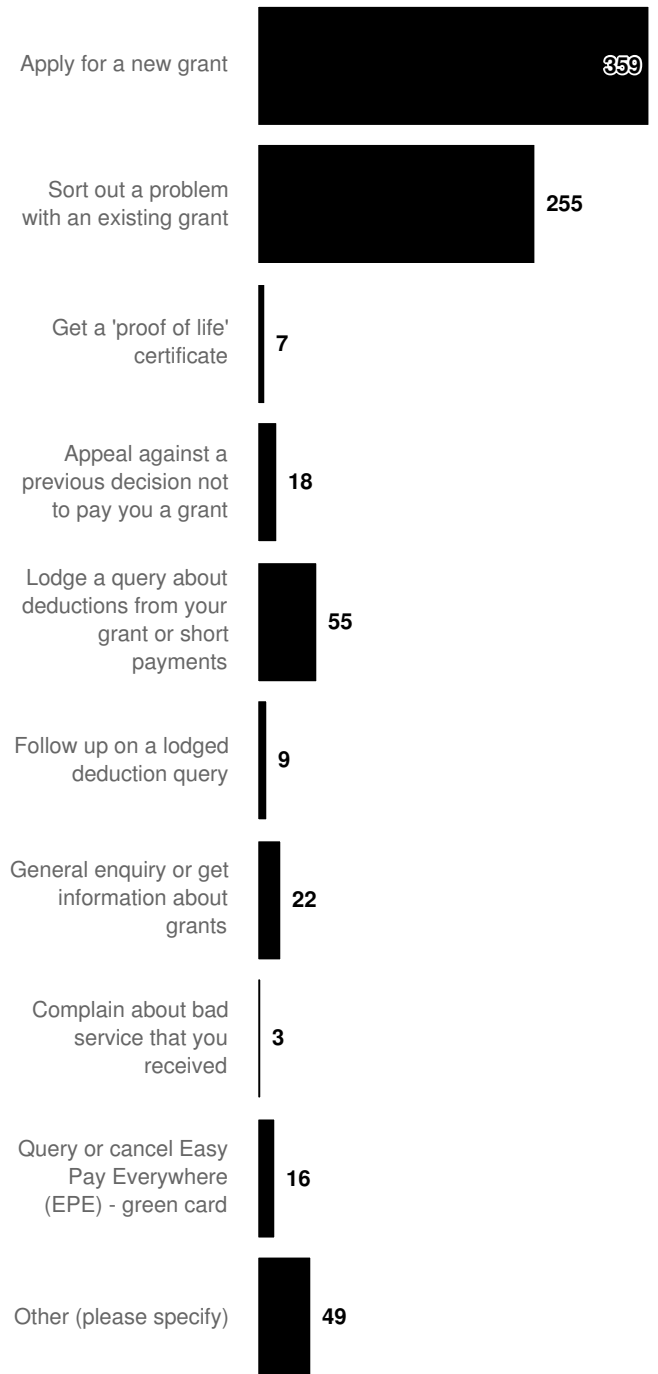


What kind of service did you come here for?

Female

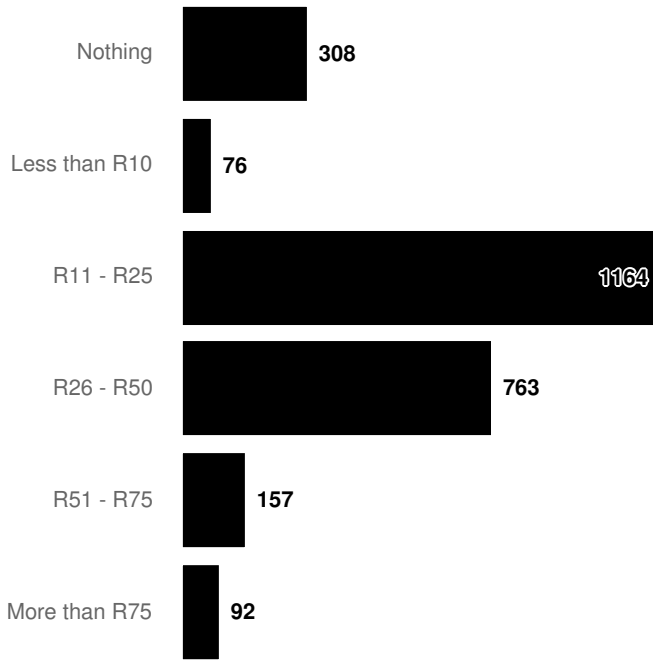


Male

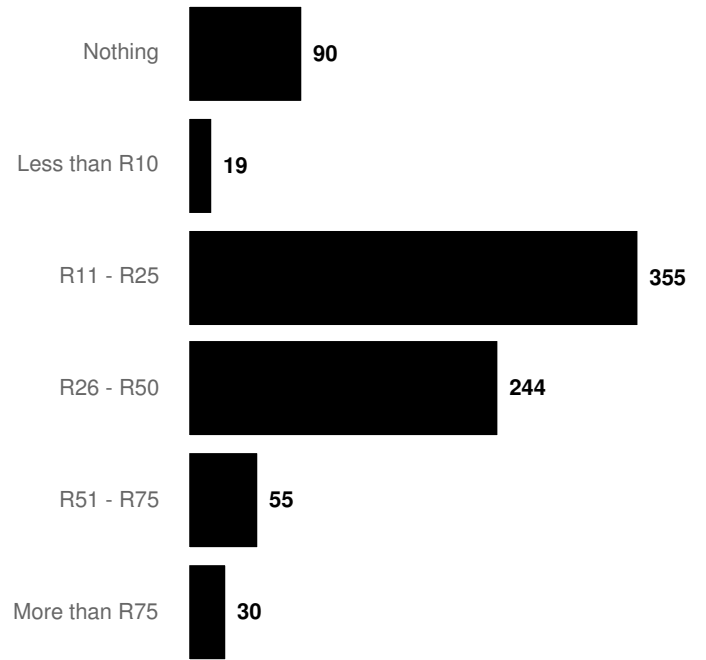


What was the total amount you had to pay for transport to the service office?

Female

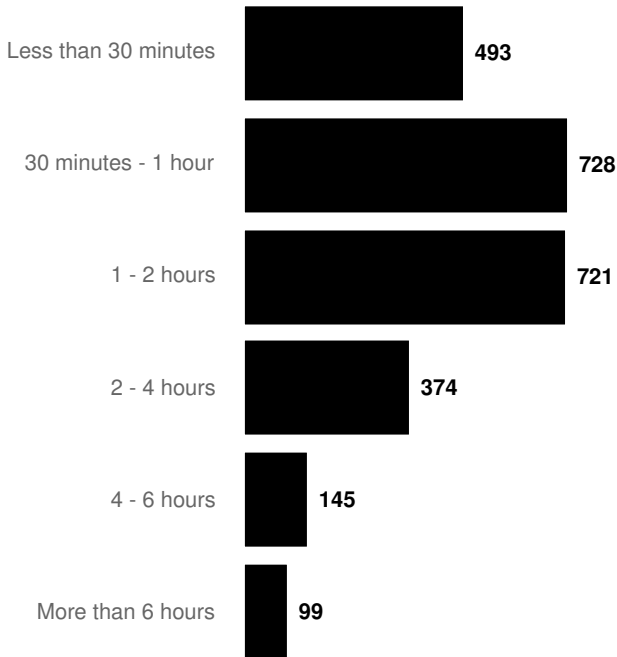


Male

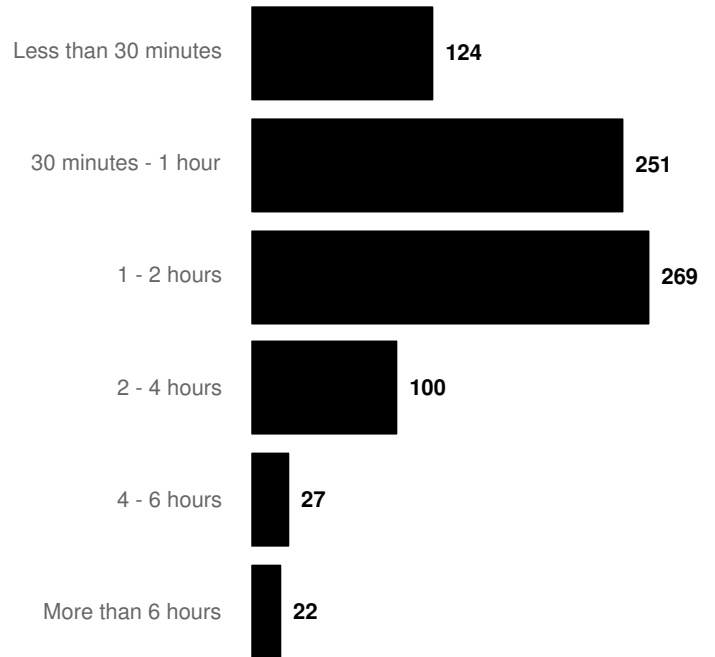


How long did you wait in the queue before you were attended to?

Female



Male



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

Female



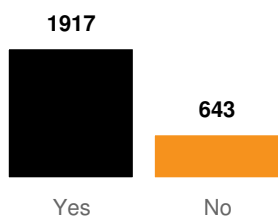
Male



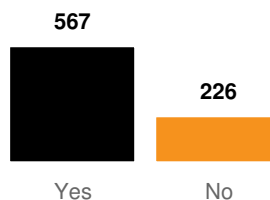
Please answer yes or no to the following questions

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

Female

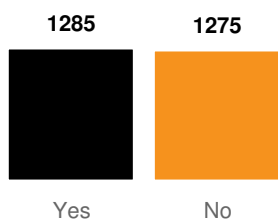


Male

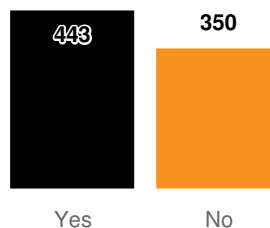


Did the person serving you tell you their name or wear a name tag?

Female

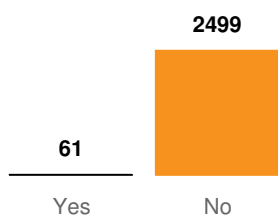


Male

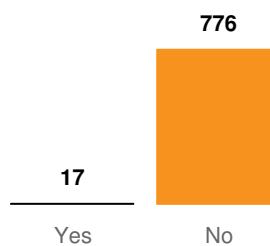


Did any official (including security) ask you for money or a favour in order to help you?

Female

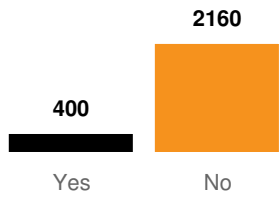


Male

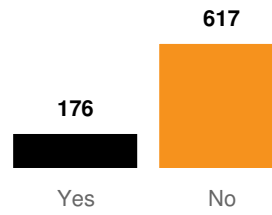


Are you aware that you can apply for a grant even if you do not have an ID book, using alternative identification methods? (Regulation 11)

Female



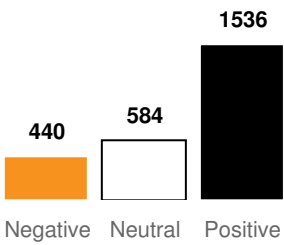
Male



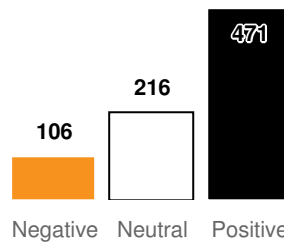
How would you rate the performance of the staff in the following areas?

What was the state of the waiting area?

Female

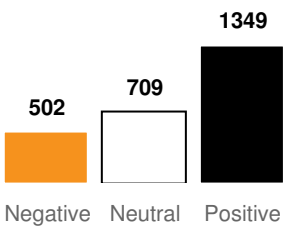


Male

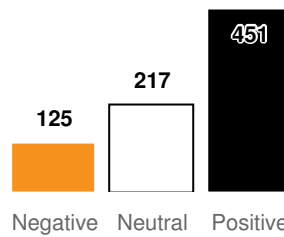


Is there adequate shelter, seating, toilets, disability access, clean water and cups, good ventilation?

Female

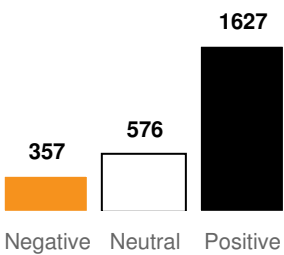


Male

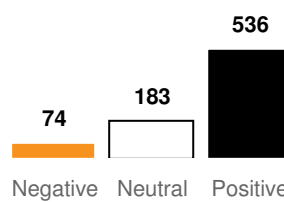


How well did the staff manage queues?

Female

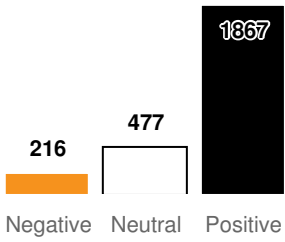


Male

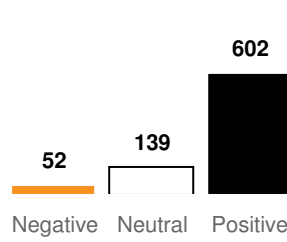


How respectful were the staff to you?

Female

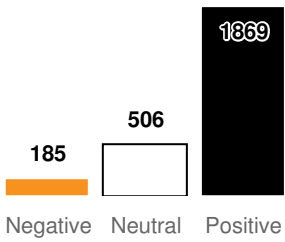


Male

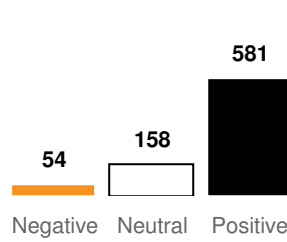


Did the staff answer your questions clearly and give you the correct information that you needed?

Female

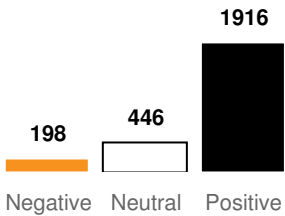


Male

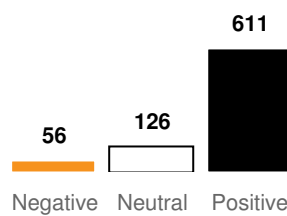


Were you satisfied with the service that you received?

Female

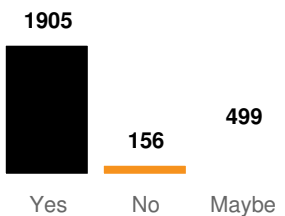


Male

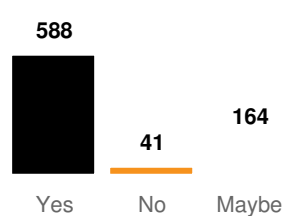


Do you think that this service office will learn from this survey and improve their services?

Female



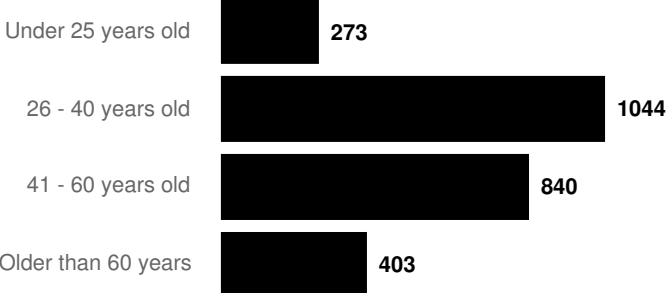
Male



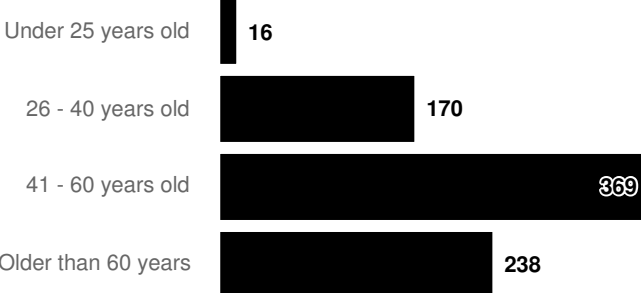
Some questions about you

How old are you?

Female



Male



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FOR DEVELOPMENT

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