Level of satisfaction with municipal services

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Image:
https://www.joburg.org.za/media_/Newsroom/Pages/2014%20Articles/Joburg-increases-access-to-basic-services.aspx

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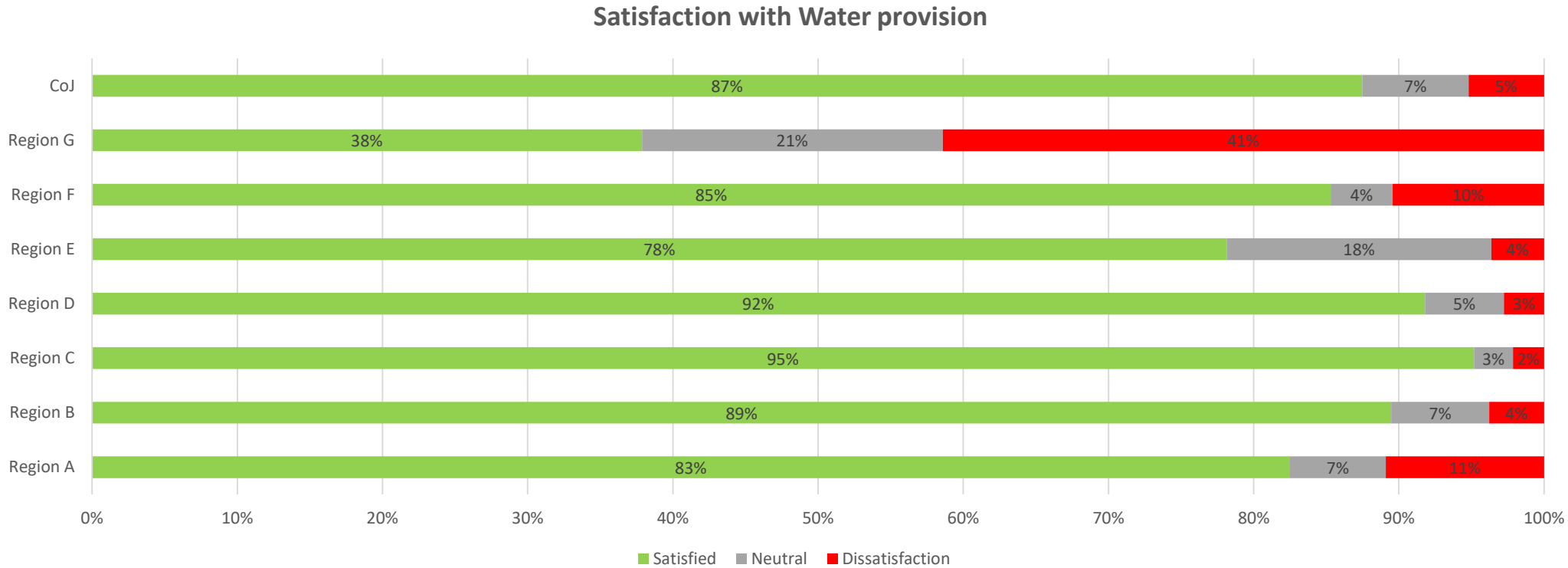
INTRODUCTION

- Data used in this brief is from the Customer Satisfaction survey (CSS) , conducted by Ask Afrika during 2021/22 financial year.
- The survey is conducted every two years.
- CSS data looks at Satisfaction level based on the mean score calculations and this brief looks at a percentage of respondents satisfied, neutral and dissatisfied
- The implication of using a different method from CSS is that the figures in this brief will differ from the reported figures in the CSS report .

Image: COGTA https://www.linkedin.com/pulse/customer-satisfaction-survey-what-ask-your-naval-vaswani

Issue 31: Level of satisfaction with municipal services



- 87% of respondents in the City were satisfied with water service
- Region C reported the highest level of satisfaction with water provision at 95% followed by region D at 92%
- Region G reported the highest level of dissatisfaction with provision of water at 41%

Data Source: CSS,2021/22

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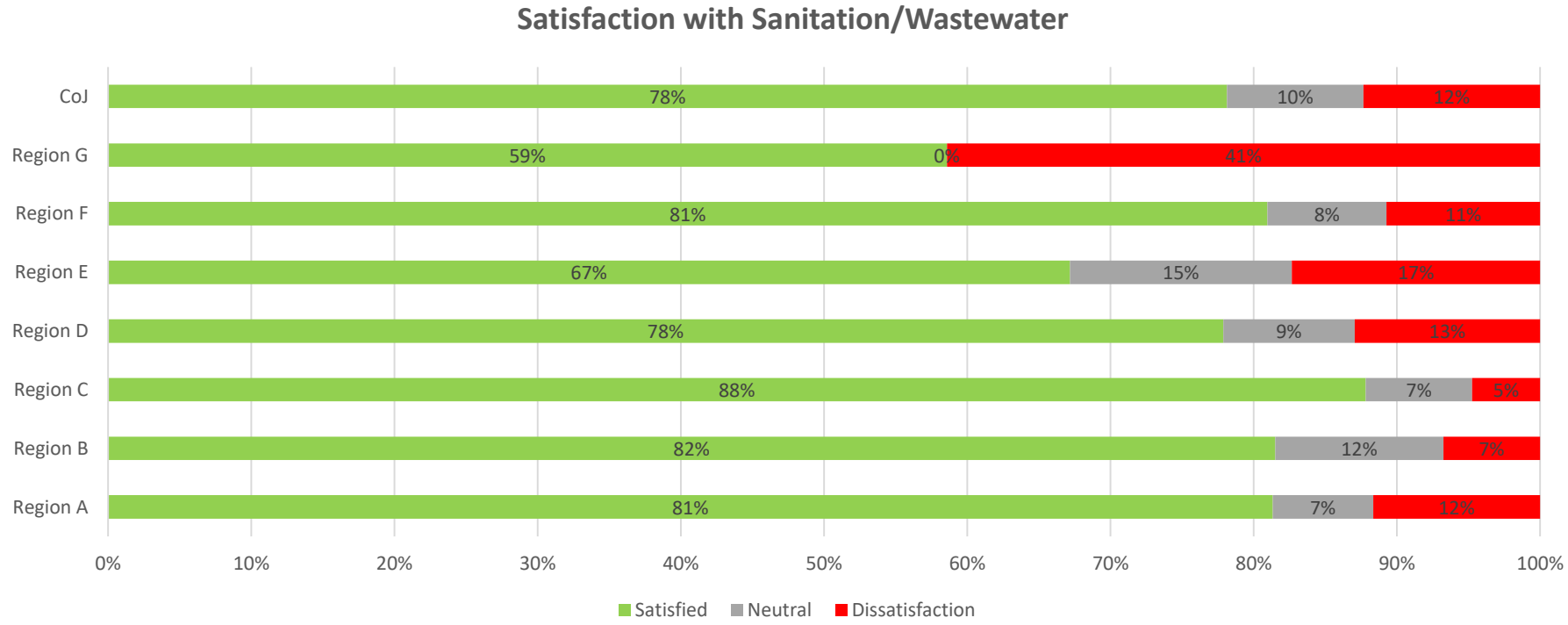

- 78% of respondents in the City were satisfied with sanitation.
- Region C has reported the highest level of satisfaction with sanitation services at 88% followed by region B at 82%
- Region G reported highest level of dissatisfaction with sanitation services at 41% followed by region E at 17%

Data Source:
CSS,2021/22

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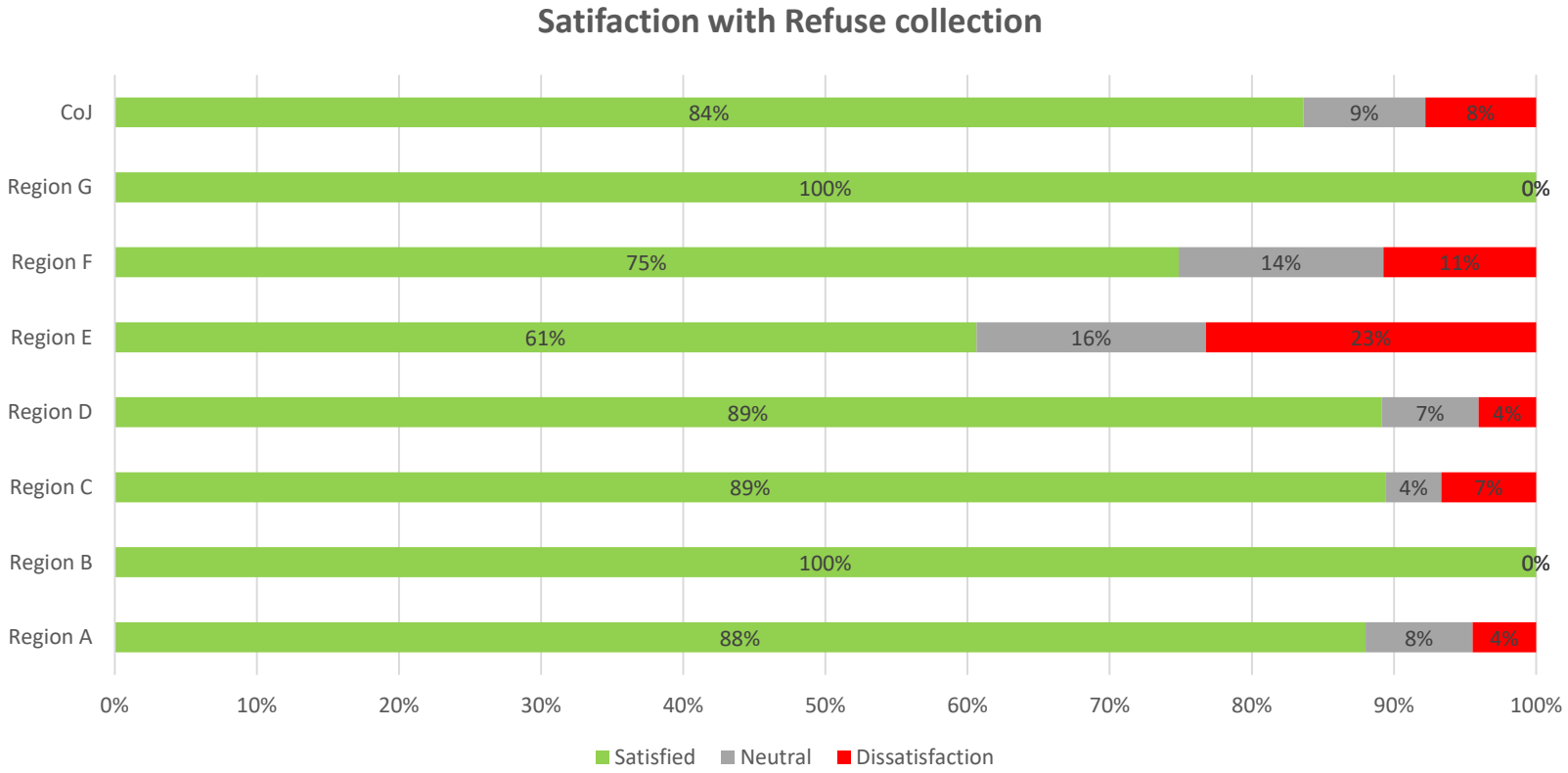

- 84% of respondents were satisfied with refuse collection services in the City with only 8% of respondents dissatisfied
- Regions G and B reported highest level of satisfaction with refuse collection at 100% respectively
- Region E reported the highest level of dissatisfaction at 23% followed by region F at 11%

Data Source: CSS,2021/22

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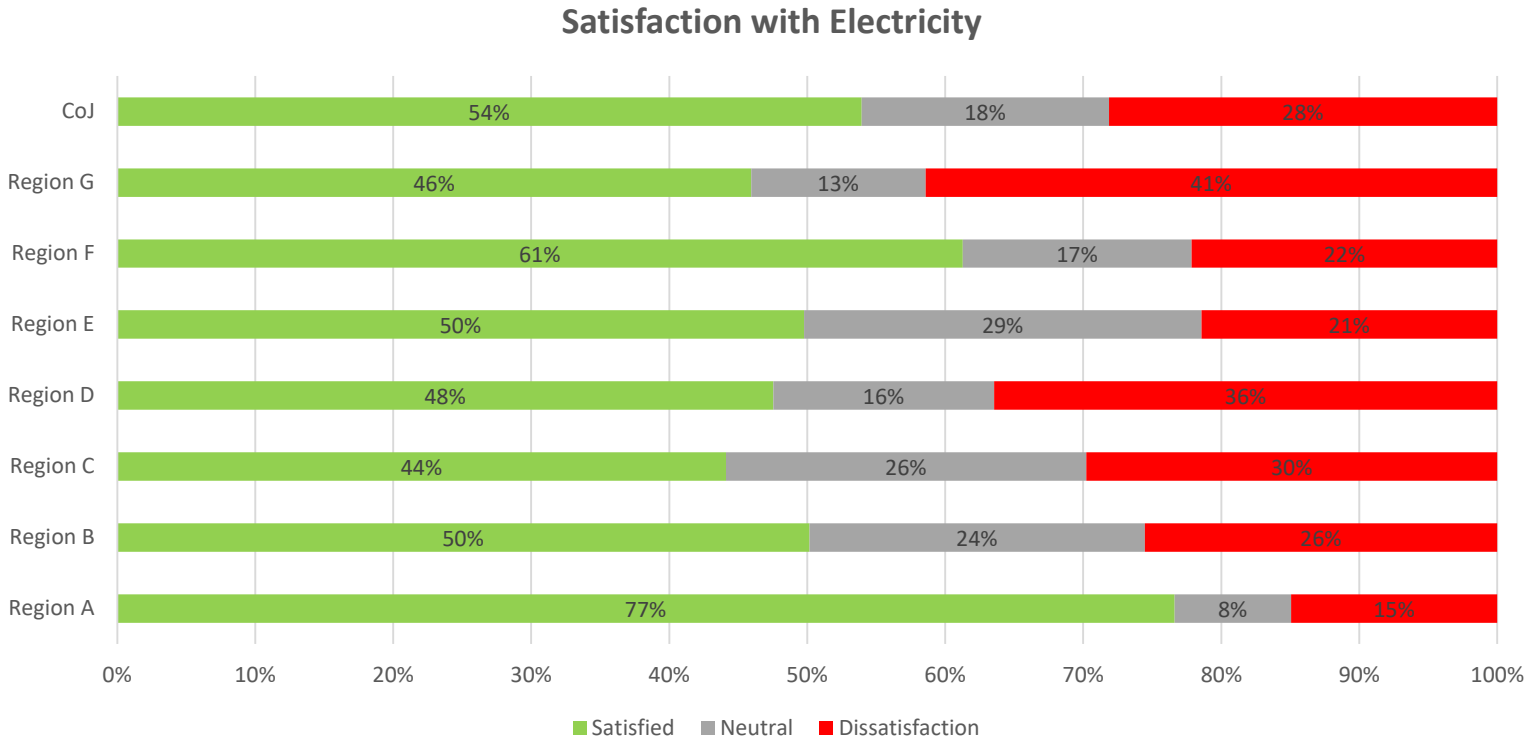

- 54% of respondents in the City were satisfied with electricity services with 28% reporting dissatisfaction
- Region A reported highest level of satisfaction with electricity at 77% followed by region F at 61%
- Region G reported highest level of dissatisfaction with electricity at 41% followed by region D at 36%
- Region E reported highest level of respondents who were neither satisfied nor dissatisfied at 29%

Data Source: CSS,2021/22

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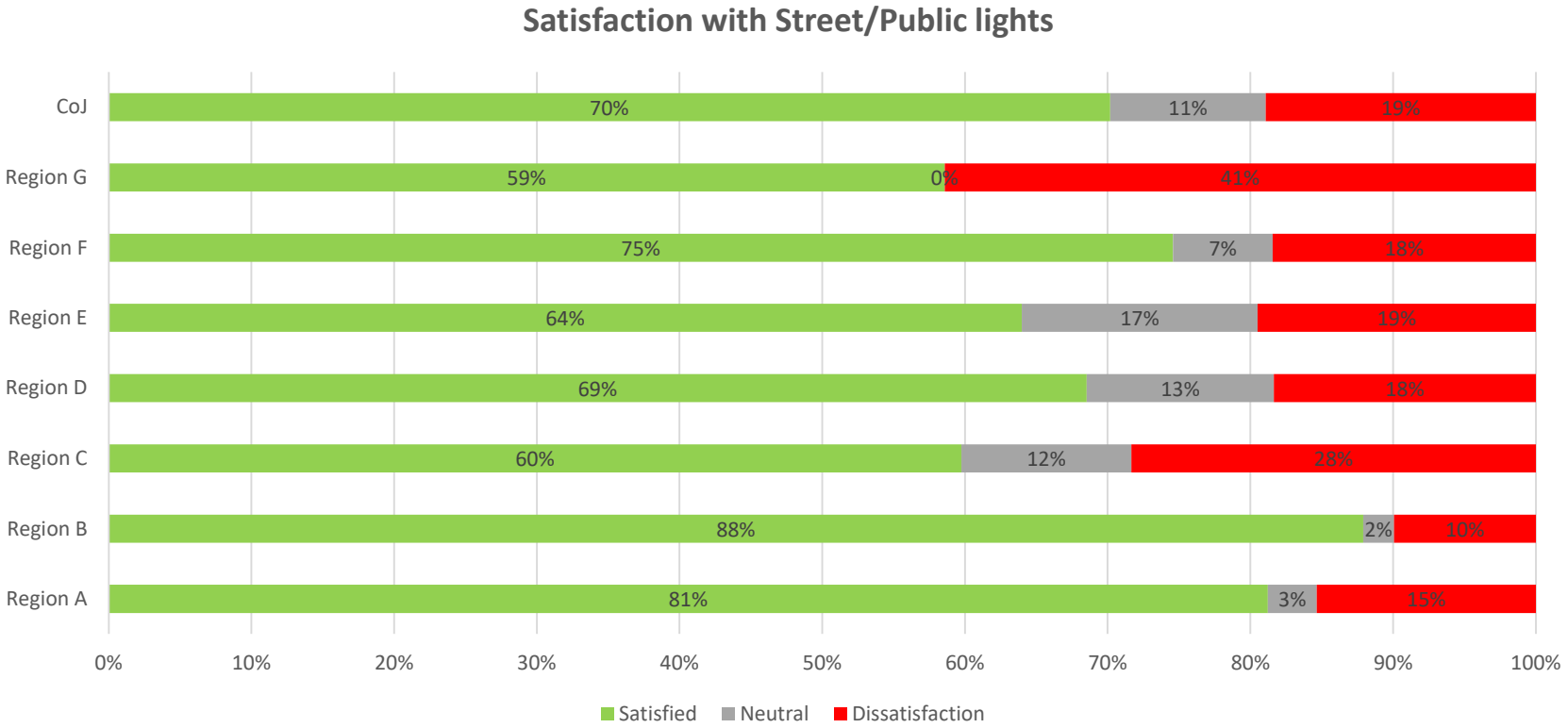

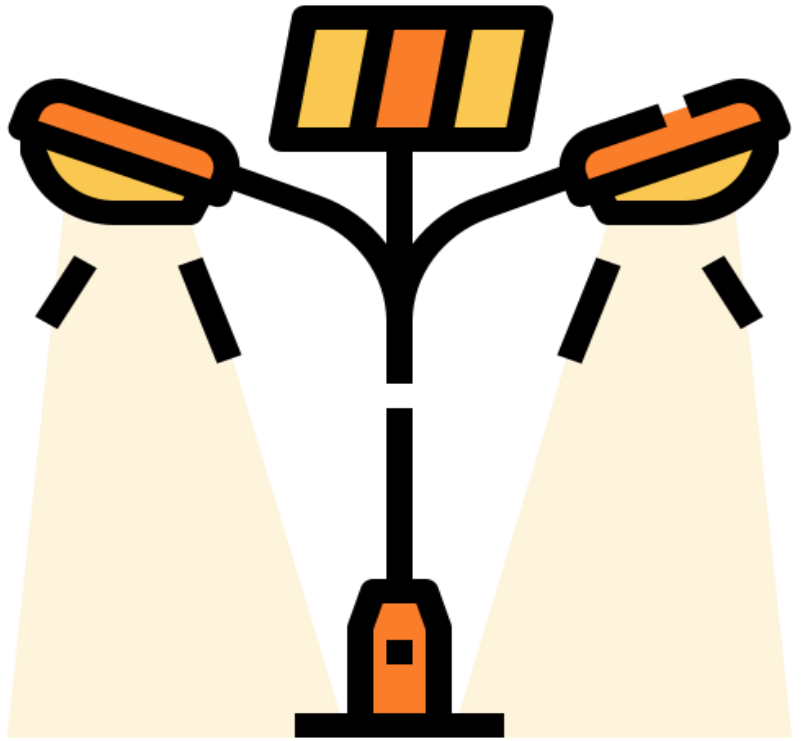

- 70% of respondents in the City were satisfied with streetlights with only 19% of respondents dissatisfied
- Region B reported highest level of satisfaction with streetlights at 88% followed by region A at 81%
- Region G reported highest level of dissatisfaction with streetlights at 41% followed by region C at 28%

Data Source: CSS,2021/22

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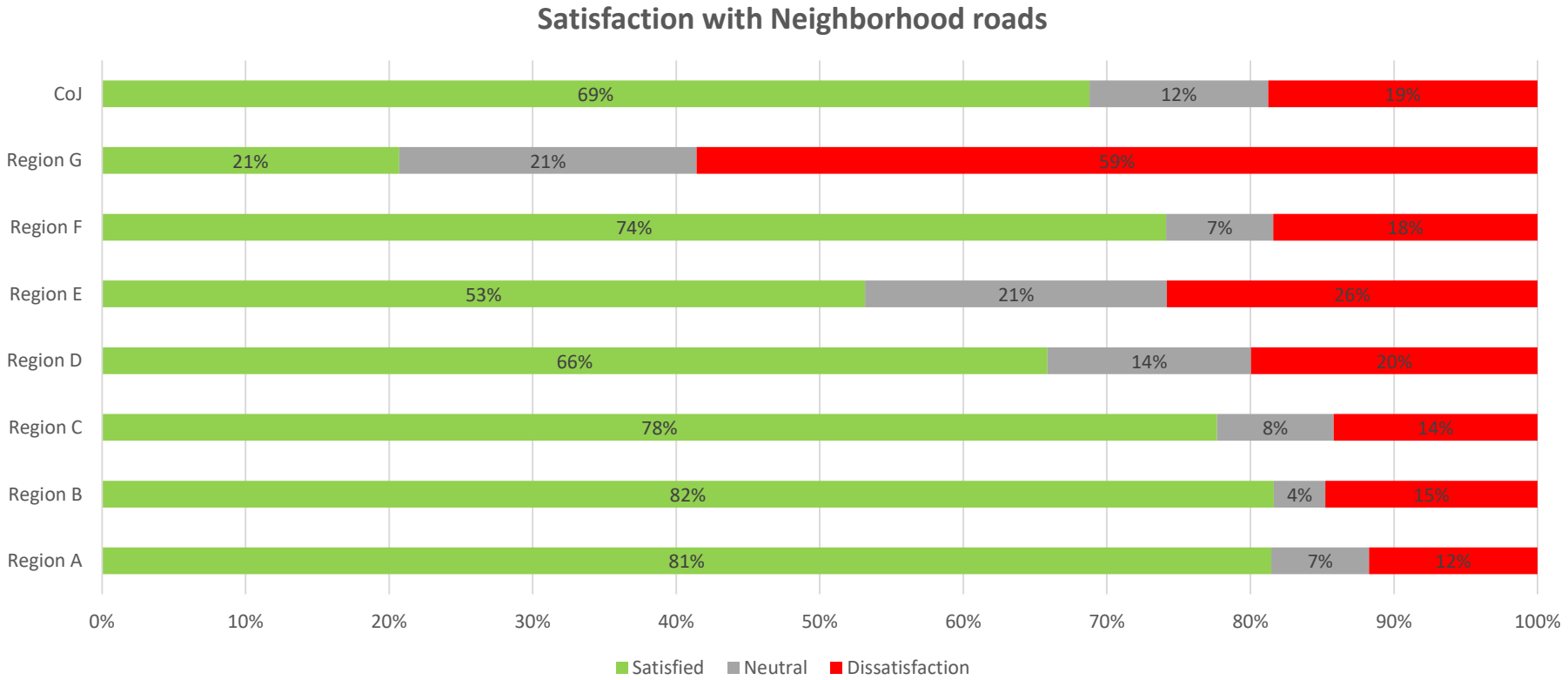

- 69% of respondents reported satisfaction with neighborhood roads in the City of Johannesburg with only 19% of respondents dissatisfied.
- Region B reported highest level of satisfaction with roads at 82% followed by region A at 81%
- Region G reported highest level of dissatisfaction with roads at 59% followed by region E

Data Source: CSS,2021/22

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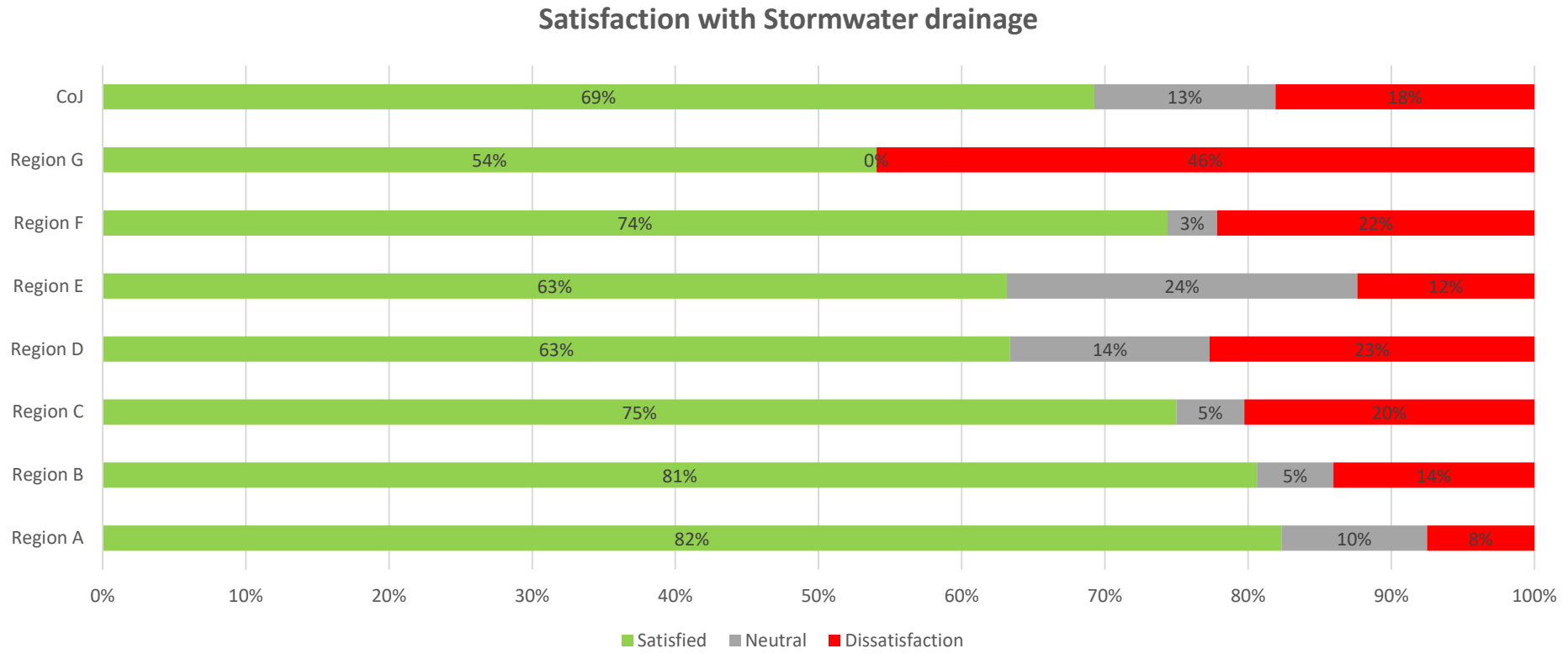

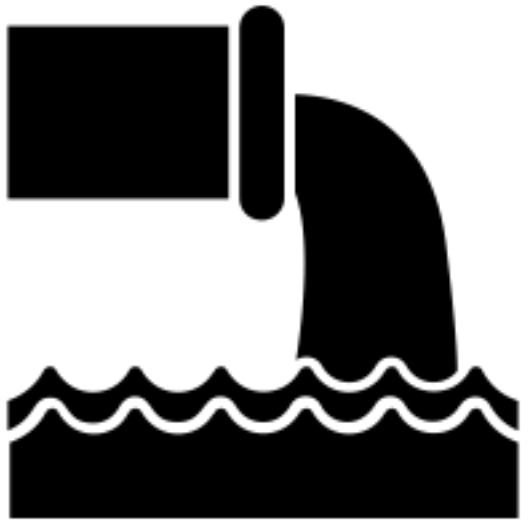

- 69% of respondents were satisfied with stormwater drainage in the City of Johannesburg with only 18% of respondents dissatisfied
- Region A reported highest level of satisfaction with stormwater drainage at 82% followed by region B at 81%
- Region G reported highest level of dissatisfaction with stormwater drainage at 46% followed by region D at 23%

Data Source: CSS,2021/22

CONCLUSION

- Region G reported highest level of dissatisfaction with basic services (listed below) offered by City of Johannesburg.
- Below are the services the City needs to focus on to improve satisfaction in region G
  - Water provision
  - Sanitation
  - Electricity
  - Street/Public lights
  - Stormwater
- The City needs to focus on refuse collection service in Region E (dissatisfaction at 23%)
- Electricity is the service with the highest level of dissatisfaction across all regions and this is due to load shedding that is happening throughout the country