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Annexure A

QUESTIONNAIRE ON IMPLEMENTATION OF THE BATHO PELE PRINCIPLES

INSTRUCTIONS

This questionnaire is intended to obtain information on the implementation of the principles of the White Paper on Transforming Public Service Delivery (the *Batho Pele White Paper*), (Notice 1459 of 1997) by Statistics South Africa (Stats S.A.). The results of this questionnaire will be used for academic purposes, but will also be available to Stats S.A.

Employees have varied opinions on matters; please give your own/honest opinion, since this will aid in making the end product an accurate reflection of combined experiences in your institution. Do not write your name on the questionnaire. All information supplied will be treated with the strictest confidentiality.

A. BIOGRAPHICAL INFORMATION

1. Please complete your:

Unit/Section _____ and

Directorate _____

2. Indicate the level of your job, (by encircling the appropriate number).

Senior Management (Director and Above)	1
Middle Management (Deputy/Assistant Director)	2
Supervisory Level (Senior Administrative Officer/ Administrative Officer)	3
Other (Specify: _____)	4

3. Indicate your highest educational qualification, (by encircling the appropriate number).

Post Graduate Qualification	1
Graduate Qualification	2
Grade 12/ Matric	3
Other (Specify: _____)	4

B. BATHO PELE PRINCIPLES

For each statement, encircle a number which best reflects your opinion.

Encircle only one number in the box next to the question.

Use the following scale:	
1 = I disagree completely	3 = I agree to some extent
2 = I disagree to some extent	4 = I agree completely

	Disagree → Agree			
04. I understand and support the principles of <i>Batho Pele</i> .	1	2	3	4
05. I am aware of the provisions of Stats S.A.'s Service Delivery Plan.	1	2	3	4
06. I know who the customers of Stats S.A. are and what services we provide to them.	1	2	3	4
07. The customers of Stats S.A. are important to me.	1	2	3	4
08. I treat all customers of Stats S.A. with respect and courtesy.	1	2	3	4
09. I always try to improve relationships with all our customers.	1	2	3	4
10. My conduct towards customers is monitored regularly.	1	2	3	4
11. Customers are consulted on a regular basis on what their needs are.	1	2	3	4
12. All customers of Stats S.A. are aware of what services we deliver and how to go about accessing them.	1	2	3	4
13. Customers are kept updated on changes in our institution and services.	1	2	3	4
14. Customers are aware of what they can expect in terms of service delivery standards.	1	2	3	4
15. I always aim to improve service delivery in my workplace	1	2	3	4
16. I know exactly what is expected of me according to service delivery standards of quality, quantity, time and cost.	1	2	3	4
17. I was involved in setting the above mentioned service delivery standards.	1	2	3	4
18. I regard the above mentioned standards as challenging but realistic.	1	2	3	4
19. My performance according to service delivery standards is monitored regularly.	1	2	3	4
20. Stats S.A. is employing a tool which measures customer satisfaction.	1	2	3	4
21. Stats S.A. has a system in place through which customers can register complaints.	1	2	3	4
22. Complaints are referred to the relevant official and handled swiftly.	1	2	3	4

	Disagree → Agree			
23. Complaints about service delivery in Stats S.A. effect changes which prevent the same mistakes from being made again.	1	2	3	4
24. Stats S.A. has set targets for increasing access to its services for all customers.	1	2	3	4
25. I was consulted on how to improve customer service.	1	2	3	4
26. I have, or am scheduled to, receive service delivery related training.	1	2	3	4
27. I try to persuade my colleagues to implement the <i>Batho Pele</i> principles	1	2	3	4
28. The importance of effective service delivery is reflected by the actions of all Sats S.A. staff members	1	2	3	4
29. The organisational transformation and restructuring envisaged for Stats S.A. will improve service delivery.	1	2	3	4
30. It is my opinion that Stats S.A. is meeting the requirements of Batho Pele and that we are achieving excellence in service delivery.	1	2	3	4