

SASSA Cash Preference Survey

Site Name	
Monitor Name	
Date	

Survey

1. Gender

Male	Female
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2. Age

Under 25 years	26-40 years old	41-60 years old	Older than 60 years
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3. What kind of grant/s do you receive - or are you applying for? (Select all those that apply)

	State Old Age Grant
	Disability Grant
	Child-Support Grant
	Foster Child Grant
	Care Dependency Grant
	War-Veteran's Grant
	Grant in aid

4. Why do you choose to get your grant in Cash? (Please pick 3 choices)

	I'm too far from a bank or ATM or merchants
	I prefer my cash up front
	I enjoy spending time with friends and acquaintances when I collect my grant
	I am not comfortable using the machines / ATMs

	Bank fees are expensive
	To avoid deductions on my grant
	I can get assistance from the SASSA helpdesk
	Other (please specify)

5. Would you switch to another method of payment?

No	Yes - to SAPO	Yes - to a commercial bank
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6. How far do you have to travel to get to your nearest pay point?

Under 2km	Between 2km and 5km	Between 5km and 10km	Over 10km
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7. What was the total amount you had to pay for the transport to the pay point?

Nothing	Less than R10	R11- R25	R26- R50	R51-R75	More than R75
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8. How long did you wait in the queue before you were attended to?

Less than 30 mins	30 mins - 1 hour	1 - 2 hours	2 - 4 hours	4 - 6 hours	More than 6 hours
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9. What card do you use to collect your grant?

SAPO	Old SASSA card	EPE Grindrod	Other: (card/bank)
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10. Has anyone approached you to try to get you to change your card to a commercial bank, including EPE Grindrod?

Yes	No	Unsure
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11. Did anyone ask you for money or a favour in order to help you?

Yes	No
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a. If yes, who was it?

SASSA	CPS	Security	Other:
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12. What do you think about the service provided at this pay point?

How would you rate the standard of performance in the following area?

	Poor	OK	Excellent
What was the level of safety at the pay point?			
How satisfied were you with the security inside and outside the pay point?			
What was the state of the waiting area?			
Is there adequate shelter ?			
Is there adequate seating?			
Are there adequate toilets?			
Is there disability access?			
Is there access to clean water and cups?			
Is there adequate ventilation?			
Were queues managed well?			
Were you treated respectfully?			

13. Are there any comments you would like to add?