



## SASSA Cash Preference Survey

|              |  |
|--------------|--|
| Site Name    |  |
| Monitor Name |  |
| Date         |  |

### Survey

#### 1. Gender

|      |        |
|------|--------|
| Male | Female |
|------|--------|

#### 2. Age

|                |                 |                 |                     |
|----------------|-----------------|-----------------|---------------------|
| Under 25 years | 26-40 years old | 41-60 years old | Older than 60 years |
|----------------|-----------------|-----------------|---------------------|

#### 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 |
|----|---------------|----------------------------|

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 |
|-----------|---------------------|----------------------|-----------|

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 |
|---------|---------------|----------|----------|---------|---------------|

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 |
|-------------------|------------------|-------------|-------------|-------------|-------------------|

9. What card do you use to collect your grant?

|      |                |              |                    |
|------|----------------|--------------|--------------------|
| SAPO | Old SASSA card | EPE Grindrod | Other: (card/bank) |
|------|----------------|--------------|--------------------|

10. Has anyone approached you to try to get you to change your card to a commercial bank, including EPE Grindrod?

|     |    |        |
|-----|----|--------|
| Yes | No | Unsure |
|-----|----|--------|

11. Did anyone ask you for money or a favour in order to help you?

|     |    |
|-----|----|
| Yes | No |
|-----|----|

a. If yes, who was it?

|       |     |          |        |
|-------|-----|----------|--------|
| SASSA | CPS | Security | Other: |
|-------|-----|----------|--------|

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?

|  |
|--|
|  |
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