

SASSA Frontline Staff Survey

Service Office	
Monitor	
Date	

1. Facilities, equipment, resources and materials

Please answer **yes** or **no** to the following questions, by indication of a single 'x'

	Yes	No
Are the staff at this office well trained to provide quality service?		
Do staff advise applicants of their right to apply in terms of Regulation 11, where necessary? (Use of alternative identification documents)		
Do the staff have enough equipment in good working order to provide quality service?		
Does the physical condition of the building make a good working environment?		
Do you have enough information material, written in their own language, to give to people who use your services?		

2. Would you like to mention any personal experience related to any of these questions?

3. Leadership and supportive relationships

Select a **single** answer using an 'x'

To what extent do you agree or disagree with the following statements	Strongly disagree	Disagree	Neither disagree nor agree	Agree	Strongly Agree
Our managers ensure that Batho Pele principles are practised in this office					
My manager is helpful when I find the work difficult					
My manager encourages team work					
My manager ensures that we work in a safe and healthy environment					

District and provincial offices provide the support and resources that we need to perform well					
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4. Motivating and enabling factors (including incentives)

Select a *single* answer using an 'x'

To what extent do you agree or disagree with the following statements	Strongly disagree	Disagree	Neither disagree nor agree	Agree	Strongly Agree
Most days I go to work feeling positive about the work that I must do					
My work offers good opportunities to advance in my career					
The work load I am required to do is fair and realistic					
In this work I can use my skills and talents to the full					

5. Would you like to mention any personal experience related to any of these questions?

6. Personal opinion questions

Please answer *yes* or *no* to the following questions, by indication of a single 'x'

	Yes	No	Maybe
Is this office open during full working hours every day?			
Do the staff treat the clients fairly and equally?			
Do all staff wear their name tags?			
Do the staff give accurate and correct information to clients in their own languages?			
Does the service office give accurate and correct information to clients in their own languages?			
Are staff friendly and polite to clients?			
Are citizen complaints addressed promptly and feedback given?			
My colleagues and I do the best work we possibly can			
I would recommend this office to a friend, as a place to work			

Do you think that managers at this service office will learn from this survey and improve their management practice?*			
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**Note: We are measuring whether the respondent has hope of improvement being possible*

7. What improvements would you most like to see at this service office?

8. Select your gender

Circle a **single** answer

Male	Female
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9. How old are you?

Circle a **single** answer

Under 25 years old	26 - 40 years old	41 - 60 years old	Older than 60 years
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10. How long have you worked at this service office?

Circle a **single** answer

Under 6 months	6 months - 2 years	More than 2 years
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11. What is your current job category?

General Worker	Grant administrator, Admin support Clerk	Team leader, Admin support officer	Senior grant administrator	Assistant manager, Local office manager
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