

SASSA Service Office Citizen Survey

Service Office	
Surveyor	
Date	

1. What kind of grant/s do you receive - or are you applying for?

Select **all** those which apply with an 'x'

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

2. What kind of service did you come here for?

Select **one** which applies, with an 'x'

	Apply for a new grant
	Sort out a problem with an existing grant
	Get a 'proof of life' certificate
	Appeal against a previous decision not to pay you a grant
	Enquire about deductions from your grant or short payments
	General enquiry or get information about grants
	Complain about bad service that you received
	Other:

3. What was the total amount you had to pay for transport to the service office?

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

Less than 30 minutes	30 minutes - 1 hour	1 - 2 hours	2 - 4 hours	4 - 6 hours	More than 6 hours
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5. How many times have you come to this office for the same issue - because it was not resolved the first time?

This is my 1st visit for this issue	This is my 2nd visit for this same issue	This is my 3rd or more visit for this same issue
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If this is your 2nd visit, or more, please tell us the reasons for needing to come back?

	1	2	3	4	5	6	7	8	9	10	11	12	13	14	15	16	17	18	19	20	21	22	23	24	25	26	27	28	29	30	31	32	33	34	35	36	37	38	39	40	41	42	43	44	45	46	47	48	49	50	51	52	53	54	55	56	57	58	59	60	61	62	63	64	65	66	67	68	69	70	71	72	73	74	75	76	77	78	79	80	81	82	83	84	85	86	87	88	89	90	91	92	93	94	95	96	97	98	99	100	101	102	103	104	105	106	107	108	109	110	111	112	113	114	115	116	117	118	119	120	121	122	123	124	125	126	127	128	129	130	131	132	133	134	135	136	137	138	139	140	141	142	143	144	145	146	147	148	149	150	151	152	153	154	155	156	157	158	159	160	161	162	163	164	165	166	167	168	169	170	171	172	173	174	175	176	177	178	179	180	181	182	183	184	185	186	187	188	189	190	191	192	193	194	195	196	197	198	199	200	201	202	203	204	205	206	207	208	209	210	211	212	213	214	215	216	217	218	219	220	221	222	223	224	225	226	227	228	229	230	231	232	233	234	235	236	237	238	239	240	241	242	243	244	245	246	247	248	249	250	251	252	253	254	255	256	257	258	259	260	261	262	263	264	265	266	267	268	269	270	271	272	273	274	275	276	277	278	279	280	281	282	283	284	285	286	287	288	289	290	291	292	293	294	295	296	297	298	299	300	301	302	303	304	305	306	307	308	309	310	311	312	313	314	315	316	317	318	319	320	321	322	323	324	325	326	327	328	329	330	331	332	333	334	335	336	337	338	339	340	341	342	343	344	345	346	347	348	349	350	351	352	353	354	355	356	357	358	359	360	361	362	363	364	365	366	367	368	369	370	371	372	373	374	375	376	377	378	379	380	381	382	383	384	385	386	387	388	389	390	391	392	393	394	395	396	397	398	399	400	401	402	403	404	405	406	407	408	409	410	411	412	413	414	415	416	417	418	419	420	421	422	423	424	425	426	427	428	429	430	431	432	433	434	435	436	437	438	439	440	441	442	443	444	445	446	447	448	449	450	451	452	453	454	455	456	457	458	459	460	461	462	463	464	465	466	467	468	469	470	471	472	473	474	475	476	477	478	479	480	481	482	483	484	485	486	487	488	489	490	491	492	493	494	495	496	497	498	499	500	501	502	503	504	505	506	507	508	509	510	511	512	513	514	515	516	517	518	519	520	521	522	523	52
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6. Service

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

	Yes	No
Did you know before you came what documents you had to bring with you?		
Did the person serving you tell you their name or wear a name tag?		
Did any official (including security) ask you for money or a favour in order to help you?		
Are you aware that you can apply for a grant even if you do not have an ID book, using alternative identification methods? (Regulation 11)		

7. How would you rate the performance of the staff in the following areas?

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

	Very poor	Poor	Not good, not bad	Good	Excellent
What was the state of the waiting area?					

How well did the staff manage queues? Were you guided to the right queue? Did you experience any bad behaviour whilst waiting?					
How respectful were the staff to you?					
Did the staff answer your questions clearly and give you the correct information that you needed?					
Were you satisfied with the service that you received?					

8. Would you like to say more about your personal experience at this service office?

9. Do you think that this service office will learn from this survey and improve their services?

**Note: We are measuring whether the respondent has hope of improvement being possible*

Yes	No	Maybe
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10. What improvements would you most like to see at this service office?

11. Select your gender

*Circle a **single** answer*

Male	Female
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12. 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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