



KZN Premier welcomes the Citizens Survey Report released by Stats SA 5 February 2016

KwaZulu-Natal Premier Senzo Mchunu has welcomed the release of the Citizens Satisfaction Survey which was conducted by Statistic South Africa between October and November 2015. With the population of more than 10 million, the survey recorded 83% response rate and it covered the whole province.

“In my inauguration speech in May 2014, I promised a continuous co-ordination of regular citizens-satisfaction surveys to measure the impact this government is making in improving service delivery. “

“I indicated that citizens would be given the opportunity to express their dissatisfaction and to point out weaknesses and strengths in relation to service delivery. This is what democracy is all about - giving the citizens the platforms and tools to assess the performance of the government they elected.”

“It is my view that government departments, public entities and municipalities must always be subjected to this citizens-satisfaction survey which should be carried out in partnership with experts including leaders of various communities and big business.”

“The latest results have clearly indicated that while the provincial government is making progress in ensuring service delivery, there is a need to intensify our efforts.”

According to Stats South Africa:

‘the results were fairly evenly distributed, with 33% of citizens stating that they were satisfied, 31% stating that they were somewhat satisfied, and 36% expressing dissatisfaction with the performance of the KZN provincial government. The ratings differed markedly by population group, education level and income. Almost 50% of the coloured population stated that they were satisfied with provincial government’s performance, while only 31% of Indian Asians indicated that they were satisfied.’

As levels of education increased, satisfaction with performance of provincial government increased as well. Those within the highest income bracket were twice as likely to be satisfied with the performance of provincial government as those in the lowest income bracket. The findings differed markedly when citizens were asked about their level of satisfaction with the overall performance of local government. 49% of residents indicated dissatisfaction with the overall performance of local government, with only 25% indicating that they were satisfied. The majority (52%) of Black African residents indicated dissatisfaction with the performance of their local municipalities, as compared with colored (27%), Indian/Asian (24%) and white (22%) residents.’

In uMkhanyakude, Zululand and uThukela districts, 70% of residents indicated dissatisfaction with the performance of their local municipality. Amajuba, uThungulu and eThekweni reported the highest levels of satisfaction, with 60% of residents indicating that they were satisfied with the performance of their local municipality.’

What came out very strongly is the whole issue of poverty especially in areas such as Umsinga and uMkhanyakude. Generally speaking, the survey reveals that the drivers of poverty is unemployment at 35% and years of schooling at 15%.’



premier

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“We welcome the results unreservedly. I want to assure the people of this province that we will double our efforts in order to turn around the situation. As guided by the Provincial Growth and Development Plan, we will intervene in sectors of the economy as part of efforts aimed at job creation especially in local municipalities.”

“The Human Resource Development Council, which I chair, will ensure that programmes on skills and youth development are accessed by young people throughout the corners of this province. Starting from the early childhood development, there will be a strong focus on scarce skills such as engineering, science and technology, accounting, information technology, agriculture, health and social services.

“We will focus on the improvement in the quality of education so that our education system is able to produce the required number of skills needed to various sectors of our economy. This is partly to sustain and improve economic growth rates.”

“Next week I will be meeting with captains of industry under the auspices of the KZN Growth Coalition. We must work together in order to make a serious impact in defeating the triple challenges of unemployment, poverty and inequality.”

“This is a call which has been made by the President of the Republic His Excellency J.G Zuma and clearly articulated in the National Development Plan. “This province is blessed with many capable leaders across all sectors of society who have a vision for a prosperous future. However, what is urgently needed is to choose the right path that will enable all of us to reach our destination.”

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