

Dear Respondent

George Municipality is conducting an assessment pertaining to external communication from the George Municipality to the general public.

Apart from obtaining relevant data for the intents of developing an effective external communication strategy for George Municipality, the results of this survey will also serve as a tool to enable George Municipality to identify possible external communication gaps. Recommendations can then be made to provide solutions that will promote external communication by the organisation with the aim of empowering external customers and heightening service delivery and service quality.

Various factors to ascertain the effective utilisation of communication are addressed in the attached questionnaire. Through the statistical analysis of answers provided by participating respondents, the research aims to produce valid and reliable data to be employed by George Municipality.

I therefore urge you to respond to the questionnaire timeously and to complete it as thoroughly as possible. This data can tremendously enhance a service orientation based on effective communication.

All information provided in this questionnaire will be kept confidential and the anonymity of your answers is hereby guaranteed. Please complete the attached questionnaire as per the instructions provided in the document. An electronic version of the questionnaire is available on the official website of George Municipality (www.george.org.za) on the homepage (Communication Questionnaire). Electronically completed questionnaires can be e-mailed to yvonne@george.org.za. Printed questionnaires that were completed in writing can be addressed to "Y Opperman" and handed in at the following points:

- George Tourism Bureau;
- Cashiers at the Civic Centre;
- Area Offices; OR
- Posted to Y Opperman, George Municipality, PO Box 19, George, 6530.

Completed questionnaires **MUST** reach the George Municipality before or on 15 May 2008 to be included in the dissemination of the data. Your participation in this survey is imperative and your cooperation in this regard is very much appreciated. Thank you for your willingness to participate in this survey.

Yours faithfully

ADV E W VERMAAK
DEPUTY MUNICIPAL MANAGER

Geagte Respondent

George Munisipaliteit voer 'n ondersoek uit betreffende die eksterne kommunikasie van die George Munisipaliteit na die algemene publiek.

Behalwe dat relevante data vir die doel van die ontwikkeling van 'n effektiewe eksterne kommunikasiestrategie hierdeur verkry sal word, sal die resultate van die ondersoek ook dien as gereedskap om die George Munisipaliteit instaat te stel om moontlike eksterne kommunikasiegapings te identifiseer. Aanbevelings kan dan gemaak word om oplossings te voorsien wat eksterne kommunikasie deur die Organisasie kan bevorder met die doel om eksterne kliente te beagtig en dienslewering en dienskwaliteit te verhoog.

Verskeie faktore om die effektiewe gebruik van kommunikasie te bepaal, word aangespreek in die aangehegte vraelys. Deur die statistiese analise van antwoorde verskaf deur deelnemende respondente, is dit die doel van hierdie navorsing om geldige en betroubare data te voorsien wat deur George Munisipaliteit gebruik kan word.

Ek moedig u dus aan om betyds te reageer op hierdie vraelys en dit so deeglike moontlik te voltooi. Hierdie data kan 'n diens-orientering gebaseer op effektiewe kommunikasie geweldig verbeter.

Alle inligting wat in die vraelys voorsien word, sal vertroulike gehou word en die anonimiteit van u antwoorde word hierdeur gewaarborg. Voltooi asb die aangehegte vraelys soos per die instruksies wat voorsien word in die dokument. 'n Elektroniese weergawe van die vraelys is beskikbaar op die amptelike webtuiste van George Munisipaliteit (www.george.org.za) op die tuisblad (Kommunikasie Vraelys). Vraelyste wat elektronies voltooi is, kan per e-pos gestuur word na yvonne@george.org.za. Gedrukte vraelyste wat skriftelik voltooi is, kan geadresseer word aan "Y Opperman" en ingehandig word by die volgende punte:

- George Toerismeburo;
- Kassiere by die Burgersentrum;
- Areakantore; OF
- Gepos word na Y Opperman, George Munisipaliteit, Posbus 19, George, 6530.

Voltooide vraelyste MOET George Munisipaliteit bereik voor of op 15 Mei 2008 om ingesluit te word in die intleding van die data. U deelname aan hierdie navorsing is belangrik en u samewerking in hierdie verband word baie waardeer. Dankie vir u bereidwilligheid om deel te neem aan die opname.

Die uwe

ADV E W VERMAAK
ADJUNK MUNISIPALE BESTUURDER

Mphenduli Obekekileyo

UMasipala waseGeorge uqhuba uhlolo oluphathelele kuthungelwano lwangaphandle oluvela kuMasipala waseGeorge lusiya kuwonke wonke jikelele.

Ngaphandle kokufumana ulwazi olunxulumeneyo malunga neenjongo zokuvelisa ubuchule bothungelwano lwangaphandle olusebenzayo luka Masipala waseGeorge, iziphumo zolu vavanyo ziyakusebenza njengesixhobo sokwenza uMasipala waseGeorge abe nako ukwalatha izithuba zothungelwano lwangaphandle ezinokwenzeka. Amacebiso ngoko angenziwa okunikezela ngezisombululo eziyakunyusa uthungelwano lwangaphandle lombutho ngenjongo yokuxhobisa abathengi bangaphandle kunye nohambiso lweenkonzo oluphakamileyo kunye neenkonzo zobulunga.

Izinto ezahlukahlukeneyo zokuqondisisa ukusetyenziswa kakuhle kothungelwano zinanziwe kweli phepha lemibuzo lidityanisiweyo. Ngohlalutyo lwamanani aqokelelweyo eependulo ezinikezelwe ngabaphenduli abathatha inxaxheba, uphando lujolise ekuveliseni ulwazi olunyanisekileyo kunye noluthembekileyo ukuze lusetyenziswe nguMasipala waseGeorge.

Ndiyakukhuthaza ngoko ukuba uphendule kweli phepha lemibuzo kwangexesha kwaye ulizalise ngokugqibeleleyo kangangoko. Olu lwazi lungakhulisa kakhulukazi inkonzo yokuziqhelanisa esekelwe kuthungelwano olusebenzayo.

Lonke ulwazi olunikezelweyo kweliphepha lemibuzo luya kugcinwa luhlebo kwaye ukungaziwa kweependulo zakho kuyaqinisekiswa. Nceda uzalise eli phepha lemibuzo lidityanisiweyo ngokwemiyalelo oyinikiweyo kuxwebhu. Inguqulelo yezixhobo zenzululwazi yeli phepha lemibuzo iyafumaneka kwiwebhusayithi esesikweni kaMasipala waseGeorge (www.george.org.za) kwiphepha lasekhaya (Iphepha lemibuzo lothungelwano). Amaphepha emibuzo azaliswe ngezixhobo zenzululwazi anga imeyilelwa kuyvonne@george.org.za. Amaphepha emibuzo ashicelelweyo azaliswe ngokubhalwa angathunyelwa ku "Y Opperman kwaye anikezelwe kwezi ndawo zilandelayo:

- Iofisi yoKucanda Ilizwe yaseGeorge
- Abatshintshi-mali eCivic Centre
- Iiofisi zommandla; OKANYE
- ZiPoselwe ku Y. Opperman, uMasipala waseGeorge, P O Box 19, George, 6530

Amaphepha emibuzo azalisiweyo KUFUNEKA afike kuMasipala waseGeorge phambi okanye ngomhla we 15 uCanzibe 2008 ukuze aqukwe kwintlakazo yolwazi. Uthatho nxaxheba lwakho kolu phando luyafuneka kwaye intsebenziswano yakho malunga noku ixabisekile kakhulu. Enkosi ngentumekelelo yakho yokuthatha inxaxheba kolu phando: Ozithobileyo

ADV E W VERMAAK

ISEKELA MPHATHI KAMASIPALA

- **INSTRUCTIONS / IMIYALELO**

- Please start with Question 1.
- Nceda qala ngoMbuzo 1
- Please read the instructions in the questionnaire carefully before answering the questions
- Nceda funda imiyalelo kwiphepha lemibuzo ngocoselelo phambi kokuphendula imibuzo

Number Inombolo	Question Umbuzo	Answer Impendulo
GENERAL DETAILS AND SUGGESTIONS / ALGEMENE BESONDERHEDE EN VOORSTELLE / INKCUKACHA NGOKUBANZI KUNYE NAMACEBISO		
<p><u>Instructions:</u> Alternative answers for each question are provided in the right-hand column. Please circle the option that applies to you. If options are not offered on the right-hand side, you are please required to fill in an appropriate answer.</p> <p><u>Instruksies:</u> Alternatiewe vir elke vraag word verskaf in die regterkantste kolom. Omsirkel asb die opsie wat op u van toepassing is. Indien geen opsies in die regterkantste kolom verskaf word nie, oet u asb 'n toepaslike antwoord Invul.</p> <p><u>Imiyalelo:</u> Iimpendulo onokukhetha kuzo malunga nombuzo ngamnye zinikezelwe kuluhlu kwisandla sasekunene. Nceda jikeleza into oyikhethayo ebhekisele kuwe. Ukuba izinto ezikhethwayo azinikezelwanga kwisandla sakho sasekunene, uyacelwa ukuba kufuneka uzalise impendulo efanelekileyo.</p>		
1.	Suburb where you reside Woonbuurt waar u woon Ihlovela ledolophu ohlala kulo	
2.	Gender Geslag Isini	1. Male / Manlik/Indoda 2. Female / Vroulik/Ubhinqile
3.	Total Gross Household income per month Totale Bruto Huishoudelike inkomste per maand Sonke isambuku somvuzo senyanga sendlu	1. 0 – R1000 2. R1001 – R2000 3. R2001 – R3500 4. R3501 – R6000 5. R6001 – R8000 6. R8001 – R10 000 7. R10 001 and over/meer/kunye nangaphezulu
4.	Period residing in George Periode woonagtig in George	1. 0 - 12 months/maande/iinyanga 2. 1 - 4 years/jaar/iminyaka 3. 5 - 10 years/jaar/iminyaka 4. 11 - 15 years/jaar/iminyaka

	Isigaba sexesha lokuhlala eGeorge	5. 16 years or longer/jaar of langer/iminyaka okanye ngaphezulu
5.	Age Ouderdom Ubudala	18 - 25 26 - 35 36 - 45 46 - 55 56 +
6.	I know the address of the George Municipality's official website Ek ken die adres van die George Munisipaliteit se amptelike webtuiste Ndiyayazi idilesi yewebhusayithi esesikweni kaMasipala waseGeorge	Yes/Ja No/Nee Ewe/Hayi
7.	I have access to the Internet and can visit the official municipal website for information Ek het toegang tot die Internet en kan die amptelike munisipale webtuiste besoek vir inligting Ndinethuba lokufikelela kwilntanethi kwaye ndingandwendwela iwebhusayithi esesikweni kamasipala malunga nolwazi	Yes/Ja No/Nee Ewe/Hayi
8.	Should access to the Internet be made available at area offices of George Municipality for utilisation by the general public, I would make use of it to visit the official website and to direct queries to Council via e-mail Sou toegang tot die Internet beskikbaar gemaak word by arekantore van die George Munisipaliteit vir gebruik deur die algemene publiek, sal ek gebruik maak daarvan om die amptelike webtuiste te besoek en navrae aan die Raad te rig via e-pos Ukuba ukufikelela kwilntanethi kwenziwe kwa fumaneka kwiiofisi zommandla kaMasipala	Yes/Ja No/Nee Ewe/Hayi

	<p>waseGeorge ukuba kusetyenziswe nguwonke wonke ngokubanzi, ndiyakuyisebenzisa ukundwendwela iwebhusayithi esesikweni kunye nokubhekisa imibuzo kwiBhunga ngendlela yeimeyili</p>	
9.	<p>I have the following suggestions to improve the municipal website</p> <p>Ek het die volgende voorstelle om die munisipale webtuiste te verbeter</p> <p>Ndinala macebiso okuphucula iwebhusayithi kamasipala</p>	
10.	<p>I would like information on the following subjects in the monthly newsletter included in my municipal account</p> <p>Ek sou hou van inligting rakende die volgende onderwerpe in die munisipale nuusbrieff wat in my maandelikse rekening ingesluit word</p> <p>Ndingathanda ulwazi ngezintloko zilandelayo kwincwadi yeendaba yenyanga efakwa kwi akhawunti yam kamasipala</p>	
11.	<p>Public participation meetings organised by Council are attended very poorly. I have the following suggestions to improve the attendance at public participation meetings organised by George Municipality (including methods of advertising the meeting dates and times).</p> <p>Publieke deelname sessies wat deur die Raad georganiseer word, word uiters swak bygewoon. Ek het die volgende voorstelle om teenwoordigheidsyfers tydens publieke deelname vergaderings deur die George Munisipaliteit georganiseer, te verbeter (ingesluit metodes van advertering van datums en tye vir vergaderings).</p>	

lintlanganiso zothatho-nxaxheba ezilungiselelwa liBhunga zizinyaswa kancinane. Ndinala macebiso alandelayo okuphucula ukuzinyaswa kweentlanganiso zothatho-nxaxheba ezilungiselelwa nguMasipala waseGeorge (kuqukwa neendlela zokwazisa imihla kunye namaxesha entlanganiso)	
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SURVEY QUESTIONS / OPNAME VRAE/IMIBUZO YOPHANDO

Instructions:

Several statements pertaining to the external communication by George Municipality to residents are provided in the following table. Please read the statements carefully and choose the answer most applicable to you and based on your personal experience. Indicate your choice for each statement by making a cross (X) in the appropriate box. The organisational entity referred to in this questionnaire is George Municipality.

Instruksies:

Verskeie stellings betreffende eksterne kommunikasie deur George Munisipaliteit aan inwoners word in die volgende table verskaf. Lees asb die stellings sorgvuldig en kies die antwoord wat die meeste op u van toepassing is, soos gebaseer op u persoonlike ervaring. Dui asb u keuse vir elke stelling aan deur 'n kruis (X) in die toepaslike blokkie te maak. Die Organisatoriese entiteit waarna verwys word in die vraelys is George Munisipaliteit.

Imiyalelo:

Iintetho ezahlukeneyo eziphathelele kuthungelwano lwangaphandle lukaMasipala waseGeorge kubemmi zinikezelwe kule theyibhuli ilandelayo. Nceda funda iintetho ngocoselelo kwaye ukhethe impendulo eyeyona ibhekisele kuwe kunye nesekelwe kumava akho. Bonisa ukhetho lwakho malunga nentetho nganye ngokwenza u(x) kwibhokisi efanelekileyo. Umbutho okhoyo ekubhekiswa kuwo kweli phepha lemibuzo nguMasipala waseGeorge.

		I strongly disagree / Ek verskil sterk / Andivumelani ngamandla	I disagree / Ek verskil / Andivumelani	I neither agree nor disagree / Ek stem nie saam nie en verskil ook nie/ Andikhethi nanye kuzo zombini ukuvuma futhi nokungavumelan	I agree / Ek stem saam / Ndiyavumelana	I strongly agree / Ek stem sterk saam / Ndiyavumelana ngamandla
1	Information on quality specifications is readily available to the general public					

	<p>Inligting rakende kwaliteit spesifikasies is geredelik beskikbaar vir die algemene publiek</p> <p>Ulwazi ngeenkukacha zobulunga sele lufumaneka kuwonke wonke ngokubanzi</p>					
2	<p>Information on services, rates and other applicable information is readily available to the general public</p> <p>Inligting rakende dienste, tariewe en ander toepaslike inligting is geredelik beskikbaar vir die algemene publiek</p> <p>Ulwazi ngeenkonzo, iirhafu kunye nolunye ulwazi olufaneleyo luyafumaneka kuwonke wonke ngokubanzi</p>					
3	<p>The general public is informed about policies and other matters that may influence them (e.g. Indigent Policy, Supply Chain Policy, Council-driven events, etc)</p> <p>Die algemene publiek is ingelig rakende beleide en ander sake wat hul mag beïnvloed (bv. Deernisbeleid, Voorsieningskanaalbestuur Beleid, Raad-gedrewe geleentehede, ens.</p> <p>Uwonke-wonke ngokubanzi uyaziswa ngemigaqo-nkqubo kunye neminye imicimbi engamphemelela. (Umz. Umgaqo-nkqubo wamahlwempu, Umgaqo-nkqubo woMxokelelwano wokunikezela, Iziganeko eziqhutywa liBhunga njl njl)</p>					
4	<p>There is a strong emphasis on marketing the George Council in the local newspapers</p> <p>Daar is 'n sterk klem op die bemarking van die George Raad in die plaaslike koerante</p> <p>Kukho ugxininiso olumandla lokwaziswa kweBhunga laseGeorge kumaphepha-ndaba ale ndawo</p>					
5	<p>If I have any queries, George Municipality reacts to it within a suitable</p>					

	<p>timeframe and issues are usually resolved satisfactorily</p> <p>As ek enige navrae het, reageer George Munisipaliteit op dit binne 'n toepaslike tydsraamwerk en sake word gewoonlik bevredigende opgelos</p> <p>Ukuba ndinayo nayiphina imibuzo, uMasipala waseGeorge uyiphendula phakathi kwexesha elifanelekileyo kwaye imicimbi idla ngokusonjululwa ngokwanelisayo</p>					
6	<p>I am informed about the various services delivered by George Municipality, the departments responsible for these services and the contact information for each of these departments</p> <p>Ek is ingelig rakende die verskeie dienste wat deur George Munisipaliteit gelewer word, die departemente verantwoordelik vir hierdie dienste en die kontakbesonderhede van die onderskeie departemente</p> <p>Ndiyaziswa ngeenkonzoz ezahlukeneyo ezihanjiswa nguMasipala waseGeorge, amasebe amele ezi nkonzoz kunye nolwazi lweendlela zokudibana nala masebe ngamanye</p>					
7	<p>Clear communication methods and systems support effective information flow between the general public and George Municipality</p> <p>Duidelike kommunikasiemetodes en – stelsels ondersteun die effektiewe vloei van inligting tussen die algemene publiek en George Munisipaliteit</p> <p>Indlela zothungelwano ezicacileyo kunye nezixokelelwano ezixhasa ukungena kolwazi okusebenzayo phakathi kukawonke-wonke ngokubanzi kunye noMasipala waseGeorge</p>					
8	<p>George Municipality has a strong “presence”; the logo, slogan and general material utilised in communicating with the general public and in the printed media are easily</p>					

	<p>identifiable</p> <p>George Munisipaliteit et 'n sterk "teenwoordigheid"; die logo, leuse en algemene materiaal wat aangewend word in kommunikasie met die algemene publiek en die gedrukte media word maklik geïdentifiseer</p> <p>UMasipala waseGeorge uno "bukho" obumandla, ilogo, islogeni, kunye nezinto jikelele ezisetyenziswa kuthungelwano kunye nowonke-wonke ngokubanzi kunye nakwizinto zokusasaza iindaba ezishicilelweyo zalatheka lula</p>					
9	<p>George Municipality markets itself effectively to the general public and I perceive a positive corporate image of my Council</p> <p>George Munisipaliteit bemark ditself effektief aan die algemene publiek en ek het 'n positiewe persepsie van die korporatiewe beeld van my Raad</p> <p>UMasipala waseGeorge uzazisa kakuhle kuwonke-wonke ngokubanzi kwaye ndibona umfanekiso wequmrhu eliqinisekileyo weBhunga lam</p>					
10	<p>The goals, vision and mission of the organisation are clear to me because they are regularly communicated to me</p> <p>Die doelwitte, visie en missie van die Organisasie is vir my duidelik want dit word gereeld aan my gekommunikeer</p> <p>linjongo, umbono kunye nemishini yombutho zicacile kum kuba zicaciswa rhoqo kum</p>					
11	<p>The monthly newsletter included in my monthly account is comprehensive enough; I prefer the length of the newsletter as it is</p> <p>Die maandelikse nuusbrieff ingesluit in my maandelikse rekening is omvattende genoeg; ek verkies die lengte van die nuusbrieff soos dit is</p>					

	Incwadi yeendaba yenyanga efakwa kwi akhawunti yam yenyanga ibanzi ngokwaneleyo, ndiyabuthanda ubude bencwadi yeendaba njengoko kunjalo					
12	<p>The focus on service delivery and customer satisfaction in George Municipality is evident</p> <p>Die fokus op dienslewering en kliënt-tevredenheid is sigbaar binne George Munisipaliteit</p> <p>Ugqaliso kuhanjiso lweenkonzo kunye nokwanelisa abathengi kuMasipala waseGeorge kucacile</p>					