



South African Police Services

**Community Service Centre:
Exit Poll: 2002
Western Cape Province**

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This report contains 77 pages

Final SAPS Exit Poll 2002

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Annexures

Annexure A	List of Community Service Centres
Annexure B	MVP scale (survey instrument)
Annexure C	Questionnaire
Annexure D	Example of micro report

Abbreviations

CPF	Community Police Forum
CSC	Community Service Centres
CSIC	Community Safety Information Centre
HOOC	Hands-Off Our Children campaign
KPMG	KPMG Forensic, a business unit of KPMG Services (Pty) Ltd
MVP	Multi-Visual Perception scale
Province	Western Cape Province
Roots	Roots Research SA CC
SAPS	South African Police Service
SDIP	Service Delivery Improvement Programme
Serdex	Long index for measuring service delivery
ST	Short index for measuring service delivery

Executive summary

The Department of Community Safety (the Department) launched its first exit poll in 2001. This report sets out the results of the second exit poll, herein referred to as the 2002 Exit Poll. The purpose of this report is to present the results of the 2002 exit poll and compare them to the 2001 exit poll where possible as well as to present the results of the new questions that will be used as a benchmark in future exit polls.

The poll was conducted after considering various aspects of service delivery, which were included in a questionnaire. The 2002 exit poll questionnaire includes more questions than the previous exit poll but has kept the core questions the same for comparative purposes.

Scores based on an 11-point scale consistent with the 2001 exit poll measured service delivery in the 2002 exit poll. A score of 6 out of 11 indicated that the respondent was neither satisfied nor dissatisfied. A score of 7 or above is indicative of a positive view whereas a score of 5 or below is indicative of a negative view.

The following general conclusions can be drawn from the 2002 Exit Poll:

- **Reasons for visiting the CSC:**
 - Respondents appeared mostly to visit the CSC for administrative purposes (32.9%).
 - The proportion of respondents reporting a violent crime decreased from 14.5% in 2001 to 11.5% in 2002. The proportion of respondents reporting a property crime also reduced from 12.5% in 2001 to 9.4% in 2002. However, the reporting of other crime (for the purposes of this report defined as non-violent and non-property) increased from 6.1% in 2001 to 7.4% of respondents in 2002.
- **Service waiting time:**
 - Overall it appears that service waiting time was good and has improved marginally from 2001 as respondents in the Western Cape scored 9.3 for waiting time out of 11 or 84.6%, compared to 9.0 in 2001 or 81.8%.
- **Facilities:**
 - It appears that respondents in the Western Cape generally perceived the CSCs as clean. There was a negligible decrease in the perception of cleanliness in 2002 compared to 2001.
 - In terms of importance the respondents noted that the cleanliness of the facilities was not an important factor.
- **Treating people with respect:**
 - In general respondents felt they were treated with respect in the Western Cape (8.8 out of 11) but this decreased from a score of 9.1 in 2001.
- **Serving people in their language of preference:**

- Language was generally well perceived by respondents. However, some respondents regarded language as the third least important service issue while others regarded language as important and it was ranked sixth most important service issue.
- Environmental safety:
 - Overall it appears that respondents perceived the CSCs to be safe, although this perception has weakened in the Western Cape when compared to 2001. This may be an area for improvement.
- Trust in the SAPS:
 - Overall respondents indicated that they were satisfied with their level of trust in the members of their CSC (8.0 out of 11). However, trust in the CSC obtained the lowest of the serdex elements.
 - It also appears that trust in the SAPS has improved marginally from 2001 in that 71.7% of respondents in the Western Cape were satisfied with trusting the police (scoring 7 or above) whereas in 2001 this was 69.7%.
 - A small majority of respondents (55%) felt that the police were available when needed. Respondents were more satisfied in 2002 with the attitude and commitment of the police to dealing with crime.
- Willingness to help:
 - The overall perception of the CSC staff willingness to help appears to be good (78%), however, it has decreased slightly from 2001.
- Case sensitivity:
 - The overall perception of treatment of cases with sensitivity appears to be good (76%), however, it has decreased slightly from 2001 and it scored the second lowest score on the serdex elements for the Western Cape.
- Service satisfaction:
 - It appears that respondents had an improved perception of service satisfaction in the Western Cape in that only 16.6% scored service satisfaction below 7 compared to 21.3% in 2001.
- Case satisfaction:
 - The score for respondent satisfaction in the Western Cape was 7.4 (7.9 in 2001). Only 27.8% of respondents scored between 10 and 11 for respondent satisfaction out of a possible 11 compared to 41% in 2001 and 34.6% of respondents scored below 7 compared to 32.8% in 2001. This indicates that this should be an area for improvement for SAPS.

■ Causes of crime:

- The following factors in order of importance were identified by respondents as causes of crime:

- Unemployment	25.8%
- Alcohol abuse	23.3%
- Drug abuse	22.0%
- Poverty	11.8%
- Combination of things	10.1%
- Other	6.9%

■ Suggested changes:

- Most respondents wanted better service from their CSCs. However, the next most popular change to SAPS would be for more SAPS members.

■ Where to complain:

- It appears that the respondents' knowledge on where to complain is poor as more than half of respondents did not know where to complain.

■ Location of the CSCs:

- Most of the respondents appear to go to the CSC that is closest to the reported incident or to the CSC closest to their home.

■ Knowledge of CPFs and other community structures:

- Only 32% of respondents knew of police forums in their areas. This was significantly lower than the 41% in 2001.
- It appears that the majority of respondents did not know of a neighbourhood watch. However, the majority of those who had a neighbourhood watch perceive it to be effective.

■ Knowledge of other ministerial initiatives:

- It appears that a significant majority of respondents were not aware of the Western Cape Police Charter and the HOOC campaign.

1 Introduction

The Department of Community Safety (the Department) launched its first exit poll survey in 2001. As stated in the 2001 report:

“The ultimate objective [of] the exit poll for the whole of the Western Cape’s 162 Community Service Centres (CSCs) is to start a process of objective external comparison and analysis that will help enhance police service delivery in years to come.”

The aim in 2001 was to set a base year to be used in subsequent years as a norm to measure the effectiveness of CSC service delivery in the Province.

This report sets out the results of the second exit poll, herein referred to as the 2002 Exit Poll. The Department has recognised that measuring service delivery is a fluid process and the 2002 exit poll questionnaire has been extended to include certain issues not addressed in the 2001 exit poll.

The purpose of this report is to present the results of the 2002 exit poll and compare them to the 2001 exit poll where possible as well as to present the results of the new questions that will be used as a benchmark in future exit polls.

For ease of reference to the 2001 exit poll we have adopted a similar format to that presented in the previous year.

The report consists of three parts:

- The first part is an overview of the exit poll approach (see section 2);
- The second part is the presentation of findings and the analysis of data on a macro level (the Western Cape as province being a composite of the four areas – Boland, Southern Cape, East and West Metropole) (see section 3); and
- The third part being the presentation of findings and the analysis of data on a micro level (each one of the 162 CSCs individually). See Annexure D.

2 Approach

2.1 Background

The Department of Community Safety has a long-standing working relationship with the SAPS. This stems directly from its constitutional relationship with the SAPS, as well as the Department's true commitment to contribute to making South Africa and the Western Cape safe for all.

One of the initiatives by the Department is the establishment of a Community Safety Information Centre (CSIC). The CSIC is an online database with service delivery by the SAPS as one of its focus points. The CSIC has identified the need to measure and benchmark how members of the public perceive the service they received via a process of objective external comparison and analysis that will help enhance police service delivery. The aim of the exit poll was "*not just to acquire a general perception of police service delivery issues, but also to enable a measure of comparison to be made of service delivery at specific police stations*". Against this background the first exit poll was launched on 29 October 2001 and the second exit poll was launched on 17 January 2003.

The aims of the 2002 exit poll are to:

- Compare service delivery between CSCs and relevant areas;
- Collect information to feed into SAPS management initiatives, e.g. the Service Delivery Improvement Programme (SDIP);
- Examine the level of CSC service at every CSC in the Western Cape;
- Set a benchmark for future exit polls; and
- Provide the Department and SAPS management with a comprehensive, easy to understand and user friendly report on the exit poll findings.

2.2 Delineation of the problem

As with the 2001 exit poll service delivery by SAPS was demarcated for the purpose of this study in the following areas:

- i) Reasons for visiting the CSC;
- ii) Service waiting time;
- iii) Facilities;
- iv) Treating people with respect;
- v) Serving people in their language of preference;

- vi) Environmental safety;
- vii) Trust in the SAPS;
- viii) Willingness to help;
- ix) Case sensitivity;
- x) Service satisfaction;
- xi) Case satisfaction;
- xii) Causes of crime;
- xiii) Suggested changes;
- xiv) Where to complain;
- xv) Location of CSCs;
- xvi) Knowledge of CPFs and other community structures; and
- xvii) Knowledge of other SAPS initiatives.

In all respects the demarcation was limited to the CSC.

2.3 Methodology

The underlying nature of the exit poll is to put the Department in a position to measure police service delivery over time. As in 2001 all 162 CSCs (see Annexure A for a list of CSCs) were included in the exit poll.

The aim of the 2002 exit poll was to conduct a survey similar to that conducted in 2001 so that a meaningful comparison could be made. For this purpose a thorough data collection plan with the necessary control procedures was designed and put into place. These control procedures included:

- Physical and telephonic monitoring during actual exit poll time slots;
- Standardised training of interviewers;
- Checking for correct completion of interviews;
- The handling of questions according to prescribed instructions; and
- Quality checks on data capturing administrative processes aimed at ensuring data was captured correctly.

The type of information needed by the Department as well as instructions in the tender brief, prescribed the questionnaire technique. In 2001 the exit poll was conducted using a P-index and in 2002 the exit poll was conducted using a Multi-Visual Perception scale (MVP scale). This MVP scale catered for semantic, visual and numeric observations to be made by the respondent. The numeric scale was based on an 11 point scale which ranged from 1 through to 11, 1 being the least satisfied and 11 being the most satisfied. The 11 point scale has been used for comparative purposes as the 2001 exit poll was primarily based on an 11 point scale (see annexure B).

Coding and capturing in the 2002 exit poll of open-ended questions were limited. Question C5 on what respondents would change most about the CSC has been coded into groups to allow for meaningful analysis.

In terms of data analysis SPSS (a statistical package), Excel and Crystal were used to compile the analyses presented in this report. The 2002 exit poll was conducted during January and February 2003 and the 2001 exit poll was conducted during November and December 2001. For the purposes of this report the data obtained in the 2001 exit poll has been assumed to be comparable to the data collected in 2003. The data collected in 2003 has been referred to as the 2002 exit poll for the purposes of this report.

2.4 Questionnaire

The questionnaire was an extension of the questionnaire used in 2001. We, in consultation with Roots, refined the questionnaire after certain pilot surveys. The questionnaires were compiled in three languages: English, Afrikaans and Xhosa. Fieldworkers were also selected specifically with the area in mind so that respondents were asked, as far as possible, questions in their favoured language. The questionnaire used is attached as Annexure C.

2.5 Sampling

With respect to the 162 sites, 142 responses were received. Of the 142 responses received 61 had fewer than 10 respondents. This may cause a statistical bias, as 10 respondents may not be indicative of the area population. In respect of CSCs where there was a low response or alternatively where there was no response, we made a follow-up visit to the site. The fieldworkers observed that where sites had few responses or no responses, the SAPS members were often busy on call-outs, which were not included in the ambit of this exit poll.

We conducted the exit poll over the following dates:

- 17 January 2003 to 20 January 2003;
- 24 January 2003 to 27 January 2003;
- 31 January 2003 to 3 February 2003; and
- 7 February 2003 to 10 February 2003 for follow up to areas with low responses.

2.6 Pilot study

We conducted a pilot study at Roots together with the steering committee (standing in a special room behind one way glass) to ensure that the interview process was conducted as the Department intended. Following the pilot study the questionnaires were fine tuned and finalised. Further pilot studies were conducted in:

- Durbanville;
- Atlantis;
- Klapmuts;
- Khayelitsha;
- Mitchells Plain; and
- Paarl East.

3 Findings

3.1 Presentation of findings

The purpose of this report is to present the results of the 2002 exit poll with direct comparisons to the questions asked in 2001 where possible and also to present the additional information from the new questions that will be used as a benchmark in future exit polls. For ease of comparison we have graphically presented 2001 against 2002.

Certain statistics are easier to visualise in graphical formats. However, where graphs would be less clear than tables we have inserted tabulated results of the exit poll.

For ease of comparison to the 2001 exit poll we have adopted a similar format to that presented in the benchmark year.

The presentation of findings and the analysis of data have been both on a macro level and a micro level.

3.1.1 The macro level report

The macro level report is a presentation of the aggregate respondents' views for each area and the Western Cape. The Western Cape province is a composite of the four areas – Boland, Southern Cape, East and West Metropole.

With respect to the macro level presentation of findings and the analysis of data we employed the following sequence:

- The Western Cape as a province, being a composite of the four areas; followed by each area individually.
- In some cases all data were presented in one table or figure – the Western Cape always being the composite of the four area in the Western Cape. Narrative analyses are also presented in the same manner, namely firstly the Western Cape as a whole, followed by each one of the areas.

3.1.2 The micro level report

With respect to the micro level report on each one of the CSCs in the Western Cape for which we obtained an exit poll result the following sequence was employed:

Respondents	The respondents for each CSC are noted for each year of the exit poll for comparison purposes.
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Region	One of the four areas – Boland, Southern Cape, East Metropole and West Metropole.
Community Service Centre	The CSC discussed and illustrated in the micro level report. This also includes the satellite police stations and forms the base of the alphabetical sequence for the report.
Population	This is the census population according to the jurisdiction of the 132 police stations in the area. As per the 2001 report no census population is provided for the satellite police stations. The data has been provided by the Community Safety Information Centre (CSIC).
Serdex	A long index measuring service delivery formulated in the 2001 exit poll.
Service trio (ST)	A short index measuring service delivery formulated in the 2001 exit poll.
Reason for visiting the CSC	<p>This section provides an overview of the reasons respondents visited the CSC. The following definitions applied with respect to crime:</p> <ul style="list-style-type: none"> ■ Violent crime: Murder, attempted murder, all types of robbery, rape and all types of assault. ■ Property crime: All types of burglary, stock theft, shoplifting, theft out of motor vehicles, theft of motor vehicles and other theft. ■ Other crime: Arson, malicious damage to property, fraud, drug related crime, driving under the influence of alcohol and/or drugs, illegal possession of fire arms and ammunition. <p>Both tabular and pie chart data are presented.</p>

Service waiting time	<p>The time respondents felt they had to wait before being serviced. Respondents had four alternatives:</p> <ul style="list-style-type: none"> ■ Under two minutes; ■ Two to five minutes; ■ Six to ten minutes; and ■ More than ten minutes. <p>Both tabular and pie chart data are presented.</p>
Number of visits to CSC	<p>An indication of the numbers of visits by respondents to the CSC in the past 12 months. Respondents had four alternatives:</p> <ul style="list-style-type: none"> ■ Once (the visit for which the respondent was interviewed for this exit poll); ■ Twice; ■ Four times; and ■ More than four times. <p>Both tabular and bar chart data are presented.</p>
Service delivery averages	<p>Service delivery averages refer to data gathered by means of a survey instrument developed for this exit poll. The bar charts indicate the results of the exit poll and highlight areas of greater satisfaction than others. The score is out of a possible score of 11. Both tabular and bar chart data are presented.</p>
Where to complain	<p>An indication of whether the respondents were aware of where they could complain about services rendered by the SAPS. Respondents had four alternatives:</p> <ul style="list-style-type: none"> ■ Stationer commander/commissioner; ■ Minister; ■ Do not know; and ■ Other. <p>Both tabular and bar chart data are presented.</p>

<p>Knowledge of Community Police Forum</p>	<p>When asked about the existence of a Community Police Forum (CPF) in their area, respondents had three possible answers:</p> <ul style="list-style-type: none"> ■ Yes, there is a CPF; ■ No, there is not a CPF; and ■ Do not know. <p>In both cases of no and don't know there is an indication that respondents do not know about a CPF in their area. Both tabular and bar chart data are presented.</p>
<p>Population group</p>	<p>With respect to population group the individuals conducting the exit poll classified each respondent by observation into five possible choices:</p> <ul style="list-style-type: none"> ■ Black; ■ Coloured; ■ White; ■ Indian; and ■ Other. <p>Both tabular and bar chart data are presented.</p>
<p>Gender</p>	<p>With respect to gender respondents had two possible choices:</p> <ul style="list-style-type: none"> ■ Male; and ■ Female. <p>Both tabular and bar chart data are presented.</p>

Age	<p>With respect to age respondents had five possible choices:</p> <ul style="list-style-type: none"> ■ Under 18; ■ 18 – 24; ■ 25 – 30; ■ 31 – 50; and ■ greater than 50 <p>Some respondents did not give a response to this question. Both tabular and bar chart data are presented.</p>
Negative experiences	<p>Respondents were given two choices, either yes or no.</p> <p>Where respondents have had a negative experience with the police these have been tabulated according to the response and represented in the micro report according to the appropriate category.</p>
Three most important and least important issues	<p>An additional feature in the 2002 questionnaire was the classification of the three most important issues for respondents and the three least important issues for respondents. The data has been presented in pie chart and tabular formats for the aggregated responses.</p>
Trust in the police in general	<p>Four additional questions were added to the 2002 questionnaire relating to trust in the police. Respondents were asked four questions relating to trust in the police:</p> <ul style="list-style-type: none"> ■ Are police officials available when you need them? ■ Are police officials genuinely interested in helping you? ■ Are police officials courteous/respectful? ■ Are police officials committed/dedicated to address crime in your area?

	<p>These questions were all yes or no questions. However, respondents were able to also answer as unsure. The data has been presented in pie chart and tabular format.</p>
<p>Causes of crime</p>	<p>Respondents were also asked additional questions in the 2002 questionnaire relating to the causes of crime. Respondents were asked if:</p> <ul style="list-style-type: none"> ■ You feel safe and secure in your residential area/community? ■ You know the root causes of crime in your residential area? <p>These two questions had only two answer options, either yes or no.</p>
<p>Root cause of crime in your area</p>	<p>Respondents were asked to classify the root cause of crime in their area into the following categories:</p> <ul style="list-style-type: none"> ■ Poverty; ■ Unemployment; ■ Alcohol abuse; ■ Drug abuse; ■ Combination of things; and ■ Other. <p>Respondents were asked to mention the root cause of crime and the individuals conducting the exit poll allocated the response according to the categories above as the respondent answered and in the order in which the respondent answered. This data has been presented in a tabular and pie chart format.</p>
<p>Local authorities</p>	<p>Respondents were also asked whether local authorities informed or consulted with them with regard to the root causes of crime in their area. The term local authorities included SAPS and/or the government. Respondents were asked to answer either yes or no.</p>

Adequacy of local actions	Respondents were also asked whether or not local actions/projects/operations were adequate in addressing the root causes of crime in their area. Respondents were asked to respond either yes or no.
Proximity of the CSC	Respondents were asked a further two questions in relation to the proximity of the CSC: <ul style="list-style-type: none"> ■ Is this police station closest to your home? ■ Is this police station closest to the incident you are reporting? ■ If no, why have you not used the police station closest to your home, or the incident that you are reporting?
Knowledge of departmental programmes:	A further issue in the 2002 questionnaire was to ask respondents of their knowledge of: <ul style="list-style-type: none"> ■ The Western Cape police service charter; and ■ The awareness of the HOOC – Hands Off Our Children campaign.

These results have been tabulated and are presented in the micro level report. The aggregate findings per question per area are presented in the macro level report.

3.2 Characteristics of respondents

The exit poll was conducted in a similar fashion to the exit poll in 2001 in that the sample was randomised on time slots and included nearly all respondents that visited the CSC during those time slots.

It was the Department's intention to select time zones which are generally known to it as busy periods for the CSCs to ensure a maximum response rate. The visitors to the CSC should not be measured against the population composition of the people in the country.

3.2.1 Areas

The following table represents the distribution of respondents over the four areas of the Western Cape for 2001 and 2002.

Table 3.2-1: Western Cape: Number of times the CSC was visited

Area	2001		2002	
	%	N	%	N
Boland	27.7%	925	22.8%	729
East Metro	27.9%	930	32.5%	1 039
Southern Cape	11.3%	378	5.3%	169
West Metro	33.1%	1 106	39.4%	1 260
Total	100.0%	3 339	100.0%	3 197

3.2.2 Gender

The following table presents the gender distribution of respondents. In 2002, 53.5% of respondents were male and 46.5% of respondents were female. The increase in female respondents to 46.5% from 39.1% in 2001 may partly be because 8.8% of respondents in 2001 did not record their gender.

Table 3.2-2: Western Cape: Gender distribution of respondents

Gender	2001		2002	
	%	N	%	N
No response	8.8%	295	0.0%	0
Male	52.1%	1 738	53.5%	1 709
Female	39.1%	1 306	46.5%	1 488
Total	100.0%	3 339	100.0%	3 197

3.2.3 Age

The age profile of respondents in 2002 was similar to 2001. The largest proportion of respondents was in the 31 to 50 year age group (45.3%).

Table 3.2-3: Western Cape: Age profile of respondents

Age	2001		2002	
	%	N	%	N
No response	3.5	117	1.6	52
<18	2.2	74	1.9	61
18-24	15.9	530	16.7	533
25-30	22.7	759	23.1	739
31-50	43.8	1 462	45.3	1 448
51+	11.9	397	11.4	364
Total	100.0	3 339	100.0	3 197

3.2.4 Population group

The individuals conducting the exit poll observed the population group of each respondent. This differed slightly to 2001 where the visitor to the CSC was asked with which population group they associated themselves most. However, we have compared the two sets of results for the purposes of this report.

The table below reflects that the ethnic group distribution in 2002 is similar to 2001. The results show that 56.5% (N = 1806) were coloured, 24.8% (N = 793) were black, 18% (N = 575) were white and 0.7% (N = 23) were Asian.

Table 3.2-4: Western Cape: Population group of respondents

Ethnic group	2001		2002	
	%	N	%	N
No response	7.0	235	0.0	0
Black	23.5	786	24.8	793
Coloured	49.8	1 663	56.5	1 806
White	16.5	552	18.0	575
Asian	0.6	19	0.7	23
Other	2.5	84	0.0	0
Total	100.0	3 339	100.0	3 197

3.2.5 Times visited the CSC

The following table gives a reflection of how many times the respondents visited the CSC in the past 12 months (question B2). The results show that 53% (2001 – 54%) of respondents visited the CSC more than once in the past 12 months (N = 1 691).

Table 3.2-5: Western Cape: Number of times the CSC was visited

Number of times the CSC was visited	2001		2002	
	%	N	%	N
No response	3.3	110	2.2	71
1	42.6	1 421	44.9	1 435
2	21.8	728	23.9	763
3	12.9	432	13.2	422
4	6.7	224	4.5	144
>4	12.7	424	11.3	362
Total	100.0	3 339	100.0	3 197

3.3 Reason for visiting the CSC

The exit poll reveals that 32.9% of respondents visited the CSC for administrative reasons. The proportion of respondents reporting a violent crime decreased from 14.5% in 2001 to 11.5% in 2002. The proportion of respondents reporting a property crime also reduced from 12.5% in 2001 to 9.4% in 2002. However, the reporting of other crime (for the purposes of

this report defined as non-violent and non-property) increased from 6.1% in 2001 to 7.4% of respondents in 2002.

Table 3.3-1: Western Cape: Reason for visit to CSC

Reason for visit to CSC	2001		2002	
	%	N	%	N
Did not want to give reason	0.8	28	0.0	0
Report a violent crime	14.5	483	11.5	374
Report a property crime	12.5	417	9.4	307
Report other crime (non-violent/non-property)	6.1%	202	7.4	242
Follow up on reported violent crime	2.5%	83	2.6	84
Follow up on reported property crime	3.1%	104	2.5	83
Follow up on reported other crime (non-violent/non-property)	2.3	76	1.5	48
Provide information about crime	2.2	73	2.8	90
Report a car accident	5.2	174	4.5	148
Administrative services	34.6	2 255	32.9	1 074
Visit cells	6.1	201	5.6	183
Other	10.2	341	19.3	630
Total	100.0	4 437	100.0	3 263

Gender had a statistically significant influence on the reasons why respondents visited the CSC in 2002 as in 2001. Of the 11.5% of respondents in 2002 reporting violent crime incidents, 57% were female (54% in 2001) and 43% were male (46% in 2001). Of the 9.4% of respondents reporting a property crime 36.2% were female (34.5% in 2001) and 63.8% were male (65.5% in 2001). See the following table for comparison between male and female respondents for 2001 and 2002 for reasons to visit the CSC:

Table 3.3-2: Western Cape: Reason for visiting the CSC: Comparison between male and female respondents

Reason for visit to CSC	2001						2002					
	Male		Female		Total		Male		Female		Total	
	%	N	%	N	%	N	%	N	%	N	%	N
Report a violent crime	46.0	199	54.0	234	14.3	433	43.0	161	57.0	213	11.5	374
Report a property crime	65.5	247	34.5	130	12.5	377	63.8	196	36.2	111	9.4	307
Report other crime (non-violent/non-property)	53.5	100	46.5	87	6.2	187	43.8	106	56.2	136	7.4	242
Follow up on reported violent crime	36.7	29	63.3	50	2.6	79	42.9	36	57.1	48	2.6	84

Follow up on reported property crime	62.9	61	37.1	36	3.2	97	65.1	54	34.9	29	2.5	83
Follow up on reported other crime (non-violent/non-property)	54.5	36	45.5	30	2.2	66	52.1	25	47.9	23	1.5	48
Provide information about crime	49.2	31	50.8	32	2.1	63	53.3	48	46.7	42	2.8	90
Report a car accident	74.7	118	25.3	40	5.2	158	62.2	92	37.8	56	4.5	148
Administrative services	57.9	618	42.1	450	35.4	1 068	56.0	601	44.0	473	32.9	1 074
Visit cells	55.3	105	44.7	85	6.3	190	49.2	90	50.8	93	5.6	183
Other	60.5	182	39.5	119	10.0	301	51.7	326	48.3	304	19.3	630
Total		1 726		1 293	100.0	3 019		1 735		1 528	100.0	3 263

3.4 Service trio – ST

The service trio was used in the 2001 exit poll and is a short index developed from the data as an indicator for “over the counter” service delivery. It involves the respondent’s experience regarding:

- Waiting time;
- Willingness to help; and
- Satisfaction with expected service.

We applied an 11 point scoring scale when data mining the ST. The 11 point scale ranges from 1 (bad) through to 11 (good). The best possible score for these three elements combined is 33 (11 + 11 + 11) and the worst possible score is 3 (1 + 1 + 1). The higher the score the better the result. The ST can be expressed as a percentage as a measure of service delivery out of 100.

These three elements in combination shed some light on the respondents’:

- Experience; and
- Expectation in respect of service delivery.

The service trio components in 2001 have not been altered for 2002.

The following table shows the mean scores of the different elements in the calculation of the ST in 2002 compared to 2001.

Table 3.4-1: The mean scores of the different elements in the calculation of the ST in 2002 compared to 2001

ST element		Western Cape	Boland	East Metro	Southern Cape	West Metro
Waiting time	2001	9.1	9.6	8.8	9.0	8.8
	2002	9.3	9.7	8.4	9.6	9.4
Willingness to help	2001	9.1	9.2	9.3	8.8	9.1
	2002	8.6	8.5	8.7	8.8	8.3
Satisfaction with service	2001	8.6	8.8	8.9	8.2	8.6
	2002	8.7	8.7	8.9	8.7	8.5
ST score	2001	26.8	27.6	27.0	26.0	26.5
	2002	26.6	26.9	26.0	27.1	26.2
ST percentage	2001	81.1%	83.6%	81.8%	78.8%	80.3%
	2002	80.5%	81.5%	78.8%	82.1%	79.4%

The overall ST for the Western Cape decreased marginally to 80.5% in 2002 from 81.1% in 2001. This appears largely due to an improvement in the ST score for the Southern Cape of 82.1% up from 78.8% in 2001. All other areas in the Western Cape score marginally lower ST scores in 2002 than in 2001.

3.5 Service delivery index – Serdex

The serdex is a measurement of service delivery that considers more factors than the ST score. This index was developed for the 2001 exit poll and has been applied in the 2002 exit poll.

The elements of the serdex (all on an 11 point scale) dealt with the following eight issues:

- Personal/individuality of attention;
 - Willingness to help;
 - Treated with respect;
 - Communication (language);
 - Sensitive treatment; and
 - Satisfaction with the expected service
- General perception (surrounding and staff);
 - Safe environment; and
 - Trust in SAPS;
- General appeal of facility;

- Cleanliness of CSC facility

As in 2001 all elements of the serdex were measured as perception/attitude with the survey instrument and recorded as a figure on a scale ranging from 1 to 11. The best possible score being 88 and the worst possible score being 8. The higher the score the better the result. The serdex can also be expressed as a percentage.

As stated in the 2001 report the serdex has more value as an annual benchmark tool as it is more comprehensive. The results show a general serdex of 69.6 for the Western Cape (on a scale ranging from 8 to 88). This is marginally down from a serdex of 71.4 in 2001. In terms of the sub-areas it appears that all areas besides the Southern Cape have scored lower on the serdex scale in 2002. The Southern Cape has achieved an improved serdex score of 71.9 in 2002 from 70.2 in 2001.

It appears from the table below that respondents in the Western Cape evaluated language most positively (9.3) whereas trust was evaluated least positively (8.0). In terms of the serdex scale respondents appeared satisfied overall with service delivery.

Table 3.5-1: Serdex results

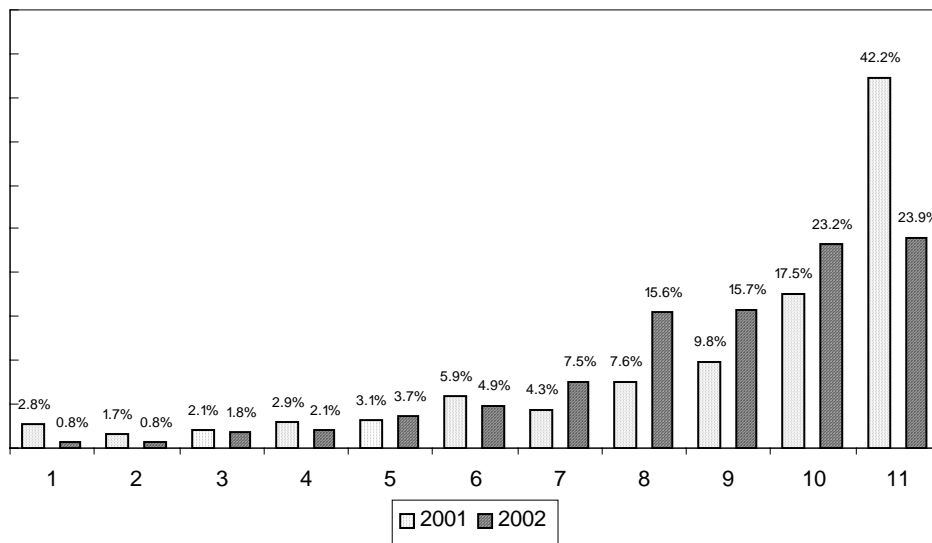
Serdex Element		Western Cape	Boland	East Metro	Southern Cape	West Metro
		2001	8.8	8.9	9.0	8.6
	2002	8.6	8.5	8.7	8.8	8.3
Treated with respect	2001	9.1	9.2	9.3	8.8	9.1
	2002	8.8	8.7	9.0	9.1	8.4
Communication (language)	2001	9.9	9.8	10.0	10.1	9.8
	2002	9.3	9.1	9.4	9.6	8.9
Sensitive treatment	2001	8.6	8.8	8.8	8.4	8.5
	2002	8.5	8.4	8.7	8.7	8.0
Satisfaction with service	2001	8.6	8.8	8.9	8.2	8.6
	2002	8.7	8.7	8.9	8.7	8.5
Safe environment	2001	9.2	9.3	9.3	9.4	8.9
	2002	9.0	9.1	8.9	9.4	8.4
Trust in SAPS staff	2001	8.0	8.4	8.1	7.8	7.8
	2002	8.0	8.0	8.1	8.4	7.6
Cleanliness of facility	2001	9.0	9.3	9.3	8.9	8.5
	2002	8.9	8.7	8.9	9.2	8.6
Total	2001	71.4	72.5	72.7	70.2	70.0
	2002	69.6	69.2	70.6	71.9	66.7

In terms of the area serdex element scores respondents were generally satisfied (there were no average scores lower than 7) on service delivery despite scoring lower serdex scores on average compared to the prior year.

3.6 Facility

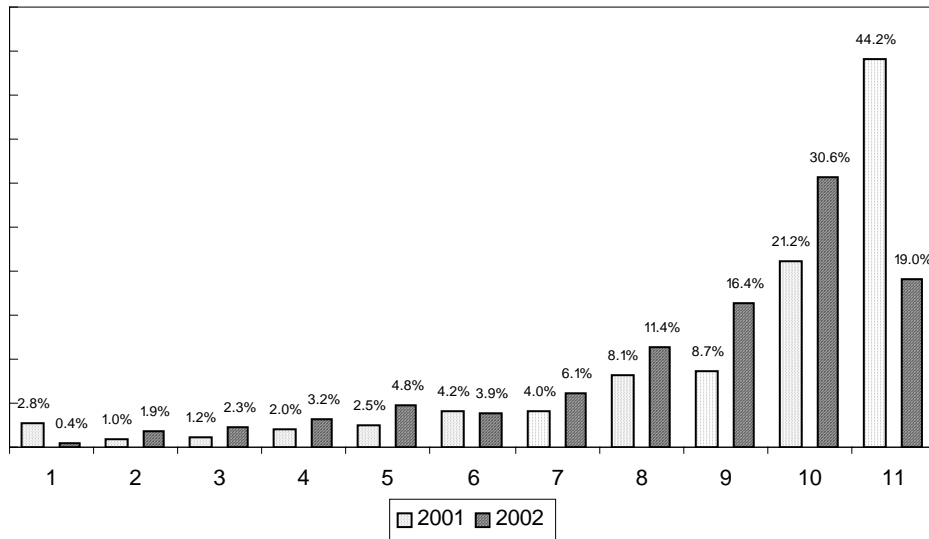
The physical appearance and cleanliness of any building often contributes to positive or negative first impressions or stereotyping. The following charts reflect the response received on the question under discussion by area.

Figure 3.6-1: Western Cape: How clean the respondents experienced the CSC



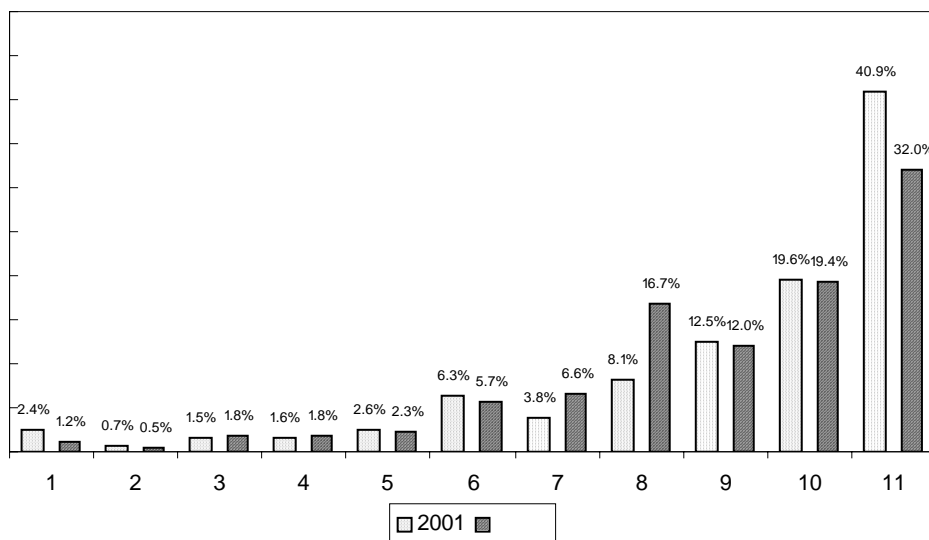
In general respondents appear to experience the CSCs in the Western Cape as clean with a serdex score of 8.9 (9.0 in 2001). In 2002 14.1% of respondents had scores below 7 (18.5% in 2001) and 59.7% of respondents scored 10 or 11 compared to 47.1% of respondents in 2001.

Figure 3.6-2: Boland: How clean the respondents experienced the CSC



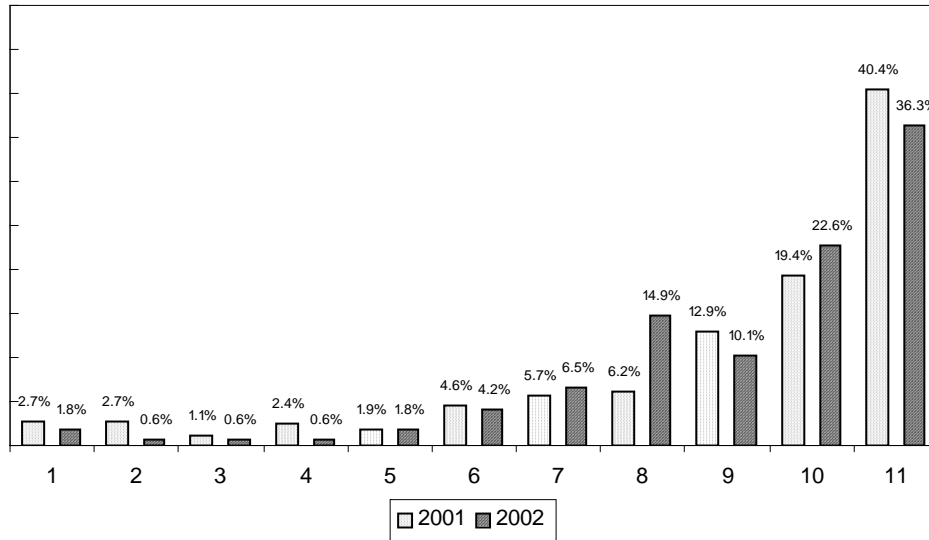
In respect of cleanliness of the CSCs in the Boland area it appears that respondents have perceived the CSCs less clean in 2002 than in 2001 as the overall score for 2002 for Boland was 8.7 compared to 9.3 in 2001. The number of respondents scoring below 7 was 16.5% (13.7% in 2001) and 65.4% of respondents scored 10 or 11 compared to 49.6% of respondents in 2001.

Figure 3.6-3: East Metropole: How clean the respondents experienced the CSC



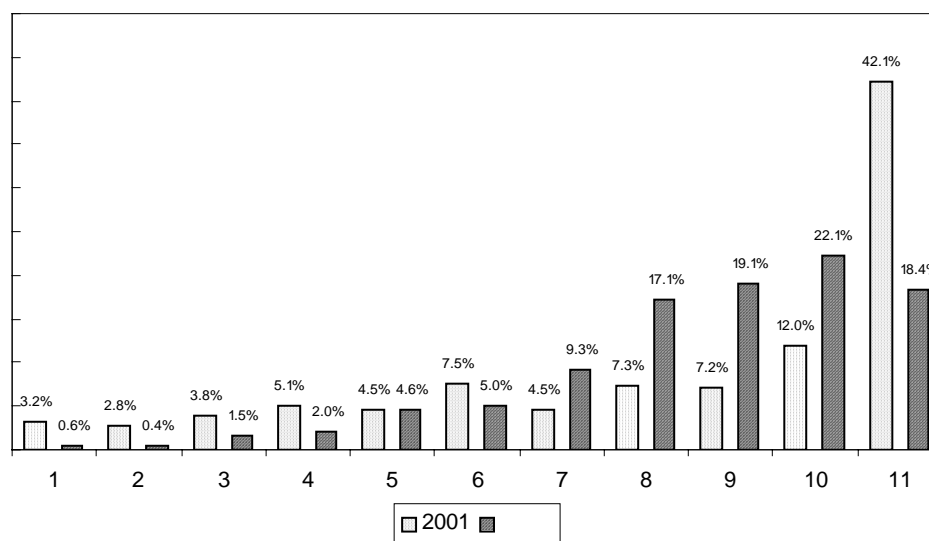
The mean score for the East Metropole was 8.9 (9.3 in 2001). The number of respondents scoring below 7 decreased to 13.3% in 2002 from 15.1% in 2001 and 51.4% of respondents scored 10 or 11 compared to 60.5% of respondents in 2001.

Figure 3.6-4: Southern Cape: How clean the respondents experienced the CSC



The Southern Cape showed an improved score of 9.2 for cleanliness (8.9 in 2001). The number of respondents scoring below 7 decreased to 9.5% in 2002 from 15.4% in 2001 and 58.9% of respondents scored 10 or 11 compared to 59.8% of respondents in 2001.

Figure 3.6-5: West Metropole: How clean the respondents experienced the CSC

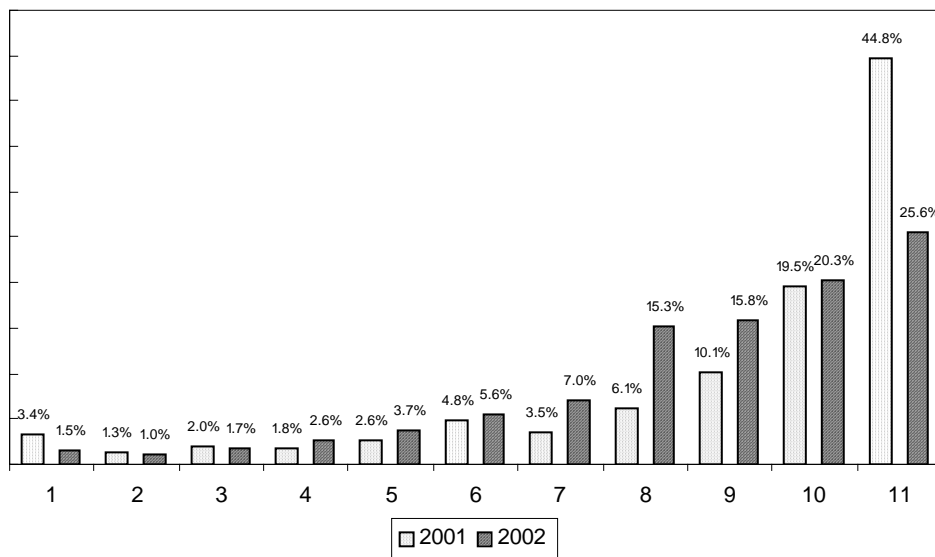


The West Metropole recorded a score of 8.6 for cleanliness (8.5 in 2001). The West Metropole is perceived by the respondents as the area with the least clean CSCs, which was the same in 2001. However, the number of respondents that scored below 7 decreased to 14% in 2002 from 26.9% in 2001 and 40.5% of respondents scored 10 or 11 compared to 54.1% of respondents in 2001.

3.7 Treated with respect

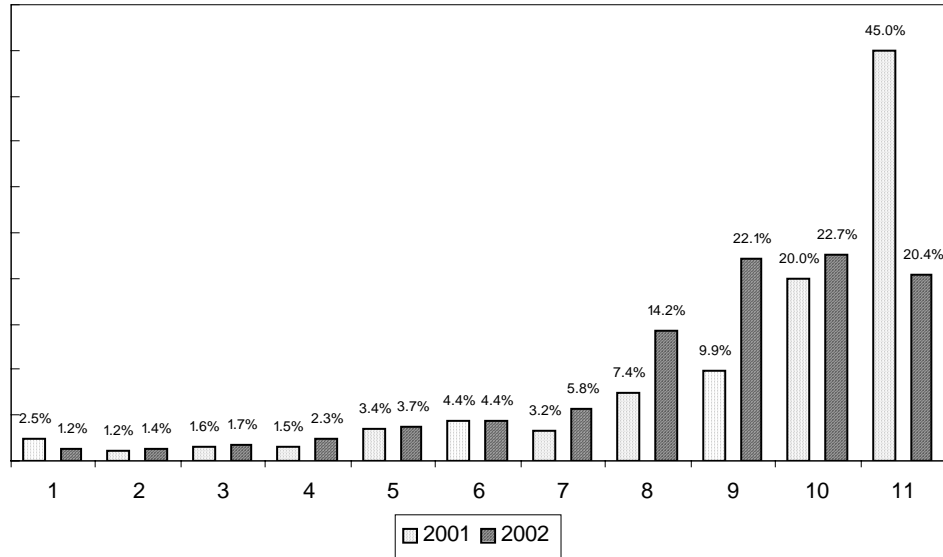
The exit poll shows an average score of 8.8 (9.1 in 2001) by respondents on this issue in the Western Cape. See the following tables for detailed responses for the Western Cape and its different areas.

Figure 3.7-1: Western Cape: Extent to which the respondents felt that they were treated with respect



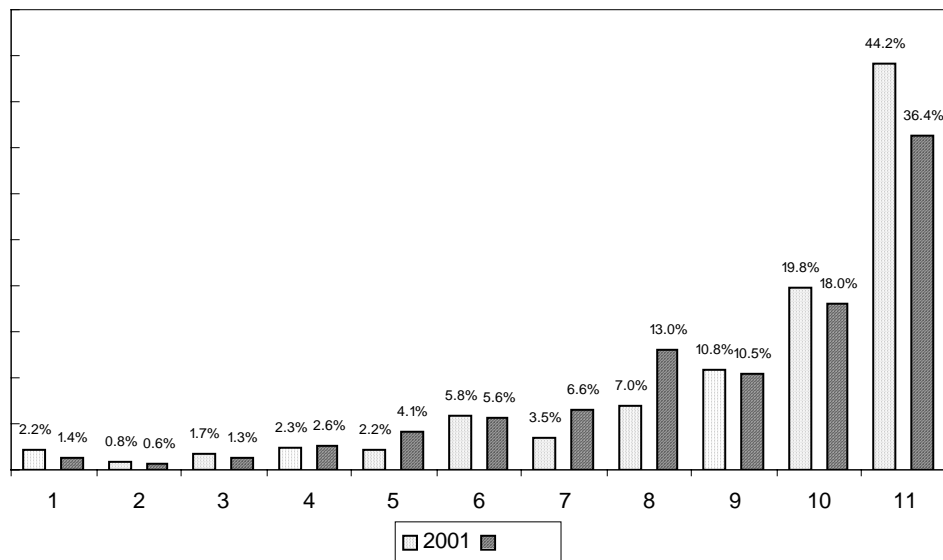
In general respondents experienced being treated with respect in the Western Cape with a serdex score of 8.8 (9.1 in 2001). However, being treated with respect is the third lowest score after trust in the South African Police Services (8.0) and sensitive treatment (8.5). 16.1% of respondents scored being treated with respect below 7 (15.9% in 2001) and 45.9% of respondents scored 10 or 11 compared to 64.3% of respondents in 2001.

Figure 3.7-2: Boland: Extent to which the respondents felt that they were treated with respect



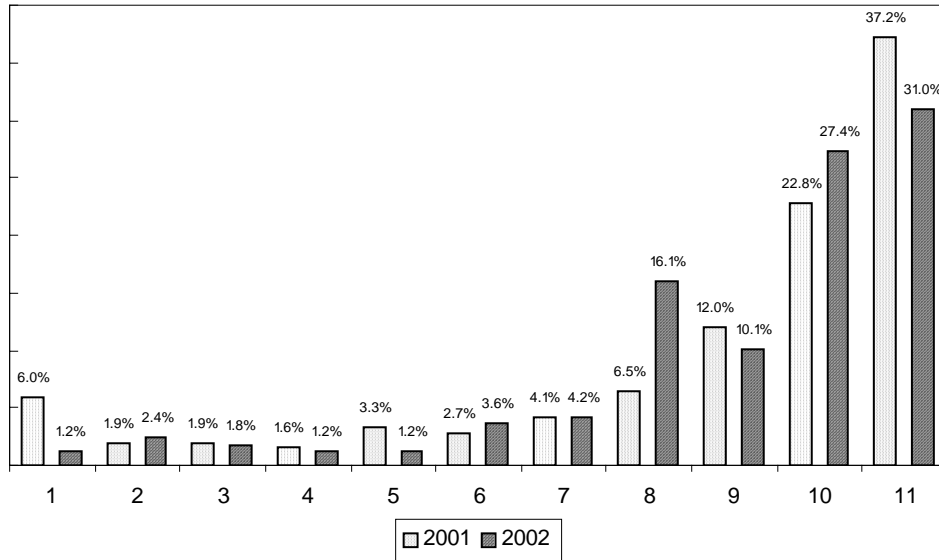
The score with regard to Boland is 8.7 (9.2 in 2001). 14.8% of respondents (14.6% in 2001) scored below 7 and 43.1% of respondents scored 10 or 11 compared to 65.0% of respondents in 2001.

Figure 3.7-3: East Metropole: Extent to which the respondents felt that they were treated with respect



The score with respect to the East Metropole is 9.0 (9.3 in 2001). 15.5% of respondents scored below 7 (15.0% in 2001) and 54.4% of respondents scored 10 or 11 compared to 64.0% of respondents in 2001.

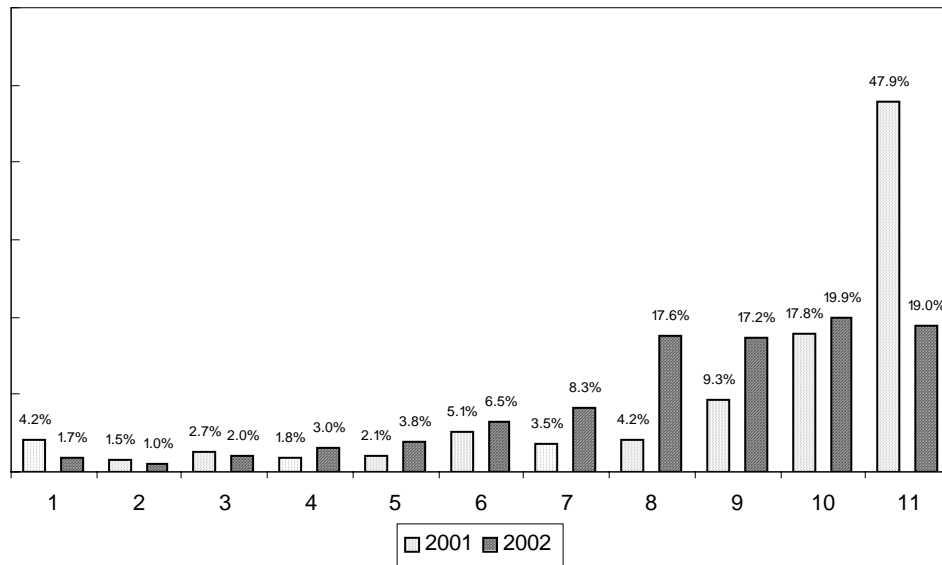
Figure 3.7-4: Southern Cape: Extent to which the respondents felt that they were treated with respect



The score with regard to the Southern Cape is the highest in the province at 9.1 (8.8 in 2001). This reflects a turnaround from 2001 where the Southern Cape scored the least by respondents for being treated with respect. 11.3% of respondents scored below 7 (17.4% in 2001) and 58.4% of respondents scored 10 or 11 compared to 60.0% of respondents in 2001.

In 2001 it was noted that 6% of all respondents rated service in this regard as 1 out of a possible 11. However, in 2002 the proportion of respondents ranking this area of service as 1 out of 11 decreased to 1.2%.

Figure 3.7-5: West Metropole: Extent to which the respondents felt that they were treated with respect

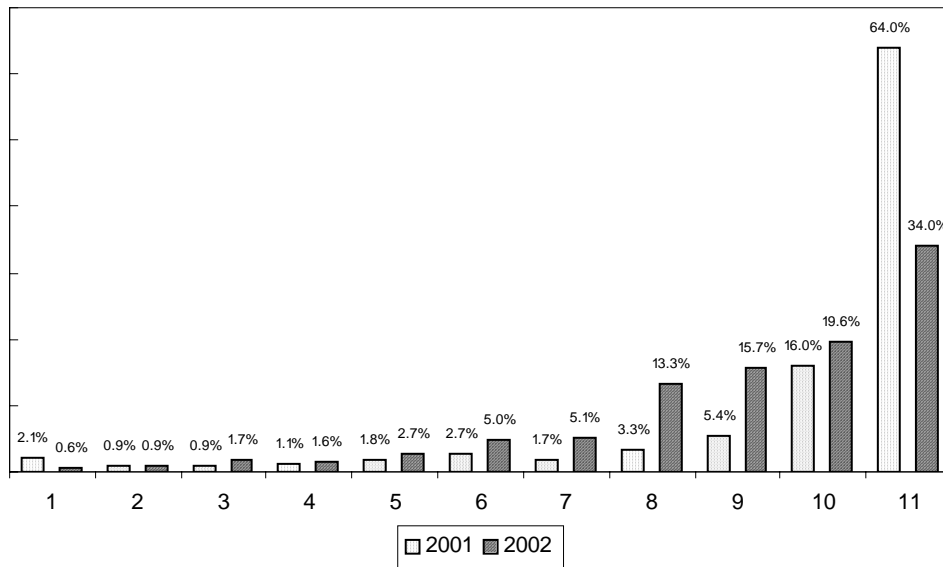


The score with respect to the West Metropole is 8.4 (9.1 in 2001). The West Metropole obtained the lowest score among the areas and 38.9% of respondents scored 10 or 11 compared to 65.7% of respondents in 2001.

3.8 Communication – language

Service delivery in the CSC is normally done via verbal communication. If a member of the public cannot make himself or herself understood, it could have serious consequences, especially in the case of laying charges of or communicating other sensitive issues. As South Africa is a multilingual society, it is to be expected that the inability of the service deliverer to communicate in the preferred language of the client may be interpreted as bad service deliver. In this exit poll respondents were asked to what extent his or her language was understood. This was the serdex element that scored the highest in the Western Cape in 2002 (it also scored the highest in 2001). See the following figures for a breakdown of the responses on this issue into the different areas.

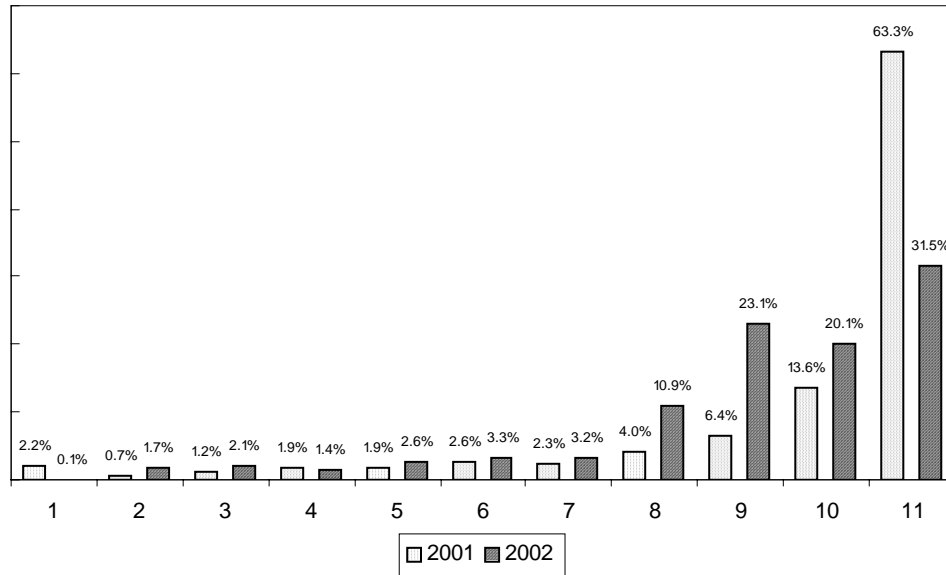
Figure 3.8-1: Western Cape: The extent to which respondents thought that their language was understood



The Western Cape score of 9.3 (9.9 in 2001) is the best individual serdex score. This is consistent with the prior year. However, 53.6% of respondents in the Western Cape scored 10 or 11 for language compared to 80.0% in 2001.

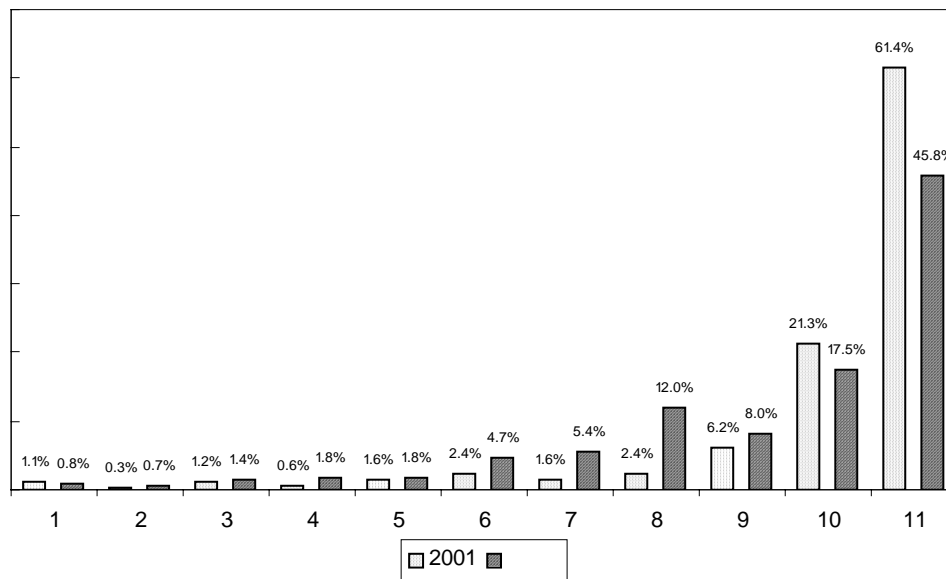
There appears to be an overall trend by respondents in 2002 of scoring fewer possible maximums per category than in 2001. This may be due to the survey instrument which was slightly different to that used in 2001. However, we have also considered whether broadly speaking respondents were satisfied/dissatisfied, which reflect similar results as those even by respondents in 2001. 12.3% of respondents scored below 7 (9.5% in 2001).

Figure 3.8-2: Boland: The extent to which respondents thought that their language was understood



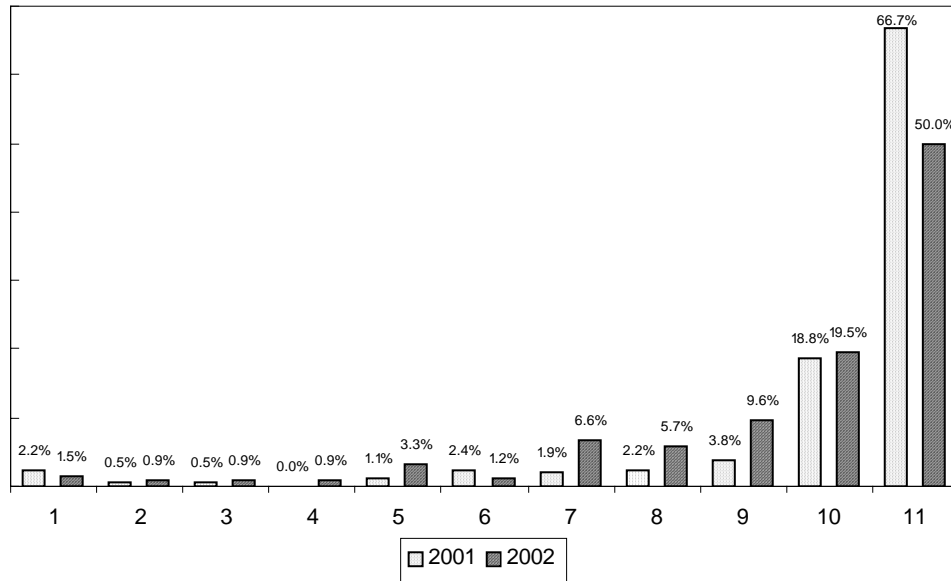
The score with regard to the Boland area is 9.1 (9.8 in 2001). 11.2% of the respondents scored below 7 (10.5% in 2001) and 31.5% of respondents scored 11 down from 63.3% in 2001.

Figure 3.8-3: East Metropole: The extent to which respondents thought that their language was understood



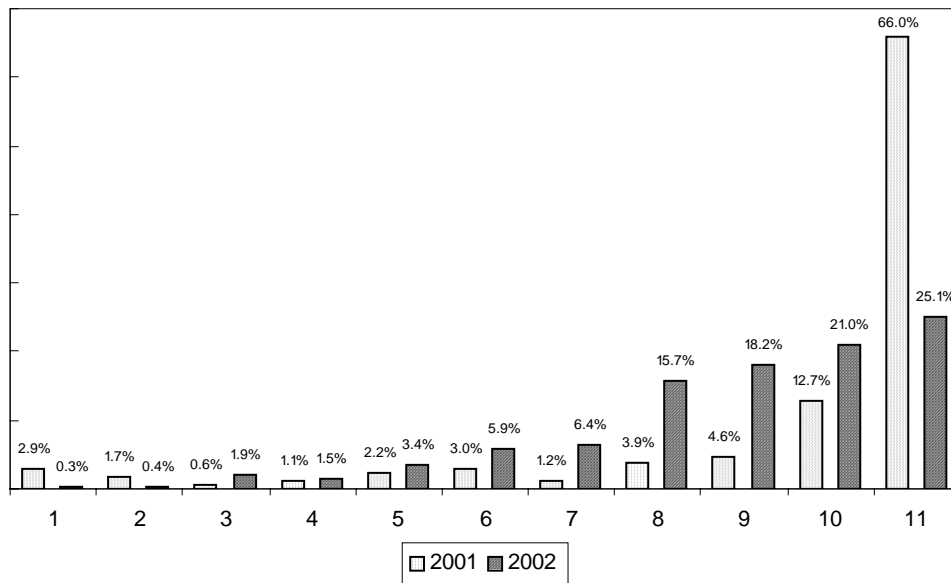
The score with respect to the East Metropole area is 9.4 (10.0 in 2001). 11.2% of respondents scored below 7 (7.2% in 2001) and 45.9% respondents scored 11 (61.4% in 2001).

Figure 3.8-4: Southern Cape: The extent to which respondents thought that their language was understood



The score with regard to the Southern Cape is the highest in the province at 9.6 (10.1 in 2001). 8.7% of respondents scored below 7 (6.7% in 2001) and 69.5% of respondents scored either 10 or 11 (85.5% in 2001).

Figure 3.8-5: West Metropole: The extent to which respondents thought that their language was understood

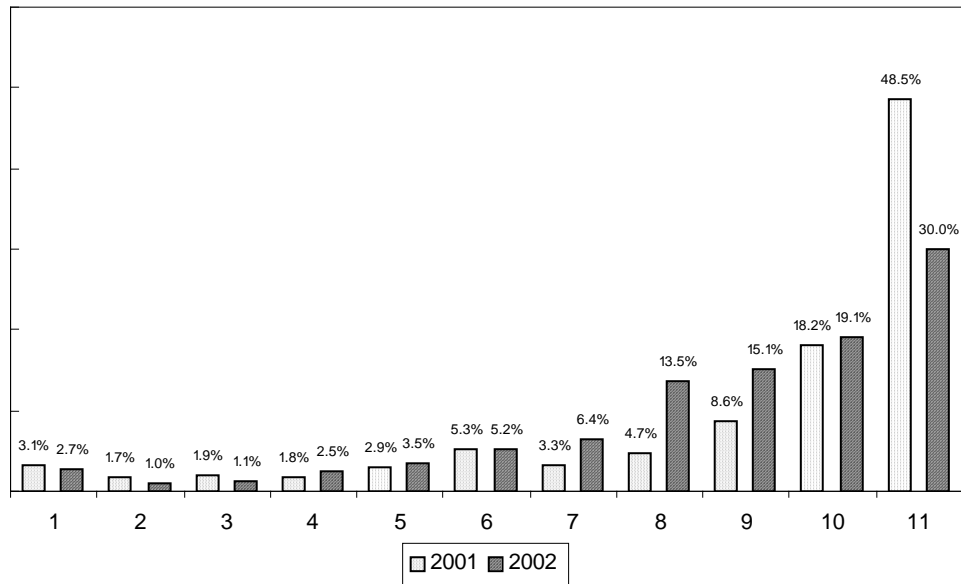


The score for the West Metropole is 8.9 (9.8 in 2001). 13.5% of respondents scored below 7 (11.5% in 2001) and 46.1% of respondents scored 10 or 11 compared to 78.7% of respondents in 2001. This may indicate a decrease in the perception of service delivery in the West Metropole.

3.9 Safe environment

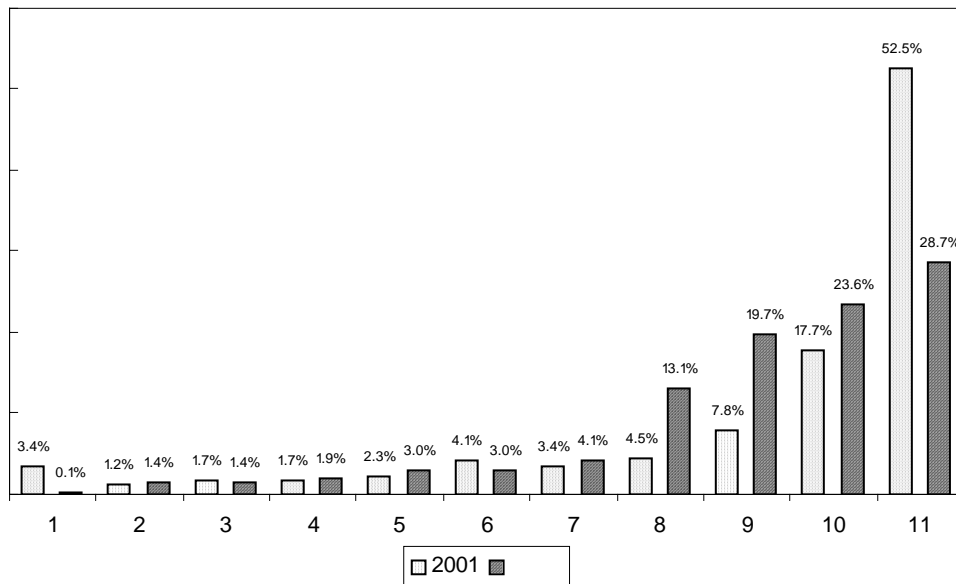
Respondents were asked how safe they felt inside the CSC. The exit poll shows an average of 9.0 (9.2 in 2001). See the following charts for the responses on how safe the respondents felt in their CSC for the Western Cape and the different areas.

Figure 3.9-1: Western Cape: How safe respondents felt in their CSC



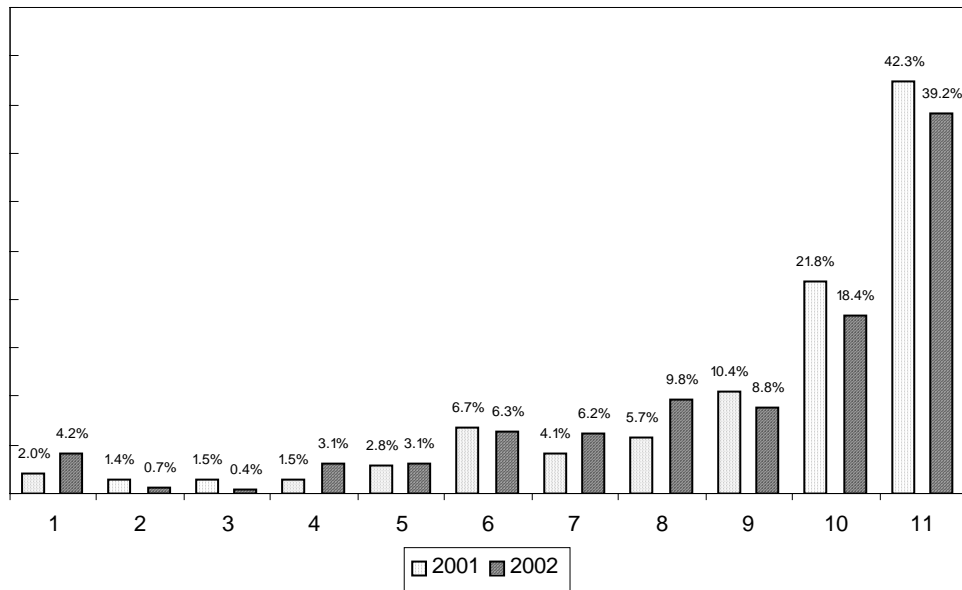
The score for the Western Cape was 8.8 compared to 9.2 in 2001. 15.9% of respondents scored below 7 (16.7% in 2001) and 49.1% of respondents scored 10 or 11 compared to 66.7% of respondents in 2001.

Figure 3.9-2: Boland: How safe respondents felt in their CSC



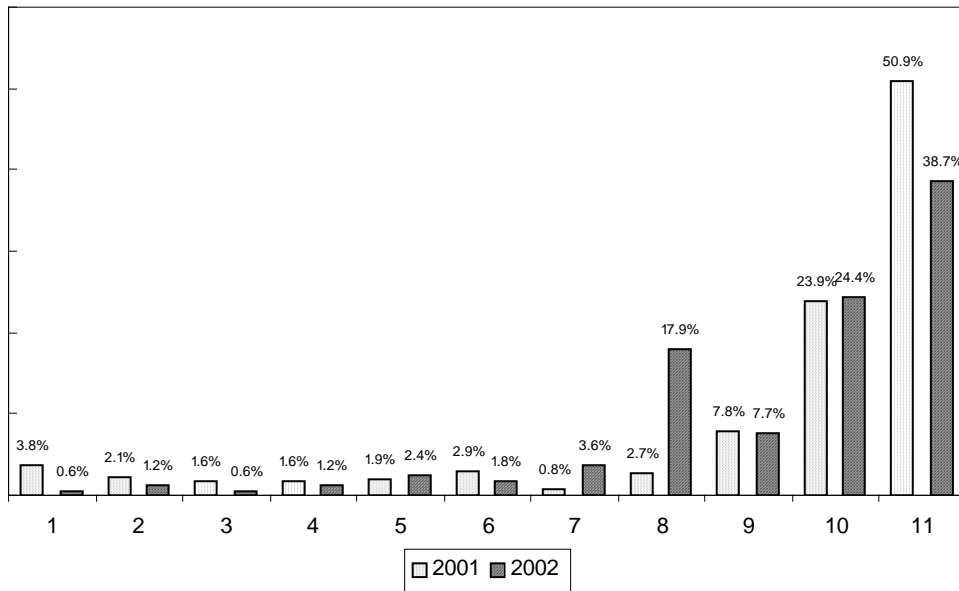
The score for the Boland area was 9.1 (9.3 in 2001). Only 10.9% of respondents scored below 7 (14.4% in 2001) and 52.3% of respondents scored 10 or 11 compared to 70.2% of respondents in 2001.

Figure 3.9-3: East Metropole: How safe respondents felt in their CSC



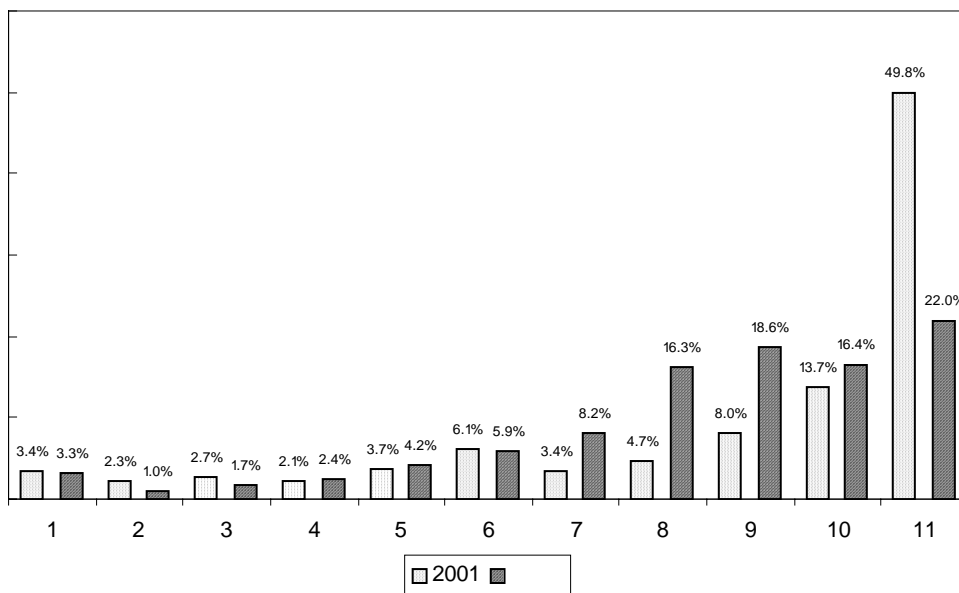
The score for the East Metropole was 8.9 (9.3 in 2001). 17.7% of respondents scored below 7 (15.9% in 2001) and 57.6% of respondents scored 10 or 11 compared to 64.1% of respondents in 2001. The East Metropole scored the second lowest among the areas for a safe environment.

Figure 3.9-4: Southern Cape: How safe respondents felt in their CSC



Southern Cape had the highest score for a safe environment of 9.4 (9.4 in 2001). Only 7.7% of respondents scored below 7 (13.9% in 2001). 38.7% of respondents in the Southern Cape scored safety at the maximum of a possible 11 compared to 50.9% in 2001. However, overall respondents in the Southern Cape appeared to feel safe in their CSC.

Figure 3.9-5: West Metropole: How safe respondents felt in their CSC



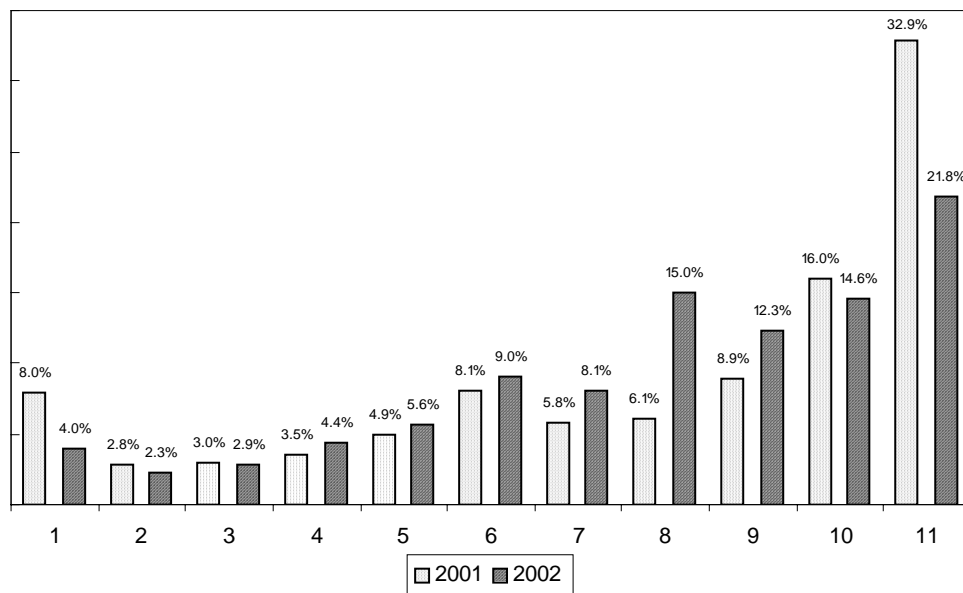
The West Metropole had the lowest score for feeling safe in the CSC of 8.4 (8.9 in 2001). 18.5% of respondents scored below 7 (20.3% in 2001) and 38.4% of respondents scored 10 or 11 compared to 63.5% of respondents in 2001.

3.10 Trust in SAPS

3.10.1 Level of trust in the members of the CSC

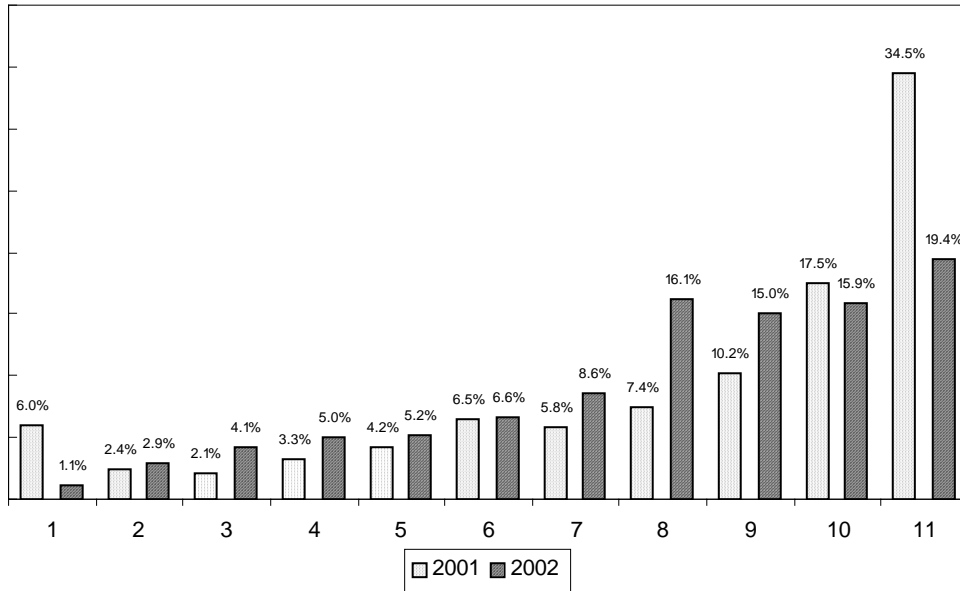
Trust is regarded by the Department as a fundamental issue in the police environment. The respondents were asked to what extent they trust the members of their CSC. The respondents gave this question the lowest score of all the serdex elements (8.0). This result is consistent with the respondents' views in the prior year.

Figure 3.10.1-1: Western Cape: Level of trust in the members of the CSC



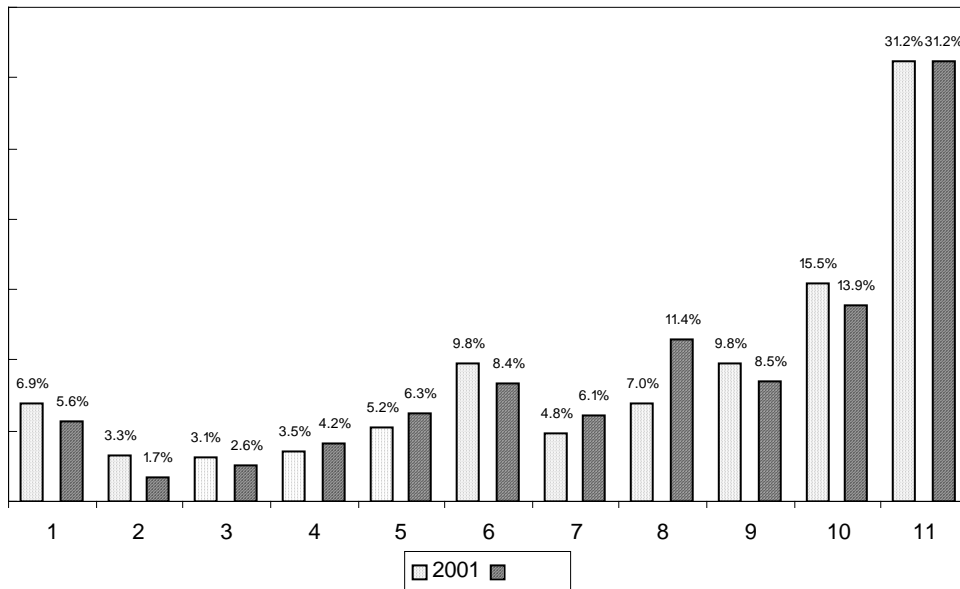
The score for the Western Cape was 8.0 (8.0 in 2001). This was the serdex element that scored the lowest in the province. 36% of respondents scored 10 or 11 compared to 48.9% in 2001, however, 28.3% of respondents scored below 7 compared to 30.3% in 2001.

Figure 3.10-2: Boland: Level of trust in the members of the CSC



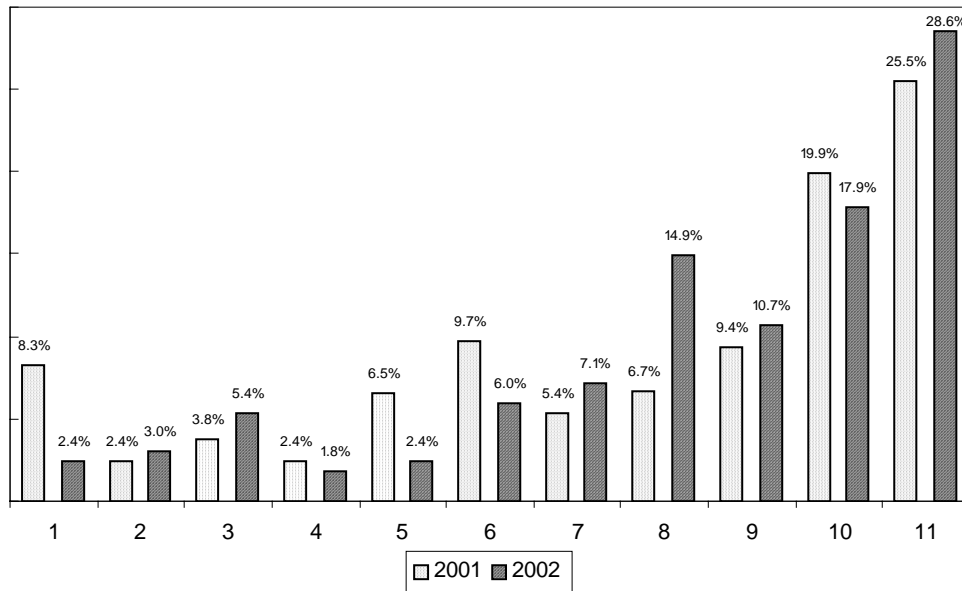
The Boland area had a score of 8.0 (8.4 in 2001). 25% of the respondents scored below 7 (24.5% in 2001) and 35.3% of respondents scored 10 or 11 compared to 52.0% of respondents in 2001.

Figure 3.10-3: East Metropole: Level of trust in the members of the CSC



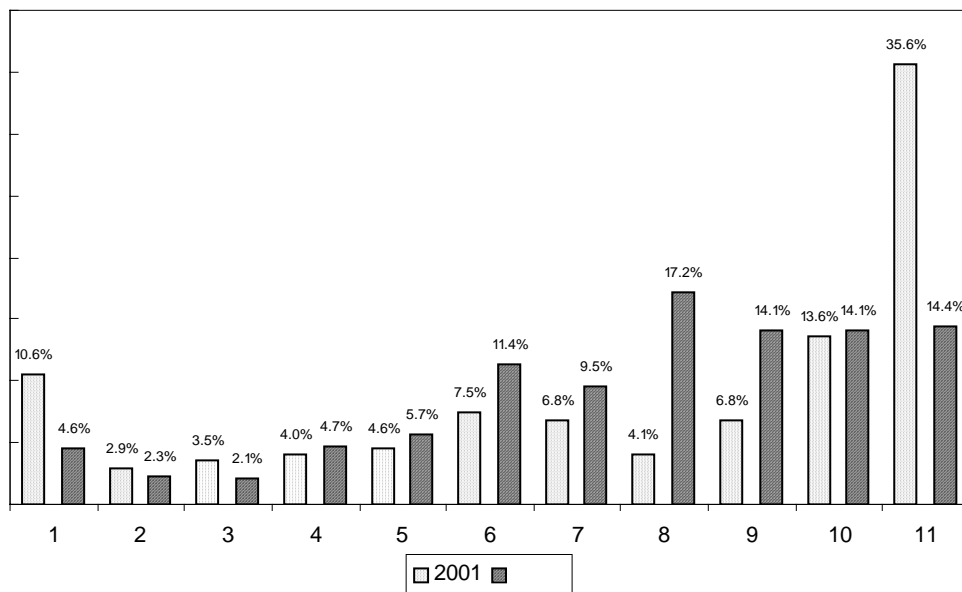
The East Metropole had a score of 8.1 (8.1 in 2001). 28.9% of respondents scored below 7 (31.8% in 2001).

Figure 3.10-4: Southern Cape: Level of trust in the members of the CSC



The Southern Cape had a score of 8.4 (7.8 in 2001). This represents an overall improvement in the respondents' perception of the level of trust in the members of the CSC in the Southern Cape area. 20.8% of the respondents scored below 7 compared to 33.1% in 2001.

Figure 3.10-5: West Metropole: Level of trust in the members of the CSC



The score for the West Metropole was 7.6 (7.8 in 2001). The West Metropole scored the lowest for trust in the members of the CSC in all the areas. 30.7% of the respondents scored

below 7 (33.1% in 2001) and 28.5% of respondents scored 10 or 11 compared to 49.2% of respondents in 2001.

3.10.2 Trust in the police in general

In the 2002 exit poll a new section was added to the questionnaire on the level of trust in the police in general. The additional questions asked were:

- Are police officials available when you need them?
- Are police officials genuinely interested in helping you?
- Are police officials courteous/respectful?
- Are police officials committed/dedicated to address crime in your area?

The following table sets out the respondents views per area on whether police officials are available when needed:

Table 3.10-1: Respondents views per area on availability of police officials

Area	Yes		No		Unsure	
	N	%	N	%	N	%
E Metro	560	53.8	376	36.2	104	10.0
S Cape	111	65.7	46	27.2	12	7.1
Boland	428	58.7	214	29.4	87	11.9
W Metro	676	53.7	411	32.6	172	13.7
Total	1775	55.5	1047	32.7	375	11.7

The majority of respondents in the Western Cape (55.5%) noted that police officials were generally available when needed. However, nearly 45% of respondents said no or were not sure.

The following table sets out the respondents views per area on whether police officials are genuinely interested in helping:

Table 3.10-2: Respondents views per area regarding police officials being genuinely interested in helping

Area	Yes		No		Unsure	
	N	%	N	%	N	%
E Metro	728	70.0	216	20.8	96	9.2
S Cape	126	74.6	24	14.2	19	11.2
Boland	482	66.1	102	14.0	145	19.9
W Metro	888	70.5	210	16.7	161	12.8
Total	2224	69.6	552	17.3	421	13.2

The majority of respondents in the Western Cape (69.6%) noted that police officials were genuinely interested in helping them.

The following table sets out the respondents views per area on whether police officials are courteous/ respectful:

Table 3.10-3: Respondents views per area on whether police officials are courteous/respectful

Area	Yes		No		Unsure	
	N	%	N	%	N	%
E Metro	771	74.1	178	17.1	91	8.8
S Cape	134	79.3	22	13.0	13	7.7
Boland	588	80.7	76	10.4	65	8.9
W Metro	926	73.6	226	18.0	107	8.5
Total	2419	75.7	502	15.7	276	8.6

The majority of respondents in the Western Cape (75.7%) noted that police officials were generally courteous/ respectful.

The following table sets out the respondents views per area on whether police officials are dedicated/ committed to address crime:

Table 3.10-4: Respondents views per area on whether police officials are dedicated/committed to address crime

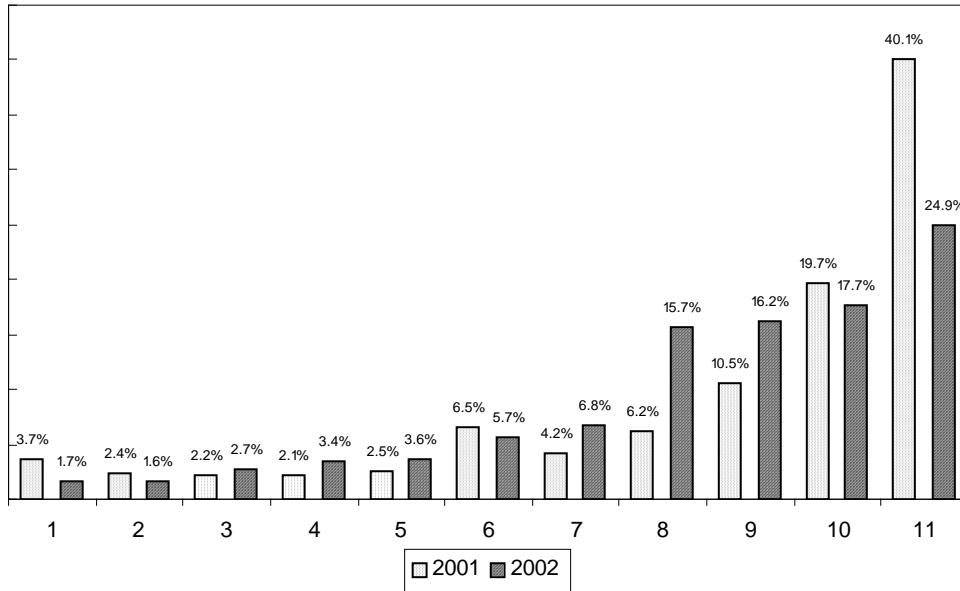
Area	Yes		No		Unsure	
	N	%	N	%	N	%
E Metro	656	63.1	245	23.6	139	13.4
S Cape	124	73.4	20	11.8	25	14.8
Boland	494	67.8	125	17.1	110	15.1
W Metro	706	56.1	327	26.0	226	18.0
Total	1980	61.9	717	22.4	500	15.6

The majority of respondents in the Western Cape (61.9%) noted that police officials were generally committed/ dedicated to addressing crime.

3.11 Willingness to help

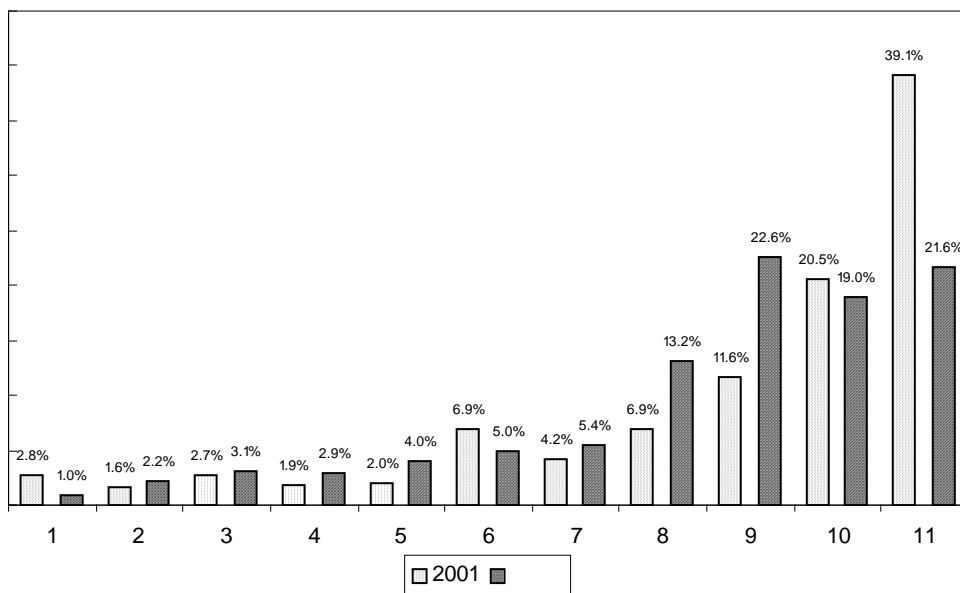
As per the 2001 exit poll the client's perception of a service provider's willingness to help is based on the observed attitude and behaviour of the latter. One of the important elements of bad service delivery is if the service deliverer projects the image of unwillingness to help. The exit poll shows a mean score of 8.6 for the Western Cape (8.8 in 2001). See the following tables for the respondents evaluation of the staff's willingness to help in the Western Cape and the different areas.

Figure 3.11-1: Western Cape: The staff's willingness to help



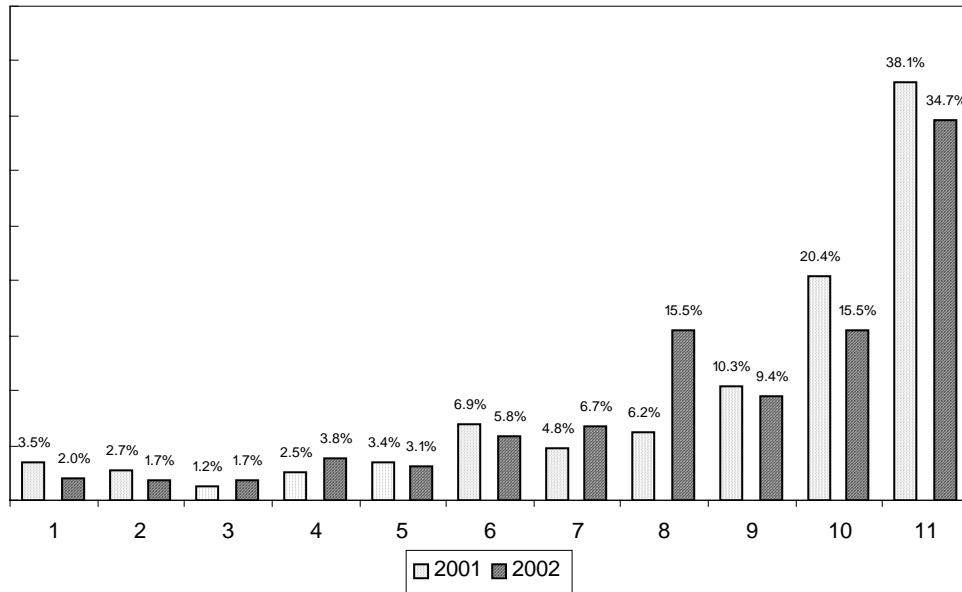
The score for the Western Cape was 8.5 (8.8 in 2001). 18.7% of respondents scored below 7 (19.4% in 2001). There appears to have been a marked decrease in the number of respondents awarding a maximum score of 11 to 24.9% of respondents in 2002 compared to 40.1% in 2001.

Figure 3.11-2: Boland: The staff's willingness to help



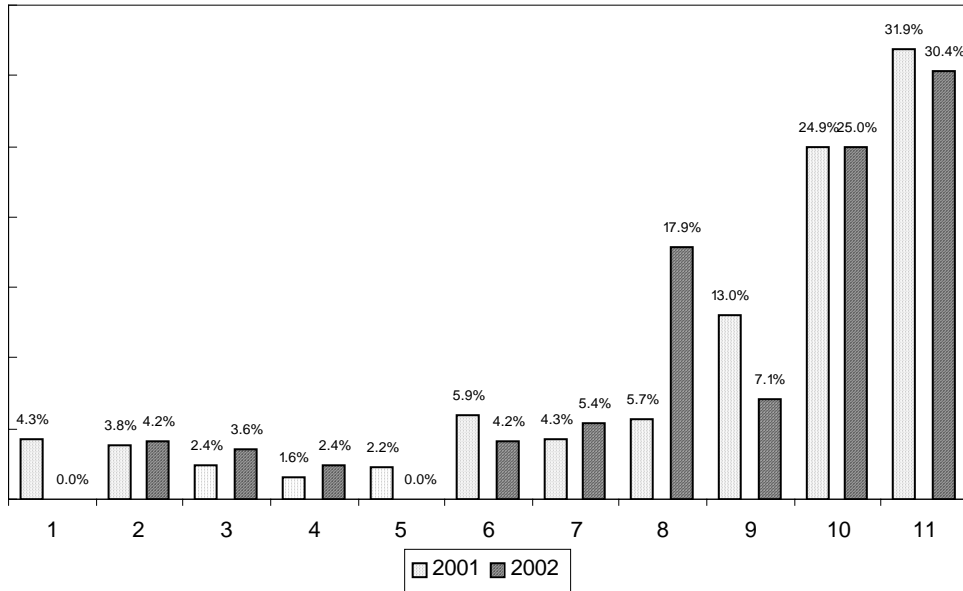
The score for Boland was 8.5 (8.9 in 2001). 18.2% of respondents scored below 7 (17.9% in 2001). There was a marked decrease of respondents in Boland awarding a maximum of 11 points from 39.1% in 2001 to 21.6% in 2002 and 40.6% of respondents scored 10 or 11 compared to 59.6% of respondents in 2001.

Figure 3.11-3: East Metropole: The staff's willingness to help



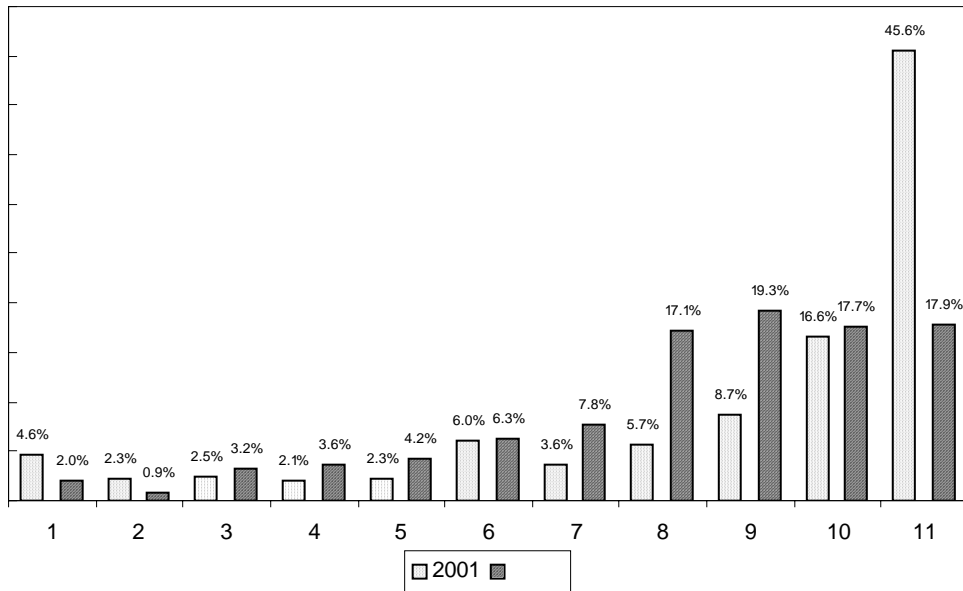
The East Metropole had a score of 8.7 (9.0 in 2001). 18.1% of respondents scored below 7 (20.2% in 2001).

Figure 3.11-4: Southern Cape: The staff's willingness to help



The score for the Southern Cape was 8.8 (8.6 in 2001). Only 14.3% of respondents scored below 7 compared to 22.2% in 2001.

Figure 3.11-5: West Metropole: The staff's willingness to help



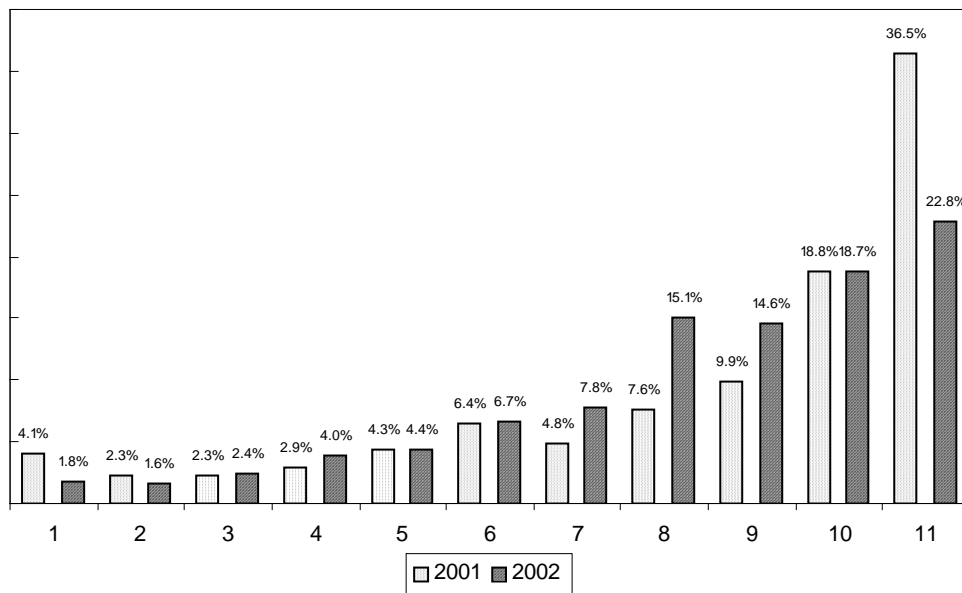
The score for the West Metropole was 8.3 (8.8 in 2001). The West Metropole scored the lowest of the areas in this category. 20.2% of respondents scored below 7 (19.8% in 2001) and 35.6% of respondents scored 10 or 11 compared to 62.2% of respondents in 2001.

3.12 Case sensitivity

Respondents were asked to evaluate the sensitivity with which their case was handled. As was noted in the 2001 exit poll what is considered to be sensitive is not an objective evaluation dependent on the nature of the case, but rather what the client considers to be sensitive or not.

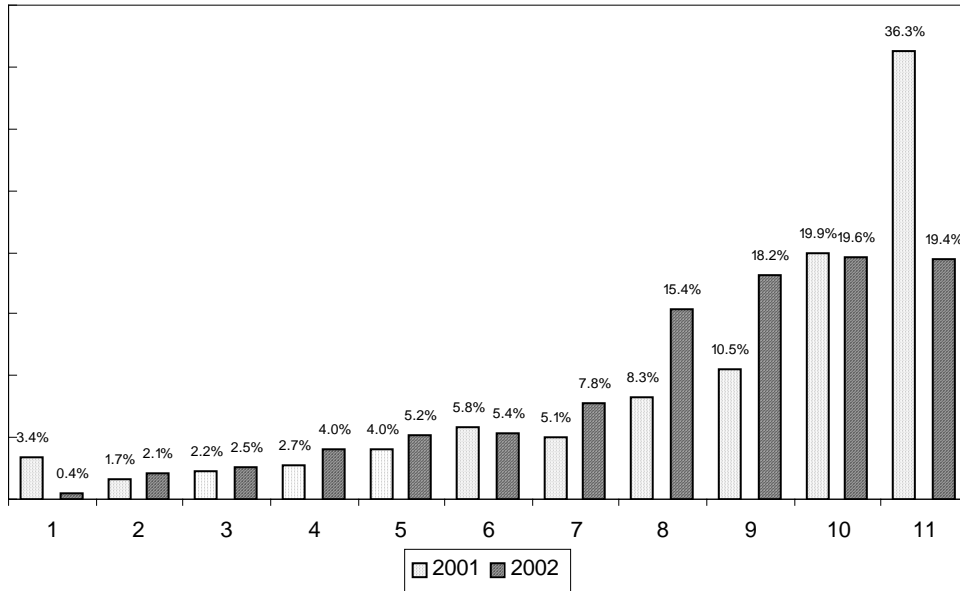
The visitors to the CSCs in the Western Cape evaluated the sensitivity of their treatment as 8.4 out of a possible 11 (8.6 in 2001). See the following tables on case sensitivity in the Western Cape and the different areas below.

Figure 3.12-1: Western Cape: Level of sensitivity of treated with



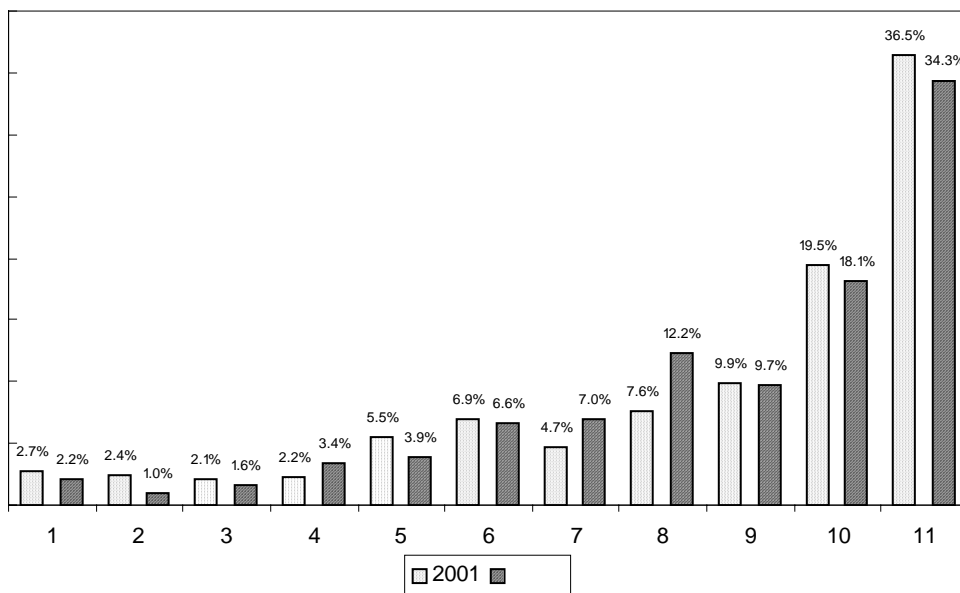
Case sensitivity scored 8.4 in 2002, compared to 8.6 in 2001. This was the lowest serdex element score after trust (7.9). 20.9% of respondents scored below 7 (22.3% if 2001) and 41.6% of respondents scored sensitivity as either 10 or 11 compared to 55.3% in 2001.

Figure 3.12-2: Boland: Level of sensitivity of treatment



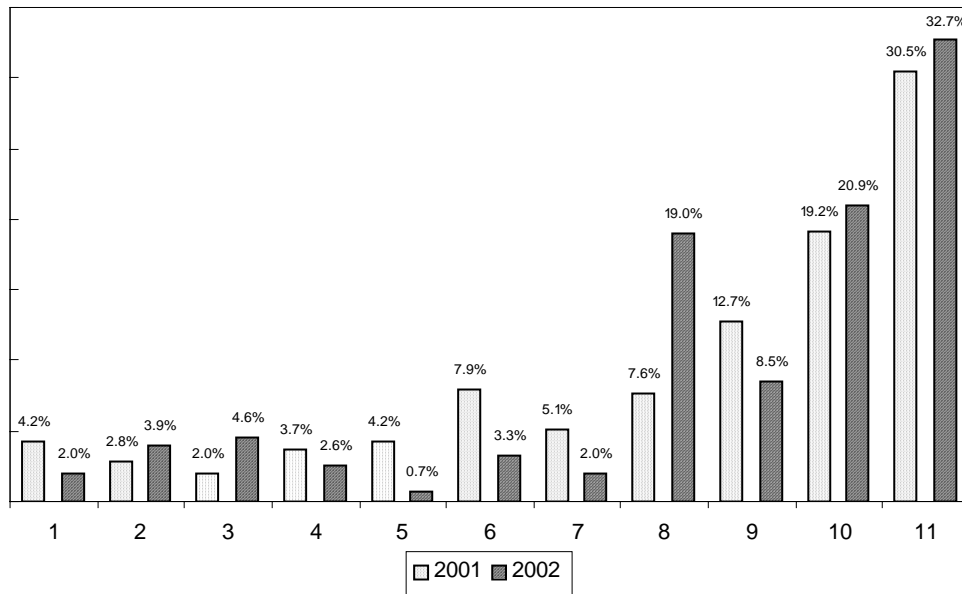
The score for Boland was 8.4 (8.8 in 2001). 19.7% of respondents scored below 7 (19.8% in 2001). There appears to have been a marked decrease in respondents scoring a maximum of 11 for sensitivity as 19.4% of respondents scored the maximum of 11 compared to 36.3% in 2001.

Figure 3.12-3: East Metropole: Level of sensitivity of treatment



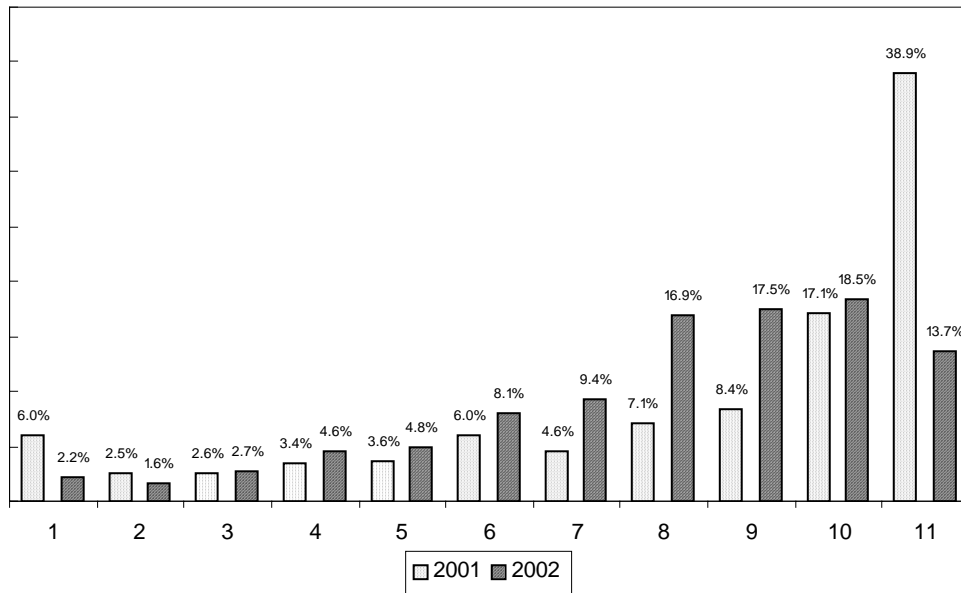
The score for the East Metropole was 8.7 (8.8 in 2001). 18.6% of respondents scored less than 7 (21.8% in 2001) and 52.3% of respondents scored 10 or 11 compared to 56% of respondents in 2001.

Figure 3.12-4: Southern Cape: Level of sensitivity cases of treatment



The sensitivity score for the Southern Cape was 8.7 (8.4 in 2001). Only 17% of respondents scored below 7 compared to 24.8% in 2001. The Southern Cape, together with East Metropole, scored the highest by respondents for sensitivity of treatment.

Figure 3.12-5: West Metropole: Level of sensitivity of treatment



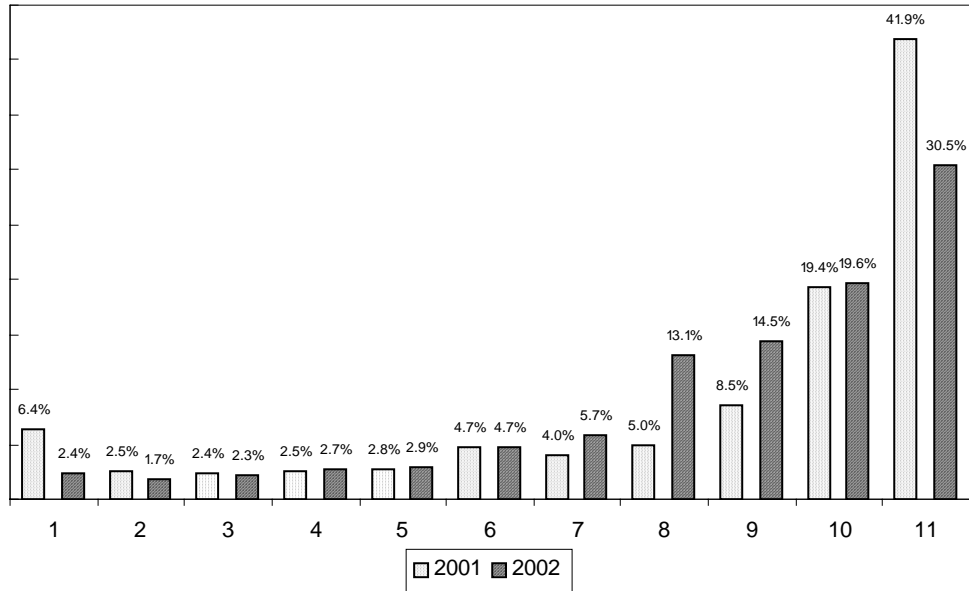
The score for the West Metropole was 8.0 (8.4 in 2001). 24% of respondents scored below 7 compared to only 24.1% in 2001. There appears to have been a marked decrease in the number of respondents that scored the maximum level of satisfaction with the level of sensitivity their cases were treated with as 13.7% of respondents scored 11 out of 11 compared to 38.9% of respondents in 2001.

3.13 Service satisfaction

As in 2001 respondents were asked as to the general perception of service satisfaction. Like the other questions in the serdex this question measured a perception that could be based on various elements depending on the personality of the respondents, the reason for the visit to the CSC and even the mood of the respondent during the time of his or her visit. Therefore, the content of this response is not fixed, but the reality lies in the perception as it is measured for each respondent.

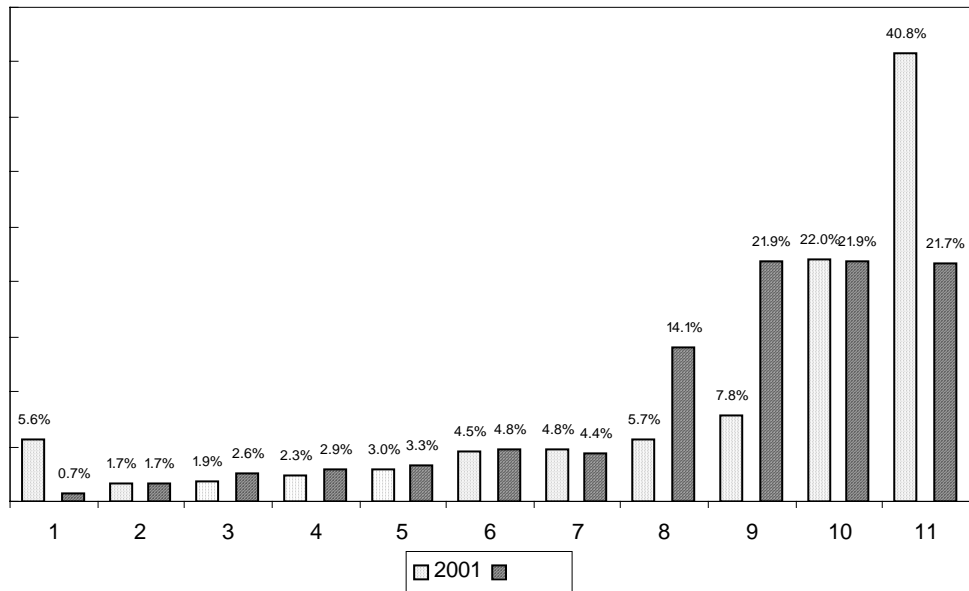
Satisfaction with the service in the Western Cape scored 8.7 (8.6 in 2001). See the following figures for a reflection of the satisfaction with the service respondents received in the Western Cape and the various areas.

Figure 3.13-1: Western Cape: Satisfaction with the service received



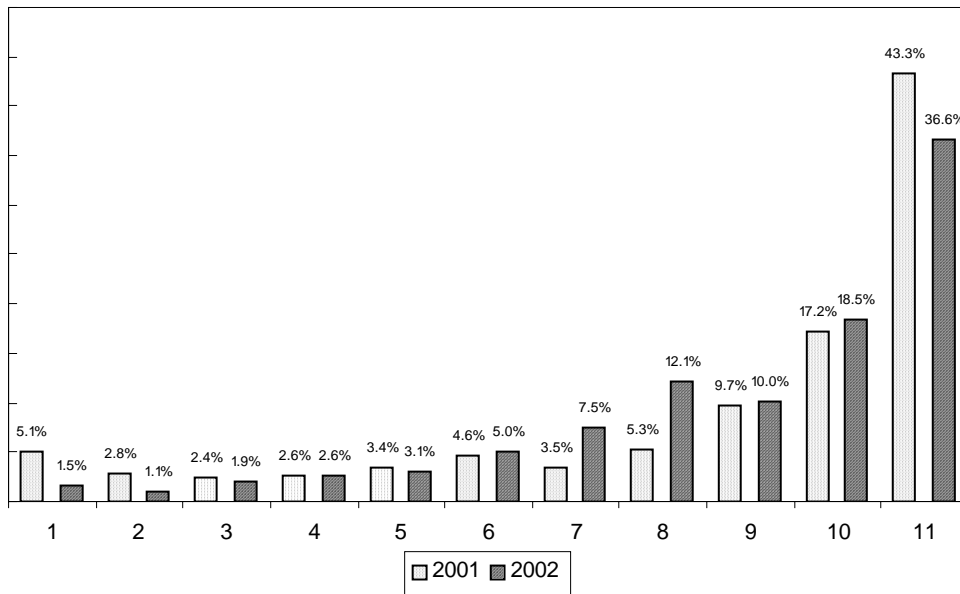
Satisfaction with the service scored 8.7 (8.6 in 2001). 50.1% of respondents scored between 10 and 11 compared to 61.3% in 2001. However, only 16.6% of respondents scored below 7 compared to 21.3% in 2001.

Figure 3.13-2: Boland: Satisfaction with the service received



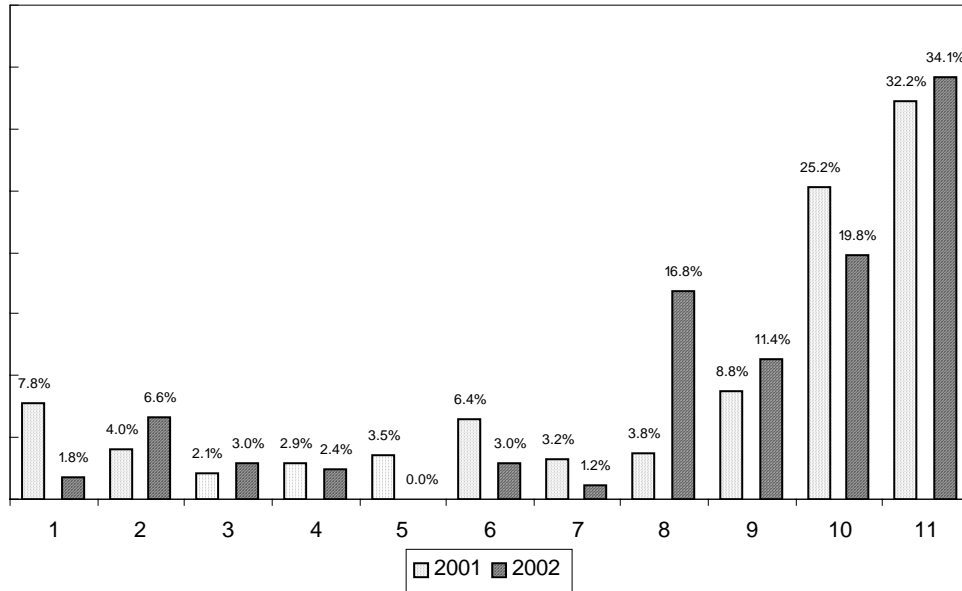
The score for satisfaction in the Boland was 8.7 (8.8 in 2001). Only 16% of respondents scored below 7 compared to 19% in 2001 and 43.6% of respondents scored 10 or 11 compared to 62.8% of respondents in 2001.

Figure 3.13-3: East Metropole: Satisfaction with the service received



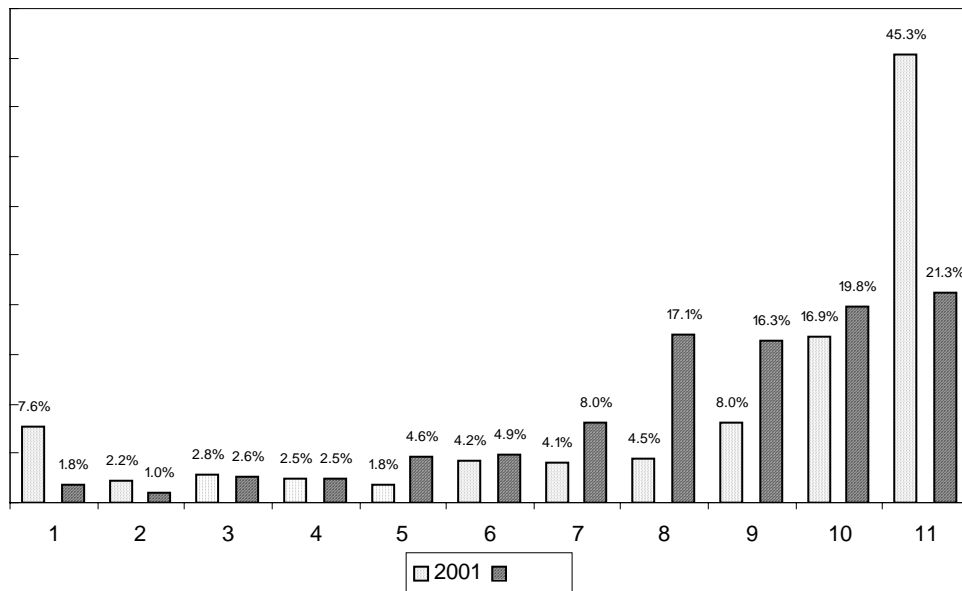
The score for satisfaction in the East Metropole was 8.9 (8.9 in 2001). The East Metropole scored the highest of all the areas in this service category after Boland and Southern Cape on the scores of 8.7. Only 15.3% of respondents scored below 7 compared to 20.9% in 2001.

Figure 3.13-4: Southern Cape: Satisfaction with the service received



The score for satisfaction in the Southern Cape was 8.7 (8.2 in 2001). Only 16.8% of respondents scored below 7 compared to 26.7% in 2001.

Figure 3.13-5: West Metropole: Satisfaction with the service received



The score for satisfaction in the West Metropole was 8.5 (8.6 in 2001). Only 17.5% of respondents scored below 7 compared to 21.1% in 2001. It appears that significantly fewer

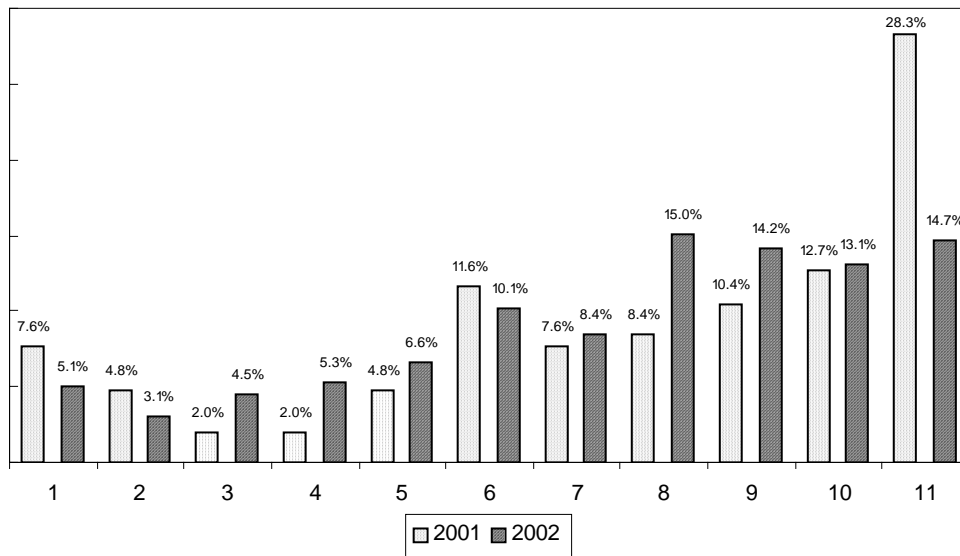
respondents scored the maximum of 11 as only 21.3% of respondents scored 11 compared to 45.3% of respondents in 2001.

3.14 Satisfaction with the follow-up service of a specific case(s)

As with the 2001 exit poll it was assumed that a visit to any CSC would include the possibility of a follow-up visit in connection with the previous visit or visits. This would mean that after the follow-up visit, respondents would be able to give some indication of progress with a specific case, which in turn would reflect on a specific quality of service delivery (other than a first visit).

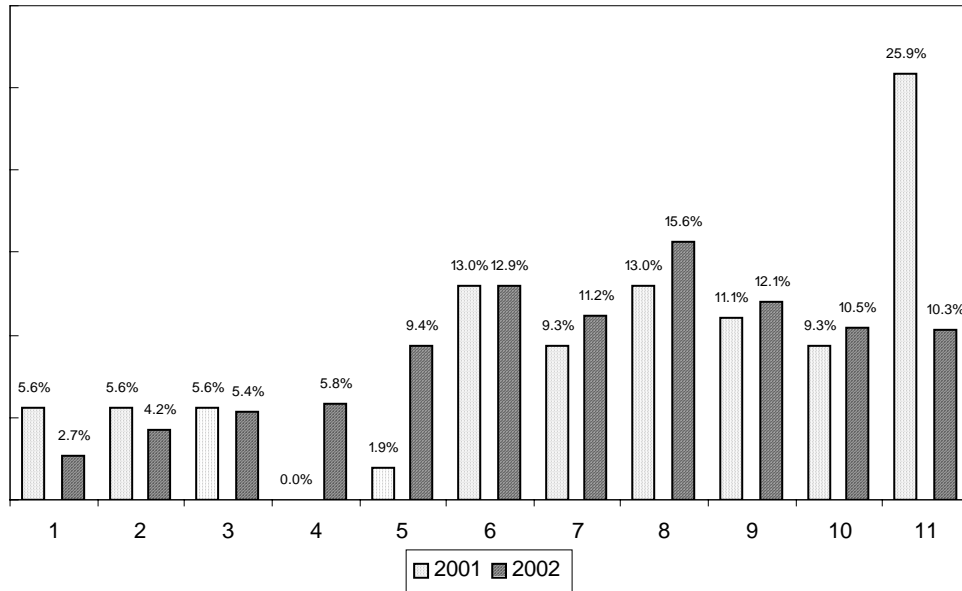
This measure was not included in the serdex and the mean score for the Western Cape was 7.4 (7.9 in 2001). See the following figures for the satisfaction with the follow-up service in the Western Cape and the different areas.

Figure 3.14-1: Western Cape: Respondents satisfaction with the follow-up of their case and case satisfaction in general



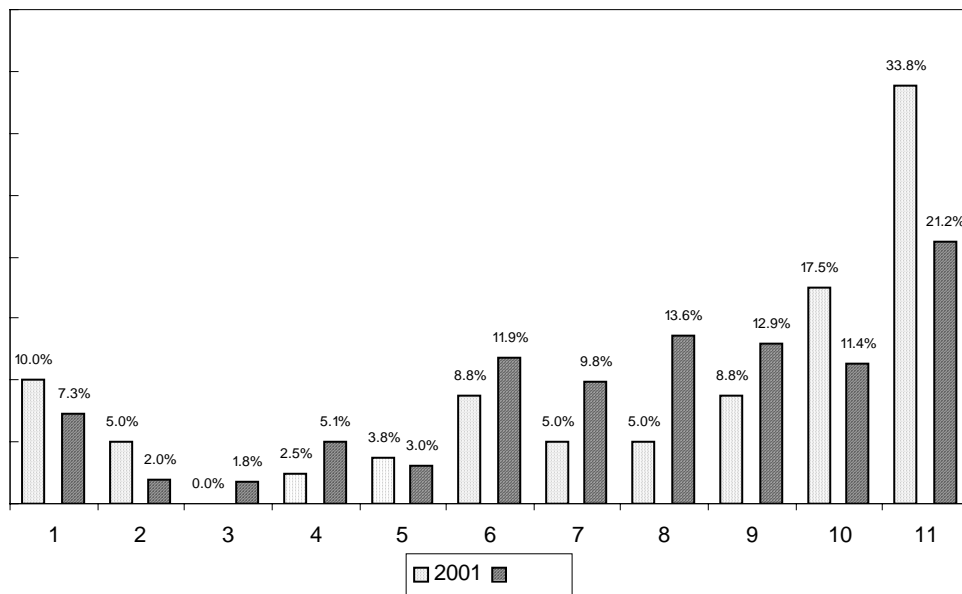
The score for respondent satisfaction in the Western Cape was 7.4 (7.9 in 2001). Only 27.8% of respondents scored between 10 and 11 for respondent satisfaction compared to 41% in 2001 and 34.6% of respondents scored below 7 compared to 32.8% in 2001.

Figure 3.14-2: Boland: Respondents satisfaction with the follow-up of their case and case satisfaction in general



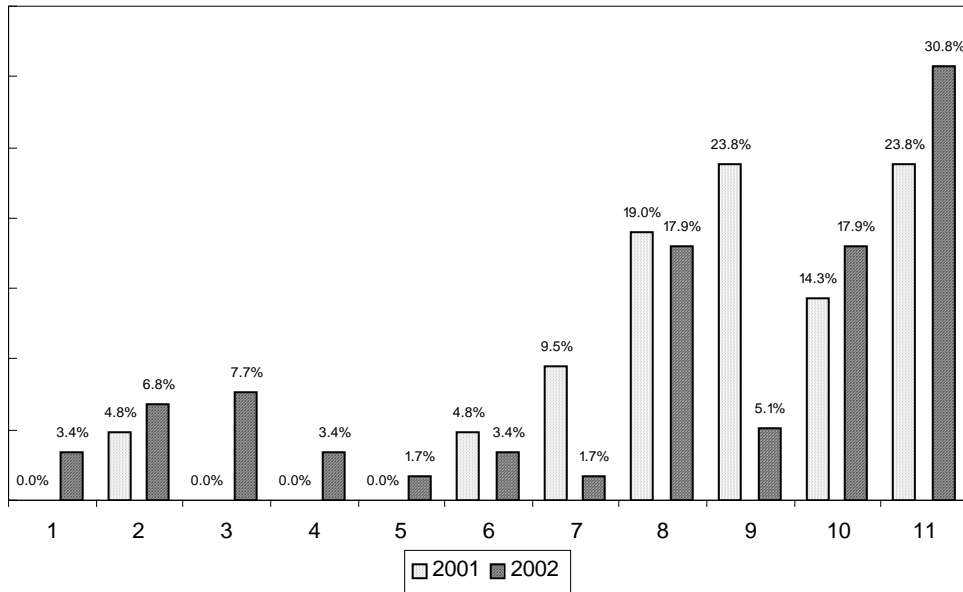
The score for respondent satisfaction in the Boland was 7.0 (comparative figure not available). Only 20.8% of respondents scored between 10 and 11 compared to 35.2% in 2001.

Figure 3.14-3: East Metropole: Respondents satisfaction with the follow-up of their case and case satisfaction in general



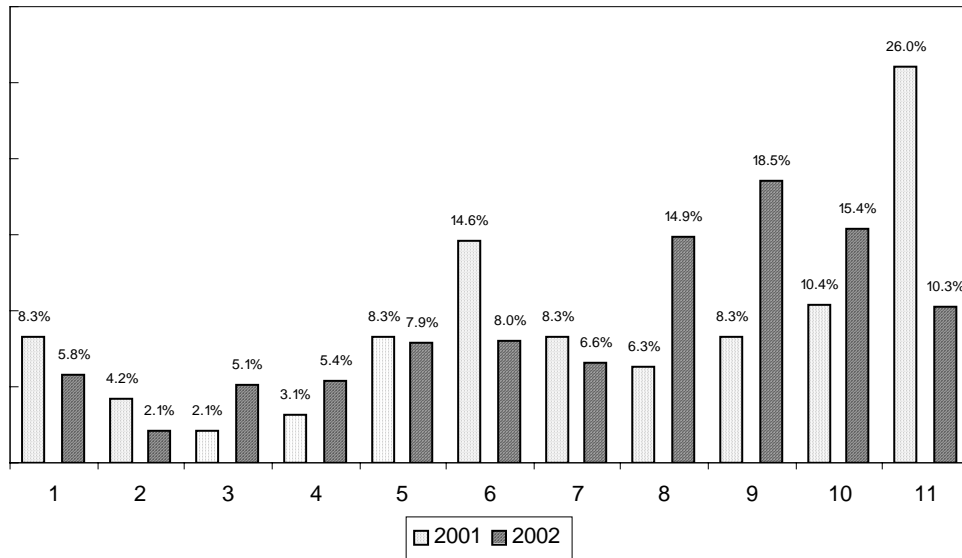
The score for the respondent satisfaction in the East Metropole was 7.6 (comparative figure is unavailable). Only 32.4% of respondents scored between 10 and 11 compared to 51.3% in 2001 and 31.1% of respondents scored below 7 compared to 30.1% in 2001.

Figure 3.14-4: Southern Cape: Respondents satisfaction with the follow-up of their case and case satisfaction in general



The score for respondent satisfaction in the Southern Cape was 8.0 (comparative figure not available). 48.7% of respondents scored between 10 and 11 compared to 38.1% of respondents in 2001. However, 26.5% of respondents scored below 7 compared to 9.6% of respondents in 2001.

Figure 3.14-5: West Metropole: Respondents satisfaction with the follow-up of their case and case satisfaction in general



The score for respondent satisfaction in the West Metropole was 7.3 (a comparative figure is not available). Only 25.8% of respondents scored between 10 and 11 compared to 36.4% of respondents in 2001. 5.8% of respondents scored 1 (8.3% in 2001) and 34.2% of respondents scored below 7 compared to 40.6% in 2001.

3.15 Causes of crime

In the 2002 exit poll a new section was introduced by the Department relating to the causes of crime. The following tables show the respondents views to the causes of crime in the various areas:

Table 3.15-1: Western Cape: Do you feel safe and secure in your residential area/community?

Area	Yes		No		Unsure	
	N	%	N	%	N	%
E Metro	543	52.2	492	47.3	5	0.5
S Cape	117	69.2	51	30.2	1	0.6
Boland	451	61.9	262	35.9	16	2.2
W Metro	669	53.1	571	45.4	19	1.5
Total	1780	55.7	1376	43.0	41	1.3

Just over half of total respondents in the Western Cape (55.7%) felt safe in their community. It appears that respondents in the Southern Cape felt the most safe in their community (69.2%).

Table 3.15-2: Western Cape: Do you know the root causes of crime in your area?

Area	Yes		No		Unsure	
	N	%	N	%	N	%
E Metro	627	60.3	377	36.3	36	3.5
S Cape	131	77.5	30	17.8	8	4.7
Boland	540	74.1	169	23.2	20	2.7
W Metro	834	66.2	387	30.7	38	3.0
Total	2132	66.7	963	30.1	102	3.2

About two-thirds (66.7%) of respondents in the Western Cape felt that they knew the root causes of crime in their area. It appears that respondents in the Southern Cape were the most knowledgeable about the root causes of crime in their residential area.

In addition to the above questions, respondents were made to read from a pre-prepared card setting out various generic causes of crime which were selected by the respondent. The various causes of crime given were:

- poverty,
- unemployment,
- alcohol abuse,
- drug abuse,
- combination of things; and
- other.

The results of the exit poll have been tabulated and presented per area below in order of cause.

Table 3.15-3: Western Cape: Root cause of crime

Western Cape	Totals	%
Unemployment	1919	25.8%
Alcohol abuse	1733	23.3%
Drug abuse	1639	22.0%
Poverty	880	11.8%
Combination of things	755	10.1%
Other	513	6.9%
Totals	7439	100.0%

The largest proportion of respondents felt that unemployment was the root cause of crime in the Western Cape.

Table 3.15-4: Boland: Root cause of crime

Boland	Totals	%
Alcohol abuse	540	32.3%
Drug abuse	369	22.1%
Unemployment	326	19.5%
Combination of things	215	12.9%
Poverty	157	9.4%
Other	63	3.8%
Totals	1670	100.0%

The largest proportion of respondents felt that alcohol abuse was the root cause of crime in the Boland.

Table 3.15-5: East Metropole: Root cause of crime

East Metro	Totals	%
Unemployment	717	29.2%
Drug abuse	550	22.4%
Alcohol abuse	517	21.1%
Poverty	283	11.5%
Combination of things	214	8.7%
Other	175	7.1%
Totals	2456	100.0%

The largest proportion of respondents felt that unemployment was the root cause of crime in the East Metropole.

Table 3.15-6: Southern Cape: Root cause of crime

Southern Cape	Totals	%
Unemployment	105	26.8%
Alcohol abuse	102	26.0%
Drug abuse	65	16.6%
Poverty	55	14.0%
Combination of things	40	10.2%
Other	25	6.4%
Totals	392	100.0%

The largest proportion of respondents felt that unemployment was the root cause of crime in the East Metropole.

Table 3.15-7: West Metropole: Root cause of crime

West Metro	Totals	%
Unemployment	771	26.4%
Drug abuse	654	22.4%
Alcohol abuse	574	19.7%
Poverty	385	13.2%
Combination of things	286	9.8%
Other	250	8.6%
Totals	2920	100.0%

The largest proportion of respondents felt that unemployment was the root cause of crime in the East Metropole.

The following table sets out the respondents views as to whether they were consulted on the causes of crime:

Table 3.15-8: Western Cape: Did local authorities (SAPS, Government, etc) inform or consult you with regard to the root causes of crime in your area?

Area	Yes		No		Unsure	
	N	%	N	%	N	%
E Metro	141	13.6	885	85.1	14	1.3
S Cape	41	24.3	124	73.4	4	2.4
Boland	203	27.8	517	70.9	9	1.2
W Metro	367	29.2	874	69.4	18	1.4
Total	752	23.5	2400	75.1	45	1.4

Only 23.5% of respondents in the Western Cape said that local authorities had consulted them on the causes of crime. The area with the lowest level of consultation was the East Metropole (13.6%).

The following table sets out respondents views on the adequacy of local SAPS actions in addressing crimes:

Table 3.15-9: Western Cape: Are local actions, projects, operations adequate in addressing the root causes of crime in your area?

Area	Yes		No		Unsure	
	N	%	N	%	N	%
E Metro	209	20.1	814	78.3	17	1.6
S Cape	59	34.9	105	62.1	5	3.0
Boland	232	31.8	481	66.0	16	2.2
W Metro	455	36.1	778	61.8	26	2.1
Total	955	29.9	2178	68.1	64	2.0

Only 29.9% of respondents in the Western Cape said that local actions were adequate in addressing causes of crime. The area with the lowest level of confidence in local actions was the East Metropole (20.1%).

3.16 Suggested changes to the CSC

In the 2001 exit poll five questions (being questions C1 – C5) were selected to retrieve the semantic connotations or perceptions in the mindset of a respondent linked to a specific concept. This information was then coded into either positive or negative connotation of service delivery by SAPS. In the 2002 exit poll the Department decided only to ask respondents a question relating to suggested changes at the particular CSC. The question was: if you could change one thing at the CSC, what will it be? Therefore, the 2002 exit poll does not include a semantograph analysis of how respondents felt about the CSC.

Respondents were asked what changes they would make to their CSC. The question was a fairly open ended one and we have tried to group the responses into meaningful categories for the Department. We have determined from the results of the exit poll that the relevant changes suggested by the respondents be classified into the following grouping:

- Better service, made up of the following type of responses:
 - Always be available
 - Be more caring
 - Be more friendly
 - Be more helpful
 - Be more honest
 - Be more patient
 - Be more professional
 - Better attitude
 - Better co operation
 - Better communication
 - Better relationship
 - Better service/give better service
 - Better treatment
 - Have better manners
 - More efficient
 - More respect
 - Quicker telephone response
 - Show more interest/interest in solving crime
 - Staff must be more polite
 - To follow up cases

- More staff/police, made up of the following type of responses:
 - More staff/police
 - More police on patrol
 - More staff on weekends/night
- More equipment (vehicles, computers etc.), made up of the following type of responses
 - More vans/vehicles
 - Update office equipment/computers
- Environment (building/surroundings), made up of the following type of responses
 - Better atmosphere
 - Cells/fix up/clean up/make bigger
 - Cleaner/neater floors/neater office
 - Expand police station
 - Extend office
 - Fix up building
 - Have a buzzer/buzzer on arrival
 - Have more seats/comfortable seats in waiting room
 - Improve appearance/make more colourful
 - Improve building
 - More private/private cubicles
 - Paint the place
 - User friendly building/office
 - Waiting room too small
- Other, made up of the following type of responses:
 - Better police/staff
 - Fight corruption
 - Better administration
 - Have women in office
 - Must be served in own language
 - Other
 - Police must be more visible

- Stop racism
- To be open 24 hours

The following table summarises the respondents suggested changes in each area:

Table 3.16-1: Western Cape: Suggested changes to the CSC

Response	2002				
	W Cape	Boland	East Metro	S Cape	West Metro
	%	%	%	%	%
More staff/police	16.7	18.7	23.3	13.4	11.0
More equipment (vehicles, computers, etc.)	5.5	2.0	7.1	5.8	5.8
Environment (Building/surroundings)	10.3	12.9	7.2	10.8	11.4
Other	11.7	15.5	9.0	6.7	12.8
Quicker response/take too long to respond	5.7	7.8	5.6	7.5	4.4
Quicker service/service too slow	4.0	2.6	4.2	4.2	4.4
Better attitude	2.4	4.9	0.0	0.0	3.7
Better service	43.7	35.6	43.6	51.6	46.5
Total	100.0	100.0	100.0	100.0	100.0

The largest proportion of respondents in the Western Cape (43.7%) felt that better service was the one thing they would change with their CSC. Better service was the overall issue rated by most respondents across all areas that they would like to change. The next most popular change would be to increase the number of SAPS members.

3.17 Where to complain

Respondents were asked where they should go if they would have a complaint about the service rendered by the SAPS. 51.8% of respondents in the 2002 exit poll did not know where to go with a complaint compared to 40.6% in 2001. It appears that general awareness of where to go with a complaint has decreased in the respondents surveyed in 2002 compared to 2001. The following table sets out the results of the exit poll for the Western Cape area compared to the exit poll results in 2001:

Table 3.17-1: Western Cape: Where to complain

Where to complain	2001		2002	
	%	N	%	N
Commander	41.2%	1 376	34.1%	1 084
Minister	7.3%	243	2.5%	79
Internal Complaints Directorate	0.0%	0	5.8%	183
Don't Know	40.6%	1 356	51.8%	1 647
Other	10.9%	364	5.9%	186
Total	100.0%	3 339	100.0%	3 179

The following table shows the proportionate responses of the respondents in the various areas regarding their knowledge on where to complain:

Table 3.17-2: Where to complain (all areas)

Where to complain	E Metro	S Cape	Boland	W Metro	Total
Commander	41.4%	37.3%	30.8%	29.5%	34.1%
Minister	1.7%	1.8%	4.7%	1.9%	2.5%
Internal Complaints Directorate	6.8%	7.8%	4.7%	5.2%	5.8%
Don't Know	43.1%	48.8%	55.9%	57.1%	51.8%
Other	6.9%	4.2%	3.9%	6.3%	5.9%
Total	100.0%	100.0%	100.0%	100.0%	100.0%

It appears that respondents in the East Metropole (56.9% offered some response) are the most aware of where to go in the case of a complaint against the SAPS, whereas the respondents in the West Metropole are the least aware of where to go (42.9% offered some response).

3.18 Location of the CSCs

In the 2002 exit poll three additional questions were asked of respondents related to the location of the CSCs (questions H1 – H3):

- Is this the closest CSC to the incident you are reporting?
- Is this police station closest to your home?
- If the respondent answered no then they were asked why.

The following table shows the number of respondents per area on whether the particular CSC was the closest CSC to the incident that they were reporting:

Table 3.18-1: Western Cape: Is this police station closest to the incident you are reporting?

Area	Yes		No		Unsure		Not Applicable	
	N	%	N	%	N	%	N	%
E Metro	415	39.9	60	5.8	25	2.4	540	51.9
S Cape	74	43.8	4	2.4	3	1.8	88	52.1
Boland	364	49.9	17	2.3	2	0.3	346	47.5
W Metro	571	45.4	89	7.1	34	2.7	565	44.9
Total	1424	44.5	170	5.3	64	2.0	1539	48.1

The majority of respondents in the Western Cape (85.9%) to whom the question was applicable indicated that the police station was the closest to the incident being reported. This was consistent in each area.

The following table shows the number of respondents per area on the whether the particular CSC was the closest CSC to the respondents' home:

Table 3.18-2: Western Cape: Is this police station closest to your home?

Area	Yes		No		Unsure	
	N	%	N	%	N	%
E Metro	747	71.8	290	27.9	3	0.3
S Cape	147	87.0	21	12.4	1	0.6
Boland	633	86.8	93	12.8	3	0.4
W Metro	894	71.0	357	28.4	8	0.6
Total	2421	75.7	761	23.8	15	0.5

The majority of respondents (75.7%) in the Western Cape indicated that the police station was the closest to their home. This was consistent in each area.

The following table sets out the reasons for using the particular CSC when the answer to either question H1 or H2 was “no”:

Table 3.18-3: Western Cape: Reason for visiting a particular station

Reason for visiting a particular station	Western Cape		Boland		East Metro		Southern Cape		West Metro	
	%	N	%	N	%	N	%	N	%	N
Accident/burglary/crime happened in this area	22.0	29	0.0	0	21.6	11	25.0	1	25.8	17
If accident/burglary/crime did not happen in the area, then reason was:										
- Better service here	11.4	15	18.2	2	17.6	9	0.0	0	6.1	4
- Could not help me	3.8	5	9.1	1	5.9	3	0.0	0	1.5	1
- No care	2.3	3	0.0	0	3.9	2	0.0	0	1.5	1
- Only one available	5.3	7	0.0	0	3.9	2	25.0	1	6.1	4
- Other	16.7	22	45.5	5	13.7	7	25.0	1	13.6	9
- Prefer to come here	6.1	8	18.2	2	2.0	1	0.0	0	7.6	5
- Quicker service here	0.8	1	0.0	0	0.0	0	0.0	0	1.5	1
- Was in area	8.3	11	9.1	1	9.8	5	0.0	0	7.6	5
- Was living in area before	3.0	4	0.0	0	2.0	1	0.0	0	4.5	3
- Was sent here	18.2	24	0.0	0	19.6	10	25.0	1	19.7	13
- Work in area	2.3	3	0.0	0	0.0	0	0.0	0	4.5	3
Total	100.0	132	100.0	11	100.0	51	100.0	4	100.0	66

3.19 Knowledge of Community Police Forums and other community structures

In the 2001 exit poll respondents were asked whether they know if a CPF exists in their area or not. In the 2002 exit poll respondents were also asked if there was a neighbourhood watch in their area and to comment on its effectiveness.

The following table sets out the respondents' knowledge about a CPF in the area:

Table 3.19-1: Respondents knowledge about a CPF in the area

CPF knowledge	2001					2002				
	Western Cape	Boland	E Metro	S Cape	W Metro	Western Cape	Boland	E Metro	S Cape	W Metro
Yes (%)	43.0	41.2	39.5	45.2	46.8	31.9	36.9	29.7	36.1	30.2
No (%)	18.5	16.7	18.3	18.5	20.3	36.3	34.3	35.0	33.7	38.9
Don't Know (%)	38.4	41.0	42.1	36.2	32.9	31.8	28.8	35.2	30.2	30.9

Only 31.9% of respondents in the Western Cape knew of a police forum in their area (43% in 2001).

The following table sets out the respondents' knowledge of whether there is a neighbourhood watch in the area:

Table 3.19-2: Western Cape: Is there a neighbourhood watch in your area?

Area	Yes		No		Unsure	
	N	%	N	%	N	%
E Metro	345	33.2	548	52.7	147	14.1
S Cape	57	33.7	96	56.8	16	9.5
Boland	349	47.9	320	43.9	60	8.2
W Metro	511	40.6	570	45.3	178	14.1
Total	1262	39.5	1534	48.0	401	12.5

The majority of respondents (N = 1 935 or 60.5%) did not know whether there was a neighbourhood watch or were unsure.

The following table sets out the effectiveness of the neighbourhood watch where one was identified by the respondent:

Table 3.19-3: Western Cape: Is the neighbourhood watch effective?

Area	Yes		No		Unsure		Not Applicable	
	N	%	N	%	N	%	N	%
E Metro	236	22.7	55	5.3	54	5.2	695	66.8
S Cape	42	24.9	6	3.6	9	5.3	112	66.3
Boland	236	32.4	62	8.5	51	7.0	380	52.1
W Metro	353	28.0	103	8.2	55	4.4	748	59.4
Total	867	27.1	226	7.1	169	5.3	1935	60.5

The majority of respondents that had a neighbourhood watch (n=867 or 68.7%) rated it as effective.

The following table sets out whether or not the respondents know who the station commissioner of the particular CSC is:

Table 3.19-4: Western Cape: Do you know who the station commissioner of this CSC is?

Area	Yes		No		Unsure	
	N	%	N	%	N	%
E Metro	97	9.3	788	75.8	155	14.9
S Cape	34	20.1	125	74.0	10	5.9
Boland	137	18.8	519	71.2	73	10.0
W Metro	115	9.1	982	78.0	162	12.9
Total	383	12.0	2414	75.5	400	12.5

A significant majority of respondents (N = 2 414 or 75.5%) did not know who the station commander of their CSC was.

3.20 Knowledge of SAPS initiatives

Respondents were asked in the 2002 exit poll whether they were aware of:

- The Western Cape Police Service Charter; and
- The Hands Off Our Children campaign (HOOC).

The following table sets out the respondents awareness of the Western Cape Police Service Charter:

Table 3.20-1: Western Cape: Respondents awareness of the Western Cape Police Service Charter

Area	Yes		No		Unsure	
	N	%	N	%	N	%
E Metro	104	10.0	931	89.5	5	0.5
S Cape	24	14.2	142	84.0	3	1.8
Boland	82	11.2	640	87.8	7	1.0
W Metro	151	12.0	1102	87.5	6	0.5
Total	361	11.3	2815	88.1	21	0.7

It appears that a significant majority of respondents are not aware of the Western Cape Police Charter (n=2815 or 88.1%).

The following table sets out the awareness of the HOOC campaign:

Table 3.20-2: Western Cape: Respondents awareness of the HOOC - Hands off our Children campaign

Area	Yes		No		Unsure	
	N	%	N	%	N	%
E Metro	302	29.0	735	70.7	3	0.3
S Cape	49	29.0	119	70.4	1	0.6
Boland	224	30.7	498	68.3	7	1.0
W Metro	287	22.8	965	76.6	7	0.6
Total	862	27.0	2317	72.5	18	0.6

It appears that a significant majority of respondents are not aware of the HOOC campaign (n=2317 or 72.5%).

3.21 Ranking of serdex satisfaction issues

In the 2002 Exit Poll respondents views with respect to selected service delivery satisfaction issues were ranked according to importance. The respondent was asked to mention the area of service delivery that they felt was most important and least important. The results of the exit poll have been tabulated in terms of most important and least important issues.

Table 3.21-1: Western Cape: Most important service delivery issues

Item	Total	%
Respect they treat you with	1874	19.5
Willingness of staff to help	1817	18.9
Follow up your case	1337	13.9
Sensitivity with which your case was treated	978	10.2
You trust the members of the CSC	867	9.0
Understand your language	799	8.3
Overall service you received at the CSC	789	8.2
No response	491	5.1
That you feel safe inside the CSC	458	4.8
The CSC is clean and tidy	112	1.2
The person attending to you is neat and tidy	69	0.7
All issues important so none selected	0	0.0
Total	9591	100.0

Based on an aggregate of the three most important service satisfaction issues presented to respondents it appears that respect for the respondent by the CSC staff is the most important issue (19.5%), closely followed by the willingness of staff to help the respondent (18.9%). The third most important service issue was the follow up done by SAPS (13.9%).

Table 3.21-2: Western Cape: Least important service delivery issues

Item	Total	%
The person attending to you is neat and tidy	2572	26.8
The CSC is clean and tidy	1948	20.3
No response	1311	13.7
Understand your language	913	9.5
That you feel safe inside the CSC	670	7.0
Overall service you received at the CSC	637	6.6
You trust the members of the CSC	498	5.2
Sensitivity with which your case was treated	318	3.3
All issues important so none selected	307	3.2
Respect they treat you with	175	1.8
Follow up your case	127	1.3
Willingness of staff to help	115	1.2
Total	9591	100.0

Based on an aggregate of the three least important service satisfaction issues presented to respondents it appears that the appearance of the CSC staff member is the least important issue (26.8%), closely followed by the cleanliness of the CSC (20.3%). The third least important service issue after no responses was language (9.5%). It appears that more respondents (n=913) thought that language was a less important issue than respondents who thought it was an important issue (n=799).

3.22 Exit poll challenges and limitations

The following challenges and limitations apply with regard to this exit poll:

- The exit poll in 2002, as in 2001, was limited to the service rendered in the CSC and excludes service with respect to responding to calls or complaints (an integral part of service delivery in rural areas) and telephone calls made to the CSC;
- The exit poll in 2002 used a similar but not identical instrument to that used in the 2001 exit poll. This may have caused slight differences in responses from respondents in 2002 compared to the 2001 exit poll. However, it is submitted that the 11-point scale is consistent with the previous year.
- This exit poll is the second in a benchmarking process for the whole of the Western Cape. Whilst comparisons have been made to responses obtained in 2001 they are not necessarily indicative of any trend and the exit poll will need to be continued on an annual basis in order to establish any meaningful trends in service delivery.
- The raw data from the 2001 exit poll was not made available to us. Therefore, for the purposes of comparison in the 2002 exit poll, we have relied on the hard copy of the 2001 exit poll reports. This may cause slight differences when compared to the 2001 exit poll.

4 Conclusion

Scores based on an 11-point scale consistent with the 2001 exit poll measured service delivery in the 2002 exit poll. A score of 6 out of 11 indicated that the respondent was neither satisfied nor dissatisfied. A score of 7 or above is indicative of a positive view whereas a score of 5 or below is indicative of a negative view.

The following general conclusions can be drawn from the 2002 Exit Poll:

- Reasons for visiting the CSC:
 - Respondents appeared mostly to visit the CSC for administrative purposes (32.9%).
 - The proportion of respondents reporting a violent crime decreased from 14.5% in 2001 to 11.5% in 2002. The proportion of respondents reporting a property crime also reduced from 12.5% in 2001 to 9.4% in 2002. However, the reporting of other crime (for the purposes of this report defined as non-violent and non-property) increased from 6.1% in 2001 to 7.4% of respondents in 2002.
- Service waiting time:
 - Overall it appears that service waiting time was good and has improved marginally from 2001 as respondents in the Western Cape scored 9.3 for waiting time out of 11 or 84.6%, compared to 9.0 in 2001 or 81.8%.
- Facilities:
 - It appears that respondents in the Western Cape generally perceived the CSCs as clean. There was a negligible decrease in the perception of cleanliness in 2002 compared to 2001.
 - In terms of importance the respondents noted that the cleanliness of the facilities was not an important factor.
- Treating people with respect:
 - In general respondents felt they were treated with respect in the Western Cape (8.8 out of 11) but this decreased from a score of 9.1 in 2001.
- Serving people in their language of preference:
 - Language was generally well perceived by respondents. However, some respondents regarded language as the third least important service issue while others regarded language as important and it was ranked sixth most important service issue.
- Environmental safety:
 - Overall it appears that respondents perceived the CSCs to be safe, although this perception has weakened in the Western Cape when compared to 2001. This may be an area for improvement.

■ **Trust in the SAPS:**

- Overall respondents indicated that they were satisfied with their level of trust in the members of their CSC (8.0 out of 11). However, trust in the CSC obtained the lowest of the serdex elements.
- It also appears that trust in the SAPS has improved marginally from 2001 in that 71.7% of respondents in the Western Cape were satisfied with trusting the police (scoring 7 or above) whereas in 2001 this was 69.7%.
- A small majority of respondents (55%) felt that the police were available when needed. Respondents were more satisfied in 2002 with the attitude and commitment of the police to dealing with crime.

■ **Willingness to help:**

- The overall perception of the CSC staff willingness to help appears to be good (78%), however, it has decreased slightly from 2001.

■ **Case sensitivity:**

- The overall perception of treatment of cases with sensitivity appears to be good (76%), however, it has decreased slightly from 2001 and it scored the second lowest score on the serdex elements for the Western Cape.

■ **Service satisfaction:**

- It appears that respondents had an improved perception of service satisfaction in the Western Cape in that only 16.6% scored service satisfaction below 7 compared to 21.3% in 2001.

■ **Case satisfaction:**

- The score for respondent satisfaction in the Western Cape was 7.4 (7.9 in 2001). Only 27.8% of respondents scored between 10 and 11 for respondent satisfaction out of a possible 11 compared to 41% in 2001 and 34.6% of respondents scored below 7 compared to 32.8% in 2001. This indicates that this should be an area for improvement for SAPS.

■ **Causes of crime:**

- The following factors in order of importance were identified by respondents as causes of crime:
 - Unemployment 25.8%
 - Alcohol abuse 23.3%
 - Drug abuse 22.0%
 - Poverty 11.8%
 - Combination of things 10.1%
 - Other 6.9%

- Suggested changes:
 - Most respondents wanted better service from their CSCs. However, the next most popular change to SAPS would be for more SAPS members.
- Where to complain:
 - It appears that the respondents' knowledge on where to complain is poor as more than half of respondents did not know where to complain.
- Location of the CSCs:
 - Most of the respondents appear to go to the CSC that is closest to the reported incident or to the CSC closest to their home.
- Knowledge of CPFs and other community structures:
 - Only 32% of respondents knew of police forums in their areas. This was significantly lower than the 41% in 2001.
 - It appears that the majority of respondents did not know of a neighbourhood watch. However, the majority of those who had a neighbourhood watch perceive it to be effective.
- Knowledge of other ministerial initiatives:
 - It appears that a significant majority of respondents were not aware of the Western Cape Police Charter and the HOOC campaign.