

Citizen Satisfaction Survey: Criminal Justice Sector

Presentation to the Portfolio Committee of Public Service and Administration

8 August 2006

Presentation Outline

- Introduction
- Objectives
- Methodology
- Findings
- Conclusion

2

Introduction

- Evaluating citizens' experiences of service delivery is one of the mechanisms through which to give effect to Batho Principles.
- Such evaluations help to ensure that the needs of citizens can be responded to.
- This is the second Citizen Satisfaction survey conducted by the PSC, and it focused on the services provided by the South African Police Services, the Department of Justice and Constitutional Development, and the Department of Correctional Services.
- The first survey focused on the social sector (Departments of Health, Education, Social Development, and Housing).

3

Objectives

The objectives of the surveys are to:

- Determine clients' expectations from the services provided the targeted departments.
- Assess level of citizen satisfaction with current services.
- Identify strengths, weaknesses, opportunities, and threats of service delivery.
- Determine consultation needs.
- Prioritise areas for improvement.
- Generate baseline information for future surveys.

4

Research Methodology

- Focus on specific services.
- With the cooperation of the departments identified –
 - * Services * Clients using the services
 - * Service points * Samples of service points
- Developed research instrument.
- Conducted pilot studies.
- Applied the research instrument to collect information from service users and staff.

5

Services Identified: SAPS

- Services at Police stations (129 police stations):
 - Administrative services
 - Crime-related services

6

7

Services Identified: Correctional Services

- At correctional centres (44 Correctional Centres)
 - Sentence enforcement & safe custody:
 - Admissions
 - Visitation

 - Generally rated relatively high (except for inmates and magistrate court users)

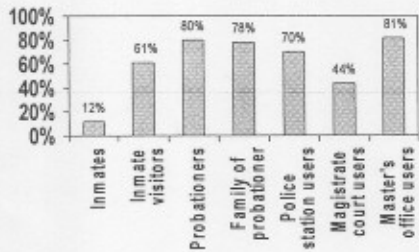
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General Findings (cont)

- Availability of Information:
 - Most citizens dissatisfied
 - Basic information describing the service
 - Aspects of the service that citizens have a right to
 - Signage & information desks
- Complaints Mechanisms:
 - Inadequate
 - Onus on citizens
 - Lack of information on systems for follow-up, leading to unwillingness to lodge complaints

11

Citizen Satisfaction Levels



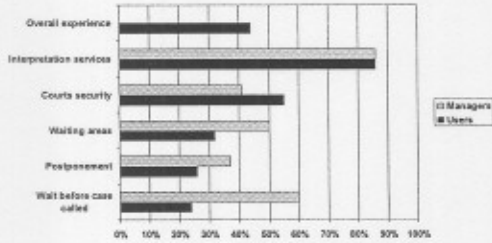
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SAPS: Satisfaction with Services

- Level of satisfaction varied with the type of service received.
- Users of administrative services were generally more satisfied than users of crime-related services
- The latter rated slow service and the attitude of police officers as key among their concerns

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Courts: Satisfaction with services



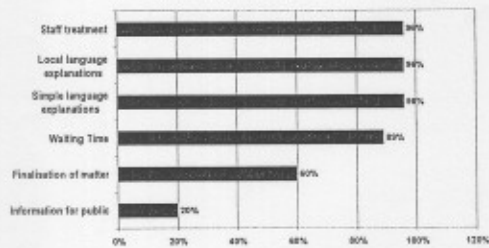
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Courts: Satisfaction with Services (cont'd)

- Only a fifth of court users felt that their confidence in the court system had increased
- Only 14% of court users argued that they would generally be willing to pursue a case again (or be a witness)
- Less than half of the court users felt that justice is administered fairly and equally to all

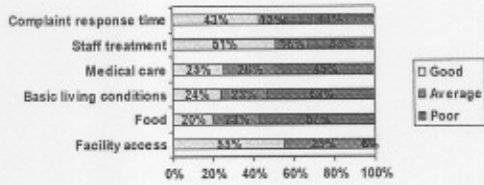
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Master's Office: Satisfaction with Services



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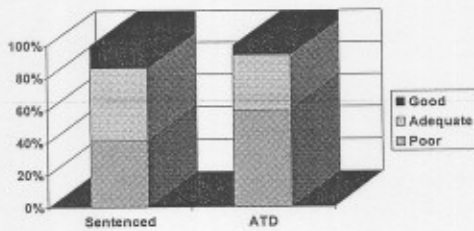
Correctional Services: Satisfaction with Services



Inmates' experiences with services

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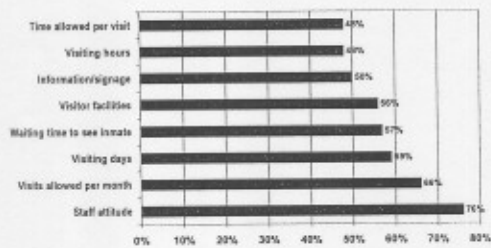
Correctional Services: Satisfaction with Services



Level of inmates' satisfaction with access to facilities

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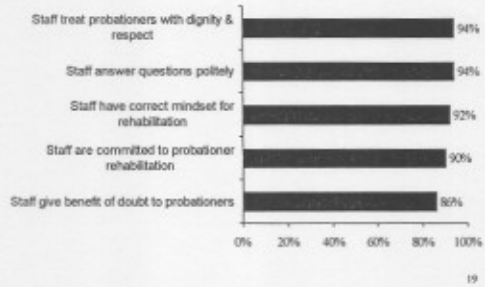
Correctional Services: Satisfaction levels



Visitor's level of satisfaction

18

Probationers' level of satisfaction



CONCLUSION

- Need ongoing monitoring & evaluation of services through extensive consultation
 - Information mechanisms to be instituted
 - Access for disabled and rural population to be attended to
 - Accessible & transparent complaints mechanisms
 - Greater coordination amongst departments in the CJS
- 20

Thank You!
