planning, monitoring & evaluation

Department:
Planning, Monitoring and Evaluation
REPUBLIC OF SOUTH AFRICA

FM MONITORING TOOL
User Questionnaire 2018/2019

NDP 2030

Department of Planning, Monitoring and Evaluation Office / Department of the Premier		Province:
		Reference Number:
Details of FSD Monitoring Site		
Name of Facility		
Sector		
Date of visit	DD / MM / YYYY	
Details of User		
Details of Monitor		
Name and Surname		
Contact Details	Telephone	
	E-mail	
	Other	

_____
Signature of monitor

_____
Date

User Questions
KPA 1: Location & Accessibility
How easy is it for you to get to this place?
KPA 2: Visibility & Signage
What do you think about the signage and information provided by this facility?

User Questions
KPA 3: Queue Management & Waiting Times
How well do you think this place manages queues?
KPA 4: Dignified Treatment
How well are you treated at this facility?

User Questions
KPA 5: Cleanliness & Comfort
What do you think of the school's buildings and cleanliness?
KPA 6: Safety
How do you feel about the safety and security at this facility?

User Questions
KPA 7: Service Availability & Efficiency
How do you feel about the services being provided in this facility?
How do you think this facility can be improved?
KPA 8: Complaints & Compliments Management
Do you have any complaints about this facility?

User Questions