REPORT ON STAKEHOLDER SATISFACTION SURVEY FOR THE PARLIAMENT OF THE REPUBLIC OF SOUTH AFRICA

PHASE TWO OF STAKEHOLDER SATISFACTION SURVEY FOR PARLIAMENT OF SOUTH AFRICA

Human Sciences Research Council

Stephen Rule, Saahier Parker, Ian Edelstein, Yul Derek Davids, Gregory Houston,

Yamkela Majikijela, Cyril Adonis, Temba Masilela

March 2019

Contents

List of Tables

List of Figures

Background

The Administration of the National Parliament of the Republic of South Africa contracted the Human Sciences Research Council (HSRC) to conduct research pertaining to the satisfaction of all stakeholders of Parliament during the period 2017 to 2019. The stakeholders include individuals and institutions across all sectors in commerce and industry, the different levels of government, and non-governmental organisations; employees of Parliament itself; and all members of the National Assembly and National Council of Provinces. We conducted surveys during the periods 2017/18 and 2018/19 with three categories of stakeholders, namely External Stakeholders, Members of Parliament, and Employees of Parliament.

Research of this nature accords with international best practice in respect of the monitoring and evaluation of the performance of parliaments. A study of parliamentary monitoring organisations (Mandelbaum, 2011) identified in excess of 200 mainly non-government organisations involved in monitoring the activities and accountability of parliaments in more than 80 countries or regions. Prominent in South Africa is the Parliamentary Monitoring Group (PMG, 2019), which collects and analyses the continual activities of the National Assembly and National Council of Provinces, as well as the meetings of 39 parliamentary committees and varied other activities of Parliament. Using PMG data, Muntingh (2012) demonstrated the limitations of public participation in the work of our Parliament. He found that a relatively small array of sectors or topics tend to attract the largest volume of submissions from the public. For example, the envisaged closure of the Directorate of Special Operations (Scorpions), the National Youth Development Agency, an 11-Year Review of the Implementation of the Domestic Violence Act, the Protection of Personal Information Bill, the Medicines and Related Substances Amendment Bill; and the Choice on Termination of Pregnancy Amendment Bill all attracted more than 20 submissions from the public. It was concluded that controversiality and overt politicisation of legislation and policy, and organised pressure groups …. are evidently strong drivers of public participation in the work of Parliament. A consequence of this may be that public participation may indeed be sporadic and opportunistic instead of more sustained" (Muntingh, 2012, 33). Similarly, Waterhouse and Mentor-Lalu (2016) found that only 30% of the meetings held by the National Assembly's Portfolio Committees on Health incorporated some form of public participation during the period which they reviewed (2009-2015). More extreme were the cases of the PCs on Basic Education and on Police, 11% of whose meetings entailed public participation from stakeholders.

Our current study acknowledges the metrics of the International Parliamentary Union (IPU, 2008) for assessments of parliament, namely their representativeness, oversight of the national executive, capacity to legislate, transparency and accessibility, and accountability. These have been distilled by O'Brien, Stepenhurst & von Trapp (2016) from instruments developed by four specialist agencies, the Assemblee Parlementaire de la Francophonie (APF), the Commonwealth Parliamentary Association (CPA), the IPU itself, and the National Democratic Institute for International Affairs (NDI). In particular, our Parliament should note the IPU's Self-Assessment Toolkit for Parliaments.

South Africa has evolved considerably since the end of apartheid and the dawn of democracy. Within this period, there has been significant legislative, institutional and social reform programmes toward redressing the imbalances of the past. This is a necessary process and an investment to the long-term future of South Africa as a country and as a people. Much of these rights, and ambitions are contained within the foundational documents of our fledgling democracy, the Constitution and the Bill of Rights enshrines this responsibility within the mandate of Parliament and its 5 main functions.

Among efforts to strengthen the role, efficacy and transparency of parliament, a High Level Panel on the Assessment of Key Legislation and the Acceleration of Fundamental Change (HLP) was convened

in December 2015. The panel, among its many responsibilities, was to develop an assessment of South Africa's legislative frameworks and implementation strategies as they relate to a transformative policy development agenda. Thematic areas focused on three key priorities: (1) poverty, unemployment and the inequality, (2) land reform and (3) social cohesion and nation building. In discharging its functions, the committee invited broad participation from key stakeholders toward informing its findings and recommendations. This critical consultative process, while required of parliament constitutionally, further creates access and opportunity for stakeholder engagement within the work and priority areas of parliament.

The panel, in its extensive recommendations noted the importance of building democracy through active citizenship and governance; ensuring equitable access to information; public participation (citizen engagement); ensuring remedial steps to counter distrust in institutions and ensuring effective implementation of legislation. These findings remain foundational to the establishment of parliament and its ongoing work in executing its mandate. A significant feature of this process was the active awareness of the importance of public participation in this important national conversation. Initiatives such as the High-Level-Panel, directly speaks to the many key functions of parliament and through its direct public participation, process serves to influence overall stakeholder satisfaction in this important national institution.

From another perspective, South Africa's position as an international actor since democracy resonates particularly within the concept of *parliamentary diplomacy*. Nolus (2011 – in Masters, 2015) defines this concept as *the activities carried out by Parliament in* [conducting] *international relations.* Following the first democratic elections in South Africa and the sitting of the first parliament, the reintegration internationally was key toward expanding South Africa's reach and relevance within the international community as well as the influence this has on domestic developmental priorities. Key issues include trade agreements, migration, foreign investment, support for infrastructure and development projects, bilateral agreements as well as issues related to domestic security and regional stability.

Within the constitution of South Africa, the mandate of parliament is defined to include five functions. Most relevant within the context of parliamentary diplomacy remains function 5: *To engage and participate in regional, continental and international bodies*. The effectiveness of parliament in all its roles – domestic and international – relies significantly on the efficient functioning and participation of all its role-players. These role-players may include internal (MPs and Staff) as well as external (citizens, business, NGO's and foreign interests). As such, the dynamics of parliamentary operations may directly impact the international relations function of parliament as it pertains to *parliamentary diplomacy* and *soft power*. It remains essential therefore that the stakeholders of parliament find an enabling environment within which to drive parliamentary processes as they relate to domestic development and policy or in its role regarding international relations. It remains important to note that the role of committees, employees, MP's and external stakeholders all feed into the higher-order engagements of parliament both internally and internationally.

The influence and *political capital* South Africa has earned since 1994 remains important for ongoing effective and meaningful international relations. South Africa's roles within the United Nations (UN), the Pan-African Parliament, the African Union and The Southern African Development Community (SADC) all resonates with Nye's (2006 – in Masters, 2015) definition of *soft power*. While being a debated concept, *soft power* remains important within international relations as a means of exerting influence and mobilizing [international] cooperation. Within the concept of Parliamentary diplomacy, similarly enveloped in issues of trust and transparency, South Africa yields significant regional and continental *soft power*. A critical element of this power however, continues to rest within the effective

operations of parliament and a satisfied and well-served stakeholder body. All stakeholders must therefore find Parliament to be an enabling environment, both physically and procedurally in order to meaningfully interact and contribute to the internal and external business of parliament. As a result, the outcomes of such research, specifically stakeholder satisfaction, forms an essential part of the foundations of parliamentary operations and its related functions domestically, regionally and within the international arena.

Against this background, Parliament additionally requested an analysis of broader public levels of trust in Parliament, which provide context to the specific stakeholder surveys. Data on this aspect have been collected by means of the HSRC's South African Social Attitudes Survey (SASAS) every year since 2003. SASAS is an annual cross-sectional survey that comprises attitudinal questions about a range of topics with demographically and geographically representative samples of more than 3000 adults across South Africa. The questionnaires that have been designed for each successive wave of SASAS have included the question: "Indicate the extent to which you trust Parliament in South Africa". Respondents are provided with six options, namely 'strongly trust', 'trust', 'neither trust nor distrust', 'distrust', 'strongly distrust', or 'do not know'. In their analysis of trust in the national institutions of neighbouring Botswana, Seabo and Molefe (2017) point out the necessity of trust for the proper functioning of a political democracy, citing the work of several experts (Mishler & Rose, 2001; Catterberg & Moreno, 2005; Seligson & Carrión, 2002).

The findings of SASAS indicate unambiguously that the level of public trust in Parliament has declined dramatically during the past decade (see red line in Figure 1). Whereas in 2004, almost two-thirds (64,9%) of adults in South Africa said that they either 'trust' or 'strongly trust' Parliament, this percentage had dropped to 48,7% in SASAS 2010 and to 27,7% in SASAS 2016.
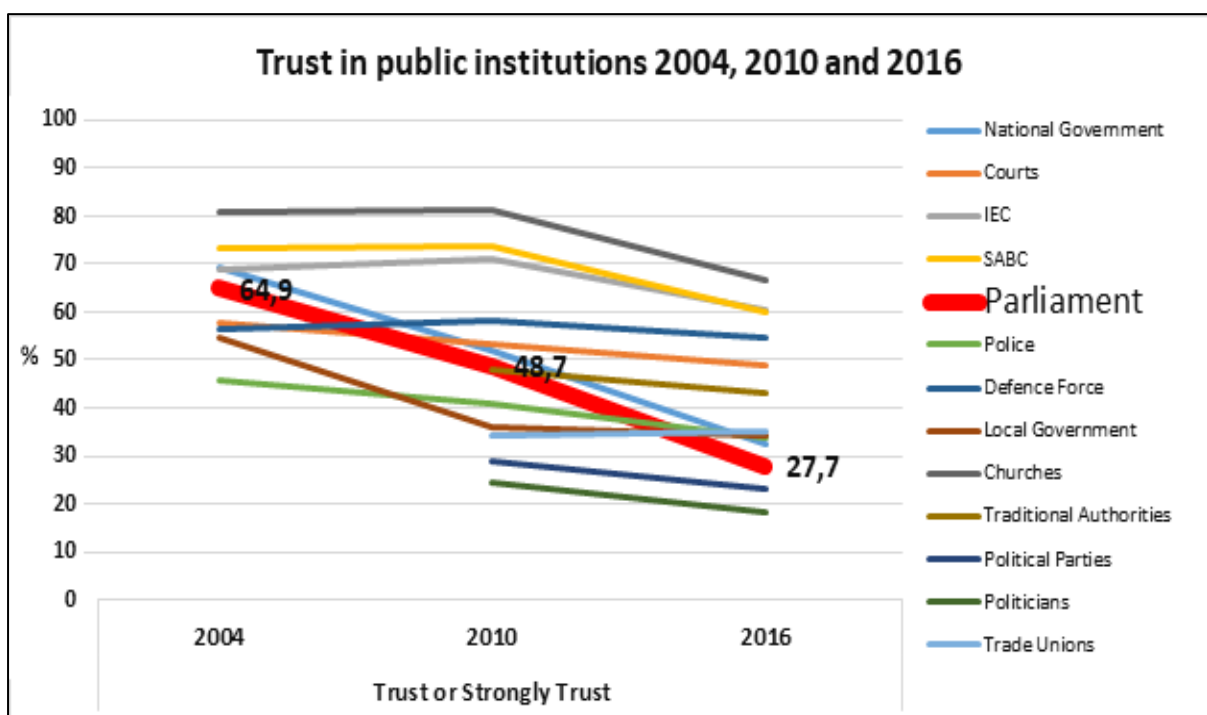
Figure 1: Trust in public institutions in South Africa, 2004, 2010 and 2016 (Source: SASAS)

Within the broader societal context, it should be noted that there has been a decline of trust in all public institutions during this period, including the courts, the IEC, the police and the SABC. However, the decline of trust in two institutions in particular has been the sharpest. These institutions are the national Parliament of South Africa and the national government. Figure 1 indicates the extent of this decline, highlighting the case of Parliament with the wide almost linear red trend line. Trust in

Parliament stood at 64,9% in 2004, at 48,7% in 2010, and at 27,7% in 2016. Note that this period spans the period of the third, fourth and fifth elected parliaments of the country, inclusive of three presidencies, namely Presidents Mbeki, Motlanthe and Zuma. This trend has also been present in Botswana as recorded in successive rounds of Afrobarometer, although must less exaggerated than in South Africa. Seabo and Molefe (2017) have identified significant correlates of trust in the Botswana Parliament as being government management of the economy; membership of a religious group, satisfaction with democracy itself, and satisfaction with perceived level of corruption in the country. In contrast, an internal survey of the level of satisfaction of a small sample of only MPs in the Zimbabwe[1] Parliament, satisfaction was found to be high (Industrial Psychology Consultants, 2016). The respondent sample satisfaction index was calculated to be 75,38%, with the majority expressing satisfaction with aspects such as their parliament's adherence to the practices and values of Parliament, the simplicity of its processes and procedures, its responsiveness to queries and the reliable availability of its services.

Declining Trust in Parliament 2004-2016

Table 1: Level of trust in Parliament in 2004, 2010 and 2016

	2004	**2010**	**2016**
Strongly Trust	20,6	11,7	4,5
Trust	44,3	37,0	23,2
Neutral	11,5	20,3	14,2
Distrust	14,6	21,9	39,3
Strongly Distrust	5,6	7,8	17,8
Do not know	3,4	1,3	0,9
Total	100,0	100,0	100,0

Weighted percentages computed using SASAS datasets

It is elucidating to disaggregate the level of trust in Parliament into the categories 'strongly trust', 'trust', 'neutral', 'distrust' and 'strongly distrust' and 'do not know'. Table 1 shows that the level of 'strong trust' had declined from 20,6% to only 4,5% over the twelve year period monitored by SASAS. Conversely, the level of 'strong distrust' increased from 5,6% to 17,8%. Combining 'strong distrust' and 'distrust', the numbers show that overall distrust in Parliament increased from 21,2% in 2004, to 29,7% in 2010, to substantially more than half of the adult population, namely 57,1% (2016).

The latest data, which are not yet in the public domain, show that in SASAS 2017, overall trust (i.e. the sum of the percentages that 'strongly trust' or 'trust') in Parliament had declined even further, to only 25% (Figure 2). The 2018 data from the latest SASAS that is currently still in the field, will be available later in 2019.

---

[1] This result pertains to a very small sample of MPs
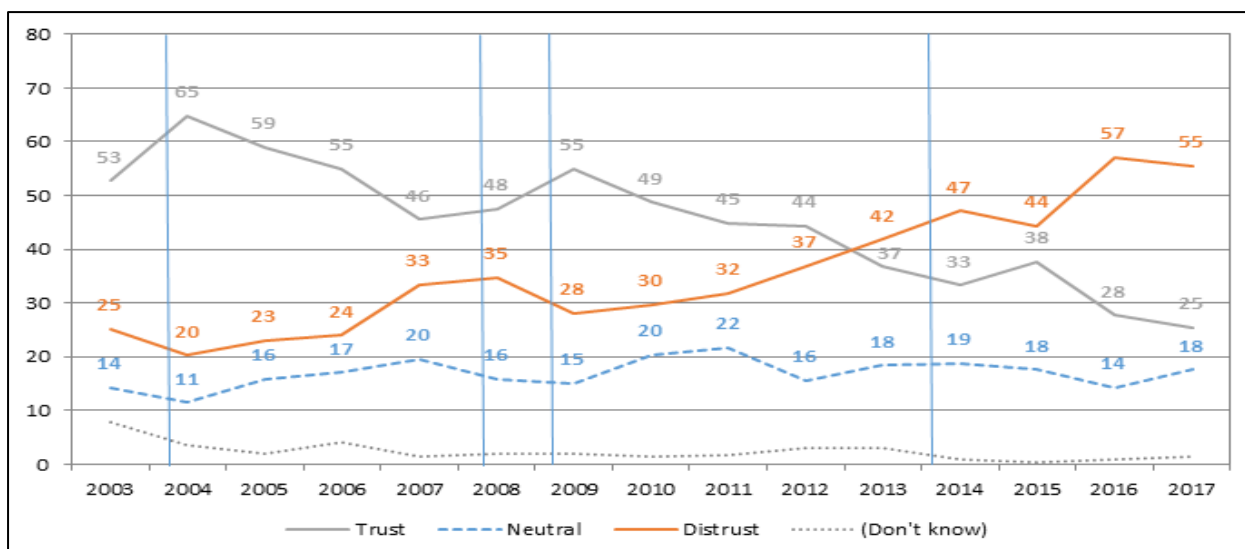
Figure 2: Changes in levels of public trust and distrust in Parliament, 2003-2017 (Source: SASAS)

Weighted percentages computed using SASAS datasets

Table 2: Percentage Trust or Strong Trust in Parliament, by Province 2004-2016

	2004	2010	2016
Western Cape	42,7	40,1	12,3
Eastern Cape	79,8	33,6	27,4
Northern Cape	69,1	52,4	30,0
Free State	75,5	49,4	31,4
KwaZulu-Natal	55,7	55,2	26,3
North West	69,2	46,5	20,6
Gauteng	58,2	46,7	34,1
Mpumalanga	75,4	63,2	25,6
Limpopo	84,3	58,8	37,9
Total	64,7	48,7	27,7

Weighted percentages computed using SASAS datasets

The decline in trust of Parliament has occurred across all nine provinces. In 2004, adults in Limpopo had the highest level of trust (84,3%) in Parliament. By 2010, this level had dropped to 58,8% and by 2016, to 37,9%, which was nevertheless the highest level of all nine provinces. The province where trust was lowest in 2004 was the Western Cape (42,7%). The Western Cape remained the least trusting of Parliament, with only one in eight people (12,3%) saying in 2016 that they either 'trust' or 'strongly trust' Parliament. Table 2 shows similarly dramatic declines in trust in other provinces, notably Eastern Cape (from 79,8% to 27,4%), Mpumalanga (from 75,4% to 25,6%) and Free State (from 75,5% to 31,4%). In SASAS 2016, the unweighted differences between provinces in levels of trust at the time of the 2016 survey were statistically significant (X^2=191,403; df=40; sig.=0,000).

Table 3: Percentage Trust or Strong Trust in Parliament, by Race, 2004-2016

	2004	2010	2016
Black African	73,1	54,3	31,7
Coloured	52,3	37,0	16,7
White	28,8	24,0	8,8
Indian	33,7	32,7	14,5
Total	64,7	48,7	27,7

Weighted percentages computed using SASAS datasets

The decline of trust in Parliament occurred amongst all race groups (Table 3). Whereas almost three-quarters (73,1%) of Black Africans expressed either 'trust' or 'strong trust' in Parliament in 2004, only 54,3% did so in 2010, and only 31,7% in 2016. Similarly from lower bases, the trust levels of the smaller groups declined from 52,3% to 16,7% amongst Coloured people; 28,8% to 8,8% amongst white people, and from 33,7% to 14,5% amongst Indian people. Differences between the races were statistically significant in 2016 (X^2=138,443; df=15; sig.=0,000).

Table 4: Percentage Trust or Strong Trust in Parliament, by Geo-type, 2004-2016

	2004	2010	2016
Urban Formal	56,7	44,0	26,9
Urban Informal	70,9	58,2	19,4
Tribal	76,7	55,4	33,7
Rural Formal	75,1	42,8	20,4
Total	64,7	48,7	27,7

Weighted percentages computed using SASAS datasets

Trust levels also declined amongst residents of all geo-types (Table 4), and most dramatically in urban informal settlements (70,9% to 19,4%). By 2016, only 33,7% of people living in tribal areas either trusted or strongly trusted Parliament. The differences between respondents living in the four different geo-types in 2016 were statistically significant (X^2=59,074; df=15; sig.=0,000).

Table 5: Percentage Trust or Strong Trust in Parliament, by Gender, 2004-2016

	2004	2010	2016
Female	64,7	48,6	29,7
Male	65,0	48,9	25,6
Total	64,7	48,7	27,7

Weighted percentages computed using SASAS datasets

Trust in Parliament declined somewhat more amongst males (to 25,6% in 2016) than amongst females (29,7% in 2016), from comparable highs of 65,0% and 64,7% respectively in 2004 (Table 5). The difference in 2016 was not statistically significant however (X^2=3,781; df=5; sig.=0,581).

Table 6: Percentage Trust or Strong Trust in Parliament, by Age Category, 2004-2016

	2004	2010	2016
16-25	66,0	53,1	27,7
26-35	67,8	48,4	28,1
36-50	64,3	47,6	26,4
51+	60,4	43,8	28,6
Total	64,7	48,7	27,7

Weighted percentages computed using SASAS datasets

Across age categories, the decline was equally dramatic from over 60% to less than 30% in all categories (Table 6). The differences in levels of trust in Parliament between age categories in 2016 were not statistically significant (X^2=15,857; df=15; sig.=0,392).

Table 7: Percentage Trust or Strong Trust in Parliament, by Level of Education, 2004-2016

	2004	2010	2016
Primary	74,5	52,2	36,1
Secondary	66,0	50,7	28,3
Matric	57,3	48,9	24,0
Post-Matric	56,8	40,2	23,4
Total	64,7	48,7	27,7

Weighted percentages computed using SASAS datasets

By level of education (Table 7), in all three of the years reported in this summary, the levels of trust in Parliament were highest amongst adults who had achieved a primary education, and sequentially lower amongst those with some secondary, or completed secondary, or post-matric education levels respectively. By 2016, 36,1% of those with a primary-level education indicated that they either 'strongly trust' or 'trust' Parliament. This was the case with only 28,3% of those with some secondary education, 24,0% of those who had completed Matric, and 23,4% of those who had achieved a post-Matric level of education. The differences between those with disparate levels of education were statistically significant (X^2=85,490; df=15; sig.=0,000).

Table 8: Percentage Trust or Strong Trust in Parliament, by LSM, 2004-2016

	2004	2010	2016
Low	n.d.	47,0	27,2
Medium	n.d.	55,3	32,5
High	n.d.	40,5	20,5
Total	64,7	48,7	27,7

Weighted percentages computed using SASAS datasets; n.d.=no data

In the 2010 and 2016 surveys, several questions were asked in order to quantify the Living Standard Measure (LSM) of the respondent population. The decline in trust of Parliament is evident between 2010 and 2016, across all three LSM categories. The differences between those with low, medium and high LSMs in 2016 were statistically significant (X^2=109,590; df=10; sig.=0,000).

In summary, SASAS has tracked public trust in Parliament during the last fifteen years. The trend indicates that trust in Parliament declined dramatically and substantially from 2004 to 2016. From a high of 65% in 2004, the proportion of adults in South Africa who said that they 'strongly trust' or 'trust' Parliament had declined to only 28% by 2016. This decline in trust is evident amongst both females and males of all age groups, as well as across all nine provinces and all four race categories. Similarly, trust has declined amongst people of low, medium and high living standard measures and levels of education. Further elucidation of this decline in trust in one of our country's most important public institutions is expected to emerge from our current research into the levels of satisfaction of internal and external stakeholders of Parliament.

Survey Methodology

The methodology utilised to conduct this second phase of the study during the period September 2018 to March 2019 commenced with a series of in-depth interviews with six individual stakeholders (five external, one internal). These comprised a senior office bearer in a business organisation, two NGO researchers, two lobbyist consultants in the business sector, and one internal parliamentary staff researcher.

We then updated the databases of the different categories of stakeholders of Parliament that were used during Phase One in 2017-18, and supplemented them with inputs from the parliamentary project team. Again, the three categories were external stakeholders; Members of Parliament (National Assembly and National Council of Provinces); and employees of Parliament. The external stakeholders comprised government departmental officials; researchers at research institutions; political party employees or volunteers; service providers; private sector companies and businesses; non-government organisations; civil society organisations; and individual members of the public who had had dealings with Parliament. Lists of the different categories were compiled from various sources, including internet searches and attendance lists from parliamentary meetings.

The Phase One instrument was slightly modified for Phase Two. Primarily, at the request of Parliament, we decided to omit the 'neutral' option in the Likert scale items, in order to avoid non-committal fence-sitting responses that were quite frequent in Phase One. In addition, to the statements for which we assessed levels of agreement or disagreement, we added the statement "Parliament is representing the aspirations of ordinary South Africans to ensure progressive legislation, performance and accountability from the government". Three survey instruments (one for each of the stakeholder categories) were signed off by the project team in Parliament, for collecting online or hard-copy responses from stakeholders.

The instruments were distributed to respondents in the three categories by means of an email with an electronic link to the instrument. Distribution commenced in November 2018 and continued through the Christmas holiday until February 2019. The questionnaire was sent or provided to 447 external stakeholders, 378 Members and 1351 employees. Responses arrived slowly and as in Phase One, reminders were sent several times to all recipients of the email link to the questionnaires, thereby generating more responses. The parliamentary team set up a table in the parliamentary precinct to distribute hard copies, which increased the response rate to a limited extent. The responses that were returned online were captured automatically. The hard copy responses were added to the electronic responses.

Table 9: Sample distribution and Response Rate

	Questionnaires distributed	Total responses received	% Response Rate	Phase 1 Response Rate
External Stakeholders	447	61	13,6%	13,5%
Members of Parliament	378	32	8,5%	14,6%
Employees of Parliament	1351	225	16,7%	16,6%
TOTAL	2176	318	14,6%	

Ultimately, the overall response rate was 14,6%, as shown in Table 1, ranging from only 8,5% of Members of Parliament (MPs), to 13,6% of external stakeholders, to 16,7% of employees. These were marginally better than the response rates for employees and external stakeholders in Phase One, but substantially worse for MPs. For both phases, the rates were much lower than a previous stakeholder

survey conducted in 2015, which received responses from 29,9% of external stakeholders, 10,8% of internal stakeholders (MPs), and 30,7% of employees. All of these rates should be seen within the context of the 10%-15% industry standard response rate for an internet/email-based survey of this nature (Fryrear, 2015).
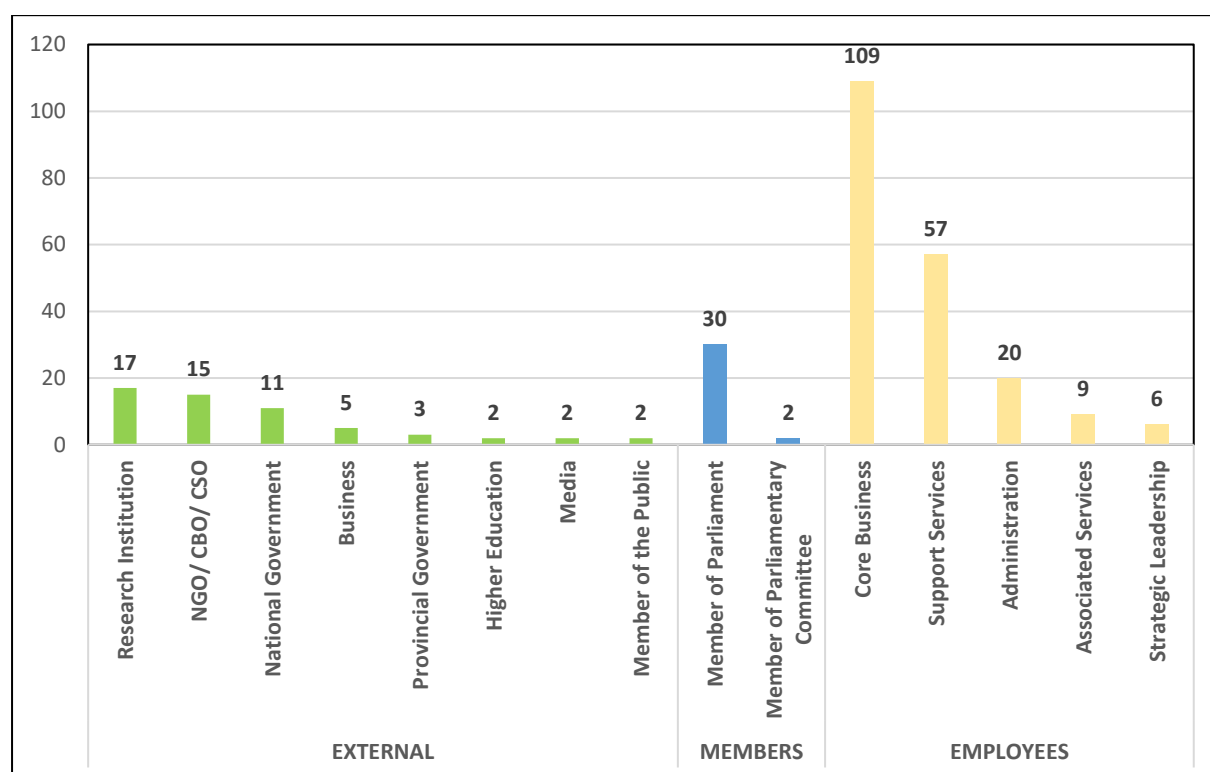

Figure 3: Categories of Parliamentary Stakeholder who responded to the survey *(excludes non-response)*

The external stakeholder respondents comprised employees of various research and higher education institutions, officials of national and provincial government, representatives of NGOs and CSOs, business people and members of the general public (Figure 1). Members were primarily MPs (National Assembly and National Council of Provinces), with two identifying themselves as members of *Parliamentary Committees*. Parliamentary employees were predominantly from the *Core Business* and *Support Services*, with smaller numbers from *Administration*, *Associated Services* and *Strategic Leadership*.

Figure 4: Stakeholder respondents by Age Category, Home Province and Home Language

Respondents in the external stakeholder and employee categories were generally younger than the Members of Parliament who responded. In the latter group, more than 70% were aged 50 years or older. Whereas the home provinces of MPs were distributed across the country, those of external stakeholders were mainly the Western Cape, Gauteng and KwaZulu-Natal. In respect of home languages, there were responses from all eleven official language groups, as well as some others. English-speakers made up disproportionate numbers within each stakeholder group. As with Phase One, this suggested greater ease for English-speakers in responding to an English-medium questionnaire, and therefore a greater likelihood of participating in the survey than for those with other home languages. Speakers of isiXhosa equalled English-speakers amongst the employee group (29% each), which corresponds with the high proportion of Western Cape speakers of isiXhosa; where Parliament is located. The external stakeholder group included proportionately more isiZulu home language speakers than was the case in the other categories.

Project Limitations

As with Phase One, Phase Two of the Parliament Stakeholder Satisfaction survey was similarly conducted under significant time pressures in order to gain inputs prior to the Parliamentary recess following the end of the fourth quarter of 2018. In addition to this, to ensure adequate coverage of all concerned stakeholder groups, intensive follow-up routines and reminder emails were distributed to stakeholder groups. The HSRC appointed dedicated researchers to ensure adequate coverage was attained within each stakeholder grouping. A full Ethics Review Approval (REC 7/23/05/18) was issued by the HSRC Research Ethics Committee on the 6th July 2018 and the IDIs commenced at the end of September 2018. As expected in conducting online surveys in South Africa, the response rate was fairly low, at approximately 13%, and as before this remains consistent with this data collection methodology.

In-depth Interview findings

Several important concerns about interactions and engagement with Parliament emerged from the in-depth interviews. The business representative expressed the need for better coordination between policies, giving the example of contradictions between imperatives for encouraging economic investment on the one hand, and promoting good health practices on the other. His view was that the coordination of policy positions and insights was weak in comparison with that of parliaments in Botswana and Mozambique, with which he also has interactions. Appropriate compromises between competing interests are therefore essential for the development and progress of the country. For this to occur, he suggested that information and portfolio committee minutes could be better-packaged, factoring in the discussions and decisions of previous meetings. Committee chairs could be more proactive and efficient in communicating legislative timelines. He was satisfied with the openness and transparency of meetings and the logistics thereof. One NGO representative indicated satisfaction with responses to the research briefings given by her organisation to Parliament. However, she felt that Committee members could be more meticulous in responding to emails, and that Parliament "needs to use the media more effectively to make public processes more available in a timely manner, time frames for public feedback are often very short, [with us] having to drop everything to respond to a particular issue limits effectiveness of our response". Social media would be an appropriate method.

Another NGO representative had a comprehensive view on the role of Parliament. He asserted that it was to represent the people of South Africa; to adjust legislation in line with the Constitution; to hold the Executive to account; to pass the national budget; to appoint the President; to encourage public participation through monitoring government performance and holding government accountable; and to enact legislation. His opinion was that during the previous ten years, Parliament had "failed dismally" in terms of holding the Executive and Ministers to account, and enacting legislation to strengthen anti-corruption institutions. This had "forced the courts to handle this task". His experience was that "the functioning of committees seems largely dependent on the capacity of individual chairpersons, [and that] parliamentarians are beholden to political parties, not to government or the public". He had observed that "provocative chairpersons" can be removed by parties and replaced with more compliant members who do not "ask the difficult questions". Information from Parliament was difficult to access, with reliance being placed on a subscription to the Parliamentary Monitoring Group (PMG), an independent NGO. His view was that "If all submissions, documents, and reports were made available on the Parliament website or through public request, this would greatly improve accessibility". He also recommended an e-newsletter called the Parliamentary Notebook, which presents the work of Committees.

The view emanating from the parliamentary lobbyist consulting interviewees was that Parliament's role is "to facilitate broad participation" and "to provide direction on issues of national, social and sectoral importance". After several years of intensive interaction, it was felt that the website of Parliament was "not very user friendly" and that the websites of provincial legislatures were "particularly poor". The success of interactions with Parliament depended on the particular Committees concerned. "The more organised they are, the better the response and the satisfaction will be. However we have found highly unsatisfactory responses in these cases at times and this can let down the process of Parliament. Meeting times often change without notice – often the speed of operations is faster than the speed of communication". He also observed that "Many of the staff of Parliament are often not committed to the work, some of them have been there for more than 20 years, and often are not competent at their work. This is a further point that lets down parliament administration and public perception". He felt that "Parliament does a lot of work to ensure that they remain accessible, it has a website, publishes regularly in the gazette and in the media, they do Taking Parliament to the People, provincial outreach and constituency offices. However there is only so much you can do and you will not reach all and sundry….. we feel that they are accessible [but sometimes] … fall short of public expectations….. Greater efforts must be made to communicate the functions, processes and powers of parliament so that expectations could be better aligned". He further opined that "There are ways in which staff at parliament could improve their response. Not only in response time, but also in the way they discharge their duty. Some are highly professional, highly committed, highly trained and highly responsive. Then others are on the extreme other end of this scale. As mentioned some of them have been there for many years, and believe that they are the politicians - legislating – and not serving the legislature. These could be improved – so much of this depends on whom you are dealing with and how well prepared they are. The same extends to the various divisions – some are highly accessible – while others are not very useful". Email was seen to be an effective means of communication from Parliament, however newspaper and gazette notices are appropriate "if you are looking" for them.

Parliamentary researchers felt that Parliament's Catering Services were in need of improvement but that Cleaning and Maintenance provide good service. The respondent felt that "Human Resources are improving" [but] still not great…. Positions need to be unfrozen and filled to alleviate pressure on staff". This was particularly needed in her unit where "people are doing multiple jobs" and it is only successful because it is "a well-oiled machine" and the staff are competent at "self-management" The new Secretary of Parliament was complemented for "doing a good job at trying to change the culture and climate of working at Parliament". She was of the view that public participation in Parliament was restricted owing to poor public levels of education and social awareness, but also because of a "lack of motivation to engage critically, [especially] "if one is not part of the political elite". Communication could be improved by "producing more accessible, digestible information points for public consumption and participation, and by greater outreach activities and services".

Rating of the Performance of Parliament

All stakeholders (external, MPs and employees) were requested to indicate whether they agreed or disagreed with a series of statements about Parliament and the services that it provides.
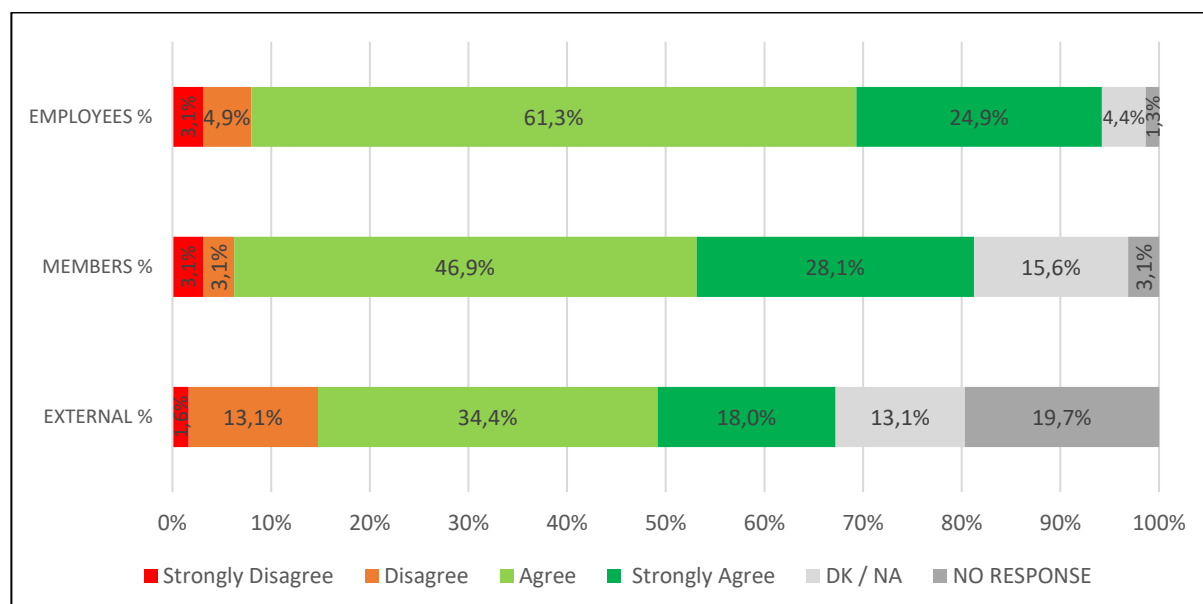

Figure 5: Opinions on whether Parliament allows public access to parliamentary services

The majority consensus across all stakeholders was that Parliament does allow public access to parliamentary services. This view was most prevalent amongst the employees, the group which facilitates such access. Almost two-thirds (61%) agreed with the statement and a quarter (25%) strongly agreed. In comparison with the Phase One survey, when the 'neutral' option was provided in the survey instrument, and selected by 23% of employees, this indicates an increase in positive perception about access, from 67% to 86%.

Members of Parliament were also highly positive about access, with three-quarters (75%) expressing agreement or strong agreement that Parliament allows public access to its services. This comprised the same level of agreement that emerged in Phase One. External stakeholders were less unanimous in their view, however, with only 52% indicating agreement or strong agreement that Parliament was performing well in terms of providing access to its services. Conversely, almost 15% disagreed or strongly disagreed, 13% did not know or felt that the statement was not applicable to them, and 20% simply did not respond to the statement. Positive perceptions declined from 57% agreement or strong agreement in Phase One.
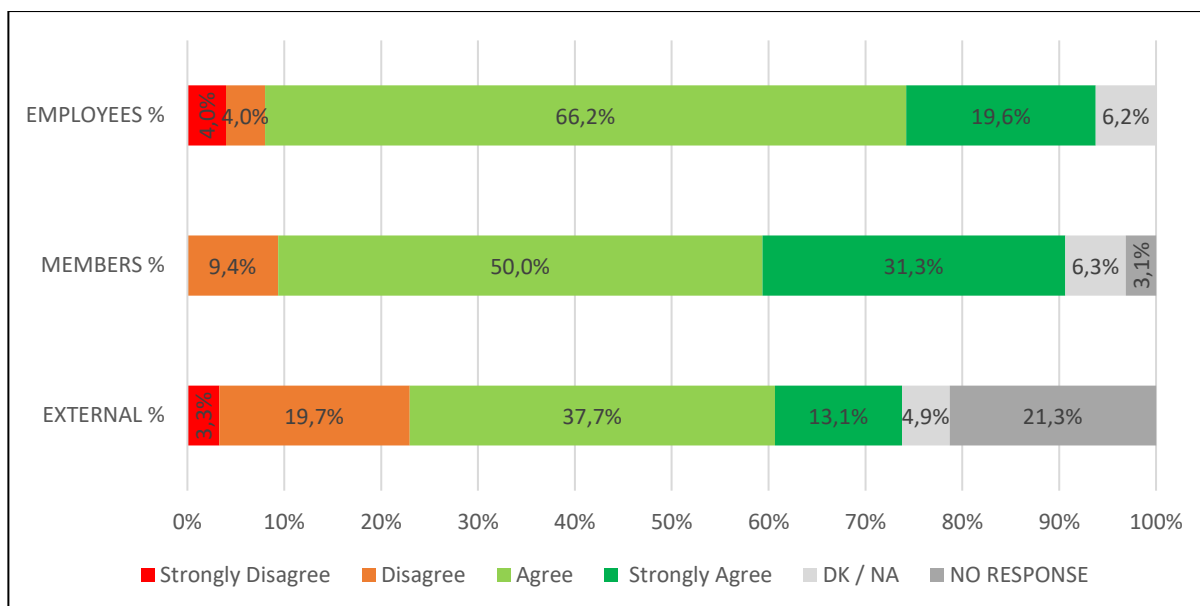
Figure 6: Opinions on whether Parliament promotes participation in parliamentary processes

With respect to whether Parliament promotes participation in parliamentary processes, the vast majority (86%) of employees agreed that this was indeed the case, while only 8% disagreed. This was an improvement on the Phase One findings, when only 65% agreed and 27% selected the 'neutral' option that was available in the Phase One survey. Similarly, MPs were mainly (81%) in agreement, with 9% expressing the opposite view. This was also an improvement on the 67% agreement and 23% 'neutral' in Phase One. Just over half (51%) of the external stakeholders agreed with the statement. In their case, Phase One had yielded 53% agreement and 33% 'neutral', indicating a minor change. A sizeable 23% expressed their disagreement, indicating the view that Parliament does not promote participation in parliamentary processes, and more than one-fifth (21%) did not respond to the statement.
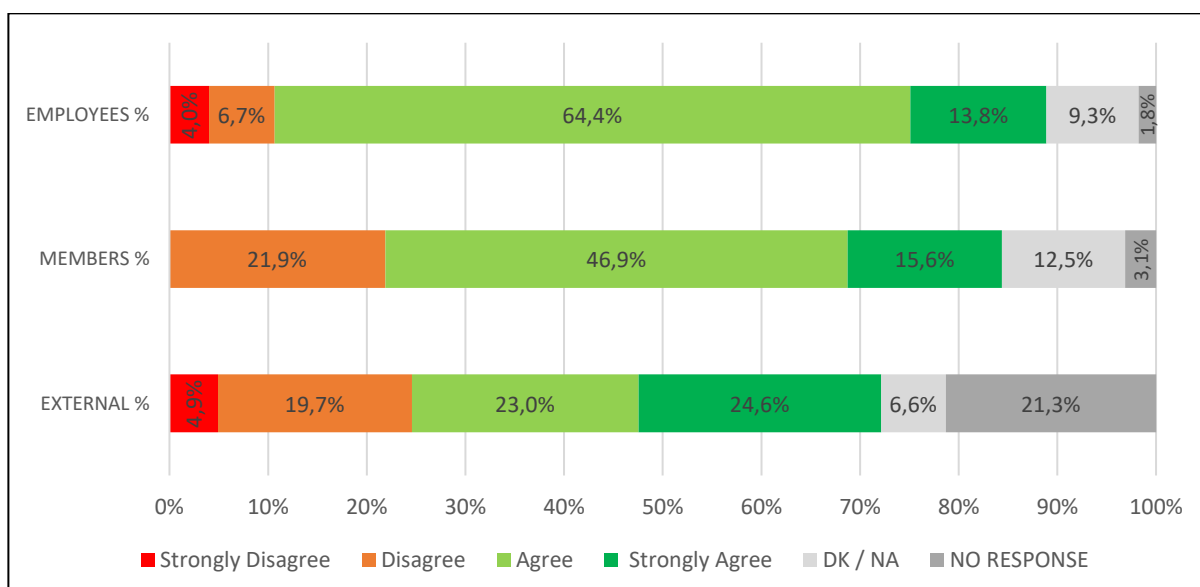
Figure 7: Opinions on whether Parliament disseminates education and information that supports public participation

Almost two-thirds (64%) of parliamentary employees agreed and a further 14% strongly agreed that 'Parliament disseminates education and information that supports public participation'. This was a slight improvement on the 39% plus 19% respectively in Phase One, when a large proportion (34%) of employees expressed a 'neutral' response to this statement. Again, MPs were somewhat less in agreement (47% agreement and 16% strong agreement), and also less so than in Phase One, when the proportions were 43% agree and 25% strongly agree). As with the other statements, the external stakeholders were least in agreement (23% and 25% respectively), a significant decline from the 43% agree and 21% strongly agree in Phase One. This signals a serious challenge for Parliament, to enhance the reach of its existing efforts to disseminate education and information that would support public participation in the processes of Parliament.
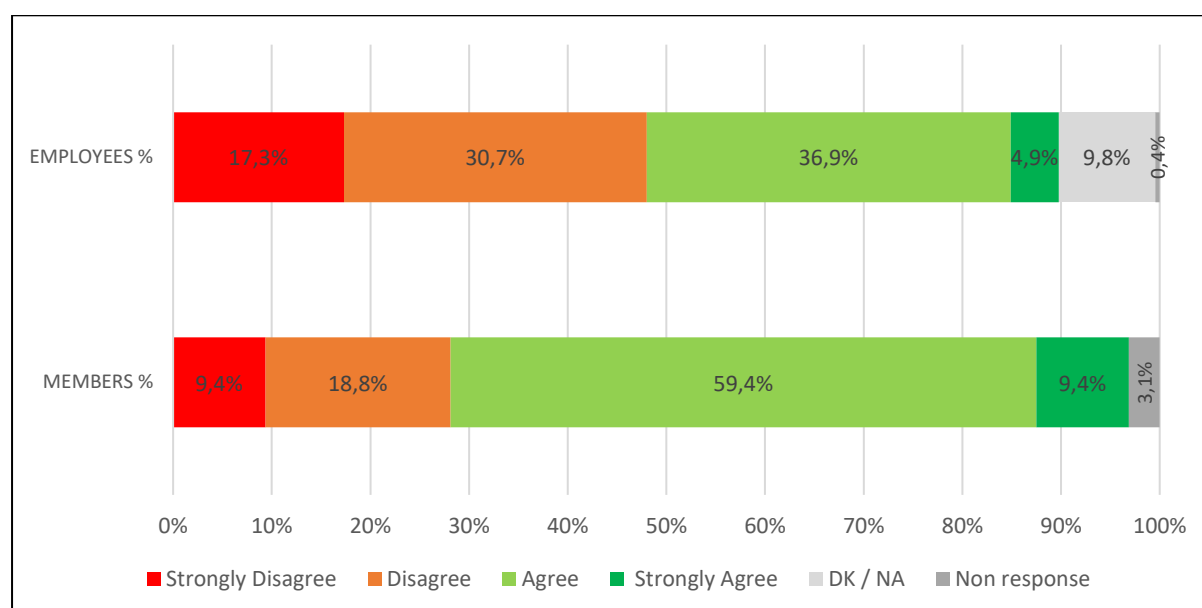
Figure 8: Opinions on whether Parliament is well administered

The employees and MPs were asked to respond to the statement 'Parliament is well administered'. Affirmative answers emerged from only 42% of employees, with almost half (48%) saying that they disagree of strongly disagree. In Phase One, 27% had agreed, 44% had expressed neutrality on the topic and 29% had disagreed. There was a large 'neutral' response of 44% amongst employees in Phase One, which tended to emerge as more negative than positive in Phase Two. The responses of MPs about whether Parliament is well administered, were mainly positive (69%) but more than a quarter (28%) were negative. With the exclusion of the 'neutral' option in Phase Two, these proportions represented increases in agreement (from 58%) and disagreement (from 21%).

Communication

All stakeholders were asked to indicate on a list of eight options, which means of communication from Parliament were preferable to them. The preferences of external stakeholders were, in order of priority, printed documents (37%), email (17%), Twitter (11%), SMS (10%), WhatsApp (9%), FaceBook (9%) and other (6%). This constituted a significant shift since Phase One, when 51% expressed a preference for email, 23% for SMSs and only 19% for printed documents.

For MPs and employees, email was the most popular means of communication from Parliament (60% and 33% respectively). Next preferred were printed documents for both groups (17% and 25% respectively). Almost a quarter (24%) of MPs also expressed a preference for SMSs. Although email was also the most preferred method of communication in the Phase One survey, the Phase Two

findings indicate a sharp drop in preference for email, when the proportions were much higher for MPs at 76% and for employees at 89%.
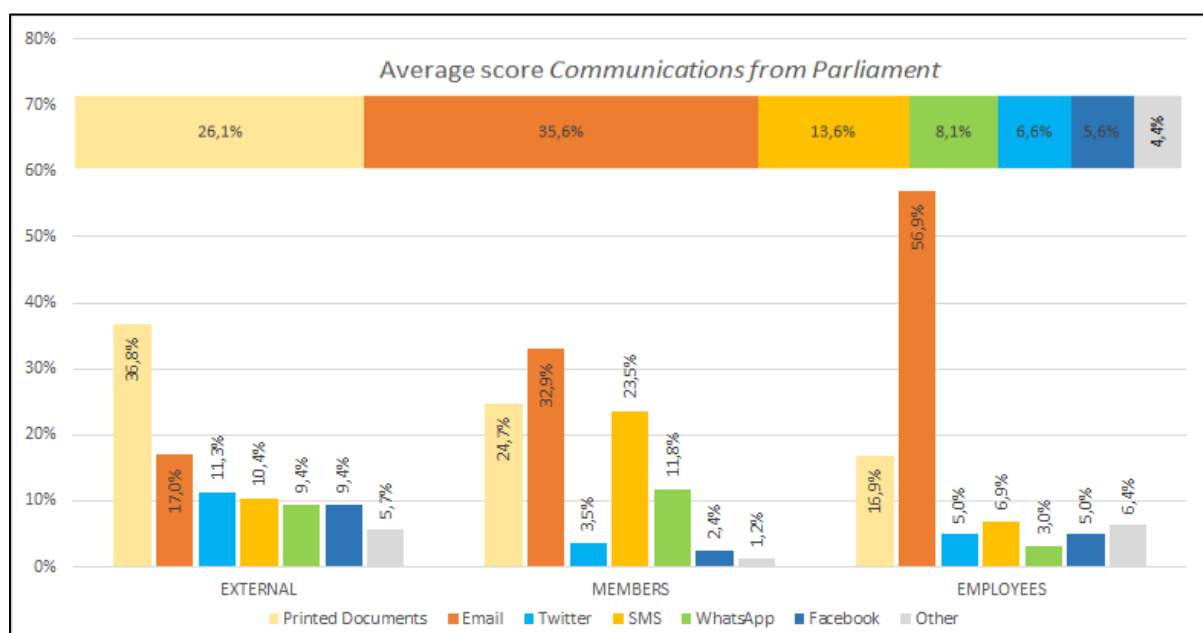

Figure 9: Preferred means of communication from Parliament by different stakeholder categories

Constituency Offices

The sentiment of stakeholders in respect of the Parliamentary Constituency Offices was tested with the statement 'Constituency Offices are completely fulfilling their role'. Amongst the external stakeholders, the level of disagreement (23%) with the statement equalled the level of agreement (23%), while 16% did not know, or felt that the statement was not applicable to them, and a large proportion (38%) provided no response or indicated they did not know. This signalled a decline from 33% agreement in Phase One.
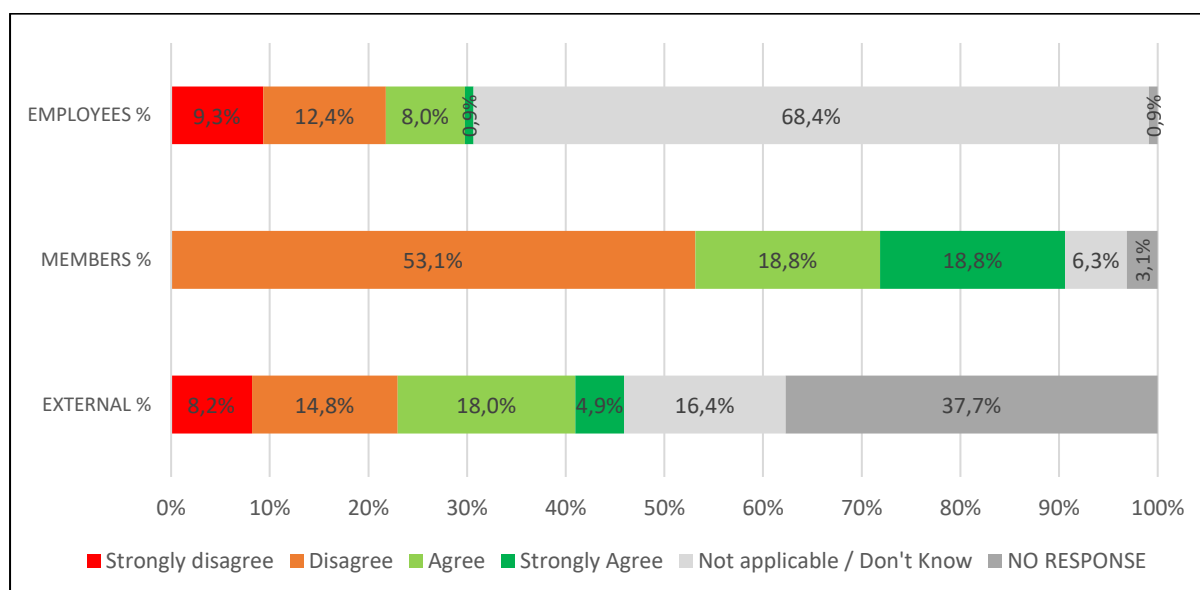
Figure 10: Opinions on whether Constituency Offices are completely fulfilling their role

For MPs and employees, negative sentiment exceeded the positive. Only 38% of MP's agreed (Phase One 40%), but more than half (53%) disagreed that PCOs were completely fulfilling their role. For employees, whereas only 8% agreed (compared with 17% in Phase One), 22% disagreed and a massive 68% either did not know, or felt that the issue of PCOs was inapplicable to them.

External Stakeholder issues

Half of all external stakeholders surveyed in this phase of the Parliament Stakeholder Satisfaction Survey (50.8%) indicated that they did not make a request to Parliament in the preceding 12 month period, or did not respond to this question (18.0%). Among the remaining responses recorded, 9.8% of respondents indicated they were very disappointed while slightly more indicated a dissatisfied response (11.5%). The remainder of the responses to this item revealed a general sense of stakeholder satisfaction (27.9%) with the response received from their parliamentary submission. The large majority of these responses indicated a satisfied response, while a very small proportion selected the very satisfied response option (3.3%).
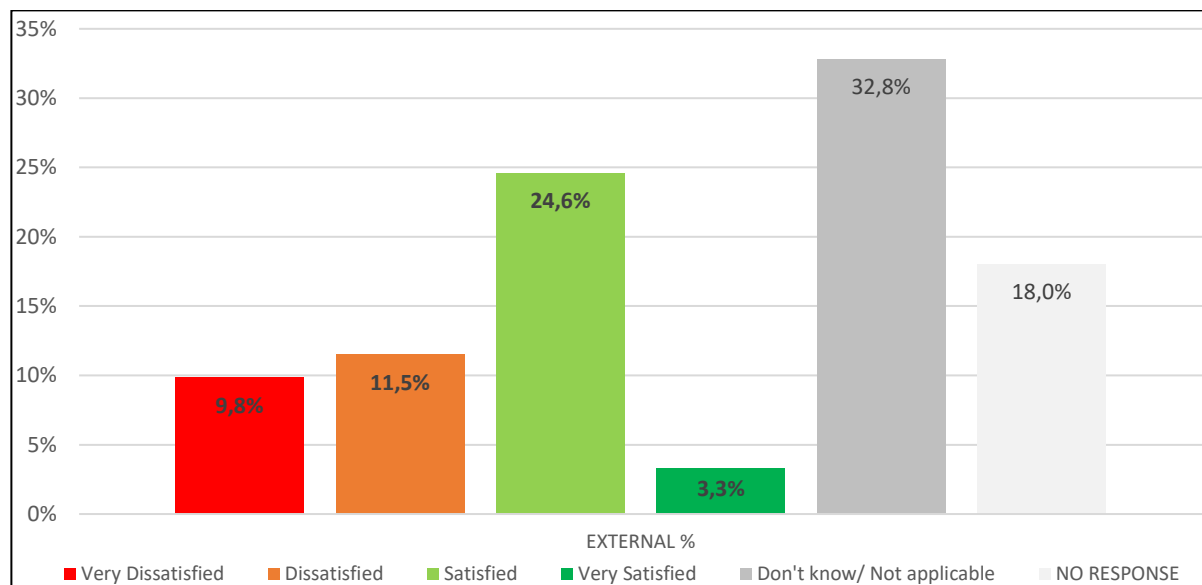
Figure 9: External Stakeholders levels of satisfaction with response to requests to Parliament

The largest share of requests received by Parliament from external stakeholders was related to the work of the various Committees (71.4%). These include requests for time extension on submission deadlines to committees, working with Parliament as external contributors, administration related to work received from Parliament, PAIA requests, funding considerations as well as submissions on bills and amendments before parliament. Equal numbers of requests were received for access to the Parliamentary precinct (11.4%) and requests related to broader public participation invitations / requests (11.4%). Only a very small proportion of responses (5.7%) were related to reporting a breach of conduct or policy to Parliament.
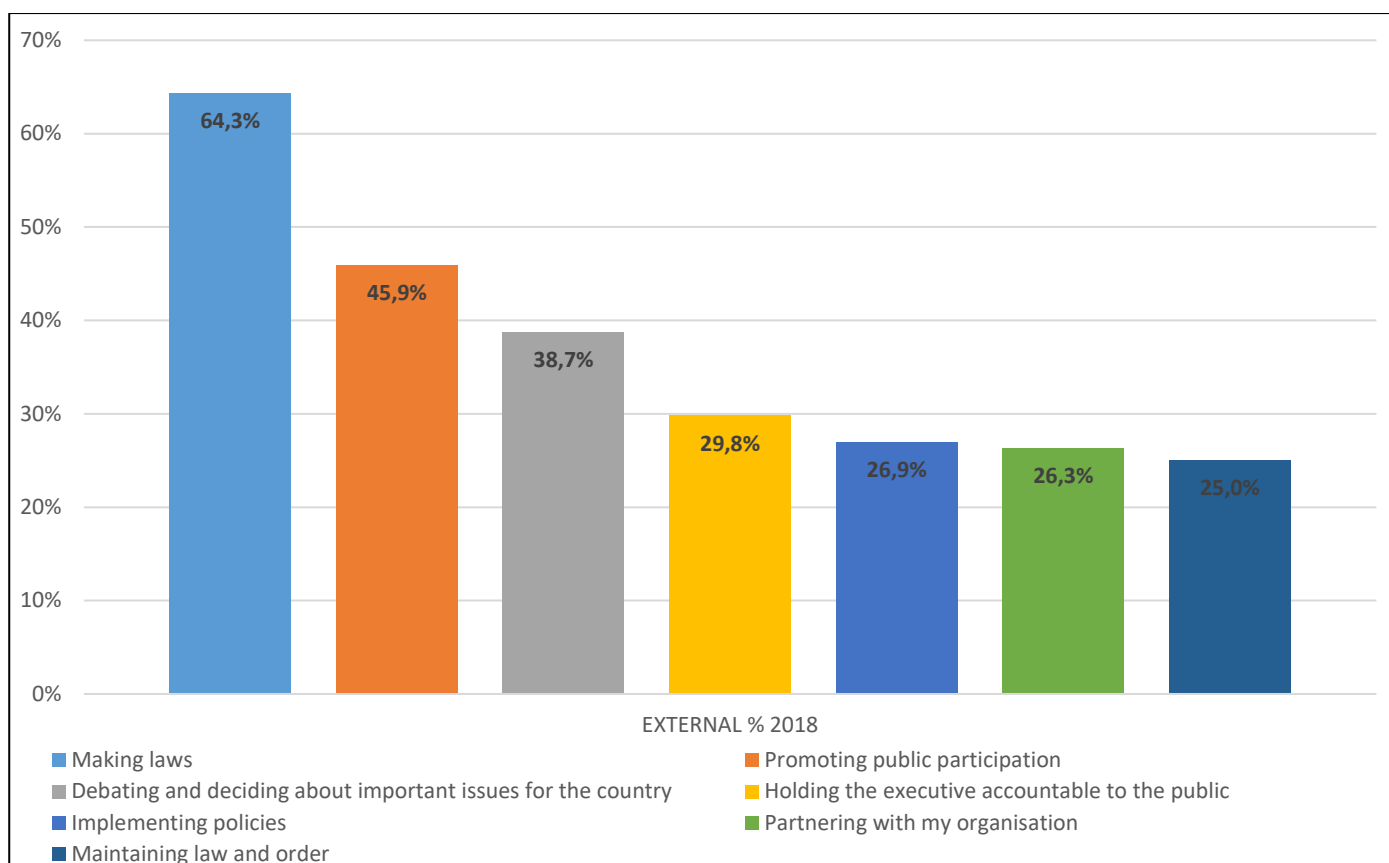
Figure 110: External Stakeholders views about the three main roles of Parliament

Respondents were requested to indicate the three main roles of Parliament by selecting from a list of seven (7) possible options. Within the results of this questionnaire item, 64.3% of respondents indicated that making laws is one of the top three roles of parliament. This is an increase on the value of 49.1% recorded in Phase One of the Parliament Stakeholder Satisfaction Survey (March 2018). The next two most frequently selected roles among the Phase Two sample was Promoting public participation (45.9%) as well as Deciding important issues for the country (38.7%). These three top selections were followed by Holding the executive accountable to the public (29.8%); Implementing policies (26.9%); Partnering with my organisation (26.3%) as well as Maintaining law and order (25.0%).

The selection of the second and third most important role of Parliament in the 2018 survey had shifted between Phase One and Phase Two data collection. In the most recent dataset, Holding the executive accountable to the public was ranked as second most important ahead of Promoting public participation which occupied this position in the Phase One dataset. This is not unexpected, given the ongoing current efforts of government, by means of the Zondo Commission, to identify and counteract corrupt practices.

Having identified the three main roles of the Parliament of South Africa, as understood by a group of external stakeholders (above); the next item investigated how effectively the POSA was executing these three main roles. Since the Phase One data collection, and in consultation with the working team at POSA, this question was adapted in the light of the responses received in Phase One. This item attracted the largest proportion of response within a neutral response category (50.0%). It was agreed that this response option would be removed and replaced with a "Don't know / not applicable" response option. Options for the item "How well do you think Parliament is fulfilling its 3 main roles?", now includes "Not at all well"; "Not well"; "Well"; "Very well"; "Don't know / Not applicable".
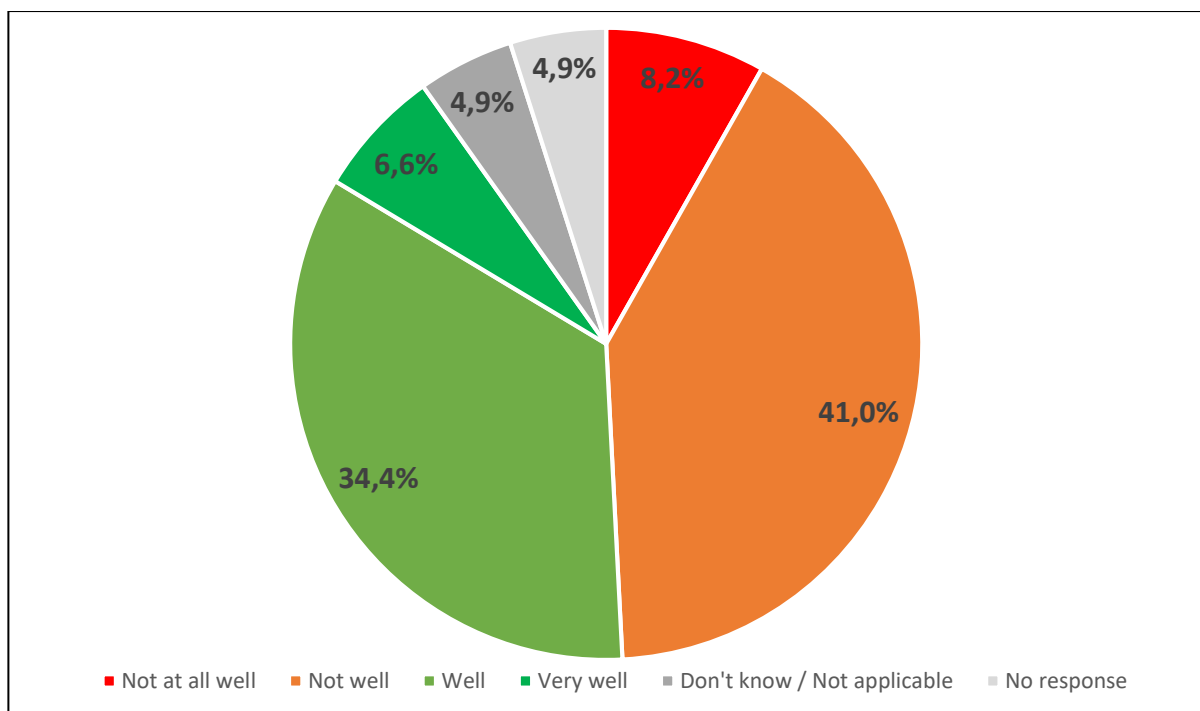
Figure 11: External Stakeholders views on whether parliament is fulfilling its three main roles

A smaller proportion of respondents among the external stakeholder group indicated that Parliament was fulfilling its three main roles (41%). This included 34.4% that indicated POSA was executing these roles well and 6.6% whom were of the view that these roles were very well executed. This remains a positive outcome, increasing on the 25% who indicated that Parliament was executing its main roles well or extremely well during Phase One of this study.

The larger share of responses indicated that external stakeholders believed Parliament was not executing these main roles well (49.2%). Within this response, 41.0% indicated POSA was not fulfilling its three main roles well, while 8.2% selected the not at all well response under this questionnaire item.

This finding indicates signs that this specific trend from the 2015 (89%) and Phase One (25%) measure of external stakeholder satisfaction at POSA may be reversing. Continued trend monitoring is recommended to evaluate this at intervals that are more regular.

Motivation for the response to the question above relating to the efficacy of POSA to discharge its three main roles was analysed. The cohort of responses provided by the external stakeholders in this item were at times contradictory to the rating provided. In the majority of cases, the broad sentiment within these statements was negative. However, that being said, there were a number of positive statements, often punctuated with selected shortcomings in terms of parliament executing its main roles.

The earlier section (question 8) indicates that within the overall sample of external stakeholders, 49.2% felt that POSA was not discharging its 3 main roles very well, while 41.0% reported agreement that these roles were well-managed. As a result, qualitative analysis was employed to review these statements relative to the rating the same respondent provided to questionnaire item 8. Among the motivation statements recorded, the largest share (73.3%) were more negatively phrased, 6.7% had a largely positive sentiment and 20.0% was to some extent complimentary, though retaining a critical view of the manner in which POSA discharges its main roles.

Positive (6.7%) comments included:

- *They have been promulgating some laws and continues to [*provide*] oversight [*of*] the executive through Committees with public involved*
- *It is my view that Parliament is faring generally well in terms of its three main functions.*
- *Effective law making and public participation processes [*are in effect*] and the Parliamentary inquiries hold executive accountable.*

A second classification for responses to questionnaire item 8 was considered and was not overtly complimentary nor critical, but most often indicated a balanced sense of POSA's ability to discharge its three main roles. The majority of these responses spanned the mid-level ratings of Not Well (2) and Well (3).

These more balanced perceptions (20.0%) include some of the following statements:

- *While the work of some Committees (such as the Ad Hoc Committee on the SABC) has begun to show the benefits that could flow from more meaningful and robust oversight, we have a long way to go towards instilling meaningful parliamentary oversight in South Africa, both at a National and Provincial Legislature level*
- *Parliament is doing well in terms of promoting public participation but the law making process is slow and its ability to hold the executive to account is limited by party affiliations.*
- *It is in a state of change and a difficult time to answer [*this question*]*
- *Generally sound debates and thorough legislative processes but little oversight of policy implementers*
- *Standing Committees and site visits [*are in effect*] but only lack of public participation [*remains absent*]*

The largest share of motivations was within a category of response that reflected negative sentiment relating to parliaments' execution of its three main functions. Among the 33 motivations analysed within this more negative classification, 70% indicated POSA was not performing well at its three main roles while the remainder (30%) reported a higher perception of the performance of Parliament within this measure (at question 8). Despite this, the motivation for the specific response was generally more critical than complimentary and was therefore included in this group of responses.

The more balanced comments included some of the following:

- *Most of the time no important decision is made quick [*sic*] enough…*
- *Implementation is a weakness*
- *Most of the time Parliament is caught up in more political scenarios that have nothing to do with service delivery…*
- *There is little evidence showing executive is held to account. Certain bills take too long to be completed, causing economic instability and uncertainty*
- *Things have been a bit chaotic over the last 5 years*
- *It takes too long to process bills through parliament…*
- *Public participation in the legislative process depends largely on public capacity to participate, which is thin / poor*
- *It is a gruelling process of bureaucracy*
- *The quality of oversight by parliamentarians is poor.*
- *Legislation is not being well drafted. Committees are not meeting frequently enough.*
- *Levels of public participation are very limited*

Respondents to this survey of external stakeholders were requested to provide their assessment of the quality of information received in their interactions with the administration of Parliament. Within the response to this item, 31.1% of respondents elected to not provide a response or indicated a Don't know / Not applicable response. The remainder of the response reflected a generally positive perception related to the quality of information received by the external stakeholder cohort within Phase Two of this stakeholder satisfaction data.

Among the external stakeholder group, 45.9% of respondents indicated that they were satisfied with the quality of information that they received from POSA. This includes 29.5% who selected the good response while a further 16.4% selected the excellent response option. Equal proportions made selection within the very poor (11.5%) and poor response options, yielding a total of 23.0%
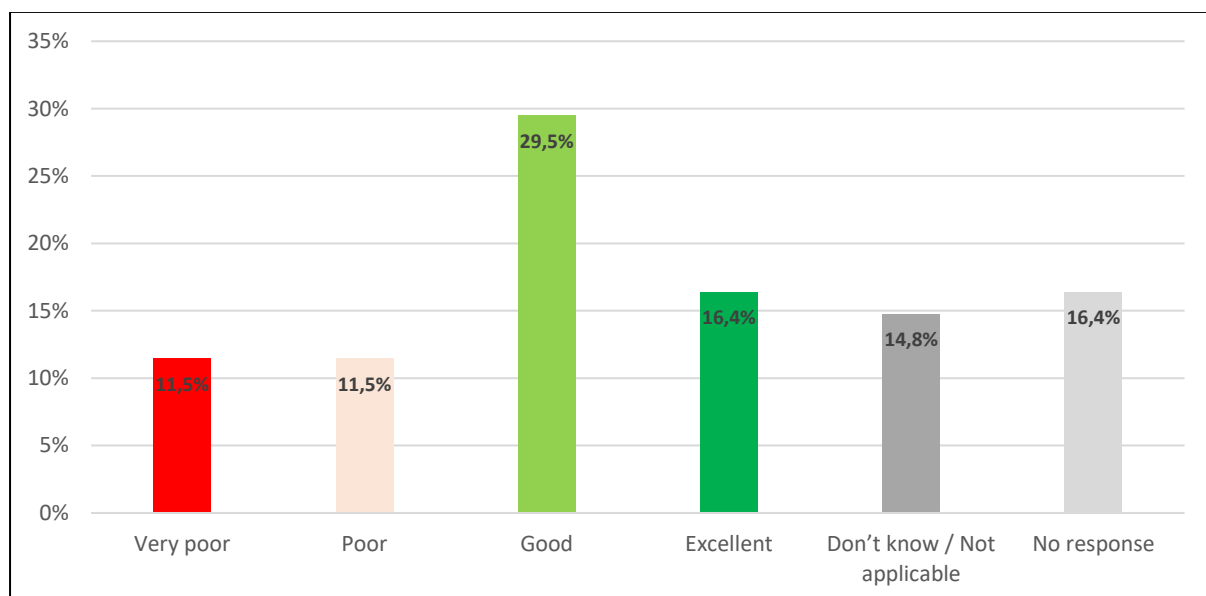
Figure 12: External Stakeholders views about information received from Parliament

A question related to ways in which information provided by parliament could be improved followed the above question set and received a response from 78.7% of external stakeholders. While a very small proportion indicated this question was not applicable (5.4%), a larger share of respondents similarly recorded that they were happy with the quality of information received from the administration of the Parliament of South Africa (37.8%).

The most recorded means of improving the quality of POSA information releases recommended an enhancement of information access (29.7%). This includes respondents motivating by referencing documents arriving late, incomplete or not at all, with the periodicity of information releases similarly obtaining multiple mentions in this category.

The next two most recorded categories of information quality improvement were recorded in equal proportions and included improved communications to external stakeholders and the public (8.1%) as well as to reduce dependence on external information providers (PMG, CSO etc.). These respondents indicated that communication to the public and external stakeholders could be more directed and focused as well as more regular and within channels that are more frequently accessed than traditional communication methods of POSA. Further to this, reduction of the dependence on external information providers must be prioritised and parliament's internal information sharing platforms must be improved so that a direct source of information is readily accessible to a wider stakeholder group.
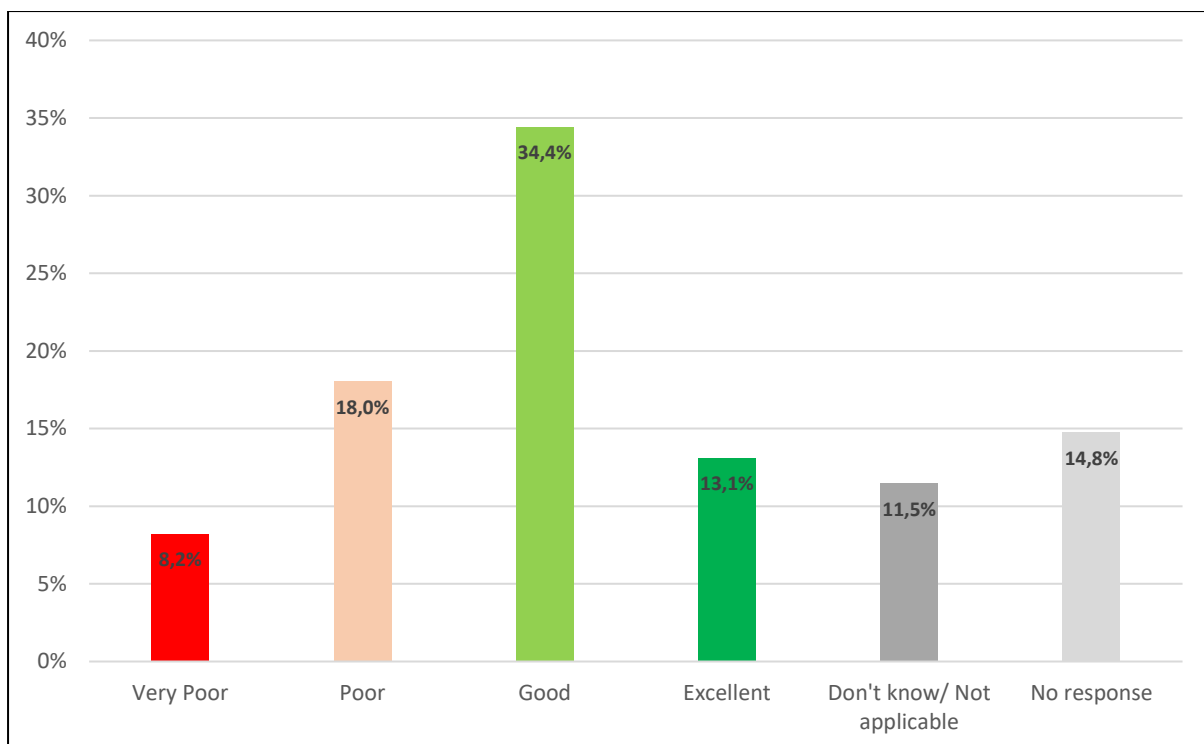
Figure 13: External Stakeholders rating of accessibility of Parliamentary products and services

Respondents' concerns related to access to products and or services from the Parliament of South Africa were recorded within this research. The majority of external stakeholders surveyed (73.8%) responded to this questionnaire item, while 26.2% indicated no response or opted to adopt the Don't know/ Not applicable response option.

Substantial proportions of respondents indicated that access to POSA products and services were Good (34.4%) or Excellent (13.1%). Recommended suggestions for improvement from this group of respondents included:

- *By using parliamentary constituency offices as extension offices to disseminate information*
- *Making it clearer where the responsible people can be located within Parliament*
- *Better use of technology, mobile apps, and social media platforms as not everyone can physically access Parliament or get to events*
- *Better structured official Parliament website*
- *Accessibility can be improved by having more transparency and openness when attempting to access particular documents from the administration*
- *Have user friendly processes publicly visible*

However, within the sample a further 26.2% of respondents rated the accessibility of POSA products and services to be poor (18.0%) or very poor (8.2%). Recommended suggestions for improvement mostly related to improving access to information:

- *The search function under Parliamentary Papers appears to not function on the website*
- *Need to engage stakeholders especially at community level*
- *Better website and responsiveness via phone and email.*
- *Make use of the systems that are in place, because the infrastructure is present with a lack of skilled individuals*

A question related to the level of satisfaction with the manner of communication from POSA, revealed that a larger share of respondents were satisfied with the communication. Among the external stakeholders, 59.0% provided a response to this item, with 19.7% providing a Don't know/Not applicable response.
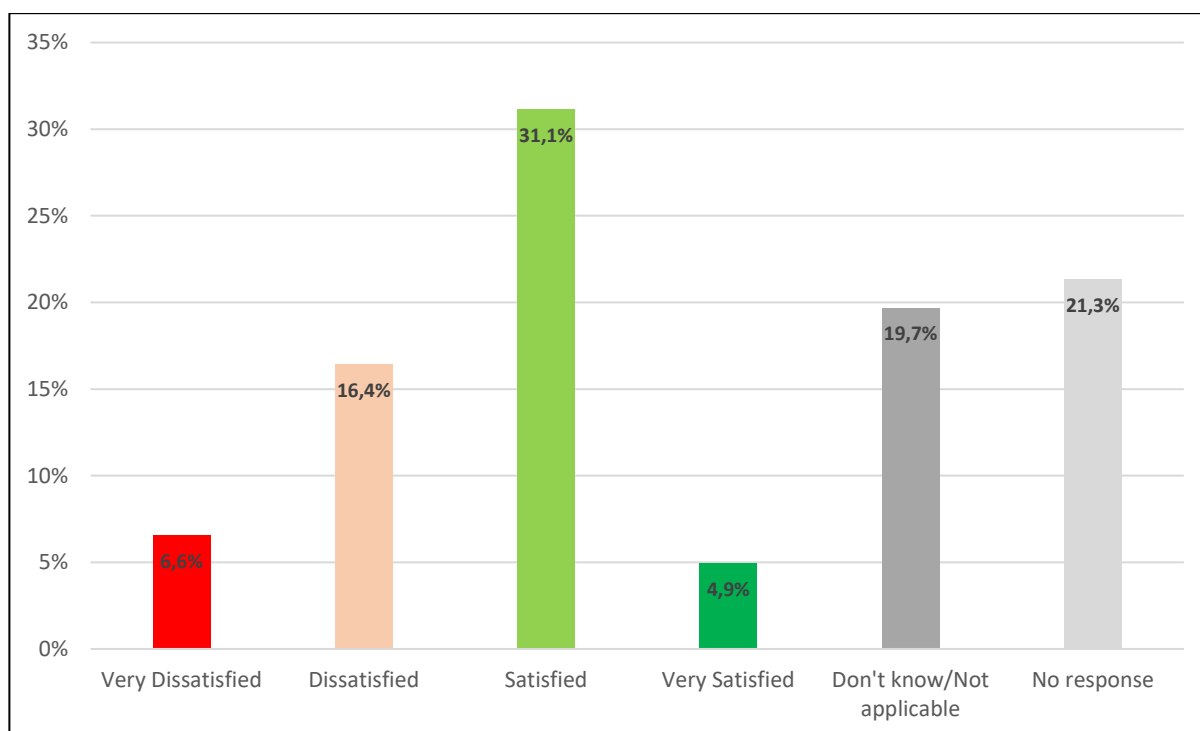
Figure 14: External Stakeholders satisfaction with communication from the administration of Parliament

More respondents (36.1%) indicated a general sense of satisfaction with POSA administration communications. This included 31.1% who indicated they were satisfied with the communications received, while a further 4.9% indicating they were very satisfied.

A total of 23.0% of all external stakeholders indicated that they were not satisfied with the communication received from POSA. This included 16.4% that expressed an opinion of dissatisfaction while 6.6% noted that they were very dissatisfied. Overwhelming, the reasons motivating much of this negative response is directly related to the medium, frequency and detail of the communication received from POSA administration. These include:

- *A new communication strategy with stakeholders must be devised*
- *Communication must occur more swiftly as most of the information requested is time-sensitive.*
- *Currently much of the communication comes through PMG (external providers)*
- *Engage more stakeholders*
- *Development of a database of stakeholders to receive regular information*
- *Office bearers should be accessible to the public*
- *Parliament only communicates with us directly when they want something from us, and never to provide us with useful information.*
- *Weekly or monthly email with links to important information available.*

Employee-specific issues

During the data collection for this Phase Two of the Parliament of South Africa stakeholder satisfaction survey, approximately 1,351 Parliamentary staff were contacted via email to request their participation in the survey. As with all stakeholder groups, this cohort of stakeholders was asked to complete a short survey, using an online questionnaire. A total of 225 responses were received, representing approximately 16.6% of the staff contacted. Respondents were primarily from Core Business and Support Services. A slightly larger proportion of employees of Parliament responding to this survey were found to be male (56.5%) with 43.5% of responses coming from female employees. In terms of age, the majority were in the 40-49 range (39%) and the 50-59 range (29%), with fewer in their 30's (22%), 60's (5%), or 20's (4%). Similarly, the home language of respondents was diverse. Employees reported that 29% spoke English, 29% isiXhosa, 9% isiZulu, 8% Setswana, 7% Afrikaans and 6% Sepedi. Smaller numbers of parliamentary staff reported speaking Sesotho (5%), XiTsonga (3%), Tshivenda (2%), isiNdebele (2%), and siSwati (2%).
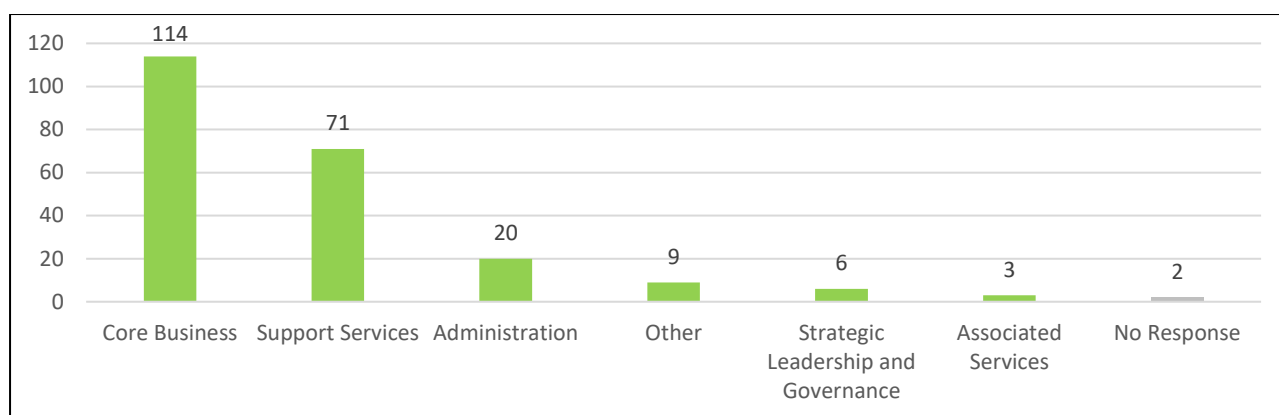
Figure 15: Programme or section of Parliament staff are employed

The role of *Constituency Offices*

The majority of respondents (52%) stated that they did not know whether constituency offices were completely fulfilling their role. A large percentage (22%) either disagreed or strongly disagreed with the statement. A small minority (9%) agreed or strongly agreed. At least 38 respondents (17%) stated that they have had no contact with constituency offices. In motivating their responses regarding the performance of constituency offices, many stated that they do not interact with such offices. This may be because of the positioning as well as the relevance of parliamentary staff relative to the operations of Constituency offices across South Africa. Some have interacted through their communities, through specific members' constituencies, or through public hearings.
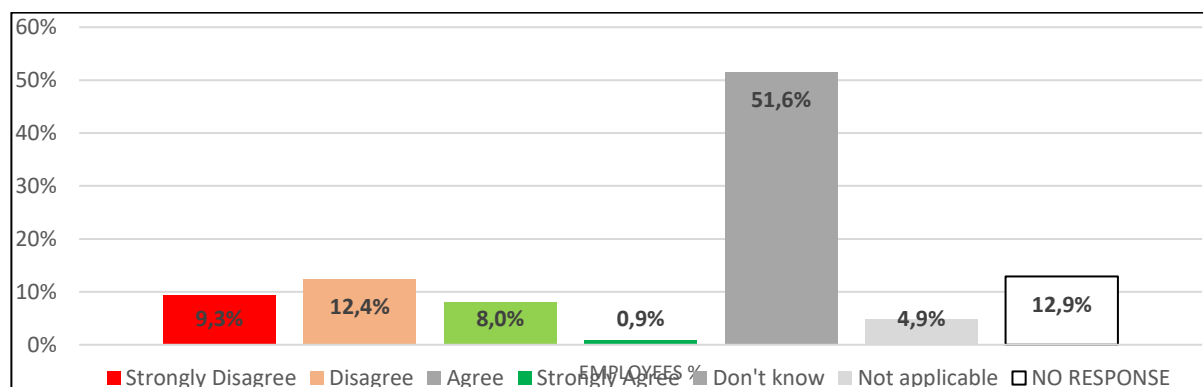
Figure 16: Constituency Offices are completely fulfilling their role

Services provided by respondents

In the survey questionnaire for employees of Parliament, respondents were asked to indicate how often they provide a range of specified services as part of their continued employment at Parliament. Those mentioned as being provided "often" or "very often" most frequently were Content, Research, Committee Support, Language Services, and Communication. Other services provided included drafting of bills, project management, planning and strategy, purchasing/procurement, auditing, and financial services. There appeared to be a significant amount of role specialisation, with selected services such as Legal and Protection & Safety services requiring specific skill-sets and provided by fewer staff members. On the opposite end of this scale there does appear to be some cross-functional areas where employees extend their roles and capacity to provide services often not directly in their line of duty.
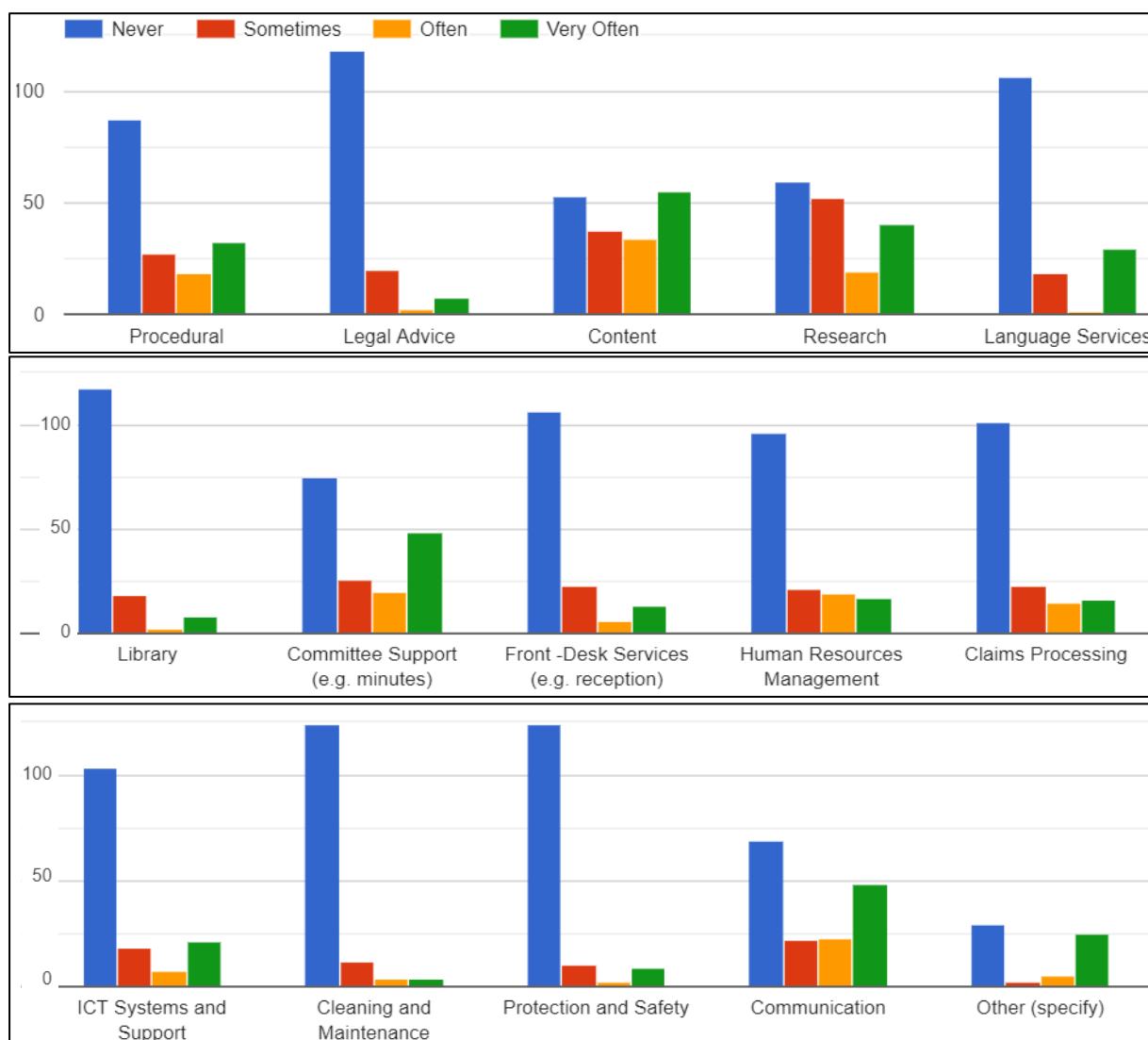
Figure 17: How often do you provide the following services on behalf of Parliament?

Administration of Parliament

The largest group of respondents (37%) agreed with the statement that Parliament is well administered. However, 42% agreed or strongly agreed and 48% disagreed or strongly disagreed, while 9% reported that they "don't know".

Reasons cited for their response to the statement "Parliament is well administered" related to administrative deficiencies and inefficiencies, strategic/organisation alignment, lack of leadership, weak labour relations and low morale, staff shortages, poor performance management, political interference, and a lack of clear processes and complementarities between units.
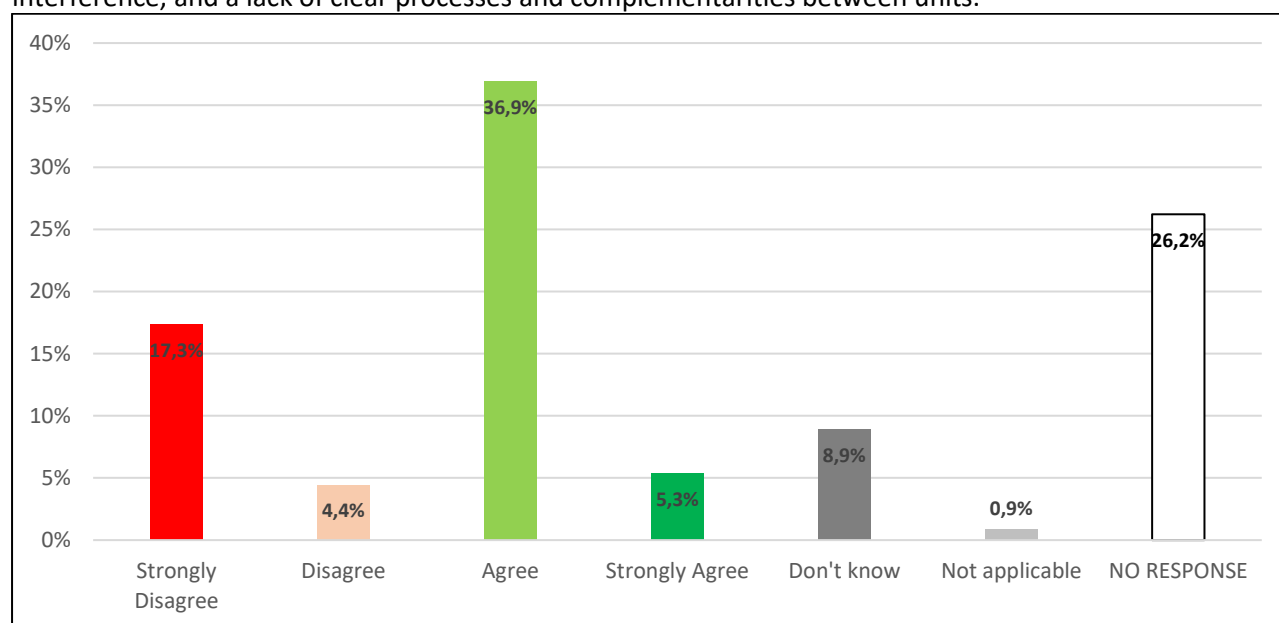
Figure 18: *Parliament is well administered*

On the question of how services provided by Parliament to stakeholders could be improved, a number of ideas were suggested. These include better communication from management to staff and to the public (e.g. via communications and stakeholder engagement strategies, response to stakeholder petitions); increased transparency of information across all levels and units and appropriate monitoring and evaluation of services and of MP accountability. Some respondents suggested more efficient decision making and implementation practices, enhanced remuneration equity, adherence to labour laws and sharing of workloads. Filling of vacancies, *depoliticisation* of the administration, adherence to policies, improved feedback mechanisms, an enhanced research library, and more effective use of ICT were also frequently suggested by this cohort of parliamentary employees.

Public access to Parliamentary services

The majority of respondents (86%) agreed or strongly agreed with the statement "Parliament allows the public access to parliamentary services" with 8% disagreeing or strongly disagreeing. Just short of 6% of the total employees within this survey selected a Don't know or elected to not respond to this questionnaire item.
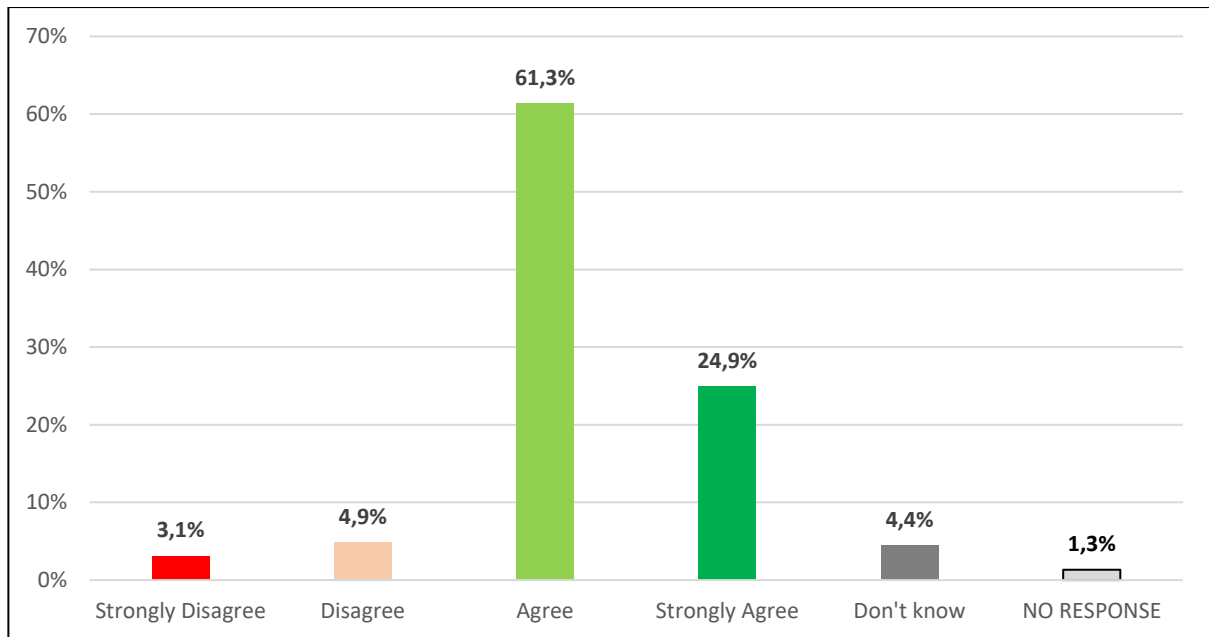
Figure 19: *Parliament allows public access to parliamentary services*

Education and information to support public participation

The majority of respondents (79%) indicated agreement that "Parliament disseminates education and information that supports public participation". This includes 64.4% who agreed and 13.8% who strongly agreed with the statement. With this group of Parliamentary employees 7.1% disagreed with this statement while 4.0% strongly disagreed that parliament provides educational and information availability to support public participation in parliamentary processes.

Among the employee stakeholder group, 10.7% indicated a *Don't know*, Not applicable or elected not to provide a response to this question.
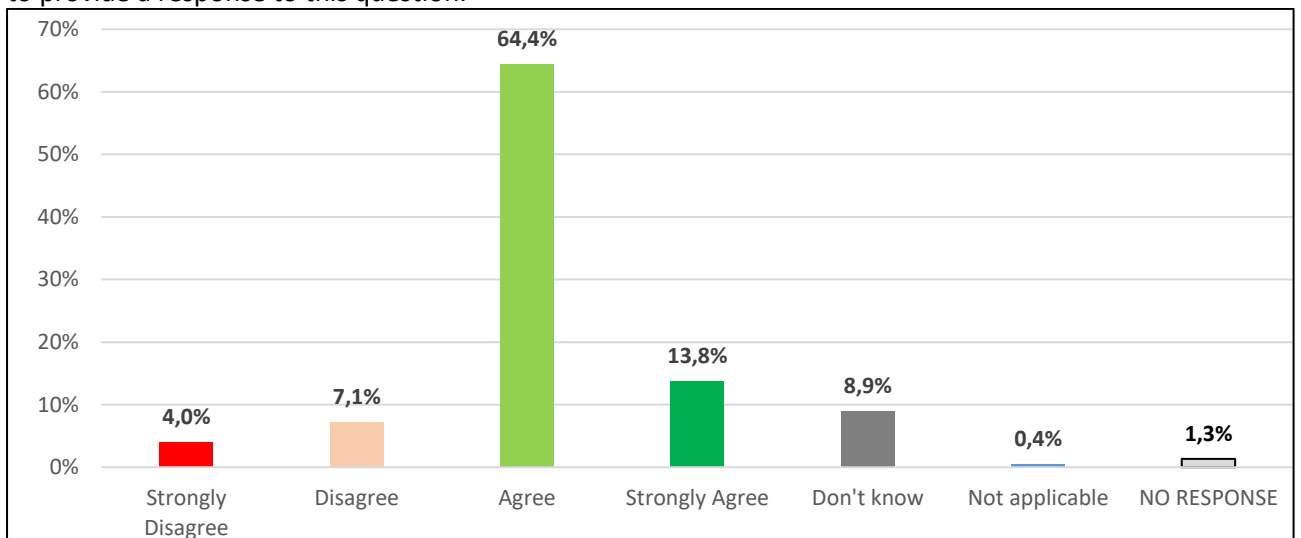
Figure 20: Parliament disseminates education and information that supports public participation

Promotion of participation in Parliament

The majority of respondents (86%) agreed or strongly agreed with the statement that "Parliament promotes participation in parliamentary processes", with 24% disagreeing or strongly disagreeing.

On the question of how public participation in parliamentary procedures could be improved, numerous suggestions were provided by employees of parliament. Suggestions included strengthening the Taking Parliament to the People initiative, sufficient time for public engagement with bills and budgetary support for free access to the Parliamentary Monitoring Group. Some employees felt that education and collaboration in schools as well as civic education (e.g. on the different roles of government and Parliament) may prove valuable.
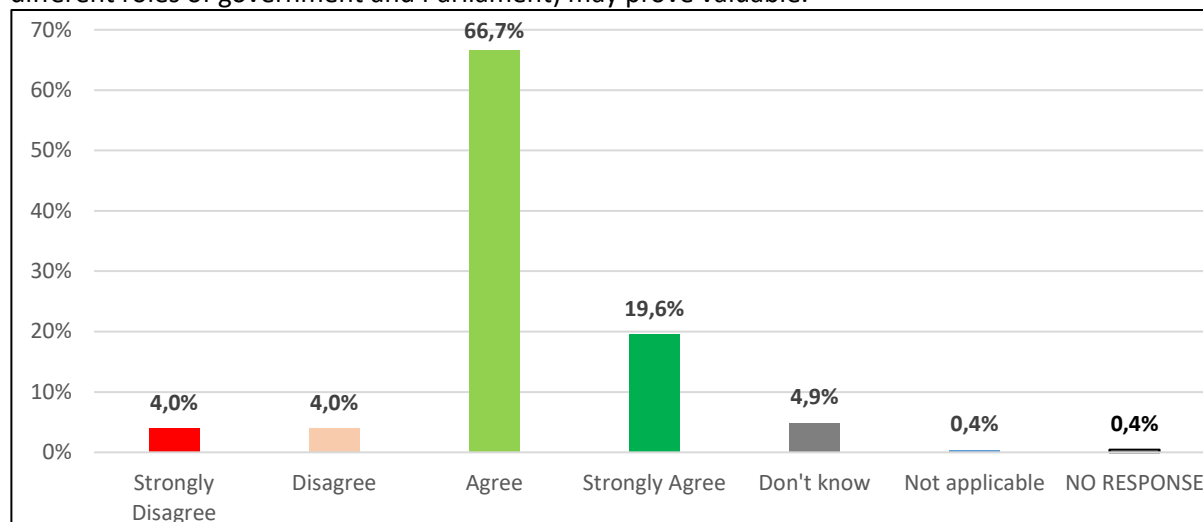
Figure 21: Parliament promotes participation in parliamentary processes

The use of accessible language and/or translation, an equipped & professional call centre or resource centre to respond to public queries may enhance the services of Parliament. The better use of new communication technologies and social media (e.g. smartphone apps for public engagement with bills, improve website and provide minutes of meeting) would encourage greater outreach to remote areas and disadvantaged communities. Staff further reported that improved public access to Parliament, reasonable accommodation for senior citizens and mechanisms to track/improve MP constituency involvement would further strengthen the public participation and engagement activities of POSA.

Methods of communication

Email was the most commonly endorsed method of communication (by 93% of respondents), followed by printed documents (28%), social media (by 17%, predominantly Twitter (9%), Facebook (9%), SMS (11%), and WhatsApp (6%).
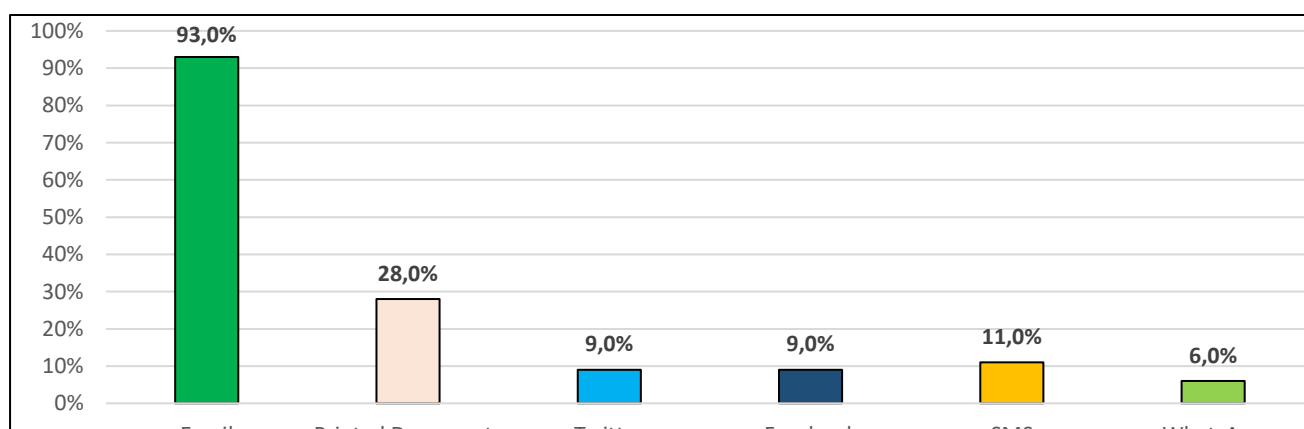
Figure 22: Parliament employees preferred means of communication

On the question of whether "Parliament is representing the aspirations of ordinary South Africans to ensure progressive legislation, performance and accountability from the government", 70% agreed or strongly agreed with the statement and 21% disagreed or strongly disagreed.
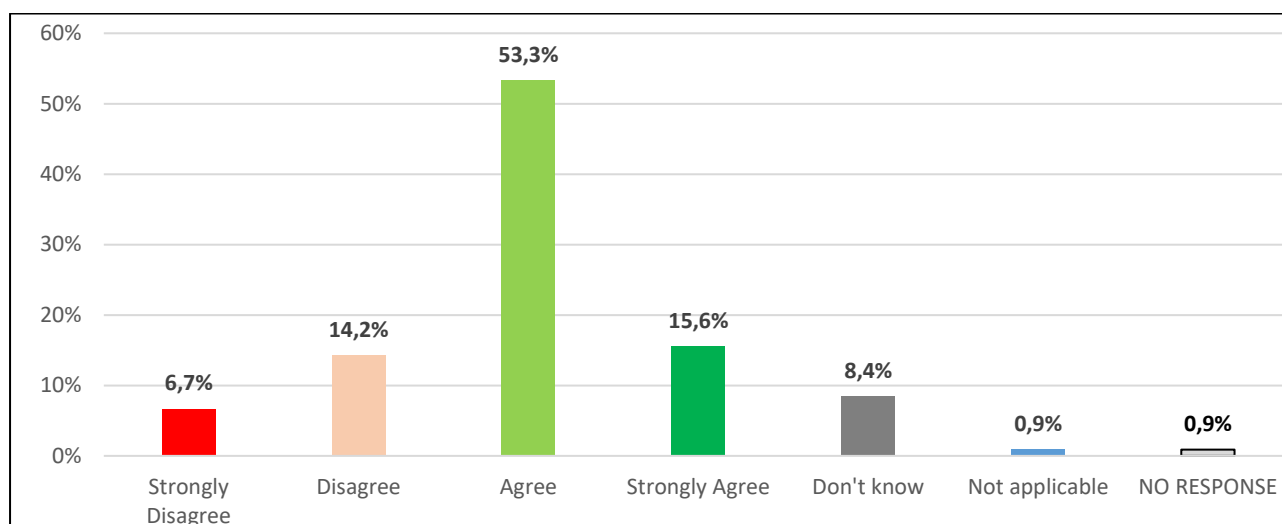
Figure 23: Parliament is representing the aspirations of ordinary South Africans to ensure progressive legislation, performance and accountability from the government.

Parliamentary administration is enabling ordinary citizens to have greater access to their MPs.

On the question of whether "Parliamentary administration is enabling ordinary South Africans to have greater access to their MPs", 40% agreed or strongly agreed with the statement and 34% disagreed or strongly disagreed, with 20.9% stating that they "*don't know*", the question was not applicable or elected to not provide a response.
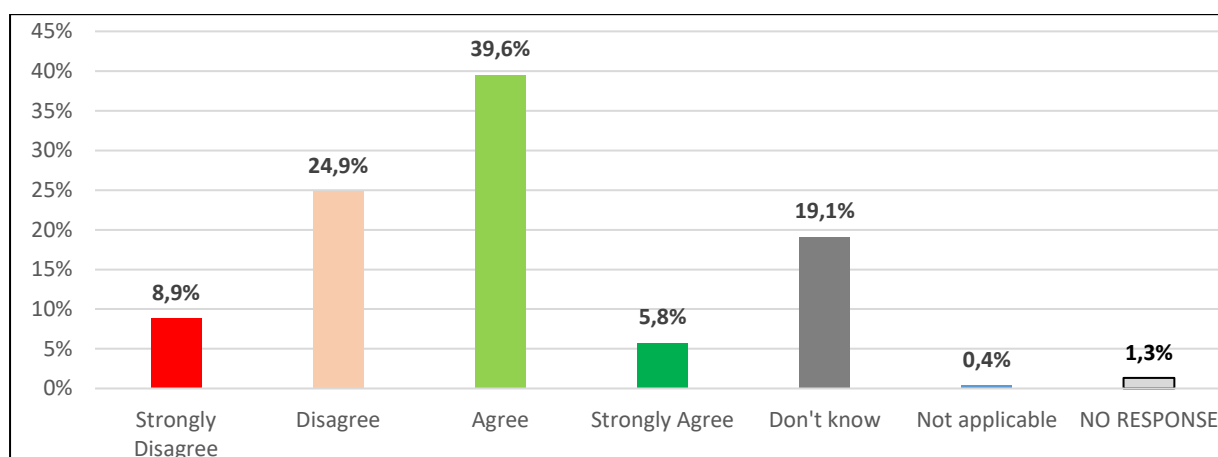
Figure 24: Parliamentary administration is enabling ordinary South Africans to have greater access to their MPs.

Internal support needs

Amongst the 225 unique responses received from Parliamentary staff, 84% indicated that there were issues experienced relating to internal support mechanisms requiring improvement. The support

needed included tools of the trade, equitable workload and division of duties, filling of vacant posts, electronic systems (e.g. for venues, catering), management/staff relations support, office furniture, wellness programmes, research resources, ICT responsiveness, training to keep up with industry changes, competent staff, better computer network and HR support.

When asked to suggest ways in which the work environment could be enhanced the following additions were suggested:

- *Implementation of an electronic workflow system*
- *Regrading of jobs*
- *A staff gym*
- *Occupational Health and Safety compliance of offices*
- *Individual offices (not open plan)*
- *Flexi-time/telecommuting (and tools to support, such as Skype for business)*
- *Standardising employment contracts*

Parliament as an employer of choice

When asked to rate "*Parliament as an employer of choice*" on a scale of 1 to 10 with 1 representing the lowest employer score and 10 representing the best possible employer, there was a fairly even distribution with a tendency towards neutrality (47% chose 4, 5, or 6). Similarly, 22% rated it poorly (as 1, 2, or 3) and 17% rated it highly (as 8, 9, or 10). The overall mean score for all parliamentary employees on this questionnaire item was 5.29. This result within Phase Two does indicate a more positive rating from employees of parliament being an *employer of choice*.
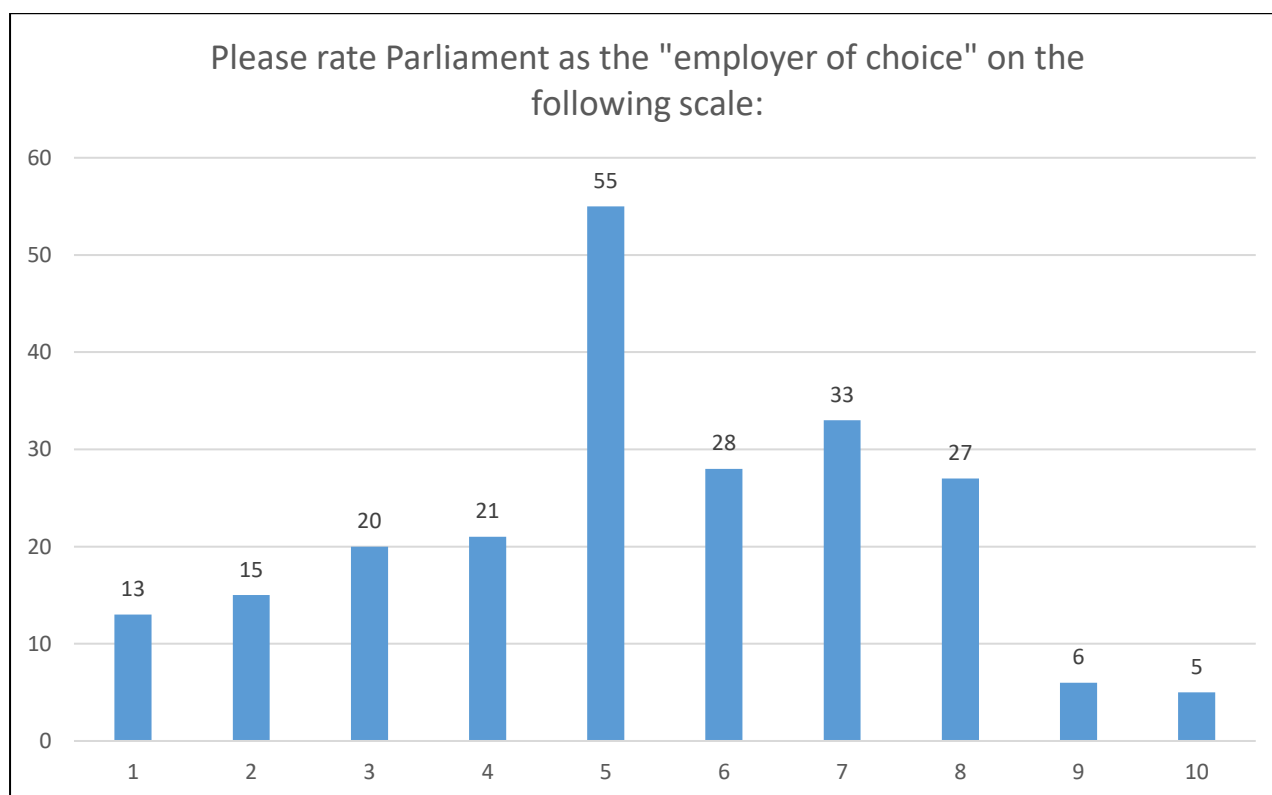
Figure 25: Rating of Parliament as the "employer of choice" among Staff Respondents.

On the reasons given for their choice of rating of Parliament as an employer, the following themes emerged:

- *Salaries (both positive and negative views on this)*
- *Poor investment in staff*
- *HR inconsistencies (including career advancement and temp. vs. permanent contracts)*
- *Lack of flexible working hours and location*
- *Low staff morale*
- *Lack of performance management framework*
- *Adherence to labour laws*
- *Management accountability*

Satisfaction levels of Members of Parliament

What was the most important request (if any) that you made to the Administration of Parliament during the past 12 months?
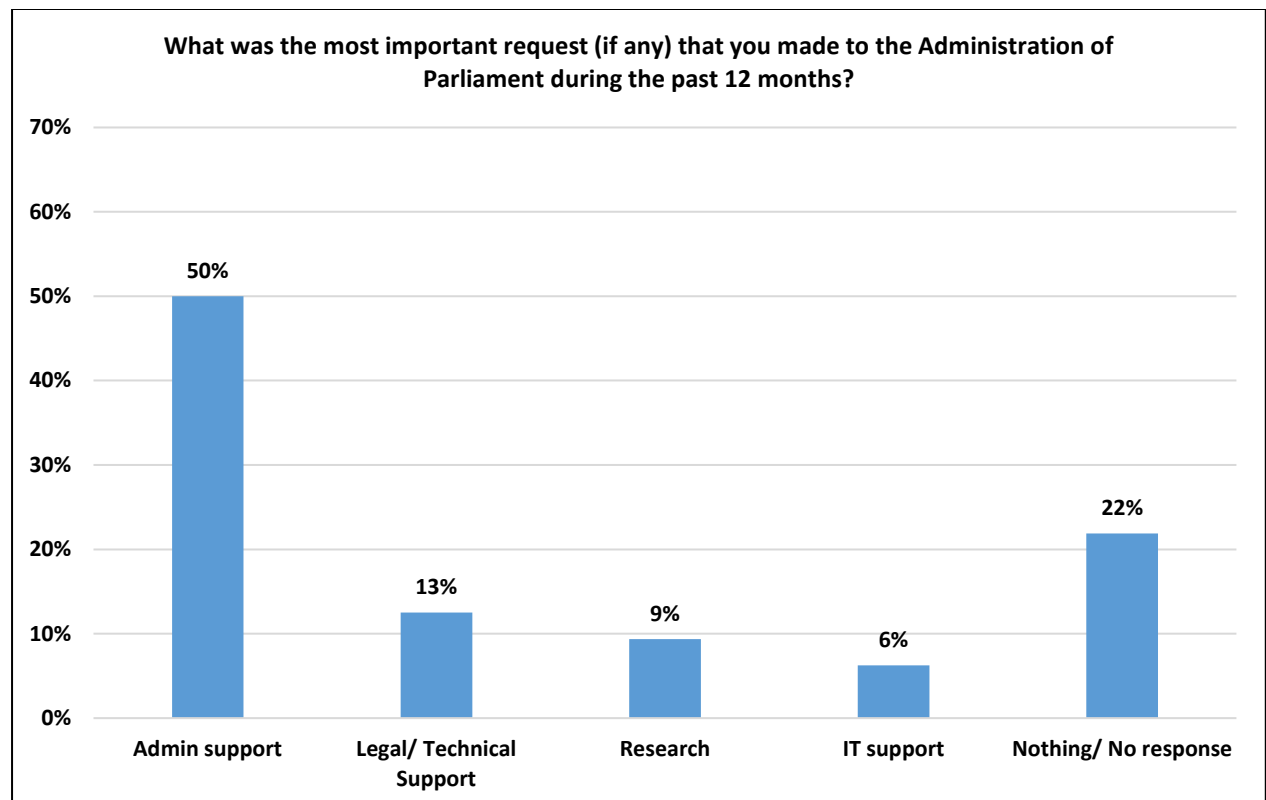
Figure 26: MPs' most important requests to Administration of Parliament in past 12 months

The most important request of half (50%) of MPs to the Administration of Parliament in the twelve months preceding the survey had been for general administrative support. This included assistance pertaining to medical aid, travel arrangements, the provision of information and similar issues. A further 13% had requested some legal advice or technical assistance; 9% had asked for research to be done; and 6% had made requests for IT support. More than a fifth (22%) had not made a request in the previous year, or did not respond to the question. These responses differed somewhat from those in Phase One, when 20% of requests had been for IT support, 16% for research; 9% financial queries; and 7% requests for legal or other expert advice.
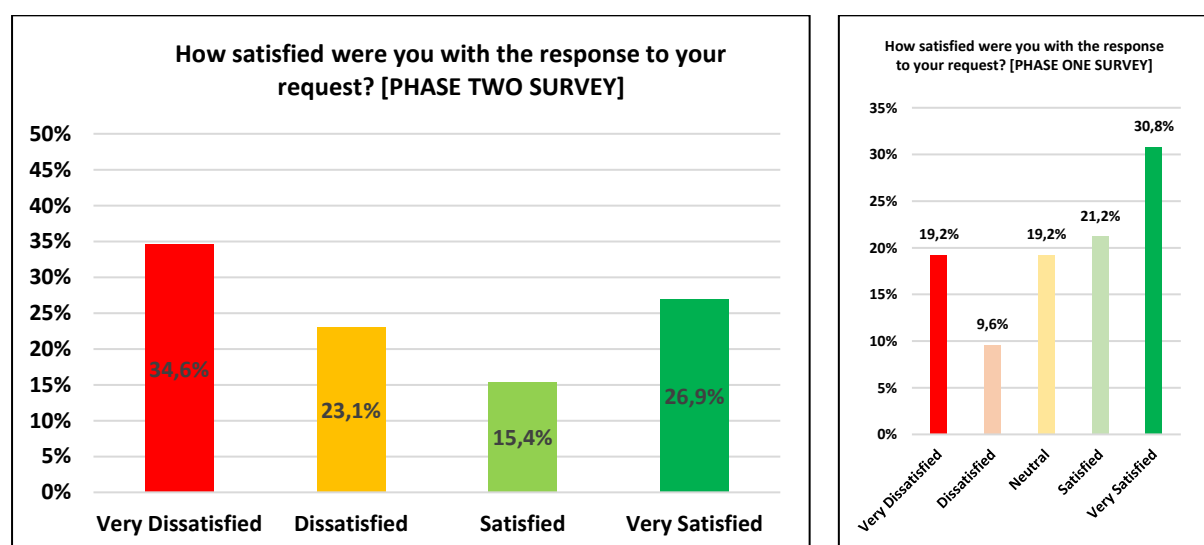
Figure 27: MPs satisfaction with response to their most important requests to Parliament

Amongst the three-quarters of MPs (78%) who did make requests, less than half (42%) were satisfied with the responses to their requests. The reasons for satisfaction were the professionalism and/or the speed of the response received. Other comments were "I was kept informed of the developments" and "The legal opinion confirmed the constitutionality of the Bill". In contrast, almost one-fifth (19%) were dissatisfied, and 28% were very dissatisfied, these numbers translating into 58% dissatisfaction with responses to their requests. Reasons given for dissatisfaction were because there had been a complete lack of response, or an inappropriate response, No response or a slow response, sometimes after repeated requests. The associated comments reflected frustration, including: "No interest in processing the request timeously, uncooperative and bureaucratic"; "the responsible official messed up the process"; "needed information…. but even today, not yet"; "I submitted my note and never received a response after I filled in the forms'; and "check for yourself if the researchers were doing their work". A comparison with the Phase One survey is informative. In Phase One, respondents were provided with a 'neutral' option, which was selected by 19% of respondents, while 29% were dissatisfied and 52% were satisfied with the responses to their requests, i.e. a ratio of 29:19:52. In Phase Two, there was no 'neutral' option, thereby forcing a choice between satisfaction and dissatisfaction. The neutral or fence-sitting tendency was thus removed, and the dissatisfaction-satisfaction ratio emerged as significantly worse at 58:42.

Satisfaction of MPs with services provided by Parliament

Members were also asked to indicate their levels of satisfaction with fourteen specific services that are provided by the Administration of Parliament. The responses indicated not only the level of satisfaction, but also the extent to which the specific services were utilised. The highest overall proportion of those who were 'very satisfied' with any of the services specified was 50% for Information, Communications and Technology (ICT) services and support (50%). This was also the service with which most MPs were familiar, with 94% expressing an opinion about the service. A further 31% of MPs were 'satisfied' with the ICT support in Parliament. This was a commendable improvement from 49% 'very satisfied' and 25% 'satisfied' in Phase One. Committee support also scored well, achieving 41% 'very satisfied' and 41% 'satisfied'; which was also an improvement from 35% and 31% respectively, in Phase One. Conversely, the highest levels of dissatisfaction were expressed about cleaning and maintenance (53%) and research (38%).

Members' Level of Satisfaction with Parliamentary Services

Service	Very Dissatisfied	Dissatisfied	Satisfied	Very Satisfied	DK/NA	No Response
Communication	9%	13%	56%	9%	9%	3%
Protection & Safety	9%	16%	50%	16%	6%	3%
Cleaning & Maintenance	19%	34%	34%	9%		3%
ICT Systems & Support	6%	6%	31%	50%		6%
Claims Processing	6%	22%	34%	28%	6%	3%
Human Resources Management	16%	13%	25%	9%	25%	13%
Front-Desk Services	9%	19%	31%	16%	19%	6%
Committee Support	13%		41%	41%		6%
Library	6%	6%	41%	13%	28%	6%
Language Services	3%	16%	47%	22%	9%	3%
Research	13%	25%	47%	13%		3%
Content	9%	16%	50%	16%	3%	6%
Legal Advice	6%	19%	44%	19%	6%	6%
Procedural	3%	6%	50%	16%	13%	13%

Figure 28: MPs' use of and level of satisfaction with parliamentary services

However, significant proportions of MPs did not provide responses about certain services, or indicated that some of the services were not applicable to them, or that they did not know enough to be able to express an opinion about them. This trend was most prevalent in respect of Human Resources Management, and Library services. A more accurate reflection of the quality of services provided in Parliament emerges if the opinions of only those MPs who actually used the services are taken into account. Thus, of those who used the services specified, the overall satisfaction levels were highest for Procedural services (88%), ICT Services and Support (86%), Committee Support (86%) and Library services (81%).
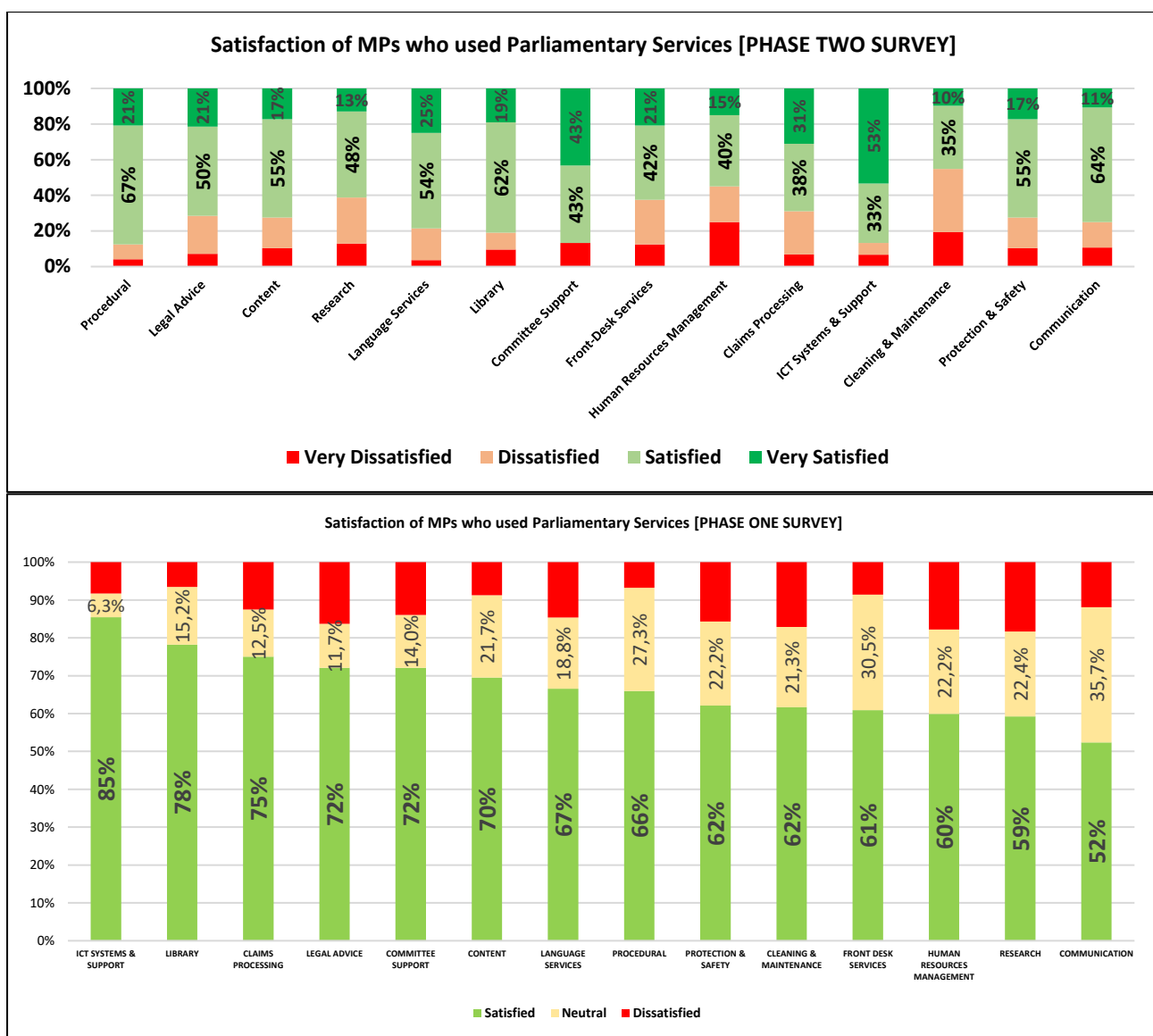
Figure 29: MPs level of satisfaction with parliamentary services used

Members were asked to rate the quality of the information that they received from the Administration of Parliament in relation to supporting their stakeholder functions. About one-sixth (16%) rated the information as excellent, and a further 59% gave a 'good' rating. Conversely, about one-fifth (19%) thought that the information had been of either poor or very poor quality. This verdict differed from that given in the Phase One survey, when almost a third had been neutral in their response about the quality of information.

How do you rate the quality of information that you receive from the Administration of Parliament, in relation to supporting your stakeholder functions? [PHASE TWO SURVEY]

Very Poor	Poor	Good	Excellent	Don't Know/ NA
3,1%	15,6%	59,4%	15,6%	6,3%

MPs' rating of the quality of information received from the Administration of Parliament in relation to supporting their stakeholder functions [PHASE ONE SURVEY]

Very Poor	Poor	Neutral	Good	Excellent
3,8%	1,9%	32,7%	44,3%	17,3%

Figure 30: MPs' rating of information received from Parliament to support stakeholder functions

MPs volunteered a range of suggestions about how the quality of information received from Parliament could be improved. As was the case with the Phase One survey, timing emerged as the most frequently mentioned dimension. Clearly, if information does not arrive in time, its utility and effectiveness is reduced. Nearly half (46%) of the comments related to the timing of the dissemination of information, such as:

- *"If only information can be sent on time (in advance)"*
- *"Administration needs to be pro-active"*
- *"Message for information must arrive in time, especially on IT side"*
- *"Quality and prompt service"*
- *"Release documents within 7 days before meetings are sitting"*
- *"Sometimes info is only available last minute"*
- *"Stick to timelines"*
- *"You [should not just] get information when you hit a wall or have to ask … other members"*

Next most frequent (42% of comments) was the need for the content and/or method of dissemination of the information to be of a higher standard:

- *"By providing more capacity to the staff who are responsible for information dissemination"*
- *"Effective communication"*
- *"Proper allocation of resources for research"*
- *"Research dedicated in a specific area"*
- *"'Info Alert' is a poor sender ID. 'Stephen Rule' for example makes me open a mail…"*
- *"Give training to those who request it"*

Other comments hinted at the need for improved methods of dissemination, such as:

- *"Integrated digital communications of a uniform format"*

or an appeal for more resources to facilitate onward dissemination, such as:

- *"Allowing members assistance funding to run constituency"*
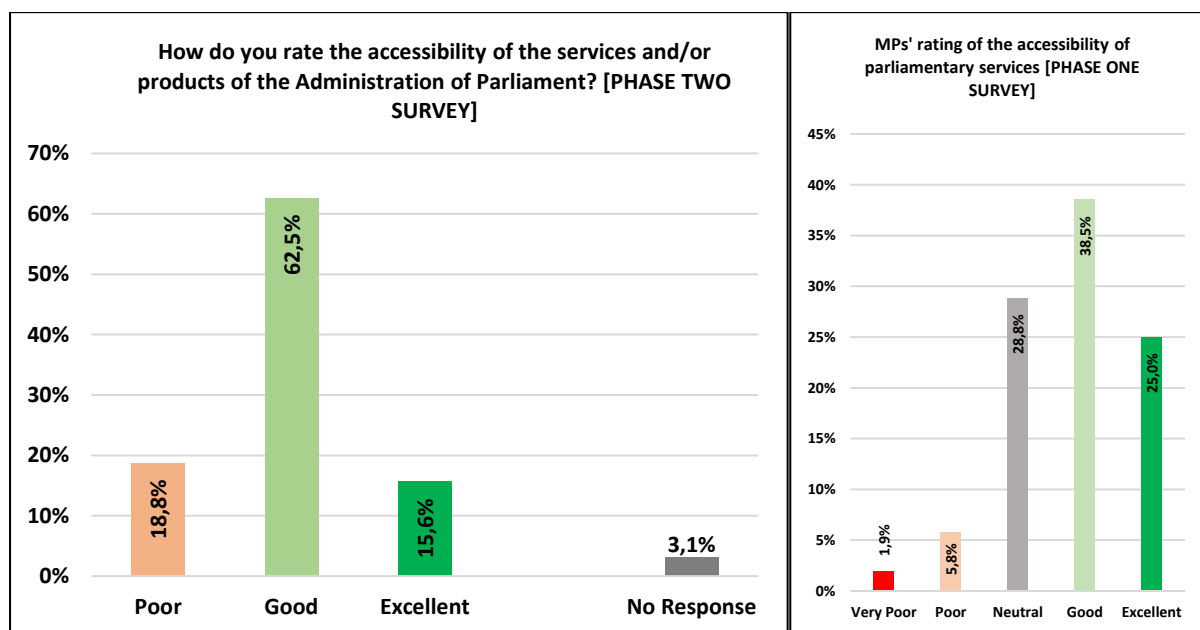
Figure 31: MPs' rating of the accessibility of services and products of Parliament

About one-sixth (16%) of MPs rated the accessibility of the services and/or products of the Administration of Parliament as excellent, and almost two-thirds (63%) rated these as good. The total positive rating was thus more than three-quarters (78%). This is a substantial improvement on the 63% positive response in the Phase One survey, when 29% selected the 'neutral' option. On the other hand, almost one-fifth (19%) rated the services and/or products as poor.

More than three-quarters (78%) of the MPs made suggestions about how the accessibility of these services and products could be improved. Many of these touched on the need for more resources, more effective communication, proper planning, maintenance of IT equipment, or training. A few other specific suggestions were: "by making information available in all the official languages"; "infographics" and "regular updates on processes and procedure is key".

Conclusions

Public trust in the Parliament of South Africa has declined dramatically between 2004 and 2016, more so than for any other public institution. According to SASAS data, whereas in 2004, almost two-thirds (64,9%) of adults in South Africa said that they either 'trust' or 'strongly trust' Parliament, this percentage had dropped to 48,7% in SASAS 2010 and to 27,7% in SASAS 2016. This decline in trust is evident in all variables measured, but more so in the poorest provinces, the Eastern Cape (27,4%), North West (20,6%) and Mpumalanga (25,6%), the poorest geotypes, urban informal (19,4%) and rural formal (20,4%), and the lowest living standard measure group (27,2%), Trust in all institutions included in the SASAS questionnaire has declined in the same period. However, the fifth Parliament is an institution with one of the lowest levels of public trust (only politicians and political parties are less trusted than Parliament).

Data obtained from the in-depth interviews conducted in Phase Two of the Parliamentary Stakeholder Satisfaction Survey illustrate that external stakeholders in particular have several concerns about Parliament. Included here are concerns about (i) the failure of Parliament to coordinate policy positions and insights; (ii) failure of Portfolio Committee members to respond to emails; (iii) failure of Parliament to hold the Executive and Ministers to account; (iv) failure to enact legislation to strengthen anti-corruption institutions; (v) the difficulty of accessing information from Parliament; (vi) a perceived lack of commitment of staff members of Parliament to their work; and (vii) restricted levels of public participation because of poor public levels of education and social awareness.

The data from the on-line survey indicate high levels of agreement among all stakeholders that Parliament allows public access to parliamentary services. However, External Stakeholders (52%) were significantly lower in agreement with this statement than were employees of Parliament (86%) and MPs (75%). External Stakeholders are better able to assess the ease or difficulty of public access to parliamentary services than are those who are supposed to provide this access. External stakeholders therefore represent a critical segment of parliamentary stakeholders because perceptions and satisfaction within this group exert tremendous influence over the general public sentiment toward POSA.

External stakeholders (51%) were also less in agreement with the statement that Parliament promotes participation in parliamentary processes than employees (86%) and MPs (81%). As with the other statements, the External Stakeholders were least in agreement (48%) with the statement that 'Parliament disseminates education and information that supports public participation' when compared with the views of employees (78%) and MPs (63%) on this statement. This signals a serious challenge for Parliament, to enhance the reach of its existing efforts to disseminate education and information that would support public participation in the processes of Parliament. Members of Parliament were more positive (69%) than employees (42%) in the administration of Parliament. Only 23% of External Stakeholders were in agreement with the statement that Constituency Offices are completely fulfilling their role, while 38% of MPs and 8% of employees were in agreement with the statement.

Table 10: Percentage of respondents that agree or strongly agree and disagree or strongly disagree with statements on the performance of Parliament, 2018

STATEMENT	AGREE/STRONGLY AGREE %			DISAGREE/STRONGLY DISAGREE %		
	PEs	MPs	ESs	PEs	MPs	ESs
Parliament allows public access to parliamentary services	86.2	75.0	52.5	8.0	6.2	14.8
Parliament promotes participation in parliamentary processes	85.8	81.3	50.8	8.0	9.4	23.0
Parliament disseminates education and information that supports public participation	78.2	62.5	47.5	10.7	21.9	24.6
Parliament is well administered	41.8	68.8	N/A	48.0	28.1	N/A
Constituency Offices are completely fulfilling their role	8.9	37.5	23.0	21.8	53.1	23.0

Notes: PEs – Parliamentary Employees; MPs – Members of Parliament; ESs – External Stakeholders; N/A – Not Applicable

External stakeholders were generally positive about Parliament's response to requests they made to the institution. The largest share of requests received by Parliament from External Stakeholders were related to the work of the various Committees (71.4%). The majority of external stakeholders (64.3%) viewed making laws as the main role of Parliament, followed by promoting public participation (45.9%) and deciding important issues for the country (38.7%). External Stakeholders generally held more positive than negative views about the performance of Parliament in several areas, including the quality of information received from Parliament, the accessibility of Parliament's products and services, and communication from Parliament's administration. The only exception was a larger proportion of External Stakeholders who were dissatisfied with Parliament's performance of its three main roles.

Table 11: External stakeholders' levels of satisfaction with the performance of Parliament, percentages, 2018

QUESTION	NOT AT ALL WELL/NOT WELL	WELL/VERY WELL
How well do you think Parliament is fulfilling its 3 main roles?	49.2	41.0
QUESTION	**VERY POOR/POOR**	**GOOD/EXCELLENT**
What is your assessment of the quality of information received from Parliament?	23.0	45.9
What is your assessment of the accessibility of Parliament's products and services?	26.2	47.5
QUESTION	**VERY DISSATISFIED/DISSATISFIED**	**SATISFIED/VERY SATISFIED**
How satisfied or dissatisfied are you with communication from Parliament's administration?	23.0	36.1

Suggestions to improve the performance of Parliament in these areas included:

- *Transparent and effective procedures to ensure that Parliament hold the Executive to account*

- *Improved access to information via a greater variety of communications mediums (social media, mailing lists, more effective constituency offices, etc.)*
- *Improvements to the parliamentary communications strategy*
- *Greater public access through wider public engagement activities*
- *Enhanced recruitment and skills development initiatives supporting parliamentary officers*

The points that are worth highlighting for the attention of the Administration of Parliament are listed below for the three categories of stakeholder.

EMPLOYEES

• Increasing proportions of employees think Parlia*ment is providing access to the public, and promoting public participation*. The 2018/19 survey result indicates a 20% increase in the proportion of employees who *agree* or *strongly agree* with this measure

• In Phase One, only 58% of employees believed Parliament was *disseminating education and information effectively*. In the 2018 survey, this proportion has increased to 78.2%

• The services provided most commonly by employees are Content, Research, Committee Support, Language Services, and Communication, and these selections did not dramatically shift from the previous measure

• As in Phase One, there is generally a neutral sentiment about Parliament as the 'employer of choice'.

• Common grievances about Parliament as an employer are about poor investment in human capital, inconsistencies in HR practice, lack of respect from management, pressure to serve political elites, unequal distribution of work, and inadequate or aging ICT infrastructure within the workplace.

MEMBERS OF PARLIAMENT

• Measures from Phase One indicated that most MPs were of the view that Parliament is providing public access and promoting participation. Within the Phase Two indicators, the proportion of MP's that held this view had decreased by approximately 13%.

• Email is deemed the best means of communication, followed by Printed Documents and SMS. This result has remained consistent between Phase One and Phase Two, with only 0,5% differentiating the relative position of Printed Documents and SMS

• About 53,8% of MPs think that Constituency Offices are fulfilling their role. This is a 14% increase in the recorded satisfaction of MP's on this indicator, compared to results from Phase One

• The services most commonly used by MPs are *ICT Support, Research, Finance & Legal support*. In particular, the satisfaction with ICT support and Committee support offered to MPs was significantly improved when compared to the outcomes of this indicator in Phase One

• MPs' rating of the quality of information from parliamentary offices similarly showed improvement from 61% in Phase One to 75% of MPs providing a *Good* or *Excellent* rating on this item in Phase Two.

EXTERNAL STAKEHOLDERS

• On average, 50% of all External Stakeholders continue to believe that Parliament is accessible; or that Parliament promotes public participation; or that Parliament effectively disseminates information and education. This is a slight decline compared to the levels recorded for these individual items in Phase One.

• Printed Documents were considered the best means of communication from Parliament. This is a change from selections in Phase One, when Email was the most important means of communication. Despite this, there were increasing calls for a more diverse set of communication modes as well as an increase in preferences associated with mobile and social media channels.

• In the 2017/18 measure, Constituency Offices were considered to be less than satisfactory by most External Stakeholders, who indicated that they should be better utilised. This trend continued, with the Phase Two satisfaction measure emerging as 9,7% lower than the value recorded in Phase One

• An increasing proportion of External Stakeholders report that Parliament is fulfilling its main roles. This proportion had increased to 41% from the previous measure of 25% (Phase One).

• The main roles of Parliament, as viewed by External Stakeholders continue to focus on making laws; holding the executive accountable to the public; and promoting public participation in Parliament.

• External Stakeholders are mainly of the view that the executive is not being held accountable and they suggest that significant improvements in communication modes and frequency are required.

• The perceptions of Parliament as presented to the general public via various traditional and social media sources may significantly influence general stakeholder perceptions and satisfaction.

• The Communication Strategy of Parliament should be implemented toward ensuring a greater degree of stakeholder engagement and a wider focus on public participation, communication efficiency and enhanced stakeholder management toward improving stakeholder satisfaction

Following the implementation of the Phase One study, the research team proposed the development of a composite indicator to numerically reflect the overall satisfaction levels across all stakeholder groups within an easy to understand indicator. The indicator developed a methodology to obtain equally weighted scores across the four main performance indicators which yielded a score out of 100, presented as a percentage.

Table 12: Composite Score: all stakeholder groups*

Indicator	Mean Score
1) **Parliament allows public access to parliamentary services**	13,51
2) **Parliament promotes participation in parliamentary processes**	13,67
3) **Parliament disseminates education and information that support public participation**	12,17
4) **Constituency Offices are completely fulfilling their role**	5,68
Phase Two Score	**45,02**

Phase One Score	**42,88**

Change Phase One to Phase Two	**+ 2,13**

*for detailed table see Appendix 3

The initial tabulation of the composite score in Phase One yielded a score of 42.88. The current result coming out of Phase Two data produces a score of 45.02. This is a marginal increase of +2.13 points on the scale (out of 100) representing a slight positive movement in the indicator of total Stakeholder Satisfaction at the Parliament of South Africa. This small shift may be as a result of recent political changes to various members of the executive, more decisive dealings with corrupt leaders and potentially anticipated changes within parliament after the 2019 general elections. It is recommended that continued measurement within the term of the new sitting of Parliament be instituted toward creating sustainable M&E (monitoring & evaluation) data streams to support ongoing efforts within the administration of Parliament toward improving these satisfaction levels and enhancing its mandate to serve the people of South Africa.

Recommendations

We conclude that the negative level of satisfaction with the Parliament of South Africa that emerged in the Phase One survey has persisted in the Phase Two survey. As recommended after Phase One, interventions are going to be necessary to address the specific areas of dissatisfaction. In addition, as in Phase One, there remains a difference in the views expressed by External Stakeholders in commerce, research, NGOs, academia and government on the one hand, and the employees of Parliament and the MPs themselves. The employees and MPs are far more positive in their levels of satisfaction with Parliament than are the External Stakeholders. Similarly as in Phase One, employees and MPs indicated higher levels of satisfaction about access to Parliament than did External Stakeholders.

As is recognised in Parliament's Communications Strategy, the process of relationship building with stakeholders is critical. The individual and collective needs of stakeholders that emerge in this study should be heard and addressed. In spite of the negativity and political grandstanding associated with the Fifth Parliament, the Administration should at all times strive to ensure that laws are effectively promulgated; that the executive is held accountable to the public; and that public participation in Parliament is promoted and encouraged. The Constitutional Court (*Doctors for Life International vs The Speaker of the National Assembly*) ruled that legislatures are required to take steps "to ensure that the public participate in the legislative process".

Much of the dissatisfaction can be attributed to the manner in which parliamentary sessions have been conducted and to the ongoing revelations of corrupt practices in the hearings of the Zondo Commission. The Administration of Parliament can have little influence over the portrayal in the popular media of Parliament and the Executive during the course of extraordinary political events and changes, such as have occurred in recent years. We therefore recommend that the Administration of Parliament and the Communications component in particular should strive for enhanced performance in the areas over which they have the most influence. These can be summarised as follows:

- Ensure that publications and documents produced by Parliament, such as Portfolio Committee meeting minutes, are distributed punctually and efficiently, with particular attention to the stakeholders who need them for specific engagements and interactions with Parliament regarding public hearings and calls for comment on proposed legislation of amendments thereto.
- Adhere to the values of transparency, responsiveness, accountability, teamwork, integrity and professionalism that are included in Parliament's Stakeholder Engagement Strategy.
- Be willing to communicate through social media channels including Twitter, WhatsApp and Facebook with targeted stakeholders and audiences.
- Pursue international collaborative partnerships with other parliaments and international stakeholders as a means of enhancing the reach and relevance of Parliament's diplomatic role.
- Coordinate better utilisation of Parliamentary Constituency Offices in collaboration with clearly identified groups of stakeholders in the localities of the PCOs, and with the full commitment and engagement of the appropriate Members of Parliament (National Assembly and National Council of Provinces). This will take advantage of Parliament's broad reach across the country. At grassroots level, public awareness of PCOs should be increased.
- Encourage and more importantly facilitate greater public participation in the legislative process by supporting civil society groups making submissions to parliamentary committees.
- Monitor the use of parliamentary publications and media in schools and other educational institutions, so that responses and reactions can be factored into the enhancement of these outputs.
- Adhere strictly and visibly to the Public Finance Management Act (PFMA) in order to create public awareness of Parliament as a corruption-free institution.
- As in Phase One, the relatively fence-sitting perception of parliamentary employees of Parliament as the 'employer of choice' should be followed up to mitigate dissatisfaction with the specific issues identified by employees. These include perceptions of poor investment in their human capital, inconsistencies in the practices of the Human Resources unit, perceived lack of respect from management, perceived pressure to privilege the needs of political elites, perceived unequal distribution of work, and perceived inadequacy of the ICT infrastructure.

References

Catterberg, G. & Moreno, A. 2005. The Individual Bases of Political Trust: Trends in New and Established Democracies. *International Journal of Public Opinion Research* 18(1):31-48.

Fryrear, A. 2015. What's a Good Survey Response Rate? Surveygizmo Blog. https://www.surveygizmo.com/resources/blog/survey-response-rates/

Industrial Psychology Consultants. 2016. Customer Satisfaction Survey: Comprehensive Report for Parliament of Zimbabwe. August 2016. Harare: www.ipcconsultants.com.

Inter-Parliamentary Union(IPU). 2008*. Evaluating Parliament: A Self-Assessment Toolkit for Parliaments*. IPU, Geneva. http://www.ipu.org/pdf/publications/self-e.pdf

Mandelbaum, A.G. Strengthening Parliamentary Accountability, Citizen Engagement and Access to Information: *A Global Survey of Parliamentary Monitoring Organizations.* National Democratic Institute *and* World Bank Institute.

Masters, L; 2015. South Africa's emerging parliamentary diplomacy and soft power. Strategic Review for Southern Africa, Vol 37 (2), Institute for Strategic and Political Affairs (ISPA). University of Pretoria.

Mishler, W. & Rose, R. 2001. What are The Origins of Political Trust? Testing Institutional and Cultural Theories in Post-Communist Societies. *Comparative Political Studies* 34(1): 30-62.

Muntingh, L. 2016. The state of civil society participation in Parliament. *Law, Democracy and Development* 16, 29-48. DOI: http://dx.doi.org/10.4314/ldd.v16i1.2

O'Brien, M., Stepenhurst, R. & von Trapp, L. 2016. *Benchmarking and Self-Assessments for Parliament.* Washington: The World Bank.

Parliamentary Monitoring Group (PMG), 2019. https://pmg.org.za/

Seligson, M.A., Carrión J.F. 2002. Political Support, Political Scepticism, and Political Stability in New Democracies: An Empirical Examination of Mass Support for Coups d'Etat in Peru, *Comparative Political Studies* 35(1):58-82.

Seabo, B. & Molefe, W. 2017. The determinants of institutional trust in Botswana's liberal democracy. *African Journal of Political Science and International Relations* 11 (3), 36-49.

Waterhouse, S. & Mentor-Lalu, V. 2016. *NOT IN THE HOUSE: The extent of and responsiveness to public input in South Africa's legislatures 2009 – 2015*. Dullah Omar Institute, University of the Western Cape.

APPENDIX 1: COMPARISON OF FINDINGS OF THREE STAKEHOLDER SATISFACTION SURVEYS (2015, 2017/18, 2018/19

In 2015 and 2017/18, the Parliament of the Republic of South Africa, through independent service providers, conducted previous Stakeholder Satisfaction Surveys and developed a Stakeholder Engagement Plan and Institutional Service Charter. The aim of the research was to assess and measure stakeholder and customer satisfaction levels with regard to Parliament's relationship with its stakeholders and provision of services. This was achieved by exploring the following key thematic areas:

1. Awareness and perception of Parliament's role and remit;
2. Awareness and perception of the role and remit of Constituency Offices;
3. Levels of satisfaction with relationships and interactions with Parliament;
4. Levels of satisfaction with communication and information;
5. Levels of satisfaction with Parliament's oversight;
6. Levels of satisfaction with administrative services;
7. Levels of satisfaction with public access & participation in parliamentary processes.

In this section of the current (Phase Two) report, data from the three surveys (2015, 2017/18, and 2018/19) are compared to indicate changes. The reader should note the slight complications of direct comparison for three reasons:

1. The 2015 survey included MPs as internal stakeholders, while the 2017/18 and 2018/19 surveys distinguish between employees and MPs;
2. There are several instances in which the questions differ in the three surveys, around the same issues;
3. The 2015 survey provided no option for responses indicating neutrality (i.e. neither satisfaction nor dissatisfaction, neither agree or disagree, neither good nor poor). The 2017/18 survey provided a neutral response but in the 2018/19 survey this was adapted to 'don't know' and 'not applicable' options to generate greater semantic differential (favourable and unfavourable opinion, except in cases where respondents felt that they had no opinion).

1. Awareness and perceptions of Parliament's role and remit.
Stakeholders in the external cluster were required to provide feedback in the initial stakeholder satisfaction survey on whether they thought Parliament was fulfilling its role and responsibility in relation to stakeholders' office/unit/department and /or organisation. By contrast, in the 2017/18 survey all three cluster groups were asked how well they thought parliament was fulfilling its three main roles.

Table: External stakeholders' understanding of the role of Parliament

2015 Survey		2017/18 Survey		2018/19 Survey	
Engagement with and representation of the public	43.48	Making laws	49.1	Making laws	64,3%
Oversight	43.48	Holding the executive accountable to the public	47.4	Holding the executive accountable to the public	29,8%
Policies and legislation	43.48	Promoting public participation	22.8	Promoting public participation	45,9%
Provide information	15.22	Debating and deciding about important issues	14.0	Debating and deciding about important issues	38,7%
Other	10.87	Implementing policies	10.5	Implementing policies	26,9%
Accountability	6.52	Maintaining law and order	1.8	Maintaining law and order	25,0%
Governance	4.35	Partnering with my organisation	0.0	Partnering with my organisation	26,3%

2. Awareness and perception of the role and remit of Constituency Offices

In the initial survey, stakeholders were asked: 'How satisfied are you with constituency offices fulfilling their role?' In the 2017/18 survey they were asked to 'strongly agree', 'agree', 'neutral', 'disagree' or 'strongly disagree' with the statement: 'Constituency offices are completely fulfilling their role'.

Table: External Stakeholders satisfaction with Constituency Offices fulfilling their role

2015 Survey 'How satisfied are you with constituency offices fulfilling their role'		2017/18 Survey 'Constituency offices are completely fulfilling their role'		2018/19 Survey 'Constituency offices are completely fulfilling their role'	
Very satisfied	6.45	Agree strongly	12.2	Agree strongly	4.9
Satisfied	48.39	Agree	20.4	Agree	18.0
Unsatisfied	16.13	Neutral	42.9	Not applicable/Don't know	16.4
Very unsatisfied	29.03	Disagree	10.2	Disagree	14.8
		Disagree strongly	14.3	Disagree strongly	8.2

Table: Internal Stakeholders' level of satisfaction with the role played by constituency offices

2015 Survey 'How satisfied are you with constituency offices fulfilling their role'		2017/18 Survey 'Constituency offices are completely fulfilling their role'			2018/19 Survey 'Constituency offices are completely fulfilling their role'		
			Staff	MPs		Staff	MPs
Very satisfied	17.65	Agree strongly	3.2	10.0	Agree strongly	0.9	34.6
Satisfied	52.94	Agree	14.2	30.0	Agree	8.0	19.2
Unsatisfied	20.59	Neutral	49.0	32.0	Not applicable/Don't know	68.4	3.8
Very unsatisfied	8.82	Disagree	21.1	12.0	Disagree	12.4	19.2
		Disagree strongly	12.6	16.0	Disagree strongly	9.3	15.4

3. Levels of satisfaction with communication and information

Table: Stakeholders' level of satisfaction with the manner of communication with parliament

	2015 Survey		2017/18 Survey		2018/19 Survey	
	External Stakeholders	Internal Stakeholders	External Stakeholders	Members of Parliament	External Stakeholders	Members of Parliament
Very satisfied	26.32	14.81	19.2	18%	3%	23,3%
Satisfied	65.79	51.85	19.2	22%	25%	13,3%
Neutral			46.2	27%	*	*
Unsatisfied	7.89	29.63	11.6	4%	11%	20,0%
Very unsatisfied		3.7	3.8	6%	10%	30,0%

*Don't know / Not applicable responses excluded

Table: Stakeholders' rating of quality of information received from parliament

	2015 Survey		2017/18 Survey		2018/18 Survey	
	External Stakeholders	Internal Stakeholders	External Stakeholders	Members of Parliament	External Stakeholders	Members of Parliament
Excellent	27.27	8.33	25.5	17.3	16.4	15,6%
Good	51.52	62.5	27.5	44.3	29.5	59,4%
Neutral			29.4	32.7	*	*
Poor	15.15	25.0	7.8	1.9	11.5	15,6%
Very Poor	6.06	4.17	9.8	3.8	11.5	3,1%

*Don't know / Not applicable responses excluded

4. Levels of satisfaction with administrative services

In the initial survey, stakeholders were asked to rate the service that that they received from Parliament. In the 2017/18 survey they were asked to rate the accessibility of the services and/or products of the Administration of Parliament.

Table: Stakeholders' rating of administrative services

| | 2015 Survey | | 2017/18 Survey | | 2018/19 Survey "Parliament is well administered" | | |
	External Stakeholders	Internal Stakeholders	External Stakeholders	Members of Parliament		Members of Parliament	Employees
Excellent	26.48	14.81	22.6	25.0	Agree strongly	38.5	4.9
Good	64.71	66.67	28.3	38.5	Agree	34.6	36.9
Neutral			37.7	28.8	Don't Know/ N/A	3.8	9.8
Poor	2.94	18.52	7.6	5.8	Disagree	7.7	30.7
Very Poor	5.88	0.0	3.8	1.9	Disagree strongly	7.7	17.3

Table: Level of satisfaction with procedural services

| | 2015 Survey | | 2017/18 Survey | 2018/19 Survey |
	External stakeholder	Internal stakeholders	Members of Parliament	Members of Parliament
Very satisfied	15.39	12.50	27.0	15.6
Satisfied	76.92	62.50	26.0	50.0
Neutral			22.0	*
Dissatisfied	0.0	18.75	4.0	6.3
Very dissatisfied	7.69	6.25	2.0	3.1
Did not use			6.0	12.5
No answer			15.0	12.5

Table: Level of satisfaction with legal advice

| | 2015 Survey | | 2017/18 Survey | 2018/19 Survey |
	External stakeholder	Internal stakeholders	Members of Parliament	Members of Parliament
Very satisfied	0.0	12.50	24.0	18.8
Satisfied	80.0	50.0	33.0	43.8
Neutral			9.0	*
Dissatisfied	20	31.25	9.0	18.8
Very dissatisfied	0.0	25.0	4.0	6.3
Did not use			7.0	6.3
No answer			15.0	6.3

Table: Level of satisfaction with content advice

| | 2015 Survey | | 2017/18 Survey | 2018/19 Survey |
	External stakeholder	Internal stakeholders	Members of Parliament	Members of Parliament
Very satisfied	0.0	17.65	26.0	12.5
Satisfied	83.33	52.94	33.0	46.9
Neutral			18.0	*
Dissatisfied	16.67	29.41	2.0	15.6
Very dissatisfied	0.0	0.0	6.0	9.4
Did not use			4.0	n/a
No answer			13.0	3.1

Table: Level of satisfaction with research

| | 2015 Survey | | 2017/18 Survey | 2018/19 Survey |
	External stakeholder	Internal stakeholders	Members of Parliament	Members of Parliament
Very satisfied	0.0	20.0	29.0	12.5
Satisfied	75.0	40.0	24.0	46.9
Neutral			20.0	*
Dissatisfied	12.5	26.67	13.0	25.0
Very dissatisfied	12.5	13.33	4.0	12.5
Did not use			4.0	n/a
No answer			7.0	3.1

Table: Level of satisfaction with language services

| | 2015 Survey | | 2017/18 Survey | 2018/19 Survey |
	External stakeholder	Internal stakeholders	Members of Parliament	Members of Parliament
Very satisfied	20.0	11.11	29.0	21.9
Satisfied	80.0	66.11	29.0	46.9
Neutral			16.0	*
Dissatisfied	0.0	22.22	6.0	15.6
Very dissatisfied	0.0	5.56	7.0	3.1
Did not use			2.0	9.7
No answer			11.0	3.1

Table: Level of satisfaction with library services

| | 2015 Survey | | 2017/18 Survey | 2018/19 Survey |
	External stakeholder	Internal stakeholders	Members of Parliament	Members of Parliament
Very satisfied	0.0	26.67	44.0	12.5
Satisfied	100.0	60.0	22.0	40.6
Neutral			13.0	*
Dissatisfied	0.0	6.67	6.0	6.3
Very dissatisfied	0.0	6.67	0.0	6.3
Did not use			6.0	28.1
No answer			11.0	6.3

Table: Level of satisfaction with committee support services (i.e. minutes)

| | 2015 Survey | | 2017/18 Survey | 2018/19 Survey |
	External stakeholder	Internal stakeholders	Members of Parliament	Members of Parliament
Very satisfied	0.0	17.65	35.0	40.6
Satisfied	100.0	52.94	31.0	40.6
Neutral			13.0	*
Dissatisfied	0.0	17.65	11.0	12.5
Very dissatisfied	0.0	11.76	2.0	0.0
Did not use			0.0	0.0
No answer			9.0	6.3

Table: Level of satisfaction with front-desk services (i.e. reception)

| | 2015 Survey | | 2017/18 Survey | 2018/19 Survey |
	External stakeholder	Internal stakeholders	Members of Parliament	Members of Parliament
Very satisfied	25.0	16.67	20.0	15.6
Satisfied	75.0	66.67	31.0	31.3
Neutral			26.0	*
Dissatisfied	0.0	0.0	4.0	18.8
Very dissatisfied	0.0	16.67	4.0	9.4
Did not use			6.0	18.8
No answer			11.0	6.3

Table: Level of satisfaction with human resources management

| | 2015 Survey | | 2017/18 Survey | 2018/19 Survey |
	External stakeholder	Internal stakeholders	Members of Parliament	Members of Parliament
Very satisfied	0.0	16.67	22.0	9.4
Satisfied	100.0	33.33	27.0	25.0
Neutral			18.0	*
Dissatisfied	0.0	50.0	7.0	12.5
Very dissatisfied	0.0	0.0	7.0	15.6
Did not use			4.0	25.0
No answer			15.0	12.5

Table: Level of satisfaction with claims processing

	2015 Survey		2017/18 Survey	2018/19 Survey
	External stakeholder	**Internal stakeholders**	**Members of Parliament**	**Members of Parliament**
Very satisfied	0.0	10.0	36.0	28.1
Satisfied	100.0	55.0	29.0	34.4
Neutral			11.0	*
Dissatisfied	0.0	30.0	7.0	21.9
Very dissatisfied	0.0	5.0	4.0	6.3
Did not use			0.0	6.3
No answer			13.0	3.1

Table: Level of satisfaction with ICT systems and support

	2015 Survey		2017/18 Survey	2018/19 Survey
	External stakeholder	**Internal stakeholders**	**Members of Parliament**	**Members of Parliament**
Very satisfied	0.0	11.11	49.0	50.0
Satisfied	100.0	50.0	26.0	31.3
Neutral			6.0	*
Dissatisfied	0.0	22.22	4.0	6.3
Very dissatisfied	0.0	16.67	4.0	6.3
Did not use			2.0	0.0
No answer			11.0	6.3

Table: Level of satisfaction with cleaning and maintenance

	2015 Survey		2017/18 Survey	2018/19 Survey
	External stakeholder	**Internal stakeholders**	**Members of Parliament**	**Members of Parliament**
Very satisfied	0.0	25.0	27.0	9.4
Satisfied	100.0	50.0	26.0	34.4
Neutral			18.0	*
Dissatisfied	0.0	6.25	7.0	34.4
Very dissatisfied	0.0	18.75	7.0	18.8
Did not use			4.0	0.0
No answer			11.0	3.1

Table: Level of satisfaction with protection and safety

	2015 Survey		2017/18 Survey	2018/19 Survey
	External stakeholder	**Internal stakeholders**	**Members of Parliament**	**Members of Parliament**
Very satisfied	12.5	11.76	27.0	15.6
Satisfied	62.5	52.94	24.0	50.0
Neutral			18.0	*
Dissatisfied	12.5	17.65	7.0	15.6
Very dissatisfied	12.5	17.65	6.0	9.4
Did not use			6.0	6.3
No answer			13.0	3.1

Table: Level of satisfaction with communication

	2015 Survey		2017/18 Survey	2018/19 Survey
	External stakeholder	**Internal stakeholders**	**Members of Parliament**	**Members of Parliament**
Very satisfied	7.62	11.11	18.0	9.4
Satisfied	76.92	55.56	22.0	56.3
Neutral			27.0	*
Dissatisfied	15.39	22.22	4.0	12.5
Very dissatisfied	0.0	11.11	6.0	9.4
Did not use			4.0	9.4
No answer			22.0	3.1

Table: Level of satisfaction with other services

	2015 Survey		2017/18 Survey	2018/19 Survey
	External stakeholder	**Internal stakeholders**	**Members of Parliament**	**Members of Parliament**
Very satisfied	0.0	33.33		0.0
Satisfied	100.0	0.0		18.8
Neutral				*
Dissatisfied	0.0	33.33		12.5
Very dissatisfied	0.0	33.33		0.0
Did not use				0.0
No answer				59.4

5. Levels of satisfaction with public access & participation in parliamentary processes.

Table: External stakeholders' perception of the role that parliament plays in allowing access to parliamentary services

2015 Survey		2017/18 Survey		2018/19 Survey	
Agree strongly	16.0	Agree strongly	26.8	Agree strongly	18.0
Agree	72.0	Agree	30.3	Agree	34.4
Neutral		Neutral	30.4	Don't Know/ N/A	13.1
Disagree	8.0	Disagree	10.7	Disagree	13.1
Disagree strongly	4.0	Disagree strongly	1.8	Disagree strongly	1.6

Table: External stakeholders' perception of the role that parliament plays in promoting participation in parliamentary processes

2015 Survey		2017/18 Survey		2018/19 Survey	
Agree strongly	26.09	Agree strongly	20.0	Agree strongly	13.1
Agree	69.57	Agree	32.7	Agree	37.7
Neutral		Neutral	32.8	Don't Know/ N/A	4.9
Disagree	4.35	Disagree	12.7	Disagree	19.7
Disagree strongly		Disagree strongly	1.8	Disagree strongly	3.3

Table: External stakeholders' perception of the role that parliament plays in disseminating education and information that supports public participation

2015 Survey		2017/18 Survey		2018/19 Survey	
Agree strongly	15.0	Agree strongly	21.4	Agree strongly	4.6
Agree	75.0	Agree	42.9	Agree	23.0
Neutral		Neutral	19.6	Don't Know/ N/A	6.6
Disagree	5.0	Disagree	12.5	Disagree	19.7
Disagree strongly	5.0	Disagree strongly	3.6	Disagree strongly	4.9

Table: Internal stakeholders' perception of the role that parliament plays in allowing access to parliamentary services

2015 Survey		2017/18 Survey	Employees	MPs	2018/19 Survey	Employees	MPs
Agree strongly		Agree strongly	26.61	23.1	Agree strongly	24.9	50.0
Agree	87.5	Agree	43.58	51.9	Agree	61.3	7.7
Neutral		Neutral	22.94	17.3	Don't Know/ N/A	4.4	23.1
Disagree	12.5	Disagree	6.42	5.8	Disagree	4.9	7.7
Disagree strongly		Disagree strongly	0.46	1.9	Disagree strongly	3.1	0.0

Table: Internal stakeholders' perception of the role that parliament plays in promoting participation in parliamentary processes

2015 Survey		2017/18 Survey	Employees	MPs	2018/19 Survey	Employees	MPs
Agree strongly	3.85	Agree strongly	20.0	20.4	Agree strongly	19.6	38.5
Agree	88.46	Agree	45.0	46.9	Agree	66.2	15.4
Neutral		Neutral	26.82	22.5	Don't Know/ N/A	6.2	23.1
Disagree	7.69	Disagree	7.73	6.1	Disagree	4.0	7.7
Disagree strongly		Disagree strongly	0.45	3.1	Disagree strongly	4.0	3.8

Table: Internal stakeholders' perception of the role that parliament plays in disseminating education and information that supports public participation

2015 Survey		2017/18 Survey	Employees	MPs	2018/19 Survey	Employees	MPs
Agree strongly	4.55	Agree strongly	18.81	24.5	Agree strongly	13.8	23.1
Agree	68.18	Agree	38.53	43.4	Agree	64.4	19.2
Neutral		Neutral	33.94	22.6	Don't Know/ N/A	9.3	26.9
Disagree	27.27	Disagree	7.34	5.7	Disagree	6.7	15.4
Disagree strongly		Disagree strongly	1.38	3.8	Disagree strongly	4.0	3.8

APPENDIX 2: QUESTIONNAIRES

HSRC
Human Sciences
Research Council

PARLIAMENT OF THE REPUBLIC OF SOUTH AFRICA
EXTERNAL STAKEHOLDERS' SATISFACTION SURVEY
2018

Dear Stakeholder

Parliament strives to provide top quality services to all its stakeholders. To facilitate ongoing improvement in its services, Parliament has commissioned the Human Sciences Research Council (HSRC) to conduct independent surveys of the views of the internal and external stakeholders of Parliament. The Intention is to find out how satisfied stakeholders are, with regard to the services of Parliament. Your views would be highly valued and appreciated. Your individual responses will be completely confidential, and only used in an overall analysis. If you agree to participate in this survey, please respond to the Questions and statements that follow. It should take you no more than 10 minutes to respond. We will send reminders about this questionnaire in the coming days and weeks. Owing to the anonymity of the survey, we will not know if you have responded. You may receive reminders even after responding. If so, please ignore the reminders. We also want you to know that you have the right to refuse to participate in this research and the right to withdraw, should you change your mind after initially agreeing to participate. This research has been approved by the HSRC Research Ethics Committee (REC). If you have any complaints about ethical aspects of the research or if you feel that you have been harmed in any way by participating in this study, Please call the HSRC's toll-free ethics hotline 0800 212 123 (when phoned from a landline in South Africa) or contact the Administrator of the HSRC REC by email at research.ethics@hsrc.ac.za or telephonically at 012 302 2012 between 08:00 and 16:30 on any working day.
Yours sincerely, Dr Stephen Rule (srule@hsrc.ac.za and 021 466 8060) (on behalf of the research team)

1. Do you voluntarily consent to complete this questionnaire?   **Yes** [   ]   **No** [   ]
If yes, please proceed with the questions that follow:

2. Please indicate in which one of the following sectors you do most of your work?

3. If applicable, what is the name of your organisation?

Business	1
NGO/ CBO/ CSO	2
Higher Education	3
Research Institution	4
Religious body	5
Media	6
The Judiciary	7
Political Party	8
National Government	9
Provincial Government	10
Local Government	11
State-Owned Entity	12
Chapter Nine institution	13
International organisation	14
Member of the Public	15

4. What was the most important request (if any) you made to Parliament in the past 12 months?

5. How satisfied were you with the response to your request?

Very Dissatisfied	Dissatisfied	Satisfied	Very Satisfied	Don't Not
1	2	3	4	5

6. Please explain your response to Q5?

7. Please rank each of the following roles of Parliament. Most important =1; Second most important =2; etc.

	RANK
a. Making laws	
b. Implementing policies	
c. Promoting public participation	
d. Partnering with my organisation	
e. Maintaining law and order	
f. Holding the executive accountable to the public	
g. Debating and deciding about important issues for the country	

8. How well do you think Parliament is fulfilling its 3 main roles?

Not at all well	Not well	Well	Very well	Don't Not
1	2	3	4	5

9. Please explain the reason for your answer (Q8).

10. How do you rate the quality of information that you receive from the Administration of Parliament in relation to supporting your stakeholder functions?

Very Poor	Poor	Good	Excellent	Don't Not
1	2	3	4	5

11. How could the quality of the information that you receive from Parliament be improved?

12. How do you rate the accessibility of the services and/or products of the Administration of Parliament?

Very Poor	Poor	Good	Excellent	Don't Not
1	2	3	4	5

13. How could the accessibility of Parliament's services and/or products be improved?

14. How satisfied are you with the manner in which the Administration of Parliament communicates with you?

Very Dissatisfied	Dissatisfied	Satisfied	Very Satisfied	Don't Not
1	2	3	4	5

15. How could Parliament's communication with you be improved?

16. Parliament allows public access to parliamentary services.

Strongly Disagree	Disagree	Agree	Strongly Agree	Don't Not
1	2	3	4	5

17. Parliament disseminates education and information that supports public participation.

Strongly Disagree	Disagree	Agree	Strongly Agree	Don't Not
1	2	3	4	5

18. Parliament promotes participation in parliamentary processes.

Strongly Disagree	Disagree	Agree	Strongly Agree	Don't Not
1	2	3	4	5

19. Parliament is representing the aspirations of ordinary South Africans to ensure progressive legislation, performance and accountability from the government.

Strongly Disagree	Disagree	Agree	Strongly Agree	Don't Not
1	2	3	4	5

20. Parliamentary administration is enabling ordinary South Africans to have greater access to their MPs.

Strongly Disagree	Disagree	Agree	Strongly Agree	Don't Not
1	2	3	4	5

21. How could public participation in Parliamentary procedures be improved?

22. Have you interacted with any of the Parliamentary Portfolio Committees during the last 12 months?

Yes [ ]   No [ ]

23. If yes, with which Parliamentary Portfolio Committee/s have you interacted?

24. How did you interact with them?

Made		Attended		Email		Telephone		Other (specify): ---------------------------	
Yes	No	Yes	No	Yes	No	Yes	No	Yes	No
1	2	1	2	1	2	1	2	1	2

25. How satisfied were you about your interaction with the Parliamentary Portfolio Committee/s?

Very Dissatisfied	Dissatisfied	Satisfied	Very Satisfied	Don't Not
1	2	3	4	5

26. How could Parliamentary Portfolio Committee operations be improved?

27. What sort of interactions have you had with Constituency Offices during the last 12 months, if any?

28. With which Constituency Office have you interacted the most?

Please indicate your level of agreement with the following statements:

29. Constituency Offices are completely fulfilling their role

Strongly Disagree	Disagree	Agree	Strongly Agree	Don't Not
1	2	3	4	5

30. Please motivate your answer to Q29?

31. Please indicate by which methods you would like Parliament to communicate with you, in order or preference.
Indicate "1" for most preferred, "2" for second choice, "3" for third choice, up to "7" for your least preferred option.

Printed documents	Email (e.g. Z-list)	SMS	WhatsApp	Twitter	Face Book	Other (specify):

To enable us to determine variations in response to these questions by demographics, please indicate your age, gender, home language and province

32. Age

18-29	1
30-39	2
40-49	3
50-59	4
60-69	5
70+	6

33.

Female	1
Male	2
Other	3

34. Home Language

isiZulu	1
Afrikaans	2
Sepedi	3
isiXhosa	4
Sesotho	5
Setswana	6
English	7
Xitsonga	8
Tshivenda	9
isiNdebele	10
siSwati	11
Other	12

35. Home Province

Gauteng	1
Western Cape	2
KwaZulu-Natal	3
Eastern Cape	4
Limpopo	5
Mpumalanga	6
Free State	7
North West	8
Northern Cape	9
Other	10

Your participation is highly appreciated, thank you.

PARLIAMENT OF THE REPUBLIC OF SOUTH AFRICA
INTERNAL STAKEHOLDERS' SATISFACTION SURVEY - EMPLOYEES
2018

1. Do you voluntarily consent to complete this questionnaire? Yes ☐ No ☐
If yes, please proceed with the questions that follow:

2. Please indicate in which programme or section of Parliament you are

Support Services	Core Business	Strategic and	Administration	Associated Services
1	2	3	4	5

3. What sort of interactions have you had with Constituency Offices, if any?

Please indicate your level of agreement with the following

4. Constituency Offices are completely fulfilling their role

Strongly Disagree	Disagree	Agree	Strongly Agree	Don't know/ Not applicable
1	2	3	4	5

5. Please motivate your answer to Q4?

6. Please indicate how often you provide the following services on behalf of Parliament

	Never	Sometimes	Often	Very Often
a. Procedural	1	2	3	4
b. Legal Advice	1	2	3	4
c. Content	1	2	3	4
d.	1	2	3	4
e. Language Services	1	2	3	4
f. Library	1	2	3	4
g. Committee Support (e.g.	1	2	3	4
h. Front-Desk Services (i.e.	1	2	3	4
i. Human Resources Management	1	2	3	4
j. Claims Processing	1	2	3	4
k. ICT Systems and Support	1	2	3	4
l. Cleaning and Maintenance	1	2	3	4
m. Protection and Safety	1	2	3	4
n. Communication	1	2	3	4

o. Other (specify)	1	2	3	4	

Please indicate your level of agreement with the following

7. Parliament is well administered

Strongly Disagree	Disagree	Agree	Strongly Agree	Don't know/ Not applicable
1	2	3	4	5

8. Why do you think so (in Q7)?

9. Please indicate how you think the services that are provided by Parliament to stakeholders could be improved.

Please indicate your level of agreement with the following

10. Parliament allows public access to parliamentary services.

Strongly Disagree	Disagree	Agree	Strongly Agree	Don't know/ Not applicable
1	2	3	4	5

11. Parliament disseminates education and information that supports public

Strongly Disagree	Disagree	Agree	Strongly Agree	Don't know/ Not applicable
1	2	3	4	5

12. Parliament promotes participation in parliamentary processes.

Strongly Disagree	Disagree	Agree	Strongly Agree	Don't know/ Not applicable
1	2	3	4	5

13. Parliament is representing the aspirations of ordinary South Africans to ensure progressive accountability from the government.

Strongly Disagree	Disagree	Agree	Strongly Agree	Don't know/ Not applicable
1	2	3	4	5

14. Parliamentary administration is enabling ordinary South Africans to have greater access to their

Strongly Disagree	Disagree	Agree	Strongly Agree	Don't know/ Not applicable
1	2	3	4	5

15. How could public participation in Parliamentary procedures be improved?

16. Please indicate by which methods Parliament has been most effective in communicating with you (select as many as you wish)

Printed documents	Email	SMS	WhatsApp	Twitter	Face	Other _____
1	2	3	4	5	6	7

17. In your job, is there any form of internal support that needs improvement?

Yes _____   **No** _____

18. Please specify and explain your response in Q17.

19. Can you suggest any way in which your work environment could be

20. Please rate Parliament as the "employer of choice" on the following scale:

Worst Possible Employer									Best Employer
1	2	3	4	5	6	7	8	9	10

21. Please give the main reason for your rating of Parliament as an Employer

To enable us to determine variations in response to these questions by demographics, please indicate your age, gender and home language categories:

22. Age

18-29	1
30-39	2
40-49	3
50-59	4
60-69	5
70+	6

23. Gender

Female	1
Male	2
Other	3

24. Home Language

isiZulu	1
Afrikaans	2
Sepedi	3
isiXhosa	4
Sesotho	5
Setswana	6

English	7
Xitsonga	8
Tshivenda	9
isiNdebele	10
siSwati	11
Other	12

Your participation is highly appreciated, thank you.

![HSRC Human Sciences Research Council logo]

Dear Stakeholder

Parliament strives to provide top quality services to all its stakeholders. To facilitate ongoing improvement in its services, Parliament has commissioned the Human Sciences Research Council (HSRC) to conduct independent surveys of the views of the internal and external stakeholders of Parliament. The intention is to find out how satisfied stakeholders are, with regard to the services of Parliament. Your views would be highly valued and appreciated. Your individual responses will be completely confidential, and only used in an overall analysis. If you agree to participate in this survey, please respond to the questions and statements that follow. It should take you no more than 10 minutes to respond. We will send reminders about this questionnaire in the coming days and weeks. Owing to the anonymity of the survey, we will not know if you have responded. You may receive reminders even after responding. If so, please ignore the reminders.

We also want you to know that you have the right to refuse to participate in this research and the right to withdraw, should you change your mind after initially agreeing to participate. This research has been approved by the HSRC Research Ethics Committee (REC). If you have any complaints about ethical aspects of the research or if you feel that you have been harmed in any way by participating in this study, please call the HSRC's toll-free ethics hotline 0800 212 123 (when phoned from a landline in South Africa) or contact the Administrator of the HSRC REC by email at research.ethics@hsrc.ac.za or telephonically at 012 302 2012 between 08:00 and 16:30 on any working day.

Yours sincerely, Dr Stephen Rule (srule@hsrc.ac.za and 021 466 8060) (on behalf of the research team)

1. Do you voluntarily consent to complete this questionnaire?　　Yes | 1 |　　No | 2 |

If yes, please proceed with the questions that follow:

2. Please indicate the nature of your relationship/interaction with Parliament

Member of Parliament	Member of Parliamentary	Party Chief Whip	Other specify:
1	2	3	4

3. What was the most important request (if any) you made to the Administration of Parliament in the past 12 months?

4. How satisfied were you with the response to your request?

Very Dissatisfied	Dissatisfied	Satisfied	Very Satisfied	Don't Not
1	2	3	4	5

5. Please explain your response to Q4?

6. How do you rate the quality of information that you receive from the Administration of Parliament in relation to supporting your stakeholder functions?

Very Poor	Poor	Good	Excellent	Don't Not
1	2	3	4	5

7. How could the quality of the information received from Parliament be improved?

8. How do you rate the accessibility of the services and/or products of the Administration of Parliament?

Very Poor	Poor	Good	Excellent	Don't Not
1	2	3	4	5

9. How could the accessibility of Parliament's services and/or products be improved?

10. Please indicate your level of satisfaction with the following services of Parliament

	Very Dissatisfied	Dissatisfied	Satisfied	Very Satisfied	Don't Not
a. Procedural	1	2	3	4	5
b. Legal Advice	1	2	3	4	5
c. Content	1	2	3	4	5
d.	1	2	3	4	5
e. Language Services	1	2	3	4	5
f. Library	1	2	3	4	5
g. Committee Support (e.g. minutes)	1	2	3	4	5
h. Front-Desk Services (i.e. reception)	1	2	3	4	5
i. Human Resources Management	1	2	3	4	5
j. Claims Processing	1	2	3	4	5
k. ICT Systems and Support	1	2	3	4	5
l. Cleaning and Maintenance	1	2	3	4	5
m. Protection and Safety	1	2	3	4	5
n. Communication	1	2	3	4	5
o. Other (specify)	1	2	3	4	5

Please indicate your level of agreement with the following statements:

11. Parliament is well administered

Strongly Disagree	Disagree	Agree	Strongly Agree	Don't Not
1	2	3	4	5

12. Why do you think so (in Q11)?

13. Parliament allows public access to parliamentary services.

Strongly Disagree	Disagree	Agree	Strongly Agree	Don't Not
1	2	3	4	5

14. Parliament disseminates education and information that supports public participation.

Strongly Disagree	Disagree	Agree	Strongly Agree	Don't Not
1	2	3	4	5

Strongly Disagree	Disagree	Agree	Strongly Agree	Don't Not
1	2	3	4	5

16. Parliament is representing the aspirations of ordinary South Africans to ensure progressive legislation, performance and accountability from the government.

Strongly Disagree	Disagree	Agree	Strongly Agree	Don't Not
1	2	3	4	5

17. Parliamentary administration is enabling ordinary South Africans to have greater access to their MPs.

Strongly Disagree	Disagree	Agree	Strongly Agree	Don't Not
1	2	3	4	5

18. How could public participation in Parliamentary procedures be improved?

19. What are the main sorts of interactions that you have with Constituency Offices, if any?

20. With which Constituency Office do you have the most frequent interaction?

Please indicate your level of agreement with the following statement:

21. Constituency Offices are completely fulfilling their role

Strongly Disagree	Disagree	Agree	Strongly Agree	Don't Not
1	2	3	4	5

22. Please motivate your answer to Q21?

23. Please indicate by which methods Parliament has been most effective in communicating with you

(select as many as you wish)

Printed documents	Email	SMS	WhatsApp	Twitter	Face	Other (specify):
1	2	3	4	5	6	7

To enable us to determine variations in response to these questions by demographics, please indicate your age, gender, race and language categories:

24. Age

18-29	1
30-39	2
40-49	3
50-59	4
60-69	5
70+	6

25. Gender

Female	1
Male	2
Other	3

26. Home Language

isiZulu	1
Afrikaans	2
Sepedi	3
isiXhosa	4
Sesotho	5
Setswana	6
English	7
Xitsonga	8
Tshivenda	9
isiNdebele	10
siSwati	11
Other	12

27. Home Province

Gauteng	1
Western Cape	2
KwaZulu-Natal	3
Eastern Cape	4
Limpopo	5
Mpumalanga	6
Free	7
North	8
Northern Cape	9
Other	10

Your participation is highly appreciated, thank you.

APPENDIX 3:

Item / Group	STRONGLY AGREE	SCORE	AGREE	SCORE	DISAGREE	SCORE	STRONGLY DISAGREE	TOTAL GROUP SCORE	
1) Parliament allows public access to parliamentary services								mean=	13,51
Employees	25,20%	6,3	62,20%	9,33	5,00%	0,25	3,2%	15,88	
Members	28,10%	7,025	47,00%	7,05	3,10%	0,155	3,1%	14,23	
External	18,00%	4,5	35,00%	5,25	13,10%	0,655	1,6%	10,41	
2) Parliament promotes participation in parliamentary processes								Mean =	13,67
Employees	19,80%	4,95	67,60%	10,14	4,10%	0,205	4,2%	15,30	
Members	31,30%	7,825	50,00%	7,5	9,40%	0,47	0,0%	15,80	
External	13,10%	3,275	37,70%	5,655	19,70%	0,985	3,3%	9,92	
3) Parliament disseminates education and information that support public participation								Mean =	12,17
Employees	14,00%	3,5	65,30%	9,795	7,20%	0,36	4,1%	13,66	
Members	16,00%	4	47,00%	7,05	22,00%	1,1	0,0%	12,15	
External	25,00%	6,25	23,00%	3,45	20,00%	1	5,0%	10,70	
4) Constituency Offices are completely fulfilling their role								Mean =	5,68
Employees	0,90%	0,225	8,10%	1,215	12,60%	0,63	9,4%	2,07	
Members	19,00%	4,75	19,00%	2,85	53,10%	2,655	0,0%	10,26	
External	5,00%	1,25	18,00%	2,7	15,00%	0,75	8,0%	4,70	
							COMPOSITE SCORE (out of 100)		45,02