

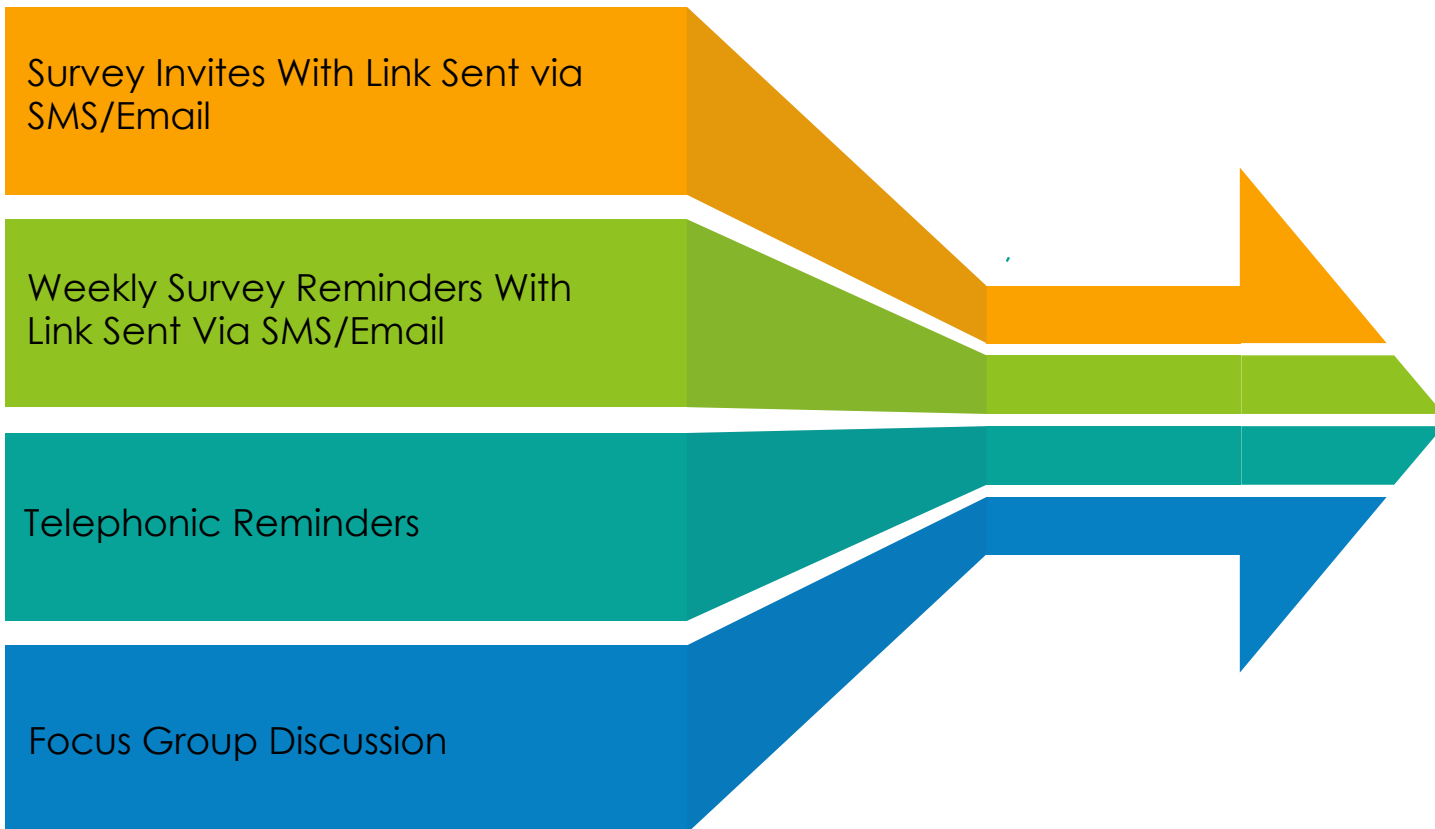


Stakeholder Satisfaction Survey



2020 - 2021

Methodology



Campaign Dates

25 January 2021
to
26 February 2021

Weekly Reminders

Every Monday

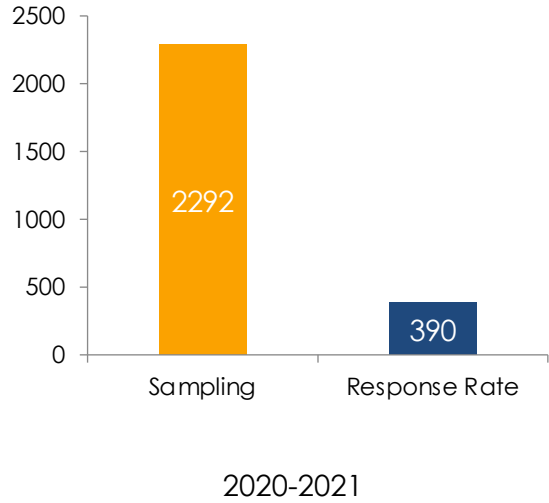
Focus Group Discussion

24 February 2021

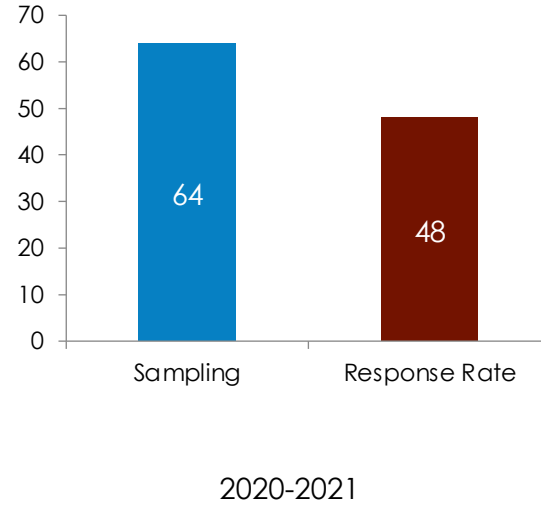


Stakeholders

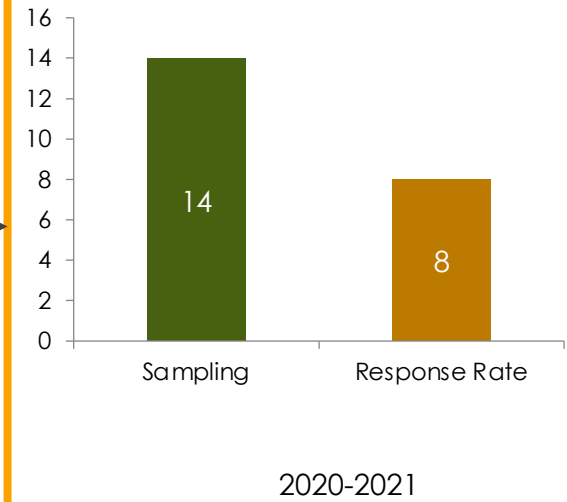
External Stakeholders



Internal Stakeholders



Board and Committee Members



2020-2021

17,01%

2019-20

20,13%

2020-2021

83%

2019-20

83%

2020-2021

57,14%

2019-20

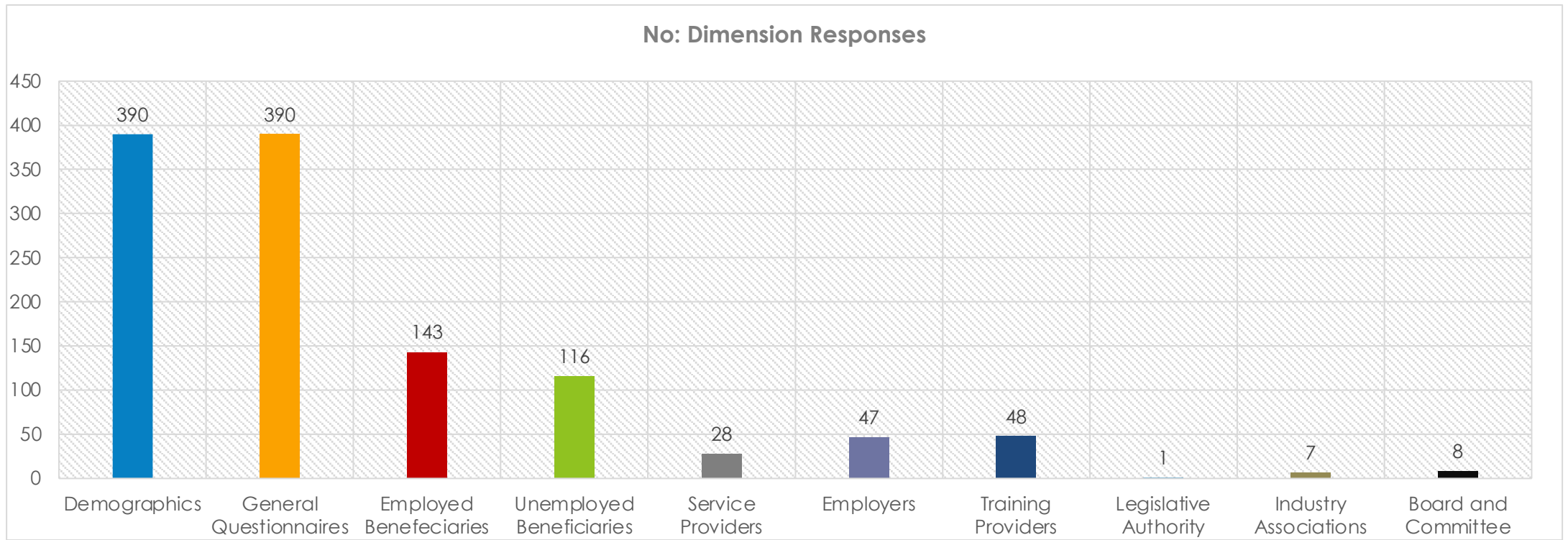
26.6%



EXTERNAL STAKEHOLDERS



Dimension Responses

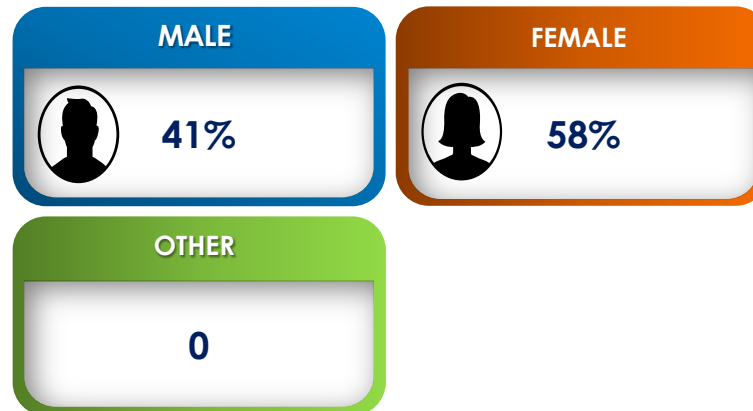
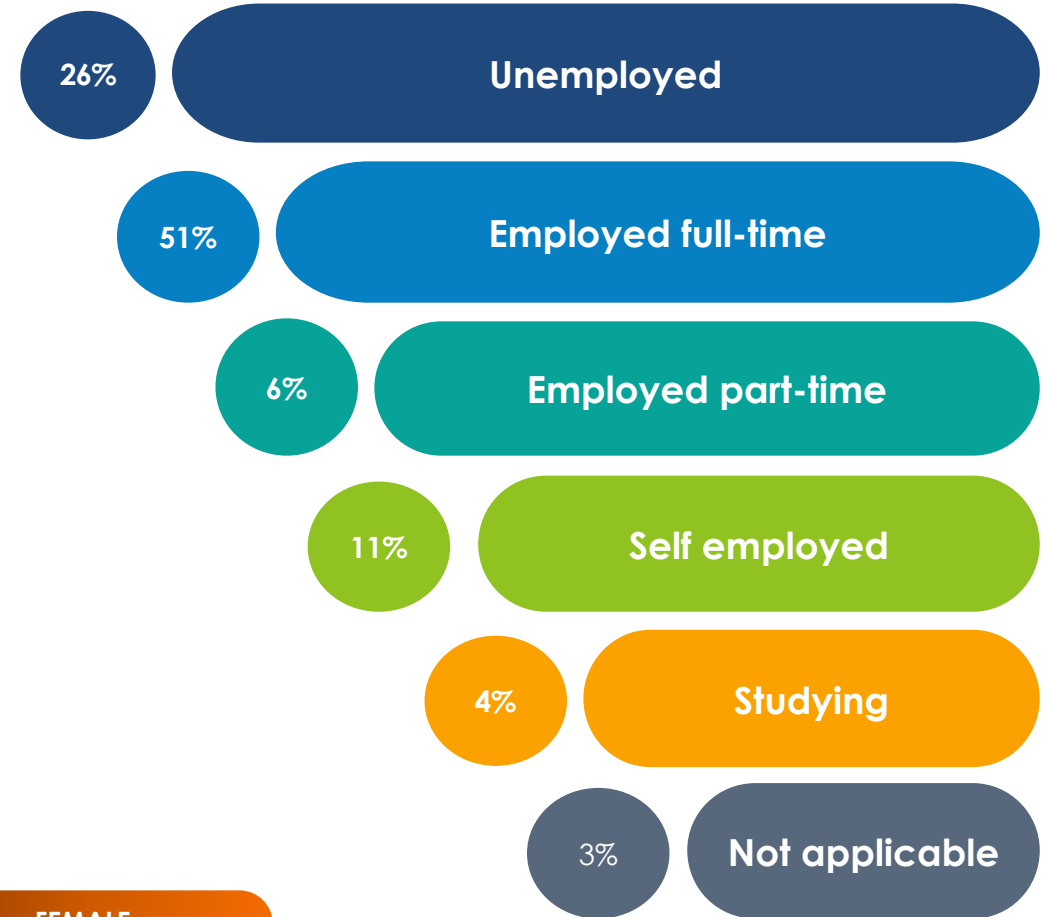
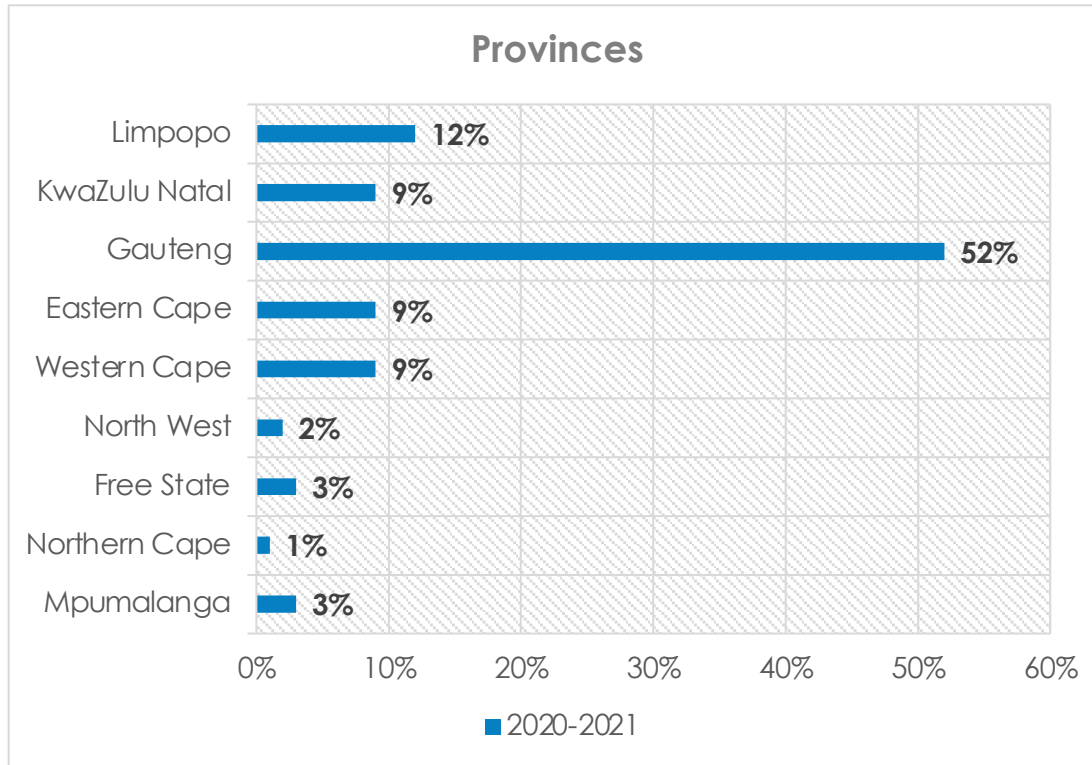


All quantitative questions were compulsory for the stakeholder groups to answer.

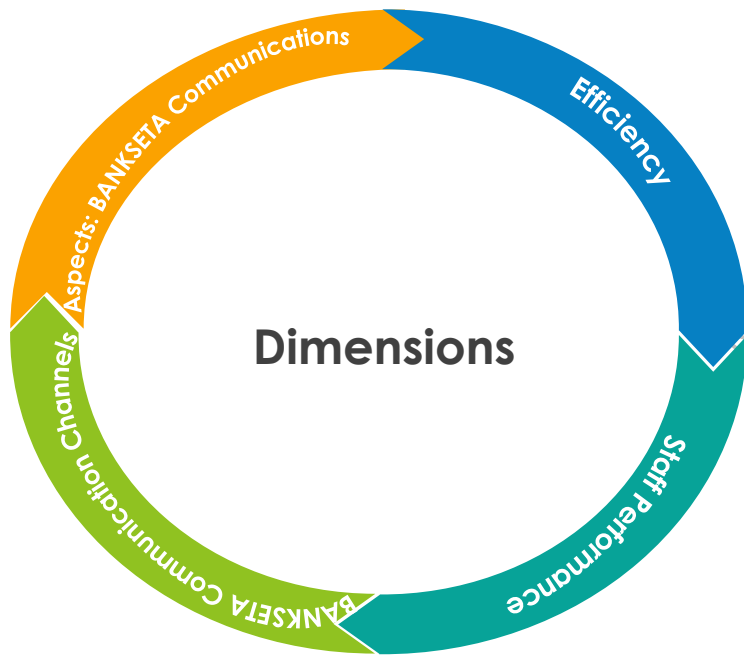
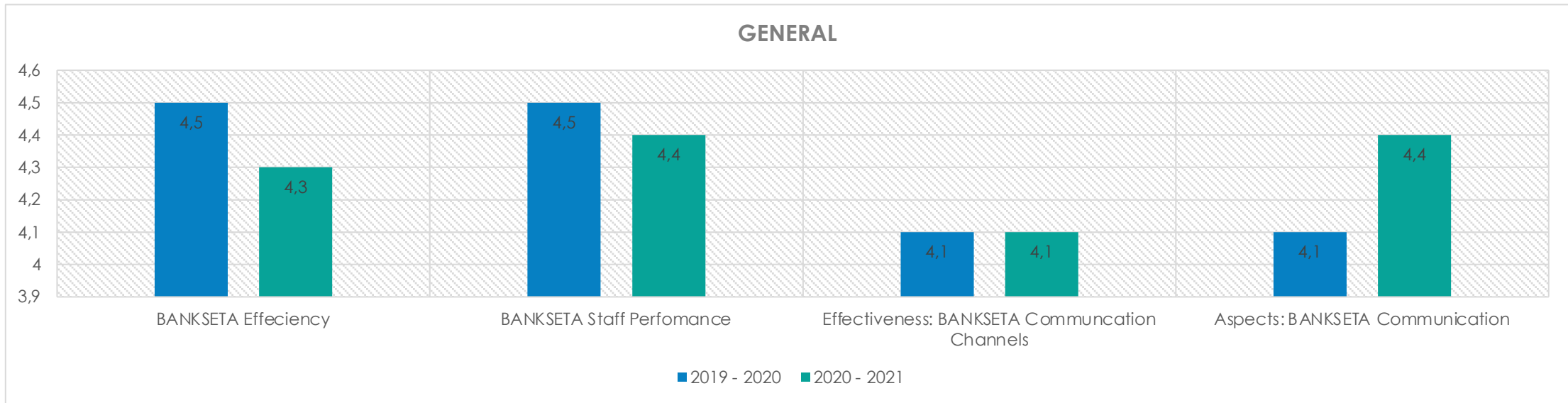
Demographics and general questionnaires were applicable to all stakeholder groups.

Board and Committee members questionnaires were separate from the other stakeholder groups.

Demographics



General Questionnaires



The dimension has been fairly stagnant within the two periods with negative responses not appearing within this dimension.

92% of the participants in the 2020-2021 period agree that the BANKSETA staff members are professional, with the same percentage agreeing to the assertion that they are treated with respect.

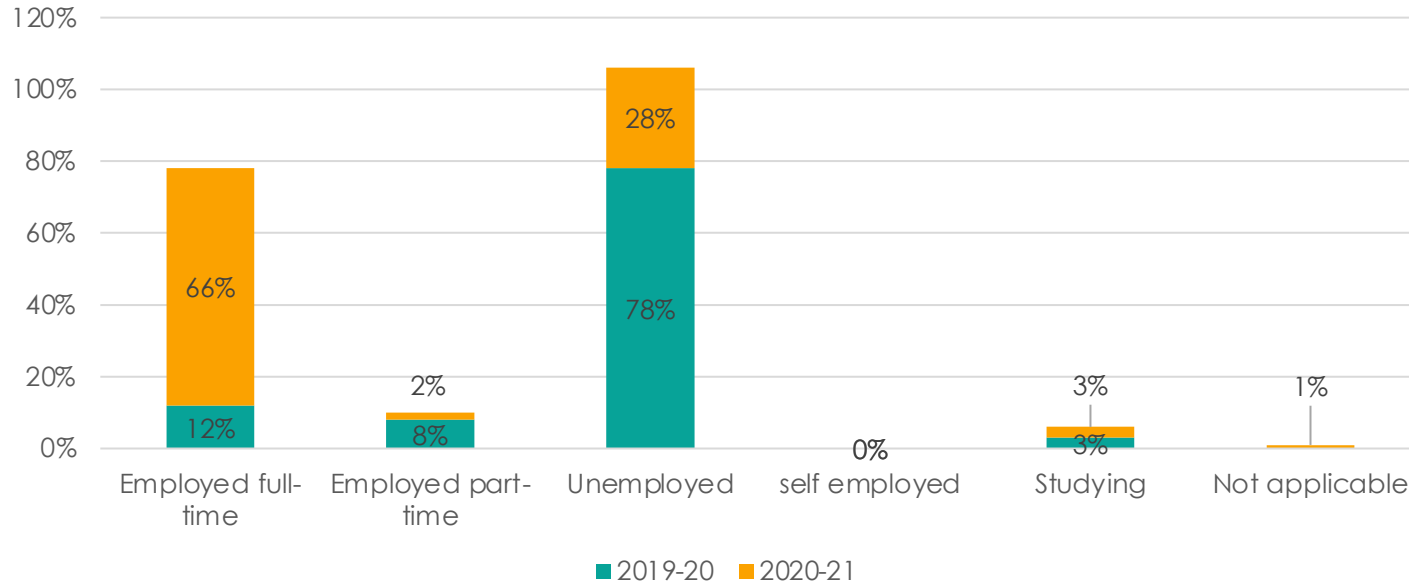
Emails seem to be the most effective method used by the BANKSETA in terms of communication and this aligned with almost the same effectiveness of the BANKSETA website.

Significant to note, it is the fact the more people agree that the current content provided by the BANKSETA is relevant, current and appropriate – the rate of agreement is gathered from 92% of the participants.

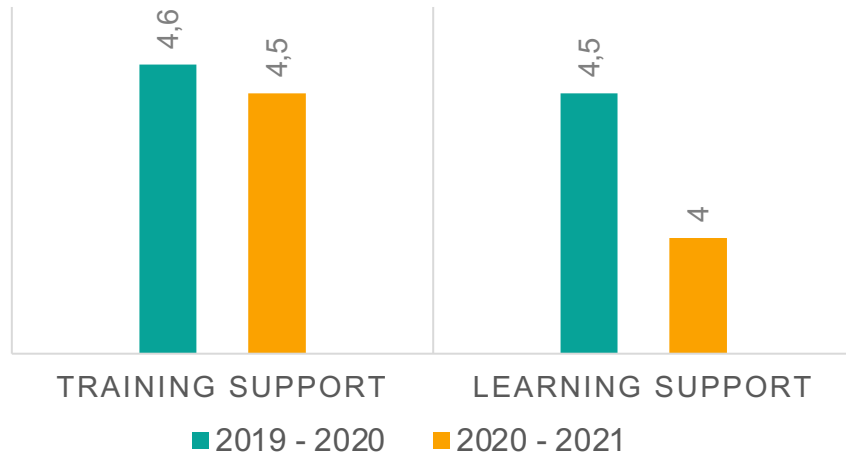
Employed Learner Beneficiaries



Employment Status



AVERAGE

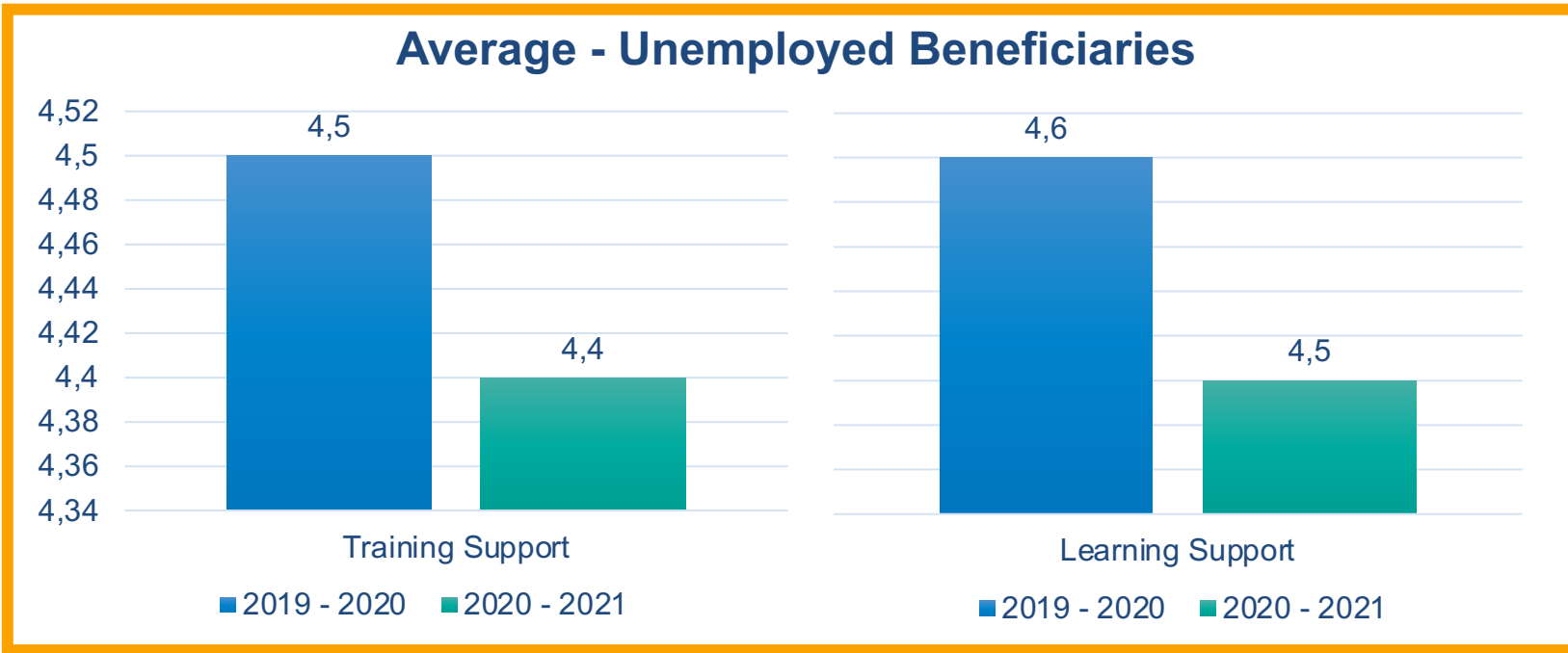


Training Support: There is some significant change though with some of the statements seeing a decrease in terms of participants being less agreeable in the current period. The contributions made by the training to individual careers has dropped from above 70% to the 65%.

Learning Support: In the current period, it is clearly visible that a lot more people disagree with these statements and at best, they are neutral to these statements.

This is of concern to the BANKSETA as this shift is consistent with a number of participants and needs to be addressed before these numbers continue to rise.

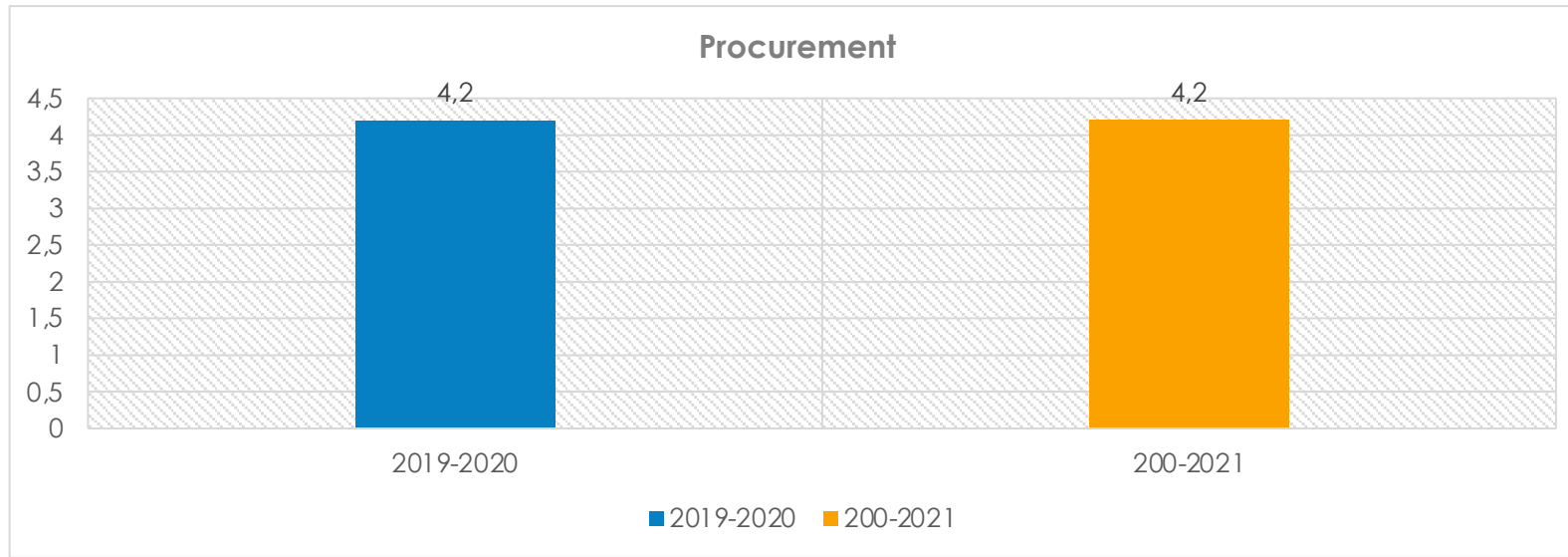
Unemployed Learner Beneficiaries



Training Support: It is important to highlight that, like other dimensions, the BANKSETA needs to continue looking into the shifts that are happening as there are still negative statements that are starting to accumulate in terms of people disagreeing with the provided statements.

Learning Support: Although this has been the case, it seems there has been a positive shift within this dimension as there are less people who do not agree to the provided statements in the current period.

The BANKSETA still needs to pay attention to the induction process and how it can be made to be a better process. Although the score is high, there seems to be some rising issues within this statement that need digging into and avoiding the spread.



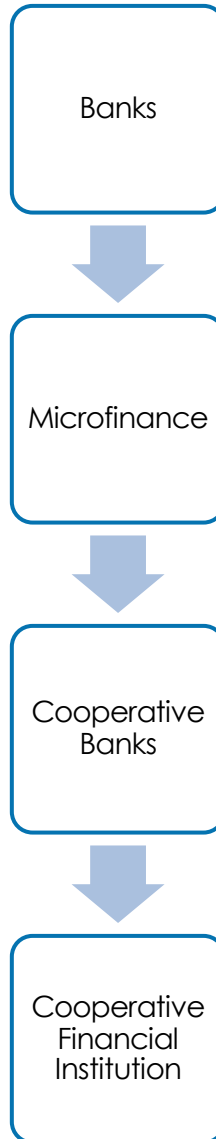
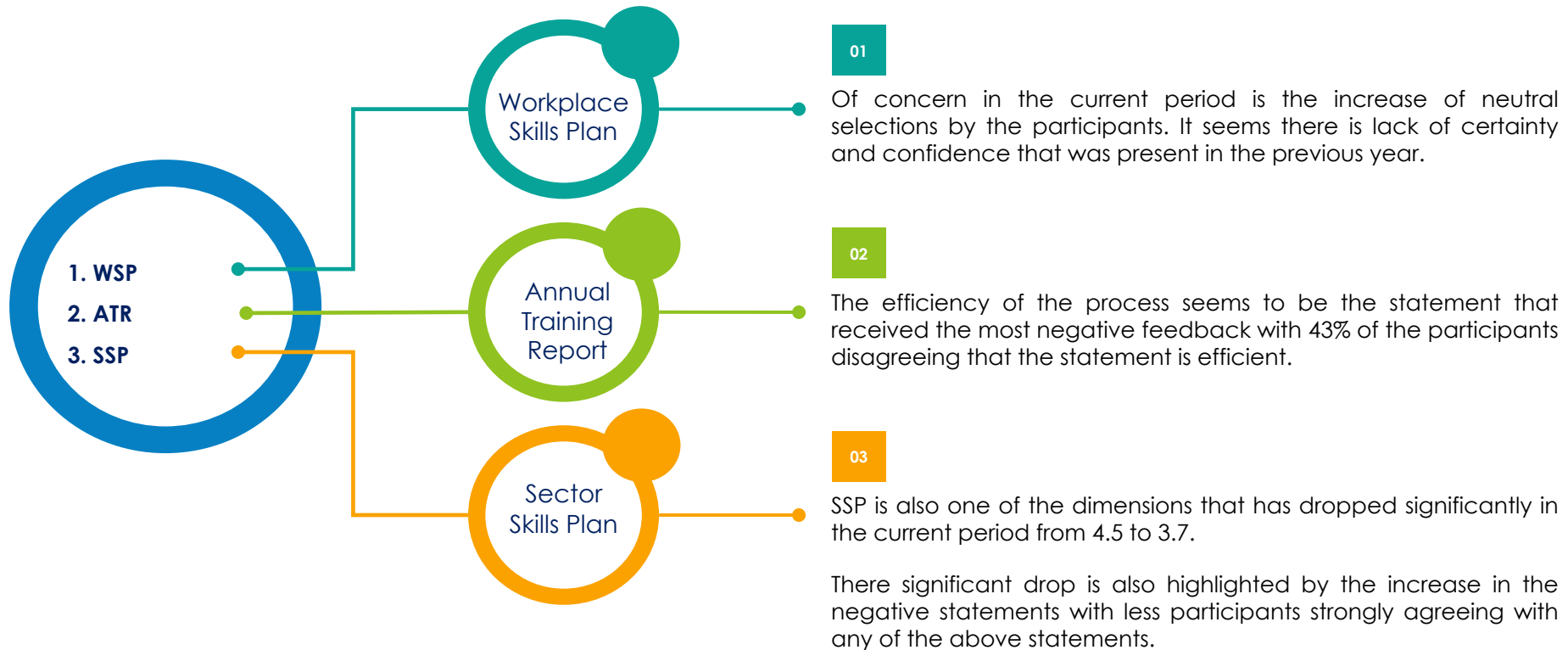
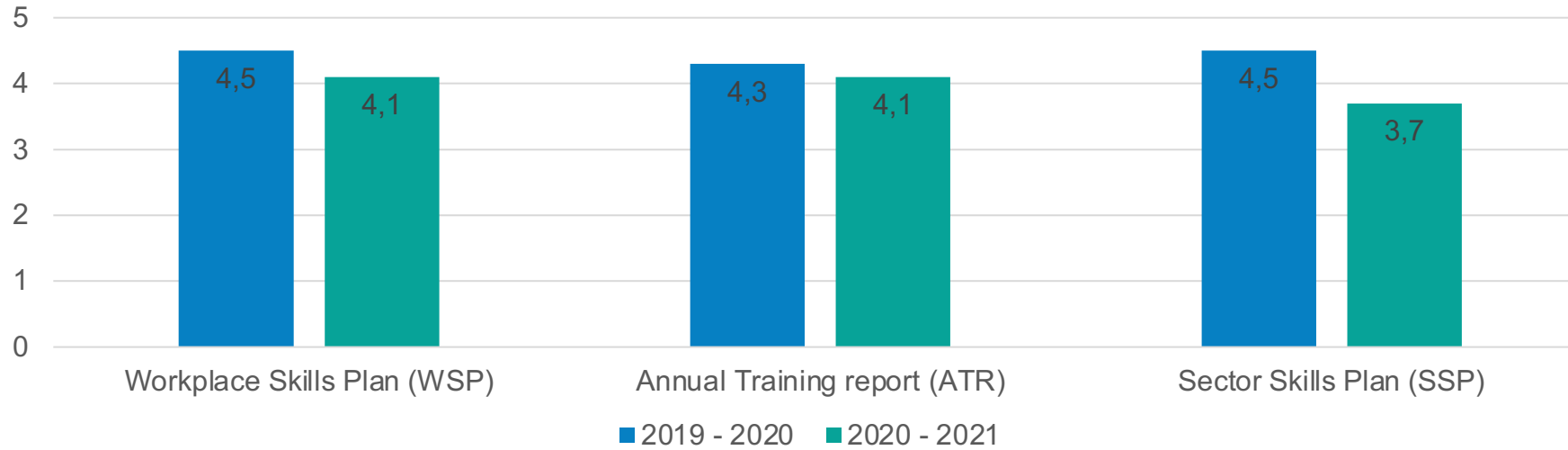
The current period has seen procurement processes maintain the 4.2 score.

Of note, is the fact that the distribution in this year is more spread on the positive side rather the negative (not agree).

The above highlights that although the dimension is at the same figures, the BANKSETA has gained confidence in the last period and this needs to be maintained.

The BANKSETA needs to take steps to make sure that everyone who is using the procurement process has been taken through, and understands how it works with as minimal challenges as possible in order to avoid an increase of any further negative sentiments within this dimension.

Dimensions



Training Providers



Public TVET
College



Private TVET
College



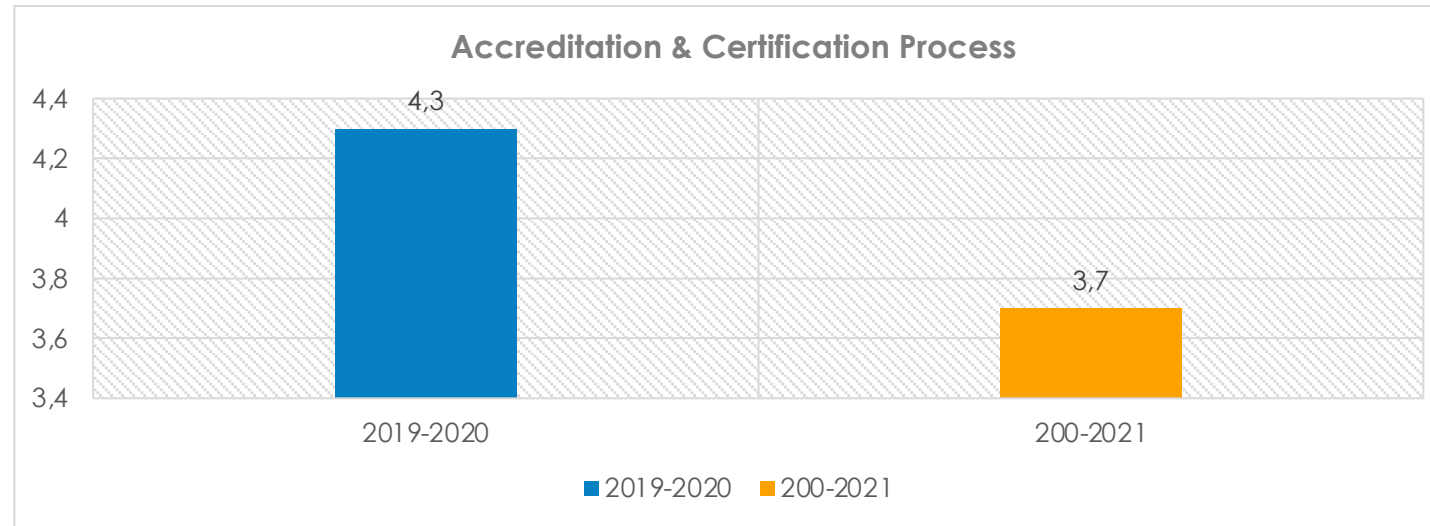
Public Higher
Education Institution



Private Higher
Education Institution



BANKSETA Accredited
Training Provider



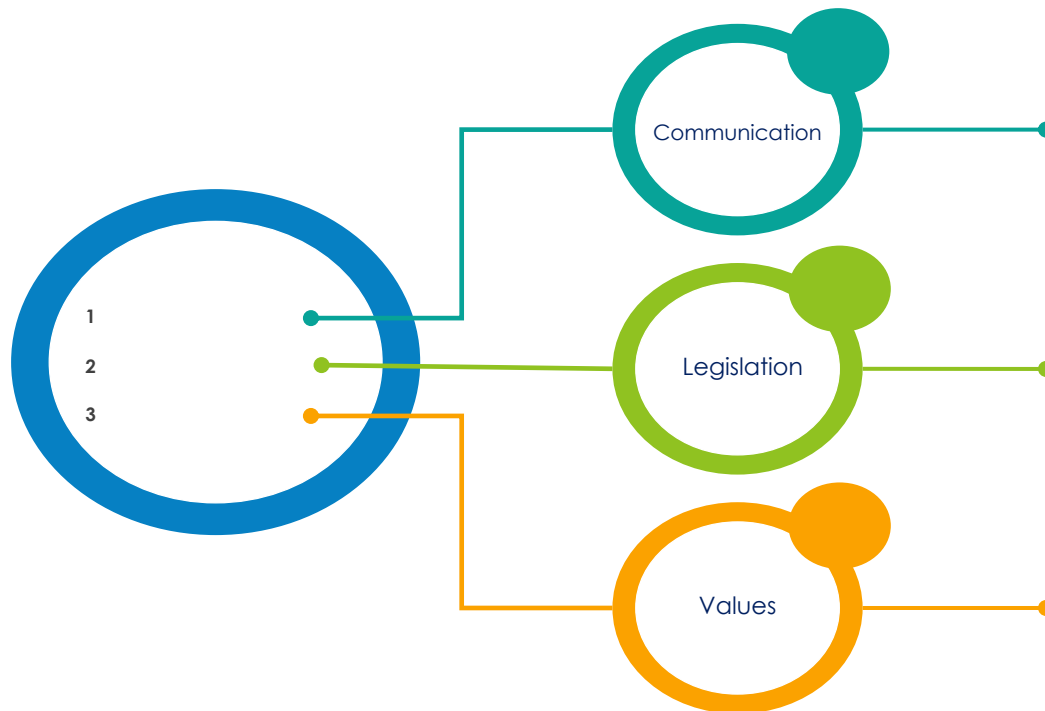
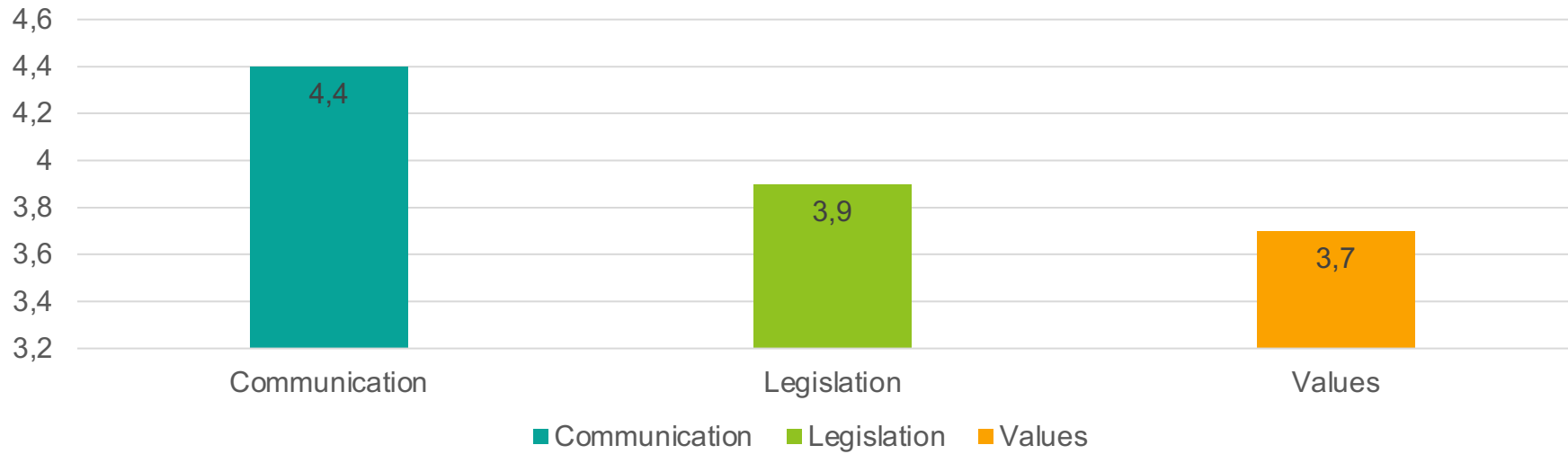
- The accreditation process continues to drop in the last three periods.
- The dimension is slowly losing any positive regard and should be viewed as concerning by the BANKSETA.

Legislative Authority & Industry Associations





Dimensions



01

Using the qualitative and focus group data, it becomes apparent that the BANKSETA needs to look at making communication at board level more accessible than it currently is, and make it more open to everyone.

02

Particular to note is the fact that the BANKSETA has managed to gain some confidence in stakeholders for all the statements, and specifically, complying with company policies and procedures, which in the last period had 75% of the participants stating that they were neutral to the statement.

03

It seems apparent though, that the dissemination of information by the BANKSETA is lacking and this is of concern as this might elicit bad faith and/or make the stakeholders ill-equipped to perform. The BANKSETA needs to actively look at ways they can use to make sure that stakeholders attain the valid information in the right channels in order for them to efficiently execute their duties.

Not to corrupt the data, the following comments are Verbatim.

What should BANKSETA 'start doing' to improve your experience?

Funding:

- Allocate more funding and allow replacement anytime.

Opportunities for Learners

- BANKSETA should place their learners strictly in accordance to their field of qualifications

Engaging with stakeholder

- Bankseta should engage more with their stakeholders especially as it relates to their staff and when thereafter suspensions & how long will the process take.

Staff Training

- Bankseta staff need to start embodying the values of BANKSETA. Bankseta staff need to improve their customer service. Bankseta needs to be transparent in tenders they need to ensure they empower small

What should BANKSETA 'stop doing' to improve your experience?

Communication:

- Bankseta needs to improve on responding timeously to emails and registrations

Tools

- the website team should ensure that the website is running without errors errors for instance the mis login now has errors 2) The website should be updated with the current information for instance

Learner Support

- Bank SETA should continue to have learner support coaches. These helped us a lot when we were in the Banks. They came once in every month to ensure that all BankSeta learners are doing well.

What should BANKSETA 'continue doing' to improve your engagement or experience?

Job Opportunities

- Assist me with a job

Staff Training

- Bankseta staff performance has been exceptionally poor and without there being a CEO and exceptionally weak executive management the organisation has really deteriorated. Bankseta needs new ethical tr

Communication

- Engage personally with me - return my calls / answer my calls / respond to my emails / offer advice and guidance / fix the question pertaining to the communication channels.



Findings And Recommendations

1

The overall score for the BANKSETA for the 2020 - 2021 period is 4.22. This figure dropped from the previous period overall which was 4.5.

In the previous period, all the BANKSETA dimensions scored more than 4 on a 5 point scale, and in this period, 5 dimensions fell short of meeting the 4 point mark.

2

Sector Skills Plan Management scored the lowest, with a score of 3.7. This dimension was one of the top ranking dimensions in the previous period as it attained a 4.5 score in that period.

3

Accreditation and Certification Processes have also fallen from 4.3 to 3.8 and it seems like dimensions which imbue the BANKSETA bureaucracy and red tape are on a consistent fall. As highlighted in the previous period, the BANKSETA has to investigate its processes, red tape and ways which ease up these processes for the stakeholders.

4

In the last 2 periods, Training Support has been the dimension with the highest score and in the 2020-2021 period, it has dropped slightly from 4.6 to 4.35. Using the focus group discussions and the qualitative data, it seems imperative to point out that stakeholders state that when the support is positive, the BANKSETA team gets it right.

5

What is apparent and of concern is the assertion that this support is not universal from all the staff. Some staff members are fully supportive, while some are merely ticking the boxes. The BANKSETA needs to universalize the way trainers support the trainees and the support they provide.

6

Communication has always been a concern for stakeholders, but retains a high score. Stakeholders in the focus group discussions verbalised how the BANKSETA is intentional with their communication when they require participation from the stakeholders, but not when the stakeholders require their participation. The BANKSETA might try to look at how they can better this aspect and be more responsive, attentive and also actively reach out to stakeholders across all seasons.

Legislative Authority
&
Industry Associations

• This new dimension was not part of the 2020-2019 Stakeholder Satisfaction Survey as their database was not available. However, they were included in the current survey, and we have done the overall scoring in two parts: excluding (2019-20 & 2020-2021 comparison) and including the new dimensions.

2020-2021 Scoring

Overall Score

4,18

Including: New Dimensions

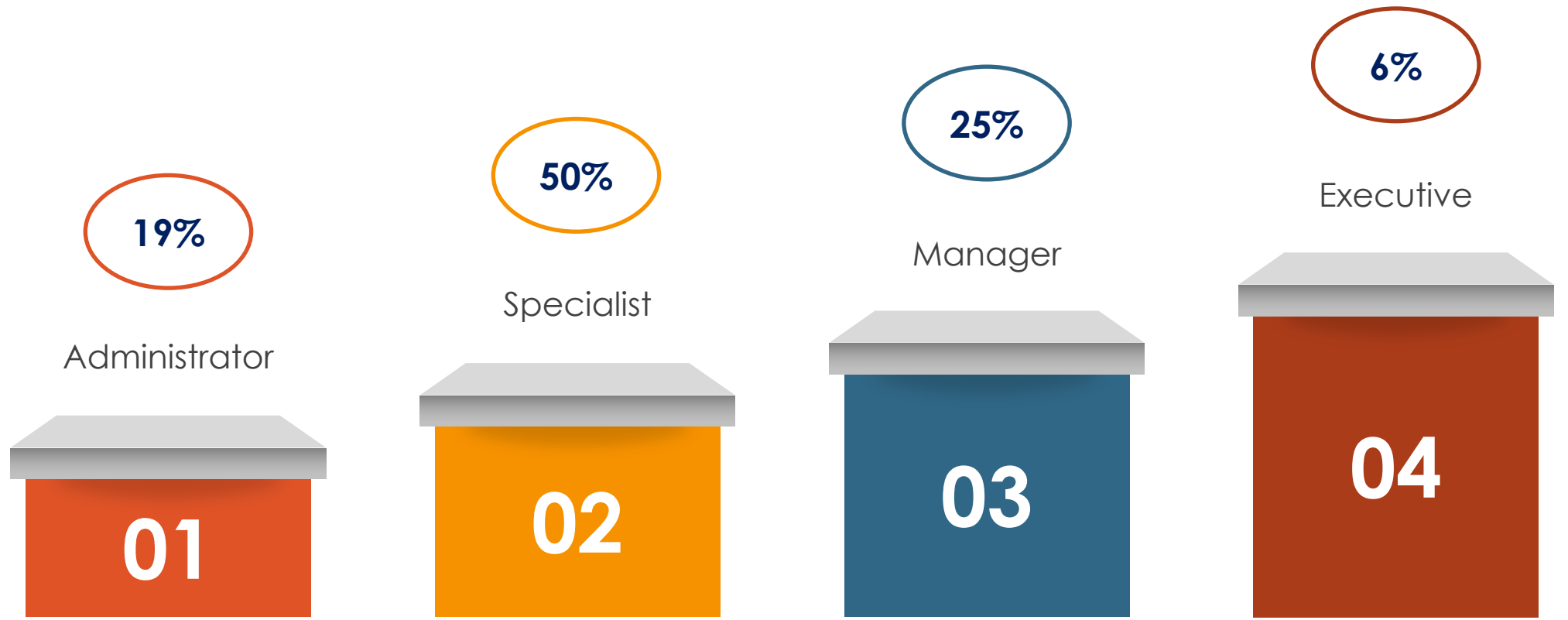
4,22



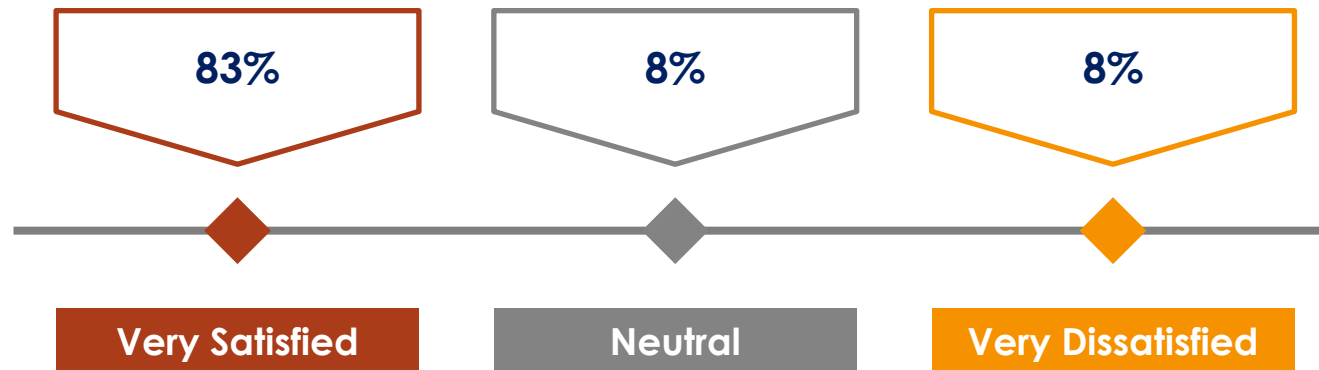
INTERNAL STAKEHOLDERS



Level Of Occupation

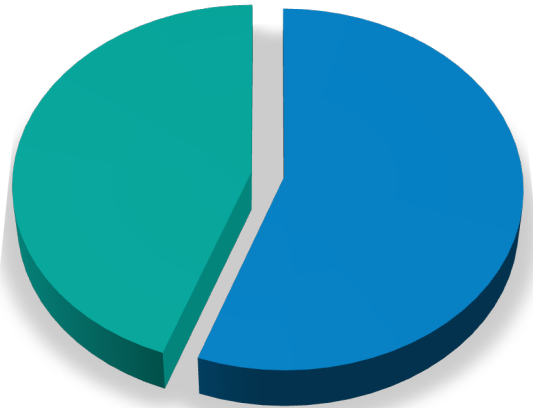
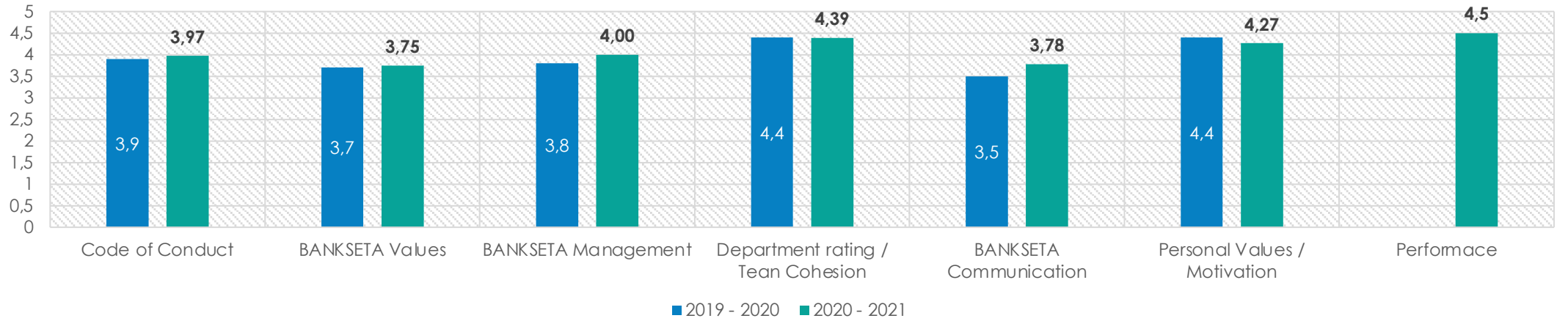


Department Performance



Internal Dimensions

Internal Dimensions



The BANKNSETA Code of Conduct has shown significant improvement in the 2020-2021 period.

The BANKSETA values dimensions remain fairly the same in comparison to the previous period (2019-2020).

The BANKSETA Management was one of the three lowest scoring dimensions in the previous period (2019-2020). For the current period, the dimension has made a 0.2 improvement.

Department and employees rating were part of the two highest scoring dimensions in the previous period. The dimension has maintained the 4.4 score for the current period.

Communication was the lowest scoring dimension in the last period. The dimension has seen a 0.2 improvement in the current period.

Personal Values have consistently done well in the last two periods. In the respective periods, the dimension has moved from 4.4 to 4.3.



Not to corrupt the data, the following comments are Verbatim.

What should the BANKSETA start doing to improve your work experience?

Communication:

- Improve the communication of the Code of conduct, Strategic Plan & APP.
- More frequent individual performance appraisals.
- Management must start to trust their Junior staff members and keep an open communication

Recognition

- Groom employees for other positions instead of looking for people outside the organisation

Support and Tools

- With the COVID-19 pandemic, the BANKSETA was caught off guard in terms of making sure that staff could access all relevant documents on the shared drive. Staff had to improvise, use their own initiative

What should the BANKSETA continue doing to keep your work experience enjoyable?

Tools:

- BANKSETA must provide me with the enough tools for me to work from like enough data and a cellphone with airtime so I can be able to contact stakeholders.

Communication:

- Clear communication enlarge the channel for career growth
 - o Clear guidelines and easily accessible compliance calendar should be made available on time

Remote Work

- Continue enabling staff to work remotely or on-site with the necessary technology, hardware and support.

What else can the BANKSETA do to improve your work experience?

- BANKSETA Managers must understand the roles of the employees and avail themselves. And they must not wait to penalize employees during their performance appraisals.
- Communications and working tools (lack of Laptops is big changes), good
- leadership structure to lead u for the future.
Ensure that all employees have the same office products available - newest updated version, so as not to work with outdated programmes.



Findings & Recommendations

1

The BANKSETA values, still have the lowest score in the 2020-2021 period following the trajectory of the 2019-2020 period.

2

This dimension is followed by the BANKSETA (departmental / organisational) communication, which was the lowest dimension in the last year.

3

The BANKSETA overall scores depict a picture that has not departed much from the previous year (2019-20 financial year), it remains concerning that communication (departmental / organisational) within the BANKSETA still remains as one of the lowest scoring statements.

4

When aligned with data gathered from Focus Group Discussions, it is visible that the BANKSETA efficiently communicates, but only when they need engagement from everyone. This has created a space where communication is only efficient in certain periods and not in others.

5

The BANKSETA must continue trying to leverage the high scoring dimensions to influence the lowly rated ones. The team is still motivated, holds their personal values, and collaboration highly.

6

The BANKSETA needs to efficiently leverage these attitudes to engage with the team and also start sessions where they actively chat with and engage the whole team, as individuals or teams.

4.09

Overall Scoring

Increase from 2019-2020 score (3.9)



**BANKSETA – OVERALL
SCORE**

BANKSETA SCORE

External Stakeholders

4,18

Internal Stakeholders

4,09

Overall Score

4,15



THANK **Y**OU!

