

BANKSETA
Stakeholder Satisfaction Survey 2016

January 2017



Section 1: Approach and Methodology

Section 2: Internal Satisfaction Survey
results and recommendations

Section 3: Stakeholder Satisfaction
Survey results and recommendations

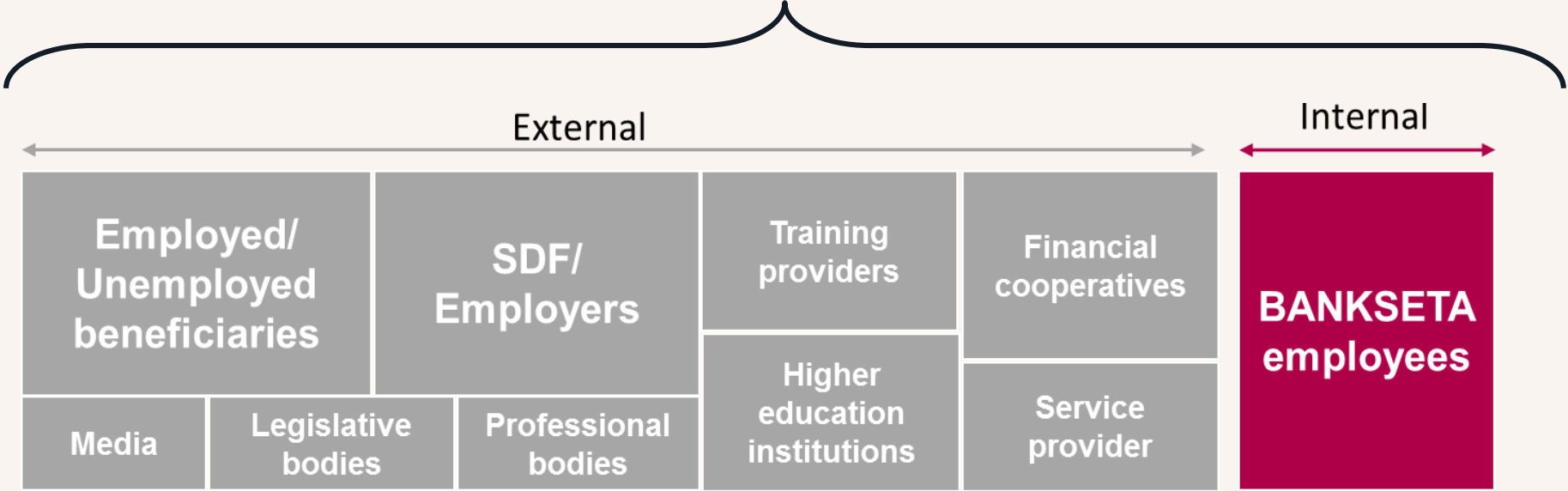
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SECTION 1: APPROACH AND METHODOLOGY



Methodology: Stakeholders



Methodology: Collection methods

Online Surveys



A total of 1 294 invitations were sent to external stakeholders and 307 of them responded, which represented a

response rate of 24%.

Emails were sent to 66 employees and 45 of them completed the surveys, representing a

response rate of 68%.

Focus Groups



16 people participated in the FGDs.

3 sessions,

which lasted approximately 40 minutes included beneficiaries, service providers, training providers and SDFs.

Telephonic Surveys



The data obtained from telephonic interviews held with a few learners was added manually.

External

Internal

Methodology: Timeline

2016
November



External survey
opened on
23 November

December

External survey
closed on
2 December

Internal survey
opened on
13 December



2017

January

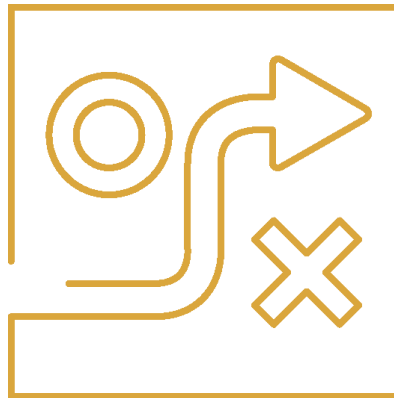


Internal survey
closed on
5 January

Employee satisfaction survey



Dynamic question routing



Projective techniques to understand brand image

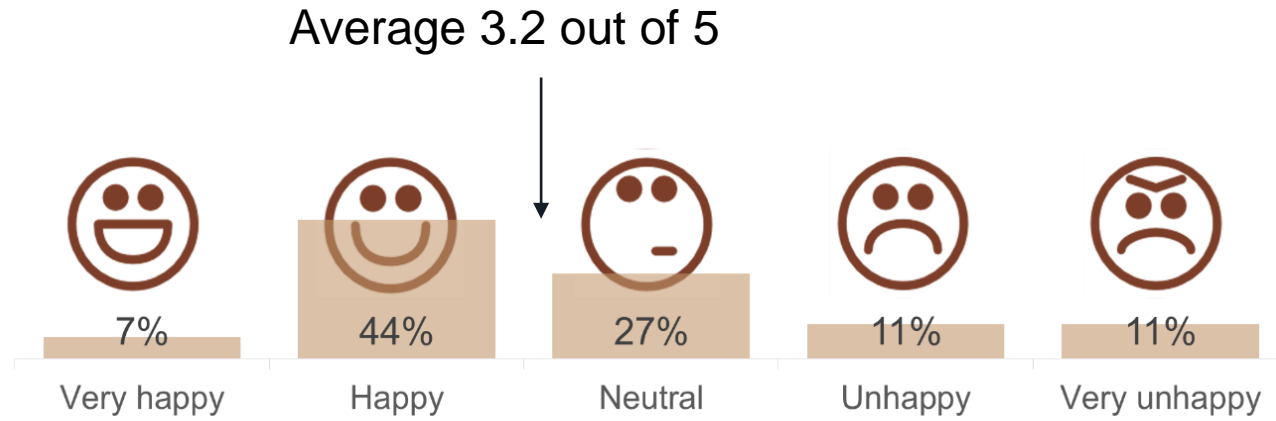


SECTION 2: INTERNAL STAKEHOLDER RESULTS

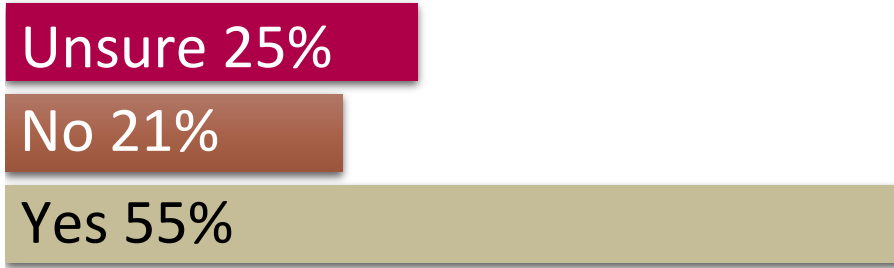


Employee engagement

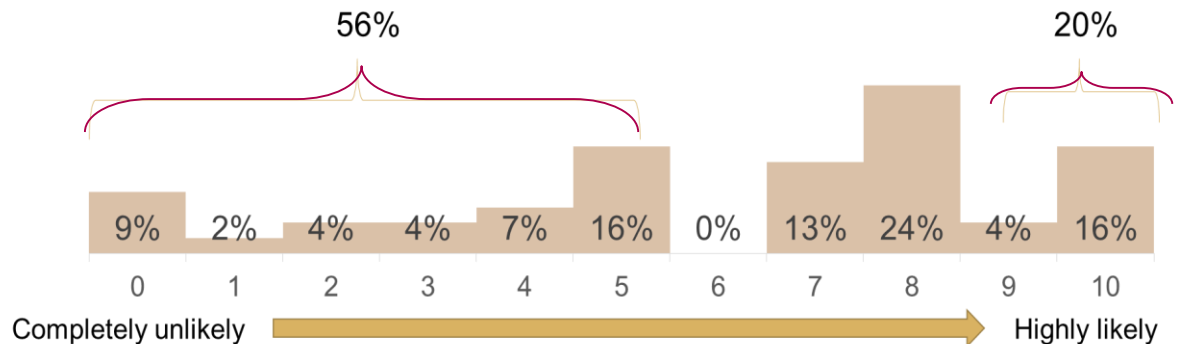
How satisfied are you with regard to working for the BANKSETA?



Do you intend working at the BANKSETA in two years from now?



How likely are you to recommend the BANKSETA as an employer of choice to anyone you know?



Employee engagement



Personal achievement

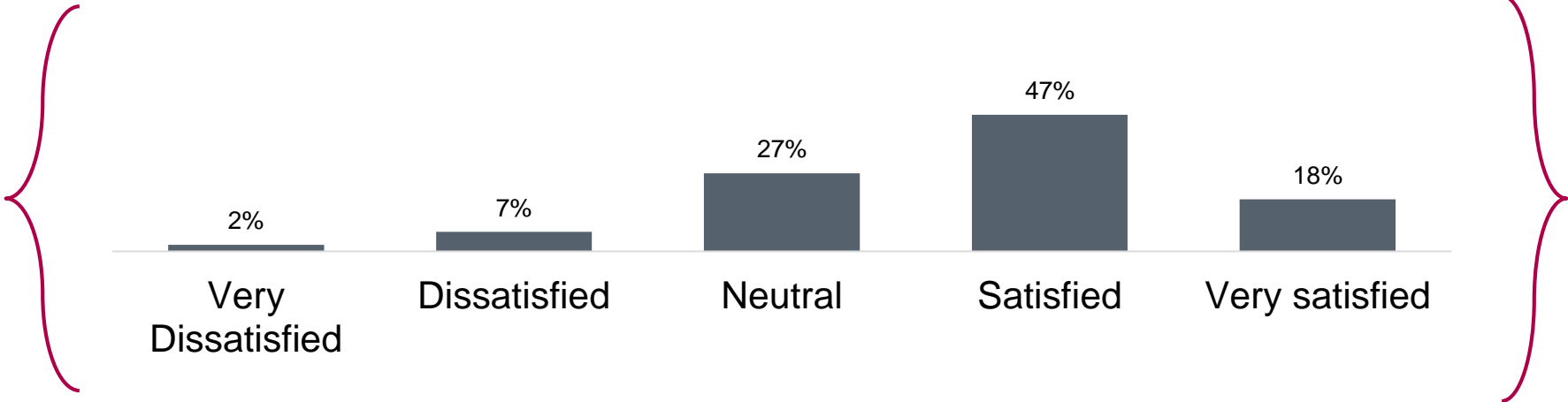
Bottom box (1,2)

Top box (4,5)

My work gives me a feeling/sense of personal achievement.



Considering everything about your work and your expected contribution, how satisfied are you?



Opportunities

Bottom box (1,2)

Top box (4,5)

I have opportunities to learn and grow

-20%



51%

Intend to be working at BANKSETA in 2 years and rating of learning opportunities

-8%



63%



-55%



11%

Valued

Bottom box (1,2)

Top box (4,5)

I feel valued as an employee

-16%



44%

I am recognised for my contributions

-13%



44%

Tools and resources

Bottom box (1,2)

Top box (4,5)

I have the tools and resources to do my job well.



	Frequency			Satisfaction (top 2 box = score of 4 or 5 out of 5)
	Often	Sometimes	Never	
Employee self-service (ESS) system	74%	13%	13%	97%
AX system	51%	20%	29%	45%
Management information system (MIS)	18%	16%	67%	53%

Management

Bottom box (1,2)

Top box (4,5)

I am proud to be a member of my team



Management keeps employees informed about matters affecting us



Top management is visibly committed to our values



Summary and recommendations



Strengthening the leadership of and improving transparent communication from top management



Improving employee recognition



Strengthening the culture of innovation

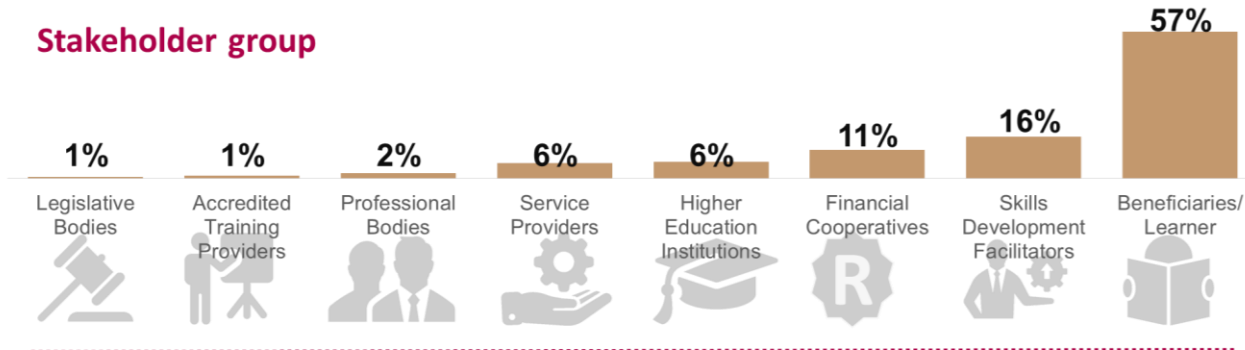


Planning for career growth and development

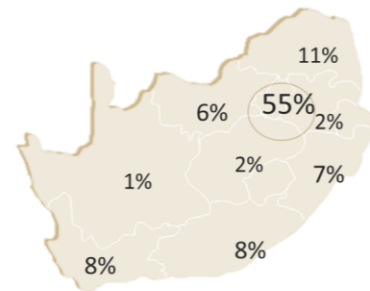
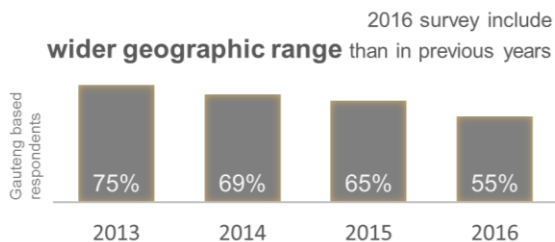
SECTION 2: EXTERNAL STAKEHOLDER RESULTS



Stakeholder group

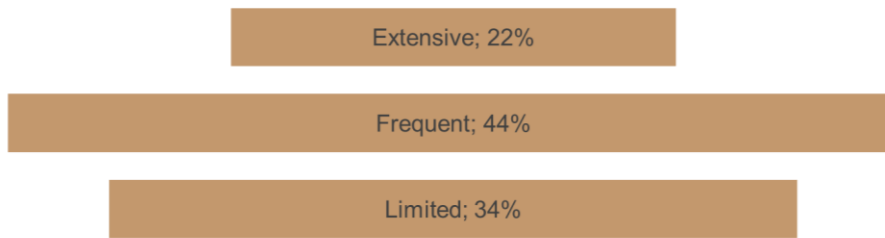


Geographic location

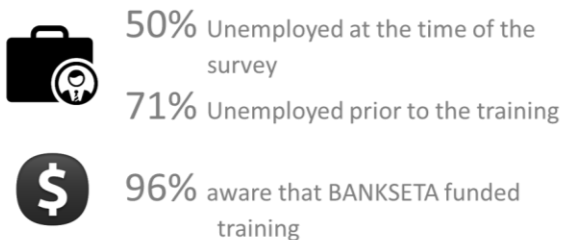


Involvement with BANKSETA

All external stakeholders excluding beneficiaries

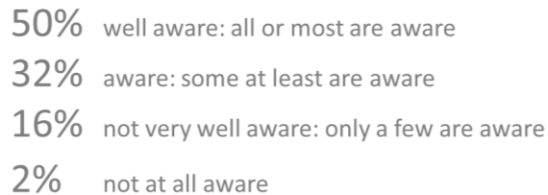


Beneficiaries/ Learner



SDF

How aware are employees of BANKSETA partnership



Brand Image



Elephant

Represents a large and strong organisation that has influence and power in the banking industry. It is also chosen for its wisdom, kindness and protectiveness.



Eagle

Represents strategic vision and also the ability to let students fly high (development). It is also shows the superiority of BANKSETA over other SETAS.



Lion

The lion is dominant and a leader. It has power and strength but is also a caregiver and a provider.



Horse

The horse is hard-working and takes people to where they want to be (development). It is strong, professional and gets things done.

“A tenacious and resilient institution. Since inception, it has been in the forefront of skills development compared to the other SETAS. It has left its footprint in the skills development landscape and has been focussed all the years. More is expected to come from BANKSETA irrespective of the daunting tasks it faces. It will succeed in all its ventures.”

– Respondent from a financial cooperative in the online survey



Innovate

Power

Reputation

Care

Empower

Resilient

Efficient

Strategic

Clever

Impact

Focused

Intelligent

Ethical

Leadership

Problem solving

Praised

Expert

Powerful

Professional

Wise

Large

Brave

King

Competitive

Freedom

Fearless

Mature

Representative

Protective

Success

Improving

Accelerate

Opportunity

Dreams

Destiny

Courage

Development

Develops youth

Fast

Speed

Fair

Teach

Determined

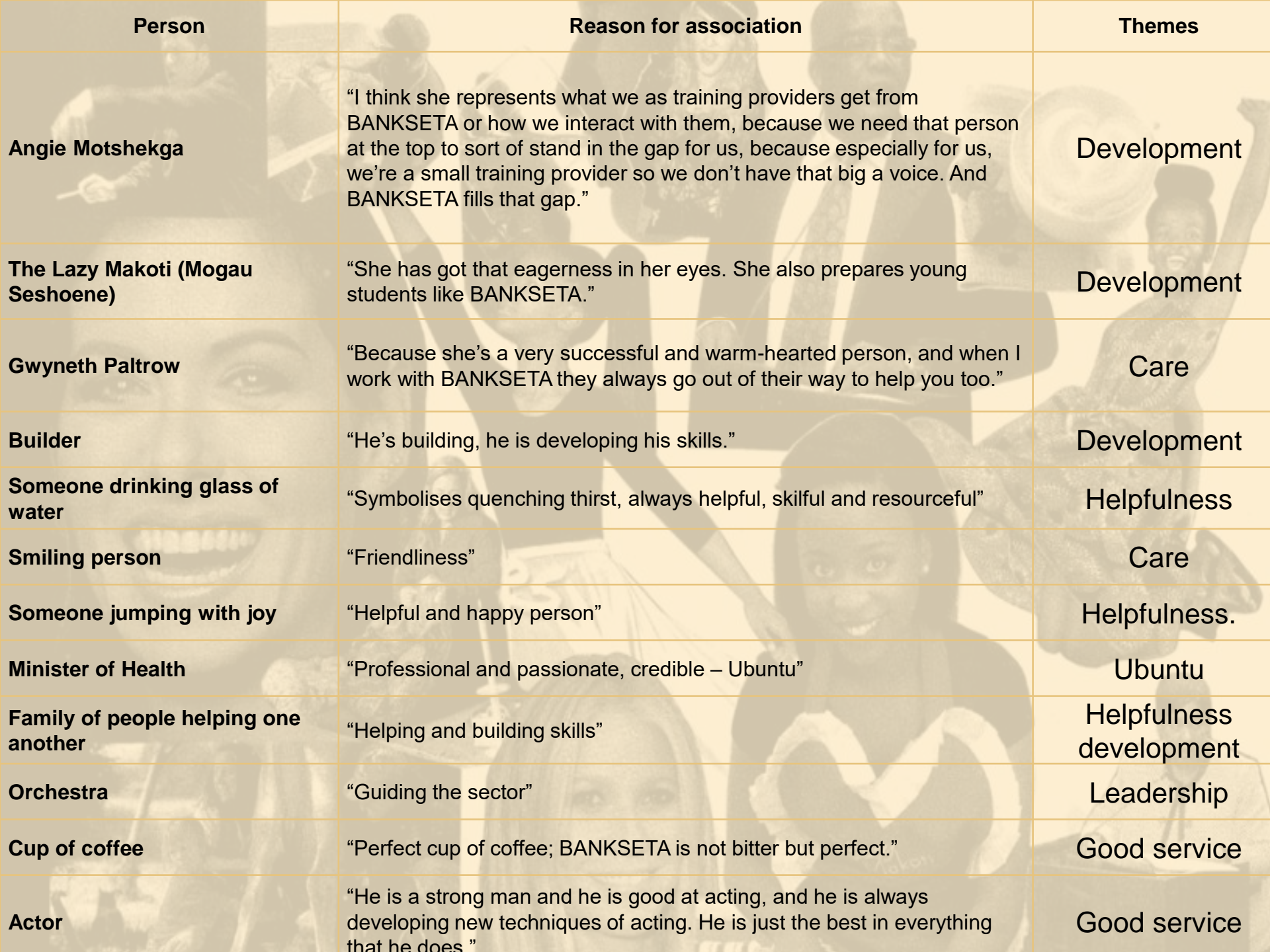
Organised

Adaptive

Quality

Accuracy

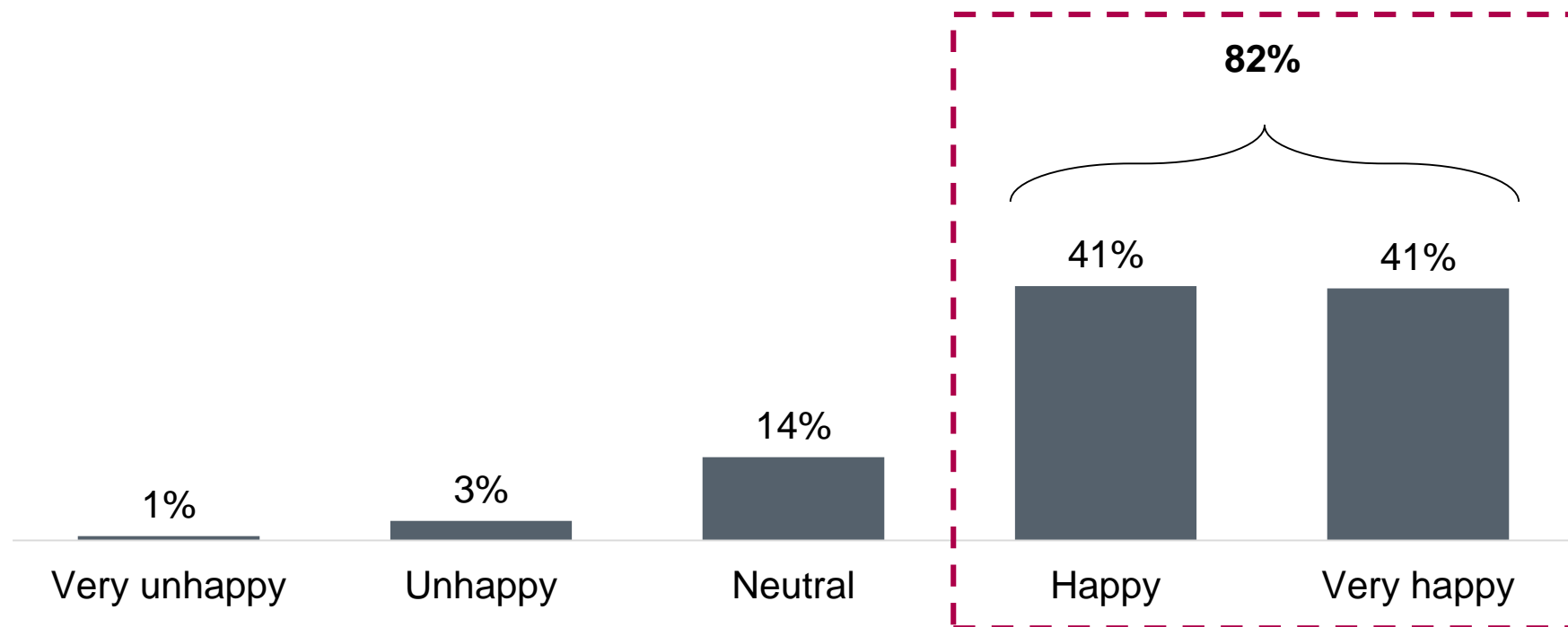
Calm



Overall satisfaction

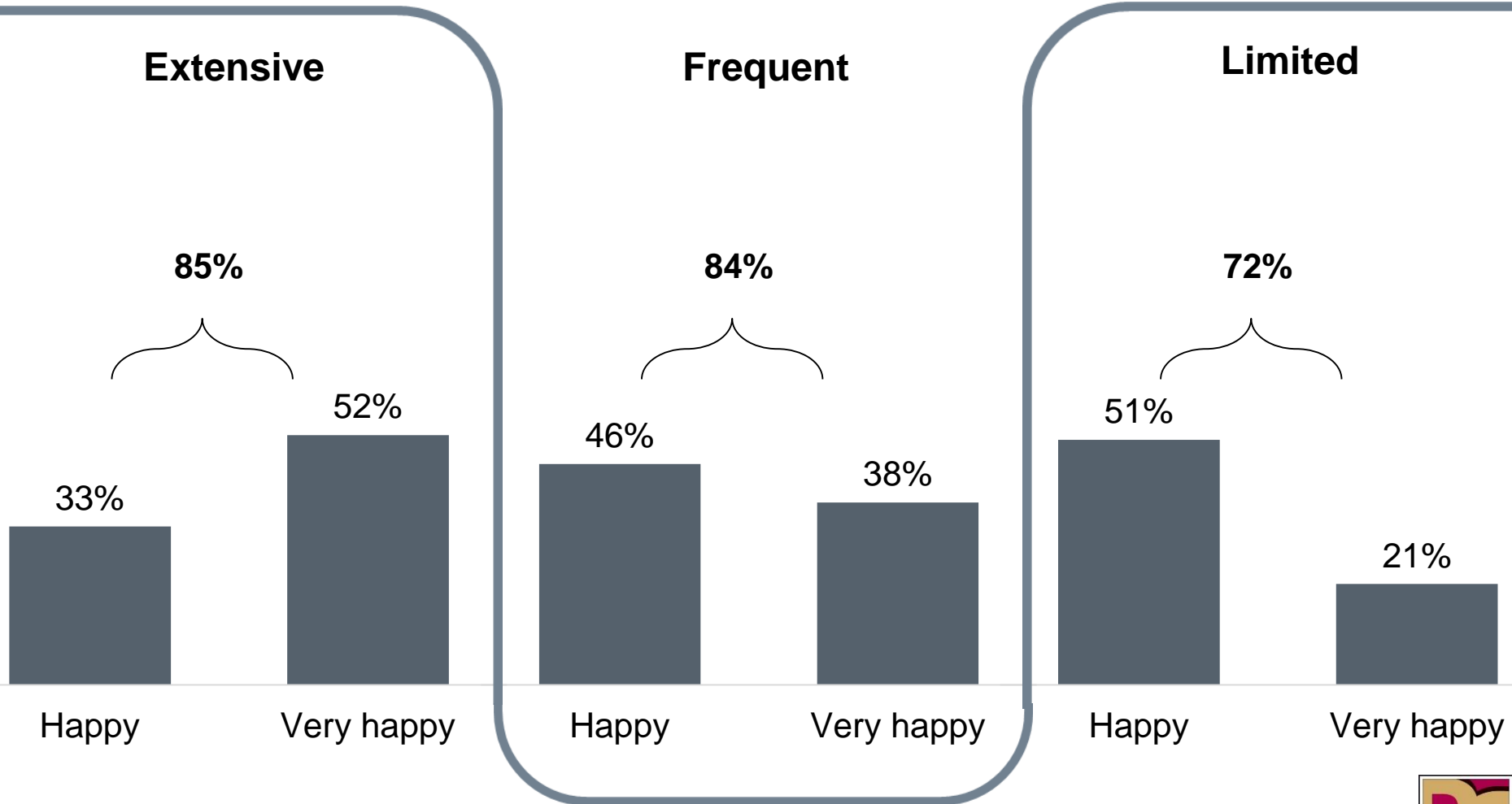
Average of 4.2 out of 5

Although 82% was slightly lower than the 88% achieved in 2015, it was still higher than the score of 77% in 2014.



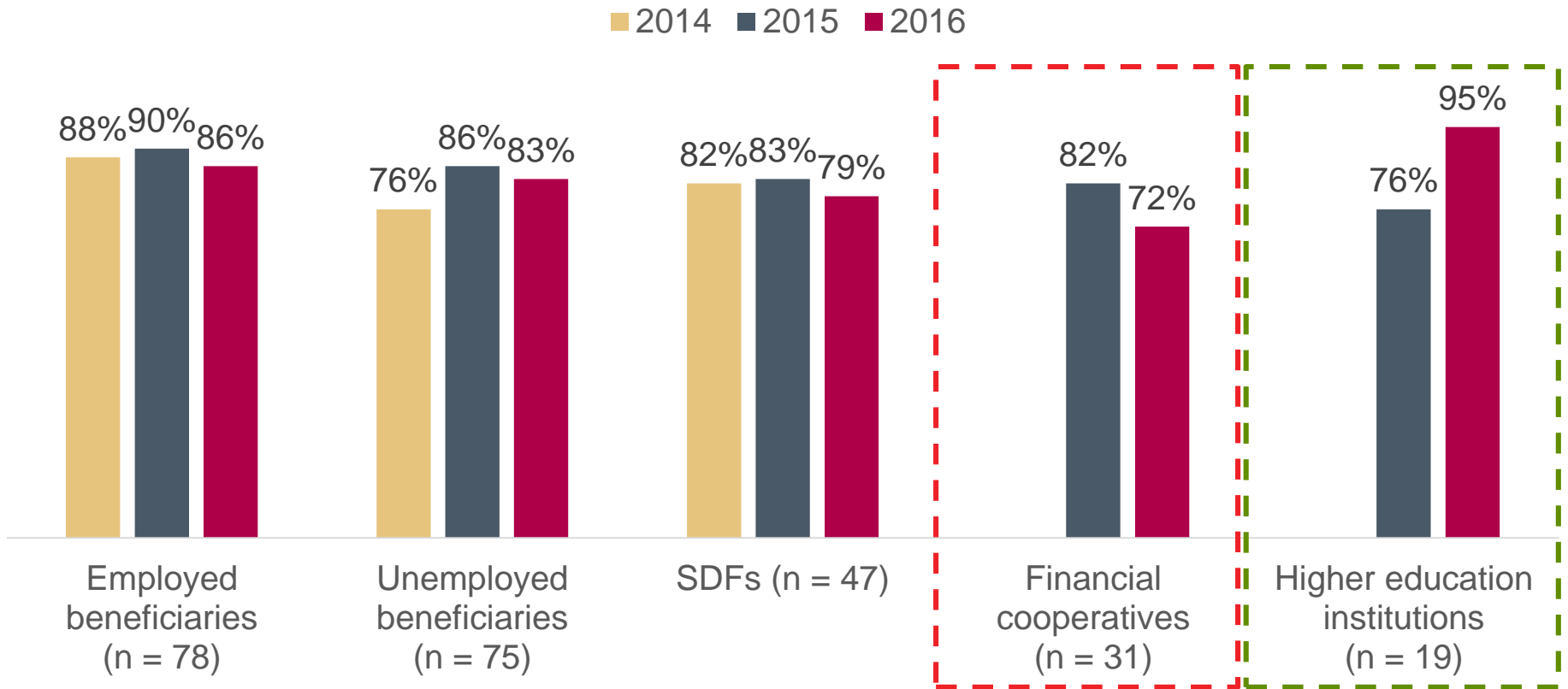
Overall Satisfaction by Extent of involvement

What was the extent of your involvement with BANKSETA during the last 12 months?

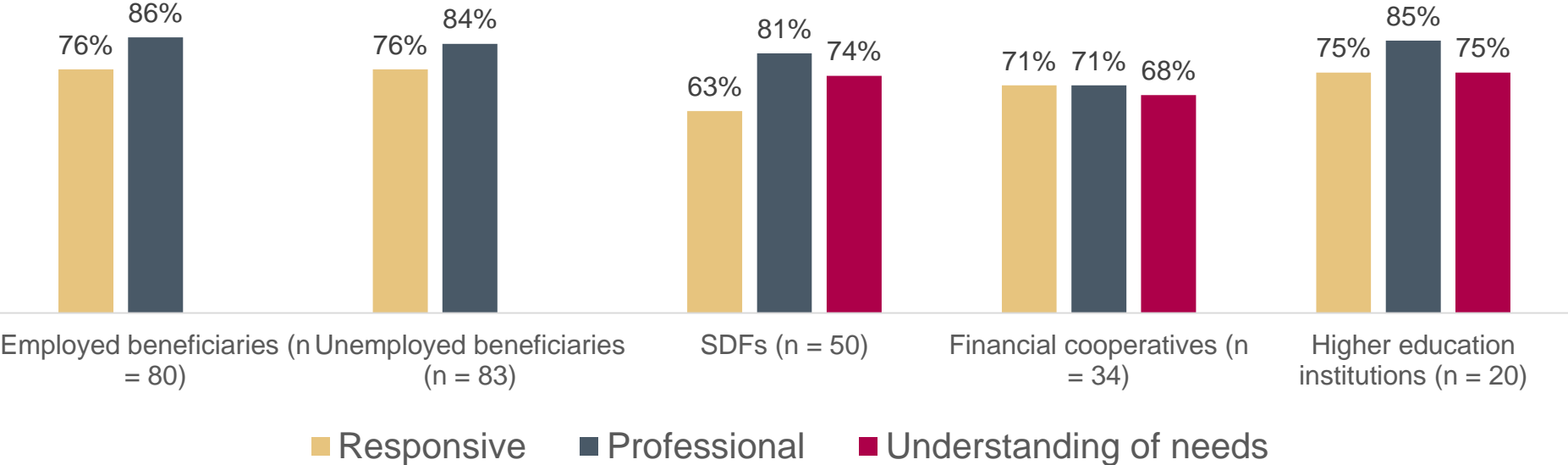
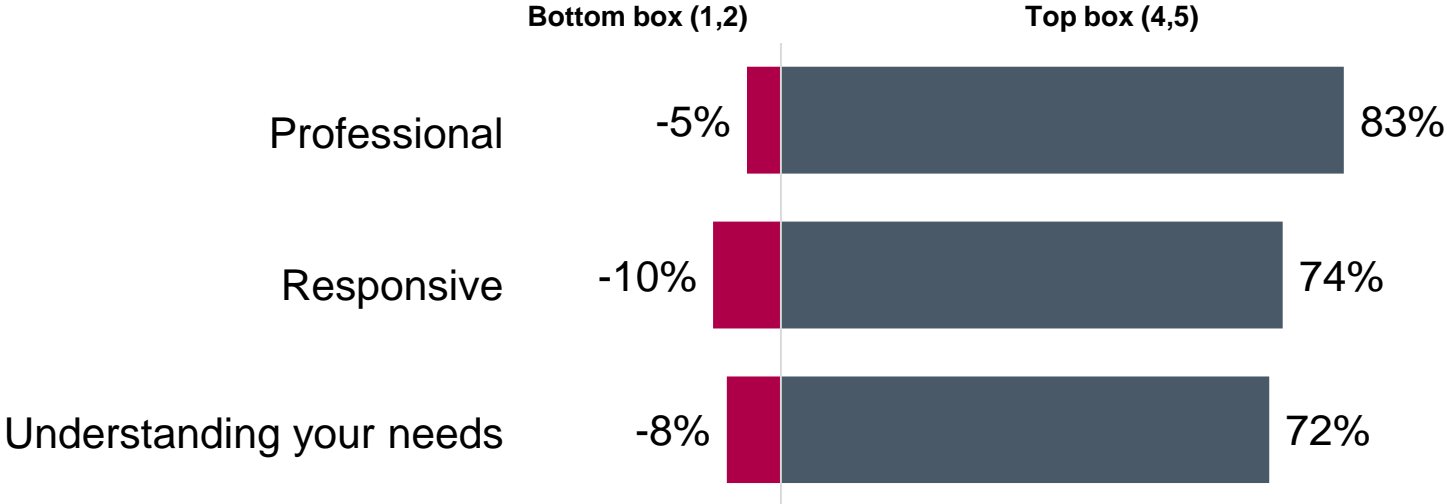


Overall satisfaction

Satisfaction score given by financial cooperatives stands out as it has fallen by as much as 10% since the 2015 SSS. On the other hand, the satisfaction scores given by higher education institutions have increased significantly.

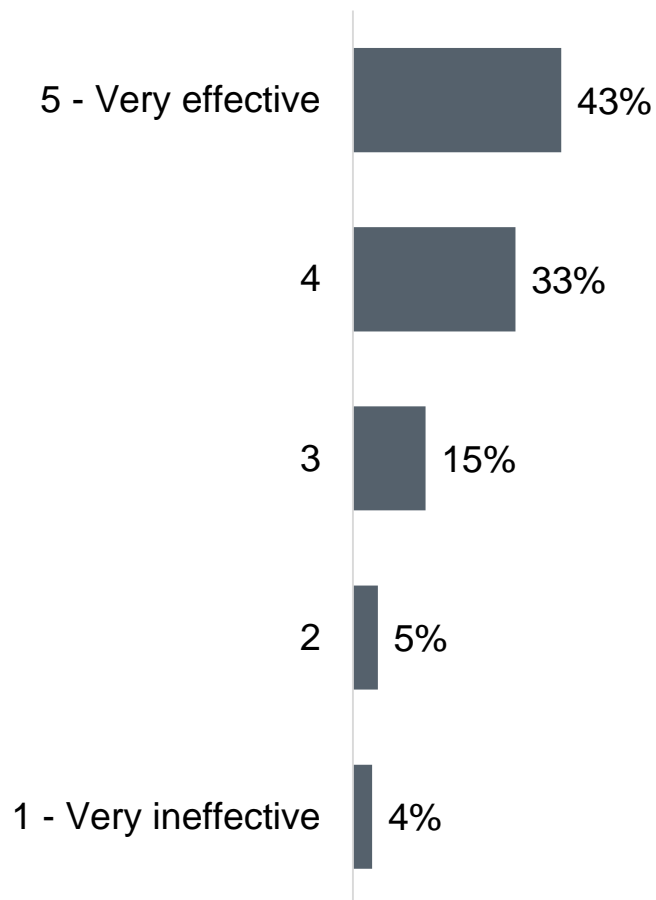


Satisfaction with BANKSETA staff



Satisfaction with communication: Frequency

Overall Effectiveness



Bottom box (1,2)

Top box (4,5)

Frequency of communication



Being clear and easy to understand

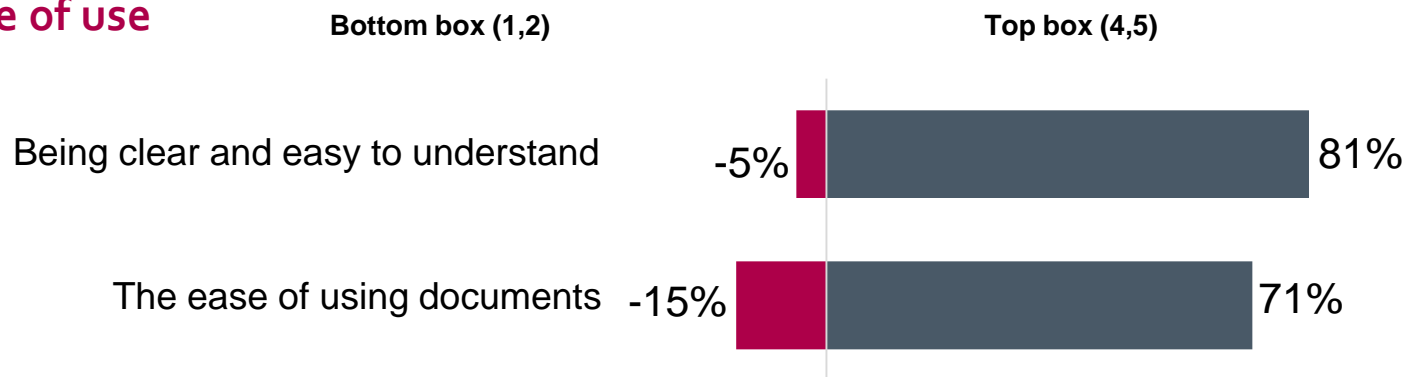


The ease of using documents

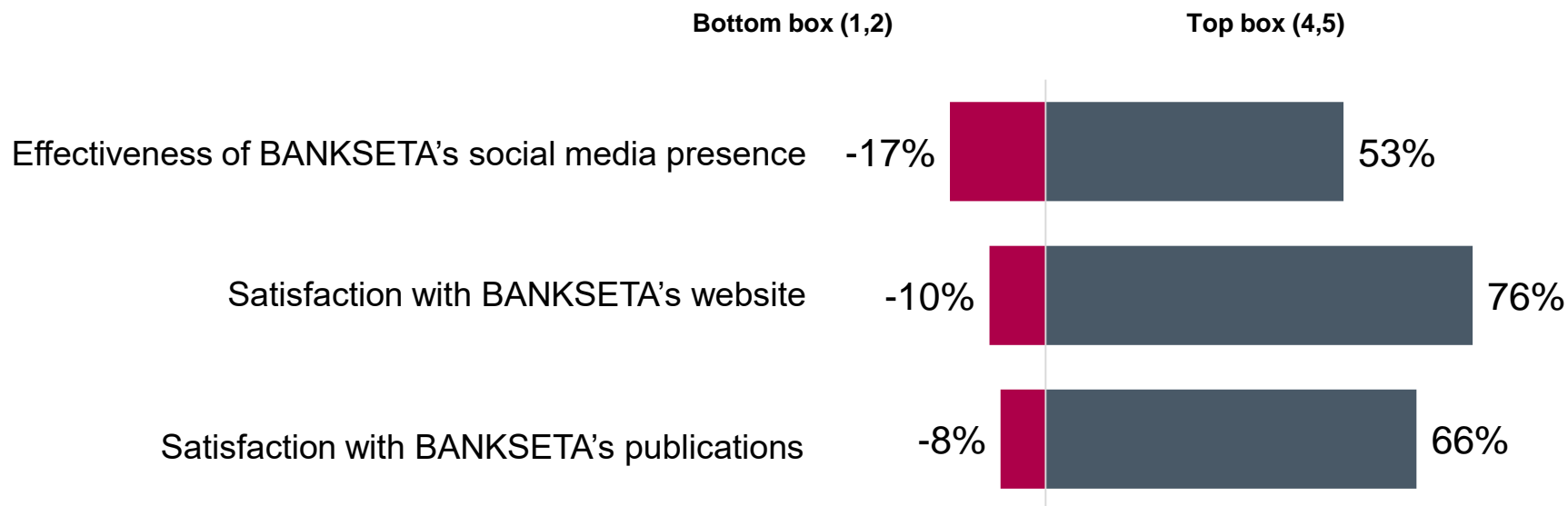


Satisfaction with communication

Clarity and ease of use



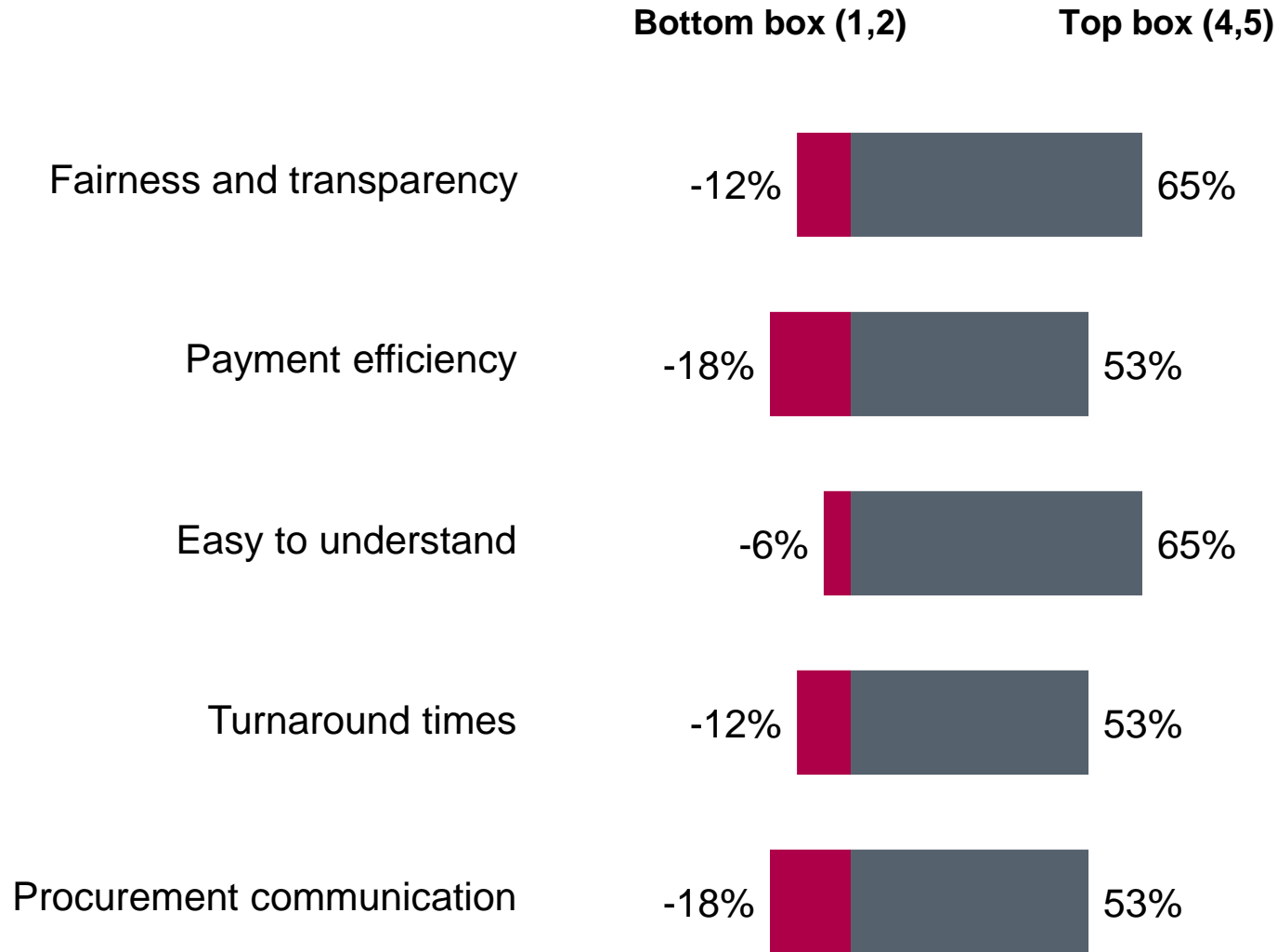
Channel use and efficiency



Satisfaction with communication: Channel use and efficiency

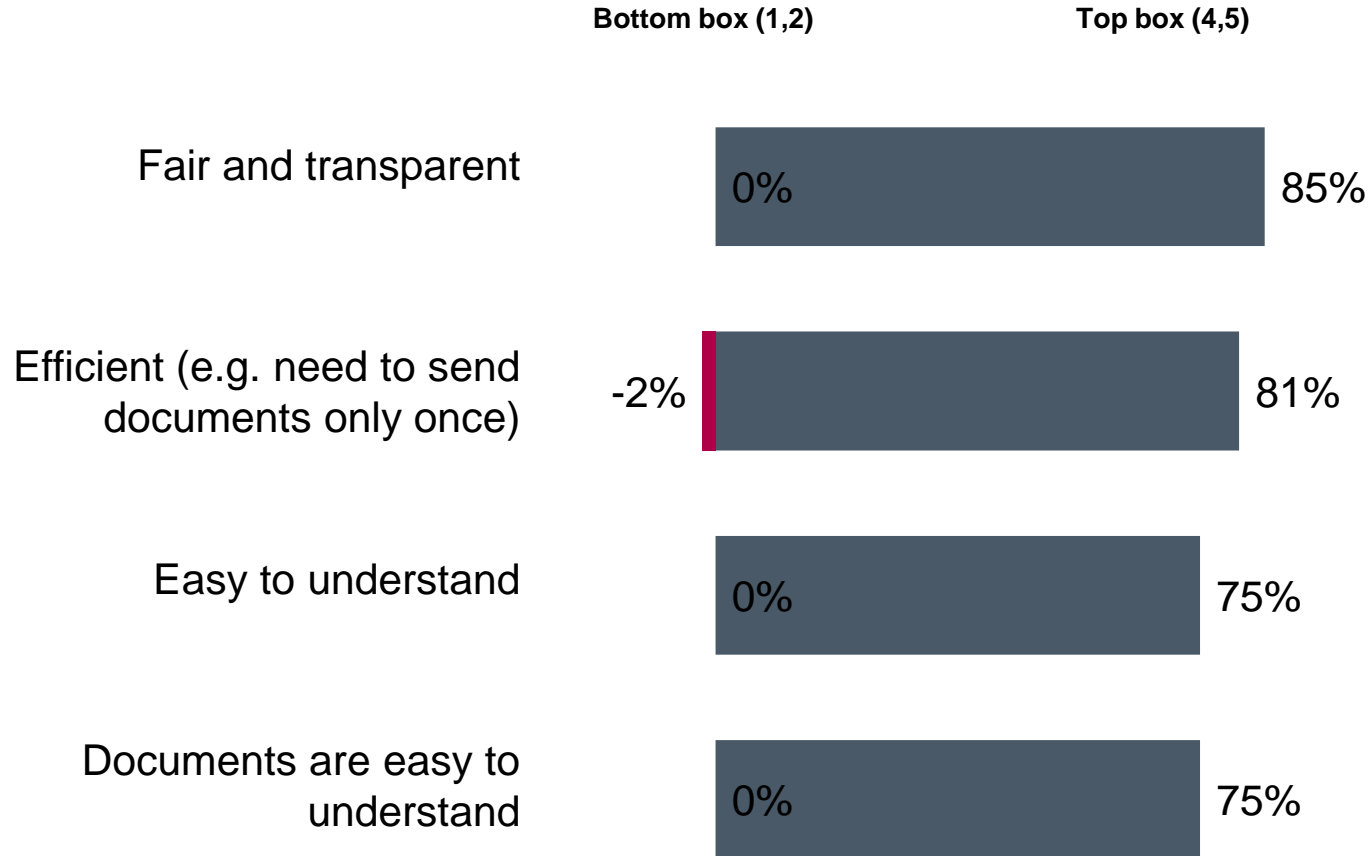
	Used (n = 307)	Preferred (n = 307)	Effectiveness	
			Average out of 5 Top score = 5	Base size
Email	93%	91%	4.33	202
Telephone	61%	66%	4.20	137
Meetings	31%	39%	4.03	68
Website	23%	21%	4.09	56
Newsflash	7%	6%	3.82	17
Corporate magazine	4%	2%	3.00	7
Sector skills update publication	4%	3%	3.25	8
Facebook	9%	8%	3.64	11
LinkedIn	6%	4%	3.00	9
Twitter	2%	1%	2.50	4

Service providers' satisfaction with procurement



n=17

Skills development facilitation



Satisfaction with learning/training programmes

SDFs

SDFs agreed that BANKSETA contributed positively to skills development.

- 50% rated at 5 out of 5
- 30% rated at 4 out of 5

Financial cooperatives

Financial cooperatives agreed that BANKSETA contributed positively towards training in their organisations

- 79% rated 4 or 5 out of 5

Recommendations



Increase staff during peak periods to improve responsiveness



Increase the frequency of communication with stakeholders



Using social media



Review the procurement process

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