

Samoa - Electric Power Corporation Customer Satisfaction Survey 2014

Report generated on: June 4, 2019

Visit our data catalog at: <http://110.5.112.59/index.php>

Overview

Identification

ID NUMBER

WSM-SBS-EPCCSS-2014-v1

Version

VERSION DESCRIPTION

v.1: cleaned data anonymized, available for public use

PRODUCTION DATE

2014-04-08

Overview

ABSTRACT

The EPC-Customer Satisfaction Survey 2014 collected information to obtain and establish a baseline for customer's satisfaction on the EPC services and to identify the areas of the corporation's services that need improvement. The CSS results are planned to provide updated information to design new strategies for improving the services of the corporation. The overall outcome of the CSS 2014 is to assist and recommend relevant strategies to improve and upgrade the service of the EPC to its clients. The Customer Satisfaction Survey 2014 was conducted on the domestic or household level as well as all the other types of customers registered with the corporation.

KIND OF DATA

Sample survey data [ssd]

UNITS OF ANALYSIS

EPC customers such as domestic, commercial, school, religion, government, industrial, hotels

Scope

NOTES

The scope of the survey consists of:

- Section A: the type of meters the customers used, the service provided by EPC to pay bills and buy cash power units, and reasons why the customers were not satisfied with the service given by the EPC.
- Section B: management of complaints lodged with the corporation and satisfaction of service provided.
- Section C: perception of the customers of the EPC service, and ranking of the mediums that the public used to get EPC public awareness.
- Section D: comments about areas for improvement of EPC service.

TOPICS

Topic	Vocabulary	URI
Electricity	World Bank	

Coverage

GEOGRAPHIC COVERAGE (1)

National

GEOGRAPHIC COVERAGE (2)

Regional

UNIVERSE

EPC users or customers

Producers and Sponsors

PRIMARY INVESTIGATOR(S)

Name	Affiliation
Samoa Bureau of Statistics	Government Ministry
Electric Power Corporation	Government-controlled corporation

FUNDING

Name	Abbreviation	Role
Electric Power Corporation	EPC	Funding
Samoa Bureau of Statistics	SBS	Shared funding

OTHER ACKNOWLEDGEMENTS

Name	Affiliation	Role
Ministry of Finance - Budget Division	MoF-BD	Processing of payment for survey resources to the suppliers and personnel salaries using government finance systems.

Metadata Production

METADATA PRODUCED BY

Name	Abbreviation	Affiliation	Role
Taiaopo Faumuina	TF	SBS	Study documentation

DATE OF METADATA PRODUCTION

2014-04-28

DDI DOCUMENT VERSION

Version 1-clean data anonymized, ready for public use

DDI DOCUMENT ID

DDI-WSM-SBS-EPCCSS-2014-v1

Sampling

Sampling Procedure

There were seven types of customers, namely: domestic, commercial, religion, school, government, hotel and industrial in the EPC frame or their list of population which was given to SBS for sampling selection. It took several months for both parties to sort the list of registered customers with the corporation especially the domestic clients, so that they can be easily searched and identified during the field work or data collection period, therefore the SBS offered it list of households as part of domestic customers for the EPC to avoid the delay with the survey timeframe.

The total number of households with SBS was 26,205 which were counted from the latest census of population and housing 2011. Out of that total households with SBS, 25,262 or 96percent of households were with electricity. The total number of customers proposed by the corporation was about 200 in which 100 from the domestic and 80 from the other types of customers, however to accommodate the non response cases, the SBS increased the sample size to 250 in which 150 were from household or domestic customers and 100 from other types of customers.

Household/domestic sample

The sample of domestic customers for the CSS 2014 was drawn from the master sample frame of the list of occupied households compiled in the most recent Population and Housing Census 2011. The sample size was based on a 95 percent confidence interval of ± 5 percent margin of error. This means that if the survey found that 50 percent of respondents were satisfied with induction meter services of EPC, we could be 95 percent sure of getting the same result had we interviewed everyone in the population give or take 5 percent. An 80 percent response rate and a design-effect of 1.2 was used to allow for clustering of the complex design. After taking into account all those features, it resulted in the required sample size of 150 selected households.

In national statistical surveys, the region of Apia Urban Area (AUA) represented the urban population while the regions of North West Upolu (NWU), Rest of Upolu (ROU) and Savaii represented the rural population. Therefore in order to achieve the sample size of 150 for the domestic customers, a representative probability sample of households was selected in two stages.

The first stage involved the selection of clusters or enumeration area (EAs) from the master sample frame using stratified systematic sampling with probability proportional to size. A total of 30 primary sampling units or clusters were selected in which 6 clusters were from the urban areas and 24 clusters were selected from the rural areas. The design did not allow for replacement of clusters or households.

In the second stage, a total of 5 households were selected from each cluster using systematic equal probability selection. Normally an updated household listing from selected clusters could have been done to select 5 households. However, due to the delay in sorting of customers list and it was towards the end of the year, and the fact that the census 2011 was just completed in the previous three years, it was seen not necessary to conduct a fresh household listing which would have taken SBS another two months to carry out causing delay to the survey.

Other Types of Customers

The sample for the CSS other types of customers such as commercial, religion, school, government, hotel and industrial was drawn from the master sample frame of the list of all the 3767 customers registered with the EPC . The commercial type has 2587 customers, religion with 751customers, school with 229 customers, governments with 118 customers, hotels with 75 customers and industries with 47 customers .The sample size was based on a 95 percent confidence interval of ± 5 percent margin of error, assuming an 80 percent response rate. To achieve a representative probability sample, the systematic method was used to select the 100 customers of other 6 types apart from the domestic customers.

Response Rate

A total of 150 households were selected to represent the domestic customers and 139 households were occupied during the field work period. Of the occupied households only 133 were successfully interviewed resulting in a household response rate of 95.7 percent. The 6 households which were selected but not able to answer the questionnaire because of they had no access to electricity during the survey period; most of them were in the island of Savaii.

For other types of EPC customers in which 100 were selected, only 97 customers were found during the survey period. From

these customers, 94 were able to complete the survey while the others were no longer operating due to the following reasons: one was destroyed by tsunami, another changed its customer type, and the last was not in the location previously identified in the list of sample respondents.

This is explained in the final analytical report.

Weighting

Given the complex sampling design used to control survey costs, sampling weights are routinely used in probability sampling to compensate for unequal probabilities of selection and adjustments for non-coverage of the population and non-response. The weights will ensure that the sample is representative of the national and regional population. The sampling weight for each household is the inverse of its overall selection probability with correction for non-response. Once those complex design features are compensated for, then weights can be used in the estimation of the population characteristics of interest and the sampling errors of the survey estimates. Unweighted numbers will be used to report response rates but all other survey estimates and precision will be based on weighted numbers. Therefore, the final CSS 2014 weighted number of households arrived at was 26,209 households of which 21 percent were urban households, and 79 percent were rural households.

The sample for the CSS other types of customers such as commercial, religion, school, government, hotel and industrial was drawn from the master sample frame of the list of all the 3767 customers registered with the EPC . The commercial type has 2587 customers, religion with 751 customers, school with 229 customers, governments with 118 customers, hotels with 75 customers and industries with 47 customers .

The sample size was based on a 95 percent confidence interval of ± 5 percent margin of error, assuming an 80 percent response rate. To achieve a representative probability sample, the systematic method was used to select the 100 customers of other 6 types of non-domestic customers. The final weight for EPC other types of customers was 3759.

Please refer to the final analytical report.

Questionnaires

Overview

A structured English questionnaire was prepared by the EPC team to collect the feedback from the corporation's customers. However, SBS made some improvements in terms of instructions between questionnaire sections in order to make the interviewing flow properly from beginning to end. The questionnaire was also translated into the Samoan language to complement the English questionnaire so that the interpretation of questions by the field enumerators was consistent in the field. A cover page of the questionnaire was also developed so that selected customer's identifications were clearly noted. The options for the survey status were also listed to account for non-coverage of EPC customers during the fieldwork. The Survey Questionnaire consists of four sections with a cover page in the beginning for the Identification of selected households and other types of customers. Section A has seven questions about the type of meters the customers used and the service provided by EPC to pay bills and buy cash power units, and open questions to state some reasons why the customers were not satisfied with the service given by the EPC, areas of paying of electricity bills and selling cash power units. Section B contains five questions on the management of complaints lodged to the corporation and the satisfaction of service provided. Section C asked two types of questions in which one was a rating question on the perception of the customers of the EPC service, and the second was a ranking question of the mediums that the public used to get EPC public awareness. Section D was open for the customers to list any of their comments about the service of EPC for improvement.

Data Collection

Data Collection Dates

Start	End	Cycle
2014-02-26	2014-03-26	N/A

Data Collection Mode

Face-to-face [f2f]

Data Collection Notes

Training, fieldwork and data processing

A total of eight enumerators were recruited to assist two senior staffs in the conducting of the CSS 2014 on the field. The training was conducted for two full-days before the pre-test. The questionnaire was pre-tested among the SBS senior staffs.

The purpose of the pre-test was for the hired enumerators to gain interviewing skills both in English and Samoan, gain experience in filling out the questionnaire during the face-to-face interviews, gain experience in coding after the interviews, as well as learning how to approach different types of respondents, young and old, employed or not. Lessons learned were used to finalize the questionnaire contents and enumerators instructions before the actual data collection fieldwork.

The actual fieldwork started in February 26th to March 11th. The call backs or repeated visits were made afterwards for another three weeks from March 12-26th. The coding of closed-ended questions was done during the interviews but the coding for the open-questions in each section of the questionnaire was a bigger challenge which took two weeks for the full-time staffs to summarize into major issues. After coding, the computer data program was created using CSPro 5 software for data entry. After testing the program, the data entry was conducted in one week (March 24th-28th). The data editing, cleaning and weighting of the data took another two weeks (April 1st-11th) to complete, leaving three weeks (April 14th -May 02nd) to analyse and write the analysis report to meet the deadline.

Questionnaires

A structured English questionnaire was prepared by the EPC team to collect the feedback from the corporation's customers. However, SBS made some improvements in terms of instructions between questionnaire sections in order to make the interviewing flow properly from beginning to end. The questionnaire was also translated into the Samoan language to complement the English questionnaire so that the interpretation of questions by the field enumerators was consistent in the field. A cover page of the questionnaire was also developed so that selected customer's identifications were clearly noted. The options for the survey status were also listed to account for non-coverage of EPC customers during the fieldwork. The Survey Questionnaire consists of four sections with a cover page in the beginning for the Identification of selected households and other types of customers. Section A has seven questions about the type of meters the customers used and the service provided by EPC to pay bills and buy cash power units, and open questions to state some reasons why the customers were not satisfied with the service given by the EPC, areas of paying of electricity bills and selling cash power units. Section B contains five questions on the management of complaints lodged to the corporation and the satisfaction of service provided. Section C asked two types of questions in which one was a rating question on the perception of the customers of the EPC service, and the second was a ranking question of the mediums that the public used to get EPC public awareness. Section D was open for the customers to list any of their comments about the service of EPC for improvement.

Data Collectors

Name	Abbreviation	Affiliation
Census and survey team	SBS-CT	Samoa Bureau of Statistics
Hired enumerators	HEnm	Samoa Bureau of Statistics

Supervision

Two senior staffs of the Census and survey division were working as supervisors and team leaders during the field work in two teams of 4 part timers in each team. Each team had their own van to cover their selected areas. The supervisors' role

include the following:

- coordinate field data collection activities
- supplies of resources such as household lists, maps, questionnaires and other stationeries
- assist with any difficulties or problems with the selected customers.

Data Processing

Data Editing

After coding, the computer data program was created using CSPro 5 software for data entry. After testing the program, the data entry was conducted in one week (March 24th-28th). The data editing, cleaning and weighting of the data took another two weeks (April 1st-11th) to complete, leaving three weeks (April 14th - May 2nd) to analyse and write the analysis report to meet the deadline.

Data editing was done using writing option in CSPro 5.0.

Data Appraisal

Estimates of Sampling Error

Any survey will be affected by sampling errors and non-sampling errors. The latter is difficult to measure but can be greatly reduced by the application of high quality survey management, efficient field supervisions, skilful enumerators, good control of data coding and data processing, sufficient resources, etc. Sampling errors are usually calculated using relevant sampling estimation formulae and computer programs. For the CSS 2014, the variance formula for complex design was used to calculate sampling errors. Dr Ren Ruilin of ICF Macro developed specific sampling error estimation templates in Excel for use by developing countries like Samoa where expensive computer programs like SAS could not be purchased. The Excel templates used the Taylor linearization method of variance estimation for survey estimates like means and proportions. The design effect (DEFT) for each estimate was also calculated whereby a DEFT value of 1.0 indicates that the complex design used was just as efficient as the simple random sampling and a value more than 1 indicates an increase in sampling error due to the design and vice versa. In addition, the confidence limits of 95 percent can also be estimated for each variable which provides the range of values for which the true value falls.

Details of sampling errors are presented in the sampling errors appendix of the report.

File Description

Variable List

EPC-DataSet

Content

Cases	250
Variable(s)	64
Structure	Type: Keys: ()
Version	Version 1: clean edited dataset anonymized, for public use
Producer	Samoa Bureau of Statistics-Census & Survey Division
Missing Data	Missing or Not stated field ,the number 9 is used for 1-digit-codes questions Missing or Not stated field ,the number 99 is used for 2-digits -codes questions

Variables

ID	Name	Label	Type	Format	Question
V55	REGION	Region	discrete	numeric	
V56	DISTRICT	District	discrete	numeric	
V57	VILLAGE	Village	discrete	numeric	
V58	EA	EA	discrete	numeric	
V59	XGPS	GPS	discrete	character	
V60	DW_NO	Dwelling Number	discrete	numeric	
V61	WEIGHT	Weight	contin	numeric	
V62	NAME_HEAD	Household Head/Business Name	discrete	character	
V63	HTYPE	What type of consumer are you?	discrete	numeric	
V68	SUPERV	Name of Supervisor	discrete	numeric	
V69	INTERVIEWER	Name of Enumerator	discrete	numeric	
V70	VISITS	Number and Code of Visits	discrete	numeric	
V71	INT_STATUS	Survey Status	discrete	numeric	
V72	CHECKER	Name of field Editor/Coder	discrete	numeric	
V77	CHK_DATE2	Name of Data Operator	contin	numeric	
V81	OPERATOR	Data operator	discrete	numeric	
V90	Q1	1. What type of meter are you using?	discrete	numeric	
V91	Q2	2. Which of the following services do you usually use for paying your bills?	discrete	numeric	
V92	Q3	3. Are you satisfied with that service?	discrete	numeric	
V93	Q3_SPEC	3. If no explain why	discrete	numeric	
V94	Q4	4. Is your Induction meter read on a 30day/monthly basis?	discrete	numeric	
V95	Q5	5. Are you satisfied with that service?	discrete	numeric	
V96	Q5_SPEC	5. If no explain why	discrete	numeric	
V97	Q6	6. Which of the following services do you usually use for buying your pre-paid units or cash power?	discrete	numeric	
V98	Q7	7. Are you satisfied with that service?	discrete	numeric	
V99	Q7_SPEC	7. If no explain why	discrete	numeric	
V100	Q8	8. Did you lodge a complaint with the Corporation in the last 5 years?	discrete	numeric	

ID	Name	Label	Type	Format	Question
V101	Q9	9. What was your recent complaint about?	discrete	numeric	
V102	Q10	10. How did you lodge you complaint?	discrete	numeric	
V103	Q11	11. How long did it take for EPC to resolve your complaint	discrete	numeric	
V104	Q12	12. Were you satisfied with the response from EPC?	discrete	numeric	
V105	Q12_SPEC	12. If no explain why	discrete	numeric	
V106	Q13_1_A	13_1_a. Telephone Services	discrete	numeric	
V107	Q13_1_A_SPEC	13_1. Telephone - Why	discrete	numeric	
V108	Q13_1_E	13_1_e. Face to face	discrete	numeric	
V109	Q13_1_E_SPEC	13_1_e. Face to face - Why	discrete	numeric	
V110	Q13_2	13_2. Supply of Electricity	discrete	numeric	
V111	Q13_2_SPEC	13_2_ . Supply of Electricity - Why	discrete	numeric	
V112	Q13_3	13_3_ . Fault Service	discrete	numeric	
V113	Q13_3_SPEC	13_3_Fault Service - Why	discrete	numeric	
V114	Q13_4	13_4. Tree Clearing Services	discrete	numeric	
V115	Q13_4_SPEC	13_4_Tree Clearing Services- Why	discrete	numeric	
V116	Q14_1A	14_1a. Samoa Observer	discrete	numeric	
V117	Q14_1B	14_1b. Savali	discrete	numeric	
V118	Q14_1C	14_1c. Newsline	discrete	numeric	
V119	Q14_1D	14_1d. Iniini Samoa	discrete	numeric	
V120	Q14_2A	14_2a. Talofa FM	discrete	numeric	
V121	Q14_2B	14_2b. Radio FM 98.1	discrete	numeric	
V122	Q14_2C	14_2c. Radio 2AP	discrete	numeric	
V123	Q14_2D	14_2d. Shower of Blessings	discrete	numeric	
V124	Q14_3A	14_3a. EPC Website	discrete	numeric	
V125	Q14_3B	14_3b. EPC Email	discrete	numeric	
V126	Q14_4A	14_4a. TV1	discrete	numeric	
V127	Q14_4B	14_4b. TV3	discrete	numeric	
V128	Q14_4C	14_4c. EFKS TV	discrete	numeric	
V129	Q14_4D	14_4d. Kingdom TV	discrete	numeric	
V130	Q15	15. Are you satisfied with EPC'S delivery of its public awareness?	discrete	numeric	
V131	Q15_SPEC	15. If no explain why	discrete	numeric	
V132	Q16	16. Any further comments?	discrete	numeric	
V133	Q16_1	16. Comment 1	discrete	numeric	
V134	Q16_2	16. Comment 2	discrete	numeric	
V135	Q16_3	16. Comment 3	discrete	numeric	
V136	Q16_4	16. Comment 4	discrete	numeric	
V137	Q16_5	16. Comment 5	discrete	numeric	

Region (REGION)

File: EPC-DataSet

Overview

Type: Discrete	Valid cases: 250
Format: numeric	Invalid: 0
Width: 1	Minimum: 1
Decimals: 0	Maximum: 4
Range: 1-4	

District (DISTRICT)

File: EPC-DataSet

Overview

Type: Discrete	Valid cases: 250
Format: numeric	Invalid: 0
Width: 2	Minimum: 1
Decimals: 0	Maximum: 47
Range: 1-48	

Village (VILLAGE)

File: EPC-DataSet

Overview

Type: Discrete	Valid cases: 246
Format: numeric	Invalid: 4
Width: 2	Minimum: 1
Decimals: 0	Maximum: 50
Range: 1-99	
Invalid: 99	

EA (EA)

File: EPC-DataSet

Overview

Type: Discrete	Valid cases: 167
Format: numeric	Invalid: 83
Width: 2	Minimum: 1
Decimals: 0	Maximum: 6
Range: 1-99	
Invalid: 99	

GPS (XGPS)

File: EPC-DataSet

Overview

Type: Discrete	Valid cases: 153
Format: character	Invalid: 97
Width: 6	
Invalid: 999999	

Dwelling Number (DW_NO)

File: EPC-DataSet

Overview

Type: Discrete	Valid cases: 250
Format: numeric	Invalid: 0
Width: 3	Minimum: 1
Decimals: 0	Maximum: 115
Range: 1-115	

Weight (WEIGHT)

File: EPC-DataSet

Overview

Type: Continuous	Valid cases: 250
Format: numeric	Invalid: 0
Width: 4	Minimum: 7.8
Decimals: 1	Maximum: 218.4
Range: 7.8-218.4	Mean: 135.1
	Standard deviation: 79

Household Head/Business Name (NAME_HEAD)

File: EPC-DataSet

Overview

Type: Discrete	Valid cases: 250
Format: character	Invalid: 0
Width: 20	

What type of consumer are you? (HTYPE)

File: EPC-DataSet

Overview

Type: Discrete	Valid cases: 250 (33776.5)
Format: numeric	Invalid: 0 (0)
Width: 1	Minimum: 1
Decimals: 0	Maximum: 7
Range: 1-7	

Name of Supervisor (SUPERV)

File: EPC-DataSet

Overview

Type: Discrete	Valid cases: 250
Format: numeric	Invalid: 0
Width: 1	Minimum: 1
Decimals: 0	Maximum: 2
Range: 1-2	Mean: 1.4
	Standard deviation: 0.5

Name of Enumerator (INTERVIEWER)

File: EPC-DataSet

Name of Enumerator (INTERVIEWER)

File: EPC-DataSet

Overview

Type: Discrete	Valid cases: 250
Format: numeric	Invalid: 0
Width: 1	Minimum: 0
Decimals: 0	Maximum: 9
Range: 0-9	Mean: 5.2
	Standard deviation: 2.7

Number and Code of Visits (VISITS)

File: EPC-DataSet

Overview

Type: Discrete	Valid cases: 250
Format: numeric	Invalid: 0
Width: 1	Minimum: 1
Decimals: 0	Maximum: 3
Range: 1-3	Mean: 1
	Standard deviation: 0.2

Survey Status (INT_STATUS)

File: EPC-DataSet

Overview

Type: Discrete	Valid cases: 250
Format: numeric	Invalid: 0
Width: 1	Minimum: 1
Decimals: 0	Maximum: 9
Range: 1-9	Mean: 1.6
	Standard deviation: 1.8

Name of field Editor/Coder (CHECKER)

File: EPC-DataSet

Overview

Type: Discrete	Valid cases: 227
Format: numeric	Invalid: 23
Width: 1	Minimum: 1
Decimals: 0	Maximum: 5
Range: 1-5	Mean: 1.9
	Standard deviation: 0.8

Name of Data Operator (CHK_DATE2)

File: EPC-DataSet

Overview

Type: Continuous	Valid cases: 227
Format: numeric	Invalid: 23
Width: 8	Minimum: 1032014
Decimals: 0	Maximum: 26032014
Range: 1032014-26032014	Mean: 6860207.8
	Standard deviation: 4871944

Data operator (OPERATOR)

File: EPC-DataSet

Overview

Type: Discrete	Valid cases: 227
Format: numeric	Invalid: 23
Width: 1	Minimum: 1
Decimals: 0	Maximum: 2
Range: 1-2	Mean: 1
	Standard deviation: 0.1

1. What type of meter are you using? (Q1)

File: EPC-DataSet

Overview

Type: Discrete	Valid cases: 227 (29967.2)
Format: numeric	Invalid: 23 (3809.3)
Width: 1	Minimum: 1
Decimals: 0	Maximum: 2
Range: 1-3	

2. Which of the following services do you usually use for paying your bills? (Q2)

File: EPC-DataSet

Overview

Type: Discrete	Valid cases: 61 (5754.8)
Format: numeric	Invalid: 189 (28021.7)
Width: 1	Minimum: 1
Decimals: 0	Maximum: 6
Range: 1-6	

3. Are you satisfied with that service? (Q3)

File: EPC-DataSet

Overview

Type: Discrete	Valid cases: 61 (5754.8)
Format: numeric	Invalid: 189 (28021.7)
Width: 1	Minimum: 1
Decimals: 0	Maximum: 2
Range: 1-2	

3. If no explain why (Q3_SPEC)

File: EPC-DataSet

Overview

Type: Discrete	Valid cases: 3 (137.9)
Format: numeric	Invalid: 247 (33638.6)
Width: 1	Minimum: 2
Decimals: 0	Maximum: 2
Range: 2-2	

4. Is your Induction meter read on a 30day/monthly basis? (Q4)

File: EPC-DataSet

Overview

Type: Discrete	Valid cases: 61 (5754.8)
Format: numeric	Invalid: 189 (28021.7)
Width: 1	Minimum: 1
Decimals: 0	Maximum: 2
Range: 1-2	

5. Are you satisfied with that service? (Q5)

File: EPC-DataSet

Overview

Type: Discrete	Valid cases: 61 (5754.8)
Format: numeric	Invalid: 189 (28021.7)
Width: 1	Minimum: 1
Decimals: 0	Maximum: 2
Range: 1-2	

5. If no explain why (Q5_SPEC)

File: EPC-DataSet

Overview

Type: Discrete	Valid cases: 9 (824.1)
Format: numeric	Invalid: 241 (32952.4)
Width: 1	Minimum: 1
Decimals: 0	Maximum: 4
Range: 1-4	

6. Which of the following services do you usually use for buying your pre-paid units or cash power? (Q6)

File: EPC-DataSet

Overview

Type: Discrete	Valid cases: 166 (24212.4)
Format: numeric	Invalid: 84 (9564.1)
Width: 1	Minimum: 1
Decimals: 0	Maximum: 5
Range: 1-5	

7. Are you satisfied with that service? (Q7)

File: EPC-DataSet

Overview

Type: Discrete	Valid cases: 166 (24212.4)
Format: numeric	Invalid: 84 (9564.1)
Width: 1	Minimum: 1
Decimals: 0	Maximum: 2
Range: 1-2	

7. If no explain why (Q7_SPEC)

File: EPC-DataSet

Overview

Type: Discrete	Valid cases: 22 (3069.3)
Format: numeric	Invalid: 228 (30707.2)
Width: 1	Minimum: 1
Decimals: 0	Maximum: 4
Range: 1-4	

8. Did you lodge a complaint with the Corporation in the last 5 years? (Q8)

File: EPC-DataSet

Overview

Type: Discrete	Valid cases: 227 (29967.2)
Format: numeric	Invalid: 23 (3809.3)
Width: 1	Minimum: 1
Decimals: 0	Maximum: 2
Range: 1-2	

9. What was your recent complaint about? (Q9)

File: EPC-DataSet

Overview

Type: Discrete	Valid cases: 39 (4404.7)
Format: numeric	Invalid: 211 (29371.8)
Width: 2	Minimum: 1
Decimals: 0	Maximum: 19
Range: 1-19	

10. How did you lodge you complaint? (Q10)

File: EPC-DataSet

Overview

Type: Discrete	Valid cases: 39 (4404.7)
Format: numeric	Invalid: 211 (29371.8)
Width: 1	Minimum: 1
Decimals: 0	Maximum: 3
Range: 1-3	

11. How long did it take for EPC to resolve your complaint (Q11)

File: EPC-DataSet

Overview

Type: Discrete	Valid cases: 39 (4404.7)
Format: numeric	Invalid: 211 (29371.8)
Width: 2	Minimum: 1
Decimals: 0	Maximum: 11
Range: 1-11	

12. Were you satisfied with the response from EPC? (Q12)

File: EPC-DataSet

Overview

Type: Discrete	Valid cases: 39 (4404.7)
Format: numeric	Invalid: 211 (29371.8)
Width: 1	Minimum: 1
Decimals: 0	Maximum: 2
Range: 1-2	

12. If no explain why (Q12_SPEC)

File: EPC-DataSet

Overview

Type: Discrete	Valid cases: 13 (1379.4)
Format: numeric	Invalid: 237 (32397.1)
Width: 1	Minimum: 1
Decimals: 0	Maximum: 4
Range: 1-4	

13_1_a. Telephone Services (Q13_1_A)

File: EPC-DataSet

Overview

Type: Discrete	Valid cases: 227 (29967.2)
Format: numeric	Invalid: 23 (3809.3)
Width: 1	Minimum: 1
Decimals: 0	Maximum: 4
Range: 1-4	

13_1. Telephone - Why (Q13_1_A_SPEC)

File: EPC-DataSet

Overview

Type: Discrete	Valid cases: 108 (13138.6)
Format: numeric	Invalid: 142 (20637.9)
Width: 2	Minimum: 1
Decimals: 0	Maximum: 10
Range: 1-10	

13_1_e. Face to face (Q13_1_E)

File: EPC-DataSet

Overview

Type: Discrete	Valid cases: 227 (29967.2)
Format: numeric	Invalid: 23 (3809.3)
Width: 1	Minimum: 1
Decimals: 0	Maximum: 4
Range: 1-4	

13_1_e. Face to face - Why (Q13_1_E_SPEC)

File: EPC-DataSet

13_1_e. Face to face - Why (Q13_1_E_SPEC)

File: EPC-DataSet

Overview

Type: Discrete	Valid cases: 122 (14780.1)
Format: numeric	Invalid: 128 (18996.4)
Width: 2	Minimum: 1
Decimals: 0	Maximum: 13
Range: 1-13	

13_2. Supply of Electricity (Q13_2)

File: EPC-DataSet

Overview

Type: Discrete	Valid cases: 227 (29967.2)
Format: numeric	Invalid: 23 (3809.3)
Width: 1	Minimum: 1
Decimals: 0	Maximum: 4
Range: 1-4	

13_2_. Supply of Electricity - Why (Q13_2_SPEC)

File: EPC-DataSet

Overview

Type: Discrete	Valid cases: 219 (28912.5)
Format: numeric	Invalid: 31 (4864)
Width: 2	Minimum: 1
Decimals: 0	Maximum: 12
Range: 1-12	

13_3_. Fault Service (Q13_3)

File: EPC-DataSet

Overview

Type: Discrete	Valid cases: 227 (29967.2)
Format: numeric	Invalid: 23 (3809.3)
Width: 1	Minimum: 1
Decimals: 0	Maximum: 4
Range: 1-4	

13_3_Fault Service - Why (Q13_3_SPEC)

File: EPC-DataSet

Overview

Type: Discrete	Valid cases: 117 (14922.4)
Format: numeric	Invalid: 133 (18854.1)
Width: 2	Minimum: 1
Decimals: 0	Maximum: 12
Range: 1-12	

13_4. Tree Clearing Services (Q13_4)

File: EPC-DataSet

13_4. Tree Clearing Services (Q13_4)

File: EPC-DataSet

Overview

Type: Discrete	Valid cases: 227 (29967.2)
Format: numeric	Invalid: 23 (3809.3)
Width: 1	Minimum: 1
Decimals: 0	Maximum: 4
Range: 1-4	

13_4_Tree Clearing Services- Why (Q13_4_SPEC)

File: EPC-DataSet

Overview

Type: Discrete	Valid cases: 90 (13036.6)
Format: numeric	Invalid: 160 (20739.9)
Width: 1	Minimum: 1
Decimals: 0	Maximum: 8
Range: 1-8	

14_1a. Samoa Observer (Q14_1A)

File: EPC-DataSet

Overview

Type: Discrete	Valid cases: 227 (29967.2)
Format: numeric	Invalid: 23 (3809.3)
Width: 1	Minimum: 0
Decimals: 0	Maximum: 4
Range: 0-4	

14_1b. Savali (Q14_1B)

File: EPC-DataSet

Overview

Type: Discrete	Valid cases: 227 (29967.2)
Format: numeric	Invalid: 23 (3809.3)
Width: 1	Minimum: 0
Decimals: 0	Maximum: 4
Range: 0-4	

14_1c. Newsline (Q14_1C)

File: EPC-DataSet

Overview

Type: Discrete	Valid cases: 227 (29967.2)
Format: numeric	Invalid: 23 (3809.3)
Width: 1	Minimum: 0
Decimals: 0	Maximum: 4
Range: 0-4	

14_1d. Iniini Samoa (Q14_1D)

File: EPC-DataSet

14_1d. Iniini Samoa (Q14_1D)

File: EPC-DataSet

Overview

Type: Discrete	Valid cases: 227 (29967.2)
Format: numeric	Invalid: 23 (3809.3)
Width: 1	Minimum: 0
Decimals: 0	Maximum: 4
Range: 0-4	

14_2a. Talofa FM (Q14_2A)

File: EPC-DataSet

Overview

Type: Discrete	Valid cases: 227 (29967.2)
Format: numeric	Invalid: 23 (3809.3)
Width: 1	Minimum: 0
Decimals: 0	Maximum: 4
Range: 0-4	

14_2b. Radio FM 98.1 (Q14_2B)

File: EPC-DataSet

Overview

Type: Discrete	Valid cases: 227 (29967.2)
Format: numeric	Invalid: 23 (3809.3)
Width: 1	Minimum: 0
Decimals: 0	Maximum: 4
Range: 0-4	

14_2c. Radio 2AP (Q14_2C)

File: EPC-DataSet

Overview

Type: Discrete	Valid cases: 227 (29967.2)
Format: numeric	Invalid: 23 (3809.3)
Width: 1	Minimum: 0
Decimals: 0	Maximum: 4
Range: 0-4	

14_2d. Shower of Blessings (Q14_2D)

File: EPC-DataSet

Overview

Type: Discrete	Valid cases: 227 (29967.2)
Format: numeric	Invalid: 23 (3809.3)
Width: 1	Minimum: 0
Decimals: 0	Maximum: 4
Range: 0-4	

14_3a. EPC Website (Q14_3A)

File: EPC-DataSet

14_3a. EPC Website (Q14_3A)

File: EPC-DataSet

Overview

Type: Discrete	Valid cases: 227 (29967.2)
Format: numeric	Invalid: 23 (3809.3)
Width: 1	Minimum: 0
Decimals: 0	Maximum: 2
Range: 0-2	

14_3b. EPC Email (Q14_3B)

File: EPC-DataSet

Overview

Type: Discrete	Valid cases: 227 (29967.2)
Format: numeric	Invalid: 23 (3809.3)
Width: 1	Minimum: 0
Decimals: 0	Maximum: 2
Range: 0-2	

14_4a. TV1 (Q14_4A)

File: EPC-DataSet

Overview

Type: Discrete	Valid cases: 227 (29967.2)
Format: numeric	Invalid: 23 (3809.3)
Width: 1	Minimum: 0
Decimals: 0	Maximum: 4
Range: 0-4	

14_4b. TV3 (Q14_4B)

File: EPC-DataSet

Overview

Type: Discrete	Valid cases: 227 (29967.2)
Format: numeric	Invalid: 23 (3809.3)
Width: 1	Minimum: 0
Decimals: 0	Maximum: 4
Range: 0-4	

14_4c. EFKS TV (Q14_4C)

File: EPC-DataSet

Overview

Type: Discrete	Valid cases: 227 (29967.2)
Format: numeric	Invalid: 23 (3809.3)
Width: 1	Minimum: 0
Decimals: 0	Maximum: 4
Range: 0-4	

14_4d. Kingdom TV (Q14_4D)

File: EPC-DataSet

14_4d. Kingdom TV (Q14_4D)

File: EPC-DataSet

Overview

Type: Discrete	Valid cases: 227 (29967.2)
Format: numeric	Invalid: 23 (3809.3)
Width: 1	Minimum: 0
Decimals: 0	Maximum: 4
Range: 0-4	

15. Are you satisfied with EPC'S delivery of its public awareness? (Q15)

File: EPC-DataSet

Overview

Type: Discrete	Valid cases: 227 (29967.2)
Format: numeric	Invalid: 23 (3809.3)
Width: 1	Minimum: 1
Decimals: 0	Maximum: 3
Range: 1-3	

15. If no explain why (Q15_SPEC)

File: EPC-DataSet

Overview

Type: Discrete	Valid cases: 12 (2144.7)
Format: numeric	Invalid: 238 (31631.8)
Width: 1	Minimum: 1
Decimals: 0	Maximum: 4
Range: 1-4	

16. Any further comments? (Q16)

File: EPC-DataSet

Overview

Type: Discrete	Valid cases: 227 (29967.2)
Format: numeric	Invalid: 23 (3809.3)
Width: 1	Minimum: 1
Decimals: 0	Maximum: 2
Range: 1-2	

16. Comment 1 (Q16_1)

File: EPC-DataSet

Overview

Type: Discrete	Valid cases: 175 (23007)
Format: numeric	Invalid: 75 (10769.5)
Width: 2	Minimum: 1
Decimals: 0	Maximum: 32
Range: 1-32	

16. Comment 2 (Q16_2)

File: EPC-DataSet

Overview

Type: Discrete	Valid cases: 175 (23007)
Format: numeric	Invalid: 75 (10769.5)
Width: 2	Minimum: 0
Decimals: 0	Maximum: 31
Range: 0-32	

16. Comment 3 (Q16_3)

File: EPC-DataSet

Overview

Type: Discrete	Valid cases: 55 (7088.7)
Format: numeric	Invalid: 195 (26687.8)
Width: 2	Minimum: 0
Decimals: 0	Maximum: 31
Range: 0-32	

16. Comment 4 (Q16_4)

File: EPC-DataSet

Overview

Type: Discrete	Valid cases: 11 (1555.2)
Format: numeric	Invalid: 239 (32221.3)
Width: 2	Minimum: 0
Decimals: 0	Maximum: 0
Range: 0-32	

16. Comment 5 (Q16_5)

File: EPC-DataSet

Overview

Type: Discrete	Valid cases: 0 (0)
Format: numeric	Invalid: 250 (33776.5)
Width: 2	
Decimals: 0	
Range: 0-32	

Documentation

Questionnaires

Customer Satisfaction Survey 2014

Title Customer Satisfaction Survey 2014
Author(s) Samoa Bureau of Statistics
Date 2014-01-01
Country Samoa
Language English
Publisher(s) Census and Survey Division Samoa Bureau of Statistics P.O.Box 1151 Apia Samoa Email info.stats@sbs.gov.ws
Phone (685)62000/21373/62012 Fax (685)24675 Website www.sbs.gov.ws Location Floor 1 and 2 Fiame
Mataafa Faumuina Mulinu II Building (FMFMII) Matag
Filename doc/Questionnaire/Final Questionnaire_Code Sheet.xls

Reports

Report of the Customer Satisfaction Survey 2014

Title Report of the Customer Satisfaction Survey 2014
Author(s) Samoa Bureau of Statistics
Date 2014-04-06
Country Samoa
Language English
Publisher(s) Census and Survey Division Samoa Bureau of Statistics P.O.Box 1151 Apia Samoa Email
info.stats@sbs.gov.ws Phone (685)62000/21373/62012 Fax (685)24675 Website www.sbs.gov.ws
Location Floor 1 and 2 Fiame Mataafa Faumuina Mulinu II Building (FMFMII) Matag

MAP OF SAMOA STATISTICAL REGIONS
 PREFACE
 TABLES
 FIGURES
 SUMMARY OF FINDINGS CSS 2014
 CHAPTER 1: INTRODUCTION
 1.1: Background
 1.2: Objectives of the Survey
 1.3: Sample Design and Weight
 1.3.1: Household/domestic sample
 1.3.2: Other Types of Customers
 1.4 :Questionnaires
 1.5: Training, fieldwork and data processing
 1.6:Response rates
 CHAPTER 2: TYPE OF METER USED AND SERVICES PROVIDED
 2.1: Type of meter users
 2.2 :Services used by induction meter users
 2.3 :Induction meter users satisfaction towards EPC service providers
 2.4: Reasons why induction meter users were not satisfied with service
 2.5: Induction meter timely reading basis
 2.6 :Satisfaction towards timely basis of reading meter service
 2.7: Reasons for unsatisfaction towards timely basis of reading meter service
 2.8: Services used by prepayment meter users
 2.9: Prepayment meter users satisfaction towards EPC service providers
 2.10 :Reasons why prepayment meter users were not satisfied with service
 CHAPTER 3: COMPLAINT MANAGEMENT
 3.1a :Complaints status 3.1b: Recent complaints lodged
 3.2: Method used to lodge complaint
 3.3: Duration for complaints to resolve
 3.4: Satisfaction towards complaints lodge.
 3.5: Reasons why customers with complaints were not satisfy.
 CHAPTER 4: CUSTOMERS PERCEPTION OF EPC SERVICES PROVIDED
 4.1: Customers Services
 4.1a: Telephone services
 4.1b :Explanation of ratings for telephone services
 4.2a: Face to face services
 4.2b:Explanation of ratings for face to face services
 4.3a: Supply of electricity services
 4.3b: Explanation of ratings for supply of electricity services
 4.4a :Fault services
 4.5a: Tree clearing services
 4.5b: Explanation of ratings for tree clearing services
 CHAPTER 5: PUBLIC AWARENESS OF SERVICES
 5.1: Public awareness by printed mediums
 5.2: Public awareness by radio stations

Table of contents

Filename doc/Report/EPC_CSS_FINAL REPORT_April26th.doc

Technical documents

Sampling error estimates

Title Sampling error estimates
 Author(s) Samoa Bureau of Statistics
 Country Samoa
 Language English
 Filename doc/Technical/Sampling Errors Analysis April24_EPC.xls

EPC-CSS-Weight calculation

Title EPC-CSS-Weight calculation
 Author(s) Samoa Bureau of Statistics
 Date 2014-03-30

Country Samoa
Language English
Contributor(s) Dr Ren Rulin of ICF Macro
Publisher(s) Census and Survey Division Samoa Bureau of Statistics P.O.Box 1151 Apia Samoa Email info.stats@sbs.gov.ws Phone (685)62000/21373/62012 Fax (685)24675 Website www.sbs.gov.ws Location Floor 1 and 2 Fiame Mataafa Faumuina Mulinu II Building (FMFMII) Matag
Filename doc/Technical/Weight/EPC_WEIGHT.xls

Other materials

Memorandum of Understanding Between Samoa Bureau of Statistics and Electric Power Corporation for the Conduct of Customer Satisfaction Survey 2014

Title Memorandum of Understanding Between Samoa Bureau of Statistics and Electric Power Corporation for the Conduct of Customer Satisfaction Survey 2014
subtitle To collect feedback on the services provided by EPC to all its clients
Author(s) Samoa Bureau of Statistics , Electric Power Corporation
Date 2014-02-06
Country Samoa
Filename doc/Other/StatsMOU6_Feb_2014_FINAL.doc
