

# Samoa - Electric Power Corporation Customer Satisfaction Survey 2014

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

Report generated on: July 2, 2019

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## Overview

### Identification

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#### ID NUMBER

SPC\_WSM\_2014\_WSEPC\_v01\_M

### Version

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#### VERSION DESCRIPTION

v01: cleaned data de-identified.

#### PRODUCTION DATE

2014-04-08

### Overview

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#### 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

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#### 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

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## 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

DD\_SPC\_WSM\_2014\_WSEPC\_v01\_M

# Sampling

## Sampling Procedure

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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  $\pm 5$  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  $\pm 5$  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

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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

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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.

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The sample size was based on a 95 percent confidence interval of  $\pm 5$  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

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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.

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## Data Collectors

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

## Supervision

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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

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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	0
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
V1	REGION	Region	discrete	numeric	
V2	DISTRICT	District	discrete	numeric	
V3	VILLAGE	Village	discrete	numeric	
V4	EA	EA	discrete	numeric	
V5	XGPS	GPS	discrete	character	
V6	DW_NO	Dwelling Number	discrete	numeric	
V7	WEIGHT	Weight	contin	numeric	
V8	NAME_HEAD	Household Head/Business Name	discrete	character	
V9	HTYPE	What type of consumer are you?	discrete	numeric	
V10	SUPERV	Name of Supervisor	discrete	numeric	
V11	INTERVIEWER	Name of Enumerator	discrete	numeric	
V12	VISITS	Number and Code of Visits	discrete	numeric	
V13	INT_STATUS	Survey Status	discrete	numeric	
V14	CHECKER	Name of field Editor/Coder	discrete	numeric	
V15	CHK_DATE2	Name of Data Operator	contin	numeric	
V16	OPERATOR	Data operator	discrete	numeric	
V17	Q1	1. What type of meter are you using?	discrete	numeric	
V18	Q2	2. Which of the following services do you usually use for paying your bills?	discrete	numeric	
V19	Q3	3. Are you satisfied with that service?	discrete	numeric	
V20	Q3_SPEC	3. If no explain why	discrete	numeric	
V21	Q4	4. Is your Induction meter read on a 30day/monthly basis?	discrete	numeric	
V22	Q5	5. Are you satisfied with that service?	discrete	numeric	
V23	Q5_SPEC	5. If no explain why	discrete	numeric	
V24	Q6	6. Which of the following services do you usually use for buying your pre-paid units or cash power?	discrete	numeric	
V25	Q7	7. Are you satisfied with that service?	discrete	numeric	

ID	Name	Label	Type	Format	Question
V26	Q7_SPEC	7. If no explain why	discrete	numeric	
V27	Q8	8. Did you lodge a complaint with the Corporation in the last 5 years?	discrete	numeric	
V28	Q9	9. What was your recent complaint about?	discrete	numeric	
V29	Q10	10. How did you lodge you complaint?	discrete	numeric	
V30	Q11	11. How long did it take for EPC to resolve your complaint	discrete	numeric	
V31	Q12	12. Were you satisfied with the response from EPC?	discrete	numeric	
V32	Q12_SPEC	12. If no explain why	discrete	numeric	
V33	Q13_1_A	13_1_a. Telephone Services	discrete	numeric	
V34	Q13_1_A_SPEC	13_1. Telephone - Why	discrete	numeric	
V35	Q13_1_E	13_1_e. Face to face	discrete	numeric	
V36	Q13_1_E_SPEC	13_1_e. Face to face - Why	discrete	numeric	
V37	Q13_2	13_2. Supply of Electricity	discrete	numeric	
V38	Q13_2_SPEC	13_2_. Supply of Electricity - Why	discrete	numeric	
V39	Q13_3	13_3_. Fault Service	discrete	numeric	
V40	Q13_3_SPEC	13_3 Fault Service - Why	discrete	numeric	
V41	Q13_4	13_4. Tree Clearing Services	discrete	numeric	
V42	Q13_4_SPEC	13_4_Tree Clearing Services- Why	discrete	numeric	
V43	Q14_1A	14_1a. Samoa Observer	discrete	numeric	
V44	Q14_1B	14_1b. Savali	discrete	numeric	
V45	Q14_1C	14_1c. Newslane	discrete	numeric	
V46	Q14_1D	14_1d. Iniini Samoa	discrete	numeric	
V47	Q14_2A	14_2a. Talofa FM	discrete	numeric	
V48	Q14_2B	14_2b. Radio FM 98.1	discrete	numeric	
V49	Q14_2C	14_2c. Radio 2AP	discrete	numeric	
V50	Q14_2D	14_2d. Shower of Blessings	discrete	numeric	
V51	Q14_3A	14_3a. EPC Website	discrete	numeric	
V52	Q14_3B	14_3b. EPC Email	discrete	numeric	
V53	Q14_4A	14_4a. TV1	discrete	numeric	
V54	Q14_4B	14_4b. TV3	discrete	numeric	
V55	Q14_4C	14_4c. EFKS TV	discrete	numeric	
V56	Q14_4D	14_4d. Kingdom TV	discrete	numeric	
V57	Q15	15. Are you satisfied with EPC'S delivery of its public awareness?	discrete	numeric	
V58	Q15_SPEC	15. If no explain why	discrete	numeric	
V59	Q16	16. Any further comments?	discrete	numeric	
V60	Q16_1	16. Comment 1	discrete	numeric	
V61	Q16_2	16. Comment 2	discrete	numeric	
V62	Q16_3	16. Comment 3	discrete	numeric	

ID	Name	Label	Type	Format	Question
V63	Q16_4	16. Comment 4	discrete	numeric	
V64	Q16_5	16. Comment 5	discrete	numeric	





## Region (REGION)

File: EPC-DataSet

**Overview**

Type: Discrete  
 Format: numeric  
 Width: 1  
 Decimals: 0  
 Range: 1-4

Valid cases: 0  
 Invalid: 0

## District (DISTRICT)

File: EPC-DataSet

**Overview**

Type: Discrete  
 Format: numeric  
 Width: 2  
 Decimals: 0  
 Range: 1-48

Valid cases: 0  
 Invalid: 0

## Village (VILLAGE)

File: EPC-DataSet

**Overview**

Type: Discrete  
 Format: numeric  
 Width: 2  
 Decimals: 0  
 Range: 1-99  
 Invalid: 99

Valid cases: 0  
 Invalid: 0

## EA (EA)

File: EPC-DataSet

**Overview**

Type: Discrete  
 Format: numeric  
 Width: 2  
 Decimals: 0  
 Range: 1-99  
 Invalid: 99

Valid cases: 0  
 Invalid: 0

## GPS (XGPS)

File: EPC-DataSet

**Overview**

Type: Discrete  
 Format: character  
 Width: 6  
 Invalid: 999999

Valid cases: 0  
 Invalid: 0

## Dwelling Number (DW\_NO)

File: EPC-DataSet

**Overview**

Type: Discrete  
 Format: numeric  
 Width: 3  
 Decimals: 0  
 Range: 1-115

Valid cases: 0  
 Invalid: 0

## Weight (WEIGHT)

File: EPC-DataSet

**Overview**

Type: Continuous  
 Format: numeric  
 Width: 4  
 Decimals: 1  
 Range: 7.8-218.4

Valid cases: 0  
 Invalid: 0

## Household Head/Business Name (NAME\_HEAD)

File: EPC-DataSet

**Overview**

Type: Discrete  
 Format: character  
 Width: 20

Valid cases: 0  
 Invalid: 0

## What type of consumer are you? (HTYPE)

File: EPC-DataSet

**Overview**

Type: Discrete  
 Format: numeric  
 Width: 1  
 Decimals: 0  
 Range: 1-7

Valid cases: 0 (0)  
 Invalid: 0 (0)

## Name of Supervisor (SUPERV)

File: EPC-DataSet

**Overview**

Type: Discrete  
 Format: numeric  
 Width: 1  
 Decimals: 0  
 Range: 1-2

Valid cases: 0  
 Invalid: 0

## Name of Enumerator (INTERVIEWER)

File: EPC-DataSet

## Name of Enumerator (INTERVIEWER)

File: EPC-DataSet

**Overview**

Type: Discrete	Valid cases: 0
Format: numeric	Invalid: 0
Width: 1	
Decimals: 0	
Range: 0-9	

## Number and Code of Visits (VISITS)

File: EPC-DataSet

**Overview**

Type: Discrete	Valid cases: 0
Format: numeric	Invalid: 0
Width: 1	
Decimals: 0	
Range: 1-3	

## Survey Status (INT\_STATUS)

File: EPC-DataSet

**Overview**

Type: Discrete	Valid cases: 0
Format: numeric	Invalid: 0
Width: 1	
Decimals: 0	
Range: 1-9	

## Name of field Editor/Coder (CHECKER)

File: EPC-DataSet

**Overview**

Type: Discrete	Valid cases: 0
Format: numeric	Invalid: 0
Width: 1	
Decimals: 0	
Range: 1-5	

## Name of Data Operator (CHK\_DATE2)

File: EPC-DataSet

**Overview**

Type: Continuous	Valid cases: 0
Format: numeric	Invalid: 0
Width: 8	
Decimals: 0	
Range: 1032014-26032014	

## Data operator (OPERATOR)

File: EPC-DataSet

**Overview**

Type: Discrete  
 Format: numeric  
 Width: 1  
 Decimals: 0  
 Range: 1-2

Valid cases: 0  
 Invalid: 0

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

File: EPC-DataSet

**Overview**

Type: Discrete  
 Format: numeric  
 Width: 1  
 Decimals: 0  
 Range: 1-3

Valid cases: 0 (0)  
 Invalid: 0 (0)

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

File: EPC-DataSet

**Overview**

Type: Discrete  
 Format: numeric  
 Width: 1  
 Decimals: 0  
 Range: 1-6

Valid cases: 0 (0)  
 Invalid: 0 (0)

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

File: EPC-DataSet

**Overview**

Type: Discrete  
 Format: numeric  
 Width: 1  
 Decimals: 0  
 Range: 1-2

Valid cases: 0 (0)  
 Invalid: 0 (0)

## 3. If no explain why (Q3\_SPEC)

File: EPC-DataSet

**Overview**

Type: Discrete  
 Format: numeric  
 Width: 1  
 Decimals: 0  
 Range: 2-2

Valid cases: 0 (0)  
 Invalid: 0 (0)

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

File: EPC-DataSet

**Overview**

Type: Discrete	Valid cases: 0 (0)
Format: numeric	Invalid: 0 (0)
Width: 1	
Decimals: 0	
Range: 1-2	

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

File: EPC-DataSet

**Overview**

Type: Discrete	Valid cases: 0 (0)
Format: numeric	Invalid: 0 (0)
Width: 1	
Decimals: 0	
Range: 1-2	

## 5. If no explain why (Q5\_SPEC)

File: EPC-DataSet

**Overview**

Type: Discrete	Valid cases: 0 (0)
Format: numeric	Invalid: 0 (0)
Width: 1	
Decimals: 0	
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: 0 (0)
Format: numeric	Invalid: 0 (0)
Width: 1	
Decimals: 0	
Range: 1-5	

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

File: EPC-DataSet

**Overview**

Type: Discrete	Valid cases: 0 (0)
Format: numeric	Invalid: 0 (0)
Width: 1	
Decimals: 0	
Range: 1-2	

## 7. If no explain why (Q7\_SPEC)

File: EPC-DataSet

**Overview**

Type: Discrete  
 Format: numeric  
 Width: 1  
 Decimals: 0  
 Range: 1-4

Valid cases: 0 (0)  
 Invalid: 0 (0)

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

File: EPC-DataSet

**Overview**

Type: Discrete  
 Format: numeric  
 Width: 1  
 Decimals: 0  
 Range: 1-2

Valid cases: 0 (0)  
 Invalid: 0 (0)

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

File: EPC-DataSet

**Overview**

Type: Discrete  
 Format: numeric  
 Width: 2  
 Decimals: 0  
 Range: 1-19

Valid cases: 0 (0)  
 Invalid: 0 (0)

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

File: EPC-DataSet

**Overview**

Type: Discrete  
 Format: numeric  
 Width: 1  
 Decimals: 0  
 Range: 1-3

Valid cases: 0 (0)  
 Invalid: 0 (0)

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

File: EPC-DataSet

**Overview**

Type: Discrete  
 Format: numeric  
 Width: 2  
 Decimals: 0  
 Range: 1-11

Valid cases: 0 (0)  
 Invalid: 0 (0)

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

File: EPC-DataSet

### Overview

Type: Discrete	Valid cases: 0 (0)
Format: numeric	Invalid: 0 (0)
Width: 1	
Decimals: 0	
Range: 1-2	

## 12. If no explain why (Q12\_SPEC)

File: EPC-DataSet

### Overview

Type: Discrete	Valid cases: 0 (0)
Format: numeric	Invalid: 0 (0)
Width: 1	
Decimals: 0	
Range: 1-4	

## 13\_1\_a. Telephone Services (Q13\_1\_A)

File: EPC-DataSet

### Overview

Type: Discrete	Valid cases: 0 (0)
Format: numeric	Invalid: 0 (0)
Width: 1	
Decimals: 0	
Range: 1-4	

## 13\_1. Telephone - Why (Q13\_1\_A\_SPEC)

File: EPC-DataSet

### Overview

Type: Discrete	Valid cases: 0 (0)
Format: numeric	Invalid: 0 (0)
Width: 2	
Decimals: 0	
Range: 1-10	

## 13\_1\_e. Face to face (Q13\_1\_E)

File: EPC-DataSet

### Overview

Type: Discrete	Valid cases: 0 (0)
Format: numeric	Invalid: 0 (0)
Width: 1	
Decimals: 0	
Range: 1-4	

## 13\_1\_e. Face to face - Why (Q13\_1\_E\_SPEC)

File: EPC-DataSet

**Overview**

Type: Discrete	Valid cases: 0 (0)
Format: numeric	Invalid: 0 (0)
Width: 2	
Decimals: 0	
Range: 1-13	

## 13\_2. Supply of Electricity (Q13\_2)

File: EPC-DataSet

**Overview**

Type: Discrete	Valid cases: 0 (0)
Format: numeric	Invalid: 0 (0)
Width: 1	
Decimals: 0	
Range: 1-4	

## 13\_2\_. Supply of Electricity - Why (Q13\_2\_SPEC)

File: EPC-DataSet

**Overview**

Type: Discrete	Valid cases: 0 (0)
Format: numeric	Invalid: 0 (0)
Width: 2	
Decimals: 0	
Range: 1-12	

## 13\_3\_. Fault Service (Q13\_3)

File: EPC-DataSet

**Overview**

Type: Discrete	Valid cases: 0 (0)
Format: numeric	Invalid: 0 (0)
Width: 1	
Decimals: 0	
Range: 1-4	

## 13\_3\_Fault Service - Why (Q13\_3\_SPEC)

File: EPC-DataSet

**Overview**

Type: Discrete	Valid cases: 0 (0)
Format: numeric	Invalid: 0 (0)
Width: 2	
Decimals: 0	
Range: 1-12	



## 13\_4. Tree Clearing Services (Q13\_4)

File: EPC-DataSet

### Overview

Type: Discrete	Valid cases: 0 (0)
Format: numeric	Invalid: 0 (0)
Width: 1	
Decimals: 0	
Range: 1-4	

## 13\_4\_Tree Clearing Services- Why (Q13\_4\_SPEC)

File: EPC-DataSet

### Overview

Type: Discrete	Valid cases: 0 (0)
Format: numeric	Invalid: 0 (0)
Width: 1	
Decimals: 0	
Range: 1-8	

## 14\_1a. Samoa Observer (Q14\_1A)

File: EPC-DataSet

### Overview

Type: Discrete	Valid cases: 0 (0)
Format: numeric	Invalid: 0 (0)
Width: 1	
Decimals: 0	
Range: 0-4	

## 14\_1b. Savali (Q14\_1B)

File: EPC-DataSet

### Overview

Type: Discrete	Valid cases: 0 (0)
Format: numeric	Invalid: 0 (0)
Width: 1	
Decimals: 0	
Range: 0-4	

## 14\_1c. Newslane (Q14\_1C)

File: EPC-DataSet

### Overview

Type: Discrete	Valid cases: 0 (0)
Format: numeric	Invalid: 0 (0)
Width: 1	
Decimals: 0	
Range: 0-4	

## 14\_1d. Iniini Samoa (Q14\_1D)

File: EPC-DataSet

**Overview**

Type: Discrete  
 Format: numeric  
 Width: 1  
 Decimals: 0  
 Range: 0-4

Valid cases: 0 (0)  
 Invalid: 0 (0)

## 14\_2a. Talofa FM (Q14\_2A)

File: EPC-DataSet

**Overview**

Type: Discrete  
 Format: numeric  
 Width: 1  
 Decimals: 0  
 Range: 0-4

Valid cases: 0 (0)  
 Invalid: 0 (0)

## 14\_2b. Radio FM 98.1 (Q14\_2B)

File: EPC-DataSet

**Overview**

Type: Discrete  
 Format: numeric  
 Width: 1  
 Decimals: 0  
 Range: 0-4

Valid cases: 0 (0)  
 Invalid: 0 (0)

## 14\_2c. Radio 2AP (Q14\_2C)

File: EPC-DataSet

**Overview**

Type: Discrete  
 Format: numeric  
 Width: 1  
 Decimals: 0  
 Range: 0-4

Valid cases: 0 (0)  
 Invalid: 0 (0)

## 14\_2d. Shower of Blessings (Q14\_2D)

File: EPC-DataSet

**Overview**

Type: Discrete  
 Format: numeric  
 Width: 1  
 Decimals: 0  
 Range: 0-4

Valid cases: 0 (0)  
 Invalid: 0 (0)

## 14\_3a. EPC Website (Q14\_3A)

File: EPC-DataSet

**Overview**

Type: Discrete  
 Format: numeric  
 Width: 1  
 Decimals: 0  
 Range: 0-2

Valid cases: 0 (0)  
 Invalid: 0 (0)

## 14\_3b. EPC Email (Q14\_3B)

File: EPC-DataSet

**Overview**

Type: Discrete  
 Format: numeric  
 Width: 1  
 Decimals: 0  
 Range: 0-2

Valid cases: 0 (0)  
 Invalid: 0 (0)

## 14\_4a. TV1 (Q14\_4A)

File: EPC-DataSet

**Overview**

Type: Discrete  
 Format: numeric  
 Width: 1  
 Decimals: 0  
 Range: 0-4

Valid cases: 0 (0)  
 Invalid: 0 (0)

## 14\_4b. TV3 (Q14\_4B)

File: EPC-DataSet

**Overview**

Type: Discrete  
 Format: numeric  
 Width: 1  
 Decimals: 0  
 Range: 0-4

Valid cases: 0 (0)  
 Invalid: 0 (0)

## 14\_4c. EFKS TV (Q14\_4C)

File: EPC-DataSet

**Overview**

Type: Discrete  
 Format: numeric  
 Width: 1  
 Decimals: 0  
 Range: 0-4

Valid cases: 0 (0)  
 Invalid: 0 (0)

## 14\_4d. Kingdom TV (Q14\_4D)

File: EPC-DataSet

**Overview**

Type: Discrete  
 Format: numeric  
 Width: 1  
 Decimals: 0  
 Range: 0-4

Valid cases: 0 (0)  
 Invalid: 0 (0)

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

File: EPC-DataSet

**Overview**

Type: Discrete  
 Format: numeric  
 Width: 1  
 Decimals: 0  
 Range: 1-3

Valid cases: 0 (0)  
 Invalid: 0 (0)

## 15. If no explain why (Q15\_SPEC)

File: EPC-DataSet

**Overview**

Type: Discrete  
 Format: numeric  
 Width: 1  
 Decimals: 0  
 Range: 1-4

Valid cases: 0 (0)  
 Invalid: 0 (0)

## 16. Any further comments? (Q16)

File: EPC-DataSet

**Overview**

Type: Discrete  
 Format: numeric  
 Width: 1  
 Decimals: 0  
 Range: 1-2

Valid cases: 0 (0)  
 Invalid: 0 (0)

## 16. Comment 1 (Q16\_1)

File: EPC-DataSet

**Overview**

Type: Discrete  
 Format: numeric  
 Width: 2  
 Decimals: 0  
 Range: 1-32

Valid cases: 0 (0)  
 Invalid: 0 (0)

## 16. Comment 2 (Q16\_2)

File: EPC-DataSet

### Overview

Type: Discrete  
Format: numeric  
Width: 2  
Decimals: 0  
Range: 0-32

Valid cases: 0 (0)  
Invalid: 0 (0)

## 16. Comment 3 (Q16\_3)

File: EPC-DataSet

### Overview

Type: Discrete  
Format: numeric  
Width: 2  
Decimals: 0  
Range: 0-32

Valid cases: 0 (0)  
Invalid: 0 (0)

## 16. Comment 4 (Q16\_4)

File: EPC-DataSet

### Overview

Type: Discrete  
Format: numeric  
Width: 2  
Decimals: 0  
Range: 0-32

Valid cases: 0 (0)  
Invalid: 0 (0)

## 16. Comment 5 (Q16\_5)

File: EPC-DataSet

### Overview

Type: Discrete  
Format: numeric  
Width: 2  
Decimals: 0  
Range: 0-32

Valid cases: 0 (0)  
Invalid: 0 (0)

# Documentation

## Questionnaires

### Customer Satisfaction Survey 2014

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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 Fiaame Mataafa Faumuina Mulinu II Building (FMFMII) Matag
Description	This file is the questionnaire of the 2014 Samoa Electric Power Corporation Customer Satisfaction Survey. It is divided into 4 sections: -Type of meter user -Complaint management -Perception of services -Further comments.
Filename	C:/Users/olivierm/OneDrive - SPC/Olivier Menaouer/NADA/Samoa/SPC_WSM_2014_WSEPC_v01_M/Doc/Questionnaires/WSM_2014_EPC_Questionnaire.pdf

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## Reports

### Report of the Customer Satisfaction Survey 2014

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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 Fiaame Mataafa Faumuina Mulinu II Building (FMFMII) Matag
Description	This file is the final report of the 2014 Samoan Customer Satisfactory Survey. It contains the main results of the information collected during the survey.

	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
	C:/Users/olivierm/OneDrive - SPC/Olivier
Filename	Menaouer/NADA/Samoa/SPC_WSM_2014_WSEPC_v01_M/Doc/Reports/EPC Report of the Customer Satisfaction Survey 2014.pdf

## 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
Author(s)	Samoa Bureau of Statistics , Electric Power Corporation
Date	2014-02-06
Country	Samoa
Language	English
Description	This file is the Memorandum of Understanding to conduct the 2014 Samoan Customer Satisfactory Survey.

Filename C:/Users/olivierm/OneDrive - SPC/Olivier  
Menaouer/NADA/Samoa/SPC\_WSM\_2014\_WSEPC\_v01\_M/Doc/Technical/StatsMOU6\_Feb\_2014\_FINAL.pdf

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