

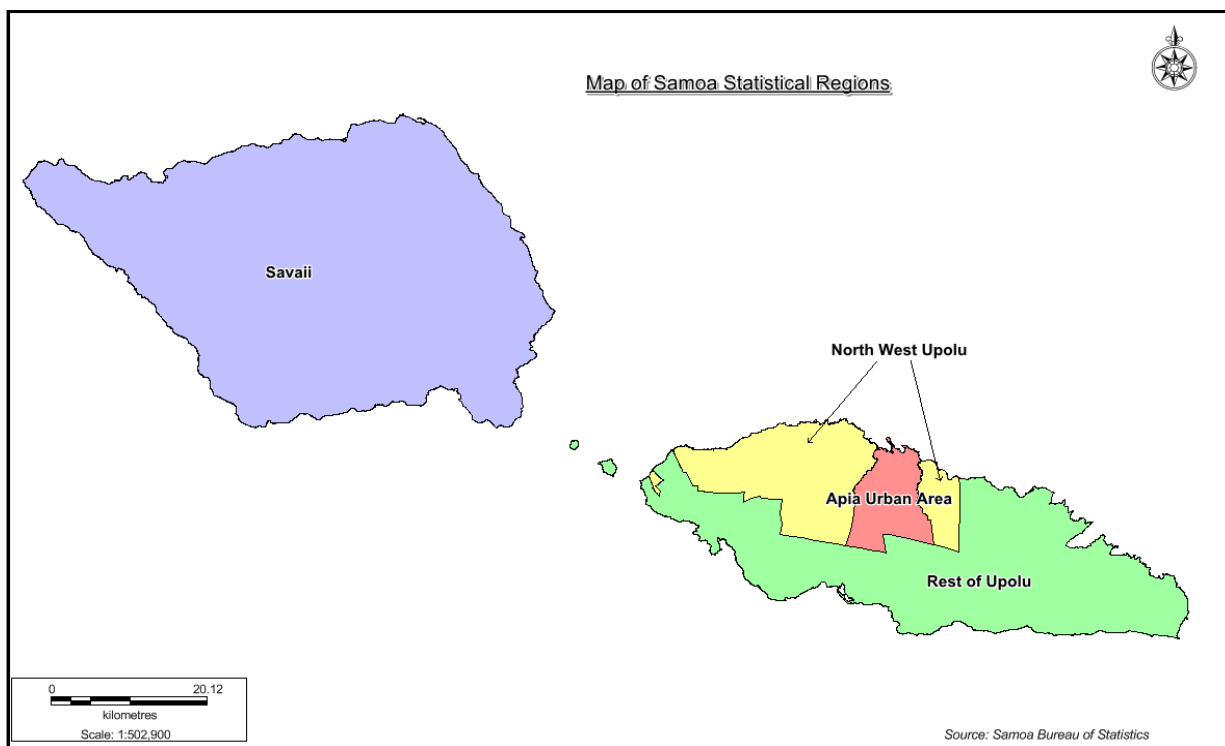


## REPORT OF THE CUSTOMER SATISFACTION SURVEY

2014



## MAP OF SAMOA STATISTICAL REGIONS



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**Census and Survey Division**

**Samoa Bureau of Statistics**

**P.O.Box 1151**

**Apia**

**Samoa**

**Email** [info.stats@sbs.gov.ws](mailto:info.stats@sbs.gov.ws)

**Phone** (685)62000/21373/62012

**Fax** (685)24675

**Website** [www.sbs.gov.ws](http://www.sbs.gov.ws)

**Location** Floor 1 and 2  
Fiame Mataafa Faumuina Mulinu II Building (FMFMII)  
Matagialalua, APIA

## PREFACE

The Samoa Bureau of Statistics (SBS) conducted the Electric Power Corporation's (EPC) Customer Satisfaction Survey in February 26th 2014. This report presents the results of a survey which was carried out in order to collect feedbacks from the corporations customers on the services provided. This is the first time EPC conducted such survey.

I would like to thank the General Manager of the Electric Power Corporation Afioga Tologatā G.L.T.Tile Leī'a for extending the invitation to the Samoa Bureau of Statistics (SBS) to be in charge of the survey at all phases namely survey design, recruitment and training, data collection, data entry, analysis, report writing and most importantly the financial arrangements to fully fund the project.

Lastly, we are very grateful to the community especially the selected households and other customers registered with the corporation who have provided their invaluable time to respond to the survey questions. To the senior staffs of SBS, we fully acknowledge your support for the pilot test.

We hope that the survey results will provide useful indicators and qualitative feedback to keep on the good work by the Electric Power Corporation.

Faamalo le galue



Muagututia Sefuiva Reupena

GOVERNMENT STATISTICIAN

## Table of Contents

|   |           |
|---|-----------|
| <b>MAP OF SAMOA STATISTICAL REGIONS .....</b>                                       | <b>2</b>  |
| <b>PREFACE .....</b>  | <b>3</b>  |
| <b>TABLES .....</b>   | <b>7</b>  |
| <b>FIGURES .....</b>  | <b>7</b>  |
| <b>SUMMARY OF FINDINGS CSS 2014 .....</b>   | <b>8</b>  |
| <b>CHAPTER 1: INTRODUCTION .....</b>  | <b>9</b>  |
| 1.1: Background .....   | 9         |
| 1.2: Objectives of the Survey .....   | 9         |
| 1.3: Sample Design and Weight .....   | 9         |
| 1.3.1: Household/domestic sample .....  | 9         |
| 1.3.2: Other Types of Customers .....   | 11        |
| 1.4 :Questionnaires .....   | 11        |
| 1.5: Training, fieldwork and data processing .....                                  | 12        |
| 1.6: Response rates .....   | 12        |
| <b>CHAPTER 2: TYPE OF METER USED AND SERVICES PROVIDED .....</b>                    | <b>14</b> |
| 2.1: Type of meter users .....  | 14        |
| 2.2: Services used by induction meter users .....                                   | 14        |
| 2.3: Induction meter users satisfaction towards EPC service providers .....         | 15        |
| 2.4: Reasons why induction meter users were not satisfied with service .....        | 15        |
| 2.5: Induction meter timely reading basis .....                                     | 16        |
| 2.6: Satisfaction towards timely basis of reading meter service .....               | 16        |
| 2.7: Reasons for unsatisfaction towards timely basis of reading meter service ..... | 17        |
| 2.8: Services used by prepayment meter users .....                                  | 17        |
| 2.9: Prepayment meter users satisfaction towards EPC service providers .....        | 18        |
| 2.10 :Reasons why prepayment meter users were not satisfied with service .....      | 18        |

|   |           |
|---|-----------|
| <b>CHAPTER 3: COMPLAINT MANAGEMENT .....</b>                              | <b>19</b> |
| 3.1a: Complaints status.....  | 19        |
| 3.1b: Recent complaints lodged .....                                      | 19        |
| 3.2: Method used to lodge complaint.....                                  | 20        |
| 3.3: Duration for complaints to resolve .....                             | 20        |
| 3.4: Satisfaction towards complaints lodge. ....                          | 21        |
| 3.5: Reasons why customers with complaints were not satisfy.....          | 21        |
| <b>CHAPTER 4: CUSTOMERS PERCEPTION OF EPC SERVICES PROVIDED .....</b>     | <b>22</b> |
| 4.1: Customers Services .....   | 22        |
| 4.1a: Telephone services.....   | 22        |
| 4.1b: Explanation of ratings for telephone services .....                 | 22        |
| 4.2a: Face to face services.....  | 23        |
| 4.2b:Explanation of ratings for face to face services .....               | 24        |
| 4.3a: Supply of electricity services.....                                 | 24        |
| 4.3b: Explanation of ratings for supply of electricity services .....     | 25        |
| 4.4a :Fault services.....   | 26        |
| 4.5a: Tree clearing services .....  | 27        |
| 4.5b: Explanation of ratings for tree clearing services.....              | 27        |
| <b>CHAPTER 5: PUBLIC AWARENESS OF EPC SERVICES.....</b>                   | <b>28</b> |
| 5.1: Public awareness by printed mediums .....                            | 28        |
| 5.2: Public awareness by radio stations .....                             | 28        |
| 5.3 :Public awareness by online mediums .....                             | 29        |
| 5.4: Public awareness by television stations .....                        | 29        |
| 5.6: Satisfaction towards public awareness .....                          | 30        |
| 5.7: Reasons why customers were not satisfied with public awareness ..... | 30        |
| <b>CHAPTER 6: CUSTOMERS RECOMMENDATIONS .....</b>                         | <b>31</b> |
| <b>CONCLUSION .....</b>   | <b>32</b> |

|                                   |    |
|-----------------------------------|----|
| RECOMMENDATION .....              | 32 |
| REFERENCES .....                  | 33 |
| APPENDIX A-SAMPLING ERRORS.....   | 34 |
| APPENDIX B-SURVEY PERSONNEL ..... | 35 |
| APPENDIX C-QUESTIONNAIRE .....    | 37 |

## TABLES

|  |    |
|--|----|
| Table 1: Summary of findings .....   | 8  |
| Table 2: Total household weighted sample size by regions.....                        | 10 |
| Table 3: Total weighted other customers sample size.....                             | 11 |
| Table 4: The household response rate for CSS 2014.....                               | 12 |
| Table 5: The other customers response rate for CSS, 2014 .....                       | 13 |
| Table 6: Type of meter used .....  | 14 |
| Table 7: Satisfaction with induction meter services provided .....                   | 15 |
| Table 8: Reasons for unsatisfaction with services provided for induction meter ..... | 16 |
| Table 9 :Timely reading of induction meter services.....                             | 16 |
| Table 10 :Satisfaction with meter reading service on monthly basis.....              | 16 |
| Table 11: Reasons for unsatisfaction with timely reading of meter services .....     | 17 |
| Table 12 :Satisfaction towards prepayment meter services.....                        | 18 |
| Table 13 :Reasons of unsatisfaction with prepayment meter services.....              | 18 |
| Table 14 :Complaints lodged status in the last 5yrs (2009-2014).....                 | 19 |
| Table 15 :List of recent complaints lodged to EPC.....                               | 20 |
| Table 16 :Method used to lodge complaint .....                                       | 20 |
| Table 17 :Duration to resolve complaints .....                                       | 21 |
| Table 18 :Satisfaction with complaints lodged.....                                   | 21 |
| Table 19: Reasons for unsatisfaction with complaints lodged.....                     | 21 |
| Table 20: Customers perception of telephone services.....                            | 22 |
| Table 21: Explanation of telephone services ratings .....                            | 23 |
| Table 22: Customers perception of face to face services.....                         | 23 |
| Table 23 :Explanation of face to face service ratings.....                           | 24 |
| Table 24 :Customers perception of supply of electricity services .....               | 25 |
| Table 25: Explanation of supply of electricity ratings.....                          | 25 |
| Table 26: Customers perception of fault services.....                                | 26 |
| Table 27 :Explanation of fault service ratings .....                                 | 26 |
| Table 28 :Customers perception of tree clearing services .....                       | 27 |
| Table 29 :Customers explanation on tree clearing service ratings.....                | 27 |
| Table 30 :Summary of the most methods used for public awareness .....                | 28 |
| Table 31 :Ranking of printed mediums for public awareness .....                      | 28 |
| Table 32 :Ranking of radio stations for public awareness .....                       | 29 |
| Table 33 :Ranking of online mediums for public awareness.....                        | 29 |
| Table 34: Ranking of televisions stations for public awareness.....                  | 30 |
| Table 35 :Satisfaction with public awareness.....                                    | 30 |
| Table 36 :Reasons for unsatisfaction with public awareness .....                     | 30 |

## FIGURES

|  |    |
|--|----|
| Figure 1 :Type of meter used .....                           | 14 |
| Figure 2 :EPC services used for paying bills .....           | 15 |
| Figure 3 :EPC services used for buying cash power units..... | 17 |

## SUMMARY OF FINDINGS CSS 2014

The high-level results of the **Customer Satisfaction Survey (CSS) 2014** for the Samoa Electric Power Corporation's (EPC) are presented in Table 1 below.

**Table 1: Summary of findings**

| <u><b>Selected CSS 2014 Variables</b></u> |   |    |
|---|---|----|
| 1   | <i>Customers satisfied (%) towards induction meter services</i>               | 98 |
|   |   |    |
| 2   | <i>Customers satisfied (%) towards timely basis of reading meter services</i> | 86 |
|   |   |    |
| 3   | <i>Customers satisfied (%) towards prepayment meter services</i>              | 87 |
|   |   |    |
| 4   | <i>Customers satisfied (%) towards services when lodging complaints</i>       | 69 |
|   |   |    |
| 5   | <i>Customers satisfied (%) towards public awareness services</i>              | 89 |



# CHAPTER 1: INTRODUCTION

## 1.1 : Background

One of the key outputs in the Samoa **Electric Power Corporation's (EPC)** Corporate Plan 2013-2015 is to improve its customer services hence the need for the corporation to conduct the **Customer Satisfaction Survey (CSS) 2014**. This survey is to measure the satisfaction level of the corporation's customers towards services it provided. A Memorandum of Understanding (MOU) was signed between the **Samoa Bureau of Statistics (SBS)** and the EPC on the 6th of February 2014 for SBS to carry out the statistical survey to be completed by the beginning of May for EPC. The **Customer Satisfaction Survey (CSS) 2014** was conducted on the domestic or household level as well as all the other types of customers registered with the corporation. This is the first time the EPC conduct such survey and this report is the analysis of the **Customer Satisfaction Survey (CSS) 2014**.

## 1.2: Objectives of the Survey

The main purpose of the CSS 2014 is to collect 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 Customer Satisfaction Survey 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.

## 1.3: Sample Design and Weight

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.

### 1.3.1: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 survey found that 50percent of respondents 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 5percent. 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 stratifying 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 for inclusion in the survey. 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.

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 interests 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 26,209 households of which 21percent were urban households and, 79 percent were rural households as shown in Table 2.

**Table 2: Total household weighted sample size by regions**

| Region<br>Distribution | Weighted<br>Percentage | Weighted<br>household | Unweighted<br>Household |
|------------------------|------------------------|-----------------------|-------------------------|
| <b>SAMOA</b>           | <b>100</b>             | <b>26,209</b>         | <b>133</b>              |
| Apia Urban Area        | 20.6                   | 5,390                 | 27                      |
| North West Upolu       | 33.5                   | 8,778                 | 44                      |
| Rest of Upolu          | 22.6                   | 5,926                 | 34                      |
| Savaii                 | 23.3                   | 6,115                 | 28                      |

### 1.3.2: 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 229customers, governments with 118customers, hotels with 75customers and industries with 47customers .

The sample size was based on a 95 percent confidence interval of  $\pm 5$  percent margin of error, assuming an 80percent 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.

**Table 3: Total weighted other customers sample size**

| Type of       | Weighted   | Weighted |       |       | Unweighted |       |       |
|---------------|------------|----------|-------|-------|------------|-------|-------|
| Customers     | percentage | Total    | Urban | Rural | Total      | Urban | Rural |
| All Customers | 100        | 3759     | 1509  | 2249  | 94         | 35    | 59    |
| Commercial    | 68.8       | 2588     | 1265  | 1323  | 45         | 22    | 23    |
| Religion      | 20.0       | 752      | 113   | 639   | 20         | 3     | 17    |
| School        | 5.5        | 206      | 46    | 161   | 9          | 2     | 7     |
| Others        | 5.7        | 213      | 86    | 127   | 20         | 8     | 12    |

### 1.4 :Questionnaires

A structured English questionnaire was prepared by 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 on 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 satisfy 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.

## 1.5: 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 26<sup>th</sup> 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 -May02nd ) to analyse and write the analysis report to meet the deadline.

## 1.6:Response rates

A total of 150households 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 **95.7percent**. The other total of 6 households which were selected but not able to answer the questionnaire because of they were not access to the electricity during the survey period and most of them were in the island of Savaii and Table 4 shows the result for household response rate.

**Table 4: The household response rate for CSS 2014**

| Household    | Households | Households | Households  | Response    |
|--------------|------------|------------|-------------|-------------|
|              | selected   | occupied   | interviewed | Rate        |
| <b>Total</b> | <b>150</b> | <b>139</b> | <b>133</b>  | <b>95.7</b> |
| AUA          | 30         | 27         | 27          | 100.0       |
| NWU          | 50         | 45         | 44          | 97.8        |
| ROU          | 35         | 35         | 34          | 97.1        |
| SAVAII       | 35         | 32         | 28          | 87.5        |

Table 5 below shows the response rate for other EPC types of customers as listed and 97 customers were found during the survey time. From those customers 94 of them were able to complete the survey while the others were no longer operated due to one destroyed by tsunami, the other changed its type to others as registered and the last one is not exists in the area of location identified with the list given .

**Table 5: The other customer's response rate for CSS, 2014**

| <b>Customer type</b> | <b>Customer type<br/>selected</b> | <b>Customer type<br/>occupied</b> | <b>Customer type<br/>completed</b> | <b>Response<br/>Rate</b> |
|----------------------|-----------------------------------|-----------------------------------|------------------------------------|--------------------------|
| <b>Total</b>         | <b>100</b>                        | <b>97</b>                         | <b>94</b>                          | <b>96.9</b>              |
| Commercial           | 50                                | 47                                | 45                                 | 95.7                     |
| Religion             | 20                                | 20                                | 20                                 | 100.0                    |
| School               | 10                                | 10                                | 9                                  | 90.0                     |
| Other                | 20                                | 20                                | 20                                 | 100.0                    |

## CHAPTER 2: TYPE OF METER USED AND SERVICES PROVIDED

This chapter will discuss what type of meters used by EPC customers and which providers that meter users always used to pay their electricity bills and buying cash power units. It will also look at the billing service in terms of timely reading and accuracy of bills measured by EPC staff. The other important issue here is the discussion of the customers satisfaction with services provided for the two types of meter users.

### 2.1: Type of meter users

The EPC provide two types of meters namely induction and prepayment to all its customers .The induction meter or the post paid is the system in which the customers used electricity first then after every months the EPC employees will read or measure the electricity used and give invoices of electricity bills to the customers. The prepayment or cash power system is the one in which the customers have to buy or pay first before electricity is used. Figure 1 and Table 6 shows that the majority of respondents (**81percent**) used the prepayment meters compares to only (**19percent**) who used the induction or reading meters.

Figure 1 :Type of meter used

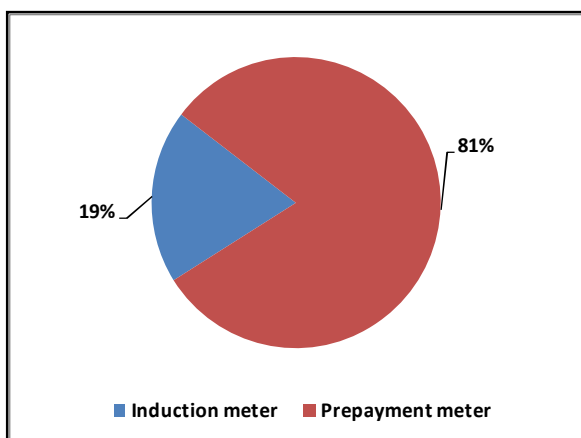


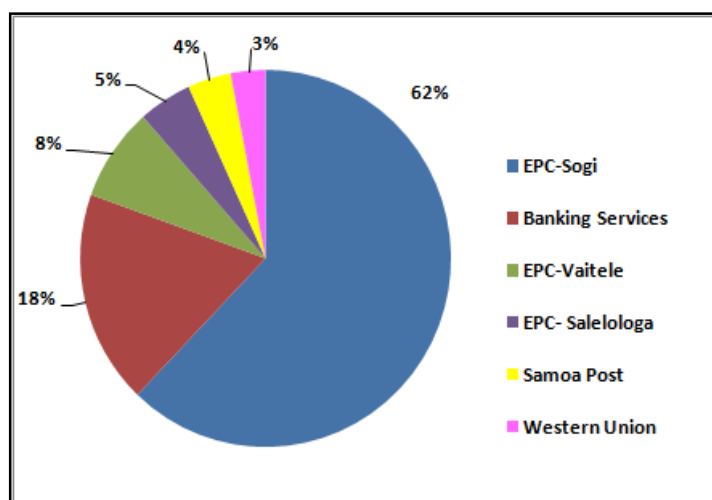
Table 6: Type of meter used

| Type of meter used | Weighted percentage | Weighted number |
|--------------------|---------------------|-----------------|
| Total              | 100.0               | 29967           |
| Induction Meter    | 19.2                | 5755            |
| Prepayment Meter   | 80.8                | 24212           |

### 2.2: Services used by induction meter users

The six major areas as shown in Figure 2 below are provided by EPC to pay the induction meter users electricity bills. Figure 2 tells that the majority of customers (**62percent**) used the EPC Sogi office followed by banking services and few with other providers. This will inform the EPC on areas with more staff to work at in order to serve their customers.

**Figure 2 :EPC services used for paying bills**



### 2.3: Induction meter users satisfaction towards EPC service providers

The satisfaction of customers on any services provided by EPC is one of the major areas in doing this survey. Significantly more respondents (**98percent**) were satisfied with the services offered for paying electricity bills than those who were not satisfy (**2percent**).

**Table 7: Satisfaction with induction meter services provided**

| Satisfaction status | Weighted percentage | Weighted number |
|---------------------|---------------------|-----------------|
| Total               | 100.00              | 5755            |
| Yes                 | 97.60               | 5617            |
| No                  | 2.40                | 138             |

### 2.4: Reasons why induction meter users were not satisfied with service

Feedbacks from the customers of the services provided is the other important areas which was target in this survey. Even though only few (**138 or 2percent**) of the induction meter users were not satisfied with the service provided , they were still questioning on the reasons of their unsatisfaction .The main issue reported here was that sometimes it took so long to serve by the main office at Sogi as shown by Table 8 below.

**Table 8: Reasons for unsatisfaction with services provided for induction meter**

| Reasons for unsatisfaction                         | Weighted percentage | Weighted number |
|--|---------------------|-----------------|
| Took so long to serve sometimes by EPC-Sogi office | 100                 | 138             |

## 2.5: Induction meter timely reading basis

Reading of induction meter or billing services on a monthly or 30day basis was one of the important services that the corporation needs their customers to report on. For all the induction meter consumers who were surveyed almost 100 percent of them (**94percent**) stated that this service is always done on a monthly basis as shown by Table 9 below.

**Table 9: Timely reading of induction meter services**

| Reading meter on monthly basis | Weighted percentage | Weighted number |
|--------------------------------|---------------------|-----------------|
| Total                          | 100.0               | 5755            |
| Yes                            | 93.8                | 5400            |
| No                             | 6.2                 | 355             |

## 2.6: Satisfaction towards timely basis of reading meter service

The customer satisfaction towards the timely reading of meters on a monthly basis also shows a significant result of **86percent** of the consumers were satisfied compares to only **14percent** who were not satisfied.

**Table 10: Satisfaction with meter reading service on monthly basis**

| Satisfaction status | Weighted percentage | Weighted number |
|---------------------|---------------------|-----------------|
| Total               | 100.0               | 5755            |
| Yes                 | 85.7                | 4931            |
| No                  | 14.3                | 824             |



## 2.7: Reasons for unsatisfaction towards timely basis of reading meter service

For customers who stated that they were not satisfy with the basis in which reading meter is done , the majority of them (**57percent**) reported that this service is not practiced on a monthly basis and this leads to a big burden due to the expensive cost from more months counted in one bill .

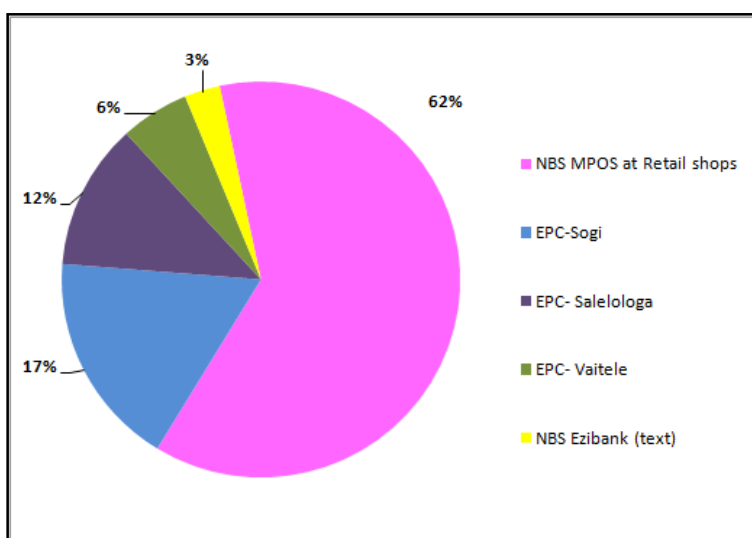
**Table 11: Reasons for unsatisfaction with timely reading of meter services**

| Reasons for unsatisfaction   | Weighted percentage | Weighted number |
|--|---------------------|-----------------|
| <b>Total</b>   | <b>100</b>          | <b>825</b>      |
| Reading meter is not in monthly basis which leads to burden with bill pilling up                             | 57.3                | 472             |
| Meter reading employees are not doing their job well   | 35.8                | 295             |
| Poor and delay of service eg-delivering of invoices to the corporations account division after meter reading | 7.0                 | 58              |

## 2.8: Services used by prepayment meter users

Customers who used the prepayment meter or cash power services are served by five main providers prepared by EPC as shown by Figure 3 below. More than half of respondents (**62percent**) reported that they were using the NBS MPOS service at retail shops to buy their cash power units and the other **48percent** used the rest of providers. This result will also inform EPC of which providers to be prioritized and provide more cash power units every time to serve their customers.

**Figure 3 :EPC services used for buying cash power units**



## 2.9: Prepayment meter users satisfaction towards EPC service providers

The satisfaction of customers with the services offered by EPC for selling cash power units is shown by Table 12 below and **87percent** of customers were satisfied compares to only **13percent** did not satisfy with the services provided.

**Table 12 :Satisfaction towards prepayment meter services**

| Satisfaction status | Weighted percentage | Weighted number |
|---------------------|---------------------|-----------------|
| Total               | 100.0               | 24212           |
| Yes                 | 87.3                | 21143           |
| No                  | 12.7                | 3069            |

## 2.10 :Reasons why prepayment meter users were not satisfied with service

Prepayment meter customers who stated that they were not satisfied with the prepayment meter services explained some of the reasons as shown by Table 13 below. The majority **82percent** of those customers noted that the availability of cash power units with retail shops is very poor in terms of out of order most of the times.

**Table 13 :Reasons of unsatisfaction with prepayment meter services**

| Reasons for unsatisfaction   | Weighted percentage | Weighted number |
|--|---------------------|-----------------|
| Total  | 100.0               | 3070            |
| Poor availability of cash power service most of the times especially with retail shops | 82.1                | 2519            |
| Problems with entering of cash power units sometimes                                   | 10.2                | 314             |
| Cash Power service is no longer 24hrs  | 7.7                 | 237             |

## CHAPTER 3: COMPLAINT MANAGEMENT

This chapter will discuss all the issues with the management of complaints lodged to EPC as follows;

- i. complaints lodged in the last 5yrs from survey period(2009-2014)
- ii. method used to lodge complaints
- iii. duration waited to resolve complaint
- iv. satisfaction with response given for complaint lodged

### 3.1a: Complaints status

Managing of complaints lodged by the customers is one of the important areas that need to be improved with the corporation service therefore a question was asked if the customers lodged any complaints in the last 5years prior to the survey period. The majority of customers (**85percent**) stated that they had never lodged any complaints while only **15percent** stated that they did so.

**Table 14: Complaints lodged status in the last 5yrs (2009-2014)**

| Complaints lodged | Weighted   | Weighted |
|-------------------|------------|----------|
| status            | percentage | number   |
| Total             | 100.0      | 29967    |
| Yes               | 14.7       | 4405     |
| No                | 85.3       | 25563    |

### 3.1b: Recent complaints lodged

The 15percent (4405) of customers who lodged a complaint were also asked to list their recent complaints and Table 15 below listed different types of complaints and most of the respondents (**19percent**) were complaining because of the problem of blank screen on their cash power box.

**Table 15 :List of recent complaints lodged to EPC**

| Complaints lodged                                    | Weighted percentage | Weighted number |
|--|---------------------|-----------------|
| <b>Total</b>   | <b>100.0</b>        | <b>4406</b>     |
| Problems with cash power faults-blank screen         | 19.4                | 855             |
| Assests destroyed due to sudden power shut down      | 14.2                | 626             |
| Problems with electric post infront of house         | 10.7                | 471             |
| Delay in service after cyclone                       | 9.6                 | 422             |
| Switching of meter type from induction to prepayment | 8.5                 | 374             |
| Unsafety of high voltage lines close to houses       | 6.0                 | 265             |
| Cash Power Units problems                            | 4.9                 | 218             |
| Power supply was very weak                           | 4.7                 | 208             |
| Problems with induction meter bills                  | 4.7                 | 207             |
| Expensive of surcharge fees                          | 4.2                 | 183             |
| Service was not fairly done among customers          | 4.5                 | 200             |
| Expensive Reconnection fee                           | 3.9                 | 174             |
| Others   | 4.6                 | 203             |

### 3.2: Method used to lodge complaint

There were three methods listed for customers to state on which option they used to lodge their complaints. More than half of the respondents (**55percent**) stated that they used the telephone followed by those (**43percent**) who used the face to face method and very few with writing methods.

**Table 16 :Method used to lodge complaint**

| Method used  | Weighted percentage | Weighted number |
|--------------|---------------------|-----------------|
| <b>Total</b> | <b>100.0</b>        | <b>4405</b>     |
| Phone        | 55.4                | 2441            |
| In Person    | 43.2                | 1904            |
| Writing      | 1.4                 | 60              |

### 3.3: Duration for complaints to resolve

Table 17below tells that most of the respondents **36percent** reported that they were waiting for **1-4days for EPC** to solve their complaints compares to **14percent** of respondents who reported that EPC had never responded at all to their problems. This is the other important areas that will assist EPC on improving its services base on the duration the customers waited to resolve the complaints.

**Table 17: Duration to resolve complaints**

| Duration waited for respond | Weighted percentage | Weighted number |
|-----------------------------|---------------------|-----------------|
| <b>Total</b>                | <b>100.0</b>        | <b>4406</b>     |
| 1-4days                     | 36.2                | 1594            |
| 1-4weeks                    | 29.0                | 1276            |
| 2-6months                   | 10.6                | 465             |
| 1-2yrs                      | 10.4                | 460             |
| Never respond at all        | 13.9                | 611             |

### 3.4: Satisfaction towards complaints lodge.

The respondents who lodged complaints were also questioned on their satisfaction with the answer given by EPC and Table 18 below tells that almost **70percent** of customers were satisfied with the respond given according to their complaints.

**Table 18: Satisfaction with complaints lodged**

| Satisfaction status | Weighted percentage | Weighted number |
|---------------------|---------------------|-----------------|
| <b>Total</b>        | <b>100.0</b>        | <b>4405</b>     |
| Yes                 | 68.7                | 3025            |
| No                  | 31.3                | 1379            |

### 3.5: Reasons why customers with complaints were not satisfy.

Although only few of the customers (**31percent**) responded that they were not satisfied with the way their complaints were resolved they were still asking on the main reasons for that. Table 19 tells that most of the respondents (**63percent**) reported that the service provided when they went to lodge their complaints was very poor.

**Table 19: Reasons for unsatisfaction with complaints lodged**

| Reasons for unsatisfaction                                       | Weighted percentage | Weighted number |
|--|---------------------|-----------------|
| <b>Total</b>   | <b>100.1</b>        | <b>1379</b>     |
| Poor service provided eg-took long to wait for complaints lodged | 63.2                | 872             |
| Incompletion of duties done                                      | 17.2                | 237             |
| No clear explanation given of surcharge fees                     | 15.4                | 212             |
| Unclear solution of complaint lodged                             | 4.3                 | 59              |

## CHAPTER 4: CUSTOMERS PERCEPTION OF EPC SERVICES PROVIDED

This chapter will discuss the perception of customers on some of the EPC services namely telephone and face to face as part of customer services, supply of electricity, fault and tree clearing services. On a scale of 1-4, where 1 is excellent, 2 is average, 3 is poor and 4 is don't know or never used the service, the customers were asked to rate each service given and provide some explanation base on their ratings.

For the fourth rank, this will tell how many of the customers do not know or never used some of the services offered by the corporation.

### 4.1: Customers Services

#### 4.1a: Telephone services

A question was asked to get feedback from the customers on how well the EPC telephone service is done. For example, how many rings before call was answered, how many referrals or transfer before the right person was reached, how well staff answer the phone not only the tone of voice, but how knowledgeable or helpful and were they able to answer the caller's queries. Table 20 below reveals that more than **50percent** of the customers don't really know or never used the telephone services of the corporation compares to **43percent** who knew and used this service. For those who used this service the majority **34percent** reported that EPC telephone service is excellent compares to only few with average and poor ratings of **5percent** each.

**Table 20: Customers perception of telephone services**

| Ratings for<br>Telephone services | Weighted<br>percentage | Weighted<br>number |
|-----------------------------------|------------------------|--------------------|
| Total                             | 100.0                  | 29967              |
| Excellent                         | 34.4                   | 10315              |
| Average                           | 4.8                    | 1442               |
| Poor                              | 4.6                    | 1382               |
| Don't Know\Never Used             | 56.2                   | 16829              |

#### 4.1b: Explanation of ratings for telephone services

The majority of customers (**75percent**) who rated telephone services as **excellent (yellow colour)** explained that the respond given on telephone when they had called was not only quick but very good as well. For the majority who reported that this service as **average (green colour)** they (**43percent**) reported that there were too many transfers. The majority (**32percent**) who stated that telephone services was **poor (blue)** explained that EPC never follow on the promises they had made on phone when they called for assistance.

**Table 21: Explanation of telephone services ratings**

| Telephone service ratings explanation             | Excellent           |                 | Average             |                 | Poor                |                 |
|---|---------------------|-----------------|---------------------|-----------------|---------------------|-----------------|
|   | Weighted percentage | Weighted number | Weighted percentage | Weighted number | Weighted percentage | Weighted number |
| <b>Total</b>                                      | <b>100.0</b>        | <b>10315</b>    | <b>100.0</b>        | <b>1442</b>     | <b>100.0</b>        | <b>1382</b>     |
| Quick and good respond                            | 75.4                | 7776            | -                   | -               | -                   | -               |
| Polite and respect the public                     | 24.6                | 2538            | -                   | -               | -                   | -               |
| Too many transfers                                | -                   | -               | 43.1                | 622             | -                   | -               |
| Sometimes too long to answer                      | -                   | -               | 30.0                | 433             | -                   | -               |
| Quick respond but slow in the implementation part | -                   | -               | 25.9                | 374             | -                   | -               |
| Need improvement with service                     | -                   | -               | 0.9                 | 13              | -                   | -               |
| Never follow on their promises                    | -                   | -               | -                   | -               | 31.6                | 437             |
| Rude and impolite on phone                        | -                   | -               | -                   | -               | 28.9                | 399             |
| Never answer the phone when call for assistance   | -                   | -               | -                   | -               | 23.7                | 328             |
| No clear explanation of problems reported         | -                   | -               | -                   | -               | 15.8                | 218             |

#### 4.2a: Face to face services

This part of the customer services asked how well were the consumers served by the EPC staff and that include services from the office on the counter to the field. It also covers other EPC services such as carrying out of survey, final inspection, connection of power, fault service (cash power/streetlight/line faults) and meter reading .The staff's physical appearances in terms of helpfulness, respectfulness or rudeness was the other main area that need customer's feedback on. Table 22 below also shows that more than half (**51percent**) of the customers stated that they had never used or did not know about this service compares to **49percent** who knew and used it. Significantly more respondents (**40percent**) stated that face to face service is excellent than those who rated the service as average(**4percent**) and poor (**5percent**).

**Table 22: Customers perception of face to face services**

| Rating for            | Weighted percentage | Weighted number |
|-----------------------|---------------------|-----------------|
| Face to face services |                     |                 |
| <b>Total</b>          | <b>100.0</b>        | <b>29967</b>    |
| Excellent             | 40.3                | 12087           |
| Average               | 4.2                 | 1268            |
| Poor                  | 4.8                 | 1426            |
| Don't know/Never Used | 50.7                | 15187           |

## 4.2b: Explanation of ratings for face to face services

The majority of customers (**97percent**) who rated face to face service as excellent explained that very good service was offered especially with facial expression and appearance shown by the EPC staffs. For customers who rated this as poor the majority (**38percent**) described that it took so long to serve by the EPC employees when they used this service.

**Table 23 :Explanation of face to face service ratings**

| Face to face services rating explanation  | Excellent  |          | Average    |          | Poor       |          |
|---|------------|----------|------------|----------|------------|----------|
|   | Weighted   | Weighted | Weighted   | Weighted | Weighted   | Weighted |
|   | percentage | number   | percentage | number   | percentage | number   |
| <b>Total</b>  | 100.0      | 12087    | 100.0      | 1268     | 100        | 1426     |
| Very good service especially with facial expression and appearance                                      | 96.9       | 11716    | -          | -        | -          | -        |
| Great explanation of problems faced   | 2.1        | 256      | -          | -        | -          | -        |
| Always give chance to any request given   | 1.0        | 115      | -          | -        | -          | -        |
| Sometimes took long to serve  | -          | -        | 41.4       | 525      | -          | -        |
| Facial expression sometimes are tough   | -          | -        | 32.5       | 412      | -          | -        |
| Unsafe implementation of their jobs sometimes especially linesmen                                       | -          | -        | 15.8       | 200      | -          | -        |
| Need improvement of service especially meter readers  | -          | -        | 8.5        | 108      | -          | -        |
| Only good when face to face but never put request into practised  | -          | -        | 1.8        | 23       | -          | -        |
| Took so long to serve   | -          | -        | -          | -        | 38.2       | 545      |
| Impoliteness of meter readers   | -          | -        | -          | -        | 28.8       | 411      |
| Need clear explanation of survey conducted by EPC-team  | -          | -        | -          | -        | 15.8       | 226      |
| Meter readers are not doing their job very well   | -          | -        | -          | -        | 12.2       | 174      |
| Induction meter invoices should be carefully placed somewhere safe if no one is available to receive it | -          | -        | -          | -        | 4.8        | 68       |

## 4.3a: Supply of electricity services

This refers to the reliability of the power supply in terms of generators, transmission, distribution lines and meters. It is interesting to notice that the service for supply of electricity results shows that the majority of customers (**70percent**) used this service compares to the last two services of telephone and face to face. A significant result is shown here as more customers (**70percent**) stated that this service is excellent compares to those with poor ratings (**2percent**)



**Table 24: Customers perception of supply of electricity services**

| Rating for                     | Weighted   | Weighted |
|--------------------------------|------------|----------|
| Supply of electricity services | percentage | number   |
| Total                          | 100.0      | 29967    |
| Excellent                      | 69.6       | 20871    |
| Average                        | 24.5       | 7333     |
| Poor                           | 2.4        | 709      |
| Don't know\Never Used          | 3.5        | 1055     |

#### 4.3b: Explanation of ratings for supply of electricity services

What was needed from this part of the question is to find out the reasons of the ratings as stated in the previous table. For the excellent ratings respondents more of them (**96percent**) stated that power supply is always good and hardly experienced any power shut down. For the poor ratings respondents the majority of them (**84percent**) explained the main reasons of households assets were destroyed because of power always shut down.

**Table 25: Explanation of supply of electricity ratings**

| Supply of electricity service rating explanation                                 | Excellent           |                 | Average             |                 | Poor                |                 |
|--|---------------------|-----------------|---------------------|-----------------|---------------------|-----------------|
|  | Weighted percentage | Weighted number | Weighted percentage | Weighted number | Weighted percentage | Weighted number |
| Total  | 100.0               | 20871           | 100.0               | 7333            | 100.0               | 709             |
| Hardly any power shut down most of the times                                     | 95.8                | 19995           | -                   | -               | -                   | -               |
| Always informed public of power shut down  | 3.8                 | 801             | -                   | -               | -                   | -               |
| Quick respond when problems with electricity supply is needed                    | 0.2                 | 38              | -                   | -               | -                   | -               |
| Good service with availability of cash power every time                          | 0.2                 | 38              | -                   | -               | -                   | -               |
| Power sometimes off but never informed   | -                   | -               | 59.0                | 4326            | -                   | -               |
| Power supply sometimes weak and can be noted with the noisy with refrigerators   | -                   | -               | 31.6                | 2318            | -                   | -               |
| Sometimes it took long for power to be restored                                  | -                   | -               | 5.1                 | 374             | -                   | -               |
| Public awareness of power shut down should be in advanced                        | -                   | -               | 3.5                 | 257             | -                   | -               |
| EPC should consider commercial customers with the areas they locate transformers | -                   | -               | 0.8                 | 58              | -                   | -               |
| Power always off and destroyed household assets eg. refrigerator                 | -                   | -               | -                   | -               | 83.8                | 594             |
| Public awareness with the power shut down is very poor                           | -                   | -               | -                   | -               | 16.2                | 115             |

#### 4.4a: Fault services

Fault service covers services for cash power faults, (blank screen, meter tamper) electricity faults (no/low power supply, broken/loose/hanging/burnt power lines, rotten poles and power fluctuation), street light repairs, and induction meter faults. Table 26 below tells that **50percent** of respondents used this service while the other **50percent** did not know or never used the fault services. The majority of customers (**27percent**) who used this service stated that fault service is excellent compares to **14percents** with the poor ratings.

**Table 26: Customers perception of fault services**

| Rating for<br>Fault services | Weighted<br>percentage | Weighted<br>number |
|------------------------------|------------------------|--------------------|
| Total                        | 100.0                  | 29968              |
| Excellent                    | 27.4                   | 8214               |
| Average                      | 8.9                    | 2663               |
| Poor                         | 13.5                   | 4046               |
| Don't know/Never Used        | 50.2                   | 15045              |

The majority of customers (**87percent**) who rated fault service as excellent explained that the responded given was very quickly and well served. For the majority of customers ( **62percent**) who rated this service as poor explained that this service was so poor and very slow when they needed it.

**Table 27: Explanation of fault service ratings**

| Fault service rating explanation  | Excellent              |                    | Average                |                    | Poor                   |                    |
|---|------------------------|--------------------|------------------------|--------------------|------------------------|--------------------|
|   | Weighted<br>percentage | Weighted<br>number | Weighted<br>percentage | Weighted<br>number | Weighted<br>percentage | Weighted<br>number |
| Total   | 100.0                  | 8214               | 100.0                  | 2663               | 100.0                  | 4046               |
| Quick and good respond when needed  | 86.8                   | 7133               | -                      | -                  | -                      | -                  |
| Well repairing of destroyed assets  | 10.7                   | 881                | -                      | -                  | -                      | -                  |
| Cash power available most of the time   | 2.4                    | 200                | -                      | -                  | -                      | -                  |
| Sometimes hardly informed of power shut down                                      | -                      | -                  | 38.8                   | 1032               |                        | -                  |
| Sometimes quick but sometimes slow in service                                     | -                      | -                  | 50.4                   | 1342               |                        | -                  |
| Not all the employees are well performed on field                                 | -                      | -                  | 8.7                    | 232                |                        | -                  |
| Sometimes low power supply  | -                      | -                  | 2.2                    | 58                 |                        | -                  |
| Poor and so delay with service  | -                      | -                  | -                      | -                  | 62.2                   | 2517               |
| Need improvement with public awareness of this service                            | -                      | -                  | -                      | -                  | 19.7                   | 797                |
| Power was so low which leads damages to business assets                           | -                      | -                  | -                      | -                  | 6.8                    | 276                |
| Never attended with problems reported but keep referring to customers electrician | -                      | -                  | -                      | -                  | 6.4                    | 257                |
| Never respond with problems given with lights reported                            | -                      | -                  | -                      | -                  | 4.9                    | 200                |

## 4.5a: Tree clearing services

Tree clearing is a service that EPC does to clear trees/branches affecting high voltage and low voltage lines (these are the main lines). This doesn't include service lines (from the pole to the house) the consumer is responsible for clearing trees affecting his service line. Table 28 below tells that more than half **57percent** of the customers did not know or used this service compares to **43percent** of those who used the tree clearing service. Table 27 below also tells that for those who used this service more respondents (**34percent**) stated that this service is excellent than those with poor ratings (**7percent**).

**Table 28 :Customers perception of tree clearing services**

| Rating for<br>Tree clearing services | Weighted<br>percentage | Weighted<br>number |
|--------------------------------------|------------------------|--------------------|
| Total                                | 100.0                  | 29967              |
| Excellent                            | 34.2                   | 10235              |
| Average                              | 2.6                    | 771                |
| Poor                                 | 6.8                    | 2031               |
| Don't know\Never Used                | 56.5                   | 16931              |

## 4.5b: Explanation of ratings for tree clearing services

The majority of excellent rating of service customers (**98percent**) explained that the EPC staff did a very good service as they always cleaned up every rubbish from cutting down of trees. For the poor ratings of service customers the majority (**68percent**) reported an opposite explanation of EPC staff never cleaned up what they had cut down from trees.

**Table 29 :Customers explanation on tree clearing service ratings**

| Tree clearing service rating explanation   | Excellent  |          | Average    |          | Poor       |          |
|--|------------|----------|------------|----------|------------|----------|
|  | Weighted   | Weighted | Weighted   | Weighted | Weighted   | Weighted |
|  | percentage | number   | percentage | number   | percentage | number   |
| Total  | 100.0      | 10235    | 100        | 771      | 100.0      | 2031     |
| Very good service always clean up every rubbish from tree cutting                      | 97.7       | 10004    | -          | -        | -          | -        |
| Always inform public in advance before doing their job                                 | 2.3        | 232      | -          | -        | -          | -        |
| Only picked up some of the rubbish but household cleaned up the rest                   | -          | -        | 65.0       | 501      | -          | -        |
| Sometimes delayed with cutting down of trees   | -          | -        | 34.9       | 269      | -          | -        |
| Never cleaned up what they cut down  | -          | -        | -          | -        | 68.0       | 1381     |
| Never took note of some tree branches that needed to be cut down on high voltage lines | -          | -        | -          | -        | 20.6       | 418      |
| Never informed in advance of cutting down trees  | -          | -        | -          | -        | 11.4       | 232      |

## CHAPTER 5: PUBLIC AWARENESS OF EPC SERVICES

This chapter will discuss all the methods that EPC used for its public awareness namely printed mediums or newspapers, radio stations, online mediums and televisions stations .There were four newspapers, four radio stations, two online mediums and four televisions stations EPC usually used to inform their customers on some of their advertisements and public notices. This part will assist the corporation to identify which newspaper, radio stations, online mediums and TV stations that usually used by the public in order for EPC to target and used for their future programmes to save money and times on public awareness.

In order to find out which of each method that the EPC customers always get the corporations public awareness , the respondents were asked to rank each of the methods and their examples given from 1 as the most to 3 as the least used, read, accessed, seen, or heard of and 0 code for never used.

**Table 30: Summary of the most methods used for public awareness**

| Ranking from 1-3 | Explanation                                 |
|------------------|---|
| 1                | Being the most used,read,accesed,seen,heard |
| 2                | Sometimes                                   |
| 3                | Being the least                             |
| 0                | Never used,read,accesed,seen,heard          |

### 5.1: Public awareness by printed mediums

The corporation uses four newspapers namely Samoa Observer, Iniini, Savali and Newslane for their advertisements on tender, vacancies and notice of tariff change. Respondents were asked to do their rankings for each newspaper and Table 31 below shows that for each of the four newspapers given, most of the respondents stated that they had never read any of the newspapers. However for those who did read newspaper **45percent** read the Samoa observer followed by **14percent** who read Iniini and very few or **6percent** for Newslane and **7percent** for Savali newspaper . When those respondents were asked to rank the four newspapers from 1being the most read of EPC public awareness, the **Samoa Observer** is the one with **44percent** followed by Iniini **6percent** and very few with Newslane and Savali newspaper and this is shown by Table 30 below.

**Table 31: Ranking of printed mediums for public awareness**

| Rank  | Samoa Observer | Iniini | Newslane | Savali |
|-------|----------------|--------|----------|--------|
| Total | 100.0          | 100.0  | 100.0    | 100.0  |
| 1     | 43.7           | 5.5    | 0.1      | 0.0    |
| 2     | 0.4            | 5.9    | 5.0      | 3.3    |
| 3     | 0.7            | 2.0    | 1.2      | 3.5    |
| 0     | 55.3           | 86.7   | 93.7     | 93.2   |

### 5.2: Public awareness by radio stations

The corporation uses radio for their public notices

on scheduled power shutdown or disconnection, changes to services, and conduct radio programs on issues pertaining to their services. It is interesting to note that more respondents used to listen to radio method than reading of newspaper. Table 32 below tells that the majority of respondents used to listen to Talofa FM radio (**65percent**) compares to few with Radio 2AP(**35percent**), Radio FM-98.1(**16percent**) and Shower of Blessings with only **2percent**. For the ranking of which radio stations being the most to hear of EPC public awareness **Talofa FM** is the one (**57percent**) followed by Radio 2AP (**11percent**), and very few with Talofa FM 98.1 (**2percent**) and Shower of blessings with only (**1percent**). One of the issues noted by some of the customers for hardly listening or hearing of EPC public awareness from some of the radio stations is because of the reception coverage is not good from their areas of residence.

**Table 32: Ranking of radio stations for public awareness**

| Rank         | Talofa FM    | Radio2AP     | Radio FM 98.1 | Shower of Blessings |
|--------------|--------------|--------------|---------------|---------------------|
| <b>Total</b> | <b>100.0</b> | <b>100.0</b> | <b>100.0</b>  | <b>100.0</b>        |
| <b>1</b>     | 57.1         | 11.0         | 2.4           | 0.9                 |
| <b>2</b>     | 6.2          | 21.7         | 9.5           | 0.7                 |
| <b>3</b>     | 1.4          | 1.9          | 4.3           | 1.6                 |
| <b>0</b>     | 35.2         | 65.4         | 83.8          | 96.8                |

### 5.3: Public awareness by online mediums

The corporation has a website, and they have distribution lists of consumers that they used to send email to regarding notices. Table 33 tells that the majority of respondents stated that they had never used the EPC's email (92percent) and website(95percent) . For those who used the two online mediums, the majority reported that the most online mediums that they had seen or accessed of EPC public awareness is the email (**6percent**) and very few with the website (**3percent**).

**Table 33: Ranking of online mediums for public awareness**

| Rank         | Email        | Website      |
|--------------|--------------|--------------|
| <b>Total</b> | <b>100.0</b> | <b>100.0</b> |
| <b>1</b>     | 5.8          | 2.8          |
| <b>2</b>     | 2.2          | 2.3          |
| <b>0</b>     | 92.0         | 94.9         |

### 5.4: Public awareness by television stations

The corporation uses televisions for public notices and 30 seconds advertisement for awareness on a new or change of service. It is also interesting to note that this is the other medium used by most of respondents. Table 34 below shows that TV1 (**76percent**) is the one with higher percentage of respondents who watched compares to TV3 (**34percent**), Kingdom TV (**23percent**) and EFKS TV (**17percent**). **TV1** is also the television with more

customers reported that they had mostly seen the EPC public awareness (**75percent**) followed by TV3 (**3percent**) and very few with Kingdom (**2percent**) and EFKS TV (**2percent**) respectively. The reception coverage of some TV stations to some of the respondent's place of residence is the reasons for few of them to watch or see EPC public awareness.

**Table 34: Ranking of televisions stations for public awareness**

| Rank         | TV1          | TV3          | Kingdom TV   | EFKS TV      |
|--------------|--------------|--------------|--------------|--------------|
| <b>Total</b> | <b>100.0</b> | <b>100.0</b> | <b>100.0</b> | <b>100.0</b> |
| <b>1</b>     | 75.0         | 2.9          | 1.9          | 0.2          |
| <b>2</b>     | 0.9          | 26.7         | 6.4          | 13.9         |
| <b>3</b>     | 0.2          | 4.4          | 14.6         | 3.1          |
| <b>0</b>     | 23.9         | 66.0         | 77.0         | 82.8         |

## 5.6: Satisfaction towards public awareness

Satisfaction of customers towards EPC public awareness is the other important topics in the survey .The majority of respondents (**89percent**) reported that they were satisfied with the way public awareness was done compares to the very few who were not satisfied and never known of EPC public awareness.

**Table 35: Satisfaction with public awareness**

| Satisfaction status of EPC awareness | Weighted percentage | Weighted number |
|--------------------------------------|---------------------|-----------------|
| <b>Total</b>                         | <b>100.0</b>        | <b>29968</b>    |
| Yes                                  | 89.2                | 26746           |
| No                                   | 7.2                 | 2145            |
| Do not know of                       | 3.6                 | 1077            |

## 5.7: Reasons why customers were not satisfied with public awareness

Although there were few customers who reported that they were not satisfied with EPC public awareness, they were still asking to list their reasons. Table 36 below shows the three main reasons of the customer's unsatisfaction with the awareness by EPC.

**Table 36: Reasons for unsatisfaction with public awareness**

| Reasons for unsatisfaction   | Weighted percentage | Weighted number |
|--|---------------------|-----------------|
| <b>Total</b>   | <b>100.0</b>        | <b>2145</b>     |
| Awareness programmes are not inline with what had been practised                               | 36.92               | 792             |
| Hardly seen some of the awareness programmes by EPC  | 35.76               | 767             |
| Need improvement of service in the areas of informing public in advance before power shut down | 27.32               | 586             |

## CHAPTER 6: CUSTOMERS RECOMMENDATIONS

The last chapter was open to the respondents to express any other comments that will help the EPC to better assist the customers as listed below.

|  |
|--|
| Cash power units is very expensive   |
| Induction meter is very expensive  |
| High need of Tree Clearing Service   |
| Surcharge fee is very expensive  |
| Need more lights beside the road   |
| EPC should have a facebook page  |
| Need to consider publics complaints  |
| Need more EPC-vehicles for Asau district   |
| Need clear explanation of surcharges fees  |
| All house holds should be switched to cash power   |
| Favouritism and never give chance of unrelated people  |
| Public awareness should be posted on the internet  |
| Need lights within every school/church compounds   |
| Should sell cards for cash power again in retail shops   |
| Warnings for high speed of EPC vehicles on the road  |
| Need emergencies posts/offices around the country  |
| Need 24hrs of cash power service especially Vaitete branch   |
| EPC should go back to induction meter instead of prepayment meter  |
| Consistencies with cash power units price anytime of the month   |
| Need strong power supply especially with Commercial customers  |
| Need clear explanation of EPC-Cash Power survey by EPC-Staff   |
| Need monthly basis with meter reading to avoid pilling up of bills   |
| Public should always be informed/advised of power shut down in advance   |
| Need availability of NBS-MPOS service in every village for cash power  |
| Poor public awareness in areas of switching from induction to prepayment meter                                     |
| Inspection for replacement of rotten electric post and lights at least once a month                                |
| Take into account extra charges by other retail shops for buying cash power units to non-village customers         |
| Need EPC visits for checking of faults for every school to take note of affected properties because of electricity |

## CONCLUSION

The EPC Customer Satisfaction Survey (CSS) 2014 collected information from the corporation's customers about their level of satisfaction towards different services provided. The survey also gathered qualitative comments and feedback from the customers on areas that need improvement to upgrade the service.

The survey findings indicated that the majority of customers are highly satisfied with all the services provided by the corporation. The customers perception of EPC services asked in the survey tells that the supply of electricity services is the only one with higher percentage of customers who used and knew it while the other services are in a high demand of awareness for the public. In terms of the best mediums for the corporation to invest for its public awareness, the radios and TV stations are the top rated ones . The most used radio by the customers to get EPC public awareness is Talofa FM while TV1 is the number one from all other TV stations. However Samoa Observer can be the best newspaper for public awareness as the majority of customers used to know it from this one.

It is no doubt that the CSS 2014 is a very useful strategy to monitor and evaluate the performance of the corporation in the delivery of the services to the public. All lessons learned should be used to improve and strengthen the on-going EPC services.

## RECOMMENDATION

As noted earlier, it took several months for both EPC and SBS staffs to sort out the customers list for ease of sampling selection. The main problems are as follow;

- EPC list or frame of registered customers was not well sorted in terms of place or village of residence;
- Some customers were not falling under their right category of customer types eg-some religion customers were under school type of customers;
- Frame included other types of customers which cannot be interviewed during field work eg-street lights;
- Other customers are no longer active but they are still in the frame eg-commercial customers destroyed during tsunami in 2009 and school type of customer does not exist with the place of location in the frame.

Therefore a well established and updated database for the customers registration system is highly recommended and should be has a great linkage or connection to the corporation's Geographic and Information System (GIS). This is for the Electric Power Corporation not only to easily monitor all their registered customers but for ease of identification during field work or any future customer satisfaction surveys.



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- MOH, SBS, ICF Macro(2010)    **Samoa Demographic Health Survey, 2009, Apia, Samoa, Ministry of Health, Samoa.**
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## APPENDIX A-SAMPLING ERRORS

| Variables  | Proportion (%) | Standard | Unweighted | Weighted | Design | Relative | Confidence limits |         |
|--|----------------|----------|------------|----------|--------|----------|-------------------|---------|
|  |                | Error    | number     | number   | effect | error    |                   |         |
|  | R              | SE       | N          | NW       | Deft   | SE/R     | R - 2SE           | R + 2SE |
| Customer satisfied(%) towards induction meter                        | 0.98           | 0.0052   | 61         | 5755     | 0.2671 | 0.0054   | 0.9655            | 0.9865  |
| Customer satisfied(%) towards timely basis of reading meter services | 0.86           | 0.0563   | 61         | 5755     | 1.2550 | 0.0657   | 0.7442            | 0.9693  |
| Customer satisfied(%) towards prepayment meter services              | 0.87           | 0.0282   | 166        | 24212    | 1.0910 | 0.0323   | 0.8169            | 0.9296  |
| Customer satisfied(%) towards services when lodging complaints       | 0.69           | 0.0781   | 39         | 4405     | 1.0523 | 0.1138   | 0.5305            | 0.8431  |
| Customer satisfied(%) toward spublic awareness services              | 0.90           | 0.0236   | 238        | 31291    | 1.1989 | 0.0263   | 0.8498            | 0.9443  |

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, skillful 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. For instance, in the first variable in the table - *the customer satisfied (%) towards induction meter services, the rate is 98 percent, the sampling error is 1 percent, and, there is 95 percent confidence that the true rate will falls between 97.5 percent and 99.5 percent.*

## **APPENDIX B-SURVEY PERSONNEL**

### **EPC Project Team**

Mr Masoe Iosefa Tautua

Ms Vavaemuitiiti Fepuleai

Ms Morreau Sagaga

### **SBS Project Advisor/Editor**

Ms Malaefono Taua

### **Survey Coordinator of Samoa Bureau of Statistics**

Ms Taiaopo Faumuina

### **Questionnaire Design and Survey Manuals of Instructions(SBS)**

Mr Lewis Sinclair and Ms Kaisarina Reupena

### **Fieldwork/Regional Supervisors (SBS)**

Ms Siaumau Misela and Ms Poinsettia Pao

### **Hired Enumerators**

- 1) Analiz Vaituutuu
- 2) Dora Neru
- 3) Esau Faamanatu
- 4) Faiilagi Sofo
- 5) Linda Leota
- 6) Tagat Faasolo
- 7) Tetapauline Faaulu
- 8) Setefano Collins

### **Data Manager and Computer Programmers (SBS)**

Ms Leilua Taulealo

**Assistant Computer programmer (SBS)**

Mr Junior Ah Yen

**Coders**

Faailagi Sofo, Tetapauline Faaulu and Poinsettia Pao

**Data Entry**

Ms Siaumau Misela

**Data analysis and Report writing**

Ms Taiaopo Faumuina



**Project Financial Office**

**SBS** - Corporate Services Division

**Ministry of Finance** - Budget Division

# APPENDIX C-QUESTIONNAIRE



## 1-English Version

|   |   |  |
|---|---|--|
| <br><b>EPC</b><br><small>THE POWER OF A NATION</small>   | <b>CUSTOMER SATISFACTION SURVEY-2014</b>  | <br><b>SBS</b><br><small>Samoa Bureau of Statistics</small> |
| <p><i>This Customer Satisfaction Survey, is another tool the EPC have used to collect your feedback on the services they provide. The corporation appreciate your thoughts and opinions, in order for them to improve on their services. All information given will be strictly confidential under Samoa Bureau of Statistics Act 1971. Thank you for your time.</i></p>  |   |  |
| <b>HOUSEHOLD &amp; COMMERCIAL IDENTIFICATION</b>  |   |  |
| <b>Region</b> .....   | <input style="width: 40px;" type="text"/> |  |
| <b>District</b> .....   | <input style="width: 40px;" type="text"/> |  |
| <b>Village</b> .....  | <input style="width: 40px;" type="text"/> |  |
| <b>Enumeration Area</b> .....   | <input style="width: 40px;" type="text"/> |  |
| <b>GPS</b> .....  | <input style="width: 40px;" type="text"/> |  |
| <b>Household number/Commercial number</b> .....   | <input style="width: 40px;" type="text"/> |  |
| <b>Household Head/Business Name</b><br><small>(Write the current Household/Business head name)</small>  |   |  |
| <div style="border: 1px solid black; height: 20px; width: 100%;"></div>   |   |  |
| <b>What type of consumer are you ?</b> <i>Circle the appropriate answer</i>   |   |  |
| <b>Answer</b>   | <b>1</b> Domestic                         | <b>2</b> Commercial  |
|   | <b>4</b> School                           | <b>3</b> Religion  |
|   | <b>7</b> Hotel                            | <b>5</b> Government  |
|   |   | <b>6</b> Industry  |
| <b>FOR OFFICE ONLY</b>  |   |  |
| <b>Survey Date</b>  |   |  |
| <div style="display: flex; justify-content: space-around;"> <div><input style="width: 20px;" type="text"/></div> <div><input style="width: 20px;" type="text"/></div> <div><input style="width: 20px;" type="text"/></div> <div><input style="width: 20px;" type="text"/></div> <div><input style="width: 20px;" type="text"/></div> <div><input style="width: 20px;" type="text"/></div> </div> <small>(d d m m y y y y)</small> |   |  |
| <b>Name of Supervisor</b>   |   |  |
| <div style="border: 1px solid black; height: 20px; width: 100%;"></div>   |   |  |
| <b>Name of Enumerator</b>   |   |  |
| <div style="border: 1px solid black; height: 20px; width: 100%;"></div>   |   |  |
| <b>Number and Code of visits</b>  |   |  |
| <b>Visit 1</b>  | <b>Visit 2</b>                            | <b>Visit 3</b>   |
| <input style="width: 40px;" type="text"/>   | <input style="width: 40px;" type="text"/> | <input style="width: 40px;" type="text"/>  |
| <b>Survey status/code</b>   |   |  |
| <b>Visit codes</b>  | <b>1</b> Completed                        | <b>2</b> Partially completed   |
|   | <b>4</b> Refused                          | <b>3</b> Call Back or Postponed  |
|   | <b>7</b> Building destroyed(Cyclone Evan) | <b>5</b> Household away>month  |
|   |   | <b>6</b> Vacant  |
|   |   | <b>8</b> Destroyed (other reasons)   |
| <b>Name of field Editor/Coder</b>   |   |  |
| <div style="border: 1px solid black; height: 20px; width: 100%;"></div>   |   |  |
| <b>Date :Start</b>  |   |  |
| <div style="display: flex; justify-content: space-around;"> <div><input style="width: 20px;" type="text"/></div> <div><input style="width: 20px;" type="text"/></div> <div><input style="width: 20px;" type="text"/></div> <div><input style="width: 20px;" type="text"/></div> <div><input style="width: 20px;" type="text"/></div> <div><input style="width: 20px;" type="text"/></div> </div> <small>(d d m m y y y y)</small> |   |  |
| <b>Date :End</b>  |   |  |
| <div style="display: flex; justify-content: space-around;"> <div><input style="width: 20px;" type="text"/></div> <div><input style="width: 20px;" type="text"/></div> <div><input style="width: 20px;" type="text"/></div> <div><input style="width: 20px;" type="text"/></div> <div><input style="width: 20px;" type="text"/></div> <div><input style="width: 20px;" type="text"/></div> </div> <small>(d d m m y y y y)</small> |   |  |
| <b>Name of Data Operator</b>  |   |  |
| <div style="border: 1px solid black; height: 20px; width: 100%;"></div>   |   |  |
| <b>Date :Start</b>  |   |  |
| <div style="display: flex; justify-content: space-around;"> <div><input style="width: 20px;" type="text"/></div> <div><input style="width: 20px;" type="text"/></div> <div><input style="width: 20px;" type="text"/></div> <div><input style="width: 20px;" type="text"/></div> <div><input style="width: 20px;" type="text"/></div> <div><input style="width: 20px;" type="text"/></div> </div> <small>(d d m m y y y y)</small> |   |  |
| <b>Date :End</b>  |   |  |
| <div style="display: flex; justify-content: space-around;"> <div><input style="width: 20px;" type="text"/></div> <div><input style="width: 20px;" type="text"/></div> <div><input style="width: 20px;" type="text"/></div> <div><input style="width: 20px;" type="text"/></div> <div><input style="width: 20px;" type="text"/></div> <div><input style="width: 20px;" type="text"/></div> </div> <small>(d d m m y y y y)</small> |   |  |

| A-TYPE OF METER USER  |                          |                                 |                   |                          |                  |
|---|--------------------------|---------------------------------|-------------------|--------------------------|------------------|
| 1 What type of meter are you using? <span style="float: right;">(circle the appropriate answer)</span>  |                          |                                 |                   |                          |                  |
| Induction Meter   | <input type="checkbox"/> | 1 If 1 is circled answer Q2-Q5  |                   |                          |                  |
| Prepayment meter  | <input type="checkbox"/> | 2 If 2 is circled go/skip to Q6 |                   |                          |                  |
| 2 Which of the following services do you usually use for paying your bills? <span style="float: right;">(circle the appropriate answer)</span>                        |                          |                                 |                   |                          |                  |
| EPC -Sogi   | EPC -Vaitele             | EPC -Salelologa                 | Western Union     | Samoa Post               | Banking services |
| 1   | 2                        | 3                               | 4                 | 5                        | 6                |
| 3 Are you satisfied with that service?  |                          |                                 |                   |                          |                  |
| <input type="checkbox"/> 1 Yes  |                          |                                 |                   |                          |                  |
| <input type="checkbox"/> 2 No   |                          |                                 |                   |                          |                  |
| If No(2) explain why _____  |                          |                                 |                   |                          |                  |
| 4 Is your Induction meter read on a 30day/monthly basis?  |                          |                                 |                   |                          |                  |
| <input type="checkbox"/> 1 Yes  |                          |                                 |                   |                          |                  |
| <input type="checkbox"/> 2 No   |                          |                                 |                   |                          |                  |
| 5 Are you satisfied with that service? <span style="float: right;">(after answering this question go to Q8)</span>  |                          |                                 |                   |                          |                  |
| <input type="checkbox"/> 1 Yes  |                          |                                 |                   |                          |                  |
| <input type="checkbox"/> 2 No   |                          |                                 |                   |                          |                  |
| If No(2) explain why _____  |                          |                                 |                   |                          |                  |
| 6 Which of the following services do you usually use for buying your pre-paid units or cash power? <span style="float: right;">(circle the appropriate answer)</span> |                          |                                 |                   |                          |                  |
| EPC -Sogi   | EPC -Vaitele             | EPC -Salelologa                 | NBS Ezibank(text) | NBS MPOS at Retail Shops |                  |
| 1   | 2                        | 3                               | 4                 | 5                        |                  |
| 7 Are you satisfied with that service?  |                          |                                 |                   |                          |                  |
| <input type="checkbox"/> 1 Yes  |                          |                                 |                   |                          |                  |
| <input type="checkbox"/> 2 No   |                          |                                 |                   |                          |                  |
| If No(2) explain why _____  |                          |                                 |                   |                          |                  |
| <input type="checkbox"/> 3 Never aware of EPC-programme   |                          |                                 |                   |                          |                  |
| B.COMPLAINT MANAGEMENT  |                          |                                 |                   |                          |                  |
| 8 Did you lodge a complaint with the Corporation in the last 5 years? <span style="float: right;">(circle the appropriate answer)</span>                              |                          |                                 |                   |                          |                  |
| <input type="checkbox"/> 1 Yes If 1 is circled answer Q9-Q12  |                          |                                 |                   |                          |                  |
| <input type="checkbox"/> 2 No If 2 is circled go to Q13   |                          |                                 |                   |                          |                  |
| 9 What was your recent complaint about?   |                          |                                 |                   |                          |                  |
| _____   |                          |                                 |                   |                          |                  |
| 10 How did you lodge your complaint?  |                          |                                 |                   |                          |                  |
| <input type="checkbox"/> 1 Writing  |                          |                                 |                   |                          |                  |
| <input type="checkbox"/> 2 Phone  |                          |                                 |                   |                          |                  |
| <input type="checkbox"/> 3 In Person  |                          |                                 |                   |                          |                  |
| 11 How long did it take for EPC to resolve your complaint   |                          |                                 |                   |                          |                  |
| <input type="checkbox"/> 1 1-2 weeks  |                          |                                 |                   |                          |                  |
| <input type="checkbox"/> 2 3-4weeks   |                          |                                 |                   |                          |                  |
| Other specify _____   |                          |                                 |                   |                          |                  |
| 12 Were you satisfied with the response from EPC?   |                          |                                 |                   |                          |                  |
| <input type="checkbox"/> 1 Yes  |                          |                                 |                   |                          |                  |
| <input type="checkbox"/> 2 No   |                          |                                 |                   |                          |                  |
| If No(2) explain why _____  |                          |                                 |                   |                          |                  |

| C.PERCEPTION OF SERVICES |   |                          |                                   |
|--------------------------|---|--------------------------|-----------------------------------|
| <b>13</b>                | What are your views on the following services? <small>(Put rating in appropriate box)</small>   |                          |                                   |
|                          | Excellent<br><b>1</b>   | Average<br><b>2</b>      | Poor<br><b>3</b>                  |
|                          |   |                          | Don't Know/Never used<br><b>4</b> |
|                          | i) Customer services  |                          |                                   |
|                          | a-Telephone services  | <input type="checkbox"/> | Explain why                       |
|                          | b-Face to face  | <input type="checkbox"/> | Explain why                       |
|                          | ii) Supply of electricity   |                          |                                   |
|                          | iii) Fault service  |                          |                                   |
|                          | iv) Tree Clearing Services  |                          |                                   |
| <b>14</b>                | i) Which of the following print mediums do you usually get public awareness from EPC ?<br><i>Please rank from (1) being the most read to (4) being the least read of (0) never read a newspaper</i>                 |                          |                                   |
|                          | <b>Print Media</b>  |                          |                                   |
|                          | Samoa Observer  | <input type="checkbox"/> | Newline                           |
|                          | Savali  | <input type="checkbox"/> | Iniini Samoa                      |
|                          | ii) Which of the following radio stations do you usually get public awareness from EPC ?<br><i>Please rank from (1) being the most heard of to (4) being the least heard of (0) never listen to radios</i>          |                          |                                   |
|                          | <b>Radio</b>  |                          |                                   |
|                          | Talofa FM   | <input type="checkbox"/> | Radio 2AP                         |
|                          | Radio FM 98.1   | <input type="checkbox"/> | Shower of Blessings               |
|                          | iii) Which of the following online mediums do you usually get public awareness from EPC ?<br><i>Please rank from (1) being the most accessed/seen (2) being the least accessed/seen (0) never used online media</i> |                          |                                   |
|                          | <b>Online Media</b>   |                          |                                   |
|                          | EPC website   | <input type="checkbox"/> | EPC Email                         |
|                          | iv) Which of the following television stations do you usually get public awareness from EPC ?<br><i>Please rank from (1) being the most seen/heard of to (4) being the least seen/heard of (0) never watched TV</i> |                          |                                   |
|                          | <b>Television</b>   |                          |                                   |
|                          | TV1   | <input type="checkbox"/> | EFKS TV                           |
|                          | TV3   | <input type="checkbox"/> | Kingdom TV                        |
| <b>15</b>                | Are you satisfied with EPC's delivery of its public awareness?  |                          |                                   |
|                          | <input type="checkbox"/> 1 Yes  |                          |                                   |
|                          | <input type="checkbox"/> 2 No   |                          |                                   |
|                          | If No(2) explain why  |                          |                                   |
|                          |   |                          |                                   |
|                          |   |                          |                                   |
| D-FURTHER COMMENTS       |   |                          |                                   |
| <b>16</b>                | Any further comments  |                          |                                   |
|                          | <b>1</b>  |                          |                                   |
|                          |   |                          |                                   |
|                          | <b>2</b>  |                          |                                   |
|                          |   |                          |                                   |
|                          | <b>3</b>  |                          |                                   |
|                          |   |                          |                                   |
|                          | <b>4</b>  |                          |                                   |
|                          |   |                          |                                   |

## 2-Samoan version

|   |  |   |
|---|--|---|
|  <p><b>EPC</b><br/>The Power of a Nation</p>   | <p><b>PEPA FESILI MO I LATOU O LOO FAAOGAINA LE ELETISE</b></p> <p><b>2014</b></p> |  <p><b>SBS</b><br/>Samoan Broadcasting Service</p> |
| <p><i>O leni pepa fesili o se auala ua faaogaina e le Faalapotopotoga o Malosiaga Faaeletise(EPC) e aoina mai ai ou manatu i la latou auunaga. O le a taliaina ma faaogaina ou manatu, i na ia mafai ona toe faaleleia ai la latou auunaga. Mo le silafia o faamatalaga uma o le a tuuina mai o le a malupuipua i lalo o le tulafono a le Ofisa o Fuiaumera Faamaumauina a le Malo o Samoa. Faafetai lava mo lou taimi.</i></p>   |  |   |
| <p><b>FAAILOILO O NOFOAGA E MAUA AI AIGA MA PISINISI</b></p>  |  |   |
| <p><b>Vaega o le Atunuu</b> .....</p>   | <input style="width: 50px; height: 20px;" type="text"/>                            |   |
| <p><b>Itumalo</b> .....</p>   | <input style="width: 50px; height: 20px;" type="text"/>                            |   |
| <p><b>Nuu</b> .....</p>   | <input style="width: 50px; height: 20px;" type="text"/>                            |   |
| <p><b>Poloka</b> .....</p>  | <input style="width: 50px; height: 20px;" type="text"/>                            |   |
| <p><b>GPS</b> .....</p>   | <input style="width: 50px; height: 20px;" type="text"/>                            |   |
| <p><b>Numera o le Aiga/Pisinisi</b> .....</p>   | <input style="width: 50px; height: 20px;" type="text"/>                            |   |
| <p><b>Igoa o le Ulu o le Aiga/Igoa o le Pisinisi</b></p> <p><i>(Tusi mai le ulu o le aiga o lo'o iai nei)</i></p>   |  |   |
| <p>O le a le vaega o tagata faatau o i ai oe: <i>Lio le pusa talafeagai</i></p>   |  |   |
| <p><b>Tali</b></p>  | <p><b>1</b> Fale o Aiga</p>  | <p><b>2</b> Pisinisi</p>  |
| <p><b>4</b> Aoga</p>  | <p><b>5</b> Matagaluega ma Ofisa le Malo</p>                                       | <p><b>3</b> Ekalesia</p>  |
| <p><b>7</b> Faletalimalo</p>  | <p><b>6</b> Pisinisi ma Atinae tetele</p>  |   |
| <p><b>MO NAO LE OFISA</b></p>   |  |   |
| <p><b>Aso o le Suesuega:</b></p> <div style="display: flex; align-items: center;"> <div style="border: 1px solid black; width: 20px; height: 20px; margin-right: 5px;"></div> <div style="border: 1px solid black; width: 20px; height: 20px; margin-right: 5px;"></div> <div style="border: 1px solid black; width: 20px; height: 20px; margin-right: 5px;"></div> <div style="border: 1px solid black; width: 20px; height: 20px; margin-right: 5px;"></div> <div style="border: 1px solid black; width: 20px; height: 20px; margin-right: 5px;"></div> <div style="border: 1px solid black; width: 20px; height: 20px; margin-right: 5px;"></div> <div style="border: 1px solid black; width: 20px; height: 20px; margin-right: 5px;"></div> <div style="border: 1px solid black; width: 20px; height: 20px; margin-right: 5px;"></div> </div> <p><i>(a a m m t t t t)</i></p> |  |   |
| <p><b>Igoa o le Supavaisa</b></p> <div style="border: 1px solid black; height: 20px; width: 100%;"></div>   |  |   |
| <p><b>Igoa o le Fai Fesili</b></p> <div style="border: 1px solid black; height: 20px; width: 100%;"></div>  |  |   |
| <p><b>Aofaiga o asiasiga i le Aiga/Pisinisi</b></p>   |  |   |
| <p><b>Asiasiga 1</b></p>  | <input style="width: 50px; height: 20px;" type="text"/>                            | <p><b>Asiasiga 2</b></p>  |
| <p><b>Asiasiga 3</b></p>  | <input style="width: 50px; height: 20px;" type="text"/>                            |   |
| <p><b>Tulaga i le asiaina o Aiga</b></p>  |  |   |
| <p><b>Tali</b></p>  | <p><b>1</b> Maea atoatoa</p>   | <p><b>2</b> Maea nao se vaega</p>   |
| <p><b>4</b> Lei taliaina le galuega</p>   | <p><b>5</b> Malaga ese ma le aiga &gt;3masina</p>                                  | <p><b>3</b> Tatau ona toe asia</p>  |
| <p><b>7</b> Faaleagaina le maota(Afa o Eveni)</p>   | <p><b>6</b> Tuufua</p>   | <p><b>8</b> Faaleagaina ona o nisi mafuaaga</p>   |
| <p><b>Igoa o le siaki pepa</b></p> <div style="border: 1px solid black; height: 20px; width: 100%;"></div>  |  |   |
| <p><b>Aso :Amata</b></p> <div style="display: flex; align-items: center;"> <div style="border: 1px solid black; width: 20px; height: 20px; margin-right: 5px;"></div> <div style="border: 1px solid black; width: 20px; height: 20px; margin-right: 5px;"></div> <div style="border: 1px solid black; width: 20px; height: 20px; margin-right: 5px;"></div> <div style="border: 1px solid black; width: 20px; height: 20px; margin-right: 5px;"></div> <div style="border: 1px solid black; width: 20px; height: 20px; margin-right: 5px;"></div> <div style="border: 1px solid black; width: 20px; height: 20px; margin-right: 5px;"></div> <div style="border: 1px solid black; width: 20px; height: 20px; margin-right: 5px;"></div> <div style="border: 1px solid black; width: 20px; height: 20px; margin-right: 5px;"></div> </div> <p><i>(a a m m t t t t)</i></p>         |  |   |
| <p><b>Aso :Maea</b></p> <div style="display: flex; align-items: center;"> <div style="border: 1px solid black; width: 20px; height: 20px; margin-right: 5px;"></div> <div style="border: 1px solid black; width: 20px; height: 20px; margin-right: 5px;"></div> <div style="border: 1px solid black; width: 20px; height: 20px; margin-right: 5px;"></div> <div style="border: 1px solid black; width: 20px; height: 20px; margin-right: 5px;"></div> <div style="border: 1px solid black; width: 20px; height: 20px; margin-right: 5px;"></div> <div style="border: 1px solid black; width: 20px; height: 20px; margin-right: 5px;"></div> <div style="border: 1px solid black; width: 20px; height: 20px; margin-right: 5px;"></div> <div style="border: 1px solid black; width: 20px; height: 20px; margin-right: 5px;"></div> </div> <p><i>(a a m m t t t t)</i></p>          |  |   |
| <p><b>Igoa o le ta pepa</b></p> <div style="border: 1px solid black; height: 20px; width: 100%;"></div>   |  |   |
| <p><b>Aso :Amata</b></p> <div style="display: flex; align-items: center;"> <div style="border: 1px solid black; width: 20px; height: 20px; margin-right: 5px;"></div> <div style="border: 1px solid black; width: 20px; height: 20px; margin-right: 5px;"></div> <div style="border: 1px solid black; width: 20px; height: 20px; margin-right: 5px;"></div> <div style="border: 1px solid black; width: 20px; height: 20px; margin-right: 5px;"></div> <div style="border: 1px solid black; width: 20px; height: 20px; margin-right: 5px;"></div> <div style="border: 1px solid black; width: 20px; height: 20px; margin-right: 5px;"></div> <div style="border: 1px solid black; width: 20px; height: 20px; margin-right: 5px;"></div> <div style="border: 1px solid black; width: 20px; height: 20px; margin-right: 5px;"></div> </div> <p><i>(a a m m t t t t)</i></p>         |  |   |
| <p><b>Aso :Maea</b></p> <div style="display: flex; align-items: center;"> <div style="border: 1px solid black; width: 20px; height: 20px; margin-right: 5px;"></div> <div style="border: 1px solid black; width: 20px; height: 20px; margin-right: 5px;"></div> <div style="border: 1px solid black; width: 20px; height: 20px; margin-right: 5px;"></div> <div style="border: 1px solid black; width: 20px; height: 20px; margin-right: 5px;"></div> <div style="border: 1px solid black; width: 20px; height: 20px; margin-right: 5px;"></div> <div style="border: 1px solid black; width: 20px; height: 20px; margin-right: 5px;"></div> <div style="border: 1px solid black; width: 20px; height: 20px; margin-right: 5px;"></div> <div style="border: 1px solid black; width: 20px; height: 20px; margin-right: 5px;"></div> </div> <p><i>(a a m m t t t t)</i></p>          |  |   |



### A-ITUAIGA MITA O LOO FAAOGAINA

1 O le a le ituaiga mita o loo e faaogaina? *(lio le pusa talafeagai mo le tali sa'o)*

Mita Faitau

1

*Afai e lio le 1, tali le fesili 2-5*

Mita Eletise totogi muamua

2

*Afai e lio le 2 alu i le fesili 6*

2 O le fea o auaunaga nei e pitosili ona e faaogaina mo le totogiina o lau pili moli? *(lio le pusa talafeagai mo le tali sa'o)*

| EPC -Sogi | EPC -Vaitele | EPC -Salelologa | Western Union | Falemeli | Auaunaga Faletupe |
|-----------|--------------|-----------------|---------------|----------|-------------------|
| 1         | 2            | 3               | 4             | 5        | 6                 |

3 O faamalieina oe i lena auaunaga?

1 loe

2 leai

Afai e Leai(2), faamatala mai pe ai:

4 O faitau lau mita i le ta'i 30 aso pe tai masina foi?

1 loe

2 leai

5 O faamalieina oe i lena auaunaga? *(a maea ona tali le fesili lea ona alu lea i le fesili 8)*

1 loe

2 leai

Afai e Leai(2), faamatala mai pe ai:

6 O le fea o auaunaga nei e pitosili ona e faaogaina mo le faatauina o au iunite mo le eletise totogi muamua

g

| EPC -Sogi | EPC -Vaitele | EPC -Salelologa | NBS Ezibank(text) | Masini NBS i Faleoloa |
|-----------|--------------|-----------------|-------------------|-----------------------|
| 1         | 2            | 3               | 4                 | 5                     |

7 O faamalieina oe i lena auaunaga?

1 loe

2 leai

Afai e Leai(2), faamatala mai pe ai:

## E-TALIINA O FAITIOGA/FAASEA

8 Na i ai se mataupu na ave ai sau faitioga/faasea i le Ofisa i le 5 tausaga talu ai? *(lio le pusa talafeagai mo le tali sa'o)*

1 Ioe *Afai e lio le 1, tali le fesili 9-12*

2 Leai *Afai e lio le 2 alu i le fesili 13*

9 O le a lau faitioga/faasea lata mai nei?

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10 O le a le auala sa faaoo atu ai lau faitioga/faasea?

1 Tusingusia

2 Telefoni

3 Feiloaiga

11 O le a le umi sa e faatali ai mo se tali o lau faitioga/faasea?

1 1-2 vaiaso

2 3-4 vaiaso

Isi (faailoa mai) \_\_\_\_\_

12 Sa faamalieina oe i le tali mai o le Ofisa?

1 Ioe

2 Leai

Afai e Leai(2), faamatala mai pe aisea \_\_\_\_\_

| I-FINAGALO FAAALIA I AUAUNAGA FAATINO A LE EPC  |                     |  |                                       |
|---|---------------------|--|---------------------------------------|
| <b>13</b> O le a sou finagalo i auaunaga o loo taua i lalo<br><i>(Tuu le fuainumera filifilia i atigi pusa ua saunia ma faamatala mafuaaga ua e tali ai i le faatinoina o le auaunaga)</i>  |                     |  |                                       |
| Lelei Atoatoa<br><b>1</b>   | Feololo<br><b>2</b> | Leaga<br><b>3</b>                            | Le silafia/le i faaogaina<br><b>4</b> |
| i) Auaunaga lautele<br><i>a-Auaunaga tau telefoni</i> <input type="checkbox"/> Faamatala mai pe aisea   |                     |  |                                       |
| <i>e-Feiloaiga ma le afaigaluega</i> <input type="checkbox"/> Faamatala mai pe aisea  |                     |  |                                       |
| ii) Mauaina o le eletise <input type="checkbox"/> Faamatala mai pe aisea  |                     |  |                                       |
| iii) Auaunaga mo faaletonu tau eletise <input type="checkbox"/> Faamatala mai pe aisea  |                     |  |                                       |
| iv) Auaunaga mo le kiliaina o laau <input type="checkbox"/> Faamatala mai pe aisea  |                     |  |                                       |
| <b>14</b> i) O le fea o auala o faasalalauga tau lomiga nei e masani ona e mauaina ai faasalalauga faalauiloa a le EPC?<br><i>Faamolemole faatulaga auala o faasalalauga tau lomiga mai le</i><br><i>(1) pito sili ona silasila/faitau soo i le(4) seasea ona silasila/faitau ai (0) le faitau nusipepa</i><br><u>Faasalalauga tau Lomiga</u>         |                     |  |                                       |
| Samoa Observer <input type="checkbox"/>   |                     | Newsline <input type="checkbox"/>            |                                       |
| Savali <input type="checkbox"/>   |                     | Iniini Samoa <input type="checkbox"/>        |                                       |
| ii) O le fea o auala o faasalalauga tau leitio nei e masani ona e mauaina ai faasalalauga faalauiloa a le EPC?<br><i>Faamolemole faatulaga auala o faasalalauga tau leitio mai le</i><br><i>(1) pito sili ona faafofoga soo i le(4) seasea ona faafofoga ai (0) le faalogologo leitio</i><br><u>Faasalalauga Tau Leitio</u>                           |                     |  |                                       |
| Talofa FM <input type="checkbox"/>  |                     | Radio 2AP <input type="checkbox"/>           |                                       |
| Radio FM 98.1 <input type="checkbox"/>  |                     | Shower of Blessings <input type="checkbox"/> |                                       |
| iii) O le fea o auala o fesootaiga tautekonolosi nei e masani ona e mauaina ai faasalalauga faalauiloa a le EPC?<br><i>Faamolemole faatulaga auala o fesootaiga tautekonolosi mai le</i><br><i>(1) pito sili ona silasila/maua soo i le(2) seasea ona silasila/maua ai (0) le faaogaina auala tautekonolosi</i><br><u>Faasalalauga Tau Tekonolosi</u> |                     |  |                                       |
| Aupegia Tafaillagi <input type="checkbox"/>   |                     | Imeli <input type="checkbox"/>               |                                       |
| iv) O le fea o auala o faasalalauga tau alaata nei e masani ona e mauaina ai faasalalauga faalauiloa a le EPC?<br><i>Faamolemole faatulaga auala o faasalalauga tau alaata mai le</i><br><i>(1) pito sili ona silasila/faafofoga soo i le(4) seasea ona silasila/faafofoga ai (0) le matamata TV</i><br><u>Faasalalauga Tau Ala Ata</u>               |                     |  |                                       |
| TV1 <input type="checkbox"/>  |                     | EFKS TV <input type="checkbox"/>             |                                       |
| TV3 <input type="checkbox"/>  |                     | Kingdom TV <input type="checkbox"/>          |                                       |
| <b>15</b> O faamalieina oe i le faasoaina atu o faamatalaga e ala i polokalame faalauiloa a le Ofisa?   |                     |  |                                       |
| <b>1</b> Ioe  |                     |  |                                       |
| <b>2</b> Eai<br>Afai e Leai(2), faamatala mai pe aisea  |                     |  |                                       |
| <b>3</b> E le silafia lava ia faalauiloa  |                     |  |                                       |

| O-NISI FINAGALO FAAOPOPO |                              |
|--------------------------|------------------------------|
| #                        | E iai nisi mataupu faaopopo? |
| 1                        |                              |
| 2                        |                              |
| 3                        |                              |
| 4                        |                              |