

Samoa - Electric Power Corporation Customer Satisfaction Survey 2014

Samoa Bureau of Statistics, Electric Power Corporation

Report generated on: May 26, 2025

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Identification

SURVEY ID NUMBER
WSM-SBS-EPCCSS-2014-v1

TITLE
Electric Power Corporation Customer Satisfaction Survey 2014

ABBREVIATION OR ACRONYM
EPCCSS 2014

TRANSLATED TITLE
Suesuega mo i latou o loo faogaina le eletise, 2014

COUNTRY

Name	Country code
Samoa	WSM

STUDY TYPE
Service Provision Assessments [hh/spa]

SERIES INFORMATION
The Samoa Bureau of Statistics (SBS) conducted the Electric Power Corporation's (EPC) Customer Satisfaction Survey in February 26th 2014. This is the first time EPC conducted such survey.

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

KIND OF DATA
Sample survey data [ssd]

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

Version

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

VERSION DATE
2014-04-08

Scope

NOTES

The scope of the survey consists of:

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

- Section D: comments about areas for improvement of EPC service.

TOPICS

Topic	Vocabulary
Electricity	World Bank

Coverage

GEOGRAPHIC COVERAGE

National Regional

UNIVERSE

EPC users or customers

Producers and sponsors

PRIMARY INVESTIGATORS

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

FUNDING AGENCY/SPONSOR

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

OTHER IDENTIFICATIONS/ACKNOWLEDGMENTS

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

Sampling

SAMPLING PROCEDURE

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

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

Household/domestic sample

The sample of domestic customers for the CSS 2014 was drawn from the master sample frame of the list of occupied households compiled in the most recent Population and Housing Census 2011. The sample size was based on a 95 percent confidence interval of ± 5 percent margin of error. This means that if the survey found that 50 percent of respondents were

satisfied with induction meter services of EPC, we could be 95 percent sure of getting the same result had we interviewed everyone in the population give or take 5 percent. An 80 percent response rate and a design-effect of 1.2 was used to allow for clustering of the complex design. After taking into account all those features, it resulted in the required sample size of 150 selected households.

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

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

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

Other Types of Customers

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

RESPONSE RATE

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

For other types of EPC customers in which 100 were selected, only 97 customers were found during the survey period. From these customers, 94 were able to complete the survey while the others were no longer operating due to the following reasons: one was destroyed by tsunami, another changed its customer type, and the last was not in the location previously identified in the list of sample respondents.

This is explained in the final analytical report.

WEIGHTING

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

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

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

Please refer to the final analytical report.

Data collection

DATES OF DATA COLLECTION

Start	End
2014-02-26	2014-03-26

DATA COLLECTION MODE

Face-to-face [f2f]

SUPERVISION

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

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

DATA COLLECTION NOTES

Training, fieldwork and data processing

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

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

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

DATA COLLECTORS

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

Questionnaires

QUESTIONNAIRES

A structured English questionnaire was prepared by the EPC team to collect the feedback from the corporation's customers. However, SBS made some improvements in terms of instructions between questionnaire sections in order to make the interviewing flow properly from beginning to end. The questionnaire was also translated into the Samoan language to complement the English questionnaire so that the interpretation of questions by the field enumerators was consistent in the field. A cover page of the questionnaire was also developed so that selected customer's identifications were clearly noted. The options for the survey status were also listed to account for non-coverage of EPC customers during the fieldwork.

The Survey Questionnaire consists of four sections with a cover page in the beginning for the Identification of selected households and other types of customers. Section A has seven questions about the type of meters the customers used and the service provided by EPC to pay bills and buy cash power units, and open questions to state some reasons why the customers were not satisfied with the service given by the EPC, areas of paying of electricity bills and selling cash power units. Section B contains five questions on the management of complaints lodged to the corporation and the satisfaction of

service provided. Section C asked two types of questions in which one was a rating question on the perception of the customers of the EPC service, and the second was a ranking question of the mediums that the public used to get EPC public awareness. Section D was open for the customers to list any of their comments about the service of EPC for improvement.

Data Processing

DATA EDITING

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

Data editing was done using writing option in CSPro 5.0.

Data Appraisal

ESTIMATES OF SAMPLING ERROR

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

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

Access policy

CONTACTS

Name	Affiliation	Email
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CONFIDENTIALITY

All information is protected under the Statistics Act 1971

ACCESS CONDITIONS

The EPC microdata is available for distribution as licensed-use files. Please contact the identified contact persons to request for the dataset.

Conditions for use of licensed datasets are:

- 1.The data and other materials provided by the Samoa Bureau of Statistics (SBS) will not be redistributed or sold to other individuals, institutions, or organizations without the written agreement of the SBS and Electric Power Corporation.
- 2.The data will be used for statistical and scientific research purposes only. They will be used solely for reporting of aggregated information or the development of statistical models, and not for investigation of specific individuals or organizations.
- 3.No attempt will be made to re-identify respondents, and no use will be made of the identity of any person or establishment discovered inadvertently. Any such discovery would immediately be reported to the SBS and EPC
- 4.No attempt, without prior approval, will be made to produce links among datasets provided by the SBS, or among data from the SBS and other datasets that could identify individuals or organizations, nor for destroying the business operations

of individuals or organizations.

5.Any books, articles, conference papers, theses, dissertations, reports, or other publications that employ data obtained from the SBS will cite the source of data in accordance with the Citation Requirement provided with the dataset.

6.An electronic copy of all reports and publications based on the requested data will be sent to the SBS and EPC

7.The original collector of the data, the SBS, and the relevant funding agencies bear no responsibility for use of the data or for interpretations or inferences based upon such uses.

8.The primary and other researchers who will be involved in using the data must be identified.

9.The researchers' organization must be identified as must a suitable representative of the organization who must be a signatory to the license.

10.The intended use of the data including a list of expected outputs and the organization's dissemination policy must be identified.

11. A formal agreement must be signed that the files will not be shared beyond the boundaries of the organization. In the case of a blanket agreement where it is agreed that the data can be used broadly within the receiving organization in a secure manner, the receiving organization must demonstrate a capacity to manage the data files in a secure manner (with an identified individual assigned formal responsibility for doing so) and each additional new user be made aware of the terms and conditions that apply to the data files. This must be achieved by having the users sign an affidavit. Where a blanket agreement exists and data security procedures are in place, it will not be necessary for the users to destroy the data after use is complete.

CITATION REQUIREMENTS

Samoa Bureau of Statistics, Electric Power Corporation Customer Satisfaction Survey 2014, version 1 of the public use dataset (April 2014), www.sbs.gov.ws

ACCESS AUTHORITY

Name	Affiliation	Email	URL
Government Statistician	SBS	info.stats@sbs.gov.ws	Link

Disclaimer and copyrights

DISCLAIMER

The user of the data acknowledges that Samoa Bureau of Statistics and Electric Power Corporation bear no responsibility for use of the data or for interpretations or inferences based upon such uses.

A Memorandum of Understanding between Samoa Bureau of Statistics and Electric Power Corporation was signed on February 6th 2014, for conducting the Customer Satisfaction Survey 2014 to collect feedback on the services provided by EPC to all its clients. All information and data obtained, interpreted and presented in the Report to EPC belong to EPC. Any organization that wish to use the CSS data may use it upon obtaining written approval of EPC.

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Metadata production

DDI DOCUMENT ID

DDI-WSM-SBS-EPCCSS-2014-v1

PRODUCERS

Name	Abbreviation	Affiliation	Role
Taiaopo Faumuina	TF	SBS	Study documentation

DATE OF METADATA PRODUCTION

2014-04-28

DDI DOCUMENT VERSION

Version 1-clean data anonymized, ready for public use

Data Dictionary

Data file	Cases	Variables
EPC-DataSet	250	57

Data file: EPC-DataSet

Cases: 250

Variables: 57

Variables

ID	Name	Label	Question
V55	REGION	Region	What is the region of residence/location
V56	DISTRICT	District	What is the district of residence/location
V57	VILLAGE	Village	What is the village of residence/location?
V58	EA	EA	What is the EA of residence/location?
V59	XGPS	GPS	What is the GPS number of the selected household
V60	DW_NO	Dwelling Number	What is the number of the selected customer
V61	WEIGHT	Weight	
V63	HTYPE	What type of consumer are you?	What type of meter are you using?
V71	INT_STATUS	Survey Status	Circle the status of the survey as listed
V90	Q1	1. What type of meter are you using?	What type of meter are you using?
V91	Q2	2. Which of the following services do you usually use for paying your bills?	Which of the following services do you usually use for paying your bills?
V92	Q3	3. Are you satisfied with that service?	Are you satisfied with that service?
V93	Q3_SPEC	3. If no explain why	If no explain why
V94	Q4	4. Is your Induction meter read on a 30day/monthly basis?	Is your Induction meter read on a 30day/monthly basis?
V95	Q5	5. Are you satisfied with that service?	Are you satisfied with that service?
V96	Q5_SPEC	5. If no explain why	If the answer is NO explain why
V97	Q6	6. Which of the following services do you usually use for buying your pre-paid units or cash power?	Which of the following services do you usually use for buying your pre-paid units or cash power?
V98	Q7	7. Are you satisfied with that service?	Are you satisfied with that service?
V99	Q7_SPEC	7. If no explain why	If the answer is NO explain why
V100	Q8	8. Did you lodge a complaint with the Corporation in the last 5 years?	Did you lodge a complaint with the Corporation in the last 5 years?
V101	Q9	9. What was your recent complaint about?	What was your recent complaint about?
V102	Q10	10. How did you lodge you complaint?	How did you lodge you complaint?
V103	Q11	11. How long did it take for EPC to resolve your complaint	How long did it take for EPC to resolve your complaint
V104	Q12	12. Were you satisfied with the response from EPC?	Were you satisfied with the response from EPC?
V105	Q12_SPEC	12. If no explain why	If the answer is NO explain why
V106	Q13_1_A	13_1_a. Telephone Services	What are your views of the telephone services?
V107	Q13_1_A_SPEC	13_1. Telephone - Why	Explain your reasons of ratings for telephone services
V108	Q13_1_E	13_1_e. Face to face	What are your views of face to face service?
V109	Q13_1_E_SPEC	13_1_e. Face to face - Why	Explain reasons of your ratings for face to face service
V110	Q13_2	13_2. Supply of Electricity	What are your views of supply of electricity services?
V111	Q13_2_SPEC	13_2_. Supply of Electricity - Why	Explain reasons of your ratings for supply of electricity services
V112	Q13_3	13_3_. Fault Service	What are your views of fault services?

ID	Name	Label	Question
V113	Q13_3_SPEC	13_3_Fault Service - Why	Explain reasons of your ratings for fault services .
V114	Q13_4	13_4. Tree Clearing Services	What are your views of tree clearing services?
V115	Q13_4_SPEC	13_4_Tree Clearing Services- Why	Explain reasons of your ratings for tree clearing services
V116	Q14_1A	14_1a. Samoa Observer	What is your ranking for Samoa Observer?
V117	Q14_1B	14_1b. Savali	What is your ranking for Samoa Observer?
V118	Q14_1C	14_1c. Newsline	What is your ranking for Newsline newspaper?
V119	Q14_1D	14_1d. Iniini Samoa	What is your ranking for Iniini Samoa?
V120	Q14_2A	14_2a. Talofa FM	What is your ranking for Talofa FM?
V121	Q14_2B	14_2b. Radio FM 98.1	What is your ranking for Radio FM98.1?
V122	Q14_2C	14_2c. Radio 2AP	What is your ranking for Radio 2AP?
V123	Q14_2D	14_2d. Shower of Blessings	What is your ranking for Shower of Blessings?
V124	Q14_3A	14_3a. EPC Website	What is your ranking for EPC website?
V125	Q14_3B	14_3b. EPC Email	What is your ranking of EPC email?
V126	Q14_4A	14_4a. TV1	What is your ranking for TV1?
V127	Q14_4B	14_4b. TV3	What is your ranking for TV3?
V128	Q14_4C	14_4c. EFKS TV	What is your ranking for EFKS TV?
V129	Q14_4D	14_4d. Kingdom TV	What is your ranking for Kingdom TV?
V130	Q15	15. Are you satisfied with EPC'S delivery of its public awareness?	Are you satisfied with EPC's delivery of its public awareness?
V131	Q15_SPEC	15. If no explain why	If NO explain why
V132	Q16	16. Any further comments?	Do you have any further comments?
V133	Q16_1	16. Comment 1	Other comments 1
V134	Q16_2	16. Comment 2	Other comments 2
V135	Q16_3	16. Comment 3	Other comments 3
V136	Q16_4	16. Comment 4	Other comments 4
V137	Q16_5	16. Comment 5	Other comments 5

Total: 57

REGION: Region**Data file: EPC-DataSet****Overview**

Valid: 250 Invalid: Minimum: 1 Maximum: 4
 Type: Discrete Width: 1 Range: - Format: Numeric

Questions and instructions

QUESTION PRETEXT

Write the Code of the selected Region from the household list provided

LITERAL QUESTION

What is the region of residence/location

CATEGORIES

Value	Category
1	Apia Urban Area
2	North West Upolu
3	Rest of Upolu
4	SAVAII

DISTRICT: District**Data file: EPC-DataSet****Overview**

Valid: 250 Invalid: Minimum: 1 Maximum: 47
 Type: Discrete Width: 2 Range: - Format: Numeric

Questions and instructions

QUESTION PRETEXT

Write the Code of the selected district from the household list provided

LITERAL QUESTION

What is the district of residence/location

CATEGORIES

Value	Category
1	Vaimauga East
2	Vaimauga West
3	Faleata East
4	Faleata West
5	Sagaga le Falefa
6	Sagaga le Usoga
7	Safata

8	Siumu
9	Aana Alofi 1
10	Aana Alofi 2
11	Aana Alofi 3
12	Falelatai & Samatau
13	Lefaga & Faleseela
14	Aiga i le Tai
15	Falealili
16	Lotofaga
17	Lepa
18	Aleipata itupa i Luga
19	Aleipata itupa i Lalo
20	Anoamaa East
21	Anoamaa West
22	Vaa o Fonoti
23	Gagaemauga I
24	Gagaemauga II
30	Faasaleleaga I
31	Faasaleleaga II
32	Faasaleleaga III
33	Faasaleleaga IV
34	Gagaemauga I
35	Gagaemauga II
36	Gagaemauga III
37	Gagaifomauga I
38	Gagaifomauga II
39	Gagaifomauga III
40	Vaisigano East
41	Vaisigano West
42	Falealupo
43	Alataua West
44	Salega
45	Palauli West
46	Palauli le Falefa
47	Satuipateia
48	Palauli East

VILLAGE: Village**Data file: EPC-DataSet****Overview**

Valid: 246 Invalid: 4 Minimum: 1 Maximum: 50
 Type: Discrete Width: 2 Range: - Format: Numeric

Questions and instructions

QUESTION PRETEXT

Write the Code of the selected village from the household list

LITERAL QUESTION

What is the village of residence/location?

CATEGORIES

Value	Category
1	Vailoa
2	Vaitoomuli
3	Faala
4	Moasula
5	Puleia
6	Papa
7	Tafua
8	Sagone
9	Tapueleele
10	Vaiola
11	Vaiaata
12	Vaiafai
13	Vaisaulu
14	Lalomalava
15	Safua
16	Sapoe
17	Ululoloa
18	Tuanaimato West
19	Maluafofu
20	Malifa
21	Lelata
22	Leifiifi
23	Motootua
24	Leufisa
25	Tanugamanono
26	Papauta

27	Vailima
28	Avele
29	Letava
30	Vaoala
31	Tiapapata
32	Afiamalu East
33	Afiamalu West
34	Apia
35	Tauese
36	Tufuiopa
37	Lalovaea
38	Palisi
39	Matafele
40	Mulivai
41	Tuloto
42	Togafuafua
43	Taufusi
44	Alamagoto
45	Vaimea
46	Fugalei
47	Saleufi
48	Savalalo
49	Sogi
50	Mulinuu
51	Aai o Fiti
99	

EA: EA**Data file: EPC-DataSet****Overview**

Valid: 167 Invalid: 83 Minimum: 1 Maximum: 6
 Type: Discrete Width: 2 Range: - Format: Numeric

Questions and instructions

QUESTION PRETEXT

Write Code of the selected EA for domestic customers but for other types of customers write 99

LITERAL QUESTION

What is the EA of residence/location?

CATEGORIES

Value	Category
1	Faaala-1
2	Faaala-2
3	Faaala-3
4	Faaala-4
5	Faaala-5
6	Sataua-6
7	Matavai-7
8	Matavai-8
9	Matavai-9
10	Matavai-10
11	Leauvaa-11
12	Fasito'o Uta-12
13	Faleasiu-13
99	

XGPS: GPS**Data file: EPC-DataSet****Overview**

Valid: 153 Invalid: 97

Type: Discrete Width: 6 Range: - Format: character

Questions and instructions

QUESTION PRETEXT

Write the Code of the selected GPS from the household list for domestic customers, for other customers write 999999

LITERAL QUESTION

What is the GPS number of the selected household

DW_NO: Dwelling Number**Data file: EPC-DataSet****Overview**

Valid: 250 Invalid: Minimum: 1 Maximum: 115

Type: Discrete Width: 3 Range: - Format: Numeric

Questions and instructions

QUESTION PRETEXT

Write the Code of the selected customer from the household/other customers list provided

LITERAL QUESTION

What is the number of the selected customer

WEIGHT: Weight

Data file: EPC-DataSet

Overview

Valid: 250 Invalid: Minimum: 7.8 Maximum: 218.4 Mean: 135.106 Standard deviation: 79.045
 Type: Continuous Decimal: 1 Width: 4 Range: - Format: Numeric

HTYPE: What type of consumer are you?

Data file: EPC-DataSet

Overview

Valid: 250 Valid (weighted): 33776.5 Invalid: Invalid (weighted): Minimum: 1 Maximum: 7
 Type: Discrete Width: 1 Range: - Format: Numeric

Questions and instructions

QUESTION PRETEXT

Circle the appropriate answer

LITERAL QUESTION

What type of meter are you using?

CATEGORIES

Value	Category
1	Domestic
2	Commercial
3	Religion
4	School
5	Government
6	Industry
7	Hotel

INT_STATUS: Survey Status

Data file: EPC-DataSet

Overview

Valid: 250 Invalid: Minimum: 1 Maximum: 9 Mean: 1.56 Standard deviation: 1.814
 Type: Discrete Width: 1 Range: - Format: Numeric

Questions and instructions

LITERAL QUESTION

Circle the status of the survey as listed

CATEGORIES

Value	Category
1	Completed
2	Partially Completed
3	Call Back of Postponed
4	Refused
5	Household away >month
6	Vacant
7	Building destroyed (Cyclone Evan)
8	Destroyed (Other Reasons)
9	No Electricity

Q1: 1. What type of meter are you using?

Data file: EPC-DataSet

Overview

Valid: 227 Valid (weighted): 29967.2 Invalid: 23 Invalid (weighted): 3809.3 Minimum: 1 Maximum: 2
 Type: Discrete Width: 1 Range: - Format: Numeric

Questions and instructions

QUESTION PRETEXT

Circle the appropriate code

LITERAL QUESTION

What type of meter are you using?

CATEGORIES

Value	Category
1	Induction Meter
2	Prepayment Meter
3	No Meter
Sysmiss	

QUESTION POST TEXT

If 1 is circled answer Q2-Q5 BUT if 2 is circled go/skip to Q6

Q8: 8. Did you lodge a complaint with the Corporation in the last 5 years?**Data file: EPC-DataSet****Overview**

Valid: 227 Valid (weighted): 29967.2 Invalid: 23 Invalid (weighted): 3809.3 Minimum: 1 Maximum: 2
 Type: Discrete Width: 1 Range: - Format: Numeric

Questions and instructions

QUESTION PRETEXT

Circle the appropriate code

LITERAL QUESTION

Did you lodge a complaint with the Corporation in the last 5 years?

CATEGORIES

Value	Category
1	Yes
2	No
Sysmiss	

QUESTION POST TEXT

If code 1 is circled answer Q9-Q12 but if code 2 is circled go to Q13

Q2: 2. Which of the following services do you usually use for paying your bills?**Data file: EPC-DataSet****Overview**

Valid: 61 Valid (weighted): 5754.8 Invalid: 189 Invalid (weighted): 28021.7 Minimum: 1 Maximum: 6
 Type: Discrete Width: 1 Range: - Format: Numeric

Questions and instructions

QUESTION PRETEXT

Circle the appropriate code

LITERAL QUESTION

Which of the following services do you usually use for paying your bills?

CATEGORIES

Value	Category
1	EPC-Sogi
2	EPC-Vaitele
3	EPC- Salelologa
4	Western Union
5	Samoa Post
6	Banking Services

Sysmiss	
---------	--

Q3: 3. Are you satisfied with that service?

Data file: EPC-DataSet

Overview

Valid: 61 Valid (weighted): 5754.8 Invalid: 189 Invalid (weighted): 28021.7 Minimum: 1 Maximum: 2
 Type: Discrete Width: 1 Range: - Format: Numeric

Questions and instructions

QUESTION PRETEXT

Circle the appropriate code

LITERAL QUESTION

Are you satisfied with that service?

CATEGORIES

Value	Category
1	Yes
2	No
Sysmiss	

Q3_SPEC: 3. If no explain why

Data file: EPC-DataSet

Overview

Valid: 3 Valid (weighted): 137.9 Invalid: 247 Invalid (weighted): 33638.6 Minimum: 2 Maximum: 2
 Type: Discrete Width: 1 Range: - Format: Numeric

Questions and instructions

LITERAL QUESTION

If no explain why

CATEGORIES

Value	Category
2	Took so long to serve sometimes by EPC-office Sogi
Sysmiss	

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

Data file: EPC-DataSet

Overview

Valid: 61 Valid (weighted): 5754.8 Invalid: 189 Invalid (weighted): 28021.7 Minimum: 1 Maximum: 2
 Type: Discrete Width: 1 Range: - Format: Numeric

Questions and instructions

QUESTION PRETEXT

Circle the appropriate code

LITERAL QUESTION

Is your Induction meter read on a 30day/monthly basis?

CATEGORIES

Value	Category
1	Yes
2	No
Sysmiss	

Q5: 5. Are you satisfied with that service?

Data file: EPC-DataSet

Overview

Valid: 61 Valid (weighted): 5754.8 Invalid: 189 Invalid (weighted): 28021.7 Minimum: 1 Maximum: 2
 Type: Discrete Width: 1 Range: - Format: Numeric

Questions and instructions

LITERAL QUESTION

Are you satisfied with that service?

CATEGORIES

Value	Category
1	Yes
2	No
Sysmiss	

QUESTION POST TEXT

After answering Q5 go to Q8

Q5_SPEC: 5. If no explain why

Data file: EPC-DataSet

Overview

Valid: 9 Valid (weighted): 824.1 Invalid: 241 Invalid (weighted): 32952.4 Minimum: 1 Maximum: 4
 Type: Discrete Width: 1 Range: - Format: Numeric

Questions and instructions

LITERAL QUESTION

If the answer is NO explain why

CATEGORIES

Value	Category
1	Induction meter is very expensive need to switch to C/Power again
2	Reading meter is not in monthly basis this leads to burden with bill piling up
3	Meter reading employees are not doing their job well
4	Poor and delay of service eg-delivering of invoices to the account after meter reading
Sysmiss	

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

Data file: EPC-DataSet

Overview

Valid: 166 Valid (weighted): 24212.4 Invalid: 84 Invalid (weighted): 9564.1 Minimum: 1 Maximum: 5
Type: Discrete Width: 1 Range: - Format: Numeric

Questions and instructions

QUESTION PRETEXT

Circle the appropriate code

LITERAL QUESTION

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

CATEGORIES

Value	Category
1	EPC-Sogi
2	EPC- Vaitele
3	EPC- Salelologa
4	NBS Ezibank (text)
5	NBS MPOS at Retail shops
Sysmiss	

Q7: 7. Are you satisfied with that service?

Data file: EPC-DataSet

Overview

Valid: 166 Valid (weighted): 24212.4 Invalid: 84 Invalid (weighted): 9564.1 Minimum: 1 Maximum: 2

Type: Discrete Width: 1 Range: - Format: Numeric

Questions and instructions

QUESTION PRETEXT

Circle the appropriate code

LITERAL QUESTION

Are you satisfied with that service?

CATEGORIES

Value	Category
1	Yes
2	No
3	Never aware of EPC programme
Sysmiss	

Q7_SPEC: 7. If no explain why

Data file: EPC-DataSet

Overview

Valid: 22 Valid (weighted): 3069.3 Invalid: 228 Invalid (weighted): 30707.2 Minimum: 1 Maximum: 4
Type: Discrete Width: 1 Range: - Format: Numeric

Questions and instructions

LITERAL QUESTION

If the answer is NO explain why

CATEGORIES

Value	Category
1	Cash Power service is no longer 24hrs
2	Poor availability of cash power most of the times
3	Cash power units should be sold at least one of the village retail shops
4	Problems with entering of cash power units sometimes
9	Not stated
Sysmiss	

Q9: 9. What was your recent complaint about?

Data file: EPC-DataSet

Overview

Valid: 39 Valid (weighted): 4404.7 Invalid: 211 Invalid (weighted): 29371.8 Minimum: 1 Maximum: 19
Type: Discrete Width: 2 Range: - Format: Numeric

Questions and instructions

QUESTION PRETEXT

Circle appropriate answer

LITERAL QUESTION

What was your recent complaint about?

CATEGORIES

Value	Category
1	Problems with cash power faults-blank screen
2	Problems with Electric Post in front of house
3	Power supply was very weak
4	Assets destroyed due to sudden power shut down
5	Switching meter type from induction to prepay meter
6	Service was not fairly done among customers
7	Expensive Reconnection fee
8	Expensive of surcharge fee
9	Delay in service after cyclone
10	Safety of high voltage close by
11	Problems with induction meter bills
12	Need of sub-meter for business
13	Overcharge of bills
15	Cash Power Units
16	Incompletion of job requested only put on electric post but no light
17	Consider after hours problems with electric power esp with companies
18	Problems with under-ground lines which caused fire and damages to submeter
19	Expensive cost of electric post for school compound
Sysmiss	

Description

UNIVERSE

Customers who lodged a complaint

Q10: 10. How did you lodge your complaint?

Data file: EPC-DataSet

Overview

Valid: 39 Valid (weighted): 4404.7 Invalid: 211 Invalid (weighted): 29371.8 Minimum: 1 Maximum: 3
 Type: Discrete Width: 1 Range: - Format: Numeric

Questions and instructions

QUESTION PRETEXT

Circle appropriate answer

LITERAL QUESTION

How did you lodge your complaint?

CATEGORIES

Value	Category
1	Writing
2	Phone
3	In Person
Sysmiss	

Description

UNIVERSE

Customers who lodged a complaint

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

Data file: EPC-DataSet

Overview

Valid: 39 Valid (weighted): 4404.7 Invalid: 211 Invalid (weighted): 29371.8 Minimum: 1 Maximum: 11
 Type: Discrete Width: 2 Range: - Format: Numeric

Questions and instructions

QUESTION PRETEXT

Circle appropriate answer

LITERAL QUESTION

How long did it take for EPC to resolve your complaint

CATEGORIES

Value	Category
1	1-2 weeks
2	3-4 weeks
3	1 day
4	2 months
5	4 months
6	2-4 days
7	1year
8	Never respond at all

9	More than a year
10	6 months
11	2 years
Sysmiss	

Description

UNIVERSE

Customers who lodged a complaint

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

Data file: EPC-DataSet

Overview

Valid: 39 Valid (weighted): 4404.7 Invalid: 211 Invalid (weighted): 29371.8 Minimum: 1 Maximum: 2
 Type: Discrete Width: 1 Range: - Format: Numeric

Questions and instructions

QUESTION PRETEXT

Circle appropriate answer

LITERAL QUESTION

Were you satisfied with the response from EPC?

CATEGORIES

Value	Category
1	Yes
2	No
Sysmiss	

Description

UNIVERSE

Customers who lodged a complaint

Q12_SPEC: 12. If no explain why

Data file: EPC-DataSet

Overview

Valid: 13 Valid (weighted): 1379.4 Invalid: 237 Invalid (weighted): 32397.1 Minimum: 1 Maximum: 4
 Type: Discrete Width: 1 Range: - Format: Numeric

Questions and instructions

LITERAL QUESTION

If the answer is NO explain why

CATEGORIES

Value	Category
1	No clear explanation given of surcharge fees
2	Poor service provide -eg-took long to wait for complaints lodged
3	Unclear solution of complaint lodged
4	Incompletion of duties done
9	Not stated
Sysmiss	

Q13_1_A: 13_1_a. Telephone Services

Data file: EPC-DataSet

Overview

Valid: 227 Valid (weighted): 29967.2 Invalid: 23 Invalid (weighted): 3809.3 Minimum: 1 Maximum: 4
 Type: Discrete Width: 1 Range: - Format: Numeric

Questions and instructions

QUESTION PRETEXT

Put ratings of 1 for excellent, 2 for Average, 3 for Poor and 4 for Dont know/never used in appropriate box provided

LITERAL QUESTION

What are your views of the telephone services?

CATEGORIES

Value	Category
1	Excellent
2	Average
3	Poor
4	Don't Know\Never Used
Sysmiss	

Q13_1_A_SPEC: 13_1. Telephone - Why

Data file: EPC-DataSet

Overview

Valid: 108 Valid (weighted): 13138.6 Invalid: 142 Invalid (weighted): 20637.9 Minimum: 1 Maximum: 10
 Type: Discrete Width: 2 Range: - Format: Numeric

Questions and instructions

LITERAL QUESTION

Explain your reasons of ratings for telephone services

CATEGORIES

Value	Category
1	Quick and good respond
2	Polite and respect the public
3	Sometimes too long to answer
4	Too many transfers
5	Quick respond but slow in the implementation part
6	Need improvement with service
7	Never answer the phone when call for assistance
8	Rude and impolite on phone
9	Never follow on their promises
10	No clear explanation of problems reported
Sysmiss	

Q13_1_E: 13_1_e. Face to face

Data file: EPC-DataSet

Overview

Valid: 227 Valid (weighted): 29967.2 Invalid: 23 Invalid (weighted): 3809.3 Minimum: 1 Maximum: 4
 Type: Discrete Width: 1 Range: - Format: Numeric

Questions and instructions

QUESTION PRETEXT

Put ratings of 1 for excellent, 2 for Average, 3 for Poor and 4 for Dont know/never used in appropriate box provided

LITERAL QUESTION

What are your views of face to face service?

CATEGORIES

Value	Category
1	Excellent
2	Average
3	Poor
4	Don't know/Never Used
Sysmiss	

Q13_1_E_SPEC: 13_1_e. Face to face - Why**Data file: EPC-DataSet****Overview**

Valid: 122 Valid (weighted): 14780.1 Invalid: 128 Invalid (weighted): 18996.4 Minimum: 1 Maximum: 13
 Type: Discrete Width: 2 Range: - Format: Numeric

Questions and instructions

LITERAL QUESTION

Explain reasons of your ratings for face to face service

CATEGORIES

Value	Category
1	Very good service especially with facial expression and appearance
2	Always give chance to any requests given
3	Great explanation of problems faced
4	Sometimes took long to serve
5	Facial expression sometimes are tough
6	Unsafe implementation of their jobs especially linesmen
7	Need improvement of service especially meter readers
8	Only good when face to face but never put request into practised
9	Impoliteness of meter readers
10	Induction meter invoices should be carefully placed somewhere safe if no one is available to receive it
11	Need clear explanation of survey conducted by EPC-team
12	Took long to serve
13	Impoliteness of meter readers
Sysmiss	

Q13_2: 13_2. Supply of Electricity**Data file: EPC-DataSet****Overview**

Valid: 227 Valid (weighted): 29967.2 Invalid: 23 Invalid (weighted): 3809.3 Minimum: 1 Maximum: 4
 Type: Discrete Width: 1 Range: - Format: Numeric

Questions and instructions

QUESTION PRETEXT

Put ratings of 1 for excellent, 2 for Average, 3 for Poor and 4 for Dont know/never used in appropriate box provided

LITERAL QUESTION

What are your views of supply of electricity services?

CATEGORIES

Value	Category
1	Excellent
2	Average
3	Poor
4	Don't know\Never Used
Sysmiss	

Q13_2_SPEC: 13_2_. Supply of Electricity - Why

Data file: EPC-DataSet

Overview

Valid: 219 Valid (weighted): 28912.5 Invalid: 31 Invalid (weighted): 4864 Minimum: 1 Maximum: 12
 Type: Discrete Width: 2 Range: - Format: Numeric

Questions and instructions

LITERAL QUESTION

Explain reasons of your ratings for supply of electricity services

CATEGORIES

Value	Category
1	Hardly any power shut down most of the times
2	Always informed public of power shut down
3	Quick respond when problems with supply of electricity is needed
4	Good service with availability of cash power every time
5	Power shut down and never been informed
6	Never informed power shut down in advanced
7	Power supply sometimes weak and can be noted with the noisy with refrigerators
8	Sometimes it took long for power to be restored
9	Public awareness of power shut down should be in advanced
10	EPC should consider commercial customers with the areas they locate transformers
11	Power is always off and destroy household assets eg. refrigerator
12	Public awareness with the power shut down is very poor
Sysmiss	

Q13_3: 13_3_. Fault Service

Data file: EPC-DataSet

Overview

Valid: 227 Valid (weighted): 29967.2 Invalid: 23 Invalid (weighted): 3809.3 Minimum: 1 Maximum: 4
 Type: Discrete Width: 1 Range: - Format: Numeric

Questions and instructions

QUESTION PRETEXT

Put ratings of 1 for excellent, 2 for Average, 3 for Poor and 4 for Dont know/never used in appropriate box provided

LITERAL QUESTION

What are your views of fault services?

CATEGORIES

Value	Category
1	Excellent
2	Average
3	Poor
4	Don't know/Never Used
Sysmiss	

Q13_3_SPEC: 13_3_Fault Service - Why

Data file: EPC-DataSet

Overview

Valid: 117 Valid (weighted): 14922.4 Invalid: 133 Invalid (weighted): 18854.1 Minimum: 1 Maximum: 12
Type: Discrete Width: 2 Range: - Format: Numeric

Questions and instructions

LITERAL QUESTION

Explain reasons of your ratings for fault services .

CATEGORIES

Value	Category
1	Quick and good respond when needed
2	Well repairing of destroyed assets
3	Cash power available most of the times
4	Sometimes hardly informed of power shut down
5	Sometimes quick but sometimes slow in service
6	Not all the employees are well performed on field
7	Sometimes low power supply
8	Never respond with problems given with lights reported
9	Poor and so delay with sevice
10	Need improvement with public awareness of this service
11	Never attended with problems reported but keep referring to customers eletrician
12	Power was so low which leads damages to business assets
Sysmiss	

Q13_4: 13_4. Tree Clearing Services

Data file: EPC-DataSet

Overview

Valid: 227 Valid (weighted): 29967.2 Invalid: 23 Invalid (weighted): 3809.3 Minimum: 1 Maximum: 4
 Type: Discrete Width: 1 Range: - Format: Numeric

Questions and instructions

QUESTION PRETEXT

Put ratings of 1 for excellent, 2 for Average, 3 for Poor and 4 for Dont know/never used in appropriate box provided

LITERAL QUESTION

What are your views of tree clearing services?

CATEGORIES

Value	Category
1	Excellent
2	Average
3	Poor
4	Don't know\Never Used
Sysmiss	

Q13_4_SPEC: 13_4_Tree Clearing Services- Why

Data file: EPC-DataSet

Overview

Valid: 90 Valid (weighted): 13036.6 Invalid: 160 Invalid (weighted): 20739.9 Minimum: 1 Maximum: 8
 Type: Discrete Width: 1 Range: - Format: Numeric

Questions and instructions

LITERAL QUESTION

Explain reasons of your ratings for tree clearing services

CATEGORIES

Value	Category
1	Very good service always clean up every rubbish from tree cutting
2	Always inform public in advance before doing their job
3	Only picked up some of the rubbish but household cleaned up the rest
4	Sometimes delay with cutting down of trees
6	Never clean up what they cut down
7	Never took note of some tree branches that need to be cut down on high voltage lines

8	Never inform in advance of cutting down trees
Sysmiss	

Q14_1A: 14_1a. Samoa Observer

Data file: EPC-DataSet

Overview

Valid: 227 Valid (weighted): 29967.2 Invalid: 23 Invalid (weighted): 3809.3 Minimum: Maximum: 4
 Type: Discrete Width: 1 Range: - Format: Numeric

Questions and instructions

QUESTION PRETEXT

Which print mediums do you usually get public awareness from EPC?
 Please rank from (1)-being the most heard of to (4)being the least read of (0) never read a newspaper

LITERAL QUESTION

What is your ranking for Samoa Observer?

CATEGORIES

Value	Category
	never read a newspaper
1	Being the most read
2	Being the second most read
3	Being the third most read
4	Being the least read
Sysmiss	

Q14_1B: 14_1b. Savali

Data file: EPC-DataSet

Overview

Valid: 227 Valid (weighted): 29967.2 Invalid: 23 Invalid (weighted): 3809.3 Minimum: Maximum: 4
 Type: Discrete Width: 1 Range: - Format: Numeric

Questions and instructions

QUESTION PRETEXT

Which print mediums do you usually get public awareness from EPC?
 Please rank from (1)-being the most heard of to (4)being the least read of (0) never read a newspaper

LITERAL QUESTION

What is your ranking for Samoa Observer?

CATEGORIES

Value	Category
	never read a newspaper
1	Being the most read
2	Being the second most read
3	Being the third most read
4	Being the least read
Sysmiss	

Q14_1C: 14_1c. Newsline

Data file: EPC-DataSet

Overview

Valid: 227 Valid (weighted): 29967.2 Invalid: 23 Invalid (weighted): 3809.3 Minimum: Maximum: 4
 Type: Discrete Width: 1 Range: - Format: Numeric

Questions and instructions

QUESTION PRETEXT

Which print mediums do you usually get public awareness from EPC?
 Please rank from (1)-being the most heard of to (4)being the least read of (0) never read a newspaper

LITERAL QUESTION

What is your ranking for Newsline newspaper?

CATEGORIES

Value	Category
	never read a newspaper
1	Being the most read
2	Being the second most read
3	Being the third most read
4	Being the least read
Sysmiss	

Q14_1D: 14_1d. Iniini Samoa

Data file: EPC-DataSet

Overview

Valid: 227 Valid (weighted): 29967.2 Invalid: 23 Invalid (weighted): 3809.3 Minimum: Maximum: 4
 Type: Discrete Width: 1 Range: - Format: Numeric

Questions and instructions

QUESTION PRETEXT

Which print mediums do you usually get public awareness from EPC?

Please rank from (1)-being the most heard of to (4)being the least read of (0) never read a newspaper

LITERAL QUESTION

What is your ranking for Iniini Samoa?

CATEGORIES

Value	Category
	never read a newspaper
1	Being the most read
2	Being the second most read
3	Being the third most read
4	Being the least read
Sysmiss	

Q14_2A: 14_2a. Talofa FM

Data file: EPC-DataSet

Overview

Valid: 227 Valid (weighted): 29967.2 Invalid: 23 Invalid (weighted): 3809.3 Minimum: Maximum: 4
Type: Discrete Width: 1 Range: - Format: Numeric

Questions and instructions

QUESTION PRETEXT

Which radio stations do you usually get public awareness from EPC?

Please rank from (1)-being the most heard of to (4)being the least heard of (0) never listen to radios

LITERAL QUESTION

What is your ranking for Talofa FM?

CATEGORIES

Value	Category
	E le faafofoga i se leitio
1	Being the most listened to
2	Being the second most listened to
3	Being the third most listened to
4	Being the least listened to
Sysmiss	

Q14_2B: 14_2b. Radio FM 98.1

Data file: EPC-DataSet

Overview

Valid: 227 Valid (weighted): 29967.2 Invalid: 23 Invalid (weighted): 3809.3 Minimum: Maximum: 4

Type: Discrete Width: 1 Range: - Format: Numeric

Questions and instructions

QUESTION PRETEXT

Which radio stations do you usually get public awareness from EPC?
Please rank from (1)-being the most heard of to (4)being the least heard of (0) never listen to radios

LITERAL QUESTION

What is your ranking for Radio FM98.1?

CATEGORIES

Value	Category
	E le faafofoga i se leitio
1	Being the most listened to
2	Being the second most listened to
3	Being the third most listened to
4	Being the least listened to
Sysmiss	

Q14_2C: 14_2c. Radio 2AP

Data file: EPC-DataSet

Overview

Valid: 227 Valid (weighted): 29967.2 Invalid: 23 Invalid (weighted): 3809.3 Minimum: Maximum: 4
Type: Discrete Width: 1 Range: - Format: Numeric

Questions and instructions

QUESTION PRETEXT

Which radio stations do you usually get public awareness from EPC?
Please rank from (1)-being the most heard of to (4)being the least heard of (0) never listen to radios

LITERAL QUESTION

What is your ranking for Radio 2AP?

CATEGORIES

Value	Category
	E le faafofoga i se leitio
1	Being the most listened to
2	Being the second most listened to
3	Being the third most listened to
4	Being the least listened to
Sysmiss	

Q14_2D: 14_2d. Shower of Blessings

Data file: EPC-DataSet

Overview

Valid: 227 Valid (weighted): 29967.2 Invalid: 23 Invalid (weighted): 3809.3 Minimum: Maximum: 4
 Type: Discrete Width: 1 Range: - Format: Numeric

Questions and instructions

QUESTION PRETEXT

Which radio stations do you usually get public awareness from EPC?
 Please rank from (1)-being the most heard of to (4)being the least heard of (0) never listen to radios

LITERAL QUESTION

What is your ranking for Shower of Blessings?

CATEGORIES

Value	Category
	E le faafofoga i se leitio
1	Being the most listened to
2	Being the second most listened to
3	Being the third most listened to
4	Being the least listened to
Sysmiss	

Q14_3A: 14_3a. EPC Website

Data file: EPC-DataSet

Overview

Valid: 227 Valid (weighted): 29967.2 Invalid: 23 Invalid (weighted): 3809.3 Minimum: Maximum: 2
 Type: Discrete Width: 1 Range: - Format: Numeric

Questions and instructions

QUESTION PRETEXT

Which online mediums do you usually get public awareness from EPC?
 Please rank from (1)-being the most accessed/seen of to (4)being the least accessed/seen (0) never read used online media

LITERAL QUESTION

What is your ranking for EPC website?

CATEGORIES

Value	Category
	Do not visit any EPC's website or email
1	Being the most visited
2	Being the least visited

Sysmiss

Q14_3B: 14_3b. EPC Email

Data file: EPC-DataSet

Overview

Valid: 227 Valid (weighted): 29967.2 Invalid: 23 Invalid (weighted): 3809.3 Minimum: Maximum: 2
 Type: Discrete Width: 1 Range: - Format: Numeric

Questions and instructions

QUESTION PRETEXT

Which online mediums do you usually get public awareness from EPC?
 Please rank from (1)-being the most accessed/seen of to (4)being the least accessed/seen (0) never read used online media

LITERAL QUESTION

What is your ranking of EPC email?

CATEGORIES

Value	Category
	Do not visit any EPC's website or email
1	Being the most visited
2	Rarely visited
Sysmiss	

Q14_4A: 14_4a. TV1

Data file: EPC-DataSet

Overview

Valid: 227 Valid (weighted): 29967.2 Invalid: 23 Invalid (weighted): 3809.3 Minimum: Maximum: 4
 Type: Discrete Width: 1 Range: - Format: Numeric

Questions and instructions

QUESTION PRETEXT

Which television stations do you usually get public awareness from EPC?
 Please rank from (1)-being the most seen/heard of to (4)being the least seen (0) never watched TV

LITERAL QUESTION

What is your ranking for TV1?

CATEGORIES

Value	Category
	Do not watch any tv
1	Being the most watched

2	Being the second most watched
3	Being the third most watched
4	Being the least watched
Sysmiss	

Q14_4B: 14_4b. TV3

Data file: EPC-DataSet

Overview

Valid: 227 Valid (weighted): 29967.2 Invalid: 23 Invalid (weighted): 3809.3 Minimum: Maximum: 4
 Type: Discrete Width: 1 Range: - Format: Numeric

Questions and instructions

QUESTION PRETEXT

Which televisions stations do you usually get public awarenes from EPC?
 Please rank from (1)-being the most seen/heard of to (4)being the least seen (0) never watched TV

LITERAL QUESTION

What is your ranking forTV3?

CATEGORIES

Value	Category
	Do not watch any tv
1	Being the most watched
2	Being the second most watched
3	Being the third most watched
4	Being the least watched
Sysmiss	

Q14_4C: 14_4c. EFKS TV

Data file: EPC-DataSet

Overview

Valid: 227 Valid (weighted): 29967.2 Invalid: 23 Invalid (weighted): 3809.3 Minimum: Maximum: 4
 Type: Discrete Width: 1 Range: - Format: Numeric

Questions and instructions

QUESTION PRETEXT

Which televisions stations do you usually get public awarenes from EPC?
 Please rank from (1)-being the most seen/heard of to (4)being the least seen (0) never watched TV

LITERAL QUESTION

What is your ranking forEFKS TV?

CATEGORIES

Value	Category
	Do not watch any tv
1	Being the most watched
2	Being the second most watched
3	Being the third most watched
4	Being the least watched
Sysmiss	

Q14_4D: 14_4d. Kingdom TV

Data file: EPC-DataSet

Overview

Valid: 227 Valid (weighted): 29967.2 Invalid: 23 Invalid (weighted): 3809.3 Minimum: Maximum: 4
 Type: Discrete Width: 1 Range: - Format: Numeric

Questions and instructions

QUESTION PRETEXT

Which television stations do you usually get public awareness from EPC?
 Please rank from (1)-being the most seen/heard of to (4)being the least seen (0) never watched TV

LITERAL QUESTION

What is your ranking for Kingdom TV?

CATEGORIES

Value	Category
	Do not watch any tv
1	Being the most watched
2	Being the second most watched
3	Being the third most watched
4	Being the least watched
Sysmiss	

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

Data file: EPC-DataSet

Overview

Valid: 227 Valid (weighted): 29967.2 Invalid: 23 Invalid (weighted): 3809.3 Minimum: 1 Maximum: 3
 Type: Discrete Width: 1 Range: - Format: Numeric

Questions and instructions

LITERAL QUESTION

Are you satisfied with EPC's delivery of its public awareness?

CATEGORIES

Value	Category
1	Yes
2	No
3	Do not know of any EPC's awareness program
Sysmiss	

Q15_SPEC: 15. If no explain why

Data file: EPC-DataSet

Overview

Valid: 12 Valid (weighted): 2144.7 Invalid: 238 Invalid (weighted): 31631.8 Minimum: 1 Maximum: 4
 Type: Discrete Width: 1 Range: - Format: Numeric

Questions and instructions

LITERAL QUESTION

If NO explain why

CATEGORIES

Value	Category
1	Sometimes power shut down but never informed
2	Hardly seen some of the awareness programmes by EPC
3	Awareness programmes are not inline with what are been practised
4	Need improvement of service in the areas of informing public in advance before power shut down
Sysmiss	

Q16: 16. Any further comments?

Data file: EPC-DataSet

Overview

Valid: 227 Valid (weighted): 29967.2 Invalid: 23 Invalid (weighted): 3809.3 Minimum: 1 Maximum: 2
 Type: Discrete Width: 1 Range: - Format: Numeric

Questions and instructions

LITERAL QUESTION

Do you have any further comments?

CATEGORIES

Value	Category
1	Yes
2	No
Sysmiss	

Q16_1: 16. Comment 1**Data file: EPC-DataSet****Overview**

Valid: 175 Valid (weighted): 23007 Invalid: 75 Invalid (weighted): 10769.5 Minimum: 1 Maximum: 32
 Type: Discrete Width: 2 Range: - Format: Numeric

Questions and instructions

LITERAL QUESTION

Other comments 1

CATEGORIES

Value	Category
1	Cost of C/Power units is very expensive
2	Everything is ok with EPC-Service
3	Should sell cards for cash power again in retail shops
4	Public should always be informed/advised of power shut down
5	High need of Tree Clearing Service
6	Need availability of NBS-MPOS service in every village for cash power
7	Need clear explanation of EPC-Cash Power survey by EPC-Staff
8	Consider extra charges by other retail shops for buying cash power units to non-village customers
9	Need to carefully considered public complaints
10	Need more lights beside the road
11	Induction meter invoices should be carefully placed somewhere safe if no one is available to receive it
12	All holds should be switched to Cash Power
13	Favouritism and never give chance of unrelated pple
14	Induction meter is very expensive
15	Need monthly basis with meter reading to avoid problems of expensive in paying of bills
16	Need clear explanation of surcharges fees
17	Need strong power supply esp with Commercial Customers
18	Surcharge fee is very expensive
19	Need 24hrs of service esp Vaitele branch
20	EPC should go back to Induction meter instead of prepay meter
21	Poor public awareness in areas of switching from Induction to Prepaid meter

22	Public awareness should be posted on the internet
23	Need emergencies branches around the country
24	Poor management
25	High speed of EPC vehicles on the road
26	EPC should have a facebook page
27	Need lights withing every school/church compounds
28	Problems with cash power units
29	Consistencies with cash power units cost aytime of the month
30	Need more EPC-vehicles for Asau district
31	Inspection for replacement of rotten electric post and lights at least once a month
32	Need EPC visits for checking of faults and other problems for every school to take note of affected properties because of eletricity
Sysmiss	

Description

UNIVERSE

Q9-Q12_SPEC_Customers who lodged a complaint

Q16_2: 16. Comment 2

Data file: EPC-DataSet

Overview

Valid: 175 Valid (weighted): 23007 Invalid: 75 Invalid (weighted): 10769.5 Minimum: Maximum: 31
 Type: Discrete Width: 2 Range: - Format: Numeric

Questions and instructions

LITERAL QUESTION

Other comments 2

CATEGORIES

Value	Category
	None
1	Cost of C/Power units is very expensive
2	Everything is ok with EPC-Service
3	Should sell cards for cash power again in retail shops
4	Public shoud always be informed/advised of power shut down
5	High need of Tree Clearing Service
6	Need availability of NBS-MPOS service in every village for cash power
7	Need clear explanation of EPC-Cash Power survey by EPC-Staff
8	Consider extra charges by other retail shops for buying cash power units to non-village customers

9	Need to carefully considered publics complaints
10	Need more lights beside the road
11	Induction meter invoices should be carefully placed somewhere safe if no one is available to receive it
12	All hholds should be switched to Cash Power
13	Favourtism and never give chance of unrelated pple
14	Induction meter is very expensive
15	Need monthly basis with meter reading to avoid problems of expensive in paying of bills
16	Need clear explanation of surcharges fees
17	Need strong power supply esp with Commercial Customers
18	Surcharge fee is very expensive
19	Need 24hrs of service esp Vaitele branch
20	EPC should go back to Induction meter instead of prepay meter
21	Poor public awareness in areas of switching from Induction to Prepaid meter
22	Public awareness should be posted on the internet
23	Need emergencies branches around the country
24	Poor management
25	High speed of EPC vehicles on the road
26	EPC should have a facebook page
27	Need lights withing every school/church compounds
28	Problems with cash power units
29	Consistencies with cash power units cost aytime of the month
30	Need more EPC-vehicles for Asau district
31	Inspection for replacement of rotten electric post and lights at least once a month
32	Need EPC visits for checking of faults and other problems for every school to take note of affected properties because of eletricity
Sysmiss	

Q16_3: 16. Comment 3

Data file: EPC-DataSet

Overview

Valid: 55 Valid (weighted): 7088.7 Invalid: 195 Invalid (weighted): 26687.8 Minimum: Maximum: 31
 Type: Discrete Width: 2 Range: - Format: Numeric

Questions and instructions

LITERAL QUESTION

Other comments 3

CATEGORIES

Value	Category
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	No Comment
1	Cost of C/Power units is very expensive
2	Everything is ok with EPC-Service
3	Should sell cards for cash power again in retail shops
4	Public should always be informed/advised of power shut down
5	High need of Tree Clearing Service
6	Need availability of NBS-MPOS service in every village for cash power
7	Need clear explanation of EPC-Cash Power survey by EPC-Staff
8	Consider extra charges by other retail shops for buying cash power units to non-village customers
9	Need to carefully consider public complaints
10	Need more lights beside the road
11	Induction meter invoices should be carefully placed somewhere safe if no one is available to receive it
12	All holds should be switched to Cash Power
13	Favouritism and never give chance of unrelated people
14	Induction meter is very expensive
15	Need monthly basis with meter reading to avoid problems of expensive in paying of bills
16	Need clear explanation of surcharge fees
17	Need strong power supply esp with Commercial Customers
18	Surcharge fee is very expensive
19	Need 24hrs of service esp Vaitele branch
20	EPC should go back to Induction meter instead of prepay meter
21	Poor public awareness in areas of switching from Induction to Prepaid meter
22	Public awareness should be posted on the internet
23	Need emergency branches around the country
24	Poor management
25	High speed of EPC vehicles on the road
26	EPC should have a facebook page
27	Need lights with every school/church compounds
28	Problems with cash power units
29	Inconsistencies with cash power units cost anytime of the month
30	Need more EPC-vehicles for Asau district
31	Inspection for replacement of rotten electric post and lights at least once a month
32	Need EPC visits for checking of faults and other problems for every school to take note of affected properties because of electricity
Sysmiss	

Q16_4: 16. Comment 4

Data file: EPC-DataSet

Overview

Valid: 11 Valid (weighted): 1555.2 Invalid: 239 Invalid (weighted): 32221.3 Minimum: Maximum:
 Type: Discrete Width: 2 Range: - Format: Numeric

Questions and instructions

LITERAL QUESTION

Other comments 4

CATEGORIES

Value	Category
	None
1	Cost of C/Power units is very expensive
2	Everything is ok with EPC-Service
3	Should sell cards for cash power again in retail shops
4	Public should always be informed/advised of power shut down
5	High need of Tree Clearing Service
6	Need availability of NBS-MPOS service in every village for cash power
7	Need clear explanation of EPC-Cash Power survey by EPC-Staff
8	Consider extra charges by other retail shops for buying cash power units to non-village customers
9	Need to carefully consider public complaints
10	Need more lights beside the road
11	Induction meter invoices should be carefully placed somewhere safe if no one is available to receive it
12	All holds should be switched to Cash Power
13	Favouritism and never give chance of unrelated people
14	Induction meter is very expensive
15	Need monthly basis with meter reading to avoid problems of expensive in paying of bills
16	Need clear explanation of surcharges fees
17	Need strong power supply esp with Commercial Customers
18	Surcharge fee is very expensive
19	Need 24hrs of service esp Vaitele branch
20	EPC should go back to Induction meter instead of prepay meter
21	Poor public awareness in areas of switching from Induction to Prepaid meter
22	Public awareness should be posted on the internet
23	Need emergency branches around the country
24	Poor management
25	High speed of EPC vehicles on the road
26	EPC should have a facebook page
27	Need lights withing every school/church compounds
28	Problems with cash power units
29	Consistencies with cash power units cost anytime of the month

30	Need more EPC-vehicles for Asau district
31	Inspection for replacement of rotten electric post and lights at least once a month
32	Need EPC visits for checking of faults and other problems for every school to take note of affected properties because of electricity
Sysmiss	

Q16_5: 16. Comment 5

Data file: EPC-DataSet

Overview

Valid: Valid (weighted): Invalid: 250 Invalid (weighted): 33776.5
 Type: Discrete Width: 2 Range: - Format: Numeric

Questions and instructions

LITERAL QUESTION

Other comments 5

CATEGORIES

Value	Category
	None
1	Cost of C/Power units is very expensive
2	Everything is ok with EPC-Service
3	Should sell cards for cash power again in retail shops
4	Public should always be informed/advised of power shut down
5	High need of Tree Clearing Service
6	Need availability of NBS-MPOS service in every village for cash power
7	Need clear explanation of EPC-Cash Power survey by EPC-Staff
8	Consider extra charges by other retail shops for buying cash power units to non-village customers
9	Need to carefully consider public complaints
10	Need more lights beside the road
11	Induction meter invoices should be carefully placed somewhere safe if no one is available to receive it
12	All holds should be switched to Cash Power
13	Favouritism and never give chance of unrelated people
14	Induction meter is very expensive
15	Need monthly basis with meter reading to avoid problems of expensive in paying of bills
16	Need clear explanation of surcharges fees
17	Need strong power supply esp with Commercial Customers
18	Surcharge fee is very expensive
19	Need 24hrs of service esp Vaitele branch
20	EPC should go back to Induction meter instead of prepay meter

21	Poor public awareness in areas of switching from Induction to Prepaid meter
22	Public awareness should be posted on the internet
23	Need emergencies branches around the country
24	Poor management
25	High speed of EPC vehicles on the road
26	EPC should have a facebook page
27	Need lights withing every school/church compounds
28	Problems with cash power units
29	Consistencies with cash power units cost anytime of the month
30	Need more EPC-vehicles for Asau district
31	Inspection for replacement of rotten electric post and lights at least once a month
32	Need EPC visits for checking of faults and other problems for every school to take note of affected properties because of eletricity
Sysmiss	

