Analysis of the Results of the Leadership and Vision Survey

|  |  |
| --- | --- |
| Survey Title | Leadership and Vision |
| Participants and participation percentages | Employers  | 16.67%  |
| Insured | 16.67% |
| Pensioner | **61.11%** |
|  | Beneficiary | 5.56 |
| Number of Replies |  |
| Scientific Level of Participants | Postgraduate Studies  | 11.11% |
| University | 27.78% |
| Secondary School | 44.44% |
| Other | 16.67 |
|  Questions | Percentages |
| Clarity of the GPSSA's Vision and Mission | %88.9 |
| The GPSSA abides by the Customer Service Charter | 94.4% |
| The GPSSA shall fulfill its financial obligations towards the beneficiary groups | 94.4% |
| The GPSSA shall fulfill its obligations towards the beneficiaries on a permanent basis | 94.4% |
| Recommendations |  The results reveal that the GPSSA has effective and clear vision, it is committed to serve customers, in accordance with the Service Charter, and it is able to fulfill its obligations towards the beneficiaries on an ongoing basis |
| The department concerned with implementing the recommendations | No recommendations  |