

Weskus Chamber of Commerce (Weskus Saekamer) Satisfaction Survey

In which industry does your business operate?	Number of Responses
Mining and Quarry, Service	1
Agriculture, Forestry and Fishing	1
Agriculture, Forestry and Fishing, Public Services	1
Real Estate	1
Construction	2
Hospitality	1
Hospitality	1
Industrial Automation and Information Systems	1
Manufacturing, Wholesale and Retail, Printing	1
Mining and Quarry, Transport	1
Personal Services	1
Consulting	1
Property	1
Skills Development and Education	1
Transport	1
Wholesale and Retail	2
Grand Total	18

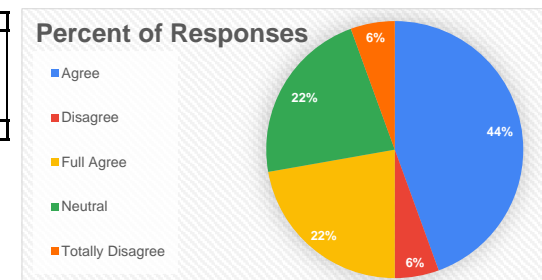
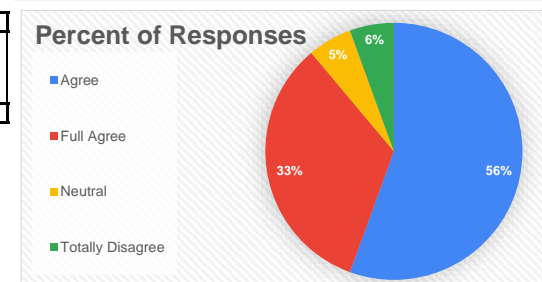
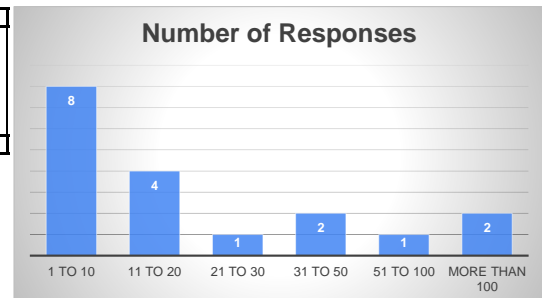
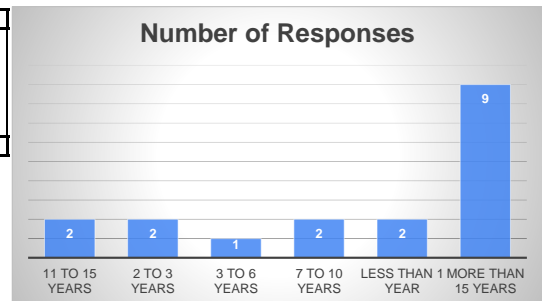
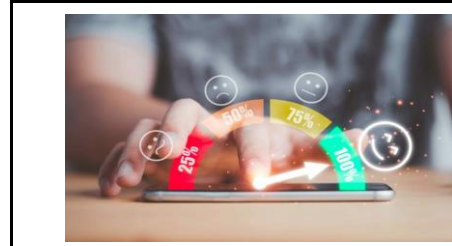
The primary location of your business?	Number of Responses
Langebaan	1
Langebaan, Greater Cape Town metropole	1
Saldanha	5
St Helena Bay, Paternoster	1
St Helena Bay, Western Cape	1
Vredenburg	5
Vredenburg, Saldanha	1
Vredenburg, Saldanha, Hopefield, St Helena Bay	1
Vredenburg, Saldanha, Langebaan, Hopefield, St Helena Bay, West Coast area	1
Vredenburg, Saldanha, St Helena Bay, Velddrif / Laaiplek	1
Grand Total	18

How long has your business been operating in this area?	Number of Responses
11 to 15 years	2
2 to 3 years	2
3 to 6 years	1
7 to 10 years	2
less than 1 year	2
more than 15 years	9
Grand Total	18

Please indicate Your Number of Employees	Number of Responses
1 to 10	8
11 to 20	4
21 to 30	1
31 to 50	2
51 to 100	1
more than 100	2
Grand Total	18

I value our Membership with the Chamber	Number of Responses
Agree	10
Full Agree	6
Neutral	1
Totally Disagree	1
Grand Total	18

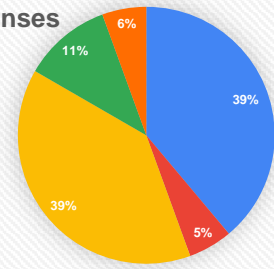
Our Membership provides good value for money	Number of Responses
Agree	8
Disagree	1
Full Agree	4
Neutral	4
Totally Disagree	1
Grand Total	18



Its very likely that I will renew our Membership	Number of Responses
Agree	7
Disagree	1
Full Agree	7
Neutral	2
Totally Disagree	1
Grand Total	18

Percent of Responses

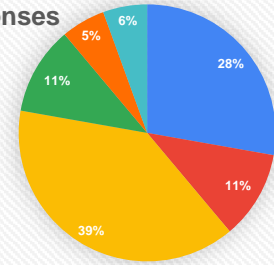
- Agree
- Disagree
- Full Agree
- Neutral
- Totally Disagree



Its highly likely that I will recommend the Chamber to other businesses	Number of Responses
Agree	5
Disagree	2
Full Agree	7
Neutral	2
Neutral, Agree	1
Totally Disagree	1
Grand Total	18

Percent of Responses

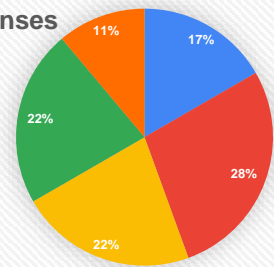
- Agree
- Disagree
- Full Agree
- Neutral
- Neutral, Agree
- Totally Disagree



The Chamber represents my interest very well	Number of Responses
Agree	3
Disagree	5
Full Agree	4
Neutral	4
Totally Disagree	2
Grand Total	18

Percent of Responses

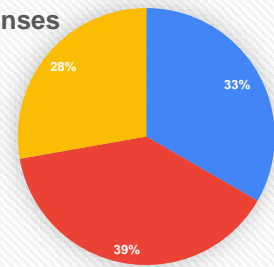
- Agree
- Disagree
- Full Agree
- Neutral
- Totally Disagree



The Chamber is a credible institution	Number of Responses
Agree	6
Full Agree	7
Neutral	5
Grand Total	18

Percent of Responses

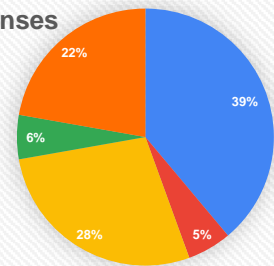
- Agree
- Full Agree
- Neutral



How often do you read the Chamber Newsletter?	Number of Responses
Always	7
Never	1
Often	5
Rarely	1
Sometimes	4
Grand Total	18

Percent of Responses

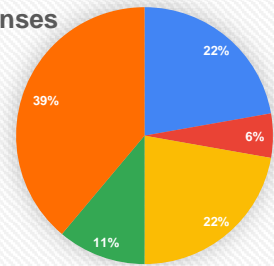
- Always
- Never
- Often
- Rarely
- Sometimes



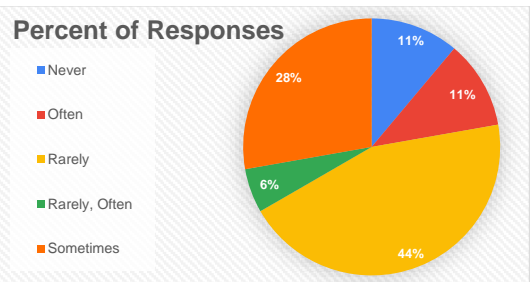
How often do you attend Chamber Events?	Number of Responses
Always	4
Never	1
Often	4
Rarely	2
Sometimes	7
Grand Total	18

Percent of Responses

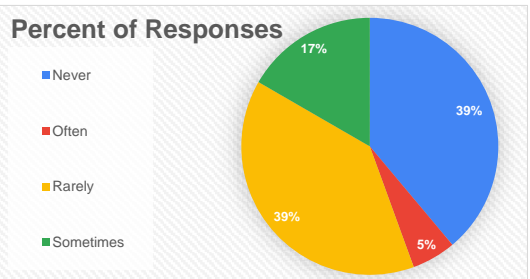
- Always
- Never
- Often
- Rarely
- Sometimes



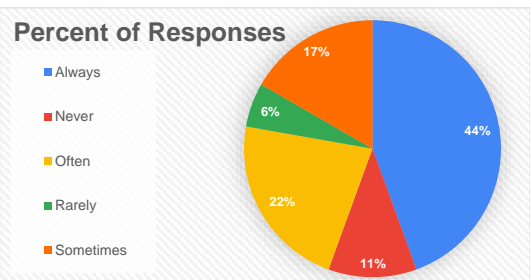
How often do you visit the Chamber's Website?	Number of Responses
Never	2
Often	2
Rarely	8
Rarely, Often	1
Sometimes	5
Grand Total	18



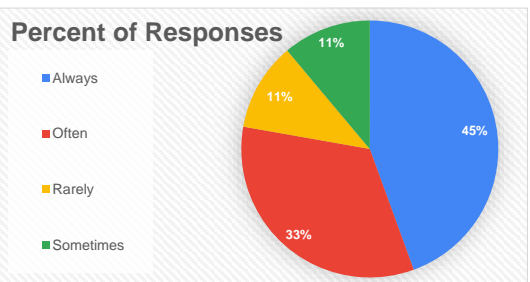
How often do you visit the Chamber's Facebook page?	Number of Responses
Never	7
Often	1
Rarely	7
Sometimes	3
Grand Total	18



How often do you read the Chamber's WhatsUp posts?	Number of Responses
Always	8
Never	2
Often	4
Rarely	1
Sometimes	3
Grand Total	18



How often do you read the Chamber's Emails?	Number of Responses
Always	8
Often	6
Rarely	2
Sometimes	2
Grand Total	18



What do you like most about your Chamber membership?

Die blootstelling by ander besighede
 Cant comment, Chamber has not been active until recently
 Communication
 Connecting with the community/ other businesses
 Exposure for business
 I think they perform a valuable role for the community and we encourage their efforts
 It is not Politics
 ITS VISION AND MISSION
 Networking
 Networking opportunities
 None
 Nothing positive. Membership is currently compulsory for our company. This survey is a good start though. Just sad it cannot be done anonymously as the first question asked, is to supply one's e-mail address.
 The database
 The hope that every network meeting will bring valuable insight and info regarding all the new and current developments in the West Coast which affects our small to medium businesses (not only the large companies in the area) and that the chamber is actively in communications with the municipality, local government and to everyone necessary to improve the business sector and grow the economy in the West Coast
 The networking
 The networking and dinners
 The opportunity to network. The information shared about the area we operate in.

What should the Chamber stop doing or not be doing at All?

1) Stop spending money on the Chairmans personal costs. He single-handedly depleted the chamber's funds in three year's time. 2) Stop appointing management members who do not have bona-fide businesses. How did it happen that the people who are speaking on behalf of businesses, do not have their own (successful) businesses? 3) Stop appointing people who knows nothing about business and who's personal financial situations are in shambles.

Focus less on doing business with each other, rather collectively focus on bringing in new money, investment into the West Coast

I'm not involved enough to have an opinion

N/A

nothing

ntv

Posting info that is freely available on other sites like SBM

Restaurants/Hotels advertising their menus on the whatsapp group

SHOULD NEVER INDULGE IN POLITICS

Stop trying to get the local businesses to be a 'training' ladder for the youth so that they can start their own businesses, there are colleges and online training facilities where they can learn those skills.

We are all here to promote our business to each other. Stop trying to get current businesses to teach other people to start their own businesses. All businesses need employees not all can be bosses o their own businesses who will do the work eventually? I personally don't want to hear from the SBM it is all "honey around the mouth" to keep every-bodies mouth shut. They must rather focus on more pressing matter such as crime, keeping street light on and the lack of law-enforcement in our area. Us the taxpayers pay their salaries they are our "employees" and we expect more from them.

What areas do you think the Chamber could improve on?

admin@weskussakekamer.co.za not always responding on an inquiry, telephone just ringing

Communications

Focus more on GROWING the local businesses and actively promoting SUPPORTING LOCAL and organising networking sessions between and for the local businesses by maybe changing the structure of the meetings. (Less speaker time and more networking time and interaction between the businesses attending the network meetings as well as interaction with the speakers). Please improve the food at the meetings. We'd rather pay a bit more for good, freshly prepared 'cooked' food than platters that is dry. Utilise more of the restaurants which are members of the chamber and not always the same place to give everyone a fair chance to showcase their food and services. Perhaps get public speakers who can assist business owners to improve their stress levels, leadership and business relationships with their staff.

Get more of the "corporate industries" involved

I'm not involved enough to have an opinion

Interact in greater numbers with the local Authority, as well as the Western Cape Government

Local business support

MARKETING

More membership interaction

More network events which address relevant business issues

More networking events with less speakers.

ntv

Stick to the primary goals as per the constitution and not engage in Air shows and the likes. Collect membership fees timeously and scrap members with arrears fees as per the prescription of the constitution.

To request companies that belong to the chamber but do not use local businesses to explain why they do not support local. Take SBM for example they use companies from Pretoria to do work for them and when that company can't perform they come crawling to local businesses to help the Pretoria company out. But we are 1km away from their offices.

Update website

What services would you like the Chamber to offered?

1. Ensuring / assisting the chamber members to have the benefit of being considered as the PREFERRED SUPPLIERS at the initial point when there are new projects happening in the West Coast. 2. Giving more, and more frequent FEEDBACK on important things that are happening such as the IDZ, Container City, any other, etc. 3. Advertise / market the members to local large companies who DO NOT SUPPORT local (i.e. to companies who only use suppliers from Cape Town).

All good so far. we are still growing

all is good

Financial

Involvement with LED, macro strategy implementation

N/A

No opinion

There is a great improvement in visibility/social media from the Chamber's side.

Cannot think of additional services.

To only do what the constitution sets out to do. The chamber is only supposed to operate with the mandate set out in the constitution. It is not supposed to do anything else. But the constitution is not read, nor understood, nor adhered to.

To promote local business more, let a company promote them self and explain what they do so other can understand (4 persons 15 min each at every meeting).

TUTORSHIP

Are there any specific issues you'd like the Chamber to focus on?

Any matters which have a positive impact on the economy in this area.

Building local relationships including with the municipality.

Crime. We, for example, have had 17 break ins in 6 years.

Get rid of the inactive members who just use their membership to obtain information but never attend any network meetings. In our opinion, members should at least attend 60% of the network meetings.

Grow the local membership base

New business

People that belongs to the chamber but never attend any meetings must me removed and not be able to renew the membership (the chamber is to lenient on issues like this)

security and surveillance

Take the SBM to task

The issue with the red dust and other pollution issues

Tourism

What is new on the West Coast ? Industries ??? Let the right people address the Chamber of new developments

YES, MARKETING AND ASSISTING MEMBERS

Yes. All members of management to be trained in what their primary tasks are and what boundaries they are not to overstep