



## Part D: Technical indicators

Revised Annual Performance Plan | Department of Labour | 2014-2015

## Part D: Technical indicators

### Definitions of the technical indicator

Area	Description
Indicator title	Identifies the title of the strategic outcome oriented goal, objective or programme performance indicator
Short definition	Provides a brief explanation of what the indicator is, with enough detail to give a general understanding of the indicator
Purpose/importance	Explains what the indicator is intended to show and why it is important
Source/collection of data	Describes where the information comes from and how it is collected
Method of calculation	Describes clearly and specifically how the indicator is calculated
Data limitations	Identifies any limitation with the indicator data, including factors that might be beyond the Department's control
Type of indicator	Identifies whether the indicator is measuring inputs, activities, outputs, outcomes or impact, or some other dimension of performance such as efficiency, economy or equity
Calculation type	Identifies whether the reported performance is cumulative, or non-cumulative
Reporting cycle	Identifies if an indicator is reported quarterly, annually or at longer time intervals
New indicator	Identifies whether the indicator is new, has significantly changed, or continues without change from the previous year
Desired performance	Identifies whether actual performance that is higher or lower than targeted performance is desirable
Indicator responsibility	Identifies who is responsible for managing and reporting the indicator

## Programme 1: Administration

Area	Description
Indicator title	1.1 Strategic Plan and Annual Performance Plan approved and tabled as per prescribed timeframes
Short definition	The Strategic Plan gives effect to the Departmental statutory responsibilities and reflects the Department's strategic outcomes for a period of five years. The APP sets out what the Department intends to do in the upcoming financial year and the MTEF to implement the SP.
Purpose/importance	The SP and APP are important for effective management, including planning, budgeting, implementation, reporting, monitoring and evaluation
Source/collection of data	Branch inputs to the SP (when applicable) and APP Consolidated APP and SP (when applicable) Submission for approval by the executive authority – Final draft APP and SP when applicable Published SP (when applicable) and APP tabled in Parliament
Method of calculation	Submission of the first draft in Q2 Submission of the second draft in Q3 Submission of the final draft in Q4 Annual tabling of the APP (official printed document) and tabling of the Strategic Plan every 5 years in Q4
Data limitations	Inputs from Branches
Type of indicator	Output
Calculation type	Cumulative
Reporting cycle	Quarterly as there are certain milestones in the development of the APP and SP if applicable for that reporting cycle
New indicator	Newly rephrased indicator
Desired performance	Approved APP and SP if applicable for the reporting cycle to be tabled in Parliament
Indicator responsibility	Chief Director: Planning, Monitoring and Evaluation, Chief Operations Officer

Area	Description
Indicator title	1.2 Improve the Department's performance based on the Management Performance Assessment Tool (M-PAT)
Short definition	The Department does a self-assessment annually on the MPAT system managed by the DPME on four Key Performance Areas: Strategic Management; Governance and Accountability; HRM and Finance and Supply Chain Management
Purpose/importance	Enable managers to test their own management practices against others and identify management practice improvements that will enable to improve service delivery
Source/collection of data	Portfolio of evidence as required by the DPME on the M-PAT online system
Method of calculation	Annual assessment: Moderated M-Pat Reports by the DPME and the Department Self-Assessment verified by Internal Audit Reports
Data limitations	Inputs from Branches
Type of indicator	Output
Calculation type	Non-cumulative
Reporting cycle	Annual
New indicator	Yes
Desired performance	Provide a basis for on-going learning about improved management practices and to improve compliance with Govt prescripts and the management practices of the Department
Indicator responsibility	Chief Director: Planning, Monitoring and Evaluation

Area	Description
Indicator title	1.3 Service Delivery Improvement Plan (SDIP) approved by the Minister by 31 March
Short definition	On annual basis, the SDIP must be reviewed to ensure alignment with the Department's predetermined objectives as outlined in the Strategic Plan
Purpose/importance	To promote continuous service delivery access and quality by putting "people first"- Batho Pele Principles
Source/collection of data	Branches, Funds and Provincial Offices to identify key service (s) to be improved from the current state to the desired state for inclusion in the SDIP. The inputs are to be submitted within the DPISA's prescribed template
Method of calculation	Qualitative and/or Quantitative methods would be utilised for progress reporting based on the service delivery indicator to be reported on
Data limitations	Incomplete and inaccurate information received from the Branches, Funds and Provincial Offices as well as late submission.
Type of indicator	Output
Calculation type	Non-accumulative
Reporting cycle	Annually
New indicator	No
Desired performance	Improved service standards or levels in terms of turnaround times and response rate to address the clients' needs.
Indicator responsibility	Director: Operations

Area	Description
Indicator title	2.1 Number of strategic risk reviews and monitoring compiled and submitted for the approval by the Accounting Officer within 30 days of each quarter
Short definition	The indicator addresses the number of updated Strategic Risk Matrix that should be submitted to the accounting officer
Purpose/importance	The updated Strategic Risk Matrix to ensure continuous monitoring of progress on strategic risks identified
Source/collection of data	The information comes from the quarterly updates of the Strategic Risk Matrix
Method of calculation	Strategic Risk Matrix monitored quarterly
Data limitations	Approval of the Strategic Risk Matrix by the Accounting Officer
Type of indicator	Activity and Output
Calculation type	Non-cumulative
Reporting cycle	Quarterly
New indicator	No
Desired performance	Higher performance
Indicator responsibility	Director: Risk Management

Area	Description
Indicator title	3.1 Percentage of fraud cases received or detected finalised per year
Short definition	A requirement in terms of Fraud Prevention Plan, Risk Management Policy, Whistleblowing Policy and PFMA
Purpose/importance	To investigate and detect cases in protecting its revenue, expenditure, assets and reputation from any attempt of unlawful interception
Source/collection of data	Whistleblowing through anonymous tips off, fraud and corruption hotline and through fraud email account Register of cases received or detected
Method of calculation	Count the number of cases received or detected for the year Count the number of cases finalised Number finalised as a percentage of number of cases received or detected
Data limitations	Approval for hotline software
Type of indicator	Activity and Output
Calculation type	Non-cumulative
Reporting cycle	Annual
New indicator	No
Desired performance	Higher performance
Indicator responsibility	Director: Risk Management

Area	Description
Indicator title	3.2 Number of fraud prevention awareness campaigns conducted
Short definition	A requirement in terms the PFMA, Treasury Regulations
Purpose/importance	Educate and prevent fraudulent activities in the Department
Source/collection of data	Provincial Offices and Head Office
Method of calculation	Quarterly
Data limitations	Financial Budget
Type of indicator	4 Awareness campaigns per annum
Calculation type	Non-cumulative
Reporting cycle	Quarterly
New indicator	New
Desired performance	Higher performance
Indicator responsibility	Director: Risk Management

Area	Description
Indicator title	3.3 Percentage reduction in security breaches/ incidents
Short definition	Prevent and detect security breaches and instigate legal action.
Purpose/importance	Percentage reduction of security breaches / incidents
Source/collection of data	Manual.
Method of calculation	Previous year quarterly report (Q-1) minus Current year quarterly report (Q-!) divided by previous year quarterly report (Q-1) multiply by 100
Data limitations	None
Type of indicator	Quantitative. (Percentage %)
Calculation type	Cumulative
Reporting cycle	Quarterly
New indicator	New
Desired performance	To prevent and detect security breaches and implement security measures as per prescripts and guidelines
Indicator responsibility	Director: Security Services

Area	Description
Indicator title	4.1 Departmental Communication Strategy approved and implemented by end of March 2019
Short definition	Departmental interventions and initiatives communicated
Purpose/importance	To inform all stakeholders of the services and initiatives of the Department
Source/collection of data	Implementation plans, Communication Strategy, Action Plan, Work plans, Deliverables
Method of calculation	Planned versus actual
Data limitations	Support from IT and internal clients; Financial planning by internal clients
Type of indicator	It measures an activity and an output
Calculation type	The reported performance is cumulative.
Reporting cycle	The indicator is reported quarterly, annually.
New indicator	No, revised
Desired performance	100% of annual targets in the Communication Strategy implemented
Indicator responsibility	CD: Communication, DDG: Corporate Services

Area	Description
Indicator title	5.1 Percentage of (a) women in SMS, (b) youth and (c) people with disability (PwD) employed in line with the EE Plan by 31 March each year
Short definition	Appointments done according to set EE targets
Purpose/importance	Adherence to EE targets
Source/collection of data	EE PERSAL reports
Method of calculation	Total number of SMS women employed against the total number of filled SMS posts multiply by 100 Total number of youth employed against the total number of filled posts in the Department multiply by 100 Total number of people with disabilities against the total number of filled posts in the Department multiply by 100
Data limitations	Non adherence to EE targets
Type of indicator	Output
Calculation type	Cumulative
Reporting cycle	Quarterly
New indicator	No
Desired performance	45% of SMS women 36% of youth 3% of disability
Indicator responsibility	CD: HRM



Area	Description
Indicator title	5.2 Percentage of vacancy rate reduced by 31 March
Short definition	Reduce the number of vacant posts in the Department to be in-line with acceptable standards
Purpose/importance	Capacitate the Department for service delivery by filling vacancies
Source/collection of data	PERSAL establishment reports
Method of calculation	Number of vacant posts divide by total number of posts/establishment multiply by 100
Data limitations	Non adherence to the time frames of Recruitment and selection process by line managers
Type of indicator	Output
Calculation type	Cumulative
Reporting cycle	Quarterly
New indicator	No
Desired performance	6%
Indicator responsibility	CD: HRM

Area	Description
Indicator title	5.3 Percentage of staff trained in line with Workplace Skills Plan (WSP) by 31 March
Short definition	Employees trained to gain more knowledge and skills to perform their duties better and to improve service delivery
Purpose/importance	Compliance with Skills Development legislation. To train and develop the staff of the Department
Source/collection of data	Approved submissions for training courses
Method of calculation	Number of trained staff against number of staff planned for training as per approved WSP
Data limitations	Non submission of reports by contributing offices
Type of indicator	Activity and outputs
Calculation type	Cumulative
Reporting cycle	Quarterly
New indicator	No
Desired performance	87%
Indicator responsibility	CD: HRM

Area	Description
Indicator title	5.4 Percentage of disciplinary cases resolved in 90 days
Short definition	The indicator addresses the timely completion of misconduct cases by measuring the percentage rate of disciplinary processes finalised within specified timelines
Purpose/importance	Promote sound labour relations in the Department
Source/collection of data	Disciplinary requests and submissions/register Case files and final reports per case
Method of calculation	The ER has timeline for misconduct cases and the cases finalised are measured against the timelines planned
Data limitations	Late submission of investigation and presiding officers reports
Type of indicator	Output
Calculation type	Non-cumulative
Reporting cycle	Quarterly
New indicator	No
Desired performance	80%
Indicator responsibility	CD: HRM

Area	Description
Indicator title	6.1 Percentage of Court Papers to resolve Litigation filed with the Court within 10 working days of receipt
Short definition	Necessary investigation with the relevant programme done to establish the facts relating to the litigation and determine the best approach on the matter prior to instructing the State Attorney and to determine what documents must be filed.
Purpose/importance	Ensure that the required documents are filed timeously in order to facilitate the speedy finalisation of litigation matters.
Source/collection of data	Case management register and physical files
Method of calculation	Check the register against the date received and the date submitted to State Attorney
Data limitations	Incomplete documents submitted
Type of indicator	Is an activity assisting the State Attorney in finalising litigation on behalf of the Department
Calculation type	The performance is non-cumulative
Reporting cycle	Quarterly
New indicator	Significantly changed
Desired performance	90% or more of court papers to resolve litigation submitted to State Attorney within 10 days of receipt
Indicator responsibility	Acting Chief Legal Admin Officer

Area	Description
Indicator title	7.1 Annually review and implement the ICT strategy of the Department
Short definition	Implementation of the ICT strategy elements
Purpose/importance	Provision of ICT solutions and services
Source/collection of data	ICT operational plan for the year verify delivery of ICT goods and services against the operational plan activities
Method of calculation	Number of planned deliverables against number of deliverables implemented
Data limitations	None
Type of indicator	Activity and Output
Calculation type	Non-Cumulative
Reporting cycle	Quarterly
New indicator	No
Desired performance	100%
Indicator responsibility	CIO and DDG:CS

Area	Description
Indicator title	8.1 Number of financial statements compiled per year that comply with guidelines issued by the National Treasury.
Short definition	Compilation and submission of the Interim and Annual Financial Statements to National Treasury (NT) and Auditor-General as well as the publication of the AFS in the Annual Report.
Purpose/importance	Reporting to National Treasury and Parliament regarding the Department's financial position.
Source/collection of data	Interim Financial Statements – Q1 in July, Q2 in October and Q3 in January Final Financial Report - May Templates from NT Letters to NT
Method of calculation	Due dates determined by National Treasury and compiled according to National Treasury prescripts (AFS guidelines and template)
Data limitations	Transversal systems implemented and maintained by National Treasury.
Type of indicator	Activity and Output
Calculation type	Performance is cumulative – due to NT introducing new reporting requirements both quarterly and annually.
Reporting cycle	Quarterly and Annually as prescribed by NT.
New indicator	Amended indicator – occurred in previous cycle.
Desired performance	Must be performed / achieved according to dates prescribed by National Treasury
Indicator responsibility	Director: Financial Management and Chief Financial Officer

Area	Description
Indicator title	8.2 Medium-term Expenditure Framework (MTEF) and Estimates of National Expenditure (ENE) prepared according to National Treasury (NT) prescripts
Short definition	Consolidation and submission of the Departments MTEF, ENE and AENE documents.
Purpose/importance	Reporting to National Treasury and Parliament regarding the Department's financial requirements.
Source/collection of data	MTEF template and Chapter ENE template and Chapter AENE template and Chapter Letters to NT for submission
Method of calculation	Due dates determined by National Treasury and compiled according to National Treasury prescripts (Budgeting System of the State guidelines and template)
Data limitations	Transversal systems implemented and maintained by National Treasury.
Type of indicator	Activity and Output.
Calculation type	Performance is cumulative due to activities taking place in various quarters.
Reporting cycle	Quarterly and Annually as prescribed by NT.
New indicator	Amended indicator – occurred in previous cycle.
Desired performance	Must be performed / achieved according to dates prescribed by National Treasury
Indicator responsibility	Director: Financial Management and Chief Financial Officer

Area	Description
Indicator title	9.1 Percentage of compliant invoices paid within 30 days of receipt
Short definition	To ensure that all compliant invoices are paid within 30 days, as required by the PFMA
Purpose/importance	To show that Suppliers must be paid within 30 days of receipt of an invoice
Source/collection of data	BAS report and LOGIS report BAS and LOGIS payment registers All payment documents on BAS and LOGIS All Service Providers must provide updated bank details with their invoices in order to be paid. All bank detail forms must have a bank stamp as verification of bank details.
Method of calculation	Calculating the days between the date the invoice is received and the date it is paid
Data limitations	Supplier's changing banking details after the order has been created, without informing the Department. Banking details of new / existing suppliers rejected on Safety Net by National Treasury. System errors when processing payments on LOGIS system whereby sometimes it takes more time to get a solution from National Treasury/LOGIK depending on the complexity of the problem
Type of indicator	Activity and outcome
Calculation type	Cumulative
Reporting cycle	Quarterly
New indicator	Continues without change from previous year
Desired performance	Compliance with PFMA
Indicator responsibility	Director: Supply Chain Management and Chief Financial Officer

Area	Description
Indicator title	9.2 Percentage reduction of transgression in irregular expenditure compared to previous year.
Short definition	Reduction in number of irregular expenditure cases by 60% year-on-year
Purpose/importance	To ensure that all procurement procedures are followed To reduce fruitless and waste full expenditure To reduce fraud with payments
Source/collection of data	Payments processed on transversal systems Register for irregular expenditure and actual payment documents
Method of calculation	Count the number of transgressions for this financial year (A) Compare with the number of transgressions in the previous financial year (B) Calculate the percentage reduction or increase – (A minus B) divided by B multiply by 100 to get percentage
Data limitations	Incomplete registers
Type of indicator	Activity and Output
Calculation type	Cumulative
Reporting cycle	Quarterly
New indicator	Continues without change from previous year
Desired performance	Actual performance is desirable – i.e. 100% - neither higher nor lower
Indicator responsibility	Director: Supply Chain Management and Chief Financial Officer

## Programme 2: Inspection and Enforcement Services

Area	Description
Indicator title	1.1 Number of designated employers reviewed per year to determine compliance with employment equity legislation
Short definition	Subject number of designated employers (in terms of sec 1 of the EEA) to a DG review (sec 43 of the EEA) to establish whether they comply with employment equity legislation (sec 43 of the EEA)
Purpose/importance	Review the employers to establish whether they are implementing employment equity measures as outline in their employment equity plans submitted to the Department of Labour
Source/collection of data	Source: IES inspection registers at both labour centres and provincial offices ES Review reports Collection of data Process set out in the IES Standard Operating Procedures
Method of calculation	IES registers completed both at assigning and finalisation of reviews Number of EEA reviews at designated employers across labour centres and provinces to be added Number of compliant designated employers on first inspection/review identified by review reports to be added Number of non-compliant designated employers to be determined by subtracting the compliant designated employers from the number of employers inspected Information collected at labour centres collated and submitted to provincial offices Provincial office collate number of reviews concluded at labour centres and provincial offices collated at provincial level
Data limitations	Manual collection of data as opposed to an electronic system of collection of data
Type of indicator	Output and Activity
Calculation type	Cumulative
Reporting cycle	Quarterly and Annually
New indicator	No - amended to align with the EEA
Desired performance	523 designated employers to be subjected under DG Review processes.
Indicator responsibility	Provincial Chief Inspectors, Chief Directors: Provincial Operations

Area	Description
Indicator title	1.2 Percentage of non-compliant employers of those reviewed in reference to 1.1 issued with recommendation within 90 days of the review
Short definition	All (100%) non-compliant employers of those inspected in 1.1 for the year must be issued with the legal instruments as provided for in section sec 45 of the EEA))
Purpose/importance	To ensure that all non-compliant workplaces are issued with legal notices and also referred to courts for failure to comply labour law
Source/collection of data	Source Information as collected in indicator 1.1 Review reports Recommendations issued Registers of labour centres as well provincial offices on reviews conducted From IES Manual Registers and QPR Reports Collection of data Number of reviews conducted in 1.1 Number of employers found to be non-compliant in terms of 1.1
Method of calculation	From 1.1. above determine number of non-compliant employers From registers and QPR reports determine the number of non-compliant employers issued with a recommendation in terms of the EEA. At the first instance of issuing a legal instrument. Determine as a percentage of the number of employers reviewed in 1.1 the companies that have been issued with a recommendation Dealt with refers to the whole continuum of enforcement in the relevant legislation which would be determined by the level of compliance that has been found during the review
Data limitations	Manual
Type of indicator	Output, Activity, Outcome
Calculation type	Accumulative for the year
Reporting cycle	Quarterly and annually
New indicator	No
Desired performance	All (100%) non -compliant employers must be issued with the legal instruments as provided for in the legislation (undertakings, compliance orders and court referrals)
Indicator responsibility	Provincial Chief Inspectors, Chief Directors: Provincial Operations



Area	Description
Indicator title	1.3 Number of designated employers inspected per year to determine compliance with employment equity legislation
Short definition	Workplaces inspected to determine compliance with the Employment Equity Act
Purpose/importance	Inspect designated employers to establish whether they complying with the employment Equity Act
Source/collection of data	Source: EE inspection registers at both labour centres and provincial offices IES Inspection reports Collection of data Process set out in the IES Standard Operating Procedures
Method of calculation	EE inspection registers completed both at assigning and finalisation of inspections Number of EE inspections at designated employers across labour centres and provinces to be added Number of compliant designated employers on first inspection identified by inspection reports to be added Number of non-compliant designated employers to be determined by subtracting the compliant designated employers from the number of employers inspected Information collected at labour centres collated and submitted to provincial offices Provincial office collate number of reviews concluded at labour centres and provincial offices collated at provincial level
Data limitations	Manual collection of data as opposed to an electronic system of collection of data
Type of indicator	Output and Activity
Calculation type	Cumulative
Reporting cycle	Quarterly and Annually
New indicator	Yes -
Desired performance	1 837 designated employers inspected to comply with the EEA.
Indicator responsibility	Provincial Chief Inspectors, Chief Directors: Provincial Operations

Area	Description
Indicator title	1.4. Percentage of non-complying workplaces inspected per year with reference to 1.3. dealt with in terms of the Employment Equity Act
Short definition	100% of non-compliant workplaces of those inspected dealt with in terms of the relevant labour legislation: See: EEA sections: 20; 21; 36 and 37
Purpose/importance	To ensure that all non-compliant workplaces are issued with legal notices and also referred to courts for failure to comply labour law
Source/collection of data	Source Information as collected in indicator 1.3 EE inspection registers of labour centres as well provincial offices on findings of inspections From EE Manual Registers and QPR Reports Collection of data Number of inspections conducted in 1.3. Number of employers found to be non-compliant in terms of 1.3
Method of calculation	From 1.3. determine number of non-compliant workplaces From registers and QPR reports determine the number of non-compliant workplaces dealt with in terms of the law across the spectrum of instruments available to the inspector. At the first instance of issuing a legal instrument. Determine as a percentage of the number of workplaces inspected in 1.3. the workplaces that have been dealt with in term of the legislation "Dealt with" refers to the whole continuum of enforcement in the relevant legislation which would be determined by the level of compliance that has been found during the inspection
Data limitations	Collecting the information manually
Type of indicator	Activity
Calculation type	Accumulative
Reporting cycle	Quarterly
New indicator	Yes
Desired performance	All (100%) non-compliant workplaces are dealt with in terms of the law across the spectrum of the enforcement regime which may require any of the instruments used at the first inspections. This refers to the initial instrument used (it could be any of the instruments in the law depending on the level of non-compliance found)
Indicator responsibility	Provincial Chief Inspectors, Chief Directors: Provincial Operations

Area	Description
Indicator title	2.1 Number of workplaces inspected per year to determine compliance with labour legislation
Short definition	Workplaces inspected to determine compliance with the labour legislation
Purpose/importance	To determine compliance with legislation in the inspected sectors
Source/collection of data	Source: IES inspection registers at both labour centres and provincial offices IES inspection reports Collection of data Process set out in the Standard Operating Procedures
Method of calculation	IES registers completed both at assigning and initial inspections Number of inspections at workplaces across labour centres and provinces to be added Number of compliant workplaces on first inspection/review identified by inspection reports to be added Number of non-compliant workplaces to be determined by subtracting the compliant workplaces from the number of workplaces inspected at labour centres collated and submitted to provincial offices Provincial office collate number of inspections concluded at labour centres and provincial offices collated at provincial level
Data limitations	Manual reports vs. electronic reports
Type of indicator	Output/Activity
Calculation type	Accumulative to a year
Reporting cycle	Quarterly and annually
New indicator	No
Desired performance	To inspect 150 684 workplaces to determine compliance with labour legislation
Indicator responsibility	Provincial Chief Inspectors, Chief Directors: Provincial Operations

Area	Description
Indicator title	2.2 Percentage of non-complying workplaces of those inspected with reference to 2.1 per year dealt with in terms of the relevant labour legislation
Short definition	100% of non-compliant workplaces of those inspected dealt with in terms of the relevant labour legislation: See: BCEA sections 64; 65; 66; 68; 69; 70 UIA sections 38; 39 SDA sec 17
Purpose/importance	To ensure that all non-compliant workplaces are issued with legal notices and also referred to courts for failure to comply labour law
Source/collection of data	Source Information as collected in indicator 2.1 Registers of labour centres as well provincial offices on findings of inspections From IES Manual Registers and QPR Reports Collection of data As set out in the IES : Standard Operating Procedures
Method of calculation	1. From 2.1. above determine number of non-compliant workplaces 2. From registers and QPR reports determine the number of non-compliant workplaces dealt with in terms of the law across the spectrum of instruments available to the inspector. At the first instance of issuing a legal instrument. 3. Determine as a percentage of the number of workplaces inspected in 2.1 the workplaces that have been dealt with in term of the legislation Dealt with refers to the whole continuum of enforcement in the relevant legislation which would be determined by the level of compliance that has been found during the inspection
Data limitations	Collecting the information manually
Type of indicator	Activity
Calculation type	Accumulative
Reporting cycle	Quarterly
New indicator	No
Desired performance	All (100%) none compliant workplaces are dealt with in terms of the law across the spectrum of the enforcement regime which may require any of the instruments used at the first inspections. This refers to the initial instrument used (it could be any of the instruments in the law depending on the level of non-compliance found)
Indicator responsibility	Provincial Chief Inspectors, Chief Directors: Provincial Operations

Area	Description
Indicator title	2.3 Number of advocacy and educational sessions conducted per year in identified sectors
Short definition	6 advocacy and educational sessions conducted per year
Purpose/importance	Raise awareness to improve compliance with the legislation
Source/collection of data	Training Plan Reports on the events that has been identified Attendance registers Training material
Method of calculation	Adding the events : 4 seminars: 1 Contract Cleaning Sector 1 Children in Performing Arts 1 Major Biological Agents 1 Taxi sector  1 conference: 1. OHS conference 1 training plan 400 shop stewards trained
Data limitations	Depend on the accuracy of the registers, and documents generated in the sessions
Type of indicator	Output and activity
Calculation type	Cumulative for the year
Reporting cycle	Quarterly and annually
New indicator	No
Desired performance	Conduct training and awareness sessions such as: Conference (OHS) 1 Seminars 4 Training programme 1
Indicator responsibility	DDG: IES

Area	Description
Indicator title	2.4 Percentage of inspections on request for work permits conducted within 5 days
Short definition	90% of companies applied for work permits are inspected within 5 days on receipt of such a request from PES
Purpose/importance	To ensure that employers who intend to bring in foreign labour comply with the labour legislations before recommending to Dept. of Home Affairs
Source/collection of data	Manual Register for requests for inspections from PES Inspection reports
Method of calculation	1. Each request received from PES is counted 2. Each inspection conducted (within 5 days) on request is counted 3. Determine as a percentage: those inspections conducted within 5 days divided by the number of requests received multiply by 100
Data limitations	Not applicable
Type of indicator	Output and activity
Calculation type	Cumulative for a year
Reporting cycle	Quarterly and Annually
New indicator	No
Desired performance	Conduct at least 90% of inspections per requests from PES within 5 days
Indicator responsibility	Provincial Chief Inspectors, Chief Directors: Provincial Operations

Area	Description
Indicator title	3.1 Number of workplaces inspected per year to determine their compliance with the OHS legislation
Short definition	20 609 workplaces inspected to determine compliance level in terms of Occupational Health and Safety Legislation (See OHSA sec 29; 30; 31).
Purpose/importance	To determine compliance with the Occupational Health and Safety Act and its regulations in the inspected workplaces
Source/collection of data	Source: IES inspection registers at both labour centres and provincial offices IES inspection reports Collection of data Process set out in the IES Standard Operating Procedures
Method of calculation	IES registers completed both at assigning and finalisation of reviews Number of inspections at workplaces across labour centres and provinces to be added at provincial office level Number of compliant workplaces on first inspection/review identified by inspection reports to be added Number of non-compliant workplaces to be determined by subtracting the compliant workplaces from the number of workplaces inspected Information collected at labour centres collated and submitted to provincial offices Provincial office collate number of inspections concluded at labour centres and provincial offices collated at provincial level
Data limitations	Manual versus an electronic system for the collection of data
Type of indicator	Output and activity
Calculation type	Accumulative
Reporting cycle	Quarterly and Annually
New indicator	No
Desired performance	To inspect 20 147 workplaces to establish compliance with the OHS Act
Indicator responsibility	Provincial Chief Inspectors, Chief Directors: Provincial Operations

Area	Description
Indicator title	3.2 Percentage of non-complying workplaces inspected with reference to 3.1 dealt with in terms of the OHS legislation
Short definition	100% of non-compliant workplaces of those inspected dealt with in terms of the relevant labour legislation
Purpose/importance	To ensure that all non-compliant workplaces are issued with legal notices and also referred to courts for failure to comply labour law
Source/collection of data	<p>Source</p> <p>Information as collected in indicator 3.1</p> <p>Registers of labour centres as well provincial offices on findings of inspections</p> <p>From IES Manual Registers and QPR Reports</p> <p>Collection of data</p> <p>Number of reviews conducted in 3.1</p> <p>Number of employers found to be non-compliant in terms of 3.1</p>
Method of calculation	<p>1. From 3.1. Above determine number of non-compliant workplaces.</p> <p>2. From registers and QPR reports determine the number of non-compliant workplaces dealt with in terms of the law across the spectrum of instruments available to the inspector. At the first instance of issuing a legal instrument.</p> <p>3. Determine as a percentage of the number of workplaces inspected in 3.1 the companies that have been dealt with in term of the legislation. Thus number 2 divided by number 1 multiply by 100</p> <p>Dealt with refers to the whole continuum of enforcement in the relevant legislation which would be determined by the level of compliance that has been found during the inspected</p>
Data limitations	Not applicable
Type of indicator	Output and activity
Calculation type	Accumulative
Reporting cycle	Quarterly and annually
New indicator	No
Desired performance	All (100%) none compliant companies are issued with relevant legal notices, are referred to courts (magisterial courts)
Indicator responsibility	Provincial Chief Inspectors, Chief Directors: Provincial Operations



Area	Description
Indicator title	3.3. Percentage of reported incidents investigated within 90 days
Short definition	All reportable (in terms of sec 24 of the OHSA) are investigated in terms of sec 31 and 32 of the OHSA.
Purpose/importance	To determine whether there is a contravention in terms of OHSA as well as the cause and liability of the incidents. To ensure that a recurrence of such incidents are prevented
Source/collection of data	<p>Source</p> <p>Reported Incident register at labour centres and provincial Office</p> <p>Incident Investigation report where required</p> <p>Collection of Data</p> <p>Provincial offices and labour centres keep a register of reported incidence</p> <p>WCL1 and 2 for all section 24 incidents to be kept on file.</p> <p>Information on reported incidents to be disaggregated into the following categories:</p> <ul style="list-style-type: none"> <li>a. Fatalities</li> <li>b. Non fatalities</li> <li>c. Non casualties</li> </ul>
Method of calculation	<ul style="list-style-type: none"> <li>1. All reported incidents aggregated at a provincial office level</li> <li>2. Number of investigated incidents determined from investigation reports</li> <li>3. Number of investigations determined as a percentage of reported incidents</li> </ul>
Data limitations	Currently manual information gathering
Type of indicator	Output and activity
Calculation type	Cumulative for a year
Reporting cycle	Quarterly and Annually
New indicator	Yes
Desired performance	The indicator is aimed at ensuring that reported incidents are investigated.
Indicator responsibility	Provincial Chief Inspectors, Chief Directors: Provincial Operations

Area	Description
Indicator title	3.4 Percentage of applications for registration of entities processed within 4 weeks
Short definition	<p>Applications for registration of entities in terms of the OHS Act dealt with in a period of four weeks for:</p> <ul style="list-style-type: none"> <li>• Registration of Asbestos Contractors</li> <li>• Registration of the Diving Training Schools</li> <li>• Registration of Divers</li> <li>• Registration Diving Instructors</li> <li>• Registration of Diving Medical Practitioners</li> <li>• Registration of Life Support Technicians</li> <li>• Registration of Remotely Operated Vehicle Pilot</li> <li>• Registration of Chamber Operators</li> <li>• Registration of Diving Supervisor</li> <li>• Registration of First Aid Training Organisations</li> <li>• Registration of Health and Hygiene Approved Inspection Authorities</li> <li>• Registration of Explosives workplaces for purpose of licencing</li> <li>• Registration of Explosives Managers</li> <li>• Registration of Lifting Machinery Entities</li> <li>• Registration of Lifting Machinery Inspectors</li> <li>• Registration and Approval of all other Approved Inspection Authorities</li> <li>• Registration of construction work permits</li> <li>• Registration of persons for the Government Certificates of Competency (GCC)</li> </ul>
Purpose/importance	Entities are required to register by law
Source/collection of data	<p>Source:</p> <p>Manual registers of applications for registration. (this would be regulation specific)</p> <p>Collection of data</p> <p>Registers at Head office and provincial offices</p> <p>Provincial records: Electrical contractors, Steam Generators as defined in the Pressure Equipment Regulations; Lifts, escalators and passenger conveyors.</p> <p>Head office: the full list as above</p>
Method of calculation	<p>Each application for registration that has been processed within a period of four weeks is counted</p> <p>Processed refers either to approved or rejected applications for registration</p> <p>Re-application when an application has initially been rejected, it is regarded as a new application</p>
Data limitations	Manual Register instead of electronic
Type of indicator	Output and activity
Calculation type	Cumulative for a year
Reporting cycle	Quarterly and Annually
New indicator	No
Desired performance	The indicator is aimed at ensuring that the application for registration by entities are processed within a period of four weeks
Indicator responsibility	Chief Director: OHS; Provincial Chief Inspectors, Chief Directors: Provincial Operations

Area	Description
Indicator title	3.5 Processing of the amendments to the Occupational Health and Safety Act and regulations through the relevant structures
Short definition	Occupational Health and safety Act and amended regulations implemented
Purpose/importance	Strengthen Occupational Health and Safety Act and its enforcement in the labour market
Source/collection of data	OHS Bill Draft Amendment Bill NEDLAC reports  Regulations (Major Hazardous Installations and Hazardous Chemical Substances Regulations) ACOHS attendance registers Minutes of ACOHS Draft regulations
Method of calculation	Count the source documents 1 OHS Bill 2 Regulations (Major Hazardous Installations and Hazardous Chemical Substances Regulations)
Data limitations	Not applicable.
Type of indicator	Output
Calculation type	Non-cumulative
Reporting cycle	Annually
New indicator	No
Desired performance	Processing of the OHS amended Bill and the 2 regulations through the relevant structures
Indicator responsibility	DDG: IES

Area	Description
Indicator title	3.6. Number of employer payroll audits conducted per year to determine employer contributions to the Unemployment Insurance Fund
Short definition	13 440 employers' payrolls audited to determine employer contribution to the Unemployment Insurance Fund
Purpose/importance	To ensure employers deduct employees UIF contribution and transfer the deducted amounts together with the employer contributions to UIF
Source/collection of data	IES Manual registers and QPR reports Payroll audit registers
Method of calculation	Each audit is counted after inspector has completed the audit
Data limitations	Manual vs. electronic system
Type of indicator	Output
Calculation type	Accumulative to a year
Reporting cycle	Quarterly and annually
New indicator	Yes
Desired performance	To audit 13 440 employers' payrolls to determine employer contribution to the UIF.
Indicator responsibility	Provincial Chief Inspectors, Chief Directors: Provincial Operations

## Programme 3: Public Employment Services

Area	Description
Indicator title:	1.1. Employment Services Regulations developed for public comments.
Short definition	Develop Employment Services regulations as prescribed in ES Act sections 20 and 52.
Purpose/importance	The Employment Services regulations should be finalised, so that Public Employment Services are effectively implemented
Source/collection of data	Submission to the Minister for proclamation of ES Act 7 of 2014 and publication of ES regulations in Government Gazette for public comments. Approved submission to the DG.
Method of calculation	Publication of ES Regulation in government gazette
Data limitations	Availability of stakeholders for public hearings.
Type of indicator	Activity and Output
Calculation type	Cumulative
Reporting cycle	Quarterly and Annually
New indicator	No
Desired performance	ES regulations finalised for publication.
Indicator responsibility	DDG: PES

Area	Description
Indicator title	1.2. Number of PES provincial and local advocacy campaigns conducted
Short definition	18 provincial and 126 local advocacy campaigns Campaigns: action taken to market and disseminate information on PES, based on the need identified by PES provincial offices and labour centre, for work seekers, employers and general public. Campaigns include Employer and/or work seeker sessions; Exhibitions and Community Outreach.
Purpose/importance	It is intended for work seekers, employers, and general public, to have sufficient knowledge about services offered by the Branch Public Employment Services
Source/collection of data	Attendance register Campaign reports
Method of calculation	Total 144 campaign (64 Employer/work sessions; 50 Exhibitions and 30 Community Outreach) Provincial Campaigns are events managed or arranged by provincial office, targeting provincial stakeholders. Local Campaigns are events managed or arranged by labour centres, targeting local stakeholders.
Data limitations	Accuracy of the attendance registers,
Type of indicator	Output and Activity
Calculation type	Non-cumulative quarterly, and cumulative on annual basis
Reporting cycle	Quarterly and annually
New indicator	No
Desired performance	Increasing awareness of PES
Indicator responsibility	PES coordinators at Labour centres, Employment Service Practitioners and PES Managers at Provincial Offices, Deputy Director, Director and Chief Director – Employment Services at Head Office

Area	Description
Indicator title	1.3. Number of work-seekers registered on ESSA per year
Short definition	650 000 Unemployed or under-employed work seekers are registered on the Department of Labour database (ESSA)
Purpose/importance	The total number of work seekers registered per year at delivery point of the Department.
Source/collection of data	LC Productivity Report from ESSA, requested for reporting period.
Method of calculation	The system counts only first registration of individual – irrespective of updates done on their profile.
Data limitations	Manual registration – work seekers not registered on ESSA system, is excluded. Modification/update to work seeker profile is not counted as a registration.
Type of indicator	Output
Calculation type	Cumulative for the financial year.
Reporting cycle	Quarterly and Annually
New indicator	No
Desired performance	Increase the number of registered work seekers for possible referral to opportunities.
Indicator responsibility	Registration officers at Labour Centres, PES Managers at Provincial Offices, Deputy Director and Director – Work-Seeker Services and Chief Director Work-Seeker Services at Head Office

Area	Description
Indicator title	1.4. Number of work-seekers provided with employment counselling
Short definition	220 000 of work seekers provided with employment counselling, careers information and employability enhancement as defined in the ES Act and Career Guidance SOP. Provide employability life skills and career information to registered work seekers.
Purpose/importance	Improve the employability of work seekers
Source/collection of data	Attendance registers and quantative reports for employment counselling service.
Method of calculation	Every client who received employment counselling counted once for every session attended. Reports are produced for each session, and compiled at Labour Centres. All Labour Centres submit quantative reports to Provincial Offices. These are checked, verified, and consolidated and a report submitted to Head Office. Final Reports are consolidated at Head Office, all source documents are retained by Provincial Offices and Labour Centres
Data limitations	Accuracy of the attendance records and the individual profiles. The ESSA system still cannot update Work seeker profile to reflect that work seekers received counselling – to eliminate double counting. Enhancement on this function is still being discussed.
Type of indicator	Output
Calculation type	Cumulative
Reporting cycle	Quarterly and annually
New indicator	No
Desired performance	Increase employability of work-seekers
Indicator responsibility	Career Counsellors at Labour Centres, PES Managers at Provincial Offices, Deputy Director – Employment Counselling and Chief Director at Head Office

Area	Description
Indicator title	1.5. Number of work-seekers placed in registered work opportunities
Short definition	20 000 registered work seekers absorbed into registered work opportunities through the process identified in Recruitment, Selection and Placement SOP and ES Act.
Purpose/importance	To place registered work seekers into registered work opportunities, as listed in the SOP and ES Act, Work opportunities are: Formal jobs (temporary or permanent); learnerships; apprenticeships; internships and training opportunities depending on availability of opportunities in the labour market.
Source/collection of data	Opportunity Register until BW reports are available from ESSA. Registered Opportunity (ESSA report), Placement report (ESSA report indicating placed work seekers), Confirmation of placement from the employers or copy of appointment letter from work seeker.
Method of calculation	The number of registered work seekers that were placed against the number of opportunities registered on ESSA and manual approved opportunities.
Data limitations	Non approved manual opportunities are excluded; and incorrect reporting from the LCs
Type of indicator	Output
Calculation type	Cumulative for the financial year.
Reporting cycle	Quarterly and Annually
New indicator	No
Desired performance	Registered work-seekers placed in work opportunities
Indicator responsibility	PES coordinators at Labour centres, Employment Service Practitioners and PES Managers at Provincial Offices, Deputy Director, Director and Chief Director – Employer Services at Head Office

Area	Description
Indicator title	1.6. Number of work opportunities registered on ESSA
Short definition	Work opportunities registered on ESSA for referral and placement of work-seekers. Process of registering work opportunities outlined on SOP – Registration; Selection and Recruitment.
Purpose/importance	Work opportunities should be registered on ESSA so that the Department can refer the registered work seekers for placement.
Source/collection of data	Opportunities register until Black and White reports are available from ESSA
Method of calculation	50 000 opportunities. Registered opportunities as per the system and approved manual opportunities.
Data limitations	Manual reported opportunity without CD: PO approval is excluded.
Type of indicator	Output.
Calculation type	Cumulative.
Reporting cycle	Quarterly and annual reporting.
New indicator	Yes
Desired performance	Increase of number of work opportunities on ESSA.
Indicator responsibility	Employment Service Practitioners and PES Managers at Provincial Offices, Deputy Director, Director and Chief Director – Employment Services at Head Office



Area	Description
Indicator title	1.7. Private Employment Agencies and Temporary Employment Services registered
Short definition	All complete PEA's and TES's applications processed within 60 days of receipt. Applications are processed when a decision is made about the registration application of a PEA or TES. Process as defined in draft ES regulations and SOP. Process is from when an application is submitted at the labour centre until it is finalised.
Purpose/importance	To reduce levels of exploitation/abuse of work-seekers by Private Employment Agencies
Source/collection of data	PEA's and TES's applications with date stamps indicating receipt date. Registers of PEA's and TES's agencies
Certificates of registration or refusal letter etc.	
Method of calculation	From the date of certificate or refusal letter subtract the number of days used for processing compared to the date of receipt.
Data limitations	None.
Type of indicator	Output /Activity
Calculation type	Cumulative for the financial year.
Reporting cycle	Quarterly and Annually
New indicator	Yes
Desired performance	Regulated environment for the operations of PEA and TES.
Indicator responsibility	Employment Service Practitioners and PES Managers at Provincial Offices, Deputy Director, Director and Chief Director – Employer Services at Head Office

Area	Description
Indicator title	2.1 All applications for foreign nationals corporate and individual work visas applications processed within 30 working days
Short definition	All complete migrant work visa application processed within 30 working days. Process is from when the application is received by the labour centre until recommendations are made to the Department of Home Affairs.
Purpose/importance	To regulate foreign labour migration inflows into the SA labour market.
Source/collection of data	Applications with date stamps indicating receipt dates., Registers, Copies of work permits
Method of calculation	From the date of recommendations to Home Affairs, subtract the number of days used for processing compared to the date of receipt.
Data limitations	The number of application recommendations referred to Home Affairs might not necessarily be equal to the number of permits issued by the Department.
Type of indicator	Output.
Calculation type	Non-Cumulative.
Reporting cycle	Quarterly, mid-term and annual reporting.
New indicator	No.
Desired performance	All applications for work visas should ideally be routed through the Department for effective regulation of the labour market.
Indicator responsibility	Employment Service Practitioners and PES Managers at Provincial Offices, Deputy Director, Director and Chief Director – Employer Services at Head Office

Area	Description
Indicator title	3.1 MoAs concluded with eligible designated organisations approved by the DG, performance monitored and funding transferred
Short definition	To fund qualifying designated organisations, monitor their performance and transfer funds through conclusion of MOAs. Previous organisations were identified based on previous year performance, however, moving forward, there will be a selection process through evaluation criteria.
Purpose/importance	To subsidise qualifying designated organisations to assist People with Disabilities to access employment opportunities.
Source/collection of data	Approved policy and evaluation criteria. Signed MoA's and quarterly reports.
Method of calculation	Approved policy and evaluation criteria. Signed MoA's and quarterly reports. Payments stubs as proof of funds transferred.
Data limitations	Skills levels of potential participants on employment schemes
Type of indicator	Output/Activity
Calculation type	Cumulative for the financial year.
Reporting cycle	Quarterly and Annually
New indicator	No
Desired performance	People with disabilities placed in employment opportunities
Indicator responsibility	Chief Director: WSS at Head Office; Director WSS and Deputy Director Employment Counselling.

## Programme 4: Labour Policy and Industrial Relations

### Promote equity in the labour market (Outcome 14)

Area	Description
Indicator title	1.1 Employment Equity Act as amended, implemented and evaluated within set time-frame
Short definition	Employment Equity implemented
Purpose/importance	Improve employment equity compliance and enforcement in the labour market
Source/collection of data	<p>Information gathered through employment equity reports submitted by designated employers annually through manual submissions or Online Reporting facility. Additional information gathered through stakeholders' workshops in provinces and written public comments submitted.</p> <p>Verification sources:</p> <ul style="list-style-type: none"> <li>o Government Gazettes on Draft Code and Final Code on Equal pay</li> <li>o Close-out Report on 9 workshops conducted in provinces</li> <li>o Glossy copy of the 2013/2014 14th CEE Annual report and Public Register (Government Gazette)</li> <li>o Copies of the 2014/2015 15th CEE Annual Report and 2014 Public Register developed plus CEE Advisory letter to Minister.</li> <li>o DDG observation and recommendation close-out reports</li> </ul>
Method of calculation	Not applicable
Data limitations	Dependent on the quality of EE data submitted by employers on progress made on the implementation of employment equity and the quality of public comments submitted by stakeholders in workshops.
Type of indicator	Output and activities
Calculation type	Non-cumulative
Reporting cycle	Quarterly and Annually
New indicator	No
Desired performance	Higher levels of compliance from employers with the Employment Equity Act and its regulations
Indicator responsibility	DDG: LP&IR, CD: LR and Director: Employment Equity

## Protect vulnerable workers (Outcome 4)

Area	Description
Indicator title	2.1 Consider applications for exemption within a specific time frame
Short definition	Decision is made on applications within 60 days whether to grant exemption or not
Purpose/importance	Provide legislative flexibility to the labour market by granting BCEA variations
Source/collection of data	Employers provide information through their applications for exemptions which are date stamped on receipt and captured as reflected on the Variations System Register Letters to employers of exemption application outcome
Method of calculation	Variations System Register reports entries Count the number of competent exemptions applications as finalised within 60 days
Data limitations	Incomplete exemption applications submitted by the employers
Type of indicator	Output
Calculation type	Accumulative
Reporting cycle	Annually
New indicator	No
Desired performance	Retention of employment opportunities and sustainability of business
Indicator responsibility	DDG: LP&IR, CD: LR and Director: Employment Standards

Area	Description
3.1 Indicator title	3.1 Number of new and existing Sectoral Determinations reviewed and investigated (as per section 54 of Basic Conditions of Employment Act, as amended)
Short definition	New and existing sectoral determinations reviewed and published, existing sectoral determinations for a period of 3 years and reviewed before the minimum wages expired
Purpose/importance	To review and amend minimum wages and conditions of employment for specific sectors in extending protection to vulnerable workers.
Source/collection of data	<p>Information collected through the internet, submissions by relevant stakeholders and information received through public consultation process and in the different Sectors.</p> <p>Verification sources</p> <ul style="list-style-type: none"> <li>• Report on contract cleaning public hearings, report on Domestic works public hearings, 2 published sectoral determinations, Investigation report on Domestic and farm workers provident fund, 36 signed attendance registers</li> <li>• Reports on the 24 public hearing for Garden services, Reports on 27 the public hearing on Building sector. Report on the 9 consultations in the domestic and farming sector ( Social Security) 52 signed attendance registers</li> </ul>
Method of calculation	Count the number of Sectoral determinations published for the 12 months before the minimum wages expired
Data limitations	Due to the nature of the vulnerable sectors, poor attendance of stakeholders during the consultation process.
Type of indicator	Output and activity
Calculation type	Non-cumulative
Reporting cycle	Quarterly and Annually
New indicator	No
Desired performance	Publish Sectoral Determination and reduce the level of poverty
Indicator responsibility	DDG: LP&IR, CD: LR and Director: Employment Standards

## Strengthen multilateral and bilateral relations (Outcome 11)

Area	Description
4.1 Indicator title	4.1 Number of reports on ILO Article 19 and 22 submitted by March
Short definition	Compile and submit reports in consultation with programmes and other Government Departments based on SA's compliance in law and practice with those ILO Conventions ratified. <a href="http://www.ilo.gov.za">www.ilo.gov.za</a> , <a href="http://www.arlac.co.zw">www.arlac.co.zw</a>
Purpose/importance	Ensure compliance with the ILO's constitutional requirements in terms of Article 19 and 22 of the Constitution of the ILO.
Source/collection of data	Compiled based on information received from various government Departments and programmes Government Departments and internal programmes  ARTICLE 22 1) Unemployment Convention, 1919 (No. 2); 2) Underground Work (Women) Convention, 1935 (No. 45); 3) Equal Remuneration Convention, (No 100); 4) Discrimination (Employment and Occupation) Convention, 1958 (No 111); 5) Tripartite Consultation Convention, 1976 (No 144); 6) Occupational Safety and Health Convention, 1981 (No. 155); and 7) Safety and Health in Mines Convention, 1995 (No. 176)  ARTICLE 19 8) General Survey concerning the Right of Association and Rural Workers' Organisations Instruments in Light of the 2008 ILO Declaration on Social Justice for a fair Globalisation.
Method of calculation	Count the number of reports compiled based on information received from various government Departments and programmes
Data limitations	Information is based on government legislation and policy
Type of indicator	Output
Calculation type	Cumulative
Reporting cycle	Annually
New indicator	Yes
Desired performance	To comply 100% with the requirements of the ILO Constitution as it relates to Article 19 and 22 thereof.
Indicator responsibility	DDG: LP&IR and Chief Director: International Relations

## Promote Sound Labour Relations (Outcome 4)

Area	Description
5.1 Indicator title	5.1 Number of collective agreements extended within 60 days of receipt
Short definition	Collective Agreements are concluded by registered trade unions and employers organisations who are party to the bargaining councils in demarcated sectors. Trade unions and employer's organisation negotiate conditions of employment for specific sectors periodically and the bargaining council request the minister to extend the collective agreements concluded to non-parties in those sectors. Extension means agreement published in the Government Gazette to be applicable in that Sector.
Purpose/importance	To promote fair competition in specific sectors and to provide improved conditions of employment and decent work
Source/collection of data	<ul style="list-style-type: none"> <li>• Application forms</li> <li>• Party agreements</li> <li>• Manual collective agreements registers</li> <li>• Record of decisions made by the Minister pertaining to the extension of collective agreements and published agreements</li> <li>• Published Government Gazettes</li> </ul>
Method of calculation	Count the number of published agreements extended within 60 days in the Government Gazettes
Data limitations	Industry figures and party membership figures are not always adequate
Type of indicator	Output and activity
Calculation type	Non-cumulative
Reporting cycle	Monthly, quarterly and annually
New indicator	No
Desired performance	To ensure that 100% of collective agreements are extended by the Minister within 60 days of receipt
Indicator responsibility	DDG: LP&IR, CD: LR and Director: Collective Bargaining

Area	Description
5.2 Indicator title	5.2 Percentage of competent and completed labour organisation applications processed within 90 days of receipt
Short definition	<p>Registration of new labour organisations:</p> <ul style="list-style-type: none"> <li>• Association of employers or employees come together to form a trade union or employers' organisation (labour organisations)</li> <li>• Unregistered trade unions or employers' organisations cannot fully participate in collective bargaining system as provided in the LRA</li> <li>• To become a registered trade union or employers' organisation, such organisations will apply for registration to the Registrar of Labour Relations</li> <li>• Upon registration, the trade union or employers' organisation become a body corporate with full rights to participate in the collective bargaining system as provided for in the LRA</li> </ul>
Purpose/importance	<p>Registration of new labour organisations:</p> <ul style="list-style-type: none"> <li>• To ensure accountability to the Department in terms of the LRA, to the members and to the public</li> <li>• To regulate and monitor the operations of registered trade unions and employers' organisations</li> <li>• To ensure full participation in the collective bargaining system</li> </ul>
Source/collection of data	<ul style="list-style-type: none"> <li>• Application forms (date stamped on receipt)</li> <li>• Electronic system (Details of application entered on system on day of receipt)</li> <li>• Keep record of all decisions made by the Registrar pertaining to the applications of trade unions and employers' organisations</li> </ul>
Method of calculation	Count the number of days from the date of receipt to date of approval (excluding refusals)
Data limitations	<p>Registration of new labour organisations:</p> <ul style="list-style-type: none"> <li>• Insufficient records of data and processes of start-up labour organisations (trade unions and employers' organisations)</li> <li>• Reliability of Magic system as basis for recording and monitoring applications and decisions.</li> </ul>
Type of indicator	Output and activity
Calculation type	Non-cumulative
Reporting cycle	Monthly, quarterly and annually
New indicator	Partly
Desired performance	The aim is to ensure that 100% of applications for registration by trade unions and employers' organisation are processed within 90 days of receipt
Indicator responsibility	DDG: LP&IR, CD: LR and Director: Collective Bargaining



## Monitor the impact of legislation (Outcome 4)

Area	Description
Indicator title	6.1 A number of Annual Labour market trends and research reports produced
Short definition	To provide up to date information on selected indicators in the economy and labour market as a whole.
Purpose/importance	To provide a general perspective on the performance of the South African economy and labour market to inform policy makers on the changes that happened in the South African labour market over time in order to take action where it is needed.
Source/collection of data	Administrative internal and external survey data are used such as newspapers, Unemployment Insurance Fund, CCMA, Compensation Funds, Employment Services, Collective Bargaining, Reserve Bank and Statistics SA.  Verification sources: Four Annual reports produced: Annual Industrial Action, Job Opportunity and Unemployment in the SA labour market, Annual Administrative Statistics and Annual Labour Market Bulletin reports
Method of calculation	Count the number of reports published
Data limitations	Limited coverage in particular with newspapers data identification and lack of effective internal data integration system
Type of indicator	Output and activity
Calculation type	Actuals
Reporting cycle	Quarterly and Annual
New indicator	No
Desired performance	The aim is to ensure 100% data quality and more labour market indicators coverage in order to better inform policy makers
Indicator responsibility	DDG: LP&IR, CD: LMP and Director: Labour Market Information and Statistics

Area	Description
Indicator title	6.1 A number of Labour Market Trends and Research reports produced
Short definition	<p>Research on the impact of legislation conducted</p> <p>Four research reports aimed at assessing the impact of labour legislation and labour programmes to be produced</p> <ol style="list-style-type: none"> <li>1. Assessing the effectiveness of collective bargaining exemption process</li> <li>2. Reduction of working hours to a 40 hour week</li> <li>3. Analysis of the knowledge level of the public on the services of the Department of Labour</li> <li>4. Evaluation of the attitude of work seekers</li> </ol>
Purpose/importance	To provide research findings for evidence-based policy intervention.
Source/collection of data	<p>Research data collected according to approved research methodologies.</p> <p>Progress reports, literature reports, data collection instruments, draft research reports and final research reports</p>
Method of calculation	Count the number of reports produced.
Data limitations	Data collected is based on the data collection instruments which may have limited capacity and data collection process have challenges in accessing the respondents and it also depends on their memories.
Type of indicator	Output
Calculation type	Cumulative
Reporting cycle	Quarterly and Annually
New indicator	No
Desired performance	The indicator is for conducting research on the labour market policies and legislation. Conducting more research projects and uptake of research results is desired.
Indicator responsibility	DDG: LP&IR, CD: LMP and Director: Research, Policy and Planning