



Part D: Technical Indicators

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 leadership and guidance provided through departmental governance structures
Short definition	Strategic leadership and guidance provided by the executing authority and the accounting officer
Purpose/importance	To set the tone overall, for the effectual running of the Department
Source/collection of data	Performance reports. Minutes of strategic workshops and meetings. Service level agreements and Memoranda of understanding
Method of calculation	N/A
Data limitations	N/A
Type of indicator	Qualitative and quantitative indicator
Calculation type	N/A
Reporting cycle	Quarterly, mid-term and annually
New indicator	New
Desired performance	100% performance
Indicator responsibility	Minister and Director-General

Area	Description
Indicator title	2.1 Strategic Plan and Annual Performance Plan approved and tabled as per prescribed timeframes
Short definition	Strategic Plan (SP) and Annual Performance Plan (APP) approved by end of January for tabling in Parliament by 31 March
Purpose/importance	The Department must have an approved Strategic Plan and Annual Performance Plan
Source/collection of data	APP compiled with information from the SP as well as Branch inputs
Method of calculation	Annual tabling of the APP (official printed document)
Data limitations	Inputs from Branches
Type of indicator	Output
Calculation type	Quarterly milestones with submission of first and second drafts
Reporting cycle	Quarterly as there are certain milestones in the development of the APP
New indicator	No
Desired performance	Approved APP (in line with the National Treasury Framework for managing performance information) to be tabled in Parliament
Indicator responsibility	COO

Area	Description
Indicator title	2.2 Percentage of organisational performance improves per year
Short definition	4 QPRs and 1 Annual Performance Information Report within 60 days of period ending
Purpose/importance	Increase compliance levels with Performance Information Management prescripts and to report on progress made to achieve the targets set in the Annual Performance Plan
Source/collection of data	Labour Centres and Provincial Offices reports consolidated into Branch reports
Method of calculation	4 Quarterly reports and 1 Annual report
Data limitations	The accuracy of quarterly, annual and mid-term reports depend on reports received from Branches, lack of the reliable data capturing (human errors), monitoring and evaluation system
Type of indicator	Output
Calculation type	Non-accumulative (only statistics/performance for that quarter)
Reporting cycle	Quarter, Annual and mid-term
New indicator	No, but adjusted
Desired performance	Planning, monitoring and evaluation performance to ensure compliance with the National Treasury Framework for managing performance information and inform the department's performance in relation to desired goals as set out in the APP
Indicator responsibility	COO

Area	Description
Indicator title	3.1 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	Output
Calculation type	Non-cumulative
Reporting cycle	Quarterly
New indicator	No
Desired performance	Higher performance
Indicator responsibility	Director – Risk Management

Area	Description
Indicator title	4.1 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 PFM
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
Method of calculation	Quarterly
Data limitations	Approval for hotline software
Type of indicator	Output
Calculation type	Non-cumulative
Reporting cycle	Annual
New indicator	No
Desired performance	Higher performance
Indicator responsibility	Director – Risk Management

Area	Description
Indicator title	4.2 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	Yes
Desired performance	Higher performance
Indicator responsibility	Director – Risk Management

Area	Description
Indicator title	4.3 Fraud prevention and security strategies implemented
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	5.1 Number of exhibitions held to profile the services of the Department per annum
Short definition	Showcasing Departmental services
Purpose/importance	To inform the public of the services of the Department
Source/collection of data	Branches and current publications
Method of calculation	Records of exhibitions participated in
Data limitations	N/A
Type of indicator	It measures an activity
Calculation type	The reported performance is cumulative.
Reporting cycle	The indicator is reported quarterly, annually.
New indicator	No
Desired performance	actual performance is desirable
Indicator responsibility	CD: Communication

Area	Description
Indicator title	5.2 Number of service delivery points branded and signage displayed per selected province
Short definition	Ensuring the visibility of Departmental Labour Centres
Purpose/importance	To enable stakeholders and beneficiaries to easily identify service points of the Department
Source/collection of data	Visits will be undertaken to collect data on the different labour centre buildings.
Method of calculation	Records of labour centres branded
Data limitations	N/A
Type of indicator	The indicator measures outcome
Calculation type	Cumulative
Reporting cycle	Quarterly
New indicator	No
Desired performance	Actual performance desired
Indicator responsibility	Director : Communication

Area	Description
Indicator title	5.3 Turnaround time to respond to media queries
Short definition	Ensuring that media queries are responded to and information is made available to the public
Purpose/importance	To ensure that information about the work and initiatives of the Department is disseminated to stakeholders and members of the public
Source/collection of data	Reporters from the various media houses
Method of calculation	Determined by the time the query was received and responded to
Data limitations	N/A
Type of indicator	It measures inputs outputs
Calculation type	The reported performance is non-cumulative
Reporting cycle	The indicator is reported both quarterly and annually.
New indicator	It continues from the previous year
Desired performance	The desired performance is to respond timeously to media queries.
Indicator responsibility	Director Media Liaison

Area	Description
Indicator title	6.1 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	<ul style="list-style-type: none"> 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	<ul style="list-style-type: none"> 45% of SMS women 36% of youth 3% of disability
Indicator responsibility	CD:HRM

Area	Description
Indicator title	6.2 Percentage of vacancy rates reduced by 31 March
Short definition	Posts filled
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	6.3 Percentage of staff trained in line with Workplace Skills Plan (WSP) by 31 March
Short definition	Staff trained
Purpose/importance	<ul style="list-style-type: none"> • Compliance with Skills Development legislation • To train and develop the staff of the Department
Source/collection of data	Quarterly and annual reports
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	Output
Calculation type	Cumulative
Reporting cycle	Quarterly
New indicator	No
Desired performance	87%
Indicator responsibility	CD:HRM

Area	Description
Indicator title	6.4 Percentage of misconduct cases finalised in line with applicable prescripts by 31 March
Short definition	The indicator address the timely completion of misconduct cases as 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
Method of calculation	The ER has timeline for misconduct cases and the cases finalised are measure 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	6.5 Percentage of employees (a) SMS and (b) MMS and lower entered into performance agreement and assessed within the time frames
Short definition	The indicator addresses the timely completion of performance agreements and assessments by measuring the compliance rate of submission within specific timelines.
Purpose/importance	Facilitation of individual performance management in the Department
Source/collection of data	Agreements/Assessments documents and Score sheets
Method of calculation	The PM&CS has timelines for submission of performance documents and they are measured against the timelines planned
Data limitations	Late submission of performance agreements/assessments
Type of indicator	Output
Calculation type	Cumulative
Reporting cycle	Quarterly
New indicator	No
Desired performance	95%
Indicator responsibility	CD:HRM

Area	Description
Indicator title	7.1 Percentage of court papers to resolve litigation filed with court increased
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	Unavailability of relevant functionaries to provide information
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 working days of receipt
Indicator responsibility	Acting Chief Legal Admin Officer

Area	Description
Indicator title	8.1 ICT services rendered as per ICT strategy and governance framework
Short definition	Implementation of the ICT strategy elements
Purpose/importance	Provision of ICT solutions and services
Source/collection of data	ICT strategy
Method of calculation	Number of planned deliverables against number of deliverables implemented
Data limitations	None
Type of indicator	Output
Calculation type	Cumulative
Reporting cycle	Quarterly
New indicator	No
Desired performance	100%
Indicator responsibility	CD: ICT

Area	Description
Indicator title	9.1 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	Transversal systems, Provincial Offices and Programmes at Head Office.
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	Financial Performance of the Department. Appropriation statement indicating the budget verses expenditure i.e. budget over or under spend.
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

Area	Description
Indicator title	9.2 Medium Term Expenditure Framework (MTEF) and Estimates of National Expenditure (ENE) prepared according to National Treasury 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	Provincial Offices and Programmes at Head Office.
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	Financial Performance of the Department. ENE, AENE, MTEF.
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