

REVISED ANNUAL PERFORMANCE PLAN

2020/21

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FOREWORD BY THE MINISTER IN THE PRESIDENCY

It gives me great pleasure to preview the Revised Annual Performance Plan (APP) of the GCIS for the period 2020/21. The road ahead is going to be filled with many challenges, yet I am convinced that the GCIS will continue to play a crucial role in taking government to the people.

In the coming period the strong communication system we have built to ensure South Africans remain abreast of key developments that take place within the country will be crucial.

Our work is guided by the Constitution of the Republic of South Africa of 1996 and in particular, Section 195(g) of the Constitution, which forms the basis of the formation of the GCIS, where it stipulates that to foster transparency, the public should be provided with information that is timely, accurate and importantly, accessible.

Last year our nation celebrated a major milestone as we commemorated 25 Years of Freedom. The figures from our 25-year journey show that we have indeed made progress and that our nation is in a much better place now.

However, more must still be done to tackle the triple threat of poverty, inequality and unemployment. Our journey since 1994 has shown us that we are better together. Therefore, it is our duty as a nation and a people to collectively build the South Africa we want.

There are no magical solutions to our challenges, but there are concrete steps all of us can take to make a difference. South Africans from all walks of life have a responsibility to acknowledge the past, celebrate the present and build the future together.

We must continue to build a new culture of human rights and a society where all are valued. We must continue to emphasise our unity in diversity and cast aside that which divides us. It is our collective responsibility to actively participate in growing our country. The future of our dreams rests in our collective hands and we will only succeed if we work together.

The National Development Plan describes a nation that is more conscious of their commonalities than their differences. Each citizen has a responsibility to take charge and play an active role in growing South Africa.

Also last year, the reconfiguration of government started. The changes have resulted in some departments being renamed, merged and others remaining separated by reporting to one Ministry. The reconfiguration of government is to ensure that departments are fit for purpose and sensitive to the austerity measures driving the programmes of this sixth administration.

Going forward, the GCIS is determined to ensure that citizens across the length and breadth of our nation participate and are informed of these developments and given the tools to enjoy the benefits of our hard-won democracy.

We will continue to build on the relevant platforms and products we have created to share critical information on government services and programmes, while ensuring that we create opportunities to open the economy to more South Africans.

It is also crucial that the GCIS continues to embrace new technology as part of the Fourth Industrial Revolution (4IR). Digital platforms, social media and new communication technology will allow communication to come alive through interactive engagement, lively pictures and live videos.

I am pleased to see that the GCIS has embraced the move towards 4IR and is aligning to new technology developments to deliver government's messages to citizens in a creative and

interactive manner. It includes the migration of more communication content to the government websites and social media platforms.

We are determined to continue this forward momentum with the implementation of our 2020/21 Revised APP so citizens have the necessary tools to change their lives meaningfully.

Our plans remain bold and decisive to impact on the lives of South Africans. The Revised APP makes the most of the department's limited financial resources that have been entrusted to us by the people of South Africa.

Through our various programmes we seek to expand government's communication to enhance access to information that enables the public to participate in the country's transformation and in bettering their own lives.

In using the power of communication we aim to bring more of our people into the productive sectors of the economy, help South Africans take advantage of the opportunities that arise from the 4IR and drive back the triple challenge of unemployment, poverty and inequality.

We are also committed to making the best use of our platforms and products to share information on government's key priorities such as employment, economic opportunities, youth programmes, service delivery and rural development.

In the coming period the GCIS will continue to provide strategic leadership and coordination to the government communication system. This includes strategic communication support in the planning and implementation of major government campaigns in each cluster. We will also ensure that annual communication plans for clusters are developed and implemented in collaboration with the respective departments.

The department will furthermore continue with the implementation of its gender-based violence (GBV), anti-corruption, unemployment and professionalising the Public Service campaigns under the banner of #ThumaMina, as inspired by President Cyril Ramaphosa.

The GCIS is ready to take information directly to the doorsteps of our communities through development communication programmes, outreach campaigns and activations.

Our outreach programme encompasses community radio talk shows, taxi ranks and mall activations, and blitzes on commuter trains, and talk shows on local community radio and television (TV) stations.

Just as importantly, one cannot overstate the importance or value of unmediated, face-to-face communication where government officials interact directly with the public.

To reach out to communities in the far-flung rural areas and ensure the voice of government emerges loud and clear, the GCIS will continue to use its government-owned flagship newspaper *Vuk'uzenzele* and weekly *My District Today* newsletter to disseminate information that empowers South Africans to participate in government programmes.

Vuk'uzenzele, the fortnightly government-owned newspaper, has a print run of 1.7 million copies a month, of which 1 200 copies are printed in Braille. *Vuk'uzenzele* is distributed for free, mainly in areas with less access to the mainstream media.

The newspaper continues to play a meaningful role in taking government to the people in all the official languages. We have used *Vuk'uzenzele* as one of the vehicles to impart useful information on government programmes, services and adverts on jobs to great effect.

A key component of the APP is to strengthen our partnership with the media as a strategic stakeholder. In building this partnership, the GCIS will drive government's interaction and communication with the media. Our interaction has sustained communication from government to citizens on issues and decisions that affect them.

The department's in-house media bulk-buying service continues to save advertising costs for government while maintaining the visibility of government's communication campaigns. All approved media-buying campaigns will be implemented for various departments and public entities.

The department is strengthening support to community media and continues to encourage government departments to consider placement on this important platform when planning and budgeting for government campaigns.

In the coming period, the GCIS stands ready to be at the forefront of this drive for change. We will use communication to inspire and instil hope, and will work tirelessly to transform the feeling of hope and renewal into a lasting movement for renewal and change.

Mf J M Mthembu, MP

Minister in the Presidency Date 69 / 07 / 2

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FOREWORD BY THE DEPUTY MINISTER IN THE PRESIDENCY

This APP advances the work of the sixth administration as reflected in the Medium Term Strategic Framework (MTSF) 2019-2024. The plan outlines the work the GCIS will undertake to build on the gains we have made over our democratic journey.

As we start the new financial year, we will continue with the work started by President Cyril Ramaphosa to rebuild the ethical foundation of the State and revitalise the economy. Every stride we make in growing our economy is an opportunity to build towards a better tomorrow.

Our country has made steady progress since President Ramaphosa assumed office and we are hopeful that going forward, all initiatives that have been implemented will gain more traction and make an impact in the lives of millions of South Africans.

All of these developments are important and should be communicated to the people of this country so we can work together in the spirit of #ThumaMina. This is in line with Section 195(g) of the Constitution of the Republic of South Africa of 1996 to foster transparency and provide the public with information that is timely, accurate and accessible.

The GCIS is tasked with this constitutional mandate to provide information through developmental communication and use it to facilitate socio-economic change in the country. Therefore, this APP sets out the approach the GCIS will take in fulfilling this mandate for the year ahead. This includes ensuring that the seven priorities of government are communicated effectively and comprehensively.

Through the Government Segmentation Model, which was developed by the GCIS, we will ensure that our communication messages reach the intended audience. This model helps the GCIS to better understand the needs of the various audiences who receive government information and services.

For the year ahead, the GCIS will continue to lead and drive government's interaction and communication with media. Communication of government messages will be enhanced by placing opinion pieces, media statements, and daily government messaging in various print, broadcast and social media platforms covering different topics pertaining to key government programmes.

A variety of products and platforms such as *Vuk'uzenzele*, SAnews, *My District Today* newsletter and *Public Sector Manager* (*PSM*) magazine will also be used to disseminate information that empowers the public. The fortnightly *Vuk'uzenzele* newspaper is published partly in all 11 official languages and in Braille to meet the information needs of different target audiences.

About 1,7 million copies are printed each month while 1 200 copies are in Braille. These copies are distributed free of charge in areas with less access to the mainstream media and it focuses on government's key priorities, including economic transformation and job creation, education, skills and health.

The South African Government website (<u>www.gov.za</u>), which is where most citizens go to first for information about government, will also be used to disseminate information. The website is the top South African Government website and is the first result on Google for the South African Government. It increased from 13,712,621 page views in 2015 to 23,4569,297 in 2018.

Furthermore, regular post-Cabinet media briefings will be held to communicate the decisions of the Executive to the public.

More importantly, the GCIS will continue to play its central and guiding role between elected officials and the people they represent through direct public engagements, which is an effective form of communication and is in line with the District Development Model (DDM).

The planned direct public engagements allow government to hear first-hand information of issues that affect the people and for the people to provide inputs on how best to deal with them. Direct public engagements encompass door-to-door, taxl ranks and mall activations.

These events are an important part of our commitment to take government to the people and they have had a significant impact on the lives of many South Africans in communities across the country.

The GCIS will also continue to provide support to clusters and departments such as conceptualising campaigns, developing communication strategies/plans, content development, information dissemination, stakeholder engagement, internal communication and coordinating government communications.

This APP is our roadmap to ensure that relevant information reaches all South Africans and to remind them to play their part in growing the country.

Ms Thembi Siweya, MP

Deputy Minister In The Presidency

Date: 09.107/2020

INTRODUCTION BY THE DIRECTOR-GENERAL (DG)

Communication has the important responsibility to guide and take South Africans along on our journey of renewal that was inspired by President Cyril Ramaphose at the start of this administration. Our task therefore as the centre of government communication is to advance this message to South Africans, which is anchored in hope of a better tomorrow.

Our work as set out in the 2020-2021 APP focuses on keeping South Africans abreast of progress we are making in growing our economy and creating jobs, particularly for young people. We aim to build hope and confidence by continuously updating South Africans on what we are doing to create jobs, fight crime and deal with corruption.

In March the President announce the State of Disaster occasioned by the Coronovirus refered to as as Covid19. GCIS was directed to lead the communication and information dissemination. Additional R60 million was allocated to the 2020 budget baseline which was to go towards a paid for communication campaign to reach all South Africans. Key to this campaign was to raise an awareness on the Covid19 but to also educate the public on the health protocol so as to mininse the infection rate in our communities.

As the issue of gander based violence continues to plague our communities, gois will continue to strengthening the fight against GBV, gangsterism and drug abuse by empowering society with information to reverse the moral degeneration that stems from these problems. It includes work that articulates the restoration of our democratic institutions and builds community activism.

Moreover, in taking information to South Africans we play a critical role in highlighting our story of transformation with the ultimate aim of returning our country to a path of growth and development. Furthermore, it advances our constitutional mandate — Section 195(g) of the Constitution of the Republic of South Africa of 1996 — to ensure that keep South Africans are provided with information that is timely, accurate and importantly, accessible so that they can live their best lives.

In the period shead, the GCIS will continue to use all opportunities at its disposal to inform citizens about our socio-economic programmes and opportunities, and how to access them. Our tried and tested platforms such as Vuk'uzenzele newspaper, which publishes 1.7 million copies a month. SAnews. My District Today newsletter, PSM magazine and radio services will ensure government information reaches the public.

The government website (www.gov.ze) is the top South African Government website and is the first result on Google for the South African Government. The website is where most citizens go to first for information about government. The department has a strong programme of development communication that reaches South Africans where they reside. Through our direct public engagement such as door-to-door communication, the GCIS keeps its finger on the national pulse and sometimes this acts as an early-warning signal to issues arising in the community.

Our work gives effect to the seven key priorities of government articulated in the 2019-2024 MTSF to which this APP is closely aligned.

importantly, the APP advances the department's work during the first year of implementation of the framework. For example, we will continue to keep communities abreast of technical developments that have a direct impact on them through the roll-out of the administration's new District Development Model.

The model aims to improve the coherence and impact of the government development model in the 44 districts and eight metropolitan municipalities. Every milestone along the journey, whether big or small, must be celebrated. The GCIS will continue to unpack the implications in terms of the new services, jobs created, infrastructure built and the impact of these projects on our economy.

In doing so, we are meeting our government and constitutional mandate that requires communication be expanded to enhance access to information that enables the public to participate in the country's transformation.

Moreover, we are fulfilling our primary responsibility of ensuring the democratic strength, success and security of the country through rapid, responsive and continuous communication of povernment's achievements.

in the period ahead, the GCIS will continue to provide strategic leadership and coordinate a government communication system that ensures the public has access to government programmes and policies that benefit them.

Our goal going forward is to ensure coherent messaging on the key priorities of government and we will continue to rely on the support of government communicators across government and most importantly, our staff.

We aim to accomplish our many goals and fulfil our constitutional mandate in an environment of reduced spending allocations to communication. We are confident that through an innovative communication approach and partnerships, the department can meet the goals detailed in the APP.

Ms Phumla Williams

Accounting Officer: GCIS

Date: 08 July 2020

OFFICIAL SIGN-OFF

It is hereby certified that this Revised APP was developed by the management of the GCIS under the guidance of the Minister in The Presidency, Mr Jackson Mithembu, MP. It takes into account all the retevant policies, legislation and other mandates for which the GCIS is responsible.

"It accurately reflects the impact, outcomes and outputs that the GCI5 will endeavour to achieve over the next three years.

Mr Hennie Bekker Acting Chief Financial Officer

Signature:

Mr Keiturnetse Serdakane Acting Depity Dissolor General: Corporate Services

Signature

Ms Phumla Williams

Director General and Accounting Officer

· Signature:

Approved by:

Mr Jackson Millenbu, MP Minister in The Presidency

Signature

Date

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PART A: OUR MANDATE

1. CONSTITUTIONAL, LEGISLATIVE AND POLICY MANDATE

1.1 Constitutional mandate

Section 195(g) of the Constitution of the Republic of South Africa of 1996 forms the basis of the formation of the GCIS, where it stipulates that in order to foster transparency the public should be provided with information that is timely, accurate and importantly, accessible.

In 1998, the South African Communication Service was dissolved and the GCIS established by Cabinet, largely on the basis of recommendations contained in the report of the Task Group on Government Communications (Comtask: 1996: 58).

Government's mandate requires that its communication be expanded to enhance access to information that enables the public to participate in the country's transformation and in bettering their own lives; that it should bring the realities of our emergent and thriving democracy to the attention of the international community; and promote the African Renaissance, including regional integration and implementation of people-centred development programmes.

The primary responsibility of the GCIS is to ensure the democratic strength, success and security of the country through rapid, responsive and continuous communication of government's achievements in meeting the mandate to rule given by the citizens of South Africa. The strategic intent speaks of necessity and therefore of the broad agenda of the manifesto of the ruling party. Therefore, the GCIS is responsible for providing strategic leadership and coordinating a government communications system that ensures that the public is informed, and have access to government programmes and policies that benefit them.

This GCIS APP is informed by the above-stated mandate, various relevant legislative mandates, and related government policies and directives outlined below.

2. LEGISLATIVE AND POLICY MANDATE

2.1. Legislative mandate

In the execution of its functions and in line with its founding legislation, the GCIS complies with the Constitution of the Republic of South Africa of 1996, with specific reference to the following sections:

- 2.1.1. Section 41: Cooperative governance values.
- 2.1.2. Section 195: Basic values and principles governing public administration.
- 2.1.3. Sections 231: International agreements.
- 2.1.4. The Public Finance Management Act (PFMA), 1999 (Act 1 of 1999), as amended.
- 2.1.5. The Revised Framework for Strategic Plans and APPs.
- 2.1.6. The 2019-2024 MTSF

2.2. Policy mandates

- 2.2.1. The GCIS's strategy is underpinned by the 2019-2024 National Communication Strategy Framework (NCSF), approved by Cabinet in 16 October 2019. Working with other government departments, the GCIS will drive the implementation of the NCSF across the communication system over the Medium Term Expenditure Framework (MTEF) period.
- 2.2.2. Government Communication Policy, approved by Cabinet on 22 August 2018.
- 2.2.3. GCIS Five-year Communication Strategy.

PART B: OUR STRATEGIC FOCUS

3. VISION

The pulse of communication excellence in government.

4. MISSION

To deliver effective strategic government communication; set and influence adherence to standards and coherence of message and proactively communicate with the public about government policies, plans, programmes and achievements.

5. ORGANISATIONAL VALUES

Value	Meaning and behaviour associated with the value
Professionalism	 The organisation strives to operate at the highest level of professionalism in all business dealings at all times. Professionalism is embodied in friendly, polite and business-like behaviour. It drives a person's appearance, demeanour and professional interactions, providing others with a positive first impression. Officials should demonstrate professionalism by being courteous, honest and behaving responsibly when dealing with clients and representing the organisation. Officials should demonstrate a level of excellence that goes beyond the department's normal work and official requirements.

Value	Meaning and behaviour associated with the value
Diversity	 The department contributes to democracy and equality by promoting a safe, positive and nurturing environment for everyone. Officials should recognise and respect that each person is different. This difference can refer to race, ethnicity, gender, gender preference, age, religious beliefs, socio-economic status or other ideologies. Officials should strive to understand and embrace each other's points of view, beyond simple tolerance, thus giving everyone the opportunity to express themselves. This attitude should extend to the public.
Openness and	The organisation should always be open with its communications,
transparency	 disclose all relevant information, and be accountable for its actions. Transparency demands that the department and its officials are straightforward and honest in their dealings at all times. Officials should provide colleagues and clients with access to accurate, relevant and timely information. The department recognises that transparency and accountability are essential for good governance. The department strives to be receptive to new ideas and adopt a
	flexible approach to problem-solving. Officials are encouraged to think beyond the norm. Officials are encouraged to help each other address issues that
	cannot be addressed by a person working in isolation.
Honesty and integrity	 Officials should exercise honesty in all their business dealings and strive to protect the department's integrity at all times. Officials should commit to the actions they have undertaken on behalf of their clients. The department strives for equity, fairness and good ethics in its decision-making and expects its officials to do the same with regard to one another. The department honours its commitments to build a foundation for trust.

6. UPDATED SITUATIONAL ANALYSIS

6.1 External Environment

See Strategic Plan

6.2 Internal Environment

See Strategic Plan

6.3 Organisational Structure

The GCIS implements its mandate through the following three programmes, each headed by a DDG.

6.3.1 PROGRAMME 1: Administration

Purpose: Provide strategic leadership, management and support services to the department.

Subprogramme 1.1: Departmental Management

Subprogramme 1.2: Strategic Management (SM)

Subprogramme 1.3: Human Resources (HR)

Subprogramme 1.4: Information Management and Technology (IM&T)

Subprogramme 1.5: Financial Administration

Subprogramme 1.6: Internal Audit

6.3.2 PROGRAMME 2: Content Processing and Dissemination

Purpose: Provide strategic leadership in government communication to ensure coherence, coordination, consistency, quality, impact and responsiveness of government communication.

Subprogramme 1.1: Management

Subprogramme 1.2: Products and Platforms

Subprogramme 1.3: Policy and Research

Subprogramme 1.4: Communication Service Agency (CSA)

Subprogramme 1.5: Entity Oversight

Subprogramme 1.6: Media Policy

6.3.3 PROGRAMME 3: Intergovernmental Coordination and Stakeholder Management

Purpose: Implementation of development communication, through mediated and unmediated communication and sound stakeholder relations and partnerships.

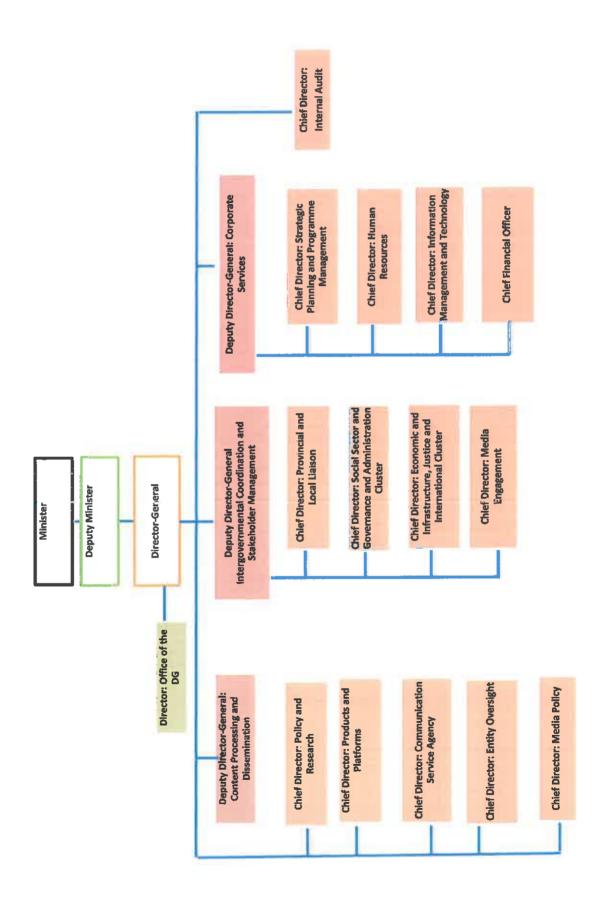
Subprogramme 1.1: Management

Subprogramme 1.2: Media Engagement

Subprogramme 1.3: Cluster Communication

Subprogramme 1.4: Provincial and Local Liaison (PLL)

Organogram



7. OVERVIEW OF 2020/21 BUDGET AND MTEF ESTIMATES

Budget summary

		2020/21	0/21		2021/22	2022/23
R million	Total	Current	Transfers and	Payments for capital	Total	Total
		payments	sapsidies	assets		
MTEF allocation	K:000	K:000	K.000	K:000	K.000	K.000
Administration	171.6	169.7	0.1	1.8	181.8	188.6
Content Processing and Dissemination	441.5	221.3	219.1	1.0	439.8	457.5
Intergovernmental Coordination and Stakeholder Management	137.5	136.3	0.0	1.2	141.6	147.9
Total expenditure estimates	750.5	527.3	219.2	4.0	763.2	794.0
Executive Authority	Minister in	Minister in The Presidency	cy			
Accounting Officer	DG: GCIS					
Website address	www.gcis.gov.za	gov.za				

Detail of departmental receipts

Economic classification	Aud	Audited outcome	me	Revised estimate	Medi	Medium-term receipts estimate	eipts
R thousand	2016/17	2017/18	2018/19	2019/20		2020/21 2021/22	2022/23
Sales of goods and services produced by							
department	3 995	3 832	3 082	2712	2 247	2 285	2 323
Sales of goods and services produced by department							
(excl. capital assets)	3 389	2 604	2 239	2 269	1 782	1 797	1810
Sales by market establishments	136	135	145	143	150	158	165

Mark Establishment: Kental Parking Covered & Open	136	135	145	143	150	158	165
Other sales	3 253	2 469	2 094	2 126	1 632	1 639	1 645
Services rendered: Commission on insurance & Garnishee	75	80	75	98	06	95	66
Sales: Departmental Publications & Production	3 178	2 389	2 019	2 040	1 542	1 544	1 546
Sales of scrap, waste, arms and other used current goods (excl capital assets)	8	ო	-	_	_	_	_
Sales: Waste Paper	7	8		-	-	-	-
Interest, dividends and rent on land	255	290	285	300	315	331	347
Interest	255	290	285	300	315	331	347
Financial transactions in assets and liabilities	342	935	222	142	149	156	165
TOTAL DEPARTMENTAL RECEIPTS	3 995	3 832	3 082	2 712	2 247	2 285	2 323

Expenditure estimates

System	
Information	
and	
t Communication	
Government	

Programmes	Aud	Audited outcomes	es	Adjusted Appropriatio n	Mediun	Medium term expenditure estimate	diture
R million	2016/17	2017/18	2018/19	2019/20	2020/21	2021/22	2022/23
Administration	147.4	156.0	155.3	164.6	171.6	181.8	188.6
Content Processing and Dissemination	339.8	362.2	375.7	396.4	441.4	439.8	457.5
Intergovernmental Coordination and Stakeholder Management	6.76	101.1	112.7	122.6	137.5	141.6	147.9
Total	585.1	619.3	643.7	683.6	750.5	763.2	794.0
Change to 2019 Budget Estimate				(5.1)	21.5	(0.0)	(7.0)
Economic classification							:
Current payments	377.0	386.9	404.1	436.0	527.4	496.4	517.5
Compensation of employees	216.5	225.2	242.5	272.0	295.4	314.6	328.5
Goods and services	160.4	161.7	161.6	164.0	232.0	181.9	189.0
of which:							
Advertising	2.6	1.0	4.4	5.0	64.3	4.5	4.7
Communication	8.6	8.1	7.9	6.2	8.7	0.6	9.6
Computer services	14.6	13.5	12.8	14.1	16.1	17.0	18.3
Operating leases	51.7	55.4	53.4	52.3	52.8	55.6	97.9
Property payments	9.3	0.6	8.7	8.8	10.7	11.4	11.0
Travel and subsistence	17.5	19.7	19.4	18.3	20.4	22.2	23.0
Operating payments	36.8	35.6	35.6	34.0	35.4	37.4	39.2
							i,

Transfers and subsidies	206.2	225.1	232.3	240.4	219.2	263.0	272.8
Departmental agencies and accounts	205.0	224.3	231.1	239.8	219.2	263.0	272.8
Households	1.2	0.8	1.1	9.0	х	<u>(i)</u>	1
Payments for capital assets	1.6	3.2	7.1	7.2	4.0	3.8	3.7
Buildings and other fixed structures	50	•	0.1	0.4		0.1	0.1
Machinery and equipment	1.5	2.9	7.0	6.9	4.0	3.7	3.6
Software and other intangible assets	0.1	0.3	r	t	Ī	1	1
Payments for financial assets	0.3	4.1	0.1	•	I	Ī	
Total	585.1	619.3	643.7	683.6	750.5	763.2	794.0

The GCIS was initially allocated R720.5 million in 2020/21, R763.2 million in 2021/22 and R794 million in 2022/23. However, the baseline are included under Programme 2: Content Processing and Dissemination. The initial appropriation was R249.1 million in 2020/21, R262.9 million in 2021/22 and R272.7 in 2022/23 but was reduced with R30 million in 2020/21 (Brand SA) and reallocated to the operational Transfer payments to public entities, namely Brand South Africa (Brand SA) and the Media Development and Diversity Agency (MDDA) increased with R30 million to R750.5 million in 2020/21 to fund the communication campaign of the Coronavirus Disease (COVID-19) budget of the GCIS in Programme 2 to fund the communication campaign of COVID-19.

Processing and Dissemination as well as the Programme: Intergovernmental Coordination and Stakeholder Management and 36% in the services over the medium-term is expected to be primarily on operating leases which comprise mostly of the lease of office When excluding transfer payments to the aforementioned two public entities, compensation of employees comprises on average 63% of the budget over the medium-term while 64% of the department's allocation over the medium-term is spent in Programme: Content Programme: Administration. The department's funded establishment is expected to be 467 permanent posts. Spending on goods and accommodation, operating payments that relate mainly to the publication and distribution of the monthly Vuk'uzenzele newspaper, travel and subsistence which relate mainly to the covering of events of the President and Deputy President, and computer services in respect of transversal systems, data lines software licences and subscriptions. The department will focus over the medium-term on coordinating and professionalising government communication and making it as cost-effective as possible.

2020/21 GCIS REVISED APP

Goods and services expenditure trends and estimates

				Adjusted	Medium	Medium-term expenditure	diture
	Anc	Audited outcome	ne	appropriation		estimate	
R thousand	2016/17	2017/18	2018/19	2019/20	2020/21	2021/22	2022/23
Administrative fees	537	364	350	209	624	648	969
Advertising	2 645	1 049	4 389	5 048	64 310	4 540	4 727
Minor assets	282	298	378	356	296	380	487
Audit costs: External	2 467	2 862	2 600	2 391	2 076	2 380	2 495
Bursaries: Employees	702	702	530	324	450	200	200
Catering: Departmental activities	891	882	1 063	1 254	1 282	1 391	1 479
Communication	8 628	8 118	7 928	7 926	8 653	9 031	9 594
Computer services	14 604	13 540	12 795	14 094	16 093	16 976	18 266
Consultants: Business and advisory services	84	82	107	2 058	495	232	230
Laboratory services	2	I	I	1	1	I	1
Legal services	962	1 024	382	356	426	491	520
Contractors	3 294	2 146	3 707	2 419	2 409	2 539	2 177
Agency and support/outsourced services	4 718	6 030	4 459	5 901	6 482	6 777	7 073
Fleet services (including government motor	1 423	1 184		1 260	1 533	1 583	1 662
transport)			996				
Consumable supplies	523	631	743	864	1 133	1 079	1 277
Consumables: Stationery, printing and office	2 782	2 281		3 406	4 333	4 551	4 741
snbblies			2 371				-
Operating leases	51 688	55 437	53 404	52 256	52 751	55 616	57 635
Rental and hiring	141	62	44	81	15	18	20
Property payments	9 302	9 048	8 690	8 795	10 723	11 394	10 974
Travel and subsistence	17 486	19 708	19 361	18 264	20 429	22 215	23 004
Training and development	617	568	1 421	1 982	1 800	1 900	2 000
Operating payments	36 811	35 619	35 584	33 964	35 402	37 369	39 159
Venues and facilities	17	40	339	408	247	260	266
Total	160 443	161 675	161 611	164 014	231 962	181 870	188 982

Transfers and subsidies expenditure trends and estimates

	Audi	Audited outcomes	hes	Adjusted Appropriation	Medium	Medium term expenditure estimate	nditure
R thousand	2016/17	2017/18	2018/19	2019/20	2020/21	2021/22	2022/23
Departmental agencies and accounts			•				
Departmental agencies (non-business entities)							
Current	205 045	224 343	231 138	239 773	219 179	262 956	272 808
Communication	45	38	39	64	89	72	92
Brand South Africa	181 186	194 300	200 430	207 914	186 064	228 021	236 564
Media Development and Diversity Agency	23 814	30 002	30 669	31 795	33 047	34 863	36 168
Households							
Social benefits							
Current	1 160	781	1 146	009	•		•
Employee social benefits	1 160	781	1 146	009	1	•	
Total	206 205	225 124	232 284	240 373	219 179	262 956	272 808

PART C: Measuring Our Performance

8. MTSF 2019-2024 OUTCOMES LINK TO DEPARTMENTAL OUTCOMES

MTSF Priority	Priority 1: Capable, ethical and developmental State.
MTSF Outcomes	Departmental outcomes
Improved leadership, governance and	Good corporate governance
accountability	Improved corporate governance of public entities

MTSF Priority	Priority 1: Capable, ethical and developmental State.
MTSF Outcomes	Departemntal outcomes
Public value and trust, active citizenry and partnerships in society	Information to empower citizens and enable participation and holding government to account Research, media analysis and monitoring and evaluation to inform communication strategies and campaigns
	Government's seven priority areas supported by communication content and services
	Transforming mainstream print and digital media, advertising and community media

MTSF Priority	Priority 1: Capable, ethical and developmental State.
M13F Outcomes	Dpeartmental outcomes
Social compact and engagement with key stakeholders	Improved relations with the media
Improve coordination between national, provincial and local government to improve service	Strengthened intergovernmental communication system informed by the DDM
Participatory local governance mechanisms and citizen engagement	Informed and empowered citizens

9. DEPARTMENTAL PROGRAMMES

9.1 Programme 1: Administration

Programme purpose	Provide strategic leadership, management and support
	services to the department.
Outcome	Good corporate governance

The programme's functions are organised into the following five subprogrammes:

- SM is responsible for developing and implementing SM processes, procedures and systems in compliance with relevant legislation. These include coordinating the development and implementation of the department's strategic and APPs, performance monitoring and reporting, and implementing an enterprise risk management for the department.
- HR is responsible for strategic leadership in the implementation of the department's HR management strategy.
- IM&T is responsible for the establishment and support of IM&T systems in the GCIS.
- The CFO provides the department with overall financial and supply chain and facility management services, and guides management in complying with legislative requirements, budget planning and administration.
- Internal Audit improves governance, risk management and control processes.

Programme 1: Administration

Subprogramme: Strategic Management

Outcome, outputs, performance indicators and targets

Outcome	Output	Output	Aud	ited/Actual Perf	ormance	Estimated	M	Aedium-term targets	
		Indicator	2016/17	2017/18	2018/19	2019/20	Annual targets 2020/21	Annual targets 2021/22	Annual targets 2022/23
Good	Incidents	Incidents Percentage of	I	1		J	95% of	95% of	95% of
Corporate	of	reported					reported	reported	reported
Governance corruptio	corruptio	incidents of					incidents of	incidents of	incidents of
		corruption					corruption	corruption	corruption
	resolved	resolved per					resolved per	resolved per	resolved per
		per year					year	year	year

Indicators, annual and quarterly targets

Output Indicators	Annual Target		ð	Quarterly targets	
	2020/21	19	02	63	75
Percentage of	95% of reported	95% of reported 95% of reported	95% of reported	95% of reported	95% of reported
reported incidents	incidents of	incidents of	incidents of	incidents of corruption	incidents of corruption
of	corruption resolved	corruption	corruption resolved	resolved per quarter	resolved per quarter
corruption resolved	per year	resolved per	per quarter		
per year		quarter			

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Subprogramme: Human Resources

Outcome Output Programme Auditure Performanc 2016/17 e Indicator Cood MTEF MTEF HRP The department Corporate Human implemente sent a letter to the sent a letter to the department of the sent a letter to the	Output	Programme	Amelitanilla	経道のない ところは でんかん	000000	The same and the same		Madium-term targets	2000
-		0	Muditeul	Audited/Actual Performance	mance	Estimated		ומתוחוווביים וווו יייני	Cto
		Performanc e Indicator	2016/17	2017/18	2018/19	Performance 2019/20	Annual targets 2020/21	Annual targets 2021/22	Annual targets 2022/23
	MTEF	MTEF HRP	The department	Annual	Annual	Annual	Annual	Annual	Annual adjusted
_	Human	implemente	sent a letter to	adjusted	adjusted	adjusted HRP	adjusted	adjusted HRP	HRP and HRP
	Resource	Р	the Department	HRP and	HRP and	and HRP	HRP and	and HRP	Implementation
	Plan (HRP)		of Public	HRP	HRP	Implementati	HRP	Implementatio	Report
			Service and	Implemen	Implementati	on Report	Implementat	n Report	submitted to the
			Administration	tation	on Report	submitted to	ion Report	submitted to	DPSA
			(DPSA) for not	Report	submitted to	the DPSA	submitted to	the DPSA	
			adjusting the	were	the DPSA		the DPSA		
			HRP and HRP	submitted					
			Implementation	to the					
			Report was	DPSA					
			submitted to						
			the DPSA on						
			31 May 2016						
Ō	Designated	Percentage	100% of	100% of	100% of	100% of	100% of	100% of	100% of
ē	employees	of	designated	designate	designated	designated	designated	designated	designated
M	who	designated	employees	р	employees	employees	employees	employees	employees
Ġ.	disclosed	employees	who disclosed	employee	who	who	who	who disclosed	who disclosed
	their	who	their financial	s who	disclosed	disclosed	disclosed	their financial	their financial
- III	financial	disclosed	interest per	disclosed	their	their financial	their	interest per	interest per
.E	interests	their	year	their	financial	interest per	financial	year	year
ă	per	financial		financial	interest per	year	interest per		
~	year				year		year		

Outcome	Output	Programme	Audited/	Actual Performance	mance	Estimated	2	ledium-term ta	argets
		Performanc e Indicator	2016/17	2017/18	2018/19	Performance 2019/20	Annual targets 2020/21	Annual targets 2021/22	Annual targets 2022/23
		interest per		interest					
		year		per year					

Indicators, annual and quarterly targets

Output Indicator Annual Targ	Annual Target 2019/20		Quarterly targets	gets	
		10	07	03	04
MTEF HRP implemented	Annual adjusted HRP and HRP Implementation Report submitted to the DPSA	Annual adjusted HRP and HRP Implementation Report submitted to the DPSA	No target	No target	No target
Percentage of designated employees who disclosed their financial interest per year	100% of designated employees who disclosed their financial interest per year	100% of designated employees who disclosed their financial interest within set time frames	100% of designated employees who disclosed their financial interest within	100% of designated employees who disclosed their financial interest within	100% of designated employees who disclosed their financial interest within
			set time frames	set time frames	set time frames

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Subprogramme: Information Management and Technology

Outcome, outputs, performance indicators and targets

Medium-term targets	uel Annual Annual ets targets targets 2022/23	sports Four reports Four reports	on the on the	ility availability availability of	of IT IT	uctur infrastructur infrastructure	ented e presented presented to	to the IM&T	SC				sports Four reports Four reports	on IM	ls systems systems	pmen developmen development	ented t presented presented to	to the IM&T	SC			
Estimated	ce targets 2019/20 2020/21	Four Four reports	reports on on the	the availability	availability of IT	of IT infrastructur	infrastructu e presented	re to the IM&T	presented SC	to the	IM&T SC		Four Four reports	reports on IM	IM systems systems	developme developmen	nt t presented	presented to the IM&T	to the SC	IM&T SC		
	2018/19	Four reports	on the	availability of	<u> </u>	infrastructure	were	presented to	the IM&T SC		_		Four reports	on IM	systems	development c	were	presented to p		_		
Audited/Actual Performance	2017/18	Four reports	on the	availability of	⊨	infrastructure	were	presented to	the IM&T SC				Four reports	on IM	systems	development	were	presented to	the IM&T SC			
Audite	2016/17	Four reports	on the	availability of	⊨	infrastructure	presented to	the IM&T SC					Four reports	on IM	systems	development	were	presented to	the IM&T SC			
Output	Indicator	Number of	reports on	the	availability	of IT	infrastructur	e presented	to the IM&T	Steering	Committee	(SC)	Number of	reports on	Information	Managemen	t (IM)	systems	developmen	t presented	to the IM&T	C.
Output		Reports on	the	availability of	⊨	infrastructure							Reports on	Information	Management	(IM) systems	development					
Outcome		Good	Corporate	Governance																		

Indicators, annual and quarterly targets

Output Indicator	Annual Target		Quarterly targets	targets	
	LZIOZOZ	01	20	633	D4
Number of reports on	Four reports on the	One report on the	One report on the	One report on the	One report on the
the availability of IT	availability of IT	availability of IT	availability of IT	availability of IT	availability of IT
infrastructure	infrastructure	infrastructure	infrastructure	infrastructure	infrastructure
presented to the	presented to the	presented to the	presented to the	presented to the	presented to the
IM&T SC	IM&T SC	IM&T SC	IM&T SC	IM&T SC	IM&T SC
Number of reports on	Four reports on IM	One report on IM	One report on IM	One report on IM	One report on IM
IM systems	systems	systems	systems development	systems development	systems
development	development	developmenî	presented to the	presented to the	development
presented to the	presented to the	presented to the	IM&T SC	IM&T SC	presented to the
IM&T SC	IM&T SC	IM&T SC			IM&T SC

Subprogramme: Financial Management

Outcome, outputs, performance indicators and targets

Outcome	Output	Output	Audite	d/Actual performance	mance	Estimated	Me	Medium-term targets	eits
		indicator	2016/17	2017/18	2018/19	performanc e 2019/20	Annual targets 2020/21	Annual targets 2021/22	Annual targets 2022/23
Good	Wasteful	Percentage	100%	100%	100%	100%	100%	100 %	100 %
Corporate	and	elimination of	elimination of	elimination of	elimination of elimination	elimination	elimination	elimination of elimination	elimination
Governance	fruitless	wasteful and	wasteful and	wasteful and	wasteful and	of wasteful	of wasteful	wasteful and	of wasteful
	expenditur	fruitless	fruitless	fruitless	fruitless	and fruitless	and	fruitless	and
		expenditure	expenditure	expenditure	expenditure	expenditure	fruitless	expenditure	fruitless

Outcome	Output	Output	Audite	Audited/Actual performance	nance	Estimated	Med	Medium-term targets	ets
		Indicator	2016/17	2017/18	2018/19	performanc	Annual	Annual	Ammirai
						2019/20	targets 2020/21	targets 2021/22	targets 2022/23
	9						expenditur		expenditur
	eliminated						O		Φ
	Invoices	Percentage of	99.9% of all	99.9% of all	99.9% of all	100% of all	100% of all	100% of all	100% of all
	paid	all compliant	compliant	compliant	compliant	compliant	compliant	compliant	compliant
		invoices paid	invoices	invoices were	invoices	invoices	invoices	invoices paid	invoices
		within 30 days	were paid	paid within 30	were paid	paid within	paid within	within 30	paid within
			within 30	days	within 30	30 days	30 days	days	30 days
			days		days				
	Annual	AFS issued	The 2015/16	The 2016/17	The 2017/18	AFS	AFS	AFS	AFS
	Financial	within	AFS were	AFS were	AFS were	prepared	prepared	prepared and	prepared
	Statements	legislative	prepared and	prepared and	prepared and	and issued	and issued	issued within	and issued
	(AFS)	prescripts	issued within	issued within	issued within	within	within	legislative	within
			legislated	legislative	legislative	legislative	legislative	prescripts	legislative
			time frames	prescripts	prescripts	prescripts	prescripts		prescripts
			Three 2016/17 interim financial statements were compiled and submitted to National Treasury within the	Three 2017/18 interim financial statements were compiled and submitted to National Treasury within the legislative prescripts	Three 2018/19 interim financial statements were compiled and submitted to National Treasury				

Outcome	Output	Output	Audite	ed/Actual perform	mance	Estimated	Me	dium-term tare	argets
		Indicator	2016/17	2017/18	2018/19	performanc e 2019/20	Annual targets 2020/21	Annual targets 2021/22	Annual targets 2022/23
			legislated time frames		within the legislative prescripts				

Indicators, annual and quarterly targets

Output Indicator	Annual Target		Quarte	Quarterly targets	
	2020/21	PØ.	02	03	Q4
AFS issued within	AFS prepared and	Fourth quarter	First quarter	Second quarter	Third quarter 2020/21
legislative prescripts	issued within	2019/20 interim	2020/21 interim	2020/21 interim	interim financial
	legislative	financial report	financial reporting	financial reporting	reporting compiled
	prescripts	compiled and	compiled and	compiled and	and submitted to
		submitted to	submitted to	submitted to National	National Treasury
		National Treasury	National Treasury	Treasury	•
		2019/20 AFS			
		submitted to the AG			
		and National			
		Treasury not later			
		than 31 May 2020			
Percentage	100% elimination	100% elimination of	100% elimination of	100% elimination of	100% elimination of
elimination of	of wasteful and	wasteful and	wasteful and	wasteful and fruitless	wasteful and fruitless
wasteful and	fruitless	fruitless expenditure	fruitless expenditure	expenditure	expenditure
fruitless expenditure	expenditure				

Output Indicator	Annual Target		Quart	Quarterly targets	
	2020/21	e e	02	63	90
Percentage of all	100% of all	100% of all	100% of all	100% of all compliant	100% of all compliant
compliant invoices	compliant invoices	compliant invoices compliant invoices	compliant invoices	invoices paid within 30	invoices paid within 30
paid within 30 days	paid within 30	paid within 30 days	paid within 30 days	days	days
	days				

Subprogramme: Internal Audit

Outcome, outputs, performance indicators and targets

Outcome	Output	Output	Audite	Audited/Actual performance	nce	Estimated	Mec	Medium-term targets	ste
		Indicator	2016/17	2017/18	2018/19	2019/20	Annual targets 2020/21	Annual targets 2021/22	Annual targets 2022/23
Good Corporate Governance	Three year- risk- based Internal Audit Pian	Three year Risk- based Internal Audit Plan updated	Updated three year risk-based Internal Audit Plan, and 2016/17 Operational Plan were approved by the (Audit and Risk Committee (ARC) and implemented	Updated three year risk-based Internal Audit Plan, and 2017/18 Operational Plan were approved by the ARC and implemented	Updated three-year risk-based Internal Audit Plan and 2018/19 Operational Plan were approved by the ARC and implemented	Risk-based Internal Audit Plan updated and 2018/19 Operational Plan implemented	Three-year risk-based Strategic Internal Audit Plan and operational plan updated and implemented	Three-year risk-based Strategic Internal Audit Plan and operational plan updated and implemented	Three-year risk-based Strategic Internal Audit Plan and operational plan updated and implemented
			Developed the 2017/18 Operational						

Оиссоте	Output	Output Output	Audite	Audited/Actual performance	uce	Estimated	Mec	Medium-term targets	its
		Indicator	2016/17	2017/18	2018/19	performance 2019/20	Annual targets 2020/21	Annual targets 2021/22	Annual targets 2022/23
			Plan, which was approved by the ARC						
	Assura	Number of	Number of Four progress	Four progress	Four progress	Four progress	Four progress	Four	Four
_	nce	progress	reports on	reports on	reports on	reports on	reports on	progress	progress
	audit	reports on	performance,	performance,	performance,	performance,	performance,	reports on	reports on
	reports	assurance	compliance,	compliance,	compliance,	compliance,	compliance,	performance,	performance,
	,	audits	financial audit	financial audit	financial audit	financial audit	financial audit	compliance,	compliance,
		produced	conducted were	conducted were	conducted	conducted	conducted	financial	financial
	_		produced	produced	were			audit	audit
					produced			conducted	conducted

Output Indicator	Annual Target		Quarterly targets	targets	
	2020/21	D)	02	60	0.4
Three-year risk-	Three-year risk-	Three-year risk-based	No target	No target	No target
based Internal Audit	based Strategic	Strategic Internal Audit			
Plan updated	Internal Audit Plan	Plan and operational			
	and operational plan	plan updated and			
	updated and	implemented			
	implemented				
Number of progress	Four progress	One progress report on	progress report on One progress report	One progress report One progress report	One progress report
reports on assurance	reports on	performance,	on performance,	on performance,	on performance,
audits produced	performance,			·	

Output Indicator	Annual Target		Quarterly	targets	
	2020/21	10	022	80	70
	compliance, financial	compliance, financial	compliance, financial	compliance, financial compliance, financial compliance, financial	compliance, financial
	andit conducted	audit conducted	audit conducted	audit conducted	audit conducted

Explanation of planned performance over the medium-term period.

The HRP will be developed to align the workforce with the outcomes of the department. The plan will be reviewed in line with the strategy and structure to ensure that the appropriately skilled personnel, are in the right place at the right time and to respond to critical areas in the course of delivering on the mandate of the department. Internal controls will be enhanced to recruit and retain suitably qualified, capable and skilled workforce and to maintain the vacancy rate below 10% as prescribed by the DPSA. To enhance equity, the department will designate certain number of posts and advertise them to promote representivity. This will be achieved through targeted recruitment and partnership with institutions for persons with disabilities. The department will analyse ethics and corruption risks as part of the department's system of risk management. The department will develop and implement the Ethics Strategy, with the aim to prevent and deter unethical conduct and acts of corruption. Training and development will focus on accredited scarce and critical skills in line with the 4IR. To ensure ethical behaviour, the GCIS will enroll its employees on the compulsory training for Ethics in the Public Service.

continue with women and men forums to create an opportunity for employees to discuss GBVF issues and continuously host awareness sessions The department will ensure that its programme and policies are gender mainstreamed. A Gender Forum will look into ways of preventing sexual harassment, GBV and Femicide (GBVF). Ensure that the GBVF prevention programme is implemented. In addition to that, the department will for its employees. The Financial Management subprogrammme will ensure the execution of correct financial transactions within the framework of the PFMA of 1999 to achieve unqualified audited financial statements. The subprogramme will effect budget and expenditure monitoring to prevent unauthorized expenditure and supply chain management (SCM) practices within legislative prescripts to prevent fruitless, wasteful and irregular expenditure.

Internal Audit will give assurance (by conducting financial, operational performance, information and communication technologies and compliance audits) that management has put in place an integrated system of governance, risk management, and internal control to ensure that the priorities as outlined in this APP are achieved, both in terms of intended outcomes and impact, and as it would relate to priorities to realise the constitutional mandate on matters affecting women, youth and people with disabilities. Central to the Internal Audit's contribution to the intended outcomes and impact is that prior to the commencement of the new financial year, a review of the Three-Year Rolling Risk-based Strategic Plan, and the development of an Annual Operational Plan is undertaken. The review and development process take into account risks identified in the GCIS-wide risk register, the outcome of prior external and internal audit reviews, as well as other relevant factors that impact on the work of the GCIS.

Once the audit reports are approved, it is expected that management will implement the recommendations, provide update on the progress of At least two audit projects/engagements will be performed each quarter and regular feedback on the outcome of these audit engagements is provided to the management steering committee that meets on average every second month, and to the Audit Committee that meets quarterly. implementation and Internal Audit will assess progress made, and provide feedback to the established aforementioned governance structures.

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Programme Resource Consideration Expenditure estimates

Programme 1: Administration

						,	
	Pily	Andited outcomes	900	Adjusted	Medium	Medium term expenditure	diture
		ונפת כתוככו		Appropriation		estimate	
Rthousand	2016/17	2017/18	2018/19	2019/20	2020/21	2021/22	2022/23
Departmental Management	5.6	8.7	6.9	8.2	8.7	9.5	9.6
Corporate Services	47.2	48.1	48.9	56.9	56.9	60.4	62.6
Financial Administration	32.3	32.3	33.9	36.6	40.5	43.0	44.7
Internal Audit	7.9	9.0	9.0	8.9	9.6	10.2	10.5
Office Accommodation	54.3	58.0	56.5	54.0	55.9	29.0	61.2
Total	147.4	156.0	155.3	164.6	171.6	181.8	188,6
Change to 2019 budget estimate			E	0.8	(2.3)	(2.5)	fil
Economic classification							
Current payments	146.4	154.1	152.2	159.3	169.7	179.9	186.7
Compensation of employees	60.2	64.6	67.8	75.2	80.5	85.7	89.0
Goods and services	86.2	89.6	84.5	84.0	89.2	94.2	97.7
of which:							
Audit costs: External	2.5	2.9	2.6	2.4	2.1	2.4	2.5
Communication	1.5	1.5	1.5	1.3	2.0	2.1	2.4
Computer services	11.1	10.3	9.5	11.0	11.9	12.6	13.8
Operating leases	50.9	54.8	52.8	51.1	51.6	54.5	56.5
Property payments	9.2	0.6	8.6	8.6	10.5	11.2	10.7
Travel and subsistence	2.2	3.6	2.8	3.0	3.0	3.3	3.5
Transfers and subsidies	0.3	0.4	0.2	0.2	0.1	0.1	0.1
Departmental agencies and accounts	0.1	1	ı	0.1	0.1	0.1	0.1
Households	0.2	0.4	0.2	0.1	1	•	'

Payments for capital assets	9.0	1.4	2.8	5.1	1.8	1.8	<u>7</u> ∞.
Buildings and other fixed structures		*	1	0.3	ı	0.1	0.1
Machinery and equipment	9.0	1.	2.8	4.8	1.8	1.7	1.7
Software and other intangible assets	1	0.3	1	ı	•	1	1
Payments for financial assets	•	•	•		•		•
Total	147.4	156.0	155.3	164.6	171.6	181.8	188.6

9.2 Programme 2: Content Processing and Dissemination

Programme purpose	Provide strategic leadership in government communication to ensure coherence, coordination, consistency, quality, impact and responsiveness of government communication.
Outcomes	Information to empower citizens and enable participation and holding government to account
	Research, media analysis and monitoring and evaluation to inform communication strategies and campaigns
	2.3 Government's seven priority areas supported by communication content and services
	2.4 Improved corporate governance of entities
	Transforming mainstream print and digital media, advertising and community media

The programme's functions are organised into the following five subprogrammes:

- Products and Platforms develops content for the GCIS. Funding for the subprogramme will be used for writing assignments; printing the government newspaper, language services for products that require translation, editing and proofreading content; managing the official government and GCIS website and social media accounts; and the production of government publications. The subprogramme is also responsible for the development of the government communication strategy.
- Policy and Research conducts research through independent service providers to assess how government should address the public's information needs. It also monitors media coverage of issues affecting government and the country. It further provides an analysis on how the media interprets government policies and programmes; monitors and evaluates communication in government ans assesses public perceptions in relation to government performance.
- CSA provides media bulk-buying services and media production services to government. It also develops distribution strategies for all government communications and oversees distribution services outsourced to service providers. The chief directorate manages national government's corporate identity. It further provides marketing and distribution services for the GCIS and other government departments.
- Entity Oversight monitors the implementation of policies by state-owned enterprises (SOEs), and provide guidance and oversight on their governance matters.
- Media Policy conducts research and develops print media, new media and communication policies.

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Subprogramme: Products and Platforms

Outcome, outputs, performance indicators and targets

Output	Output Indicator	Audited/Actua	Audited/Actual performance	2018/49	Estimated performanc e	Applial	Medium-term targets	efts Annual
		3				targets 2020/21	targets 2021/22	targets 2022/23
Copies of	Number of	21.4 million	23.5 million	18.7 million	18.7 million	11.05	18.7 million	18.7 million
Vuk'uzenzel	copies of	copies of	copies s	copies of	copies of	million	copies of	copies of
40	Vuk'uzenzele	Vuk'uzenzele	Vuk'uzenzele	Vuk'uzenzele	Vuk'uzenzel	copies of	Vuk'uzenzel	Vuk'uzenzel
newspaper	newspaper	newspaper	newspaper	newspaper	0	Vuk'uzenzel	Ф	9
	produced	produced	produced	produced	newspaper	0	newspaper	newspaper
					produced	newspaper	produced	produced
						produced		
Online	Number of	22 editions of	22 editions of	22 editions of	22 editions	13 online	22 online	22 online
editions of	online editions	Vuk'uzenzele	Vuk'uzenzele	Vuk'uzenzele	of	editions of	editions of	editions of
Vuk'uzenzel	of	newspaper	newspaper	newspaper	Vuk'uzenzel	Vuk'uzenzel	Vuk'uzenzel	Vuk'uzenzel
a)	Vuk'uzenzele	were	were	were published	Φ	0	Φ	9
newspaper	newspaper	published	paplished		newspaper	newspaper	newspaper	newspaper
	published				paplished	published	published	published
	annually				annually	annually	annually	annually
Online PSM	Number of	11 editions of	11 editions of	11 editions of	11 editions	11 online	11 online	11 online
magazine	online editions	PSM	PSM	PSM magazine	of PSM	editions of	editions of	editions of
	of PSM	magazine	magazine	published	magazine	PSM	PSM	PSM
	magazine	paplished	published		paplished	magazine	magazine	magazine
	published					published	published	published
	annually							

An online	An online	2015/16	2016/17	2017/18 annual	One online	One online	One online	One online
edition of	edition of the	SAYB was	annual	edition of the	edition of	edition of	edition of	edition of
the South	SAYB	publised	edition of the	SAYB was	2018/19	2019/20	2020/21	2021/22
Africa	published		SAYB was	paplished	SAYB	SAYB	SAYB	published
Yearbook	annually		paplished		published	published	paplished	annually
(SAYB)					annually	annually	annually	
An online	An online	2015/16	2016/17	2017/18 Official	2018/19	One online	One online	One online
edition of	edition of the	Pocket	Official	Guide to South	Official	edition of	edition of	edition of
the Official	Official Guide	Guide to	Guide to	Africa was	Guide to	2019/20	2020/21	2021/22
Guide to	to South Africa	South Africa	South Africa	puplished	South Africa	Official	Official	Official
South Africa	published	published	was		paplished	Guide to	Guide to	Guide to
	annually		published		annually	South Africa	South Africa	South Africa
						published	published	published
					·	annuaily	annually	annually
Edited and	Percentage of	1 672	100% (1 517	100% (2 098	100%	100%	100%	100%
proofready	language	language	out of 1 517)	out of 2 098)	language	language	language	language
documents	services	services	language	language	services	services	services	services
-	requests	requests	services	services	requests	requests	requests	requests
	completed	completed	requests	requests were	completed	completed	completed	completed
			Were	nonipieren				
			completed					
Stories	News updates	Provided	Provided	Provided daily	Daily news	Daily news	Daily news	Daily news
paplished	on key	daily news	daily news	news updates	updates on	updates on	updates on	updates on
	government	updates on	updates on	on key	key	key	key	key
	programmes	Key	Key	government	government	government	government	government
	and activities	programmes	programmes	and activities	programme	programme	programme	programme
_	(excluding	and activities	and activities	(excluding	s and	s and	s and	s and
	public	(excluding	(excluding	public holidays,	activities	activities	activities	activities
	holidays,	public	public	weekends and	(excluding	(excluding	(excluding	(excluding
	weekends and	holidays,	holidays,		public	public	public	public

holidays, weekends and holiday periods)	Content updated daily on the website as per items received (excluding public holidays,
holidays, weekends and holiday periods)	Content updated daily on the www.gov.za website as per items received (excluding public holidays,
holidays, weekends and holiday periods)	Content updated daily on the www.gov.za website as per items received (excluding public holidays,
holidays, weekends and holiday periods)	Daily content updates on the www.gov.za website as per items received (excluding
holiday periods) holidays, as follows: Stories and holid published: 3 593 periods)	Daily content updated on the www.gov.za website as per items received (excluding public holidays, weekends and holiday
weekends and holiday periods) as follows: • Stories publishe d: 3 623 • Twitter: 136 000 followers by end of the financial year Faceboo k: 24 241 likes by end of the financial	Daily content updated on the www.gov.za website as per items received (excluding public holidays, weekends
weekends and holiday periods) as follows: Stories publishe: 3 613 Twitter: 99 300 followers by end of the financial year. Faceboo k: 20 011 likes by end of the financial	Provided daily content updates on the www.gov.za website as per items received (excluding weekends and public
holiday periods)	Content updated daily on the website as per items received (excluding public holidays,
	Updated website

weekends and holiday periods)	Daily updates on GCIS social media accounts implemente d (excluding public holidays, weekends and holiday
weekends and holiday periods)	Daily updates on GCIS social media accounts implemente d (excluding public holidays, weekends and holiday
weekends and holiday periods)	Daily updates on GCIS social media accounts implemente d (excluding public holidays, weekends and holiday periods)
holidays, weekends and holiday periods)	Daily updates on GCIS social media accounts implemente d (excluding public holidays, weekends and holiday
	Daily updates or CCIS social updates on media accounts GCIS social were implemented accounts (excluding public holiday periods) (excluding public holiday periods) (excluding public holiday periods) periods)
and holiday periods)	12 reports on social media accounts performance (as per weekly content plans) were produced
holiday) as follows: Published: 6 220 speeches, statements and advisories; 60 opinion pieces; 2 989 documents	Five reports on social media accounts performance (as per weekly content plans) were produced
holiday periods)	Update social media accounts as per content received (excluding public holidays, weekends and holiday periods)
	Updated social media accounts

Output indicator	utput indicator Annual target		Quarterly targets	targets	
		0.1	8	63	64
Number of copies of	11.05 million copies of	5.1 million copies of	2.55 million copies	1.7 million copies	1.7 million copies of
Vuk'uzenzele	Vuk'uzenzele	Vuk'uzenzele	of Vuk'uzenzele	of Vuk'uzenzele	Vuk'uzenzele
newspaper produced	newspaper produced	newspaper	newspaper	newspaper	newspaper
		produced	produced	produced	produced
Number of editions of	13 online editions of	Six online editions	Three online	Two online	Two online editions
Vuk'uzenzele	Vuk'uzenzele	of Vuk'uzenzele	editions of	editions of	of Vuk'uzenzele
newspaper published	newspaper published	newspaper	Vuk'uzenzele	Vuk'uzenzele	newspaper
annually	annually	published per	newspaper	newspaper	published per
		quarter	published per	published per	quarter
			quarter	quarter	
Number of editions of	11 online editions of	Three online	Three online	Three online	Two online editions
PSM magazine	PSM magazine	editions of PSM	editions of PSM	editions of PSM	of PSM magazine
published annually	published annually	magazine	magazine	magazine	published
		published	published	published	
An online edition of	One online edition of	Chapters of the	Chapters of the	Online edition of	No target
SAYB published	2019/20 SAYB	2019/20 SAYB	2019/20 SAYB	the 2019/20	
annually	published annually	updated and edited	edited and	SAYB and	
			proofread	published	
An online Official Guide	One online edition of	Chapters of the	Chapters of the	Online edition of	No target
to South Africa	Official Guide to South	Official Guide to	Official Guide to	the Official Guide	
published annually	Africa published	South Africa	South Africa edited	to South Africa	
	annually	updated and edited	and proofread	published	
Percentage of language	100% language	100% language	100% language	100% language	100% language
services requests	services requests	services requests	services requests	services requests	services requests
completed	completed	completed	completed	completed	completed

Output indicator	Annual target		Quarterly targets	targets	
	10000	5	02	63	07
News updates on key	Daily news updates on	Daily news updates	Daily news updates	Daily news	Daily news updates
government	key government	on key government	on key government	updates on key	on key government
programmes and	programmes and	programmes and	programmes and	government	programmes and
activities	activities (excluding	activities (excluding	activities (excluding	programmes and	activities (excluding
	public holidays,	public holidays,	public holidays,	activities	public holidays,
	weekends and holiday	weekends and	weekends and	(excluding public	weekends and
	periods)	holiday periods)	holiday periods)	holidays,	holiday periods)
				weekends and	
				holiday periods)	
Updated content on the	Content updated daily	Content updated	Content updated	Content updated	Content updated
www.gov.za website	on the www.gov.za	daily on the	daily on the	daily on the	daily on the
as per items received	website as per items	WWW.gov.za	www.gov.za	www.gov.za	www.gov.za
(excluding public	received (excluding	website as per	website as per	website as per	website as per
holidays, weekends	public holidays,	items received	items received	items received	items received
and holiday periods)	weekends and holiday	(excluding public	(excluding public	(excluding public	(excluding public
	periods)	holidays, weekends	holidays, weekends	holidays,	holidays, weekends
		and holiday	and holiday	weekends and	and holiday
		periods)	periods)	holiday periods)	periods)
Updated social media	Daily updates on	Daily updates on	Daily updates on	Daily updates on	Daily updates on
accounts as per content	GCIS social media	GCIS social media	GCIS social media	GCIS social	GCIS social media
received (excluding	accounts implemented	accounts	accounts	media accounts	accounts
public holidays,	(excluding public	implemented	implemented	implemented	implemented
weekends and holiday	holidays, weekends	(excluding public	(excluding public	(excluding public	(excluding public
periods)	and holiday periods)	holidays, weekends	holidays, weekends	holidays,	holidays, weekends
		and holiday	and holiday	weekends and	and holiday
		periods)	periods)	holiday periods)	periods)

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Subprogramme: Policy and Research

Outcome, outputs, performance indicators and targets

Outcom	Output	Output	Audite	Audited/Actual Performance	nance	Estimated	Me	Medium-term targets	gets
Q		Indicator				Performance			1000
)			2016/17	2017/18	2018/19	2019/20	Annual	Annual	Annual
							targets	targets	targets
							12/0202	2021122	COLECTES
Research	Reports on	Number of	Produced	Produced 10	Produced	10 cluster	10 cluster	10 cluster	10 cluster
media	perception	cluster reports	10 cluster	cluster reports	10	reports on	reports on	reports on	reports on
analysis		on perceptions	reports per	per cluster per	cluster	perceptions of	perceptions	perceptions	perceptions of
and	government	of government	year	year	reports	government	of	of	government
monitorin	priorities	priorities			percentions	priorities	government	government	priorities
qand	-	produced			of	produced	priorities	priorities	produced
evalution					government		produced	produced	
to inform					priorities				
communi	Monitoring	Number of	9	ı	1	1	Three	Four	Four
cation	and	monitoring and					monitoring	monitoring	monitoring and
stratedie	evaluation	evaluation					and	and	evaluation
sand	dashboard	dashboard					evaluation	evaluation	dashboard
campaid	reports on	reports on				-	dashboard	dashboard	reports on
l su	communica	communication					reports on	reports on	communication
	tion in	in government					communicat	communicati	in government
	government	produced					ion in	on in	produced
	,	•					government	government	
							produced	produced	
	Content	Number of	L				Four media	Four media	Four media
	analysis	media			ŗ		content	content	content
	report for	content					analysis	analysis	analysis
		alialyon							

The Presidency		Indicator			National Property of the Parket of the Parke		To a second		
The		100000				Performance			
The			2016/17	2017/18	2018/19	2019/20	Annual	Annual	Annual
The		conc					targets	targets	targets
The							2020/21	2021/22	2022/23
Presid		reports for The					reports for	reports for	reports for The
	lency	Presidency					The	The	Presidency
		produced					Presidency	Presidency	produced
							produced	produced	
Key		Percentage of	Received	Produced	Produced	Produce	Produce	Produce	Produce 100%
messages	ages	requested key	and	100% (142)	185 (100%)	100% of key	100% of key	100% of key	of key
		messages	produced	sets of key	sets of key	messages	messages	messages	messages
		produced	169 sets of	messages as	messages	requested	requested	requested	requested
		(excluding	key	per requests	as per	(excluding	(excluding	(excluding	(excluding
		weekends,	messages	(excluding	requests.	weekends,	weekends,	weekends,	weekends,
		public holidays	(100%)	weekends,	(excluding	public	public	public	public holidays
		and holiday		public holidays	weekends,	holidays and	holidays	holidays and	and holiday
		periods)		and holiday	public	holiday	and holiday	holiday	periods)
				periods)	holidays	periods)	periods)	periods)	
					and holiday				
					periods)				
Opinion	uc	Percentage of	Produced	Produced	Produced	Produce	Produce	Produce	Produce 100%
pieces	S	opinion pieces	126 opinion	100% (129) of	76 (100%)	100% of	100% of	100% of	of opinion
		produced	pieces	cpinion pieces	of opinion	opinion	opinion	opinion	pieces
		(excluding	(excluding	requested	pieces	pieces	pieces	pieces	requested
		weekends,	public	(excluding	requested	produced	requested	requested	(excluding
		public holidays	holidays,	weekends,	(excluding	(excluding	(excluding	(excluding	weekends,
		and holiday	weekends	public holidays	weekends,	weekends,	weekends,	weekends,	public holidays
		periods)	and holiday	and holiday	public	public	public	public	and holiday
			periods) as	periods)	holidays	holidays and	holidays	holidays and	periods)

Outcom	Output	Output	Audite	d/Actual Perfor	rmance	Estimated Performance	ž	Medium-term targets	gets
			2016/17	2017/18	2018/19	2019/20	Annual targets 2020/21	Annual targets 2021/22	Annual targets 2022/23
			required (100%)			holiday periods)	and holiday periods)	holiday periods)	

Output Indicator	utput Indicator Annual target		Quarterly targets	gets	
	2020/21	0.1	02	63	Q4
Number of cluster	10 cluster reports	Five cluster reports on	No target	Five cluster reports	No target
reports on	produced annually	perception of		on perception of	
perceptions of		government priorities		government	
government priorities		produced		priorities produced	
produced					
Number of	Three monitoring	1	One monitoring and	One monitoring and	One monitoring
monitoring and	and evaluation		evaluation dashboard	evaluation	and evaluation
evaluation	dashboard reports		reports on	dashboard reports	dashboard
dashboard reports	on communication		communication in	on communication	reports on
on communication in	in government		government	in government	communication in
government	produced		produced	produced	government
produced	-				produced
Number of media	Four media	One media	One media	One media	One media
content analysis	content analysis	content analysis	content analysis	content analysis	content analysis
reports for The	reports for The	report for The	report for the	report for The	report for The
Presidency	Presidency	Presidency produced	Presidency	Presidency	Presidency
produced	produced		produced	produced	produced

Output Indicator	Annual target		Quarterly targets		
	2020/21	5	02	03	0,4
Percentage of	Produce 100% of	Produce 100% of key	Produce 100% of key Produce 100% of	Produce 100% of	Produce 100% of
requested key	key messages	messages requested	messages requested	key messages	key messages
messages produced	requested	(excluding weekends,	(excluding weekends,	requested	requested
(excluding	(excluding	public holidays and	public holidays and	(excluding	(excluding
weekends, public	weekends, public	holiday periods)	holiday periods)	weekends, public	weekends, public
holidays and holiday	holidays and			holidays and	holidays and
periods)	holiday periods)			holiday periods)	holiday periods)
Percentage of	Produce 100% of	Produce 100% of	Produce 100% of	Produce 100% of	Produce 100% of
opinion pieces	opinion pieces	opinion pieces	opinion pieces	opinion pieces	opinion pieces
produced (excluding	broduced	requested (excluding	requested (excluding	requested	requested
weekends, public	(excluding	weekends, public	weekends, public	(excluding	(excluding
holidays and holiday	weekends, public	holidays and holiday	holidays and holiday	weekends, public	weekends, public
periods)	holidays and	periods)	periods).	holidays and	holidays and
	holiday periods)			holiday periods)	holiday periods)

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Subprogramme: Communication Service Agency

Outcome	Output	utcome Output Output Audi	Audited	Audited/Actual Performance	ınce	Estimated	Med	Medium-term targets	ets
		Indicator				Performanc e			
			2016/17	2017/18	2018/19	2019/20	Annual	Annual	Annual
							targets	targets	targets
							2020/21	2021/22	2022/23
Government	Approved	Percentage	333 approved	276 media-	69% of	40% of	40% of	40% of	40% of
's seven	Media-	of approved	media-buying	buying	approved	approved	approved	approved	approved
priority	buying	media-buying	campaigns were	campaigns	media-buying	media-	media-	media-	media-
areas	campaigns	campaigns	implemented	were	campaigns	buying	buying	buying	buying
supported		implemented		approved,	implemented	campaigns	campaigns	campaigns	campaigns
by				250 were	ווואפווופווופו	implemente	implement	implement	implement
communicat				implemented		р	pa	pa	eq
ion content	Phographic	Number of	582 photographic	537	593	450	450	450	450
and	services	photographic	products and	photographic	photographic	photographi	photograph	photograph	photograph
services		services	services	products and	services were	c services	ic services	ic services	ic services
		provided year	provided. Of these 334 for The	services were	provided	provided	provided	provided	provided
			Presidency, 59	provided					
			for the GCIS, 94						
			for other						
			government						
			departments and						
			95 for related						
			parties					:	ļ
	Video	Number of	664 video	652 video	741 video	600 video	600 video	600 video	600 video
	services	video services	products and	products and	services	services	services	services	services
		provided per	services	services	provided	provided	provided	provided	provided
		vear	provided. Of	provided					
			these, 333 for						

	400 radio products and services provided	graphic designs completed	100% of approved marketing
	400 radio products and services provided	900 graphic designs completed	100% of approved marketing
	400 radio products and services provided	400 graphic designs completed	100% of approved marketing
	240 radio products and services provided	400 graphic designs completed	100% of approved marketing
	286 radio products and services provided	737 graphic designs completed	Received and implemented 69
	288 radio products and services provided	503 graphic designs completed	Received and implemented 86 approved
The Presidency, 70 for the GCIS, 177 for other government departments and 84 for related parties	299 radio products and services provided. Seven were live link-ups of government events, 60 phone-in programmes, 21 for the production of adverts and 211 recordings of government events	472 graphic designs completed; 10 were for The Presidency, 182 for the GCIS, 175 for other government departments and 105 for related parties	Received and implemented 101 approved
	Number of radio products and services provided per year	Number of graphic designs completed per year	Percentage of approved marketing
	Radio	Graphic designs	Marketing services

services requests implement ed	23 print products produced by the GCIS distributed (22 editions of Vuk'uzenz ele and the GCIS Annual Report)
services requests implement ed	23 print products produced by the GCIS distributed (22 editions of Vuk'uzenz ele and the GCIS Annual Report)
services requests implement ed	14 print products produced by the GCIS distributed (13 editions of Vuk'uzenz ele and the GCIS Annual Report)
services requests implemente d	23 print products produced by the GCIS distributed (22 editions of Vuk'uzenzel e and the GCIS Annual Report)
approved requests for marketing services (100%)	23 print products produced by the GCIS distributed
requests for marketing services (100%)	24 print products produced by the GCIS distributed
requests for marketing services (100%)	Distributed 24 GCIS print products: • 22 editions of Vuk'uzenzele • One edition of the Official Guide to South Africa • GCIS Annual Report
services requests implemented	Number of GCIS print products distributed
	Print products distributed

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Indicators, annual and quarterly targets

Output indicator	Annual target 2026/21		Quarte	Quarterly targets	
		01	22	03	04
Percentage of	40% of	40% of approved	40% of approved	40% of approved	40% of approved
approved media	approved	media-buying	media-buying	media-buying	media-buying
buying campaigns	media-buying	campaigns	campaigns	campaigns	campaigns
implemented	campaigns	implemented	implemented	implemented	implemented
	implemented				
Number of	450	120	120	100	110
photographic	photographic	photographic	photographic	photographic	photographic
services provided per	services	services provided	services provided	services provided	services provided
year	provided				
Number of video	600 video	150 video	150 video	150 video services	150 video services
services provided per	services	services provided	services provided	provided	provided
year	provided				
Number of radio	400 radio	60 radio products	120 radio	100 radio products	120 radio products
products and services	products and	and services	products and	and services	and services
provided per year	services	provided	services provided	provided	provided
	provided				
Number of graphic	400 graphic	110 graphic	110 graphic	80 graphic designs	100 graphic designs
designs completed per	designs	designs	designs	completed	completed
year	completed	completed	completed		
Percentage of	100% of	100% of	100% of	100% of approved	100% of approved
approved marketing	approved	approved	approved	marketing services	marketing services
services requests	marketing	marketing	marketing	requests	requests
implemented	services requests	services requests	services requests	implemented	implemented
	implemented	implemented	implemented		

Output indicator	Annual target		Quart	Quarterly targets	
		01	07	Q3	970
Number of GCIS print	14 print products	Six GCIS print	Three GCIS print	Three GCIS print	Two GCIS print
products distributed	produced by the	products	products	products distributed	products distributed
	GCIS distributed	distributed	distributed		
	(13 editions of				
	Vuk'uzenzele and				
	GCIS Annual				
	Report)				

Subprogramme: Entity Oversight

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Outcome	Output	utcome Output Output Indicator Audited/	Audited/	Audited/Actual Performance	formance	Estimated Performance	M	Medium-term targets	ets
			2016/17	2017/18	2018/19	2019/20	Annual targets 2020/21	Annual targets 2021/22	Annual targets 2022/23
Improved	Performanc	Number of	1		1	Eight	Eight	Eight	Eight
corporate	e review	performance				performance	performance	performance	performance
governance	and	review and				review and	review and	review and	review and
of public	compliance	compliance				compliance	compliance	compliance	compliance
entities	report	monitoring reports				monitoring	monitoring	monitoring	monitoring
))	developed				reports	reports	reports	reports
	Quarterly	Number of QPR		1	ı	Eight QPR	Eight QPR	Eight QPR	Eight QPR
	Performanc	sessions for public				sessions for	sessions for	sessions for	sessions for
	e Report								

Indicators, annual and quarterly targets

Output Indicator	Annual target		Quarter	Quarterly targets	
		ō	92	03	0.4
Number of	Eight	Two performance	Two performance	Two performance	Two performance
performance review	performance	review and	review and	review and	review and
and compliance	review and	compliance	compliance	compliance	compliance
monitoring reports	compliance	monitoring	monitoring reports	monitoring reports	monitoring reports
	monitoring	reports			
	reports				
Number of QPR	Eight QPR	Two QPR	Two QPR sessions	Two QPR	Two QPR sessions
sessions for public	sessions for	sessions for	for public entities	sessions for public	for public entities
entities coordinated	public entities	public entities	coordinated	entities	coordinated
	coordinated	coordinated		coordinated	

Subprogramme: Media Policy

Outcome, outputs, periormance murcators and targets	uts, periorinan	ice maicators a	III tal here						
Оитсоте	Output	Output	Audited/,	Actual Per	Audited/Actual Performance	Estimated Performance		Medium-term targets	o
			2016/17	2017/18	2018/19	2019/20	Annual targets 2020/21	Annual targets 2021/22	Annual targets 2022/23
Transforming Media, mainstream print Advertising and and digital Communica advertising and community media	Media, Advertising and Communicati ons Council	Media, Advertising and Communicati ons Council established	I	I	I	I	I	Establishment Media, Advertising and Communication s Council	

Indicators, annual and quarterly targets

Output Indicator	Annual target		Quar	Quarterly targets	
	4040141	D)	92	03	04
Media, Advertising and Communications Council established	Establishment Media, Advertising and Communications		Organise meetings to consult with key stakeholders	Establish the resources to run the council	Launch of the Media, Advertising and Communications Council

Explanation of planned performance over the medium-term period.

provide translation, editing and proofreading services; manage the Government and GCIS websites, and social media accounts, and produce government publications, to promote the growth in the share of voice of government messages in the public arena. A total of 102 editions of The Chief Directorate: Products and Platforms will develop content for the GCIS; produce daily news bulletins; print the government newspaper; communication products will be published in the medium-term. The Chief Directorate: Policy and Research will provide research insights, key messages, opinion pieces, media monitoring and content analysis as well as communication monitoring and evaluation dashboard reports to inform communication strategies that will ensure an informed citizenry and an intergrated communication system. A total of 30 cluster reports on public perception of government priorities and 12 media content analysis reports as well as 11 communication monitoring and evaluation dashboard reports will be produced over the medium-term. In addition, key messages and opinion pieces will be produced as requested over the medium-term. Through the media bulk-buying services, the GCIS will continue to assist government to save on advertising costs while maintaining visibility of communication campaigns. Over the medium-term, the Media-Buying unit will ensure it implements at least 40% of the media-buying campaigns. This will ensure government secures better value for money with commercial media, and broadens investment in community and small indepedent

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These platforms include government websites and social-media platforms. Radio products are shared with community radio stations enabling Media Production products are shared with the public through various GCIS platforms to create an informed citizenry and empower their lives. wide access to the information they carry. TV products are shared with broadcasters, giving access to the majority of South Africans.

This will include 13 editions of Vuk'uzenzele newspaper and the GCIS Annual Report. Marketing services to promote communication work and GCIS products with information on government programmes and policies on government's seven priority areas will be distributed countrywide, mainly in areas with less access to mainstream media. Over the medium-term, a total of 14 GCIS produced products will be distributed per year. government priorities will also be handled.

comply with all applicable legislation. The unit will also participate in the entities' strategic planning processes to ensure alignment to the reports. The reviews and reports will be used as oversight tools to ensure that entities deliver on their mandate, remain financially viable and The Chief Directorate: Entity Oversight will ensure improved corporate governance of public entities through performance reviews and monitoring departmental plans.

Over the medium-term, the subprogramme will perfom analysis on APPs and coordinate 24 reviews of quartely reports to assess the entities' compliance with the PFMA of 1999, Companies Act, 2003 (Act 71 of 2008) and National Treasury regulations on public entities.

Programme Resource Consideration

Expenditure estimates

Programme 2: Content Processing and Dissemination

	And	Audited outcomes	Se	Adjusted	Medium	Medium term expenditure	diture
				Appropriation		estimate	
R thousand	2016/17	2017/18	2018/19	2019/20	2020/21	2021/22	2022/23
Programme Management for Content Processing and Discemination	2.8	2.0	2.2	3.6	4.4	4.7	4.9
Policy and Research	31.5	32.2	32.7	35.6	40.6	43.2	44.7
Products and Platforms	44.4	48.7	51.3	54.0	56.7	60.1	62.4
Communication Service Agency	56.1	53.8	57.1	58.3	116.0	64.0	67.6
Entity Oversight	205.0	225.5	232.1	241.4	221.6	265.5	275.5
Media Policy	•	ř	0.3	3.5	2.2	2.3	2.4
Total	339.8	362.2	375.7	396.4	441.5	439.8	457.5
Change to 2019 budget estimate				243.5	278.4	266.3	275.0
Economic classification							
Current payments	134.0	132.5	141.6	155.4	221.3	175.9	183.7
Compensation of employees	77.6	7.77	83.2	95.7	103.7	110.9	116.2
Goods and services	56.4	54.7	58.4	59.7	117.6	65.0	67.6
of which:							
Advertising	1.8	0.3	3.0	3.5	58.7	2.8	2.9
Communication (G&S)	2.7	2.8	2.7	2.4	2.3	2.4	2.4
Computer services	3.5	3.3	3.2	3.1	4.1	4.4	4.5
Agency and support/outsourced services	4.7	5.9	4.5	5.9	6.4	6.7	2.0
Travel and subsistence	7.7	7.6	8.3	9.2	9.0	9.6	10.1
Operating payments	33.1	32.6	33.5	31.8	33.7	35.6	37.1
Transfers and subsidies	205.1	224.6	231.4	239.9	219.1	262.9	272.7
Departmental agencies and accounts	205.0	224.3	231.1	239.7	219.1	262.9	272.7
Households	0.1	0.3	0.3	0.2	ı	1	ı
Payments for capital assets	0.5	1.1	2.7	1.1	1.0	1.0	1.0

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Machinery and equipment	0.5	1.1	2.7	1.1	1.0	1.0	1.0
Software and other intangible assets	0.1	0	ı	I	¥	I	1
Payments for financial assets	0.3	4.1	•	•	•	•	1
Total	339.8	362.2	375.7	396.4	441.5	439.8	457.5
Details of selected transfers and subsidies							

	And	Audited outcomes	S	Adjusted Appropriation	Medium	Medium term expenditure estimate	diture
R thousand	2016/17	2017/18	2018/19	2019/20	2020/21	2021/22	2022/23
Departmental agencies and accounts							
Departmental agencies (non-business entities)							
Current	205.0	224.3	231.1	239.7	219.1	262.9	7 676
Brand South Africa	181.2	194.3	200.4	207.9	186.1	228.0	236 5
Media Development and Diversity Agency	23.8	30.0	30.7	31.8	33.0	34.9	36.2

PSM magazine, articles for SANews.gov.za, websites, the SAYB and Official Guide to South Africa, translations as well as social media, and to The operational budget baseline allocation in the Programme: Content Processing and Dissemination is directed to conduct research, monitoring media coverage of government programmes, and to develop content for departmental communication products such as Vuk'uzenzele newspaper, provide leadership in the development and production of communication services. The programme is also responsible for entity oversight and the transfer of budget allocations to Brand SA and the MDDA. The gradual increase over the medium-term is mainly due to inflation adjustment. The 2020/21 appropriation includes a special adjustment budget allocation in respect of COVID-19.

9.3 Programme 3: Intergovernmental Coordination and Stakeholder Management

Programme purpose	Implementation of development communication, through mediated and unmediated communication and sound stakeholder relations and partnerships.
Outcomes	3.1 Improved relations with the media.
	3.2 Strengthened intergovernmental communication system informed by the DDM
	3.3 Informed and empowered citizens.

The programme's functions are organised into the following three subprogrammes:

- Media Engagement leads and drives interaction and communication between government and the media. Funding in this subprogramme will be used to ensure effective liaison between Ministers and the media; manage ongoing media liaison services to government by providing government information; establishing, strengthening and maintaining working relationships with foreign media and independent media; and establishing relations with South African missions and parliamentary stakeholders with the view of disseminating government information and key targeted messages.
- Cluster Communication provides strategic communication, planning, coordination and support to clusters. It provides leadership and professional project management services for cluster communication campaigns.
- PLL ensures that the communication coordinating forums at provincial level are functional. The sub programme implement out reach programmes to widen access of government programmes and policies by the public. The subprogramme is also responsible for promoting the Thusong Service Centres to the public, as well as ensuring that government departments send different print products and materials to these centres. The subprogramme also coordinates the *Izimbizo* programme of government in line with the DDM.

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Subprogramme: Media Engagement

dis		Annual targets 2022/23	engageme nts between governme nt officials and senior journalists on the governme nt PoA held 14 post- Cabinet media briefings and/or statement s issued after ordinary Cabinet meetings
Medium-term fargets	The same of the sa	Annual targets 2021/22	16 engageme nts between governme nt officials and senior journalists on the governme nt PoA held 14 post- Cabinet media briefings and/or statement s issued after ordinary Cabinet
Madin		Annual targets	engagement s between government officials and senior journalists on the government PoA held heigh briefings and/or statements issued after ordinary Cabinet meetings
Letimotori	Performanc	2019/20	engagement s between government officials and senior journalists on the government PoA held hriefings and/or statements issued after ordinary Cabinet meetings
-	nance	2018/19	Held 20 engagements between government officials and senior journalists on government's PoA Redia briefings were held
Acceptant Parents	Audited/Actual Performance	2017/18	Held 27 engagemen ts between government officials and senior journalists on the government 's PoA and policy issues 18 post- Cabinet media briefings and/or statements were issued after ordinary Cabinet media briefings and/or statements were issued after
The state of the s	Audited	2016/17	Held 47 engagements between government officials and senior journalists on the government's PoA and policy issues 14 post- Cabinet media briefings held and 19 post- Cabinet statements were issued (five statements were issued without holding a media briefing)
Outcome, outputs, performance margarete and an gene	Output		Number of engagements between government officials and senior journalists on the PoA held media briefings and/or statements issued after ordinary Cabinet meetings
ALDUIS, PELIOLI	Outputs		Engagemen ts between government officials and senior journalists on the Programme of Action (PoA) Post-Cabinet media briefings and/or statements issued after ordinary Cabinet meetings
OUICOILIE, OI	Outcomes		Improved relations with the media

Outcomes	Outputs	Output	Audited	Audited/Actual Performance	rmance	Estimated	Medic	Medium-term targets	ots
			2016/17	2017/18	2018/19	2019/20	Annual targets 2020/21	Annual targets 2021/22	Annual targets 2022/23
	Media	Percentage of	100 media	133 media	95 media	100 media	100% of	100% of	100% of
	briefings	media briefings	briefings	briefings	briefings	briefings	media	media	media
	based on	supported from	conducted	conducted	conducted	conducted	briefings	briefings	briefings
	rednest	reduests					supported	supported	supported
	from	received from					from	from	from
	government	government					requests	requests	requests
	department	departments					received	received	received
		per year					from	from	from
							government	governme	governme
							departments	ıţ	nt
								departme	departme
-								nts	nts

marcards, annual and quantity migers	in quality in goin				
Output indicator	Annual target		Quarte	Quarterly targets	
	2020/21	6	02	03	04
Number of	16 engagements	Four	Six engagements	Three	Three engagements
engagements between	between	engagements	between	engagements	between government
government officials	government officials	between	government	between	officials and senior
and senior journalists	and senior	government	officials and senior	government	journalists on the
on the government	journalists on the	officials and senior	journalists on the	officials and senior	government PoA held
PoA held	government PoA	journalists on the	government PoA	journalists on the	
	held	government PoA	held	government PoA	
		pleu		held	
Number of post-	14 post-Cabinet	Five post-Cabinet	Three post-	Three post-Cabinet	Three post-Cabinet
Cabinet media	media briefings	media briefings	Cabinet media	media briefings	media briefings and/or
briefings and/or	and/or statements	and/or statements	briefings and/or	and/or statements	statements issued
statements issued	issued after ordinary	issued after	statements issued	issued after	

Output indicator	Annual target		Quarte	Quarterly targets	
	ZOZOZJ	10	075	03	90
after ordinary Cabinet	Cabinet meetings	ordinary Cabinet	after ordinary	ordinary Cabinet	after ordinary Cabinet
meetings	per year	meetings per	Cabinet meetings	meetings per	meetings per quarter
		quarter	per quarter	quarter	
Percentage of media	100% of media	100% of media	100% of media	100% of media	100% of media
briefings supported	briefings supported	briefings	briefings	briefings supported	briefings supported
from requests received	from requests	supported from	supported from	from requests	from requests
from government	received from	requests received	requests received	received from	received from
departments per year	government	from government	from government	government	government
	departments	departments	departments	departments	departments

Subprogramme: Clusters

Outcome, outputs, performance indicators and targets

Outcome	Output	Output Indicator	Audited/Ac	Audited/Actual Performance	920	Estimated	Me	Medium-term targets	gets
						9			
			2016/17	2017/18	2018/19	Annual targets 2019/20	Annual targets 2020/21	Annual targets 2021/22	Annual targets 2022/23
Strengthen ed intergovern mental communica tion system informed by the DDM	Engagemen ts with Heads of Communica tion (HoCs)	Number of engagement s with HoCs held	Two meetings were held with government communicators and chiefs of staff to plan for the Imbizo Focus Week and Imbizo on Education, including feedback from the Inter-Ministerial Committee on Publicity and	Seven engagement s with HoCs held	Five engagement s with HoCs held	Four engagement s with HoCs held	Two engageme nts with HoCs held	Two engageme nts with HoCs held	Two engagement s with HoCs held
	Internal Communica tors' Forums (ICFs)	Number of ICFs held	Two ICFs held	10 ICF were held	10 ICFs were held	10 ICFs held	10 ICFs held	10 ICFs held	10 ICFs held

		Annual targets 2022/23					Five annual	- S	2022/23	ted										
targets		targ 202	a li				L N	CCPs	202	drafted										
Medium-term targets		Annual targets 2021/22					Five	annual	CCPs	2021/22 drafted										
Me		Annual targets 2020/21	Five cluster	communica	stratedies	drafted	Five	annual	CCPs	2020/21 drafted	5									
Estimated	e	Annual targets 2019/20					Five CCPs	2019/20	developed											
псе		2018/19	I.				Five CCPs	were	developed											
Audited/Actual Performance		2017/18	ı				Five CCPs	were	developed											
Audited/Ac	19 () () () () () () () () () (2016/17					Five cluster	communication	programmes tor 2016/17 were	developed and	presented to the DGs' Cluster	50 reports on the	implementation of	the 2016/17	Government	Communication	Programme (GCP)	were developed and	presented to the	DGs' Cluster
Output			Number of	five-year	communicati	on strategies	Number of	annual	cluster	communicati on plans	drafted									
Output			Cluster	Communica tio Strateov			Annual	cluster	communicat	on plans (CCPs)										
Outcome																				

Outcome	Output	Output	Audited/Ac	Audited/Actual Performance	ace.	Estimated Performanc e	Me	Medium-term targets	gets
			2016/17	2017/18	2018/19	Annual targets 2019/20	Annual targets 2020/21	Annual targets 2021/22	Annual targets 2022/23
	Government Number of	Number of	278 government	456	250	100	100	100	100
	Communica tors trained	Communica government commu	communicators were government trained communicate	government	government	government	governmen t	governmen governmen	government
-		rs trained per		rs trained	ors trained	ors trained	communica	communica communica	
		year					tors trained tors trained	tors trained	

Output indicator Annual forms	Americal format		Amount	- Constitution of the Cons	
Carpat Indicator	William (a) yet		angualitative raigers	(algels	
	2020/21	ē	02	Q3	0.4
Number of five-year	Five cluster	Five cluster			
cluster	communication	communication			
communication	strategies drafted	strategies drafted			
strategies drafted					
Number of annual	Five annual CCPs	Five annual CCPs	No target	No target	
CCPs drafted	2020/21 drafted	2020/21 drafted			
Number of	Two engagements	One engagement	ı	One engagement	1
engagements with	with HoCs held	with HoCs held		with HoCs held	
HoCs held					
Number of ICFs held	10 ICFs held	Three ICFs held	Three ICFs held	Two ICFs held	Two ICFs held
Number of	100 government	25 government	25 government	25 government	25 government
government	communicators	communicators	communicators	communicators	communicators
	trained	trained	trained	trained	trained

Output indicator	Annual target		ð	narterly targets		
	2020/21	5	07	03	04	
communicators						
trained per year						

Subprogramme: Provincial and Local Liaison

Outcome, outputs, performance indicators and targets

		_	_	_														
gets	Annual	targets	2022/23	1 140	development	communicati	on projects	aligned to	the GCP			126	Marketing	events for	Thusona	Drogramma	r logialilia bold	
Medium-term targets	Annual	targets	2021/22	1 140	developme	nt	communica	tion	projects	aligned to	the GCP	126	Marketing	events for	Thusong	Programm	- Joylaniiii	
Me	Annual	targets	2020/21	1 140	developmen	ţ	communicat	ion projects	aligned to	the GCP		159	Marketing	events for	Thusong	Programme	held	
Estimated Performanc e	Annual	targets	2019/20	1 140	development	communicati	on	activations	aligned to	the GCP		252	marketing	events for	Thusong	Programme	held	5
лапсе	2018/19			1 683	developmen	+-	communicat	ion	activations	aligned	to the GCP	464	marketing	events for	Thusong	Programme	held	5
Audited/Actual Performance	2017/18			1 727	development	communicati	on	activations	aligned to	the GCP		511	marketing	events for	Thusong	Programme	held	3
Audited	2016/17			1 839	development	communication	activations	alianed to the		٦ ا		555	marketing	events for	Thrisona	2000	Programme	were done
Output Indicator				Number of	development	communicatio	n projects	aligned to the	GCP			Number of	marketing	events for	Thusong	Programme	held	
Outputs				Developme	it.	communica	tion	projects				Marketing	events					
Outcome				Informed	and	empowere	d citizens											

Outcome	Outputs	Output Indicator	Audited	Audited/Actual Performance	nance	Estimated Performanc e	Mec	Medium-term targets	nets
			2016/17	2017/18	2018/19	Annual targets 2019/20	Annual targets 2020/21	Annual targets 2021/22	Annual targets 2022/23
	Community	Number of	2 127	1 959	1 747	1 710	1311	1 140	1 140
	and	community	community and	community	community	community	Number of	Number of	Number of
	stakeholde	and	stakeholder	and	and	and	Community	Community	Community
	r liaison	stakeholder	liaison visits	stakeholder	stakeholder	stakeholder	and	and	and
	visits	liaison	Indertakan	liaison visits	liaison visits	liaison visits	Stakeholder	Stakeholde	Stakeholder
		sessions/visit	alidelianella alidelianella	undertaken	undertaken	undertaken	engagement	_	engagement
		s undertaken					sessions/vis	engageme	sessions/visit
		per year					its	nt	s undertaken
							undertaken	sessions/vi	
								sits	
								undertaken	
	My District	Number of	Published 49	Published 48	Published	44 electronic	45	45	45 electronic
	Today	electronic My	electronic My	electronic My	47	My District	electronic	electronic	My District
	newsletter	District Today	District Today	District	electronic	Today	My District	My District	Today
		newsletters	newsletters	Today	My	newsletters	Today	Today	newsletters
		published		newsletters	District	published	newsletters	newsletters	published
					Today		palished	published	
					newsletters				
Strengthen	Commuicat	Percentage of	ı	1	29	36	100% of	100% of	100% of
eq e	ion fora	intergovernm					intergovern	intergovern	intergovernm
intergovern	supported	ental					mental	mental	ental
mental		communicatio					communicat	communica	communicati
communica		n fora					ion fora	tion fora	on fora
tion system		supported					supported	supported	supported
informed		nbon rednest					nodn	nodn	uodn
by the		per year					request.	request.	request.
NO.									

Output indicator	Annual target		Quarterly largets	/ fargets	
	2020/21	5	05	93	0.4
Number of development	1 140 development	342 development	342 development	228 development	228 development
communication projects	communication	communication	communication	communication	communication
aligned to the GCP	projects aligned to	projects aligned	projects aligned	projects aligned	projects aligned
	the GCP per year	to the GCP	to the GCP	to the GCP	to the GCP
Number of marketing	159 marketing	65 Marketing	30 Marketing	32 Marketing	32 Marketing
events for Thusong	events for Thusong	events for	events for	events for	events for
Programme held	Programme held per	Thusong	Thusong	Thusong	Thusong
	year	Programme held	Programme held	Programme held	Programme held
Number of community	1311 community and	513 Community	342 Community	228 Community	228 Community
and stakeholder liaison	stakeholder liaison	and Stakeholder	and Stakeholder	and Stakeholder	and Stakeholder
sessions/visits	sessions/visits	engagement	engagement	engagement	engagement
undertaken	undertaken per year	sessions/visits	sessions/visits	sessions/visits	sessions/visits
		undertaken per	undertaken per	undertaken per	undertaken per
		year	year	year	year
Number of electronic My	45 electronic My	13 electronic My	13 electronic My	10 electronic My	9 electronic My
District Today	District Today	District Today	District Today	District Today	District Today
newsletters published	newsletters published	newsletters	newsletters	newsletters	newsletters
	per year	published per	published per	published per	published per
		quarter	quarter	quarter	quarter
Percentage of	100% of	100% of	100% of	100% of	100% of
intergovernmental	intergovernmental	intergovernmental	intergovernmenta	intergovernmenta	intergovernmenta
communication fora	communication fora	communication	l communication	communication	l communication
supported upon request	supported upon	fora supported	fora supported	fora supported	fora supported
per year	request.	upon request.	upon request.	upon request.	upon request.

Explanation of planned performance over the medium-term period.

a platform for all media and journalists to engage on Cabinet matters. The chief directorate will also have engagements with government officials government communication system at strategic level. Over the medium term, 42 post-Cabinet meetings to strengthen relationships with the media To improve relations with the media, the Chief Directorate: Media Engagement will engage in media briefings and post-Cabinet briefings for the medium-term period. These engagements will implement a proactive and reactive media engagement system by building, maintaining and improving relations with the media and organised professional formations of the media, drive the government communication agenda, and provide and senior journalists to ensure a cohesive approach when promoting, reporting about and marketing the nation. This will also advocate a good will be held. A total of 48 engagements are planned with government officials and senior journalists.

communicators at all levels. These training sessions aim to build capacity within the government and to ensure all officials are up to standard and departments to promote good governance. Special emphasis will be placed on the development of functional relationships with chairpersons of communication clusters. These enagements will also ensure government speaks with one voice and prevent government departments programmes and achievements. The forums will also provide a platform to engage leadership on possible solutions for daily communication challenges encountered in departments. The chief directorates will also embark on a number of training sessions for all government briefed on the latest communication technicques. The chief directorates will provide assistance with the development of cluster communication To strengthen intergovernmental communication, the chief directorates: Cluster Supervision will hold engagements with HoCs of all government communicating in silos. Key communication campaigns will be driven from the priorities set out for the sixth democratic government. A number of ICFs will also be held to identify bottlenecks in communication, and to brief government communicators on government policies, plans, strategies and plans for all communication clusters. Over the medium-term, the chief directorates: Cluster Supervision will hold six engagements with HoCs, 30 ICFs and train about 300 government communicators. Futhermore, the five-year cluster communication strategies and annual cluster communication plans for the five clusters will be The Chief Directorate: PLL will embark on a number of activies to ensure that citizens are informed and empowered. A number of development communication activations aligned to the Government Communication Plan will be held. By doing so, the chief directorate will ensure that citizens receive government information such as government policies and programmes to build pride and patriotism, foster nation-building, and promote the empowerment of women and active involvement of youth and people with disabilities in socio-economic activities.

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The chief direcorate will also conduct 3 420 development communication activities and 3 591 community and stakeholder visits to promote the involvement and cooperation of various stakeholders, including private and civil-society stakeholders, in building awareness on government programmes.

and communication of the programmes and services of the centres to the public, especially those in rural communities. A total of 756 marketing events for the Thusong Service Centres will be held. Over the medium-term period, the chief directorate will publish 135 editions of the electronic the new DDM to better the lives of South Africans. To strengthen the intergovernmental communication system, support will be provided to While the plan to relocate the Thusong Service Centre programme to the Department of Cooperative Governance and Traditional Affairs is at an advanced stage, these centres will continue to serve as crucial points for the empowerment of citizens daily. The GCIS will support the marketing newsletter, My District Today, to promote good news stories from the coalface of service delivery and profile progress being made in districts by communication forums over the medium-term.

Programme Resource Consideration

Expenditure estimates

Programme 3: Intergovernmental Coordination and Stakeholder Management

				Adiusted	Medium	Medium term expenditure	enditure .
	An	Audited outcomes	les	Appropriation		estimate	
Rmillion	2016/17	2017/18	2018/19	2019/20	2020/21	2021/22	2021/22
Programme Management for Intergovernmental	2.0	1.4	1.5	2.6	3.5	3.7	3.9
Coordination and Stakeholder Management							
Provincial and Local Liaison	70.1	73.9	80.1	85.8	98.1	99.8	104.5
Media Engagement	12.2	11.5	14.0	16.2	16.5	17.5	18.2
Cluster Supervision (Human Development, Social	9.9	7.0	8.7	9.5	10.2	10.9	11.3
Protection and Governance and Administration)							
Cluster Supervision (Economic and Infrastructure,	7.1	7.3	8.3	8.5	9.1	9.7	10.1
JUSTICE and International)			1	0 007	101	444.0	4410
Total	97.9	101.1	112.7	122.6	137.5	141.6	147.9
Change to 2019 budget estimate				(2.4)	3.0	(0.9)	90
Economic classification							
Current payments	9.96	100.3	110.3	121.3	136.3	140.6	147.0
Compensation of employees	78.7	82.9	91.6	101.0	111.2	117.9	123.3
Goods and services	17.9	17.4	18.7	20.2	25.2	22.7	23.7
of which:							
Advertising	9.0	0.5	1.3	1.1	5.1	1.3	1.3
Catering: Departmental activities	0.8	0.7	0.8	0.0	1.0	1.1	1.2
Communication (G&S)	4.4	3.8	3.7	4.3	4.3	4.6	4.8
Contractors	0.8	0.8	1.4	1.1	1.0	1.2	1.3
Fleet services (including government motor	1.2	1.0	0.8	1.0	1.3	1.3	1.3
transport)						1	1
Travel and subsistence	7.7	8.4	8.3	7.7	8.5	9.3	9.5
Transfers and subsidies	6.0	0.1	9.0	0.3	•	•	•
Households	6.0	0.1	9.0	0.3	1	1	1
Payments for capital assets	0.5	0.7	1.7	1.0	1.2	1.0	0.0
Buildings and other fix structures	(A)	ı	0.1	0.1	*0	ı	•

0.5 0.7 1.6 0.9 1.2 1.0	0.1	2177 2077 2077 2077 2078
Machinery and equipment	Payments for financial assets	

The operational budget allocation in the Programme: Intergovernmental Coordination and Stakeholder Management is directed to the interface of national government communication with provincial communication programmes as well as effective liaison between Ministers towards coherent communication strategies for national government as well as promoting and facilitating media's understanding of government's agenda. The gradual increase over the medium-term is mainly due to inflation adjustment.

10. Key risks		
Outcome	Key Risks	Risk Mitigation
Good corporate governance	Non-compliance to laws, regulations and prescripts (including internal policies)	Continue to strengthen the system of internal controls to prevent, detect and correct non-compliance
Improved corporate governance of entities		Improve monitoring and implementation of good corporate governance practices
Informed and empowered citizens	Reputational damage	Diversified platforms
Strengthened intergovernmental communication system informed informed by the DDM	Lack of participation by HoCs	Tabling of attendance registers at DGs' meetings

11. Public entities

Name of Public Entity	Mandate		Outcomes
MDDA	The MDDA was set up in terms of the MDDA Act	•	Capable, effective and efficient
	of 2002 to enable historically disadvantaged		organisation in support of the
	communities and individuals to gain access to the		delivery of the MDDA mandate
	media. The mandate of the agency is to create		by 2024
	an enabling environment for media development		
	and diversity which reflects the needs and	•	Media diversity promoted
	aspirations of all South Africans; redress the		through the growth of
	exclusion and marginalisation of disadvantaged		sustainable community-based
	communities and people from access to the		media
	media and the media industry; and promote		
	media development and diversity by providing		

Capacitated, digital responsive community-based media sector by 2024	Increased attractiveness and thereby competitiveness of the Nation Brand	Aligned Nation Brand execution and experience domestically and internationally	 Improved reputation of Brand SA as an entity 	 Increased Nation Brand Advocacy and Active Citizenship
support primarily to community and small commercial media projects. The overall objective of the agency is to ensure that all citizens can access information in a language of theirchoice, and to transform media access, ownership and control patterns in South Africa.	Brand SA was established as a trust in 2002 and gazetted as a schedule 3A public entity in 2006, in accordance with the PFMA of 1999. Its	purpose is to develop and implement a proactive and coordinated international marketing and communications strategy for South Africa, to contribute to job creation and poverty reduction, and to attract inward investment, trade and	tourism.	
	Brand SA			

2020/21 GCIS REVISED APP

12. Infrastructure Projects

Not applicable

13. Public Private Partnerships

Not applicable

14. ABBREVIATIONS AND ACRONYMS

AFC	Annual Financial Statements
AFS	Auditor-General
AG	Annual Performance Plan
APP	Audit and Risk Committee
ARC	
ASD	Assistant Director
ССР	Cluster Communication Plan
CFO	Chief Financial Officer
CRC	Communication Resource Centre
CSA	Communication Service Agency
D	Director
DD	Deputy Director
DDG	Deputy Director-General
DPME	Department of Planning, Monitoring and Evaluation
DPSA	Department of Public Service and Administration
EIE	Economic, Investment and Employment
FCA	Foreign Correspondents' Association
GCF	Government Communicators' Forum
GCIS	Government Communication and Information System
GCME	Government Communications Monitoring and Evaluation
GCP	Government Communication Programme
NCSF	National Communication Strategy Framework
HoC	Head of Communication
HR	Human Resources
HRM	Human Resource Management
HRP	Human Resource Plan
ICF	Internal Communicators' Forum
ICTS	International Cooperation, Trade and Security
IM	Information Management
T&MI	Information Management and Technology
JCPS	Justice, Crime Prevention and Security
MANCO	Management Committee
MDDA	Media Development and Diversity Agency
MP	Member of Parliament
MTEF	Medium Term Expenditure Framework
MTSF	Medium Term Strategic Framework
PGA	Press Gallery Association
PLL	Provincial and Local Liaison
PFMA	Public Finance Management Act
PoA	Programme of Action
PSM	Public Sector Manager
QPR	Quarterly Performance Report
SAYB	South Africa Yearbook
SC	Steering Committee
SoNA	State of the Nation Address
SPPMR	Strategic Planning, Performance Monitoring and Reporting
WIMS	Ward Information Management System

15. CONTACT DETAILS

Head Office

Physical address: GCIS head office

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2020/21 GCIS REVISED APP

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Ms Liezel Cerf

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15. GCIS'S PROVINCIAL OFFICES

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ANNEXURE A: REVISION TO THE GCIS 2020/21 - 2022/23 APP

1. ADJUSTMENTS OF INDICATORS IN THE 2020/21 - 2022/23 APP

ltem	2021 - 2022/23 APP	Adjustments in the Revised 2021–2022/23 APP
Output indicators	Number of requests for media briefings received from government departments conducted per year	Percentage of media briefings supported from requests received from government departments per year
	Number of five-year cluster communication strategies developed	Number of five-year cluster communication strategies drafted
	Number of cluster communication plans developed	Number of annual cluster communication plans drafted
	Number of communication forums held	Percentage of intergovernmental communication fora supported upon request per year

2. ADJUSTMENTS OF TARGETS IN THE 2020/21 - 2022/23 REVISED APP

Output Indicator	2020/21 - 2022/23 APP targets	Adjustments in the Revised 2020/21 – 2022/23 APP targets
Number of copies of Vuk'uzenzele newspaper produced	18.7 million copies of Vuk'uzenzele newspaper produced	11.05 million copies of Vuk'uzenzele newspaper produced
Number of online editions of <i>Vuk'uzenzele</i> newspaper published annually	22 online editions of Vuk'uzenzele newspaper published annually	13 online editions of Vuk'uzenzele newspaper published annually
Number of radio products and services provided per year	240 radio products and services provided	400 radio products and services provided

Number of GCIS print products distributed	23 print products produced by the GCIS distributed (22 editions of <i>Vuk'uzenzele</i> and the GCIS Annual Report)	14 print products produced by the GCIS distributed (13 editions of <i>Vuk'uzenzele</i> and the GCIS Annual Report)		
Programme 3: Intergovernmental Coordination and Stakeholder Manager				
Output Indicator	2020/21 - 2022/23 Target	Adjustments in the Revised 2020/21 – 2022/23 APP targets		
Number of post-Cabinet media briefings and/or statements issued after ordinary Cabinet meetings	17 post-Cabinet media briefings and/or statements issued after ordinary Cabinet meetings per year	14 post-Cabinet media briefings and/or statements issued after ordinary Cabinet meetings per year		
Number of marketing events for Thusong Programme held	252 marketing events for Thusong Programme held per year	159 marketing events for Thusong Programme held per year		
Number of community and stakeholder liaison sessions/visits undertaken	1 710 community and stakeholder liaison visits undertaken per year	1 311 community and stakeholder liaison sessions/visits undertaken per year		



Government Communication & Information System REPUBLIC OF SOUTH AFRICA

DEPARTMENTAL TECHNICAL INDICATOR DESCRIPTORS (TIDs)

Programme 1: Administration

Programme performance indicators
Subprogramme 1.1: Strategic Management

1.1.1 Percentage of reported incidents of corruption resolved per year				
GENERAL INDICATOR INFORMATION	RESPONSE			
Indicator title:	Percentage of reported incidents of			
Identifies the title of the strategic oriented goal,	corruption resolved per year			
objective or programme performance indicator.				
Short definition:	The department aims to align to a			
Provides a brief explanation of what the indicator is,	government programme of preventing and			
with enough detail to give a general understanding	fighting corruption			
of the indicator.				
Assumptions:	Corruption cases will be reported			
Factors that are accepted as true and certain to				
happen without proof				
Disaggregation of beneficiaries (where	N/A			
applicable)				
Target for women				
 Target for youth Target for people with disabilities 				
Desired performance:	95% of reported incidents of corruption			
Identifies whether actual performance that is higher	resolved per year			
or lower than targeted performance is desirable	, and the point of			
CALCULATION AND REPORTING	Number copie of comunity reported and			
Method of calculation:	Number cases of corruption reported and calculated against the cases resolved (within			
Describes clearly and specifically how the indicator is calculated	the stipulated time frames)			
Source/collection of data:				
Describes where the information comes from and	Office of the Public Service Commission, anonymous tip-off, cases referred from the			
	Human Resource Management (HRM) unit			
how it is collected	Non-cumulative			
Calculation type:	Non-cumulative			
Identifies whether the reported performance is cumulative or non-cumulative				
Reporting cycle/schedule:	Quarterly			
r secondido ovale/saneude:				
	Quarterly			
Identifies if an indicator is reported quarterly,	Quarterly			
Identifies if an indicator is reported quarterly, annually or at longer time intervals	Quarterly			
Identifies if an indicator is reported quarterly, annually or at longer time intervals CIATA COLLECTION				
Identifies if an indicator is reported quarterly, annually or at longer time intervals CIATA COLLECTION Which branch or directorate/unit is responsible	Strategic Management Unit			
Identifies if an indicator is reported quarterly, annually or at longer time intervals CIATA COLLECTION Which branch or directorate/unit is responsible for providing the template which requests the				
Identifies if an indicator is reported quarterly, annually or at longer time intervals CIATA COLLECTION Which branch or directorate/unit is responsible for providing the template which requests the information?	Strategic Management Unit			
Identifies if an indicator is reported quarterly, annually or at longer time intervals EIATA COLLECTION Which branch or directorate/unit is responsible for providing the template which requests the information? Who is responsible for collecting the data?	Strategic Management Unit Deputy Director (DD): Risk Management			
Identifies if an indicator is reported quarterly, annually or at longer time intervals CIATA COLLECTION Which branch or directorate/unit is responsible for providing the template which requests the information? Who is responsible for collecting the data? Who is responsible for checking and verifying	Strategic Management Unit			
Identifies if an indicator is reported quarterly, annually or at longer time intervals CIATA COLLECTION Which branch or directorate/unit is responsible for providing the template which requests the information? Who is responsible for collecting the data? Who is responsible for checking and verifying the data captured?	Strategic Management Unit Deputy Director (DD): Risk Management CD: Strategic Management			
Identifies if an indicator is reported quarterly, annually or at longer time intervals EIATA COLLECTION Which branch or directorate/unit is responsible for providing the template which requests the information? Who is responsible for collecting the data? Who is responsible for checking and verifying	Strategic Management Unit Deputy Director (DD): Risk Management			

Identifies any limitation with the indicator data,	
including factors that might be beyond the	
department's control	
INDICATOR RESPONSIBILITY	
Indicator owner:	CD: Strategic Management
Identifies who is responsible for managing and	
reporting the indicator	

Subprogramme 1.2: Human Resource Management

1.2.1 MTEF HRP implemented

GENERAL INDICATOR INFORMATION	RESPONSE
Indicator title:	MTEF HRP implemented
Identifies the title of the strategic oriented goal,	
objective or programme performance indicator.	Implementation of UD activities in the
Short definition:	Implementation of HR activities in the department based on the HRP
Provides a brief explanation of what the indicator	department based on the HKF
is, with enough detail to give a general	
understanding of the indicator. Assumptions:	All activities of the plan will be implemented
Factors that are accepted as true and certain to	All activities of the plan will be implemented
happen without proof	
Disaggregation of beneficiaries (where	N/A
applicable)	1071
Target for women	
Target for youth	
Target for people with disabilities	
Desired performance:	Submission of Annual Adjusted HRP and HRP
Identifies whether actual performance that is	Implementation Report to the DPSA
higher or lower than targeted performance is	·
desirable	
CALCULATION AND REPORTING	
Method of calculation:	N/A
Describes clearly and specifically how the	
indicator is calculated	
Source/collection of data:	Staff establishment
Describes where the information comes from and	Personal development plans
how it is collected	Annual Training Report
	Annual Wellness Report
	 Information will be collated from the
	abovementioned documents.
Calculation type:	Non-cumulative
Identifies whether the reported performance is	
cumulative or non-cumulative	
Reporting cycle/schedule:	Annually
Identifies if an indicator is reported quarterly,	
annually or at longer time intervals	
DATA COLLECTION	LOUGH CONTRACTOR
Which branch or directorate/unit is	Chief Directorate: HR
responsible for providing the template which requests the information?	
requests the intermation/	

Who is responsible for collecting the data?	D: HRD D: HRM
Who is responsible for checking and verifying the data captured?	Chief Director (CD): HR
Means of verification (evidence)	Proof of submission the Annual Adjusted HRP and HRP Implementation Report to the DPSA
Data limitations: Identifies any limitation with the indicator data, including factors that might be beyond the department's control	Lack of updated information from Persal and TSMS
INDICATOR RESPONSIBILITY	
Indicator owner: Identifies who is responsible for managing and reporting the indicator	CD: HR

1.2.2 Percentage of designated employees who disclosed their financial interests per year

GENERAL INDICATOR INFORMATION	RESPONSE
Indicator title: Identifies the title of the strategic oriented goal, objective or programme performance indicator.	Percentage of designated employees who disclosed their financial interests per year
Short definition: Provides a brief explanation of what the indicator is, with enough detail to give a general understanding of the indicator.	All designated employees are required to disclose their registerable interests by 30 April, 30 June and 31 July of each year. Designated employees who are appointed after 1 April must make disclosures within 30 days after assumption of duty in respect of the period of 12 months preceding their assumption of duty.
Purpose/importance: Explains what the indicator is intended to show and why it is important.	To promote good governance and integrity as well as preventing conflict of interests
Assumptions: Factors that are accepted as true and certain to happen without proof	N/A
Disaggregation of beneficiaries (where applicable) Target for women Target for youth Target for people with disabilities	N/A
CALCULATION AND REPORTING	
Method of calculation: Describes clearly and specifically how the indicator is calculated	Number of financial disclosures submitted against the number of designated employees, expressed as percentage

Source/collection of data:	Financial eDisclosure system reports
Describes where the information comes from and	
how it is collected.	
Calculation type:	Non-cumulative
Identifies whether the reported performance is	
cumulative or non-cumulative.	
Reporting cycle/schedule:	Quarterly
Identifies if an indicator is reported quarterly,	
annually or at longer time intervals.	
DATA COLLECTION	
Which branch or directorate/unit is responsible	HRM
for providing the template which requests the	
information?	
Who is responsible for collecting the data?	D: HRM
Who is responsible for checking and verifying	CD: HR
the data captured?	
Means of verification (evidence)	Verification sources obtainable from
•	eDisclosure system (Data from Companies
	and Intellectual Property Commission (CIPC),
	deeds register and Electronic National Traffic
	Information System (eNatis))
Data limitations:	Proper capturing of information for databases
Identifies any limitation with the indicator data,	
including factors that might be beyond the	
department's control.	
Desired Performance	100% compliance in submission of financial
	interests by all designated employees within
	set time frames
INDICATOR RESPONSIBILITY	
Indicator owner:	CD: HR
Identifies who is responsible for managing and	
reporting the indicator.	

Subprogramme 1.3: Information Management and Technology 1.3.1 Number of reports on IM&T governance implemented

GENERAL INDICATOR INFORMATION	RESPONSE
And the filling to the first feet the first feet to be a	Number of reports on IM&T governance
Indicator title:	
Identifies the title of the strategic oriented goal,	implemented
objective or programme performance indicator.	IM&T governance is prescribed by the DPSA
Short definition:	and is a part of the department's corporate
Provides a brief explanation of what the indicator	governance specifically applicable to IM&T
is, with enough detail to give a general	governance specifically applicable to illia.
understanding of the indicator.	The Steering Committee will meet as planned
Assumptions: Factors that are accepted as true and certain to	to discuss all the reports
•	to diacuss an the reporte
happen without proof Disaggregation of beneficiaries (where	N/A
	10/1
applicable)	
Target for women Target for youth	
Target for youth Target for people with dischilities	
Target for people with disabilities	Meeting the targeted performance is desirable
Desired performance: Identifies whether actual performance that is	lylocating the targeted performance is a serious.
higher or lower than targeted performance is	
desirable	
desirable	
CALCULATION AND REPORTING	
Method of calculation:	Simple count of eight reports per year. Four for
Describes clearly and specifically how the	IT availability and four from IM systems.
indicator is calculated	
Source/collection of data:	Management reports generated by the IM&T
Describes where the information comes from and	management team
how it is collected	
Calculation type:	Non-cumulative
Identifies whether the reported performance is	
cumulative or non-cumulative	
Reporting cycle/schedule:	Quarterly
Identifies if an indicator is reported quarterly,	
annually or at longer time intervals	
DATA COLLECTION	Chief Directorate: IM&T Director: IT and
Which branch or directorate/unit is	Directorate: Information Management Systems
responsible for providing the template which	Directorate. Information Management Cystems
requests the information?	D: IT
Who is responsible for collecting the data?	D: Information Management Systems
Miles in recognition for checking and verifying	CD: IM&T
Who is responsible for checking and verifying the data captured?	OD. HVICE
Means of verification (evidence)	Four reports on IT availability and four reports
MEGILS OF ACTUICATION (CANDOLICE)	on IM systems.
	Minutes of IM&T SC meetings where reports
	were presented.
Data limitations:	The data is qualitative in the form of a report
Data mintations.	

Identifies any limitation with the indicator data, including factors that might be beyond the department's control INDICATOR RESPONSIBILITY	
Indicator owner: Identifies who is responsible for managing and reporting the indicator	CD: IM&T

Subprogramme 1.4: Finance, SCM and Auxiliary Services

1.4.1 Percentage elimination of wasteful and irregular expenditure.

1.4.1 Percentage elimination of wasterul and irregula	
GENERAL INDICATOR INFORMATION	RESPONSE
Indicator title:	Percentage elimination of wasteful and
Identifies the title of the strategic oriented goal,	irregular expenditure
objective or programme performance indicator.	
Short definition:	The number against the budget baseline that
Provides a brief explanation of what the indicator is,	reflect the prevention of wasteful and
with enough detail to give a general understanding	irregular expenditure
of the indicator.	
Purpose/importance:	The level of prevention of wasteful and
Explains what the indicator is intended to show and	irregular expenditure in accordance with
why it is important.	Section 38(1)(c)(ii) of the PFMA of 1999
Assumptions:	Human error may occur when service
Factors that are accepted as true and certain to	providers are appointed or when payments
happen without proof	are made
Disaggregation of beneficiaries (where	N/A
applicable)	
Target for women	
Target for youth	
Target for people with disabilities	
CALCULATION AND REPORTING	
Method of calculation:	Value of wasteful and irregular expenditure
Describes clearly and specifically how the indicator	over the total budget baseline
is calculated	
Source/collection of data:	Internal and external audit processes and / or
Describes where the information comes from and	own review of transactions require the
how it is collected.	collection of documents that are measured
	against compliance requirements in
	accordance with the PFMA of 1999, Treasury
	regulations and instructions and practice
	notes. Financial reports are also obtained
	from the Logistical Information System
	(Logis) and the Basic Accounting system
	(BAS).
Calculation type:	Non-cumulative
Identifies whether the reported performance is	
Identifies whether the reported performance is cumulative or non-cumulative.	

Reporting cycle/schedule:	Quarterly
Identifies if an indicator is reported quarterly,	
annually or at longer time intervals.	
DATA COLLECTION	
Which branch or directorate/unit is responsible	CFO
for providing the template which requests the	
information?	
Who is responsible for collecting the data?	D: SCM
Who is responsible for checking and verifying	CFO
the data captured?	
Means of verification (evidence)	Commitment and payment documents, BAS
	and Logis reports, Spreadsheet of
	payment(s),
Data limitations:	None
Identifies any limitation with the indicator data,	
including factors that might be beyond the	
department's control.	
INDICATOR RESPONSIBILITY	
Indicator owner:	CFO
Identifies who is responsible for managing and	
reporting the indicator.	

1.4.2 Percentage of all compliant invoices paid within 30 days

ACARDA: INDIALTOS INCOMETION	1 oo days
GENERAL INDICATOR INFORMATION	RESPONSE
indicator title:	Percentage of all compliant invoices paid
Identifies the title of the strategic oriented goal,	within 30 days
objective or programme performance indicator.	
Short definition:	The number of compliant invoices paid within
Provides a brief explanation of what the indicator is,	30 days of receipt by the institution against
with enough detail to give a general understanding	the total number of compliant invoices due for
of the indicator.	payment by the institution.
Purpose/importance:	To enable suppliers to have sufficient funding
Explains what the indicator is intended to show and	to operate their business and to comply with
why it is important.	Section 38(1)(f) of the PFMA of 1999.
Assumptions:	All invoices will be compliant and received
Factors that are accepted as true and certain to	from suppliers on time
happen without proof	
Disaggregation of beneficiaries (where	N/A
applicable)	
Target for women	
Target for youth	
 Target for people with disabilities 	
CALCULATION AND REPORTING	

Method of calculation:	Number of compliant invoices paid within 30
Describes clearly and specifically how the indicator	days over the total number of compliant
is calculated	invoices
Source/collection of data:	Logis and BAS. Compliant invoices that are
Describes where the information comes from and	received from suppliers are registered on
how it is collected.	Logis. The system is also used to determine
	the number of invoices that were paid.
Calculation type:	Non-cumulative
Identifies whether the reported performance is	
cumulative or non-cumulative.	
Reporting cycle/schedule:	Quarterly
Identifies if an indicator is reported quarterly,	:
annually or at longer time intervals.	
DATA COLLECTION	
Which branch or directorate/unit is responsible	National Treasury
for providing the template which requests the	
information?	
Who is responsible for collecting the data?	D: SCM
Who is responsible for checking and verifying	CFO
the data captured?	
Means of verification (evidence)	Logis reports, Spreadsheet of invoices,
Data limitations:	Information on supplier invoices are often
Identifies any limitation with the indicator data,	incorrect or outdated such as calculations,
including factors that might be beyond the	banking details, VAT number, addresses.
department's control.	These factors impact on the compliance
	requirements of an invoice. Tax status of
	suppliers may change between the date of
	appointment and date when payment is
	made.
INDICATOR RESPONSIBILITY	
Indicator owner:	CFO
Identifies who is responsible for managing and	
reporting the indicator.	
I and the second	·

1.4.3 AFS issued within issued within legislative prescripts.

GENERAL INDICATOR INFORMATION	RESPONSE
Indicator title: Identifies the title of the strategic oriented goal, objective or programme performance indicator.	AFS issued within issued within legislative prescripts
Short definition: Provides a brief explanation of what the indicator is, with enough detail to give a general understanding of the indicator.	The indicator focuses on interim financial statements which reflect the department's financial state of affairs at the end of each quarter and AFS at the end of the financial year
Assumptions: Factors that are accepted as true and certain to happen without proof	AFS would be issued within the prescribed legislation

Disaggregation of beneficiaries (where applicable)
 Target for women Target for youth Target for people with disabilities Desired performance: Identifies whether actual performance that is higher or lower than targeted performance is desirable. CALCULATION AND REPORTING Method of calculation: Cappliance to the regulations as required by legislation Expenditure trend and budget reports as well as a sequired by legislation
 Target for youth Target for people with disabilities Desired performance: Identifies whether actual performance that is higher or lower than targeted performance is desirable. CALCULATION AND REPORTING Method of calculation: Cappliance to the regulations as required by legislation Expenditure trend and budget reports as well as the control of the regulations as required by legislation
Target for people with disabilities Desired performance: Identifies whether actual performance that is higher or lower than targeted performance is desirable. CALCULATION AND REPORTING Method of calculation: Calculation: Calculation: Compliance to the regulations as required by legislation Expenditure trend and budget reports as well as
Desired performance: Identifies whether actual performance that is higher or lower than targeted performance is desirable. CALCULATION AND REPORTING Method of calculation: Calculation: Compliance to the regulations as required by legislation Legislation Expenditure trend and budget reports as well as
Identifies whether actual performance that is higher or lower than targeted performance is desirable. CALCULATION AND REPORTING Method of calculation: Legislation Legislation
higher or lower than targeted performance is desirable. CALCULATION AND REPORTING Method of calculation: Expenditure trend and budget reports as well as
desirable. CALCULATION AND REPORTING Method of calculation: Expenditure trend and budget reports as well a
Method of calculation: Expenditure trend and budget reports as well a
Method of calculation: Expenditure trend and budget reports as well a
Describes clearly and specifically how the individual reconciliations of suspense account
indicator is calculated. balances
Source/collection of data: Transactions are recorded in the financia
Describes where the information comes from systems. Reconciliations of suspense account
and how it is collected. information is obtained from files as well a
financial reports from Persal and BAS such a
trial balance and expenditure reports.
Calculation type: Non-cumulative
Identifies whether the reported performance is
cumulative or non-cumulative.
Reporting cycle/schedule: Quarterly
Identifies if an indicator is reported quarterly,
annually or at longer time intervals
DATA COLLECTION
Which branch or directorate/unit is Office of the CFO
responsible for providing the template which
requests the information?
Who is responsible for collecting the data? DD: Finance
DD: SCM
DD: Auxiliary Services
Who is responsible for checking and D: Finance
verifying the data captured?
D: Auxiliary Services
Means of verification (evidence) Proof of submission to National Treasury and the Office of the AG
Identifies any inflication that are maister early
including factors that might be beyond the
department's control.
INDICATOR RESPONSIBILITY
Indicator owner: CFO
Identifies who is responsible for managing and
reporting the indicator.

Subprogramme 1.5: Internal Audit

1.5.1 Risk-based Internal Audit Plan and Operational Plan updated

GENERAL INDICATOR INFORMATION	RESPONSE
Indicator title: Identifies the title of the strategic oriented goal, objective or programme performance indicator.	Risk-based Internal Audit Plan updated
Short definition: Provides a brief explanation of what the indicator is, with enough detail to give a general understanding of the indicator.	The indicator tracks approval of the three-year risk-based Internal Audit Plan
Assumptions: Factors that are accepted as true and certain to happen without proof	The three-year risk-based plan will be approved
Disaggregation of beneficiaries (where applicable) Target for women Target for youth	N/A
Target for people with disabilities Desired performance: Identifies whether actual performance that is higher or lower than targeted performance is desirable.	Achievement of the planned target
CALCULATION AND REPORTING	
Method of calculation: Describes clearly and specifically how the indicator is calculated. Source/collection of data: Describes where the information comes from and how it is collected.	The process entails approval of the document by the Audit Committee Individual audit engagements that are implemented every month as pre-determined in the Internal Audit Annual Plan Data is collected from individual engagements that are implemented every month
Calculation type: Identifies whether the reported performance is cumulative, or non-cumulative.	Non-cumulative
Reporting cycle/schedule: Identifies if an indicator is reported quarterly, annually or at longer time intervals.	Quarterly and annually
DATA COLLECTION	
Which branch or directorate/unit is responsible for providing the template which requests the information?	Chief Directorate: Internal Audit
Who is responsible for collecting the data?	DDs: Internal Audit
Who is responsible for checking and verifying the data captured?	CD: Internal Audit

Means of verification (evidence)?	Approved three-year risk-based Internal Audit Plan
Data limitations:	None
Identifies any limitation with the indicator data, including factors that might be beyond the department's control.	
INDICATOR RESPONSIBILITY	
Indicator owner:	CD: Internal Audit
Identifies who is responsible for managing and reporting the indicator.	

1.5.2 Number of progress reports produced on assurance audits

GENERAL INDICATOR INFORMATION	RESPONSE
Indicator title:	Number of progress reports produced on
Identifies the title of the strategic oriented goal,	assurance audits
objective or programme performance indicator.	
Short definition:	The indicator focuses on the number of
Provides a brief explanation of what the	progress reports produced on assurance audits
indicator is, with enough detail to give a general	
understanding of the indicator.	All reports will be compiled on time
Assumptions: Factors that are accepted as true and certain to	An reports will be complied on time
happen without proof	
Disaggregation of beneficiaries (where	N/A
applicable)	
Target for women	
Target for youth	
Target for people with disabilities	
Desired performance:	The four progress reports on assurance audits
Identifies whether actual performance that is	
higher or lower than targeted performance is	
desirable.	
CALCULATION AND REPORTING	Simple count of all produced reports
Method of calculation:	Simple count of all produced reports
Describes clearly and specifically how the indicator is calculated.	
Source/collection of data:	Monthly reports which are informed by
Describes where the information comes from	information collected through individual audit
and how it is collected.	engagement that are implemented every month
Calculation type:	Non-cumulative
Identifies whether the reported performance is	
cumulative, or non-cumulative.	
Reporting cycle/schedule:	Quarterly and annually
Identifies if an indicator is reported quarterly,	
annually or at longer time intervals.	
DATA COLLECTION	

Which branch or directorate/unit is	Chief Directorate: Internal Audit
responsible for providing the template which requests the information?	
Who is responsible for collecting the data?	DDs: Internal Audit
Who is responsible for checking and	CD: Internal Audit
verifying the data captured?	
Means of verification (evidence)?	Quarterly progress reports
Data limitations:	None
Identifies any limitation with the indicator data,	
including factors that might be beyond the	
department's control.	
INDICATOR RESPONSIBILITY	
Indicator owner:	CD: Internal Audit
Identifies who is responsible for managing and reporting the indicator.	

Programme 2: Content Processing and Dissemination Subprogramme 2.1: Products and Platforms

2.1.1 Number of copies of Vuk'uzenzele newspaper produced

2.1.1 Number of copies of <i>Vuk'uzenzele</i> newspaper produced	
GENERAL INDICATOR INFORMATION	RESPONSE
Indicator title: Identifies the title of the strategic oriented goal, objective or programme performance indicator.	Number of copies of Vuk'uzenzele newspaper produced
Short definition: Provides a brief explanation of what the indicator is, with enough detail to give a general understanding of the indicator.	The production and publishing of the newspaper to communicate government programmes and policies to Rooted Realists (segment 1), City Seekers (segment 2), Metro Mobiles (segment 4) who are LSM 1-6 and a smaller proportion to Safely Suburban (segment 3) LSM 7-8. All these segments are communities residing in rural and urban areas. The newspaper is full of news and advice on socio-economic opportunities created by government.
Assumptions: Factors that are accepted as true and certain to happen without proof	Production of the newspaper will take place without any delays from service providers
Disaggregation of beneficiaries (where applicable) Target for women Target for youth Target for people with disabilities	N/A
Desired performance: Identifies whether actual performance that is higher or lower than targeted performance is desirable.	To produce the targeted number of 18.7 million copies of the newspaper as planned by end of the financial year
CALCULATION AND REPORTING	

Method of calculation:	Simple count of copies produced annually
Describes clearly and specifically how the indicator	
is calculated.	Late to a second to a second
Source/collection of data:	Writers, source information, conduct research
Describes where the information comes from and	from various credible sorces and write articles
how it is collected.	for each product
Calculation type:	Non-cumulative
Identifies whether the reported performance is	
cumulative or non-cumulative.	
Reporting cycle/schedule:	Quarterly and annually
Identifies if an indicator is reported quarterly,	
annually or at longer time intervals.	
DATA COLLECTION	
Which branch or directorate/unit is responsible	Directorate: Vuk'uzenzele
for providing the template which requests the	
information?	
Who is responsible for collecting the data?	D: Vuk'uzenzele
Who is responsible for checking and verifying	CD: Products and Platforms
the data captured?	
Means of verification (evidence)	Invoice and printer's report received from
	service providers. Invoices are received a
	month after an edition was published, e.g., an
	invoice for June can only be reported on
	during the quarter reporting period
Data limitations:	The unit relies on the printer's report and
Identifies any limitation with the indicator data,	invoices from third parties and beyond our
including factors that might be beyond the	control
department's control.	
INDICATOR RESPONSIBILITY	
Indicator owner:	CD: Products and Platforms
Identifies who is responsible for managing and	
reporting the indicator.	

2.1.2 Number of online editions of Vuk'uzenzele newspaper published annually

GENERAL INDICATOR INFORMATION	RESPONSE
Indicator title: Identifies the title of the strategic oriented goal, objective or programme performance indicator. Short definition: Provides a brief explanation of what the indicator is,	Number of online editions of <i>Vuk'uzenzele</i> newspaper published annually The production and publishing of the newspaper to communicate government
with enough detail to give a general understanding of the indicator.	programmes and policies to Rooted Realists (segment 1), City Seekers (segment 2), Metro Mobiles (segment 4) who are LSM 1-6 and a smaller proportion to Safely Suburban (segment 3) LSM 7-8. All these segments are communities residing in rural and urban areas.
	The newspaper is full of news and advice on socio-economic opportunities created by government

Assumptions:	Vuk'uzenzele website will always be
Factors that are accepted as true and certain to	available to publish the planned editions
happen without proof	
Disaggregation of beneficiaries (where	N/A
applicable)	
Target for women	
Target for youth	
Target for people with disabilities	
Desired performance:	To produce the targeted number of online
Identifies whether actual performance that is higher	editions (22) of the newspaper as planned by
or lower than targeted performance is desirable.	end of the financial year
CALCULATION AND REPORTING	
Method of calculation:	Simple count of editions produced annually
Describes clearly and specifically how the indicator	
is calculated.	
Source/collection of data:	Writers, source information, conduct research
Describes where the information comes from and	from various credible sorces and write articles
how it is collected.	for each product
Calculation type:	Non-cumulative
Identifies whether the reported performance is	
cumulative or non-cumulative.	
Reporting cycle/schedule:	Quarterly and annually
Identifies if an indicator is reported quarterly,	
annually or at longer time intervals.	
DATA COLLECTION	
Which branch or directorate/unit is responsible	Directorate: Vuk'uzenzele
for providing the template which requests the	
information?	
Who is responsible for collecting the data?	D: Vuk'uzenzele
Who is responsible for checking and verifying	CD: Products and Platforms
the data captured?	
Means of verification (evidence)	Invoice and printer's report received from
Means of verification (evidence)	service providers. Invoices are received a
	month after an edition was published. For
	example, an invoice for June can only be
	reported on during the quarter reporting
	reported on during the quarter reporting
	ļ ·
	period.
	period.
	ļ ·
	period.
	period. Editions of <i>Vuk'uzenzele</i> newspaper published on
	period. Editions of <i>Vuk'uzenzele</i> newspaper
Data limitational	period. Editions of Vuk'uzenzele newspaper published on http://www.vukuzenzele.gov.za/archives
Data limitations:	period. Editions of Vuk'uzenzele newspaper published on http://www.vukuzenzele.gov.za/archives The unit relies on the printers report and
Identifies any limitation with the indicator data,	period. Editions of Vuk'uzenzele newspaper published on http://www.vukuzenzele.gov.za/archives The unit relies on the printers report and invoices from third parties and beyond our
Identifies any limitation with the indicator data, including factors that might be beyond the	period. Editions of Vuk'uzenzele newspaper published on http://www.vukuzenzele.gov.za/archives The unit relies on the printers report and
Identifies any limitation with the indicator data, including factors that might be beyond the department's control.	period. Editions of Vuk'uzenzele newspaper published on http://www.vukuzenzele.gov.za/archives The unit relies on the printers report and invoices from third parties and beyond our
Identifies any limitation with the indicator data, including factors that might be beyond the department's control. INDICATOR RESPONSIBILITY	Editions of Vuk'uzenzele newspaper published on http://www.vukuzenzele.gov.za/archives The unit relies on the printers report and invoices from third parties and beyond our control
Identifies any limitation with the indicator data, including factors that might be beyond the department's control. INDICATOR RESPONSIBILITY Indicator owner:	period. Editions of Vuk'uzenzele newspaper published on http://www.vukuzenzele.gov.za/archives The unit relies on the printers report and invoices from third parties and beyond our
Identifies any limitation with the indicator data, including factors that might be beyond the department's control. INDICATOR RESPONSIBILITY	Editions of Vuk'uzenzele newspaper published on http://www.vukuzenzele.gov.za/archives The unit relies on the printers report and invoices from third parties and beyond our control

2.1.3 Number of online editions of *PSM* magazine published

2.1.3 Number of offinite editions of F5M magazin	
GENERAL INDICATOR INFORMATION	RESPONSE
Indicator title:	Number of online editions of PSM magazine
Identifies the title of the strategic oriented goal,	published
objective or programme performance indicator.	
Short definition:	PSM magazine targets middle to senior
Provides a brief explanation of what the indicator is,	managers in the Public Service
with enough detail to give a general understanding	
of the indicator.	
Assumptions:	No delays will be experienced in publishing
Factors that are accepted as true and certain to	the magazine
happen without proof	
Disaggregation of beneficiaries (where	N/A
applicable)	
Target for women	
Target for youth	
Target for people with disabilities	
Desired performance:	To produce the targeted editions (11) as
Identifies whether actual performance that is higher	planned
or lower than targeted performance is desirable.	
CALCULATION AND REPORTING	
Method of calculation:	Simple count of editions published on the
Describes clearly and specifically how the indicator	GCIS website
is calculated	
Source/collection of data:	Content used is from articles which originate
Describes where the information comes from and	from official websites and government
how it is collected.	documents such as statements, reports, bills
	etc. Media briefings and interviews with
	various officials.
Calculation type:	Non-cumulative
Identifies whether the reported performance is	
cumulative or non-cumulative	
Reporting cycle/schedule:	Quarterly and annually
Identifies if an indicator is reported quarterly,	
annually or at longer time intervals.	
DATA COLLECTION	Discolarate: Vuliusanzola
Which branch or directorate/unit is responsible	Directorate: Vuk'uzenzele
for providing the template which requests the	
information?	D: Vuk'uzenzele
Who is responsible for collecting the data?	Chief Director: Products and Platforms
Who is responsible for checking and verifying the data captured?	Office Director. I rounds and Flattorins
Means of verification (evidence)	Editions of PSM magazine published on the
Means of Vernication (evidence)	GCIS website.
	http://www.gcis.gov.za/content/resource_ce
	ntre/news and mags/public sector magazi
	ne
Data limitations:	None
Identifies any limitation with the indicator data,	
including factors that might be beyond the	
department's control.	
	

INDICATOR RESPONSIBILITY	
Indicator owner:	CD: Products and Platforms
Identifies who is responsible for managing and	
reporting the indicator.	

2.1.4 An online edition of the SAYB published annually

2.1.4 An online edition of the SATB published annually		
GENERAL INDICATOR INFORMATION	RESPONSE	
Indicator title: Identifies the title of the strategic oriented goal, objective or programme performance indicator.	An online edition of SAYB published annually	
Short definition: Provides a brief explanation of what the indicator is, with enough detail to give a general understanding of the indicator.	An annual publication that aims to showcase South Africa, with particular reference to government, during a given year	
Assumptions: Factors that are accepted as true and certain to happen without proof	Content for the publications will be received timeously	
Disaggregation of beneficiaries (where applicable) Target for women Target for youth Target for people with disabilities Desired performance: Identifies whether actual performance that is higher or lower than targeted performance is desirable.	Online annual edition of the SAYB	
CALCULATION AND REPORTING		
Method of calculation: Describes clearly and specifically how the indicator is calculated	Simple count of the edition of the SAYB published on the GCIS website. To produce the publication, the information is collected from different contributors and consolidated into an edition of the SAYB.	
Source/collection of data: Describes where the information comes from and how it is collected	The information comes from contributors such as government departments and entities, as well as media reports and secondary data from research. In-house writers and editors (for content) and designers (for layout and design) are responsible for the production of the publication.	
Calculation type: Identifies whether the reported performance is cumulative or non-cumulative.	Non-cumulative	
Reporting cycle/schedule: Identifies if an indicator is reported quarterly, annually or at longer time intervals.	Annually	
DATA COLLECTION		
Which branch or directorate/unit is responsible for providing the template which requests the information?	Directorate: Content Development	

Who is responsible for collecting the data?	D: Content Development
Who is responsible for checking and verifying	CD: Products and Platforms
the data captured?	
Means of verification (evidence)	Edition of the SAYB published on the GCIS website
Data limitations: Identifies any limitation with the indicator data, including factors that might be beyond the department's control.	Late submission of updated content or incorrect and incomplete information supplied by contributors; workload of editors/writers/designers that impact on project timelines
INDICATOR RESPONSIBILITY	
Indicator owner: Identifies who is responsible for managing and reporting the indicator.	CD: Products and Platforms

2.1.5 An online edition of the Official Guide to South Africa published annually

GENERAL INDICATOR INFORMATION	RESPONSE
Indicator title: Identifies the title of the strategic oriented goal, objective or programme performance indicator.	An online edition of the Official Guide to South Africa published annually
Short definition: Provides a brief explanation of what the indicator is, with enough detail to give a general understanding of the indicator.	The Official Guide to South Africa is the abridged version of the SAYB and the annual publication aims to showcase South Africa, with particular reference to government, during a given year. Its primary target audience are potential investors and tourists.
Assumptions: Factors that are accepted as true and certain to happen without proof	Content for the publications will be received timeously
Disaggregation of beneficiaries (where applicable) Target for women Target for youth Target for people with disabilities	N/A
Desired performance: Identifies whether actual performance that is higher or lower than targeted performance is desirable.	Online annual edition of the Official Guide to South Africa
CALCULATION AND REPORTING	
Method of calculation: Describes clearly and specifically how the indicator is calculated	Simple count of the edition of the Official Guide to South Africa published on the GCIS website. To produce the publication, the information is collected from different contributors and

	consolidated into an edition of the Official Guide to South Africa.
Source/collection of data: Describes where the information comes from and how it is collected	The information comes from contributors such as government departments and entities, as well as media reports and secondary data from research. In-house writers and editors (for content) and designers (for layout and design) are responsible for the production of the publication.
Calculation type: Identifies whether the reported performance is cumulative or non-cumulative.	Non-cumulative
Reporting cycle/schedule: Identifies if an indicator is reported quarterly, annually or at longer time intervals.	Annually
DATA COLLECTION	
Which branch or directorate/unit is responsible for providing the template which requests the information?	Directorate: Content Development
Who is responsible for collecting the data?	D: Content Development
Who is responsible for checking and verifying the data captured?	CD: Products and Platforms
Means of verification (evidence)	Edition of the Official Guide to South Africa published on the GCIS website
Data limitations: Identifies any limitation with the indicator data, including factors that might be beyond the department's control.	Late submission of updated content or incorrect and incomplete information supplied by contributors; workload of editors/writers/designers that impact on project timelines
INDICATOR RESPONSIBILITY	
Indicator owner: Identifies who is responsible for managing and reporting the indicator.	CD: Products and Platforms

2.1.6 Percentage of language services requests completed.

GENERAL INDICATOR INFORMATION	RESPONSE
Indicator title: Identifies the title of the strategic-oriented goal, objective or programme performance indicator.	Percentage of language services requests completed
Short definition: Provides a brief explanation of what the indicator is, with enough detail to give a general understanding of the indicator.	To provide editing, proofreading, translation, and content development services to the GCIS and as per client (departmental) requests
Assumptions: Factors that are accepted as true and certain to happen without proof	All requests will be completed to the clients' satisfaction

Disaggregation of beneficiaries (where	N/A
applicable)	
Target for women	
Target for youth Target for youth disabilities.	
Target for people with disabilities	100% language service requests completed
Desired performance:	100% language service requests completed
Identifies whether actual performance that is higher	
or lower than targeted performance is desirable.	
The state of the s	
CALCULATION AND REPORTING	The number of requests received is
Method of calculation:	
Describes clearly and specifically how the indicator	calculated against the number of requests
is calculated.	completed in order to get to the overall
	percentage achieved
Source/collection of data:	GCIS and clients (departmental) requests
Describes where the information comes from and	
how it is collected.	
Calculation type:	Non-cumulative
Identifies whether the reported performance is	
cumulative or non-cumulative	
Reporting cycle/schedule:	Quarterly
Identifies if an indicator is reported quarterly,	
annually or at longer time intervals	
annually or at longer time intervals	
annually or at longer time intervals DATA COLLECTION	
	Directorate: Content Development
DATA COLLECTION Which branch or directorate/unit is responsible	Directorate: Content Development
DATA COLLECTION	Directorate: Content Development
DATA COLLECTION Which branch or directorate/unit is responsible for providing the template which requests the information?	Directorate: Content Development DD: SAYB
DATA COLLECTION Which branch or directorate/unit is responsible for providing the template which requests the	
DATA COLLECTION Which branch or directorate/unit is responsible for providing the template which requests the information?	DD: SAYB
DATA COLLECTION Which branch or directorate/unit is responsible for providing the template which requests the information? Who is responsible for collecting the data?	DD: SAYB DD: Language Services
DATA COLLECTION Which branch or directorate/unit is responsible for providing the template which requests the information? Who is responsible for collecting the data? Who is responsible for checking and verifying	DD: SAYB DD: Language Services D: Content Development
DATA COLLECTION Which branch or directorate/unit is responsible for providing the template which requests the information? Who is responsible for collecting the data? Who is responsible for checking and verifying the data captured?	DD: SAYB DD: Language Services D: Content Development
DATA COLLECTION Which branch or directorate/unit is responsible for providing the template which requests the information? Who is responsible for collecting the data? Who is responsible for checking and verifying	DD: SAYB DD: Language Services D: Content Development CD: Products and Platforms
DATA COLLECTION Which branch or directorate/unit is responsible for providing the template which requests the information? Who is responsible for collecting the data? Who is responsible for checking and verifying the data captured?	DD: SAYB DD: Language Services D: Content Development CD: Products and Platforms Register of service requests received. Evidence of GCIS approved requests
DATA COLLECTION Which branch or directorate/unit is responsible for providing the template which requests the information? Who is responsible for collecting the data? Who is responsible for checking and verifying the data captured? Means of verification (evidence)	DD: SAYB DD: Language Services D: Content Development CD: Products and Platforms Register of service requests received. Evidence of GCIS approved requests completed.
DATA COLLECTION Which branch or directorate/unit is responsible for providing the template which requests the information? Who is responsible for collecting the data? Who is responsible for checking and verifying the data captured? Means of verification (evidence)	DD: SAYB DD: Language Services D: Content Development CD: Products and Platforms Register of service requests received. Evidence of GCIS approved requests completed. Human error in calculating the language
DATA COLLECTION Which branch or directorate/unit is responsible for providing the template which requests the information? Who is responsible for collecting the data? Who is responsible for checking and verifying the data captured? Means of verification (evidence) Data limitations: Identifies any limitation with the indicator data,	DD: SAYB DD: Language Services D: Content Development CD: Products and Platforms Register of service requests received. Evidence of GCIS approved requests completed.
DATA COLLECTION Which branch or directorate/unit is responsible for providing the template which requests the information? Who is responsible for collecting the data? Who is responsible for checking and verifying the data captured? Means of verification (evidence) Data limitations: Identifies any limitation with the indicator data, including factors that might be beyond the	DD: SAYB DD: Language Services D: Content Development CD: Products and Platforms Register of service requests received. Evidence of GCIS approved requests completed. Human error in calculating the language
DATA COLLECTION Which branch or directorate/unit is responsible for providing the template which requests the information? Who is responsible for collecting the data? Who is responsible for checking and verifying the data captured? Means of verification (evidence) Data limitations: Identifies any limitation with the indicator data, including factors that might be beyond the department's control	DD: SAYB DD: Language Services D: Content Development CD: Products and Platforms Register of service requests received. Evidence of GCIS approved requests completed. Human error in calculating the language
DATA COLLECTION Which branch or directorate/unit is responsible for providing the template which requests the information? Who is responsible for collecting the data? Who is responsible for checking and verifying the data captured? Means of verification (evidence) Data limitations: Identifies any limitation with the indicator data, including factors that might be beyond the department's control INDICATOR RESPONSIBILITY	DD: SAYB DD: Language Services D: Content Development CD: Products and Platforms Register of service requests received. Evidence of GCIS approved requests completed. Human error in calculating the language services requests received and completed
DATA COLLECTION Which branch or directorate/unit is responsible for providing the template which requests the information? Who is responsible for collecting the data? Who is responsible for checking and verifying the data captured? Means of verification (evidence) Data limitations: Identifies any limitation with the indicator data, including factors that might be beyond the department's control INDICATOR RESPONSIBILITY Indicator owner:	DD: SAYB DD: Language Services D: Content Development CD: Products and Platforms Register of service requests received. Evidence of GCIS approved requests completed. Human error in calculating the language
DATA COLLECTION Which branch or directorate/unit is responsible for providing the template which requests the information? Who is responsible for collecting the data? Who is responsible for checking and verifying the data captured? Means of verification (evidence) Data limitations: Identifies any limitation with the indicator data, including factors that might be beyond the department's control INDICATOR RESPONSIBILITY	DD: SAYB DD: Language Services D: Content Development CD: Products and Platforms Register of service requests received. Evidence of GCIS approved requests completed. Human error in calculating the language services requests received and completed

2.1.7 News updates on key government programmes and activities

2.1.7 News updates on key government progra	
GENERAL INDICATOR INFORMATION	RESPONSE
Indicator title: Identifies the title of the strategic 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.	News updates on key government programmes and activities (excluding public holidays, weekends and holiday periods) Daily news updates based on government programmes, events and activities. The articles are written to give exposure to government, and to set and advance the media agenda and discourse. Key government programmes (communication campaigns, events and activities) are based on the seven priority areas of government and the projects in the PoA outlined in the State of the Nation Address (SoNA). About four editions of news are published
	daily on the SAnews website (excluding public holidays, weekends and holiday periods)
Assumptions: Factors that are accepted as true and certain to happen without proof	Information will always be available for daily updates
Disaggregation of beneficiaries (where applicable) Target for women Target for youth Target for people with disabilities	N/A
Desired performance: Identifies whether actual performance that is higher or lower than targeted performance is desirable.	Ensure the daily news and updates on key government programmes and activities. However, it excludes Saturdays, Easter holiday, Christmas, Day of Goodwill, public holidays, New Year and weekends after mid-December to mid-January, and is published on SAnews website.
CALCULATION AND REPORTING	
Method of calculation: Describes clearly and specifically how the indicator is calculated.	The updates are done daily and usage is available through system-generated reports. However, it excludes Saturdays, Easter holiday, Christmas, Day of Goodwill, public holidays, New Year and weekends after mid-December to mid-January.
Source/collection of data: Describes where the information comes from and how it is collected.	Information is collected from statements, press releases, government events and government briefings
Calculation type: Identifies whether the reported performance is cumulative or non-cumulative.	Non-cumulative
Reporting cycle/schedule: Identifies if an indicator is reported quarterly, annually or at longer time intervals.	Quarterly and annually

DATA COLLECTION	
Which branch or directorate/unit is responsible for providing the template which requests the information?	Directorate: News Service
Who is responsible for collecting the data?	D: News Service
Who is responsible for checking and verifying the data captured?	CD: Products and Platforms
Means of verification (evidence)	Content Management System report of daily news posted on the SAnews government web portal
Data limitations: Identifies any limitation with the indicator data, including factors that might be beyond the department's control.	None
INDICATOR RESPONSIBILITY	CD Date to and Diefference
Indicator owner: Identifies who is responsible for managing and reporting the indicator.	CD: Products and Platforms

2.1.8 Updated content on *the* <u>www.gov.za</u> **website as per items received** (excluding public holidays, weekends and holiday periods)

GENERAL INDICATOR INFORMATION	RESPONSE
Indicator title: Identifies the title of the strategic oriented goal, objective or programme performance indicator.	Updated content updates on the <u>www.gov.za</u> website as per items received (excluding public holidays, weekends and holiday
Short definition:	periods) Daily updates of speeches, statements or
Provides a brief explanation of what the indicator is, with enough detail to give a general understanding of the indicator.	photos and video content onto the government websites. Updates are on the implementation of key government programmes which are based on the seven priority areas of government and the projects in the PoA outlined in the SoNA.
	Content is received and the <u>www.gov.za</u> website is updated accordingly. However, this excludes public holidays, weekends and holiday periods.
Purpose/importance:	The indicator is intended to show frequent
Explains what the indicator is intended to show and why it is important.	communication of information to citizens via the government website
Assumptions: Factors that are accepted as true and certain to happen without proof	Content to update the website will be received timeously
Disaggregation of beneficiaries (where applicable) Target for women	N/A

 Target for youth Target for people with disabilities 	
CALCULATION AND REPORTING	
Method of calculation: Describes clearly and specifically how the indicator is calculated	A published updates on <u>www.gov.za</u>
Source/collection of data: Describes where the information comes from and how it is collected. Calculation type: Identifies whether the reported performance is cumulative or non-cumulative.	Media statement, briefings and project implementation plans. Print run of postings done on social media Non-cumulative
Reporting cycle/schedule: Identifies if an indicator is reported quarterly, annually or at longer time intervals.	Quarterly
DATA COLLECTION	
Which branch or directorate/unit is responsible for providing the template which requests the information?	Directorate: Digital Media
Who is responsible for collecting the data?	D: Digital Media
Who is responsible for checking and verifying the data captured?	CD: Products and Platforms
Means of verification (evidence)	Screenshots of www.gov.za
Data limitations: Identifies any limitation with the indicator data, including factors that might be beyond the department's control.	None
INDICATOR RESPONSIBILITY	
Indicator owner: Identifies who is responsible for managing and reporting the indicator.	CD: Products and Platforms

2.1.9 Updated social media accounts as per content received (excluding public holidays, weekends and holiday periods)

Weekende and nonday periods,	
GENERAL INDIGATOR INFORMATION	RESPONSE
Indicator title: Identifies the title of the strategic oriented goal, objective or programme performance indicator.	Updated social media accounts as per content received (excluding public holidays, weekends and holiday periods)
Short definition: Provides a brief explanation of what the indicator is, with enough detail to give a general understanding of the indicator.	Daily posting and uploading of text, photos and video content onto Facebook and Twitter accounts. These are our primary social media channels.

	Desta and tweets are based on another
	Posts and tweets are based on speeches, statements and advisories issued by government departments and posted on the various social media platforms.
Assumptions:	Content to uupdate social media accounts
Factors that are accepted as true and certain to	will be received timeously
happen without proof	
Disaggregation of beneficiaries (where	N/A
applicable)	
Target for women	
Target for youth	
Target for people with disabilities	D 11
Desired performance:	Daily updates on GCIS social media
Identifies whether actual performance that is higher	accounts implemented per content received
or lower than targeted performance is desirable	(excluding public holidays, weekends and holiday periods)
	noliday periods)
CALCULATION AND REPORTING	
Method of calculation:	Daily updates on GCIS social media
Describes clearly and specifically how the indicator	accounts implemented per content received
is calculated	(excluding public holidays, weekends and
	holiday periods)
Source/collection of data:	Media statement, speeches and advisories
Describes where the information comes from and	
how it is collected	
Calculation type:	Non-cumulative
Identifies whether the reported performance is	
cumulative or non-cumulative	
Reporting cycle/schedule:	Quarterly
Identifies if an indicator is reported quarterly,	
annually or at longer time intervals	
DATACOLLECTION	
Which branch or directorate/unit is responsible	Directorate: Digital Media
for providing the template which requests the	
information?	
Who is responsible for collecting the data?	D: Digital Media
Who is responsible for checking and verifying	CD: Products and Platforms
the data captured?	
Means of verification (evidence)	System report of daily posting on social
mount of followings (orthonion)	media
Data limitations:	Data can be viewed per quarter and annually
Identifies any limitation with the indicator data,	and some per quarter and annually
including factors that might be beyond the	
department's control	
INDICATOR RESPONSIBILITY	
Indicator owner:	CD: Products and Platforms
Identifies who is responsible for managing and	OD. I TOGGOTO GITO I TOGGOTITO
reporting the indicator	
reporting the indicator	

Subprogramme 2.2: Policy and Research

2.2.1 Number of cluster reports on perceptions of government priorities produced

2.2.1 Number of cluster reports on perceptions	
GENERAL INDICATOR INFORMATION	RESPONSE
Indicator title:	Number of cluster reports on perceptions of
Identifies the title of the strategic oriented goal,	government priorities produced
objective or programme performance indicator.	
Short definition:	Tracks public perception on government
Provides a brief explanation of what the indicator is,	performance and information needs for the
with enough detail to give a general understanding	communication clusters
of the indicator.	All research activities would be completed as
Assumptions:	All research activities would be completed on
Factors that are accepted as true and certain to	time
happen without proof	N/A
Disaggregation of beneficiaries (where	IN/A
applicable)	
Target for women Target for worth	
Target for youth Target for youth disabilities	
Target for people with disabilities	Produce ten cluster reports annually and
Desired performance: Identifies whether actual performance that is higher	presented or shared with relevant
or lower than targeted performance is desirable	stakeholders
CALCULATION AND REPORTING	Otalionolo
	Simple count of the actual reports produced
Method of calculation:	
Describes clearly and specifically how the indicator	and presented at MANCO
is calculated Source/collection of data:	Research datasets – tracker, ad-hoc
Describes where the information comes from and	research in line with government priorities,
how it is collected	Ipsos, Government Performance Barometer
LIOA II 13 COMOCION	
	and Socio-Political Trends, Ipsos syndicate
	buy-in and other research findings obtained
Calculation type:	Non-cumulative
Identifies whether the reported performance is	
cumulative, or non-cumulative	Overtents
Reporting cycle/schedule:	Quarterly
Identifies if an indicator is reported quarterly,	
annually or at longer time intervals	
DATA COLLECTION	Directorate Departs and Knowledge
Which branch or directorate/unit is responsible	Directorate: Research and Knowledge
for providing the template which requests the	Management
information? Who is responsible for collecting the data?	D: Research and Knowledge Management.
·	CD: Policy and Research
Who is responsible for checking and verifying the data captured?	
Means of verification (evidence)	Actual cluster reports produced and proof of submission to MANCO
Data limitations:	Delayed availability of datasets
Identifies any limitation with the indicator data,	
including factors that might be beyond the	
department's control	

INDICATOR RESPONSIBILITY	
Indicator owner: Identifies who is responsible for managing and	CD: Policy and Research
reporting the indicator	

2.2.2 Number of monitoring and evaluation dashboard reports on communication in government produced

GENERAL INDICATOR INFORMATION	RESPONSE
Indicator title:	
	Number of monitoring and evaluation
Identifies the title of the strategic oriented goal,	dashboard reports on communication in
objective or programme performance indicator. Short definition:	government produced
Provides a brief explanation of what the indicator is,	Reports to be shared with MANCO on communication in government
with enough detail to give a general understanding	Communication in government
of the indicator.	
Assumptions:	All information to complete the reports will be
Factors that are accepted as true and certain to	available from government departments
happen without proof	available from government departments
Disaggregation of beneficiaries (where	N/A
applicable)	
Target for women	
Target for youth	
Target for people with disabilities	
Desired performance:	Four dashboard reports on communication in
Identifies whether actual performance that is higher	government to be produced and shared with
or lower than targeted performance is desirable.	MANCO
CALCULATION AND REPORTING	
Method of calculation:	Simple count of four reports produced and
Describes clearly and specifically how the indicator	shared with MANCO
is calculated.	
Source/collection of data:	Information comes from various
Describes where the information comes from and	communication units in government
how it is collected.	
Calculation type:	Non-cumulative
Identifies whether the reported performance is	
cumulative or non-cumulative.	
Reporting cycle/schedule:	Quarterly
Identifies if an indicator is reported quarterly,	
annually or at longer time intervals.	
DATA COLLECTION	
Which branch or directorate/unit is responsible	Directorate: Government Communication
for providing the template which requests the information?	Monitoring and Evaluation (GCME)
Who is responsible for collecting the data?	D: GCME
Who is responsible for checking and verifying	CD: Policy and Research
the data captured?	OD. I Olicy and Nescarch
Means of verification (evidence)	Four reports produced and presented at
, ,	MANCO
Data limitations:	Late submissions from departments and non-
Identifies any limitation with the indicator data,	reporting of project information
including factors that might be beyond the	
department's control.	

INDICATOR RESPONSIBILITY		
Indicator owner:	CD: Policy and Research	
Identifies who is responsible for managing and		
reporting the indicator.		

2.2.3 Number of media content analysis reports for The Presidency produced		
GENERAL INDICATOR INFORMATION	RESPONSE	
Indicator title: Identifies the title of the strategic oriented goal, objective or programme performance indicator.	Number of media content analysis reports for The Presidency produced	
Short definition: Provides a brief explanation of what the indicator is, with enough detail to give a general understanding of the indicator.	Reports of qualitative and quantitative analysis of media coverage of The Presidency based on government priorities	
Assumptions: Factors that are accepted as true and certain to happen without proof	All media clippings to complete the reports will be available on the media system database	
Disaggregation of beneficiaries (where applicable)	N/A	
 Target for women Target for youth Target for people with disabilities 		
Desired performance: Identifies whether actual performance that is higher or lower than targeted performance is desirable.	Four media content analysis reports produced	
CALCULATION AND REPORTING		
Method of calculation: Describes clearly and specifically how the indicator is calculated.	Simple count of the four reports produced	
Source/collection of data: Describes where the information comes from and how it is collected.	Information comes from the analysis of data captured from reports in the media	
Calculation type: Identifies whether the reported performance is cumulative or non-cumulative.	Non-cumulative	
Reporting cycle/schedule: Identifies if an indicator is reported quarterly, annually or at longer time intervals.	Quarterly	
DATA COLLECTION		
Which branch or directorate/unit is responsible for providing the template which requests the information?	Directorate: GCME	
Who is responsible for collecting the data?	D: GCME	
Who is responsible for checking and verifying the data captured?	CD: Policy and Research	
Means of verification (evidence)	Actual reports produced	
Data limitations: Identifies any limitation with the indicator data, including factors that might be beyond the department's control.	Performance of the media database is impacted when the Internet is slow	
INDIGATOR RESPONSIBILITY		
Indicator owner:	CD: Policy and Research	

Identifies who is responsible for managing and	
reporting the indicator.	

2.2.4 Percentage of key messages requests produced (excluding weekends, public holidays and holiday periods)

and holiday periods)	
GENERAL INDICATOR INFORMATION	RESPONSE
Indicator title: Identifies the title of the strategic oriented goal, objective or programme performance indicator.	Percentage of key messages requests produced (excluding weekends, public holidays and holiday periods)
Short definition: Provides a brief explanation of what the indicator is, with enough detail to give a general understanding of the indicator.	Key messages are statements that succinctly communicate government's stance on issues affecting it and the country.
	Key messages extract prominent aspects of a government programme, issue or report and are used to contribute to consistency in government communication.
Assumptions: Factors that are accepted as true and certain to happen without proof	All requests will be produced
Disaggregation of beneficiaries (where applicable) Target for women Target for youth Target for people with disabilities	N/A
Desired performance: Identifies whether actual performance that is higher or lower than targeted performance is desirable	100% of key messages requests produced
CALCULATION AND REPORTING	
Method of calculation: Describes clearly and specifically how the indicator is calculated	Number of key messages produced calculated against the number of key messages requested to determine the percentage achieved
Source/collection of data: Describes where the information comes from and how it is collected	Background, supporting and briefing documents, including complementary desktop research, inform the key messages
Calculation type: Identifies whether the reported performance is cumulative, or non-cumulative	Non-cumulative
Reporting cycle/schedule: Identifies if an indicator is reported quarterly, annually or at longer time intervals	Quarterly
DATA COLLECTION	
Which branch or directorate/unit is responsible for providing the template which requests the information?	Directorate: Communication Resource Centre (CRC)

Who is responsible for collecting the data?	D: CRC
Who is responsible for checking and verifying	CD: Policy and Research
the data captured?	
Means of verification (evidence)	Spreadsheet of the number of key
	messages requests received
	2. Key messages produced
	3. Proof of completed requests sent to clients.
Data limitations:	Insufficient supporting documentation supplied
Identifies any limitation with the indicator data,	and human error in the capturing of information
including factors that might be beyond the	on the spreadsheet
department's control.	
INDICATOR RESPONSIBILITY	
Indicator owner:	CD: Policy and Research
Identifies who is responsible for managing and	
reporting the indicator	

2.2.5 Percentage of opinion pieces produced

GENERAL INDICATOR INFORMATION	RESPONSE
Indicator title: Identifies the title of the strategic oriented goal, objective or programme performance indicator. Short definition:	Percentage of opinion pieces produced (excluding weekends, public holidays and holiday periods) Opinion pieces convey government's view on
Provides a brief explanation of what the indicator is, with enough detail to give a general understanding of the indicator.	topical issues in the media environment that affect it and the country
Assumptions: Factors that are accepted as true and certain to happen without proof	All requests will be produced
Disaggregation of beneficiaries (where applicable) Target for women Target for youth Target for people with disabilities	N/A
Desired performance: Identifies whether actual performance that is higher or lower than targeted performance is desirable	100% of opinion pieces produced
CALCULATION AND REPORTING	
Method of calculation: Describes clearly and specifically how the indicator is calculated	Number of opinion pieces produced calculated against the number of requests to determine the percentage achieved
Source/collection of data: Describes where the information comes from and how it is collected	Background, supporting and briefing documents, including complementary desktop research, inform opinion pieces
Calculation type: Identifies whether the reported performance is cumulative or non-cumulative	Non-cumulative
Reporting cycle/schedule: Identifies if an indicator is reported quarterly, annually or at longer time intervals	Quarterly

DATA COLLECTION	
Which branch or directorate/unit is responsible for providing the template which requests the information?	Directorate: CRC
Who is responsible for collecting the data?	D: CRC
Who is responsible for checking and verifying the data captured?	CD: Policy and Research
Means of verification (evidence)	1.Spreadsheet of the number of opinion pieces requests received 2. Opinion pieces produced 3. Proof of completed requests sent to clients.
Data limitations: Identifies any limitation with the indicator data, including factors that might be beyond the department's control	Insufficient information to draft opinion pieces
INDICATOR RESPONSIBILITY	
Indicator owner: Identifies who is responsible for managing and reporting the indicator	CD: Policy and Research

Subprogramme 2.3: Communication Service Agency

Programme performance indicators

2.3.1 Percentage of approved media buying campaigns implemented

GENERAL INDICATOR INFORMATION	RESPONSE
Indicator title: Identifies the title of the strategic oriented goal, objective or programme performance indicator.	Percentage of approved media-buying campaigns implemented
Short definition: Provides a brief explanation of what the indicator is, with enough detail to give a general understanding of the indicator.	Implementation of the media bulk-buying component of multimedia communication campaigns on behalf of national government institutions involving the procurement of advertising space in the media.
	 "Approved communication campaign" means a campaign where the media buying schedule has been approved by the client, funds deposited in the GCIS suspense account and orders generated for suppliers for the implementation of the campaign.
	2. "Implemented communication campaign" means a campaign which has been flighted, verified, proof of flighting received but is not yet completed as the invoices might not have been received from suppliers.

	The COIC will implement as mariana as par
Assumptions:	The GCIS will implement campaigns as per
Factors that are accepted as true and certain to	client department request
happen without proof	N/A
Disaggregation of beneficiaries (where	IVA
applicable)	
Target for women	
Target for youth	
Target for people with disabilities	To implement torgeted compaigns as
Desired performance:	To implement targeted campaigns as planned. (40% of approved media-buying
Identifies whether actual performance that is higher	campaigns implemented).
or lower than targeted performance is desirable.	Campaigns implemented).
CALCULATION AND REPORTING	Live in the second of the least
Method of calculation:	Number of campaign requests implemented
Describes clearly and specifically how the indicator	is calculated against the number of
is calculated.	campaigns approved in order to get an
Source/collection of data:	overall percentage A register of all campaigns briefed in to the
Describes where the information comes from and	GCIS is kept. The information comes as
how it is collected.	request from client departments but mostly
now it is collected.	emails.
	Gilialis.
Calculation type:	Non-cumulative
Identifies whether the reported performance is	
cumulative or non-cumulative.	
Reporting cycle/schedule:	Quarterly
Identifies if an indicator is reported quarterly,	
annually or at longer time intervals.	
DATA COLLECTION	
Which branch or directorate/unit is responsible	Directorate: Media Buying
for providing the template which requests the	
information?	
Who is responsible for collecting the data?	D: Media Buying
Who is responsible for checking and verifying	CD: CSA
the data captured?	
Means of verification (evidence)	Spreadsheet of all requests received.
	Proof of placement and flighting for all media-
	buying campaigns.
Data limitations:	Human error in capturing data
Identifies any limitation with the indicator data,	
including factors that might be beyond the	
department's control.	
INDICATOR RESPONSIBILITY	LOD 004
Indicator owner:	CD: CSA
Identifies who is responsible for managing and	
reporting the indicator.	

2.3.2 Number of photographic services provided per year

GENERAL INDICATOR INFORMATION	RESPONSE
Indicator title:	Number of photographic services provided
Identifies the title of the strategic oriented goal,	per year
objective or programme performance indicator.	

Short definition:	The photographic coverage of events for the
Provides a brief explanation of what the indicator is,	GCIS, The Presidency and other government
with enough detail to give a general understanding	departments
of the indicator.	Di de grandia equipment will be available to
Assumptions:	Photographic equipment will be available to
Factors that are accepted as true and certain to	provide requested services
happen without proof	N1/A
Disaggregation of beneficiaries (where applicable)	N/A
 Target for women 	
Target for youth	
Target for people with disabilities	
Desired performance:	Achievement of targeted performance as
Identifies whether actual performance that is higher	planned. A total of 450 planned photographic
or lower than targeted performance is desirable.	services.
CALCULATION AND REPORTING	
Method of calculation:	Simple count of all photographic shoots
Describes clearly and specifically how the indicator	undertaken
is calculated.	
Source/collection of data:	Requests are briefed to the Traffic
Describes where the information comes from and	Management Unit by clients which in turn
how it is collected.	briefs the Photographic Unit. The
	Photographic Unit submits a weekly report of
	all the photographic shoots undertaken
	during the week. The data is then captured
	on a register of completed products.
Calculation type:	Non-cumulative
Identifies whether the reported performance is	
cumulative or non-cumulative.	
Reporting cycle/schedule:	Quarterly
Identifies if an indicator is reported quarterly,	
annually or at longer time intervals.	
DATA COLLECTION	Directorate: Media Production
Which branch or directorate/unit is responsible	Directorate: Media Production
for providing the template which requests the	
information?	D: Media Production
Who is responsible for collecting the data?	CD: CSA
Who is responsible for checking and verifying	CD. 03A
the data captured?	Spreadsheet of all photo shoots undertaken.
Means of verification (evidence)	Photographs taken at the photoshoots.
Data limitations:	Possible under-reporting by the Photographic
Identifies any limitation with the indicator data,	unit
including factors that might be beyond the	
department's control.	
INDICATOR RESPONSIBILITY	Lop. coa
Indicator owner:	CD: CSA
Identifies who is responsible for managing and	
reporting the indicator.	

2.3.3 Number of video services provided per year

GENERAL INDICATOR INFORMATION	RESPONSE

	No. 1 - 1 - 1 - 1 - 1 - 1 - 1 - 1 - 1 - 1
Indicator title:	Number of video services provided per year
Identifies the title of the strategic oriented goal,	
objective or programme performance indicator.	No. 1 Control of the
Short definition: Provides a brief explanation of what the indicator is, with enough detail to give a general understanding of the indicator.	Video filming of public engagements of the President and Deputy President, the GCIS and government departments for use by the GCIS and other government departments. Video filming for the production of adverts and video programmes showcasing the work done by the President and Deputy President.
	Providing video coverage of important government events such as National Days and the production of adverts for multimedia communication campaigns implemented by the GCIS.
Assumptions: Factors that are accepted as true and certain to happen without proof	Video equipment will be available to provide requested services
Disaggregation of beneficiaries (where	N/A
applicable)	
Target for women	
Target for youth	
Target for people with disabilities	
Desired performance:	Achievement of targeted performance as
Identifies whether actual performance that is higher	planned. 600 planned video services.
or lower than targeted performance is desirable.	
CALCULATION AND REPORTING	
Method of calculation:	Simple count of all video shoots undertaken
Describes algority and appointedly how the indicator	·
Describes clearly and specifically now the indicator	
Describes clearly and specifically how the indicator is calculated.	
is calculated.	Requests are briefed to the Traffic
is calculated. Source/collection of data:	Requests are briefed to the Traffic Management Unit by clients which in turn
is calculated. Source/collection of data: Describes where the information comes from and	Management Unit by clients which in turn
is calculated. Source/collection of data:	
is calculated. Source/collection of data: Describes where the information comes from and	Management Unit by clients which in turn briefs the Video Unit. The Video Unit submits a weekly report of all the video shoots undertaken during the week. The data is then
is calculated. Source/collection of data: Describes where the information comes from and	Management Unit by clients which in turn briefs the Video Unit. The Video Unit submits a weekly report of all the video shoots undertaken during the week. The data is then captured on a register of completed products.
Source/collection of data: Describes where the information comes from and how it is collected. Calculation type:	Management Unit by clients which in turn briefs the Video Unit. The Video Unit submits a weekly report of all the video shoots undertaken during the week. The data is then
Source/collection of data: Describes where the information comes from and how it is collected. Calculation type: Identifies whether the reported performance is	Management Unit by clients which in turn briefs the Video Unit. The Video Unit submits a weekly report of all the video shoots undertaken during the week. The data is then captured on a register of completed products.
Source/collection of data: Describes where the information comes from and how it is collected. Calculation type: Identifies whether the reported performance is cumulative or non-cumulative.	Management Unit by clients which in turn briefs the Video Unit. The Video Unit submits a weekly report of all the video shoots undertaken during the week. The data is then captured on a register of completed products. Non-cumulative
Source/collection of data: Describes where the information comes from and how it is collected. Calculation type: Identifies whether the reported performance is cumulative or non-cumulative. Reporting cycle/schedule:	Management Unit by clients which in turn briefs the Video Unit. The Video Unit submits a weekly report of all the video shoots undertaken during the week. The data is then captured on a register of completed products.
Source/collection of data: Describes where the information comes from and how it is collected. Calculation type: Identifies whether the reported performance is cumulative or non-cumulative. Reporting cycle/schedule: Identifies if an indicator is reported quarterly,	Management Unit by clients which in turn briefs the Video Unit. The Video Unit submits a weekly report of all the video shoots undertaken during the week. The data is then captured on a register of completed products. Non-cumulative
Source/collection of data: Describes where the information comes from and how it is collected. Calculation type: Identifies whether the reported performance is cumulative or non-cumulative. Reporting cycle/schedule: Identifies if an indicator is reported quarterly, annually or at longer time intervals.	Management Unit by clients which in turn briefs the Video Unit. The Video Unit submits a weekly report of all the video shoots undertaken during the week. The data is then captured on a register of completed products. Non-cumulative
Source/collection of data: Describes where the information comes from and how it is collected. Calculation type: Identifies whether the reported performance is cumulative or non-cumulative. Reporting cycle/schedule: Identifies if an indicator is reported quarterly, annually or at longer time intervals. DATA COLLECTION	Management Unit by clients which in turn briefs the Video Unit. The Video Unit submits a weekly report of all the video shoots undertaken during the week. The data is then captured on a register of completed products. Non-cumulative Quarterly
Source/collection of data: Describes where the information comes from and how it is collected. Calculation type: Identifies whether the reported performance is cumulative or non-cumulative. Reporting cycle/schedule: Identifies if an indicator is reported quarterly, annually or at longer time intervals. DATA COLLECTION Which branch or directorate/unit is responsible	Management Unit by clients which in turn briefs the Video Unit. The Video Unit submits a weekly report of all the video shoots undertaken during the week. The data is then captured on a register of completed products. Non-cumulative
Source/collection of data: Describes where the information comes from and how it is collected. Calculation type: Identifies whether the reported performance is cumulative or non-cumulative. Reporting cycle/schedule: Identifies if an indicator is reported quarterly, annually or at longer time intervals. DATA COLLECTION Which branch or directorate/unit is responsible for providing the template which requests the	Management Unit by clients which in turn briefs the Video Unit. The Video Unit submits a weekly report of all the video shoots undertaken during the week. The data is then captured on a register of completed products. Non-cumulative Quarterly
Source/collection of data: Describes where the information comes from and how it is collected. Calculation type: Identifies whether the reported performance is cumulative or non-cumulative. Reporting cycle/schedule: Identifies if an indicator is reported quarterly, annually or at longer time intervals. DATA COLLECTION Which branch or directorate/unit is responsible for providing the template which requests the information?	Management Unit by clients which in turn briefs the Video Unit. The Video Unit submits a weekly report of all the video shoots undertaken during the week. The data is then captured on a register of completed products. Non-cumulative Quarterly
Source/collection of data: Describes where the information comes from and how it is collected. Calculation type: Identifies whether the reported performance is cumulative or non-cumulative. Reporting cycle/schedule: Identifies if an indicator is reported quarterly, annually or at longer time intervals. DATA COLLECTION Which branch or directorate/unit is responsible for providing the template which requests the information? Who is responsible for collecting the data?	Management Unit by clients which in turn briefs the Video Unit. The Video Unit submits a weekly report of all the video shoots undertaken during the week. The data is then captured on a register of completed products. Non-cumulative Quarterly Directorate: Media Production
Source/collection of data: Describes where the information comes from and how it is collected. Calculation type: Identifies whether the reported performance is cumulative or non-cumulative. Reporting cycle/schedule: Identifies if an indicator is reported quarterly, annually or at longer time intervals. DATA COLLECTION Which branch or directorate/unit is responsible for providing the template which requests the information? Who is responsible for collecting the data? Who is responsible for checking and verifying	Management Unit by clients which in turn briefs the Video Unit. The Video Unit submits a weekly report of all the video shoots undertaken during the week. The data is then captured on a register of completed products. Non-cumulative Quarterly Directorate: Media Production D: Media Production
Source/collection of data: Describes where the information comes from and how it is collected. Calculation type: Identifies whether the reported performance is cumulative or non-cumulative. Reporting cycle/schedule: Identifies if an indicator is reported quarterly, annually or at longer time intervals. DATA COLLECTION Which branch or directorate/unit is responsible for providing the template which requests the information? Who is responsible for collecting the data? Who is responsible for checking and verifying the data captured?	Management Unit by clients which in turn briefs the Video Unit. The Video Unit submits a weekly report of all the video shoots undertaken during the week. The data is then captured on a register of completed products. Non-cumulative Quarterly Directorate: Media Production D: Media Production
Source/collection of data: Describes where the information comes from and how it is collected. Calculation type: Identifies whether the reported performance is cumulative or non-cumulative. Reporting cycle/schedule: Identifies if an indicator is reported quarterly, annually or at longer time intervals. DATA COLLECTION Which branch or directorate/unit is responsible for providing the template which requests the information? Who is responsible for collecting the data? Who is responsible for checking and verifying	Management Unit by clients which in turn briefs the Video Unit. The Video Unit submits a weekly report of all the video shoots undertaken during the week. The data is then captured on a register of completed products. Non-cumulative Quarterly Directorate: Media Production D: Media Production CD: CSA Spreadsheet of all video shoots undertaken. Screen shots of videos taken at shoots.
Source/collection of data: Describes where the information comes from and how it is collected. Calculation type: Identifies whether the reported performance is cumulative or non-cumulative. Reporting cycle/schedule: Identifies if an indicator is reported quarterly, annually or at longer time intervals. DATA COLLECTION Which branch or directorate/unit is responsible for providing the template which requests the information? Who is responsible for collecting the data? Who is responsible for checking and verifying the data captured?	Management Unit by clients which in turn briefs the Video Unit. The Video Unit submits a weekly report of all the video shoots undertaken during the week. The data is then captured on a register of completed products. Non-cumulative Quarterly Directorate: Media Production D: Media Production CD: CSA Spreadsheet of all video shoots undertaken.

Identifies any limitation with the indicator data, including factors that might be beyond the department's control INDICATOR RESPONSIBILITY	
Indicator owner: Identifies who is responsible for managing and reporting the indicator.	CD: CSA

2.3.4 Number of radio products and services provided per year

rovided per year
RESPONSE
Number of radio products and services provided per year
Production of radio adverts, radio talks shows and audio recordings of government events that can be used in radio products
Radio equipment will be available to provide requested services
N/A
Achievement of targeted performance as planned. A total of 240 planned radio products and services.
Simple count of all radio products and recordings produced
Requests are briefed to the Traffic Management Unit by clients which in turn briefs the Radio Unit. The Radio Unit submits a weekly report of all audio products produced during the week. The data is then captured to a register of completed products.
Non-cumulative
Quarterly
Directorate: Media Production
D: Media Production
CD: CSA

Means of verification (evidence)	Spreadsheet of all radio productions and recordings. Audio recordings of radio products.
Data limitations: Identifies any limitation with the indicator data, including factors that might be beyond the department's control.	Possible under-reporting by the Radio Unit
INTEGATOR RESPONSIBILITY	
Indicator owner: Identifies who is responsible for managing and reporting the indicator.	CD: CSA

2.3.5 Number of graphic designs completed per year

GENERAL INDICATOR INFORMATION	RESPONSE
Indicator title:	Number of graphic designs completed per
Identifies the title of the strategic oriented goal,	year
objective or programme performance indicator.	
Short definition:	The layout and design of print and electronic
Provides a brief explanation of what the indicator is,	products done by the GCIS Design Unit
with enough detail to give a general understanding	
of the indicator.	
Assumptions:	Design Unit will be full capacitated to deal
Factors that are accepted as true and certain to	with requested graphic design services
happen without proof	NIZA
Disaggregation of beneficiaries (where	N/A
applicable)	
Target for women	
Target for youth	
Target for people with disabilities	
Desired performance:	Achievement of targeted performance as
Identifies whether actual performance that is higher	planned. A total of 400 planned graphic
or lower than targeted performance is desirable.	designs completed.
CALCULATION AND REPORTING	
Method of calculation:	Simple count of all graphic designs
Describes clearly and specifically how the indicator	completed
is calculated.	
Source/collection of data:	Requests are briefed to the Traffic
Describes where the information comes from and	Management Unit by clients which in turn
how it is collected.	briefs the Design Unit. The Design Unit
	submits a weekly report of all design products
	produced during the week. The data is then
Coloulation toward	captured on a register of completed products. Non-cumulative
Calculation type:	Non-cumulative
Identifies whether the reported performance is	
cumulative or non-cumulative.	Quarterly
Reporting cycle/schedule:	Quarterly
Identifies if an indicator is reported quarterly, annually or at longer time intervals.	
DATA COLLECTION	
Which branch or directorate/unit is responsible	Directorate: Media Production
for providing the template which requests the	Drestorate. Media Froduction
information?	
Who is responsible for collecting the data?	D: Media Production
Title is responsible for collecting the data?	DI MOMBEL TOMOUNT

Who is responsible for checking and verifying the data captured?	CD: CSA
Means of verification (evidence)	Spreadsheet of all graphic designs completed. Pdf copies of the designs.
Data limitations: Identifies any limitation with the indicator data, including factors that might be beyond the department's control.	Possible under-reporting by the Design Unit
INDICATOR RESPONSIBILITY	
Indicator owner: Identifies who is responsible for managing and reporting the indicator.	CD: CSA

2.3.6 Percentage of approved marketing services requests implemented

GENERAL INDICATOR INFORMATION	RESPONSE
Indicator title: Identifies the title of the strategic oriented goal, objective or programme performance indicator.	Percentage of approved marketing services requests implemented
Short definition: Provides a brief explanation of what the indicator is, with enough detail to give a general understanding of the indicator.	Register in excel format (Marketing register) Marketing services can include a marketing project e.g. Golf Day or event e.g. <i>PSM</i> Forum or a request for branding e.g. Pull-up banners for an event or request for or event support e.g. exhibition table, production of branded products, registration table or sponsorship. It can also include a request to develop a Marketing Strategy, Plan or Memo.
Assumptions: Factors that are accepted as true and certain to happen without proof	All requests will implemented
Disaggregation of beneficiaries (where applicable) Target for women Target for youth Target for people with disabilities	N/A
Desired performance: Identifies whether actual performance that is higher or lower than targeted performance is desirable	100% of approved marketing services activities implemented
CALCULATION AND REPORTING	
Method of calculation: Describes clearly and specifically how the indicator is calculated	Number of marketing services requested against the number of marketing services requests implemented
Source/collection of data: Describes where the information comes from and how it is collected	Collected through an email request or briefing form completed by the client
Calculation type: Identifies whether the reported performance is cumulative or non-cumulative	Non-cumulative
Reporting cycle/schedule: Identifies if an indicator is reported quarterly, annually or at longer time intervals DATA COLLECTION	Monthly, quarterly and annually

Which branch or directorate/unit is responsible for providing the template which requests the information?	Directorate: Marketing and Distribution
Who is responsible for collecting the data?	Senior Secretary: Marketing and Distribution
Who is responsible for checking and verifying the data captured?	CD: CSA
Means of verification (evidence)	Marketing Register and approved marketing services forms, proof by means of photographs, etc.
Data limitations: Identifies any limitation with the indicator data, including factors that might be beyond the department's control	Human error in compiling the manual excel sheet
INDICATOR RESPONSIBILITY	
Indicator owner: Identifies who is responsible for managing and reporting the indicator	CD: CSA

2.3.7 Number of GCIS print products distributed

GENERAL INDICATOR INFORMATION	RESPONSE
Indicator title: Identifies the title of the strategic oriented goal, objective or programme performance indicator.	Number of GCIS print products distributed
Short definition: Provides a brief explanation of what the indicator is, with enough detail to give a general understanding of the indicator.	Distribution of print products produced by the GCIS. These products are Vuk'uzenzele newspaper, SAYB, Official Guide to South Africa and the Annual Report.
Assumptions: Factors that are accepted as true and certain to happen without proof	There will be no delays in printing of the products
Disaggregation of beneficiaries (where applicable) Target for women Target for youth Target for people with disabilities	N/A
Desired performance: Identifies whether actual performance that is higher or lower than targeted performance is desirable	22 editions of <i>Vuk'uzenzele</i> and the Annual Report
CALCULATION AND REPORTING	
Method of calculation: Describes clearly and specifically how the indicator is calculated	Simple count of number of products distributed
Source/collection of data: Describes where the information comes from and how it is collected	The data comes from the distribution strategy and requests for distribution services by other units
Calculation type: Identifies whether the reported performance is cumulative or non-cumulative	Non-cumulative

Reporting cycle/schedule:	Quarterly
Identifies if an indicator is reported quarterly,	
annually or at longer time intervals	
DATA COLLECTION	
Which branch or directorate/unit is responsible	Directorate: Marketing and Distribution
for providing the template which requests the	
information?	
Who is responsible for collecting the data?	D: Marketing and Distribution
Who is responsible for checking and verifying	CD: CSA
the data captured?	
Means of verification (evidence)	Proof of deliveries and service providers'
	invoice
Data limitational	Late submission of invoices and proof of
Data limitations:	
Identifies any limitation with the indicator data,	delivery by service providers, which might
including factors that might be beyond the	result in reporting on a number without the
department's control	evidence being immediately available
INDICATOR RESPONSIBILITY	
INDICATOR RESPONSIBILITY	CD: CC4
Indicator owner:	CD: CSA
Identifies who is responsible for managing and	
reporting the indicator	

Subprogramme 2.4: Entity Oversight

Programme performance indicators

2.4.1 Number of performance review and compliance monitoring reports developed

GENERAL INDICATOR INFORMATION	RESPONSE
Indicator title: Identifies the title of the strategic oriented goal, objective or programme performance indicator.	Number of performance review and compliance monitoring reports developed
Short definition: Provides a brief explanation of what the indicator is, with enough detail to give a general understanding of the indicator.	Monitor governance matters of public entities reporting to the Minister in The Presidency to ensure sustainability and viability. The report will focus on operations, governance and financial model of public entities
Assumptions:	All public entities will provide all relevant
Factors that are accepted as true and certain to happen without proof	information as required
Disaggregation of beneficiaries (where applicable)	N/A
Target for women	
Target for youth	
Target for people with disabilities	
Desired performance:	Public entities' performance monitored

Identifies whether actual performance that is higher or lower than targeted performance is desirable.	
CALCULATION AND REPORTING	
Method of calculation: Describes clearly and specifically how the indicator is calculated.	Simple count of performance review and compliance monitoring reports of public entities
Source/collection of data: Describes where the information comes from and how it is collected.	QPR reports from public entities and analysis reports
Calculation type: Identifies whether the reported performance is cumulative or non-cumulative.	Non-cumulative
Reporting cycle/schedule: Identifies if an indicator is reported quarterly, annually or at longer time intervals.	Quarterly
DATA COLLECTION	
Which branch or directorate/unit is responsible for providing the template which requests the information?	Directorate: Entity Oversight
Who is responsible for collecting the data?	D: Entity Oversight
Who is responsible for checking and verifying the data captured?	CD: Entity Oversight
Means of verification (evidence)	Actual reports
Data limitations: Identifies any limitation with the indicator data, including factors that might be beyond the department's control.	None
INDICATOR RESPONSIBILITY	
Indicator owner: Identifies who is responsible for managing and reporting the indicator.	CD: Entity Oversight

2.4.2 Number of QPR sessions for public entities coordinated

GENERAL INDICATOR INFORMATION	RESPONSE
Indicator title: Identifies the title of the strategic 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.	Number of QPR sessions for public entities coordinated The department will use the QPR sessions for entities (MDDA and Brand SA) to provide progress on the implementation of the APP/corporate plans in the previous quarter, with particular reference to monitoring delivery against quarterly performance targets.
Assumptions: Factors that are accepted as true and certain to happen without proof Disaggregation of beneficiaries (where applicable) Target for women	All public entities will be available on the day of the session N/A

Target for youth	
Target for people with disabilities	
Desired performance:	Public entities' performance monitored
Identifies whether actual performance that is higher	
or lower than targeted performance is desirable.	
CALCULATION AND REPORTING	
Method of calculation:	Simple count of number of sessions
Describes clearly and specifically how the indicator	coordinated to discuss the performance of
is calculated.	the public entities
Source/collection of data:	QPR reports from public entities
Describes where the information comes from and	
how it is collected.	
Calculation type:	Non-cumulative
Identifies whether the reported performance is	
cumulative or non-cumulative.	
Reporting cycle/schedule:	Quarterly
Identifies if an indicator is reported quarterly,	daditoriy
annually or at longer time intervals.	
DATA COLLECTION	
DISTRICT TON	
	Directorate: Entity Oversight
Which branch or directorate/unit is responsible	Directorate: Entity Oversight
	Directorate: Entity Oversight
Which branch or directorate/unit is responsible for providing the template which requests the information?	Directorate: Entity Oversight D: Entity Oversight
Which branch or directorate/unit is responsible for providing the template which requests the information? Who is responsible for collecting the data?	
Which branch or directorate/unit is responsible for providing the template which requests the information?	D: Entity Oversight
Which branch or directorate/unit is responsible for providing the template which requests the information? Who is responsible for collecting the data? Who is responsible for checking and verifying	D: Entity Oversight CD: Entity Oversight Attendance Register and minutes of the
Which branch or directorate/unit is responsible for providing the template which requests the information? Who is responsible for collecting the data? Who is responsible for checking and verifying the data captured?	D: Entity Oversight CD: Entity Oversight
Which branch or directorate/unit is responsible for providing the template which requests the information? Who is responsible for collecting the data? Who is responsible for checking and verifying the data captured? Means of verification (evidence)	D: Entity Oversight CD: Entity Oversight Attendance Register and minutes of the meetings with entities
Which branch or directorate/unit is responsible for providing the template which requests the information? Who is responsible for collecting the data? Who is responsible for checking and verifying the data captured? Means of verification (evidence)	D: Entity Oversight CD: Entity Oversight Attendance Register and minutes of the
Which branch or directorate/unit is responsible for providing the template which requests the information? Who is responsible for collecting the data? Who is responsible for checking and verifying the data captured? Means of verification (evidence) Data limitations: Identifies any limitation with the indicator data,	D: Entity Oversight CD: Entity Oversight Attendance Register and minutes of the meetings with entities
Which branch or directorate/unit is responsible for providing the template which requests the information? Who is responsible for collecting the data? Who is responsible for checking and verifying the data captured? Means of verification (evidence) Data limitations: Identifies any limitation with the indicator data, including factors that might be beyond the	D: Entity Oversight CD: Entity Oversight Attendance Register and minutes of the meetings with entities
Which branch or directorate/unit is responsible for providing the template which requests the information? Who is responsible for collecting the data? Who is responsible for checking and verifying the data captured? Means of verification (evidence) Data limitations: Identifies any limitation with the indicator data, including factors that might be beyond the department's control.	D: Entity Oversight CD: Entity Oversight Attendance Register and minutes of the meetings with entities
Which branch or directorate/unit is responsible for providing the template which requests the information? Who is responsible for collecting the data? Who is responsible for checking and verifying the data captured? Means of verification (evidence) Data limitations: Identifies any limitation with the indicator data, including factors that might be beyond the	D: Entity Oversight CD: Entity Oversight Attendance Register and minutes of the meetings with entities
Which branch or directorate/unit is responsible for providing the template which requests the information? Who is responsible for collecting the data? Who is responsible for checking and verifying the data captured? Means of verification (evidence) Data limitations: Identifies any limitation with the indicator data, including factors that might be beyond the department's control. INDICATOR RESPONSIBILATY Indicator owner:	D: Entity Oversight CD: Entity Oversight Attendance Register and minutes of the meetings with entities None
Which branch or directorate/unit is responsible for providing the template which requests the information? Who is responsible for collecting the data? Who is responsible for checking and verifying the data captured? Means of verification (evidence) Data limitations: Identifies any limitation with the indicator data, including factors that might be beyond the department's control. INDICATOR RESPONSIBILITY	D: Entity Oversight CD: Entity Oversight Attendance Register and minutes of the meetings with entities None

Subprogramme 2.5: Media Policy

2.5.1 Media, Advertising and Communications Council established

GENERAL INDICATOR INFORMATION	RESPONSE
Indicator title: Identifies the title of the strategic oriented goal, objective or programme performance indicator.	Media, Advertising and Communications Council established
Short definition:	To establish a Marketing, Advertising and
Provides a brief explanation of what the	Communications Council in order to give meaningful
indicator is, with enough detail to give a	expressions and implementation of the Marketing,
general understanding of the indicator.	Advertising and Communications Sector Code
Assumptions:	-

Factors that are accepted as true and certain	
to happen without proof	
Disaggregation of beneficiaries (where applicable)	Council is representative in terms of charter targets
Target for women	
Target for youth	
 Target for people with disabilities 	
Desired performance:	Media, Advertising and Communications Council
Identifies whether actual performance that is	established
higher or lower than targeted performance is	
desirable	
CALCULATION AND REPORTING	
Method of calculation:	Achievements of targets towards establishment of
Describes clearly and specifically how the	the Marketing, Advertising and
indicator is calculated	Communications Council.
Source/collection of data:	Research done by the CD: Media Policy
Describes where the information comes from	,
and how it is collected	
Calculation type:	Non-cumulative
Identifies whether the reported performance	
is cumulative or non-cumulative	
Reporting cycle/schedule:	Quarterly
Identifies if an indicator is reported quarterly,	additionly
annually or at longer time intervals	
DATA COLLECTION	
Which branch or directorate/unit is	CD: Media Policy
responsible for providing the template	ob. Modia i olioy
which requests the information?	
Who is responsible for collecting the	CD: Media Policy
data?	OB. Would I Olloy
Who is responsible for checking and	DDG: CP&D
verifying the data captured?	bbo. of db
Means of verification (evidence)	Launch of the Marketing, Advertising and
	Communications Council
Data limitations:	There limited resources to set-up the council
Identifies any limitation with the indicator	There innited resources to set-up the council
data, including factors that might be beyond	
the department's control.	
INDICATOR RESPONSIBILITY	
N-1124-1-1-1-1-1-1-1-1-1-1-1-1-1-1-1-1-1-	DDC: CD*D
Indicator owner:	DDG: CP&D
Identifies who is responsible for managing	
and reporting the indicator.	

Programme 3: Intergovernmental Coordination and Stakeholder Management

Subprogramme 3.1: Media Engagement

3.1.1 Number of engagements between government officials and senior journalists on the government PoA held

GENERAL INDICATOR INFORMATION	RESPONSE
Indicator title:	Number of engagements between government
Identifies the title of the strategic oriented	officials and senior journalists on the government
goal, objective or programme performance	PoA held
indicator.	
Short definition:	Meetings coordinated by the GCIS on behalf of
Provides a brief explanation of what the	government where senior officials meet and interact
indicator is, with enough detail to give a	with media groupings such as the SABC, Newzroom
general understanding of the indicator.	Afrika, eNCA and Power FM. The officials are HoCs within client departments.
	The processes of identifying the need for engaging with the media include three types of engagements with media, namely: Type 1: Projects and campaigns.
	Type 2: Assessment of the media environment.
	Type 3: Need for continuous building of
	relationships.
Assumptions:	Media groupings and government officials will be
Factors that are accepted as true and certain	available for the engagements
to happen without proof	
Disaggregation of beneficiaries (where applicable)	N/A
Target for women	
Target for youth	
Target for people with disabilities	
Desired performance:	Engagements (16) with the media held as planned
Identifies whether actual performance that is	
higher or lower than targeted performance is	
desirable	
CALCULATION AND REPORTING	
Method of calculation:	Simple count of the number of engagements
Describes clearly and specifically how the indicator is calculated	between government officials and senior journalists
Source/collection of data:	held as planned
Describes where the information comes from	For media engagement type 1 and 2: Send the
and how it is collected	meeting requests indicating the purpose of the meeting and conduct the meetings. It can either be
and now it to contouted	the Assistant Director (ASD), DD and Director within
	the Directorate: Media Engagement.
	For media engagement type 3: Develop a MANCO
	Memo to inform them about the engagement

	between Cabinet and either the South African
	National Editors' Forum or Press Gallery
	Association and Southern African Development
	Community Media Awards.
Calculation type:	Non-cumulative
Identifies whether the reported performance	
is cumulative or non-cumulative	
Reporting cycle/schedule:	Quarterly and annually
Identifies if an indicator is reported quarterly,	
annually or at longer time intervals	
DATA COLLECTION	
Which branch or directorate/unit is	Directorate: Media Engagement
responsible for providing the template	
which requests the information?	
Who is responsible for collecting the	DD: Media Engagement
data?	
Who is responsible for checking and	D: Media Engagement
verifying the data captured?	
Means of verification (evidence)	Attendance register and report for online meetings
	(Skype and other virtual systems)
Data limitations:	Cancellation of the meetings
Identifies any limitation with the indicator	
data, including factors that might be beyond	
the department's control.	
INDICATOR RESPONSIBILITY	
Indicator owner:	D: Media Engagement
Identifies who is responsible for managing	
and reporting the indicator.	

3.1.2 Number on post-Cabinet media briefings and/or statements issued after ordinary Cabinet meetings

GENERAL INDICATOR INFORMATION	RESPONSE
Indicator title:	Number on post-Cabinet media briefings and/or
Identifies the title of the strategic oriented goal, objective or programme performance	statements issued after ordinary Cabinet meetings
indicator.	
Short definition:	Format and issue the statements and/or hold a
Provides a brief explanation of what the	media briefings emanating out of Cabinet meetings
indicator is, with enough detail to give a	held
general understanding of the indicator.	
Assumptions:	Post-Cabinet briefings will be held as planned
Factors that are accepted as true and certain	
to happen without proof	
Disaggregation of beneficiaries (where	N/A
applicable)	
 Target for women 	
Target for youth	
 Target for people with disabilities 	

Desired performance: Identifies whether actual performance that is	To issue the statement and/or hold a media briefing emanating out of a Cabinet Meeting held
higher or lower than targeted performance is	emanating out of a Capinet Weeting held
desirable	
CALCULATION AND REPORTING	
Method of calculation:	Simple count of post-Cabinet media statement
Describes clearly and specifically how the	following a media briefing
indicator is calculated	
Source/collection of data:	From the GCIS Media Liaison emails that result from
Describes where the information comes from	the statements issued using that email address
and how it is collected	
Calculation type:	Non-cumulative
Identifies whether the reported performance	
is cumulative or non-cumulative	
Reporting cycle/schedule:	Quarterly
Identifies if an indicator is reported quarterly,	
annually or at longer time intervals.	
DATA COLLECTION	
Which branch or directorate/unit is	Directorate: Media Engagement
responsible for providing the template	
which requests the information?	
Who is responsible for collecting the	D: Media Engagement
data?	
Who is responsible for checking and	CD: Media Engagement
verifying the data captured?	
Means of verification (evidence)	Post-Cabinet Statement or media briefing
	attendance register
Data limitations:	None
Identifies any limitation with the indicator	
data, including factors that might be beyond	
the department's control.	
INDICATOR RESPONSIBILITY	
Indicator owner:	CD: Media Engagement
Identifies who is responsible for managing	
and reporting the indicator.	

3.1.3 Percentage of media briefings supported from requests received from government departments per year

GENERAL INDIGATOR INFORMATION	RESPONSE
Indicator title: Identifies the title of the strategic oriented goal, objective or programme performance indicator.	Percentage of media briefings supported from requests received from government departments per year
Short definition: Provides a brief explanation of what the indicator is, with enough detail to give a general understanding of the indicator.	The indicator measures media briefings hosted by the Media Engagement unit at the Ronnie Mamoepa Media Centre from requests received from various departments to communicate with the general public.
Assumptions: Factors that are accepted as true and certain to happen without proof	The Ronnie Mamoepa Media Centre will always be available to host media briefings

Disaggregation of beneficiaries (where applicable) Target for women	N/A
Target for youthTarget for people with disabilities	
Desired performance: Identifies whether actual performance that is higher or lower than targeted performance is desirable	100% of media briefings supported from requests received from government departments per year
CALCULATION AND REPORTING	
Method of calculation: Describes clearly and specifically how the indicator is calculated	Count the number of media briefing requests received from government departments over the number of requests supported by the Media Engagement Unit
Source/collection of data: Describes where the information comes from and how it is collected	All requests from government departments are captured in a spreadsheet that is collated monthly
Calculation type: Identifies whether the reported performance is cumulative or non-cumulative	Non-cumulative
Reporting cycle/schedule: Identifies if an indicator is reported quarterly, annually or at longer time intervals.	Quarterly
DATA COLLECTION	
Which branch or directorate/unit is responsible for providing the template which requests the information?	Directorate: Media Engagement
Who is responsible for collecting the data?	D: Media Engagement
Who is responsible for checking and verifying the data captured?	CD: Media Engagement
Means of verification (evidence)	Media briefing request spreadsheet and Media Advisory from departments
Data limitations: Identifies any limitation with the indicator data, including factors that might be beyond the department's control.	None
INDICATOR RESPONSIBILITY	
Indicator owner: Identifies who is responsible for managing and reporting the indicator.	CD: Media Engagement

Subprogramme 3.2: Cluster Communication

3.2.1 Number of five-year cluster communication strategies drafted

GENERAL INDICATOR INFORMATION	RESPONSE
Indicator title: Identifies the title of the strategic oriented goal, objective or programme performance indicator.	Number of five-year cluster communication strategies drafted

OL - () () ()	
Short definition:	The cluster communication strategies are drafted
Provides a brief explanation of what the	by the communication committees of the respective
indicator is, with enough detail to give a	cluster. The Cluster Coordinator collates all inputs
general understanding of the indicator.	from members of the cluster into a draft five-year
	Cluster Communication Strategy which is an output
	**
	of a communication strategizing session.
Assumptions:	Information needed to draft the strategies will be
Factors that are accepted as true and certain	available. Participation of the cluster chairs and
to happen without proof	communicators in the strategizing session.
Disaggregation of beneficiaries (where	Vulnerable groups may be included in the cluster
applicable)	communication strategies as target audiences
Target for women	
Target for youth	
 Target for people with disabilities 	
Desired performance:	Five cluster communication strategies drafted
Identifies whether actual performance that is	
higher or lower than targeted performance is	
desirable.	
CALCULATION AND REPORTING	
Method of calculation:	Simple account of five cluster communication
Describes clearly and specifically how the	strategies drafted
indicator is calculated	
Source/collection of data:	Communicators of departments in a cluster
Describes where the information comes from	
and how it is collected.	
Calculation type:	Non-cumulative
Identifies whether the reported performance	
is cumulative or non-cumulative.	
Reporting cycle/schedule:	Once every five years
Identifies if an indicator is reported quarterly,	
annually or at longer time intervals.	
DATA COLLECTION	
Which branch or directorate/unit is	Chief directorates: Cluster Communication
responsible for providing the template	
which requests the information?	
Who is responsible for collecting the	DDs: Cluster coordinators
data?	
Who is responsible for checking and	Directors: Cluster Support
verifying the data captured?	
Means of verification (evidence)	Draft cluster communication strategies
Data limitations:	Poor participation by communicators
Identifies any limitation with the indicator	
data, including factors that might be beyond	
the department's control.	
INDICATOR RESPONSIBILITY	
Indicator owner:	Chief directors: Cluster Communication
Identifies who is responsible for managing	Office directors. Oldster Communication
and reporting the indicator.	
Land reporting the Ingicator.	

3.2.2 Number of annual cluster communication plans drafted

3.2.2 Number of annual cluster commun	
GENERAL INDICATOR INFORMATION	RESPONSE
Indicator title: Identifies the title of the strategic oriented goal, objective or programme performance indicator.	Number of annual cluster communication plans drafted
Short definition: Provides a brief explanation of what the indicator is, with enough detail to give a general understanding of the indicator.	The annual cluster communication plans are drafted by the communication committees of the respective cluster. The Project Manager collates all inputs from members of the cluster into an annual Cluster Communication Programme which is an output of Communication Committee meetings
Assumptions: Factors that are accepted as true and certain to happen without proof	Information needed to draft the plans will be available. Participation by communicators.
Disaggregation of beneficiaries (where applicable) Target for women Target for youth Target for people with disabilities	N/A
Desired performance: Identifies whether actual performance that is higher or lower than targeted performance is desirable.	Annual cluster communication plans drafted
CALCULATION AND REPORTING	
Method of calculation: Describes clearly and specifically how the indicator is calculated	Simple account of annual cluster communication plans
Source/collection of data: Describes where the information comes from and how it is collected.	MTSF and NCSF
Calculation type: Identifies whether the reported performance is cumulative or non-cumulative.	Non-cumulative
Reporting cycle/schedule: Identifies if an indicator is reported quarterly, annually or at longer time intervals.	Annually
BATA COLLECTION	
Which branch or directorate/unit is responsible for providing the template which requests the information?	Chief directorates: Cluster Communication
Who is responsible for collecting the data?	DDs: Project managers
Who is responsible for checking and verifying the data captured?	Directors: Cluster Support
Means of verification (evidence)	Draft APP

Data limitations: Identifies any limitation with the indicator data, including factors that might be beyond the department's control. INDICATOR RESPONSIBILITY	Poor participation or lack of inputs from communicators
Indicator owner: Identifies who is responsible for managing and reporting the indicator.	Chief directors: Cluster Communication

3.2.3 Number of ICFs held

Indicator title: Indicator title: Indicator title: Indicator: Indicator title: Indicator: Indicator	3.2.3 Number of ICFS neid		
Identifies the title of the strategic 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. Assumptions: Factors that are accepted as true and certain to happen without proof Disaggregation of beneficiarles (where applicable) Target for youth Target for people with disabilities Desired performance: Identifies whether actual performance that is higher or lower than targeted performance is desirable. CALCULATION AND REPORTING Method of calculation: Describes clearly and specifically how the indicator is calculated Source/collection of data: Describes where the information comes from and how it is collected. Target for momen Time the first stream communication system for public servants. (see page 11 of the Government Communication system). An internal government communication system for public servants. (see page 11 of the Government Communication system for public servants. (see page 11 of the Government Communication system for public servants. (see page 11 of the Government Communication system for public servants. (see page 11 of the Government Communication system for public servants. (see page 11 of the Government Communication system for public servants. (see page 11 of the Government Communication system for public servants. (see page 11 of the Government Communication system for public servants. (see page 11 of the Government Communication system for public servants. (see page 11 of the Government Communication system for public servants. (see page 11 of the Government Communication system for public servants. (see page 11 of the Government Communication system for public servants. (see page 11 of the Government Communication system for public servants. (see page 11 of the Government Communication system for public servants. (see page 11 of the Government Communication system for public servants (see page 11 of the Government Communication system		RESPONSE	
Provides a brief explanation of what the indicator is, with enough detail to give a general understanding of the indicator. Provides a brief explanation of what the indicator is, with enough detail to give a general understanding of the indicator. Provides a brief explanation of what the indicator.	Identifies the title of the strategic oriented goal, objective or programme performance indicator.	Number of ICFs held	
Factors that are accepted as true and certain to happen without proof Disaggregation of beneficiaries (where applicable) Target for women Target for people with disabilities Desired performance: Identifies whether actual performance that is higher or lower than targeted performance is desirable. CALCULATION AND REPORTING Method of calculation: Describes clearly and specifically how the indicator is calculated Source/collection of data: Describes where the information comes from and how it is collected. Simple count of six ICFs held Information from the Internal Communication Coordinator in the GCIS. Emails, communiques, SharePoint and ICFs, bulk SMS, website, reports, minutes of forums and from departmental communicators.	Provides a brief explanation of what the indicator is, with enough detail to give a	public servants. (see page 11 of the Government Communicators' Handbook for the definition of government communication system). To continually make public servants aware about government's programmes and disseminate important information they should know, using the	
applicable) Target for women Target for youth Target for people with disabilities Desired performance: Identifies whether actual performance that is higher or lower than targeted performance is desirable. CALCULATION AND REPORTING Method of calculation: Describes clearly and specifically how the indicator is calculated Source/collection of data: Describes where the information comes from and how it is collected. Simple count of six ICFs held Information from the Internal Communication Coordinator in the GCIS. Emails, communiques, SharePoint and ICFs, bulk SMS, website, reports, minutes of forums and from departmental communicators.	Factors that are accepted as true and certain to happen without proof	All invited officials will attend the ICF	
Desired performance: Identifies whether actual performance that is higher or lower than targeted performance is desirable. CALCULATION AND REPORTING Method of calculation: Describes clearly and specifically how the indicator is calculated Source/collection of data: Describes where the information comes from and how it is collected. Six ICFs held Simple count of six ICFs held Information from the Internal Communication Coordinator in the GCIS. Emails, communiques, SharePoint and ICFs, bulk SMS, website, reports, minutes of forums and from departmental communicators.	 applicable) Target for women Target for youth Target for people with disabilities 	N/A	
Method of calculation: Describes clearly and specifically how the indicator is calculated Source/collection of data: Describes where the information comes from and how it is collected. Simple count of six ICFs held Information from the Internal Communication Coordinator in the GCIS. Emails, communiques, SharePoint and ICFs, bulk SMS, website, reports, minutes of forums and from departmental communicators.	Identifies whether actual performance that is higher or lower than targeted performance is	Six ICFs held	
Describes clearly and specifically how the indicator is calculated Source/collection of data: Describes where the information comes from and how it is collected. Information from the Internal Communication Coordinator in the GCIS. Emails, communiques, SharePoint and ICFs, bulk SMS, website, reports, minutes of forums and from departmental communicators.	CALCULATION AND REPORTING		
Describes where the information comes from and how it is collected. Coordinator in the GCIS. Emails, communiques, SharePoint and ICFs, bulk SMS, website, reports, minutes of forums and from departmental communicators.	Describes clearly and specifically how the indicator is calculated	Simple count of six ICFs held	
	Describes where the information comes from and how it is collected.	 Coordinator in the GCIS. Emails, communiques, SharePoint and ICFs, bulk SMS, website, reports, minutes of forums 	
	Calculation type:		

Identifies whether the reported performance is cumulative or non-cumulative. Reporting cycle/schedule:	Quarterly
Identifies if an indicator is reported quarterly, annually or at longer time intervals.	
DATA COLLECTION	
Which branch or directorate/unit is responsible for providing the template which requests the information?	Directorate: Cluster (Social Protection, Community and Human Development (SPCHD), Governance, State Capacity and Institutional Development (GSCID)
Who is responsible for collecting the data?	ASD: Internal Communications Coordinator
Who is responsible for checking and verifying the data captured?	D: Cluster Support
Means of verification (evidence)	Attendance registers
Data limitations: Identifies any limitation with the indicator data, including factors that might be beyond the department's control.	The GCIS depends on content and products shared by government departments, as well as their active participation and cooperation in order to execute this function
INDICATOR RESPONSIBILITY	
Indicator owner: Identifies who is responsible for managing and reporting the indicator.	D: Cluster Support: (Governance, State Capacity and Institutional Development (GSCID) and Social Protection, Community and Human Development (SPCHD)

3.2.4 Number of engagements with HoCs held

3.2.4 Number of engagements with nocs field	
GENERAL INDICATOR INFORMATION	RESPONSE
Indicator title: Identifies the title of the strategic oriented goal, objective or programme performance indicator.	Number of engagements with HcCs held
Short definition: Provides a brief explanation of what the indicator is, with enough detail to give a general understanding of the indicator.	The engagements with the HoCs is a strategic forum to ensure communication is aligned and integrated to support the implementation of the NCSF
Assumptions: Factors that are accepted as true and certain to happen without proof	All national HoCs will attend the forum
Disaggregation of beneficiaries (where applicable) Target for women Target for youth Target for people with disabilities	N/A
Desired performance: Identifies whether actual performance that is higher or lower than targeted performance is desirable.	Two engagements with the HoCs
CALCULATION AND REPORTING	

Method of calculation:	Simple count of the number of engagements
Describes clearly and specifically how the indicator is calculated	with the HoCs; held twice a year
Source/collection of data:	The process of identifying the need for
Describes where the information comes from	engagement is aligned with the NCSF
and how it is collected.	
	programme
Calculation type:	Non-cumulative
Identifies whether the reported performance is cumulative or non-cumulative.	
Reporting cycle/schedule:	Biannually
Identifies if an indicator is reported quarterly,	Diamidally
annually or at longer time intervals.	
DATA COLLECTION	
Which branch or directorate/unit is	Chief Directorate: Cluster Communication –
responsible for providing the template which	Economic, Investment and Employment
requests the information?	(EIE); Infrastructure Development; International
	Cooperation, Trade and Security (ICTS) and
	Justice, Crime Prevention and Security (JCPS)
Who is responsible for collecting the data?	D: Cluster Support (EIE, Infrastructure
	Development, ICTS and JCPS)
Who is responsible for checking and	CD: Cluster Communication (EIE, Infrastructure
verifying the data captured?	Development, ICTS and JCPS)
Means of verification (evidence)	Minutes of the meeting
, , , ,	
Data limitations:	Cancellation of the planned forums or
Identifies any limitation with the indicator data,	unavailability of key stakeholders
including factors that might be beyond the	and the second of the second o
department's control.	
INDICATOR RESPONSIBILITY	
Indicator owner:	CD: Cluster Communication (EIE, Infrastructure
Identifies who is responsible for managing and	Development, ICTS and JCPS)
reporting the indicator.	

3.2.5 Number of government communicators trained per year

GENERAL INDICATOR INFORMATION	RESPONSE
Indicator title: Identifies the title of the strategic oriented goal, objective or programme performance indicator.	Number of government communicators trained per year
Short definition: Provides a brief explanation of what the indicator is, with enough detail to give a general understanding of the indicator.	The indicator aims to report on the number of government communicators that have undergone the government communications training. Training entails the different aspects of government communication, marketing, and media liaison and development communication.
Assumptions: Factors that are accepted as true and certain to happen without proof	Communicators will attend sessions planned for training
Disaggregation of beneficiaries (where applicable)	N/A

Target for women	
Target for youth	
Target for people with disabilities	
Desired performance:	60 government communicators trained per year.
Identifies whether actual performance that is	Joseph Joseph
higher or lower than targeted performance is	
desirable.	
CALCULATION AND REPORTING	
	lo: 1
Method of calculation:	Simple count of government communicators that
Describes clearly and specifically how the	are trained per year
indicator is calculated	
Source/collection of data:	Request for training submitted to the GCIS
Describes where the information comes from	
and how it is collected	
Calculation type:	Non-cumulative
Identifies whether the reported performance is	
cumulative or non-cumulative	
Reporting cycle/schedule:	Quarterly
Identifies if an indicator is reported quarterly,	
annually or at longer time intervals	
DATA COLLECTION	
Which branch or directorate/unit is	Directorate: Government Communication
responsible for providing the template which	Training and Development
requests the information?	
Who is responsible for collecting the data?	D: Government Communication Training and
	Development
Who is responsible for checking and	CD: Cluster Communication – Governance,
verifying the data captured?	State Capacity and Institutional Development
	and Social Protection, Community and Human
	Development and Training
Means of verification (evidence)	Attendance registers of the government
	communication training provided
Data limitations:	Incomplete registers.
Identifies any limitation with the indicator data,	The number of officials on the request for
including factors that might be beyond the	·
department's control	training might not attend which is beyond the
department's control	control of the department.
INDICATOR RESPONSIBILITY	
Indicator owner:	CD: Cluster Support
Identifies who is responsible for managing and	
reporting the indicator.	

Subprogramme 3.3: Provincial and Local Liaison

3.3.1 Number of development communication projects aligned to the GCP

GENERAL INDICATOR INFORMATION	RESPONSE
Indicator title:	Number of development communication
Identifies the title of the strategic oriented goal,	projects aligned to the GCP
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.	Development communication project is a method of providing communities with information in a manner that enables them to use that information to improve their lives through various platforms such as community media, seminars, workshops, door-to-door visits, and taxi and mall activations. The GCP indicates communication projects based on the PoA and cluster communication strategies.
Assumptions: Factors that are accepted as true and certain to happen without proof	Communities will use the information provided to them
Disaggregation of beneficiaries (where applicable) Target for women Target for youth Target for people with disabilities	N/A
Desired performance:	Targeted performance as planned, 1 140
Identifies whether actual performance that is	development communication activations
higher or lower than targeted performance is	implemented
desirable. CALCULATION AND REPORTING	
Method of calculation:	Tue development removalisation analysts non
Describes clearly and specifically how the indicator is calculated.	 Two development communication projects per month per Senior Communication Officer (SCO) and two development communication activations per Regional Communication Coordinator per month. Each project Exit Report captured on Ward Information Management System (WIMS) is counted monthly and quarterly.
Source/collection of data:	Capturing of development communication
Describes where the information comes from and how it is collected.	 projects on WIMS. Development communication projects captured and reported on WIMS by SCO and Regional Coordinator and then consolidated by province and head office. Information derived from government departments and GCIS clusters but also emanates from community and stakeholder

	liaison visits, <i>izimbizo</i> of principals and the government Cluster Communication System.
Calculation type: Identifies whether the reported performance is cumulative or non-cumulative.	Non-cumulative
Reporting cycle/schedule: Identifies if an indicator is reported quarterly, annually or at longer time intervals.	Quarterly
DATA COLLECTION	
Which branch or directorate/unit is responsible for providing the template which requests the information?	Directorate: PLL
Who is responsible for collecting the data?	Provincial directors
Who is responsible for checking and verifying the data captured?	D: Provincial Coordination
Means of verification (evidence)	Approved WIMS exit reports, and its supporting evidence to the Exit Report, e.g. pictorials with captions or LCEAR report, Recordings/pictorials for radio paid slots, Broadcast report/Letter form station, Recordings for online engagaments
Data limitations: Identifies any limitation with the indicator data, including factors that might be beyond the department's control.	 The only limiting factor could be human error in capturing the data on WIMS. Cancelation and postponement of development communication activations by other stakeholders. Technical errors on WIMS.
INDICATOR RESPONSIBILITY	
Indicator owner: Identifies who is responsible for managing and reporting the indicator.	CD: PLL

3.3.2 Number of marketing events for Thusong Programme held

GENERAL INDICATOR INFORMATION	RESPONSE
Indicator title: Identifies the title of the strategic oriented goal, objective or programme performance indicator.	Number of marketing events for Thusong Programme held
Short definition: Provides a brief explanation of what the indicator is, with enough detail to give a general understanding of the indicator.	The indicator speaks to marketing and communication activities to be held at the level of individual Thusong Service Centres aimed at widening public access to and awareness of services offered by the centres to communities. Marketing events can take on any shape including: leaflets, posters, live reads, talk shows on community radio, adverts and articles in community news print,

	branding, launches, mobile outreaches, Thusong website, open days, etc.
Assumptions: Factors that are accepted as true and certain to happen without proof	Communities will make use of the centres to access government services
Disaggregation of beneficiaries (where applicable) Target for women Target for youth Target for people with disabilities	N/A
Desired performance: Identifies whether actual performance that is higher or lower than targeted performance is desirable.	 To market all operational Thusong Service Centres and integrated mobile units. 126 marketing events of the Thusong Programme for the year (which includes hubs, satellites and mobile units).
CALCULATION AND REPORTING	
Method of calculation: Describes clearly and specifically how the indicator is calculated.	 GCIS communication officers capture marketing events on WIMS and the provincial office consolidate one report. One marketing event per quarter per centre. The sum of total of marketing events held per Thusong Service Centre.
Source/collection of data: Describes where the information comes from and how it is collected.	 National office develops a national communication strategy. Provincial offices develop a province wide and centre specific marketing plan based on the overall communication strategy Marketing events captured on WIMS WIMS reports Supporting documents like posters, leaflets, articles, etc. are filed on SharePoint.
Calculation type: Identifies whether the reported performance is cumulative or non-cumulative	Non-cumulative
Reporting cycle/schedule: Identifies if an indicator is reported quarterly, annually or at longer time intervals.	Quarterly
DATA COLLECTION	
Which branch or directorate/unit is responsible for providing the template which requests the information?	Directorate: PLL
Who is responsible for collecting the data?	Provincial directors
Who is responsible for checking and	D: Provincial Coordination
verifying the data captured? Means of verification (evidence)	WIMS Exit Report and its supporting evidence, e.g. pictures with caption.
Data limitations: Identifies any limitation with the indicator data, including factors that might be beyond the department's control.	 The only limiting factor could be human error in capturing the data on WIMS and under-reporting. Non-submission of information by other institutions.

	 None/delay in submission of information by other departments.
INDICATOR RESPONSIBILITY	
Indicator owner:	CD: PLL
Identifies who is responsible for managing	
and reporting the indicator.	

3.3.3 Number of community and stakeholder liaison sessions/visits undertaken

3.3.3 Number of community and stakeholder liaison sessions/visits undertaken		
GENERAL INDICATOR INFORMATION	RESPONSE	
Indicator title: Identifies the title of the strategic oriented goal, objective or programme performance indicator.	Number of community and stakeholder liaison sessions/visits undertaken	
Short definition: Provides a brief explanation of what the indicator is, with enough detail to give a general understanding of the indicator.	 Community stakeholder liaison is an involvement of community-based organisations, non-governmental organisations, community media, local business and government, including local municipalities. Conduct community liaison sessions/visits to do environmental assessments, distribute government information, meet with local stakeholders relevant to the work of government. Daily engagements with various stakeholders and Thusong structures. Sessions via social media platforms (Zoom/Skype/Google hangouts, WhatApp, Chat groups) teleconference meetings 	
Assumptions:	Communities and stakeholders will be available	
Factors that are accepted as true and	Communication and State of Sta	
certain to happen without proof		
Disaggregation of beneficiaries (where applicable)	N/A	
 Target for women 		
 Target for youth 		
 Target for people with disabilities 		
Desired performance: Identifies whether actual performance that is higher or lower than targeted performance is desirable	To achieve the targeted performance as planned, 1 311 stakeholder and community liaison sessions/visits in a year	
CALCULATION AND REPORTING		
Method of calculation: Describes clearly and specifically how the indicator is calculated	All the sessions/visits undertaken are calculated and reported on WIMS	
Source/collection of data: Describes where the information comes from and how it is collected	 Sessions via Social Media Platforms (Zoom/Skype/Google hangouts, WhatApp, Chat groups) teleconference meetings Reports/minutes from stakeholders' meetings Community and stakeholder meetings and liaison online sessions/visits captured on WIMS Distribution reports captured on WIMS 	

Calculation toward	AT L
Calculation type:	Non-cumulative
Identifies whether the reported performance	
is cumulative or non-cumulative.	
Reporting cycle/schedule:	Quarterly
Identifies if an indicator is reported quarterly,	·
annually or at longer time intervals.	
DATA COLLECTION	
Which branch or directorate/unit is	Directorate: PLL
responsible for providing the template	
which requests the information?	
Who is responsible for collecting the	Provincial directors
data?	
Who is responsible for checking and	D: Provincial Coordination
verifying the data captured?	
Means of verification (evidence)	Exit reports on the stakeholder liaison
	sessions/visits conducted and captured on WIMS
	and with its supporting evidence, such as
	attendance registers/minutes, screen captures of the
	WhatsApp and Zoom meetings
Data limitations:	Cancelled/postponed stakeholder meetings
Identifies any limitation with the indicator	Under-reporting.
data, including factors that might be beyond	• Onder-reporting.
the department's control.	
INDICATOR RESPONSIBILITY	
	OD BU
Indicator owner:	CD: PLL
Identifies who is responsible for managing	
and reporting the indicator.	

3.3.4 Number of electronic My District Today newsletters published

GENERAL INDICATOR INFORMATION	RESPONSE
Indicator title:	Number of electronic My District Today
Identifies the title of the strategic oriented goal,	newsletters published
objective or programme performance indicator.	
Short definition:	Focuses on the number of electronic My
Provides a brief explanation of what the indicator	District Today newsletters published on the
is, with enough detail to give a general	GCIS website
understanding of the indicator.	
Assumptions:	The GCIS website will always be available to
Factors that are accepted as true and certain to	publish the newsletter
happen without proof	
Disaggregation of beneficiaries (where	N/A
applicable)	
 Target for women 	
 Target for youth 	
 Target for people with disabilities 	
Desired performance:	One My District Today newsletter per week but
Identifies whether actual performance that is higher	special edition can be done as and when
or lower than targeted performance is desirable.	required
CALCULATION AND REPORTING	

Method of calculation:	Simple count of published My District Today	
Describes clearly and specifically how the indicator	newsletters	
is calculated.		
Source/collection of data:	Information of past events in and around the	
Describes where the information comes from and	nine provinces is collated by SCOs into draft	
how it is collected.	articles and sent to the Head Office for	
	consolidation of all the approved articles into	
	the newsletter	
Calculation type:	Non-cumulative	
Identifies whether the reported performance is		
cumulative or non-cumulative.		
Reporting cycle/schedule:	Quarterly	
Identifies if an indicator is reported quarterly,		
annually or at longer time intervals.		
DATA COLLECTION		
Which branch or directorate/unit is responsible	Directorate: PLL	
for providing the template which requests the		
information?		
Who is responsible for collecting the data?	Provincial directors: PLL	
Who is responsible for checking and verifying	D: Programme Support	
the data captured?		
Means of verification (evidence)	My District Today newsletters published on	
	the GCIS website	
Data limitations:	Lack of human resource capacity.	
Identifies any limitation with the indicator data,	Layout and design not completed in time,	
including factors that might be beyond the	depending on the availability of designers	
department's control.	in the Chief Directorate: CSA.	
INDICATOR RESPONSIBILITY		
Indicator owner:	CD: PLL	
Identifies who is responsible for managing and		
reporting the indicator.		
<u> </u>		

3.3.5 Percentage of intergovernmental communication for supported upon request per year

GENERAL INDICATOR INFORMATION	RESPONSE
Indicator title:	Percentage of intergovernmental communication
Identifies the title of the strategic oriented goal,	fora supported upon request per year
objective or programme performance indicator.	
Short definition:	The indicator seeks to strengthern coordination of
Provides a brief explanation of what the	government communication through fora which
indicator is, with enough detail to give a general	will result in coherenct messaging and
understanding of the indicator.	collaborative planning
Assumptions:	Communicators will align their programmes to
Factors that are accepted as true and certain to	the content shared in the fora
happen without proof	

Discourse of the state of the s	1
Disaggregation of beneficiaries (where applicable)	N/A
Target for women	
Target for worth	
Target for people with disabilities	
Desired performance:	All forums supported upon request
Identifies whether actual performance that is	The state of the s
higher or lower than targeted performance is	
desirable.	
CALCULATION AND REPORTING	
Method of calculation:	Count requests received to support
Describes clearly and specifically how the	intergovernmental communication for over the
indicator is calculated.	fora supported by the GCIS
Source/collection of data:	Fora
Describes where the information comes from	
and how it is collected.	
Calculation type:	Non-cumulative
Identifies whether the reported performance is	
cumulative or non-cumulative.	
Reporting cycle/schedule:	Quarterly
Identifies if an indicator is reported quarterly,	
annually or at longer time intervals.	
DATA COLLECTION	
Which branch or directorate/unit is	Directorate: PLL
responsible for providing the template which	
requests the information?	
Who is responsible for collecting the data?	Provincial directors: PLL
Who is responsible for checking and	D: Programme Support
verifying the data captured?	
Means of verification (evidence)	Attendance registers and/or proof of online
	(virtual) forums supported
Data limitations:	None
Identifies any limitation with the indicator data,	
including factors that might be beyond the	
department's control.	
INDICATOR RESPONSIBILITY	
Indicator owner:	CD: PLL
Identifies who is responsible for managing and	
reporting the indicator.	