Service Delivery Improvement Plan

2015/16 – 2017/18
Preview
Stats SA undertook a review of the Service Delivery Improvement plan (SDIP) in line with the requirements of the Public Service Regulation, 2001. This SDIP is compiled for the period 2015/16 – 2017/18.

The preparatory work included:
Strategy review: Stats SA conducted a strategy review during 2014 to assess how well the organisation has performed, focusing on both the internal and external environment.

Stakeholder analysis: Stats SA annually engages stakeholders through various platforms about the products and services offered by Stats SA, as well as the use and application of statistical information. A National Stakeholder Symposia was hosted in June 2014 to better understand statistical best practice on the one hand, and stakeholder needs on the other. Stats SA conducted the annual User Satisfaction Survey (USS) in March 2015 to gather information about the organisation, our products and services offered to users and the public. An internal survey on the application of Batho Pele principles in the working environment was also conducted in June 2015 amongst senior management. There is a plan to run the same survey to all other levels and external stakeholders in future.

SDIP formulation: Following the strategy review and analysis, the SDIP was compiled. Exco was consulted in the compilation of the SDIP. It is important to note that the strategic plan (2015/16 – 2019/20) forms the basis of the SDIP (2015/16 – 2017/18). The results of the stakeholder engagements have been used to inform the formulation of the SDIP.
The SDIP team consists of the following members:

<table>
<thead>
<tr>
<th>Members</th>
<th>Designation</th>
<th>Role</th>
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<tbody>
<tr>
<td>Celia de Klerk</td>
<td>EM: Strategy</td>
<td>Champion of the SDIP</td>
</tr>
<tr>
<td>Mantikoane Lelosa</td>
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<td>Lucky Ncube</td>
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<td>Annette Myburgh</td>
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</tr>
<tr>
<td>Arul Naidoo</td>
<td>EM: Stakeholder Relations and Marketing</td>
<td>Direct interface with stakeholders</td>
</tr>
<tr>
<td>Phillip Lesame</td>
<td>EM: Provincial Coordination</td>
<td>Direct interface with stakeholders at provincial and local levels</td>
</tr>
<tr>
<td>Trevor Oosterwyk</td>
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<td>Bruce Jooste</td>
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</tr>
<tr>
<td>Harry Thema</td>
<td>EM: South African National Statistics System (SANSS)</td>
<td>Statistical services, support and advice to organs of state Advocacy in the SANSS</td>
</tr>
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</table>

Names of stakeholders consulted\(^1\).

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\(^1\) More than 1 000 stakeholders were consulted and will not be listed in the SDIP. A list of names can be provided on request.
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1. Introduction

Statistics South Africa (Stats SA) is a national government department reporting to the Minister in the Presidency. It is the official statistics agency in South Africa, and the producer of key national economic, social and population indicators. Stats SA provides statistical support and advice to both public and private entities across the country by adhering to national and international acclaimed statistical methodologies and practices. As part of promoting effective service delivery, Stats SA offers its data freely to all stakeholders.

Statistics are vital for planning, good governance, policy formulation, monitoring and evaluation, and for decision-making. Most importantly, Stats SA continues to cultivate a culture of empowering partnerships by putting people first inside and outside the organisation and ensuring appreciation and use of official statistics by all stakeholders.

Vision 2030, as outlined in the National Development Plan (NDP), states that "If we are to address the triple challenges of poverty, inequality and unemployment, a state is needed that is capable of playing a transformative and developmental role. This requires well-run and effectively coordinated state institutions, staffed by skilled public servants who are committed to the public good and capable of delivering consistently, high-quality services for all South Africans, while prioritising the nation's developmental objectives."

The Medium Term Strategic Framework (MTSF) states that improvements in service delivery have to be complemented by effective accountability to citizens. The responsiveness of the public service to citizens and stakeholders will be improved through revitalisation of the Batho Pele Programme and implementation of the Public Service Charter.

Stats SA’s Service Delivery Improvement Plan (SDIP) aims to provide a focused approach to continuous improvement of key services and products in line with the Batho Pele principles, which serve to ensure effective and efficient service delivery by putting 'People First'. It is therefore critical to note that the SDIP, in line with the Strategic Plan, aims to meet statistical needs of stakeholders and to identify areas that need improvement in order to serve all stakeholders with integrity and excellence.
2. Vision, mission and strategic goal

Stats SA’s strategic direction is informed by its vision and mission with an aspiration of becoming an organisation of choice. These are crafted to ensure that Stats SA remains relevant to all its stakeholders in fulfilling its mandate of continuously producing official statistics for informed choices and decisions.

Vision
Our vision is to deliver *the South Africa I know, the home I understand*

Mission
To lead and partner in statistical systems and products for evidence-based decisions

Stats SA strategic goal
To increase the supply and use of official and other quality *Statistics for Transparency, Accountability, Results-based management and Transformation (START)* through coordination, integration and innovation.
3. Values

The Stats SA value system ensures that driving the strategic change is based on shared values that engender trust and link the organisation and people together. The core values below form the basis of our decision-making, our interactions with others, and influence the way we do our work:

- **Integrity**: We will take accountability for the quality of information delivered by striving to deliver products and services that are fit for use and aligned to internationally acknowledged best practices.

- **Empowering partnership**: We will create opportunities for organisational and individual growth. We will treat each other with mutual respect and harness diversity to advance organisational effectiveness. We will foster partnerships to achieve better coordination and collaboration.

- **Service excellence**: We will strive to deliver our products and services to satisfy customer needs through operational excellence, value for money and continuously increasing our productivity through innovation.
4. Legal mandate

Stats SA is a national government department accountable to the Minister in the Presidency: Planning, Monitoring and Evaluation. The activities of the department are regulated by the Statistics Act, 1999 (Act No. 6 of 1999) which ensures independence from political interference in the production and dissemination of official statistics. According to the Statistics Act, the purpose of official statistics is to assist organs of state, businesses, other organisations and the public in planning, decision-making, and monitoring or assessment of policies.

The Act makes provision for the appointment of a Statistician-General whose role in statistical production in the country can be summarised as follows:

Firstly, as the National Statistical Authority to inform stakeholders on the economy and society by:

• Collecting, compiling and disseminating a wide range of economic, social and population statistics;
• Developing and maintaining databases for national statistics on businesses and enumeration areas; and
• Promoting a public culture of measurement.

Secondly, as the National Statistical Coordinator to promote coordination amongst producers of official and other statistics, to advance quality, comparability and optimum use of official statistics and to avoid duplication by:

• Formulating quality criteria and establishing standards, classifications and procedures;
• Providing statistical advice; and
• Liaising with other countries and statistical agencies and representing Stats SA internationally.
5. Confidentiality of information collected

It is important to note that in accordance with section 17 of the Statistics Act (Act No. 6 of 1999), no return or other information collected by Stats SA for the purpose of official or other statistics that relates to:

• An individual;
• A household;
• An organ of state;
• A business; or
• Any other organisation
may be disclosed to any person.

6. Regulatory environment

The SDIP is a compulsory document in terms of the Public Service Regulations (PSR), 2001.

• According to the PSR (Part III.C.1) – an executing authority shall establish and sustain a service delivery improvement plan for his or her department; and

• According to the PSR (Part III.C.2) – the executing authority shall publish an annual statement of public service commitment which will set out the department’s service standards that citizens and service beneficiaries can expect and which will serve to explain how the department will meet each of the standards.

The White Paper on the Transformation of Service Delivery (Batho Pele), 1997 states in paragraph 7.1.2 that HODs are responsible for SDIPs and that this responsibility should be clearly assigned to a person or group of people, accountable directly to the HOD. Paragraph 7.1.5 states that the relevant Minister/MEC/executing authority must approve the department’s SDIP, and that a copy of the approved document must be sent to the DPSA to inform its yearly progress report to Parliament.
7. Statistical information services

Stats SA aims to assist and encourage informed decision-making, research and discussion within the state and the community by providing high-quality, objective, reliable and responsive statistical products and services. Stats SA provides a wide range of statistical information on economic and social matters to government, business and the community in general. The statistics are released in publications, reports and other digital products using the website. Stats SA's commitment to improved service delivery is described below.

**Information service**
User Information Services is the first point of direct contact with our customers. This centre is the gateway to personal access to statistical information, especially if the information required is not easily retrieved from the website. Staff are trained to handle telephone, email, fax and written enquiries. Customers can also approach User Information Services in the provinces to provide prompt responses on published data. Stats SA can be contacted at 012 310 8600 for telephonic enquiries, 012 310 8500 for fax enquiries or via email at info@statssa.gov.za.

**Subscription service**
Stats SA's standard products can be acquired through subscription to specific publications. Customers may indicate whether the publication should be emailed or posted to them, free of charge.

**Stats SA’s website**
Stats SA's publications and datasets can be viewed, accessed and downloaded free of charge from Stats SA's website at www.statssa.gov.za. Statistical information is placed on the website at the exact time of release, so as to ensure that everyone has equal access to information.

**Personal visits**
Customers can personally visit Head Office or any provincial Stats SA office to obtain access to statistical products and services. In addition, Head Office provides a library facility to users. This facility is mainly used for research purposes.
Consultation
Stats SA's credibility rests on its ability to produce quality statistics that can stand up to public scrutiny. Through a better understanding of Stats SA's stakeholders, interactions with suppliers and users of information are becoming more effective, ultimately leading to the portrayal of the organisation as a credible, responsive and reliable source of statistics. The outputs of surveys are communicated in a way that is well understood by users and that meets their information needs. Stats SA annually conducts stakeholder workshops, combining training and information sharing about economic and social statistical data products. Stats SA participates in local, provincial and national exhibitions in an effort to increase awareness of statistical products.

Openness and transparency
Stats SA has a catalogue of its reports and releases which is available in hard copy as well as on the website. In addition, the website advertises releases planned for the forthcoming week as well as all releases planned for the quarter. The weekly schedule indicates the specific time that the statistics will be released. The introduction of the South African Statistical Quality Assessment Framework (SASQAF) will improve the quality of explanatory notes on reports and releases, thus improving the openness and transparency of releases.
8. Stakeholders and service beneficiaries

Stats SA embarked on a process to identify its internal and external stakeholders to better understand their roles and needs within the organisation and society. As part of analysing stakeholder needs, a segmentation of data users has been defined to guide product development, dissemination channels and specialised statistical products and services.

8.1 Internal stakeholders

- Minister: The Minister in the Presidency: Planning, Monitoring and Evaluation
- Statistician-General: The Head of Statistics South Africa and the National Statistics System – responsible for certifying statistics as official in South Africa
- Management: Manages the statistical production and dissemination process
- Professionals: Plan, analyse and compile statistical releases for dissemination
- General staff: Collect, process and edit data
- Support staff: Provide governance and administrative support to the core business areas

8.2 External stakeholders

Stats SA interacts with a range of stakeholders from whom information is collected, and to whom information is supplied. Our key stakeholders include:

- Government: National, provincial and local government use statistical information to inform planning, policy development and to measure the impact of government programmes on economic and social development. Government is both a major user and a major supplier of data. There is a growing need for accurate statistical information at local government level. Except for the population census information, most of the statistical information produced by Stats SA is at national and provincial levels. The challenge for Stats SA is to develop alternative strategies with its NSS partners to meet this growing demand for small-area statistics.
• **The public:** The public is mainly interested in basic information on the economy and society, such as economic growth, employment, inflation, and population dynamics. This information is largely communicated through the media. The Stats SA strategy strives to inspire confidence in the quality of these key measurements. The public also provides data through household survey collections and the census. The challenge for Stats SA is to promote its information outputs to the general public in a manner that inspires them to participate willingly in household surveys.

• **The media:** The media plays an important role in the publication of statistical information, both nationally and locally. Stats SA has embarked on a communication and development strategy to empower key role-players in the media arena. This ensures that the right information is published at the right time and that it is properly described and imparted in the appropriate form to the public.

• **Private sector:** The business community shares similar interests in quantitative information, and in principle, all economic variables are potential subjects for comparison. Important indicators include employment and unemployment, the size of the market, and the rate at which prices are changing. Businesses are also important sources of statistical information. Reducing the burden of surveys on the business community continues to be an important factor in the design of statistical programmes. Convincing businesses of the importance of their information in arriving at economic and financial indicators remains a challenge.

• **The academic sector:** The academic sector uses statistical information for research, analysis and teaching purposes. While other users require statistics to inform decision-making, the academic community is interested in how the data is generated and what the data shows over time. The academic sector can play a strategic role in evaluating the quality of statistics produced, and promoting interest in statistics among students. The academic sector can also in future partner with local government to produce quality statistical information.

• **Parliamentarians:** Political representatives are responsible for entrenching and voicing the interests of their voters in Parliament and the National Assembly. They are also interested in what statistics say about specific policies that were introduced by the government of the day. Researchers in parliament conduct research to obtain information on behalf of the political parties. The Parliament library collects and files political and national information that can be used by parliamentarians and visiting international delegates.
• **Non-governmental organisations (NGOs):** NGOs monitor the government's progress in many areas such as sustainable development and providing service delivery. NGOs also work for the upliftment of communities and implement development projects. They can use census and other Stats SA data to monitor government's progress and to aid decision-making for their own projects.

• **Constitutional institutions and major public entities:** Constitutional institutions (such as the Commission on Gender Equality, and the Financial and Fiscal Commission) ensure that the major elements of the Constitution are followed throughout the country. Major public entities work with government to provide infrastructure, service delivery and information at national level (e.g. Eskom, Telkom, museums).

• **Foreign and international bodies:** Official statistical information is an essential basis for mutual knowledge, comparison and trade amongst countries. It is for this reason that Stats SA meets the international information requirements of bodies such as the IMF and ILO. Stats SA is the national coordinator for the compilation of the MDG report. Stats SA also has regular contact with other international statistical agencies to share professional expertise and experiences. This promotes the adoption of common concepts, standards, classifications and practices that support the international comparison of statistics. Stats SA plays a leading role in Africa in the development of statistics.
8.3 Segmentation by data needs

This is a novel segmentation method which centrally focuses on the gradual use and request of data. It also takes into consideration the data requests and usage patterns from once-off to daily use. This segmentation technique also captures the extent of technical statistical support required to service stakeholders’ data requests. From the five segments described below, it is important to note that data users can migrate from one segment to another by simply changing their data usage behaviour.

**Tourists**
Tourist stakeholders represent the individuals and organisations that use Stats SA data sparingly on an ad-hoc basis, and it usually involves a small amount of data limited to one figure (key indicator). The nature of the data can be obtained by way of a simple call or website visit. This is by far the biggest stakeholder segment because it encompasses the general public and especially once-off contacts or data requests.
Harvesters
Harvesters are stakeholders who portray an established routine, and an appetite for specific data product offerings which are released seasonally. Stakeholders who regularly attend scheduled Stats SA stakeholder workshops are also considered harvesters.

Miners/Drillers
This segment of stakeholders depicts those individuals and organisations that need a more in-depth focused data product offering. The demand for data is more frequent than seasonal. So the nature of the data request is elaborate and comprehensive, including the background methods and statistical theoretical basis used to produce the data. Drillers typically would request unpackaged data that require the competence of Stats SA core subject specialists. Another characteristic of drillers is that their requests and engagements with Stats SA and its data products can be expressed for a specific range of time, depending on the project undertaken.

These stakeholders rely on Stats SA data as inputs to their business and organisational core function. Typically, these stakeholders mine Stats SA data down to its most basic form (raw data) as much as possible in order to conduct complex data analysis. The type of data requests involves entire datasets, unprocessed data. One key characteristic is that miners are established users of Stats SA data. These stakeholders are experts in their fields and enjoy manipulating raw data.
<table>
<thead>
<tr>
<th>MARKET GROUP</th>
<th>DESCRIPTION</th>
<th>COMMUNICATION PROFILE</th>
<th>TYPE OF PRODUCT</th>
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<tbody>
<tr>
<td>MINERS</td>
<td>Specialist consumers</td>
<td>Academic / statistical language</td>
<td>ADVANCED Interactive user defined tools</td>
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<td></td>
<td>Information professionals, technical people: detailed self service</td>
<td>Channels: Internet</td>
<td>Detailed methodological guides</td>
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<tr>
<td>HARVESTERS</td>
<td>Specific consumers</td>
<td>Context / application specific</td>
<td>INTERMEDIATE User-friendly interactive products</td>
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<td></td>
<td>Key target groups / clients professionals: simple self service target specific products</td>
<td>Channels: Internet, Print media</td>
<td>Pre-generated products for specific need</td>
</tr>
<tr>
<td>TOURISTS</td>
<td>General consumers</td>
<td>11 official languages</td>
<td>BASIC Simple, easy to understand standardised info</td>
</tr>
<tr>
<td></td>
<td>Ad hoc users basic statistics: self service</td>
<td>Channels: Cell / smart phone, Radio &amp; TV, Print media</td>
<td>e.g. graphic visualisation, Statistical stories</td>
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<tr>
<td>MEDIA</td>
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<td></td>
<td>Educate mainstream media as communicators</td>
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<td></td>
<td>Make data freely available social media for e.g. data- and map mashing, google data etc.</td>
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9. Situational analysis

Stats SA undertook an internal and external assessment of statistical information to stakeholders in order to identify the strengths and weaknesses in the internal environment to respond to the needs of users as well as the opportunities and threats in the external environment.

9.1 Economic statistics service delivery environment

There are several areas where economic statistics has improved over the past couple of years. This is not so much in the number of offerings, as it has been in the improvement in the quality of offerings. Economic statistics has been characterised by consolidation rather than expansion. The following improvements have been implemented:

• Improvement in methodological aspects of surveys spanning seasonal adjustment, deflators, analysis and others;

• Improvements in quality assurances and overall management of surveys (like CPI);

• Identification of problem areas in several surveys such as PPI and the Large Sample Surveys and developing a systematic plan to deal with it;

• Efforts to enhance the relevance of surveys (example, Quarterly Financial Statistics); and

• Partial implementation of SNA2008.

Notwithstanding these improvements there are several gaps in economic statistics. The highest levels of complaints relate to subnational economic data, especially at municipal level; data on the agriculture and services sectors as part of implementation of the SNA2008; and data on the environment as part of SEEA2012 – to inform planning, monitoring and evaluation, and decision-making. The response to additional data demands is a costly exercise and dependent on additional fund allocation. Stats SA aims to mitigate these risks by researching alternative methodological approaches to estimate economic data at lower level as well as investing in administrative records as alternative or secondary data sources.
9.2 Population and social statistics service delivery environment

The population and social statistics area has increased their service offering over the past couple of years. The following improvements have been implemented:

• A Living Conditions Survey was launched in 2014.

• Introduction of a continuous data collection methodology in an effort to streamline the manner in which surveys are organised.

• Merging all labour statistics surveys to improve harmonisation of labour data.

• Releasing census data within 12 months on various platforms.

Notwithstanding these improvements, there are several gaps in population and social statistics. The highest levels of complaints relate to subnational population and social data, especially at municipal level including the frequency at which data becomes available. Other data gaps include statistics on health, education, governance, and gender, to mention a few. The response to additional data demands is a costly exercise and dependent on additional fund allocation.

Stats SA aims to mitigate these risks by introducing a Continuous Population Survey that integrates a number of surveys and allows for dissemination at lower level. In addition, alternative methodological approaches to estimate population and social data at lower level are being researched as well as investing in administrative records as alternative or secondary data sources.

Stats SA will be conducting a Community Survey (CS) during 2016, which is a large-scale household survey undertaken to collect demographic and socio-economic data. CS 2016 will provide a population count and number of households at municipal level. CS 2016 will be undertaken in all 103 576 enumeration areas of the country. The survey will be conducted utilising mobile technology in the form of tablets, i.e. electronic questionnaire completion and real-time data processing. This business model will ensure that the CS 2016 is bigger, better, faster and cheaper.
9.3 Statistical services, support and advice

Stats SA conducted a User Satisfaction Survey in March 2015 for the financial year 2014/15. The results of the survey provide information on how well Stats SA performed in terms of access, service standards and consultations. Users were asked to rate up to 56 Stats SA product and service attributes in terms of (1) the level of importance of each attribute to the user (which provides an indication of expectation), and (2) the level of satisfaction the user derived in terms of each attribute. The overall satisfaction index (SI) for all products and services was 70,3%. The survey revealed the following findings:

• The majority of respondents work in the private sector and national government. Respondents made predominantly use of economic, population and social statistics by requesting statistical releases, key indicators and datasets.

• The overall user satisfaction index (SI) for all products and services in 2014/15 is 70,3%. This is a drop from 77,0% measured in last year’s survey. CD products recorded the largest year-on-year SI decline of 10,2 points falling from 75,1% to 64,9%. The attribute with the lowest satisfaction index rating was the “Ease of obtaining CD products”.

• The following three products and services – publications, Twitter handle and customer service – scored above the survey average SI of 70,3%. No product or service reached the ideal user satisfaction score of 75,0%.

• Publications recorded for the second year running the highest user satisfaction ratings of 73,1% out of all products and services studied, with the “Accuracy of information” attribute receiving the second highest SI of 76,0%.

• The website remains the most popular platform to search for Stats SA data even though data users attributed it a 69,6% SI rating because of data accessibility challenges.

• Modern and recent social media platforms such as Stats SA’s Twitter and Facebook accounts (in use by Stats SA since 2010), were rated for the first time and they recorded satisfaction ratings of 71,3% and 69,8% respectively.
• Overall, in terms of dimensions of data quality, users are satisfied with the accuracy and interpretability of data. However, the accessibility, timeliness and relevance dimensions have been flagged as needing much attention to satisfy data users.

• The Gap Analysis revealed that the website and customer service recorded the largest importance-satisfaction gaps according to data users’ experience. Accessibility and relevance were the chief contributors to this large gap.

• This year’s addition of the attribute “level of geography” to enrich the relevance quality dimension, revealed that users were poorly satisfied with the geography level of the data offered. The level of geography attribute across products and services studied was rated second lowest in terms of user satisfaction following the accessibility attributes.

The following diagram demonstrates the Importance-Satisfaction matrix for all 56 attributes dimensions of data quality.
9.4 Batho Pele Principles

Consultation
Stats SA conducts annual workshops across the country using official statistical data from various surveys, advocating the use of data for planning, reporting and monitoring of service delivery and assisting municipalities to use data for the development of Integrated Development Plans (IDPs). During 2014/15, these consultations included hosting national ISIbalo workshops where a number of stakeholders from various sectors – public and private – convened to discuss and share ideas on the use of official statistical data.

Stats SA also conducts the annual User Satisfaction Survey (USS) to assess the areas of concern and contentment. The top three areas for improvement in the 2014/15 USS were:

- Customer service: which requires quicker turn-around times and knowledgeable officials;

- Relevance of information: which needs timeous dissemination of data, lower level of data dissemination (relevant to their living and working circumstances) and integrated data that is inclusive of other major suppliers of data;

- Accessibility of data: respondents suggested a more user-friendly, less complicated/complex and interactive website where information can be easily accessed.

Access
Access to information at various levels to different stakeholders remains a key priority. Various means have been explored to enhance accessibility. This included the use of mobile data access platforms such as the ROAMBI (roaming mobile device) iPad application and MOBi (mobile friendly version of the Stats SA website); the use of social media platforms (Stats SA Facebook page and Twitter account), revamping of the website (Umkhanyakude project) and the extensive use of interactive data tools such as SuperCROSS, SuperWEB, Nesstar, and PxWEB. Moreover, demonstration sessions on the use of the above interactive tools were offered at provincial and national levels to data users to enable greater access to data. In general, during 2014/15, a total of 378 630 Stats SA publications were downloaded from the Stats SA website.
Courtesy
Stats SA has embarked on a journey of continuously interacting with stakeholders to keep them abreast of developments around indicators in their respective areas. This takes place through re-visits where Stats SA employees discuss key findings derived from various data sources to assist stakeholders to use data in planning, monitoring, policy development and decision-making. Data from various surveys and censuses forms an important baseline as it provides information to the lowest local level.

Information
All citizens within the country, according to the Constitution, are entitled to information, especially the ones in the public domain. Similar to any other government department, Stats SA uses different platforms to disseminate their products, e.g. websites, and telephonic and personal visits to all provincial offices.

Dissemination workshops are conducted to inform data users at district, provincial and national levels across all sectors of society about Stats SA data products and services. These workshops enable the use of data for research, planning, reporting and monitoring of service delivery, and assisting municipalities to use data for the development of Integrated Development Plans (IDPs). During these consultations, a number of stakeholders from various sectors – public and private – convene to discuss and share ideas on the use of official statistical data.

Openness and transparency
In order to ensure openness and transparency in relation to statistical products, monthly, quarterly and annual releases are published with metadata mainly in Social and Populations Statistics (which explains all the variables included in a particular set of data). The organisation also continuously interacts with national and international experts on statistical and methodological practices to ensure alignment to best practice.

Redress
Collaboration and partnerships are key strategic enablers to achieve our vision and mission. It is through this intent that the organisation has capitalised expanding its horizon by working together with political leaders, traditional authorities, non-governmental organisations, academic institutions and the private sector to turn non-users of statistics into main stakeholders – “Connecting People with Statistics”.

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Value for money
Stats SA plans, over the medium term, to further increase the use of statistical information by assisting and training various stakeholders to make informed decisions when using data. The organisation has embarked on a number of initiatives to improve its survey operations in the field to ensure operational efficiency and increased value for money.
9.5 The mitigation strategies

*Improve accessibility to data:*

(i) Provide data access training programmes for external stakeholders to make optimal use of the data repository on the website and interactive data tools.

(ii) Review the website’s accessibility of data in terms of navigation, search functions and content organisation.

*Elevate customer service level:*

(iii) The speed of response and the channel to access the right official should be significantly improved to restore confidence in data users.

(iv) Personalise the communication of data and information to data users. The spectrum of data users is wide and ranges from novices to experts in the field of statistics. A segmentation of data users’ needs is fundamental to better serve them. This means Stats SA needs to have good knowledge of who its data users are in order to determine their needs.

*Expand the relevance of data:*

(v) Expand the body of statistics in compliance with SASQAF.

(vi) Produce and disseminate more data at lower levels of geography.

(vii) Expand the level of detail of the data that is disseminated.

Most of the issues and challenges in the internal and external environment have been identified as part of the organisational strategic planning process and are therefore being addressed through the organisational strategy for 2015/16–2019/20.
10. List of services

- Economic statistics
- Population and social statistics
- Statistical services, support and advice

11. Value chain, process maps and process flow

11.1 Stats SA value chain
11.2 Process map: Economic statistics production

Statistical Production Process

1. Need
   1.1 Determine need for information

2. Design
   2.1 Design outputs
   2.2 Design variable descriptions

3. Build
   3.1 Build data collection instrument
   3.2 Build enhance process components
   3.3 Configure workflows
   3.4 Test production systems

4. Collect
   4.1 Listing
   4.2 Select sample
   4.3 Set up collection
   4.4 Run collection
   4.5 Finalise collection

5. Process
   5.1 Integrate data
   5.2 Classify and code
   5.3 Review, validate and edit
   5.4 Impute
   5.5 Determine new variables and statistical units
   5.6 Calculate weights
   5.7 Calculate aggregates
   5.8 Finalise data files

6. Analyse
   6.1 Prepare draft outputs
   6.2 Validate outputs
   6.3 Scrutinise and control
   6.4 Apply disclosure control
   6.5 Finalise outputs

7. Disseminate
   7.1 Update output systems
   7.2 Produce dissemination products
   7.3 Manage release of dissemination
   7.4 Promote dissemination products
   7.5 Manage user support

8. Use
   8.1 Embed statistics in planning
   8.2 Embed statistics in policy development
   8.3 Embed statistics in monitoring and evaluation
   8.4 Embed statistics in school curriculum

9. Archive
   9.1 Define archive rules
   9.2 Manage archive repository
   9.3 Preserve data and associated metadata
   9.4 Dispose of data and associated metadata

10. Evaluate
    10.1 Gather evaluation inputs
    10.2 Conduct evaluation
    10.3 Agree on action plan

QUALITY AND METADATA MANAGEMENT

Trade and industry statistics
Price statistics
Private sector financial statistics
Government financial statistics
Agriculture statistics
11.3 Process map: Population and social statistics production
11.4 Process map: Statistical services, support and advice
11.5 Process mapping: User requests received for all services

Call centre
www.statssa.gov.za
info@statssa.gov.za
Walk-in visitors
Mobi & Roambi

Call centre agents sort requests and respond to customers

Simple requests (call centre) (15 minutes)
Normal requests (Product development) (24 hours)
Special requests (Subject matter experts) (5 days)

Call centre agent closes the request

Monitoring and reporting
11.6 Process flow

User enquiries for Economics statistics, Population and social statistics, and Statistical services
## 11.7 Unit costing

<table>
<thead>
<tr>
<th>Unit</th>
<th>Resource</th>
<th>Cost/man-hours</th>
<th>Role</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Call centre</strong></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>• <strong>Tier 1</strong>: Call centre agents</td>
<td>3 Professionals: Level 8</td>
<td>3* 2 120 = 6 360 h</td>
<td>Handling simple and normal requests on a full-time basis</td>
</tr>
<tr>
<td></td>
<td>1 Professional: Level 10</td>
<td>1* 2 120 = 2 120 h</td>
<td></td>
</tr>
<tr>
<td>• <strong>Tier 2</strong>: Product development</td>
<td>1 Professional: Level 9</td>
<td>1* 2 120 = 2 120 h</td>
<td>Handling some of the normal and special requests on a full-time basis</td>
</tr>
<tr>
<td></td>
<td>1 Specialist: Level 13</td>
<td>1* 2 120 = 2 120 h</td>
<td></td>
</tr>
<tr>
<td>• <strong>Tier 3</strong>: Subject matter experts</td>
<td>Subject matter experts from all survey areas, mainly levels 11 to 14</td>
<td>2*53 = 106 man-hours per subject matter expert</td>
<td>Handling special (technical) requests on a part-time basis</td>
</tr>
<tr>
<td><strong>Information centre</strong></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>(walk-in centre)</td>
<td>1 Professional: Level 8</td>
<td>1* 2 120 = 2 120 h</td>
<td>Full-time staff assisting walk-in visitors</td>
</tr>
<tr>
<td><strong>Customer Relations Management (CRM) system</strong></td>
<td>Annual licence cost</td>
<td>R141 960</td>
<td>Customer care system</td>
</tr>
<tr>
<td><strong>Website</strong></td>
<td>Umkhanyakude project team to upgrade the website</td>
<td>9184.32 h</td>
<td>Revamping of the Stats SA website</td>
</tr>
<tr>
<td></td>
<td>Consultant’s fee</td>
<td>R3 500 000</td>
<td>Advisory role and development</td>
</tr>
<tr>
<td></td>
<td>Software licence fee</td>
<td>R5 000</td>
<td>Development software</td>
</tr>
<tr>
<td><strong>Roambi</strong></td>
<td>1 Specialist: Level 13</td>
<td>1* 2 120 = 2 120 h</td>
<td>Platform specifically for iPad tablets</td>
</tr>
<tr>
<td></td>
<td>2 Developers: Level 8</td>
<td>2* 2 120 = 4 240 h</td>
<td></td>
</tr>
<tr>
<td></td>
<td>Roambi licence cost annually</td>
<td>R514 670</td>
<td></td>
</tr>
<tr>
<td><strong>Mobi</strong></td>
<td>1 Specialist: Level 13</td>
<td>1* 2 120 = 2 120 h</td>
<td>Platform specifically for cellphones</td>
</tr>
<tr>
<td></td>
<td>2 Developers: Levels 9 and 11</td>
<td>2* 2 120 = 4 240 h</td>
<td></td>
</tr>
<tr>
<td></td>
<td>Mobi licence</td>
<td>Included in CRM cost</td>
<td></td>
</tr>
<tr>
<td><strong>Monitoring and reporting</strong></td>
<td>Strategy division</td>
<td>4*2 120 = 8 480 h</td>
<td>Monitoring Service Delivery Improvement Plan on a quarterly and annual basis</td>
</tr>
<tr>
<td><strong>Total</strong></td>
<td></td>
<td><strong>68 616 man-hours + 106 man-hours</strong> per subject matter expert and <strong>R4 161 630</strong></td>
<td></td>
</tr>
</tbody>
</table>
12. Problem statement

The environmental assessment identified critical gaps in the service delivery environment. Addressing the following gaps will be the driving force for change:

• A statistical information gap between available data and information required by users, especially in terms of relevance of data provided at a lower level of geography;

• A service delivery gap especially in terms of accessibility and timeliness of data; and

• Capability and capacity gaps of frontline systems (human resource; Information Communication and Technology infrastructure; and workflow processes) in meeting expectations of stakeholders.

13. Recommendations

• Recommendations on the above-mentioned problem statement have been covered extensively under the situational analysis in this document.

• The importance of frontline staff cannot be over-emphasised. There was a suggestion made by the DPSA in 2014/15 that all government departments must invest resources on frontline staff.

• Frontline staff need to be trained in the core business of the organisation, telephone etiquette as well as in customer care.

• Frontline staff need to be identifiable in all offices by wearing name tags at all times during office hours.

• Frontline ICT infrastructure and workflow processes need to be enhanced and adapted to the changing user needs.
14. Team responsible for developing the SDIP

- Executive Manager – Strategy SDIP Coordinator: Celia de Klerk – 012 310 8454
- Executive Manager – Stakeholder Relations and Marketing: Arul Naidoo – 012 310 8512
- Strategic Planning Manager: Mantikoane Lelosa – 012 310 6995
- Strategic Monitoring and Reporting Manager – Pravina Rooplall – 012 310 6991
- Strategy Development – Lucky Ncube – 012 310 6454
### 15. Current status and projected targets

**KEY SERVICE**

<table>
<thead>
<tr>
<th>SERVICE BENEFICIARY</th>
<th>CURRENT STANDARD</th>
<th>2015/16</th>
<th>2016/17</th>
<th>2017/18</th>
</tr>
</thead>
</table>
| Producce economic, social and population statistics | **EXTERNAL CLIENTS**
  • National, provincial and local government
  • Parliament, research and educational institutions
  • Constitutional institutions
  • Major public entities
  • Private companies
  • International agencies
  • NGOs
  • Media
  • General public
  • Academics and researchers | **Quantity**
The CRM system was improved in 2014/15. 
1 383 requests being handled within 15 mins (98%), 3 192 within 24 hours (91%), 390 within 5 days (96%) and approximately 400 subject matter requests (92%) | Simple requests 95% will be responded to within 15 minutes | Simple requests 95% will be responded to within 15 minutes | Simple requests 95% will be responded to within 15 minutes |
| | **Normal requests**
90% of incoming requests responded to within 24 hours | Normal requests 90% will be responded to within 24 hours | Normal requests 90% will be responded to within 24 hours | Normal requests 90% will be responded to within 24 hours |
| | **Special requests**
90% of incoming requests responded to within 5 days | Special requests 90% will be responded to within 5 days | Special requests 90% will be responded to within 5 days | Special requests 90% will be responded to within 5 days |
| | **Subject matter requests**
90% of incoming requests responded to within 5 working days | Subject matter requests 90% of incoming requests responded to within 5 working days | Subject matter requests 90% of incoming requests responded to within 5 working days | Subject matter requests 90% of incoming requests responded to within 5 working days |

---

2 Information from a publication or the creation of a simple table, e.g. what is the population breakdown by gender.
<table>
<thead>
<tr>
<th>KEY SERVICE</th>
<th>SERVICE BENEFICIARY</th>
<th>CURRENT STANDARD</th>
<th>2015/16</th>
<th>2016/17</th>
<th>2017/18</th>
</tr>
</thead>
<tbody>
<tr>
<td>Produce economic, social and population statistics</td>
<td>EXTERNAL CLIENTS • National, provincial and local government • Parliament, research and educational institutions • Constitutional institutions • Major public entities • Private companies • International agencies • NGOs • Media • General public • Academics and researchers</td>
<td>Quality (statistical standards) Independent quality assessment against SASQAF was not done during 2014/15</td>
<td>Published surveys with an average response rate of 85%</td>
<td>Published surveys with an average response rate of 85%</td>
<td>Published surveys with an average response rate of 85%</td>
</tr>
<tr>
<td>KEY SERVICE</td>
<td>SERVICE BENEFICIARY</td>
<td>BATHO PELE</td>
<td>CURRENT STANDARD</td>
<td>2015/16</td>
<td>2016/17</td>
</tr>
<tr>
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<td>---------------------</td>
<td>------------</td>
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<td>---------</td>
</tr>
<tr>
<td>Provide statistical information</td>
<td>EXTERNAL CLIENTS</td>
<td>Consultation</td>
<td>Conducted stakeholder workshops: 10</td>
<td>10 statistical interactive consultation workshops and revisits based on stakeholders needs</td>
<td>10 statistical interactive consultation workshops and revisits based on stakeholders needs</td>
</tr>
<tr>
<td></td>
<td></td>
<td>Access</td>
<td>Conducted annual User Satisfaction Survey</td>
<td>Conduct annual User Satisfaction Survey</td>
<td>Conduct annual User Satisfaction Survey</td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td>Visitor sessions to website: 1 319 139</td>
<td>Visitor sessions to website: 1 000 000</td>
<td>Visitor sessions to website: 1 000 000</td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td>Publications downloaded from the website: 619 819</td>
<td>Publications downloads from the website: 150 000</td>
<td>Publications downloads from the website: 150 000</td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td>Technology applications for statistical products: 27</td>
<td>Expand ROAMBI applications for 5 series</td>
<td>Expand ROAMBI application to 5 series</td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td>Personal visits: 1 748 recorded in Head Office and provinces</td>
<td>Personal visits: 1 500</td>
<td>Personal visits: 1 500</td>
</tr>
<tr>
<td>KEY SERVICE</td>
<td>SERVICE BENEFICIARY</td>
<td>BATHO PELE</td>
<td>CURRENT STANDARD</td>
<td>2015/16</td>
<td>2016/17</td>
</tr>
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<td>------------------------------------------------</td>
<td>-------------------------------------------------------------------------------------</td>
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<td>----------------------------------------------------------------------------------</td>
<td>------------------------------------------------------------------------</td>
<td>------------------------------------------------------------------------</td>
</tr>
<tr>
<td>Provide statistical information and services</td>
<td>EXTERNAL CLIENTS</td>
<td>Courtesy</td>
<td>Visited rural areas in 9 provinces: Actual visits: 4. There was also publicity for surveys in rural areas during the year</td>
<td>Visited 9 rural areas for dissemination of statistics</td>
<td>Visit 9 rural areas for dissemination of statistics</td>
</tr>
<tr>
<td></td>
<td>• National, provincial and local government</td>
<td></td>
<td>Skilled staff in interacting with respondents and stakeholders</td>
<td>Train frontline staff (reception) at national and provincial levels</td>
<td>Train frontline staff (user enquiries) at national and provincial levels</td>
</tr>
<tr>
<td></td>
<td>• Parliament, research and educational institutions</td>
<td></td>
<td>Published metadata with statistical releases on a monthly, quarterly and annual basis</td>
<td>Publish metadata with statistical releases on a monthly, quarterly and annual basis (Population and Social Statistics)</td>
<td>Publish metadata with statistical releases on a monthly, quarterly and annual basis (Population and Social Statistics)</td>
</tr>
<tr>
<td></td>
<td>• Constitutional institutions</td>
<td></td>
<td>100% releases from Population and Social Statistics cluster were published with metadata during 2014/15</td>
<td></td>
<td></td>
</tr>
<tr>
<td>KEY SERVICE</td>
<td>SERVICE BENEFICIARY</td>
<td>BATHO PELE</td>
<td>CURRENT STANDARD</td>
<td>2015/16</td>
<td>2016/17</td>
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<td>-----------------------------------------------</td>
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<td>----------------------------------------------------------------------------------</td>
<td>---------------------------------------------------</td>
<td>---------------------------------------------------</td>
</tr>
<tr>
<td>Provide statistical information</td>
<td>EXTERNAL CLIENTS</td>
<td>Information</td>
<td>Published relevant information aligned to user needs</td>
<td>Expand statistical products available on the website</td>
<td>Expand statistical products available on the website</td>
</tr>
<tr>
<td></td>
<td>• National, provincial and local government</td>
<td></td>
<td>Additional themes added in 2014/15:</td>
<td>- Articles</td>
<td>- Articles</td>
</tr>
<tr>
<td></td>
<td>• Parliament, research and educational</td>
<td></td>
<td>- Millennium Development Goals (MDGs),</td>
<td>- GDP expenditure approach</td>
<td>- GDP expenditure approach</td>
</tr>
<tr>
<td></td>
<td>institutions</td>
<td></td>
<td>- Mode of Transport,</td>
<td>- IES results</td>
<td>- Thematic reports</td>
</tr>
<tr>
<td></td>
<td>• Constitutional institutions</td>
<td></td>
<td>- Household Service Delivery</td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td>• Major public entities</td>
<td></td>
<td>- Agricultural Stats</td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td>• Private companies</td>
<td></td>
<td>- Natural Environment African</td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td>• International agencies</td>
<td></td>
<td>- African Symposium on Statistical Development (ASSD) page</td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td>• NGOs</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td>• Media</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td>• General public</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td>• Academics and researchers</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

Desired Standard
<table>
<thead>
<tr>
<th>KEY SERVICE</th>
<th>SERVICE BENEFICIARY</th>
<th>BATHO PELE</th>
<th>CURRENT STANDARD</th>
<th>2015/16</th>
<th>2016/17</th>
<th>2017/18</th>
</tr>
</thead>
<tbody>
<tr>
<td>Provide statistical information</td>
<td>EXTERNAL CLIENTS</td>
<td>Redress</td>
<td>Externally: Consulted National, provincial and local government; Civil society; Businesses; Academic institutions; Media</td>
<td>Consultations with municipalities, schools, government departments, civil societies, and traditional authorities: 2 stakeholder engagements per province as part of redress</td>
<td>Consulting with municipalities, schools, government departments, civil societies, and traditional authorities: 3 stakeholder engagements per province as part of redress</td>
<td>Consulting with municipalities, schools, government departments, civil societies, and traditional authorities: 4 stakeholder engagements per province as part of redress</td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td>Actual performance for 2014/15: Held 42 stakeholder interactions on: the MDGs, CS2016 and IDPs (municipalities). Economic Development (SALGA), ISibalo and 93 Maths4Stats workshops</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td>No training was done with the media but held 34 press conferences</td>
<td>Training of media in statistics</td>
<td>Training of media in other products</td>
<td>Training of media in other products</td>
</tr>
<tr>
<td>KEY SERVICE</td>
<td>SERVICE BENEFICIARY</td>
<td>BATHO PELE</td>
<td>CURRENT STANDARD</td>
<td>DESIRED STANDARD</td>
<td></td>
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<tr>
<td>--------------------------------</td>
<td>-------------------------------------------------------------------------------------</td>
<td>------------</td>
<td>------------------</td>
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<td></td>
<td></td>
</tr>
</tbody>
</table>
| Provide statistical information and services | EXTERNAL CLIENTS  
• National, provincial and local government  
• Parliament, research and educational institutions  
• Constitutional institutions  
• Major public entities  
• Private companies  
• International agencies  
• NGOs  
• Media  
• General public  
• Academics and researchers | Value for money  
Increased use of statistical information to make informed decisions | Human resources  
3 215 | 3 250 | 3 300 | 3 350 |
| Costs | R2 245 208 000 | R2 245 208 000 | R2 498 904 000 | R2 278 021 000 |
| Time | Statistical information is published according to the release schedule: Actual: 89% during 2014/15 | Statistical information published according to the release schedule: 100% | Statistical information published according to the release schedule: 100% | Statistical information published according to the release schedule: 100% |
16. Official sign-off

Ms C de Klerk
Executive Manager: Strategy
Date: 30 June 2015

Mr PJ Lehohla
Statistician-General
Date: 30 June 2015
Annexure A: Service Charter
Statistics South Africa
Service Charter

What does Statistics South Africa (Stats SA) do?
Statistics South Africa is a national government department responsible for the production and coordination of official and other statistics to assist organs of state, business and the public in evidence-based decisions for planning, policy development and measurement governed by the Statistic Act (Act No. 6 of 1999).

Vision
Our vision is to deliver the South Africa I know, the home I understand.

Mission
To lead and partner in statistical systems and products for evidence-based decisions.

Strategic goal
To increase the supply and use of official and other quality Statistics for Transparency, Accountability, Results-based Management and Transformation (START) through coordination, integration and innovation.

Organisational values
Integrity
Empowering partnership
Service excellence

Stats SA key services
Economic statistics
Population statistics
Statistical services support and advice

Our conduct when interacting with the public
When collecting data, Stats SA staff must:
• Identify themselves by name, department (Stats SA) and outline the purpose of the visit
• Deal with respondents professionally

Stats SA will uphold Batho Pele Principles by committing to the following:
• We shall conduct user consultation sessions by advocating the use of data for evidence-based decision-making
• We shall provide various channels to access information such as ROAMBI, MOBI, SuperCROSS and from the website
• We shall treat our stakeholders with courtesy and respect at all times
• We shall be open and transparent about the methodologies we use for collecting data and compiling our products
• We shall strive to address information gaps by expanding our services in the municipalities and rural areas
• We shall continue to release our information on time and in line with the best international practices
• We shall maintain our service standards by keeping abreast with the needs of our stakeholders
• We shall ensure value for money by utilising our resources effectively and efficiently

Our service standards
Our stakeholders will be attended to in a friendly and professional manner.
Telephones will be answered at all times and emails will be responded to during official working hours: 08:00 – 16:30. Requests are classified as per below:
• Simple requests will be responded to within 15 minutes
• Normal requests will be responded to within 24 hours
• Special requests will be responded to within 5 working days

Our product standards
We commit to compile our products by adhering to national, continental and international best practices.
• Nationally: South African Statistical Quality Assessment Framework (SASQAF)
• Continentally: African Statistics Charter
• Internationally: Fundamental Principles of Statistics

‘Our response is on time, first time. Your voice counts. We strive for service excellence.’

In cases of misconduct, poor service delivery or difficulties in any form of communication, please contact:
012 310 0174/44825
Email: CustomerCare@stats.gov.za

Accounting Officer’s Declaration:
I, Pali Lehohlo (Statistician-General of Statistics South Africa), commit my department in terms of Part 3, C.2 of the Public Service Regulations, 2001, as amended, to adhere to this charter.

Signature

The South Africa I know, the home I understand
Annexure B: Service Standards
Who we are

Statistics South Africa (Stats SA) is a national government department responsible for the production and coordination of official and other statistics to assist organs of state, business and the public in evidence-based decisions for planning, policy development and measurement governed by the Statistics Act (Act No. 6 of 1999).

The Act makes provision for the appointment of a Statistician-General (SG) whose role in statistical production in the country can be summarised as follows:

Firstly, as the National Statistical Authority to inform stakeholders on the economy and society by:

- Collecting, compiling and disseminating a wide range of economic, social and population statistics;
- Developing and maintaining databases for national statistics on businesses and enumeration areas; and
- Liaising with other countries and statistical agencies as well as representing Stats SA and South Africa in statistical activities internationally.
Secondly, as the *National Statistical Coordinator*, to promote coordination amongst producers of official and other statistics in order to advance quality, comparability and optimum use of official statistics and to avoid duplication by:

- Formulating quality criteria and establishing standards, classifications and procedures;
- Providing statistical advice; and
- Promoting a public culture of measurement.

**Our vision, mission and values**

**Vision**
To deliver: *The South Africa I know, the home I understand.*

**Mission**
To lead and partner in statistical systems and products for evidence-based decisions.

**Strategic goal**
To increase the supply and use of official and other quality *Statistics for Transparency, Accountability, Results-based management and Transformation (START)* through coordination, integration and innovation.
Values
The core values below form the basis of our decision-making and our interactions with our stakeholders both internal and external, and will influence the way in which we do our work:

• **Integrity:** We will take accountability for the quality of information delivered by striving to deliver products and services in a transparent and ethical way. We will ensure that our products are fit for use and aligned to internationally recognised best practice;

• **Empowering partnerships:** We will create opportunities for organisational and individual growth. We will treat each other with mutual respect and harness diversity to advance organisational effectiveness. We will foster partnerships to achieve better coordination and collaboration; and

• **Service excellence:** We will strive to deliver products and services to satisfy customer needs through operational excellence and value for money, and by continuously increasing our productivity through innovation.

Our stakeholders

• Government: National, provincial and local government
• The public
• The media
• Business
• The academic sector
• Parliamentarians
• Non-governmental organisations (NGOs)
• Constitutional institutions and major public entities
• Foreign and international bodies

Our products are accessible

• User Information Services: User Information Services is the first point of direct contact with our customers who prefer face-to-face interface, telephonic/fax communication or/and email. Stats SA can be contacted at 012 310 8600 for telephonic enquiries, 012 310 8500 for fax enquiries or info@statssa.gov.za for email enquiries.

• Subscription service: Publications can be emailed or posted free of charge.

• Stats SA website: Stats SA publications and datasets can be viewed, accessed and downloaded free of charge from the Stats SA website at www.statssa.gov.za.

• Personal visits: Customers can personally visit the Stats SA Head Office or any provincial Stats SA office to obtain access to statistical products and services. Head Office also provides a library facility to users.
Our service standards

General enquiries:

Our stakeholders will be attended to in a friendly and professional manner. Telephones will be answered at all times and emails will be responded to during official working hours: 08:00 – 16:30. Requests are classified below:

- Simple requests will be responded to within 15 minutes
- Normal requests will be responded to within 24 hours
- Special requests will be responded to within 5 working days

Our product standards

We are committed to compiling our products by adhering to national, continental and international best practices.

We shall:

- Provide an advance release calendar for at least the following month on the website;
- Publish all statistical releases with a response rate of at least 80%; and
- Place statistical information on the website at the exact time of release for equal access to information at the same time.
Our national statistical support standards

We are committed to respond to our partners in the National Statistics System by providing statistical support and advice.

We shall:

• Conclude a Memorandum of Understanding with any SANSS partner within two months of request for cooperation;

• Finalise any independent data quality assessment using the South African Statistical Quality Assessment Framework (SASQAF) within 6 months; and

• Provide a list of provisional indicators to a requesting partner within 3 months of an approved Ulwazi database request.

Our internal service standards

Internally, we will aim to meet the following standards to ensure our statistical products are delivered on time:

Statistical support:

• Annually provide the final business sampling frame by end of March.

• Annually review survey standards.

• Provide technical solutions

• Respond to 90% of methodological support required on time.

• Meet 90% of service level standards (network, email, helpdesk, IT procurement, files storage and website) on time.
Corporate support:

• Deliver requested goods and services within 2 weeks from the date of request for requisition not requiring a bid process and within 12 weeks from the date of request for requisitions requiring a bid process.

• Provide legal opinions within five (5) working days of date of receipt of request.

• Investigate incidents of fraud and corruption within twenty-one (21) working days of receipt of incident.

• 100% payments done within 30 days.

• Appoint staff within 16 weeks of advertisement.

This document is also available on the Stats SA website: statssa.gov.za
Head Office (Pretoria)
170 Thabo Sehume Street, Pretoria
Tel: (012) 310 8911 - Fax: (012) 321 7381

Eastern Cape (East London)
Block C & D, 2nd Floor, Ocean Park Terrace, 15 Coutts Street, East London
Tel: (043) 707 4900 - Fax: (043) 707 4906

Free State (Bloemfontein)
Ellen Gaborone Building, Rocklands, Bloemfontein
Tel: (051) 412 7500 - Fax: (051) 412 7507

Gauteng (Johannesburg)
284 Oak Avenue, c/o Oak and Harley, Ferndale, Randburg
Tel: (011) 781 3506 - Fax: (011) 836 3184

KwaZulu-Natal (Durban)
3rd & 4th Floor, On Field Building, Joe Slovo Street, Durban
Tel: (031) 360 0600 - Fax: (031) 305 9960/85

Limpopo (Polokwane)
Corporate Park Building, 29 Bodenstein Street, Ivory Route, Polokwane
Tel: (015) 295 3300/1 - Fax: (015) 295 3579
Mpumalanga (Nelspruit)
Second Floor, Stats House, 17 Henshall Street, Nelspruit
Tel: (013) 754 0600 - Fax: (013) 755 5064

Northern Cape (Kimberley)
Old Standard Bank Building, Cnr Lennox & Du Toitspan Roads, Kimberley
Tel: (053) 802 6800/01/06 - Fax: (053) 831 5463

North West (Mmabatho)
Shop No. 55, North Entrance, Mega City, James Moroka Drive, Mmabatho
Tel: (018) 384 2877/8/9 - Fax: (018) 384 2832

Western Cape (Cape Town)
3rd Floor, Liberty Building, 22 Long Street, Cape Town
Tel: (021) 481 5500 - Fax: (021) 422 1834
Annexure C: Stats SA Service Delivery Improvement Plan: Survey on the Batho Pele Principles 2015
Stats SA Service Delivery Improvement Plan: Survey on the Batho Pele Principles 2015

Consultation

Stats SA consults adequately with external stakeholders to assess user needs, to advocate the use of Stats SA data, and to assess customer satisfaction with Stats SA services and products.

<table>
<thead>
<tr>
<th>Strongly disagree</th>
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<th>Strongly agree</th>
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Access

Citizens have equal access to all of Stats SA’s published data. The products and channels that Stats SA uses to disseminate data allow users with different data needs to find and use Stats SA data.

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Courtes y

Customers who interact with Stats SA front-line staff are treated with courtesy, respect and consideration.

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**Information**

Stakeholders and citizens have access to full, accurate and up-to-date information about the services that Stats SA offers. This includes information on the products that are available, how these products can be accessed, and the contact details for staff who can assist customers with queries.

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**Openness and transparency**

Stats SA is open and transparent in the way it does its business. Not only does the organisation strive to ensure full disclosure in terms of the methodologies that it employs, but it regularly reports to the public and to parliament on how it spends state resources.

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<th>Strongly disagree</th>
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**Redress**

Adequate mechanisms are in place for Stats SA customers to successfully lodge complaints, ensuring quick and positive remedial action.

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Value for money

Stats SA products and services are delivered in an efficient and economical manner, providing the best possible value for money.

| Strongly disagree | 1 | 2 | 3 | 4 | Strongly agree |
**List of abbreviations and acronyms**

<table>
<thead>
<tr>
<th>Abbreviation</th>
<th>Description</th>
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<tbody>
<tr>
<td>ASSD</td>
<td>Africa Symposium on Statistical Development</td>
</tr>
<tr>
<td>CPI</td>
<td>Consumer price index</td>
</tr>
<tr>
<td>CRUISE</td>
<td>Centre for Regional and Urban Innovation and Statistical Exploration</td>
</tr>
<tr>
<td>CS</td>
<td>Community Survey</td>
</tr>
<tr>
<td>GDP</td>
<td>Gross domestic product</td>
</tr>
<tr>
<td>DPSA</td>
<td>Department of Public Service and Administration</td>
</tr>
<tr>
<td>EXCO</td>
<td>Executive Committee</td>
</tr>
<tr>
<td>HOD</td>
<td>Head of Department</td>
</tr>
<tr>
<td>IDPs</td>
<td>Integrated Development Plans</td>
</tr>
<tr>
<td>IES</td>
<td>Income and Expenditure Survey</td>
</tr>
<tr>
<td>ILO</td>
<td>International Labour Organisations</td>
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<tr>
<td>IMF</td>
<td>the International Monetary Fund</td>
</tr>
<tr>
<td>MDGs</td>
<td>Millennium Development Goals</td>
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<tr>
<td>MEC</td>
<td>Member of Executive Council</td>
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<tr>
<td>MPAT</td>
<td>Management Performance Assessment Tool</td>
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<tr>
<td>MTEF</td>
<td>Medium Term Expenditure Framework</td>
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<tr>
<td>NDP</td>
<td>National Development Plan</td>
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<tr>
<td>NGO</td>
<td>Non-governmental organisation</td>
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<tr>
<td>NSS</td>
<td>National Statistics System</td>
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<tr>
<td>PPI</td>
<td>Producer price index</td>
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<tr>
<td>PSR</td>
<td>Public Service Regulations</td>
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<tr>
<td>SALGA</td>
<td>South African Local Government Association</td>
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<tr>
<td>SANSS</td>
<td>South African National Statistics System</td>
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<tr>
<td>SASQAF</td>
<td>South African Statistical Quality Assessment Framework</td>
</tr>
<tr>
<td>SDGs</td>
<td>Sustainable Development Goals</td>
</tr>
<tr>
<td>SDIP</td>
<td>Service Delivery Improvement Plan</td>
</tr>
<tr>
<td>SEEA</td>
<td>System of Environmental and Economic Accounting</td>
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<tr>
<td>SG</td>
<td>Statistician-General</td>
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<tr>
<td>Code</td>
<td>Description</td>
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<tr>
<td>SI</td>
<td>Satisfaction Index</td>
</tr>
<tr>
<td>SNA</td>
<td>System of National Accounts</td>
</tr>
<tr>
<td>Stats SA</td>
<td>Statistics South Africa</td>
</tr>
<tr>
<td>USS</td>
<td>User Satisfaction Survey</td>
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References


