



Technical Indicator
Descriptions 2015–16



Statistics
South Africa



The South Africa I know, the home I understand

For further information contact:
Celia de Klerk
Tel.: 012 310 8454
Strategic Planning

Statistics South Africa
Private bag X44
Pretoria 0001
South Africa

170 Thabo Sehume Street
Pretoria
0002

User information service: 012 310 8600
Fax: 012 310 8500
Main switchboard: 012 310 8911
Fax: 012 321 7381

Website: www.statssa.gov.za
Email: info@statssa.gov.za

Technical Indicator Descriptions 2015–16

Contents

Strategic Outcome 1: An informed nation	1
1. National Accounts	2
2. Economic Analysis	3
3. Economic Research	4
4. Short-term Indicator Statistics	5
5. Structural Industry Statistics	6
6. Domestic Tourism	7
7. International Tourism	8
8. Transport Statistics	9
9. Private Sector Financial Statistics	10
10. Government Financial Statistics	11
11. Consumer Price Index	12
12. Producer Price Index	13
13. Services Producer Price Index	14
14. Employment and Earnings Statistics	15
15. Labour Force Survey Statistics	16
16. Agricultural Statistics	17
17. Environmental Economic Accounts	18
18. Social and Household Service Delivery Statistics	19
19. Poverty and Inequality Statistics	20
20. Government Financial Statistics	21
21. Population Statistics	22
22. Demographic Profile	23
23. Vital Statistics	24
24. Vulnerable Groups Statistics	25
25. Gender Statistics	26
26. Crime and Safety Statistics	27
27. Health Statistics	28
28. Education Statistics	29

29. Governance Statistics	30
30. Government Financial Statistics (Research and Analysis)	31
31. Policy Research and Analysis.....	32
32. Poverty and Inequality Statistics	33
33. Data Revolution	34
Strategic Outcome 2: Trusted statistics	35
34. Quality Management System	36
35. Methodology and Evaluation	37
36. Survey Coordination, Monitoring and Evaluation	38
37. Methodology and Evaluation	39
38. Census and Community Survey Operations.....	40
39. Household Survey Operations.....	42
40. Provincial Offices.....	43
41. Corporate Data Processing.....	44
42. Publication Services.....	45
43. Stakeholder Relations and Marketing (Website).....	46
44. Statistical Standards Development	47
45. Corporate Communications.....	48
46. Stakeholder Relations and Marketing (Telephonic Queries and User Satisfaction Report)	49
47. SANSS: Independent Assessment Units.....	50
Strategic Outcome 3: Partners in statistics	51
48. Geographic Frames and Geographic Services.....	52
49. Spatial Information Frame (Provinces)	53
50. Business Register.....	54
51. Economic and Social Statistics Subsystems (SANSS).....	55
52. Information Management in the SANSS	56
53. Statistical Reporting (SANSS)	57
54. Statistical Support and Advice (SANSS).....	58
55. Statistical Support and Advice (Provinces)	59
56. International Statistical Development and Cooperation	60
57. Statistical Development in Africa.....	61

Strategic Outcome 4: A capable organisation	62
58. Legislative Reform (SANSS)	63
59. Strategic Planning, Reporting and Monitoring	64
60. Programme Office (Programme and Project Management)	65
61. Internal Audit.....	66
62. Corporate Governance	67
63. Financial Administration and Management	68
64. Human Resource Management	69
65. Facilities Management, Logistics and Security	70
66. Talent Management	71
67. Information and Communications Technology.....	72
68. Business Modernisation	73
69. Sustainable Provincial and District Infrastructure (Provinces)	74
Strategic Outcome 5: Statistical leadership.....	75
70. Statistical Leadership and Management	76
71. Statistical Literacy at Schools Level.....	77
72. Statistical Capacity at Tertiary Level	78
73. Coordination of Statistical Tertiary Programme	79
74. Human Capacity Development (Building Capacity inside Stats SA)	80
75. Building Capacity in the SANSS (Provinces)	81
76. Change Management	82

Strategic Outcome 1: An informed nation

Goal statement: By 2020, statistical products and services have been expanded to better meet planning, monitoring and evaluation, and policy needs through coordination, integration and innovation. Statistics is used by the nation and other stakeholders at large for knowledge, information and evidence-based decisions. We have increased stakeholder engagement to ensure that the statistical products and services are more responsive and relevant to their needs. Key indicators for success are:

- A statistics production system capable of generating integrated indicators for use
- A geo-statistical platform providing superior geo-statistics outputs for planning, monitoring and evaluation
- An informatics web-enabled environment for a new breed of unified production and use (Pro-Users of statistics)
- Five administrative registers are used as complementary data sources
- Stakeholder satisfaction index (opinion on products, services and use)

Strategic objectives under an informed nation:



1. National Accounts

Indicator title (WP – 1)	Number and timeliness of quarterly gross domestic product (GDP) releases and satellite accounts reports published
Short definition	GDP measures the economic performance of a country. Satellite accounts are used as a means of expanding the relevance of national accounts
Purpose/importance	GDP determines the growth and size of the different components of the economy. Satellite accounts are intended for special purposes such as monitoring the country's tourism, non-profit and ICT sectors
Source of information/ collection of data	Internal and external data sources (monthly, quarterly and annual surveys)
Method of calculation	Guided by the System of National Accounts
Data limitation	Access to quality external data sources
Type of indicators	Output, value added and GDP. Tourism, NPI and ICT accounts
Calculation type	Guided by the System of National Accounts
Reporting cycle	Quarterly and annually
New indicator	Research and development satellite account
Desired performance	Publish within the planned timeframe
Indicator responsibility	Executive Manager: National Accounts

2. Economic Analysis

Indicator title (WP – 2)	Number and timeliness of research reports on national accounts and quarterly flash estimates on GDP
Short definition	Research reports on national accounts and flash GDP estimation
Purpose/importance	Research reports inform prospective courses of action on compilation of experimental and official statistics, while flash GDP estimation provides an advance estimate of GDP ahead of regular release
Source of information/ collection of data	Internal and external
Method of calculation	Guided by the System of National Accounts and any related revisions
Data limitation	External sources
Type of indicators	Count
Calculation type	Guided by the System of National Accounts and any related revisions
Reporting cycle	Annual
New indicator	No
Desired performance	Use of acclaimed international practices on national accounts
Indicator responsibility	Executive Manager: Economic Analysis

3. Economic Research

Indicator title (WP – 3)	Number and timeliness of research reports on economic statistics
Short definition	Narrative-based integrative research report
Purpose/importance	To inform prospective courses of action on compilation of experimental and official statistics
Source of information/ collection of data	Internal and external
Method of calculation	Guided by the System of National Accounts and any related revisions
Data limitation	External sources
Type of indicators	Count
Calculation type	Guided by the System of National Accounts and any related revisions
Reporting cycle	Annual
New indicator	No
Desired performance	Use of acclaimed international practices on economic statistics
Indicator responsibility	Executive Manager: Economic Analysis

4. Short-term Indicator Statistics

Indicator title (WP – 4)	Number and timeliness of monthly, quarterly and annual releases/reports on industry statistics
Short definition	Short-term indicators are sub-annual statistical information covering key industries in the economy
Purpose/importance	Inputs into compilation of GDP and related estimates; and various policy documents assisting policymakers in planning as well as monitoring and evaluating the performance of the economy
Source of information/ collection of data	Questionnaires to respondents and administrative data sources
Method of calculation	Based on various methodological processes/documents (e.g. SNA, SDDS)
Data limitation	Respondent reluctance, data verification, limited resources
Type of indicators	Output: Statistical releases reporting estimates at nominal and real prices, actual and seasonally adjusted estimates, production indices
Calculation type	Cumulative (ongoing)
Reporting cycle	Monthly, quarterly and annually
New indicator	No
Desired performance	All releases published timeously
Indicator responsibility	Executive Manager: Short-term Indicator Statistics

5. Structural Industry Statistics

Indicator title (WP – 5)	Number and timeliness of the various periodic structural industries' releases and reports published
Short definition	Structural industry statistics inform the structure and products of the various industries
Purpose/importance	Structural industry statistics are used in growing the economy, stabilising prices, creating jobs and promoting investment
Source of information/ collection of data	Periodic collection of structural and product data from enterprises
Method of calculation	Estimation consistent with the stratified sampling method used
Data limitation	Unregistered retail businesses, especially in the rural areas and informal settlements. Enterprises that are registered only for income tax (IT) and those that are not registered for either value added tax (VAT) or income tax (IT)
Type of indicators	Various industry releases and reports
Calculation type	Non-cumulative
Reporting cycle	Periodic (every three to five years)
New indicator	No
Desired performance	All releases and reports published timeously
Indicator responsibility	Executive Manager: Structural Industry Statistics

6. Domestic Tourism

Indicator title (WP – 6)	Number and timeliness of annual releases on domestic tourism
Short definition	Domestic tourism travel and expenditure patterns are studied in the Domestic Tourism Survey. Statistical releases containing basic statistical summaries of the findings of the DTS are produced within six months after data collection ends. Thematic and technical reports are produced as planned
Purpose/importance	These documents are used by our partners in government, academia and private enterprises for strategy and policy formulation, planning and monitoring and evaluation, as it relates to domestic tourism
Source of information/ collection of data	Household survey data and other relevant sources in the case of thematic reports
Method of calculation	Actual observations provided in statistical releases and reports as frequencies, percentage distributions and medians
Data limitation	Timeliness, accuracy and relevance of survey data. Partnerships with support divisions within Stats SA: Survey Operations, CDPC, Methodology and ADAPT
Type of indicators	Outputs (statistical releases and reports)
Calculation type	Non-cumulative
Reporting cycle	Annual, biannual
New indicator	1 new report, 2 regular reports
Desired performance	All statistical releases, reports and datasets published are on time, relevant and accurate
Indicator responsibility	Executive Manager: Social Statistics

7. International Tourism

Indicator title (WP – 7)	Number and timeliness of monthly and annual releases on international tourism (tourism and documented immigrants)
Short definition	International tourist statistics deals with foreigners who visit and spend at least one night in South Africa. Statistics on documented immigrants (permanent and temporary)
Purpose/importance	Data can be used for monitoring the tourism contribution to the economy through the development of the tourism satellite account. They are also used to monitor government's bilateral and multi-lateral relationships with other countries. Data provide information on the flow of immigrants – volumes and some characteristics (nationality and age structure)
Source of information/ collection of data	Administrative records of data collected by the Department of Home Affairs immigration officials at all the air, land and sea ports of entry into the country. The data are stored in the department's Movement Control System
Method of calculation	Actual observations provided in releases and reports as frequencies, percentage distributions and medians
Data limitation	Timeliness and missing cases of variables in the traveller data. Dependency on the Department of Home Affairs to provide data from the Movement Control System. Stats SA does not have control over the quality and timeliness of the data received
Type of indicators	Outputs: Releases, reports and datasets published
Calculation type	One monthly release and cumulated data for the annual report
Reporting cycle	Monthly and annual (tourism statistics)
New indicator	No
Desired performance	All statistical releases, reports and datasets are published on time; the calculations are accurate and the findings are relevant
Indicator responsibility	Executive Manager: Health and Vital Statistics

8. Transport Statistics

Indicator title (WP – 8)	Number and timeliness of technical documents/reports on improving transport statistics
Short definition	Thematic and technical reports are produced that include statistics on household travel and transport patterns as measured by the National Household Travel Survey (NHTS) and other relevant administrative sources
Purpose/importance	These documents are used by our partners in government, academia and private enterprises for strategy and policy formulation, planning and monitoring and evaluation as it relates to transport statistics
Source of information/ collection of data	Household survey data and other relevant sources in the case of thematic and technical reports
Method of calculation	Actual observations provided in statistical releases and reports as frequencies, percentage distributions and medians
Data limitation	Timeliness, accuracy and relevance of survey data. Partnerships with support divisions within Stats SA: Survey Operations, CDPC, Methodology and ADAPT
Type of indicators	Outputs (statistical releases and reports)
Calculation type	Non-cumulative
Reporting cycle	Annual
New indicator	2 new reports
Desired performance	All statistical releases, reports and datasets published are on time, relevant and accurate
Indicator responsibility	Executive Manager: Social Statistics

9. Private Sector Financial Statistics

Indicator title (WP – 9)	Number and timeliness of quarterly and annual on financial statistics of the private sector
Short definition	Quarterly and annual financial statistics are about tracking financial performance and financial position of selected private sector and public corporations
Purpose/importance	Information from the surveys conducted by the Financial Statistics division is primarily used in the compilation of the GDP. It is also used by economic policy advisors and business analysts to understand the dynamics of the economy
Source of information/ collection of data	Selected private sector and public corporations
Method of calculation	Based on various accounting and other methodological processes and data estimations
Data limitation	Respondent reluctance, data verification, limited resources, timeliness, other sampling and non-sampling aspects
Type of indicators	Statistical releases, additional data available
Calculation type	Cumulative and estimation
Reporting cycle	Annually and quarterly
New indicator	No
Desired performance	Use and applicability of internationally acclaimed practices
Indicator responsibility	Executive Manager: Private Sector Financial Statistics

10. Government Financial Statistics

Indicator title (WP – 10)	Number and timeliness of quarterly and annual financial statistics of government releases published
Short definition	Government Financial Statistics tracks government revenue and spending and the financial performance of government
Purpose/importance	To inform evidence-based economic development and transformation in line with internationally recognised practices and to help policy decision-makers in monitoring and assessment of performance of government programmes and policies, and to enable them to make better informed decisions for fair and accurate budget allocations. The statistics are also used as input for GDP and related estimates
Source of information/ collection of data	Local government institutions (LGIs) statistics are collected from local government institutions, and other public sector institutions through questionnaires and financial statements. National and provincial government institutions (NPGIs) source the actual revenue and expenditure figures from administrative data of national and provincial government departments from SITA, audited annual reports of national and provincial government departments, and the fiscal documents as published by National Treasury with national and provincial government department financial information
Method of calculation	Current prices for income and expenditure and historical prices for balance sheet items – based on various accounting and other methodological processes/documents (SNA, GFS, MFMA, GRAP/GAMAP, SDDS, etc.)
Data limitation	Respondent reluctance, data verification, limited resources, unaudited financial statements, and unclear audit reports (LGIs)
Type of indicators	Output: Statistical releases and disaggregated datasets
Calculation type	Cumulative (ongoing)
Reporting cycle	Annual and quarterly
New indicator	No
Desired performance	All releases published timeously
Indicator responsibility	Executive Manager: Government Financial Statistics

11. Consumer Price Index

Indicator title (WP – 11)	Number and timeliness of monthly consumer price index (CPI) releases published
Short definition	The consumer price index measures consumer inflation in the economy
Purpose/importance	The consumer price index is the primary measure of price stability and is an input into monetary policy decision-making; it is an index of changes in the cost of living for the purpose of contracts and inflation-linked bonds
Source of information/ collection of data	Monthly collections of price data from businesses
Method of calculation	The consumer price index is compiled as the geometric mean of price changes per lowest product group and the weighted arithmetic mean of aggregated indices
Data limitation	Partially (only food products are collected in rural and informal markets)
Type of indicators	Outputs: CPI publications
Calculation type	Non-cumulative
Reporting cycle	Monthly
New indicator	No
Desired performance	All releases published timeously
Indicator responsibility	Executive Manager: Price Statistics

12. Producer Price Index

Indicator title (WP – 12)	Number and timeliness of monthly producer price index (PPI), contract price adjustment provision (CPAP) and export and import unit value indices (UVIs) releases published
Short definition	PPI is a measure of the change in the prices of goods; either as they leave their place of production or as they enter the production process. CPAP measures the change in the prices in the construction sector of goods either as they leave their place of production or as they enter the production process. UVIs measure the overall change in the prices of transactions in goods between the residents of RSA and residents of the rest of the world (exports and imports)
Purpose/importance	PPI measures inflation in the manufacturing, mining, agricultural and electricity and gas industries to escalate contracts, inform economic policy-making and deflate the national accounts, while CPAP measures inflation in the construction industry and UVI is a deflator in the compilation of national accounts and is an indicator of some inflationary trends
Source of information/ collection of data	PPI: Monthly collections of price data from businesses. CPAP: Monthly collections of price data from businesses/producers. UVI: Customs data from South African Revenue Service (SARS)
Method of calculation	PPI, CPAP and UVIs are compiled as the geometric mean of price changes per lowest product group and the weighted arithmetic mean of aggregated indices
Data limitation	PPI: Unregistered businesses. CPAP: Unregistered businesses/producers. UVI: Secondary data
Type of indicators	Outputs: PPI publications (P0142.1). CPAP construction producer price indices (P0151) UVI: Imports and exports price indices (P0142.7)
Calculation type	Non-cumulative
Reporting cycle	Monthly
New indicator	No
Desired performance	All releases published timeously
Indicator responsibility	Executive Manager: Price Statistics

13. Services Producer Price Index

Indicator title (WP – 13)	Number and timeliness of research reports on services PPI
Short definition	Services PPI is about the calculation of price indices for services in the construction sector
Purpose/importance	To develop new and innovative statistical products and services
Source of information/ collection of data	Monthly collections of price data from construction businesses
Method of calculation	Observations
Data limitation	Availability of accurate data, respondent reluctance, data verification, and limited resources
Type of indicators	Input; research report
Calculation type	Non-cumulative
Reporting cycle	Monthly
New indicator	No
Desired performance	All reports completed and published timeously
Indicator responsibility	Executive Manager: Price Statistics

14. Employment and Earnings Statistics

Indicator title (WP – 14)	Number and timeliness of quarterly reports published on employment and earnings
Short definition	Quarterly Employment Survey (QES) is a survey of businesses and organisations that collects statistical information on employment and earnings in the formal and non-agricultural sector
Purpose/importance	Measures employment and gross earnings. The survey provides data essential for estimating key economic statistics of employment and gross earnings
Source of information/ collection of data	Quarterly collection of labour statistics from businesses
Method of calculation	Count of weighted observations and ratios
Data limitation	Inability to produce small area estimates
Type of indicators	Outputs: 4 statistical releases (Quarterly Employment Survey)
Calculation type	Non-cumulative
Reporting cycle	Quarterly
New indicator	No
Desired performance	All statistical releases and datasets published are on time, relevant and accurate
Indicator responsibility	Executive Manager: Labour Statistics

15. Labour Force Survey Statistics

Indicator title (WP – 15)	Number and timeliness of quarterly, annual, and periodic releases and reports published on the labour market
Short definition	The labour statistics scope is to measure and produce work statistics through the following surveys: Quarterly Labour Force Survey, Survey of Activities of Young People (child labour), Survey of Employers and the Self-Employed (informal sector), Volunteer Activities Survey (volunteer work), Time Use Survey, School to Work Transition Survey and other labour market related modules
Purpose/importance	Measuring the labour market indicators (these include employment, unemployment and the descriptors of employment), other forms of work and the labour market dynamics through longitudinal analysis
Source of information/ collection of data	Quarterly collection of labour statistics from households and four-yearly collection of other work statistics from households
Method of calculation	Count of weighted observations and ratios
Data limitation	Inability to produce small area estimates
Type of indicators	Outputs: 4 statistical releases (Quarterly Labour Force Survey) and at least 2 reports every year
Calculation type	Non-cumulative
Reporting cycle	Quarterly, annually, periodically
New indicator	1 new report on School to Work Transition Survey (SWTS)
Desired performance	All statistical releases, reports and datasets published are on time, relevant and accurate
Indicator responsibility	Executive Manager: Labour Statistics

16. Agricultural Statistics

Indicator title (WP – 16)	Number and timeliness of the annual reports on agricultural statistics
Short definition	Annual agricultural statistics informs the annual financial performance (trends) of agricultural industries
Purpose/importance	Annual agricultural statistics is used in growing the economy, creating jobs and promoting investment
Source of information/ collection of data	Annual collection of forestry and fisheries data from enterprises
Method of calculation	Estimation consistent with the stratified sampling method used
Data limitation	Unregistered retail businesses, especially in the rural areas and informal settlements. Enterprises that are registered only for income tax (IT) and those that are not registered for either value added tax (VAT) or income tax (IT)
Type of indicators	Various annual agriculture (farming, forestry and fisheries) statistical release(s)
Calculation type	Non-cumulative
Reporting cycle	Annual
New indicator	Yes
Desired performance	Statistical release(s) published timeously
Indicator responsibility	Executive Manager: Structural Industry Statistics

17. Environmental Economic Accounts

Indicator title (WP – 17)	Number and timeliness of Environmental Economic Accounts (EEA) reports published
Short definition	EEA reflects the impact of using natural resources in the production process
Purpose/importance	EEA identifies specific activities undertaken to prevent or combat the environmental impact of human activity
Source of information/ collection of data	Internal and external data sources (research related work)
Method of calculation	Guided by the System of Environmental Economic Accounts (SEEA)
Data limitation	Access to quality external data sources
Type of indicators	Energy, minerals, water and fishing
Calculation type	Guided by the System of Environmental Economic Accounts (SEEA)
Reporting cycle	Annually
New indicator	Integrated Economic Accounts
Desired performance	Publish within the planned timeframe
Indicator responsibility	Executive Manager: National Accounts

18. Social and Household Service Delivery Statistics

Indicator title (WP – 18)	Number and timeliness of reports on social and household service delivery statistics
Short definition	Statistical releases containing basic statistical summaries of the findings on the General Household Survey (GHS) are produced within six months after data collection ends. These reports include statistics on education, access to social services, household food security, access to housing, basic services and attitudes of households in relation to the quality and reliability of these services. Thematic and technical reports are produced as planned
Purpose/importance	These documents are used by our partners in government, academia and private enterprises for strategy and policy formulation, planning and monitoring and evaluation as it relates to social matters and service delivery
Source of information/ collection of data	Household survey data and other relevant sources in the case of thematic reports
Method of calculation	Actual observations provided in statistical releases and reports as frequencies, percentage distributions and medians
Data limitation	Timeliness, accuracy and relevance of survey data. Partnerships with support divisions within Stats SA: Survey Operations, CDPC, Methodology and ADAPT
Type of indicators	Outputs (statistical releases and reports)
Calculation type	Non-cumulative
Reporting cycle	Annual
New indicator	2 new reports, 2 regular reports
Desired performance	All statistical releases, reports and datasets published are on time, relevant and accurate.
Indicator responsibility	Executive Manager: Social Statistics

19. Poverty and Inequality Statistics

Indicator title (WP – 19)	Number and timeliness of reports on poverty and inequality reports based on monetary measures
Short definition	The proportion of the population living below the poverty line
Purpose/importance	Informs about the poverty and inequality levels in South Africa. The reports also inform about progress towards achieving MDGs and NDP targets
Source of information/ collection of data	Living Conditions Survey (LCS) and Income and Expenditure Survey (IES)
Method of calculation	For the poverty headcount, household consumption expenditure is used as a proxy for income. The poverty headcount looks at the proportion of the individuals living below international and national poverty lines. The depth of poverty (poverty gap) is a mean distance of the poor away from the poverty line. Inequality is based on household incomes and household expenditure. It is a figure between zero (0) and one (1) where 0 indicates total equality and 1 indicates total inequality
Data limitation	Infrequency of the surveys due to high cost
Type of indicators	Outputs: Releases, reports and datasets published
Calculation type	Non-cumulative
Reporting cycle	2,5-yearly basis
New indicator	An increase in the number of thematic reports on poverty and inequality
Desired performance	Accurate and informative poverty and inequality reports informing poverty trends in South Africa
Indicator responsibility	Executive Manager: Poverty and Inequality Statistics

20. Government Financial Statistics

Indicator title (WP – 20)	Number and timeliness of published annual non-financial statistics of municipalities
Short definition	Statistical information on service delivery by municipalities
Purpose/importance	Provide information that can serve as a framework to stakeholders and policymakers in planning, as well as monitoring and evaluating the performance of municipalities. Also used by national and provincial government departments to analyse the actual services provided by municipalities
Source of information/ collection of data	Local government institutions (LGIs) statistics are collected from local government institutions through questionnaires
Method of calculation	Actual observations reported in municipal systems and documents
Data limitation	Respondent reluctance, lack of proper records, and lack of verification tools
Type of indicators	Outputs: Publications (statistical releases)
Calculation type	Cumulative (ongoing)
Reporting cycle	Annually
New indicator	No
Desired performance	All releases published timeously.
Indicator responsibility	Executive Manager: Government Financial Statistics

21. Population Statistics

Indicator title (WP – 21)	Number and timeliness of reports and documents on population statistics
Short definition	Population statistics outlines population characteristics such as age and sex structure, socio-economic related characteristics (education, employment, disability, living conditions) of a specific locality, based on census and household-based surveys. Population statistics are generated to inform planning and resource allocation, as well as monitoring progress on population issues
Purpose/importance	Development of basic and thematic reports on population dynamics enables government and other stakeholders to plan, develop evidence-based policies and evaluate the impact of various policies and programmes on various target groups
Source of information/ collection of data	Censuses, household-based surveys and administrative records
Method of calculation	Frequencies, percentages, sex ratios, indices, mean, medians
Data limitation	Data quality and at times inadequate data on some aspects of population characteristics translating into lack of indicators to measure progress on addressing specific challenges
Type of indicators	Census/Community Survey questionnaires, thematic reports, discussion documents, basic reports
Calculation type	Non-cumulative
Reporting cycle	Five-year intervals (questionnaires), annual (thematic reports and discussion documents)
New indicator	Data quality assessment guidelines
Desired performance	Census/Community Survey questionnaire, thematic reports, discussion documents on data quality published are on time, relevant and accurate
Indicator responsibility	Executive Manager: Population Statistics

22. Demographic Profile

Indicator title (WP – 22)	Number and timeliness of thematic reports on the demographic profile and annual reports on projected population estimates (national and sub-provincial level)
Short definition	Refers to dynamics of population estimates and in-depth reports around demographic themes. This provides comprehensive demographic information on the population dynamics at all levels of society
Purpose/importance	The demographic profile is critical for planning purposes to know how the population of the country is at a particular point in time. Demographic reports provide more in-depth analysis around demographic themes which give users more insight and which provide intellectuals with a platform from which to perform further research
Source of information/ collection of data	Census, household surveys with demographic data and administrative data
Method of calculation	Assessment of data and application of established demographic techniques dependent on the type of analysis being conducted
Data limitation	Fieldwork quality which contributes to poor data and geographic depth of data which is limited by the sample from which the data come
Type of indicators	Indicators measure mostly impact of change as reflected in output of demographic indicators
Calculation type	Reports are cross-sectional once-off reports for the period of study = non-cumulative
Reporting cycle	Population estimates are annual, but demographic reports are conducted as and when a new major data source becomes available
New indicator	No
Desired performance	Performance is measured by quality of reports and buy-in of users into reports and not so much by quantity
Indicator responsibility	Executive Manger: Demographic Analysis

23. Vital Statistics

Indicator title (WP – 23)	Number and timeliness of monthly/annual reports and releases on vital statistics
Short definition	Vital events such as births and deaths, and include: Live births that occurred and that where registered for the specific year; Deaths that occurred and were registered for the specific year; Marriage and divorce statistics deal with the annual registered marriages (civil and customary) and civil unions; as well as the divorces that arise from these registered vital events
Purpose/importance	Data used as key input to population projections (birth and death data); provide accurate statistics on health status of the population, and is used to assess census data; the data can be used for assessing the registration of marriages /unions and divorces in the country. The data also provide information on the formation and dissolution of marriages/unions in South Africa
Source of information/ collection of data	Administrative records of vital events from civil registration (births and civil and customary marriages) from the Department of Home Affairs. Deaths as registered at DHA, coded and processed by Stats SA. The data on divorces are obtained (using the Stats SA Divorce Form) from the Department of Justice – Regional courts have been designated to deal with divorce matters in South Africa
Method of calculation	Actual observations provided in releases and reports as frequencies, percentage distributions and medians
Data limitation	Dependency on the Department of Home Affairs to submit civil registration data: Births (not all fields are completed, not all fields are accurately completed); Deaths (not all fields are completed, not all fields are accurately completed); Dependency on the national postal system for the delivery of completed forms from the courts to Stats SA. Stats SA does not have control over the quality and timeliness of secondary data received
Type of indicators	Annual statistical releases and datasets published
Calculation type	Non-cumulative
Reporting cycle	Annual (civil registration reports)
New indicator	Annual perinatal report
Desired performance	All statistical releases, reports and datasets published are on time, relevant and accurate
Indicator responsibility	Executive Manager: Health and Vital Statistics

24. Vulnerable Groups Statistics

Indicator title (WP – 24)	Number and timeliness of statistical reports and releases on vulnerable groups
Short definition	Statistical reports are produced about the life circumstances and activities of the elderly, youth, women, children and the disabled. Vulnerable group reports are produced as planned using data from the GHS, QLFS, LCS and I&E surveys, censuses, as well as administrative records
Purpose/importance	Specific themes that are addressed include demographics, education, health and labour force participation. Indicators related to these themes are used by our partners in government, academia and private enterprises for strategy and policy formulation, planning and monitoring and evaluation as it relates to elderly, youth, women, children and the disabled
Source of information/ collection of data	Household survey data and other relevant sources in the case of thematic reports
Method of calculation	Actual observations provided in statistical releases and reports as frequencies, percentage distributions and medians
Data limitation	Timeliness, accuracy and relevance of survey and administrative data. Stats SA does not have control over the quality and timeliness of data from administrative sources
Type of indicators	Outputs (statistical releases and reports)
Calculation type	Non-cumulative
Reporting cycle	Annual
New indicator	2 new reports
Desired performance	All reports are on time, relevant and accurate
Indicator responsibility	Executive Manager: Social Statistics

25. Gender Statistics

Indicator title (WP – 25)	Number and timeliness of statistical releases/reports on gender statistics
Short definition	Gender statistics focus on the life circumstances and activities of men and women. Reports on gender are produced as planned using data from the GHS, QLFS, LCS and I&E surveys, censuses, as well as administrative records
Purpose/importance	Specific themes that are addressed in gender statistics include demographics, education, health and labour force participation. Indicators related to these themes are used by our partners in government, academia and private enterprises for strategy and policy formulation, planning and monitoring and evaluation as it relates to men and women
Source of information/ collection of data	Household survey data and other relevant sources in the case of thematic reports
Method of calculation	Actual observations provided in statistical releases and reports as frequencies, percentage distributions and medians
Data limitation	Timeliness, accuracy and relevance of survey and administrative data. Stats SA does not have control over the quality and timeliness of data from administrative sources
Type of indicators	Outputs (statistical releases and reports)
Calculation type	Non-cumulative
Reporting cycle	Annual
New indicator	1 new report
Desired performance	All reports are on time, relevant and accurate
Indicator responsibility	Executive Manager: Social Statistics

26. Crime and Safety Statistics

Indicator title (WP – 26)	Number and timeliness of statistical releases/reports on crime
Short definition	Crime and safety statistics are recognised as a tool to assist government and the general public to understand the dynamics of crime. The information is quite critical as it examines crime from the victim's point of view. The official reports include statistics on public perceptions on crime and safety, the performance of the criminal justice system, as well as the incidence and circumstances surrounding reported and unreported crime
Purpose/importance	It examines the extent of reporting or underreporting of crime, complements crime statistics provided by administrative sources, explores the perceptions about the police service, and acts as a benchmark against which future surveys of the same nature can be compared. These documents are used by our partners in government, academia and private enterprises for strategy and policy formulation, planning and monitoring and evaluation as it relates to crime and safety
Source of information/ collection of data	Household survey data and other relevant data sources in the case of thematic reports
Method of calculation	Actual observations provided in statistical releases and reports as frequencies, percentage distributions and medians
Data limitation	Timeliness, accuracy and relevance of survey data. Partnerships with support divisions within Stats SA: Survey Operations, CDPC, Methodology and ADAPT
Type of indicators	Outputs (statistical releases and reports)
Calculation type	Non-cumulative
Reporting cycle	Annual
New indicator	2 new reports, 1 regular report
Desired performance	All statistical releases, reports and datasets published are on time, relevant and accurate
Indicator responsibility	Executive Manager: Social Statistics

27. Health Statistics

Indicator title (WP – 27)	Number and timeliness of documents/reports on health statistics
Short definition	Health Statistics is information that is provided to enable better profiling and monitor the health status of the population. It also provides information on status of health services access and utilisation
Purpose/importance	Provide accurate and timely health statistics for South Africa
Source of information/ collection of data	General House Survey (GHS), Living Conditions Survey (LCS) and the South African Demographic and Health Survey (SADHS)
Method of calculation	Data from respondents are provided in reports as frequencies and percentage distributions
Data limitation	Information not provided at lower geographical level
Type of indicators	Outputs: reports (mortality, morbidity, health status, immunisation, health services utilisation, disability, injuries, nutrition)
Calculation type	Non-cumulative
Reporting cycle	Annual
New indicator	No
Desired performance	All reports are published on time, relevant and accurate
Indicator responsibility	Executive Manager: Health and Vital Statistics

28. Education Statistics

Indicator title (WP – 28)	Number and timeliness of technical documents/reports on improving education statistics
Short definition	Education statistics focus on measuring educational inputs, problems and outcomes in relation to early childhood, primary, secondary and tertiary education. Thematic reports on education are produced as planned using data from the GHS, censuses and other household surveys, as well as administrative records
Purpose/importance	Due to the current limited scope and incompleteness of administrative records, information related to education derived from household surveys and census records provides important complementary information about the state of education in the country. These documents are used by our partners in government, academia and private enterprises for strategy and policy formulation, planning and monitoring and evaluation as it relates to education
Source of information/ collection of data	Household survey data and other relevant sources in the case of thematic reports
Method of calculation	Actual observations provided in statistical releases and reports as frequencies, percentage distributions and medians
Data limitation	Timeliness, accuracy and relevance of survey and administrative data. Stats SA does not have control over the quality and timeliness of data from administrative sources
Type of indicators	Outputs (statistical releases and reports)
Calculation type	Non-cumulative
Reporting cycle	Annual
New indicator	1 new report
Desired performance	All reports are on time, relevant and accurate
Indicator responsibility	Executive Manager: Social Statistics

29. Governance Statistics

Indicator title (WP – 29)	Number and timeliness of documents/reports on governance statistics
Short definition	Governance statistics include indicators related to policy coherence and effectiveness, strategies underpinning the performance of government at all spheres, the structure of the civil service, the performance and operational outputs of civil servants and increasingly, the emerging issue of Information and Communication Technology (ICT) and e-governance. Reports on governance statistics are produced as planned using data from consultative processes, surveys and administrative records
Purpose/importance	Due to the current limited scope of information on governance, it has become important to diagnose the coverage, potential gaps and quality of the current governance statistics system. This is necessary in order to measure governance statistics in a more consistent and systematic way and according to SASQAF standards. Data obtained from surveys and administrative records information can be used by our partners in government, academia and private enterprises for strategy and policy formulation, planning and monitoring and evaluation as it relates to governance
Source of information/ collection of data	Stakeholder consultation, survey data and other relevant administrative data sources in the case of thematic reports
Method of calculation	Actual observations provided in statistical releases and reports as frequencies, percentage distributions and medians
Data limitation	Timeliness, accuracy and relevance of survey and administrative data. Stats SA does not have control over the quality and timeliness of data from administrative sources
Type of indicators	Outputs (statistical releases and reports)
Calculation type	Non-cumulative
Reporting cycle	Annual
New indicator	1 new report
Desired performance	All reports are on time, relevant and accurate
Indicator responsibility	Executive Manager: Social Statistics

30. Government Financial Statistics (Research and Analysis)

Indicator title (WP – 30)	Number and timeliness of research reports on government financial statistics
Short definition	Research report on government financial statistics
Purpose/importance	To develop new and innovative statistical products and services
Source of information/ collection of data	Data will be sourced from all government institutions and main stakeholders
Method of calculation	Observations
Data limitation	Availability of accurate data, respondent reluctance, data verification, and limited resources
Type of indicators	Output: Research report
Calculation type	Non-cumulative
Reporting cycle	Annually
New indicator	Dependent on findings from research report/s
Desired performance	All reports completed and published timeously
Indicator responsibility	Executive Manager: Government Financial Statistics

31. Policy Research and Analysis

Indicator title (WP – 31)	Number of research reports on policy research and analysis
Short definition	Research paper on findings
Purpose/importance	Use of scientific statistical applications to develop findings
Source of information/ collection of data	Statistics produced mostly in the various divisions of Stats SA data and administrative data from other departments
Method of calculation	Usage of scientific statistical methods and theories for the development of findings
Data limitation	General scarcity of available official spatial data in the country
Type of indicators	Final research document or presentation in hard copy or electronic form
Calculation type	Use of scientific statistics methods
Reporting cycle	The reporting cycle is quarterly or annual
New indicator	No
Desired performance	Application of internationally acclaimed statistical practices and use of latest trends in terms of methodologies
Indicator responsibility	Executive Manager: Policy Research and Analysis

32. Poverty and Inequality Statistics

Indicator title (WP – 32)	Number of research reports on poverty levels based on non-monetary poverty measures
Short definition	The reports are based on the South African Multi-dimensional Poverty Index (SAMPI), which is derived from an international measure of acute poverty called the Multidimensional Poverty Index (MPI). This measure captures the severe deprivations that each person or household faces with respect to education, health and living standards. However, the SAMPI has been designed to take into consideration the South African circumstances
Purpose/importance	The indicator informs on the poverty stricken areas through the use of poverty maps. It helps in the identification of areas in need of government intervention programmes
Source of information/ collection of data	Census data
Method of calculation	Households who are deprived in a 3rd of the selected indicators for the SAMPI are classified as multi-dimensionally poor
Data limitation	Comparisons with previous censuses because of changes in the questionnaire. We are working towards standardisation of the questions
Type of indicators	Outputs: Provincial, municipal and wards poverty maps as well as reports
Calculation type	Non-cumulative
Reporting cycle	Once every five years, moving towards annual reports
New indicator	Provincial poverty maps on an annual basis and more frequent production of municipal, poverty maps
Desired performance	Information and accurate provincial, municipal and ward poverty maps as well as a report highlighting drivers of poverty in different areas
Indicator responsibility	Executive Manger: Poverty and Inequality Statistics

33. Data Revolution

Indicator title (WP – 33)	Number and timeliness of technical documents/reports on data revolution
Short definition	A research report on data revolution aiming to define the explosion of data in terms of speed, number of producers, the dissemination of data, coming from new technologies
Purpose/importance	The purpose is to close the data gaps and strengthen the capability of the national statistics system
Source of information/ collection of data	International, regional and national documents on data revolution
Method of calculation	Simple count
Data limitation	New emerging concept internationally which is still in an exploratory stage
Type of indicators	Output
Calculation type	Non-cumulative
Reporting cycle	Annual
New indicator	1 new report
Desired performance	Report is on time, relevant and accurate
Indicator responsibility	Office of the SG

Strategic Outcome 2: Trusted statistics

Goal statement: By 2020, the statistics value chain is based on sound statistical quality principles in line with international standards and classifications that engender trust in our products. Key indicators for success are:

- 10% of statistical series are certified as official
- Five independent evaluations have been conducted
- Two international standards adopted and implemented
- Delighted users of statistical products

Strategic objectives under trusted statistics:



34. Quality Management System

Indicator title (WP – 34)	Number of documents/reports on implementing quality management system
Short definition	The reports aim to define a quality management system and quality management practices for a statistical organisation
Purpose/importance	The purpose of a quality management system is to improve the comparability and accuracy of statistical information by institutionalising an end-to-end quality management approach
Source of information/ collection of data	International, regional and national documents on quality management including the Fundamental Principles of Official Statistics and the African Charter on Statistics
Method of calculation	Simple count
Data limitation	None
Type of indicators	Output
Calculation type	Non-cumulative
Reporting cycle	Annual
New indicator	No
Desired performance	Report is on time, relevant and accurate
Indicator responsibility	Executive Manager: Methodology and Evaluation (The placement of the quality management function is not finalised)

35. Methodology and Evaluation

Indicator title (WP – 35)	Number and timeliness of evaluation reports
Short definition	Project evaluations are undertaken annually as a quality control measure to ensure compliance and ensure public confidence in the organisational survey and analytical processes
Purpose/importance	Project evaluation is a central element of quality and risk management for Stats SA projects. The evaluations are intended to evaluate the survey value chain with a view of making recommendations for improvements
Source of information/ collection of data	Clusters and divisional methodological programmes and technical notes, as well as quarterly and annual reports
Method of calculation	Simple count (number of evaluation reports submitted to various stakeholders)
Data limitation	Accuracy and completeness of information, data and programmes received dependent on various clusters or divisions
Type of indicators	Input: Methodological programmes. Output: Quarterly and annual evaluation reports and frameworks
Calculation type	Non-cumulative
Reporting cycle	Annually
New indicator	No
Desired performance	Submit evaluation reports timeously and accurately
Indicator responsibility	Executive Manager: Methodology and Evaluation

36. Survey Coordination, Monitoring and Evaluation

Indicator title (WP – 36)	Number and timeliness of survey monitoring and evaluation reports
Short definition	Continuously monitor and conduct process evaluations for the population and household-based surveys within the population, and forward recommendations to decisions-makers for quality improvements
Purpose/importance	To identify the population and household surveys input, process and output indicators, and monitor its implementation continuously, with the aim of reporting on how the population and household-based surveys were conducted and the quality thereof. M&E reports are about quality assurance and controls of household surveys and monitoring thereof
Source of information/ collection of data	Population and household surveys plans, questionnaires and planning documents. Different M&E tools developed by the SCM&E divisions based on how the surveys are conducted
Method of calculation	Simple count (number of reports submitted or circulated to stakeholders)
Data limitation	The division does not cover outcome and impact indicators. Only population and household-based surveys are monitored and evaluated
Type of indicators	Outputs (bi-weekly, monthly, quarterly and annual reports)
Calculation type	Cumulative and non-cumulative reports
Reporting cycle	Bi-weekly, quarterly, annual and periodic
New indicator	No
Desired performance	Produce and submit reports or circulate them to relevant stakeholders timeously. Status: desirable performance achieved timeously
Indicator responsibility	Executive Manager: Survey Coordination, Monitoring and Evaluation

37. Methodology and Evaluation

Indicator title (WP – 37)	Percentage methodological support provided on time to various stakeholders within the statistical value chain (Plan, design, build, process and disseminate)
Short definition	Methodological support assist producers of statistics and various stakeholders to ensure quality research, data comparability and statistical integrity of official statistics
Purpose/importance	Methodological support is provided to various stakeholders to ensure the constructs and principles of methodological processes within the survey value chain are of statistical integrity and best practice
Source of information/ collection of data	Survey data of various household surveys from the population and social statistics cluster. Business register with business records compiled countrywide from DTI and SARS. Cluster and divisional plans, templates and reports
Method of calculation	Methodological notes and datasets published after sampling, weighting and estimation. Review and updating of programs for sampling, weighting and estimation
Data limitation	Timeliness, accuracy and relevance of business and survey data. Dependency on the data from survey areas
Type of indicators	Input: Programs for sampling, weighting and estimation, datasets from survey areas Outputs: Methodological notes, reports and datasets published
Calculation type	Non-cumulative
Reporting cycle	Quarterly and annually
New indicator	No
Desired performance	All statistical releases, reports and datasets published are on time, relevant and accurate
Indicator responsibility	Executive Manager: Methodology and Evaluation

38. Census and Community Survey Operations

Indicator title (WP – 38)	Number and timeliness of documents/reports on census and community survey operations
Short definition	The Census provides demographic, social and socio-economic statistics at small areas level based on a full count of the country, which assists policymakers in their quest for formulating appropriate policies and programmes, while the Community Survey is a large-scale household survey conducted to estimate the population and to collect information on the trends and levels of the demographic and socio-economic state
Purpose/importance	The data collected in population censuses provide a sampling frame for intercensal surveys which provide further insights into demographic and socio-economic trends for purposes of monitoring and evaluation of the implementation of various policies and programmes, while the Community Survey provides estimates of the population count and the number of households in a municipality in order to provide data that will serve as input into their Integrated Development Plans (IDPs) and infrastructure investment budgeting
Source of information/ collection of data	Data are collected from households country wide for Census, and from sampled households and enumeration areas for the Community Survey
Method of calculation	Based on count: Number of dwelling units enumerated and questionnaires collected for Census and large-scale household surveys
Data limitation	Non-response rates: Data limitations are mainly due to the completeness of the collected data. Although the Census target is to count everyone in the country there are cases of refusals to participate from households with cases of non-contacts and some areas which are difficult to access like the high-walled areas
Type of indicators	Total number of questionnaires completed and DUs enumerated. Other indicators include the undercount and response rates which are important in the assessment of coverage
Calculation type	Non-cumulative
Reporting cycle	Periodic – 5-year cycle
New indicator	No
Desired performance	Full count of the population, thus 100% response rates, particularly for CS. Enumeration completed on time and with high quality
Indicator responsibility	Executive: Manager: Census and Community Survey



39. Household Survey Operations

Indicator title (WP – 39)	Number of documents/reports on coordinating and monitoring data collection for household surveys, training for surveys and conducting quality assurance
Short definition	Coordination and monitoring of data collection on Continuous Data Collection (CDC) surveys are done on a quarterly basis from households, whereas data collection on the Quarterly Labour Force Survey (QLFS) is conducted monthly. During the Living Conditions Survey (LCS), data are collected over a period of 12 months. Training on CDC surveys is conducted during the end of the year at national level and at the beginning of the year at provincial level. For periodic surveys, it is done before data collection and when needed, during the collection period. Quality assurance is conducted on a continuous basis
Purpose/importance	The main mandate of the Household Survey Operations division includes, but is not limited to: Coordinating and monitoring of data collection from households and its logistics. Preparing of training manuals and the execution of training at national and provincial levels. Quality assurance throughout the fieldwork process
Source of information/ collection of data	Monthly and quarterly completed questionnaires from provincial and district offices
Method of calculation	Instrument Tracking System (ITS) used as a tool to determine progress on the collection of household questionnaires
Data limitation	Refusals by respondents to participate in household surveys. Poor quality data due to insufficient training of fieldworkers. Poor quality data due to lack of quality management tool
Type of indicators	Outputs: Captured data with improved quality, training manuals and trained fieldworkers
Calculation type	Non-cumulative
Reporting cycle	Quarterly, annual and periodic
New indicator	No
Desired performance	Submit the required documents for compliance, accountability and effective governance
Indicator responsibility	Executive Manager: Household Survey Operations

40. Provincial Offices

Indicator title (WP – 40)	Number of documents to innovate the statistics value chain for better efficiency (data collection, stakeholder workshops/consultations and fact sheets)
Short definition	This indicator refers to the process of rationalising resources and adding value by innovating the field collections, stakeholder management and generating quick facts about provincial environments
Purpose/importance	The innovation approach seeks to be more efficient and effective and adapting to environmental change
Source of information/ collection of data	Data are collected from households through surveys
Method of calculation	Response rates using statistical analysis
Data limitation	Refusals by respondents and out-of-scope scenarios
Type of indicators	Outputs: completed questionnaires, reports on stakeholder workshops/consultations and fact sheets
Calculation type	Cumulative
Reporting cycle	Monthly, quarterly and annually
New indicator	Indicator: Not new but has only changed in terms of measurement
Desired performance	A higher performance and score is desirable (response rates)
Indicator responsibility	Provincial Executive Managers

41. Corporate Data Processing

Indicator title (WP – 41)	Number and timeliness of questionnaires/instruments processed and edited
Short definition	Corporate Data Processing is responsible for the processing of population and social statistics data and civil registration data
Purpose/importance	Provide accurate, reliable and timely data to be utilised in the preparation and development of population and social statistics as well as vital statistics data items and products
Source of information/ collection of data	Administrative records of vital events from civil registration, which involves a continuous gathering of information on all relevant vital events occurring within boundaries of a country as well as population and social surveys paper instruments scanned and converted into electronic datasets. The datasets are interrogated towards a report per quarter
Method of calculation	Query of electronic datasets: Total number of questionnaires/instruments processed
Data limitation	The data are virtual once processed and therefore need to be verified and confirmed against physical instruments. Quality and timeliness depends on Household Survey Operations division and the Department of Home Affairs and the Department of Health in completing forms accurately and submitting them to Stats SA on time
Type of indicators	Output indicators
Calculation type	Cumulative
Reporting cycle	Quarterly, annual and periodic
New indicator	No
Desired performance	Status: desirable performance achieved timeously
Indicator responsibility	Executive Manager: Corporate Data Processing

42. Publication Services

Indicator title (WP – 42)	Number of publications compiled and time series updated on a system (economic and social surveys; and administrative records)
Short definition	The publications contain a summary of statistical releases and reports. Time series are datasets in various tools
Purpose/importance	To indicate the number and date of release of the publications and time series
Source of information/ collection of data	Published reports
Method of calculation	Counting of the reports
Data limitation	No limitation
Type of indicators	This is a number
Calculation type	This is a cumulative number to obtain number of publications over a 12-month period
Reporting cycle	While it is reported on a monthly basis, it is accumulated to an annual basis
New indicator	Continues from previous years
Desired performance	This number is usually not exceeded
Indicator responsibility	Executive Manager: Publication Services

43. Stakeholder Relations and Marketing (Website)

Indicator title (WP – 43)	Number of visitor sessions and publication downloads on the website
Short definition	Stakeholder Relations engages with stakeholders on a daily basis, and through this engagement, new stakeholders are registered
Purpose/importance	The purpose of updating the information on the website is to provide users with current information. It also ensures that the organisational information in the public domain remains relevant
Source of information/ collection of data	Updated stakeholder information on the website – registered by recent date
Method of calculation	None
Data limitation	Due to the recent revamped website, stakeholders have registered their dissatisfaction about difficulties in accessing some information on the website. Low response rates on the User Satisfaction Survey
Type of indicators	Access to information and data downloads on the website
Calculation type	Cumulative
Reporting cycle	Monthly, quarterly and annually
New indicator	No
Desired performance	Capturing a wide variety of stakeholders using Stats SA information and data
Indicator responsibility	Executive Manager: Stakeholder Relations and Marketing

44. Statistical Standards Development

Indicator title (WP – 44)	Number of documents/reports on standards developed and reviewed within the Stats SA
Short definition	Statistical standards needed in the organisation are identified through the South African Statistical Quality Assessment Framework (SASQAF) standards, Statistical Value Chain (SVC), as well as proposals. The development of standards in the organisation follows a standard process, namely the Standards Development Life Cycle (SDLC), which forms part of the Standardisation Framework of Stats SA
Purpose/importance	Standards are a precondition for production of good quality statistics. Adherence to standards enhances international comparability and ensures that policymakers base their decisions on information that is reliable and of good quality in general
Source of information/ collection of data	Development of statistical standards is based on research on international best practice, legislation and policy. Some standards are developed by harmonising current organisational practices
Method of calculation	Simple count
Data limitation	Some standards are more complex than others, and may require more time and resources than anticipated during planning. This may result in delayed delivery of standards
Type of indicators	Outputs: Statistical standards (documents) and related policies
Calculation type	Cumulative
Reporting cycle	Monthly, quarterly and annual reports
New indicator	No
Desired performance	All statistical standards and related policies planned for development to be achieved on time
Indicator responsibility	Executive Manager: Survey Standards

45. Corporate Communications

Indicator title (WP – 45)	Number and timeliness of communication products developed
Short definition	Communication with internal stakeholders, external stakeholders and the media via various communication channels and products
Purpose/importance	Internal stakeholders need to be kept informed of organisational issues and decisions; external stakeholders need to be made aware of the work of the organisation and the importance of using official statistics for planning and decision-making; and the media are important in communicating organisational messages and ensuring that the organisation is viewed as credible
Source of information/ collection of data	Printed and electronic products; procurement documents and emails; registers and video recordings of press conferences
Method of calculation	Simple count
Data limitation	Availability of the SG for staff and media interactions
Type of indicators	Outputs (products) and activities
Calculation type	Non-cumulative
Reporting cycle	Quarterly
New indicator	No
Desired performance	Adherence to targets as set out in the organisational strategy and work programme
Indicator responsibility	Executive Manager: Corporate Communications

46. Stakeholder Relations and Marketing (Telephonic Queries and User Satisfaction Report)

Indicator title (WP – 46)	Percentage of telephonic queries handled within 15 minutes, 24 hours and 5 days. Number of user satisfaction survey reports
Short definition	The percentage used to calculate the turnaround time of handling user requests in line with Batho Pele principles. 15-minute requests cover simple and accessible information to various stakeholders, 24 hour requests cover normal requests which may require the creation of several tables to populate the required information, and 5-day special requests need subject matter specialists and usually require in-depth analysis of data. User Satisfaction Report – A survey conducted to find out stakeholder needs and how satisfied they are with the information disseminated
Purpose/importance	The purpose of user requests is to monitor the type of information requested and to monitor the turnaround times to service our stakeholders in line with the Service Delivery Improvement Plan, which is informed by the Batho Pele principles. The User Satisfaction Survey measures how satisfied Stats SA stakeholders are with the information available within Stats SA
Source of information/ collection of data	Customer Relations Management system (CRM) and User Satisfaction Survey
Method of calculation	Addition of numbers visited and downloaded from website
Data limitation	There is a problem with calculating percentages for requests due to unstableness of the Customer Relations Management (CRM) system. Due to problems with the CRM system, the stakeholder database is not updated properly and this leads to out-dated information about stakeholders. The implication is that SRM cannot source up-to-date stakeholder information to respond to the User Satisfaction Survey, leading to low response rates
Type of indicators	Percentage of user requests handled within 15 minutes, 24 hours and 5 days. User Satisfaction Report
Calculation type	Cumulative
Reporting cycle	Monthly, quarterly, annually
New indicator	No
Desired performance	Maximum use of our data products and good service. Satisfied stakeholders
Indicator responsibility	Executive Manager: Stakeholder Relations and Marketing

47. SANSS: Independent Assessment Units

Indicator title (WP – 47)	Number and timeliness of SASQAF quality statement reports
Short definition	Data quality improvement using SASQAF is a requirement for certifying data as official. Datasets that do not fulfil the quality criterion set in SASQAF are deemed to be of poor quality
Purpose/importance	It provides an indication of the quality of the data and serves as an input on required areas of quality improvement
Source of information/ collection of data	Assessment is based on metadata that are provided by the owner of the data
Method of calculation	Available metadata are checked against the requirements of SASQAF standards. Scores are allocated to each standard, based on the benchmarks that apply in order to quantify the overall levels of quality. Level 1 : poor statistics; Level 2: questionable statistics; Level 3: acceptable statistics; Level 4: quality statistics. Scores are then aggregated by dimensions. The overall score which is the average of the dimension scores also indicates the overall quality level of the product
Data limitation	The assessment process is based on the willingness of the data owner to subject their product to the assessment. The process can be tedious as it requires assembling supporting documents by the data owner for every standard. The scoring is based on the availability of the required metadata and hence on whether all the practices are fully documented. Often, data owners do not document all their practices especially if they do not have full control of the entire statistical value chain. Hence, they could decide to withdraw from the assessment which could result in an incomplete process and no quality statement for the statistical product
Type of indicators	Inputs: metadata sets. Outputs: Assessment reports, improvement plans and data quality statements
Calculation type	Cumulative
Reporting cycle	Annually
New indicator	2 data quality statements per year
Desired performance	4 data quality statements per year
Indicator responsibility	Executive Manager: Independent Assessment Unit

Strategic Outcome 3: Partners in statistics

Goal statement: By 2020, Stats SA is leading statistical coordination in the country. Partners in the SANSS actively participate in statistical coordination structures, are establishing statistics units to improve the quality of statistics generated and increase the use of statistics as evidence to inform policy processes. South Africa continues to guide and influence statistical development in the region, continent and the world. Key indicators for success are:

- 20% of municipalities are updating the spatial information frame through collaborative partnerships
- A geo-statistically enabled institution powered by informatics
- 5% of organs of state actively participate in the SANSS
- A National Strategy for the Development of Statistics has been compiled by 2017

Strategic objectives under partners in statistics:



48. Geographic Frames and Geographic Services

Indicator title (WP – 48)	Number of points created and maintained; and enumeration areas (EAs) demarcated (spatial framework)
Short definition	The spatial framework for censuses and surveys provides a spatial data framework, which consists of the dwelling frame, place names, enumeration areas and small areas. The spatial data framework forms the base reference for the operations and dissemination of censuses and surveys
Purpose/importance	The spatial framework is essential for the management of change within the South African environment, that provides for the drawing and updating of sample frameworks for the collection and dissemination of quality statistics
Source of information/ collection of data	Administrative records from municipalities, internal data from the listing capture books and master sample updates
Method of calculation	Number of municipalities updated, number of EAs updated
Data limitation	Latency of collected data, could be out-dated based on movement of population
Type of indicators	Updates to the spatial framework in the form of reports per municipality
Calculation type	Cumulative
Reporting cycle	Quarterly, annual and periodic
New indicator	No
Desired performance	Submit the required documents for compliance, accountability and effective governance
Indicator responsibility	Executive Manager: Geography Frames

49. Spatial Information Frame (Provinces)

Indicator title (WP – 49)	Number of reports to strengthen collaboration to build statistical sampling frames
Short definition	This indicator refers to the maintenance of an updated provincial geographic frame that will support all household-based surveys and censuses
Purpose/importance	Maintaining an updated spatial frame provides credibility and confidence to all the activities in the statistical value chain
Source of information/ collection of data	Survey and administrative data
Method of calculation	Simple count
Data limitation	Availability of quality administrative data
Type of indicators	Outputs: Administrative data
Calculation type	Cumulative
Reporting cycle	Quarterly
New indicator	Yes
Desired performance	The higher the score, the more desirable is the performance as it is linked to SASQAF dimensions on fit-for-use on administrative data
Indicator responsibility	Provincial Executive Managers

50. Business Register

Indicator title (WP – 50)	Percentage of large business surveys completed; number of performance and quality indicator reports; and number and timeliness of snapshots and common sampling frames
Short definition	Provide sampling frame for economic statistics surveys, divisional survey to improve quality of the business sampling frame and a set of documents and reports related to the Business Register environment
Purpose/importance	Documents, reports and divisional survey are produced for improvement and development purposes. The business sampling frame forms the basis of economic statistics surveys
Source of information/ collection of data	Reports, documents and the business sampling frame are for internal use. Business sampling frame is based on administrative (taxation) data
Method of calculation	Count of documents, reports and frame created and percentage of divisional collection
Data limitation	Business register information is based on administrative (taxation) data. Business register information is confidential
Type of indicators	Documents, reports and results of the divisional survey are the outputs. Frames are outputs as well as an input for economic statistics surveys as the frames are used to create these samples
Calculation type	Except for the divisional survey, all other indicators are non-cumulative
Reporting cycle	Quarterly and annually
New indicator	No
Desired performance	Submit the required documents for compliance
Indicator responsibility	Executive Manager: Business Register

51. Economic and Social Statistics Subsystems (SANSS)

Indicator title (WP – 51)	Number of reports on coordination of economic and social statistics subsystems
Short definition	Established partnerships with various organs of state in Economic and Social Statistics cluster with the aim to provide technical support and improve the quality of statistics
Purpose/importance	To ensure that organs of state produce good quality statistics for planning and decision-making
Source of information/ collection of data	Organs of state with whom Stats SA has collaborated through Memorandum of Understanding (MoU)
Method of calculation	Simple count (number of reports submitted or circulated to various stakeholders)
Data limitation	Organs of state unable to finalise some of the projects due to unavailability of funds
Type of indicators	Output: Reports
Calculation type	Non-cumulative
Reporting cycle	Quarterly and annually
New indicator	No
Desired performance	Report on Social and Economic Statistics subsystem by March 2016
Indicator responsibility	Executive Manager: Social and Economic Statistics Subsystem

52. Information Management in the SANSS

Indicator title (WP – 52)	Number of reports on coordination of information management in the SANSS (through a proposed blueprint for a SANSS-wide data repository)
Short definition	Implementing a SANSS-wide data repository is contingent on the development of the data repository blueprint. The blueprint identifies the individual components of the repository and infrastructure required for its implementation
Purpose/importance	A blueprint will allow Stats SA to determine the cost of implementing a data repository and determine whether the budget exists for its implementation
Source of information/ collection of data	Desktop research on why a SANSS data repository is required and developing a blueprint for how it can be implemented. Additionally, identify the technologies that will assist its implementation and how other NSOs have implemented such repositories in support of their NSS
Method of calculation	Count of number of reports produced
Data limitation	Not applicable
Type of indicators	Output: Number of reports produced
Calculation type	Non-cumulative
Reporting cycle	Annual
New indicator	Yes
Desired performance	Prepare a report on the requirements for implementing a SANSS-wide data repository with recommendations on how to implement the blueprint
Indicator responsibility	Executive Manager: Information Management

53. Statistical Reporting (SANSS)

Indicator title (WP – 53)	Number and timeliness of national and international statistical reports/datasets
Short definition	South Africa as a member of the United Nations (UN) has to provide regular progress updates on agreed interventions through the provision of statistical reports indicating the level of progress achieved by the country. These reports are also used by the UN to measure SA's performance relative to both established indicators as well as progress of other countries
Purpose/importance	Provides an indication of the reports that are required to comply with our national and international reporting obligations. Critical, as it provides a source of progress measurement on development imperatives of the government
Source of information/ collection of data	Government departments, including Stats SA
Method of calculation	Progress is measured according to specific goals, targets and indicators prescribed by international agencies. Methods of computation are standardised according to set protocols established internationally
Data limitation	Process is sometimes curtailed due to lack of data from sector departments and poor quality of available data, which makes reporting on all indicators impossible
Type of indicators	Output indicators and reports
Calculation type	Performance reporting is cumulative in nature
Reporting cycle	Reporting intervals are 5-yearly
New indicator	Continues without change from the previous reporting cycle
Desired performance	Actual performance should equal targeted performance
Indicator responsibility	Executive Manager: National Statistics System

54. Statistical Support and Advice (SANSS)

Indicator title (WP – 54)	Number of documents/reports on provision of technical support and advice in statistical production (particularly on improving coordination of economic and social subsystems)
Short definition	Normally, SANSS receives requests from sector departments for assistance on improving the data quality of statistical outputs for which the department is responsible. The work includes an evaluation of the relevant department's work processes according to criteria as set out in the SASQAF document and according to the Statistical Value Chain
Purpose/importance	This will enable departments to improve the quality of data that are used in policy decision-making processes
Source of information/ collection of data	Government departments
Method of calculation	Simple count (number of reports submitted or circulated to various stakeholders)
Data limitation	Lack of metadata, standards and methodologies employed by sector departments
Type of indicators	Activities
Calculation type	Cumulative
Reporting cycle	Annually
New indicator	No
Desired performance	Actual performance should be equal to desired performance
Indicator responsibility	Executive Manager: National Statistics System

55. Statistical Support and Advice (Provinces)

Indicator title (WP – 55)	Number of reports on support, development and coordination of SANSS in various provinces
Short definition	This indicator refers to the coordination and sustainability of statistical systems in the provinces to ensure decision-making is informed by quality data
Purpose/importance	The purpose is to ensure government policy is informed by quality data and to optimise resources by avoiding duplicating statistical production efforts
Source of information/ collection of data	Administrative records and surveys
Method of calculation	Simple count
Data limitation	Capacity to transform data and lack of metadata
Type of indicators	Outcomes: assessment reports and data inventory reports
Calculation type	Non-cumulative
Reporting cycle	Quarterly
New indicator	No, but there are significant changes in the indicator, especially on measurement
Desired performance	The higher the score, the more desirable is the performance according to SASQAF ratings (1-5)
Indicator responsibility	Provincial Executive Managers

56. International Statistical Development and Cooperation

Indicator title (WP – 56)	Number and timeliness of documents on participation in international programmes
Short definition	Statistics South Africa benchmarks with countries that have acclaimed statistical processes and also shares experiences on statistical processes to countries visiting for information exchange and benchmarking
Purpose/importance	Sharing international best practices contributes to improvement of statistical processes to produce quality statistics for informed policy and decision-making
Source of information/ collection of data	Statistical development partners, African and international statistics offices, clusters, government departments and statistical agencies, divisional strategic plans and reports
Method of calculation	Simple count (number of documents (plans, reports, programmes, reports) of study tours and missions hosted or dispatched)
Data limitation	Funding, policies and country participation
Type of indicators	Outputs (projects/meetings/workshops/conferences reports, concept notes, agendas, discussion documents, strategies)
Calculation type	Non-cumulative
Reporting cycle	Quarterly, annual and periodic
New indicator	No
Desired performance	Sharing of international statistical best practices
Indicator responsibility	Executive Manager: International Statistical Development

57. Statistical Development in Africa

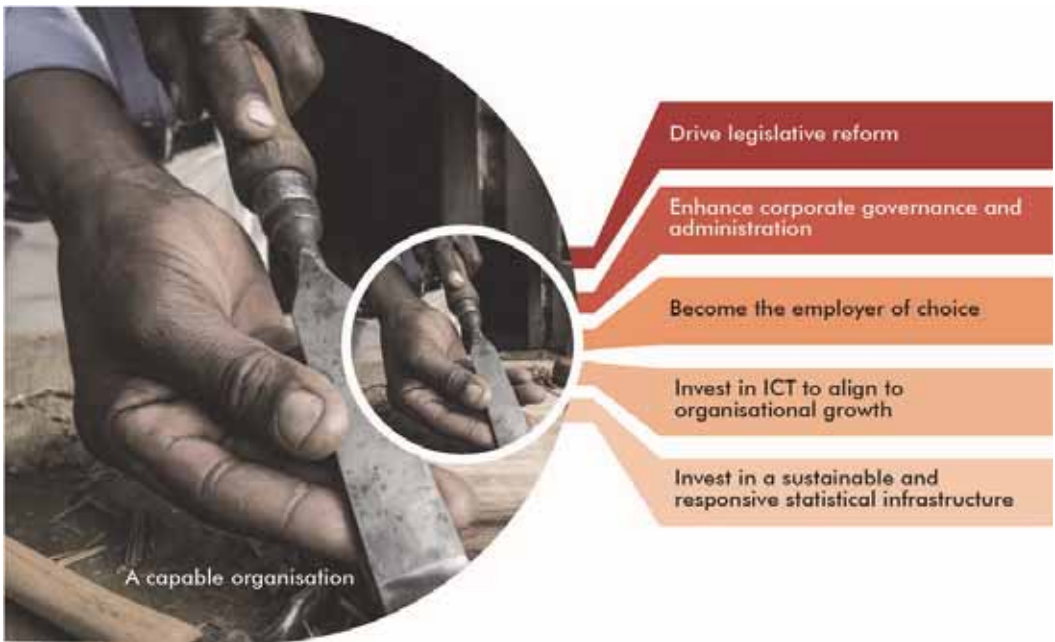
Indicator title (WP – 57)	Number of reports/documents on Stats SA's participation in the African Statistical System
Short definition	Statistics South Africa participates in the African Statistical System as a partner as well as Secretariat with other development partners through programmes like the Africa Symposia on Statistical Development and other projects contributing to the African statistical rejuvenation
Purpose/importance	Increasing African statisticians ensures that there will always be a base of statisticians contributing to the planning, policy and decision-making to shape the future of the continent
Source of information/ collection of data	Statistical development partners, Minister's meetings, clusters, divisional strategic plans and reports
Method of calculation	Simple count: number of documents (plans, reports, databases) of African statisticians
Data limitation	Funding, policies and country participation
Type of indicators	Outputs (projects/meetings/workshops/ conferences reports, concept notes, agendas, discussion documents, strategies)
Calculation type	Non-cumulative
Reporting cycle	Quarterly, annual and periodic
New indicator	No
Desired performance	An increased pool of African statisticians
Indicator responsibility	Executive Manager: International Statistical Development

Strategic Outcome 4: A capable organisation

Goal statement: By 2020, the amended legislative framework enables effective statistical coordination in South Africa. Stats SA will have sustained and improved its good governance practices and systems evident by unqualified audit reports, and complemented by effective accountability practices. Key indicators for success are:

- The amended Statistics Act has been passed by 2017
- Unqualified audit reports (clean audits)
- 100% of household survey collections are technology-driven by 2020
- Turnaround times to delivery of results are within six weeks of survey completion

Strategic objectives under a capable organisation:



58. Legislative Reform (SANSS)

Indicator title (WP – 58)	Number and timeliness of documents developed for legislative reform
Short definition	Stats SA is reviewing the Statistics Act (Act No. 6 of 1999) in order to strengthen the current legislation relating to SANSS. The review process culminated in a draft of proposals that has as its goal the strengthening of parts of the Act, in particular those relating to section 14 of the Act.
Purpose/importance	Strengthen the implementation of the Act
Source of information/ collection of data	National and provincial consultation process
Method of calculation	Simple count (number of reports submitted or circulated to various stakeholders)
Data limitation	Stats SA does not have control over the legislation change processes and availability of Cabinet for tabling
Type of indicators	Outputs: Amended Act or new Statistics Act
Calculation type	Non-cumulative
Reporting cycle	Quarterly and annually
New indicator	No
Desired performance	Report on stakeholder consultations conducted by December 2015. Policy document reviewed and updated by March 2016
Indicator responsibility	DDG: SANSS

59. Strategic Planning, Reporting and Monitoring

Indicator title (WP – 59)	Number and timeliness of planning and reporting documents submitted to the Minister, National Treasury, Department of Planning, Monitoring and Evaluation, and Parliament
Short definition	Organisational strategy is done after every five years; outlines the vision, mission and plans of the organisation over a stipulated period. Annual Performance Plan (Work Programme) defines the annual targets to be achieved in the five-year strategy. Quarterly reports monitor quarterly and annual targets in the Work Programme. The annual report reports on the organisational and financial performance of the organisation
Purpose/importance	Planning and reporting documents drive and facilitate organisational strategy development, planning, reporting and monitoring
Source of information/ collection of data	Clusters and divisional strategic plans and quarterly reports
Method of calculation	Simple count (number of documents submitted or circulated to various stakeholders)
Data limitation	Malicious compliance, subject to Ministers approval, rigid government frameworks/policies and parliamentary processes
Type of indicators	Output: Strategic Plan, Work Programme (APPs), quarterly and annual reports
Calculation type	Non-cumulative
Reporting cycle	Quarterly, annual and periodic
New indicator	No
Desired performance	Submit the required documents for compliance, accountability and effective governance
Indicator responsibility	Executive Manager: Strategy

60. Programme Office (Programme and Project Management)

Indicator title (WP – 60)	Number and timeliness of reports to improve productivity and service delivery through effective and efficient programme and project management
Short definition	Programme and project management capacity building and management information reports: Entails facilitating development of annual operational plans by Stats SA divisions/components, facilitating development of project plans by project managers and teams, training staff in project management, monthly milestone against operational plan reports from Stats SA divisions/components, and monthly performance management information reports
Purpose/importance	Operational and project planning empowering session drives; facilitates operational and project planning and compilation of operational and project planning documents ensuring quality and accountability at all times. Project management contributes to capacity building within the organisation while operational reporting documents ensure good governance and accountability
Source of information/ collection of data	Operational and project planning documents (from Stats SA divisions/components and project managers and teams); Stats SA Project Management Course training schedule and attendance registers; monthly milestone against operational plan reports, monthly performance management information reports and management information on finance and human resource management, which can be found on the management information repository (Radikopantsha) of Stats SA
Method of calculation	Simple count (number of documents received/distributed/available on management information repository (Radikopantsha) of Stats SA)
Data limitation	Government frameworks / policies, timely submission by internal stakeholders of operational and project plans and monthly milestone against operational plan reports.
Type of indicators	Outputs (Operational and project plans of Stats SA programmes/projects
Calculation type	Non-cumulative
Reporting cycle	Annually and quarterly
New indicator	No
Desired performance	Desirable performance achieved timely
Indicator responsibility	Executive Manager: Programme Office

61. Internal Audit

Indicator title (WP – 61)	Number of internal audit reports approved by the Audit Committee (as per approved international audit coverage plan)
Short definition	Internal audit assurance and advisory services provided to Stats SA relating to controls, risks and governance processes
Purpose/importance	To provide an independent and objective assurance that organisational objectives are achieved through independent evaluation of controls, risks and governance processes
Source of information/ collection of data	Interviews and meetings with auditees, enquiries with stakeholders. Documents such as legislation and regulations, frameworks, methodologies; policies, plans; etc.
Method of calculation	Simple count (number of documents submitted or circulated to various stakeholders)
Data limitation	Possible scope limitation due to resource and limitations by auditees
Type of indicators	Output: Audit reports completed
Calculation type	Cumulative
Reporting cycle	Quarterly, annual and periodic
New indicator	No
Desired performance	Submit the audit reports as per annual audit plan
Indicator responsibility	Executive Manager: Internal Audit

62. Corporate Governance

Indicator title (WP – 62)	Number of corporate governance documents and reports
Short definition	Cooperate governance documents ensure efficiency and effectiveness within the working environment. These include: policies reviewed and approved, corporate governance reports and legal documents
Purpose/importance	To ensure compliance with all relevant prescripts, legislative mandates, policies and implementation of corporate governance
Source of information/ collection of data	Policy register, Status report on strategic risks, operational plans, employee loss and damage reports, investigation reports, other government documents, e.g. Presidential Hotline, internal and external auditors and strategic planning documents
Method of calculation	Simple count
Data limitation	Malicious compliance, non-reporting of corporate governance infringements, non-reporting of incidents and delays in legal and civil litigation matters
Type of indicators	Outputs: corporate governance documents/reports
Calculation type	Non-cumulative
Reporting cycle	Quarterly, annual and periodic
New indicator	No
Desired performance	Improve compliance, accountability and effective governance
Indicator responsibility	Executive Manager: Corporate Governance

63. Financial Administration and Management

Indicator title (WP – 63)	Number and timeliness of financial administration and management plans, reports and statements submitted to National Treasury and SARS
Short definition	Financial administration and management is about implementing, monitoring and evaluating organisational financial resources by providing financial and procurement support services to the organisation. This takes place within the requirements of the Public Finance Management Act (PFMA). The division is intending to improve the quality of Stats SA products through strengthened internal controls, lean processes and innovation. For example; initiating automation of various processes, such as e-procurement and digital filing in the main to ensure integrity of information and to improve financial management capability and maturity
Purpose/importance	To improve the efficiencies and effectiveness of systems and thereby improve compliance
Source of information/ collection of data	Information is derived from various divisions and clusters
Method of calculation	N/A
Data limitation	Budget cuts, malicious compliance and transversal systems that are not integrated
Type of indicators	Financial statements, tax reconciliations, integrated procurement demand plan, asset verification and disposal, budget plans, in-year expenditure monitoring, and internal control reports
Calculation type	Cumulative
Reporting cycle	Quarterly, biannual, and annual
New indicator	Improvement of systems of processes through innovation
Desired performance	Acceptable as the division manages to meet the specified time lines
Indicator responsibility	Executive Manager: Financial Administration (CFO)

64. Human Resource Management

Indicator title (WP – 64)	Number of reports/documents on human resource management
Short definition	Human resource management is about efficient and effective human resource management services to the organisation
Purpose/importance	For planning, reporting and operational issues for the organisation, but most importantly, HRM activities, plans and documents inform the organisation on human resource matters which include vacancy rates, etc.
Source of information/ collection of data	Strategic documents, finance, HR progress reports and other corporate governance documents
Method of calculation	Number of documents submitted
Data limitation	Incomplete information and delays on submission of documents
Type of indicators	Output; HR strategic plan, HR operational plans and HR progress reports
Calculation type	Non-cumulative
Reporting cycle	Monthly, quarterly and annually
New indicator	No
Desired performance	Submit the required reports and documents for compliance, accountability and effective governance
Indicator responsibility	Executive Manager: Human Resource Management

65. Facilities Management, Logistics and Security

Indicator title (WP – 65)	Number and timeliness of reports/documents for a safe and enabling work environment
Short definition	This division is responsible for providing a secure, safe and healthy working environment to all staff at national, provincial and district level; providing an effective and efficient logistical service that is timely and cost-effective to support all operations in the organisation. This includes fleet management, records management and procurement of the new building facility for Head Office
Purpose/importance	Provide a reliable and cost-effective fleet management, and a conducive, hygienic, safe and secure working environment compliant to related legislation. Manage the New Building Project and ensure good governance in FMLS, good people management and implement effective records management
Source of information/ collection of data	Internal (divisions & service providers)/external stakeholders
Method of calculation	Simple count
Data limitation	Quality timeliness compliance
Type of indicators	Performance and service delivery
Calculation type	Non-cumulative
Reporting cycle	Monthly/quarterly/yearly
New indicator	No
Desired performance	Compliance to governance
Indicator responsibility	Executive Manager: Facilities Management, Logistics and Security Services

66. Talent Management

Indicator title (WP – 66)	Number and timeliness of reports to institutionalise talent management
Short definition	Talent management is the processes to attract, develop, motivate, and retain productive, engaged employees.
Purpose/importance	To create a high-performance, sustainable organisation that meets strategic and operational goals and objectives. This will also assist to measure the attainment of targets regarding the implementation of talent management and the progress made
Source of information/ collection of data	Various HR reports and inputs from line managers
Method of calculation	Simple count
Data limitation	Incomplete employee information and insufficient organisational systems
Type of indicators	Output: Reports and other documents pertaining to talent management
Calculation type	Non-cumulative
Reporting cycle	Quarterly and annual
New indicator	No
Desired performance	Submit the required reports and documents for compliance, accountability and effective governance
Indicator responsibility	Executive Manager: Human Resource Management

67. Information and Communications Technology

Indicator title (WP – 67)	Number and timeliness of Information and Communications Technology (ICT) reports (server and network environment, end-user support, ICT security and risk management)
Short definition	ICT is about technological infrastructure for the department and supports data management across statistical series. In principle, it provides a stable, reliable and functional server and network infrastructure. It is also responsible for ICT services delivered, meeting service level standards, and the backbone of all ICT systems and services
Purpose/importance	Ensure quality of service is consistent, reliable and predictable
Source of information/ collection of data	Asset register and service desk system
Method of calculation	Purchase date within asset register determining age and readiness for refresh/replacement and statistics of calls logged
Data limitation	Budget and impromptu organisational priorities
Type of indicators	Procurement requests, delivery notes, installations completed and number of calls logged, attended, fixed and closed
Calculation type	Reconcile purchases with physical installations through asset verification. System statistics
Reporting cycle	Continuous (weekly, monthly, quarterly and annual)
New indicator	No
Desired performance	Maintain a high level of service excellence with constant monitoring and reporting
Indicator responsibility	Executive Manager: Information and Communications Technology

68. Business Modernisation

Indicator title (WP – 68)	Number and timeliness of IT solutions implemented according to user requirements. This also includes reports on technological innovations (research)
Short definition	The Business Modernisation division is responsible for the modernisation of business operations and processes through use of technological innovations. IT solutions development therefore focuses on the improvement of business operations and processes
Purpose/importance	To provide technological platforms and systems through the optimisation and streamlining of business processes. Importantly so, through research it keeps the organisation on par with changes in technological space
Source of information/ collection of data	Business users and research
Method of calculation	75% percentage of all business user requests on IT solutions to be implemented must be completed to meet the indicator of the performance criteria and simple count on some technical documents
Data limitation	Incomplete User Business Requirements and access to research reports in the related field
Type of indicators	Output: Signed off BRS, FRS, QA and UAT. Signed off concept note and implementation plans. Application systems deployed and used by users
Calculation type	Cumulative and non-cumulative
Reporting cycle	Continuous (quarterly, annually and periodic)
New indicator	No
Desired performance	Effective and modernised systems keeping abreast of latest technological trends
Indicator responsibility	Executive Manager: Business Modernisation

69. Sustainable Provincial and District Infrastructure (Provinces)

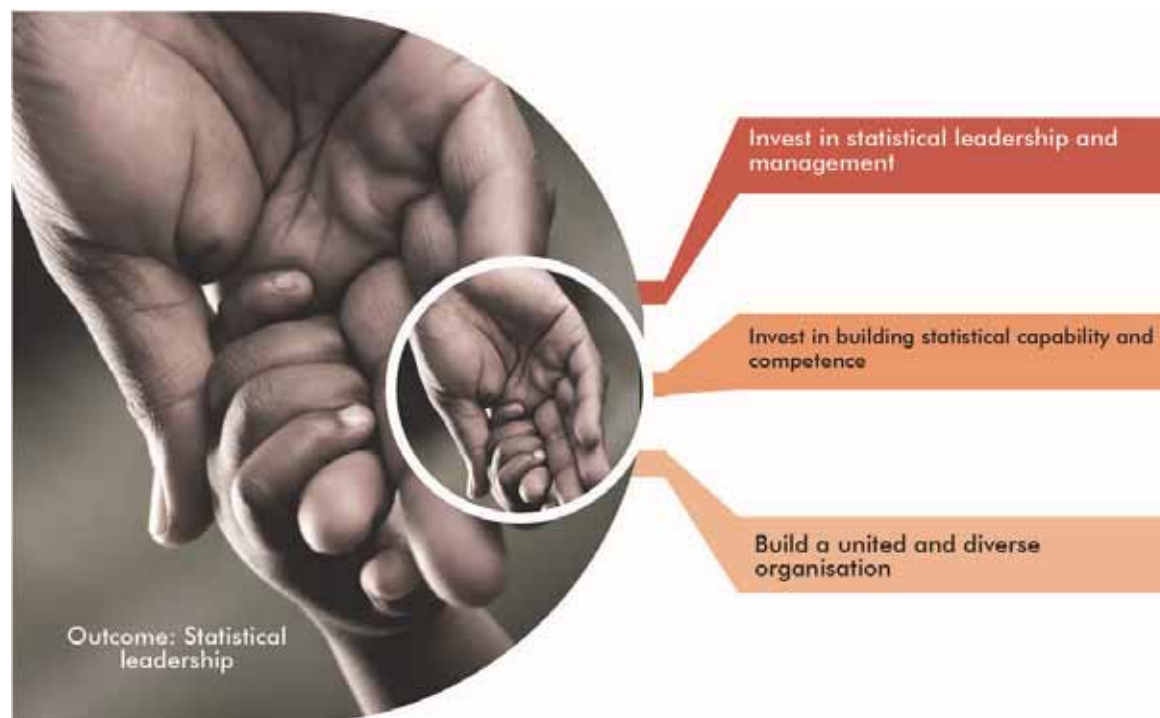
Indicator title (WP – 69)	Number and timeliness of governance and administrative records which also include audit queries (invest in a sustainable and responsive statistical infrastructure in provinces)
Short definition	This relates to provincial responses to improve on the current expensive model of operation to a more efficient and effective statistical infrastructure within the confines of the PFMA
Purpose/importance	Rationalisation will allow resources to be shifted to other critical areas
Source of information/ collection of data	Governance and administrative documents
Method of calculation	Simple count
Data limitation	Reliability and accuracy of reports
Type of indicators	Outputs: Governance and administrative reports
Calculation type	Non-cumulative
Reporting cycle	Monthly, quarterly and annually
New indicator	No, but there are some changes to the indicator (statistical regions)
Desired performance	A higher score means desired performance (number of reports and areas of rationalisation)
Indicator responsibility	Provincial Executive Managers

Strategic Outcome 5: Statistical leadership

Goal statement: By 2020, we have re-skilled our staff for the new environment. We have invested in our schools and tertiary programmes to increase statistical skills at grass roots level. We have empowered municipalities in the production and use of statistics. Management and staff foster shared values. Key indicators for success are:

- 50 staff are empowered in policy research, integrative and spatial analysis
- 100% of fieldwork staff are re-skilled in the use of new technology
- Black African females at senior management level achieve equity

Strategic objectives under statistical leadership:



70. Statistical Leadership and Management

Indicator title (WP – 70)	Number of research papers compiled by students enrolled at CRUISE
Short definition	Statistical chair for urban and regional statistical exploration , known as CRUISE
Purpose/importance	To conduct research in the field of urban and regional spatial analysis, planning and policy formulation
Source of information/ collection of data	Research reports from CRUISE candidates
Method of calculation	Simple count
Data limitation	Sponsorships: very costly organisationally
Type of indicators	Research reports
Calculation type	Non-cumulative
Reporting cycle	Annually
New indicator	No
Desired performance	Institutionalised centres of excellence
Indicator responsibility	Executive Manager: Human Capacity Development

71. Statistical Literacy at Schools Level

Indicator title (WP – 71)	Number of technical documents on statistical literacy at schools level
Short definition	Statistical literacy at schools level is about building statistical capability and competence by training teachers and learners in areas of need for statistical development. This is characterised by the malady of poor performance of the learners in Science, Engineering and Technology. For example, South Africa's National Development Plan has envisaged the eligibility of at least 450 000 learners in Mathematics and Science every year till 2030 to strengthen growth and development
Purpose/importance	The purpose of capacity building within the legacy projects is to address one of the identified statistical gaps of lack of statistical capability across the spheres of government in order to develop sound statistical system that drives relevant information for policy development, planning and sound decision-making
Source of information/ collection of data	Schools country-wide
Method of calculation	Simple count
Data limitation	Although Stats SA signed an MoU with the Department of Education years back, the MoU needs to be revisited to accommodate current challenges within the education sector. Noting also that the department has split into two: Department of Basic Education and Department of Higher Education
Type of indicators	Teacher (Maths4Stats) and Learner training (mathematics examination support programme)
Calculation type	Cumulative
Reporting cycle	Monthly, quarterly and annually
New indicator	No
Desired performance	Intervention at school level with eligibility of learners for enrolment at universities, joining Stats SA internship and finally having a pool of skilled employees in the area of statistics by 2030
Indicator responsibility	Executive Manager: Legacy Projects (Office of the SG)

72. Statistical Capacity at Tertiary Level

Indicator title (WP – 72)	Number of study bursaries awarded to learners at local universities
Short definition	Statistical capacity building for empirically-based policy analysis and investing in statistical capacity and competence
Purpose/importance	To provide training in data collection and utilisation for empirically-based policy analysis to three spheres of government to enhance economic statistical collaboration in South Africa and the wider continent
Source of information/ collection of data	Number of employees who attended SALDRU
Method of calculation	Simple count
Data limitation	Criterion for selection of candidates to enrol in the programme is not clear
Type of indicators	Number of training conducted
Calculation type	Non-cumulative
Reporting cycle	Annually
New indicator	No
Desired performance	Status: desirable performance achieved timeously
Indicator responsibility	Executive Manager: Human Capacity Development

73. Coordination of Statistical Tertiary Programme

Indicator title (WP – 73)	Number of documents/reports on coordination of statistics at tertiary level
Short definition	Coordination of tertiary support programme: Statistics South Africa seeks to promote systematic support and engage tertiary institutions towards teaching, learner and curriculum development for the betterment of statistics for development planning and policy-making in South Africa. A number of professional bodies and institutions have spearheaded commendable programmes to enrich teaching and learning of mathematics and statistics to increase the pool of skilled professionals in the area
Purpose/importance	The purpose of the coordination of tertiary support programme is to better implement the Stats SA new skills pipeline strategy to address the statistical skills gap
Source of information/ collection of data	Tertiary institutions – country-wide
Method of calculation	Simple count of partnerships with tertiary institutions
Data limitation	Although Stats SA signed an MoU with the Department of Education years back, the MoU needs to be revisited to accommodate current challenges within the education sector. Noting also that the department has split into two: Department of Basic Education and Department of Higher Education
Type of indicators	Formation of partnerships with tertiary institutions
Calculation type	Cumulative
Reporting cycle	Monthly, quarterly, annually
New indicator	No
Desired performance	Increased enrolment of performing students
Indicator responsibility	Executive Manager: Legacy Projects (Office of the SG)

74. Human Capacity Development (Building Capacity inside Stats SA)

Indicator title (WP – 74)	Create a competent workforce: Development and implementation of a people development programme to enhance the qualifications, skills and competencies of staff, potential staff, including both technical and non-technical training
Short definition	HCD strategic planning and reporting documents: deal with organisational HCD strategy, annual Work Programme, monthly, quarterly and annual training reports
Purpose/importance	HCD planning and reporting documents are responsible for driving and facilitating organisational capacity development, closing skills gap, talent identifications, coaching and mentoring
Source of information/ collection of data	HCD strategic planning and reporting documents can be found on the Stats SA website and in HCD division
Method of calculation	Simple count (number of documents submitted or circulated to stakeholders)
Data limitation	Minister's determinations on training, internship and training budget , government frameworks/policies and public services processes
Type of indicators	Outputs (HCD strategic plans, work programmes, and quarterly and annual reports)
Calculation type	Non-cumulative
Reporting cycle	Quarterly, annual and periodic
New indicator	No
Desired performance	Status: desirable performance achieved timeously
Indicator responsibility	Executive Manager: Human Capacity Development

75. Building Capacity in the SANSS (Provinces)

Indicator title (WP – 75)	Number of documents on statistical capacity building
Short definition	This indicator relates to building internal and external capacity to ensure sustainability and business continuity
Purpose/importance	This indicator will demonstrate to which extend the province has been successful in developing a pool of talent for staff to deliver on its mandate and achieving its strategic outcomes
Source of information/ collection of data	Administrative data from management and capacity building workshops
Method of calculation	Simple count
Data limitation	Poor implementation of programmes related to capacity building programmes and lack of resources for SASQAF training
Type of indicators	Outcomes: reports on statistical capacity building which will include Maths4Stats
Calculation type	Cumulative
Reporting cycle	Quarterly and annually
New indicator	No, continues but there are some changes to the indicator (skills gap)
Desired performance	Higher level of staff performance is desirable
Indicator responsibility	Provincial Executive Managers

76. Change Management

Indicator title (WP – 76)	Number of technical documents/reports on transformation and change
Short definition	The Transformation and Change Agenda will be driving strategic and operational change over the next five years towards building a united and diverse organisation
Purpose/importance	To monitor the progress and implementation of the Transformation and Change Agenda towards building a united and diverse organisation
Source of information/ collection of data	Documents and progress reports compiled by the Transformation and Change Team
Method of calculation	Simple count (number of documents compiled)
Data limitation	No data limitation
Type of indicators	Output: Documents and reports
Calculation type	Non-cumulative
Reporting cycle	Annual
New indicator	Yes
Desired performance	Agenda for Change approved by Exco
Indicator responsibility	Manager: Change Management

