



# ANNUAL PERFORMANCE PLAN 2021/2022

Department of Public Service and Administration

**TECHNICAL INDICATOR DISCRIPTIONS (TID)**



**the dpsa**  
Department:  
Public Service and Administration  
REPUBLIC OF SOUTH AFRICA



DEPARTMENT OF PUBLIC SERVICE AND ADMINISTRATION

**2021/2022 TECHNICAL INDICATOR DESCRIPTIONS (TID)**

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The 2021/2022 Technical Indicator Descriptions is also available on the DPSA's website: **[www.dpsa.gov.za](http://www.dpsa.gov.za)**



## PROGRAMME 1: ADMINISTRATION

INDICATOR TITLE 1	Monitoring reports on fruitless, wasteful and irregular expenditure				INDICATOR TITLE 2	Bi-annual monitoring reports on the compliance with the BBBEE prescripts			
Definition	A quarterly register detailing fruitless, wasteful and irregular expenditure in the Department. Fruitless and wasteful expenditure is expenditure made in vain and could have been avoided had reasonable care been taken. Irregular expenditure is expenditure that was not incurred in the manner prescribed by legislation				Definition	In 2003, the Broad-Based Black Economic Empowerment (B-BBEE) Strategy was published as a precursor to the B-BBEE Act, No. 53 of 2003. The fundamental objective of the Act is to advance economic transformation and enhance the economic participation of black people in the South African economy.			
Source of Data	Department's payment batches				Source of Data	Monthly order placement reports			
Method of Calculation or Assessment	Quantitative through manually checking and calculating				Method of Calculation or Assessment	Quantitative through manually checking and calculating			
Means of Verification	Q1 Department's payment records	Q2 Department's payment records	Q3 Department's payment records	Q4 Department's payment records	Means of Verification	Q1 -	Q2 Physical comparison to Financial Batches and Quarterly Deviation Reports	Q3 -	Q4 Physical comparison to Financial Batches and Quarterly Deviation Reports
Assumptions	The monitoring will contribute to prevention of fruitless, wasteful and irregular expenditure				Assumptions	The Monitoring will contribute to compliance with the BBBEE prescripts			
Disaggregation of Beneficiaries (where applicable)	Not applicable				Disaggregation of Beneficiaries (where applicable)	Not applicable			
Spatial Transformation (where applicable)	Not applicable				Spatial Transformation (where applicable)	Not applicable			
Calculation Type	Non-Cumulative				Calculation Type	Non-Cumulative			
Reporting Cycle	Quarterly				Reporting Cycle	Bi-annually			
Desired Performance	Effective and efficient management of financial resources				Desired Performance	Contribute to the empowerment of the previously marginalised individuals and groups			
Indicator Responsibility	Chief Financial Officer				Indicator Responsibility	Chief Financial Officer			

INDICATOR TITLE 3	Revised Public Service Act Amendment Bill				INDICATOR TITLE 4	Public Administration Management Act Amendment consulted on			
Definition	Further amendment of the current Public Service Act, 2007				Definition	Amending the current Public Administration Management Act, 2014			
Source of Data	Constitutional law cases and the National Development Plan				Source of Data	The revised policy direction on the National School of Government and other areas			
Method of Calculation or Assessment	Simple count of revised Public Service Act Amendment Bill				Method of Calculation or Assessment	Simple count of Public Administration Management Act Amendment			
Means of Verification	Q1	Q2	Q3	Q4	Means of Verification	Q1	Q2	Q3	Q4
	Proof of Public consultation and NEDLAC engagements	Proof of Public consultation and NEDLAC engagements	Certification by the Chief State Law Advisor	Proof of submission to Cabinet to obtain approval to table Bill into Parliament		Proof of Public consultation and NEDLAC engagements	Proof of Public consultation and NEDLAC engagements	Certification by the Chief State Law Advisor	Proof of submission to Cabinet to obtain approval to table Bill into Parliament
Assumptions	There will be clear policy directions on the areas to be amended				Assumptions	There will be clear policy direction on the areas to be amended			
Disaggregation of Beneficiaries (where applicable)	Not applicable				Disaggregation of Beneficiaries (where applicable)	Not applicable			
Spatial Transformation (where applicable)	Not applicable				Spatial Transformation (where applicable)	Not applicable			
Calculation Type	Non- Cumulative				Calculation Type	Non- Cumulative			
Reporting Cycle	Quarterly				Reporting Cycle	Quarterly			
Desired Performance	All consultations held as planned and Public Service Act Amendment Bill submitted to Cabinet for approval				Desired Performance	All consultations held as planned and Public Administration and Management Act Amendment Bill submitted to Cabinet for approval			
Indicator Responsibility	Chief Director: Legal Services				Indicator Responsibility	Chief Director: Legal Services			

<b>INDICATOR TITLE 5</b>	<b>Public Stakeholder Participatory Strategies and Plan Implemented</b>			
Definition	Monitoring of the implementation of the MPSA and DPSA public and stakeholder engagements			
Source of Data	Ministry and Departmental Diaries and Departmental Corporate Calendar and Deputy Minister calendars			
Method of Calculation or Assessment	Simple calculation of Strategy , Plan and reports produced			
Means of Verification	<b>Q1</b>	<b>Q2</b>	<b>Q3</b>	<b>Q4</b>
	Proof of Public/ Stakeholder Participatory Strategies and Plan developed	Report on the implementation of implementation of the Public/ Stakeholder Participatory Strategies and Plan	Report on the implementation of implementation of the Public/ Stakeholder Participatory Strategies and Plan	Report on the implementation of implementation of the Public/ Stakeholder Participatory Strategies and Plan
Assumptions	Strengthen democracy by ensuring informed citizenry through public engagements			
Disaggregation of Beneficiaries (where applicable)	Not applicable			
Spatial Transformation (where applicable)	Not applicable			
Calculation Type	Non-Cumulative			
Reporting Cycle	Quarterly			
Desired Performance	All engagements with the public and stakeholders held as planned			
Indicator Responsibility	Director: Cooperate Communications			

## **PROGRAMME 2: HUMAN RESOURCES MANAGEMENT AND DEVELOPMENT**

INDICATOR TITLE 1	Legislative frameworks issued and guidance provided to department to support public service business continuity during the state of disaster as the result covid-19 pandemic				INDICATOR TITLE 2	Job Occupational Dictionary (to inform the Job Competency Framework)			
Definition	Issue legislative frameworks and provide guidance to departments to minimize the negative effect of Covid 19 on the continuity of Government's business				Definition	Development of the Occupational Dictionary to inform the Job Competency Framework which inform the <a href="#">development of a Job Competency Framework</a>			
Source of Data	Covid related information and regulations				Source of Data	Public Service occupational Classes documents			
Method of Calculation or Assessment	Simple count of legislative frameworks issued				Method of Calculation or Assessment	Simple count of the draft Job Occupational Dictionary			
Means of Verification	Q1	Q2	Q3	Q4	Means of Verification	Q1	Q2	Q3	Q4
	Proof of commencement with the development of Legislative frameworks	Issued the Legislative frameworks	Proof of technical advice and guidance to support departments	Reports on monitoring of departments on the implementation of Legislative of the Legislative frameworks		Proof of commencement with the consultations on the Draft Occupational Dictionary with selected departments	Proof of commencement with the consultations on the Draft Occupational Dictionary with selected departments	-	Proof of the final version of the Draft Occupational Dictionary for approval
Assumptions	Provision of frameworks and guidance to departments will minimize the negative effects of Covid 19 on the operations of government and service delivery				Assumptions	The occupational dictionary will improve how occupations are currently defined in terms of the Occupational Classification System prescribed by the MPSA (PSR 39. 3 (b)) to address current needs and limitations in terms of "business information" and reporting for HR matters. The dictionary will also provide a basis for grouping of occupations or roles that can be used in the development of the Job Competency Framework.			
Disaggregation of Beneficiaries (where applicable)	National and Provincial departments				Disaggregation of Beneficiaries (where applicable)	National and Provincial departments			
Spatial Transformation (where applicable)	Not applicable				Spatial Transformation (where applicable)	Not applicable			
Calculation Type	Non-Cumulative				Calculation Type	Non-Cumulative			
Reporting Cycle	Quarterly				Reporting Cycle	Quarterly			
Desired Performance	DPSA timely issuing of legislative frameworks and guidance to departments in line with developments on Covid 19				Desired Performance	Job Occupational Dictionary approved			
Indicator Responsibility	Deputy Director-General: Human Resources Management and Development				Indicator Responsibility	Deputy Director-General: Human Resources Management and Development			

INDICATOR TITLE 3	Legislative framework on Mandatory in-service training for the public service developed				INDICATOR TITLE 4	State capacity/skills aspect of the joined-up plan			
Definition	Development of legislative framework to institutionalise the mandatory in-service training framework developed by the National School of Government ( NSG) as the NSG does not have a policy development mandate				Definition	Development of a plan on the development of the State capacity/skills aspect of the joined-up plan for the selected districts and metros			
Source of Data	Mandatory in-service training framework developed by the National School of Government				Source of Data	Consultations with selected districts and metros			
Method of Calculation or Assessment	Simple count of the legislative framework on mandatory in-service training				Method of Calculation or Assessment	Simple count of State capacity / Skills plan			
Means of Verification	Q1	Q2	Q3	Q4	Means of Verification	Q1	Q2	Q3	Q4
	-	Report from engagements with National Treasury on draft directive on mandatory in-service training framework	Issued Directive to institutionalise mandatory in-service training framework	-		Report from consultations with Corporative Governance and Traditional Affairs on the joint-up plan inputs required from the DPSA	A plan on the development of the State capacity/skills aspect of the joined-up plan for the selected districts and metros	Minutes from meeting of presentation of the State capacity/skills aspect with Cooperative Governance	-
Assumptions	Mandatory in-service training will contribute towards professionalization of the public service				Assumptions	State capacity/skills aspect of the joined-up plan for the selected districts and metros will developed and implemented.			
Disaggregation of Beneficiaries (where applicable)	Not applicable				Disaggregation of Beneficiaries (where applicable)	Not applicable			
Spatial Transformation (where applicable)	Not applicable				Spatial Transformation (where applicable)	Not applicable			
Calculation Type	Non-Cumulative				Calculation Type	Non-Cumulative			
Reporting Cycle	Bi-Annually				Reporting Cycle	Quarterly			
Desired Performance	Directive approved and issued				Desired Performance	Promote skills development in the public service			
Indicator Responsibility	Deputy Director-General: Human Resources Management and Development				Indicator Responsibility	Deputy Director-General: Human Resources Management and Development			

### PROGRAMME 3: NEGOTIATIONS, LABOUR RELATIONS AND REMUNERATION MANAGEMENT

INDICATOR TITLE 1	Collective bargaining processes managed				INDICATOR TITLE 2	National and provincial Program 1 Structures reviewed			
Definition	Manage collective bargaining processes for the State in the Public Service Coordinating Bargaining Council and the General Public Service Sectoral Bargaining Council (MPSA Performance Agreement)				Definition	Conducting of a review Program 1 Structures of national and provincial departments			
Source of Data	Public Service Coordinating Bargaining Council Previous agreements				Source of Data	Existing Programme 1 structures of the departments			
Method of Calculation or Assessment	Simple count of the signed collective agreement/s				Method of Calculation or Assessment	Simple count of the review document/s			
Means of Verification	Q1	Q2	Q3	Q4	Means of Verification	Q1	Q2	Q3	Q4
	Report from consultations Conduct consultations with relevant stakeholders on the negotiation process in terms of the negotiations protocol	Report from finalized collective agreement on wage negotiations	Submission of the a report on the implementation of the wage agreement compiled and to the Minister	Report from support provided on implementation of the agreement		Report from consultations with DPSA, National Treasury and other identified national departments on the generic functions in programme 1	Terms of Reference	Consolidated inputs from departments	Submitted report to Minister
Assumptions	Public Service Coordinating Bargaining Council and the General Public Service Sectoral Bargaining Council process will be effectively managed				Assumptions	National and Provincial Program 1 Structures will be reviewed and the report will be submitted.			
Disaggregation of Beneficiaries (where applicable)	Not applicable				Disaggregation of Beneficiaries (where applicable)	Not applicable			
Spatial Transformation (where applicable)	Not applicable				Spatial Transformation (where applicable)	Not applicable			
Calculation Type	Non- Cumulative				Calculation Type	Non- Cumulative			
Reporting Cycle	Quarterly				Reporting Cycle	Quarterly			
Desired Performance	Effective management of collective bargaining processes				Desired Performance	Review concluded and related outputs approved for implementation by departments			



Indicator Responsibility	Deputy Director-General: Negotiations, Labour and Remuneration Management				Indicator Responsibility	Deputy Director-General: Negotiations, Labour and Remuneration Management			
INDICATOR TITLE 3	Personnel Expenditure review conducted				INDICATOR TITLE 4	Job evaluation System for the Public Service developed			
Definition	Analysis of the management of expenditures with the aim of coming up with a right balance for work and remuneration.				Definition	To systemically compare jobs with each other in order to create a pay structure that is fair, equitable, and consistent for everyone.			
Source of Data	Personnel Expenditure Review (2011); Presidential Remuneration Review Commission report and Remuneration Policy				Source of Data	Persal and Vulindlela			
Method of Calculation or Assessment	Simple count of Personnel Expenditure review report				Method of Calculation or Assessment	Simple count of Job evaluation system developed.			
Means of Verification	Q1	Q2	Q3	Q4	Means of Verification	Q1	Q2	Q3	Q4
	Proof of conducted research of personnel expenditure review	Proof of conducted research of personnel expenditure review	Recommendations Report for changes to the public sector remuneration framework	Personnel Expenditure Review report		-	Report from consultations on the relevant stakeholders on a Job Evaluation System for the Public Service.	Proof of commencement with the development of a Job Evaluation System	Job Evaluation System for the Public Service.
Assumptions	Review of Personnel expenditure will assist to reduce CoE ratio as well as reduce wage bill.				Assumptions	Job Evaluation System for the Public Service will be developed and implemented in order to establish a rational pay structure.			
Disaggregation of Beneficiaries (where applicable)	Not applicable				Disaggregation of Beneficiaries (where applicable)	Not applicable			
Spatial Transformation (where applicable)	Not applicable				Spatial Transformation (where applicable)	Not applicable			
Calculation Type	Non-Cumulative				Calculation Type	Non-Cumulative			
Reporting Cycle	Quarterly				Reporting Cycle	Quarterly			
Desired Performance	Effective management of the public finances with the focus of reducing the wage bill.				Desired Performance	Enhance recruitment of competency staff in the public service and development of Job evaluation system.			
Indicator Responsibility	Deputy Director-General: Negotiations, Labour and Remuneration Management				Indicator Responsibility	Deputy Director-General: Negotiations, Labour and Remuneration Management			

INDICATOR TITLE 5	Code of Professional Ethics incorporated in the Induction Programme				INDICATOR TITLE 6	Interventions to support the timely resolution of disciplinary cases implemented			
Definition	Professional code of ethics is the set of principles designed to enhance the governance issues as well as to ensure government employees are behaving in a manner that is professional.				Definition	Implementation of interventions to support the timely resolution of disciplinary cases and the reporting of criminal conduct in the public administration to the relevant law enforcement authorities initiated			
Source of Data	Code of Professional Ethics				Source of Data	Disciplinary cases reported			
Method of Calculation or Assessment	Simple count of Code of Professional Ethics incorporated in the Induction Programme				Method of Calculation or Assessment	Simple count of disciplinary cases resolved from all departments			
Means of Verification	Q1	Q2	Q3	Q4	Means of Verification	Q1	Q2	Q3	Q4
	Report from consultations with the National School of Government on inputs required for Compulsory Induction Programme	Compiled inputs required for Compulsory Induction Programme	Reviewed Ethics content in the Compulsory Induction Programme	Professional ethics incorporated in the Compulsory Induction Programme		Report from implementation of the Track and report resolution of disciplinary cases and interventions	Report from implementation of the Track and report resolution of disciplinary cases and interventions	Report implementation of the Track and report resolution of disciplinary cases and interventions	Consolidated annual report on the status resolution of disciplinary cases and the impact of interventions implemented
Assumptions	Formal training of public servants on ethics will positively contribute to a more ethical and professional public service				Assumptions	Planned interventions will assist in the timely resolution of disciplinary cases			
Disaggregation of Beneficiaries (where applicable)	Not applicable				Disaggregation of Beneficiaries (where applicable)	Not applicable			
Spatial Transformation (where applicable)	Not applicable				Spatial Transformation (where applicable)	Not applicable			
Calculation Type	Non-Cumulative				Calculation Type	Non-Cumulative			
Reporting Cycle	Quarterly				Reporting Cycle	Quarterly			
Desired Performance	Professional ethics incorporated in the Compulsory Induction Programme in order to ensure government employees are behaving in a manner that is professional.				Desired Performance	Interventions implemented as planned			
Indicator Responsibility	Deputy Director-General: Negotiations, Labour and Remuneration Management				Indicator Responsibility	Deputy Director-General: Negotiations, Labour and Remuneration Management			
INDICATOR TITLE 7	Guidelines on conducting lifestyle audits developed								

Definition	Lifestyle audits is the process of establishing if an employee is living above his or her means.			
Source of Data	Financial disclosure data			
Method of Calculation or Assessment	Simple count of lifestyle audits conducted			
	Q1	Q2	Q3	Q4
Means of Verification	Issued Guidelines Conducting Lifestyle Audits to National and Provincial Departments.  Conducted training with National and Provincial Department's Ethics Officer	Proof of implementation support to Ethics Officers and investigators from National and Provincial Departments on implementation of the Guide Lifestyle Audits	Proof of implementation support to Ethics Officers and investigators from National and Provincial Departments on implementation of the Guide Lifestyle Audits	Assessment Report to improve implementation of the Guide
Assumptions	Lifestyle audits will improve the overall monitoring and management of matters related to ethics within the public service			
Disaggregation of Beneficiaries (where applicable)	Not applicable			
Spatial Transformation (where applicable)	Not applicable			
Calculation Type	Non-Cumulative			
Reporting Cycle	Quarterly			
Desired Performance	Anti-corruption measures in the public service will be improved.			
Indicator Responsibility	Deputy Director-General: Negotiations, Labour and Remuneration Management			

## PROGRAMME 4: E-GOVERNMENT SERVICES AND INFORMATION MANAGEMENT

INDICATOR TITLE 1	Legislative frameworks to institutionalize the National e-Government Strategy Issued				INDICATOR TITLE 2	Measures to optimize ICT spend in the public service proposed to National Treasury			
Definition	Issue of legislative frameworks to institutionalize the National e-Government Strategy				Definition	Measures to National Treasury on the optimization of ICT spend in the public service			
Source of Data	National e-Government Strategy and Roadmap				Source of Data	Data from reports received from departments and or /national treasury of governments IT procuremnts spend in national and provincial departments			
Method of Calculation or Assessment	Simple count of the legislative framework issued				Method of Calculation or Assessment	Simple calculation of the measures developed			
Means of Verification	Q1	Q2	Q3	Q4	Means of Verification	Q1	Q2	Q3	Q4
	Conducted research on e-Government trends	Draft e-Government Policy	Consultation report on the draft e-Government policy with relevant stakeholders within the public Service	Submission report on the final draft of the e-Government policy to be		Collected and Analyzed data on ICT expenditure in the public service	Verified collected data	Identified measures for the optimization of ICT spend in the public service to be consulted on with National Treasury	-
Assumptions	e-Government systems will enable all South Africans to have easy and access to government services and quality government information from anywhere, anytime				Assumptions	The measure , once implemented , will contribute to a reductions in excessive government ICT procurement expenditure whilst still procuring quality and effective ICT goods and services			
Disaggregation of Beneficiaries (where applicable)	Not applicable				Disaggregation of Beneficiaries (where applicable)	Not applicable			
Spatial Transformation (where applicable)	Not applicable				Spatial Transformation (where applicable)	Not applicable			
Calculation Type	Non- Cumulative				Calculation Type	Non-Cumulative			
Reporting Cycle	Quarterly				Reporting Cycle	Quarterly			
Desired Performance	Leverage e-government in the public service to enhance service delivery				Desired Performance	Effective and efficient management of ICT expenditure in the public service			

Indicator Responsibility	Deputy Director-General: e-Government Services and Information Management		Indicator Responsibility	Deputy Director-General: e-Government Services and Information Management	
INDICATOR TITLE 3	IT Service Continuity Policy Framework developed				
Definition	IT Service Continuity Policy Framework is a tool used to respond when major system failures occur and to improve the organisational resilience to major incidents as well as ensuring that critical systems continue to operate and and services continue being rendered .				
Source of Data	DPSA policies, directives, determinations and circulars				
Method of Calculation or Assessment	Simple count of the developed IT Service Continuity Policy Framework				
	Q1	Q2	Q3	Q4	
Means of Verification	Conduct research on IT Service Continuity trends	Draft Public Service IT Service Continuity Framework	Consultation report on the Public Service IT Service Continuity Framework	Submission report on the draft Public Service IT Service Continuity Framework to the Director-General	
Assumptions	The framework wil provide proper guidance to departments to ensure effective business continuity during natural or unnatural disasters and disruptions				
Disaggregation of Beneficiaries (where applicable)	Not applicable				
Spatial Transformation (where applicable)	Not applicable				
Calculation Type	Non- Cumulative				
Reporting Cycle	IT Service Continuity Policy Framework developed and consulted on as planned				
Desired Performance	IT Service Continuity Policy Framework				
Indicator Responsibility	Deputy Director-General: e-Government Services and Information Management				

## PROGRAMME 5: GOVERNMENT SERVICES ACCESS AND IMPROVEMENT

INDICATOR TITLE 1	Organisational Functionality Assessment Framework implemented	INDICATOR TITLE2	Business Processes Modernisation Programme implemented
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Definition	The Organisational Functionality Assessment (OFA) tool is a self-assessment tool to enable departments to assess whether the capacity and capability exists to deliver on their mandates.				Definition	Development of a Business Processes Modernization which provides a general framework within which public service organisations can transform business processes in the public sector that will make life better for both citizens and public service employees.			
Source of Data	Draft Organisational Functionality Assessment (OFA) tool				Source of Data	Current Business Process Mapping Framework			
Method of Calculation or Assessment	Simple count of departments implementing Organisational Functionality Assessment Framework				Method of Calculation or Assessment	Simple count the developed Business Processes Modernisation Programme.			
Means of Verification	Q1	Q2	Q3	Q4	Means of Verification	Q1	Q2	Q3	Q4
	Project plans with partner departments to pilot the Organisational Functionality Assessment Tool (OFA)	Report on pilot of Organisational Functionality Assessment Tool (OFA)	Amended Organisational Functionality Assessment Tool (OFA) and Guideline	Issued Directive on the Organisational Functionality Assessment Tool (OFA)		Project plans with partner departments to implement the BPM Programme	Mapped of current business processes	Modernized business process	Report on the implementation of the Business Processes Modernisation Programme
Assumptions	Once issued for implementation , the Organisational Functionality Assessment (OFA) tool will contribute to improvements in organisational efficiency and effectiveness of departments				Assumptions	All participating institutions will indicate how modernisation of business processes focussed on women, youth and for people with disabilities where applicable			
Disaggregation of Beneficiaries (where applicable)	Not applicable				Disaggregation of Beneficiaries (where applicable)	Not applicable			
Spatial Transformation (where applicable)	Not applicable				Spatial Transformation (where applicable)	Not applicable			
Calculation Type	Non-Cumulative				Calculation Type	Non-Cumulative			
Reporting Cycle	Quarterly				Reporting Cycle	Quarterly			
Desired Performance	The Organisational Functionality Assessment (OFA) tool is will be approved for issuing to departments for implementation				Desired Performance	Modernization Programme will ..			
Indicator Responsibility	Deputy Director-General: Government Services Access and Improvement				Indicator Responsibility	Deputy Director-General: Government Services Access and Improvement			
INDICATOR TITLE 3	Participatory governance mechanisms and citizen engagement conducted				INDICATOR TITLE 4	Public service business continuity monitored during the COVID-19 pandemic			
Definition	Citizen engagement is a form of interaction between citizens and their government.				Definition	Monitoring of public service delivery business continuity during the COVID-19 pandemic			
Source of Data	Stakeholders information and site visits				Source of Data	Service delivery continuity information (data) from departments			

Method of Calculation or Assessment	Simple count the citizen engagements				Method of Calculation or Assessment	Simple count of related documents developed In line with the quarterly targets			
Means of Verification	Q1	Q2	Q3	Q4	Means of Verification	Q1	Q2	Q3	Q4
	Report from consultative workshop with relevant stakeholders	Implementation report of the programme on participatory governance and citizen engagement	Implementation report of the programme on participatory governance and citizen engagement	Report from the implementation of the programme on participatory governance and citizen engagement		Issued circular	Concept note on service delivery model and modes of delivery	Consultation report on the draft directory of service delivery modes and model	Consultation report on the draft directory of service delivery modes and model
Assumptions	Citizens will be informed about new developments regarding service delivery				Assumptions	The monitoring data will enable the DPSA to identify required interventions to support departments in the management of the impact of Covid-19 on government's operations			
Disaggregation of Beneficiaries (where applicable)	Note applicable				Disaggregation of Beneficiaries (where applicable)	Not applicable			
Spatial Transformation (where applicable)	Not applicable				Spatial Transformation (where applicable)	Not applicable			
Calculation Type	Non-Cumulative				Calculation Type	Non-Cumulative			
Reporting Cycle	Quarterly				Reporting Cycle	Quarterly			
Desired Performance	Deepen democracy through Government engagements with citizens				Desired Performance	Effective management of Covid-19 within government			
Indicator Responsibility	Deputy Director-General: Government Services Access and Improvement				Indicator Responsibility	Deputy Director-General: Government Services Access and Improvement			
<b>INDICATOR TITLE 5</b>	Batho Pele Programme monitored				<b>INDICATOR TITLE 6</b>	Monitor the institutionalisation of the African Peer Review Mechanism (APRM)			
Definition	Batho Pele is an approach to get public servants committed to serving people and to find ways to improve service delivery.				Definition	Monitoring reports on fruitless, wasteful and irregular expenditure			
Source of Data	Site visits data				Source of Data	2 <sup>ND</sup> Generation Review Report Monitoring reports			

Method of Calculation or Assessment	Simple count of Departments assessed/ visited and implementing the Programmes				Method of Calculation or Assessment	Simple count of reports generated in line with the quarterly targets			
Means of Verification	Q1	Q2	Q3	Q4	Means of Verification	Q1	Q2	Q3	Q4
	Issued the Revised Batho Pele Programme to departments for implementation	Advocacy and Capacity Building sessions report to support national and provincial departments with the implementation of the Revised Batho Pele Programme	Report on the implementation of the Revised Batho Pele programme	Report on the implementation of the Revised Batho Pele programme		Country Review Report and draft National Plan of Action	Country Review Report	Submission Report of the final reviewed report	Report on the implementation of the APRM 2nd Generation Review
Assumptions	All public service departments and municipalities will be implementing the revised Batho Pele Programme				Assumptions	<ul style="list-style-type: none"> <li>Consultative dialogues will be conducted with state and non-state actors</li> <li>Technical inputs (thought leadership) will be made in key African Peer Review Mechanism Continental engagements</li> <li>Civil society stakeholders will engage with the processes</li> <li>DPSA executive leadership will support the roll out of the APRM and operationalization of Open Data Portal Steering Committee</li> </ul>			
Disaggregation of Beneficiaries (where applicable)	Note applicable				Disaggregation of Beneficiaries (where applicable)	Not applicable			
Spatial Transformation (where applicable)	Note applicable				Spatial Transformation (where applicable)	Not applicable			
Calculation Type	Non-Cumulative				Calculation Type	Non-Cumulative			
Reporting Cycle	Quarterly				Reporting Cycle	Quarterly			
Desired Performance	Provision of people centred public services				Desired Performance	Foster good governance and enhance cooperation with other African countries			
Indicator Responsibility	Deputy Director-General: Government Services Access and Improvement				Indicator Responsibility	Deputy Director-General: Government Services Access and Improvement			



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