**Annexure E**

**ECONOMIC DEVELOPMENT**

**Sector and Industrial development**

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| **Indicator title** | Number of sector development plans developed   * Agro-processing. * Mining. * Manufacturing. * Tourism.   Transportation. |
| **Short definition** | Development of plans for prioritised sectors in line with the FSGDS, NDP and MTSF. |
| **Purpose/importance** | To formalise the process of developing relevant sectors and sub-sectors that will contribute significantly to the GDP of the province. |
| **Source/collection of data** | Appoint a service provider. |
| **Method of calculation & Evidence type** | A plan. |
| **Data limitations** | The quality of the plan depends on the thoroughness and accuracy of the service provider. |
| **Type of indicator** | Output. |
| **Calculation type** | Counting. |
| **Reporting cycle** | Annual. |
| **New indicator** | Yes. |
| **Desired performance** | Higher performance is desired. |
| **Indicator responsibility** | M G Morakile. |

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| **Indicator title** | Number of value chains supported   * Agro-processing. * Mining. * Manufacturing. * Tourism.   Transportation. |
| **Short definition** | Analysis of various value chains within the sectors and supporting enterprises that falls within the selected value chains in order to provide non-financial support. |
| **Purpose/importance** | It will indicate value chains with added advantages and ensure that support to enterprises is targeted effectively. It will indicate the necessary forward and backward linkages required for businesses to be sustainable. |
| **Source/collection of data** | StatsSA, literature review, associations reports, registered data sources. |
| **Method of calculation & Evidence type** | Count number of value chain analysis reports and the number of enterprises supported within the identified value chains. |
| **Data limitations** | Some of the data from StatsSA is not disaggregated down to provinces and the reliability of other data sources. |
| **Type of indicator** | Output. |
| **Calculation type** | Counting |
| **Reporting cycle** | Quarterly. |
| **New indicator** | Yes. |
| **Desired performance** | Improvement in sustainability of enterprises that are within specific sectors. |
| **Indicator responsibility** | M G Morakile. |

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| **Indicator title** | Number of people trained within the prioritised sectors   * Agro-processing. * Mining * Manufacturing. * Tourism. * Transportation. |
| **Short definition** | Individual in enterprises within agro-processing, mining, manufacturing, tourism and transport sector to be trained on various courses to improve the technical skills and business management skills. |
| **Purpose/importance** | To improve the quality and production levels of enterprises and ability to run businesses effectively and professionally. |
| **Source/collection of data** | Databases. |
| **Method of calculation & Evidence type** | Count number of people on the attendance registers. |
| **Data limitations** | Dependency on databases. |
| **Type of indicator** | Output. |
| **Calculation type** | Counting. |
| **Reporting cycle** | Quarterly. |
| **New indicator** | No. |
| **Desired performance** | Higher performance is desired. |
| **Indicator responsibility** | M G Morakile. |

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| **Indicator title** | Number of operational forums in specific sector.   * Agro-processing. * Mining. * Manufacturing. * Tourism. * Transportation. |
| **Short definition** | Establishment of forums within the prioritised sector and ensure that they are fully operational. |
| **Purpose/importance** | Sectors will be organised. This will improve information sharing, bargaining power and easier detection of challenges within the sector. |
| **Source/collection of data** | Databases. |
| **Method of calculation & Evidence type** | Minutes of forum meetings. |
| **Data limitations** | Reliance on databases. |
| **Type of indicator** | Output. |
| **Calculation type** | Cumulative counting the operational forums. |
| **Reporting cycle** | Quarterly. |
| **New indicator** | Yes. |
| **Desired performance** | Higher performance is desired. |
| **Indicator responsibility** | M G Morakile. |

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| **Indicator title** | Number of industrial projects supported. |
| **Short definition** | Projects that lead to either introducing new factories or improving operational setting / mechanism for the factories. Support may be in a form of development, upgrading of infrastructure, bringing-in investments, training, negotiations and or general assistance for operational output or productive capability. |
| **Purpose/importance** | To effect radical economic transformation by providing support to productive activities. |
| **Source/collection of data** | Physical observation. |
| **Method of calculation & Evidence type** | (Testimonial) Physical structure, invoices, minutes, MoUs, progress reports. |
| **Type of indicator** | Processes may go off the rail as a result of a very intricate process towards achievement of the output. |
| **Calculation type** | Output. |
| **Reporting cycle** | Non-cumulative. |
| **New indicator** | Annual. |
| **Desired performance** | Higher performance desired. |
| **Indicator responsibility** | M G Morakile. |

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| **Indicator title** | Number of industrial development plans developed. |
| **Short definition** | Preparation of best practice information to the statements of intent on either identified or prioritized projects  Formal reports that documents decisions concluding in a choice of one from two or more alternatives for the identified or prioritised projects. |
| **Purpose/importance** | Generation of information in the development of factories for large-scale production. |
| **Source/collection of data** | Physical evidence. |
| **Method of calculation & Evidence type** | (Testimonial) Feasibility studies/ reports. |
| **Data limitations** | Depends on the accuracy of information from the service provider. |
| **Type of indicator** | Output. |
| **Calculation type** | Non-cumulative. |
| **Reporting cycle** | Quarterly. |
| **New indicator** | Yes. |
| **Desired performance** | Higher performance is desired. |
| **Indicator responsibility** | M G Morakile. |

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| **Indicator title** | Number of businesses assisted with funding from different funding avenues. |
| **Short definition** | Businesses assisted to source funding from Developmental finance Institutions (DFIs) such as the DTI, SEFA, NEF etc. |
| **Purpose/importance** | The funding is important for establishment and expansion of existing businesses. |
| **Source/collection of data** | Database of funded proposals. |
| **Method of calculation & Evidence type** | Counting the number of businesses that accessed funding. (Approval letter). |
| **Data limitations** | After application, FDIs communicate directly with enterprises and therefore it may not be easy to detect some businesses with approved and funded businesses. |
| **Type of indicator** | Output. |
| **Calculation type** | Counting. |
| **Reporting cycle** | Quarterly. |
| **New indicator** | Yes. |
| **Desired performance** | Higher performance is desired. |
| **Indicator responsibility** | M G Morakile. |

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| **Indicator title** | Reports on trade agreements implemented and the rand value thereof. |
| **Short definition** | Report detailing the status of the agreement aimed at increasing trade and creating new investment opportunities between the province and other countries. |
| **Purpose/importance** | To establish extend to which the agreements contribute towards ensuring provincial economic growth. |
| **Source/collection of data** | Engagement with custodians of the agreements. |
| **Method of calculation & Evidence type** | Retrospective synthesis report of work done on the implementation based on the objectives of the agreements. |
| **Data limitations** | To establish the substantive impact of the agreements may not be easy. |
| **Type of indicator** | Output. |
| **Calculation type** | Non-cumulative. |
| **Reporting cycle** | Yearly. |
| **New indicator** | Yes. |
| **Desired performance** | Higher performance is desired. |
| **Indicator responsibility** | M G Morakile. |

**ECONOMIC RESEARCH AND PLANNING**

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| **Indicator title** | R&D projects initiated. |
| **Short definition** | Production of new information, methods and techniques |
| **Purpose/importance** | To ensure new information and technologies are used to increase economic growth. |
| **Source/collection of data** | Research reports from conducted studies. |
| **Method of calculation & Evidence type** | MoUs, SLA, and research reports for each study. |
| **Data limitations** | Research reports may not be available at the end of the financial year. |
| **Type of indicator** | Output. |
| **Calculation type** | Non-cumulative. |
| **Reporting cycle** | Monthly, quarterly and annually. |
| **New indicator** | No. |
| **Desired performance** | Higher performance is desired. |
| **Indicator responsibility** | M.S Sani. |

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| **Indicator title** | Intelligence report produced. |
| **Short definition** | Compilation of economic intelligence reports. |
| **Purpose/importance** | To avail critical information for economic planning. |
| **Source/collection of data** | Economic indicators from StatsSA, Global Insight, Company AFS. |
| **Method of calculation & Evidence type** | At least one report per quarter. |
| **Data limitations** | Data not always recent; data not available at lowest level. |
| **Type of indicator** | Output. |
| **Calculation type** | Number of reports. |
| **Reporting cycle** | Quarterly and annually. |
| **New indicator** | No. |
| **Desired performance** | Higher performance is desired. |
| **Indicator responsibility** | M.S. Sani |

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| **Indicator title** | Provincial economic strategy developed. |
| **Short definition** | Policy planning and formulation. |
| **Purpose/importance** | To ensure that the implementation of all strategic economic programmes and are planned for. |
| **Source/collection of data** | Department policy documents and plans. |
| **Method of calculation & Evidence type** | Plans for intended programmes. |
| **Data limitations** | None. |
| **Type of indicator** | Output. |
| **Calculation type** | Non-cumulative. |
| **Reporting cycle** | Monthly, quarterly and annually. |
| **New indicator** | No. |
| **Desired performance** | Higher performance is desired. |
| **Indicator responsibility** | M.S Sani. |

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| **Indicator title** | Seminars held on research findings and new policy directives. |
| **Short definition** | Management of economic knowledge and information.  Stakeholder management. |
| **Purpose/importance** | To ensure that decision-makers and policy-makers base their decisions on recent and accurate information. |
| **Source/collection of data** | Completed research reports, policies from relevant stakeholders. |
| **Method of calculation & Evidence type** | Number of seminars, workshops held and disseminated documents. |
| **Data limitations** | None. |
| **Type of indicator** | Output. |
| **Calculation type** | Non-cumulative. |
| **Reporting cycle** | Monthly, quarterly and annually. |
| **New indicator** | Yes. |
| **Desired performance** | Higher performance is desired. |
| **Indicator responsibility** | M.S Sani. |

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| **Indicator title** | Number of consumer court sittings conducted. |
| **Short definition** | To give redress to consumer disputes involving deficiencies in services provided to the consumers, through the sitting of Provincial Consumer Affairs Court consisting of 5 members. |
| **Purpose/importance** | To resolve consumer related disputes. |
| **Source/collection of data** | Investigated files whose disputes have not been resolved. |
| **Method of calculation & Evidence type** | Number of Consumer Affairs Court sittings in a month ideally every Friday of the Month. |
| **Data limitations** | None. |
| **Type of indicator** | Activity and output indicators. |
| **Calculation type** | Cumulative. |
| **Reporting cycle** | Monthly, quarterly and annually. |
| **New indicator** | No. |
| **Desired performance** | Complete record of all cases featured in the Roll. |
| **Indicator responsibility** | Mr. T. Radikeledi. |

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| **Indicator title** | Capacity building programmes held to promote fair and sustainable market for consumer products and services. |
| **Short definition** | Consumer education and awareness outreach programmes. |
| **Purpose/importance** | Creating a fair business environment;  Promoting responsible consumer behaviour; |
| **Source/collection of data** | Department’s records – attendance registers, presentations, satisfaction survey. |
| **Method of calculation & Evidence type** | Number of information sessions and programmes held per annum; questionnaire. |
| **Data limitations** | None. |
| **Type of indicator** | Activities and output indicators. |
| **Calculation type** | Cumulative. |
| **Reporting cycle** | Monthly, quarterly and annually. |
| **New indicator** | New. |
| **Desired performance** | Higher performance is desired. |
| **Indicator responsibility** | Mr. T. Radikeledi. |

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| **Indicator title** | Mediation concluded timorously. |
| **Short definition** | Mediation and adjudication of consumer disputes. |
| **Purpose/importance** | Eradicate and provide for investigation, prohibition and control of the proliferation of unfair business practices in the Province.  Establish norms and standards to ensure consumer protection. |
| **Source/collection of data** | Department’s Register Book of complaints lodged by consumers. |
| **Method of calculation & Evidence type** | Turnaround time taken to resolve a case (3 months). |
| **Data limitations** | None. |
| **Type of indicator** | Activity and output indicators. |
| **Calculation type** | Non-cumulative. |
| **Reporting cycle** | Monthly, quarterly and annually. |
| **New indicator** | New. |
| **Desired performance** | Lower performance is desirable. |
| **Indicator responsibility** | Mr. Timothy Radikeledi. |

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| **Indicator title** | Investigate unfair business practice. |
| **Short definition** | Investigation of alleged unfair business practices |
| **Purpose/importance** | Verification of allegations and gathering of the necessary evidence. |
| **Source/collection of data** | Investigators’ reports. |
| **Method of calculation & Evidence type** | Reconciliation of the number of investigators’ reports to the number of cases in the Register. |
| **Data limitations** | None. |
| **Type of indicator** | Output indicator. |
| **Calculation type** | Investigative report for each case. |
| **Reporting cycle** | Monthly, quarterly and annually. |
| **New indicator** | New. |
| **Desired performance** | Lower performance is desirable. |
| **Indicator responsibility** | Mr. Timothy Radikeledi. |

**SMALL BUSINESS DEVELOPMENT**

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| **Indicator title** | Number of existing SMME’s supported. |
| **Short definition** | * Referrals to DFI’s agencies or sector departments * Financial and non financial support * Support through the process flow of SMME’s outlined by the department. |
| **Purpose/importance** | To sustain their business and to ensure that these business create job for others. |
| **Source/collection of data** | * Walk-in enquiries and telephonic enquires. * Workshops and Trainings. * Exhibitions. * Conferences and Seminars.   Company visit an Business surveys. |
| **Method of calculation & Evidence type** | All Workings and Telephonic enquiries recorded are followed up, referrals from other stakeholder, e.g SEDA, LOCAL AND DISTRICT MUNICIPALITIES.  All SMME enquiries received are attended through referrals, information dissemination, exposure at exhibitions. Existing. Attendance register, photos and profile of evidence. |
| **Data limitations** | SMME management is done manually. These causes delay of data collection and compilation. A need for Electronic Data Management linked between the Department and relevant stakeholders. |
| **Type of indicator** | Business supported for sustainability. |
| **Calculation type** | Visits to companies. Meetings and workshops. |
| **Reporting cycle** | Weekly, Monthly, quarterly and Annually. |
| **New indicator** | Implementation of BBBEE during procurement. |
| **Desired performance** | Higher performance is desired. |
| **Indicator responsibility** | Mr M Sehularo. |

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| **Indicator title** | Number of new and existing SMME’s Developed. |
| **Short definition** | Development of business through skills trainings, financial assistance to enhancement, linkage with other business for trading purposed. |
| **Purpose/importance** | To enable business to be part of the First Economy. To close the gab between the rich and the poor. |
| **Source/collection of data** | * Walk-in enquiries and telephonic enquires * Word of mouth * Referrals * Workshops and Trainings * Exhibitions * Conferences and Seminars * Company visit an Business surveys |
| **Method of calculation & Evidence type** | All Workings and Telephonic enquiries recorded are followed up, referrals from other stakeholder, e.g SEDA, LOCAL AND DISTRICT MUNICIPALITIES.  All SMME enquiries received are attended through referrals, information dissemination, exposure at exhibitions. Existing Database. Attendance register, photos and profile of evidence. |
| **Data limitations** | SMME management is done manually. These causes delay of data collection and compilation. A need for Electronic Data Management linked between the Department and relevant stakeholders. |
| **Type of indicator** | Business supported for sustainability and jobs created. |
| **Calculation type** | Production of Goods and Services, profit made by business jobs secured for owners and their employees – Sustainability. |
| **Reporting cycle** | Weekly, Monthly, quarterly and Annually. |
| **New indicator** | Implementation of BBBEE policies during procurement . |
| **Desired performance** | Higher performance is desired. |
| **Indicator responsibility** | Mr M Sehularo. |

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| **Indicator title** | Number of existing co – operatives Supported. |
| **Short definition** | * Referrals to DFI’s agencies or sector departments * Financial and non financial support * Support through the process flow of SMME’s outlined by the department. |
| **Purpose/importance** | Promote the development of sustainable Co-operatives that comply with the Co-operative principles, thereby increasing the number and variety of economic enterprises operating in the formal economy. |
| **Source/collection of data** | DETEA, DTI, other Departments and Government Agencies. |
| **Method of calculation & Evidence type** | Provincial database, DIT and Government Agencies. |
| **Data limitations** | Dependent on Provincial database, DIT and Government Agencies. |
| **Type of indicator** | Output. |
| **Calculation type** | Cumulative. |
| **Reporting cycle** | Quarterly. |
| **New indicator** | Continuous. |
| **Desired performance** | Higher performance is desired. |
| **Indicator responsibility** | Mr M Sehularo. |

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| **Indicator title** | Number of existing new and existing co-operatives developed. |
| **Short definition** | Support and development of Co-operatives in the Free State Province through various financial or non-financial interventions. |
| **Purpose/importance** | Promote the development of sustainable Co-operatives that comply with the Co-operative principles, thereby increasing the number and variety of economic enterprises operating in the formal economy. |
| **Source/collection of data** | DETEA, DTI, other Departments and Government Agencies. |
| **Method of calculation & Evidence type** | Provincial database, DIT and Government Agencies. |
| **Data limitations** | Dependent on Provincial database, DIT and Government Agencies. |
| **Type of indicator** | Output. |
| **Calculation type** | Cumulative. |
| **Reporting cycle** | Quarterly. |
| **New indicator** | Continuous. |
| **Desired performance** | Higher performance is desired. |
| **Indicator responsibility** | Mr M Sehularo**.** |

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| **Indicator title** | No of successful co-operatives supported through interdepartmental co-operative forums. |
| **Short definition** | * Financial and non financial support * Support through the process flow of SMME’s outlined by the department. |
| **Purpose/importance** | Synergize departmental programmes aimed at Co-operatives’ support. |
| **Source/collection of data** | Provincial data. |
| **Method of calculation & Evidence type** | Different Departments, municipalities, and Agencies. |
| **Data limitations** | Dependent on Different Departments, municipalities, and Agencies. |
| **Type of indicator** | Output. |
| **Calculation type** | Cumulative. |
| **Reporting cycle** | Quarterly. |
| **New indicator** | New. |
| **Desired performance** | Higher performance is desired. |
| **Indicator responsibility** | Mr M Sehularo |

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| **Indicator title** | Number of enterprises migrated into a portfolio per trade advisor through the SBD process flow. |
| **Short definition** | No of SMME’s migrated from the excel database into the new SMME database and assisted through the process flow outlined by the department. |
| **Purpose/importance** | To monitor and evaluate the progress in SMME. |
| **Source/collection of data** | Provincial Data. |
| **Method of calculation & Evidence type** | Consultation through site visits.  Sessions attendance register and signed report. |
| **Data limitations** | None. |
| **Type of indicator** | Output. |
| **Calculation type** | Cumulative. |
| **Reporting cycle** | Bi annually. |
| **New indicator** | New. |
| **Desired performance** | Higher performance is desired. |
| **Indicator responsibility** | Mr M Sehularo. |

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| **Indicator title** | The average service centre’s **C**lient **S**ervice **R**atings **(CSR)** per service centre out of 10. |
| **Short definition** | To rate the level of service rendered to clients and interdepartmental stakeholders. |
| **Purpose/importance** | Measurement of service standards. |
| **Source/collection of data** | Scorecard. |
| **Method of calculation & Evidence type** | Rate 0-10  Scorecard and Clients and internal clients attendance register. |
| **Data limitations** | Voluntarily. |
| **Type of indicator** | Outcome. |
| **Calculation type** | Average. |
| **Reporting cycle** | Quarterly. |
| **New indicator** | New. |
| **Desired performance** | Higher performance is desired. |
| **Indicator responsibility** | Phumla Ngqeza. |

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| **Indicator title** | Alignment consultation sessions with local government stakeholders on local economic development. |
| **Short definition** | Collative participation/collaboration of municipalities , public and private sectors. |
| **Purpose/importance** | To encourage the local government stakeholders to participate with Private Sectors and other interested parties. |
| **Source/collection of data** | Municipalities. |
| **Method of calculation & Evidence type** | Attendance register. |
| **Data limitations** | Municipalities , department and Private sector. |
| **Type of indicator** | Outcome. |
| **Calculation type** | Progressive. |
| **Reporting cycle** | Quarterly. |
| **New indicator** | New. |
| **Desired performance** | Higher performance is desired. |
| **Indicator responsibility** | Phumla Ngqeza. |

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| **Indicator title** | Number of capacity building initiatives per municipality. |
| **Short definition** | Capacity Building by Provincial Treasury and SBD to municipalities in issues related to bi-law processes, DTI support, SALGA/COGTA initiatives, implementations of outcomes from the provincial LED process, etc. |
| **Purpose/importance** | To build a relationship and share number of programmes. |
| **Source/collection of data** | Provincial data. |
| **Method of calculation & Evidence type** | Frequently, monitoring the progress of the programmes. |
| **Data limitations** | Municipalities and Departments. |
| **Type of indicator** | Encourage partnership with municipalities. |
| **Calculation type** | Engagements with Municipalities and positive outcomes. |
| **Reporting cycle** | Bi –monthly. |
| **New indicator** | Existing. |
| **Desired performance** | Higher performance is desired. |
| **Indicator responsibility** | Phumla Ngqeza. |

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| **Indicator title** | Number of municipalities supported with various interventions relating to business regulation. |
| **Short definition** | Bi- law processes through best practices from lead municipalities, support and interventions through National Strategy into provincial and local strategies from DTI, Department of SBD and Dept of Economic Development. Terms of reference will be provided. |
| **Purpose/importance** | Ensure better Business environment. |
| **Source/collection of data** | SALGA,COGTA and different Municipalities. |
| **Method of calculation & Evidence type** | Pilot project at Thabo Mofutsanyana. |
| **Data limitations** | Lack of trained personnel/ No relevant people at Municipality for Business Regulation. |
| **Type of indicator** | Co-operative Governance and Capacitating Municipalities. |
| **Calculation type** | Quarterly. |
| **Reporting cycle** | Bi-Annually. |
| **New indicator** | Yes. |
| **Desired performance** | Higher performance is desired. |
| **Indicator responsibility** | Kaiser Khoza. |

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| **Indicator title** | Number of business forums facilitated. |
| **Short definition** | Destea will organise business leaders in sector specific forums, provide governance structures and chair the first three meetings in which forums will be established to share challenges and provide support to other small businesses in the same sectors. |
| **Purpose/importance** | Ensure that policy advice is bottom up. |
| **Source/collection of data** | Organised business/ Formalising the Informal sector. |
| **Method of calculation & Evidence type** | Engage organised business. |
| **Data limitations** | Infighting amongst these organisations. Govt engagement fatigue. |
| **Type of indicator** | Ensuring free trade and unblocking the challenges for Black Business. |
| **Calculation type** | Quarterly. |
| **Reporting cycle** | Bi-Annually. |
| **New indicator** | Yes. |
| **Desired performance** | Higher performance is desired. |
| **Indicator responsibility** | Kaiser Khoza. |

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| **Indicator title** | Number of key strategic stakeholders structures co-ordinated. |
| **Short definition** | Destea will  co ordinate Private Sector Companies, Financial Institutions, organised business associations and State Owned Enterprises to drive and manage key topical economic and enterprise strategies within the Province. |
| **Purpose/importance** | Ensure policy advisory. |
| **Source/collection of data** | Organised Business. |
| **Method of calculation & Evidence type** | Quarterly standing meeting with MEC. |
| **Data limitations** | There’s a plethora of such fora. |
| **Type of indicator** | Ensure a business friendly and transforming Business sector. |
| **Calculation type** | Non cumulative. |
| **Reporting cycle** | Quarterly. |
| **New indicator** | Yes. |
| **Desired performance** | Higher performance is desired. |
| **Indicator responsibility** | Kaiser Khoza. |

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| **Indicator title** | Number of B-BBEE ventures facilitated. |
| **Short definition** | Aligned to DTI codes and continuous changes within the DTI to manage the process within the Industrialist and sector development plans on shareholding and other enterprise structures to support transformation of enterprises within the province. This indicator allows for SMME’s to be more knowledgeable and compliant for tendering purposes. |
| **Purpose/importance** | Ensure radical economy decolonisation/deracialisation. |
| **Source/collection of data** | National /Provincial Treasury and Research data. |
| **Method of calculation & Evidence type** | Quarterly. |
| **Data limitations** | Non-collaboration from Business. |
| **Type of indicator** | Transform FS Business. |
| **Calculation type** | Cumulative. |
| **Reporting cycle** | Quarterly. |
| **New indicator** | Yes. |
| **Desired performance** | Higher performance is desired. |
| **Indicator responsibility** | Kaiser Khoza. |