

Annexure E

Administration

Indicator title	Ensure overall corporate compliance
Short definition	Facilitate and coordinate 3 Internal audit charters, 16 Service delivery planning documents developed, 12 Security-awareness sessions and 15 Business processes mapped.
Purpose/importance	Approved three year and annual Internal audit plan indicating number and types of audits to be performed during the year. The purpose of these documents is to present a framework of DESTEA's services by informing the staff and community on who is in charge
Source/collection of data	Risk register, AG Reports.
Method of calculation& evidence type	A copy of approved three year and annual Internal audit plan developed annually.
Data limitations	None.
Type of indicator	Output.
Calculation type	Non cumulative.
Reporting cycle	Annual.
New indicator	Yes.
Desired performance	Higher performance.
Indicator responsibility	Me M.Mokone (Director)

Indicator title	Strengthen risk & regulatory compliance.
Short definition	To ensure that residual risks to the organization is reduced, and that all regulations applicable to the organization are complied with.
Purpose/importance	To assess the risks and the opportunities to the Department in order to achieve the organisational strategic objective..
Source/collection of data	Perform consultaions with the risk owners of each components.
Method of calculation& evidence type	Approved risk registers & e-mail communication.
Data limitations	Lack of co-operation by management to comply with the set date.
Type of indicator	Outcomes.
Calculation type	Cumulative.
Reporting cycle	Annually.
New indicator	No.
Desired performance	Higher performance.
Indicator responsibility	M. Motsemme (DD)

Indicator title	Improve corporate communications and coordination
Short definition	Improve internal and external communication and coordination.
Purpose/importance	To lays out how to handle the various form of communication dispersed by the department
Source/collection of data	Approved Communication Strategy
Method of calculation& evidence type	Simple count Evidence - Approved Communication Strategy
Data limitations	None
Type of indicator	Inputs
Calculation type	Non cumulative
Reporting cycle	Annually
New indicator	No
Desired performance	Higher
Indicator responsibility	Me F. Nyamate (Act DD)

Indicator title	Strengthen access to services
Short definition	Ensure public access to organizational and other relevant external services.
Purpose/importance	Implementation of IT systems to improve the life of citizens and enable them to interact with government in a cost effective manner To provide services to citizens in a cost effective manner.
Source/collection of data	Approved reports
Method of calculation& evidence type	Number: Evidence= Two (2) Project Reports
Data limitations	None
Type of indicator	Output
Calculation type	Cumulative
Reporting cycle	Annually
New indicator	Yes
Desired performance	Higher performance.
Indicator responsibility	Me F. Nyamate (Act DD)

Indicator title	Implement appropriate technology
Short definition	Ensure the implementation of 4 E-Government initiatives technology which will compliment and expedite departmental service delivery.
Purpose/importance	To provide services to citizens in a cost effective manner.
Source/collection of data	Approved reports

Method of calculation& evidence type	Number: Evidence= Two (2) Project Reports
Data limitations	None
Type of indicator	Output
Calculation type	Cumulative
Reporting cycle	Annually
New indicator	Yes
Desired performance	Higher performance.
Indicator responsibility	Me. M.Mphahlane (Act Director)

FINANCIAL MANAGEMENT

Indicator title	Improve revenue collection and manage revenue growth.
Short definition	Ensure ownership, monitoring and accountability in relation to financial matters of the organization.
Purpose/importance	Financial statements are formal presentations of the flow of money into, through and out of a department.
Source/collection of data	Data collected from financial systems (BAS, LOGIS and PERSAL), manual reconciliations from different sections as per the prescribed templates and any other source documentation that can verify the use of figures in the statements.
Method of calculation& evidence type	The AFS template is formula based and automatically imports figures between the different worksheets in the template. The Disclosure Note is done manually as the information required is not system based. Evidence =Proof of submission.
Data limitations	System errors resulting in unavailability of reports. Lack of integrity on information submitted by other components.
Type of indicator	Measures the status of financial position, performance and equity of the department.
Calculation type	Cumulative.
Reporting cycle	Annual.
New indicator	No.
Desired performance	Higher performance.
Indicator responsibility	Puleng Rantekane (Director)

Indicator title	Improve expenditure management.
Short definition	Ensure improvements in expenditure management through improved and more efficient regulations and practices.
Purpose/importance	Its importance will assist in decision making on increase/decrease budget for the following financial year.
Source/collection of data	From managers.

Method of calculation& evidence type	Number: Evidence = Credible Budget statement.
Data limitations	The reliability of inputs from the managers.
Type of indicator	Efficiency.
Calculation type	Cumulative.
Reporting cycle	Annually.
New indicator	No.
Desired performance	Higher performance.
Indicator responsibility	J Motsetse (Director)

Indicator title	Improve revenue collection and manage revenue growth
Short definition	Ensure effective and efficient revenue collection and manage revenue growth.
Purpose/importance	The revenue collected by the department is deposited into the Provincial Revenue Fund and is the provincial contribution to the national revenue fund which on an annual basis makes allocations to provinces in the form of appropriated funds.
Source/collection of data	Source of revenue is the tax receipts, sales of goods & services and sale of capital assets by the department. Monthly statistics on revenue collections are compiled and submitted to the Provincial treasury.
Method of calculation& evidence type	BAS generates reports indicating receipts issued, deposits collected and how the actual deposits are allocated to the various revenue items per revenue collection point. Evidence =BAS Report.
Data limitations	Unavailability of financial systems and inputs from other sections in the department.
Type of indicator	Measures accuracy between the systems.
Calculation type	Cumulative.
Reporting cycle	Monthly
New indicator	No.
Desired performance	Higher performance.
Indicator responsibility	Puleng Rantekane (Director)

Indicator title	Effective financial management
Short definition	Ensure improvements in financial management through improved and more efficient regulations and practices
Purpose/importance	Financial statements are formal presentations of the flow of money into, through and out of a department.
Source/collection of data	Data collected from financial systems (BAS, LOGIS and PERSAL), manual reconciliations from different sections as per the prescribed templates and any other source documentation that can verify the use of figures in the statements.

Method of calculation& evidence type	The AFS template is formula based and automatically imports figures between the different worksheets in the template. The Disclosure Note is done manually as the information required is not system based. Evidence =Proof of submission.
Data limitations	System errors resulting in unavailability of reports. Lack of integrity on information submitted by other components.
Type of indicator	Measures the status of financial position, performance and equity of the department.
Calculation type	Cumulative.
Reporting cycle	Annual.
New indicator	No.
Desired performance	Higher performance.
Indicator responsibility	Puleng Rantekane (Director)

Indicator title	Improve financial sustainability.
Short definition	Ensure improvements in financial sustainability through improved and more efficient guidelines and practices.
Purpose/importance	Financial statements are formal presentations of the flow of money into, through and out of a department.
Source/collection of data	Data collected from financial systems (BAS, LOGIS and PERSAL), manual reconciliations from different sections as per the prescribed templates and any other source documentation (registers) that can verify the use of figures in the statements.
Method of calculation& evidence type	The IFS template is formula based and automatically imports figures between the different worksheets I in the template. The Disclosure Note is done manually as the information required is not system based. Evidence = Proof of submission
Data limitations	System errors resulting in unavailability of reports. System errors resulting in unavailability of reports. Lack of integrity on information submitted by other components.
Type of indicator	Measures the status of financial position, performance and equity of the department.
Calculation type	Cumulative.
Reporting cycle	Annual.
New indicator	No.
Desired performance	Higher performance.
Indicator responsibility	Puleng Rantekane (Director)

Indicator title	Implement cost efficiencies
Short definition	Improve cost efficiencies through internal identification and management, as well as the implementation of external prescripts.
Purpose/importance	To enable the department to save time, save money, reduce risk and ensure that we get the right solution to meet our business needs.
Source/collection of data	T Needs analysis tracking of request manually.
Method of calculation& evidence type	Simple count. Evidence: Analysis of reports.
Data limitations	Correctness of the register.
Type of indicator	Output.
Calculation type	Non cumulative.
Reporting cycle	Quarterly.
New indicator	No.
Desired performance	Higher performance.
Indicator responsibility	Mr M. Machela (Act Director)

Indicator title	Implement proper inventory turnover
Short definition	Ensure that all inventory is managed efficiently and according to its productive lifespan.
Purpose/importance	To have an accurate asset register.
Source/collection of data	Room lists are generated from the asset register on Logis.
Method of calculation& evidence type	Manual count. Evidence: Report
Data limitations	Incorrect description of assets .
Type of indicator	Output.
Calculation type	Cumulative.
Reporting cycle	Quarterly.
New indicator	No
Desired performance	Higher performance.
Indicator responsibility	Ms B Difoloko (DD)

Indicator title	Improve record and asset management and information
Short definition	Improve records and asset management, including the availability of timely and accurate information.
Purpose/importance	To have an accurate asset register.
Source/collection of data	Room lists are generated from the asset register on Logis. GG schedule of leased assets.
Method of calculation& evidence type	Manual count. Evidence: Report

Data limitations	Incorrect description of assets .
Type of indicator	Output.
Calculation type	Cumulative.
Reporting cycle	Quarterly.
New indicator	No
Desired performance	Higher performance.
Indicator responsibility	Ms B Difoloko (DD)

Indicator title	Increase asset utilization
Short definition	Ensure improvements in expenditure management through improved and more efficient regulations and practices.
Purpose/importance	To have an accurate asset register.
Source/collection of data	Room lists are generated from the asset register on Logis.
Method of calculation& evidence type	Manual count. Evidence: Report
Data limitations	Incorrect description of assets .
Type of indicator	Output.
Calculation type	Cumulative.
Reporting cycle	Quarterly.
New indicator	No
Desired performance	Higher performance.
Indicator responsibility	Ms B Difoloko (DD)
Indicator title	Optimize staff productivity and capability
Short definition	Ensure that 6 Health and safety inspections are facilitated to ensure staff productivity and capabilities are optimized at all levels of the organization.
Purpose/importance	To refer employees for treatment and support to the relevant service provider
Source/collection of data	Reports from the Service Provider
Method of calculation& evidence type	Guided by Health and Productivity Management (HPM) policy National Strategic Plan (NSP) and creating organisational culture of self-care Post campaign reports and event schedules
Data limitations	None
Type of indicator	Output
Calculation type	Cumulative.
Reporting cycle	Bi-annually.
New indicator	No
Desired performance	HRA conducted
Indicator responsibility	Assistant Director: EHW (Ms. L.GB.Molefe)

Indicator title	Foster a high performance culture
Short definition	Create and maintained an environment in the organization conducive to high performance.
Purpose/importance	To align the approved organisational structure with Persal establishment
Source/collection of data	Approved organisational structure from Organisational Development component
Method of calculation& evidence type	By counting all posts versus the approved posts Evidence= Persal establishment report
Data limitations	Posts levels not indicated on the approved organisational structure Not enough posts to accommodate the warm bodies
Type of indicator	Output
Calculation type	Non-cumulative
Reporting cycle	Quarterly
New indicator	No
Desired performance	Higher performance
Indicator responsibility	Ms. M Tlale (Acting Director: HRM)

Indicator title	Recruit and develop a workforce new
Short definition	Ensure effective and efficient recruitment and workforce development.
Purpose/importance	To ensure that work-flow are more efficient and effective
Source/collection of data	By interviewing Managers/ Supervisors to gather information. By analysing the current processes and conduct a desktop research.
Method of calculation& evidence type	Interviews with Managers/ Supervisors or desktop research Processes mapped out
Data limitations	The accuracy of the information depends on the knowledge of the supervisor Lack of information on the process
Type of indicator	Output (processes mapped out)
Calculation type	Non-cumulative
Reporting cycle	Quarterly
New indicator	No
Desired performance	5 processes mapped out
Indicator responsibility	Ms. N Mopeli (Deputy Director: DES)

Indicator title	Continuous process improvement New
Short definition	Develop 15 SOP's for key functions in the Department.
Purpose/importance	To assist Managers/Supervisors with the development of SOP's and submit to Strategic Planning, Monitoring and Evaluation Directorate for further handling
Source/collection of data	Information gathered from Managers/Supervisors through interviews
Method of calculation& evidence type	SOP's might be reviewed as and there is new information
Data limitations	Managers/Supervisors providing irrelevant information not applicable to the SOP's
Type of indicator	Output (SOP's)
Calculation type	Non-cumulative
Reporting cycle	Quarterly
New indicator	Yes
Desired performance	5 SOP's developed
Indicator responsibility	Ms. N Mopeli (Deputy Director: DES)

Indicator title	Enhance change management practises and the training climate.
Short definition	Facilitate 6 workshop on change management in the organization and ensure a conducive environment for training.
Purpose/importance	To equip employees with the requisite knowledge and skills
Source/collection of data	Attendance certificates and attendance registers
Method of calculation& evidence type	By counting the number of employees who attended the workshops. Attendance registers to serve as evidence type
Data limitations	The number of workshop attendees might be under-stated due to none-capturing of attendees' details on the registers.
Type of indicator	Output
Calculation type	Non-cumulative
Reporting cycle	Bi-annually
New indicator	Yes
Desired performance	Higher performance.
Indicator responsibility	Deputy Director: HRD (Mr M Segopa)

Indicator title	Clarify roles and responsibilities
Short definition	Ensure that all roles and responsibilities in the organization are clear, well documented and communicated.

Purpose/importance	<p>Job Descriptions are reviewed in order to ensure that the responsibilities indicated talks/ link to the organisational vision and mission.</p> <p>Job Descriptions are reviewed to ensure that the official know what is expected. Thereafter, the job description is signed by both the jobholder and the supervisor.</p>
Source/collection of data	<p>By interviewing Managers/ Supervisors to gather information.</p> <p>Conducting a desktop research to gather information</p>
Method of calculation& evidence type	<p>The Public Service Regulations requires that job descriptions be reviewed within 60 months</p> <p>Signed job description between the Supervisor and Employee</p>
Data limitations	<p>The accuracy of the information depends on the knowledge of the supervisor</p> <p>Lack of information regarding the post</p>
Type of indicator	Output (revised Job Descriptions)
Calculation type	Non-cumulative
Reporting cycle	Quarterly
New indicator	Yes
Desired performance	150 Job Descriptions reviewed)
Indicator responsibility	Ms. N Mopeli (Deputy Director: DES)

Indicator title	Consistent quality service provision
Short definition	Ensure that the standard of services, as explained in the Service Charter and Service Standards document is maintained or exceeded at all times.
Purpose/importance	The purpose of these documents is to present a framework of DESTEA's services by informing the staff and community on who is in charge, the executive management, services offered and which procedure to follow when one want to complain. This is augmented by service standards etc.
Source/collection of data	SDIP documents developed, PAIA and PAJA
Method of calculation& evidence type	3 Plans annually; 4 plans every 3 rd year.
Data limitations	Lack of inputs from programme and sub-programme managers.
Type of indicator	Output.
Calculation type	Cumulative.
Reporting cycle	Annually.
New indicator	No.
Desired performance	Targets are set at the desired level.
Indicator responsibility	Mr.M.Sani (Chief Director)

ENVIRONMENT

Indicator title	Regulatory environment enforcement
Short definition	Ensure the enforcement of NEMA and other environmental legislation in the province.
Purpose/importance	This indicator shows the efficiency of the consideration of EIA applications. It also indicates the level of capacity made available by the department in pursuit of sustainable development in the province. It shows the number of environmental authorisation applications where final decisions are made to either issue environmental authorisation
Source/collection of data	National Environmental Authorisation System (NEAS). 2016/17 Applications Received = 31; 2016/17 Applications Finalized = 19
Method of calculation& Evidence type	An application refers to when the Competent Authority has received an application form and complete information. Percentage of every EIA application finalised (i.e. authorisation issued, refused, amended or withdrawn), in the reporting period, within the legislated timeframe set for processing of an EIA application. This is expressed as a percentage of the total number of applications finalised within legislated timeframe divided by total number of all finalised applications. 2015/16 Baseline =98% (38 applications) Evidence = Register of EIA applications received; NEAS report.
Data limitations	The reliability of the register depends on the accuracy of the data captured. The full functionality of the National Environmental Authorizations System (NEAS). Numerator and denominator actual figures for 2017/18 can only be determined in year and not in advance due to its demand driven nature. Demand driven.
Type of indicator	Output.
Calculation type	Cumulative.
Reporting cycle	Quarterly.
New indicator	No
Desired performance	Acceptable
Indicator responsibility	Ms. N.M Nkoe (Chief Director)

ECONOMIC DEVELOPMENT

Indicator title	Increase market share
Short definition	Increase the market share of key economic sectors and tourism in the province.
Purpose/importance	The purpose is to ensure sustainability of small and medium enterprises by providing markets opportunities. This is to counter the collapse of such enterprises due to lack of markets.
Source/collection of data	Administrative data
Method of calculation & Evidence type	Count number of enterprises. Evidence =Attendance registers, Exhibition reports/ Photos.
Data limitations	None.
Type of indicator	Output.
Calculation type	Simple count.
Reporting cycle	Quarterly.
New indicator	Yes.
Desired performance	Higher performance
Indicator responsibility	Dr Nokwengu (Act DDG)

Indicator title	Economic growth
Short definition	Promote rapid economic growth in the province via various modalities.
Purpose/importance	The purpose is to strengthen international relations by creating conducive platform to access the markets.
Source/collection of data	List of all missions attended. Evidence = MOU s /MOA / Letter of Intent and Injunctions.
Method of calculation & Evidence type	Simple count Evidence = Attendance registers, approved outcome reports, signed by the initiator, verifier and approver.
Data limitation	Absence of missions
Type of indicator	Output.
Calculation type	Simple count
Reporting cycle	Quarterly.
New indicator	Yes.
Desired performance	Higher performance is desired.
Indicator responsibility	Dr Nokwengu (Act DDG)

Indicator title	Exploit opportunities in critical sectors
Short definition	Identify and exploit strategic opportunities in key sectors in order to contribute towards socio-economic development in the province.
Purpose/importance	To identify investment and business opportunities within the priority sectors.

Source/collection of data	EP Unit
Method of calculation & Evidence type	Simple count Evidence = Approved investment opportunity lists (initiator, verifier, approver); approved outcome report (initiator, verifier, approver).
Data limitations	Unavailability of the latest economic data on municipalities.
Type of indicator	Output
Calculation type	Simple count
Reporting cycle	Annually.
New indicator	Yes
Desired performance	Higher
Indicator responsibility	Dr Nokwengu (Act DDG)

Indicator title	Optimize investments
Short definition	Increase the market share of key economic sectors and tourism in the province.
Purpose/importance	To create awareness on investments and business opportunities within the priority sectors.
Source/collection of data	EP Unit
Method of calculation & Evidence type	Simple count. Evidence = Presentation materials; Attendance registers; Workshop Programmes, approved outcome report (initiator, verifier, approver).
Data limitations	None
Type of indicator	Output
Calculation type	Number of workshops conducted
Reporting cycle	Quarterly
New indicator	Yes
Desired performance	High
Indicator responsibility	Dr Nokwengu (Act DDG)

Indicator title	Promote capital investment
Short definition	Promote capital investment by public and private sector in strategic socio-economic developments.
Purpose/importance	To promote and ensure a common, implementable target for capital investment in the province.
Source/collection of data	EP Unit
Method of calculation & Evidence type	Simple count Evidence = Approved list of capital investment targets per target period; approved outcome report (initiator, verifier, approver).
Data limitations	Difficulty in gathering data
Type of indicator	Output
Calculation type	Non-cumulative

Reporting cycle	Annual
New indicator	New
Desired performance	Acceptable
Indicator responsibility	Dr Nokwengu (Act DDG)

Indicator title	Improve research and development
Short definition	Improve the financial allocation to R&D, as well as the strategic output thereof.
Purpose/importance	To generate information for evidence-based decision- making; to ensure innovation and new technologies are used to improve service delivery for the achievement of DESTEA goals.
Source/collection of data	EP Unit
Method of calculation & Evidence type	Simple count Evidence = Approved submissions on ToR's and appointment of service provider, MoUs, SLA, and approved research reports for each study, when available (initiator, verifier, approver).
Data limitations	Unavailability of recent and relevant data; delays in relevant DESTEA SCM processes. Note that in general, research projects are medium to long term in nature.
Type of indicator	Output.
Calculation type	Non-cumulative.
Reporting cycle	Quarterly.
New indicator	Existing indicator
Desired performance	Higher performance is desired.
Indicator responsibility	Mr.M.Sani (Chief Director)

Indicator title	Customer satisfaction
Short definition	Notably improve the service delivery satisfaction levels of Free State government customers.
Purpose/importance	To ensure efficient turn-around time for the finalization of consumer disputes and to increase service delivery and overall customer satisfaction. To uphold requirements of the Consumer Rights Act.
Source/collection of data	EP Unit
Method of calculation & Evidence type	Simple count Evidence = Comprehensive case status register (including annual opening and closing balances)
Data limitations	None
Type of indicator	Output
Calculation type	Non-cumulative
Reporting cycle	Quarterly
New indicator	No
Desired performance	Acceptable
Indicator responsibility	Dr Nokwengu (Act DDG)

Indicator title	Strengthen and coordinate economic development
Short definition	Ensure the efficient utilization of fiscal and monetary policies, as well as strategic partnerships in order to ensure coordinated economic development in the province.
Purpose/importance	To supplement and compliment the resources and capacity of the Department to achieve its identified goals and objectives efficiently and effectively.
Source/collection of data	Local, provincial, and national government; Development Finance Institutions (DFIs); Higher Education Institutions (HEIs); private sector and associated industries; EP Unit
Method of calculation & Evidence type	Simple count Evidence = MoUs; ToRs; Letters of Intent; Service Level Agreements; MoAs and related legal documents; outcome report (initiator, verifier, approver).
Data limitations	None.
Type of indicator	Output.
Calculation type	Non-cumulative.
Reporting cycle	Annually.
New indicator	Existing indicator
Desired performance	Higher
Indicator responsibility	Mr.M.Sani (Chief Director)

Indicator title	Job creation
Short definition	Create and maintain a conducive physical and policy environment for increased job creation in the province.
Purpose/importance	To identify a list projects within the priority sectors with potential to create more jobs, to be considered for implementation by sector departments, national departments, private sector and strategic partners within the borders of the province.
Source/collection of data	EP Unit
Method of calculation & Evidence type	Simple count Evidence = Approved list (initiator, verifier, approver); outcome report (initiator, verifier, approver).
Data limitations	None
Type of indicator	Output
Calculation type	List of high impact projects
Reporting cycle	Annually
New indicator	Yes
Desired performance	High
Indicator responsibility	Dr Nokwengu (Act DDG)

Indicator title	Promote collaborations and partnerships
Short definition	Promote local and international partnerships to ensure sustainable and rapid development.
Purpose/importance	To promote partnerships and identified modalities for resolving the challenge of the high rate of unemployment in the province.
Source/collection of data	EP Unit
Method of calculation & Evidence type	Simple count Evidence = Invitations, programme, presentation material, minutes, attendance register, job summit outcome report (initiator, verifier, approver).
Data limitations	None
Type of indicator	Non-cumulative
Calculation type	Output
Reporting cycle	Annual
New indicator	New
Desired performance	Acceptable.
Indicator responsibility	Dr Nokwengu (Act DDG)

Indicator title	Accelerate implementation and enforce accountability
Short definition	Ensure accelerated implementation using various methods and enforce inherent accountability.
Purpose/importance	To assist the municipalities in identifying high impact projects within their respective municipalities and alignment of their LED strategies with PEDS.
Source/collection of data	EP Unit
Method of calculation & Evidence type	Simple count Evidence = attendance registers; agendas; outcome reports (initiator, verifier, approver); presentation materials.
Data limitations	None
Type of indicator	Outcome
Calculation type	Simple count
Reporting cycle	Quarterly
New indicator	Yes
Desired performance	High
Indicator responsibility	Dr Nokwengu (Act DDG)

Indicator title	Foster mergers and acquisitions
Short definition	Ensure public and private mergers and acquisitions are aligned to government priorities.
Purpose/importance	To expose SMMEs to funding and procurement opportunities in order to facilitate growth and expansion.
Source/collection of data	SBD Unit
Method of calculation & Evidence type	Simple count Evidence = List of SMMEs linked to big business and/or funding; approved outcome reports (initiator, verifier, approver).
Data limitations	None
Type of indicator	Output
Calculation type	Counting
Reporting cycle	Quarterly
New indicator	Yes
Desired performance	High
Indicator responsibility	Dr Nokwengu (Act DDG)

Indicator title	Promote an entrepreneurial culture
Short definition	Promote and nurture an entrepreneurial culture amongst youth and SMME's in order to contribute towards growth and sustainability.
Purpose/importance	To equip SMMEs with necessary technical and business management skills to successfully establish and maintain their enterprises.
Source/collection of data	SBD Unit.
Method of calculation & Evidence type	Simple count. Evidence = List of incubators initiated; approved outcome reports (initiator, verifier, approver).
Data limitations	None
Type of indicator	Outcome
Calculation type	Non-cumulative counting
Reporting cycle	Quarterly
New indicator	Yes
Desired performance	High
Indicator responsibility	Dr Nokwengu (Act DDG)

Indicator title	Strengthen and coordinate economic development
Short definition	Ensure the efficient utilization of fiscal and monetary policies, as well as strategic partnerships in order to ensure coordinated economic development in the province.
Purpose/importance	To, amongst sector role-players, share information on priority sectors as well as to implement projects in a joint manner. Forums in different economic sectors are convened and facilitated

Source/collection of data	SBD Unit
Method of calculation & Evidence type	Simple count Evidence = Signed minutes; approved outcome reports approved outcome reports (initiator, verifier, approver); attendance Registers; Invitations and presentation material.
Data limitations	None
Type of indicator	Output
Calculation type	Counting
Reporting cycle	Quarterly
New indicator	Yes
Desired performance	High
Indicator responsibility	Dr Nokwengu (Act DDG)

Indicator title	Be an industry thought leader
Short definition	Provide strategic and innovative direction through ideas and concepts to the industries supported by the organization.
Purpose/importance	To discourage fronting and promote radical economic transformation; to assist enterprises in preparing for trade, and future mergers and acquisitions; to ensure ring fenced government acquisitions and purchases from BBEEE enterprises.
Source/collection of data	SBD Unit
Method of calculation & Evidence type	Simple count. Evidence = List of workshops conducted; approved outcome reports approved outcome reports (initiator, verifier, approver); attendance registers; programmes; presentation materials.
Data limitations	None
Type of indicator	Regulatory Systems
Calculation type	Workshops conducted
Reporting cycle	Quarterly
New indicator	No
Desired performance	High
Indicator responsibility	Dr Nokwengu (Act DDG)

TOURISM

Indicator title	Improve FS brand image
Short definition	Improve the internal and external image of the Free State Brand.
Purpose/importance	To provide a platform for the province and neighbouring provinces and/or countries to collectively devise tourism development and growth plans as well as joint marketing programmes.
Source/collection of data	Tourism
Method of calculation & Evidence type	Simple count Evidence = Register of initiatives facilitated; outcome reports (initiator, verifier, approver)
Data limitations	Outdated information, non-existent or unclear country-specific or region specific policies and foreign policies.
Type of indicator	Measuring output and activities
Calculation type	Non-cumulative
Reporting cycle	Quarterly
New indicator	Yes
Desired performance	Higher
Indicator responsibility	Ms .M. Mahlatsi (Director)

Indicator title	Improve prosperity
Short definition	Improve the prosperity of all people in the Free State.
Purpose/importance	Skills development of the provincial tourism sector to gain competitive advantage and position the province as a destination of choice.
Source/collection of data	Tourism
Method of calculation& Evidence type	Simple count Evidence = Register of training provided; invitations; programmes; attendance registers; presentation materials; outcome report (initiator, verifier, approver)
Data limitations	-Unwillingness to participate in the training -Long term benefits
Type of indicator	Output
Calculation type	Non-cumulative
Reporting cycle	Quarterly
New indicator	No
Desired performance	High – skilled tourism sector
Indicator responsibility	Ms .M. Mahlatsi (Director)