BRIEFING TO THE PORTFOLIO COMMITTEE ON TOURISM

QUARTERLY PERFORMANCE REPORTS –

2022/23 FIRST AND SECOND QUARTERS – PREVIOUS FINANCIAL YEAR REPORTING, PRESENTED TO THE Portfolio COMMITTEE ON TOURISM ON 6 JUNE 2023

broadening horizons

tourism
Department:
Tourism
REPUBLIC OF SOUTH AFRICA

NDP 2030

Contents

2022-23 First and Second Quarter Performance Report - Actual Data

1. Service Delivery Environment

Tourism Research, Policy and International Relations

- Since the lifting of COVID-19 regulations, data collection for the monitoring and evaluation, and for other studies are conducted face-to-face to improve response rate and sample sizes.

- Visiting sites to conduct face-to-face interviews provided the monitoring team with an opportunity to get information and make observations from the field and track progress on the projects being implemented.

- The Outreach Programme to diplomatic community focusing on tourism recovery was hosted on 25 August 2022. It was targeted at the diplomats at SA Missions abroad in West and Central African regions.

Destination Development

- There were no impediments to service delivery in Quarters 1 and 2.

- 100% of the targets were achieved in Quarter 1 and 90.91% or 10 of 11 targets were achieved in Quarter 2.

- It should be noted that although the Work Opportunities Quarter 2 target was not achieved, the total annual target of 4 104 has already been exceeded with the total Work Opportunities achieved for Quarter 1(3 791) and Quarter 2 (316), now standing at 4 107.

Tourism Sector Support Services

- Since the revision of the Green Tourism Incentive Programme (GTIP) guidelines and processes in 2020/21, there has been a significant improvement in the turnaround times of applications, as well as a marked increase in the number of applications improved. The impact of these improvements allow for the extension and scaling of the GTIP.

- The Department has been offering tourism and hospitality skills development programmes through the funding of the Expanded Public Works Programme (EPWP).

- Due to the competing priorities on the EPWP projects, the funding for the delivery of the skills development programmes has been significantly reduced. This impacts on the number of skills development programmes to be delivered, and the number of learners to be recruited for placement on these initiatives. With the reduction of the budget, it affects the number of the youth that the Department can be able to train.

- International tourism trends indicate that personal safety and security issues are of high importance in potential tourist's choice of a destination. Incidents of crime directed at tourists and tourism products create a negative perception and reputation about a destination, and in turn, impact on both the visitor experience and visitor numbers. Crime has negative effects on the growth of tourism.

Administration

- The first quarter is also the period of audit by Auditor-General of South Africa (AGSA), and the implementation of targets takes place along the audit process. The Branch – Administration is also responsible for the coordination and overall management of the audit process.

- The Branch performance for the first quarter was affected by, amongst others, the overall management of the audit process exacerbated by the absence of critical employees due to the expiry of the 6 month grace period as defined by the Determination and Directive of Leave of Absence. The Branch has however implemented measures to improve leave planning for periods of heightened service delivery requirements.

- The performance of the Branch has improved in the second quarter with only three targets not fully achieved. Various measures were adopted to improve performance of targets not met and these will be implemented in the third quarter.

- The Department has fully complied with Department of Public Service and Administration Circular 38 of 2022 on the return to office for all employees.
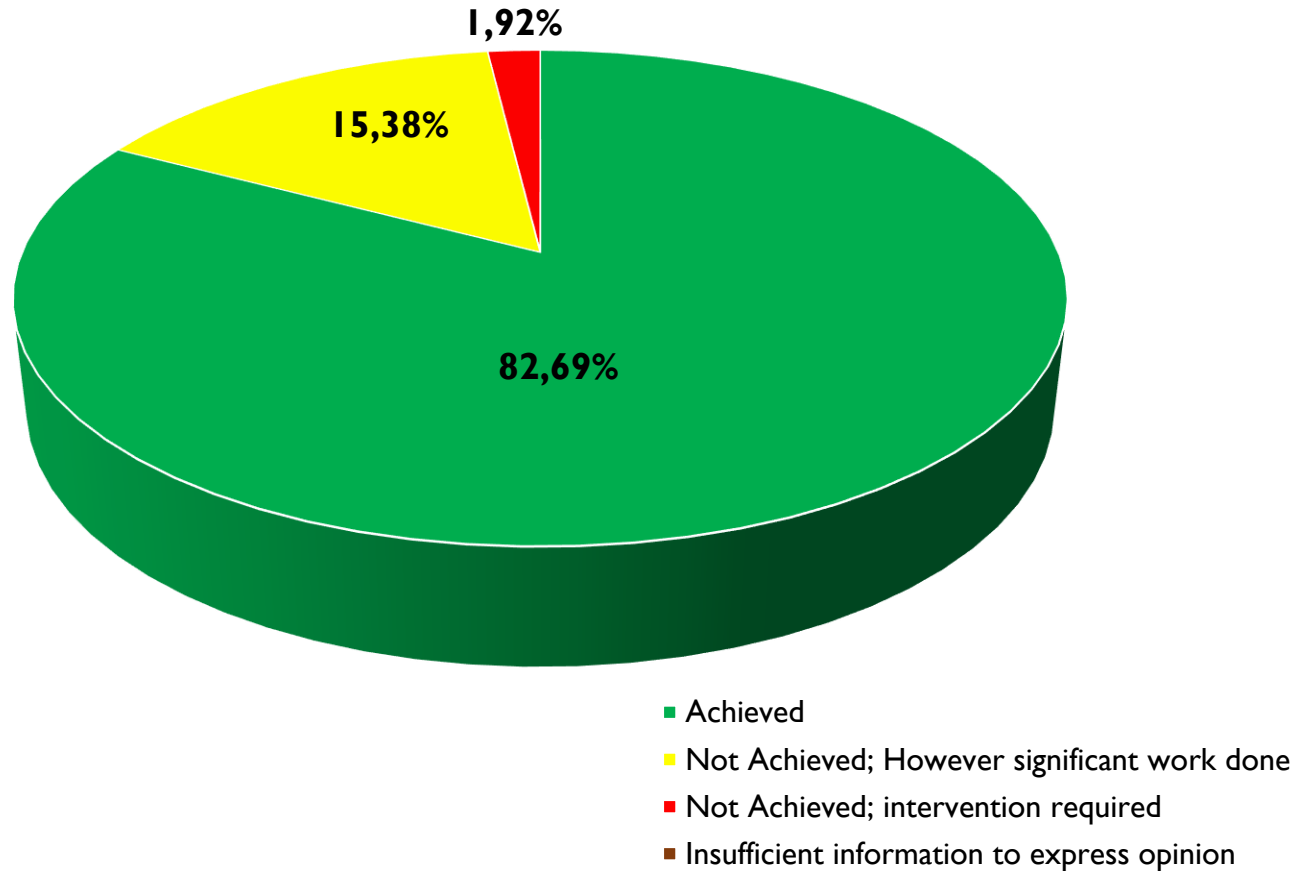
2. Performance Overview

Quarter 1 Performance – Actual Data_ 2022/23

Branches	Achieved	Not achieved; significant work done	Not achieved; intervention required	Insufficient information to express opinion
Administration	45,45% (5 of 11)	54,55% (6 of 11)	0,00% (0 of 11)	0,00% (0 of 11)
Tourism Research, Policy and International Relations	100% (13 of 13)	0,00% (0 of 13)	0,00% (0 of 13)	0,00% (0 of 13)
Destination Development	100% (10 of 10)	0,00% (0 of 10)	0,00% (0 of 10)	0,00% (0 of 10)
Tourism Sector Support Services	83,33% (15 of 18)	11,11% (2 of 18)	5,56% (1 of 18)	0,00% (0 of 18)
Total	**82,69% (43 of 52)**	**15,38% (8 of 52)**	**1,92% (1 of 52)**	**0,00% (0 of 52)**

2022-23 First and Second Quarter Performance Report - Actual Data

Departmental Performance Overview

2022/23 Quarterly Performance Overview – Quarter 1

Legend:
- Achieved
- Not Achieved; However significant work done
- Not Achieved; intervention required
- Insufficient information to express opinion

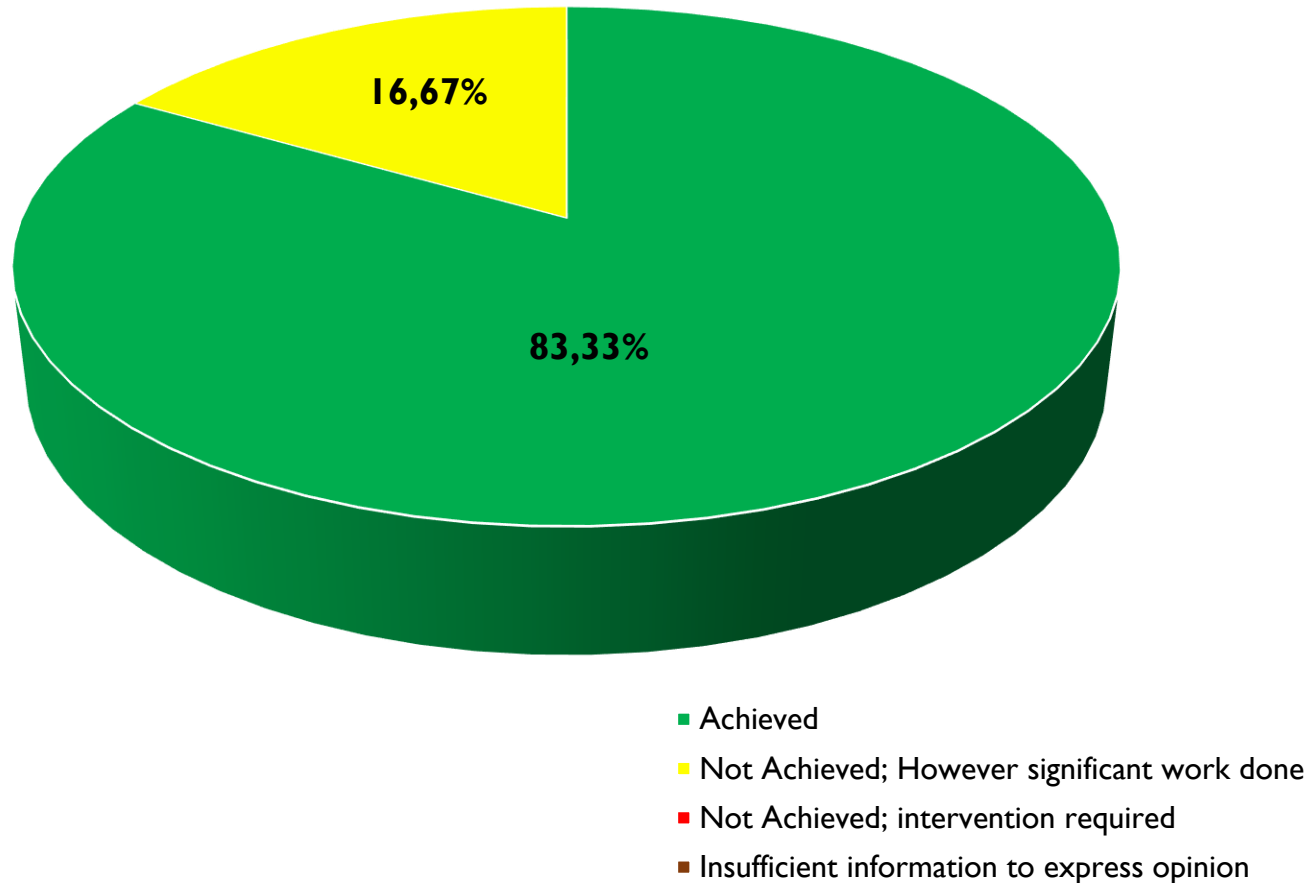*2022-23 First and Second Quarter Performance Report - Actual Data*

Quarter 2 Performance – Actual Data_ 2022/23

Branches	Achieved	Not achieved; significant work done	Not achieved; intervention required	Insufficient information to express opinion
Administration	70,00% (7 of 10)	30,00% (3 of 10)	0,00% (0 of 10)	0,00% (0 of 10)
Tourism Research, Policy and International Relations	92,86% (13 of 14)	7,14% (1 of 14)	0,00% (0 of 14)	0,00% (0 of 14)
Destination Development	90,91% (10 of 11)	9,09% (1 of 11)	0,00% (0 of 11)	0,00% (0 of 11)
Tourism Sector Support Services	76,92% (10 of 13)	23,08% (3 of 13)	0,00% (0 of 13)	0,00% (0 of 13)
Total	**83,33% (40 of 48)**	**16,67% (8 of 48)**	**0,00% (0 of 48)**	**0,00% (0 of 48)**

Departmental Performance Overview

2022/23 Quarterly Performance Overview – Quarter 2

■ Achieved

■ Not Achieved; However significant work done

■ Not Achieved; intervention required

■ Insufficient information to express opinion

2022-23 First and Second Quarter Performance Report - Actual Data

3. Programme Performance Information

3.1   Programme 2

Tourism Research, Policy and International Relations

Outcome: Increase the tourism sector's contribution to inclusive economic growth.				

Output Indicator	Annual Target	Quarterly Targets		
		Quarter 1 Performance – Actual Data	Quarter 2 Targets	Quarter 2 Performance – Actual Data
1. Number of monitoring and evaluation reports on tourism projects and initiatives developed.	**Five Monitoring and Evaluation Reports on Tourism Projects and Initiatives developed:**			
	1. Evaluation of the Resource Efficiency project conducted.	Proposal for the evaluation of the Impact of the Resource Efficiency Project was developed.	Data collection tools developed.	Data collection tools were developed.
	2. Monitoring of Capacity Building Programme undertaken (Hospitality Youth Programme, National Youth Chefs Training Programme, Tourism Monitors Programme and Food Safety Quality Assurers Programme).	Monitoring of Capacity Building Programme was undertaken.	Monitoring of Capacity Building Programme undertaken.	Monitoring of Capacity Building Programme was undertaken.

Outcome: Increase the tourism sector's contribution to inclusive economic growth.				
Output Indicator	**Annual Target**	**Quarterly Targets**		
		Quarter 1 Performance – Actual Data	**Quarter 2 Targets**	**Quarter 2 Performance – Actual Data**
1. Number of monitoring and evaluation reports on tourism projects and initiatives developed.	**Five Monitoring and Evaluation Reports on Tourism Projects and Initiatives developed … continued.**			
	3. 2020/2021 State of Tourism (STR) finalised and published.	3. Draft 2020/2021 STR was updated. • STR Framework was reviewed.	3. 2020/2021 STR Finalised.	2020/2021 STR was Finalised.
	4. Four Tourism Sector Recovery Plan (TSRP) Implementation Reports.	4. Quarterly TSRP implementation report was developed.	4. Quarterly TSRP implementation report developed.	Quarterly TSRP implementation report was developed.
	5. Development of a report on state and availability of key tourism statistics and resources at Provincial level.	5. Terms of Reference (ToR) for the development of the state and availability of key tourism statistics and resources at provincial level was developed.	5. Consultation undertaken on the ToR for the development of the state and availability of tourism statistics and resources at provincial level.	Consultation was undertaken on the ToR for the development of the state and availability of tourism statistics and resources at provincial level.

2022-23 First and Second Quarter Performance Report - Actual Data

Outcome: Increase the tourism sector's contribution to inclusive economic growth.				
Output Indicator	**Annual Target**	**Quarterly Targets**		
		Quarter 1 Performance – Actual Data	**Quarter 2 Targets**	**Quarter 2 Performance – Actual Data**
2. Number of Information and Knowledge Systems developed and implemented.	**Two Information and Knowledge systems implemented:**			
	Tourism Skills and Employment Portal implemented.	Business Requirements for the Tourism Skills and Employment Portal was developed.	System Requirements for the Tourism Skills and Employment Portal developed.	System Requirements for the Tourism Skills and Employment Portal was developed.
	Tourism Data Analytics System Implemented: Sentiments Analysis prioritised.	Business Requirements for the Tourism Data Analytics System was developed.	System Requirements for the Tourism Data Analytics System developed.	System Requirements for the Tourism Data Analytics System was developed.

Outcome: Increase the tourism sector's contribution to inclusive economic growth.				
		Quarterly Targets		
Output Indicator	**Annual Target**	**Quarter 1 Performance – Actual Data**	**Quarter 2 Targets**	**Quarter 2 Performance – Actual Data**
3. Number of initiatives implemented to create an enabling policy and regulatory environment for tourism growth and development.	**One initiative:** White Paper on the Development & Promotion of Tourism in South Africa submitted for approval.	Green Paper on the Development and promotion of Tourism in South Africa was finalised.	Green Paper on the Development and Promotion of Tourism in South Africa approved for public comments.	Green Paper on the Development and Promotion of Tourism in South Africa was approved for public comments. However external consultations had not taken place. **Reason for Variance:** Final document was to be presented at departmental Lekgotla in October 2022. Schedule and project plan for external consultations would be finalised. **Corrective Measure:** External consultations would commence once written submissions have been received, incorporated and discussed at October 2022 Lekgotla.

Outcome: Increase the tourism sector's contribution to inclusive economic growth.				
		Quarterly Targets		
Output Indicator	**Annual Target**	**Quarter 1 Performance – Actual Data**	**Quarter 2 Targets**	**Quarter 2 Performance – Actual Data**
4. Number of public entity oversight reports developed.	Four Reports on governance and performance of SA Tourism developed for oversight purposes.	SA Tourism quarterly oversight report was developed.	SA Tourism quarterly oversight report developed.	SA Tourism quarterly oversight report was developed.
5. Number of fora prioritised to advance South Africa's tourism interests at regional, continental and global level through multilateral other groupings.	Advance South Africa's tourism interests at regional, continental and global level through participation in six multilateral fora UNWTO, G20, BRICS, SADC, IORA and AU.	Quarterly report on SA participation in the **UNWTO** structures for the implementation of Programme of Work was developed.	• Quarterly report on SA participation in the development of **G20** guidelines for strengthening communities and Micro, Small and Medium Enterprises as Tourism Transformation Agents developed. • Quarterly report on SA participation in the institutionalisation of Tourism in **BRICS** developed. • Quarterly report on SA participation in the implementation of the **SADC** Tourism Programme developed.	• Quarterly report on SA participation in the development of G20 guidelines for strengthening communities and Micro, Small and Medium Enterprises as Tourism Transformation Agents was developed. • Quarterly report on SA participation in the institutionalisation of Tourism in BRICS was developed. • Quarterly report on SA participation in the implementation of the SADC Tourism Programme was developed.

		Quarterly Targets		
Output Indicator	**Annual Target**	**Quarter 1 Performance – Actual Data**	**Quarter 2 Targets**	**Quarter 2 Performance – Actual Data**

Outcome: Increase the tourism sector's contribution to inclusive economic growth.

Output Indicator	Annual Target	Quarter 1 Performance – Actual Data	Quarter 2 Targets	Quarter 2 Performance – Actual Data
6. Number of outreach programmes to the diplomatic community implemented.	Two outreach programmes to the diplomatic community implemented.	Quarterly report on outreach to diplomatic community focusing on South Africa's tourism recovery was developed in line with the approved concept.	One outreach to diplomatic community focusing on South Africa's tourism recovery hosted.	One outreach to diplomatic community focusing on South Africa's tourism recovery was hosted on 25 August 2022, and it was targeted at West and Central African regions.
7. Sharing of Best Practices Workshop hosted.	Sharing of Best Practices Workshop 2023 targeted at African countries with whom SA signed tourism agreements hosted.	Concept document for the Best Practices Workshop 2023 and Implementation plan was compiled.	Stakeholder consultation to finalise the concept and implementation plan on conducted.	Stakeholder consultation to finalise the concept and implementation plan on Best Practices Workshop was conducted on 22 September 2022.

2022-23 First and Second Quarter Performance Report - Actual Data

3.2 Programme 3

Destination Development

Outcome: Increase the tourism sector's contribution to inclusive economic growth.				
Output Indicator	**Annual Target**	**Quarterly Targets**		
		Quarter 1 Performance – Actual Data	**Quarter 2 Targets**	**Quarter 2 Performance – Actual Data**
1. Number of destination planning and investment coordination initiatives undertaken.	**Five destination planning and Investment coordination initiatives undertaken:**			
	1. Finalise prioritised tourism concepts and initiatives to support District Development Model One Plans for: • OR Tambo District • eThekwini Metro • Pixley Ka Seme District • Namakwa District.	Draft One Plans for the four districts were reviewed.	Tourism concepts in three districts finalised.	Tourism concepts in three districts were finalised.
		Tourism concept for eThekwini metro was identified.	eThekwini concept initiated.	eThekwini concept was initiated.
	2. Review the piloting of the budget resort network and brand concept.	Lessons learned in 2021/22 were outlined.	Incorporate 2021/22 lessons into conditional assessment processes.	2021/22 lessons were incorporated into the conditional assessment process.

Outcome: Increase the tourism sector's contribution to inclusive economic growth.				
		Quarterly Targets		
Output Indicator	**Annual Target**	**Quarter 1 Performance – Actual Data**	**Quarter 2 Targets**	**Quarter 2 Performance – Actual Data**
1. Number of destination planning and investment coordination initiatives undertaken.	**Five destination planning and Investment coordination initiatives undertaken … continued:**			
	3. Initiate implementation of Phase 3a of the Tourism Precinct Methodology for township tourism precincts at: • Galeshewe • Vilakazi Street.	Prioritised elements were confirmed.	Costing of prioritized elements based on architectural designs finalised.	Costing of prioritized elements based on architectural designs was finalised.
			Development lead confirmed.	Development leads for Galeshewe and Vilakazi Street were confirmed.
	4. A pipeline of nationally prioritised tourism investment opportunities (*greenfield* and *brownfield* projects) managed.	4. Quarterly Report on the management of a pipeline of nationally prioritised tourism investment opportunities was developed.	Quarterly Report on the management of a pipeline of nationally prioritised tourism investment opportunities developed.	Quarterly Report on the management of a pipeline of nationally prioritised tourism investment opportunities was developed.
	5. Two investment promotion platforms facilitated.	5. Concept for investment promotion platforms was revised.	Finalise concept for investment promotion platforms.	Concept for investment promotion platforms was finalised.

Outcome: Increase the tourism sector's contribution to inclusive economic growth.				
Output Indicator	**Annual Target**	**Quarterly Targets**		
		Quarter 1 Performance – Actual Data	**Quarter 2 Targets**	**Quarter 2 Performance – Actual Data**
1. Number of destination enhancement initiatives supported.	**Three Destination Enhancement Initiatives Supported:**			
	1. Infrastructure maintenance programme implemented in 19 (nineteen) National Parks: i. EC Addo National Park ii. EC Camdeboo iii. EC Mountain Zebra iv. WC Garden Route (Knysna, Wilderness) v. EC Tsitsikamma vi. NC Karoo vii. FS Golden Gate viii. NW Marakele ix. LP Mapungubwe x. NC Kgalagadi xi. NC Augrabies xii. NC Namakwa xiii. NC Richtersveld xiv. WC Agulhas xv. WC Bontebok xvi. WC Table Mountain xvii. WC West Coast xviii. WC Tankwa-Karoo xix. MP Kruger	Implementation of infrastructure maintenance work was monitored and supported in 19 parks according to project plans.	Implementation of infrastructure maintenance work monitored and supported in 19 parks according to project plans: i. EC Addo National Park ii. EC Camdeboo iii. EC Mountain Zebra iv. WC Garden Route (Knysna, Wilderness) v. EC Tsitsikamma vi. NC Karoo vii. FS Golden Gate viii. NW Marakele ix. LP Mapungubwe x. NC Kgalagadi xi. NC Augrabies xii. NC Namakwa xiii. NC Richtersveld xiv. WC Agulhas xv. WC Bontebok xvi. WC Table Mountain xvii. WC West Coast xviii. WC Tankwa-Karoo xix. MP Kruger	Implementation of infrastructure maintenance work was monitored and supported in 19 parks according to project plans.

2022-23 First and Second Quarter Performance Report - Actual Data

Outcome: Increase the tourism sector's contribution to inclusive economic growth.				
		Quarterly Targets		
Output Indicator	**Annual Target**	**Quarter 1 Performance – Actual Data**	**Quarter 2 Targets**	**Quarter 2 Performance – Actual Data**
2. Number of destination enhancement initiatives supported.	**Three Destination Enhancement Initiatives Supported … continued:**			
	2. Infrastructure maintenance and beautification programme implemented in five Provincial State-Owned Attractions.	One Infrastructure maintenance programme was implemented in State-Owned Attraction in each province.	One Infrastructure maintenance programme implemented in State-Owned Attraction in each province.	One Infrastructure maintenance programme was implemented in State-Owned Attraction in each province.

Outcome: Increase the tourism sector's contribution to inclusive economic growth.				
Output Indicator	**Annual Target**	**Quarterly Targets**		
		Quarter 1 Performance – Actual Data	**Quarter 2 Targets**	**Quarter 2 Performance – Actual Data**
2. Number of destination enhancement initiatives supported.	**Three Destination Enhancement Initiatives Supported:**			
	3. Implementation of Thirty Community-based Tourism Projects: i. LP Phiphidi Waterfall ii. LP The Oaks Lodge iii. LP Matsila Lodge iv. LP VhaTsonga Village v. MP Mnisi Resort vi. LP Ngove vii. LP Tisane viii. FS QwaQwa Guest House ix. FS Vredefort Dome x. FS Monotsha xi. NW Manyane Lodge xii. NW Lotlamoreng Dam xiii. NC Platfontein Lodge xiv. NC Kamiesburg xv. KZN Muzi Pan xvi. EC Maluti Hiking Trail xvii. EC Mthonsi Lodge xviii. EC Qatywa Lodge xix. EC Nyandeni Chalets xx. EC Western Tembuland xxi. KZN Anton Lembede Museum eThekwini Municipality	Implementation of Thirty Community-Based Tourism Projects was supported and monitored.	Implementation of Thirty Community-Based Tourism Projects supported and monitored.	Implementation of Thirty Community-Based Tourism Projects was supported and monitored.

2022-23 First and Second Quarter Performance Report - Actual Data

Outcome: Increase the tourism sector's contribution to inclusive economic growth.				
		Quarterly Targets		
Output Indicator	**Annual Target**	**Quarter 1 Performance – Actual Data**	**Quarter 2 Targets**	**Quarter 2 Performance – Actual Data**
3. Number of work opportunities created through Working for Tourism projects.	4 104 Work opportunities created.	3 791 Work opportunities were created.	410 Work opportunities created.	316 Work opportunities were created. ***Reason for Variance:*** A large number of work opportunities were created in Quarter 1 and a small number of new participants added to the work opportunities in Quarter 2. The annual target has already been achieved. ***Corrective Measure:*** None as the annual target has already been achieved.

3.3   Programme 4

Tourism Sector Support Services

Outcome: Increase the tourism sector's contribution to inclusive economic growth.				
		Quarterly Targets		
Output Indicator	**Annual Target**	**Quarter 1 Performance – Actual Data**	**Quarter 2 Targets**	**Quarter 2 Performance – Actual Data**
1. Number of incentive programmes implemented.	**One incentive programme implemented:**			
	Green Tourism Incentive Programme (GTIP) Implemented.	Two Adjudication meetings were held for GTIP as follows: • 18 May 2022; and • 22 June 2022.	One Adjudication meeting held for GTIP.	One Adjudication meeting for GTIP was held on 29 August 2022.
2. Number of Domestic Tourism Awareness Programmes implemented.	**One programme implemented:**			
	Four Domestic Tourism Awareness Campaign implemented.	One Domestic Tourism Awareness Campaign Plan was implemented on 4 May 2022 at Africa Travel Indaba ICC, Durban.	One Domestic Tourism Awareness Campaign Plan Implemented.	One Domestic Tourism Awareness Campaign Plan was implemented on 27 September 2022 at Overberg District Municipality, Western Cape.

Outcome: Increase the tourism sector's contribution to inclusive economic growth.				
		Quarterly Targets		
Output Indicator	**Annual Target**	**Quarter 1 Performance – Actual Data**	**Quarter 2 Targets**	**Quarter 2 Performance – Actual Data**
3. Number of initiatives implemented to support tourism SMMEs.	**One programme implemented:**			
	Incubation Programme implemented to support tourism SMMEs through the following Incubators (Business support and development): 1. Tech Incubator 2. Tour Operator Incubator 3. Food Services Incubator 4. One Community-based enterprises incubation programmes	Business support and development Incubation Programme was implemented through the following: 1. Tech Incubator 2. Tour Operator Incubator 3. Food Services Incubator 4. One Community-Based Incubator	Business support and development Incubation Programme implemented through the following: 1. Tech Incubator 2. Tour Operator Incubator 3. Food Services Incubator 4. One Community-Based Incubator	Business support and development Incubation Programme implemented through the following: 1. Tech Incubator 2. Tour Operator Incubator 3. Food Services Incubator ***Reason for Variance:*** The Community-Based Incubator was not implemented because of delays in the appointment of a project implementer. ***Corrective Measure:*** Appointment of project Implementer to be finalised and implementation to start in October 2022.

Outcome: Increase the tourism sector's contribution to inclusive economic growth.				
		Quarterly Targets		
Output Indicator	**Annual Target**	**Quarter 1 Performance – Actual Data**	**Quarter 2 Targets**	**Quarter 2 Performance – Actual Data**
4. Number of initiatives implemented to increase participation of women in the tourism sector.	**One initiative implemented to support Women in Tourism:**			
	Women in Tourism (WiT) Business Development and Support Programme implemented to support 225 women owned SMMEs nationally (25 per province).	WiT Business Development and Support Programme to support 225 women owned SMMEs nationally (25 per province) was implemented in Gauteng, Mpumalanga and Limpopo.	WiT Business Development and Support Programme implemented to support 225 women owned SMMEs nationally (25 per province).	WiT Business Development and Support Programme to support 225 women owned SMMEs nationally (25 per province) was implemented in the following provinces: • North West; • Free State; • Eastern Cape; • Western Cape; • KwaZulu-Natal; and • Northern Cape.

		Quarterly Targets		
Outcome: Increase the tourism sector's contribution to inclusive economic growth.				
Output Indicator	Annual Target	Quarter 1 Performance – Actual Data	Quarter 2 Targets	Quarter 2 Performance – Actual Data
5. Number of programmes implemented to enhance visitor service and experiences.	**Four programmes implemented to enhance visitor service and experiences:**			
	1. Implementation of Service Excellence Standard (SANS: 1197) incorporating the Tourism Norms and Standards: with focus on: • Small Towns and • Tourism Product support.	The report was developed on the implementation of the Service Excellence Standard incorporating the Tourism Norms and Standards: with focus on: • Small Towns and • Tourism Product support.	Report on the implementation of the Service Excellence Standard incorporating the Tourism Norms and Standards: with focus on: • Small Towns and • Tourism Product support.	The report was developed on the implementation of the Service Excellence Standard incorporating the Tourism Norms and Standards: with focus on: • Small Towns and • Tourism Product support.
		Stakeholder Consultation and Endorsement was conducted with South African Bureau of Standards on 30 May 2022.	Round Table discussions and capacity building.	Round Table discussions and capacity building took place on 16, 17 and 19 August 2022 and 9 September 2022 respectively.

Outcome: Increase the tourism sector's contribution to inclusive economic growth.				
		Quarterly Targets		
Output Indicator	**Annual Target**	**Quarter 1 Performance – Actual Data**	**Quarter 2 Targets**	**Quarter 2 Performance – Actual Data**
5. Number of programmes implemented to enhance visitor service and experiences.	**Four programmes implemented to enhance visitor service and experiences … continued:**			
	2. Implementation of the Tourism Monitors in all provinces.	Implementation of the Tourism Monitors Programme was monitored in eight provinces and iSimangaliso Wetland Park.	Implementation of the Tourism Monitors Programme monitored.	Implementation of the Tourism Monitors Programme was monitored in eight provinces, SANParks and iSimangaliso Wetland Park. ***Reason for Variance:*** The Tourism Monitors Programme was not implemented in Limpopo and South African National Biodiversity Institute (SANBI) because the project implementers were not appointed. ***Corrective Measure:*** A tender for the appointment of implementers will be advertised and thereafter implementation of the programme in Limpopo and SANBI would commence in the third quarter.

2022-23 First and Second Quarter Performance Report - Actual Data

Outcome: Increase the tourism sector's contribution to inclusive economic growth.				
		Quarterly Targets		
Output Indicator	**Annual Target**	**Quarter 1 Performance – Actual Data**	**Quarter 2 Targets**	**Quarter 2 Performance – Actual Data**
5. Number of programmes implemented to enhance visitor service and experiences.	**Four programmes implemented to enhance visitor service and experiences … continued:**			
	3. One programme to establish a centralised database of Tourist Guides implemented.	Database assessments were conducted in all nine provinces during May and June 2022.	Report on the outcomes of the database assessments and stakeholder engagements held.	Report on the outcomes of the database assessments and stakeholder engagements held was developed.
		Consultation with key stakeholders on the development of the centralised database for tourist guides was conducted with all nine provinces on 2 June 2022.		
	4. Four tourist safety Campaigns sessions conducted.	Four tourist safety awareness campaigns were conducted as follows: • Mthatha - 12 April 2022; • Lusikisiki (Mbotyi), Port St Johns and Coffee Bay from 13 to 15 June 2022.	One tourist safety awareness campaign conducted.	One tourist safety awareness campaigns was conducted in Ladybrand, Free State on 21-22 July 2022.

Outcome: Increase the tourism sector's contribution to inclusive economic growth.				
		Quarterly Targets		
Output Indicator	**Annual Target**	**Quarter 1 Performance – Actual Data**	**Quarter 2 Targets**	**Quarter 2 Performance – Actual Data**
6. Number of capacity-building programmes implemented.	**Four capacity-building programmes implemented:**			
	1. Training and placement of 2 500 retrenched and unemployed youth on various skills development programmes.	Five skills development programmes were identified as follows: a) Food and Beverage Service b) Food Safety Quality Assurance Programme c) Wine Service Training Programme d) Chef/Professional Cookery e) Hospitality Youth Training Programme (Fast Food).	Training delivery and host employer placement of participants undertaken.	Training delivery and host employer placement of participants was undertaken.
		250 learners were recruited and on-boarded in the Hospitality Youth Training Programme at Free State Province.	Training delivery and host employer placement of participants undertaken.	Training delivery and host employer placement of participants was undertaken.
		Training delivery and host employer placement of participants was undertaken.		

Outcome: Increase the tourism sector's contribution to inclusive economic growth.				
		Quarterly Targets		
Output Indicator	**Annual Target**	**Quarter 1 Performance – Actual Data**	**Quarter 2 Targets**	**Quarter 2 Performance – Actual Data**
6. Number of capacity-building programmes implemented.	**Four capacity-building programmes implemented … continued:**			
	2. 500 SMMEs and 2500 unemployed and retrenched youth trained on norms and standards for safe tourism operations in all nine provinces.	2. Project plan for the training of 500 SMMEs was developed. • Selection and recruitment of unemployed and retrenched youth for training on norms and standards for safe tourism operations in all nine provinces was undertaken.	Training of 500 SMMEs and 2 500 unemployed and retrenched youth trained on norms and standards for safe tourism operations commenced in all provinces in line with the Project Plan.	Training of 500 SMMEs not conducted and 1 102 unemployed and retrenched youth were trained on norms and standards for safe tourism operations commenced in 6 provinces in line with the Project Plan. ***Reason for Variance:*** There was a delay in the procurement and appointment of service providers due to the changes with the sourcing processes that required development of ToR for RFQs. ***Corrective Measure:*** The recruitment and selection of SMMEs will be concluded during the third quarter. The training is scheduled will take place in the third and fourth quarters.

Outcome: Increase the tourism sector's contribution to inclusive economic growth.				
		Quarterly Targets		
Output Indicator	**Annual Target**	**Quarter 1 Performance – Actual Data**	**Quarter 2 Targets**	**Quarter 2 Performance – Actual Data**
6. Number of capacity-building programmes implemented.	**Four capacity-building programmes implemented … continued:**			
	3. National Tourism Careers Expo (NTCE) 2022 hosted.	3. Project plan for hosting of NTCE 2022 was developed.	NTCE 2022 Project Plan deliverables implemented.	NTCE 2022 Project Plan deliverables were implemented.
	4. Thirty Chefs enrolled in a Recognition of Prior Learning (RPL) process to obtain a professional qualification or designation in line with the project plan.	4. Project plan for enrolment of thirty Chefs in RPL process to obtain a professional qualification was developed. • Selection, recruitment and induction of Chefs in RPL process to obtain a professional qualification was not undertaken.	Enrolment of 30 Chefs in RPL process to obtain a professional qualification implemented in line with the project plan.	Enrolment of 30 Chefs in RPL process to obtain a professional qualification implemented in line with the project plan was done.

3.4 Programme 1:

Administration

Outcome: Achieve good corporate and cooperative governance.				
Output Indicator	**Annual Target**	**Quarterly Targets**		
		Quarter 1 Performance – Actual Data	**Quarter 2 Targets**	**Quarter 2 Performance – Actual Data**
1. Audit outcome on financial statements and performance information.	Unqualified audit on financial statements and performance information.	Financial and non-financial performance information was submitted to AGSA and National Treasury (NT) on 31 May 2022.	AGSA audit report.	Unqualified Audit Report for 2021/22 financial year achieved from Auditor-General.
2. Percentage procurement of goods and services from SMMEs.	Minimum 30% expenditure achieved on procurement of goods and services from SMMEs.	56,27% expenditure on procurement of goods and services from SMMEs was achieved.	Minimum 30% expenditure achieved on procurement of goods and services from SMMEs.	58,27% expenditure was achieved on procurement of goods and services from SMMEs.

2022-23 First and Second Quarter Performance Report - Actual Data

Outcome: Achieve good corporate and cooperative governance.				
Output Indicator	**Annual Target**	**Quarterly Targets**		
		Quarter 1 Performance – Actual Data	**Quarter 2 Targets**	**Quarter 2 Performance – Actual Data**
3. Percentage invoices paid within prescribed timeframes.	100% Payment of all compliant invoices within 30 days.	96,72%% of all compliant invoices were paid within 30 days.	100% of all compliant invoices paid within 30 days.	98.36 % of all compliant invoices received were paid within 30 days. *Reason for Variance:* Invoices were submitted late to Finance by employees in the Department. *Corrective Measure:* Non-Compliance letters were issued by the Office of the Chief Financial Officer to non-complying units.

Outcome: Achieve good corporate and cooperative governance.				
Output Indicator	**Annual Target**	**Quarterly Targets**		
		Quarter 1 Performance – Actual Data	**Quarter 2 Targets**	**Quarter 2 Performance – Actual Data**
4. 40% Public Procurement from Women-owned business.	Maintain minimum of 40% procurement spend on Women-owned businesses.	26,89% procurement spend on Women-owned businesses was achieved.	Maintain minimum of 40% procurement spend on Women-owned businesses.	32,80% procurement spend on Women-owned businesses. **Reason for Variance:** Most of the expenditure incurred for the first & second quarter are as a result of orders and tenders (Projects) concluded in the previous financial year. Expenditure incurred from Transversal contracts concluded either by State Information Technology Agency or NT. **Corrective Measure:** Moving forward the Department will implement targeted procurement wherein only supplier from the Central Supplier Database that are at least 40% women owned will be given opportunity to submit written price quotations and open tenders, and ultimately compete amongst themselves. With the planned sourcing strategy there should be improvement in the outer quarters.

Outcome: Achieve good corporate and cooperative governance.				
Output Indicator	**Annual Target**	**Quarterly Targets**		
		Quarter 1 Performance – Actual Data	**Quarter 2 Targets**	**Quarter 2 Performance – Actual Data**
5. Percentage of vacancy rate.	Vacancy rate below 10%.	Vacancy rate was maintained at 10.9%.	Vacancy rate below 10%.	Vacancy rate was maintained at 10.4%. ***Reason for Variance:*** Recruitment processes for various positions were undertaken and concluded but assumption of duty will only be confirmed in the third quarter. ***Corrective Measure:*** Fastrack the filling of advertised positions.

Outcome: Achieve good corporate and cooperative governance.				
		Quarterly Targets		
Output Indicator	**Annual Target**	**Quarter 1 Performance – Actual Data**	**Quarter 2 Targets**	**Quarter 2 Performance – Actual Data**
6. Percentage compliance with departmental Employment Equity Plan.	SMS women representation at a minimum of 50%.	SMS women representation was maintained at 49.2%.	SMS women representation at a minimum of 50%.	SMS women representation was maintained at 50%.
	People living with disability representation maintained above 3%.	People living with disabilities' representation was maintained at 4,6%.	People living with disability representation maintained above 3%.	People living with disabilities' representation was maintained at 4,6%.
7. Percentage of Work Place Skills Plan (WSP) implemented.	100% implementation of WSP.	22,5% of the WSP was implemented.	30% implementation of WSP.	30% of the WSP was implemented as follows: 1. Two Transversal programmes on Computer Literacy and Advanced Project Management at 2.5% each (5%); 2. One Leadership programme on Compulsory Pre-entry Programme for MMS and SMS members at 5%; 3. Internship Programme approved at 10%; 4. Bursary programme approved at 10%.

Outcome: Achieve good corporate and cooperative governance.				
		Quarterly Targets		
Output Indicator	**Annual Target**	**Quarter 1 Performance – Actual Data**	**Quarter 2 Targets**	**Quarter 2 Performance – Actual Data**
8. Percentage implementation of the Annual Internal Audit Plan.	100% implementation of the Annual Internal Audit Plan.	20% of the Annual Internal Audit Plan was implemented through the following activities: 1. Review of the Department's 2021-22 Annual Report; 2. Review of Quarter 4 Pre-determined Objectives; and 3. Review of Financial Statements.	30% implementation of the Annual Internal Audit Plan.	30% of the Annual Internal Audit Plan was implemented as follows: 1. Follow-up audit on COVID-19 Compliance Report; 2. Review of Pre-determined Objectives 2022/23 Q1 Report; 3. Review of Tourism Relief Fund Process Report; 4. Risk Management Review Report.
9. Percentage implementation of the Communication Strategy and Implementation Plan.	100% of the approved Communication Strategy and Implementation Plan achieved.	• Communications Strategy was developed, however not yet approved. • 100% of the Q1 Implementation Plan was achieved.	100% of the Q2 Implementation Plan achieved.	100% of Q2 Implementation Plan targets was achieved.

2022-23 First and Second Quarter Performance Report - Actual Data

4. Human Resource Information

Workforce Representativity as end of September 2022

Total Establishment		
Race	Number	Percentage
Africans	403	88.2%
Coloureds	21	4.6%
Asians	15	3.3%
Whites	18	3.9%
TOTAL	**457**	**100%**
Persons with Disabilities	21	4.6%

2022-23 First and Second Quarter Performance Report - Actual Data

Employees per Occupational Bands: September 2022

OCCUPATIONAL BAND	MALE				FEMALE				TOTAL
	African	Coloured	Indian	White	African	Coloured	Indian	White	
Top Management	2	0	0	0	3	0	I	I	**7**
Senior Management.	24	I	2	I	18	I	3	3	**53**
Professionally qualified and experienced specialists and mid-management.	90	I	3	3	110	9	5	5	**226**
Skilled technical and academically qualified workers, junior management, supervisors, foreman and superintendents.	41	3	0	I	79	6	I	3	**134**
Semi-skilled and discretionary decision-making.	19	0	0	I	16	0	0	0	**36**
Unskilled and defined decision-making.	0	0	0	0	I	0	0	0	**I**
TOTAL	**176**	**5**	**5**	**6**	**227**	**16**	**10**	**12**	**457**

2022-23 First and Second Quarter Performance Report - Actual Data

5. Financial Information

Budget and Expenditure Review as at 30 September 2022

Programme	2022/23 ENE Allocation (R'000)	Expenditure (R'000)	Expenditure as % of ENE Allocation	Variance from ENE Allocation (R'000)	% Variance from ENE Allocation	Explanation of Material Variances
Administration	325 119	152 008	47%	173 111	53%	The variance is mainly attributed to slow spending on Goods and Services within the programme.
Tourism Research, Policy and International Relations	1 415 983	649 921	46%	766 062	54%	The bulk of the variance relates to the remaining funds allocated to SA Tourism which is scheduled to be transferred in October 2022 and January 2023. A slight variance also exists within Goods and Services linked to international travel as the majority of bilateral meetings are still being conducted virtually.
Destination Development	393 871	145 931	37%	247 940	63%	The variance is mainly attributed to slow spending within the EPWP.
Tourism Sector Support Services	356 607	57 699	16%	298 908	84%	The bulk of the variance is due Tourism Incentive Programme of which bulk payments are only projected to be paid in the last quarter of the financial year.
Total	**2 491 580**	**1 005 558**	**40%**	**1 486 022**	**60%**	

Expenditure per Economical Classification as at 30 September 2022

Economical Classification	2022/23 ENE Allocation R'000	Expenditure R'000	% of ENE Allocation spent	Variance from ENE Allocation R'000
Current Payments				
- Compensation of Employees	370 766	167 529	45%	203 237
- Goods and Services	550 364	186 266	34%	364 098
Transfers and Subsidies				
- Departmental Agencies and Accounts	1 333 682	624 585	47%	709 097
- Higher Education Institutions				-
- Foreign Governments and International Organisations	2 502	2 238	89%	264
- Public Corporations and Private Enterprises	225 172	120	0%	225 052
- Non-Profit Institutions	443	443	100%	-
- Households	3 816	1 117	29%	2 699
Capital Assets				
- Buildings and other fixed structures		21 000	0%	(21 000)
- Machinery and Equipment	3 858	1 503	39%	2 355
- Software and other intangible assets	977		0%	977
Payment for Financial Assets		757	0%	(757)
Total	**2 491 580**	**1 005 558**	**40%**	**1 486 022**

2022-23 First and Second Quarter Performance Report - Actual Data

6. List of Acronyms and Abbreviations

AGSA:	Auditor-General of South Africa
AU:	African Union
BRICS:	Brazil, Russia, India, China and South Africa
EC:	Eastern Cape
ENE:	Estimates of National Expenditure
EPWP:	Extended Public Works Programme
FS:	Free State
GP:	Gauteng Province
GTIP:	Green Tourism Incentive Programme
G20:	Group of Twenty
IORA:	Indian Ocean Rim Association
KZN:	KwaZulu-Natal
LP:	Limpopo
MMS:	Middle Management Services
MP:	Mpumalanga
NC:	Northern Cape
NT:	National Treasury
NTCE:	National Tourism Careers Expo

NW:	North West
RFQ:	Request for Quotation
RPL:	Recognition of Prior Learning
SA Tourism:	South African Tourism
SADC:	South African Development Community
SANBI:	South African National Biodiversity Institute
SMS:	Senior Management Services
SMMEs:	Small, Medium and Micro-sized Enterprises
STR:	State of Tourism Report
ToR:	Terms of Reference
TSRP:	Tourism Sector Recovery Plan
UNWTO:	United Nations World Tourism Organisation
WC:	Western Cape
WiT:	Women in Tourism
WSP:	Workplace Skills Plan

Thank You