

Briefing to the Portfolio Committee on Tourism

Quarterly Performance Report –

2020/21 Quarter I (Actual)

6 October 2020

broadening horizons



tourism

Department:
Tourism
REPUBLIC OF SOUTH AFRICA



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I. Service Delivery Environment



Introduction

- COVID 19 has disrupted many economic sectors, but the travel and tourism sectors are among the hardest hit.
- The closure of borders, the grounding of transport and restrictions on movement and gatherings were halted as per Risk-adjusted Strategy
- The tourism sector has repeatedly demonstrated resilience over time and is expected to recover and potentially surpass **previous performance**
- Within this context, both the Department and Tourism Sector have had to adapt their strategies.
- The Tourism Recovery Plan provides details for rebuilding the sector. The work of the Department will align to provide the necessary support for the Sectors recovery.



Business Continuity

- Since the beginning of the lockdown in March 2020, the Department of Tourism has developed COVID-19 protocols and adopted measures to ensure service delivery.
- The Department's business continuity efforts include the following:
 - Revision and implementation of the Department's Strategic Plan and 2020/21 Annual Performance Plan to address the impact of COVID-19 on the tourism sector.
 - Adoption of technology e.g. webinars to conduct stakeholder engagements with other government departments, tourism industry, SMMEs and communities.
 - Provision of relief measures targeted at distressed SMMEs and freelance tourist guides.
 - Review and adaptation of internal business processes, systems and policies to strengthen internal service delivery capacity.
 - Implementation of COVID-19 Protocols for employee health and safety.
 - Risk-adjusted work arrangements aligned to Alert Levels 5 to 1.
 - Provision of tools of trade, including the provision of data, to enable remote work and uninterrupted service delivery.
 - Virtual employee training and development.
 - Targeted employee health and wellness counselling to mitigate the psycho-social effects of COVID-19 on the wellbeing of employees and their families.



Tourism Industry Survey

- This survey is a collaboration between Department of Tourism, TBCSA and all its member associations and IFC. It aims to quantify the extent of the impact of COVID-19: how effective the support has been and what kind of help is still required.
- The survey was planned to be conducted three times over a period of next 12 months to track progress.
 - The first survey was done in April 2020 and covered the month of March and had 1 610 respondents. At this point we did not necessarily know about the extension of the lockdown.
 - The second survey was done in July 2020 and covered the month of June and had 1 501 respondents.



Summary findings of the 2nd survey

June 2020

- 99% of responding enterprises were affected by COVID-19.
- Business were marginally more optimistic in June than in April, with 67% feeling neutral or positively believing their business will survive to take part in the recovery, up from 64% in April.
- 61% of enterprises were not operating in June, with 54% planning to reopen by September. Most of these re-openings will be partial.
- The most significant concern for businesses considering reopening was sufficient demand to break-even, and 66% of enterprises highlight the requirement for international and domestic markets to open before they will consider reopening.
- 95% of enterprises (83% in March) reported that revenues in May 2020 are down more than 50% compared to May 2019, and 75% of enterprises say revenues are 100% less. This was significantly more than in the previous survey, where 34% of enterprises said revenues were 100% less.



Summary findings of the 2nd survey

June 2020 (2)

- 64% of enterprises were unable to service their debts and 67% of enterprises were unable to cover fixed costs in May 2020.
- The most common mitigation measure regarding workforce management, remained wage reduction to include 55% of enterprises with more than half their workforce on reduced wages (up from 50% in March). The number of enterprises employing furlough measures has stayed constant, as have the numbers of enterprises making redundancies. 43% of enterprises indicated that they did not make any redundancies.
- Medium-sized enterprises were the most affected in terms of wage reduction (89% have reduced wages for more than half their workforce) and furlough, followed by large businesses, and large business were most likely to have made more than half their staff redundant (16%).



Summary findings of the 2nd survey

June 2020 (3)

- The most commonly applied mitigation measures by businesses were supporting deferment of bookings instead of cancellation, and providing refunds.
- In a similar pattern to the results from the April survey, all businesses prioritized the need for financial support for cashflow, financial support for recovery, and tax relief. In this survey, expert advice on business recovery, advice on health and safety measures, and support for commercial debt repayment have climbed higher on the priority list.
- As before, micro enterprise indicated that cashflow was their first priority, small enterprises prioritized financial support for recovery and both medium and large enterprises prioritized tax relief.
- The support facilities with the most respondent awareness were the UIF scheme and the Tourism Relief Fund of the Department.

Tourism alignment to the Risk Adjusted Strategy

Level 5	Level 4	Level 3	Level 2	Level 1
<p>Quarantine Sites</p>	<p>Accommodation for quarantine and essential services</p> <p>Restaurants only for food delivery services</p>	<ul style="list-style-type: none"> • Accommodation for: <ul style="list-style-type: none"> - remaining tourists - work purposes; - Quarantine/ isolation • Intra-provincial leisure. • Restaurants, fast food outlets and coffee shops including for sit down for meals only. • Conference and meeting venues for business purposes • Cinemas, subject to limitation of 50 persons. • Casinos, subject to not more than 50 percent of the available floor space. • Tourist attractions for private self drive excursions 	<ul style="list-style-type: none"> • All accommodation establishments including inter provincial and tour operators, subject to a restriction on the number of persons allowed in such establishments to not be more than 50 percent of the available floor space. • Restaurants for onsite consumption of alcohol. • Conferences and meetings subject to a limitation of 50 persons, restricted to business purposes. • Cinemas, subject to a limitation of 50 persons. • Casinos, subject to not more than 50 percent of the available floor space. • Weddings, exhibitions and function venues subject to a limitation of 50 persons. • Places of attractions. 	<ul style="list-style-type: none"> • All Alert Level 2 restrictions and protocols for all accommodation establishments, restaurants, conferences and meetings, Cinemas, Casinos, Weddings, exhibitions, function venues, places of attractions, with 50% of capacity. • Gatherings may not exceed 50% of venue capacity, with a max limit of 250 indoors and 500 outdoors. • Masks worn in public places and social distancing • All travel from the African continent, and from countries outside of the African continent with a low rate of COVID-19 infection and transmission will resume, subject to certain conditions (provision of a valid certificate of negative test; traveler quarantine at own costs). • Travel may be restricted from certain countries that are deemed high risks • Limited number of border post will remain open • Only King Shaka, OR Tambo and Cape Town International airports will be open for international flights.

Budget prioritisation

- Initial reprioritisation aimed at the establishment of the R200 million Relief Fund for SMMEs and a further R30 million to support the tourist guides.
- Further government-wide reprioritization aimed at supporting the efforts to fight the pandemic led to a budget cut of R1 billion from the Portfolio.
- This was based on the understanding that limited marketing and promotional activities could take place during lockdowns in the country as well as in the market countries.
- Similarly, most of the incentive support activities and EPWP projects were not feasible in the current environment on the department side.
- We will continue to monitor the environment with National Treasury - Upon readiness of the sector based on the Risk Adjusted Approach, investment shall be made into supporting recovery efforts.



Tourism Relief Fund (TRF)

Eligibility and Qualifying Criteria

- Accommodation establishments: Hotels, Lodges, Bed and Breakfast (B&B's), Guest Houses and Backpackers
- The criteria as set in terms of the Tourism Broad Based Black Economic Empowerment Amended Codes enable the Department to ascertain the number of black owned businesses that have benefited from the Tourism Relief Fund

Status of disbursements

- The SAT did the disbursement of the funds.
- A total of 7288 applications were received when the TRF closed for applications
- As at the end of July 2020, a total of 4000 approved applicants were each paid a once off cash grant of R50 0000
- 2071 of the approved applications are black owned businesses

Provincial breakdown of businesses supported

Province	Total	Black Owned	The small towns, townships and villages that had black-owned business that benefited from the fund were:
EC	457	242	Alice, Bizane, Cala, Cofimvaba, Cradock, Kwetyana Location, Baysville, Bizana, Stirling, Tsolo, Dutyin, Quigney Matiele, Graaf Reinett, Grahamstown, Lady Frere, Maclear, Matatiele, Mdantsane, Mqanduli, Mtatha, Nahoon, Ntabankulu, Butterworth, Port Alfred, Port St Johns, Mount Frere, Komani, Sterkspruit, Uitenhage and Vincent Park.
FS	134	65	Phuthaditjhaba and Virginia. Bethlehem, Boshof, Bothaville, Parys Ficksburg, Kroonstad, Ladybrand, Parys, Sasolburg, Theunisson, Vrede, Welkom and Zastron.
Gauteng	1017	643	Springs Atteridgeville, Dinokeng, Kagiso, Katlehong, Lenasia, Lotus Gardens, Modderfontein, Soweto, Sebokeng, Soshanguve, Spruitview, Tembisa, Garankuwa, Ratanda, Heidelberg, Rietfontein, Doornpoort, Grootvlei, Bronkhorspruit, Olifantsfontein, Heidelberg, Meyerton, Randfontein, Vanderbijlpark
KZN	607	336	Igula, Kwamashu, Chatsworth, Dannhauser,, Hlabisa, Impendle, Ixopo, Jozini, Kwangwanase, Nongoma, Phoenix, Pongola, Dargie, Driefontein, Eshowe, Bergville, KwaDukuza, Mtubatuba, Margate, Newcastle, Pietermaritzburg, Richards Bay, St Lucia, Stanger, Umlazi, Ulundi, UmZimkhulu, Vryheid, Westville, and Winterton.
LP	294	181	Malamulele, Mankweng, Mokopane, Budeli Village, Senwabarwana, Seshego, Thokwane Village, Lebowakgomo, Dzanani, Bela-Bela, Hoedspruit, Louis Trichardt, Musina, Phalaborwa, Sibasa, Thohoyandou and Tzaneen
MP	238	121	Hluvukani, Langeloo, Balfour, Bushbuck Ridge, eMalahleni, Malelane, Siyasbuswa, Secunda Nkangala, Steenbok Village, Thulamahashe, Ximhungwe, Acornhoek, Graskop, Hazyview, Kamatipoort, Marloth Park, White River
NC	124	59	Galeshewe, Kuruman and Victoria West. Barkly West, Calvinia, Kakamas, Hopetown, Colesburg, Pofadder, Port Nolloth, Postmasburg, Springbok, Upington, Vistoria West and Williston,
NW	162	99	Dihatshwane Village, Tlhabane, Letlhabile, Mmotla, Mogwase, Montshiwa, Phokeng, Shupingstadt, Brits, Klerksdorp, Lichtenburg, Mahikeng, Mmabatho, Potchefstroom, Rustenburg, Taung, Mahikeng, Vryburg and Zeerust
WC	967	325	Ashton, Beaufort West, Celedon, Ceres, Clanwilliam, Oudtshoorn, Prince Albert, Ladismith, Laingsburg, Malmesbury, Elsies Rivier, Gugulethu, Khayelitsha, George, Knysna, Kuilsrivier, Matroosfontein, Strandfontein Vredenburg and Worcester

Tourist Guides Relief Fund

- Tourist Guides expressed their plight when they met with Minister and team
- Freelancers with no job security dominate the industry
- No other source of income during lockdown
- In response, we devised a relief fund with a R 30 million allocation

Eligibility and Qualifying Criteria

- Freelancers
- Registered with the Tourist Guide Registrar

Implementation Readiness

- Each tourist guide to receive an amount of R 1 500 for 3 months
- So far, 4415 tourist guides are in the system for payment
- R19 867 500.00 committed thus far for payments.

Provincial breakdown of support provided through the Tourist Guide Relief Fund

Province	Number of guides submitted by province	Number of guides processed for payment	% of guides received funding
1. Eastern Cape	505	179	35%
2. Free State	38	24	63%
3. Gauteng	1167	963	83%
4. KwaZulu-Natal	745	410	55%
5. Limpopo	418	145	35%
6. Mpumalanga	1197	434	36%
7. Northern Cape	109	105	96%
8. North West	242	116	48%
9. Western Cape	5032	2039	41%
Totals	9453	4415	47%



Tourism Recovery Plan – Foundation Statement



- “South Africa is following a Risk-Adjustment Strategy based on levels of lockdown, **not dates**. These levels are defined according to relevant epidemiologic facts and are announced by the President”.
- The priority and objective remains to resume operations as early as it is safe to do so for South Africa and its visitors.
- The Recovery Plan therefore proposes measures to enable re-opening and position the country to outcompete in the global recovery market.

Recovery Principles

Three strategic themes are central to the recovery:

- Re-Igniting Demand
- Protecting and Rejuvenating Supply
- Strengthening Enabling Capability

Execution should occur in three phases:

- Protective Interventions (0-3 months)
- Managed Re-Opening (3-9 months)
- Growth Interventions (9-24 months)

Key Actions

We propose 10 measures to support South Africa's tourism recovery – a combination of supply and demand side interventions as well as changes to the enabling environment.

PHASE 1: PROTECTING SUPPLY

- 1 INDUSTRY/GOVERNMENT RECOVERY PARTNERSHIP:** Conclude an industry/government recovery partnership to collaborate on all aspects of tourism recovery
- 2 PROTECT TOURISM SUPPLY:** Deploy an enhanced Tourism Supply Support Package to protect tourism assets through a credit guarantee scheme, protect core infrastructure and to support re-opening
- 3 BIOSECURITY PROTOCOLS:** Implement globally recognised biosecurity protocols across the value chain to enable safe travel and rebuild traveller confidence
- 4 AIR ACCESS AND CONNECTIVITY :** Convene a national air access team and implement an air service development programme to reconnect South Africa to the world
- 5 FACILITATE EASE OF TRAVEL:** Partner with accountable departments to remove barriers to travel and enable freer entry, reduced tourist crime and provide stronger personal safety and security guarantees

PHASE 2: MATCHING SUPPLY & DEMAND

PHASE 2: MATCHING SUPPLY & DEMAND

- 6 CATALYSE DOMESTIC DEMAND** Catalyse domestic demand through the phases of re-opening with informative and inspirational messaging that encourages safe tourism and domestic vacation experiences
- 7 TARGETED GLOBAL MARKETING PROGRAMME** Execute a global marketing and travel trade programme, targeted at highest-potential source markets and intrepid travel consumer segments, to reignite international demand
- 8 INVESTMENT AND MARKET-ENTRY FACILITATION** Launch an investment and market-entry facilitation programme to stimulate capital investment, sector transformation and product diversification
- 9 REGIONAL VALUE PROPOSITION** Prioritise cooperation with neighbouring destinations towards SA's contribution in the implementation of the SADC tourism strategy
- 10 PUT IN PLACE STRUCTURAL MECHANISMS FOR THE IMPLEMENTATION OF THE PLAN** Put in place tourism institutional architecture to deliver efficient, effective and purpose-led support for implementation of the plan aimed at sector growth and transformation.

PHASE 3: GROWTH INTERVENTIONS

Status of the recovery Plan – way forward processes

- The Tourism Sector Recovery Plan was published for public comment with the closing date set for the 15th of August 2020;
- The Minister further hosted a webinar on the 14th of August 2020, as a stakeholder engagement platform for further inputs and comments;
- Formal consultation is being facilitated with Departments implicated in the Recovery Plan (The South African Police Service and the Departments of Transport and Home Affairs) through draft correspondence;
- An analysis of comments has been concluded, and internal consultations are underway to finalise the process of integration of inputs;
- Following the integration of inputs, the document will be taken through the Cabinet Cluster process for tabling to Cabinet by the Minister



2. Performance Overview



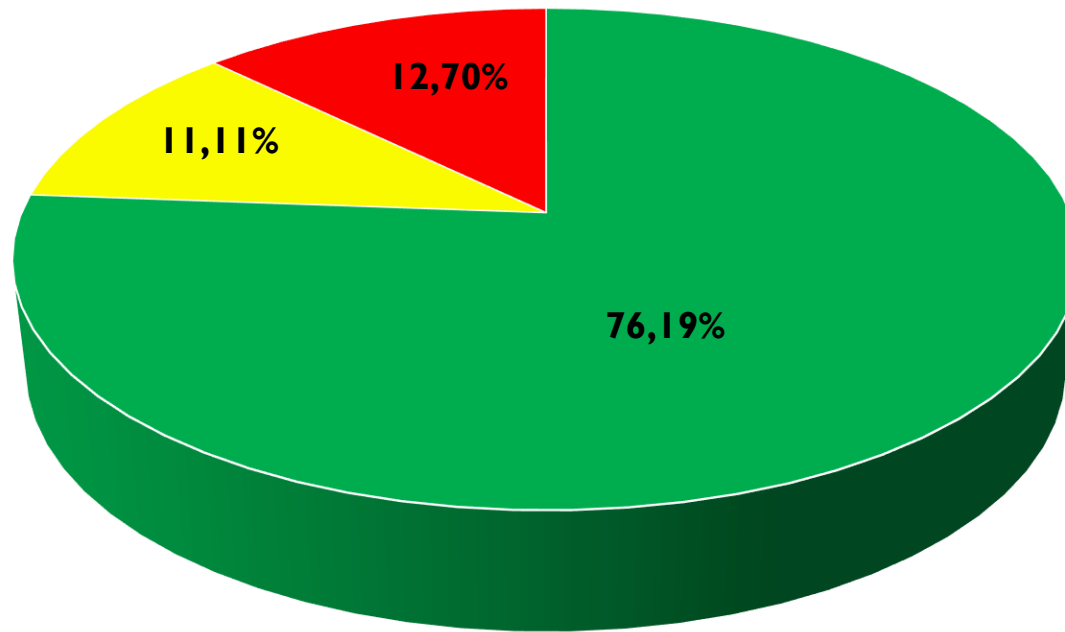
2020/21 Quarter I Performance Overview (Actual)

Branches	Achieved	Not achieved; significant work done	Not achieved; intervention required	Insufficient information to express opinion
Corporate Management	82.35% (14 of 17)	17.65% (3 of 17)	0.00% (0 of 17)	0.00% (0 of 17)
Tourism Research, Policy and International Relations	94.12% (16 of 17)	0.00% (0 of 17)	5.88% (1 of 17)	0.00% (0 of 17)
Destination Development	100% (9 of 9)	0.00% (0 of 9)	0.00% (0 of 9)	0.00% (0 of 9)
Tourism Sector Support Services	45.00% (9 of 20)	20.00% (4 of 20)	35.00% (7 of 20)	0.00% (0 of 20)
Total	76.19% (48 of 63)	11.11% (7 of 63)	12.70% (8 of 63)	0.00% (0 of 63)



Summary of Overall Performance

2020/21 Quarterly Performance Overview – Quarter 1



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

2020-21 Quarter 1 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 I Targets	Quarter I Performance – Actual Data
I. Number of monitoring and evaluation reports produced.	Nine Monitoring and Evaluation Reports produced:		
	1. Four Tourism Quarterly Performance Reports.	Tourism Quarterly Performance Report developed.	Tourism Quarterly Performance Report was developed. The Report developed for the Jan-March 2020 period includes an analysis on the impact of COVID-19 on the tourism sector.
	2. Two Reports on the Impact Evaluation of COVID-19 on the tourism sector.	Terms of Reference (ToR) for the survey / study developed.	Terms of Reference (ToR) for the survey / study and project plan were developed.



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

Output Indicator	Annual Target	Quarterly Targets	
		Quarter I Targets	Quarter I Performance – Actual Data
I. Number of monitoring and evaluation reports produced.	Nine Monitoring and Evaluation Reports produced ... continued:		
	2. Two Reports on the Impact Evaluation of COVID-19 on the tourism sector.	Suitable service provider appointed.	Suitable service provider was appointed.
		Project Plan developed.	Project Plan was developed.
	3. 2019/20 NTSS Implementation Report developed.	Framework for the 2019/20 NTSS Implementation Report reviewed.	Framework for the 2019/20 NTSS Implementation Report was reviewed.



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

Output Indicator	Annual Target	Quarterly Targets	
		Quarter I Targets	Quarter I Performance – Actual Data
I. Number of monitoring and evaluation reports produced.	Nine Monitoring and Evaluation Reports produced ... continued:		
	4. Monitoring of the implementation of the Tourism Relief Fund (TRF) on tourism enterprises conducted and preliminary impact evaluation of the impact developed.	Monitoring report on the implementation of the Tourism Relief Fund developed.	<p>Monitoring report on the implementation of the Tourism Relief Fund was not developed.</p> <p>Reason for Variance There were delays in the processing of applications and payment to tourism enterprises.</p> <p>Corrective Measure The request for data was to be made in quarter 2 once payment to tourism enterprises had been finalised. In July 2020, the database of tourism enterprises that received funding from the department was developed and finalised. Thereafter, the monitoring of the implementation of the TRF commenced and the monitoring report was developed for approval.</p>

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

Output Indicator	Annual Target	Quarterly Targets	
		Quarter I Targets	Quarter I Performance – Actual Data
1. Number of monitoring and evaluation reports produced.	Nine Monitoring and Evaluation Reports produced ... continued:		
	5. 2018/19 STR finalised and published.	Draft 2018/19 STR updated.	Draft 2018/19 STR was updated.
	• Draft 2019/20 STR developed.	STR Framework Reviewed.	STR Framework has been reviewed.
2. Number of systems developed for tourism analytics.	One system developed for tourism analytics:		
	National Tourism Analytics System Framework developed.	ToR for the development of the National Tourism Analytics System Framework developed.	The ToR for the development of the National Tourism Analytics System Framework was developed.



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

Output Indicator	Annual Target	Quarterly Targets	
		Quarter I Targets	Quarter I Performance – Actual Data
3. Number of initiatives implemented to create an enabling policy and regulatory environment for tourism growth and development.	Three initiatives implemented to create an enabling policy and regulatory environment for tourism growth and development:		
	1. Policy Review on Quality Assurance Framework conducted.	Substantive review and benchmarking conducted and draft Policy Options Report developed.	Substantive review and benchmarking was conducted and draft Policy Options Report was developed.
	2. Report on the regulations in respect of the National Tourism Information and Monitoring System (NTIMS Regulations).	Consultations on the approved NTIMS Regulations conducted.	Consultations on the approved NTIMS Regulations was conducted. The purpose of the consultations was to obtain stakeholder buy-in and to incorporate the inputs regarding initiatives aimed at implementing the NTIMS regulations.



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

Output Indicator	Annual Target	Quarterly Targets	
		Quarter I Targets	Quarter I Performance – Actual Data
3. Number of initiatives implemented to create an enabling policy and regulatory environment for tourism growth and development.	Three initiatives implemented to create an enabling policy and regulatory environment for tourism growth and development ... continued:		
	3. Draft review of the Development and Promotion of Tourism in South Africa developed.	Gap analysis on the current Tourism White Paper and Identification of research areas.	Gap analysis on the current Tourism White Paper and identified research areas was conducted.
		ToR for the appointment of panel of experts and service provider developed.	ToR for the appointment of panel of experts and service provider was developed.



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

Output Indicator	Annual Target	Quarterly Targets	
		Quarter I Targets	Quarter I Performance – Actual Data
4. Number of initiatives undertaken to advance South Africa's tourism priorities within multilateral fora.	Four initiatives undertaken to advance South Africa's tourism priorities within multilateral fora; i.e. (IORA Core Group on Tourism, Southern African Development Community (SADC), G20 and AU).	Submit SA deliverables to the First meeting of IORA Core Group on Tourism in terms of its Work plan.	SA deliverables to the First meeting of IORA Core Group on Tourism in terms of its Work plan were submitted.



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

Output Indicator	Annual Target	Quarterly Targets	
		Quarter I Targets	Quarter I Performance – Actual Data
5. Number of initiatives facilitated for regional integration.	Two initiatives facilitated for regional integration:		
	1. Sharing of Best Practices Workshop 2021 targeted at African countries with whom SA signed tourism agreements hosted.	Concept document and Implementation Plan for the Best Practices Workshop 2021 developed.	Concept document and Implementation Plan for the Best Practices Workshop 2021 was developed.
	2. Report on the leveraging of tourism bilateral relations to advance national priorities developed.	Quarterly report on the status of bilateral relations to advance national priorities developed.	Quarterly report on the status of bilateral relations to advance national priorities was developed.
6. Number of SA Tourism oversight reports produced.	Four reports on governance and performance SA Tourism produced for oversight purposes.	SA Tourism quarterly oversight report developed.	SA Tourism quarterly oversight report was developed.



3.2 Programme 3

Destination Development



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

Output Indicator	Annual Target	Quarterly Targets	
		Quarter I Targets	Quarter I Performance – Actual Data
I. Number of destination planning and investment coordination initiatives undertaken.	Four destination planning and investment coordination initiatives undertaken:		
	1. Institutional arrangements for budget resort network and brand finalised. 2. Brand and network concept piloted with key stakeholders.	Review of institutional arrangements for the budget resort network and brand.	Institutional arrangements for the budget resort network and brand were reviewed.
	3. Viability study for the new Rail Tourism model developed.	RFQ for Survey on Rail Tourism approved.	RFQ for Survey on Rail Tourism was approved.
	4. Development of tourism implementation plans through the district development model in three pilots: • OR Tambo district • Waterberg district • eThekweni Metro	Preparatory coordination activities with sectoral partners initiated.	Preparatory coordination activities with sectoral partners were initiated. The Department, as a coordinating Department hosted a joint cross-sectoral planning session in which various sectoral departments participated as key role players, on 9 March 2020.



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

Output Indicator	Annual Target	Quarterly Targets	
		Quarter I Targets	Quarter I Performance – Actual Data
2. Number of destination enhancement initiatives supported.	Four destination enhancement initiatives supported:		
	1. The Dinosaur Interpretation Centre Exhibition construction continued.	Virtual project management meeting with SANParks on the Dinosaur Interpretation Centre Exhibition construction.	Virtual project management meeting with SANParks on the Dinosaur Interpretation Centre Exhibition construction was held on 28 May 2020.
	2. Infrastructure Maintenance Programme implemented in three national parks: <ul style="list-style-type: none"> • Marakele • Addo • Karoo National Parks 	Virtual meeting with SANParks on the infrastructure maintenance programme in three national parks undertaken.	Virtual meeting with SANParks on the infrastructure maintenance programme in three national parks was held on 18 May 2020.



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

Output Indicator	Annual Target	Quarterly Targets	
		Quarter I Targets	Quarter I Performance – Actual Data
2. Number of destination enhancement initiatives supported.	Four destination enhancement initiatives supported ... continued:		
	3. Draft Project Concepts developed for five community-based tourism projects at: <ul style="list-style-type: none"> • Numbi Gate • Nandoni Dam • Tshathogwe Game Farm • Mtititi Game Farm • Mapate Recreational Social Tourism Facility 	Desktop Research on five community-based tourism projects completed at: <ul style="list-style-type: none"> • Numbi Gate • Nandoni Dam • Tshathogwe Game Farm • Mtititi Game Farm • Mapate Recreational Social Tourism Facility 	Desktop Research on five community-based tourism projects was completed at: <ul style="list-style-type: none"> • Numbi Gate • Nandoni Dam • Tshathogwe Game Farm • Mtititi Game Farm • Mapate Recreational Social Tourism Facility



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

Output Indicator	Annual Target	Quarterly Targets	
		Quarter I Targets	Quarter I Performance – Actual Data
2. Number of destination enhancement initiatives supported.	Four destination enhancement initiatives supported ... continued:		
	4. Needs assessment and recommendations for Product Enhancement at 5 Local Community Museums developed:	Desktop research on Product Enhancement at 5 Local Community Museums undertaken.	Desktop research on Product Enhancement at 5 Local Community Museums was undertaken.
	<ul style="list-style-type: none"> • Anton Lembede Museum eThekweni Municipality (KZN) • McGregor Museum (NC) • AmaHlubi Cultural Heritage (KZN) • Sol Plaatje Museum (NW) • Lehurutshe Liberation Heritage Museum (NW) 	Stakeholder discussions and Virtual Meeting initiated.	Stakeholder discussions and Virtual Meeting were initiated on 11 June 2020.
		Quarterly Progress Report developed.	Quarterly Progress Report was developed. The purpose of the report is to provide an update on progress made on needs assessment recommendations for product enhancement at five Local Community Museums.



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

Output Indicator	Annual Target	Quarterly Targets	
		Quarter I Targets	Quarter I Performance – Actual Data
3. Number of work opportunities created through Working for Tourism projects.	2 500 Work opportunities through Working for Tourism projects created.	Zero work opportunities created.	No target for the period under review.



3.3 Programme 4

Tourism Sector Support Services



Outcome: To enhance understanding and awareness of the value of tourism and its opportunities

Key Performance Indicator	Annual Target	Quarterly Targets	
		Quarter I Targets	Quarter I Performance – Actual Data
I. Number of initiatives implemented to stimulate domestic tourism.	One initiative to stimulate domestic tourism:		
	I. Implementation of the Domestic Tourism Scheme.	Formalise agreements with the appointed service provider(s) to outline the implementation of the scheme.	<p>Agreements with the appointed service provider(s) to outline the implementation of the scheme were not formalised.</p> <p>Reason for Variance This was due to delays in the finalised of the concept and terms of the reference.</p> <p>Corrective Measure The concept and proposed implementation approach to the scheme have since been finalised.</p>



Outcome: To enhance understanding and awareness of the value of tourism and its opportunities

Key Performance Indicator	Annual Target	Quarterly Targets	
		Quarter I Targets	Quarter I Performance – Actual Data
2. Number of initiatives implemented to support tourism SMMEs.	Two initiatives implemented to support tourism SMMEs:		
	I. Implement five incubators: i. Manyeleti Tourism Incubator.	Service Level Agreement (SLA) with service provider amended (to provide for response to sector needs as a result of the effects of COVID-19 Pandemic).	The amendment of SLA with service provider (to provide for response to sector needs as a result of the effects of COVID-19 Pandemic) was not finalised. Reason for Variance The amendment of the SLA and project plan were not done by the parties at the end of the quarter. Corrective Measure The SLA and project plan would be amended and signed in the second quarter.



Outcome: To accelerate the transformation of the tourism sector

Key Performance Indicator	Annual Target	Quarterly Targets	
		Quarter I Targets	Quarter I Performance – Actual Data
2. Number of initiatives implemented to support tourism SMMEs.	Two initiatives implemented to support tourism SMMEs ... continued:		
	ii. Phalaborwa Tourism Incubator.	Service Level Agreement (SLA) with service provider amended (to provide for response to sector needs as a result of the effects of COVID-19 Pandemic).	<p>The amendment of SLA with service provider (to provide for response to sector needs as a result of the effects of COVID-19 Pandemic) was not finalised.</p> <p>Reason for Variance Reason for Variance The amendment of the SLA and project plan were not done by the parties at the end of the quarter.</p> <p>Corrective Measure The SLA and project plan would be amended and signed in the second quarter.</p>



Outcome: To accelerate the transformation of the tourism sector

Key Performance Indicator	Annual Target	Quarterly Targets	
		Quarter I Targets	Quarter I Performance – Actual Data
2. Number of initiatives implemented to support tourism SMMEs.	Two initiatives implemented to support tourism SMMEs ... continued:		
	iii. Mier Tourism Incubator.	Service Level Agreement (SLA) with service provider amended (to provide for response to sector needs as a result of the effects of COVID-19 Pandemic).	<p>The amendment of SLA with service provider (to provide for response to sector needs as a result of the effects COVID-19 Pandemic) was not finalised.</p> <p>Reason for Variance The amendment of the SLA and project plan were not done by the parties at the end of the quarter.</p> <p>Corrective Measure The SLA and project plan would be amended and signed in the second quarter.</p>



Outcome: To accelerate the transformation of the tourism sector

Key Performance Indicator	Annual Target	Quarterly Targets	
		Quarter I Targets	Quarter I Performance – Actual Data
2. Number of initiatives implemented to support tourism SMMEs.	Two initiatives implemented to support tourism SMMEs ... continued:		
	iv. Technology Innovation Incubator.	Recruitment programme beneficiaries.	<p>Programme beneficiaries were not recruited.</p> <p>Reason for Variance The recruitment of beneficiaries was dependent on the conclusion of the tour operator tender process which unfortunately lapsed due to lockdown.</p> <p>Corrective Measure Technology Innovation Agency (TIA) MoA would be finalised and signing thereof facilitated in the second quarter. Procurement of Tour Operator incubator implementer and recruitment of beneficiaries would be done in the second quarter. Technology Innovation agency (TIA) MoA has since been concluded, submitted to and signed by TIA.</p>

Outcome: To accelerate the transformation of the tourism sector

Key Performance Indicator	Annual Target	Quarterly Targets	
		Quarter I Targets	Quarter I Performance – Actual Data
2. Number of initiatives implemented to support tourism SMMEs.	Two initiatives implemented to support tourism SMMEs ... continued:		
	v. Tour Operator Incubator.	Recruitment of programme beneficiaries undertaken – based on assessment of needs as related to COVID-19 Recovery.	<p>Recruitment of programme beneficiaries – based on assessment of needs as related to COVID-19 Recovery was not undertaken.</p> <p>Reason for Variance The recruitment of beneficiaries was dependent on the conclusion of the tour operator tender process which unfortunately lapsed due to lockdown.</p> <p>Corrective Measure Technology Innovation Agency (TIA) MoA would be finalised and signing thereof facilitated in the second quarter. Procurement of Tour Operator incubator implementer and recruitment of beneficiaries has recommenced in Quarter 2 but shall be completed in Quarter 3</p>



Outcome: To accelerate the transformation of the tourism sector

Key Performance Indicator	Annual Target	Quarterly Targets	
		Quarter I Targets	Quarter I Performance – Actual Data
2. Number of initiatives implemented to support tourism SMMEs.	Two initiatives implemented to support tourism SMMEs... continued		
	2. Empower youth trained in food services to become owners and operators in the food services business (including virtual platforms).	Concept to implement New Venture Creation Programme for youth in food services business (including virtual platforms) finalised.	<p>Concept to implement New Venture Creation Programme for youth in food services business (including virtual platforms) was not finalised.</p> <p>Reason for Variance The concept for new venture creation programme was not finalised due to the reprioritisation of human resources towards the implementation of the Tourism Relief.</p> <p>Corrective Measure Concept for new venture creation programme would be finalised in the second quarter. The concept for the implementation of the programme has since been developed.</p>

Outcome: To accelerate the transformation of the tourism sector

Key Performance Indicator	Annual Target	Quarterly Targets	
		Quarter I Targets	Quarter I Performance – Actual Data
3. Number of initiatives implemented to increase participation of women in the tourism sector.	Two initiatives implemented to increase participation of women in the tourism sector:		
	1. Implement WiT Enterprise Development Programme for up to 25 women in each of the nine provinces.	<p>Launch WiT Enterprise Development Programme.</p> <p>At the end of the quarter, the process of approval of Partnership Framework was underway, and the responses were to be obtained in order to decide on way forward.</p>	<p>WiT Enterprise Development Programme was not launched.</p> <p>Reason for Variance Planning for the programme took longer than anticipated, particularly on the exploration of partnerships.</p> <p>Corrective Measure The implementation will be done in Quarter 3 with or without a partnership.</p>



Outcome: To accelerate the transformation of the tourism sector

Key Performance Indicator	Annual Target	Quarterly Targets	
		Quarter 1 Targets	Quarter 1 Performance – Actual Data
3. Number of initiatives implemented to increase participation of women in the tourism sector.	Two initiatives implemented to increase participation of women in the tourism sector:		
	I. Implement WiT Enterprise Development Programme for up to 25 women in each of the nine provinces.	Finalise selection of up to 25 women beneficiaries in each of the nine provinces to participate in the Enterprise Development Programme.	<p>Selection of up to 25 women beneficiaries in each of the nine provinces to participate in the Enterprise Development Programme was not finalised.</p> <p>Reason for Variance The time anticipated to conclude the planning was longer than initially anticipated, particularly on matters of securing partnerships.</p> <p>Corrective Measure The beneficiaries and programme implementation shall commence in Quarter 3, with or without a partnership.</p>

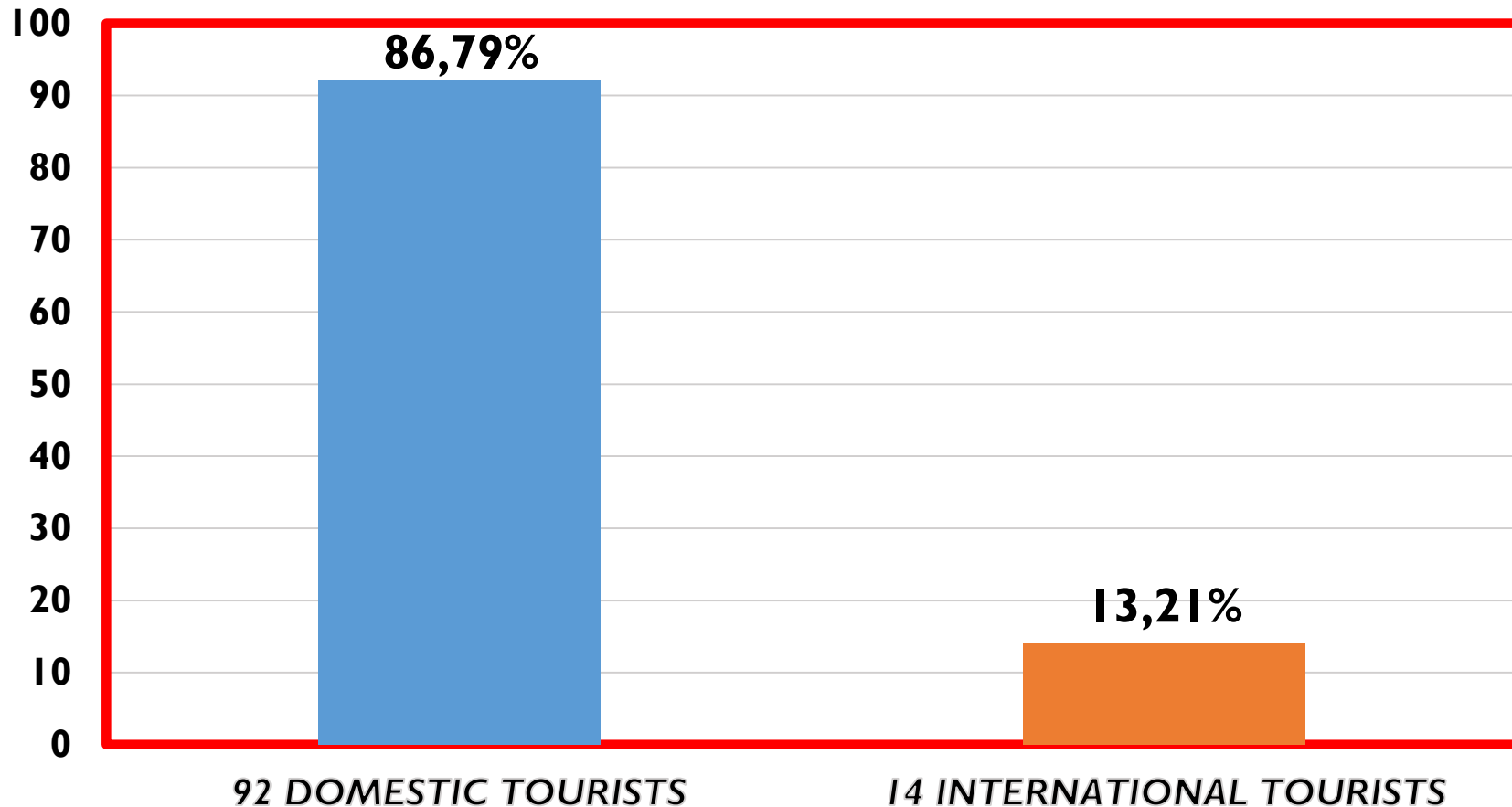


Outcome: To accelerate the transformation of the tourism sector

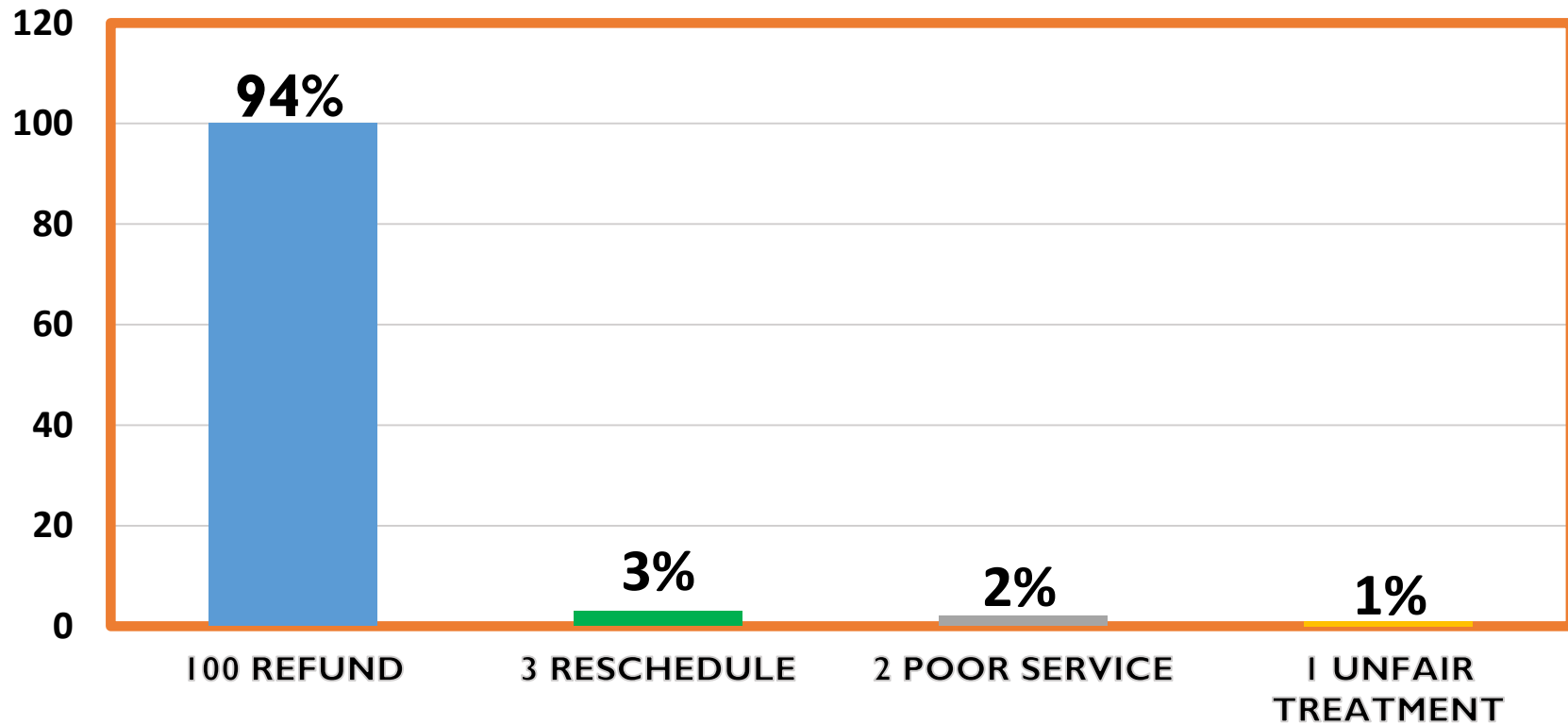
Key Performance Indicator	Annual Target	Quarterly Targets	
		Quarter I Targets	Quarter I Performance – Actual Data
3. Number of initiatives implemented to increase participation of women in the tourism sector.	Two initiatives implemented to increase participation of women in the tourism sector ... continued:		
	2. Implement UNWTO WiT Pilot Project in Limpopo.	ToR to develop Pilot Business Plan finalised.	ToR to develop Pilot Business Plan were finalised.
4. Number of programmes implemented to enhance visitor service and experiences.	Three programmes implemented to enhance visitor services and experience ... continued:		
	1. 100% of tourist complaints managed in line with the Regulation on the Manner and Procedure for Lodging and Dealing with Tourism Complaints.	Quarterly report on Tourists Complaints managed in line with the Regulation developed.	<p>Quarterly report on Tourists Complaints managed in line with the Regulation was developed.</p> <p>There were 106 complaints received, 92 from domestic tourists and 14 from international tourists.</p> <p>The following graphs in the next slides provide an indication on the nature of these complaints.</p>



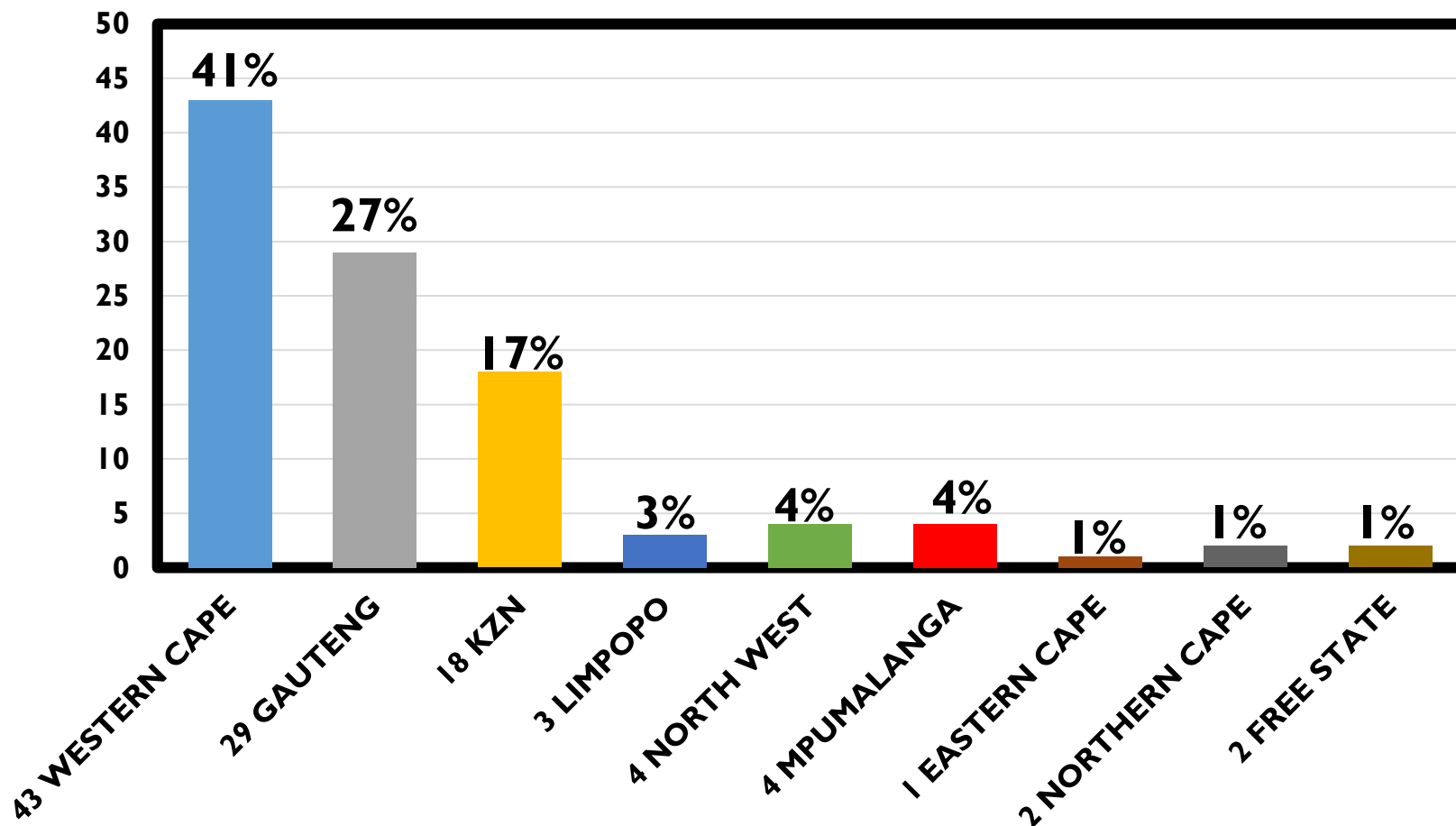
GRAPH 1: ORIGIN OF TOURIST COMPLAINTS: INTERNATIONAL & DOMESTIC TOURIST



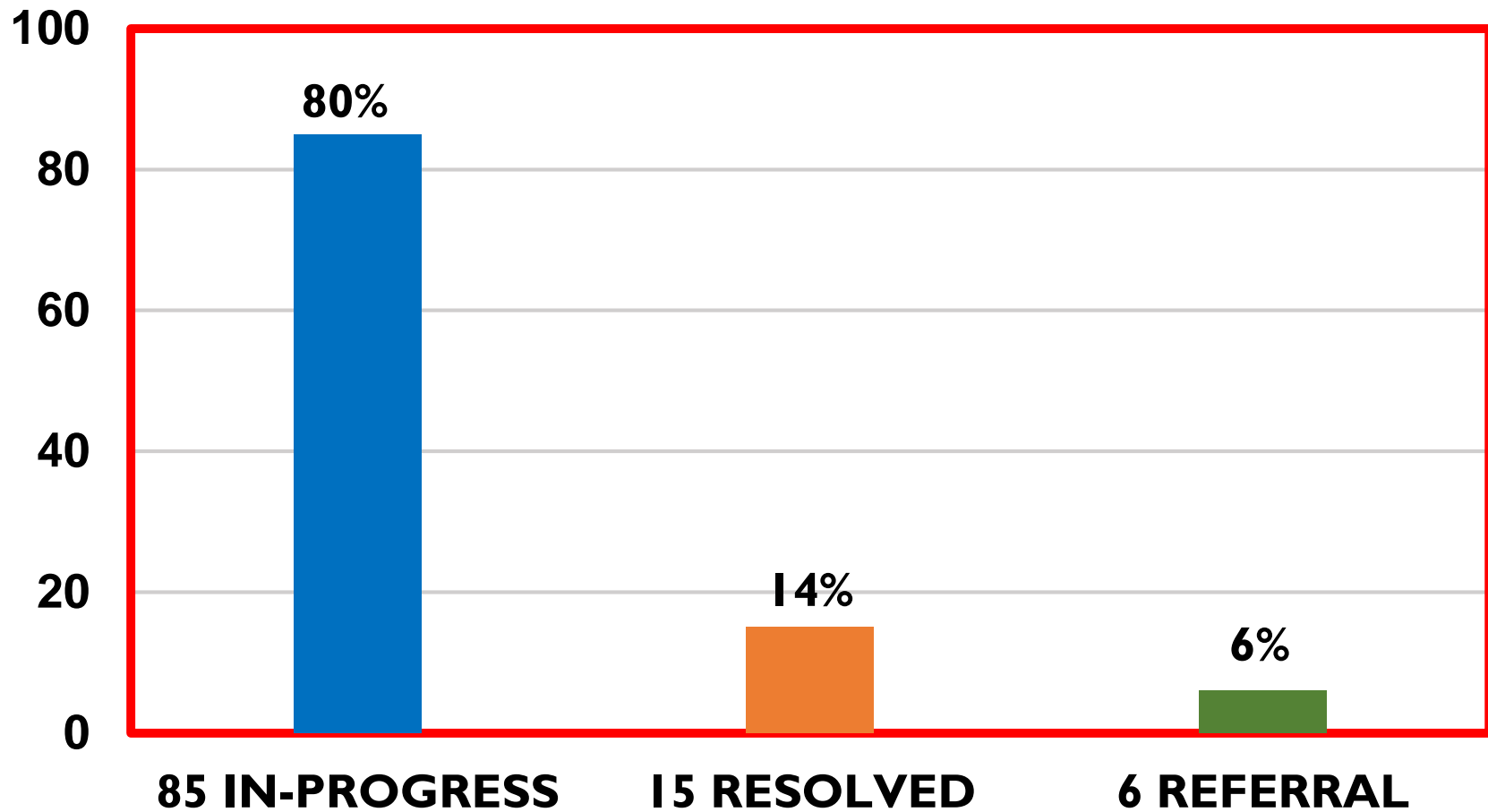
GRAPH 2: NATURE OF TOURIST COMPLAINTS



GRAPH 3: NUMBER OF TOURIST COMPLAINTS PER PROVINCE



GRAPH 4: STATUS OF COMPLAINTS



Outcome: To facilitate the development and growth of tourism enterprises to contribute to inclusive economic growth and job creation

Key Performance Indicator	Annual Target	Quarterly Targets	
		Quarter I Targets	Quarter I Performance – Actual Data
4. Number of programmes implemented to enhance visitor service and experiences.	Three programmes implemented to enhance visitor services and experience ... continued:		
	2. Implement service excellence with focus on customer centric approach using Online round table discussions and media campaign.	Quarterly report on implementation of Service Excellence – Customer Centric approach developed.	Quarterly report on implementation of Service Excellence – Customer Centric approach was developed.
	3. Awareness sessions with identified Service Excellence ambassador(s).	Conceptualisation of the guidelines and schedule on engagements for awareness finalised.	Conceptualisation of the guidelines and schedule on engagements for awareness has been finalised.



Outcome: To facilitate the development and growth of tourism enterprises to contribute to inclusive economic growth and job creation

Key Performance Indicator	Annual Target	Quarterly Targets	
		Quarter 1 Targets	Quarter 1 Performance – Actual Data
5. Number of initiatives to support tourism development in Local Government.	Two initiatives to support tourism development in Local Government:		
	1. Local Government Tourism Peer Learning Network sessions for municipal practitioners hosted in three provinces.	No target.	No target for the period under review.
	2. Finalisation of 26 profiles in line with the District Development Mode.	Six District Profiles finalised.	Six District Profiles were finalised as follows: 1. Sedibeng 2. Dr Kenneth Kaunda 3. Joe Gqabi 4. Waterberg 5. OR Tambo 6. Ehlanzeni



Outcome: To facilitate the development and growth of tourism enterprises to contribute to inclusive economic growth and job creation

Key Performance Indicator	Annual Target	Quarterly Targets	
		Quarter I Targets	Quarter I Performance – Actual Data
6. Number of capacity-building programmes implemented.	1. One programme to capacitate tourist guides implemented.	Recruitment and selection of learners from identified provinces undertaken.	Recruitment and selection of learners from identified provinces has been undertaken in KwaZulu-Natal, Mpumalanga and Limpopo.
	2. Food Safety Quality Assurers programme implemented in nine provinces targeting 500 youth.	Development of ToR in response to COVID -19.	<p>ToR in response to COVID-19 were not developed.</p> <p>Reason for Variance This variance related to an initial procurement process that was unsuccessful after due diligence processes and finalisation of the decision which concluded in June 2020.</p> <p>Corrective Measure The new procurement process has now commenced.</p>



Outcome: To facilitate the development and growth of tourism enterprises to contribute to inclusive economic growth and job creation

Key Performance Indicator	Annual Target	Quarterly Targets	
		Quarter I Targets	Quarter I Performance – Actual Data
6. Number of capacity-building programmes implemented.	3. Wine Service Training Programme (Sommelier) implemented targeting 252 youth.	Wine Service Training Programme (Sommelier) implemented in 3 provinces: GP, KZN and WC.	Wine Service Training Programme (Sommelier) was implemented in 3 provinces: GP, KZN and WC.
	4. Hospitality Youth Programme (HYP) Fast Food implemented in the KZN,WC (Cluster 1 and 2), NW, GP and MP provinces finalised.	HYP implemented utilising e-learning.	HYP was implemented utilising e-learning.
	5. Twenty black Women enrolled in Executive Development Programme for WiT.	Recruitment and Selection of candidates commenced.	Recruitment and Selection of candidates has commenced. 100 applications have been processed so far in the first round of the selection screening process.



Outcome: To diversify and enhance tourism offerings

Key Performance Indicator	Annual Target	Quarterly Targets	
		Quarter I Targets	Quarter I Performance – Actual Data
7. Number of initiatives implemented to create an enabling policy and regulatory environment for tourism growth and development.	One initiative to create an enabling policy and regulatory environment for tourism growth and development:		
	Development of the Tourism Environmental Implementation Plan (TEIP) for 2020 – 2025.	Appointment of Service Provider to develop the TEIP.	<p>Service Provider to develop the TEIP was not appointed due to delays in the finalisation of the terms of reference.</p> <p>Corrective Measure The terms of reference (ToR) have been finalised and appointment and work commencement will start in Quarter3</p>



3.4 Programme I:

Corporate Management



Outcome: To ensure economic, efficient and effective use of departmental resources.

Key Performance Indicator	Annual Target	Quarterly Targets	
		Quarter I Targets	Quarter I Performance – Actual Data
1. Audit outcome on financial and non-financial performance.	Unqualified audit on financial and non-financial performance.	No target.	No target during the period under review.
2. Vacancy rate.	Vacancy rate not to exceed 10% of the funded establishment.	Vacancy rate not to exceed 10% of the funded establishment.	Vacancy rate was maintained at 9.6%.



Outcome: To ensure economic, efficient and effective use of departmental resources.

Key Performance Indicator	Annual Target	Quarterly Targets	
		Quarter I Targets	Quarter I Performance – Actual Data
3. Percentage compliance with equity targets in terms of departmental Employment Equity Plan.	Maintain minimum of 50% women representation at SMS level.	50% women representation at SMS level maintained.	<p>Women representation at SMS level was maintained at 45.7%. (Against the target of 50%)</p> <p>Reason for Variance The department has lost female employees at SMS level without replacing them with females.</p> <p>Corrective Measure As a corrective measure, the Department would be deliberate about recruiting female SMS. Recruitment for some vacant posts has already commenced. This gives the Department an opportunity to appoint a suitably qualifying females. All vacant SMS posts have been advertised with the closing date of 10 July 2020. The normal processes will be followed by the respective selection processes. Employment Equity (EE) preferences have been indicated, which demonstrated the Department's commitment to balancing EE and being deliberate.</p>



Outcome: To ensure economic, efficient and effective use of departmental resources.

Key Performance Indicator	Annual Target	Quarterly Targets	
		Quarter 1 Targets	Quarter 1 Performance – Actual Data
3. Percentage compliance with equity targets in terms of departmental Employment Equity Plan.	Maintain minimum of 3% people with disabilities representation.	Maintain minimum of 3% people with disabilities representation.	People with disabilities' representation was maintained at 4.5%.
	Maintain minimum of 91.5% black representation.	Maintain minimum of 91.5% Black representation.	Black representation was maintained at 96%.



Outcome: To ensure economic, efficient and effective use of departmental resources.

Key Performance Indicator	Annual Target	Quarterly Targets	
		Quarter I Targets	Quarter I Performance – Preliminary Data
4. Percentage implementation of Work Place Skills Plan (WSP) with defined targeted training interventions.	Development and 100% implementation of WSP.	Development and 25% implementation of WSP.	25% of WSP for all employees was developed and implemented.
		Identify suitable leadership programmes for MMS and SMS to address skills gaps.	A pre-entry course for SMS to address skills gaps for MMS and SMS was identified.
5. Percentage implementation of the annual Internal Audit Plan.	100% implementation of the annual Internal Audit Plan.	30% implementation of the annual Internal Audit Plan.	30% of the Annual Internal Audit Plan was implemented through the following activities: <ol style="list-style-type: none"> 1. Review of Internal Audit and Audit Committee Charter; 2. Pre-Determined Objectives for quarter 4 (2019/20); 3. Review of Management Action Plan (2018/19); and 4. Audit Committee meeting.



Outcome: To ensure economic, efficient and effective use of departmental resources.

Key Performance Indicator	Annual Target	Quarterly Targets	
		Quarter I Targets	Quarter I Performance – Preliminary Data
6. Percentage implementation of the communication strategy.	Implement 2020/2021 communications strategy targets as indicated in the implementation plan.	100% implementation of the quarter one requirements of the annual implementation plan of the department's communication strategy.	<p>95% implementation of Quarter I targets of the 2020/21 Annual Implementation Plan of the Communications Strategy was achieved (against the target of 100%).</p> <p>Reason for Variance The reason for the variance relates to Strategic Framework for Events, which was not circulated for inputs as it became depended closely on the Tourism Recovery Plan. The version was overtaken by events (COVID-19 Lockdown budget assumptions and adjustments).</p> <p>Corrective Measure The Strategic Framework for Events was circulated for comments and a submission to the Executive Authority is currently being finalised on the matter.</p>



Outcome: To ensure economic, efficient and effective use of departmental resources.

Key Performance Indicator	Annual Target	Quarterly Targets	
		Quarter I Targets	Quarter I Performance – Preliminary Data
6. Percentage implementation of the communication strategy.	Implement 2020/2021 communications strategy targets as indicated in the implementation plan.	Review priorities for the 2020/21 Annual Implementation Plan for the rest of the year.	Priorities for the 2020/21 Annual Implementation Plan for the rest of the year were reviewed.
	Review 2021/22 Communication Strategy.	No target.	No target during the period under review.



Outcome: To ensure economic, efficient and effective use of departmental resources.

Key Performance Indicator	Annual Target	Quarterly Targets	
		Quarter 1 Targets	Quarter 1 Performance – Preliminary Data
7. Percentage procurement of goods and services from B-BBEE compliant businesses and SMMEs.	100% of expenditure achieved on procurement from enterprises on B-BBEE contributor status levels 1 to 5.	100% of expenditure achieved on procurement from enterprises on B-BBEE contributor status levels 1 to 5.	100% of expenditure on procurement from enterprises on B-BBEE contributor status levels 1 to 5 was achieved.
	Minimum 30% expenditure achieved on procurement of goods and services from SMMEs.	Minimum 30% expenditure achieved on procurement of goods and services from SMMEs.	39.77% expenditure on procurement of goods and services from SMMEs was achieved.



Outcome: To enhance understanding and awareness of the value of tourism and its opportunities.

Key Performance Indicator	Annual Target	Quarterly Targets	
		Quarter I Targets	Quarter I Performance – Actual Data
8. Percentage of invoices paid within prescribed timeframes.	Payment of all compliant invoices within 30 days, including SOEs and Municipalities.	100% of all compliant invoices paid within 30 days, including SOEs and Municipalities.	100% of all compliant invoices were paid within 30 days, including SOEs and Municipalities.
9. Number of initiatives implemented to promote reasonable access.	Eight initiatives implemented to promote reasonable access.	Finalise report to Department of Public Service and Administration (DPSA) on the Job Access Strategic Framework.	Report to Department of Public Service and Administration (DPSA) on the Job Access Strategic Framework was finalised.
10. Number of initiatives implemented to promote gender equity.	Eight initiatives implemented to promote gender equity.	Finalise report to DPSA on the Gender Equality Strategic Framework.	Report to DPSA on the Gender Equality Strategic Framework was finalised.
11. Number of initiatives implemented to promote integrity and ethical conduct.	11 initiatives implemented to promote integrity and ethical conduct.	i. Revise Risk Management Committee (RMC) Charter to strengthen ethics management functions.	Risk Management Committee (RMC) Charter was revised to strengthen ethics management functions.



Outcome: To enhance understanding and awareness of the value of tourism and its opportunities.

Key Performance Indicator	Annual Target	Quarterly Targets	
		Quarter I Targets	Quarter I Performance – Actual Data
II.Number of initiatives implemented to promote integrity and ethical conduct.	II initiatives implemented to promote integrity and ethical conduct.	v. Manage other remunerative work applications for the quarter and report to RMC.	<p>Applications for other remunerative work were managed for the quarter; however, these had not yet been reported to RMC. During the period under review, 3 applications were received in the month of June, and processed as follows:</p> <ul style="list-style-type: none"> • Three (3) Received • One (1) Sent back to the applicant for corrections • Zero (0) Applications were approved • Zero (0) Were deemed approved • Two (2) have been approved <p>This means that the first quarter progress report was to be tabled at the RMC scheduled for 20 August 2020(i.e. in Q2)which did not quorate.</p> <p>Corrective Measure: The RMC members resolved that the reports should be approved by Round Robin</p>

Outcome: To enhance understanding and awareness of the value of tourism and its opportunities.

Key Performance Indicator	Annual Target	Quarterly Targets	
		Quarter I Targets	Quarter I Performance – Actual Data
II. Number of initiatives implemented to promote integrity and ethical conduct.	II initiatives implemented to promote integrity and ethical conduct.	ix. Submit 2019/20 financial interest disclosure for Senior Management to PSC.	Financial Interest disclosure for Senior Management was submitted to PSC.



3. Human Resource Information



Workforce Representativity as end of June 2020

TOTAL ESTABLISHMENT

Race	Number	Percentage
Africans	413	87.9%
Coloureds	21	4.5%
Asians	17	3.6%
Whites	19	4.0%
TOTAL	470	100%
Persons with Disabilities	21	4.4%



Employees per Occupational Bands: June 2020

OCCUPATIONAL BAND	MALE				FEMALE				TOTAL
	African	Coloured	Indian	White	African	Coloured	Indian	White	
Top Management	4	0	0	1	3	0	1	1	10
Senior Management.	29	1	2	1	20	1	3	3	60
Professionally qualified and experienced specialists and mid-management.	93	1	4	4	108	8	6	6	230
Skilled technical and academically qualified workers, junior management, supervisors, foreman and superintendents.	46	4	0	0	77	6	1	3	137
Semi-skilled and discretionary decision making.	16	0	0	0	16	0	0	0	32
Unskilled and defined decision making.	0	0	0	0	1	0	0	0	1
TOTAL	188	6	6	6	225	15	11	13	470

4. Financial Information



Budget and Expenditure Review as at 30 June 2020

Programme	2020/21 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	308 593	67 081	22%	241 512	78%	The underspending is mainly attributed to slow spending by the Department as a result of the lockdown due to the COVID-19 pandemic.
Tourism Research, Policy and International Relations	1 391 382	158 327	11%	1 233 055	89%	The underspending is mainly due to the significantly lower transfer to SA Tourism as the entity submitted a recalculated funds request due to the COVID-19 lockdown on the tourism industry.
Destination Development	485 897	51 386	11%	434 511	89%	The underspending is mainly attributed to slow spending within the Expanded Public Works Programme (EPWP) as a result of the lockdown on the tourism industry due to the COVID-19 pandemic.
Tourism Sector Support Services	295 112	52 859	18%	242 253	82%	The underspending is mainly attributed to slow spending within the Tourism Incentive Programme (TIP) as a result of the lockdown on the tourism industry due to the COVID-19 pandemic.
Total	2 480 984	329 653	13%	2 151 331	87%	



Expenditure per Economical Classification as at 30 June 2020

Economical Classification	2020/21 ENE Allocation R'000	Expenditure R'000	% of ENE Allocation spent	Variance from ENE Allocation R'000
Current Payments				
- Compensation of Employees	358 109	81 795	23%	276 314
- Goods and Services	640 561	68 268	11%	572 293
Transfers and Subsidies				
- Departmental Agencies and Accounts	1 308 395	143 171	11%	1 165 224
- Higher Education Institutions				-
- Foreign Governments and International Organisations	2 355	2 997	127%	(642)
- Public Corporations and Private Enterprises	163 689	395	0%	163 294
- Non-Profit Institutions	426		0%	426
- Households	3 669	30 270	825%	(26 601)
Capital Assets				
- Buildings and other fixed structures				
- Machinery and Equipment	2 816	1 392	49%	1 424
- Software and other intangible assets	964	1 365	142%	(401)
Payment for Financial Assets				
Total	2 480 984	329 653	13%	2 151 331



6. LIST OF ACRONYMS AND ABBREVIATIONS

AU:	African Union	NTSS:	National Tourism Sector Strategy
B-BBEE:	Broad-Based Black Economic Empowerment	NW:	North West
BEC:	Bid Evaluation Committee	PSC:	Public Service Commission
DBAC:	Departmental Bid Adjudication Committee	RFQ:	Request for Quotation
DPSA:	Department of Public Service and Administration	RMC:	Risk Management Committee
EE:	Employment Equity	SADC:	South African Development Community
EPWP:	Extended Public Works Programme	SANParks:	South African National Parks
GP:	Gauteng Province	SLA:	Service Level Agreement
HYP:	Hospitality Youth Programme	SMS:	Senior Management Services
IORA:	Indian Ocean Rim Association	SMMEs:	Small, Medium and Micro-sized Enterprises
KZN:	KwaZulu-Natal	SOEs:	State-Owned Enterprises
M&E:	Monitoring and Evaluation	STR:	State of Tourism Report
MMS:	Middle Management Service	TEIP:	Tourism Environmental Implementation Plan
MoA:	Memorandum of Agreement	TIA:	Tourism Innovation Agency
MoU:	Memorandum of Understanding	TIP:	Tourism Incentive Programme
MP:	Mpumalanga	ToR:	Terms of Reference
NC:	Northern Cape	UNWTO:	United Nations World Tourism Organisation
NTIMS:	National Tourism Information and Monitoring System	WC:	Western Cape
		WiT:	Women in Tourism
		WSP:	Workplace Skills Plan



Thank You

