

BRIEFING TO THE PORTFOLIO COMMITTEE ON TOURISM

THIRD QUARTERLY PERFORMANCE REPORT FOR 2024/25 FINANCIAL YEAR

25 FEBRUARY 2025

broadening horizons



tourism

Department:
Tourism
REPUBLIC OF SOUTH AFRICA



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I. PERFORMANCE OVERVIEW



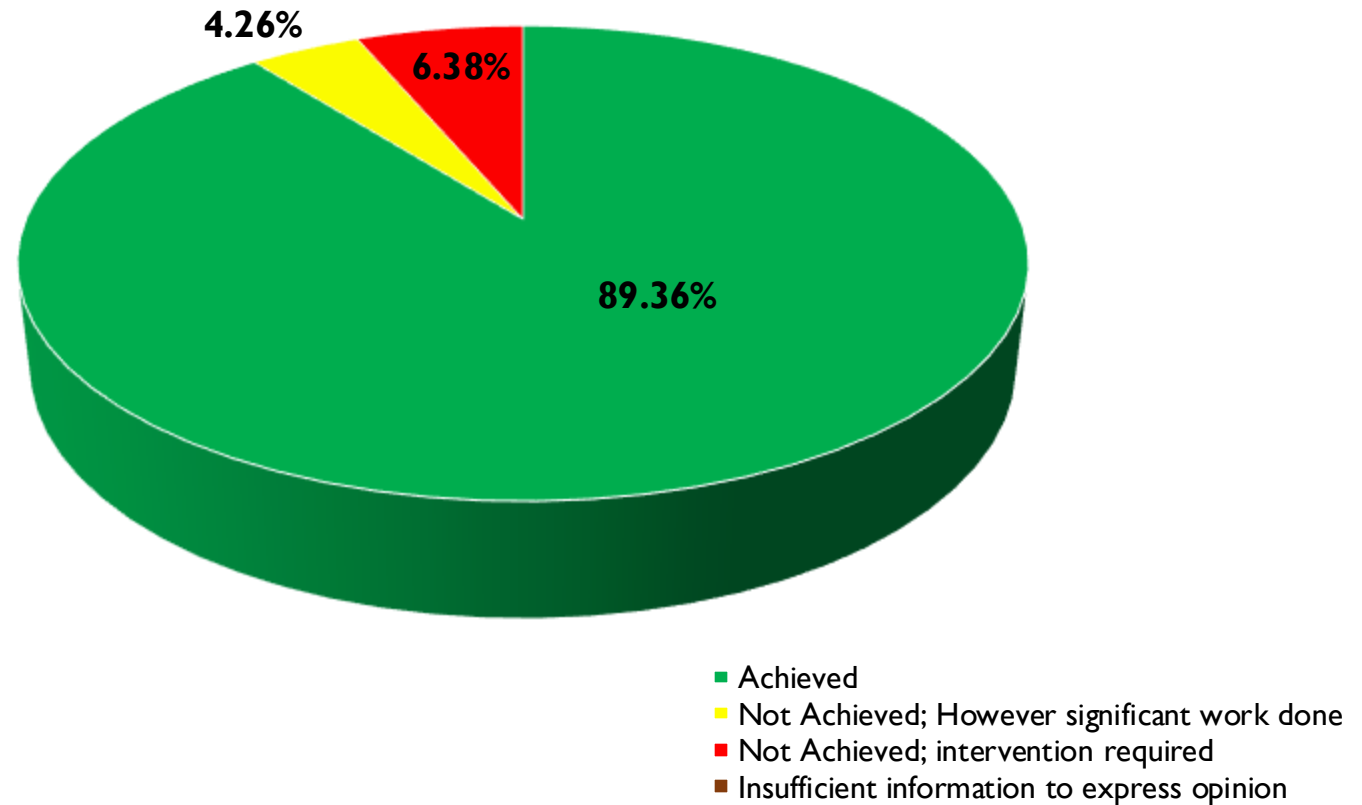
Third Quarter Performance (1 October – 31 December 2024)

Branches	Achieved	Not achieved; significant work done	Not achieved; intervention required	Insufficient information to express opinion
Administration	81,82% (9 of 11)	18,18% (2 of 11)	0,00% (0 of 11)	0,00% (0 of 11)
Tourism Research, Policy and International Relations	81,82% (9 of 11)	0,00% (0 of 11)	18,18% (2 of 11)	0,00% (0 of 11)
Destination Development	87,50% (7 of 8)	0,00% (0 of 8)	12,50% (1 of 8)	0,00% (0 of 8)
Tourism Sector Support Services	100,00% (17 of 17)	0,00% (0 of 17)	0,00% (0 of 17)	0,00% (0 of 17)
Total	89,36% (42 of 47)	4,26% (2 of 47)	6,38% (3 of 47)	0,00% (0 of 47)



Departmental Performance Overview

2024/25 Quarterly Performance Overview – Quarter 3



2. PROGRAMME PERFORMANCE INFORMATION



2.1 Programme I:

Administration



Output Indicator	Annual Target	Quarterly Performance Against Targets	
		Quarter 3 targets	Quarter 3 progress
1. Audit outcome on financial statements and performance information.	Unqualified audit outcome on financial statements and non-financial performance information.	Implementation Plan developed as per AGSA outcomes.	Achieved: Implementation Plan was developed as per AGSA outcomes.
		Review internal control measures.	Achieved: Internal control measures were reviewed.
2. Percentage procurement of goods and services from SMMEs.	40% expenditure achieved on procurement of goods and services from SMMEs.	40% expenditure achieved on procurement of goods and services from SMMEs.	Achieved: 52,23% % expenditure on procurement of goods and services from SMMEs was achieved.
3. Percentage invoices paid within prescribed timeframes.	100% Payment of all compliant invoices within 30 days.	100% of all compliant invoices paid within 30 days.	Achieved: 100% of 3716 compliant invoices were paid within 30 days.
4. Percentage of procurement spend from women-owned businesses.	40% procurement spend from women-owned businesses.	40% procurement spend from women-owned businesses.	Achieved: 66,32% procurement spend from women-owned businesses was achieved.
5. Number of public entity oversight reports developed.	Four SA Tourism quarterly oversight reports developed.	SA Tourism quarterly oversight report developed.	Achieved: SA Tourism quarterly oversight report was developed.



Output Indicator	Annual Target	Quarterly Performance Against Targets	
		Quarter 3 targets	Quarter 3 progress
6. Percentage of vacancy rate.	Vacancy rate below 10%.	Vacancy rate below 10%.	<p>Partially Achieved: Vacancy rate was maintained at 13%.</p> <p>Reasons for variance: Between October and December 2024 (3rd quarter), eleven (11) posts were filled. However, six of the 11 filled posts are due to internal promotions which is not contributing to lower the vacancy rate. Exits and employee secondments from other departments to the Department do not contribute to lower the vacancy rate.</p> <p>Corrective Measure: A further 31 posts were motivated for concurrence from Minister for the Public Service and Administration (MPSA), however in view of the alignment with the 7th Administration, department intends to review all vacant post before proceeding with the submission of concurrence to MPSA.</p>



Output Indicator	Annual Target	Quarterly Performance Against Targets	
		Quarter 3 targets	Quarter 3 progress
7. Percentage of compliance with Departmental Employment Equity Targets.	SMS women representation at a minimum of 50%.	SMS Women representation at a minimum of 50%.	<p>Partially Achieved: SMS women representation was maintained at 47,8%.</p> <p>Reasons for variance: Exits and employee secondments to the Department affect the SMS women representation stats.</p> <p>Corrective Measure: In view of the alignment with the 7th Administration, Department intends to review all vacant posts before proceeding with the submission of concurrence to MPSA.</p>
	Persons with disabilities representation above 3%.	Persons with disabilities representation above 3%.	Achieved: Persons with disabilities' representation was maintained at 4,7%.
8. Percentage of Workplace Skills Plan (WSP) implemented.	100% implementation of WSP.	100% of WSP Q3 targets achieved.	Achieved: 100% of WSP Q3 targets was achieved.
9. Percentage implementation of the Annual Internal Audit Plan.	100% implementation of the Annual Internal Audit Plan.	30% implementation of the Annual Internal Audit Plan.	Achieved: 30% of the Annual Internal Audit Plan was implemented.

2.2 Programme 2

Tourism Research, Policy and International Relations



Output Indicator	Annual Target	Quarterly Performance Against Targets	
		Quarter 3 targets	Quarter 3 progress
I. Number of monitoring and evaluation reports on tourism initiatives developed.	Eight Monitoring and Evaluation Reports on tourism projects developed:		
	1. Evaluation of the impact of infrastructure supporting tourism projects	Data collection for the evaluation of the infrastructure supporting tourism projects finalised.	<p>Not Achieved: Data collection for the evaluation of the infrastructure supporting tourism projects was not finalised.</p> <p>Reason for variance: Consolidation of projects from both provincial and municipal offices took longer than expected which delayed the commencement of the data collection process and as a result the data collection could not be finalized.</p> <p>Corrective Measure: Data collection to be finalised In Q4.</p>
	2. Monitoring of new and continuing Departmental Programmes: National Professional Cookery Programme, Tourism Monitors Programme, Food and Beverage Programme, Food Safety Quality Assurers Programmes.	Monitoring of new and continuing Departmental Programmes undertaken.	Achieved: Monitoring of new and continuing Departmental Programmes was undertaken.

Output Indicator	Annual Target	Quarterly Performance Against Targets	
		Quarter 3 targets	Quarter 3 progress
I. Number of monitoring and evaluation reports on tourism initiatives developed.	Eight Monitoring and Evaluation Reports on tourism projects developed:		
	3. Impact evaluation of the Tourism Incentive Programme.	Data collection for the evaluation of the Tourism Incentive Programme finalised.	<p>Not Achieved: Data collection for the evaluation of the Tourism Incentive Programme was not finalised.</p> <p>Reason for variance: The approach to conduct the study through one of the universities working in collaboration with the Department of Tourism did not work and caused the delay in the process.</p> <p>Corrective Measure: Data collection to continue in the last quarter to cover all provinces.</p>
	4. Bi-Annual Tourism Sector Performance Reports (2 reports)	Data collection for the Second Bi-Annual Tourism Sector Performance Report done.	Achieved: Data collection for the Second Bi-Annual Tourism Sector Performance Report was done.
	5. Three Tourism Sector Masterplan (TSMP) Reports developed.	Quarterly TSMP implementation report developed.	Achieved: Quarterly TSMP implementation report was developed.



Output Indicator	Annual Target	Quarterly Performance Against Targets	
		Quarter 3 targets	Quarter 3 progress
2. Number of knowledge systems developed and maintained.	One system developed: Market Access Support Programme (MASP) application system: Phase I implemented.	Commencement of the MASP application system: Phase One.	Achieved: The MASP application system: Phase One commenced.
	One system maintained: Maintenance, support, and enhancement of the Tourist Guide Information System (TGIS).	TGIS maintained, supported, and enhanced.	Achieved: TGIS was maintained, supported, and enhanced.
3. Number of fora prioritised to advance South Africa's tourism interests at regional, continental and global level through multilateral other groupings.	Leveraging South Africa's tourism interests in six multilateral fora UNWTO, G20, BRICS, SADC, IORA and AU to advance national priorities.	Quarterly report on SA participation in BRICS Tourism workstream.	Achieved: Quarterly report on SA participation in BRICS Tourism workstream was developed.
		Quarterly report on SA participation in the training opportunities of IORA .	Achieved: Quarterly report on SA participation in the training opportunities of IORA was developed.



Output Indicator	Annual Target	Quarterly Performance Against Targets	
		Quarter 3 targets	Quarter 3 progress
4. Sharing of Best Practices Workshop hosted.	One workshop on sharing of Best Practices Workshop 2025 targeted at African countries with whom SA signed tourism agreements hosted in Eastern Cape Province.	Concept document for the Best Practices Workshop 2025 finalised.	Achieved: Concept document for the Best Practices Workshop 2025 was finalised.
5. Number of outreach programmes to the diplomatic community implemented.	Two outreach programmes with the diplomatic community in prioritised countries implemented.	One outreach programme to engage tourism trade, media, and airlines in prioritised countries hosted.	Achieved: One outreach programme to engage tourism trade, media, and airlines in prioritised countries hosted in India.



2.3 Programme 3

Destination Development



Output Indicator	Annual Target	Quarterly Performance Against Targets	
		Quarter 3 targets	Quarter 3 progress
1. Number of destination planning and investment coordination initiatives undertaken.	1. Implementation of the budget resort network and brand concept.	Website & templates 1st draft developed.	Achieved: Website & templates 1st draft was developed.
		Pilot products upgrades / refurbishments initiated.	Achieved: Pilot products upgrades / refurbishments process was initiated.
	2. A pipeline of nationally prioritised tourism investment opportunities / projects managed.	Quarterly Report on the management of a pipeline of nationally prioritised tourism investment opportunities developed.	Achieved: Quarterly Report on the management of a pipeline of nationally prioritised tourism investment opportunities was developed.
	3. Two investment promotion platforms facilitated.	Facilitate one investment promotion platform.	Achieved: One investment promotion platforms was facilitated; The Department Participated on the 2 nd Soweto Tourism Investment Seminar.



Output Indicator	Annual Target	Quarterly Performance Against Targets	
		Quarter 3 targets	Quarter 3 progress
2. Number of destination enhancement initiatives supported.	Three Initiatives supported:		
	1. Infrastructure maintenance and beautification programme implemented in four (4) provinces: <ul style="list-style-type: none"> • Gauteng • KwaZulu-Natal • North West • Northern Cape 	Report on the progress made on the project deliverables of the infrastructure Maintenance and Beautification Programme in each of the 4 selected provinces.	Achieved: Report on the progress made on the project deliverables of the infrastructure Maintenance and Beautification Programme in each of the 4 selected provinces was developed.
	2. Implementation of Twenty-two (22) Community-based Tourism Projects monitored.	Implementation of Twenty-two (22) Community-based Tourism Projects monitored.	Achieved: Implementation of Twenty-two (22) Community-based Tourism Projects was monitored.
	3. Tourism enhancement projects implemented in one (1) World Heritage Site: Robben Island Museum (RIM).	Progress report on the development of Alpha I Recreational Lounge at RIM.	Achieved: Progress report on the development of Alpha I Recreational Lounge at RIM was developed.



Output Indicator	Annual Target	Quarterly Performance Against Targets	
		Quarter 3 targets	Quarter 3 progress
3. Number of work opportunities created through Working for Tourism projects.	5820 Work opportunities created.	2037	<p>Not Achieved: 13 Work opportunities were created.</p> <p>Reason for variance: Work opportunities are counted only once per financial year, although participants may remain on the programme for a longer period of time. As most projects had been implemented from Quarter 1, the Work Opportunities (WO) have already been counted in previous quarters and there were fewer additional participants enrolled in this programme. Of the total target of 5 820 WO, 3 280 have been created to date.</p> <p>Corrective Measure: Efforts will be made to introduce new projects in Quarter 4, it is possible that this target will not be achieved.</p>



2.4 Programme 4

Tourism Sector Support Services



Output Indicator	Annual Target	Quarterly Performance Against Targets	
		Quarter 3 targets	Quarter 3 progress
1. Number of incentive programmes implemented.	One incentive programme implemented: Green Tourism Incentive Programme (GTIP) Implemented.	Report on implementation progress for one incentive programme (GTIP) for the quarter submitted.	Achieved: Report on implementation progress for one incentive programme (GTIP) for the quarter submitted.
2. Number of Domestic Tourism Awareness Programmes implemented.	Four domestic tourism campaigns implemented: <ul style="list-style-type: none"> • Easter Campaign • World Tourism Day • Festive Summer • Cultural Event 	Festive Tourism campaign implemented.	Achieved: Festive Tourism campaign was implemented on November 2024 in North West, Moruleng Village.



Output Indicator	Annual Target	Quarterly Performance Against Targets	
		Quarter 3 targets	Quarter 3 progress
3. Number of initiatives implemented to support tourism SMMEs.	Three Initiatives Implemented to support tourism SMMEs:		
	I. Business Incubation Programme implemented:	Business Support and Development Incubation Programme implemented through:	Achieved: Business Support and Development Incubation Programme implemented through:
	i. Community-based Tourism Enterprises Incubator	<ul style="list-style-type: none"> Community-based tourism enterprises Incubator. 	<ul style="list-style-type: none"> Community-based tourism enterprises Incubator.
	ii. Business Advisory Services focusing on Women in Tourism in Limpopo	<ul style="list-style-type: none"> Business Advisory Services focusing on Women in Tourism in Limpopo implemented. 	Achieved: Business Advisory Services focusing on Women in Tourism in Limpopo implemented.
	iii. Business Advisory Services focusing on Homestay Pilot Programme in Eastern Cape.	<ul style="list-style-type: none"> Business Advisory Services focusing on Homestay Pilot Programme implemented in Eastern Cape. 	Achieved: Business Advisory Services focusing on Homestay Pilot Programme implemented in Eastern Cape.



Output Indicator	Annual Target	Quarterly Performance Against Targets	
		Quarter 3 targets	Quarter 3 progress
3. Number of initiatives implemented to support tourism SMMEs.	Three Initiatives Implemented to support tourism SMMEs:		
	2. 150 SMMEs supported with compliance and resilience support.	Implementation of compliance and resilience support provided to 150 SMMEs.	Achieved: Compliance and resilience support was provided to 155 SMMEs. Reason for variance: Activations saw an increase in SMME responses.
	3. Resource Efficiency Cleaner Production (RECP) Training and Business Support Programme implemented.	RECP Training and Business Support Programme implemented.	Achieved: RECP Training and Business Support Programme was implemented.



Output Indicator	Annual Target	Quarterly Performance Against Targets	
		Quarter 3 targets	Quarter 3 progress
4. Number of programmes implemented to enhance visitor service and experiences.	Three programmes implemented:		
	1. Implementation of Service Excellence Standard (SANS: 1197) with a focus on: • Small Towns and • Tourism Product support.	Service Excellence. needs analysis and assessment conducted for tourism service providers and municipality.	Achieved: Service Excellence needs analysis and assessment for tourism service providers and municipality were conducted on 11-15 November 2024 in Mthatha and Queenstown.
	2. Implementation of the Tourism Monitors Programme in all provinces including the following entities: • SANBI Gardens • iSimangaliso Wetland Park • ACSA Managed Airports • Ezemvelo Nature Reserve	Report on the implementation of the Tourism Monitors Programme, including entities, developed.	Achieved: Report on the implementation of the Tourism Monitors Programme, including entities, was developed.
	3. Joint tourist safety Campaigns sessions conducted.	Joint tourist safety awareness session conducted.	Achieved: Joint tourist safety awareness sessions were conducted in Sun City, North West Province on 5-7 November 2024.
		Report on the session developed.	Achieved: Report on the session was developed.



Output Indicator	Annual Target	Quarterly Performance Against Targets	
		Quarter 3 targets	Quarter 3 progress
5. Number of capacity-building programmes implemented.	Five capacity-building programmes implemented:		
	1. 2 700 unemployed youth trained on norms and standards for safe tourism operations.	675 unemployed youth trained on norms and standards for safe tourism operations.	<p>Achieved: 2305 unemployed youth were trained on norms and standards for safe tourism operations.</p> <p>Reason for variance: The actual number (2305) surpassed the planned quarterly target of 675 for the period under review. This is due to the Department responding to the Department of Employment and Labour programme on Massification of Skills Development and Job Creation Opportunities.</p>
	2. 250 SMMEs trained on norms and standards for safe tourism operations in all nine provinces.	Training of 125 SMMEs on the norms and standards for safe tourism operations in five provinces.	<p>Achieved: Training of 194 SMMEs on the norms and standards for safe tourism operations was undertaken in seven provinces.</p> <p>Reason for variance: The target was overachieved for quarter 3 due to the availability and commitment received from all the provinces.</p>



Output Indicator	Annual Target	Quarterly Performance Against Targets	
		Quarter 3 targets	Quarter 3 progress
5. Number of capacity-building programmes implemented.	Five capacity-building programmes implemented:		
	3. NTCE 2024 hosted.	NTCE 2024 hosted.	Achieved: NTCE 2024 was hosted on 8-10 October 2024 in Limpopo.
		Draft Close Out Report developed.	Achieved: Draft Close Out Report was developed.
	4. 50 chefs undergo an RPL process.	Report on the implementation of the training of learners for RPL process.	Achieved: Report on the implementation of the training of learners for RPL process was developed.
	5. 450 unemployed youth trained on identified skills development programmes.	Develop Concept Document for the new skills development programmes.	Achieved: Concept Document for the new skills development programmes was developed.



3. HUMAN RESOURCE INFORMATION



WORKFORCE REPRESENTATIVITY AS AT END OF DECEMBER 2024

TOTAL ESTABLISHMENT

Race	Number	Percentage
Africans	387	87,4
Coloureds	23	5,2
Indians	14	3,2
Whites	19	4,3
TOTAL	443	100
Persons with Disabilities	21	4,7



EMPLOYEES PER OCCUPATIONAL BANDS AS AT END OF DECEMBER 2024

OCCUPATIONAL BAND	MALE				FEMALE				TOTAL
	African	Coloured	Indian	White	African	Coloured	Indian	White	
Top Management	1	0	0	1	3	0	1	2	8
Senior Management.	28	1	2	2	19	1	3	3	59
Professionally qualified and experienced specialists and mid-management.	93	1	3	4	104	9	5	5	224
Skilled technical and academically qualified workers, junior management, supervisors, foreman and superintendents.	36	2	0	0	72	7	0	1	118
Semi-skilled and discretionary decision-making.	19	0	0	1	12	2	0	0	34
Unskilled and defined decision-making.	0	0	0	0	0	0	0	0	0
TOTAL	177	4	5	8	210	19	9	11	443



4. FINANCIAL INFORMATION



BUDGET AND EXPENDITURE REVIEW AS AT 31 DECEMBER 2024

Programme	AENE Allocation	Actual Expenditure	Actual Expenditure as % of AENE Allocation	Cumulative Projected Expenditure	% Cumulative Projected Expenditure	Variance from Cumulative Projected Expenditure	% Variance from Cumulative Projected Expenditure	Explanation of Material Variances from Projected Expenditure
	R'000	R'000	%	R'000	%	R'000	%	
Administration	359 427	240 364	67%	271 192	75%	30 828	9%	The implementation of the revised policy on cellphones and data has contributed to savings within the program. Additionally, an underspending has been observed in the Compensation of Employees budget due to vacant positions.
Tourism Research, Policy and International Relations (Excl. SAT)	92 068	51 882	56%	70 069	76%	18 187	20%	The underspending is mainly due to slow expenditure on operational items and delays in payments related to the National Tourism Research Framework. These delays stem from challenges in procuring a panel of institutions to conduct the research studies. Furthermore, unfilled positions have contributed to underspending within the Compensation of Employees budget.
SA Tourism	1 243 555	1 154 444	93%	1 154 444	93%	-	0%	-
Destination Development	367 801	189 001	51%	177 098	48%	(11 903)	-3%	The primary cause of the overspending stems from the increased spend on EPWP Incentive of which the approved withdrawal is scheduled for January 2025.
Tourism Sector Support Services	318 057	164 935	52%	154 296	49%	(10 639)	-3%	The overspending is primarily due to earlier than anticipated payments under the Tourism Incentive Programme resulting from the timely conclusion of contracts and subsequent processing of payments.
Total	2 380 908	1 800 626	76%	1 827 099	77%	26 473	1%	

EXPENDITURE PER ECONOMIC CLASSIFICATION AS AT 31 DECEMBER 2024

Economic Classification	AENE Allocation	Actual Expenditure	Actual Expenditure as % of AENE Allocation	Cumulative Projected Expenditure	% Cumulative Projected Expenditure	Variance from Cumulative Projected Expenditure	% Variance from Cumulative Projected Expenditure
	R'000	R'000	%	R'000	%	R'000	%
Current Payments							
- Compensation of Employees	411 949	280 892	68%	308 970	75%	28 078	7%
- Goods and Services	471 201	275 889	59%	308 041	65%	32 152	7%
Transfers and Subsidies							
- Departmental Agencies and Accounts	1 248 382	1 159 271	93%	1 159 068	93%	(203)	0%
- Foreign Governments and International Organisations	2 750	2 478	90%	2 750	100%	272	10%
- Public Corporations and Private Enterprises	172 067	73 691	43%	41 500	24%	(32 191)	-19%
- Non-Profit Institutions	459	459	100%	459	100%	-	0%
- Households	3 952	3 993	101%	2 761	70%	(1 232)	-31%
Capital Assets							
- Buildings and other fixed structures	65 450			-		-	0%
- Machinery and Equipment	4 698	3 952	84%	3 550	76%	(402)	-9%
Payment for Financial Assets	-	1		-		(1)	0%
Total	2 380 908	1 800 626	76%	1 827 099	77%	26 473	1%



5. LIST OF ACRONYMS AND ABBREVIATIONS

AGSA	Auditor-General of South Africa	RECP	Resource Efficiency Cleaner Production
AU	African Union	RPL	Recognition of Prior Learning
BRICS	Brazil, Russia, India, China and South Africa	SADC	South African Development Community
GTIP	Green Tourism Incentive Programme	SANBI	South African National Biodiversity Institute
G20	Group of 20 developed and developing economies	SANS	South African National Standards
IORA	Indian Ocean Rim Association	SMS	Senior Management Services
MASP	Market Access Support Programme	SMMEs	Small, Medium and Micro-sized Enterprises
MPSA	Minister for the Public Service and Administration	TGIS	Tourist Guide Information System
NTCE	National Tourism Careers Expo	TSMP	Tourism Sector Master Plan
PWDs	Persons with disabilities	UNWTO	United Nations World Tourism Organisation
RIM	Robben Island Museum	WO	Work Opportunities
		WSP	Workplace Skills Plan



END.

