

BRIEFING TO THE PORTFOLIO COMMITTEE ON TOURISM

FOURTH QUARTERLY PERFORMANCE REPORT FOR 2024/25 FINANCIAL YEAR

1 JULY 2025

broadening horizons



tourism

Department:
Tourism
REPUBLIC OF SOUTH AFRICA



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I. PERFORMANCE OVERVIEW



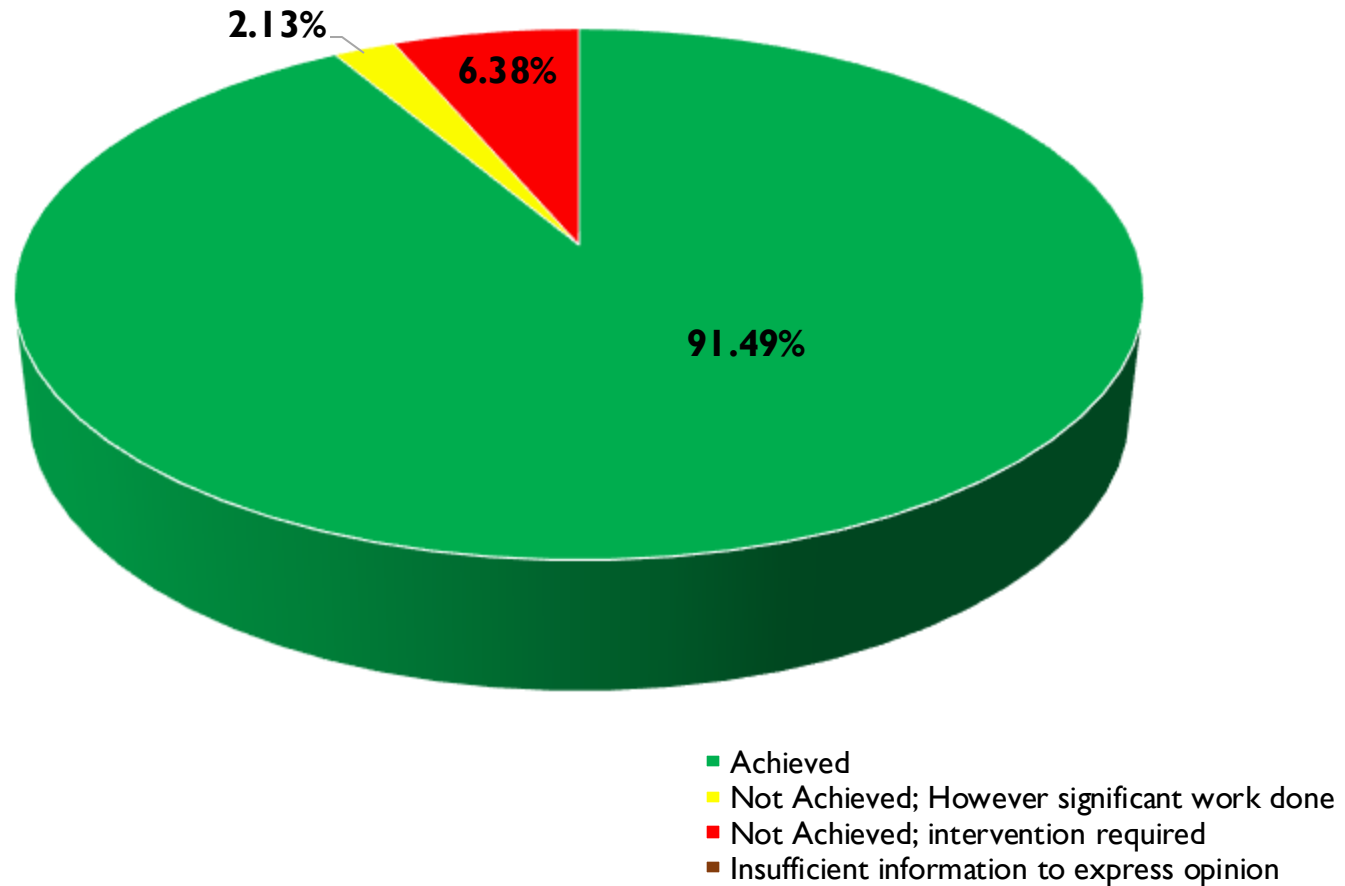
Fourth Quarter Performance (1 January – 31 March 2025)

Branches	Achieved	Not achieved; significant work done	Not achieved; intervention required	Insufficient information to express opinion
Administration	90,00% (9 of 10)	10,00% (1 of 10)	0,00% (0 of 10)	0,00% (0 of 10)
Tourism Research, Policy and International Relations	100,00% (11 of 11)	0,00% (0 of 11)	0,00% (0 of 11)	0,00% (0 of 11)
Destination Development	75,00% (6 of 8)	0,00% (0 of 8)	25,00% (2 of 8)	0,00% (0 of 8)
Tourism Sector Support Services	94,74% (18 of 19)	0,00% (0 of 19)	5,26% (1 of 19)	0,00% (0 of 19)
Total	91,49% (43 of 47)	2,13% (1 of 47)	6,38% (3 of 47)	0,00% (0 of 47)



Departmental Performance Overview

2024/25 Quarterly Performance Overview – Quarter 4



2. PROGRAMME PERFORMANCE INFORMATION



2.1 Programme I:

Administration



Output Indicator	Annual Target	Quarterly Performance Against Targets	
		Quarter 4 targets	Quarter 4 progress
1. Audit outcome on financial statements and performance information.	Unqualified audit on financial statements and performance information.	Implementation of audit action plan as per AGSA outcomes.	Achieved: Audit Action Plan was implemented as per AGSA outcomes.
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: 43,31% 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 3712 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: 65,44% 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 4 targets	Quarter 4 progress
6. Percentage of vacancy rate	Vacancy rate below 10%.	Vacancy rate below 10%.	<p>Partially Achieved: Vacancy rate was maintained at 13,2%.</p> <p>Reasons for variance: The Department did not achieve the target as the process of requesting concurrence delayed the recruitment process. Of the posts that were approved for filling, the department advertised and filled posts. Internal promotions do not contribute in lowering the department's vacancy rate. There was also the effect of employees leaving the department for various reasons. The department also subsequently decided to review all posts in line with the 7th Administration priorities prior to proceeding with recruitment.</p> <p>Corrective Measure: Review all posts in line with the 7th Administration priorities and advertise and fill identified critical posts.</p>



Output Indicator	Annual Target	Quarterly Performance Against Targets	
		Quarter 4 targets	Quarter 4 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%.	Achieved: SMS women representation was maintained at 50,8%.
	Persons with disabilities representation above 3%.	Persons with disabilities representation above 3%.	Achieved: Persons with disabilities' representation was maintained at 4,8%.
8. Percentage of Workplace Skills Plan (WSP) implemented.	100% implementation of WSP.	100% of WSP Q4 targets achieved.	Achieved: 100% of WSP Q4 targets was achieved.
9. Percentage implementation of the Annual Internal Audit Plan.	100% implementation of the Annual Internal Audit Plan.	20% implementation of the Annual Internal Audit Plan.	Achieved: 20% 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 4 targets	Quarter 4 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.	Evaluation of the infrastructure supporting tourism projects finalised.	Achieved: Evaluation of the infrastructure supporting tourism projects was finalised.
	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. *Not all of these programmes will continue in the 7 th Administration.



Output Indicator	Annual Target	Quarterly Performance Against Targets	
		Quarter 4 targets	Quarter 4 progress
1. 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.	Impact Evaluation Report of the Tourism Incentive Programme developed.	Achieved: An Impact Evaluation Report for the Tourism Incentive Programme was developed. (finalised)
	4. Bi-Annual Tourism Sector Performance Reports (2 reports)	Second Bi-Annual Tourism Sector Performance Report developed.	Achieved: Second Bi-Annual Tourism Sector Performance Report was developed. (finalised)
	5. Three Tourism Sector Masterplan (TSMP) Reports developed.	Quarterly TSMP implementation report developed.	Achieved: Quarterly TSMP implementation report was developed. (finalised)



Output Indicator	Annual Target	Quarterly Performance Against Targets	
		Quarter 4 targets	Quarter 4 progress
2. Number of knowledge systems developed and maintained.	One system developed: Market Access Support Programme (MASP) application system: Phase I implemented.	MASP application system: Phase One developed and implemented.	Achieved: MASP application system: Phase One was developed and implemented.
	One system maintained: Maintenance, support, and enhancement of the Tourist Guide Information System (TGIS).	Maintenance, support, and enhancement of the TGIS finalised.	Achieved: Maintenance, support, and enhancement of the TGIS was finalised.
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 the implementation of AU Plan of Action on Tourism.	Achieved: Quarterly report on SA participation in the implementation of AU Plan of Action on Tourism was developed.



Output Indicator	Annual Target	Quarterly Performance Against Targets	
		Quarter 4 targets	Quarter 4 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.	Sharing of Best Practices Workshop 2025 targeted at African countries with whom SA signed tourism agreements hosted.	Achieved: Sharing of Best Practices Workshop 2025 targeted at African countries with whom SA signed tourism agreements was hosted.
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 was hosted in Accra Ghana from 26-29 March 2025.



2.3 Programme 3

Destination Development



Output Indicator	Annual Target	Quarterly Performance Against Targets	
		Quarter 4 targets	Quarter 4 progress
I. Number of destination planning and investment coordination initiatives undertaken.	Three initiatives supported:		
	1. Implementation of the budget resort network and brand concept.	Website / page tested and finalised to go live.	Achieved: Website/page tested and was finalised to go live.
		Pilot products upgrades / refurbishments completed.	Achieved: Pilot products upgrades / refurbishments were completed.
	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.



Output Indicator	Annual Target	Quarterly Performance Against Targets	
		Quarter 4 targets	Quarter 4 progress
1. Number of destination planning and investment coordination initiatives undertaken.	3. Two investment promotion platforms facilitated.	Facilitate one investment promotion platform.	<p>Not Achieved: No investment promotion platforms were facilitated in this quarter.</p> <p>Reason for variance: It has been planned to host an investment platform as part of the Outreach Programme to Ghana in March 2025. However, this did not take place as the focus of the Outreach Programme shifted from tourism investment to tourism growth.</p> <p>Corrective measure: None required. Although no investment platform was hosted in Quarter 4, three investment platforms had been hosted in preceding quarters and the annual target had therefore already been achieved.</p>



Output Indicator	Annual Target	Quarterly Performance Against Targets	
		Quarter 4 targets	Quarter 4 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: Twenty-two (22) Community-based Tourism Projects were implemented and 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 4 targets	Quarter 4 progress
3. Number of work opportunities created through Working for Tourism projects.	5820 Work opportunities created.	2037	<p>Not Achieved: 66 Work opportunities were created.</p> <p>Reason for variance: There were an insufficient number of high labour intensity projects implemented.</p> <p>Corrective Measure: A review of the projects funded through EPWP is underway. EPWP Funding is currently utilised to fund both infrastructure and skills programmes. The intention is to utilise future EPWP funding to deliver demand led skills programmes which by their nature have a higher labour intensity than infrastructure projects.</p>



2.4 Programme 4

Tourism Sector Support Services



Output Indicator	Annual Target	Quarterly Performance Against Targets	
		Quarter 4 targets	Quarter 4 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 was 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 	Easter campaign implemented.	Achieved: Easter campaign was implemented on 4 to 5 March 2025 in Gauteng, Mogale City Local Municipality.



Output Indicator	Annual Target	Quarterly Performance Against Targets	
		Quarter 4 targets	Quarter 4 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 4 targets	Quarter 4 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.	Compliance and resilience support provided to 150 SMMEs and annual report developed.	Not Achieved: Compliance and resilience support was provided to 55 SMMEs and annual report developed. Reason for variance: At the end of the quarter less than the number of support planned for, could be accounted for.
	3. Resource Efficiency Cleaner Production (RECP) Training and Business Support Programme implemented.	RECP Training and Business Support Programme implemented and annual report developed.	Achieved: RECP Training and Business Support Programme was implemented.



Output Indicator	Annual Target	Quarterly Performance Against Targets	
		Quarter 4 targets	Quarter 4 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.	Report on the implementation of the Service Excellence Standard (SANS:1197) focusing on Small Towns and Tourism product support.	Achieved: Report on the implementation of the Service Excellence Standard (SANS:1197) focusing on Small Towns and Tourism product support was developed.
	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: • SANBI Gardens • iSimangaliso Wetland Park • ACSA Managed Airports • Ezemvelo Nature Reserve	Achieved: Report on the implementation of the Tourism Monitors Programme including: • SANBI Gardens • iSimangaliso Wetland Park • ACSA Managed Airports • Ezemvelo Nature Reserve
	3. Joint tourist safety Campaigns sessions conducted.	Joint tourist safety awareness sessions conducted.	Achieved: Joint tourist safety awareness session was conducted in West Rand region of the Gauteng Province on 4 - 6 March 2025.
		Report on the joint tourist safety awareness sessions developed.	Achieved: Report on the joint tourist safety awareness sessions was developed.

Output Indicator	Annual Target	Quarterly Performance Against Targets	
		Quarter 4 targets	Quarter 4 progress
5. Number of capacity-building programmes implemented.	Five capacity-building programmes implemented:		
	I. 2700 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 due to the Department responding to the Department of Employment and Labour programme on Massification of Skills Development and Job Creation Opportunities by recruiting more learners.</p>
		Annual report compiled for training of 2700 unemployed youth on norms and standards for safe tourism operations.	Annual report was compiled for training of 2700 unemployed youth on norms and standards for safe tourism operations.



Output Indicator	Annual Target	Quarterly Performance Against Targets	
		Quarter 4 targets	Quarter 4 progress
5. Number of capacity-building programmes implemented.	Five capacity-building programmes implemented:		
	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 four provinces.	Achieved: Training of 125 SMMEs on the norms and standards for safe tourism operations in four provinces was undertaken.
		Report compiled on the 250 SMMEs trained on norms and standards for safe tourism operations in all 9 provinces.	Achieved: Report was compiled on the 250 SMMEs trained on norms and standards for safe tourism operations in all 9 provinces.
	3. NTCE 2024 hosted.	NTCE 2024 Close Out Report finalised.	Achieved: NTCE 2024 Close Out Report was finalised.
	4. 50 chefs undergo an RPL process.	Report on the implementation of training for 50 Chefs for RPL process.	Achieved: Report on the implementation of training for 50 Chefs for RPL process was developed.



Output Indicator	Annual Target	Quarterly Performance Against Targets	
		Quarter 4 targets	Quarter 4 progress
5. Number of capacity-building programmes implemented.	Five capacity-building programmes implemented:		
	5. 450 unemployed youth trained on identified skills development programmes.	Concept Document for the evaluation of skills development programmes approved.	Achieved: Concept Document for the evaluation of skills development programmes was approved.
		Annual report compiled for training and placement of 450 unemployed youth on various skills development programmes.	Achieved: Annual report was compiled for training and placement of 450 unemployed youth on various skills development programmes.



3. HUMAN RESOURCE INFORMATION



WORKFORCE REPRESENTATIVITY AS AT END OF MARCH 2025

TOTAL ESTABLISHMENT

Race	Number	Percentage
Africans	385	87,5%
Coloureds	22	5,0%
Indians	14	3,2%
Whites	19	4,3%
TOTAL	440	100%
Persons with Disabilities	21	4,8%



EMPLOYEES PER OCCUPATIONAL BANDS AS AT END OF MARCH 2025

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.	26	0	2	2	20	1	3	3	57
Professionally qualified and experienced specialists and mid-management.	92	1	3	4	102	9	5	5	221
Skilled technical and academically qualified workers, junior management, supervisors, foreman and superintendents.	36	2	0	0	73	7	0	1	119
Semi-skilled and discretionary decision-making.	21	0	0	1	11	2	0	0	35
Unskilled and defined decision-making.	0	0	0	0	0	0	0	0	0
TOTAL	176	3	5	8	209	19	9	11	440



4. FINANCIAL INFORMATION



BUDGET AND EXPENDITURE REVIEW AS AT 31 MARCH 2025

Programme	2024/25 Final Allocation	Actual Expenditure	Actual Expenditure as % of Final Allocation	Variance	% Variance	Explanation of Material Variances from Projected Expenditure
	R'000	R'000	%	R'000	%	
Administration	364 879	340 477	93%	24 402	7%	The underspending lies within Compensation of Employees which is due to unfilled posts resulting from cost containment measures limiting the filling of vacant posts.
Tourism Research, Policy and International Relations (Excl. SAT)	92 068	75 500	82%	16 568	18%	The bulk of the savings within the programme lies under Goods and Services due to the implementation of cost containment measures as instructed by the National Treasury. The underspending under Compensation of Employees is due to cost containment measures limiting the filling of vacant posts. The savings under transfers and subsidies for the United Nations World Tourism Organisation (UNWTO) contributions is attributed to fluctuations in foreign currency exchange rates.
SA Tourism	1 243 555	1 243 555	100%	-	0%	N/A
Destination Development	362 349	297 969	82%	64 380	18%	The underspending in Compensation of Employees is due to cost containment measures limiting the filling of vacant posts. The underspending in Goods and Services is primarily driven by reduced expenditure within the Expanded Public Works Programme (EPWP) Incentive. This is partly due to insufficient active projects as well as funds that were not approved to be spent by the Department of Public Works and Infrastructure, owing to unmet work opportunity targets. Additionally, underspending on skills projects within the EPWP has contributed to the overall unspent funds. The underspending of the EPWP Capital budget is due to not being able to process invoices as a result of the required due diligence of supporting evidence.
Tourism Sector Support Services	318 057	294 642	93%	23 415	7%	The bulk of the underspending within the programme lies under Goods and Services due to concepts not approved or referred back for refinement or alignment with other established programmes as part of the cost saving measures implemented by the department. The underspending under Compensation of Employees is due to cost containment measures limiting the filling of vacant posts.
Total	2 380 908	2 252 143	95%	128 765	5%	

EXPENDITURE PER ECONOMIC CLASSIFICATION AS AT 31 MARCH 2025

Economic Classification	2024/25 Final Allocation	Actual Expenditure	Actual Expenditure as % of Final Allocation	Variance	% Variance
	R'000	R'000	%	R'000	%
Current Payments					
- Compensation of Employees	411 949	377 238	92%	34 711	8%
- Goods and Services	455 297	365 154	80%	90 143	20%
Transfers and Subsidies					
- Departmental Agencies and Accounts	1 248 382	1 248 382	100%	-	0%
- Foreign Governments and International Organisations	2 750	2 478	90%	272	10%
- Public Corporations and Private Enterprises	172 067	172 067	100%	-	0%
- Non-Profit Institutions	459	459	100%	-	0%
- Households	7 927	7 928	100%	(1)	0%
Capital Assets					
- Buildings and other fixed structures	65 450	61 810	94%	3 640	6%
- Machinery and Equipment	16 614	16 614	100%	-	0%
Payment for Financial Assets	13	13	100%	-	0%
Total	2 380 908	2 252 143	95%	128 765	5%



5. LIST OF ACRONYMS AND ABBREVIATIONS

ACSA	Airports Company South Africa	RECP	Resource Efficiency Cleaner Production
AGSA	Auditor-General of South Africa	RPL	Recognition of Prior Learning
AU	African Union	SADC	South African Development Community
BRICS	Brazil, Russia, India, China and South Africa	SANBI	South African National Biodiversity Institute
EPWP	Expanded Public Works Programme		
GTIP	Green Tourism Incentive Programme	SANS	South African National Standards
G20	Group of 20 developed and developing economies	SMS	Senior Management Services
IORA	Indian Ocean Rim Association	SMMEs	Small, Medium and Micro-sized Enterprises
MASP	Market Access Support Programme	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	WSP	Workplace Skills Plan



END.

