# Briefing to the Portfolio Committee on Tourism

## 2017/18 Quarterly Report:

## Quarter 2 Performance Report (Actual) and Quarter 3 Performance Report (Preliminary)

## 28 February 2018

tourism
Department:
Tourism
REPUBLIC OF SOUTH AFRICA

broadening horizons

NDP 2030
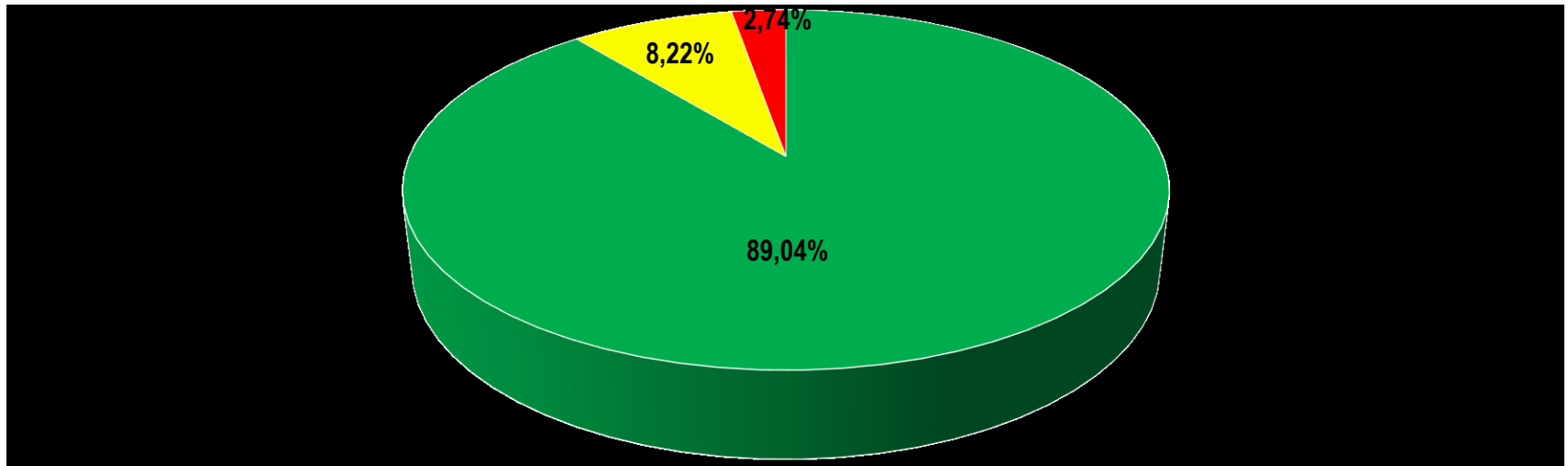
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# 1. Performance Overview

# 2017/18 QUARTER 2 PERFORMANCE (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 Policy and Planning | 100.00% (17 of 17) | 0.00% (0 of 17) | 0.00% (0 of 17) | 0.00% (0 of 17) |
| Destination Development | 90.00% (9 of 10) | 10.00% (1 of 10) | 0.00% (0 of 10) | 0.00% (0 of 10) |
| Tourism Sector Support Services | 86.21% (25 of 29) | 6.90% (2 of 29) | 6.90% (2 of 29) | 0.00% (0 of 29) |
| Total | 89.04% (65 of 73) | 8.22% (6 of 73) | 2.74% (2 of 73) | 0.00% (0 of 73) |

*2017-18 Mid-Year Performance Overview*

# Summary of Overall Performance

**2017/18 Quarter 2 Performance Overview**



2,74%

8,22%

89,04%

- Achieved
- Not achieved; however significant work done
- Not achieved
- Insufficient information to express opinion

*2017-18 Mid-Year Performance Overview*

# 2017/18 QUARTER 3 PERFORMANCE (PRELIMINARY)

| Branches | Achieved | Not achieved; significant work done | Not achieved; intervention required | Insufficient information to express opinion |
|---|---|---|---|---|
| | | | | |
| Corporate Management | 75.00% (12 of 16) | 18.75% (3 of 16) | 6.25% (1 of 16) | 0.00% (0 of 16) |
| Tourism Policy and Planning | 93.75% (15 of 16) | 6.25% (1 of 16) | 0.00% (0 of 16) | 0.00% (0 of 16) |
| Destination Development | 87.50% (7 of 8) | 12.50% (1 of 8) | 0.00% (0 of 8) | 0.00% (0 of 8) |
| Tourism Sector Support Services | 71.43% (20 of 28) | 17.86% (5 of 28) | 10.71% (3 of 28) | 0.00% (0 of 28) |
| Total | 79.41% (54 of 68) | 14.71% (10 of 68) | 5.88% (4 of 68) | 0.00% (0 of 68) |

# Summary of Overall Performance

**2017/18 Quarter 3 Performance Overview**
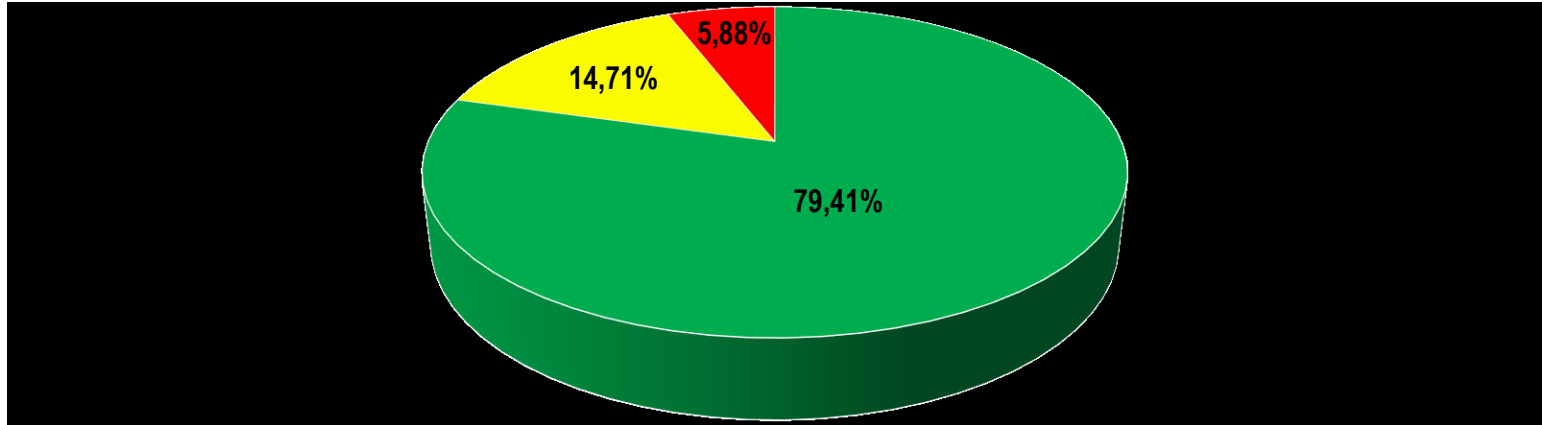


- Achieved
- Not achieved; however significant work done
- Not achieved
- Insufficient information to express opinion

*2017-18 Quarter 3 Report – Preliminary Data*

# 2. Programme Performance Information

# 2.1 PROGRAMME 2

# Tourism, Research, Policy and International Relations

| Strategic objective: To enhance understanding and awareness of the value of tourism and its opportunities. | | | | |
|---|---|---|---|---|
| **Key Performance Indicator** | **Annual Target** | **Quarterly Targets** | | |
| | | **Quarter 2 Performance – Actual Data** | **Quarter 3 Targets** | **Quarter 3 Performance – Preliminary Data** |
| 1. Number of platforms facilitated to improve tourism-sector stakeholder engagement and NTSS implementation. | **Three platforms created:** | | | |
| | 1) Annual National Tourism Stakeholder Forum hosted. | The National Tourism Stakeholders Forum meeting was coordinated and hosted on 22 of September 2017. | Outcomes of the National Tourism Stakeholders Forum meeting implemented. | • Outcomes of the National Tourism Stakeholders Forum (NTSF) meeting were implemented.<br>• The NTSF report detailing key discussions, resolutions and action list (circulated to stakeholders) of the meeting is available.<br>• Issues discussed included: SA's Macroeconomic Outlook and Implications for Tourism; Feedback on the Amalgamation of the Domestic Tourism Surveys by StatsSA; Outcomes of the Sharing Economy Dialogue; Update on the Oceans Economy reflecting on the Coastal and Marine Tourism Plan; Feedback on the NTSS Review and its Implementation, Monitoring and Reporting Mechanisms; Draft Plan of SÁ's Chairmanship of BRICS; Feedback on RETOSA.<br>• Monitoring of the implementation of the resolutions is ongoing and progress update tracked. |

| Strategic objective: To enhance understanding and awareness of the value of tourism and its opportunities. | | | | |
|---|---|---|---|---|
| **Key Performance Indicator** | **Annual Target** | **Quarterly Targets** | | |
| | | **Quarter 2 Performance – Actual Data** | **Quarter 3 Targets** | **Quarter 3 Performance – Preliminary Data** |
| 1. Number of platforms facilitated to improve tourism-sector stakeholder engagement and NTSS implementation. | **Three platforms created … continued:** | | | |
| | 2) Annual Public Lecture hosted. | Planning for the Public Lecture was completed and the Public Lecture was hosted on 26 September 2017 at the University of Mpumalanga. | Report on the public lecture developed. | Report on the public lecture developed. <br>• The Lecture focused on how SA could enhance and utilise sustainable tourism as a tool to develop the sector and support radical economic transformation initiatives and priorities. <br>• The lecture was followed by 5 panel discussions focusing on Tourism & Heritage, Sustainable Tourism Initiatives & Programmes, Sustainability of Tourism SMMEs, Funding Model for Sustainable Tourism, & Community Based-Tourism Projects. <br>• Other issues raised were entrepreneurial skills for young people, and integration of people living with disability to enjoy sustainable tourism. <br><br>The outcome of deliberations was that it was evident that sustainability and transformation in the sector is the responsibility for all. <br>The sector needs to work together to ensure that tourism becomes sustainable for the benefit of the tourists, businesses, environment and local communities. |

| Strategic objective: To enhance understanding and awareness of the value of tourism and its opportunities. | | | | |
|---|---|---|---|---|
| **Key Performance Indicator** | **Annual Target** | **Quarterly Targets** | | |
| | | **Quarter 2 Performance – Actual Data** | **Quarter 3 Targets** | **Quarter 3 Performance – Preliminary Data** |
| 1.Number of platforms facilitated to improve tourism-sector stakeholder engagement and NTSS implementation. | **Three platforms created … continued:** | | | |
| | 3) Annual Tourism Research Seminar hosted. | Concept document for the 2017/18 National Tourism Research Seminar has been developed. | Planning for hosting of the 2017/18 National Tourism Research Seminar done. | • Plans and logistical arrangements for the Research Seminar were done: "Save the date" notification, RSVP form, invitation letter and content for the webpage have been developed.<br>• Stakeholder database has been cleaned and updated. Potential venues have been identified and responses have been received from UNISA, UJ, UP, NRF and CSIR.<br>• Poster boards specification for students research exhibition have been sourced. Implementation plan was developed.<br><br>Amongst others, the Research Seminar seeks to disseminate research findings and recommendations of research studies conducted in collaboration with universities to the wider tourism stakeholders and the general public |

| Strategic objective: To create an enabling legislative and regulatory environment for tourism development and growth. | | | | |
|---|---|---|---|---|
| **Key Performance Indicator** | **Annual Target** | **Quarterly Targets** | | |
| | | **Quarter 2 Performance – Actual Data** | **Quarter 3 Targets** | **Quarter 3 Performance – Preliminary Data** |
| 2. Number of policy bulletins developed | **Two policy development initiatives:**<br><br>1) Two tourism policy bulletins published. | Proactive tracking of policy developments with impact to tourism has been done nationally and globally and is also conducted on a continuous basis.<br><br>Final Tourism Policy Bulletin has been developed and submitted for approval and publication. | Proactive tracking of policy developments. | Progress report on tracking of global and national policy developments with impact to tourism has been developed.<br>• The report addresses these developments broadly in respect of National Policy and Legislative Developments; Local Level Developments; Global and Regional Policy Developments.<br>• The policy developments will feature in the 2nd edition of the Policy Bulletin, which will be published in 4th Quarter.<br>• The Policy Bulletin provides an overview of national, global and local policy developments that may have an impact to tourism. |
| | 2) Policy position in relation to negative unintended implications of developments in the sharing economy. | Policy position on the implications of sharing economy in the accommodation subsector has been developed. | No target for the period under review. | No target for the period under review. |

| Strategic objective: To provide knowledge services to inform policy, planning and decision making. | | | | |
|---|---|---|---|---|
| **Key Performance Indicator** | **Annual Target** | **Quarterly Targets** | | |
| | | **Quarter 2 Performance – Actual Data** | **Quarter 3 Targets** | **Quarter 3 Performance – Preliminary Data** |
| 3. Number of monitoring and evaluation reports on tourism projects and initiatives developed | **Four reports developed:** | | | |
| | 1) 2016 State of Tourism (STR). | Consultations on the reviewed 2016/17 STR framework were undertaken. | Data collection for 2016/17 STR conducted. | The data collection for 2016/17 STR has been conducted and includes the data that is available to-date. |
| | | | Draft 2016/17 STR developed. | Draft 2016/17 STR developed which is based on the latest statistics available.<br><br>• The STR provides detailed annual performance of tourism industry in SA and globally, focusing on tourism key sub-sectors.<br>• Global tourism performance includes amongst others, the analysis of global tourist arrivals, economic impact of tourism globally, and global aircraft and passenger movement.<br>• SA performance focuses on, amongst others, tourist arrivals, spending, length of stay, geographical spread, contribution of tourism to the South African economy (employment and Gross Domestic Product) and the performance of domestic tourism. |

| Strategic objective: To provide knowledge services to inform policy, planning and decision making. | | | | |
|---|---|---|---|---|
| **Key Performance Indicator** | **Annual Target** | **Quarterly Targets** | | |
| | | **Quarter 2 Performance – Actual Data** | **Quarter 3 Targets** | **Quarter 3 Performance – Preliminary Data** |
| 3. Number of monitoring and evaluation reports on tourism projects and initiatives developed | **Four reports developed … continued:** | | | |
| | 2) Evaluation report on Food Safety Programme. | The Data Collection Tools have been developed. The Tools were discussed with Project Owners. | Data collection completed. | Data collection was completed.<br>• Collection process commenced on 30 October 2017 for host employers. As at 13 December 2017, a total of 14 face-to-face interviews were conducted with host employers in Mpumalanga. In Limpopo, a total of 16 face-to-face interviews were successfully conducted. About 11 face-to-face interviews were conducted in KwaZulu-Natal.<br>• Data collection for the Food Safety Assurers / learners commenced towards the end of November 2017. As at 13 December 2017, a total of 28 interviews with Food Safety Assurers were successfully conducted.<br>• Mentors were contacted and a total of four interviews was successfully conducted telephonically. |

| Strategic objective: To provide knowledge services to inform policy, planning and decision making. | | | | |
|---|---|---|---|---|
| **Key Performance Indicator** | **Annual Target** | **Quarterly Targets** | | |
| | | **Quarter 2 Performance – Actual Data** | **Quarter 3 Targets** | **Quarter 3 Performance – Preliminary Data** |
| 3. Number of monitoring and evaluation reports on tourism projects and initiatives developed | **Four reports developed … continued:** | | | |
| | 3) Evaluation report on Tourism Incentive Programme (Market Access Incentive). | The Data Collection Tools have been developed. The Tools were discussed with Project Owners. | Data collection completed | Data collection was completed. Collection used was both telephonic and self-administered questionnaire. The target population consisted of enterprises that applied for support and were approved and attended, those approved and failed to attended, those that were rejected, who cancelled and withdrew after their applications were approved. |
| | 4) 2016/17 National Tourism Sector Strategy (NTSS) implementation report. | Data collected, analysed and the drafting of the NTSS implementation report commenced. | Consultations on the draft NTSS implementation report undertaken. | Consultations on the draft NTSS implementation Report were undertaken. The Draft NTSS Implementation Report was circulated to the Branches, SAT as well as the TBCSA for further inputs. New information has been integrated to strengthen the report and narrow the gaps that had been identified. |

| Strategic objective: To provide knowledge services to inform policy, planning and decision making. | | | | |
|---|---|---|---|---|
| **Key Performance Indicator** | **Annual Target** | **Quarterly Targets** | | |
| | | **Quarter 2 Performance – Actual Data** | **Quarter 3 Targets** | **Quarter 3 Performance – Preliminary Data** |
| 4. Number of information systems and frameworks developed and maintained. | Concept on the design and implementation plan of the National Tourism Information and Monitoring System (NTIMS) developed. | Draft concept for NTIMS was developed. | Consultations on the draft concept for NTIMS conducted. | • Consultations on the draft concept for NTIMS conducted. Meetings were attended by Provincial Tourism Managers, Ward Councillors, District & Local Municipal Managers, Tourism Associations' General Managers, Regional Tourism Officers, Local Tourism Officers, tourism administrative staff and tourism business representatives.<br>• Outcomes of those consultations outlined lack of proper databases with key indicators needed to understand the tourism footprint for better planning in many provinces in particular at a municipal level.<br>• Consultations also highlighted lack of sufficient capacity from a number of municipalities needed to collect, capture and maintain accurate information and data required to support the development of the NTIMS. |

| Strategic objective: To provide knowledge services to inform policy, planning and decision making. | | | | |
|---|---|---|---|---|
| **Key Performance Indicator** | **Annual Target** | **Quarterly Targets** | | |
| | | **Quarter 2 Performance – Actual Data** | **Quarter 3 Targets** | **Quarter 3 Performance – Preliminary Data** |
| 4. Number of information systems and frameworks developed and maintained. | Training of youth as data capturers for collection the NTIMS data (2 per municipality). | • Selection of suitable candidates conducted. A total of 689 candidates met the minimum requirements for selection.<br>• Out of 257 municipalities, 101 municipalities were not represented in terms of final selection and placement of unemployed youth as there were no young people from these municipalities who met the selection criteria.<br>• In order to ensure a fair representation of candidates from all local municipalities, an intervention to advertise the opportunity in partnership with municipalities and key government departments is underway so that a re-selection of youth can be done. | Progress report developed on the implementation of the training programmes | Progress report on the implementation of the training programmes was not developed due to delays in the appointment of a suitable service provider and the need to re-advertise the tender.<br><br>***Challenge and Corrective Measure:***<br><br>The phase 1 of training needed to commence in quarter 3 and an accredited training provider should have been appointed.<br><br>The Department has partnered with Statistic South Africa to provide Phase One (Data collection) of the training. This should enable the Department to meet the annual target. |

**Strategic objective: To provide knowledge services to inform policy, planning and decision making.**

| Key Performance Indicator | Annual Target | Quarterly Targets | | |
|---|---|---|---|---|
| | | Quarter 2 Performance – Actual Data | Quarter 3 Targets | Quarter 3 Performance – Preliminary Data |
| 4. Number of information systems and frameworks developed and maintained. | Two mobile applications maintained (Tourist Guides & VICs). | Report on the two maintained mobile applications developed.<br>• Errors that were identified during quarter one including full search name not functioning, incorrect Tourist Guides database used, incorrect CATHSETA link, etc. were fixed.<br>• The department has procured a server that will host two mobile applications and it will be housed at SITA. | Report on the two maintained mobile applications developed. | • Report on the two maintained mobile applications has been developed.<br>• Amongst others, advanced search functionality is being added to enable the user to search on the applications (Apps) not only by name and registration number, but also by guide type and language in a particular province.<br>• All enhancements being developed will be moved to a live environment once concluded in quarter four before the official launch. |

| Strategic objective: To enhance regional tourism integration. | | | | |
| --- | --- | --- | --- | --- |
| **Key Performance Indicator** | **Annual Target** | **Quarterly Targets** | | |
| | | **Quarter 2 Performance – Actual Data** | **Quarter 3 Targets** | **Quarter 3 Performance – Preliminary Data** |
| 5. Number of initiatives facilitated in multilateral fora. | **Two initiatives:** | | | |
| | Draft plan for hosting of a tourism work stream during the 2018/19 BRICS summit developed. | External stakeholder consultation commenced with Department of International Relations and Cooperations (DIRCO) and National Tourism Stakeholder Forum (NTSF). | Stakeholder consultation finalised. | Stakeholder consultation was finalised through the following:<br><br>• Internal Departmental consultation with Programmes 3 and 4.<br>• External consultations with the Chief Directorate: Regional Organisations at DIRCO on 20 September 2017, and with NTSF held on 22 September 2017.<br><br>The report detailing the outcomes of all internal and external stakeholder consultation has been developed. |

| Strategic objective: To enhance regional tourism integration. | | | | |
|---|---|---|---|---|
| **Key Performance Indicator** | **Annual Target** | **Quarterly Targets** | | |
| | | **Quarter 2 Performance – Actual Data** | **Quarter 3 Targets** | **Quarter 3 Performance – Preliminary Data** |
| 5. Number of initiatives facilitated in multilateral fora. | **Two initiatives … Continued:** | | | |
| | Final plan for the hosting of a Tourism Workstream during South Africa's chairship of IORA developed. | Final plan for hosting of Tourism Workstream during South Africa's chairship of IORA developed. | Rolling out of the hosting implementation plan | Report on the rolling out of the implementation plan was developed. |

| Strategic objective: To enhance regional tourism integration. | | | | |
|---|---|---|---|---|
| **Key Performance Indicator** | **Annual Target** | **Quarterly Targets** | | |
| | | **Quarter 2 Performance – Actual Data** | **Quarter 3 Targets** | **Quarter 3 Performance – Preliminary Data** |
| 6.Number of initiatives facilitated for regional integration. | **Two initiatives:** | | | |
| | Ministerial Session at the 2017 Tourism Indaba hosted. | Indaba 2017 Ministerial report developed. | Draft concept document for the SADC tourism ministerial meeting developed | Draft concept document for the SADC tourism ministerial meeting was developed. The document covers possible themes for the Indaba's 2018 Ministerial Session; Feedback from the 2017 Indaba Ministerial Session; Proposed Programme for the 2018 Indaba Ministerial Session (7 May 2018); Format of the Session 2018; the Moderator; and Logistical arrangements. |
| | Sharing of Best Practices Workshop targeted at African countries with whom SA signed tourism agreements hosted. | Concept document for the workshop drafted and circulated for inputs. Three consultative meetings held with stakeholders in Mpumalanga on 3 August 2017, in Pretoria on 8 September 2017 and again in Mpumalanga on 28 September 2017. | Delegates invited to participate at the workshop | Delegates were invited to participate in the workshop. The outcomes of the workshop included gaining knowledge and understanding of SA's grading system and its benefits in attracting tourists; creating a better understanding of the role of quality assurance through grading in growing tourism; tourism development and marketing; rural tourism development, etc. |

# 2.2  PROGRAMME 3

# DESTINATION DEVELOPMENT

| Strategic objective: To diversify and enhance tourism offerings. | | | | |
|---|---|---|---|---|
| Key Performance Indicator | Annual Target | Quarterly Targets | | |
| | | Quarter 2 Performance – Actual Data | Quarter 3 Targets | Quarter 3 Performance – Preliminary Data |
| 1.Number of destination enhancement initiatives implemented. | **Monitor the implementation of Four destination initiatives:**<br>• Shangoni Gate tourism development in Kruger National Park<br>• Phalaborwa Wild Activity Hub in Kruger National Park.<br>• National Heritage Monument Park Interpretation Centre.<br>• Signage at identified National Heritage sites: (SANParks Kgalagadi Transfrontier Park, Golden Gate National Park, Gugulethu Seven Memorial, Sarah Baartman Heritage Site). | Implementation progress report on four destination enhancement projects in terms of construction progress, Memoranda of Agreements concluded, management of transferred funds, signage erected, stakeholder meetings and site visits was developed. | Implementation progress report on four destination enhancement projects in terms of construction progress, Memoranda of Agreements concluded, management of transferred funds, signage erected, stakeholder meetings and site visits | Implementation progress reports on four destination enhancement projects in terms of construction progress, challenges and recommendations have been developed.<br>The reports cover progress made at Shangoni Gate, Phalaborwa Wild Activity Hub, National Heritage Monument Park Interpretation Centre, and Signage at identified Heritage sites. |

| Strategic objective: To diversify and enhance tourism offerings. | | | | |
|---|---|---|---|---|
| **Key Performance Indicator** | **Annual Target** | **Quarterly Targets** | | |
| | | **Quarter 2 Performance – Actual Data** | **Quarter 3 Targets** | **Quarter 3 Performance – Preliminary Data** |
| 1.Number of destination enhancement initiatives implemented | One programme (facilitating the implementation of the Blue Flag programme at additional 25 South African beaches). | Workplace visits were conducted as follows:<br>• 11 July 2017- Hamburg Beach, Kenton on Sea and Kelly's Beach;<br>• 12 July 2017- Hobbie Beach;<br>• 25 July 2017- Trafalgar Beach, Hibberdene Beach, Ramsgate Beach and Marina Beach;<br>• 27 July 2017- Jeffrey's Bay Beach and Pine Lodge;<br>• 2 August 2017- Dokodweni Beach, Zinkwazi Beach, Blythedale Beach, Salt Rock Beach and Willard Beach.<br>The following theory training visits were conducted:<br>• 14 August 2017- Eco Park Bluff in KwaZulu-Natal;<br>• 15 August 2017- Ochre Protea Hotel in Mossel Bay;<br>• 7 September 2017- Froggy Pond in Cape Town. | Monitor the implementation of the Blue Flag programme at the 75 beaches | Monitoring for the implementation of the Blue flag Programme was conducted for the 50 Beaches.<br><br>***Challenge and Corrective Measure:***<br><br>A draft business plan is presently being finalised for the additional 25 beaches. Contracting for this work is pending on the finalisation of the business plan. |

| Strategic objective: To diversify and enhance tourism offerings. | | | | |
|---|---|---|---|---|
| **Key Performance Indicator** | **Annual Target** | **Quarterly Targets** | | |
| | | **Quarter 2 Performance – Actual Data** | **Quarter 3 Targets** | **Quarter 3 Performance – Preliminary Data** |
| 1. Number of destination enhancement initiatives implemented. | **One route development project supported:**<br><br>•   Indi-Atlantic Route | Engagements with key stakeholders in KwaZulu-Natal, Eastern Cape and Western Cape took place during the period under review to introduce the concept document and look at areas of cooperation.<br><br>Conducting of demand and supply analysis commenced in October 2017. | Draft demand and supply report finalised. | • Draft demand and supply analysis report has been finalised. Consultation with key stakeholders took place:<br><br>  • Eastern Cape (8 November 2017),<br>  • KwaZulu-Natal (20 – 21 November 2017),<br>  • Western Cape (23 November 2017)<br>  • Northern Cape (6 December 2017) |

| Strategic objective: To diversify and enhance tourism offerings. | | | | |
|---|---|---|---|---|
| **Key Performance Indicator** | **Annual Target** | **Quarterly Targets** | | |
| | | **Quarter 2 Performance – Actual Data** | **Quarter 3 Targets** | **Quarter 3 Performance – Preliminary Data** |
| 1. Number of destination enhancement initiatives implemented | Destination planning manual developed. | Desktop research on destination planning was conducted. | Draft Destination Planning manual developed. | Draft Destination Planning manual has been developed. |
| | Methodology for the development of tourism precincts. | Desktop research on tourism precinct development was conducted. | Draft tourism precinct methodology developed. | Draft tourism precinct methodology has been developed. |

| Strategic objective: To create employment opportunities by implementing tourism projects. | | | | |
|---|---|---|---|---|
| **Key Performance Indicator** | **Annual Target** | **Quarterly Targets** | | |
| | | **Quarter 2 Performance – Actual Data** | **Quarter 3 Targets** | **Quarter 3 Performance – Preliminary Data** |
| 2. Number of Working for Tourism projects funded through EPWP. | **Seven projects funded:**<br><br>• NW Letlamoreng Dam<br>• Phiphidi Waterfall<br>• Platfontein Game Farm<br>• National Youth Chefs<br>• Sommelier Training Course<br>• Youth in Hospitality Service Training Programme<br>• Food Safety Programme | There was no request for payment for the NW Letlamoreng Dam and LP Phiphidi Waterfall projects in this quarter. Payment is based on request and satisfactory performance. Approval was granted to process the payment for Northern Cape (NC) Platfontein Lodge project. | Transfer payments based on satisfactory progress reports | There was no request for payment for **the NW Letlamoreng Dam and the Sommelier Training project. Progress** payments were made during the quarter to the following projects:<br><br>• LP Phiphidi Project;<br>• NC Platfontein Lodge Project;<br>• National Chefs Training Programme;<br>• Food Safety Programme - Hospitality Youth Programme for service providers in all 9 provinces . |

| Strategic objective: To create employment opportunities by implementing tourism projects. | | | | |
|---|---|---|---|---|
| **Key Performance Indicator** | **Annual Target** | **Quarterly Targets** | | |
| | | **Quarter 2 Performance – Actual Data** | **Quarter 3 Targets** | **Quarter 3 Performance – Preliminary Data** |
| 2. Number of Working for Tourism projects funded through EPWP. | **Seven projects funded** **(Cont….)** | | | |
| | • NW Letlamoreng Dam<br>• Phiphidi Waterfall<br>• Platfontein Game Farm<br>• National Youth Chefs<br>• Sommelier Training Course<br>• Youth in Hospitality Service Training Programme<br>• Food Safety Programme | Monitoring of implementation was done in NC Platfontein and LP Phiphidi Waterfall projects as follows:<br>• **NC Platfontein-** Monitoring of implementation was done and the Project Manager conducted a site visit on the 24 August 2017. Construction is progressing well and a total of 112 people were employed in July and 113 in August 2017.<br>• **LP Phiphidi Waterfall** project - Monitoring of implementation was done on the 11th July and 24 August. Construction commenced recently. A total 64 people were employed in July and 61 in August 2017. | Monitor implementation of projects | **NC Platfontein** – Implementation of the project was monitored. A site visit was conducted on 16 November 2017. Construction is progressing well.<br><br>**LP Phiphidi Waterfall project** - Implementation of the project was monitored. Site visits were conducted on 27 October and 12 December 2017. Construction is progressing well.<br><br>**Note:** The reports for the implementation of the following Training Programmes are reported under Tourism Sector Support Services (TSSS) (slides 53-56):<br><br>• National Youth Chefs<br>• Sommelier Training Course<br>• Youth in Hospitality Service Training Programme<br>• Food Safety Programme |

| Strategic objective: To create employment opportunities by implementing tourism projects. | | | | |
|---|---|---|---|---|
| **Key Performance Indicator** | **Annual Target** | **Quarterly Targets** | | |
| | | **Quarter 2 Performance – Actual Data** | **Quarter 3 Targets** | **Quarter 3 Performance – Preliminary Data** |
| 3. Number of full-time equivalent jobs (FTE) created through Working for Tourism programme per year. | 3 085 FTE jobs created. | 888 FTEs were created through Working for Tourism programme. | 771 | 902 full-time equivalent jobs (FTE) were created through Working for Tourism programme. Seven (7) new projects were approved, implemented and reported during the period under review. These projects have contributed an additional of 131 FTE's. |

# 2.3  PROGRAMME 4

# TOURISM SECTOR SUPPORT SERVICES

| Strategic objective: To accelerate the transformation of the tourism sector. | | | | |
|---|---|---|---|---|
| **Key Performance Indicator** | **Annual Target** | **Quarterly Targets** | | |
| | | **Quarter 2 Performance – Actual Data** | **Quarter 3 Targets** | **Quarter 3 Performance – Preliminary Data** |
| 1. Number of initiatives supported to promote B-BBEE implementation. | **Four initiatives supported to promote B-BBEE implementation:** | | | |
| | 1) Monitoring report on the implementation of the amended tourism B-BBEE sector code developed. | The service provider to conduct the surveys on the implementation of the amended tourism B-BBEE sector code was not appointed, however, terms of reference for the appointment of the service provider and Bid specifications were developed. | Surveys conducted on the implementation of the amended tourism B-BBEE sector code | Surveys on the implementation of the amended tourism B-BBEE sector code was conducted and draft report developed.

The Department continued with the base line study commenced in 2016/17 financial year to measure transformation in the sector in all the 9 provinces, across the 5 elements of the B-BBEE scorecard and three tourism sub-sectors. Urban-Development Economist (Urban-Econ) was commissioned to conduct the study. |

| Strategic objective: To accelerate the transformation of the tourism sector. | | | | |
|---|---|---|---|---|
| **Key Performance Indicator** | **Annual Target** | **Quarterly Targets** | | |
| | | **Quarter 2 Performance – Actual Data** | **Quarter 3 Targets** | **Quarter 3 Performance – Preliminary Data** |
| 1. Number of initiatives supported to promote B-BBEE implementation. | **Four initiatives supported to promote B-BBEE implementation (Cont….)** | | | |
| | 2) Tourism Sector Transformation Indaba (Summit). | Stakeholder consultation and mobilisation for Tourism Transformation Indaba (Summit) were done. Consultation was conducted with the following stakeholders:<br>• BEE Commission- 8 August 2017;<br>• SANParks- 21 August 2017;<br>• Government Working Group- 2 August 2017;<br>• Tourism Industry- 25 August 2017;<br>• Northern Cape Tourism Marketing- 19 September 2017. | Tourism Transformation Indaba (Summit) held. | Tourism Transformation (Summit) was held on 30-31 October 2017 at Kopanong Conference Centre in Benoni.<br><br>The Summit is a platform for dialogue and exchange for tourism sector transformation strategies and investment opportunities.<br>The Summit also contributes towards radically improving previously disadvantage people to participate across the Tourism value chain. |

| Strategic objective: To accelerate the transformation of the tourism sector. | | | | |
|---|---|---|---|---|
| **Key Performance Indicator** | **Annual Target** | **Quarterly Targets** | | |
| | | **Quarter 2 Performance – Actual Data** | **Quarter 3 Targets** | **Quarter 3 Performance – Preliminary Data** |
| 1. Number of initiatives supported to promote B-BBEE implementation. | **Four initiatives supported to promote B-BBEE implementation (Cont…..)** | | | |
| | 3) Guidelines for commercialisation of state-owned attractions. | Site visits of state-owned attractions were conducted in all the nine provinces. | Draft guidelines and consultations with key stakeholders held. | Draft guidelines for the Commercialisation of state owned attractions have been developed. Consultations were conducted with National Treasury and SANParks for inputs. Amongst others, the Guidelines address the following:<br><br>• Definition of tourism concession;<br>• Difference between concession guidelines and the Tourism PPP Toolkit;<br>• Benefits of concessions;<br>• Process for establishing a concession; and<br>• Awarding procedure. |

| Strategic objective: To accelerate the transformation of the tourism sector. | | | | |
|---|---|---|---|---|
| **Key Performance Indicator** | **Annual Target** | **Quarterly Targets** | | |
| | | **Quarter 2 Performance – Actual Data** | **Quarter 3 Targets** | **Quarter 3 Performance – Preliminary Data** |
| 1. Number of initiatives supported to promote B-BBEE implementation. | **Four initiatives supported to promote B-BBEE implementation (Cont......)** | | | |
| | 4) Establish funding mechanisms through partnerships with development finance institutions (DFIs) to support tourism sector transformation. | Draft report on funding mechanism through partnership with DFIs to support tourism sector transformation was developed and stakeholders consulted. National Empowerment Fund (NEF) was consulted on 14 September 2017. | Draft report on funding mechanism through partnership with DFIs to support tourism sector transformation developed and stakeholders consulted | Draft report on funding mechanism through partnership with DFIs to support tourism sector transformation was developed and stakeholders were consulted. The report covers:<br><br>• Establishment of Tourism Transformation Fund Steering Committee;<br>• Design and Technical Criteria of the Fund;<br>• Project Adjudication; and<br>• Statement of funds received. |

| Strategic objective: To accelerate the transformation of the tourism sector. | | | | |
|---|---|---|---|---|
| **Key Performance Indicator** | **Annual Target** | **Quarterly Targets** | | |
| | | **Quarter 2 Performance – Actual Data** | **Quarter 3 Targets** | **Quarter 3 Performance – Preliminary Data** |
| 2. Number of social tourism initiatives undertaken. | **Two social tourism initiatives undertaken:** | | | |
| | 1) Framework for supporting tour operators to facilitate social tourism. | 3 information workshops were hosted in Kimberly, Durban and Cape Town (consultations done). | 3 information workshops hosted (consultations done). | 3 information workshops were not hosted (consultations were not done).<br><br>***Challenge and Corrective Measure:***<br>Due to other activities, such as Women in Tourism Breakfast sessions in August (5 sessions: MP, GP, WC, PE, NW and KZN), and the Women in Tourism Conference in November, the 3 information workshops were not hosted due to not enough capacity.<br>The (3) workshops will be done in Quarter 4 |

| Strategic objective: To accelerate the transformation of the tourism sector. | | | | |
|---|---|---|---|---|
| **Key Performance Indicator** | **Annual Target** | **Quarterly Targets** | | |
| | | **Quarter 2 Performance – Actual Data** | **Quarter 3 Targets** | **Quarter 3 Performance – Preliminary Data** |
| 2. Number of social tourism initiatives undertaken. | **Two social tourism initiatives undertaken: (Cont….)** | | | |
| | 2) Develop one social tourism scheme. | Stakeholder engagements, i.e. Department of Education, Department of Social Development and NGOs were conducted as follows:<br><br>• City of Ekurhuleni- 3 August 2017;<br>• Mbizana- 17 July 2017;<br>• SASFA- 1 August 2017; and<br>• IARI- 11 September 2017. | Draft social tourism scheme developed and consulted with stakeholders | Draft social tourism scheme was developed and consultation with stakeholders was not done.<br><br>***Challenge and Corrective Measure:***<br>Due to other activities, such as Women in Tourism breakfast sessions in August, the Women in Tourism Conference in November, the workshops were not hosted hence the TOR and Tourism scheme could not be developed. |

*2017-18 Quarter 3 Report – Preliminary Data*

**Strategic objective: 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 2 Performance – Actual Data | Quarter 3 Targets | Quarter 3 Performance – Preliminary Data |
| 3. Implementation of the enterprise development programme. | 400 enterprises supported with training and development. | Selected interventions were implemented on 321 enterprises through mentorship, coaching, cookery course, marketing training, service excellence workshop, grading assistance, pricing and funding workshop and house keeping training. | Selected interventions implemented | Selected interventions were Implemented through the following:<br>• Conducting Business Planning and Coaching workshops;<br>• Teaching enterprises the regulatory importance of various Labour Laws;<br>• Assisting enterprises with development of Marketing Collateral and Planning;<br>• Training on Record-keeping Compliancy, Pricing and Customer Care.<br>• Cultivating strong partnerships between enterprises and government institutions. |

| Strategic objective: 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 2 Performance – Actual Data** | **Quarter 3 Targets** | **Quarter 3 Performance – Preliminary Data** |
| 3.   Implementation of the enterprise development programme. | Development of the Long-Term Framework for enterprise development based on current policy pronouncement. | Review and update on the current ED was done. | Draft long-term framework presented at Lekgotla | Draft long term framework was developed. However not presented at Lekgotla.<br><br>***Challenge and Corrective Measure:***<br>The long-term framework was not presented at Lekgotla as it was not complete by the October Lekgotla date. However, the Framework has since been completed. |

| Strategic objective: 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 2 Performance – Actual Data** | **Quarter 3 Targets** | **Quarter 3 Performance – Preliminary Data** |
| 4. Number of Incubators implemented. | • 2 existing incubators supported.<br>• 1 new incubator established. | 2 existing incubators (Manyeleti and Maruleng) were supported. Support provided included the following:<br>• Mentorship and coaching conducted in Manyeleti incubator and various interventions implemented in Maruleng incubator;<br>• Trade show training and business advisory services.<br>• Commencement of SAICA 18 month financial training programme.<br>• Entrepreneur exposure Fair Trade workshop.<br>• Website development and grading support. | Annual report on incubator support. | Annual report on incubator was developed. The report addressed the following:<br><br>**Maruleng (Pilanesburg) Tourism Incubator:**<br>• Report on work done<br>• Outcomes achieved<br>• Challenges and Opportunities<br>• Proposals on intervention by Government<br><br>**Manyeleti (Bushbuckridge)Tourism Incubator:**<br>• Project deliverables<br>• Outcomes<br>• Recommendations |

| Strategic objective: 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 2 Performance – Actual Data** | **Quarter 3 Targets** | **Quarter 3 Performance – Preliminary Data** |
| 4. Number of Incubators implemented. | • 2 existing incubators supported.<br>• 1 new incubator established. | 3 rural tourism node incubator outreach conducted in Pilgrims Rest (Mpumalanga), Phalaborwa (Limpopo) and Mier in the Northern Cape (feasibility studies to determine the suitability of setting up a tourism incubator in future done). | Annual Report on existing incubators support. | Draft Annual Report for 2 existing incubators done. |

| Strategic objective: 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 2 Performance – Actual Data** | **Quarter 3 Targets** | **Quarter 3 Performance – Preliminary Data** |
| 5. Number of priority areas to support the implementation of Responsible Tourism. | **Four incentive programmes supported with funding:**<br>• Market access<br>• Tourism grading<br>• Energy efficiency<br>• Universal Accessibility (pilot) | Implementation report covering new and existing programmes funded through TIP. The report covers progress on the development and implementation of programmes and support related to market access, tourism grading, energy efficiency, the pilot initiative on universal accessibility and other initiatives. | Implementation report covering new and existing programmes funded through TIP:<br>• Market access<br>• Tourism grading<br>• Energy-efficiency<br>• Universal Accessibility (pilot) | Implementation report covering new and existing programmes funded through TIP was developed.<br>The report covers progress on the development and implementation of programmes and support-related to market access, tourism grading, energy efficiency, the pilot initiative on universal accessibility, stakeholder engagements and other initiatives. |
| 6. Number of priority areas to support the implementation of Responsible Tourism. | Five Community Tourism enterprises supported to enter tourism value chain. | Stakeholder consultation was conducted as follows:<br>• 21 July 2017- Rampampa in North West;<br>• 04 August 2017- Soweto;<br>• 11 August 2017- Obonjaneni in KwaZulu-Natal;<br>• 17 August 2017- St. Lucia Municipality in KwaZulu-Natal. | Implementation plan developed. | The implementation plan for the development and support for five community tourism enterprises to enter tourism value chain has been developed.<br>The Plan covers procurement process, preparations for implementation, implementation phase and reporting. |

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| Strategic objective: Strategic objective: 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 2 Performance – Actual Data** | **Quarter 3 Targets** | **Quarter 3 Performance – Preliminary Data** |
| 7. Number of initiatives for improving visitor services implemented. | Initiate audit of the tourist guides register. | A benchmarking exercise of systems to be developed was conducted on the CATHSSETA system. | Consultation with key stakeholders | Consultations were held with key stakeholders on the following dates:<br><br>• 4 October 2017- Limpopo;<br><br>• 26 October 2017- Mpumalanga;<br><br>• 16 November 2017- Provincial Registrars. |

| Strategic objective: Strategic objective: 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 2 Performance – Actual Data** | **Quarter 3 Targets** | **Quarter 3 Performance – Preliminary Data** |
| 7. Number of initiatives for improving visitor services implemented. | Upgrade on the security features on the tourist guides' identification badges. | Consultation with key stakeholders was conducted as follows:<br>• The department had a discussion on a way forward on the implementation of upgrade on the Security features for the identification cards with State Security Agency (SSA).<br>• The department also met with Government Printing Works (GPW) to identify the role they can play in the printing of the identification cards/badges. | Initiate procurement process to identify suitable service provider to produce tourist guide identification | Initiation of procurement process to identify suitable service provider to produce tourist guide identification was not done.<br>However, a draft agreement has been developed between Government Printing Works and the Department for the required services to be rendered.<br><br>***Challenge and Reason for Variance:***<br>During the procurement process the department received information that Government Printing Works is able to produce tourist guides identification badges with the suitable security features.<br>The MOU with GPW will be signed in January 2018. |

| Strategic objective: To facilitate tourism capacity-building programmes. | | | | |
|---|---|---|---|---|
| **Key Performance Indicator** | **Annual Target** | **Quarter 3 Targets** | | |
| | | **Quarter 2 Performance – Actual Data** | **Quarter 3 Targets** | **Quarter 3 Performance – Preliminary Data** |
| 7. Number of initiatives for improving visitor services implemented. | Two National Tourism Information Gateways (NTIGs) maintained and enhanced:<br><br>• ORTIA NTIG<br>• KSIA NTIG | Two Operational and Enhancement Reports were developed:<br>• ORTIA NTIG<br>• KSIA NTIG<br><br>The reports provide progress on the following:<br>- Capacity-building and enhancement;<br>- Stakeholder relations;<br>- Visitor Statistics; and<br>- Tourism-related enquiries. | Two Operational and Enhancement Reports developed for approval:<br><br>• ORTIA NTIG<br>• KSIA NTIG | Two operational and Enhancement reports were developed for approval on ORTIA & KSIA NTIG.<br>The reports provide progress on the following:<br><br>• Capacity-building and enhancement;<br>• Human Resources; and<br>• Visitor Statistics. |

| Strategic objective: To facilitate tourism capacity-building programmes. | | | | |
|---|---|---|---|---|
| **Key Performance Indicator** | **Annual Target** | **Quarter 3 Targets** | | |
| | | **Quarter 2 Performance – Actual Data** | **Quarter 3 Targets** | **Quarter 3 Performance – Preliminary Data** |
| 7. Number of initiatives for improving visitor services implemented. | **One NTIG developed:**<br><br>• Cape Town International Airport (CTIA) | Report on stakeholder engagements held on 24 August and 15 September 2017 and resource requirements was developed. | Procurement of operational resources. | Procurement of operational resources was not done.<br><br>***Challenge and Corrective Measure:***<br>Cape Town Tourism stakeholders unanimously indicated that they did not support the development of an NTIG in Cape Town. It was indicated that this model is not sustainable and will not achieve the desired results.<br>The stakeholder engagement was undertaken with tourism stakeholders from 22-23 November 2017 to explore a viable solution. Instead of developing the Cape Town NTIG, Cape Town stakeholders are of the view that a mobile VIC will best serve the interest of the tourism sector based on the current model. The next session is planned to discuss the partnership for the implementation of a mobile VIC. |

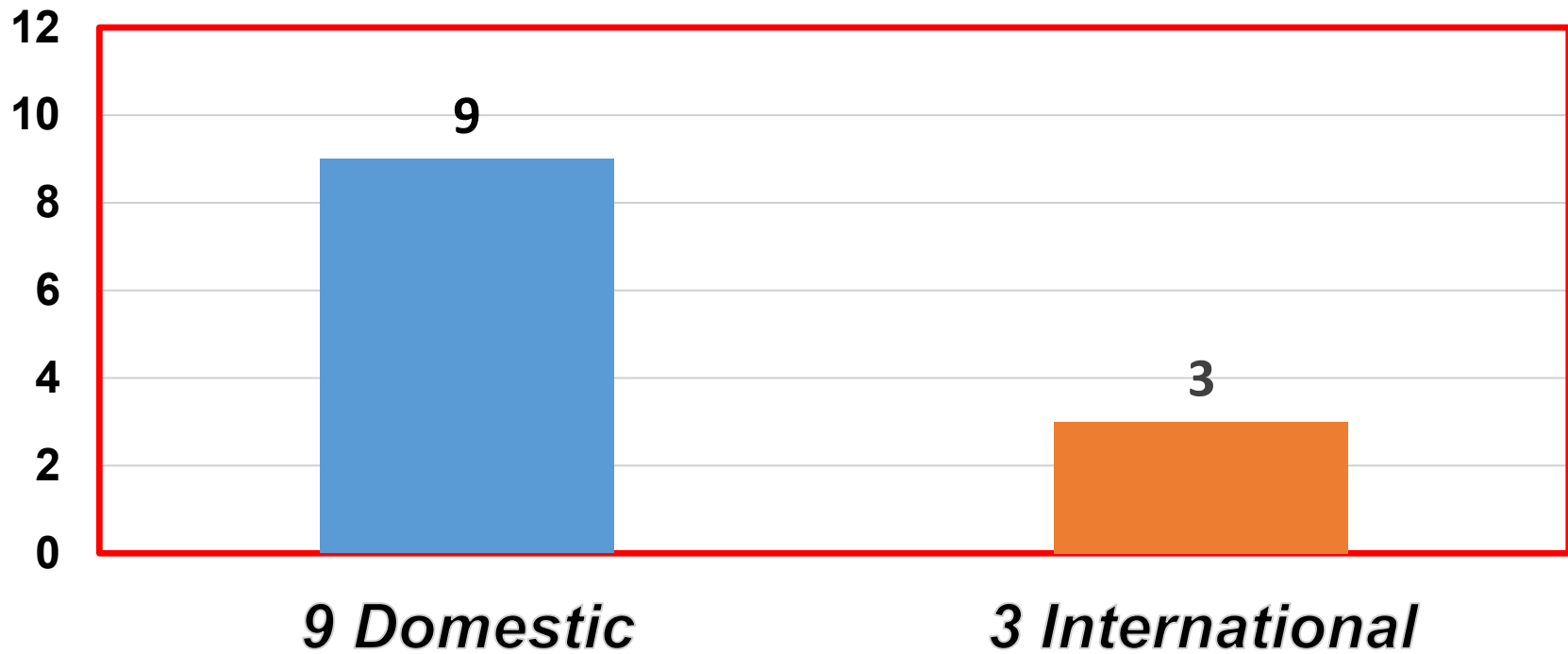| **Strategic objective: To facilitate tourism capacity-building programmes.** | | | | |
|---|---|---|---|---|
| **Key Performance Indicator** | **Annual Target** | **Quarter 3 Targets** | | |
| | | **Quarter 2 Performance – Actual Data** | **Quarter 3 Targets** | **Quarter 3 Performance – Preliminary Data** |
| 7. Number of initiatives for improving visitor services implemented. | **One NTIG developed: Cont….** <br><br> • Cape Town International Airport (CTIA) | Report on stakeholder engagements held on 24 August and 15 September 2017 and resource requirements was developed. | Memorandum of Understanding and operational plan developed for approval. | Memorandum of Understanding and operational plan for approval were not developed. However, stakeholder engagements for the development of CTIA NTIG took place in Cape Town on the 23-24 November 2017. <br><br> ***Challenge and Corrective Measure:*** <br> Instead of developing the Cape Town NTIG, Cape Town stakeholders are of the view that a mobile VIC will best serve the interest of the tourism sector based on the current model. <br> The next session is planned to discuss the partnership for the implementation of a mobile VIC. |

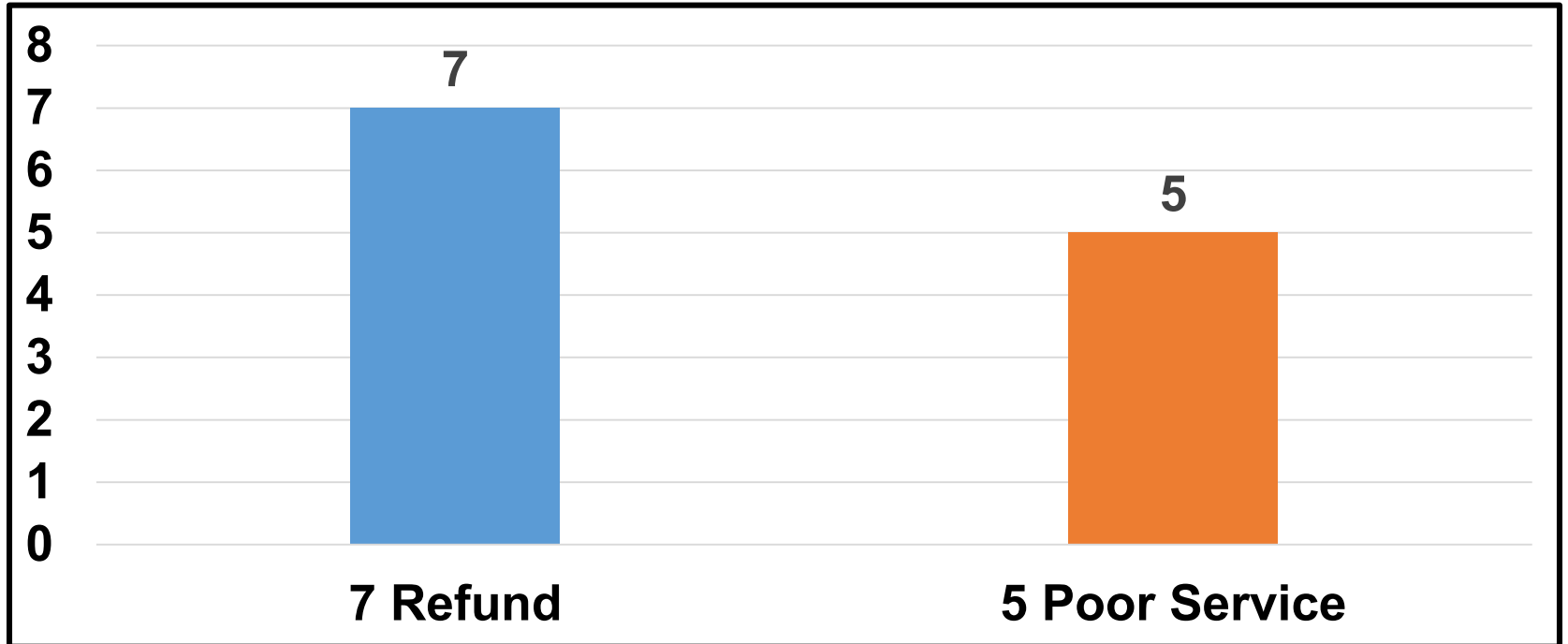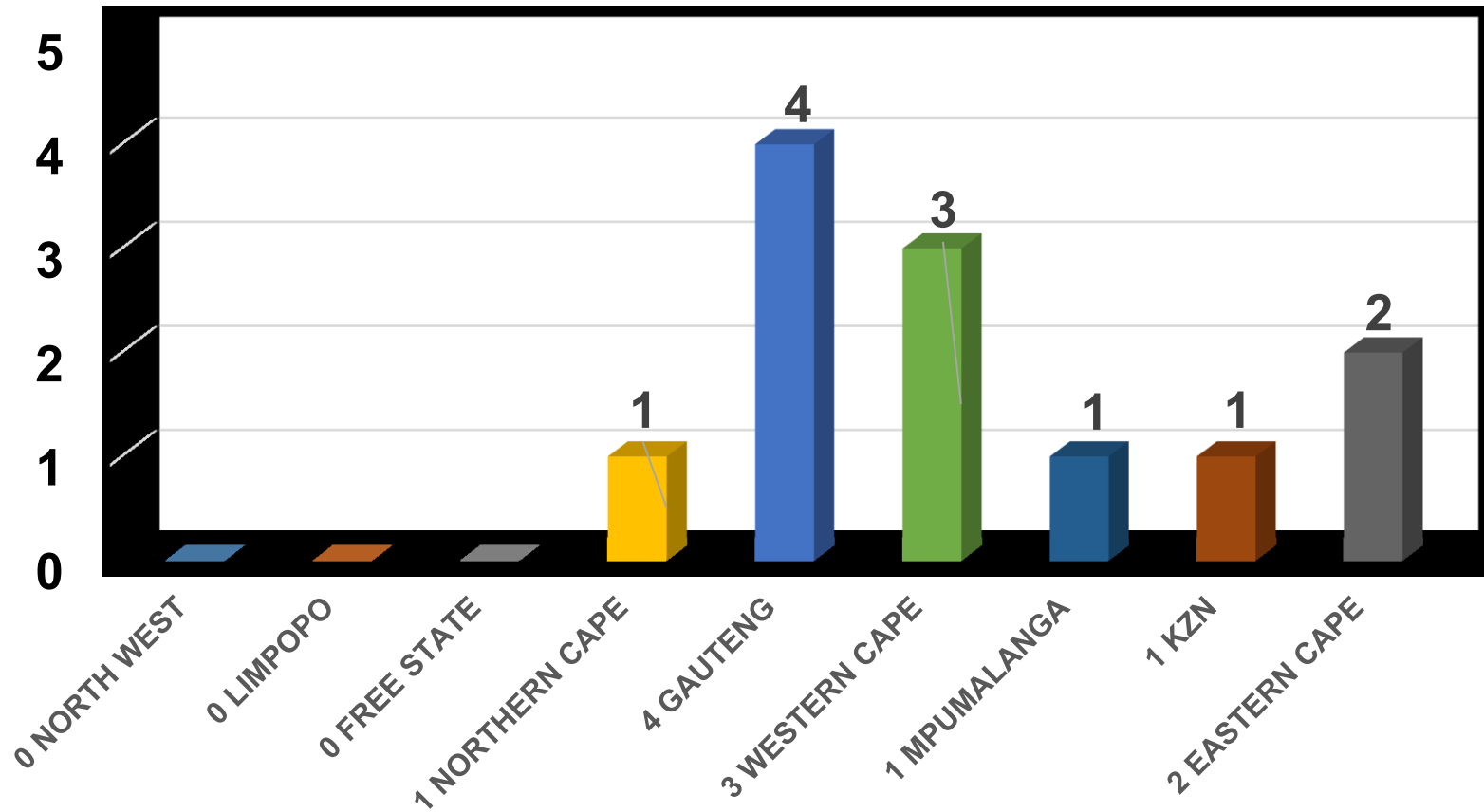| Strategic objective: Strategic objective: To facilitate the development and growth of tourism enterprises to contribute to inclusive economic growth and job creation. | | | | |
|---|---|---|---|---|
| **Key Performance Indicator** | **Annual Target** | **Quarterly Targets** | | |
| | | **Quarter 2 Performance – Actual Data** | **Quarter 3 Targets** | **Quarter 3 Performance – Preliminary Data** |
| 7. Number of initiatives for improving visitor services implemented. | 100% of tourist complaints referred to appropriate authorities for resolution within the agreed timeframes. | Quarterly report on received tourism complaints was developed. There were ten (10) complaints received; 8 were domestic and two (2) were international. | Quarterly report on received tourism complaints developed. | Quarterly report on received tourism complaints was developed. Twelve (12) complaints received, Nine (9) of the complaints (75%) were of domestic origin whilst three (3) (25%) were from international tourist. During the third quarter there was a slight increase in the number of complaints from international tourists (from 2 complaints during the previous quarter to 3 complaints). Domestic complaints increased to 9 from 8 complaints during the previous quarter. The following graphs slides provide an indication on the nature of these complaints. |

# GRAPH 1: DOMESTIC AND INTERNATIONAL TOURIST COMPLAINTS



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# GRAPH 2: NATURE OF COMPLAINTS

# GRAPH 3: NUMBER OF COMPLAINTS PER PROVINCE



Bar chart showing number of complaints per province:
- 0 NORTH WEST: 0
- 0 LIMPOPO: 0
- 0 FREE STATE: 0
- 1 NORTHERN CAPE: 1
- 4 GAUTENG: 4
- 3 WESTERN CAPE: 3
- 1 MPUMALANGA: 1
- 1 KZN: 1
- 2 EASTERN CAPE: 2

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# GRAPH 4: STATUS OF COMPLAINTS



7 In-progress      5 Closed

| Strategic objective: To facilitate tourism capacity-building programmes. | | | | |
|---|---|---|---|---|
| **Key Performance Indicator** | **Annual Target** | **Quarterly 3 Targets** | | |
| | | **Quarter 2 Performance – Actual Data** | **Quarter 3 Targets** | **Quarter 3 Performance – Preliminary Data** |
| 8. Number of capacity-building programmes implemented. | **Ten capacity-building programmes:** | | | |
| | 1. Implement the National Youth Chefs (NYC) targeting 577 trainees. | Quarterly report on the implementation of the programme was developed. Graduations were held as follows:<br>• 25 July 2017- GP, MP, LP, FS and NW (with 277 graduates);<br>• 28 August 2017- KZN (with 89 graduates);<br>• 8 and 22 August 2017- WC (with 76 graduates); and<br>• 5 September 2017- EC (with 44 graduates).<br><br>Recruitment and selection for Phase 5 were done and concluded in all 9 provinces as follows:<br><br>• Diploma- 210<br>• Certificate- 470<br>• Pastry- 44 | Quarterly report on the implementation of the programme | Quarterly report on the implementation of the programme has been developed. Progress was as follows:<br>• Recruitment of new Certificate intakes commenced on 20 October 2017 and the programme was fully rolled out on 1 November 2017.<br>• 577 learners were split as follows:<br>− 250 for Certificate,<br>− 227 for Diploma, and<br>− 100 for Patisserie.<br>• Additional 222 learners have been enrolled on the programme due to high demand as well as to accommodate drop-outs. |

| Strategic objective: To facilitate tourism capacity-building programmes. | | | | |
|---|---|---|---|---|
| **Key Performance Indicator** | **Annual Target** | **Quarterly 3 Targets** | | |
| | | **Quarter 2 Performance – Actual Data** | **Quarter 3 Targets** | **Quarter 3 Performance – Preliminary Data** |
| 8. Number of capacity-building programmes implemented. | **Ten capacity-building programmes … Continued:** | | | |
| | 2. 300 Youth enrolled in the Sommelier training course. | Quarterly report on the implementation of the programme was developed. The total expenditure on the project as at 30 September 2017 was at R7 053 159. A total number of 298 learners are currently enrolled in the programme and 2 have dropped out. Classroom and workplace site visits were conducted in Durban, Upington and Stellenbosch during the period under review. | Quarterly report on the implementation of the programme. | Quarterly report on the implementation of the programme was developed was developed. Progress was as follows: <br>• All learners are currently doing first level CATHSETA training <br>• **The training focuses on the following areas:** Bar Attendant Skills programme; Wine server course, cellar door experience, basic wine tasting; Wines of the World; Food and Wine pairing; Wine making processes; Viticulture; Customer Care and Table attendant. <br>• A total of 150 learners were recruited and placed in Upington, City of Johannesburg and eThekwini. <br>• Classroom and EPWP inductions were conducted in Jozini, Gauteng, City of Johannesburg and eThekwini |

| Strategic objective: To facilitate tourism capacity-building programmes. | | | | |
|---|---|---|---|---|
| **Key Performance Indicator** | **Annual Target** | **Quarterly 3 Targets** | | |
| | | **Quarter 2 Performance – Actual Data** | **Quarter 3 Targets** | **Quarter 3 Performance – Preliminary Data** |
| 8. Number of capacity-building programmes implemented. | **Ten capacity-building programme : Cont…….** | | | |
| | 3.Training facilitated for 2 000 trainees in the Youth in Hospitality Service Training Programme. | Quarterly report on the implementation of the programme was developed. Both Accommodation Services and Food and Beverages learners have completed theory training. Classroom and workplace visits were conducted during the period under review. | Quarterly report on the implementation of the programme. | Quarterly report on the implementation of the programme was developed. Progress was as follows:<br>• Trainings were 70-90% complete in their respective provinces.<br>• 148 learners graduated in Mogale City (Gauteng)<br>• 275 graduated in Mbombela (Mpumalanga).<br>**Learners to graduate during March are:-**<br>• 543 learners from KZN.<br>• 108 learners from NC<br>• 115 learners from EC<br>• 483 learners from WC<br>• 97 Students were additional (top-up) and will complete training in April<br>**Provinces that started late will complete in November 2018 are:-**<br>• 300 Learners from LP joined late<br>• 200 Learners from NW joined late<br>• 100 Learners from FS joined late<br>• Classroom visits were conducted in Limpopo, Gauteng and Mpumalanga. |

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| Strategic objective: To facilitate tourism capacity-building programmes. | | | | |
|---|---|---|---|---|
| **Key Performance Indicator** | **Annual Target** | **Quarterly 3 Targets** | | |
| | | **Quarter 2 Performance – Actual Data** | **Quarter 3 Targets** | **Quarter 3 Performance – Preliminary Data** |
| 8. Number of capacity-building programmes implemented. | **Ten capacity-building programmes … Continued:** | | | |
| | 4. 500 learners enrolled in the Food Safety programme. | Quarterly report on the implementation of the programme was developed. Out of 4 Skills programmes, 3 have been completed. The total number of learners enrolled by end of September was 497 due to drop-out. Site inspections were conducted on both classroom and workplace training in 5 provinces. | Quarterly report on the implementation of the programme. | Quarterly report on the implementation of the programme was developed. Progress was as follows: <br> • Assessments for Skills Programme levels 1-5 have been completed. <br> • Site inspections were conducted in Gauteng, KZN, Northern Cape, Western Cape and Mpumalanga; <br> • 183 learners were interviewed during the visits. |

| Strategic objective: To facilitate tourism capacity-building programmes. | | | | |
|---|---|---|---|---|
| **Key Performance Indicator** | **Annual Target** | **Quarterly 3 Targets** | | |
| | | **Quarter 2 Performance – Actual Data** | **Quarter 3 Targets** | **Quarter 3 Performance – Preliminary Data** |
| 8. Number of capacity-building programmes implemented. | **Ten capacity-building programmes … Continued:** | | | |
| | 5. Establishment of a coordinating body for THRD. | Guidelines for structures and institutional setting were developed. | Concept document with recommendations drafted. | Concept document with recommendations was drafted. |
| | 6. Local government tourism induction programme, with a focus on rural areas with tourism potential (eight municipalities). | Needs assessment conducted and coordinated at Ngaka Modiri Molema District Municipality. | Conduct and coordinate needs assessment for the identified rural areas. | Needs assessment for the identified rural areas were conducted and coordinated. Four Capacity Building Workshops were held in the following districts: • Zululand district on the 11 - 12 October 2017 at UMgungundlovu Multi-Media Centre; • OR Tambo district on the 21 - 22 November 2017 at Dan's Country Lodge; • West Coast district on 21 November 2017, and • Namakwe District on the 27 November 2017 in Springbok. |

**Strategic objective: To facilitate tourism capacity-building programmes.**

| Key Performance Indicator | Annual Target | Quarterly 3 Targets | | |
|---|---|---|---|---|
| | | Quarter 2 Performance – Actual Data | Quarter 3 Targets | Quarter 3 Performance – Preliminary Data |
| 8. Number of capacity-building programmes implemented. | **Ten capacity-building programmes Cont…..:** | | | |
| | 6. Local government tourism induction programme, with a focus on rural areas with tourism potential (eight municipalities). | Three workshops were conducted in two District municipalities (Mopani & Ngaka Modiri Molema and Zululand). | Conduct workshops in four municipalities. | Workshops were conducted in three municipalities namely; OR Tambo District from 21- 22 October 2017, Nkomazi Local Municipality from 15-16 November 2017 and Thulamela Local Municipality from 30 November 2017 to 01 December 2017. *Challenge and Corrective Measure:* The workshop in the Northern Cape (ZF Mgcawu & Namaqua) was rescheduled to the 4th quarter. This was due to the changes to the co-ordinators of the programme in the Province. The workshops are scheduled to take place on the 20-23 February 2018. |

| Strategic objective: To facilitate tourism capacity-building programmes. | | | | |
|---|---|---|---|---|
| | | **Quarterly 3 Targets** | | |
| **Key Performance Indicator** | **Annual Target** | **Quarter 2 Performance – Actual Data** | **Quarter 3 Targets** | **Quarter 3 Performance – Preliminary Data** |
| 8. Number of capacity-building programmes implemented. | **Ten capacity-building programmes … Continued:** | | | |
| | 7. NTCE convened. | Media launch was hosted on 7 September 2017 in Virginia. | Final report NTCE report in place. | Final NTCE report was developed and is in place. |
| | | NTCE 2017 event hosted 28-30 September 2017 in Bloemfontein. | | |

| Strategic objective: To facilitate tourism capacity-building programmes. | | | | |
|---|---|---|---|---|
| **Key Performance Indicator** | **Annual Target** | **Quarterly 3 Targets** | | |
| | | **Quarter 2 Performance – Actual Data** | **Quarter 3 Targets** | **Quarter 3 Performance – Preliminary Data** |
| 8. Number of capacity-building programmes implemented. | **Ten capacity-building programmes … Continued:** | | | |
| | 8. Twenty Black women trained at an institution of higher learning. | Quarterly report on the training of 20 candidates was developed. | Quarterly report on the training of 20 candidates. | Quarterly report on the training of 20 candidates was developed. A total of 16 out of 19 Women graduated from UNISA on the 19 October 2017. The recruitment process has been finalised and the 40 selected women have been notified. UNISA is currently registering students in their system. The 1st study school (2018) is scheduled for 12-16 February 2018 The Minister has been invited to address the new group on 16 February 2018. |

| Key Performance Indicator | Annual Target | Quarterly 3 Targets | | |
|---|---|---|---|---|
| | | Quarter 2 Performance – Actual Data | Quarter 3 Targets | Quarter 3 Performance – Preliminary Data |

**Strategic objective: To facilitate tourism capacity-building programmes.**

8. Number of capacity-building programmes implemented.

**Ten capacity-building programmes … Continued:**

| | | | | |
|---|---|---|---|---|
| | 9. Two tourist guiding skills development programmes identified and implemented:<br>• Up-skilling of existing tourist guides at WHS (Mapungubwe and uKhahlamba)<br><br>• Training of new entrants in adventure guiding. | Recruitment of tourist guides in Ezemvelo<br><br>•Recruitment of suitable candidates in adventure and culture site guiding done in the Northern Cape.<br>•The interviews were conducted on 12 and 13 September 2017 in Upington.<br>•Fifteen (15) candidates have been recommended for culture site guide and ten (10) for adventure site guide. | Progress report on the implementation of the identified skills development programmes. | • Progress report on the implementation of the identified skills development programmes was not developed.<br><br>*Challenge and Corrective Measure:*<br>o Ezemvelo KZN Wildlife has delayed the process despite the Department receiving commitments from them. The Department will continue with the training of community guides from the UKhahlamba region with support from the KZN Provincial Registrar.<br>o The training however, will only commence in January 2018 and finalised in February 2018.<br><br>• The process of training of new entrants in the field of tourist guiding has commenced in the Northern Cape and North West Provinces |

| Strategic objective: To facilitate tourism capacity-building programmes. | | | | |
|---|---|---|---|---|
| **Key Performance Indicator** | **Annual Target** | **Quarterly 3 Targets** | | |
| | | **Quarter 2 Performance – Actual Data** | **Quarter 3 Targets** | **Quarter 3 Performance – Preliminary Data** |
| 8. Number of capacity-building programmes implemented. | **Ten capacity-building programmes … Continued:** | | | |
| | 10. Training of 60 youth on Resource Efficiency (National Cleaner Production Centre of South Africa) assessment methodology. | Quarterly report on progress of conducting training was developed. Training took place as follows: • Gauteng: 9-13 Oct 2017; and • Limpopo, KZN: 16-20 October 2017. | Quarterly report on the training of 20 learners. | Quarterly report on the training of 20 learners was developed. All 60 learners have been trained and placed for work-based training. |

# 2.4  PROGRAMME 1:

# CORPORATE MANAGEMENT

| Strategic Objective: To ensure economic, efficient and effective use of departmental resources. | | | | |
|---|---|---|---|---|
| **Key Performance Indicator** | **Annual Target** | **Quarterly Targets** | | |
| | | **Quarter 2 Performance – Actual Data** | **Quarter 3 Targets** | **Quarter 3 Performance – Preliminary Data** |
| 1. Number of strategic documents developed. | Review of the SP and APP for 2018/19. | First draft SP and APP for 2018/19 was submitted to Department of Planning, Monitoring and Evaluation (DPME) and National Treasury (NT). | Second draft SP and APP for 2018/19 submitted to DPME and NT. | Second draft SP and APP for 2018/19 were submitted to DPME and NT. |

| Strategic Objective: To ensure economic, efficient and effective use of departmental resources. | | | | |
|---|---|---|---|---|
| **Key Performance Indicator** | **Annual Target** | **Quarterly Targets** | | |
| | | **Quarter 2 Performance – Actual Data** | **Quarter 3 Targets** | **Quarter 3 Performance – Preliminary Data** |
| 1. Number of strategic documents developed. | Annual Performance Report for 2016/17 as well as four quarterly reports on the implementation of the SP and APP developed. | Annual report for 2016/17 was tabled in Parliament.<br><br>First-quarter performance report for 2017/18 for 2017/18 was submitted to DPME. | Second-quarter performance reports for 2017/18 submitted to DPME. | Second-quarter performance reports for 2017/18 were submitted to DPME and NT. |

| Strategic Objective: To ensure economic, efficient and effective use of departmental resources. | | | | |
|---|---|---|---|---|
| | | **Quarterly Targets** | | |
| **Key Performance Indicator** | **Annual Target** | **Quarter 2 Performance – Actual Data** | **Quarter 3 Targets** | **Quarter 3 Performance – Preliminary Data** |
| 1. Number of strategic documents developed. | Four quarterly risk analysis reports prepared. | First-quarter risk analysis report for 2017/18 was prepared for adoption by the RMC. | Second-quarter risk analysis report for 2017/18 prepared for adoption by the RMC | • Second quarter risk analysis report for 2017/18 was prepared and presented to the RMC on 9 November 2017.<br><br>• The RMC made proposals and recommendations to move some strategic risks to the Operational Risk Register and re-word some of the risks, which will be implemented. |

| | | Quarterly Targets | | |
| Key Performance Indicator | Annual Target | Quarter 2 Performance – Actual Data | Quarter 3 Targets | Quarter 3 Performance – Preliminary Data |
|---|---|---|---|---|
| 2. Number of public entity oversight reports prepared. | Four SAT oversight reports prepared. | SAT quarterly oversight report was prepared. The report covers non-financial performance, financial performance, compliance with the PFMA and risk, HR and key vacancies, Board matters, Parliamentary and stakeholder matters, updates on significant projects. Non-financial performance analysis includes the number of international tourist arrivals achieved, number of domestic holiday trips achieved, number of business events hosted, number of business delegates hosted, total tourism revenue achieved, percentage of brand positivity achieved, number of graded accommodation establishments, and graded rooms achieved. | SAT quarterly oversight report prepared. | SAT quarterly oversight report prepared. |

**Strategic Objective: To ensure economic, efficient and effective use of departmental resources.**

*2017-18 Quarter 3 Report – Preliminary Data*

| Strategic Objective: To ensure economic, efficient and effective use of departmental resources. | | | | |
|---|---|---|---|---|
| **Key Performance Indicator** | **Annual Target** | **Quarterly Targets** | | |
| | | **Quarter 2 Performance – Actual Data** | **Quarter 3 Targets** | **Quarter 3 Performance – Preliminary Data** |
| 3.  Vacancy rate. | Vacancy rate not to exceed 8%. | Vacancy rate was maintained at 14.4%<br><br>***Reason for Variance:***<br>The department has more than double the amount of vacancies on its establishment following the restructuring process whose migration ended in April 2017. This also resulted in the department having many employees additional to the establishment.<br><br>***Corrective Measure:***<br>Bulk internal recruitment drive has since commenced with all posts having been advertised, captured and the first set of short listings per branch scheduled to take place during June 2017.<br><br>HR staff have also committed to work overtime to ensure a reasonable reduction of vacancy rate in the 2nd quarter, it should also be noted that internal recruitment drive is a cycle that will repeat itself as the Department fills posts and others become vacant. | Vacancy rate not to exceed 8% | Vacancy rate was maintained at 7.7%. |

*2017-18 Quarter 3 Report – Preliminary Data*

| Strategic Objective: To ensure economic, efficient and effective use of departmental resources. | | | | |
|---|---|---|---|---|
| **Key Performance Indicator** | **Annual Target** | **Quarterly Targets** | | |
| | | **Quarter 2 Performance – Actual Data** | **Quarter 3 Targets** | **Quarter 3 Performance – Preliminary Data** |
| 4. Percentage women representation in senior management service (SMS), representation for people with disabilities, and black representation. | Maintain minimum of 50% women representation at SMS level. | 51% women representation at SMS level was maintained. | Maintain minimum of 50% women representation at SMS level | Minimum of 51% women representation at SMS level maintained. |
| | Maintain minimum of 3% people with disabilities representation. | 4.7% of people with disabilities representation was maintained. | Maintain minimum of 3% people with disabilities | Minimum of 4.7% people with disabilities maintained. |
| | Maintain minimum of 91.5% black representation. | 95% Black representation was maintained. | Maintain minimum of 91,5% Black representation | Minimum of 95.5% Black representation maintained. |

| Strategic Objective: To ensure economic, efficient and effective use of departmental resources. | | | | |
|---|---|---|---|---|
| | | **Quarterly Targets** | | |
| **Key Performance Indicator** | **Annual Target** | **Quarter 2 Performance – Actual Data** | **Quarter 3 Targets** | **Quarter 3 Performance – Preliminary Data** |
| 5. Development and percentage implementation of Workplace Skills Plan (WSP) with targeted training interventions. | Development and 100% implementation of WSP. | 30% of WSP was implemented through 4 skills programmes facilitated and placement of interns. | 25% implementation of WSP | • 25% of WSP was implemented through three Skills Programmes.<br>• Advertisement for internal and external Bursaries was done.<br><br>Internal and external Bursaries were advertised as follows:<br><br>**Internal Bursaries:**<br>• Twenty (20) internal bursaries at R25 000 per annum.<br><br>**External Bursaries:**<br>• Thirty (30) external bursaries at R60 000 per annum. |

**Strategic Objective: To ensure economic, efficient and effective use of departmental resources.**

| Key Performance Indicator | Annual Target | Quarterly Targets | | |
|---|---|---|---|---|
| | | Quarter 2 Performance – Actual Data | Quarter 3 Targets | Quarter 3 Performance – Preliminary Data |
| 5. Development and percentage implementation of Workplace Skills Plan (WSP) with targeted training interventions. | Development and 100% implementation of WSP. | 30% of WSP was implemented through 4 skills programmes facilitated and placement of interns. | 25% implementation of WSP (Cont….). | 25% of WSP was implemented through three Skills Programmes. The **three Skills Programmes** are as follows: <br><br> 1. People Management and Development for 40 officials on 27-29 November and 4-6 December 2017. **Benefits**: Supervisory skills. <br> 2. Emotional Intelligence and Interpersonal Skills for 20 officials on 9-13 October 2017. **Benefits:** self-awareness and management of emotions. <br> 3. Effective Stakeholder Management for 16 officials on 9-13 October 2017. **Benefits** – knowledge and capacity to correctly identify and analyse stakeholders, evaluate and prioritise vested interests, and manage relevant relationships. |

| Strategic Objective: To ensure economic, efficient and effective use of departmental resources. | | | | |
|---|---|---|---|---|
| **Key Performance Indicator** | **Annual Target** | **Quarterly Targets** | | |
| | | **Quarter 2 Performance – Actual Data** | **Quarter 3 Targets** | **Quarter 3 Performance – Preliminary Data** |
| 6. Percentage compliance with prescripts on management of labour relations matters. | 100% compliance in the management and handling of grievances, misconduct, disputes and collective bargaining. | 100% compliance in the management and handling of grievances, misconduct, disputes and collective bargaining was maintained in terms of the following: <br> • Grievances- 4, <br> • Misconducts- 4, <br> • Conciliation- 1, <br> • Arbitration - 1, <br> • Matters in Court- 1, <br> • Appeals- 0. | 100% compliance in the management and handling of grievances, misconduct, disputes and collective bargaining. | 100% compliance in the management and handling of grievances, misconduct, disputes and collective bargaining was maintained in terms of the following: <br> • Grievances- 2, <br> • Misconducts- 3, <br> • Conciliation- 0, <br> • Arbitration- 0, <br> • Matters in Court- 1, <br> • Appeals- 2, <br> • Collective bargaining- 2. |

*2017-18 Quarter 3 Report – Preliminary Data*

| Strategic Objective: To ensure economic, efficient and effective use of departmental resources. | | | | |
|---|---|---|---|---|
| **Key Performance Indicator** | **Annual Target** | **Quarterly Targets** | | |
| | | **Quarter 2 Performance – Actual Data** | **Quarter 3 Targets** | **Quarter 3 Performance – Preliminary Data** |
| 7. Implementation of Information Communication Technology Strategic Plan (ICTSP). | Implementation of phase 3 of the ICTSP. | 44% of annual deliverables of the ICTSP was implemented through the following deliverables: <br>• General ICT Services; <br>• Tourism Website; and <br>• Electronic Document Management System (EDMS). | Implementation of 75% of annual deliverables of the ICTSP. | 71% of annual deliverables of the ICTSP implemented through the following deliverables: <br><br>• **Tourism Website:** <br> - Prototype for the new and responsive departmental website designed. <br> - Aligned the current website with the new departmental structure. <br> - Website continuously maintained <br><br>• **Tourism Knowledge Portal** <br> - GDWG collaboration tool developed <br> - Research Collaboration tool developed. <br> - The designed a prototype for the Portal to align with the new corporate brand, and make the site more responsive in progress |

| Strategic Objective: To ensure economic, efficient and effective use of departmental resources. | | | | |
|---|---|---|---|---|
| **Key Performance Indicator** | **Annual Target** | **Quarterly Targets** | | |
| | | **Quarter 2 Performance – Actual Data** | **Quarter 3 Targets** | **Quarter 3 Performance – Preliminary Data** |
| 7. Implementation of Information Communication Technology Strategic Plan (ICTSP). | Implementation of phase 3 of the ICTSP. | 44% of annual deliverables of the ICTSP was implemented through the following deliverables:<br>• General ICT Services;<br>• Tourism Website; and<br>• Electronic Document Management System (EDMS). | Implementation of 75% of annual deliverables of the ICTSP. | 71% of annual deliverables of the ICTSP implemented through the following deliverables (cont….):<br><br>• **Electronic Document Management System (EDMS):**<br> - Movement of the saved files to the new redesigned approved folder structure<br> - *Ad hoc* routing on workflows on continuous basis whilst branch workflows are being amended<br>• **General ICT services:**<br> - Deploy the RSVP for Transformation Summit<br> - Anti-Corruption Pledge deployed<br> - SMME database (ED Portal)developed is on testing stage<br> - B-BBEE Portal launched at the Tourism Transformation Summit - 30 October 2017 |

| Strategic Objective: To enhance understanding and awareness of the value of tourism and its opportunities. | | | | |
|---|---|---|---|---|
| **Key Performance Indicator** | **Annual Target** | **Quarterly Targets** | | |
| | | **Quarter 2 Performance – Actual Data** | **Quarter 3 Targets** | **Quarter 3 Performance – Preliminary Data** |
| 8. Number of quarterly and annual financial statements compiled and submitted. | Three quarterly interim financial statements compiled and submitted to NT.<br><br>One annual financial statement compiled and submitted to NT and AGSA. | Annual financial statement compiled and submitted to NT and AGSA. | First-quarter interim financial statements compiled and submitted to NT | First-quarter interim financial statements compiled and submitted to NT on 31 July 2017. |

| Strategic Objective: To enhance understanding and awareness of the value of tourism and its opportunities. | | | | |
|---|---|---|---|---|
| | | **Quarterly Targets** | | |
| **Key Performance Indicator** | **Annual Target** | **Quarter 2 Performance – Actual Data** | **Quarter 3 Targets** | **Quarter 3 Performance – Preliminary Data** |
| 9.  Percentage implementation of the annual internal audit plan. | 100% implementation of the annual internal audit plan. | 30% of the annual internal audit plan implemented.<br>The following projects were conducted:<br>1. Contract Management;<br>2. Tenders;<br>3. Follow-up on AG Report;<br>4. Tourism Incentive Programme. | 25% implementation of the annual internal audit plan | 19% of the annual internal audit plan implemented. The following projects were conducted:<br>1. Assets Management<br>2. Performance Audit: Interpretative Signage<br>3. ICT Governance<br><br>***Challenge and Corrective Measure:***<br>Follow-up audit on KPMG Report was not done due to challenges as a result of vacancies.<br><br>The audit will be done in quarter 4. |

| Strategic Objective: To enhance understanding and awareness of the value of tourism and its opportunities. | | | | |
|---|---|---|---|---|
| **Key Performance Indicator** | **Annual Target** | **Quarterly Targets** | | |
| | | **Quarter 2 Performance – Actual Data** | **Quarter 3 Targets** | **Quarter 3 Performance – Preliminary Data** |
| 10. Percentage implementation of the communication strategy (media engagement, branding, events management, internal and intergovernmental communications and community engagements / izimbizo). | 100% implementation of the Department's communication strategy. | 100% of the Q2 requirements of the annual implementation plan of the Department's communication strategy implemented. These include the following:<br>• Management of events;<br>• Production and distribution of stakeholder publication;<br>• Production of media plans and exit reports for planned initiatives;<br>• Hosting of three Izimbizo. | 100% implementation of the Department's communication strategy. | 100% of the Q3 requirements of the annual implementation of the Department's communication strategy implemented. These include the following:<br><br>• Production of quarterly media monitoring and analysis reports.<br>• Production and distribution of three monthly newsletters.<br>• Hosting of three Izimbizos. |

| Strategic Objective: To create an enabling legislative and regulatory environment for tourism development and growth. | | | | |
|---|---|---|---|---|
| **Key Performance Indicator** | **Annual Target** | **Quarterly Targets** | | |
| | | **Quarter 2 Performance – Actual Data** | **Quarter 3 Targets** | **Quarter 3 Performance – Preliminary Data** |
| 11. Amendments to the Tourism Act drafted. | Tourism Amendment Bill to improve governance of Tourism governance institutions and the performance of the sector. | Publication in the Government Gazette for public comments was not done. | Submission of the draft Amendment Bill to Cabinet for approval to introduce into Parliament. | Submission of the draft Amendment Bill to Cabinet for approval to introduce into Parliament was not done.<br><br>***Challenge and Corrective Measure:***<br>• Submission of the draft Amendment Bill to Cabinet for approval to introduce into Parliament was not done.<br>• This was due to the need to finalise policy review and analysis which informs the drafting of the Bill in the following areas: Sharing economy (Air B&B etc), and professionalising of guiding.<br>• Drafting of the Amendments has commenced and will be presented to Ministry for approval. |

| Strategic Objective: To contribute to economic transformation in South Africa. | | | | |
|---|---|---|---|---|
| **Key Performance Indicator** | **Annual Target** | **Quarterly Targets** | | |
| | | **Quarter 2 Performance – Actual Data** | **Quarter 3 Targets** | **Quarter 3 Performance – Preliminary Data** |
| 12. Percentage procurement from B-BBEE compliant businesses. | 100% procurement from B-BBEE compliant businesses. | 100% procurement from B-BBEE compliant businesses achieved. | 100% procurement from B-BBEE-compliant businesses | 100% procurement from B-BBEE-compliant businesses achieved. |

# Service Delivery Information

| Service Delivery | | |
|---|---|---|
| **Key Service** | **Service Beneficiary** | **Progress Report** |
| Tourist Guide Appeals. | Tourist-guiding Sector. | One (1) appeal was lodged during quarter three (3) by a tourist guide who is registered in the Western Cape. The appellant, who was charged for misconduct, lodged an appeal with the National Registrar against the decision taken by the Provincial Registrar.<br><br>The National Registrar made a decision in favour of the decision that was taken by the Provincial Registrar. |
| National Tourism Information Gateways (NTIGs). | Public and Tourist. | Two quarter three operational reports for King Shaka International Airport (KSIA) and Oliver Reginald Tambo International Airport (ORTIA) National Tourism Information Gateways (NTIG) were developed. Progress for the period under review pertain to the following:<br><br>• Capacity-building and enhancement;<br>• Human Resources; and<br>• Visitor Statistics. |

# 3.  Human Resource Information

# Employees per Occupational Bands: 31 December 2017

| OCCUPATIONAL BAND | MALE | | | | FEMALE | | | | TOTAL |
|---|---|---|---|---|---|---|---|---|---|
| | **African** | **Coloured** | **Indian** | **White** | **African** | **Coloured** | **Indian** | **White** | |
| **Top Management** | 2 | - | - | 1 | 4 | - | 1 | 1 | **9** |
| **Senior *Management*.** | 26 | 1 | 3 | 1 | 22 | 2 | 3 | 3 | **61** |
| **Professionally qualified and experienced specialists and mid-management.** | 98 | 3 | 5 | 5 | 112 | 8 | 5 | 7 | **243** |
| **Skilled technical and academically qualified workers, junior management, supervisors, foreman and superintendents.** | 51 | 5 | - | - | 79 | 7 | 2 | 4 | **148** |
| **Semi-skilled and discretionary decision making.** | 16 | - | - | - | 13 | - | - | - | **29** |
| **Unskilled and defined decision making. (Interns)** | 11 | - | - | - | 16 | - | - | - | **27** |
| **TOTAL** | **204** | **9** | **8** | **7** | **246** | **17** | **11** | **15** | **517** |

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# Workforce Representativity as end of 31 December 2017

| TOTAL ESTABLISHMENT | | |
|---|---|---|
| **Race** | **Number** | **Percentage** |
| Africans | 450 | 87% |
| Coloureds | 26 | 5% |
| Indians | 19 | 3.6% |
| Whites | 22 | 4.2% |
| **TOTAL** | **517** | |
| Persons with Disabilities | 23 | 4.4% |

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# 4. Financial Information

# Budget and Expenditure Review as at 31 December 2017

| Programme | Budget (R'000) | Expenditure Q3 (R'000) | Expenditure as per % of Budget | Projected Q3 expenditure (drawings) (R'000) | Variance from projected expenditure (R'000) | % Variance from projected expenditure | Explanation of material variances |
|---|---|---|---|---|---|---|---|
| Administration | 219 094 | 172 256 | 79% | 160 409 | (11 847) | -7.4% | The variance between actual expenditure and projected expenditure within this programme is attributable mainly to the overspending on compensation of employees. |
| Tourism Policy and Planning | 1 208 708 | 1 024 666 | 85% | 1 026 395 | 1 729 | 0.2% | |
| Destination Development | 443 953 | 191 873 | 43% | 300 467 | 108 594 | 36.1% | The variance between actual expenditure and projected expenditure within this programme relates to the underspending within the Expanded Public Works Programme (EPWP). The programme had anticipated multiple projects to have progressed to the construction phase at this point in the year but unfortunately delays in the projects have resulted in delays with the disbursement of funds. The review of EPWP projects by the Government Technical Advisory Centre (GTAC) has also contributed to the underspending within the programme as the Department was awaiting the outcome of the review to fund recommended projects.<br><br>The GTAC review has been completed. In addition, several projects have also been identified that will be fast-tracked and will improve expenditure. The programme anticipates spending its budget by the end of the fourth quarter of the financial year. |
| Enterprise and Visitor Support Services | 268 401 | 170 398 | 63% | 183 936 | 13 538 | 7.4% | The variance between actual expenditure and projected expenditure within this programme relates to the underspending within the Tourism Incentive Programme (TIP). Large construction projects linked to the Green Tourism initiative (i.e. construction of solar pv panels at National Parks) have been met with delays resulting in the variance under both payments for capital assets as well as payments to the relevant contractors. These delayed projects are likely to proceed once the final site for Skukuza has been approved.<br><br>In addition payments for the International Market Access Programme (IMASP) was lower than expected as claims still had to be submitted by participants.<br><br>The programme anticipates spending its budget by the end of the fourth quarter of the financial year. |
| **Total** | **2 140 156** | **1 559 193** | **73%** | **1 671 207** | **112 014** | **6.7%** | |

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## Expenditure per Economical Classification as at 31 December 2017

| Economical Classification | ENE Budget R'000 | Expenditure R'000 | % of ENE Budget Spent | Variance R'000 |
|---|---|---|---|---|
| **Current Payments** | | | | |
| - Compensation of Employees | 284 853 | 221 515 | 78% | 63 338 |
| - Goods and Services | 364 077 | 165 998 | 46% | 198 079 |
| **Transfers and Subsidies** | | | | |
| - Departmental Agencies and Accounts | 1 139 097 | 1 024 836 | 90% | 114 261 |
| - Higher Education Institutions | - | - | - | - |
| - Foreign Governments and International Organisations | 6 638 | 6 324 | 95% | 314 |
| - Public Corporations and Private Enterprises | 88 279 | 5 380 | 6% | 82 899 |
| - Non-Profit Institutions | 500 | 500 | 100% | - |
| - Households | 144 519 | 37 039 | 26% | 107 480 |
| **Capital Assets** | | | | |
| - Buildings and other fixed structures | 107 493 | 92 558 | 86% | 14 935 |
| - Machinery and Equipment | 4 700 | 4 951 | 105% | (251) |
| - Software and other intangible assets | - | - | - | - |
| **Payment for Financial Assets** | - | 92 | - | (92) |
| **Total** | **2 140 156** | **1 559 193** | **73%** | **580 963** |

# LIST OF ACRONYMS

| | |
|---|---|
| AGSA: | Auditor-General of South Africa |
| APP: | Annual Performance Plan |
| B-BBEE: | broad-based black economic empowerment |
| BEC: | Bid Evaluation Committee |
| BSC: | Bid Specification Committee |
| CTIA: | Cape Town International Airport |
| CTP: | chefs training programme |
| DBC: | Departmental Bargaining Chamber |
| DIRCO: | Department of International Relations and Cooperations |
| DPME: | Department of Planning, Monitoring and Evaluation |
| ED: | Enterprise Development |
| EDMS: | Electronic Document Management System |
| EPWP: | Expanded Public Works Programme |
| FEDHASA: | Federated Hospitality Association of Southern-Africa |
| FTE: | full-time equivalent |
| GDWG: | Governance and Development Working Group |
| ICTSP: | Information Communication Technology Strategic Plan |
| IOs | Information Officers |
| IORA | Indian Ocean Rim Association |
| IMASP: | International Market Access Support Programme |
| KSIA: | King Shaka International Airport |
| KZN | KwaZulu-Natal |
| LP: | Limpopo |
| NT: | National Treasury |
| NW: | North West |
| NC: | Northern Cape |
| NTCE: | National Tourism Careers Expo |
| NTIG: | national tourism information gateway |
| NTIMS: | National Tourism Information and Monitoring System |
| NTSF: | National Tourism Stakeholders Forum |
| NTSS: | National Tourism Sector Strategy |
| ORTIA: | OR Tambo International Airport |
| PFMA: | Public Finance Management Act |
| PPI: | Programme Performance Indicator |
| RMC: | Risk Management Committee |
| SADC | Southern African Development Community |
| SAFSA: | Southern African School Football Association |
| SAICA: | SA Institute of Charted Accountants |
| SAT: | South African Tourism |
| SEDA: | Small Enterprise Development Agency |
| SLA: | Service Level Agreement |
| SMS: | senior management service |
| SMMEs: | small, medium & micro enterprises |
| STR: | State of Tourism Report |
| SP: | Strategic Plan |
| STR: | State of Tourism Report |
| TBCSA: | Tourism Business Council of South Africa |
| UNWTO: | United Nations World Tourism Organisation |
| WSP: | Workplace Skills Plan |
| VIC: | Visitor Information Centre |

# Thank You