

Part 4

HR Oversight Report

GCIS: Human Resource Oversight Report

Service-Delivery Improvement Programme

Introduction

Three areas underpin the main services provided by the GCIS to its clients:

1. The conceptualisation, formulation, communication and implementation of the Government communication strategy, referred to as the custodian of the Government communication strategy, which is supported by two subprocesses:

- identification of the public's information needs
 - identification of government's communication needs.
2. The second process is that of co-ordination and strategic support. This works at two levels:
- that of national, provincial, and local government communicators
 - that of the political principals.

This process refers to the development of government communication strategies (based upon public information needs and government communication needs), the establishment of communication struc-

tures, the role of the Government spokesperson, and the development of communication products and servicing of political principals.

3. The third refers to the actual communication and implementation aspects. This works at two levels:

- the function GCIS plays in relation to advising on staffing and structure
- the development of products and the rendering of services.

Based on the above introductory remarks the main services and customers will be tabulated:

Original Targets set in the Medium-Term Expenditure Estimate	Report against Targets
1. Formulation and administration of media policy	Media
2. Media monitoring	Presidency, government departments, Ministers
3. Conducting surveys to assess communication environment	Government
4. Conducting information and information needs studies	Public, government
5. Providing communication and information research advice	Government
6. Providing media support services	Parliament and Cabinet, press gallery and Ministerial Liaison Officers (MLOs)
7. Arranging post-Cabinet meetings	Media
8. Holding Parliamentary Briefing Weeks	Parliament, media diplomats
9. Assisting South African Missions to develop communication capacity	Department of Foreign Affairs
10. Providing secretarial services for the Government Communicators Forum (GCF)	Government communicators
11. Providing international and media liaison as well as international marketing	South African Missions abroad, government, foreign embassies, foreign journalists, opinion-makers
12. Accreditation of foreign journalists	Foreign journalists, opinion-makers
13. Developing media strategies for government campaigns	All government departments
14. Developing content strategy and key messages for government information products	Government
15. Developing content and key messages for products for transversal campaigns	Government
16. Developing and managing training strategies on communication	Government departments, all government communicators and MLOs, training council, Standards Generating Body for government communicators, interview government communicators
17. Monitoring, evaluating and analysing the print and electronic media	Presidency and all Ministries
18. Developing of marketing, advertising and distribution strategies	Government departments, Presidency and Multi-Purpose Community Centres (MPCCs)
19. Management and administration of bulk buying	Government departments and MPCCs
20. Developing distribution network	Government departments and MPCCs
21. Managing the corporate identity of government	Government
22. Recording footage for broadcast	Public broadcaster, MPCCs, Cabinet and Presidency
23. Designing and produce publications	Presidency and government departments
24. Managing government website	Government
25. Dissemination of information	Public, private sector and non-governmental organisations
26. Developing products for transversal campaigns	Presidency, government departments and GCIS
27. Photographic assignments of transversal campaigns	Presidency, government departments and GCIS

Consultation arrangements with actual and potential customers

Consultation with customers is critical to the success of the department. The following are some of the methods that are used to consult with customers:

■ **Directorate: Marketing, Advertising and Distribution (MAD)**

It markets the services provided by the department to other government departments, e.g. bulk buying in the media.

■ **Cluster meetings**

These meetings provide strategic direction to the communication Clusters. It also help with the assessment of the communication environment.

■ **GCF**

Through National Liaison, GCF has been established to provide strategic direction for government communicators. It provides help in developing communication strategies in line with the overall communication strategy. It also assists communicators with the assessment of the communication environment and the communicators' communication needs.

■ **Project Desk**

The Project Desk was established to serve as the professional delivery mechanism for meeting the Government's communication needs through mobilising GCIS expertise. It serves as a gateway for clients to source GCIS expertise. It also serves as a single entry point for client requests.

■ **MPCCs**

The department has embarked on a process of establishing MPCCs in every district to provide one-stop government services. These Centres are intended to assist com-

munity development and participation in government programmes. It also provides feedback to government as to the kind of information required by the public.

■ **Imbizo Campaign**

Feedback from the President after meeting the public is fed back to the planning programme of the organisation.

■ **Electronic Information Resources**

It provides advice and support to government departments and provinces regarding website publishing to contribute towards increased government web presence and towards improved professionalism of government websites.

Indicating standards for the main services to be provided.

- The department evaluates and assesses its Corporate Strategy annually to ensure that it is still meeting the needs of its customers.
- Business plans are drawn up to ensure implementation as set out in the Corporate Strategy.
- All staff members have performance agreements, which are evaluated twice a year.
- Constant review of information and communication products, set up mechanisms for evaluating the products departments will be disseminating and have a clear strategy to streamline, strengthen and market the department's distribution service.
- Audit capacity: The department will audit communication capacity in government, intervene directly in departments to help develop capacity and benchmark itself against international experiences.
- New communicator: The department will also develop a manual giving guidelines on how communicators in a democratic South Africa should operate.
- Help with the development of job descriptions for government communicators.
- Assist in the interviewing and selection process.

Arrangements as to how information about the department's services are to be provided.

Through MAD, the services of the department are marketed to other government departments. An information booklet detailing the kinds of services and the names of contact persons has also been distributed to all government departments. The department provides:

- cost-effective services
- dedicated, creative and accurate services
- tailor-made services to meet desired specifications
- appropriate experience in public-sector communication
- informed advice from experts in various communication fields (See *Pocket Guide to GCIS*).

Other forums like the GCF, Communication Clusters, DG's Forums, and the Project Desk are utilised to market the services of the department.

Stipulating a system or mechanisms for complaints.

While the organisation has not set up specific systems or mechanisms, the manner in which the services are delivered to our clients encourages two-way communication. In the different forums clients can also raise concerns around the services delivered. These are:

- Project Desk
- GCF
- Communication Clusters
- Pre-Cabinet meetings etc.

TABLE 2.1 - Personnel costs by Programme								
Programme	Total Expenditure (R'000)	Personnel Expenditure (R'000)	Training Expenditure (R'000)	Professional and Special Services (R'000)	Personnel Cost as Percent of Total Expenditure	Average Personnel Cost per Employee (R'000)	Employment	
P1: Administration	34 368	17 491	695		50.9	144 554	121	
P2: Policy and Research	7 106	3 131	11		44.1	173 944	18	
P3: Government and Media Liaison	11 104	7 743	73		69.7	148 904	52	
P4: Provincial and Local Liaison	22 376	14 377	203		64.3	123 940	116	
P5: Communication Service Agency	23 669	5 799	77		24.5	165 686	35	
P6: International Marketing	49 998	0	0		0	0	0	
Special functions	405	0	0	0	0	0	0	
TOTAL	149 026	48 541	1 059	0	32.6	141 933	342	

TABLE 2.2 - Personnel costs by salary band			
Salary Bands	Personnel Expenditure (R'000)	% of Total Personnel Cost	Average Personnel Cost per Employee (R'000)
Lower skilled (Levels 1-2)	1 273	2.6	17 148
Skilled (Levels 3-5)	2 304	4.7	67 765
Highly skilled production (Levels 6-8)	14 127	25.4	84 593
Highly skilled supervision (Levels 9-12)	15 528	27.9	172 533
Senior management (Levels 13-16)	10 458	18.8	435 750
Other	4 851	8.7	0
TOTAL	48 541	87.3	141 933

TABLE 2.3 - Salaries, Overtime, Home Owners Allowance and Medical Aid by Programme

Programme	Salaries (R'000)	Salaries as % of Personnel Cost	Overtime (R'000)	Overtime as % of Personnel Cost	Home Owner Allowance (R'000)	Home Owner Allowance as % of Personnel Cost	Medical Ass. (R'000)	Medical Ass. as % of Personnel Cost	Total Personnel Cost (R'000)
P1: CD: Administration	11 249	64.3	81	0.5	252	1.4	783	4.5	17 491
P2: CD: Policy and Research	2 210	70.6	0	0	44	1.4	107	3.4	3 131
P3: CD: Government and Media Liaison	5 459	70.5	113	1.5	103	1.3	390	5	7 743
P4: CD: Provincial and Local Liaison	10 529	73.2	0	0	284	2	599	4.2	14 377
P5: CD: Communication Service Agency	4 038	69.6	0	0	104	1.8	302	5.2	5 799
TOTAL	33 485	69	194	0.4	787	1.6	2 181	4.5	48 541

TABLE 2.4 - Salaries, Overtime, Home Owners Allowance and Medical Aid by Salary Band

Programme	Salaries (R'000)	Salaries as % of Personnel Cost	Overtime (R'000)	Overtime as % of Personnel Cost	Home Owner Allowance (R'000)	Home Owner Allowance as % of Personnel Cost	Medical Ass. (R'000)	Medical Ass. as % of Personnel Cost	Total Personnel Cost (R'000)
Lower skilled (Levels 1-2)	861	67.6	0	0	53	4.2	102	8	1 273
Skilled (Levels 3-5)	1 490	64.7	17	0.7	56	2.4	256	11.1	2 304
Highly skilled production (Levels 6-8)	11 975	84.8	111	0.8	330	2.3	816	5.8	14 127
Highly skilled supervision (Levels 9-12)	13 057	84.1	66	0.4	298	1.9	666	4.3	15 528
Senior management (Levels 13-16)	6 102	58.3	0	0	50	0.5	341	3.3	10 458
Other	0	0	0	0	0	0	0	0	4 851
TOTAL	33 485	69	194	0.4	787	1.6	2 181	4.5	48 541

TABLE 3.1 - Employment and Vacancies by Programme, 31 March 2003

Programme	Number of Posts	Number of Posts Filled	Vacancy Rate	Number of Posts Filled Additional to the Establishment	
P1: CD: Administration, Permanent	138	121	12.3	0	
P2: CD: Policy and Research, Permanent	18	18	0	0	
P3: CD: Government and Media Liaison, Permanent	63	52	17.5	0	
P4: CD: Provincial and Local Liaison, Permanent	169	116	31.4	0	
P5: CD: Communication Service Agency, Permanent	46	35	23.9	0	
TOTAL	434	342	21.2		

TABLE 3.2 - Employment and Vacancies by Salary Band, 31 March 2003

Salary Band	Number of Posts	Number of Posts Filled	Vacancy Rate	Number of Posts Filled Additional to the Establishment	
Lower skilled (Levels 1-2)	28	27	3.6	0	
Skilled (Levels 3-5)	37	35	5.4	0	
Highly skilled production (Levels 6-8)	241	166	31.1	0	
Highly skilled supervision (Levels 9-12)	104	91	12.5	0	
Senior management (Levels 13-16)	24	23	4.2	0	
TOTAL	434	342	21.2	0	

TABLE 3.3 – Employment and Vacancies by Critical Occupation at 31 March 2003

Critical Occupation	Number of Posts	Number of Posts Filled	Vacancy Rate	Number of Posts Filled Additional to the Establishment
Administrative-related, Permanent	5	5	0	0
Auxiliary and related workers, Permanent	1	1	0	0
Cleaners in offices workshops, hospitals, etc., Permanent	16	16	0	0
Client inform clerks (switchb, receipt, inform clerks), Permanent	2	2	0	0
Communication and information-related, Permanent	84	75	10.7	0
Finance and economics-related, Permanent	3	3	0	0
Financial and related professionals, Permanent	8	8	0	0
Financial clerks and credit controllers, Permanent	7	7	0	0
Food service aids and waiters, Permanent	2	2	0	0
Head of department/chief executive officer, Permanent	1	1	0	0
Human resources & organisat developm & relate prof, Permanent	5	2	60	0
Human resources clerks, Permanent	3	2	33.3	0
Human resources-related, Permanent	3	2	33.3	0
Information technology-related, Permanent	3	3	0	0
Language practitioners interpreters & other commun, Permanent	164	97	40.9	0
Library mail and related clerks, Permanent	3	3	0	0
Light vehicle drivers, Permanent	2	2	0	0
Logistical support personnel, Permanent	3	3	0	0
Material-recording and transport clerks, Permanent	7	7	0	0
Messengers, porters and deliverers, Permanent	6	6	0	0
Other administrat & related clerks and organisers, Permanent	25	23	8	0
Other administrative policy and related officers, Permanent	4	2	50	0
Other information technology personnel., Permanent	6	4	33.3	0
Printing and related machine operators, Permanent	4	4	0	0
Secretaries & other keyboard operating clerks, Permanent	35	32	8.6	0
Security officers, Permanent	4	4	0	0
Senior managers, Permanent	24	22	8.3	0
Trade labourers, Permanent	4	4	0	0
TOTAL	434	342	21.2	0

TABLE 4.1- Job Evaluation 1 April 2002 to 31 March 2003

Salary Band	Number of Posts	Number of Jobs Evaluated	% of Posts Evaluated	Number of Posts Upgraded	% of Upgraded Posts Evaluated	Number of Posts Down graded	% of Down-graded Posts Evaluated	
Lower skilled (Levels 1-2)	28	0	0	0	0	0	0	
Skilled (Levels 3-5)	37	0	0	0	0	0	0	
Highly skilled production (Levels 6-8)	241	3	1.2	1	33.3	0	0	
Highly skilled supervision (Levels 9-12)	104	9	8.7	2	22.2	0	0	
Senior Management Service Band A	14	13	92.9	0	0	0	0	
Senior Management Service Band B	7	5	71.4	0	0	0	0	
Senior Management Service Band C	2	0	0	0	0	0	0	
Senior Management Service Band D	1	1	100	0	0	0	0	
TOTAL	434	31	7.1	3	9.7	0	0	

TABLE 4.2 - Profile of employees whose salary positions were upgraded due to their posts being upgraded, 1 April 2002 to 31 March 2003

Beneficiaries	African	Asian	Coloured	White	Total
Female	1	0	0	0	1
Male	0	0	1	1	2
TOTAL	1		1	1	3
Employees with a Disability	0	0	0	0	0

TABLE 4.3 - Employees whose salary level exceeded the grade determined by Job Evaluation, 1 April 2002 to 31 March 2003 (in terms of PSR 1.V.C.3]

None

TABLE 4.4 - Profile of employees whose salary level exceeded the grade determined by job evaluation [i.t.o. PSR 1.V.C.3] March 2003 (in terms of PSR

None

TABLE 5.1 - Annual Turnover Rates by Salary Band for the period 1 April 2002 to 31 March 2003

Salary Band	Employment at Beginning of Period	Appointments	Terminations	Turnover Rate	
Lower skilled (Levels 1-2)	29	1	2	6.9	
Skilled (Levels 3-5)	44	3	0	0	
Highly skilled production (Levels 6-8)	121	47	14	11.6	
Highly skilled supervision (Levels 9-12)	81	17	12	14.8	
Senior Management Service Band A	16	1	2	12.5	
Senior Management Service Band B	9	1	2	22.2	
Senior Management Service Band C	1	0	0	0	
Senior Management Service Band D	1	0	0	0	
TOTAL	302	70	32	10.6	

TABLE 5.2 - Annual Turnover Rates by Critical Occupation for the period 1 April 2002 to 31 March 2003

Occupation	Employment at Beginning of Period	Appointments	Terminations	Turnover Rate
Administrative-related, Permanent	3	0	0	0
Cleaners in offices, workshops, hospitals etc.,	17	0	2	11.8
Client inform clerks (switchb, recept, inform clerks),	1	0	0	0
Communication and information-related, Permanent	71	17	9	14.1
Finance and economics-related, Permanent	4	0	0	0
Financial and related professionals, Permanent	7	2	0	0
Financial clerks and credit controllers, Permanent	6	1	0	0
Food service aids and waiters, Permanent	2	0	0	0
Head of department/chief executive officer, Permanent	1	0	0	0
Human resources & organisat developm & related prof, Permanent	1	0	0	0
Human resources clerks, Permanent	2	0	0	0
Human resources-related, Permanent	3	0	0	0
Information technology-related, Permanent	3	1	1	33.3
Language practitioners interpreters & other commun, Permanent	67	38	7	10.4
Library mail and related clerks, Permanent	6	0	0	0
Light vehicle drivers, Permanent	2	0	0	0
Logistical support personnel, Permanent	1	0	0	0
Material-recording and transport clerks, Permanent	8	1	0	0
Messengers, porters and deliverers, Permanent	7	0	0	0
Other administrat & related clerks and organisers, Permanent	20	2	1	5
Other administrative policy and related officers, Permanent	5	0	0	0
Other information technology personnel, Permanent	4	1	1	25
Printing and related machine operators, Permanent	4	0	0	0
Secretaries & other keyboard operating clerks, Permanent	28	5	5	17.9
Security officers, Permanent	5	0	0	0
Senior managers, Permanent	17	2	2	11.8
Senior managers, Temporary	2	0	2	100
Trade labourers, Permanent	5	0	0	0
TOTAL	302	70	30	10.6

TABLE 5.3 - Reasons why staff are leaving the department

Termination Type	Number	Percentage of Total Resignations	Percentage of Total Employment
Resignation, Permanent	26	81.2	8.6
Expiry of contract, Temporary	2	6.3	0.7
Discharged due to ill health, Permanent	1	3.1	0.3
Dismissal-misconduct, Permanent	1	3.1	0.3
Retirement, Permanent	2	6.3	0.7
TOTAL	32	100	10.6
Resignations as % of Employment			10.6

TABLE 5.4 - Promotions by Critical Occupation

Occupation	Employment at Beginning of Period	Promotions to another Salary Level	Salary Level Promotions as a % of Employment	Progression to another Notch within Salary Level	Notch progressions as a % of Employment	
Administrative-related	3	2	66.7	1	33.3	
Cleaners in offices, workshops, hospitals etc.	17	0	0	1	5.9	
Client inform clerks (switchb, receipt, inform clerks)	1	0	0	0	0	
Communication and information-related	71	12	16.9	12	16.9	
Finance and economics-related	4	0	0	3	75	
Financial and related professionals	7	1	14.3	4	57.1	
Financial clerks and credit controllers	6	0	0	0	0	
Food service aids and waiters	2	0	0	0	0	
Head of department/chief executive officer	1	0	0	1	100	
Human resources & organisat developm & relate prof	1	0	0	0	0	
Human resources clerks	2	0	0	0	0	
Human resources-related	3	0	0	1	33.3	
Information technology-related	3	0	0	0	0	
Language practitioners interpreters & other commun	67	6	9	24	35.8	
Library mail and related clerks	6	0	0	1	16.7	
Light vehicle drivers	2	0	0	0	0	
Logistical support personnel	1	0	0	0	0	
Material-recording and transport clerks	8	2	25	0	0	
Messengers, porters and deliverers	7	0	0	2	28.6	
Other administrat & related clerks and organisers	20	0	0	8	40	
Other administrative policy and related officers	5	0	0	0	0	
Other information technology personnel	4	0	0	0	0	
Printing and related machine operators	4	0	0	0	0	
Secretaries & other keyboard operating clerks	28	0	0	3	10.7	
Security officers	5	0	0	0	0	
Senior managers	19	4	21.1	0	0	
Trade labourers	5	0	0	1	20	
TOTAL	302	27	8.9	62	20.5	

TABLE 5.5 - Promotions by Salary Band

Salary Band	Employment at Beginning of Period	Promotions to another Salary Level	Salary Level Promotions as a % of Employment	Progression to another Notch within Salary Level	Notch progressions as a % of Employment
Lower skilled (Levels 1-2)	29	0	0	4	13.8
Skilled (Levels 3-5)	44	3	6.8	3	6.8
Highly skilled production (Levels 6-8)	121	8	6.6	38	31.4
Highly skilled supervision (Levels 9-12)	81	12	14.8	16	19.8
Senior management (Levels 13-16)	27	4	14.8	1	3.7
TOTAL	302	27	8.9	62	20.5

TABLE 6.1 - Total number of Employees (incl. Employees with disabilities) per Occupational Category as on 31 March 2003

Occupational Categories	Male, African	Male, Coloured	Male, Indian	Male, White	Female, African	Female, Coloured	Female, Indian	Female, White	Total
Legislators, senior officials and managers	8	1	3	1	5	1	0	2	21
Professionals	85	15	1	14	53	4	5	22	199
Clerks	12	2	0	2	38	4	0	18	76
Service and sales workers	3	1	0	0	0	0	0	0	4
Plant and machine operators and assemblers	6	0	0	0	0	0	0	0	6
Elementary occupations	14	0	0	0	15	1	0	0	30
Other	3	0	0	0	2	1	0	0	6
TOTAL	131	19	4	17	113	11	5	42	342

	Male, African	Male, Coloured	Male, Indian	Male, White	Female, African	Female, Coloured	Female, Indian	Female, White	Total
Employees with disabilities	3	0	0	2	1	0	0	1	7

TABLE 6.2 - Total number of Employees (incl. Employees with disabilities) per Occupational Bands as on 31 March 2003

Occupational Categories	Male, African	Male, Coloured	Male, Indian	Male, White	Female, African	Female, Coloured	Female, Indian	Female, White	Total
Top management	1	0	0	1	0	1	0	0	3
Senior management	9	1	3	1	4	0	0	2	20
Professionally qualified and experienced specialists and mid-management	31	7	1	10	19	2	4	14	88
Skilled technical and academically qualified workers, junior management, supervisors, foremen	56	11	0	4	62	4	1	26	164
Semi-skilled and discretionary decision-making	20	0	0	1	11	2	0	0	34
Unskilled and defined decision-making	14	0	0	0	17	2	0	0	33
TOTAL	131	19	4	17	113	11	5	42	342

TABLE 6.3 - Recruitment for the period 1 April 2002 to 31 March 2003

Occupational Bands	Male, African	Male, Coloured	Male, Indian	Male, White	Female, African	Female, Coloured	Female, Indian	Female, White	Total
Senior management	0	0	0	1	1	0	0	0	2
Professionally qualified and experienced specialists and mid-management	7	1	0	0	7	0	1	1	17
Skilled technical and academically qualified workers, junior management, supervisors, foremen	22	3	0	0	19	2	0	1	47
Semi-skilled and discretionary decision-making	0	0	0	0	2	1	0	0	3
Unskilled and defined decision-making	0	0	0	0	1	0	0	0	1
TOTAL	29	4	0	1	30	3	1	2	70

	Male, African	Male, Coloured	Male, Indian	Male, White	Female, African	Female, Coloured	Female, Indian	Female, White	Total
Employees with disabilities	0	0	0	0	1	0	0	0	1

TABLE 6.4 - Promotions for the period 1 April 2002 to 31 March 2003

Occupational Bands	Male, African	Male, Coloured	Male, Indian	Male, White	Female, African	Female, Coloured	Female, Indian	Female, White	Total
Senior management	2	0	0	0	1	0	0	1	4
Professionally qualified and experienced specialists and mid-management	5	1	0	1	2	0	2	1	12
Skilled technical and academically qualified workers, junior management, supervisors, foremen	5	0	0	0	3	0	0	0	8
Semi-skilled and discretionary decision-making	1	0	0	0	2	0	0	0	3
TOTAL	13	1	0	1	8	0	2	2	27

Employees with disabilities	None
-----------------------------	------

TABLE 6.5 - Terminations for the period 1 April 2002 to 31 March 2003

Occupational Bands	Male, African	Male, Coloured	Male, Indian	Male, White	Female, African	Female, Coloured	Female, Indian	Female, White	Total
Senior management	1	0	1	0	1	0	0	1	4
Professionally qualified and experienced specialists and mid-management	4	1	0	2	3	0	0	2	12
Skilled technical and academically qualified workers, junior management, supervisors, foremen	2	2	1	0	8	0	0	1	14
Semi-skilled and discretionary decision-making	0	0	0	0	0	0	0	0	0
Unskilled and defined decision-making	0	0	0	0	2	0	0	0	2
TOTAL	7	3	2	2	14	0	0	4	32

TABLE 6.6 - Disciplinary action for the period 1 April 2002 to 31 March 2003

Disciplinary action	Male, African	Male, Coloured	Male, Indian	Male, White	Female, African	Female, Coloured	Female, Indian	Female, White	Total
	3	1	0	0	0	0	0	0	4

TABLE 6.7 - Skills Development for the period 1 April 2002 to 31 March 2003

Occupational Categories	Male, African	Male, Coloured	Male, Indian	Male, White	Female, African	Female, Coloured	Female, Indian	Female, White	Total
Legislators, senior officials and managers	7	1	2	1	5	1	0	1	18
Professionals	9	1	3	2	8	1	0	4	28
Technicians and associate professionals	6	2	0	0	2	1	1	6	18
Clerks	16	1	0	0	31	1	0	13	62
Service and sales workers	5	2	0	0	5	0	0	0	12
Skilled agriculture and fishery workers	0	0	0	0	0	0	0	0	0
Craft and related trades workers	0	0	0	0	0	0	0	0	0
Plant and machine operators and assemblers	0	0	0	0	0	0	0	0	0
Elementary occupations	0	0	0	0	0	0	0	0	0
TOTAL	43	7	5	3	51	4	1	24	138
Employees with disabilities	1	0	0	0	0	0	0	0	1

TABLE 7.1 - Performance Rewards by Race, Gender and Disability 1 April 2002 to 31 March 2003

	Number of Beneficiaries	Total Employment	Percentage of Total Employment	Cost (R'000)	Average Cost per Beneficiary (R)
African, Female	29	112	25.9	241	8,310
African, Male	37	128	28.9	371	10,027
Asian, Female	3	5	60	33	11,000
Coloured, Female	6	11	54.5	73	12,167
Coloured, Male	8	19	42.1	77	9,625
White, Female	22	41	53.7	247	11,227
White, Male	3	15	20	53	17,667
Employees with a disability	3	7	42.9	19	6,333
TOTAL	111	338	32.8	1 114	10,036

TABLE 7.2 - Performance Rewards by Salary Band for Personnel below Senior Management Service

Salary Band	Number of Beneficiaries	Total Employment	Percentage of Total Employment	Cost (R'000)	Average Cost per Beneficiary (R)
Lower skilled (Levels 1-2)	8	27	29.6	23	2,875
Skilled (Levels 3-5)	16	34	47.1	62	3,875
Highly skilled production (Levels 6-8)	42	167	25.1	324	7,714
Highly skilled supervision (Levels 9-12)	32	90	35.6	456	14,250
TOTAL	98	318	30.8	865	8,827

TABLE 7.3 - Performance Rewards by Critical Occupation, 1 April 2002 to 31 March 2003

Critical Occupations	Number of Beneficiaries	Total Employment	Percentage of Total Employment	Cost (R'000)	Average Cost per Beneficiary (R)
Cleaners in offices, workshops, hospitals etc.	7	16	43.8	21	3,000
Communication and information-related	26	70	37.1	373	14,346
Finance and economics-related	2	4	50	31	15,500
Financial and related professionals	1	8	12.5	6	6,000
Financial clerks and credit controllers	3	9	33.3	21	7,000
Food service aids and waiters	1	2	50	3	3,000
Head of department/chief executive officer	1	1	100	38	38,000
Human resources & organisat developm & relate prof	1	1	100	12	12,000
Human resources clerks	2	2	100	15	7,500
Human resources-related	2	3	66.7	27	13,500
Information technology-related	1	3	33.3	17	17,000
Language practitioners interpreters & other commun	15	94	16	130	8,667
Library mail and related clerks	4	6	66.7	19	4,750
Light vehicle drivers	1	2	50	4	4,000
Material-recording and transport clerks	4	9	44.4	18	4,500
Messengers, porters and deliverers	1	7	14.3	3	3,000
Other administrat & related clerks and organisers	7	20	35	41	5,857
Other administrative policy and related officers	3	5	60	28	9,333
Printing and related machine operators	4	4	100	14	3,500
Secretaries & other keyboard operating clerks	10	29	34.5	69	6,900
Senior managers	5	22	22.7	188	37,600
Trade labourers	2	5	40	8	4,000
TOTAL	103	322	32	1086	10544

TABLE 7.4 - Performance-related Rewards (Cash Bonus) by Salary Band for Senior Management Service

SMS Band	Number of Beneficiaries	Total Employment	Percentage of Total Employment	Cost (R'000)	Average Cost per Beneficiary (R)	% of SMS Wage Bill	Personnel Cost SMS (R'000)
Band A	1	12	8.3	87	8,700	1.6	5,302
Band B	2	8	25	47	2,350	1.4	3,436
Band C	2	2	100	57	2,850	6.1	934
Band D	1	1	100	38	3,800	4.8	786
TOTAL	6	23	26.1	229	3816.7	2.2	10458

TABLE 8.1 - Foreign Workers, 1 April 2003 to 31 March 2003, by Salary Band

None

TABLE 8.2 - Foreign Workers, 1 April 2002 to 31 March 2003, by Major Occupation

None

TABLE 9.1 - Sick Leave, 1 January 2002 to 31 December 2002

Salary Band	Total Days	% Days with Medical Certification	Number of Employees using Sick Leave	% of Total Employees using Sick Leave	Average Days per Employee	Estimated Cost (R'000)	
Lower skilled (Levels 1-2)	142	16.9	17	8.3	8	17	
Skilled (Levels 3-5)	125	30.4	21	10.2	6	20	
Highly skilled production (Levels 6-8)	677	21.4	109	52.9	6	199	
Highly skilled supervision (Levels 9-12)	276	23.6	53	25.7	5	148	
Senior management (Levels 13-16)	34	11.8	6	2.9	6	50	
TOTAL	1 254	22	206	100	6	434	

TABLE 9.2 - Disability Leave (temporary and permanent), 1 January 2002 to 31 December 2002

Salary Band	Total Days	% Days with Medical Certification	Number of Employees using Sick Leave	% of Total Employees using Sick Leave	Average Days per Employee	Estimated Cost (R'000)	
Highly skilled production (Levels 6-8)	34	17.6	2	66.7	17	12	
Highly skilled supervision (Levels 9-12)	23	13	1	33.3	23	9	
TOTAL	57	15.8	3	100	19	21	

TABLE 9.3 - Annual Leave, 1 January 2002 to 31 December 2002

Salary Band	Total Days Taken	Average per Employee	Employment
Lower skilled (Levels 1-2)	616	22	28
Skilled (Levels 3-5)	785	23	34
Highly skilled production (Levels 6-8)	3 101	19	167
Highly skilled supervision (Levels 9-12)	1 735	19	91
Senior management (Levels 13-16)	568	20	29
TOTAL	6 805	19	349

TABLE 9.4 - Capped Leave, 1 January 2002 to 31 December 2002

Salary Band	Total Days of Capped Leave Taken	Average Number of Days Taken per Employee	Average Capped Leave per Employee as at 31 December 2002	Cost (R'000)	Average Cost per Beneficiary (R)
Lower skilled (Levels 1-2)	8	27	29.6	23	2,875
Skilled (Levels 3-5)	16	34	47.1	62	3,875
Highly skilled production (Levels 6-8)	42	167	25.1	324	7,714
Highly skilled supervision (Levels 9-12)	32	90	35.6	456	14,250
TOTAL	98	318	30.8	865	8 827

TABLE 9.5 - Leave Payouts for the period 1 April 2002 to 31 March 2003

	Total Days	% Days with Medical Certification	Number of Employees Using Sick Leave
Capped leave payouts on termination of service for 2002/03	94	3	31 333
Current leave payout on termination of service for 2002/03	13	2	6 500
TOTAL	107	5	21 400

TABLE 10.1 - Steps taken to reduce the risk of occupational exposure	
Units/categories of employees identified to be at high risk of contracting HIV & related diseases (if any)	Key steps taken to reduce the risk
The nature of the GCIS' work does not necessarily put its employees at a high risk of contracting HIV/AIDS	The issue of occupational exposure is covered in the training on managing HIV/AIDS in the workplace and general awareness programmes presented to staff

TABLE 10.1 - Steps taken to reduce the risk of occupational exposure			
Question	Yes	No	Details, if yes
1. Has the department designated a member of the SMS to implement the provisions contained in Part VI E of Chapter 1 of the Public Service Regulations, 2001? If so, provide her/his name and position	X		Ms L Madalane: Director
2. Does the department have a dedicated unit or have you designated specific staff members to promote health and well-being of your employees? If so, indicate the number of employees who are involved in this task and the annual budget that is available for this purpose	X		The department has a dedicated unit with one (1) employee with a budget of R152 000
3. Has the department introduced an Employee Assistance or Health Promotion Programme for your employees? If so, indicate the key elements/services of the programme	X		The key element is access to counselling services. Regular presentations and workshops relevant to the issues are conducted. Staff are encouraged to test for HIV/AIDS and know their status
4. Has the department established (a) committee(s) as contemplated in Part VI E.5 (e) of Chapter 1 of the Public Service Regulations, 2001? If so, please provide the names of the members of the committee and the stakeholder(s) that they represent	X		Mr K Semakane, Mr P Konaite, Ms M Van Jaarsveld, Ms N Van Driel, Mr E Jiyane, Mr F Nieman (Astaff member from each Chief Directorate and a representative of Nehawu and the PSA)
5. Has the department reviewed the employment policies and practices of your department to ensure that these do not unfairly discriminate against employees on the basis of their HIV status? If so, list the employment policies/practices so reviewed	X		The GCIS HIV/AIDS, Training, Bursary, Employment, Job Evaluation, Resettlement, Grievance policies
6. Has the department introduced measures to protect HIV-positive employees or those perceived to be HIV-positive from discrimination? If so, list the key elements of these measures	X		Voluntary HIV/AIDS testing by employees. Employees are not required to inform management of their HIV/AIDS status. Status of HIV positive employees is kept confidential. Employees living with HIV/AIDS are assured the same rights and responsibilities as any other staff members with equal treatment and opportunities
7. Does the department encourage its employees to undergo voluntary counselling and testing (VCT)? If so, list the results that you have achieved	X		Talks on voluntary counselling and testing as well as information on VCT sites have been made available
8. Has the department developed measures/indicators to monitor and evaluate the impact of your health promotion programme? If so, list these measures/indicators		X	Investigations into measures/indicators are under way

TABLE 11.1 - Collective Agreements, 1 April 2002 to 31 March 2003	
Subject Matter	Date
None	

TABLE 11.2 - Misconduct and Disciplinary Hearings finalised, 1 April 2002 to 31 March 2003		
Outcomes of disciplinary hearings	Number	Percentage of Total
Demotion	1	33.3
Dismissal	1	33.3
Chairperson failed to pronounce sanction	1	33.3
TOTAL	3	

TABLE 11.3 - Types of Misconduct Addressed and Disciplinary Hearings		
Types of misconduct	Number	Percentage of Total
Unauthorised use/abuse of GG petrol card and misuse of GG vehicle	1	25
Fraudulent use of GCIS letterhead without authority/ permission	1	25
Unauthorised use of GG vehicle and gross negligence	1	25
Undertaking private work in contravention of Section 30 of the Public Service Act, 1994.	1	25
TOTAL	4	

TABLE 11.4 - Grievances Lodged for the period 1 April 2002 to 31 March 2003		
Number of grievances addressed	Number	Percentage of Total
Number of grievances resolved	3	100
Number of grievances not resolved	0	0
TOTAL	3	

TABLE 11.5 - Disputes Lodged with Councils for the period 1 April 2002 to 31 March 2003

None

TABLE 11.6 - Strike Actions for the period 1 April 2002 to 31 March 2003

Strike Actions	
Total number of person working days lost	4
Total cost (R'000) of working days lost	0
Amount (R'000) recovered as a result of no work no pay	0

TABLE 11.7 - Precautionary Suspensions for the period 1 April 2002 to 31 March 2003

Precautionary Suspensions	
Number of people suspended	2
Number of people whose suspension exceeded 30 days	2
Average number of days suspended	154
Cost (R'000) of suspensions	120

TABLE 12 - Injury on Duty, 1 April 2002 to 31 March 2003

Nature of injury on duty	Number	Percentage of Total
Required basic medical attention only	1	100
Temporary Total Disablement	0	0
Permanent Disablement	0	0
Fatal	0	0
TOTAL	1	

TABLE 13.1 - Training Needs Identified 1 April 2002 to 31 March 2003

Occupational Categories	Gender	Number of employees as at 1 April 2002	Learnerships	Skills Programmes & other short courses	Other forms of training	Total
Legislators, senior officials and managers	Female	8	0	5	0	5
	Male	14	0	10	0	10
Professionals	Female	34	0	33	0	33
	Male	48	0	46	0	46
Technicians and associate professionals	Female	69	0	73	0	73
	Male	56	0	55	0	55
Clerks	Female	19	0	23	0	23
	Male	25	0	29	0	29
Service and sales workers	Female	15	0	16	0	16
	Male	14	0	12	0	12
TOTAL		302	0	302	0	302

TABLE 13.2 - Training Provided 1 April 2002 to 31 March 2003

Occupational Categories	Gender	Number of employees as at 1 April 2002	Learnerships	Skills Programmes & other short courses	Other forms of training	Total
Legislators, senior officials and managers	Female	8	0	5	0	5
	Male	14	0	23	0	23
Professionals	Female	34	0	30	0	30
	Male	48	0	16	0	16
Technicians and associate professionals	Female	69	0	19	0	19
	Male	56	0	12	0	12
Clerks	Female	19	0	57	0	57
	Male	25	0	30	0	30
Service and sales workers	Female	15	8	18	0	26
	Male	14	4	22	0	26
TOTAL		302	12	232	0	244

TABLE 14.1 - Report on consultant appointments using appropriated funds

Project Title	Total number of consultants who worked on the project	Duration: Work days	Contract value in Rand	
Production of NEPAD Video - outsourced	1	2 months	171 115	
<i>Corporate Identity Manual</i> - outsourced	1	5 months	716 000	
Tracking the communication environment within which government communication takes place – outsourced	1 (consortium)	12 months	2 838 600	
Project Management Training	1	1 month	169 185	
Maintenance, support and development of GCIS Internet infrastructure and application	1	12 months	393 984	
Qualitative research, assessing the communication environment and the communication environment needs of the SApublic (four phases).	1	6 months	499 320	
Publishing and distribution of the <i>2002/03 SA Yearbook</i>	1	12 months	959 880	
Total number of projects	Total individual consultants	Total duration: Work days	Total contract value in Rand	
	7		5 744 804	

TABLE 14.2 - Analysis of consultant appointments using appropriated funds, i.t.o. HDIs

Project Title	Percentage ownership by HDI groups	Percentage management by HDI groups	Number of Consultants from HDI	
Production of NEPAD Video	100	100		
Project Management Training	57.5	67.5		
Maintenance, support and development of the GCIS Internet infrastructure and application	100	100		
<i>Corporate Identity Manual</i>	100	100		
Qualitative research, assessing the communication environment and the needs of the SApublic (four phases)	95	95	1	
Publishing and distribution of the <i>2002/03 SA Yearbook</i>	50	61	1	
Tracking the communication environment within which government communication takes place	18% is owned by Black Empowerment	50	1	