

PART IV: HUMAN RESOURCE MANAGEMENT



HUMAN RESOURCE OVERSIGHT STATISTICS FOR THE PERIOD APRIL 2003 TO MARCH 2004

Table 1.1 Main services for service-delivery improvement and standards

Main services	Actual and potential customers	Standard of service	Actual achievements against standards
1. Formulating and administration of media policy	Media	Media policies developed and properly administered	The Media Development and Diversity Agency (MDDA) Act was developed and is being fully implemented. The MDDA seeks to promote media diversity in the country.
2. Media monitoring	The Presidency, government departments and Ministers	To conduct daily media monitoring.	Daily media monitoring has been done and reports submitted to all relevant stakeholders for implementation and follow up
3. Conducting surveys to assess communication environment	Government	Surveys conducted, resulting in improved government communication	Surveys were conducted by the Research Unit and results presented to all the stakeholders
4. Conducting information and information needs studies	Public, government	Information needs and studies conducted. Results incorporated into products and services provided to all stakeholders	Public information needs and studies were established through regional offices, Multi-Purpose Community Centres (MPCCs) as well as through research conducted by GCIS Research Unit
5. Providing communication and information research advice	Government	Effectiveness of research-based initiatives (impact on government communication) established through monitoring and analysis	11 projects successfully completed and research findings presented
6. Providing media support services	Parliament, Cabinet, Press Gallery and Ministerial Liaison Officers (MLOs)	Provided, among other things, through the Information Resource Centre (IRC), information services to Members of Parliament, the public and the diplomatic corps	The Parliamentary Office recorded 3 072 (256/month) physical visit enquiries and 3 360 (280 /month) telephone enquiries during 2003/04
		Provided strategic and administrative support to the Presidential Press Corps and MLOs and media liaison for key events consistent with the Governments' Communication Strategy	Done

Main services	Actual and potential customers	Standard of service	Actual achievements against standards
7. Arranging fortnightly pre-Cabinet and post-Cabinet meetings	Media	Arranged pre-Cabinet and post-Cabinet briefings to ensure government's work is communicated to the public at large	Done
8. Holding Parliamentary Briefing Weeks	Parliament, media and diplomats	Arranged Parliamentary Media Briefing weeks after the State of Nation Address	Done
9. Assisting South African Missions to develop communication capacity	Department of Foreign Affairs (DFA)	Effective information flow through DFA and International Marketing Council's Communication Resource Centre	Done on a weekly basis
10. Providing secretarial services and content and leadership to the Government Communication Forum (GCF)	Government communicators	At least three GCF meetings	Three meetings took place
11. Accrediting foreign journalists	Foreign journalists and opinion-makers	To accredit foreign journalists and media whenever there are international events	Done
12. Developing media communication strategies for government campaigns	All government departments	Communication strategies developed and approved by the communication clusters	Communication strategies and key messages for government campaigns were developed for all five government communication clusters and approved. Fortnightly <i>Bua Briefs</i> were also produced.
13. Developing content strategy and key messages for government information products	Government	Content strategy and key messages developed for government information products	Done

Main services	Actual and potential customers	Standard of service	Actual achievements against standards
14. Developing content and key messages for products for transversal campaigns	Government	Content and key messages developed for transversal campaigns products	Done
15. Developing and managing training strategies on communication	Government departments, government communicators and MLOs. Training council, standards-generating body for government communicators.	Communication training strategies developed and managed	Communication training strategies developed and a new training course on government communication commenced in May 2004
16. Monitoring, evaluating and analysing print and electronic media	The Presidency and all Ministries	Print and electronic media monitored, evaluated and analysed	Done on a weekly basis
17. Developing marketing, advertising and distribution strategies	The Presidency and all Ministries	Marketing, advertising and distribution strategies developed and implemented	Done
18. Managing and administrating bulk-buying	Government departments, The Presidency and MPCCs	Media bulk-buying properly managed and administered	Done. There are, however, areas that require improvement. These are being addressed through the transformation of the marketing and advertising industry
19. Developing a distribution network	Government departments and MPCCs	Distribution networks developed	Done
20. Managing the corporate identity (CI) of government	Government departments and MPCCs	CI of government properly managed	CI Manual has been developed and training workshops will be conducted at all government departments in the next financial year
21. Recording footage for broadcast purposes	Government	Footage for radio and television broadcast produced	25 radio advertisements produced. 13 video products varying from adverts, documentaries and inserts produced.

Main services	Actual and potential customers	Standard of service	Actual achievements against standards
22. Designing and producing publications	Public broadcaster, MPCCs, Cabinet and The Presidency	Government information-related publications designed and produced	Done
23. Managing government's website	The Presidency and government departments	Government website properly managed	The revamping of the <i>Government Online</i> website commenced and the process will be completed in the next financial year
24. Disseminating information	Government	Government information disseminated	This was done through <i>Bua-News</i> and other information dissemination media
25. Developing products for transversal campaigns	Public, private sector and non-governmental organisations	Products for transversal campaigns developed	Done
26. Photographic assignments of transversal campaigns	Government departments, The Presidency and MPCCs	Photographs taken for transversal campaigns	Done

Table 1.2 Consultation arrangements for customers

Type of arrangements	Actual and potential customers	Actual achievements
1. Marketing, Advertising and Distribution The Marketing, Advertising and Distribution Directorate markets the services provided by the department to other government departments, e.g. media bulk-buying	The Presidency, Ministers, government departments, all government communicators, Ministerial Liaison Officers (MLOs) and media	Clients' needs are addressed through these consultation processes. There is also a clearer understanding of the roles and responsibilities of GCIS in enhancing the government communication system and its operations in ways that contribute to the process of further consolidating democracy and taking the country onto a higher growth and development path.
2. Cluster meetings Manage, convene and provide strategic direction to the communication clusters. Also help with the assessment of the communication environment.	Heads of Communication (HoCs) and MLOs	Cluster meetings were convened and strategic support provided

Type of arrangements	Actual and potential customers	Actual achievements
<p>3. Government Communicators Forum (GCF)</p> <p>Through National Liaison, the GCF has been established to provide strategic direction for government communicators. It assists in developing communication strategies in line with the overall communication strategy. The GCF also assists communicators with the assessment of the communication environment and the communicators' communication needs. To ensure the enhanced quality of services provided, key performance areas were developed.</p>	HoCs and MLOs	Three GCF meetings were held to assess the work of government communicators. Based on this regular interaction and frequent assessments, there is clearer evidence that the work of government communicators is improving.
<p>4. Project Desk</p> <p>The Project Desk serves as the professional delivery mechanism for meeting government's communication needs through mobilising GCIS' expertise. It also serves as a single entry point for client requests.</p>	Government departments	Meetings with clients were held before and after the completion of projects to ensure that throughout the project phase clients' needs and expectations were fully understood and met. Clients are also required to complete a questionnaire at the end of the project, providing feedback about the quality of services provided by GCIS. Exit reports for all transversal projects are compiled, indicating lessons learnt and what can be done in future to enhance the quality of output.
<p>5. Multi-Purpose Community Centres (MPCCs)</p> <p>GCIS has embarked on a process of establishing MPCCs in every district to provide one-stop government services. These Centres are intended to assist community development and participation in government programmes. They also provide feedback to government as to the kind of information required by the public.</p>	South African public	Clients are also consulted through GCIS' nine regional offices and 57 MPCCs. This form of unmediated interaction with the public ensures first-hand feedback from the public themselves on their government information needs. This assists GCIS in tailor-making products to meet the needs of the public.

Type of arrangements	Actual and potential customers	Actual achievements
6. <i>Imbizo</i> Campaign Feedback from the President's and other government role-players' meetings with the public. These are forwarded to the planning section of the organisation concerned.	South African public	A number of Presidential <i>Imbizos</i> and National Focus Weeks where the principals meet the public were organised. Through these initiatives, the principals obtained first-hand experience of what the public requires from government. Feedback mechanisms have been developed to ensure all issues raised by the public are addressed.
7. Electronic Information Resources The unit 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	Government departments and the public	Support was provided to government departments to ensure increased web presence and improved professionalism of government websites in terms of functionality and design

Table 1.3 Service delivery access strategy

Access strategy	Actual achievements
1. Government website	The Government website is updated on a daily basis to keep up with the latest information on government and its Programme of Action.
2. Establishment of Multi-Purpose Community Centres (MPCCs)	The organisation has established 57 MPCCs around the country. These Centres play an important role in providing government-related information and services to the public and especially those at grass roots level.
3. Establishment of Information Resource Centres (IRCs)	GCIS has established IRCs in all regional offices around the country to make government-related information more accessible to the public
4. The publishing of information directories	GCIS produces four directories on a yearly basis. They are: <ul style="list-style-type: none">• <i>Directory of Contacts</i>• <i>Media Directory</i>• <i>Profile Directory</i>• <i>South African Government Directory</i>.

Access strategy	Actual achievements
5. Government and Media Liaison	<p>Has successfully established BuaNews as an effective government news agency</p> <p>It organises media gatherings, which allow for interaction between newspaper editors and political principals</p> <p>It organises Cabinet press briefings, and Parliamentary as well as other media briefings</p>
6. Information Centre	<p>The Centre handles all enquiries from various clients.</p> <p>It distributes government-related information and provides government contact information and profiles electronically and in hard copy.</p>

Table 1.4 Service information tool

Type of information tool	Actual achievements
1. Multi-Purpose Community Centres (MPCCs)	<p>GCIS has established 57 MPCCs around the country. These Centres play an important role in providing government-related information to the public and especially those at grassroots level.</p>
2. Government directories	<p>GCIS produces information directories, which are distributed widely to the public both electronically and in hard copy.</p> <p>They are:</p> <ul style="list-style-type: none"> • <i>Directory of Contacts</i> • <i>Media Directory</i> • <i>Profile Directory</i> • <i>South African Government Directory</i>.
3. Government Communicators Forum (GCF)	<p>The GCF meets on a quarterly basis to discuss the communication and information needs of government communicators</p>
4. Government website	<p>The Government website is updated on a daily basis to reflect the latest government information.</p>

Table 1.5 Complaints mechanism

Complaint mechanism	Actual achievements
1. Government Communicators Forum (GCF)	The GCF addresses the information and communication needs of government communicators. It meets quarterly.
2. Project Desk	The Project Desk receives feedback on projects completed on behalf of clients and these are addressed. An exit report is also compiled that reflects the lessons learnt.
3. Communication clusters	The clusters meet on a monthly basis. Communication-related issues are addressed. This has helped in developing their communication strategies.
4. Pre-Cabinet briefings	The chairperson assists in addressing queries raised by the different departments. These are communication-related issues.
5. Call Centre	All queries received via the Call Centre are forwarded to the relevant sections for response and there is follow-up to ensure that they have been addressed.

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	37,470	18,962	1,197	6,615	94.06%	1,567	121
P2: Policy and Research	16,511	3,997	102	4,418	97.51%	2,351	17
P3: Government & Media Liaison	12,866	8,760	372	915	95.93%	1,685	52
P4: Provincial & Local Liaison	25,939	16,976	496	71	97.16%	1,391	122
P5: Communication Service Agency	23,148	6,544	299	11,989	95.63%	1,769	39
P6: International Marketing & Mobilisation	0	0	0	0	0	0	0
Special functions	0	0	0	0	0	0	0
Total as on financial systems (BAS)	115,934	55,239	2,466	24,008	95.72%	1,583	351

2.2 - Personnel costs by salary band

Salary bands	Personnel expenditure (R'000)	Percentage of total personnel cost	Average personnel cost per employee (R'000)	Number of employees
Lower skilled (Levels 1-2)	1,903	3.4	70,481	27
Skilled (Levels 3-5)	2,017	3.6	63,031	32
Highly skilled production (Levels 6-8)	19,893	35.6	117,018	170
Highly skilled supervision (Levels 9-12)	20,151	36.1	212,116	95
Senior management (Levels 13-16)	11,877	21.3	439,889	27
TOTAL	55,841	100	159,091	351

2.3 – Salaries, overtime, home-owners allowance (HOA) and medical aid by programme

Programme	Salaries (R'000)	Salaries as % of personnel cost	Overtime (R'000)	Overtime as % of personnel cost	HOA (R'000)	HOA as % of personnel cost	Medical ass. (R'000)	Medical ass. as % of personnel cost	Total personnel cost (R'000)
D: Information Technology	1,257	71.9	0	0	7	0.4	91	5.2	1,748
Dir: News Services	1,331	67.3	99	5	26	1.3	66	3.3	1,978
IMC	215	77.3	0	0	0	0	9	3.2	278
P1: Information Centre	1,106	75.6	0	0	29	2	73	5	1,462
P1: CD: Administration	7,085	65.9	33	0.3	147	1.4	395	3.7	10,750
P2: CD: Policy and Research	2,809	70	0	0	65	1.6	177	4.4	4,013
P3: CD: Media Liaison	4,927	71.7	52	0.8	81	1.2	347	5.1	6,869
P4: CD: Prov and Local Liaison	12,435	73.4	0	0	304	1.8	825	4.9	16,939
P5: CD: Communication Service Agency	4,071	66.3	0	0	102	1.7	313	5.1	6,144
P5: SD: Support Services	501	72.3	0	0	30	4.3	28	4	693
SD: Electronic Information Resources	979	77.7	0	0	26	2.1	42	3.3	1,260
SD: Provisioning Administration	2,566	71.7	3	0.1	116	3.2	274	7.7	3,580
Spesiale programme	17	81	0	0	1	4.8	1	4.8	21
Unknown	71	67	0	0	1	0.9	6	5.7	106
TOTAL	39,370	70.5	187	0.3	935	1.7	2,647	4.7	55,841

2.4 – Salaries, overtime, home-owners allowance (HOA) and medical aid by salary band

Salary bands	Salaries (R'000)	Salaries as % of personnel cost	Overtime (R'000)	Overtime as % of personnel cost	HOA (R'000)	HOA as % of personnel cost	Medical ass. (R'000)	Medical ass. as % of personnel cost	Total personnel cost (R'000)
Lower skilled (Levels 1-2)	929	48.8	0	0	51	2.7	93	4.9	1,903
Skilled (Levels 3-5)	1,383	68.6	3	0.1	64	3.2	220	10.9	2,017
Highly skilled production (Levels 6-8)	14,791	74.4	111	0.6	396	2	1,115	5.6	19,893
Highly skilled supervision (Levels 9-12)	15,242	75.6	74	0.4	349	1.7	812	4	20,151
Senior management (Levels 13-16)	7,025	59.1	0	0	75	0.6	407	3.4	11,877
TOTAL	39,370	70.5	188	0.3	935	1.7	2,647	4.7	55,841

3.1 - Employment and vacancies by programme at end of period

Programme	Number of posts	Number of posts filled	Vacancy rate	Number of posts filled additional to the establishment
D: Information Technology, Permanent	11	9	18.2	0
Dir: News Services, Permanent	12	12	0	0
P1: Information Centre, Permanent	13	12	7.7	0
P1: CD: Administration, Permanent	56	48	14.3	0
P1: CD: Administration, Temporary	1	1	0	1
P2: CD: Policy and Research, Permanent	18	17	5.6	0
P3: CD: Media Liaison, Permanent	50	40	20	0
P4: CD: Prov and Local Liaison, Permanent	170	122	28.2	0
P5: CD: Communication Service Agency, Permanent	39	31	20.5	0
P5: CD: Communication Service Agency, Temporary	1	1	0	0
P5: SD: Support Services, Permanent	7	5	28.6	0
SD: Electronic Information Resources, Permanent	9	7	22.2	0
SD: Provisioning Administration, Permanent	47	44	6.4	0
TOTAL	434	349	19.6	1

3.2 - Employment and vacancies by salary band at end of period

Salary band	Number of posts	Number of posts filled	Vacancy rate	Number of posts filled additional to the establishment
Lower skilled (Levels 1-2), Permanent	27	27	0	0
Skilled (Levels 3-5), Permanent	35	32	8.6	0
Highly skilled production (Levels 6-8), Permanent	241	170	29.5	0
Highly skilled supervision (Levels 9-12), Permanent	105	94	10.5	0
Highly skilled supervision (Levels 9-12), Temporary	1	1	0	1
Senior management (Levels 13-16), Permanent	24	24	0	0
Senior management (Levels 13-16), Temporary	1	1	0	0
TOTAL	434	349	19.6	1

3.3 - Employment and vacancies by critical occupation at end of period

Critical occupations	Number of posts	Number of posts filled	Vacancy rate	Number of posts filled additional to the establishment
Administrative-related, Permanent	4	4	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	3	2	33.3	0
Communication and information-related, Permanent	85	78	8.2	0
Communication and information-related, Temporary	1	1	0	1
Finance and economics-related, Permanent	6	5	16.7	0
Financial and related professionals, Permanent	5	5	0	0
Financial clerks and credit controllers, Permanent	7	7	0	0
Food services aids and waiters, Permanent	2	2	0	0
Head of department/chief executive officer, Permanent	1	1	0	0
Human resources & organisat developm & related prof, Permanent	5	1	80	0
Human resources clerks, Permanent	3	2	33.3	0
Human resources-related, Permanent	2	2	0	0
Information technology-related, Permanent	3	3	0	0
Language practitioners, interpreters & other commun, Permanent	163	100	38.7	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	8	6	25	0
Messengers, porters and deliverers, Permanent	6	6	0	0
Other administrative & related clerks and organisers, Permanent	24	23	4.2	0
Other administrative policy and related officers, Permanent	4	3	25	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	36	34	5.6	0
Security officers, Permanent	3	3	0	0
Senior managers, Permanent	23	23	0	0
Senior managers, Temporary	1	1	0	0
Trade labourers, Permanent	4	4	0	0
TOTAL	434	349	19.6	1

4.1 - Job evaluation

Salary band	Number of posts	Number of jobs evaluated	% of posts evaluated	Number of posts upgraded	% of upgraded posts evaluated	Number of posts downgraded	% of downgraded posts evaluated
Lower skilled (Levels 1-2)	27	0	0	0	0	0	0
Skilled (Levels 3-5)	35	1	2.9	1	100	0	0
Highly skilled production (Levels 6-8)	241	1	0.4	0	0	0	0
Highly skilled supervision (Levels 9-12)	106	1	0.9	0	0	0	0
Senior Management Service Band A	15	11	73.3	0	0	0	0
Senior Management Service Band B	7	4	57.1	0	0	0	0
Senior Management Service Band C	2	0	0	0	0	0	0
Senior Management Service Band D	1	0	0	0	0	0	0
TOTAL	434	18	4.1	1	5.6	0	0

4.2 - Profile of employees whose positions were upgraded due to their posts being upgraded

Beneficiaries	African	Asian	Coloured	White	Total
Female	1	0	0	0	1
Male	0	0	0	0	0
Total	1	0	0	0	1
Employees with a disability	0	0	0	0	0

4.3 - Employees whose salary level exceed the grade determined by job evaluation [i.t.o. PSR 1.V.C.3]

Occupation	Number of employees	Job evaluation level	Remuneration level	Reason for deviation	No of employees in dept
Deputy Director	1	11	13	Retention	349
Total	1				

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

Beneficiaries	African	Asian	Coloured	White	Total
Female	1	0	0	0	1
Male	0	0	0	0	0
Total	1	0	0	0	1
Employees with a disability	0	0	0	0	0

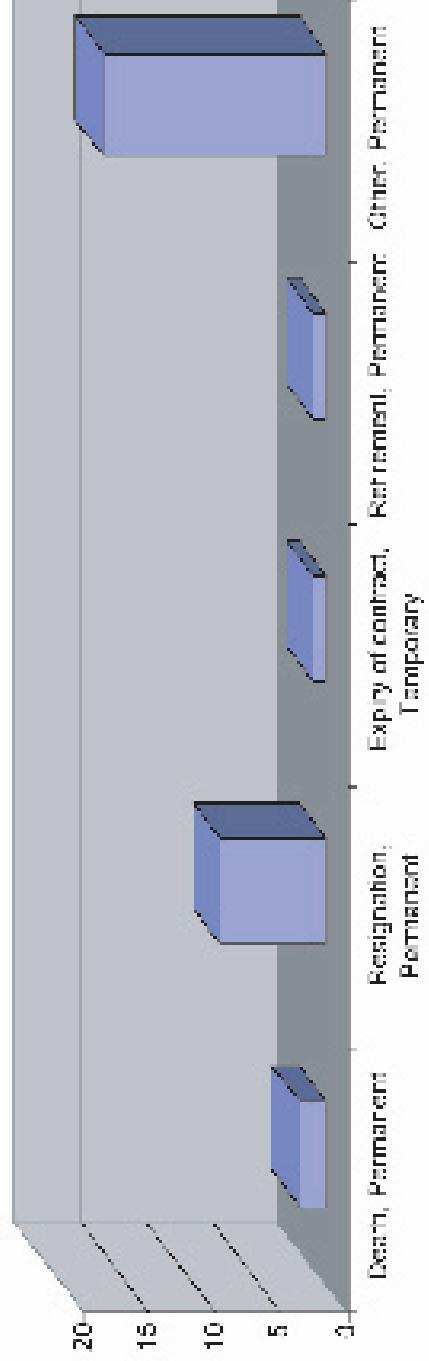
5.1 - Annual turnover rates by salary band

Salary band	Employment at beginning of period	Appointments	Terminations	Turnover rate
Lower skilled (Levels 1-2), Permanent	27	0	0	0
Skilled (Levels 3-5), Permanent	35	2	3	8.6
Highly skilled production (Levels 6-8), Permanent	166	25	11	6.6
Highly skilled supervision (Levels 9-12), Permanent	91	7	13	14.3
Senior Management Service Band A, Permanent	13	2	2	0
Senior Management Service Band B, Permanent	7	0	0	0
Senior Management Service Band C, Permanent	2	0	0	0
Senior Management Service Band D, Permanent	1	0	0	0
TOTAL	342	36	29	8.5

5.2 - Annual turnover rates by critical occupation

Occupation	Employment at beginning of period	Appointments	Terminations	Turnover rate
Administrative-related, Permanent	6	0	1	16.7
Cleaners in offices, workshops, hospitals etc., Permanent	16	0	0	0
Client inform clerks (switchb receipt inform clerks), Permanent	2	0	0	0
Communication and information-related, Permanent	75	6	12	16
Finance and economics-related, Permanent	3	0	0	0
Financial and related professionals, Permanent	8	0	0	0
Financial clerks and credit controllers, Permanent	7	0	0	0
Food services aids and waiters, Permanent	2	0	0	0
Head of department/chief executive officer, Permanent	1	0	0	0
Human resources & organisat developm & relate 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	97	21	7	7.2
Library mail and related clerks, Permanent	3	0	0	0
Light vehicle drivers, Permanent	2	1	1	50
Logistical support personnel, Permanent	3	0	0	0
Material-recording and transport clerks, Permanent	7	1	1	14.3
Messengers, porters and deliverers, Permanent	6	0	0	0
Other administrat & related clerks and organisers, Permanent	23	0	1	4.3
Other administrative policy and related officers, Permanent	2	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	32	3	2	6.3
Security officers, Permanent	4	0	0	0
Senior managers, Permanent	22	1	2	9.1
Senior managers, Temporary	0	1	0	0
Trade labourers, Permanent	4	0	0	0
TOTAL	342	36	29	8.5

5.3 - Reasons why staff are leaving the department

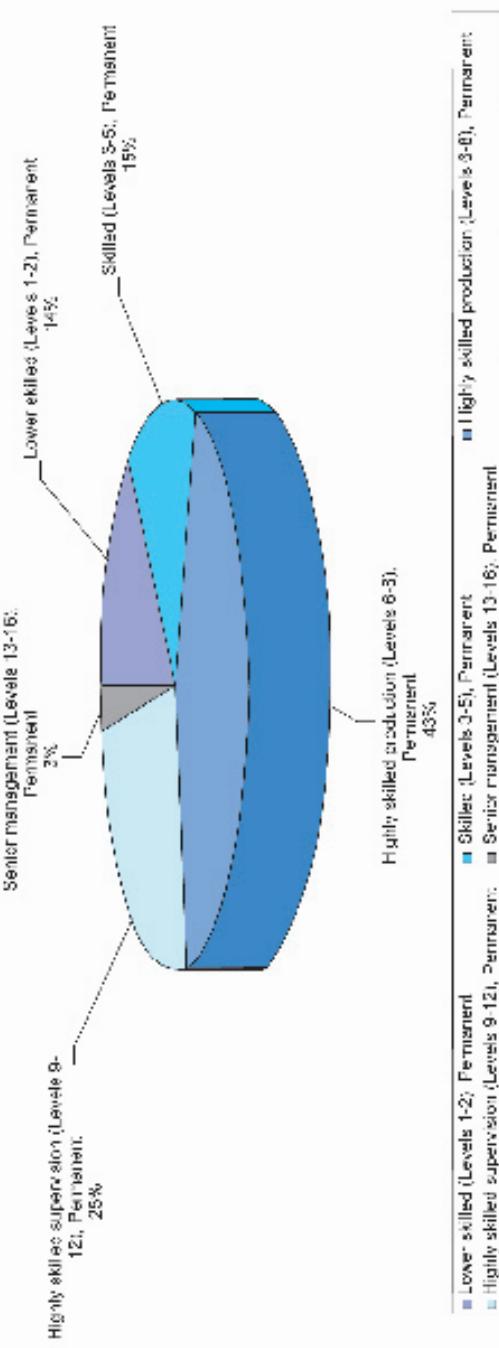


5.4 - Promotions by critical occupation

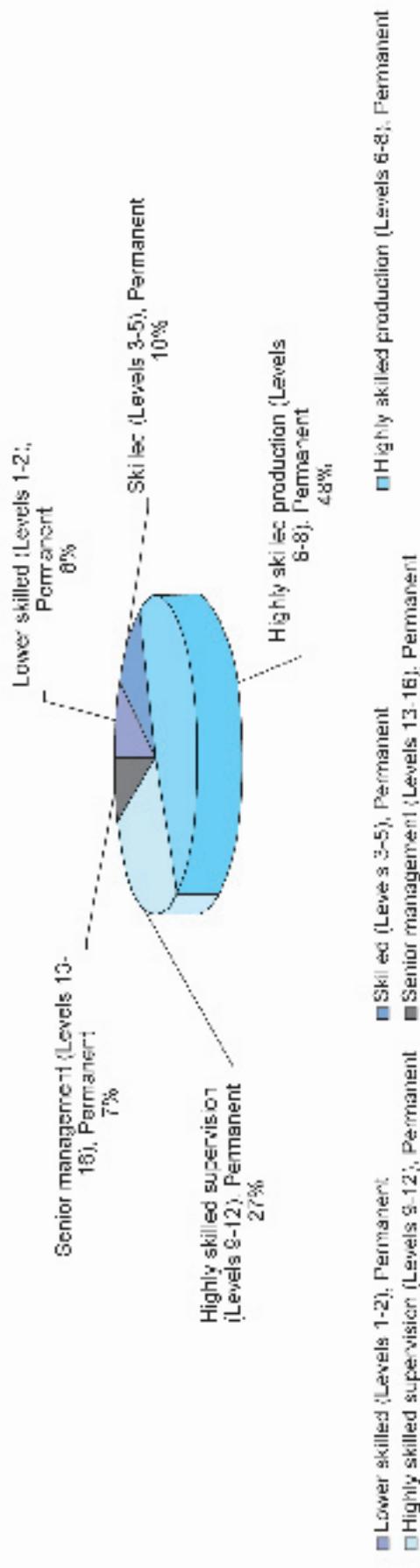
Occupation	Employment at beginning of period	Promotions to another salary level	Salary level promotions as a % of employment	Progressions to another notch within salary level	Notch progressions as a % of employment
Administrative-related	6	0	0	0	0
Cleaners in offices, workshops, hospitals etc.	16	0	0	14	87.5
Client inform clerks (switchb receipt inform clerks)	2	0	0	1	50
Communication and information-related	75	14	18.7	33	44
Finance and economics-related	3	1	33.3	0	0
Financial and related professionals	8	1	12.5	2	25
Financial clerks and credit controllers	7	0	0	6	85.7
Food services aids and waiters	2	0	0	2	100
Head of department/chief executive officer	1	0	0	0	0
Human resources & organisat developm & relate prof	1	0	0	1	100
Human resources clerks	2	0	0	2	100
Human resources-related	3	0	0	2	66.7
Information technology-related	3	0	0	2	66.7
Language practitioners, interpreters & other commun	97	6	6.2	26	26.8
Library mail and related clerks	3	0	0	5	166.7
Light vehicle drivers	2	0	0	2	100
Logistical support personnel	3	0	0	0	0
Material-recording and transport clerks	7	2	28.6	4	57.1
Messengers, porters and deliverers	6	0	0	5	83.3
Other administrat & related clerks and organisers	23	1	4.3	8	34.8
Other administrative policy and related officers	2	0	0	4	200
Other information technology personnel	4	0	0	1	25
Printing and related machine operators	4	0	0	4	100
Secretaries & other keyboard operating clerks	32	0	0	18	56.3
Security officers	4	0	0	2	50
Senior managers	22	1	4.5	4	18.2
Trade labourers	4	0	0	4	100
TOTAL	342	26	7.6	152	44.4

5.5 - Promotions by salary bands

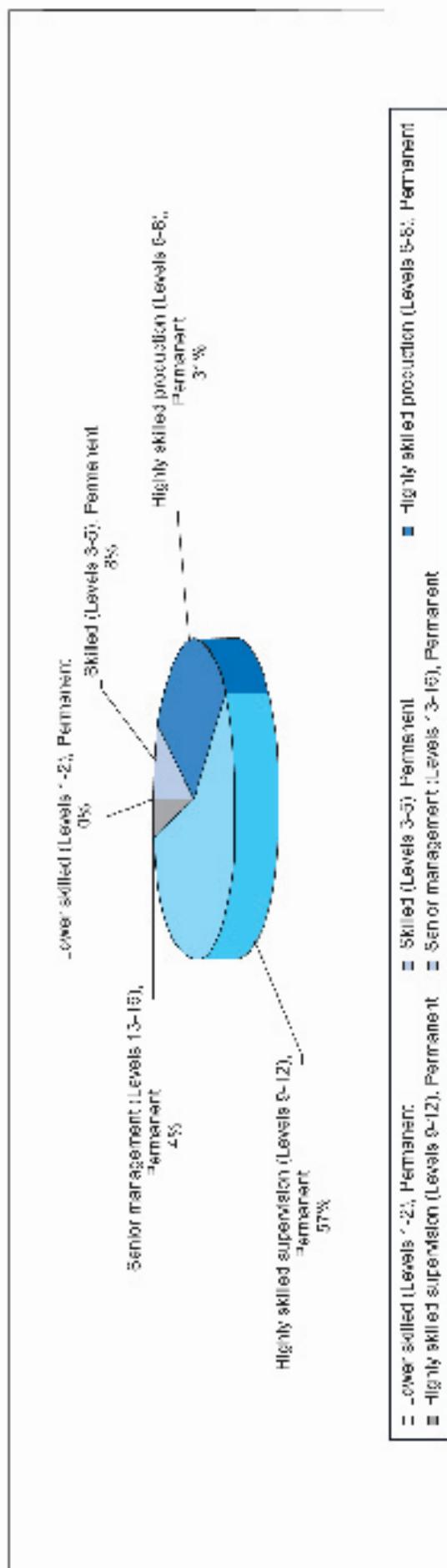
5.5.1 - Employment at the beginning of the period



5.5.2 - Promotions to another salary level



5.5.3 - Progressions to another notch within salary level



6.1 - Total number of employees (incl. employees with disabilities) per occupational category

Occupational categories	Male, African	Male, Coloured	Male, Indian	Male, total Blacks	Male, White	Female, African	Female, Coloured	Female, Indian	Female, total Blacks	Female, White	Total
Legislators, senior officials and managers, Permanent	8	2	3	13	2	6	1	0	0	7	24
Legislators, senior officials and managers, Temporary	0	0	1	1	0	0	0	0	0	0	1
Professionals, Permanent	85	16	0	101	13	58	7	5	70	21	205
Professionals, Temporary	0	0	0	0	1	0	0	0	1	0	1
Clerks, Permanent	12	3	0	15	1	41	4	0	45	18	79
Service and sales workers, Permanent	2	1	0	3	0	0	0	0	0	0	3
Plant and machine operators and assemblers, Permanent	6	0	0	6	0	0	0	0	0	0	6
Elementary occupations, Permanent	14	0	0	14	0	15	1	0	16	0	30
TOTAL	127	22	4	153	16	121	13	5	139	41	349
	Male, African	Male, Coloured	Male, Indian	Male, total Blacks	Male, White	Female, African	Female, Coloured	Female, Indian	Female, total Blacks	Female, White	Total
Employees with disabilities	2	0	0	2	2	1	1	0	0	1	6

6.2 - Total number of employees (incl. employees with disabilities) per occupational bands

Occupational bands	Male, African	Male, Coloured	Male, Indian	Male, total Blacks	Male, White	Female, African	Female, Coloured	Female, Indian	Female, total Blacks	Female, White	Total
Top management, Permanent	1	0	0	1	1	0	1	0	1	0	3
Senior management, Permanent	9	2	3	14	1	6	0	0	6	2	23
Senior management, Temporary	0	0	1	1	0	0	0	0	0	0	1
Professionally qualified and experienced specialists and mid-management, Permanent	34	6	0	41	10	21	1	4	26	14	90
Professionally qualified and experienced specialists and mid-management, Temporary	0	0	0	0	0	1	0	0	1	0	1
Skilled technical and academically qualified workers, junior management, supervisors, foremen, Permanent	54	14	0	68	4	67	8	1	77	25	173
Semi-skilled and discretionary decision-making, Permanent	18	0	0	18	0	11	2	0	13	0	31
Unskilled and defined decision-making, Permanent	11	0	0	11	0	15	1	0	16	0	27
TOTAL	127	22	4	154	16	121	13	5	140	41	349

6.3 - Recruitment

Occupational bands	Male, African	Male, Coloured	Male, Indian	Male, total Blacks	Male, White	Female, African	Female, Coloured	Female, Indian	Female, total Blacks	Female, White	Total
Senior management, Permanent	1										1
Senior management, Temporary	0	0	1	1	0	0	0	0	0	0	1
Professionally qualified and experienced specialists and mid-management, Permanent	5	1	0	6	1	5	0	0	0	0	12
Skilled technical and academically qualified workers, junior management, supervisors, foremen, Permanent	8	3	0	11	0	12	4	0	6	0	27
Semi-skilled and discretionary decision-making, Permanent	1	0	0	1	0	1	0	0	0	0	2
TOTAL	15	4	1	19	1	18	4	0	6	0	43

6.4 - Promotions

Occupational bands	Male, African	Male, Coloured	Male, Indian	Male, total Blacks	Male, White	Female, African	Female, Coloured	Female, Indian	Female, total Blacks	Female, White	Total
Professionally qualified and experienced specialists and mid-management, Permanent	1	0	0	1	1	2	0	0	1	1	6
Skilled technical and academically qualified workers, junior management, supervisors, foremen, Permanent	12	0	0	12	0	4	0	0	0	4	17
Semi-skilled and discretionary decision-making, Permanent	2	0	0	2	0	1	0	0	0	1	3
Unskilled and defined decision-making, Permanent	0	0	0	0	0	0	0	0	0	0	0
TOTAL	15	0	0	15	1	7	0	1	6	2	26

6.5 - Terminations

Occupational bands	Male, African	Male, Coloured	Male, Indian	Male, total Blacks	Male, White	Female, African	Female, Coloured	Female, Indian	Female, total Blacks	Female, White	Total
Senior management, Permanent	2	0	0	2	0	0	0	0	0	0	2
Professionally qualified and experienced specialists and mid-management, Permanent	6	1	1	8	0	3	1	0	0	4	13
Skilled technical and academically qualified workers, junior management, supervisors, foremen, Permanent	7	0	0	7	0	4	0	0	0	4	11
Semi-skilled and discretionary decision-making, Permanent	2	0	0	2	1	0	0	0	0	0	3
TOTAL	17	1	1	19	1	7	1	0	8	1	29

6.6 - Disciplinary action

Disciplinary action	Male, African	Male, Coloured	Male, Indian	Male, total Blacks	Male, White	Female, African	Female, Coloured	Female, Indian	Female, total Blacks	Female, White	Total
TOTAL	6	1	0	0	0	0	0	0	0	0	7

6.7 - Skills development

Occupational categories	Male, African	Male, Coloured	Male, Indian	Male, total Blacks	Male, White	Female, African	Female, Coloured	Female, Indian	Female, total Blacks	Female, White	Total
Legislators, senior officials and managers	4	1	3	8	1	1	1	1	0	2	1
Professionals	40	1	2	43	3	35	1	3	39	13	98
Clerks	1	0	0	1	0	2	0	0	2	0	3
Service and sales workers	3	0	0	3	0	0	0	0	0	0	3
Craft and related trades workers	0	0	0	0	0	0	0	0	0	0	0
Plant and machine operators and assemblers	0	0	0	0	0	0	0	0	0	0	0
Elementary occupations	0	0	0	0	0	0	0	0	0	0	0
TOTAL	48	2	5	55	4	38	2	3	43	14	116

7.1 - Performance rewards by race, gender and disability

	Number of beneficiaries	Total employment	Percentage of total employment	Cost (R'000)	Average cost per beneficiary (R)
African, female	10	121	8.3	74	7,372
African, male	5	127	4	59	11,855
Asian, female	0	5	0	0	0
Asian, male	0	4	0	0	0
Coloured, female	0	13	0	0	0
Coloured, male	3	22	13.6	44	14,787
Black, female	10	139	7.2	74	7,372
Black, male	8	153	5.3	104	12,954
White, female	3	41	7.3	43	14,446
White, male	0	16	0	0	0
TOTAL	21	349	6	221	10,509

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)
Skilled (Levels 3-5)	1	32	3.1	4	4,000
Highly skilled production (Levels 6-8)	11	170	6.5	76	6,909
Highly skilled supervision (Levels 9-12)	7	95	7.4	108	15,429
TOTAL	19	297	6.4	188	9,895

7.3 - Performance rewards by critical occupation

Critical occupations	Number of beneficiaries	Total employment	Percentage of total employment	Cost (R'000)	Average cost per beneficiary (R)
Communication and information-related	7	78	9	108	15,429
Financial clerks and credit controllers	1	7	14.3	6	6,000
Head of department/chief executive officer	1	1	100	23	23,000
Human resources clerks	1	2	50	10	10,000
Language practitioners, interpreters & other commun	1	100	1	10	10,000
Material-recording and transport clerks	1	6	16.7	4	4,000
Other administrative & related clerks and organisers	1	23	4.3	10	10,000
Secretaries & other keyboard operating clerks	7	34	20.6	41	5,857
Senior managers	1	24	4.2	9	9,000
TOTAL	21	275	7.6	221	10,524

7.4 - Performance-related rewards (cash bonuses) by salary band for Senior Management Service (SMS)

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 B	1	7	14.3	9	900	0.3	3,458
Band D	1	1	100	23	2,300	2.6	873
TOTAL	2	8	25	32	1,600	0.7	4,331

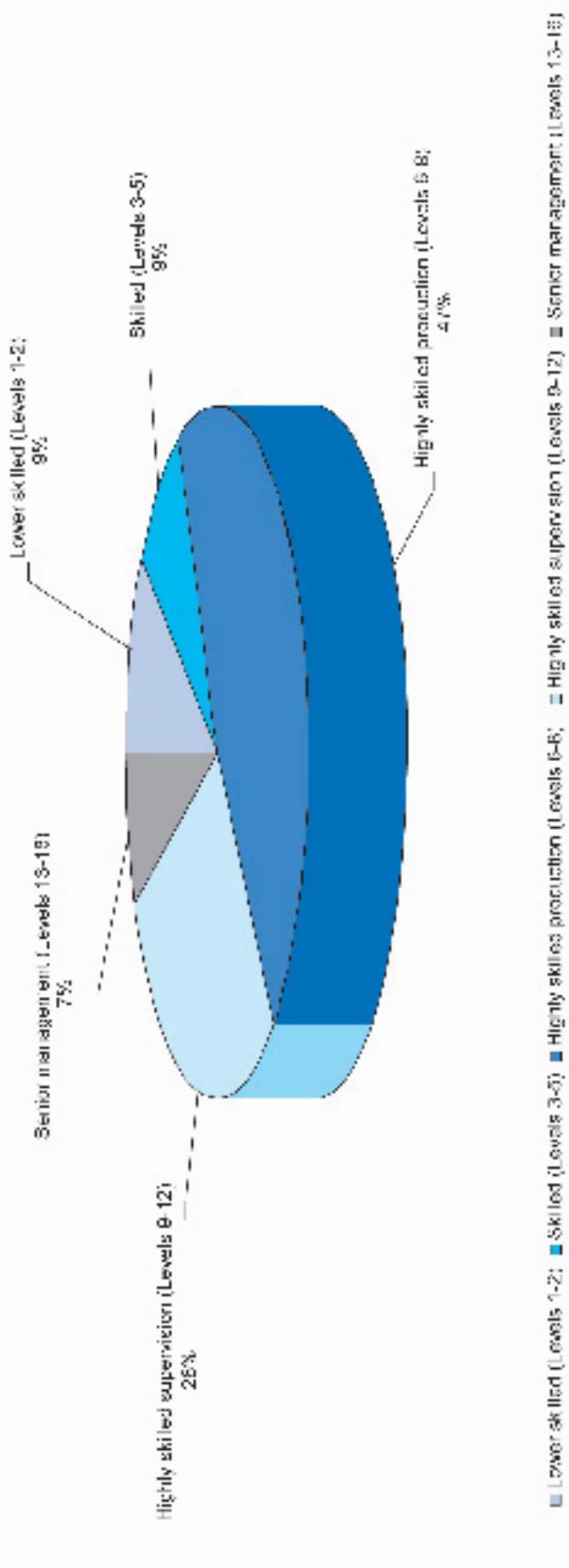
8.1 - Sick leave for Jan 2003 to Dec 2003

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)	Total number of employees using sick leave	Total number of days with medical certification
Lower skilled (Levels 1-2)	85	72.9	16	6.7	5	11	240	62
Skilled (Levels 3-5)	180	83.9	24	10	8	30	240	151
Highly skilled production (Levels 6-8)	861	77.2	119	49.6	7	275	240	665
Highly skilled supervision (Levels 9-12)	480	82.5	67	27.9	7	276	240	396
Senior management (Levels 13-16)	78	87.2	14	5.8	6	125	240	68
TOTAL	1,684	79.7	240	100	7	717	240	1,342

8.2 - Disability leave (temporary and permanent) for Jan 2003 to Dec 2003

Salary band	Total days	% days with medical certification	Number of employees using disability leave	% of total employees using disability leave	Average days per employee	Estimated cost (R'000)	Total number of days with medical certification	Total number of employees using disability leave
Lower skilled (Levels 1-2)	2	100	1	14.3	2	0	2	7
Highly skilled production (Levels 6-8)	164	98.8	6	85.7	27	55	162	7
TOTAL	166	98.8	7	100	24	55	164	7

8.3 - Annual leave taken for Jan 2003 to Dec 2003



8.4 - Capped leave for Jan 2003 to Dec 2003

	Total days of capped leave taken	Average number of days taken per employee	Average capped leave per employee as at 31 December 2003	Number of employees	Total number of capped leave available at 31 December 2003	Number of employees as at 31 December 2003
Lower skilled (Levels 1-2)	32	1	56	40	1,499	27
Skilled (Levels 3-5)	10	0	49	40	1,279	26
Highly skilled production (Levels 6-8)	176	4	31	40	3,333	109
Highly skilled supervision (Levels 9-12)	87	2	32	40	1,971	61
Senior management (Levels 13-16)	6	0	41	40	779	19
TOTAL	311	8	37	40	8,861	242

8.5 - Leave payout

Reason	Total amount (R'000)	Number of employees	Average payment per employee (R'000)
Leave payout for 2003/04 due to non-utilisation of leave for the previous cycle	0	0	0
Capped leave payout on termination of service for 2003/04	13	1	13,000
Current leave payout on termination of service for 2003/04	11	4	2,750
TOTAL	24	5	4,800

9.1 - 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 and AIDS	The issue of occupational exposure is covered in the training on managing HIV and AIDS in the workplace and general awareness programmes presented to staff

9.2 - Details of health promotion and HIV and AIDS programmes

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 employee with a budget of R160 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 issue are conducted. Staff are encouraged to test for HIV and 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, Mr E Jiyane, Mr W Kamanga (a staff 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 and 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 and AIDS testing by employees. Employees are not required to inform management of their HIV and AIDS status. Status of HIV-positive employees is kept confidential. Employees living with HIV and 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 VCT as well as information on VCT sites have been made available
8. Has the department developed measures/indicators to monitor & evaluate the impact of your health promotion programme? If so, list these measures/indicators.		X	Investigations into measures/indicators are under way

10.1 - Collective agreements

Subject matter	Date
None	

10.2 - Misconduct and disciplinary hearings finalised

Outcomes of disciplinary hearings	Number	Percentage of Total	Total
TOTAL	7	100	0

10.3 - Types of misconduct addressed and disciplinary hearings

Type of misconduct	Number	% of total
Attempted theft	2	28.6
Under influence of liquor	1	14.3
Fraudulent use of GCIS letter head	1	14.3
Misuse of GG vehicle	2	28.6
Theft	1	14.3
Total	7	

10.4 - Grievances lodged

Number of grievances addressed	Number	% of total
Resolved	0	0
Not resolved	1	100
Total	1	

10.5 - Disputes lodged

Number of disputes addressed	Number	% of total
Upheled	1	
Dismissed	0	
Total	1	

10.6 - Strike actions

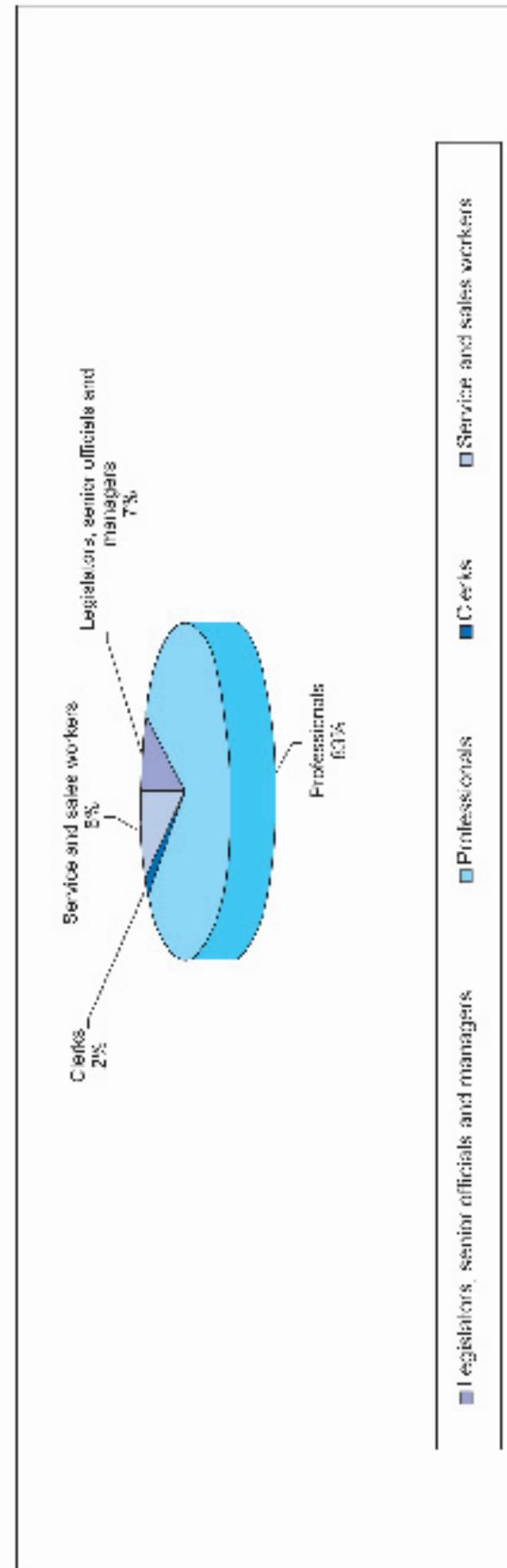
Strike actions
Total number of person working days lost
Total cost (R'000) of working days lost
Amount (R'000) recovered as a result of no work no pay

10.7 - Precautionary suspensions

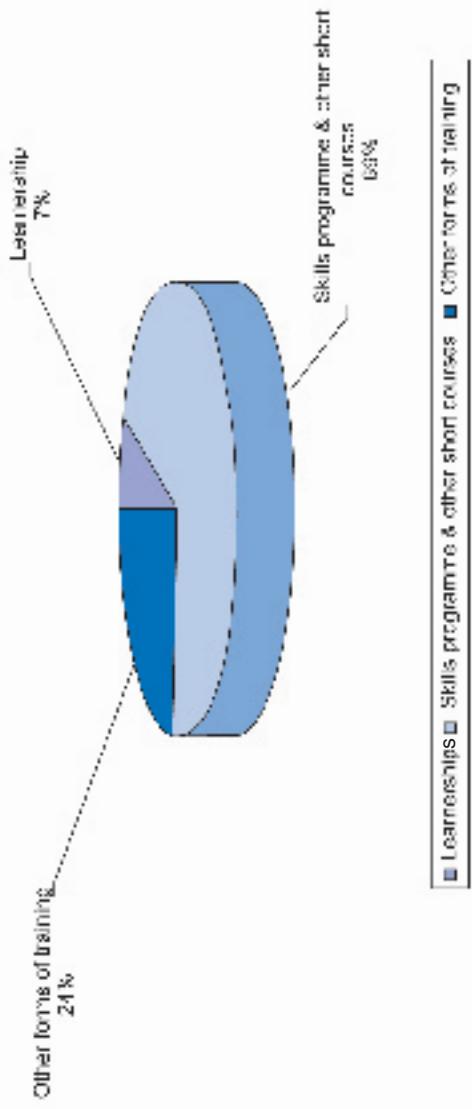
Precautionary suspensions
Number of people suspended
Number of people whose suspension exceeded 30 days
Average number of days suspended
Cost (R'000) of suspensions

11.1 - Training needs identified

11.1.1 - Training needs identified by occupational categories

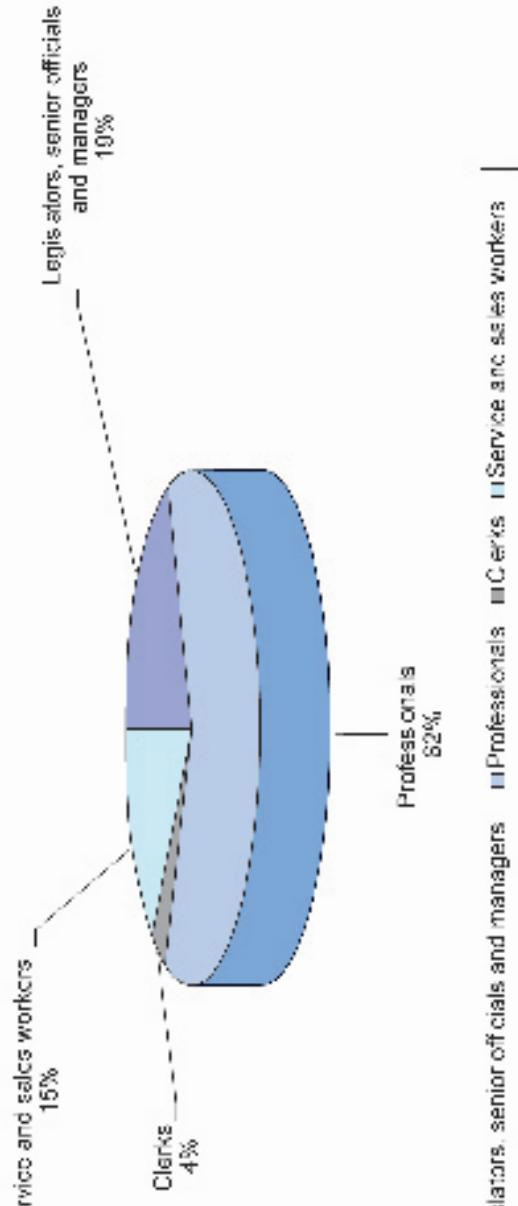


11.1.2 - Training needs identified by type of training

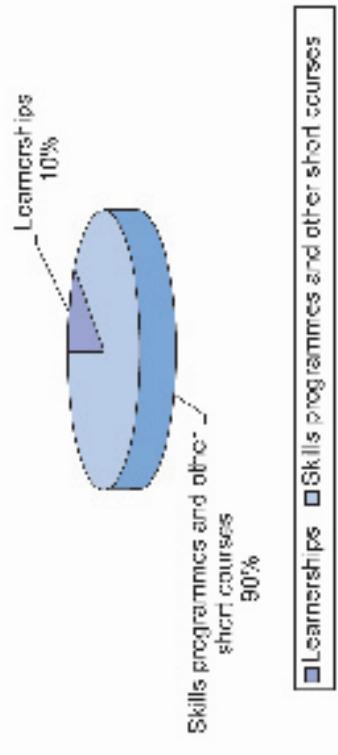


11.2 - Training provided

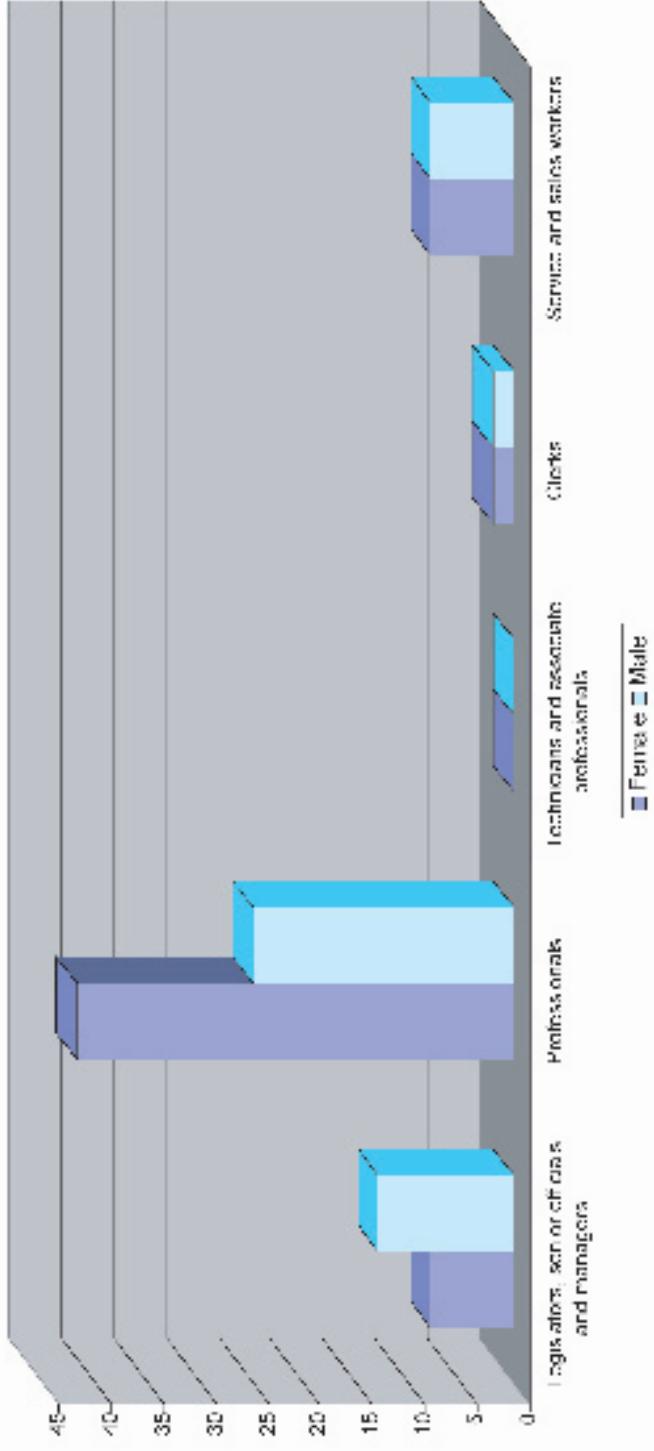
11.2.1 - Training provided by occupational categories



11.2.2 - Training provided by type of training



11.2.3 - Training provided by gender



12.1 - Injury on duty

Nature of injury on duty	Number	% of total
Required basic medical attention only	0	0
Temporary total disablement	0	0
Permanent disablement	0	0
Fatal	0	0
Total	0	0

13.1 - 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
Qualitative research – assessing the communication environment and the communication/information needs of the South African public	1	12 months	549,252
Assessing the impact of the <i>Presidential Imbizo</i>	1	6 weeks	79,573
Publishing and distribution of the 2003/04 SA Yearbook	1	12 months	1,000,000
Simple language training and manual	1	2 months	72,420
Tracker research	1	12 months	3,089,172
Analysis of media content and agenda setting	1	12 months	369,360
Development, production and dissemination of a publication on economic opportunities and the facilitation of workshops	1	12 months	5,000,000
Maintenance, support and development of the GCIS Internet infrastructure and applications	1	24 months	1,116,288
Appointment of a media-buying agency for the bulk-buying of media space for print, electronic and outdoor media	1	24 months	Informed by needs
Integrated Marketing Communication – The Expanded Public Works Programme	1	2 months	3,000,000
Total			14,276,065

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

Project title	Percentage ownership by HDI groups
Qualitative research – assessing the communication environment and the communication/information needs of the South African public	95
Assessing the impact of the <i>Presidential Imbizo</i>	65 women
Publishing and distribution of the <i>2003/04 SA Yearbook</i>	95
Simple language training and manual	65 women
Tracker research	50
Analysis of media content and agenda setting	100 women
Development, production and dissemination of a publication on economic opportunities and the facilitation of workshops	not indicated
Maintenance, support and development of the GCIS Internet infrastructure and applications	not indicated
	100