

Electoral Commission

**Final Draft Technical
Indicator Description**

For 2019/20



2020 ANNUAL PERFORMANCE PLAN

Technical indicator descriptions – Programme 1: Administration

Indicator number	1.1.1
Indicator title	Number of Commission meetings held per annum
Short definition	This indicator records the number of Commission meetings held in any year
Purpose/importance	Commission meetings are one of the mechanisms whereby the Commissioners exercise their oversight role by monitoring, evaluating and supporting the activities of the Electoral Commission and ensuring the implementation of the Electoral Commission's core mandate, strategic goals and objectives
Source/collection of data	Commission meeting minutes filed at Commission Services
Method of calculation	Each Commission meeting minute counts as a single instance in the achievement of the target. Signed and unsigned minutes count towards the achievement of this target. Minutes of closed meetings of the Commission are excluded. The Commission is to meet at least 9 times per annum.
Data limitations	Minutes are only signed at the next meeting and therefore signed minutes will not always be available at the time of reporting.
Type of indicator	Input
Calculation type	Cumulative Year End
Reporting cycle	Quarterly
New indicator	No
Desired performance	The indicator monitors the level of oversight; a higher number of meetings means more oversight.
Indicator responsibility (achievement)	The Chairperson of the Commission
Indicator responsibility (collation and quality assurance)	Manager: Commission Services

2020 ANNUAL PERFORMANCE PLAN

Technical indicator descriptions – Programme 1: Administration

Indicator number	1.1.2
Indicator title	Number of quarterly reports per annum reviewed by the Chief Electoral Officer (CEO) within 30 days after the start of the next quarter
Short definition	This indicator records the number of quarterly reports on the achievement of strategic objectives reviewed by the CEO for possible corrective action if and where necessary
Purpose/importance	Quarterly reports are the mechanisms whereby the administration of the Electoral Commission reports on progress in achieving the organisation's strategic goals and objectives.
Source/collection of data	Quarterly reports signed by the CEO and filed in the Office of the CEO
Method of calculation	Each quarterly report reviewed and signed by the CEO for the year under review counts towards the achievement of the objective, notwithstanding the fact that the final quarter's report will be reviewed and signed within 30 days of the start of the following financial year.
Data limitations	None
Type of indicator	Input
Calculation type	Cumulative Year End
Reporting cycle	Quarterly
New indicator	No
Desired performance	The indicator monitors the level of oversight; a higher number of reports means more oversight.
Indicator responsibility (achievement)	General Manager: Office of the Chief Electoral Officer
Indicator responsibility (collation and quality assurance)	General Manager: Office of the Chief Electoral Officer

2020 ANNUAL PERFORMANCE PLAN

Technical indicator descriptions – Programme 1: Administration

Indicator number	1.2.1
Indicator title	Number of quarterly internal audit progress reports per annum prepared by the Chief Audit Executive and reviewed by the Audit Committee each year within 60 days after the start of the next quarter.
Short definition	This indicator records the number of quarterly internal audit progress reports per annum prepared by the Chief Audit Executive and reviewed by the Audit Committee each year
Purpose/importance	Quarterly reports are the mechanisms whereby the Chief Audit Executive of the Electoral Commission reports on progress in achieving the risk based internal audit plan.
Source/collection of data	Quarterly internal audit progress reports. Audit Committee meeting minutes where quarterly reports are tabled. Depending on the timing of Audit Committee meetings, signed or unsigned minutes count towards the achievement of this target. Minutes and quarterly internal audit progress reports are kept in the office of the Chief Audit Executive.
Method of calculation	Each quarterly report submitted for the year under review counts towards the achievement of the objective, notwithstanding the fact that the final quarter's report will be presented within 60 days of the start of the following financial year.
Data limitations	None
Type of Indicator	Input
Calculation type	Cumulative Year to Date
Reporting cycle	Quarterly
New indicator	No
Desired performance	The indicator monitors the level of oversight of the Electoral Commission; a higher number of reports means more oversight.
Indicator responsibility (achievement)	Chief Audit Executive
Indicator responsibility (collation and quality assurance)	Chief Audit Executive

2020 ANNUAL PERFORMANCE PLAN

Technical indicator descriptions – Programme 1: Administration

Indicator number	1.2.2
Indicator title	Quarterly review and update of the Electoral Commission’s strategic risk register by the Executive Risk Management Committee within 30 days after the start of the next quarter.
Short definition	This indicator records the number of quarterly reviews and updates of the strategic risk register by the Executive Risk Management Committee.
Purpose/importance	Risk is inherent in the Electoral Commission’s business and needs to be managed effectively via an on-going process for identifying, evaluating and managing significant threats and opportunities to ensure that any election is free and fair and that strategic objectives are met.
Source/collection of data	Strategic Risk Registers and minutes of the Executive Risk Management Committee. Depending on the timing of Executive Risk Management Committee meetings, signed or unsigned minutes count towards the achievement of this target. Minutes and Strategic Risk Registers are kept in the office of the Chief Electoral Officer.
Method of calculation	Each Quarterly Strategic Risk Register for the year under review counts towards the achievement of the objective, notwithstanding the fact that the final quarter’s register will be presented within 30 days of the start of the following financial year.
Data limitations	None
Type of indicator	Input
Calculation type	Cumulative Year End
Reporting cycle	Quarterly
New indicator	No
Desired performance	The indicator monitors the level of oversight; a higher number of Strategic Risk Registers means more oversight.
Indicator responsibility (achievement)	Chief Risk Officer
Indicator responsibility (collation and quality assurance)	Chief Risk Officer

2020 ANNUAL PERFORMANCE PLAN

Technical indicator descriptions – Programme 1: Administration

Indicator number	1.3.1
Indicator	Number of permanent staff positions filled per annum
Short definition	The total number of filled positions achieved during the year on a pro rata basis. The target is 90% of the approved organogram on a pro rata basis.
Purpose/importance	Provision, development and retention of competent and skilled human resources are critical for delivery of the legislative mandate and achievement of the strategic objectives.
Source/collection of data	SAP personnel records available from Human Resources as well as the monthly permanent staff reconciliation spreadsheet (staff paid as per SAP payroll vs staff paid as per SAP finance) available from the Office of the Chief Financial Officer.
Method of calculation	A post filled for the full year counts as one full post, posts filled for part of the year count pro rata, (e.g. a post filled for half a year counts as half a post.)
Data limitations	The accuracy of the headcount depends on the reliability of the SAP records maintained at National Office.
Type of indicator	Input
Calculation type	Non-cumulative
Reporting cycle	Annually
New indicator	No
Desired performance	An increase in the number of filled posts means that the Electoral Commission is better resourced to deliver on its mandates.
Indicator responsibility (achievement)	General Manager: Human Resources
Indicator responsibility (collation and quality assurance)	General Manager: Human Resources

2020 ANNUAL PERFORMANCE PLAN

Technical indicator descriptions – Programme 1: Administration

Indicator number	1.3.2
Indicator	Number of permanent staff who were provided with developmental training interventions per annum.
Short definition	A developmental intervention is defined as a training event initiated either by the employer or the employee which could either be a short course or a bursary and which takes place in the year under review. The indicator is thus the total of the number of bursaries awarded and paid to qualifying staff per annum and the number of staff who attend internal and external short courses per annum.
Purpose/importance	Provision, development and retention of competent and skilled human resources are critical for delivery of the legislative mandate and achievement of the strategic objectives.
Source/collection of data	Proof of payments which are held at Financial Administration. Attendance registers for internal courses, and proof of registration and payment for external courses kept by the Training Department at National Office will serve as evidence of courses attended.
Method of calculation	Bursaries awarded and paid for per financial year. Any number of modules for the same qualification count as one award. A second award and payment to an individual for a different qualification counts as an additional award. Each member of staff who attends short-course counts as a single instance, thus it is possible for a staff member to count more than once in any financial year.
Data limitations	The accuracy of the count depends on the collation of information on training courses held outside the National office.
Type of indicator	Input
Calculation type	Cumulative Year to End
Reporting cycle	Quarterly
New indicator	No
Desired performance	Increase in the number of bursaries means that more staff are developed or that staff are better equipped to perform their duties
Indicator responsibility (achievement)	General Manager: Human Resources
Indicator responsibility (collation and quality assurance)	General Manager: Human Resources

2020 ANNUAL PERFORMANCE PLAN

Technical indicator descriptions – Programme 1: Administration

Indicator number	1.3.3
Indicator	Extent of compliance with performance management system as evidenced by the existence of performance agreements and performance assessments for the year under review.
Short definition	Extent of compliance with performance management system as evidenced by the existence of performance agreements and performance assessments for each year covered by the relevant Annual Performance Plan.
Purpose/importance	Provision, development and retention of competent and skilled human resources are critical for delivery of the legislative mandate and achievement of the strategic objectives.
Source/collection of data	Signed performance agreements are held with the relevant supervisor and performance assessments are held at Human Resources, National Office - 100% of qualifying staff.
Method of calculation	Staff that are not eligible or able to complete the agreement or assessment (for example, staff unavailable due to long term sick leave) are not counted as being a reduction in the achievement of this target. Each performance agreement completed for each permanent employee and each performance assessment moderated counts towards the target. Each performance agreement signed by all parties and submitted by 1 April 2018 for the year under review and performance assessment completed and moderated by 31 May 2019 counts towards the achievement of the objective of the year under review.
Data limitations	None
Type of indicator	Input
Calculation type	Cumulative Year End
Reporting cycle	Bi-Annually
New indicator	No
Desired performance	100% completion of agreements and assessments is desired.
Indicator responsibility (achievement)	General Manager: Human Resources
Indicator responsibility (collation and quality assurance)	General Manager: Human Resources

2020 ANNUAL PERFORMANCE PLAN

Technical indicator descriptions – Programme 1: Administration

Indicator number	1.4.1
Indicator	Achieve an unqualified audit report on the annual financial statements each year
Short definition	Achieve an unqualified audit report on the annual financial statements each year
Purpose/importance	An unqualified audit provides evidence that the Electoral Commission as an organisation is accountable.
Source/collection of data	Audit report from the Auditor General
Method of calculation	Audit opinion expressed by the Auditor General for the year under review
Data limitations	None
Type of indicator	Outcome
Calculation type	Non-cumulative
Reporting cycle	Annually
New indicator	No
Desired performance	A clean audit report is desired.
Indicator responsibility (achievement)	Chief Financial Officer, all General Managers and staff within the Electoral Commission that have a role in the finance function.
Indicator responsibility (collation and quality assurance)	Chief Financial Officer

2020 ANNUAL PERFORMANCE PLAN

Technical indicator descriptions – Programme 1: Administration

Indicator number	1.5.1
Indicator	Minimum annual percentage (%) network and application systems availability measured in hours (system generated report available)
Short definition	The Electoral Commission's network connects the national office, disaster site, 9 provincial offices, 10 warehouses and 213 municipal offices and sub-municipal offices and provides all staff members access to the electoral, financial and management systems required for the effective functioning of the organisation.
Purpose/importance	To ensure the cost effectiveness and technology efficiency of the ICT infrastructure that plays a fundamental role in the delivery of free and fair elections.
Source/collection of data	The network and server monitoring systems, such as Nagios, or its successor, are used to electronically monitor and collect performance and availability data across the network, aggregated and reported centrally through the monitoring tool(s) in the ICT Department on national level.
Method of calculation	<p>The percentage up time is calculated using two primary factors, i.e. network and server availability. The network and server figures are calculated by aggregating and averaging the daily availability figures (received from the monitoring tools for each site) on every working day of the year and 9 working hours per day (2,232 hours per annum in 2019/20). The average is reported on a monthly basis and recorded as a percentage of working hours in that month. The average percentage of three months is used to calculate the quarterly figure.</p> <p>The number of working days excludes the closed period between Christmas and New Year.</p> <p>The monitoring is done for productive deployment period of the equipment (i.e. from commissioning to decommissioning).</p>
Data limitations	Power failure at any office and service provider issues w.r.t communication lines (e.g. cable theft or router failure) will affect the availability figures.
Type of indicator	Output
Calculation type	Cumulative Year End
Reporting cycle	Quarterly (3 monthly reports consolidated)
New indicator	No
Desired performance	Higher than targeted performance is desirable
Indicator responsibility (achievement)	Chief Information Officer
Indicator responsibility (collation and quality assurance)	Chief Information Officer

2020 ANNUAL PERFORMANCE PLAN

Technical indicator descriptions – Programme 1: Administration

Indicator number	1.5.2
Indicator	Upgrade IT hardware and platform on a five year cycle as per the approved ICT strategy and plan. Desktop workstations and storage upgrade/replacement implemented by 31 March 2020.
Short definition	<p>The Electoral Commission’s ICT strategy includes a review and upgrade of the hardware and software platforms every 5 years.</p> <p>Phase 1 – Planning the upgrade of the primary Operating Systems Software (OSS), involving determination of scope, resource requirements, frameworks and standards.</p> <p>Phase 2 –Upgrading the Operating Systems software and the upgrade migration of all application systems running on the upgraded OSS, including testing for compatibility and performance stability. Procurement of new computing hardware equipment to replace old (hardware refresh).</p> <p>Phase 3 – New hardware rollout and implementation, including the rollout of some of the Phase 2 deliverables with the new hardware. Key activities are final equipment procurement, configuration, integration and deployment.</p>
Purpose/importance	To ensure the cost effectiveness and technology efficiency of the ICT infrastructure that plays a fundamental role in the delivery of free and fair elections. Modernising the core operating systems and platform for performance stability, consistency and security in line with the product roadmap, maintenance and support services from OEMs. Ensuring that all critical computing equipment and software are maintainable through the OEM’s support and maintenance.
Source/collection of data	Upgrade performed or not. Procurement records.
Method of calculation	Upgraded software and rolled out hardware with the new software platform at all sites every 5 years in accordance with the approved acquisitions and roll out plan.
Data limitations	None
Type of indicator	Output
Calculation type	Non-cumulative
Reporting cycle	Annually (5 Year cycle)
New indicator	No
Desired performance	5 year refresh is desired
Indicator responsibility (achievement)	Chief Information Officer
Indicator responsibility (collation and quality assurance)	Chief Information Officer

2020 ANNUAL PERFORMANCE PLAN

Technical indicator descriptions – Programme 2: Electoral Operations

Indicator number	2.1.1
Indicator title	Average number of calendar days in which elections are conducted from date of vacancy or end of term of office in each year covered by this plan.
Short definition	Measures the average time in which elections are conducted from the date of a vacancy or end of term of office (unless the matter is still active in the court).
Purpose/importance	Timely delivery of elections to ensure efficient execution of the Electoral Commission's mandate. By law, elections need to be conducted within 90 calendar days from the date of the end of term of office or a ward vacancy arising.
Source/collection of data	<p>For general elections: the date of the previous general election as per the election timetable, and the notice proclaiming the date of the general election.</p> <p>For by-elections, the letter from the relevant municipal manager informing the Electoral Commission of a ward vacancy, and the notice proclaiming the by-election. In addition, ward vacancy details are recorded in the candidate nomination system (CNS), which generates a list of ward vacancies for each by-election timetable.</p> <p>If a competent legal authority orders a postponement, the period of the postponement is excluded from the count. Electoral Matters to keep the file of relevant court orders.</p>
Method of calculation	<p>For general elections, a count of the number of calendar days from the expiry of the term of office as per the previous election timetable to the date on which the election is held. The 90 day count commences from the day following the expiry of the term of office.</p> <p>For by-elections, an average of the count of the number of calendar days from the date on the letter from the relevant municipal manager informing the Electoral Commission of a ward vacancy is received to the date on which the election is held. The 90 day count commences from the date on the letter from the municipal manager declaring a ward vacancy and ends on the date of the ward by-election.</p> <p>If a competent legal authority orders a postponement, the period of the postponement is excluded from the count.</p>

2020 ANNUAL PERFORMANCE PLAN

Technical indicator descriptions – Programme 2: Electoral Operations

Data limitations	The Electoral Commission is dependent on the relevant authority (President, Premier, MEC and the Minister of COGTA) proclaiming an election date within the 90 day period. The Electoral Commission is dependent on municipal managers informing the Electoral Commission of the existence of ward vacancies, as well as the relevant MEC for local government proclaiming the date of the ward by-election within 90 calendar days.
Type of indicator	Output
Calculation type	Cumulative Year End
Reporting cycle	Quarterly
New indicator	No
Desired performance	Performance that is less than or equal to the target is desirable since elections must, by law, be conducted within 90 calendar days
Indicator responsibility (achievement)	The Commission for general elections and the General Manager: Electoral Matters for by-elections.
Indicator responsibility (collation and quality assurance)	General Manager: Electoral Matters

2020 ANNUAL PERFORMANCE PLAN

Technical indicator descriptions – Programme 2: Electoral Operations

Indicator number	2.1.2
Indicator title	Average number of calendar days in which to fill PR seat vacancies in each year covered by this plan.
Short definition	Measures the average number of calendar days in which PR vacancies are filled from the dates of vacancy. The date of the vacancy is the date on which the Electoral Commission receives an up to date notification (unless the matter is still active in the court).
Purpose/ importance	Timely filling of PR vacancies in line with legislative requirements to ensure efficient execution of the Electoral Commission's mandate.
Source/collection of data	Letter from the Municipal Manager informing the CEO of the PR vacancy as recorded in the register held with Electoral Matters.
Method of calculation	The count is the average period of days from the date of receipt of the Municipal Manager's letter informing the CEO of the PR vacancy. The date of receipt of the municipal manager's letter is included in the count. The date of issue of the letter from the Commission is excluded from the count. Whenever a councillor elected from a party list ceases to hold office, the Municipal Manager must, within 7 days of the vacancy, inform the Chief Electoral Officer (CEO). The CEO must declare the appointment in writing of the name of the person at the top of the applicable party list. The party may supplement, change or increase its party list by no later than 21 days after the councillor has ceased to hold office. The vacancy must be filled as soon as the party has supplemented, changed or increased its list but not later than 14 days after expiration of the 21 day period.
Data limitations	Dependent on the Municipal Manager's letter to the CEO informing the Electoral Commission of the vacancy and the supporting documentation i.e. the letter of resignation, death certificate or submitted revised party list.
Type of indicator	Output
Calculation type	Non-cumulative
Reporting cycle	Quarterly
New indicator	No
Desired performance	Performance that is equal to, or less than the targeted 35 days as prescribed by law..
Indicator responsibility (achievement)	Manager: Electoral Registrations & Liaisons
Indicator responsibility	General Manager: Electoral Matters

2020 ANNUAL PERFORMANCE PLAN

Technical indicator descriptions – Programme 2: Electoral Operations

(collation and quality assurance)	
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2020 ANNUAL PERFORMANCE PLAN

Technical indicator descriptions – Programme 2: Electoral Operations

Indicator number	2.1.3
Indicator title	Number of calendar days in which election results for each election is announced by the Electoral Commission in each year covered by this plan.
Short definition	Number of calendar days in which election results are announced by the Electoral Commission
Purpose/importance	The law requires that the Electoral Commission announce and publish election results within 7 calendar days after voting day.
Source/collection of data	Date-stamped print out of report from results system of election results being publicly available held with Electoral Matters on file
Method of calculation	Count of number of calendar days from the date of election to date of election results being publicly available via the Electoral Commission's Results System
Data limitations	None
Type of indicator	Output
Calculation type	Cumulative Year End
Reporting cycle	Quarterly
New indicator	No
Desired performance	Performance that is lower than target is desirable since results must, by law, be announced within 7 calendar days
Indicator responsibility (achievement)	Manager: Election Management
Indicator responsibility (collation and quality assurance)	General Manager: Electoral Matters

2020 ANNUAL PERFORMANCE PLAN

Technical indicator descriptions – Programme 2: Electoral Operations

Indicator number	2.1.4
Indicator title	Number of elections set aside in each year covered by this plan
Short definition	Counts the number of elections that are set aside by a court of law.
Purpose/importance	Counts the number of elections that are set aside by a court of law owing to the court ruling on an irregularity related to the election
Source/collection of data	Copy of court order kept on file held by Electoral Matters
Method of calculation	Incidences of an election (including by elections) being set aside by a court of law within the financial year. No elections having been set aside indicates that the target is achieved. The election is deemed to be set aside on the date of the court ruling, thus elections held in a previous financial year, that were set aside in the current financial year are included in this year's count. Elections held in this financial year that were set aside after the end of the financial year are included in next year's count.
Data limitations	An election may be set aside owing to the actions of stakeholders that are outside of the control of the Electoral Commission, such as political parties or voters.
Type of indicator	Output
Calculation type	Cumulative Year End
Reporting cycle	Quarterly
New indicator	No
Desired performance	Performance that meets target of zero.
Indicator responsibility (achievement)	Manager: Election Management
Indicator responsibility (collation and quality assurance)	General Manager: Electoral Matters

2020 ANNUAL PERFORMANCE PLAN

Technical indicator descriptions – Programme 2: Electoral Operations

Indicator number	2.2.1
Indicator title	Number of registered voters as at 31 March each year.
Short definition	Registered voters on the last working day of the financial year.
Purpose/importance	The number of registered voters on the voters' roll is a fundamental indicator of the growth and decrease of the voters' roll and hence its comprehensive nature.
Source/collection of data	A snapshot of number of registered voters extracted from the Voter Registration database as at 31 March to be filed with Electoral Matters.
Method of calculation	Every current registered voter appearing on the voter's roll is counted once.
Data limitations	Validity of being a registered voter is dependent on data (national population register) received from Department of Home Affairs.
Type of indicator	Outcome
Calculation type	Non-cumulative
Reporting cycle	Annually
New indicator	No
Desired performance	The indicator is for monitoring the number of registered voters. The aim being to achieve the stated targets which are designed to reflect the fluctuations in voting age population. Numbers equal to or greater than the target.
Indicator responsibility (achievement)	Manager: Electoral Registrations & Liaisons
Indicator responsibility (collation and quality assurance)	General Manager: Electoral Matters

2020 ANNUAL PERFORMANCE PLAN

Technical indicator descriptions – Programme 2: Electoral Operations

Indicator number	2.2.2
Indicator title	Number of registered voters who appear on the voters roll for whom the Electoral Commission does not have a recorded address as at 31 March of each year covered by this plan.
Short definition	This indicator measures the number of registered voters without a recorded address on the voters' roll at the end of the financial year.
Purpose/importance	To ensure an up to date and comprehensive national voters roll ahead of every statutory election by, inter alia, ensuring that addresses for voters without addresses are captured on the voters' roll in accordance with the Mhlophe judgement of the Constitutional Court.
Source/collection of data	Voter Registration System
Method of calculation	<p>The indicator is calculated as the number of registered voters without a recorded address on the voters' roll at the end of the financial year.</p> <p>"No address" is when there are no values in the address fields. Entries and values that are incomprehensible are not regarded as an address. Entries and values must be assessed in terms of the Electoral Commission's mandate and the purpose for maintaining addresses on the voters' roll. Thus "no address" would mean that it is impractical for the EC to use all the address field information to assign a voter to a particular ward.</p>
Data limitations	Address definition is different for various human settlement typologies.
Type of indicator	Outcome
Calculation type	Non-cumulative
Reporting cycle	Annually
New indicator	Yes
Desired performance	The indicator is for monitoring the number of address details for registered voters that are recorded on the voters' roll. The desired performance is for the lowest number of registered voters without a recorded address on the voters' roll.
Indicator responsibility (achievement)	Manager: Electoral Registrations & Liaisons
Indicator responsibility (collation and quality assurance)	General Manager: Electoral Matters

2020 ANNUAL PERFORMANCE PLAN

Technical indicator descriptions – Programme 2: Electoral Operations

Indicator number	2.3.1
Indicator title	Number of contracted voting stations in place on main registration weekends or general election days in the years where applicable
Short definition	Number of contracted voting stations on main registration weekends or general election days in year where applicable
Purpose/importance	Tracks the contracting and utilisation of voting stations for main electoral events.
Source/collection of data	Voting station contract records electronically filed in the VSO system: Voting stations "opened" reports for electoral events. System snapshot VSM
Method of calculation	Every Voting District must contain one Voting Station; every Voting District that is linked to a main electoral event (national registration weekends or general elections) is counted. In a year where there is more than one event – for example two registration weekends, each voting station is only counted once.
Data limitations	Data reliant on accurate reporting from voting station level.
Type of indicator	Output
Calculation type	Non-cumulative
Reporting cycle	Annually
New indicator	No
Desired performance	100% performance is desired to ensure that voting stations are contracted and made available in support of electoral events
Indicator responsibility (achievement)	Manager: Infrastructure
Indicator responsibility (collation and quality assurance)	General Manager: Logistics and Infrastructure

2020 ANNUAL PERFORMANCE PLAN

Technical indicator descriptions – Programme 2: Electoral Operations

Indicator number	2.3.2
Indicator title	Timely sourced electoral materials in accordance with the approved materials requirement plan (MRP) and bill of material (BOM), delivered to voting stations, for each main electoral event (i.e. NPE and LGE).
Short definition	Sourced and delivered materials in accordance with signed off BOM in accordance with election timelines.
Purpose/importance	To ensure timely delivery of material at each voting station for every electoral event.
Source/collection of data	Signed off BOMS. Approved MRP quantities / material from the Logistics Information System (LIS) for every electoral event. Procurement records in SAP indicating delivery of required materials before main electoral events. Stock issue records / delivery notes from SAP indicating delivery at local offices before main electoral events. Voting District Material list.
Method of calculation	Result will be calculated based on the number of voting stations that have received all items specified as per BOMs before the main electoral event.
Data limitations	No data limitations
Type of indicator	Output
Calculation type	Non-cumulative
Reporting cycle	Annually
New indicator	No
Desired performance	100%

2020 ANNUAL PERFORMANCE PLAN

Technical indicator descriptions – Programme 2: Electoral Operations

Indicator responsibility (achievement)	Manager: Logistics
Indicator responsibility (collation and quality assurance)	General Manager: Logistics and Infrastructure

2020 ANNUAL PERFORMANCE PLAN

Technical indicator descriptions – Programme 2: Electoral Operations

Indicator number	2.4.1
Indicator title	Number of liaison sessions held with members of party liaison committees (PLCs) meetings at national (x1), provincial (x9), and municipal (x213) levels per annum.
Short definition	Number of liaison sessions/consultations with party liaison members at a national, provincial or municipal level in the year under review. .
Purpose/importance	A count of the number of liaison sessions/consultations to be held at a national, provincial or municipal level with representatives of registered parties to ensure sound relationships.
Source/collection of data	Minutes of the meetings uploaded by national office and provinces into the PLC Document application on the Electoral Commission Portal under the PLC Documentation System.
Method of calculation	Each minuted meeting with the PLC (as constituted in terms of the Act) counts as one liaison sessions held at a national or a provincial or a municipal level.
Data limitations	The accuracy of the count depends on the consistent uploading of PLC minutes as they occur at local, provincial and national levels.
Type of indicator	Output
Calculation type	Cumulative Year End
Reporting cycle	Quarterly
New indicator	No
Desired performance	Performance that is equal to or higher than the target is desirable.
Indicator responsibility (achievement)	Manager: Electoral Matters (Voter Registration and Party Liaison)
Indicator responsibility (collation and quality assurance)	General Manager: Electoral Matters

2020 ANNUAL PERFORMANCE PLAN

Technical indicator descriptions – Programme 2: Electoral Operations

Indicator number	2.5.1
Indicator title	Number of electoral staff recruited and trained per annum.
Short definition	Number of electoral staff recruited and trained per annum.
Purpose/importance	Electoral staff are a critical component of elections delivery
Source/collection of data	Staff members contracted, and whose employment is registered in the Electoral Staff System (ESS). The information is extracted from the ESS by means of the Training and the Staff Count reports.
Method of calculation	<p>Staff are counted as having been recruited and trained when they work at a main electoral event, i.e. during National and Provincial elections as well as Local Government elections.</p> <p>Each staff member contracted for a main registration drive which is made up of two registration weekends is counted once. The average of the two weekend's figures is used where there is a difference in the numbers of staff who work on each weekend.</p> <p>In years where there is only one main registration drive each staff member contracted for such a drive is counted once.</p> <p>Each staff member who works for a main election event is counted once. The number of staff who work on election day is the number counted. Some staff may work for special voting days as well as on election day but these are not counted separately</p>
Data limitations	The accuracy of the count is dependent on the accuracy of ESS data.
Type of indicator	Output
Calculation type	Non-cumulative
Reporting cycle	Annually
New indicator	No
Desired performance	Desired level of performance is higher than target
Indicator responsibility (achievement)	General Manager: Human Resources
Indicator responsibility (collation and quality assurance)	General Manager: Human Resources

Technical indicator descriptions – Programme 3: Outreach

Indicator number	3.1.1
Indicator title	Number of voters who turn out in national and local government elections, as a percentage of registered voters in years when applicable.
Short definition	This indicator measures the number of voters who turn out against registered voters in national and local government elections. Provincial and by-elections are excluded.
Purpose/importance	This is a measure of participation in electoral processes.
Source/collection of data	Voting statistics and data collated in the national results system as reflected on the Electoral Commission's website.
Method of calculation	For national elections: Number of votes cast on election day on the national ballot divided by the registered population. Registered population is defined as the number of registered voters in VDs where the Commission has declared results. For local government elections: Highest of either ward or Proportional Representation Total Votes Cast per VD and accumulated, divided by Registered Population + MEC7 Votes expressed as a percentage. Registered population is defined as the number of registered voters in VDs where the Commission has declared results.
Data limitations	None
Type of indicator	Outcome
Calculation type	Non-cumulative
Reporting cycle	Annually
New indicator	No
Desired performance	This indicator is a measure of the effectiveness of civic and democracy education and communications campaigns.
Indicator responsibility (achievement)	Although achievement is an indicator of the success of civic and democracy education and communication campaigns, it also vests with, a number of factors outside of the control of the Electoral Commission.
Indicator responsibility (collation and quality assurance)	Manager: Election Management

Technical indicator descriptions – Programme 3: Outreach

Indicator number	3.1.2
Indicator title	Number of civic and democracy education events held per annum.
Short definition	An event is defined as being an educational activity targeting a specific audience of at least a given minimum size of 20 people.
Purpose/importance	Civic and Democracy education events are the mechanism by which the Electoral Commission promotes learning that facilitates participation in electoral democracy to various audiences in communities.
Source/collection of data	For an event to be valid, the following TWO types of auditable evidence are compulsory: <ul style="list-style-type: none"> • An attendance register per event, uploaded in the Outreach Management System (OMS), is compulsory. • Evidence of educational substance is also compulsory and will be demonstrated by completing the form which is embedded in the OMS.
Method of calculation	Each event that meets the definition is counted towards achieving the target.
Data limitations	Collation of data is complex and time consuming. An outreach management system was designed to facilitate aggregation of data.
Type of indicator	Input
Calculation type	Cumulative Year to Date
Reporting cycle	Quarterly
New indicator	No
Desired performance	More events imply that more people have been reached and taught how to participate in South Africa's electoral democracy.
Indicator responsibility (achievement)	Provincial Electoral Officers
Indicator responsibility (collation and quality assurance)	General Manager: Civic & Democracy Education and Research

Technical indicator descriptions – Programme 3: Outreach

Indicator number	3.1.3
Indicator title	Audience reached by civic and democracy education programmes through television and radio in each year covered by the Annual Performance Plan.
Short definition	Viewership and listenership statistics provided by the contracted public broadcaster for televised and public radio civic and democracy education programmes.
Purpose/importance	Viewership and listenership figures provide an indication of the reach achieved through television and radio civic and democracy education programmes.
Source/collection of data	Viewership and listenership audience data, viz. Television Audience Measurement Statistics (TAMS) and Radio Audience Measurement Statistics (RAMS), are supplied by the contracted public broadcaster. The data is available in soft and hard formats from the records of the Senior Manager: CERKM.
Method of calculation	The total average figure as per the TAMS and RAMs generated independently for the contracted public broadcaster/community radio in respect of structured civic education programmes for general and differentiated audiences during each financial year.
Data limitations	Television ratings are available fortnightly and radio every three months.
Type of indicator	Output
Calculation type	Non- Cumulative
Reporting cycle	Annually
New indicator	No
Desired performance	A higher viewership and listenership figure implies a higher educational reach and thus is considered more successful.
Indicator responsibility (achievement)	General Manager: Civic & Democracy Education and Research
Indicator responsibility (collation and quality assurance)	General Manager: Civic & Democracy Education and Research

Technical indicator descriptions – Programme 3: Outreach

Indicator number	3.1.4
Indicator title	Public perceptions of the Electoral Commission held, as evidenced by the media reports for each year covered by the Annual Performance Plan
Short definition	Overall perception of the Electoral Commission based on media monitoring
Purpose/importance	The tone of media reports (positive, negative and neutral) provide an indication of the overall perception of the Electoral Commission created in the media during the year
Source/collection of data	Monthly media analysis reports from an independent third party media monitoring service provider contracted by the Electoral Commission through a competitive bidding process. The reports are stored in the Electoral Commission's internal J-Drive.
Method of calculation	Analysis of all media reports as positive, negative or neutral resulting in a annual total for each category.
Data limitations	Objectivity/accuracy of the media analysis
Type of indicator	Output
Calculation type	Cumulative Year End
Reporting cycle	Quarterly
New indicator	Yes
Desired performance	A greater percentage of positive and neutral media reports versus negative indicates a more positive perception and reputation of the Electoral Commission over time
Indicator responsibility (achievement)	Manager: Communications
Indicator responsibility (collation and quality assurance)	Manager: Communications

Technical indicator descriptions – Programme 3: Outreach

Indicator number	3.2.1
Indicator title	Recorded number of spoiled ballots in national and local government elections in the years when applicable
Short definition	Recorded number of spoiled ballots in national and local government elections in the years when applicable
Purpose/importance	Spoiled ballots may be a reflection of the efficacy of balloting education. If there is a sharp increase in spoiled ballots that cannot be attributed to a poor grasp of the correct way of marking the ballot to register a vote, then this can indicate a deliberate intention to spoil a ballot. The latter is typically an expression of discontent with an aspect of the electoral process or disillusionment with democracy or governance.
Source/collection of data	Voting statistics and data captured in the Electoral Commission's national result system collated in the ICT Department. The data is sourced from the Manager: Business System Application.
Method of calculation	Number of spoiled ballots on election day divided by the total number of votes cast in national and local government (proportional representation) elections, expressed as a percentage.
Data limitations	None
Type of indicator	Outcome
Calculation type	Non-cumulative
Reporting cycle	Annually
New indicator	Yes
Desired performance	A rate of below 1.9% of votes cast is deemed to be satisfactory in the Southern African context.
Indicator responsibility (achievement)	Provincial Electoral Officers; General Manager: Civic & Democracy Education and Research Voters
Indicator responsibility (collation and quality assurance)	Chief Information Officer

Technical indicator descriptions – Programme 3: Outreach

Indicator number	3.3.1
Indicator	Number of interactions / liaisons internationally achieved per annum.
Short definition	Interactions / liaisons internationally per annum through participation in capacity-building initiatives, observing elections, undertaking study tours, hosting international delegations, attending meetings of regional and international bodies, intergovernmental organisations, non-governmental organisations.
Purpose/importance	As the Electoral Commission becomes more experienced in election management, an exercise in the interpretation of the relevant laws, there is room to reflect on what practice is telling us in terms of many aspects of election management and vice versa.
Source/collection of data	Meeting minutes, tour programmes, reports on international visits. These are kept in the Electoral Commission's Knowledge Centre and are provided by the Manager: Commission Services.
Method of calculation	Each event, hosting of an international delegation, and attendance at a meeting of regional and international bodies, intergovernmental organisations, and non-governmental organisations counts towards achievement of the target. Each visit counts as a single instance regardless of how many persons attend.
Data limitations	None
Type of indicator	Input
Calculation type	Cumulative Year to Date
Reporting cycle	Quarterly
New indicator	No
Desired performance	More events imply greater learning opportunities.
Indicator responsibility (achievement)	Commissioners
Indicator responsibility (collation and quality assurance)	Manager: Commission Services

Technical indicator descriptions – Programme 3: Outreach

Indicator number	3.4.1
Indicator	The number of research and thought leadership initiatives achieved per annum.
Short definition	The number of research and thought leadership initiatives achieved per annum
Purpose/importance	As the Electoral Commission becomes more experienced in election management, an exercise in the interpretation of the relevant laws, there is room to reflect on what practice is telling us in terms of many aspects of election management and vice versa.
Source/collection of data	<p>A research or thought leadership initiative may be defined as one of the following:</p> <ul style="list-style-type: none"> • Official reports of thought leadership produced • Agendas and/or reports of seminars/colloquia/conferences held • Research reports from formal research studies conducted. <p>Evidence is kept in the Civic Education, Research and Knowledge Management Department.</p>
Method of calculation	Each initiative counts as a single instance in the achievement of the target
Data limitations	None
Type of indicator	Input
Calculation type	Non-cumulative
Reporting cycle	Annually
New indicator	No, but indicator is redefined
Desired performance	More research or thought leadership projects imply a greater body of knowledge related to electoral democracy.
Indicator responsibility (achievement)	General Manager: Civic & Democracy Education and Research
Indicator responsibility (collation and quality assurance)	General Manager: Civic & Democracy Education and Research

