

The Organisational Performance Management System

The Performance management system is prescribed by legislation in terms of section 38 of the Municipal Systems Act. No 32 of 2000 (MSA).

The Performance management system is a tool that equips leaders, managers, workers and stakeholders with techniques for regularly planning, continuously monitoring and periodically measuring, reviewing, reporting and evaluating of the performance of the City. Key performance indicators are developed and targets set to measure the economy, efficiency and effectiveness of service delivery. It is against these measures that the community can monitor the municipality and its members. Performance management system provides a mechanism for managing expectations. The MSA further requires that the system should be reviewed annually in terms of section 40, 41(1)(ii). Section 42 of the MSA requires that the local community must be involved and participate in the reviewing of the OPM system.

The table below depicts the process followed:

- Internal audit
- Audit Committee
- Auditor-General
- Municipal Public Account Committee (MPAC)

Planning Performance

- Develop IDP Strategic Focus Areas
- Develop strategic objectives
- Develop KPIs and set targets
- Cascade the objectives, indicators and targets throughout the municipality

Auditing and oversight of Performance

Performance Management System Monitoring,
Measuring,
Evaluating and
Reviewing
Performance

- An Annual Report to the relevant Council committees and to the community for comment.
- Quarterly reports at a corporate, directorate and department level to the relevant Council committees;
- Performance assessment results of \$57 appointees to Council annually

Reporting Performance

- Collect, collate and analyse performance data
- Evaluate planned targets against actual achievemen
- Determine the reason for the variance
- Provide remedial action
- Review of strategic objectives, indicators and targets for major organizational and budget changes.