

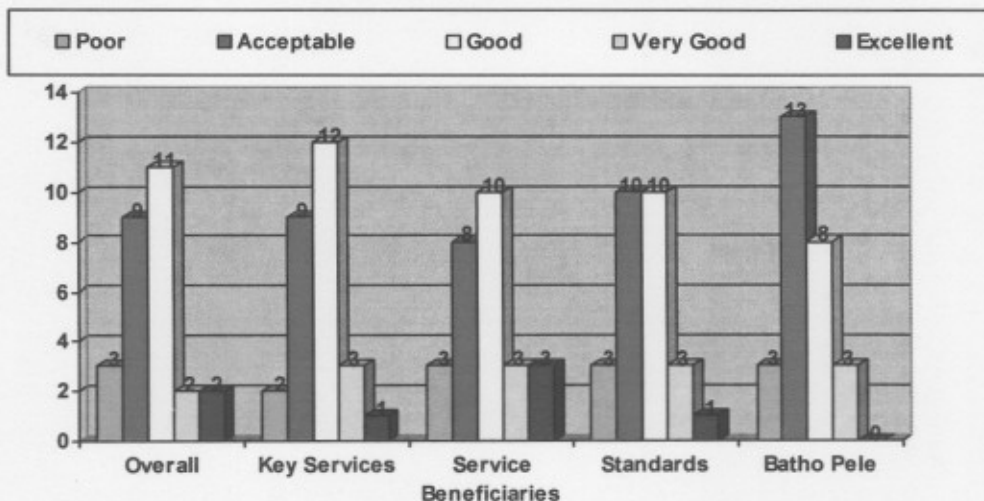
5.3 Trends

An analysis of the 114 SDIPs received, which included some 780 key services, revealed that the majority of SDIPs were either "Acceptable" or "Good", in terms of the following rating scale:

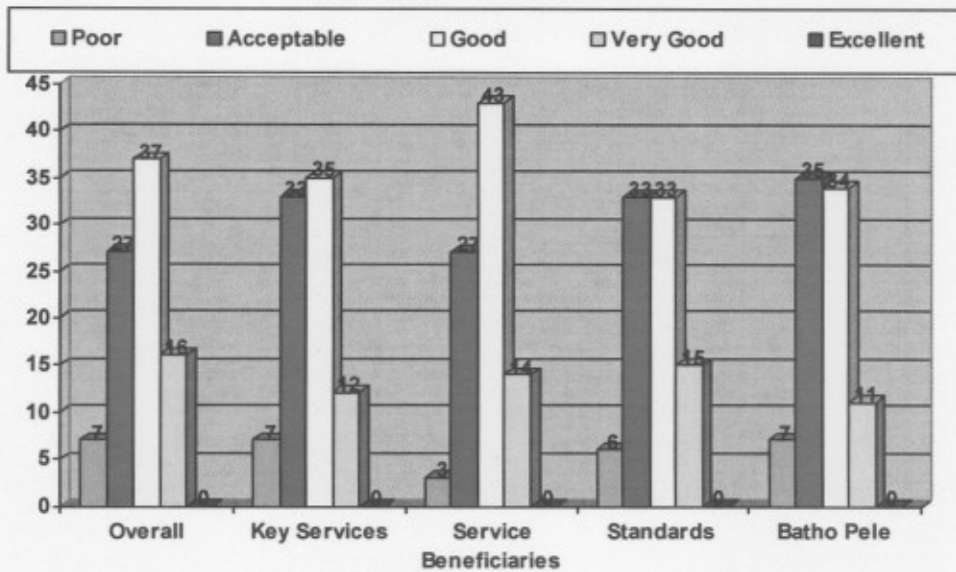
- 1 = Poor – wrong template; no proper key services, standards, etc; no improvement; cannot be fine-tuned and needs to be redone
- 2 = Acceptable – correct template with all the elements, but needs substantial fine-tuning
- 3 = Good – good understanding of refined template and all the elements, but needs some fine-tuning
- 4 = Very Good – requires minimal fine-tuning
- 5 = Excellent – can be implemented as is to provide continuous service delivery improvement

The charts provided on the following pages reflect this finding and illustrate graphically the quality of the SDIPs received. While there were some slight variations from province to province, there were no major differences to be detected between provinces or between provincial and national departments.

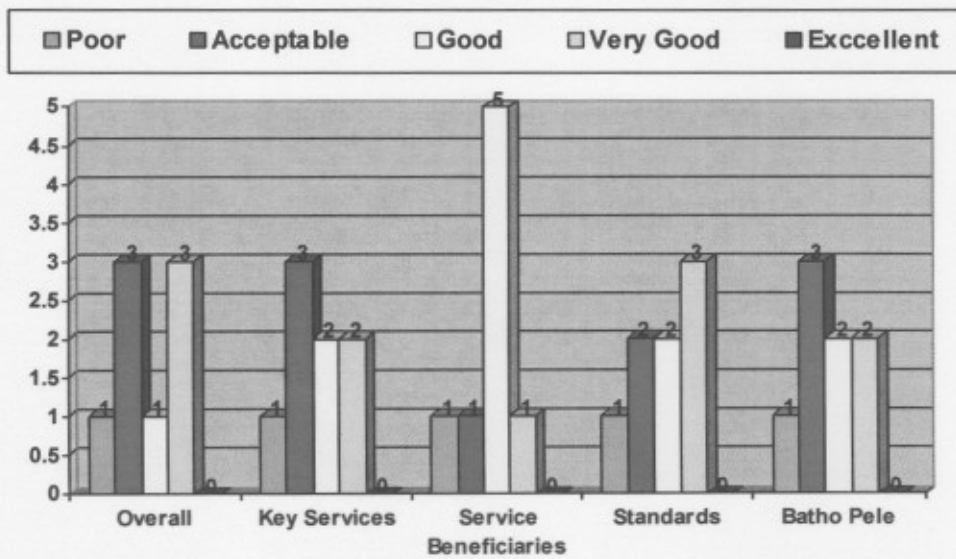
ANALYSIS OF SDIPs OF NATIONAL DEPARTMENTS



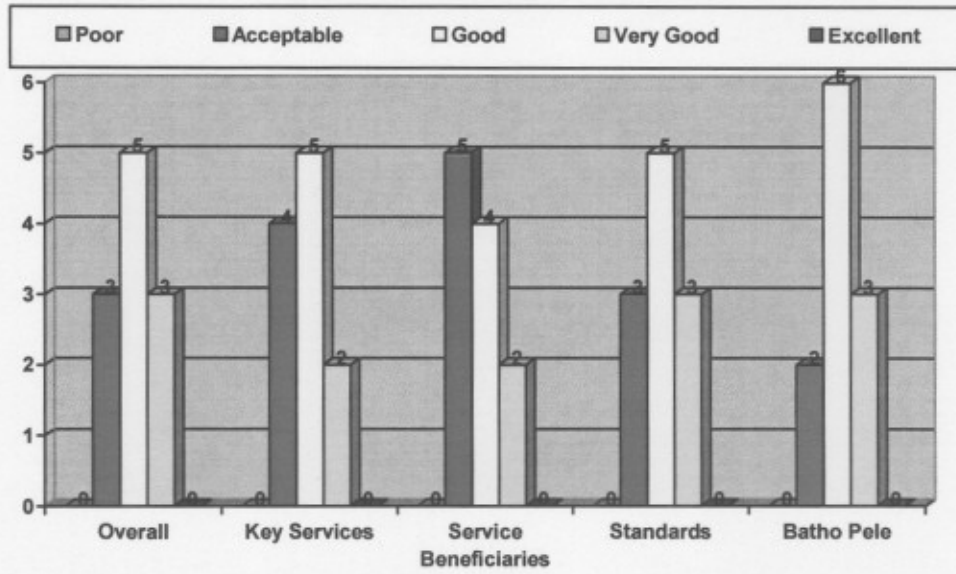
ANALYSIS OF PROVINCIAL SDIPs



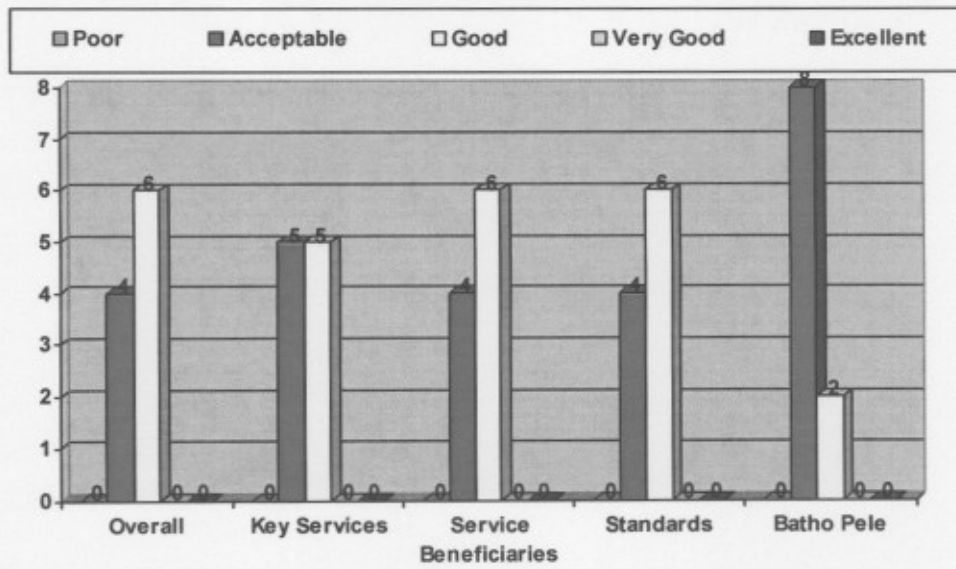
ANALYSIS OF EASTERN CAPE SDIPs



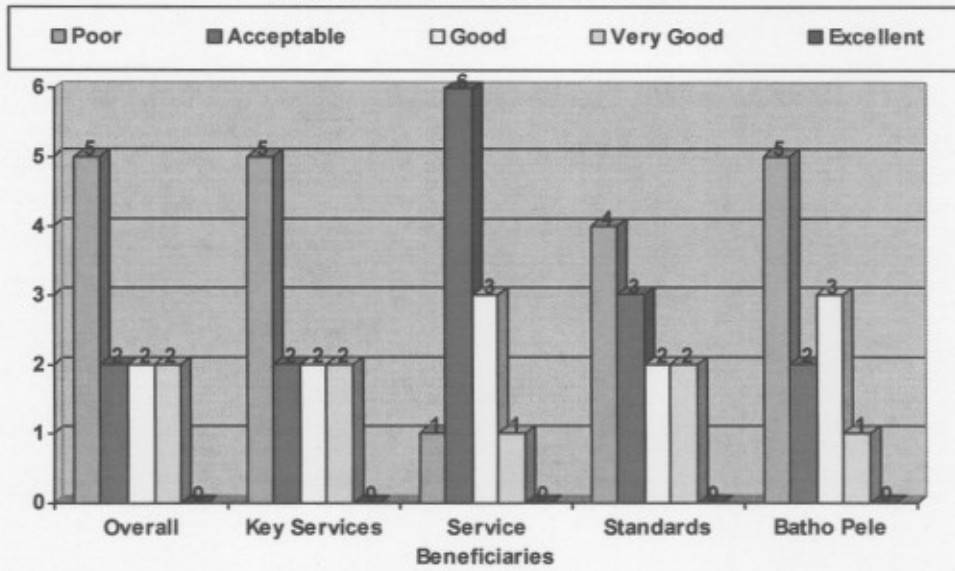
ANALYSIS OF FREE STATE SDIPs



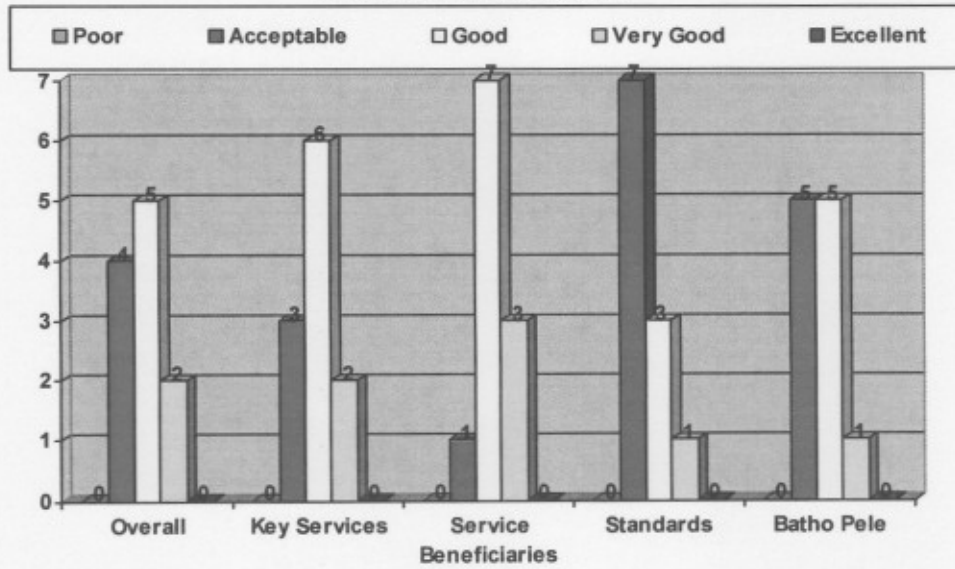
ANALYSIS OF GAUTENG SDIPs



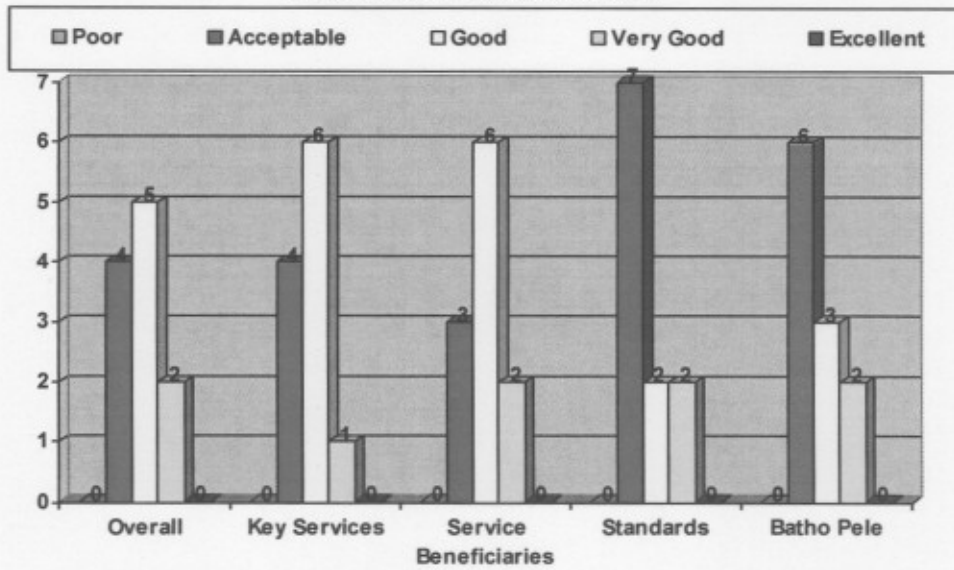
ANALYSIS OF KWAZULU-NATAL SDIPs



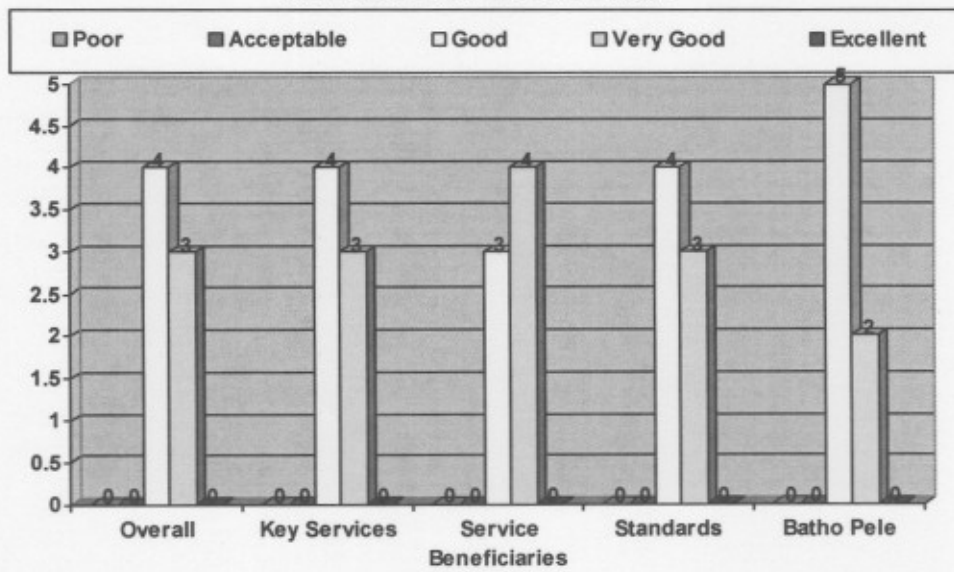
ANALYSIS OF LIMPOPO SDIPs



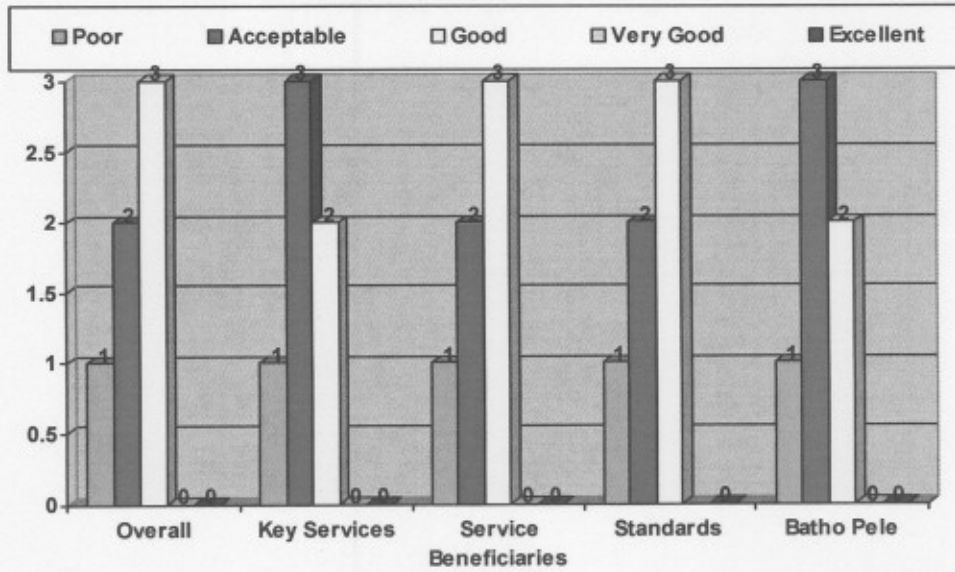
ANALYSIS OF MPUMALANGA SDIPs



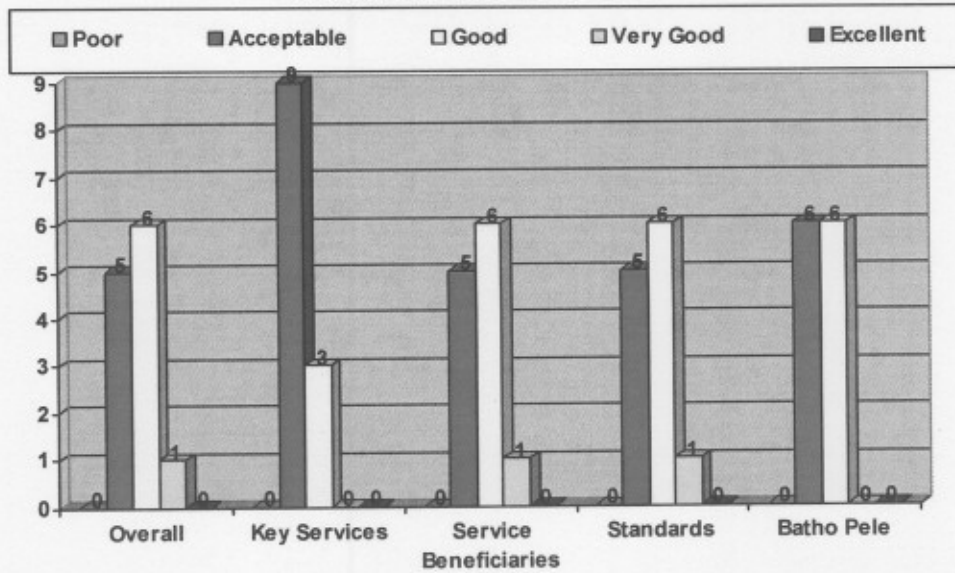
ANALYSIS OF NORTHERN CAPE SDIPs



ANALYSIS OF NORTH WEST SDIPs



ANALYSIS OF WESTERN CAPE SDIPs



The overall trends reflected in the above charts are as follows:

- more than 91% (91,2%) of the SDIPs received are "Acceptable" or better;
- 17,5% of the SDIPs received are "Very Good" or "Excellent";
- virtually all national and provincial departments have problems identifying "Key Services";
- all national and provincial departments need to improve their ability to set SMART, QQTC standards, especially for the *Batho Pele* principles;
- Gauteng, Limpopo and Northern Cape have no "Poor" SDIPs; and
- KZN has a high percentage of "Poor" SDIPs (45%) because most of the departments used the old template – the only other provinces with "Poor" SDIPs are Eastern Cape and North West, who have one each, and three national departments (11%) have "Poor" SDIPs.

OVERALL QUALITY OF SDIPs RECEIVED FROM NATIONAL AND PROVINCIAL DEPARTMENTS

