



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:

