

## Provincial Web Page Evaluation

The purpose of this report is to evaluate the general user friendliness and management of departments' access to information via their web pages. The first impression of the services of a specific department to consumers who have access to the Internet is obtained via the web page. The primary indicator that was used was the availability of the 2012/2013 annual report on each specific department's web page, irrespective of whether it was available via the web page of another government department. The publication of annual reports is essential for accountability and transparency. The evaluation of provincial web pages revealed the following core matters:

- 7 out of 13 departments of the Gauteng Provincial Government did not have the 2012/2013 annual report available. The Department of Finances' documents require a user name and password and are therefore not accessible to the public.
- 8 out of 11 departments of the Limpopo Provincial Government did not have the 2012/2013 annual report available. The Provincial Treasury link to the annual report showed no results.
- 7 out of 12 departments of the Eastern Cape Provincial Government did not have the 2012/2013 annual report available. The web page of the Department of Health is temporarily unavailable.
- 11 out of the 12 departments of the Northern Cape Provincial Government did not have the 2012/2013 annual report available. The web page of the Department of Cooperative Government, Human Settlements and Traditional Affairs could not be accessed due to maintenance, but is supposed to be functional again on 17 July 2014. The web page of Sport, Arts and Culture is also not accessible because the account has been suspended.
- 10 out of the 12 departments of the Free State Provincial Government did not have 2012/2013 annual reports available.
- None of the Community Safety Departments' websites that were visited displayed provincial crime statistics.
- Web pages are only available in English and in no other official languages; an example of this is KwaZulu-Natal. In spite of the fact that 77,8% of the population mainly communicate in isiZulu, all the authorities' web pages are only available in English.



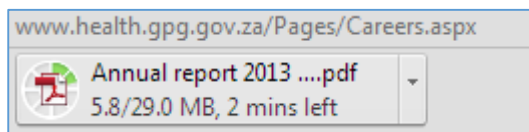
## Gauteng Provincial Government

The Gauteng Provincial Government consists of 13 departments. There are only two reports on the web page, namely those of the Department of Cooperative Government and of the Department of Traditional Affairs, namely the 2008 housing report and the 2005 report. The Department of Economic Development contains only the Citizen Report of 2012 and 2013 and the navigation list does not provide any links to the other annual reports.

The 2012/2013 report of the Department of Education has not been made available, although the performance plan of 2013 is available the Department of Finance's documents are not accessible to the public. The web page requires a user name and a password in order to provide access.



The 2013 report of the Department of Health is available, but due to the size of the document, at 29 MB, it will most probably be practically inaccessible to most South Africans as it requires high speed broadband.



The web page of the Gauteng department of Human Settlements is not available and no annual report on Infrastructure Development is available. Social Development only displays the 2005 and 2006 annual reports.



The Resources Centre of the Department of Community Safety contains no information.



## Limpopo Provincial Government

In most cases the download speed of the web pages are slow and the requested URLs could not be located. No annual reports are available on the web pages of the provincial authority. The only document that is available is the provincial review of the period from 1994 up to 2009. The link to the Premier's office is also not functional and a Google search did not produce anything.

Access to the reports of the Department of Agriculture is unauthorised or documentation could not be found. Although The Department of Cooperative Government, Human Settlements and Traditional Affairs' annual report was available, it could not be retrieved due to the length of time that was required to open the document.

The requested URL of the Department of Economic Development, Environment and Tourism Development could not be detected. On the Department of Health and Social Development the following message is shown: *"The website has been introduced to the worldwide web as a medium of communication between our department and the rest of the world"*, but only the 2006/2007 annual report is available. A link to any of the existing documents also could not be found. Only the 2012/2013 annual report of Public Works is available.

The quality of the web page of the Department of Safety, Security and Liaison is sub-standard. The navigation list does not open when opened with Google Chrome, but only with Firefox and Internet Explorer.



The Provincial Treasury link to the annual reports does not display any reports whatsoever. The Department of Education, as well as that of Health are the only two authorities where the 2012/2013 annual reports were in fact available.



## KwaZulu-Natal Provincial Government

The KwaZulu-Natal Provincial Government consists of 15 government departments. In spite of the fact that 77,8% of the population communicate mainly in isiZulu, the web pages of all the authorities are only available in English. The link to the Department of Agriculture and Environmental Affairs is non-functional.

### SITA Inverse Web Proxy Server

The requested URL could not be retrieved

While trying to retrieve the URL:

<http://agriculture.kzntl.gov.za/>

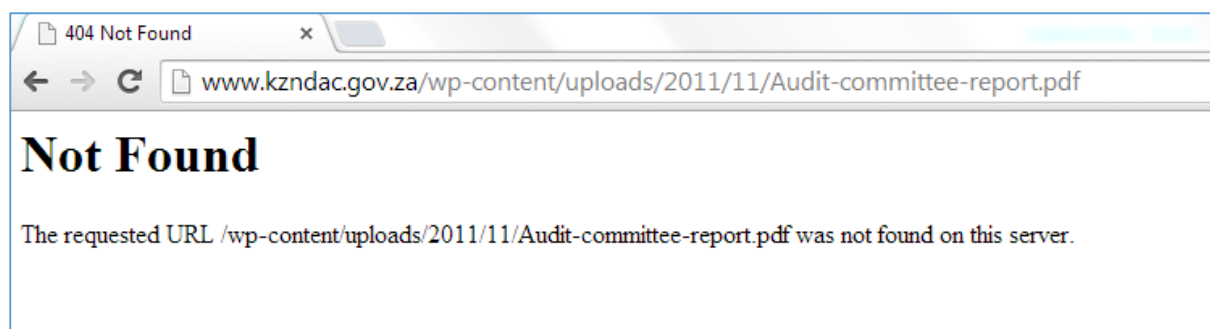
The following error was encountered:

Unable to determine IP address from host name for [agriculture.kzntl.gov.za](http://agriculture.kzntl.gov.za/) The DNS belonging to the department may be down

Your cache administrator is [sitasc@sita.co.za](mailto:sitasc@sita.co.za).

Although the annual reports for the period 1 April 2012 to 31 March 2013, as well as the 2010/2011 report in terms of the Law on Public Finances and Management have been submitted by The Office of the Premier, no other annual reports are available.

The Department of Arts and Culture 2012/2013 annual report is not available. Of the three reports that are in fact available, the links are non-functional.



- [Financial statements on March 2011](#) (The requested URL was not found on this server.)
- [Audit Committee Report](#) (The requested URL was not found on this server.)



- Neither the 2012/2013 nor the 2011/2012 annual reports are available for the Department of Economic Development and Tourism. Economic indicators are outdated by 29 days.

The Department of Community Safety and Liaison 2012/2013 annual report is not available, in spite of the fact that some browsers require a special style sheet in order to show the web page correctly. If the web page does not display correctly, it constitutes a design error rather than a user error. An example of this is the Community Safety website which displays garbled and overlaid unreadable text when it is opened using Internet Explorer.

Although the 2012/2013 annual report is available for the Department of Agriculture and Environmental Affairs, the web page is not at all user friendly. None of the Provincial Planning Commission annual reports are available.



KwaZulu-Natal Provincial Government: The 2012/2013 annual report is not available. The 2009 to 2011 annual report is also missing.

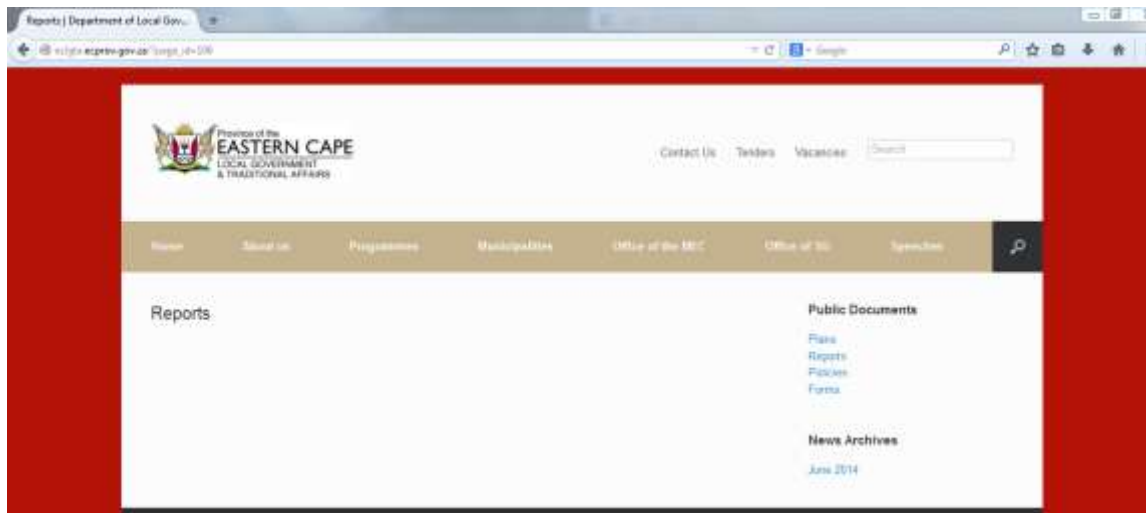
## Eastern Cape Provincial Government

About 79% of the population of the Eastern Cape speak IsiXhosa at home, followed by 11% who use Afrikaans, while only about 6% use English at home. As displayed by the web page of the Eastern Cape Provincial Authority only the reports of 2007/2008 and 2006/2007 are available, as well as the Strategic and Annual performance plans for 2007/2008. Access to the web page of the Department of Transport was not available.

**SITA Inverse Web Proxy Server**  
**The requested URL could not be retrieved**  
While trying to retrieve the URL:  
<http://www.ectransport.gov.za/>  
The following error was encountered:  
**Connection Failed**  
The system returned:  
(60) Operation timed out  
The remote host or network may be down. Please try the request again.  
Your cache administrator is [sitasc@sitaco.za](mailto:sitasc@sitaco.za).

The web page of the Department of Local Government and Traditional Affairs is of very poor quality when opened using Internet Explorer or Google Chrome. The reports themselves were opened via Firefox and no reports were displayed.





The 2012/2013 annual reports of the Department of Economic Development, Environmental Affairs and Tourism, the Department of Roads and Public Works and the Department of Safety and Liaison are not available. The link from Community Safety to crime statistics is not functional.

The web page of the Eastern Cape Department of Health was visited on 10 July 2014 and was temporarily unavailable, in spite of the fact that the Eastern Cape has the most clinics (719) in South Africa. In addition, the Eastern Cape houses the largest number of HIV positive people.

No documentation is available to the public on the web page of the Department of Sport, Recreation, Arts and Culture.

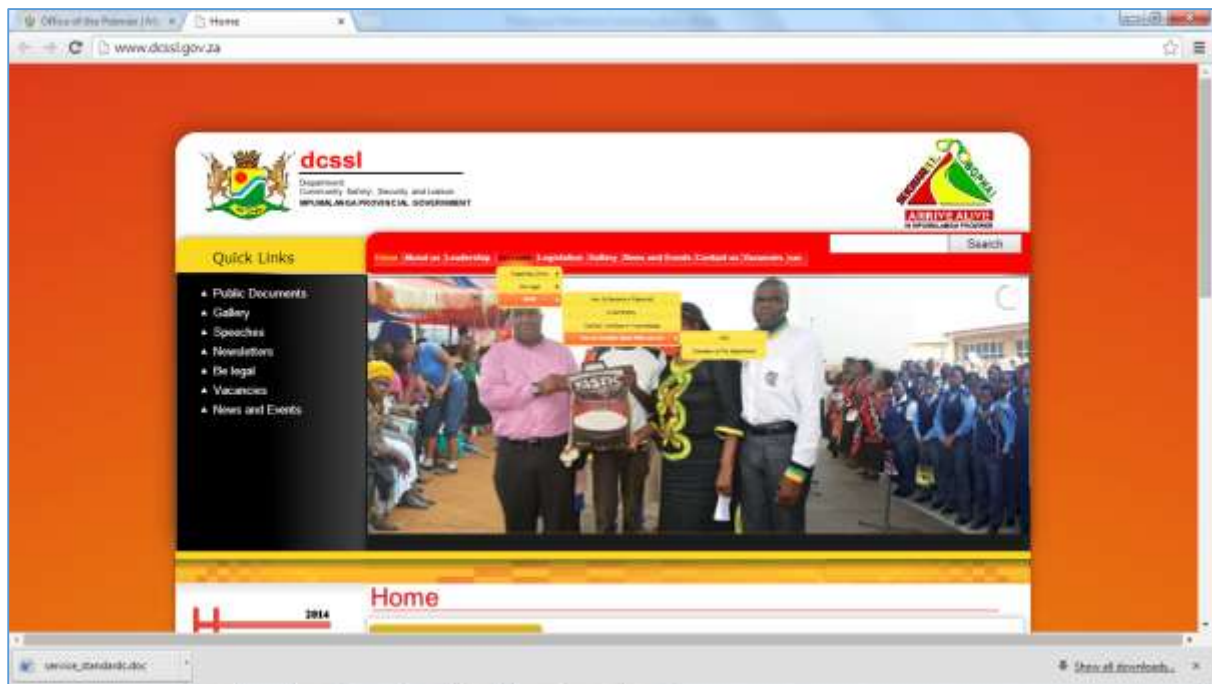




## Mpumalanga Provincial Government

Mpumalanga Provincial Government currently consists of 11 authorities including three clusters, namely the Cooperative Government and The Criminal Law System, Community Services and an economic cluster. Although a database of forms, documents and links are available, no link could be found to the annual report.

None of the annual reports of the Department of Community Safety, Security and Liaison are available.



None of the documents of the Department of Culture, Sport and Recreation are available. The 2012/2013 as well as 2011/2012 reports of the Department of Economic Development, Environment and Tourism are not displayed. The web page of the Department of Health fails to open.

Although the annual reports of 2012/2013 of the office of the Premier, the Department of Agriculture, Rural Development and Land Reform as well as Cooperative Government and Traditional Affairs, Education, Finances, Human Settlement, Public Works, Roads and Transport and the Provincial Legislator were available, the download speed was slow.

## Northern Cape Government

No annual reports are available on the web page, while search functions on the web page of the Provincial Government were also out of order. The Office of the Premier has made no reports available. The 2012/2013 and 2011/2012 reports of Agriculture and Land Reform are not available.

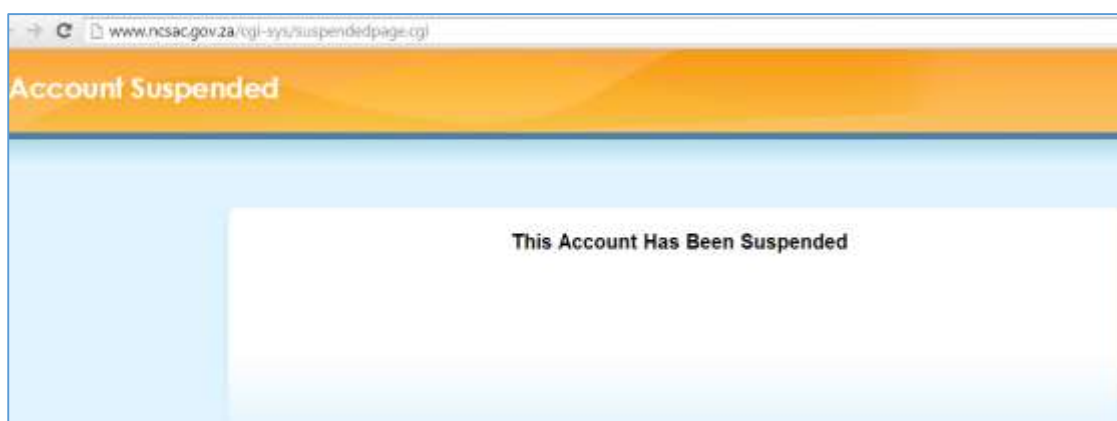
The website of the Departments of Cooperative Government, Human Settlements and Traditional Affairs is out of order due to maintenance.



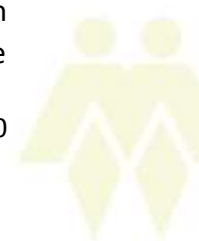
The Department of Education has no annual reports available to the public and the search function did not display any results either. The requested URL to the Department of Environmental Affairs and Nature Conservation could not be retrieved.



A basic search for the web pages of the Department of Health and of Public Works did not produce any results. The web page of the Department of Sport, Arts and Culture is also not accessible due to the fact that the account has been suspended.



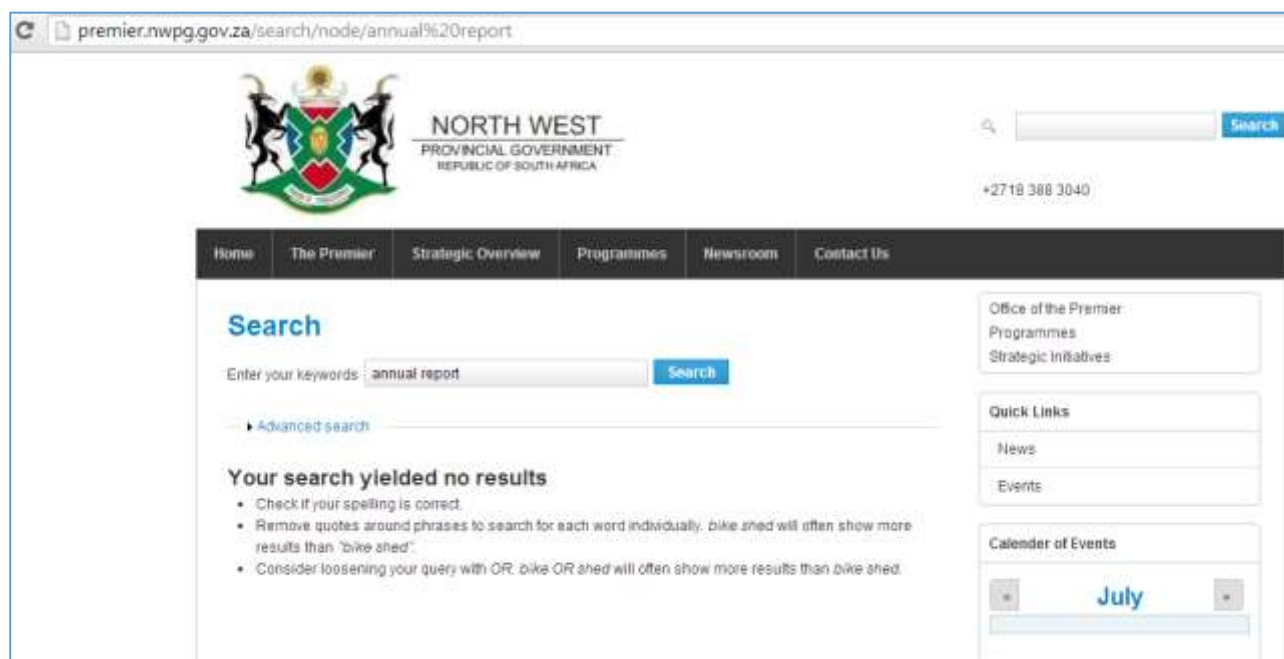
The requested URL to The Department of Social Development could not be found. In addition, the link to the Department of Transport, Safety and Liaison displayed a single page



on the web page of the Provincial Government, stating the vision and mission of the authority. The link to the 2012/2013 annual report of the Provincial Treasury is in fact available, but when the report is opened, it merely displays a single page. The 2012/2013 annual report of the Provincial Legislator is not displayed.

## North West Provincial Government

No annual reports or link to performance reports are available on the web page. The web page of the Office of the Premier does not contain any documentation either.



The 2012/2013 annual reports of the Departments of Rural Development and Agricultural Reform, Human Settlement, Public Safety and Liaison are not displayed and the web page of the Department of Health is not accessible. No annual reports of 2007 to 2012 by Local Government and Traditional Affairs have been made available and only one strategic report is displayed.

The annual report of the Department of Education is displayed, but the web page is elementary and inadequately construed. The annual reports of the Departments of Sport, Arts and Culture, the Department of Economic Development, Environment Affairs, Conservation and Tourism as well as Finances are available. Although the annual reports of Public Works, Roads and Transport are available, the download speed of the documents is noticeably slow. The annual reports of the Provincial Legislator are not displayed.

## Free State Provincial Government

The Free State Provincial Government shows no link to annual reports.

The annual reports for 2012/2013 of the Departments of The Premier, Agriculture and Agricultural Development, Education, and Health are not available.

The Departments of Economic Development, Tourism and Environmental Affairs as well as Police, Roads and Transport, Public Works, Treasury and Social Development also did not have their 2012/2013 reports available. The Departments of Cooperative Government and Traditional Affairs as well as Human Settlements are the only two authorities who are up to date with regard to publishing of annual reports via their web page.

## Western Cape Provincial Government

Of all the provincial web pages that were visited, the web page of the Western Cape was the most effective and up to date with reports. Only the Department of Education and that of Environmental Affairs did not make their 2012/2013 reports available. The Western Cape was the only province where some of the annual reports were published in more than one of the 11 official languages. Consequently, the Western Cape performed best in terms of user friendliness and quality of annual reports.

## Synopsis

<b>Gauteng</b>	<b>Annual Report 2012/2013</b>	<b>Free State</b>	<b>Annual Report 2012/2013</b>	<b>Eastern Cape</b>	
Office of the Premier	Available	Department of the Premier	Not available	Department of Economic Development, Environmental Affairs and Tourism	Not available
Department of Agriculture and Rural Development	Available	Department of Agriculture and Rural Development	Not available	Department of Education	Available
Department of Community Safety	Available	Department of Cooperative Governance and Traditional Affairs	Available	Department of Health	Not available
Department of Cooperative Governance and Traditional Affairs	Not available	Department of Economic Development, Tourism and Environmental Affairs	Not available	Department of Human Settlements	Available
Department of Economic Development	Not available	Department of Education	Not available	Department of Local Government and Traditional Affairs	Not available
Department of Education	Not available	Department of Health	Not available	Department of Provincial Planning and Treasury	Available
Department of Finance	Not available	Department of Human Settlements	Available	Department of Roads and Public Works	Not available
Department of Health	Available	Department of Police, Roads and Transport	Not available	Department of Rural Development and Agrarian Reform	Available
Department of Human Settlements	Not available	Department of Public Works	Not available	Department of Safety and Liaison	Not available
Department of Infrastructure Development	Not available	Department of Social Development	Not available	Department of Social Development and Special Programmes	Available
Department of Roads and Transport	Available	Department of Sports, Arts, Culture and Recreation	Not available	Department of Sport, Recreation, Arts and Culture	Not available
Department of Social Development	Not available	Department of Treasury	Not available	Department of Transport	Not available
Department of Sport, Arts, Culture and Recreation	Available	-	-	-	-
<b>Northern Cape</b>	<b>Annual Report 2012/2013</b>	<b>Limpopo</b>	<b>Annual Report 2012/2013</b>	<b>Mpumalanga</b>	<b>Annual Report 2012/2013</b>
Office of the Premier	Not available	Limpopo Office of the Premier	Not available	Office of the Premier	Available
Department of Agriculture and Land Reform	Not available	Department of Agriculture	Not available	Department of Agriculture, Rural Development and Land Administration	Available
Department of	Not available	Department of Education	Available	Department of	Not available

Cooperative Governance, Human Settlement and Traditional Affairs				Community Safety, Security and Liaison	
Department of Education	Not available	Department of Cooperative Governance, Human Settlement and Traditional Affairs	Available	Department of Cooperative Governance and Traditional Affairs	Available
Department of Environment and Nature Conservation	Not available	Department of Economic Development, Environment and Tourism	Not available	Department of Culture, Sport and Recreation	Not available
Department of Finance, Economic Affairs and Tourism	Available	Department of Health and Social Development	Not available	Department of Economic Development, Environment and Tourism	Not available
Department of Health	Not available	Department of Public Works	Available	Department of Education	Available
Department of Roads and Public Works	Not available	Department of Roads and Transport	Not available	Department of Finance	Available
Department of Social Development	Not available	Department of Safety, Security and Liaison	Not available	Department of Health and Social Development	Not available
Department of Sport, Arts & Culture	Not available	Department of Sport, Arts and Culture	Not available	Department of Human Settlements	Available
Department of Transport, Safety and Liaison	Not available	Provincial Treasury	Not available	Department of Public Works, Roads and Transport	Available
Northern Cape Provincial Treasury	Not available	-	-	-	-
<b>North West</b>	<b>Annual Report 2012/2013</b>	<b>Western Cape</b>	<b>Annual Report 2012/2013</b>	<b>KwaZulu-Natal</b>	<b>Annual Report 2012/2013</b>
Office of the Premier	Not available	Department of Agriculture	Available	Office of the Premier	Available
Department of Agriculture and Rural Development	Not available	Department of Community Safety	Available	Department of Agriculture and Environmental Affairs	Available
Department of Education	Available	Department of Cultural Affairs and Sport	Available	Department of Arts and Culture	Not available
Department of Economic Development, Environment, Conservation and Tourism	Available	Department of Economic Development and Tourism	Available	Department of Community Safety and Liaison	Not available
Department of Finance	Available	Department of Education	Not available	Department of Cooperative Governance and Traditional Affairs	Available
Department of Health	Not available	Department of Environmental Affairs and Development Planning	Not available	Department of Economic Development and Tourism	Not available
Department of Human Settlements, Public Safety and Liaison	Not available	Department of Health	Available	Department of Education	Available
Department of Local Government and Traditional Affairs	Not available	Department of Human Settlements	Available	Department of Health	Available
Department of Public Works, Roads and Transport	Available	Department of Local Government	Available	Department of Human Settlements	Available
Department of Social Development	Not available	Department of Social Development	Available	Department of Public Works	Available
Department of Sport, Arts and Culture	Available	Department of Transport and Public Works	Available	Department of Social Development	Not available
-	-	Department of the Premier	Available	Department of Sport and Recreation	Available
-	-	Provincial Treasury	Available	Department of Transport	Available
-	-	-	-	Provincial Planning Commission	Not available
-	-	-	-	Provincial Treasury	Available

