



Province of the  
**EASTERN CAPE**  
SOCIAL DEVELOPMENT

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| SOP File Number: | DSD-PRG 5-91                             |
| SOP Version:     | v.001                                    |
| Document Owner:  | Chief Director: Development and Research |

**STANDARD OPERATING PROCEDURE: DEMOGRAPHIC PROFILING PROCESS**

|                          |   |
|--------------------------|---|
| <b>Approval Date</b>     | 23 March 2017   |
| <b>Commencement Date</b> | 23 March 2017   |
| <b>Review Date</b>       | 23 March 2018   |
| <b>Periodical Review</b> | Annual  |
| <b>Resources</b>         | Internal staff, Budget  |
| <b>Intent of SOP</b>     | To document the standard operating procedure (SOP) for the Demographic Profiling Process. This document aims to assist the officials of the Department of Social Development with the day to day activities pertinent to regularize operations that must be followed when compiling Demographic Profiles. |
| <b>Scope</b>             | This document applies to all Departmental officials rendering services of demographic profiles.   |
| <b>Objective(s)</b>      | The objectives of Demographic profiling Process are: <ul style="list-style-type: none"><li>To provide socio-economic and demographic data that will serve as a baseline for programs, interventions, policies and planning.</li></ul>   |
| <b>Definitions</b>       | <b>Metadata:</b> Is a set of data that describes and gives information about other data<br><b>Data Extraction :</b> Is the act or process of retrieving data out of data sources for further processing or storage  |

|                                  |   |
|----------------------------------|---|
|                                  | <b>Analysis:</b> is a detailed examination of the elements or structure of something  |
| <b>Key Performance Indicator</b> | Number of demographic profiles completed  |
| <b>Principles</b>                | <p>The following principles underpin the policy on development of demographic profiles for Social Development:</p> <p><b>Efficiency and effectiveness</b> - Achievement of objectives in a most cost-effective manner.</p> <p><b>Empowerment</b> - To enhance the capacity of communities to analyse their livelihood framework and develop strategies for sustainability of that livelihood.</p> <p><b>Equity</b> - Redistribution of resources based on need, priorities and historical discrepancies. Voice of the voiceless should be heard.</p> <p><b>Participation</b> - Active involvement of officials, stakeholders and community in societal programme and project design aimed at poverty eradication.</p> <p><b>Partnership</b> - A social partnership of government, community, civil society and the business sector to deliver services.</p> <p><b>Social Integration – Social Cohesion.</b></p> |
| <b>Compliance Measures</b>       | Census data and Surveys   |

| Nr | Task Name   | Task Procedure  | Responsibility   | Supporting Documentation   | Service Standard |
|----|---|---|--|--|------------------|
| 1  | Convene a meeting with the Geographical Information System's Unit | <ul style="list-style-type: none"> <li>Decide on the focus area of demographic indicators</li> <li>Discuss the profiles to be done according to districts and indicators to be used in those profiles.</li> </ul> | Research Deputy Director<br>GIS Deputy Director<br>Research Assistant Director<br>GIS Assistant Director | <ul style="list-style-type: none"> <li>Previous Demographic Profiles</li> <li>Census or Community survey</li> <li>Super-Cross Report. (focusing on small areas data)</li> <li>Statistical reports</li> </ul> | 3 hours          |
| 2  | Conduct Consultation process between Research Unit and GIS Unit   | <ul style="list-style-type: none"> <li>Convene a meeting between the two directorates in order to discuss the indicators and allocate tasks.</li> <li>Make a decision on the agreed indicators</li> </ul>         | Research Deputy Director<br>GIS Deputy Director<br>Research Assistant Director<br>GIS Assistant Director | <ul style="list-style-type: none"> <li>Referral from previous meeting minutes</li> </ul>   | 4 hours          |
| 3  | Extract data from the census/ survey                              | <ul style="list-style-type: none"> <li>Extract data for the purpose of knowing the age and sex structure of the Province.</li> <li>Interact with data from Super-Cross, Microsoft Excel.</li> </ul>               | GIS Deputy Director<br>Research Assistant Director   | <ul style="list-style-type: none"> <li>Metadata document 4<sup>th</sup> draft</li> <li>Super-Cross and Microsoft Excel software</li> </ul>   | 3 days           |
| 4  | Write Introduction  | <ul style="list-style-type: none"> <li>Consult all the theories of population related issues.</li> </ul>  | Research Deputy Director<br>Research Assistant Director  | <ul style="list-style-type: none"> <li>Population policy 1998</li> <li>Demographic health survey</li> <li>Population and demography handbook</li> </ul>  | 3 days           |
| 5  | Write table of contents   | <ul style="list-style-type: none"> <li>Indicate how the demographic profile is divided into sections.</li> </ul>  | Research Assistant Director  | <ul style="list-style-type: none"> <li>Table of contents</li> </ul>  | 1 days           |

| Nr | Task Name                         | Task Procedure  | Responsibility   | Supporting Documentation  | Service Standard |
|----|-----------------------------------|---|--|---|------------------|
| 6  | Writes technical notes            | <ul style="list-style-type: none"> <li>Use metadata document which gives a brief description of terms or technical information and other related literature documents</li> </ul>  | Research Assistant Director  | <ul style="list-style-type: none"> <li>Metadata document and other literatures</li> </ul> | 2 days           |
| 7  | Develop Population Pyramids       | <ul style="list-style-type: none"> <li>Extract data from the census from 0-85 + years.</li> <li>Build a pyramid using Microsoft-Excel</li> </ul>  | Research Assistant Director  | <ul style="list-style-type: none"> <li>Population Pyramid</li> </ul>                      | 3 days           |
| 8  | Diagnose critical indicators      | <ul style="list-style-type: none"> <li>Read statistical reports, midyear estimates and changes might arise if necessary and changes will be made such as disability, Child Headed Households and Poverty Lite.</li> </ul> | Research Deputy Director<br>GIS Deputy Director<br>Research Assistant Director<br>GIS Assistant Director | <ul style="list-style-type: none"> <li>Demographic Report</li> </ul>                      | 4 hours          |
| 9  | Combine the GIS and Research data | <ul style="list-style-type: none"> <li>Meet with units to arrange data in order to be used for the completion of profile extracted from the census data or Community Survey</li> </ul>                                    | Research Deputy Director<br>GIS Deputy Director<br>Research Assistant Director<br>GIS Assistant Director | <ul style="list-style-type: none"> <li>Demographic profile report</li> </ul>              | 2 days           |
| 10 | Prepare slides for presentation   | <ul style="list-style-type: none"> <li>Collate the produced demographic profile in order to prepare for the presentation.</li> </ul>  | Research Deputy Director<br>GIS Deputy Director<br>Research Assistant Director<br>GIS Assistant Director | <ul style="list-style-type: none"> <li>Demographic profile report</li> </ul>              | 2 days           |

| Nr | Task Name                                    | Task Procedure   | Responsibility  | Supporting Documentation  | Service Standard |
|----|--|--|---|---|------------------|
| 11 | Present data internally and externally       | <ul style="list-style-type: none"> <li>Present to Population unit</li> <li>Workstream</li> <li>Present to Departmental Research Committee</li> <li>Present to Integrated learning network</li> <li>Present to Strategic planning unit</li> <li>Present to relevant stakeholders</li> </ul> | Director<br>GIS Deputy Director<br>Research Assistant Director<br>GIS Assistant Director                          | <ul style="list-style-type: none"> <li>Demographic profile report</li> <li>Memo</li> <li>Invitations</li> </ul> | 3 day            |
| 12 | Writes specification for printing of profile | <ul style="list-style-type: none"> <li>Explain task job that need to done</li> </ul>   | Senior Data Capturer  | <ul style="list-style-type: none"> <li>Demographic profile report</li> </ul>                                    | 2 days           |
| 13 | Select Service Provider for printing         | <ul style="list-style-type: none"> <li>Select suppliers from the Supplier Database</li> <li>Source quotation</li> <li>Appoint the service provider</li> </ul>  | SCM<br>Senior Data Capturer<br>Director : Research  | <ul style="list-style-type: none"> <li>Quotations</li> <li>Supplier declaration form</li> </ul>                 | 3 days           |
| 14 | Send sample for printing                     | <ul style="list-style-type: none"> <li>Making calls to the printers or emails or meetings in order to explain the printing task</li> <li>Submit the sample for printing</li> </ul>   | Senior Data Capturer  | <ul style="list-style-type: none"> <li>Submitted sample</li> </ul>  | 2 days           |
| 15 | Verify the printed sample                    | <ul style="list-style-type: none"> <li>Present the printed sample to the Senior Manager and Manager Research and Manager GIS.</li> <li>Review the printed sample demographic profile</li> </ul>  | Service Provider<br>Director : Research<br>Research Deputy Director<br>GIS Deputy Director<br>Senior data capture | <ul style="list-style-type: none"> <li>Verified printed sample</li> </ul>                                       | 4 days           |

| Nr | Task Name  | Task Procedure  | Responsibility   | Supporting Documentation   | Service Standard |
|----|--|---|--|--|------------------|
| 16 | Send the proof read sample for final printing      | <ul style="list-style-type: none"> <li>Sign the agreement for producing final demographic profile</li> <li>Send the verified printed sample for printing</li> <li>Print the final demographic profile immediately after reaching the agreement</li> </ul>           | Service Provider<br>Research Deputy Director<br>GIS Deputy Director                                      | <ul style="list-style-type: none"> <li>Demographic profile report</li> </ul>                       | 3 days           |
| 17 | Disseminate the Socio-Economic Demographic Profile | <ul style="list-style-type: none"> <li>Integrate with Advocacy for dissemination to relevant stakeholders such as local Municipality forums that includes other Government Departments. Present to Departmental programmes for their Strategic Planning.</li> </ul> | Research Deputy Director<br>GIS Deputy Director<br>Research Assistant Director<br>GIS Assistant Director | <ul style="list-style-type: none"> <li>Demographic profile report</li> <li>Presentation</li> </ul> | Annually         |

**REFERENCES:**

**LEGISLATION, POLICIES, PROCEDURES & OTHER DOCUMENTATION (i.e. SOPs)**





| <b>DOCUMENT NAME</b>    | <b>SECTION / DOCUMENT DESCRIPTION</b>   | <b>Effective Date (if applicable)</b> |
|-------------------------|---|---------------------------------------|
| <b>Census data</b>      | The total process of collecting, compiling, evaluating, analysing and publishing or otherwise disseminating demographic, economic and social data pertaining, at a specified time, to all persons in a country or a well-defined part of the country. | <b>2011</b>                           |
| <b>Community survey</b> | The main objectives is to provide population and household statistics at municipal level to government and the private sector, to support planning and decision-making  | <b>2016</b>                           |

**PROCESS RISKS**

| Risk Name                    | Risk Description  | Probability<br>(H/M/L) | Impact<br>(H/M/L) | Control Description       | System:<br>/ Manual<br>Manual |
|------------------------------|---|------------------------|-------------------|---------------------------|-------------------------------|
| Delay release of census data | Delay release of census data leading to incomplete of socio economic demographic profiles | L                      | L                 | Usage of community survey | Manual                        |



**AUTHORIZATION:**

| Designation:                              | Name:  | Signature:   | Date:      |
|---|--|--|------------|
| Quality Checked By<br>Director : EMS      | N.A.Mazizi   |  | 16/03/2017 |
| Recommended by<br>Chief Director :        | D.X.Makoboka   |  | 15/03/2017 |
| Recommended by Deputy<br>Director General | N.Baati  |    | 22/03/2017 |
| Approved by Head of<br>Department         | S.Khanyla  |    | 23/03/2017 |
| Distribution and Use of SOP               | DDGs; Chief Directors; Directors at Head Office; District Directors; Deputy Directors: (Head Office & Districts); (Head Office & Districts); CDFs at all levels, Social Workers at all levels. |  |            |